

Hospital Quarterly

Performance Profiles

Emergency Department

District group 1 hospitals
(C1) peer group

October to December 2016

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

Armidales and New England Hospital: Emergency department (ED) overview

October to December 2016

	Same period last year	Change since one year ago
All presentations: ¹ 4,074 patients	4,022	1.3%
Emergency presentations: ² 3,876 patients	3,884	-0.2%

Armidales and New England Hospital: Time patients waited to start treatment³

October to December 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 236 patients	205	
Median time to start treatment ⁴ 8 minutes	7 minutes	8 minutes
90th percentile time to start treatment ⁵ 31 minutes	34 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,129 patients	1,080	
Median time to start treatment ⁴ 26 minutes	24 minutes	20 minutes
90th percentile time to start treatment ⁵ 88 minutes	78 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,220 patients	2,193	
Median time to start treatment ⁴ 38 minutes	31 minutes	25 minutes
90th percentile time to start treatment ⁵ 154 minutes	101 minutes	97 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 279 patients	396	
Median time to start treatment ⁴ 20 minutes	22 minutes	24 minutes
90th percentile time to start treatment ⁵ 106 minutes	95 minutes	103 minutes

Armidales and New England Hospital: Time from presentation until leaving the ED

October to December 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 4,074 patients	4,022	1.3%
Percentage of patients who spent four hours or less in the ED 79.9%	85.4%	

* 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.

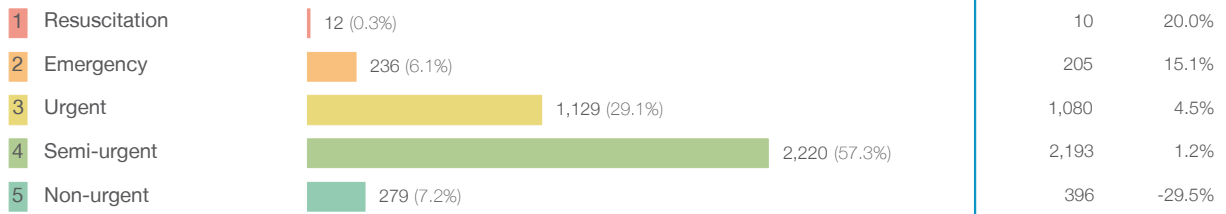
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

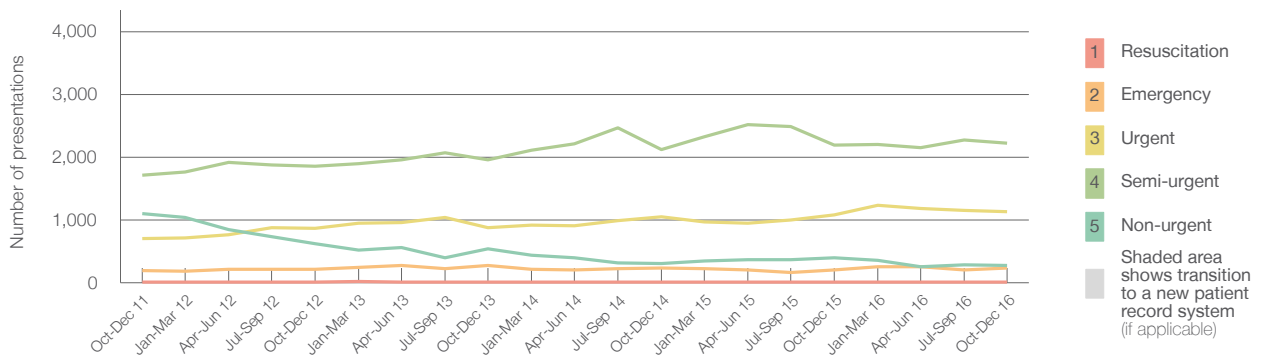
Armidales and New England Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 4,074 patients

Emergency presentations² by triage category: 3,876 patients



Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	9	11	10	8	10	12
Emergency	189	217	272	231	205	236
Urgent	707	863	878	1,046	1,080	1,129
Semi-urgent	1,717	1,853	1,956	2,121	2,193	2,220
Non-urgent	1,098	619	540	308	396	279
All emergency presentations	3,720	3,563	3,656	3,714	3,884	3,876

Armidales and New England Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 565 patients

ED Transfer of care time



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

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

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

Armidale and New England Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 236

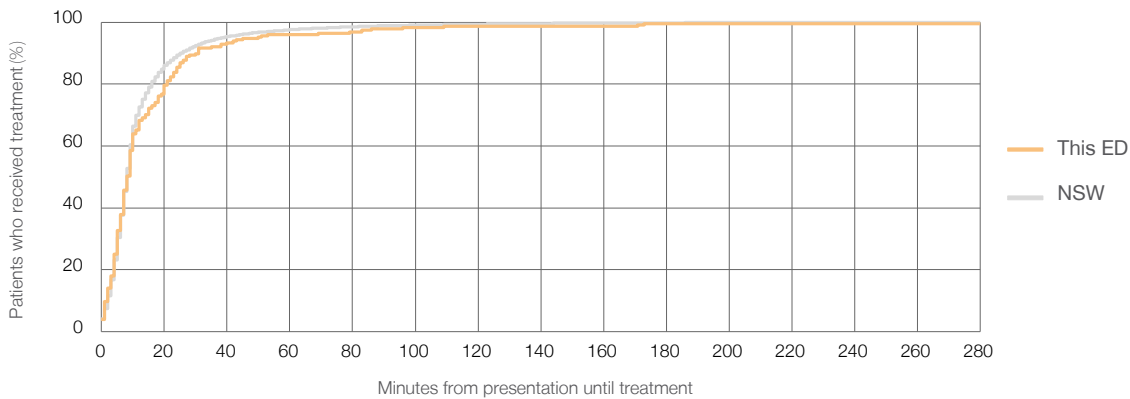
Number of triage 2 patients used to calculate waiting time:³ 227

Median time to start treatment⁴ 8 minutes

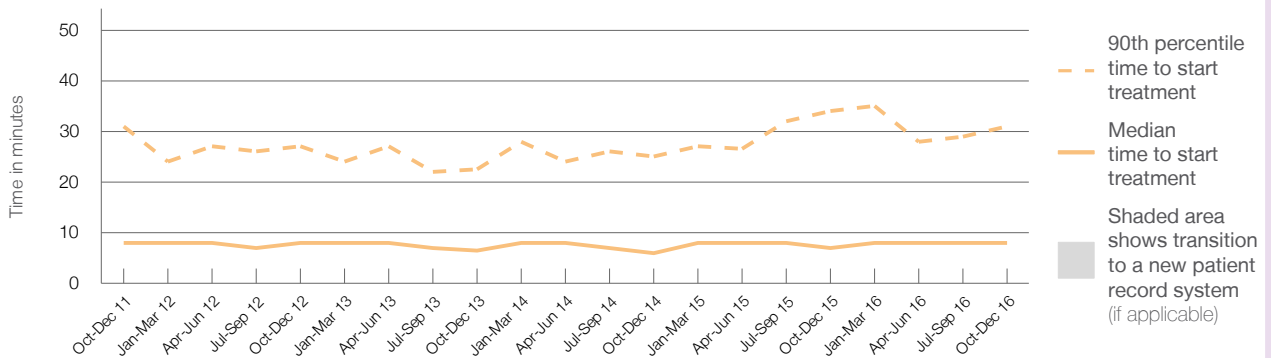
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
205	
202	
7 minutes	8 minutes
34 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	7	6	7	8
90th percentile time to start treatment ⁵ (minutes)	31	27	23	25	34	31

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

Armidale and New England Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,129

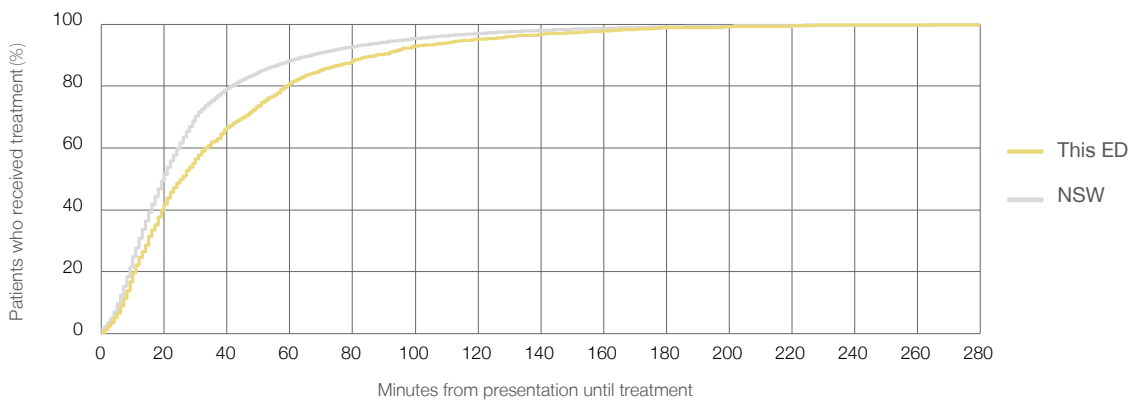
Number of triage 3 patients used to calculate waiting time:³ 1,073

Median time to start treatment⁴ 26 minutes

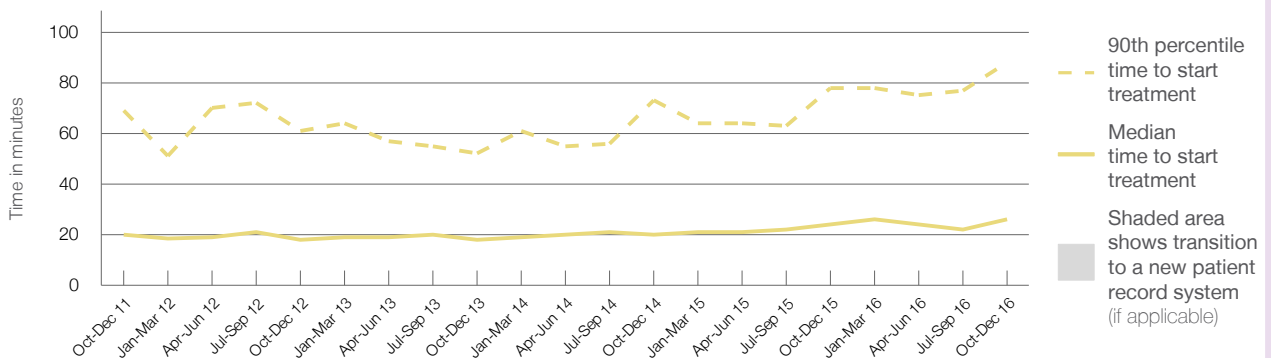
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
1,080	
1,048	
24 minutes	20 minutes
78 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	18	18	20	24	26
90th percentile time to start treatment ⁵ (minutes)	69	61	52	73	78	88

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

Armidale and New England Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,220

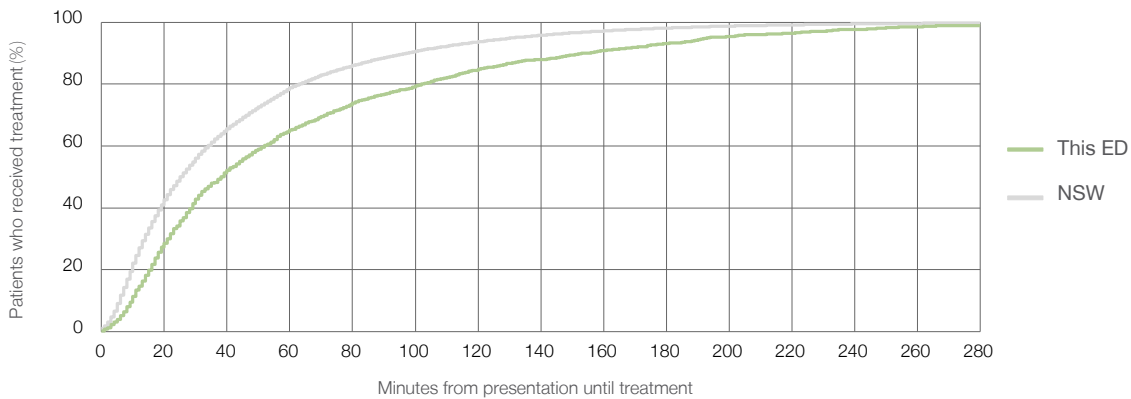
Number of triage 4 patients used to calculate waiting time:³ 1,936

Median time to start treatment⁴ 38 minutes

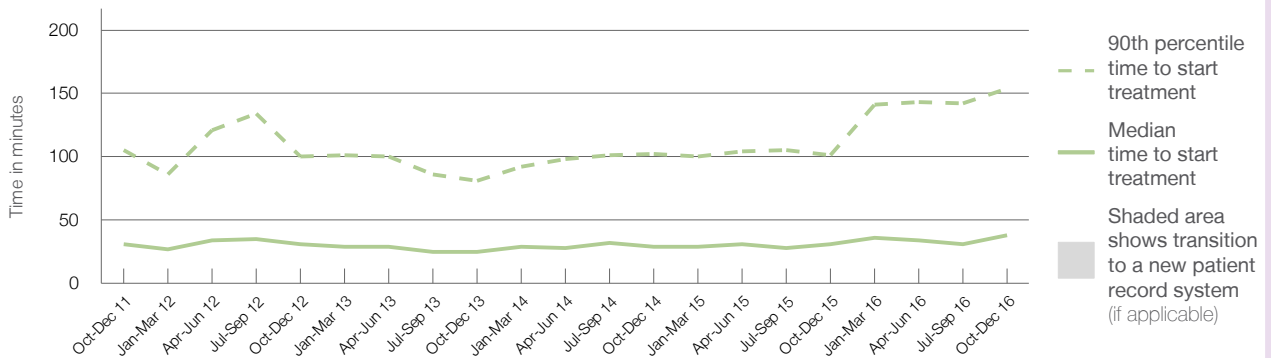
90th percentile time to start treatment⁵ 154 minutes

Same period last year	NSW (this period)
2,193	
2,027	
31 minutes	25 minutes
101 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	31	25	29	31	38
90th percentile time to start treatment ⁵ (minutes)	105	100	81	102	101	154

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

Armidale and New England Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 279

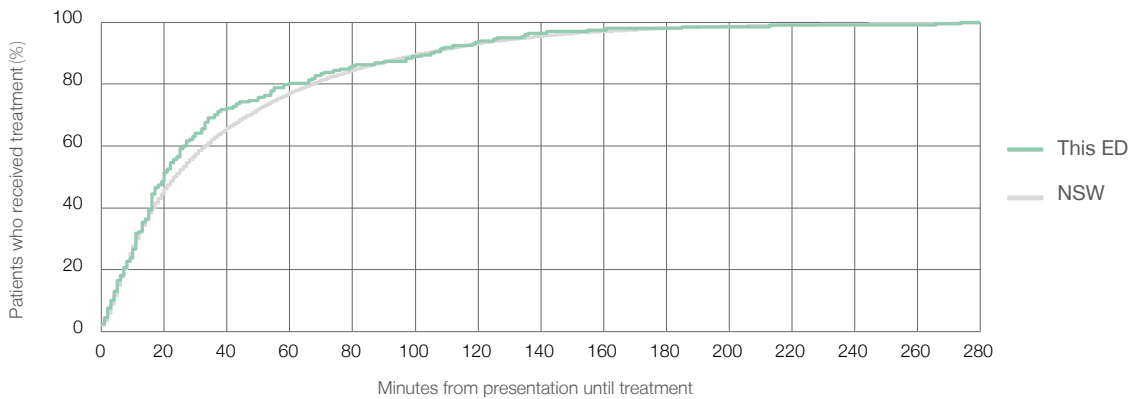
Number of triage 5 patients used to calculate waiting time:³ 198

Median time to start treatment⁴ 20 minutes

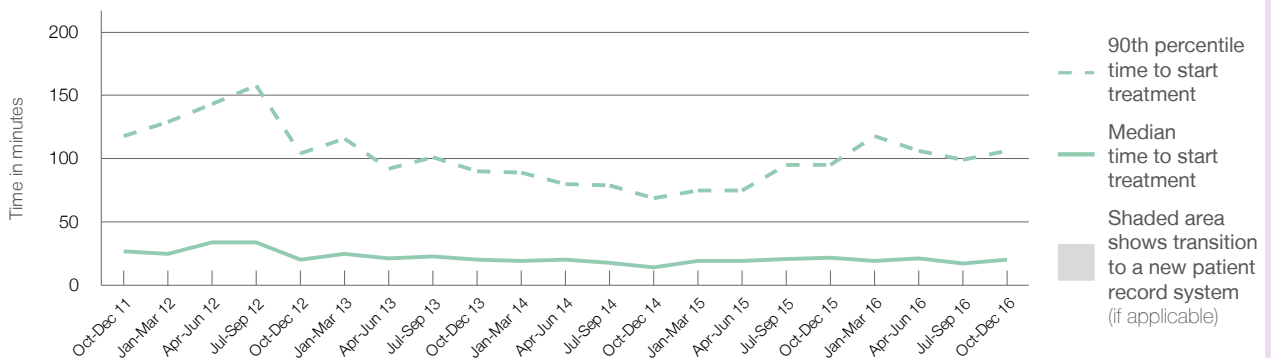
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
396	315
22 minutes	24 minutes
95 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	20	20	14	22	20
90th percentile time to start treatment ⁵ (minutes)	118	104	90	69	95	106

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

Armidale and New England Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 4,074 patients

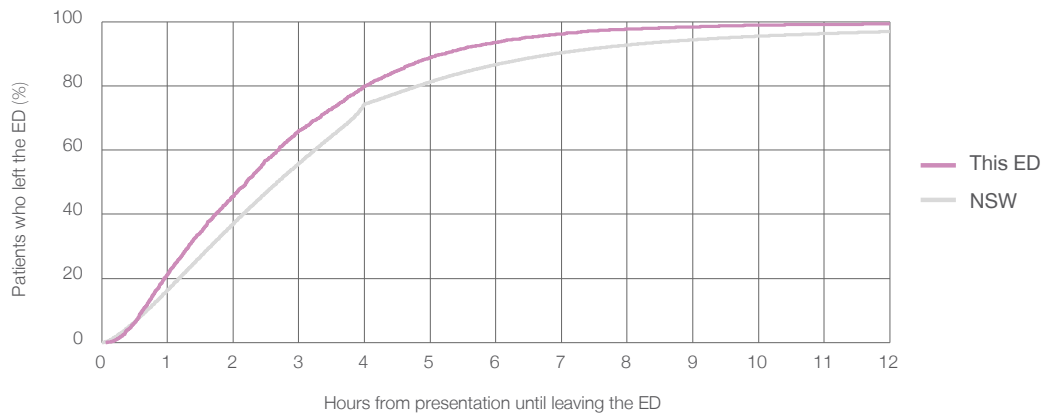
Presentations used to calculate time to leaving the ED:⁶ 4,074 patients

Median time spent in the ED⁸ 2 hours and 12 minutes

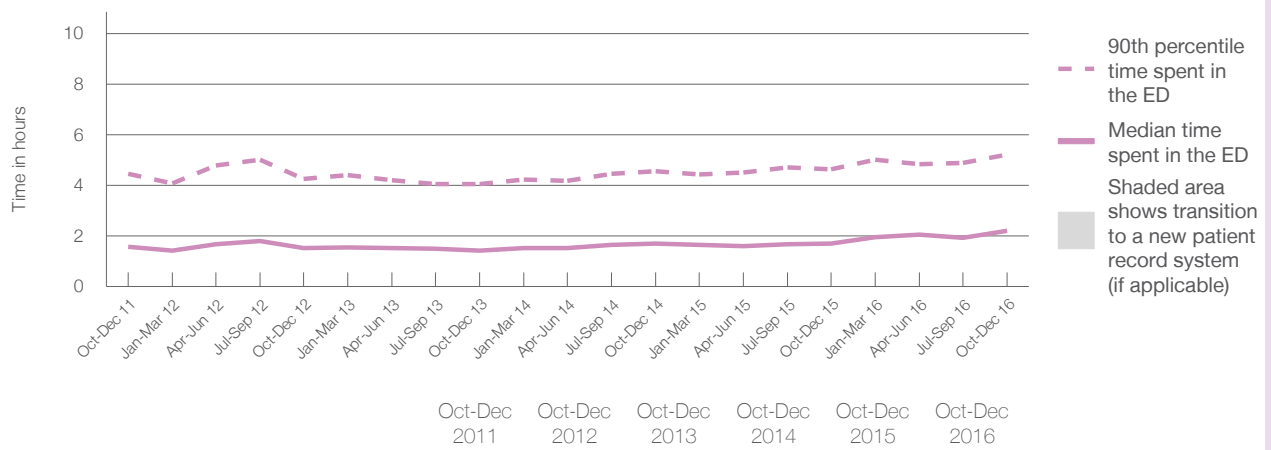
90th percentile time spent in the ED⁹ 5 hours and 13 minutes

Same period last year	NSW (this period)
4,022	4,022
1 hours and 42 minutes	2 hours and 41 minutes
4 hours and 38 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 35m	1h 32m	1h 26m	1h 43m	1h 42m	2h 12m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 27m	4h 16m	4h 3m	4h 34m	4h 38m	5h 13m

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

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

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

Armidales and New England Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

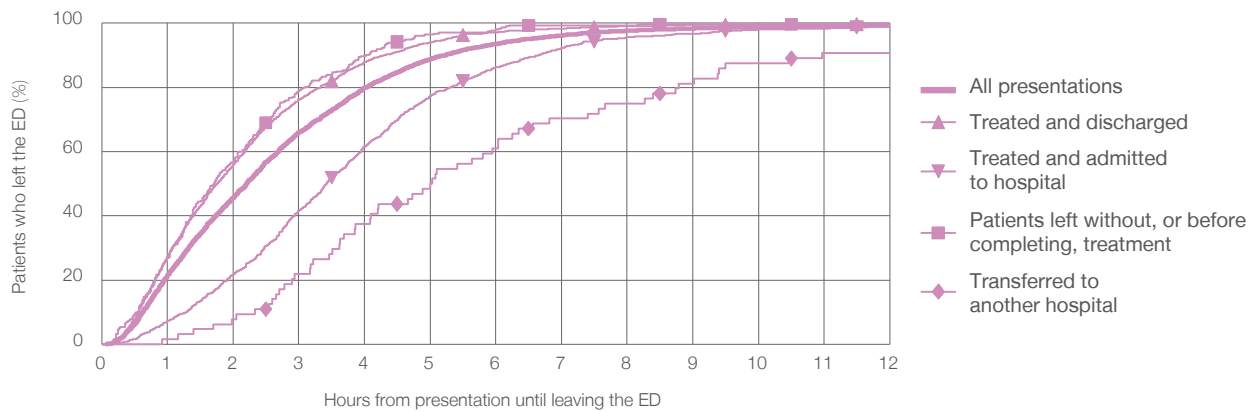
All presentations:¹ 4,074 patients

Presentations used to calculate time to leaving the ED:⁶ 4,074 patients

Treated and discharged	2,551 (62.6%)
Treated and admitted to hospital	1,126 (27.6%)
Patient left without, or before completing, treatment	313 (7.7%)
Transferred to another hospital	64 (1.6%)
Other	20 (0.5%)

Same period last year	Change since one year ago
4,022	1.3%
2,937	-13.1%
802	40.4%
198	58.1%
70	-8.6%
15	33.3%

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



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

Treated and discharged	27.4%	55.9%	76.2%	87.8%	97.1%	99.0%	99.6%	99.8%
Treated and admitted to hospital	7.3%	21.8%	41.6%	61.6%	86.3%	95.6%	98.0%	98.9%
Patient left without, or before completing, treatment	26.8%	56.5%	78.9%	89.8%	98.1%	99.4%	99.7%	99.7%
Transferred to another hospital	1.6%	7.8%	21.9%	37.5%	60.9%	75.0%	87.5%	90.6%
All presentations	21.4%	45.7%	66.0%	79.9%	93.6%	97.7%	98.9%	99.3%

(†) 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.

Armidale and New England Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 4,074 patients

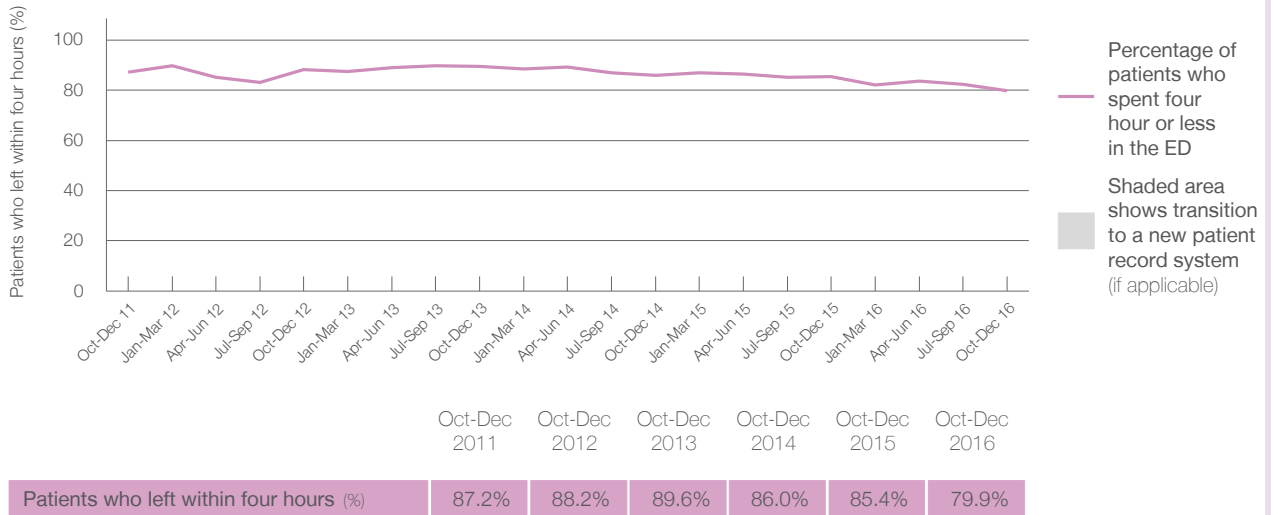
Presentations used to calculate time to leaving the ED:⁶ 4,074 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	4,022	1.3%
Presentations used to calculate time to leaving the ED	4,022	1.3%
Percentage of patients who spent four hours or less in the ED	85.4%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Bathurst Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,384 patients
 Emergency presentations:² 6,327 patients

Same period last year	Change since one year ago
6,430	-0.7%
6,336	-0.1%

Bathurst Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 644 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 9 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,948 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,264 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 449 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
547	
7 minutes	8 minutes
9 minutes	26 minutes
2,090	
17 minutes	20 minutes
54 minutes	67 minutes
3,382	
24 minutes	25 minutes
110 minutes	97 minutes
303	
12 minutes	24 minutes
91 minutes	103 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,384 patients

Percentage of patients who spent four hours or less in the ED 74.1%

Same period last year	Change since one year ago
6,430	-0.7%
72.4%	

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

- 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.

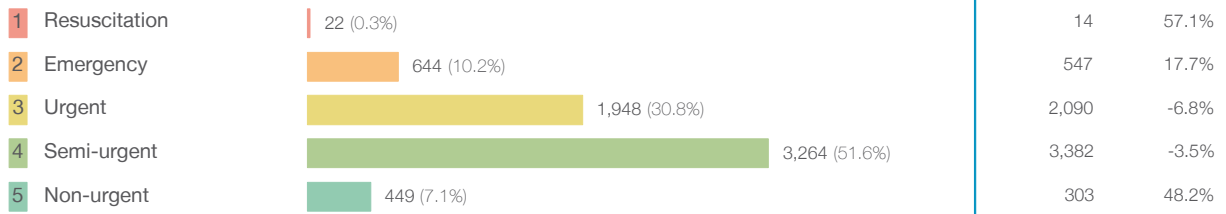
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

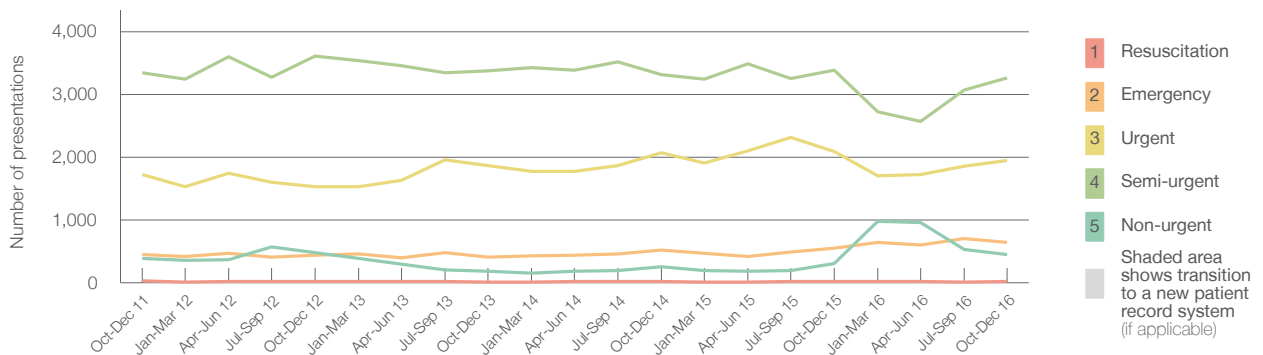
Bathurst Base Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 6,384 patients

Emergency presentations² by triage category: 6,327 patients



Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	27	16	13	14	14	22
Emergency	447	436	402	521	547	644
Urgent	1,724	1,529	1,861	2,070	2,090	1,948
Semi-urgent	3,344	3,610	3,380	3,316	3,382	3,264
Non-urgent	384	474	182	251	303	449
All emergency presentations	5,926	6,065	5,838	6,172	6,336	6,327

Bathurst Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 934 patients

ED Transfer of care time



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

Bathurst Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 644

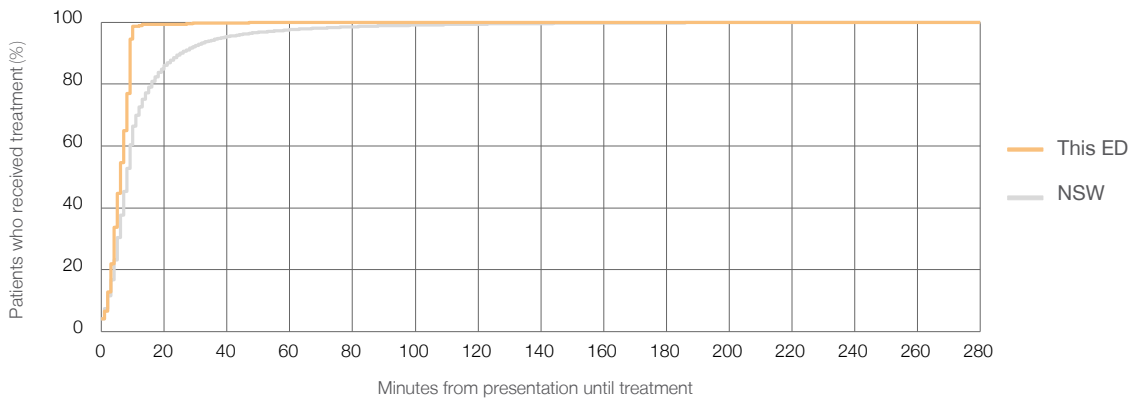
Number of triage 2 patients used to calculate waiting time:³ 641

Median time to start treatment⁴ 6 minutes

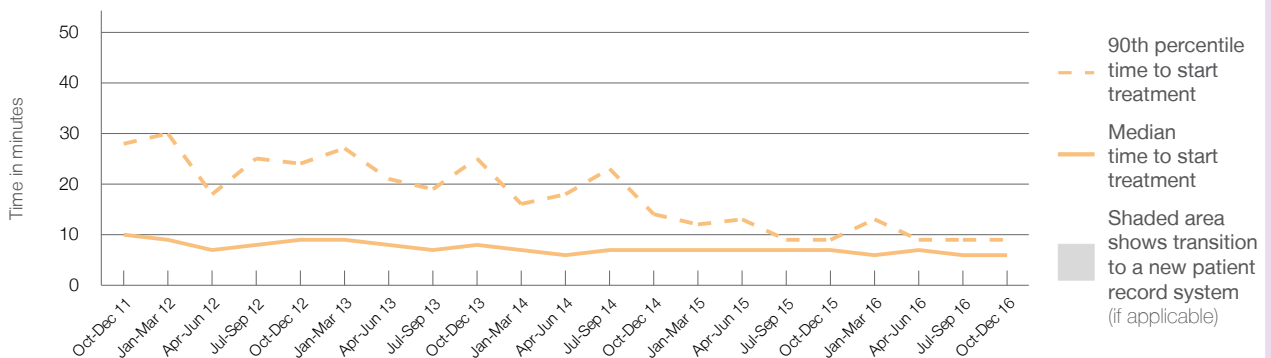
90th percentile time to start treatment⁵ 9 minutes

Same period last year	NSW (this period)
547	
545	
7 minutes	8 minutes
9 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	9	8	7	7	6
90th percentile time to start treatment ⁵ (minutes)	28	24	25	14	9	9

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

Bathurst Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,948

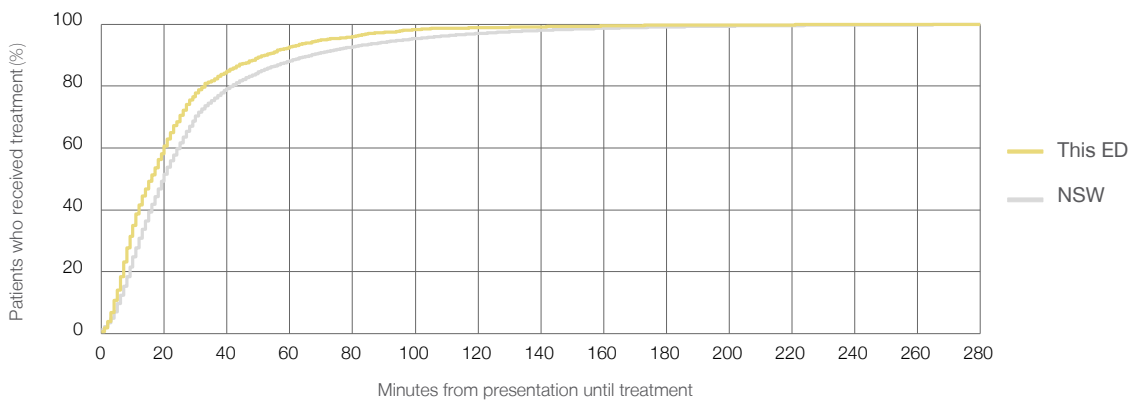
Number of triage 3 patients used to calculate waiting time:³ 1,925

Median time to start treatment⁴ 16 minutes

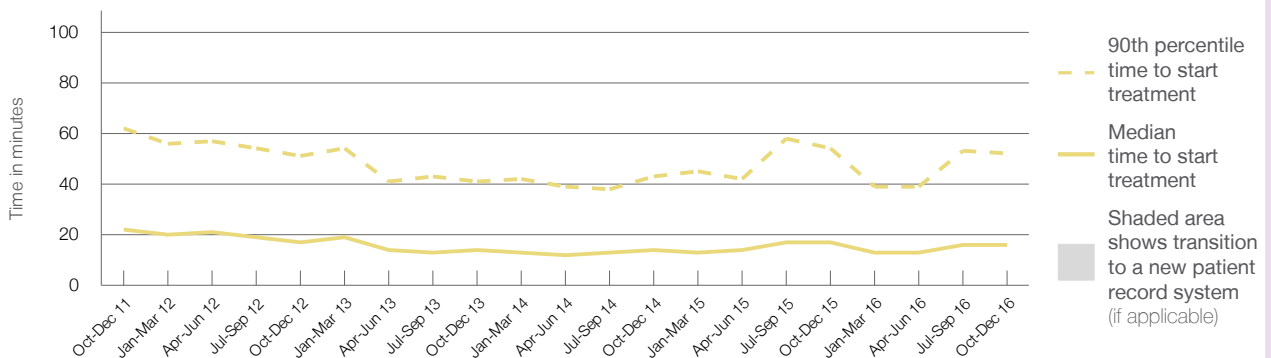
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
2,090	
2,066	
17 minutes	20 minutes
54 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	17	14	14	17	16
90th percentile time to start treatment ⁵ (minutes)	62	51	41	43	54	52

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

Bathurst Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,264

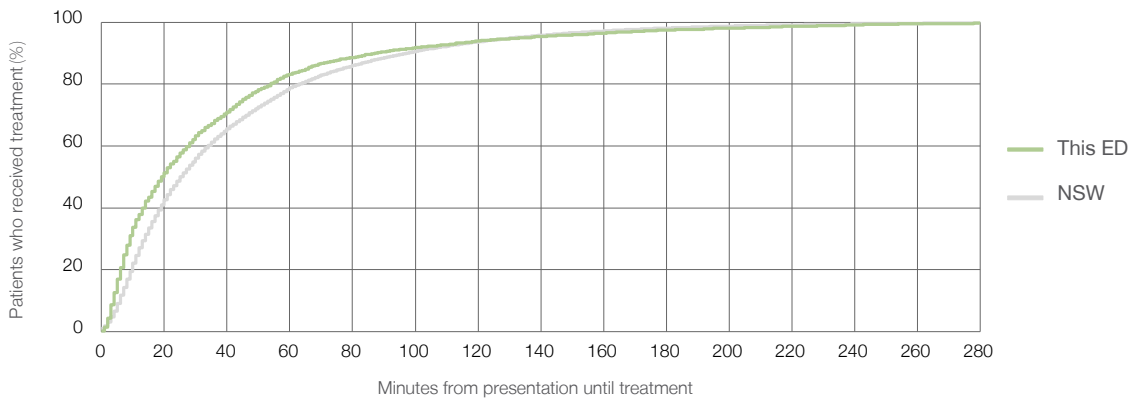
Number of triage 4 patients used to calculate waiting time:³ 3,048

Median time to start treatment⁴ 19 minutes

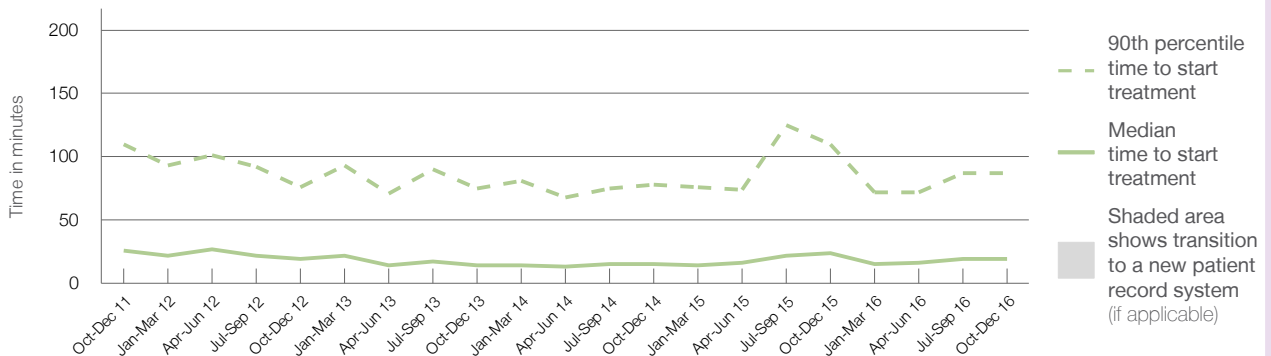
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,382	
3,126	
24 minutes	25 minutes
110 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	19	14	15	24	19
90th percentile time to start treatment ⁵ (minutes)	110	76	75	78	110	87

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

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

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

Bathurst Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 449

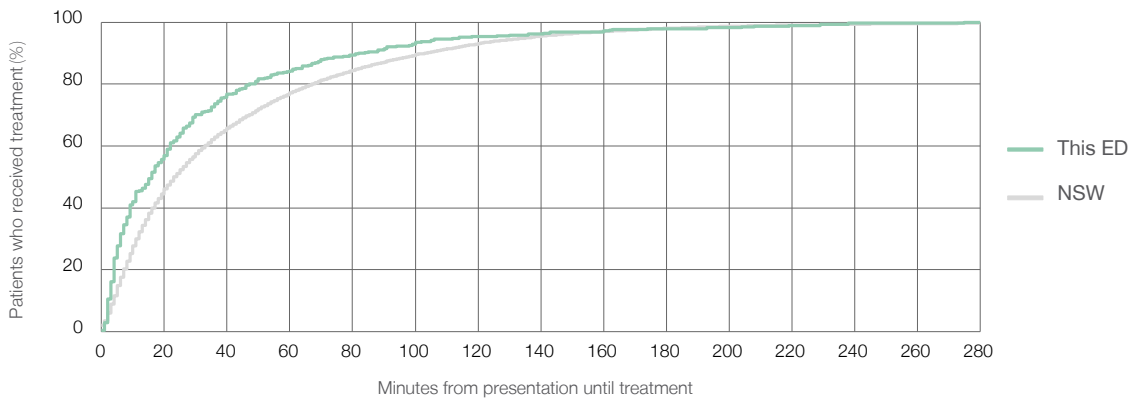
Number of triage 5 patients used to calculate waiting time:³ 388

Median time to start treatment⁴ 16 minutes

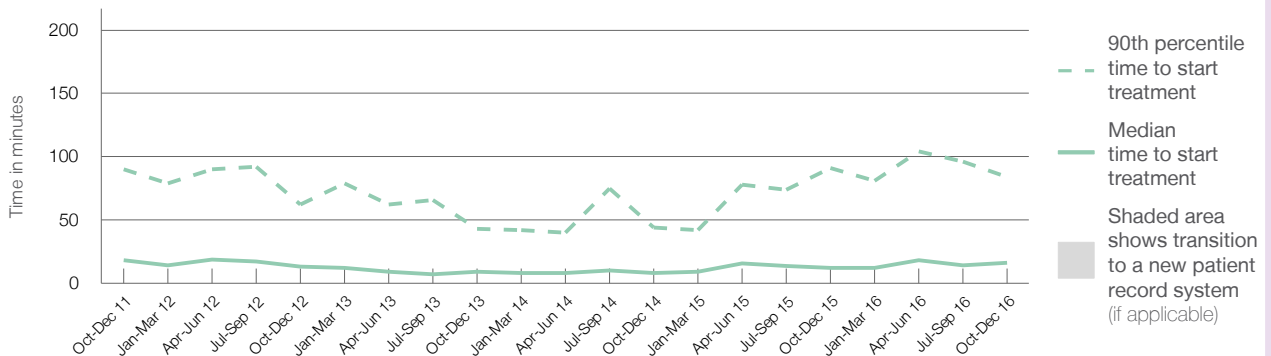
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
303	
272	
12 minutes	24 minutes
91 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	18	13	9	8	12	16
90th percentile time to start treatment ⁵ (minutes)	90	62	43	44	91	84

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

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

Bathurst Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,384 patients

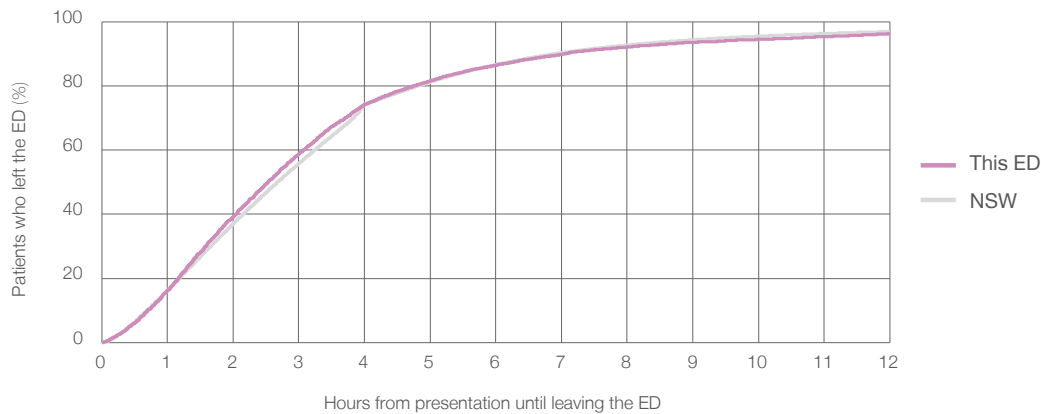
Presentations used to calculate time to leaving the ED:⁶ 6,384 patients

Median time spent in the ED⁸ 2 hours and 32 minutes

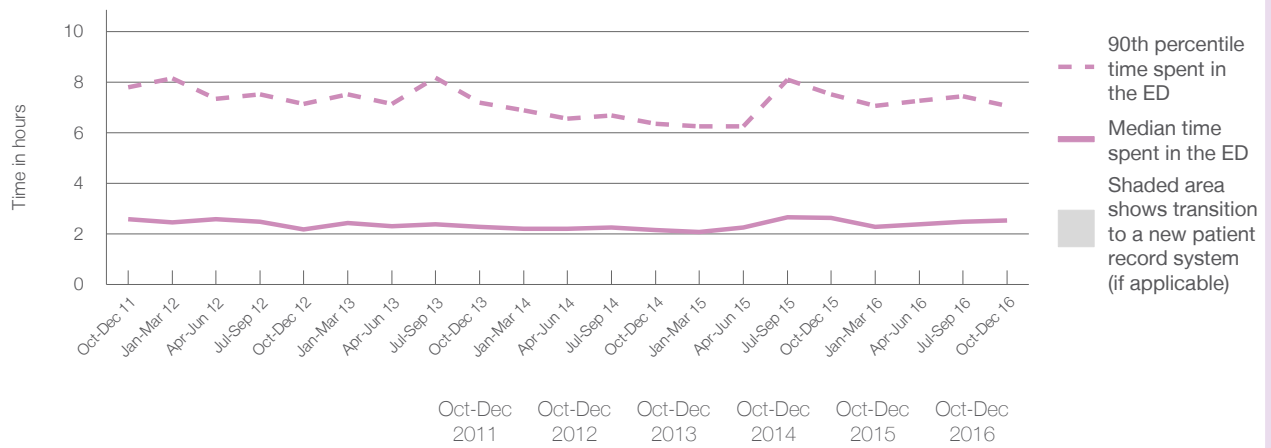
90th percentile time spent in the ED⁹ 7 hours and 4 minutes

Same period last year	NSW (this period)
6,430	6,430
2 hours and 38 minutes	2 hours and 41 minutes
7 hours and 32 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 35m	2h 11m	2h 17m	2h 10m	2h 38m	2h 32m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 48m	7h 9m	7h 11m	6h 22m	7h 32m	7h 4m

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

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

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

Bathurst Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

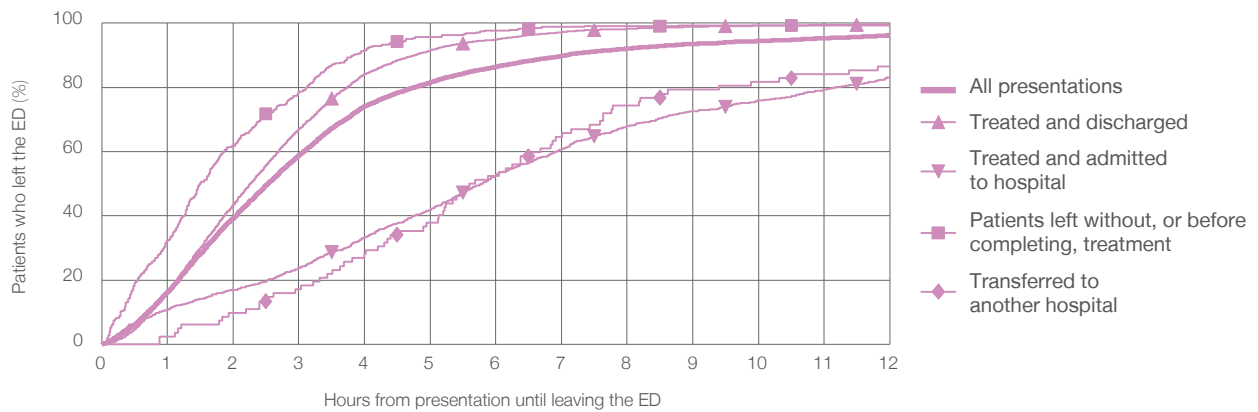
All presentations:¹ 6,384 patients

Presentations used to calculate time to leaving the ED:⁶ 6,384 patients

Treated and discharged	4,611 (72.2%)
Treated and admitted to hospital	1,236 (19.4%)
Patient left without, or before completing, treatment	425 (6.7%)
Transferred to another hospital	82 (1.3%)
Other	30 (0.5%)

Same period last year	Change since one year ago
6,430	-0.7%
4,863	-5.2%
1,066	15.9%
375	13.3%
110	-25.5%
16	87.5%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.2%	43.5%	67.0%	84.1%	94.9%	98.2%	99.2%	99.6%
Treated and admitted to hospital	10.8%	16.8%	23.8%	33.3%	52.7%	68.0%	76.0%	83.3%
Patient left without, or before completing, treatment	32.2%	61.9%	78.6%	91.5%	97.6%	99.1%	99.3%	99.3%
Transferred to another hospital	2.4%	9.8%	17.1%	28.0%	52.4%	74.4%	81.7%	86.6%
All presentations	16.3%	39.3%	58.9%	74.1%	86.4%	92.1%	94.5%	96.3%

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

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

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

Bathurst Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 6,384 patients

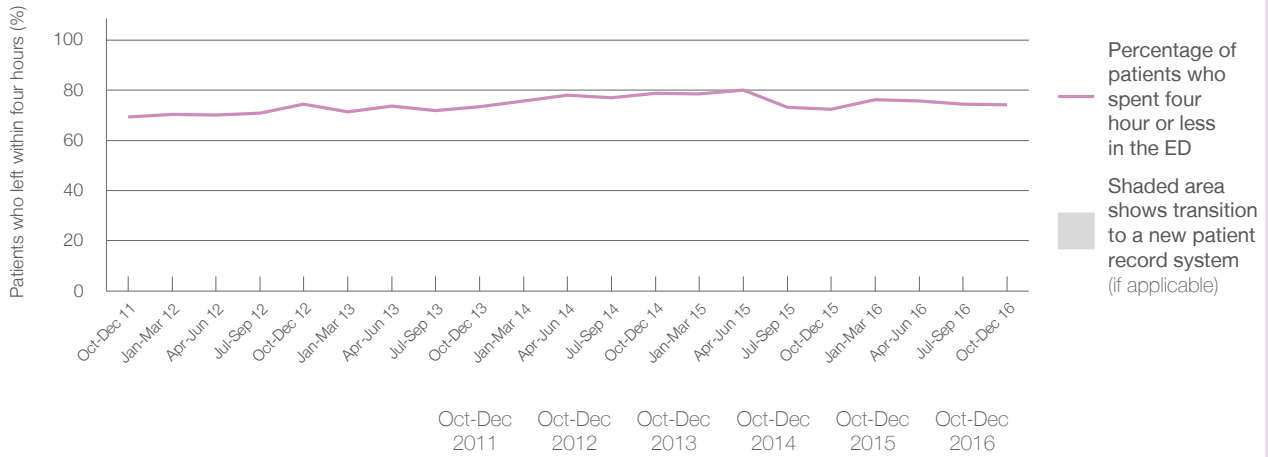
Presentations used to calculate time to leaving the ED:⁶ 6,384 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	6,430	-0.7%
Presentations used to calculate time to leaving the ED: ⁶	6,430	-0.7%
Percentage of patients who spent four hours or less in the ED	72.4%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	69.3%	74.3%	73.4%	78.8%	72.4%	74.1%

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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 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.

Belmont Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,292 patients
Emergency presentations:² 6,256 patients

Same period last year	Change since one year ago
6,048	4.0%
5,981	4.6%

Belmont Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 509 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,334 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 40 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,326 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,081 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
443	
7 minutes	8 minutes
12 minutes	26 minutes
1,263	
15 minutes	20 minutes
30 minutes	67 minutes
2,864	
18 minutes	25 minutes
59 minutes	97 minutes
1,398	
17 minutes	24 minutes
75 minutes	103 minutes

Belmont Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,292 patients

Percentage of patients who spent four hours or less in the ED 82.4%

Same period last year	Change since one year ago
6,048	4.0%
79.8%	

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

- 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.

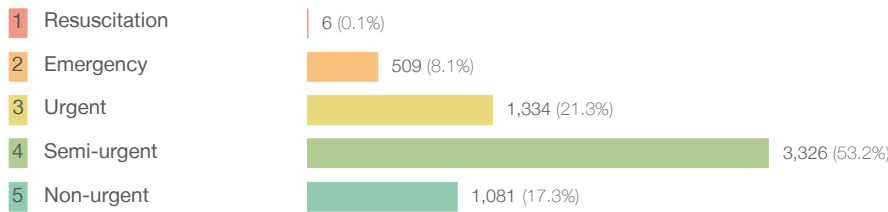
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Belmont Hospital: Patients presenting to the emergency department October to December 2016

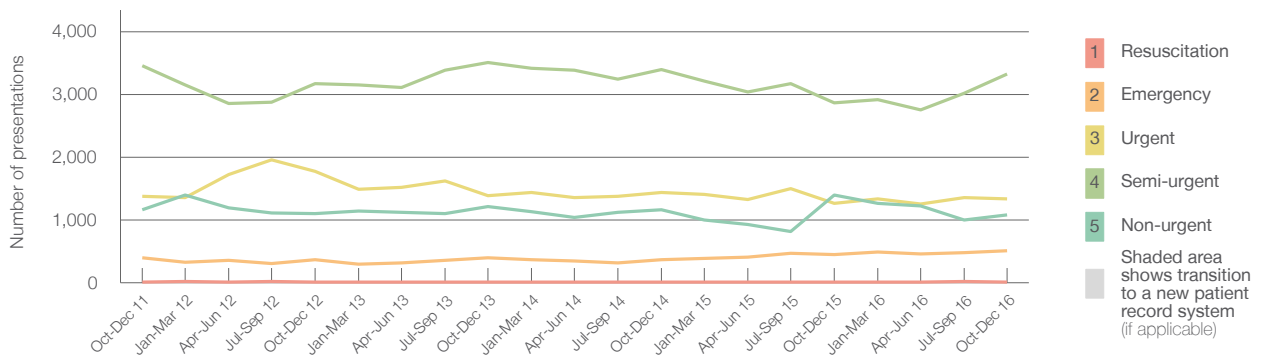
All presentations:¹ 6,292 patients

Emergency presentations² by triage category: 6,256 patients



Same period last year	Change since one year ago
6,048	4.0%
5,981	4.6%
13	-53.8%
443	14.9%
1,263	5.6%
2,864	16.1%
1,398	-22.7%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	11	12	13	10	13	6
Emergency	395	369	397	368	443	509
Urgent	1,374	1,775	1,382	1,436	1,263	1,334
Semi-urgent	3,460	3,173	3,505	3,398	2,864	3,326
Non-urgent	1,164	1,099	1,211	1,163	1,398	1,081
All emergency presentations	6,404	6,428	6,508	6,375	5,981	6,256

Belmont Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,236 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,248	
9 minutes	1 minute
18 minutes	1 minute

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

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

Belmont Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 509

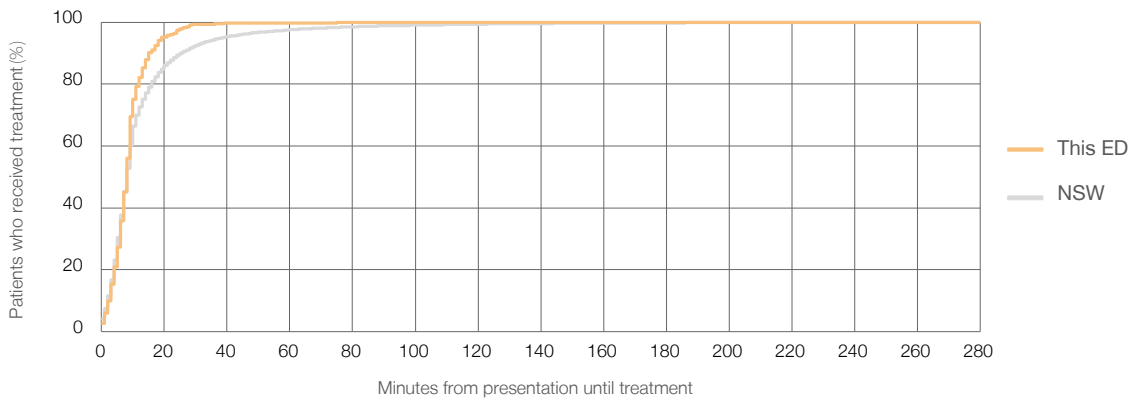
Number of triage 2 patients used to calculate waiting time:³ 506

Median time to start treatment⁴ ■ 8 minutes

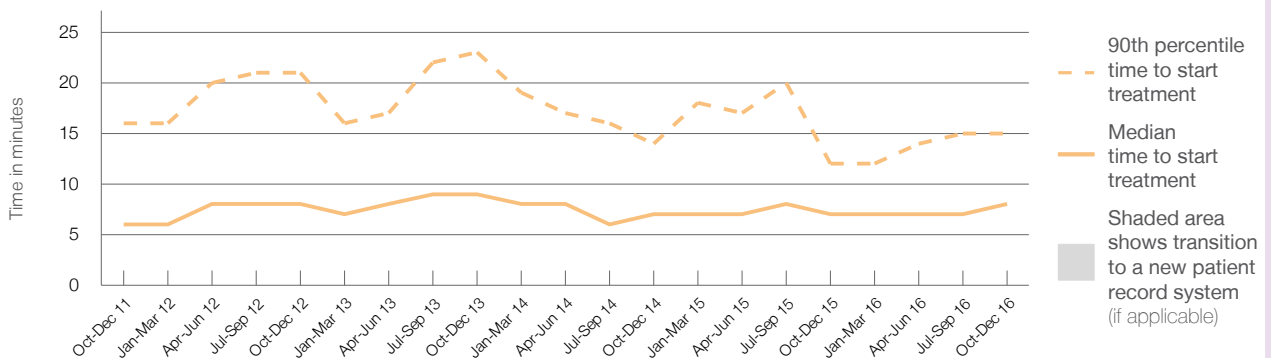
90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
443	
437	
7 minutes	8 minutes
12 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	8	9	7	7	8
90th percentile time to start treatment ⁵ (minutes)	16	21	23	14	12	15

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

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

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

Belmont Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,334

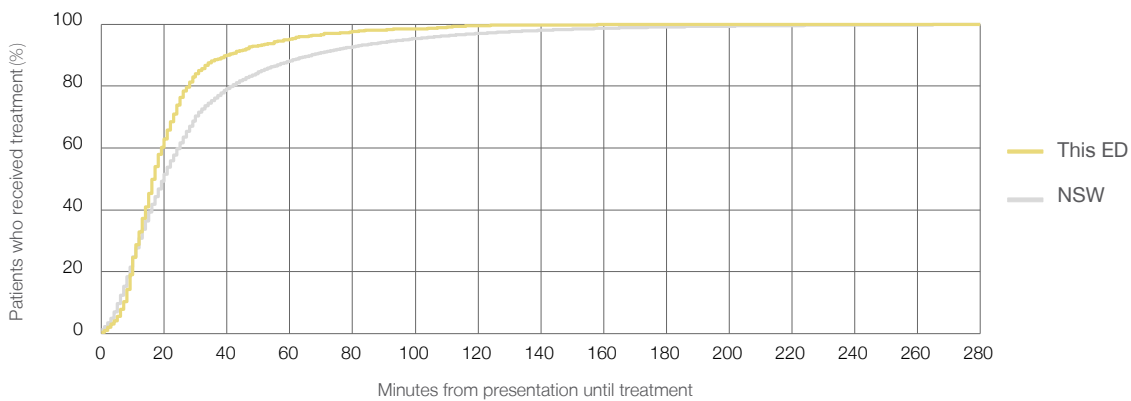
Number of triage 3 patients used to calculate waiting time:³ 1,301

Median time to start treatment⁴ 17 minutes

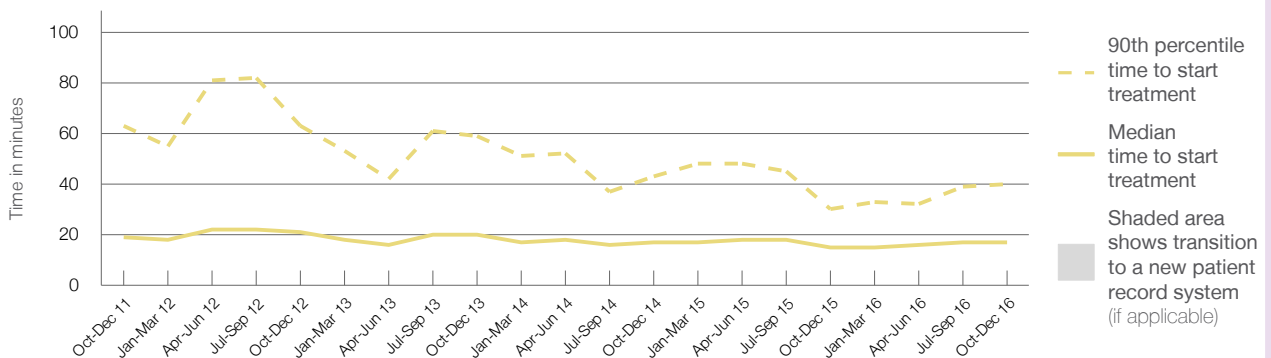
90th percentile time to start treatment⁵ 40 minutes

Same period last year	NSW (this period)
1,263	
1,237	
15 minutes	20 minutes
30 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	21	20	17	15	17
90th percentile time to start treatment ⁵ (minutes)	63	63	59	43	30	40

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

Belmont Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,326

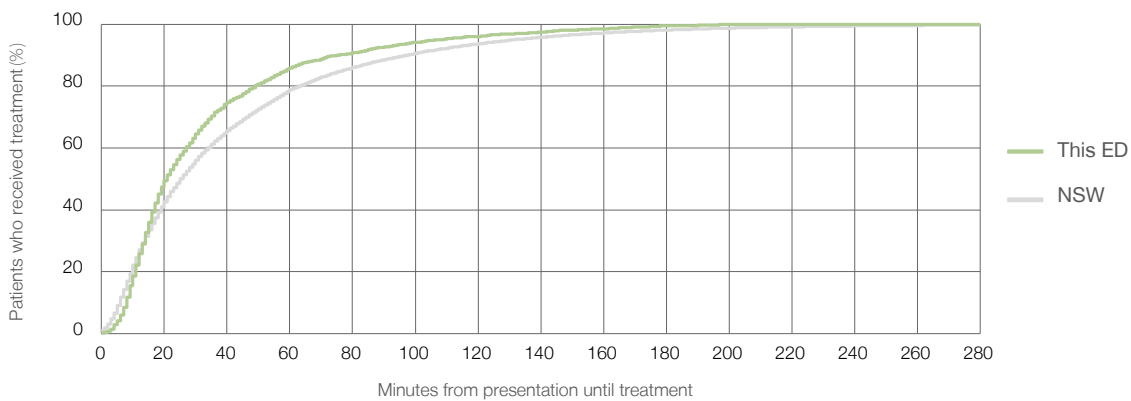
Number of triage 4 patients used to calculate waiting time:³ 2,800

Median time to start treatment⁴ 21 minutes

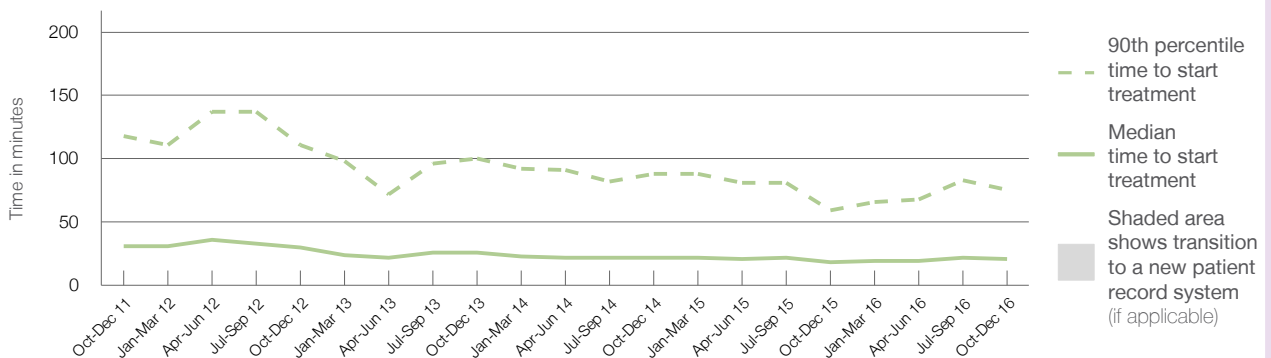
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
2,864	
2,521	
18 minutes	25 minutes
59 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	30	26	22	18	21
90th percentile time to start treatment ⁵ (minutes)	118	111	100	88	59	76

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

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

Belmont Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,081

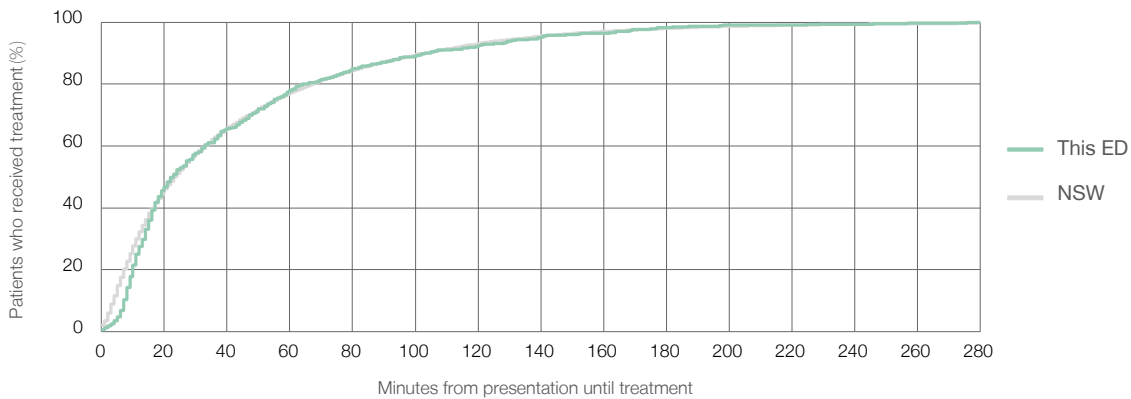
Number of triage 5 patients used to calculate waiting time:³ 816

Median time to start treatment⁴ 23 minutes

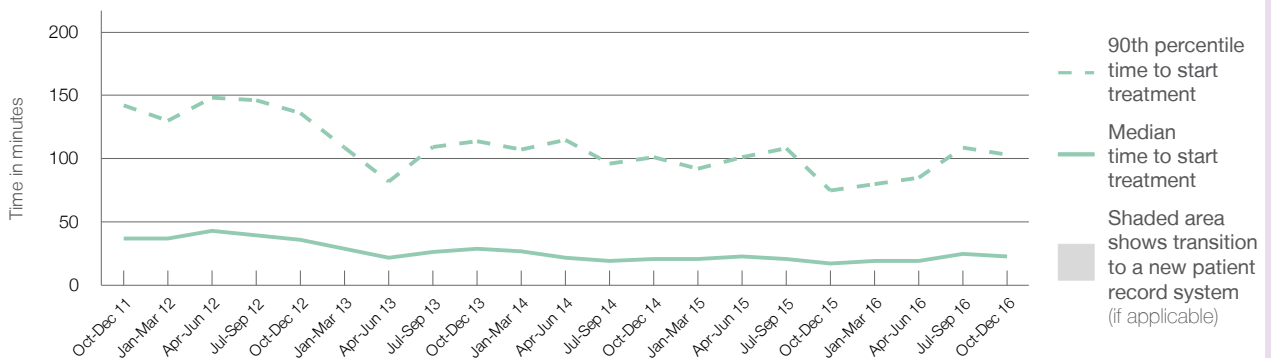
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
1,398	1,129
17 minutes	24 minutes
75 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	36	29	21	17	23
90th percentile time to start treatment ⁵ (minutes)	142	136	114	101	75	103

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

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

Belmont Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,292 patients

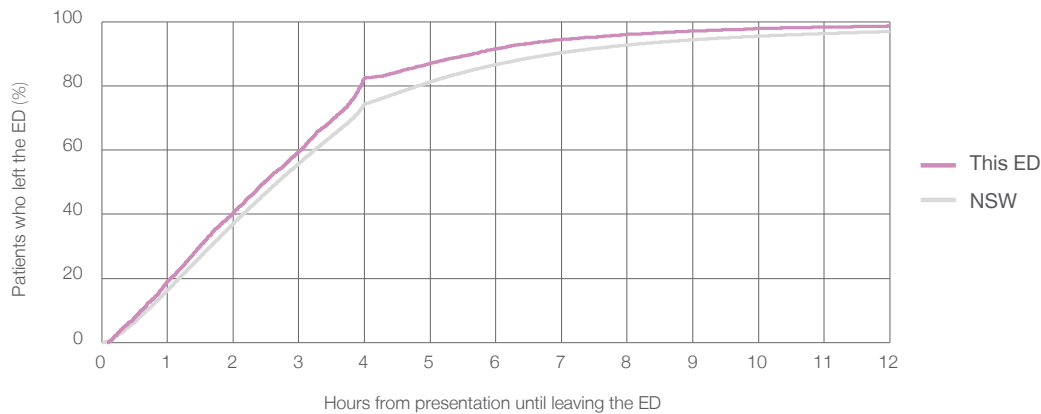
Presentations used to calculate time to leaving the ED:⁶ 6,292 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

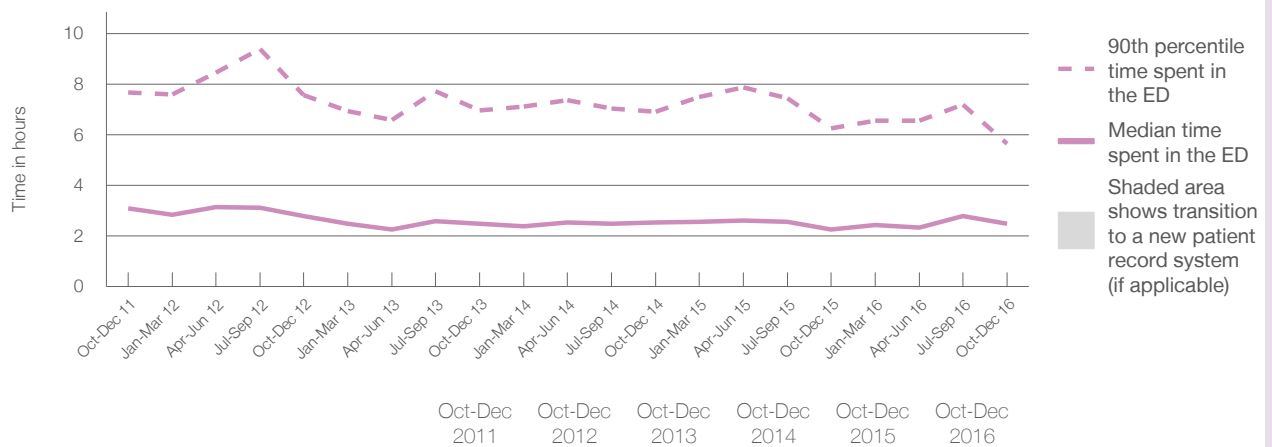
90th percentile time spent in the ED⁹ 5 hours and 39 minutes

Same period last year	NSW (this period)
6,048	6,048
2 hours and 16 minutes	2 hours and 41 minutes
6 hours and 15 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 5m	2h 47m	2h 30m	2h 33m	2h 16m	2h 29m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 41m	7h 34m	6h 58m	6h 55m	6h 15m	5h 39m

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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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Belmont Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

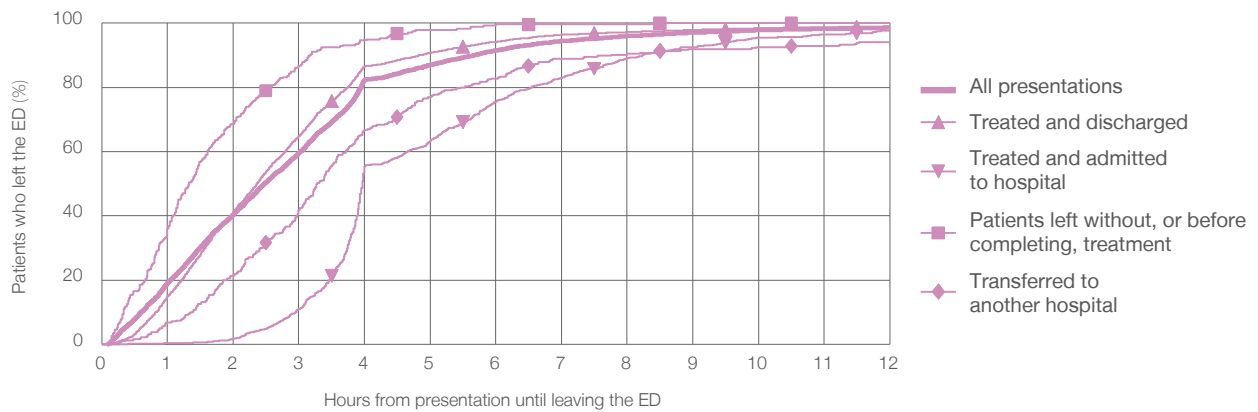
All presentations:¹ 6,292 patients

Presentations used to calculate time to leaving the ED:⁶ 6,292 patients

Treated and discharged	4,140 (65.8%)
Treated and admitted to hospital	947 (15.1%)
Patient left without, or before completing, treatment	280 (4.5%)
Transferred to another hospital	325 (5.2%)
Other	600 (9.5%)

Same period last year	Change since one year ago
6,048	4.0%
4,243	-2.4%
826	14.6%
185	51.4%
253	28.5%
541	10.9%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.9%	41.2%	64.8%	86.6%	94.2%	97.3%	98.5%	98.9%
Treated and admitted to hospital	0.3%	1.7%	10.9%	55.3%	75.5%	89.1%	95.5%	97.7%
Patient left without, or before completing, treatment	36.1%	68.6%	86.8%	94.6%	99.6%	99.6%	100%	100%
Transferred to another hospital	6.8%	21.2%	41.8%	66.8%	82.8%	90.5%	92.6%	94.2%
All presentations	19.1%	40.4%	59.6%	82.4%	91.5%	96.0%	97.9%	98.6%

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

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

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

Belmont Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 6,292 patients

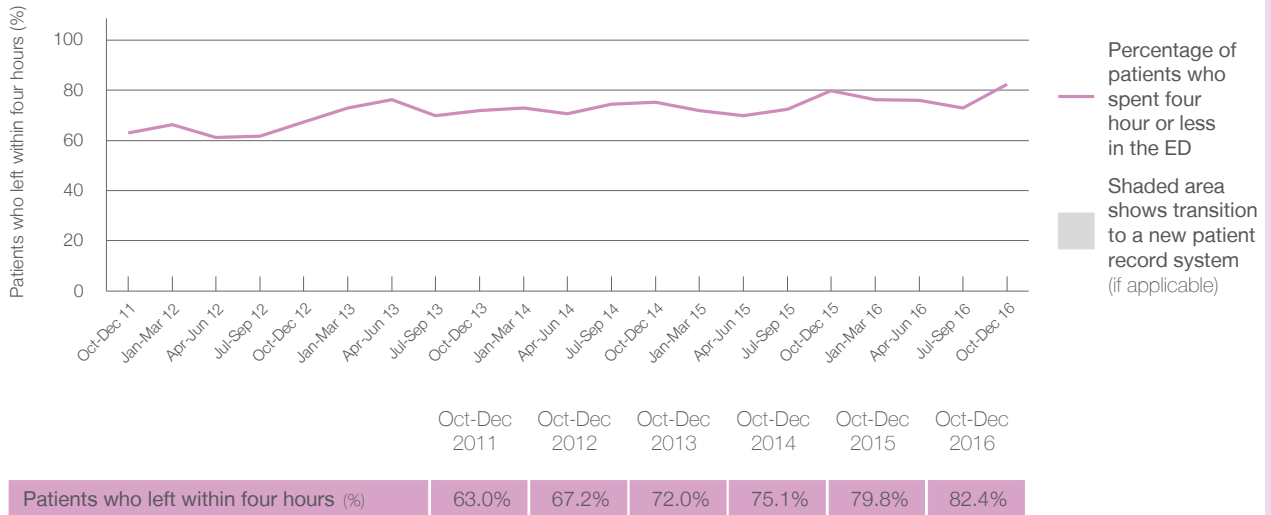
Presentations used to calculate time to leaving the ED:⁶ 6,292 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 6,292 patients	6,048	4.0%
Presentations used to calculate time to leaving the ED: ⁶ 6,292 patients	6,048	4.0%
Percentage of patients who spent four hours or less in the ED	79.8%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Bowral and District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 5,133 patients
Emergency presentations:² 4,970 patients

Same period last year	Change since one year ago
4,732	8.5%
4,578	8.6%

Bowral and District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 312 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,522 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,348 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 770 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
324	
8 minutes	8 minutes
20 minutes	26 minutes
1,462	
19 minutes	20 minutes
57 minutes	67 minutes
2,150	
21 minutes	25 minutes
98 minutes	97 minutes
623	
21 minutes	24 minutes
93 minutes	103 minutes

Bowral and District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 5,133 patients

Percentage of patients who spent four hours or less in the ED 85.6%

Same period last year	Change since one year ago
4,732	8.5%
87.0%	

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

- 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.

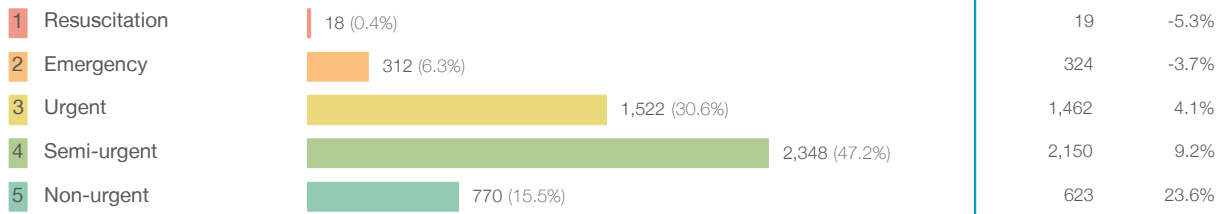
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Bowral and District Hospital: Patients presenting to the emergency department October to December 2016

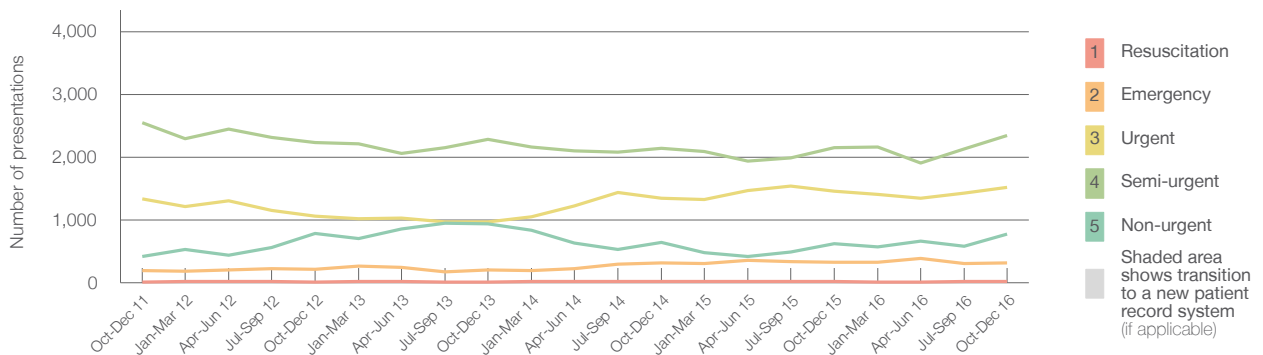
All presentations:¹ 5,133 patients

Emergency presentations² by triage category: 4,970 patients



	Same period last year	Change since one year ago
All presentations	4,732	8.5%
Emergency presentations	4,578	8.6%
Resuscitation	19	-5.3%
Emergency	324	-3.7%
Urgent	1,462	4.1%
Semi-urgent	2,150	9.2%
Non-urgent	623	23.6%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	10	11	12	14	19	18
Emergency	197	214	202	319	324	312
Urgent	1,331	1,062	969	1,346	1,462	1,522
Semi-urgent	2,544	2,233	2,283	2,142	2,150	2,348
Non-urgent	412	787	939	642	623	770
All emergency presentations	4,494	4,307	4,405	4,463	4,578	4,970

Bowral and District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 792 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	795	
Median time	12 minutes	-1 minute
90th percentile time	22 minutes	-1 minute

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

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

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

Bowral and District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 312

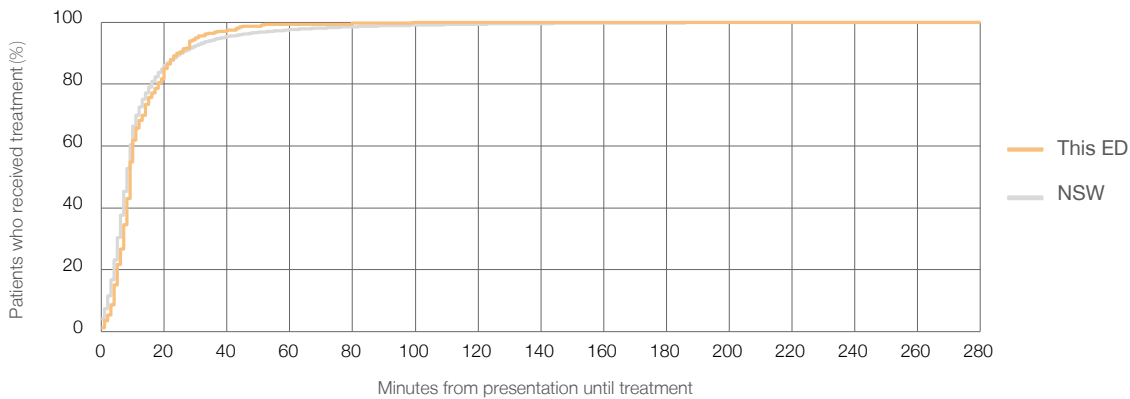
Number of triage 2 patients used to calculate waiting time:³ 312

Median time to start treatment⁴ 9 minutes

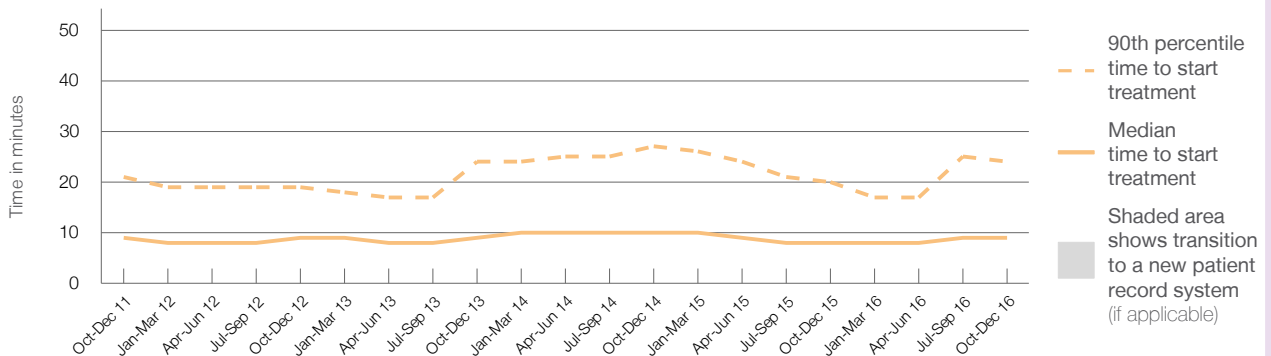
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
324	
322	
8 minutes	8 minutes
20 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	9	9	10	8	9
90th percentile time to start treatment ⁵ (minutes)	21	19	24	27	20	24

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

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

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

Bowral and District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,522

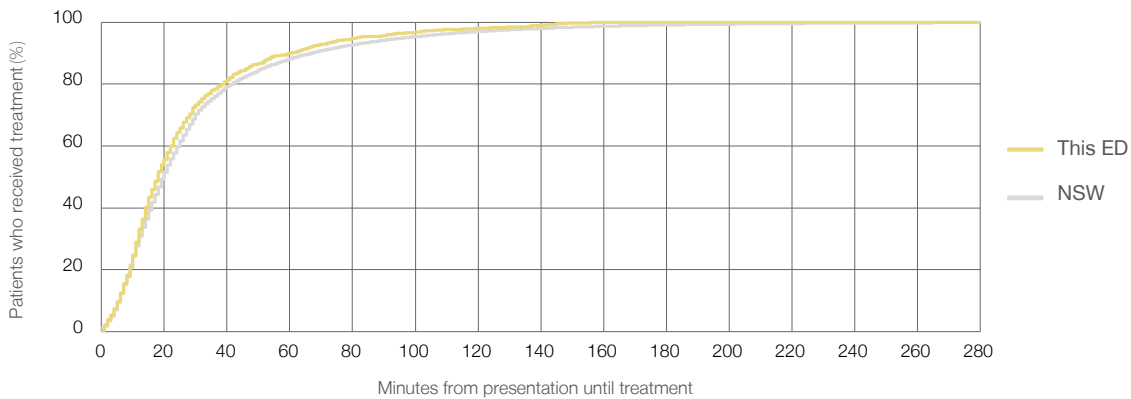
Number of triage 3 patients used to calculate waiting time:³ 1,507

Median time to start treatment⁴ 18 minutes

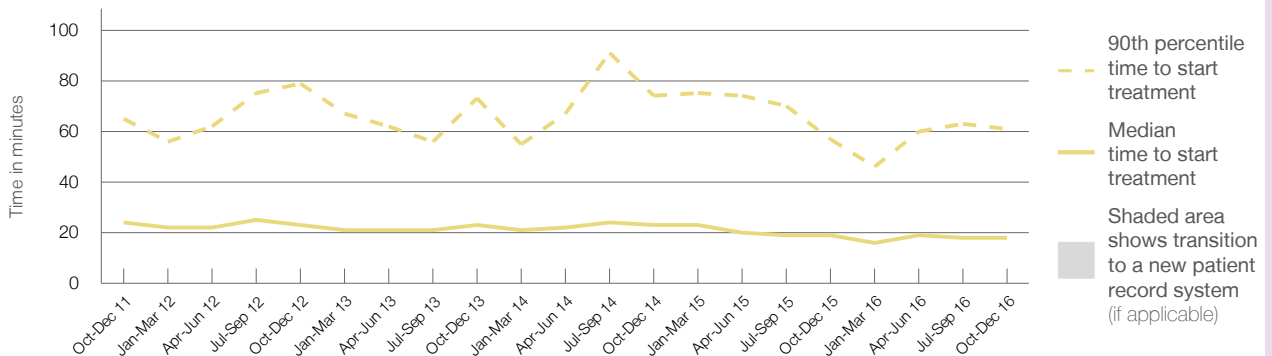
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
1,462	1,439
19 minutes	20 minutes
57 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	24	23	23	23	19	18
90th percentile time to start treatment ⁵ (minutes)	65	79	73	74	57	61

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

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

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

Bowral and District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,348

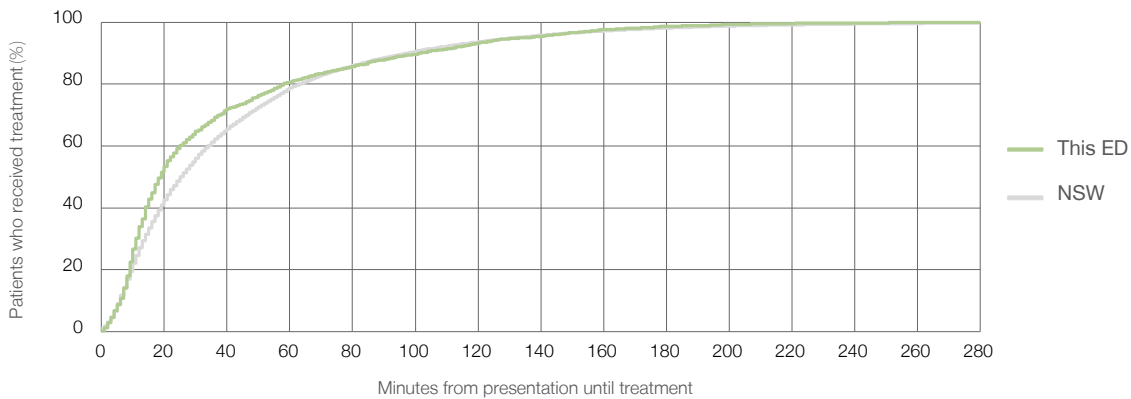
Number of triage 4 patients used to calculate waiting time:³ 2,276

Median time to start treatment⁴ 19 minutes

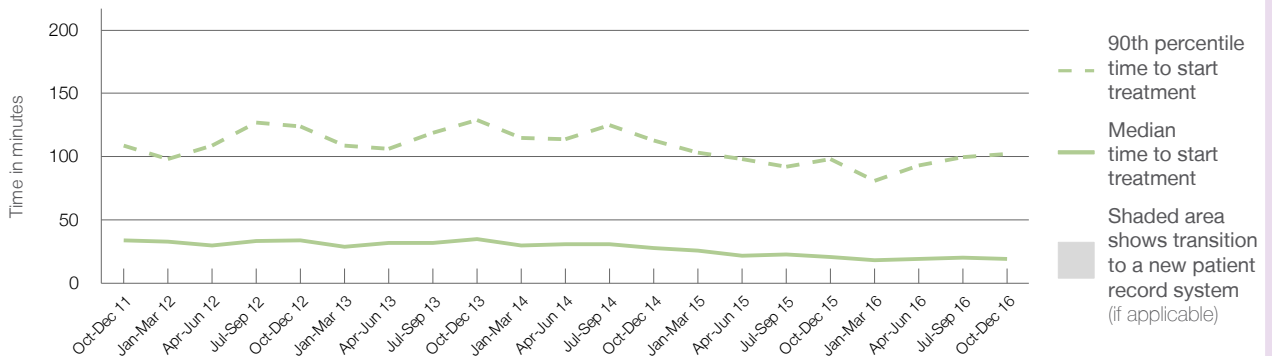
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
2,150	2,033
21 minutes	25 minutes
98 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	34	34	35	28	21	19
90th percentile time to start treatment ⁵ (minutes)	109	124	129	113	98	102

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

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

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

Bowral and District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 770

Number of triage 5 patients used to calculate waiting time:³ 702

Median time to start treatment⁴

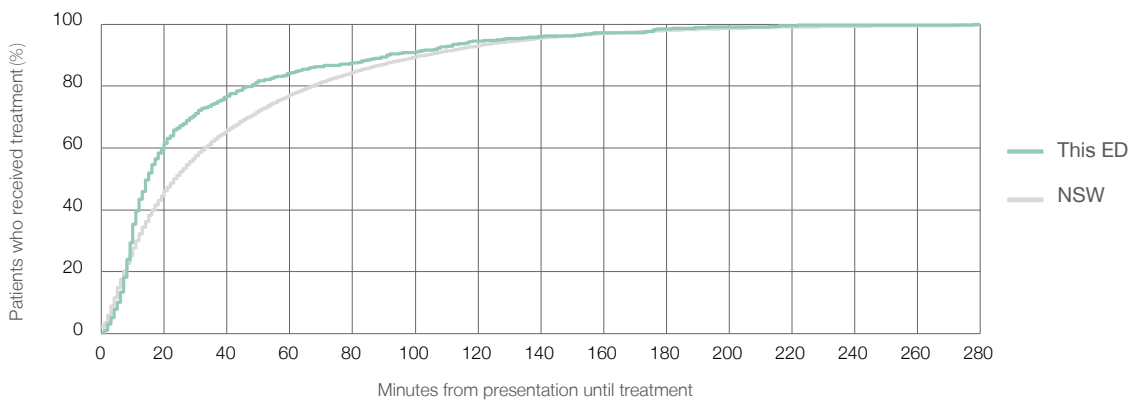
15 minutes

90th percentile time to start treatment⁵

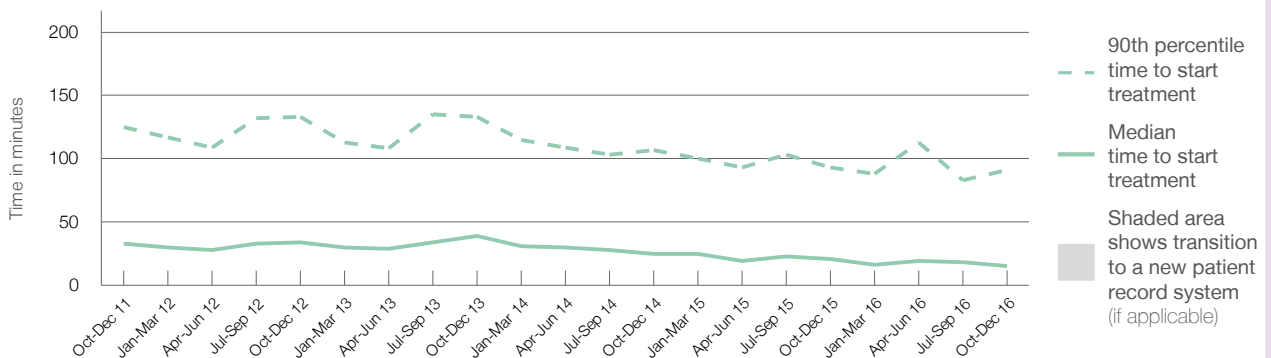
91 minutes

Same period last year	NSW (this period)
623	
543	
21 minutes	24 minutes
93 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	34	39	25	21	15
90th percentile time to start treatment ⁵ (minutes)	125	133	133	107	93	91

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

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

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

Bowral and District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 5,133 patients

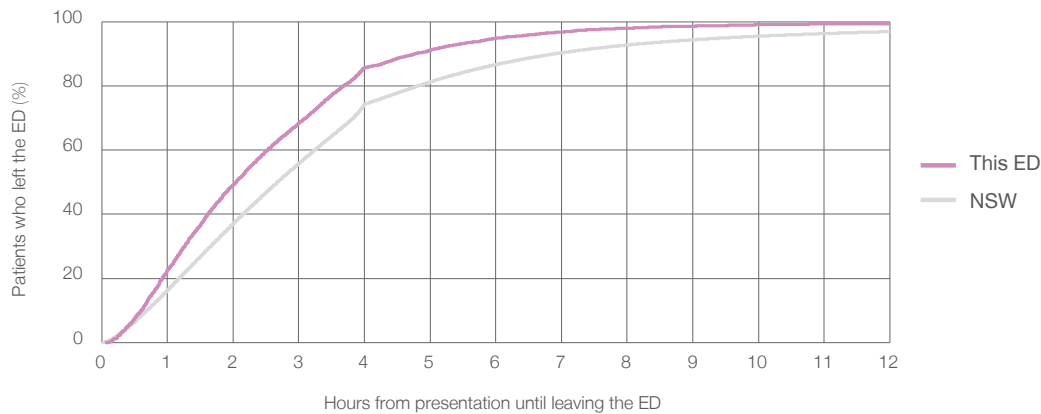
Presentations used to calculate time to leaving the ED:⁶ 5,133 patients

Median time spent in the ED⁸ 2 hours and 3 minutes

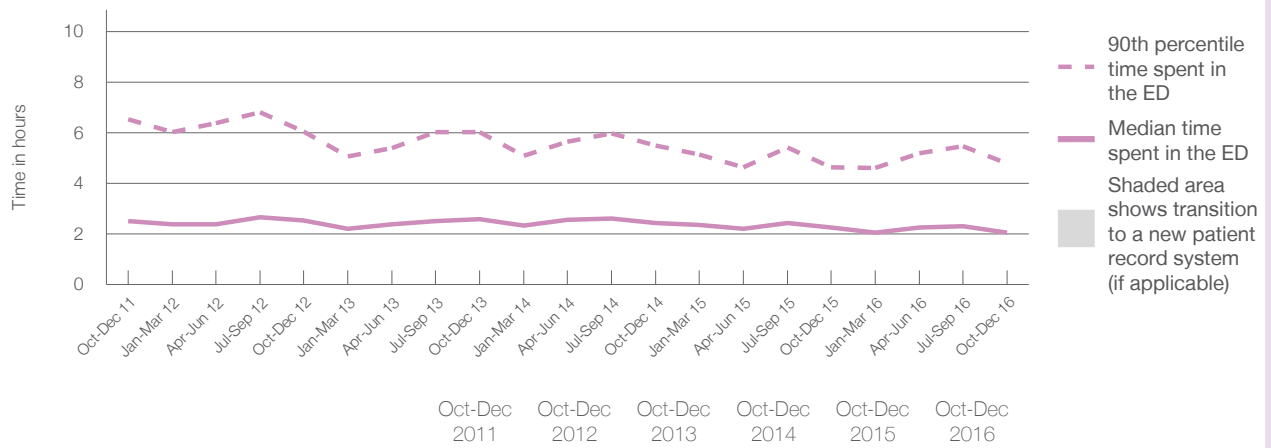
90th percentile time spent in the ED⁹ 4 hours and 47 minutes

Same period last year	NSW (this period)
4,732	4,732
2 hours and 15 minutes	2 hours and 41 minutes
4 hours and 38 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 31m	2h 32m	2h 36m	2h 27m	2h 15m	2h 3m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 32m	6h 4m	6h 2m	5h 30m	4h 38m	4h 47m

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

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

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

Bowral and District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

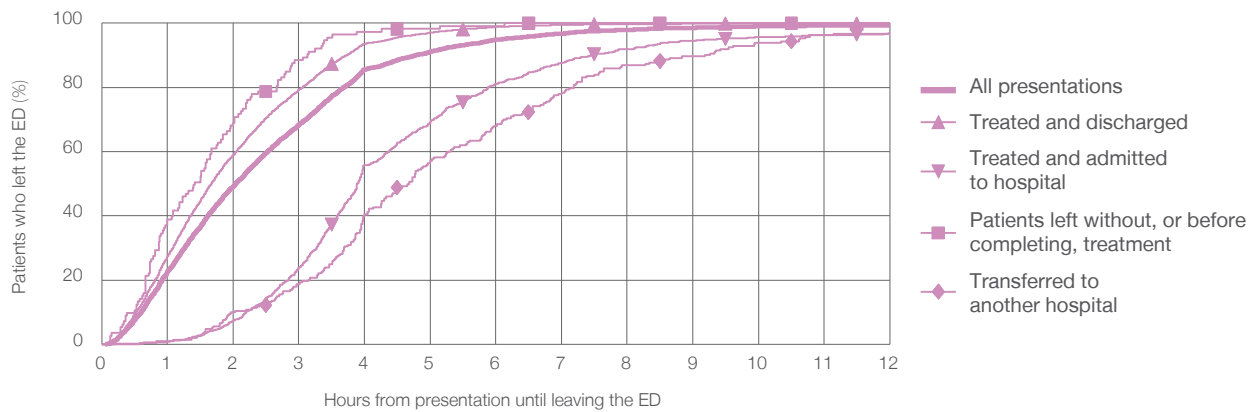
All presentations:¹ 5,133 patients

Presentations used to calculate time to leaving the ED:⁶ 5,133 patients

Treated and discharged	3,990 (77.7%)
Treated and admitted to hospital	795 (15.5%)
Patient left without, or before completing, treatment	113 (2.2%)
Transferred to another hospital	213 (4.1%)
Other	22 (0.4%)

Same period last year	Change since one year ago
4,732	8.5%
3,477	14.8%
833	-4.6%
159	-28.9%
245	-13.1%
18	22.2%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.5%	59.0%	79.3%	93.6%	98.9%	99.7%	99.9%	100%
Treated and admitted to hospital	0.8%	7.4%	23.9%	55.8%	81.1%	91.8%	95.7%	96.9%
Patient left without, or before completing, treatment	38.9%	69.0%	88.5%	97.3%	99.1%	100%	100%	100%
Transferred to another hospital	0.9%	9.9%	18.8%	40.4%	68.1%	86.9%	93.9%	96.7%
All presentations	22.6%	49.2%	68.5%	85.6%	94.9%	98.0%	99.0%	99.4%

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

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

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

Bowral and District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 5,133 patients

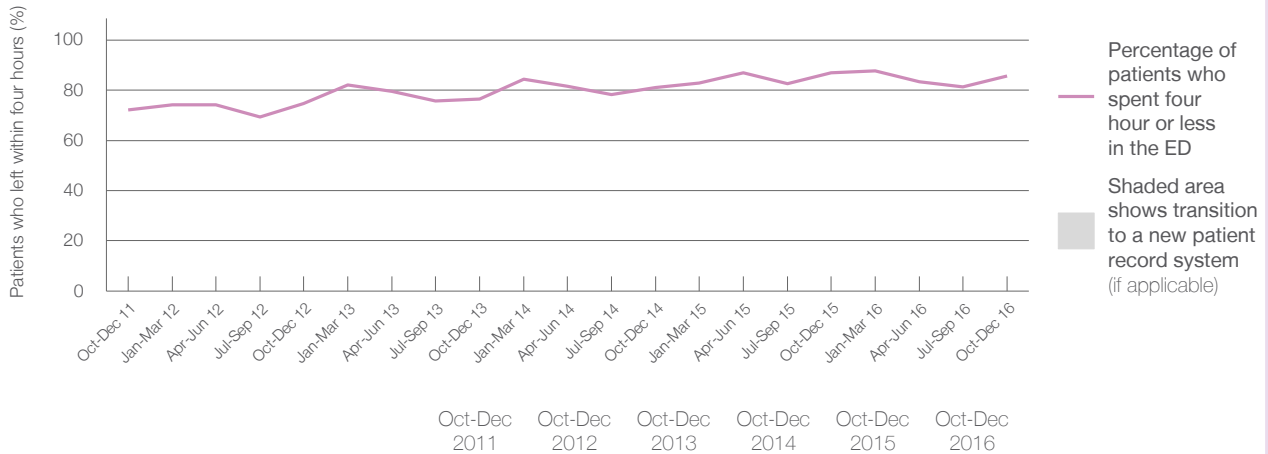
Presentations used to calculate time to leaving the ED:⁶ 5,133 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	4,732	8.5%
Presentations used to calculate time to leaving the ED	4,732	8.5%
Percentage of patients who spent four hours or less in the ED	87.0%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	72.2%	74.7%	76.5%	81.0%	87.0%	85.6%

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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Broken Hill Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 5,845 patients
Emergency presentations:² 5,265 patients

Same period last year	Change since one year ago
4,885	19.7%
4,171	26.2%

Broken Hill Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 320 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,129 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,043 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,757 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
394	
4 minutes	8 minutes
14 minutes	26 minutes
1,057	
13 minutes	20 minutes
36 minutes	67 minutes
1,605	
15 minutes	25 minutes
53 minutes	97 minutes
1,103	
15 minutes	24 minutes
64 minutes	103 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 5,845 patients

Percentage of patients who spent four hours or less in the ED 89.9%

Same period last year	Change since one year ago
4,883	19.7%
90.9%	

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

- 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.

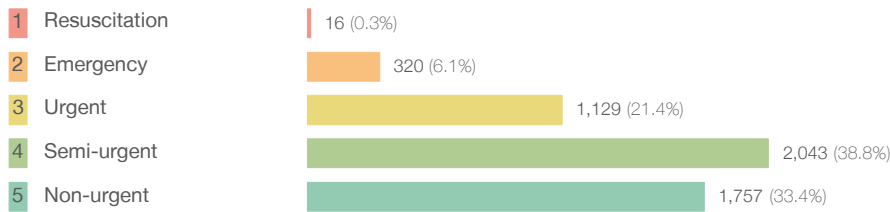
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Broken Hill Base Hospital: Patients presenting to the emergency department October to December 2016

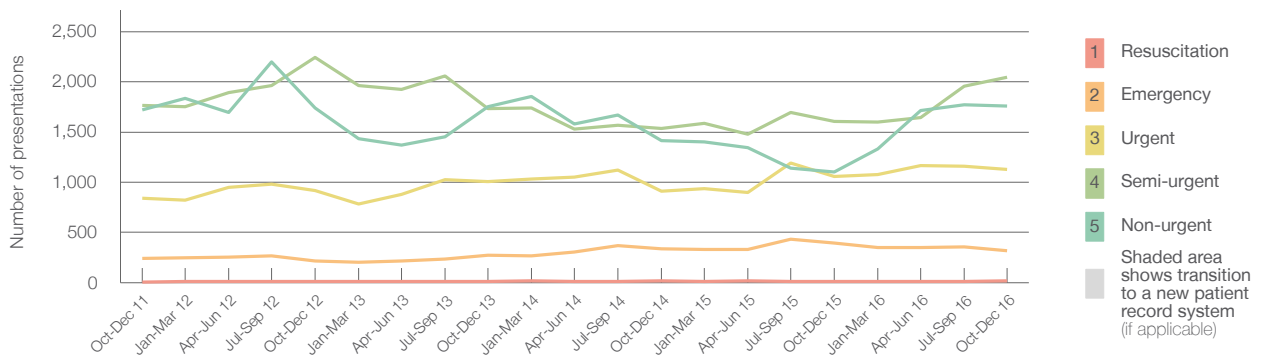
All presentations:¹ 5,845 patients

Emergency presentations² by triage category: 5,265 patients



	Same period last year	Change since one year ago
All presentations	4,885	19.7%
Emergency presentations	4,171	26.2%
Resuscitation	12	33.3%
Emergency	394	-18.8%
Urgent	1,057	6.8%
Semi-urgent	1,605	27.3%
Non-urgent	1,103	59.3%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	7	10	13	16	12	16
Emergency	241	215	271	335	394	320
Urgent	843	915	1,005	910	1,057	1,129
Semi-urgent	1,765	2,242	1,735	1,534	1,605	2,043
Non-urgent	1,718	1,738	1,752	1,413	1,103	1,757
All emergency presentations	4,574	5,120	4,776	4,208	4,171	5,265

Broken Hill Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 693 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	594	
Median time	12 minutes	-2 minutes
90th percentile time	24 minutes	-1 minute

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

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

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

Broken Hill Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 320

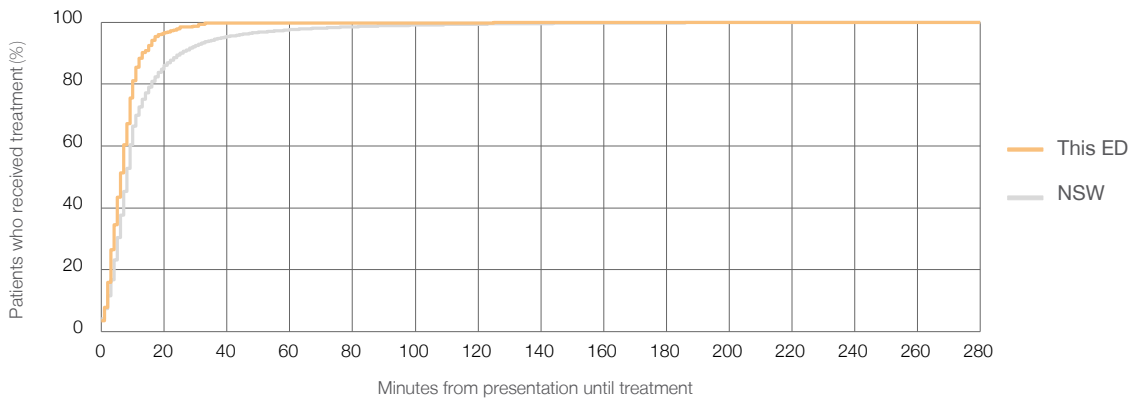
Number of triage 2 patients used to calculate waiting time:³ 318

Median time to start treatment⁴ 6 minutes

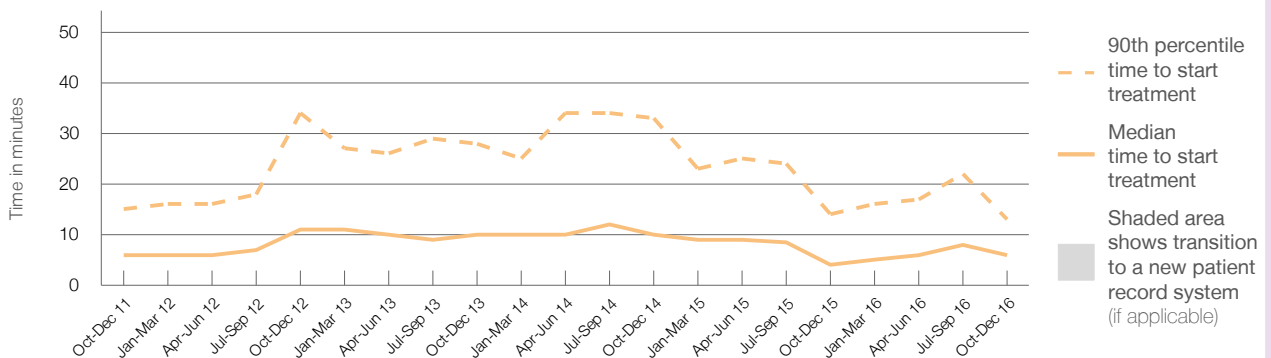
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
394	
387	
4 minutes	8 minutes
14 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	11	10	10	4	6
90th percentile time to start treatment ⁵ (minutes)	15	34	28	33	14	13

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

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

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

Broken Hill Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,129

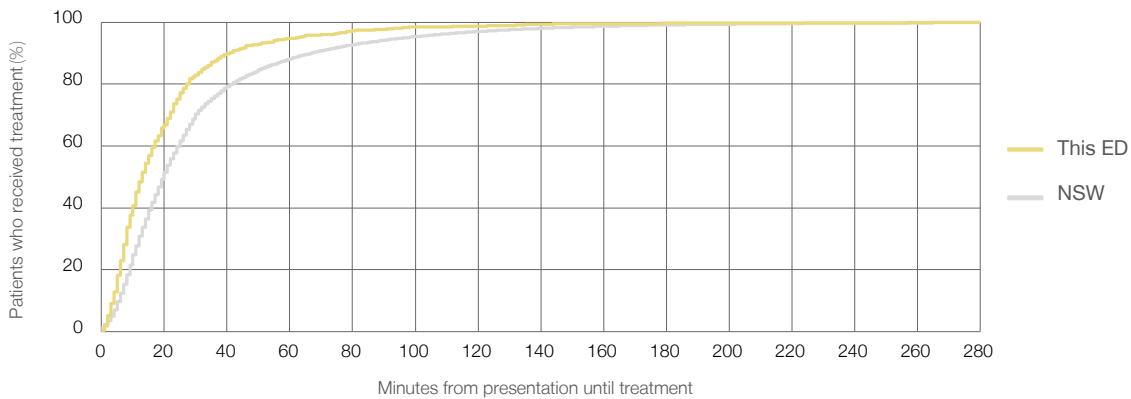
Number of triage 3 patients used to calculate waiting time:³ 1,064

Median time to start treatment⁴ 13 minutes

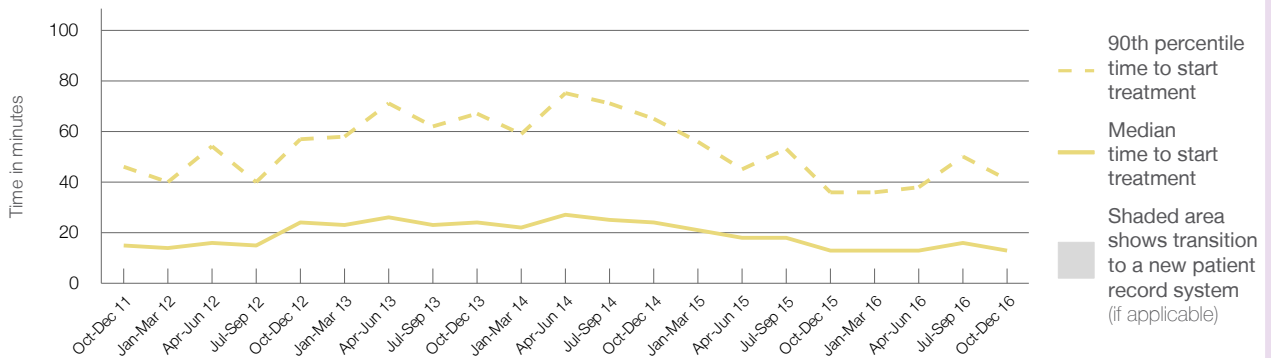
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,057	
998	
13 minutes	20 minutes
36 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	24	24	24	13	13
90th percentile time to start treatment ⁵ (minutes)	46	57	67	65	36	41

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

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

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

Broken Hill Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,043

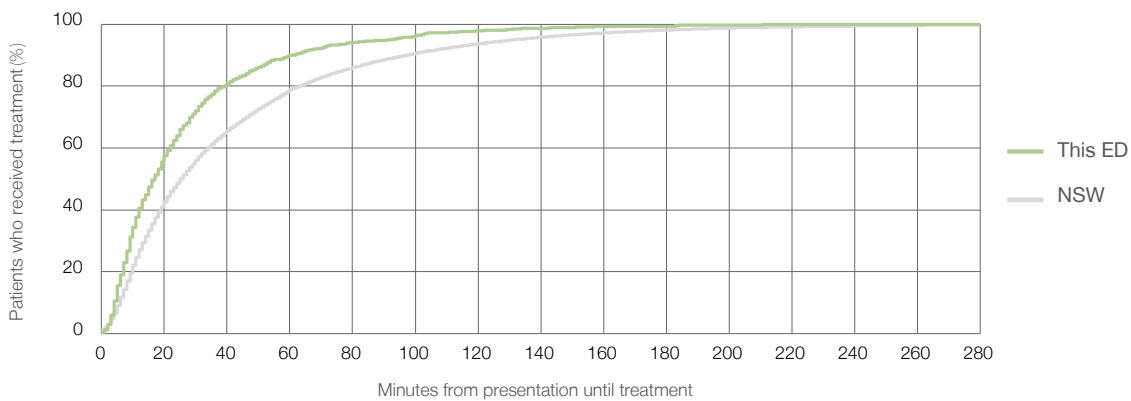
Number of triage 4 patients used to calculate waiting time:³ 1,270

Median time to start treatment⁴ 17 minutes

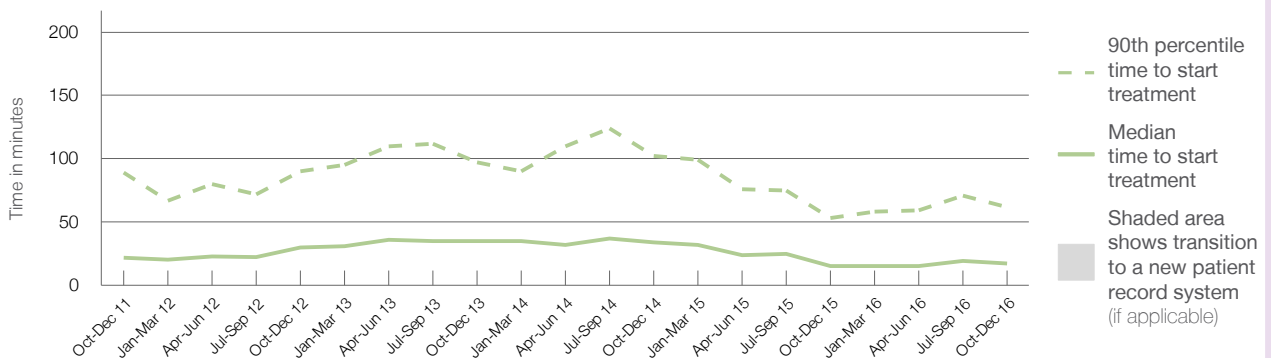
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,605	1,186
15 minutes	25 minutes
53 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	30	35	34	15	17
90th percentile time to start treatment ⁵ (minutes)	89	90	97	102	53	62

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

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

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

Broken Hill Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,757

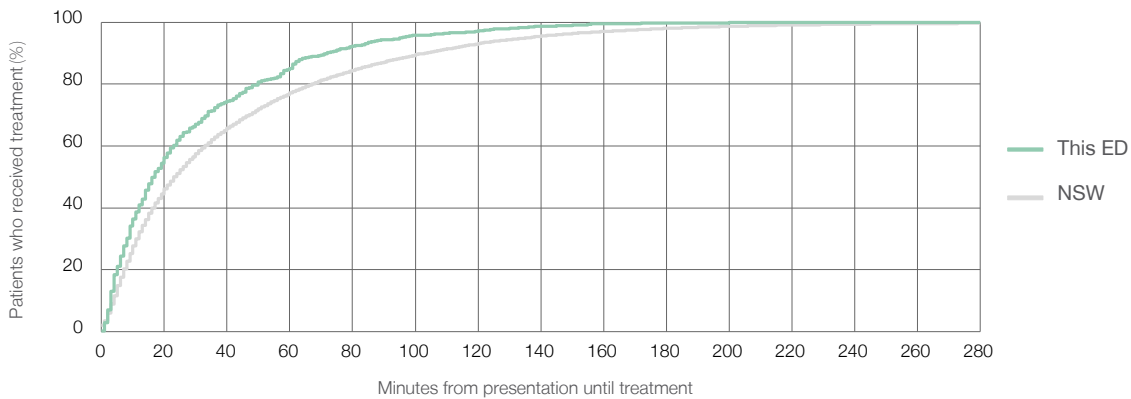
Number of triage 5 patients used to calculate waiting time:³ 602

Median time to start treatment⁴ 17 minutes

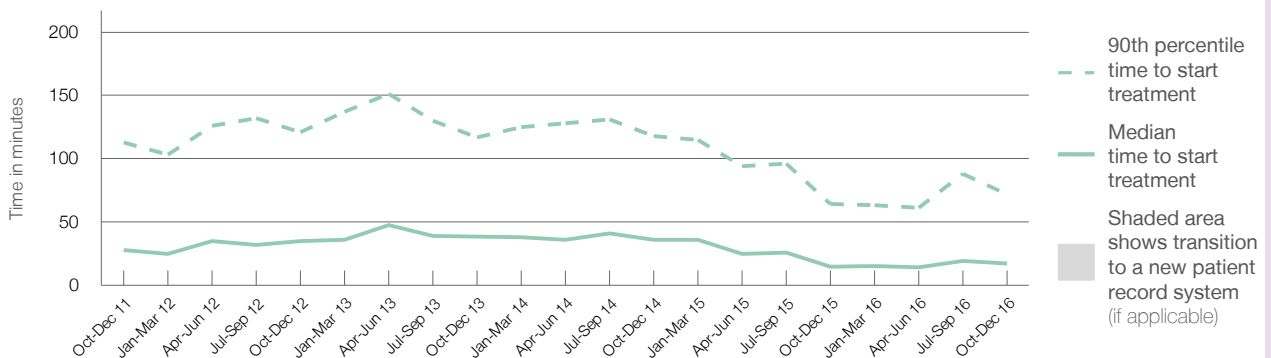
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
1,103	
678	
15 minutes	24 minutes
64 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	35	39	36	15	17
90th percentile time to start treatment ⁵ (minutes)	113	121	117	118	64	72

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

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

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

Broken Hill Base Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 5,845 patients

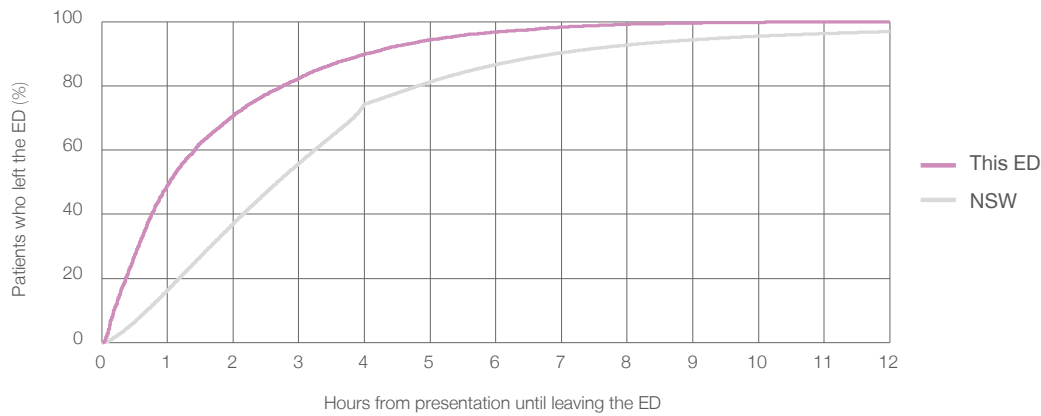
Presentations used to calculate time to leaving the ED:⁶ 5,845 patients

Median time spent in the ED⁸ 1 hours and 2 minutes

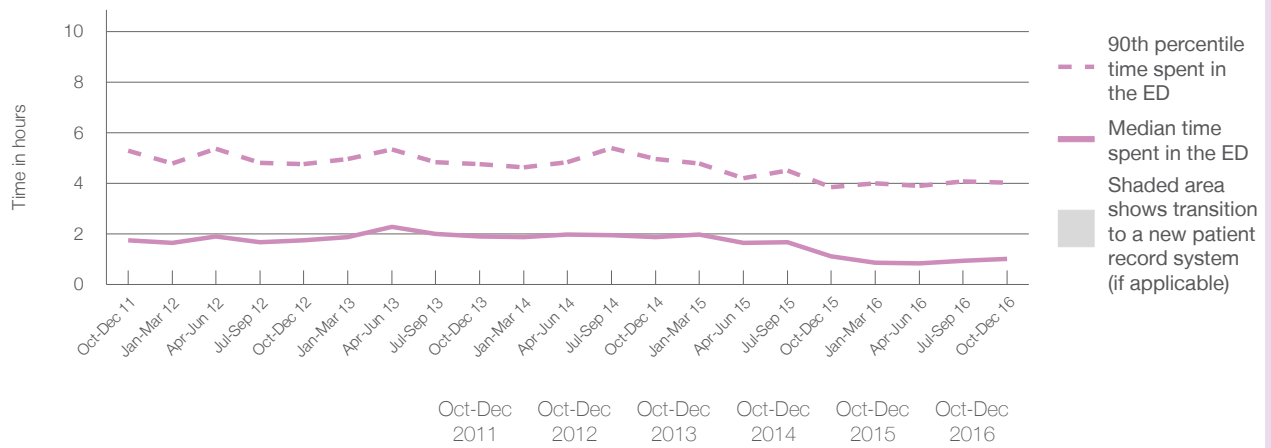
90th percentile time spent in the ED⁹ 4 hours and 2 minutes

Same period last year	NSW (this period)
4,885	
4,883	
1 hours and 8 minutes	2 hours and 41 minutes
3 hours and 51 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 46m	1h 45m	1h 54m	1h 53m	1h 8m	1h 2m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 18m	4h 46m	4h 46m	4h 58m	3h 51m	4h 2m

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

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

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

Broken Hill Base Hospital: Time patients spent in the ED By mode of separation October to December 2016

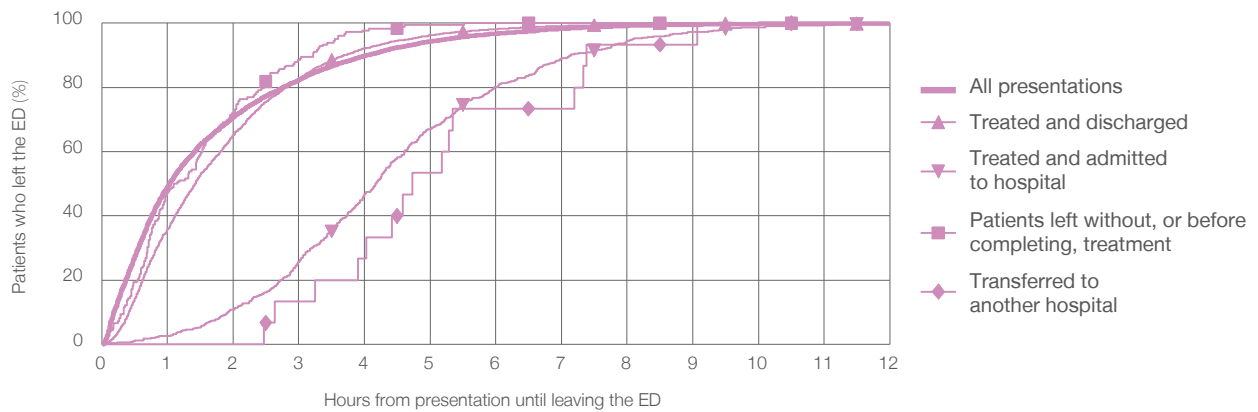
All presentations:¹ 5,845 patients

Presentations used to calculate time to leaving the ED:⁶ 5,845 patients

Treated and discharged	2,909 (49.8%)
Treated and admitted to hospital	648 (11.1%)
Patient left without, or before completing, treatment	182 (3.1%)
Transferred to another hospital	15 (0.3%)
Other	2,091 (35.8%)

Same period last year	Change since one year ago
4,883	19.7%
3,183	-8.6%
558	16.1%
114	59.6%
24	-37.5%
1,006	107.9%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	35.9%	65.2%	82.7%	92.2%	98.1%	99.7%	99.9%	100%
Treated and admitted to hospital	2.6%	10.8%	25.6%	46.9%	80.2%	94.4%	98.8%	99.7%
Patient left without, or before completing, treatment	47.3%	72.0%	88.5%	97.8%	100%	100%	100%	100%
Transferred to another hospital	0%	0%	13.3%	26.7%	73.3%	93.3%	100%	100%
All presentations	49.1%	70.8%	82.4%	89.9%	96.8%	99.2%	99.8%	99.9%

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

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

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

Broken Hill Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 5,845 patients

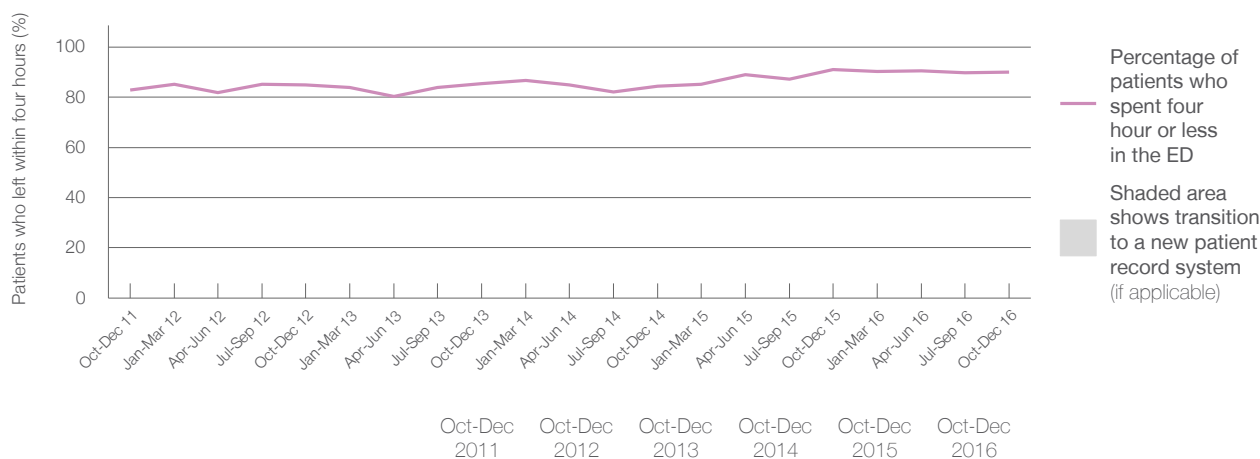
Presentations used to calculate time to leaving the ED:⁶ 5,845 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 5,845 patients	4,885	19.7%
Presentations used to calculate time to leaving the ED: ⁶ 5,845 patients	4,883	19.7%
Percentage of patients who spent four hours or less in the ED	90.9%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	82.8%	84.9%	85.5%	84.4%	90.9%	89.9%

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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Goulburn Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,660 patients
Emergency presentations:² 4,399 patients

Same period last year	Change since one year ago
4,436	5.0%
4,058	8.4%

Goulburn Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 448 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,722 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,921 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 286 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
465	
9 minutes	8 minutes
27 minutes	26 minutes
1,561	
29 minutes	20 minutes
103 minutes	67 minutes
1,707	
45 minutes	25 minutes
168 minutes	97 minutes
301	
30 minutes	24 minutes
138 minutes	103 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,660 patients

Percentage of patients who spent four hours or less in the ED 80.4%

Same period last year	Change since one year ago
4,436	5.0%
77.8%	

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

- 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.

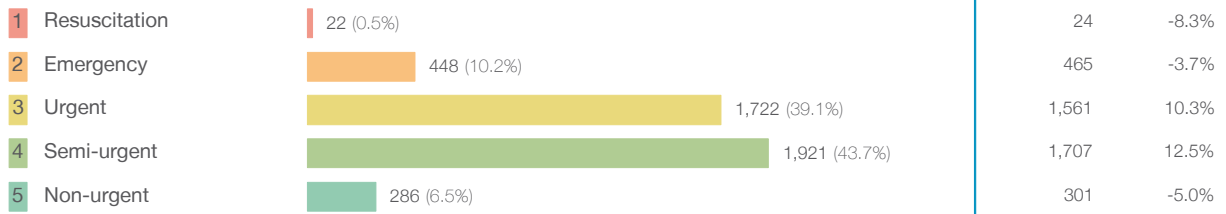
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Goulburn Base Hospital: Patients presenting to the emergency department October to December 2016

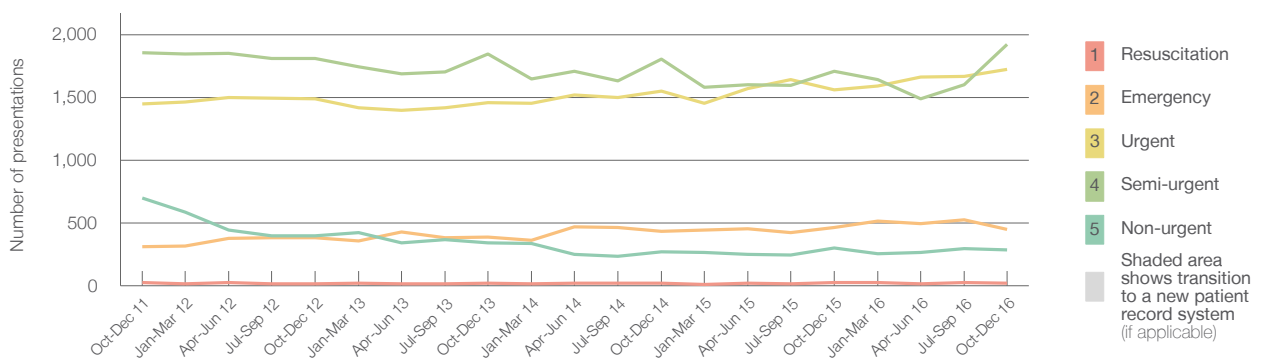
All presentations:¹ 4,660 patients

Emergency presentations² by triage category: 4,399 patients



	Same period last year	Change since one year ago
All presentations	4,436	5.0%
Emergency presentations	4,058	8.4%
Resuscitation	24	-8.3%
Emergency	465	-3.7%
Urgent	1,561	10.3%
Semi-urgent	1,707	12.5%
Non-urgent	301	-5.0%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	23	14	20	19	24	22
Emergency	308	384	385	434	465	448
Urgent	1,449	1,491	1,457	1,552	1,561	1,722
Semi-urgent	1,855	1,810	1,845	1,805	1,707	1,921
Non-urgent	696	396	343	272	301	286
All emergency presentations	4,331	4,095	4,050	4,082	4,058	4,399

Goulburn Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 846 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	770	
ED Transfer of care time	14 minutes	-1 minute
90th percentile time	34 minutes	-5 minutes

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

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

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

Goulburn Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 448

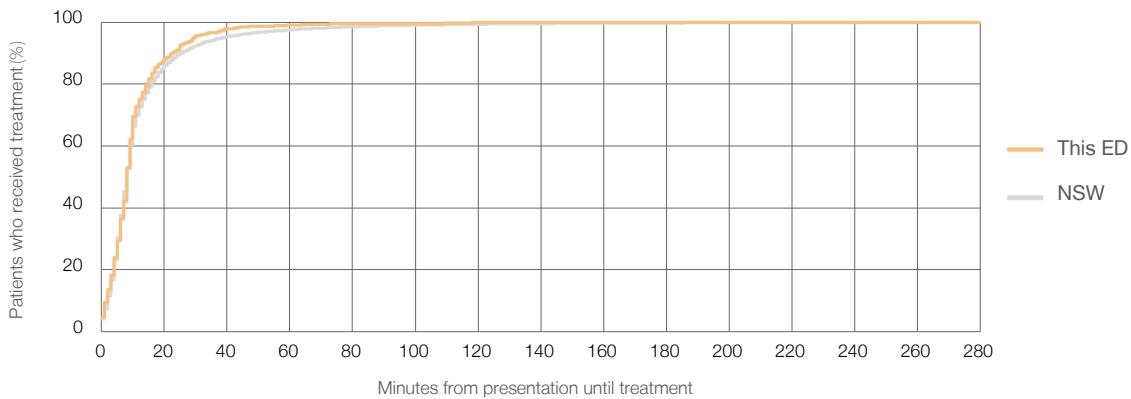
Number of triage 2 patients used to calculate waiting time:³ 448

Median time to start treatment⁴ 8 minutes

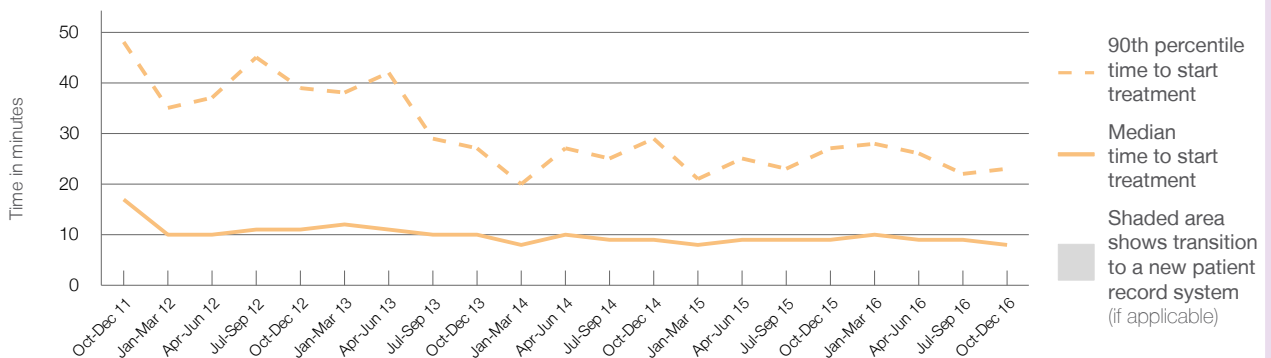
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
465	
463	
9 minutes	8 minutes
27 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	17	11	10	9	9	8
90th percentile time to start treatment ⁵ (minutes)	48	39	27	29	27	23

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

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

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

Goulburn Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

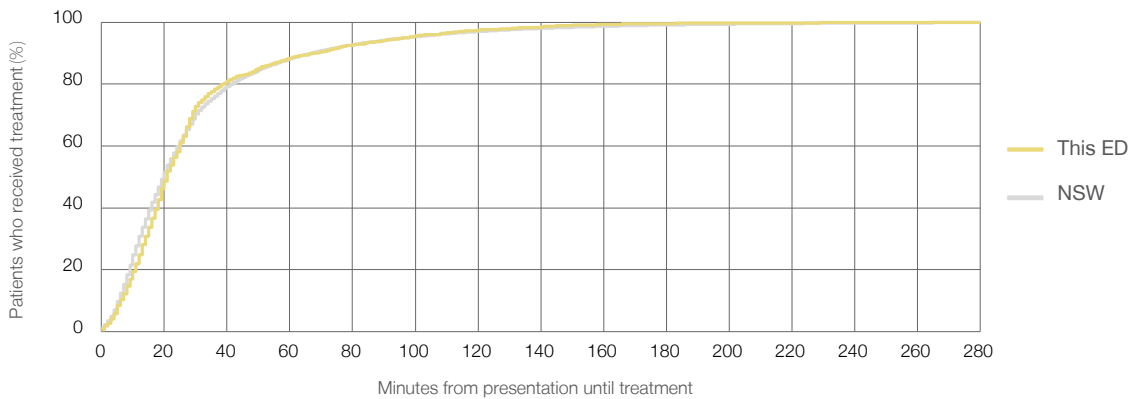
Number of triage 3 patients: 1,722

Number of triage 3 patients used to calculate waiting time:³ 1,683

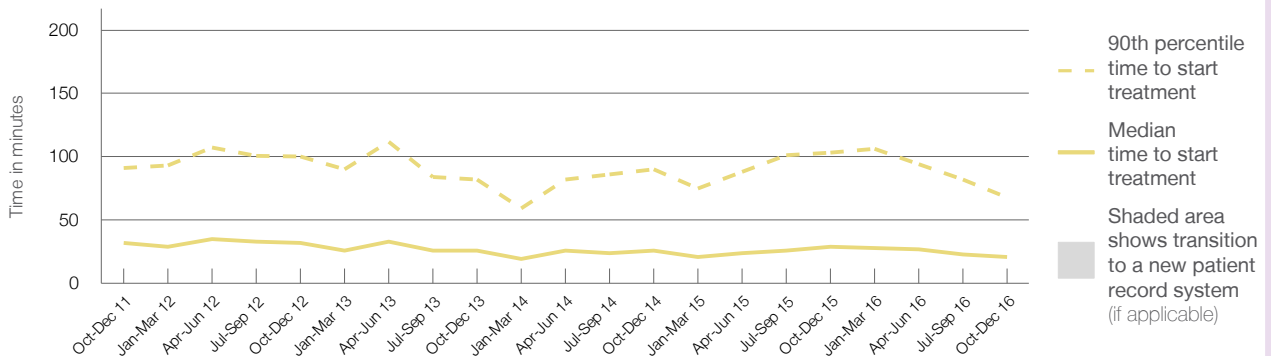
Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
1,561	1,514
29 minutes	20 minutes
103 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	32	32	26	26	29	21
90th percentile time to start treatment ⁵ (minutes)	91	100	82	90	103	68

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

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

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

Goulburn Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 1,921

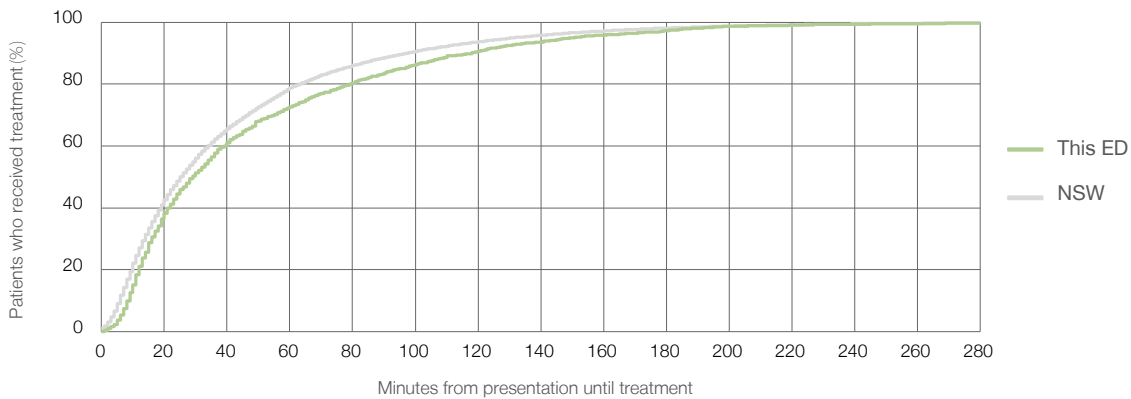
Number of triage 4 patients used to calculate waiting time:³ 1,767

Median time to start treatment⁴ 29 minutes

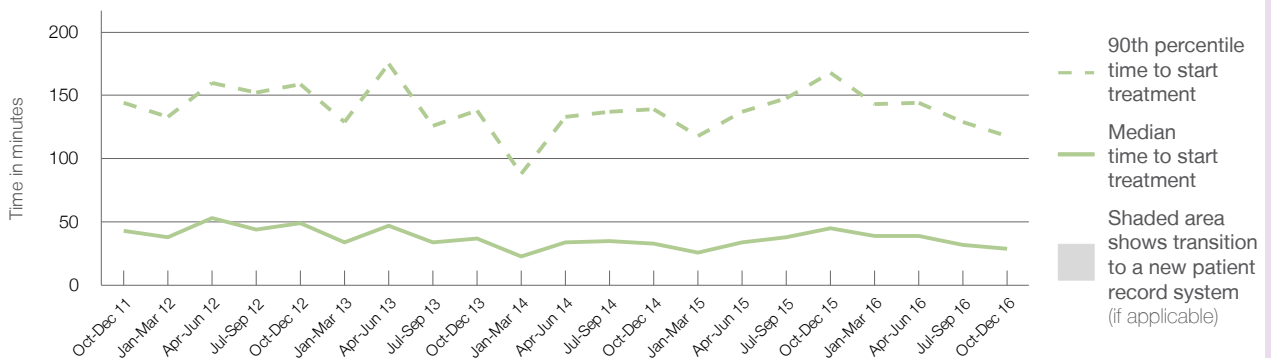
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
1,707	
1,532	
45 minutes	25 minutes
168 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	43	49	37	33	45	29
90th percentile time to start treatment ⁵ (minutes)	144	159	138	139	168	118

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

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

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

Goulburn Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 286

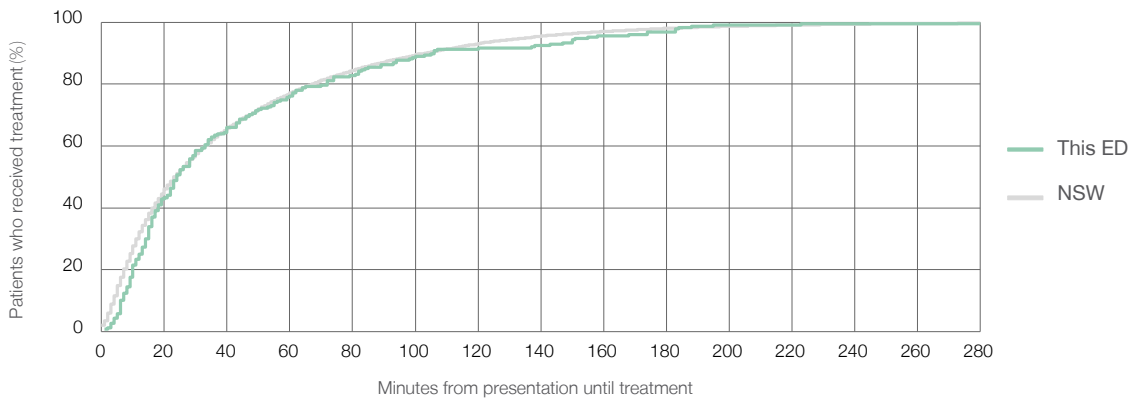
Number of triage 5 patients used to calculate waiting time:³ 227

Median time to start treatment⁴ 24 minutes

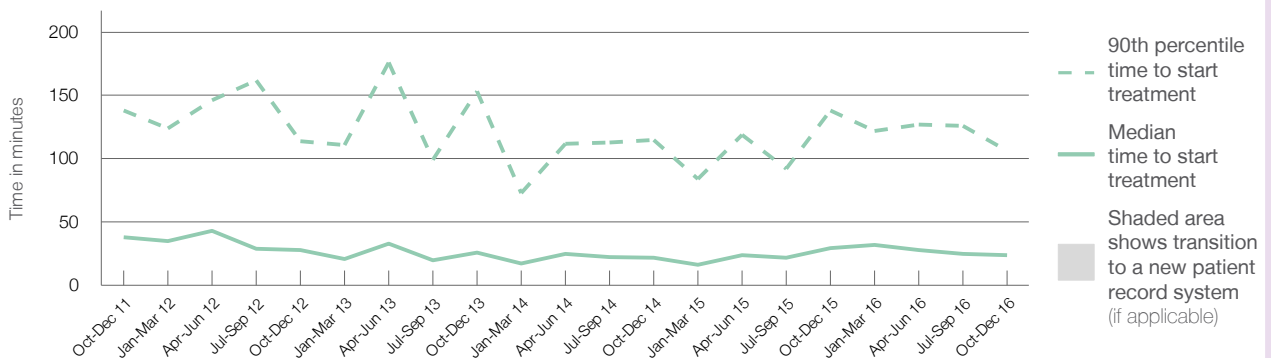
90th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
301	
226	
30 minutes	24 minutes
138 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	28	26	22	30	24
90th percentile time to start treatment ⁵ (minutes)	138	114	153	115	138	106

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

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

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

Goulburn Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,660 patients

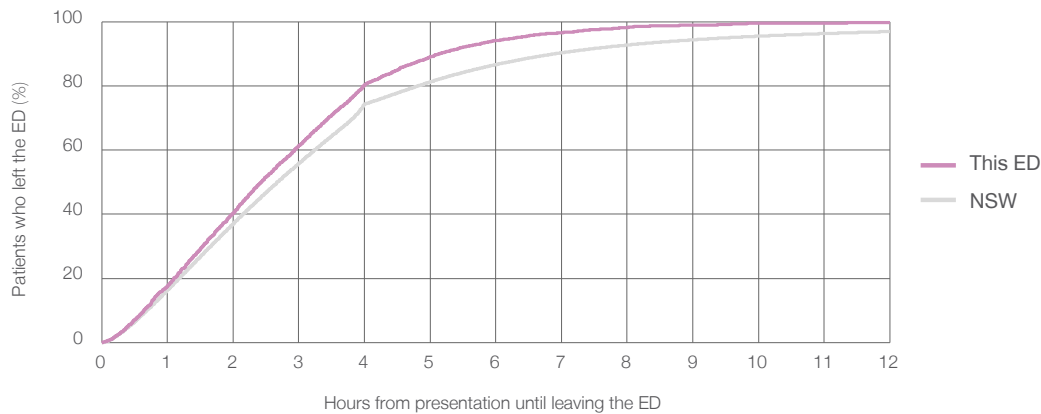
Presentations used to calculate time to leaving the ED:⁶ 4,660 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

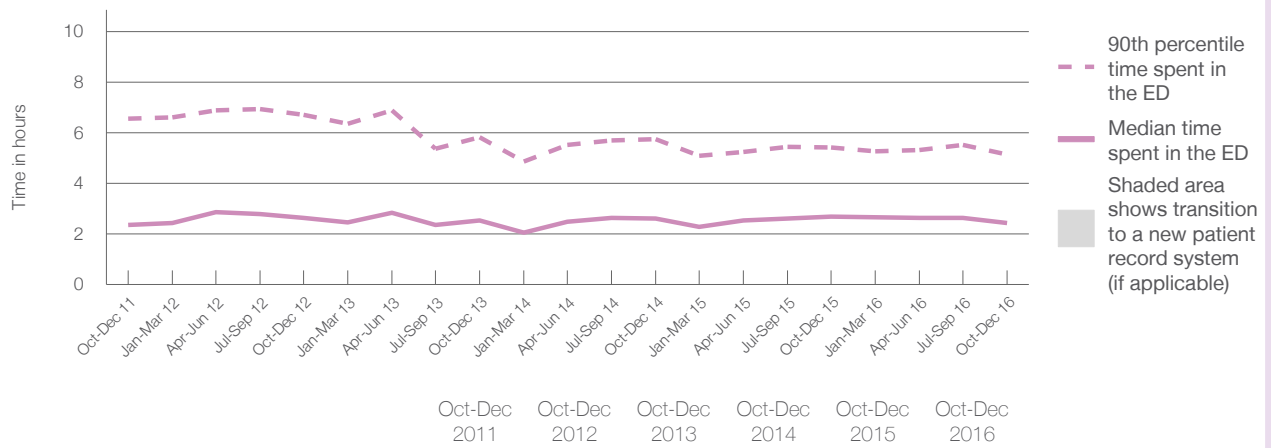
90th percentile time spent in the ED⁹ 5 hours and 9 minutes

Same period last year	NSW (this period)
4,436	4,436
2 hours and 41 minutes	2 hours and 41 minutes
5 hours and 26 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 22m	2h 38m	2h 33m	2h 37m	2h 41m	2h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 33m	6h 43m	5h 49m	5h 45m	5h 26m	5h 9m

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

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

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

Goulburn Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

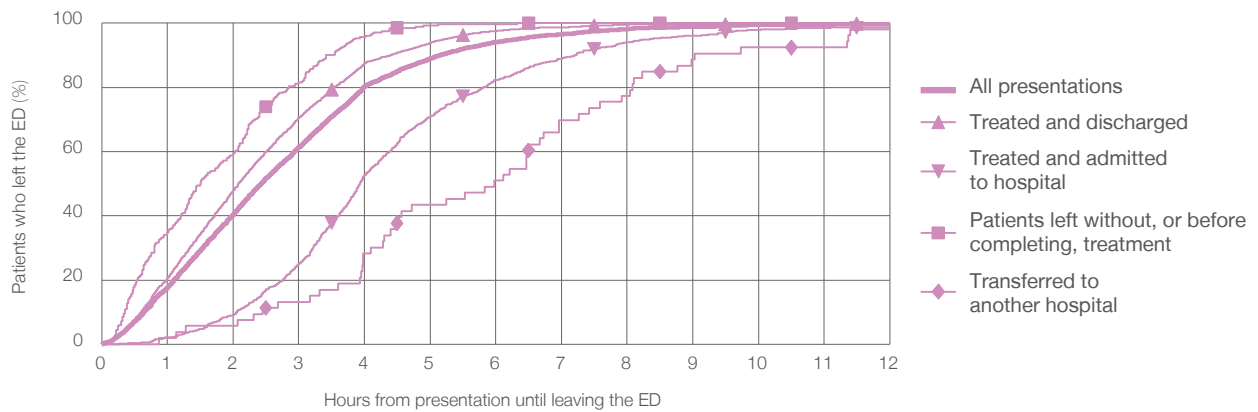
All presentations:¹ 4,660 patients

Presentations used to calculate time to leaving the ED:⁶ 4,660 patients

Treated and discharged	3,369 (72.3%)
Treated and admitted to hospital	941 (20.2%)
Patient left without, or before completing, treatment	281 (6.0%)
Transferred to another hospital	53 (1.1%)
Other	16 (0.3%)

Same period last year	Change since one year ago
4,436	5.0%
3,106	8.5%
870	8.2%
373	-24.7%
53	0.0%
34	-52.9%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.7%	48.0%	70.6%	87.5%	97.6%	99.5%	99.9%	100%
Treated and admitted to hospital	2.1%	9.2%	25.2%	52.8%	82.4%	94.0%	98.0%	98.6%
Patient left without, or before completing, treatment	34.9%	59.4%	81.5%	95.7%	99.6%	100%	100%	100%
Transferred to another hospital	1.9%	5.7%	13.2%	28.3%	50.9%	77.4%	92.5%	98.1%
All presentations	17.8%	40.5%	61.5%	80.4%	94.1%	98.2%	99.4%	99.7%

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

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

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

Goulburn Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 4,660 patients

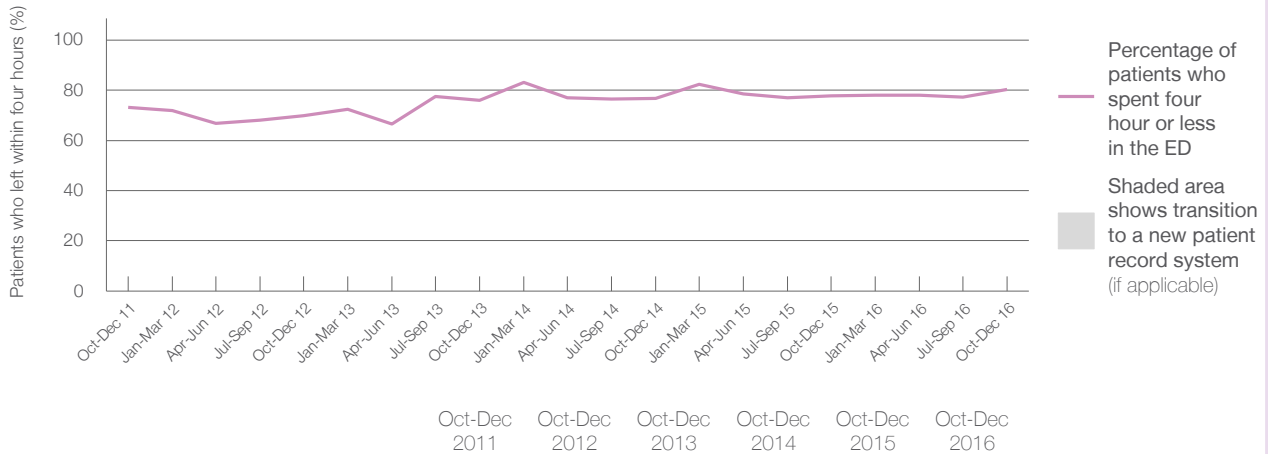
Presentations used to calculate time to leaving the ED:⁶ 4,660 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,660 patients	4,436	5.0%
Presentations used to calculate time to leaving the ED: ⁶ 4,660 patients	4,436	5.0%
Percentage of patients who spent four hours or less in the ED	77.8%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	73.1%	69.9%	76.0%	76.8%	77.8%	80.4%

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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Grafton Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,313 patients
Emergency presentations:² 5,793 patients

Same period last year	Change since one year ago
6,356	-0.7%
5,855	-1.1%

Grafton Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 563 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,901 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,590 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 721 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
579	
10 minutes	8 minutes
32 minutes	26 minutes
2,085	
22 minutes	20 minutes
70 minutes	67 minutes
2,383	
36 minutes	25 minutes
92 minutes	97 minutes
792	
39 minutes	24 minutes
115 minutes	103 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,313 patients

Percentage of patients who spent four hours or less in the ED 80.8%

Same period last year	Change since one year ago
6,355	-0.7%
74.8%	

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

- 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.

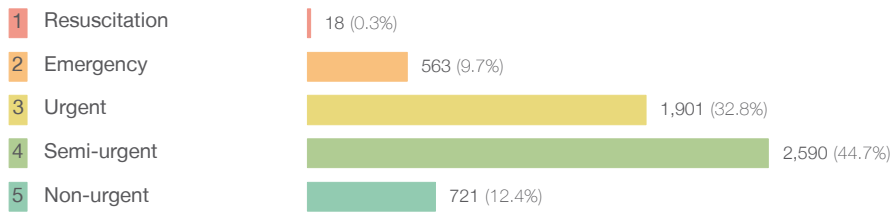
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Grafton Base Hospital: Patients presenting to the emergency department October to December 2016

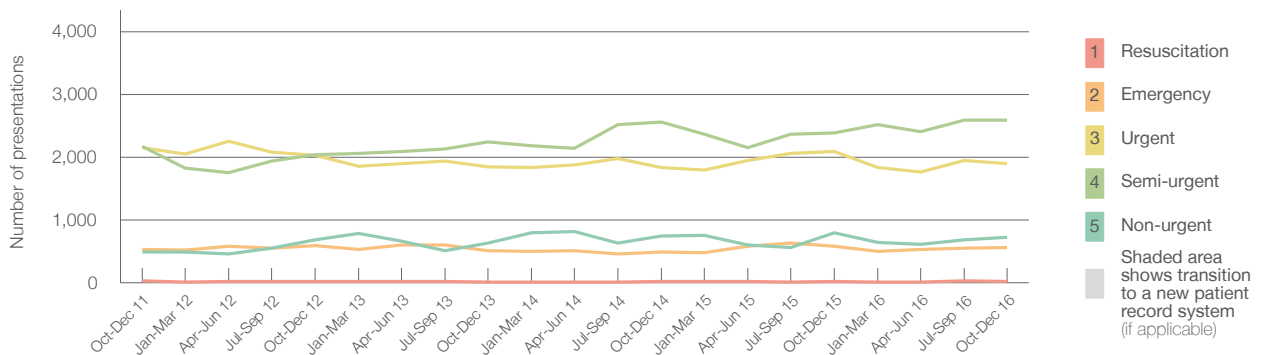
All presentations:¹ 6,313 patients

Emergency presentations² by triage category: 5,793 patients



Same period last year	Change since one year ago
6,356	-0.7%
5,855	-1.1%
16	12.5%
579	-2.8%
2,085	-8.8%
2,383	8.7%
792	-9.0%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	30	24	8	19	16	18
Emergency	529	593	513	484	579	563
Urgent	2,148	2,030	1,848	1,838	2,085	1,901
Semi-urgent	2,176	2,035	2,241	2,564	2,383	2,590
Non-urgent	486	677	634	746	792	721
All emergency presentations	5,369	5,359	5,244	5,651	5,855	5,793

Grafton Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 586 patients

ED Transfer of care time



Same period last year	Change since one year ago
524	
15 minutes	-2 minutes
34 minutes	-6 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 563

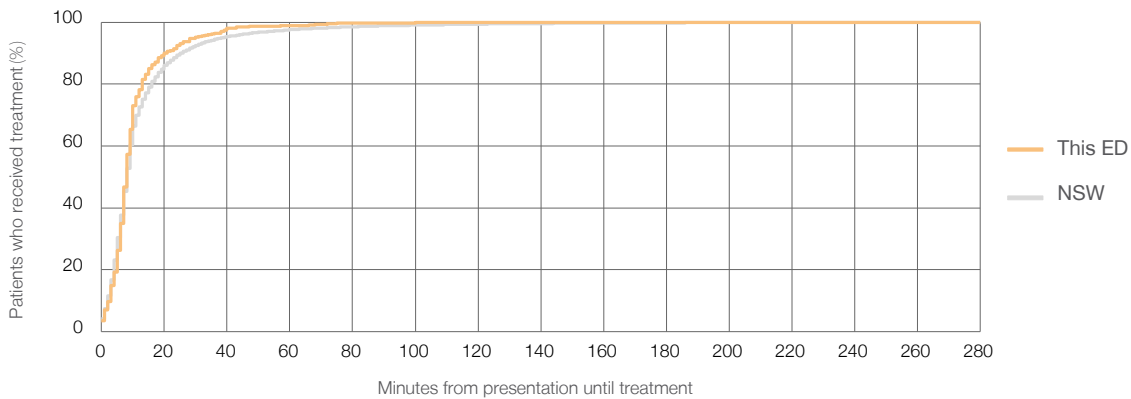
Number of triage 2 patients used to calculate waiting time:³ 561

Median time to start treatment⁴ 8 minutes

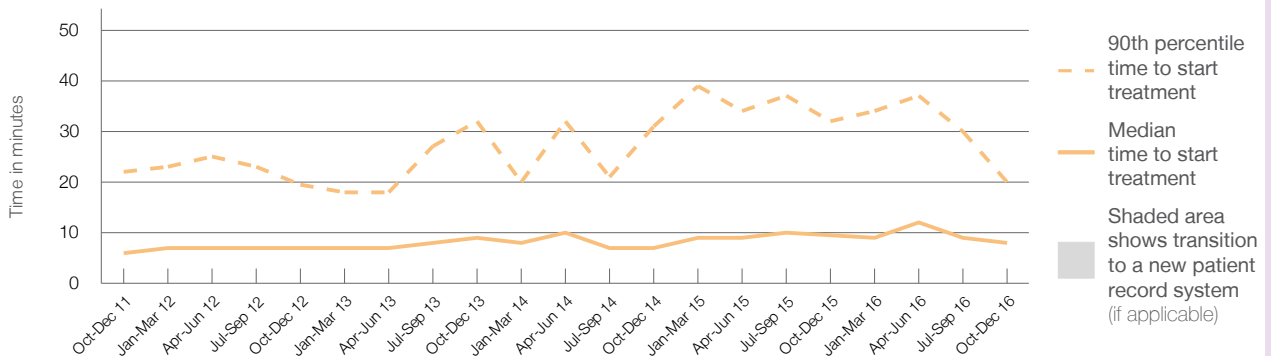
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
579	
574	
10 minutes	8 minutes
32 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	7	9	7	10	8
90th percentile time to start treatment ⁵ (minutes)	22	20	32	31	32	20

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

Grafton Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,901

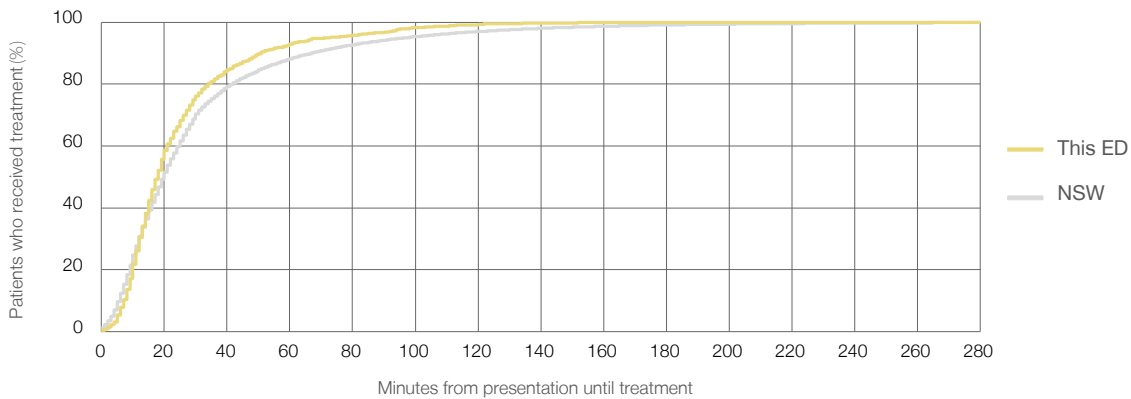
Number of triage 3 patients used to calculate waiting time:³ 1,868

Median time to start treatment⁴ 18 minutes

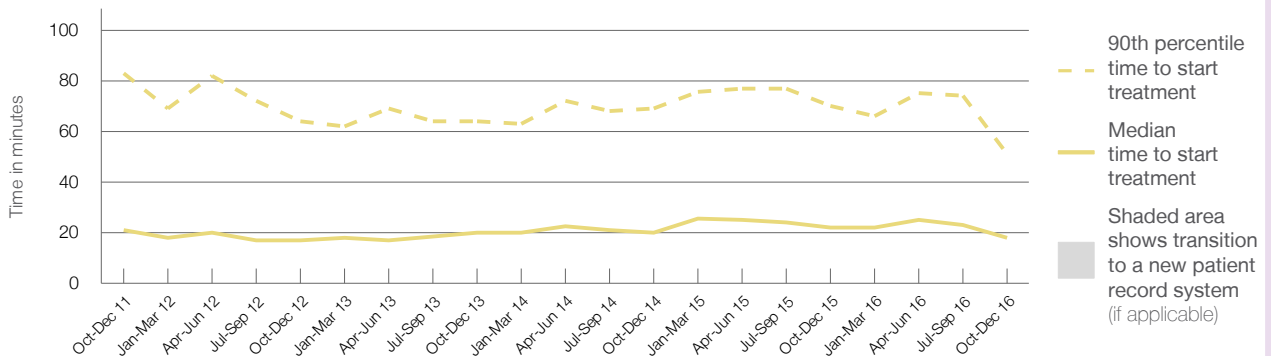
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
2,085	
2,036	
22 minutes	20 minutes
70 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	21	17	20	20	22	18
90th percentile time to start treatment ⁵ (minutes)	83	64	64	69	70	51

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

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

Grafton Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,590

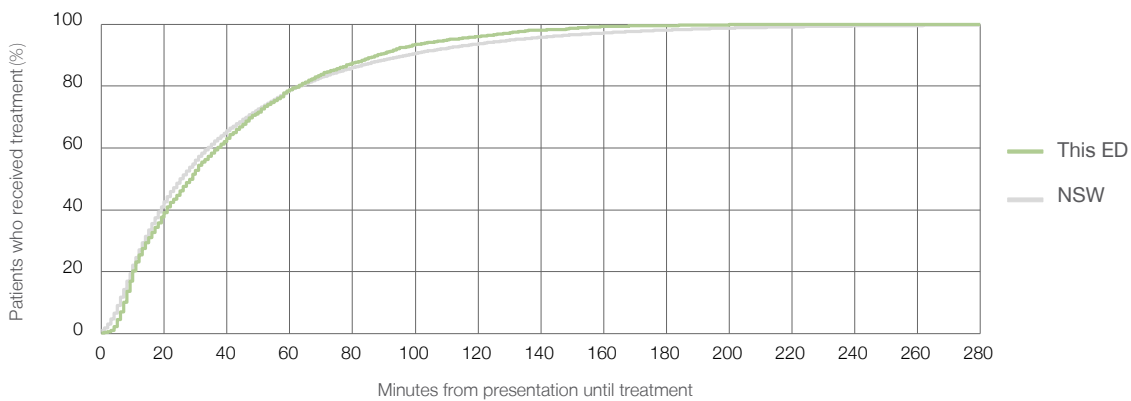
Number of triage 4 patients used to calculate waiting time:³ 2,476

Median time to start treatment⁴ 29 minutes

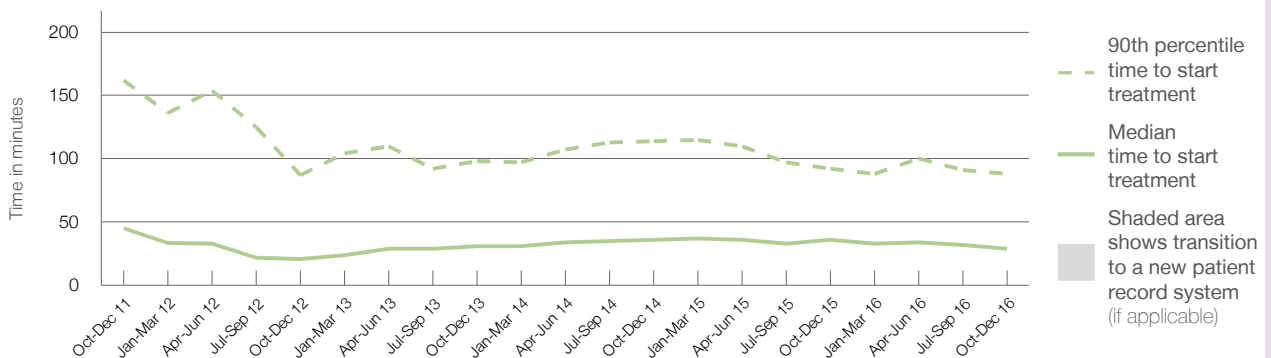
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
2,383	
2,241	
36 minutes	25 minutes
92 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	45	21	31	36	36	29
90th percentile time to start treatment ⁵ (minutes)	162	87	98	114	92	88

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

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

Grafton Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 721

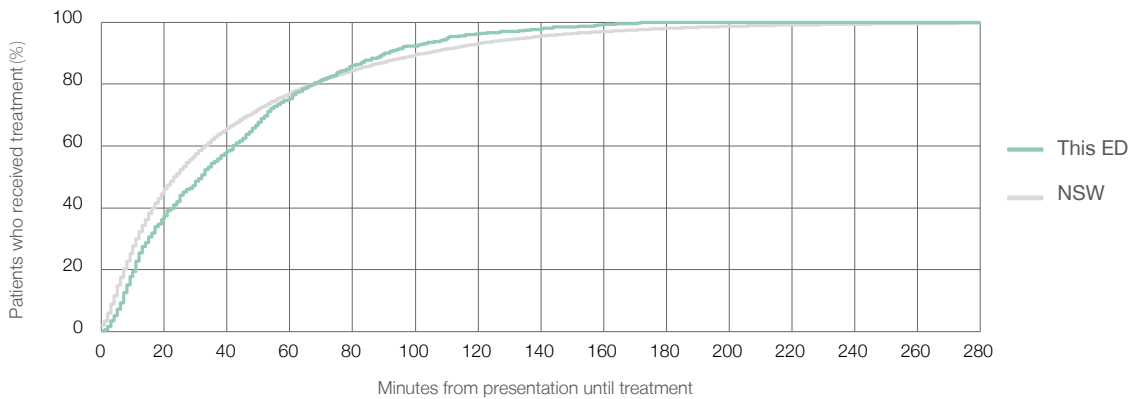
Number of triage 5 patients used to calculate waiting time:³ 638

Median time to start treatment⁴ 32 minutes

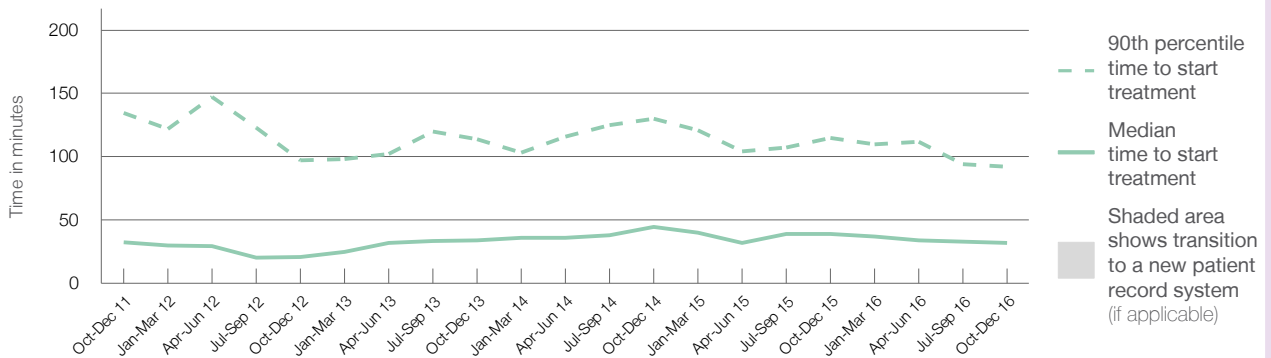
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
792	
683	
39 minutes	24 minutes
115 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	21	34	45	39	32
90th percentile time to start treatment ⁵ (minutes)	135	97	114	130	115	92

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

Grafton Base Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,313 patients

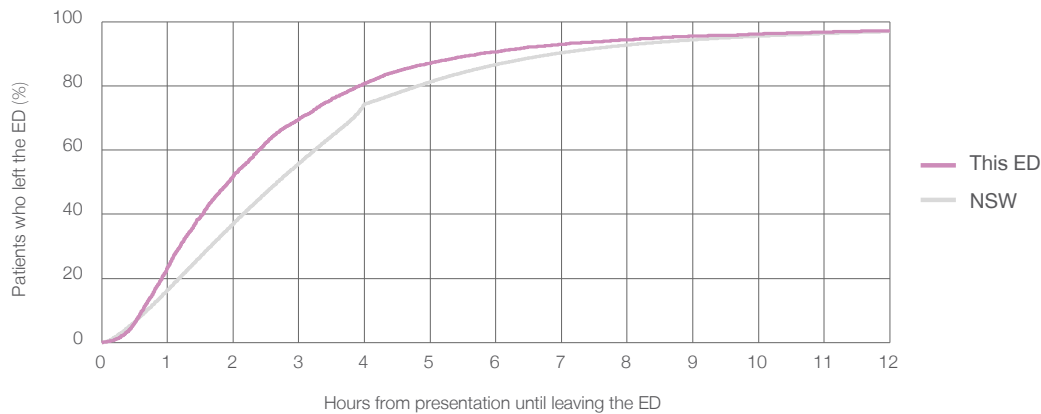
Presentations used to calculate time to leaving the ED:⁶ 6,313 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

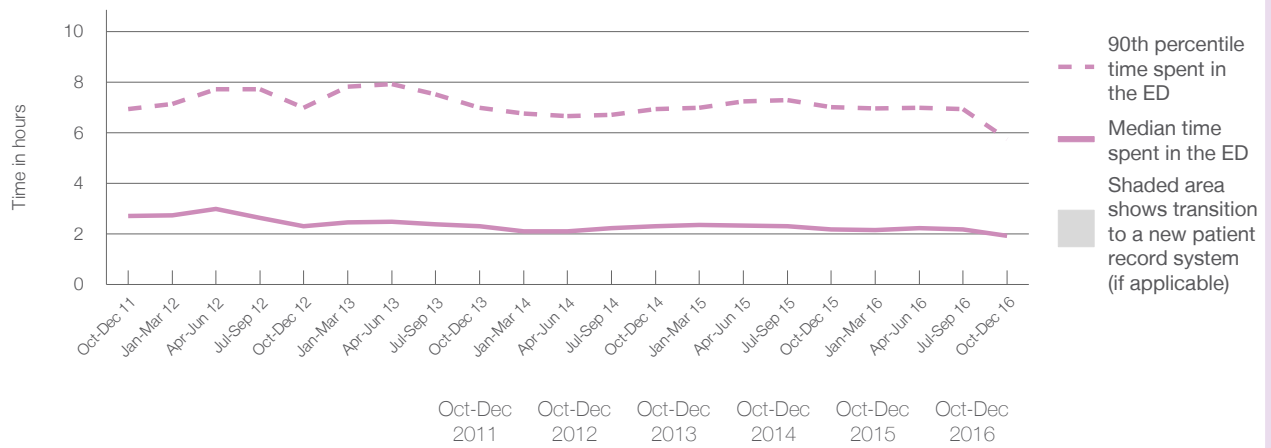
90th percentile time spent in the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
6,356	
6,355	
2 hours and 11 minutes	2 hours and 41 minutes
7 hours and 1 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 43m	2h 19m	2h 18m	2h 18m	2h 11m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 56m	6h 59m	6h 59m	6h 57m	7h 1m	5h 45m

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

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

Grafton Base Hospital: Time patients spent in the ED By mode of separation October to December 2016

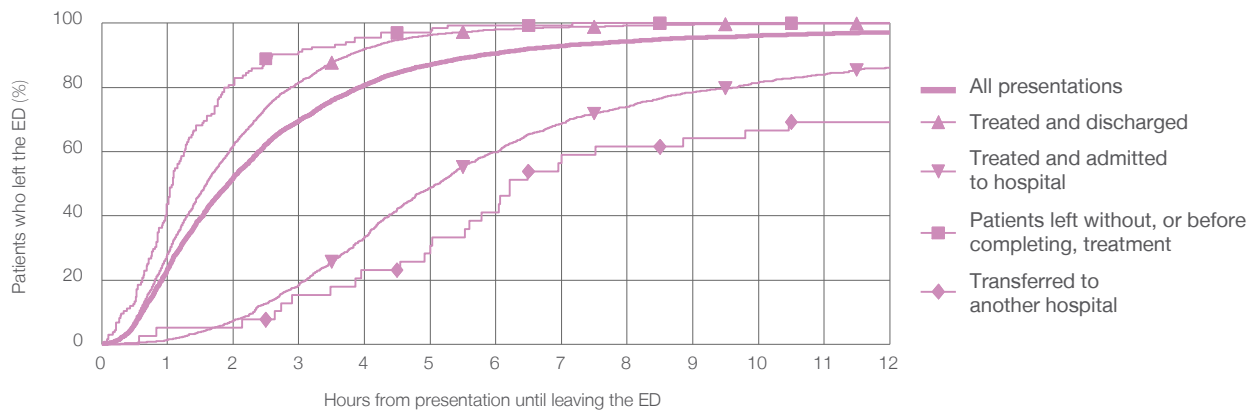
All presentations:¹ 6,313 patients

Presentations used to calculate time to leaving the ED:⁶ 6,313 patients

Treated and discharged	4,946 (78.3%)
Treated and admitted to hospital	1,174 (18.6%)
Patient left without, or before completing, treatment	135 (2.1%)
Transferred to another hospital	39 (0.6%)
Other	19 (0.3%)

Same period last year	Change since one year ago
6,355	-0.7%
4,890	1.1%
1,204	-2.5%
190	-28.9%
54	-27.8%
18	5.6%

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



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

Treated and discharged	28.1%	62.0%	81.5%	92.0%	98.0%	99.2%	99.7%	99.9%
Treated and admitted to hospital	1.4%	7.4%	18.6%	33.4%	59.9%	74.0%	81.5%	86.1%
Patient left without, or before completing, treatment	43.7%	80.7%	91.1%	95.6%	99.3%	100%	100%	100%
Transferred to another hospital	5.1%	5.1%	15.4%	23.1%	41.0%	61.5%	66.7%	69.2%
All presentations	23.4%	52.0%	69.6%	80.8%	90.6%	94.3%	96.2%	97.1%

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

Grafton Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 6,313 patients

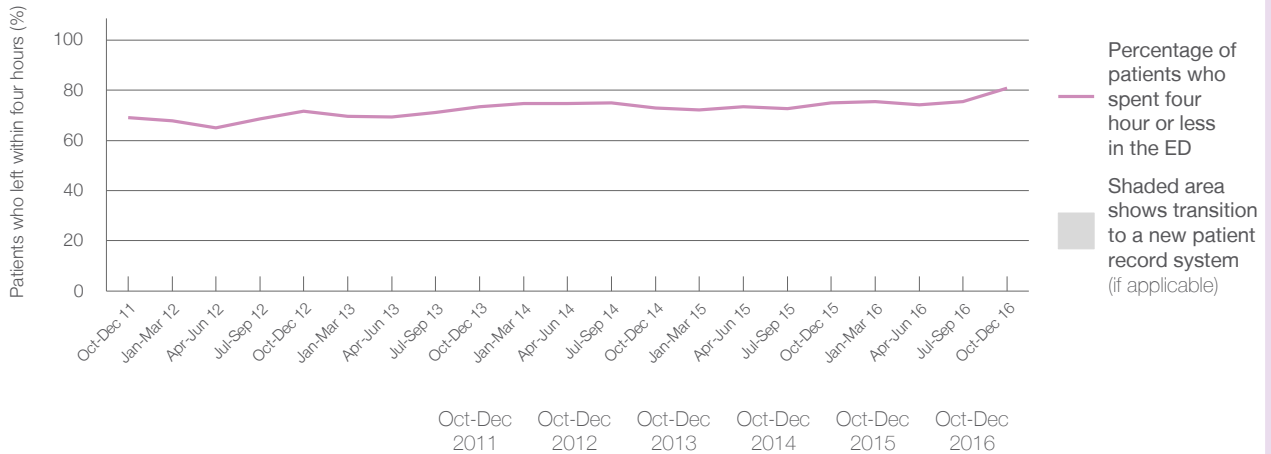
Presentations used to calculate time to leaving the ED:⁶ 6,313 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	6,356	-0.7%
Presentations used to calculate time to leaving the ED: ⁶	6,355	-0.7%
Percentage of patients who spent four hours or less in the ED	74.8%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	69.1%	71.7%	73.3%	72.8%	74.8%	80.8%

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

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- All emergency and non-emergency presentations at the emergency department (ED).
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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
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Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Griffith Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 5,425 patients
Emergency presentations:² 5,234 patients

Same period last year	Change since one year ago
4,796	13.1%
4,671	12.1%

Griffith Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 442 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,215 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,115 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 430 patients

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

Same period last year	NSW (this period)
316	
6 minutes	8 minutes
11 minutes	26 minutes
1,750	
18 minutes	20 minutes
61 minutes	67 minutes
2,215	
32 minutes	25 minutes
110 minutes	97 minutes
364	
33 minutes	24 minutes
124 minutes	103 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 5,424 patients

Percentage of patients who spent four hours or less in the ED 82.3%

Same period last year	Change since one year ago
4,796	13.1%
86.3%	

* 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.

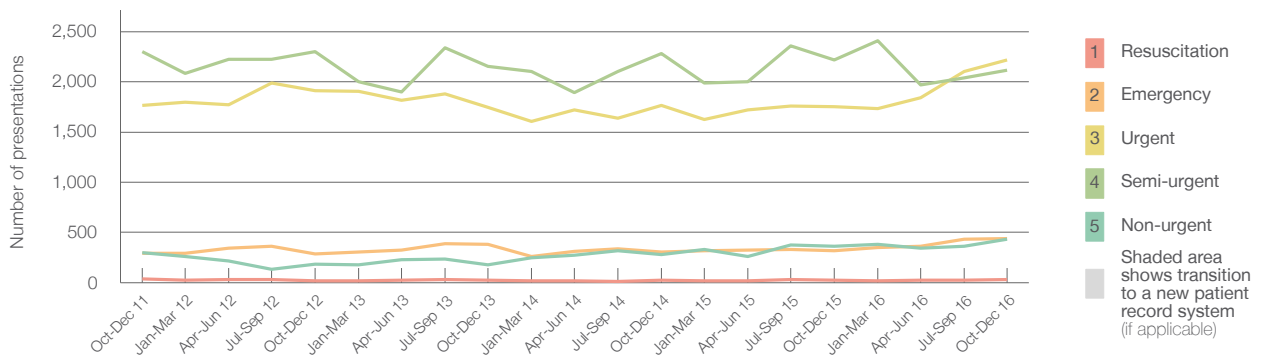
Griffith Base Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 5,425 patients

Emergency presentations² by triage category: 5,234 patients



Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	38	18	27	24	26	32
Emergency	292	283	379	304	316	442
Urgent	1,763	1,913	1,748	1,768	1,750	2,215
Semi-urgent	2,298	2,304	2,156	2,282	2,215	2,115
Non-urgent	300	181	178	278	364	430
All emergency presentations	4,691	4,699	4,488	4,656	4,671	5,234

Griffith Base Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 808 patients

ED Transfer of care time



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

Griffith Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 442

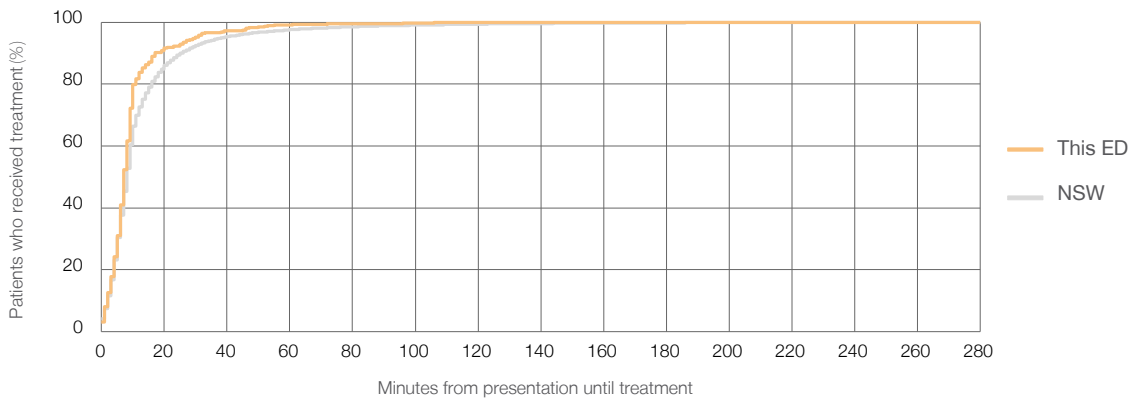
Number of triage 2 patients used to calculate waiting time:³ 440

Median time to start treatment⁴ ■ 7 minutes

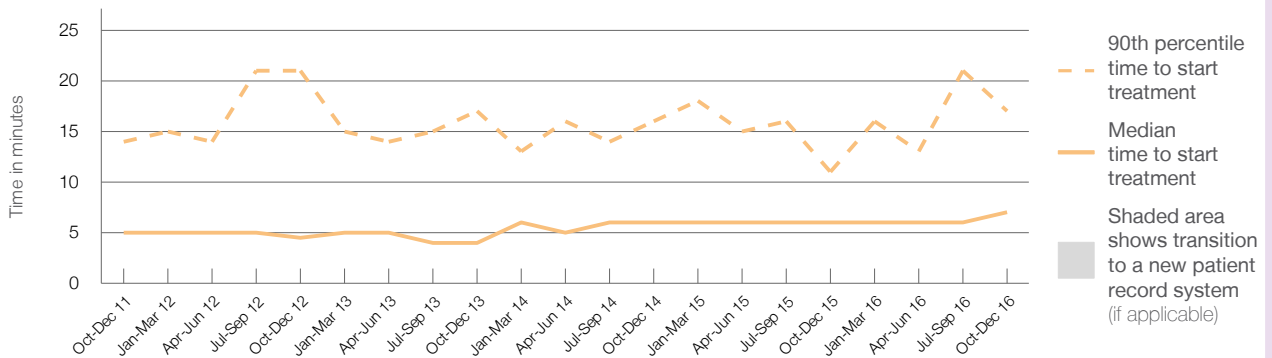
90th percentile time to start treatment⁵ ■ 17 minutes

Same period last year	NSW (this period)
316	
314	
6 minutes	8 minutes
11 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	5	5	4	6	6	7
90th percentile time to start treatment ⁵ (minutes)	14	21	17	16	11	17

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

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

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

Griffith Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 2,215

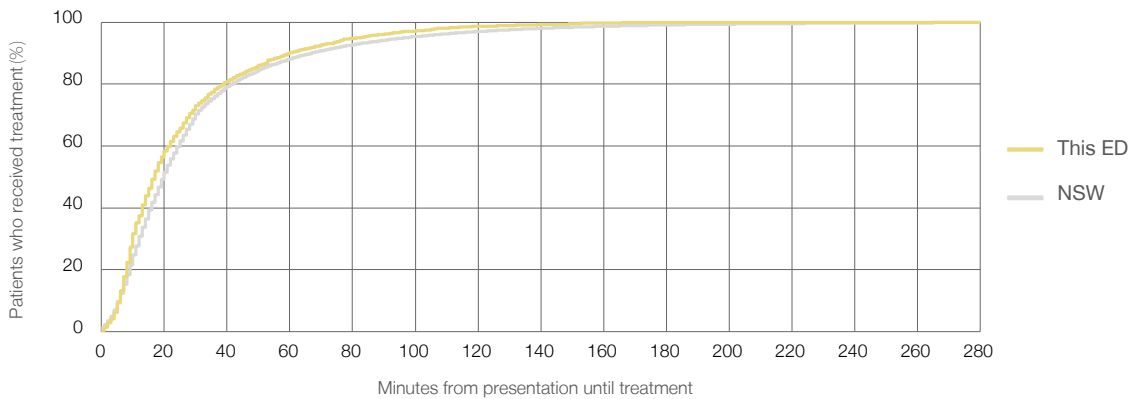
Number of triage 3 patients used to calculate waiting time:³ 2,177

Median time to start treatment⁴ 17 minutes

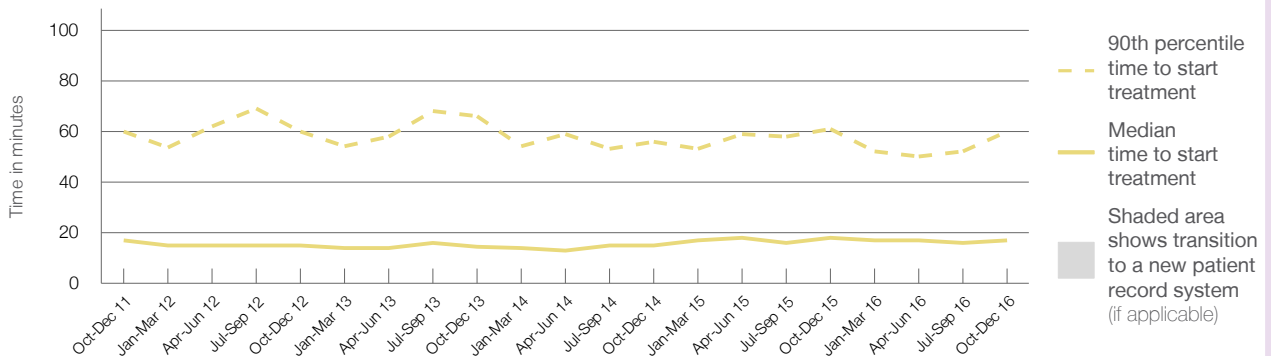
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,750	1,719
18 minutes	20 minutes
61 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	17	15	15	15	18	17
90th percentile time to start treatment ⁵ (minutes)	60	60	66	56	61	60

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

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

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

Griffith Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,115

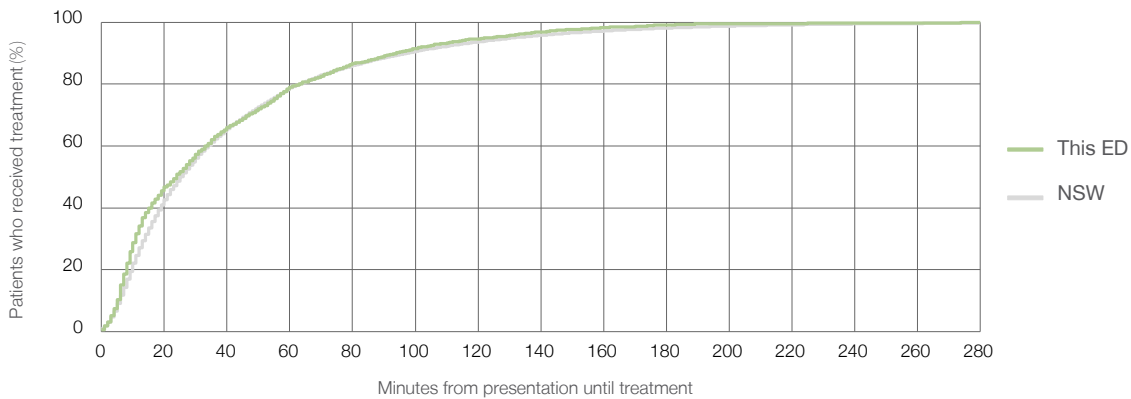
Number of triage 4 patients used to calculate waiting time:³ 2,024

Median time to start treatment⁴ 24 minutes

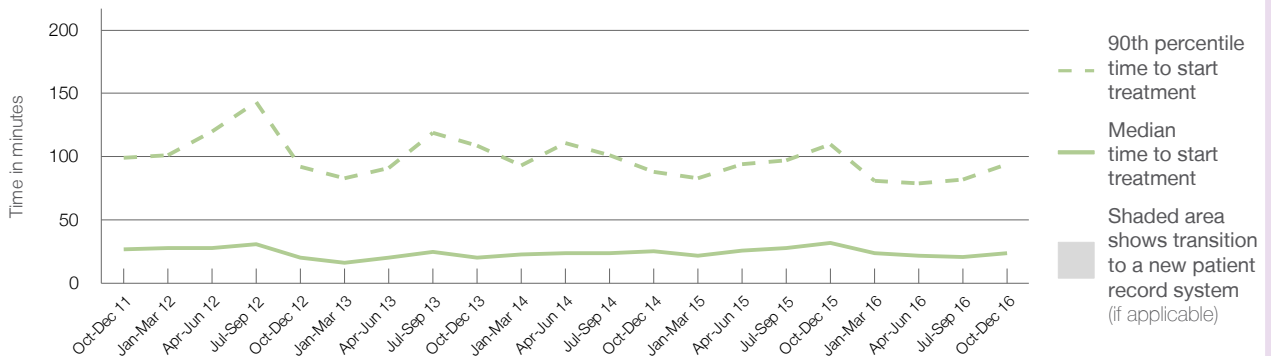
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
2,215	2,075
32 minutes	25 minutes
110 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	20	20	26	32	24
90th percentile time to start treatment ⁵ (minutes)	99	92	109	88	110	94

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

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

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

Griffith Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 430

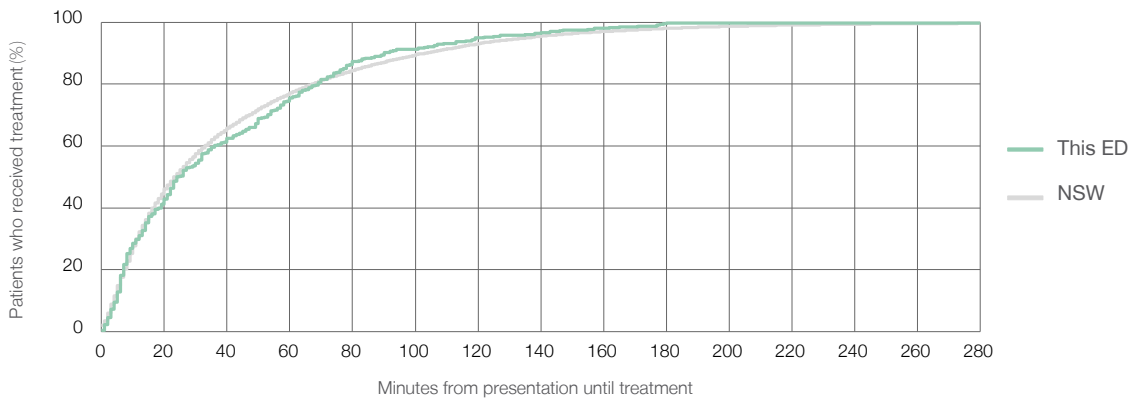
Number of triage 5 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 24 minutes

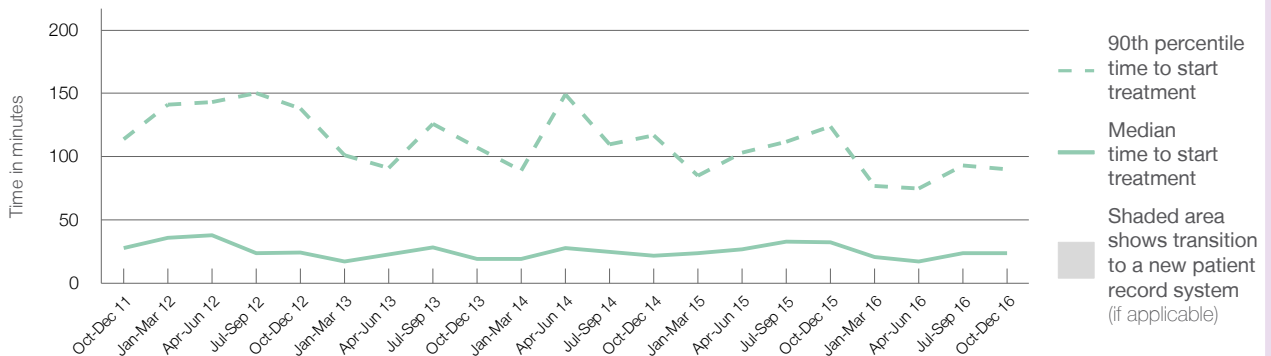
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
364	
326	
33 minutes	24 minutes
124 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	25	19	22	33	24
90th percentile time to start treatment ⁵ (minutes)	114	138	107	117	124	90

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

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

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

Griffith Base Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 5,425 patients

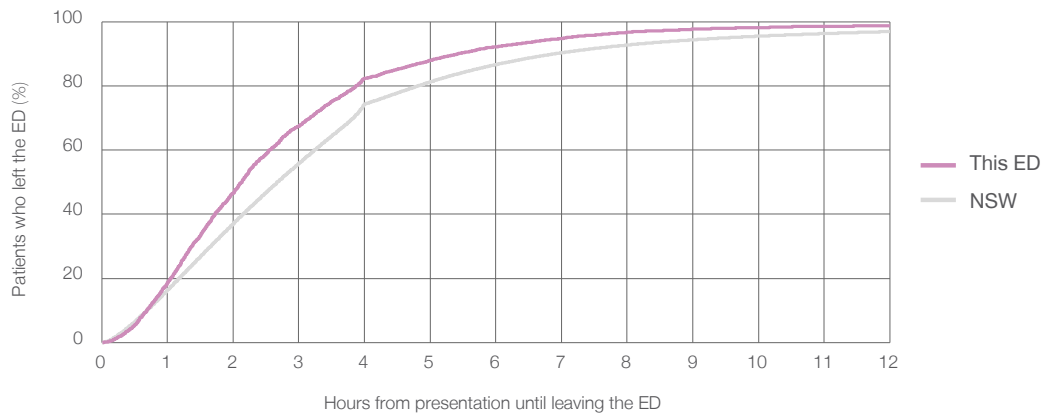
Presentations used to calculate time to leaving the ED:⁶ 5,424 patients

Median time spent in the ED⁸ 2 hours and 8 minutes

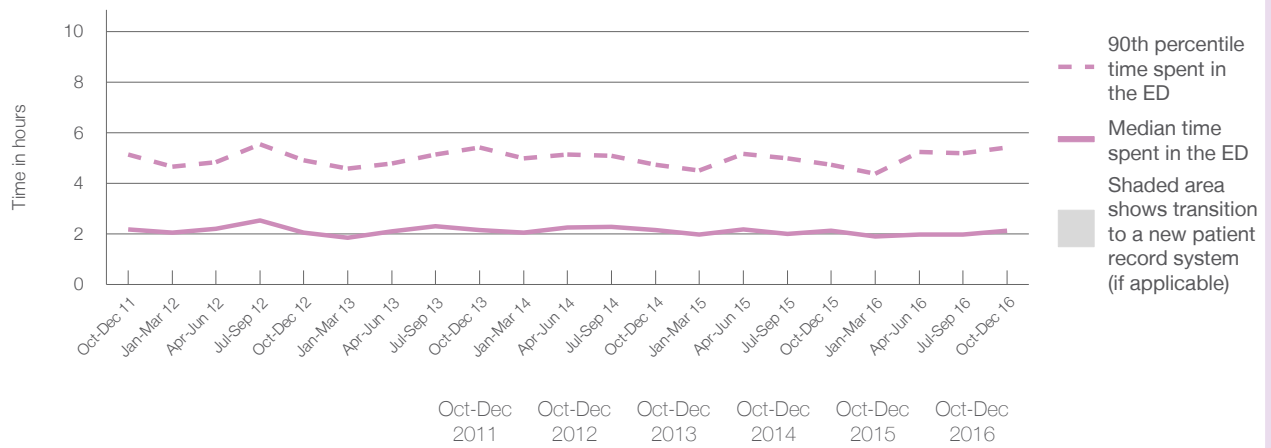
90th percentile time spent in the ED⁹ 5 hours and 25 minutes

Same period last year	NSW (this period)
4,796	4,796
2 hours and 8 minutes	2 hours and 41 minutes
4 hours and 45 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 11m	2h 4m	2h 10m	2h 9m	2h 8m	2h 8m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 9m	4h 55m	5h 25m	4h 45m	4h 45m	5h 25m

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

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

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

Griffith Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

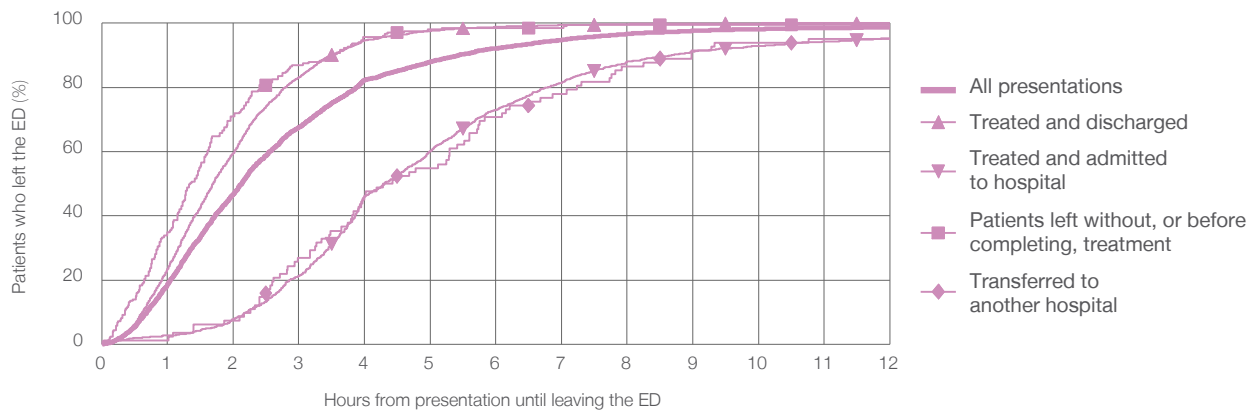
All presentations:¹ 5,425 patients

Presentations used to calculate time to leaving the ED:⁶ 5,424 patients

Treated and discharged	3,816 (70.3%)
Treated and admitted to hospital	1,305 (24.1%)
Patient left without, or before completing, treatment	207 (3.8%)
Transferred to another hospital	82 (1.5%)
Other	15 (0.3%)

Same period last year	Change since one year ago
4,796	13.1%
3,459	10.3%
1,028	26.9%
235	-11.9%
59	39.0%
15	0.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	23.6%	59.6%	83.1%	94.6%	98.8%	99.7%	100%	100%
Treated and admitted to hospital	2.8%	7.7%	21.2%	46.1%	73.0%	88.0%	93.0%	95.4%
Patient left without, or before completing, treatment	34.8%	71.0%	87.0%	95.7%	98.6%	99.5%	99.5%	99.5%
Transferred to another hospital	1.2%	7.3%	26.8%	46.3%	70.7%	86.6%	93.9%	95.1%
All presentations	18.7%	46.8%	67.5%	82.3%	92.2%	96.7%	98.2%	98.8%

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

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

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

Griffith Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 5,425 patients

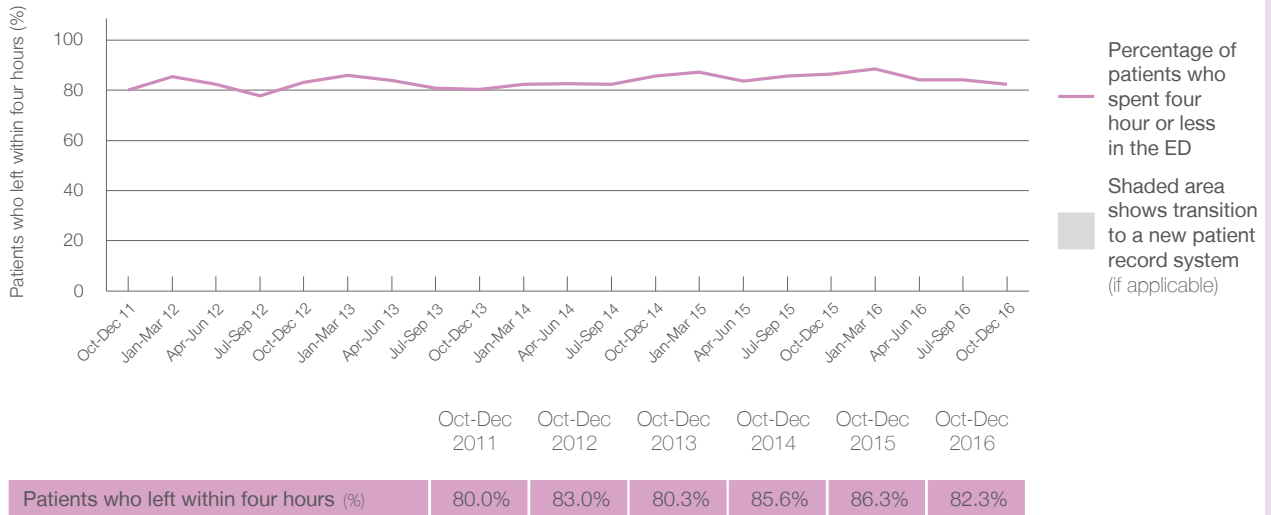
Presentations used to calculate time to leaving the ED:⁶ 5,424 patients

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



Same period last year	Change since one year ago
4,796	13.1%
4,796	13.1%
86.3%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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







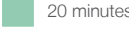

Hawkesbury District Health Services: Emergency department (ED) overview

October to December 2016

	Same period last year	Change since one year ago
All presentations: ¹ 6,170 patients	5,896	4.6%
Emergency presentations: ² 5,909 patients	5,616	5.2%

Hawkesbury District Health Services: Time patients waited to start treatment³

October to December 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 633 patients	543	
Median time to start treatment ⁴  9 minutes	12 minutes	8 minutes
90th percentile time to start treatment ⁵  25 minutes	27 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,699 patients	1,477	
Median time to start treatment ⁴  18 minutes	20 minutes	20 minutes
90th percentile time to start treatment ⁵  41 minutes	40 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,092 patients	2,897	
Median time to start treatment ⁴  19 minutes	21 minutes	25 minutes
90th percentile time to start treatment ⁵  58 minutes	58 minutes	97 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 454 patients	682	
Median time to start treatment ⁴  20 minutes	22 minutes	24 minutes
90th percentile time to start treatment ⁵  75 minutes	76 minutes	103 minutes

Hawkesbury District Health Services: Time from presentation until leaving the ED

October to December 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 6,170 patients	5,896	4.6%
Percentage of patients who spent four hours or less in the ED  77.8%	81.3%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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.

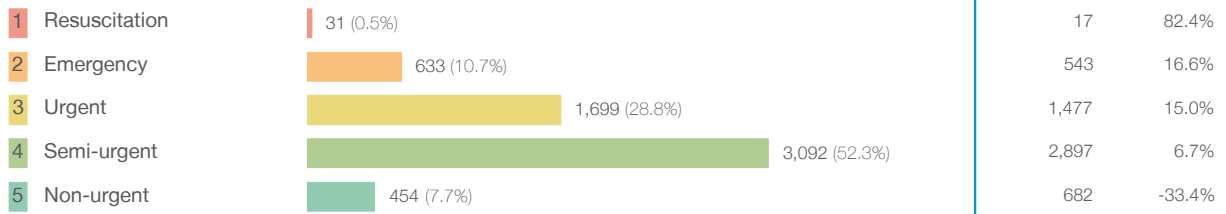
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Hawkesbury District Health Services: Patients presenting to the emergency department October to December 2016

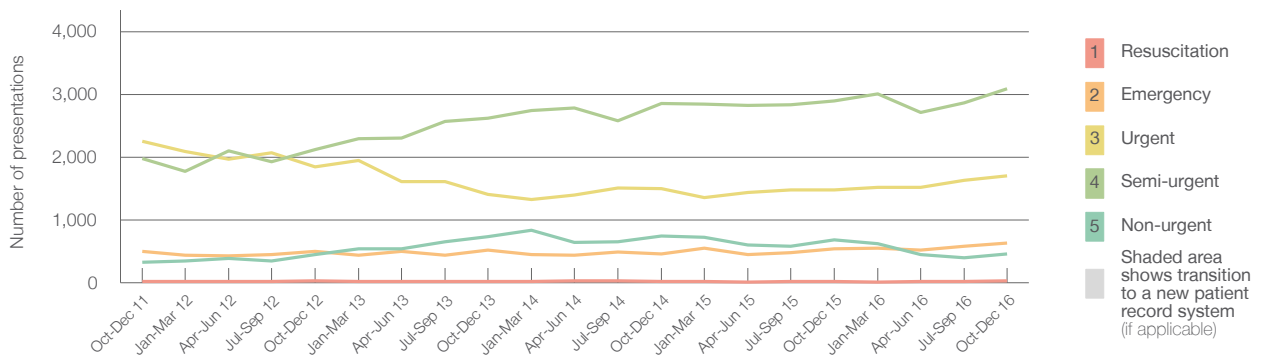
All presentations:¹ 6,170 patients

Emergency presentations² by triage category: 5,909 patients



Same period last year	Change since one year ago
5,896	4.6%
5,616	5.2%
17	82.4%
543	16.6%
1,477	15.0%
2,897	6.7%
682	-33.4%

Emergency presentations² by quarter, October 2011 to December 2016 *§



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	20	26	14	24	17	31
Emergency	498	497	515	462	543	633
Urgent	2,251	1,848	1,404	1,494	1,477	1,699
Semi-urgent	1,979	2,124	2,620	2,856	2,897	3,092
Non-urgent	327	446	737	744	682	454
All emergency presentations	5,075	4,941	5,290	5,580	5,616	5,909

Hawkesbury District Health Services: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 876 patients

ED Transfer of care time

Median time: 15 minutes

90th percentile time: 35 minutes

Same period last year	Change since one year ago
1,090	
16 minutes	-1 minute
35 minutes	1 minutes

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Hawkesbury District Health Services: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 633

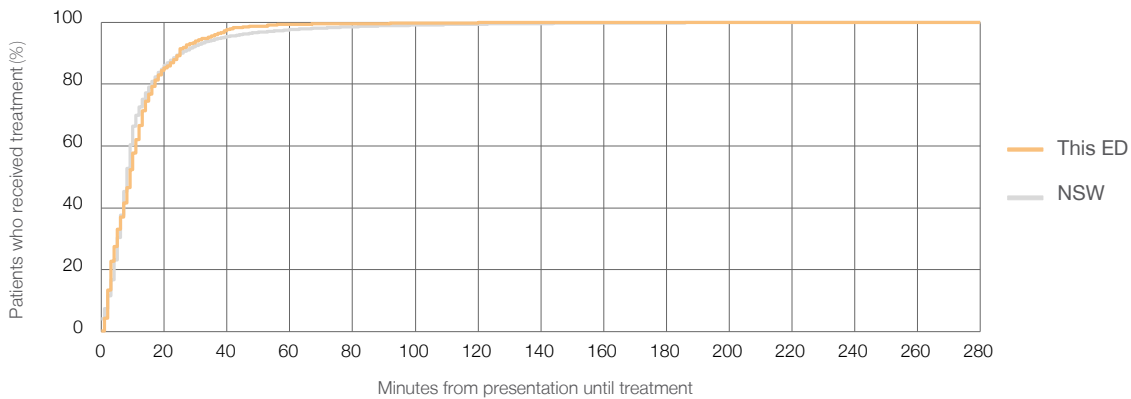
Number of triage 2 patients used to calculate waiting time:³ 633

Median time to start treatment⁴ 9 minutes

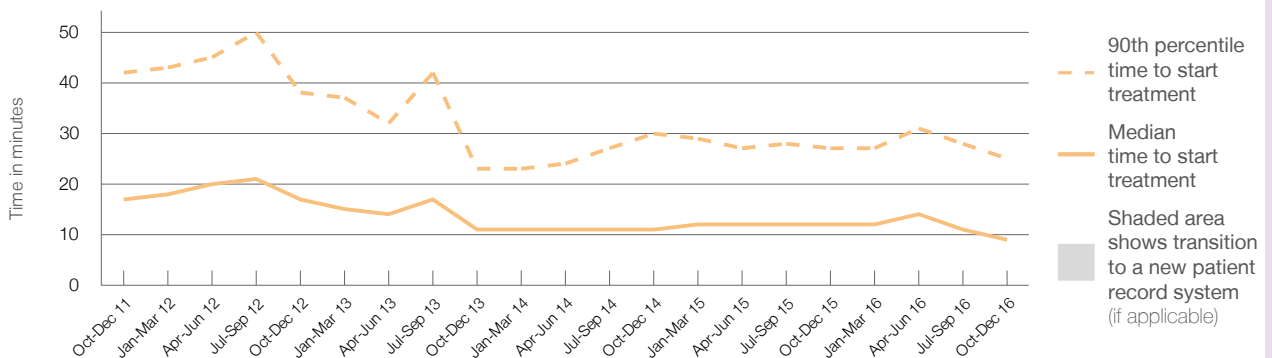
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
543	543
12 minutes	8 minutes
27 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	17	17	11	11	12	9
90th percentile time to start treatment ⁵ (minutes)	42	38	23	30	27	25

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Hawkesbury District Health Services: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,699

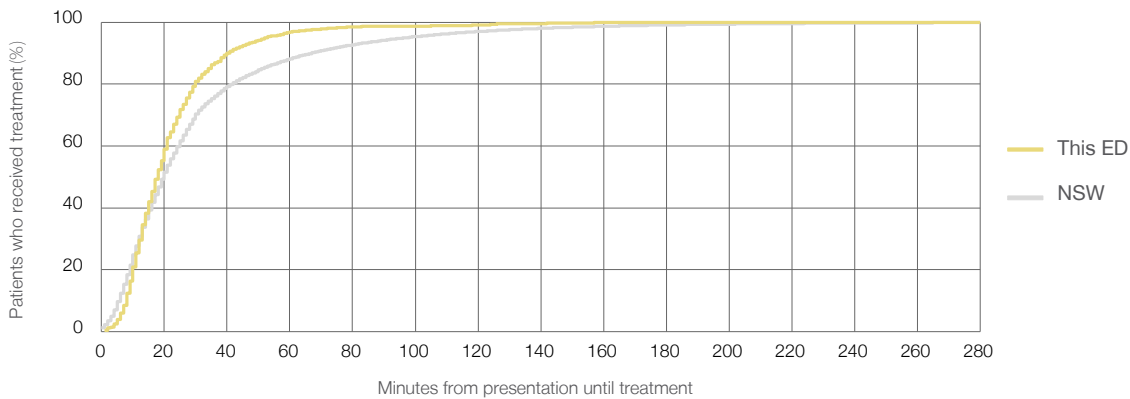
Number of triage 3 patients used to calculate waiting time:³ 1,697

Median time to start treatment⁴ 18 minutes

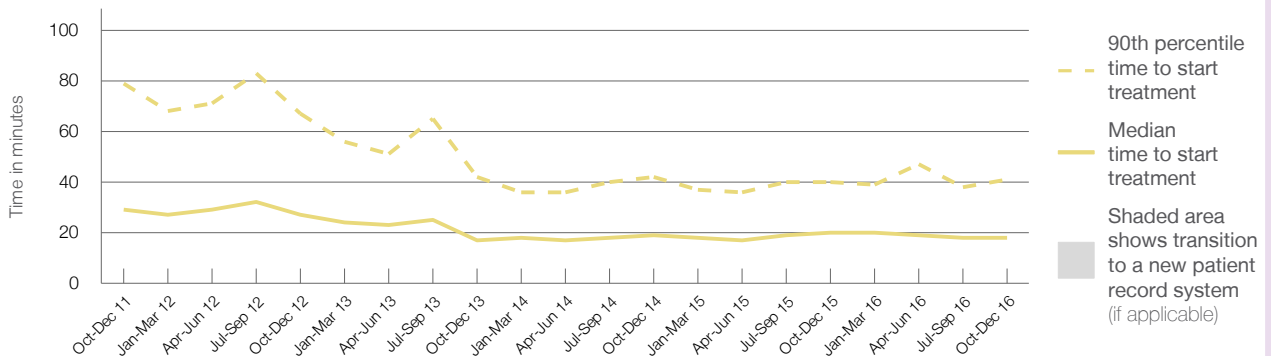
90th percentile time to start treatment⁵ 41 minutes

	Same period last year	NSW (this period)
	1,477	
	1,476	
	20 minutes	20 minutes
	40 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	27	17	19	20	18
90th percentile time to start treatment ⁵ (minutes)	79	67	42	42	40	41

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Hawkesbury District Health Services: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,092

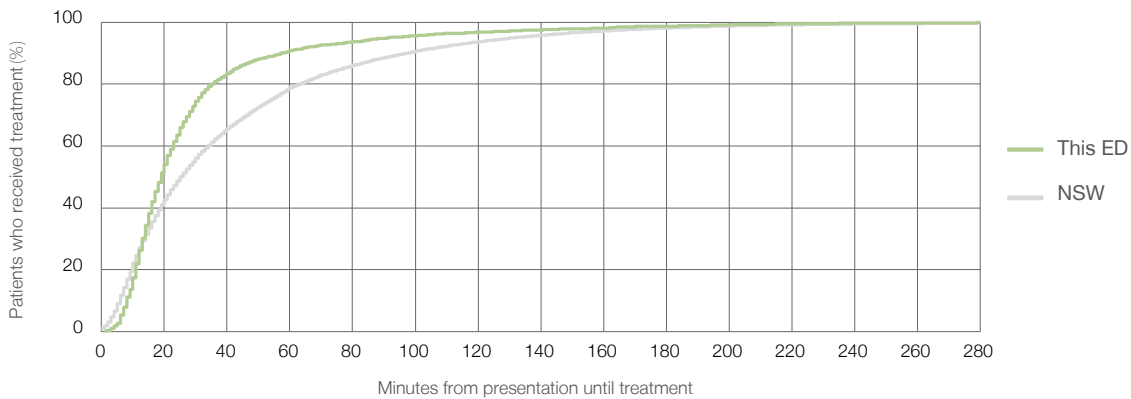
Number of triage 4 patients used to calculate waiting time:³ 3,086

Median time to start treatment⁴ 19 minutes

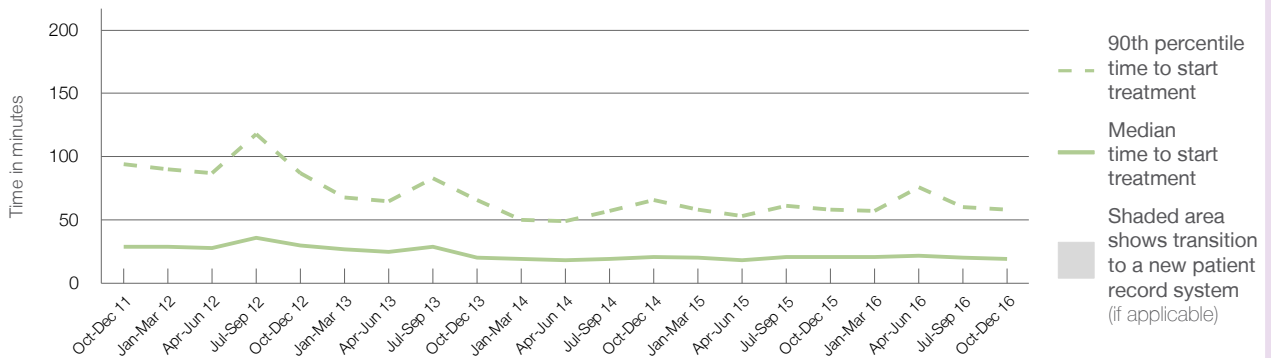
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
2,897	
2,880	
21 minutes	25 minutes
58 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	30	20	21	21	19
90th percentile time to start treatment ⁵ (minutes)	94	87	66	66	58	58

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

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

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

Hawkesbury District Health Services: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 454

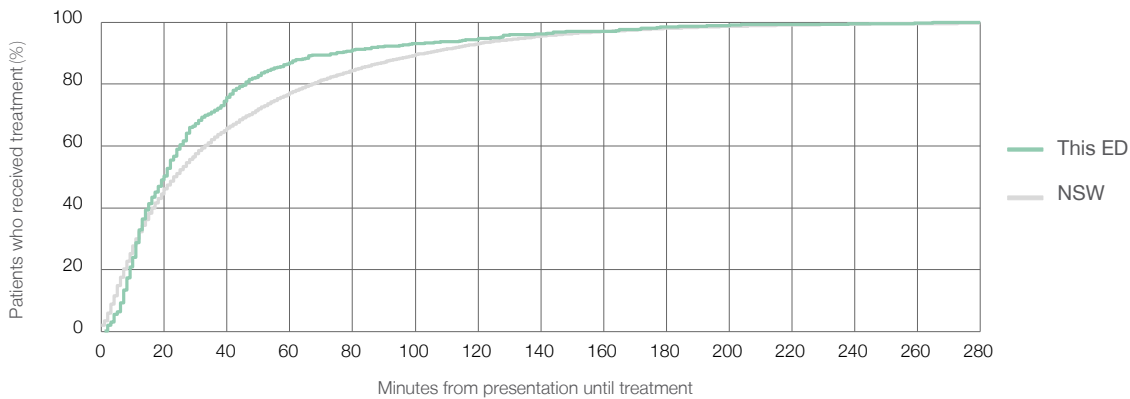
Number of triage 5 patients used to calculate waiting time:³ 449

Median time to start treatment⁴ 20 minutes

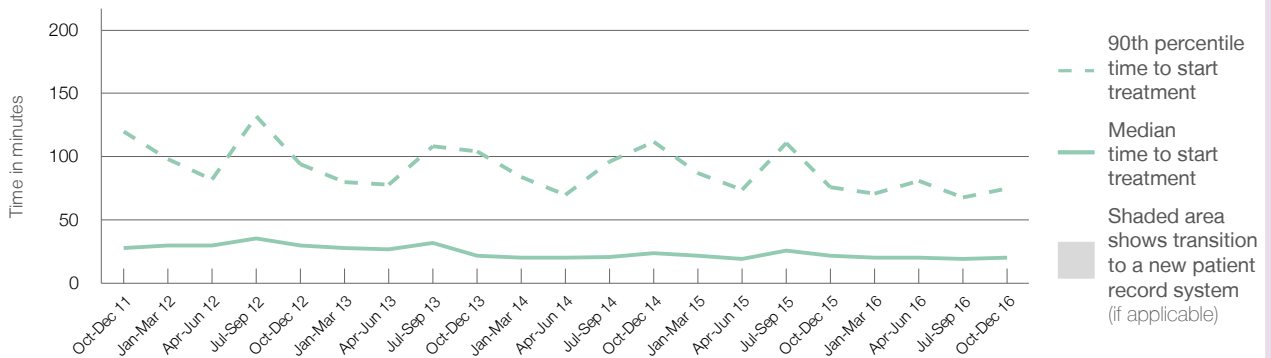
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
682	
658	
22 minutes	24 minutes
76 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	30	22	24	22	20
90th percentile time to start treatment ⁵ (minutes)	120	94	104	112	76	75

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Hawkesbury District Health Services: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,170 patients

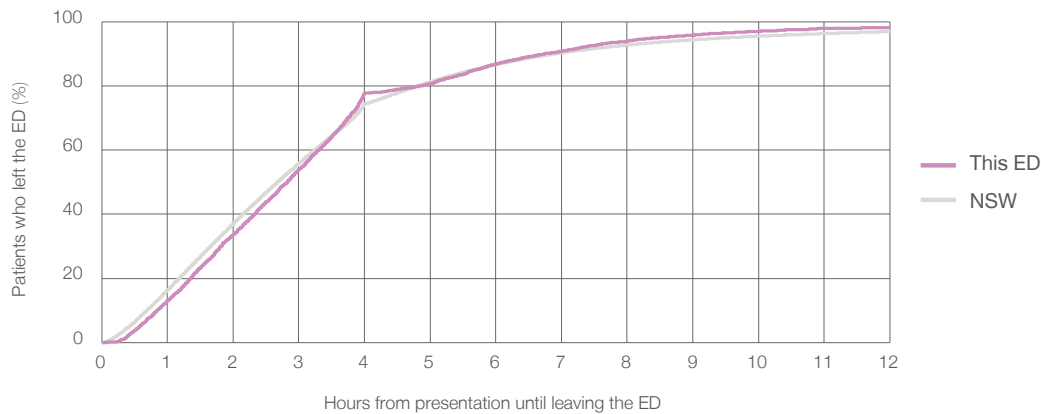
Presentations used to calculate time to leaving the ED:⁶ 6,170 patients

Median time spent in the ED⁸ 2 hours and 50 minutes

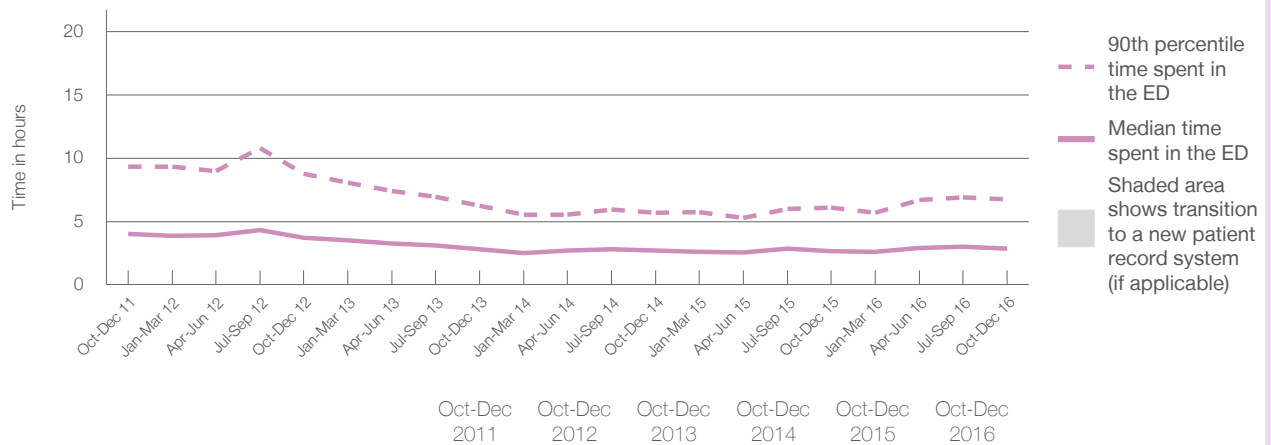
90th percentile time spent in the ED⁹ 6 hours and 45 minutes

Same period last year	NSW (this period)
5,896	5,896
2 hours and 40 minutes	2 hours and 41 minutes
6 hours and 6 minutes	6 hours and 54 minutes

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



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



Median time to leaving the ED ⁸ (hours, minutes)	4h 2m	3h 43m	2h 48m	2h 41m	2h 40m	2h 50m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 20m	8h 47m	6h 14m	5h 42m	6h 6m	6h 45m

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

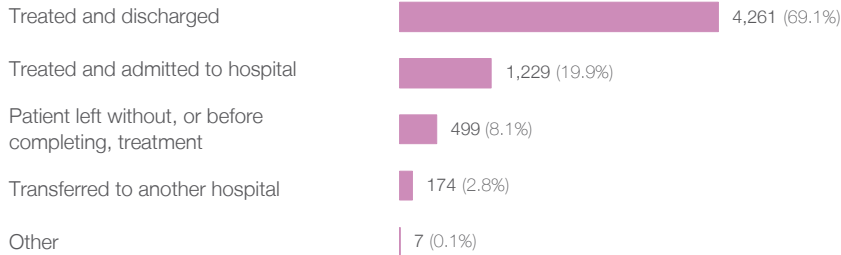
Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

October to December 2016

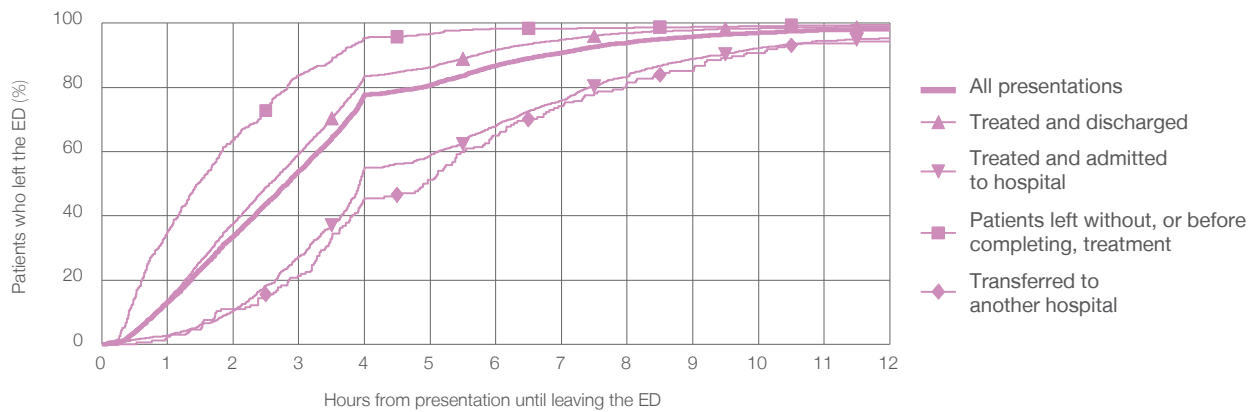
All presentations:¹ 6,170 patients

Presentations used to calculate time to leaving the ED:⁶ 6,170 patients



Mode of separation	Same period last year	Change since one year ago
All presentations	5,896	4.6%
Treated and discharged	4,006	6.4%
Treated and admitted to hospital	1,152	6.7%
Patient left without, or before completing, treatment	548	-8.9%
Transferred to another hospital	182	-4.4%
Other	8	-12.5%

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



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.9%	37.7%	59.5%	83.6%	91.7%	96.9%	98.4%	98.9%
Treated and admitted to hospital	2.8%	10.5%	27.3%	54.9%	68.0%	83.4%	92.3%	95.3%
Patient left without, or before completing, treatment	35.1%	63.5%	83.8%	95.4%	98.4%	98.6%	99.2%	99.6%
Transferred to another hospital	2.3%	10.9%	21.3%	45.4%	64.9%	81.6%	90.8%	94.3%
All presentations	13.1%	33.7%	54.0%	77.8%	86.8%	93.9%	97.0%	98.1%

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Hawkesbury District Health Services: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 6,170 patients

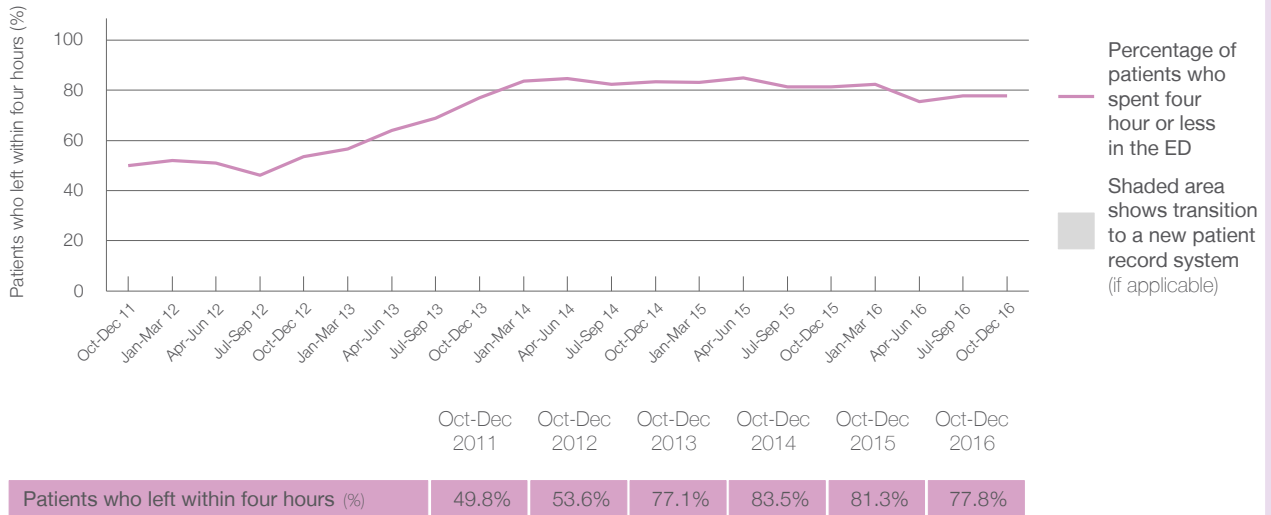
Presentations used to calculate time to leaving the ED:⁶ 6,170 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	5,896	4.6%
Presentations used to calculate time to leaving the ED	5,896	4.6%
Percentage of patients who spent four hours or less in the ED	81.3%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Mount Druiitt Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,063 patients
Emergency presentations:² 7,937 patients

Same period last year	Change since one year ago
7,969	1.2%
7,878	0.7%

Mount Druiitt Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,245 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,095 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,579 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 991 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
1,080	
9 minutes	8 minutes
26 minutes	26 minutes
3,155	
28 minutes	20 minutes
93 minutes	67 minutes
2,702	
39 minutes	25 minutes
113 minutes	97 minutes
919	
38 minutes	24 minutes
118 minutes	103 minutes

Mount Druiitt Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,050 patients

Percentage of patients who spent four hours or less in the ED 71.8%

Same period last year	Change since one year ago
7,969	1.0%
69.1%	

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

- 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.

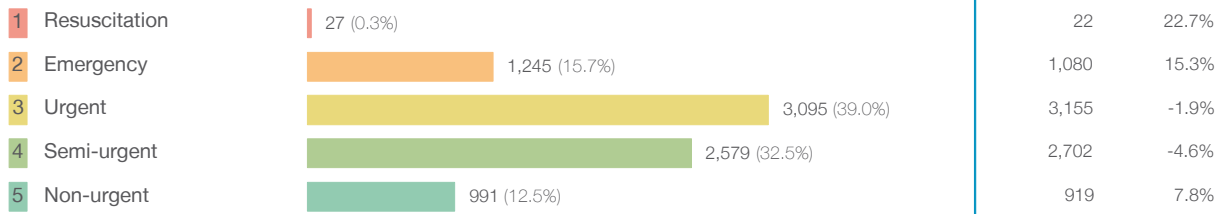
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Mount Druiitt Hospital: Patients presenting to the emergency department October to December 2016

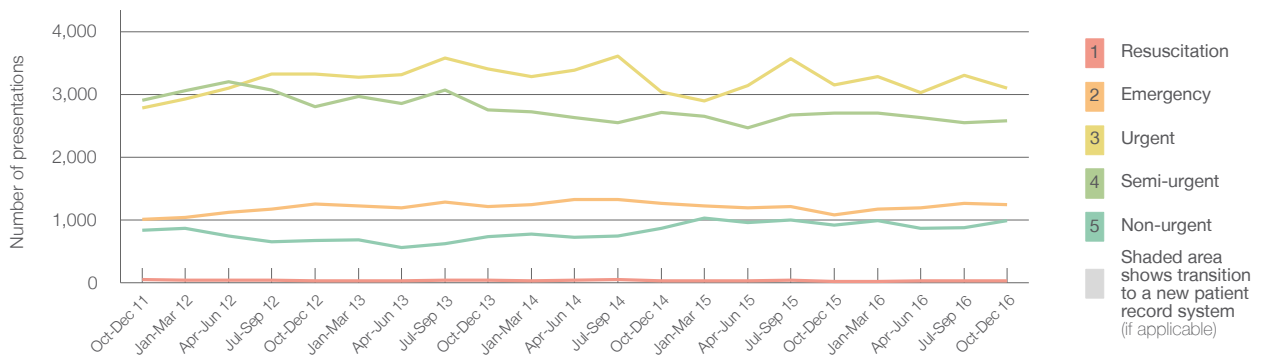
All presentations:¹ 8,063 patients

Emergency presentations² by triage category: 7,937 patients



Same period last year	Change since one year ago
7,969	1.2%
7,878	0.7%
22	22.7%
1,080	15.3%
3,155	-1.9%
2,702	-4.6%
919	7.8%

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	53	32	37	27	22	27
Emergency	1,013	1,258	1,217	1,260	1,080	1,245
Urgent	2,784	3,320	3,402	3,034	3,155	3,095
Semi-urgent	2,905	2,801	2,754	2,710	2,702	2,579
Non-urgent	836	667	730	870	919	991
All emergency presentations	7,591	8,078	8,140	7,901	7,878	7,937

Mount Druiitt Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 798 patients

ED Transfer of care time



Same period last year	Change since one year ago
947	
14 minutes	0 minutes
28 minutes	2 minutes

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

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

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

Mount Druiitt Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

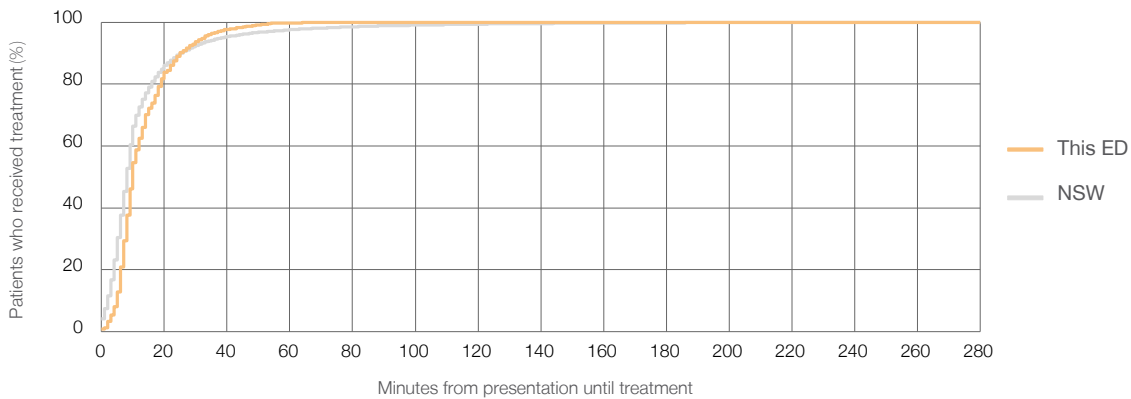
Number of triage 2 patients: 1,245

Number of triage 2 patients used to calculate waiting time:³ 1,239

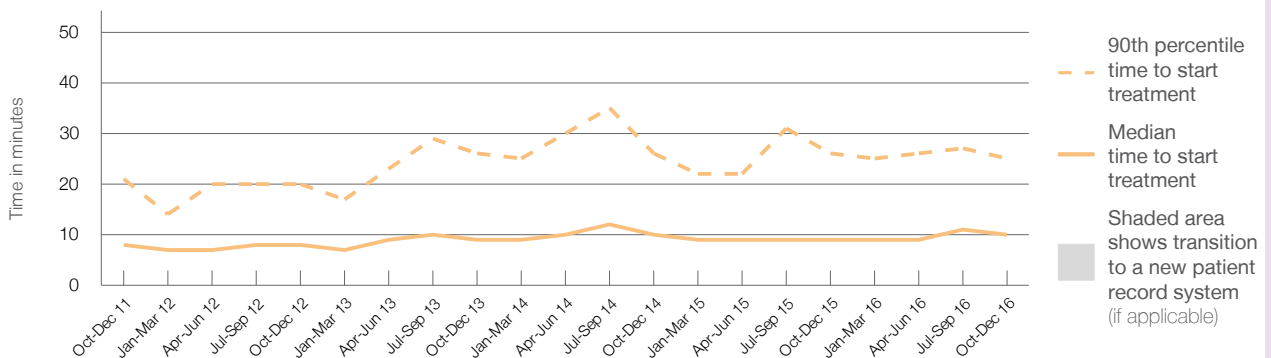
Median time to start treatment⁴ ■ 10 minutes
90th percentile time to start treatment⁵ ■ 25 minutes

Same period last year	NSW (this period)
1,080	
1,064	
9 minutes	8 minutes
26 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	9	10	9	10
90th percentile time to start treatment ⁵ (minutes)	21	20	26	26	26	25

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

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

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

Mount Druiitt Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 3,095

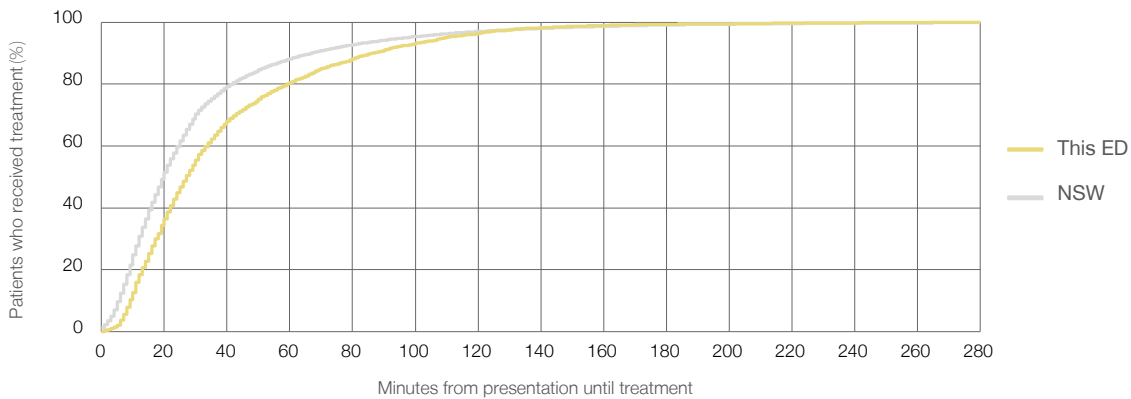
Number of triage 3 patients used to calculate waiting time:³ 3,028

Median time to start treatment⁴ 27 minutes

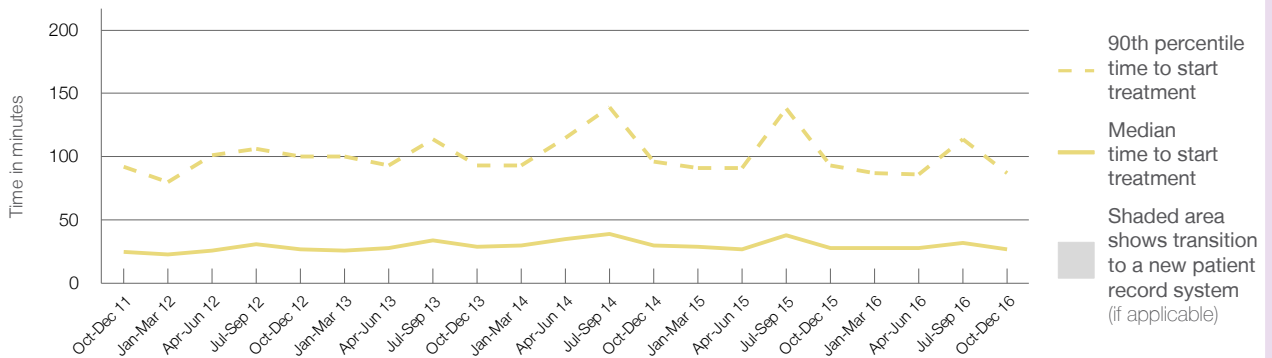
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,155	
2,984	
28 minutes	20 minutes
93 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	27	29	30	28	27
90th percentile time to start treatment ⁵ (minutes)	92	100	93	96	93	87

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

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

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

Mount Druiitt Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,579

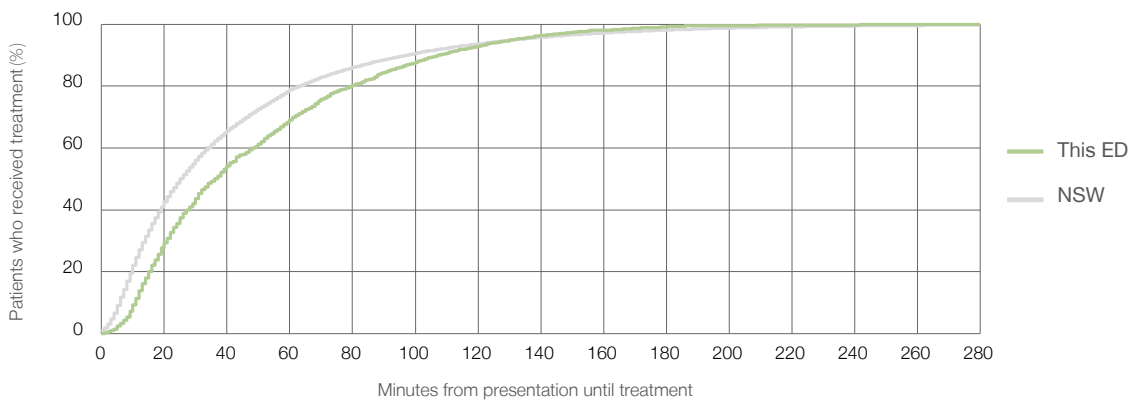
Number of triage 4 patients used to calculate waiting time:³ 2,443

Median time to start treatment⁴ 37 minutes

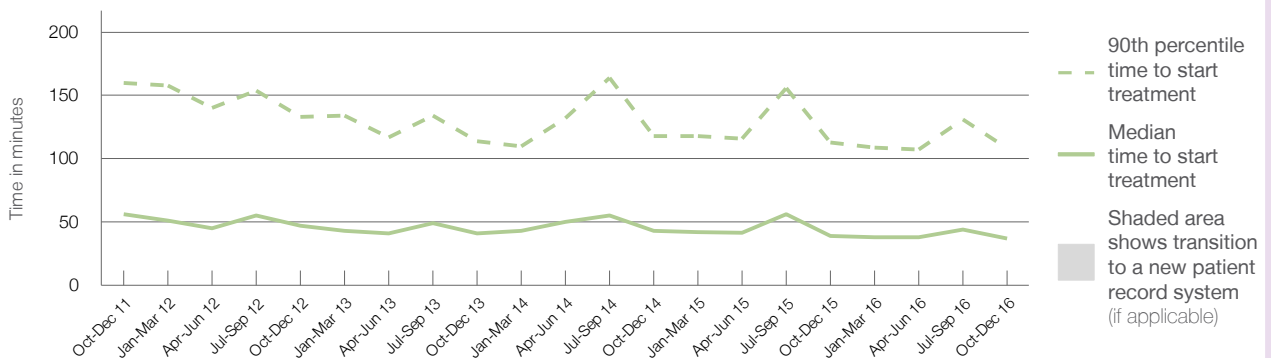
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
2,702	
2,461	
39 minutes	25 minutes
113 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	56	47	41	43	39	37
90th percentile time to start treatment ⁵ (minutes)	160	133	114	118	113	108

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

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

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

Mount Druiitt Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 991

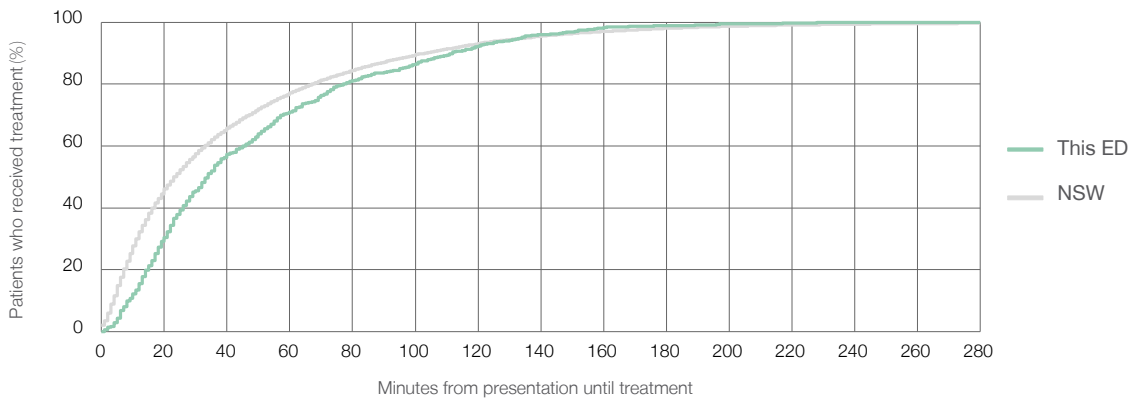
Number of triage 5 patients used to calculate waiting time:³ 864

Median time to start treatment⁴ 34 minutes

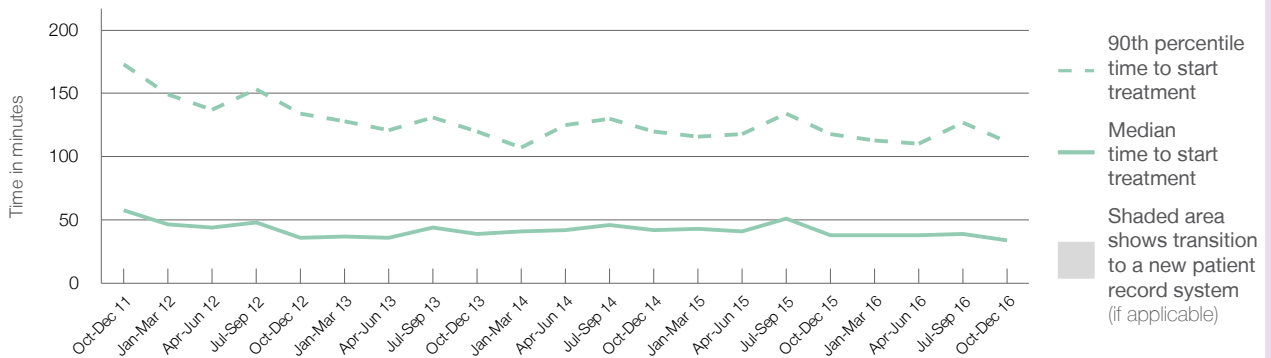
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
919	
787	
38 minutes	24 minutes
118 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	58	36	39	42	38	34
90th percentile time to start treatment ⁵ (minutes)	173	134	120	120	118	112

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

Mount Druitt Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,063 patients

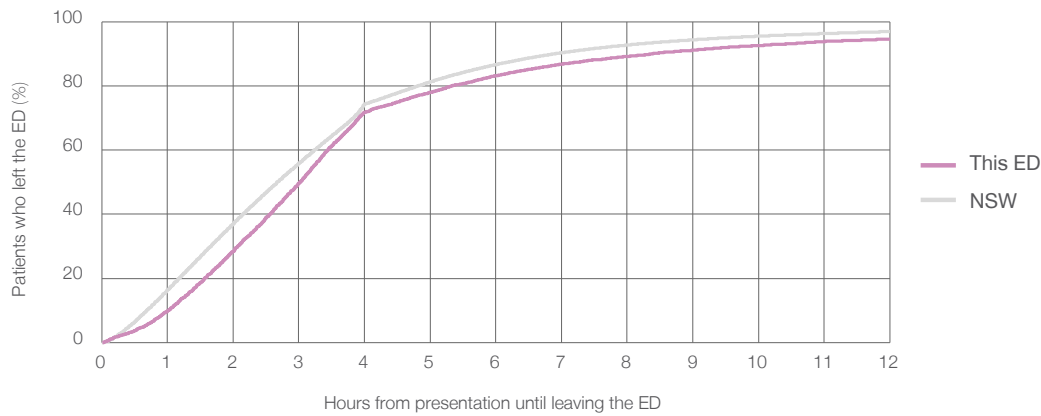
Presentations used to calculate time to leaving the ED:⁶ 8,050 patients

Median time spent in the ED⁸ 3 hours and 1 minutes

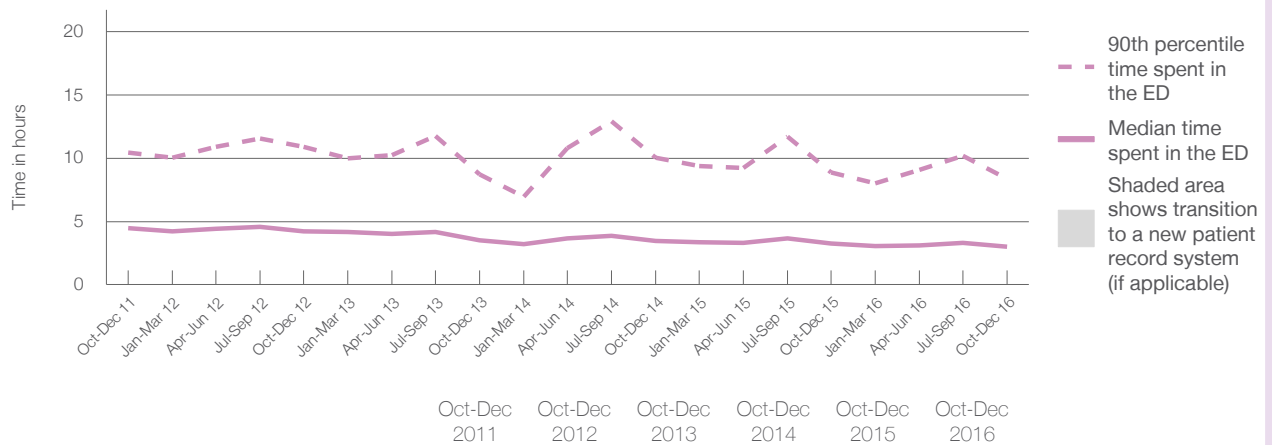
90th percentile time spent in the ED⁹ 8 hours and 23 minutes

Same period last year	NSW (this period)
7,969	7,969
3 hours and 15 minutes	2 hours and 41 minutes
8 hours and 52 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 28m	4h 13m	3h 30m	3h 28m	3h 15m	3h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 25m	10h 54m	8h 45m	10h 3m	8h 52m	8h 23m

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

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

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

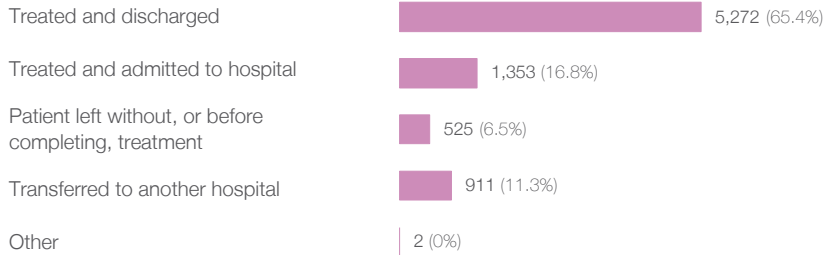
Mount Druiitt Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

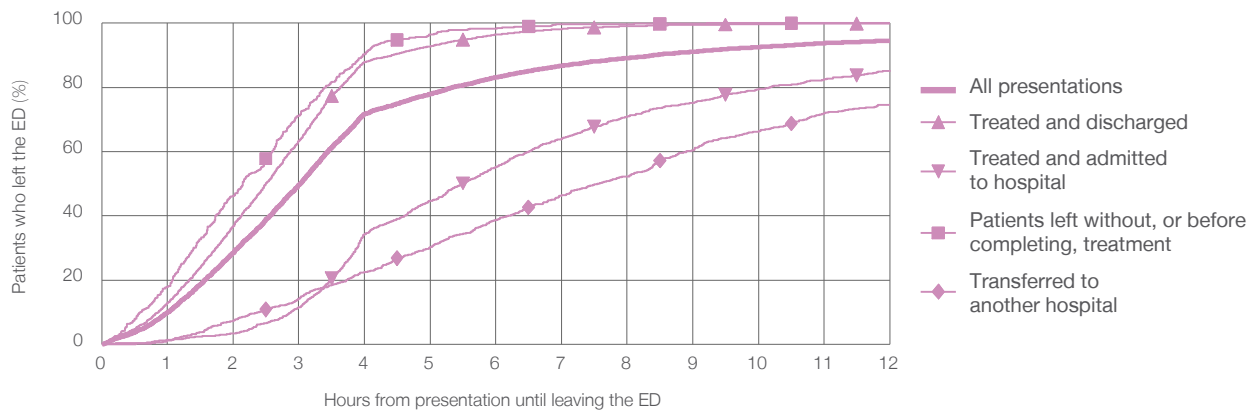
All presentations:¹ 8,063 patients

Presentations used to calculate time to leaving the ED:⁶ 8,050 patients



	Same period last year	Change since one year ago
	7,969	1.0%
Treated and discharged	5,193	1.5%
Treated and admitted to hospital	1,383	-2.2%
Patient left without, or before completing, treatment	460	14.1%
Transferred to another hospital	927	-1.7%
Other	6	-66.7%

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



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

Treated and discharged	12.9%	36.8%	63.4%	88.0%	96.4%	99.1%	99.7%	99.9%
Treated and admitted to hospital	1.3%	3.3%	11.4%	34.3%	55.2%	71.0%	79.5%	85.3%
Patient left without, or before completing, treatment	18.0%	46.2%	71.3%	90.4%	98.3%	99.6%	100%	100%
Transferred to another hospital	1.1%	7.4%	14.2%	22.4%	38.7%	52.3%	66.3%	74.6%
All presentations	10.0%	28.5%	49.7%	71.8%	83.1%	89.1%	92.6%	94.6%

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

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

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

Mount Druiitt Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 8,063 patients

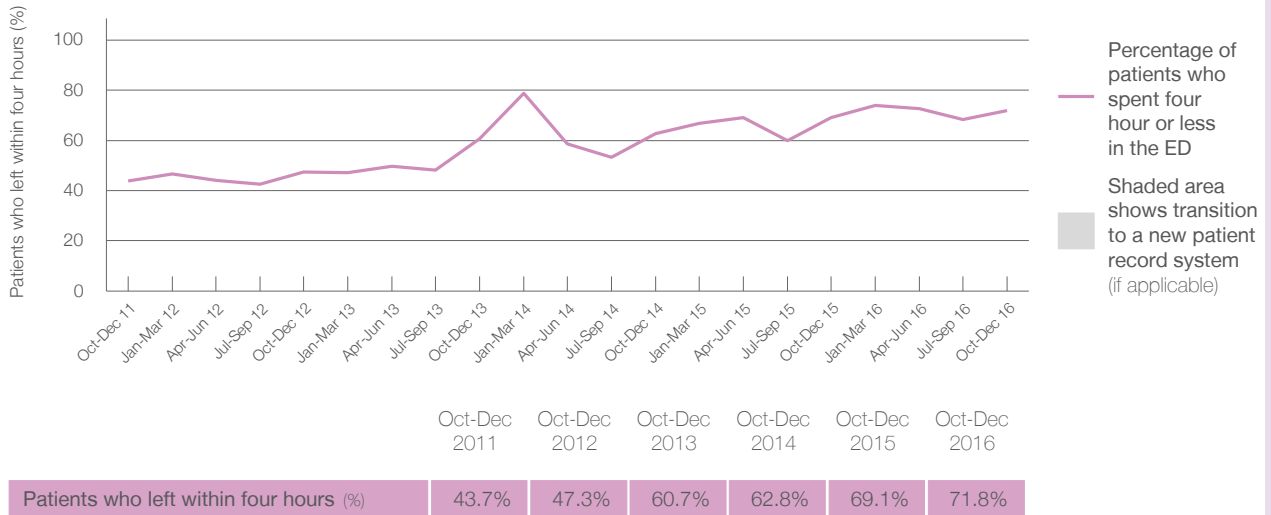
Presentations used to calculate time to leaving the ED:⁶ 8,050 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	7,969	1.2%
Presentations used to calculate time to leaving the ED	7,969	1.0%
Percentage of patients who spent four hours or less in the ED	69.1%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Murwillumbah District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,564 patients
Emergency presentations:² 4,113 patients

Same period last year	Change since one year ago
4,453	2.5%
4,047	1.6%

Murwillumbah District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 285 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,288 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,139 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 396 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
249	
6 minutes	8 minutes
13 minutes	26 minutes
1,297	
14 minutes	20 minutes
37 minutes	67 minutes
2,189	
17 minutes	25 minutes
76 minutes	97 minutes
301	
21 minutes	24 minutes
88 minutes	103 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,563 patients

Percentage of patients who spent four hours or less in the ED 89.2%

Same period last year	Change since one year ago
4,448	2.6%
89.1%	

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

- 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.

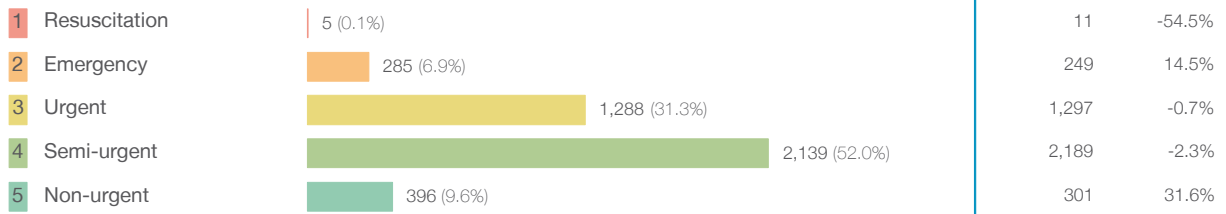
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Murwillumbah District Hospital: Patients presenting to the emergency department October to December 2016

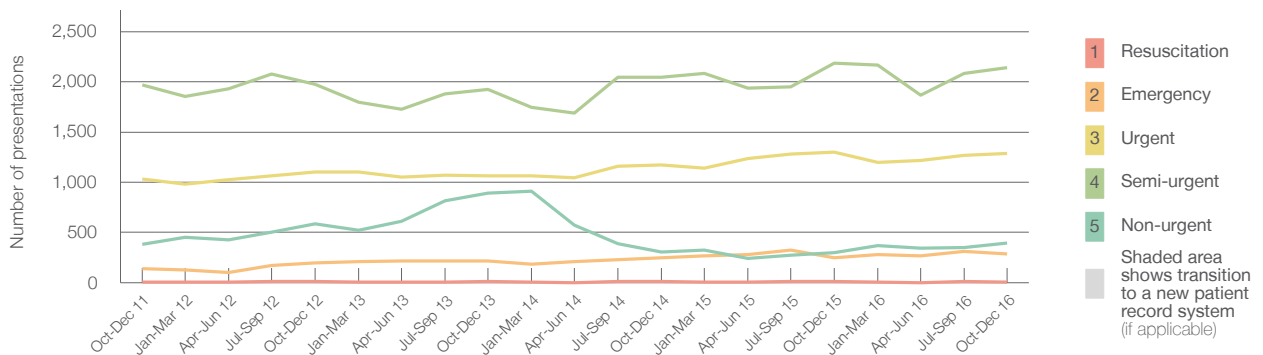
All presentations:¹ 4,564 patients

Emergency presentations² by triage category: 4,113 patients



	Same period last year	Change since one year ago
All presentations	4,453	2.5%
Emergency presentations	4,047	1.6%
Resuscitation	11	-54.5%
Emergency	249	14.5%
Urgent	1,297	-0.7%
Semi-urgent	2,189	-2.3%
Non-urgent	301	31.6%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	< 5	13	14	12	11	5
Emergency	143	194	214	249	249	285
Urgent	1,035	1,099	1,061	1,171	1,297	1,288
Semi-urgent	1,971	1,977	1,922	2,044	2,189	2,139
Non-urgent	381	588	891	306	301	396
All emergency presentations	3,530	3,871	4,102	3,782	4,047	4,113

Murwillumbah District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 189 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	209	
Median time	11 minutes	0 minutes
90th percentile time	27 minutes	-5 minutes

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

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

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

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

Murwillumbah District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 285

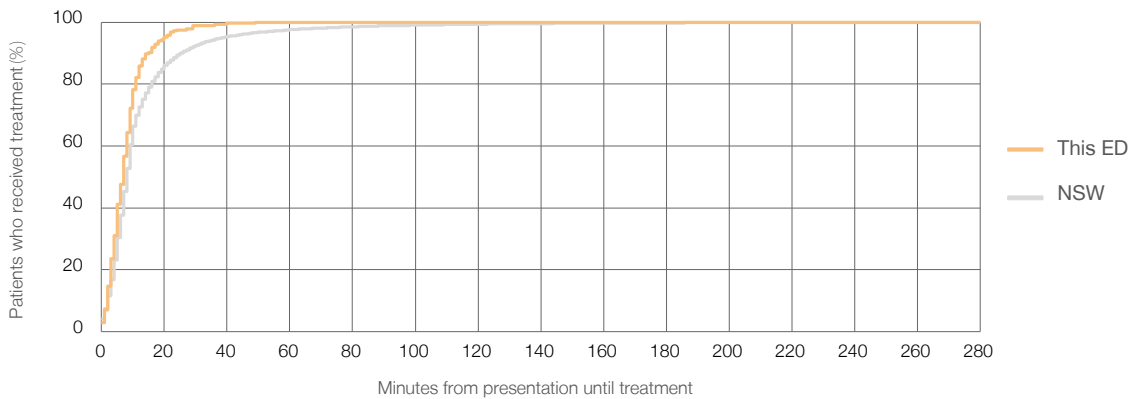
Number of triage 2 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ ■ 7 minutes

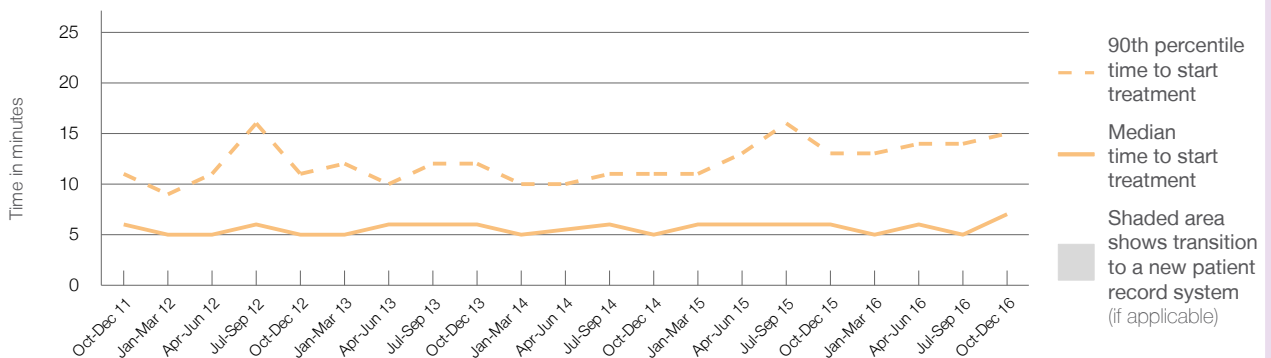
90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
249	
247	
6 minutes	8 minutes
13 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	6	5	6	5	6	7
90th percentile time to start treatment ⁵ (minutes)	11	11	12	11	13	15

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

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

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

Murwillumbah District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,288

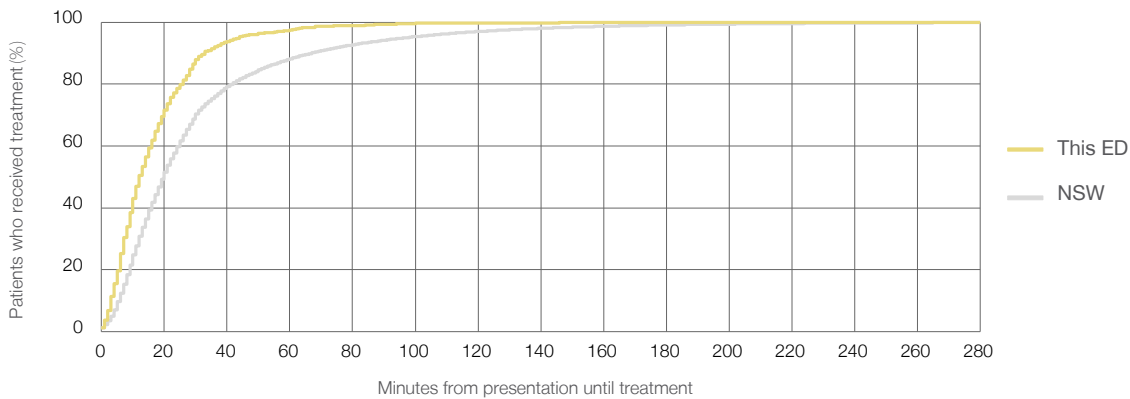
Number of triage 3 patients used to calculate waiting time:³ 1,276

Median time to start treatment⁴ 12 minutes

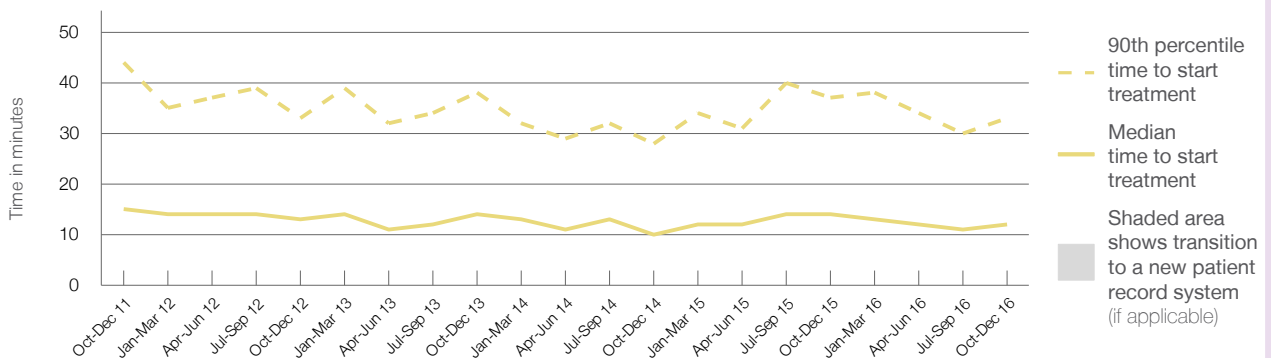
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
1,297	
1,288	
14 minutes	20 minutes
37 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	15	13	14	10	14	12
90th percentile time to start treatment ⁵ (minutes)	44	33	38	28	37	33

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

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

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

Murwillumbah District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,139

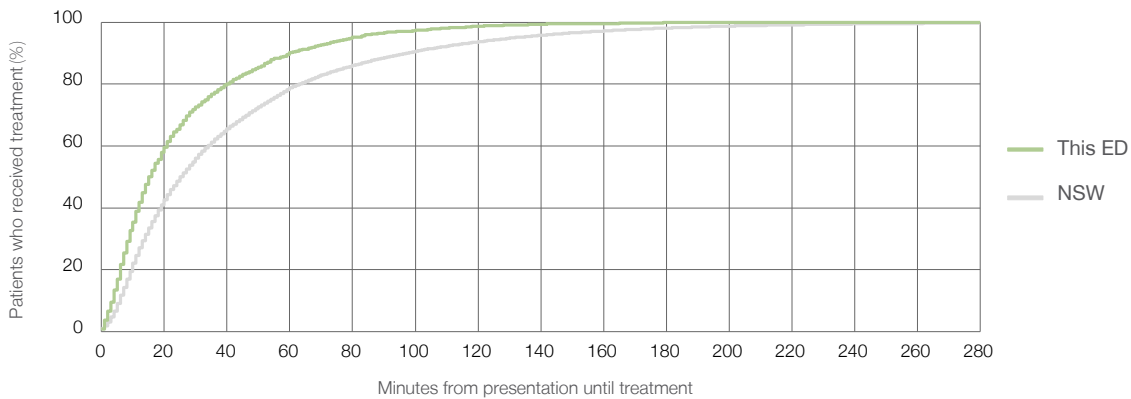
Number of triage 4 patients used to calculate waiting time:³ 2,086

Median time to start treatment⁴ 15 minutes

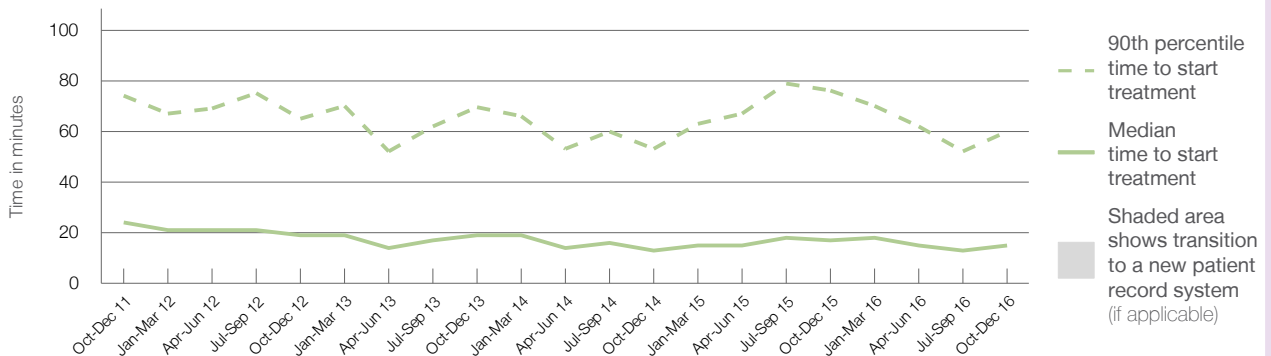
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
2,189	2,122
17 minutes	25 minutes
76 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	24	19	19	13	17	15
90th percentile time to start treatment ⁵ (minutes)	74	65	70	53	76	60

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

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

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

Murwillumbah District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 396

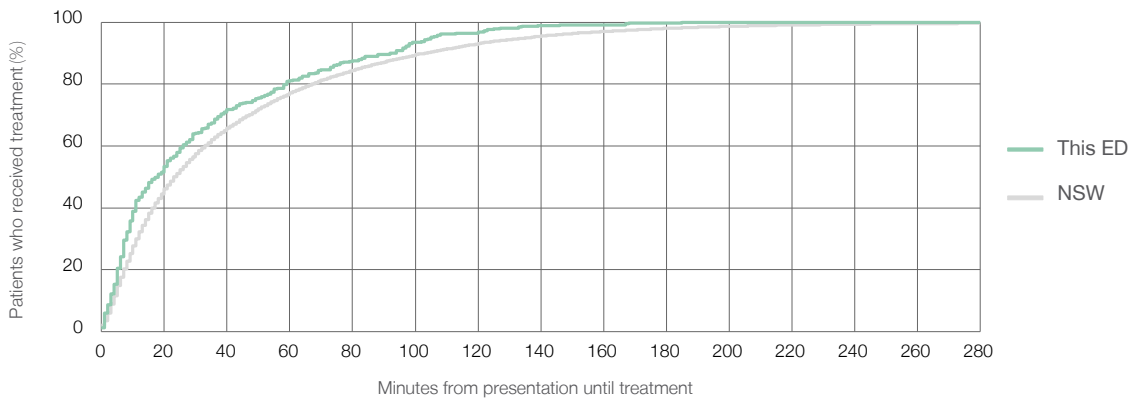
Number of triage 5 patients used to calculate waiting time:³ 371

Median time to start treatment⁴ 18 minutes

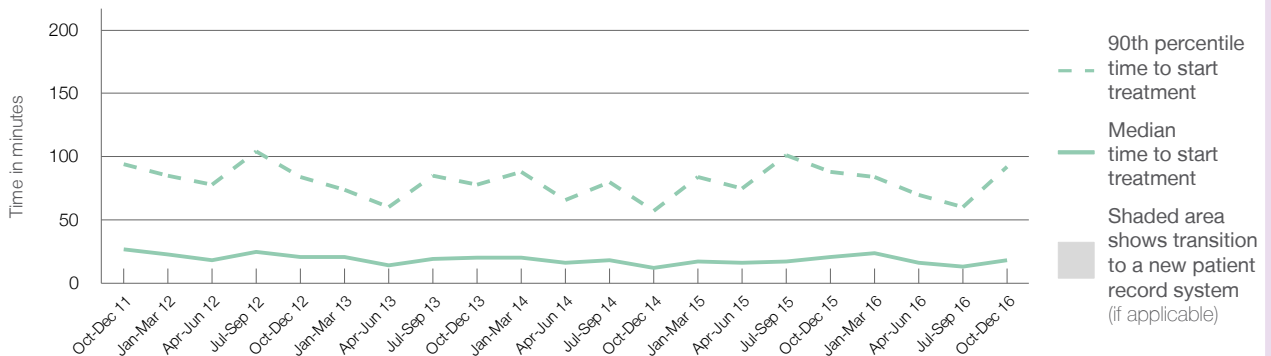
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
301	
277	
21 minutes	24 minutes
88 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	21	20	12	21	18
90th percentile time to start treatment ⁵ (minutes)	94	84	78	57	88	92

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

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

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

Murwillumbah District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,564 patients

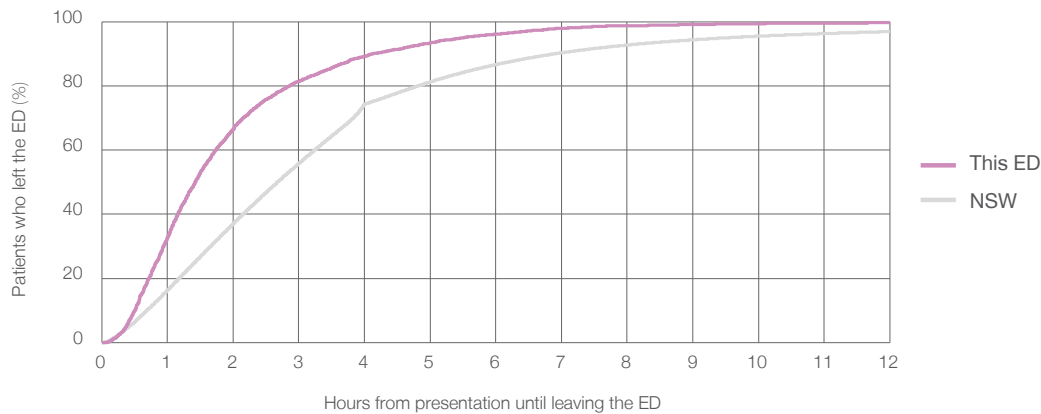
Presentations used to calculate time to leaving the ED:⁶ 4,563 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

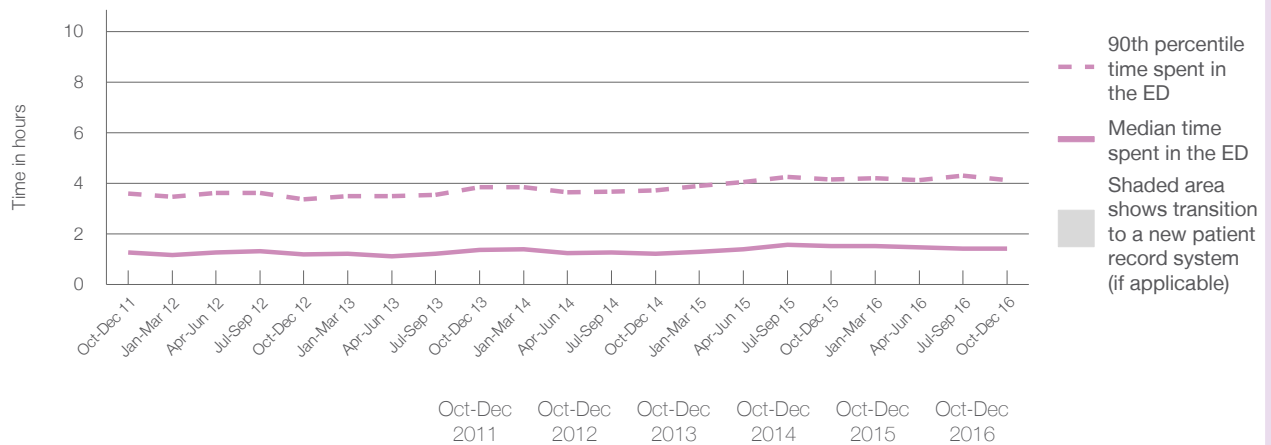
90th percentile time spent in the ED⁹ 4 hours and 8 minutes

Same period last year	NSW (this period)
4,453	
4,448	
1 hours and 31 minutes	2 hours and 41 minutes
4 hours and 10 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 17m	1h 12m	1h 23m	1h 14m	1h 31m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 36m	3h 23m	3h 52m	3h 44m	4h 10m	4h 8m

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

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

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

Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

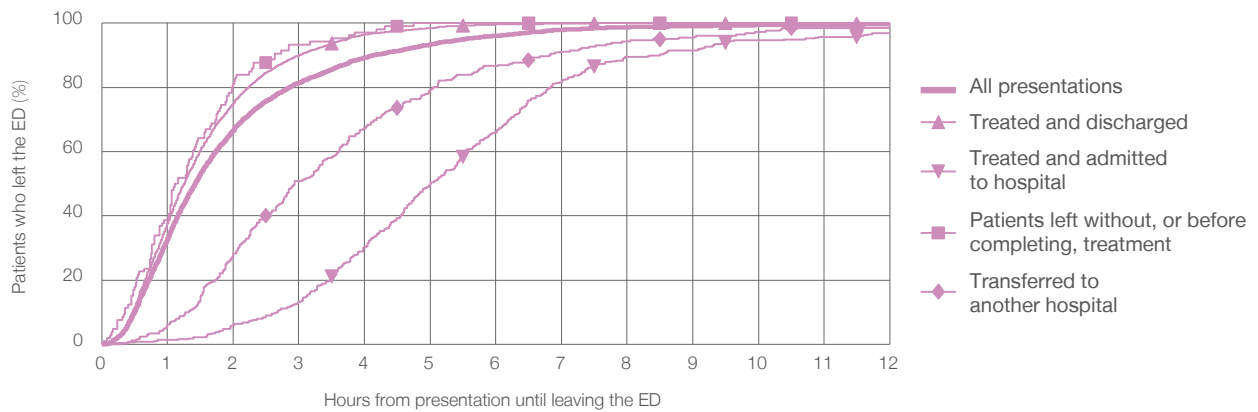
All presentations:¹ 4,564 patients

Presentations used to calculate time to leaving the ED:⁶ 4,563 patients

Treated and discharged	3,813 (83.5%)
Treated and admitted to hospital	380 (8.3%)
Patient left without, or before completing, treatment	106 (2.3%)
Transferred to another hospital	262 (5.7%)
Other	3 (0.1%)

Same period last year	Change since one year ago
4,448	2.6%
3,699	3.1%
383	-0.8%
122	-13.1%
242	8.3%
7	-57.1%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	37.7%	75.0%	90.0%	96.4%	99.6%	100%	100%	100%
Treated and admitted to hospital	1.3%	6.1%	13.2%	30.0%	66.1%	89.5%	94.7%	96.8%
Patient left without, or before completing, treatment	38.7%	81.1%	93.4%	97.2%	100%	100%	100%	100%
Transferred to another hospital	6.1%	28.2%	50.8%	67.2%	86.6%	94.3%	97.3%	98.5%
All presentations	32.9%	66.7%	81.4%	89.2%	96.1%	98.8%	99.4%	99.6%

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

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

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

Murwillumbah District Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 4,564 patients

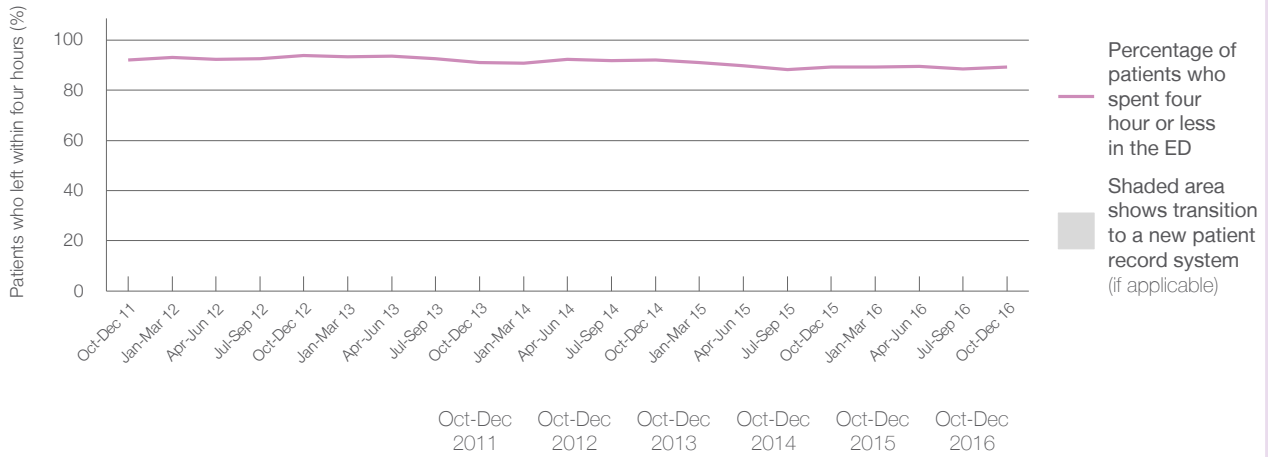
Presentations used to calculate time to leaving the ED:⁶ 4,563 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,564 patients	4,453	2.5%
Presentations used to calculate time to leaving the ED: ⁶ 4,563 patients	4,448	2.6%
Percentage of patients who spent four hours or less in the ED	89.1%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	92.1%	93.8%	90.9%	92.0%	89.1%	89.2%

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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

Ryde Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 6,758 patients
Emergency presentations:² 6,669 patients

Same period last year	Change since one year ago
6,914	-2.3%
6,821	-2.2%

Ryde Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 904 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,347 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,035 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 356 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
978	
7 minutes	8 minutes
12 minutes	26 minutes
2,703	
13 minutes	20 minutes
34 minutes	67 minutes
2,887	
15 minutes	25 minutes
75 minutes	97 minutes
219	
20 minutes	24 minutes
83 minutes	103 minutes

Ryde Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,758 patients

Percentage of patients who spent four hours or less in the ED 83.8%

Same period last year	Change since one year ago
6,914	-2.3%
80.5%	

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

- 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.

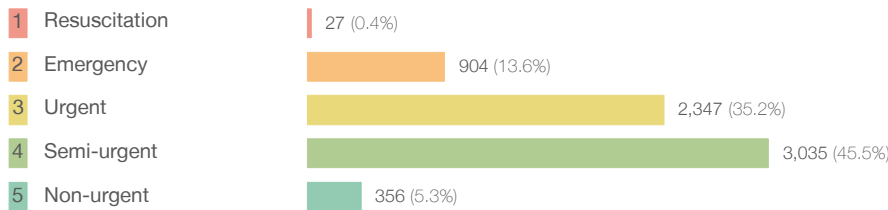
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Ryde Hospital: Patients presenting to the emergency department October to December 2016

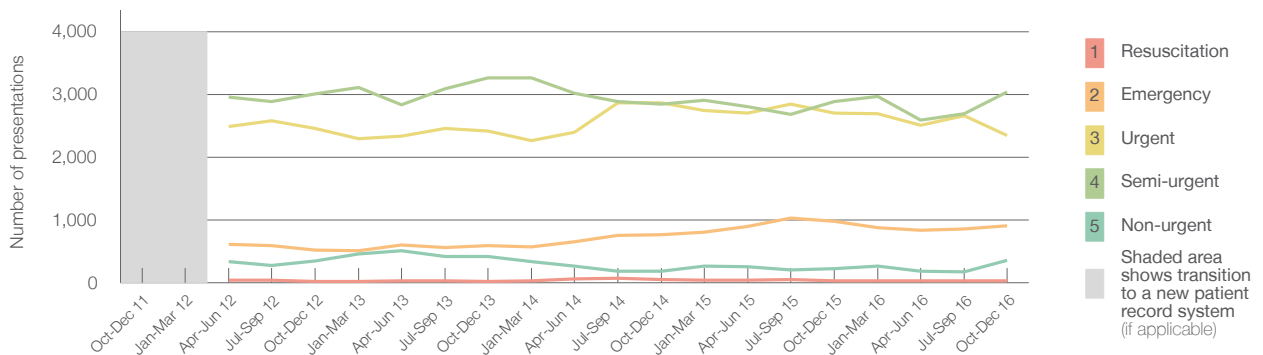
All presentations:¹ 6,758 patients

Emergency presentations² by triage category: 6,669 patients



Same period last year	Change since one year ago
6,914	-2.3%
6,821	-2.2%
34	-20.6%
978	-7.6%
2,703	-13.2%
2,887	5.1%
219	62.6%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation		17	20	52	34	27
Emergency		520	595	763	978	904
Urgent		2,461	2,414	2,867	2,703	2,347
Semi-urgent		3,006	3,265	2,841	2,887	3,035
Non-urgent		347	414	182	219	356
All emergency presentations		6,351	6,708	6,705	6,821	6,669

Ryde Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,440 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,591	
10 minutes	0 minutes
18 minutes	0 minutes

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

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

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

Ryde Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 904

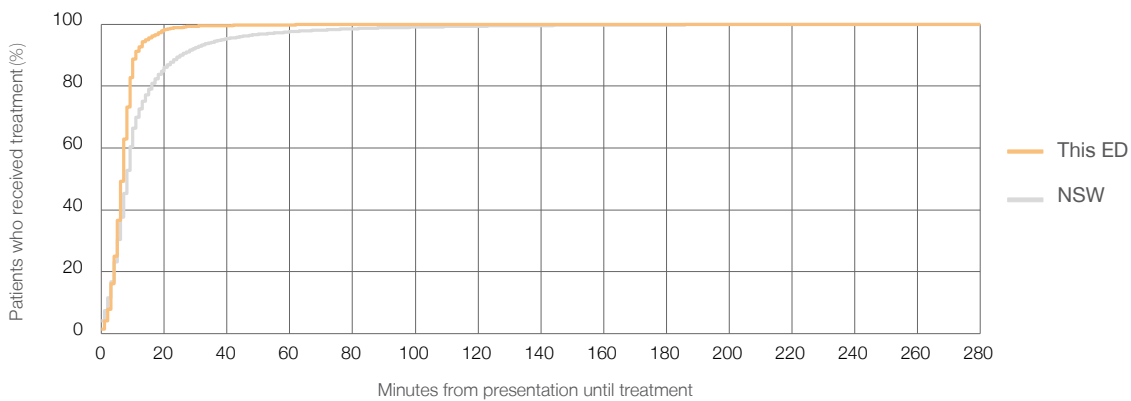
Number of triage 2 patients used to calculate waiting time:³ 903

Median time to start treatment⁴ 7 minutes

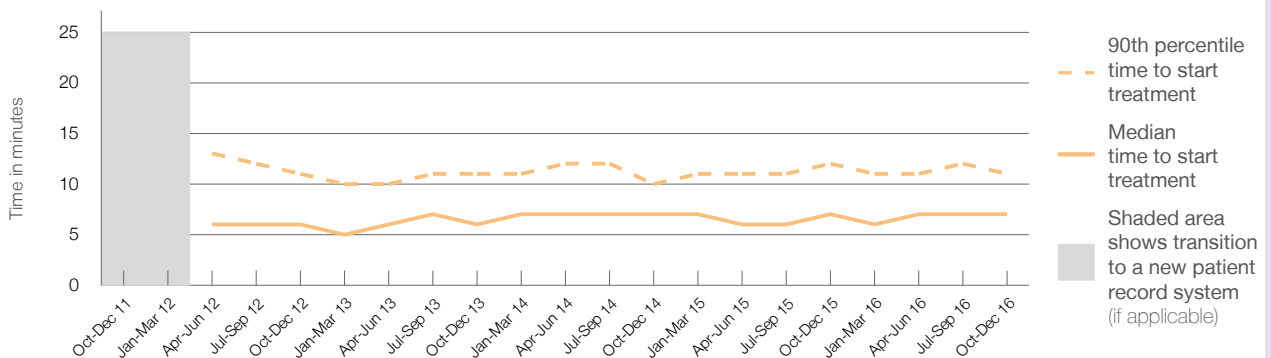
90th percentile time to start treatment⁵ 11 minutes

Same period last year	NSW (this period)
978	978
7 minutes	8 minutes
12 minutes	26 minutes

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



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



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

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

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

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

Ryde Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 2,347

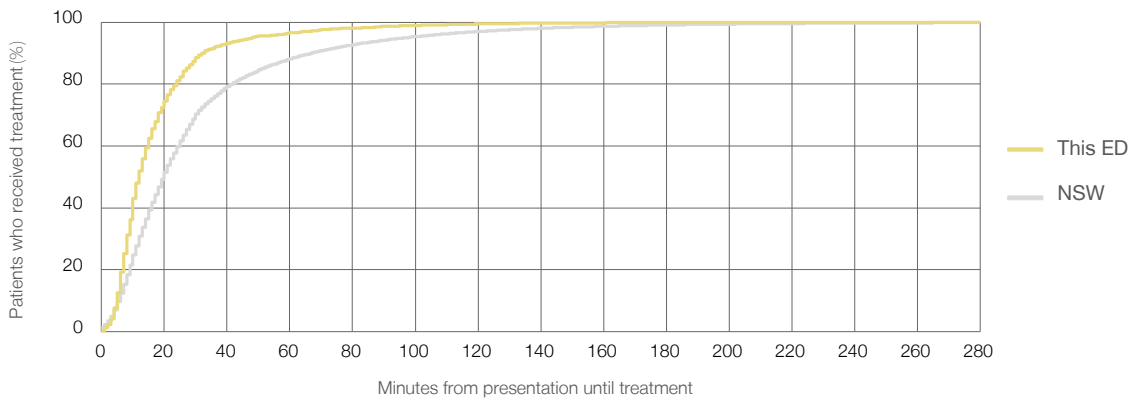
Number of triage 3 patients used to calculate waiting time:³ 2,321

Median time to start treatment⁴ 12 minutes

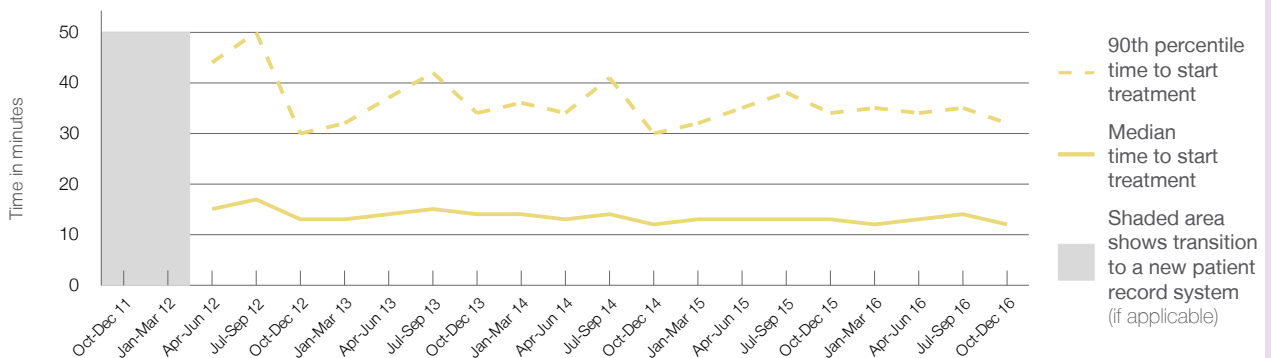
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
2,703	
2,680	
13 minutes	20 minutes
34 minutes	67 minutes

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



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



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

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

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

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

Ryde Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,035

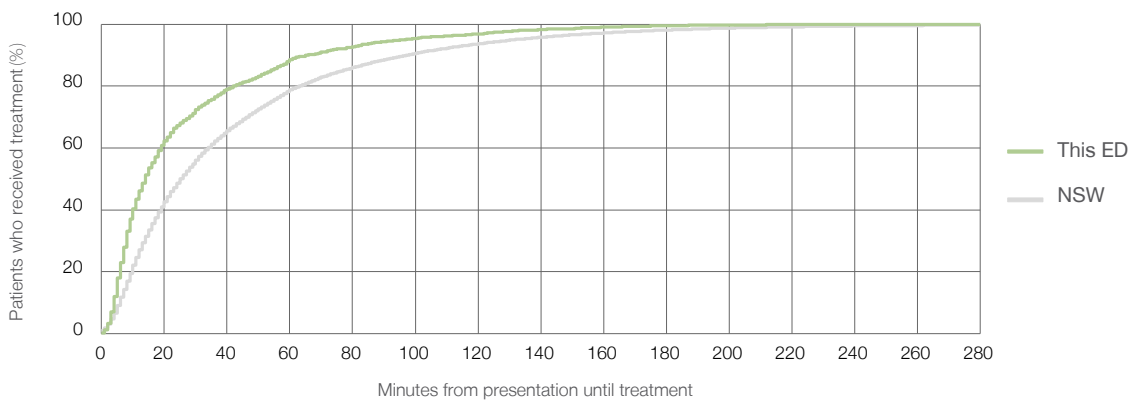
Number of triage 4 patients used to calculate waiting time:³ 2,933

Median time to start treatment⁴ 14 minutes

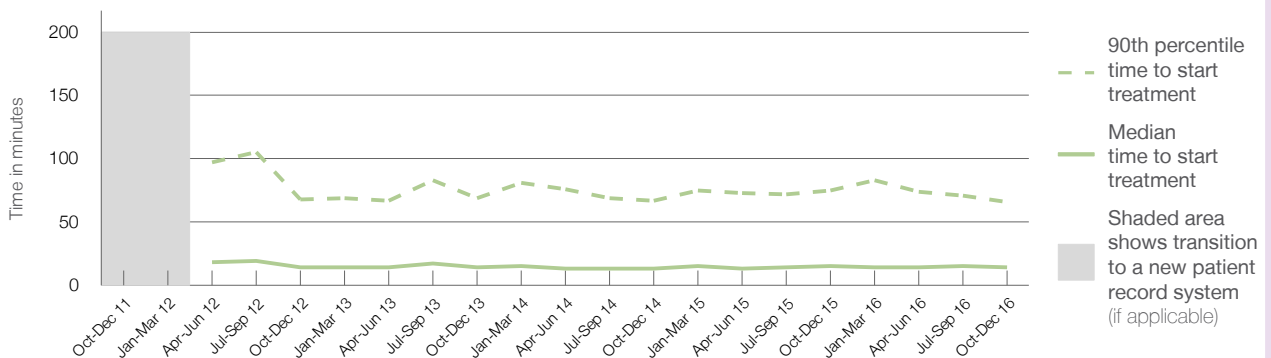
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
2,887	
2,809	
15 minutes	25 minutes
75 minutes	97 minutes

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



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



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

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

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

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

Ryde Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 356

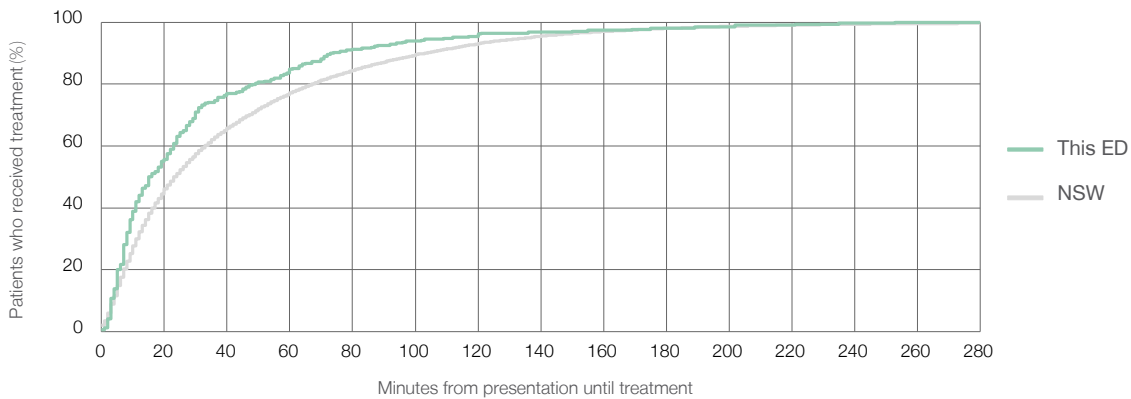
Number of triage 5 patients used to calculate waiting time:³ 309

Median time to start treatment⁴ 15 minutes

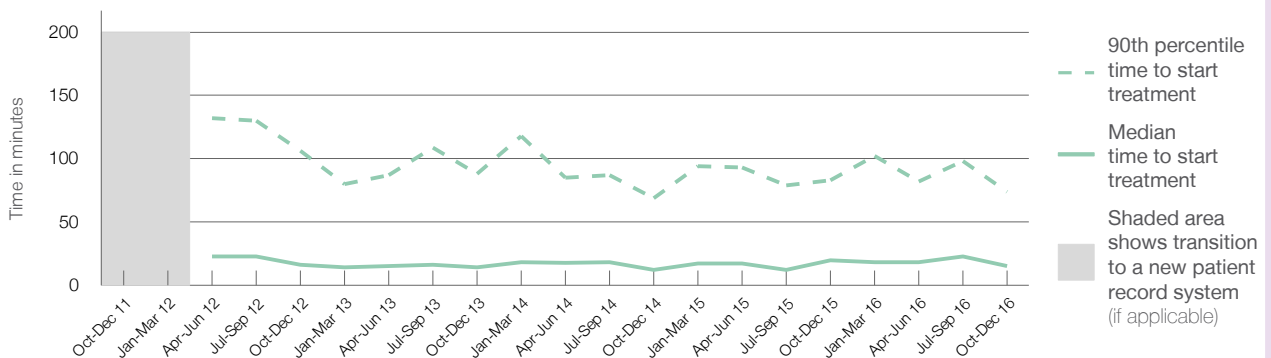
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
219	
198	
20 minutes	24 minutes
83 minutes	103 minutes

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



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



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

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

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

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

Ryde Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 6,758 patients

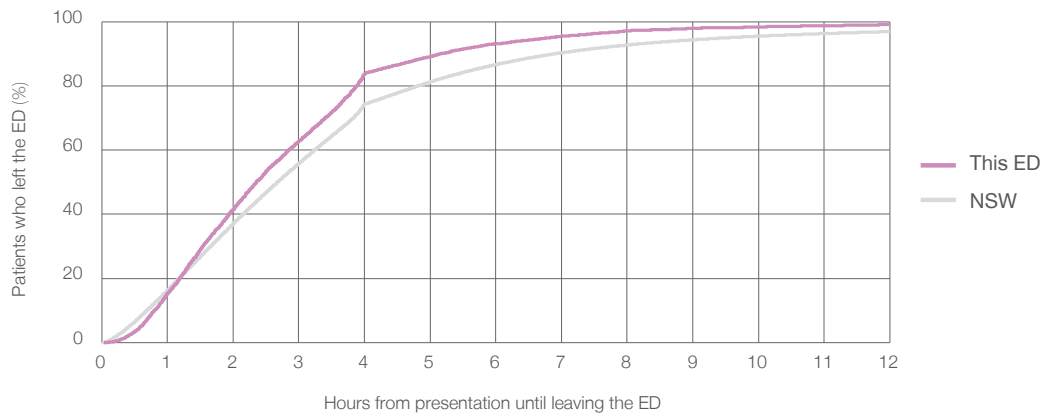
Presentations used to calculate time to leaving the ED:⁶ 6,758 patients

Median time spent in the ED⁸ 2 hours and 21 minutes

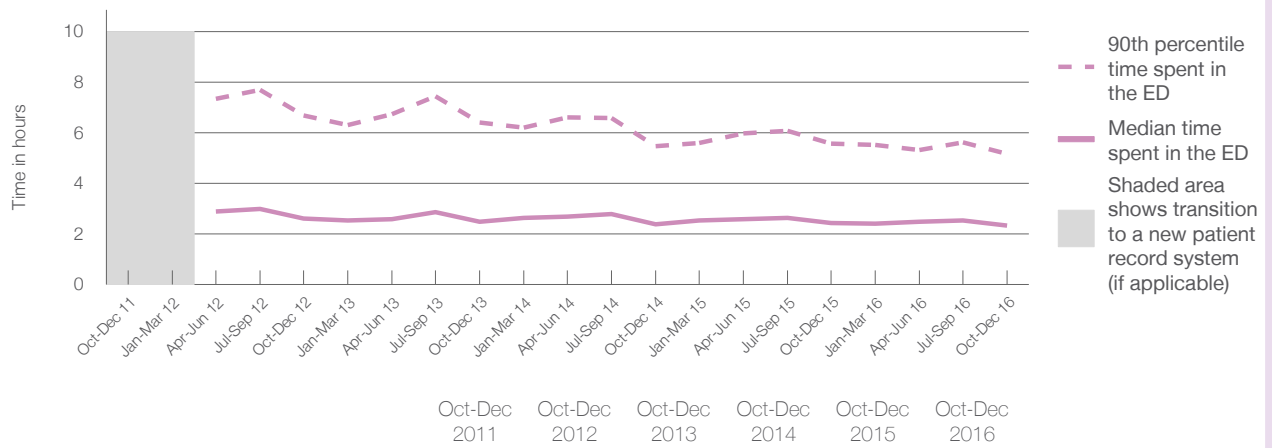
90th percentile time spent in the ED⁹ 5 hours and 10 minutes

Same period last year	NSW (this period)
6,914	6,914
2 hours and 27 minutes	2 hours and 41 minutes
5 hours and 35 minutes	6 hours and 54 minutes

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



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



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

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

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

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

Ryde Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

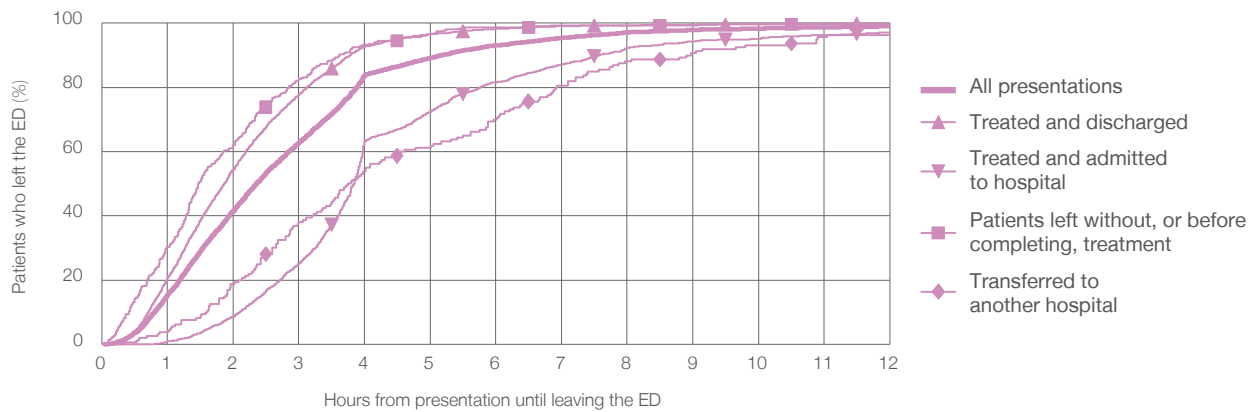
All presentations:¹ 6,758 patients

Presentations used to calculate time to leaving the ED:⁶ 6,758 patients

Treated and discharged	4,443 (65.7%)
Treated and admitted to hospital	1,834 (27.1%)
Patient left without, or before completing, treatment	310 (4.6%)
Transferred to another hospital	160 (2.4%)
Other	11 (0.2%)

Same period last year	Change since one year ago
6,914	-2.3%
4,585	-3.1%
1,865	-1.7%
260	19.2%
202	-20.8%
2	450.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.6%	54.4%	77.8%	92.7%	98.2%	99.4%	99.7%	99.9%
Treated and admitted to hospital	0.9%	8.6%	25.2%	63.1%	81.6%	92.3%	95.2%	97.1%
Patient left without, or before completing, treatment	30.3%	61.9%	82.6%	93.2%	98.7%	99.4%	99.7%	99.7%
Transferred to another hospital	3.8%	18.8%	38.1%	53.8%	70.0%	88.1%	93.1%	96.3%
All presentations	15.4%	41.5%	62.8%	83.8%	93.1%	97.2%	98.3%	99.0%

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

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

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

Ryde Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 6,758 patients

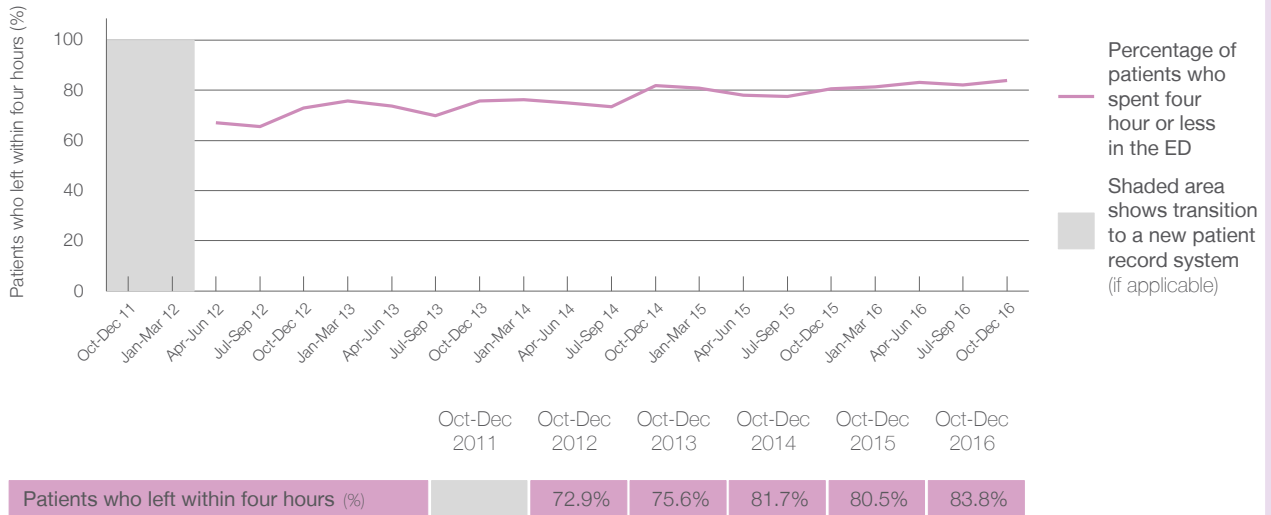
Presentations used to calculate time to leaving the ED:⁶ 6,758 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	6,914	-2.3%
Presentations used to calculate time to leaving the ED	6,914	-2.3%
Percentage of patients who spent four hours or less in the ED	80.5%	

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



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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 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.

Shellharbour Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 7,659 patients
 Emergency presentations:² 7,421 patients

Same period last year	Change since one year ago
7,652	0.1%
7,308	1.5%

Shellharbour Hospital: Time patients waited to start treatment³

October to December 2016

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

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,615 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,775 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 211 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
796	
7 minutes	8 minutes
14 minutes	26 minutes
2,400	
21 minutes	20 minutes
92 minutes	67 minutes
3,852	
24 minutes	25 minutes
130 minutes	97 minutes
230	
19 minutes	24 minutes
115 minutes	103 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 7,655 patients

Percentage of patients who spent four hours or less in the ED 67.6%

Same period last year	Change since one year ago
7,652	0.0%
67.7%	

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

- 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.

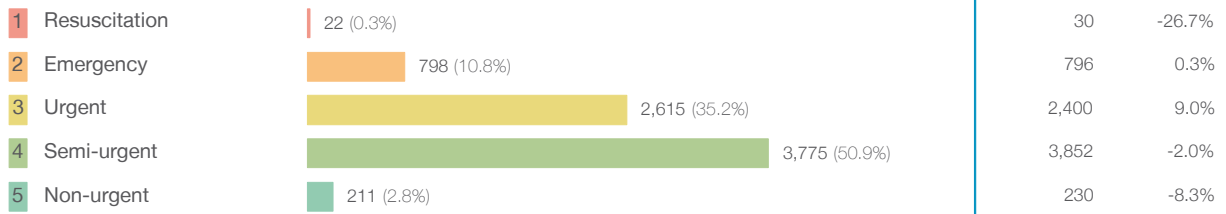
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

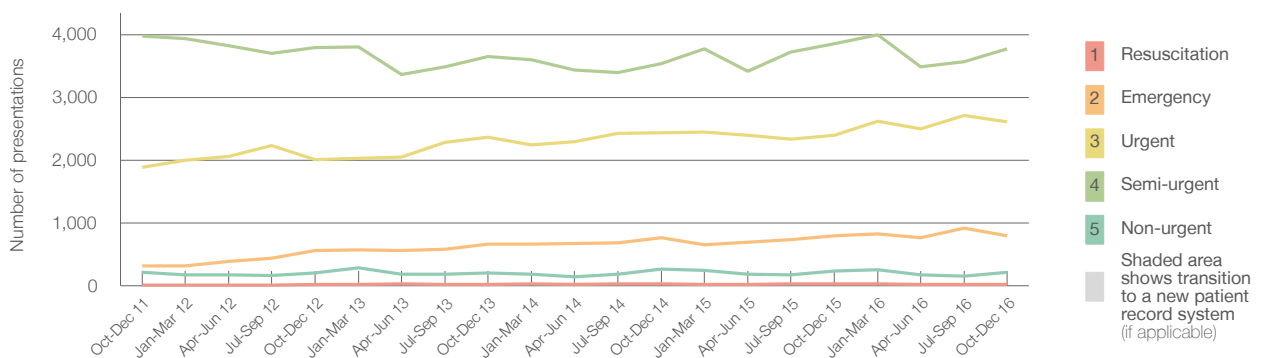
Shellharbour Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 7,659 patients

Emergency presentations² by triage category: 7,421 patients



Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	13	23	24	34	30	22
Emergency	311	555	665	767	796	798
Urgent	1,885	2,011	2,363	2,433	2,400	2,615
Semi-urgent	3,974	3,798	3,648	3,539	3,852	3,775
Non-urgent	214	206	202	267	230	211
All emergency presentations	6,397	6,593	6,902	7,040	7,308	7,421

Shellharbour Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,606 patients

ED Transfer of care time



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

Shellharbour Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 798

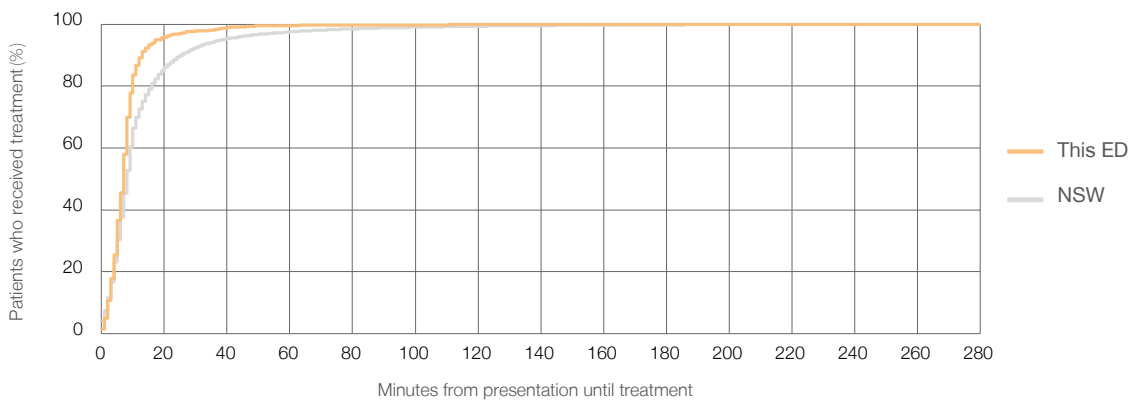
Number of triage 2 patients used to calculate waiting time:³ 796

Median time to start treatment⁴ 7 minutes

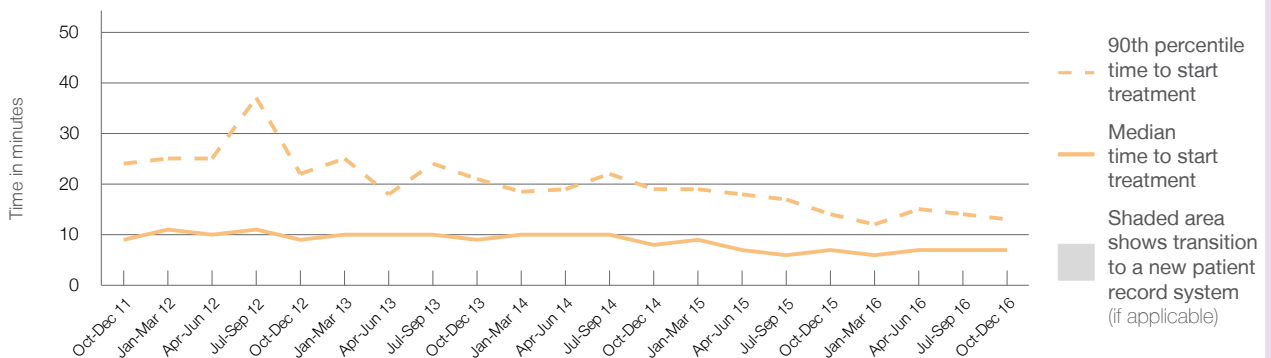
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
796	795
7 minutes	8 minutes
14 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	9	9	8	7	7
90th percentile time to start treatment ⁵ (minutes)	24	22	21	19	14	13

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

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

Shellharbour Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 2,615

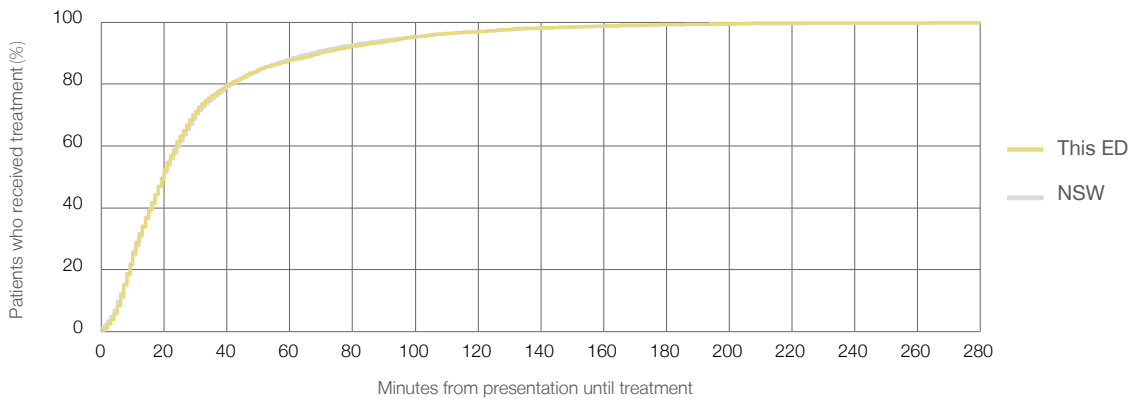
Number of triage 3 patients used to calculate waiting time:³ 2,567

Median time to start treatment⁴ 20 minutes

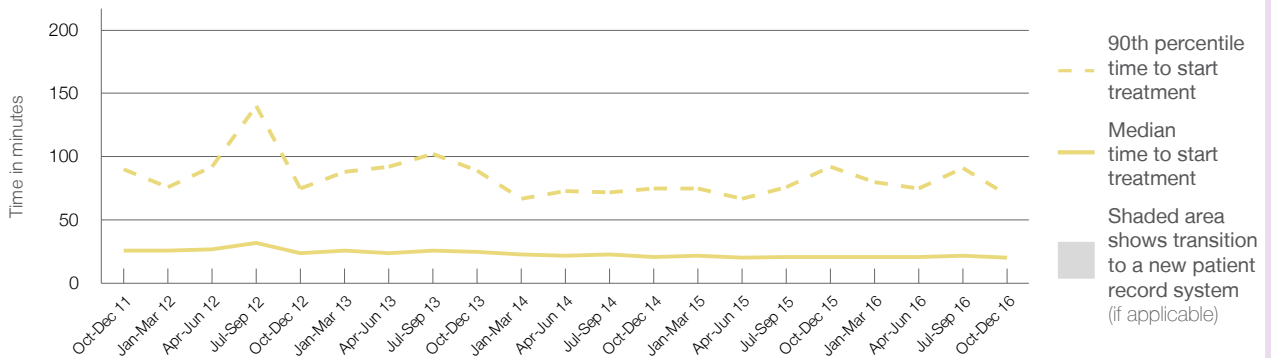
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
2,400	2,341
21 minutes	20 minutes
92 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	24	25	21	21	20
90th percentile time to start treatment ⁵ (minutes)	90	75	89	75	92	70

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

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

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

Shellharbour Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,775

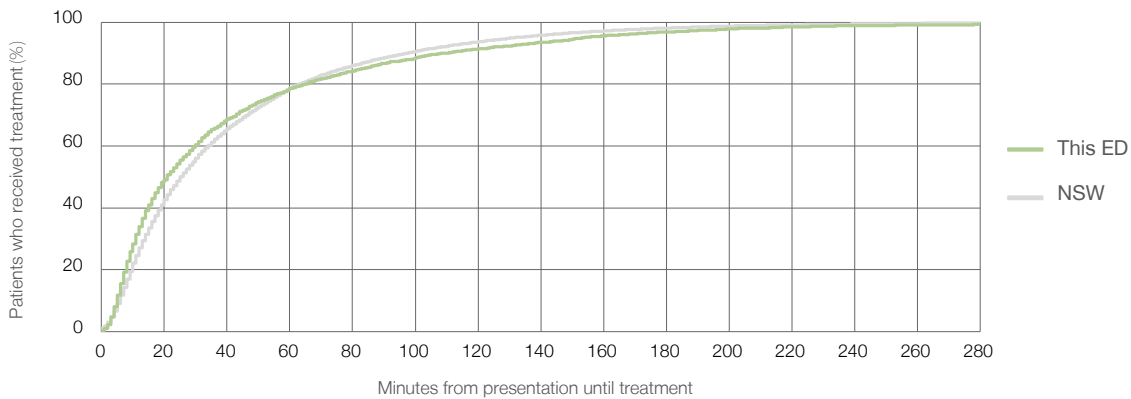
Number of triage 4 patients used to calculate waiting time:³ 3,532

Median time to start treatment⁴ 21 minutes

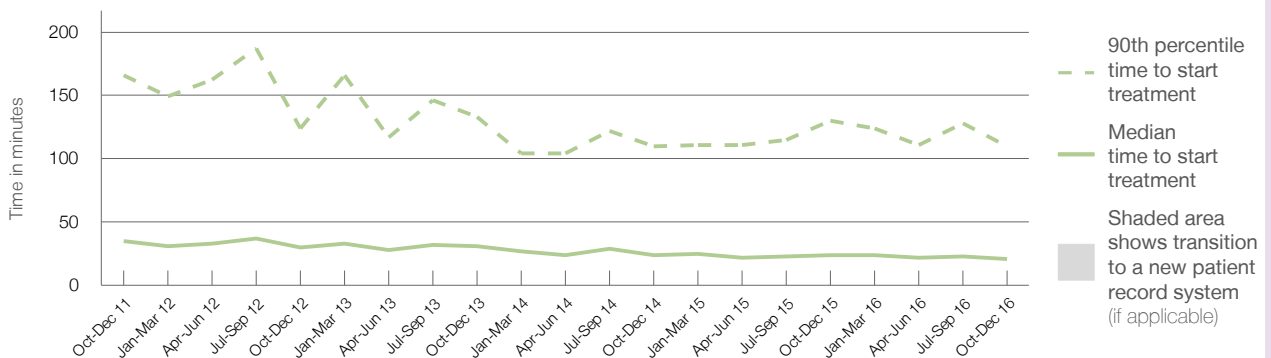
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
3,852	
3,541	
24 minutes	25 minutes
130 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	35	30	31	24	24	21
90th percentile time to start treatment ⁵ (minutes)	166	124	133	110	130	110

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

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

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Shellharbour Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 211

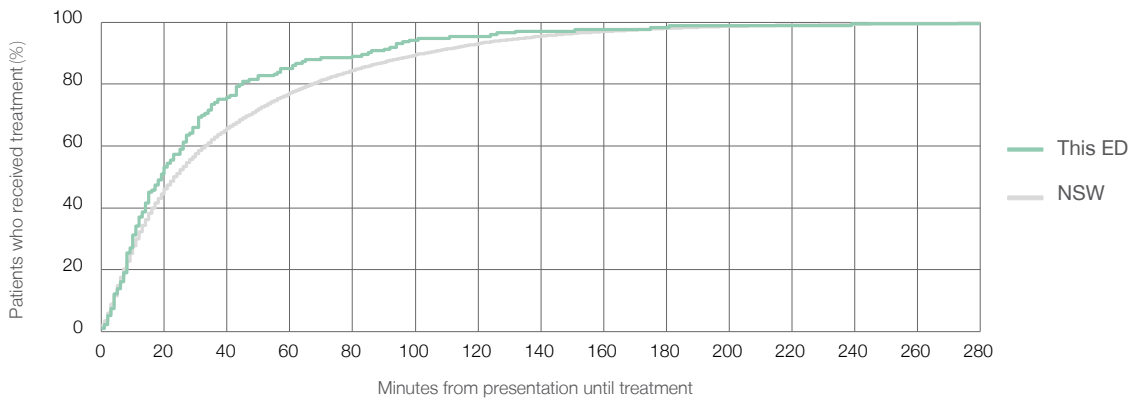
Number of triage 5 patients used to calculate waiting time:³ 173

Median time to start treatment⁴ 19 minutes

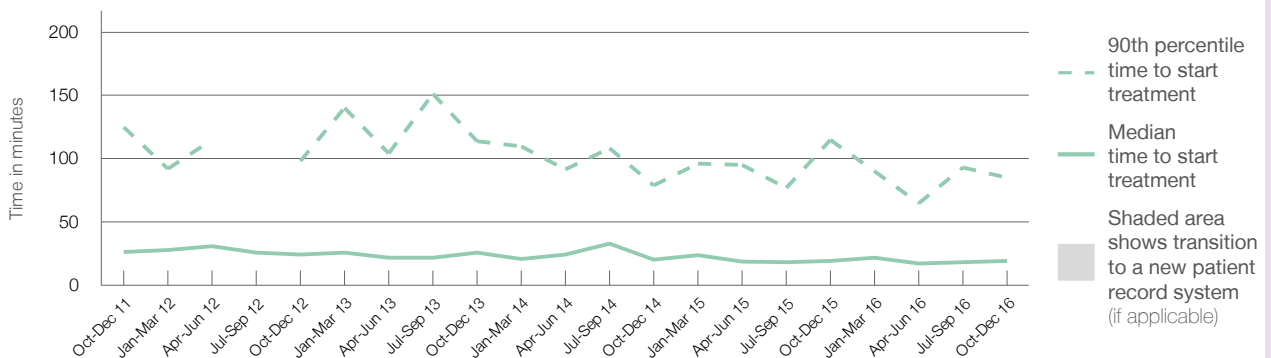
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
230	
169	
19 minutes	24 minutes
115 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	27	25	26	20	19	19
90th percentile time to start treatment ⁵ (minutes)	125	98	114	79	115	85

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

Shellharbour Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 7,659 patients

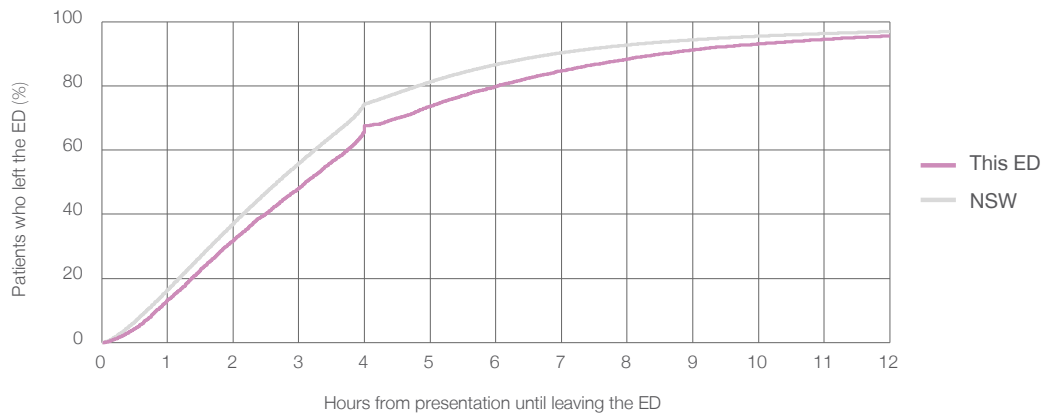
Presentations used to calculate time to leaving the ED:⁶ 7,655 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

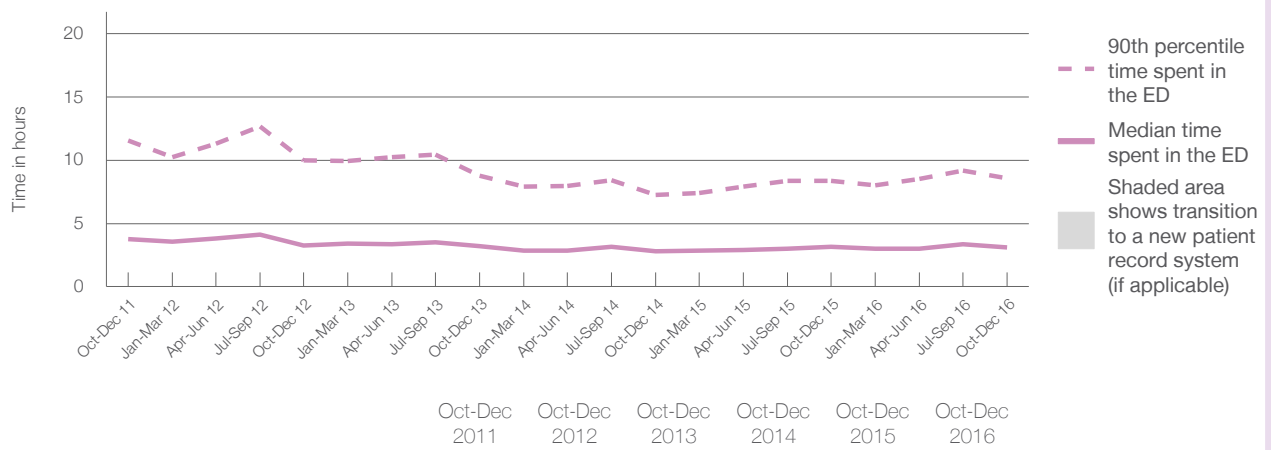
90th percentile time spent in the ED⁹ 8 hours and 33 minutes

Same period last year	NSW (this period)
7,652	7,652
3 hours and 9 minutes	2 hours and 41 minutes
8 hours and 22 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 47m	3h 15m	3h 11m	2h 49m	3h 9m	3h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 33m	10h 0m	8h 46m	7h 16m	8h 22m	8h 33m

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

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Shellharbour Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

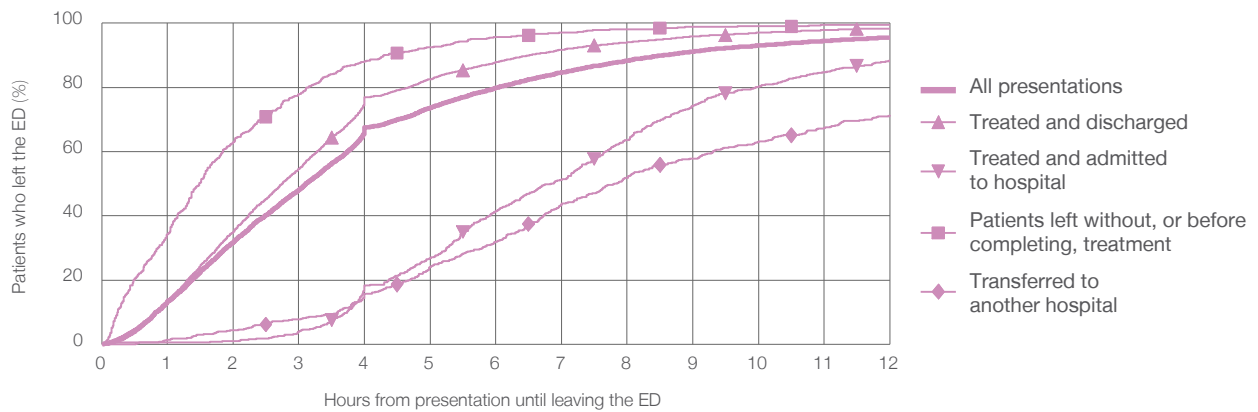
All presentations:¹ 7,659 patients

Presentations used to calculate time to leaving the ED:⁶ 7,655 patients

Treated and discharged	5,732 (74.8%)
Treated and admitted to hospital	753 (9.8%)
Patient left without, or before completing, treatment	609 (8.0%)
Transferred to another hospital	555 (7.2%)
Other	10 (0.1%)

Same period last year	Change since one year ago
7,652	0.0%
5,410	6.0%
847	-11.1%
785	-22.4%
595	-6.7%
15	-33.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.8%	35.2%	54.6%	76.9%	87.9%	94.1%	97.0%	98.4%
Treated and admitted to hospital	0.7%	1.1%	4.0%	18.4%	41.5%	63.6%	80.3%	88.3%
Patient left without, or before completing, treatment	34.2%	63.0%	78.0%	88.2%	95.7%	98.0%	99.0%	99.5%
Transferred to another hospital	1.4%	4.3%	7.8%	15.7%	31.8%	51.9%	63.1%	71.4%
All presentations	13.3%	31.8%	48.1%	67.6%	79.9%	88.3%	93.1%	95.5%

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

Shellharbour Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 7,659 patients

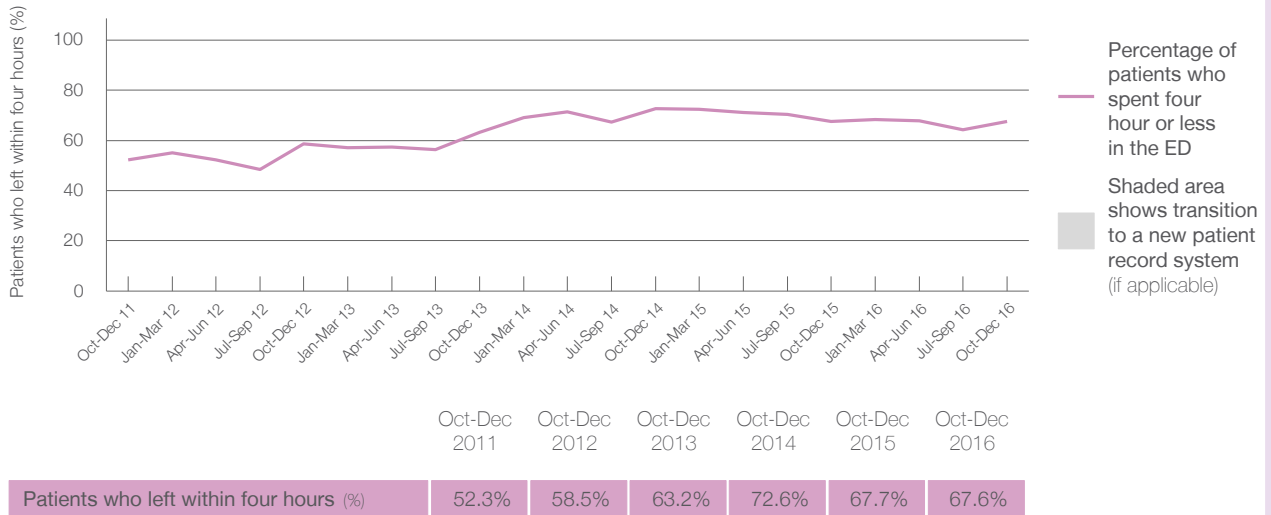
Presentations used to calculate time to leaving the ED:⁶ 7,655 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 7,659 patients	7,652	0.1%
Presentations used to calculate time to leaving the ED: ⁶ 7,655 patients	7,652	0.0%
Percentage of patients who spent four hours or less in the ED	67.7%	

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



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

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- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
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- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017). Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

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

South East Regional Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,440 patients
Emergency presentations:² 4,137 patients

Same period last year	Change since one year ago
3,351	32.5%
3,065	35.0%

South East Regional Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 414 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,258 patients

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

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,745 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 706 patients

Median time to start treatment⁴ 46 minutes
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
259	
6 minutes	8 minutes
25 minutes	26 minutes
788	
20 minutes	20 minutes
69 minutes	67 minutes
1,521	
34 minutes	25 minutes
115 minutes	97 minutes
488	
33 minutes	24 minutes
134 minutes	103 minutes

South East Regional Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,439 patients

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

Same period last year	Change since one year ago
3,350	32.5%
81.6%	

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

- 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.

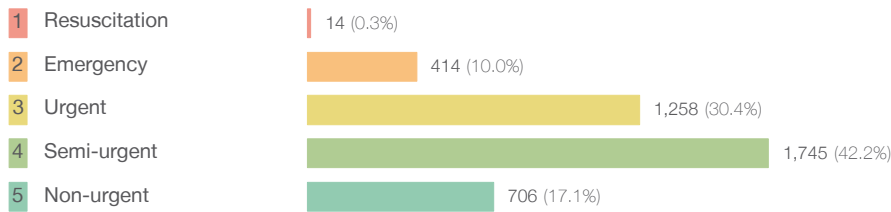
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

South East Regional Hospital: Patients presenting to the emergency department October to December 2016

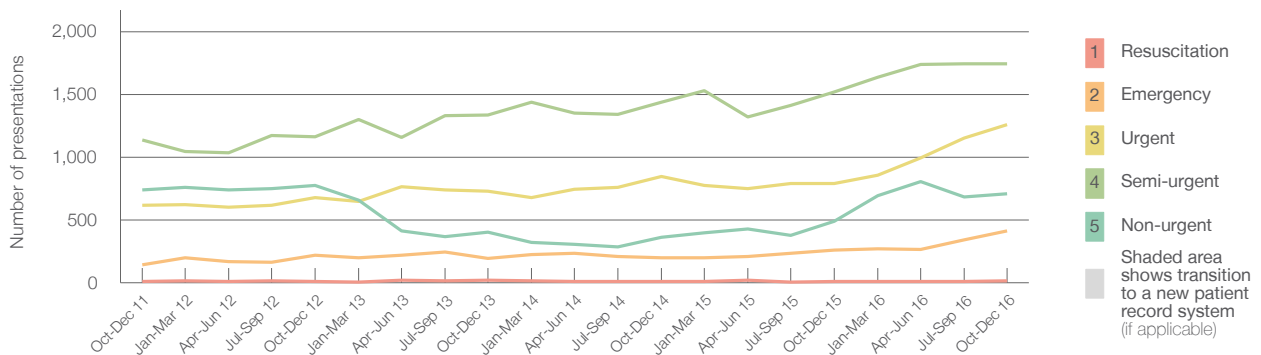
All presentations:¹ 4,440 patients

Emergency presentations² by triage category: 4,137 patients



	Same period last year	Change since one year ago
All presentations	3,351	32.5%
Emergency presentations	3,065	35.0%
Resuscitation	9	55.6%
Emergency	259	59.8%
Urgent	788	59.6%
Semi-urgent	1,521	14.7%
Non-urgent	488	44.7%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	7	8	19	12	9	14
Emergency	141	218	194	198	259	414
Urgent	619	678	728	848	788	1,258
Semi-urgent	1,136	1,163	1,337	1,436	1,521	1,745
Non-urgent	737	776	402	359	488	706
All emergency presentations	2,640	2,843	2,680	2,853	3,065	4,137

South East Regional Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 880 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	594	
ED Transfer of care time	12 minutes	0 minutes
90th percentile time	34 minutes	-9 minutes

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

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

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

South East Regional Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 414

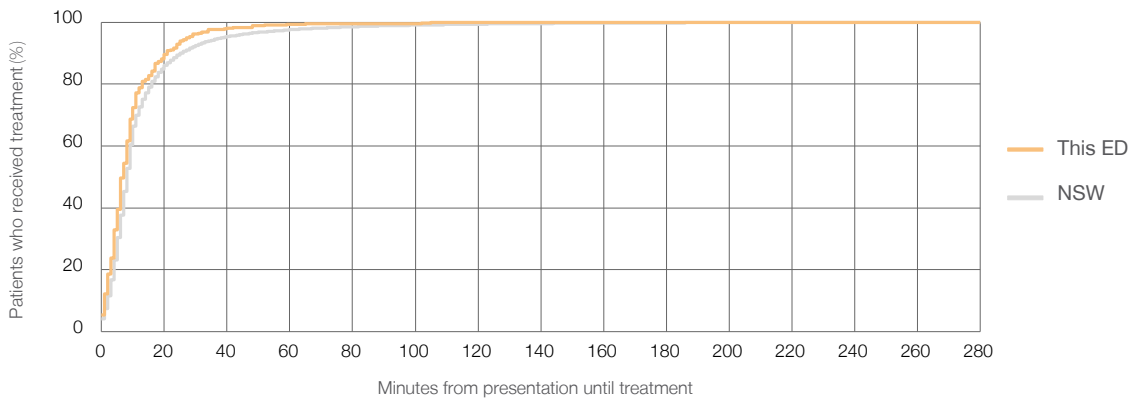
Number of triage 2 patients used to calculate waiting time:³ 410

Median time to start treatment⁴ 7 minutes

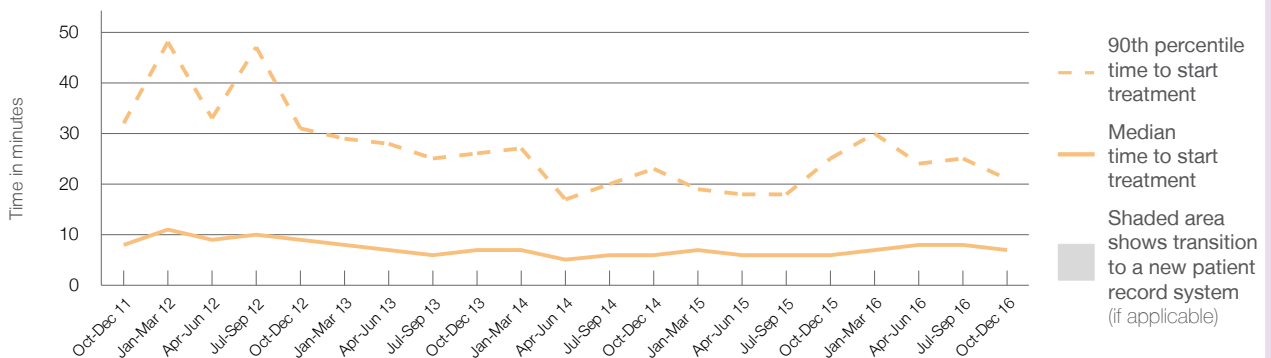
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
259	256
6 minutes	8 minutes
25 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	9	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	32	31	26	23	25	21

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

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

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

South East Regional Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,258

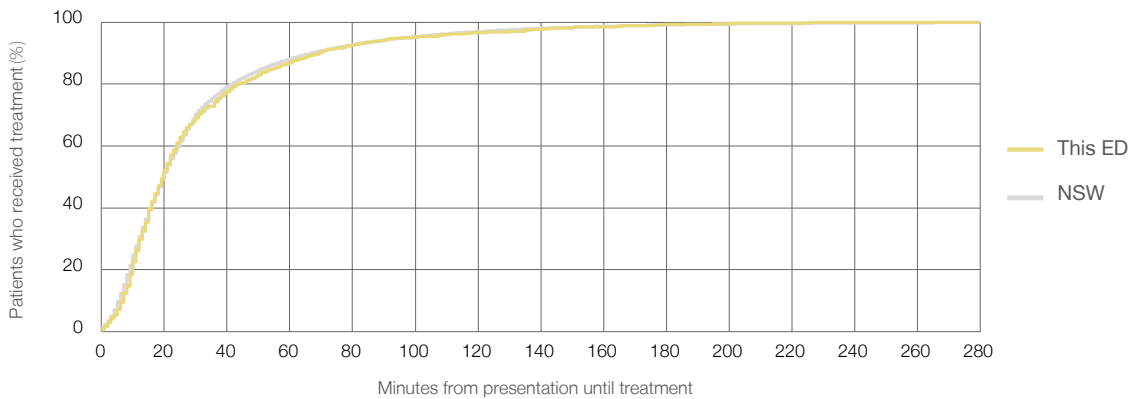
Number of triage 3 patients used to calculate waiting time:³ 1,232

Median time to start treatment⁴ 20 minutes

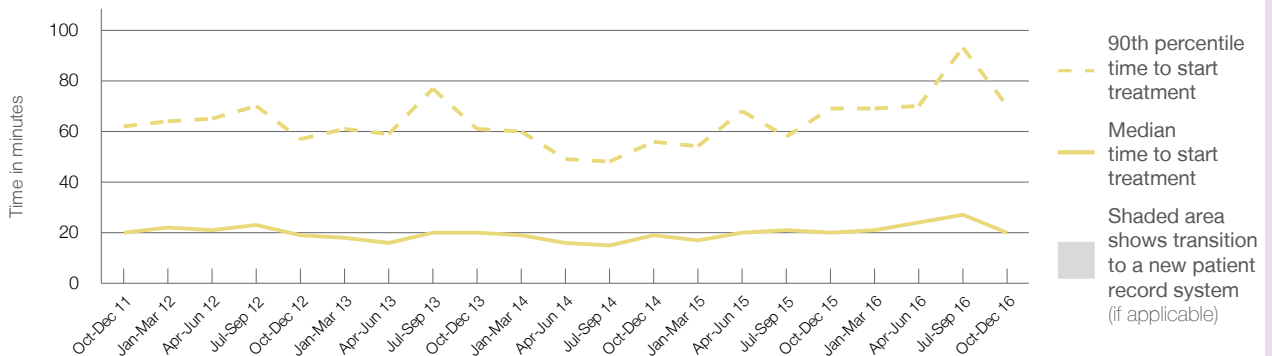
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
788	766
20 minutes	20 minutes
69 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	19	20	19	20	20
90th percentile time to start treatment ⁵ (minutes)	62	57	61	56	69	70

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

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

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

South East Regional Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 1,745

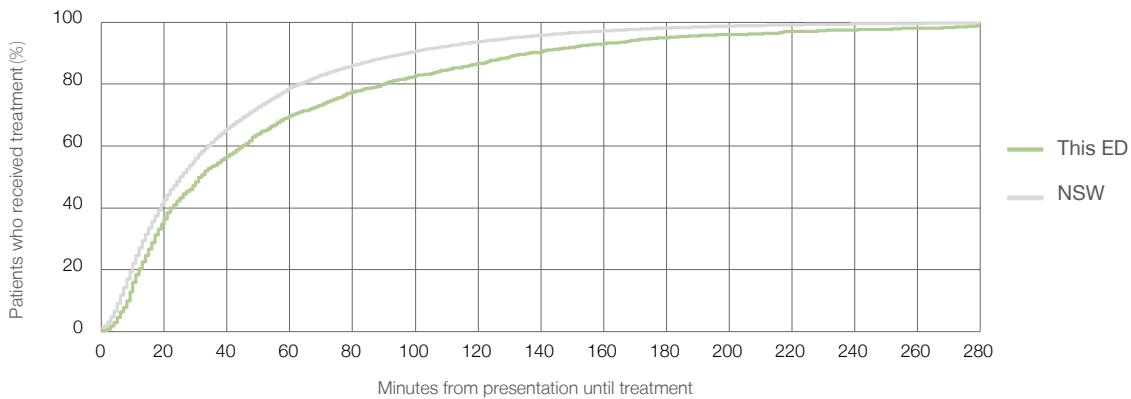
Number of triage 4 patients used to calculate waiting time:³ 1,574

Median time to start treatment⁴ 32 minutes

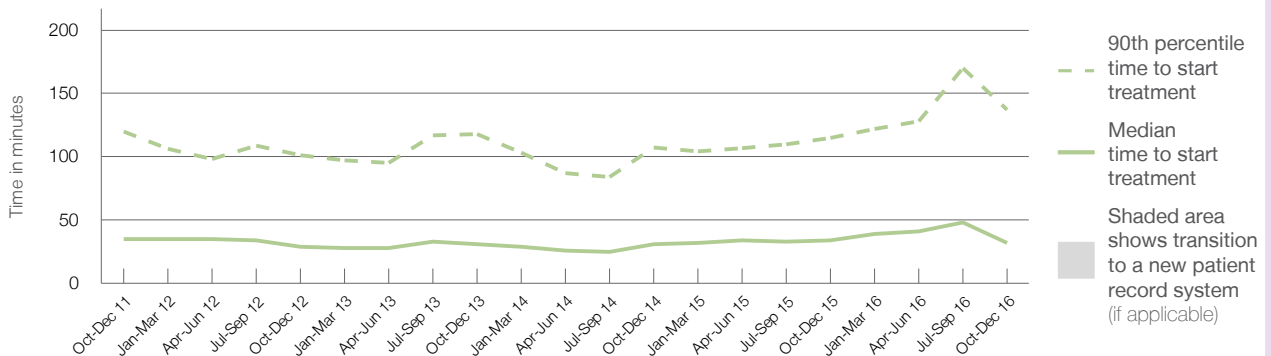
90th percentile time to start treatment⁵ 137 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,521	
Number of triage 4 patients used to calculate waiting time	1,404	
Median time to start treatment	34 minutes	25 minutes
90th percentile time to start treatment	115 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	35	29	31	31	34	32
90th percentile time to start treatment ⁵ (minutes)	120	101	118	107	115	137

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

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

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

South East Regional Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 706

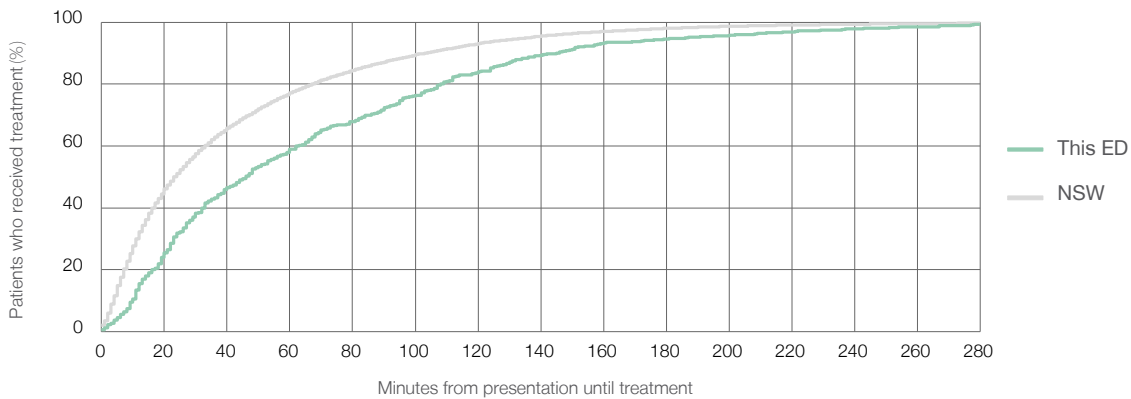
Number of triage 5 patients used to calculate waiting time:³ 547

Median time to start treatment⁴ 46 minutes

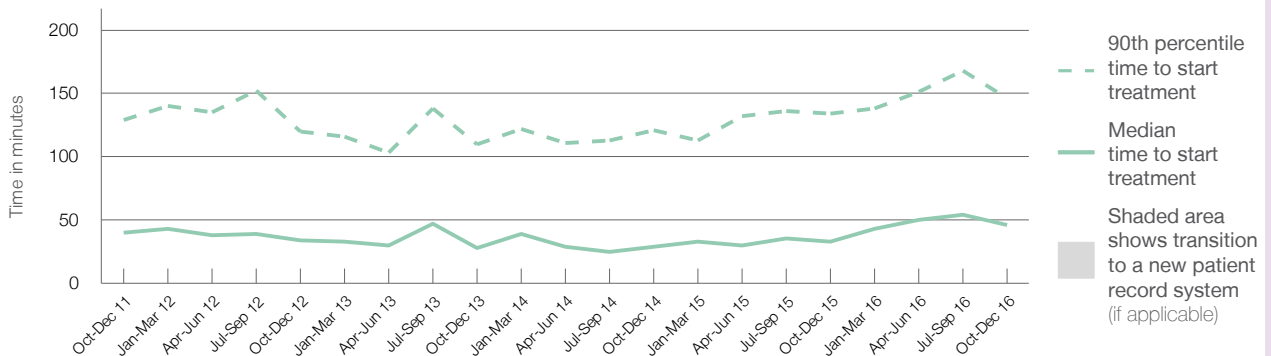
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
488	
411	
33 minutes	24 minutes
134 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	40	34	28	29	33	46
90th percentile time to start treatment ⁵ (minutes)	129	120	110	121	134	146

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

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

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

South East Regional Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 4,440 patients

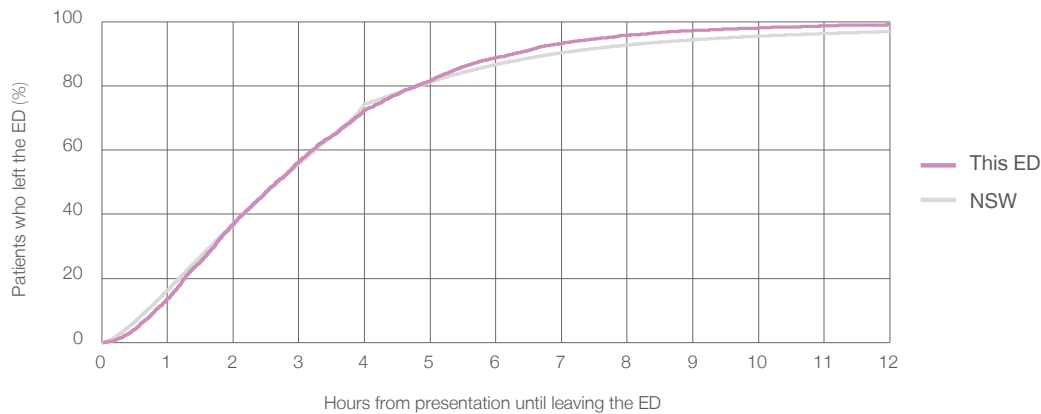
Presentations used to calculate time to leaving the ED:⁶ 4,439 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

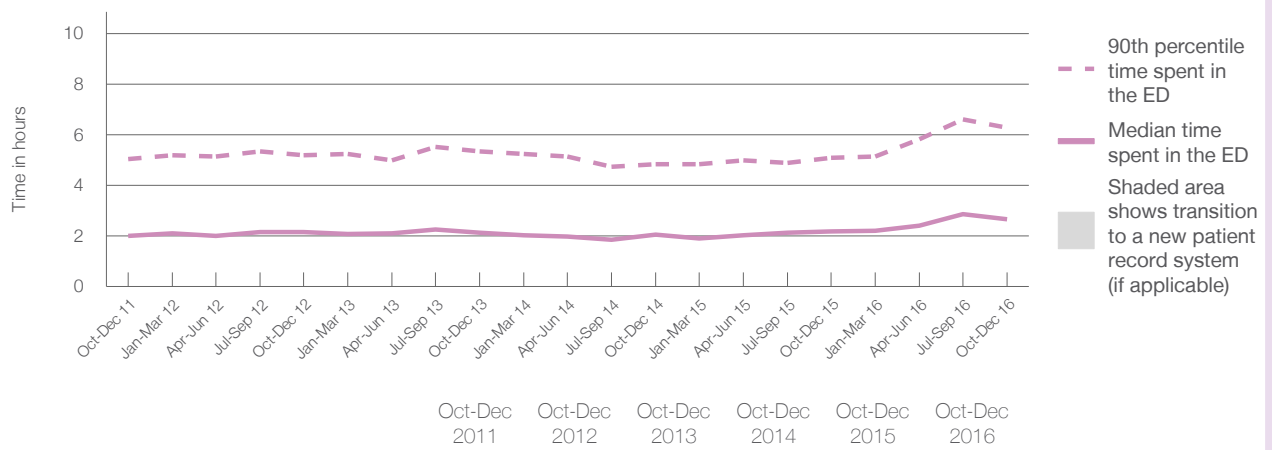
90th percentile time spent in the ED⁹ 6 hours and 17 minutes

Same period last year	NSW (this period)
3,351	
3,350	
2 hours and 11 minutes	2 hours and 41 minutes
5 hours and 6 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 1m	2h 9m	2h 8m	2h 3m	2h 11m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 2m	5h 12m	5h 21m	4h 51m	5h 6m	6h 17m

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

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

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

South East Regional Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

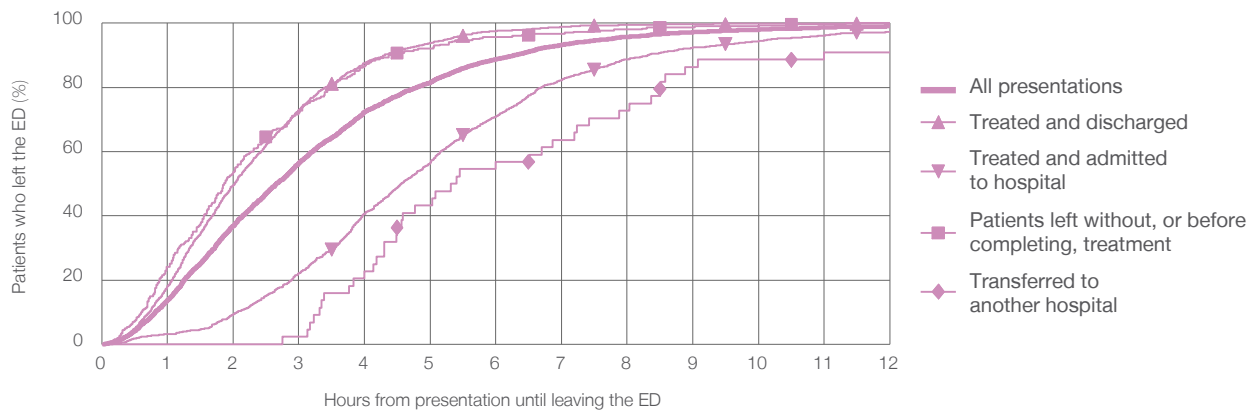
All presentations:¹ 4,440 patients

Presentations used to calculate time to leaving the ED:⁶ 4,439 patients

Treated and discharged	2,702 (60.9%)
Treated and admitted to hospital	1,384 (31.2%)
Patient left without, or before completing, treatment	302 (6.8%)
Transferred to another hospital	44 (1.0%)
Other	8 (0.2%)

Same period last year	Change since one year ago
3,350	32.5%
2,057	31.4%
1,020	35.7%
211	43.1%
47	-6.4%
16	-50.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.1%	49.6%	72.9%	87.6%	97.6%	99.4%	99.9%	99.9%
Treated and admitted to hospital	3.1%	9.4%	22.1%	40.8%	71.0%	88.8%	94.5%	97.4%
Patient left without, or before completing, treatment	24.2%	53.6%	72.2%	86.8%	95.7%	98.0%	99.3%	100%
Transferred to another hospital	0%	0%	2.3%	22.7%	56.8%	72.7%	88.6%	90.9%
All presentations	13.8%	36.9%	56.4%	72.3%	88.8%	95.8%	98.1%	99.1%

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

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

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

South East Regional Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 4,440 patients

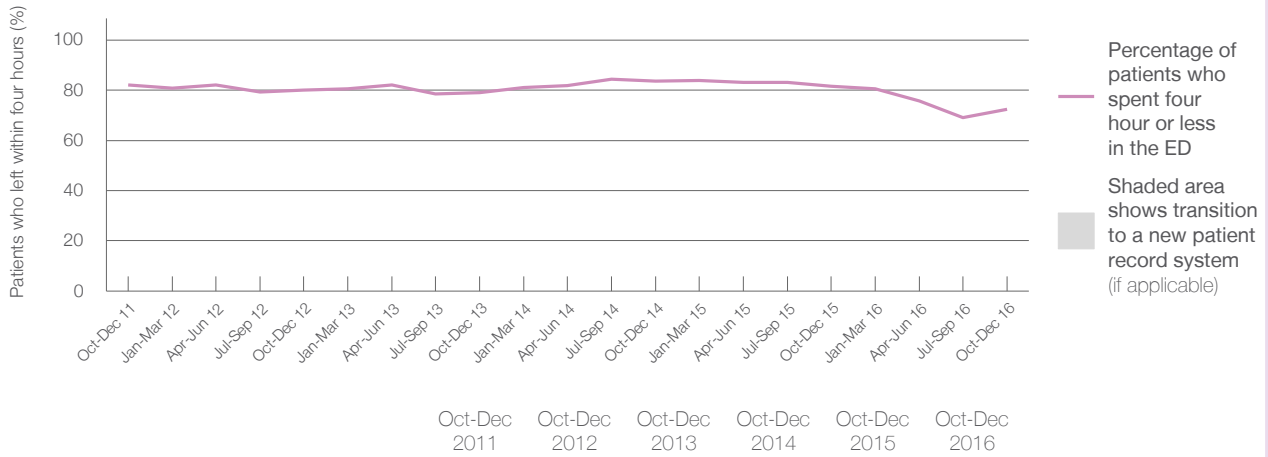
Presentations used to calculate time to leaving the ED:⁶ 4,439 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	3,351	32.5%
Presentations used to calculate time to leaving the ED: ⁶	3,350	32.5%
Percentage of patients who spent four hours or less in the ED	81.6%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	82.1%	80.1%	79.1%	83.6%	81.6%	72.3%

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

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

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

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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017). Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).