

Hospital Quarterly

Performance Profiles

Emergency Department

South Western 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.

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 13,511 patients

Emergency presentations:² 13,389 patients

Same period last year	Change since one year ago
13,418	0.7%
13,318	0.5%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,518 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,761 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,350 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 80 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 657 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
2,629	
7 minutes	8 minutes
24 minutes	26 minutes
5,662	
17 minutes	20 minutes
59 minutes	67 minutes
4,454	
19 minutes	25 minutes
70 minutes	97 minutes
479	
20 minutes	24 minutes
65 minutes	103 minutes

Bankstown / Lidcombe Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 13,511 patients

Percentage of patients who spent four hours or less in the ED 78.5%

Same period last year	Change since one year ago
13,416	0.7%
77.6%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

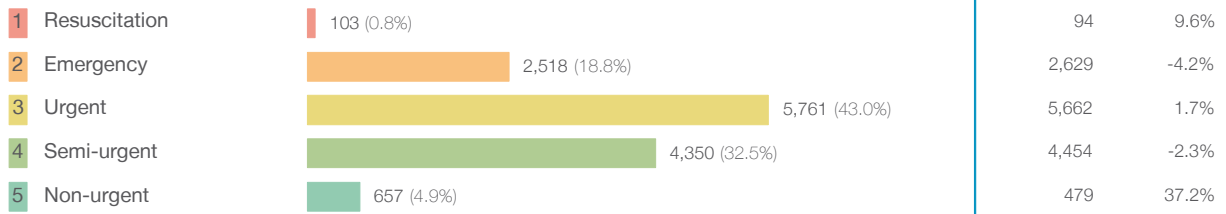
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Bankstown / Lidcombe Hospital: Patients presenting to the emergency department October to December 2016

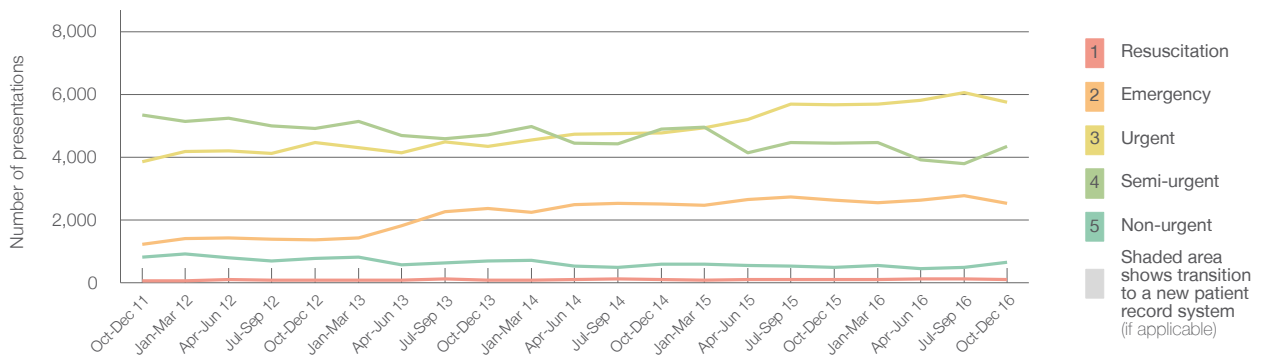
All presentations:¹ 13,511 patients

Emergency presentations² by triage category: 13,389 patients



Same period last year	Change since one year ago
13,418	0.7%
13,318	0.5%
94	9.6%
2,629	-4.2%
5,662	1.7%
4,454	-2.3%
479	37.2%

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	57	71	78	94	94	103
Emergency	1,227	1,359	2,371	2,509	2,629	2,518
Urgent	3,846	4,474	4,333	4,762	5,662	5,761
Semi-urgent	5,340	4,918	4,708	4,895	4,454	4,350
Non-urgent	822	773	682	594	479	657
All emergency presentations	11,292	11,595	12,172	12,854	13,318	13,389

Bankstown / Lidcombe Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,527 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,741	
14 minutes	-1 minute
31 minutes	-7 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.

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

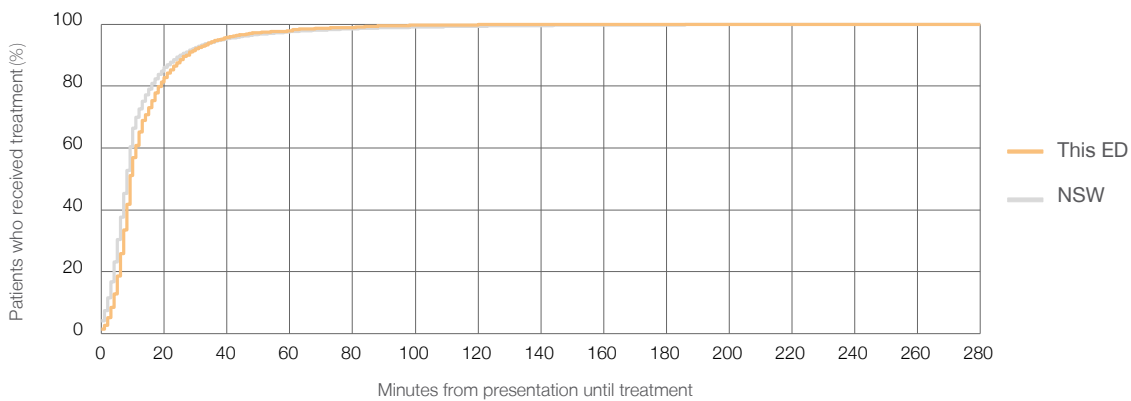
Number of triage 2 patients: 2,518

Number of triage 2 patients used to calculate waiting time:³ 2,511

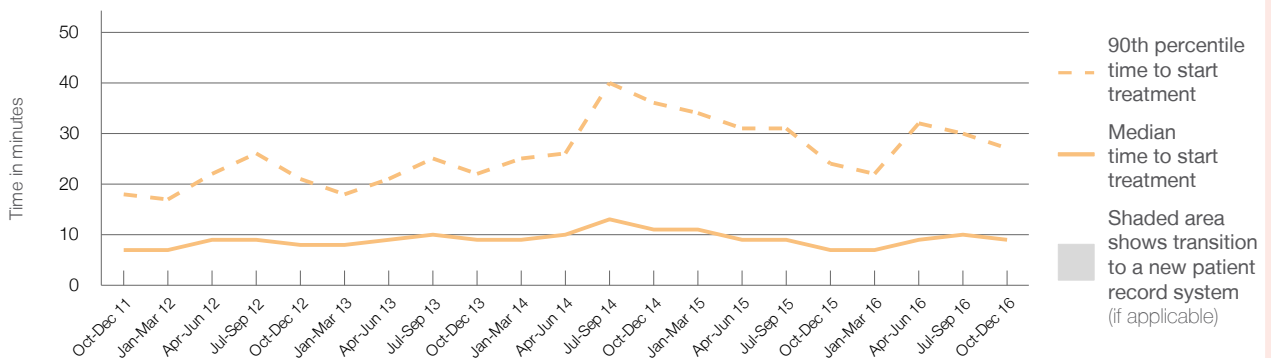
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 27 minutes

Same period last year	NSW (this period)
2,629	2,617
7 minutes	8 minutes
24 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	9	11	7	9
90th percentile time to start treatment ⁵ (minutes)	18	21	22	36	24	27

(†) 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.

Bankstown / Lidcombe 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: 5,761

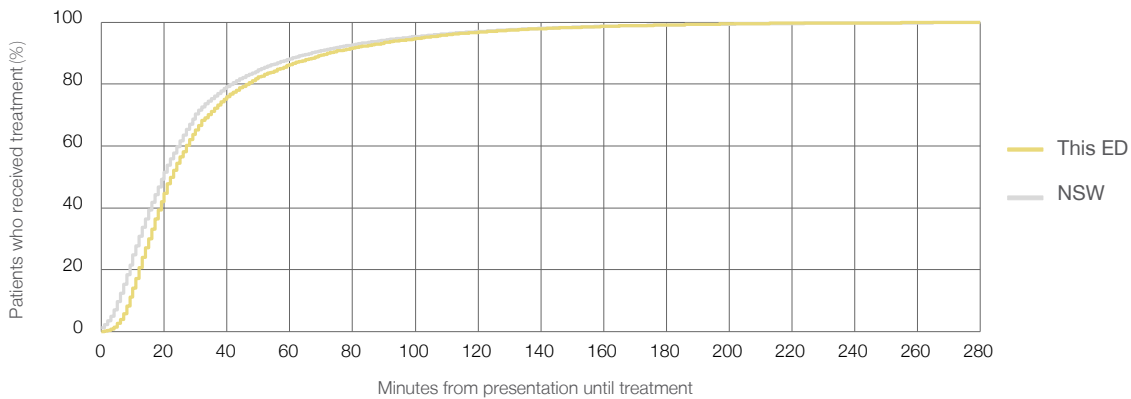
Number of triage 3 patients used to calculate waiting time:³ 5,657

Median time to start treatment⁴ 23 minutes

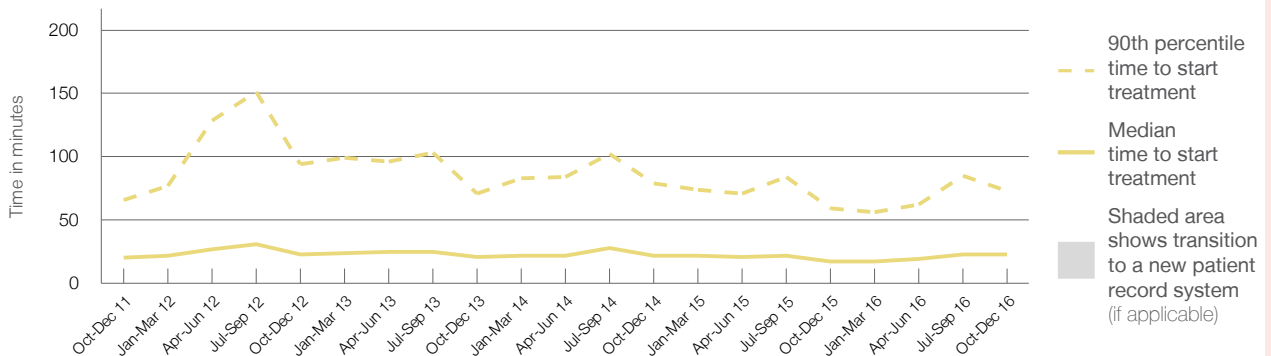
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
5,662	
5,556	
17 minutes	20 minutes
59 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	23	21	22	17	23
90th percentile time to start treatment ⁵ (minutes)	66	94	71	79	59	73

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

Bankstown / Lidcombe 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: 4,350

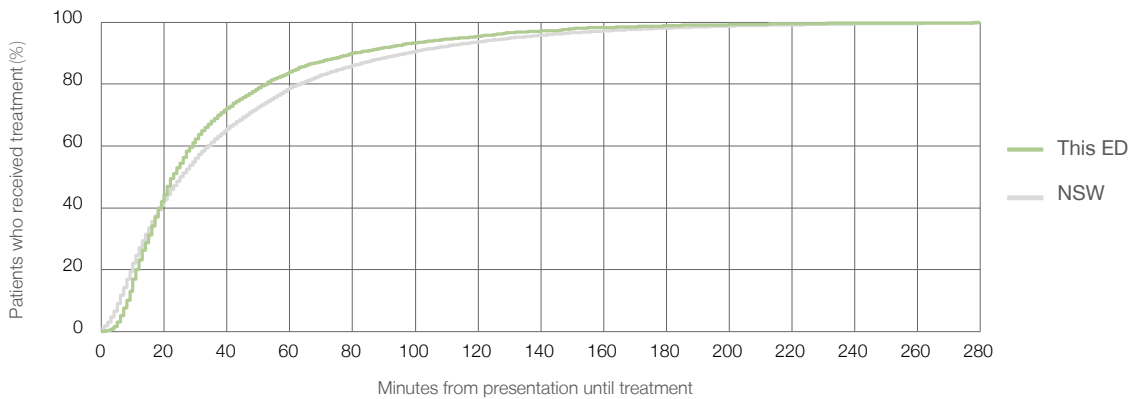
Number of triage 4 patients used to calculate waiting time:³ 4,185

Median time to start treatment⁴ 23 minutes

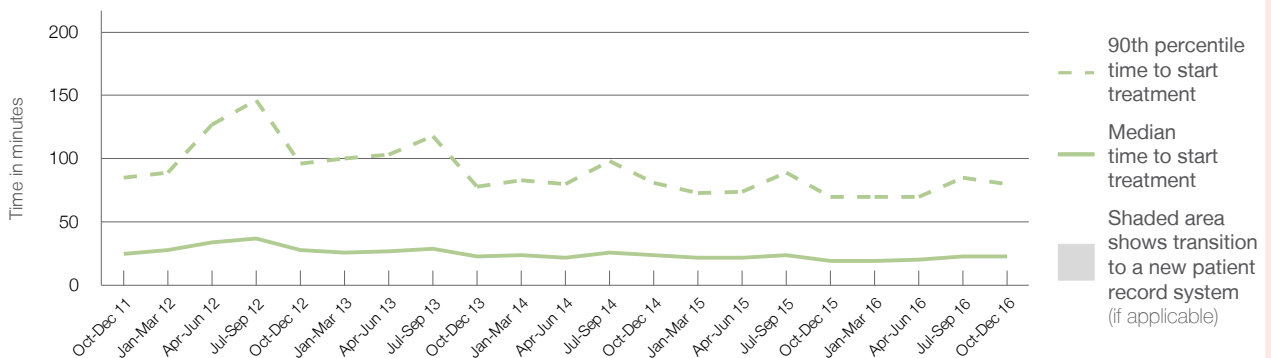
90th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
4,454	
4,301	
19 minutes	25 minutes
70 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)	25	28	23	24	19	23
90th percentile time to start treatment ⁵ (minutes)	85	96	78	81	70	80

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

Bankstown / Lidcombe 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: 657

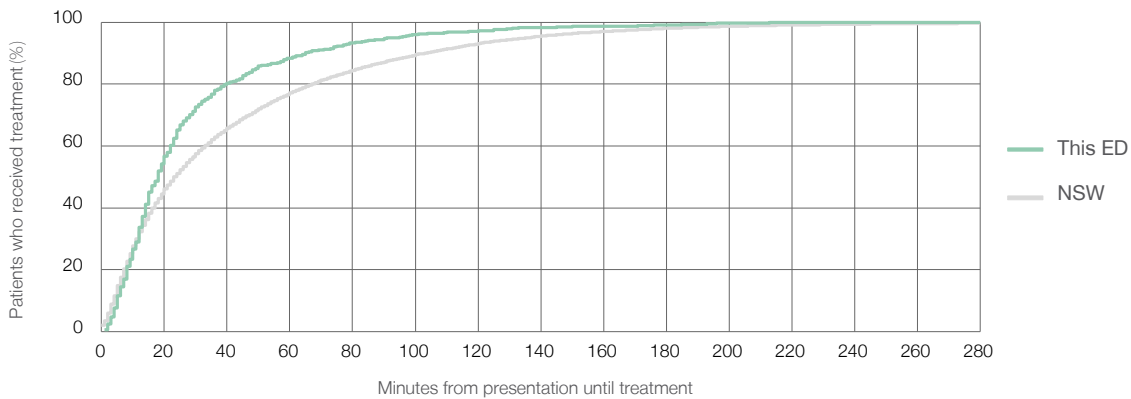
Number of triage 5 patients used to calculate waiting time:³ 544

Median time to start treatment⁴ 18 minutes

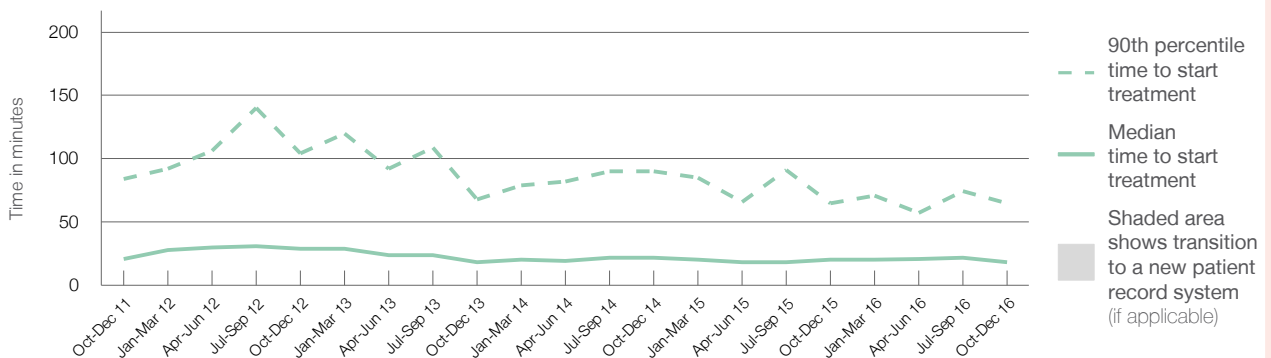
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
479	
393	
20 minutes	24 minutes
65 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)	21	29	18	22	20	18
90th percentile time to start treatment ⁵ (minutes)	84	104	68	90	65	65

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

Bankstown / Lidcombe Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 13,511 patients

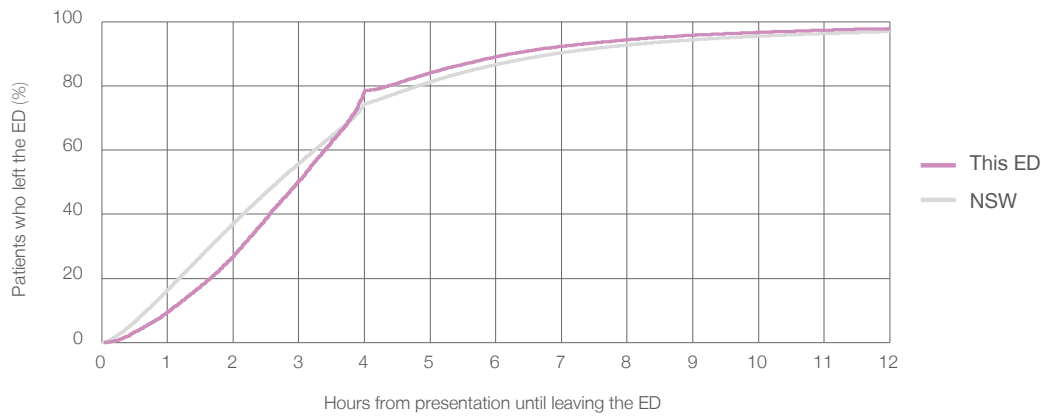
Presentations used to calculate time to leaving the ED:⁶ 13,511 patients

Median time spent in the ED⁸ 3 hours and 0 minutes

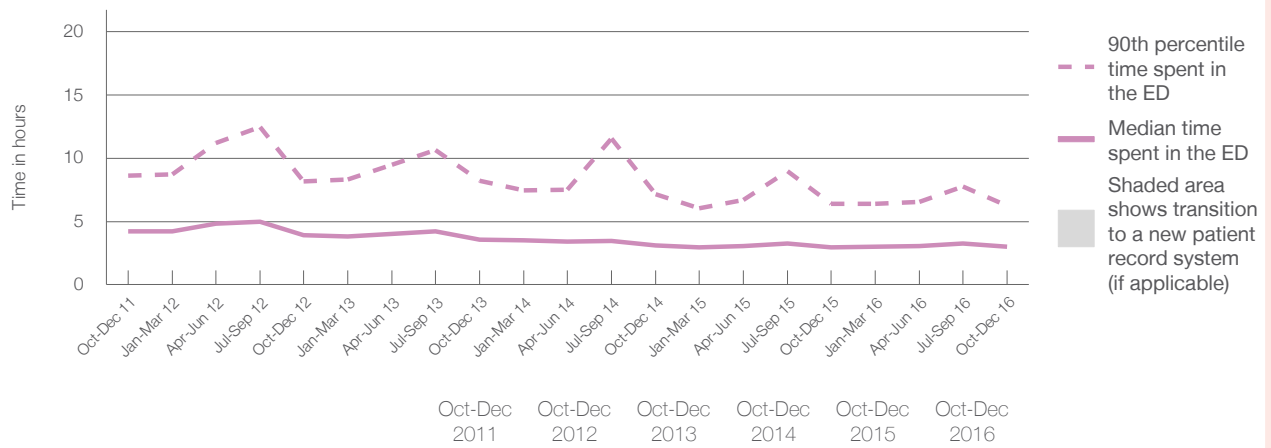
90th percentile time spent in the ED⁹ 6 hours and 14 minutes

Same period last year	NSW (this period)
13,418	
13,416	
2 hours and 58 minutes	2 hours and 41 minutes
6 hours and 24 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 12m	3h 55m	3h 34m	3h 7m	2h 58m	3h 0m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 38m	8h 10m	8h 13m	7h 8m	6h 24m	6h 14m

(†) 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.

Bankstown / Lidcombe Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

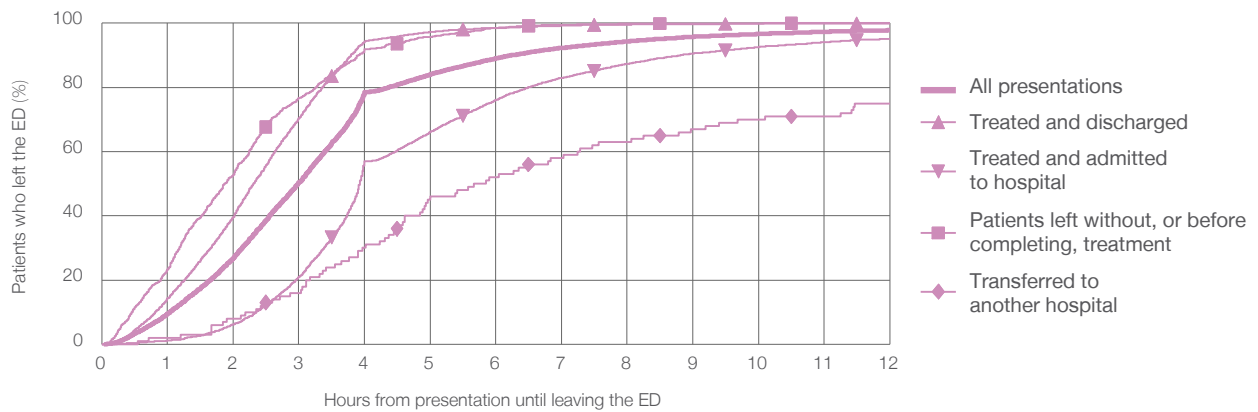
All presentations:¹ 13,511 patients

Presentations used to calculate time to leaving the ED:⁶ 13,511 patients

Treated and discharged	6,896 (51.0%)
Treated and admitted to hospital	5,511 (40.8%)
Patient left without, or before completing, treatment	975 (7.2%)
Transferred to another hospital	100 (0.7%)
Other	29 (0.2%)

Same period last year	Change since one year ago
13,416	0.7%
7,157	-3.6%
5,289	4.2%
794	22.8%
78	28.2%
100	-71.0%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.3%	39.7%	70.4%	94.4%	98.6%	99.6%	99.8%	100%
Treated and admitted to hospital	1.1%	6.2%	21.0%	56.9%	76.1%	87.4%	92.6%	95.2%
Patient left without, or before completing, treatment	23.4%	52.9%	76.7%	91.9%	98.6%	99.9%	99.9%	100%
Transferred to another hospital	2.0%	8.0%	16.0%	30.0%	52.0%	63.0%	70.0%	75.0%
All presentations	9.6%	26.9%	50.4%	78.5%	89.1%	94.4%	96.7%	97.8%

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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.

Bankstown / Lidcombe 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 13,511 patients

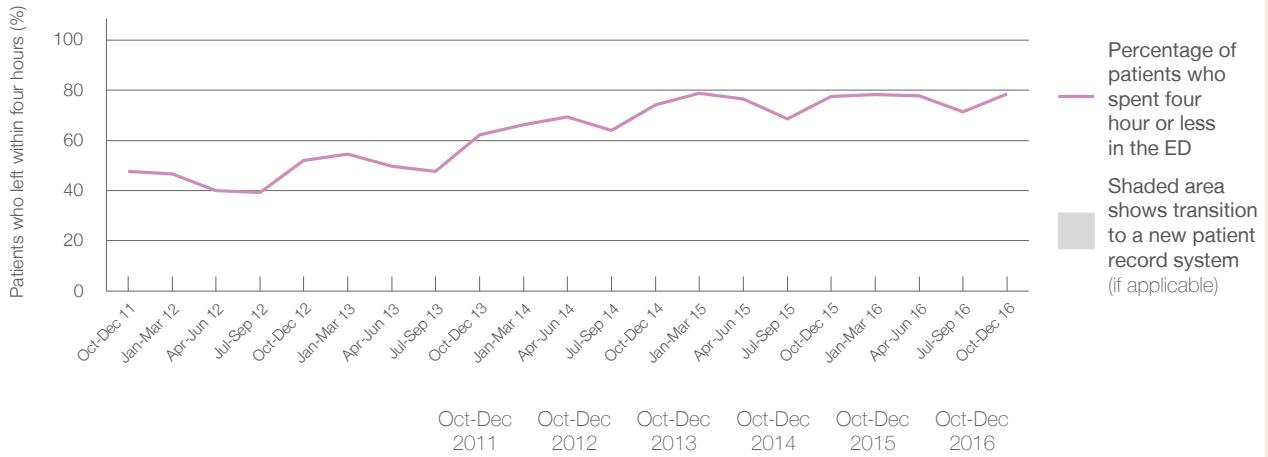
Presentations used to calculate time to leaving the ED:⁶ 13,511 patients

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	13,418	0.7%
Presentations used to calculate time to leaving the ED: ⁶	13,416	0.7%
Percentage of patients who spent four hours or less in the ED	77.6%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	47.6%	52.1%	62.1%	74.2%	77.6%	78.5%

* 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).

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

Bowral and District Hospital: Emergency department (ED) overview

October to December 2016

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

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

Bowral and District Hospital: Time patients waited to start treatment³

October to December 2016

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

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

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

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

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

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

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

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

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

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

October to December 2016

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

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

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

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

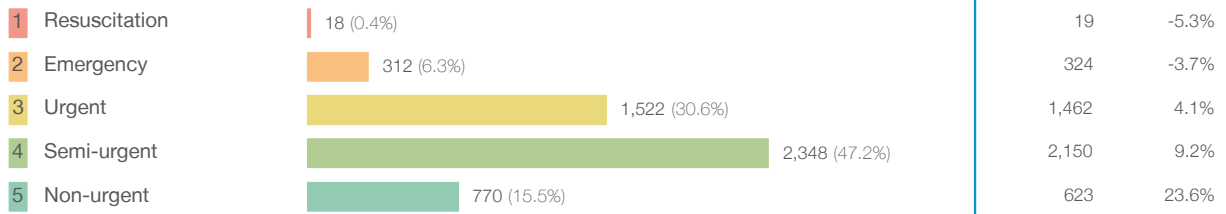
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

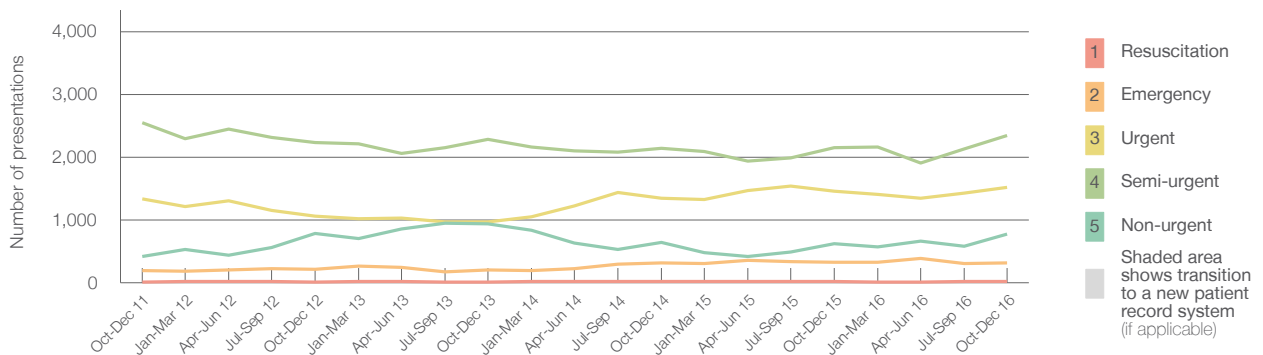
All presentations:¹ 5,133 patients

Emergency presentations² by triage category: 4,970 patients



Same period last year	Change since one year ago
4,732	8.5%
4,578	8.6%
19	-5.3%
324	-3.7%
1,462	4.1%
2,150	9.2%
623	23.6%

Emergency presentations² by quarter, October 2011 to December 2016 †



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

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

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

ED Transfer of care time



Same period last year	Change since one year ago
795	
12 minutes	-1 minute
22 minutes	-1 minute

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

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

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

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

Number of triage 2 patients: 312

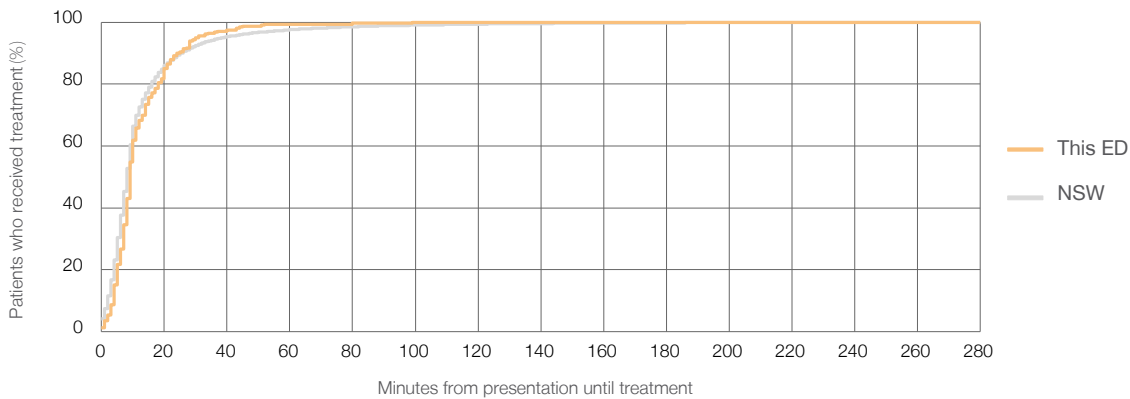
Number of triage 2 patients used to calculate waiting time:³ 312

Median time to start treatment⁴ 9 minutes

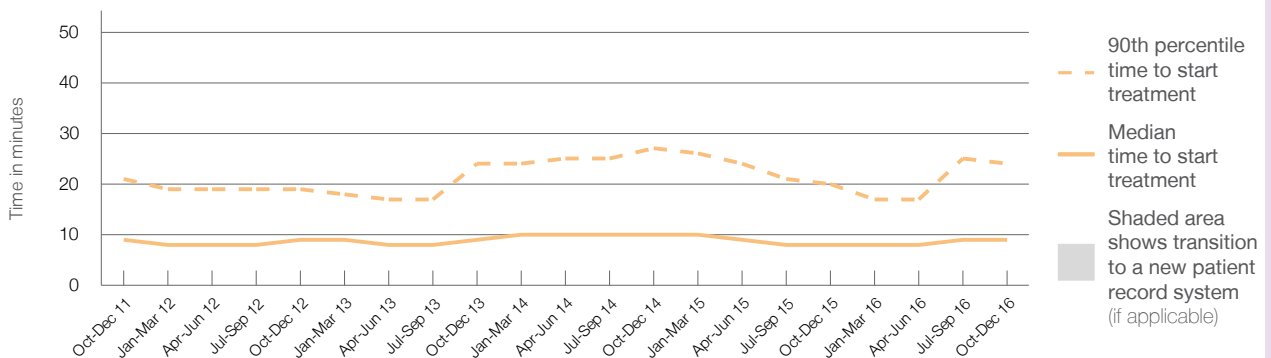
90th percentile time to start treatment⁵ 24 minutes

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

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



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



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

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

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

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

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

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

Number of triage 3 patients: 1,522

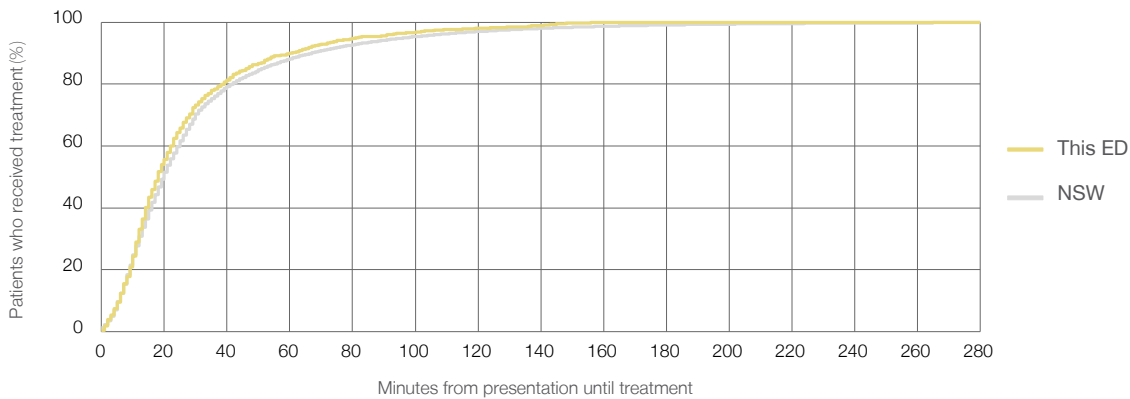
Number of triage 3 patients used to calculate waiting time:³ 1,507

Median time to start treatment⁴ 18 minutes

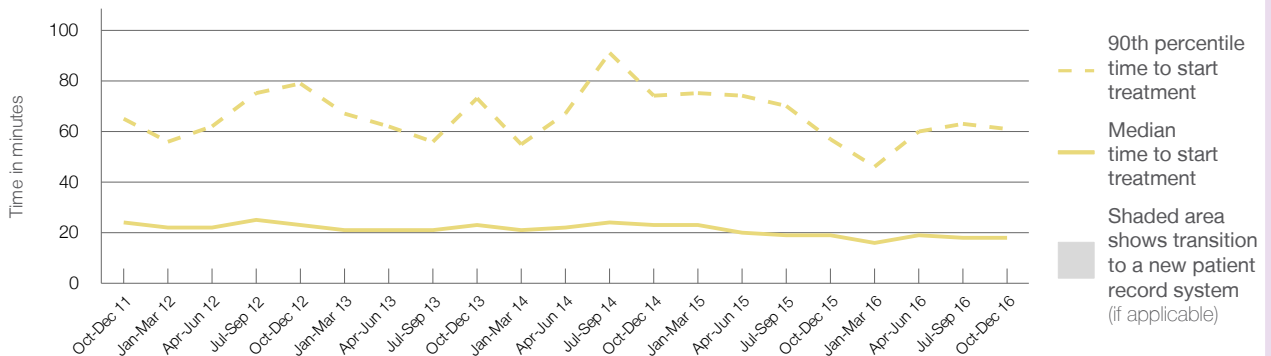
90th percentile time to start treatment⁵ 61 minutes

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

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



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



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

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

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

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

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

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

Number of triage 4 patients: 2,348

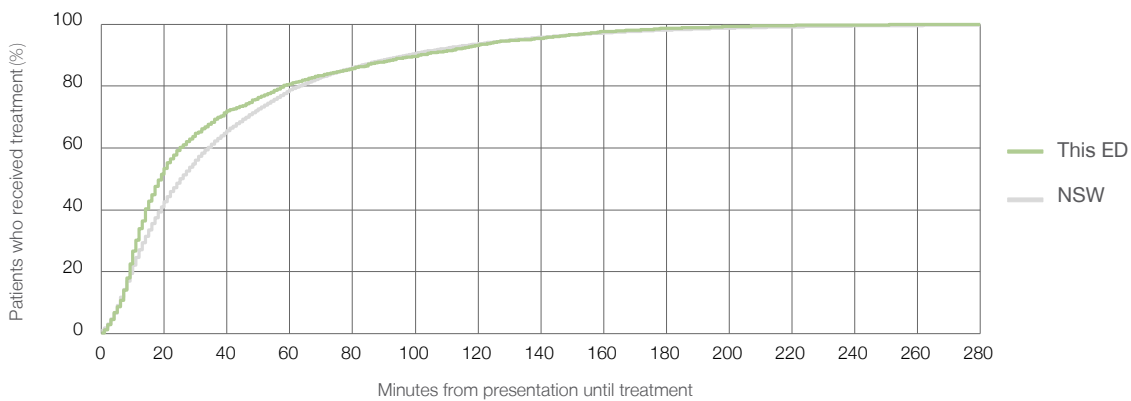
Number of triage 4 patients used to calculate waiting time:³ 2,276

Median time to start treatment⁴ 19 minutes

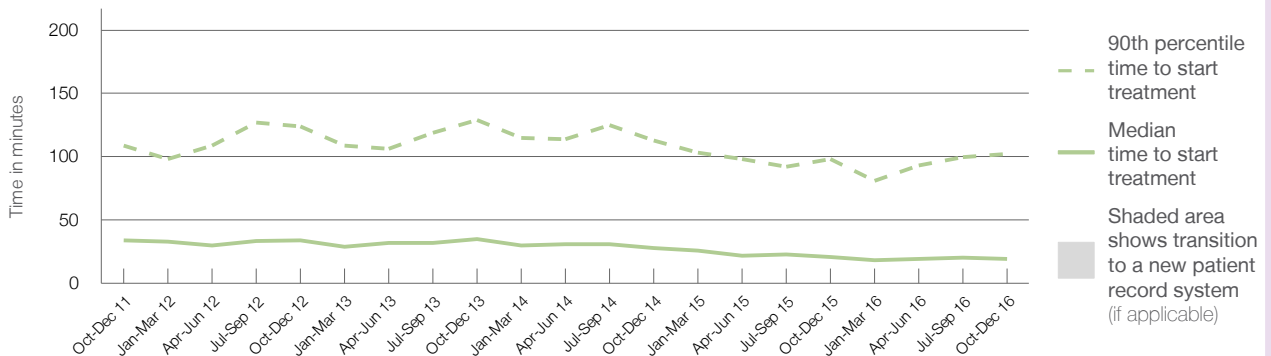
90th percentile time to start treatment⁵ 102 minutes

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

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



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



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

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

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

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

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

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

Number of triage 5 patients: 770

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

Median time to start treatment⁴

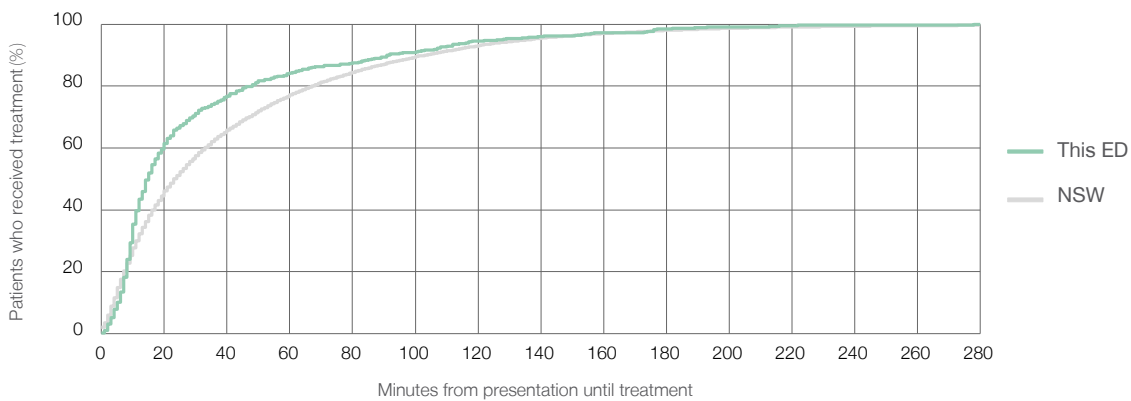
15 minutes

90th percentile time to start treatment⁵

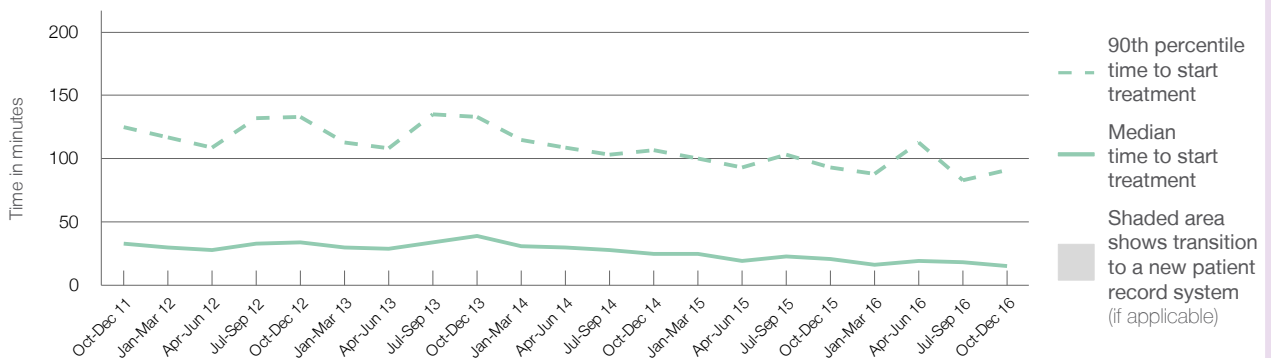
91 minutes

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

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



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



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

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

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

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

Bowral and District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 5,133 patients

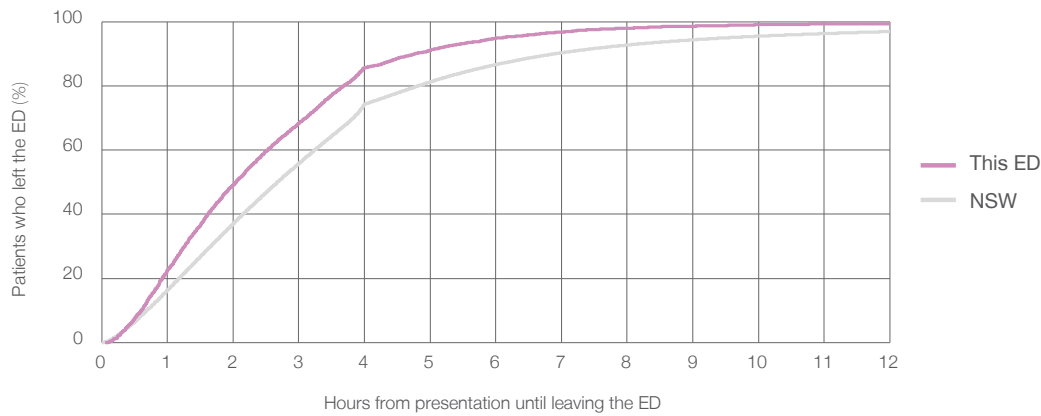
Presentations used to calculate time to leaving the ED:⁶ 5,133 patients

Median time spent in the ED⁸ 2 hours and 3 minutes

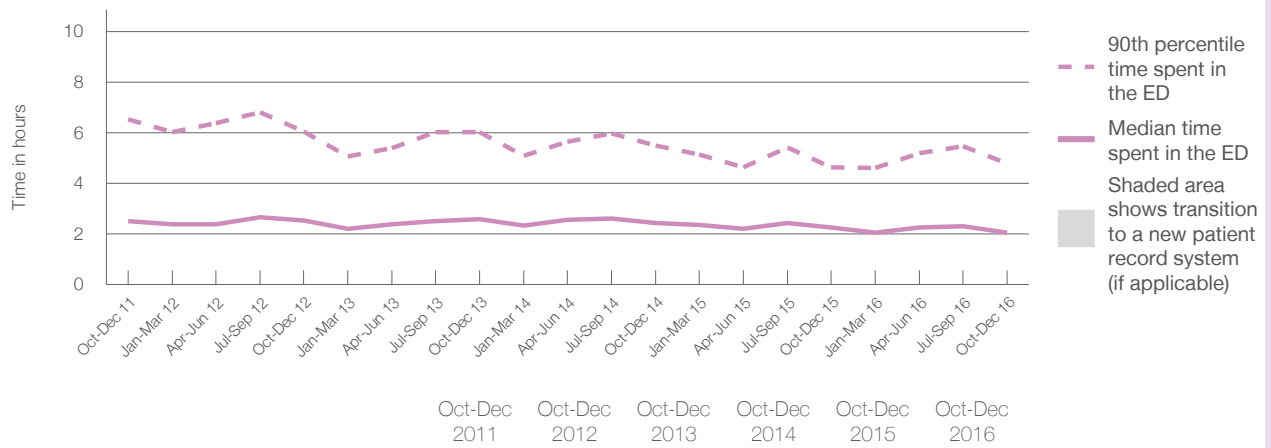
90th percentile time spent in the ED⁹ 4 hours and 47 minutes

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

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



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



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

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

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

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

Bowral and District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

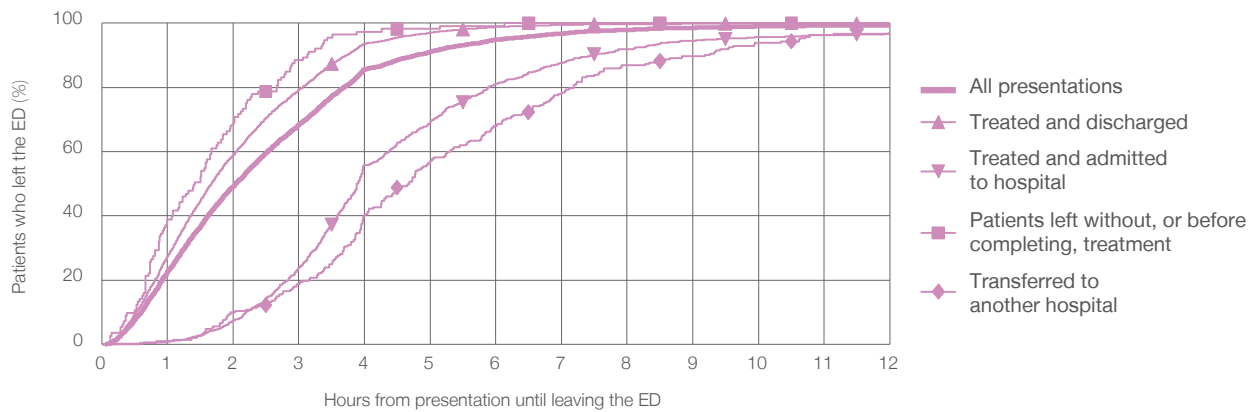
All presentations:¹ 5,133 patients

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

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

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

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



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

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

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

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

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

Bowral and District Hospital: Time spent in the ED

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

October to December 2016

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

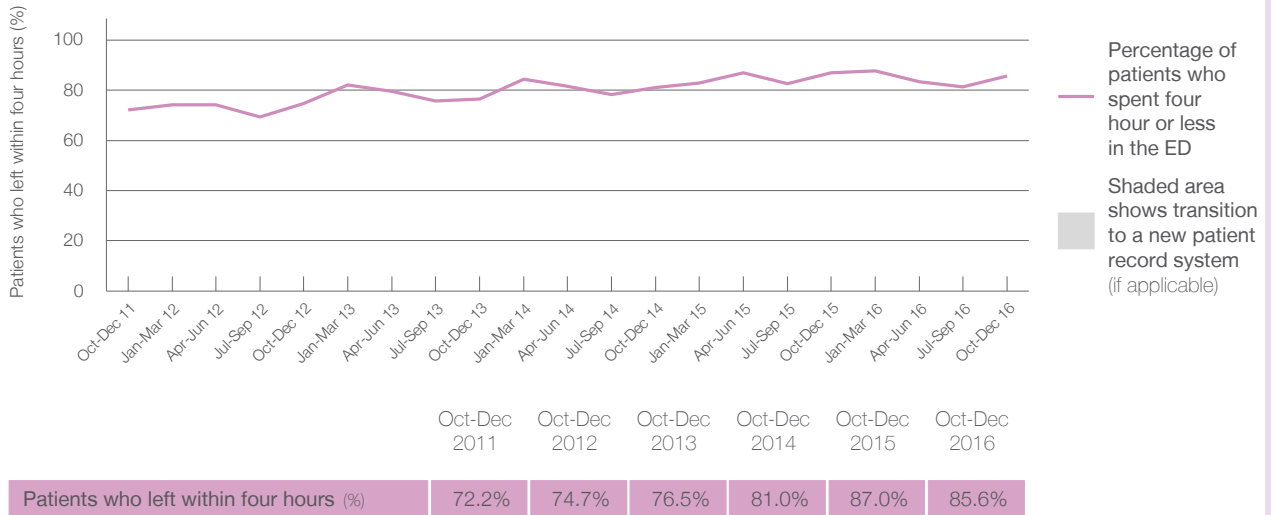
Presentations used to calculate time to leaving the ED:⁶ 5,133 patients

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



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

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



* 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.

Campbelltown Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 16,810 patients

Emergency presentations:² 16,661 patients

Same period last year	Change since one year ago
16,280	3.3%
16,103	3.5%

Campbelltown Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,798 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,863 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,130 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,777 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,761	
7 minutes	8 minutes
20 minutes	26 minutes
6,326	
17 minutes	20 minutes
81 minutes	67 minutes
6,243	
27 minutes	25 minutes
125 minutes	97 minutes
1,665	
30 minutes	24 minutes
122 minutes	103 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 16,810 patients

Percentage of patients who spent four hours or less in the ED 60.2%

Same period last year	Change since one year ago
16,280	3.3%
57.7%	

* 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.

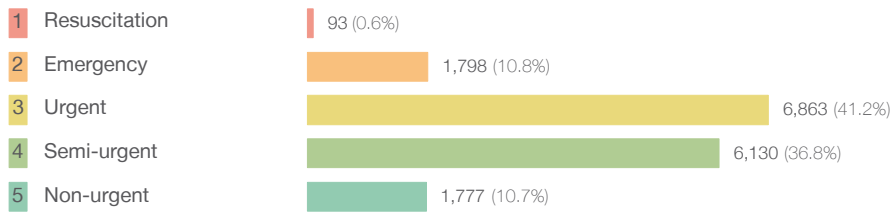
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

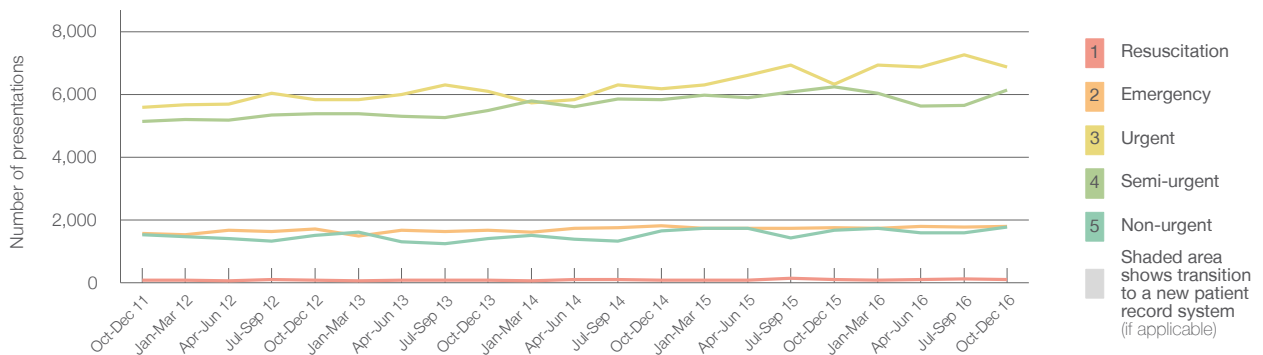
All presentations:¹ 16,810 patients

Emergency presentations² by triage category: 16,661 patients



Same period last year	Change since one year ago
16,280	3.3%
16,103	3.5%
108	-13.9%
1,761	2.1%
6,326	8.5%
6,243	-1.8%
1,665	6.7%

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	78	76	73	76	108	93
Emergency	1,565	1,703	1,662	1,806	1,761	1,798
Urgent	5,595	5,837	6,102	6,175	6,326	6,863
Semi-urgent	5,135	5,385	5,478	5,839	6,243	6,130
Non-urgent	1,529	1,509	1,396	1,656	1,665	1,777
All emergency presentations	13,902	14,510	14,711	15,552	16,103	16,661

Campbelltown Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,041 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,055	
14 minutes	-1 minute
29 minutes	-3 minutes

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

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

Campbelltown 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: 1,798

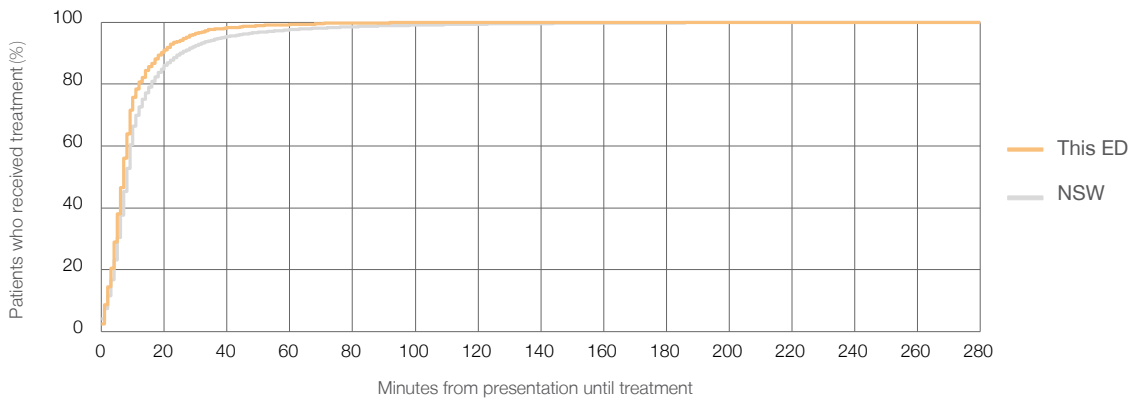
Number of triage 2 patients used to calculate waiting time:³ 1,793

Median time to start treatment⁴ 7 minutes

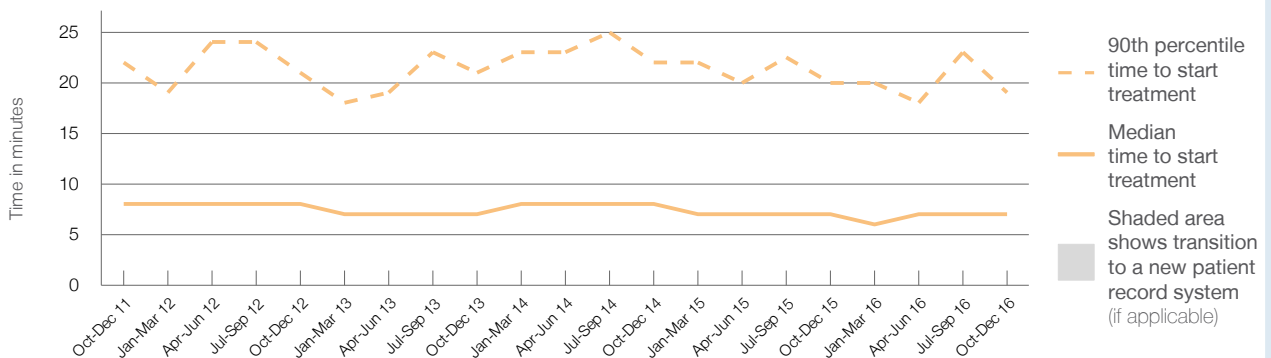
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
1,761	1,757
7 minutes	8 minutes
20 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	8	7	8	7	7
90th percentile time to start treatment ⁵ (minutes)	22	21	21	22	20	19

(†) 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.

Campbelltown 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: 6,863

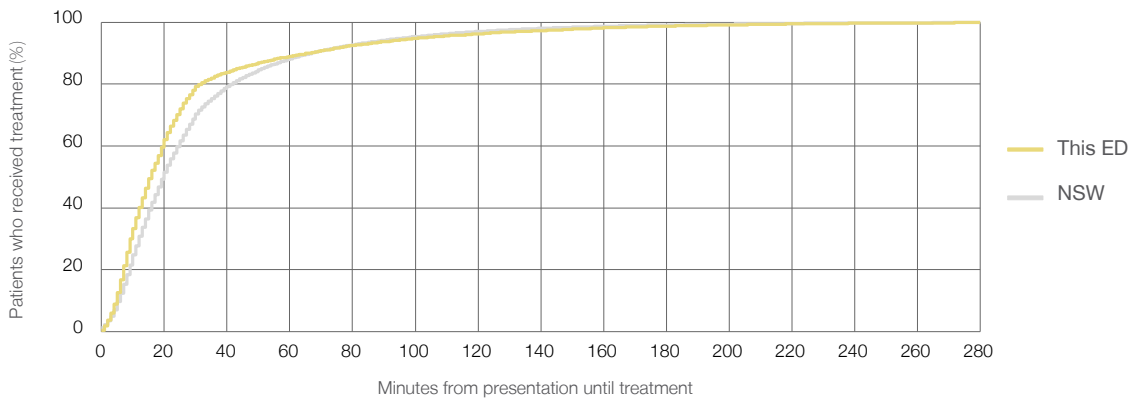
Number of triage 3 patients used to calculate waiting time:³ 6,736

Median time to start treatment⁴ 16 minutes

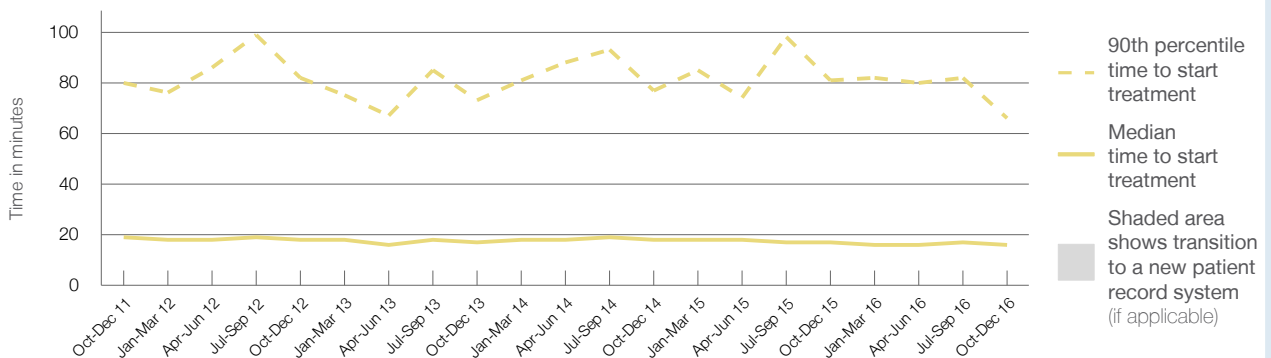
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
6,326	
6,135	
17 minutes	20 minutes
81 minutes	67 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	19	18	17	18	17	16
90th percentile time to start treatment ⁵ (minutes)	80	82	73	77	81	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.

Campbelltown 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: 6,130

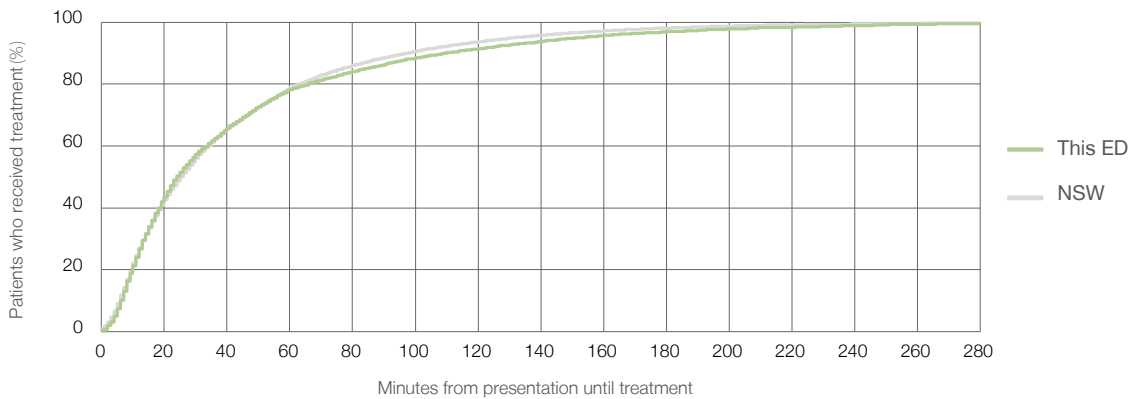
Number of triage 4 patients used to calculate waiting time:³ 5,774

Median time to start treatment⁴ 24 minutes

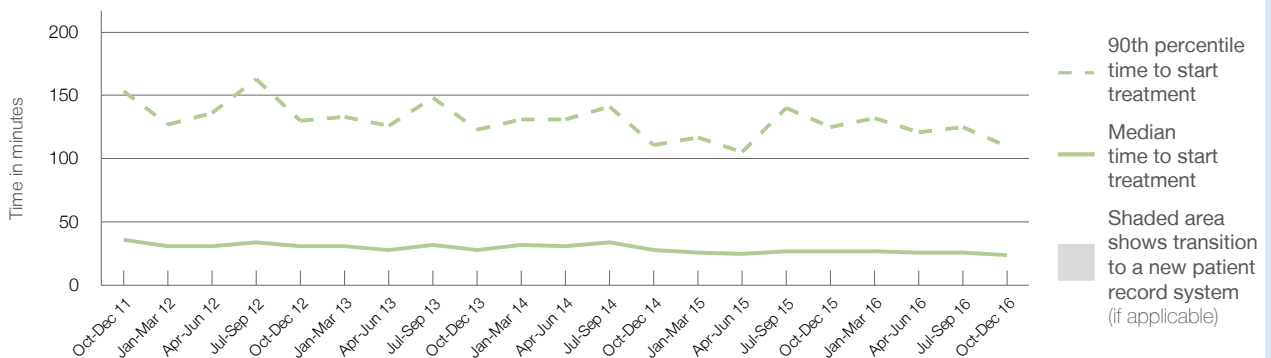
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
6,243	
5,797	
27 minutes	25 minutes
125 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)	36	31	28	28	27	24
90th percentile time to start treatment ⁵ (minutes)	153	130	123	111	125	110

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

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

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

Campbelltown 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: 1,777

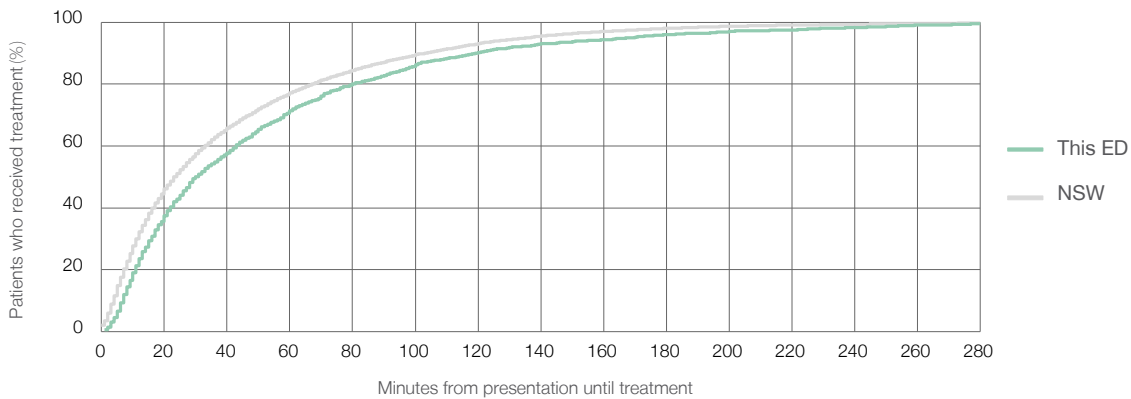
Number of triage 5 patients used to calculate waiting time:³ 1,570

Median time to start treatment⁴ 30 minutes

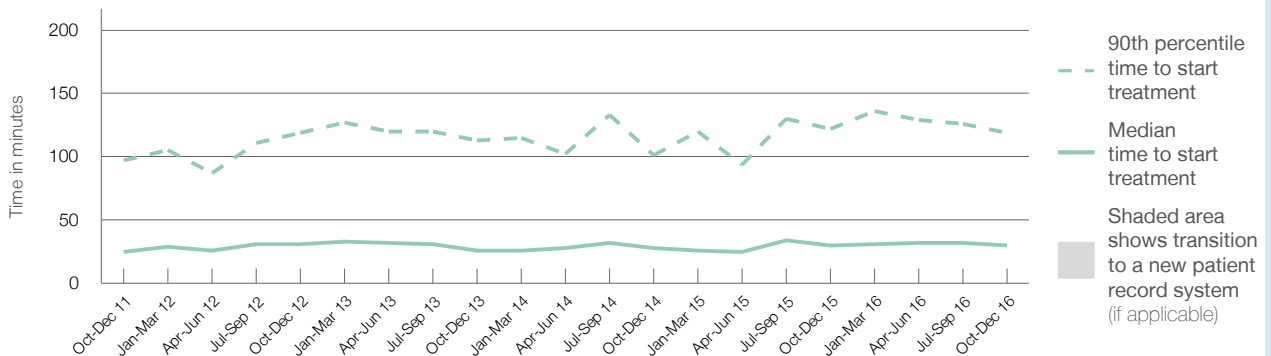
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,665	1,459
30 minutes	24 minutes
122 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	31	26	28	30	30
90th percentile time to start treatment ⁵ (minutes)	97	119	113	101	122	119

(†) 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.

Campbelltown Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 16,810 patients

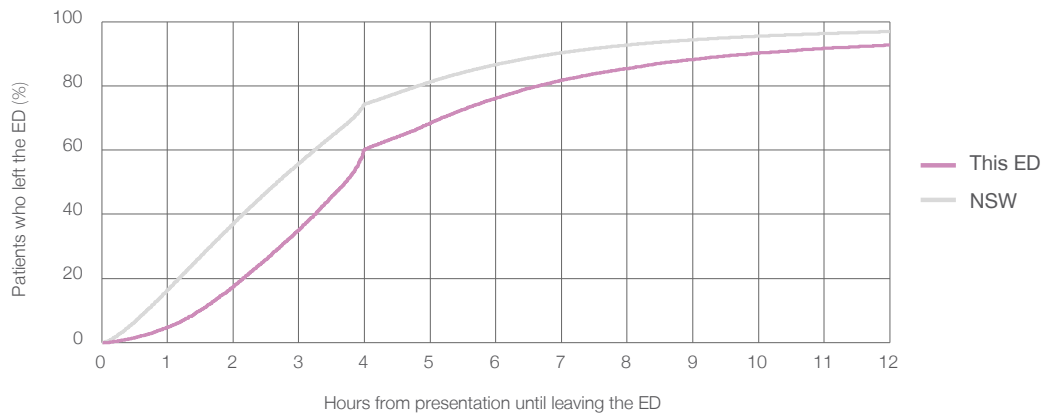
Presentations used to calculate time to leaving the ED:⁶ 16,810 patients

Median time spent in the ED⁸ 3 hours and 43 minutes

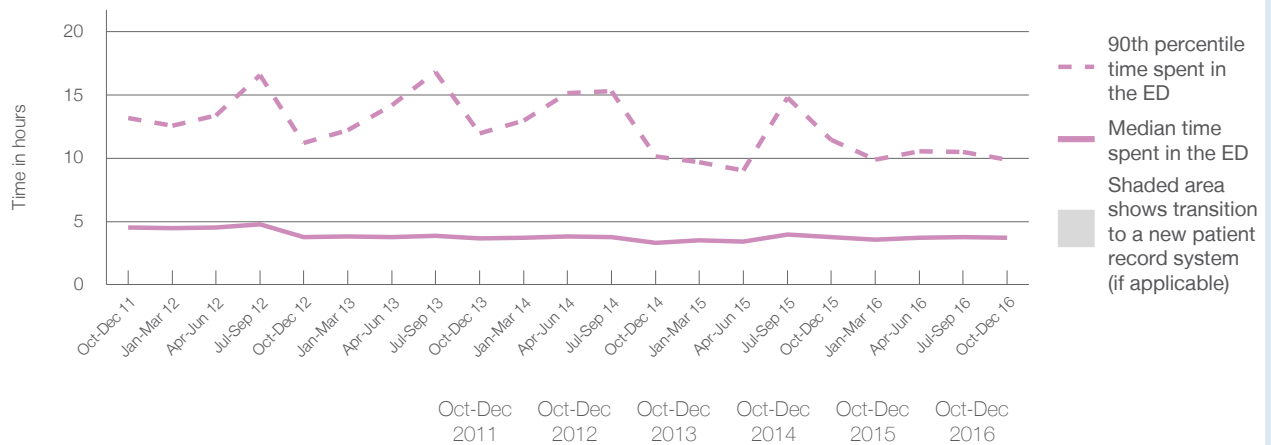
90th percentile time spent in the ED⁹ 9 hours and 53 minutes

Same period last year	NSW (this period)
16,280	16,280
3 hours and 47 minutes	2 hours and 41 minutes
11 hours and 27 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 32m	3h 46m	3h 40m	3h 20m	3h 47m	3h 43m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 11m	11h 11m	11h 58m	10h 9m	11h 27m	9h 53m

(†) 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.

Campbelltown Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

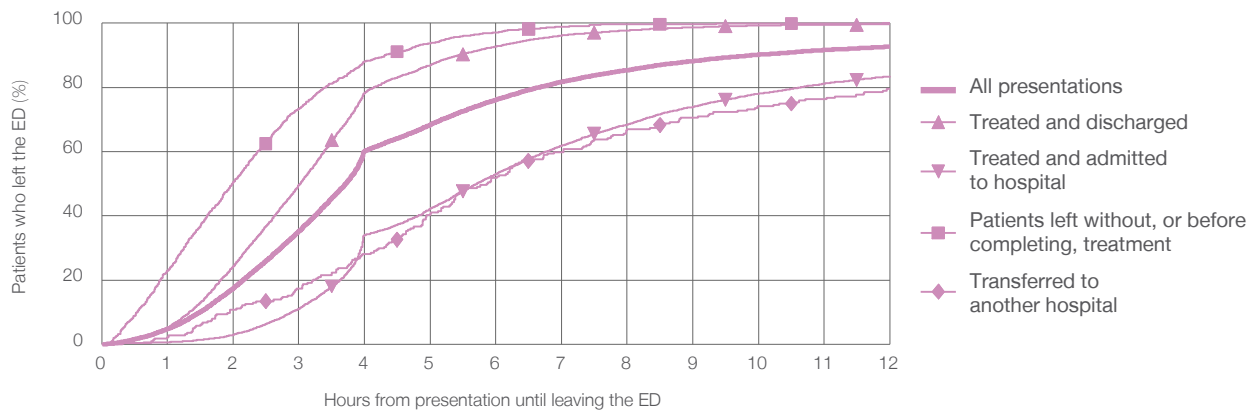
All presentations:¹ 16,810 patients

Presentations used to calculate time to leaving the ED:⁶ 16,810 patients

Treated and discharged	8,262 (49.1%)
Treated and admitted to hospital	6,945 (41.3%)
Patient left without, or before completing, treatment	1,367 (8.1%)
Transferred to another hospital	224 (1.3%)
Other	12 (0.1%)

Same period last year	Change since one year ago
16,280	3.3%
8,982	-8.0%
5,472	26.9%
1,553	-12.0%
236	-5.1%
37	-67.6%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.2%	24.3%	49.6%	78.4%	92.8%	97.8%	99.3%	99.7%
Treated and admitted to hospital	0.6%	3.0%	11.0%	34.1%	53.0%	68.4%	78.1%	83.5%
Patient left without, or before completing, treatment	22.9%	50.6%	73.4%	88.1%	97.1%	99.6%	99.9%	100%
Transferred to another hospital	2.2%	10.7%	17.4%	28.1%	51.8%	67.0%	74.1%	79.5%
All presentations	4.8%	17.5%	35.2%	60.2%	76.1%	85.4%	90.2%	92.7%

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

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

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

Campbelltown 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 16,810 patients

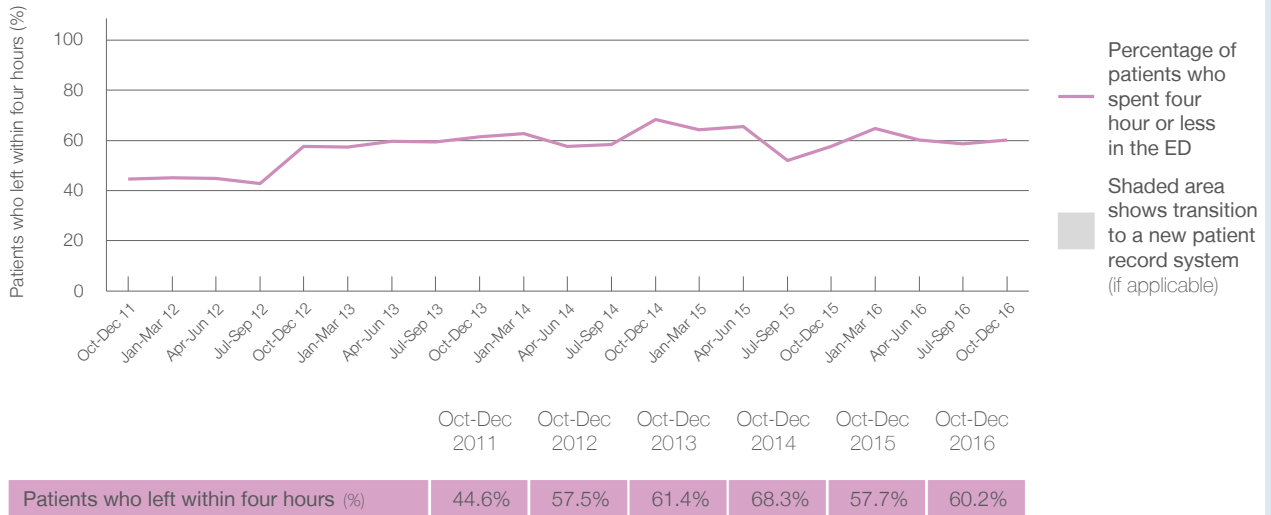
Presentations used to calculate time to leaving the ED:⁶ 16,810 patients

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	16,280	3.3%
Presentations used to calculate time to leaving the ED: ⁶	16,280	3.3%
Percentage of patients who spent four hours or less in the ED	57.7%	

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



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

† 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.

Fairfield Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,930 patients
Emergency presentations:² 8,901 patients

Same period last year	Change since one year ago
8,788	1.6%
8,765	1.6%

Fairfield Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 759 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,191 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,231 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 116 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 703 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
727	
10 minutes	8 minutes
28 minutes	26 minutes
2,893	
22 minutes	20 minutes
82 minutes	67 minutes
4,374	
27 minutes	25 minutes
129 minutes	97 minutes
756	
30 minutes	24 minutes
129 minutes	103 minutes

Fairfield Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,930 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
8,788	1.6%
81.6%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

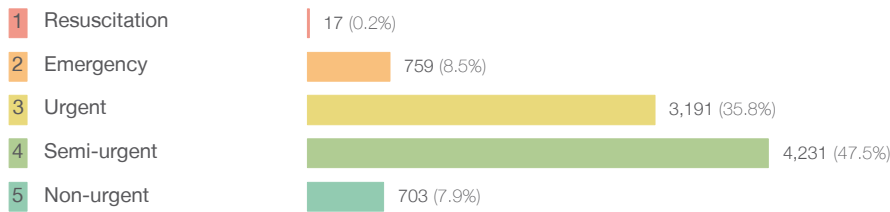
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

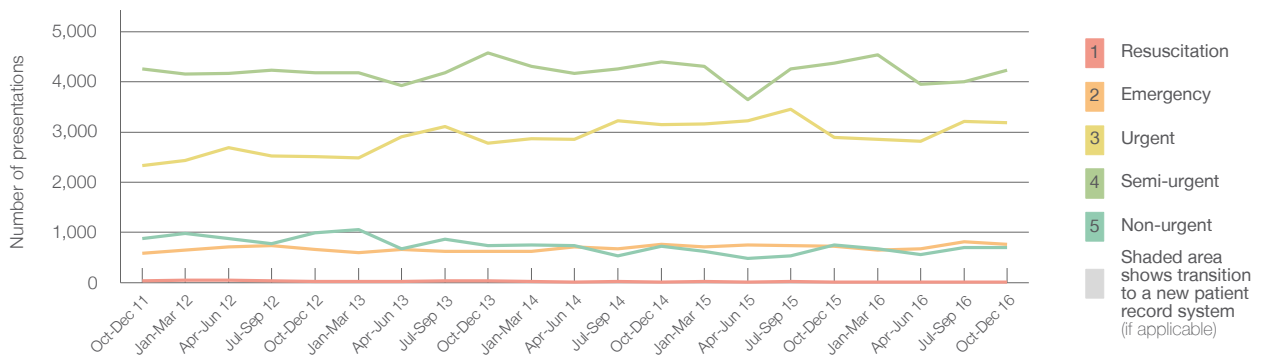
All presentations:¹ 8,930 patients

Emergency presentations² by triage category: 8,901 patients



Same period last year	Change since one year ago
8,788	1.6%
8,765	1.6%
15	13.3%
727	4.4%
2,893	10.3%
4,374	-3.3%
756	-7.0%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	39	25	36	17	15	17
Emergency	591	658	627	764	727	759
Urgent	2,332	2,504	2,782	3,147	2,893	3,191
Semi-urgent	4,257	4,175	4,581	4,403	4,374	4,231
Non-urgent	876	997	741	723	756	703
All emergency presentations	8,095	8,359	8,767	9,054	8,765	8,901

Fairfield Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,297 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,224	
12 minutes	0 minutes
31 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.

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

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

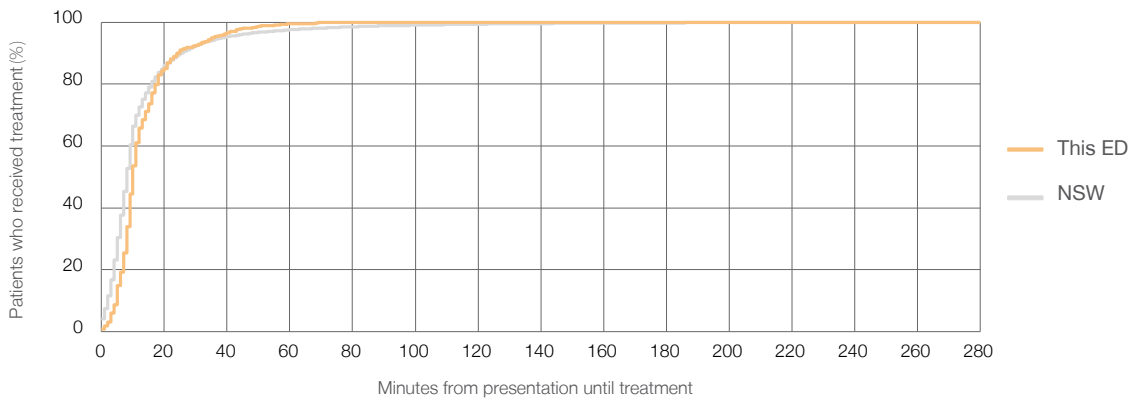
Number of triage 2 patients: 759

Number of triage 2 patients used to calculate waiting time:³ 753

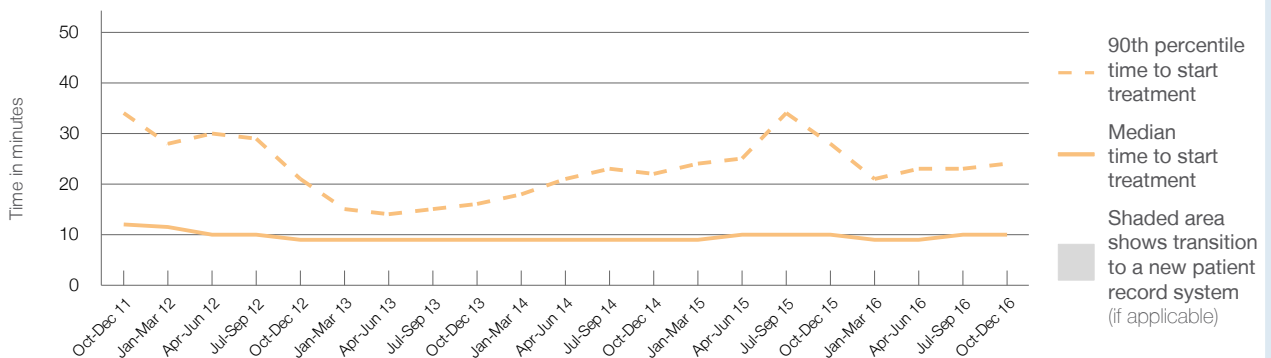
Median time to start treatment⁴ ■ 10 minutes
90th percentile time to start treatment⁵ ■ 24 minutes

Same period last year	NSW (this period)
727	727
10 minutes	8 minutes
28 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)	12	9	9	9	10	10
90th percentile time to start treatment ⁵ (minutes)	34	21	16	22	28	24

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

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

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

Fairfield 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: 3,191

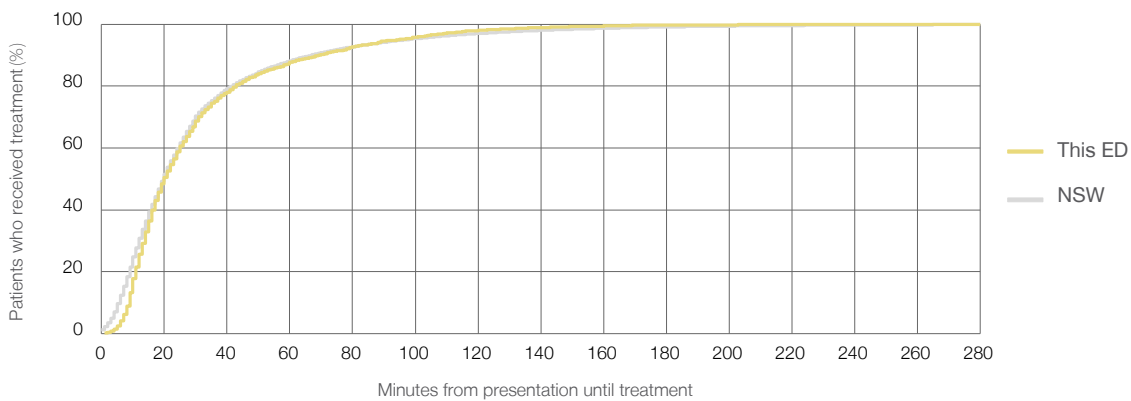
Number of triage 3 patients used to calculate waiting time:³ 3,118

Median time to start treatment⁴ 20 minutes

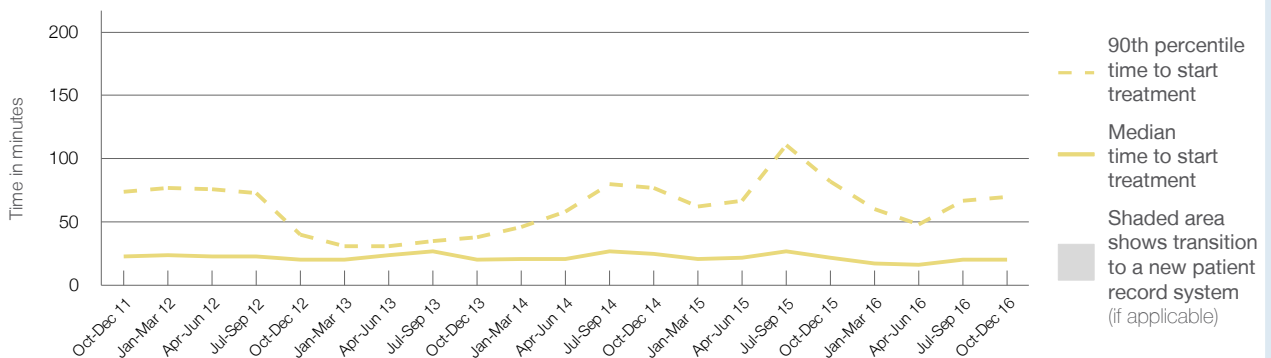
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
2,893	
2,802	
22 minutes	20 minutes
82 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)	23	20	20	25	22	20
90th percentile time to start treatment ⁵ (minutes)	74	40	38	77	82	70

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

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

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

Fairfield 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: 4,231

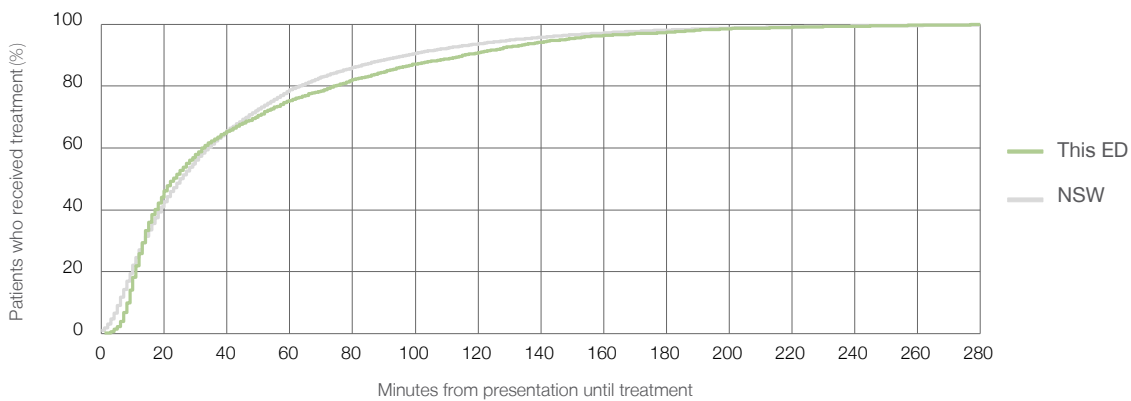
Number of triage 4 patients used to calculate waiting time:³ 3,813

Median time to start treatment⁴ 23 minutes

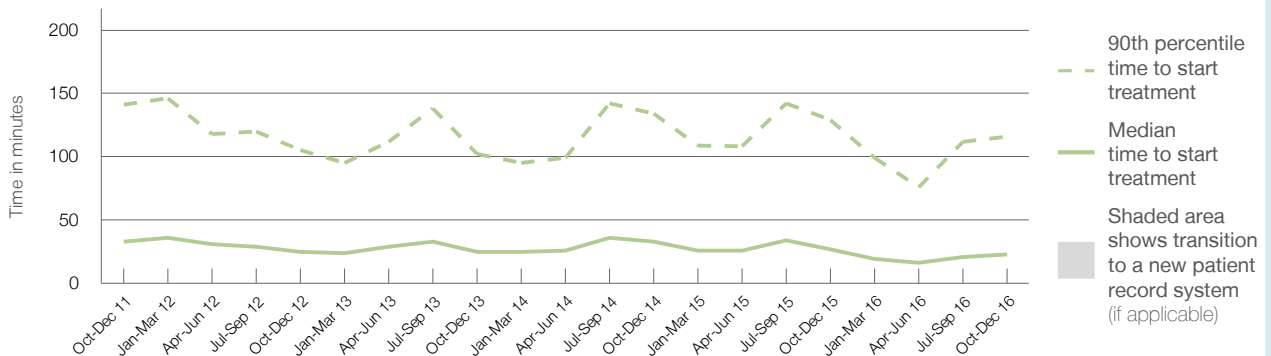
90th percentile time to start treatment⁵ 116 minutes

Same period last year	NSW (this period)
4,374	
3,971	
27 minutes	25 minutes
129 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	25	25	33	27	23
90th percentile time to start treatment ⁵ (minutes)	141	105	102	134	129	116

(†) 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.

Fairfield 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: 703

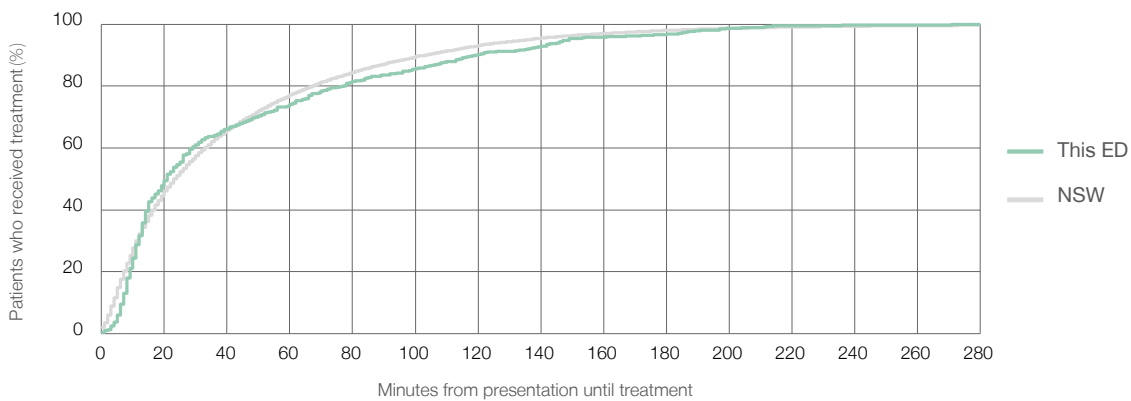
Number of triage 5 patients used to calculate waiting time:³ 517

Median time to start treatment⁴ 21 minutes

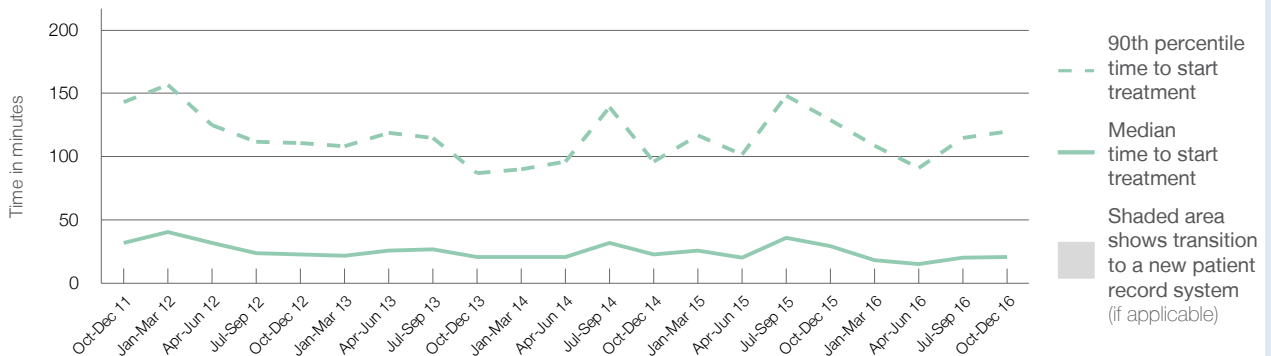
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
756	514
30 minutes	24 minutes
129 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)	32	23	21	23	30	21
90th percentile time to start treatment ⁵ (minutes)	143	111	87	96	129	120

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

Fairfield Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 8,930 patients

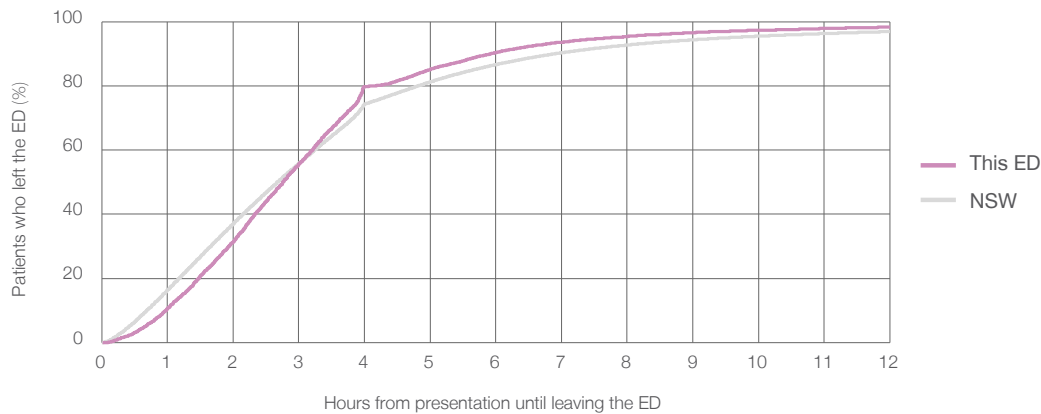
Presentations used to calculate time to leaving the ED:⁶ 8,930 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

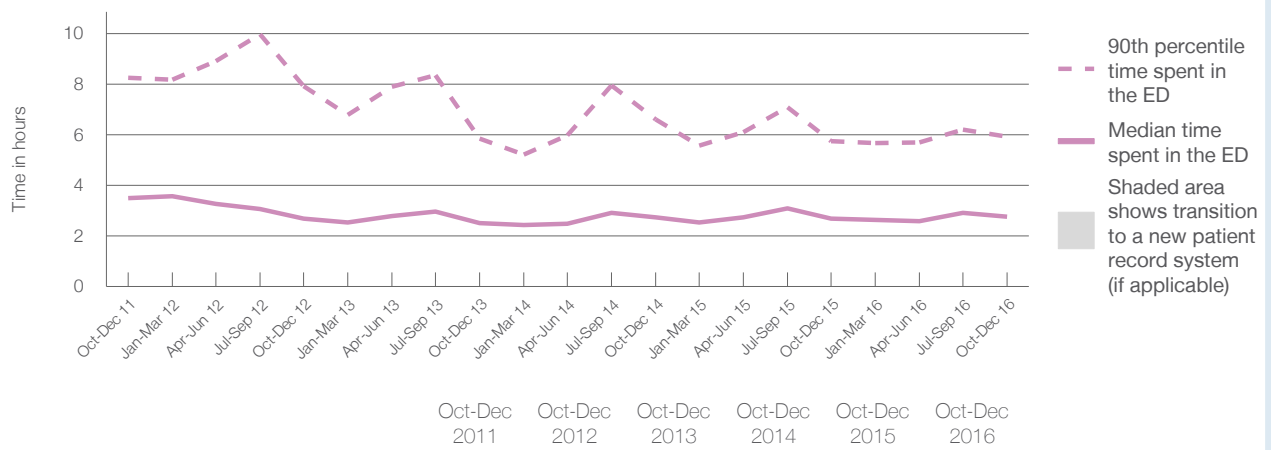
90th percentile time spent in the ED⁹ 5 hours and 56 minutes

Same period last year	NSW (this period)
8,788	8,788
2 hours and 42 minutes	2 hours and 41 minutes
5 hours and 45 minutes	6 hours and 54 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 30m	2h 42m	2h 31m	2h 45m	2h 42m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 16m	7h 56m	5h 51m	6h 36m	5h 45m	5h 56m

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

Fairfield Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

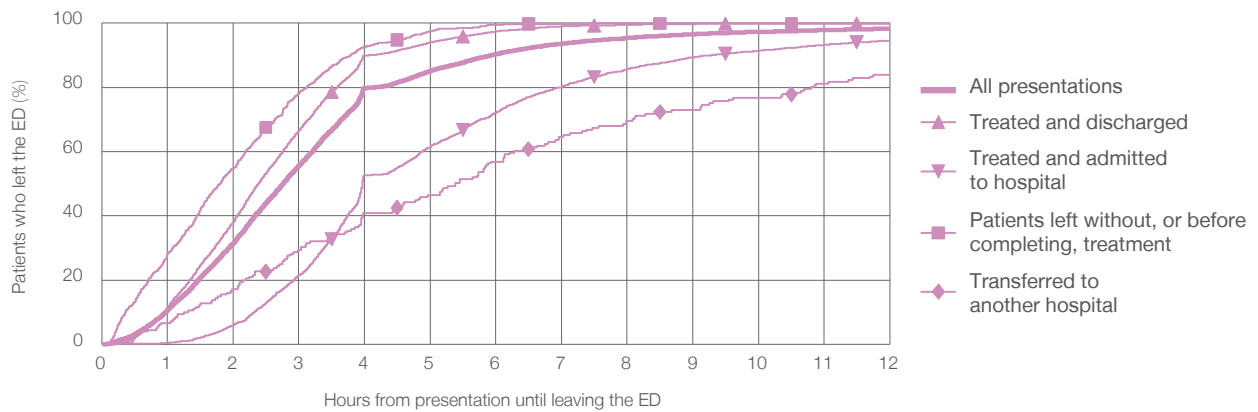
All presentations:¹ 8,930 patients

Presentations used to calculate time to leaving the ED:⁶ 8,930 patients

Treated and discharged	5,532 (61.9%)
Treated and admitted to hospital	2,274 (25.5%)
Patient left without, or before completing, treatment	876 (9.8%)
Transferred to another hospital	181 (2.0%)
Other	67 (0.8%)

Same period last year	Change since one year ago
8,788	1.6%
5,336	3.7%
2,174	4.6%
1,064	-17.7%
139	30.2%
75	-10.7%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.5%	38.0%	66.5%	89.9%	97.5%	99.5%	100%	100%
Treated and admitted to hospital	0.4%	5.9%	21.6%	52.6%	72.2%	85.8%	91.4%	94.5%
Patient left without, or before completing, treatment	28.2%	54.9%	78.2%	92.6%	99.4%	99.9%	99.9%	99.9%
Transferred to another hospital	6.6%	17.1%	29.3%	40.9%	56.9%	69.6%	76.8%	84.0%
All presentations	10.7%	31.4%	55.7%	79.7%	90.4%	95.4%	97.3%	98.3%

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

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

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

Fairfield 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 8,930 patients

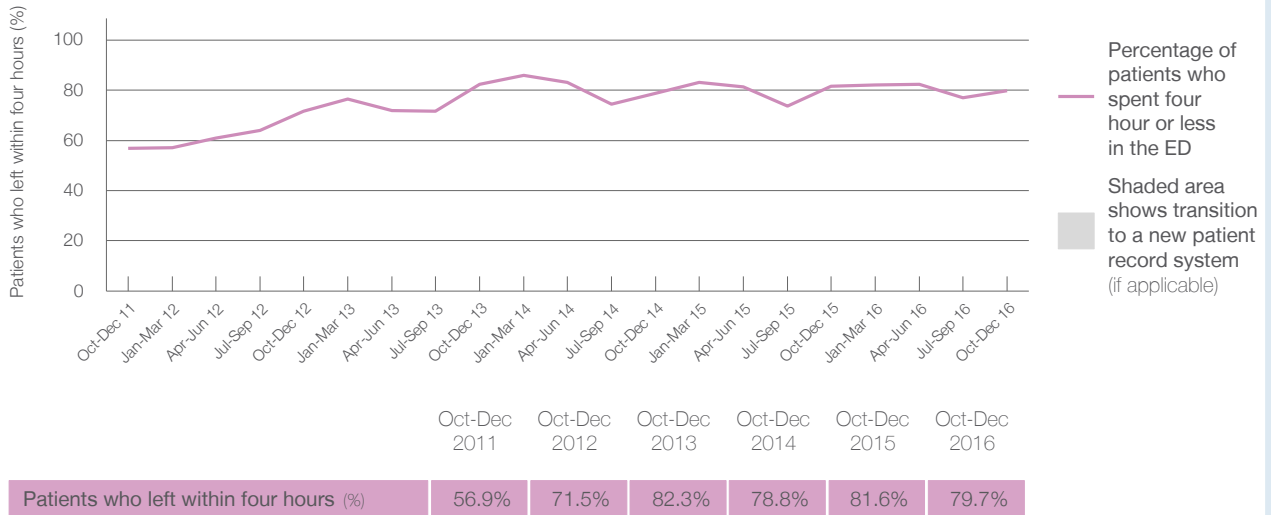
Presentations used to calculate time to leaving the ED:⁶ 8,930 patients

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	8,788	1.6%
Presentations used to calculate time to leaving the ED	8,788	1.6%
Percentage of patients who spent four hours or less in the ED	81.6%	

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



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

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

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

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

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

Liverpool Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 21,176 patients

Emergency presentations:² 20,799 patients

Same period last year	Change since one year ago
20,531	3.1%
20,238	2.8%

Liverpool Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,527 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,813 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 52 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,092 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,203 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
3,203	
11 minutes	8 minutes
38 minutes	26 minutes
10,184	
21 minutes	20 minutes
74 minutes	67 minutes
5,106	
31 minutes	25 minutes
99 minutes	97 minutes
1,598	
28 minutes	24 minutes
101 minutes	103 minutes

Liverpool Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 21,172 patients

Percentage of patients who spent four hours or less in the ED 51.9%

Same period last year	Change since one year ago
20,531	3.1%
53.5%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

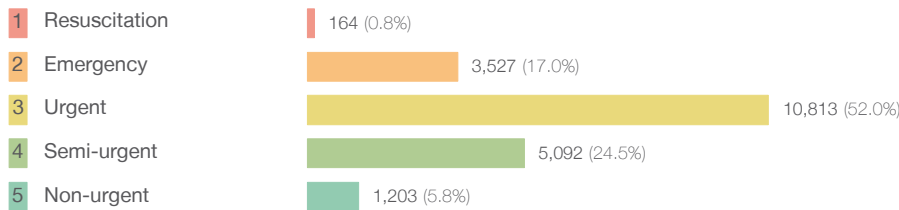
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

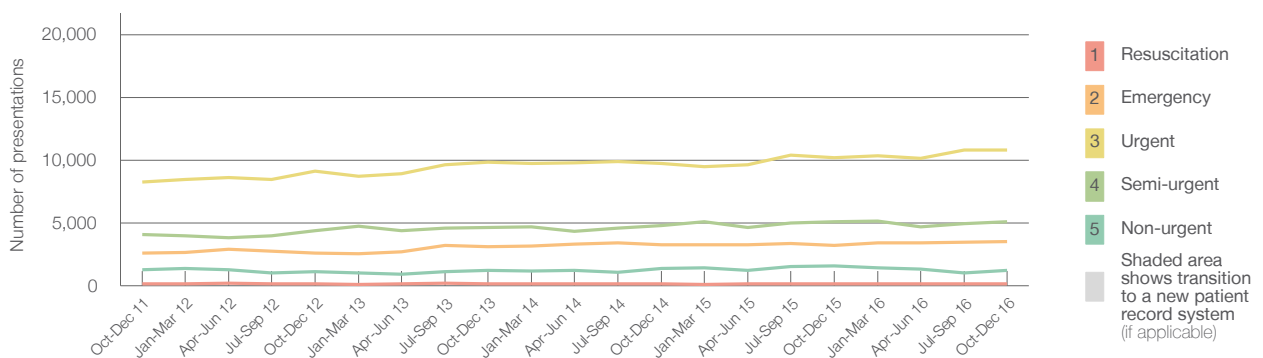
All presentations:¹ 21,176 patients

Emergency presentations² by triage category: 20,799 patients



Same period last year	Change since one year ago
20,531	3.1%
20,238	2.8%
147	11.6%
3,203	10.1%
10,184	6.2%
5,106	-0.3%
1,598	-24.7%

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	150	155	133	162	147	164
Emergency	2,591	2,593	3,091	3,274	3,203	3,527
Urgent	8,269	9,133	9,818	9,746	10,184	10,813
Semi-urgent	4,095	4,388	4,638	4,805	5,106	5,092
Non-urgent	1,254	1,103	1,193	1,385	1,598	1,203
All emergency presentations	16,359	17,372	18,873	19,372	20,238	20,799

Liverpool Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 6,770 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,504	
12 minutes	1 minute
26 minutes	13 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.

Liverpool 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: 3,527

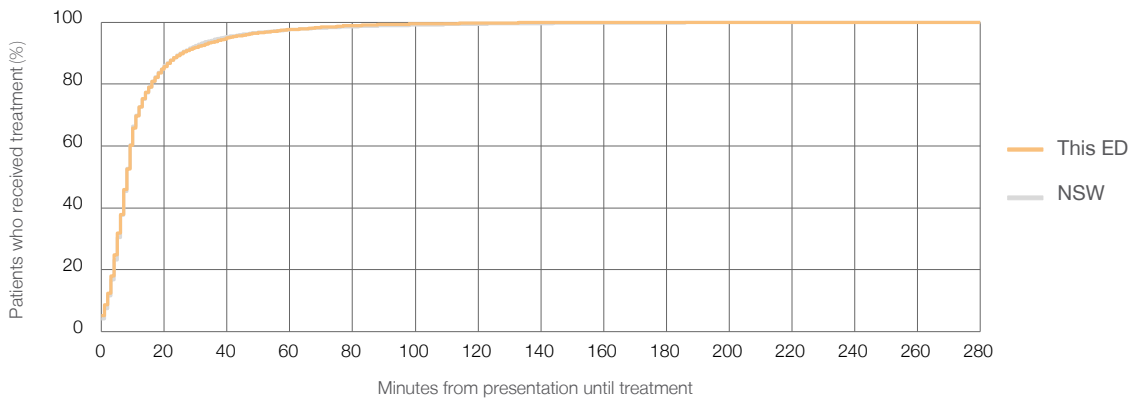
Number of triage 2 patients used to calculate waiting time:³ 3,501

Median time to start treatment⁴ 8 minutes

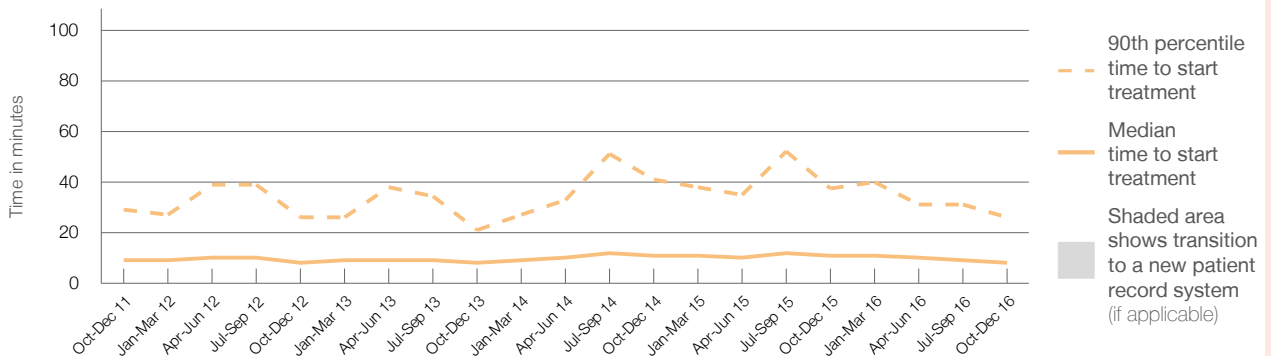
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
3,203	
3,180	
11 minutes	8 minutes
38 minutes	26 minutes

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



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	8	8	11	11	8
90th percentile time to start treatment ⁵ (minutes)	29	26	21	41	38	26

(†) 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.

Liverpool 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: 10,813

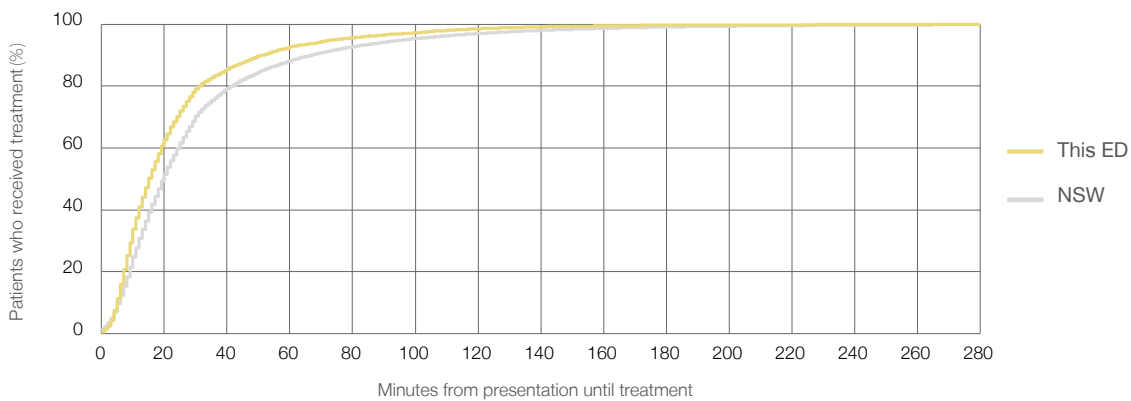
Number of triage 3 patients used to calculate waiting time:³ 10,414

Median time to start treatment⁴ 15 minutes

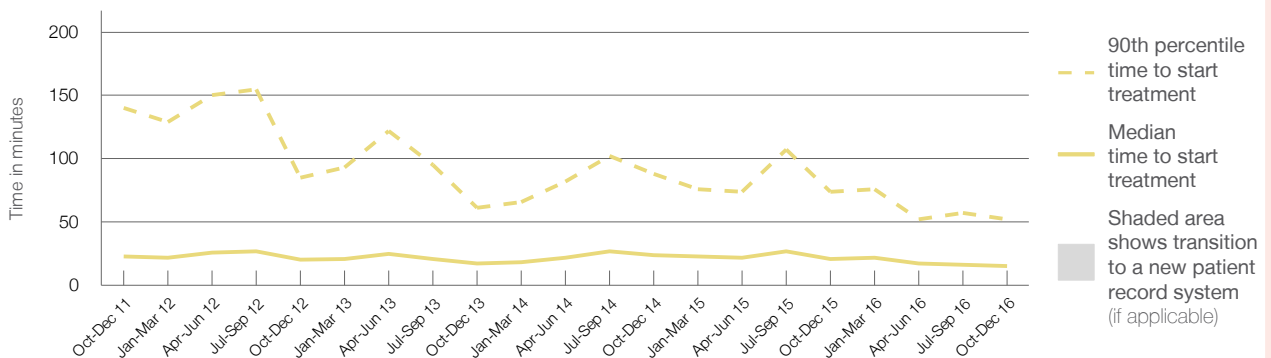
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
10,184	9,833
21 minutes	20 minutes
74 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)	23	20	17	24	21	15
90th percentile time to start treatment ⁵ (minutes)	140	85	61	88	74	52

(†) 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.

Liverpool 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: 5,092

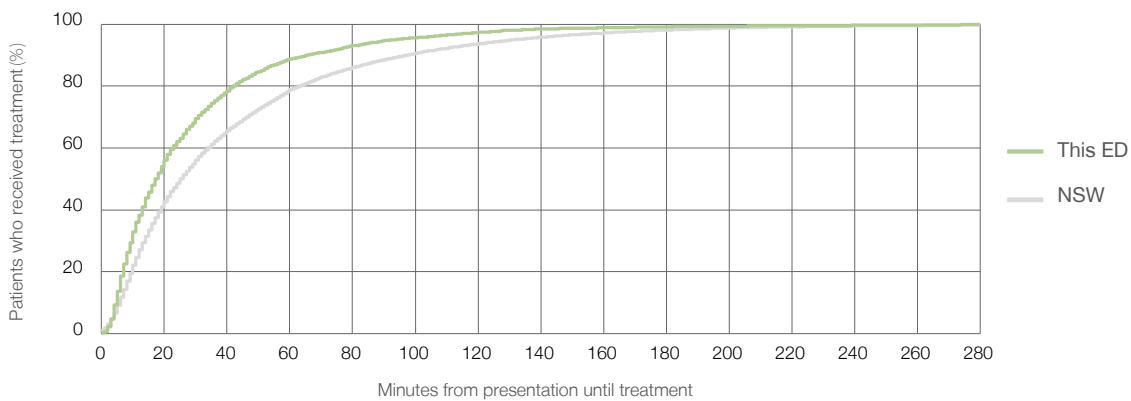
Number of triage 4 patients used to calculate waiting time:³ 4,540

Median time to start treatment⁴ 17 minutes

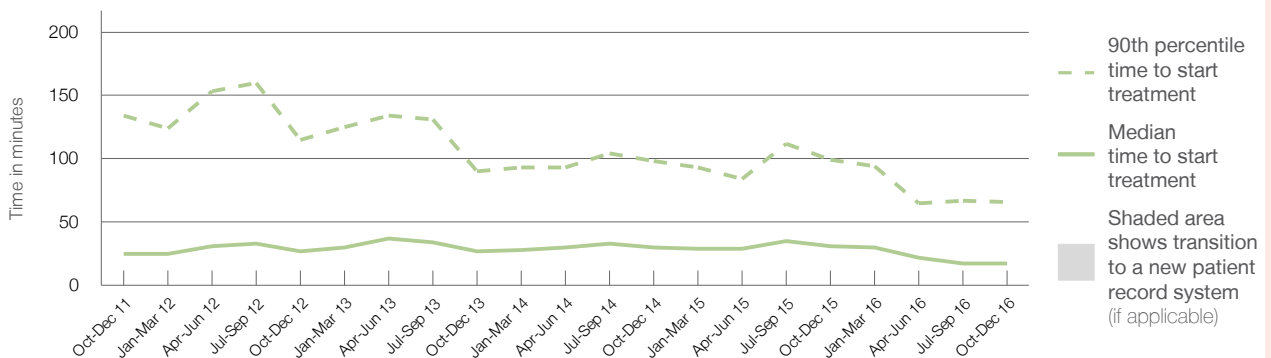
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
5,106	
4,638	
31 minutes	25 minutes
99 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)	25	27	27	30	31	17
90th percentile time to start treatment ⁵ (minutes)	134	115	90	98	99	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.

Liverpool 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: 1,203

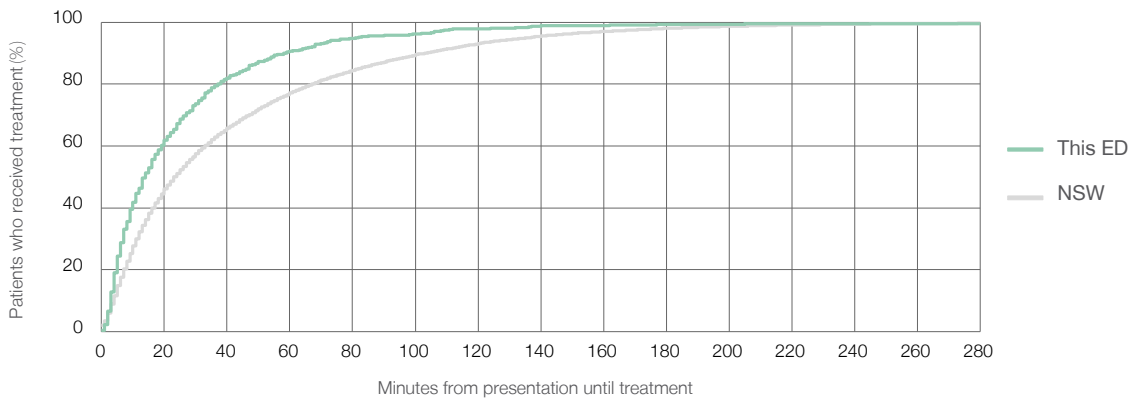
Number of triage 5 patients used to calculate waiting time:³ 942

Median time to start treatment⁴ 14 minutes

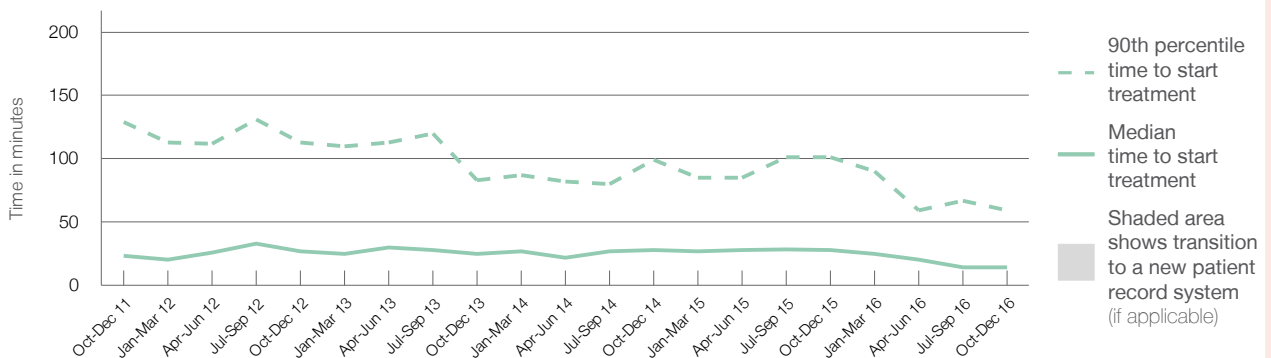
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,598	
1,185	
28 minutes	24 minutes
101 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)	24	27	25	28	28	14
90th percentile time to start treatment ⁵ (minutes)	129	113	83	99	101	59

(†) 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.

Liverpool Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 21,176 patients

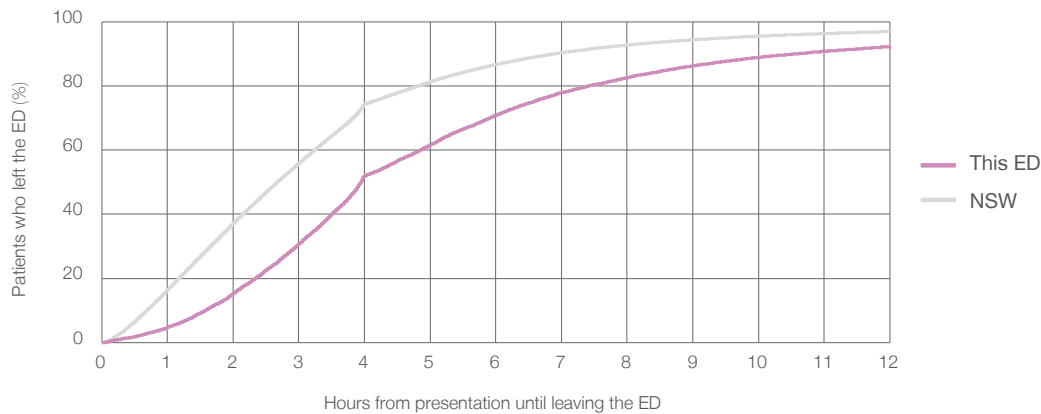
Presentations used to calculate time to leaving the ED:⁶ 21,172 patients

Median time spent in the ED⁸ 3 hours and 57 minutes

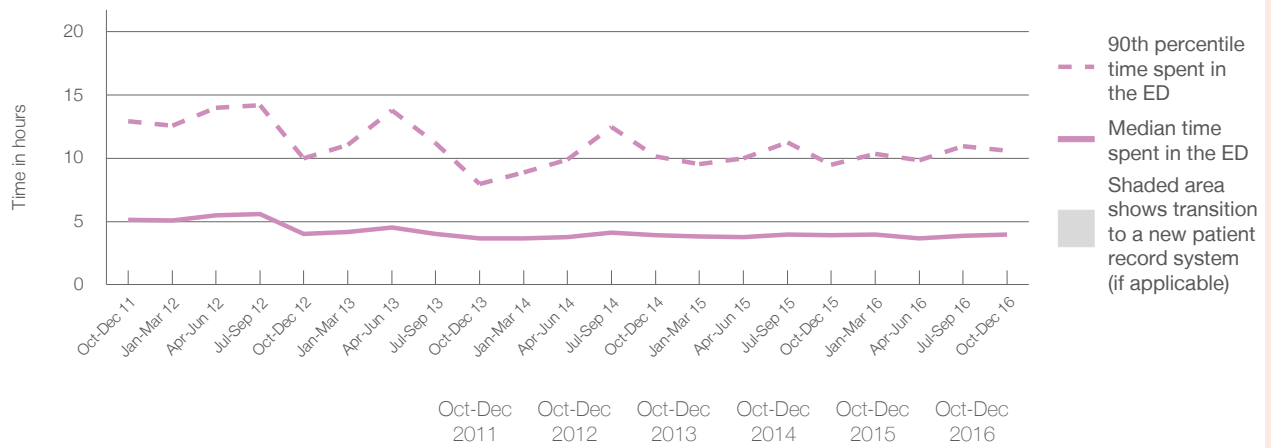
90th percentile time spent in the ED⁹ 10 hours and 35 minutes

Same period last year	NSW (this period)
20,531	20,531
3 hours and 54 minutes	2 hours and 41 minutes
9 hours and 30 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)	5h 7m	4h 0m	3h 40m	3h 55m	3h 54m	3h 57m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	10h 0m	7h 59m	10h 8m	9h 30m	10h 35m

(†) 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.

Liverpool Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

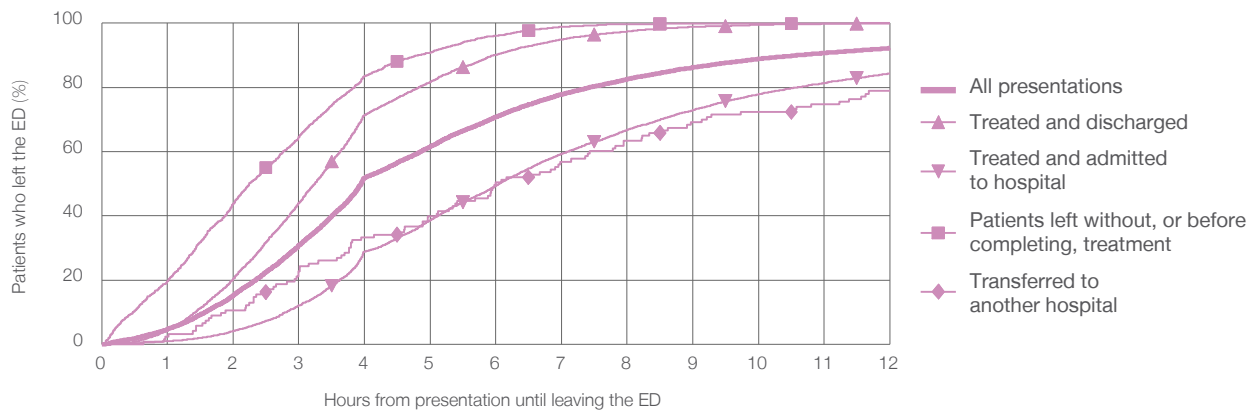
All presentations:¹ 21,176 patients

Presentations used to calculate time to leaving the ED:⁶ 21,172 patients

Treated and discharged	8,404 (39.7%)
Treated and admitted to hospital	10,271 (48.5%)
Patient left without, or before completing, treatment	2,224 (10.5%)
Transferred to another hospital	123 (0.6%)
Other	154 (0.7%)

Same period last year	Change since one year ago
20,531	3.1%
9,084	-7.5%
9,240	11.2%
1,916	16.1%
88	39.8%
203	-24.1%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.5%	20.5%	44.0%	71.4%	90.2%	97.4%	99.5%	99.9%
Treated and admitted to hospital	1.0%	4.1%	12.0%	28.8%	49.5%	66.8%	77.9%	84.4%
Patient left without, or before completing, treatment	19.8%	43.9%	64.7%	83.5%	96.1%	99.8%	99.9%	100%
Transferred to another hospital	2.4%	10.6%	22.8%	33.3%	50.4%	63.4%	72.4%	78.9%
All presentations	4.7%	15.3%	30.8%	51.9%	70.8%	82.6%	88.9%	92.2%

(†) 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.

Liverpool Hospital: Time spent in the ED

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

October to December 2016

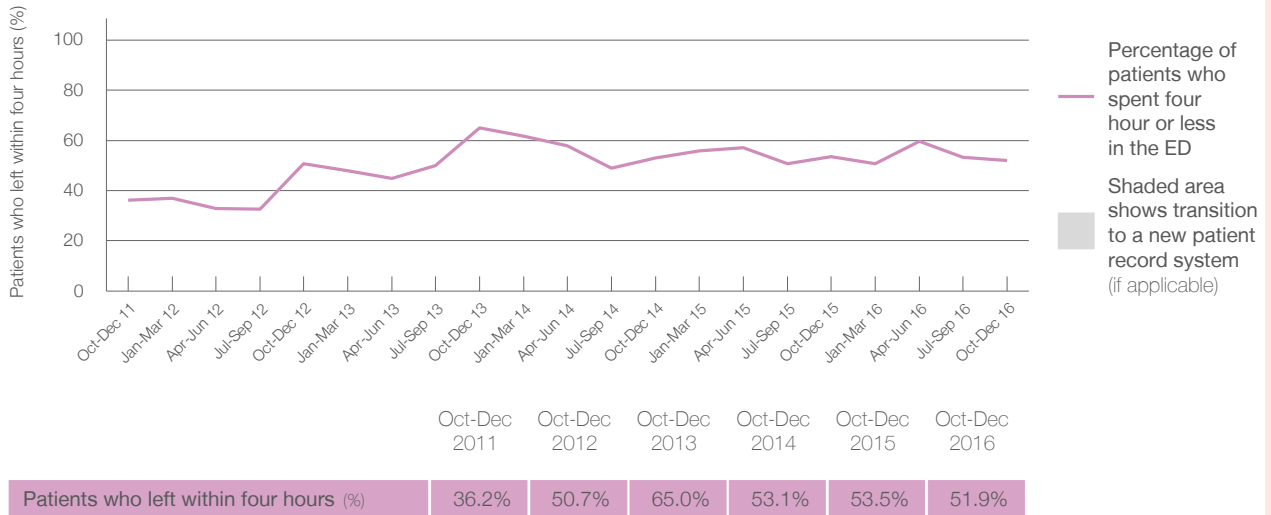
All presentations at the emergency department:¹ 21,176 patients

Presentations used to calculate time to leaving the ED:⁶ 21,172 patients

Percentage of patients who spent four hours or less in the ED 51.9%

Same period last year	Change since one year ago
20,531	3.1%
20,531	3.1%
53.5%	

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



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

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

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

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

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

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

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