



Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Northern Sydney Local Health District

October to December 2016

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

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

October to December 2016

All presentations:<sup>1</sup> 10,090 patients

Emergency presentations:<sup>2</sup> 10,034 patients

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

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

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

Median time to start treatment<sup>4</sup> 5 minutes  
 90th percentile time to start treatment<sup>5</sup> 10 minutes

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

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 51 minutes

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

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 81 minutes

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

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 93 minutes

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

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

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,090 patients

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

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

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

- 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.

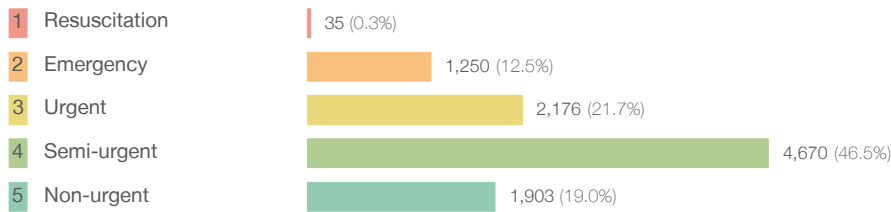
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department October to December 2016

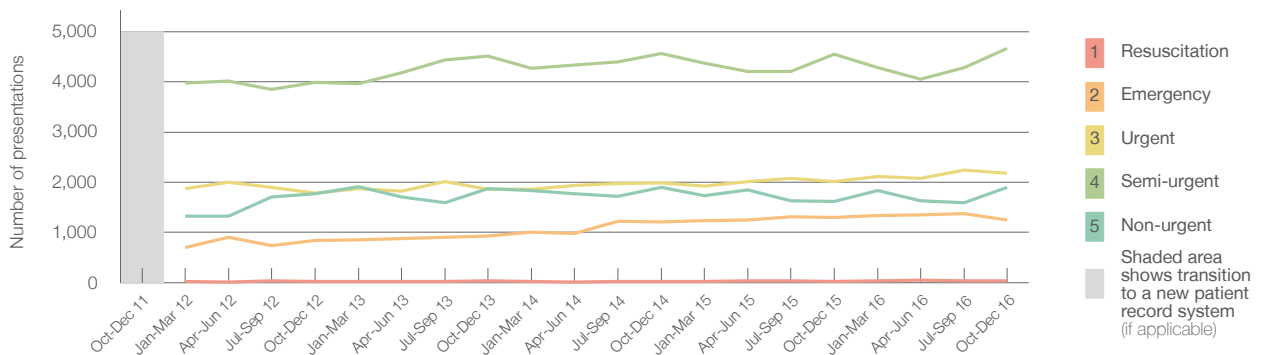
All presentations:<sup>1</sup> 10,090 patients

Emergency presentations<sup>2</sup> by triage category: 10,034 patients



Same period last year	Change since one year ago
9,565	5.5%
9,513	5.5%
26	34.6%
1,298	-3.7%
2,018	7.8%
4,547	2.7%
1,624	17.2%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



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

## Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,997 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,888	
12 minutes	-1 minute
25 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.

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,250

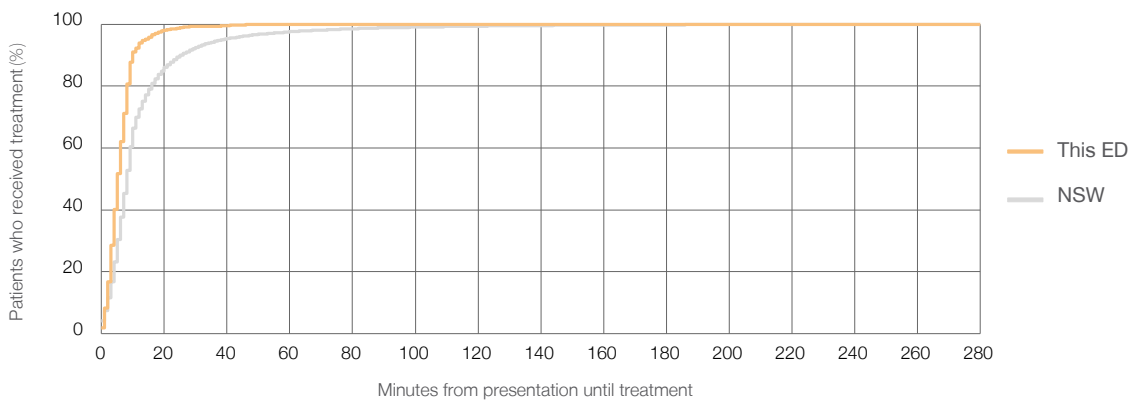
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,250

Median time to start treatment<sup>4</sup> 5 minutes

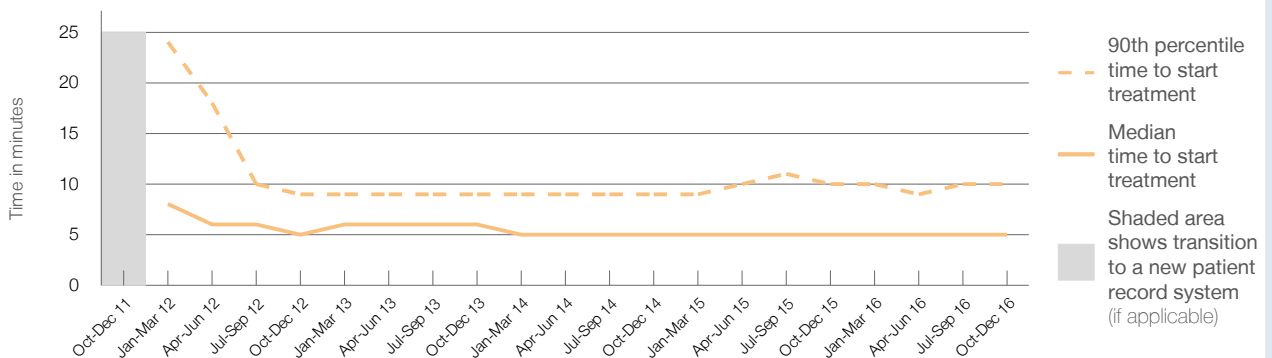
90th percentile time to start treatment<sup>5</sup> 10 minutes

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

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



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

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

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 2,176

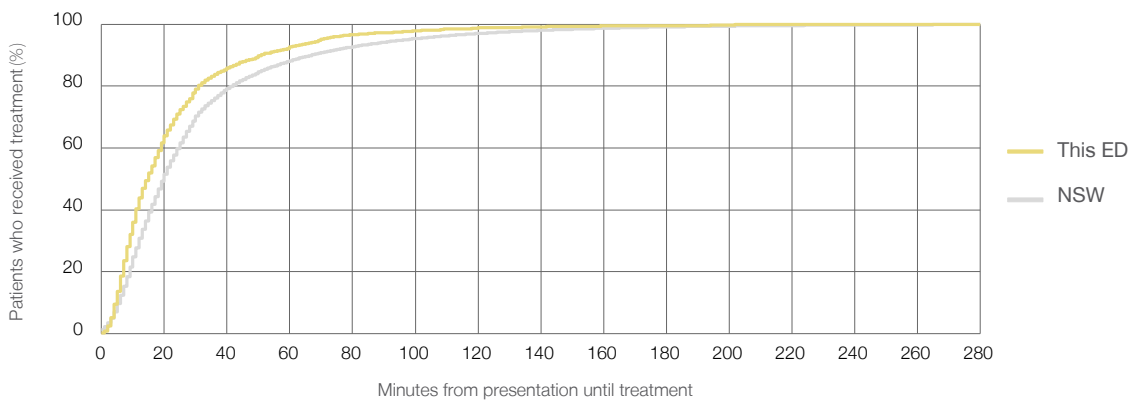
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,151

Median time to start treatment<sup>4</sup> 15 minutes

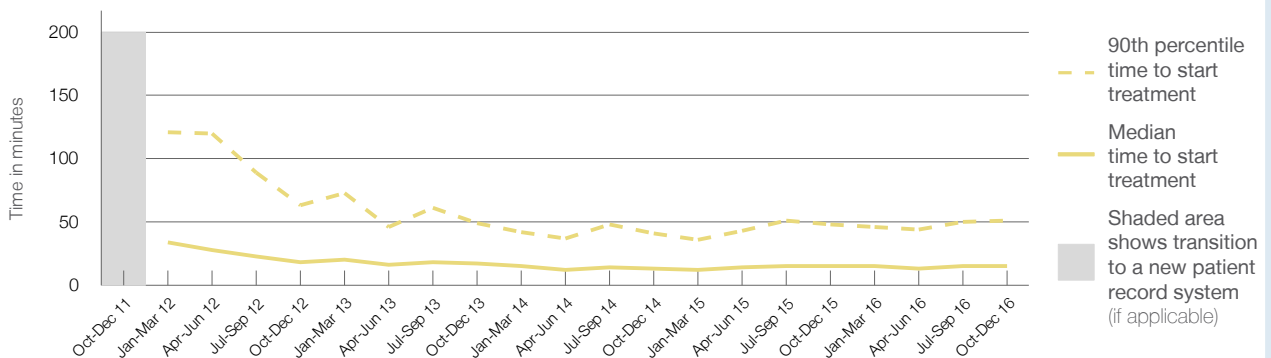
90th percentile time to start treatment<sup>5</sup> 51 minutes

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

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



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

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

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,670

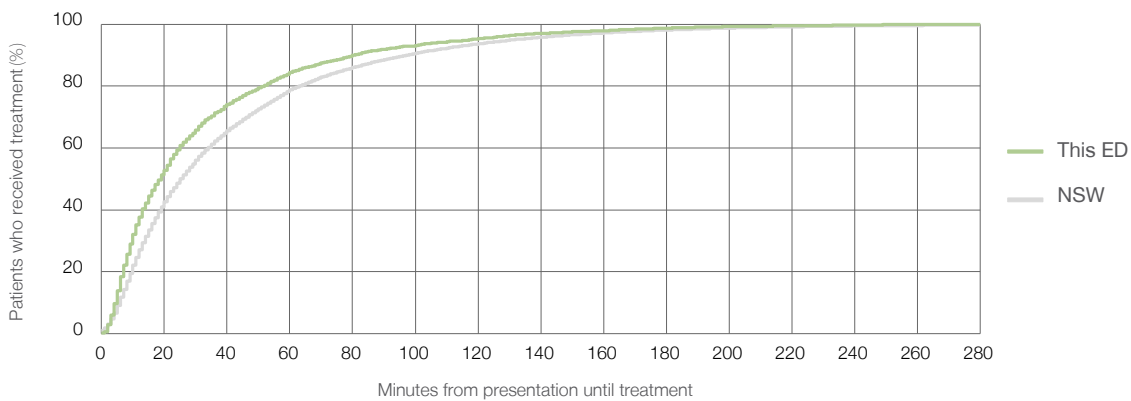
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,529

Median time to start treatment<sup>4</sup>  19 minutes

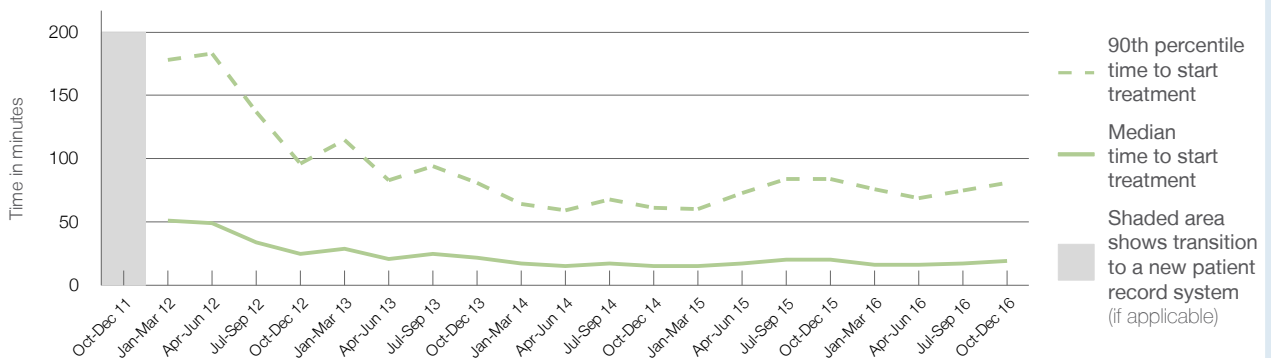
90th percentile time to start treatment<sup>5</sup>  81 minutes

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

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



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

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

## Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,903

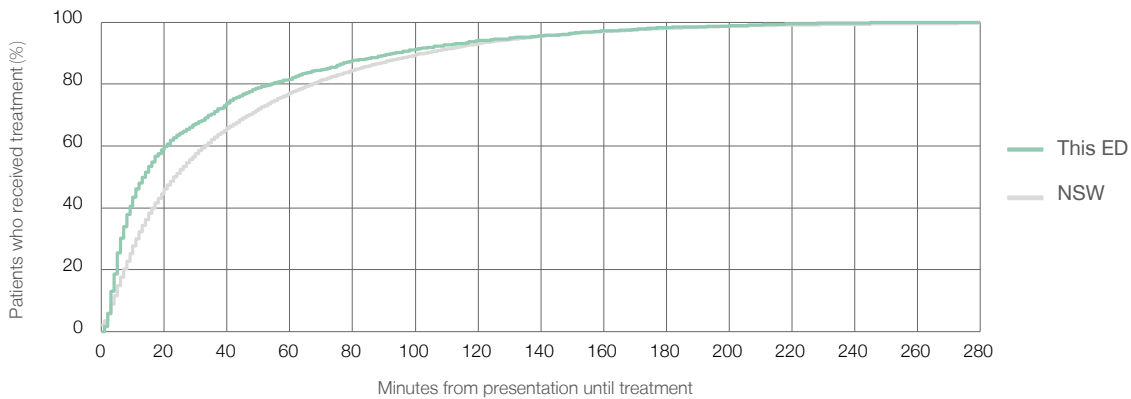
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,787

Median time to start treatment<sup>4</sup>  14 minutes

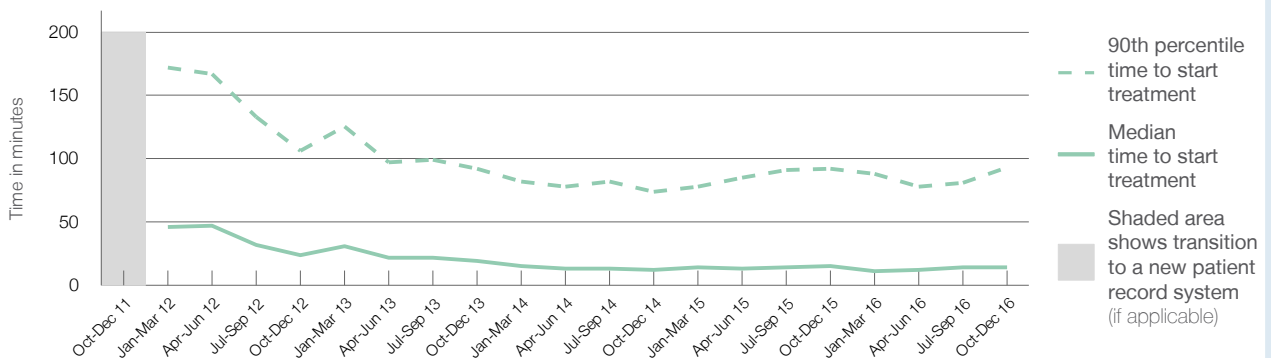
90th percentile time to start treatment<sup>5</sup>  93 minutes

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

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



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



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

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

October to December 2016

All presentations:<sup>1</sup> 10,090 patients

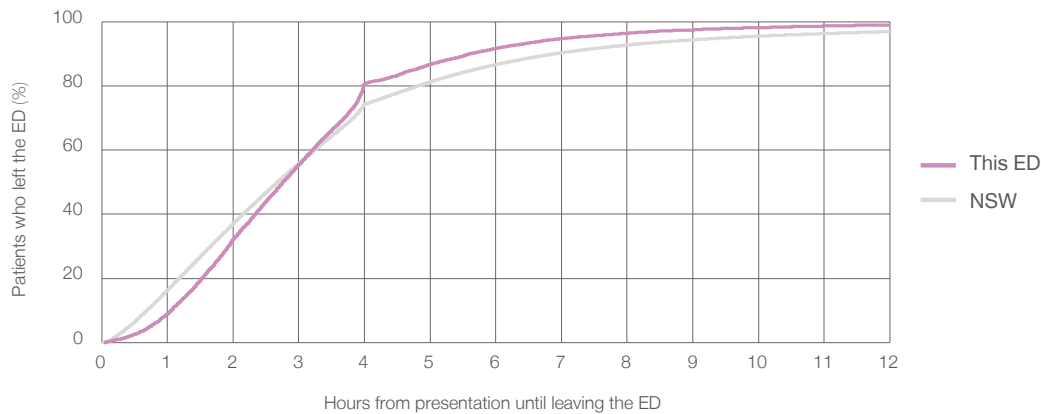
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,090 patients

Median time spent in the ED<sup>8</sup>  2 hours and 46 minutes

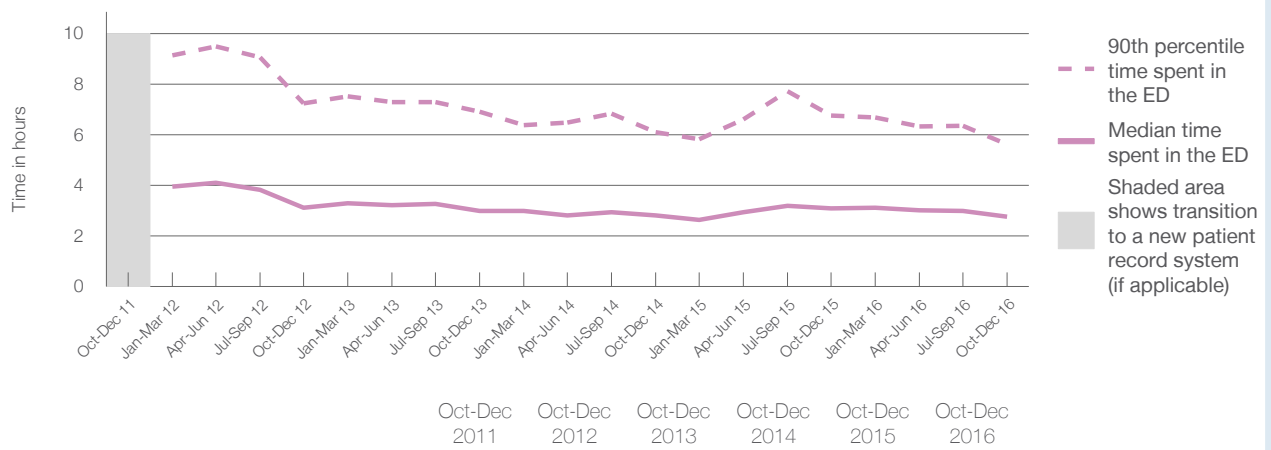
90th percentile time spent in the ED<sup>9</sup>  5 hours and 37 minutes

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

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



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>††</sup>



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

(†) Data points are not shown in graphs for quarters when patient numbers are too small.  
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## Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

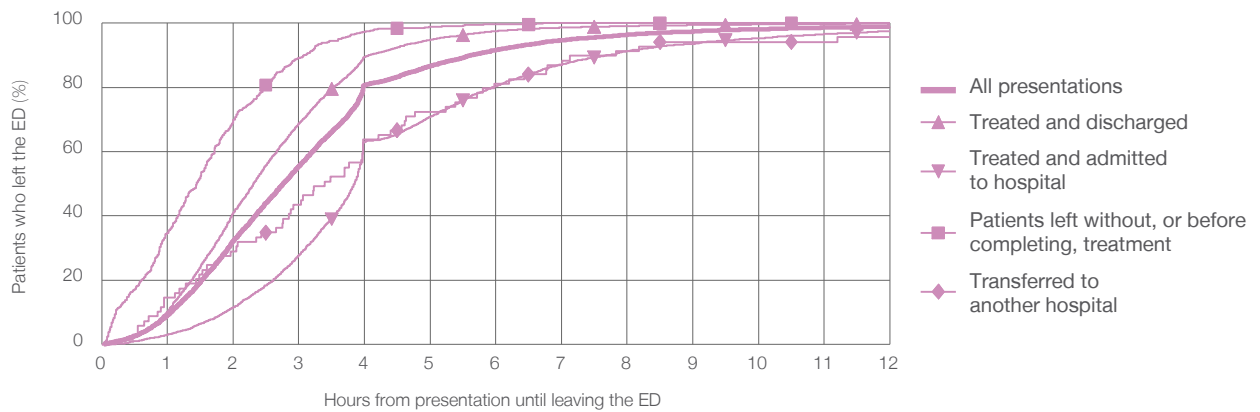
All presentations:<sup>†</sup> 10,090 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 10,090 patients

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

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

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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

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

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 10,090 patients

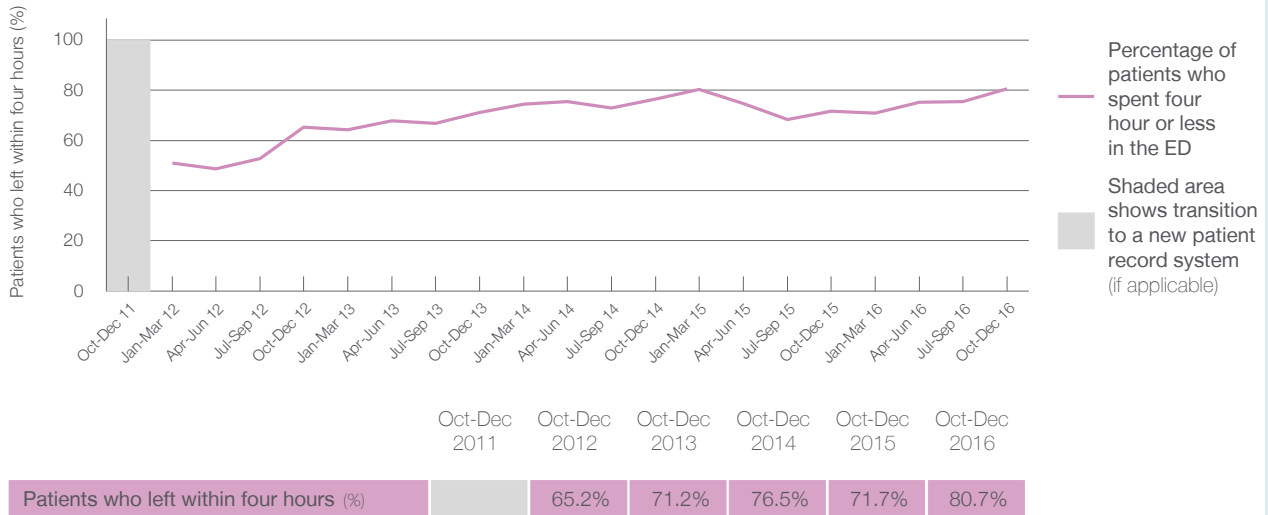
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,090 patients

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: <sup>1</sup> 10,090 patients	9,565	5.5%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,090 patients	9,565	5.5%
Percentage of patients who spent four hours or less in the ED	71.7%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



\* 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.

## Manly District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 6,290 patients  
Emergency presentations:<sup>2</sup> 6,217 patients

Same period last year	Change since one year ago
6,151	2.3%
6,096	2.0%

## Manly District Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 963 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 10 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,382 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,522 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 63 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 312 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 71 minutes

Same period last year	NSW (this period)
867	
6 minutes	8 minutes
12 minutes	26 minutes
2,121	
12 minutes	20 minutes
35 minutes	67 minutes
2,553	
11 minutes	25 minutes
56 minutes	97 minutes
512	
11 minutes	24 minutes
74 minutes	103 minutes

## Manly District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,290 patients

Percentage of patients who spent four hours or less in the ED 87.3%

Same period last year	Change since one year ago
6,151	2.3%
87.4%	

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

- 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.

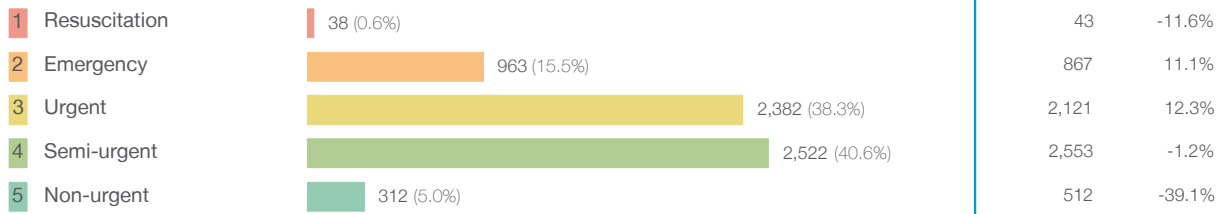
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

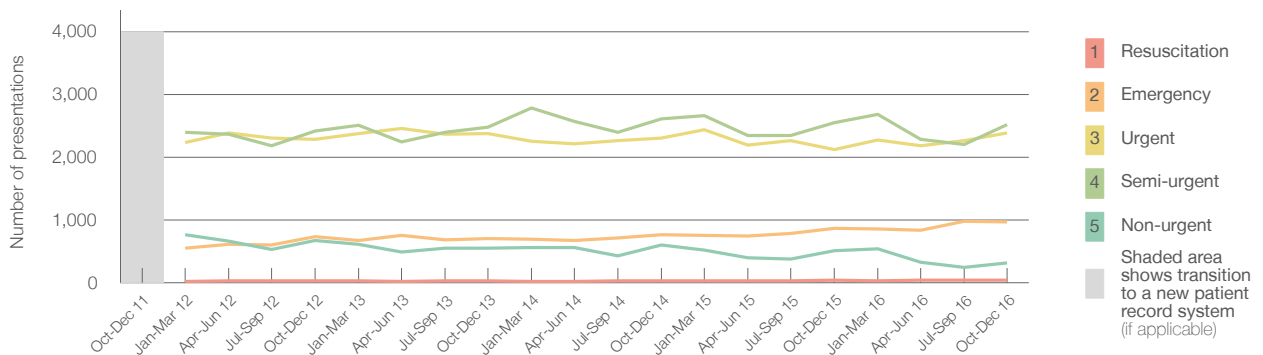
## Manly District Hospital: Patients presenting to the emergency department October to December 2016

All presentations:<sup>1</sup> 6,290 patients

Emergency presentations<sup>2</sup> by triage category: 6,217 patients



Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation		31	29	33	43	38
Emergency		729	700	763	867	963
Urgent		2,284	2,380	2,304	2,121	2,382
Semi-urgent		2,421	2,480	2,613	2,553	2,522
Non-urgent		672	549	603	512	312
All emergency presentations		6,137	6,138	6,316	6,096	6,217

## Manly District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,283 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.

## Manly District Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 963

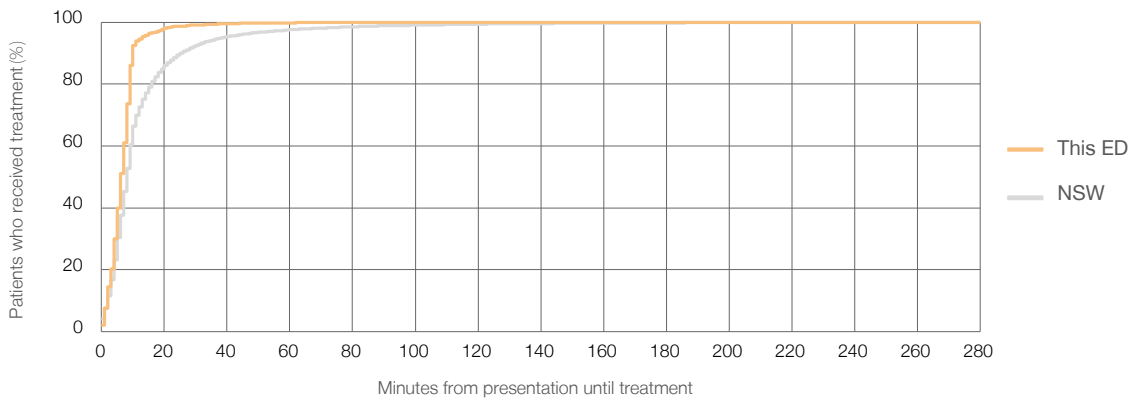
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 963

Median time to start treatment<sup>4</sup> 6 minutes

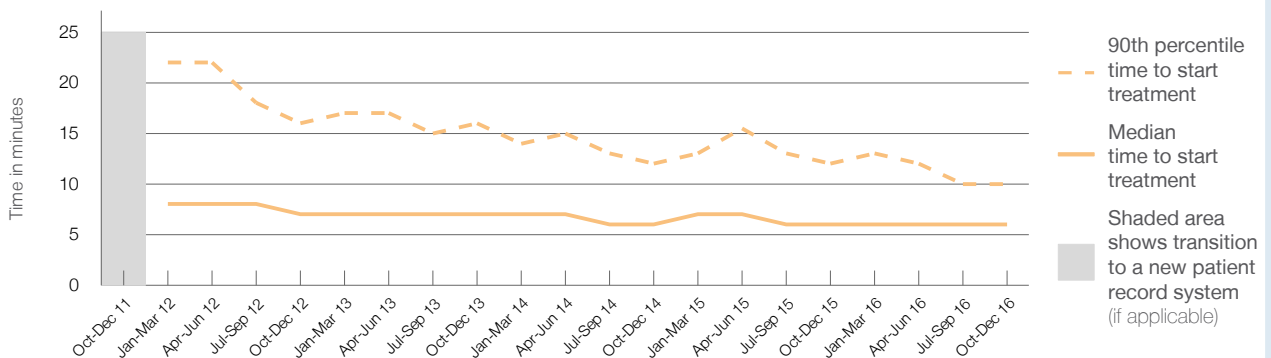
90th percentile time to start treatment<sup>5</sup> 10 minutes

Same period last year	NSW (this period)
867	867
6 minutes	8 minutes
12 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		7	7	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)		16	16	12	12	10

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

## Manly District Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 2,382

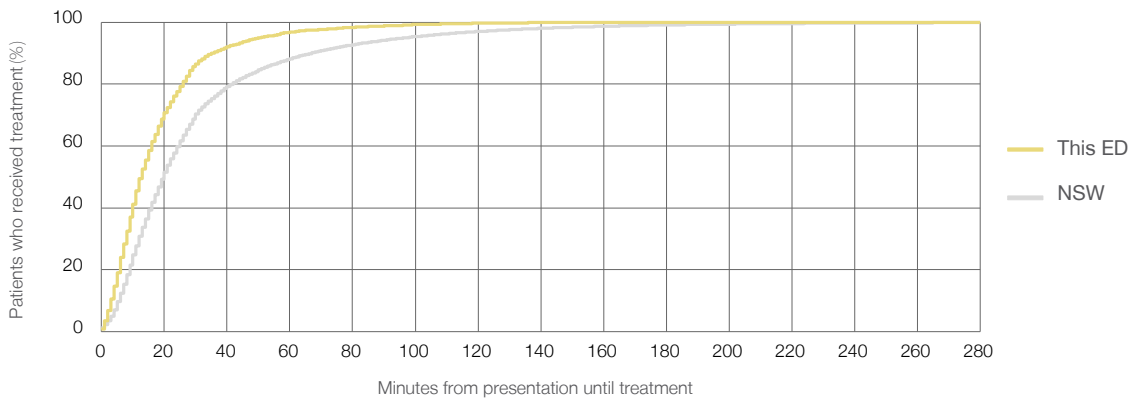
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,369

Median time to start treatment<sup>4</sup> 13 minutes

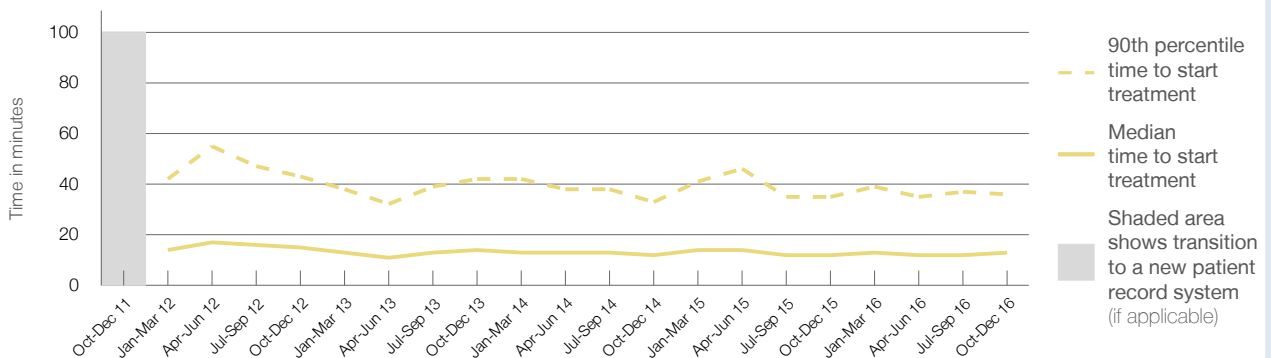
90th percentile time to start treatment<sup>5</sup> 36 minutes

Same period last year	NSW (this period)
2,121	
2,104	
12 minutes	20 minutes
35 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		15	14	12	12	13
90th percentile time to start treatment <sup>5</sup> (minutes)		43	42	33	35	36

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

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

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

## Manly District Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,522

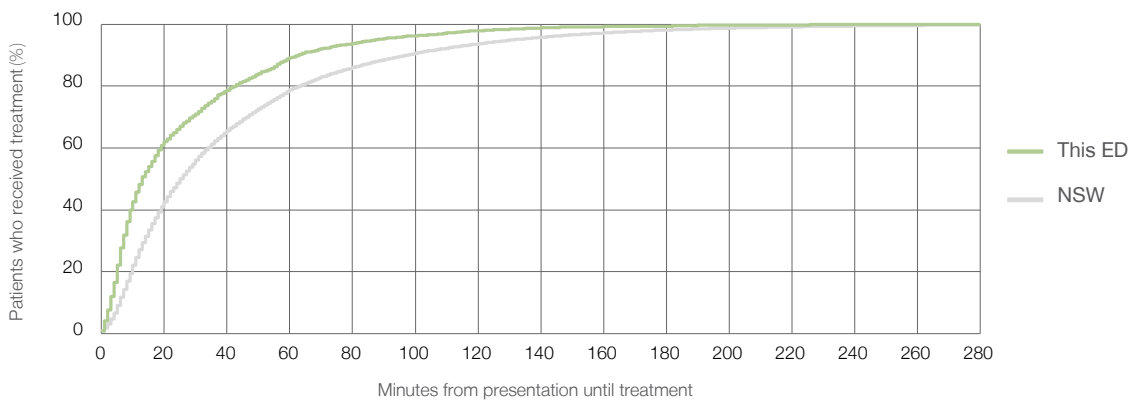
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,434

Median time to start treatment<sup>4</sup>  13 minutes

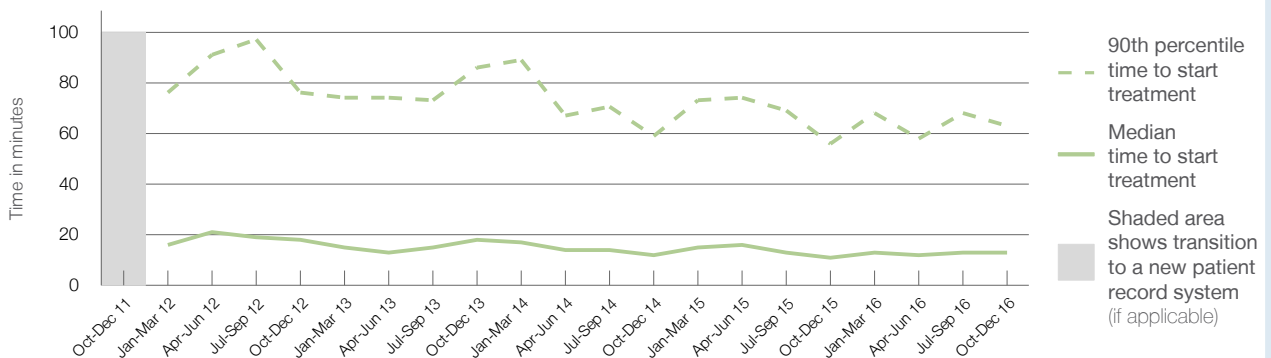
90th percentile time to start treatment<sup>5</sup>  63 minutes

Same period last year	NSW (this period)
2,553	
2,502	
11 minutes	25 minutes
56 minutes	97 minutes

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



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		18	18	12	11	13
90th percentile time to start treatment <sup>5</sup> (minutes)		76	86	59	56	63

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

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

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

## Manly District Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 312

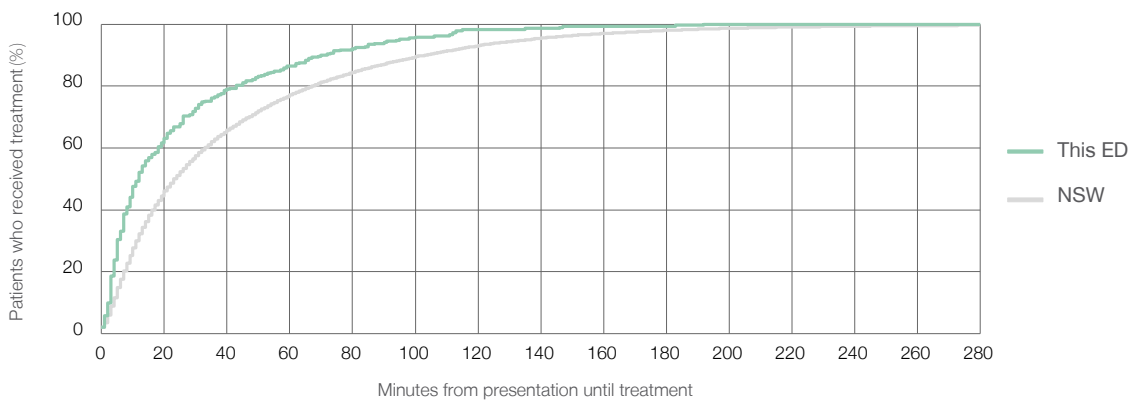
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 290

Median time to start treatment<sup>4</sup> 12 minutes

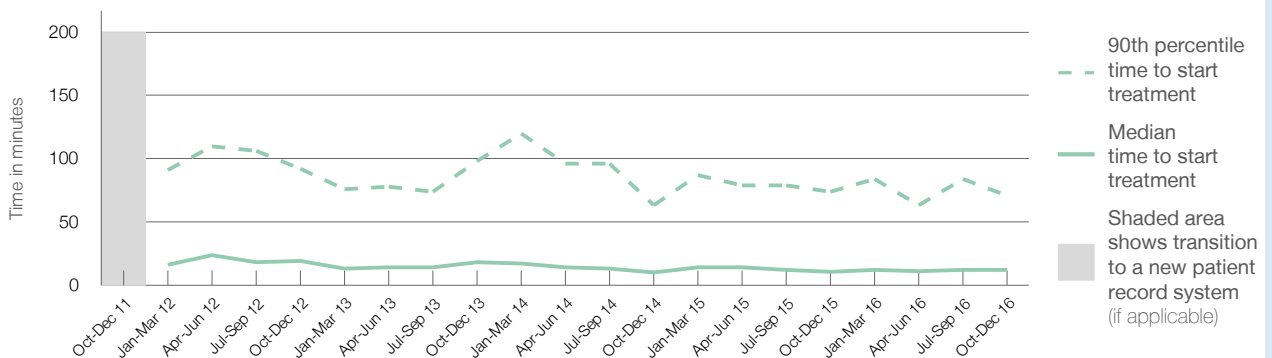
90th percentile time to start treatment<sup>5</sup> 71 minutes

Same period last year	NSW (this period)
512	
484	
11 minutes	24 minutes
74 minutes	103 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		19	18	10	11	12
90th percentile time to start treatment <sup>5</sup> (minutes)		92	98	63	74	71

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

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



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

## Manly District Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 6,290 patients

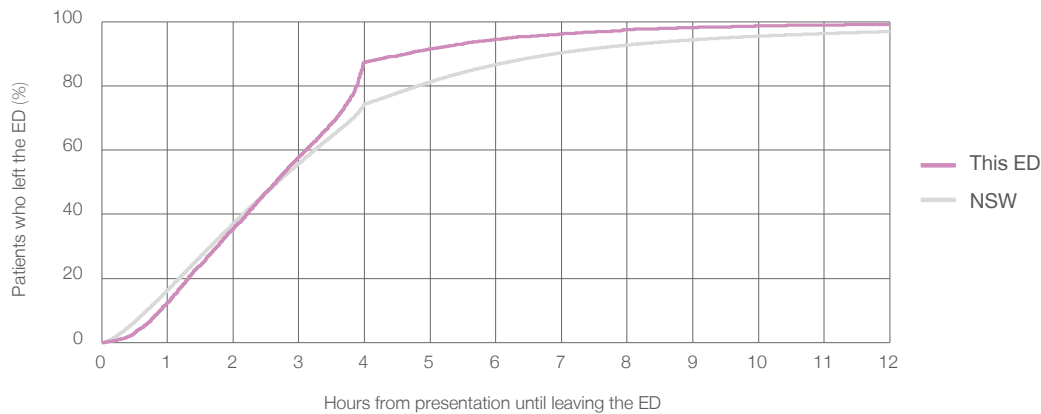
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,290 patients

Median time spent in the ED<sup>8</sup> 2 hours and 39 minutes

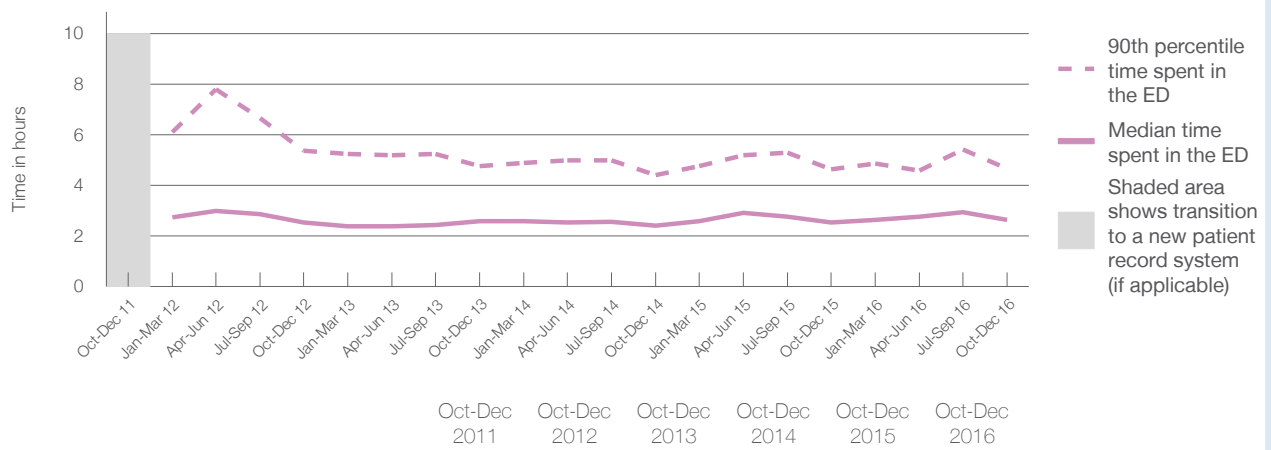
90th percentile time spent in the ED<sup>9</sup> 4 hours and 40 minutes

Same period last year	NSW (this period)
6,151	6,151
2 hours and 32 minutes	2 hours and 41 minutes
4 hours and 38 minutes	6 hours and 54 minutes

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



Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 33m	2h 36m	2h 25m	2h 32m	2h 39m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		5h 22m	4h 46m	4h 24m	4h 38m	4h 40m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.  
 (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## Manly District Hospital: Time patients spent in the ED By mode of separation October to December 2016

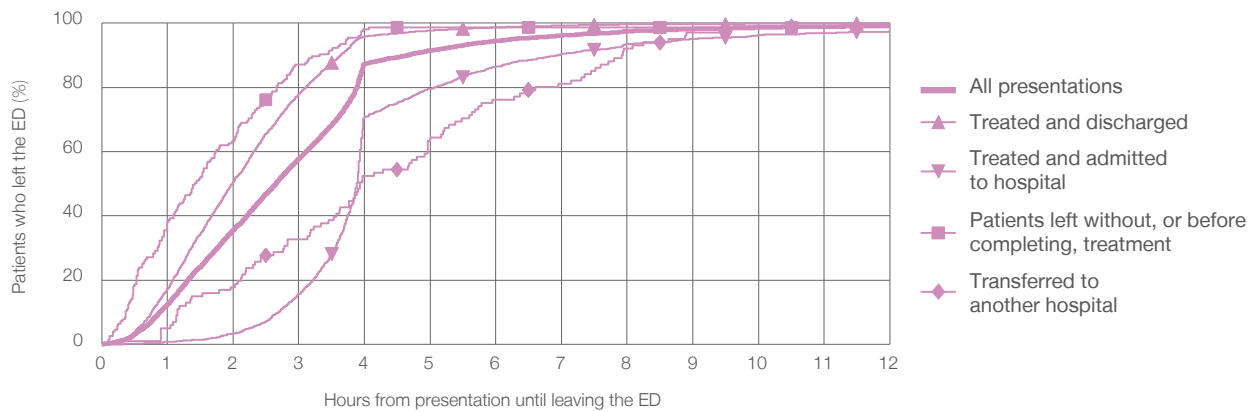
All presentations:<sup>1</sup> 6,290 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,290 patients

Treated and discharged	4,048 (64.4%)
Treated and admitted to hospital	1,978 (31.4%)
Patient left without, or before completing, treatment	155 (2.5%)
Transferred to another hospital	101 (1.6%)
Other	8 (0.1%)

Same period last year	Change since one year ago
6,151	2.3%
3,927	3.1%
1,964	0.7%
134	15.7%
112	-9.8%
14	-42.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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	17.4%	50.6%	77.9%	95.9%	98.7%	99.6%	99.8%	99.9%
Treated and admitted to hospital	0.7%	3.4%	15.7%	70.7%	86.5%	93.4%	96.3%	97.5%
Patient left without, or before completing, treatment	38.1%	63.2%	87.1%	98.1%	98.7%	98.7%	98.7%	99.4%
Transferred to another hospital	5.0%	17.8%	32.7%	52.5%	76.2%	92.1%	99.0%	99.0%
All presentations	12.5%	35.6%	57.9%	87.3%	94.5%	97.5%	98.7%	99.1%

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

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

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

## Manly District Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 6,290 patients

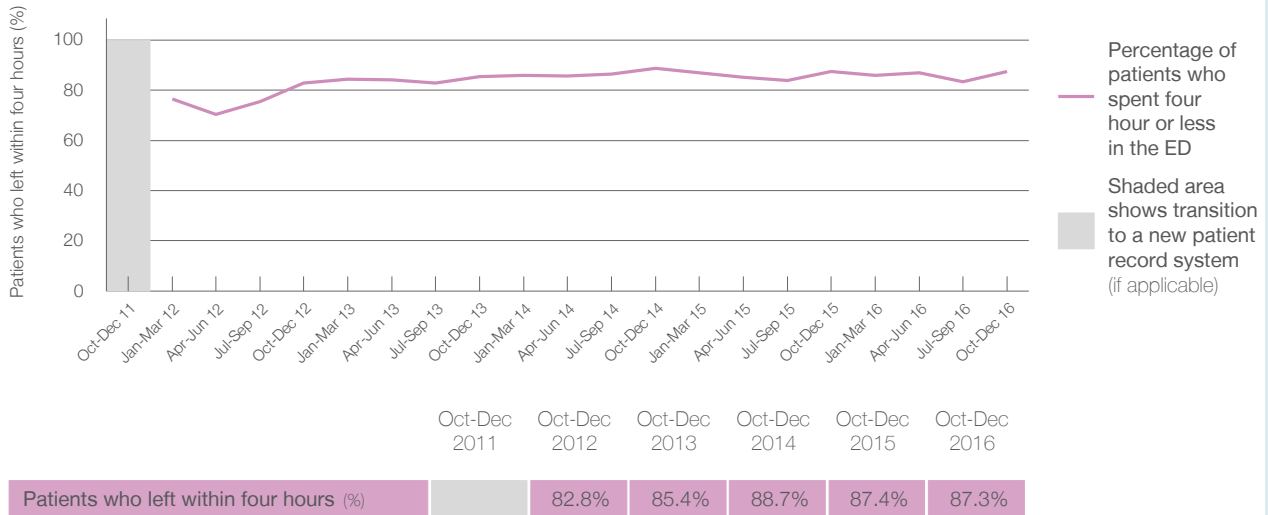
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,290 patients

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: <sup>1</sup> 6,290 patients	6,151	2.3%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,290 patients	6,151	2.3%
Percentage of patients who spent four hours or less in the ED	87.4%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



\* 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.

## Mona Vale and District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 9,176 patients  
Emergency presentations:<sup>2</sup> 9,094 patients

Same period last year	Change since one year ago
8,822	4.0%
8,762	3.8%

## Mona Vale and District Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,190 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,145 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 45 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,648 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 79 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,082 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
1,153	
6 minutes	8 minutes
12 minutes	26 minutes
3,299	
15 minutes	20 minutes
47 minutes	67 minutes
3,501	
14 minutes	25 minutes
80 minutes	97 minutes
772	
13 minutes	24 minutes
105 minutes	103 minutes

## Mona Vale and District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,176 patients

Percentage of patients who spent four hours or less in the ED 85.3%

Same period last year	Change since one year ago
8,822	4.0%
84.1%	

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

- 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.

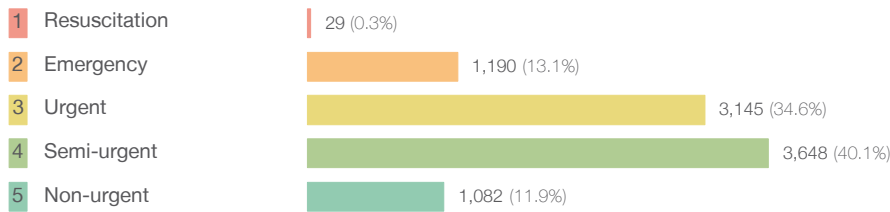
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Mona Vale and District Hospital: Patients presenting to the emergency department October to December 2016

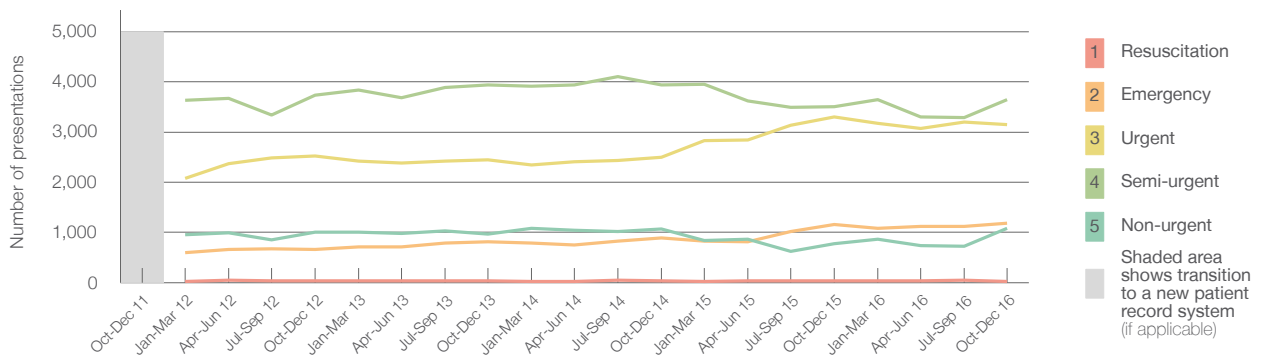
All presentations:<sup>1</sup> 9,176 patients

Emergency presentations<sup>2</sup> by triage category: 9,094 patients



Same period last year	Change since one year ago
8,822	4.0%
8,762	3.8%
37	-21.6%
1,153	3.2%
3,299	-4.7%
3,501	4.2%
772	40.2%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation		39	36	41	37	29
Emergency		665	820	888	1,153	1,190
Urgent		2,529	2,452	2,495	3,299	3,145
Semi-urgent		3,740	3,941	3,941	3,501	3,648
Non-urgent		1,011	969	1,068	772	1,082
All emergency presentations		7,984	8,218	8,433	8,762	9,094

## Mona Vale and District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,624 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,726	
10 minutes	0 minutes
20 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.

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

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

Number of triage 2 patients: 1,190

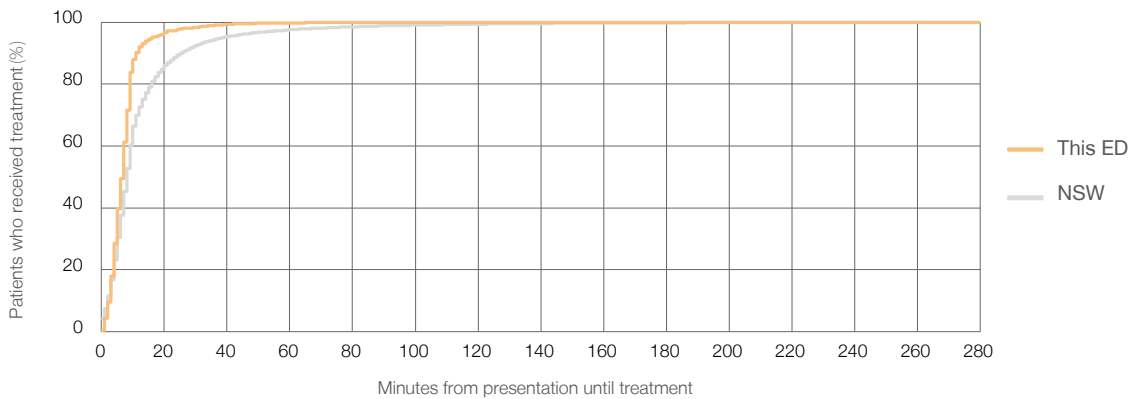
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,189

Median time to start treatment<sup>4</sup> 7 minutes

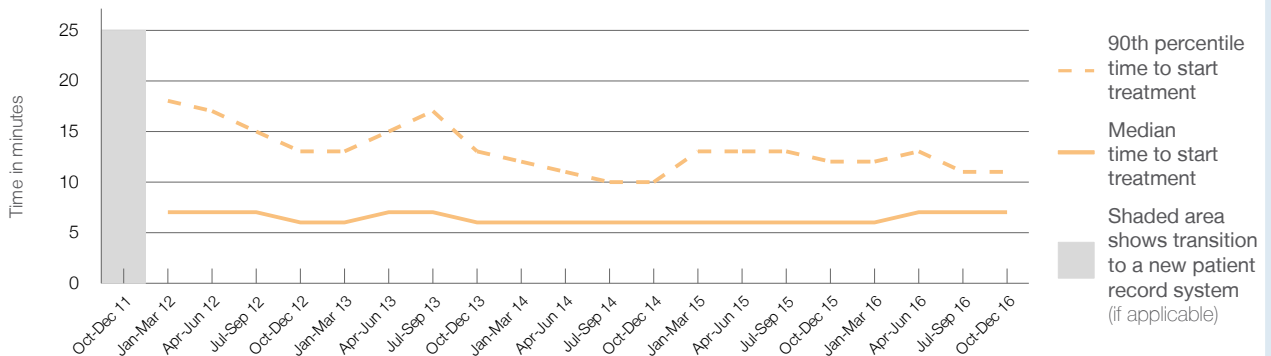
90th percentile time to start treatment<sup>5</sup> 11 minutes

Same period last year	NSW (this period)
1,153	1,153
6 minutes	8 minutes
12 minutes	26 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		6	6	6	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)		13	13	10	12	11

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

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

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

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

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

Number of triage 3 patients: 3,145

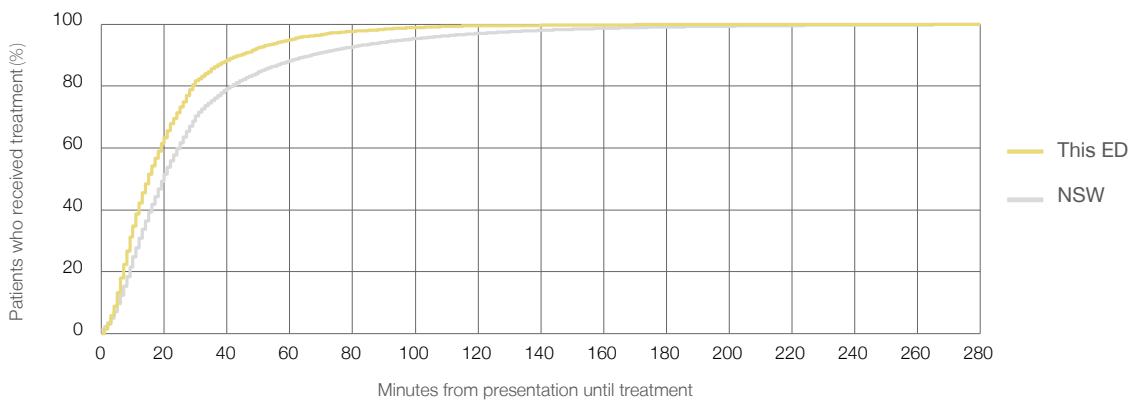
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,113

Median time to start treatment<sup>4</sup> 15 minutes

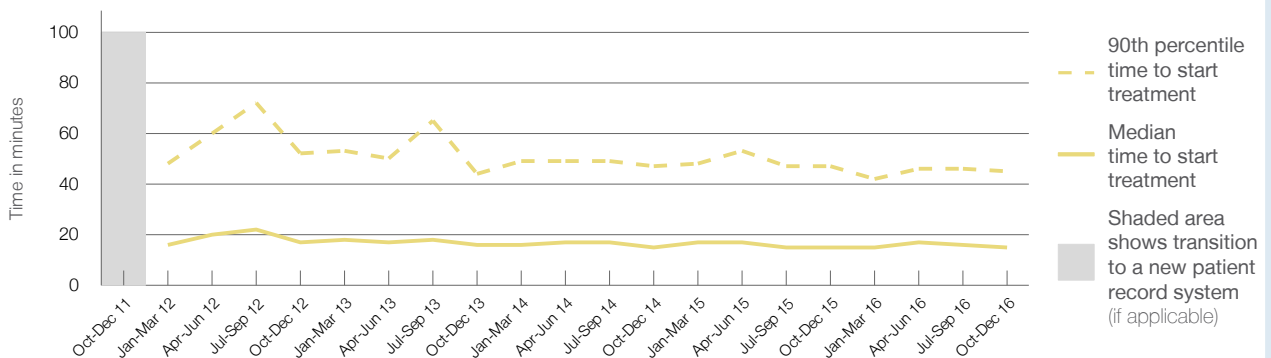
90th percentile time to start treatment<sup>5</sup> 45 minutes

Same period last year	NSW (this period)
3,299	3,274
15 minutes	20 minutes
47 minutes	67 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		17	16	15	15	15
90th percentile time to start treatment <sup>5</sup> (minutes)		52	44	47	47	45

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

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

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

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

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

Number of triage 4 patients: 3,648

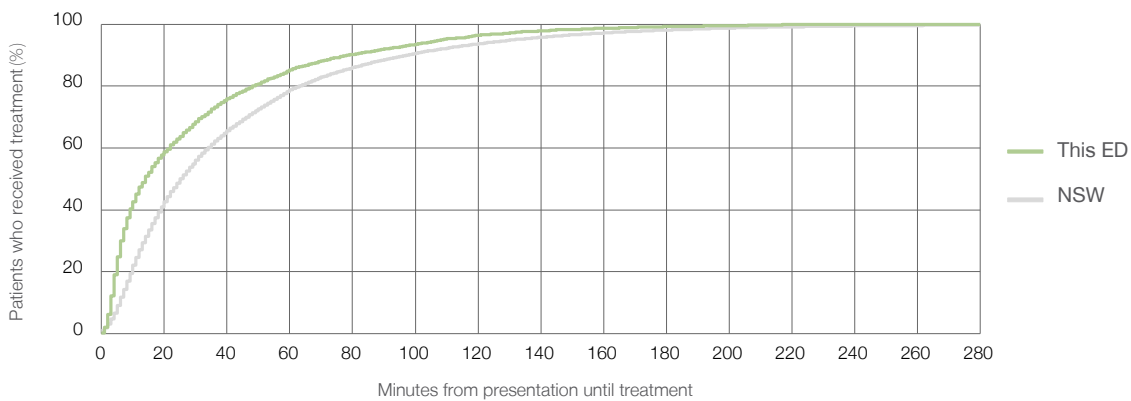
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,509

Median time to start treatment<sup>4</sup> 14 minutes

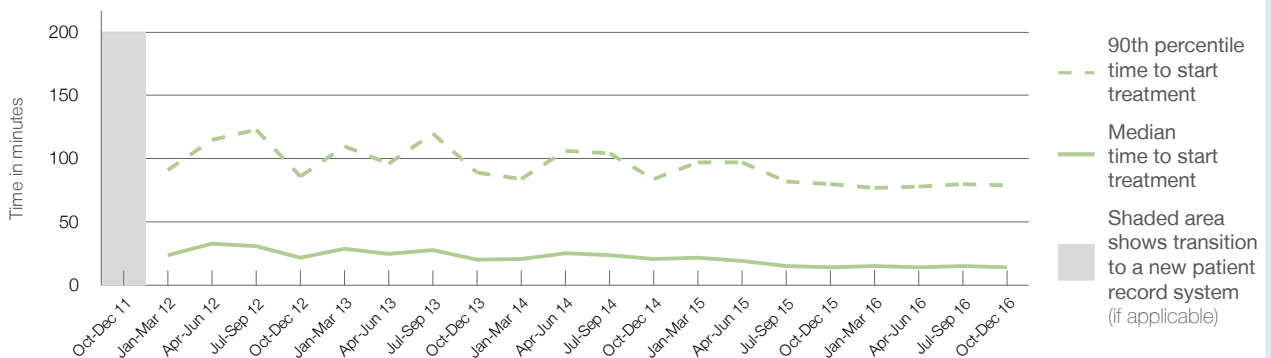
90th percentile time to start treatment<sup>5</sup> 79 minutes

Same period last year	NSW (this period)
3,501	3,385
14 minutes	25 minutes
80 minutes	97 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		22	20	21	14	14
90th percentile time to start treatment <sup>5</sup> (minutes)		86	89	84	80	79

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

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



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

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

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

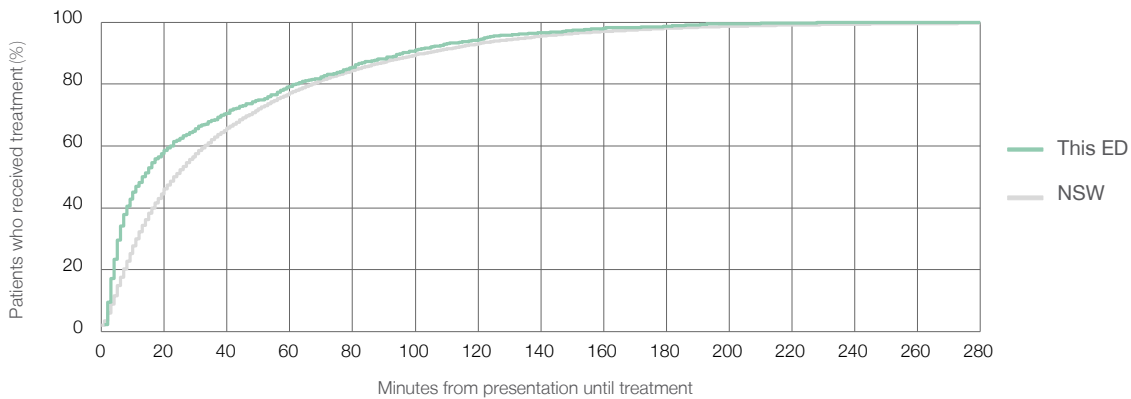
Number of triage 5 patients: 1,082

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,001

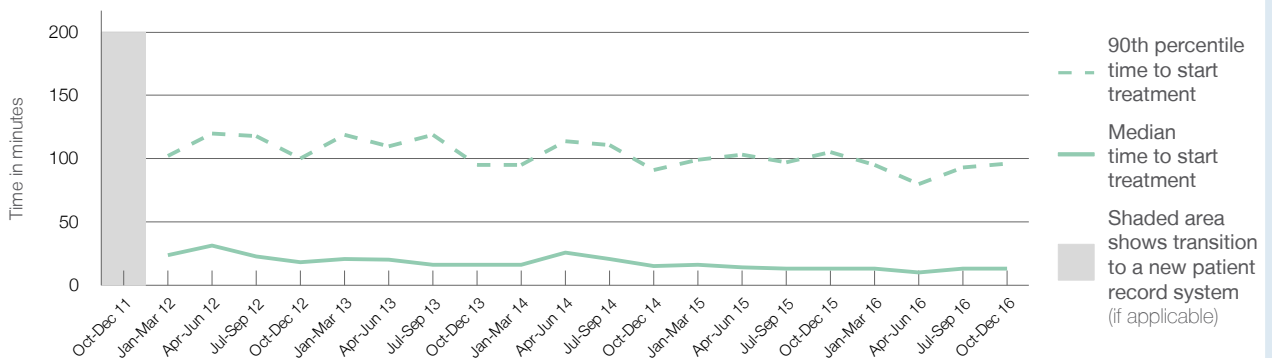
Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
772	714
13 minutes	24 minutes
105 minutes	103 minutes

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



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		18	16	15	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)		100	95	91	105	96

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

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

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

## Mona Vale and District Hospital: Time patients spent in the ED October to December 2016

All presentations:<sup>1</sup> 9,176 patients

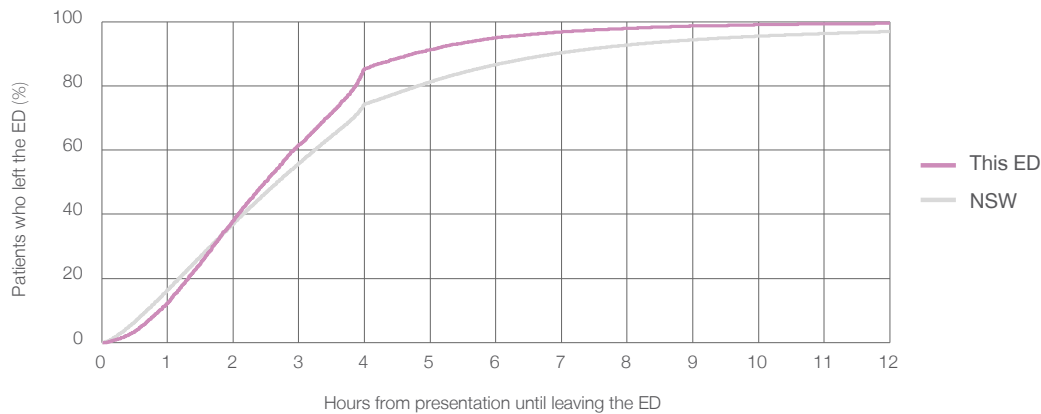
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,176 patients

Median time spent in the ED<sup>8</sup> 2 hours and 29 minutes

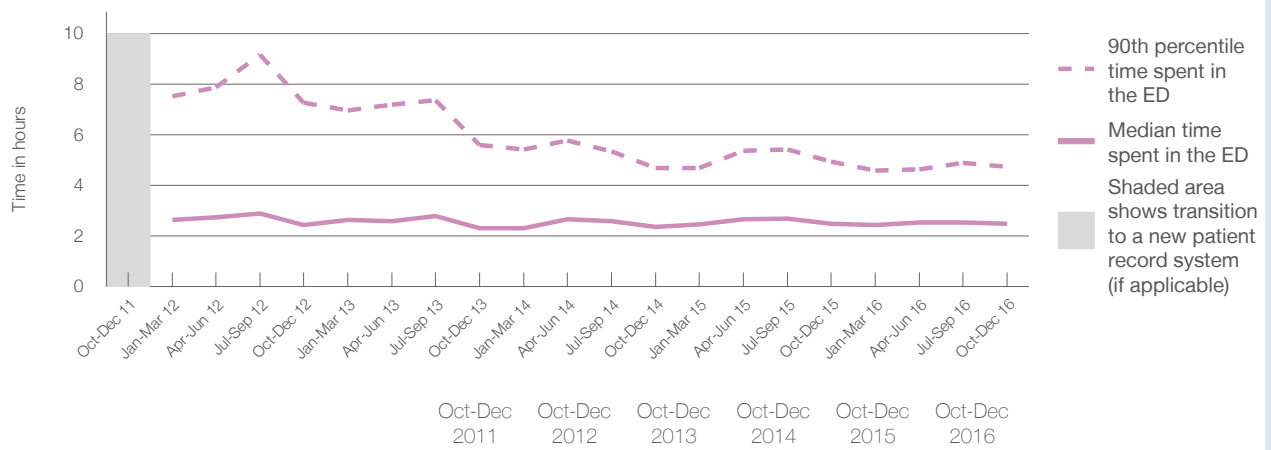
90th percentile time spent in the ED<sup>9</sup> 4 hours and 44 minutes

Same period last year	NSW (this period)
8,822	8,822
2 hours and 29 minutes	2 hours and 41 minutes
4 hours and 56 minutes	6 hours and 54 minutes

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



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 26m	2h 19m	2h 22m	2h 29m	2h 29m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		7h 16m	5h 36m	4h 42m	4h 56m	4h 44m

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

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

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

## Mona Vale and District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

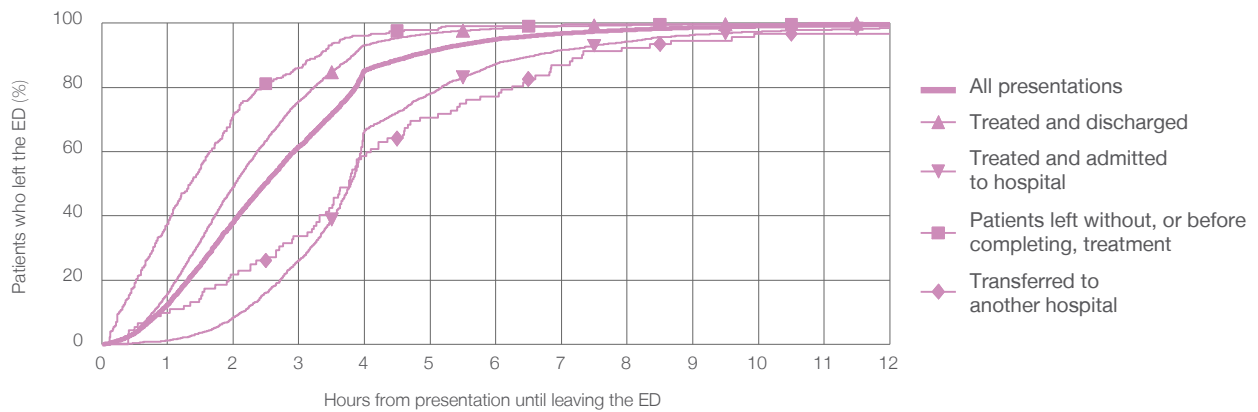
All presentations:<sup>1</sup> 9,176 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,176 patients

Treated and discharged	6,123 (66.7%)
Treated and admitted to hospital	2,612 (28.5%)
Patient left without, or before completing, treatment	334 (3.6%)
Transferred to another hospital	92 (1.0%)
Other	15 (0.2%)

Same period last year	Change since one year ago
8,822	4.0%
5,616	9.0%
2,812	-7.1%
325	2.8%
58	58.6%
11	36.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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	15.7%	49.0%	75.7%	93.1%	98.3%	99.4%	99.7%	99.9%
Treated and admitted to hospital	1.1%	8.3%	26.2%	66.5%	87.3%	94.3%	97.4%	98.5%
Patient left without, or before completing, treatment	37.4%	71.6%	86.2%	96.1%	99.1%	99.7%	99.7%	100%
Transferred to another hospital	9.8%	21.7%	33.7%	58.7%	77.2%	92.4%	96.7%	96.7%
All presentations	12.4%	38.0%	61.6%	85.3%	95.0%	97.9%	99.0%	99.5%

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

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

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

## Mona Vale and District Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 9,176 patients

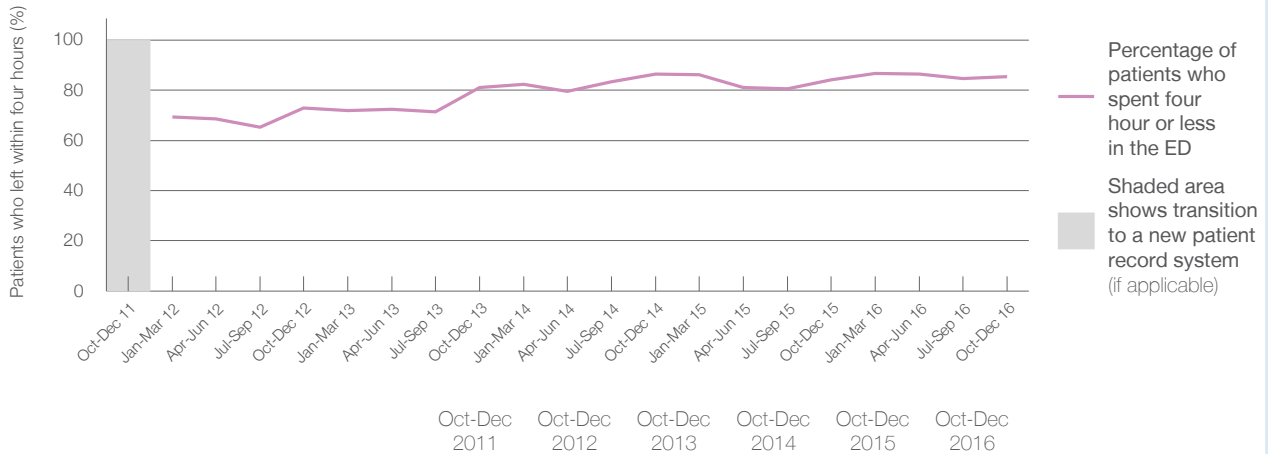
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,176 patients

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	8,822	4.0%
Presentations used to calculate time to leaving the ED	8,822	4.0%
Percentage of patients who spent four hours or less in the ED	84.1%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	85.3%	72.9%	81.1%	86.5%	84.1%	85.3%

\* 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).

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

## Royal North Shore Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 21,164 patients

Emergency presentations:<sup>2</sup> 21,024 patients

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

## Royal North Shore Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

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

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 18 minutes

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

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 50 minutes

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

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 81 minutes

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

Median time to start treatment<sup>4</sup> 35 minutes  
 90th percentile time to start treatment<sup>5</sup> 113 minutes

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

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

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 21,164 patients

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

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

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

- 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.

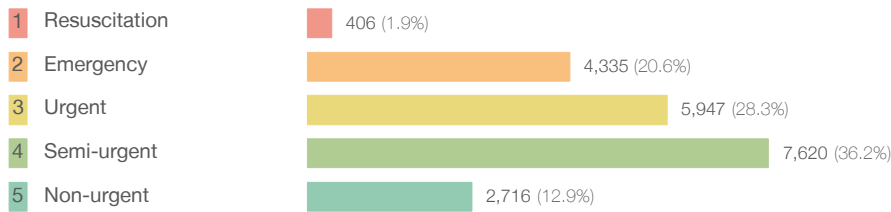
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

## Royal North Shore Hospital: Patients presenting to the emergency department October to December 2016

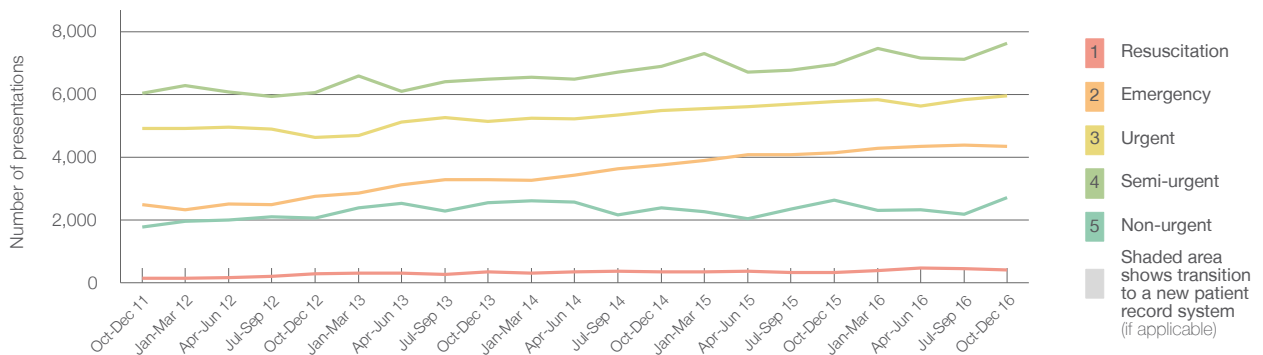
All presentations:<sup>1</sup> 21,164 patients

Emergency presentations<sup>2</sup> by triage category: 21,024 patients



	Same period last year	Change since one year ago
All presentations	19,866	6.5%
Emergency presentations	19,801	6.2%
Resuscitation	314	29.3%
Emergency	4,131	4.9%
Urgent	5,774	3.0%
Semi-urgent	6,951	9.6%
Non-urgent	2,631	3.2%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 †



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

## Royal North Shore Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,504 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,246	
ED Transfer of care time		
Median time	14 minutes	1 minute
90th percentile time	32 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.

## Royal North Shore Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 4,335

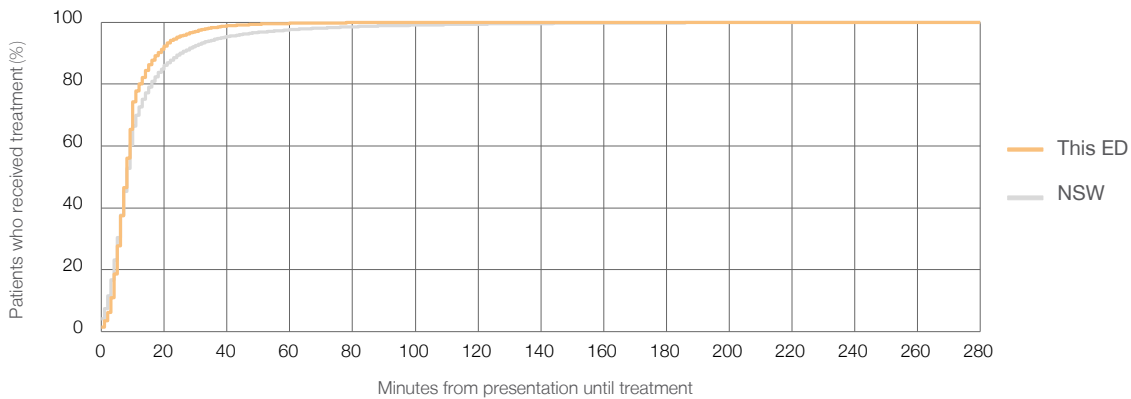
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,311

Median time to start treatment<sup>4</sup> 8 minutes

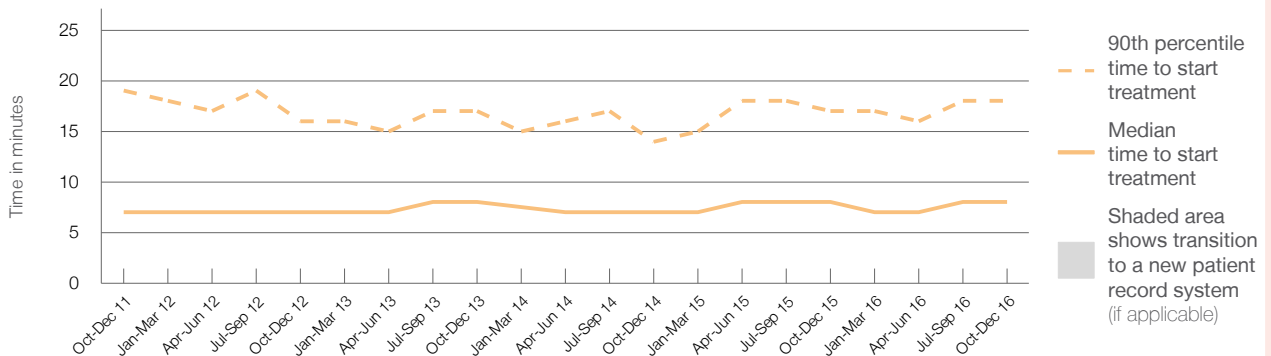
90th percentile time to start treatment<sup>5</sup> 18 minutes

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

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



### Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡</sup>



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

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

## Royal North Shore Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 5,947

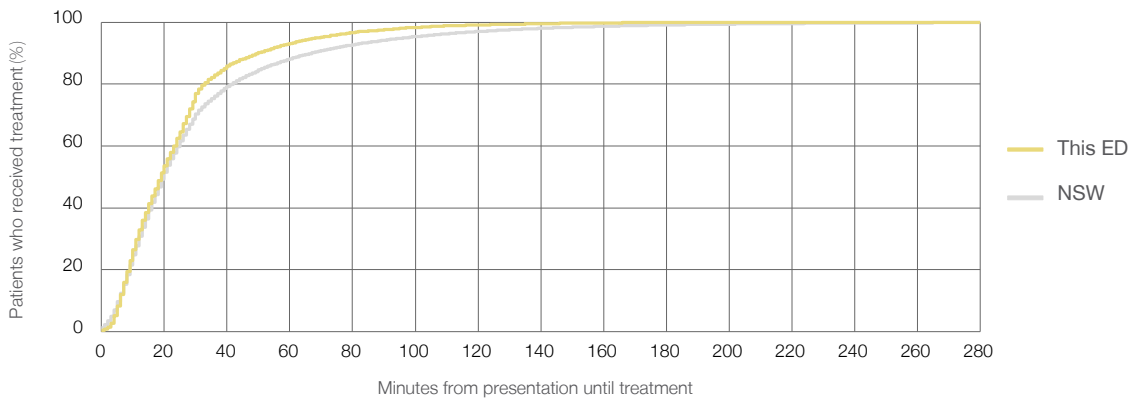
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,835

Median time to start treatment<sup>4</sup> 19 minutes

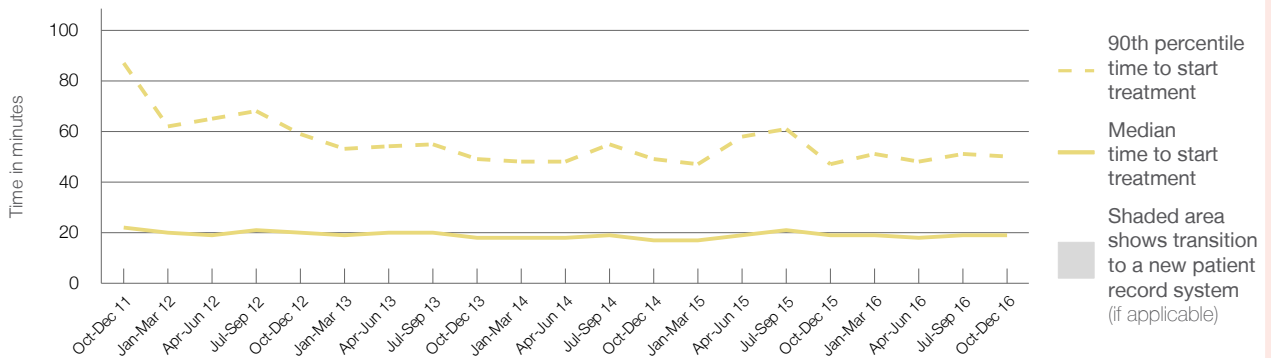
90th percentile time to start treatment<sup>5</sup> 50 minutes

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

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



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡</sup>



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

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



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

## Royal North Shore Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 7,620

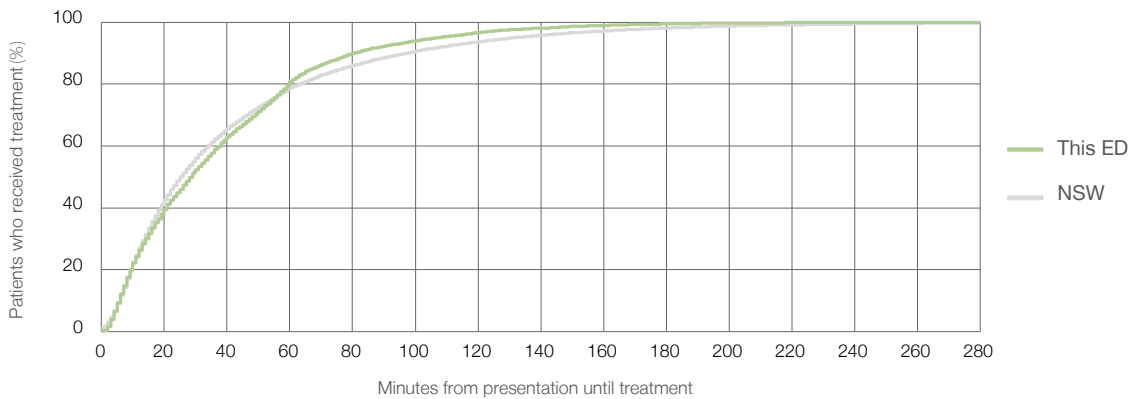
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,291

Median time to start treatment<sup>4</sup> 29 minutes

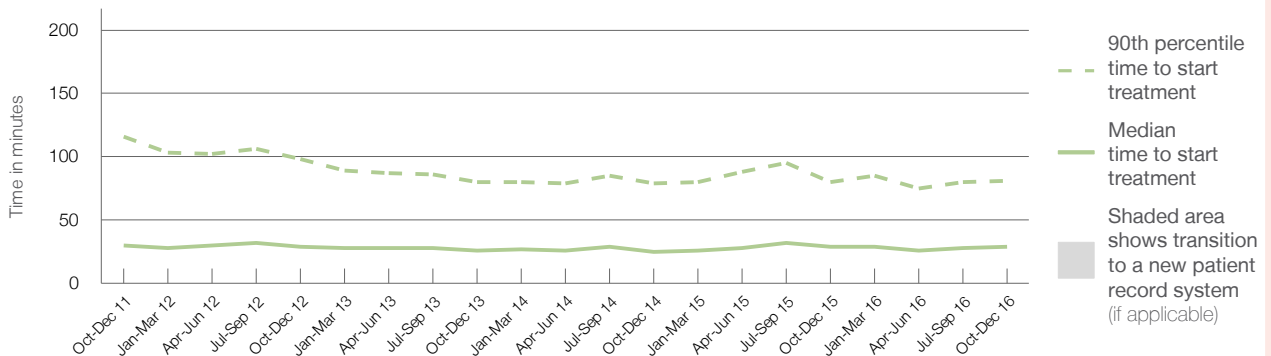
90th percentile time to start treatment<sup>5</sup> 81 minutes

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

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



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡</sup>



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

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

## Royal North Shore Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 2,716

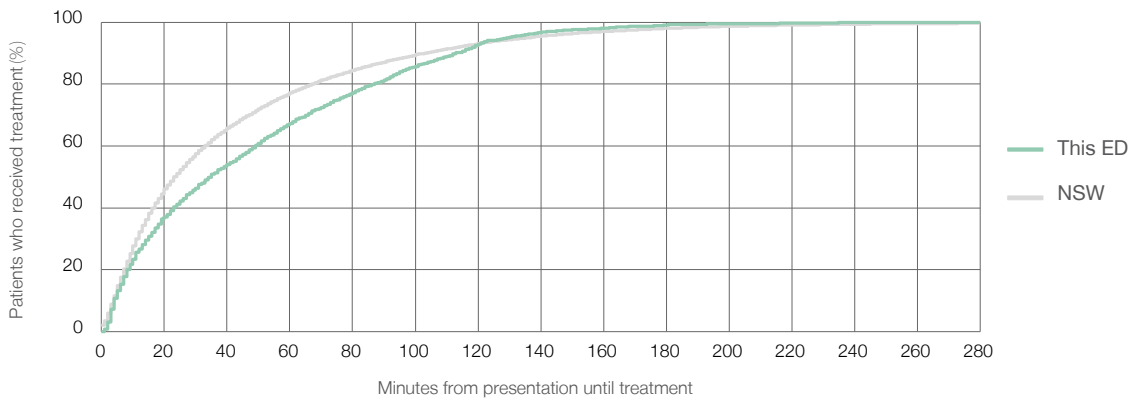
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,421

Median time to start treatment<sup>4</sup> 35 minutes

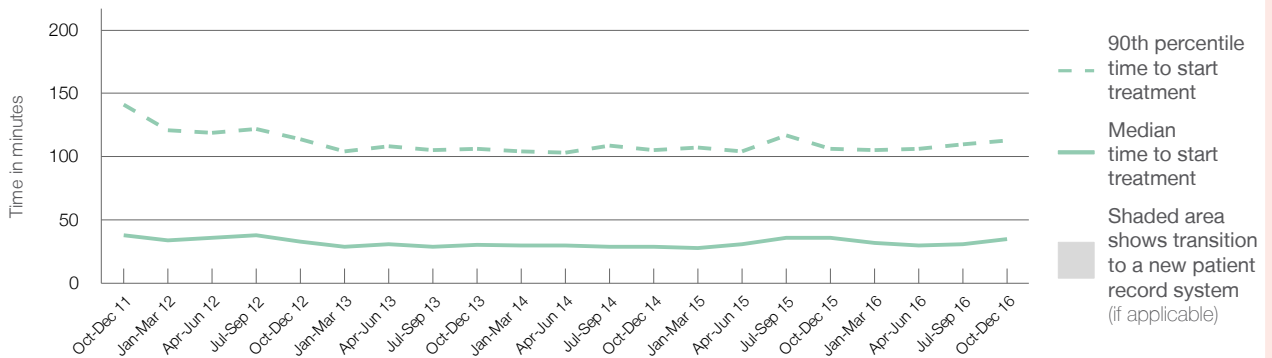
90th percentile time to start treatment<sup>5</sup> 113 minutes

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

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



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡</sup>



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

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

## Royal North Shore Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 21,164 patients

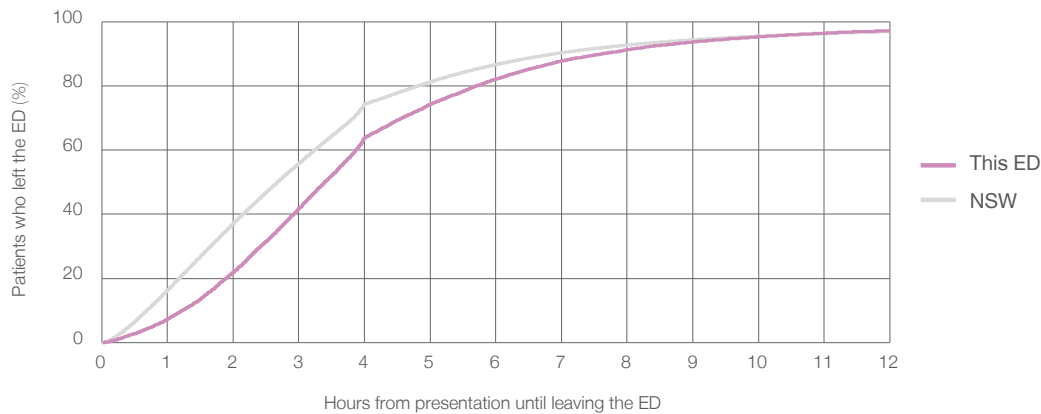
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,164 patients

Median time spent in the ED<sup>8</sup> 3 hours and 24 minutes

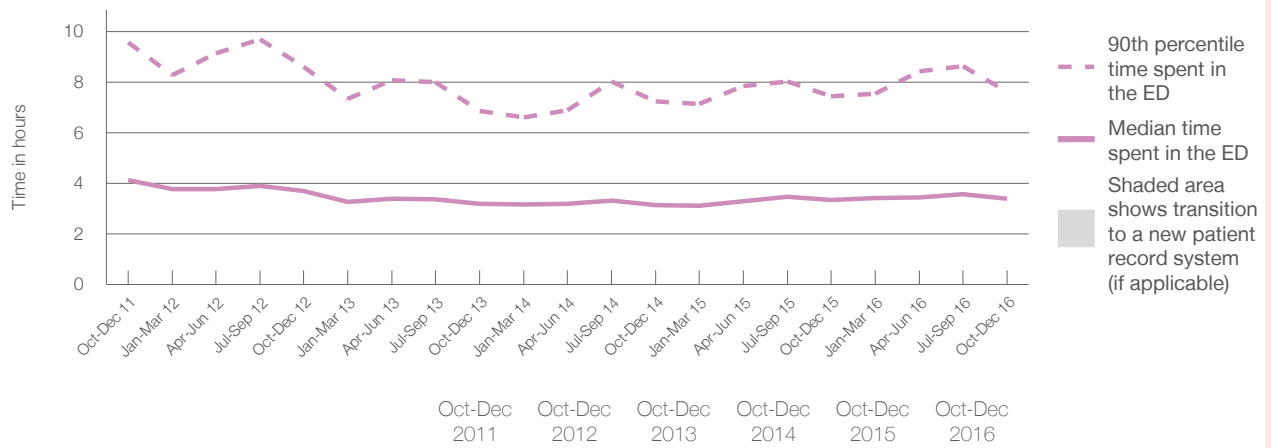
90th percentile time spent in the ED<sup>9</sup> 7 hours and 37 minutes

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

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



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



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

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## Royal North Shore Hospital: Time patients spent in the ED

### By mode of separation

#### October to December 2016

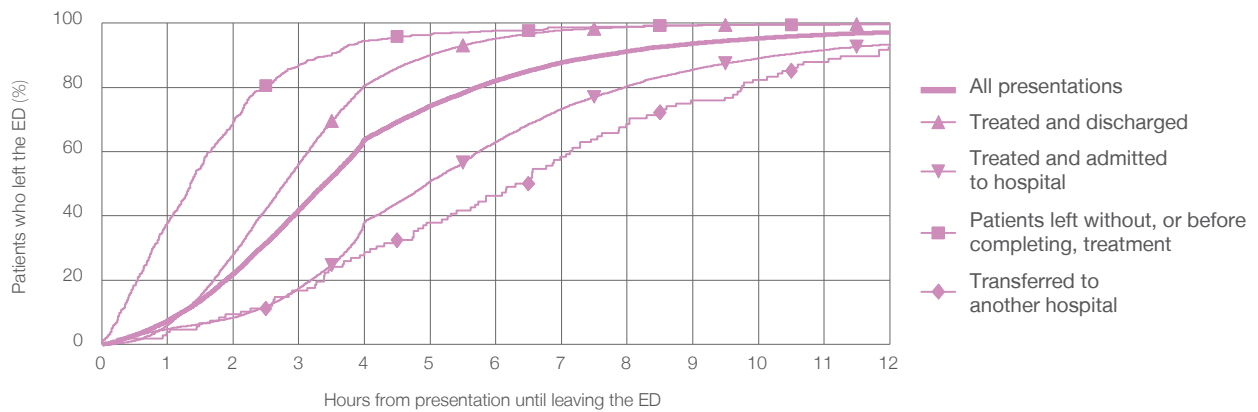
All presentations:<sup>1</sup> 21,164 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,164 patients

Treated and discharged	11,611 (54.9%)
Treated and admitted to hospital	8,539 (40.3%)
Patient left without, or before completing, treatment	581 (2.7%)
Transferred to another hospital	108 (0.5%)
Other	325 (1.5%)

Same period last year	Change since one year ago
19,866	6.5%
11,360	2.2%
7,671	11.3%
465	24.9%
136	-20.6%
234	38.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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

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

## Royal North Shore Hospital: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 21,164 patients

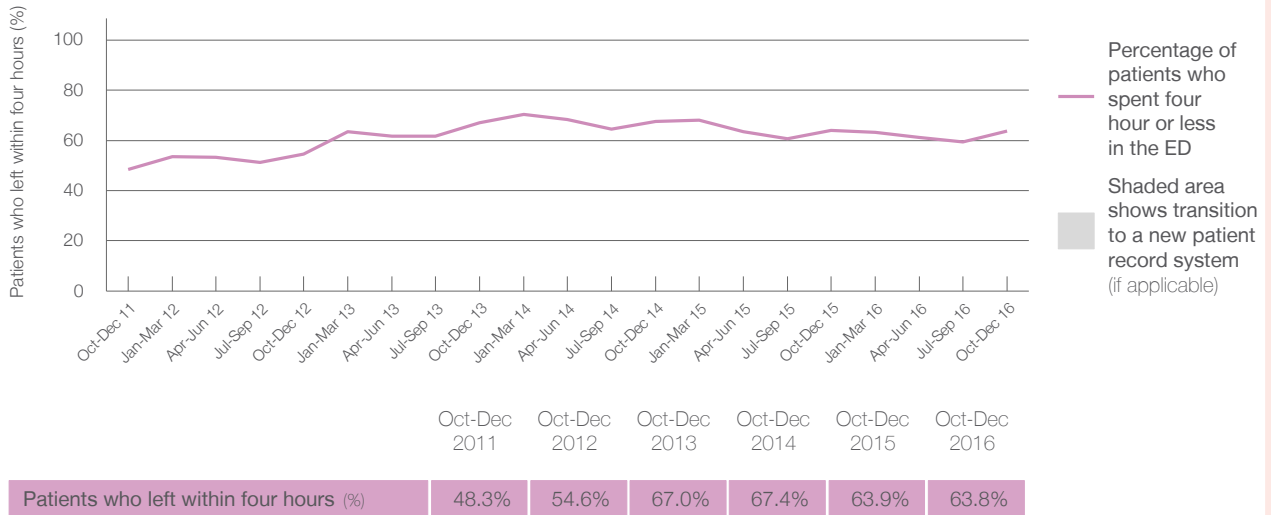
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,164 patients

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: <sup>1</sup>	19,866	6.5%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	19,866	6.5%
Percentage of patients who spent four hours or less in the ED	63.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



\* 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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- 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*.
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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.

## Ryde Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 6,758 patients  
Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 904 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,347 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,035 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 356 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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*.
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- 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.

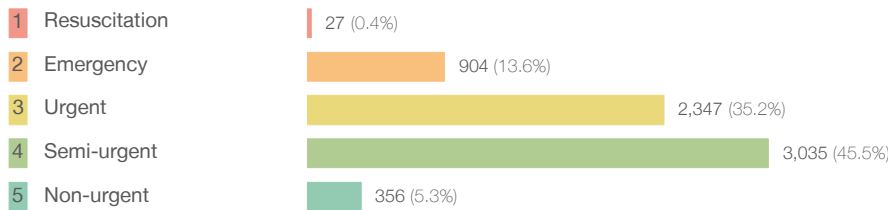
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

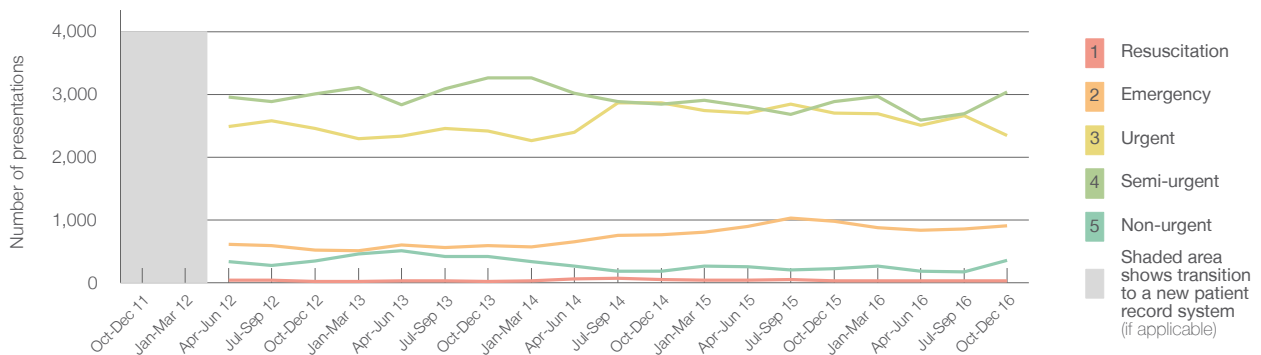
All presentations:<sup>1</sup> 6,758 patients

Emergency presentations<sup>2</sup> 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 presentations<sup>2</sup> 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:<sup>7</sup> 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

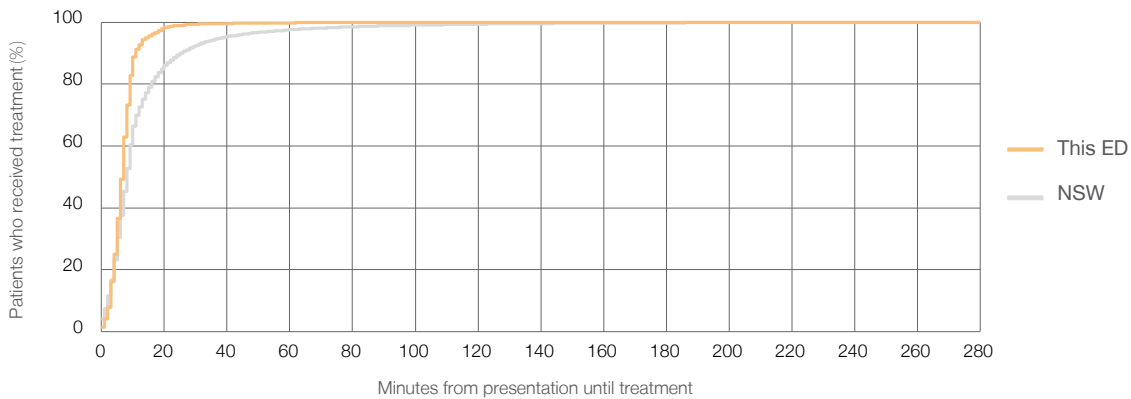
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 903

Median time to start treatment<sup>4</sup> 7 minutes

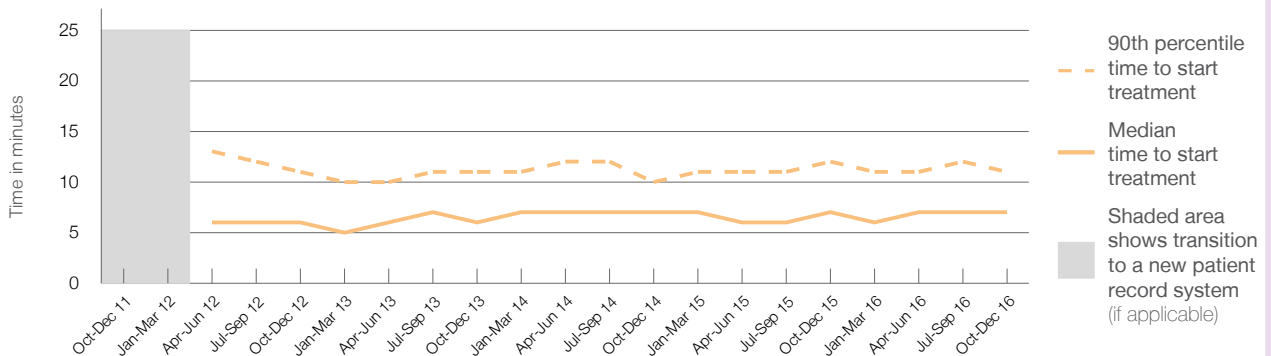
90th percentile time to start treatment<sup>5</sup> 11 minutes

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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		6	6	7	7	7
90th percentile time to start treatment <sup>5</sup> (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

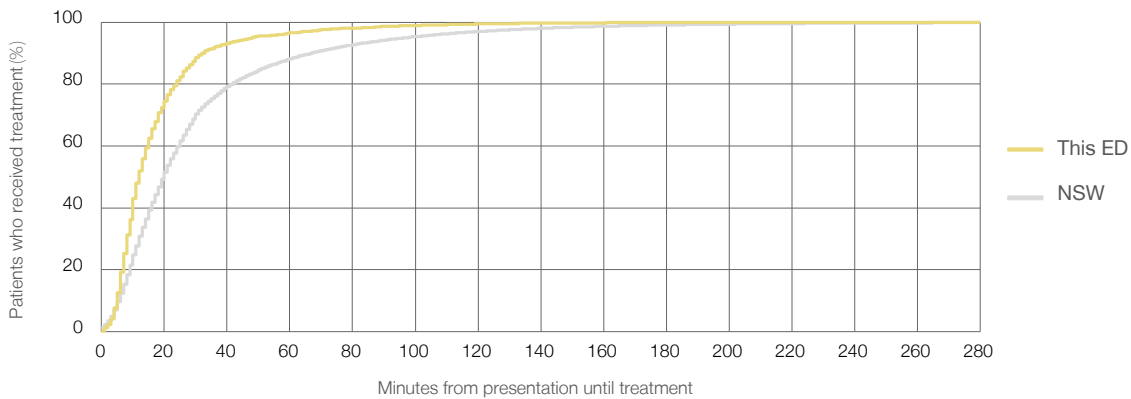
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,321

Median time to start treatment<sup>4</sup> 12 minutes

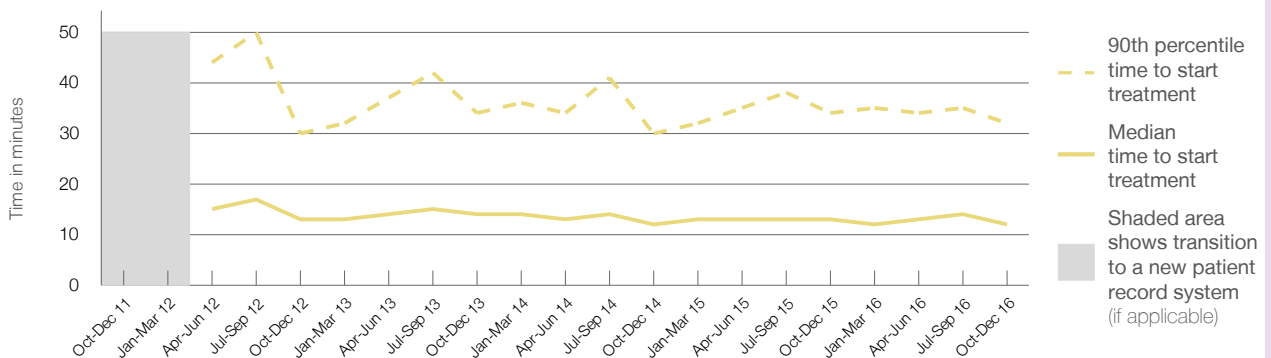
90th percentile time to start treatment<sup>5</sup> 32 minutes

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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		13	14	12	13	12
90th percentile time to start treatment <sup>5</sup> (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

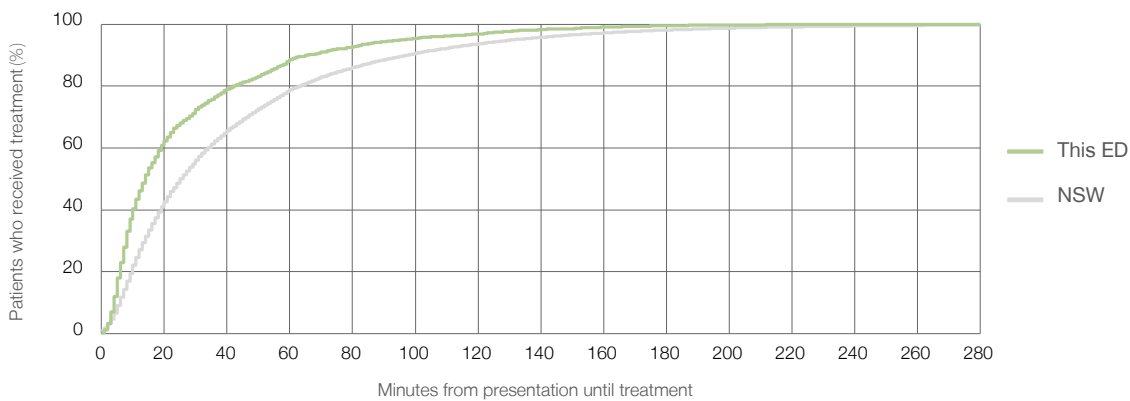
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,933

Median time to start treatment<sup>4</sup> 14 minutes

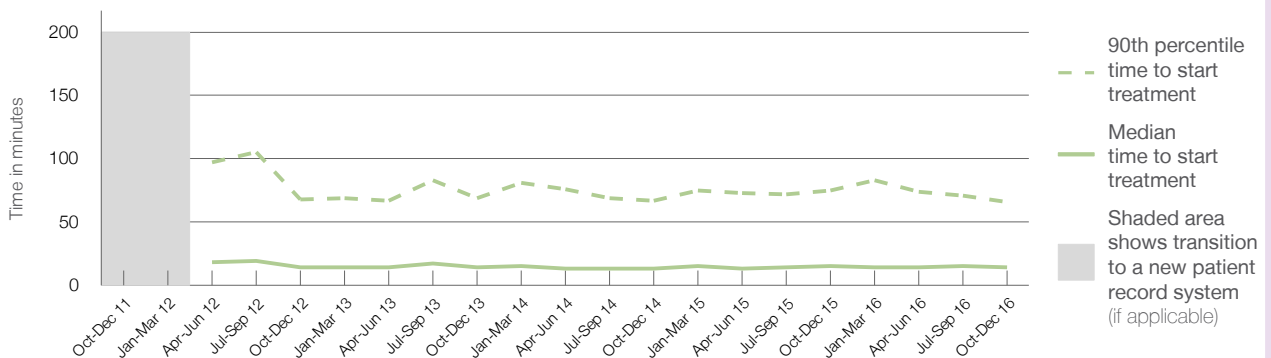
90th percentile time to start treatment<sup>5</sup> 66 minutes

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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		14	14	13	15	14
90th percentile time to start treatment <sup>5</sup> (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

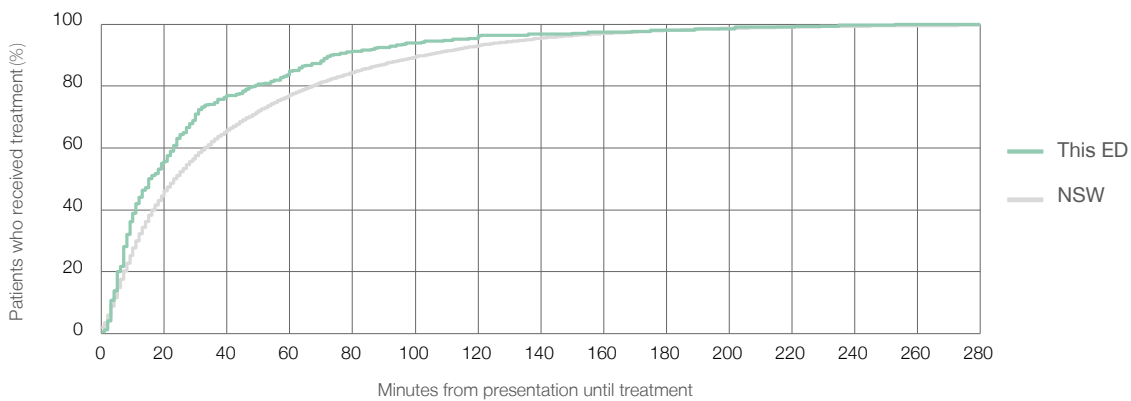
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 309

Median time to start treatment<sup>4</sup> 15 minutes

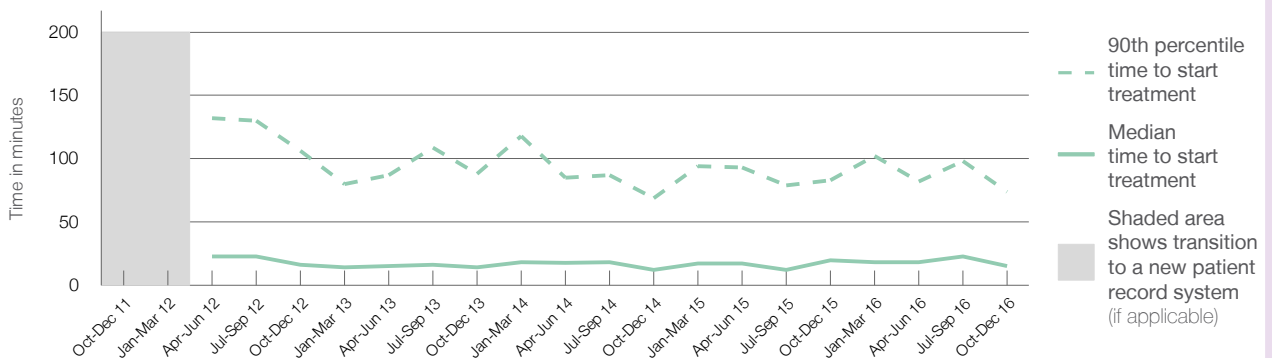
90th percentile time to start treatment<sup>5</sup> 74 minutes

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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		16	14	12	20	15
90th percentile time to start treatment <sup>5</sup> (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:<sup>1</sup> 6,758 patients

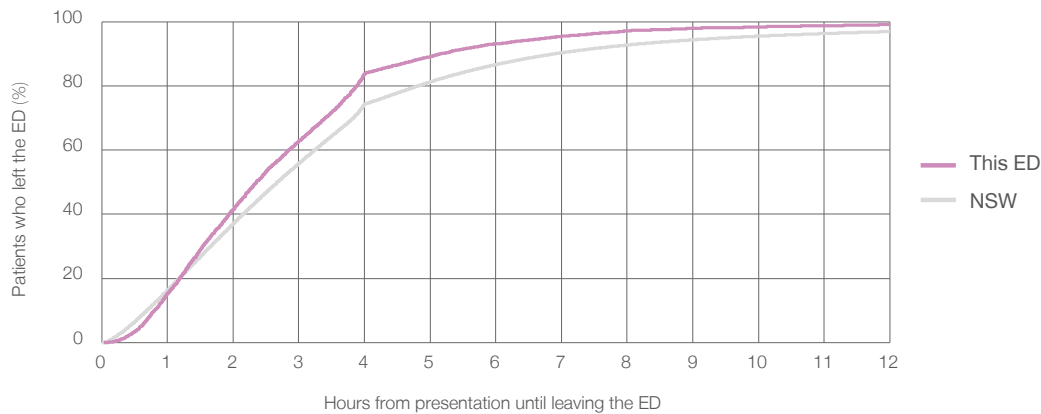
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,758 patients

Median time spent in the ED<sup>8</sup> 2 hours and 21 minutes

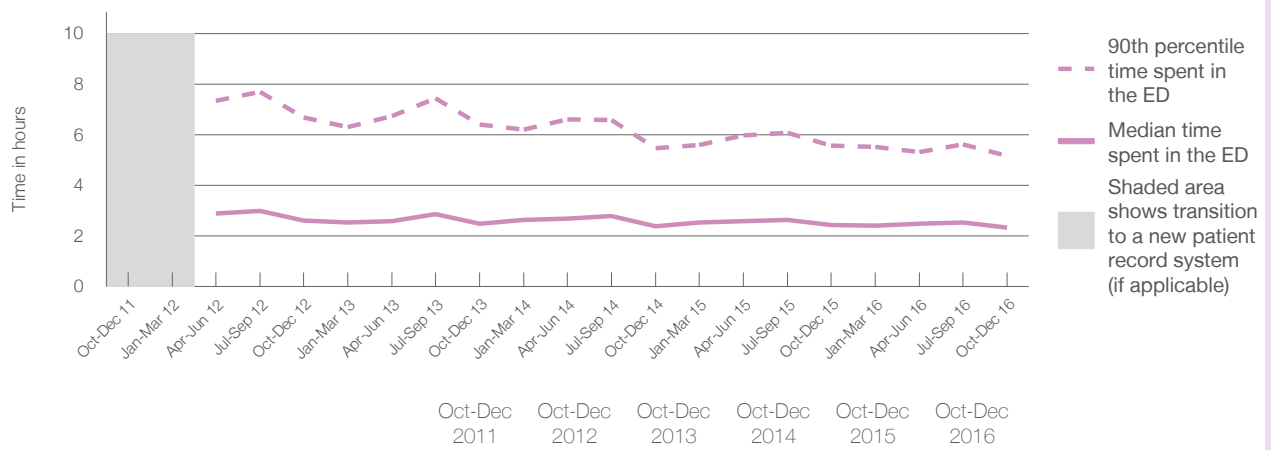
90th percentile time spent in the ED<sup>9</sup> 5 hours and 10 minutes

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<sup>††</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 37m	2h 29m	2h 24m	2h 27m	2h 21m
90th percentile time to leaving the ED <sup>9</sup> (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

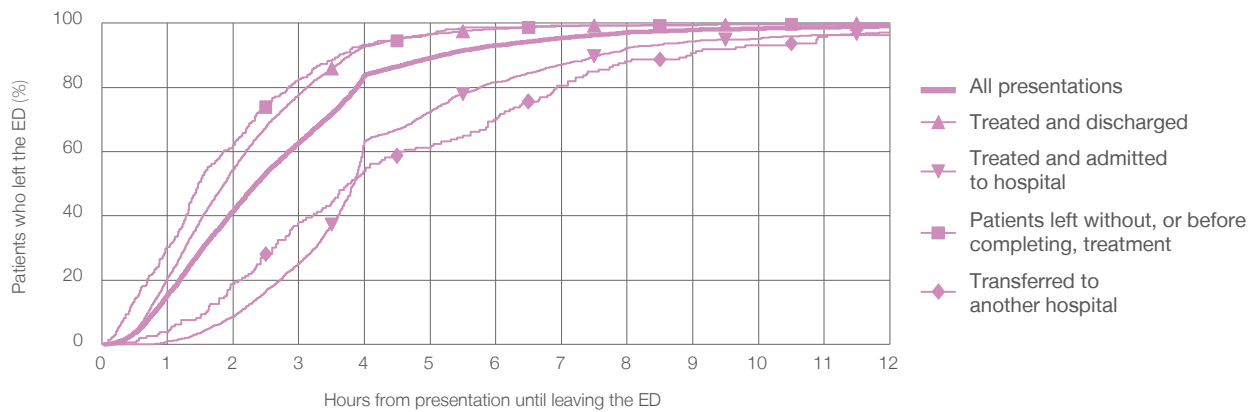
All presentations:<sup>1</sup> 6,758 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<sup>†‡</sup>



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:<sup>1</sup> 6,758 patients

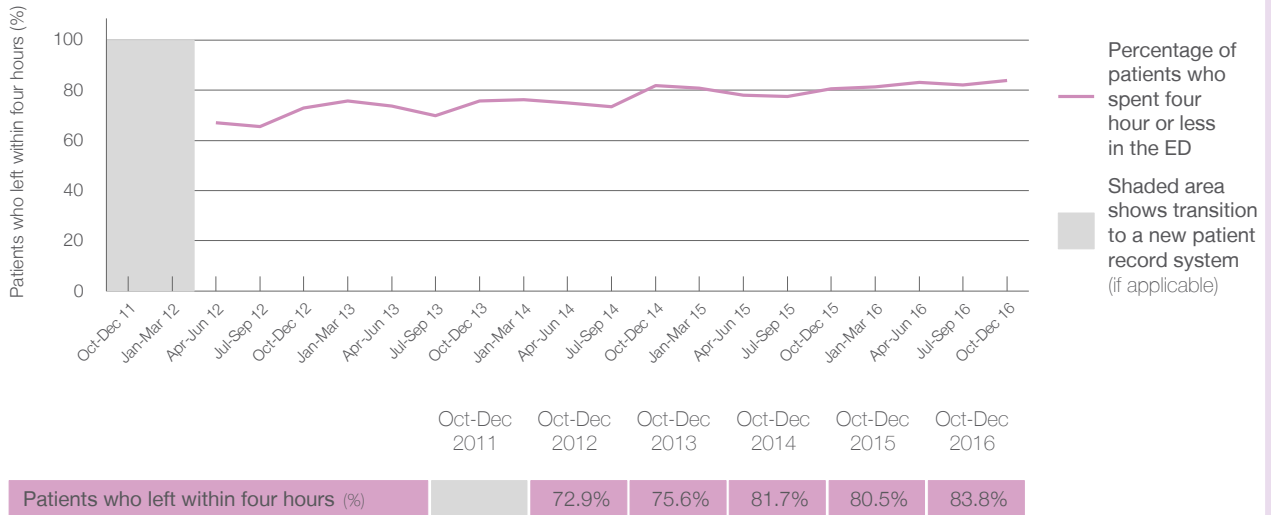
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,758 patients

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<sup>†‡</sup>



\* 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).