



Hospital Quarterly

Performance Profiles

Emergency Department

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.

Canterbury Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 11,535 patients

Emergency presentations:² 11,490 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,677 | 8.0% |
| 10,607 | 8.3% |

Canterbury Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,098 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,839 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,289 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,234 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 97 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,104 | |
| 7 minutes | 8 minutes |
| 16 minutes | 26 minutes |
| 3,477 | |
| 15 minutes | 20 minutes |
| 41 minutes | 67 minutes |
| 5,122 | |
| 18 minutes | 25 minutes |
| 65 minutes | 97 minutes |
| 875 | |
| 16 minutes | 24 minutes |
| 83 minutes | 103 minutes |

Canterbury Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 11,534 patients

Percentage of patients who spent four hours or less in the ED 85.4%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,677 | 8.0% |
| 85.9% | |

* 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.

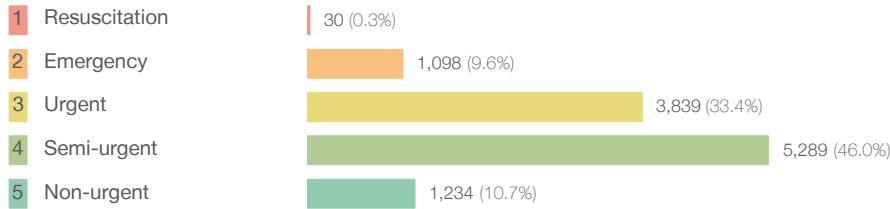
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

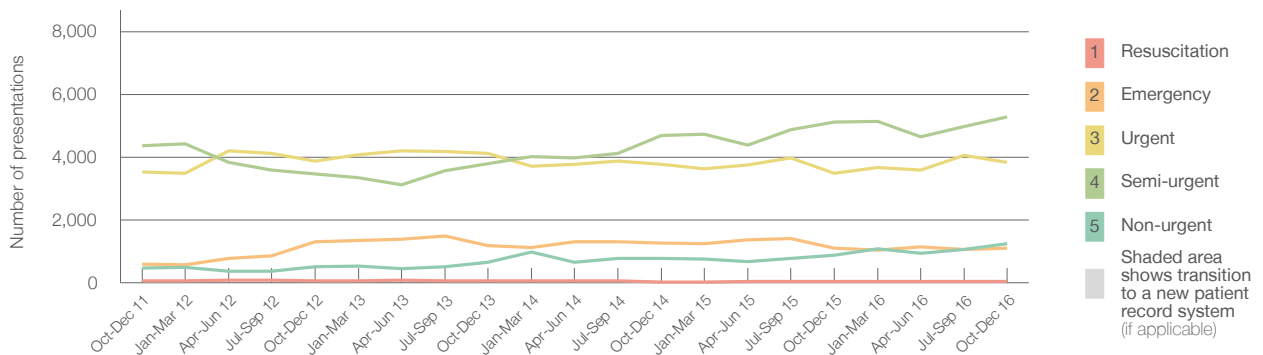
All presentations:¹ 11,535 patients

Emergency presentations² by triage category: 11,490 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,677 | 8.0% |
| 10,607 | 8.3% |
| 29 | 3.4% |
| 1,104 | -0.5% |
| 3,477 | 10.4% |
| 5,122 | 3.3% |
| 875 | 41.0% |

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 | 54 | 60 | 51 | 22 | 29 | 30 |
| Emergency | 579 | 1,305 | 1,189 | 1,263 | 1,104 | 1,098 |
| Urgent | 3,534 | 3,874 | 4,114 | 3,765 | 3,477 | 3,839 |
| Semi-urgent | 4,366 | 3,468 | 3,783 | 4,687 | 5,122 | 5,289 |
| Non-urgent | 469 | 505 | 656 | 776 | 875 | 1,234 |
| All emergency presentations | 9,002 | 9,212 | 9,793 | 10,513 | 10,607 | 11,490 |

Canterbury Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,912 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 1,703 | |
| 9 minutes | 1 minute |
| 18 minutes | 1 minute |

(†) 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.

Canterbury 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: 1,098

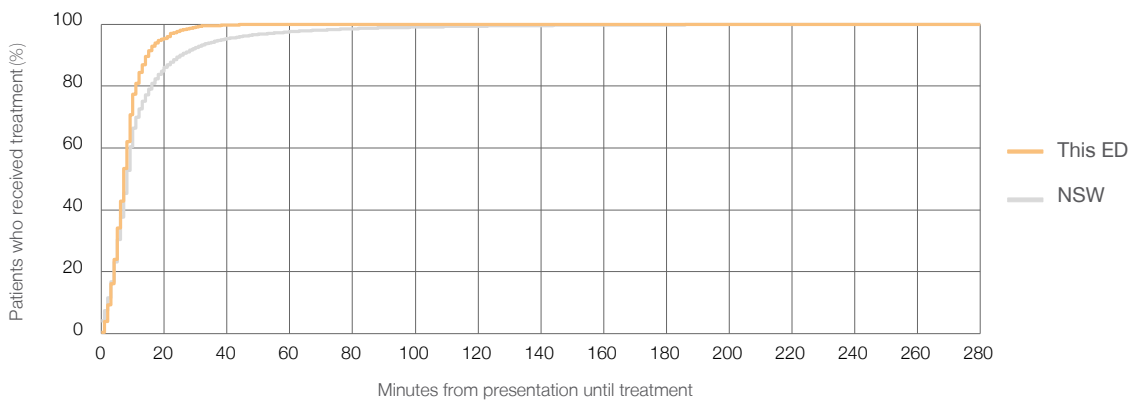
Number of triage 2 patients used to calculate waiting time:³ 1,096

Median time to start treatment⁴ 7 minutes

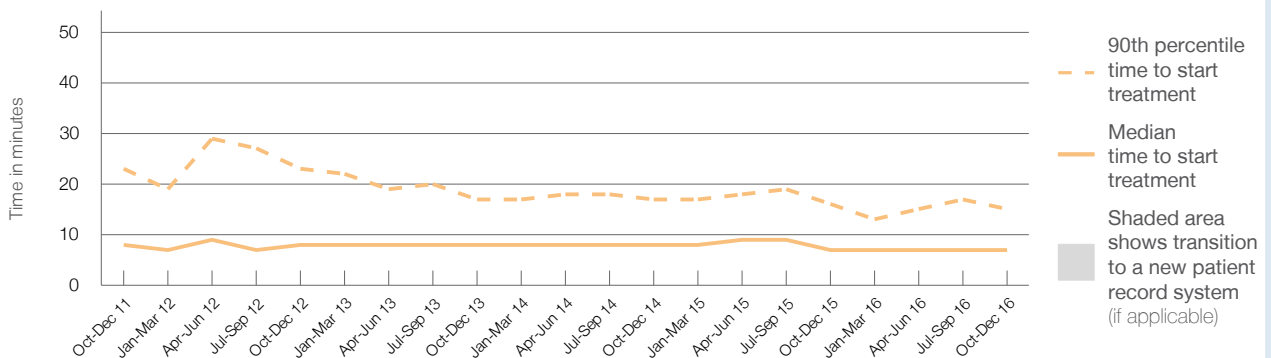
90th percentile time to start treatment⁵ 15 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 1,104 | |
| 1,102 | |
| 7 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 | 8 | 8 | 8 | 7 | 7 |
| 90th percentile time to start treatment ⁵ (minutes) | 23 | 23 | 17 | 17 | 16 | 15 |

(†) 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.

Canterbury 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: 3,839

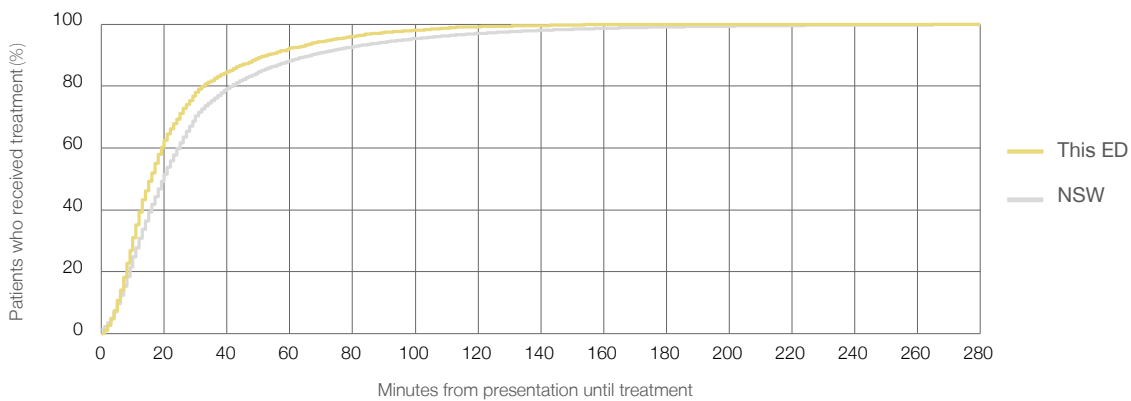
Number of triage 3 patients used to calculate waiting time:³ 3,794

Median time to start treatment⁴ 16 minutes

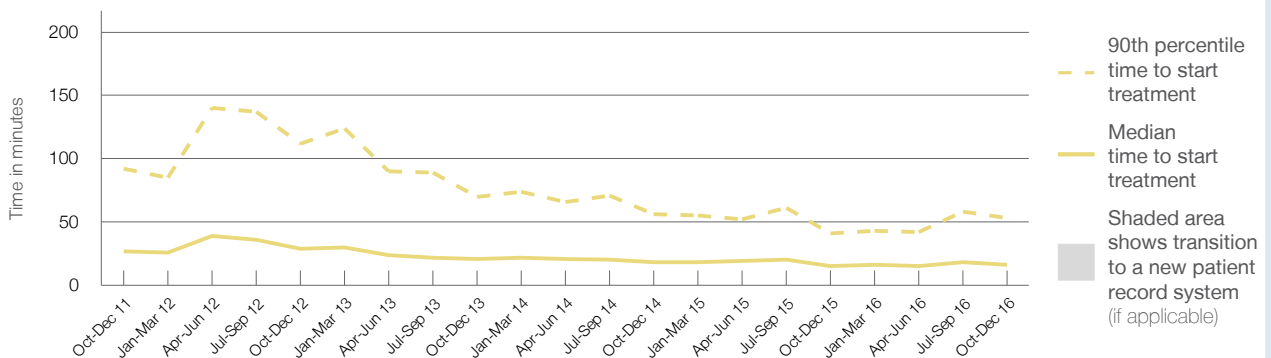
90th percentile time to start treatment⁵ 53 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,477 | |
| 3,461 | |
| 15 minutes | 20 minutes |
| 41 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) | 27 | 29 | 21 | 18 | 15 | 16 |
| 90th percentile time to start treatment ⁵ (minutes) | 92 | 112 | 70 | 56 | 41 | 53 |

(†) 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.

Canterbury 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: 5,289

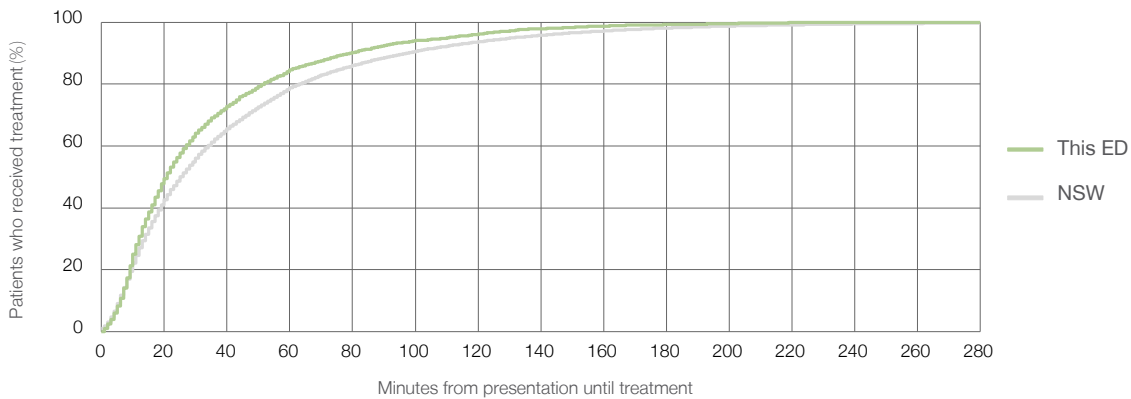
Number of triage 4 patients used to calculate waiting time:³ 5,013

Median time to start treatment⁴ 21 minutes

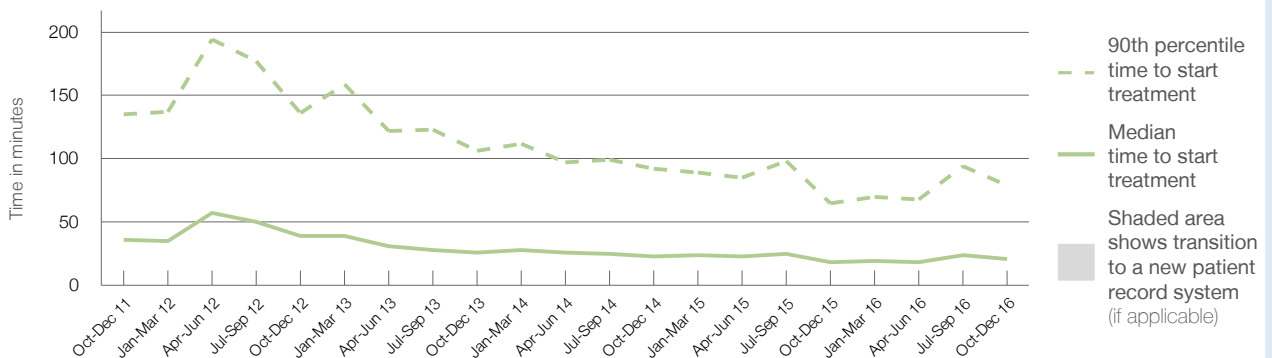
90th percentile time to start treatment⁵ 79 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 5,122 | |
| 4,952 | |
| 18 minutes | 25 minutes |
| 65 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 | 39 | 26 | 23 | 18 | 21 |
| 90th percentile time to start treatment ⁵ (minutes) | 135 | 136 | 106 | 92 | 65 | 79 |

(†) 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.

Canterbury 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: 1,234

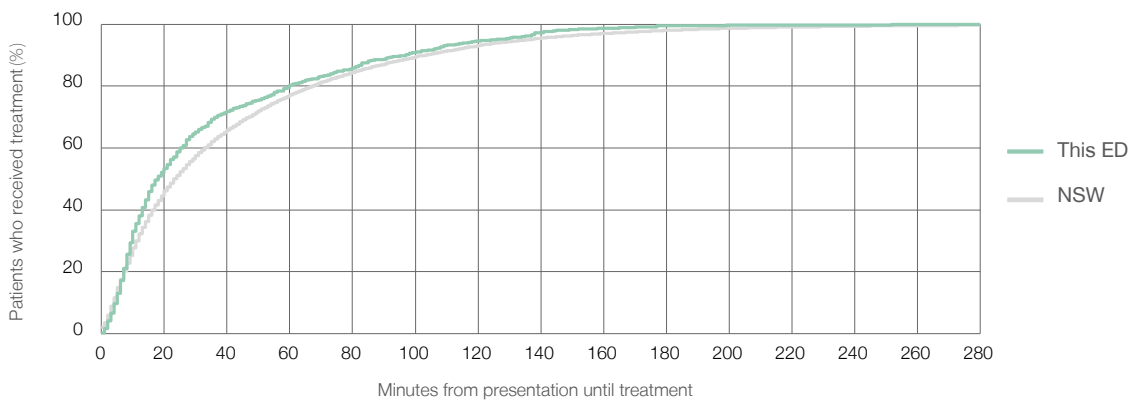
Number of triage 5 patients used to calculate waiting time:³ 1,016

Median time to start treatment⁴ 18 minutes

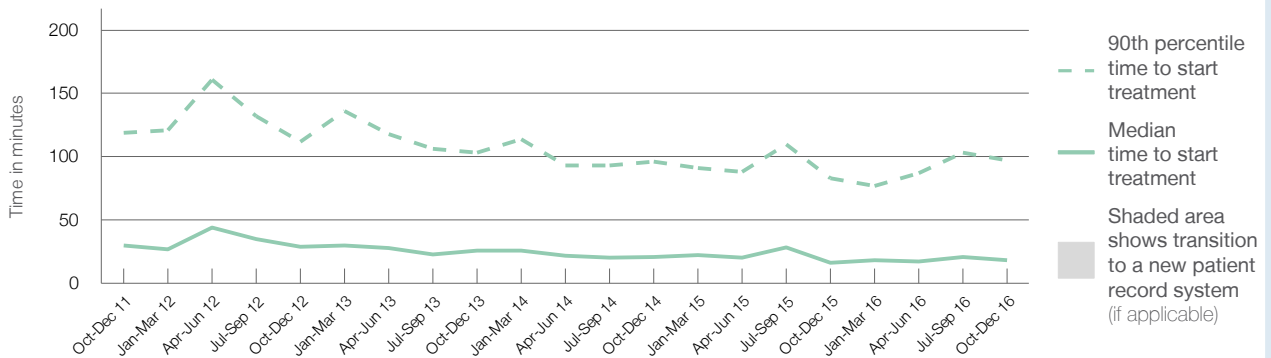
90th percentile time to start treatment⁵ 97 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 875 | 753 |
| 16 minutes | 24 minutes |
| 83 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) | 30 | 29 | 26 | 21 | 16 | 18 |
| 90th percentile time to start treatment ⁵ (minutes) | 119 | 112 | 103 | 96 | 83 | 97 |

(†) 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.

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

All presentations:¹ 11,535 patients

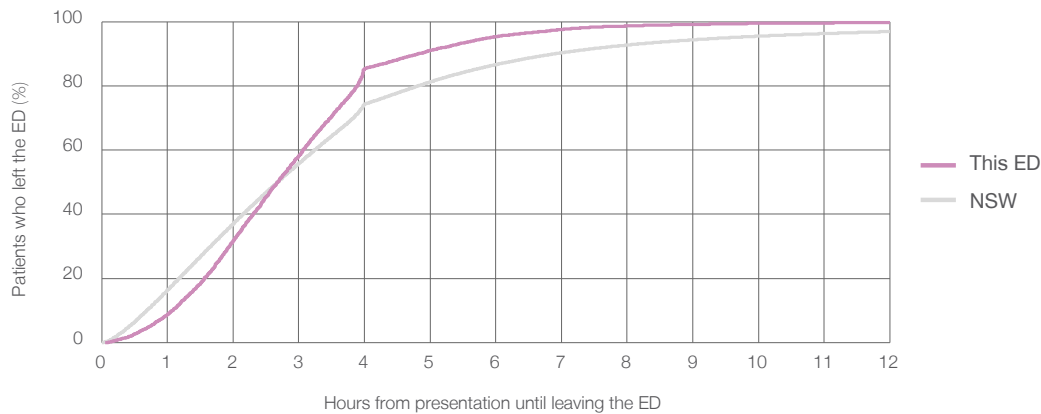
Presentations used to calculate time to leaving the ED:⁶ 11,534 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

90th percentile time spent in the ED⁹ 4 hours and 50 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 10,677 | 10,677 |
| 2 hours and 37 minutes | 2 hours and 41 minutes |
| 4 hours and 46 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 50m | 3h 29m | 2h 57m | 2h 46m | 2h 37m | 2h 41m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 8h 8m | 7h 3m | 6h 0m | 5h 14m | 4h 46m | 4h 50m |

(†) 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.

Canterbury Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

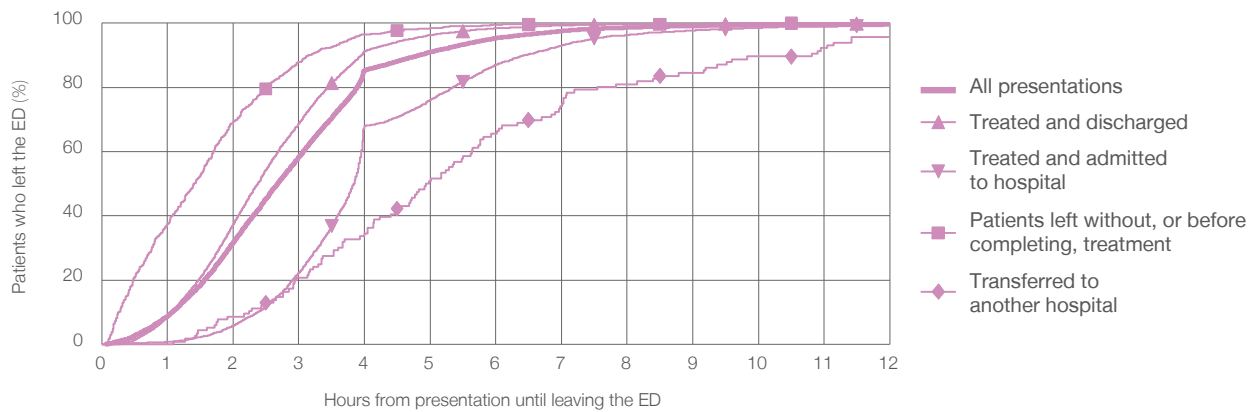
All presentations:¹ 11,535 patients

Presentations used to calculate time to leaving the ED:⁶ 11,534 patients

| | |
|---|---------------|
| Treated and discharged | 7,724 (67.0%) |
| Treated and admitted to hospital | 2,845 (24.7%) |
| Patient left without, or before completing, treatment | 815 (7.1%) |
| Transferred to another hospital | 116 (1.0%) |
| Other | 35 (0.3%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,677 | 8.0% |
| 7,182 | 7.5% |
| 2,771 | 2.7% |
| 586 | 39.1% |
| 128 | -9.4% |
| 10 | 250.0% |

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 | 8.6% | 37.5% | 68.9% | 91.3% | 98.4% | 99.6% | 99.8% | 100% |
| Treated and admitted to hospital | 0.7% | 5.8% | 22.3% | 68.1% | 87.1% | 96.3% | 98.6% | 99.3% |
| Patient left without, or before completing, treatment | 37.4% | 69.3% | 87.9% | 96.6% | 99.5% | 99.8% | 100% | 100% |
| Transferred to another hospital | 0% | 8.6% | 20.7% | 34.5% | 65.5% | 81.0% | 89.7% | 95.7% |
| All presentations | 8.8% | 31.8% | 58.3% | 85.4% | 95.4% | 98.6% | 99.4% | 99.7% |

(†) 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.

Canterbury 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 11,535 patients

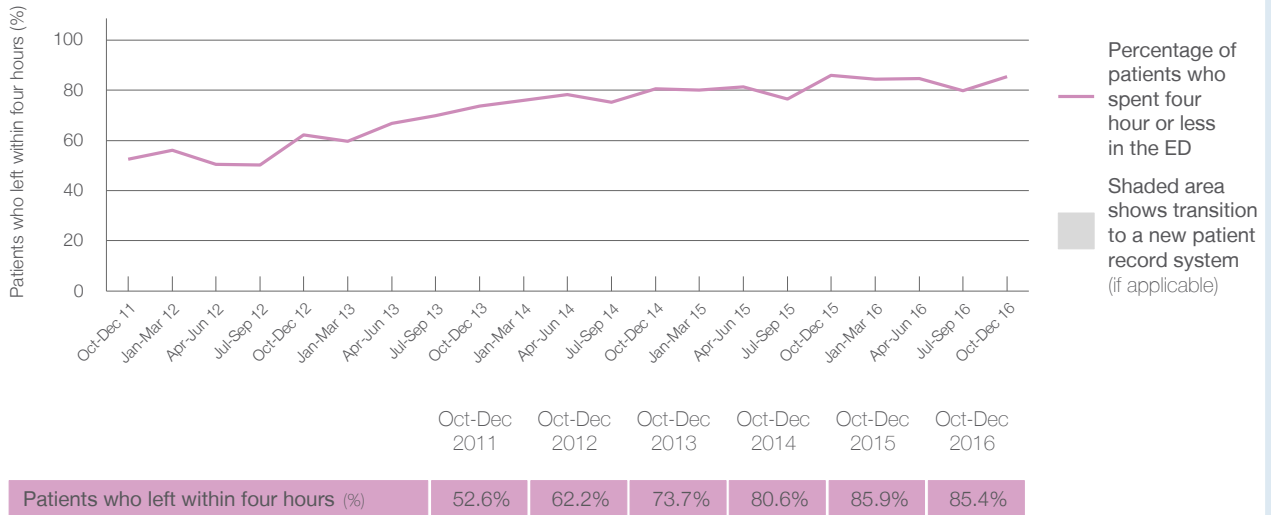
Presentations used to calculate time to leaving the ED:⁶ 11,534 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 10,677 | 8.0% |
| 10,677 | 8.0% |
| 85.9% | |

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.

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.

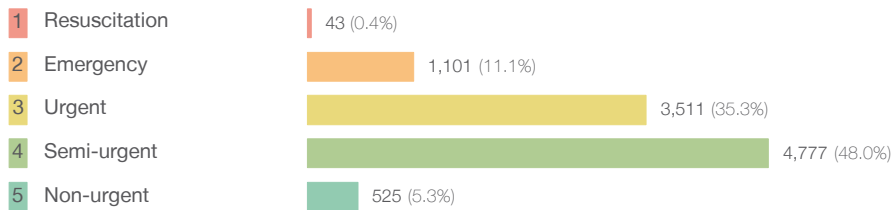
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

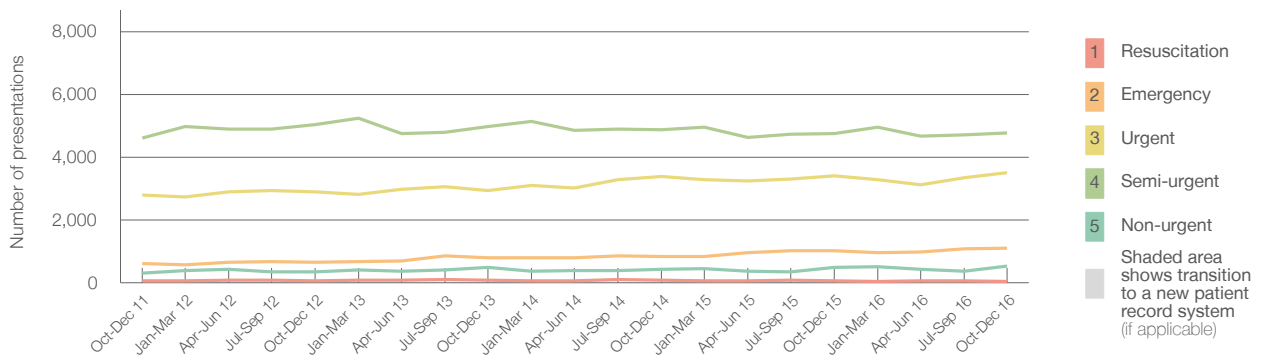
All presentations:¹ 9,979 patients

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

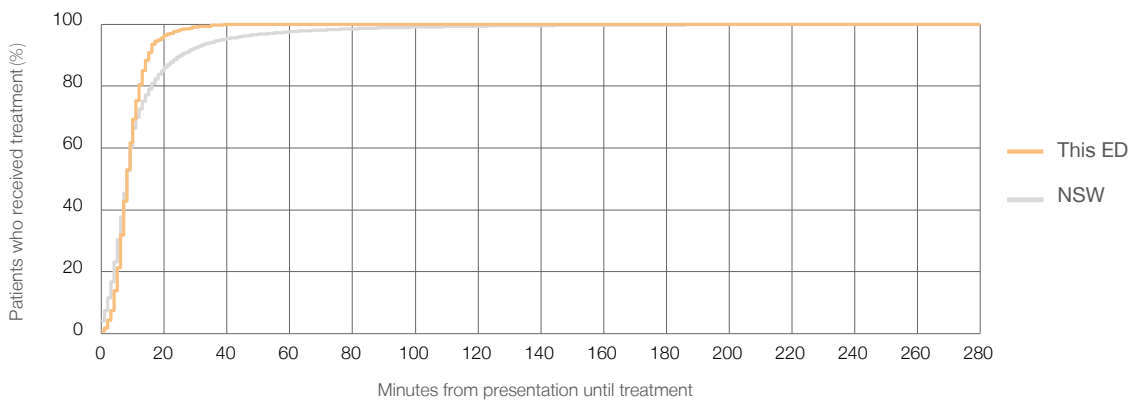
Number of triage 2 patients used to calculate waiting time:³ 1,098

Median time to start treatment⁴ 8 minutes

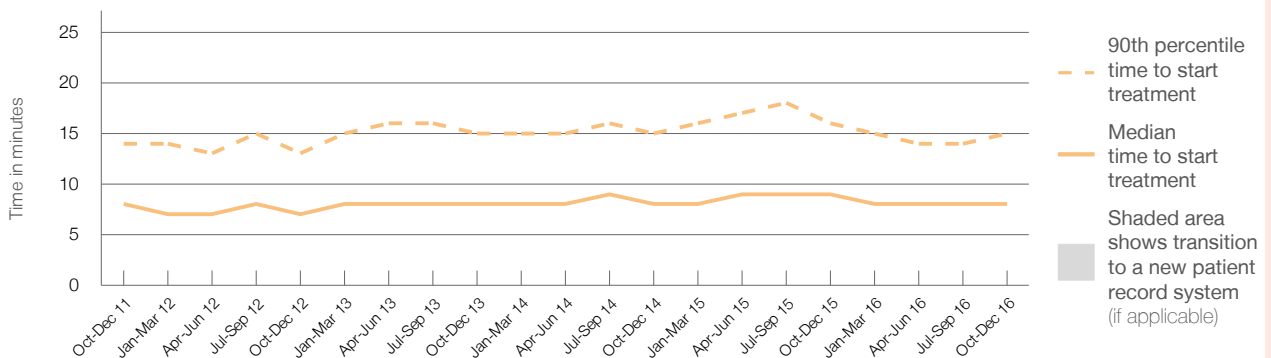
90th percentile time to start treatment⁵ 15 minutes

| 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 |

(†) 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 3 October to December 2016

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

Number of triage 3 patients: 3,511

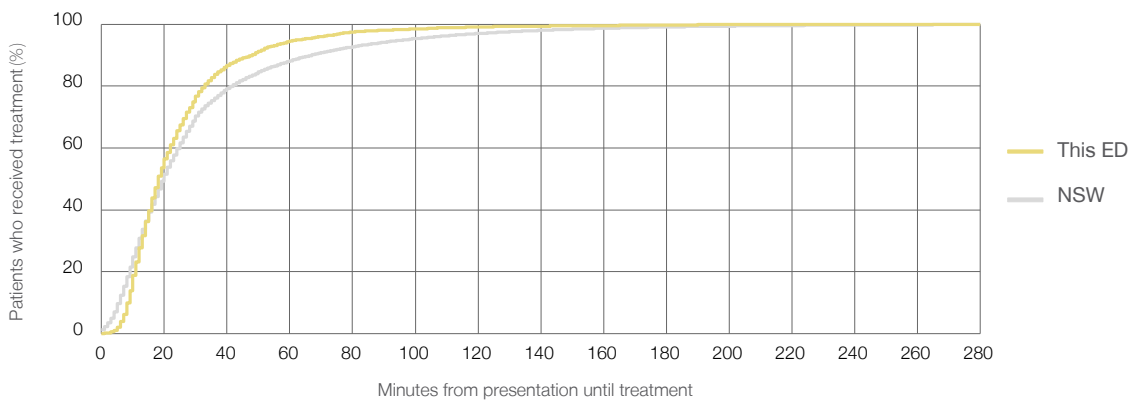
Number of triage 3 patients used to calculate waiting time:³ 3,415

Median time to start treatment⁴ 18 minutes

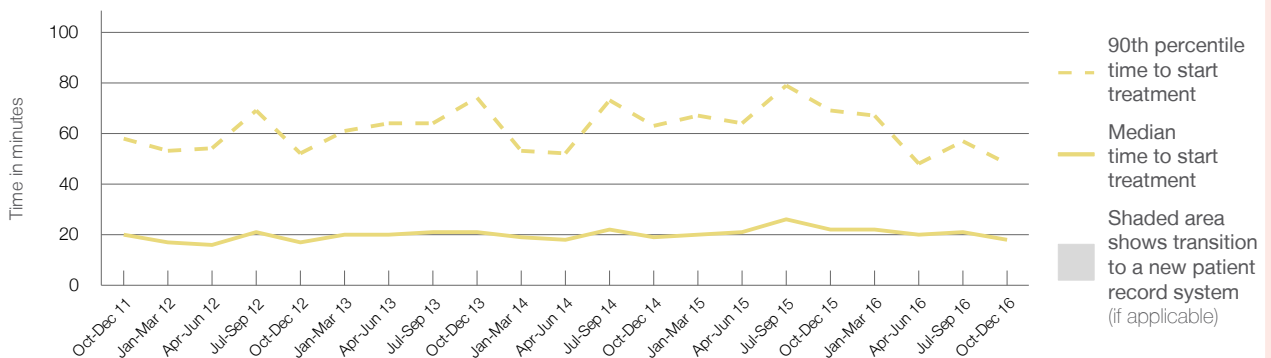
90th percentile time to start treatment⁵ 48 minutes

| 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 |

(†) 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 4 October to December 2016

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

Number of triage 4 patients: 4,777

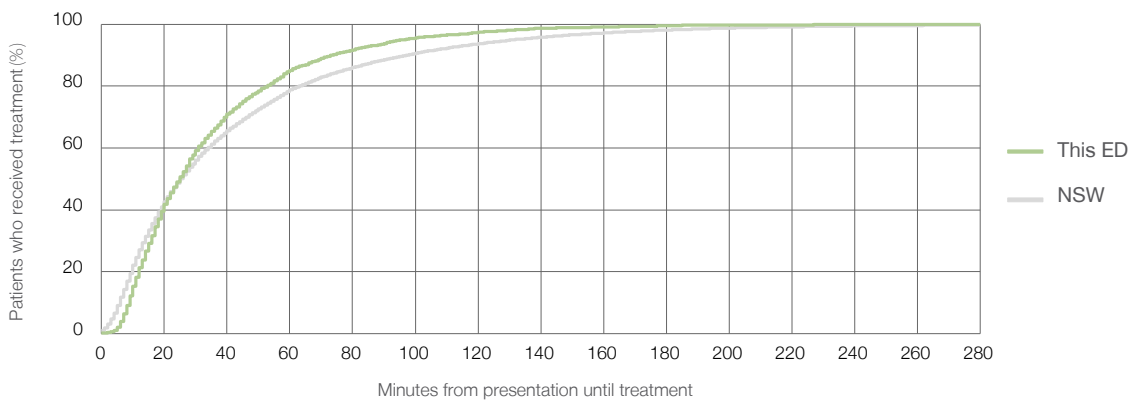
Number of triage 4 patients used to calculate waiting time:³ 4,504

Median time to start treatment⁴ 25 minutes

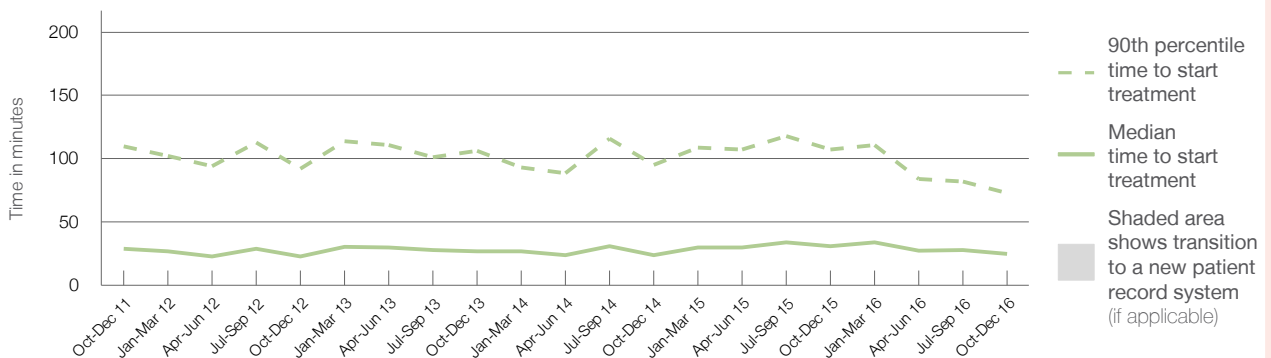
90th percentile time to start treatment⁵ 73 minutes

| 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 |

(†) 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 5 October to December 2016

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

Number of triage 5 patients: 525

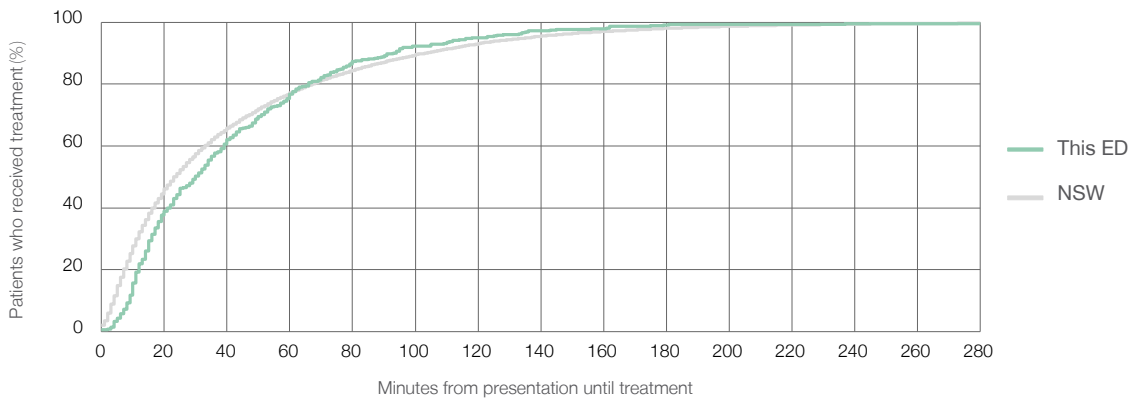
Number of triage 5 patients used to calculate waiting time:³ 430

Median time to start treatment⁴ 30 minutes

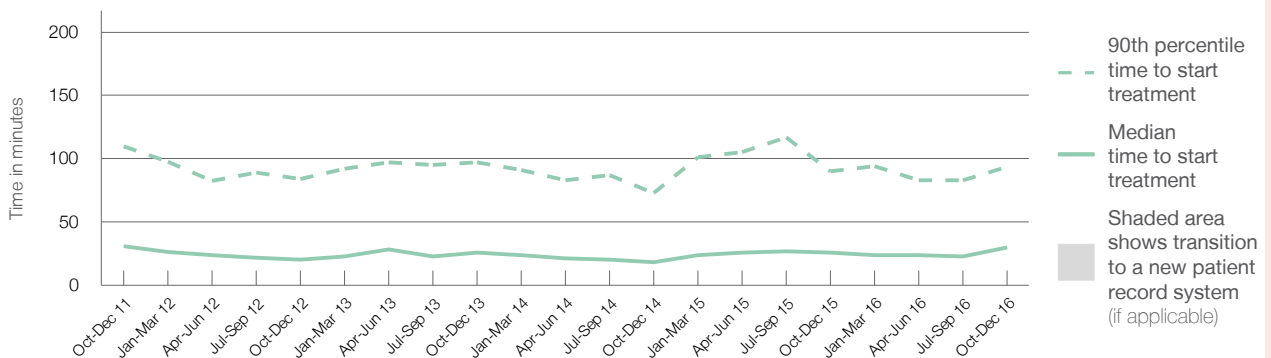
90th percentile time to start treatment⁵ 94 minutes

| 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 |

(†) 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 October to December 2016

All presentations:¹ 9,979 patients

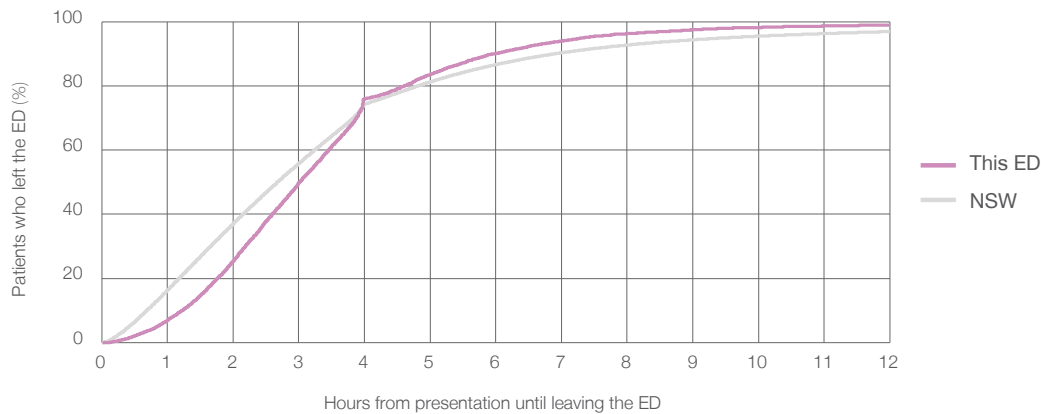
Presentations used to calculate time to leaving the ED:⁶ 9,977 patients

Median time spent in the ED⁸ 3 hours and 1 minutes

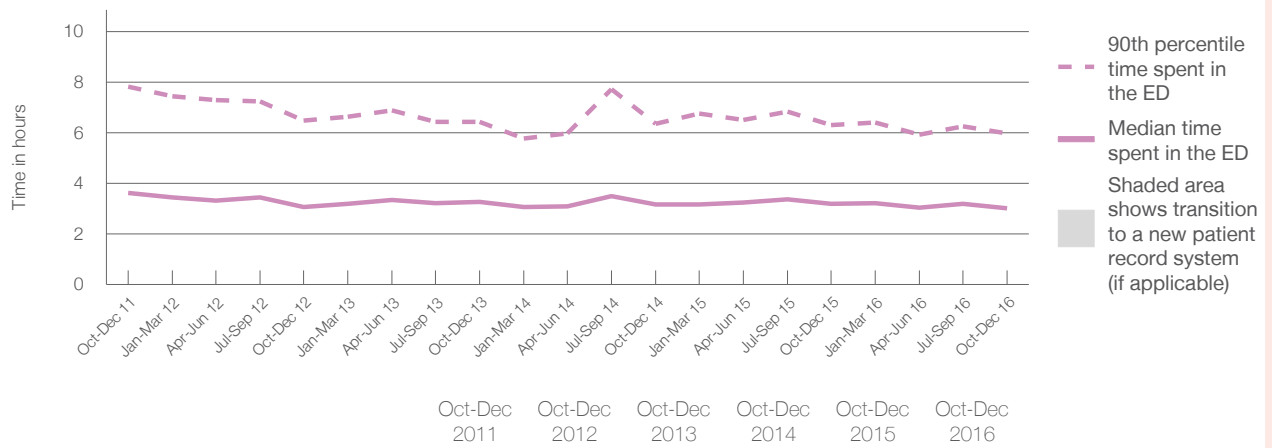
90th percentile time spent in the ED⁹ 5 hours and 59 minutes

| 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

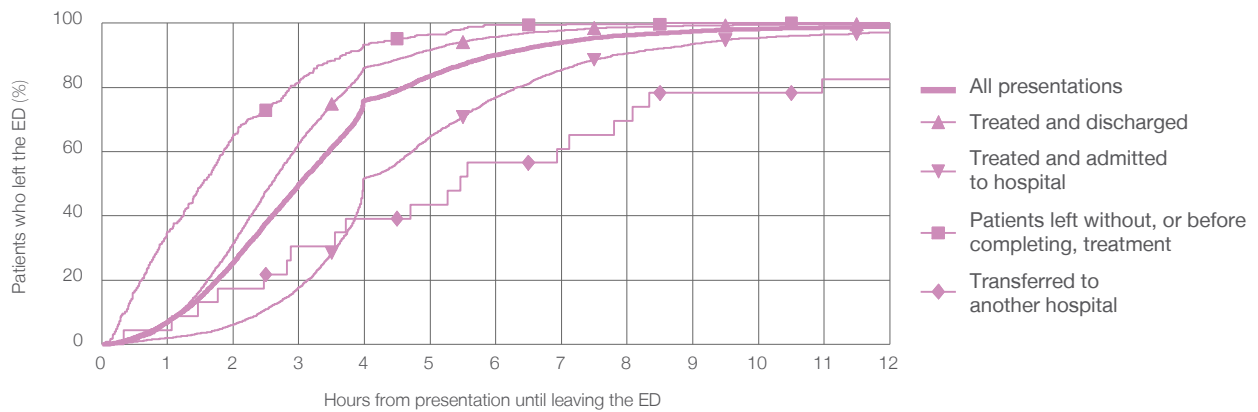
All presentations:¹ 9,979 patients

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% |

(†) 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 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

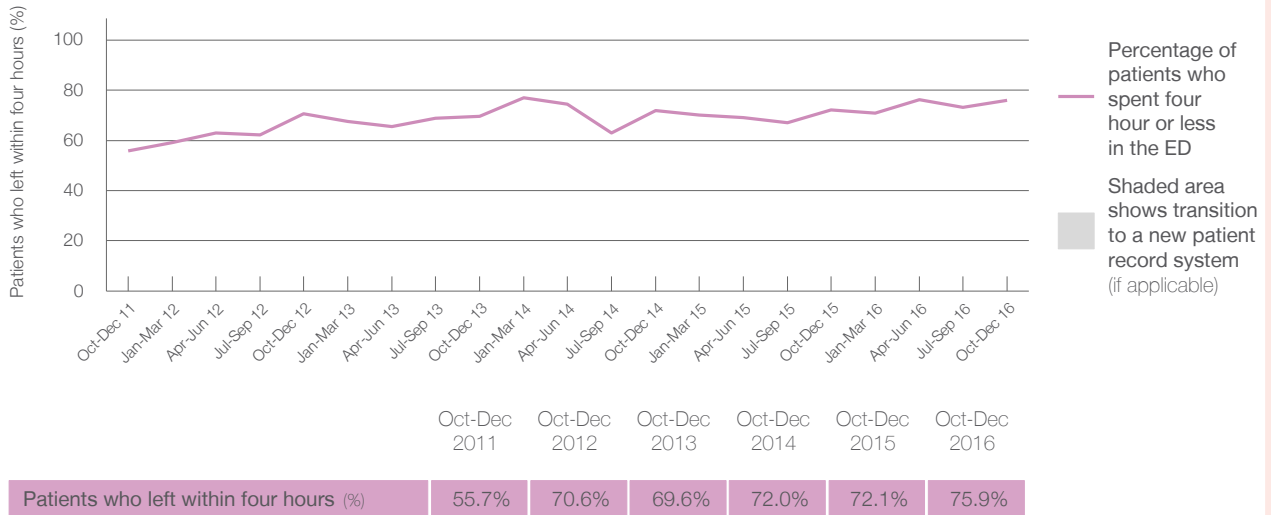
Presentations used to calculate time to leaving the ED:⁶ 9,977 patients

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).

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

Royal Prince Alfred Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,243 patients

Emergency presentations:² 18,762 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 18,691 | 3.0% |
| 18,278 | 2.6% |

Royal Prince Alfred Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,842 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,963 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,364 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 489 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 126 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,303 | |
| 12 minutes | 8 minutes |
| 29 minutes | 26 minutes |
| 8,539 | |
| 25 minutes | 20 minutes |
| 74 minutes | 67 minutes |
| 5,559 | |
| 32 minutes | 25 minutes |
| 113 minutes | 97 minutes |
| 799 | |
| 34 minutes | 24 minutes |
| 127 minutes | 103 minutes |

Royal Prince Alfred Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,243 patients

Percentage of patients who spent four hours or less in the ED 64.0%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 18,691 | 3.0% |
| 63.4% | |

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

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

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

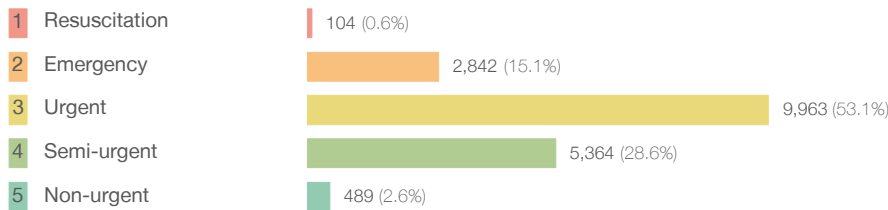
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Royal Prince Alfred Hospital: Patients presenting to the emergency department October to December 2016

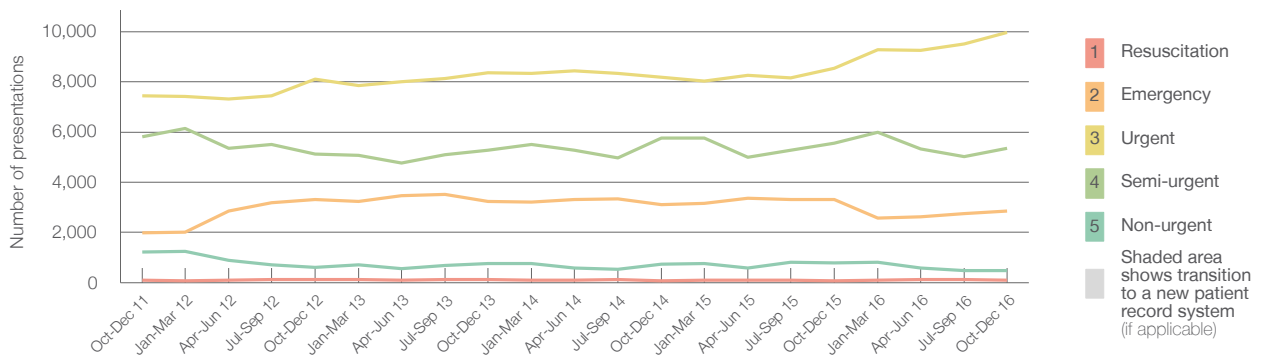
All presentations:¹ 19,243 patients

Emergency presentations² by triage category: 18,762 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 18,691 | 3.0% |
| 18,278 | 2.6% |
| 78 | 33.3% |
| 3,303 | -14.0% |
| 8,539 | 16.7% |
| 5,559 | -3.5% |
| 799 | -38.8% |

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 | 103 | 119 | 120 | 80 | 78 | 104 |
| Emergency | 1,980 | 3,304 | 3,239 | 3,118 | 3,303 | 2,842 |
| Urgent | 7,449 | 8,110 | 8,369 | 8,177 | 8,539 | 9,963 |
| Semi-urgent | 5,824 | 5,119 | 5,273 | 5,759 | 5,559 | 5,364 |
| Non-urgent | 1,233 | 620 | 774 | 739 | 799 | 489 |
| All emergency presentations | 16,589 | 17,272 | 17,775 | 17,873 | 18,278 | 18,762 |

Royal Prince Alfred Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,183 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 5,097 | |
| 15 minutes | -1 minute |
| 29 minutes | -4 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.

Royal Prince Alfred 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: 2,842

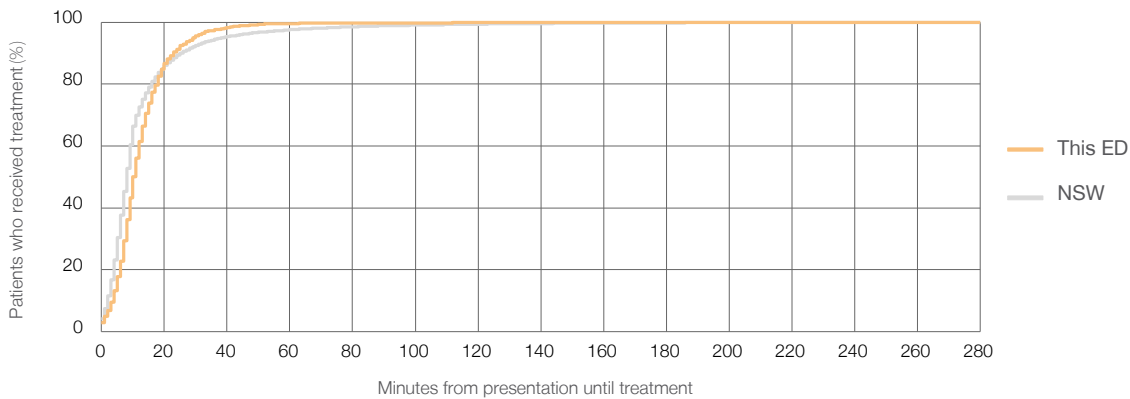
Number of triage 2 patients used to calculate waiting time:³ 2,837

Median time to start treatment⁴ 11 minutes

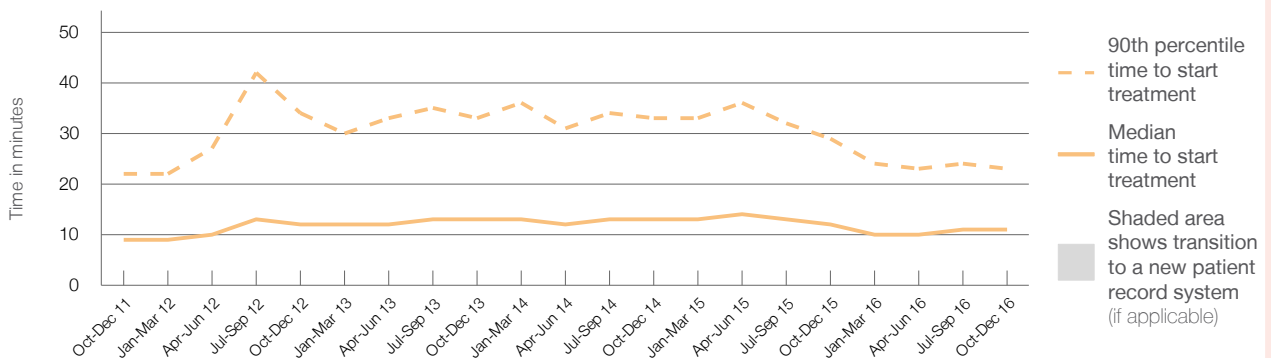
90th percentile time to start treatment⁵ 23 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,303 | |
| 3,295 | |
| 12 minutes | 8 minutes |
| 29 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 | 12 | 13 | 13 | 12 | 11 |
| 90th percentile time to start treatment ⁵ (minutes) | 22 | 34 | 33 | 33 | 29 | 23 |

(†) 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.

Royal Prince Alfred 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: 9,963

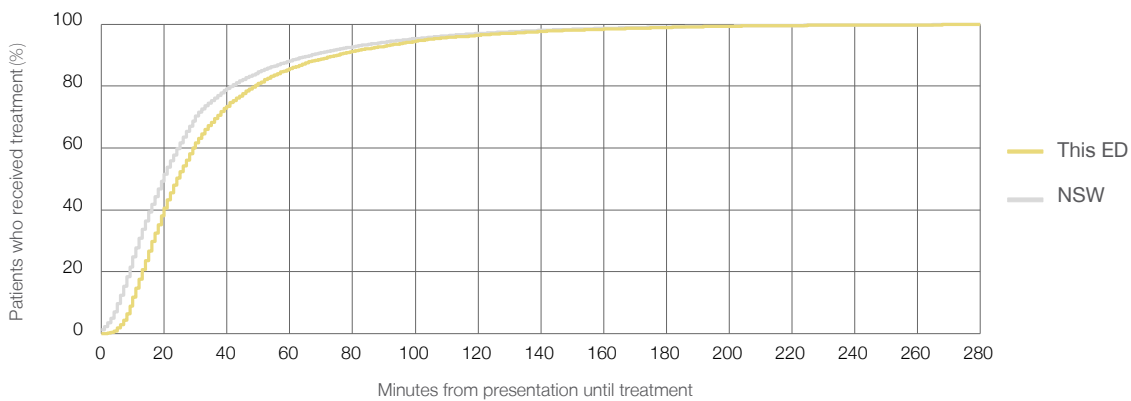
Number of triage 3 patients used to calculate waiting time:³ 9,769

Median time to start treatment⁴ 24 minutes

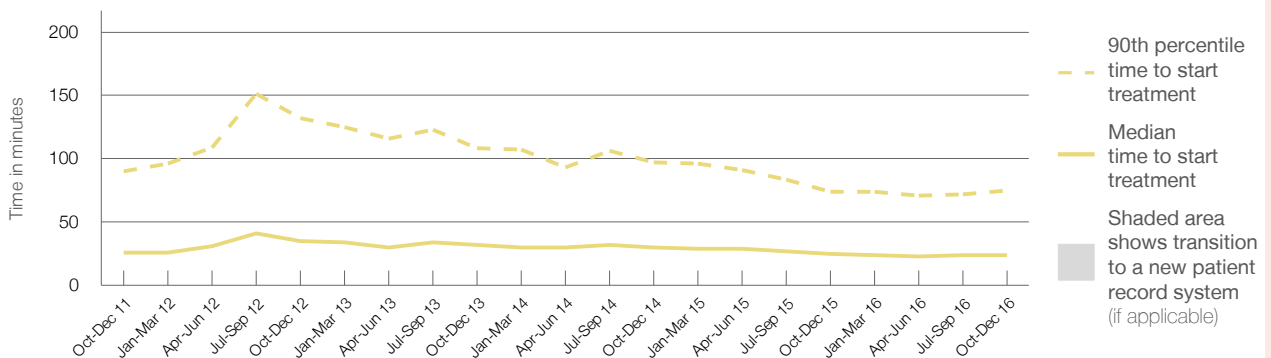
90th percentile time to start treatment⁵ 75 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 8,539 | |
| 8,393 | |
| 25 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) | 26 | 35 | 32 | 30 | 25 | 24 |
| 90th percentile time to start treatment ⁵ (minutes) | 90 | 132 | 108 | 97 | 74 | 75 |

(†) 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.

Royal Prince Alfred 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: 5,364

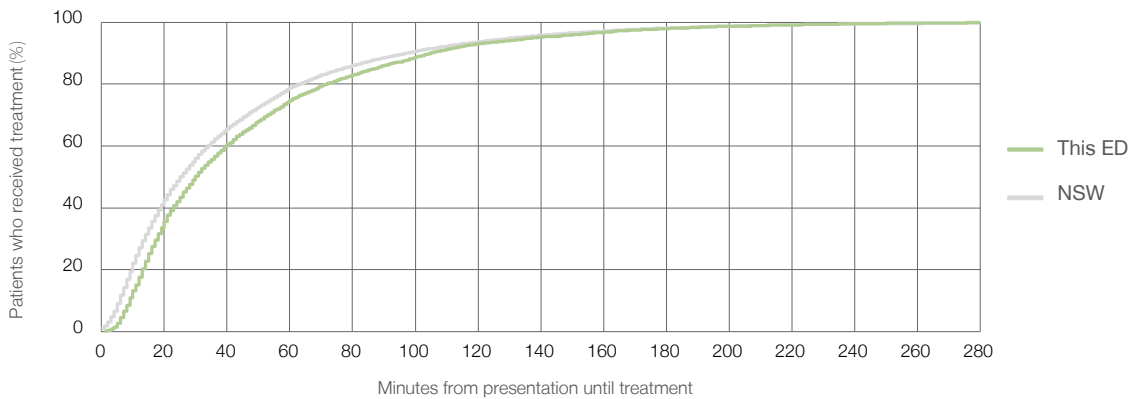
Number of triage 4 patients used to calculate waiting time:³ 5,039

Median time to start treatment⁴ 30 minutes

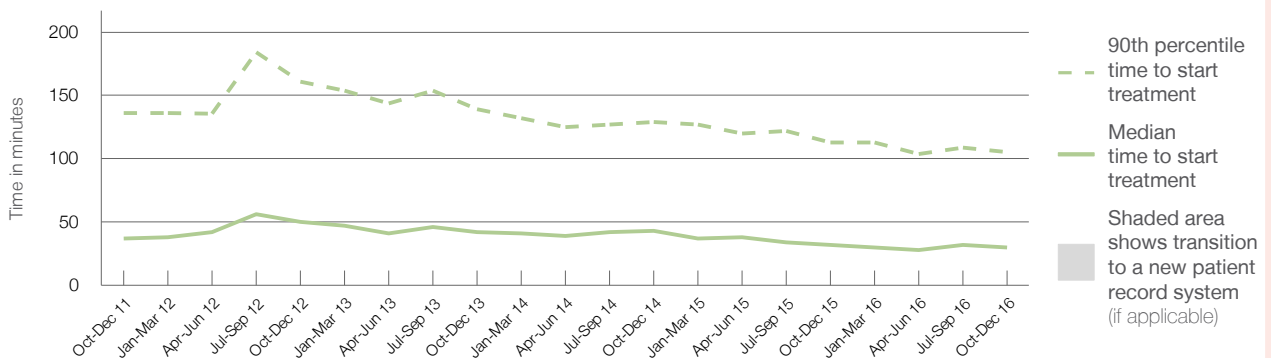
90th percentile time to start treatment⁵ 105 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 5,559 | 5,238 |
| 32 minutes | 25 minutes |
| 113 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) | 37 | 50 | 42 | 43 | 32 | 30 |
| 90th percentile time to start treatment ⁵ (minutes) | 136 | 161 | 139 | 129 | 113 | 105 |

(†) 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.

Royal Prince Alfred 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: 489

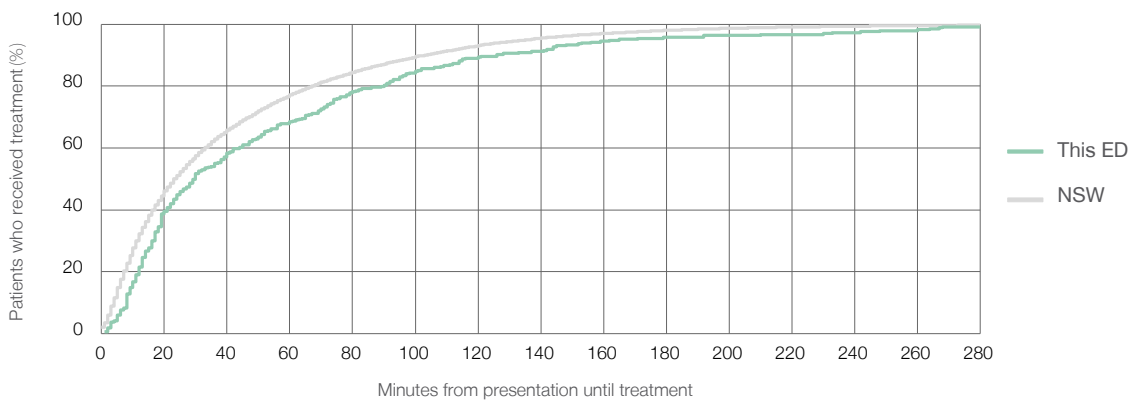
Number of triage 5 patients used to calculate waiting time:³ 329

Median time to start treatment⁴ 30 minutes

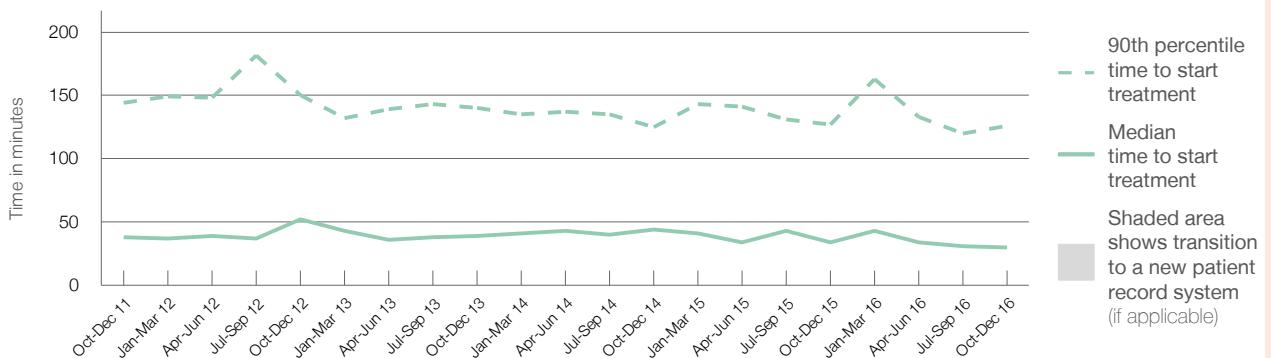
90th percentile time to start treatment⁵ 126 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 799 | 598 |
| 34 minutes | 24 minutes |
| 127 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) | 38 | 52 | 39 | 44 | 34 | 30 |
| 90th percentile time to start treatment ⁵ (minutes) | 144 | 150 | 140 | 125 | 127 | 126 |

(†) 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.

Royal Prince Alfred Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 19,243 patients

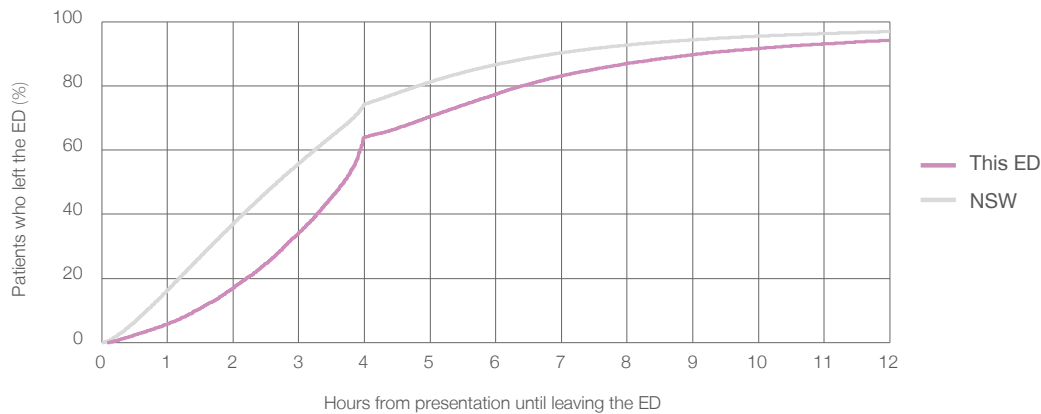
Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

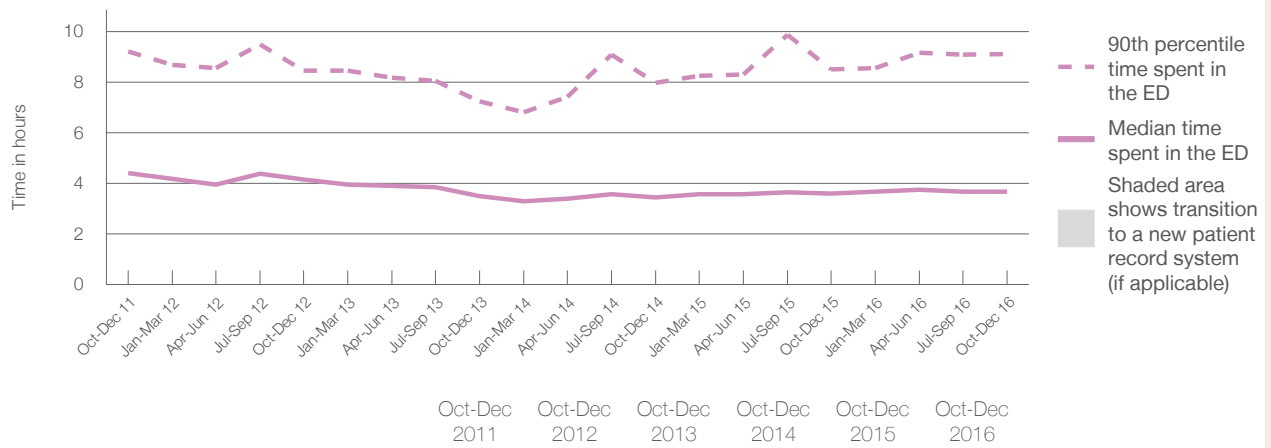
90th percentile time spent in the ED⁹ 9 hours and 7 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 18,691 | 18,691 |
| 3 hours and 36 minutes | 2 hours and 41 minutes |
| 8 hours and 31 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 24m | 4h 9m | 3h 30m | 3h 27m | 3h 36m | 3h 41m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 9h 13m | 8h 28m | 7h 14m | 7h 59m | 8h 31m | 9h 7m |

(†) 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.

Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

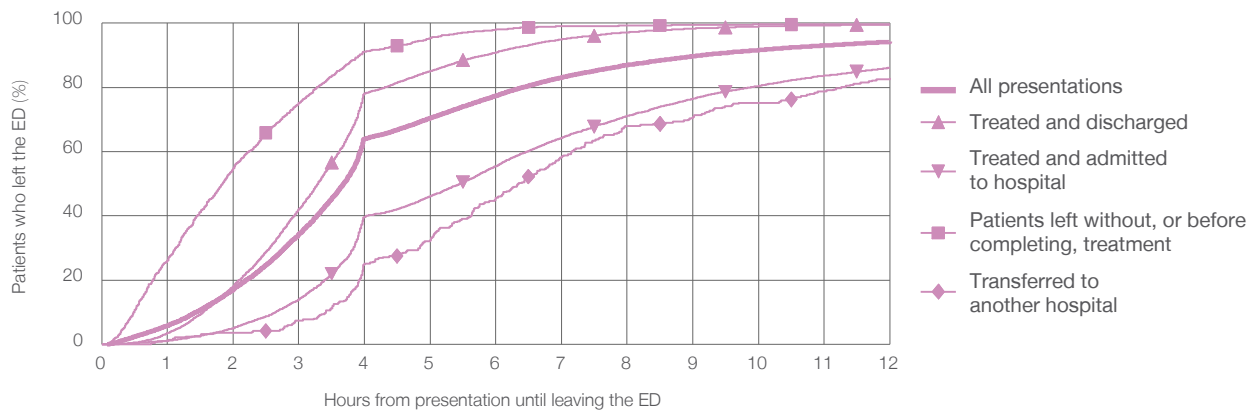
All presentations:¹ 19,243 patients

Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

| | |
|---|---------------|
| Treated and discharged | 9,910 (51.5%) |
| Treated and admitted to hospital | 7,339 (38.1%) |
| Patient left without, or before completing, treatment | 1,321 (6.9%) |
| Transferred to another hospital | 287 (1.5%) |
| Other | 386 (2.0%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 18,691 | 3.0% |
| 10,015 | -1.0% |
| 6,758 | 8.6% |
| 1,297 | 1.9% |
| 294 | -2.4% |
| 327 | 18.0% |

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

| | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|
| Treated and discharged | 3.5% | 18.2% | 42.1% | 78.1% | 90.9% | 97.2% | 99.0% | 99.6% |
| Treated and admitted to hospital | 1.1% | 5.1% | 14.0% | 39.7% | 55.5% | 71.1% | 80.4% | 86.1% |
| Patient left without, or before completing, treatment | 26.1% | 54.9% | 75.1% | 91.2% | 98.0% | 99.2% | 99.6% | 99.8% |
| Transferred to another hospital | 1.0% | 3.5% | 7.3% | 25.1% | 45.6% | 67.9% | 75.3% | 82.9% |
| All presentations | 5.8% | 17.1% | 34.3% | 64.0% | 77.4% | 87.0% | 91.6% | 94.2% |

(†) 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.

Royal Prince Alfred 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 19,243 patients

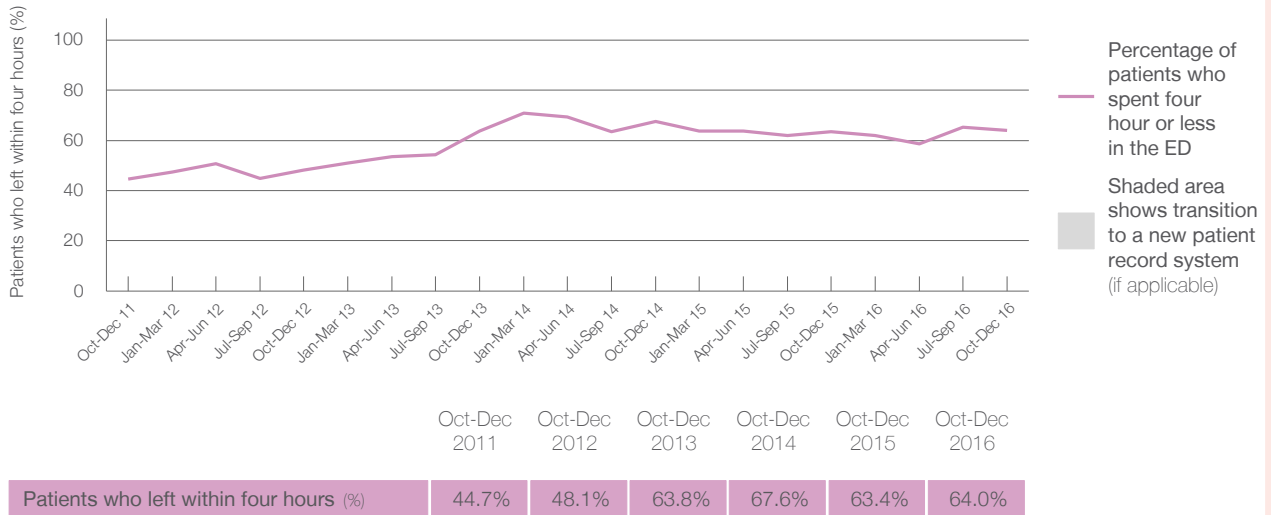
Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

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 | 18,691 | 3.0% |
| Presentations used to calculate time to leaving the ED: ⁶ | 18,691 | 3.0% |
| Percentage of patients who spent four hours or less in the ED | 63.4% | |

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).