Canterbury Hospital: Emergency department (ED) overview
October to December 2018

	Same period last year	Change since one year ago
All presentations:[1] 11,598 patients	11,209	3%
Emergency presentations:[2] 11,558 patients	11,172	3%

Canterbury Hospital: Time patients waited to start treatment [3]
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,125 patients		1,168	
Median time to start treatment [4]	8 minutes	7 minutes	8 minutes
90th percentile time to start treatment [5]	18 minutes	16 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,203 patients		4,095	
Median time to start treatment [4]	18 minutes	17 minutes	20 minutes
90th percentile time to start treatment [5]	61 minutes	59 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,314 patients		4,689	
Median time to start treatment [4]	24 minutes	21 minutes	26 minutes
90th percentile time to start treatment [5]	99 minutes	90 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 881 patients		1,180	
Median time to start treatment [4]	22 minutes	22 minutes	23 minutes
90th percentile time to start treatment [5]	99 minutes	107 minutes	104 minutes

Canterbury Hospital: Time from presentation until leaving the ED
October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: [6] 11,597 patients		11,208	3%
Percentage of patients who spent four hours or less in the ED	77%	79%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).
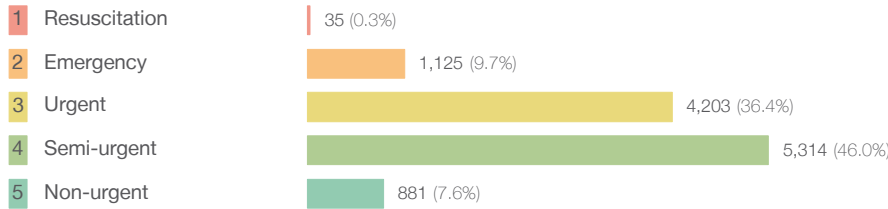
Canterbury Hospital: Patients presenting to the emergency department
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 11,598 patients		11,209	3%
Emergency presentations[2] by triage category: 11,558 patients		11,172	3%
1 Resuscitation	35 (0.3%)	40	-12.5%
2 Emergency	1,125 (9.7%)	1,168	-3.7%
3 Urgent	4,203 (36.4%)	4,095	2.6%
4 Semi-urgent	5,314 (46.0%)	4,689	13.3%
5 Non-urgent	881 (7.6%)	1,180	-25.3%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡
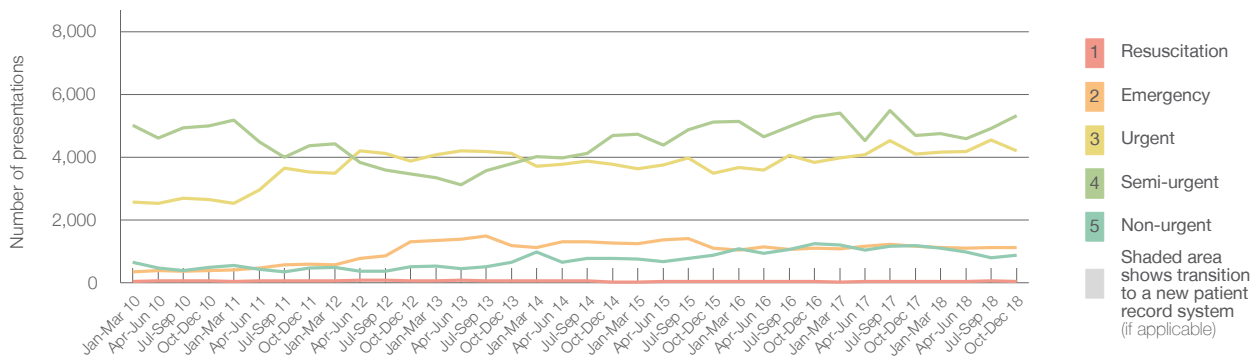
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	60	54	60	51	22	29	30	40	35
Emergency	380	579	1,305	1,189	1,263	1,104	1,098	1,168	1,125
Urgent	2,658	3,534	3,874	4,114	3,765	3,477	3,839	4,095	4,203
Semi-urgent	4,998	4,366	3,468	3,783	4,687	5,122	5,291	4,689	5,314
Non-urgent	492	469	505	656	776	875	1,237	1,180	881
All emergency presentations	8,588	9,002	9,212	9,793	10,513	10,607	11,495	11,172	11,558

Canterbury Hospital: Patients arriving by ambulance
October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 1,965 patients		1,869	
ED Transfer of care time			
Median time	11 minutes	10 minutes	1 minute
90th percentile time	23 minutes	20 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 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.

Canterbury Hospital

Major hospitals (B)
Sydney Local Health District

Canterbury Hospital: Time patients waited to start treatment, triage 2
October to December 2018

			Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,125			1,168	
Number of triage 2 patients used to calculate waiting time:[3] 1,123			1,167	
Median time to start treatment [4]		8 minutes	7 minutes	8 minutes
90th percentile time to start treatment [5]		18 minutes	16 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018
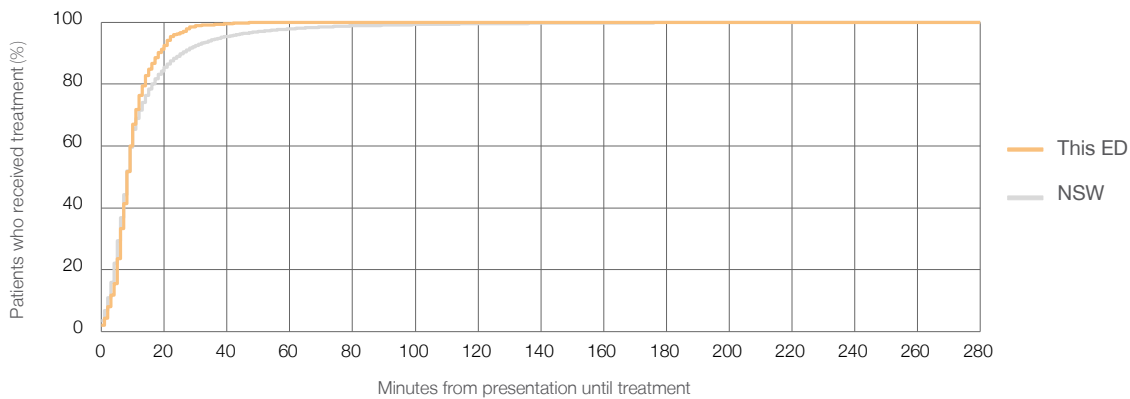
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 [† ‡]
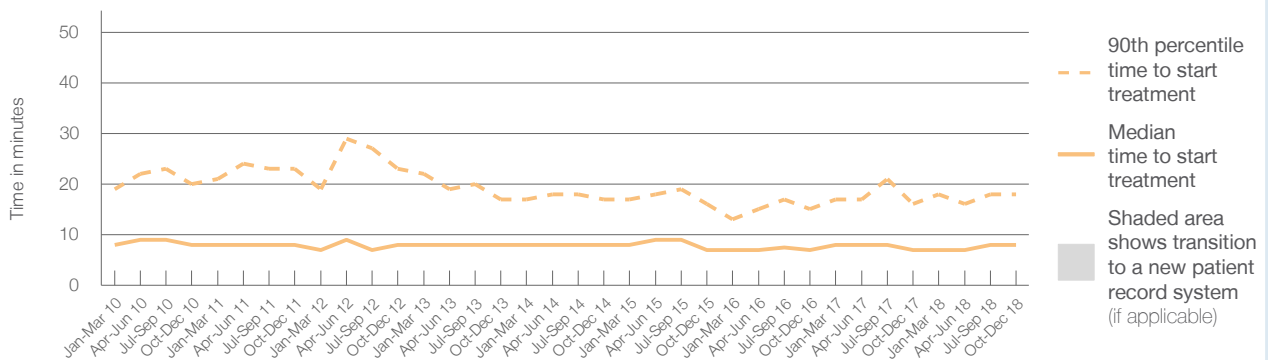
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	8	8	8	8	8	7	7	7	8
90th percentile time to start treatment [5] (minutes)	20	23	23	17	17	16	15	16	18

(†) 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 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.

Canterbury Hospital: Time patients waited to start treatment, triage 3
October to December 2018

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 4,203	4,095	
Number of triage 3 patients used to calculate waiting time:[3] 4,142	4,032	
Median time to start treatment[4] 18 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5] 61 minutes	59 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018
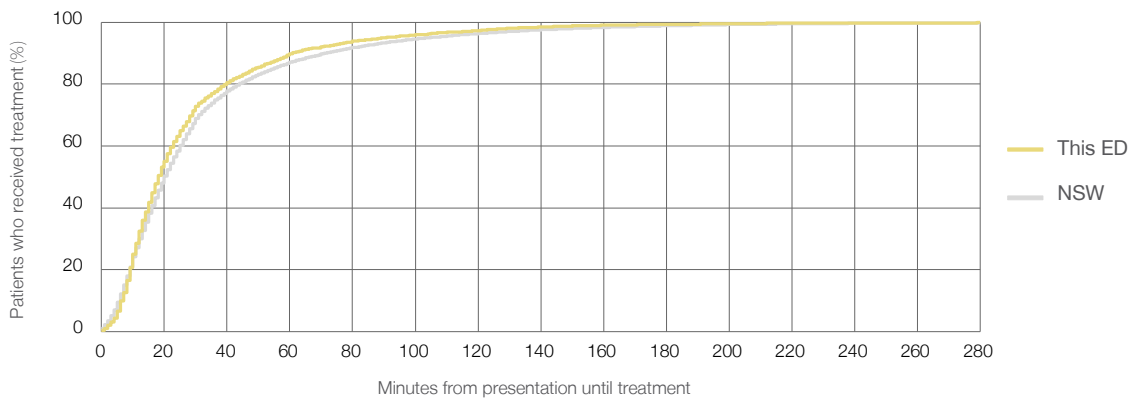
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 [†‡]
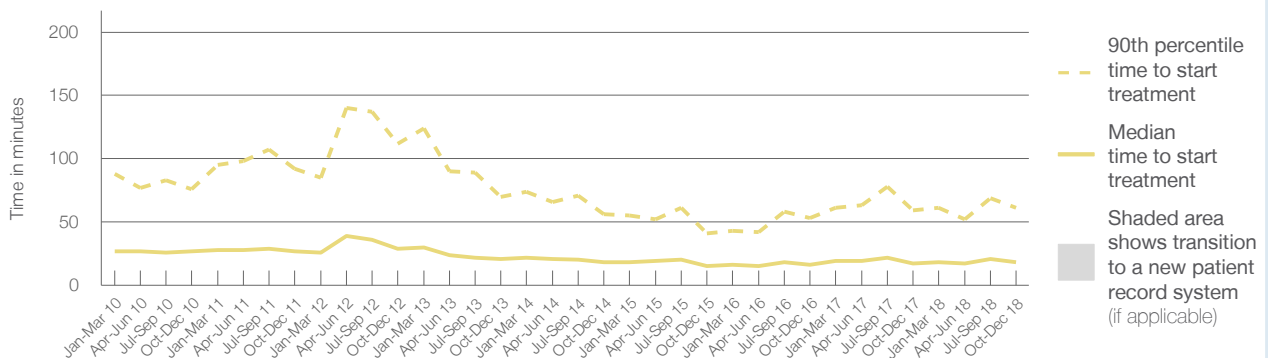
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	27	27	29	21	18	15	16	17	18
90th percentile time to start treatment[5] (minutes)	76	92	112	70	56	41	53	59	61

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(‡) 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.

Canterbury Hospital

Major hospitals (B)
Sydney Local Health District

Canterbury Hospital: Time patients waited to start treatment, triage 4
October to December 2018

			Same period last year	NSW (this period)
Triage 4 — Semi-urgent (e.g. sprained ankle, earache)				
Number of triage 4 patients: 5,314			4,689	
Number of triage 4 patients used to calculate waiting time: [3] 4,936			4,380	
Median time to start treatment [4]		24 minutes	21 minutes	26 minutes
90th percentile time to start treatment [5]		99 minutes	90 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018
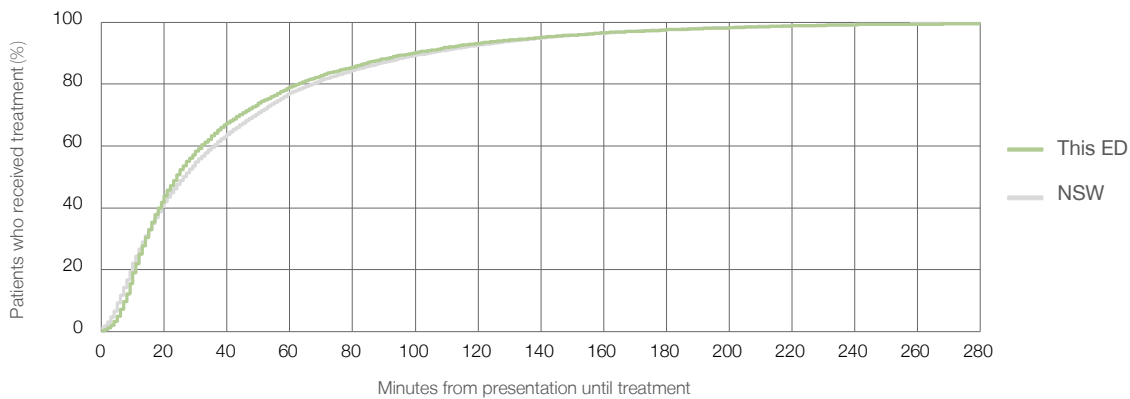
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 [†‡]
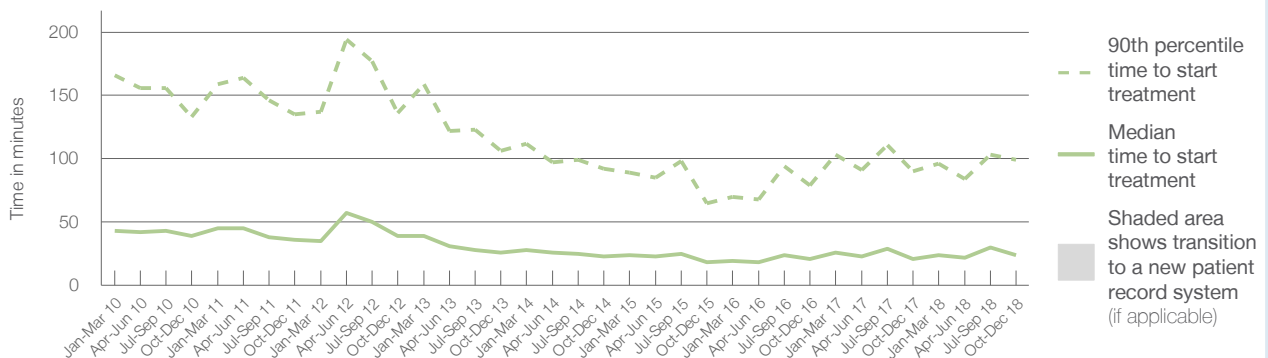
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	39	36	39	26	23	18	21	21	24
90th percentile time to start treatment [5] (minutes)	133	135	136	106	92	65	79	90	99

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(‡) 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.

Canterbury Hospital: Time patients waited to start treatment, triage 5
October to December 2018

| Triage 5	Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 881			1,180	
Number of triage 5 patients used to calculate waiting time: [3] 706			982	
Median time to start treatment [4]		22 minutes	22 minutes	23 minutes
90th percentile time to start treatment [5]		99 minutes	107 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018
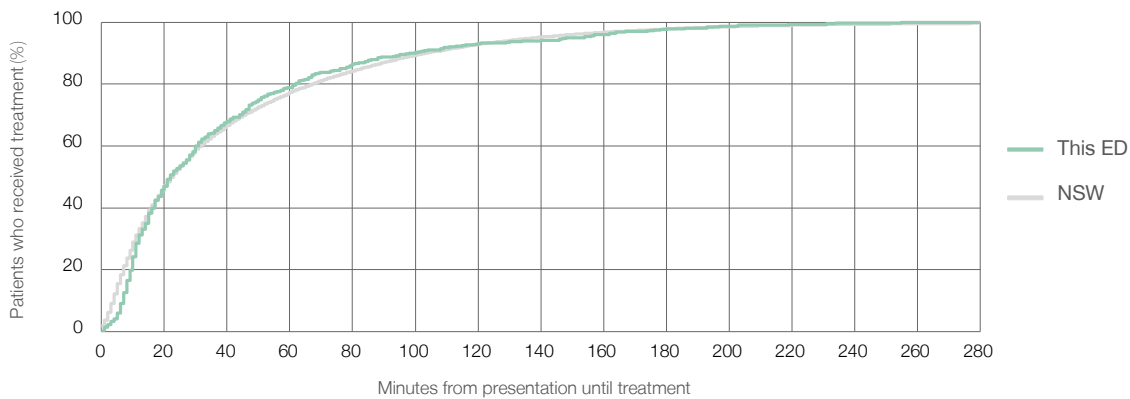
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 [†‡]
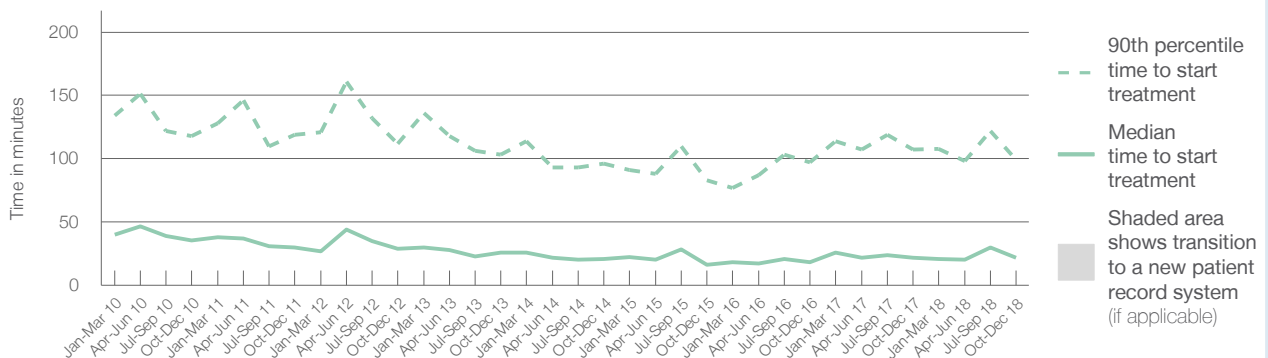
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	36	30	29	26	21	16	18	22	22
90th percentile time to start treatment [5] (minutes)	118	119	112	103	96	83	97	107	99

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Canterbury Hospital

Major hospitals (B)
Sydney Local Health District

Canterbury Hospital: Time patients spent in the ED
October to December 2018

			Same period last year	NSW (this period)
All presentations:[1] 11,598 patients			11,209	
Presentations used to calculate time to leaving the ED: [6] 11,597 patients			11,208	
Median time spent in the ED [8]		3 hours and 1 minutes	2 hours and 53 minutes	2 hours and 49 minutes
90th percentile time spent in the ED [9]		5 hours and 57 minutes	5 hours and 30 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018
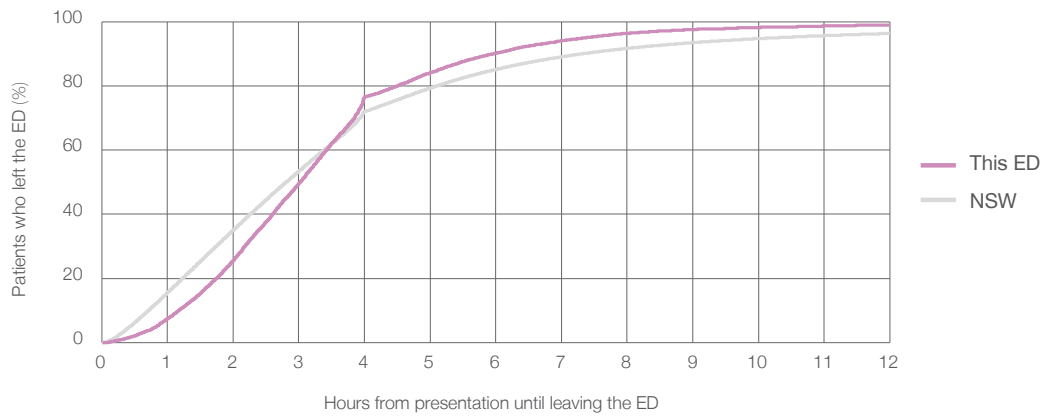
Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]
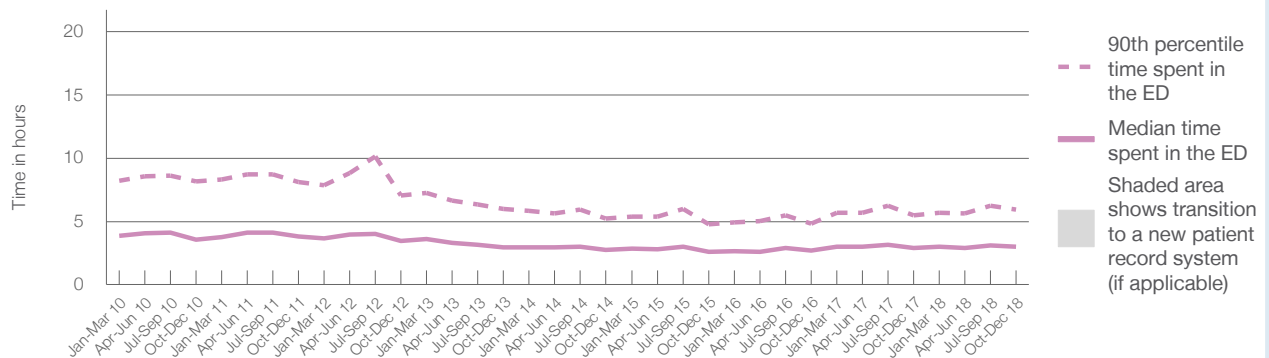
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)	3h 35m	3h 50m	3h 29m	2h 57m	2h 46m	2h 37m	2h 41m	2h 53m	3h 1m
90th percentile time spent in the ED [9] (hours, minutes)	8h 9m	8h 8m	7h 3m	6h 0m	5h 14m	4h 46m	4h 50m	5h 30m	5h 57m

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(†)   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 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.

Canterbury Hospital

Major hospitals (B)
Sydney Local Health District

Canterbury Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 11,598 patients			
Presentations used to calculate time to leaving the ED:[6] 11,597 patients		11,208	3%
Treated and discharged	7,531 (64.9%)	7,434	1.3%
Treated and admitted to hospital	2,940 (25.3%)	2,729	7.7%
Patient left without, or before completing, treatment	924 (8.0%)	892	3.6%
Transferred to another hospital	178 (1.5%)	122	45.9%
Other	25 (0.2%)	32	-21.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2018 [†‡]

Patients who left the ED (%) vs Hours from presentation until leaving the ED

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital
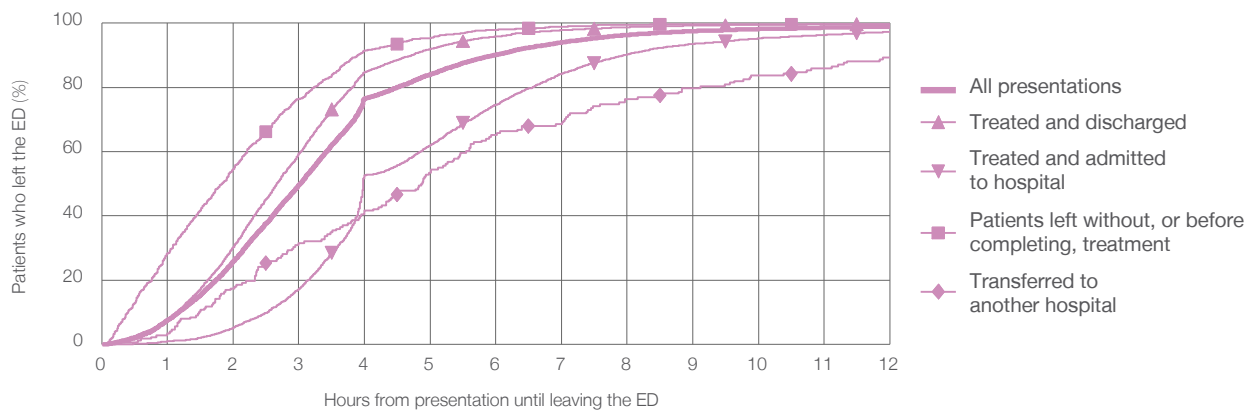
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.4%	30.4%	59.4%	84.8%	95.8%	98.8%	99.5%	99.7%
Treated and admitted to hospital	0.9%	5.1%	17.2%	52.6%	74.7%	90.3%	95.3%	97.3%
Patient left without, or before completing, treatment	28.2%	54.7%	76.4%	91.5%	97.8%	99.6%	99.7%	99.8%
Transferred to another hospital	3.4%	17.4%	31.5%	41.6%	65.2%	76.4%	83.7%	89.3%
All presentations	7.5%	25.8%	49.7%	76.5%	90.2%	96.4%	98.2%	98.9%

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(‡) 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.

Canterbury Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 11,598 patients		11,209	3%
Presentations used to calculate time to leaving the ED:[6] 11,597 patients		11,208	3%
Percentage of patients who spent four hours or less in the ED	76.5%	79.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)	56.6%	52.6%	62.2%	73.7%	80.6%	85.9%	85.4%	79.3%	76.5%
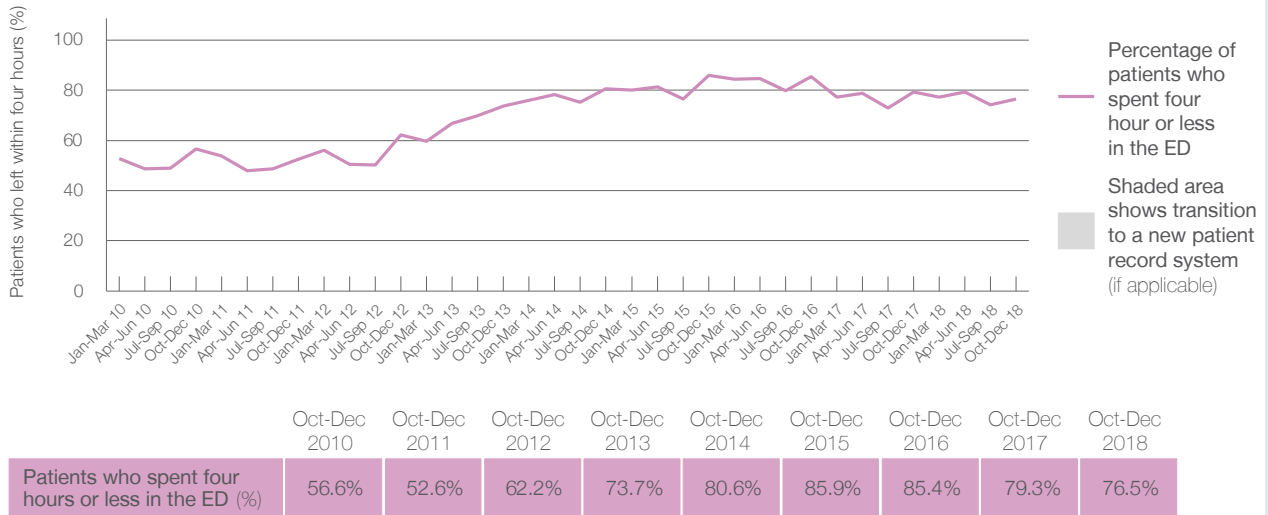
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).

2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.

3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*

4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.

5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.

6. All presentations that have a departure time.

7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*

8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.

9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).