

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.

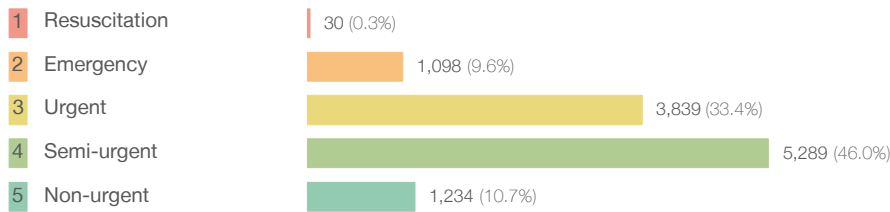
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

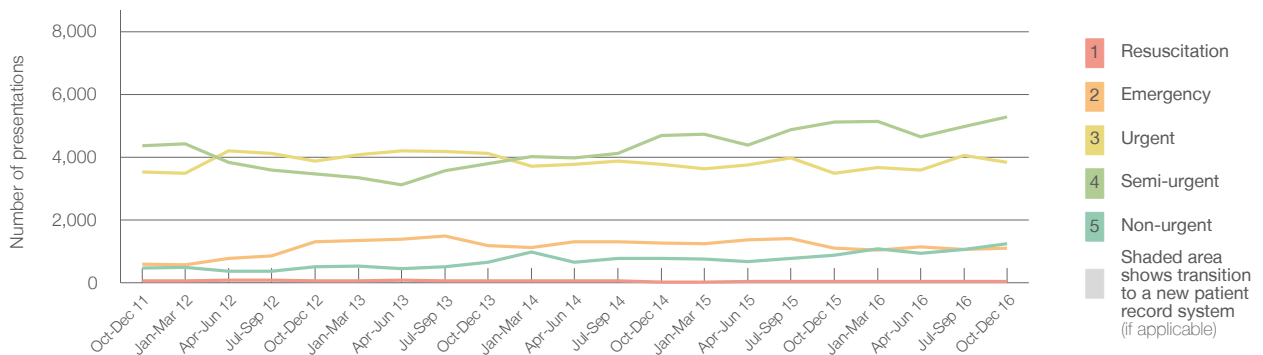
All presentations:¹ 11,535 patients

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

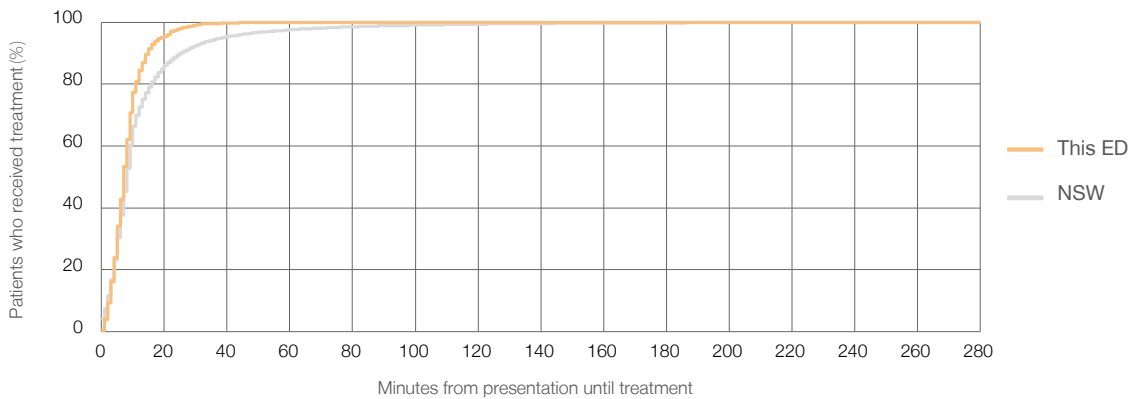
Number of triage 2 patients used to calculate waiting time:³ 1,096

Median time to start treatment⁴ ■ 7 minutes

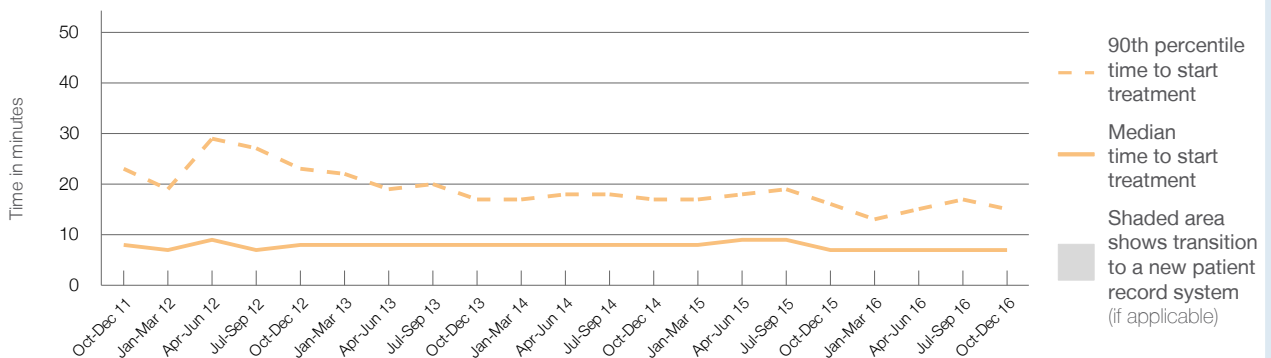
90th percentile time to start treatment⁵ ■ 15 minutes

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

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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

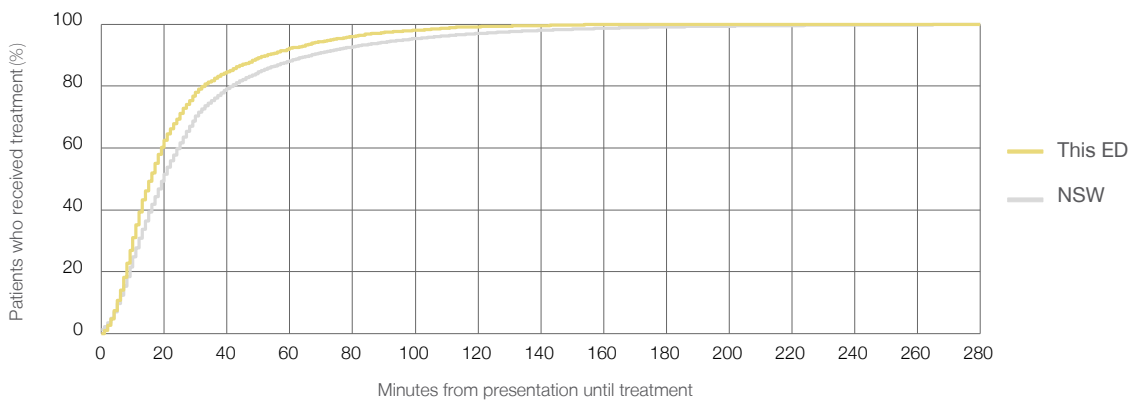
Number of triage 3 patients used to calculate waiting time:³ 3,794

Median time to start treatment⁴ 16 minutes

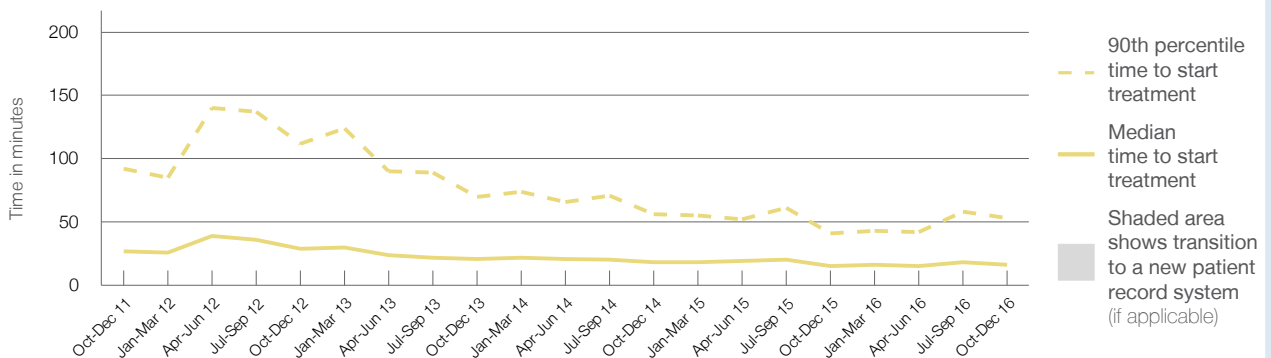
90th percentile time to start treatment⁵ 53 minutes

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

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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

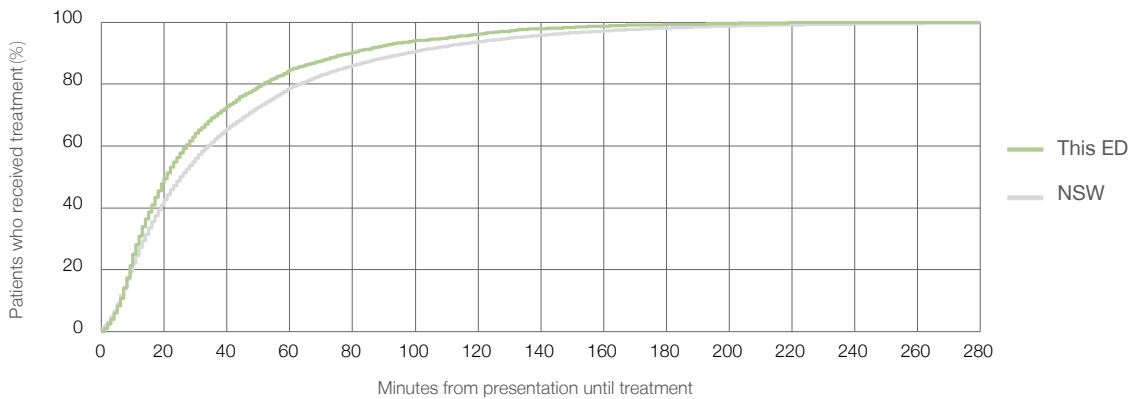
Number of triage 4 patients used to calculate waiting time:³ 5,013

Median time to start treatment⁴ 21 minutes

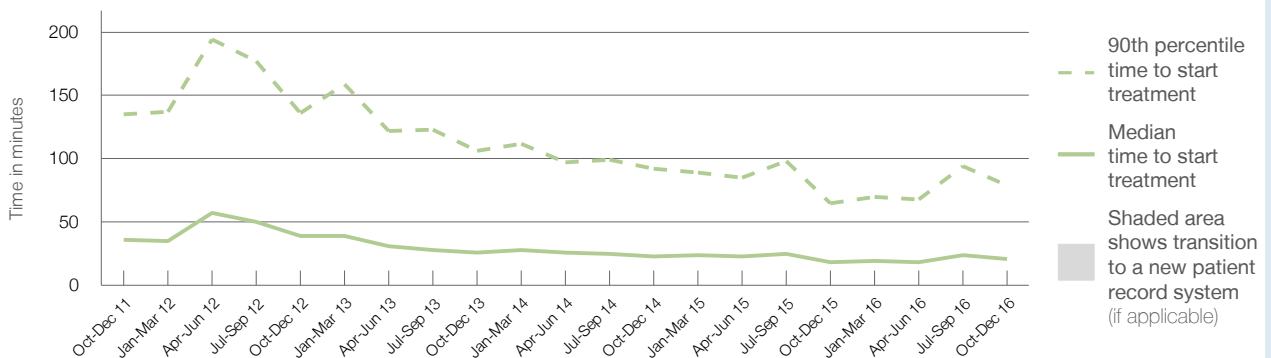
90th percentile time to start treatment⁵ 79 minutes

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

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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

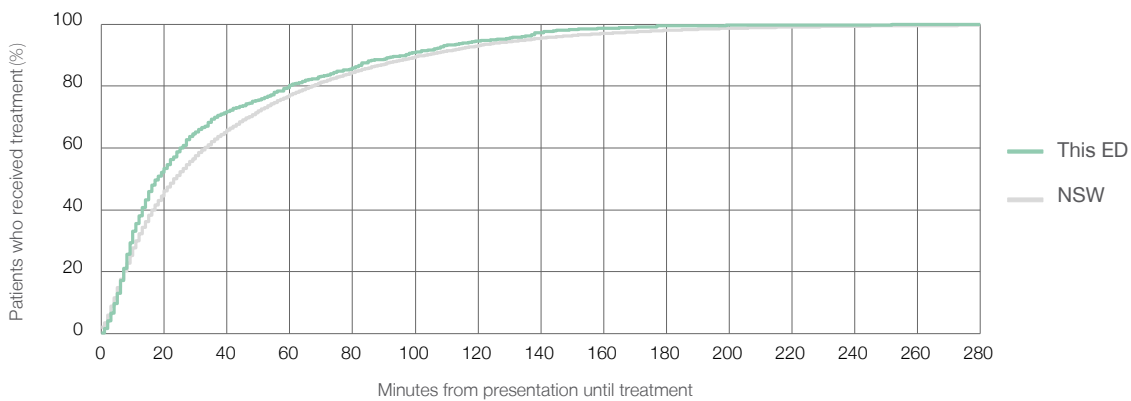
Number of triage 5 patients used to calculate waiting time:³ 1,016

Median time to start treatment⁴ 18 minutes

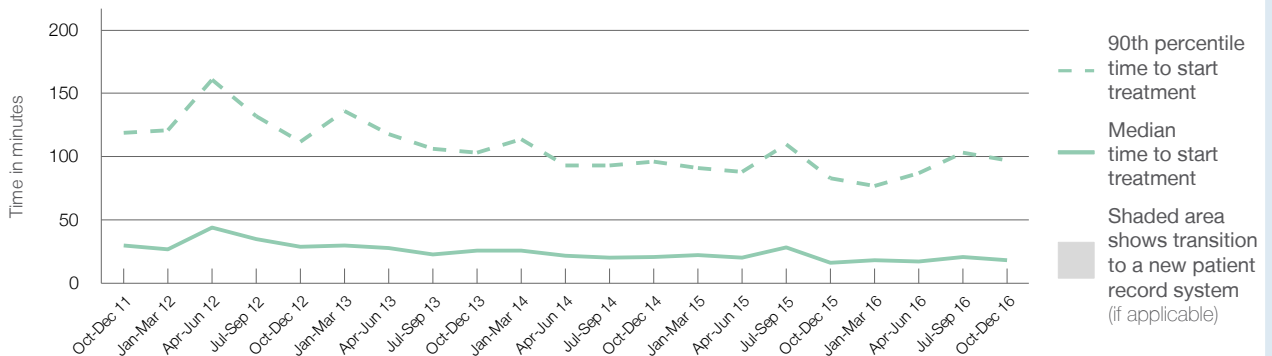
90th percentile time to start treatment⁵ 97 minutes

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

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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

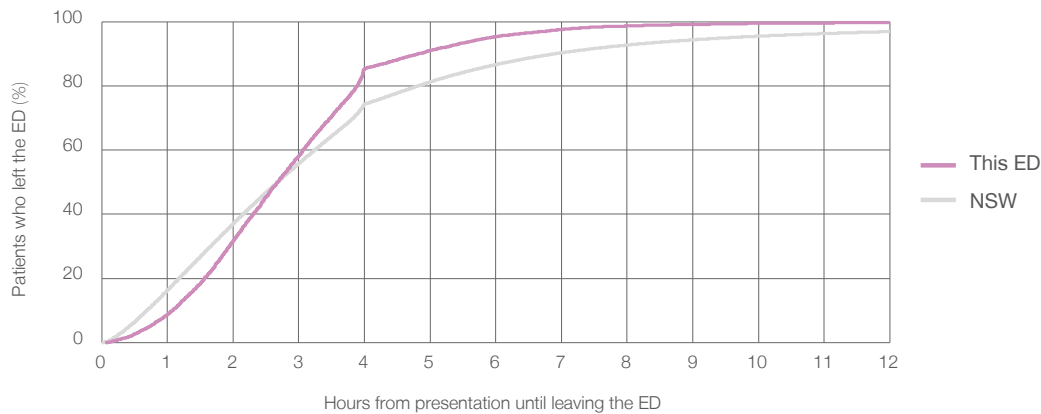
Presentations used to calculate time to leaving the ED:⁶ 11,534 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

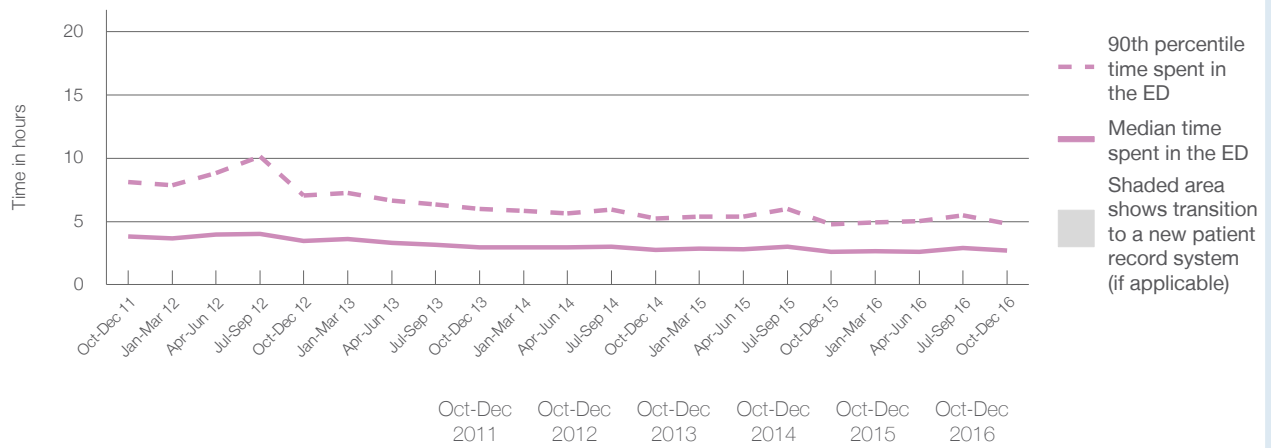
90th percentile time spent in the ED⁹ 4 hours and 50 minutes

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

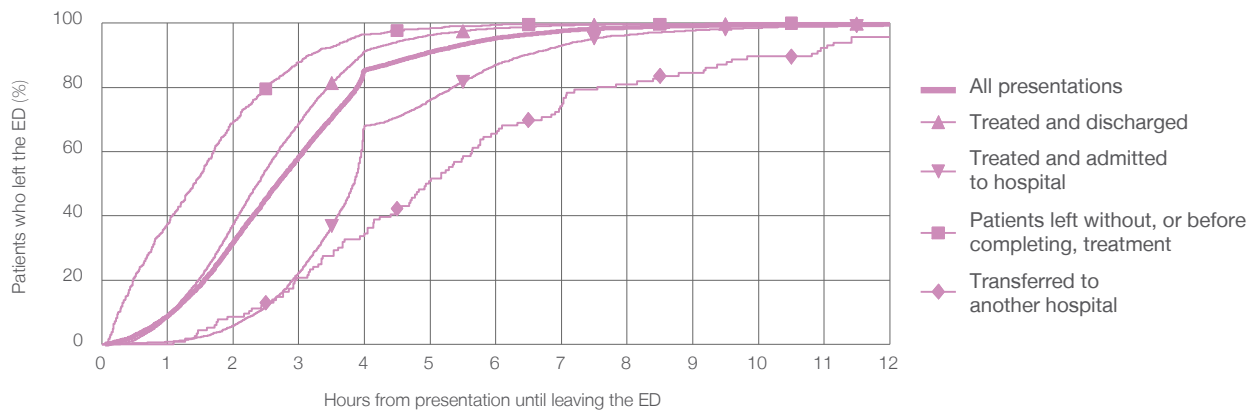
All presentations:¹ 11,535 patients

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.

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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

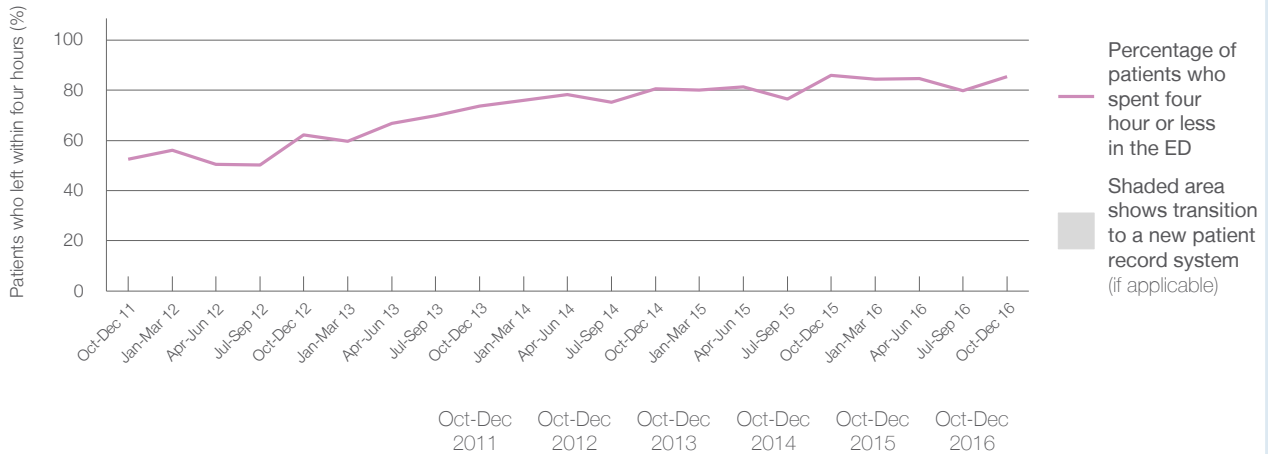
Presentations used to calculate time to leaving the ED:⁶ 11,534 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	10,677	8.0%
Presentations used to calculate time to leaving the ED: ⁶	10,677	8.0%
Percentage of patients who spent four hours or less in the ED	85.9%	

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
	52.6%	62.2%	73.7%	80.6%	85.9%	85.4%

* 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).