

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

Sutherland Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 12,936 patients

Emergency presentations:² 12,778 patients

Same period last year	Change since one year ago
12,915	0.2%
12,778	0.1%

Sutherland Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,646 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,286 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,858 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 940 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,745	
14 minutes	8 minutes
33 minutes	26 minutes
4,853	
28 minutes	20 minutes
64 minutes	67 minutes
5,052	
29 minutes	25 minutes
76 minutes	97 minutes
1,065	
26 minutes	24 minutes
89 minutes	103 minutes

Sutherland Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 12,932 patients

Percentage of patients who spent four hours or less in the ED 67.9%

Same period last year	Change since one year ago
12,915	0.1%
73.3%	

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

- 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.

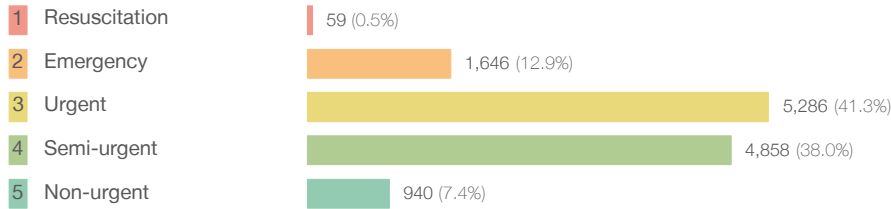
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

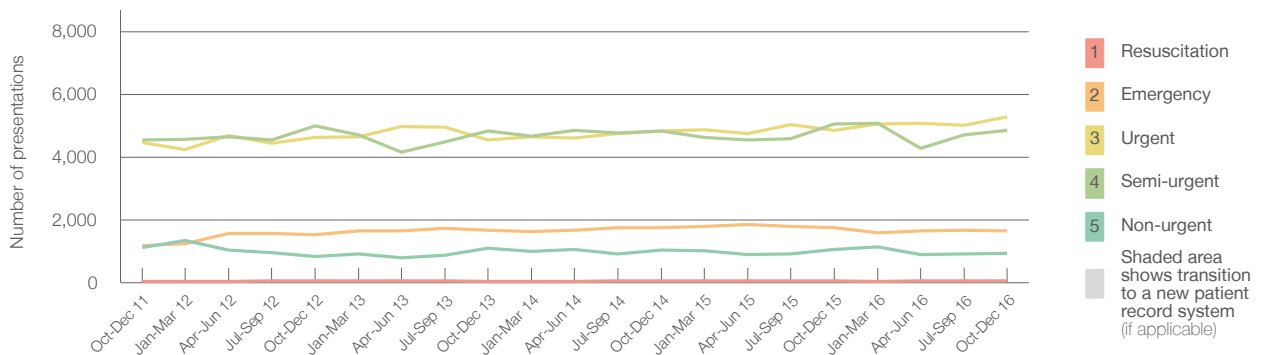
All presentations:¹ 12,936 patients

Emergency presentations² by triage category: 12,789 patients



Same period last year	Change since one year ago
12,915	0.2%
12,778	0.1%
63	-6.3%
1,745	-5.7%
4,853	8.9%
5,052	-3.8%
1,065	-11.7%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	40	60	37	56	63	59
Emergency	1,188	1,528	1,664	1,760	1,745	1,646
Urgent	4,463	4,635	4,552	4,827	4,853	5,286
Semi-urgent	4,538	5,003	4,834	4,829	5,052	4,858
Non-urgent	1,114	837	1,106	1,040	1,065	940
All emergency presentations	11,343	12,063	12,193	12,512	12,778	12,789

Sutherland Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,418 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,274	
13 minutes	0 minutes
25 minutes	3 minutes

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

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

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

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

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

Number of triage 2 patients: 1,646

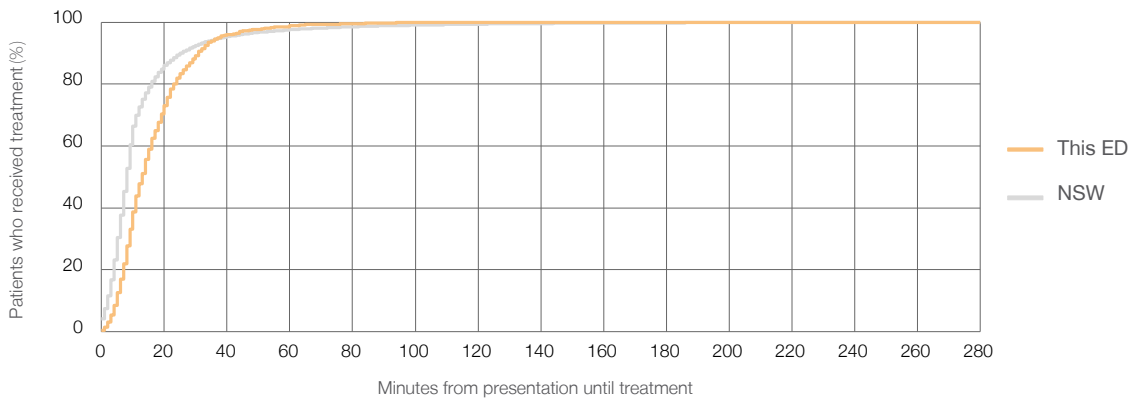
Number of triage 2 patients used to calculate waiting time:³ 1,640

Median time to start treatment⁴ 13 minutes

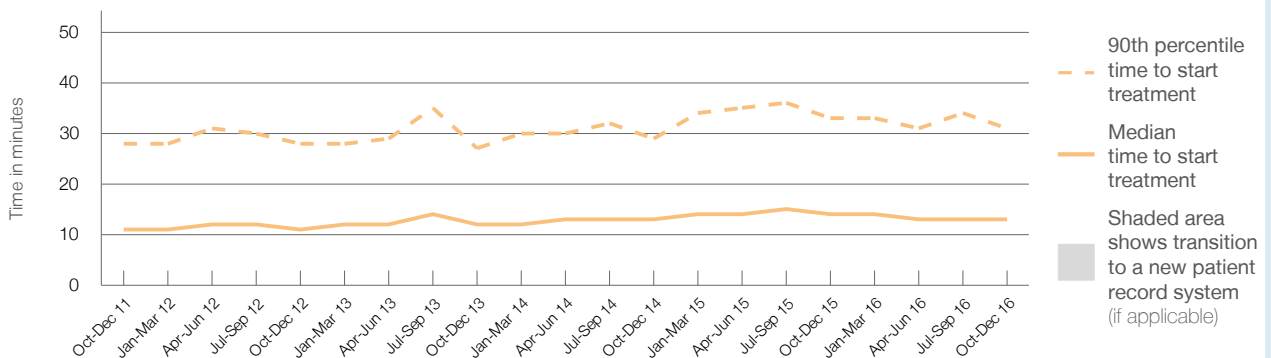
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
1,745	1,740
14 minutes	8 minutes
33 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	11	11	12	13	14	13
90th percentile time to start treatment ⁵ (minutes)	28	28	27	29	33	31

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

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

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

Number of triage 3 patients: 5,286

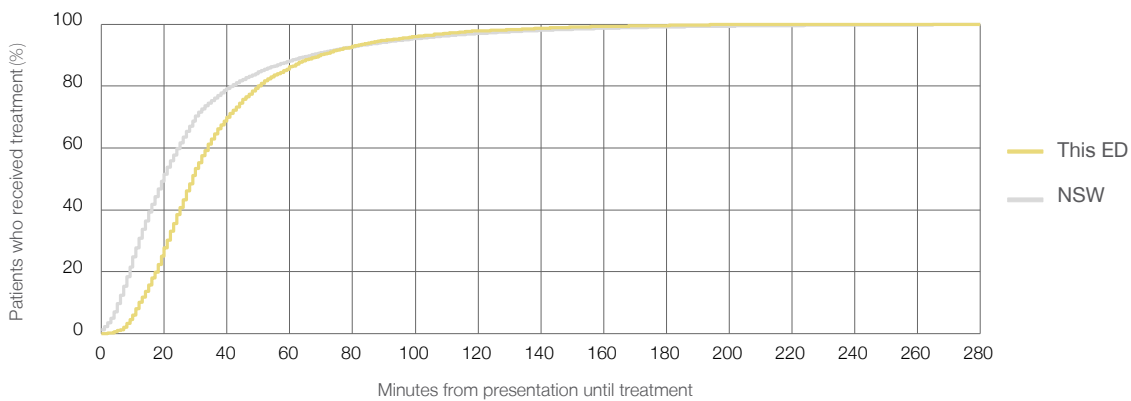
Number of triage 3 patients used to calculate waiting time:³ 5,191

Median time to start treatment⁴ 29 minutes

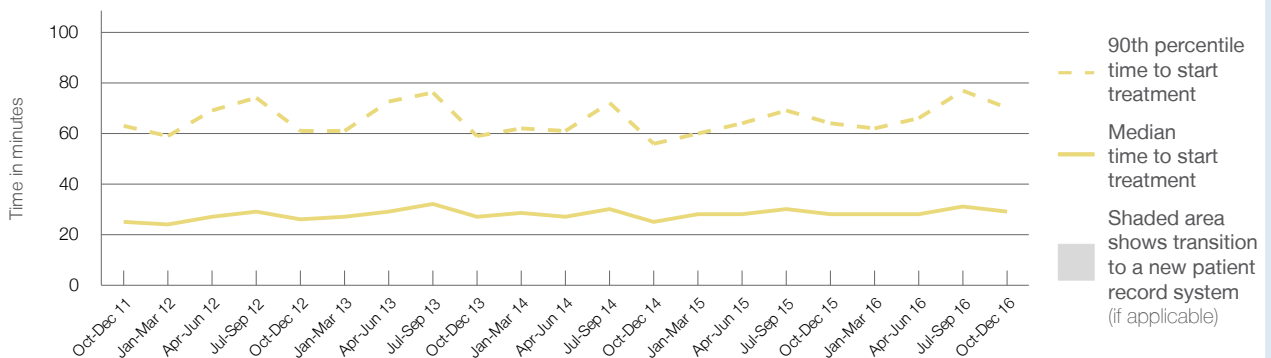
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
4,853	
4,783	
28 minutes	20 minutes
64 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	26	27	25	28	29
90th percentile time to start treatment ⁵ (minutes)	63	61	59	56	64	70

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

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

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

Number of triage 4 patients: 4,858

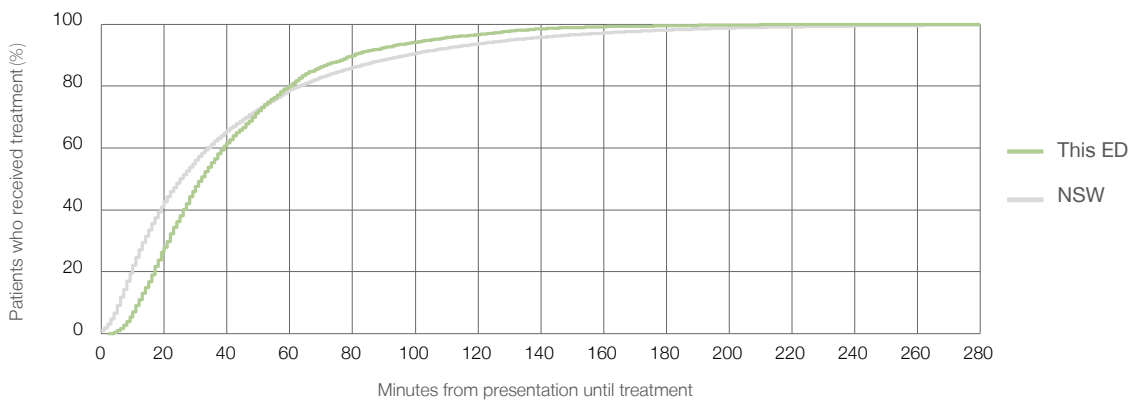
Number of triage 4 patients used to calculate waiting time:³ 4,693

Median time to start treatment⁴ 32 minutes

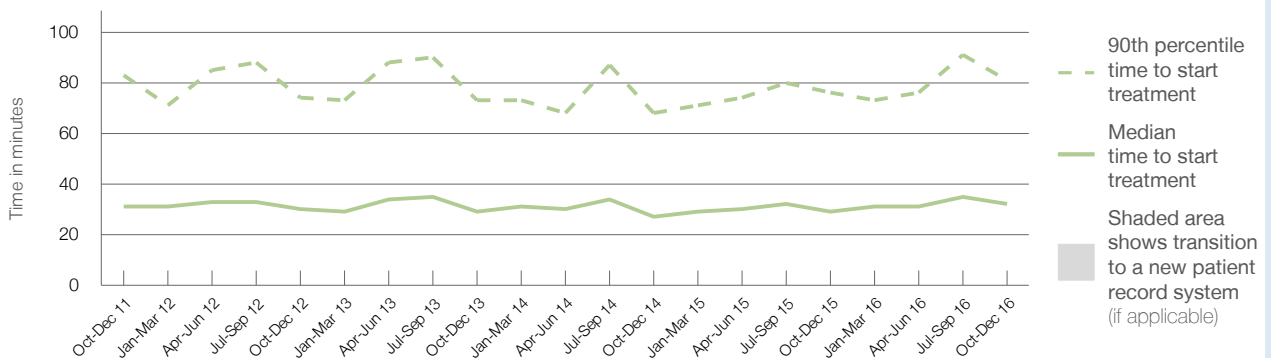
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
5,052	4,914
29 minutes	25 minutes
76 minutes	97 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	30	29	27	29	32
90th percentile time to start treatment ⁵ (minutes)	83	74	73	68	76	81

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

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

Number of triage 5 patients: 940

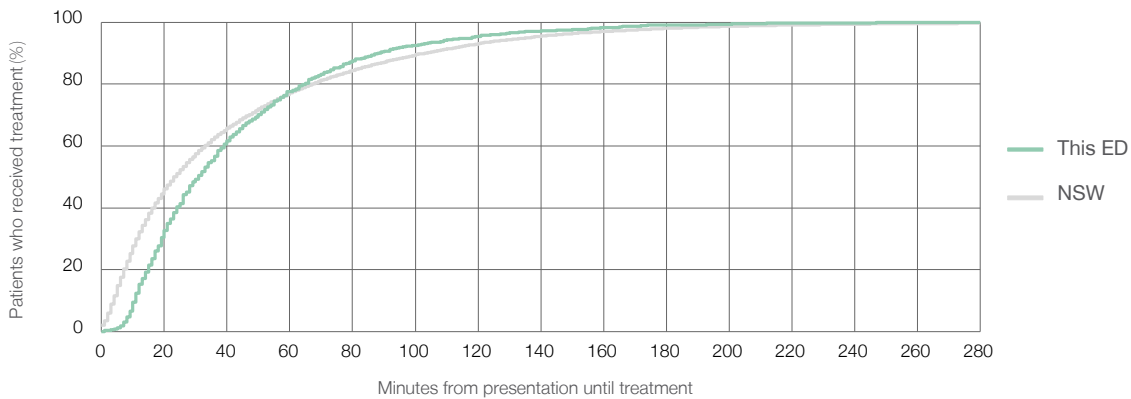
Number of triage 5 patients used to calculate waiting time:³ 834

Median time to start treatment⁴ 31 minutes

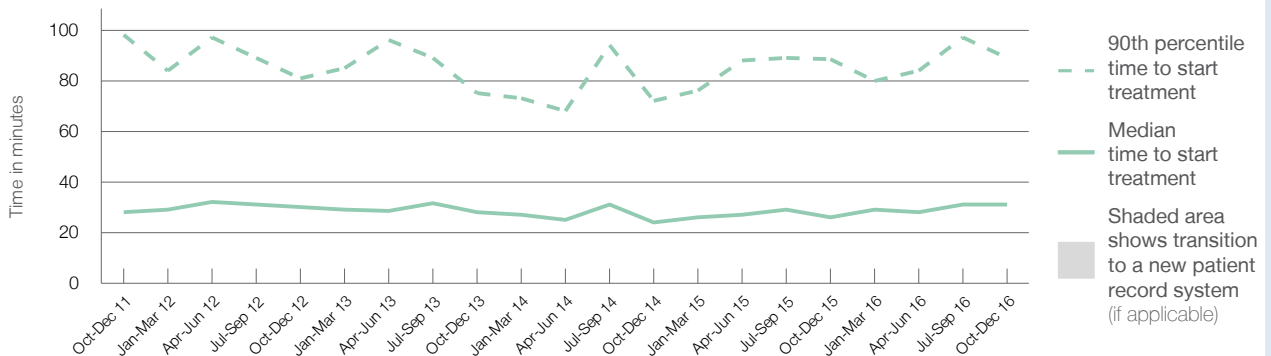
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
1,065	970
26 minutes	24 minutes
89 minutes	103 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	30	28	24	26	31
90th percentile time to start treatment ⁵ (minutes)	98	81	75	72	89	89

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

Sutherland Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 12,936 patients

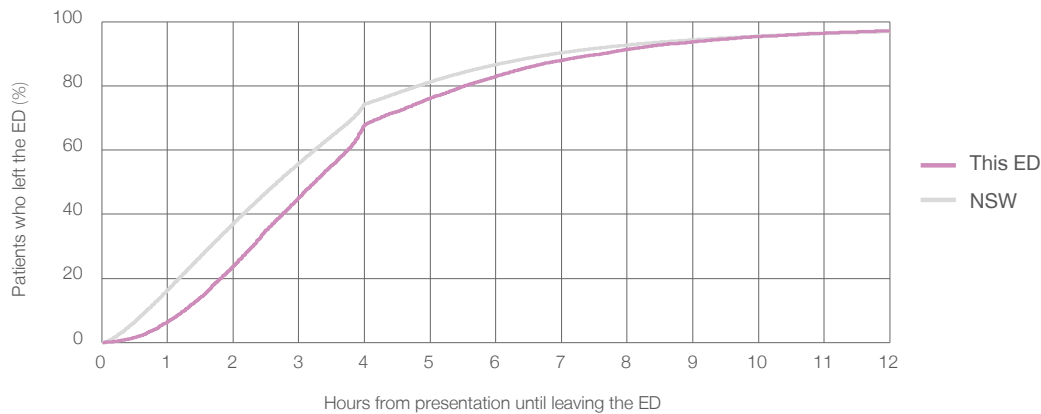
Presentations used to calculate time to leaving the ED:⁶ 12,932 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

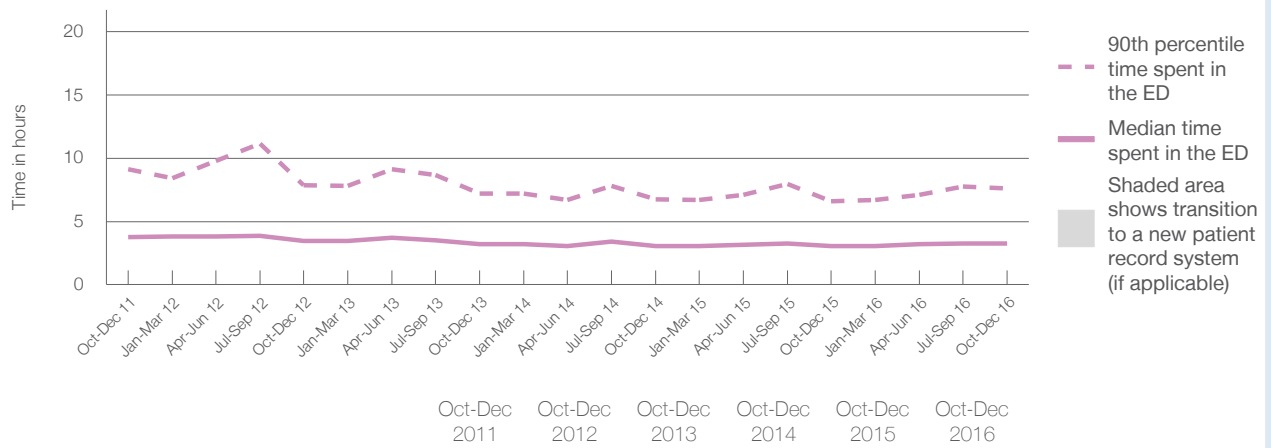
90th percentile time spent in the ED⁹ 7 hours and 37 minutes

Same period last year	NSW (this period)
12,915	12,915
3 hours and 3 minutes	2 hours and 41 minutes
6 hours and 36 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 45m	3h 29m	3h 14m	3h 4m 3h 3m	3h 3m	3h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 6m	7h 52m	7h 13m	6h 44m	6h 36m	7h 37m

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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.

Sutherland Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

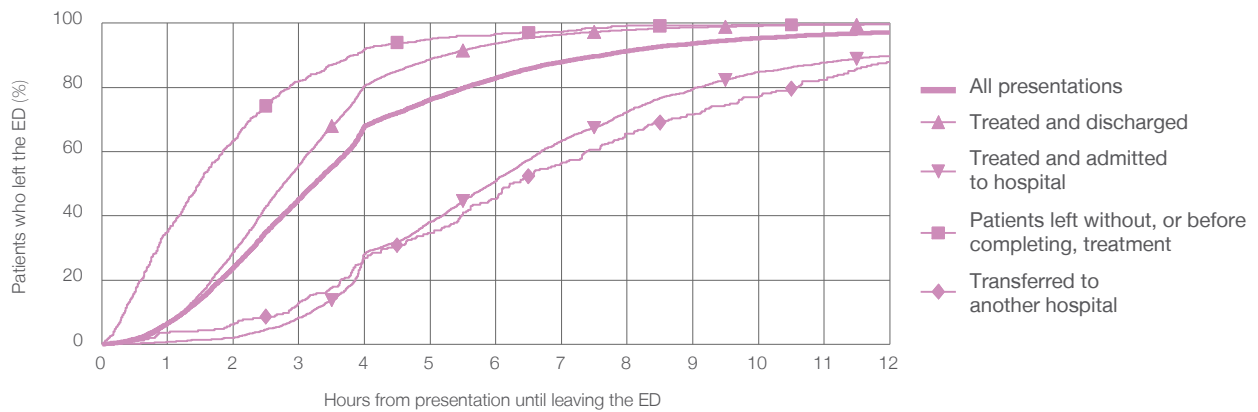
All presentations:¹ 12,936 patients

Presentations used to calculate time to leaving the ED:⁶ 12,932 patients

Treated and discharged	8,971 (69.3%)
Treated and admitted to hospital	3,026 (23.4%)
Patient left without, or before completing, treatment	633 (4.9%)
Transferred to another hospital	256 (2.0%)
Other	50 (0.4%)

Same period last year	Change since one year ago
12,915	0.1%
9,176	-2.2%
2,977	1.6%
522	21.3%
192	33.3%
48	4.2%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.2%	28.7%	55.8%	80.6%	93.7%	97.9%	99.2%	99.7%
Treated and admitted to hospital	0.7%	2.1%	8.3%	28.2%	50.9%	72.4%	84.8%	89.8%
Patient left without, or before completing, treatment	35.1%	63.3%	82.0%	91.9%	96.7%	99.2%	99.5%	99.7%
Transferred to another hospital	3.5%	6.3%	12.9%	27.0%	45.3%	65.6%	77.0%	87.9%
All presentations	6.5%	23.9%	45.2%	67.9%	82.9%	91.4%	95.4%	97.1%

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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.

Sutherland Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 12,936 patients

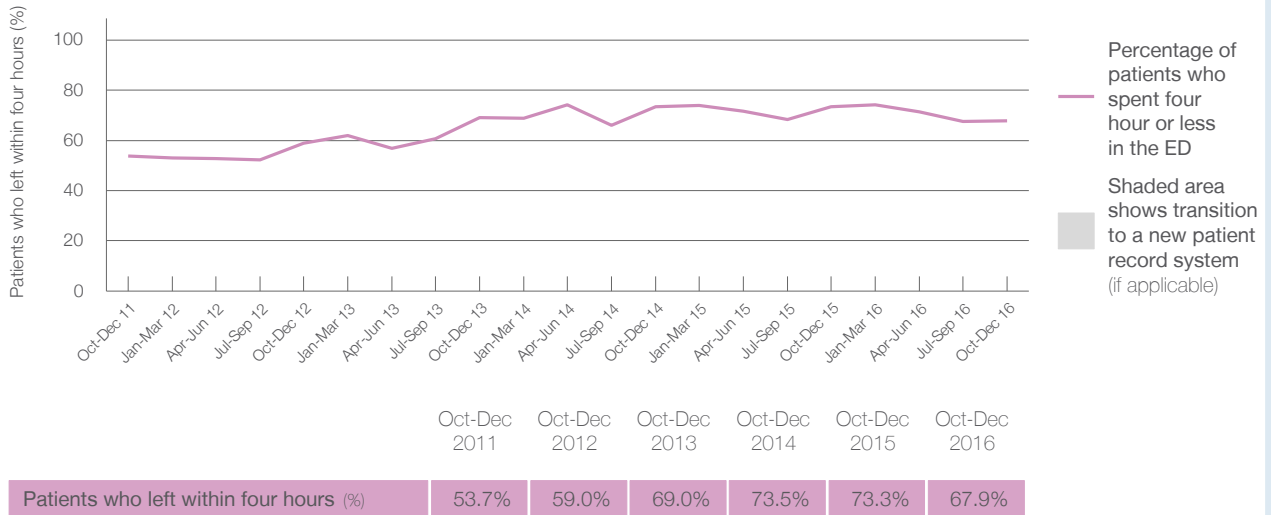
Presentations used to calculate time to leaving the ED:⁶ 12,932 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	12,915	0.2%
Presentations used to calculate time to leaving the ED: ⁶	12,915	0.1%
Percentage of patients who spent four hours or less in the ED	73.3%	

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



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

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

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

- 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).