

Hospital Quarterly

Performance Profiles

Emergency Department

Major hospitals
(B) peer group

October to December 2016

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

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

Auburn Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,796 patients

Emergency presentations:² 6,597 patients

Same period last year	Change since one year ago
6,678	1.8%
6,441	2.4%

Auburn Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 936 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,233 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,891 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 130 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 501 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 141 minutes

Same period last year	NSW (this period)
856	
9 minutes	8 minutes
23 minutes	26 minutes
2,363	
21 minutes	20 minutes
64 minutes	67 minutes
2,695	
33 minutes	25 minutes
122 minutes	97 minutes
499	
22 minutes	24 minutes
122 minutes	103 minutes

Auburn Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,794 patients

Percentage of patients who spent four hours or less in the ED 81.2%

Same period last year	Change since one year ago
6,678	1.7%
79.9%	

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

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

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

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

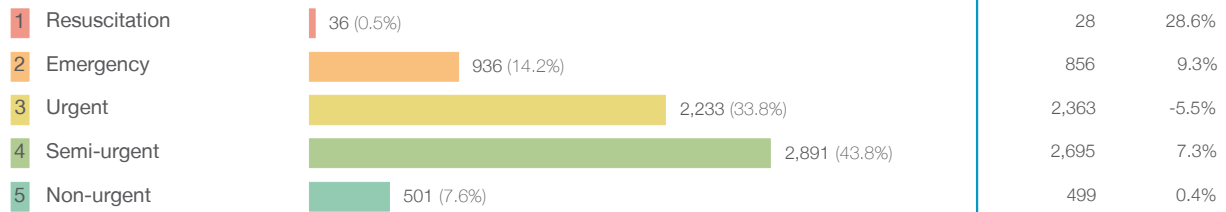
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Auburn Hospital: Patients presenting to the emergency department

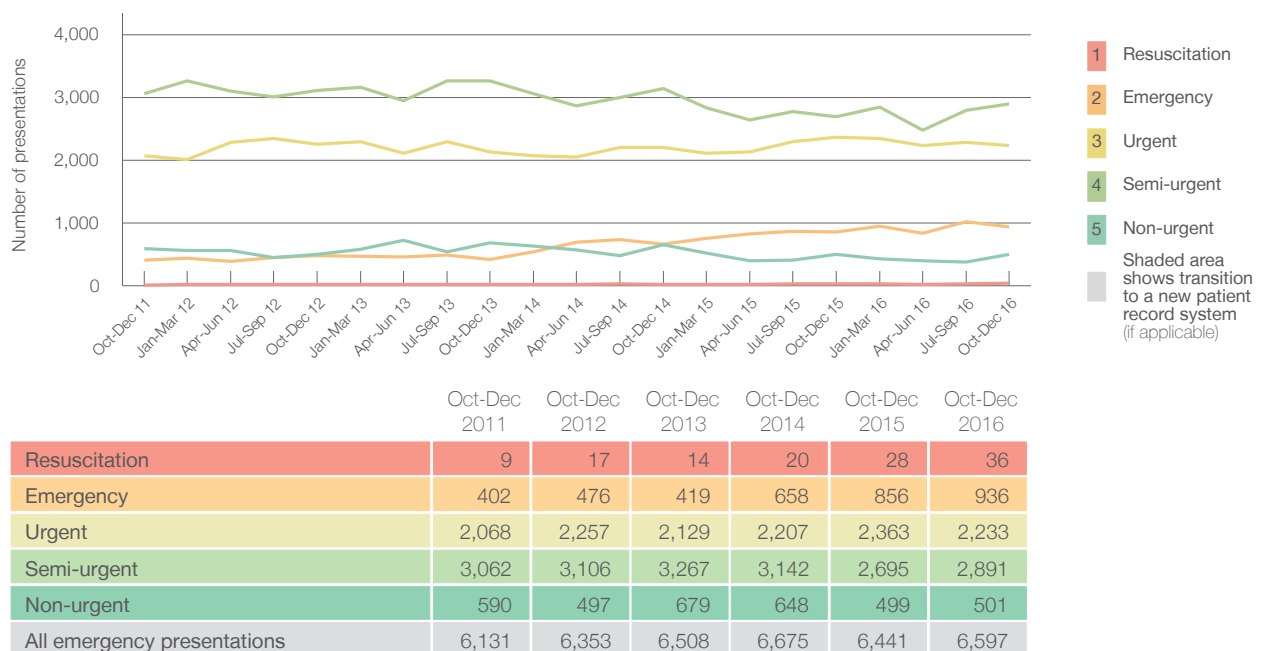
October to December 2016

All presentations:¹ 6,796 patients

Emergency presentations² by triage category: 6,597 patients



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



Auburn Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 791 patients

ED Transfer of care time



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

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

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

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

October to December 2016

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

Number of triage 2 patients: 936

Number of triage 2 patients used to calculate waiting time:³ 932

Median time to start treatment⁴

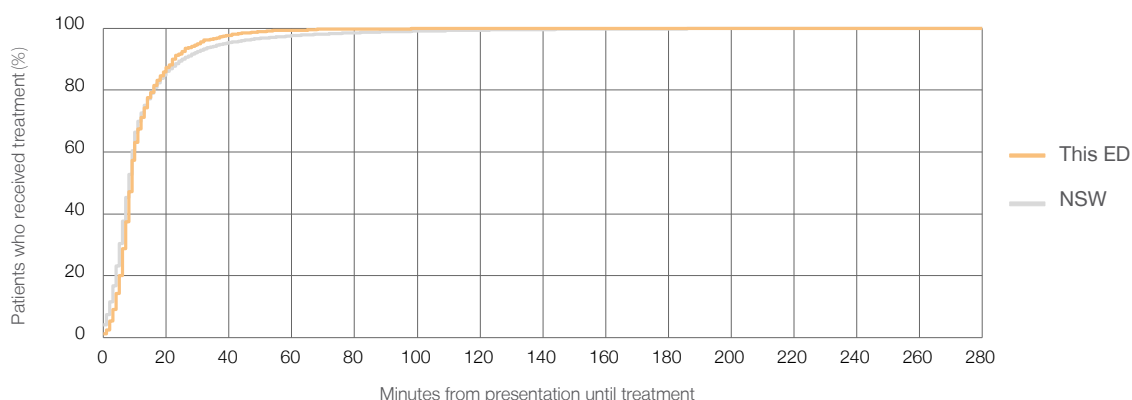
9 minutes

90th percentile time to start treatment⁵

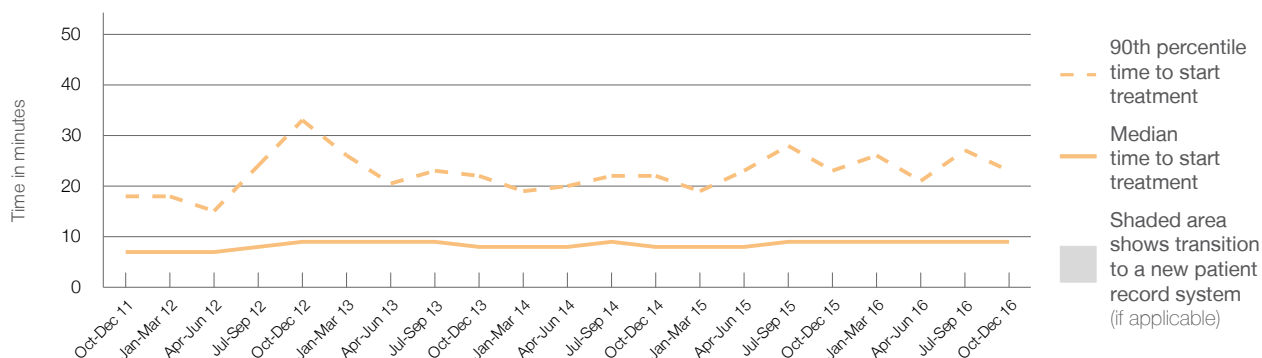
23 minutes

Same period last year	NSW (this period)
856	
842	
9 minutes	8 minutes
23 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	9	8	8	9	9
90th percentile time to start treatment ⁵ (minutes)	18	33	22	22	23	23

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

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

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

October to December 2016

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

Number of triage 3 patients: 2,233

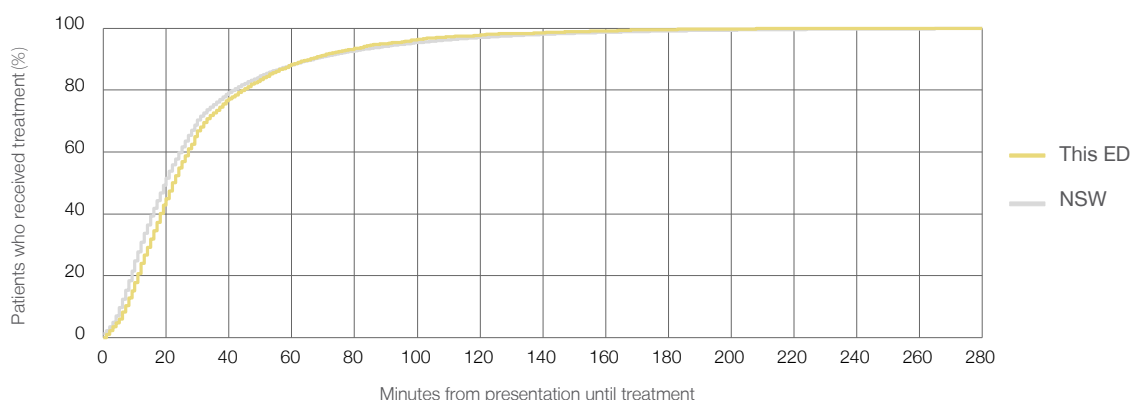
Number of triage 3 patients used to calculate waiting time:³ 2,179

Median time to start treatment⁴ 22 minutes

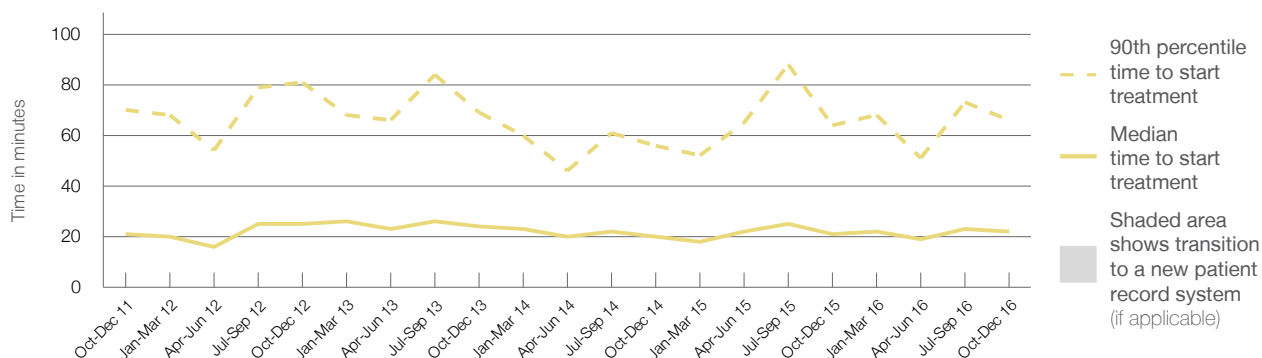
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
2,363	
2,236	
21 minutes	20 minutes
64 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	21	25	24	20	21	22
90th percentile time to start treatment ⁵ (minutes)	70	81	69	56	64	66

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

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

October to December 2016

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

Number of triage 4 patients: 2,891

Number of triage 4 patients used to calculate waiting time:³ 2,633

Median time to start treatment⁴

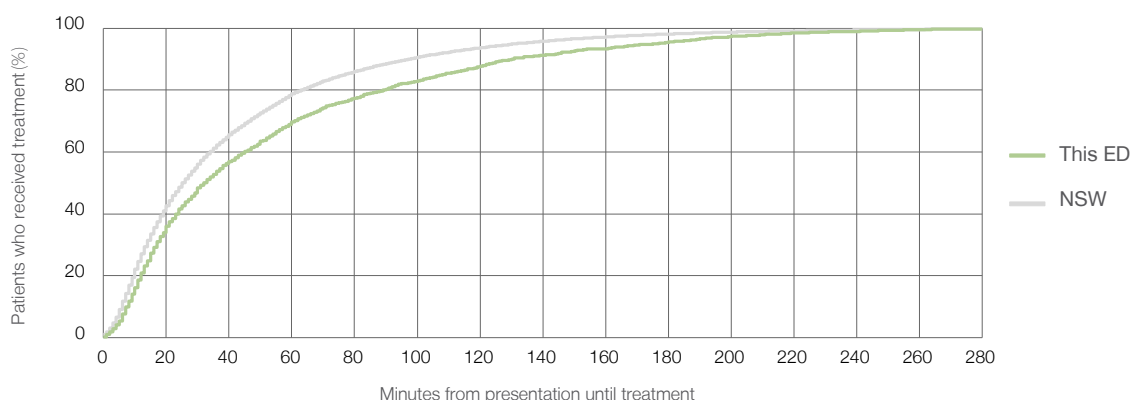
32 minutes

90th percentile time to start treatment⁵

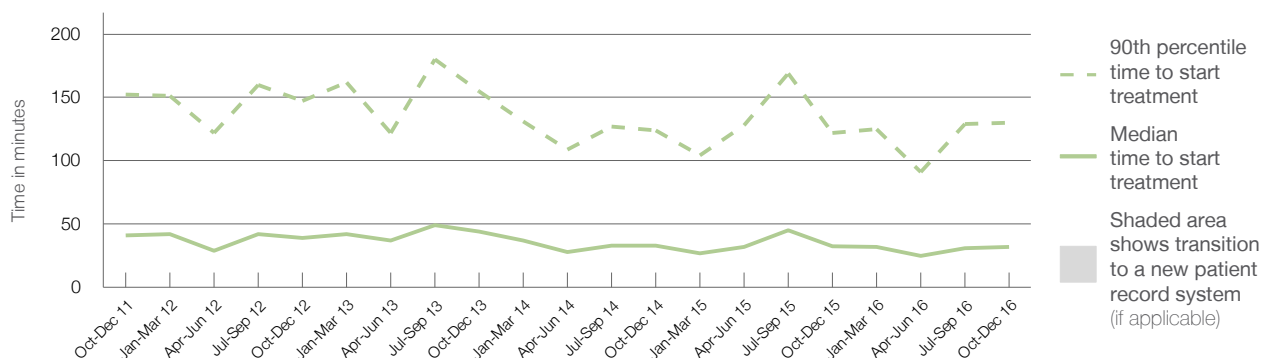
130 minutes

Same period last year	NSW (this period)
2,695	
2,310	
33 minutes	25 minutes
122 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	41	39	44	33	33	32
90th percentile time to start treatment ⁵ (minutes)	152	147	155	124	122	130

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

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

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

October to December 2016

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

Number of triage 5 patients: 501

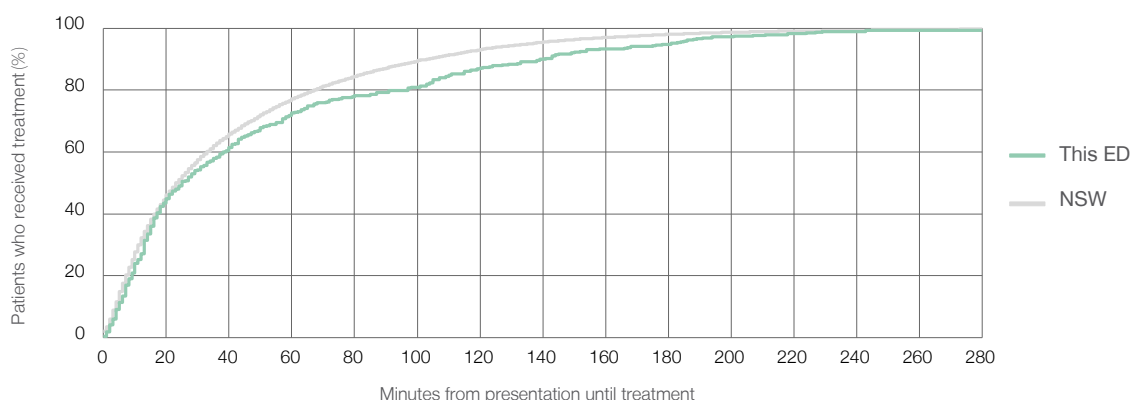
Number of triage 5 patients used to calculate waiting time:³ 387

Median time to start treatment⁴ 25 minutes

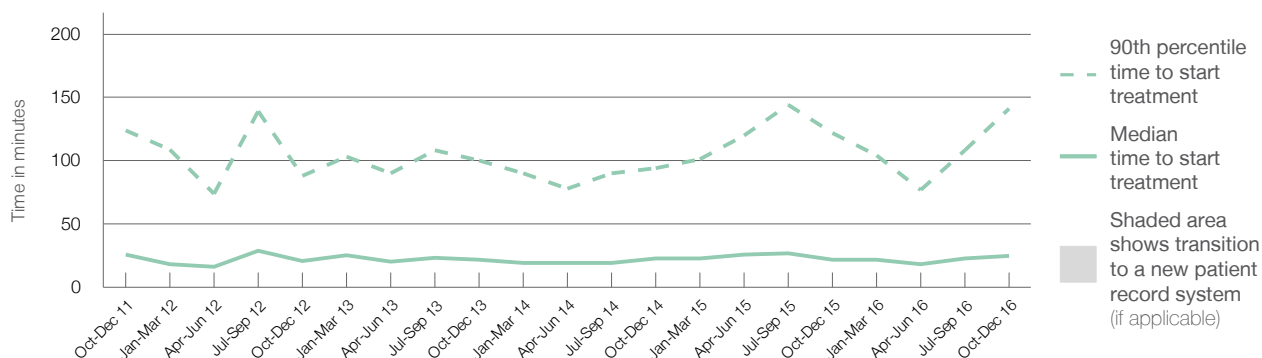
90th percentile time to start treatment⁵ 141 minutes

Same period last year	NSW (this period)
499	
381	
22 minutes	24 minutes
122 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	21	22	23	22	25
90th percentile time to start treatment ⁵ (minutes)	124	88	100	94	122	141

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

Auburn Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,796 patients

Presentations used to calculate time to leaving the ED:⁶ 6,794 patients

Median time spent in the ED⁸

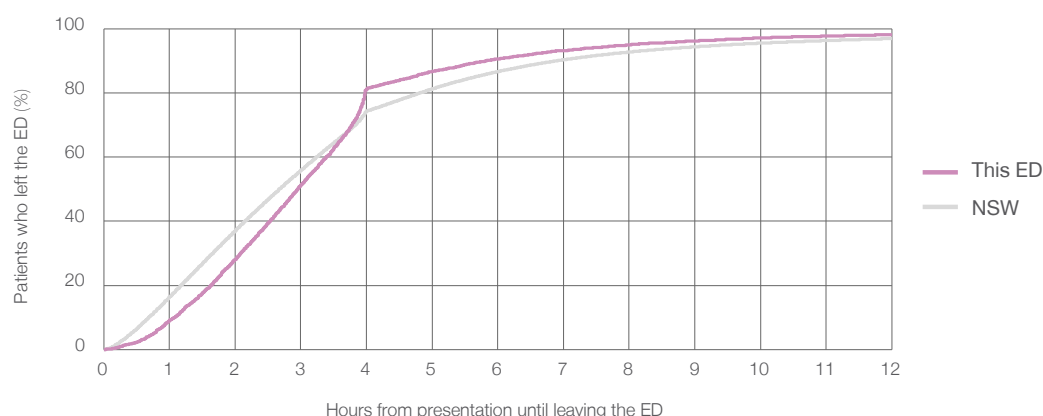
2 hours and 58 minutes

90th percentile time spent in the ED⁹

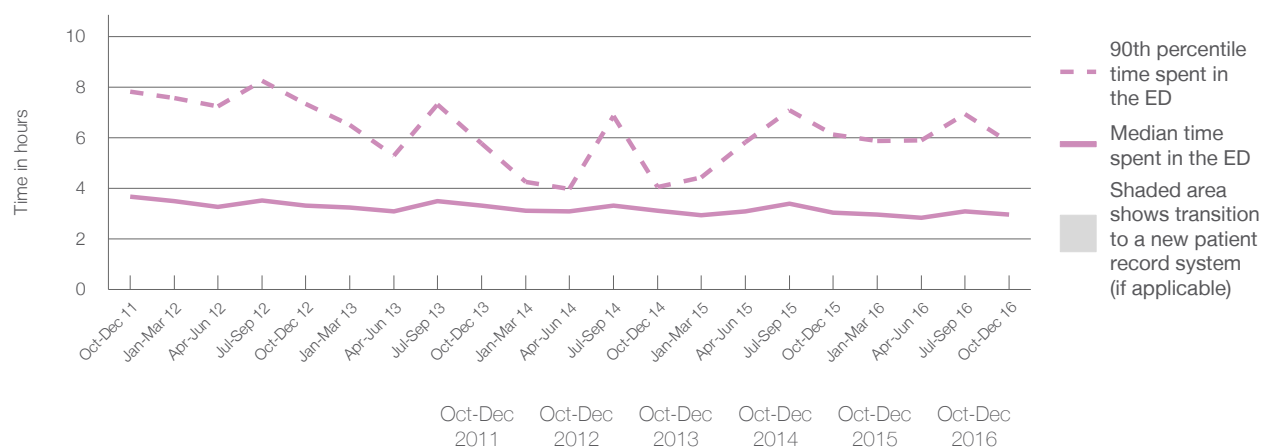
5 hours and 50 minutes

Same period last year	NSW (this period)
6,678	
6,678	
3 hours and 2 minutes	2 hours and 41 minutes
6 hours and 8 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 40m	3h 20m	3h 19m	3h 7m	3h 2m	2h 58m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 50m	7h 20m	5h 47m	4h 4m	6h 8m	5h 50m

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

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

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

Auburn Hospital: Time patients spent in the ED

By mode of separation

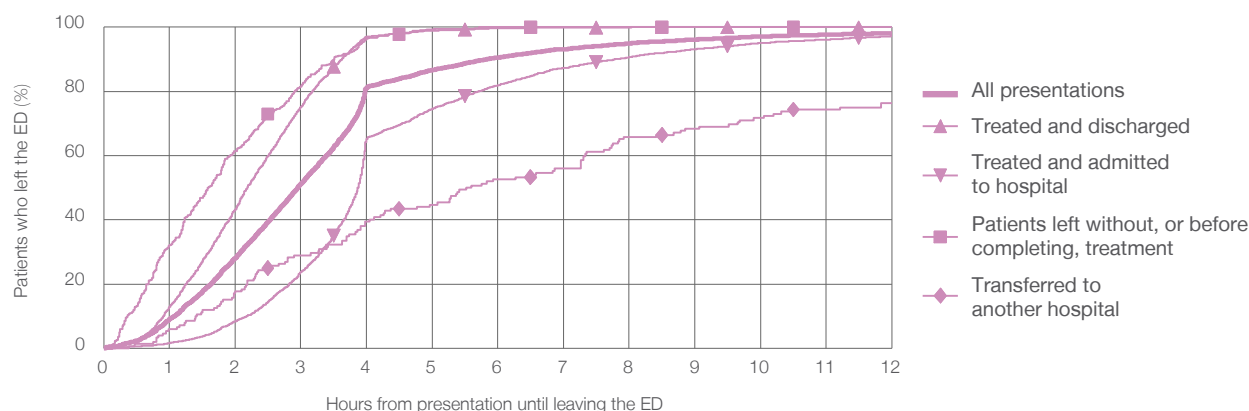
October to December 2016

All presentations:[†] 6,796 patients

Presentations used to calculate time to leaving the ED:[‡] 6,794 patients

		Same period last year	Change since one year ago
Treated and discharged	3,110 (45.8%)	3,526	-11.8%
Treated and admitted to hospital	3,085 (45.4%)	2,480	24.4%
Patient left without, or before completing, treatment	420 (6.2%)	495	-15.2%
Transferred to another hospital	152 (2.2%)	152	0.0%
Other	29 (0.4%)	25	16.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.0%	43.3%	75.2%	97.0%	99.7%	100%	100%	100%
Treated and admitted to hospital	1.7%	8.4%	23.7%	65.2%	81.9%	90.6%	95.1%	97.2%
Patient left without, or before completing, treatment	32.1%	61.5%	81.6%	96.4%	100%	100%	100%	100%
Transferred to another hospital	5.9%	17.8%	28.9%	39.5%	52.6%	65.8%	71.7%	76.3%
All presentations	9.1%	28.2%	51.3%	81.2%	90.6%	95.0%	97.1%	98.2%

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

Auburn Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 6,796 patients

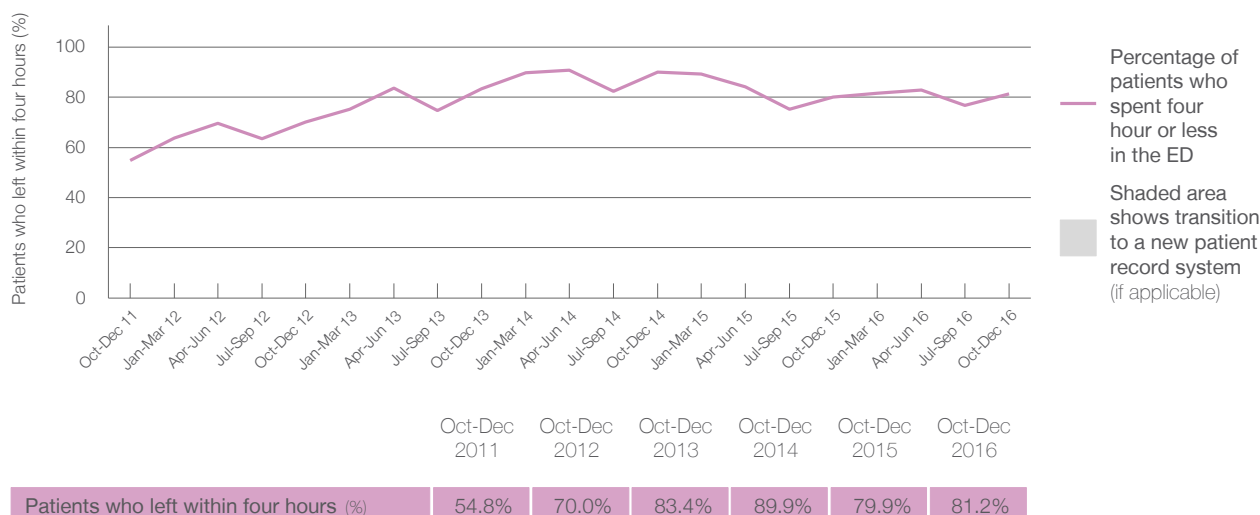
Presentations used to calculate time to leaving the ED:⁶ 6,794 patients

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



Same period last year	Change since one year ago
6,678	1.8%
6,678	1.7%
79.9%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

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

Blacktown Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 11,714 patients

Emergency presentations:² 11,639 patients

Same period last year	Change since one year ago
10,902	7.4%
10,821	7.6%

Blacktown Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,239 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,036 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 127 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,392 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 833 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
3,062	
10 minutes	8 minutes
26 minutes	26 minutes
3,509	
26 minutes	20 minutes
84 minutes	67 minutes
3,190	
33 minutes	25 minutes
95 minutes	97 minutes
929	
33 minutes	24 minutes
112 minutes	103 minutes

Blacktown Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 11,700 patients

Percentage of patients who spent four hours or less in the ED 53.8%

Same period last year	Change since one year ago
10,902	7.3%
61.8%	

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

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

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

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

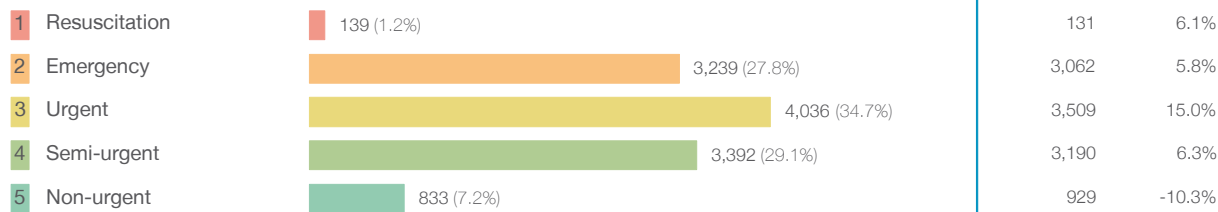
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Blacktown Hospital: Patients presenting to the emergency department

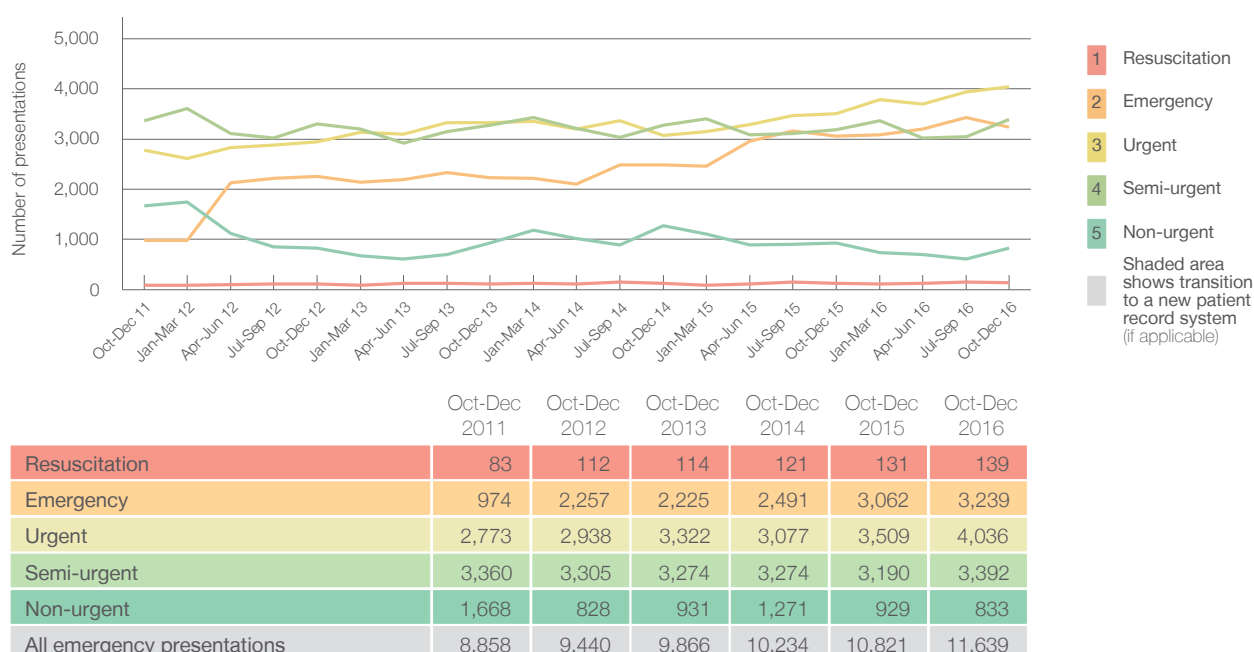
October to December 2016

All presentations:¹ 11,714 patients

Emergency presentations² by triage category: 11,639 patients



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



Blacktown Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,310 patients

ED Transfer of care time



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

October to December 2016

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

Number of triage 2 patients: 3,239

Number of triage 2 patients used to calculate waiting time:³ 3,221

Median time to start treatment⁴

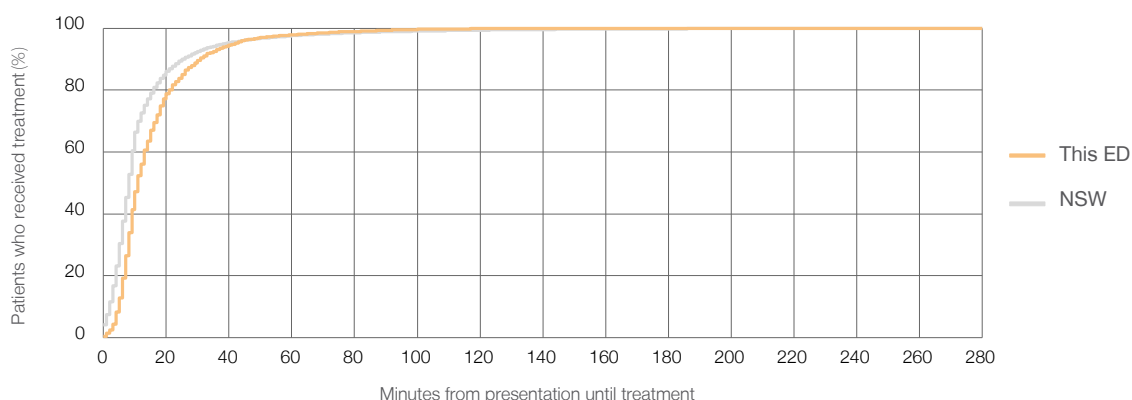
11 minutes

90th percentile time to start treatment⁵

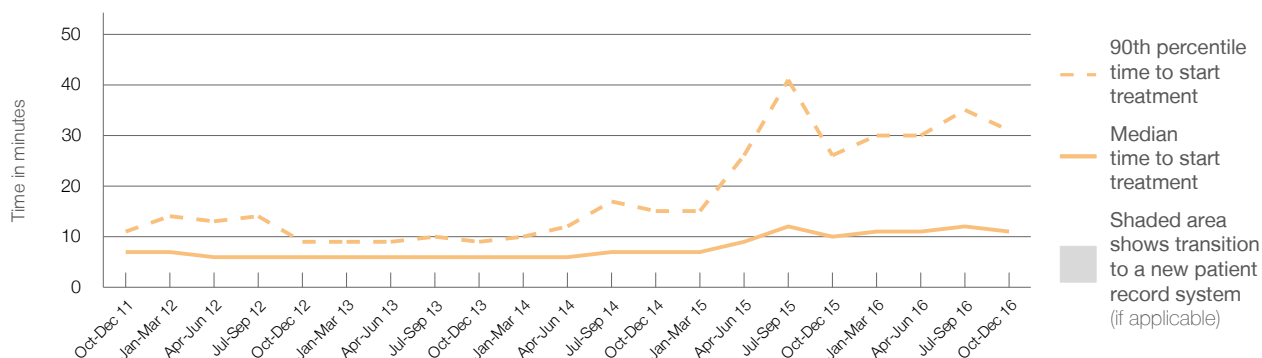
31 minutes

Same period last year	NSW (this period)
3,062	
2,997	
10 minutes	8 minutes
26 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	6	6	7	10	11
90th percentile time to start treatment ⁵ (minutes)	11	9	9	15	26	31

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

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

October to December 2016

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

Number of triage 3 patients: 4,036

Number of triage 3 patients used to calculate waiting time:³ 3,830

Median time to start treatment⁴

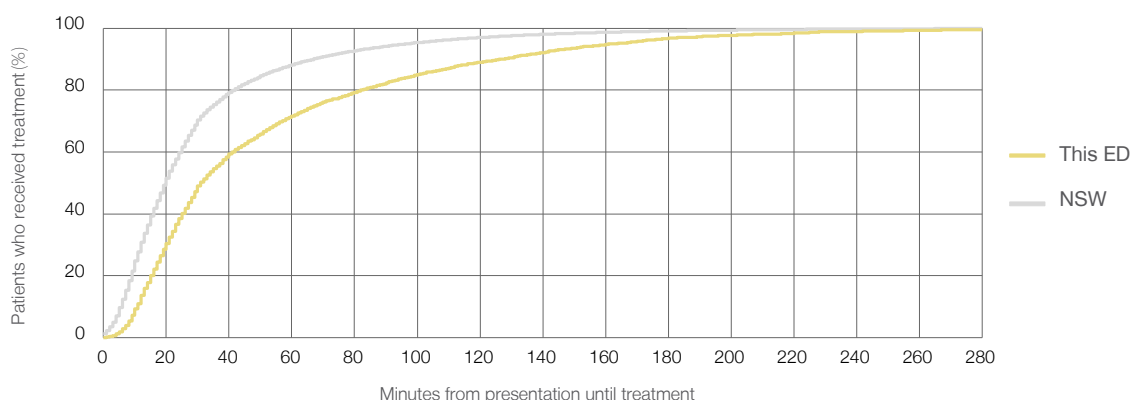
31 minutes

90th percentile time to start treatment⁵

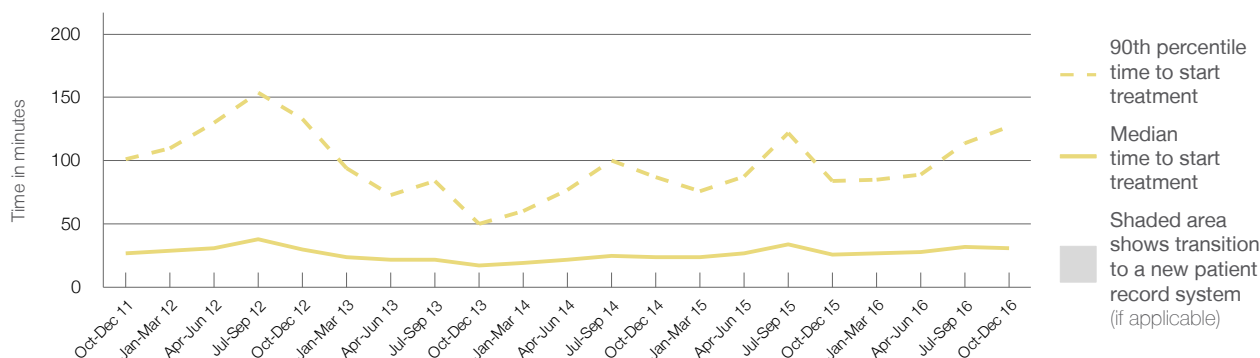
127 minutes

Same period last year	NSW (this period)
3,509	
3,338	
26 minutes	20 minutes
84 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	30	17	24	26	31
90th percentile time to start treatment ⁵ (minutes)	101	133	50	87	84	127

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

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

October to December 2016

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

Number of triage 4 patients: 3,392

Number of triage 4 patients used to calculate waiting time:³ 3,194

Median time to start treatment⁴

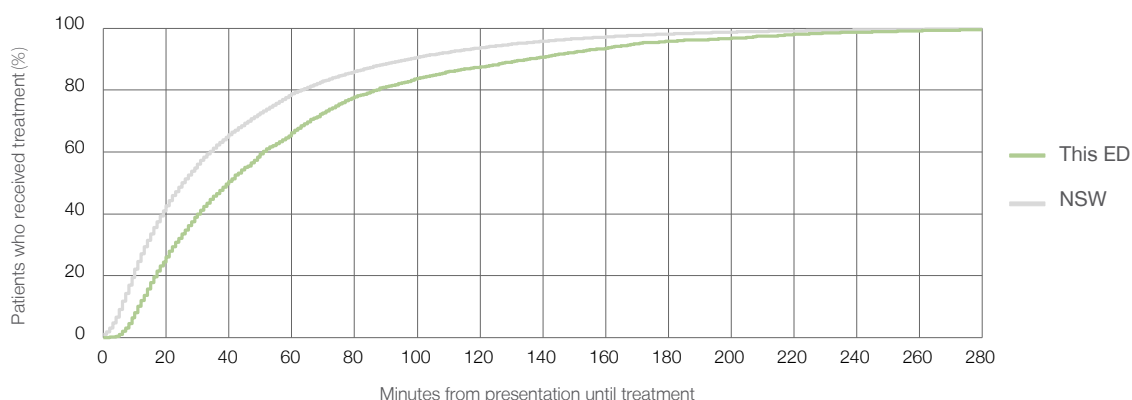
40 minutes

90th percentile time to start treatment⁵

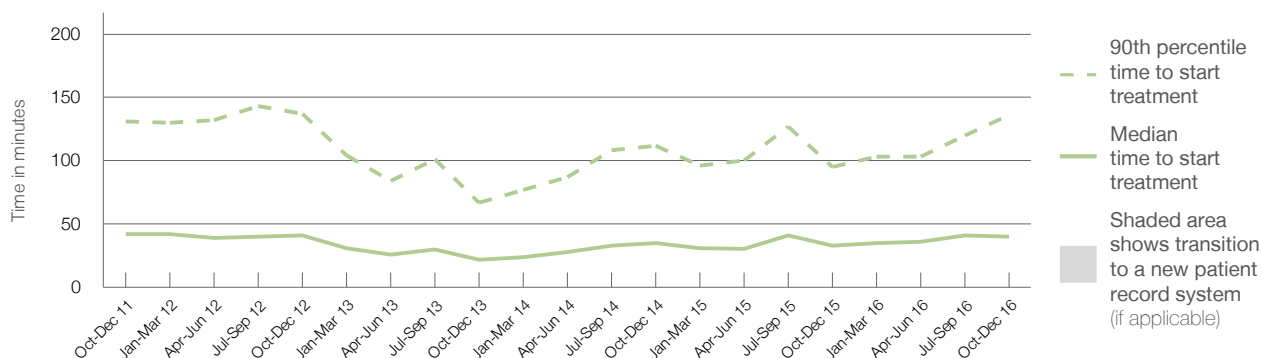
136 minutes

Same period last year	NSW (this period)
3,190	
3,010	
33 minutes	25 minutes
95 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	42	41	22	35	33	40
90th percentile time to start treatment ⁵ (minutes)	131	137	67	112	95	136

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

October to December 2016

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

Number of triage 5 patients: 833

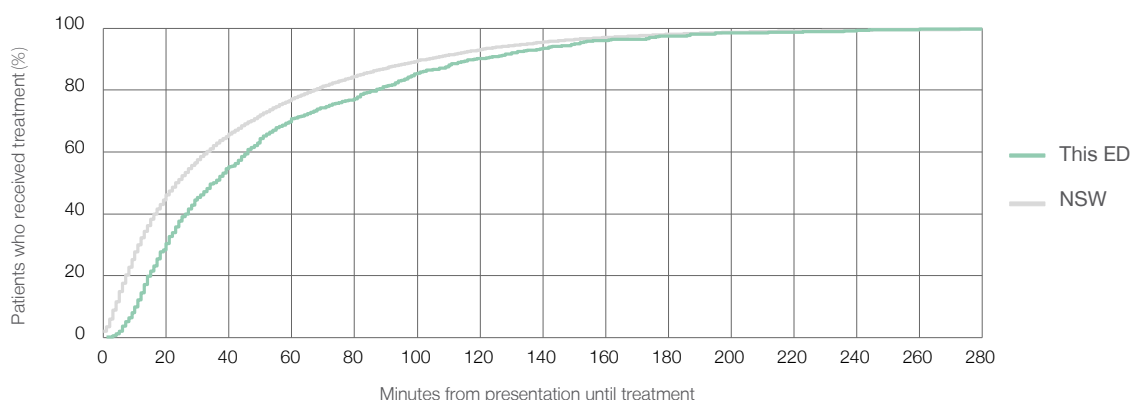
Number of triage 5 patients used to calculate waiting time:³ 686

Median time to start treatment⁴ 35 minutes

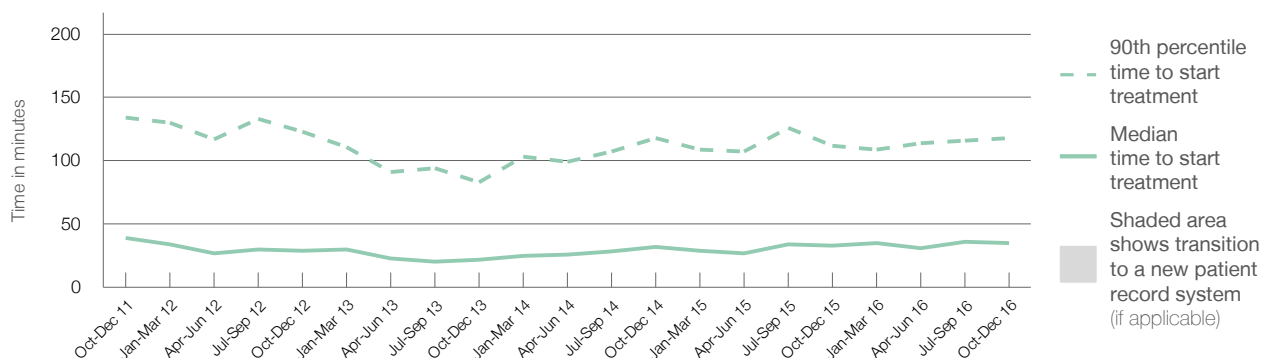
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
929	
809	
33 minutes	24 minutes
112 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	29	22	32	33	35
90th percentile time to start treatment ⁵ (minutes)	134	123	83	118	112	118

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

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

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

Blacktown Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 11,714 patients

Presentations used to calculate time to leaving the ED:⁶ 11,700 patients

Median time spent in the ED⁸

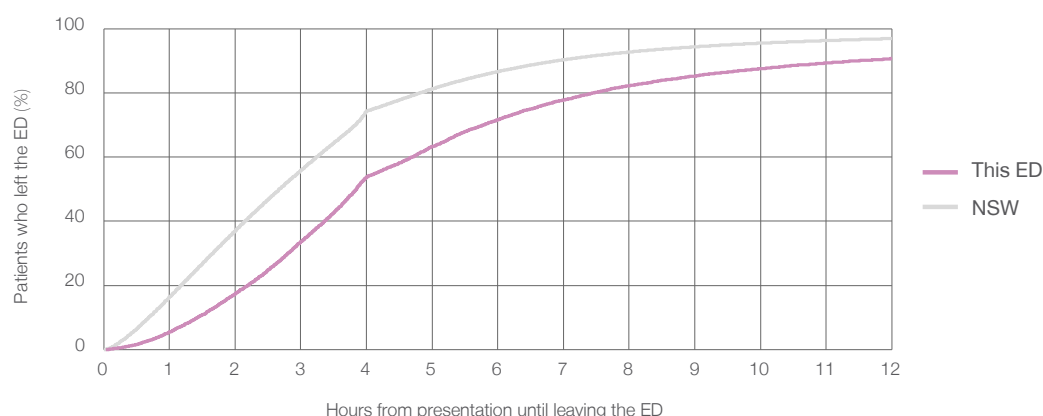
3 hours and 51 minutes

90th percentile time spent in the ED⁹

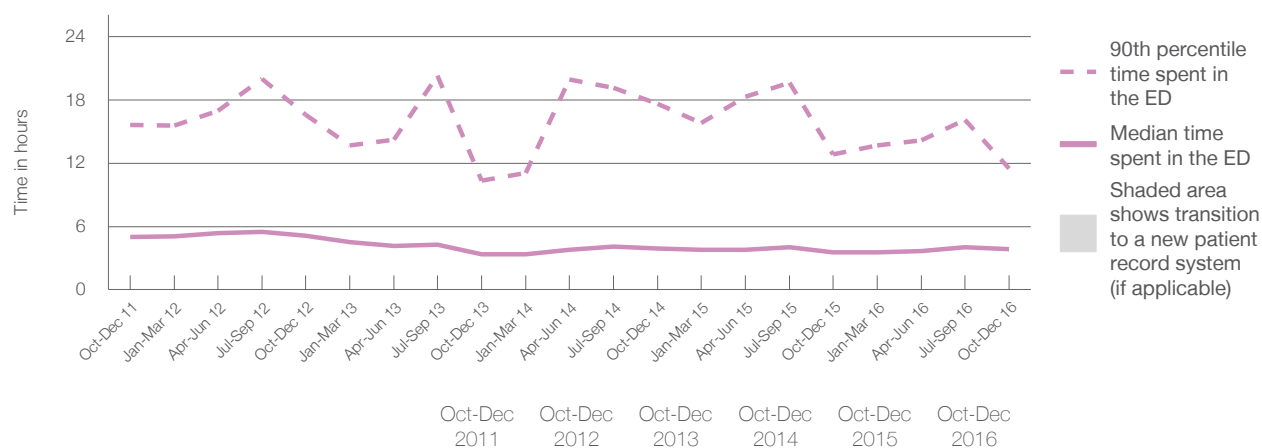
11 hours and 30 minutes

Same period last year	NSW (this period)
10,902	
10,902	
3 hours and 32 minutes	2 hours and 41 minutes
12 hours and 50 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 59m	5h 6m	3h 22m	3h 55m	3h 32m	3h 51m
90th percentile time to leaving the ED ⁹ (hours, minutes)	15h 36m	16h 37m	10h 22m	17h 38m	12h 50m	11h 30m

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

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

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

Blacktown Hospital: Time patients spent in the ED

By mode of separation

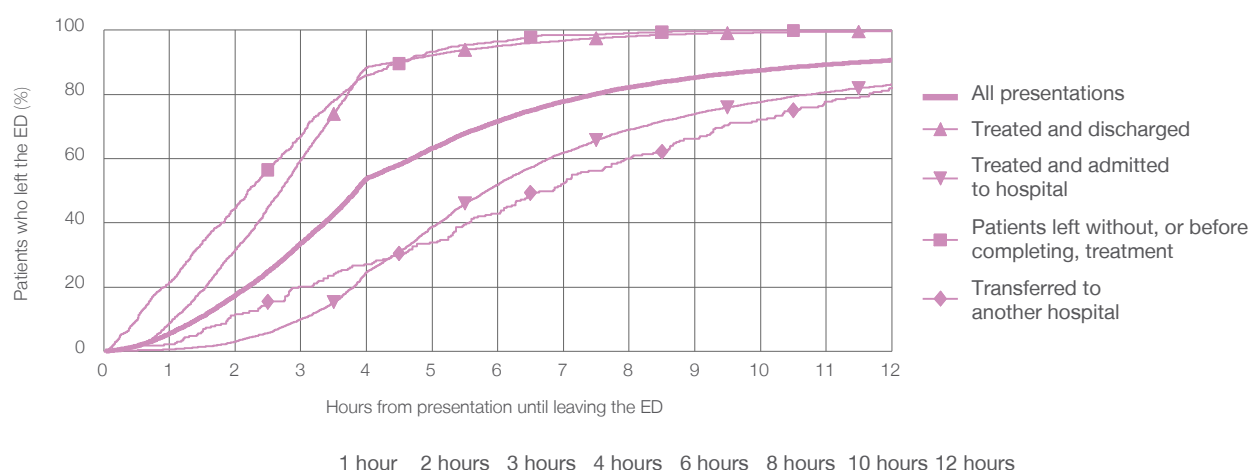
October to December 2016

All presentations:[†] 11,714 patients

Presentations used to calculate time to leaving the ED:[‡] 11,700 patients

		Same period last year	Change since one year ago
Treated and discharged	4,494 (38.4%)	10,902	7.3%
Treated and admitted to hospital	6,107 (52.1%)	5,214	-13.8%
Patient left without, or before completing, treatment	823 (7.0%)	4,872	25.3%
Transferred to another hospital	233 (2.0%)	528	55.9%
Other	57 (0.5%)	238	-2.1%
		50	14.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.8%	31.6%	59.7%	88.4%	95.0%	98.1%	99.3%	99.7%
Treated and admitted to hospital	0.5%	3.0%	10.0%	24.7%	51.9%	69.0%	77.7%	83.1%
Patient left without, or before completing, treatment	21.4%	44.7%	67.1%	85.9%	96.6%	99.0%	99.9%	99.9%
Transferred to another hospital	2.1%	11.6%	20.2%	27.0%	42.9%	60.1%	72.1%	82.4%
All presentations	5.5%	17.4%	33.6%	53.8%	71.6%	82.2%	87.5%	90.7%

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

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

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

Blacktown Hospital: Time spent in the ED

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

October to December 2016

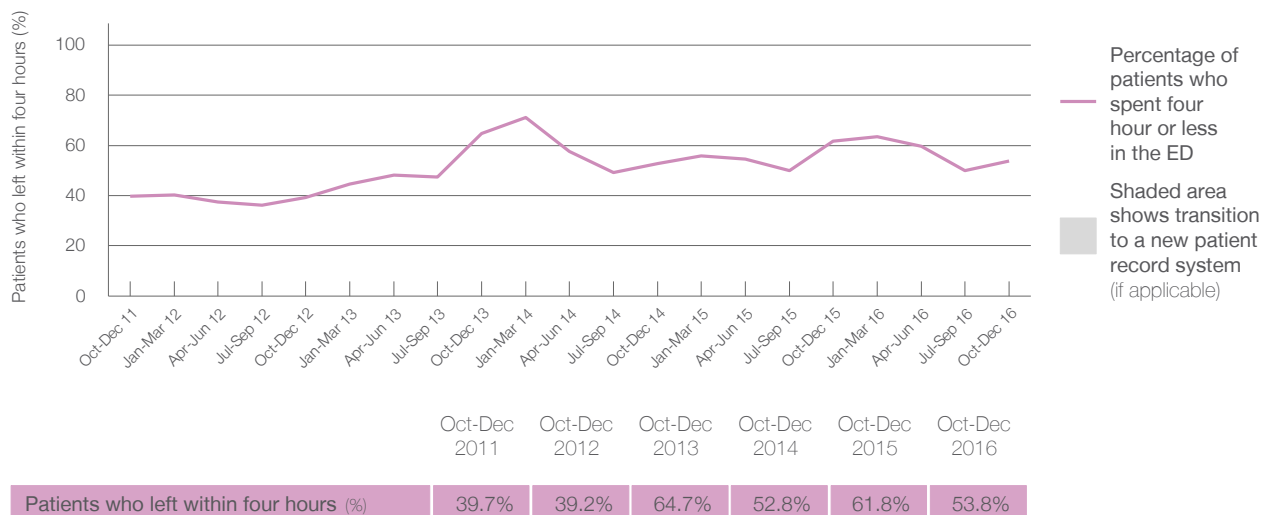
All presentations at the emergency department:¹ 11,714 patients

Presentations used to calculate time to leaving the ED:⁶ 11,700 patients

Percentage of patients who spent four hours or less in the ED 53.8%

Same period last year	Change since one year ago
10,902	7.4%
10,902	7.3%
61.8%	

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



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

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

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

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

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

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

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

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

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

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

Campbelltown Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 16,810 patients

Emergency presentations:² 16,661 patients

Same period last year	Change since one year ago
16,280	3.3%
16,103	3.5%

Campbelltown Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,798 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,863 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,130 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,777 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,761	
7 minutes	8 minutes
20 minutes	26 minutes
6,326	
17 minutes	20 minutes
81 minutes	67 minutes
6,243	
27 minutes	25 minutes
125 minutes	97 minutes
1,665	
30 minutes	24 minutes
122 minutes	103 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 16,810 patients

Percentage of patients who spent four hours or less in the ED 60.2%

Same period last year	Change since one year ago
16,280	3.3%
57.7%	

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

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

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

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

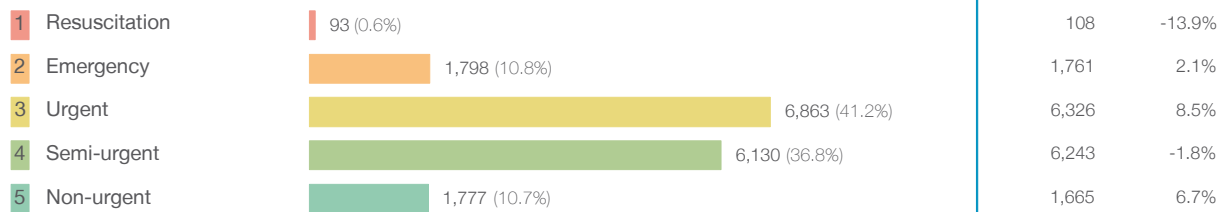
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Campbelltown Hospital: Patients presenting to the emergency department

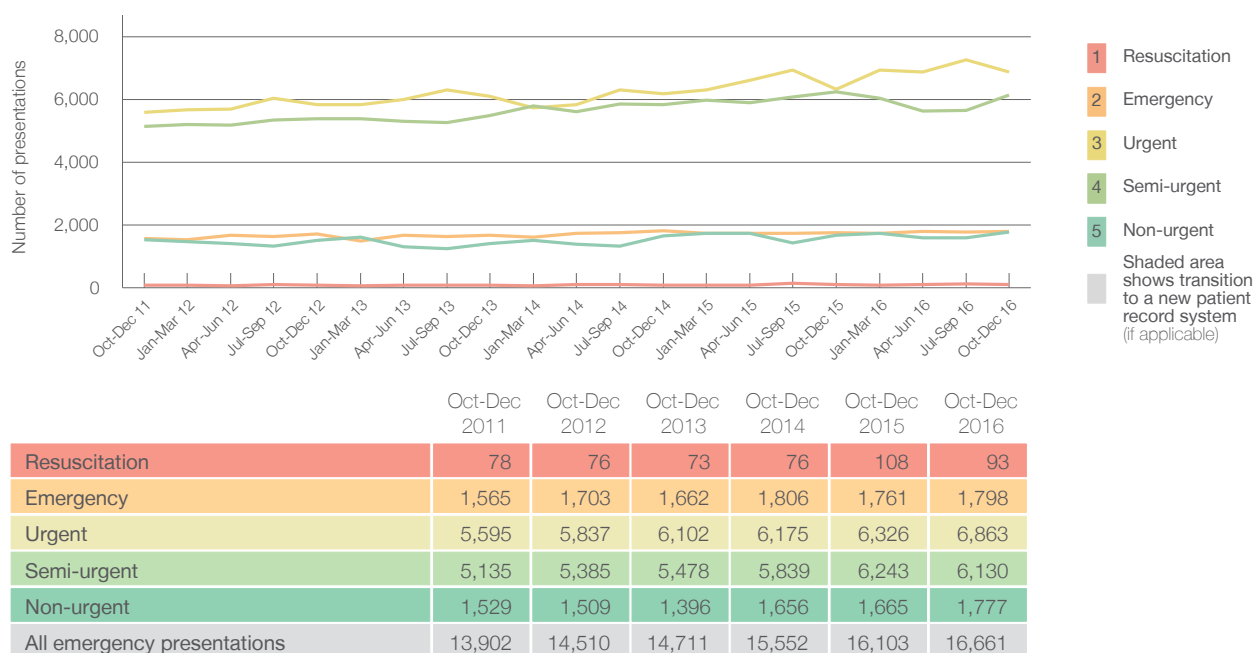
October to December 2016

All presentations:¹ 16,810 patients

Emergency presentations² by triage category: 16,661 patients



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



Campbelltown Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,041 patients

ED Transfer of care time



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

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

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

October to December 2016

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

Number of triage 2 patients: 1,798

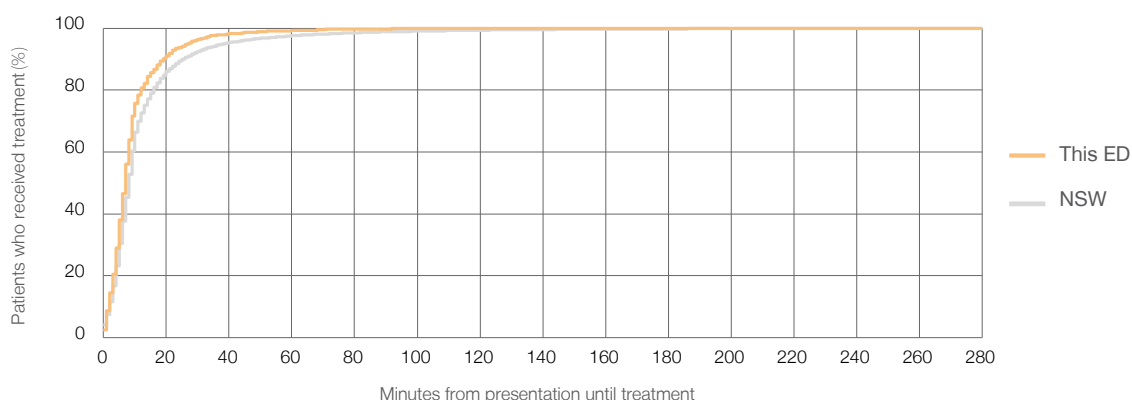
Number of triage 2 patients used to calculate waiting time:³ 1,793

Median time to start treatment⁴ 7 minutes

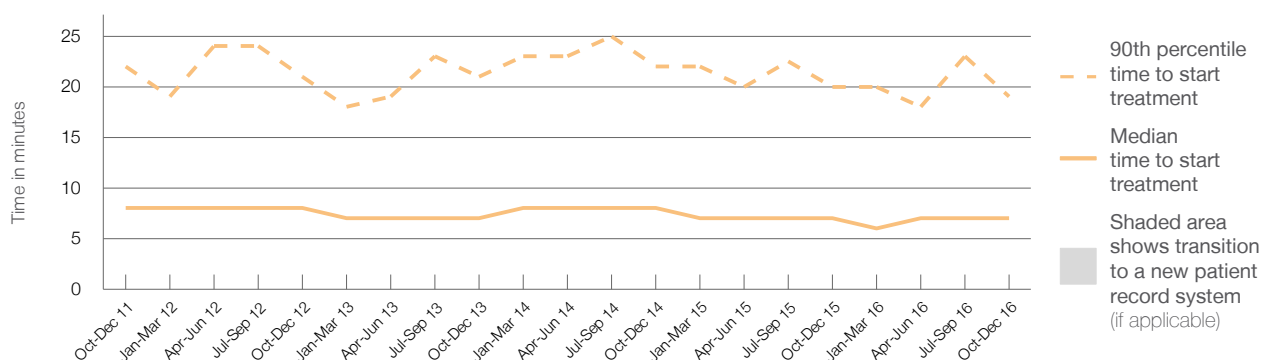
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
1,761	
1,757	
7 minutes	8 minutes
20 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	7	8	7	7
90th percentile time to start treatment ⁵ (minutes)	22	21	21	22	20	19

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

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

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

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

October to December 2016

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

Number of triage 3 patients: 6,863

Number of triage 3 patients used to calculate waiting time:³ 6,736

Median time to start treatment⁴

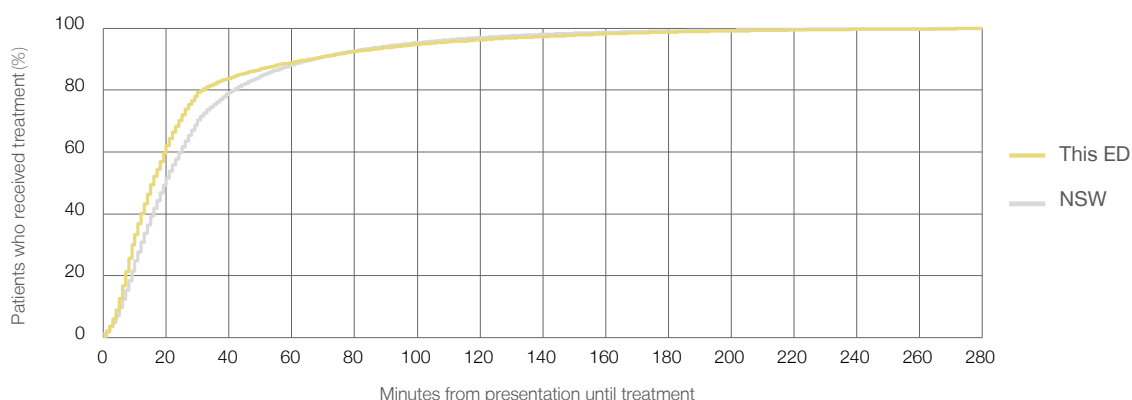
16 minutes

90th percentile time to start treatment⁵

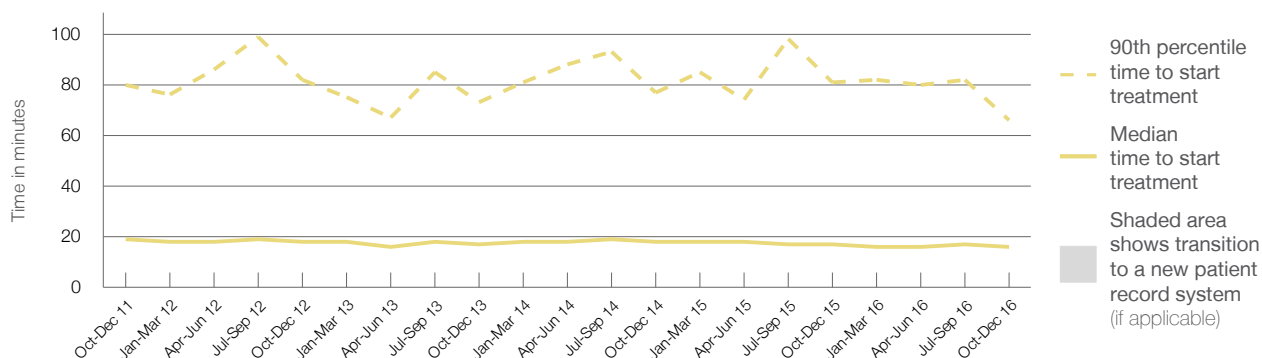
66 minutes

Same period last year	NSW (this period)
6,326	
6,135	
17 minutes	20 minutes
81 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	18	17	18	17	16
90th percentile time to start treatment ⁵ (minutes)	80	82	73	77	81	66

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

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

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

October to December 2016

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

Number of triage 4 patients: 6,130

Number of triage 4 patients used to calculate waiting time:³ 5,774

Median time to start treatment⁴

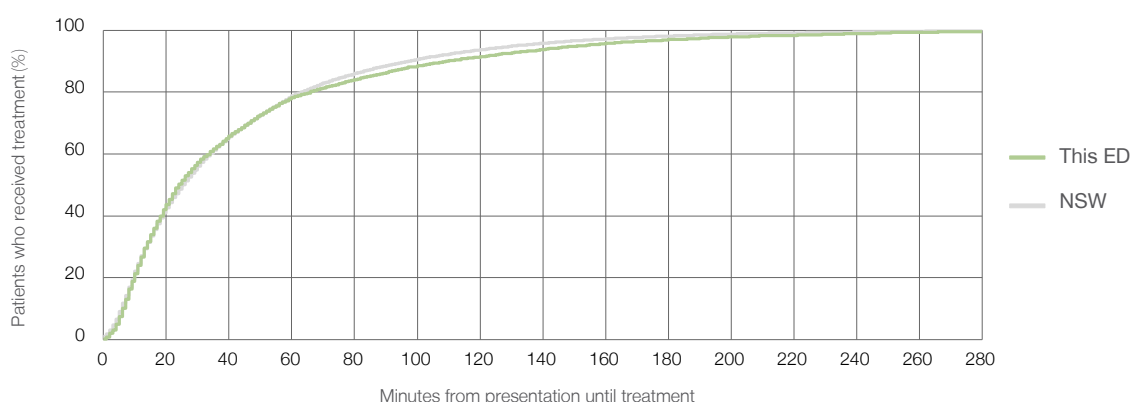
24 minutes

90th percentile time to start treatment⁵

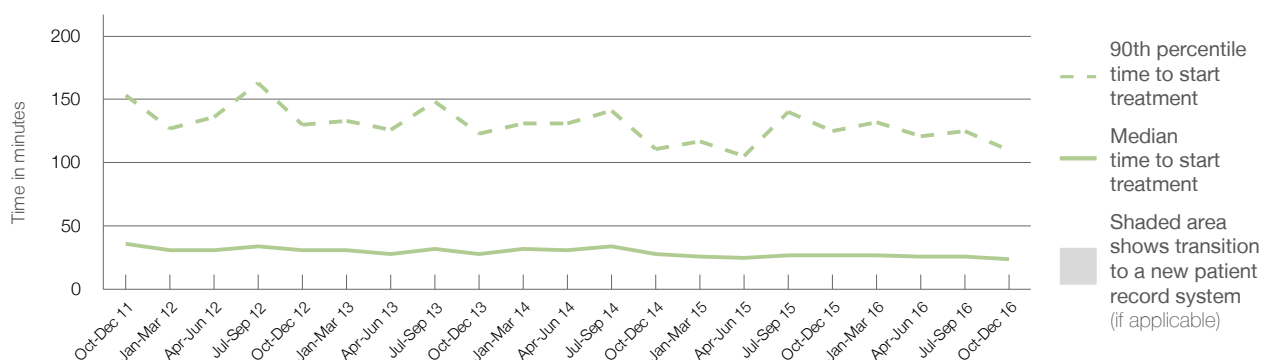
110 minutes

Same period last year	NSW (this period)
6,243	
5,797	
27 minutes	25 minutes
125 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	31	28	28	27	24
90th percentile time to start treatment ⁵ (minutes)	153	130	123	111	125	110

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

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

October to December 2016

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

Number of triage 5 patients: 1,777

Number of triage 5 patients used to calculate waiting time:³ 1,570

Median time to start treatment⁴

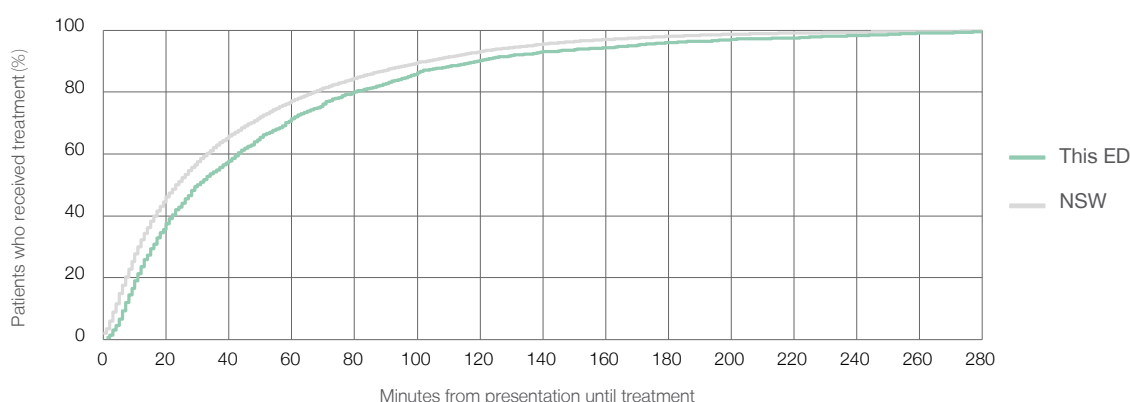
30 minutes

90th percentile time to start treatment⁵

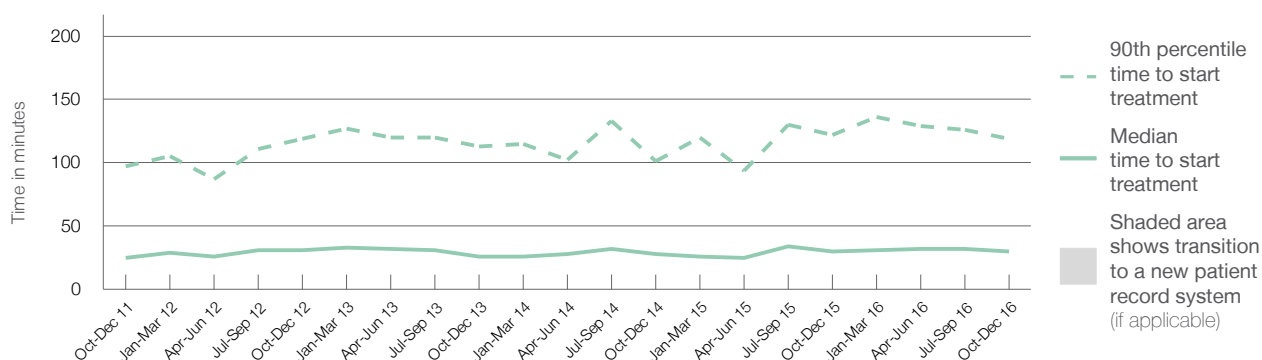
119 minutes

Same period last year	NSW (this period)
1,665	
1,459	
30 minutes	24 minutes
122 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	31	26	28	30	30
90th percentile time to start treatment ⁵ (minutes)	97	119	113	101	122	119

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

Campbelltown Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 16,810 patients

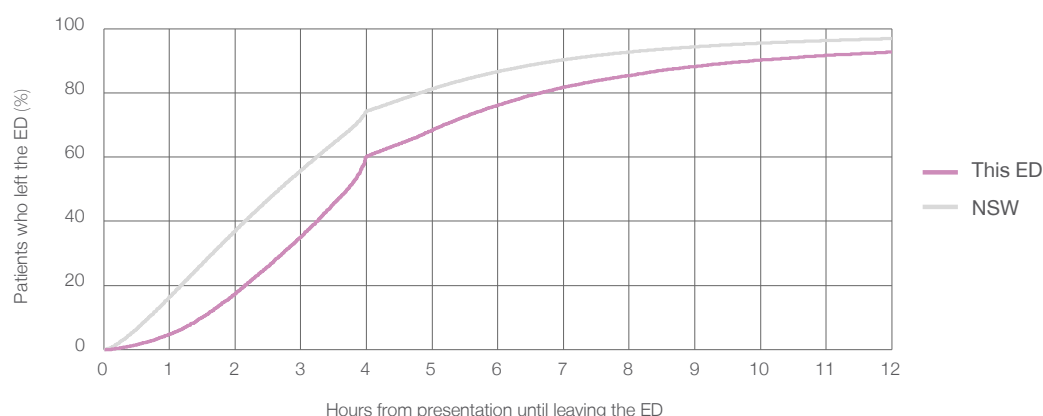
Presentations used to calculate time to leaving the ED:⁶ 16,810 patients

Median time spent in the ED⁸ 3 hours and 43 minutes

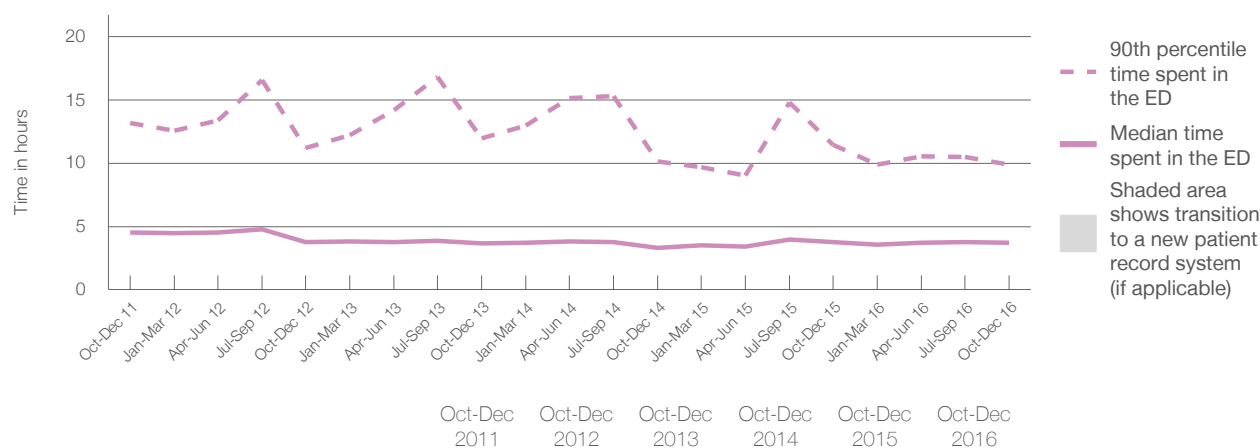
90th percentile time spent in the ED⁹ 9 hours and 53 minutes

Same period last year	NSW (this period)
16,280	16,280
3 hours and 47 minutes	2 hours and 41 minutes
11 hours and 27 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 32m	3h 46m	3h 40m	3h 20m	3h 47m	3h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 11m	11h 11m	11h 58m	10h 9m	11h 27m	9h 53m

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Campbelltown Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

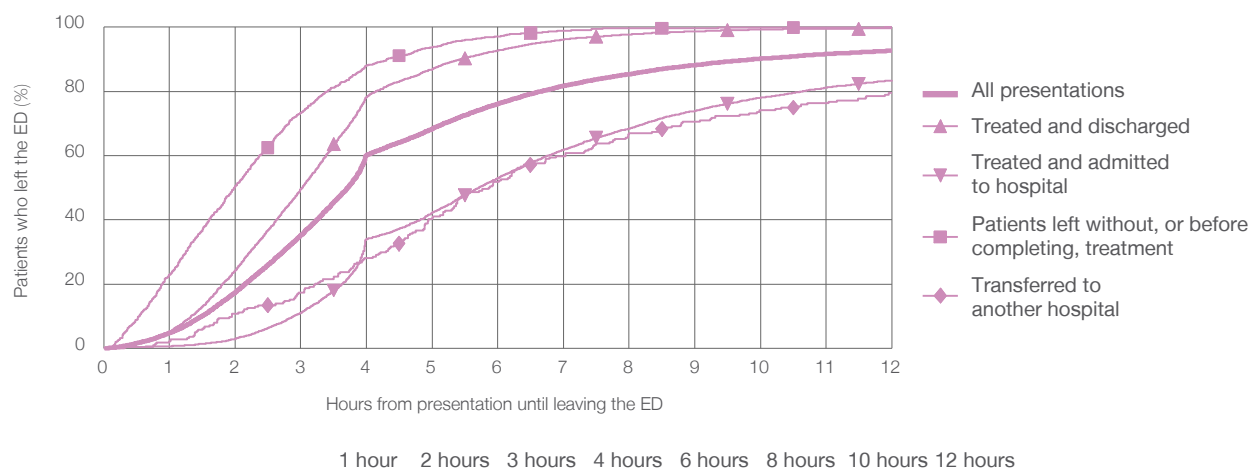
All presentations:[†] 16,810 patients

Presentations used to calculate time to leaving the ED:[‡] 16,810 patients

Treated and discharged	8,262 (49.1%)
Treated and admitted to hospital	6,945 (41.3%)
Patient left without, or before completing, treatment	1,367 (8.1%)
Transferred to another hospital	224 (1.3%)
Other	12 (0.1%)

Same period last year	Change since one year ago
16,280	3.3%
8,982	-8.0%
5,472	26.9%
1,553	-12.0%
236	-5.1%
37	-67.6%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.2%	24.3%	49.6%	78.4%	92.8%	97.8%	99.3%	99.7%
Treated and admitted to hospital	0.6%	3.0%	11.0%	34.1%	53.0%	68.4%	78.1%	83.5%
Patient left without, or before completing, treatment	22.9%	50.6%	73.4%	88.1%	97.1%	99.6%	99.9%	100%
Transferred to another hospital	2.2%	10.7%	17.4%	28.1%	51.8%	67.0%	74.1%	79.5%
All presentations	4.8%	17.5%	35.2%	60.2%	76.1%	85.4%	90.2%	92.7%

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

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

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

Campbelltown Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 16,810 patients

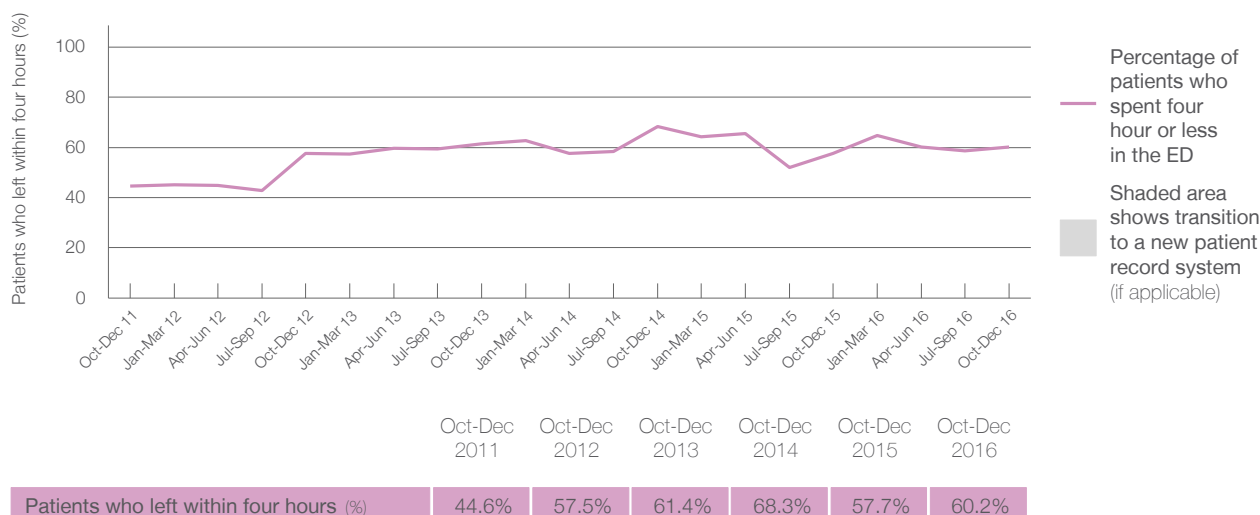
Presentations used to calculate time to leaving the ED:⁶ 16,810 patients

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



Same period last year	Change since one year ago
16,280	3.3%
16,280	3.3%
57.7%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

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

Canterbury Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 11,535 patients

Emergency presentations:² 11,490 patients

Same period last year	Change since one year ago
10,677	8.0%
10,607	8.3%

Canterbury Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,098 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,839 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,289 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,234 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
1,104	
7 minutes	8 minutes
16 minutes	26 minutes
3,477	
15 minutes	20 minutes
41 minutes	67 minutes
5,122	
18 minutes	25 minutes
65 minutes	97 minutes
875	
16 minutes	24 minutes
83 minutes	103 minutes

Canterbury Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 11,534 patients

Percentage of patients who spent four hours or less in the ED 85.4%

Same period last year	Change since one year ago
10,677	8.0%
85.9%	

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

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

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

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

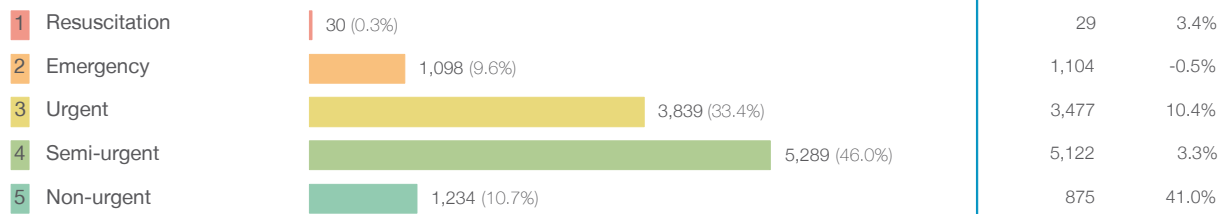
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Canterbury Hospital: Patients presenting to the emergency department

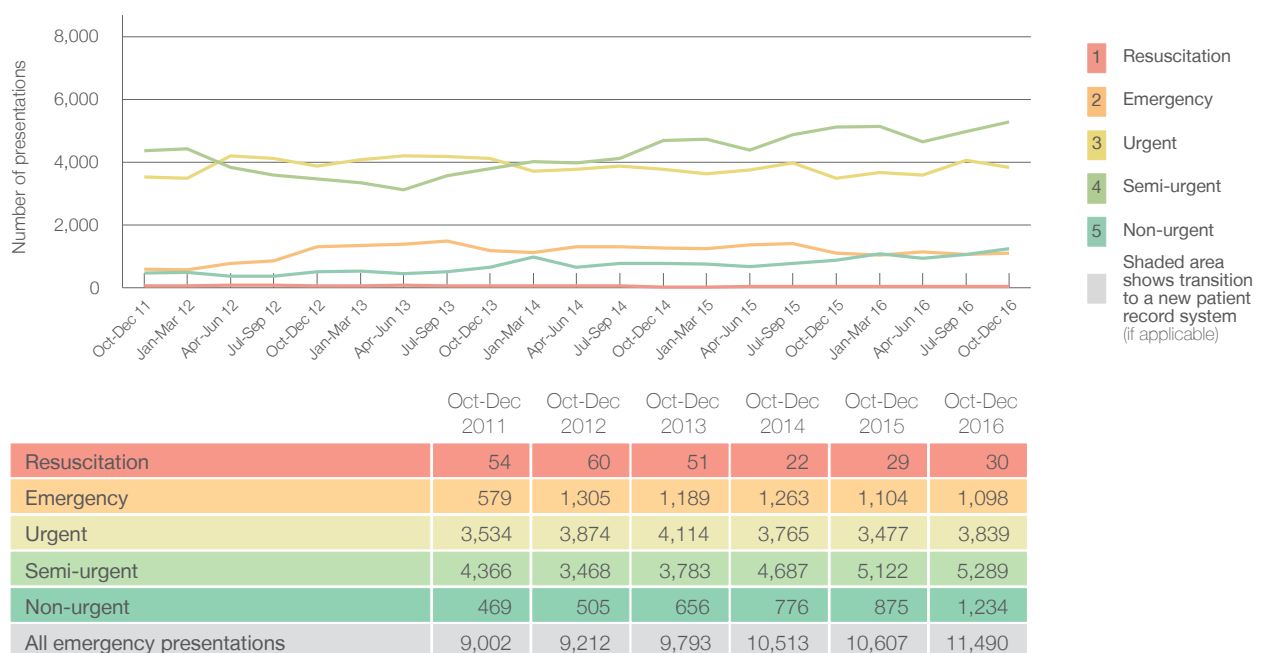
October to December 2016

All presentations:¹ 11,535 patients

Emergency presentations² by triage category: 11,490 patients



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



Canterbury Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,912 patients

ED Transfer of care time



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

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

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

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

October to December 2016

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

Number of triage 2 patients: 1,098

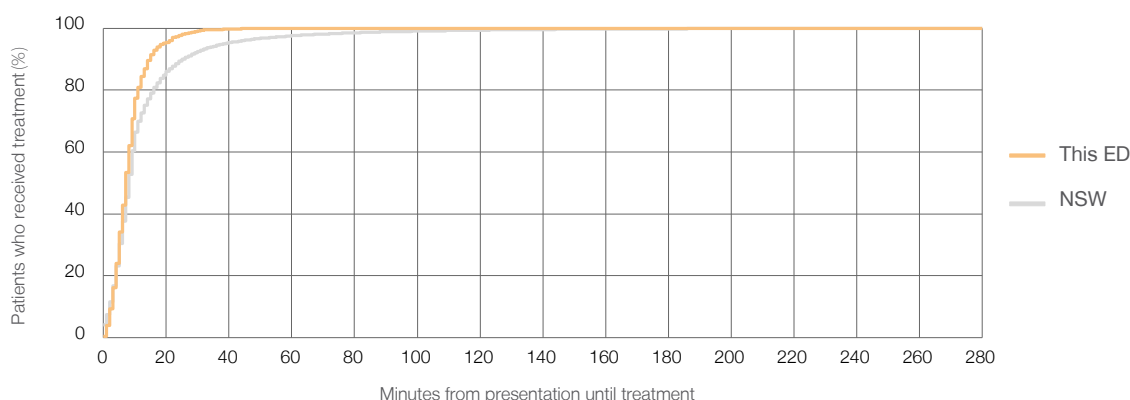
Number of triage 2 patients used to calculate waiting time:³ 1,096

Median time to start treatment⁴ 7 minutes

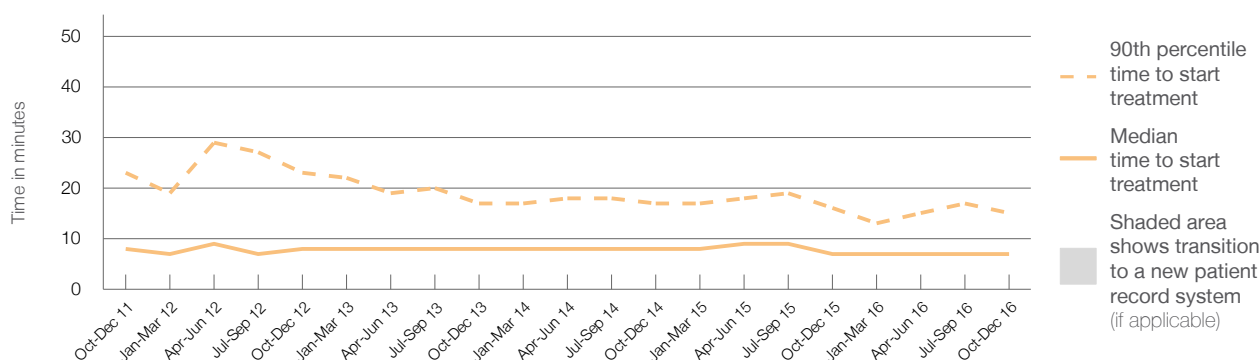
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
1,104	
1,102	
7 minutes	8 minutes
16 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	8	8	7	7
90th percentile time to start treatment ⁵ (minutes)	23	23	17	17	16	15

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

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

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

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

October to December 2016

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

Number of triage 3 patients: 3,839

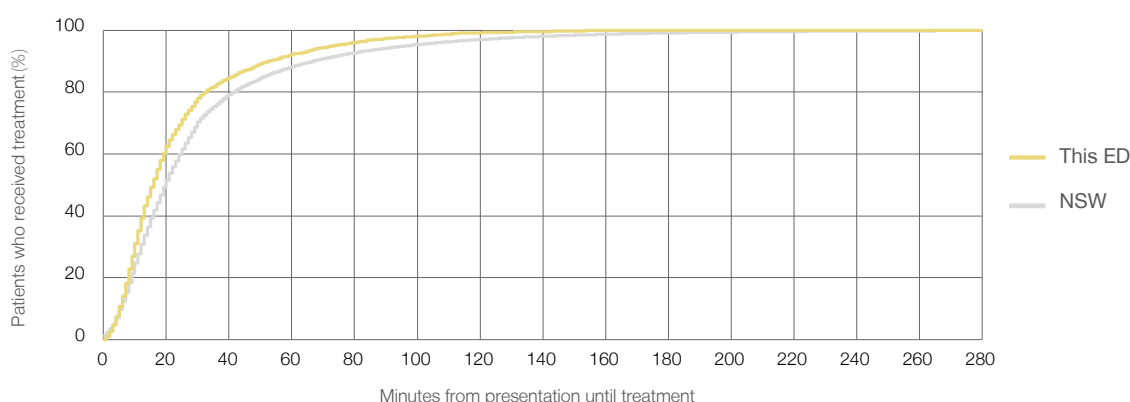
Number of triage 3 patients used to calculate waiting time:³ 3,794

Median time to start treatment⁴ 16 minutes

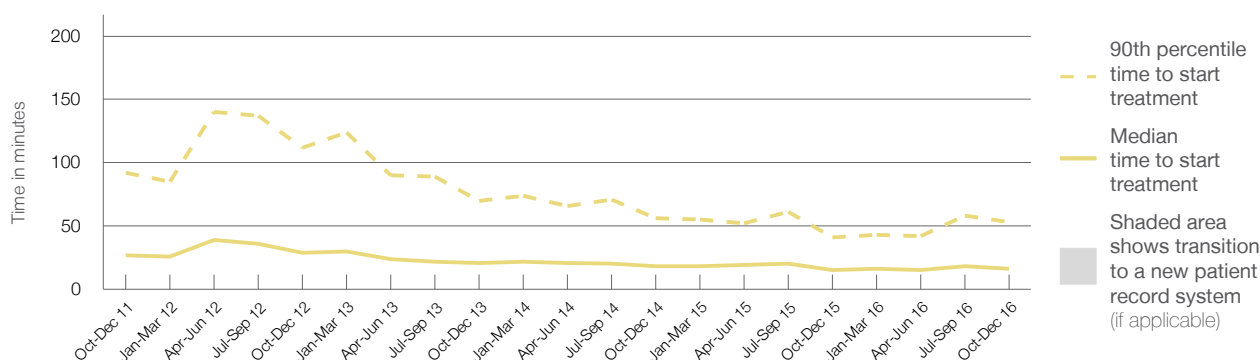
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
3,477	
3,461	
15 minutes	20 minutes
41 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	29	21	18	15	16
90th percentile time to start treatment ⁵ (minutes)	92	112	70	56	41	53

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 5,289

Number of triage 4 patients used to calculate waiting time:³ 5,013

Median time to start treatment⁴

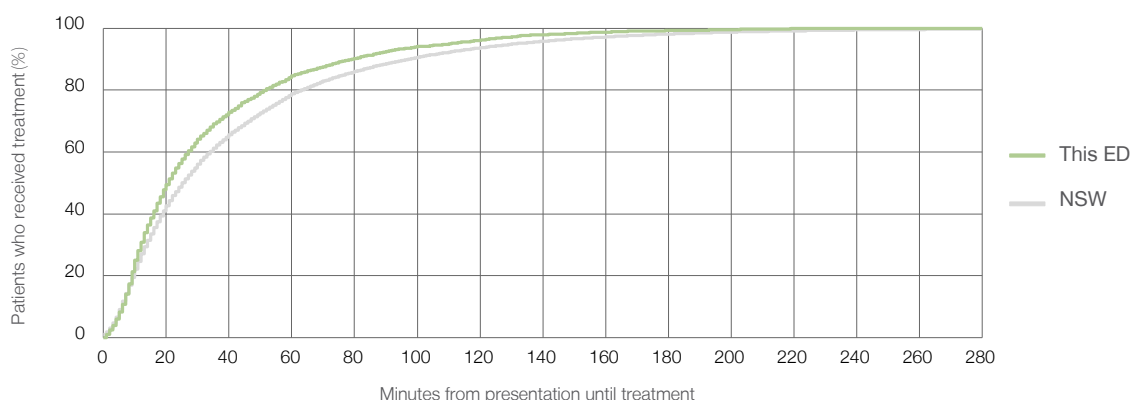
21 minutes

90th percentile time to start treatment⁵

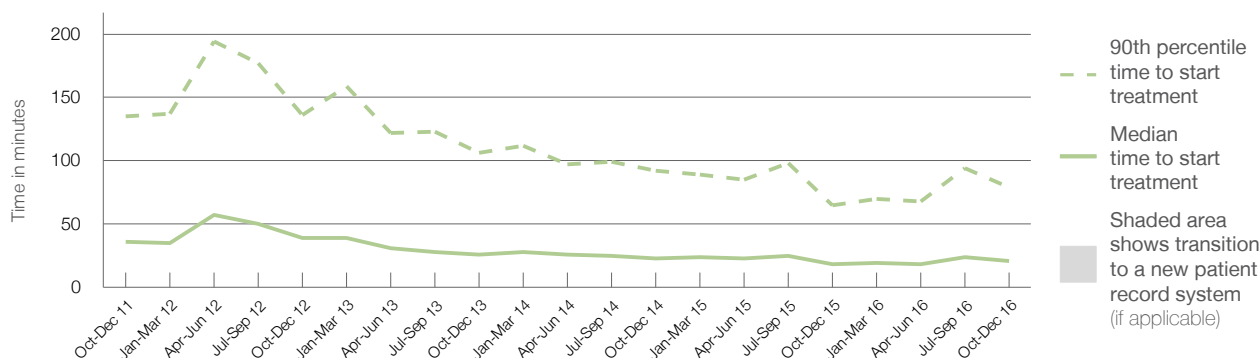
79 minutes

Same period last year	NSW (this period)
5,122	
4,952	
18 minutes	25 minutes
65 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	39	26	23	18	21
90th percentile time to start treatment ⁵ (minutes)	135	136	106	92	65	79

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 1,234

Number of triage 5 patients used to calculate waiting time:³ 1,016

Median time to start treatment⁴

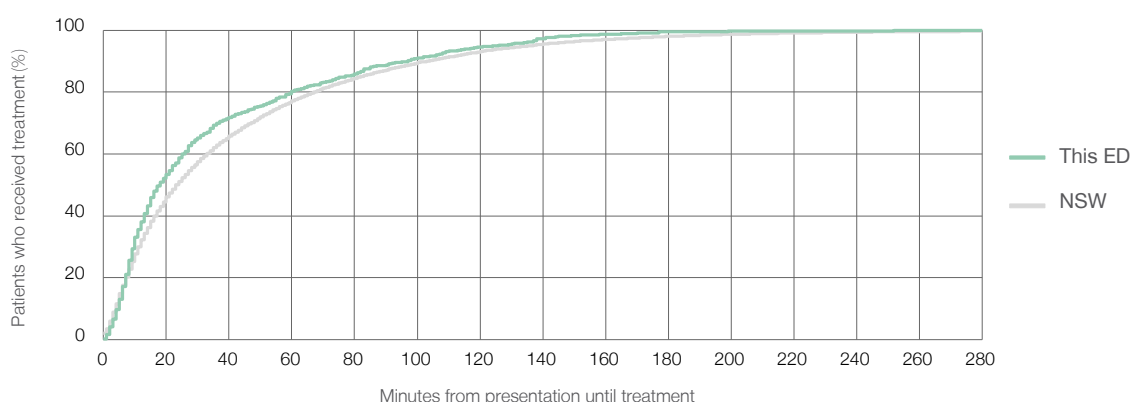
18 minutes

90th percentile time to start treatment⁵

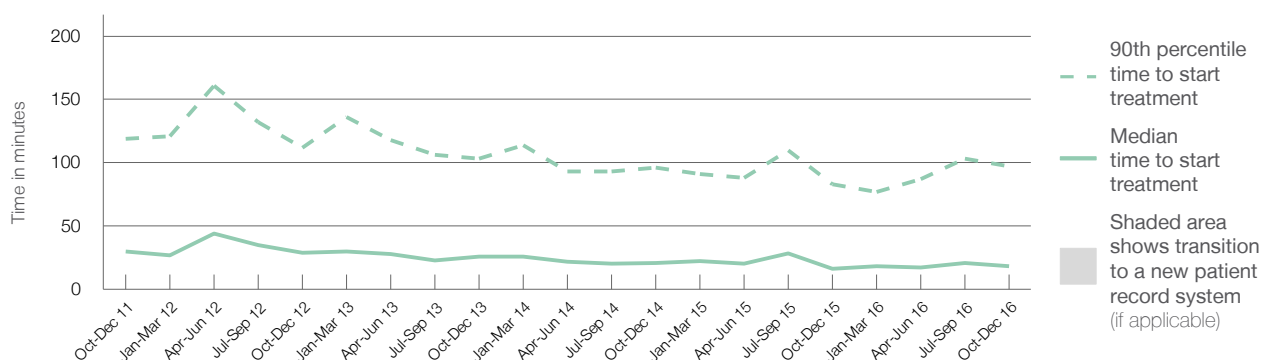
97 minutes

Same period last year	NSW (this period)
875	
753	
16 minutes	24 minutes
83 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	29	26	21	16	18
90th percentile time to start treatment ⁵ (minutes)	119	112	103	96	83	97

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

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

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

Canterbury Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 11,535 patients

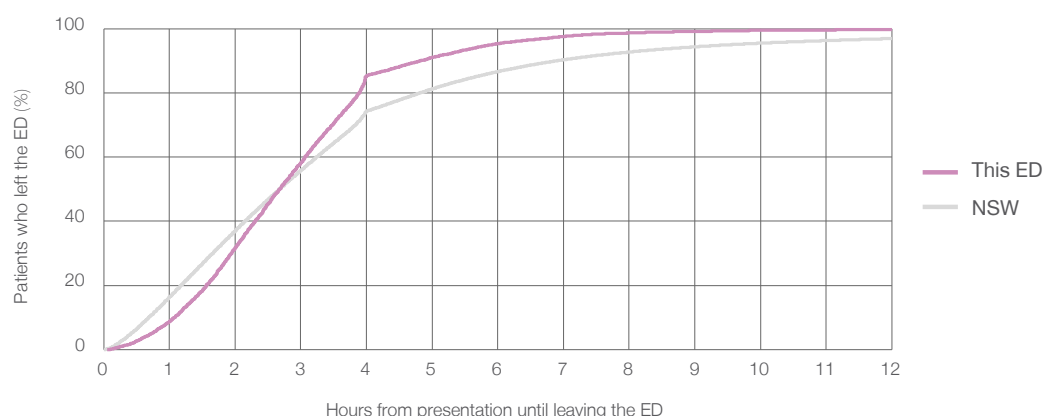
Presentations used to calculate time to leaving the ED:⁶ 11,534 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

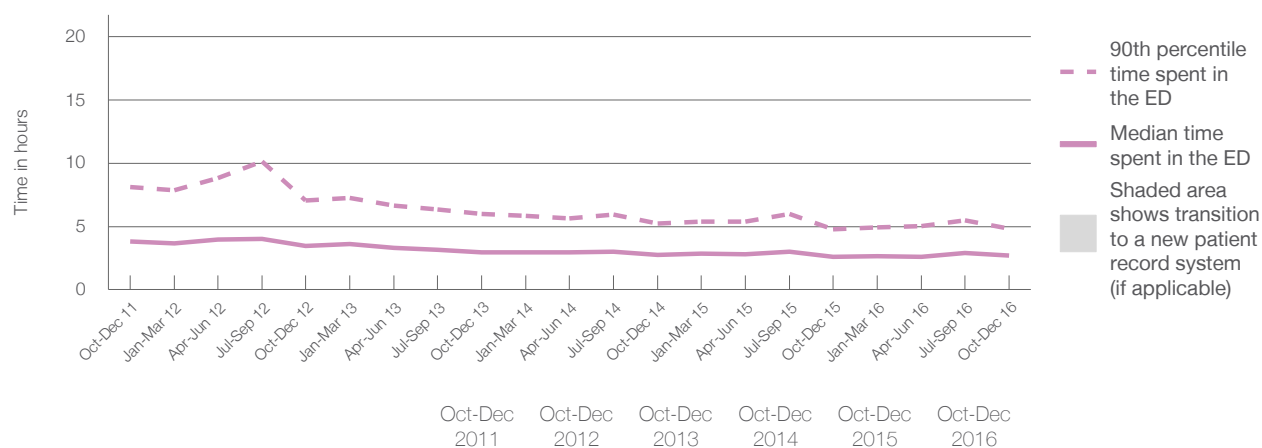
90th percentile time spent in the ED⁹ 4 hours and 50 minutes

Same period last year	NSW (this period)
10,677	10,677
2 hours and 37 minutes	2 hours and 41 minutes
4 hours and 46 minutes	6 hours and 54 minutes

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



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



Median time to leaving the ED ⁸ (hours, minutes)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 8m	7h 3m	6h 0m	5h 14m	4h 46m	4h 50m

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

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

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

Canterbury Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

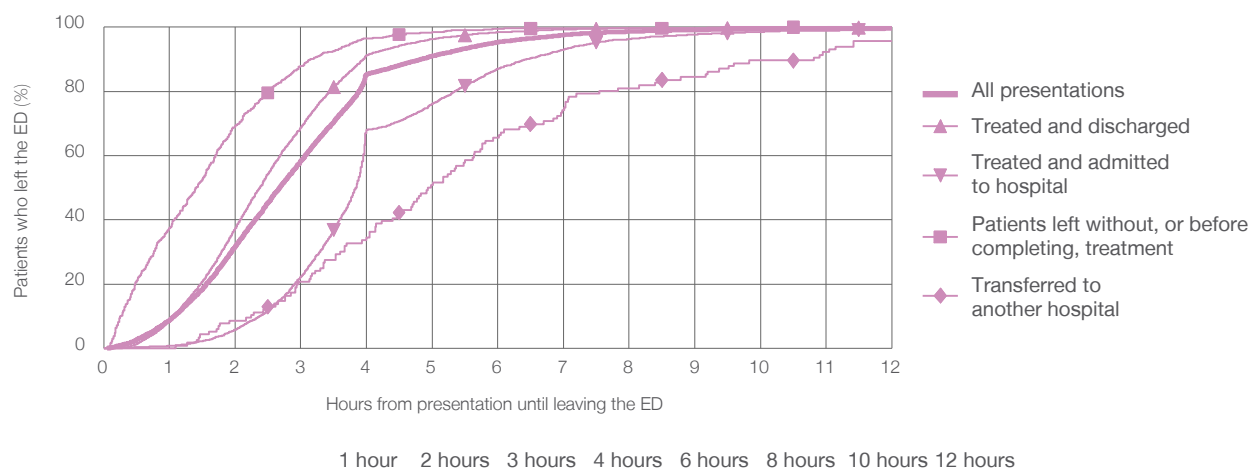
All presentations:[†] 11,535 patients

Presentations used to calculate time to leaving the ED:[‡] 11,534 patients

Treated and discharged	7,724 (67.0%)
Treated and admitted to hospital	2,845 (24.7%)
Patient left without, or before completing, treatment	815 (7.1%)
Transferred to another hospital	116 (1.0%)
Other	35 (0.3%)

Same period last year	Change since one year ago
10,677	8.0%
7,182	7.5%
2,771	2.7%
586	39.1%
128	-9.4%
10	250.0%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.6%	37.5%	68.9%	91.3%	98.4%	99.6%	99.8%	100%
Treated and admitted to hospital	0.7%	5.8%	22.3%	68.1%	87.1%	96.3%	98.6%	99.3%
Patient left without, or before completing, treatment	37.4%	69.3%	87.9%	96.6%	99.5%	99.8%	100%	100%
Transferred to another hospital	0%	8.6%	20.7%	34.5%	65.5%	81.0%	89.7%	95.7%
All presentations	8.8%	31.8%	58.3%	85.4%	95.4%	98.6%	99.4%	99.7%

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

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

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

Canterbury Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 11,535 patients

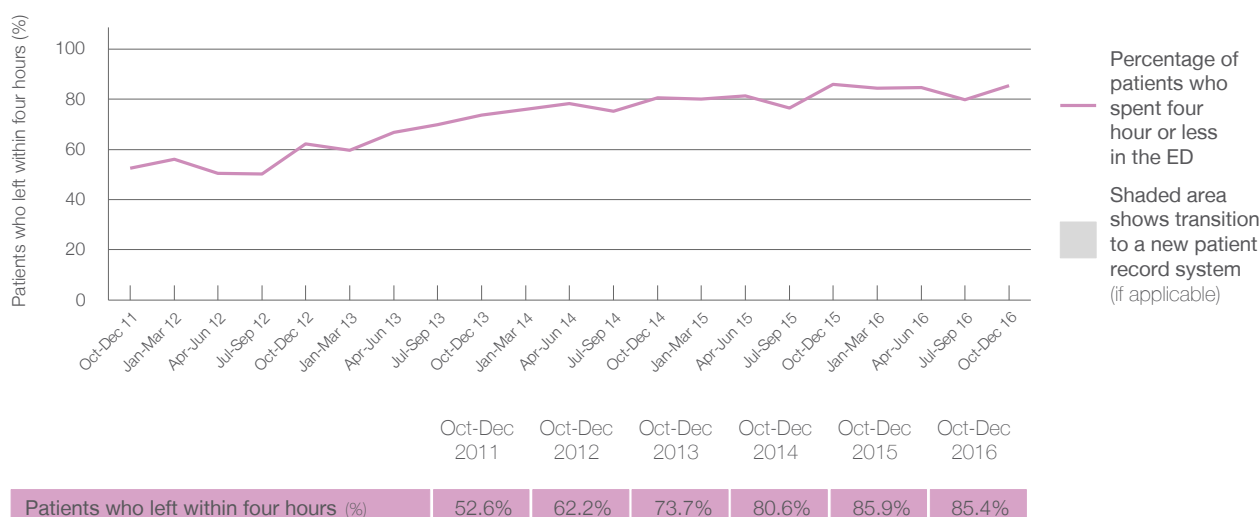
Presentations used to calculate time to leaving the ED:⁶ 11,534 patients

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

85.4%

Same period last year	Change since one year ago
10,677	8.0%
10,677	8.0%
85.9%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Coffs Harbour Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 10,055 patients

Emergency presentations:² 9,727 patients

Same period last year	Change since one year ago
9,370	7.3%
9,092	7.0%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,019 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,154 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,974 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,527 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
845	
6 minutes	8 minutes
10 minutes	26 minutes
2,747	
14 minutes	20 minutes
41 minutes	67 minutes
3,727	
24 minutes	25 minutes
99 minutes	97 minutes
1,703	
28 minutes	24 minutes
106 minutes	103 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 10,054 patients

Percentage of patients who spent four hours or less in the ED 72.3%

Same period last year	Change since one year ago
9,369	7.3%
74.4%	

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

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

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

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

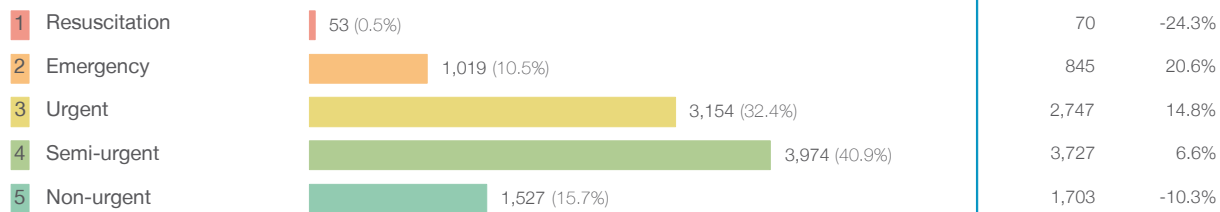
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Patients presenting to the emergency department

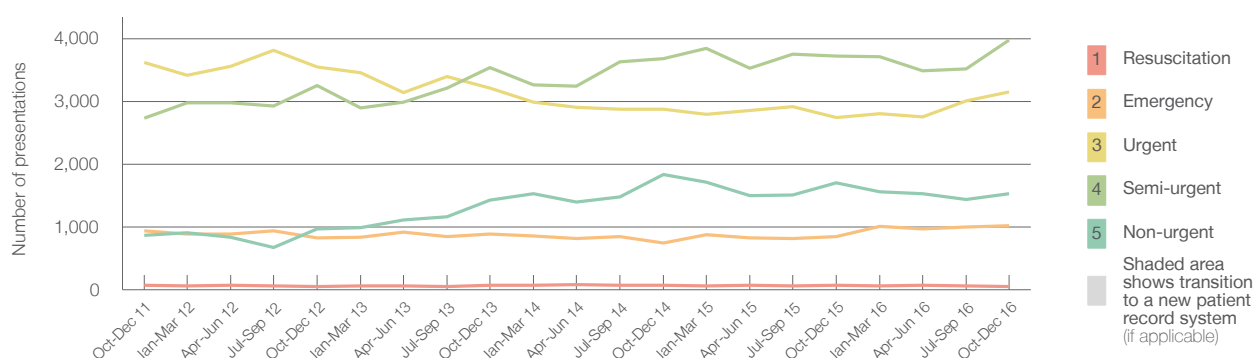
October to December 2016

All presentations:¹ 10,055 patients

Emergency presentations² by triage category: 9,727 patients



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	69	51	72	66	70	53
Emergency	937	825	886	748	845	1,019
Urgent	3,623	3,551	3,214	2,878	2,747	3,154
Semi-urgent	2,733	3,250	3,542	3,683	3,727	3,974
Non-urgent	863	970	1,424	1,839	1,703	1,527
All emergency presentations	8,225	8,647	9,138	9,214	9,092	9,727

Coffs Harbour Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,394 patients

ED Transfer of care time



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

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

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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 1,019

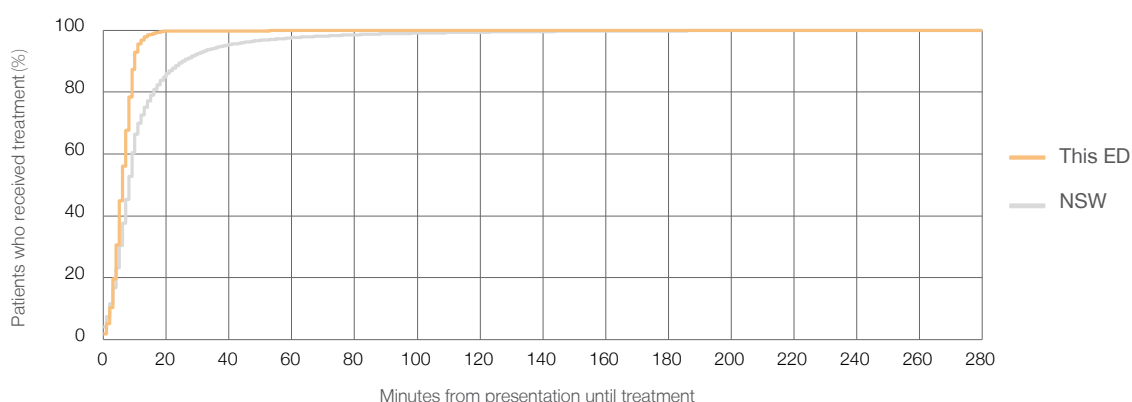
Number of triage 2 patients used to calculate waiting time:³ 1,017

Median time to start treatment⁴ 6 minutes

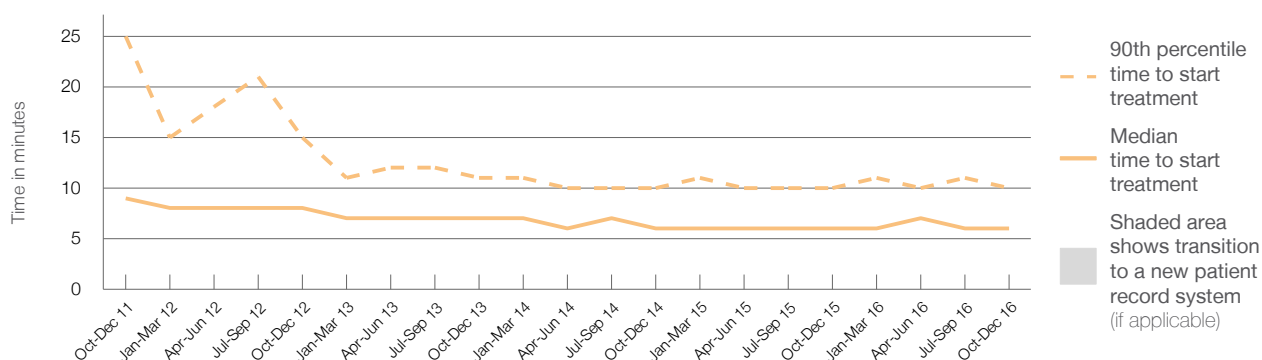
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
845	
842	
6 minutes	8 minutes
10 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	8	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)	25	15	11	10	10	10

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

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

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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 3,154

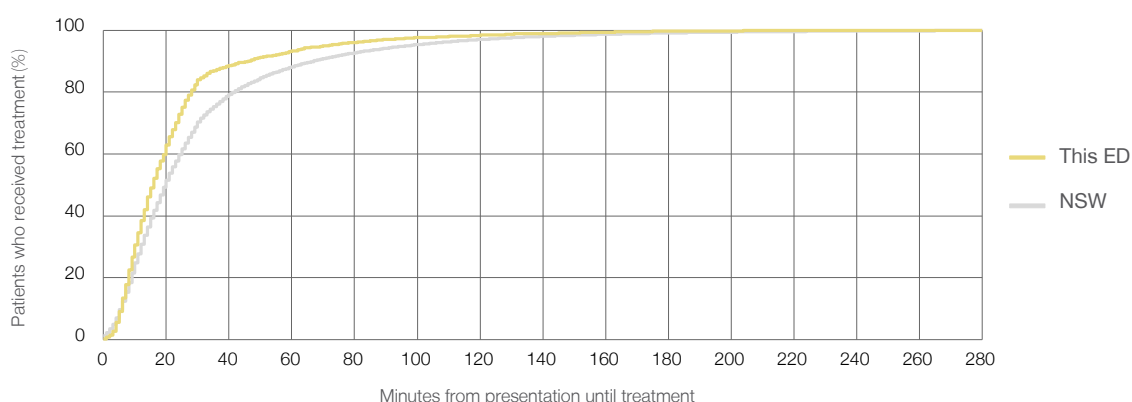
Number of triage 3 patients used to calculate waiting time:³ 3,088

Median time to start treatment⁴ 16 minutes

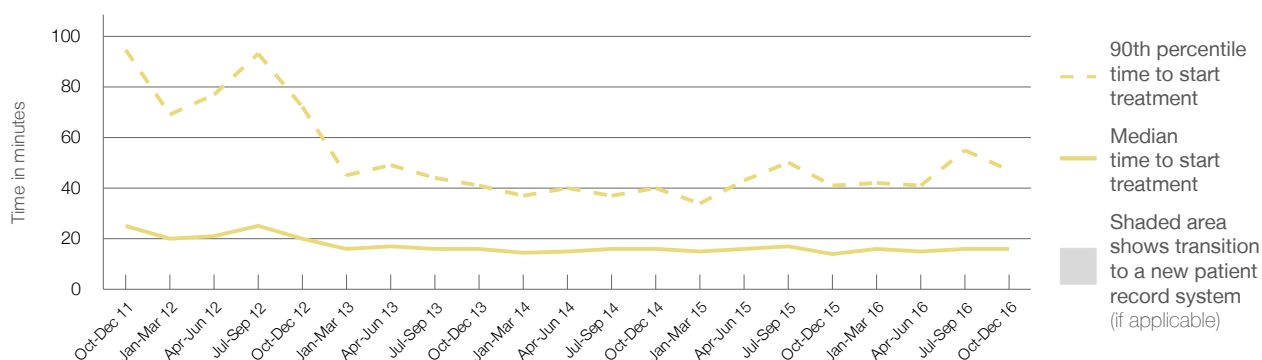
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
2,747	
2,708	
14 minutes	20 minutes
41 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	20	16	16	14	16
90th percentile time to start treatment ⁵ (minutes)	95	72	41	40	41	47

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

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

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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 3,974

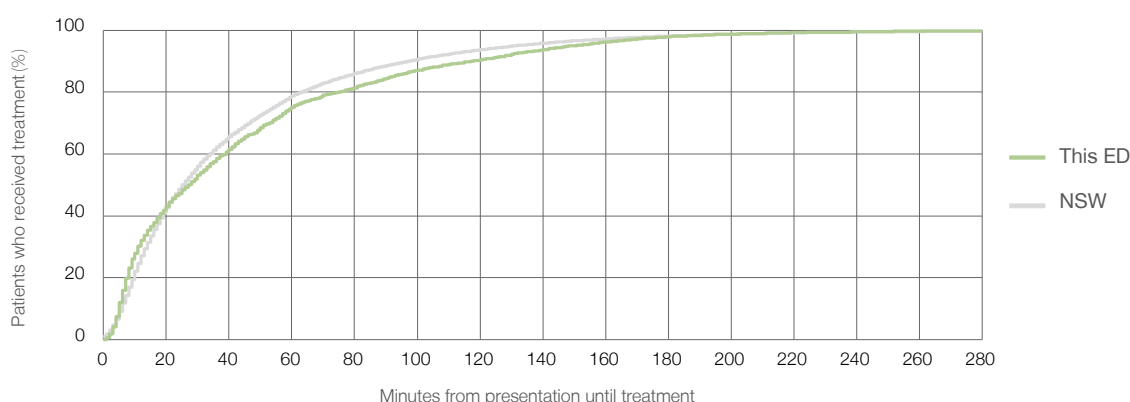
Number of triage 4 patients used to calculate waiting time:³ 3,624

Median time to start treatment⁴ 27 minutes

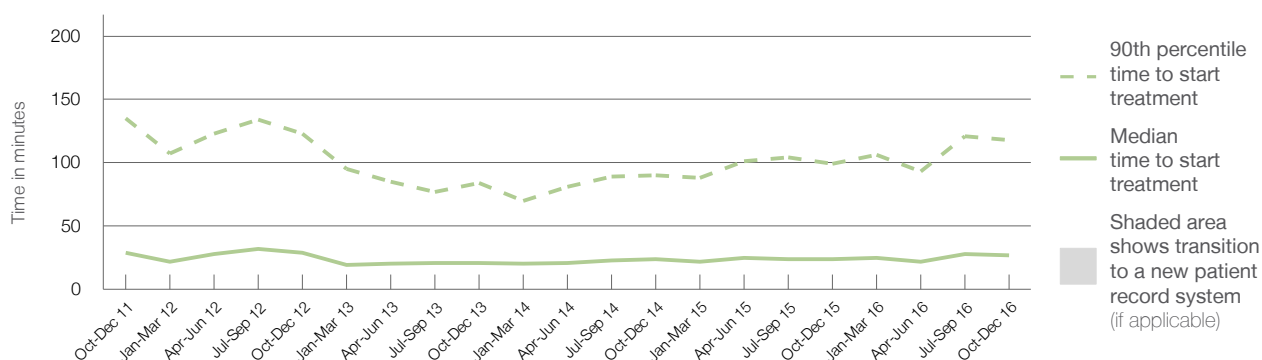
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
3,727	
3,439	
24 minutes	25 minutes
99 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	29	21	24	24	27
90th percentile time to start treatment ⁵ (minutes)	135	123	84	90	99	118

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

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

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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 1,527

Number of triage 5 patients used to calculate waiting time:³ 1,385

Median time to start treatment⁴

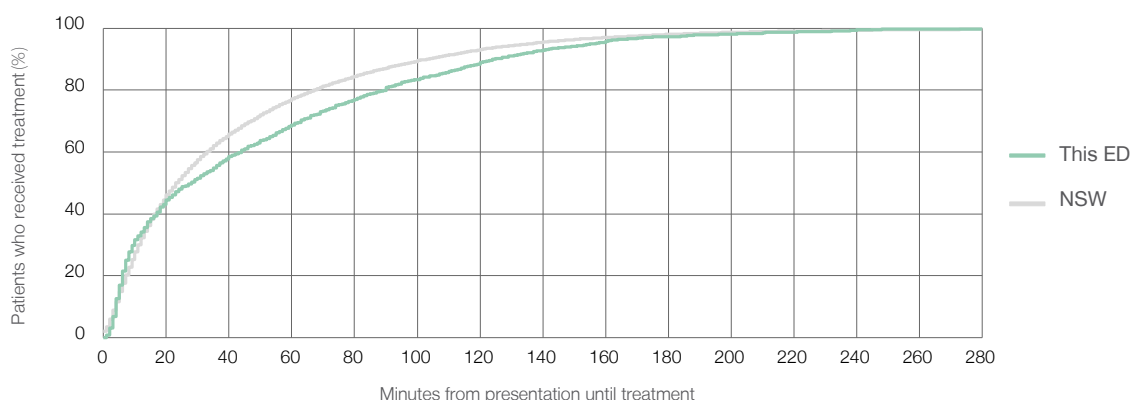
28 minutes

90th percentile time to start treatment⁵

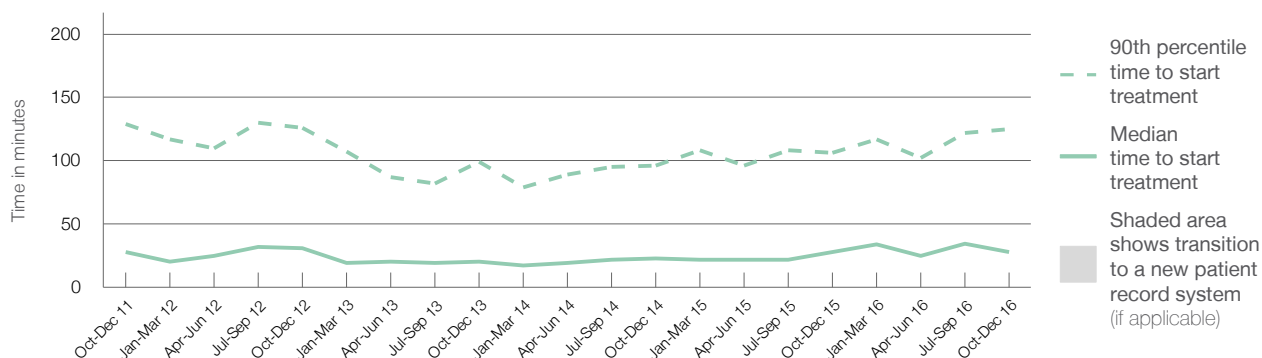
125 minutes

Same period last year	NSW (this period)
1,703	
1,581	
28 minutes	24 minutes
106 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	31	20	23	28	28
90th percentile time to start treatment ⁵ (minutes)	129	126	99	96	106	125

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

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

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

Coffs Harbour Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 10,055 patients

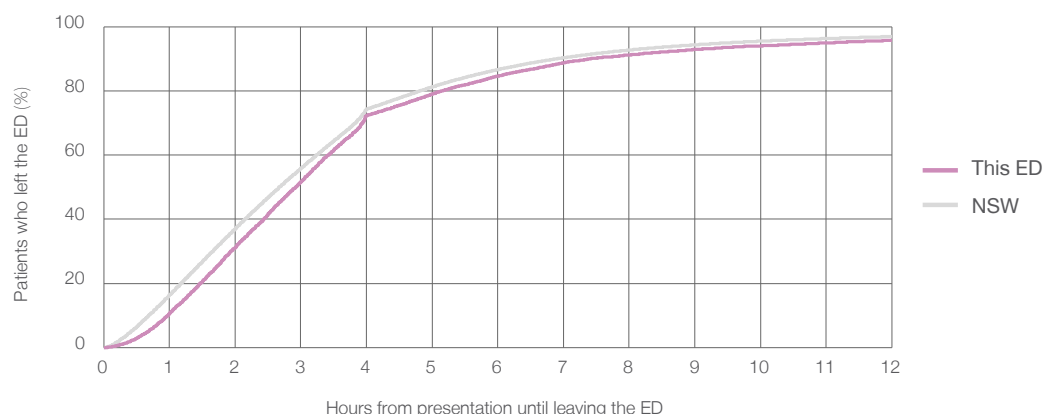
Presentations used to calculate time to leaving the ED:⁶ 10,054 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

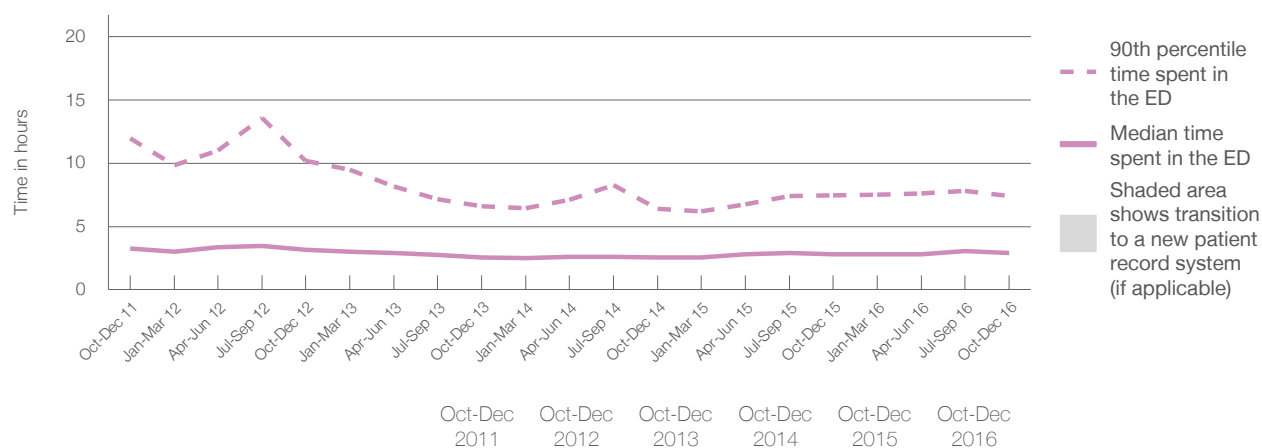
90th percentile time spent in the ED⁹ 7 hours and 24 minutes

Same period last year	NSW (this period)
9,370	
9,369	
2 hours and 47 minutes	2 hours and 41 minutes
7 hours and 26 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 15m	3h 10m	2h 34m	2h 34m	2h 47m	2h 55m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 58m	10h 10m	6h 35m	6h 23m	7h 26m	7h 24m

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

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

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

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

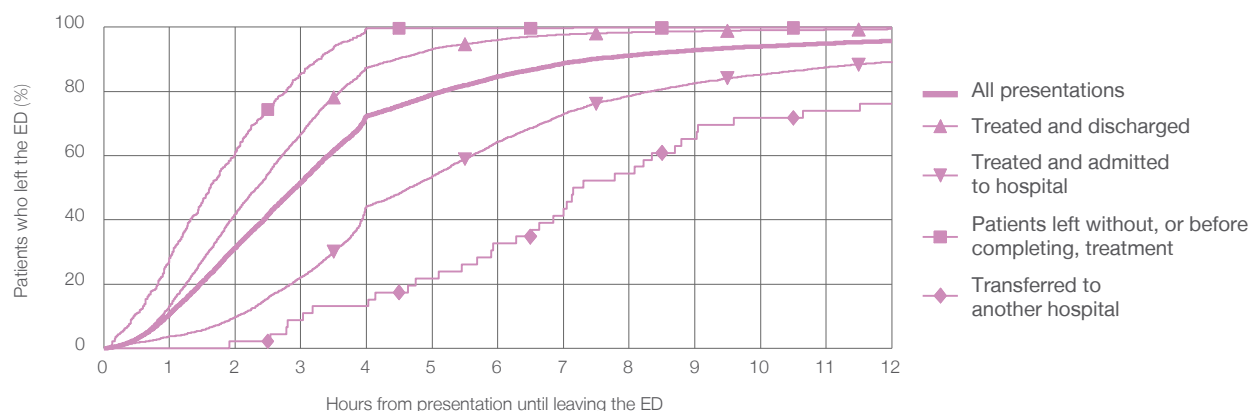
All presentations:[†] 10,055 patients

Presentations used to calculate time to leaving the ED:[‡] 10,054 patients

Treated and discharged	5,821 (57.9%)
Treated and admitted to hospital	3,592 (35.7%)
Patient left without, or before completing, treatment	577 (5.7%)
Transferred to another hospital	46 (0.5%)
Other	19 (0.2%)

Same period last year	Change since one year ago
9,369	7.3%
5,599	4.0%
3,252	10.5%
469	23.0%
26	76.9%
24	-20.8%

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



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

Treated and discharged	13.1%	41.8%	66.8%	87.4%	96.1%	98.4%	99.0%	99.4%
Treated and admitted to hospital	3.7%	9.7%	22.1%	44.2%	64.3%	78.6%	85.2%	89.3%
Patient left without, or before completing, treatment	28.1%	61.2%	85.6%	99.7%	99.7%	99.8%	99.8%	99.8%
Transferred to another hospital	0%	2.2%	8.7%	13.0%	32.6%	54.3%	71.7%	76.1%
All presentations	10.7%	31.4%	51.7%	72.3%	84.6%	91.2%	94.0%	95.7%

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

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

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Coffs Harbour Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 10,055 patients

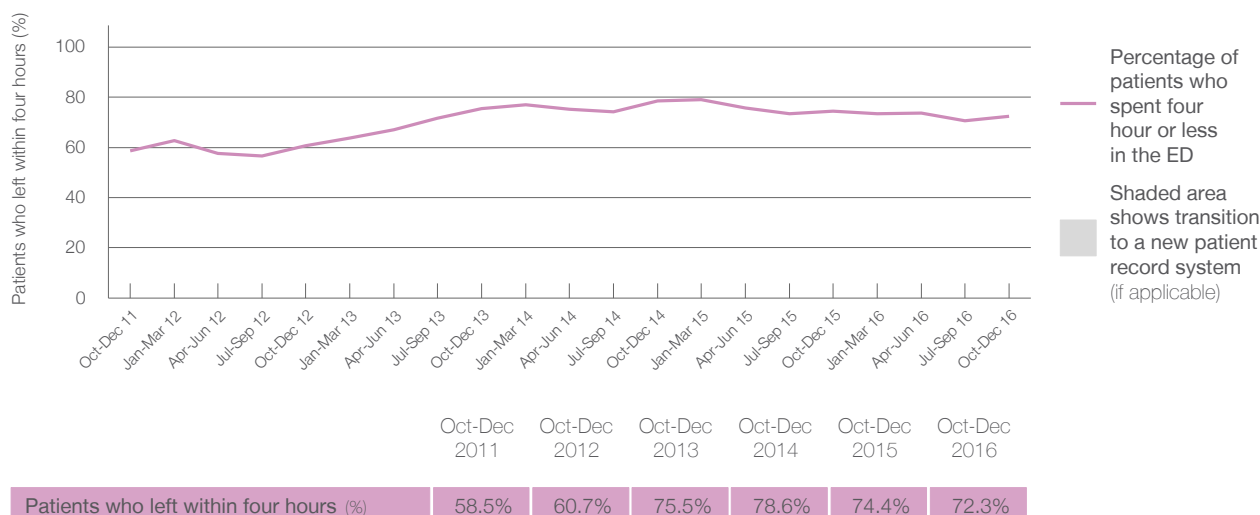
Presentations used to calculate time to leaving the ED:⁶ 10,054 patients

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



Same period last year	Change since one year ago
9,370	7.3%
9,369	7.3%
74.4%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

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

Dubbo Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,659 patients

Emergency presentations:² 8,232 patients

Same period last year	Change since one year ago
7,789	11.2%
7,545	9.1%

Dubbo Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,008 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,131 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,222 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 824 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
811	
9 minutes	8 minutes
19 minutes	26 minutes
2,779	
24 minutes	20 minutes
70 minutes	67 minutes
3,438	
31 minutes	25 minutes
107 minutes	97 minutes
485	
31 minutes	24 minutes
120 minutes	103 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,656 patients

Percentage of patients who spent four hours or less in the ED 73.1%

Same period last year	Change since one year ago
7,787	11.2%
73.7%	

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

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

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

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

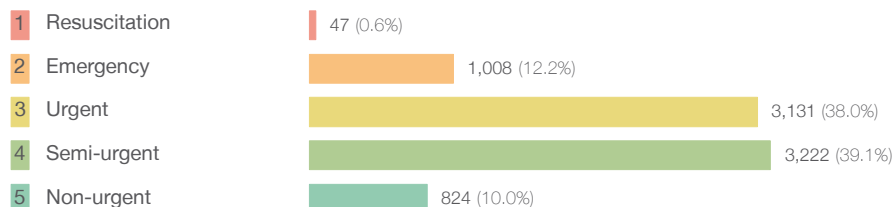
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Dubbo Base Hospital: Patients presenting to the emergency department

October to December 2016

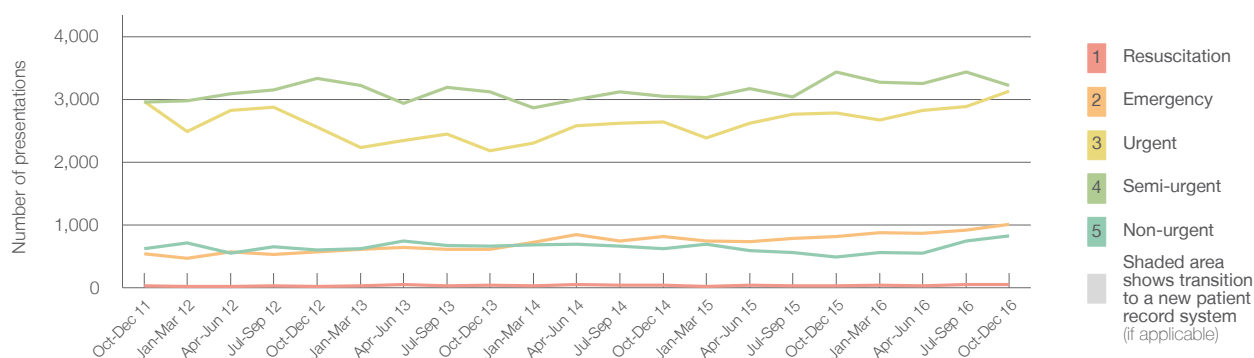
All presentations:¹ 8,659 patients

Emergency presentations² by triage category: 8,232 patients



Same period last year	Change since one year ago
7,789	11.2%
7,545	9.1%
32	46.9%
811	24.3%
2,779	12.7%
3,438	-6.3%
485	69.9%

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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	32	22	37	35	32	47
Emergency	543	566	610	813	811	1,008
Urgent	2,965	2,559	2,179	2,637	2,779	3,131
Semi-urgent	2,957	3,333	3,124	3,048	3,438	3,222
Non-urgent	617	596	666	624	485	824
All emergency presentations	7,114	7,076	6,616	7,157	7,545	8,232

Dubbo Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,706 patients

ED Transfer of care time



Same period last year	Change since one year ago
914	
13 minutes	-1 minute
31 minutes	-3 minutes

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

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

Dubbo Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 1,008

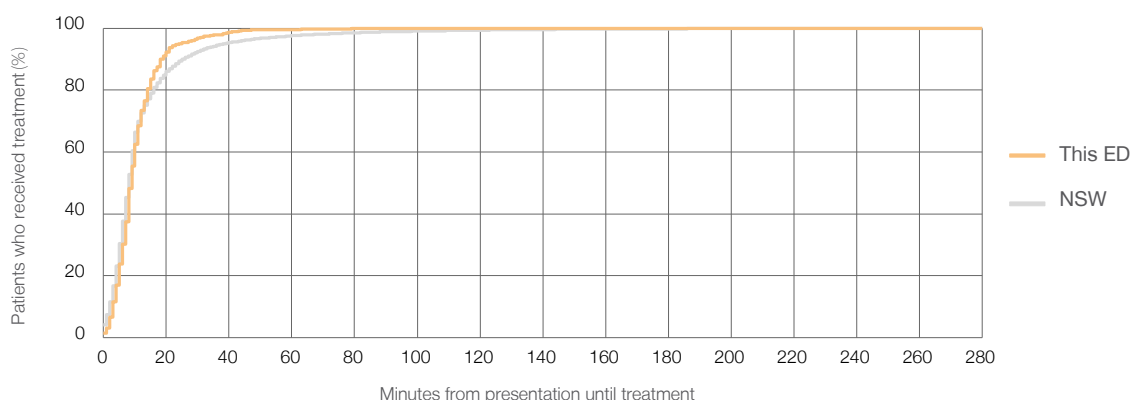
Number of triage 2 patients used to calculate waiting time:³ 1,004

Median time to start treatment⁴ 9 minutes

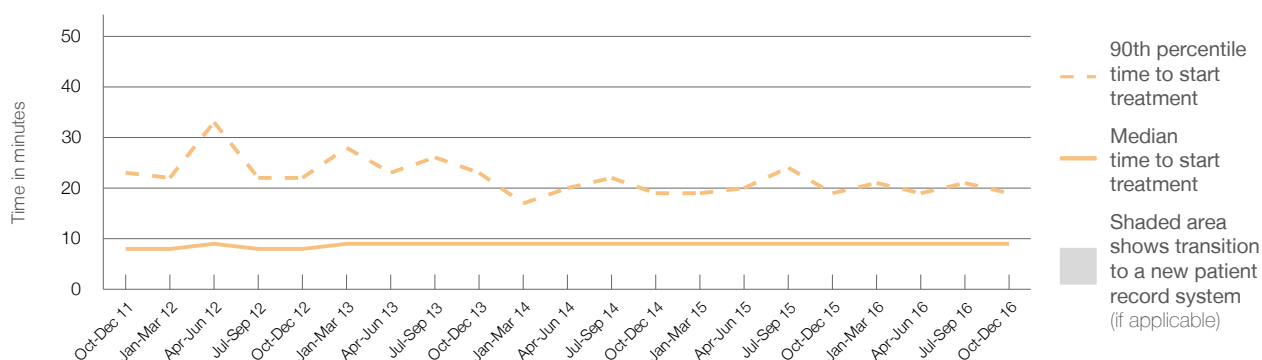
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
811	
808	
9 minutes	8 minutes
19 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	9	9	9	9
90th percentile time to start treatment ⁵ (minutes)	23	22	23	19	19	19

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

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

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

Dubbo Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 3,131

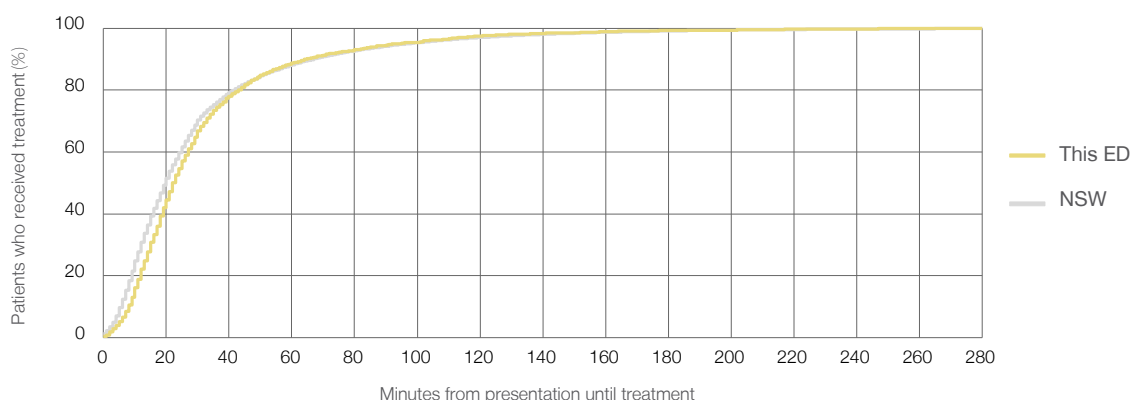
Number of triage 3 patients used to calculate waiting time:³ 3,072

Median time to start treatment⁴ 22 minutes

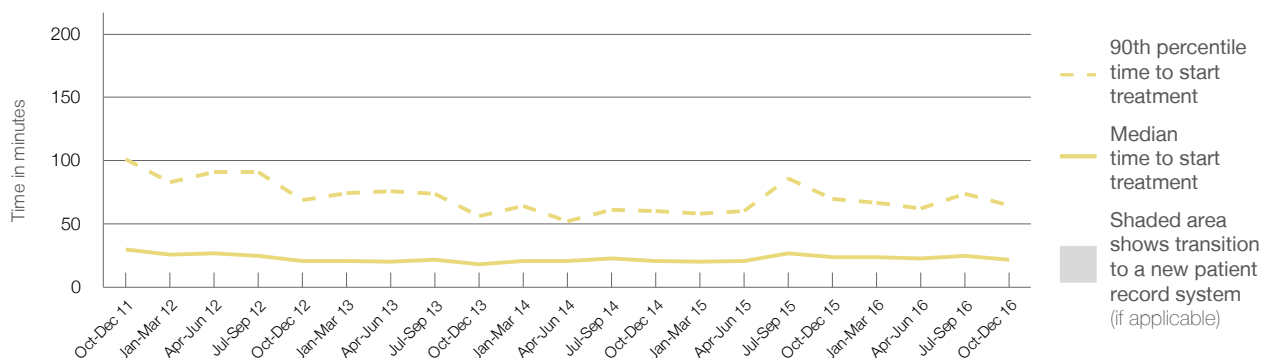
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
2,779	
2,723	
24 minutes	20 minutes
70 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	21	18	21	24	22
90th percentile time to start treatment ⁵ (minutes)	101	69	56	60	70	65

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

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

Dubbo Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 3,222

Number of triage 4 patients used to calculate waiting time:³ 2,999

Median time to start treatment⁴

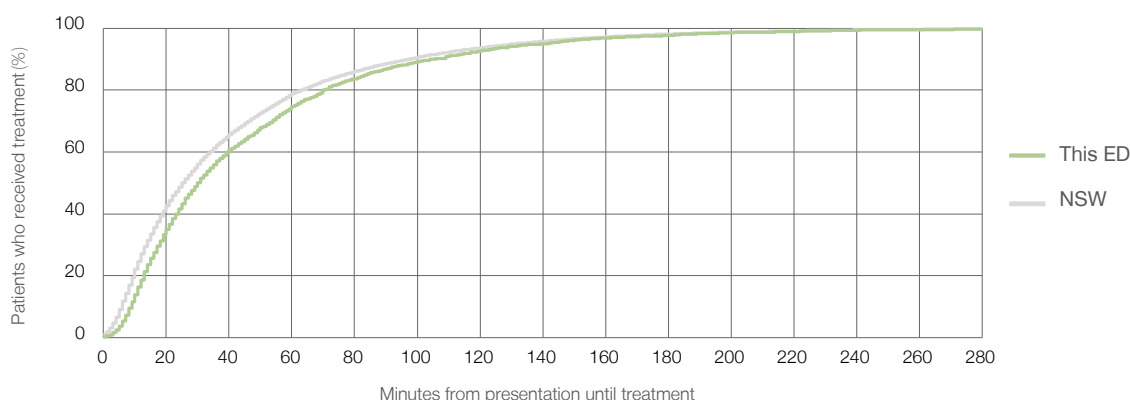
31 minutes

90th percentile time to start treatment⁵

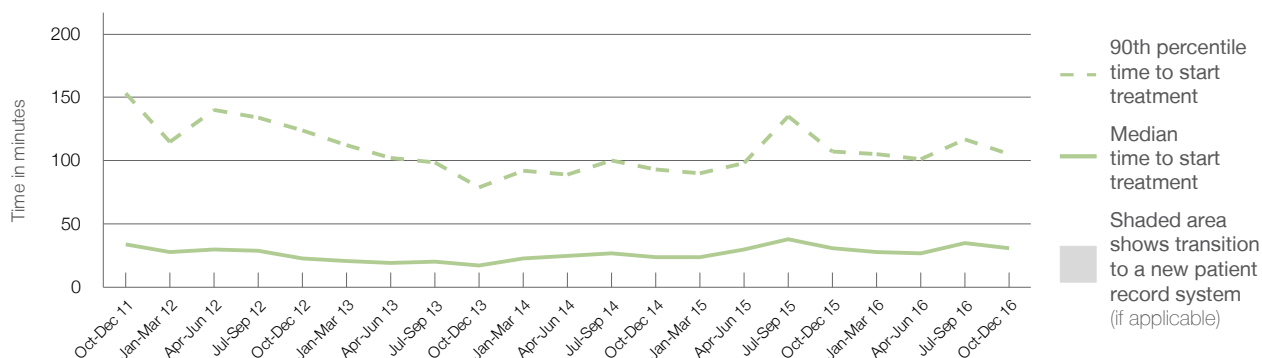
105 minutes

Same period last year	NSW (this period)
3,438	
3,143	
31 minutes	25 minutes
107 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	34	23	17	24	31	31
90th percentile time to start treatment ⁵ (minutes)	153	124	79	93	107	105

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

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

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

Dubbo Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 824

Number of triage 5 patients used to calculate waiting time:³ 670

Median time to start treatment⁴

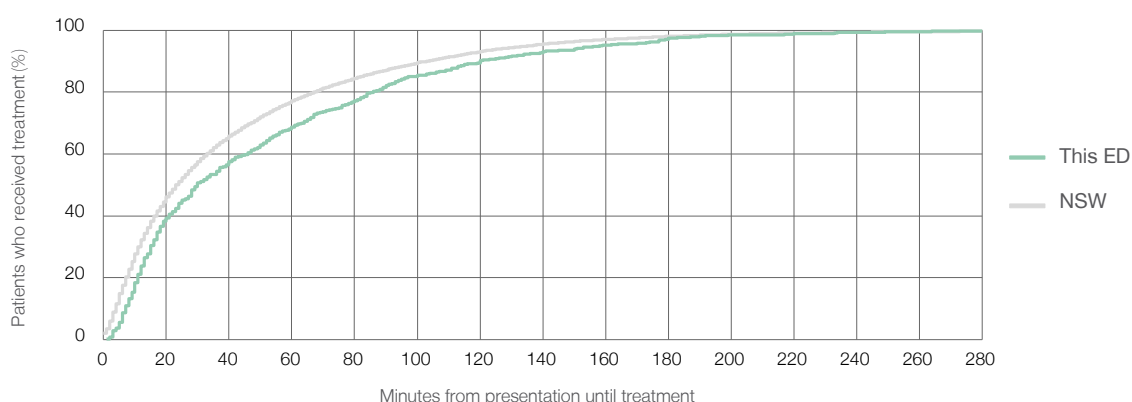
30 minutes

90th percentile time to start treatment⁵

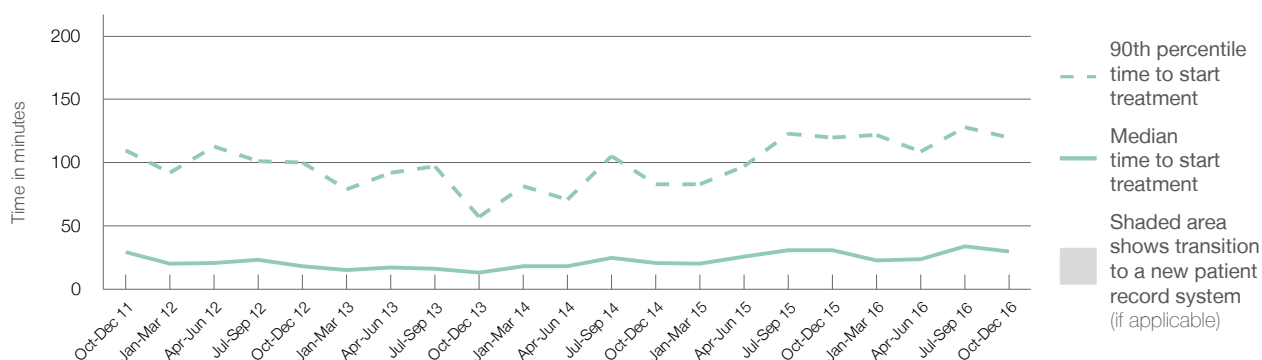
120 minutes

Same period last year	NSW (this period)
485	
359	
31 minutes	24 minutes
120 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	18	13	21	31	30
90th percentile time to start treatment ⁵ (minutes)	110	100	57	83	120	120

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

Dubbo Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,659 patients

Presentations used to calculate time to leaving the ED:⁶ 8,656 patients

Median time spent in the ED⁸

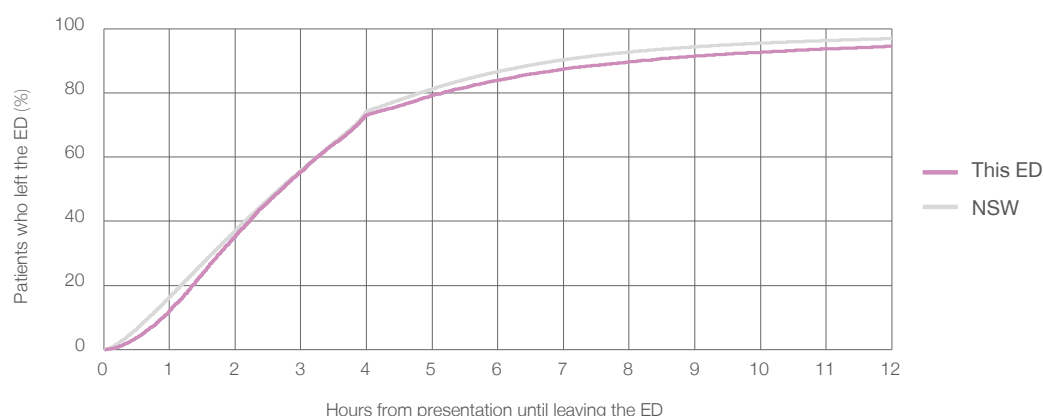
2 hours and 43 minutes

90th percentile time spent in the ED⁹

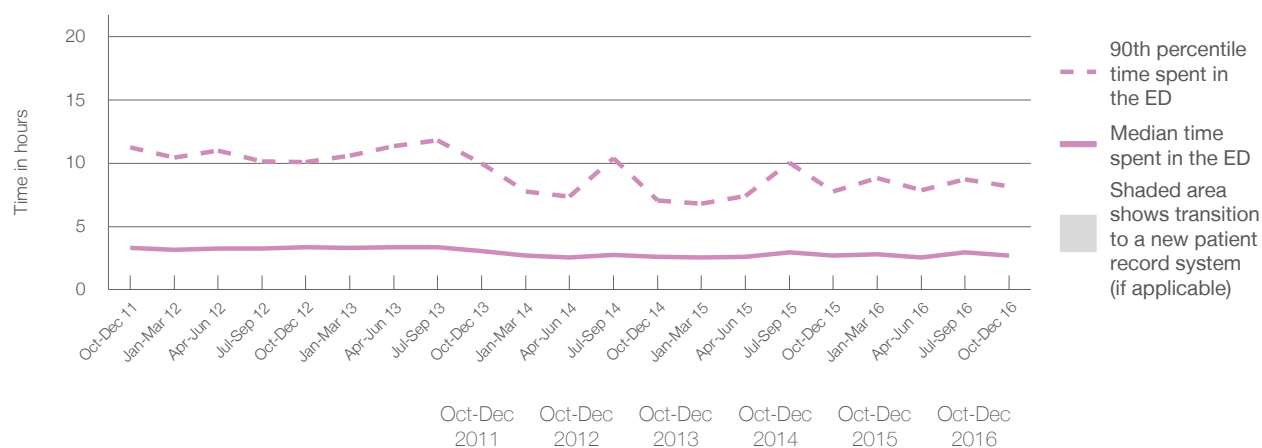
8 hours and 10 minutes

Same period last year	NSW (this period)
7,789	
7,787	
2 hours and 41 minutes	2 hours and 41 minutes
7 hours and 45 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 19m	3h 21m	3h 4m	2h 37m	2h 41m	2h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 15m	10h 4m	10h 0m	7h 4m	7h 45m	8h 10m

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Dubbo Base Hospital: Time patients spent in the ED

By mode of separation

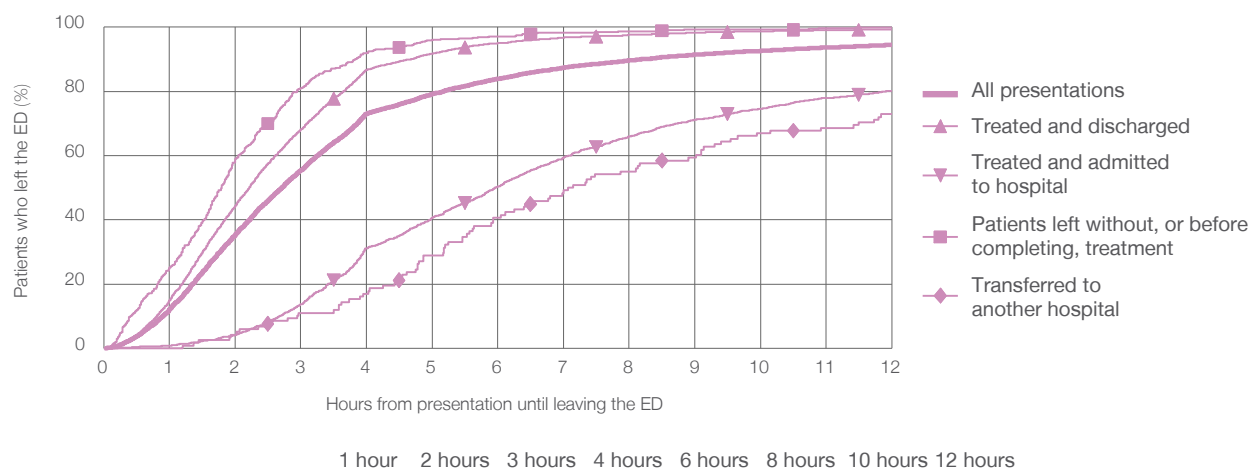
October to December 2016

All presentations:[†] 8,659 patients

Presentations used to calculate time to leaving the ED:[‡] 8,656 patients

		Same period last year	Change since one year ago
Treated and discharged	5,974 (69.0%)	7,787	11.2%
Treated and admitted to hospital	2,011 (23.2%)	5,496	8.7%
Patient left without, or before completing, treatment	526 (6.1%)	1,644	22.3%
Transferred to another hospital	118 (1.4%)	488	7.8%
Other	30 (0.3%)	132	-10.6%
		29	3.4%

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



Treated and discharged	14.9%	44.4%	68.2%	86.7%	95.0%	97.6%	98.7%	99.3%
Treated and admitted to hospital	0.7%	4.1%	13.7%	31.2%	50.4%	66.0%	74.5%	80.2%
Patient left without, or before completing, treatment	25.1%	58.9%	81.0%	92.0%	97.1%	98.7%	99.2%	99.8%
Transferred to another hospital	0%	4.2%	11.0%	16.9%	40.7%	55.1%	66.9%	72.9%
All presentations	12.1%	35.4%	55.4%	73.1%	83.9%	89.7%	92.6%	94.5%

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

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

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

Dubbo Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 8,659 patients

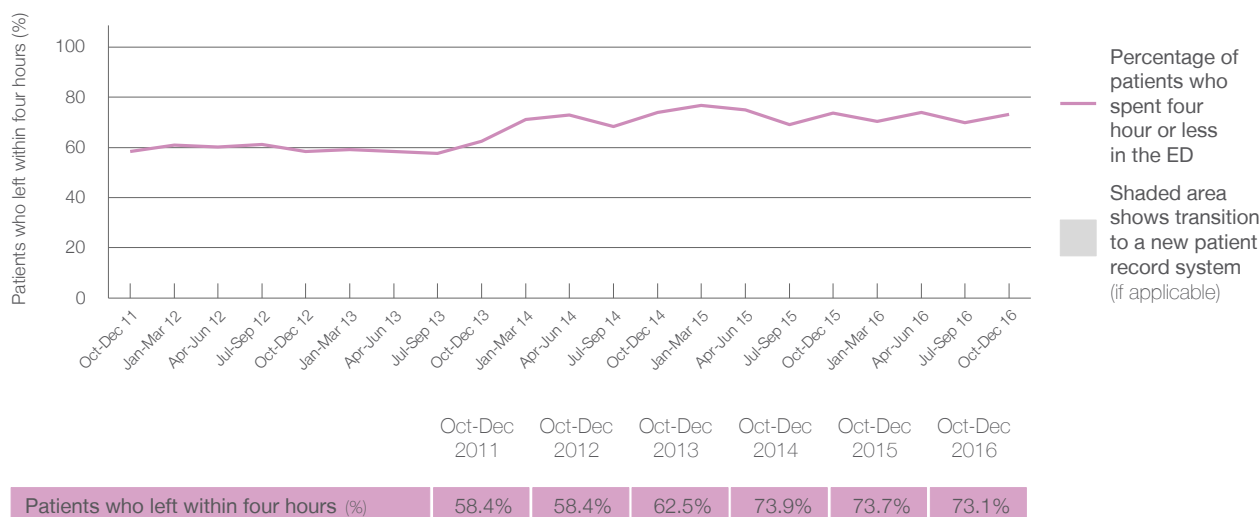
Presentations used to calculate time to leaving the ED:⁶ 8,656 patients

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



Same period last year	Change since one year ago
7,789	11.2%
7,787	11.2%
73.7%	

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



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

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

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

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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, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

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

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

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

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

Fairfield Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,930 patients

Emergency presentations:² 8,901 patients

Same period last year	Change since one year ago
8,788	1.6%
8,765	1.6%

Fairfield Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 759 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,191 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,231 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 703 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
727	
10 minutes	8 minutes
28 minutes	26 minutes
2,893	
22 minutes	20 minutes
82 minutes	67 minutes
4,374	
27 minutes	25 minutes
129 minutes	97 minutes
756	
30 minutes	24 minutes
129 minutes	103 minutes

Fairfield Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,930 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
8,788	1.6%
81.6%	

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

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

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

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

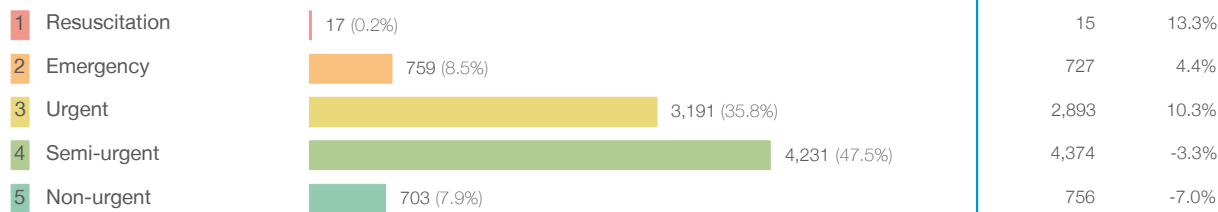
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Fairfield Hospital: Patients presenting to the emergency department

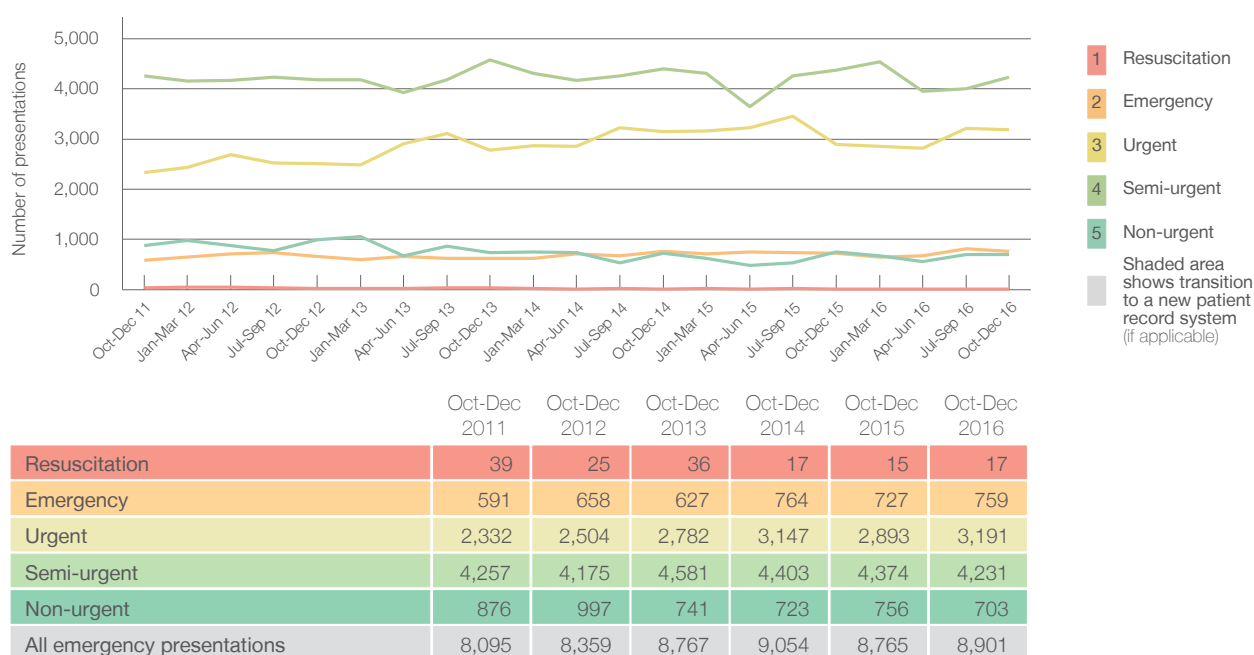
October to December 2016

All presentations:¹ 8,930 patients

Emergency presentations² by triage category: 8,901 patients



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



Fairfield Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,297 patients

ED Transfer of care time



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

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

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

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

October to December 2016

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

Number of triage 2 patients: 759

Number of triage 2 patients used to calculate waiting time:³ 753

Median time to start treatment⁴

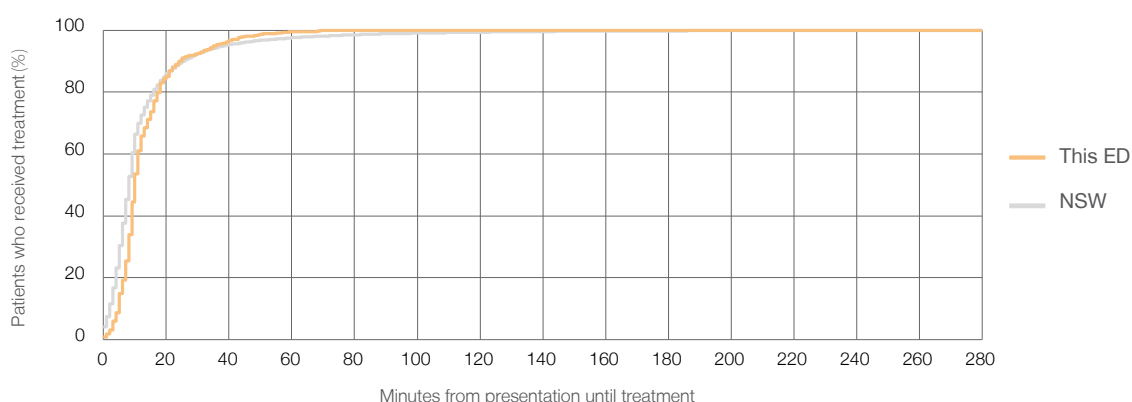
10 minutes

90th percentile time to start treatment⁵

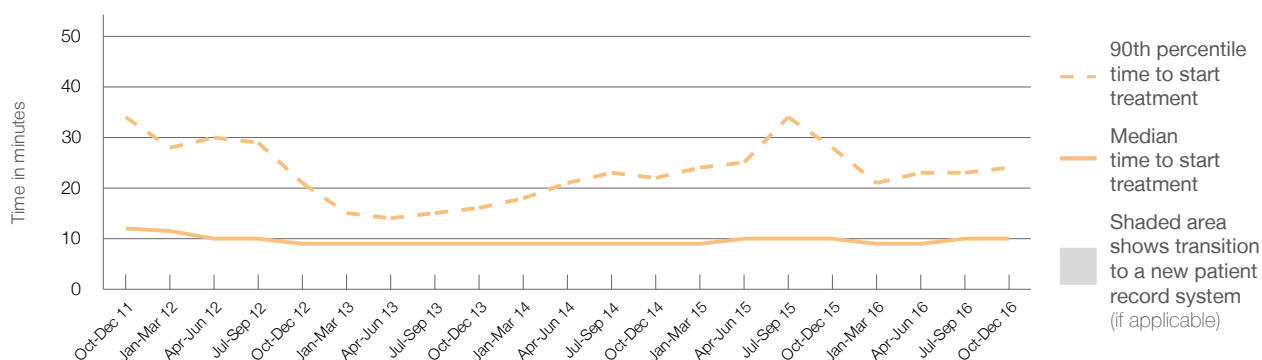
24 minutes

Same period last year	NSW (this period)
727	
727	
10 minutes	8 minutes
28 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	12	9	9	9	10	10
90th percentile time to start treatment ⁵ (minutes)	34	21	16	22	28	24

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

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

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

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

October to December 2016

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

Number of triage 3 patients: 3,191

Number of triage 3 patients used to calculate waiting time:³ 3,118

Median time to start treatment⁴

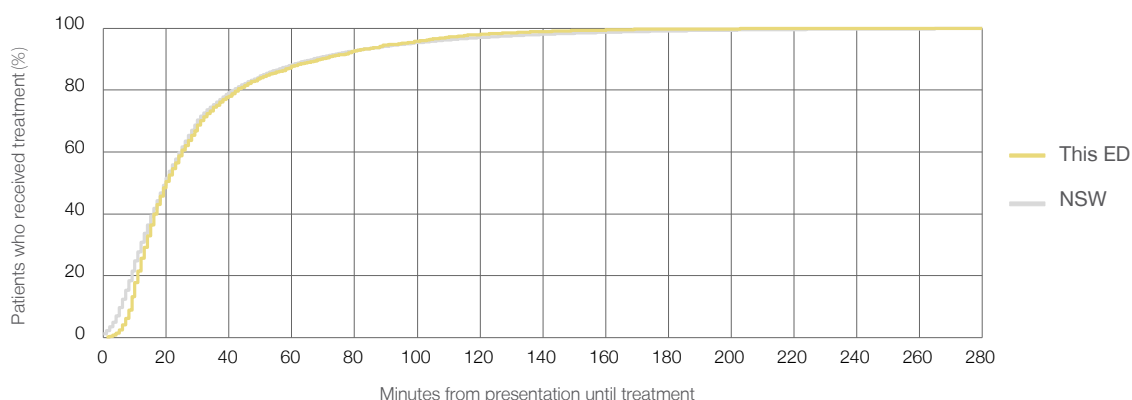
20 minutes

90th percentile time to start treatment⁵

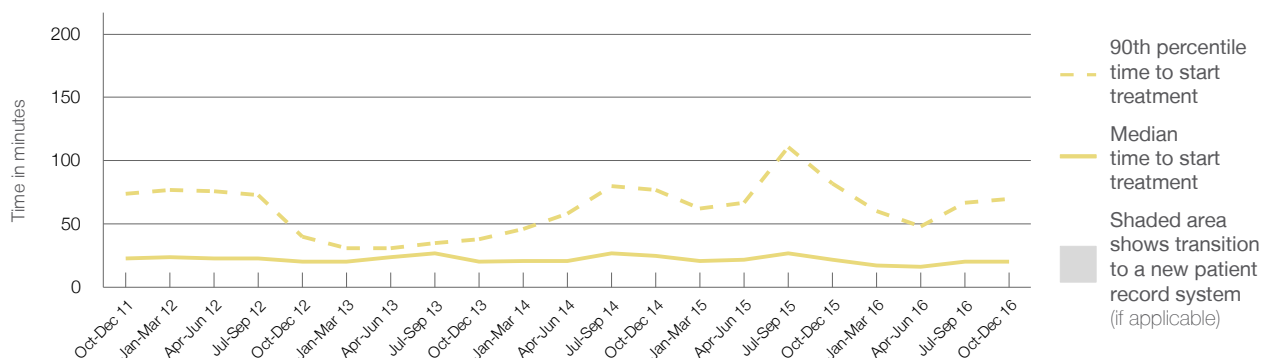
70 minutes

Same period last year	NSW (this period)
2,893	
2,802	
22 minutes	20 minutes
82 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	20	20	25	22	20
90th percentile time to start treatment ⁵ (minutes)	74	40	38	77	82	70

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 4,231

Number of triage 4 patients used to calculate waiting time:³ 3,813

Median time to start treatment⁴

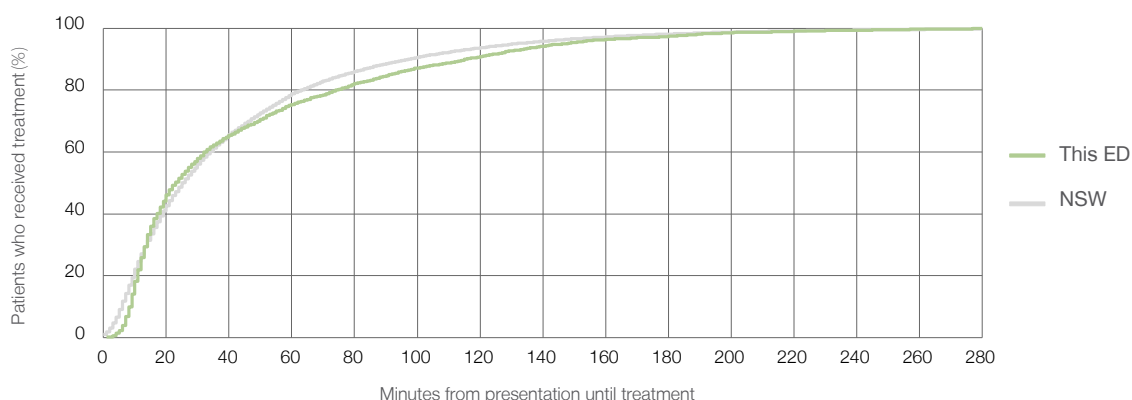
23 minutes

90th percentile time to start treatment⁵

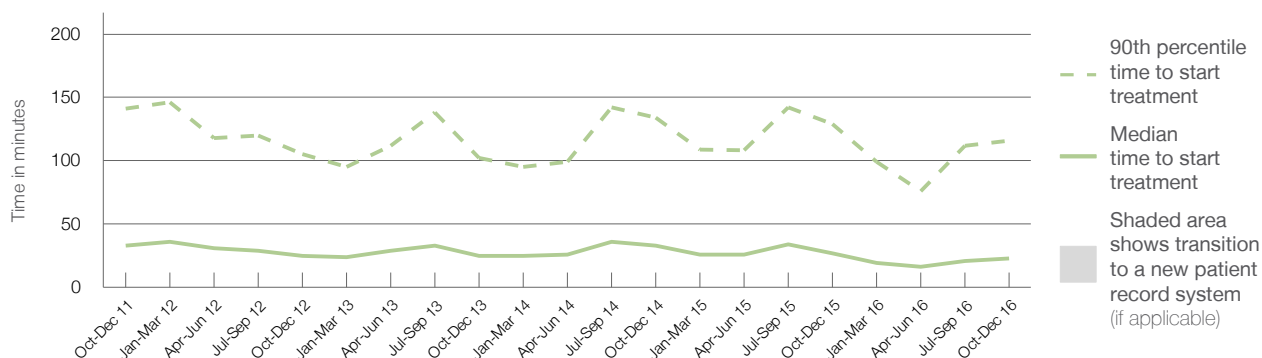
116 minutes

Same period last year	NSW (this period)
4,374	
3,971	
27 minutes	25 minutes
129 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	25	25	33	27	23
90th percentile time to start treatment ⁵ (minutes)	141	105	102	134	129	116

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 703

Number of triage 5 patients used to calculate waiting time:³ 517

Median time to start treatment⁴

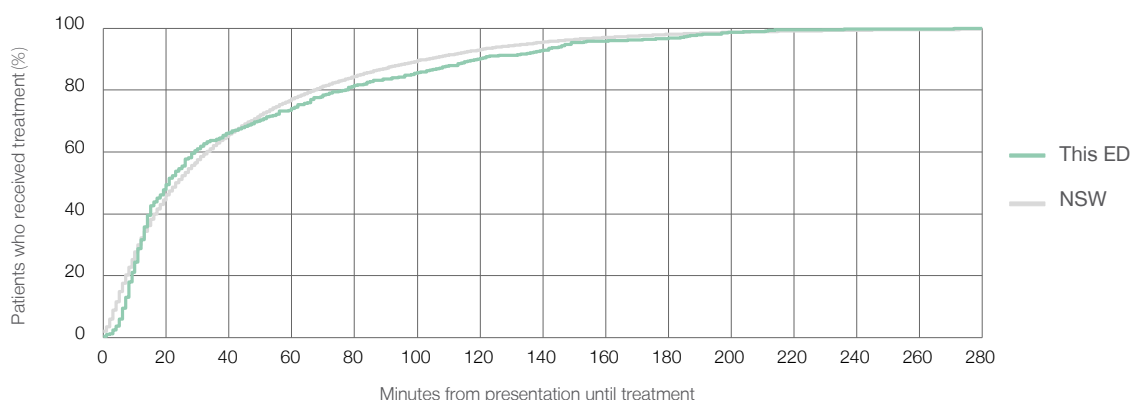
21 minutes

90th percentile time to start treatment⁵

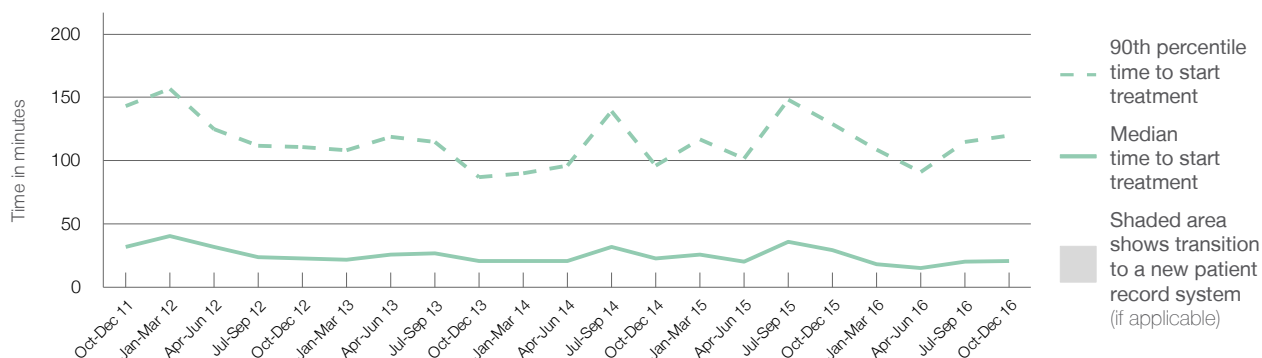
120 minutes

Same period last year	NSW (this period)
756	
514	
30 minutes	24 minutes
129 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	32	23	21	23	30	21
90th percentile time to start treatment ⁵ (minutes)	143	111	87	96	129	120

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

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

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

Fairfield Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,930 patients

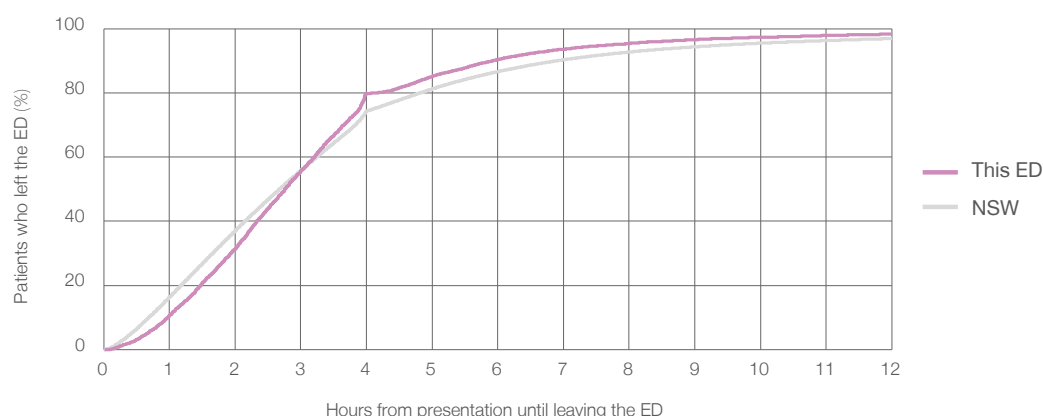
Presentations used to calculate time to leaving the ED:⁶ 8,930 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

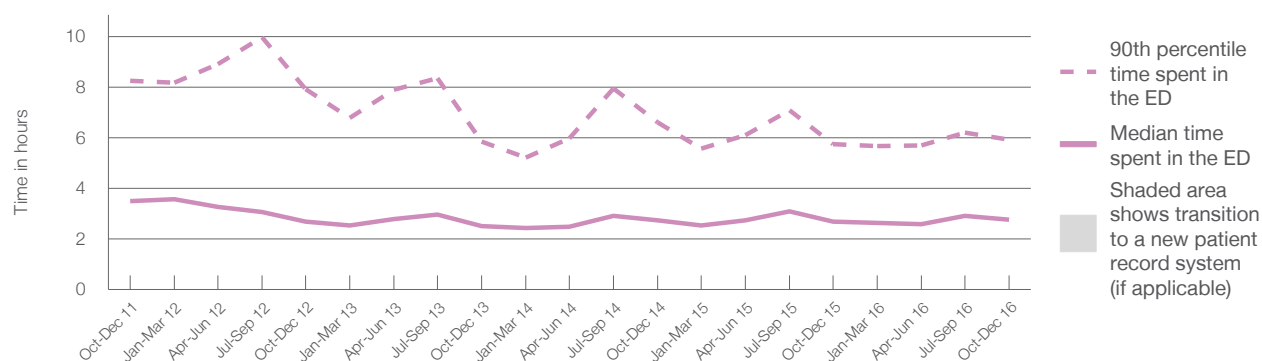
90th percentile time spent in the ED⁹ 5 hours and 56 minutes

Same period last year	NSW (this period)
8,788	
8,788	
2 hours and 42 minutes	2 hours and 41 minutes
5 hours and 45 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 30m	2h 42m	2h 31m	2h 45m	2h 42m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 16m	7h 56m	5h 51m	6h 36m	5h 45m	5h 56m

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

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

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

Fairfield Hospital: Time patients spent in the ED

By mode of separation

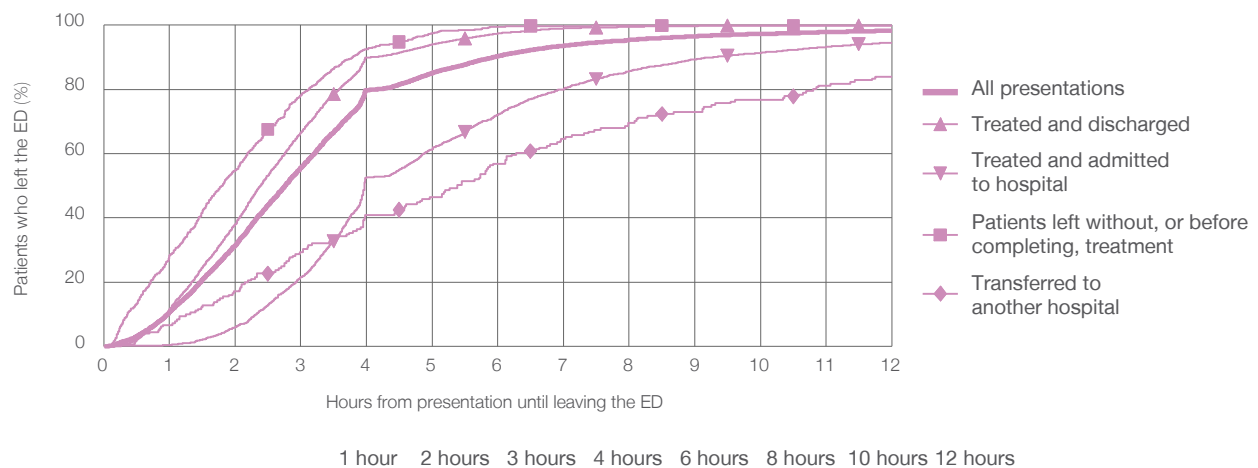
October to December 2016

All presentations:[†] 8,930 patients

Presentations used to calculate time to leaving the ED:[‡] 8,930 patients

		Same period last year	Change since one year ago
		8,788	1.6%
Treated and discharged	5,532 (61.9%)	5,336	3.7%
Treated and admitted to hospital	2,274 (25.5%)	2,174	4.6%
Patient left without, or before completing, treatment	876 (9.8%)	1,064	-17.7%
Transferred to another hospital	181 (2.0%)	139	30.2%
Other	67 (0.8%)	75	-10.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.5%	38.0%	66.5%	89.9%	97.5%	99.5%	100%	100%
Treated and admitted to hospital	0.4%	5.9%	21.6%	52.6%	72.2%	85.8%	91.4%	94.5%
Patient left without, or before completing, treatment	28.2%	54.9%	78.2%	92.6%	99.4%	99.9%	99.9%	99.9%
Transferred to another hospital	6.6%	17.1%	29.3%	40.9%	56.9%	69.6%	76.8%	84.0%
All presentations	10.7%	31.4%	55.7%	79.7%	90.4%	95.4%	97.3%	98.3%

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

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

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

Fairfield Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 8,930 patients

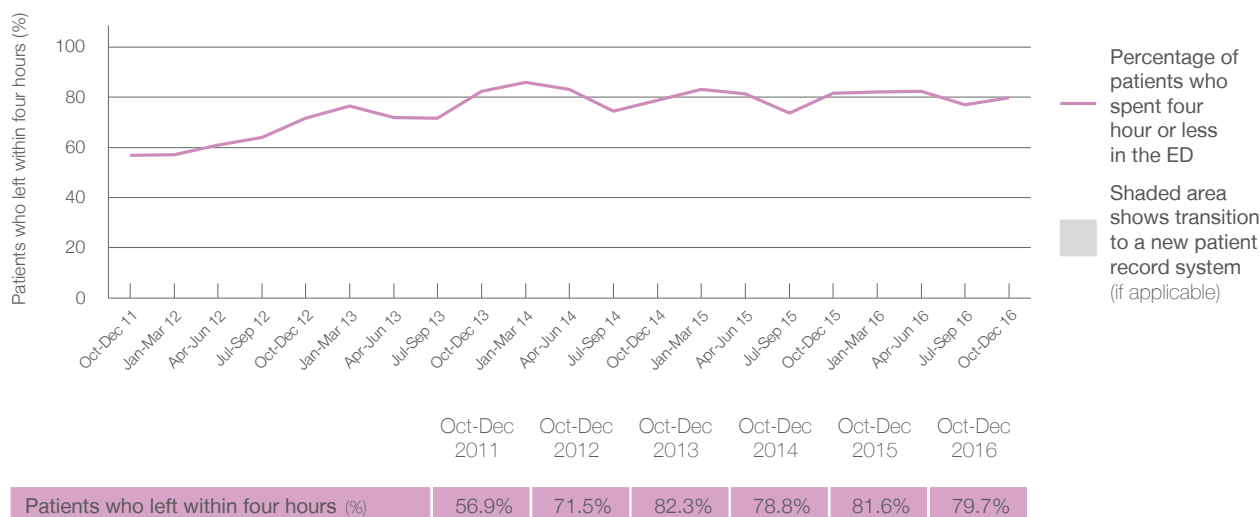
Presentations used to calculate time to leaving the ED:⁶ 8,930 patients

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



Same period last year	Change since one year ago
8,788	1.6%
8,788	1.6%
81.6%	

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



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

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

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

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

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

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

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

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

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

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

October to December 2016

All presentations:¹ 10,090 patients

Emergency presentations:² 10,034 patients

Same period last year	Change since one year ago
9,565	5.5%
9,513	5.5%

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

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,250 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,176 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,670 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,903 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,298	
5 minutes	8 minutes
10 minutes	26 minutes
2,018	
15 minutes	20 minutes
48 minutes	67 minutes
4,547	
20 minutes	25 minutes
84 minutes	97 minutes
1,624	
15 minutes	24 minutes
92 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 10,090 patients

Percentage of patients who spent four hours or less in the ED 80.7%

Same period last year	Change since one year ago
9,565	5.5%
71.7%	

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

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

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

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

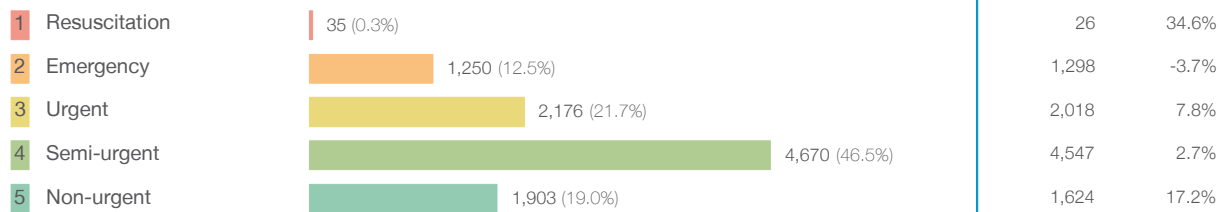
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

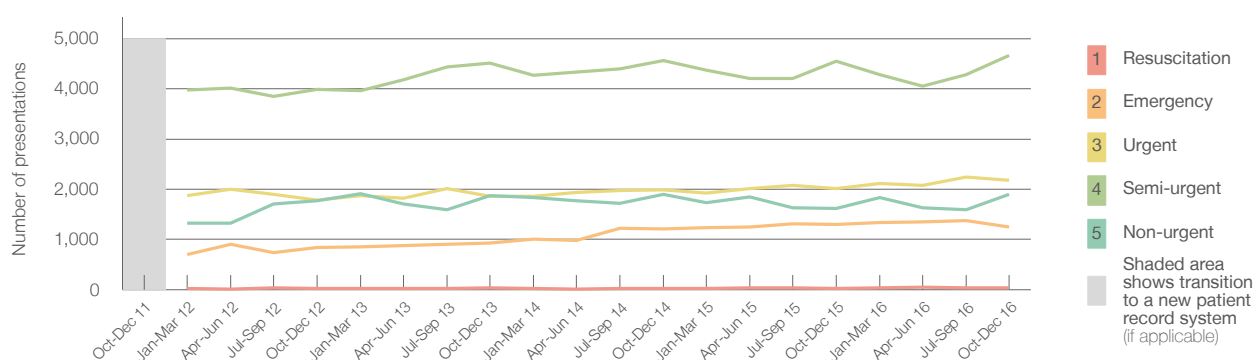
October to December 2016

All presentations:¹ 10,090 patients

Emergency presentations² by triage category: 10,034 patients



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation		25	38	23	26	35
Emergency		839	930	1,210	1,298	1,250
Urgent		1,784	1,857	1,987	2,018	2,176
Semi-urgent		3,987	4,517	4,558	4,547	4,670
Non-urgent		1,774	1,867	1,892	1,624	1,903
All emergency presentations		8,409	9,209	9,670	9,513	10,034

Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,997 patients

ED Transfer of care time



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

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

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

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

October to December 2016

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

Number of triage 2 patients: 1,250

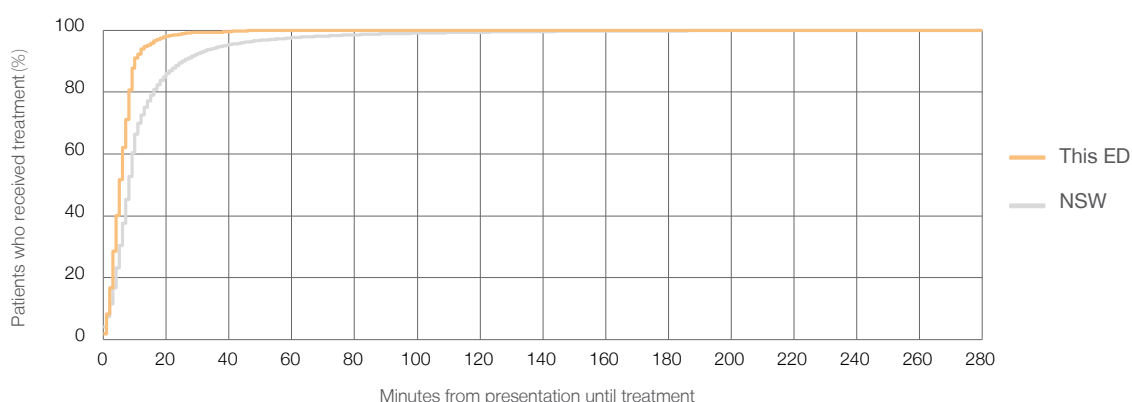
Number of triage 2 patients used to calculate waiting time:³ 1,250

Median time to start treatment⁴ 5 minutes

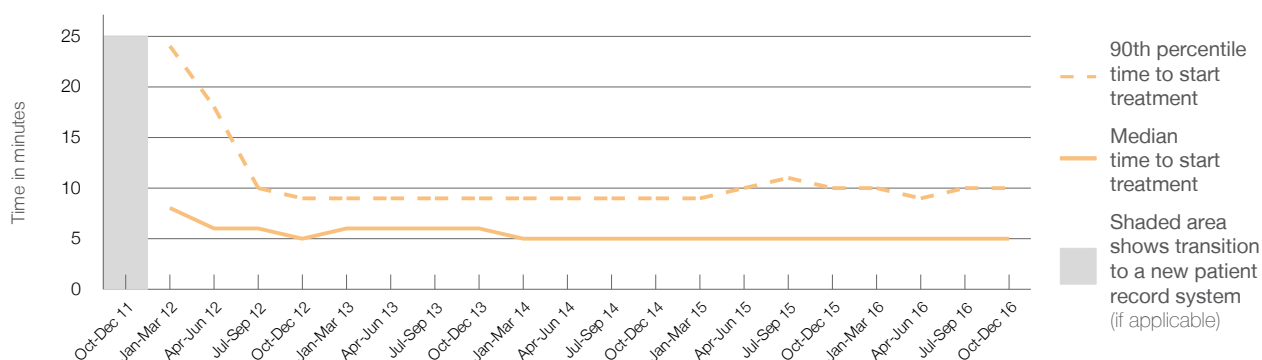
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,298	
1,298	
5 minutes	8 minutes
10 minutes	26 minutes

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



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



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

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

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

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

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

October to December 2016

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

Number of triage 3 patients: 2,176

Number of triage 3 patients used to calculate waiting time:³ 2,151

Median time to start treatment⁴

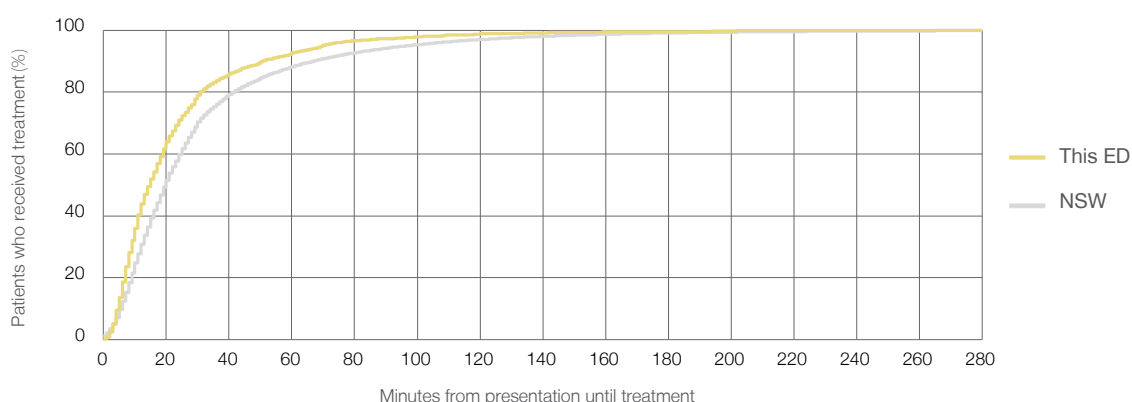
15 minutes

90th percentile time to start treatment⁵

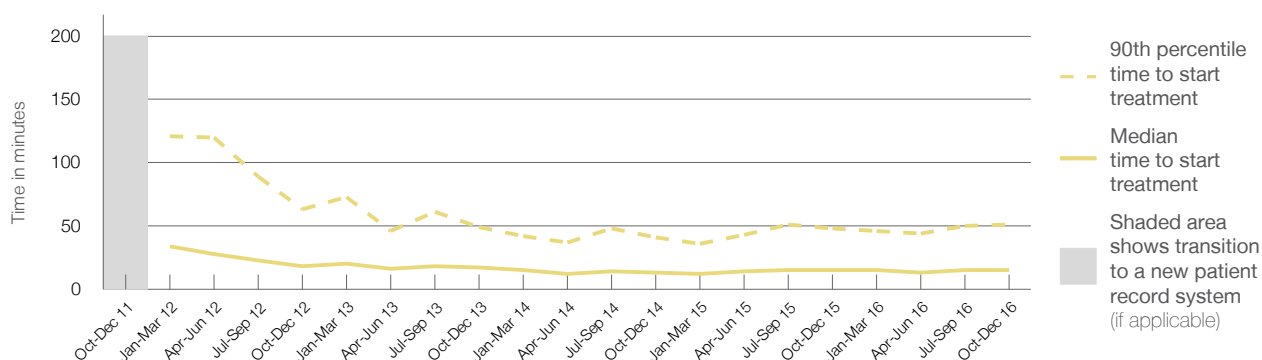
51 minutes

Same period last year	NSW (this period)
2,018	
2,002	
15 minutes	20 minutes
48 minutes	67 minutes

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



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



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

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 4,670

Number of triage 4 patients used to calculate waiting time:³ 4,529

Median time to start treatment⁴

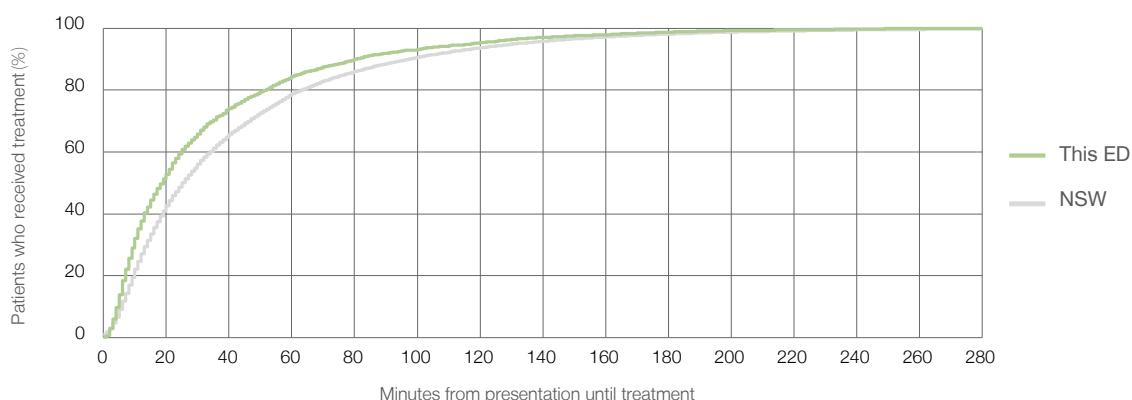
19 minutes

90th percentile time to start treatment⁵

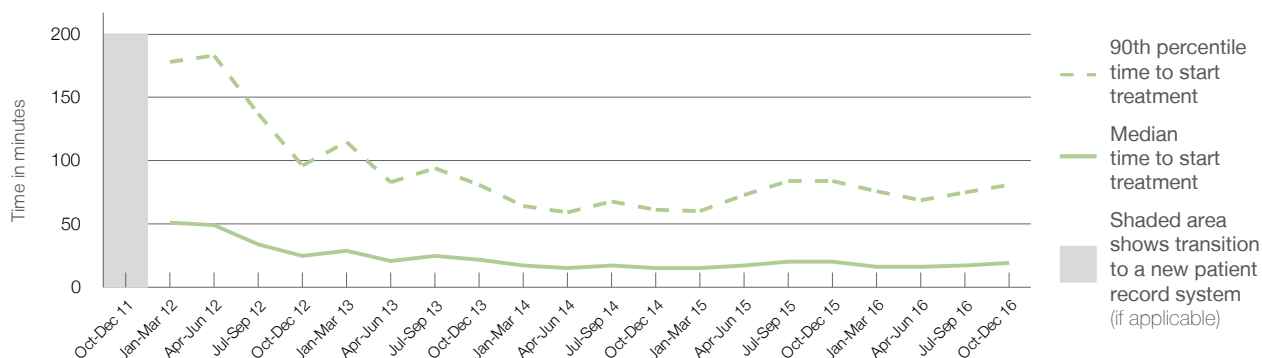
81 minutes

Same period last year	NSW (this period)
4,547	
4,393	
20 minutes	25 minutes
84 minutes	97 minutes

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



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



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

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 1,903

Number of triage 5 patients used to calculate waiting time:³ 1,787

Median time to start treatment⁴

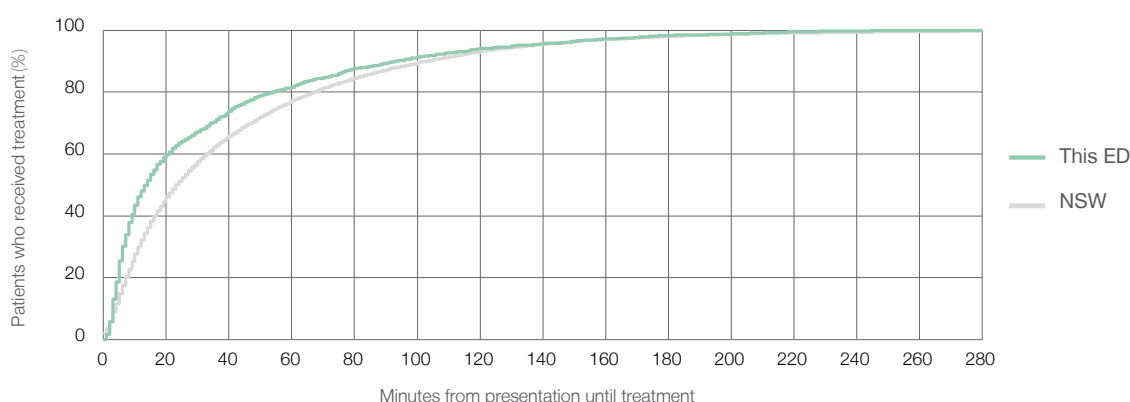
14 minutes

90th percentile time to start treatment⁵

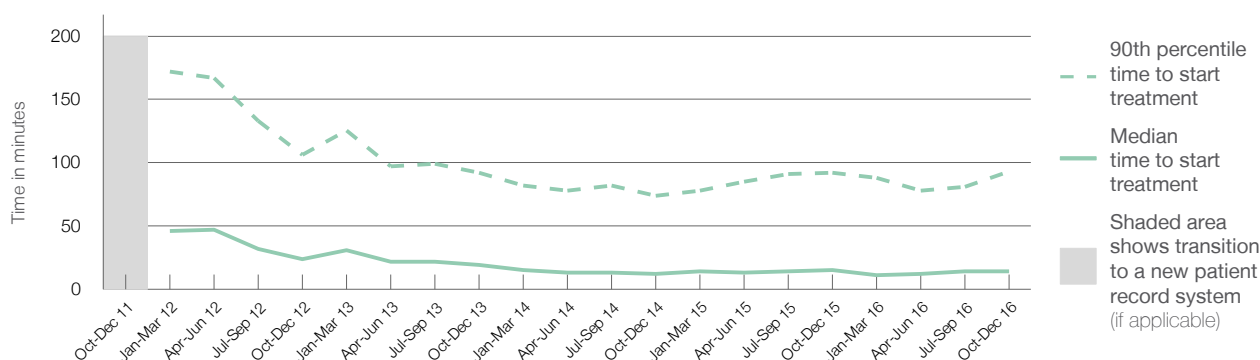
93 minutes

Same period last year	NSW (this period)
1,624	
1,521	
15 minutes	24 minutes
92 minutes	103 minutes

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



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



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

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

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

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

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

October to December 2016

All presentations:¹ 10,090 patients

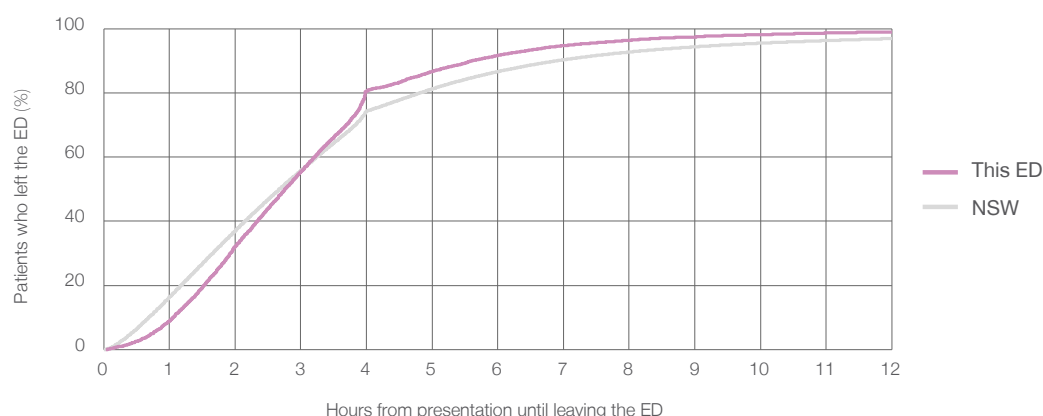
Presentations used to calculate time to leaving the ED:⁶ 10,090 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

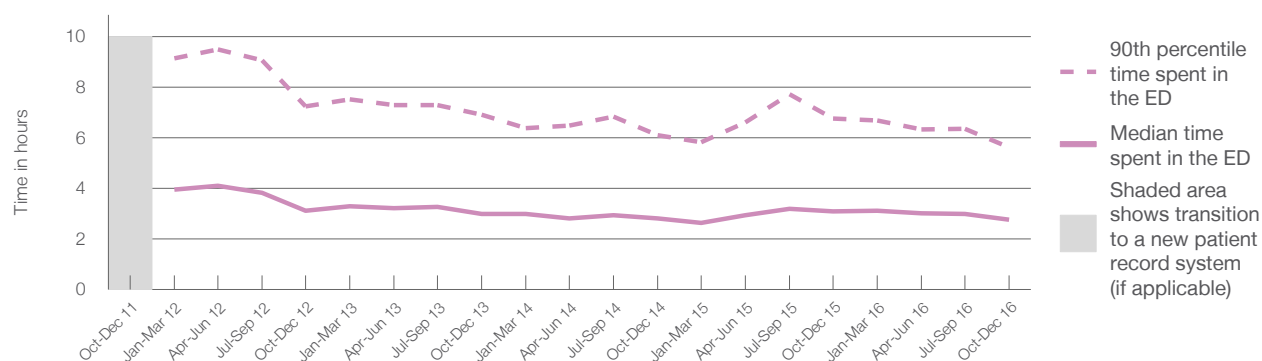
90th percentile time spent in the ED⁹ 5 hours and 37 minutes

Same period last year	NSW (this period)
9,565	
9,565	
3 hours and 5 minutes	2 hours and 41 minutes
6 hours and 46 minutes	6 hours and 54 minutes

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



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



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

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

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

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

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

By mode of separation

October to December 2016

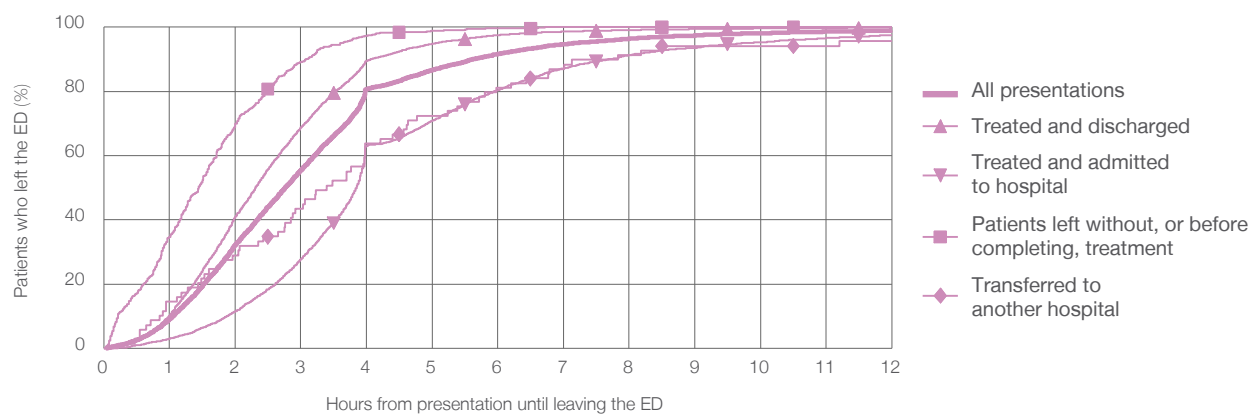
All presentations:[†] 10,090 patients

Presentations used to calculate time to leaving the ED:[‡] 10,090 patients

Treated and discharged	6,040 (59.9%)
Treated and admitted to hospital	3,467 (34.4%)
Patient left without, or before completing, treatment	509 (5.0%)
Transferred to another hospital	69 (0.7%)
Other	5 (0%)

Same period last year	Change since one year ago
9,565	5.5%
5,990	0.8%
2,963	17.0%
558	-8.8%
53	30.2%
1	400.0%

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



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

Treated and discharged	10.2%	41.1%	68.7%	89.6%	97.6%	99.1%	99.6%	99.8%
Treated and admitted to hospital	3.0%	11.5%	27.8%	63.0%	80.4%	91.3%	95.3%	97.5%
Patient left without, or before completing, treatment	34.8%	69.9%	89.2%	97.2%	99.6%	100%	100%	100%
Transferred to another hospital	14.5%	29.0%	43.5%	63.8%	81.2%	91.3%	94.2%	95.7%
All presentations	9.1%	32.3%	55.5%	80.7%	91.7%	96.4%	98.1%	99.0%

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

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

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

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

October to December 2016

All presentations at the emergency department:¹ 10,090 patients

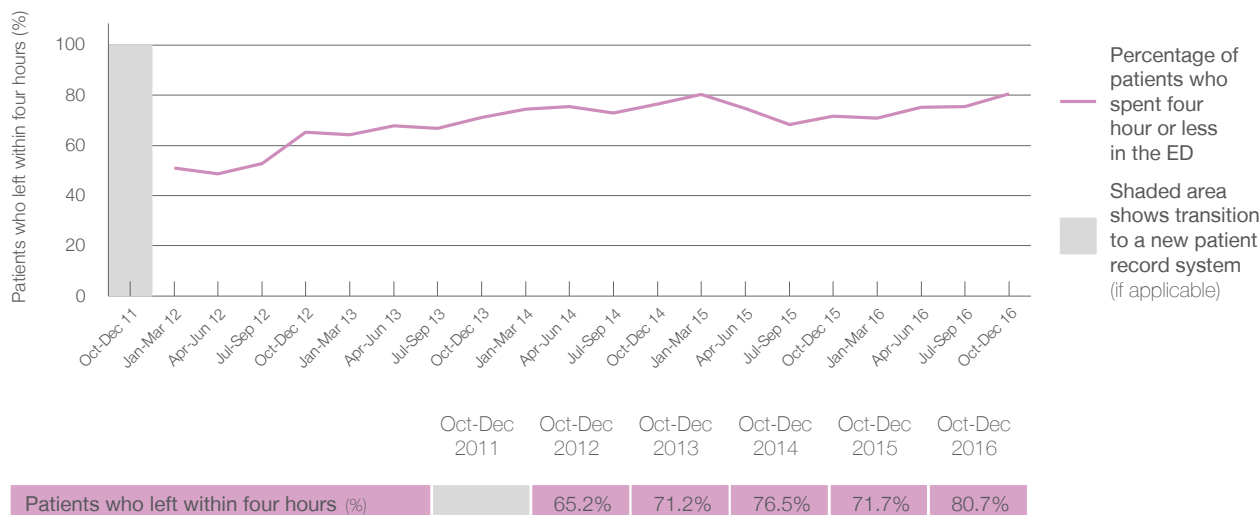
Presentations used to calculate time to leaving the ED:⁶ 10,090 patients

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



Same period last year	Change since one year ago
9,565	5.5%
9,565	5.5%
71.7%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Lismore Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,442 patients

Emergency presentations:² 8,168 patients

Same period last year	Change since one year ago
7,942	6.3%
7,631	7.0%

Lismore Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 845 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,950 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,442 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 887 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
864	
6 minutes	8 minutes
15 minutes	26 minutes
2,587	
25 minutes	20 minutes
83 minutes	67 minutes
3,315	
41 minutes	25 minutes
143 minutes	97 minutes
815	
44 minutes	24 minutes
144 minutes	103 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,442 patients

Percentage of patients who spent four hours or less in the ED 68.7%

Same period last year	Change since one year ago
7,939	6.3%
63.5%	

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

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

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

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

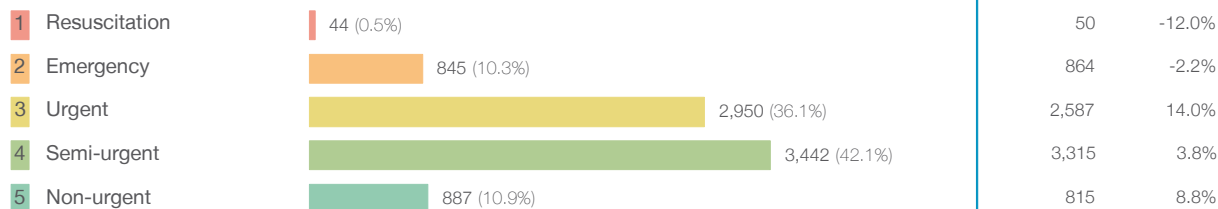
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Lismore Base Hospital: Patients presenting to the emergency department

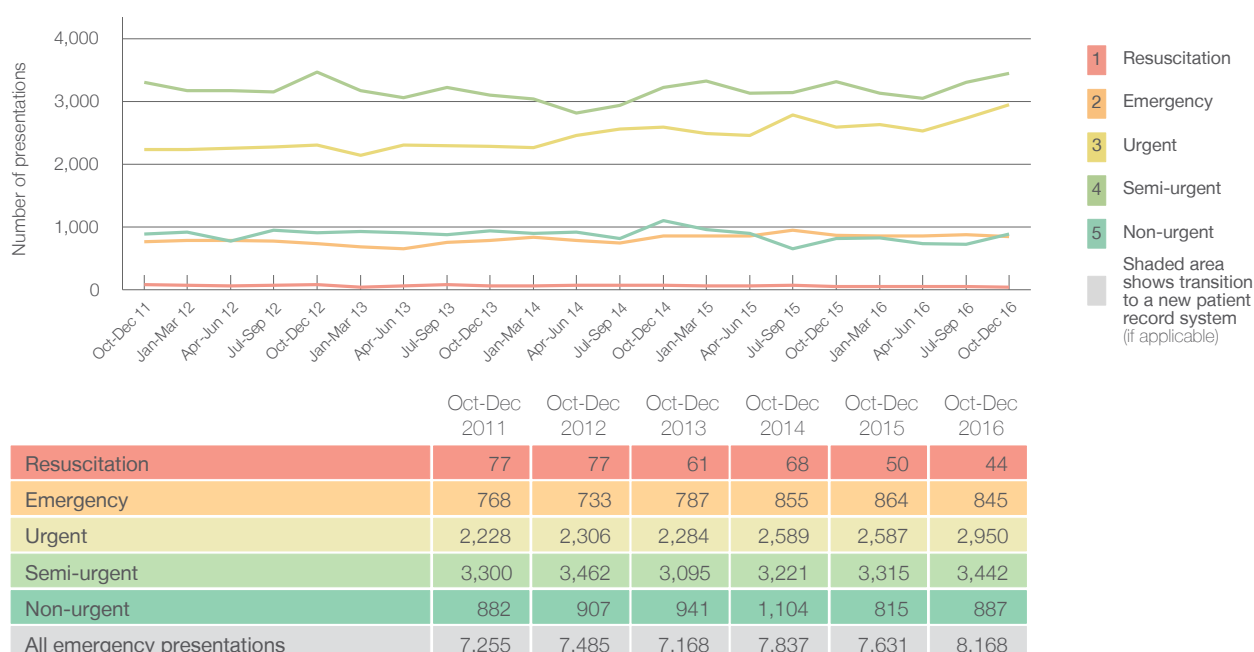
October to December 2016

All presentations:¹ 8,442 patients

Emergency presentations² by triage category: 8,168 patients



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



Lismore Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,752 patients

ED Transfer of care time



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

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

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

Lismore Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 845

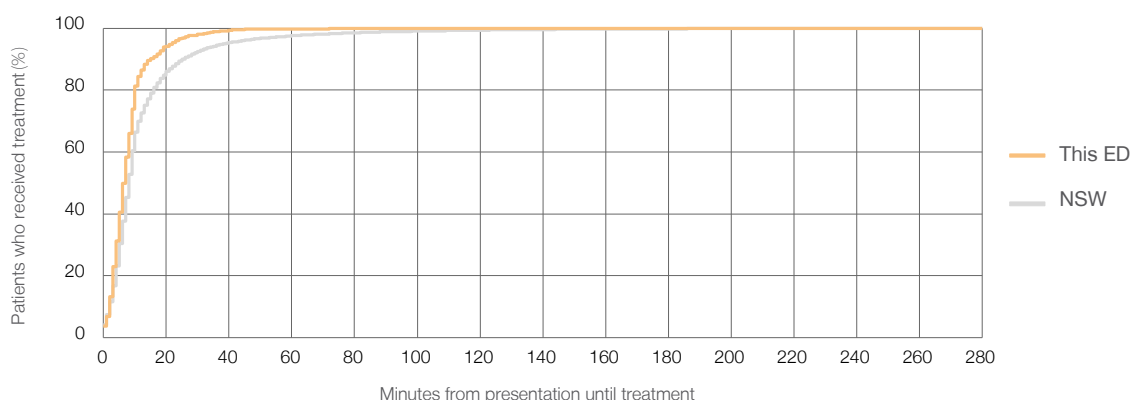
Number of triage 2 patients used to calculate waiting time:³ 842

Median time to start treatment⁴ 7 minutes

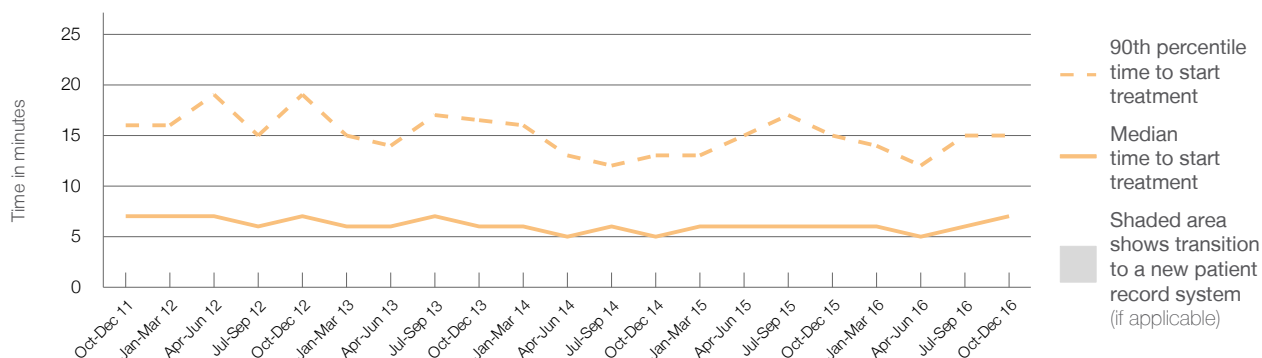
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
864	
861	
6 minutes	8 minutes
15 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	6	5	6	7
90th percentile time to start treatment ⁵ (minutes)	16	19	17	13	15	15

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

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

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

Lismore Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 2,950

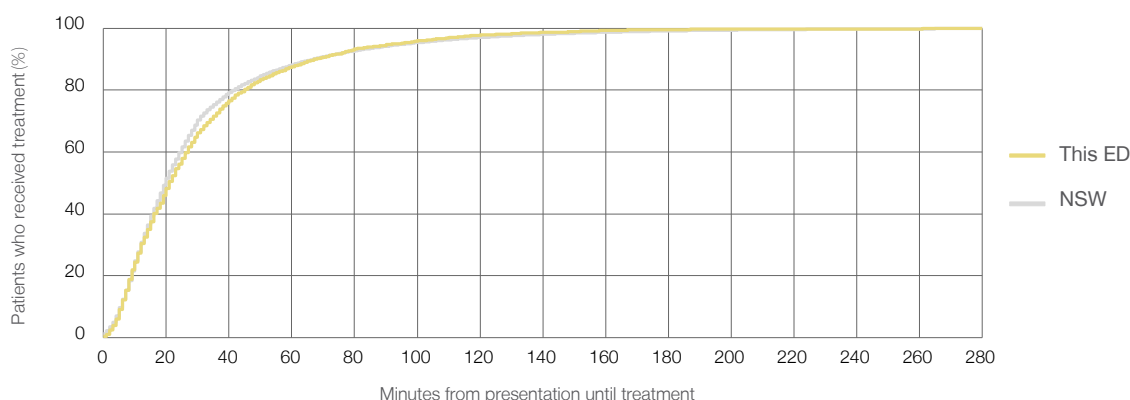
Number of triage 3 patients used to calculate waiting time:³ 2,895

Median time to start treatment⁴ 21 minutes

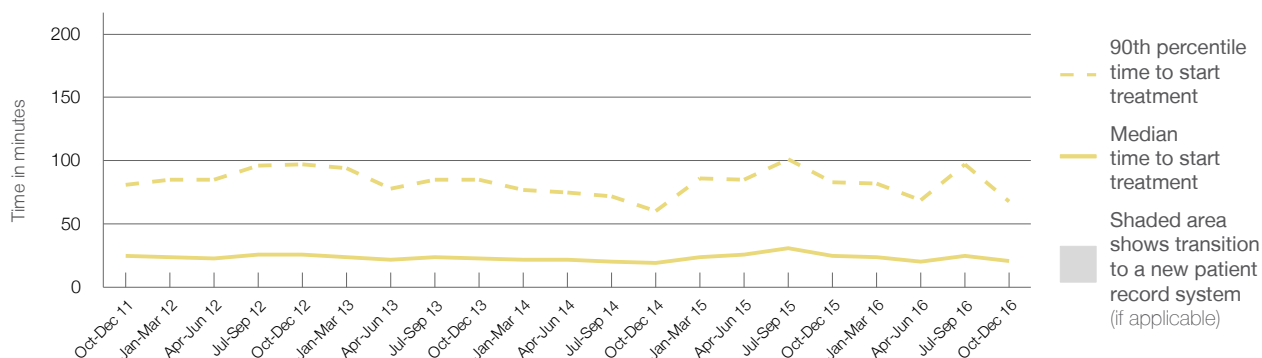
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
2,587	
2,510	
25 minutes	20 minutes
83 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	26	23	19	25	21
90th percentile time to start treatment ⁵ (minutes)	81	97	85	60	83	68

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

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

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

Lismore Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 3,442

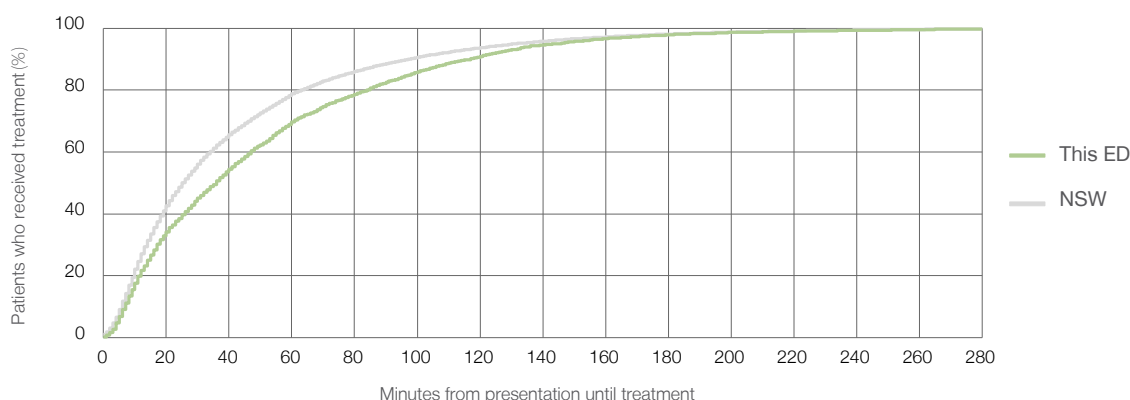
Number of triage 4 patients used to calculate waiting time:³ 3,237

Median time to start treatment⁴ 36 minutes

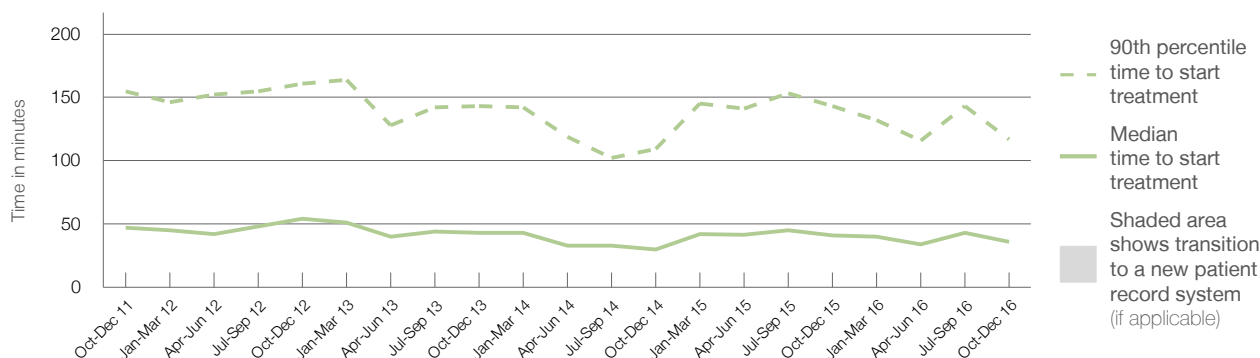
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
3,315	
2,983	
41 minutes	25 minutes
143 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	47	54	43	30	41	36
90th percentile time to start treatment ⁵ (minutes)	155	161	143	110	143	117

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

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

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

Lismore Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 887

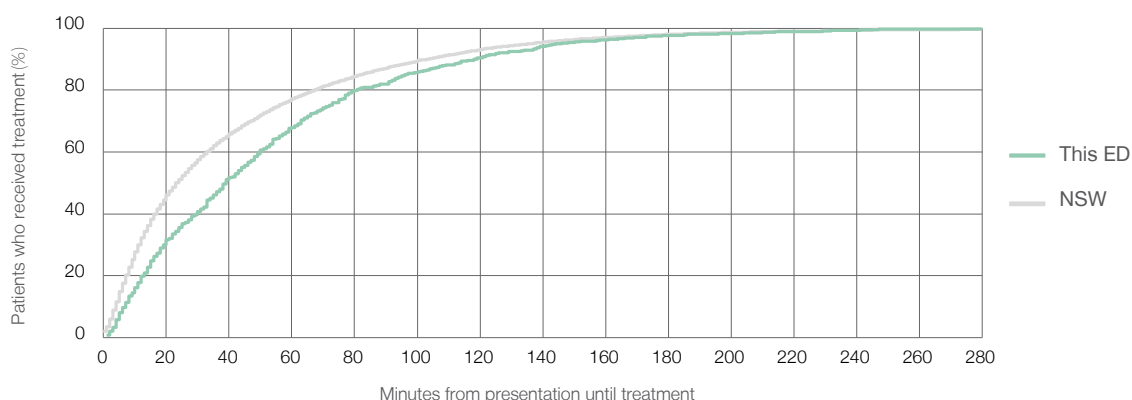
Number of triage 5 patients used to calculate waiting time:³ 788

Median time to start treatment⁴ 39 minutes

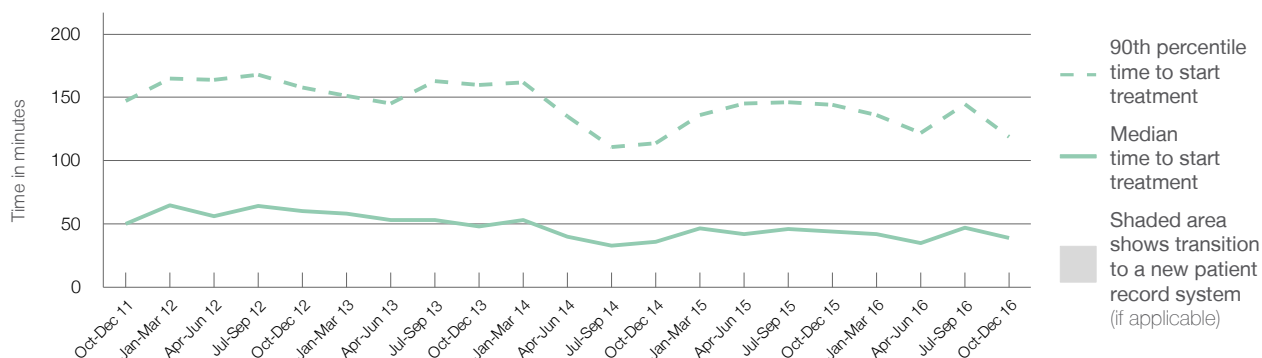
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
815	
663	
44 minutes	24 minutes
144 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	50	60	48	36	44	39
90th percentile time to start treatment ⁵ (minutes)	147	158	160	114	144	119

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

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

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

Lismore Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,442 patients

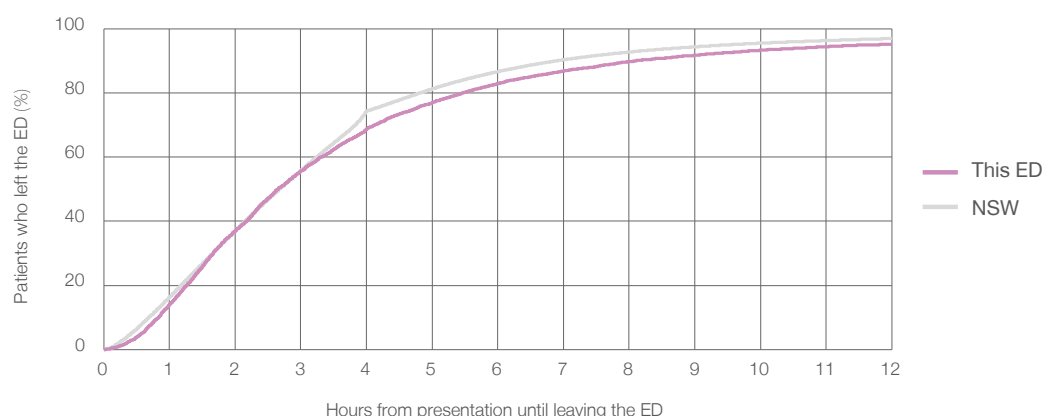
Presentations used to calculate time to leaving the ED:⁶ 8,442 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

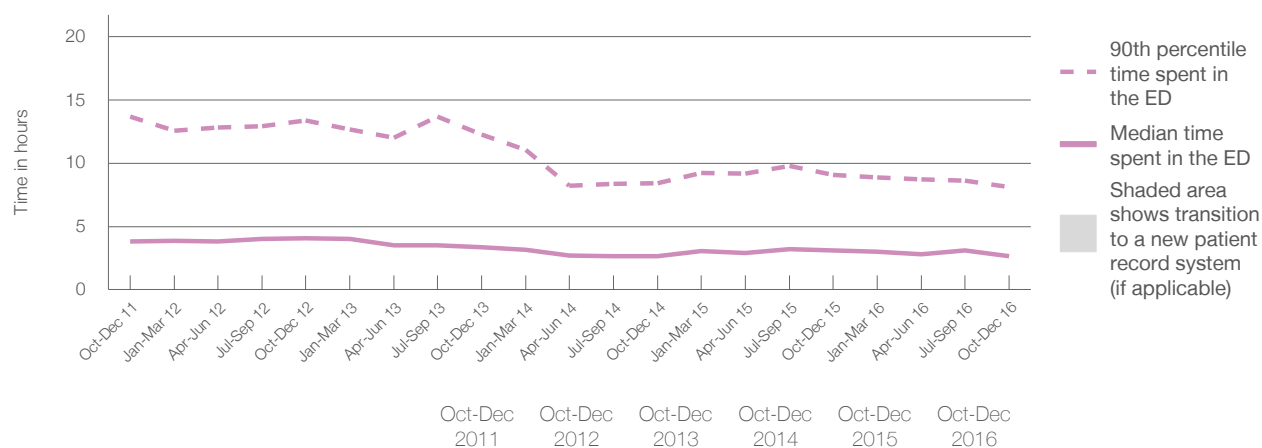
90th percentile time spent in the ED⁹ 8 hours and 7 minutes

Same period last year	NSW (this period)
7,942	
7,939	
3 hours and 5 minutes	2 hours and 41 minutes
9 hours and 5 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 49m	4h 4m	3h 22m	2h 39m	3h 5m	2h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 41m	13h 21m	12h 16m	8h 25m	9h 5m	8h 7m

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

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

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

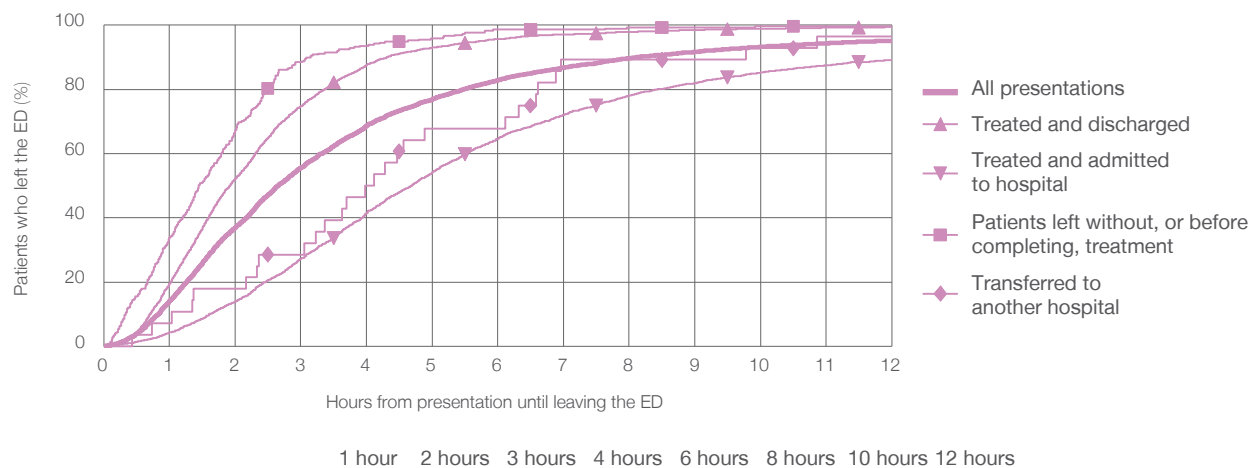
October to December 2016

All presentations:[†] 8,442 patients

Presentations used to calculate time to leaving the ED:[‡] 8,442 patients

		Same period last year	Change since one year ago
Treated and discharged	4,571 (54.1%)	7,939	6.3%
Treated and admitted to hospital	3,492 (41.4%)	3,906	17.0%
Patient left without, or before completing, treatment	295 (3.5%)	450	-34.4%
Transferred to another hospital	28 (0.3%)	23	21.7%
Other	56 (0.7%)	64	-12.5%

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



Treated and discharged	19.5%	52.2%	74.8%	87.6%	95.7%	97.9%	98.9%	99.4%
Treated and admitted to hospital	4.3%	14.0%	27.2%	41.5%	64.7%	78.1%	85.3%	89.1%
Patient left without, or before completing, treatment	33.9%	67.5%	88.5%	93.6%	98.6%	99.3%	99.7%	99.7%
Transferred to another hospital	7.1%	17.9%	28.6%	50.0%	67.9%	89.3%	92.9%	96.4%
All presentations	14.1%	37.1%	55.6%	68.7%	82.9%	89.8%	93.3%	95.2%

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

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

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

Lismore Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 8,442 patients

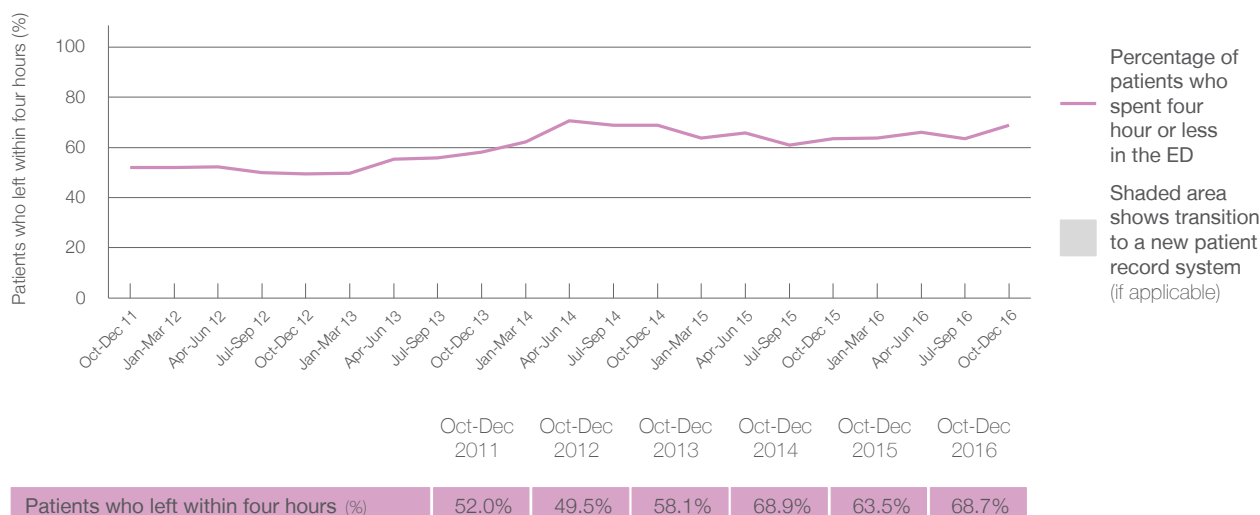
Presentations used to calculate time to leaving the ED:⁶ 8,442 patients

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

68.7%

Same period last year	Change since one year ago
7,942	6.3%
7,939	6.3%
63.5%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

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

Maitland Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 12,446 patients

Emergency presentations:² 12,344 patients

Same period last year	Change since one year ago
11,829	5.2%
11,664	5.8%

Maitland Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,021 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,349 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,623 patients

Median time to start treatment⁴ 44 minutes
90th percentile time to start treatment⁵ 126 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,332 patients

Median time to start treatment⁴ 52 minutes
90th percentile time to start treatment⁵ 143 minutes

Same period last year	NSW (this period)
1,279	
8 minutes	8 minutes
20 minutes	26 minutes
2,679	
22 minutes	20 minutes
68 minutes	67 minutes
6,070	
36 minutes	25 minutes
111 minutes	97 minutes
1,618	
46 minutes	24 minutes
127 minutes	103 minutes

Maitland Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 12,446 patients

Percentage of patients who spent four hours or less in the ED 72.2%

Same period last year	Change since one year ago
11,829	5.2%
75.7%	

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

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

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

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

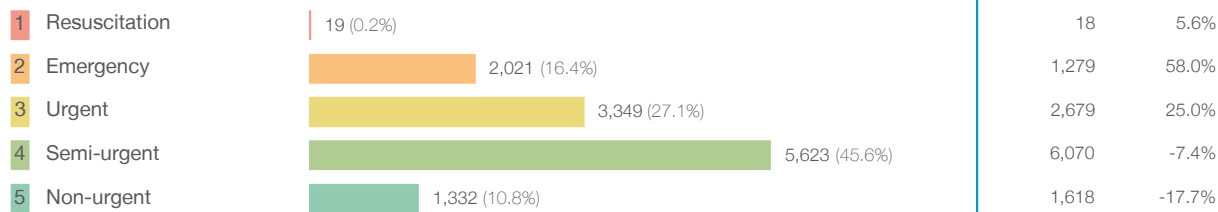
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Maitland Hospital: Patients presenting to the emergency department

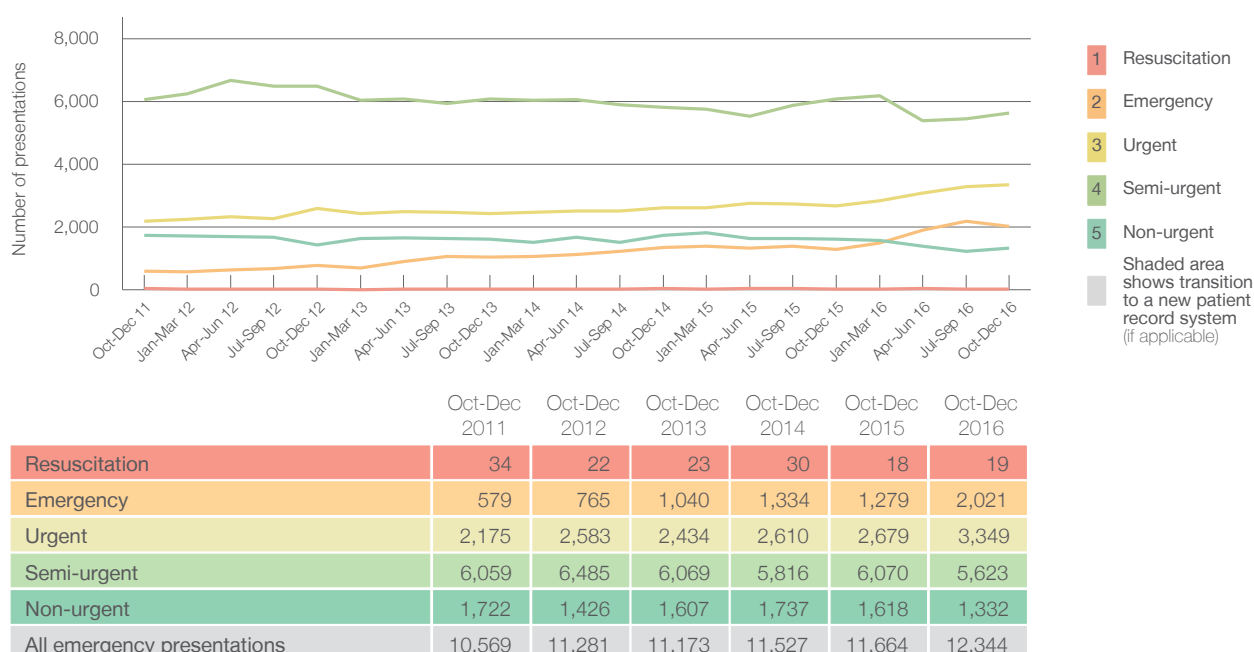
October to December 2016

All presentations:¹ 12,446 patients

Emergency presentations² by triage category: 12,344 patients



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



Maitland Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,096 patients

ED Transfer of care time



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

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

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

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

October to December 2016

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

Number of triage 2 patients: 2,021

Number of triage 2 patients used to calculate waiting time:³ 1,986

Median time to start treatment⁴

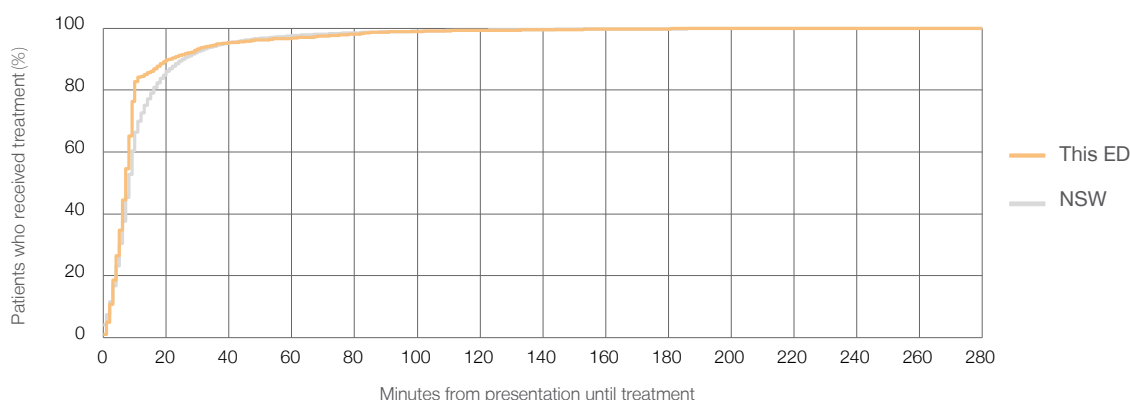
7 minutes

90th percentile time to start treatment⁵

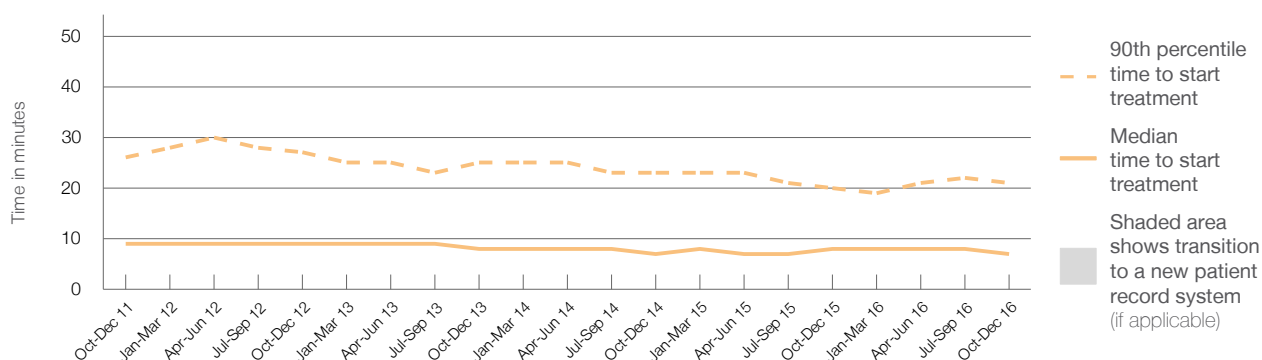
21 minutes

Same period last year	NSW (this period)
1,279	
1,269	
8 minutes	8 minutes
20 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	9	8	7	8	7
90th percentile time to start treatment ⁵ (minutes)	26	27	25	23	20	21

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

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

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

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

October to December 2016

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

Number of triage 3 patients: 3,349

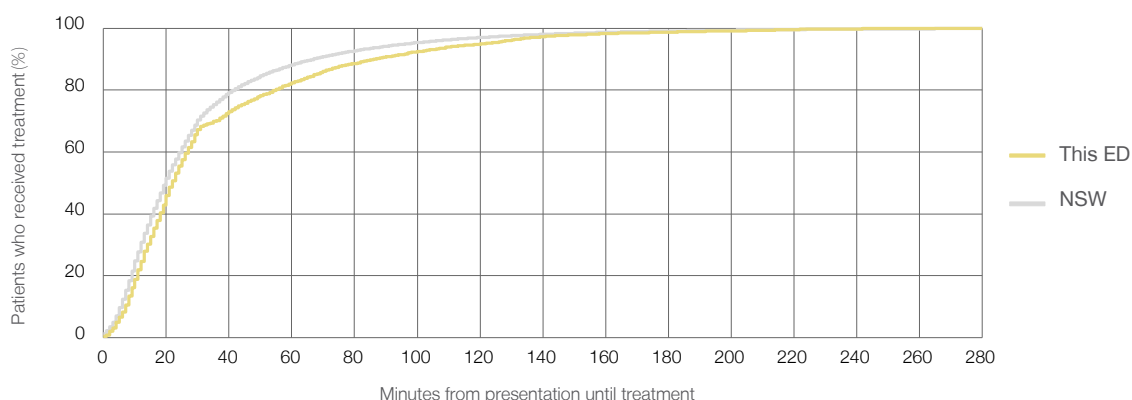
Number of triage 3 patients used to calculate waiting time:³ 3,211

Median time to start treatment⁴ 22 minutes

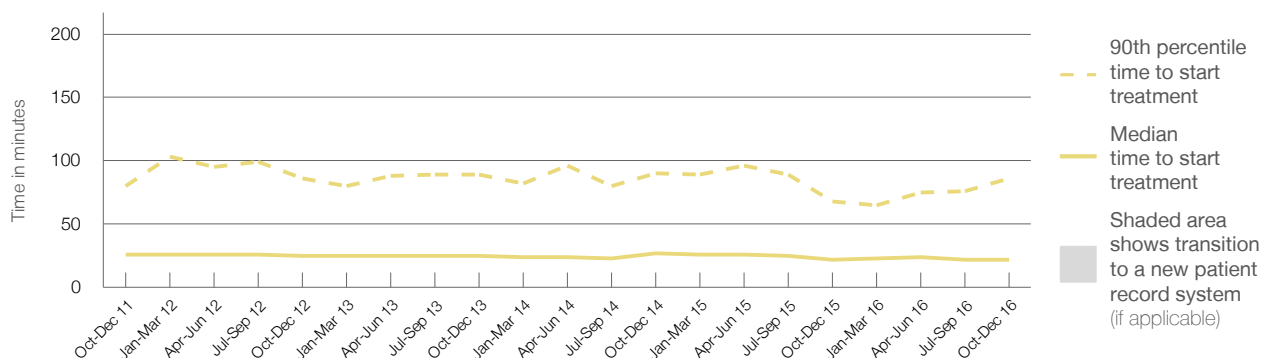
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
2,679	
2,630	
22 minutes	20 minutes
68 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	25	25	27	22	22
90th percentile time to start treatment ⁵ (minutes)	80	86	89	90	68	86

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 5,623

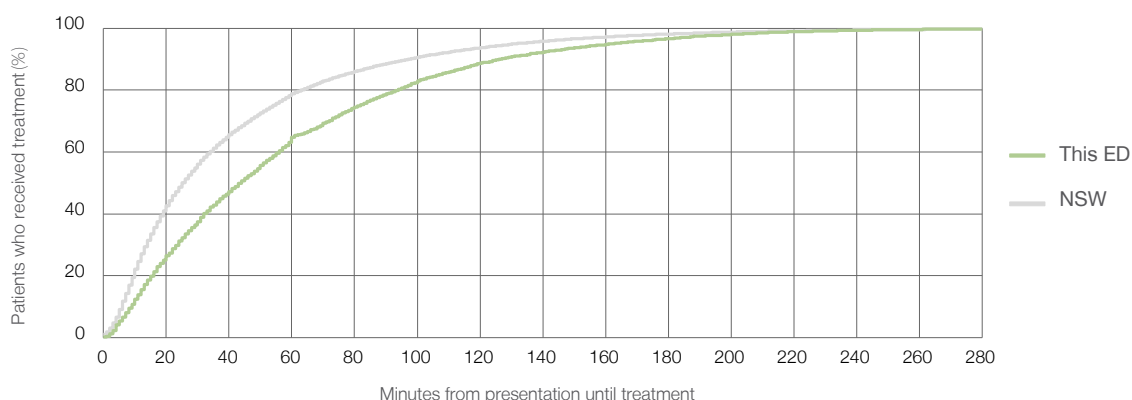
Number of triage 4 patients used to calculate waiting time:³ 4,687

Median time to start treatment⁴ 44 minutes

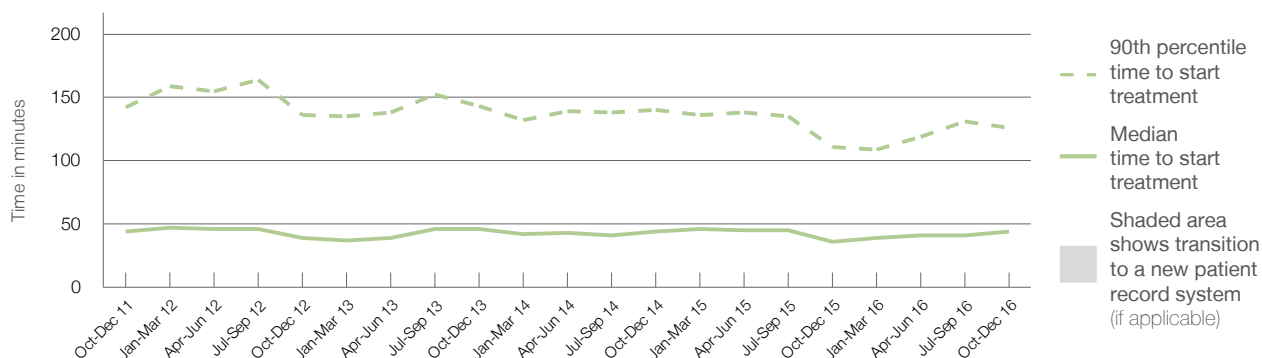
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
6,070	
5,307	
36 minutes	25 minutes
111 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	44	39	46	44	36	44
90th percentile time to start treatment ⁵ (minutes)	142	136	143	140	111	126

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 1,332

Number of triage 5 patients used to calculate waiting time:³ 938

Median time to start treatment⁴

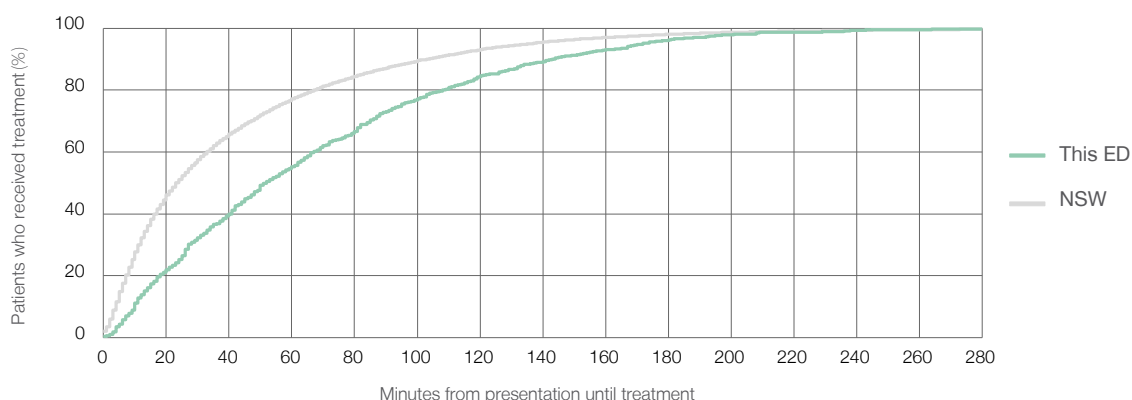
52 minutes

90th percentile time to start treatment⁵

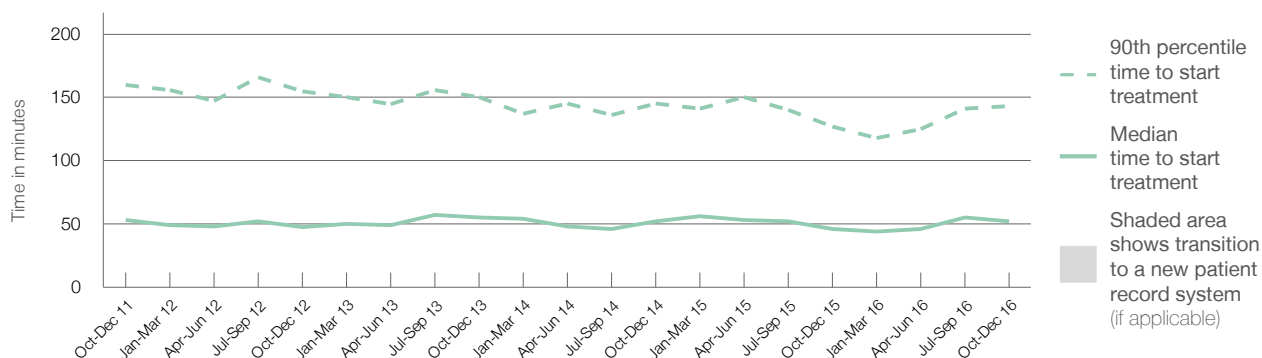
143 minutes

Same period last year	NSW (this period)
1,618	
1,226	
46 minutes	24 minutes
127 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	53	48	55	52	46	52
90th percentile time to start treatment ⁵ (minutes)	160	155	150	145	127	143

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

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

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

Maitland Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 12,446 patients

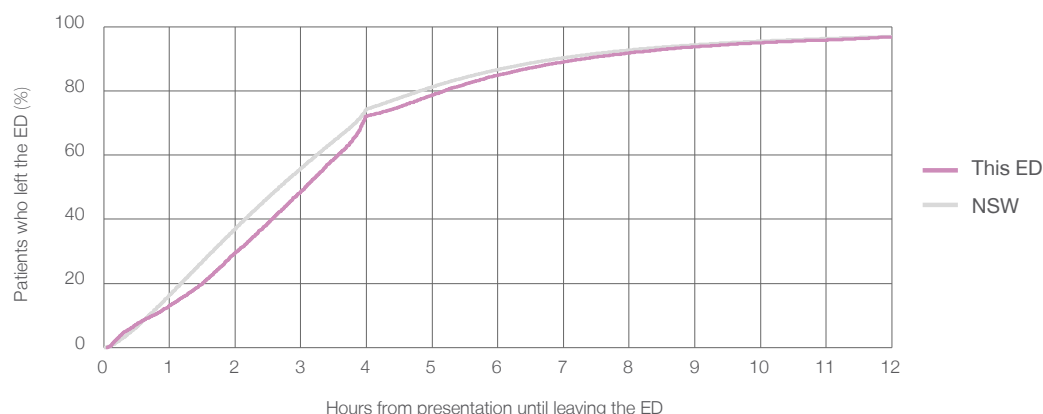
Presentations used to calculate time to leaving the ED:⁶ 12,446 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

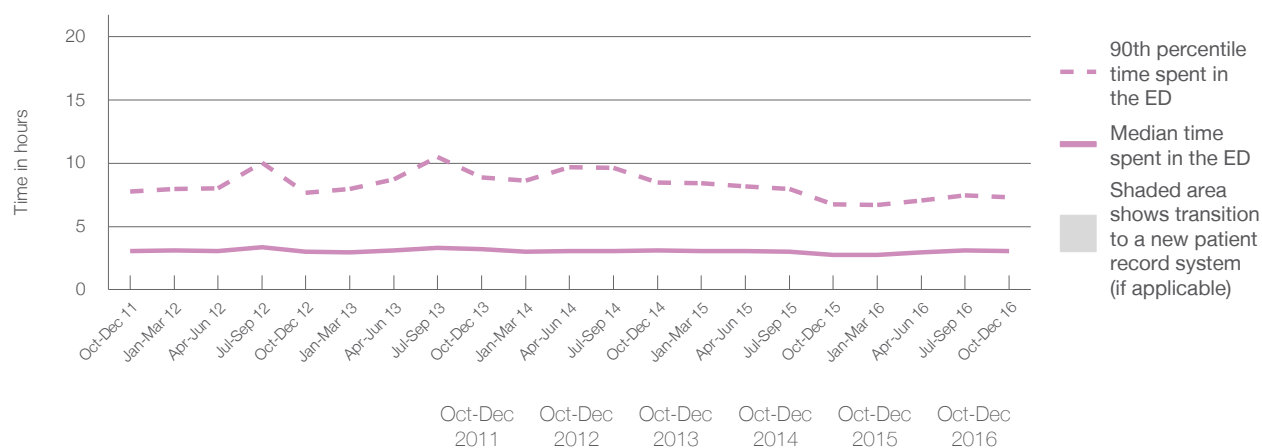
90th percentile time spent in the ED⁹ 7 hours and 19 minutes

Same period last year	NSW (this period)
11,829	11,829
2 hours and 45 minutes	2 hours and 41 minutes
6 hours and 45 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	2h 59m	3h 11m	3h 6m	2h 45m	3h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 45m	7h 40m	8h 53m	8h 29m	6h 45m	7h 19m

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

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

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

Maitland Hospital: Time patients spent in the ED

By mode of separation

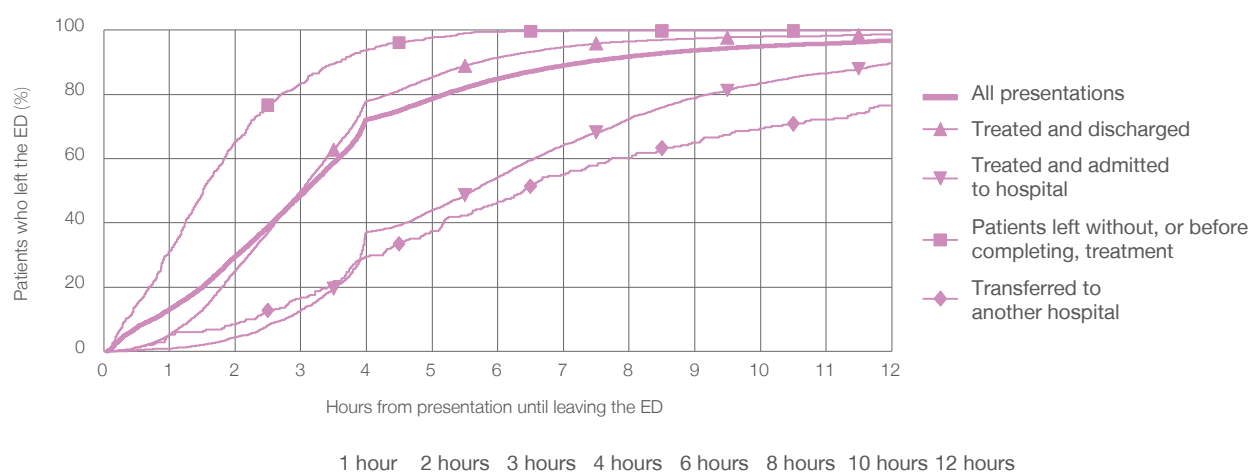
October to December 2016

All presentations:[†] 12,446 patients

Presentations used to calculate time to leaving the ED:[‡] 12,446 patients

		Same period last year	Change since one year ago
		11,829	5.2%
Treated and discharged	8,157 (65.5%)	7,972	2.3%
Treated and admitted to hospital	2,284 (18.4%)	2,196	4.0%
Patient left without, or before completing, treatment	587 (4.7%)	405	44.9%
Transferred to another hospital	251 (2.0%)	244	2.9%
Other	1,167 (9.4%)	1,012	15.3%

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



Treated and discharged	5.2%	25.2%	50.1%	77.9%	91.5%	96.5%	98.0%	98.7%
Treated and admitted to hospital	0.8%	4.4%	12.8%	37.1%	54.2%	72.3%	83.5%	89.8%
Patient left without, or before completing, treatment	31.2%	65.4%	83.3%	93.7%	99.5%	99.8%	99.8%	100%
Transferred to another hospital	5.2%	8.4%	16.7%	29.5%	46.6%	60.2%	69.3%	76.5%
All presentations	13.1%	29.6%	48.7%	72.2%	84.9%	91.8%	95.0%	96.8%

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

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

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

Maitland Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 12,446 patients

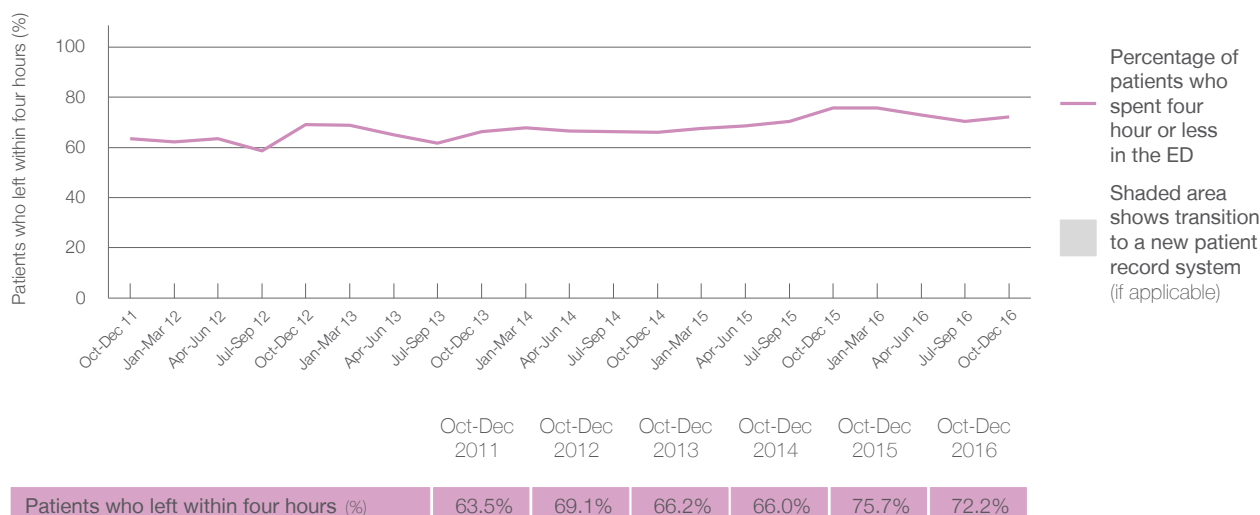
Presentations used to calculate time to leaving the ED:⁶ 12,446 patients

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



Same period last year	Change since one year ago
11,829	5.2%
11,829	5.2%
75.7%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Manly District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,290 patients

Emergency presentations:² 6,217 patients

Same period last year	Change since one year ago
6,151	2.3%
6,096	2.0%

Manly District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 963 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,382 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,522 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 63 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 312 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
867	
6 minutes	8 minutes
12 minutes	26 minutes
2,121	
12 minutes	20 minutes
35 minutes	67 minutes
2,553	
11 minutes	25 minutes
56 minutes	97 minutes
512	
11 minutes	24 minutes
74 minutes	103 minutes

Manly District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,290 patients

Percentage of patients who spent four hours or less in the ED 87.3%

Same period last year	Change since one year ago
6,151	2.3%
87.4%	

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

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

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

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

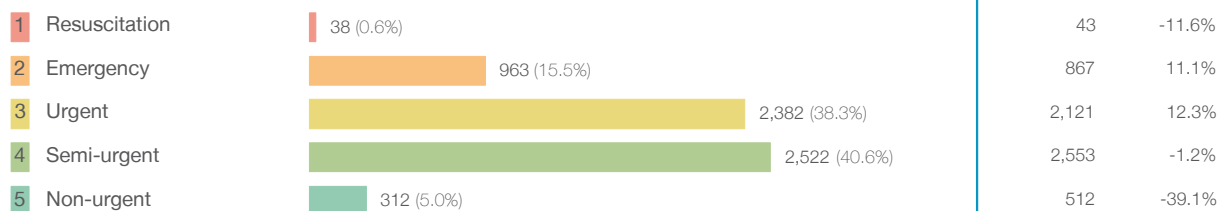
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manly District Hospital: Patients presenting to the emergency department

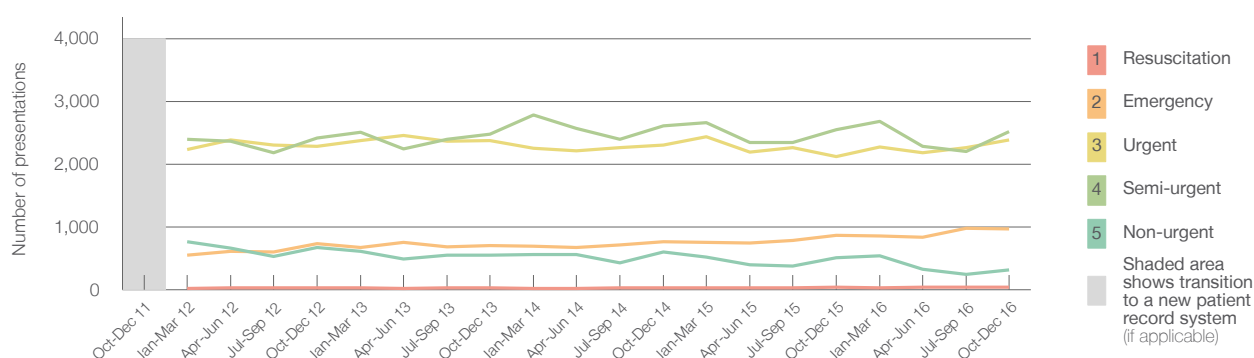
October to December 2016

All presentations:¹ 6,290 patients

Emergency presentations² by triage category: 6,217 patients



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation		31	29	33	43	38
Emergency		729	700	763	867	963
Urgent		2,284	2,380	2,304	2,121	2,382
Semi-urgent		2,421	2,480	2,613	2,553	2,522
Non-urgent		672	549	603	512	312
All emergency presentations		6,137	6,138	6,316	6,096	6,217

Manly District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,283 patients

ED Transfer of care time



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

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

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

October to December 2016

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

Number of triage 2 patients: 963

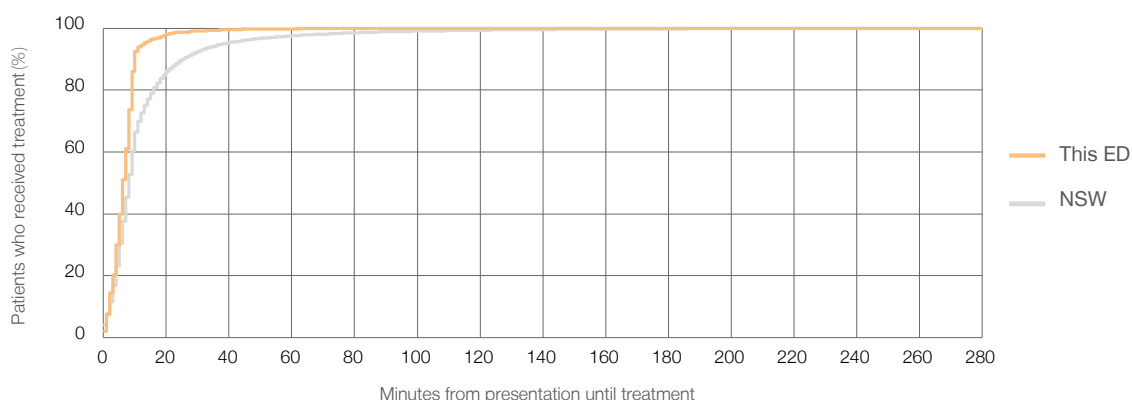
Number of triage 2 patients used to calculate waiting time:³ 963

Median time to start treatment⁴ 6 minutes

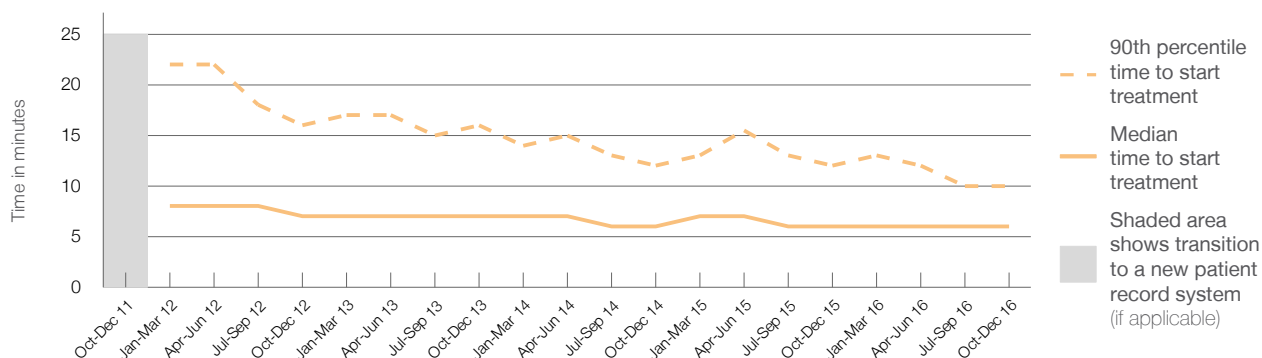
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
867	
867	
6 minutes	8 minutes
12 minutes	26 minutes

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



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



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

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

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

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

October to December 2016

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

Number of triage 3 patients: 2,382

Number of triage 3 patients used to calculate waiting time:³ 2,369

Median time to start treatment⁴

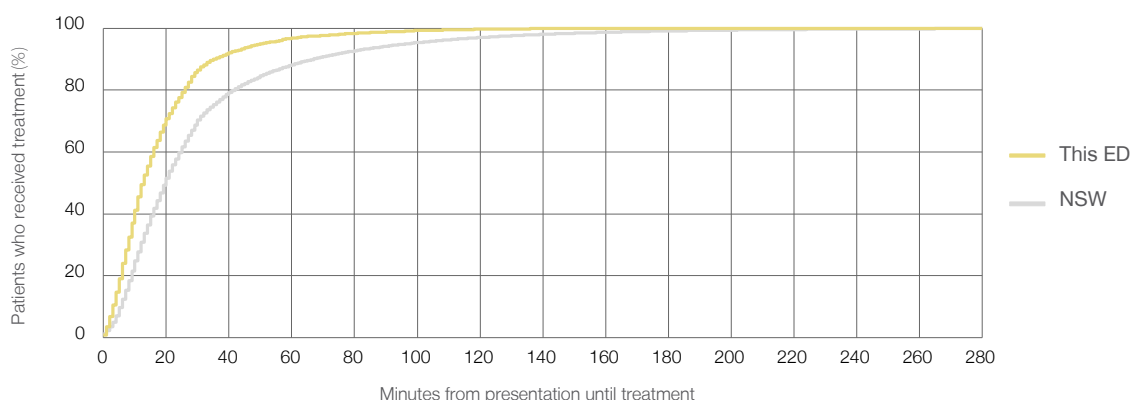
13 minutes

90th percentile time to start treatment⁵

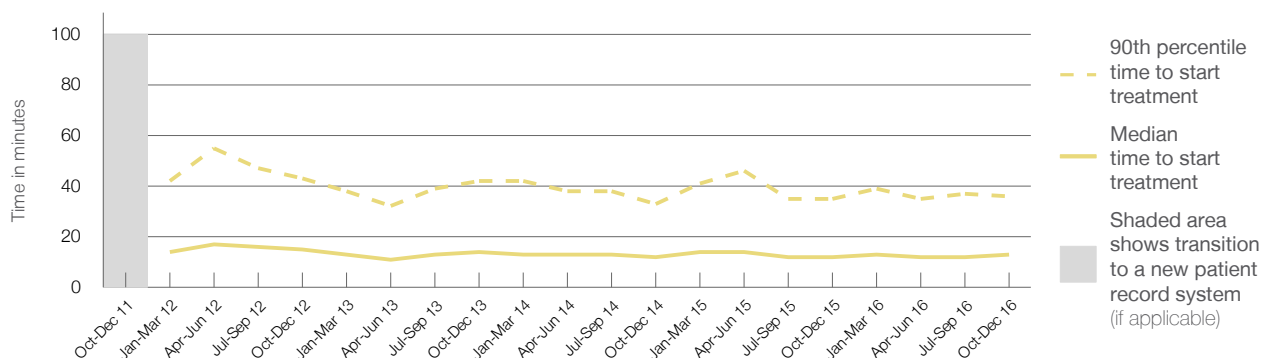
36 minutes

Same period last year	NSW (this period)
2,121	
2,104	
12 minutes	20 minutes
35 minutes	67 minutes

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



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



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

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 2,522

Number of triage 4 patients used to calculate waiting time:³ 2,434

Median time to start treatment⁴

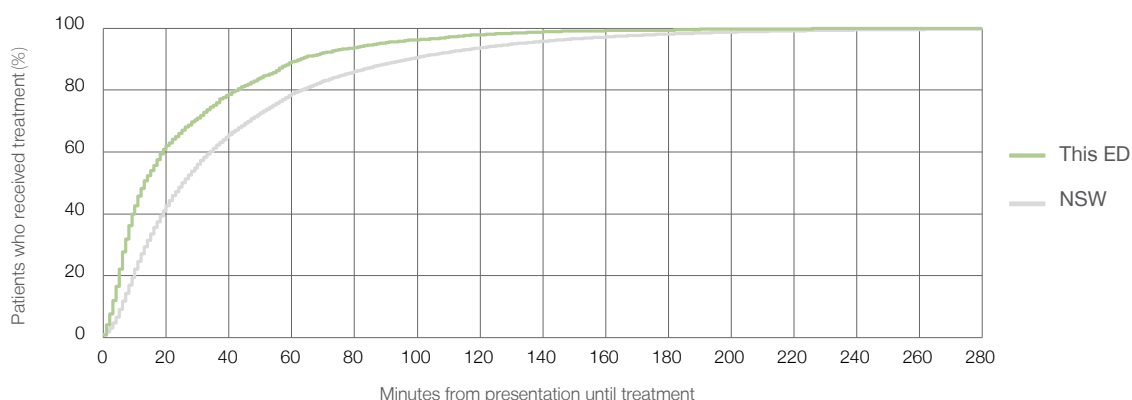
13 minutes

90th percentile time to start treatment⁵

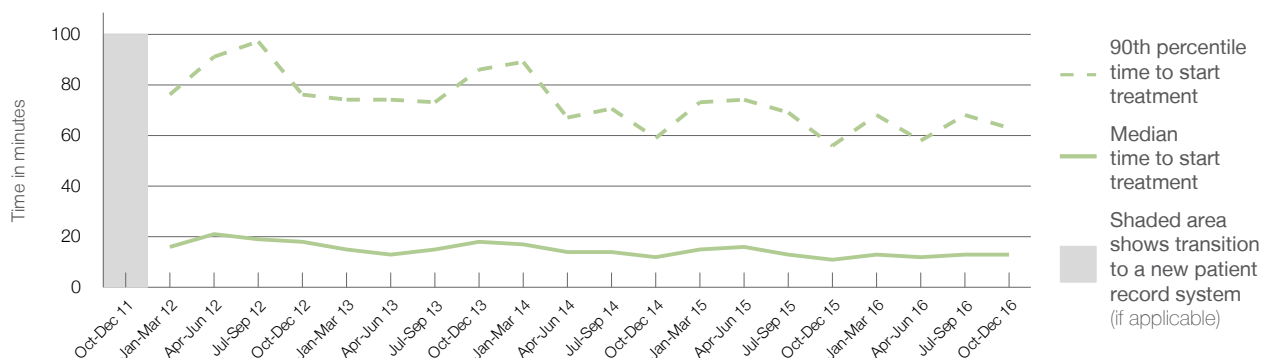
63 minutes

Same period last year	NSW (this period)
2,553	
2,502	
11 minutes	25 minutes
56 minutes	97 minutes

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



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



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

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 312

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

Median time to start treatment⁴

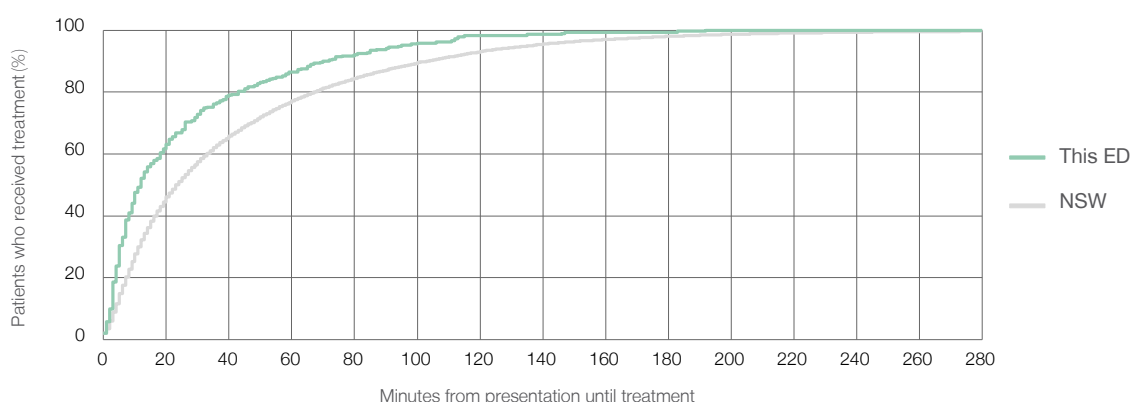
12 minutes

90th percentile time to start treatment⁵

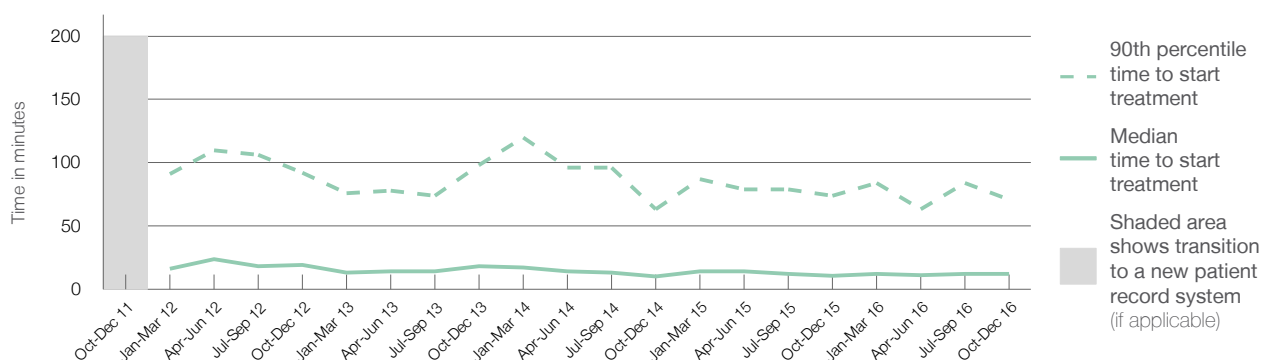
71 minutes

Same period last year	NSW (this period)
512	
484	
11 minutes	24 minutes
74 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)		19	18	10	11	12
90th percentile time to start treatment ⁵ (minutes)		92	98	63	74	71

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

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

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

Manly District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,290 patients

Presentations used to calculate time to leaving the ED:⁶ 6,290 patients

Median time spent in the ED⁸

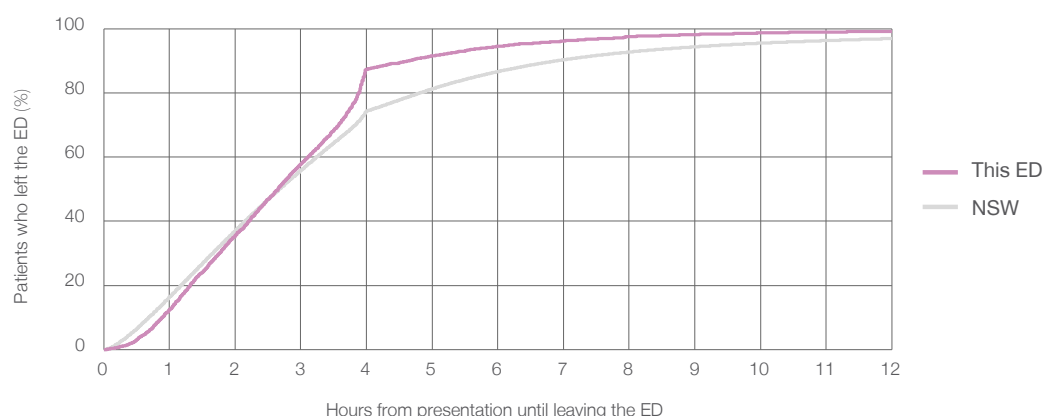
2 hours and 39 minutes

90th percentile time spent in the ED⁹

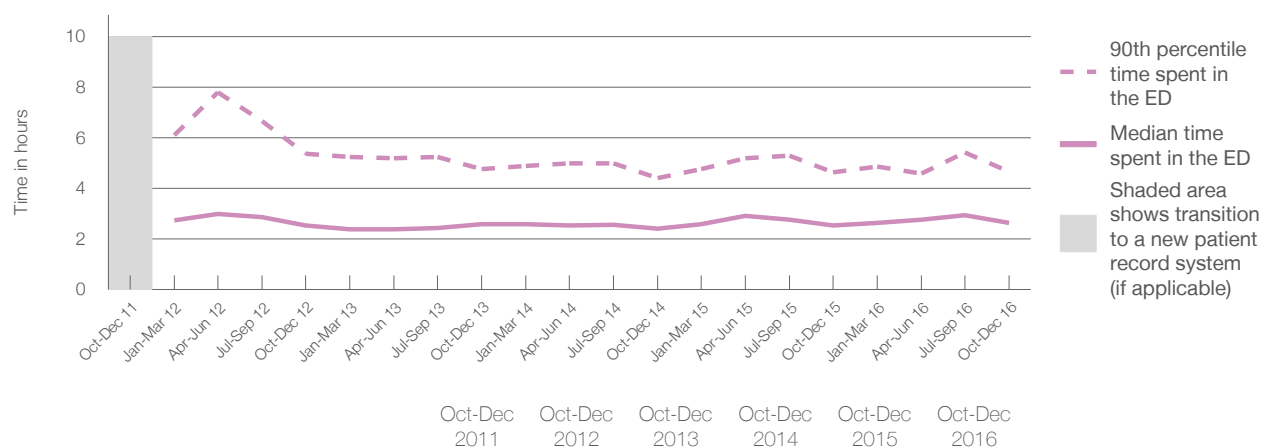
4 hours and 40 minutes

Same period last year	NSW (this period)
6,151	
6,151	
2 hours and 32 minutes	2 hours and 41 minutes
4 hours and 38 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)		2h 33m	2h 36m	2h 25m	2h 32m	2h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)		5h 22m	4h 46m	4h 24m	4h 38m	4h 40m

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

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

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

Manly District Hospital: Time patients spent in the ED

By mode of separation

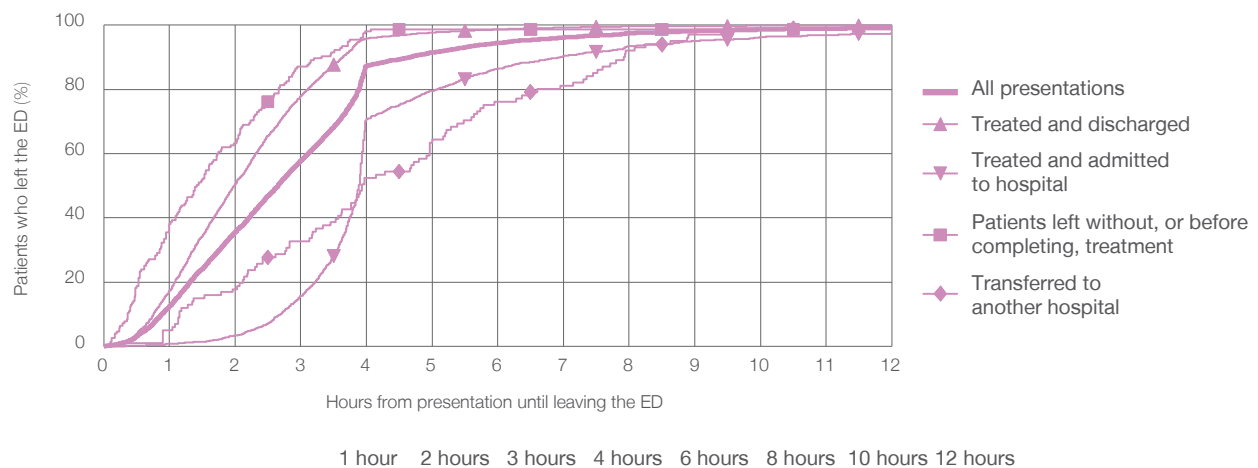
October to December 2016

All presentations:[†] 6,290 patients

Presentations used to calculate time to leaving the ED:[‡] 6,290 patients

		Same period last year	Change since one year ago
Treated and discharged	4,048 (64.4%)	3,927	3.1%
Treated and admitted to hospital	1,978 (31.4%)	1,964	0.7%
Patient left without, or before completing, treatment	155 (2.5%)	134	15.7%
Transferred to another hospital	101 (1.6%)	112	-9.8%
Other	8 (0.1%)	14	-42.9%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.4%	50.6%	77.9%	95.9%	98.7%	99.6%	99.8%	99.9%
Treated and admitted to hospital	0.7%	3.4%	15.7%	70.7%	86.5%	93.4%	96.3%	97.5%
Patient left without, or before completing, treatment	38.1%	63.2%	87.1%	98.1%	98.7%	98.7%	98.7%	99.4%
Transferred to another hospital	5.0%	17.8%	32.7%	52.5%	76.2%	92.1%	99.0%	99.0%
All presentations	12.5%	35.6%	57.9%	87.3%	94.5%	97.5%	98.7%	99.1%

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

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

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

Manly District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 6,290 patients

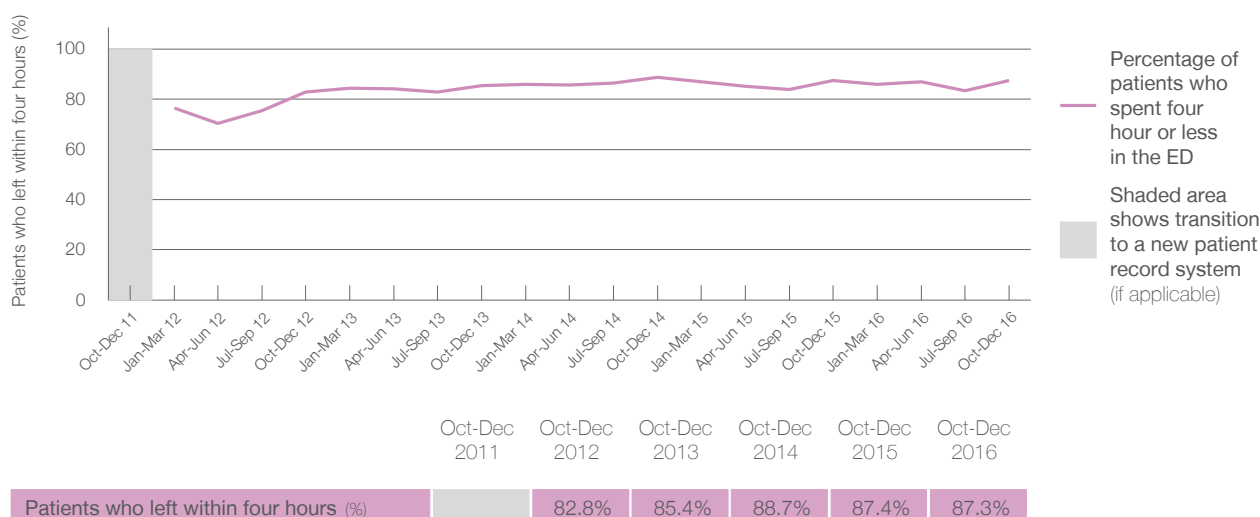
Presentations used to calculate time to leaving the ED:⁶ 6,290 patients

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



Same period last year	Change since one year ago
6,151	2.3%
6,151	2.3%
87.4%	

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



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

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

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

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

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

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

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

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

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

Manning Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 7,807 patients

Emergency presentations:² 7,583 patients

Same period last year	Change since one year ago
7,318	6.7%
7,257	4.5%

Manning Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,333 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,072 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,468 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,675 patients

Median time to start treatment⁴ 27 minutes

90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,255	
7 minutes	8 minutes
10 minutes	26 minutes
2,071	
23 minutes	20 minutes
112 minutes	67 minutes
2,403	
34 minutes	25 minutes
156 minutes	97 minutes
1,494	
37 minutes	24 minutes
144 minutes	103 minutes

Manning Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 7,807 patients

Percentage of patients who spent four hours or less in the ED 81.9%

Same period last year	Change since one year ago
7,318	6.7%
72.9%	

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

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

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

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

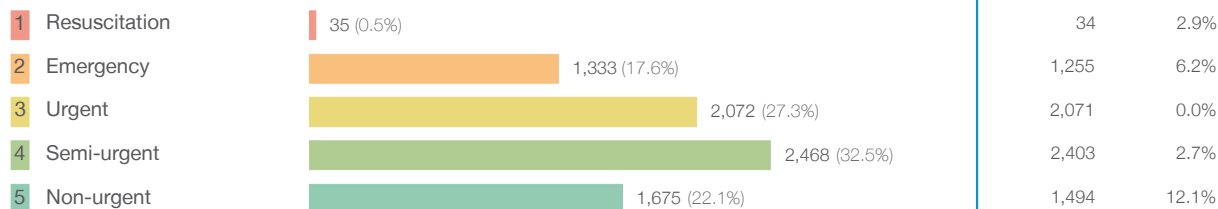
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Manning Base Hospital: Patients presenting to the emergency department

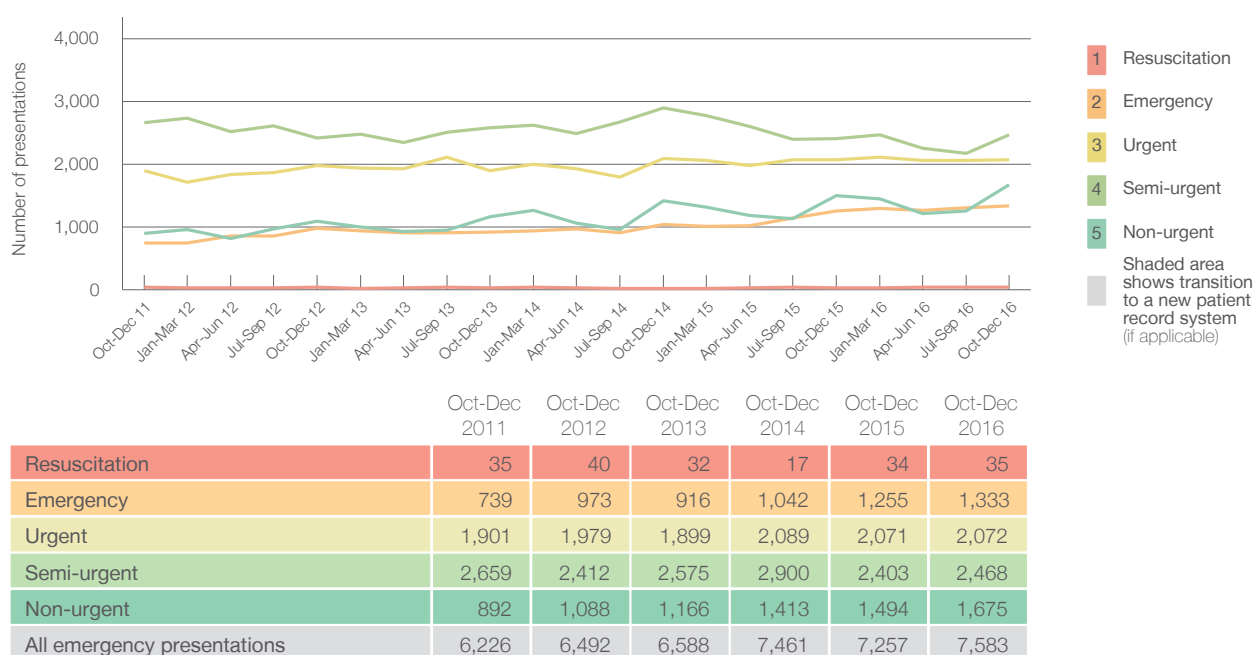
October to December 2016

All presentations:¹ 7,807 patients

Emergency presentations² by triage category: 7,583 patients



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



Manning Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,926 patients

ED Transfer of care time



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

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

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

Manning Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 1,333

Number of triage 2 patients used to calculate waiting time:³ 1,325

Median time to start treatment⁴

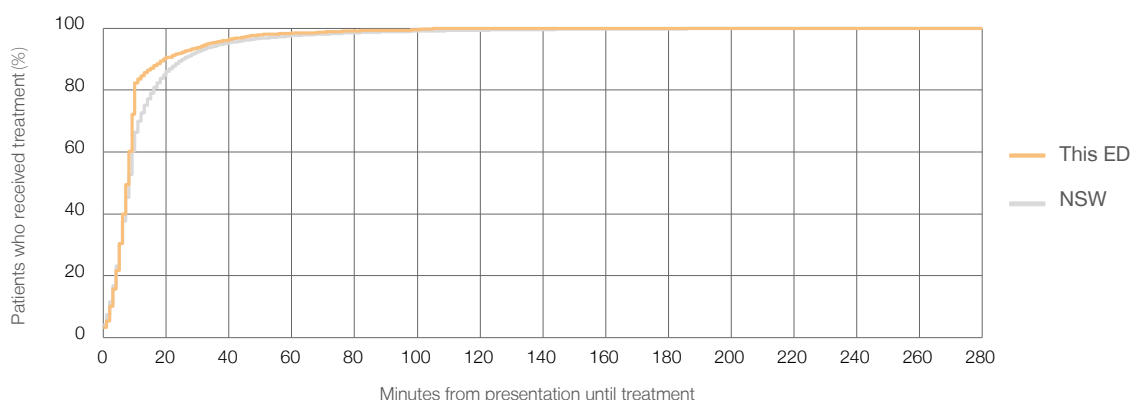
8 minutes

90th percentile time to start treatment⁵

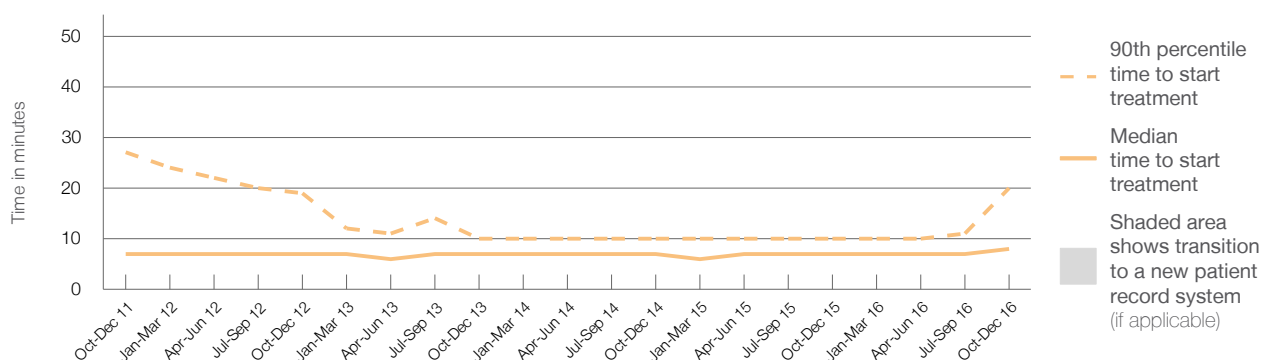
20 minutes

Same period last year	NSW (this period)
1,255	
1,252	
7 minutes	8 minutes
10 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	27	19	10	10	10	20

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

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

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

Manning Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 2,072

Number of triage 3 patients used to calculate waiting time:³ 2,034

Median time to start treatment⁴

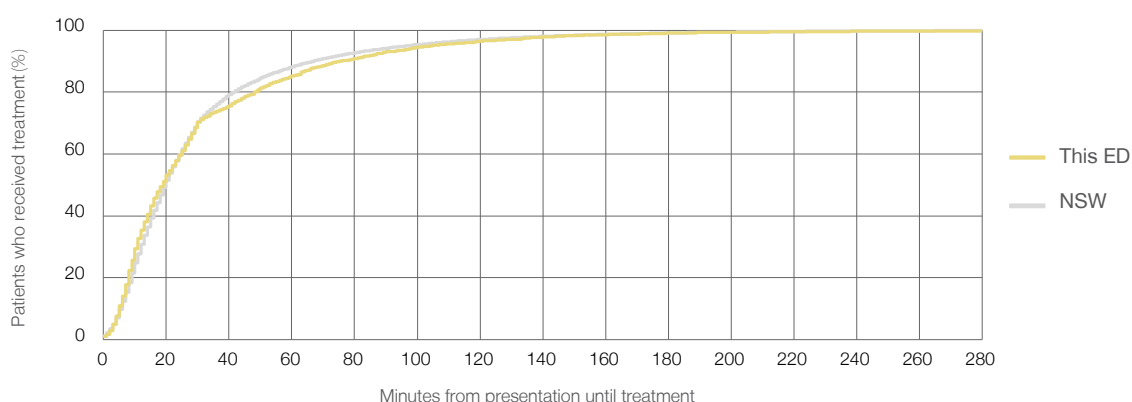
19 minutes

90th percentile time to start treatment⁵

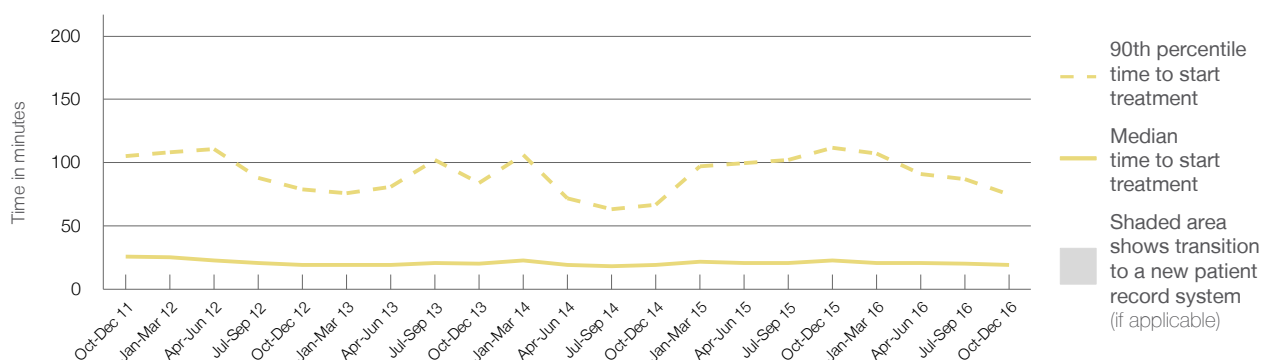
75 minutes

Same period last year	NSW (this period)
2,071	
2,006	
23 minutes	20 minutes
112 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	19	20	19	23	19
90th percentile time to start treatment ⁵ (minutes)	105	79	84	67	112	75

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

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

Manning Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 2,468

Number of triage 4 patients used to calculate waiting time:³ 2,336

Median time to start treatment⁴

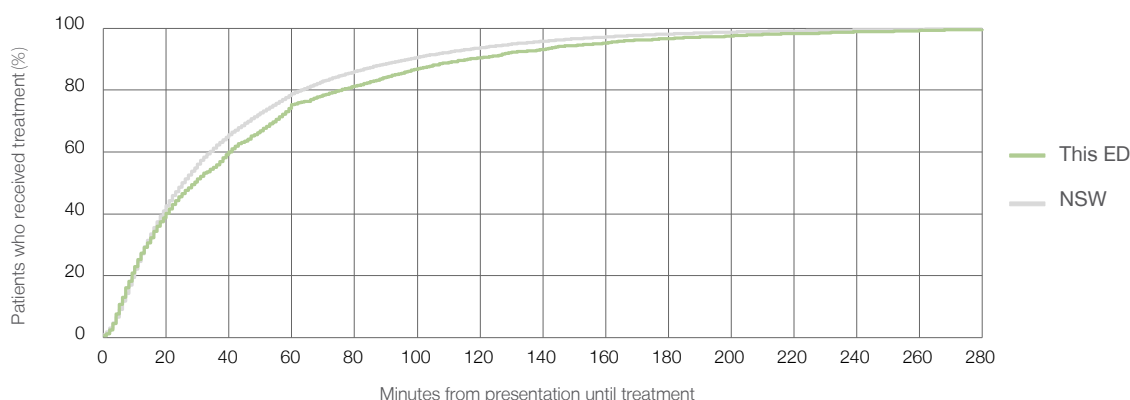
29 minutes

90th percentile time to start treatment⁵

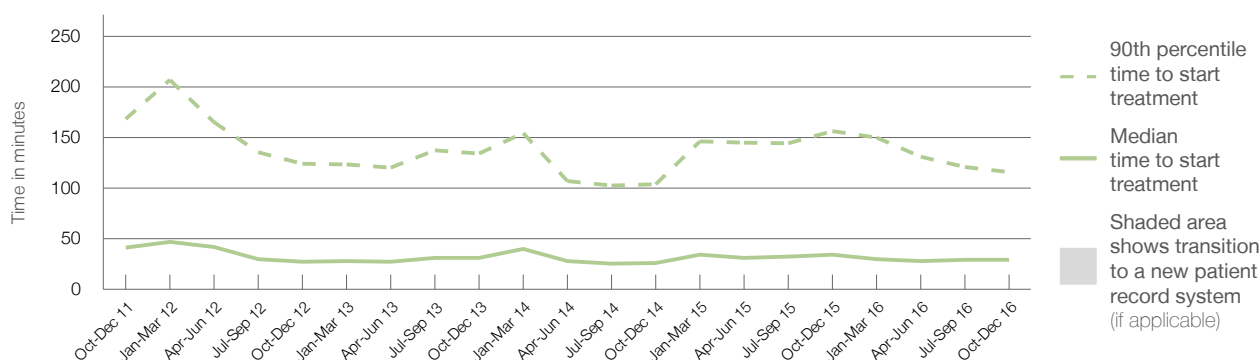
116 minutes

Same period last year	NSW (this period)
2,403	
2,188	
34 minutes	25 minutes
156 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	41	27	31	26	34	29
90th percentile time to start treatment ⁵ (minutes)	168	124	134	104	156	116

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

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

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

Manning Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 1,675

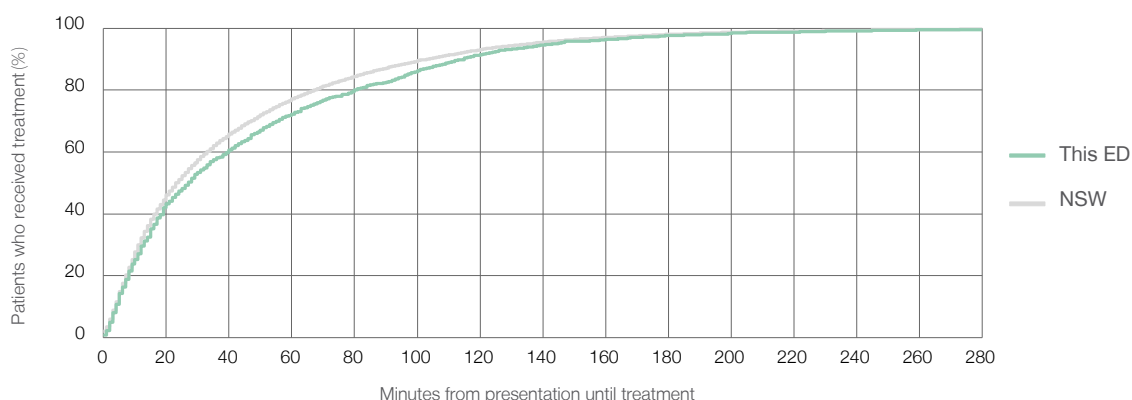
Number of triage 5 patients used to calculate waiting time:³ 1,522

Median time to start treatment⁴ 27 minutes

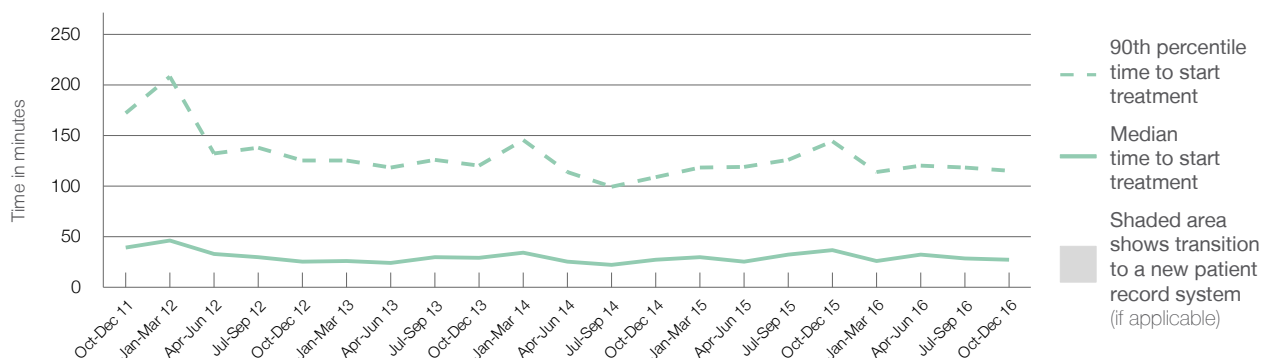
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,494	
1,328	
37 minutes	24 minutes
144 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	25	29	27	37	27
90th percentile time to start treatment ⁵ (minutes)	172	125	120	109	144	115

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

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

Manning Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 7,807 patients

Presentations used to calculate time to leaving the ED:⁶ 7,807 patients

Median time spent in the ED⁸

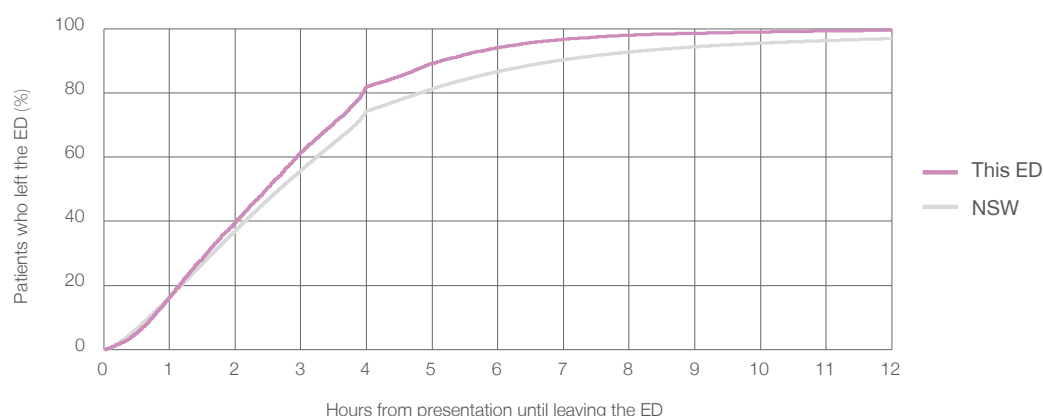
2 hours and 29 minutes

90th percentile time spent in the ED⁹

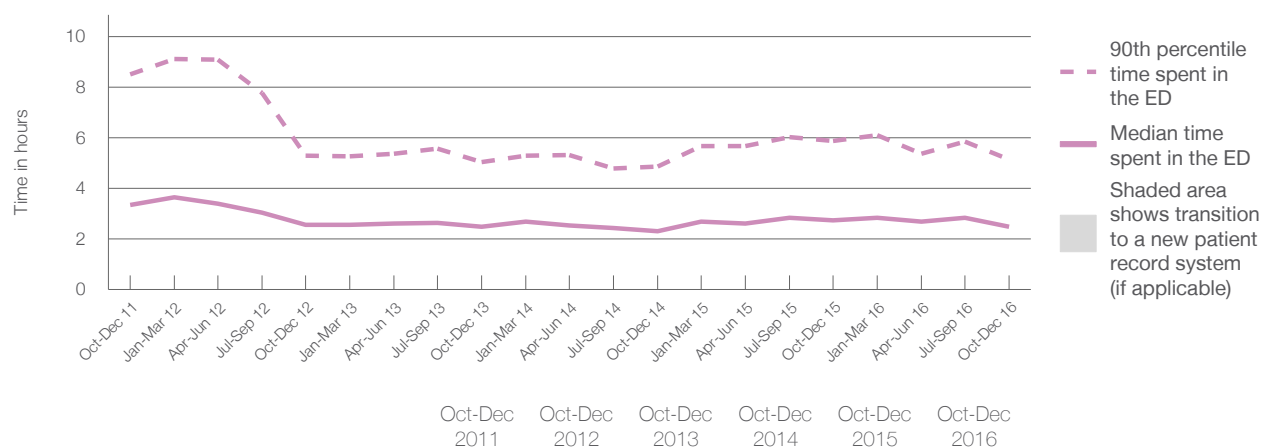
5 hours and 8 minutes

Same period last year	NSW (this period)
7,318	
7,318	
2 hours and 45 minutes	2 hours and 41 minutes
5 hours and 53 minutes	6 hours and 54 minutes

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



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



Median time to leaving the ED ⁸ (hours, minutes)	3h 21m	2h 34m	2h 30m	2h 18m	2h 45m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 30m	5h 17m	5h 2m	4h 52m	5h 53m	5h 8m

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

Manning Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

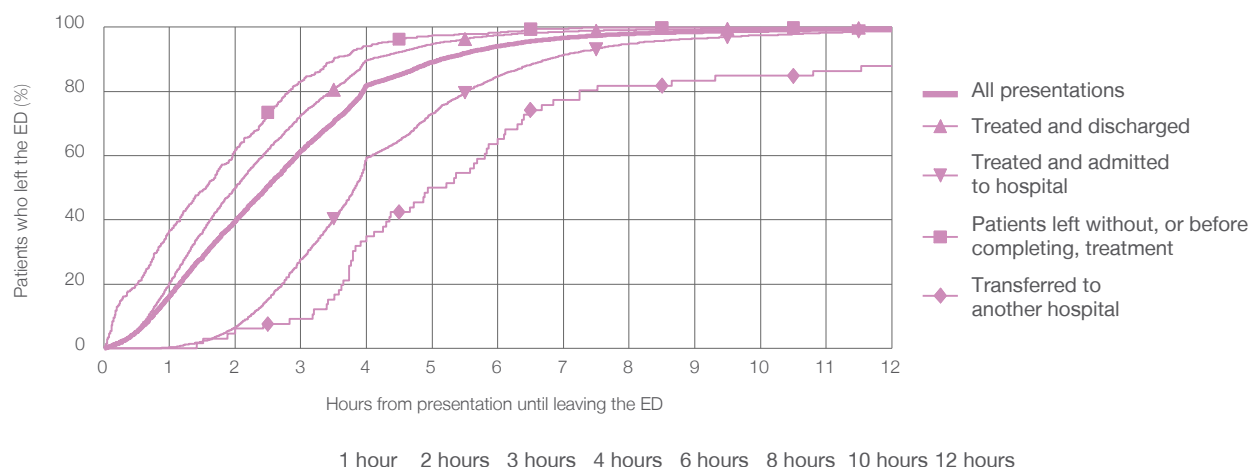
All presentations:[†] 7,807 patients

Presentations used to calculate time to leaving the ED:[‡] 7,807 patients

Treated and discharged	5,212 (66.8%)
Treated and admitted to hospital	1,957 (25.1%)
Patient left without, or before completing, treatment	524 (6.7%)
Transferred to another hospital	66 (0.8%)
Other	48 (0.6%)

Same period last year	Change since one year ago
7,318	6.7%
4,779	9.1%
1,783	9.8%
664	-21.1%
62	6.5%
30	60.0%

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



Treated and discharged	20.2%	50.1%	72.5%	89.6%	97.5%	99.2%	99.6%	99.8%
Treated and admitted to hospital	0.3%	6.6%	27.7%	59.5%	84.7%	94.8%	97.6%	98.8%
Patient left without, or before completing, treatment	36.6%	61.8%	83.2%	94.1%	98.3%	99.8%	99.8%	99.8%
Transferred to another hospital	0%	6.1%	9.1%	34.8%	65.2%	81.8%	84.8%	87.9%
All presentations	16.3%	39.7%	61.5%	81.9%	94.1%	98.0%	99.0%	99.5%

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

Manning Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 7,807 patients

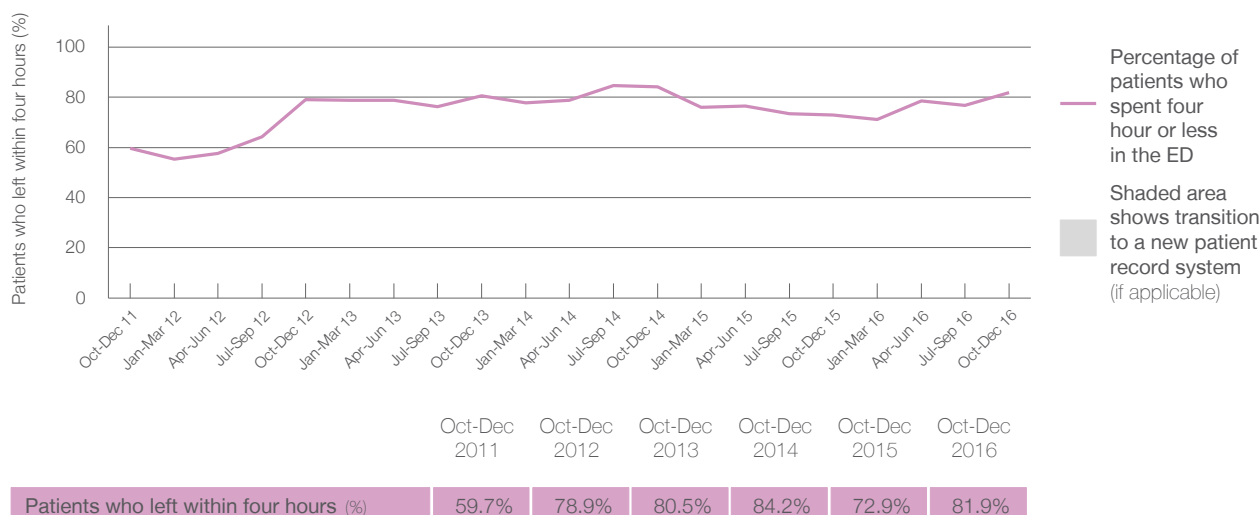
Presentations used to calculate time to leaving the ED:⁶ 7,807 patients

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



Same period last year	Change since one year ago
7,318	6.7%
7,318	6.7%
72.9%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
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 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

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

October to December 2016

All presentations:¹ 9,176 patients

Emergency presentations:² 9,094 patients

Same period last year	Change since one year ago
8,822	4.0%
8,762	3.8%

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

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,190 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,145 patients

Median time to start treatment⁴ 15 minutes

90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,648 patients

Median time to start treatment⁴ 14 minutes

90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,082 patients

Median time to start treatment⁴ 13 minutes

90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,153	
6 minutes	8 minutes
12 minutes	26 minutes
3,299	
15 minutes	20 minutes
47 minutes	67 minutes
3,501	
14 minutes	25 minutes
80 minutes	97 minutes
772	
13 minutes	24 minutes
105 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 9,176 patients

Percentage of patients who spent four hours or less in the ED 85.3%

Same period last year	Change since one year ago
8,822	4.0%
84.1%	

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

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

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

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

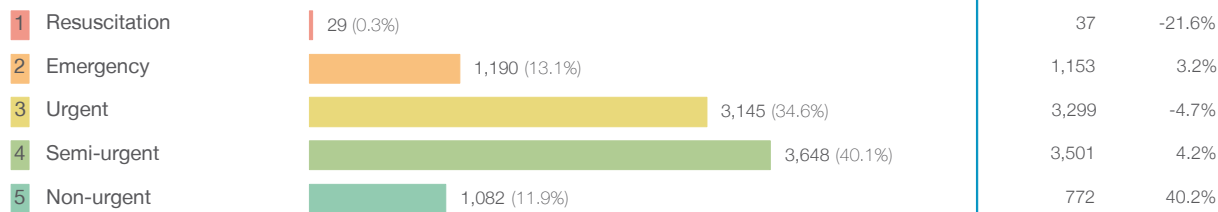
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

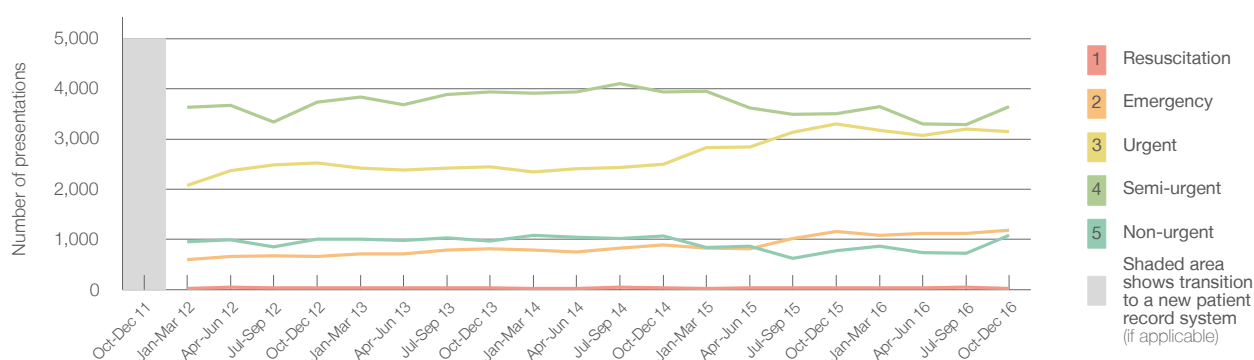
October to December 2016

All presentations:¹ 9,176 patients

Emergency presentations² by triage category: 9,094 patients



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



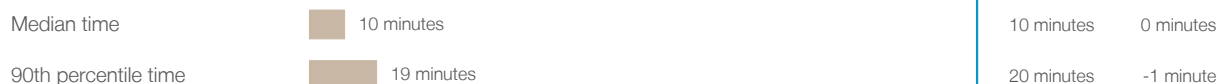
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation		39	36	41	37	29
Emergency		665	820	888	1,153	1,190
Urgent		2,529	2,452	2,495	3,299	3,145
Semi-urgent		3,740	3,941	3,941	3,501	3,648
Non-urgent		1,011	969	1,068	772	1,082
All emergency presentations		7,984	8,218	8,433	8,762	9,094

Mona Vale and District Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,624 patients

ED Transfer of care time



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

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

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

October to December 2016

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

Number of triage 2 patients: 1,190

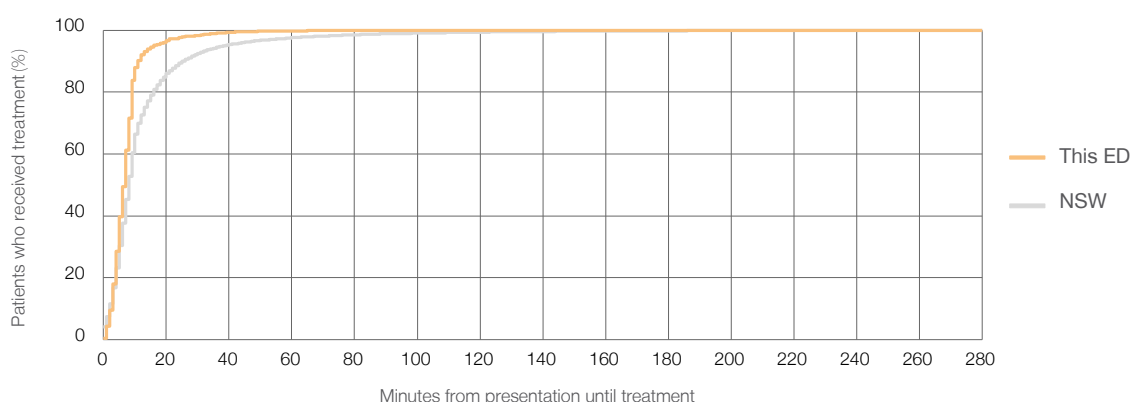
Number of triage 2 patients used to calculate waiting time:³ 1,189

Median time to start treatment⁴ 7 minutes

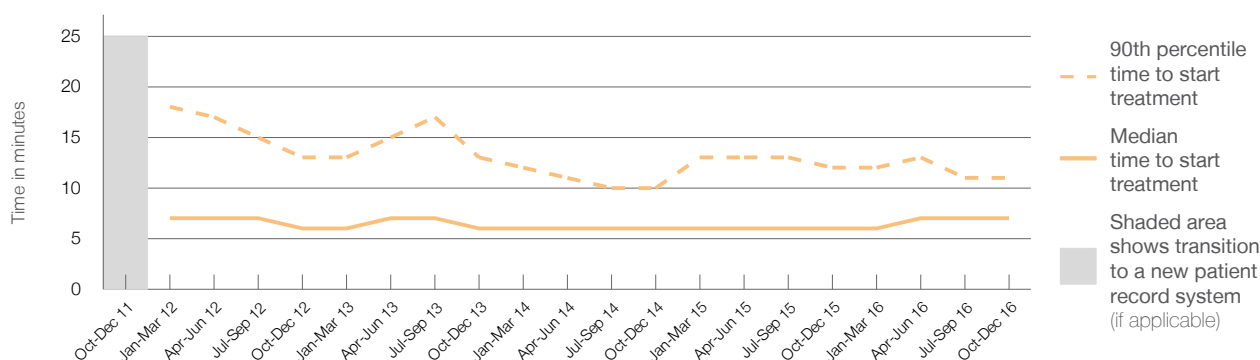
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
1,153	
1,153	
6 minutes	8 minutes
12 minutes	26 minutes

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



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



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

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

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

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

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

October to December 2016

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

Number of triage 3 patients: 3,145

Number of triage 3 patients used to calculate waiting time:³ 3,113

Median time to start treatment⁴

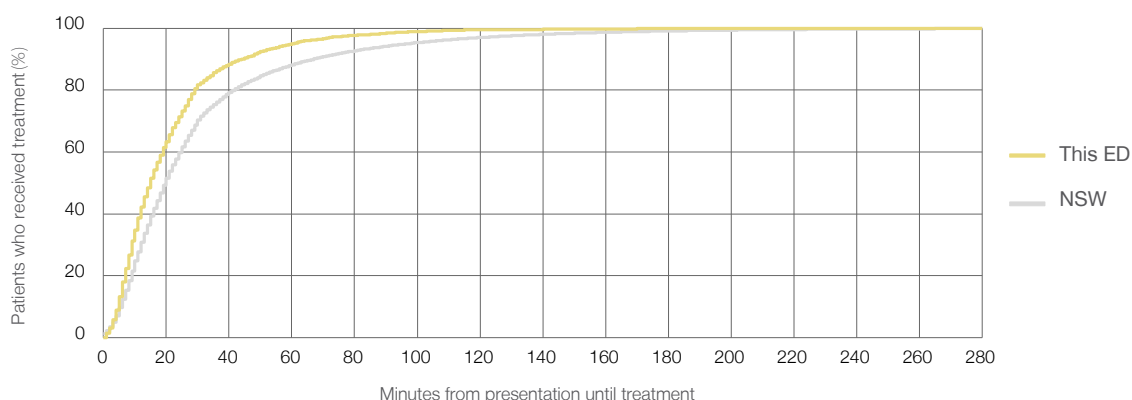
15 minutes

90th percentile time to start treatment⁵

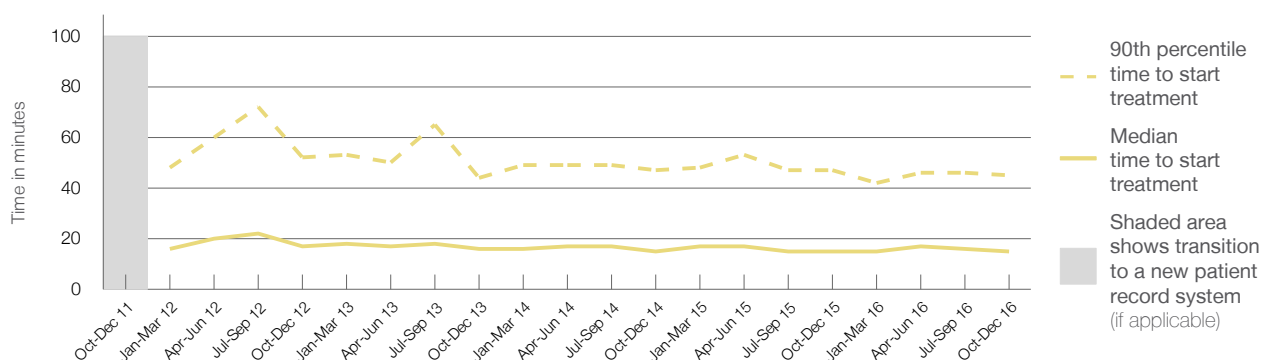
45 minutes

Same period last year	NSW (this period)
3,299	
3,274	
15 minutes	20 minutes
47 minutes	67 minutes

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



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



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

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

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

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

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

October to December 2016

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

Number of triage 4 patients: 3,648

Number of triage 4 patients used to calculate waiting time:³ 3,509

Median time to start treatment⁴

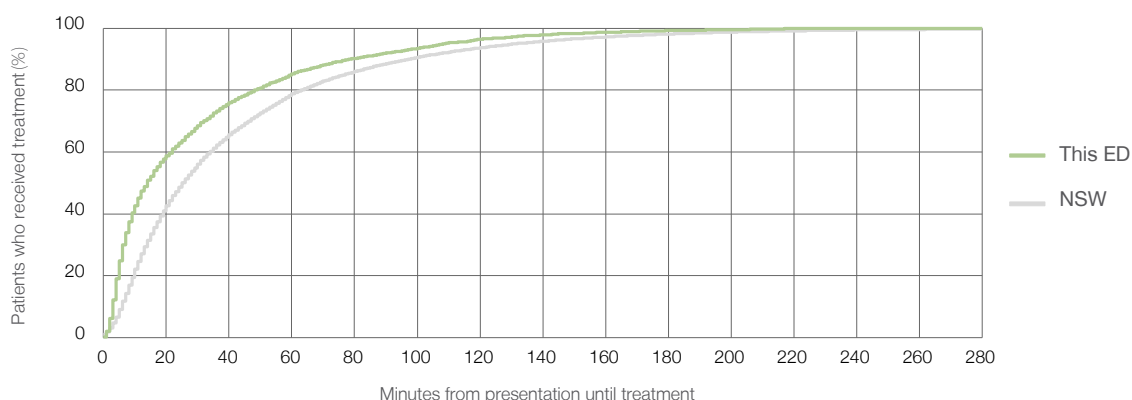
14 minutes

90th percentile time to start treatment⁵

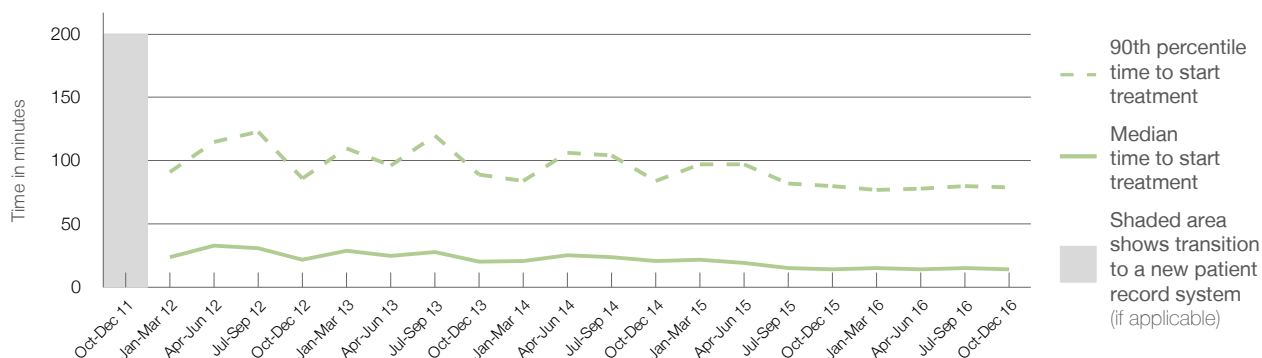
79 minutes

Same period last year	NSW (this period)
3,501	
3,385	
14 minutes	25 minutes
80 minutes	97 minutes

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



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



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

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

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

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

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

October to December 2016

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

Number of triage 5 patients: 1,082

Number of triage 5 patients used to calculate waiting time:³ 1,001

Median time to start treatment⁴

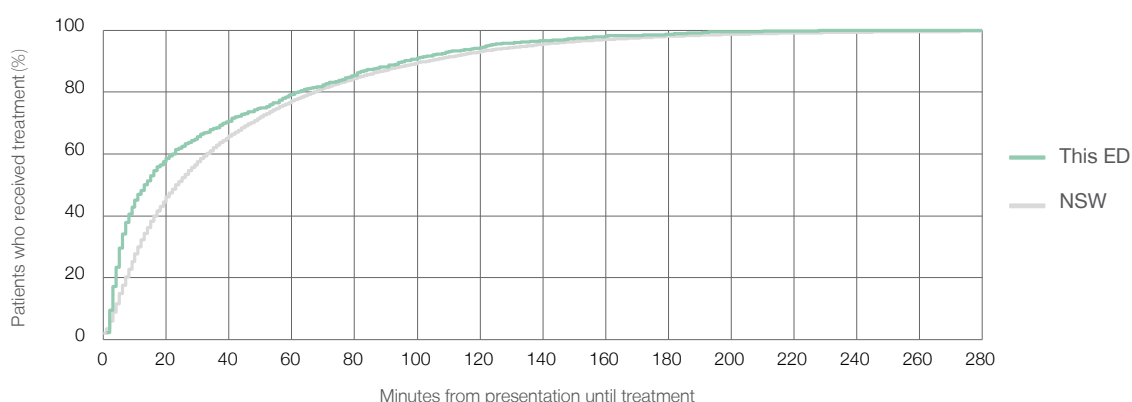
13 minutes

90th percentile time to start treatment⁵

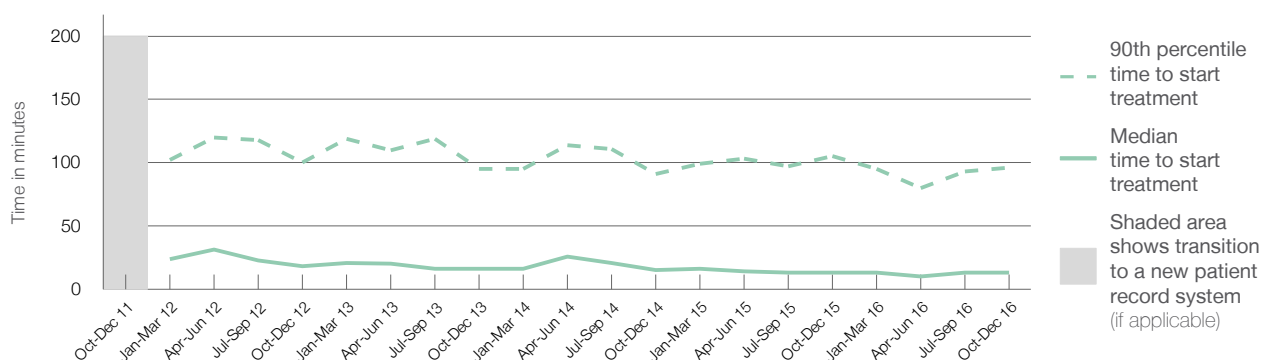
96 minutes

Same period last year	NSW (this period)
772	
714	
13 minutes	24 minutes
105 minutes	103 minutes

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



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



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

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

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

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

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

October to December 2016

All presentations:¹ 9,176 patients

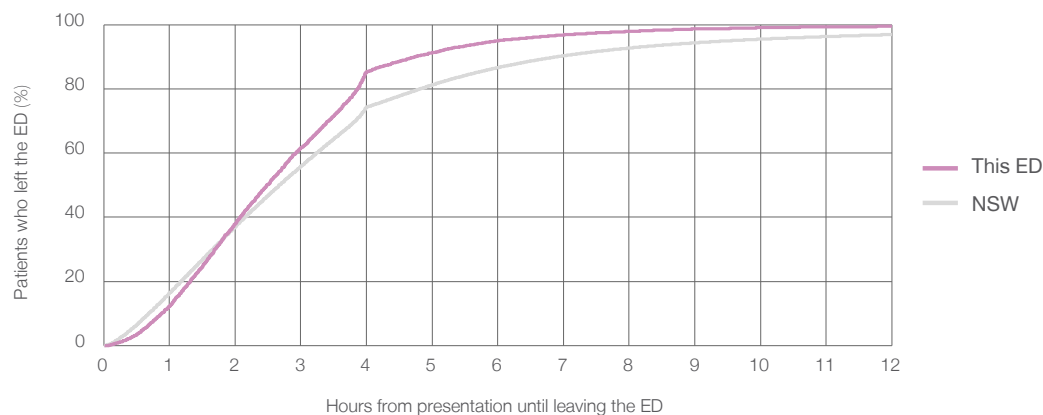
Presentations used to calculate time to leaving the ED:⁶ 9,176 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

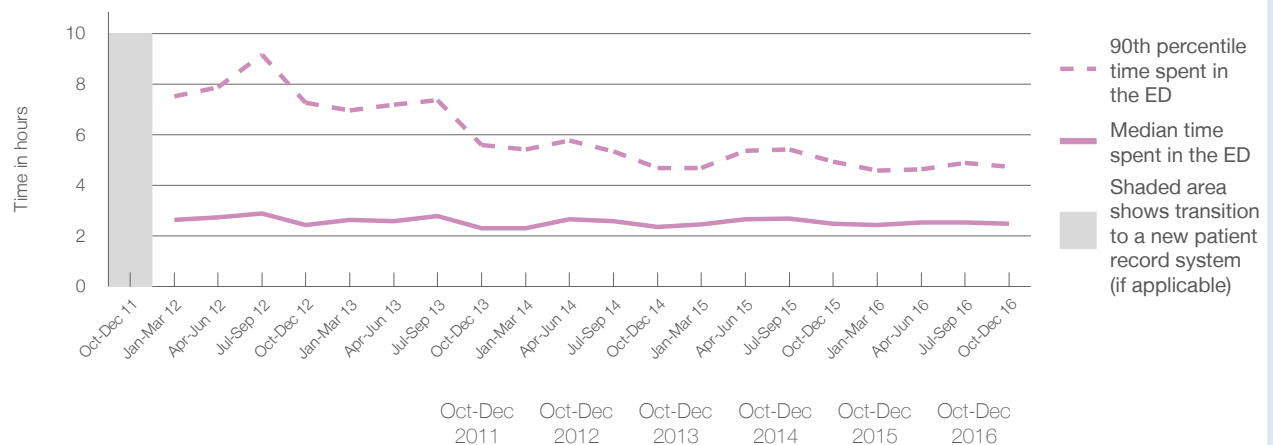
90th percentile time spent in the ED⁹ 4 hours and 44 minutes

Same period last year	NSW (this period)
8,822	8,822
2 hours and 29 minutes	2 hours and 41 minutes
4 hours and 56 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)		2h 26m	2h 19m	2h 22m	2h 29m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)		7h 16m	5h 36m	4h 42m	4h 56m	4h 44m

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

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

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

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

By mode of separation

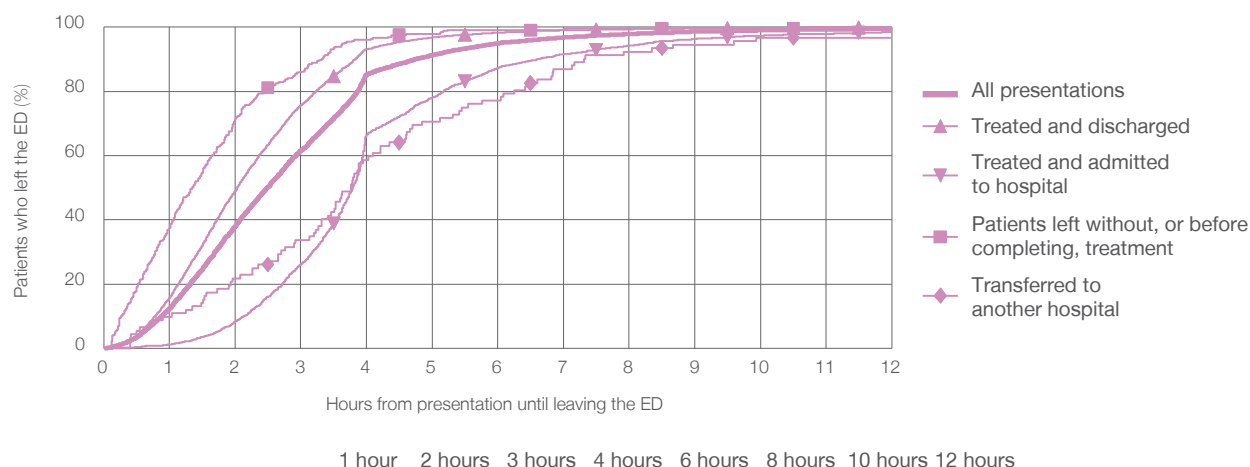
October to December 2016

All presentations:[†] 9,176 patients

Presentations used to calculate time to leaving the ED:[‡] 9,176 patients

		Same period last year	Change since one year ago
Treated and discharged	6,123 (66.7%)	8,822	4.0%
Treated and admitted to hospital	2,612 (28.5%)	5,616	9.0%
Patient left without, or before completing, treatment	334 (3.6%)	2,812	-7.1%
Transferred to another hospital	92 (1.0%)	325	2.8%
Other	15 (0.2%)	58	58.6%
		11	36.4%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.7%	49.0%	75.7%	93.1%	98.3%	99.4%	99.7%	99.9%
Treated and admitted to hospital	1.1%	8.3%	26.2%	66.5%	87.3%	94.3%	97.4%	98.5%
Patient left without, or before completing, treatment	37.4%	71.6%	86.2%	96.1%	99.1%	99.7%	99.7%	100%
Transferred to another hospital	9.8%	21.7%	33.7%	58.7%	77.2%	92.4%	96.7%	96.7%
All presentations	12.4%	38.0%	61.6%	85.3%	95.0%	97.9%	99.0%	99.5%

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

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

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

Mona Vale and District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 9,176 patients

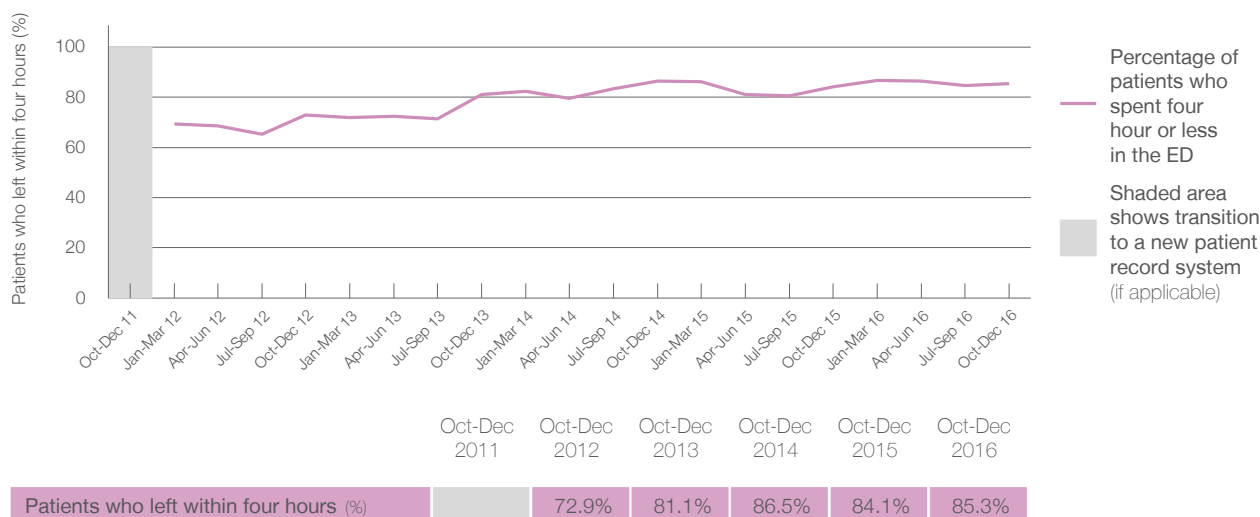
Presentations used to calculate time to leaving the ED:⁶ 9,176 patients

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

85.3%

Same period last year	Change since one year ago
8,822	4.0%
8,822	4.0%
84.1%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Orange Health Service: Emergency department (ED) overview

October to December 2016

All presentations:¹ 7,547 patients

Emergency presentations:² 7,440 patients

Same period last year	Change since one year ago
7,515	0.4%
7,381	0.8%

Orange Health Service: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,032 patients

Median time to start treatment⁴ 5 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,680 patients

Median time to start treatment⁴ 16 minutes

90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,765 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,906 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
953	
6 minutes	8 minutes
11 minutes	26 minutes
1,523	
15 minutes	20 minutes
38 minutes	67 minutes
2,729	
22 minutes	25 minutes
80 minutes	97 minutes
2,115	
22 minutes	24 minutes
113 minutes	103 minutes

Orange Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 7,543 patients

Percentage of patients who spent four hours or less in the ED 73.0%

Same period last year	Change since one year ago
7,515	0.4%
74.6%	

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

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

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

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

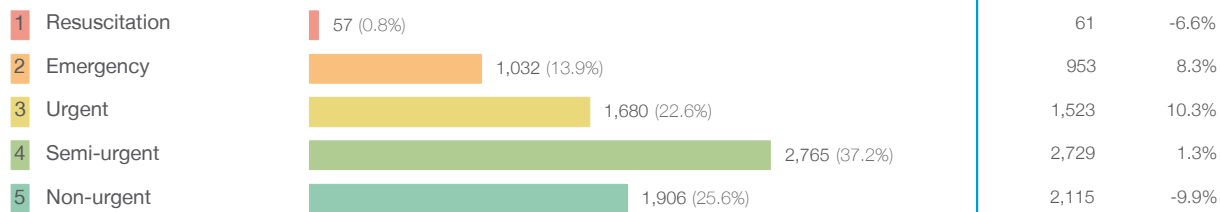
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Orange Health Service: Patients presenting to the emergency department

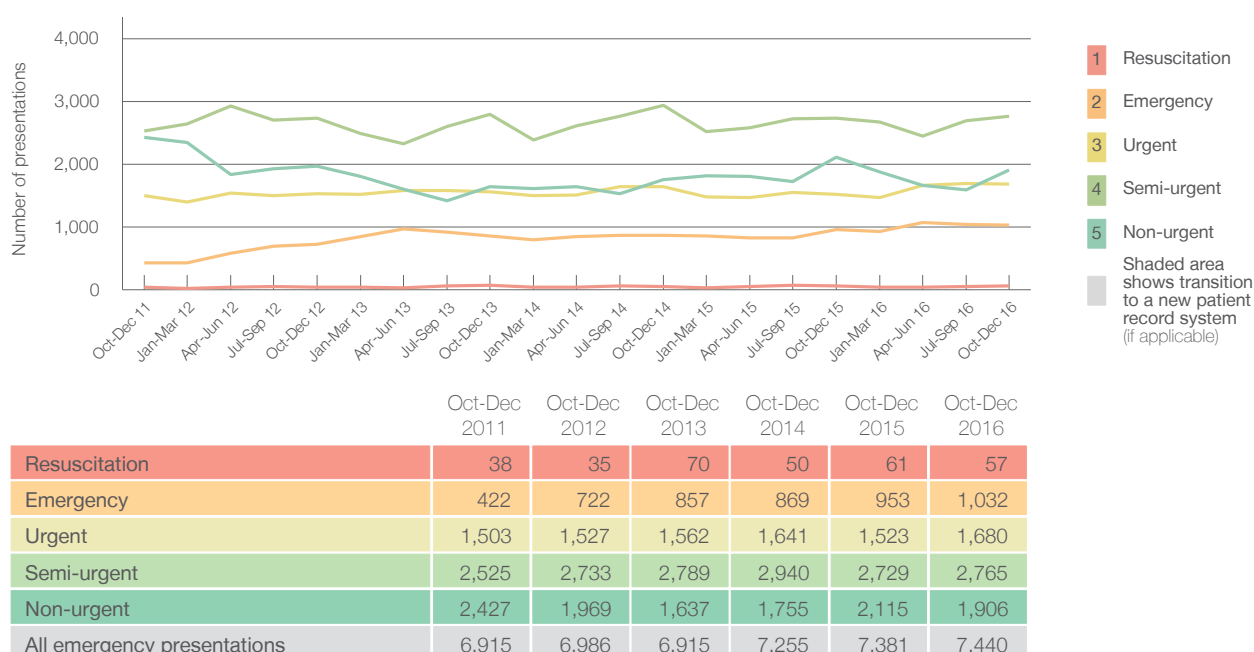
October to December 2016

All presentations:¹ 7,547 patients

Emergency presentations² by triage category: 7,440 patients



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



Orange Health Service: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,355 patients

ED Transfer of care time



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

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

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

Orange Health Service: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 1,032

Number of triage 2 patients used to calculate waiting time:³ 1,031

Median time to start treatment⁴

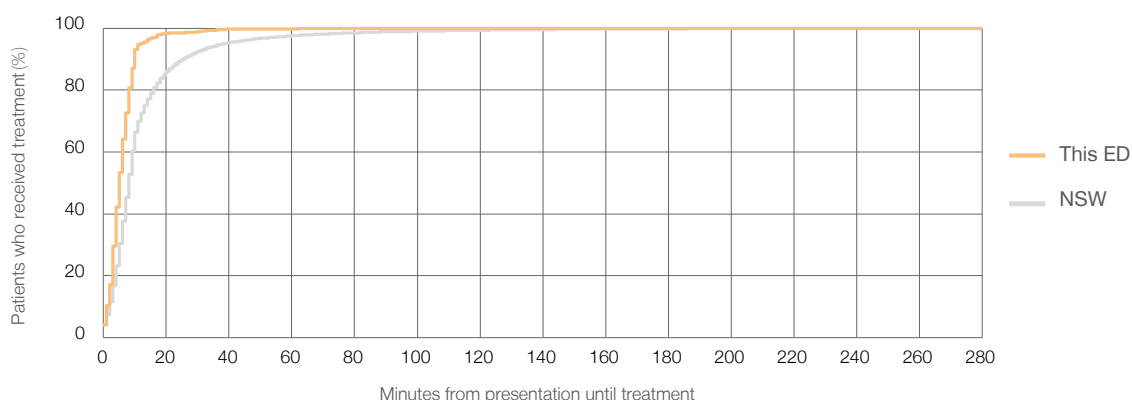
5 minutes

90th percentile time to start treatment⁵

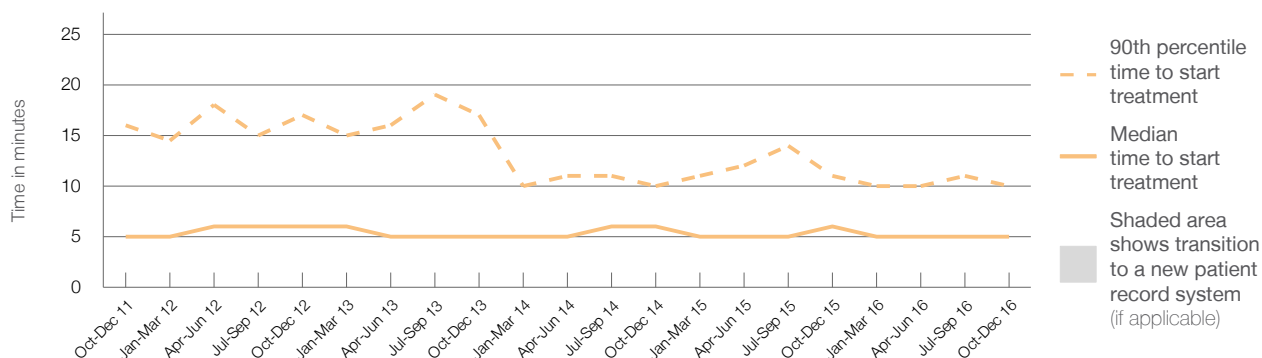
10 minutes

Same period last year	NSW (this period)
953	
949	
6 minutes	8 minutes
11 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	6	5	6	6	5
90th percentile time to start treatment ⁵ (minutes)	16	17	17	10	11	10

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

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

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

Orange Health Service: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 1,680

Number of triage 3 patients used to calculate waiting time:³ 1,661

Median time to start treatment⁴

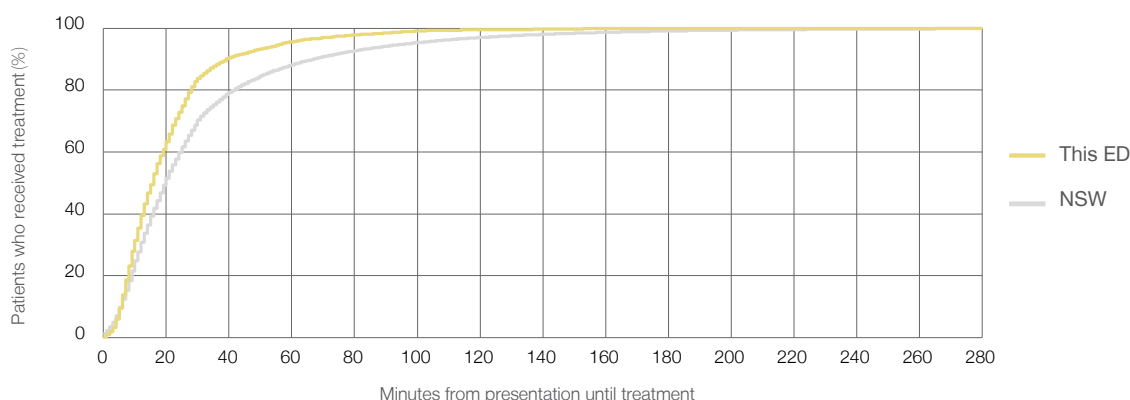
16 minutes

90th percentile time to start treatment⁵

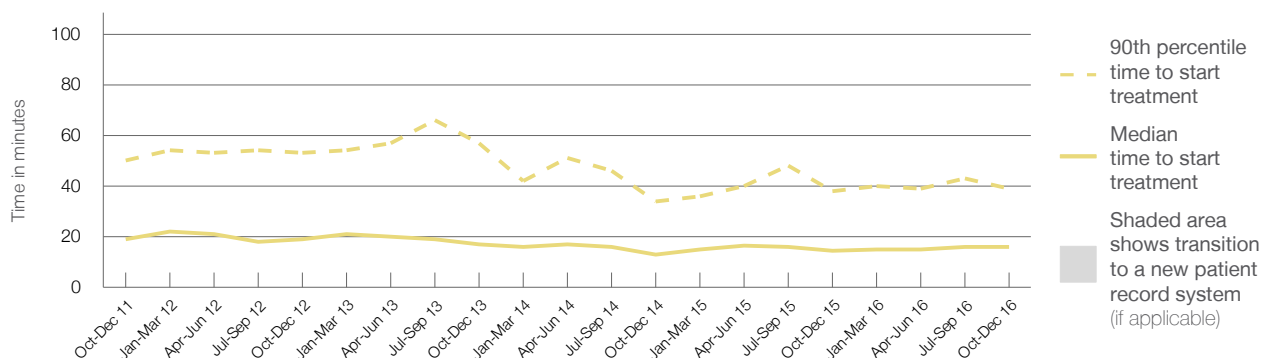
39 minutes

Same period last year	NSW (this period)
1,523	
1,516	
15 minutes	20 minutes
38 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	19	17	13	15	16
90th percentile time to start treatment ⁵ (minutes)	50	53	57	34	38	39

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

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

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

Orange Health Service: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 2,765

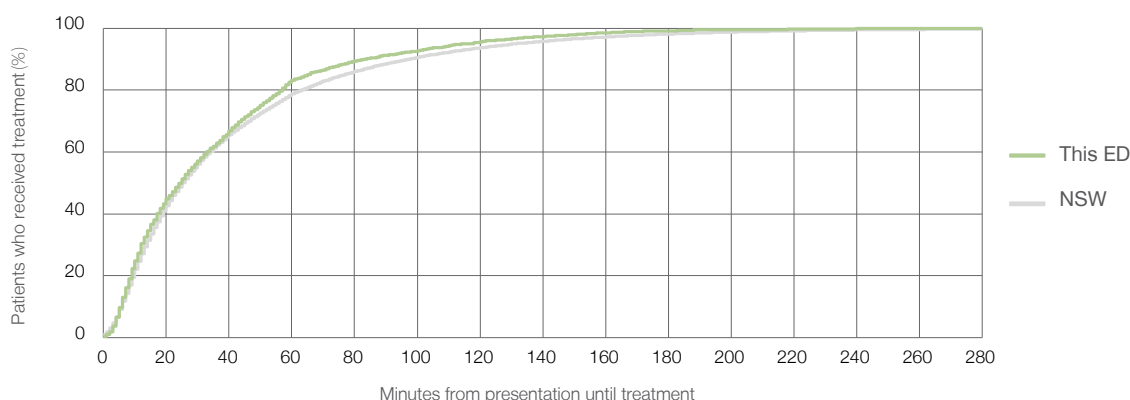
Number of triage 4 patients used to calculate waiting time:³ 2,675

Median time to start treatment⁴ 25 minutes

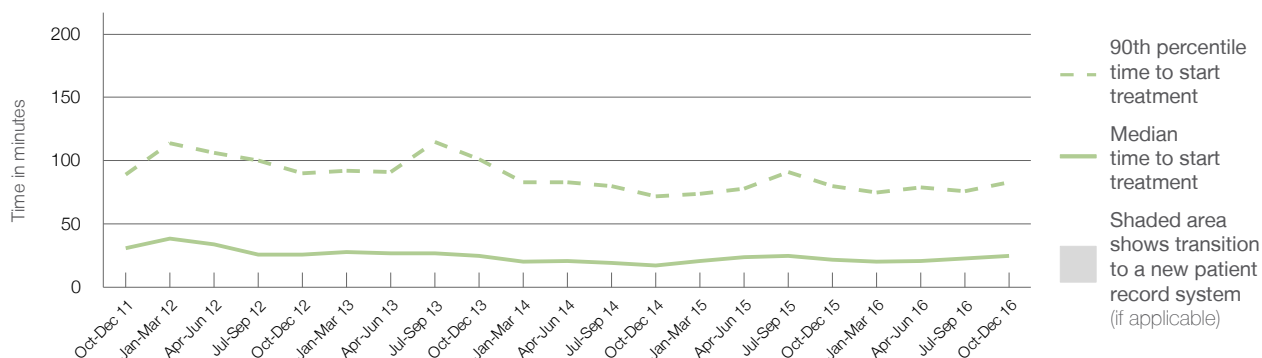
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
2,729	
2,641	
22 minutes	25 minutes
80 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	26	25	17	22	25
90th percentile time to start treatment ⁵ (minutes)	89	90	101	72	80	83

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

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

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

Orange Health Service: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 1,906

Number of triage 5 patients used to calculate waiting time:³ 1,784

Median time to start treatment⁴

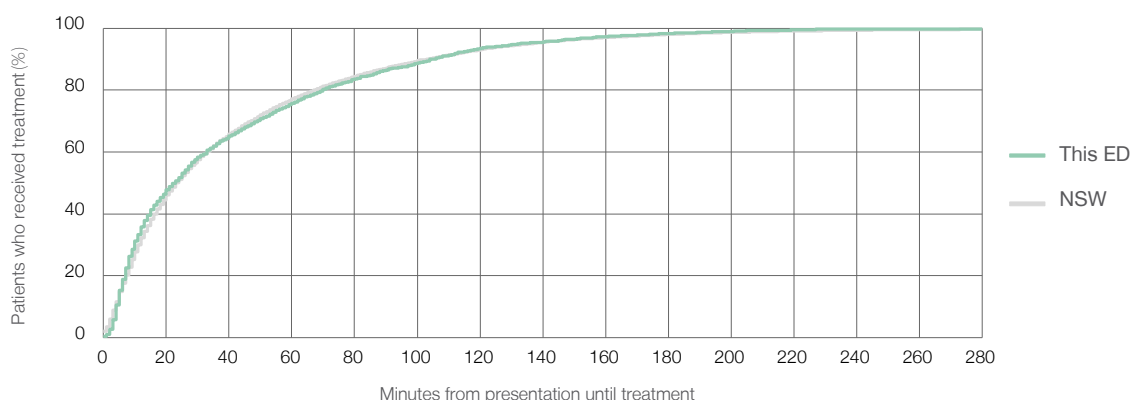
23 minutes

90th percentile time to start treatment⁵

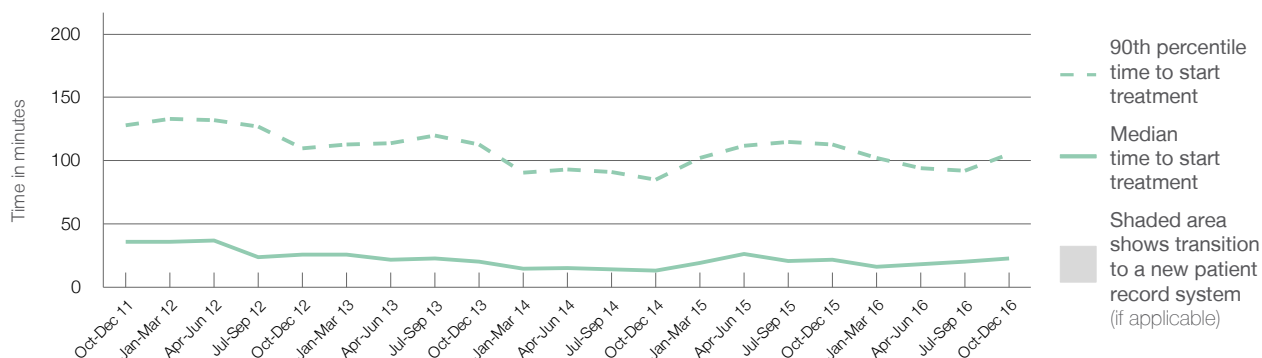
105 minutes

Same period last year	NSW (this period)
2,115	
1,969	
22 minutes	24 minutes
113 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	26	20	13	22	23
90th percentile time to start treatment ⁵ (minutes)	128	110	113	85	113	105

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

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

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

Orange Health Service: Time patients spent in the ED

October to December 2016

All presentations:¹ 7,547 patients

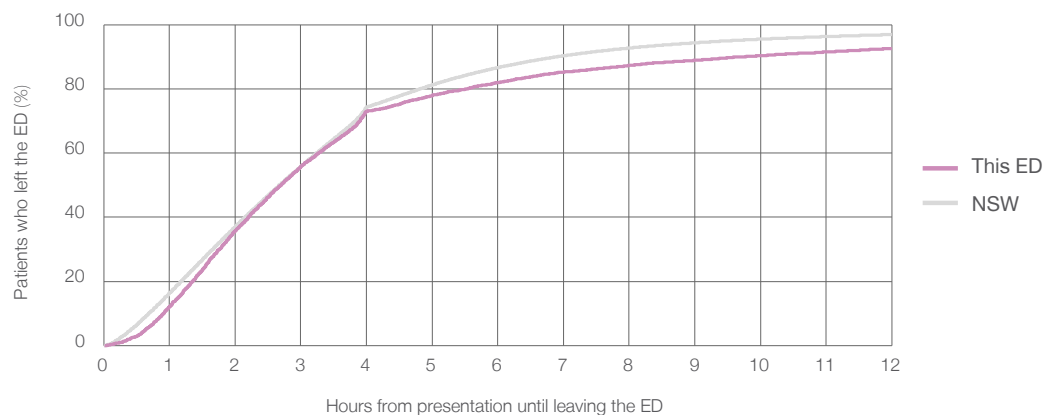
Presentations used to calculate time to leaving the ED:⁶ 7,543 patients

Median time spent in the ED⁸ 2 hours and 42 minutes

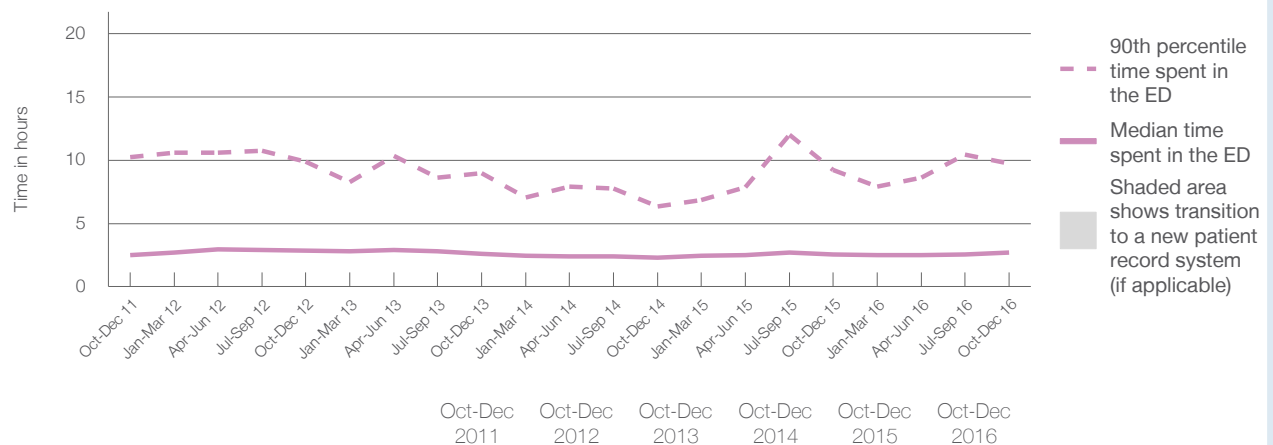
90th percentile time spent in the ED⁹ 9 hours and 44 minutes

Same period last year	NSW (this period)
7,515	
7,515	
2 hours and 34 minutes	2 hours and 41 minutes
9 hours and 13 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 29m	2h 52m	2h 37m	2h 18m	2h 34m	2h 42m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 15m	9h 53m	8h 59m	6h 22m	9h 13m	9h 44m

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

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

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

Orange Health Service: Time patients spent in the ED

By mode of separation

October to December 2016

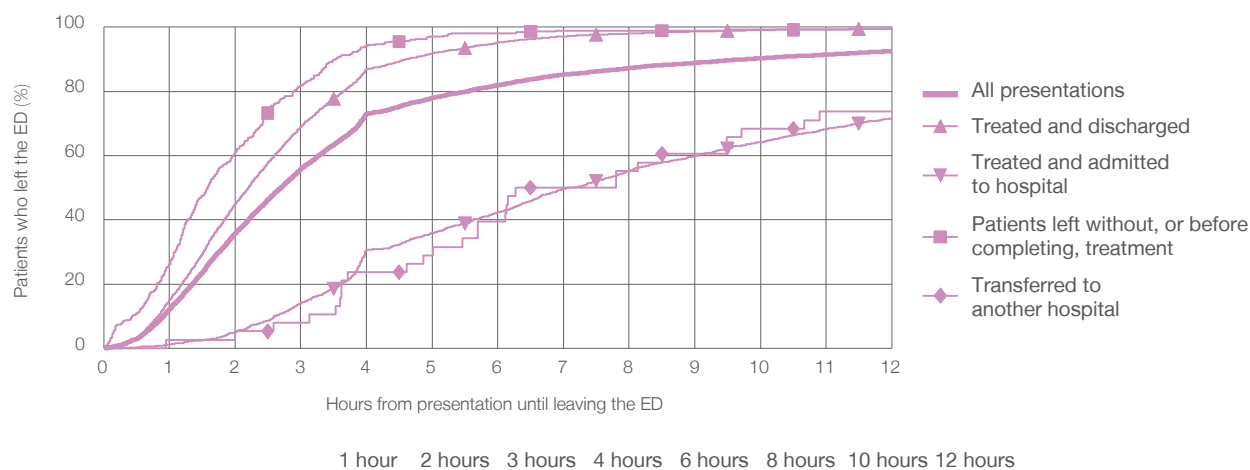
All presentations:[†] 7,547 patients

Presentations used to calculate time to leaving the ED:[‡] 7,543 patients

Treated and discharged	5,221 (69.2%)
Treated and admitted to hospital	1,866 (24.7%)
Patient left without, or before completing, treatment	378 (5.0%)
Transferred to another hospital	38 (0.5%)
Other	44 (0.6%)

Same period last year	Change since one year ago
7,515	0.4%
5,187	0.7%
1,880	-0.7%
384	-1.6%
42	-9.5%
22	100.0%

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



Treated and discharged	15.0%	45.1%	69.0%	86.8%	95.2%	98.0%	99.1%	99.6%
Treated and admitted to hospital	1.1%	5.0%	14.1%	30.6%	42.3%	55.4%	64.2%	71.6%
Patient left without, or before completing, treatment	26.2%	61.1%	81.7%	94.2%	98.1%	98.9%	99.2%	99.5%
Transferred to another hospital	2.6%	5.3%	7.9%	23.7%	39.5%	55.3%	68.4%	73.7%
All presentations	12.2%	35.9%	55.8%	73.0%	82.0%	87.3%	90.3%	92.5%

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

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

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

Orange Health Service: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 7,547 patients

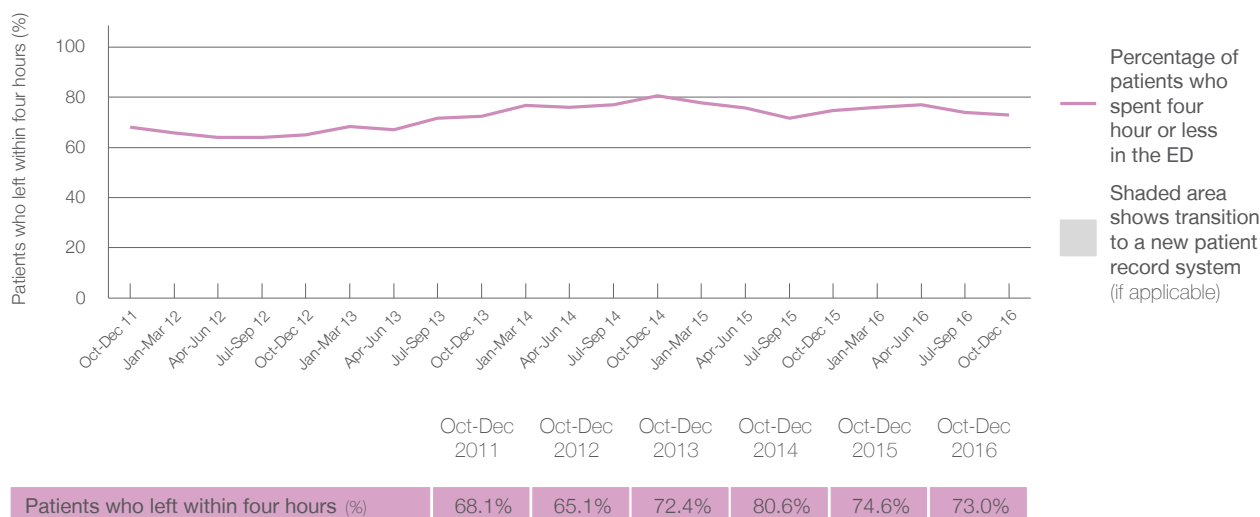
Presentations used to calculate time to leaving the ED:⁶ 7,543 patients

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



Same period last year	Change since one year ago
7,515	0.4%
7,515	0.4%
74.6%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Port Macquarie Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,903 patients
Emergency presentations:² 8,662 patients

Same period last year	Change since one year ago
8,130	9.5%
7,872	10.0%

Port Macquarie Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,242 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,456 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,457 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 461 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
1,213	
9 minutes	8 minutes
23 minutes	26 minutes
3,111	
18 minutes	20 minutes
50 minutes	67 minutes
3,207	
21 minutes	25 minutes
75 minutes	97 minutes
297	
19 minutes	24 minutes
86 minutes	103 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,903 patients

Percentage of patients who spent four hours or less in the ED 73.6%

Same period last year	Change since one year ago
8,130	9.5%
74.3%	

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

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

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

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

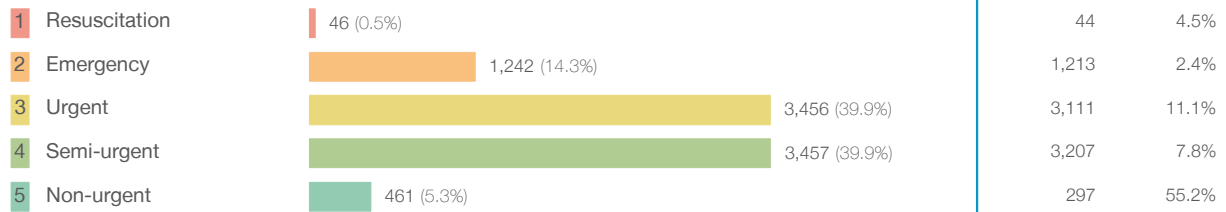
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Port Macquarie Base Hospital: Patients presenting to the emergency department

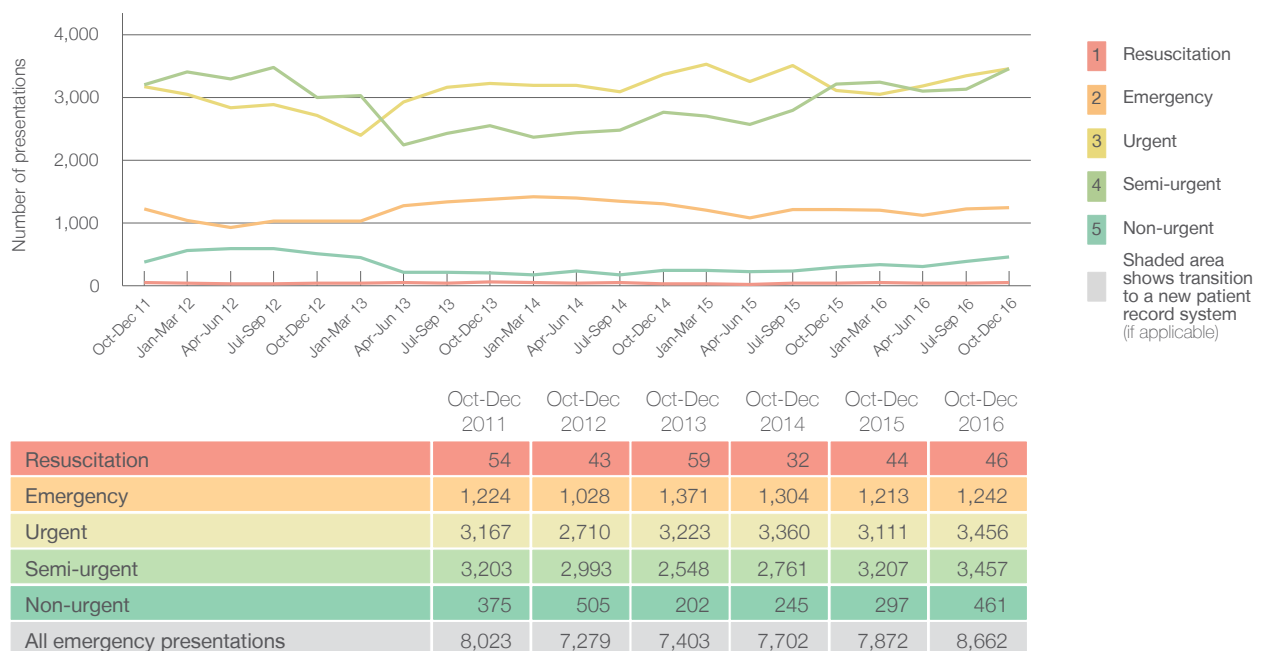
October to December 2016

All presentations:¹ 8,903 patients

Emergency presentations² by triage category: 8,662 patients



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



Port Macquarie Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,930 patients

ED Transfer of care time



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

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

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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 1,242

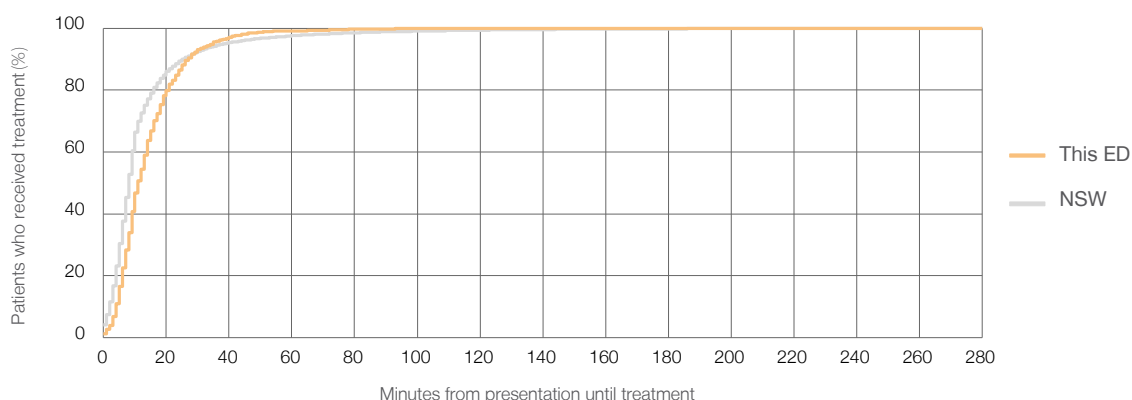
Number of triage 2 patients used to calculate waiting time:³ 1,238

Median time to start treatment⁴ 11 minutes

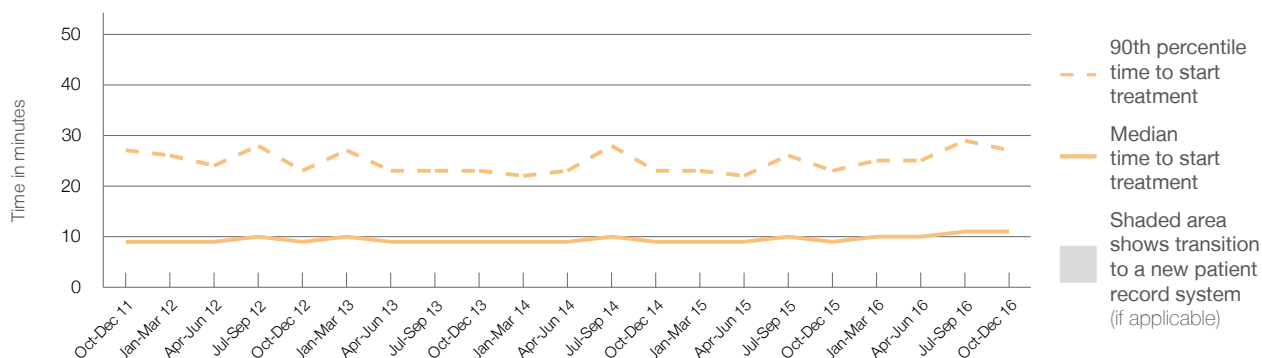
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,213	
1,207	
9 minutes	8 minutes
23 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	9	9	9	9	11
90th percentile time to start treatment ⁵ (minutes)	27	23	23	23	23	27

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

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

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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 3,456

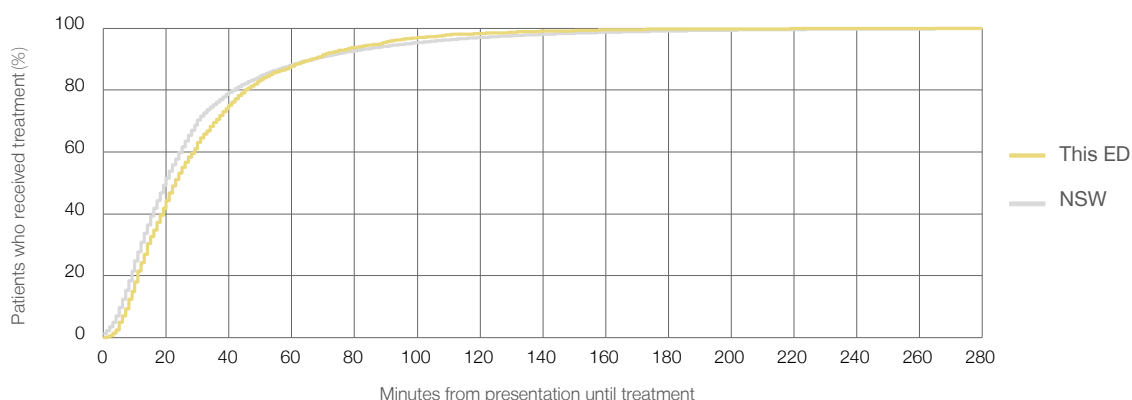
Number of triage 3 patients used to calculate waiting time:³ 3,358

Median time to start treatment⁴ 23 minutes

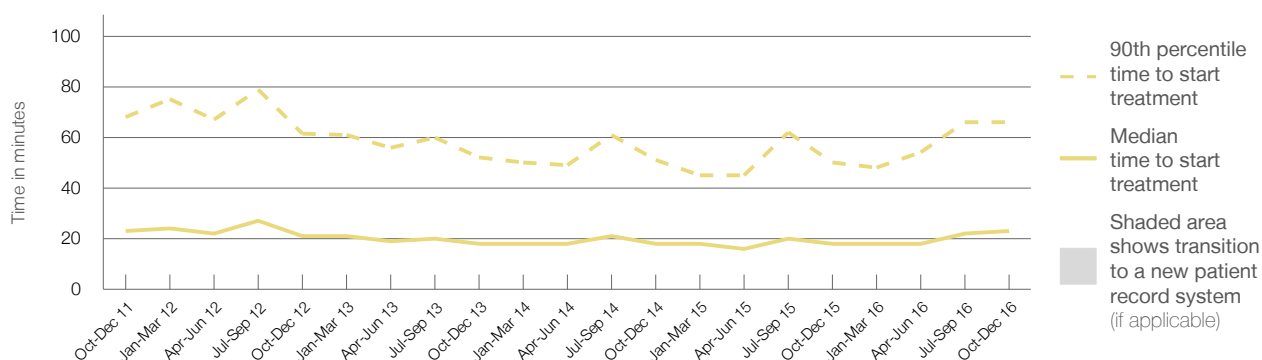
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
3,111	
3,044	
18 minutes	20 minutes
50 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	21	18	18	18	23
90th percentile time to start treatment ⁵ (minutes)	68	62	52	51	50	66

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

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

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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

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

Number of triage 4 patients: 3,457

Number of triage 4 patients used to calculate waiting time:³ 2,831

Median time to start treatment⁴

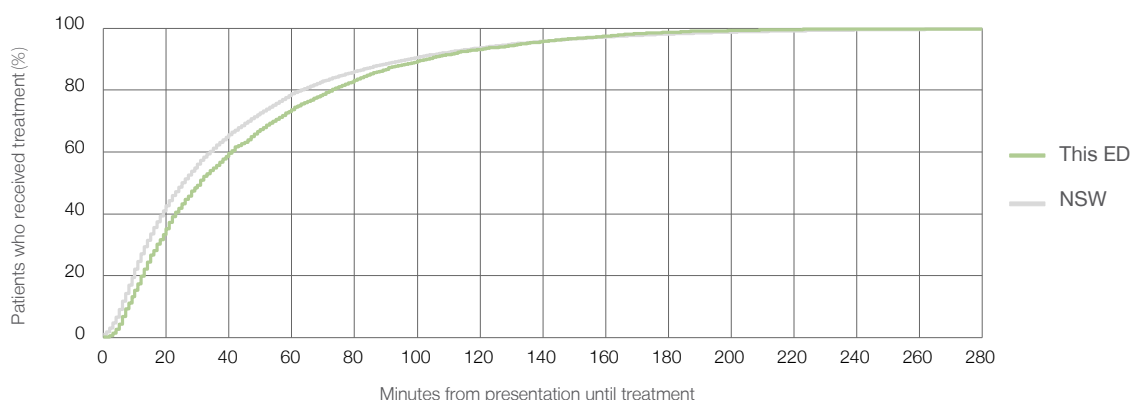
31 minutes

90th percentile time to start treatment⁵

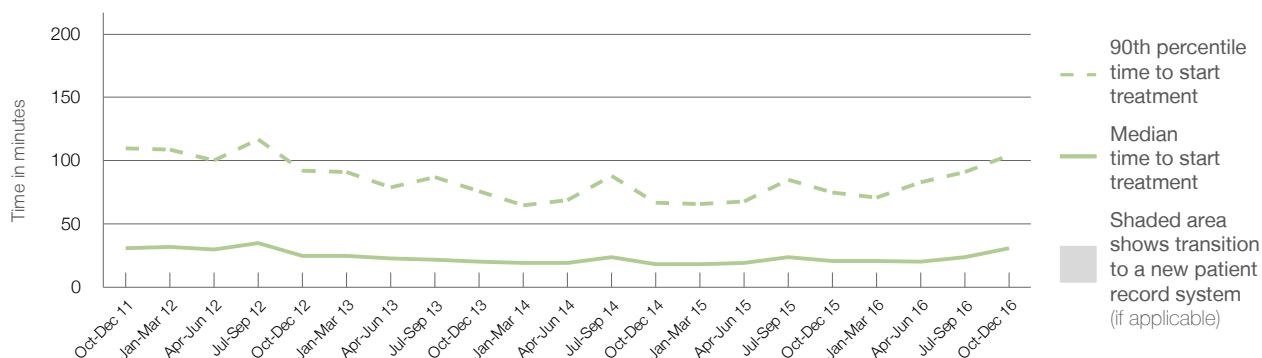
104 minutes

Same period last year	NSW (this period)
3,207	
2,743	
21 minutes	25 minutes
75 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	25	20	18	21	31
90th percentile time to start treatment ⁵ (minutes)	110	92	76	67	75	104

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

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

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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 461

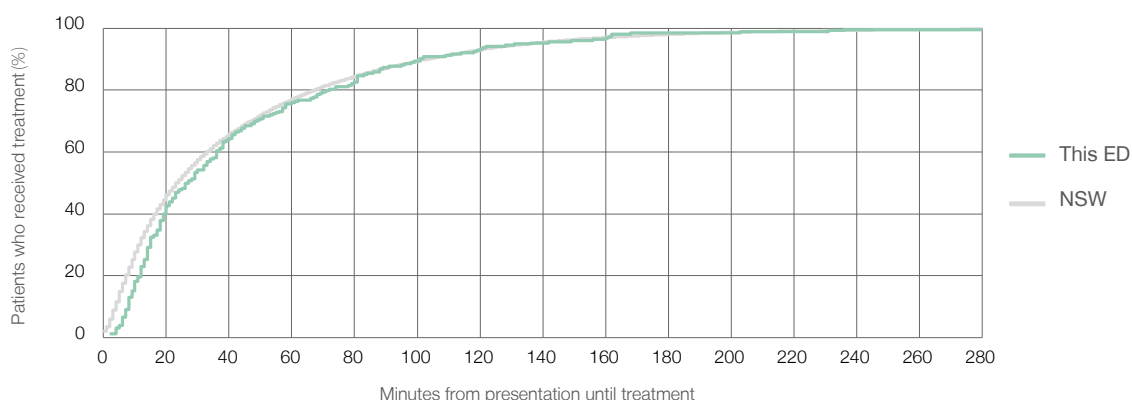
Number of triage 5 patients used to calculate waiting time:³ 253

Median time to start treatment⁴ 27 minutes

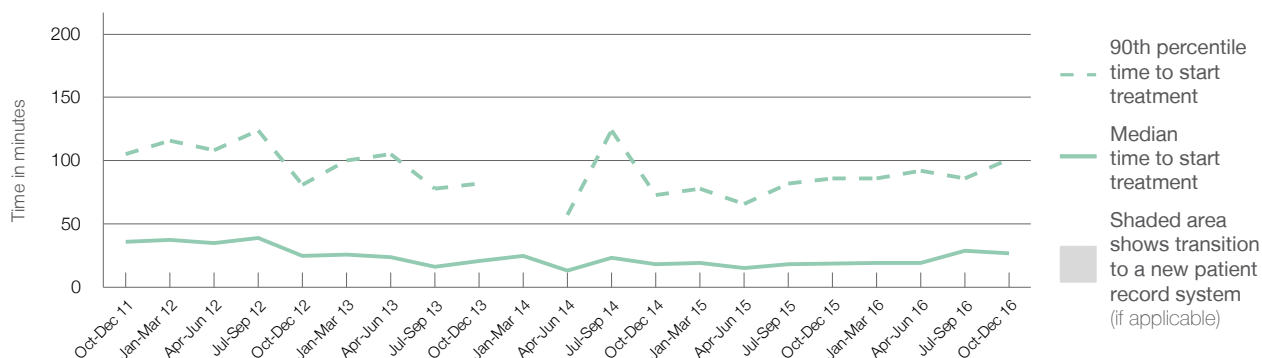
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
297	
188	
19 minutes	24 minutes
86 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	36	25	21	18	19	27
90th percentile time to start treatment ⁵ (minutes)	105	81	82	73	86	101

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

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

Port Macquarie Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,903 patients

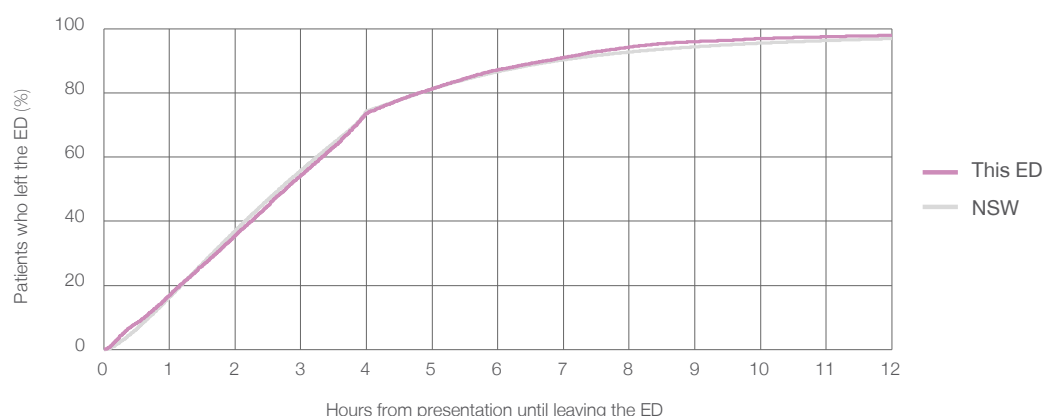
Presentations used to calculate time to leaving the ED:⁶ 8,903 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

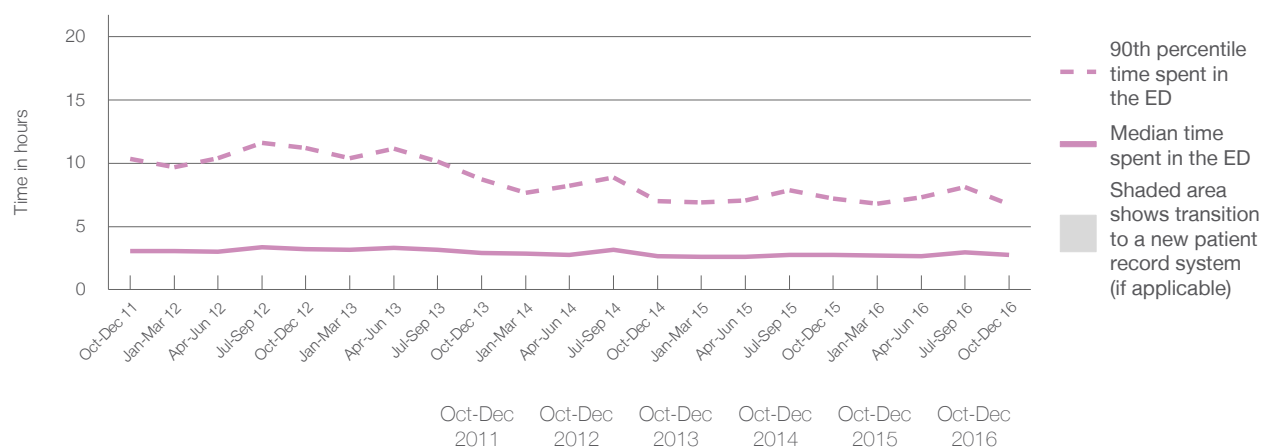
90th percentile time spent in the ED⁹ 6 hours and 44 minutes

Same period last year	NSW (this period)
8,130	
8,130	
2 hours and 44 minutes	2 hours and 41 minutes
7 hours and 11 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 2m	3h 14m	2h 54m	2h 38m	2h 44m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 19m	11h 13m	8h 42m	6h 59m	7h 11m	6h 44m

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

Port Macquarie Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

All presentations:[†] 8,903 patients

Presentations used to calculate time to leaving the ED:[‡] 8,903 patients

Treated and discharged 4,674 (52.5%)

Treated and admitted to hospital 3,257 (36.6%)

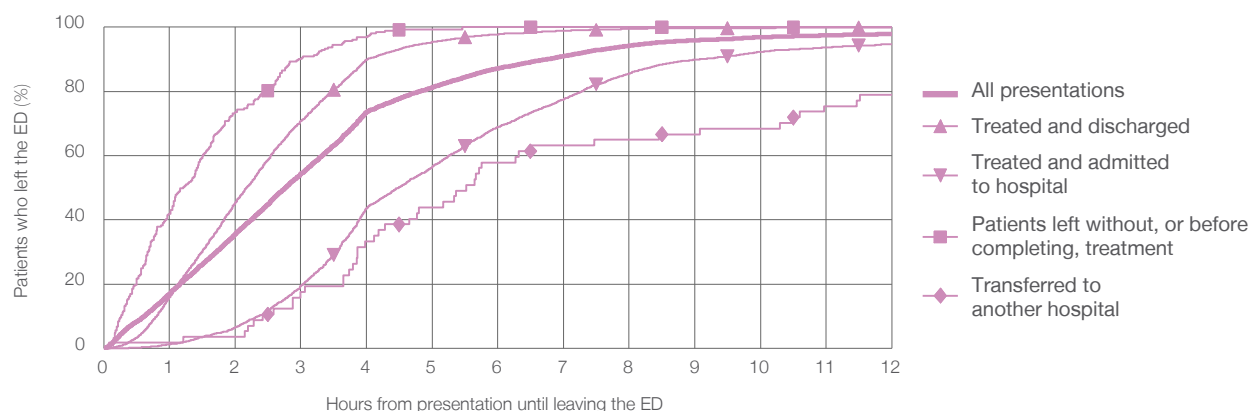
Patient left without, or before completing, treatment 253 (2.8%)

Transferred to another hospital 57 (0.6%)

Other 662 (7.4%)

Same period last year	Change since one year ago
8,130	9.5%
4,473	4.5%
2,944	10.6%
140	80.7%
40	42.5%
533	24.2%

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



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

Treated and discharged	16.0%	45.4%	70.7%	90.0%	97.8%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.3%	6.5%	19.5%	43.7%	69.0%	85.6%	92.3%	94.7%
Patient left without, or before completing, treatment	41.9%	73.5%	90.1%	96.8%	100%	100%	100%	100%
Transferred to another hospital	1.8%	3.5%	17.5%	33.3%	57.9%	64.9%	68.4%	78.9%
All presentations	17.0%	35.7%	54.3%	73.6%	87.2%	94.2%	96.9%	97.9%

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

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

Port Macquarie Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 8,903 patients

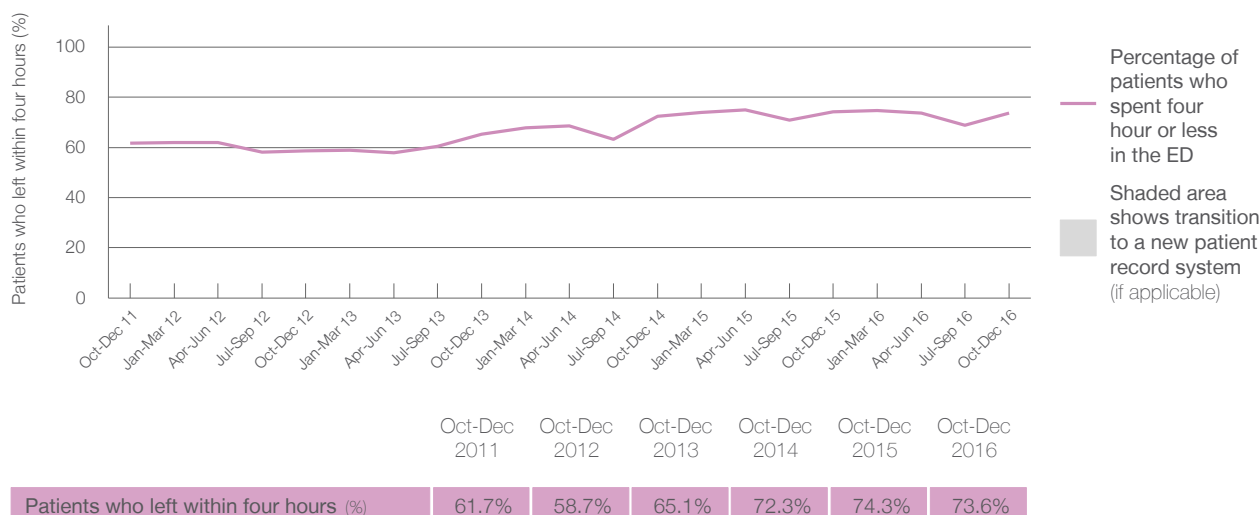
Presentations used to calculate time to leaving the ED:⁶ 8,903 patients

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



Same period last year	Change since one year ago
8,130	9.5%
8,130	9.5%
74.3%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 10,050 patients

Emergency presentations:² 9,932 patients

Same period last year	Change since one year ago
9,572	5.0%
9,440	5.2%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 895 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,342 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,602 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,042 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
718	
11 minutes	8 minutes
41 minutes	26 minutes
2,720	
31 minutes	20 minutes
125 minutes	67 minutes
4,579	
43 minutes	25 minutes
150 minutes	97 minutes
1,374	
31 minutes	24 minutes
121 minutes	103 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 10,050 patients

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

Same period last year	Change since one year ago
9,572	5.0%
66.3%	

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

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

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

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

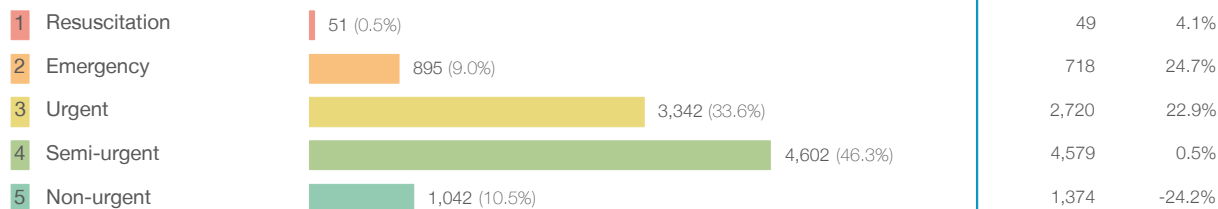
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

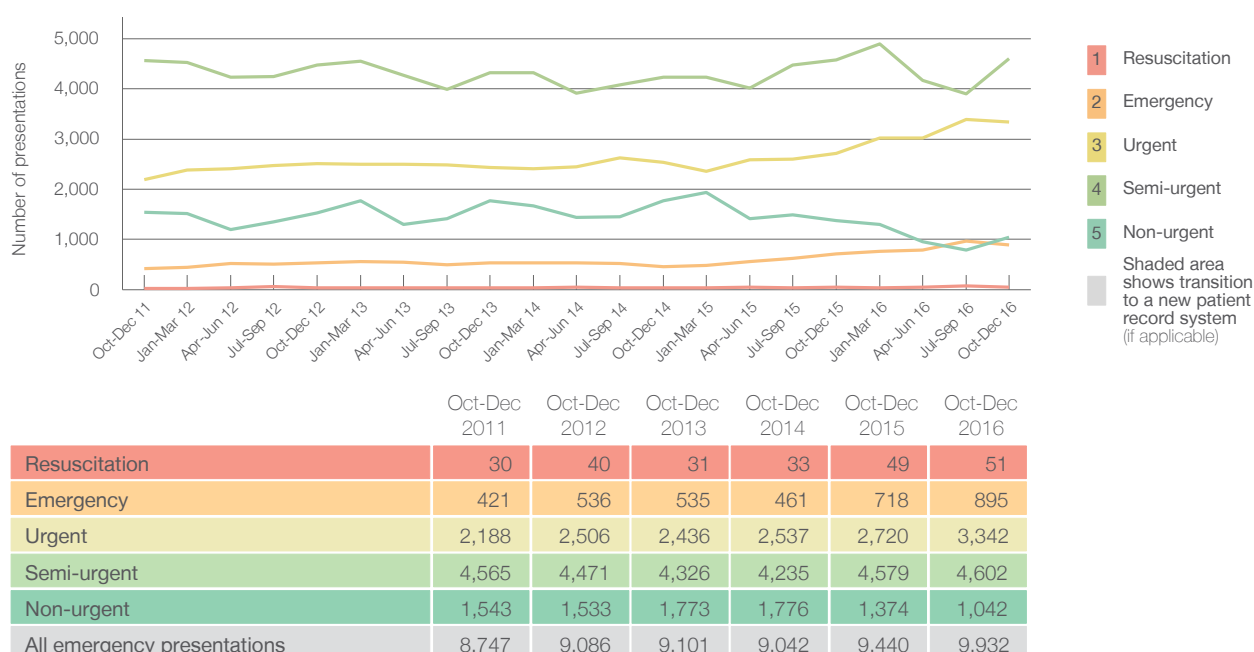
October to December 2016

All presentations:¹ 10,050 patients

Emergency presentations² by triage category: 9,932 patients



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



Shoalhaven District Memorial Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,311 patients

ED Transfer of care time



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

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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2

October to December 2016

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

Number of triage 2 patients: 895

Number of triage 2 patients used to calculate waiting time:³ 893

Median time to start treatment⁴

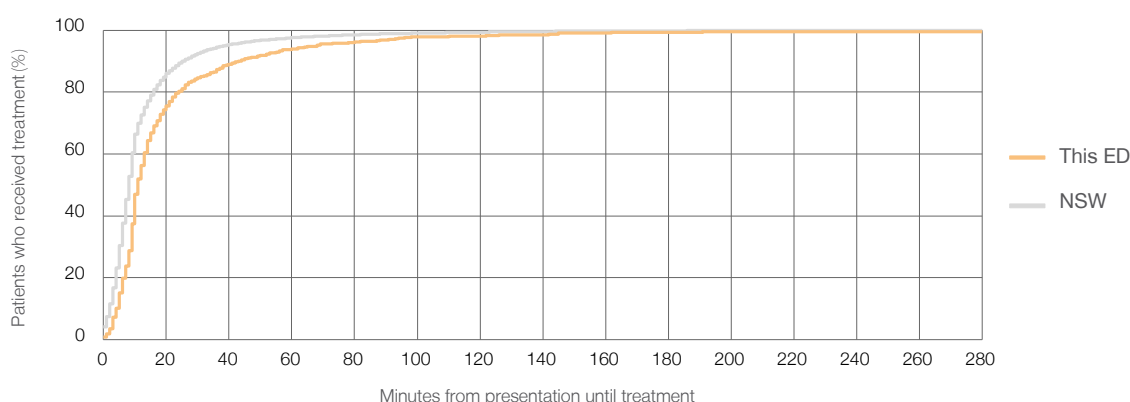
11 minutes

90th percentile time to start treatment⁵

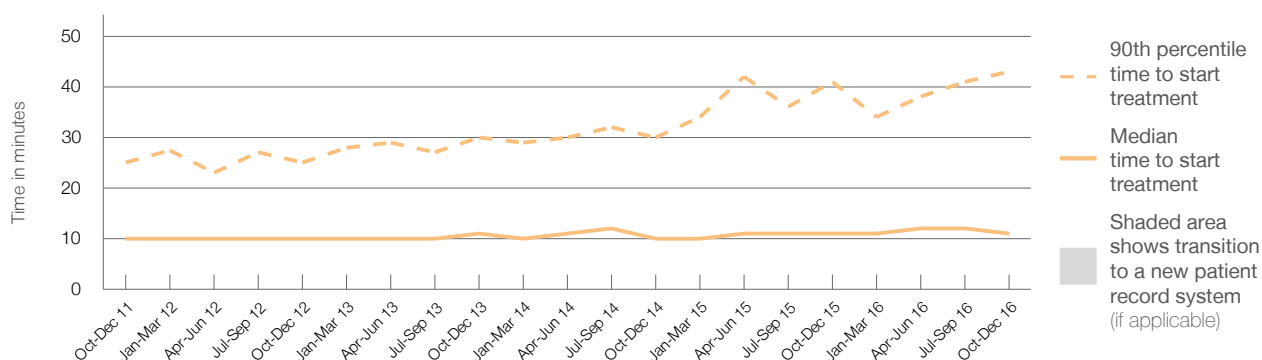
43 minutes

Same period last year	NSW (this period)
718	
715	
11 minutes	8 minutes
41 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	10	11	10	11	11
90th percentile time to start treatment ⁵ (minutes)	25	25	30	30	41	43

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

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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3

October to December 2016

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

Number of triage 3 patients: 3,342

Number of triage 3 patients used to calculate waiting time:³ 3,280

Median time to start treatment⁴

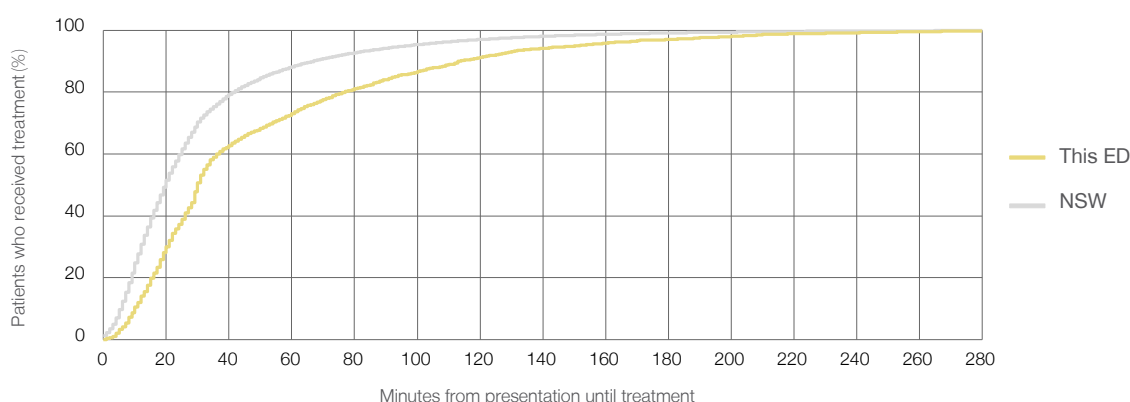
30 minutes

90th percentile time to start treatment⁵

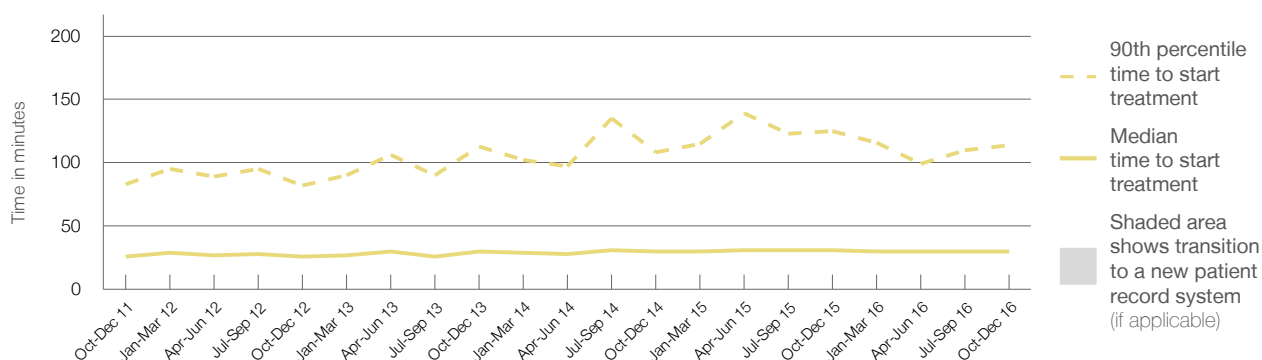
114 minutes

Same period last year	NSW (this period)
2,720	
2,649	
31 minutes	20 minutes
125 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	26	30	30	31	30
90th percentile time to start treatment ⁵ (minutes)	83	82	113	108	125	114

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

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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,602

Number of triage 4 patients used to calculate waiting time:³ 4,342

Median time to start treatment⁴

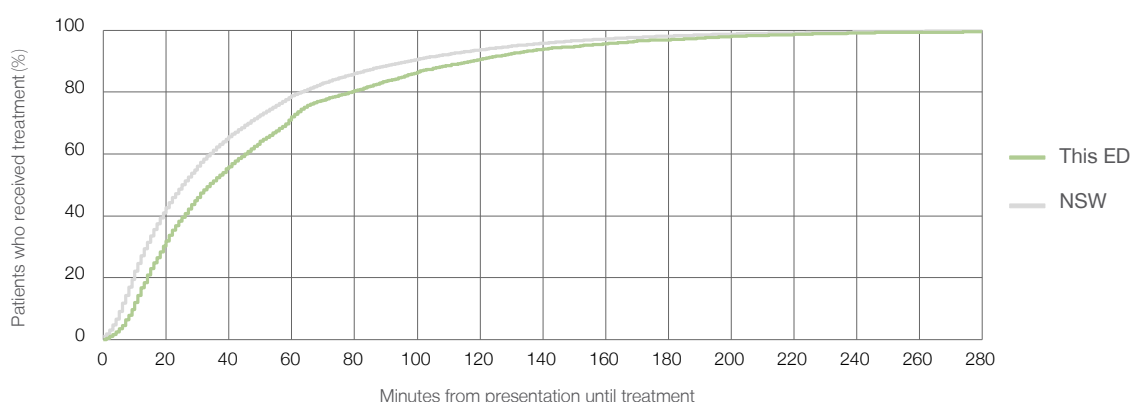
34 minutes

90th percentile time to start treatment⁵

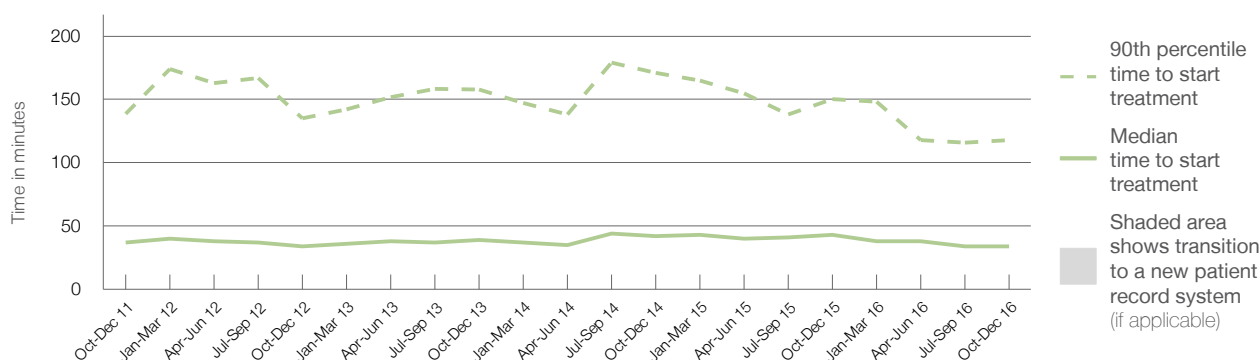
118 minutes

Same period last year	NSW (this period)
4,579	
4,202	
43 minutes	25 minutes
150 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	34	39	42	43	34
90th percentile time to start treatment ⁵ (minutes)	139	135	158	171	150	118

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

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

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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5

October to December 2016

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

Number of triage 5 patients: 1,042

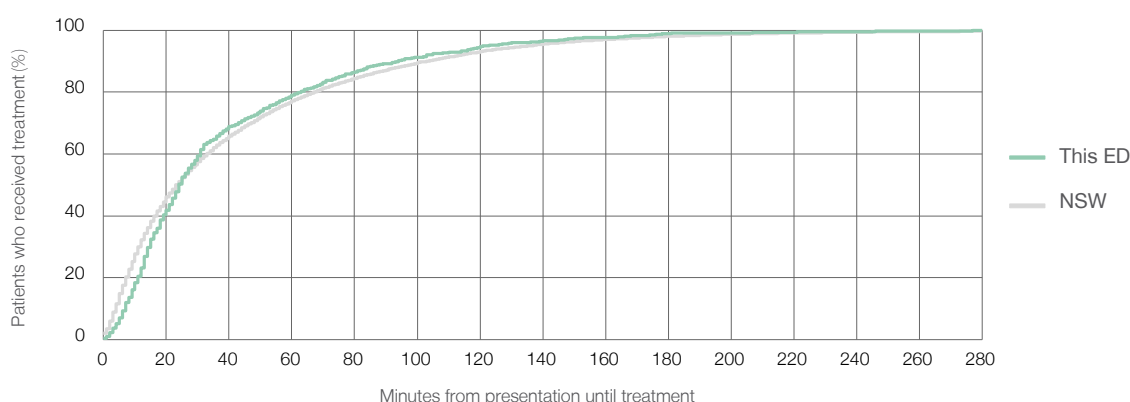
Number of triage 5 patients used to calculate waiting time:³ 937

Median time to start treatment⁴ 24 minutes

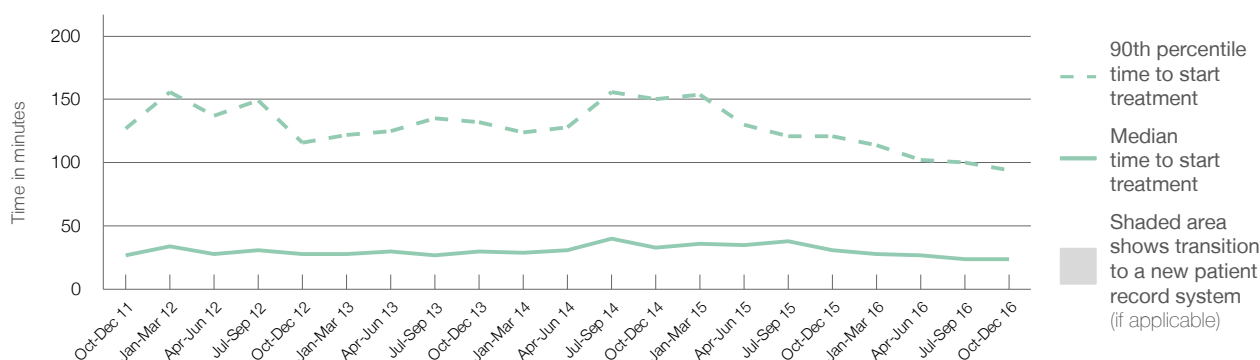
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,374	
1,206	
31 minutes	24 minutes
121 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	28	30	33	31	24
90th percentile time to start treatment ⁵ (minutes)	127	116	132	150	121	94

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

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

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

Shoalhaven District Memorial Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 10,050 patients

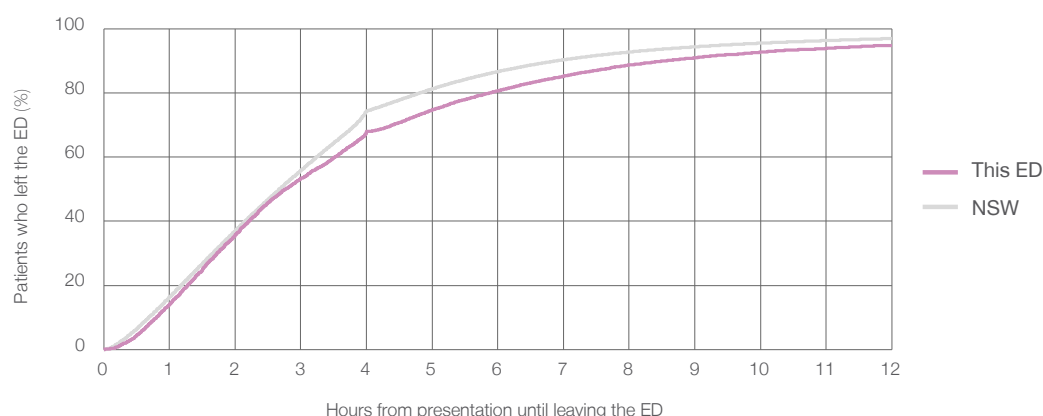
Presentations used to calculate time to leaving the ED:⁶ 10,050 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

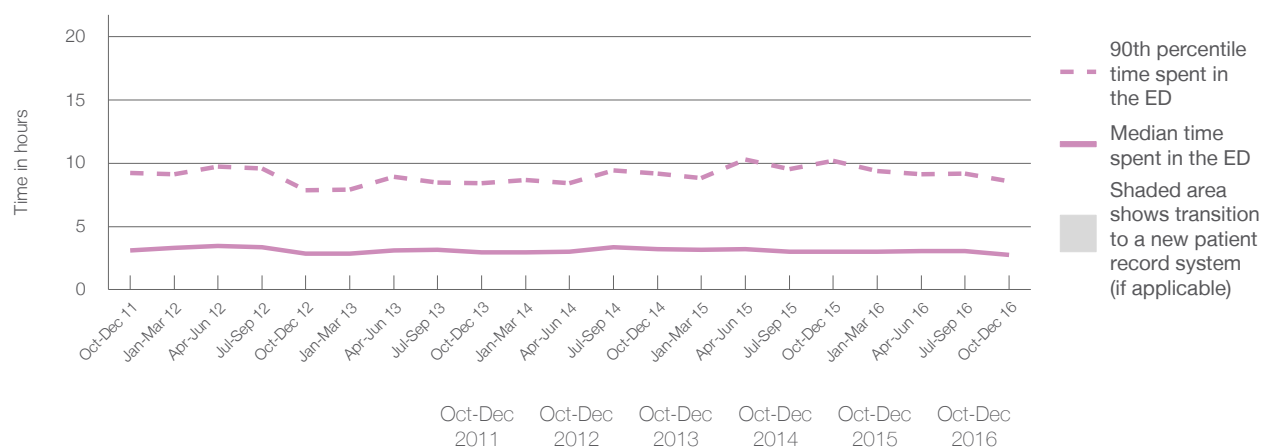
90th percentile time spent in the ED⁹ 8 hours and 35 minutes

Same period last year	NSW (this period)
9,572	
9,572	
3 hours and 0 minutes	2 hours and 41 minutes
10 hours and 11 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 6m	2h 52m	2h 58m	3h 13m	3h 0m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 14m	7h 51m	8h 24m	9h 10m	10h 11m	8h 35m

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

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

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

Shoalhaven District Memorial Hospital: Time patients spent in the ED

By mode of separation

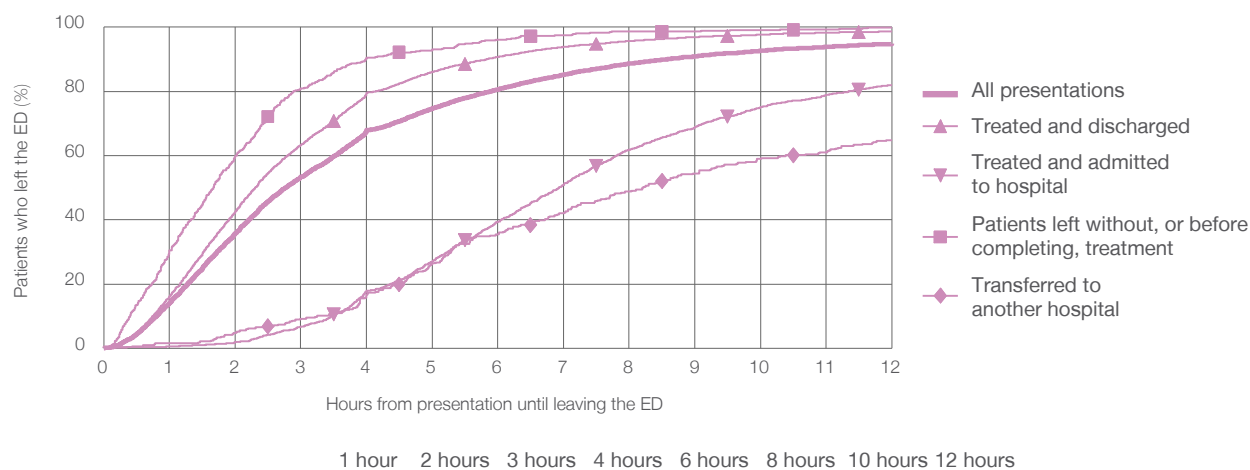
October to December 2016

All presentations:[†] 10,050 patients

Presentations used to calculate time to leaving the ED:[‡] 10,050 patients

		Same period last year	Change since one year ago
Treated and discharged	7,339 (73.0%)	9,572	5.0%
Treated and admitted to hospital	1,685 (16.8%)	6,718	9.2%
Patient left without, or before completing, treatment	654 (6.5%)	1,541	9.3%
Transferred to another hospital	336 (3.3%)	891	-26.6%
Other	36 (0.4%)	376	-10.6%
		46	-21.7%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.2%	42.6%	63.4%	79.6%	90.7%	95.7%	97.7%	98.7%
Treated and admitted to hospital	0.5%	1.9%	6.7%	18.0%	39.4%	61.8%	75.1%	82.0%
Patient left without, or before completing, treatment	30.4%	60.1%	80.9%	90.5%	96.0%	98.6%	99.1%	99.8%
Transferred to another hospital	1.5%	4.8%	9.2%	16.7%	35.4%	48.8%	58.9%	64.9%
All presentations	14.2%	35.8%	53.3%	67.9%	80.6%	88.7%	92.7%	94.8%

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

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

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

Shoalhaven District Memorial Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 10,050 patients

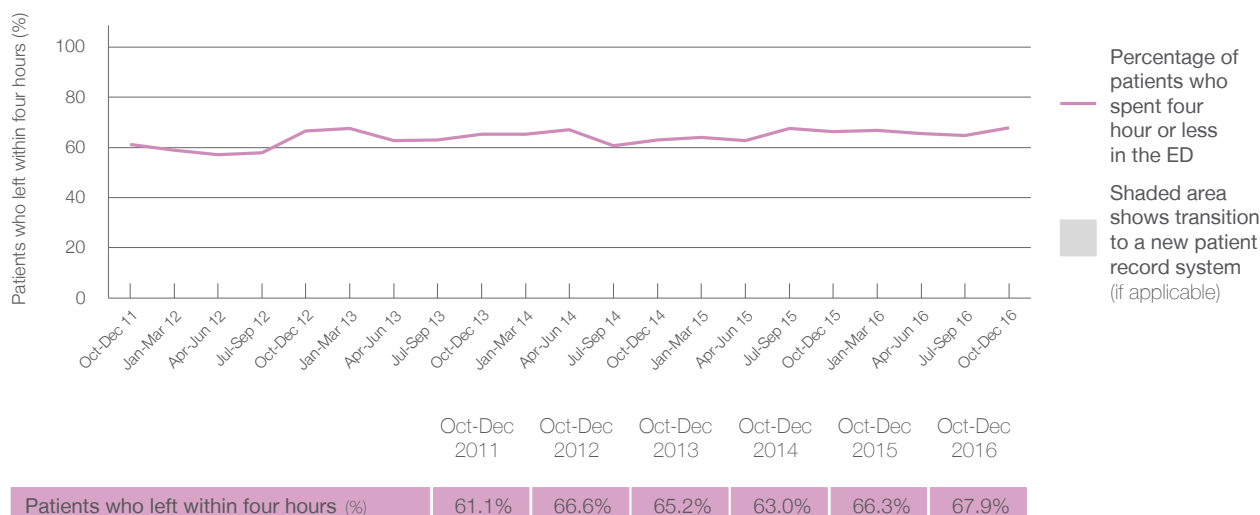
Presentations used to calculate time to leaving the ED:⁶ 10,050 patients

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



Same period last year	Change since one year ago
9,572	5.0%
9,572	5.0%
66.3%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

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

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

Sutherland Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 12,936 patients

Emergency presentations:² 12,778 patients

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

Sutherland Hospital: Time patients waited to start treatment³

October to December 2016

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

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 31 minutes

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

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 70 minutes

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

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 940 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,745	
14 minutes	8 minutes
33 minutes	26 minutes
4,853	
28 minutes	20 minutes
64 minutes	67 minutes
5,052	
29 minutes	25 minutes
76 minutes	97 minutes
1,065	
26 minutes	24 minutes
89 minutes	103 minutes

Sutherland Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 12,932 patients

Percentage of patients who spent four hours or less in the ED 67.9%

Same period last year	Change since one year ago
12,915	0.1%
73.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

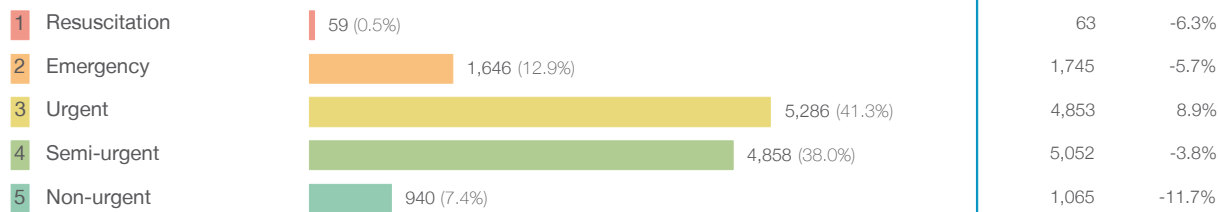
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Patients presenting to the emergency department

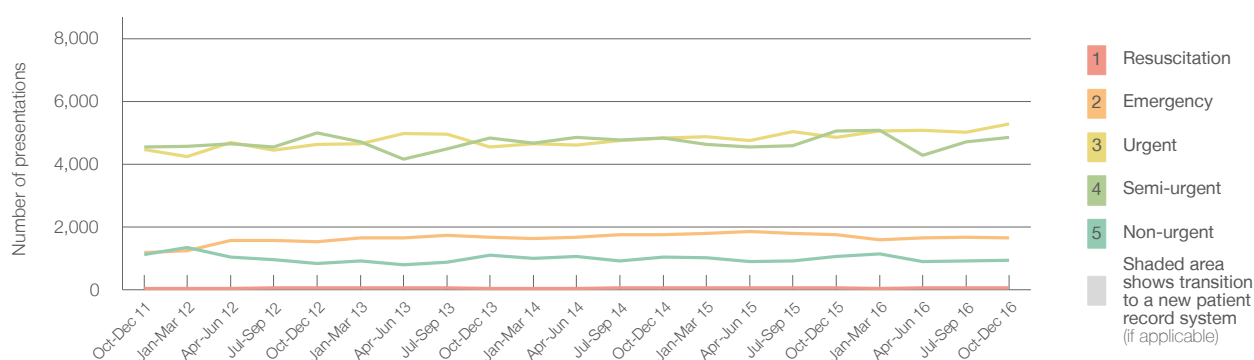
October to December 2016

All presentations:¹ 12,936 patients

Emergency presentations² by triage category: 12,789 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	40	60	37	56	63	59
Emergency	1,188	1,528	1,664	1,760	1,745	1,646
Urgent	4,463	4,635	4,552	4,827	4,853	5,286
Semi-urgent	4,538	5,003	4,834	4,829	5,052	4,858
Non-urgent	1,114	837	1,106	1,040	1,065	940
All emergency presentations	11,343	12,063	12,193	12,512	12,778	12,789

Sutherland Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,418 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,646

Number of triage 2 patients used to calculate waiting time:³ 1,640

Median time to start treatment⁴

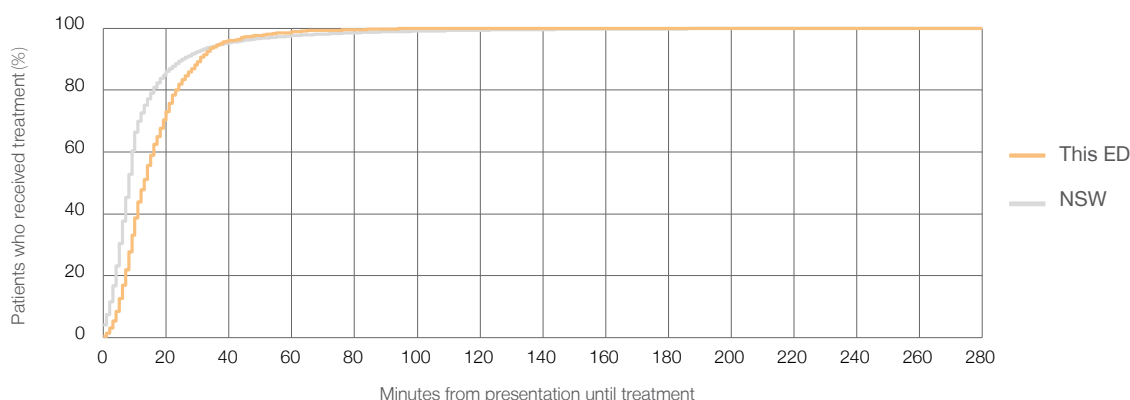
13 minutes

90th percentile time to start treatment⁵

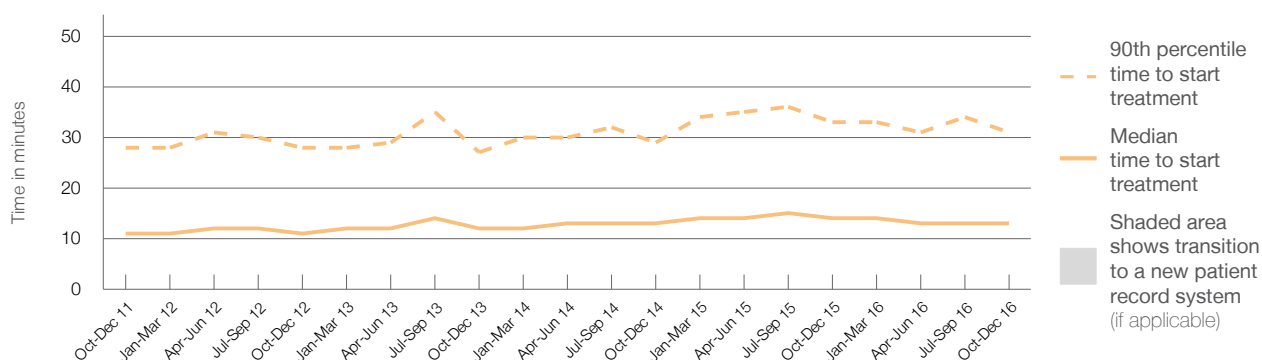
31 minutes

Same period last year	NSW (this period)
1,745	
1,740	
14 minutes	8 minutes
33 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	11	11	12	13	14	13
90th percentile time to start treatment ⁵ (minutes)	28	28	27	29	33	31

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 5,286

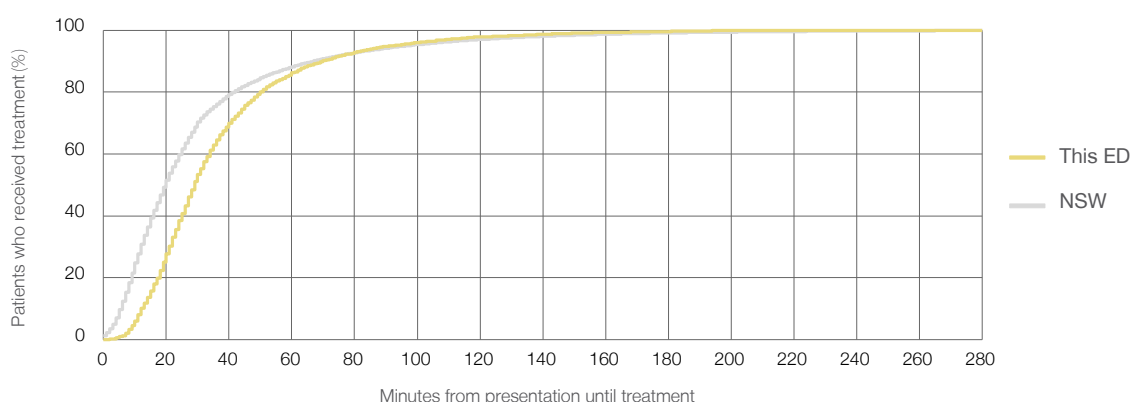
Number of triage 3 patients used to calculate waiting time:³ 5,191

Median time to start treatment⁴ 29 minutes

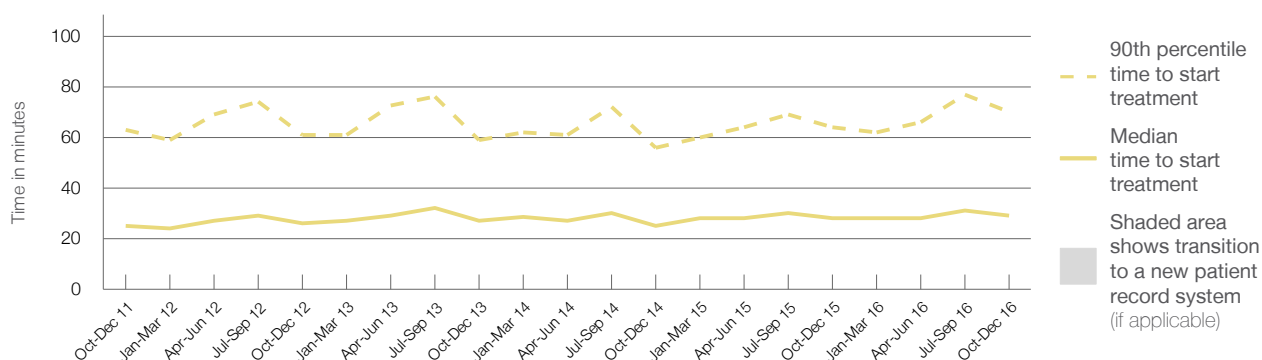
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
4,853	
4,783	
28 minutes	20 minutes
64 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	26	27	25	28	29
90th percentile time to start treatment ⁵ (minutes)	63	61	59	56	64	70

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,858

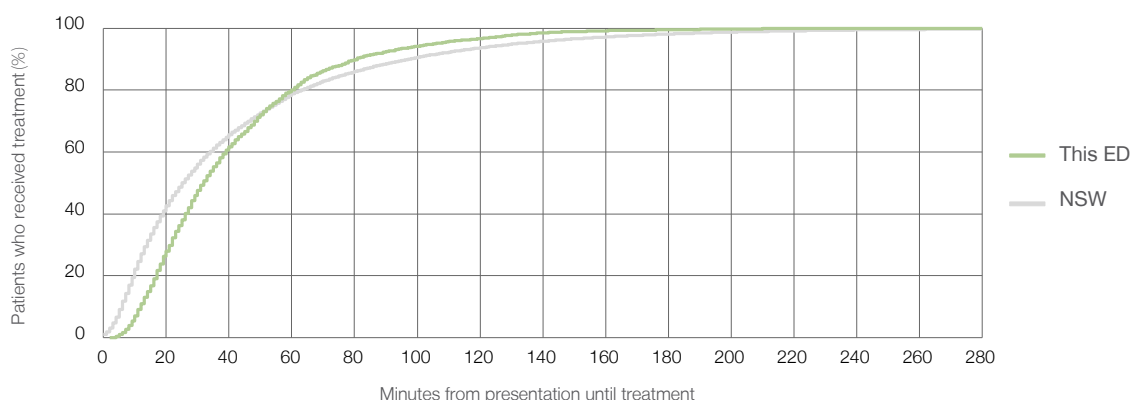
Number of triage 4 patients used to calculate waiting time:³ 4,693

Median time to start treatment⁴ 32 minutes

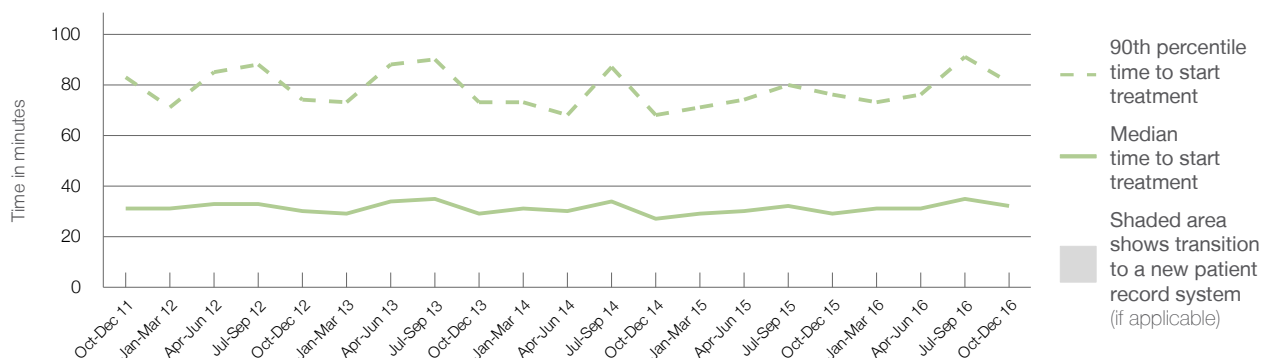
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
5,052	
4,914	
29 minutes	25 minutes
76 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	30	29	27	29	32
90th percentile time to start treatment ⁵ (minutes)	83	74	73	68	76	81

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 940

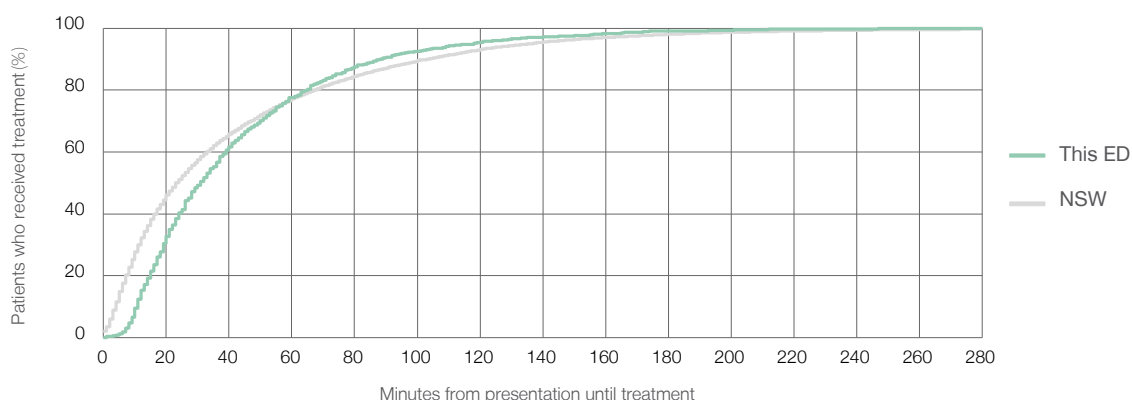
Number of triage 5 patients used to calculate waiting time:³ 834

Median time to start treatment⁴ 31 minutes

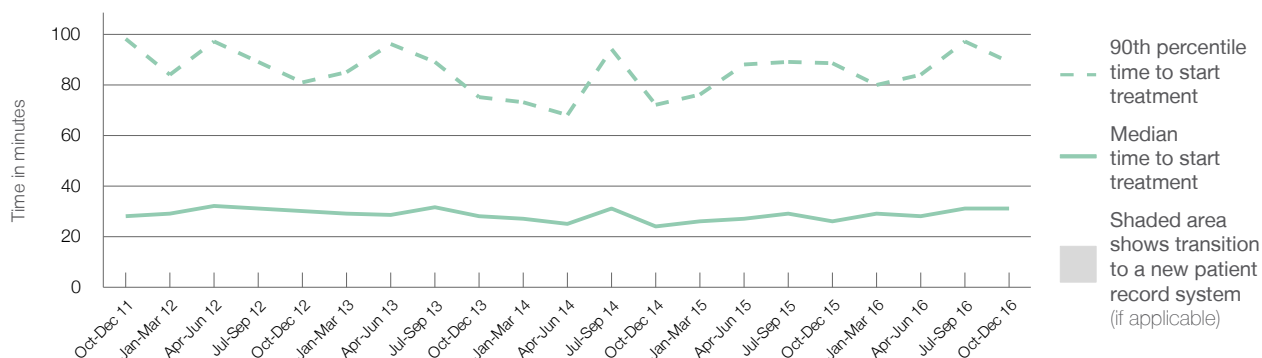
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,065	
970	
26 minutes	24 minutes
89 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	30	28	24	26	31
90th percentile time to start treatment ⁵ (minutes)	98	81	75	72	89	89

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 12,936 patients

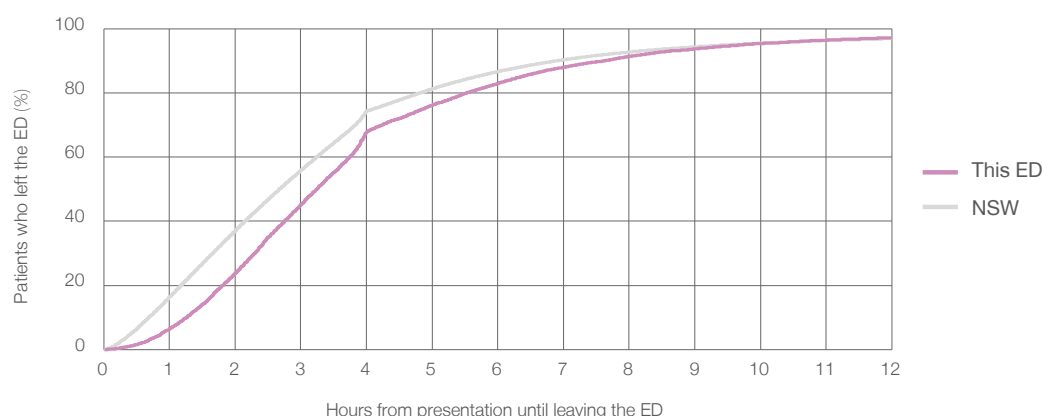
Presentations used to calculate time to leaving the ED:⁶ 12,932 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

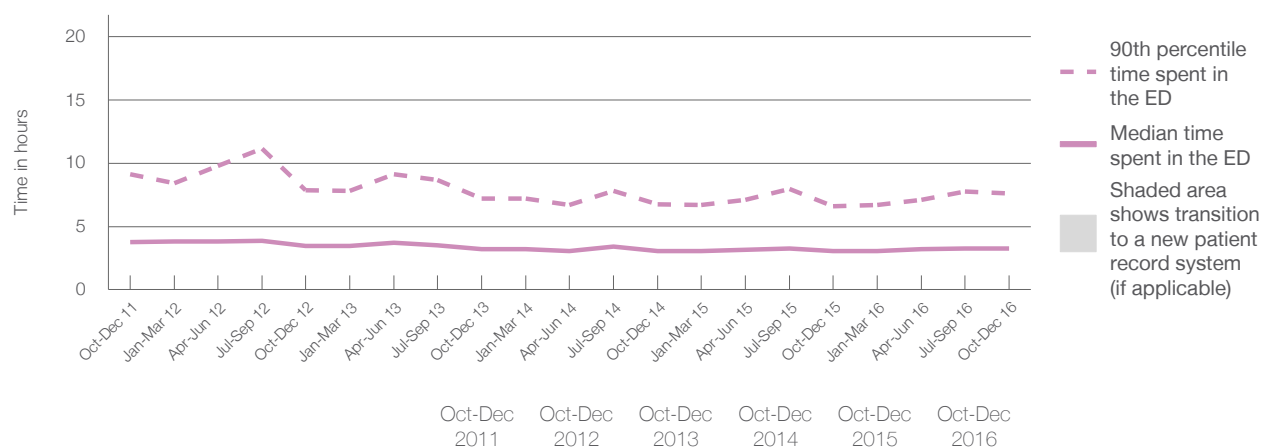
90th percentile time spent in the ED⁹ 7 hours and 37 minutes

Same period last year	NSW (this period)
12,915	
12,915	
3 hours and 3 minutes	2 hours and 41 minutes
6 hours and 36 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 45m	3h 29m	3h 14m	3h 4m3h 3m		
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 6m	7h 52m	7h 13m	6h 44m	6h 36m	7h 37m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time patients spent in the ED

By mode of separation

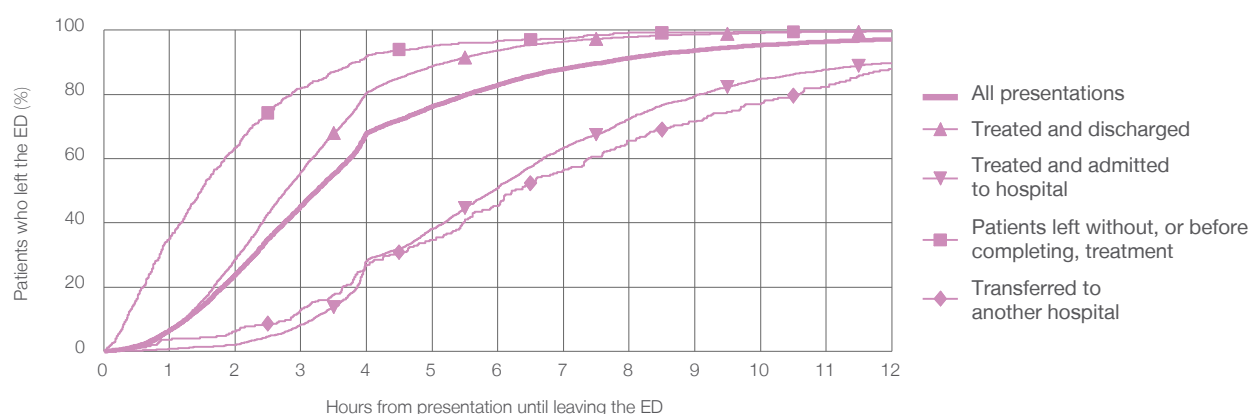
October to December 2016

All presentations:[†] 12,936 patients

Presentations used to calculate time to leaving the ED:[‡] 12,932 patients

		Same period last year	Change since one year ago
Treated and discharged	8,971 (69.3%)	9,176	-2.2%
Treated and admitted to hospital	3,026 (23.4%)	2,977	1.6%
Patient left without, or before completing, treatment	633 (4.9%)	522	21.3%
Transferred to another hospital	256 (2.0%)	192	33.3%
Other	50 (0.4%)	48	4.2%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.2%	28.7%	55.8%	80.6%	93.7%	97.9%	99.2%	99.7%
Treated and admitted to hospital	0.7%	2.1%	8.3%	28.2%	50.9%	72.4%	84.8%	89.8%
Patient left without, or before completing, treatment	35.1%	63.3%	82.0%	91.9%	96.7%	99.2%	99.5%	99.7%
Transferred to another hospital	3.5%	6.3%	12.9%	27.0%	45.3%	65.6%	77.0%	87.9%
All presentations	6.5%	23.9%	45.2%	67.9%	82.9%	91.4%	95.4%	97.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sutherland Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 12,936 patients

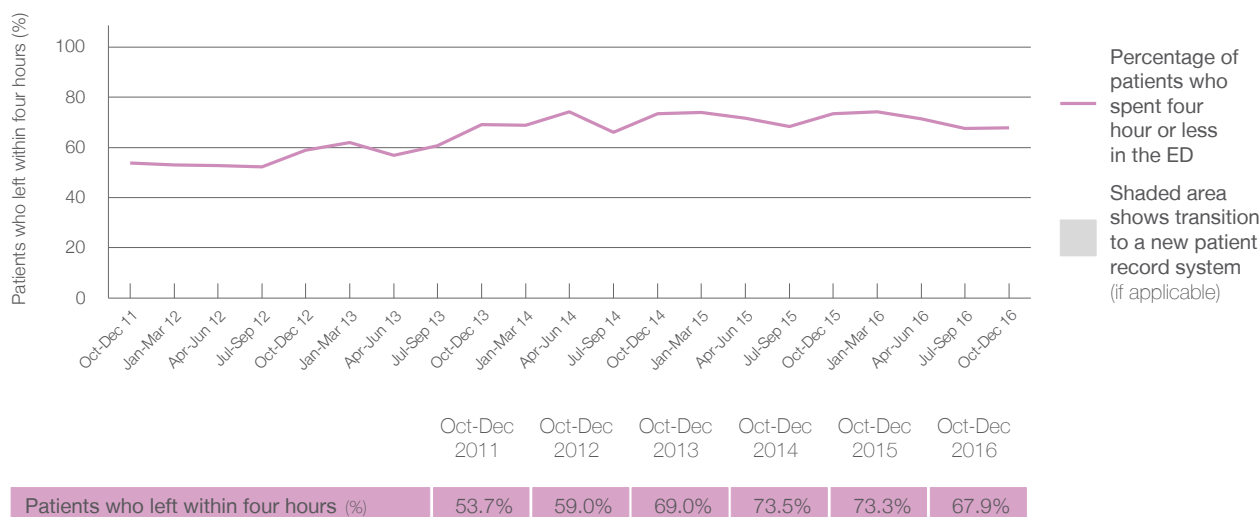
Presentations used to calculate time to leaving the ED:⁶ 12,932 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
12,915	0.2%
12,915	0.1%
73.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 11,646 patients

Emergency presentations:² 10,978 patients

Same period last year	Change since one year ago
10,861	7.2%
10,092	8.8%

Tamworth Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 934 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,700 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,440 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 114 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,846 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
871	
9 minutes	8 minutes
40 minutes	26 minutes
2,645	
30 minutes	20 minutes
106 minutes	67 minutes
4,684	
47 minutes	25 minutes
135 minutes	97 minutes
1,827	
52 minutes	24 minutes
131 minutes	103 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 11,646 patients

Percentage of patients who spent four hours or less in the ED 76.5%

Same period last year	Change since one year ago
10,861	7.2%
69.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

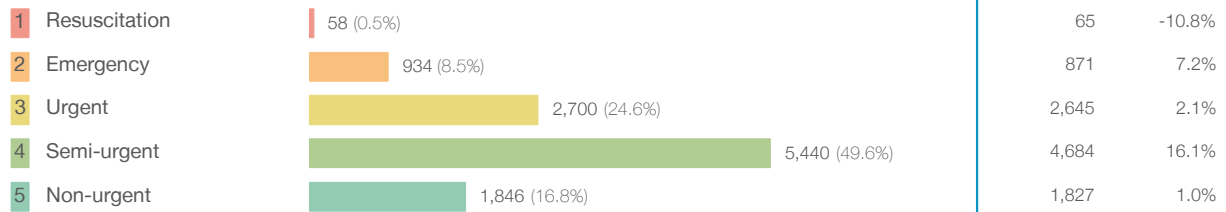
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Patients presenting to the emergency department

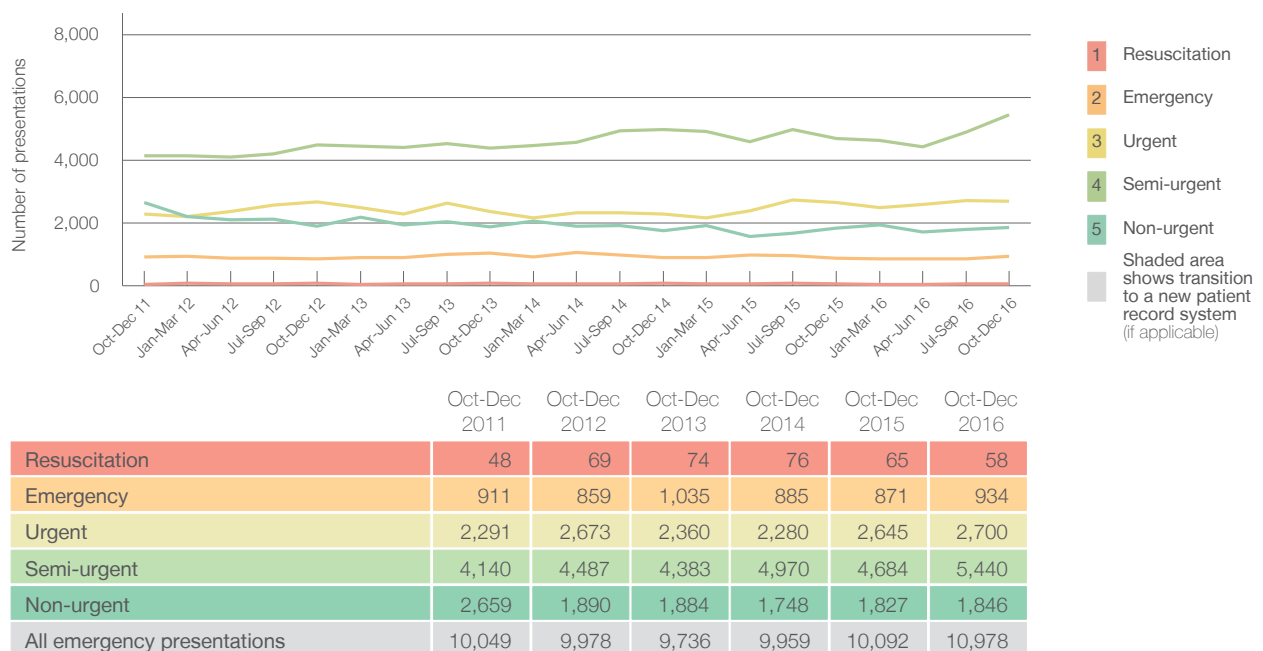
October to December 2016

All presentations:¹ 11,646 patients

Emergency presentations² by triage category: 10,978 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Tamworth Base Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,743 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 934

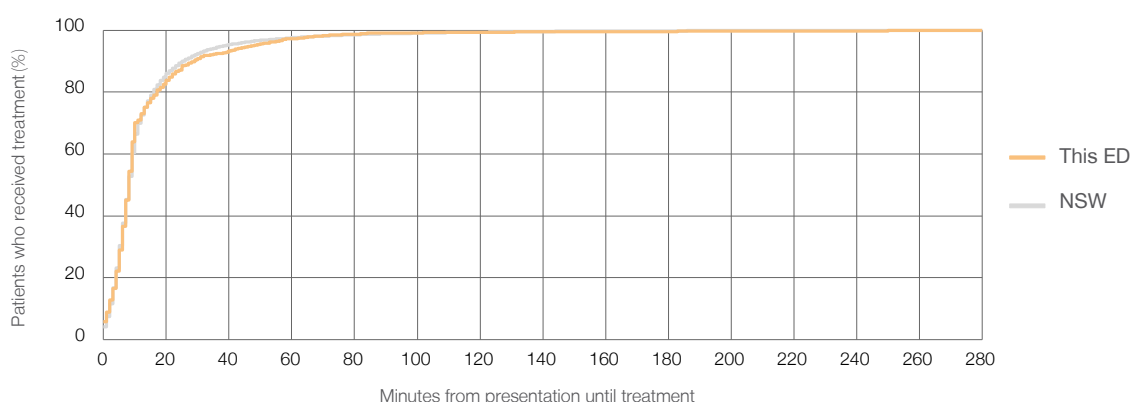
Number of triage 2 patients used to calculate waiting time:³ 932

Median time to start treatment⁴ 8 minutes

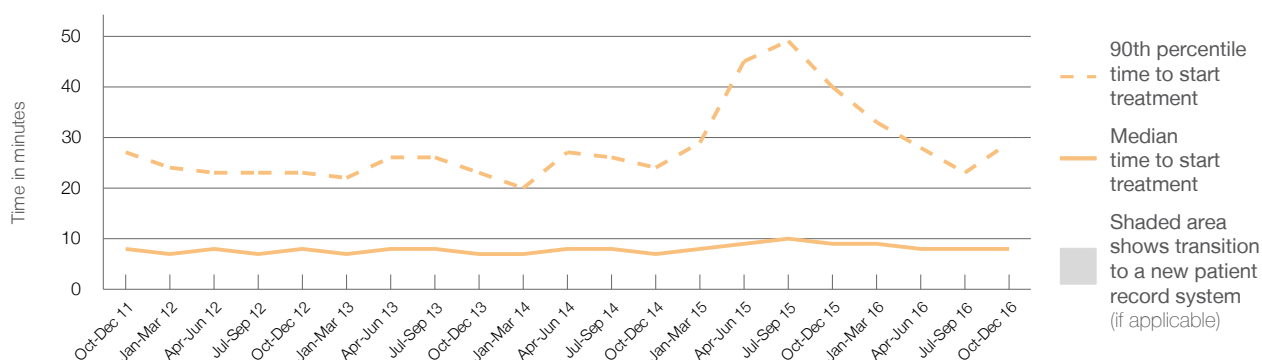
90th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
871	
864	
9 minutes	8 minutes
40 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	7	7	9	8
90th percentile time to start treatment ⁵ (minutes)	27	23	23	24	40	29

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 2,700

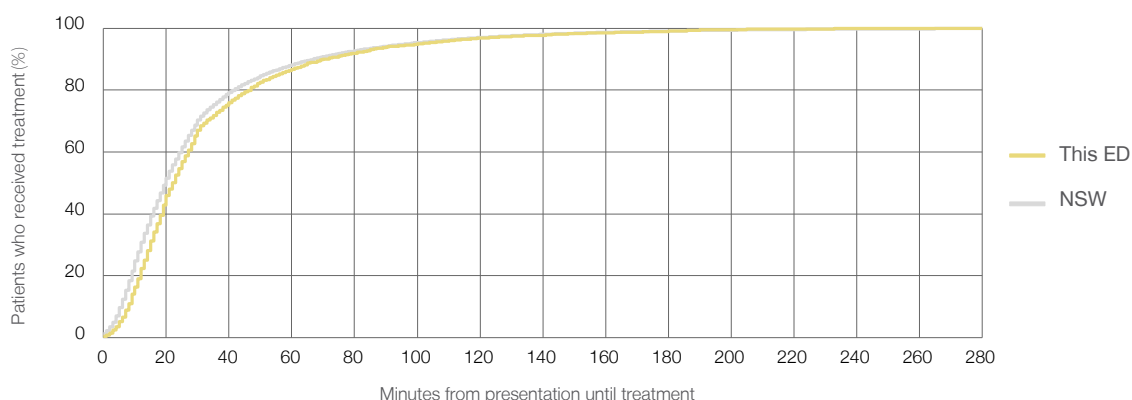
Number of triage 3 patients used to calculate waiting time:³ 2,645

Median time to start treatment⁴ 22 minutes

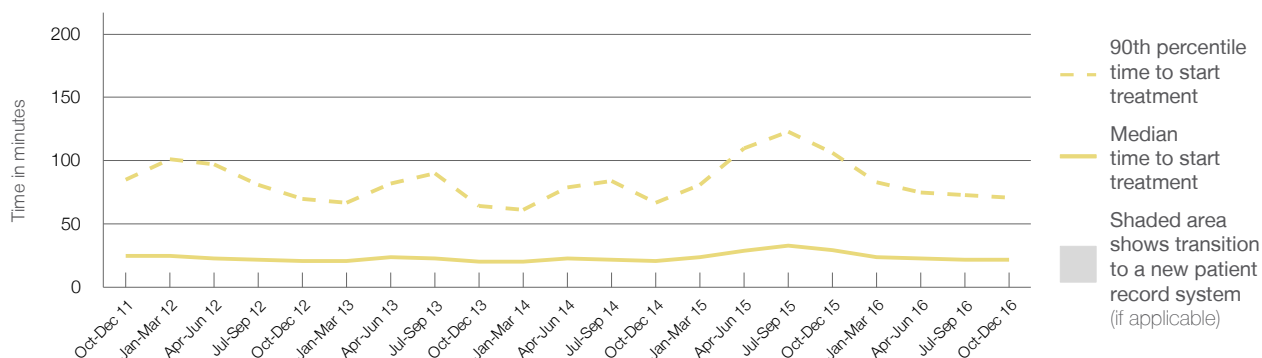
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
2,645	
2,544	
30 minutes	20 minutes
106 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	21	20	21	30	22
90th percentile time to start treatment ⁵ (minutes)	85	70	64	67	106	71

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 5,440

Number of triage 4 patients used to calculate waiting time:³ 5,214

Median time to start treatment⁴

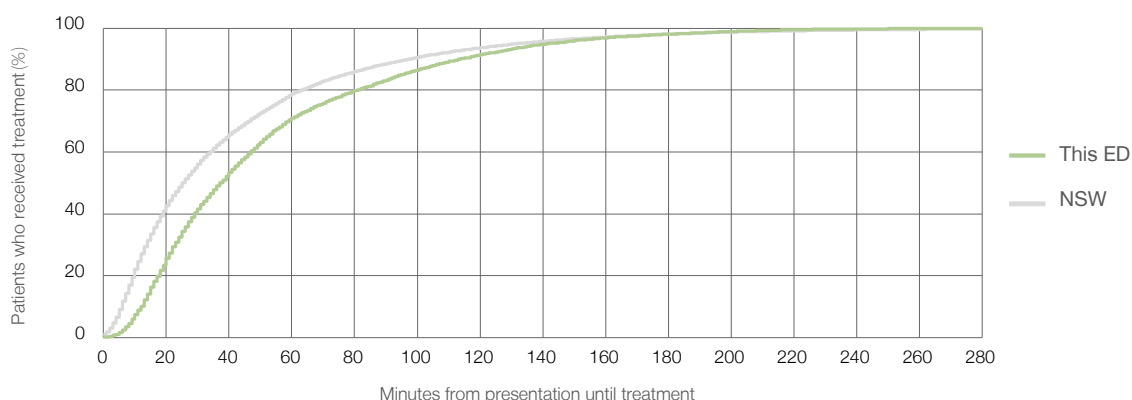
37 minutes

90th percentile time to start treatment⁵

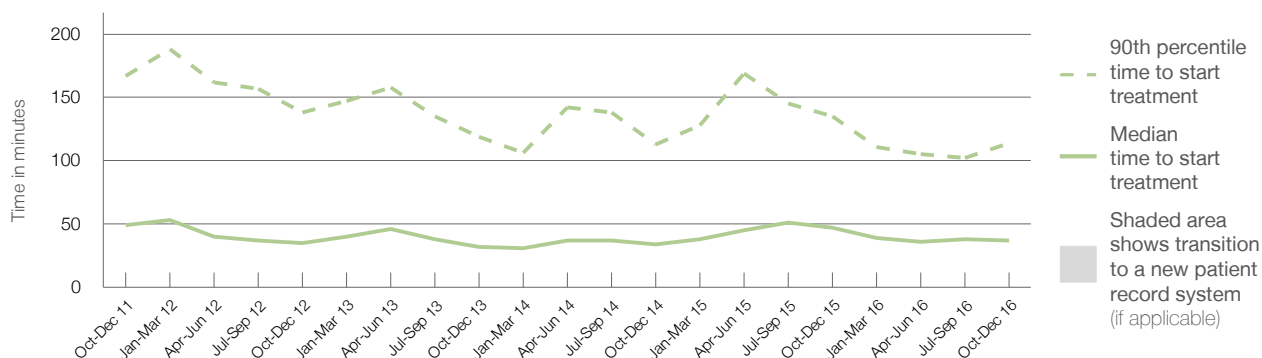
114 minutes

Same period last year	NSW (this period)
4,684	
4,403	
47 minutes	25 minutes
135 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	49	35	32	34	47	37
90th percentile time to start treatment ⁵ (minutes)	167	138	119	113	135	114

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,846

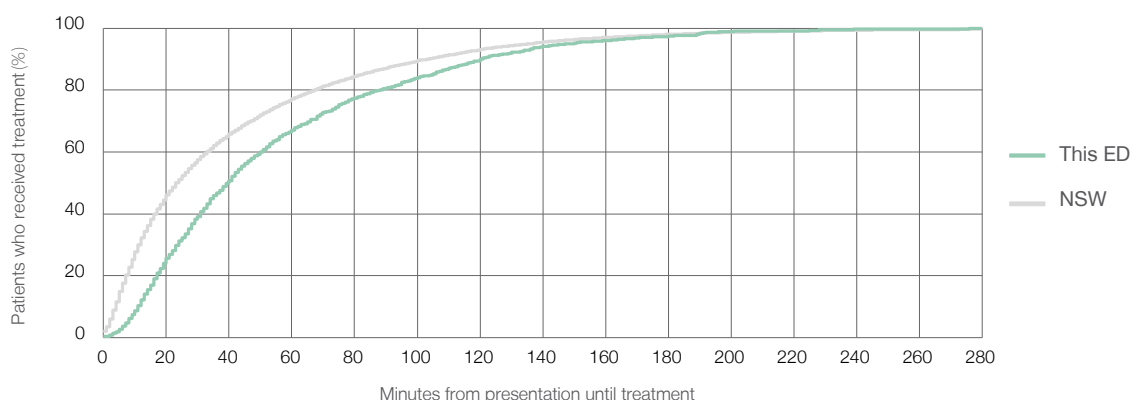
Number of triage 5 patients used to calculate waiting time:³ 1,722

Median time to start treatment⁴ 40 minutes

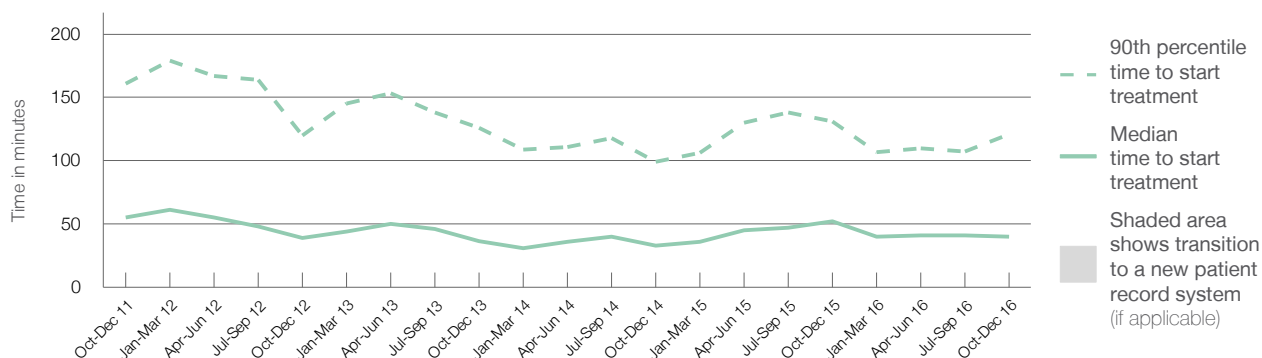
90th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,827	
1,687	
52 minutes	24 minutes
131 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	55	39	37	33	52	40
90th percentile time to start treatment ⁵ (minutes)	161	120	126	99	131	121

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 11,646 patients

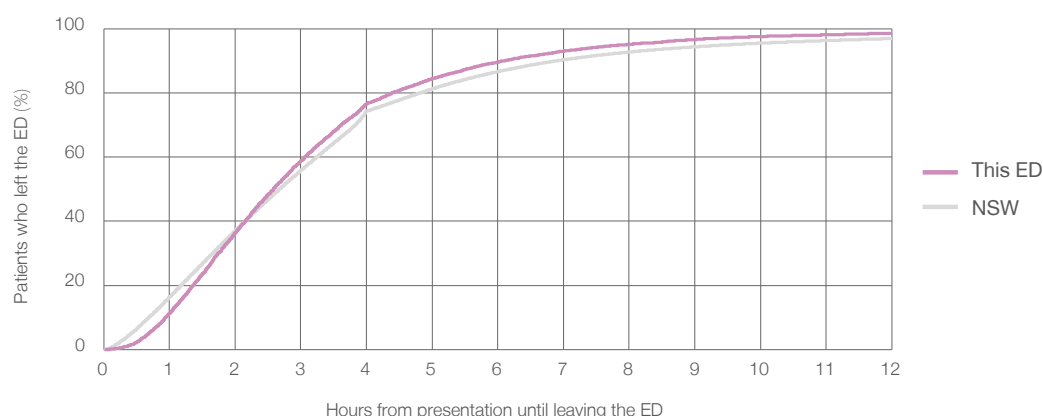
Presentations used to calculate time to leaving the ED:⁶ 11,646 patients

Median time spent in the ED⁸ 2 hours and 35 minutes

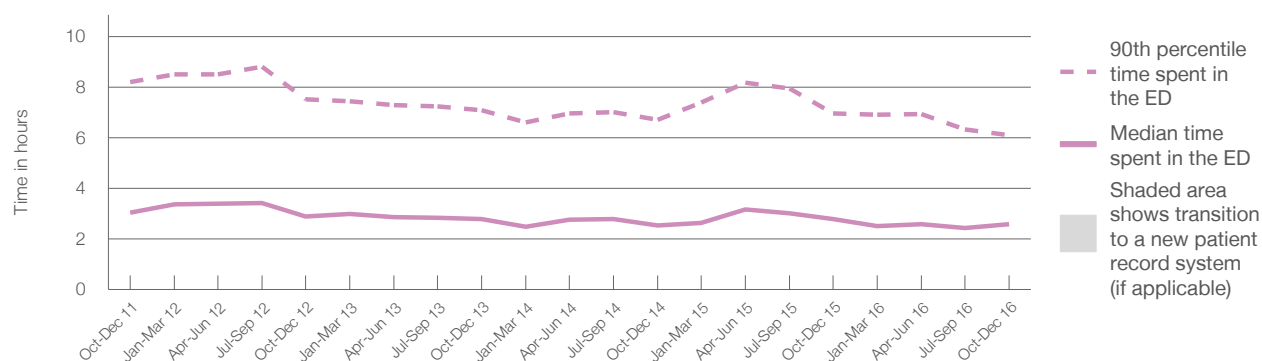
90th percentile time spent in the ED⁹ 6 hours and 6 minutes

Same period last year	NSW (this period)
10,861	10,861
2 hours and 47 minutes	2 hours and 41 minutes
6 hours and 58 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 3m	2h 54m	2h 47m	2h 33m	2h 47m	2h 35m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 12m	7h 32m	7h 6m	6h 42m	6h 58m	6h 6m

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time patients spent in the ED

By mode of separation

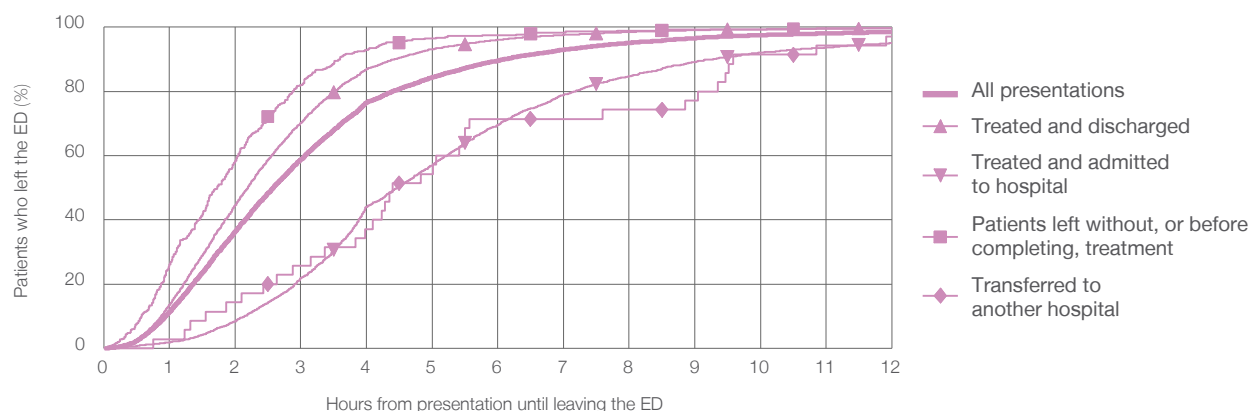
October to December 2016

All presentations:[†] 11,646 patients

Presentations used to calculate time to leaving the ED:[‡] 11,646 patients

		Same period last year	Change since one year ago
Treated and discharged	8,271 (71.0%)	7,848	5.4%
Treated and admitted to hospital	2,833 (24.3%)	2,413	17.4%
Patient left without, or before completing, treatment	399 (3.4%)	384	3.9%
Transferred to another hospital	35 (0.3%)	28	25.0%
Other	108 (0.9%)	188	-42.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	13.6%	44.6%	70.2%	86.9%	96.1%	98.5%	99.3%	99.6%
Treated and admitted to hospital	1.8%	8.4%	21.9%	44.1%	69.5%	84.8%	92.1%	95.0%
Patient left without, or before completing, treatment	26.1%	58.4%	82.0%	93.0%	97.5%	99.0%	99.2%	99.7%
Transferred to another hospital	2.9%	14.3%	25.7%	37.1%	71.4%	74.3%	91.4%	97.1%
All presentations	11.4%	36.4%	58.8%	76.5%	89.6%	95.1%	97.6%	98.5%

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Tamworth Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 11,646 patients

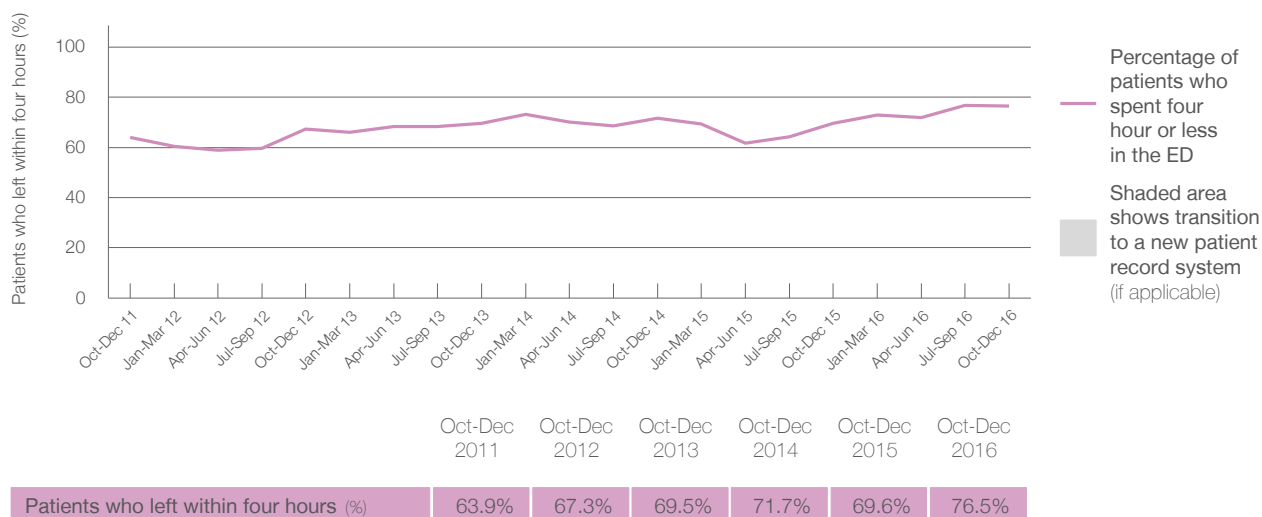
Presentations used to calculate time to leaving the ED:⁶ 11,646 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
10,861	7.2%
10,861	7.2%
69.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
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 6. All presentations that have a departure time.
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 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 13,175 patients

Emergency presentations:² 12,793 patients

Same period last year	Change since one year ago
12,940	1.8%
12,659	1.1%

The Tweed Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,537 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,849 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,306 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,042 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,686	
6 minutes	8 minutes
13 minutes	26 minutes
5,784	
13 minutes	20 minutes
39 minutes	67 minutes
3,997	
13 minutes	25 minutes
55 minutes	97 minutes
1,120	
10 minutes	24 minutes
52 minutes	103 minutes

The Tweed Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 13,173 patients

Percentage of patients who spent four hours or less in the ED 81.8%

Same period last year	Change since one year ago
12,940	1.8%
84.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

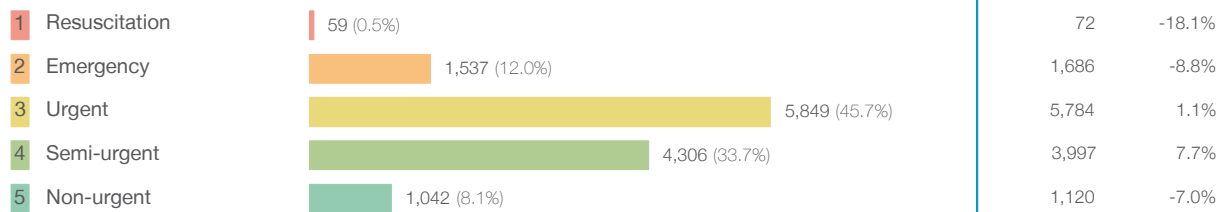
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Patients presenting to the emergency department

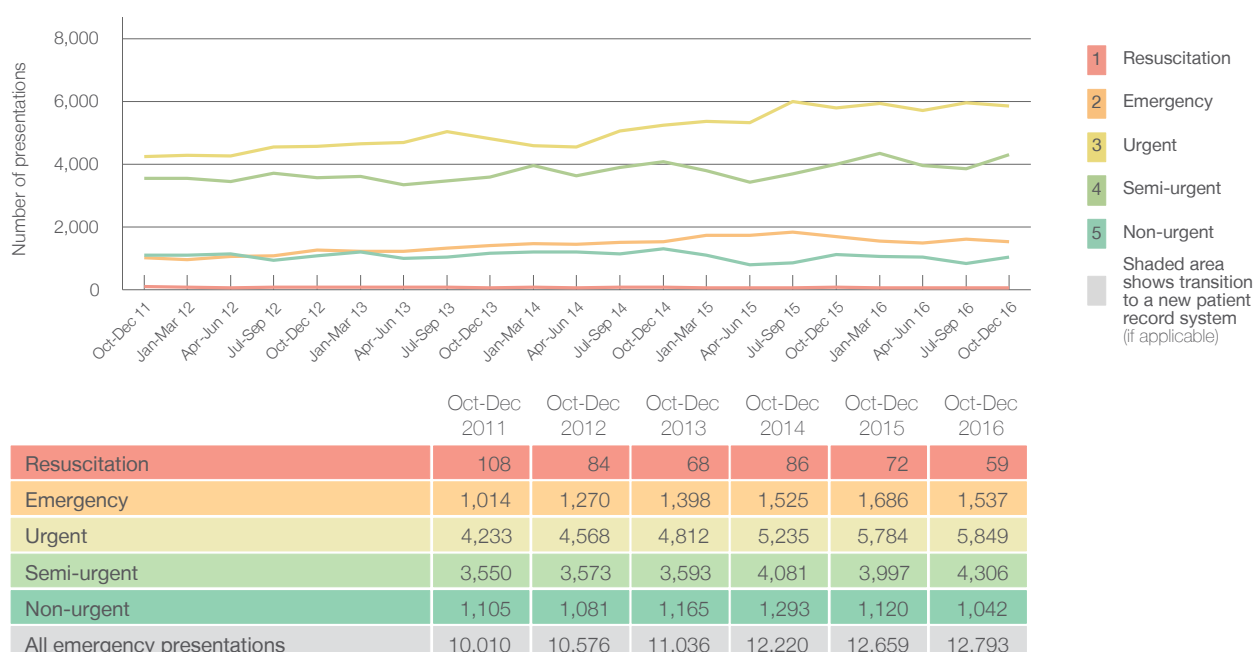
October to December 2016

All presentations:¹ 13,175 patients

Emergency presentations² by triage category: 12,793 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]

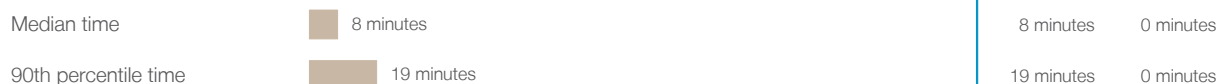


The Tweed Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,877 patients

ED Transfer of care time



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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,537

Number of triage 2 patients used to calculate waiting time:³ 1,533

Median time to start treatment⁴

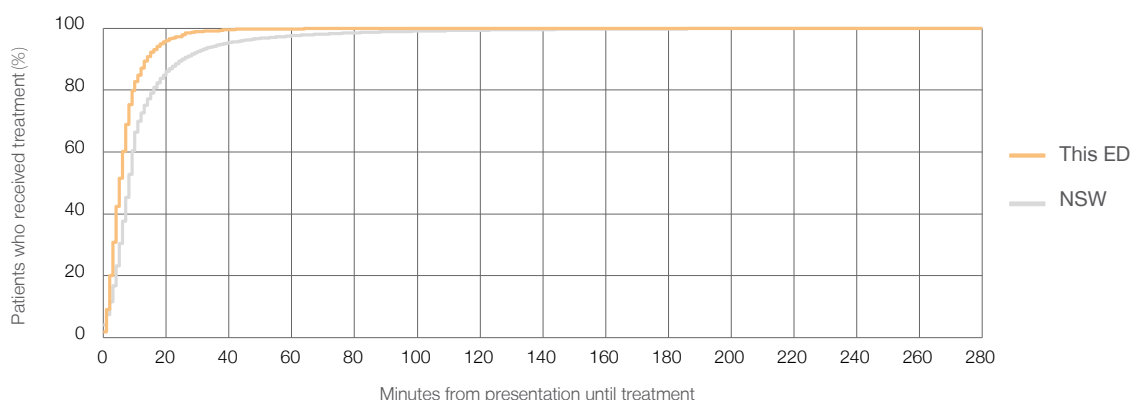
5 minutes

90th percentile time to start treatment⁵

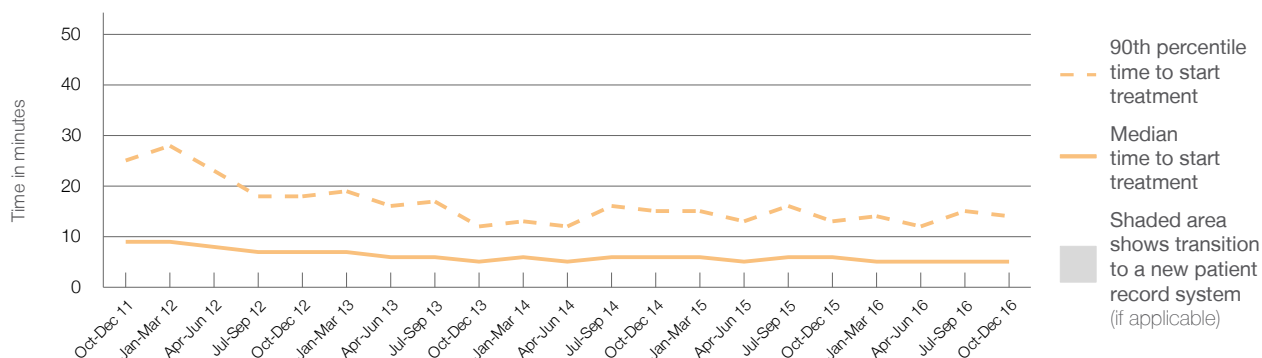
14 minutes

Same period last year	NSW (this period)
1,686	
1,680	
6 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	7	5	6	6	5
90th percentile time to start treatment ⁵ (minutes)	25	18	12	15	13	14

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 5,849

Number of triage 3 patients used to calculate waiting time:³ 5,778

Median time to start treatment⁴

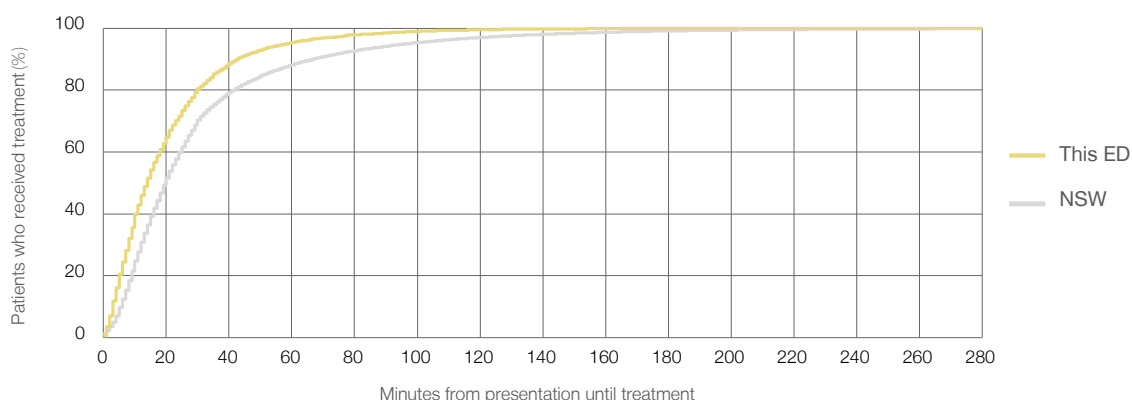
14 minutes

90th percentile time to start treatment⁵

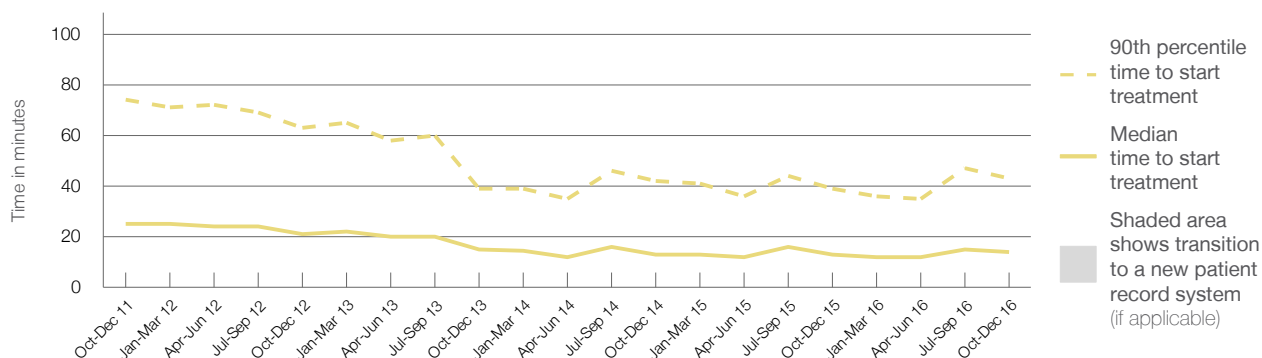
43 minutes

Same period last year	NSW (this period)
5,784	
5,735	
13 minutes	20 minutes
39 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	21	15	13	13	14
90th percentile time to start treatment ⁵ (minutes)	74	63	39	42	39	43

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 4,306

Number of triage 4 patients used to calculate waiting time:³ 4,167

Median time to start treatment⁴

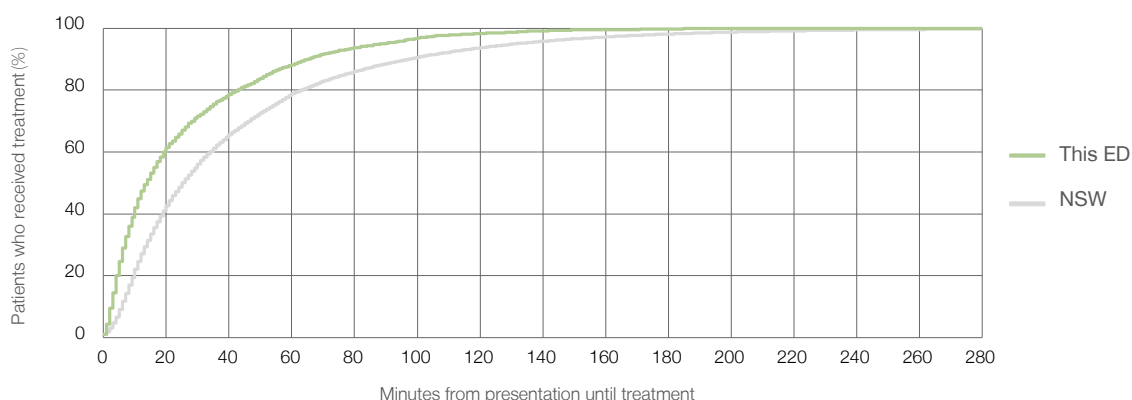
14 minutes

90th percentile time to start treatment⁵

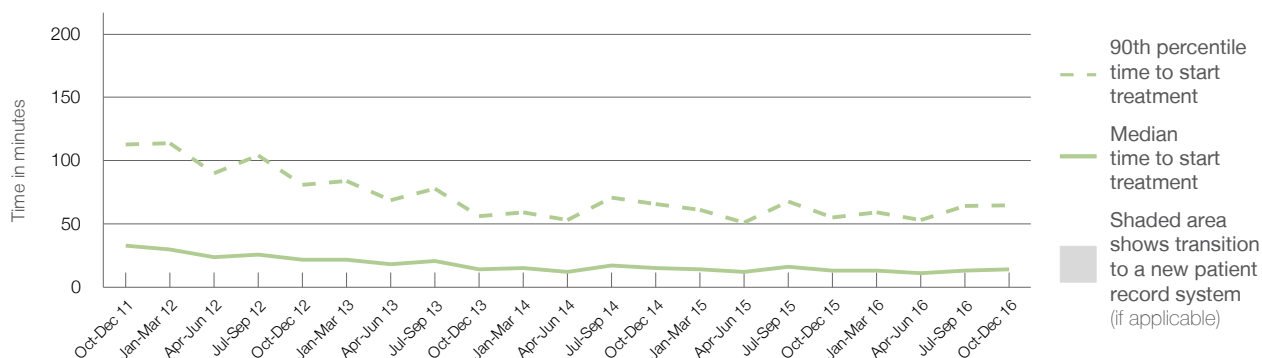
65 minutes

Same period last year	NSW (this period)
3,997	
3,900	
13 minutes	25 minutes
55 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	22	14	15	13	14
90th percentile time to start treatment ⁵ (minutes)	113	81	56	66	55	65

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,042

Number of triage 5 patients used to calculate waiting time:³ 997

Median time to start treatment⁴

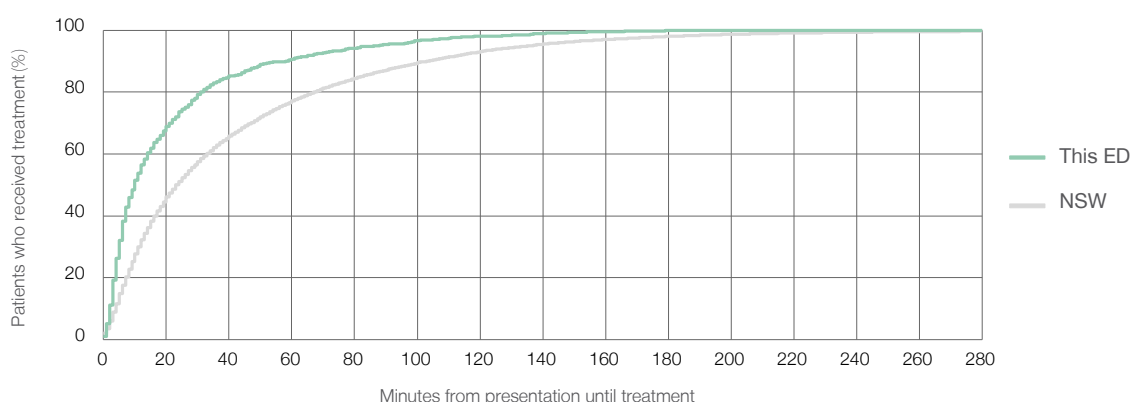
10 minutes

90th percentile time to start treatment⁵

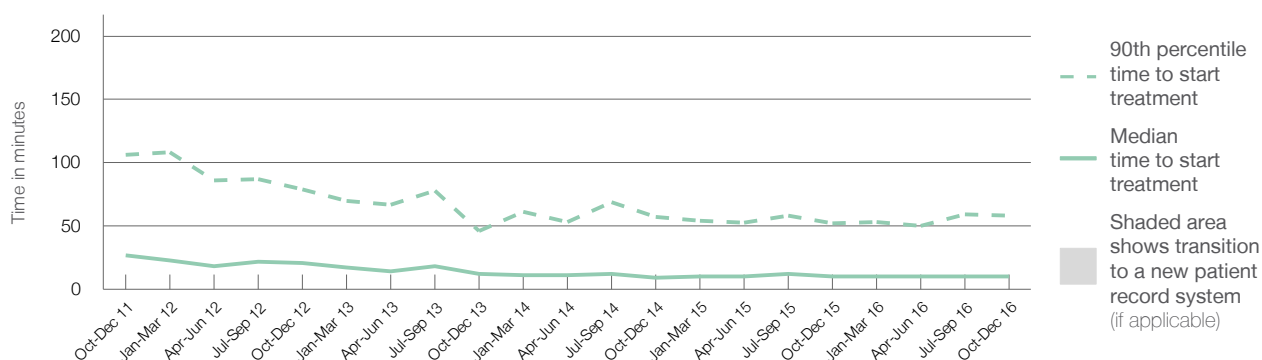
58 minutes

Same period last year	NSW (this period)
1,120	
1,078	
10 minutes	24 minutes
52 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	21	12	9	10	10
90th percentile time to start treatment ⁵ (minutes)	106	79	46	57	52	58

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 13,175 patients

Presentations used to calculate time to leaving the ED:⁶ 13,173 patients

Median time spent in the ED⁸

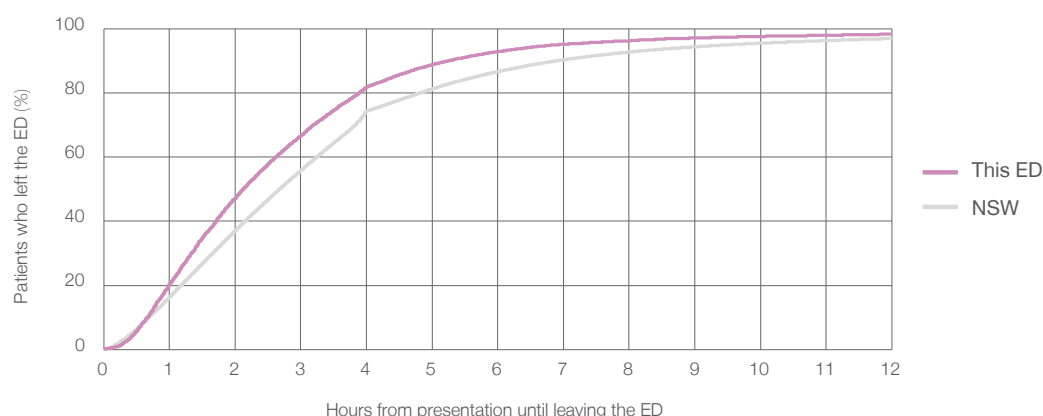
2 hours and 7 minutes

90th percentile time spent in the ED⁹

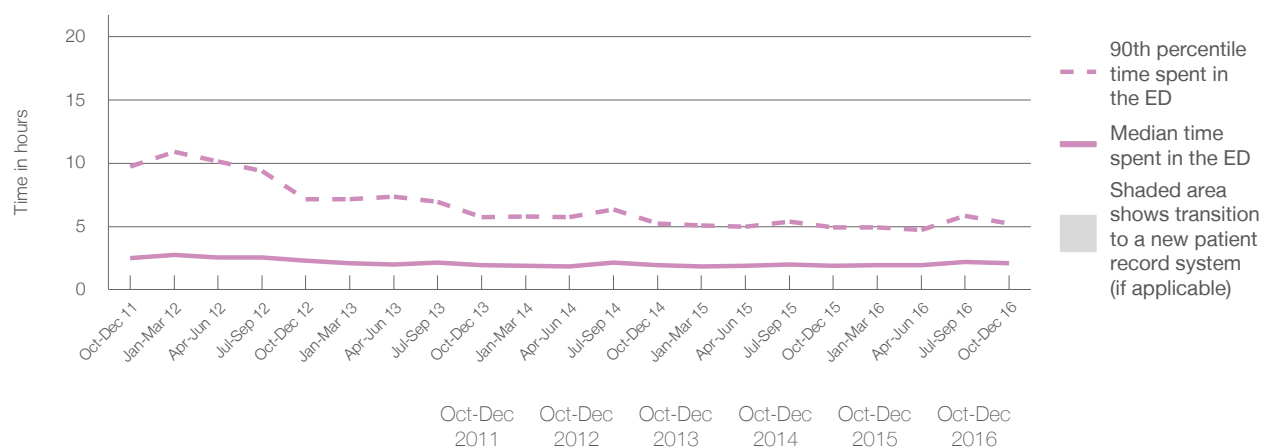
5 hours and 15 minutes

Same period last year	NSW (this period)
12,940	12,940
1 hours and 55 minutes	2 hours and 41 minutes
4 hours and 57 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 30m	2h 19m	1h 57m	1h 57m	1h 55m	2h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 43m	7h 8m	5h 44m	5h 14m	4h 57m	5h 15m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time patients spent in the ED

By mode of separation

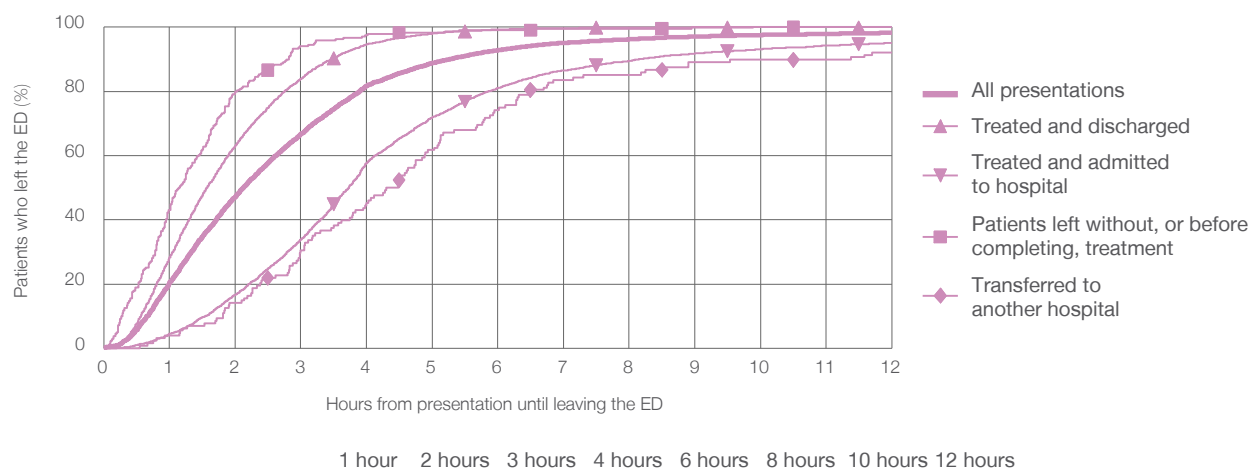
October to December 2016

All presentations:[†] 13,175 patients

Presentations used to calculate time to leaving the ED:[‡] 13,173 patients

		Same period last year	Change since one year ago
Treated and discharged	8,302 (63.0%)	12,940	1.8%
Treated and admitted to hospital	4,465 (33.9%)	8,221	1.0%
Patient left without, or before completing, treatment	239 (1.8%)	4,344	2.8%
Transferred to another hospital	128 (1.0%)	199	20.1%
Other	41 (0.3%)	141	-9.2%
		35	17.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



Treated and discharged	28.4%	63.1%	84.0%	94.7%	99.3%	99.9%	100%	100%
Treated and admitted to hospital	4.5%	16.8%	33.9%	57.8%	81.1%	89.4%	93.2%	95.1%
Patient left without, or before completing, treatment	43.1%	79.9%	94.1%	97.5%	99.2%	99.6%	100%	100%
Transferred to another hospital	3.9%	14.1%	30.5%	45.3%	74.2%	85.2%	89.8%	92.2%
All presentations	20.5%	47.3%	66.7%	81.8%	92.9%	96.2%	97.6%	98.3%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Tweed Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 13,175 patients

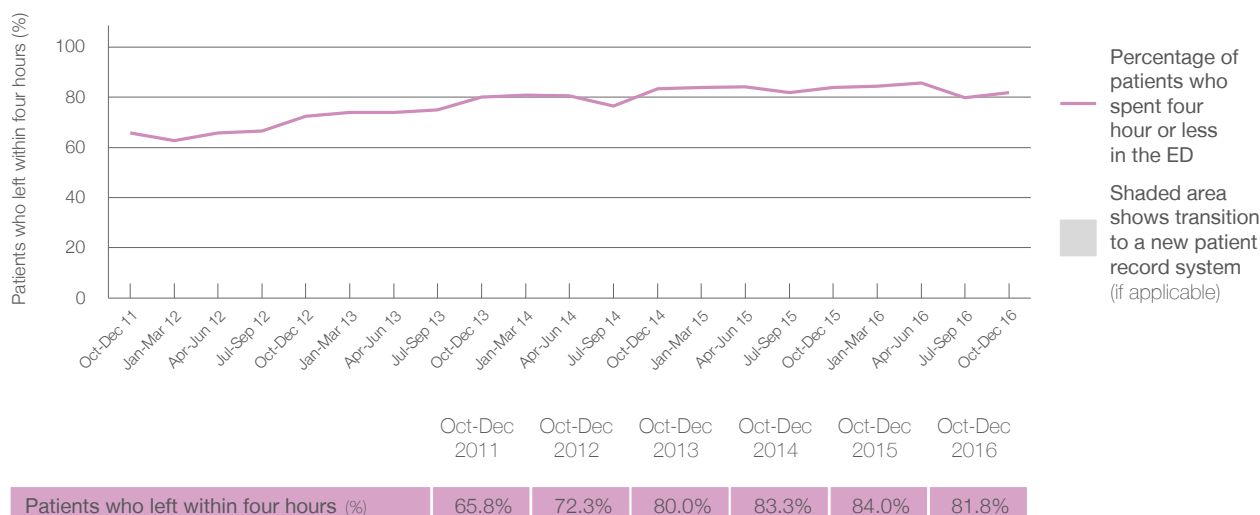
Presentations used to calculate time to leaving the ED:⁶ 13,173 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
12,940	1.8%
12,940	1.8%
84.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 10,018 patients

Emergency presentations:² 9,508 patients

Same period last year	Change since one year ago
9,860	1.6%
9,581	-0.8%

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 686 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,164 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,897 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 724 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
884	
7 minutes	8 minutes
21 minutes	26 minutes
3,785	
18 minutes	20 minutes
61 minutes	67 minutes
4,159	
19 minutes	25 minutes
81 minutes	97 minutes
716	
12 minutes	24 minutes
72 minutes	103 minutes

Wagga Wagga Rural Referral Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 10,018 patients

Percentage of patients who spent four hours or less in the ED 71.4%

Same period last year	Change since one year ago
9,859	1.6%
68.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Patients presenting to the emergency department

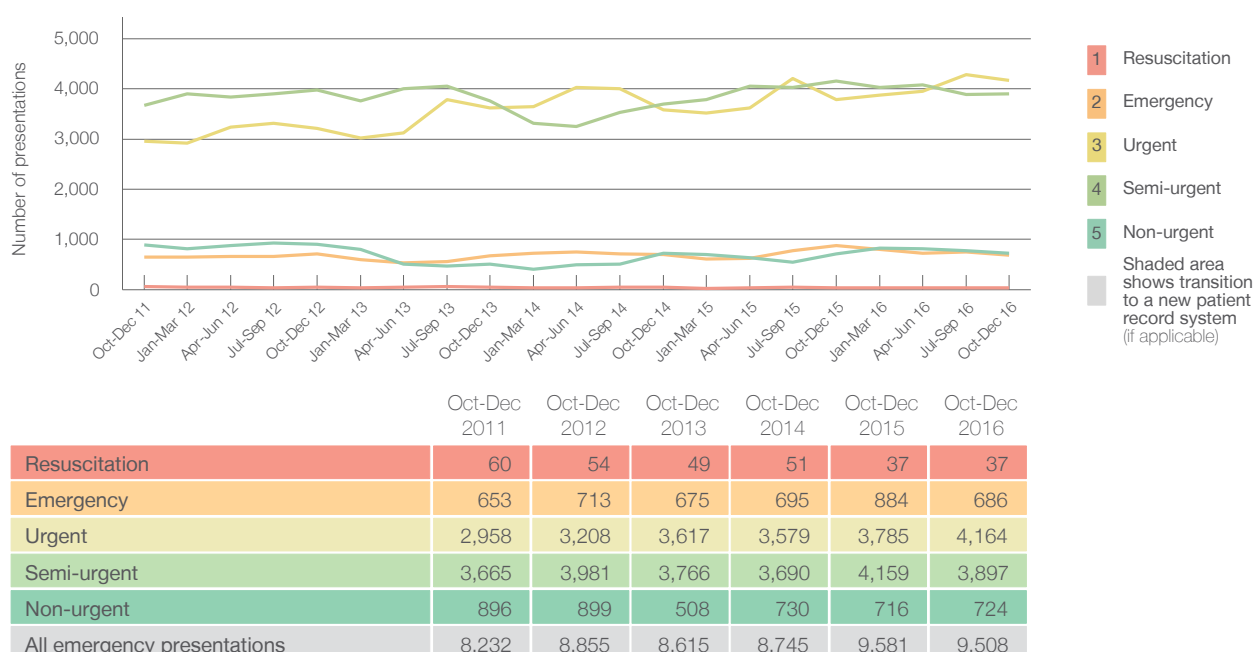
October to December 2016

All presentations:¹ 10,018 patients

Emergency presentations² by triage category: 9,508 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Wagga Wagga Rural Referral Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,043 patients

ED Transfer of care time



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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 686

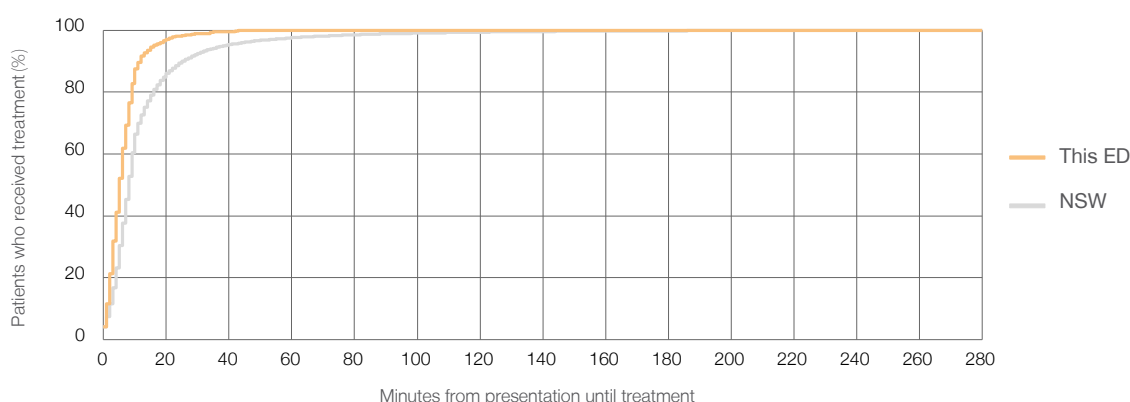
Number of triage 2 patients used to calculate waiting time:³ 686

Median time to start treatment⁴ 5 minutes

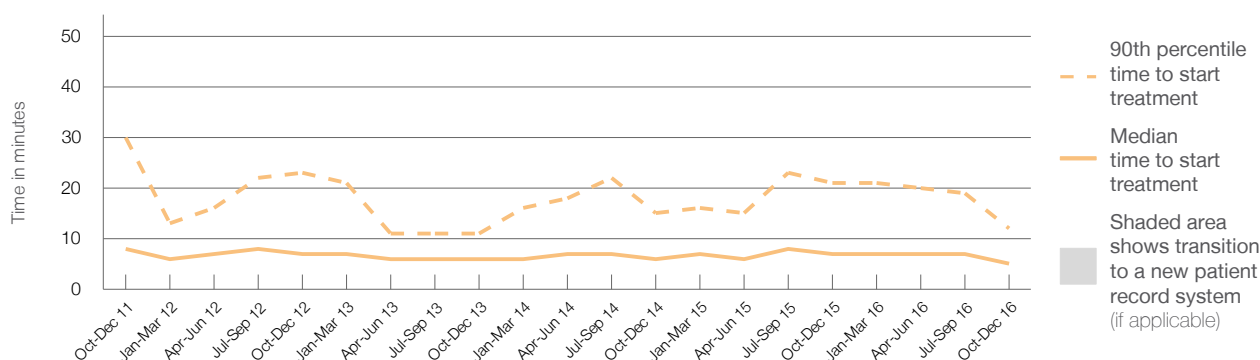
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
884	
881	
7 minutes	8 minutes
21 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	7	6	6	7	5
90th percentile time to start treatment ⁵ (minutes)	30	23	11	15	21	12

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 4,164

Number of triage 3 patients used to calculate waiting time:³ 4,091

Median time to start treatment⁴

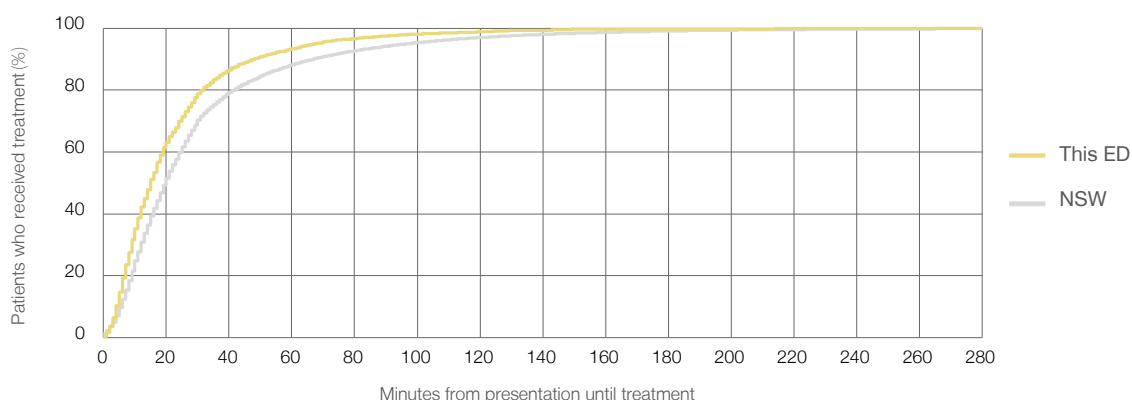
15 minutes

90th percentile time to start treatment⁵

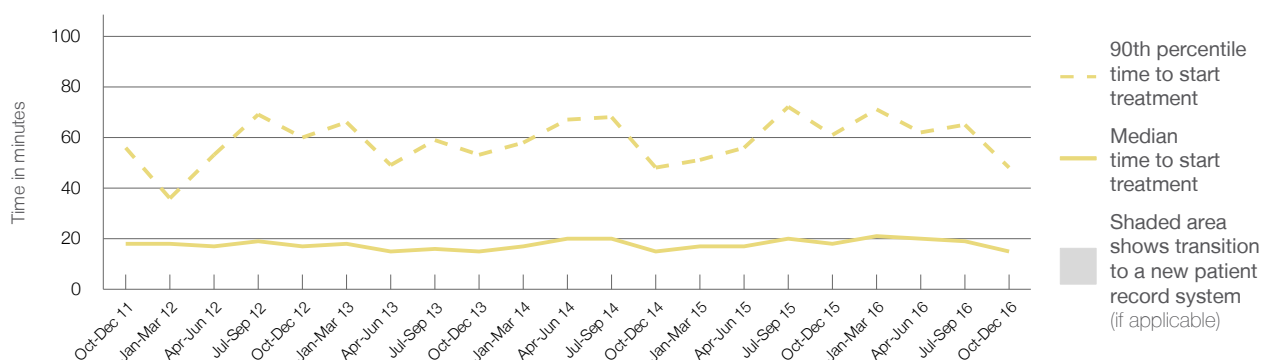
48 minutes

Same period last year	NSW (this period)
3,785	
3,706	
18 minutes	20 minutes
61 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	18	17	15	15	18	15
90th percentile time to start treatment ⁵ (minutes)	56	60	53	48	61	48

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 3,897

Number of triage 4 patients used to calculate waiting time:³ 3,708

Median time to start treatment⁴

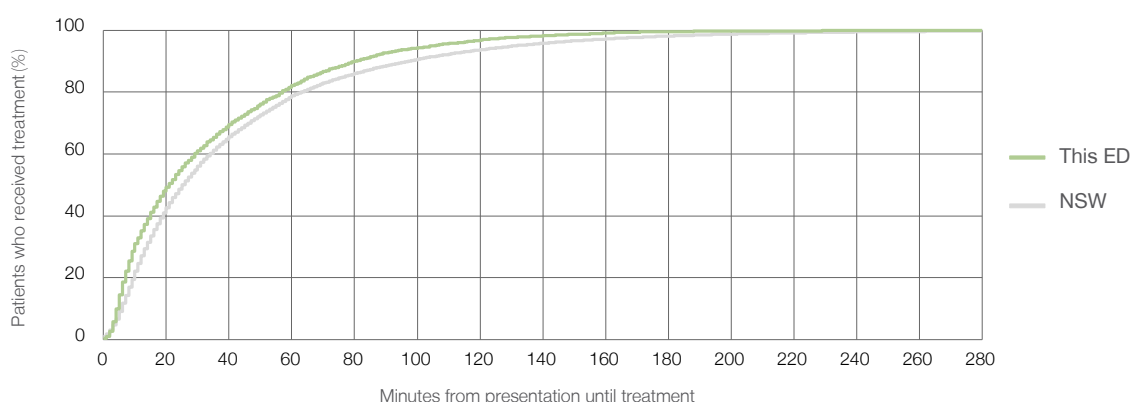
21 minutes

90th percentile time to start treatment⁵

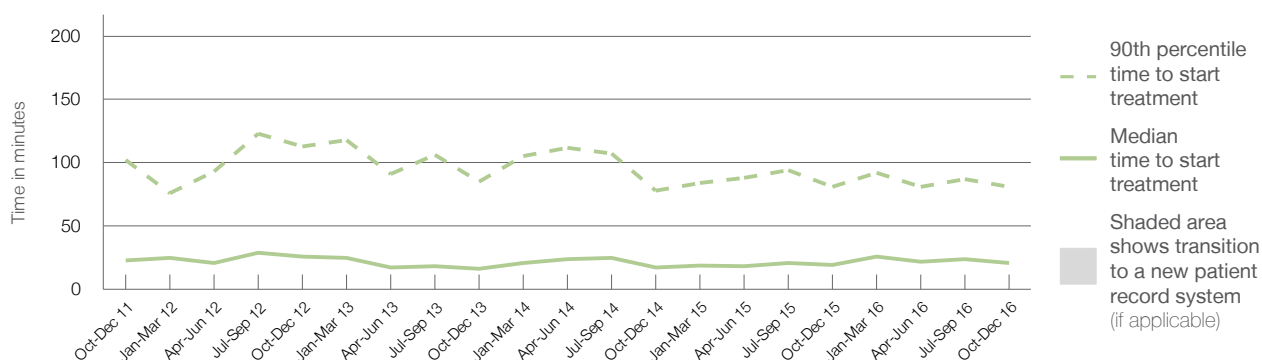
81 minutes

Same period last year	NSW (this period)
4,159	
3,945	
19 minutes	25 minutes
81 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	23	26	16	17	19	21
90th percentile time to start treatment ⁵ (minutes)	102	113	85	78	81	81

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 724

Number of triage 5 patients used to calculate waiting time:³ 681

Median time to start treatment⁴

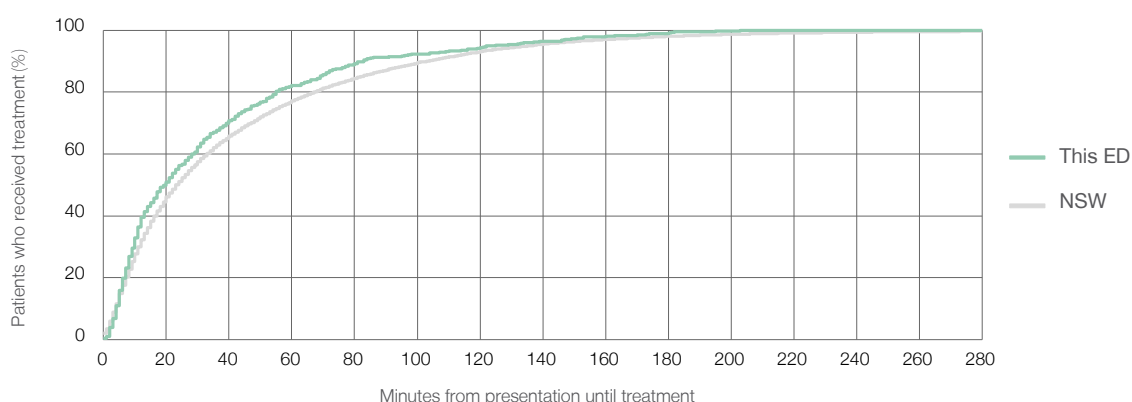
20 minutes

90th percentile time to start treatment⁵

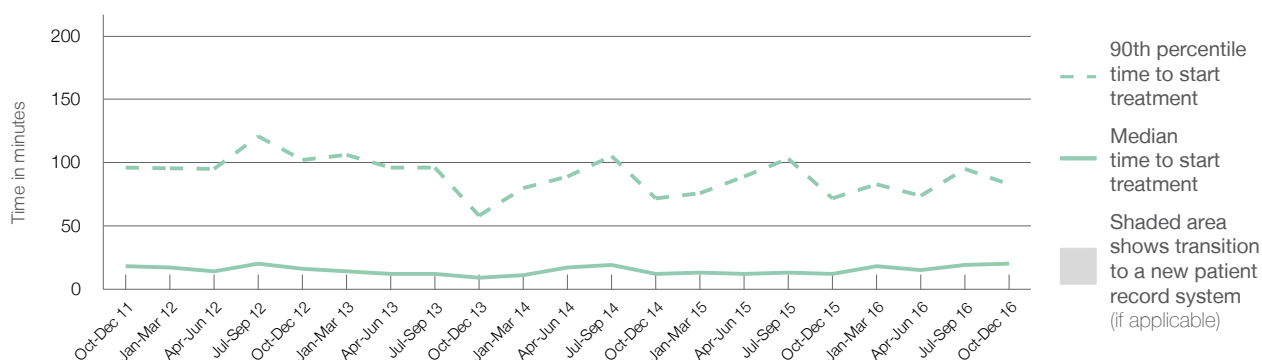
83 minutes

Same period last year	NSW (this period)
716	
665	
12 minutes	24 minutes
72 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	18	16	9	12	12	20
90th percentile time to start treatment ⁵ (minutes)	96	102	58	72	72	83

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 10,018 patients

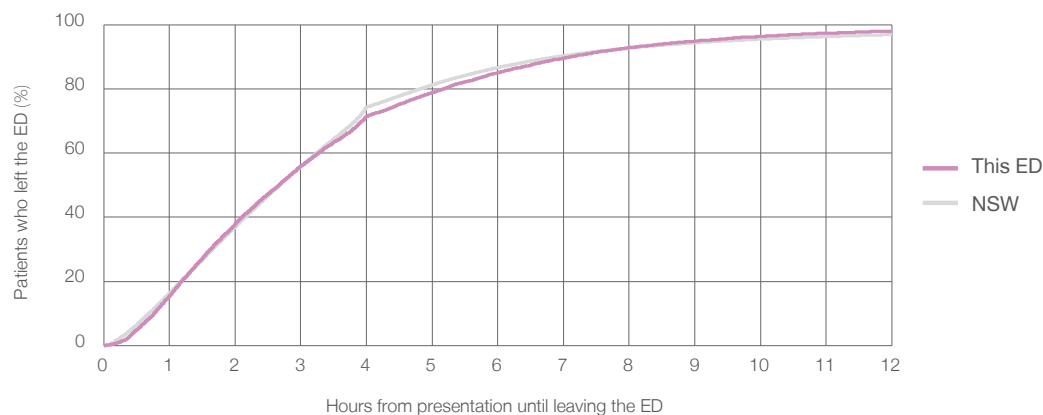
Presentations used to calculate time to leaving the ED:⁶ 10,018 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

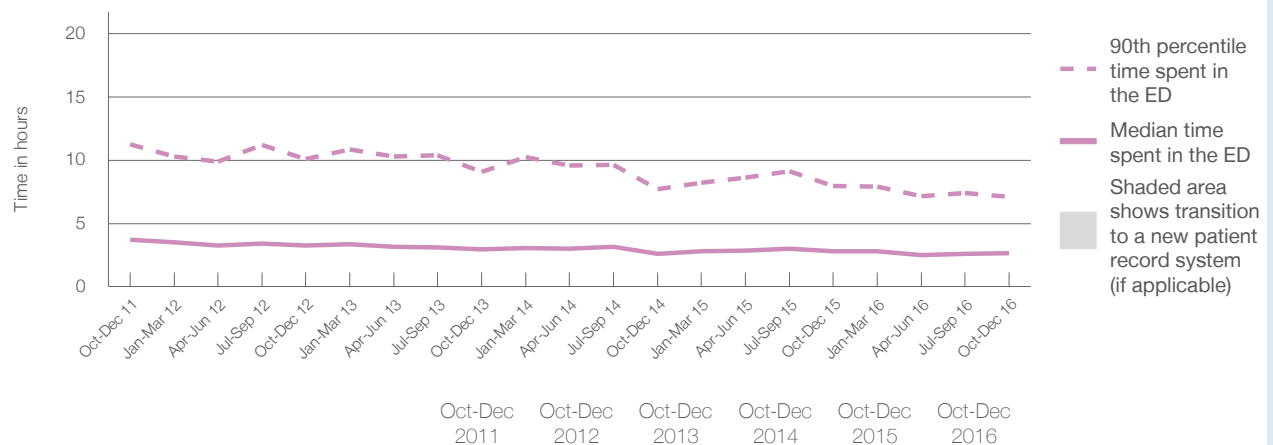
90th percentile time spent in the ED⁹ 7 hours and 7 minutes

Same period last year	NSW (this period)
9,860	
9,859	
2 hours and 49 minutes	2 hours and 41 minutes
7 hours and 58 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 43m	3h 15m	2h 57m	2h 37m	2h 49m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 15m	10h 4m	9h 3m	7h 43m	7h 58m	7h 7m

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Wagga Wagga Rural Referral Hospital: Time patients spent in the ED

By mode of separation

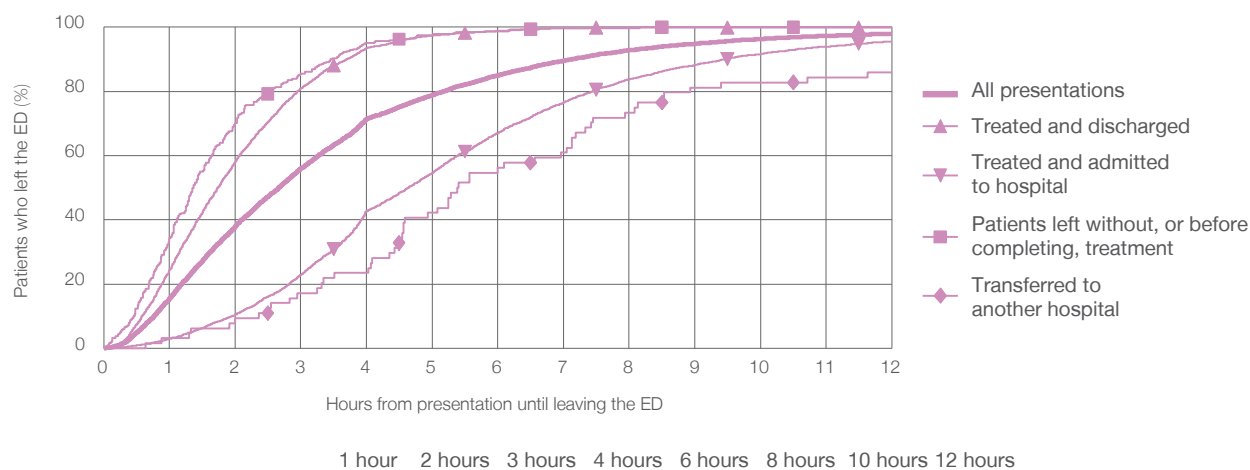
October to December 2016

All presentations:[†] 10,018 patients

Presentations used to calculate time to leaving the ED:[‡] 10,018 patients

		Same period last year	Change since one year ago
Treated and discharged	5,321 (53.1%)	9,859	1.6%
Treated and admitted to hospital	4,277 (42.7%)	5,989	-11.2%
Patient left without, or before completing, treatment	323 (3.2%)	3,326	28.6%
Transferred to another hospital	64 (0.6%)	371	-12.9%
Other	33 (0.3%)	149	-57.0%
		25	32.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.4%	58.3%	81.0%	93.5%	98.8%	99.9%	100%	100%
Treated and admitted to hospital	3.0%	10.5%	22.9%	42.7%	67.1%	83.8%	91.7%	95.6%
Patient left without, or before completing, treatment	34.4%	70.3%	85.4%	95.0%	98.8%	99.7%	100%	100%
Transferred to another hospital	3.1%	9.4%	17.2%	23.4%	56.3%	73.4%	82.8%	85.9%
All presentations	15.6%	38.0%	56.0%	71.4%	85.0%	92.9%	96.3%	98.0%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wagga Wagga Rural Referral Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 10,018 patients

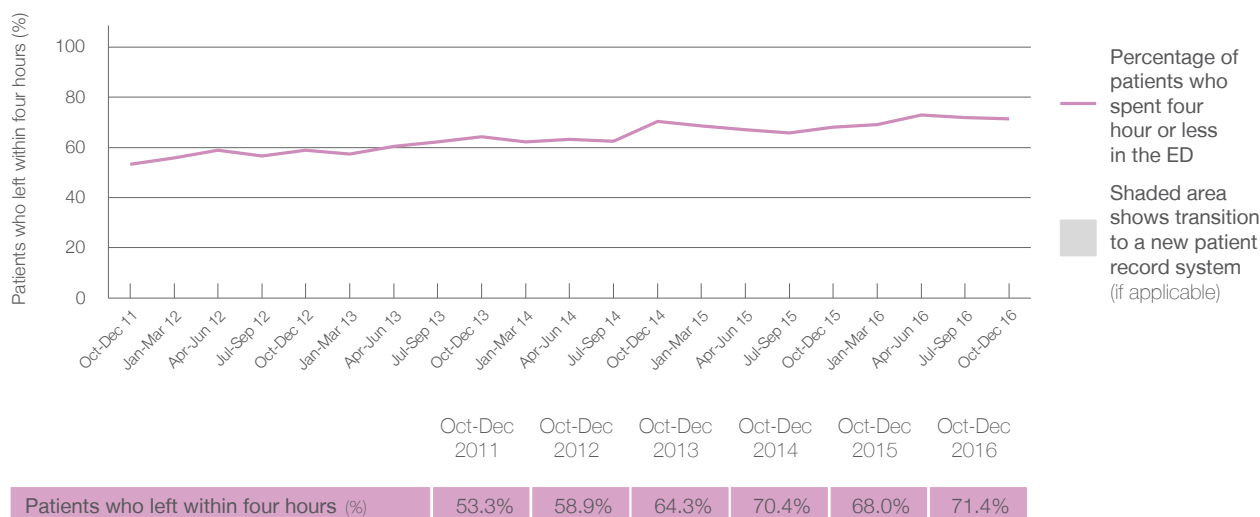
Presentations used to calculate time to leaving the ED:⁶ 10,018 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
9,860	1.6%
9,859	1.6%
68.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 16,301 patients

Emergency presentations:² 16,148 patients

Same period last year	Change since one year ago
16,013	1.8%
15,838	2.0%

Wyong Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,589 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,615 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,776 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,081 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,562	
7 minutes	8 minutes
24 minutes	26 minutes
4,708	
21 minutes	20 minutes
70 minutes	67 minutes
8,070	
28 minutes	25 minutes
90 minutes	97 minutes
1,412	
21 minutes	24 minutes
74 minutes	103 minutes

Wyong Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 16,301 patients

Percentage of patients who spent four hours or less in the ED 72.4%

Same period last year	Change since one year ago
16,013	1.8%
73.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

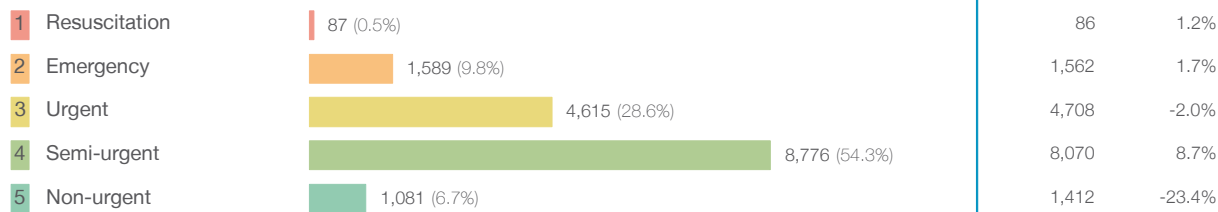
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Patients presenting to the emergency department

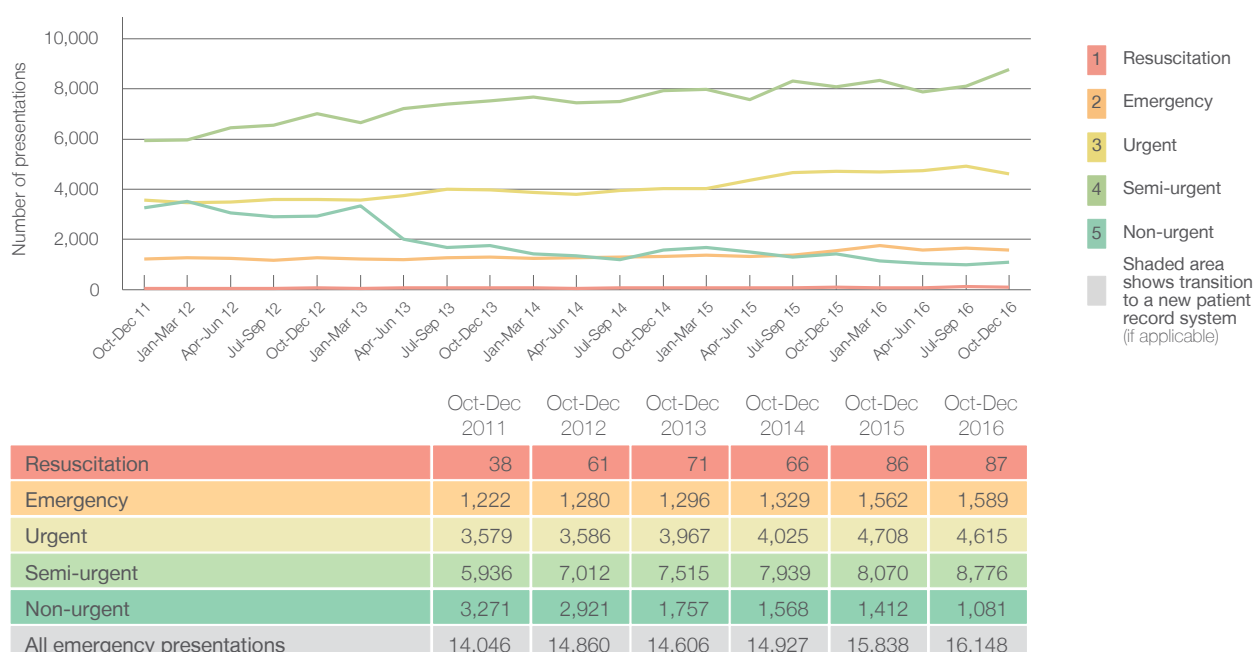
October to December 2016

All presentations:¹ 16,301 patients

Emergency presentations² by triage category: 16,148 patients



Emergency presentations² by quarter, October 2011 to December 2016 [‡]



Wyong Hospital: Patients arriving by ambulance

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,032 patients

ED Transfer of care time



(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients waited to start treatment, triage 2

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)

Number of triage 2 patients: 1,589

Number of triage 2 patients used to calculate waiting time:³ 1,579

Median time to start treatment⁴

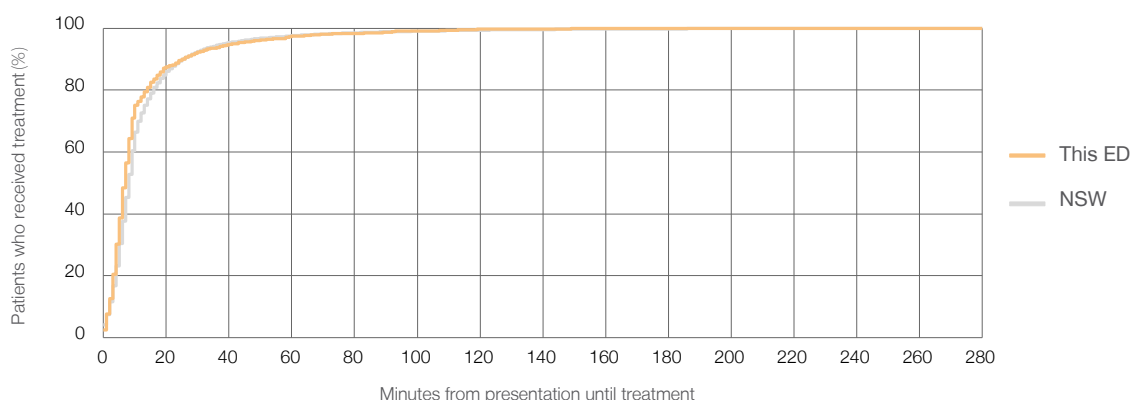
7 minutes

90th percentile time to start treatment⁵

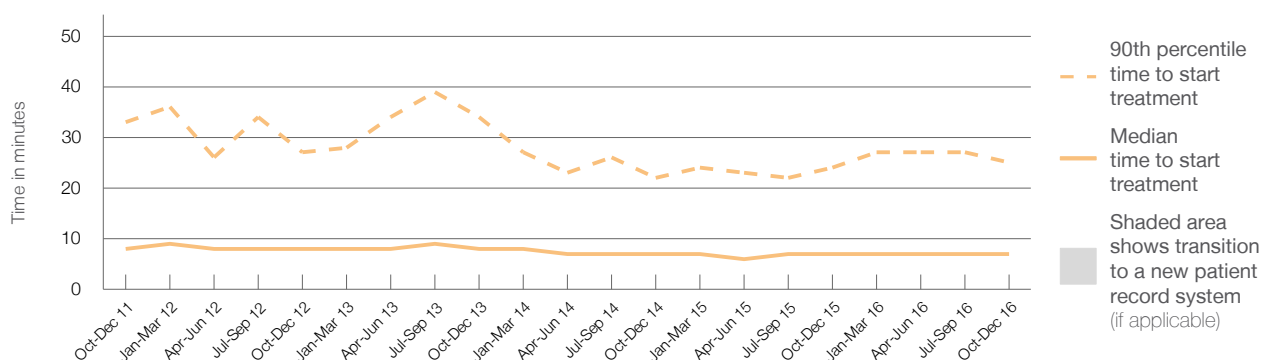
25 minutes

Same period last year	NSW (this period)
1,562	
1,554	
7 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	8	7	7	7
90th percentile time to start treatment ⁵ (minutes)	33	27	34	22	24	25

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients waited to start treatment, triage 3

October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 4,615

Number of triage 3 patients used to calculate waiting time:³ 4,579

Median time to start treatment⁴

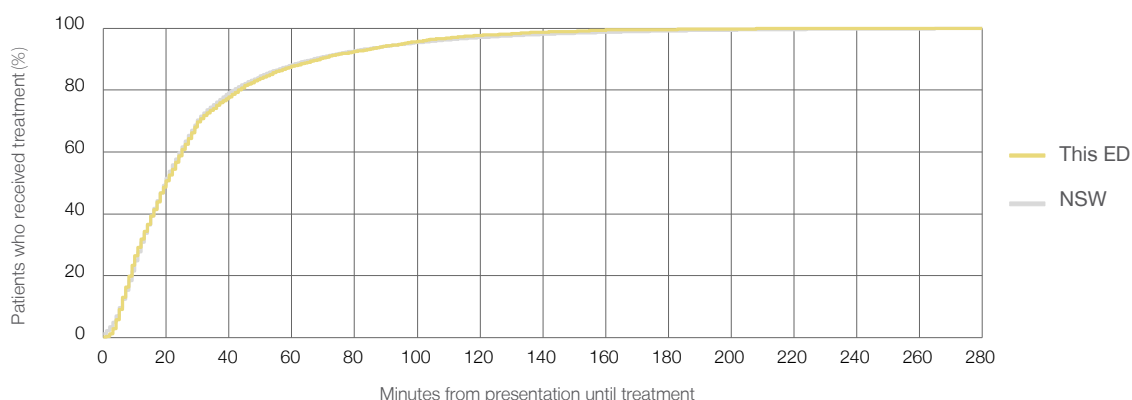
20 minutes

90th percentile time to start treatment⁵

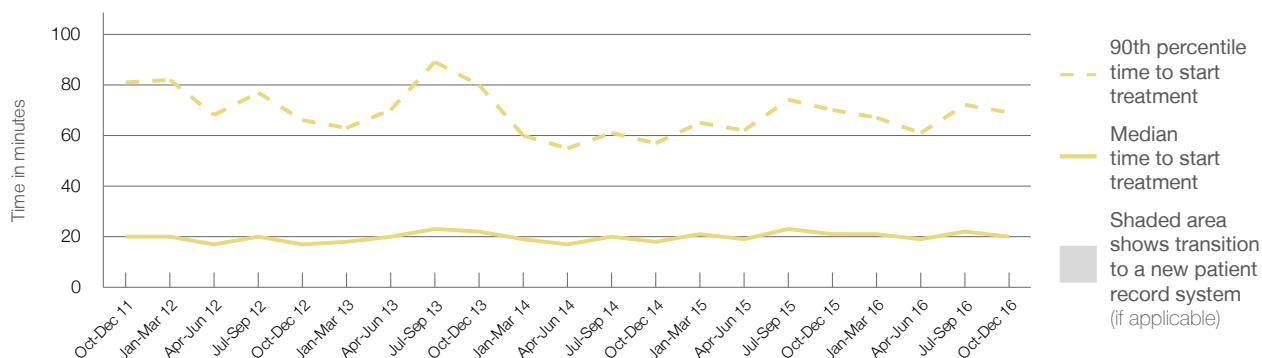
69 minutes

Same period last year	NSW (this period)
4,708	
4,645	
21 minutes	20 minutes
70 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	17	22	18	21	20
90th percentile time to start treatment ⁵ (minutes)	81	66	80	57	70	69

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients waited to start treatment, triage 4

October to December 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

Number of triage 4 patients: 8,776

Number of triage 4 patients used to calculate waiting time:³ 8,512

Median time to start treatment⁴

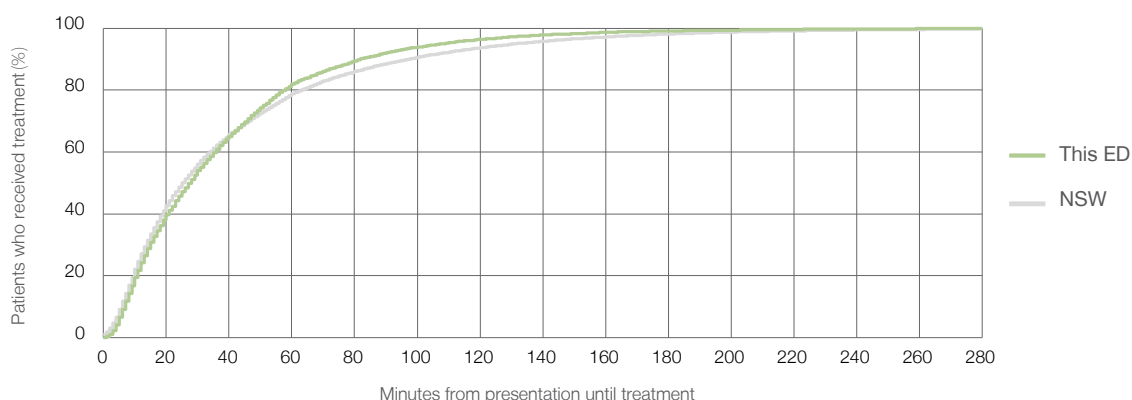
28 minutes

90th percentile time to start treatment⁵

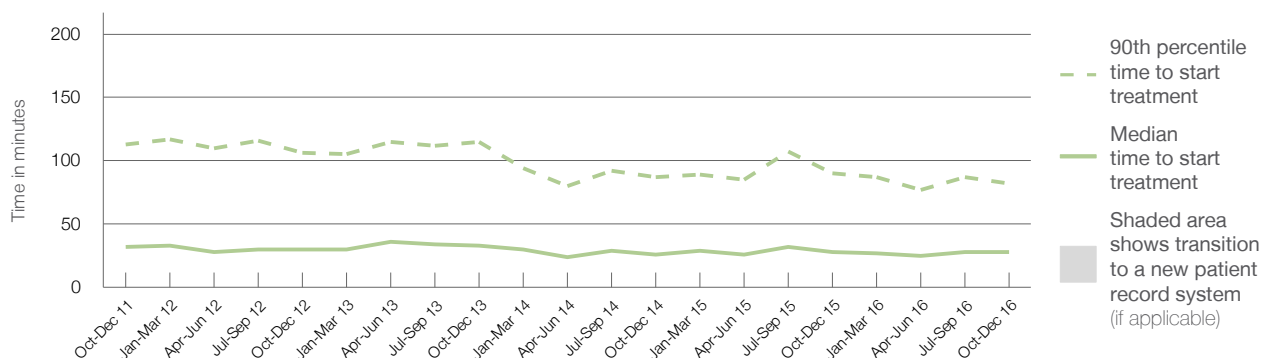
82 minutes

Same period last year	NSW (this period)
8,070	
7,851	
28 minutes	25 minutes
90 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	32	30	33	26	28	28
90th percentile time to start treatment ⁵ (minutes)	113	106	115	87	90	82

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients waited to start treatment, triage 5

October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)

Number of triage 5 patients: 1,081

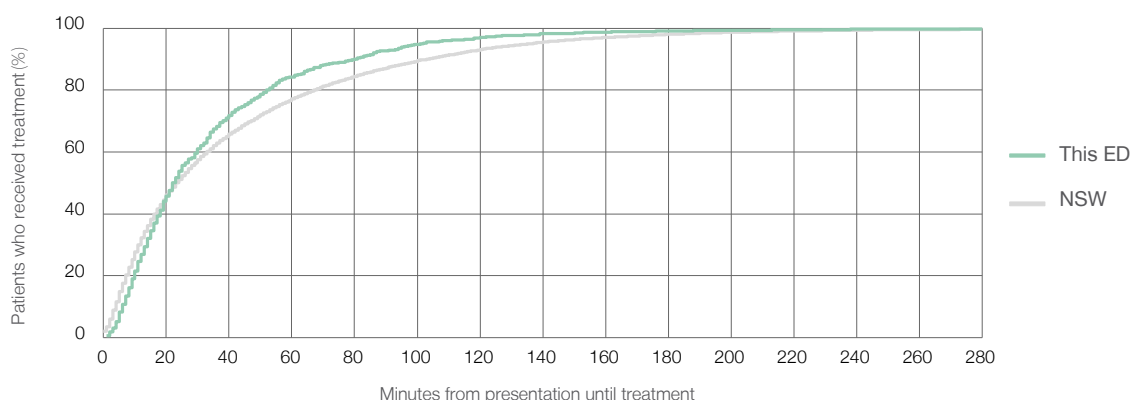
Number of triage 5 patients used to calculate waiting time:³ 1,008

Median time to start treatment⁴ 23 minutes

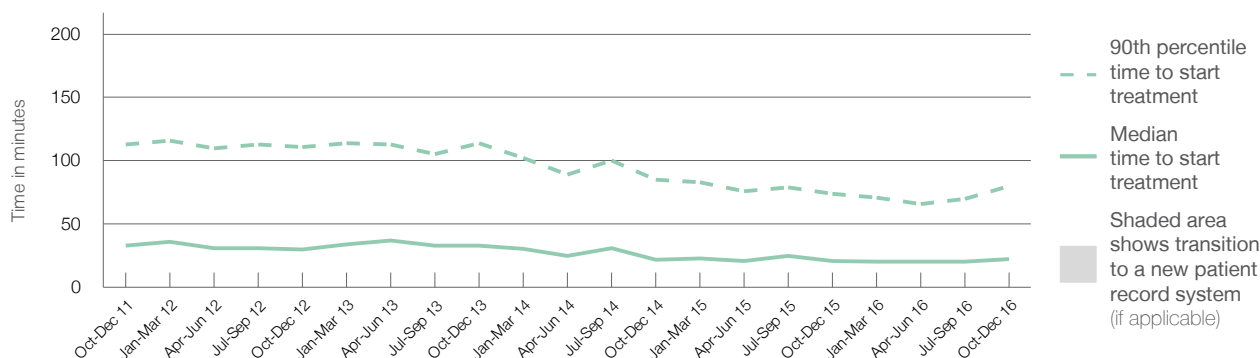
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
1,412	
1,372	
21 minutes	24 minutes
74 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	30	33	22	21	23
90th percentile time to start treatment ⁵ (minutes)	113	111	114	85	74	80

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 16,301 patients

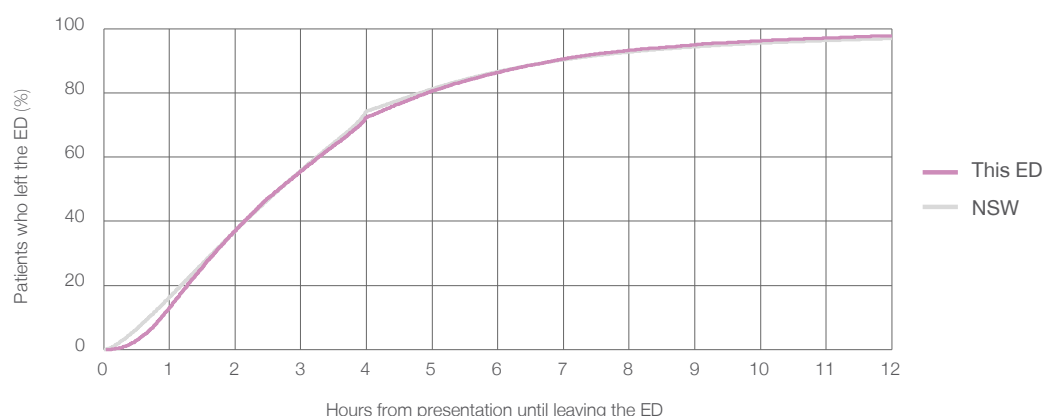
Presentations used to calculate time to leaving the ED:⁶ 16,301 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

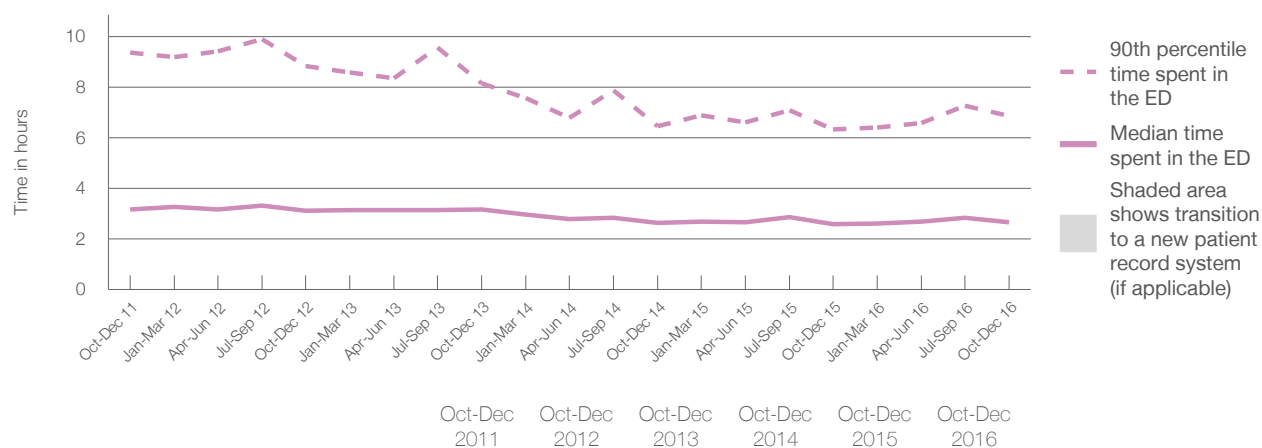
90th percentile time spent in the ED⁹ 6 hours and 52 minutes

Same period last year	NSW (this period)
16,013	16,013
2 hours and 36 minutes	2 hours and 41 minutes
6 hours and 20 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 11m	3h 8m	3h 11m	2h 39m	2h 36m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 22m	8h 50m	8h 9m	6h 28m	6h 20m	6h 52m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time patients spent in the ED

By mode of separation

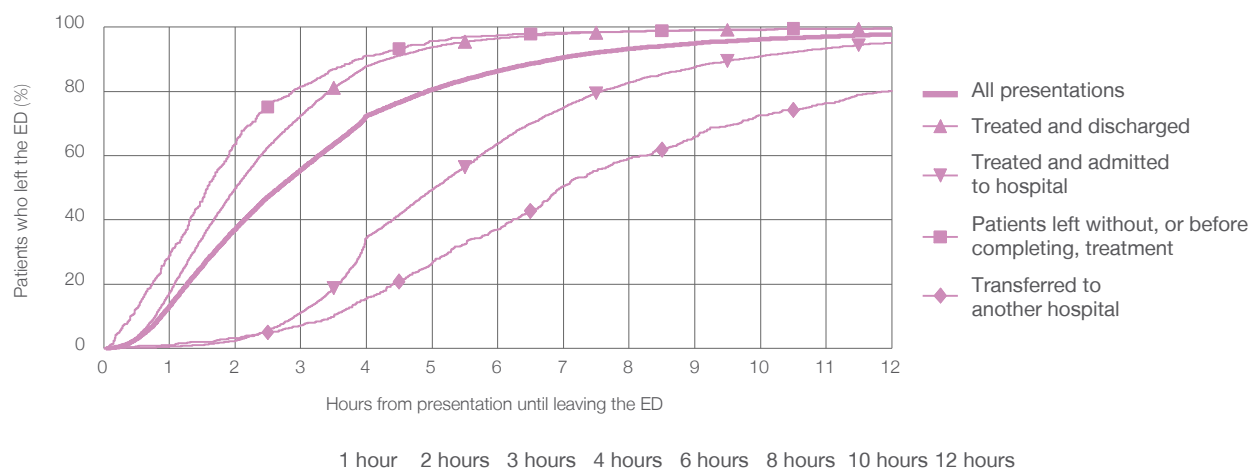
October to December 2016

All presentations:[†] 16,301 patients

Presentations used to calculate time to leaving the ED:[‡] 16,301 patients

		Same period last year	Change since one year ago
Treated and discharged	11,277 (69.2%)	11,013	1.8%
Treated and admitted to hospital	3,835 (23.5%)	3,651	5.0%
Patient left without, or before completing, treatment	480 (2.9%)	404	18.8%
Transferred to another hospital	687 (4.2%)	768	-10.5%
Other	22 (0.1%)	42	-47.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.3%	49.8%	72.5%	87.9%	96.6%	98.7%	99.3%	99.7%
Treated and admitted to hospital	0.5%	2.3%	11.1%	34.5%	63.7%	82.8%	91.0%	95.1%
Patient left without, or before completing, treatment	29.0%	63.5%	81.5%	91.0%	97.5%	98.8%	99.2%	99.6%
Transferred to another hospital	0.9%	3.2%	7.1%	15.6%	37.0%	59.2%	72.5%	80.3%
All presentations	13.1%	37.2%	55.6%	72.4%	86.4%	93.3%	96.2%	97.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Wyong Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

October to December 2016

All presentations at the emergency department:¹ 16,301 patients

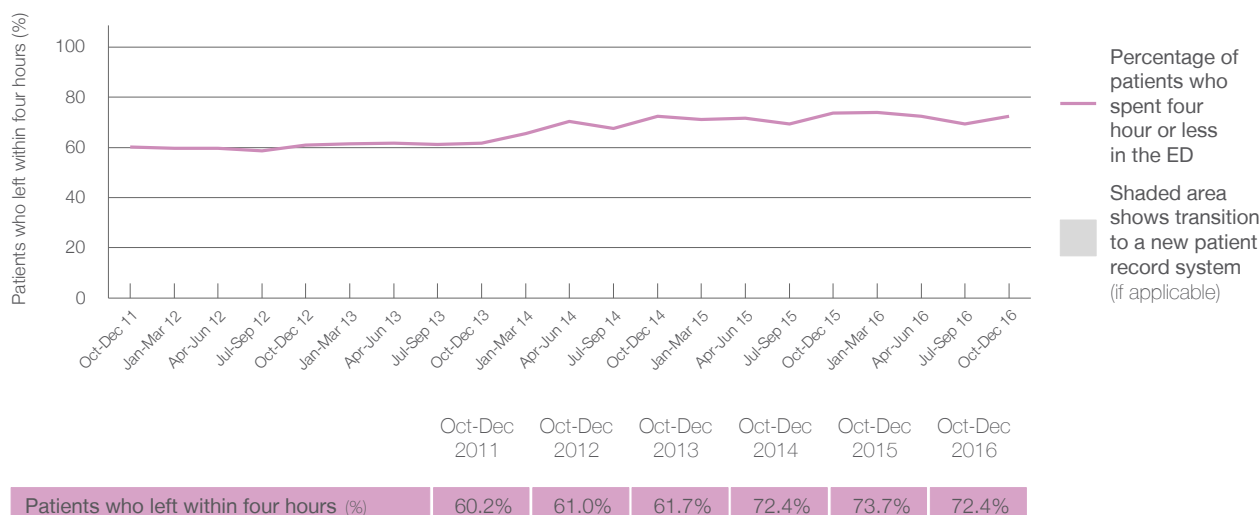
Presentations used to calculate time to leaving the ED:⁶ 16,301 patients

Percentage of patients who spent four hours or less in the ED



Same period last year	Change since one year ago
16,013	1.8%
16,013	1.8%
73.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health(extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).