

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

Concord Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 9,979 patients
Emergency presentations:² 9,957 patients

Same period last year	Change since one year ago
9,714	2.7%
9,703	2.6%

Concord Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,101 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,511 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,777 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 525 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,101	
9 minutes	8 minutes
16 minutes	26 minutes
3,408	
22 minutes	20 minutes
69 minutes	67 minutes
4,751	
31 minutes	25 minutes
107 minutes	97 minutes
478	
26 minutes	24 minutes
90 minutes	103 minutes

Concord Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 9,977 patients

Percentage of patients who spent four hours or less in the ED 75.9%

Same period last year	Change since one year ago
9,714	2.7%
72.1%	

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

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

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

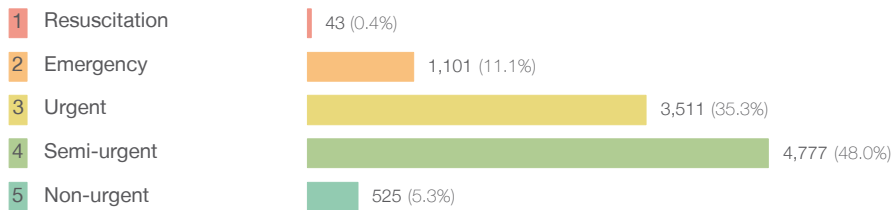
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

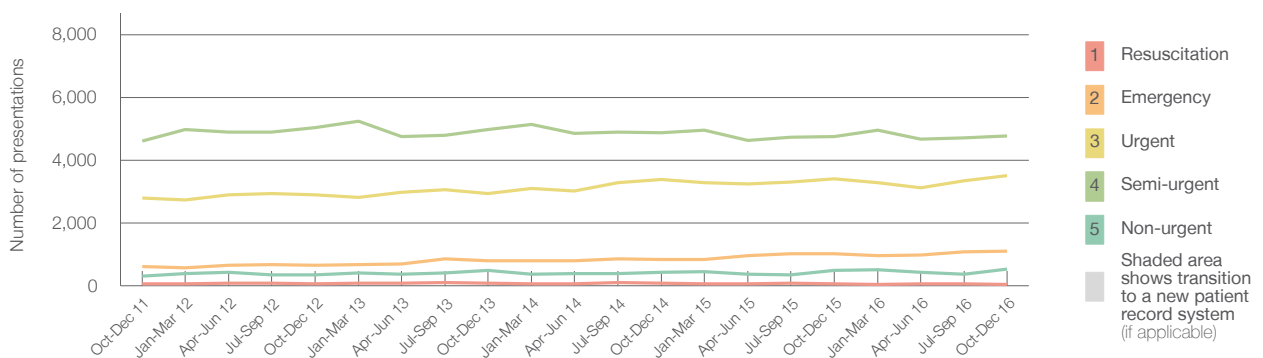
All presentations:¹ 9,979 patients

Emergency presentations² by triage category: 9,957 patients



Same period last year	Change since one year ago
9,714	2.7%
9,703	2.6%
56	-23.2%
1,010	9.0%
3,408	3.0%
4,751	0.5%
478	9.8%

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	60	68	85	76	56	43
Emergency	619	658	802	828	1,010	1,101
Urgent	2,785	2,891	2,925	3,393	3,408	3,511
Semi-urgent	4,618	5,042	4,985	4,867	4,751	4,777
Non-urgent	298	353	496	429	478	525
All emergency presentations	8,380	9,012	9,293	9,593	9,703	9,957

Concord Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,251 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,160	
12 minutes	-1 minute
21 minutes	-2 minutes

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

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

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

Concord 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: 1,101

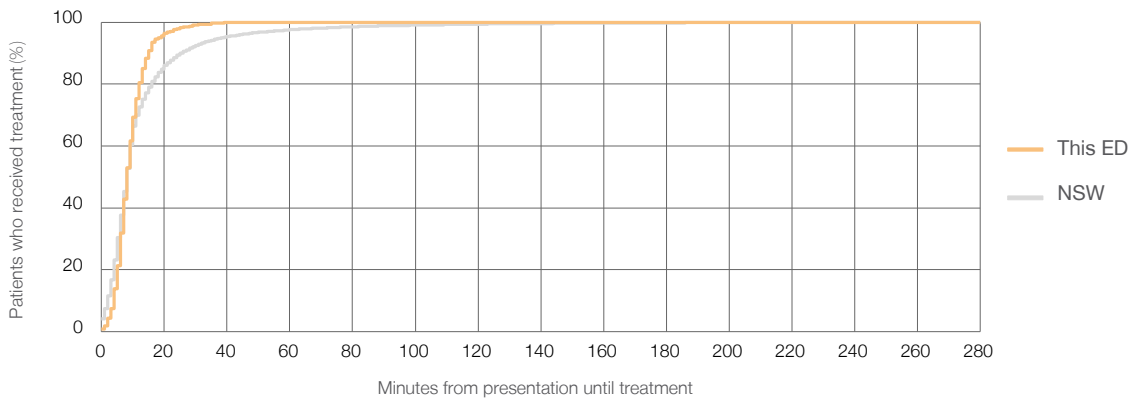
Number of triage 2 patients used to calculate waiting time:³ 1,098

Median time to start treatment⁴ 8 minutes

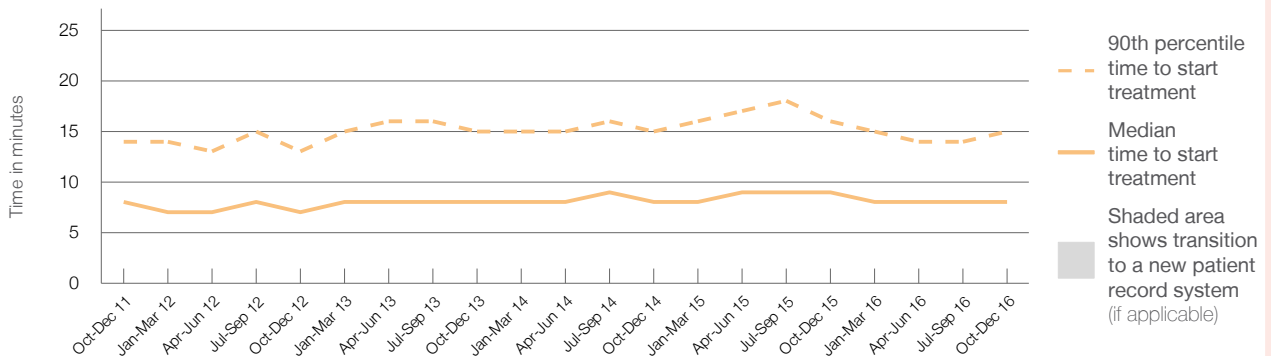
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
1,010	
1,006	
9 minutes	8 minutes
16 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	7	8	8	9	8
90th percentile time to start treatment ⁵ (minutes)	14	13	15	15	16	15

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Concord 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: 3,511

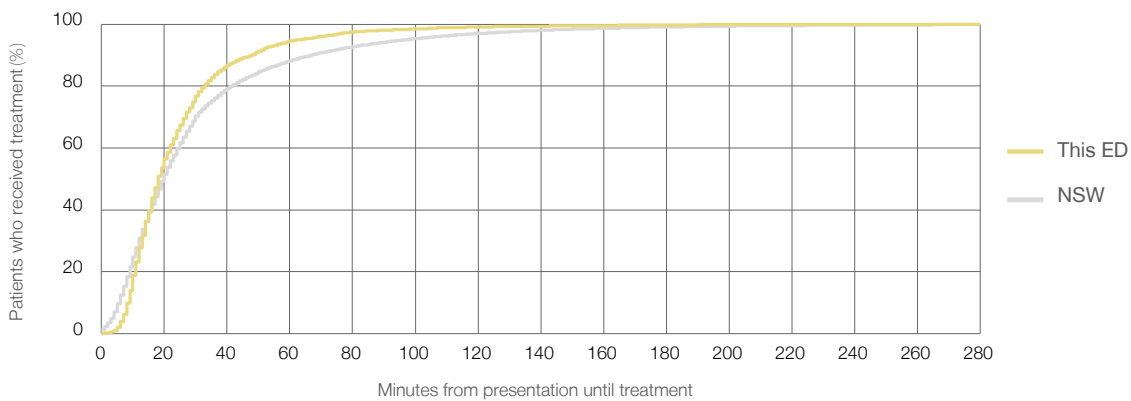
Number of triage 3 patients used to calculate waiting time:³ 3,415

Median time to start treatment⁴ 18 minutes

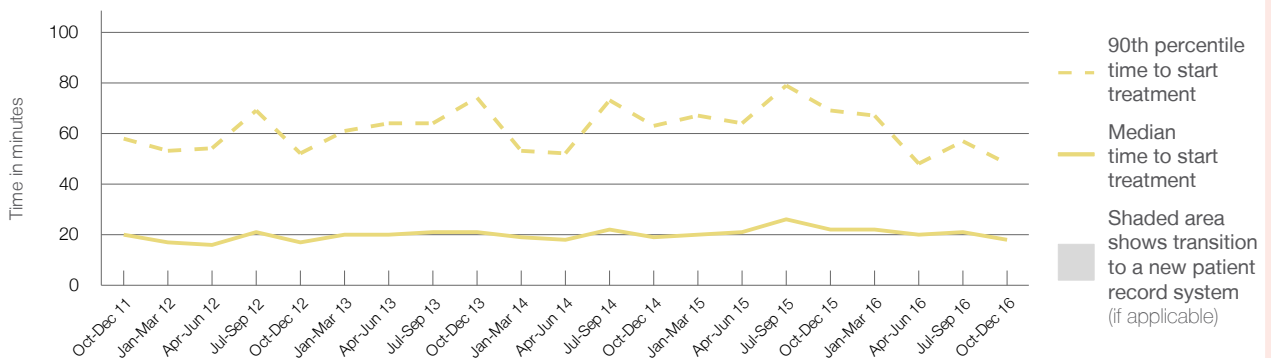
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
3,408	
3,338	
22 minutes	20 minutes
69 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	17	21	19	22	18
90th percentile time to start treatment ⁵ (minutes)	58	52	74	63	69	48

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

Concord 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: 4,777

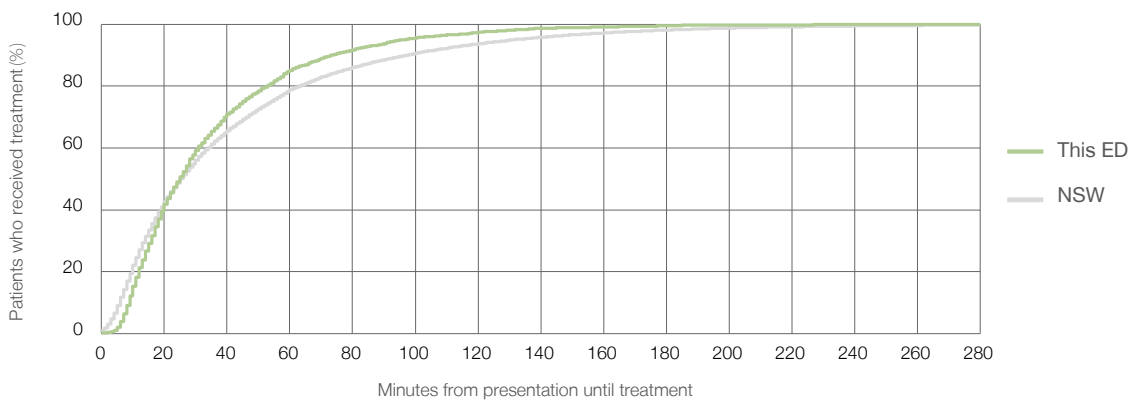
Number of triage 4 patients used to calculate waiting time:³ 4,504

Median time to start treatment⁴ 25 minutes

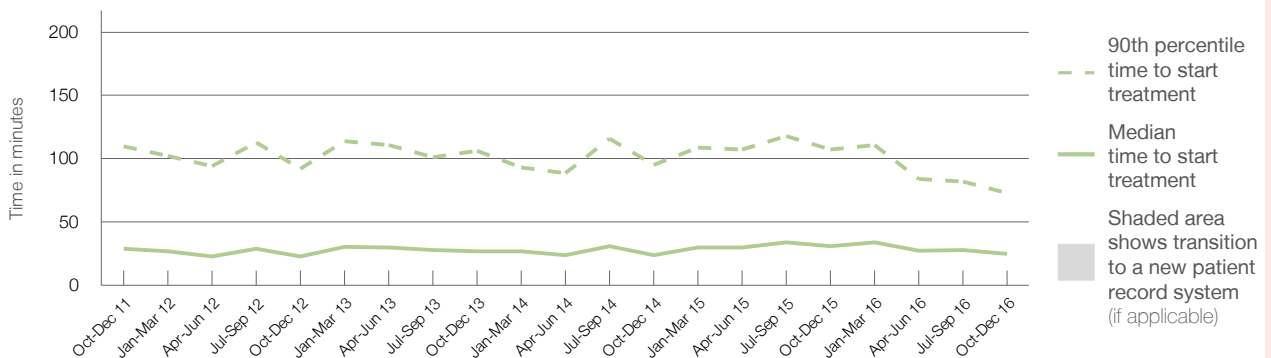
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
4,751	
4,521	
31 minutes	25 minutes
107 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)	29	23	27	24	31	25
90th percentile time to start treatment ⁵ (minutes)	110	92	106	95	107	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.

Concord 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: 525

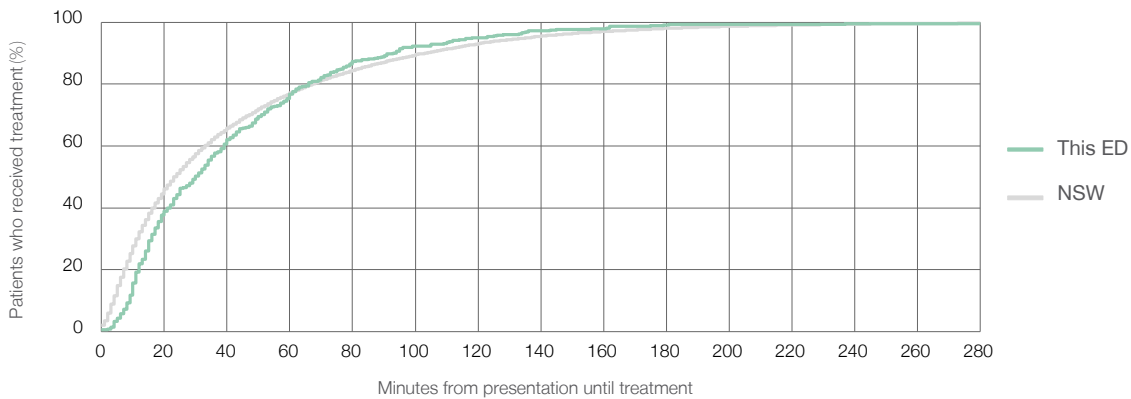
Number of triage 5 patients used to calculate waiting time:³ 430

Median time to start treatment⁴ 30 minutes

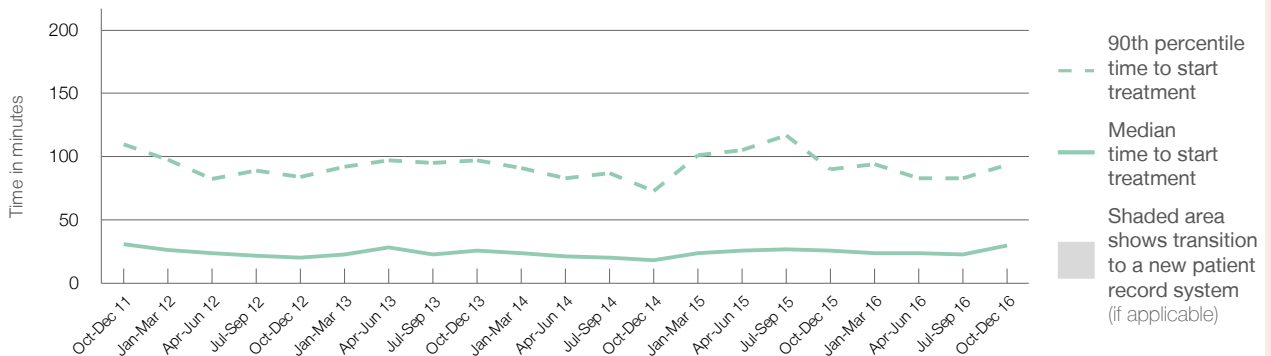
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
478	
412	
26 minutes	24 minutes
90 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)	31	20	26	18	26	30
90th percentile time to start treatment ⁵ (minutes)	110	84	97	73	90	94

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

Concord Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 9,979 patients

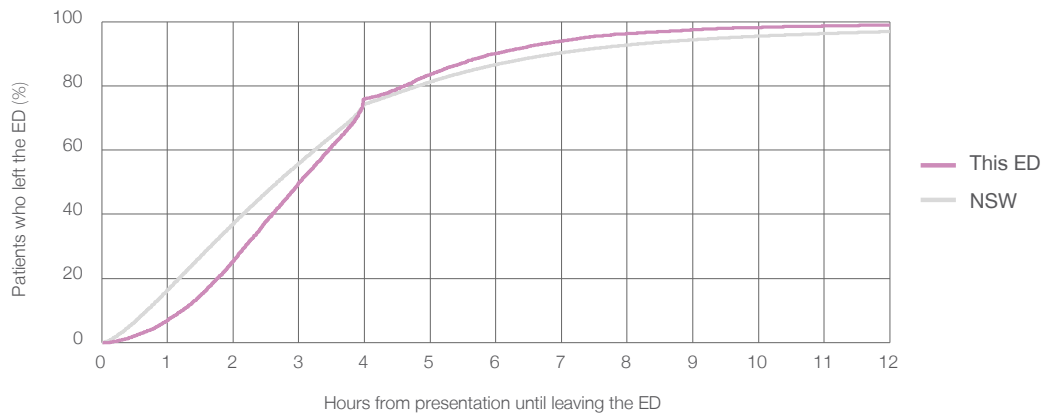
Presentations used to calculate time to leaving the ED:⁶ 9,977 patients

Median time spent in the ED⁸ 3 hours and 1 minutes

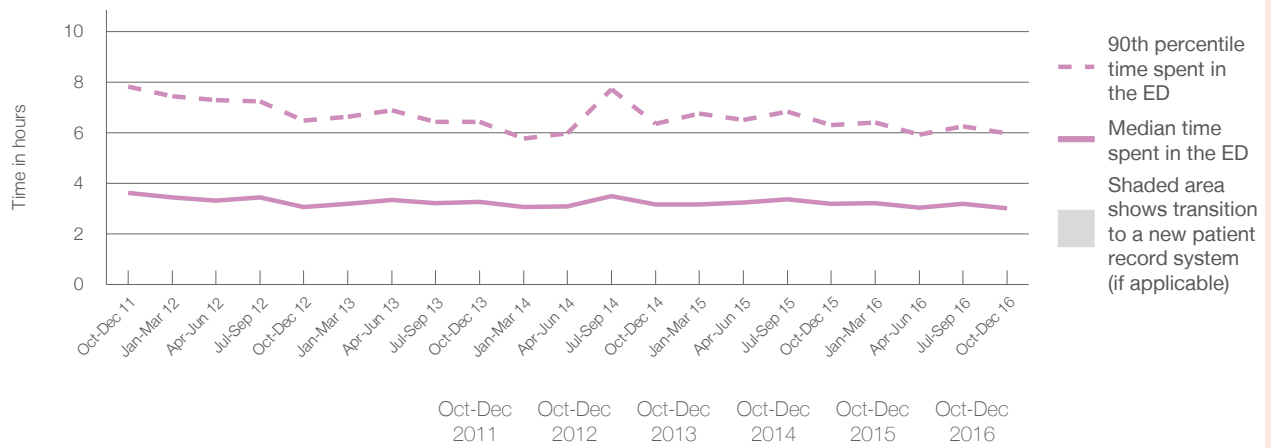
90th percentile time spent in the ED⁹ 5 hours and 59 minutes

Same period last year	NSW (this period)
9,714	9,714
3 hours and 12 minutes	2 hours and 41 minutes
6 hours and 19 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 38m	3h 4m	3h 16m	3h 10m	3h 12m	3h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 49m	6h 29m	6h 26m	6h 21m	6h 19m	5h 59m

(†) 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.

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

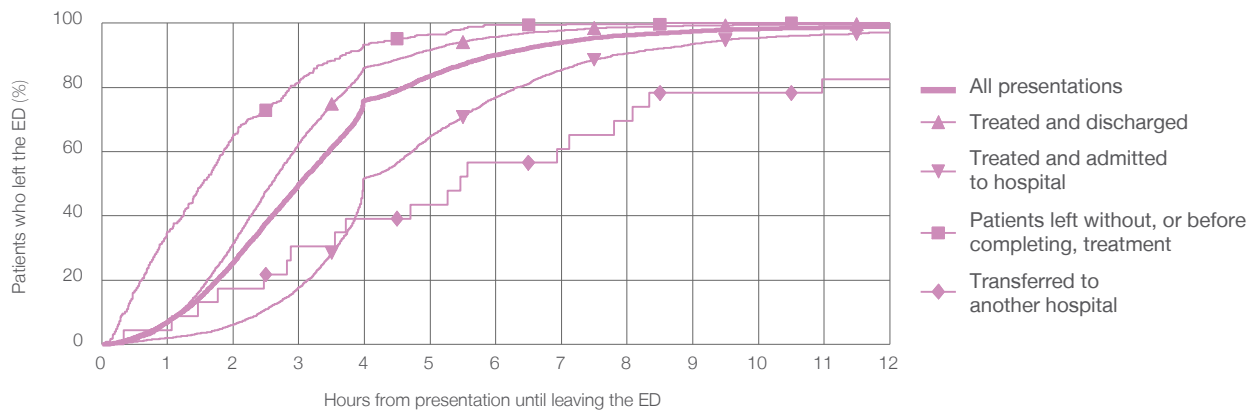
All presentations:¹ 9,979 patients

Presentations used to calculate time to leaving the ED:⁶ 9,977 patients

Treated and discharged	6,393 (64.1%)
Treated and admitted to hospital	3,049 (30.6%)
Patient left without, or before completing, treatment	376 (3.8%)
Transferred to another hospital	23 (0.2%)
Other	138 (1.4%)

Same period last year	Change since one year ago
9,714	2.7%
6,258	2.2%
3,043	0.2%
296	27.0%
22	4.5%
95	45.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.7%	31.4%	62.6%	86.2%	95.8%	98.8%	99.5%	99.8%
Treated and admitted to hospital	2.0%	6.2%	17.7%	51.8%	76.9%	90.6%	95.3%	97.2%
Patient left without, or before completing, treatment	35.1%	65.2%	81.6%	93.4%	99.5%	99.7%	100%	100%
Transferred to another hospital	4.3%	17.4%	30.4%	39.1%	56.5%	69.6%	78.3%	82.6%
All presentations	7.0%	25.6%	49.8%	75.9%	90.1%	96.2%	98.2%	98.9%

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

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Concord 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 9,979 patients

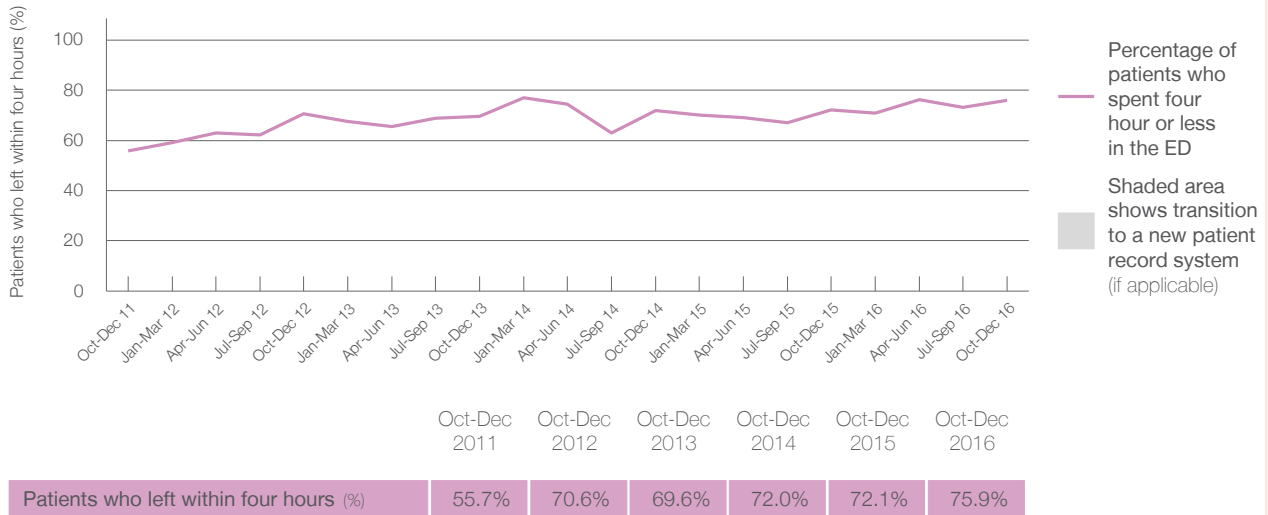
Presentations used to calculate time to leaving the ED:⁶ 9,977 patients

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	9,714	2.7%
Presentations used to calculate time to leaving the ED	9,714	2.7%
Percentage of patients who spent four hours or less in the ED	72.1%	

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).