

Hospital Quarterly

Performance Profiles

Emergency Department

Ungrouped acute – tertiary referral hospitals
(A3) peer group

October to December 2016

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

Calvary Mater Newcastle: Emergency department (ED) overview

October to December 2016

All presentations:¹ 9,453 patients
 Emergency presentations:² 9,441 patients

Same period last year	Change since one year ago
8,825	7.1%
8,791	7.4%

Calvary Mater Newcastle: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,283 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,364 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,572 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,160 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,261	
9 minutes	8 minutes
27 minutes	26 minutes
2,118	
23 minutes	20 minutes
64 minutes	67 minutes
4,299	
31 minutes	25 minutes
102 minutes	97 minutes
1,070	
32 minutes	24 minutes
110 minutes	103 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 9,453 patients

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

Same period last year	Change since one year ago
8,825	7.1%
72.4%	

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

- 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.

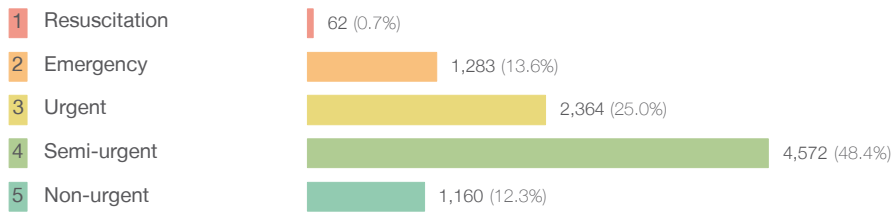
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Calvary Mater Newcastle: Patients presenting to the emergency department October to December 2016

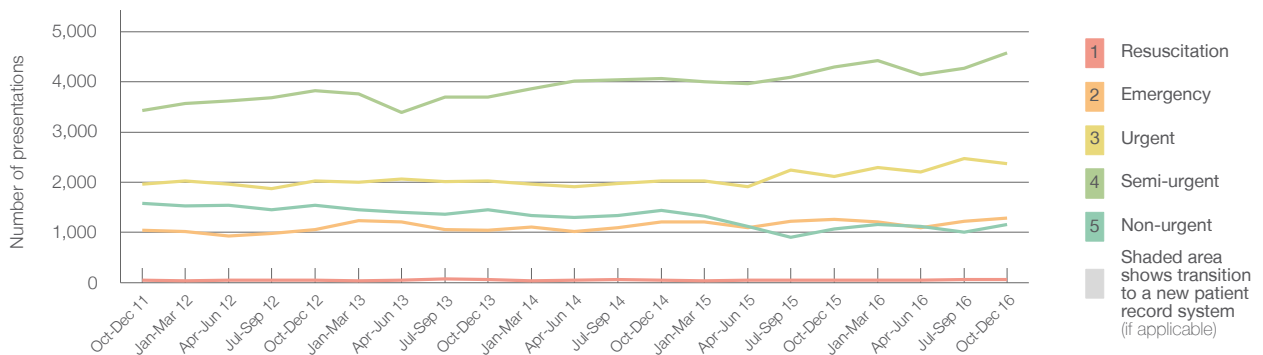
All presentations:¹ 9,453 patients

Emergency presentations² by triage category: 9,441 patients



Same period last year	Change since one year ago
8,825	7.1%
8,791	7.4%
43	44.2%
1,261	1.7%
2,118	11.6%
4,299	6.4%
1,070	8.4%

Emergency presentations² by quarter, October 2011 to December 2016 †

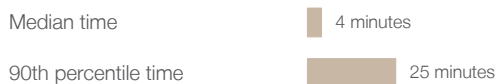


	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	48	49	56	53	43	62
Emergency	1,047	1,058	1,042	1,214	1,261	1,283
Urgent	1,962	2,023	2,022	2,027	2,118	2,364
Semi-urgent	3,425	3,826	3,693	4,062	4,299	4,572
Non-urgent	1,579	1,535	1,458	1,442	1,070	1,160
All emergency presentations	8,061	8,491	8,271	8,798	8,791	9,441

Calvary Mater Newcastle: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,822 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,395	
7 minutes	-3 minutes
35 minutes	-10 minutes

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

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,283

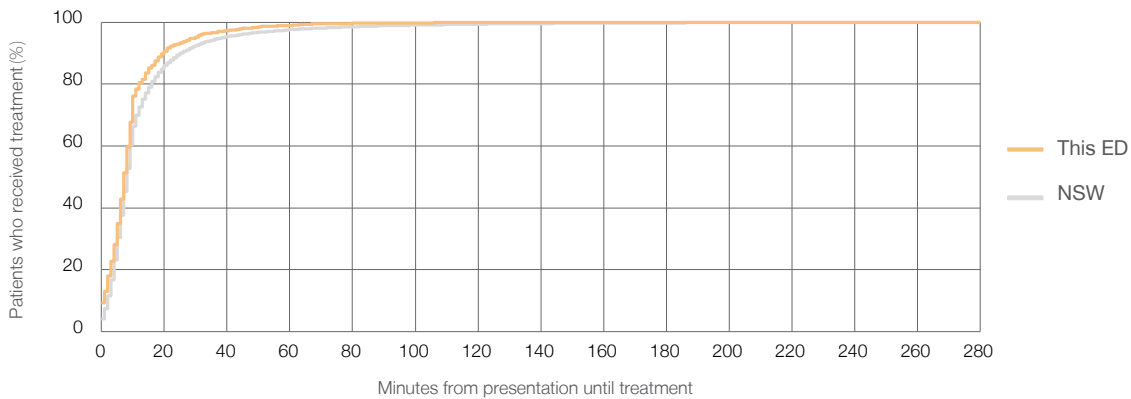
Number of triage 2 patients used to calculate waiting time:³ 1,000

Median time to start treatment⁴ 7 minutes

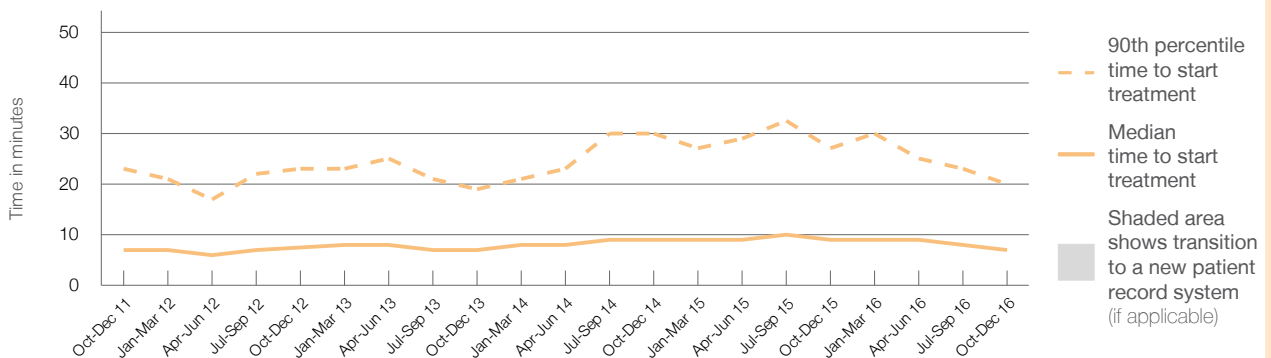
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
1,261	939
9 minutes	8 minutes
27 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	8	7	9	9	7
90th percentile time to start treatment ⁵ (minutes)	23	23	19	30	27	20

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 3 October to December 2016

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

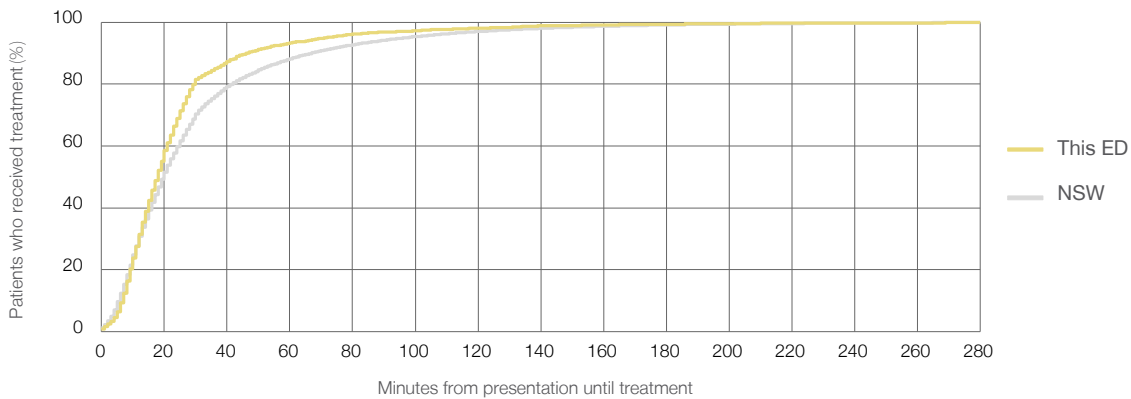
Number of triage 3 patients: 2,364

Number of triage 3 patients used to calculate waiting time:³ 2,073

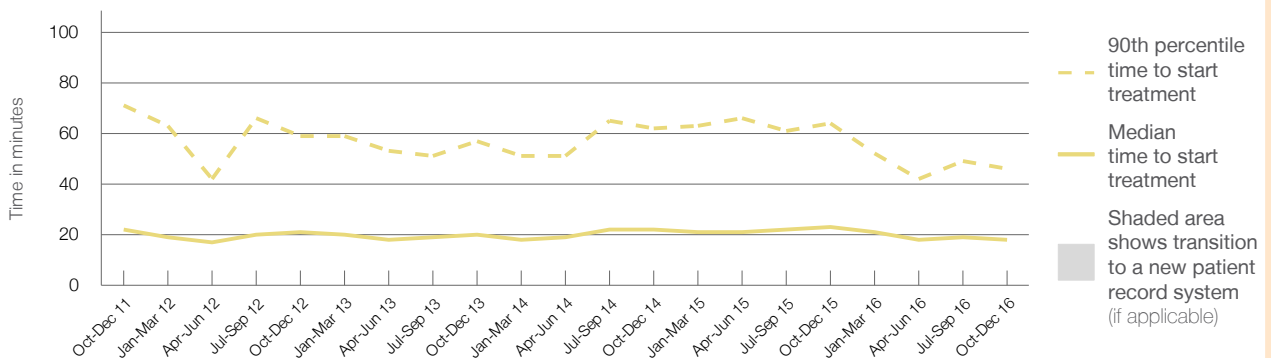
Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
2,118	
1,827	
23 minutes	20 minutes
64 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	22	21	20	22	23	18
90th percentile time to start treatment ⁵ (minutes)	71	59	57	62	64	46

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,572

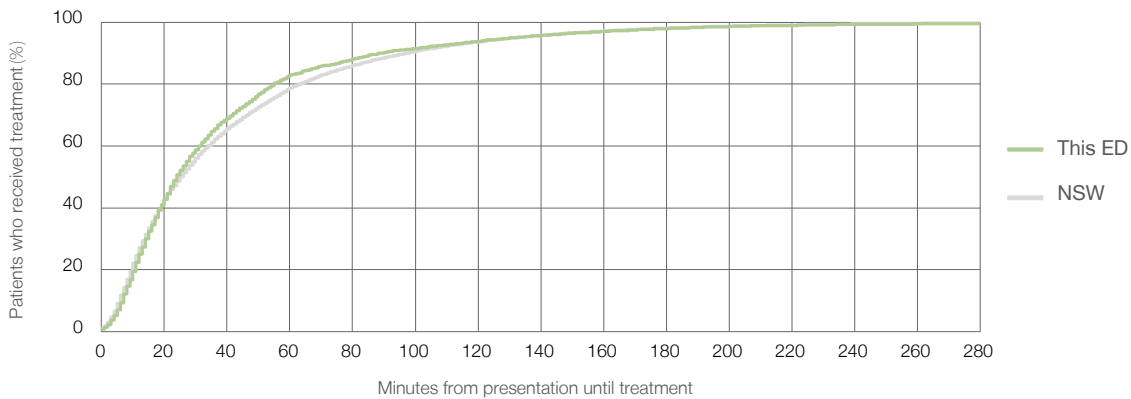
Number of triage 4 patients used to calculate waiting time:³ 4,101

Median time to start treatment⁴ 24 minutes

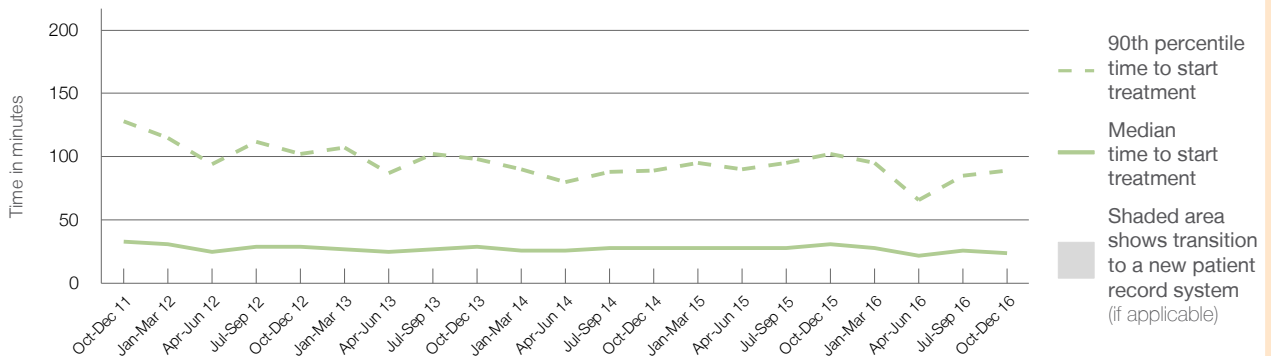
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
4,299	3,830
31 minutes	25 minutes
102 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	29	29	28	31	24
90th percentile time to start treatment ⁵ (minutes)	128	102	98	89	102	89

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

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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,160

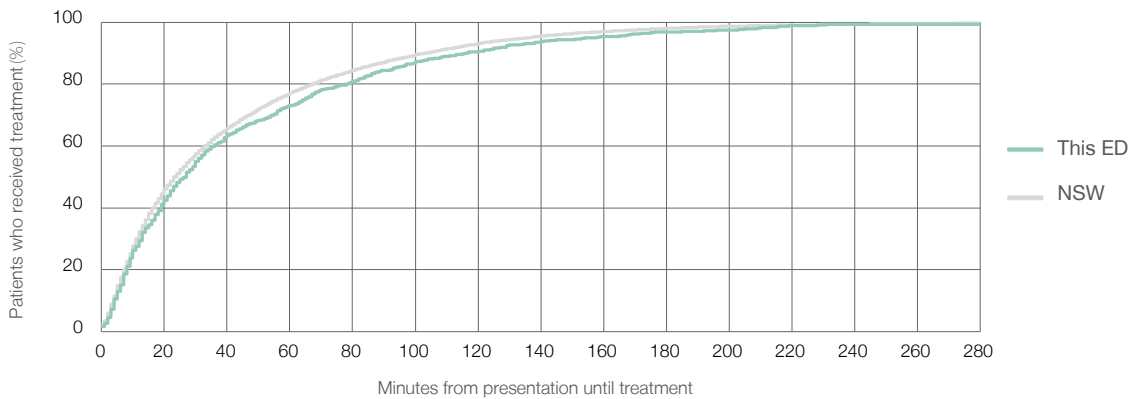
Number of triage 5 patients used to calculate waiting time:³ 915

Median time to start treatment⁴ 27 minutes

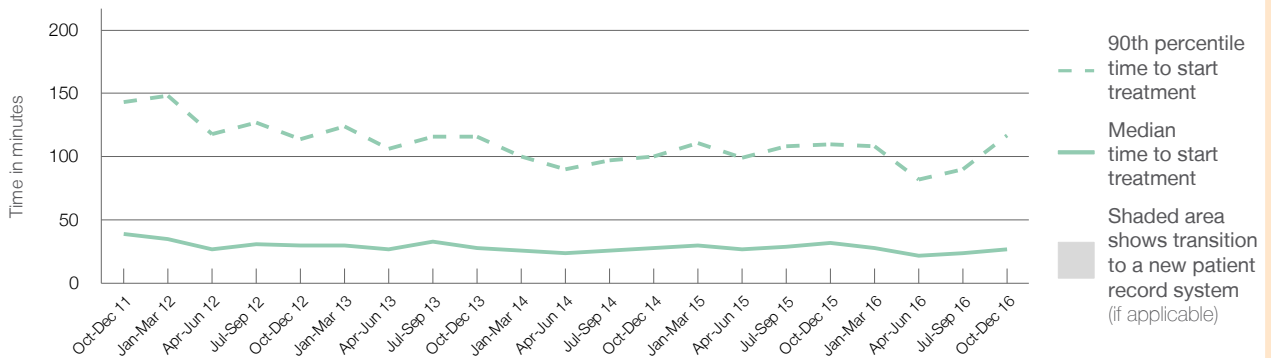
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,070	849
32 minutes	24 minutes
110 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	39	30	28	28	32	27
90th percentile time to start treatment ⁵ (minutes)	143	114	116	100	110	117

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

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

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

Calvary Mater Newcastle: Time patients spent in the ED

October to December 2016

All presentations:¹ 9,453 patients

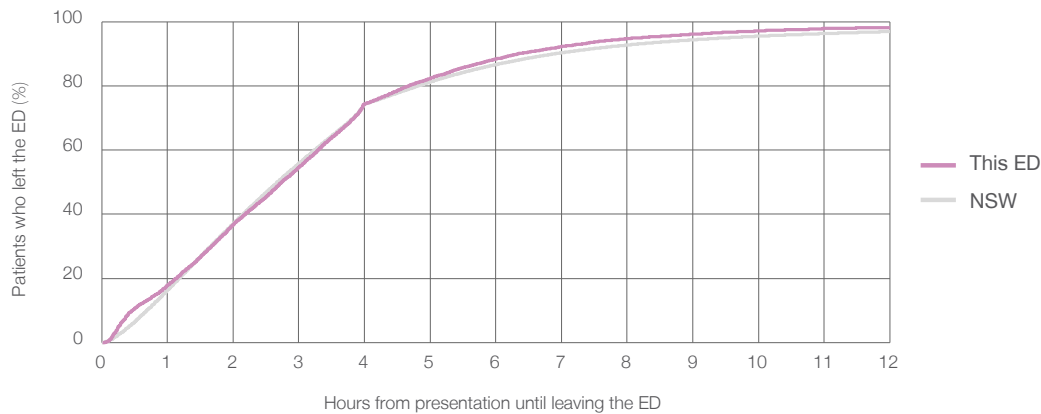
Presentations used to calculate time to leaving the ED:⁶ 9,453 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

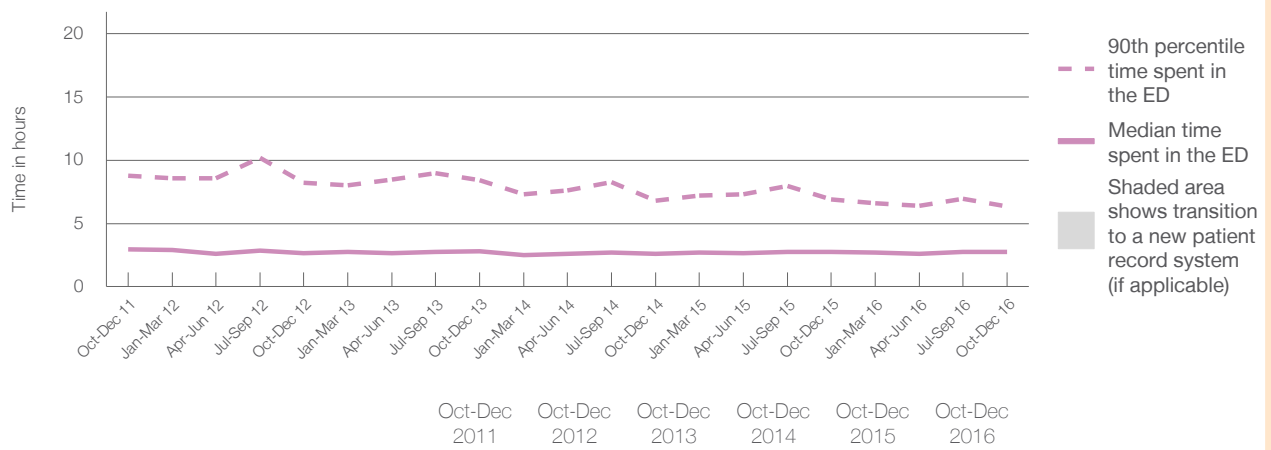
90th percentile time spent in the ED⁹ 6 hours and 21 minutes

Same period last year	NSW (this period)
8,825	8,825
2 hours and 45 minutes	2 hours and 41 minutes
6 hours and 55 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 57m	2h 38m	2h 49m	2h 37m	2h 45m	2h 44m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 47m	8h 13m	8h 25m	6h 47m	6h 55m	6h 21m

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

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

Calvary Mater Newcastle: Time patients spent in the ED

By mode of separation

October to December 2016

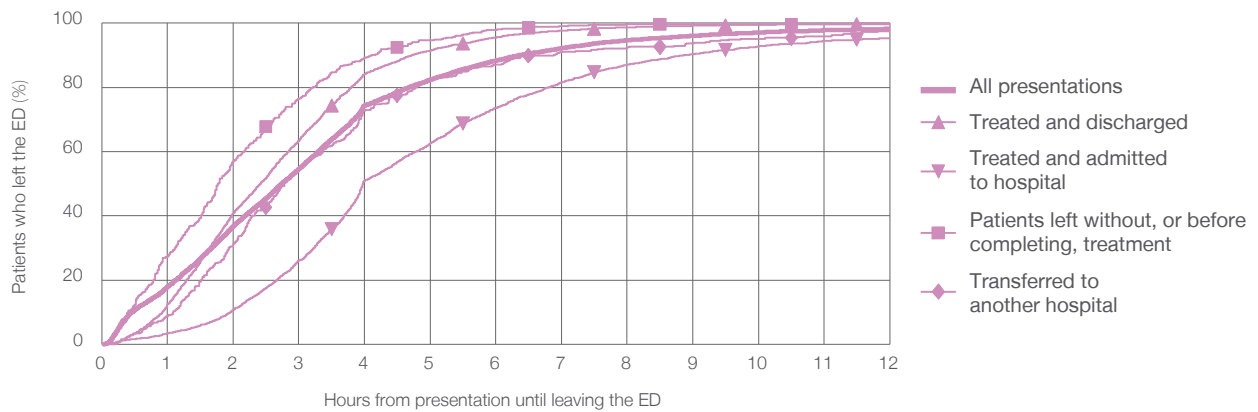
All presentations:¹ 9,453 patients

Presentations used to calculate time to leaving the ED:⁶ 9,453 patients

Treated and discharged	4,372 (46.2%)
Treated and admitted to hospital	3,215 (34.0%)
Patient left without, or before completing, treatment	428 (4.5%)
Transferred to another hospital	396 (4.2%)
Other	1,042 (11.0%)

Same period last year	Change since one year ago
8,825	7.1%
4,126	6.0%
2,865	12.2%
383	11.7%
378	4.8%
1,073	-2.9%

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



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	12.5%	40.9%	63.5%	84.2%	95.6%	98.7%	99.6%	99.8%
Treated and admitted to hospital	3.4%	10.8%	26.0%	51.0%	73.7%	87.1%	92.8%	95.3%
Patient left without, or before completing, treatment	27.3%	57.0%	76.6%	89.3%	97.9%	99.8%	99.8%	99.8%
Transferred to another hospital	8.8%	31.3%	54.5%	72.7%	87.1%	92.4%	95.2%	97.5%
All presentations	18.0%	37.0%	54.7%	74.3%	88.4%	94.7%	97.1%	98.2%

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

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

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

Calvary Mater Newcastle: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 9,453 patients

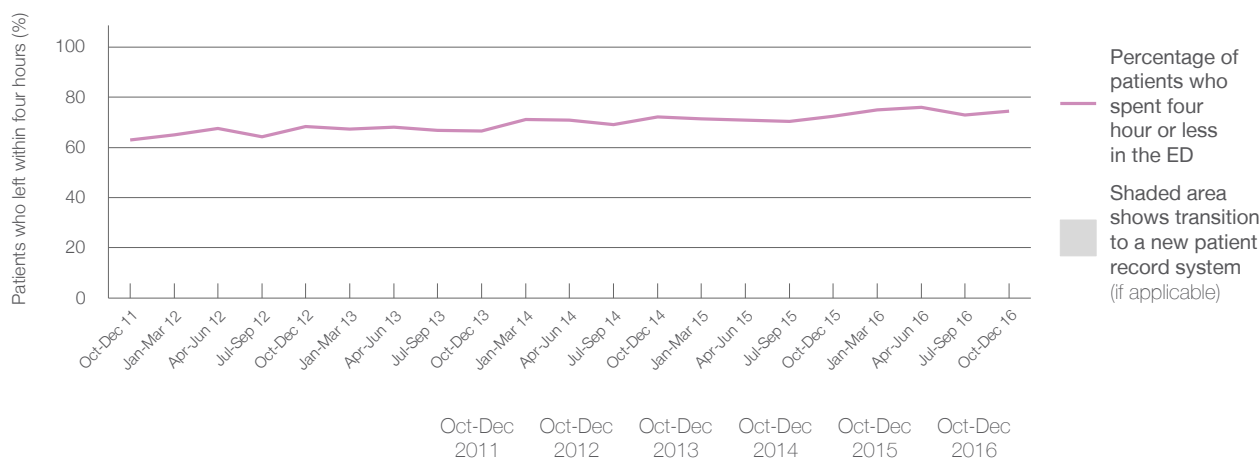
Presentations used to calculate time to leaving the ED:⁶ 9,453 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	8,825	7.1%
Presentations used to calculate time to leaving the ED	8,825	7.1%
Percentage of patients who spent four hours or less in the ED	72.4%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	63.0%	68.3%	66.5%	72.2%	72.4%	74.3%

* 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.

Sydney/Sydney Eye Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,036 patients
Emergency presentations:² 7,720 patients

Same period last year	Change since one year ago
9,894	-18.8%
7,893	-2.2%

Sydney/Sydney Eye Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 104 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 994 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,448 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,174 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
115	
8 minutes	8 minutes
17 minutes	26 minutes
950	
19 minutes	20 minutes
45 minutes	67 minutes
4,137	
24 minutes	25 minutes
67 minutes	97 minutes
2,691	
28 minutes	24 minutes
87 minutes	103 minutes

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,032 patients

Percentage of patients who spent four hours or less in the ED 91.5%

Same period last year	Change since one year ago
9,894	-18.8%
89.0%	

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

- 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.

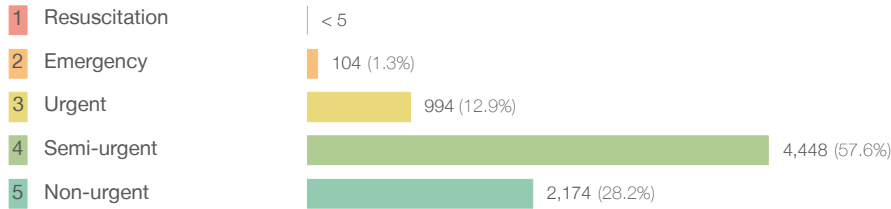
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department October to December 2016

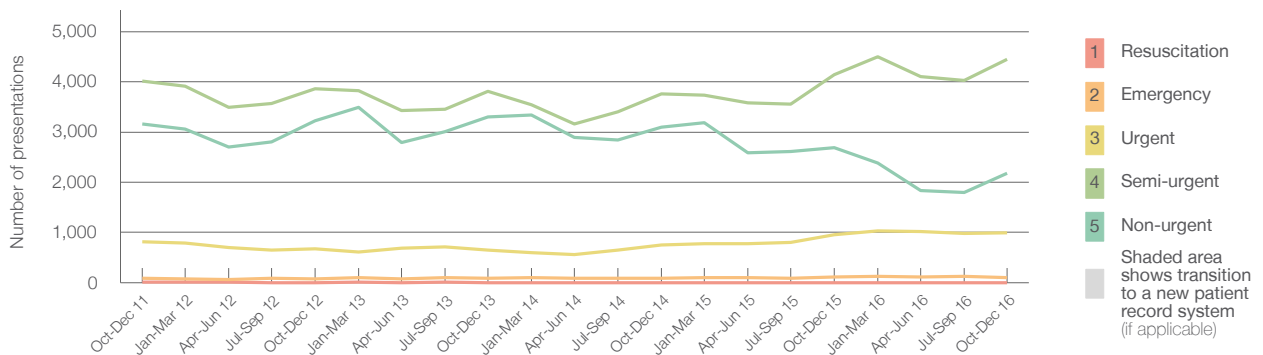
All presentations:¹ 8,036 patients

Emergency presentations² by triage category: 7,720 patients



	Same period last year	Change since one year ago
All presentations	9,894	-18.8%
Emergency presentations	7,893	-2.2%
1 Resuscitation	< 5	*
2 Emergency	115	-10.5%
3 Urgent	950	4.6%
4 Semi-urgent	4,137	7.5%
5 Non-urgent	2,691	-19.2%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	6	< 5	< 5	< 5	< 5	< 5
Emergency	87	77	94	87	115	104
Urgent	809	669	645	748	950	994
Semi-urgent	4,014	3,865	3,812	3,756	4,137	4,448
Non-urgent	3,159	3,229	3,305	3,093	2,691	2,174
All emergency presentations	8,075	7,840	7,856	7,684	7,893	7,720

Sydney/Sydney Eye Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 733 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	734	
Median time	9 minutes	-1 minute
90th percentile time	16 minutes	2 minutes

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 104

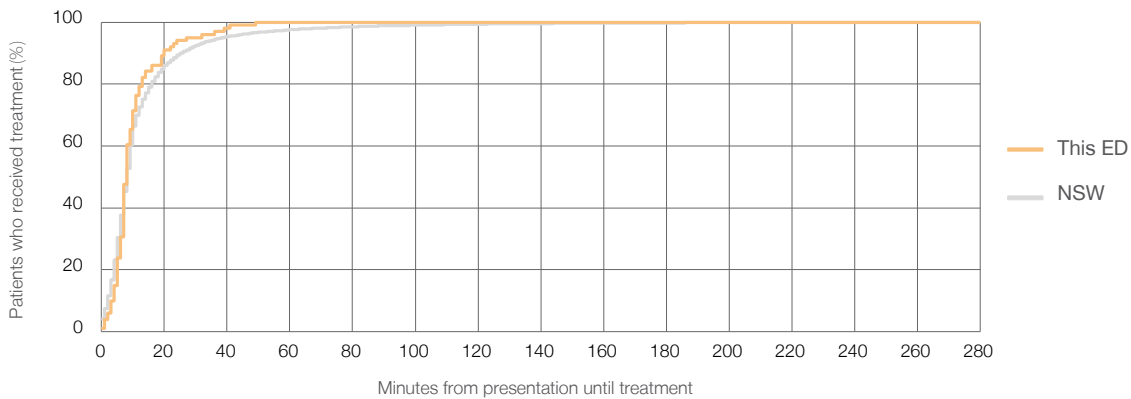
Number of triage 2 patients used to calculate waiting time:³ 101

Median time to start treatment⁴ 8 minutes

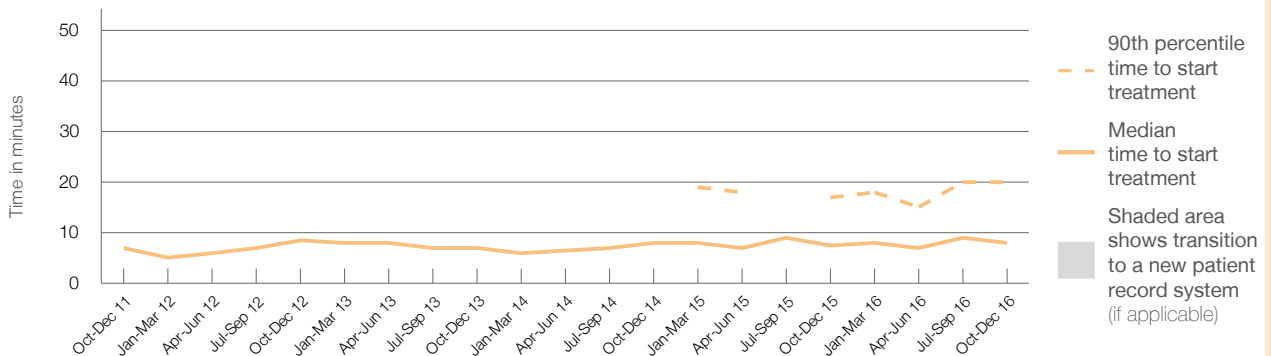
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
115	
114	
8 minutes	8 minutes
17 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	9	7	8	8	8
90th percentile time to start treatment ⁵ (minutes)	*	*	*	*	17	20

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

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 994

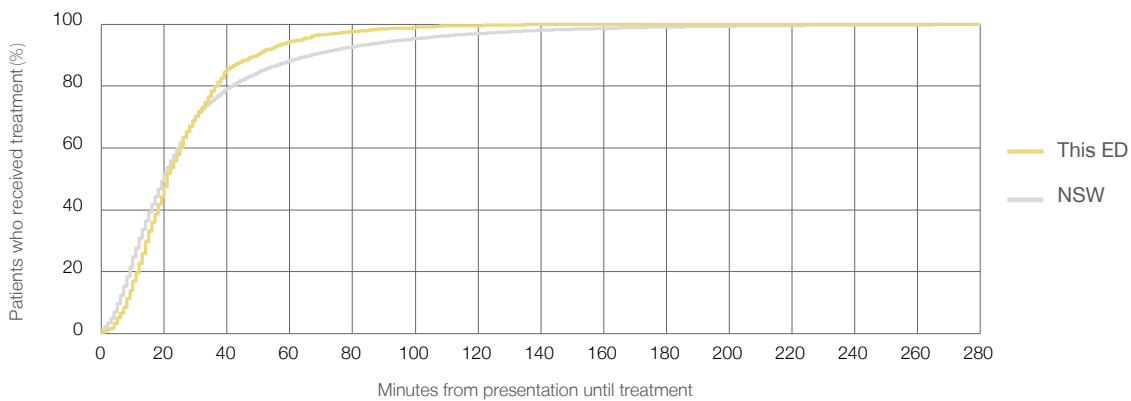
Number of triage 3 patients used to calculate waiting time:³ 976

Median time to start treatment⁴ 21 minutes

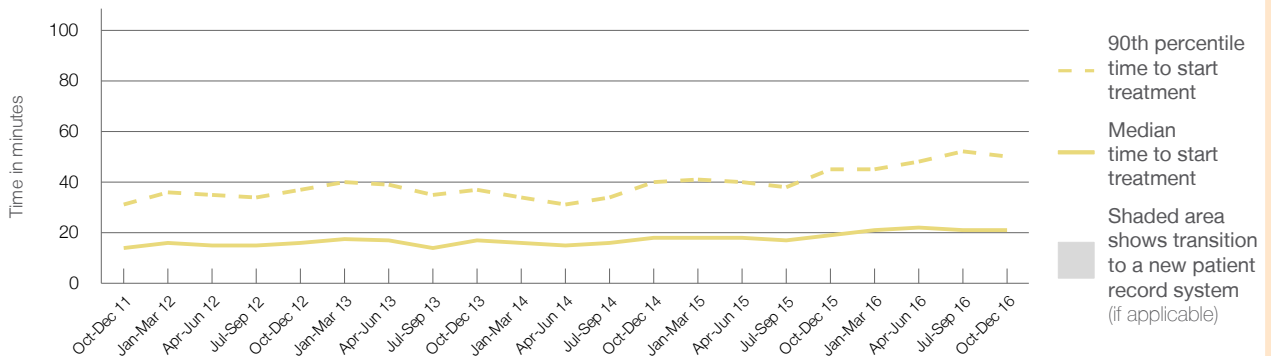
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
950	
928	
19 minutes	20 minutes
45 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	14	16	17	18	19	21
90th percentile time to start treatment ⁵ (minutes)	31	37	37	40	45	50

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

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,448

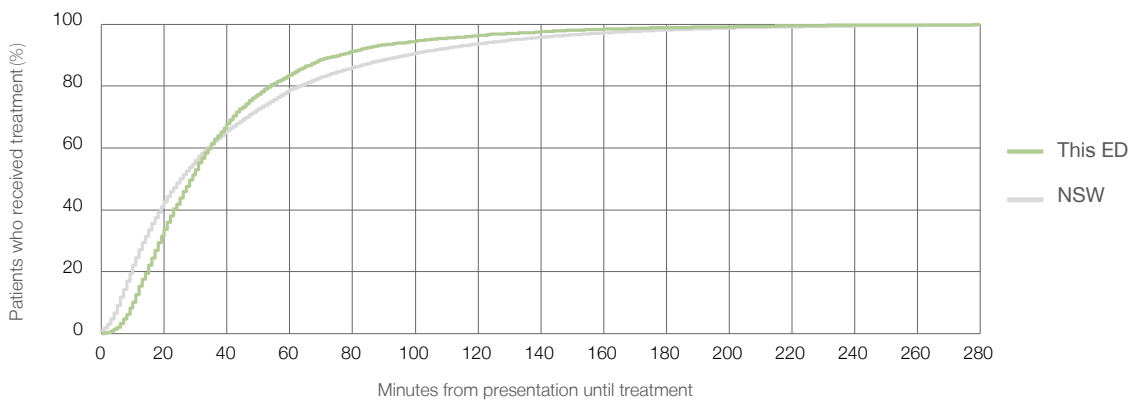
Number of triage 4 patients used to calculate waiting time:³ 4,318

Median time to start treatment⁴ 29 minutes

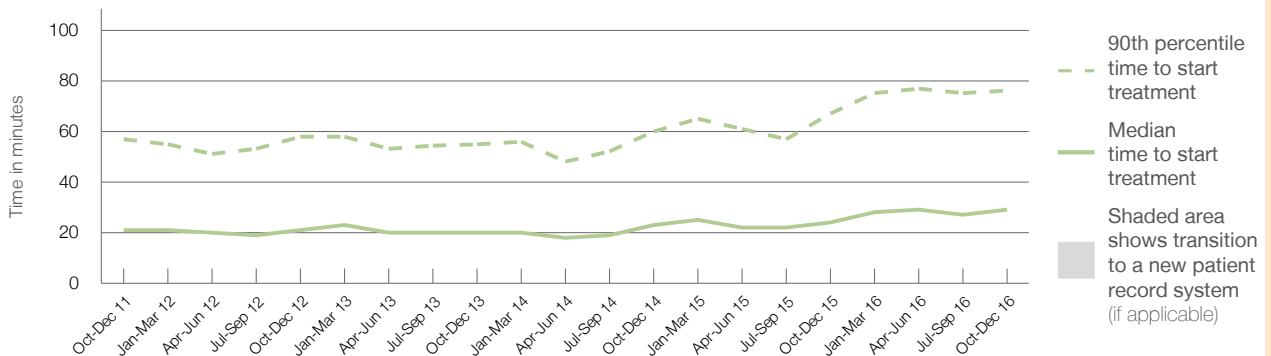
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
4,137	
4,011	
24 minutes	25 minutes
67 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	21	21	20	23	24	29
90th percentile time to start treatment ⁵ (minutes)	57	58	55	60	67	76

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

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

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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 2,174

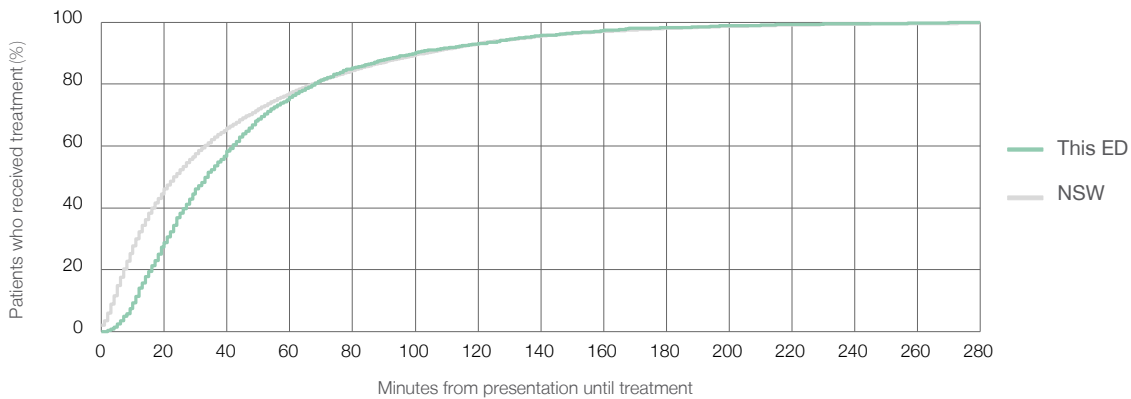
Number of triage 5 patients used to calculate waiting time:³ 2,002

Median time to start treatment⁴ 34 minutes

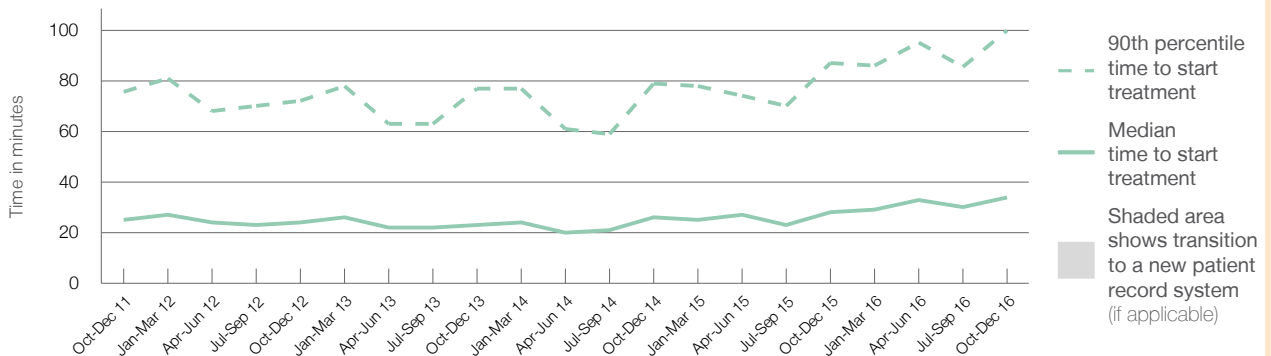
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
2,691	2,503
28 minutes	24 minutes
87 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	24	23	26	28	34
90th percentile time to start treatment ⁵ (minutes)	76	72	77	79	87	100

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

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

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

Sydney/Sydney Eye Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,036 patients

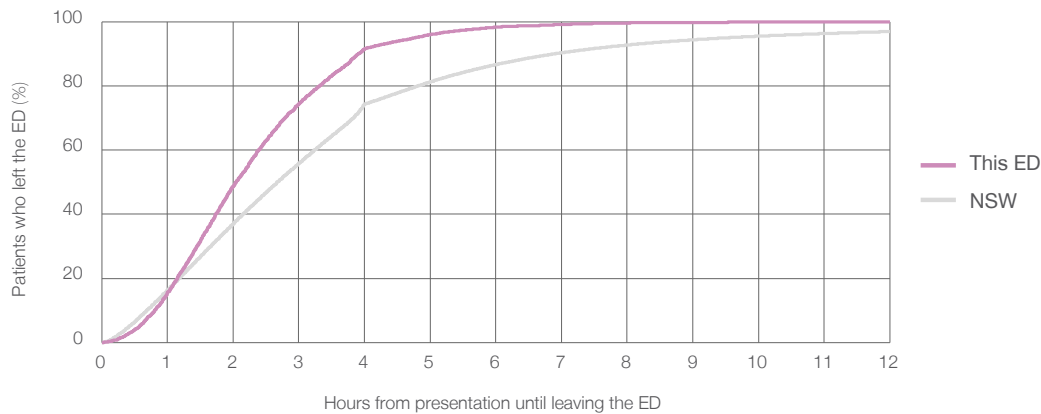
Presentations used to calculate time to leaving the ED:⁶ 8,032 patients

Median time spent in the ED⁸ ■ 2 hours and 3 minutes

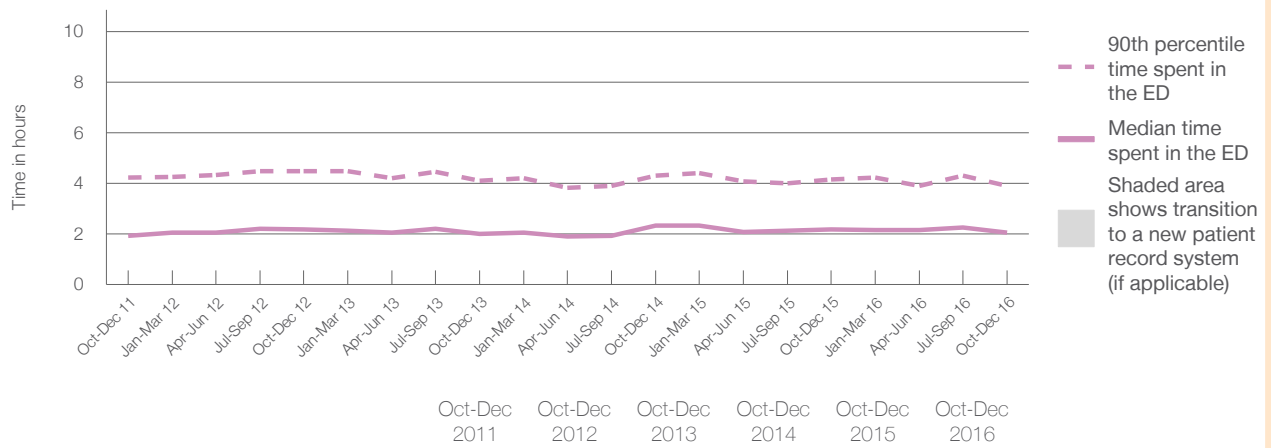
90th percentile time spent in the ED⁹ ■ 3 hours and 55 minutes

Same period last year	NSW (this period)
9,894	9,894
2 hours and 11 minutes	2 hours and 41 minutes
4 hours and 10 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 56m	2h 11m	2h 1m	2h 20m	2h 11m	2h 3m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 14m	4h 29m	4h 6m	4h 18m	4h 10m	3h 55m

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

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

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

Sydney/Sydney Eye Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

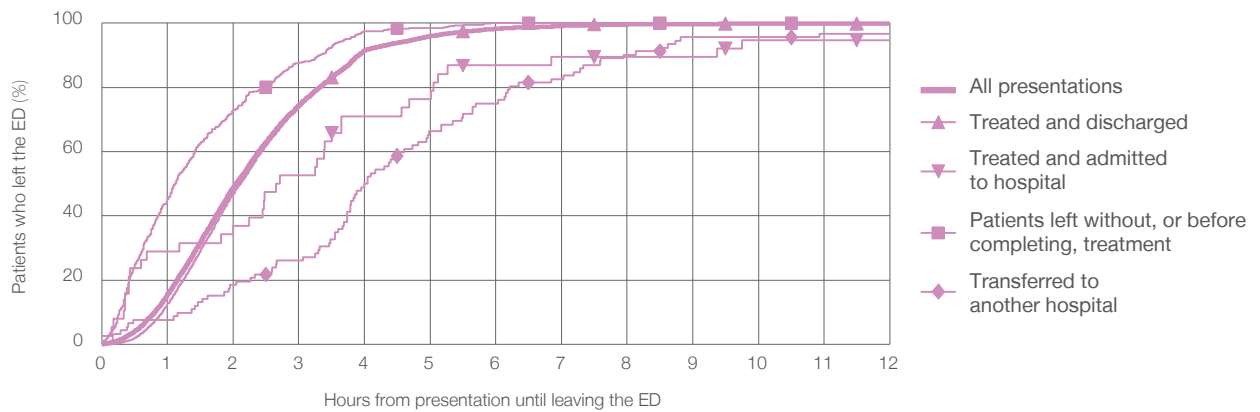
All presentations:¹ 8,036 patients

Presentations used to calculate time to leaving the ED:⁶ 8,032 patients

Treated and discharged	7,249 (90.2%)
Treated and admitted to hospital	38 (0.5%)
Patient left without, or before completing, treatment	542 (6.7%)
Transferred to another hospital	92 (1.1%)
Other	115 (1.4%)

Same period last year	Change since one year ago
9,894	-18.8%
8,307	-12.7%
563	-93.3%
590	-8.1%
71	29.6%
363	-68.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.7%	46.9%	73.9%	91.6%	98.5%	99.8%	99.9%	100%
Treated and admitted to hospital	28.9%	36.8%	52.6%	71.1%	86.8%	89.5%	94.7%	94.7%
Patient left without, or before completing, treatment	45.2%	72.9%	87.6%	97.6%	100%	100%	100%	100%
Transferred to another hospital	7.6%	18.5%	26.1%	50.0%	75.0%	90.2%	95.7%	96.7%
All presentations	15.6%	48.8%	74.4%	91.5%	98.3%	99.6%	99.9%	99.9%

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

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

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

Sydney/Sydney Eye Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 8,036 patients

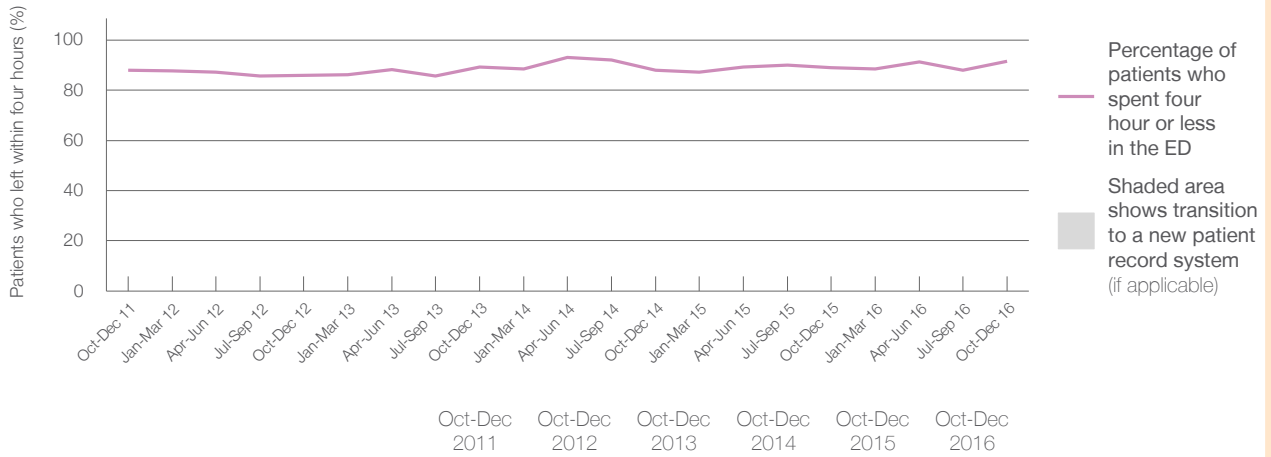
Presentations used to calculate time to leaving the ED:⁶ 8,032 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 8,036 patients	9,894	-18.8%
Presentations used to calculate time to leaving the ED: ⁶ 8,032 patients	9,894	-18.8%
Percentage of patients who spent four hours or less in the ED	89.0%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Patients who left within four hours (%)	88.0%	85.8%	89.1%	87.8%	89.0%	91.5%

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

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

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

- 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).