bureau of health information

Hospital Quarterly

Performance Profiles

Emergency Department

April to June 2016

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

New South Wales: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	636,317 patients	628,695	1.2%
Emergency presentations:[2]	612,258 patients	603,482	1.5%

New South Wales: Time patients waited to start treatment[3]

April to June 2016

		Same period last year
Triage 2 Emergency (e.g. chest pain, severe burns):	76,386 patients	
Median time to start treatment[4]	8 minutes	8 minutes
95th percentile time to start treatment[5]	36 minutes	37 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	212,203 patients	
Median time to start treatment[4]	20 minutes	21 minutes
95th percentile time to start treatment[5]	92 minutes	102 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	256,911 patients	
Median time to start treatment[4]	25 minutes	26 minutes
95th percentile time to start treatment[5]	128 minutes	140 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	62,288 patients	
Median time to start treatment[4]	23 minutes	23 minutes
95th percentile time to start treatment[5]	132 minutes	133 minutes

New South Wales: Time patients spent in the ED

April to June 2016

		Same period last year
Presentations used to calculate time to leaving the ED:[6]	636,217 patients	
Percentage of patients who spent four hours or less in the ED	73.9%	73.3%

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

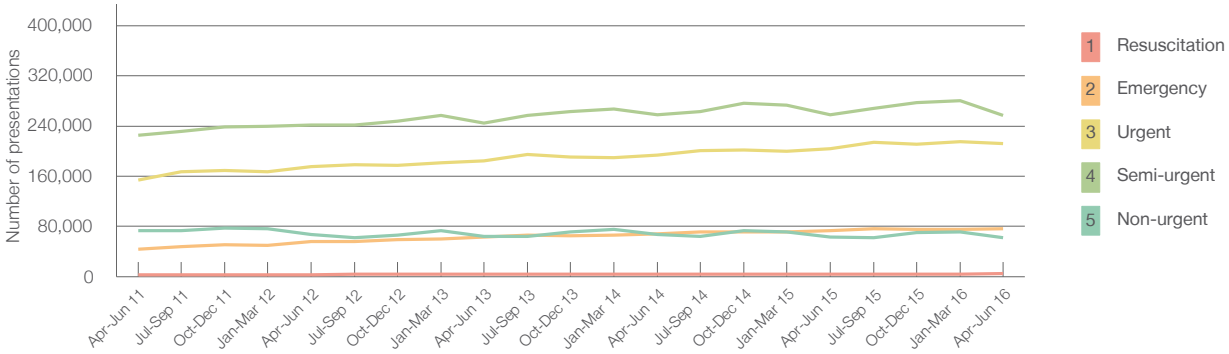
More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

New South Wales: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	636,317 patients	628,695	1.2%
Emergency presentations[2] by triage category:	612,258 patients	603,482	1.5%
1 Resuscitation	4,470 (0.7%)	4,007	11.6%
2 Emergency	76,386 (12.5%)	73,337	4.2%
3 Urgent	212,203 (34.7%)	204,398	3.8%
4 Semi-urgent	256,911 (42.0%)	258,260	-0.5%
5 Non-urgent	62,288 (10.2%)	63,480	-1.9%

Emergency presentations[2] by quarter, April 2011 to June 2016



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	3,107	3,358	3,747	3,983	4,007	4,470
Emergency	43,957	55,637	62,815	68,704	73,337	76,386
Urgent	154,098	175,539	184,369	193,773	204,398	212,203
Semi-urgent	225,553	241,681	244,761	258,210	258,260	256,911
Non-urgent	73,536	67,289	63,733	67,056	63,480	62,288
All emergency presentations	500,251	543,504	559,425	591,726	603,482	612,258

New South Wales: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	125,094 patients	127,053	
ED Transfer of care time			
Median time	11 minutes	13 minutes	-2 minutes
95th percentile time	39 minutes	61 minutes	-22 minutes

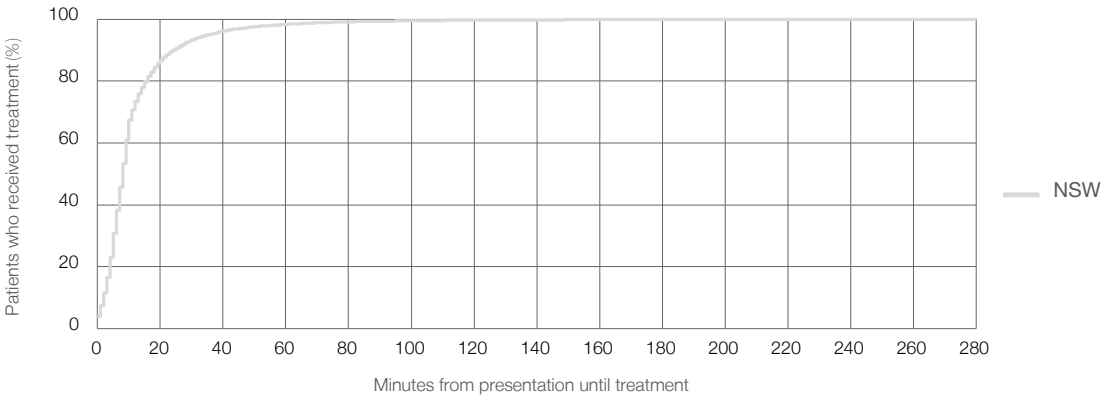
More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

New South Wales: Time patients waited to start treatment, triage 2

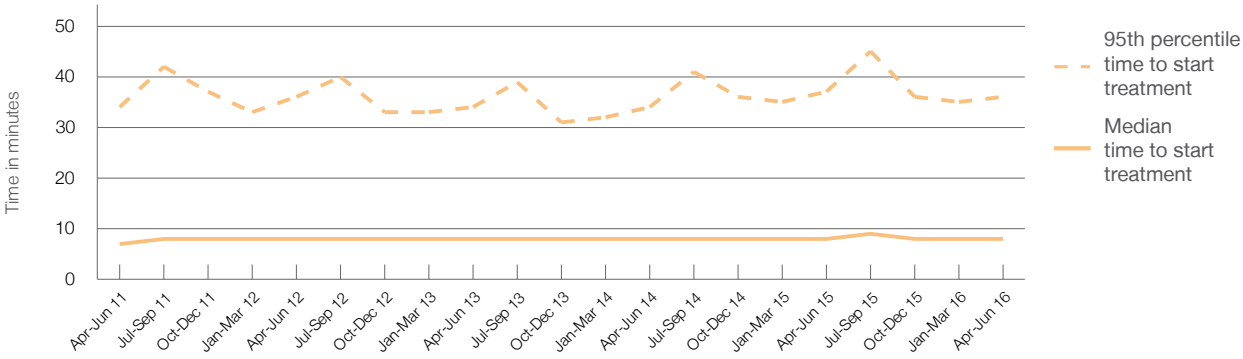
April to June 2016

		Same period last year
Triage 2 Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients: 76,386		73,337
Number of triage 2 patients used to calculate waiting time:[3] 75,513		72,555
Median time to start treatment[4]	8 minutes	8 minutes
95th percentile time to start treatment[5]	36 minutes	37 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	8	8	8	8	8
95th percentile time to start treatment[5] (minutes)	34	36	34	34	37	36

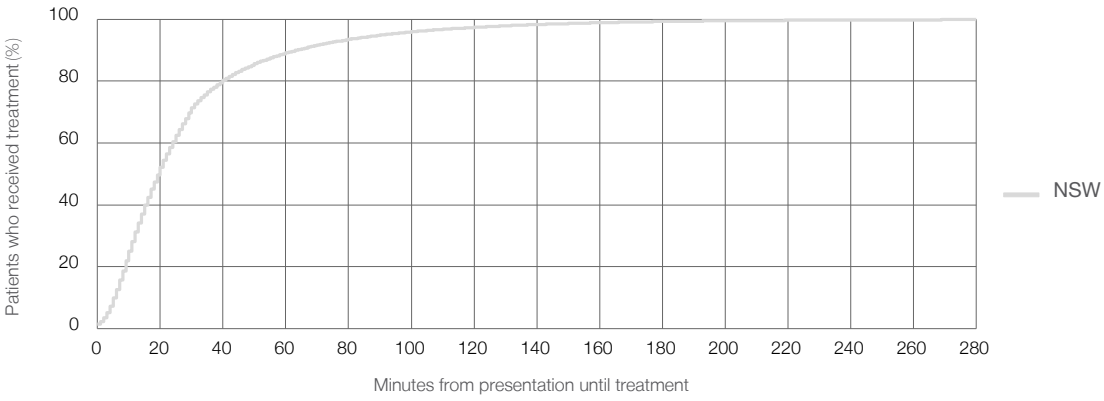
More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

New South Wales: Time patients waited to start treatment, triage 3

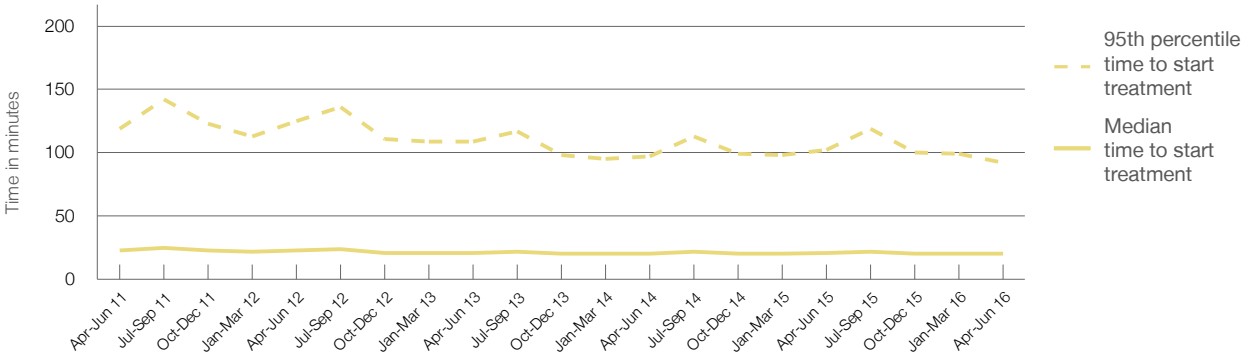
April to June 2016

		Same period last year
Triage 3	Urgent (e.g. moderate blood loss, dehydration)	
Number of triage 3 patients:	212,203	204,398
Number of triage 3 patients used to calculate waiting time:[3]	206,955	199,254
Median time to start treatment[4]	20 minutes	21 minutes
95th percentile time to start treatment[5]	92 minutes	102 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	23	23	21	20	21	20
95th percentile time to start treatment[5] (minutes)	119	125	109	97	102	92

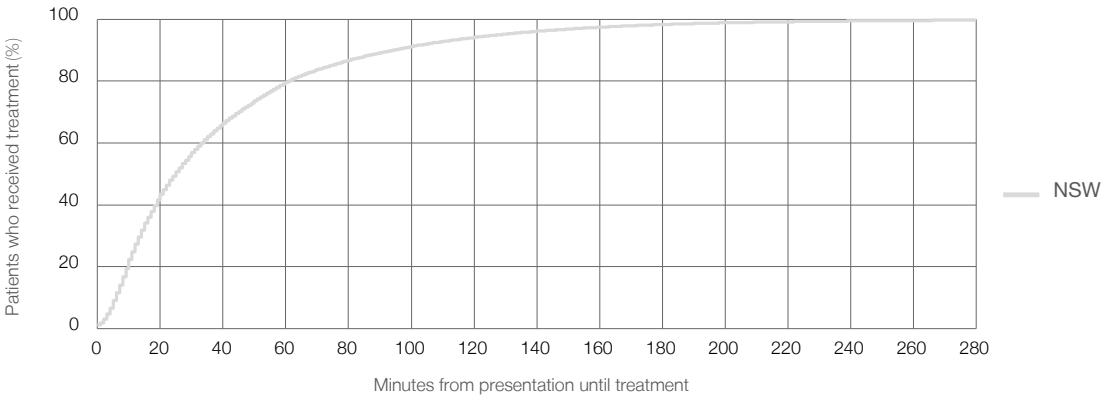
New South Wales: Time patients waited to start treatment, triage 4

April to June 2016

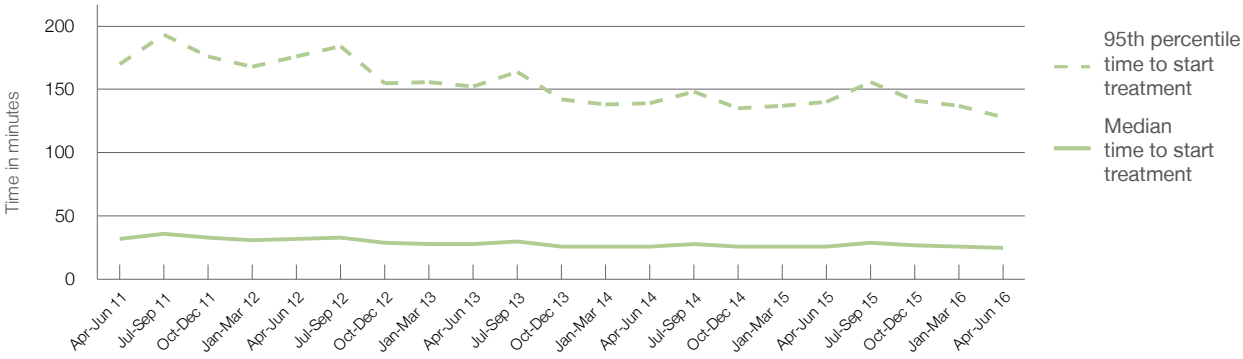
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year
Number of triage 4 patients:	256,911	258,260
Number of triage 4 patients used to calculate waiting time:[3]	240,103	240,778
Median time to start treatment[4]	25 minutes	26 minutes
95th percentile time to start treatment[5]	128 minutes	140 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	32	32	28	26	26	25
95th percentile time to start treatment[5] (minutes)	170	176	152	139	140	128

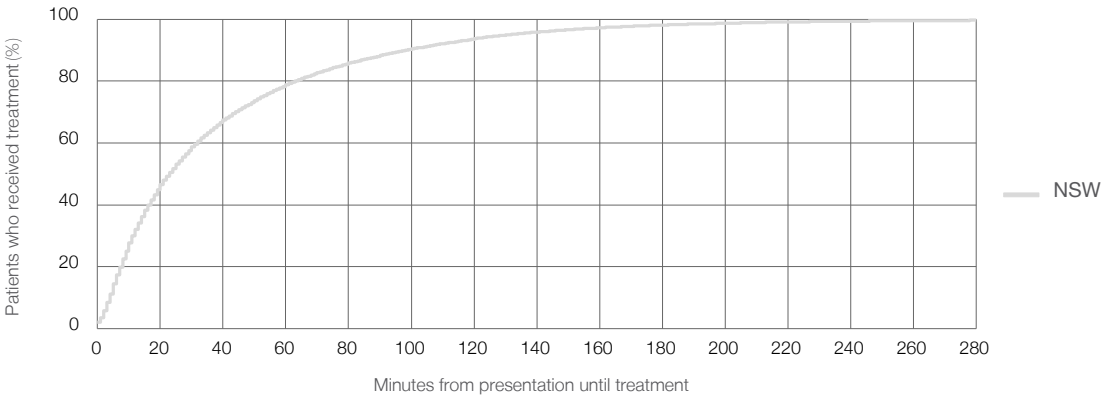
More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

New South Wales: Time patients waited to start treatment, triage 5

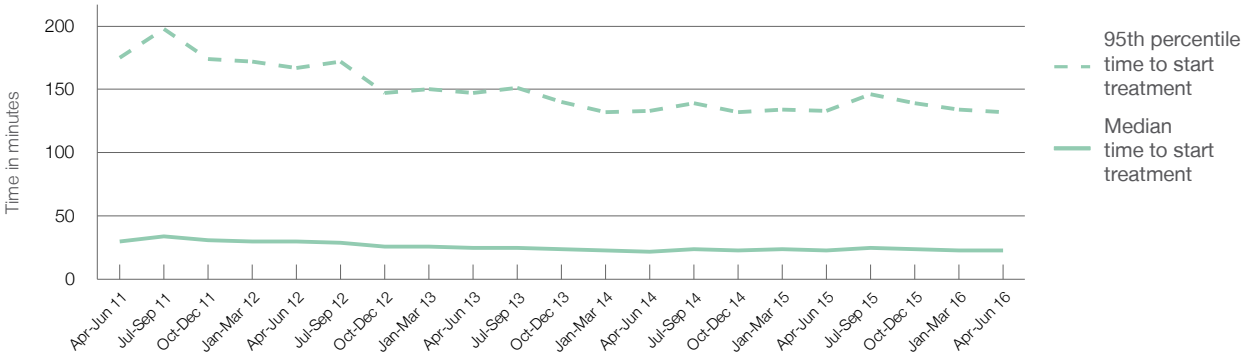
April to June 2016

		Same period last year
Triage 5 Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients: 62,288		63,480
Number of triage 5 patients used to calculate waiting time:[3] 53,422		54,964
Median time to start treatment[4]	23 minutes	23 minutes
95th percentile time to start treatment[5]	132 minutes	133 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016



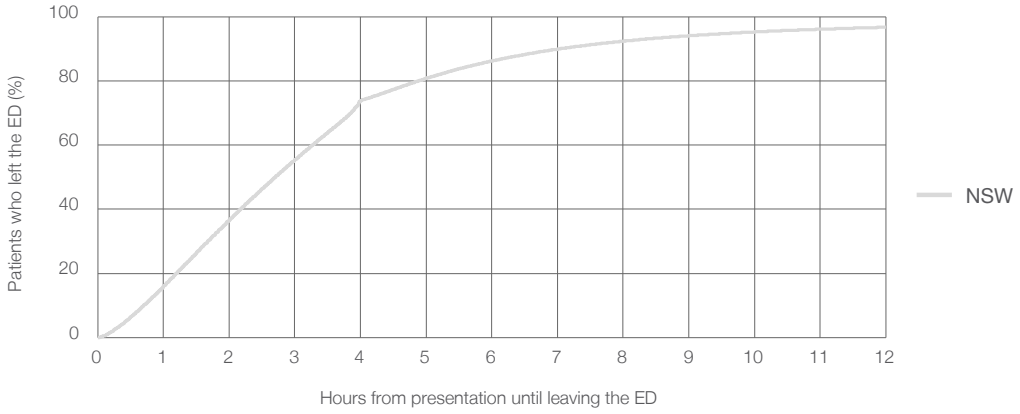
	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	30	30	25	22	23	23
95th percentile time to start treatment[5] (minutes)	175	167	147	133	133	132

New South Wales: Time patients spent in the ED

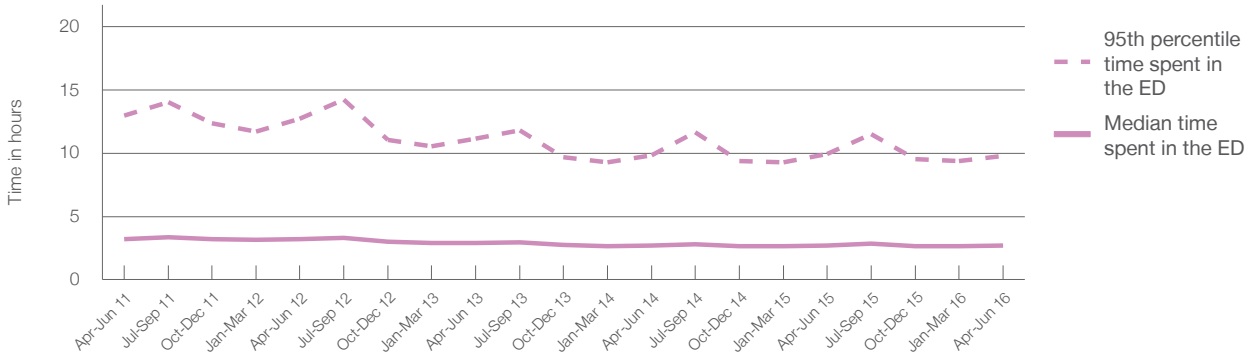
April to June 2016

		Same period last year
All presentations:[1]	636,317 patients	628,695
Presentations used to calculate time to leaving the ED:[6]	636,217 patients	628,658
Median time spent in the ED[8]	2 hours and 42 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	9 hours and 47 minutes	9 hours and 57 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[††‡]

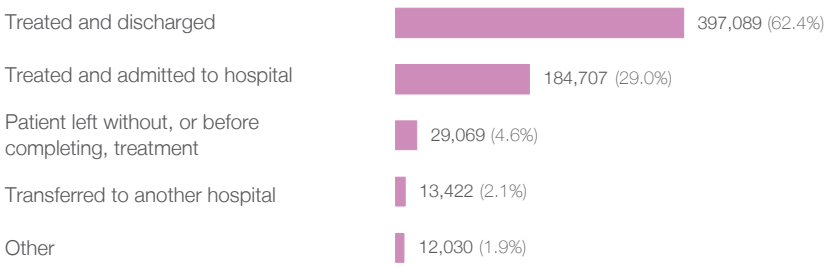


	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time spent in the ED[8] (hours, minutes)	3h 13m	3h 14m	2h 54m	2h 41m	2h 42m	2h 42m
95th percentile time spent in the ED[9] (hours, minutes)	12h 57m	12h 44m	11h 10m	9h 49m	9h 57m	9h 47m

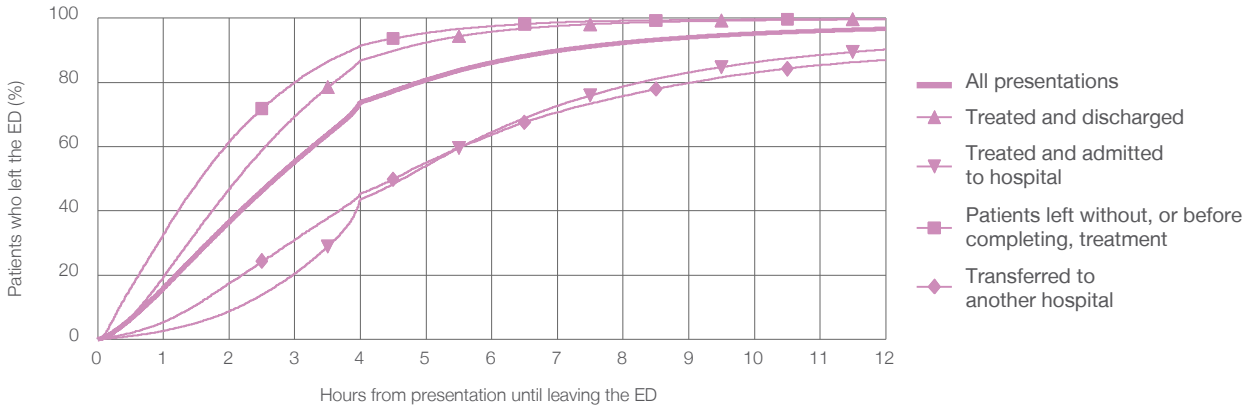
New South Wales: Time spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 636,317 patients

Presentations used to calculate time spent in the ED:[6] 636,217 patients



Percentage of patients who left the ED by time and mode of separation, April to June 2016



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.6%	46.9%	69.5%	86.9%	95.8%	98.5%	99.4%	99.7%
Treated and admitted to hospital	2.6%	8.8%	20.5%	43.6%	64.6%	78.8%	86.3%	90.3%
Patient left without, or before completing, treatment	32.8%	61.6%	80.1%	91.5%	97.5%	99.2%	99.6%	99.8%
Transferred to another hospital	5.4%	17.6%	31.0%	45.4%	63.8%	75.8%	83.1%	87.0%
All presentations	16.1%	36.7%	55.4%	73.9%	86.2%	92.4%	95.2%	96.7%

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

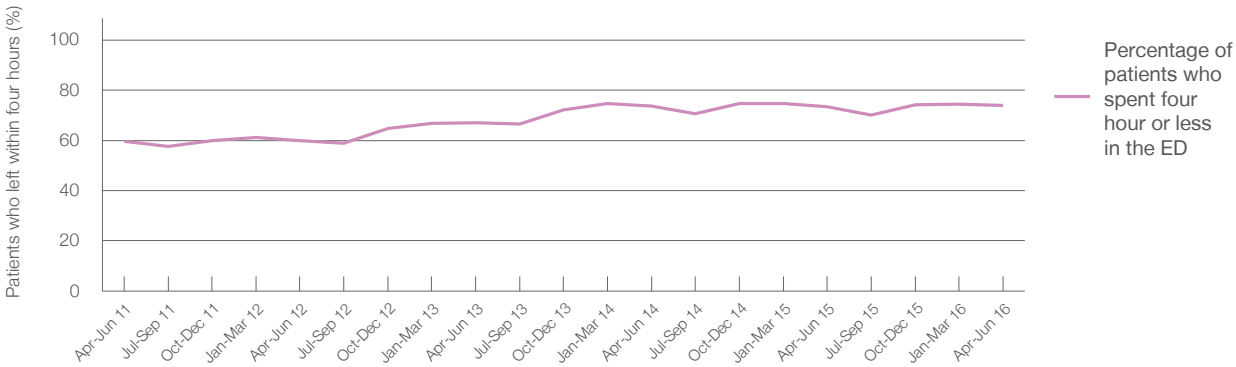
New South Wales: Time spent in the ED

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

April to June 2016

		Same period last year
All presentations at the emergency department:[1]	636,317 patients	628,695
Presentations used to calculate time to leaving the ED:[6]	636,217 patients	628,658
Percentage of patients who spent four hours or less in the ED	73.9%	73.3%

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who spent four hours or less in the ED (%)	59.6%	60.0%	66.9%	73.7%	73.3%	73.9%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Bankstown / Lidcombe Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	13,039 patients	12,663	3.0%
Emergency presentations:[2]	12,930 patients	12,621	2.4%

Bankstown / Lidcombe Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 2,634 patients	2,643	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	48 minutes	45 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 5,817 patients	5,193	
Median time to start treatment[4]	19 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	93 minutes	104 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,922 patients	4,144	
Median time to start treatment[4]	20 minutes	22 minutes	25 minutes
95th percentile time to start treatment[5]	98 minutes	103 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 447 patients	549	
Median time to start treatment[4]	21 minutes	18 minutes	23 minutes
95th percentile time to start treatment[5]	89 minutes	96 minutes	132 minutes

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

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	13,039 patients	12,663	3.0%
Percentage of patients who spent four hours or less in the ED	77.7%	76.5%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

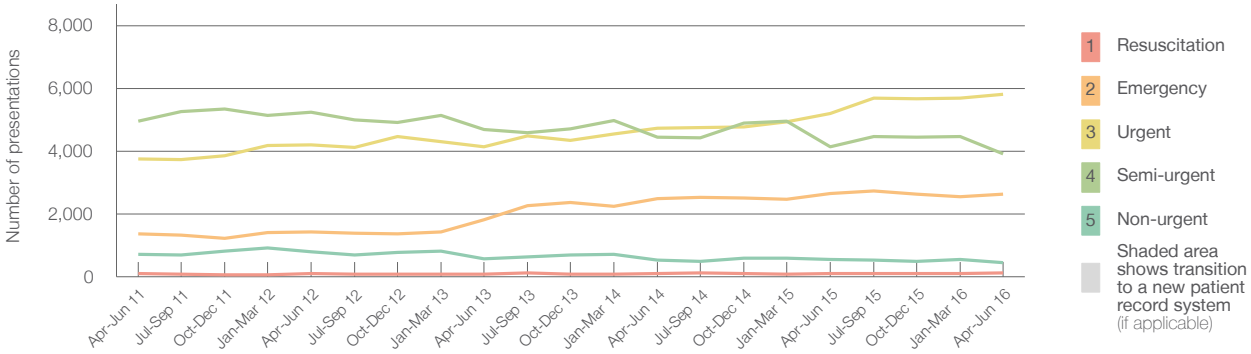
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Bankstown / Lidcombe Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	13,039 patients	12,663	3.0%
Emergency presentations[2] by triage category:	12,930 patients	12,621	2.4%
1 Resuscitation	110 (0.9%)	92	19.6%
2 Emergency	2,634 (20.4%)	2,643	-0.3%
3 Urgent	5,817 (45.0%)	5,193	12.0%
4 Semi-urgent	3,922 (30.3%)	4,144	-5.4%
5 Non-urgent	447 (3.5%)	549	-18.6%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	89	96	83	96	92	110
Emergency	1,364	1,417	1,816	2,482	2,643	2,634
Urgent	3,757	4,208	4,145	4,728	5,193	5,817
Semi-urgent	4,953	5,242	4,694	4,438	4,144	3,922
Non-urgent	709	794	575	534	549	447
All emergency presentations	10,872	11,757	11,313	12,278	12,621	12,930

Bankstown / Lidcombe Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	3,572 patients	3,759	
ED Transfer of care time			
Median time	13 minutes	16 minutes	-3 minutes
95th percentile time	31 minutes	51 minutes	-20 minutes

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

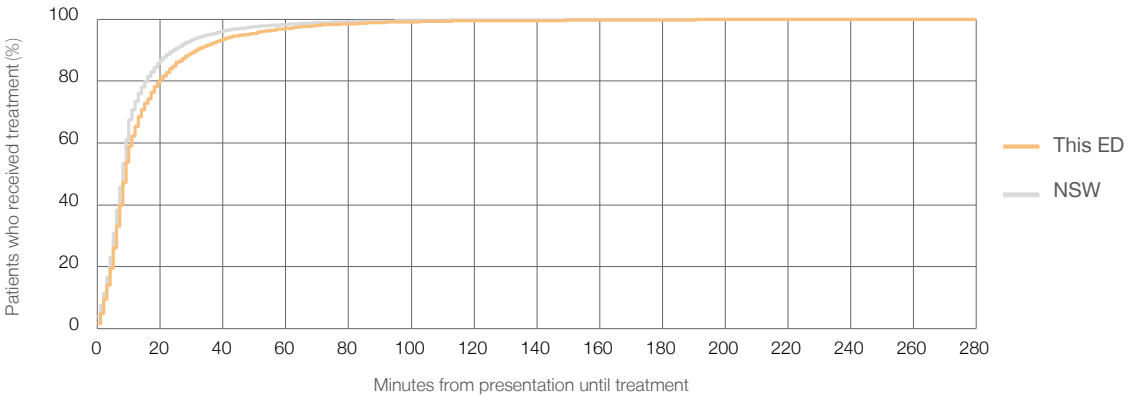
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

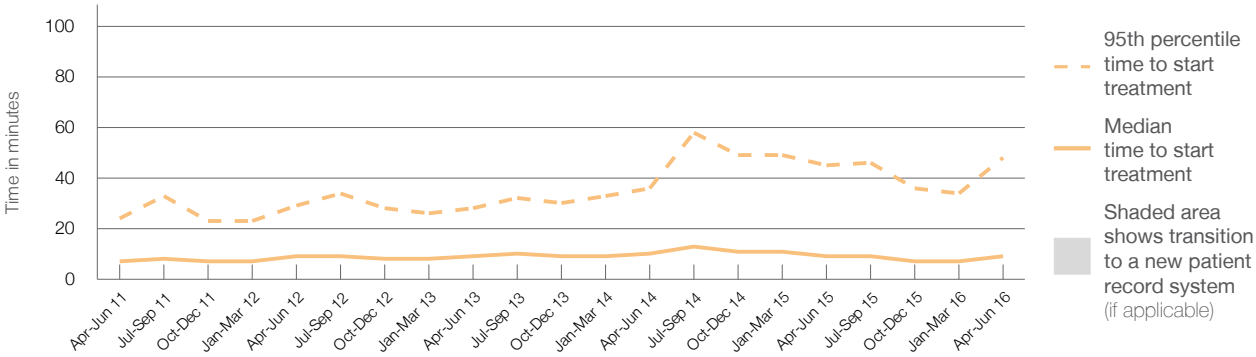
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	2,634	2,643	
Number of triage 2 patients used to calculate waiting time:[3]	2,626	2,639	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	48 minutes	45 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	9	9	10	9	9
95th percentile time to start treatment[5] (minutes)	24	29	28	36	45	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 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.

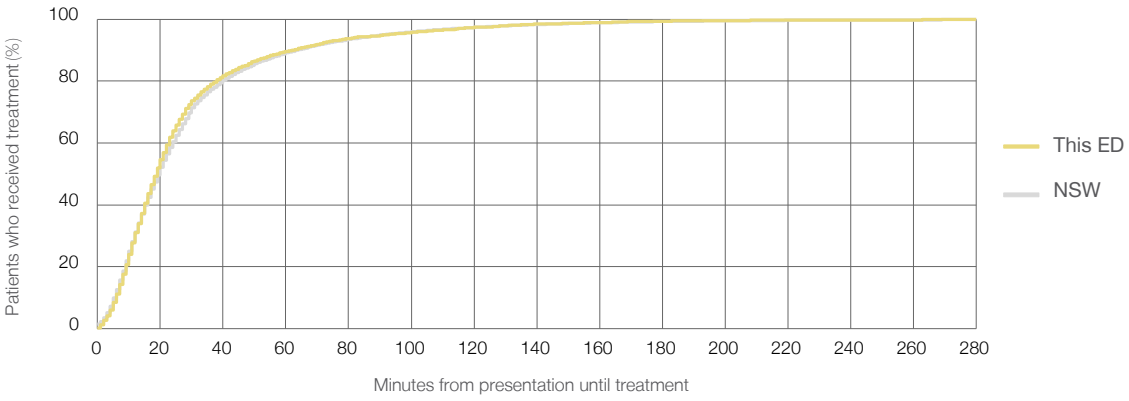
Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 3

April to June 2016

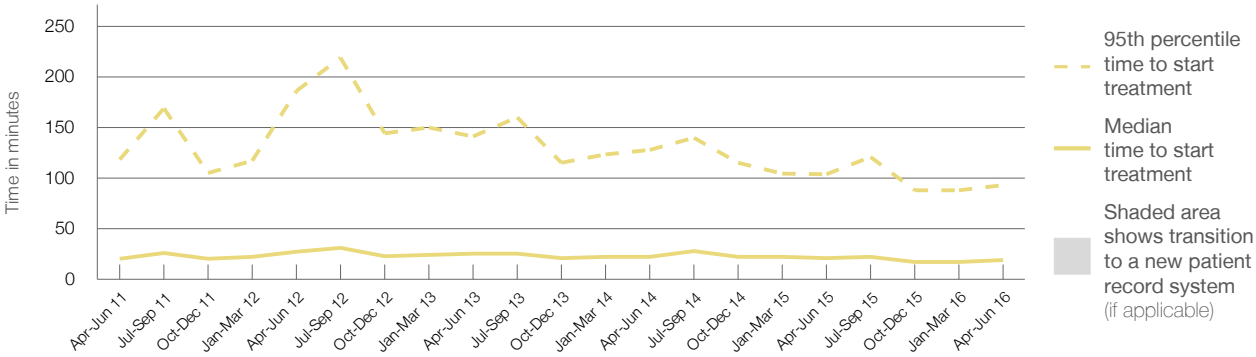
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	5,817	5,193	
Number of triage 3 patients used to calculate waiting time:[3]	5,715	5,124	
Median time to start treatment[4]	19 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	93 minutes	104 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	20	27	25	22	21	19
95th percentile time to start treatment[5] (minutes)	118	186	141	128	104	93

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

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

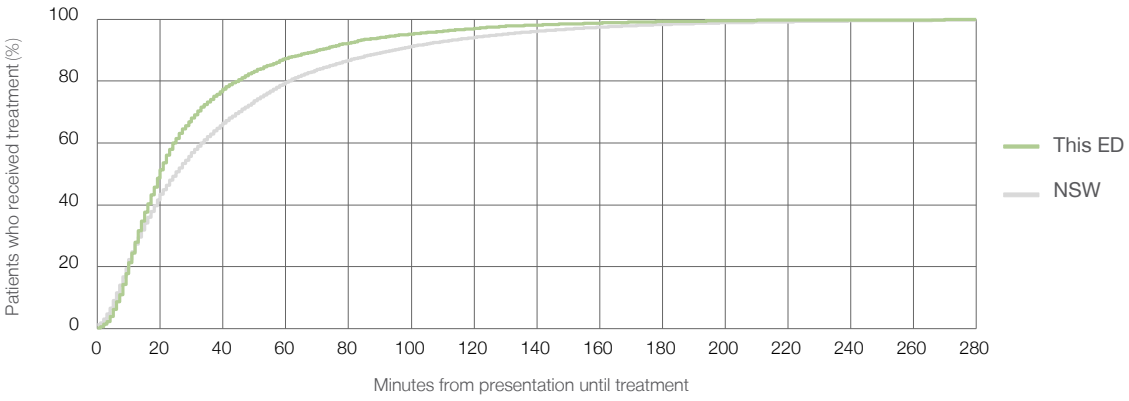
Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 4

April to June 2016

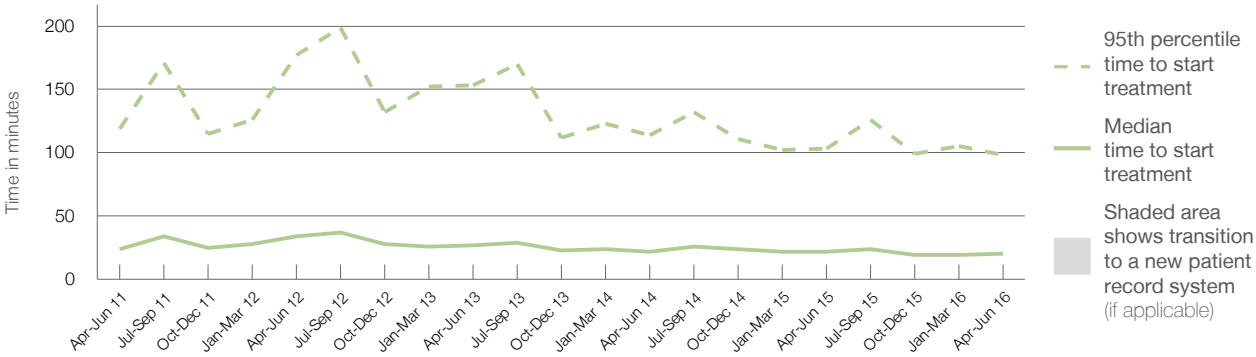
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	3,922	4,144	
Number of triage 4 patients used to calculate waiting time:[3]	3,781	4,041	
Median time to start treatment[4]	20 minutes	22 minutes	25 minutes
95th percentile time to start treatment[5]	98 minutes	103 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	24	34	27	22	22	20
95th percentile time to start treatment[5] (minutes)	119	177	153	114	103	98

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

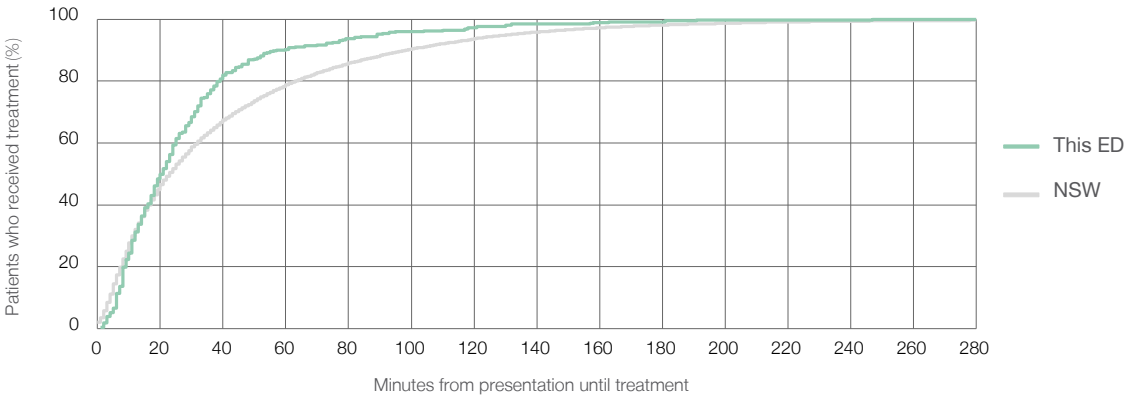
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Bankstown / Lidcombe Hospital: Time patients waited to start treatment, triage 5

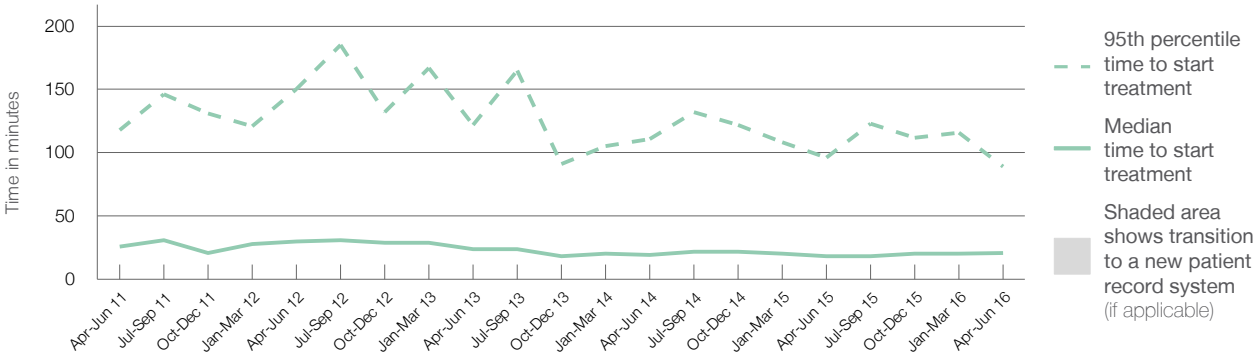
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	447	549	
Number of triage 5 patients used to calculate waiting time:[3]	371	477	
Median time to start treatment[4]	21 minutes	18 minutes	23 minutes
95th percentile time to start treatment[5]	89 minutes	96 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	26	30	24	19	18	21
95th percentile time to start treatment[5] (minutes)	118	150	122	111	96	89

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

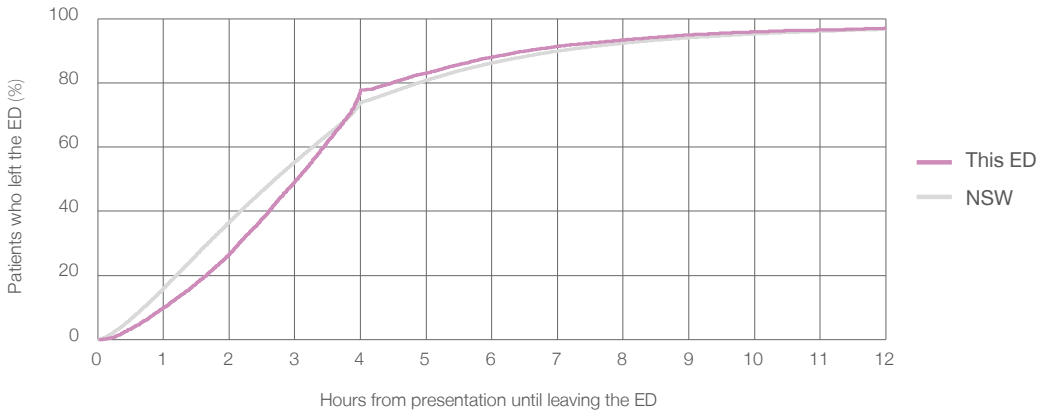
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Bankstown / Lidcombe Hospital: Time patients spent in the ED

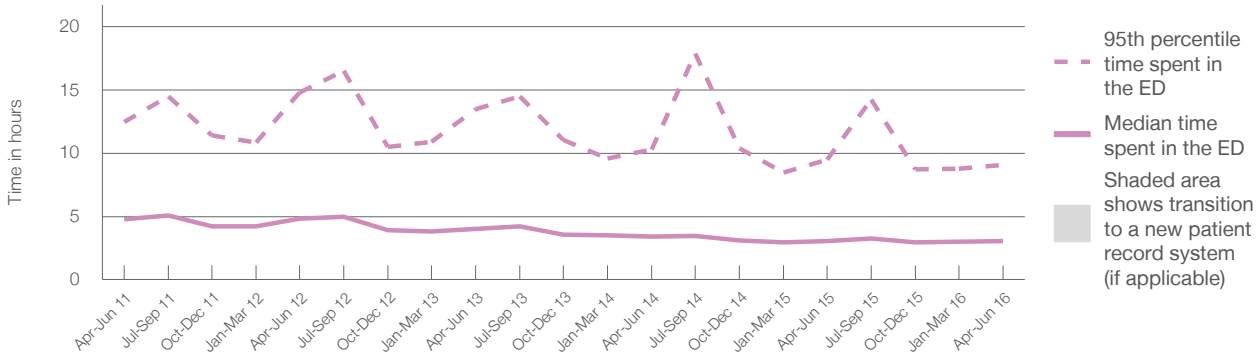
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	13,039 patients	12,663	
Presentations used to calculate time to leaving the ED:[6]	13,039 patients	12,663	
Median time spent in the ED[8]	3 hours and 2 minutes	3 hours and 3 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	9 hours and 4 minutes	9 hours and 29 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	4h 48m	4h 51m	4h 2m	3h 24m	3h 3m	3h 2m
95th percentile time to leaving the ED[9] (hours, minutes)	12h 28m	14h 46m	13h 27m	10h 18m	9h 29m	9h 4m

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

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

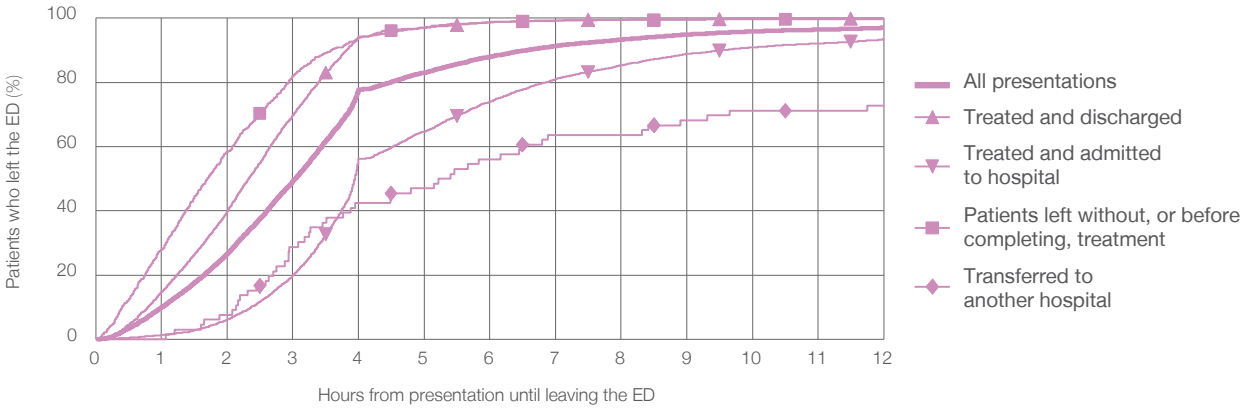
Bankstown / Lidcombe Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 13,039 patients

Presentations used to calculate time to leaving the ED:[6] 13,039 patients

		Same period last year	Change since one year ago
Treated and discharged	6,553 (50.3%)	12,663	3.0%
Treated and admitted to hospital	5,539 (42.5%)	6,609	-0.8%
Patient left without, or before completing, treatment	843 (6.5%)	5,241	5.7%
Transferred to another hospital	66 (0.5%)	666	26.6%
Other	38 (0.3%)	75	-12.0%
		72	-47.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.8%	39.9%	69.9%	93.9%	98.7%	99.6%	99.8%	99.9%
Treated and admitted to hospital	1.3%	6.1%	19.9%	56.3%	74.0%	85.4%	90.9%	93.4%
Patient left without, or before completing, treatment	27.9%	58.4%	81.9%	94.3%	98.7%	99.4%	99.8%	99.8%
Transferred to another hospital	0%	7.6%	28.8%	42.4%	56.1%	63.6%	71.2%	72.7%
All presentations	10.0%	26.7%	49.3%	77.7%	88.0%	93.4%	95.9%	97.0%

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

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

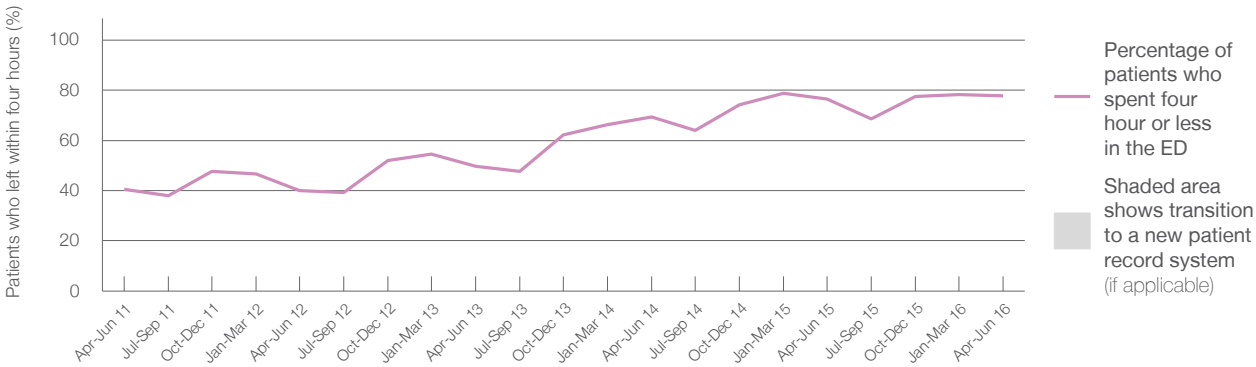
Bankstown / Lidcombe Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	13,039 patients	12,663	3.0%
Presentations used to calculate time to leaving the ED:[6]	13,039 patients	12,663	3.0%
Percentage of patients who spent four hours or less in the ED	77.7%	76.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	40.6%	40.0%	49.6%	69.4%	76.5%	77.7%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Concord Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,267 patients	9,282	-0.2%
Emergency presentations:[2]	9,246 patients	9,251	-0.1%

Concord Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 968 patients	965	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	17 minutes	21 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 3,123 patients	3,235	
Median time to start treatment[4]	20 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	64 minutes	87 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 4,674 patients	4,631	
Median time to start treatment[4]	28 minutes	30 minutes	25 minutes
95th percentile time to start treatment[5]	107 minutes	140 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 430 patients	357	
Median time to start treatment[4]	24 minutes	26 minutes	23 minutes
95th percentile time to start treatment[5]	103 minutes	146 minutes	132 minutes

Concord Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	9,267 patients	9,281	-0.2%
Percentage of patients who spent four hours or less in the ED	76.3%	69.2%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

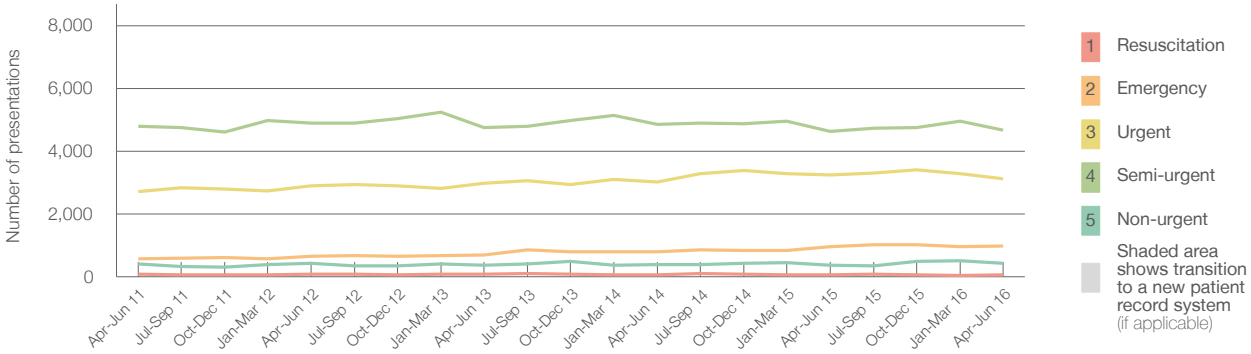
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Concord Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,267 patients	9,282	-0.2%
Emergency presentations[2] by triage category:	9,246 patients	9,251	-0.1%
1 Resuscitation	51 (0.6%)	63	-19.0%
2 Emergency	968 (10.5%)	965	0.3%
3 Urgent	3,123 (33.8%)	3,235	-3.5%
4 Semi-urgent	4,674 (50.6%)	4,631	0.9%
5 Non-urgent	430 (4.7%)	357	20.4%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	77	78	87	50	63	51
Emergency	560	648	700	792	965	968
Urgent	2,709	2,904	2,979	3,020	3,235	3,123
Semi-urgent	4,801	4,890	4,755	4,857	4,631	4,674
Non-urgent	405	432	369	393	357	430
All emergency presentations	8,552	8,952	8,890	9,112	9,251	9,246

Concord Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	2,048 patients	2,364	
ED Transfer of care time			
Median time	11 minutes	13 minutes	-2 minutes
95th percentile time	23 minutes	35 minutes	-12 minutes

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

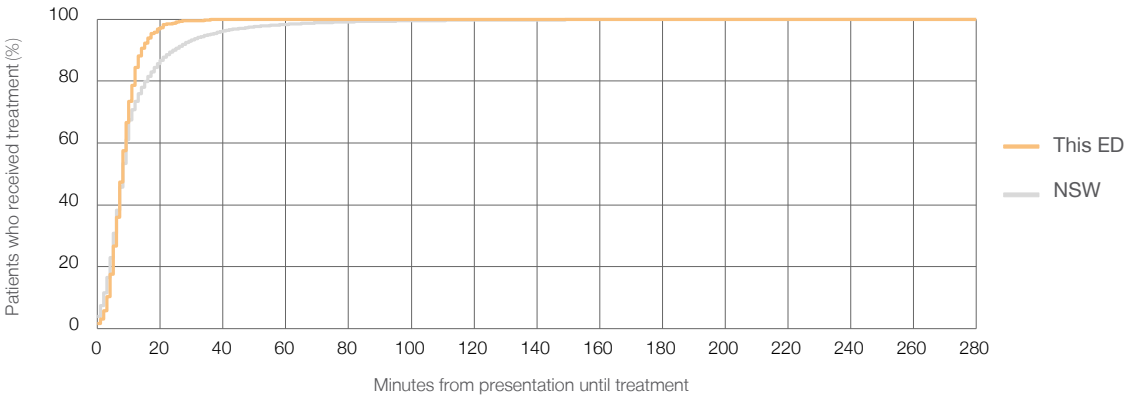
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Concord Hospital: Time patients waited to start treatment, triage 2

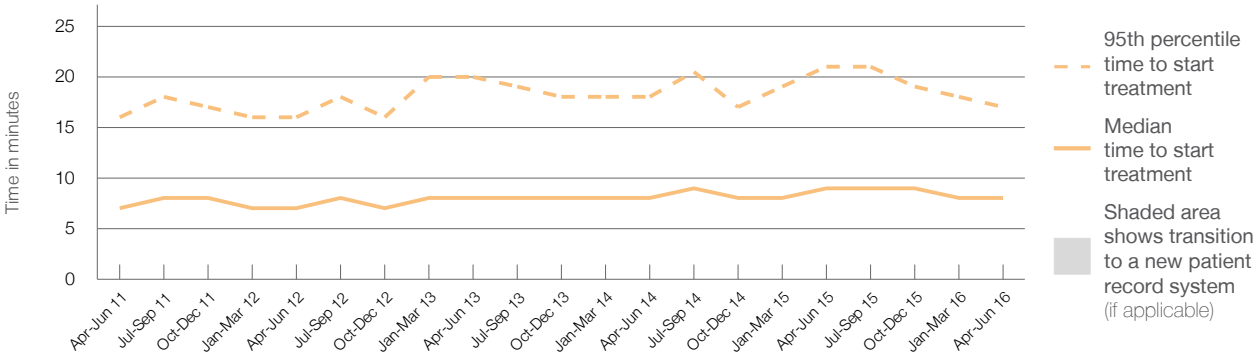
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 968		965	
Number of triage 2 patients used to calculate waiting time:[3] 964		962	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	17 minutes	21 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	7	8	8	9	8
95th percentile time to start treatment[5] (minutes)	16	16	20	18	21	17

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

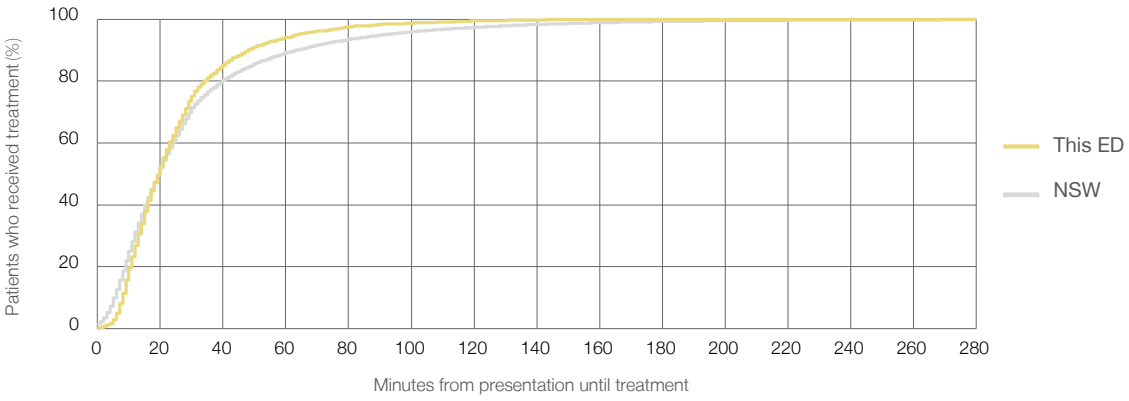
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Concord Hospital: Time patients waited to start treatment, triage 3

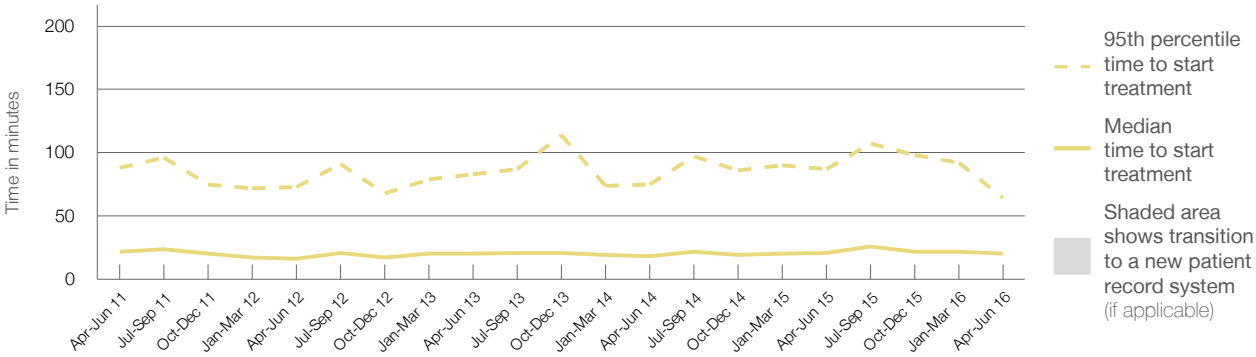
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 3,123		3,235	
Number of triage 3 patients used to calculate waiting time:[3] 3,076		3,191	
Median time to start treatment[4]	20 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	64 minutes	87 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	22	16	20	18	21	20
95th percentile time to start treatment[5] (minutes)	88	73	83	75	87	64

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

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

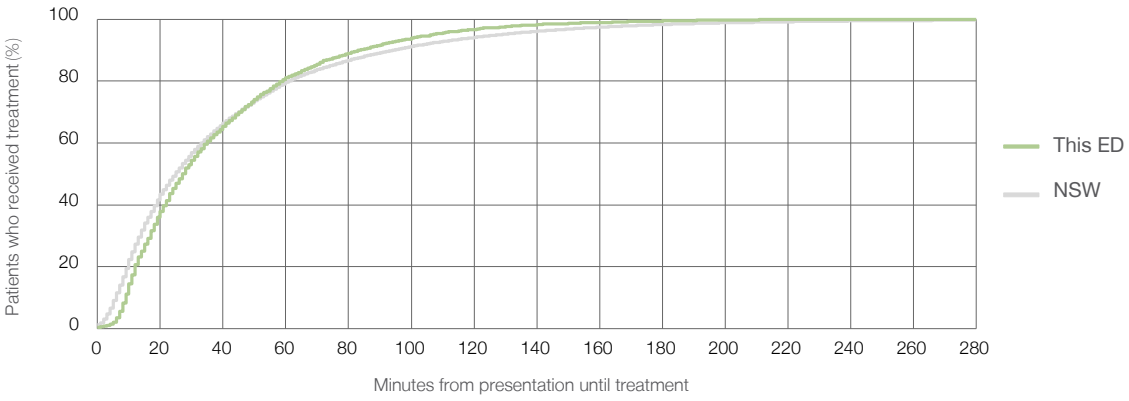
Concord Hospital: Time patients waited to start treatment, triage 4

April to June 2016

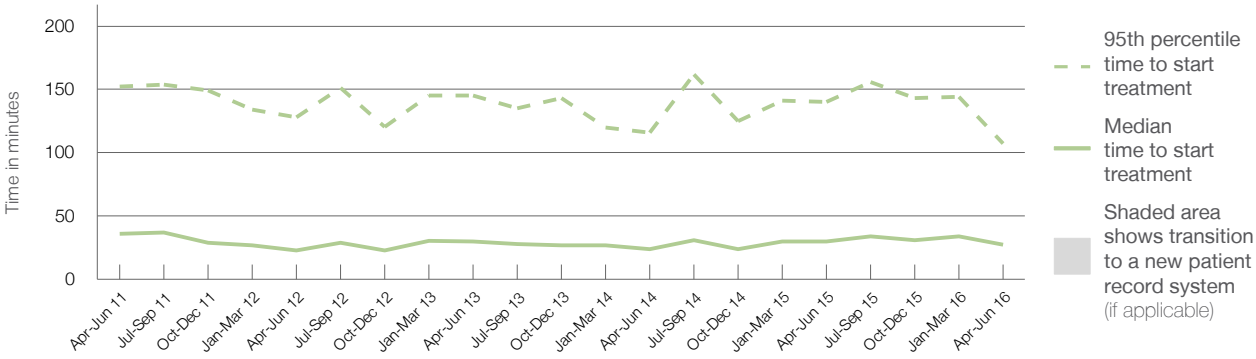
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	4,674	4,631	
Number of triage 4 patients used to calculate waiting time:[3]	4,494	4,439	
Median time to start treatment[4]	28 minutes	30 minutes	25 minutes
95th percentile time to start treatment[5]	107 minutes	140 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	36	23	30	24	30	28
95th percentile time to start treatment[5] (minutes)	152	128	145	116	140	107

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

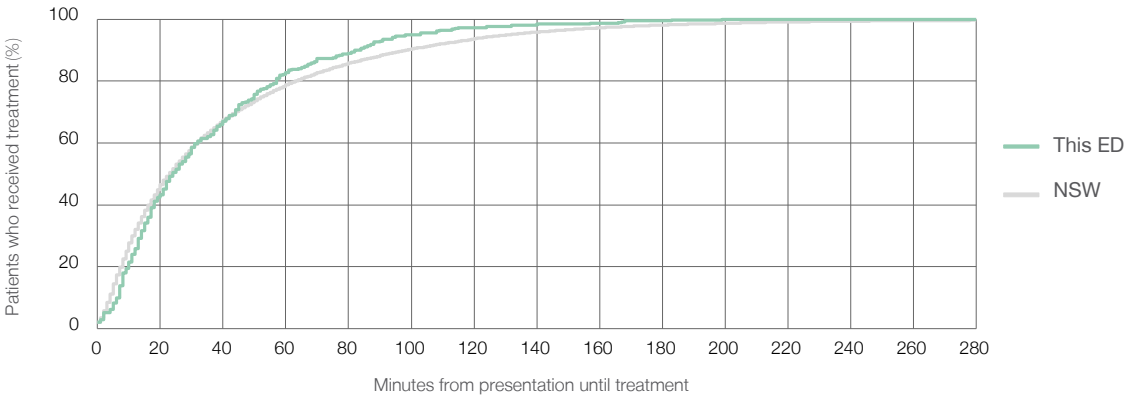
Concord Hospital: Time patients waited to start treatment, triage 5

April to June 2016

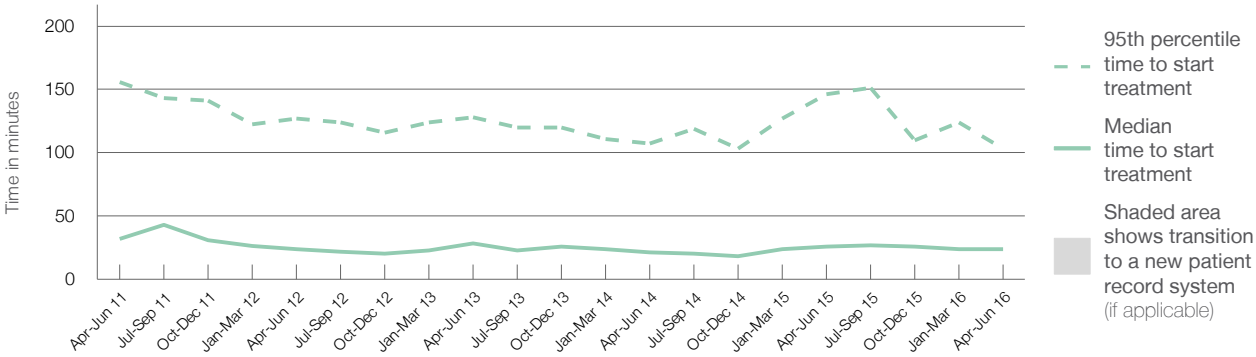
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	430	357	
Number of triage 5 patients used to calculate waiting time:[3]	370	308	
Median time to start treatment[4]	24 minutes	26 minutes	23 minutes
95th percentile time to start treatment[5]	103 minutes	146 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	32	24	29	22	26	24
95th percentile time to start treatment[5] (minutes)	156	127	128	107	146	103

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

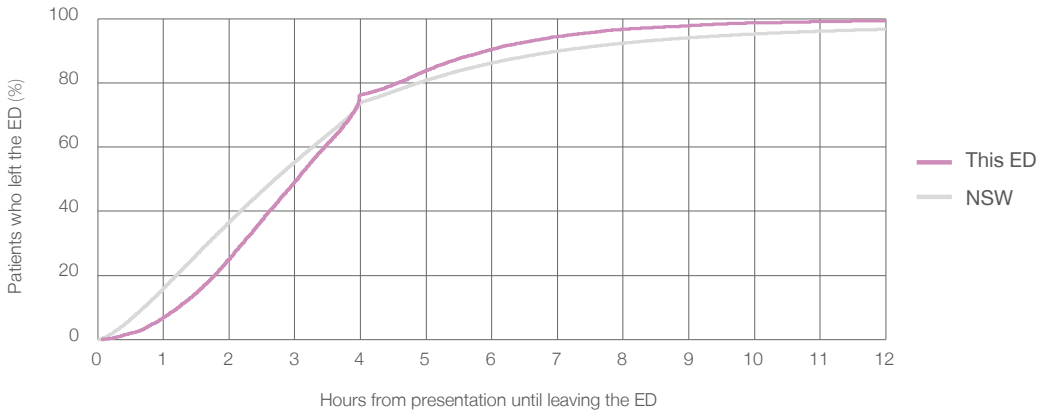
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Concord Hospital: Time patients spent in the ED

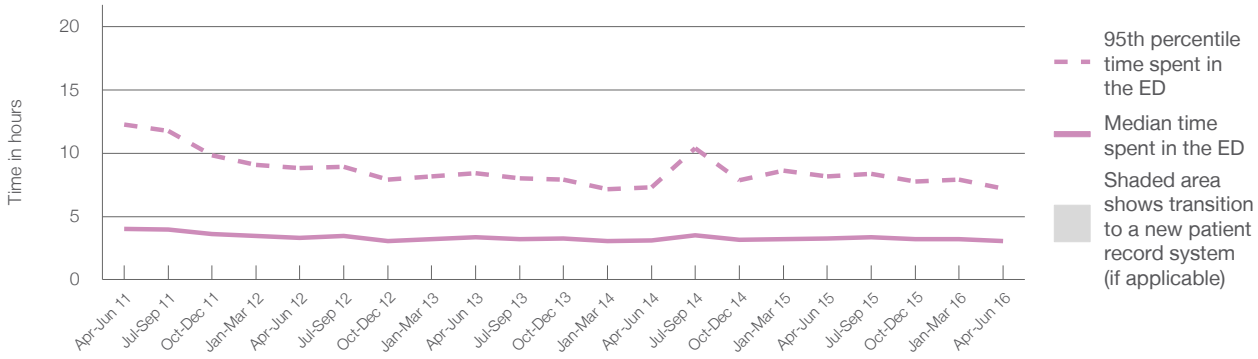
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	9,267 patients	9,282	
Presentations used to calculate time to leaving the ED:[6]	9,267 patients	9,281	
Median time spent in the ED[8]	3 hours and 3 minutes	3 hours and 15 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	7 hours and 13 minutes	8 hours and 10 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	4h 1m	3h 20m	3h 21m	3h 6m	3h 15m	3h 3m
95th percentile time to leaving the ED[9] (hours, minutes)	12h 15m	8h 48m	8h 26m	7h 17m	8h 10m	7h 13m

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

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

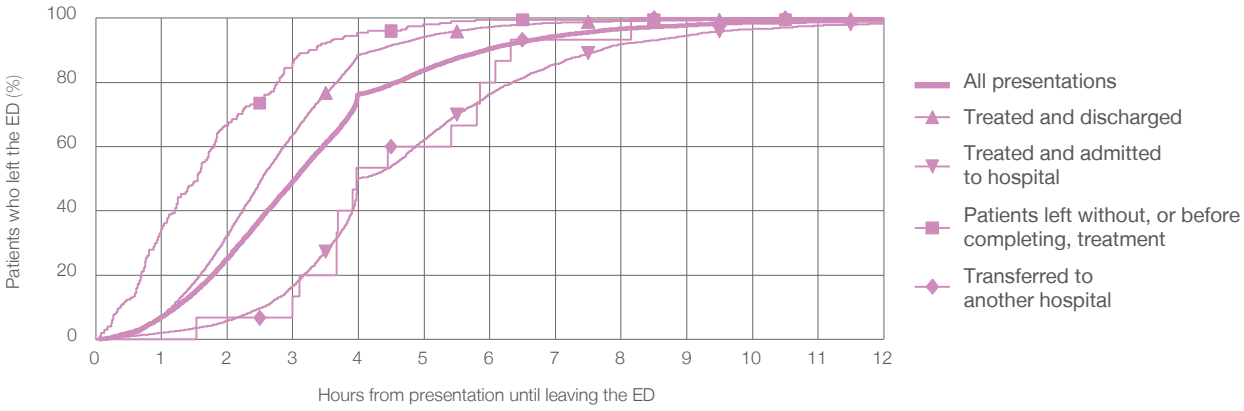
Concord Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 9,267 patients

Presentations used to calculate time to leaving the ED:[6] 9,267 patients

		Same period last year	Change since one year ago
Treated and discharged	5,923 (63.9%)	5,933	-0.2%
Treated and admitted to hospital	3,007 (32.4%)	3,011	-0.1%
Patient left without, or before completing, treatment	201 (2.2%)	235	-14.5%
Transferred to another hospital	15 (0.2%)	23	-34.8%
Other	121 (1.3%)	80	51.3%
		9,281	-0.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.2%	32.3%	63.8%	88.6%	97.2%	99.0%	99.6%	99.8%
Treated and admitted to hospital	2.0%	5.8%	16.5%	50.2%	76.4%	92.0%	96.7%	98.3%
Patient left without, or before completing, treatment	34.3%	66.7%	86.1%	95.5%	99.5%	99.5%	99.5%	99.5%
Transferred to another hospital	0%	6.7%	13.3%	53.3%	80.0%	93.3%	100%	100%
All presentations	6.9%	25.1%	49.2%	76.3%	90.5%	96.7%	98.7%	99.3%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

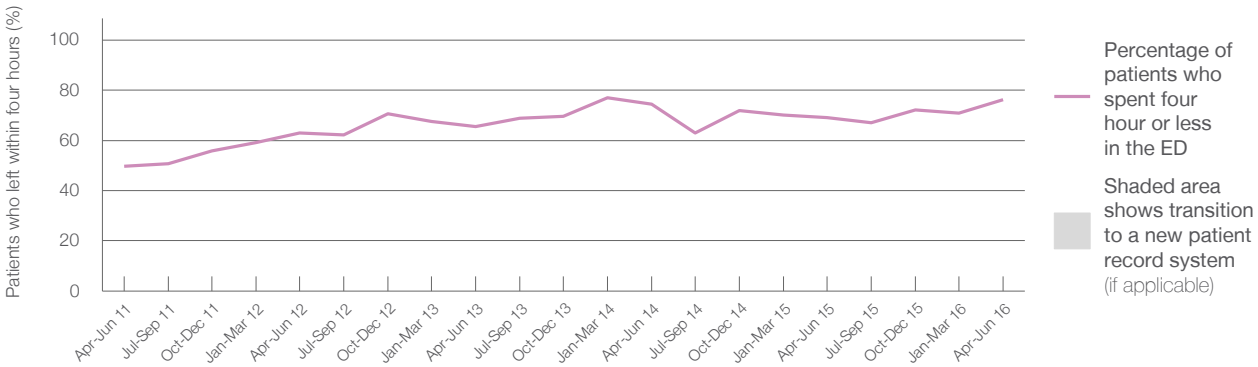
Concord Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	9,267 patients	9,282	-0.2%
Presentations used to calculate time to leaving the ED:[6]	9,267 patients	9,281	-0.2%
Percentage of patients who spent four hours or less in the ED	76.3%	69.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	49.8%	63.0%	65.5%	74.5%	69.2%	76.3%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Gosford Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 15,993 patients	15,259	4.8%
Emergency presentations:[2] 15,880 patients	15,150	4.8%

Gosford Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 2,217 patients	1,950	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	26 minutes	33 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 6,355 patients	6,298	
Median time to start treatment[4]	19 minutes	23 minutes	20 minutes
95th percentile time to start treatment[5]	89 minutes	112 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 6,654 patients	6,304	
Median time to start treatment[4]	26 minutes	37 minutes	25 minutes
95th percentile time to start treatment[5]	117 minutes	159 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 411 patients	420	
Median time to start treatment[4]	21 minutes	31 minutes	23 minutes
95th percentile time to start treatment[5]	106 minutes	128 minutes	132 minutes

Gosford Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 15,993 patients		15,259	4.8%
Percentage of patients who spent four hours or less in the ED	69.2%	62.2%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

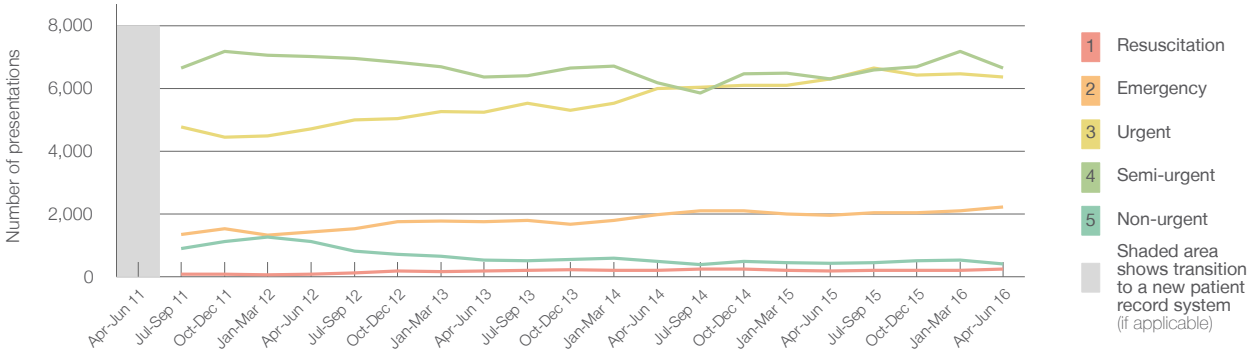
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Gosford Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	15,993 patients	15,259	4.8%
Emergency presentations[2] by triage category:	15,880 patients	15,150	4.8%
1 Resuscitation	243 (1.5%)	178	36.5%
2 Emergency	2,217 (14.0%)	1,950	13.7%
3 Urgent	6,355 (40.0%)	6,298	0.9%
4 Semi-urgent	6,654 (41.9%)	6,304	5.6%
5 Non-urgent	411 (2.6%)	420	-2.1%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation		80	175	192	178	243
Emergency		1,421	1,754	1,985	1,950	2,217
Urgent		4,711	5,245	6,001	6,298	6,355
Semi-urgent		7,018	6,372	6,174	6,304	6,654
Non-urgent		1,114	528	496	420	411
All emergency presentations		14,344	14,074	14,848	15,150	15,880

Gosford Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	4,509 patients	4,540	
ED Transfer of care time			
Median time	9 minutes	13 minutes	-4 minutes
95th percentile time	77 minutes	155 minutes	-78 minutes

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

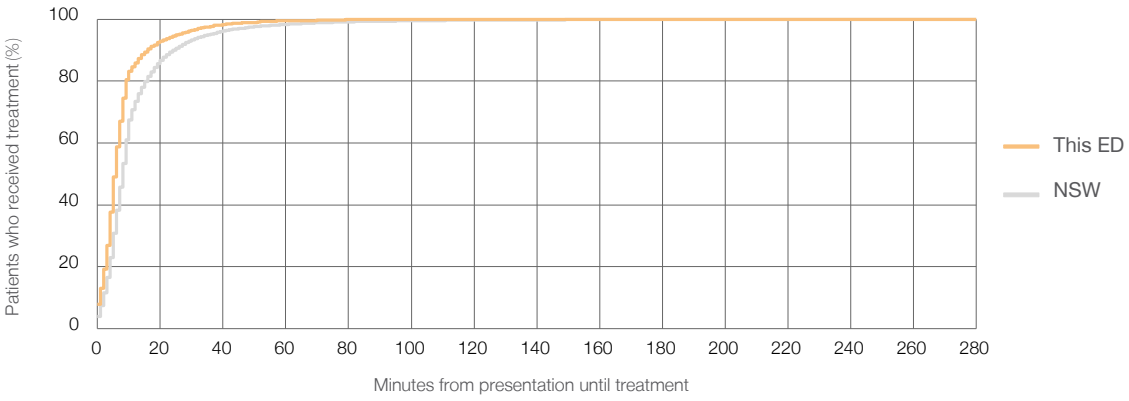
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Gosford Hospital: Time patients waited to start treatment, triage 2

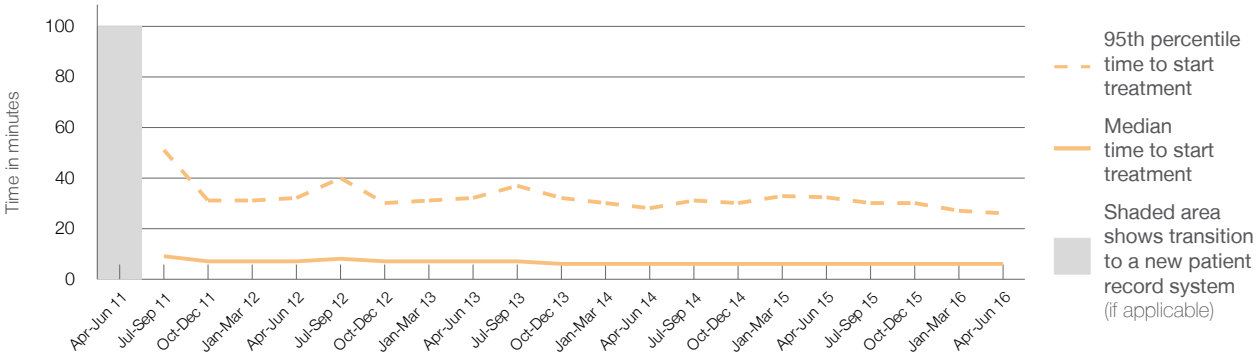
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 2,217		1,950	
Number of triage 2 patients used to calculate waiting time:[3] 2,209		1,940	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	26 minutes	33 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		7	7	6	6	6
95th percentile time to start treatment[5] (minutes)		32	32	28	33	26

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

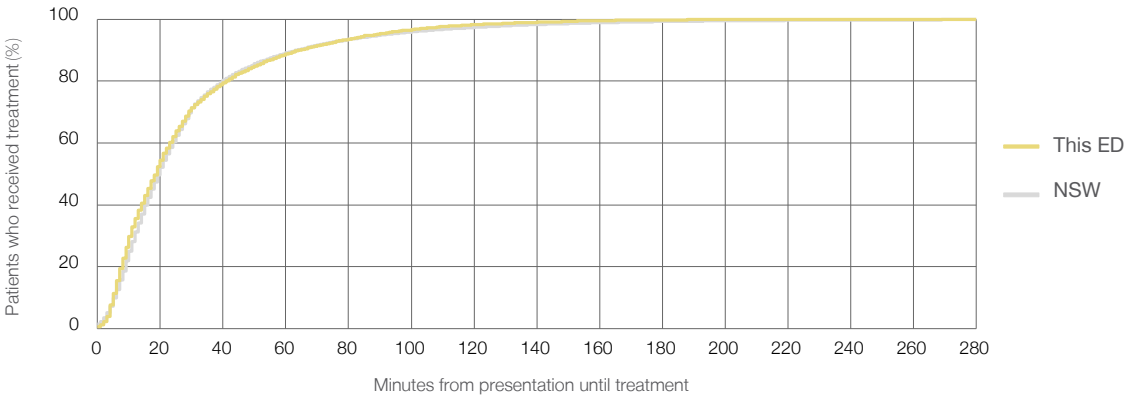
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Gosford Hospital: Time patients waited to start treatment, triage 3

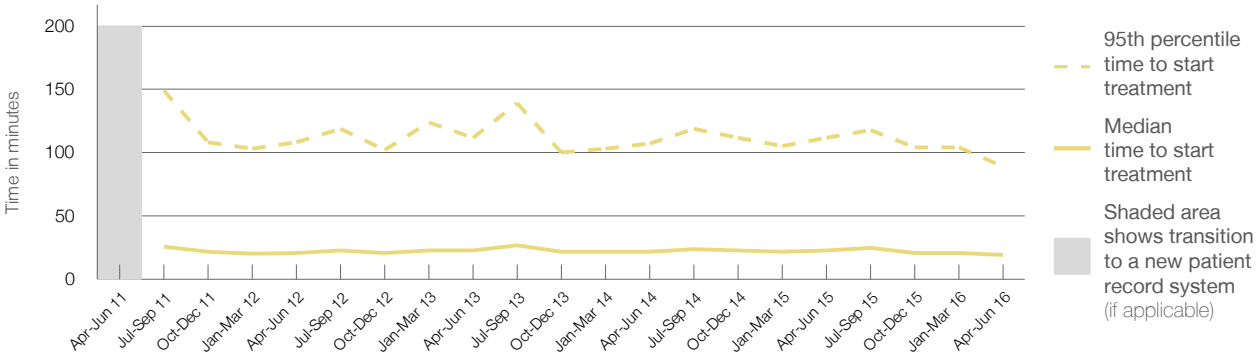
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 6,355		6,298	
Number of triage 3 patients used to calculate waiting time:[3] 6,260		6,167	
Median time to start treatment[4]	19 minutes	23 minutes	20 minutes
95th percentile time to start treatment[5]	89 minutes	112 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		21	23	22	23	19
95th percentile time to start treatment[5] (minutes)		108	112	107	112	89

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

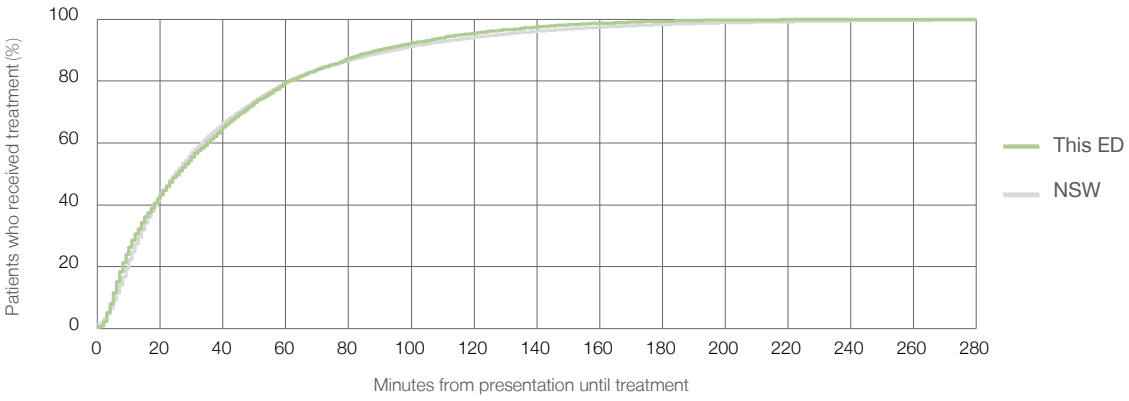
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Gosford Hospital: Time patients waited to start treatment, triage 4

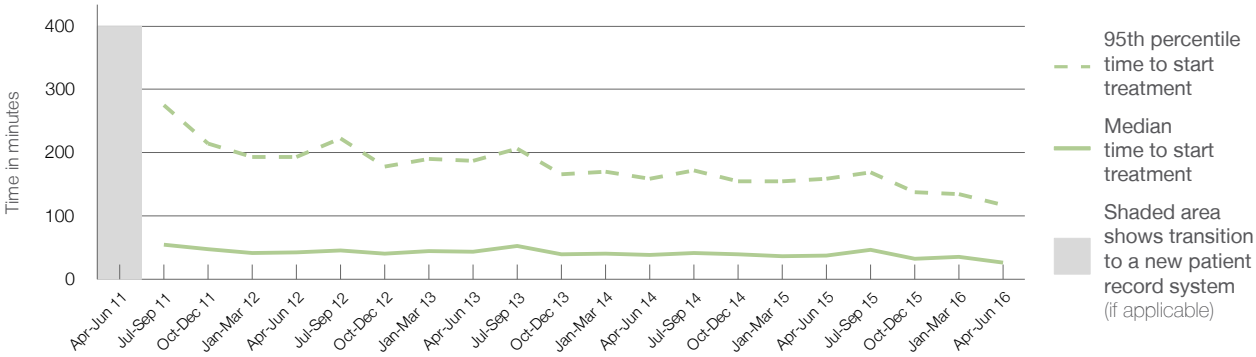
April to June 2016

	Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients: 6,654	6,304	
Number of triage 4 patients used to calculate waiting time:[3] 6,413	5,979	
Median time to start treatment[4] 26 minutes	37 minutes	25 minutes
95th percentile time to start treatment[5] 117 minutes	159 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		43	44	38	37	26
95th percentile time to start treatment[5] (minutes)		193	187	159	159	117

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

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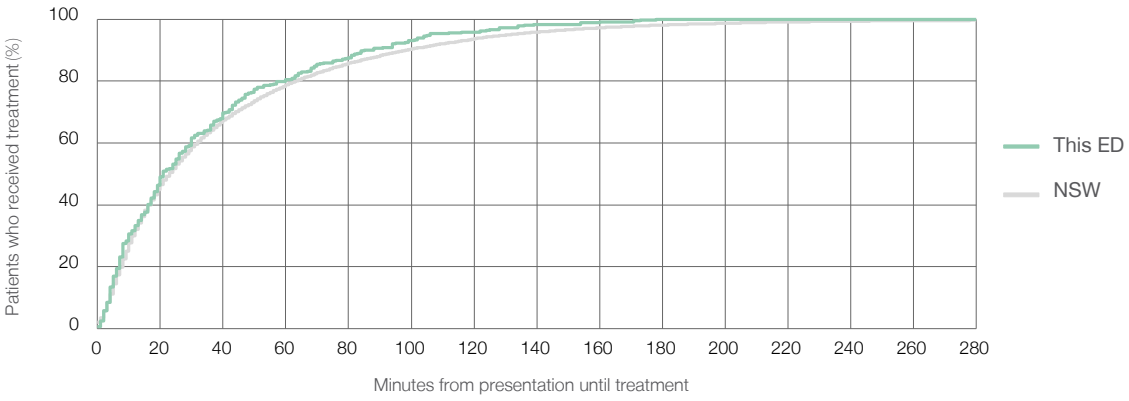
Gosford Hospital: Time patients waited to start treatment, triage 5

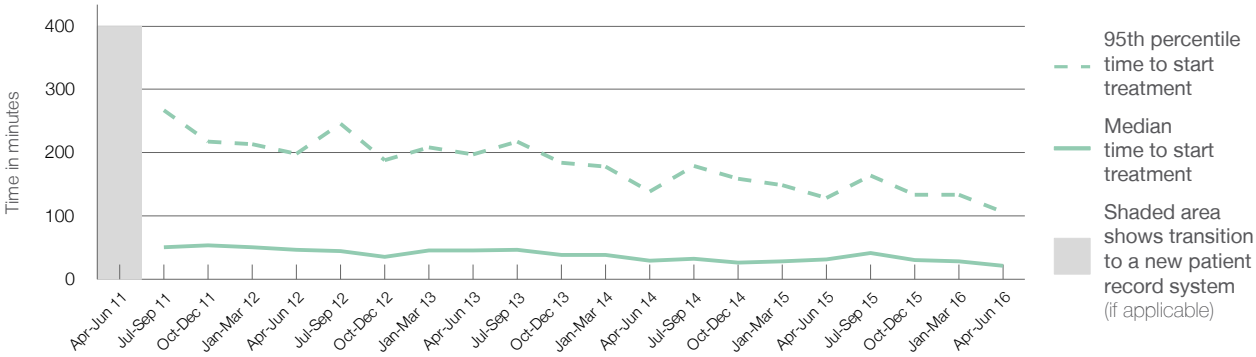
April to June 2016

	Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients: 411	420	
Number of triage 5 patients used to calculate waiting time:[3] 363	355	
Median time to start treatment[4] 21 minutes	31 minutes	23 minutes
95th percentile time to start treatment[5] 106 minutes	128 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		47	46	29	31	21
95th percentile time to start treatment[5] (minutes)		198	197	139	128	106

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

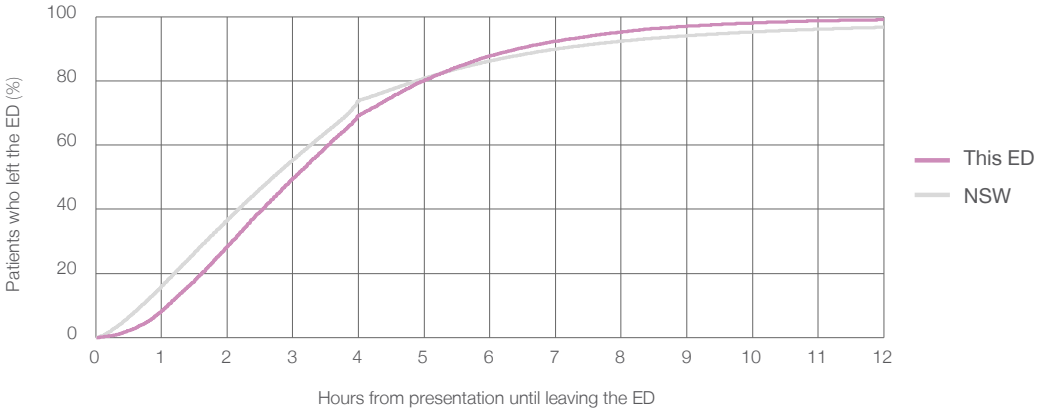
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Gosford Hospital: Time patients spent in the ED

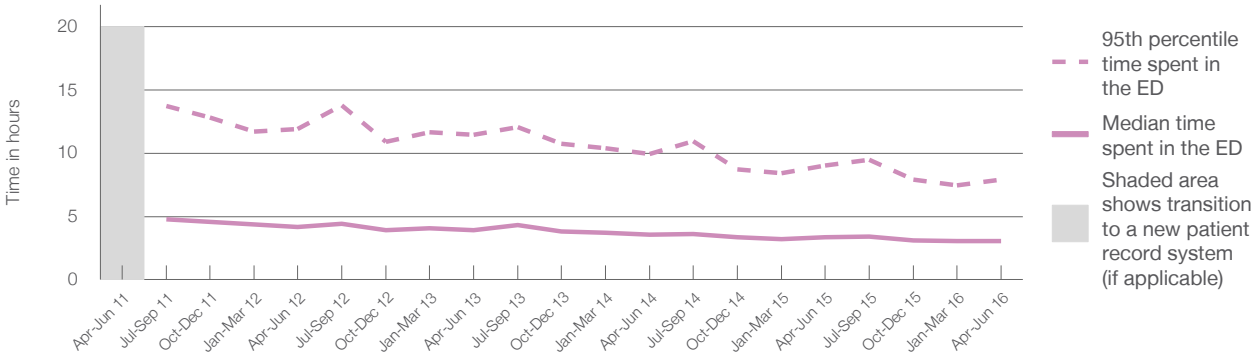
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	15,993 patients	15,259	
Presentations used to calculate time to leaving the ED:[6]	15,993 patients	15,259	
Median time spent in the ED[8]	3 hours and 2 minutes	3 hours and 21 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	7 hours and 55 minutes	9 hours and 2 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)		4h 10m	3h 56m	3h 33m	3h 21m	3h 2m
95th percentile time to leaving the ED[9] (hours, minutes)		11h 54m	11h 26m	9h 56m	9h 2m	7h 55m

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

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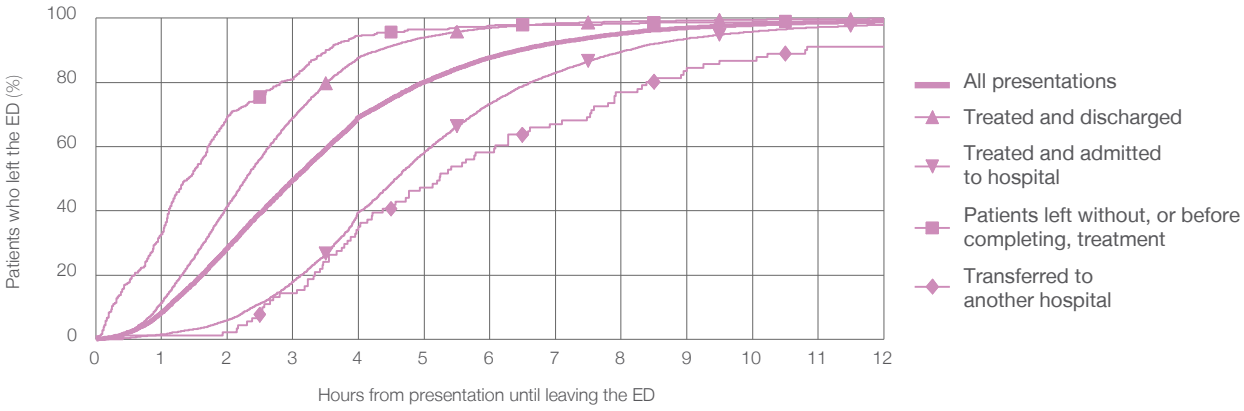
Gosford Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 15,993 patients

Presentations used to calculate time to leaving the ED:[6] 15,993 patients

		Same period last year	Change since one year ago
		15,259	4.8%
Treated and discharged	9,318 (58.3%)	8,466	10.1%
Treated and admitted to hospital	6,110 (38.2%)	6,009	1.7%
Patient left without, or before completing, treatment	395 (2.5%)	600	-34.2%
Transferred to another hospital	91 (0.6%)	101	-9.9%
Other	79 (0.5%)	83	-4.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.4%	41.5%	69.1%	87.7%	97.0%	98.9%	99.5%	99.8%
Treated and admitted to hospital	1.5%	5.9%	18.0%	39.6%	73.5%	89.6%	95.8%	98.0%
Patient left without, or before completing, treatment	32.7%	69.4%	81.0%	94.4%	97.7%	98.2%	99.0%	99.0%
Transferred to another hospital	1.1%	2.2%	14.3%	35.2%	58.2%	76.9%	86.8%	91.2%
All presentations	8.3%	28.5%	49.6%	69.2%	87.8%	95.2%	98.0%	99.0%

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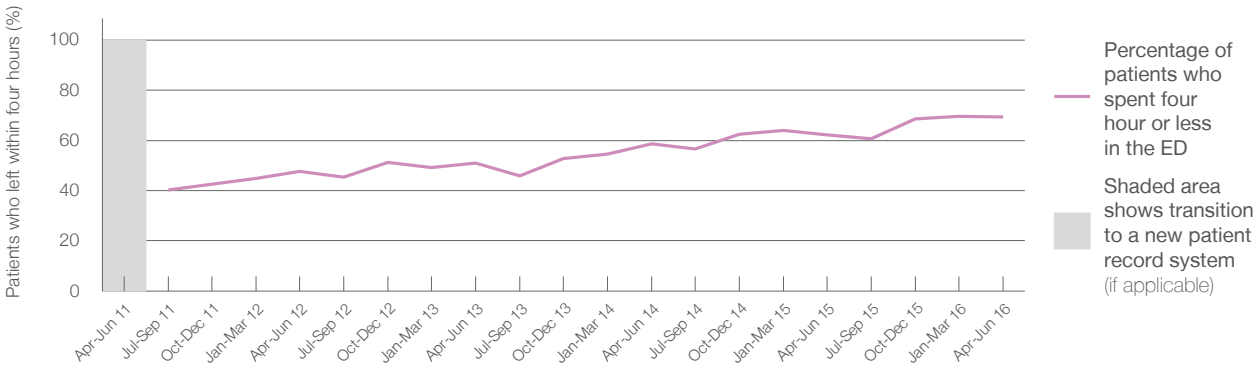
Gosford Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	15,993 patients	15,259	4.8%
Presentations used to calculate time to leaving the ED:[6]	15,993 patients	15,259	4.8%
Percentage of patients who spent four hours or less in the ED	69.2%	62.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)		47.7%	51.0%	58.7%	62.2%	69.2%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

John Hunter Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	18,759 patients	18,729	0.2%
Emergency presentations:[2]	18,740 patients	18,724	0.1%

John Hunter Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,823 patients	1,957	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	32 minutes	34 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	4,855 patients	5,537	
Median time to start treatment[4]	24 minutes	24 minutes	20 minutes
95th percentile time to start treatment[5]	103 minutes	125 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	9,311 patients	9,005	
Median time to start treatment[4]	33 minutes	34 minutes	25 minutes
95th percentile time to start treatment[5]	142 minutes	160 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	2,603 patients	2,085	
Median time to start treatment[4]	34 minutes	34 minutes	23 minutes
95th percentile time to start treatment[5]	170 minutes	161 minutes	132 minutes

John Hunter Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	18,759 patients	18,729	0.2%
Percentage of patients who spent four hours or less in the ED	68.0%	63.3%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

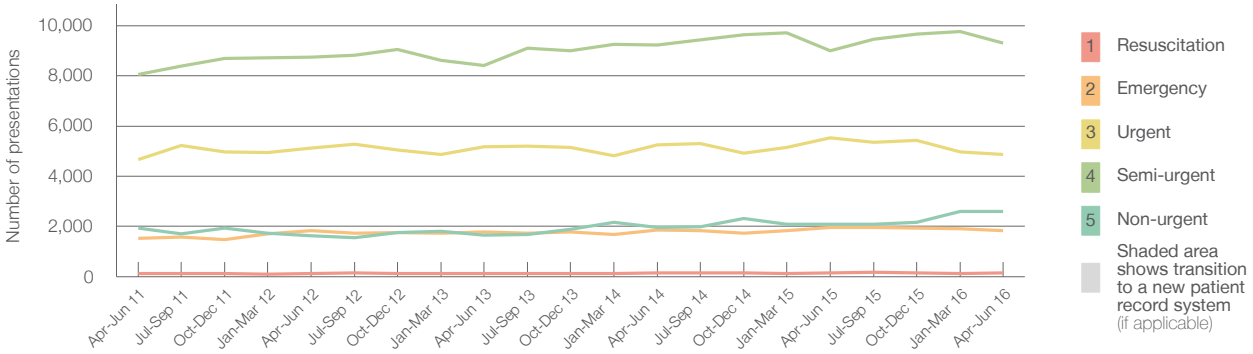
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

John Hunter Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	18,759 patients	18,729	0.2%
Emergency presentations[2] by triage category:	18,740 patients	18,724	0.1%
1 Resuscitation	148 (0.8%)	140	5.7%
2 Emergency	1,823 (9.7%)	1,957	-6.8%
3 Urgent	4,855 (25.9%)	5,537	-12.3%
4 Semi-urgent	9,311 (49.7%)	9,005	3.4%
5 Non-urgent	2,603 (13.9%)	2,085	24.8%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	113	136	117	147	140	148
Emergency	1,521	1,841	1,786	1,863	1,957	1,823
Urgent	4,664	5,123	5,179	5,250	5,537	4,855
Semi-urgent	8,065	8,753	8,416	9,233	9,005	9,311
Non-urgent	1,925	1,635	1,660	1,955	2,085	2,603
All emergency presentations	16,288	17,488	17,158	18,448	18,724	18,740

John Hunter Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	4,558 patients	5,035	
ED Transfer of care time			
Median time	11 minutes	11 minutes	0 minutes
95th percentile time	27 minutes	40 minutes	-13 minutes

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

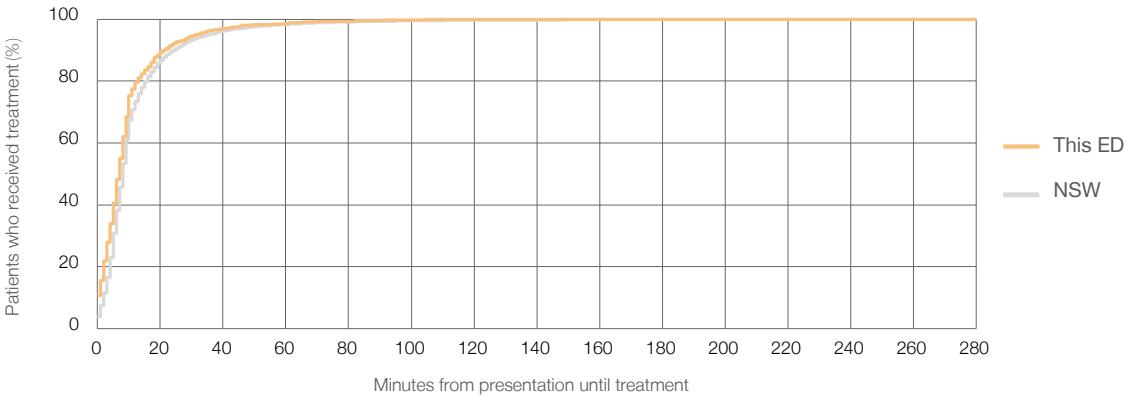
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

John Hunter Hospital: Time patients waited to start treatment, triage 2

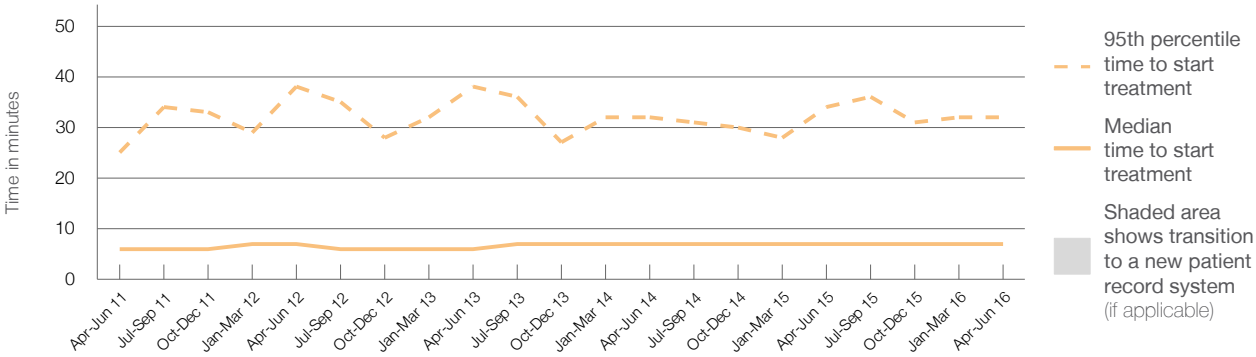
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,823		1,957	
Number of triage 2 patients used to calculate waiting time:[3] 1,811		1,934	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	32 minutes	34 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	6	7	6	7	7	7
95th percentile time to start treatment[5] (minutes)	25	38	38	32	34	32

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

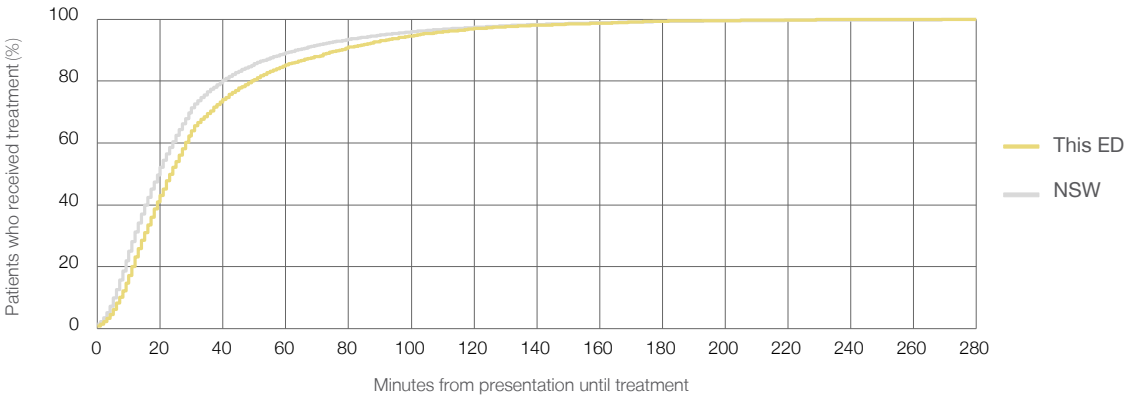
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

John Hunter Hospital: Time patients waited to start treatment, triage 3

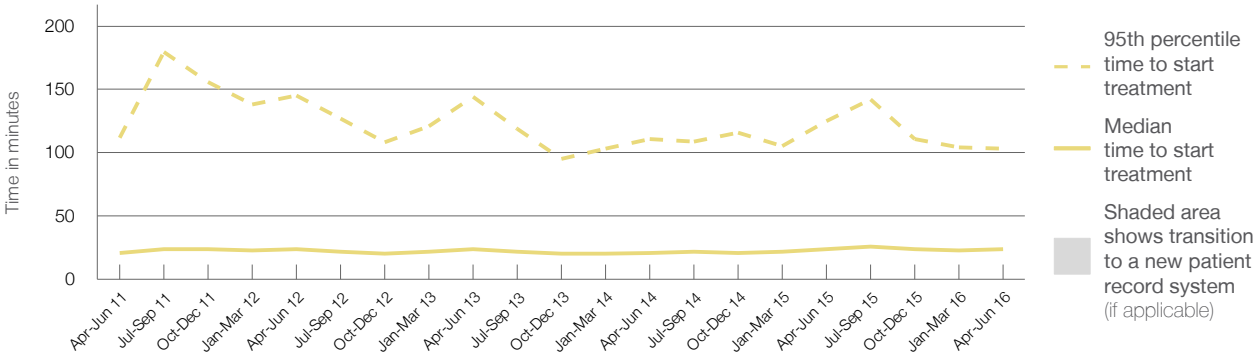
April to June 2016

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 4,855	5,537	
Number of triage 3 patients used to calculate waiting time:[3] 4,777	5,395	
Median time to start treatment[4] 24 minutes	24 minutes	20 minutes
95th percentile time to start treatment[5] 103 minutes	125 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	21	24	24	21	24	24
95th percentile time to start treatment[5] (minutes)	112	145	144	111	125	103

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

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

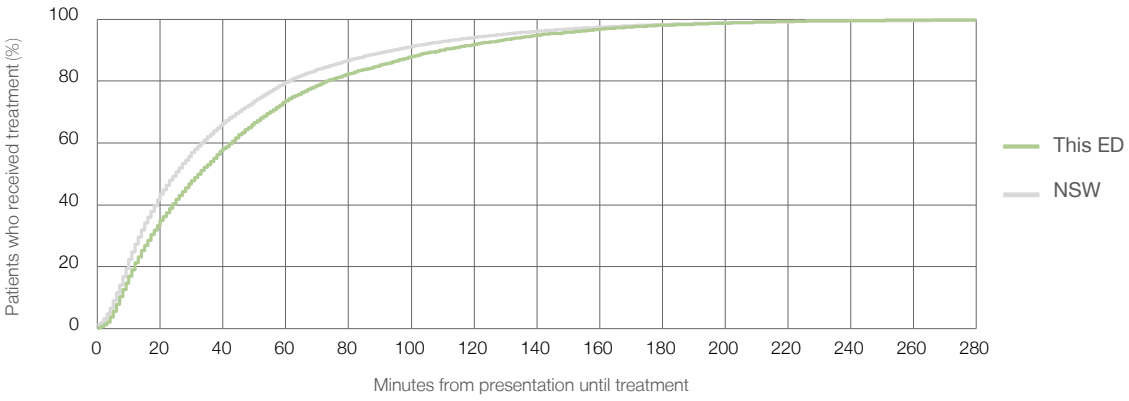
John Hunter Hospital: Time patients waited to start treatment, triage 4

April to June 2016

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

		Same period last year	NSW (this period)
Number of triage 4 patients:	9,311	9,005	
Number of triage 4 patients used to calculate waiting time:[3]	8,667	8,087	
Median time to start treatment[4]	33 minutes	34 minutes	25 minutes
95th percentile time to start treatment[5]	142 minutes	160 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	31	35	36	32	34	33
95th percentile time to start treatment[5] (minutes)	171	226	211	157	160	142

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

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

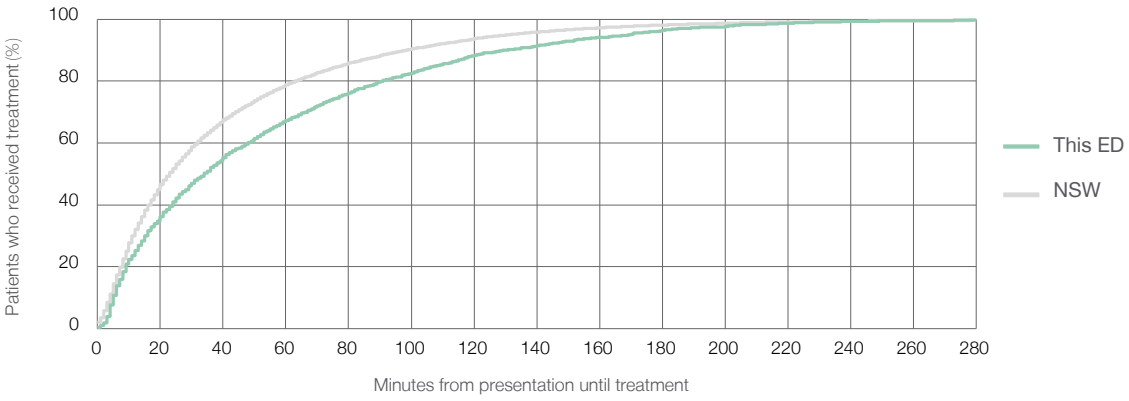
John Hunter Hospital: Time patients waited to start treatment, triage 5

April to June 2016

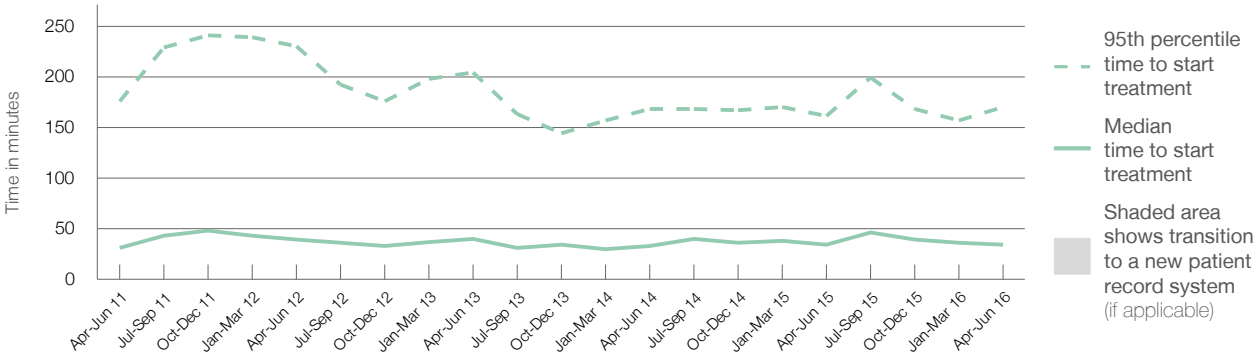
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	2,603	2,085	
Number of triage 5 patients used to calculate waiting time:[3]	2,177	1,680	
Median time to start treatment[4]	34 minutes	34 minutes	23 minutes
95th percentile time to start treatment[5]	170 minutes	161 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	31	39	40	33	34	34
95th percentile time to start treatment[5] (minutes)	176	230	204	168	161	170

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

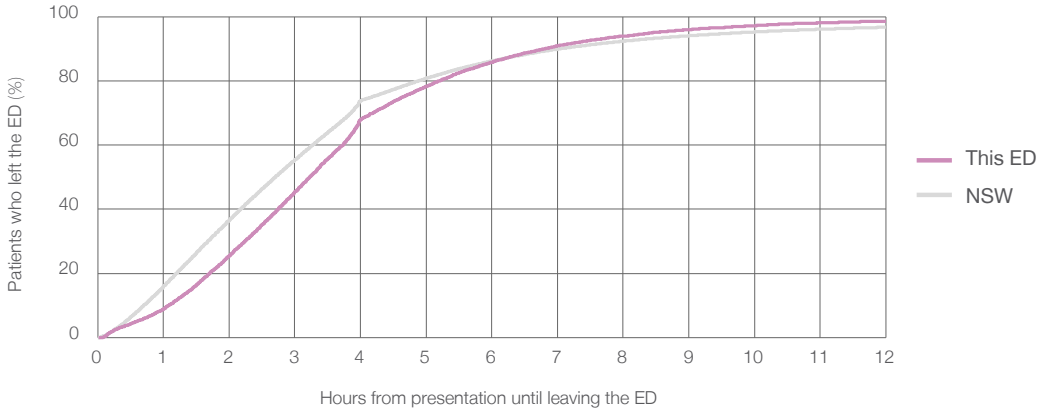
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

John Hunter Hospital: Time patients spent in the ED

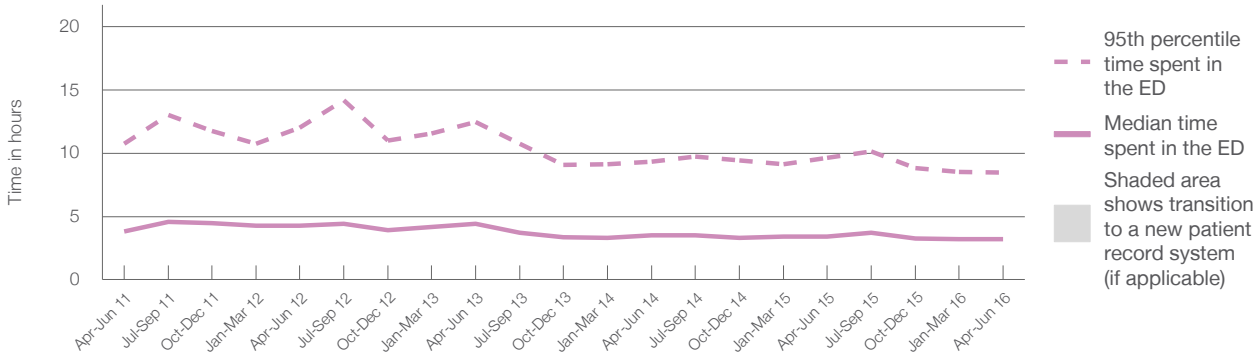
April to June 2016

	Same period last year	NSW (this period)
All presentations:[1] 18,759 patients	18,729	
Presentations used to calculate time to leaving the ED:[6] 18,759 patients	18,729	
Median time spent in the ED[8] 3 hours and 14 minutes	3 hours and 24 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9] 8 hours and 27 minutes	9 hours and 38 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 50m	4h 16m	4h 24m	3h 31m	3h 24m	3h 14m
95th percentile time to leaving the ED[9] (hours, minutes)	10h 44m	11h 59m	12h 28m	9h 19m	9h 38m	8h 27m

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

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

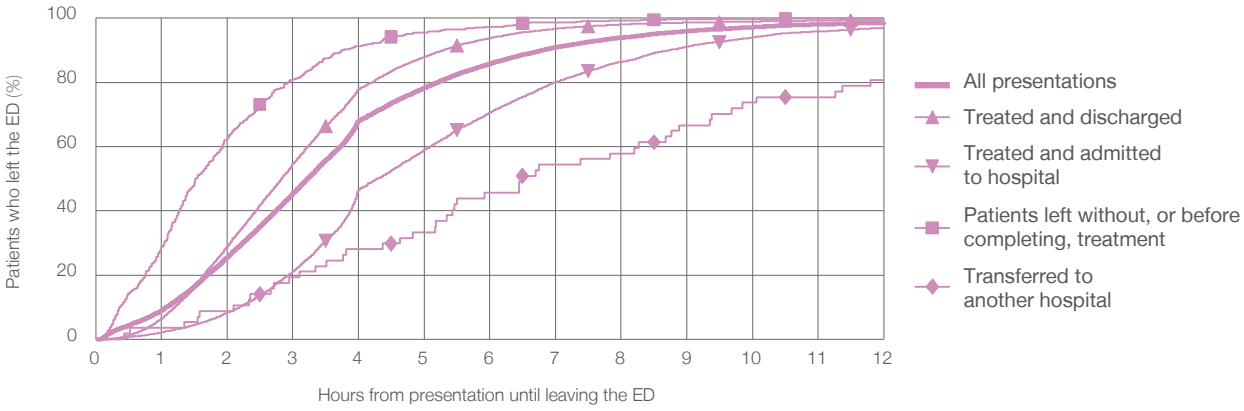
John Hunter Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 18,759 patients

Presentations used to calculate time to leaving the ED:[6] 18,759 patients

		Same period last year	Change since one year ago
Treated and discharged	10,676 (56.9%)	10,325	3.4%
Treated and admitted to hospital	6,594 (35.2%)	6,572	0.3%
Patient left without, or before completing, treatment	575 (3.1%)	675	-14.8%
Transferred to another hospital	57 (0.3%)	68	-16.2%
Other	857 (4.6%)	1,089	-21.3%
All presentations		18,729	0.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.4%	29.0%	54.6%	77.8%	93.8%	98.1%	99.0%	99.5%
Treated and admitted to hospital	2.1%	8.3%	21.0%	46.5%	70.5%	86.4%	94.0%	97.0%
Patient left without, or before completing, treatment	28.7%	62.6%	80.9%	91.3%	97.4%	99.3%	99.7%	99.8%
Transferred to another hospital	3.5%	8.8%	19.3%	28.1%	45.6%	57.9%	73.7%	80.7%
All presentations	9.0%	25.6%	45.4%	68.0%	85.8%	94.0%	97.2%	98.6%

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

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

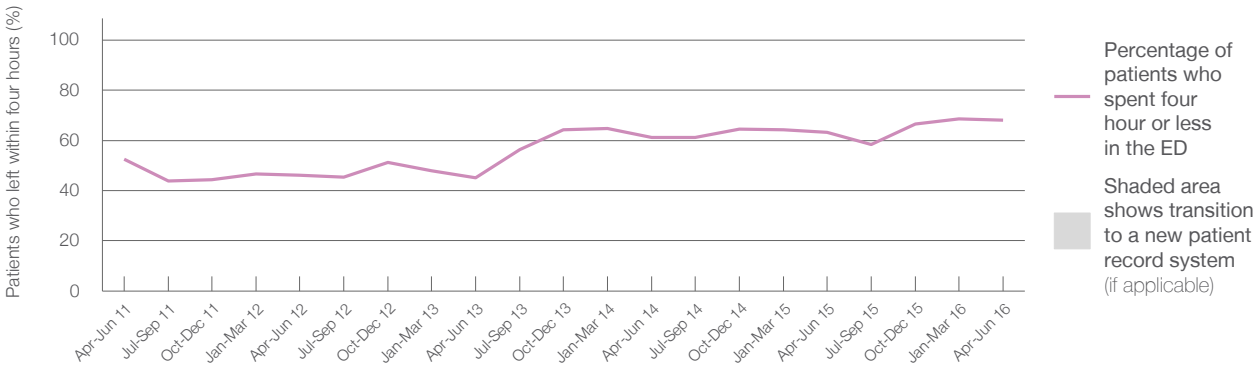
John Hunter Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	18,759 patients	18,729	0.2%
Presentations used to calculate time to leaving the ED:[6]	18,759 patients	18,729	0.2%
Percentage of patients who spent four hours or less in the ED	68.0%	63.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	52.5%	46.2%	45.0%	61.1%	63.3%	68.0%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Liverpool Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 19,974 patients	19,224	3.9%
Emergency presentations:[2] 19,716 patients	18,882	4.4%

Liverpool Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 3,409 patients	3,277	
Median time to start treatment[4]	10 minutes	10 minutes	8 minutes
95th percentile time to start treatment[5]	44 minutes	51 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 10,139 patients	9,622	
Median time to start treatment[4]	17 minutes	22 minutes	20 minutes
95th percentile time to start treatment[5]	75 minutes	103 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 4,702 patients	4,623	
Median time to start treatment[4]	22 minutes	29 minutes	25 minutes
95th percentile time to start treatment[5]	86 minutes	111 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,320 patients	1,212	
Median time to start treatment[4]	20 minutes	28 minutes	23 minutes
95th percentile time to start treatment[5]	83 minutes	107 minutes	132 minutes

Liverpool Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 19,974 patients		19,224	3.9%
Percentage of patients who spent four hours or less in the ED	59.5%	57.2%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

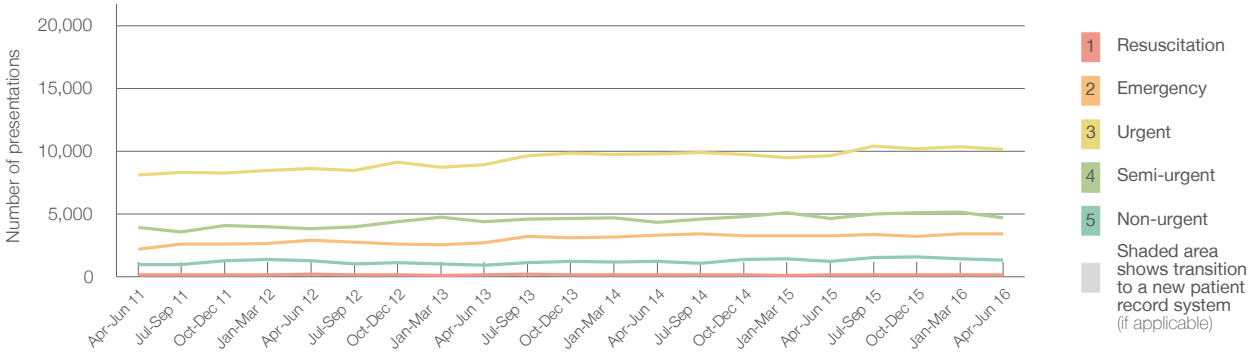
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Liverpool Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	19,974 patients	19,224	3.9%
Emergency presentations[2] by triage category:	19,716 patients	18,882	4.4%
1 Resuscitation	146 (0.7%)	148	-1.4%
2 Emergency	3,409 (17.3%)	3,277	4.0%
3 Urgent	10,139 (51.4%)	9,622	5.4%
4 Semi-urgent	4,702 (23.8%)	4,623	1.7%
5 Non-urgent	1,320 (6.7%)	1,212	8.9%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	147	185	164	137	148	146
Emergency	2,184	2,902	2,709	3,320	3,277	3,409
Urgent	8,107	8,614	8,933	9,806	9,622	10,139
Semi-urgent	3,907	3,811	4,376	4,345	4,623	4,702
Non-urgent	965	1,256	889	1,205	1,212	1,320
All emergency presentations	15,310	16,768	17,071	18,813	18,882	19,716

Liverpool Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	6,667 patients	6,686	
ED Transfer of care time			
Median time	11 minutes	14 minutes	-3 minutes
95th percentile time	29 minutes	66 minutes	-37 minutes

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

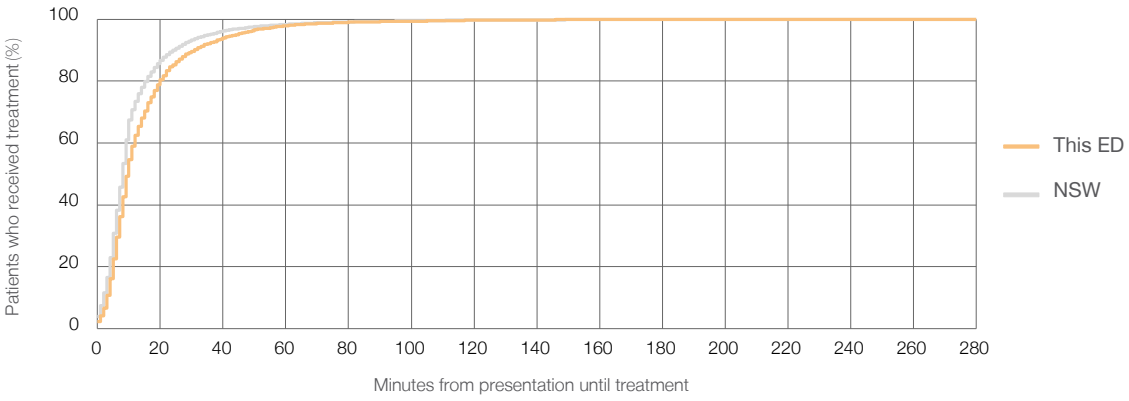
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Liverpool Hospital: Time patients waited to start treatment, triage 2

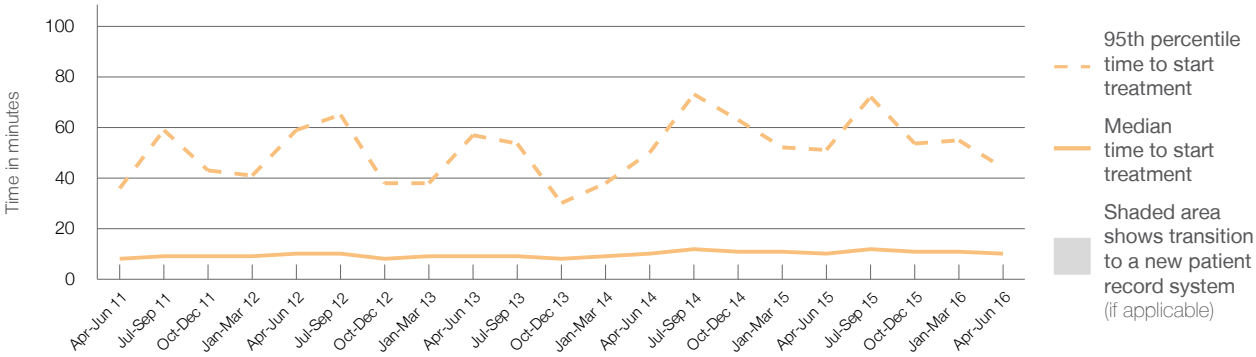
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 3,409		3,277	
Number of triage 2 patients used to calculate waiting time:[3] 3,389		3,264	
Median time to start treatment[4]	10 minutes	10 minutes	8 minutes
95th percentile time to start treatment[5]	44 minutes	51 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	8	10	9	10	10	10
95th percentile time to start treatment[5] (minutes)	36	59	57	50	51	44

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

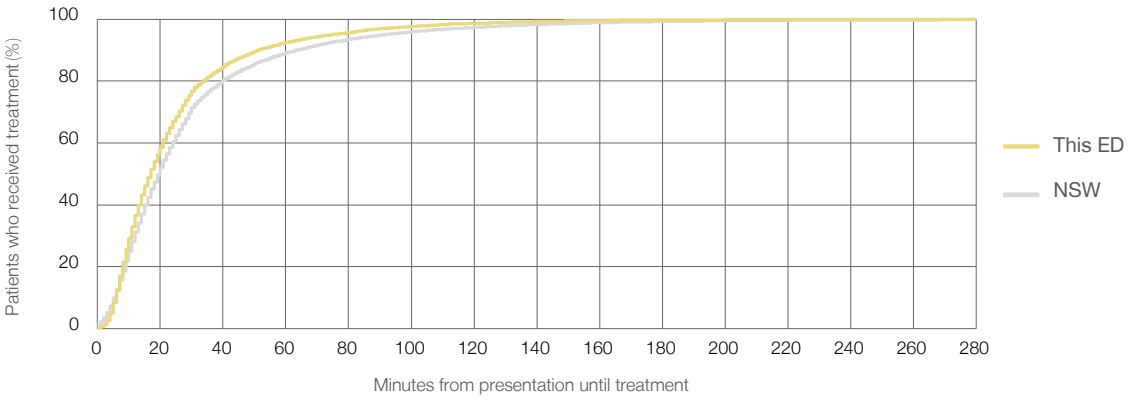
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Liverpool Hospital: Time patients waited to start treatment, triage 3

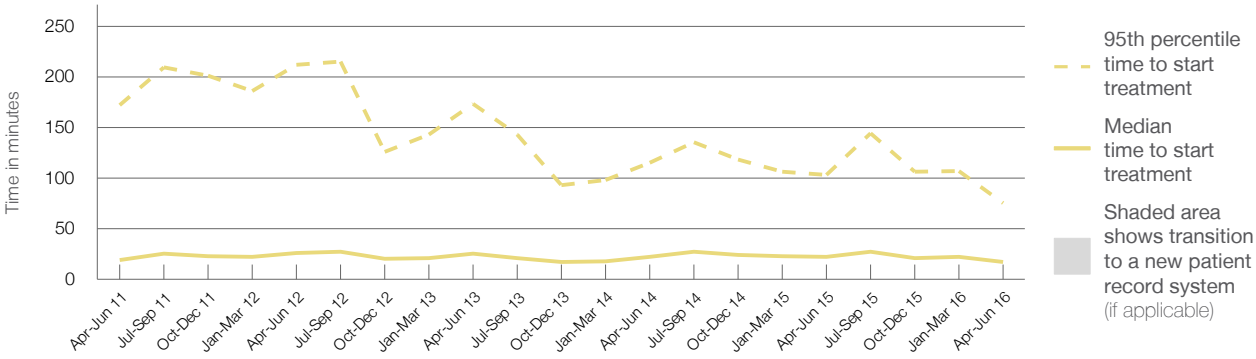
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 10,139		9,622	
Number of triage 3 patients used to calculate waiting time:[3] 9,849		9,354	
Median time to start treatment[4]	17 minutes	22 minutes	20 minutes
95th percentile time to start treatment[5]	75 minutes	103 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	19	26	25	22	22	17
95th percentile time to start treatment[5] (minutes)	172	212	173	115	103	75

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

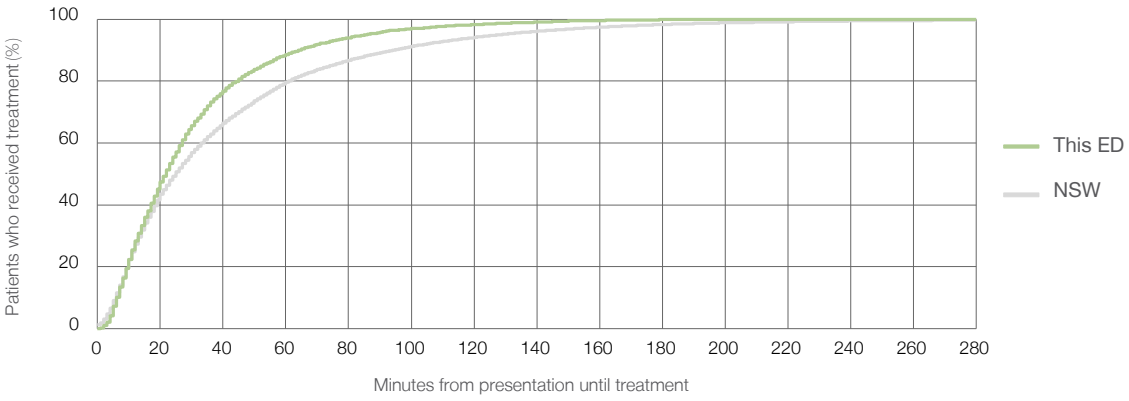
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Liverpool Hospital: Time patients waited to start treatment, triage 4

April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	4,702	4,623	
Number of triage 4 patients used to calculate waiting time:[3]	4,329	4,262	
Median time to start treatment[4]	22 minutes	29 minutes	25 minutes
95th percentile time to start treatment[5]	86 minutes	111 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	28	31	37	30	29	22
95th percentile time to start treatment[5] (minutes)	184	213	172	127	111	86

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

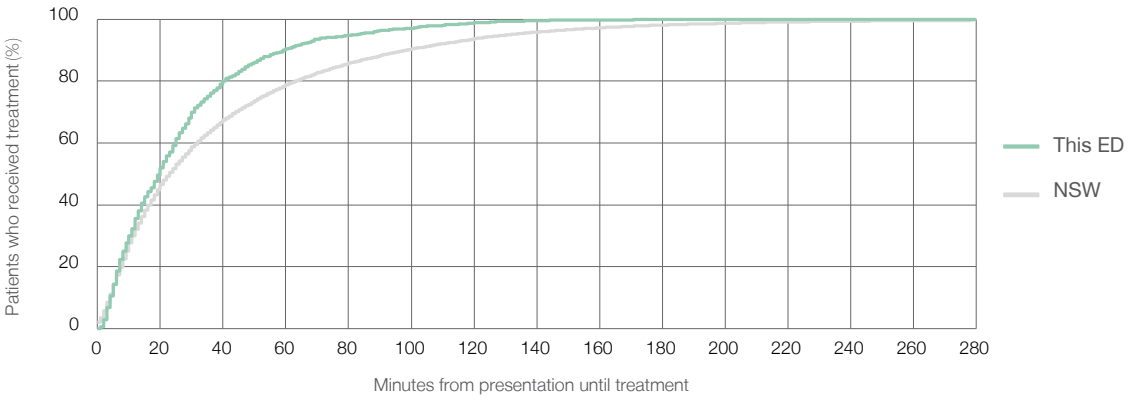
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Liverpool Hospital: Time patients waited to start treatment, triage 5

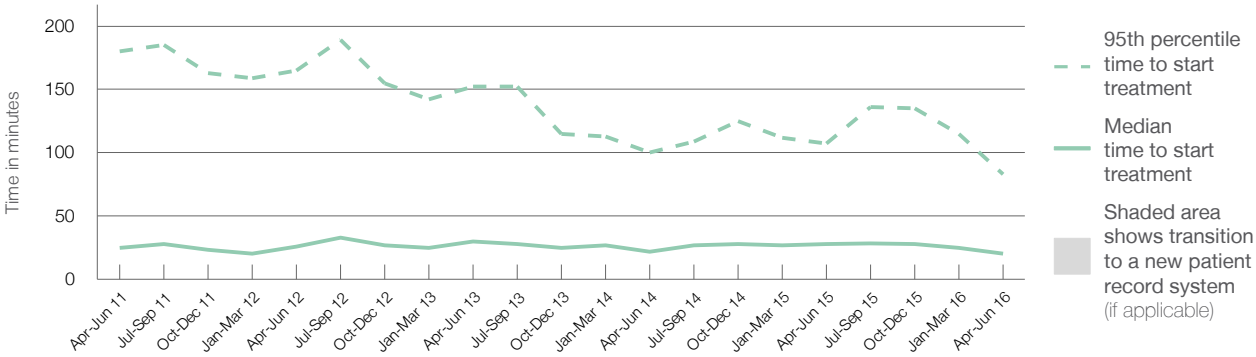
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 1,320		1,212	
Number of triage 5 patients used to calculate waiting time:[3] 1,032		919	
Median time to start treatment[4]	20 minutes	28 minutes	23 minutes
95th percentile time to start treatment[5]	83 minutes	107 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	25	26	30	22	28	20
95th percentile time to start treatment[5] (minutes)	180	165	152	100	107	83

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

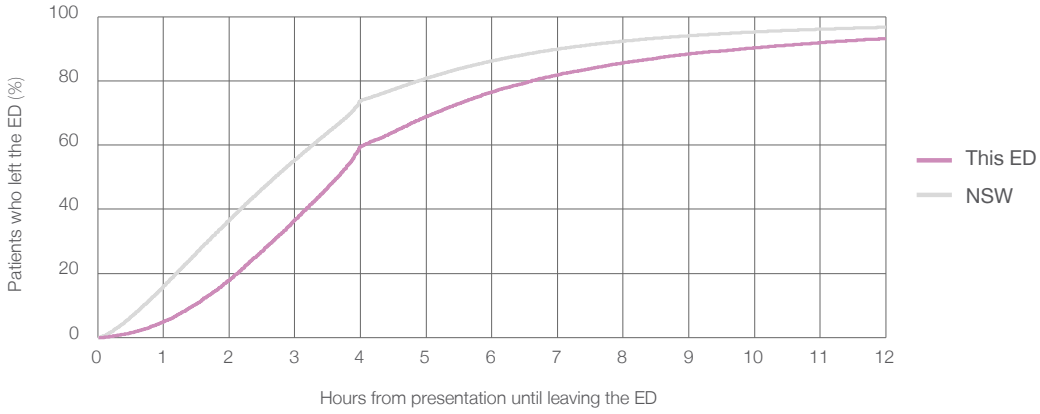
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Liverpool Hospital: Time patients spent in the ED

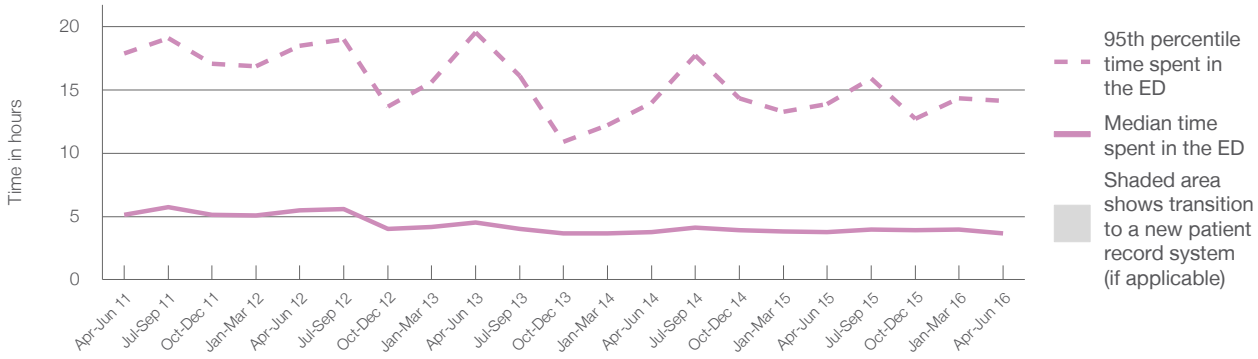
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	19,974 patients	19,224	
Presentations used to calculate time to leaving the ED:[6]	19,974 patients	19,224	
Median time spent in the ED[8]	3 hours and 39 minutes	3 hours and 46 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	14 hours and 8 minutes	13 hours and 52 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	5h 9m	5h 30m	4h 30m	3h 47m	3h 46m	3h 39m
95th percentile time to leaving the ED[9] (hours, minutes)	17h 51m	18h 28m	19h 32m	14h 0m	13h 52m	14h 8m

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

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

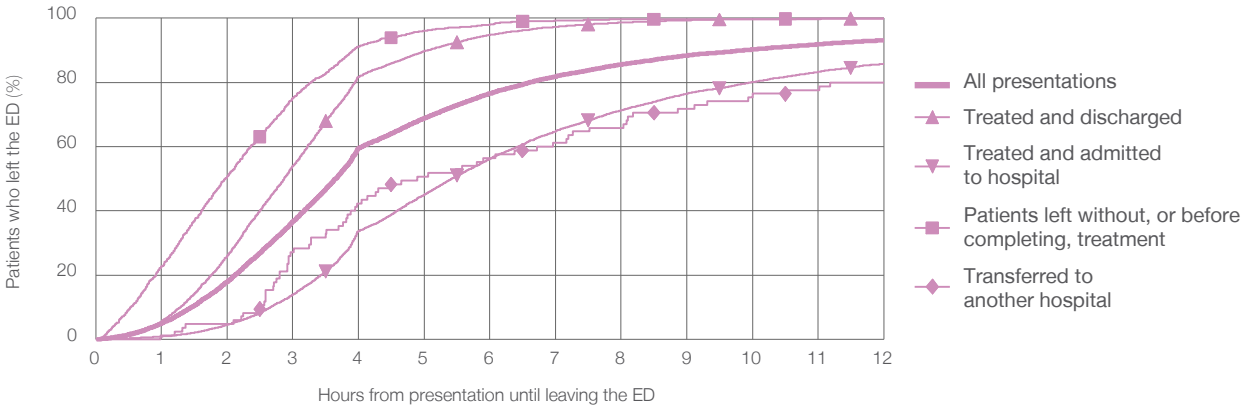
Liverpool Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 19,974 patients

Presentations used to calculate time to leaving the ED:[6] 19,974 patients

		Same period last year	Change since one year ago
Treated and discharged	8,732 (43.7%)	8,432	3.6%
Treated and admitted to hospital	9,492 (47.5%)	9,166	3.6%
Patient left without, or before completing, treatment	1,479 (7.4%)	1,327	11.5%
Transferred to another hospital	85 (0.4%)	63	34.9%
Other	186 (0.9%)	236	-21.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.6%	26.1%	54.0%	81.7%	94.8%	98.6%	99.7%	99.9%
Treated and admitted to hospital	0.9%	4.5%	14.0%	33.7%	56.2%	71.3%	80.1%	85.7%
Patient left without, or before completing, treatment	22.8%	50.8%	75.1%	91.1%	98.0%	99.7%	99.8%	99.9%
Transferred to another hospital	1.2%	4.7%	27.1%	42.4%	56.5%	65.9%	76.5%	80.0%
All presentations	5.0%	18.0%	36.7%	59.5%	76.6%	85.6%	90.3%	93.1%

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

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

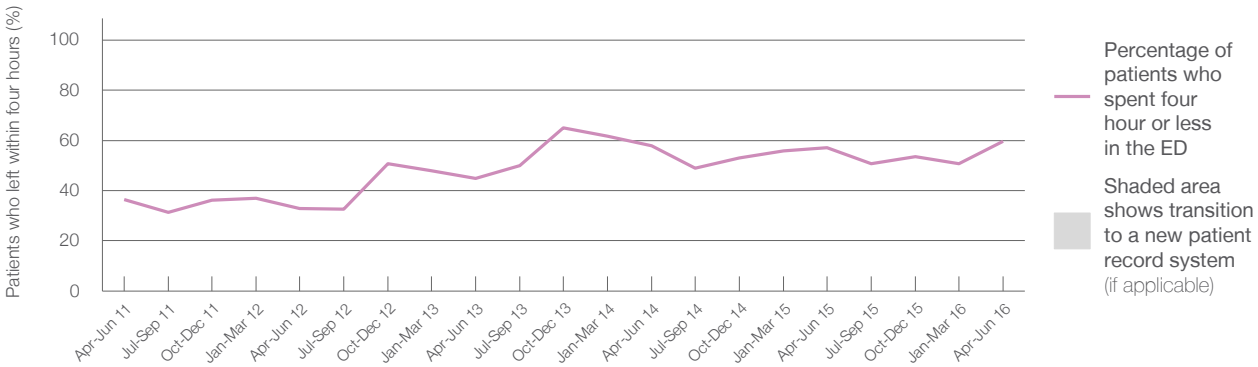
Liverpool Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	19,974 patients	19,224	3.9%
Presentations used to calculate time to leaving the ED:[6]	19,974 patients	19,224	3.9%
Percentage of patients who spent four hours or less in the ED	59.5%	57.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	36.5%	32.8%	44.7%	57.9%	57.2%	59.5%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Nepean Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	16,671 patients	16,821	-0.9%
Emergency presentations:[2]	16,524 patients	16,685	-1.0%

Nepean Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	2,514 patients	2,439	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	46 minutes	50 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	4,843 patients	4,705	
Median time to start treatment[4]	29 minutes	35 minutes	20 minutes
95th percentile time to start treatment[5]	244 minutes	220 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	7,048 patients	7,508	
Median time to start treatment[4]	28 minutes	37 minutes	25 minutes
95th percentile time to start treatment[5]	238 minutes	210 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	2,021 patients	1,926	
Median time to start treatment[4]	31 minutes	41 minutes	23 minutes
95th percentile time to start treatment[5]	238 minutes	230 minutes	132 minutes

Nepean Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	16,671 patients	16,821	-0.9%
Percentage of patients who spent four hours or less in the ED	48.2%	53.3%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

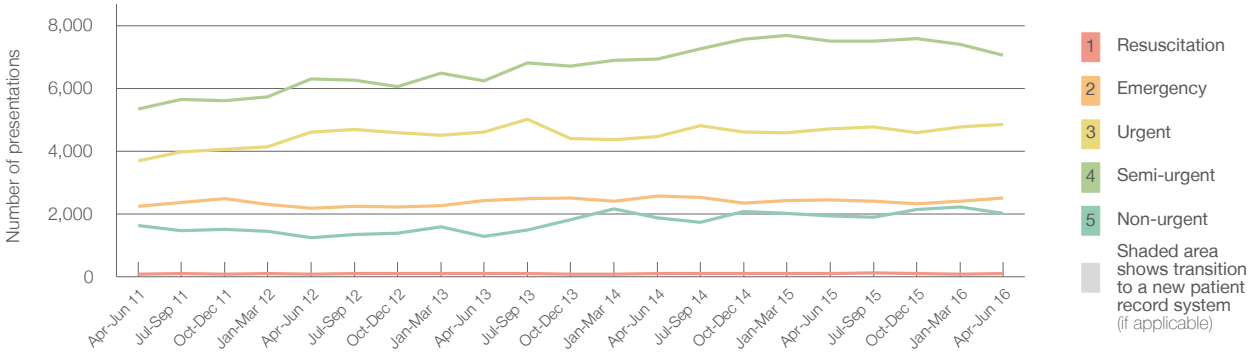
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Nepean Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	16,671 patients	16,821	-0.9%
Emergency presentations[2] by triage category:	16,524 patients	16,685	-1.0%
1 Resuscitation	98 (0.6%)	107	-8.4%
2 Emergency	2,514 (15.2%)	2,439	3.1%
3 Urgent	4,843 (29.3%)	4,705	2.9%
4 Semi-urgent	7,048 (42.7%)	7,508	-6.1%
5 Non-urgent	2,021 (12.2%)	1,926	4.9%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	87	78	105	102	107	98
Emergency	2,234	2,181	2,432	2,561	2,439	2,514
Urgent	3,680	4,614	4,611	4,472	4,705	4,843
Semi-urgent	5,352	6,295	6,238	6,932	7,508	7,048
Non-urgent	1,637	1,248	1,286	1,870	1,926	2,021
All emergency presentations	12,990	14,416	14,672	15,937	16,685	16,524

Nepean Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	4,784 patients	4,965	
ED Transfer of care time			
Median time	12 minutes	13 minutes	-1 minute
95th percentile time	48 minutes	95 minutes	-47 minutes

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

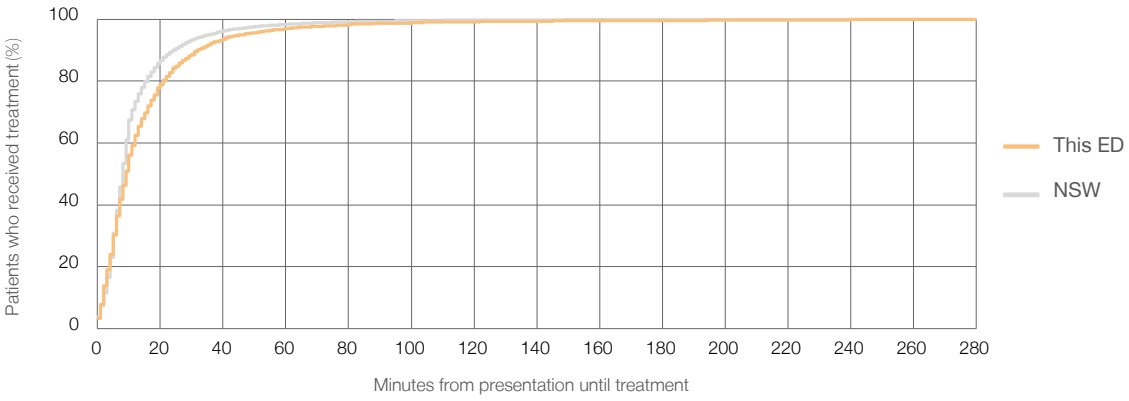
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Nepean Hospital: Time patients waited to start treatment, triage 2

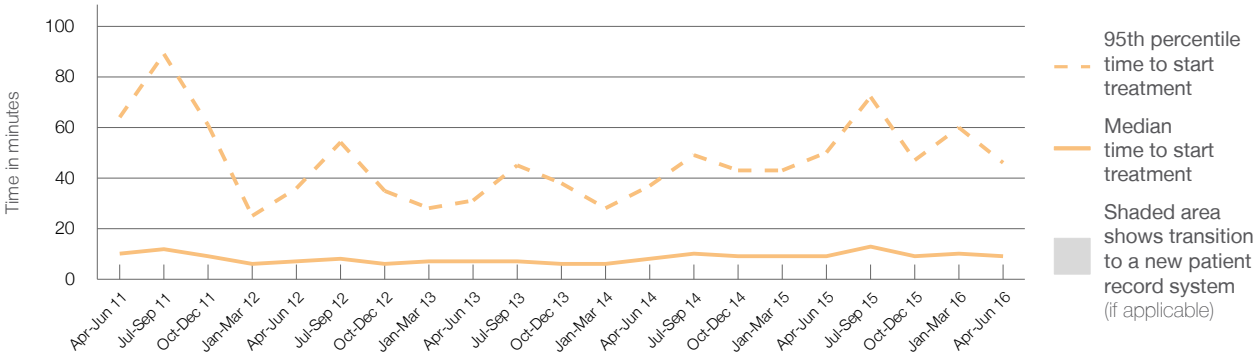
April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	2,514	2,439	
Number of triage 2 patients used to calculate waiting time:[3]	2,451	2,355	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	46 minutes	50 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	10	7	7	8	9	9
95th percentile time to start treatment[5] (minutes)	64	36	31	37	50	46

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

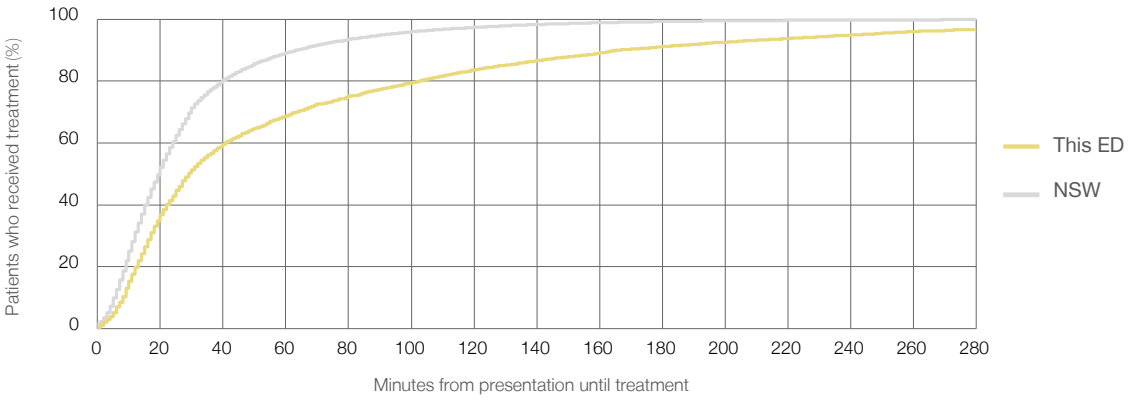
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Nepean Hospital: Time patients waited to start treatment, triage 3

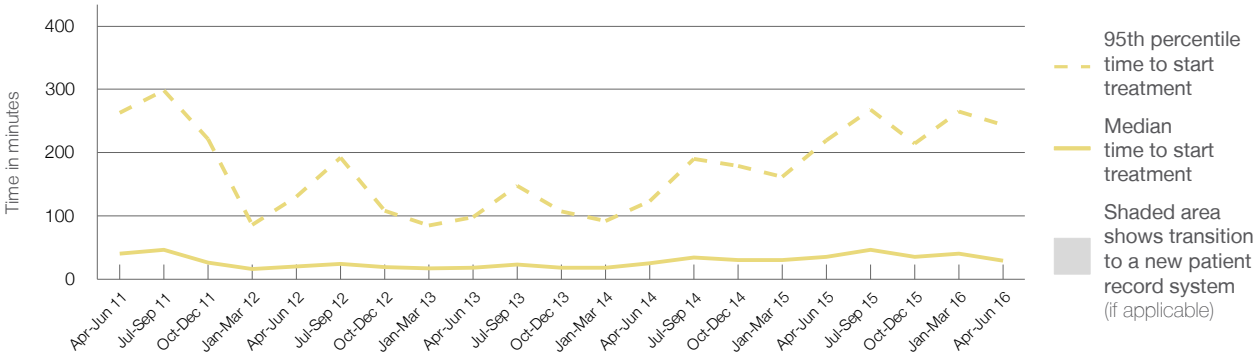
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 4,843		4,705	
Number of triage 3 patients used to calculate waiting time:[3] 4,392		4,309	
Median time to start treatment[4]	29 minutes	35 minutes	20 minutes
95th percentile time to start treatment[5]	244 minutes	220 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	41	20	18	25	35	29
95th percentile time to start treatment[5] (minutes)	263	131	98	123	220	244

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

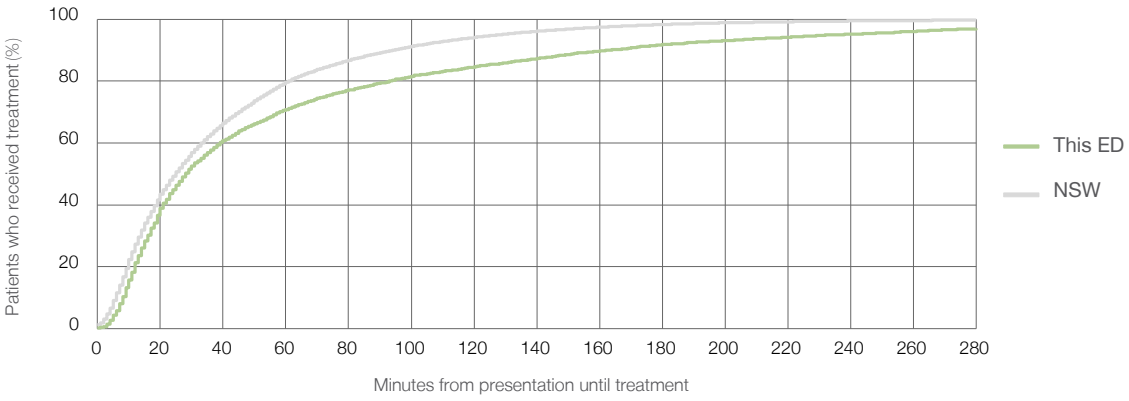
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Nepean Hospital: Time patients waited to start treatment, triage 4

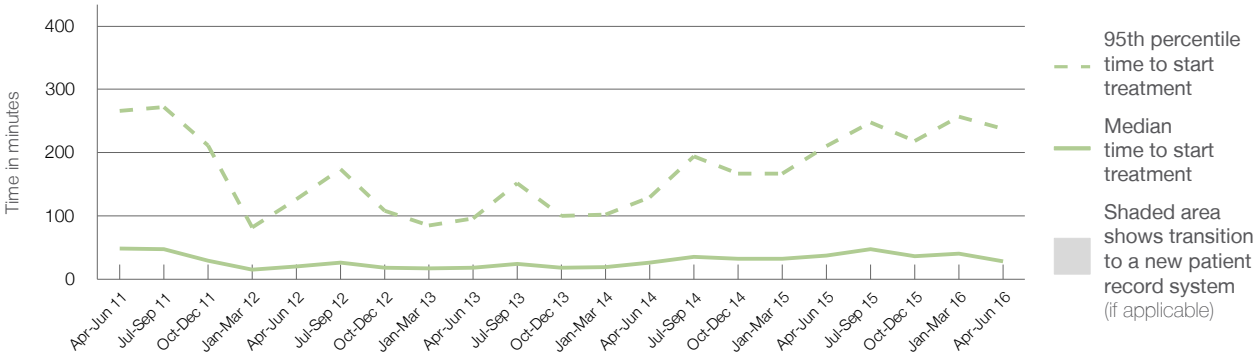
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	7,048	7,508	
Number of triage 4 patients used to calculate waiting time:[3]	6,244	6,622	
Median time to start treatment[4]	28 minutes	37 minutes	25 minutes
95th percentile time to start treatment[5]	238 minutes	210 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	49	20	18	26	37	28
95th percentile time to start treatment[5] (minutes)	266	126	96	130	210	238

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

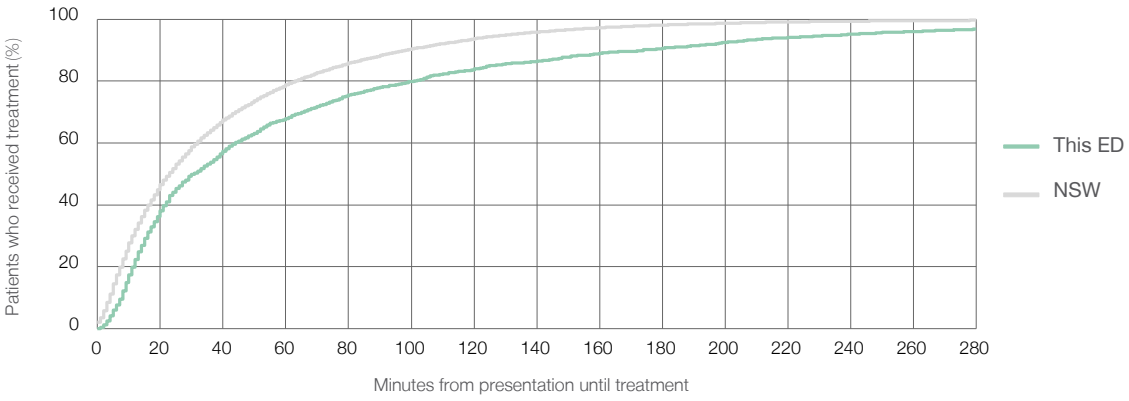
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Nepean Hospital: Time patients waited to start treatment, triage 5

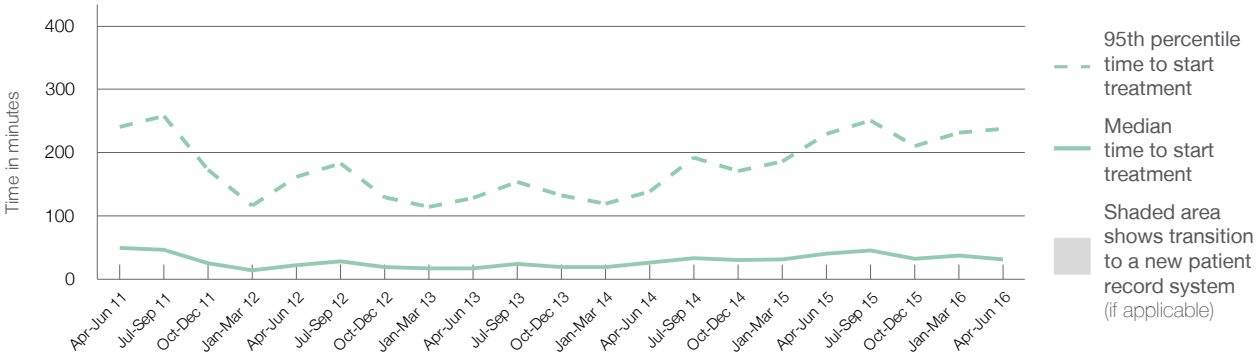
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 2,021		1,926	
Number of triage 5 patients used to calculate waiting time:[3] 1,608		1,549	
Median time to start treatment[4]	31 minutes	41 minutes	23 minutes
95th percentile time to start treatment[5]	238 minutes	230 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	50	22	17	26	41	31
95th percentile time to start treatment[5] (minutes)	241	162	128	139	230	238

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

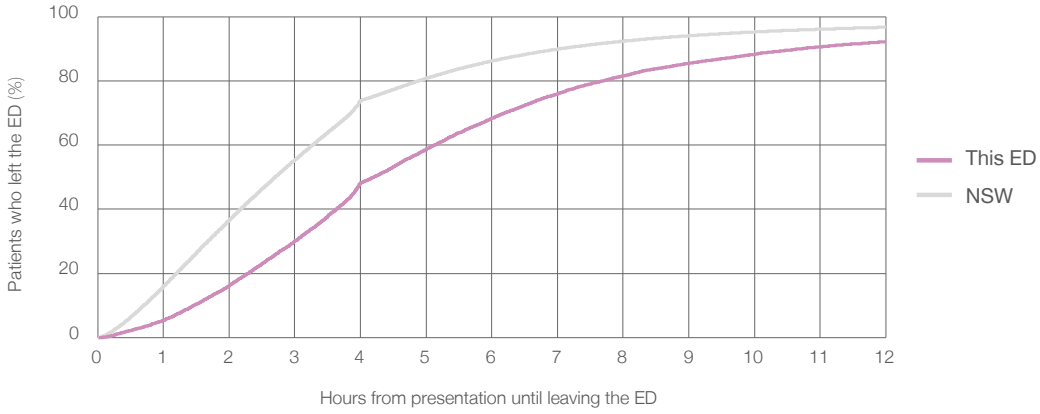
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Nepean Hospital: Time patients spent in the ED

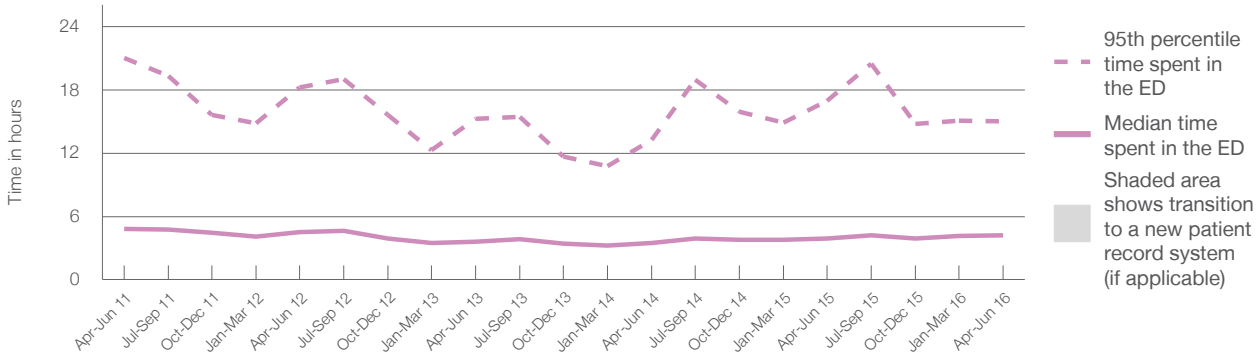
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	16,671 patients	16,821	
Presentations used to calculate time to leaving the ED:[6]	16,671 patients	16,821	
Median time spent in the ED[8]	4 hours and 12 minutes	3 hours and 54 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	15 hours and 0 minutes	16 hours and 56 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	4h 51m	4h 30m	3h 38m	3h 29m	3h 54m	4h 12m
95th percentile time to leaving the ED[9] (hours, minutes)	21h 3m	18h 15m	15h 14m	13h 14m	16h 56m	15h 0m

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

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

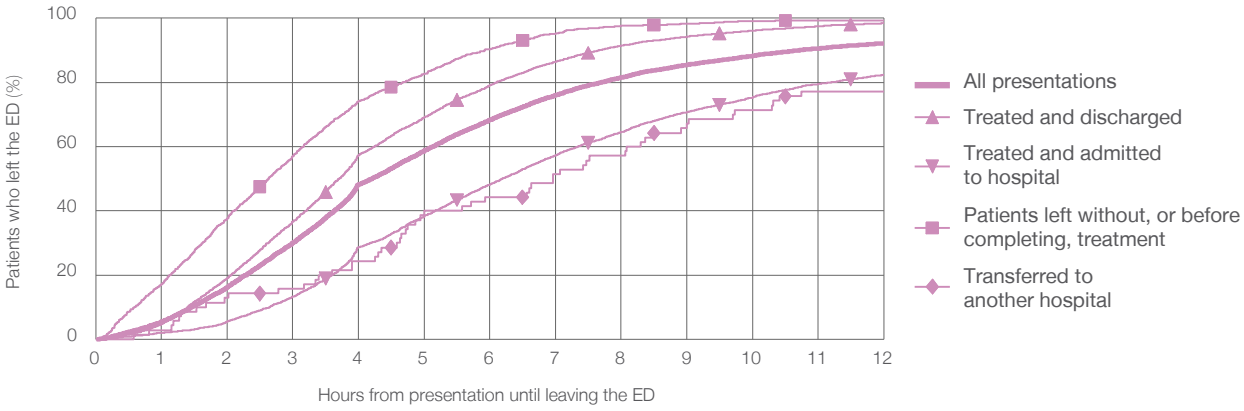
Nepean Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 16,671 patients

Presentations used to calculate time to leaving the ED:[6] 16,671 patients

		Same period last year	Change since one year ago
Treated and discharged	8,076 (48.4%)	8,555	-5.6%
Treated and admitted to hospital	6,507 (39.0%)	6,285	3.5%
Patient left without, or before completing, treatment	1,909 (11.5%)	1,858	2.7%
Transferred to another hospital	70 (0.4%)	39	79.5%
Other	109 (0.7%)	84	29.8%
		16,821	-0.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.8%	19.1%	36.8%	57.4%	79.1%	91.5%	96.1%	98.4%
Treated and admitted to hospital	2.0%	5.5%	13.3%	28.7%	48.3%	64.6%	75.3%	82.4%
Patient left without, or before completing, treatment	17.2%	37.7%	57.0%	74.1%	90.4%	97.6%	99.1%	99.4%
Transferred to another hospital	2.9%	12.9%	15.7%	24.3%	44.3%	57.1%	71.4%	77.1%
All presentations	5.5%	16.3%	30.1%	48.2%	68.3%	81.6%	88.2%	92.2%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

Nepean Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	16,671 patients	16,821	-0.9%
Presentations used to calculate time to leaving the ED:[6]	16,671 patients	16,821	-0.9%
Percentage of patients who spent four hours or less in the ED	48.2%	53.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	40.7%	43.6%	59.2%	65.2%	53.3%	48.2%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Prince of Wales Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	14,240 patients	13,730	3.7%
Emergency presentations:[2]	13,364 patients	12,924	3.4%

Prince of Wales Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,195 patients	1,269	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	30 minutes	34 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	6,763 patients	6,407	
Median time to start treatment[4]	19 minutes	19 minutes	20 minutes
95th percentile time to start treatment[5]	91 minutes	80 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	4,707 patients	4,611	
Median time to start treatment[4]	18 minutes	17 minutes	25 minutes
95th percentile time to start treatment[5]	126 minutes	108 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	515 patients	430	
Median time to start treatment[4]	21 minutes	26 minutes	23 minutes
95th percentile time to start treatment[5]	144 minutes	156 minutes	132 minutes

Prince of Wales Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	14,236 patients	13,729	3.7%
Percentage of patients who spent four hours or less in the ED	68.1%	70.8%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

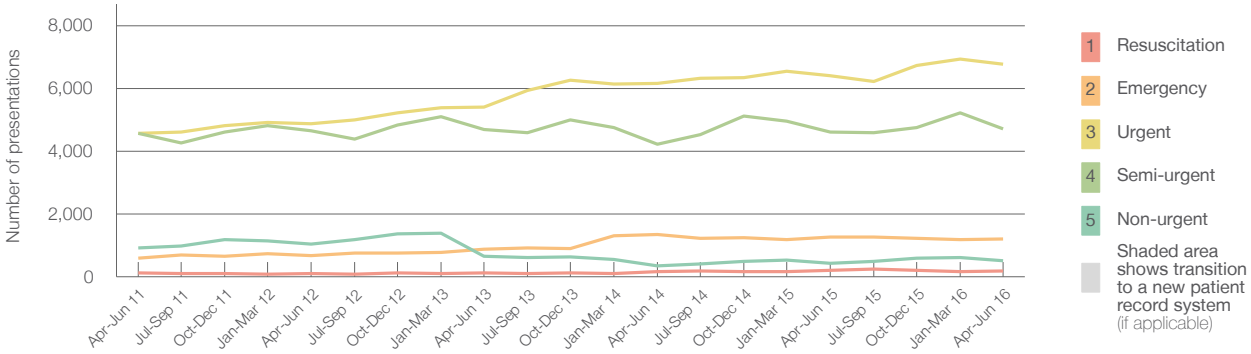
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Prince of Wales Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	14,240 patients	13,730	3.7%
Emergency presentations[2] by triage category:	13,364 patients	12,924	3.4%
1 Resuscitation	184 (1.4%)	207	-11.1%
2 Emergency	1,195 (8.9%)	1,269	-5.8%
3 Urgent	6,763 (50.6%)	6,407	5.6%
4 Semi-urgent	4,707 (35.2%)	4,611	2.1%
5 Non-urgent	515 (3.9%)	430	19.8%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	121	107	113	155	207	184
Emergency	589	679	875	1,353	1,269	1,195
Urgent	4,576	4,870	5,401	6,161	6,407	6,763
Semi-urgent	4,576	4,649	4,685	4,218	4,611	4,707
Non-urgent	916	1,029	649	345	430	515
All emergency presentations	10,778	11,334	11,723	12,232	12,924	13,364

Prince of Wales Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	3,299 patients	3,258	
ED Transfer of care time			
Median time	10 minutes	13 minutes	-3 minutes
95th percentile time	32 minutes	72 minutes	-40 minutes

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

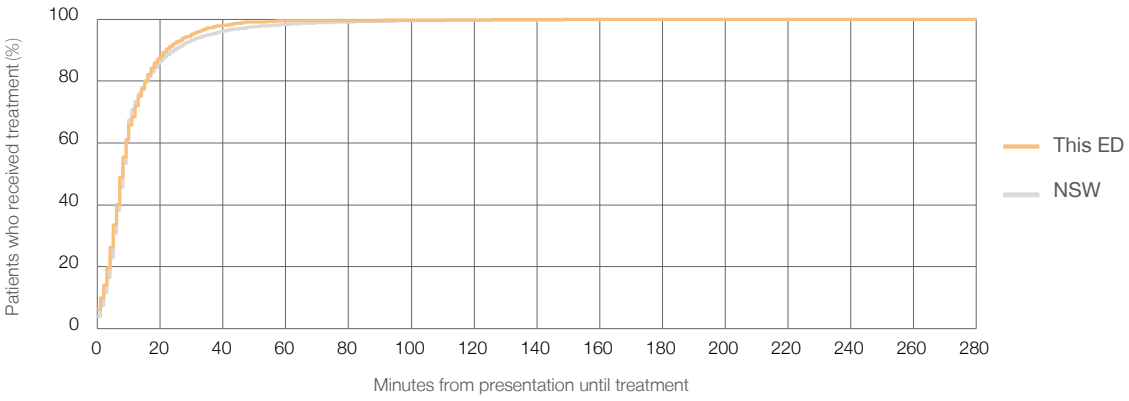
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Prince of Wales Hospital: Time patients waited to start treatment, triage 2

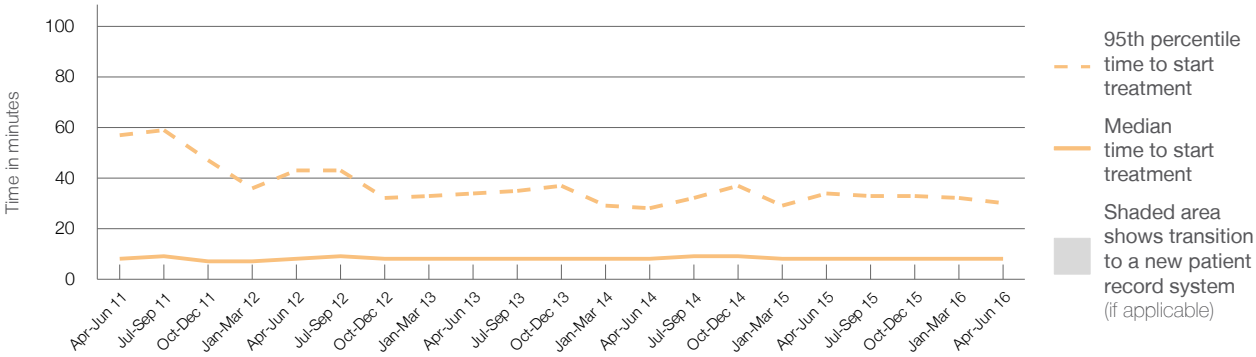
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,195		1,269	
Number of triage 2 patients used to calculate waiting time:[3] 1,186		1,263	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	30 minutes	34 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	8	8	8	8	8	8
95th percentile time to start treatment[5] (minutes)	57	43	34	28	34	30

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

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

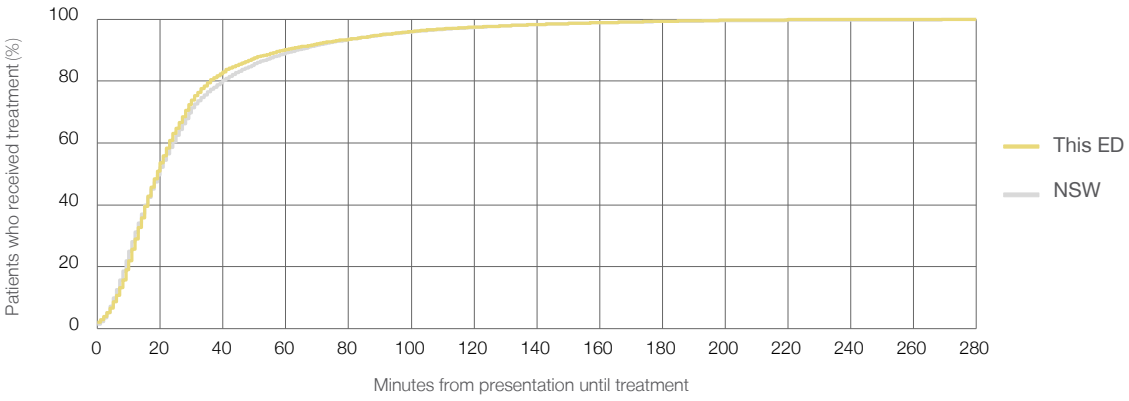
Prince of Wales Hospital: Time patients waited to start treatment, triage 3

April to June 2016

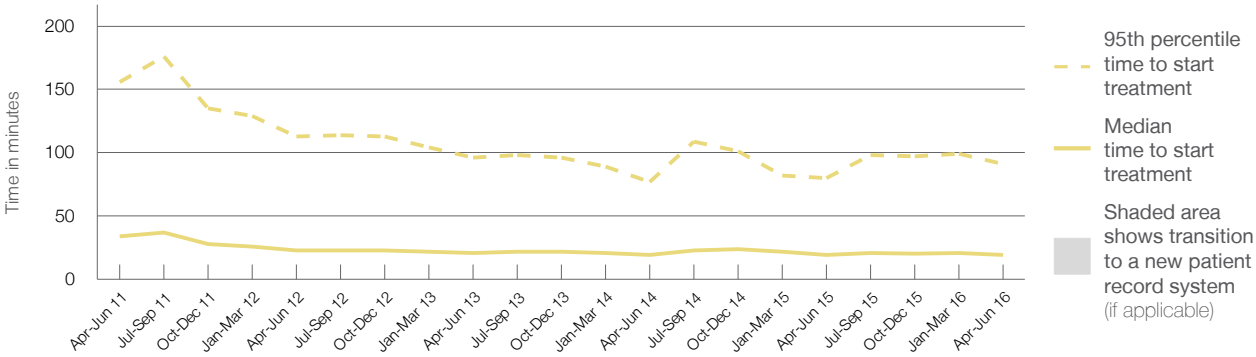
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	6,763	6,407	
Number of triage 3 patients used to calculate waiting time:[3]	6,657	6,326	
Median time to start treatment[4]	19 minutes	19 minutes	20 minutes
95th percentile time to start treatment[5]	91 minutes	80 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	34	23	21	19	19	19
95th percentile time to start treatment[5] (minutes)	156	113	96	77	80	91

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

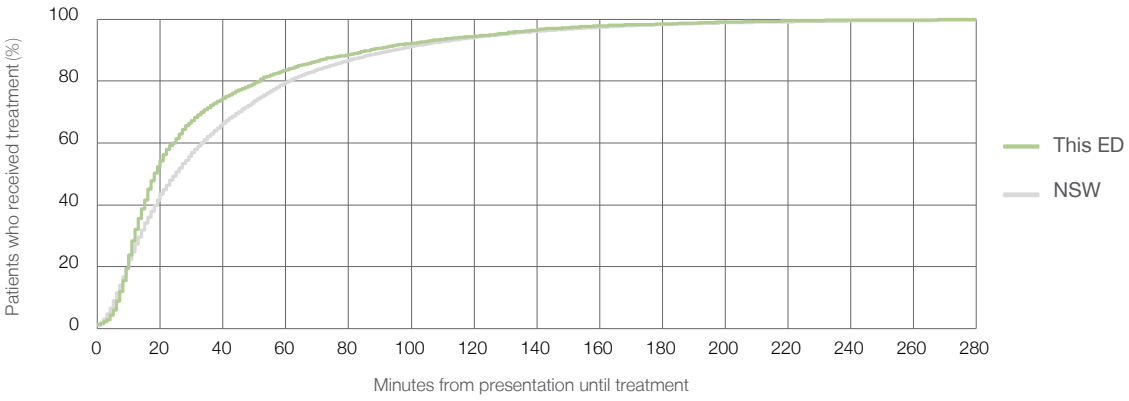
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Prince of Wales Hospital: Time patients waited to start treatment, triage 4

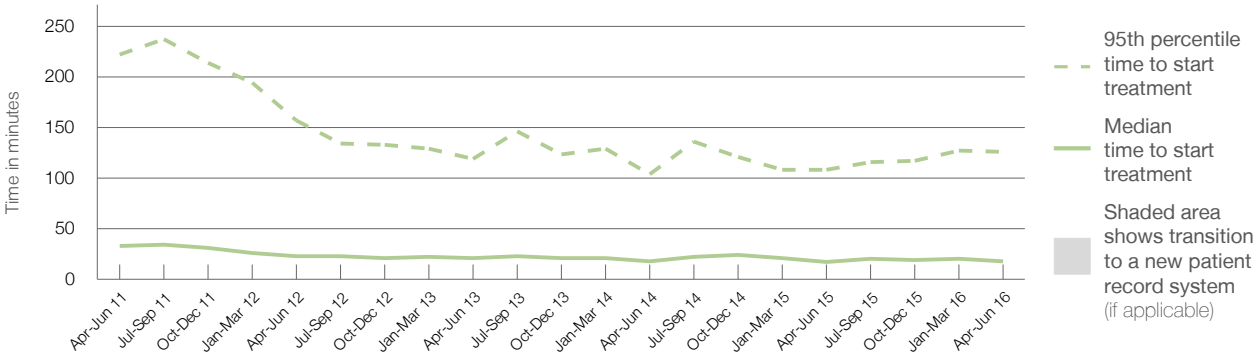
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	4,707	4,611	
Number of triage 4 patients used to calculate waiting time:[3]	4,562	4,473	
Median time to start treatment[4]	18 minutes	17 minutes	25 minutes
95th percentile time to start treatment[5]	126 minutes	108 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	33	23	21	18	17	18
95th percentile time to start treatment[5] (minutes)	222	157	119	104	108	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 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.

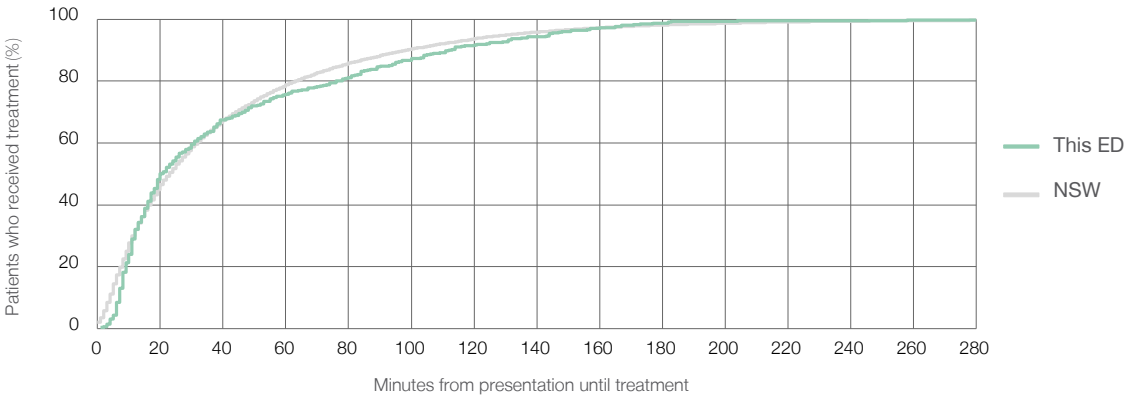
Prince of Wales Hospital: Time patients waited to start treatment, triage 5

April to June 2016

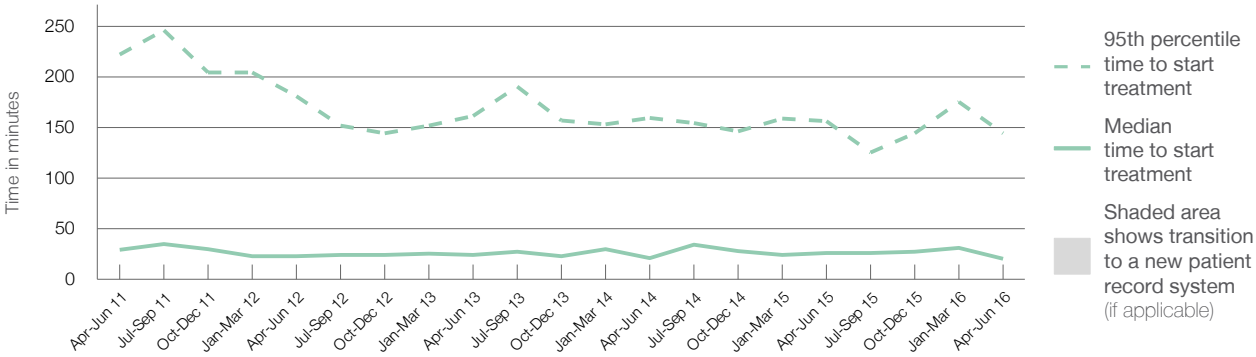
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	515	430	
Number of triage 5 patients used to calculate waiting time:[3]	408	348	
Median time to start treatment[4]	21 minutes	26 minutes	23 minutes
95th percentile time to start treatment[5]	144 minutes	156 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	29	23	24	21	26	21
95th percentile time to start treatment[5] (minutes)	222	181	161	160	156	144

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

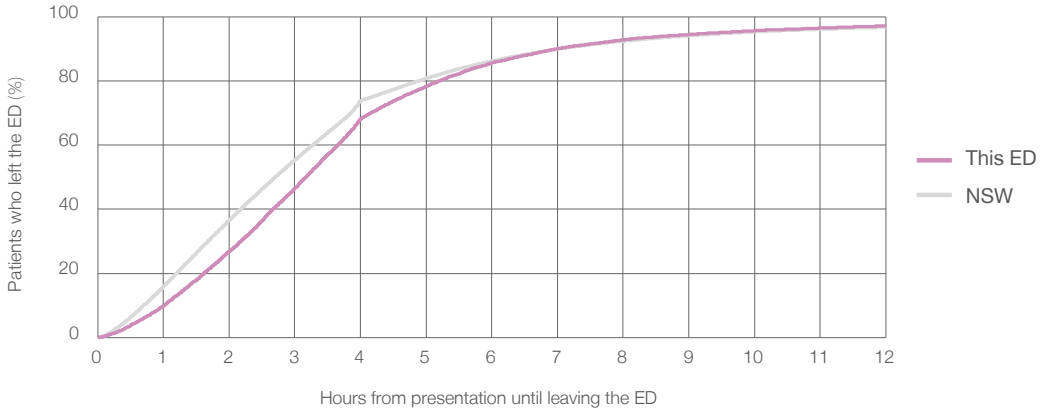
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Prince of Wales Hospital: Time patients spent in the ED

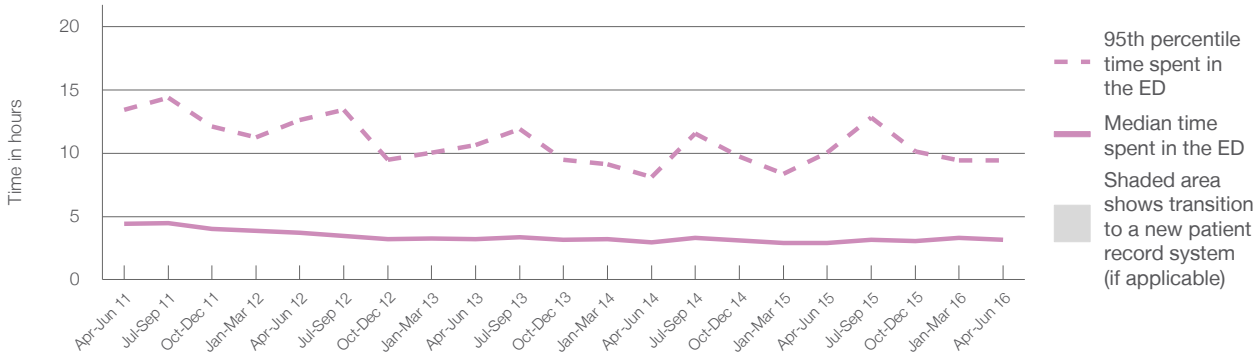
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	14,240 patients	13,730	
Presentations used to calculate time to leaving the ED:[6]	14,236 patients	13,729	
Median time spent in the ED[8]	3 hours and 10 minutes	2 hours and 55 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	9 hours and 27 minutes	10 hours and 3 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	4h 24m	3h 43m	3h 14m	2h 56m	2h 55m	3h 10m
95th percentile time to leaving the ED[9] (hours, minutes)	13h 26m	12h 36m	10h 40m	8h 7m	10h 3m	9h 27m

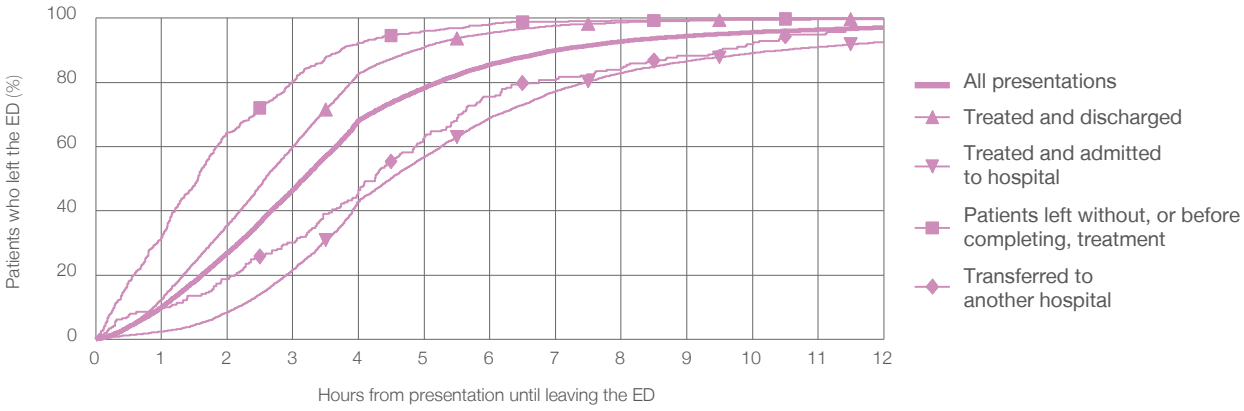
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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

Prince of Wales Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	14,240 patients		
Presentations used to calculate time to leaving the ED:[6]	14,236 patients	13,729	3.7%
Treated and discharged	8,129 (57.1%)	8,098	0.4%
Treated and admitted to hospital	5,202 (36.5%)	4,969	4.7%
Patient left without, or before completing, treatment	630 (4.4%)	439	43.5%
Transferred to another hospital	213 (1.5%)	172	23.8%
Other	66 (0.5%)	52	26.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.3%	35.5%	60.0%	82.7%	95.4%	98.7%	99.5%	99.7%
Treated and admitted to hospital	2.4%	8.4%	21.6%	42.9%	68.9%	83.0%	89.1%	92.6%
Patient left without, or before completing, treatment	31.6%	64.4%	80.5%	92.2%	98.1%	99.4%	99.8%	99.8%
Transferred to another hospital	9.9%	18.8%	30.0%	46.5%	75.6%	84.5%	92.0%	96.7%
All presentations	9.9%	26.9%	46.6%	68.1%	85.6%	92.7%	95.6%	97.1%

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

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

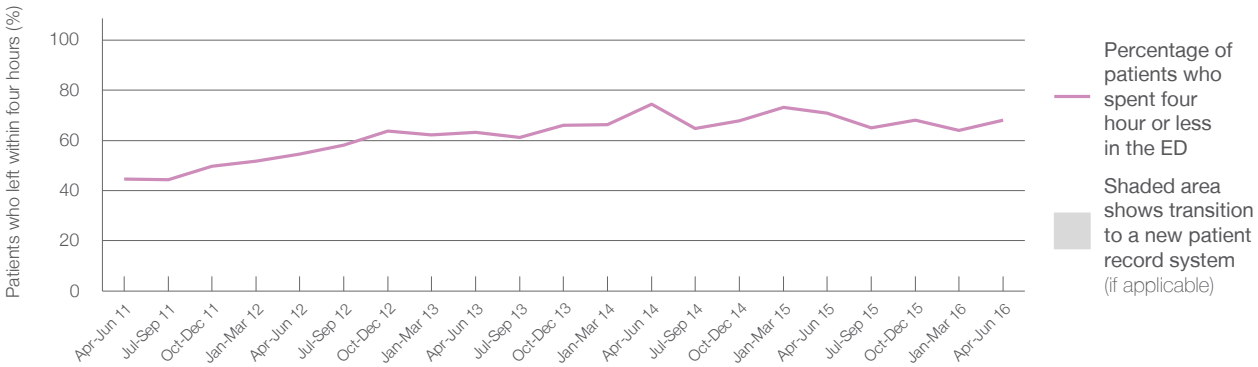
Prince of Wales Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	14,240 patients	13,730	3.7%
Presentations used to calculate time to leaving the ED:[6]	14,236 patients	13,729	3.7%
Percentage of patients who spent four hours or less in the ED	68.1%	70.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	44.7%	54.5%	63.1%	74.5%	70.8%	68.1%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Royal North Shore Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 20,012 patients	18,886	6.0%
Emergency presentations:[2] 19,921 patients	18,797	6.0%

Royal North Shore Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 4,341 patients	4,076	
Median time to start treatment[4]	7 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	24 minutes	24 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 5,627 patients	5,609	
Median time to start treatment[4]	18 minutes	19 minutes	20 minutes
95th percentile time to start treatment[5]	69 minutes	82 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 7,161 patients	6,708	
Median time to start treatment[4]	26 minutes	28 minutes	25 minutes
95th percentile time to start treatment[5]	98 minutes	114 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 2,330 patients	2,035	
Median time to start treatment[4]	30 minutes	31 minutes	23 minutes
95th percentile time to start treatment[5]	121 minutes	126 minutes	132 minutes

Royal North Shore Hospital: Time from presentation until leaving the ED

April to June 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 20,012 patients	18,886	6.0%
Percentage of patients who spent four hours or less in the ED: 61.1%	63.5%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

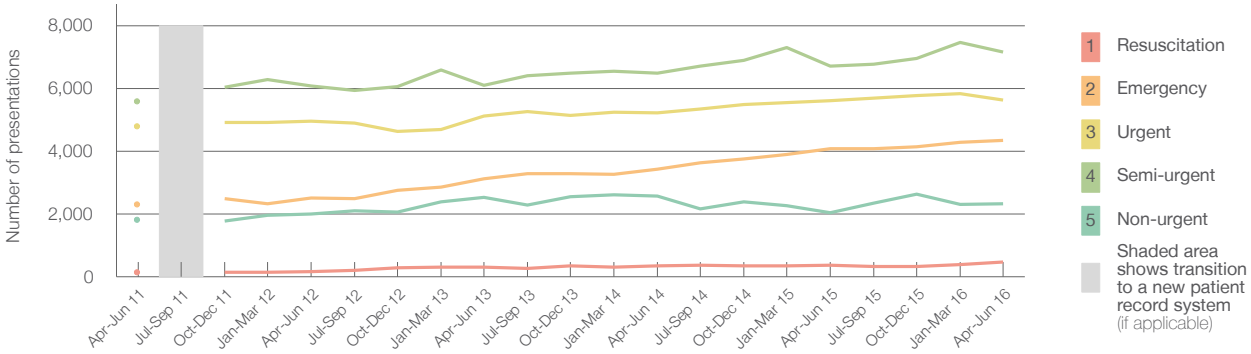
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Royal North Shore Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	20,012 patients	18,886	6.0%
Emergency presentations[2] by triage category:	19,921 patients	18,797	6.0%
1 Resuscitation	462 (2.3%)	369	25.2%
2 Emergency	4,341 (21.8%)	4,076	6.5%
3 Urgent	5,627 (28.2%)	5,609	0.3%
4 Semi-urgent	7,161 (35.9%)	6,708	6.8%
5 Non-urgent	2,330 (11.7%)	2,035	14.5%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	130	157	301	341	369	462
Emergency	2,304	2,512	3,116	3,416	4,076	4,341
Urgent	4,800	4,963	5,112	5,222	5,609	5,627
Semi-urgent	5,586	6,068	6,095	6,492	6,708	7,161
Non-urgent	1,819	2,001	2,530	2,571	2,035	2,330
All emergency presentations	14,639	15,701	17,154	18,042	18,797	19,921

Royal North Shore Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	4,385 patients	4,007	
ED Transfer of care time			
Median time	14 minutes	19 minutes	-5 minutes
95th percentile time	46 minutes	103 minutes	-57 minutes

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

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

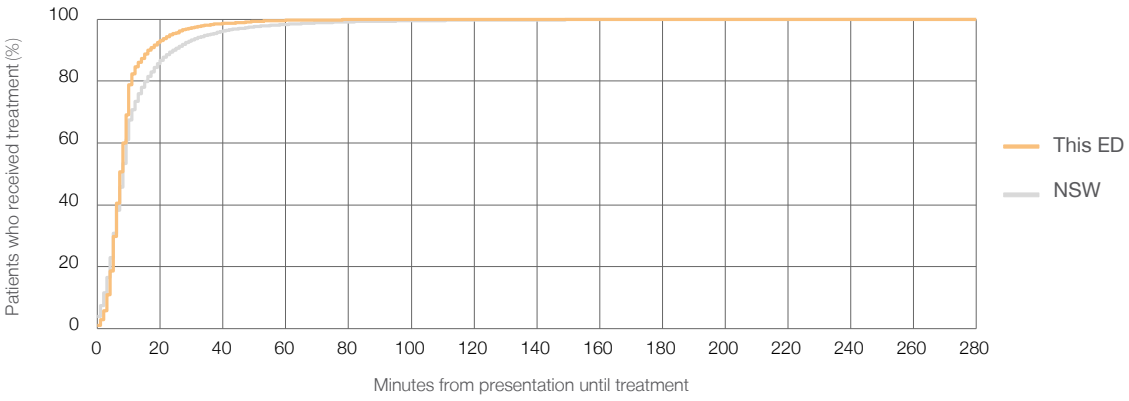
Royal North Shore Hospital: Time patients waited to start treatment, triage 2

April to June 2016

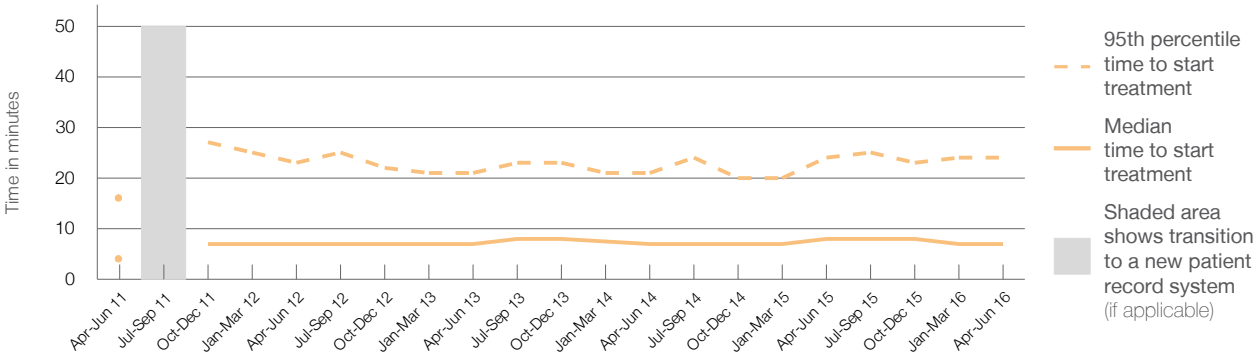
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients: 4,341		4,076	
Number of triage 2 patients used to calculate waiting time:[3] 4,329		4,067	
Median time to start treatment[4]	7 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	24 minutes	24 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	4	7	7	7	8	7
95th percentile time to start treatment[5] (minutes)	16	23	21	21	24	24

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

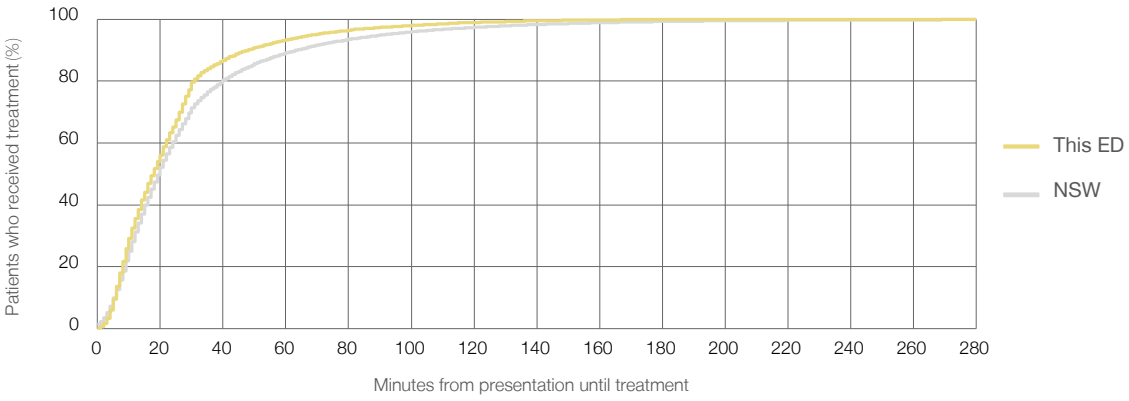
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Royal North Shore Hospital: Time patients waited to start treatment, triage 3

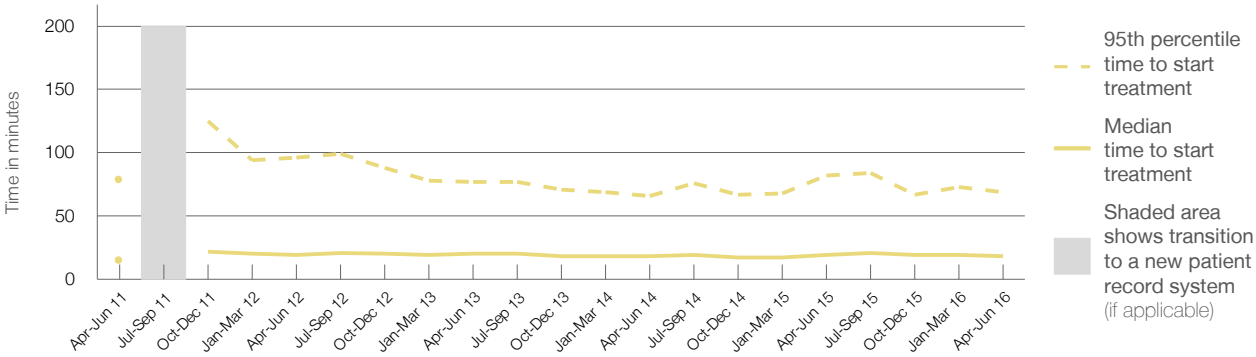
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 5,627		5,609	
Number of triage 3 patients used to calculate waiting time:[3] 5,536		5,482	
Median time to start treatment[4]	18 minutes	19 minutes	20 minutes
95th percentile time to start treatment[5]	69 minutes	82 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	15	19	20	18	19	18
95th percentile time to start treatment[5] (minutes)	79	96	77	66	82	69

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

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

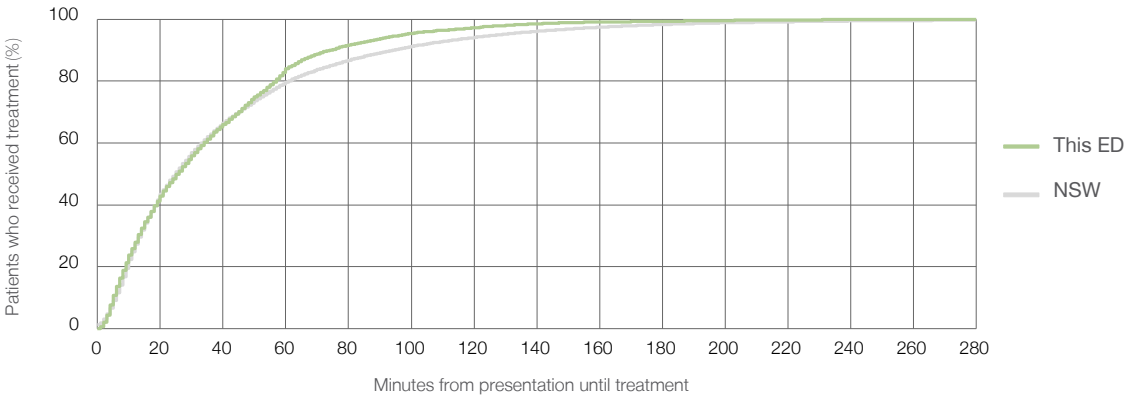
Royal North Shore Hospital: Time patients waited to start treatment, triage 4

April to June 2016

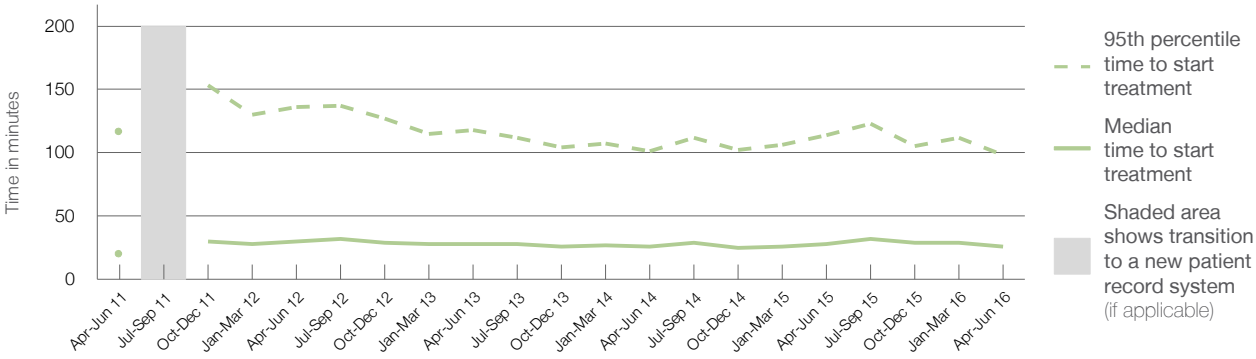
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	7,161	6,708	
Number of triage 4 patients used to calculate waiting time:[3]	6,881	6,381	
Median time to start treatment[4]	26 minutes	28 minutes	25 minutes
95th percentile time to start treatment[5]	98 minutes	114 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	20	30	28	26	28	26
95th percentile time to start treatment[5] (minutes)	117	136	118	101	114	98

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

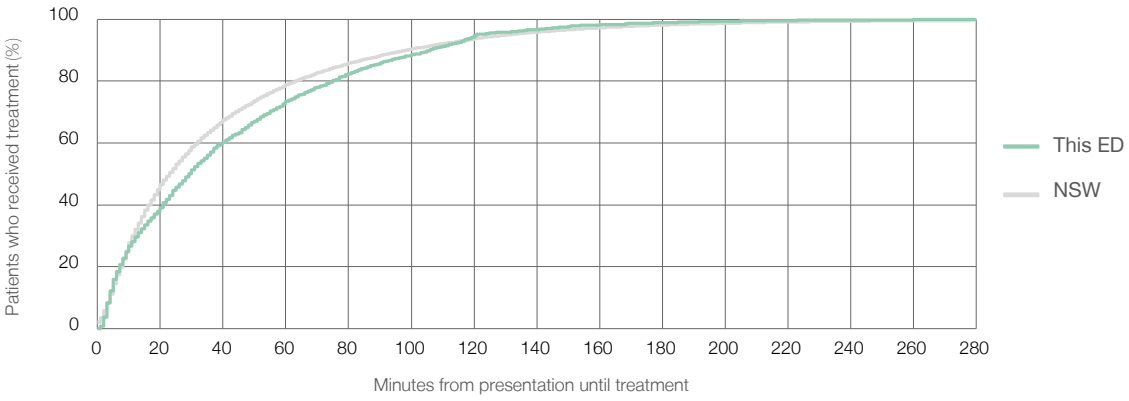
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Royal North Shore Hospital: Time patients waited to start treatment, triage 5

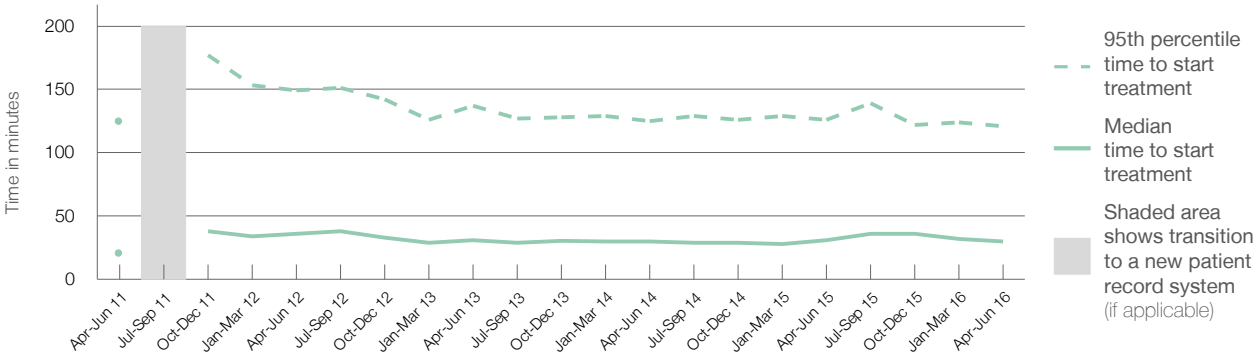
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 2,330		2,035	
Number of triage 5 patients used to calculate waiting time:[3] 2,107		1,807	
Median time to start treatment[4]	30 minutes	31 minutes	23 minutes
95th percentile time to start treatment[5]	121 minutes	126 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	21	36	31	30	31	30
95th percentile time to start treatment[5] (minutes)	125	149	137	125	126	121

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

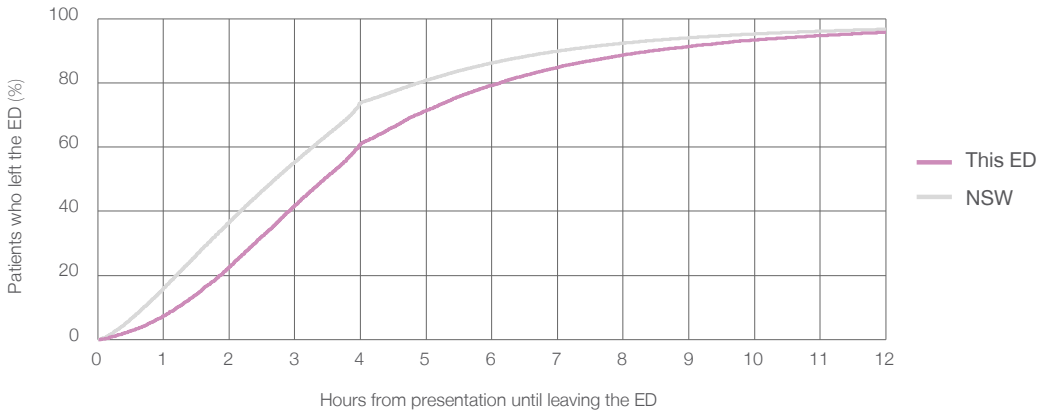
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Royal North Shore Hospital: Time patients spent in the ED

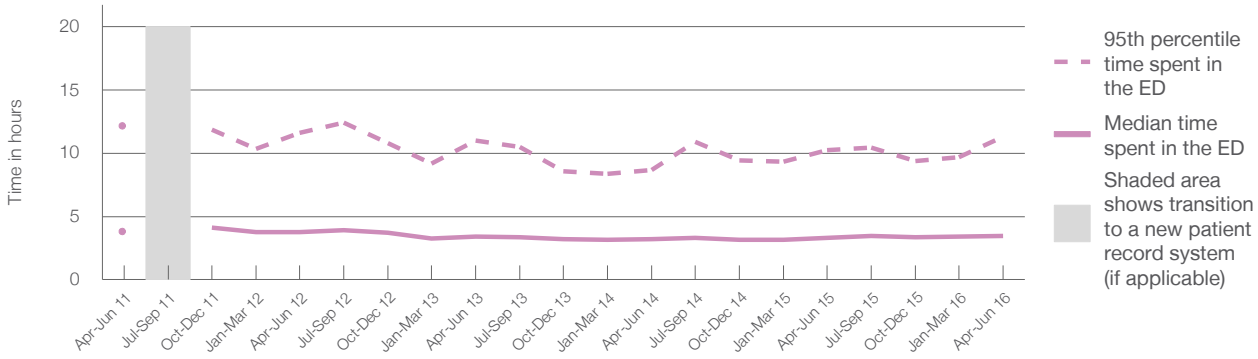
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	20,012 patients	18,886	
Presentations used to calculate time to leaving the ED:[6]	20,012 patients	18,886	
Median time spent in the ED[8]	3 hours and 27 minutes	3 hours and 18 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	11 hours and 17 minutes	10 hours and 13 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 49m	3h 47m	3h 24m	3h 12m	3h 18m	3h 27m
95th percentile time to leaving the ED[9] (hours, minutes)	12h 11m	11h 37m	11h 0m	8h 40m	10h 13m	11h 17m

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

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

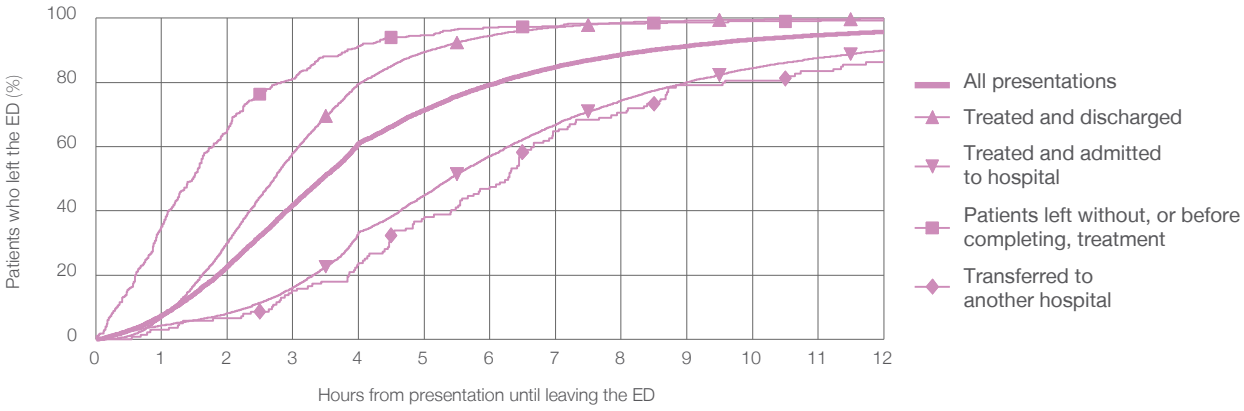
Royal North Shore Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 20,012 patients

Presentations used to calculate time to leaving the ED:[6] 20,012 patients

		Same period last year	Change since one year ago
Treated and discharged	11,097 (55.5%)	10,491	5.8%
Treated and admitted to hospital	8,058 (40.3%)	7,828	2.9%
Patient left without, or before completing, treatment	402 (2.0%)	283	42.0%
Transferred to another hospital	139 (0.7%)	51	172.5%
Other	316 (1.6%)	233	35.6%
All presentations	18,886		6.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 [†‡]



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.8%	30.0%	58.0%	79.6%	94.5%	98.6%	99.6%	99.8%
Treated and admitted to hospital	4.3%	8.1%	16.1%	33.3%	57.1%	74.4%	84.5%	90.0%
Patient left without, or before completing, treatment	35.1%	65.4%	81.1%	91.3%	97.0%	98.3%	99.0%	99.3%
Transferred to another hospital	2.9%	6.5%	15.1%	23.7%	47.5%	70.5%	80.6%	86.3%
All presentations	7.5%	22.7%	41.8%	61.1%	79.3%	88.6%	93.3%	95.8%

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

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

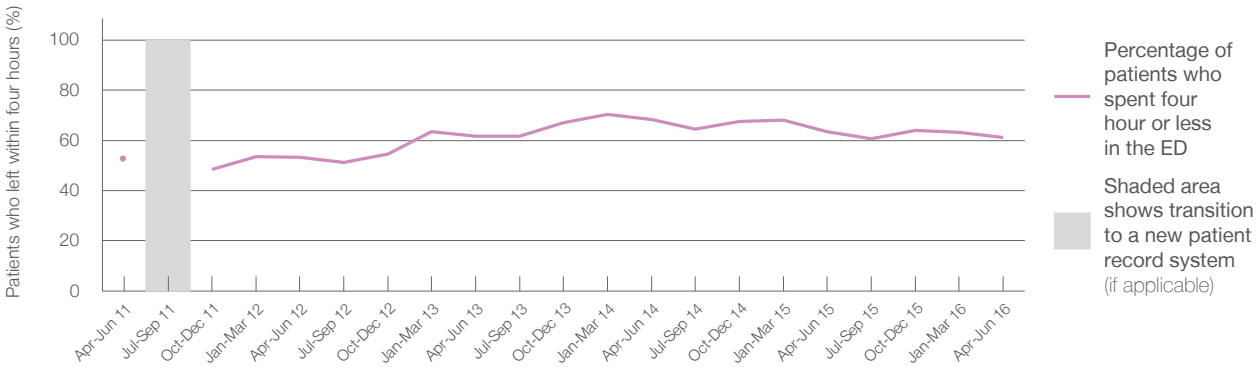
Royal North Shore Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	20,012 patients	18,886	6.0%
Presentations used to calculate time to leaving the ED:[6]	20,012 patients	18,886	6.0%
Percentage of patients who spent four hours or less in the ED	61.1%	63.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	52.7%	53.2%	61.6%	68.3%	63.5%	61.1%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Royal Prince Alfred Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	18,442 patients	17,770	3.8%
Emergency presentations:[2]	17,906 patients	17,296	3.5%

Royal Prince Alfred Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 2,625 patients	3,365	
Median time to start treatment[4]	10 minutes	14 minutes	8 minutes
95th percentile time to start treatment[5]	29 minutes	48 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 9,242 patients	8,259	
Median time to start treatment[4]	23 minutes	29 minutes	20 minutes
95th percentile time to start treatment[5]	99 minutes	128 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 5,335 patients	4,999	
Median time to start treatment[4]	28 minutes	38 minutes	25 minutes
95th percentile time to start treatment[5]	134 minutes	154 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 577 patients	582	
Median time to start treatment[4]	34 minutes	34 minutes	23 minutes
95th percentile time to start treatment[5]	170 minutes	192 minutes	132 minutes

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

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	18,442 patients	17,770	3.8%
Percentage of patients who spent four hours or less in the ED	58.6%	63.7%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

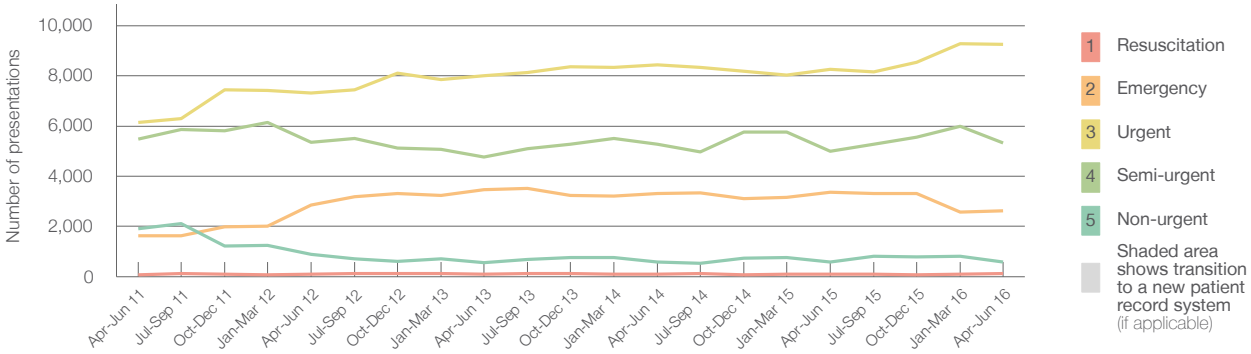
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Royal Prince Alfred Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	18,442 patients	17,770	3.8%
Emergency presentations[2] by triage category:	17,906 patients	17,296	3.5%
1 Resuscitation	127 (0.7%)	91	39.6%
2 Emergency	2,625 (14.7%)	3,365	-22.0%
3 Urgent	9,242 (51.6%)	8,259	11.9%
4 Semi-urgent	5,335 (29.8%)	4,999	6.7%
5 Non-urgent	577 (3.2%)	582	-0.9%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	84	90	110	107	91	127
Emergency	1,630	2,855	3,460	3,321	3,365	2,625
Urgent	6,149	7,326	8,006	8,428	8,259	9,242
Semi-urgent	5,473	5,358	4,775	5,276	4,999	5,335
Non-urgent	1,899	877	550	592	582	577
All emergency presentations	15,235	16,506	16,901	17,724	17,296	17,906

Royal Prince Alfred Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	5,045 patients	4,724	
ED Transfer of care time			
Median time	14 minutes	20 minutes	-6 minutes
95th percentile time	30 minutes	103 minutes	-73 minutes

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

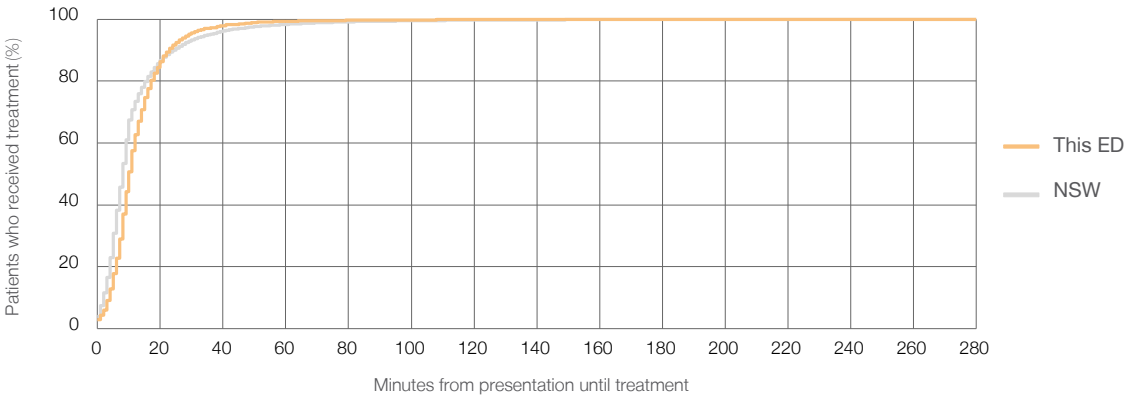
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2

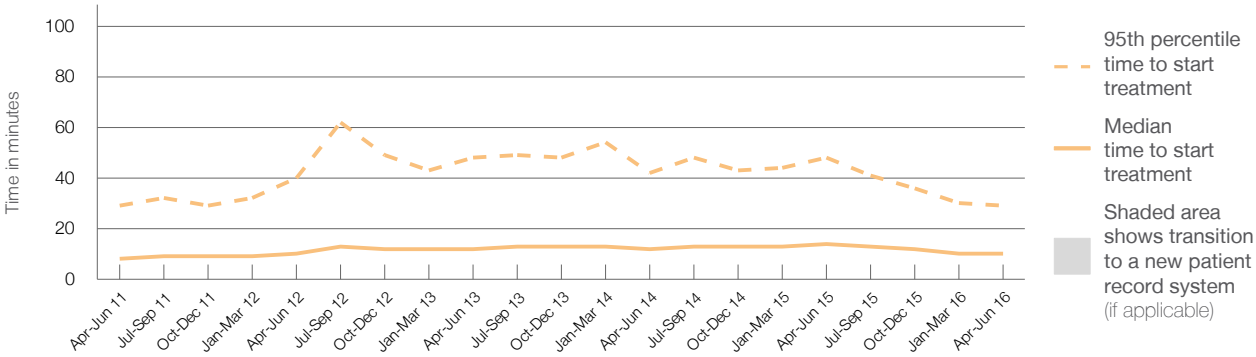
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 2,625		3,365	
Number of triage 2 patients used to calculate waiting time:[3] 2,621		3,353	
Median time to start treatment[4]	10 minutes	14 minutes	8 minutes
95th percentile time to start treatment[5]	29 minutes	48 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	8	10	12	12	14	10
95th percentile time to start treatment[5] (minutes)	29	40	48	42	48	29

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

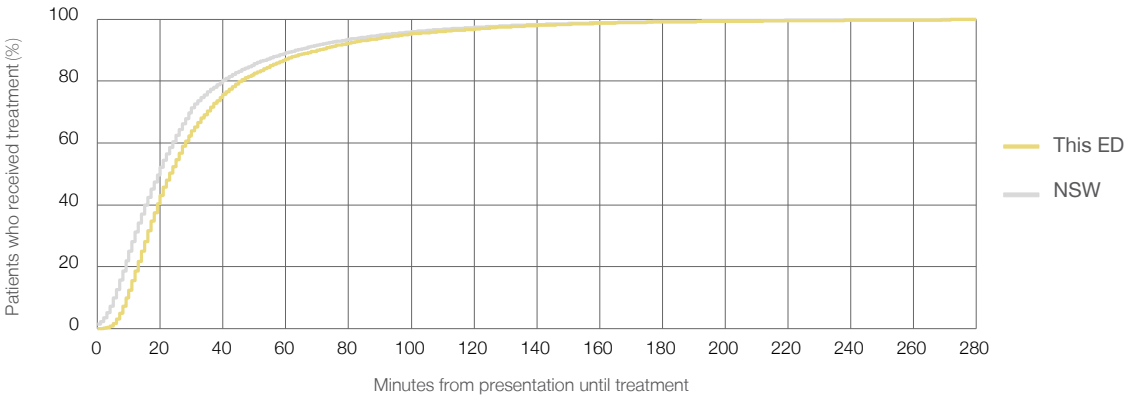
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3

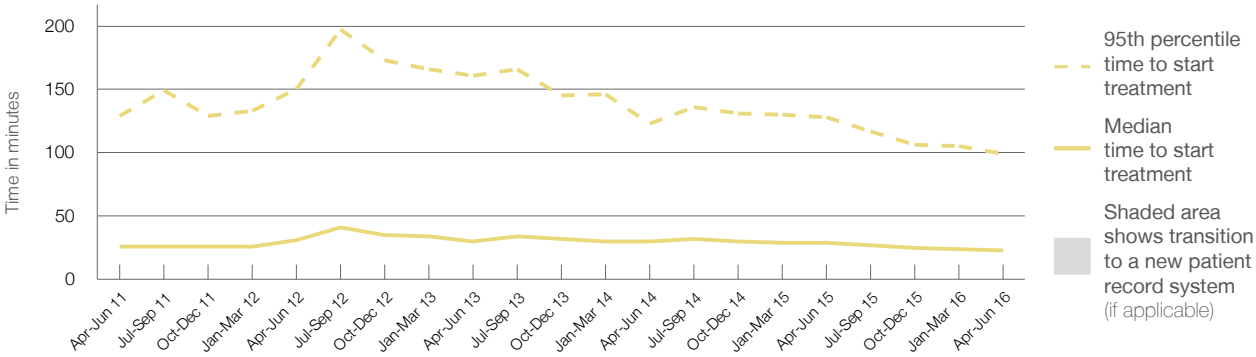
April to June 2016

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	9,242	8,259	
Number of triage 3 patients used to calculate waiting time:[3]	9,071	8,060	
Median time to start treatment[4]	23 minutes	29 minutes	20 minutes
95th percentile time to start treatment[5]	99 minutes	128 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	26	31	30	30	29	23
95th percentile time to start treatment[5] (minutes)	129	150	161	123	128	99

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

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

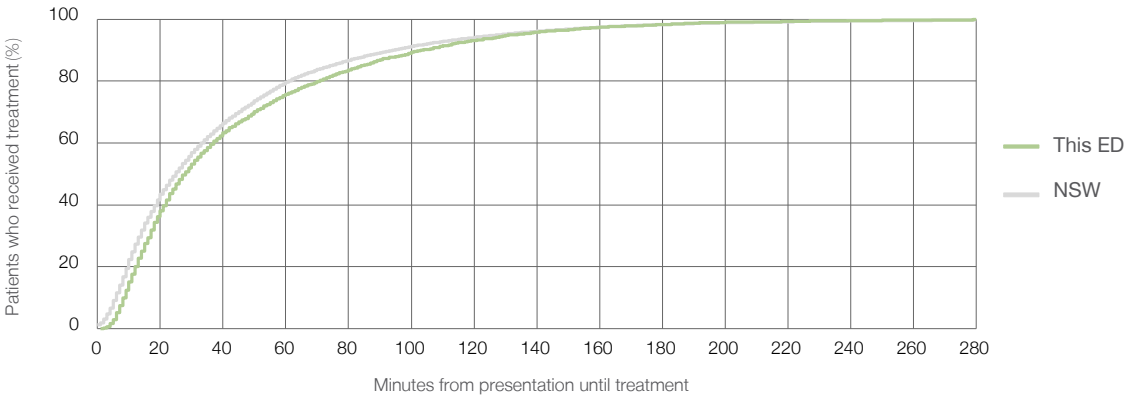
Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4

April to June 2016

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

		Same period last year	NSW (this period)
Number of triage 4 patients:	5,335	4,999	
Number of triage 4 patients used to calculate waiting time:[3]	5,049	4,681	
Median time to start treatment[4]	28 minutes	38 minutes	25 minutes
95th percentile time to start treatment[5]	134 minutes	154 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	37	42	41	39	38	28
95th percentile time to start treatment[5] (minutes)	182	176	182	160	154	134

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

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

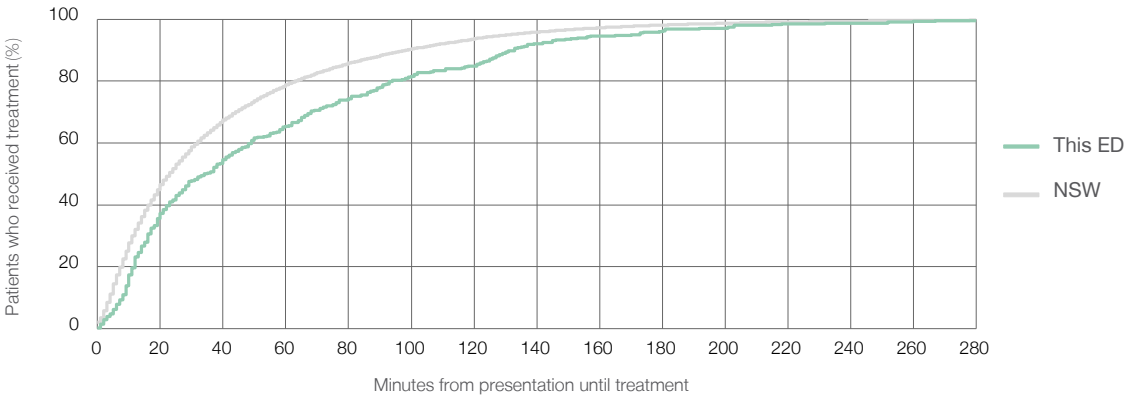
Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5

April to June 2016

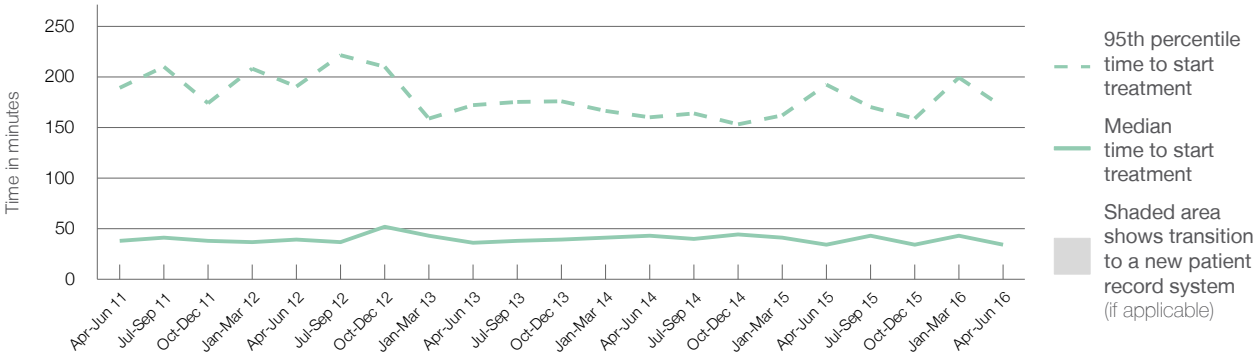
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 577		582	
Number of triage 5 patients used to calculate waiting time:[3] 401		381	
Median time to start treatment[4]	34 minutes	34 minutes	23 minutes
95th percentile time to start treatment[5]	170 minutes	192 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	38	39	36	43	34	34
95th percentile time to start treatment[5] (minutes)	189	190	172	160	192	170

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

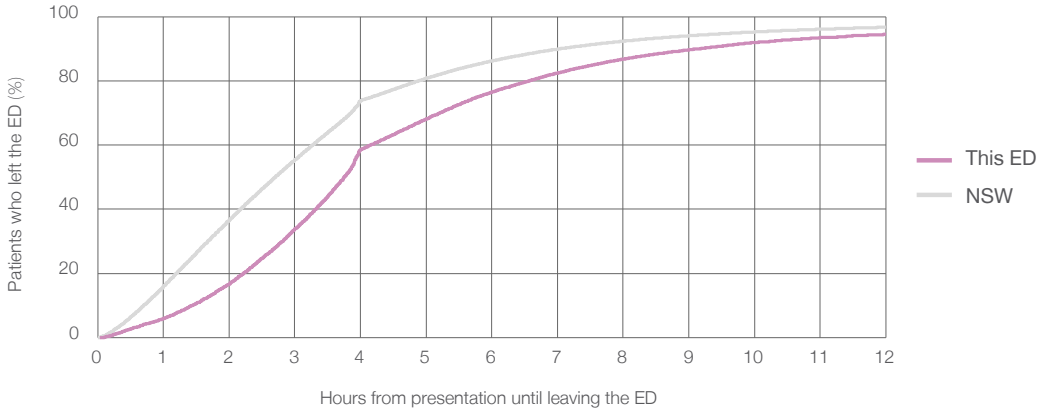
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Royal Prince Alfred Hospital: Time patients spent in the ED

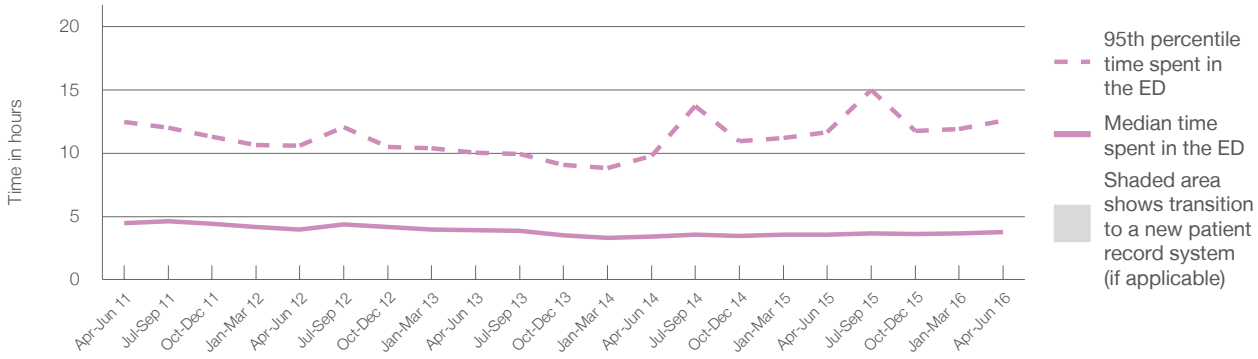
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	18,442 patients	17,770	
Presentations used to calculate time to leaving the ED:[6]	18,442 patients	17,770	
Median time spent in the ED[8]	3 hours and 45 minutes	3 hours and 34 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	12 hours and 33 minutes	11 hours and 39 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	4h 27m	3h 57m	3h 54m	3h 24m	3h 34m	3h 45m
95th percentile time to leaving the ED[9] (hours, minutes)	12h 29m	10h 36m	10h 2m	9h 46m	11h 39m	12h 33m

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

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

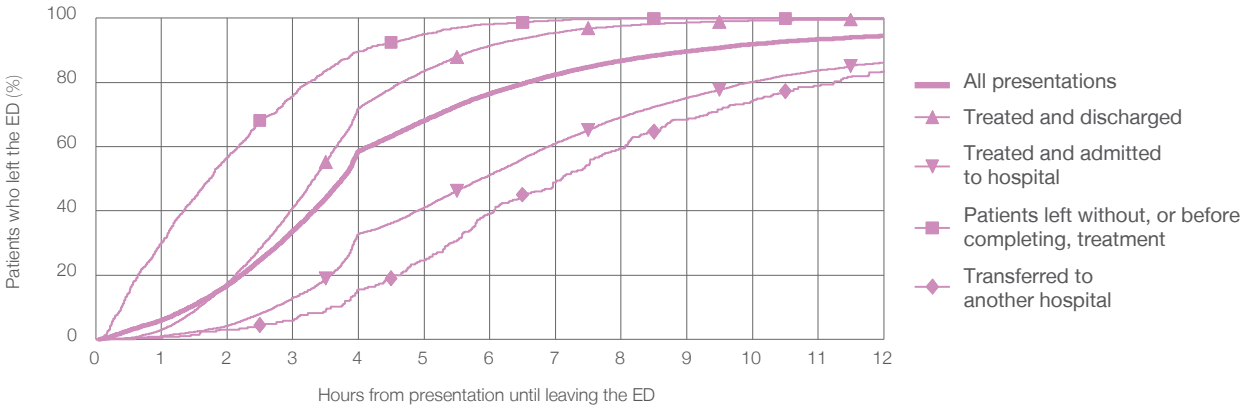
Royal Prince Alfred Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 18,442 patients

Presentations used to calculate time to leaving the ED:[6] 18,442 patients

		Same period last year	Change since one year ago
Treated and discharged	9,693 (52.6%)	9,421	2.9%
Treated and admitted to hospital	6,770 (36.7%)	6,572	3.0%
Patient left without, or before completing, treatment	1,296 (7.0%)	1,088	19.1%
Transferred to another hospital	295 (1.6%)	324	-9.0%
Other	388 (2.1%)	365	6.3%
All presentations	17,770	17,770	3.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	2.9%	17.5%	41.1%	72.0%	91.5%	97.6%	99.2%	99.6%
Treated and admitted to hospital	0.9%	4.2%	12.9%	32.9%	51.2%	69.2%	80.2%	86.2%
Patient left without, or before completing, treatment	30.1%	56.7%	75.8%	89.7%	98.1%	99.8%	99.9%	99.9%
Transferred to another hospital	0.3%	3.1%	5.8%	15.6%	39.0%	59.3%	74.2%	83.7%
All presentations	5.9%	16.8%	33.9%	58.6%	76.5%	86.8%	91.9%	94.5%

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

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

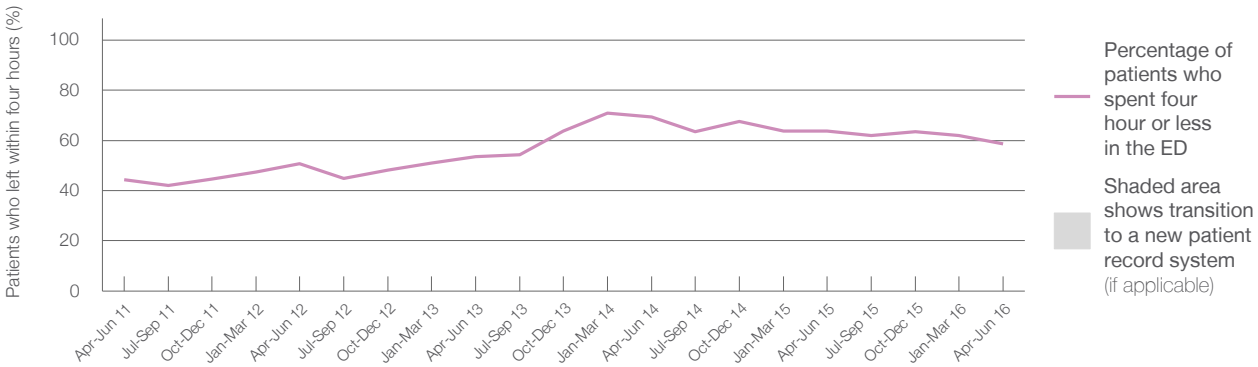
Royal Prince Alfred Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	18,442 patients	17,770	3.8%
Presentations used to calculate time to leaving the ED:[6]	18,442 patients	17,770	3.8%
Percentage of patients who spent four hours or less in the ED	58.6%	63.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	44.2%	50.8%	53.4%	69.3%	63.7%	58.6%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

St George Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	18,410 patients	18,296	0.6%
Emergency presentations:[2]	18,299 patients	18,125	1.0%

St George Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	2,617 patients	2,505	
Median time to start treatment[4]	9 minutes	10 minutes	8 minutes
95th percentile time to start treatment[5]	32 minutes	40 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	7,890 patients	7,298	
Median time to start treatment[4]	25 minutes	26 minutes	20 minutes
95th percentile time to start treatment[5]	83 minutes	94 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	6,628 patients	6,943	
Median time to start treatment[4]	32 minutes	32 minutes	25 minutes
95th percentile time to start treatment[5]	99 minutes	108 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	1,018 patients	1,243	
Median time to start treatment[4]	34 minutes	31 minutes	23 minutes
95th percentile time to start treatment[5]	111 minutes	126 minutes	132 minutes

St George Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	18,408 patients	18,296	0.6%
Percentage of patients who spent four hours or less in the ED	64.1%	64.9%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

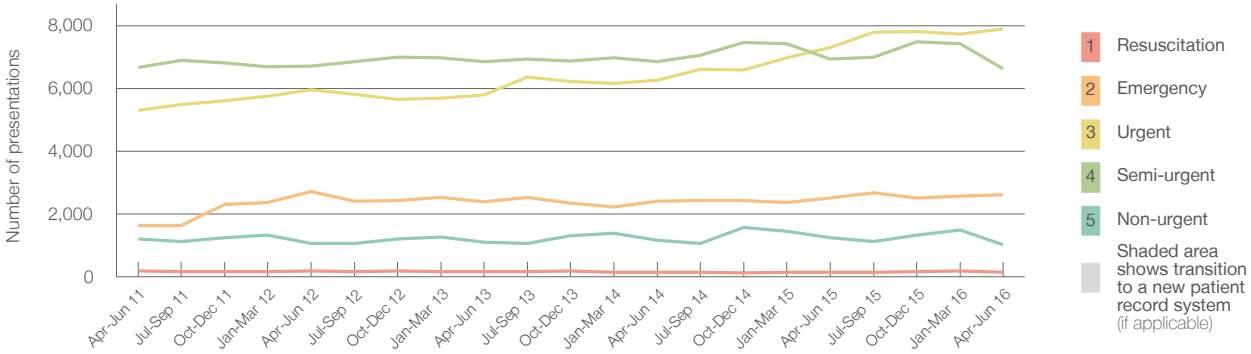
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

St George Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	18,410 patients	18,296	0.6%
Emergency presentations[2] by triage category:	18,299 patients	18,125	1.0%
1 Resuscitation	146 (0.8%)	136	7.4%
2 Emergency	2,617 (14.3%)	2,505	4.5%
3 Urgent	7,890 (43.1%)	7,298	8.1%
4 Semi-urgent	6,628 (36.2%)	6,943	-4.5%
5 Non-urgent	1,018 (5.6%)	1,243	-18.1%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	183	173	152	141	136	146
Emergency	1,627	2,707	2,390	2,411	2,505	2,617
Urgent	5,301	5,965	5,800	6,265	7,298	7,890
Semi-urgent	6,661	6,711	6,852	6,849	6,943	6,628
Non-urgent	1,203	1,062	1,097	1,166	1,243	1,018
All emergency presentations	14,975	16,618	16,291	16,832	18,125	18,299

St George Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	4,912 patients	5,156	
ED Transfer of care time			
Median time	10 minutes	11 minutes	-1 minute
95th percentile time	23 minutes	28 minutes	-5 minutes

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

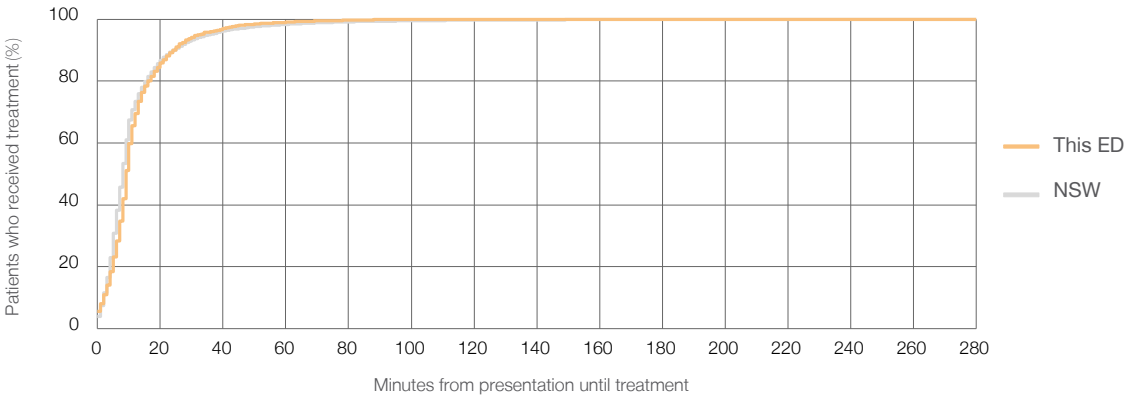
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

St George Hospital: Time patients waited to start treatment, triage 2

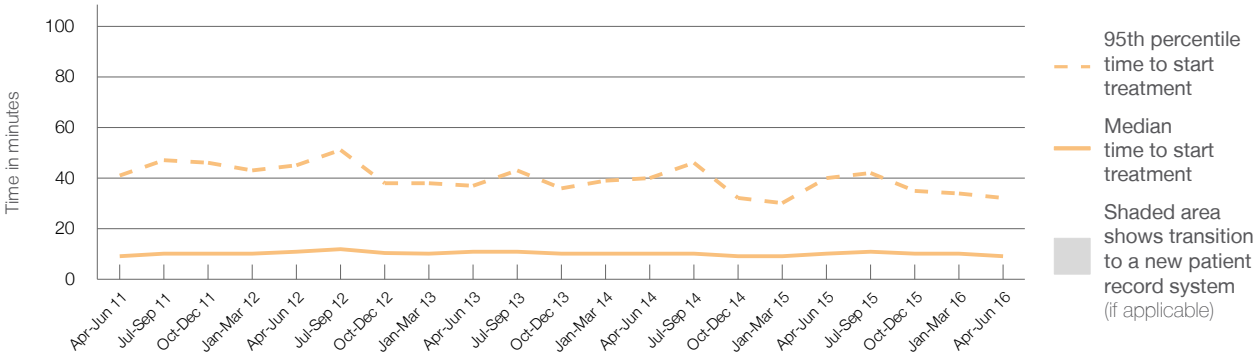
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	2,617	2,505	
Number of triage 2 patients used to calculate waiting time:[3]	2,615	2,505	
Median time to start treatment[4]	9 minutes	10 minutes	8 minutes
95th percentile time to start treatment[5]	32 minutes	40 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	9	11	11	10	10	9
95th percentile time to start treatment[5] (minutes)	41	45	37	40	40	32

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

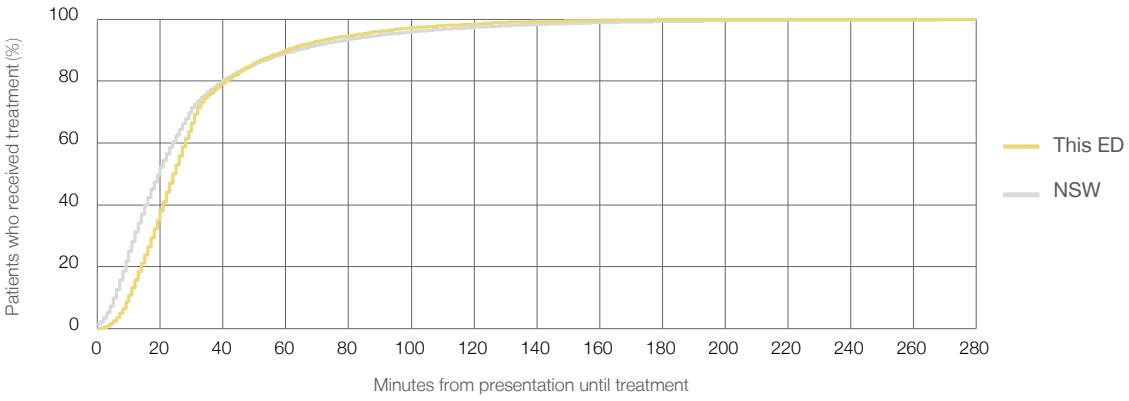
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

St George Hospital: Time patients waited to start treatment, triage 3

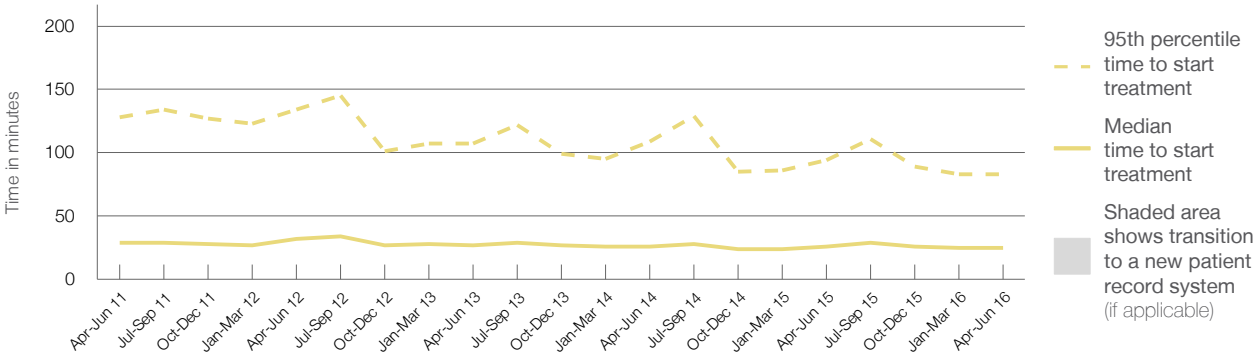
April to June 2016

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 7,890	7,298	
Number of triage 3 patients used to calculate waiting time:[3] 7,826	7,249	
Median time to start treatment[4] 25 minutes	26 minutes	20 minutes
95th percentile time to start treatment[5] 83 minutes	94 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	29	32	27	26	26	25
95th percentile time to start treatment[5] (minutes)	128	134	107	109	94	83

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

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

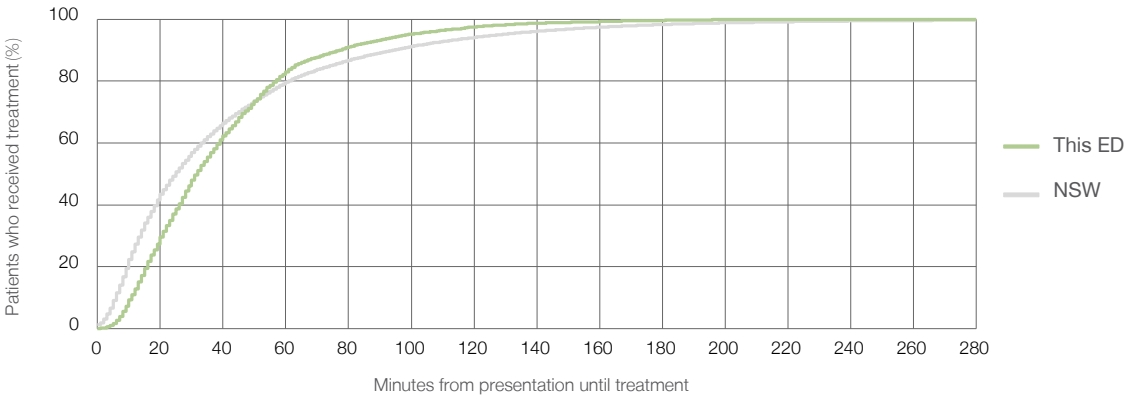
St George Hospital: Time patients waited to start treatment, triage 4

April to June 2016

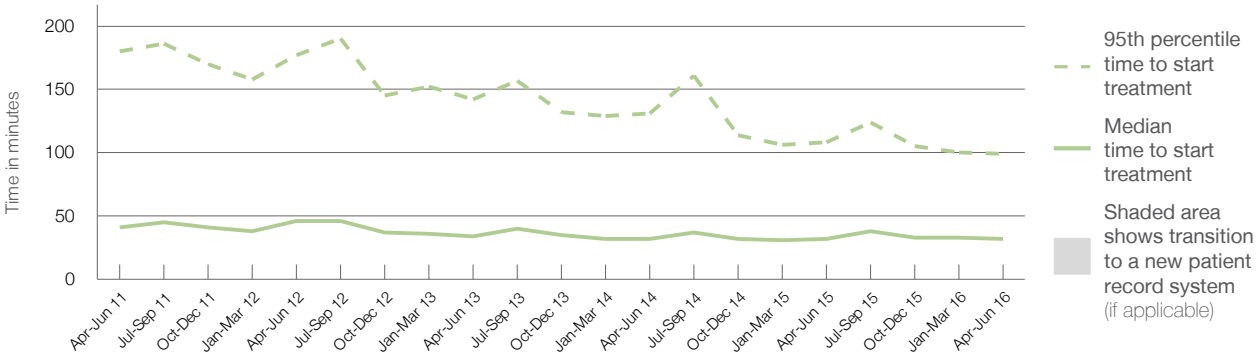
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	6,628	6,943	
Number of triage 4 patients used to calculate waiting time:[3]	6,481	6,819	
Median time to start treatment[4]	32 minutes	32 minutes	25 minutes
95th percentile time to start treatment[5]	99 minutes	108 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	41	46	34	32	32	32
95th percentile time to start treatment[5] (minutes)	180	177	142	131	108	99

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

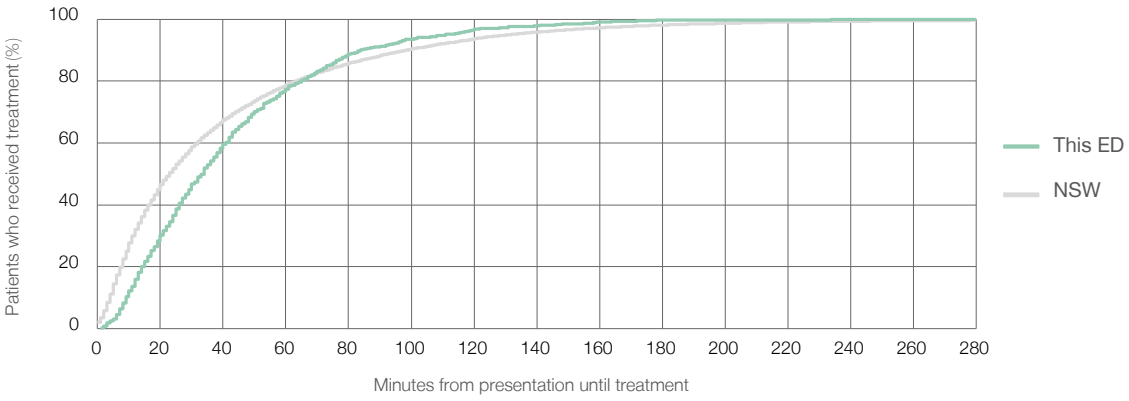
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

St George Hospital: Time patients waited to start treatment, triage 5

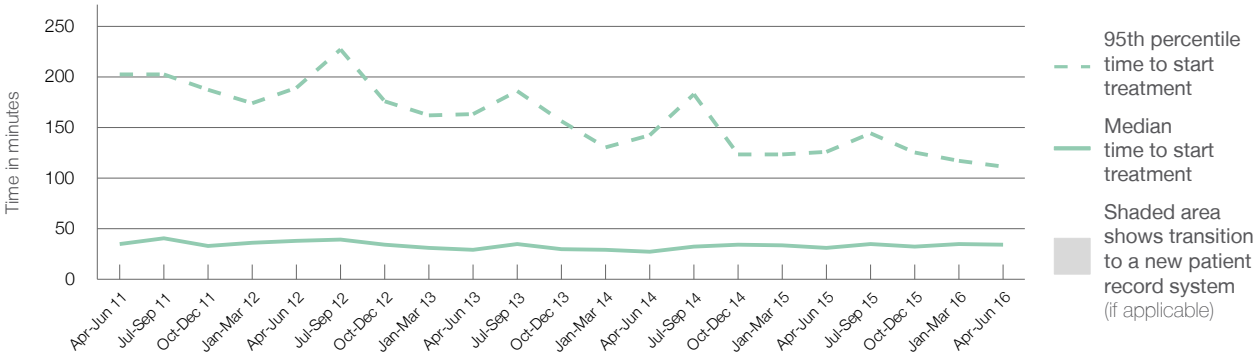
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	1,018	1,243	
Number of triage 5 patients used to calculate waiting time:[3]	946	1,176	
Median time to start treatment[4]	34 minutes	31 minutes	23 minutes
95th percentile time to start treatment[5]	111 minutes	126 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	35	38	29	27	31	34
95th percentile time to start treatment[5] (minutes)	202	189	163	142	126	111

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

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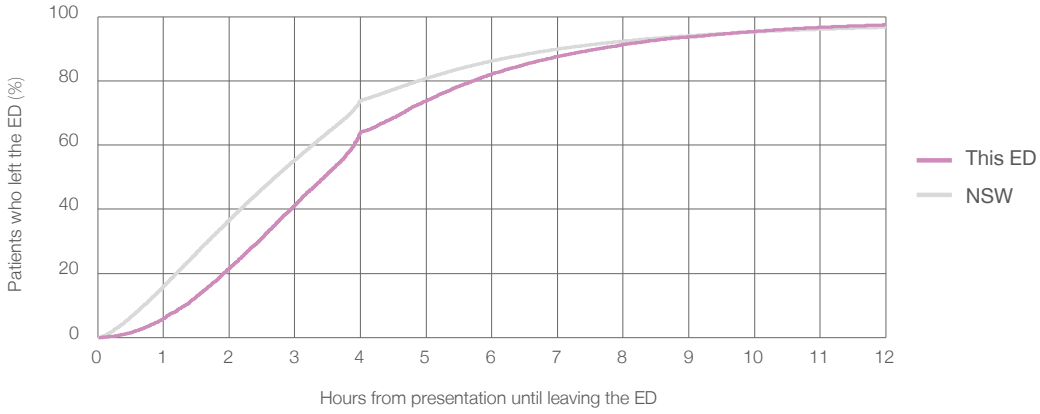
St George Hospital: Time patients spent in the ED

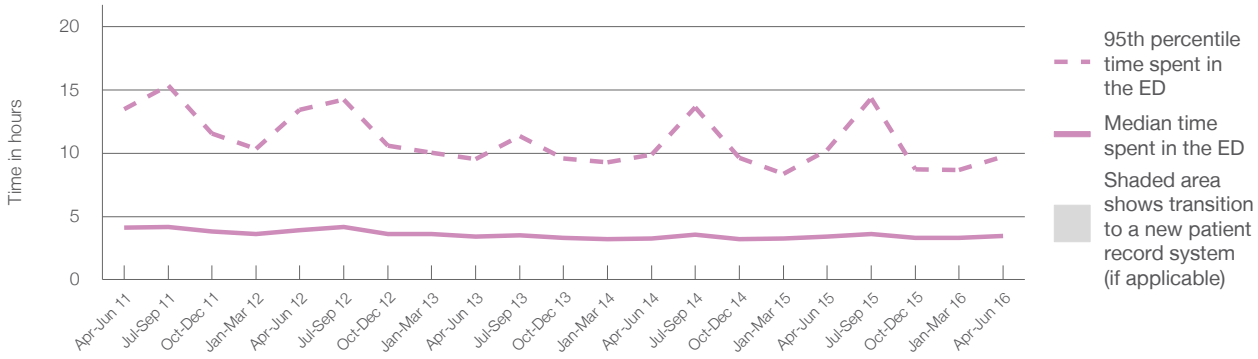
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	18,410 patients	18,296	
Presentations used to calculate time to leaving the ED:[6]	18,408 patients	18,296	
Median time spent in the ED[8]	3 hours and 27 minutes	3 hours and 24 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	9 hours and 45 minutes	10 hours and 13 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	4h 6m	3h 56m	3h 24m	3h 16m	3h 24m	3h 27m
95th percentile time to leaving the ED[9] (hours, minutes)	13h 29m	13h 24m	9h 33m	9h 52m	10h 13m	9h 45m

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

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

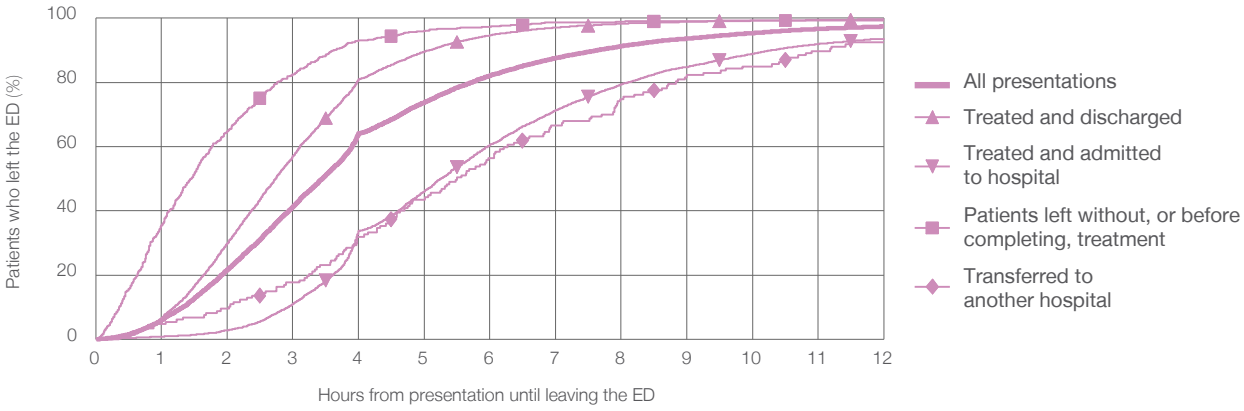
St George Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 18,410 patients

Presentations used to calculate time to leaving the ED:[6] 18,408 patients

		Same period last year	Change since one year ago
Treated and discharged	10,740 (58.3%)	18,296	0.6%
Treated and admitted to hospital	6,661 (36.2%)	10,836	-0.9%
Patient left without, or before completing, treatment	810 (4.4%)	6,423	3.7%
Transferred to another hospital	147 (0.8%)	804	0.7%
Other	52 (0.3%)	180	-18.3%
		53	-1.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.6%	29.9%	57.0%	81.0%	94.7%	98.3%	99.2%	99.7%
Treated and admitted to hospital	0.8%	2.8%	11.0%	33.7%	60.5%	79.4%	89.0%	93.7%
Patient left without, or before completing, treatment	35.6%	64.8%	82.5%	93.2%	97.3%	98.9%	99.3%	99.4%
Transferred to another hospital	4.8%	9.5%	17.7%	32.0%	56.5%	74.8%	85.0%	92.5%
All presentations	6.0%	21.6%	41.3%	64.1%	82.1%	91.3%	95.4%	97.5%

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

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

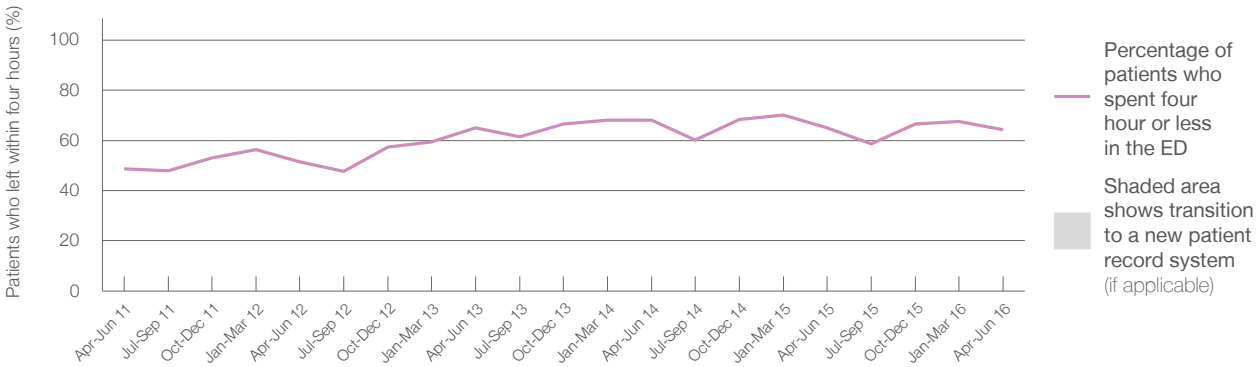
St George Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	18,410 patients	18,296	0.6%
Presentations used to calculate time to leaving the ED:[6]	18,408 patients	18,296	0.6%
Percentage of patients who spent four hours or less in the ED	64.1%	64.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	48.7%	51.5%	65.0%	68.1%	64.9%	64.1%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

St Vincent's Hospital, Darlinghurst: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 11,504 patients	11,373	1.2%
Emergency presentations:[2] 11,368 patients	11,181	1.7%

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,353 patients	1,196	
Median time to start treatment[4]	4 minutes	4 minutes	8 minutes
95th percentile time to start treatment[5]	20 minutes	23 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 5,371 patients	5,207	
Median time to start treatment[4]	13 minutes	13 minutes	20 minutes
95th percentile time to start treatment[5]	81 minutes	80 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,893 patients	3,895	
Median time to start treatment[4]	16 minutes	16 minutes	25 minutes
95th percentile time to start treatment[5]	135 minutes	110 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 464 patients	606	
Median time to start treatment[4]	14 minutes	9 minutes	23 minutes
95th percentile time to start treatment[5]	162 minutes	116 minutes	132 minutes

St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 11,504 patients		11,373	1.2%
Percentage of patients who spent four hours or less in the ED	65.3%	65.7%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

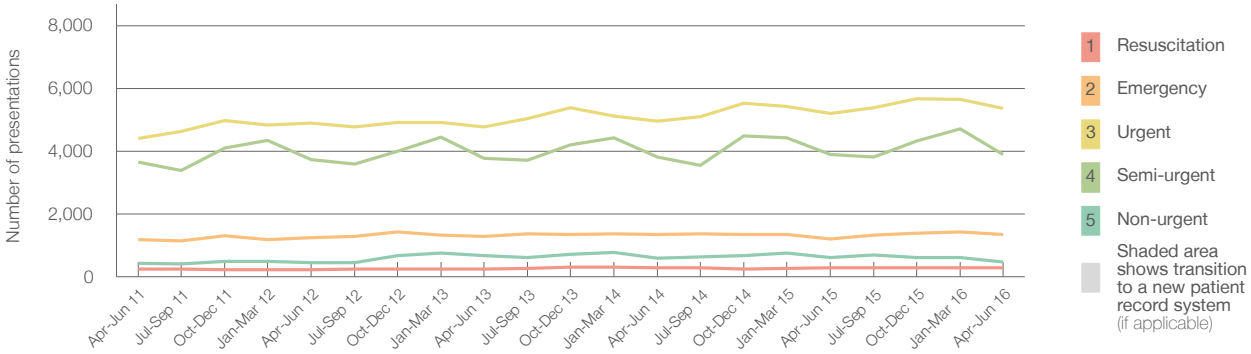
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	11,504 patients	11,373	1.2%
Emergency presentations[2] by triage category:	11,368 patients	11,181	1.7%
1 Resuscitation	287 (2.5%)	277	3.6%
2 Emergency	1,353 (11.9%)	1,196	13.1%
3 Urgent	5,371 (47.2%)	5,207	3.1%
4 Semi-urgent	3,893 (34.2%)	3,895	-0.1%
5 Non-urgent	464 (4.1%)	606	-23.4%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	237	221	250	274	277	287
Emergency	1,174	1,238	1,284	1,348	1,196	1,353
Urgent	4,403	4,903	4,779	4,952	5,207	5,371
Semi-urgent	3,658	3,738	3,771	3,816	3,895	3,893
Non-urgent	422	438	676	595	606	464
All emergency presentations	9,894	10,538	10,760	10,985	11,181	11,368

St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	3,402 patients	3,702	
ED Transfer of care time			
Median time	14 minutes	14 minutes	0 minutes
95th percentile time	62 minutes	84 minutes	-22 minutes

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

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

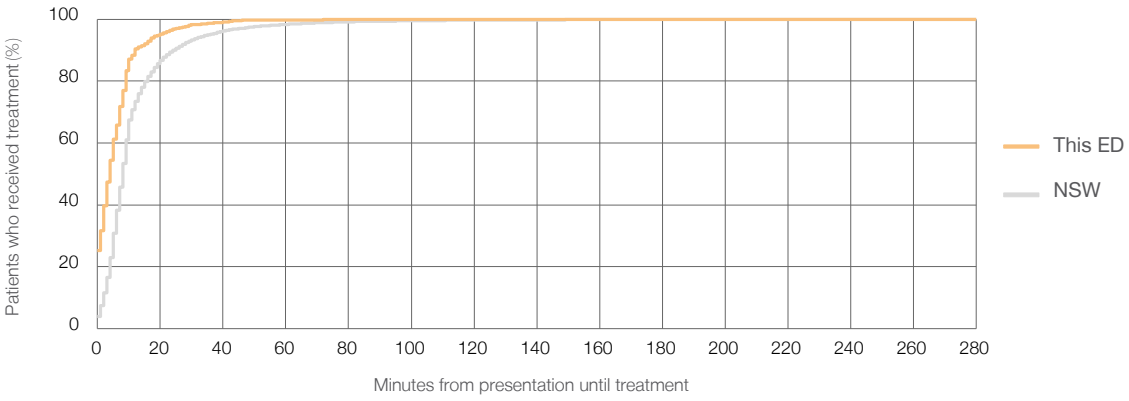
(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 2

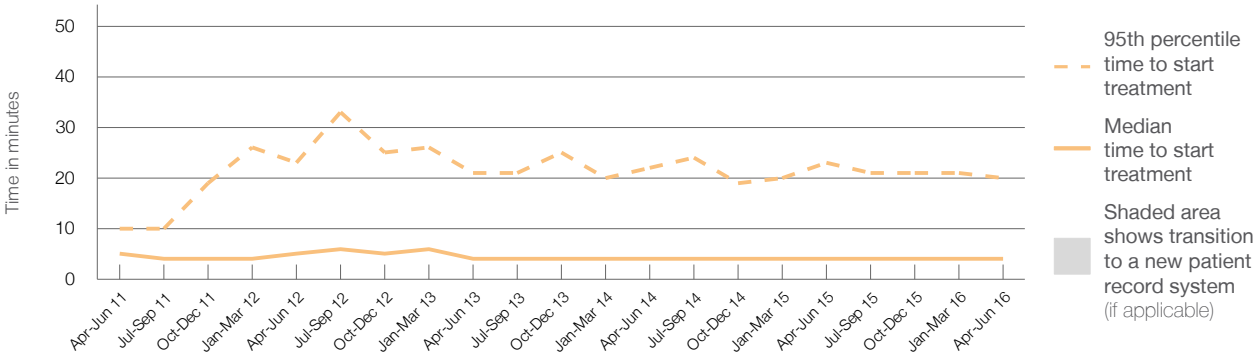
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	1,353	1,196	
Number of triage 2 patients used to calculate waiting time:[3]	1,351	1,193	
Median time to start treatment[4]	4 minutes	4 minutes	8 minutes
95th percentile time to start treatment[5]	20 minutes	23 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	5	5	4	4	4	4
95th percentile time to start treatment[5] (minutes)	10	23	21	22	23	20

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

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

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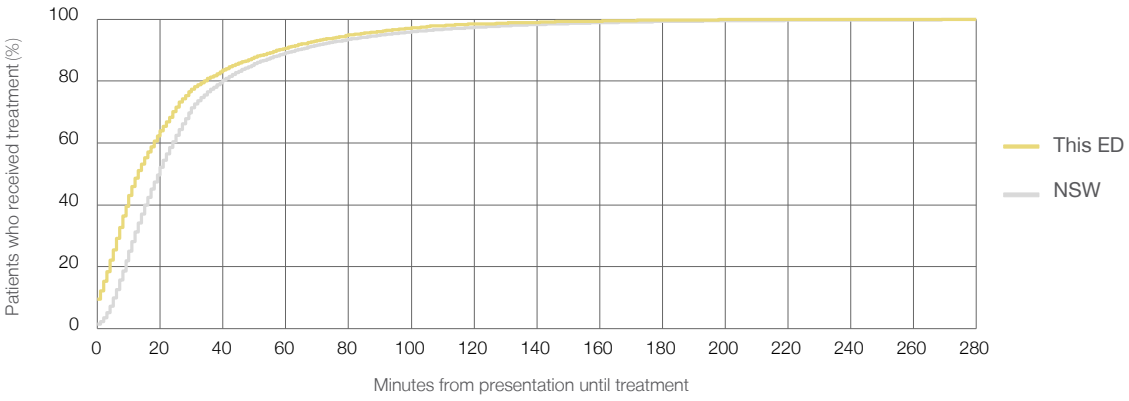
St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 3

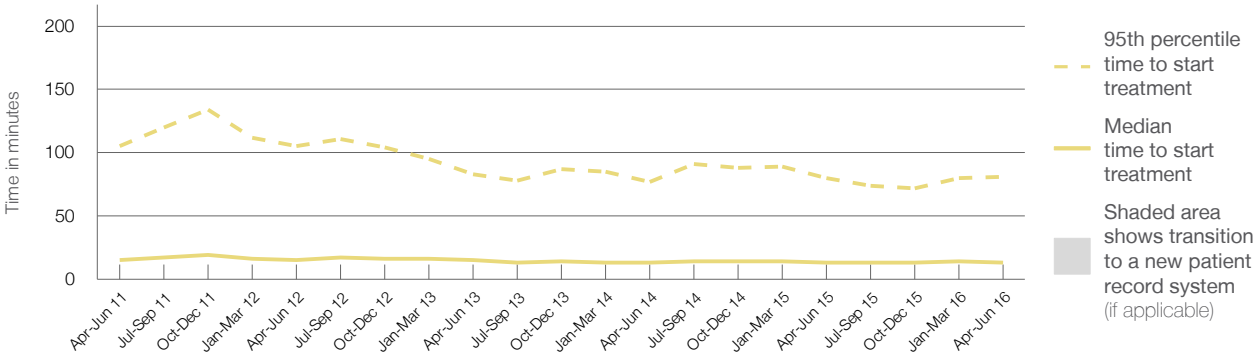
April to June 2016

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	5,371	5,207	
Number of triage 3 patients used to calculate waiting time:[3]	5,211	5,095	
Median time to start treatment[4]	13 minutes	13 minutes	20 minutes
95th percentile time to start treatment[5]	81 minutes	80 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	15	15	15	13	13	13
95th percentile time to start treatment[5] (minutes)	105	105	83	77	80	81

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

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

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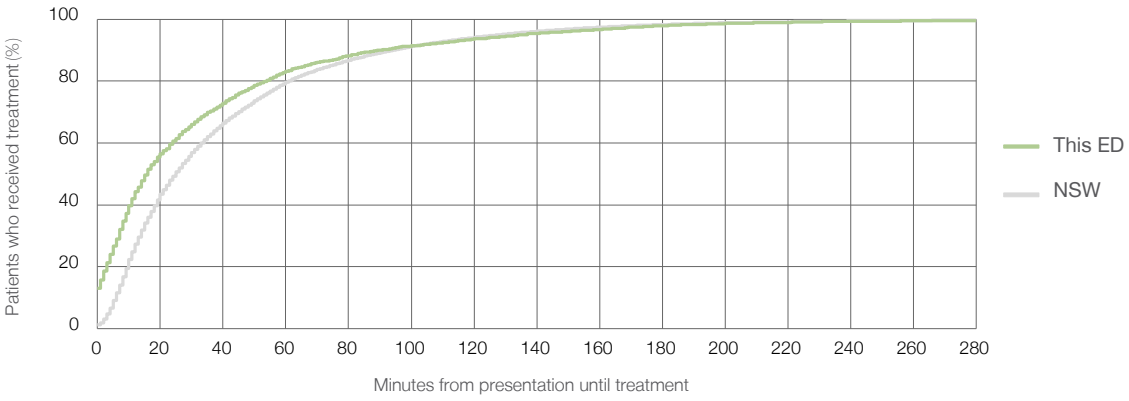
St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 4

April to June 2016

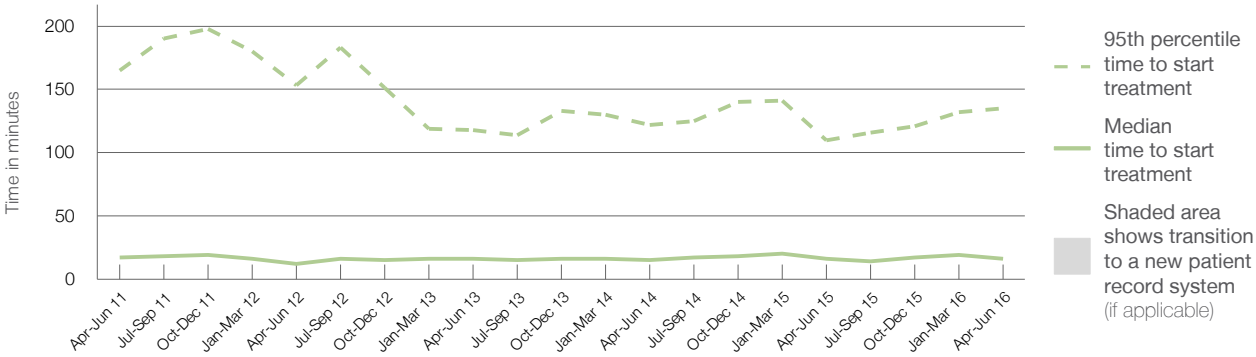
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients: 3,893		3,895	
Number of triage 4 patients used to calculate waiting time:[3] 3,478		3,600	
Median time to start treatment[4]	16 minutes	16 minutes	25 minutes
95th percentile time to start treatment[5]	135 minutes	110 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	17	12	16	15	16	16
95th percentile time to start treatment[5] (minutes)	165	153	118	122	110	135

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

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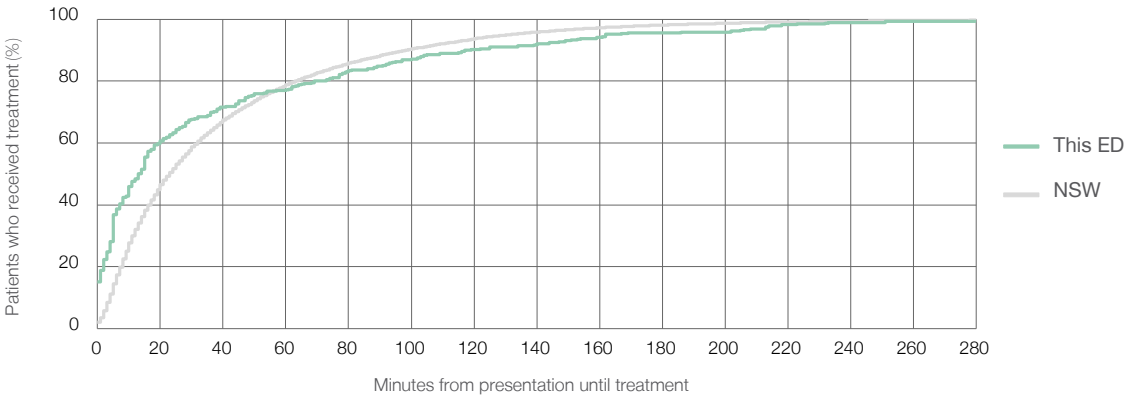
St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 5

April to June 2016

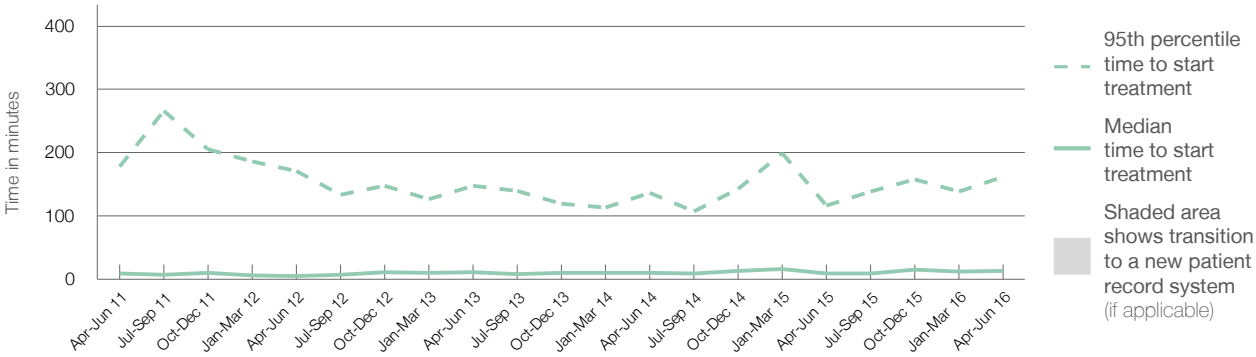
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 464		606	
Number of triage 5 patients used to calculate waiting time:[3] 386		525	
Median time to start treatment[4]	14 minutes	9 minutes	23 minutes
95th percentile time to start treatment[5]	162 minutes	116 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	9	5	11	10	9	14
95th percentile time to start treatment[5] (minutes)	178	171	148	137	116	162

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

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

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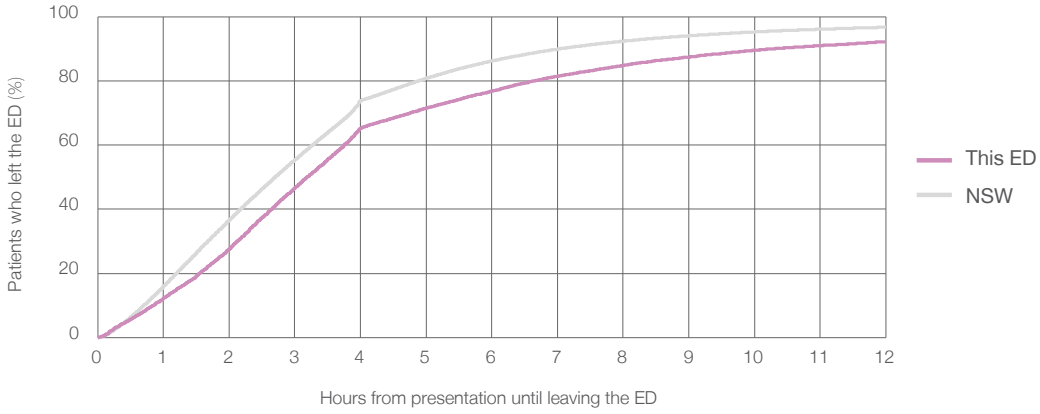
St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

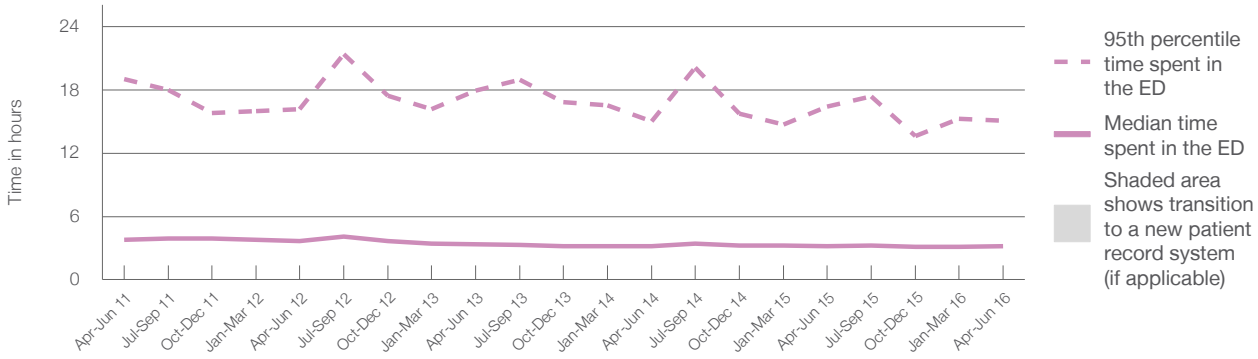
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	11,504 patients	11,373	
Presentations used to calculate time to leaving the ED:[6]	11,504 patients	11,373	
Median time spent in the ED[8]	3 hours and 11 minutes	3 hours and 12 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	15 hours and 3 minutes	16 hours and 24 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 49m	3h 40m	3h 22m	3h 10m	3h 12m	3h 11m
95th percentile time to leaving the ED[9] (hours, minutes)	19h 1m	16h 9m	17h 54m	15h 2m	16h 24m	15h 3m

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

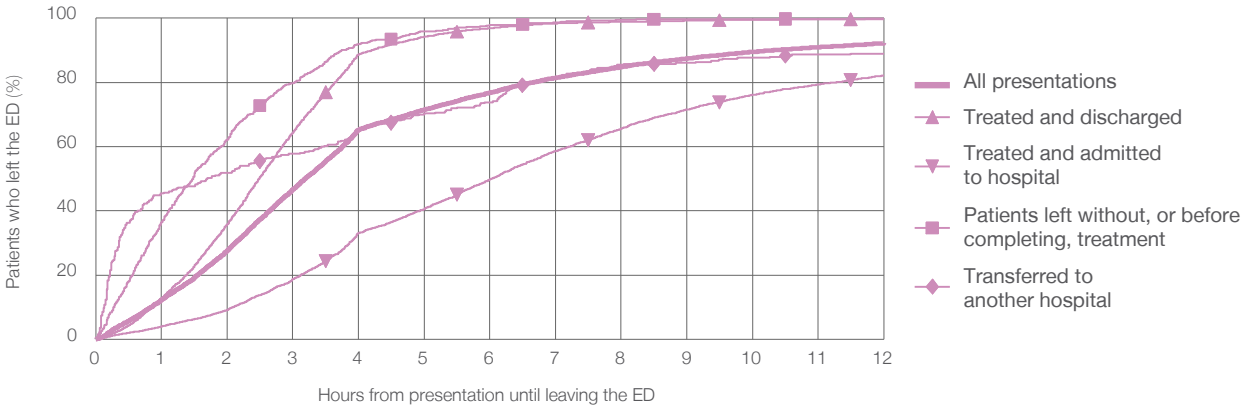
St Vincent's Hospital, Darlinghurst: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 11,504 patients

Presentations used to calculate time to leaving the ED:[6] 11,504 patients

		Same period last year	Change since one year ago
Treated and discharged	5,423 (47.1%)	5,307	2.2%
Treated and admitted to hospital	4,764 (41.4%)	4,841	-1.6%
Patient left without, or before completing, treatment	918 (8.0%)	891	3.0%
Transferred to another hospital	317 (2.8%)	207	53.1%
Other	82 (0.7%)	127	-35.4%
		11,373	1.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.8%	35.9%	64.5%	88.7%	96.9%	98.9%	99.5%	99.8%
Treated and admitted to hospital	4.0%	9.2%	18.6%	33.1%	49.8%	65.7%	76.1%	82.2%
Patient left without, or before completing, treatment	36.5%	62.2%	79.8%	91.9%	97.8%	99.5%	99.8%	99.8%
Transferred to another hospital	45.4%	51.7%	57.7%	65.3%	73.8%	85.5%	87.7%	89.0%
All presentations	12.3%	27.6%	46.7%	65.3%	76.8%	84.8%	89.5%	92.2%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

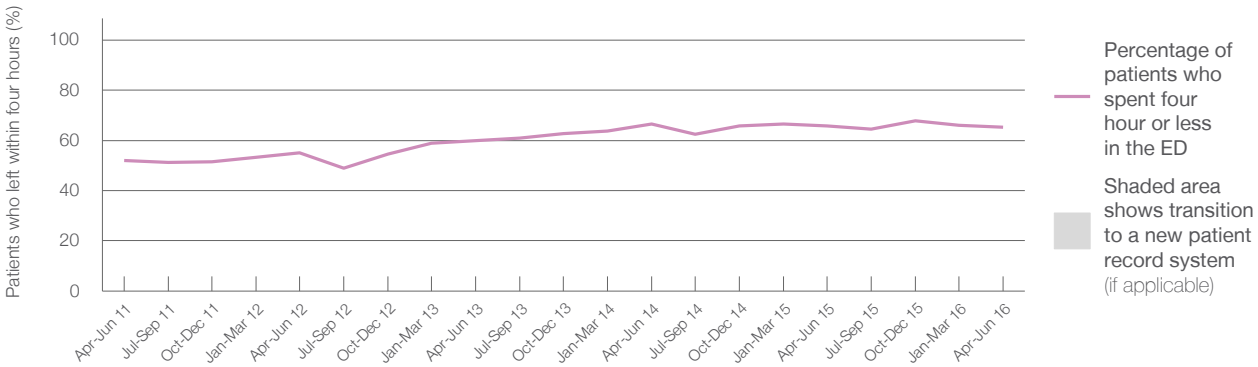
St Vincent's Hospital, Darlinghurst: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	11,504 patients	11,373	1.2%
Presentations used to calculate time to leaving the ED:[6]	11,504 patients	11,373	1.2%
Percentage of patients who spent four hours or less in the ED	65.3%	65.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	52.1%	55.0%	59.8%	66.6%	65.7%	65.3%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Westmead Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	18,054 patients	17,590	2.6%
Emergency presentations:[2]	17,693 patients	17,304	2.2%

Westmead Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	5,379 patients	5,249	
Median time to start treatment[4]	12 minutes	11 minutes	8 minutes
95th percentile time to start treatment[5]	76 minutes	76 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	6,441 patients	6,199	
Median time to start treatment[4]	34 minutes	31 minutes	20 minutes
95th percentile time to start treatment[5]	158 minutes	196 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	4,022 patients	4,142	
Median time to start treatment[4]	39 minutes	39 minutes	25 minutes
95th percentile time to start treatment[5]	154 minutes	193 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	1,296 patients	1,278	
Median time to start treatment[4]	29 minutes	28 minutes	23 minutes
95th percentile time to start treatment[5]	141 minutes	143 minutes	132 minutes

Westmead Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	18,054 patients	17,590	2.6%
Percentage of patients who spent four hours or less in the ED	61.0%	55.9%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

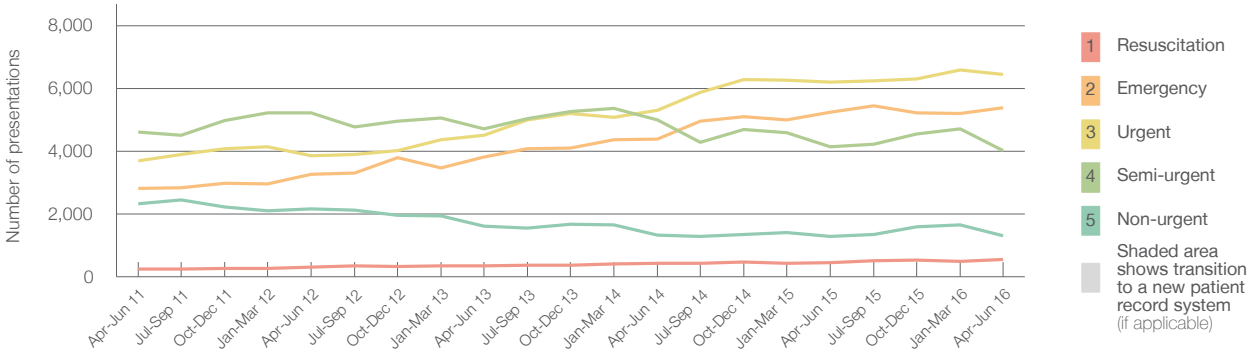
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Westmead Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	18,054 patients	17,590	2.6%
Emergency presentations[2] by triage category:	17,693 patients	17,304	2.2%
1 Resuscitation	555 (3.1%)	436	27.3%
2 Emergency	5,379 (30.4%)	5,249	2.5%
3 Urgent	6,441 (36.4%)	6,199	3.9%
4 Semi-urgent	4,022 (22.7%)	4,142	-2.9%
5 Non-urgent	1,296 (7.3%)	1,278	1.4%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	241	305	335	434	436	555
Emergency	2,811	3,266	3,817	4,390	5,249	5,379
Urgent	3,686	3,856	4,502	5,299	6,199	6,441
Semi-urgent	4,604	5,216	4,719	4,986	4,142	4,022
Non-urgent	2,321	2,170	1,603	1,325	1,278	1,296
All emergency presentations	13,663	14,813	14,976	16,434	17,304	17,693

Westmead Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	5,570 patients	5,919	
ED Transfer of care time			
Median time	11 minutes	13 minutes	-2 minutes
95th percentile time	31 minutes	53 minutes	-22 minutes

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

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

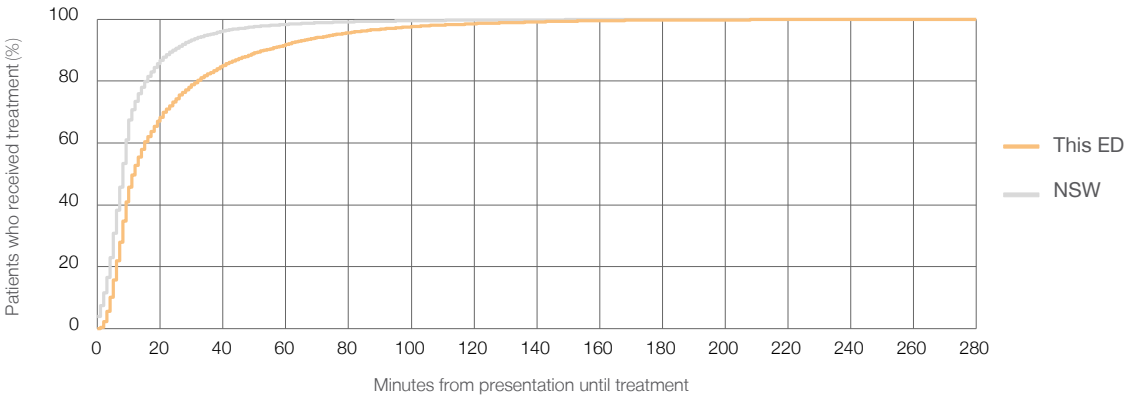
Principal referral hospitals (A1)
Western Sydney Local Health District

Westmead Hospital: Time patients waited to start treatment, triage 2

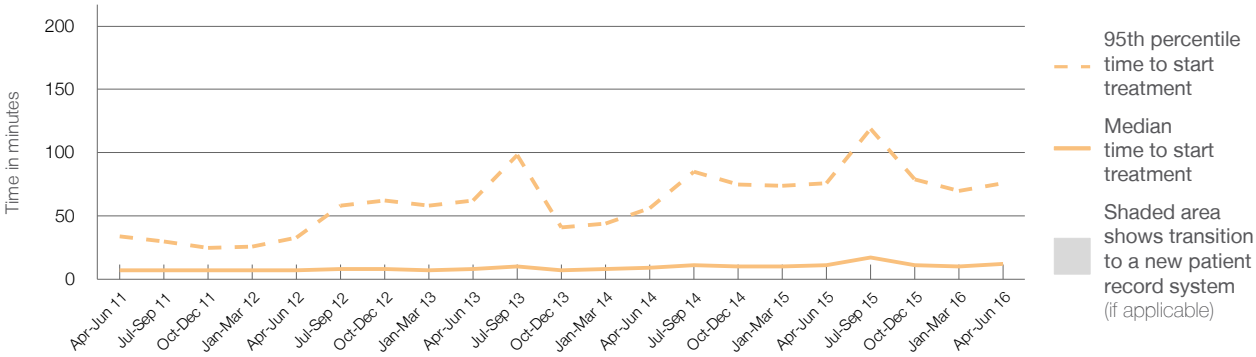
April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	5,379	5,249	
Number of triage 2 patients used to calculate waiting time:[3]	5,296	5,172	
Median time to start treatment[4]	12 minutes	11 minutes	8 minutes
95th percentile time to start treatment[5]	76 minutes	76 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	7	8	9	11	12
95th percentile time to start treatment[5] (minutes)	34	33	62	56	76	76

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

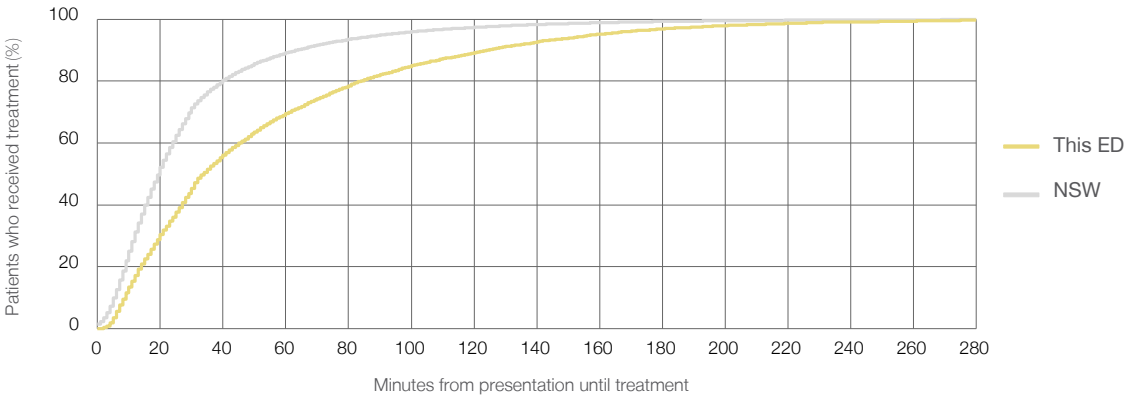
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Westmead Hospital: Time patients waited to start treatment, triage 3

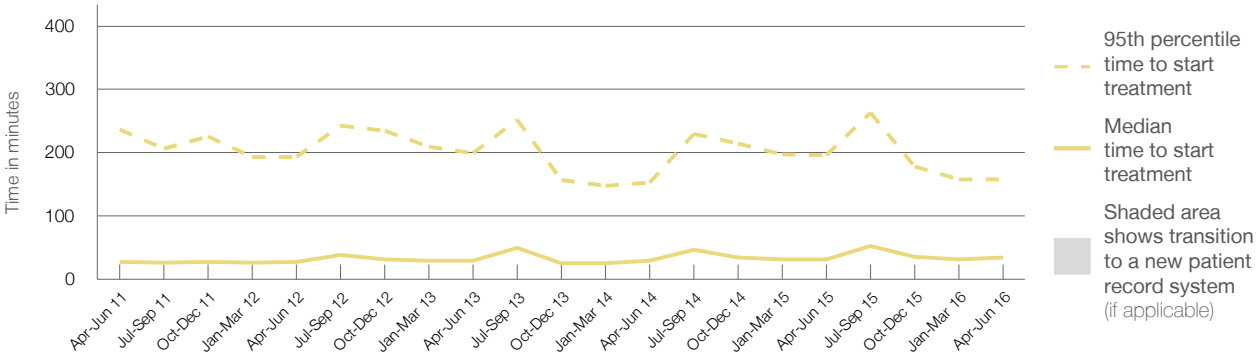
April to June 2016

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	6,441	6,199	
Number of triage 3 patients used to calculate waiting time:[3]	5,963	5,724	
Median time to start treatment[4]	34 minutes	31 minutes	20 minutes
95th percentile time to start treatment[5]	158 minutes	196 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	27	27	29	29	31	34
95th percentile time to start treatment[5] (minutes)	237	193	199	153	196	158

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

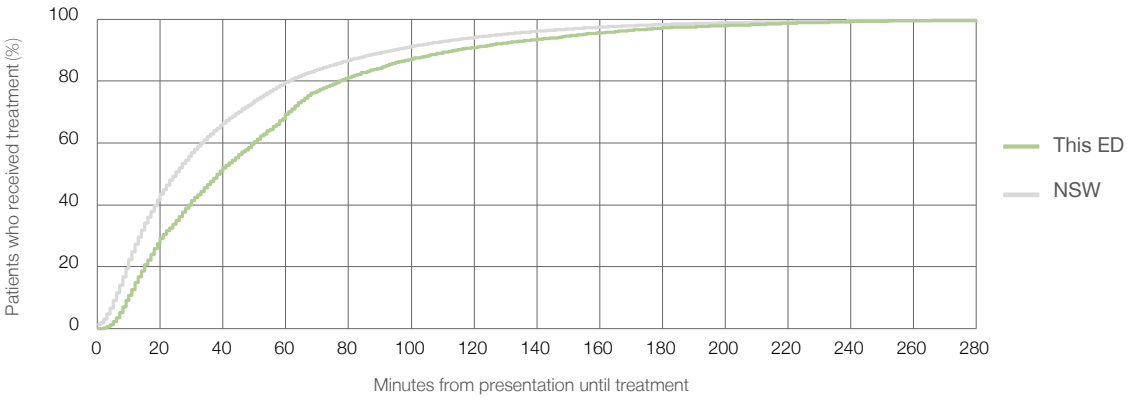
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Westmead Hospital: Time patients waited to start treatment, triage 4

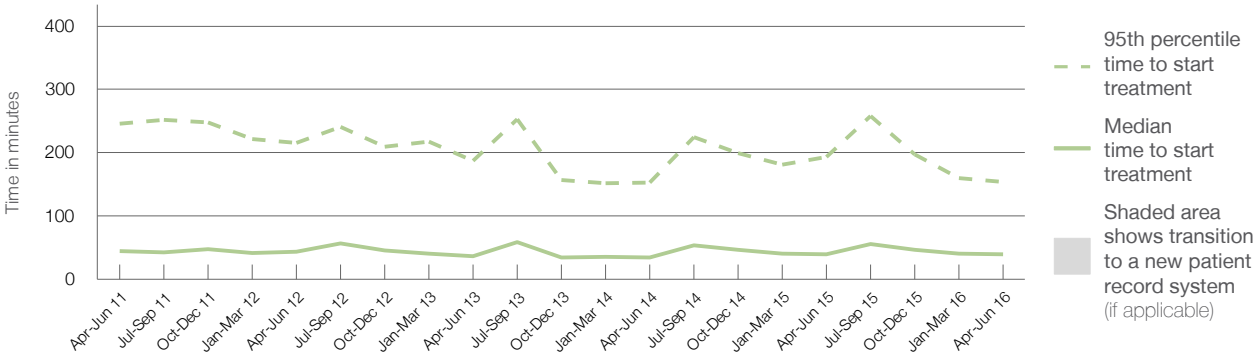
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	4,022	4,142	
Number of triage 4 patients used to calculate waiting time:[3]	3,608	3,691	
Median time to start treatment[4]	39 minutes	39 minutes	25 minutes
95th percentile time to start treatment[5]	154 minutes	193 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	45	44	36	34	39	39
95th percentile time to start treatment[5] (minutes)	246	215	187	153	193	154

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

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

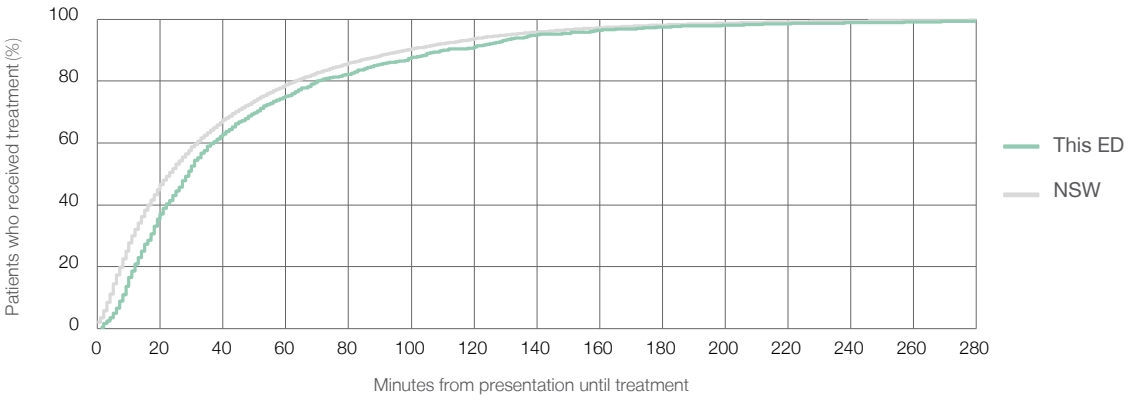
Westmead Hospital: Time patients waited to start treatment, triage 5

April to June 2016

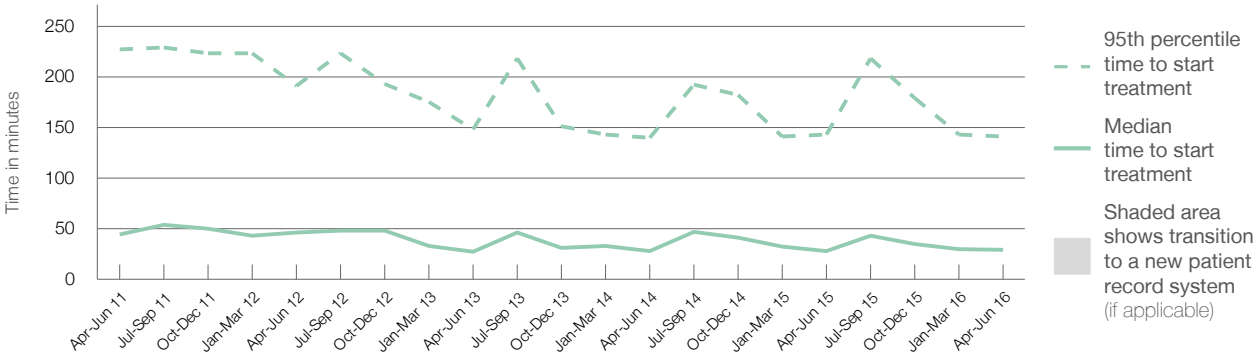
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,296	1,278	
Number of triage 5 patients used to calculate waiting time:[3]	1,117	1,107	
Median time to start treatment[4]	29 minutes	28 minutes	23 minutes
95th percentile time to start treatment[5]	141 minutes	143 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	44	46	28	28	28	29
95th percentile time to start treatment[5] (minutes)	227	191	148	140	143	141

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

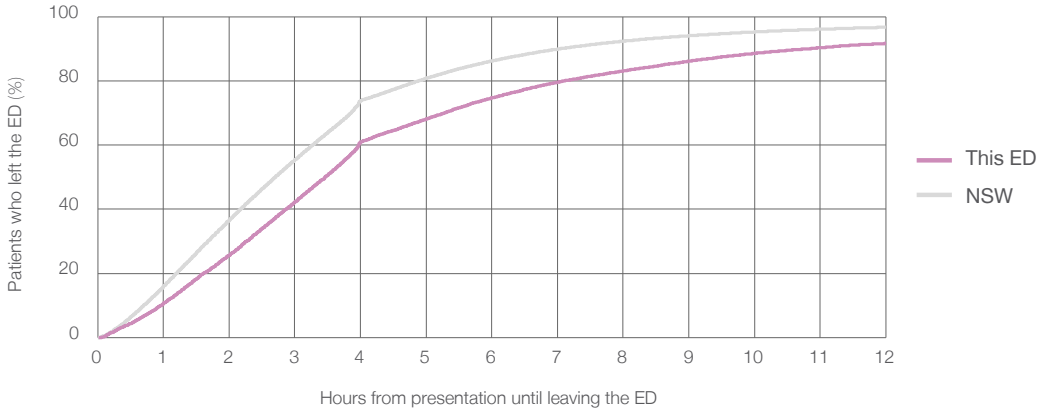
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Westmead Hospital: Time patients spent in the ED

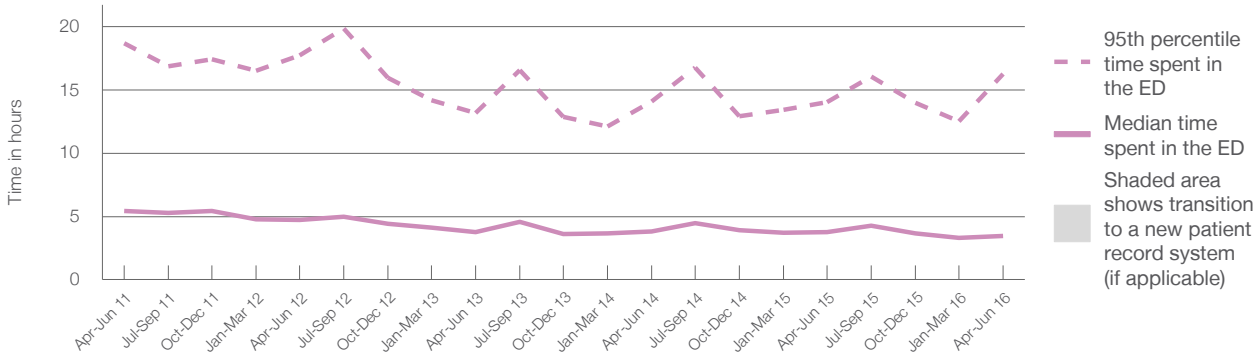
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	18,054 patients	17,590	
Presentations used to calculate time to leaving the ED:[6]	18,054 patients	17,590	
Median time spent in the ED[8]	3 hours and 28 minutes	3 hours and 47 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	16 hours and 14 minutes	14 hours and 2 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	5h 25m	4h 44m	3h 46m	3h 49m	3h 47m	3h 28m
95th percentile time to leaving the ED[9] (hours, minutes)	18h 41m	17h 44m	13h 9m	14h 6m	14h 2m	16h 14m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

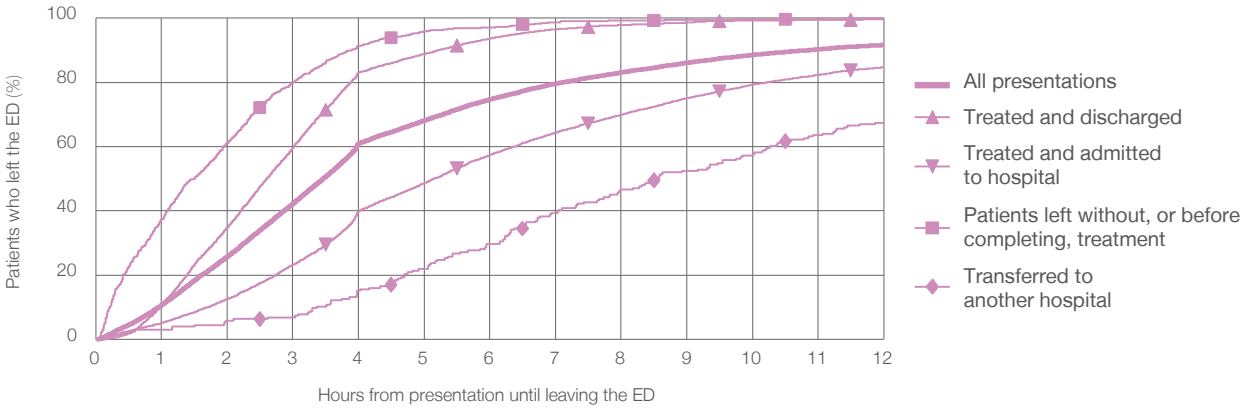
Westmead Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 18,054 patients

Presentations used to calculate time to leaving the ED:[6] 18,054 patients

		Same period last year	Change since one year ago
Treated and discharged	7,196 (39.9%)	17,590	2.6%
Treated and admitted to hospital	9,249 (51.2%)	7,053	2.0%
Patient left without, or before completing, treatment	988 (5.5%)	8,818	4.9%
Transferred to another hospital	206 (1.1%)	1,040	-5.0%
Other	415 (2.3%)	168	22.6%
		511	-18.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.8%	34.9%	59.7%	83.1%	93.6%	97.9%	99.2%	99.7%
Treated and admitted to hospital	5.1%	12.6%	23.2%	40.0%	57.4%	70.0%	79.4%	84.8%
Patient left without, or before completing, treatment	37.2%	61.0%	79.9%	91.4%	97.2%	99.3%	99.7%	99.9%
Transferred to another hospital	2.9%	5.8%	6.8%	15.0%	29.6%	46.6%	57.3%	67.5%
All presentations	10.7%	25.8%	42.3%	61.0%	74.7%	83.1%	88.6%	91.7%

(†) 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 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.

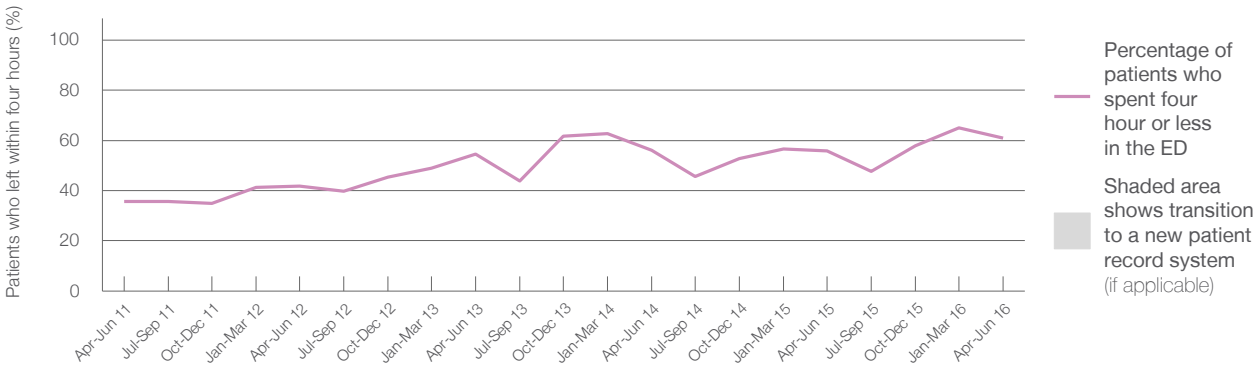
Westmead Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	18,054 patients	17,590	2.6%
Presentations used to calculate time to leaving the ED:[6]	18,054 patients	17,590	2.6%
Percentage of patients who spent four hours or less in the ED	61.0%	55.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	35.8%	41.7%	54.7%	56.2%	55.9%	61.0%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Wollongong Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	15,166 patients	15,105	0.4%
Emergency presentations:[2]	14,827 patients	14,661	1.1%

Wollongong Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,860 patients	1,824	
Median time to start treatment[4]	9 minutes	10 minutes	8 minutes
95th percentile time to start treatment[5]	34 minutes	38 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	6,324 patients	6,269	
Median time to start treatment[4]	25 minutes	29 minutes	20 minutes
95th percentile time to start treatment[5]	102 minutes	133 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	6,079 patients	6,008	
Median time to start treatment[4]	30 minutes	41 minutes	25 minutes
95th percentile time to start treatment[5]	136 minutes	182 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	444 patients	459	
Median time to start treatment[4]	32 minutes	29 minutes	23 minutes
95th percentile time to start treatment[5]	133 minutes	164 minutes	132 minutes

Wollongong Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	15,158 patients	15,105	0.4%
Percentage of patients who spent four hours or less in the ED	63.0%	59.1%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

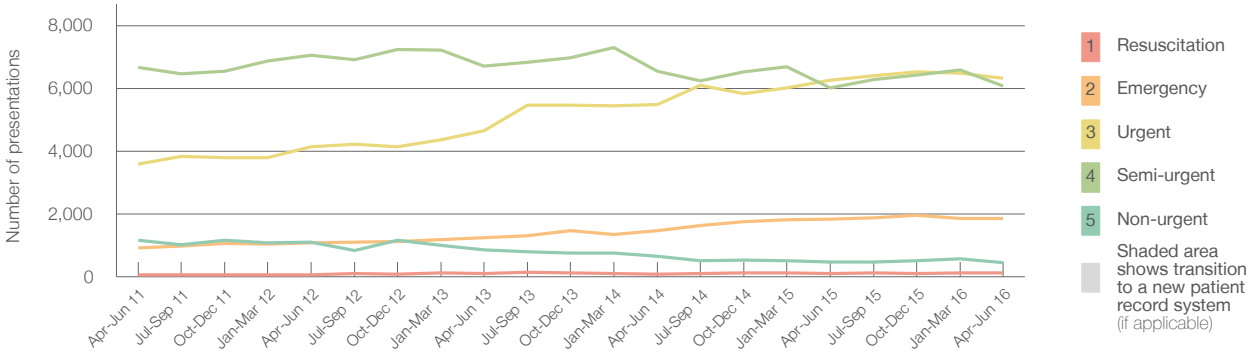
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Wollongong Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	15,166 patients	15,105	0.4%
Emergency presentations[2] by triage category:	14,827 patients	14,661	1.1%
1 Resuscitation	120 (0.8%)	101	18.8%
2 Emergency	1,860 (12.5%)	1,824	2.0%
3 Urgent	6,324 (42.7%)	6,269	0.9%
4 Semi-urgent	6,079 (41.0%)	6,008	1.2%
5 Non-urgent	444 (3.0%)	459	-3.3%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	65	65	89	87	101	120
Emergency	915	1,075	1,243	1,469	1,824	1,860
Urgent	3,589	4,147	4,653	5,480	6,269	6,324
Semi-urgent	6,678	7,052	6,718	6,540	6,008	6,079
Non-urgent	1,168	1,099	863	651	459	444
All emergency presentations	12,415	13,438	13,566	14,227	14,661	14,827

Wollongong Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	5,086 patients	5,254	
ED Transfer of care time			
Median time	12 minutes	14 minutes	-2 minutes
95th percentile time	35 minutes	44 minutes	-9 minutes

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

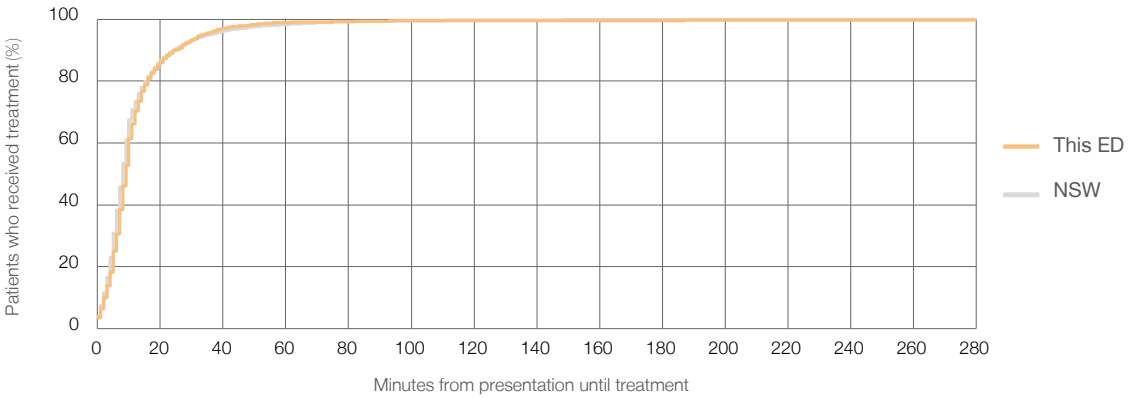
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wollongong Hospital: Time patients waited to start treatment, triage 2

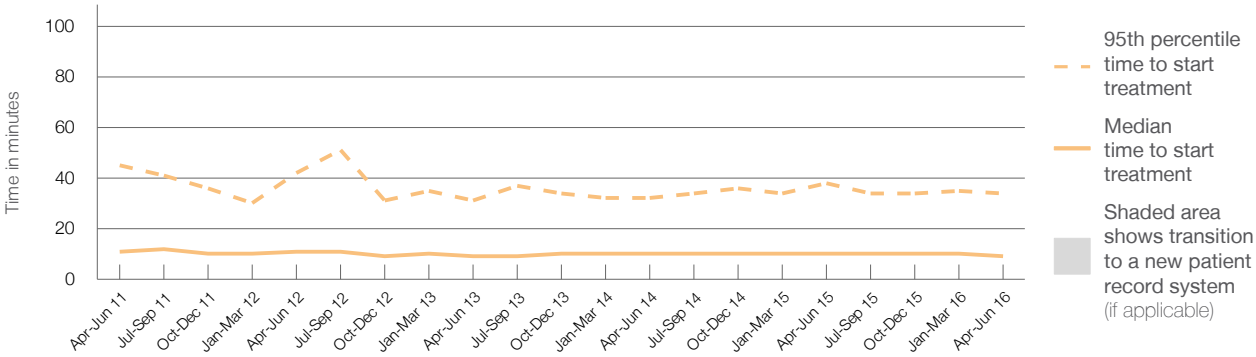
April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	1,860	1,824	
Number of triage 2 patients used to calculate waiting time:[3]	1,852	1,822	
Median time to start treatment[4]	9 minutes	10 minutes	8 minutes
95th percentile time to start treatment[5]	34 minutes	38 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	11	11	9	10	10	9
95th percentile time to start treatment[5] (minutes)	45	42	31	32	38	34

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

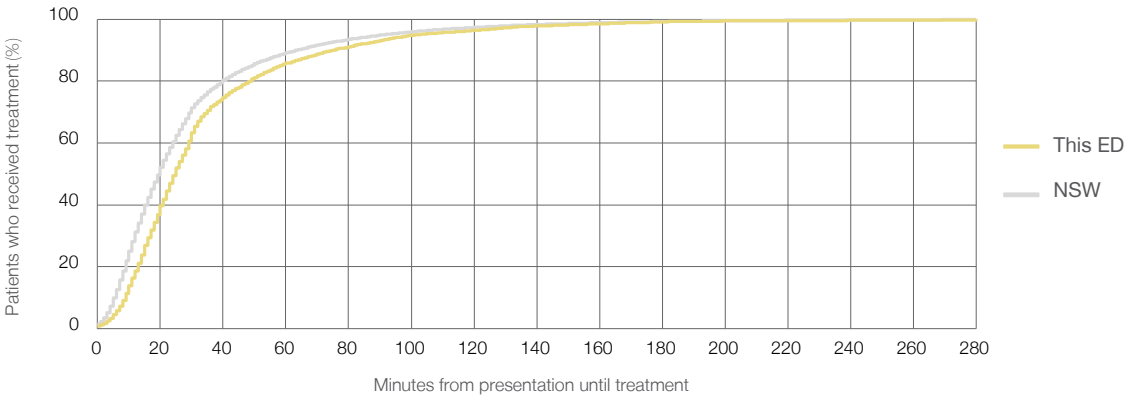
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wollongong Hospital: Time patients waited to start treatment, triage 3

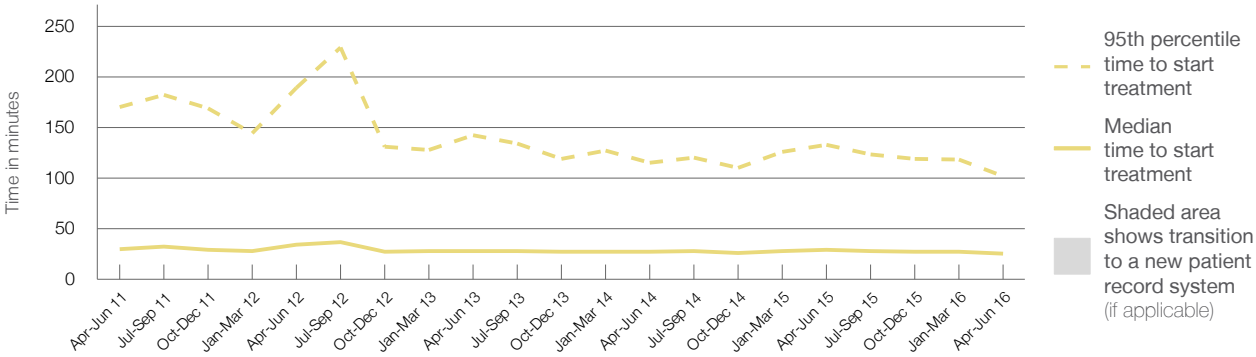
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 6,324		6,269	
Number of triage 3 patients used to calculate waiting time:[3] 6,225		6,096	
Median time to start treatment[4]	25 minutes	29 minutes	20 minutes
95th percentile time to start treatment[5]	102 minutes	133 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	30	34	28	27	29	25
95th percentile time to start treatment[5] (minutes)	170	189	142	115	133	102

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

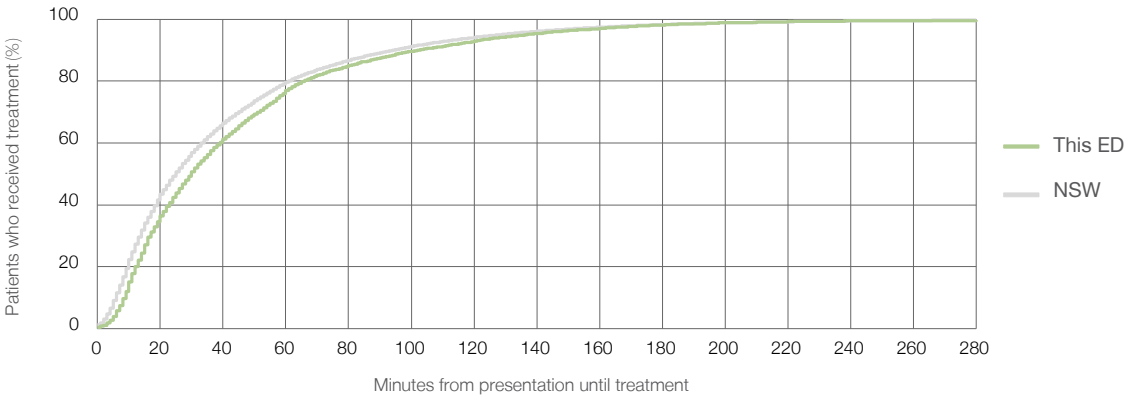
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wollongong Hospital: Time patients waited to start treatment, triage 4

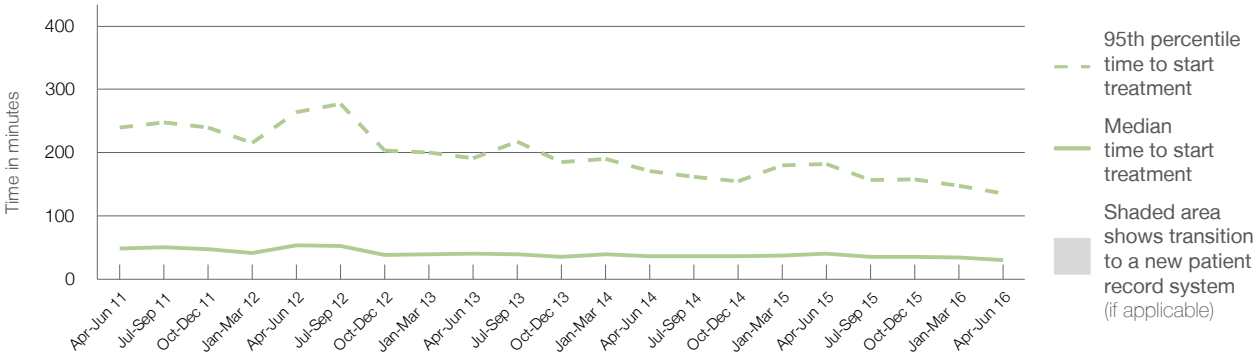
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 6,079		6,008	
Number of triage 4 patients used to calculate waiting time:[3] 5,788		5,525	
Median time to start treatment[4]	30 minutes	41 minutes	25 minutes
95th percentile time to start treatment[5]	136 minutes	182 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	49	54	40	36	41	30
95th percentile time to start treatment[5] (minutes)	240	264	191	171	182	136

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

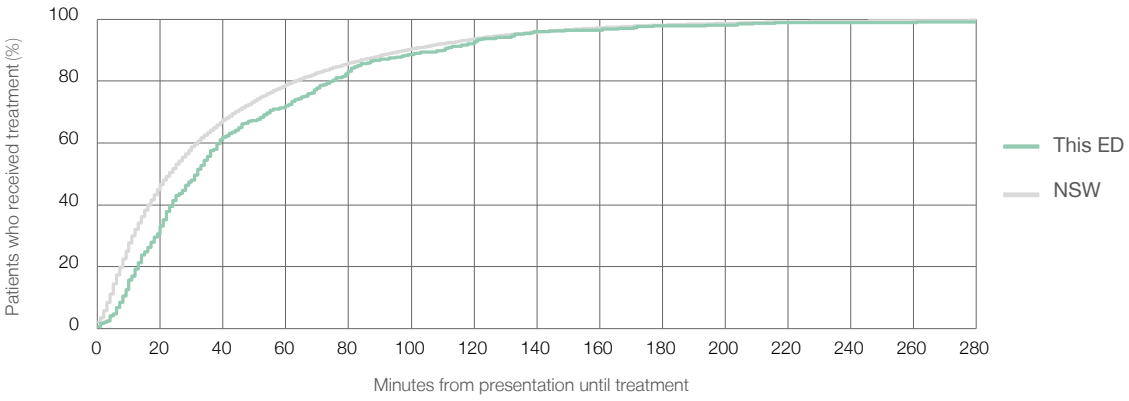
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wollongong Hospital: Time patients waited to start treatment, triage 5

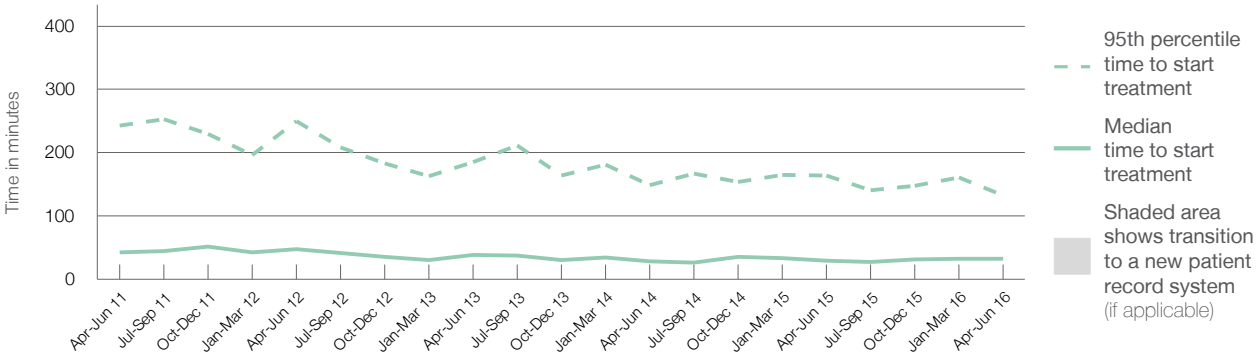
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	444	459	
Number of triage 5 patients used to calculate waiting time:[3]	369	376	
Median time to start treatment[4]	32 minutes	29 minutes	23 minutes
95th percentile time to start treatment[5]	133 minutes	164 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	43	48	38	28	29	32
95th percentile time to start treatment[5] (minutes)	243	250	185	149	164	133

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

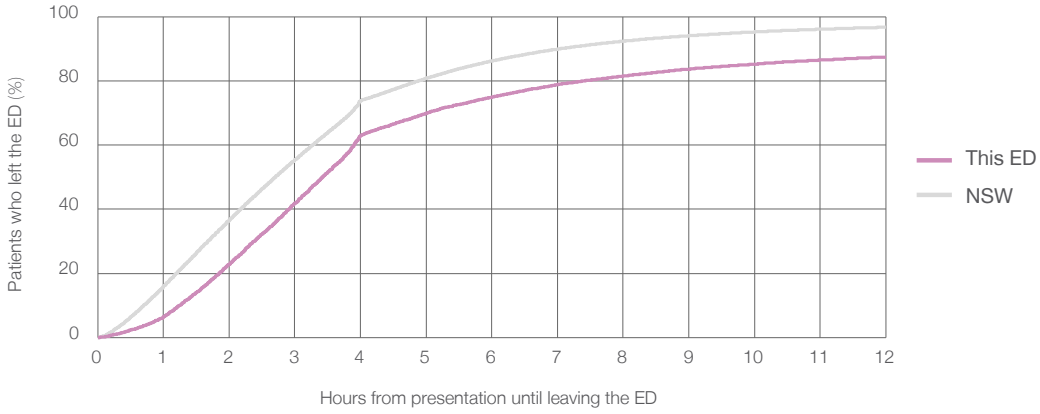
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wollongong Hospital: Time patients spent in the ED

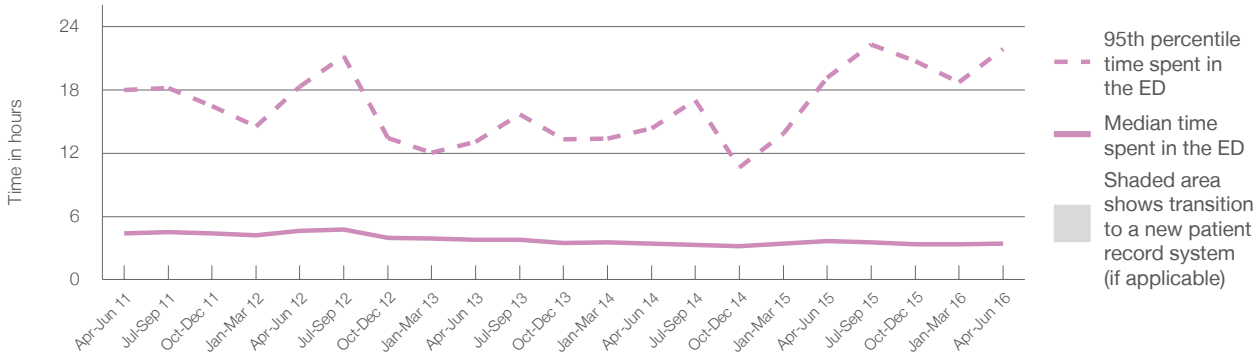
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	15,166 patients	15,105	
Presentations used to calculate time to leaving the ED:[6]	15,158 patients	15,105	
Median time spent in the ED[8]	3 hours and 25 minutes	3 hours and 41 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	21 hours and 53 minutes	19 hours and 9 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	4h 25m	4h 40m	3h 48m	3h 24m	3h 41m	3h 25m
95th percentile time to leaving the ED[9] (hours, minutes)	17h 59m	18h 16m	13h 6m	14h 22m	19h 9m	21h 53m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

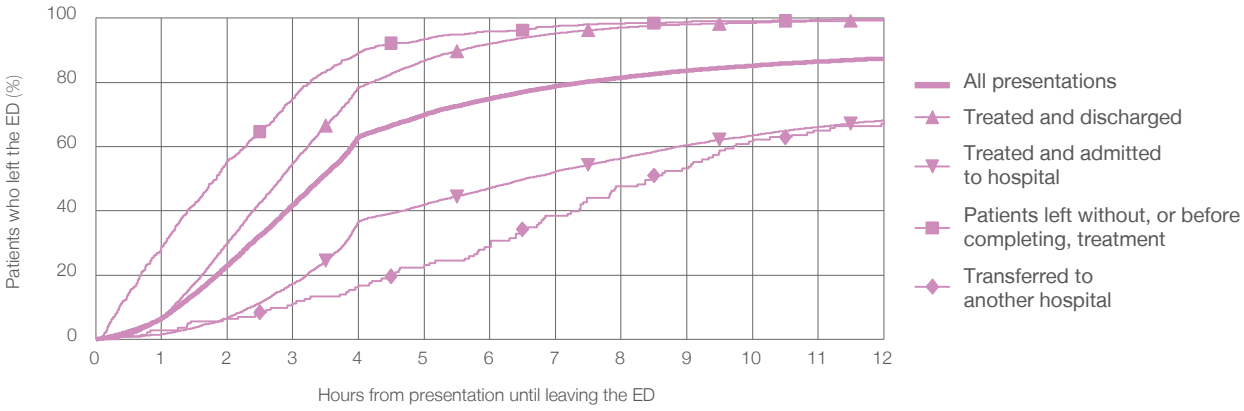
Wollongong Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 15,166 patients

Presentations used to calculate time to leaving the ED:[6] 15,158 patients

		Same period last year	Change since one year ago
Treated and discharged	8,348 (55.0%)	7,648	9.2%
Treated and admitted to hospital	5,668 (37.4%)	5,947	-4.7%
Patient left without, or before completing, treatment	904 (6.0%)	1,273	-29.0%
Transferred to another hospital	143 (0.9%)	88	62.5%
Other	103 (0.7%)	149	-30.9%
All presentations	15,166	15,105	0.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.6%	29.9%	54.8%	78.3%	92.0%	97.0%	98.6%	99.3%
Treated and admitted to hospital	1.6%	6.6%	17.2%	36.6%	47.1%	56.3%	63.5%	68.2%
Patient left without, or before completing, treatment	28.8%	55.5%	75.0%	89.3%	95.9%	98.3%	99.1%	99.7%
Transferred to another hospital	2.8%	6.3%	11.2%	16.8%	28.7%	47.6%	61.5%	67.8%
All presentations	6.5%	23.0%	41.9%	63.0%	75.0%	81.5%	85.2%	87.4%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

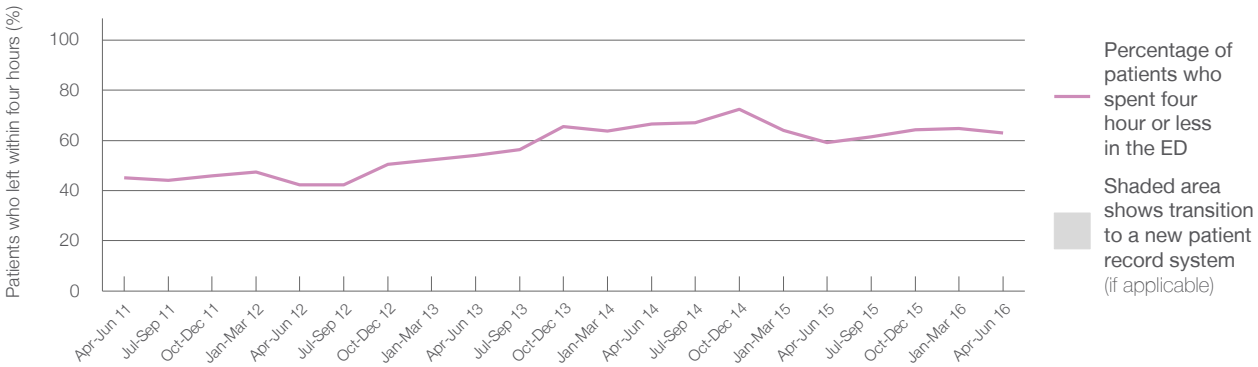
Wollongong Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	15,166 patients	15,105	0.4%
Presentations used to calculate time to leaving the ED:[6]	15,158 patients	15,105	0.4%
Percentage of patients who spent four hours or less in the ED	63.0%	59.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	45.2%	42.3%	54.0%	66.5%	59.1%	63.0%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Sydney Children's Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,297 patients	9,469	-1.8%
Emergency presentations:[2]	9,126 patients	9,347	-2.4%

Sydney Children's Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	446 patients	418	
Median time to start treatment[4]	9 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	29 minutes	27 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,795 patients	1,783	
Median time to start treatment[4]	20 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	66 minutes	69 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	6,623 patients	6,809	
Median time to start treatment[4]	39 minutes	37 minutes	25 minutes
95th percentile time to start treatment[5]	160 minutes	146 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	187 patients	275	
Median time to start treatment[4]	48 minutes	42 minutes	23 minutes
95th percentile time to start treatment[5]	160 minutes	135 minutes	132 minutes

Sydney Children's Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	9,295 patients	9,469	-1.8%
Percentage of patients who spent four hours or less in the ED	74.3%	79.2%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

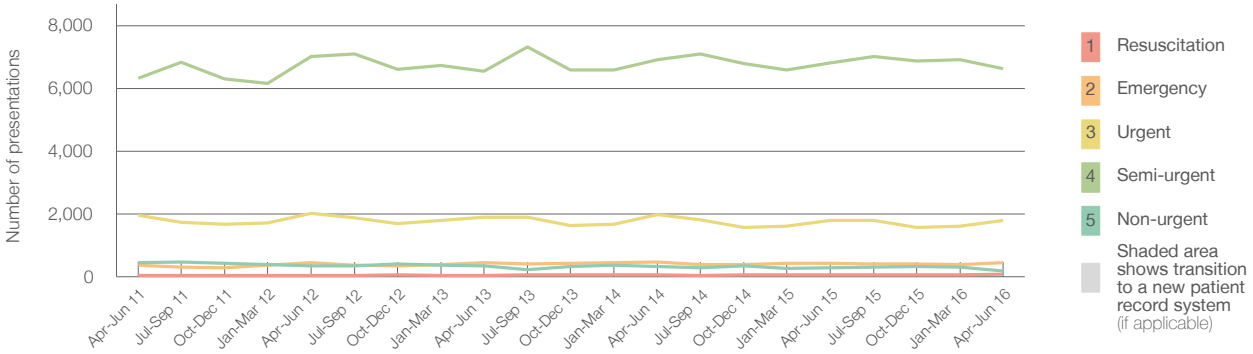
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Sydney Children's Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,297 patients	9,469	-1.8%
Emergency presentations[2] by triage category:	9,126 patients	9,347	-2.4%
1 Resuscitation	75 (0.8%)	62	21.0%
2 Emergency	446 (4.9%)	418	6.7%
3 Urgent	1,795 (19.7%)	1,783	0.7%
4 Semi-urgent	6,623 (72.6%)	6,809	-2.7%
5 Non-urgent	187 (2.0%)	275	-32.0%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	43	46	36	60	62	75
Emergency	372	440	445	476	418	446
Urgent	1,958	2,014	1,895	1,967	1,783	1,795
Semi-urgent	6,330	7,009	6,543	6,916	6,809	6,623
Non-urgent	440	337	334	333	275	187
All emergency presentations	9,143	9,846	9,253	9,752	9,347	9,126

Sydney Children's Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	661 patients	586	
ED Transfer of care time			
Median time	9 minutes	9 minutes	0 minutes
95th percentile time	22 minutes	19 minutes	3 minutes

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

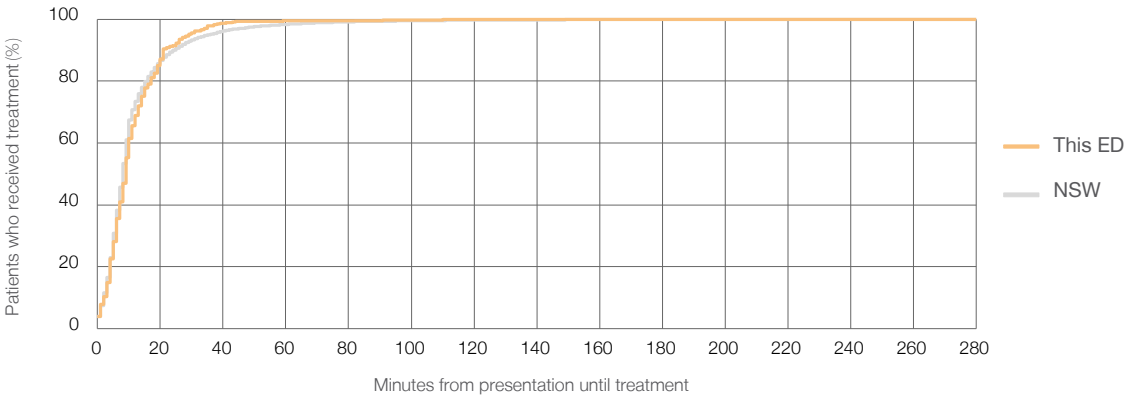
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sydney Children's Hospital: Time patients waited to start treatment, triage 2

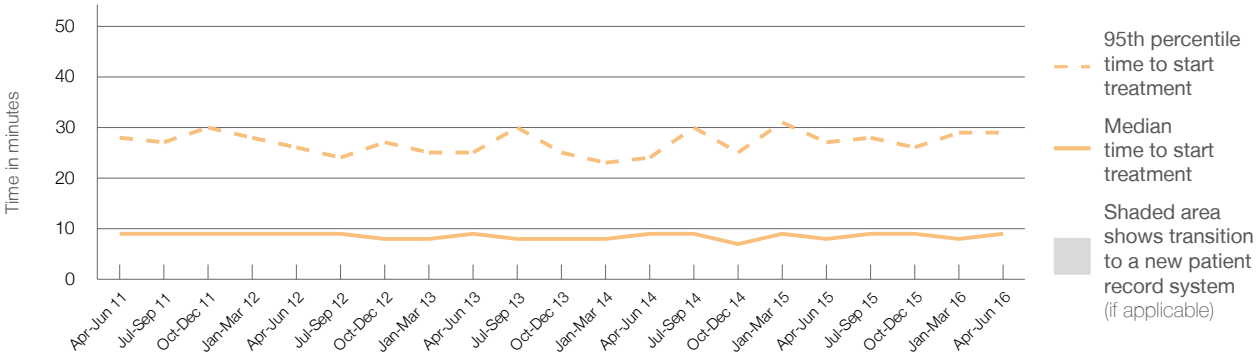
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 446		418	
Number of triage 2 patients used to calculate waiting time:[3] 445		418	
Median time to start treatment[4]	9 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	29 minutes	27 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	9	9	9	9	8	9
95th percentile time to start treatment[5] (minutes)	28	26	25	24	27	29

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

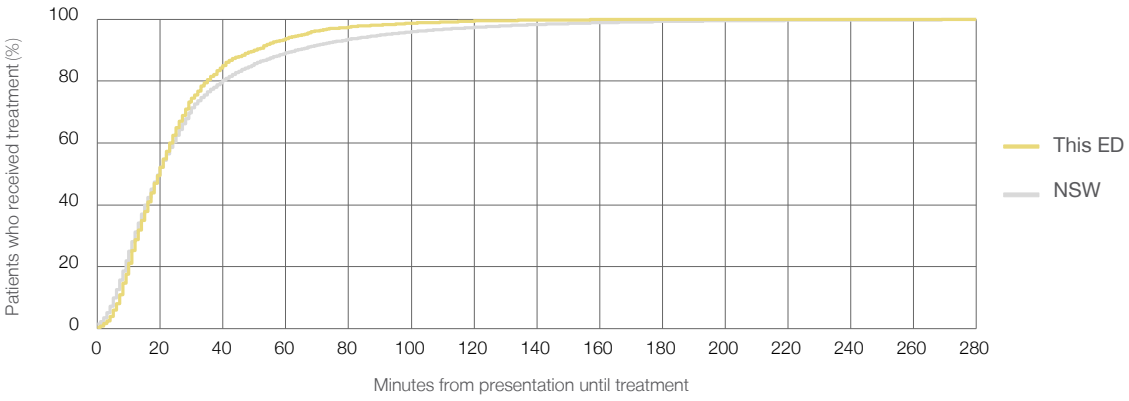
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sydney Children's Hospital: Time patients waited to start treatment, triage 3

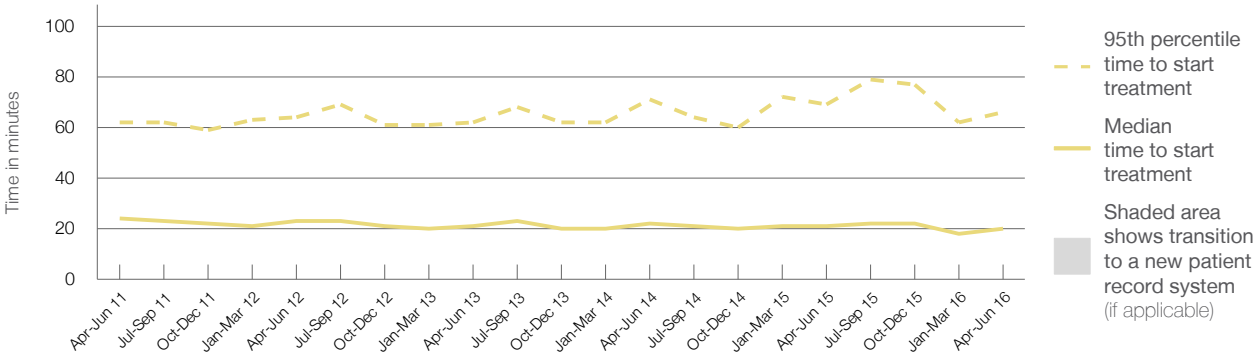
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,795		1,783	
Number of triage 3 patients used to calculate waiting time:[3] 1,792		1,779	
Median time to start treatment[4]	20 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	66 minutes	69 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	24	23	21	22	21	20
95th percentile time to start treatment[5] (minutes)	62	64	62	71	69	66

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

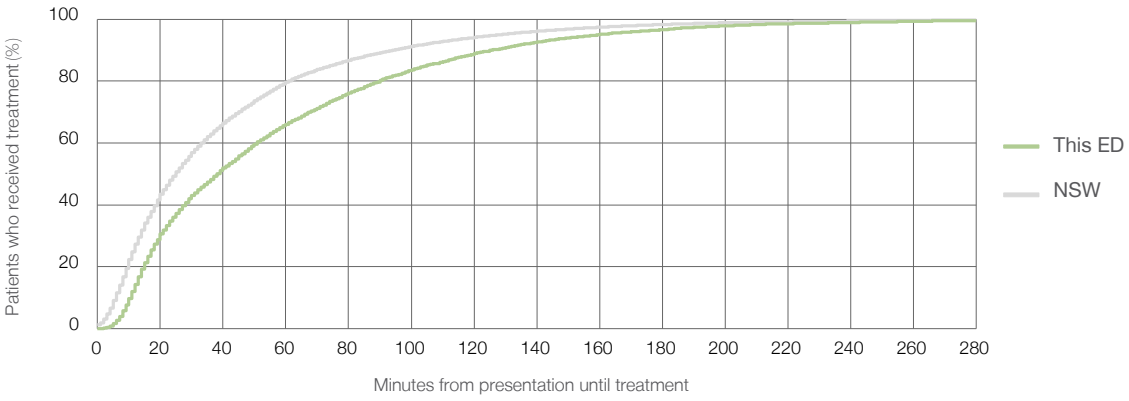
Sydney Children's Hospital: Time patients waited to start treatment, triage 4

April to June 2016

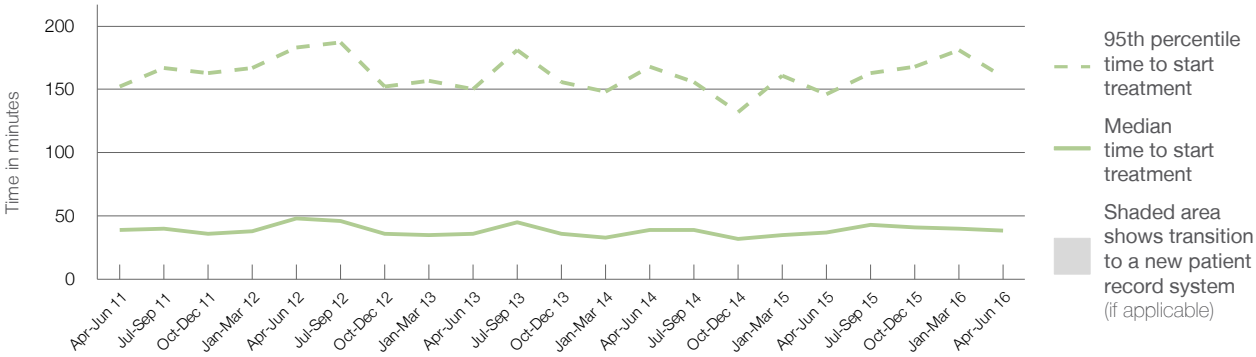
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	6,623	6,809	
Number of triage 4 patients used to calculate waiting time:[3]	6,338	6,591	
Median time to start treatment[4]	39 minutes	37 minutes	25 minutes
95th percentile time to start treatment[5]	160 minutes	146 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	39	48	36	39	37	39
95th percentile time to start treatment[5] (minutes)	152	183	150	168	146	160

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

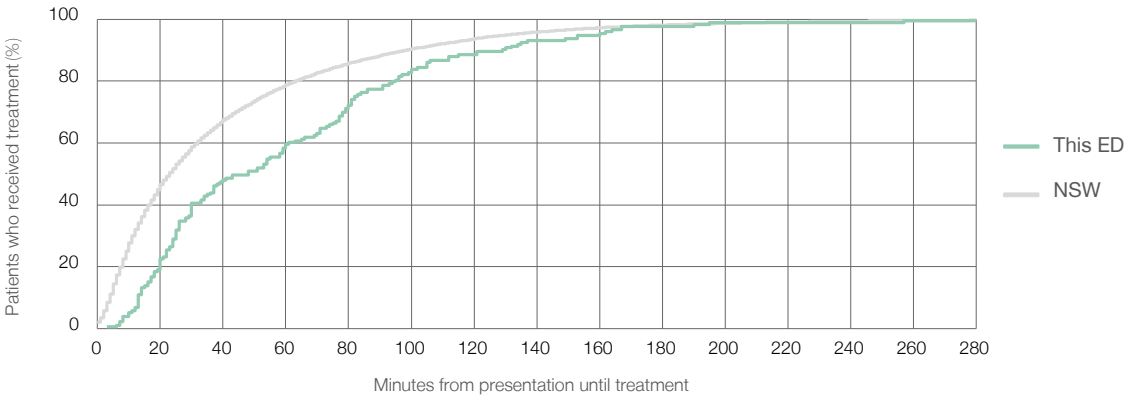
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sydney Children's Hospital: Time patients waited to start treatment, triage 5

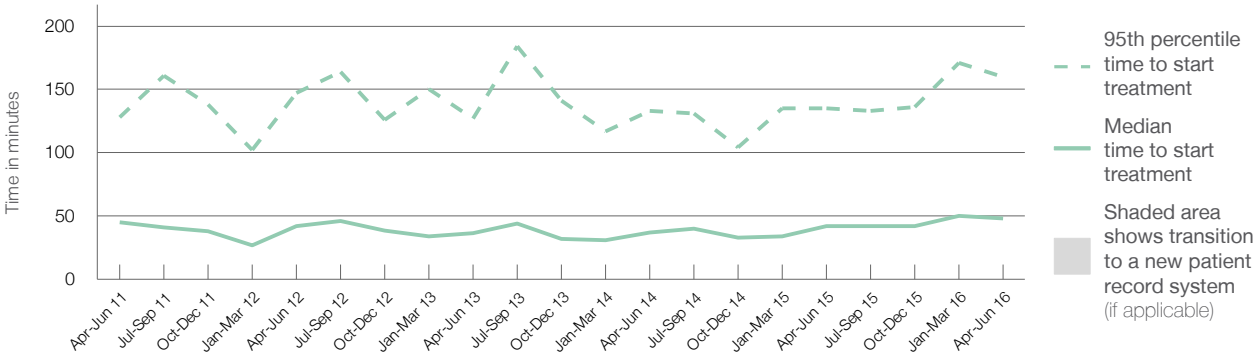
April to June 2016

	Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients: 187	275	
Number of triage 5 patients used to calculate waiting time:[3] 173	253	
Median time to start treatment[4] 48 minutes	42 minutes	23 minutes
95th percentile time to start treatment[5] 160 minutes	135 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	45	42	37	37	42	48
95th percentile time to start treatment[5] (minutes)	128	147	127	133	135	160

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

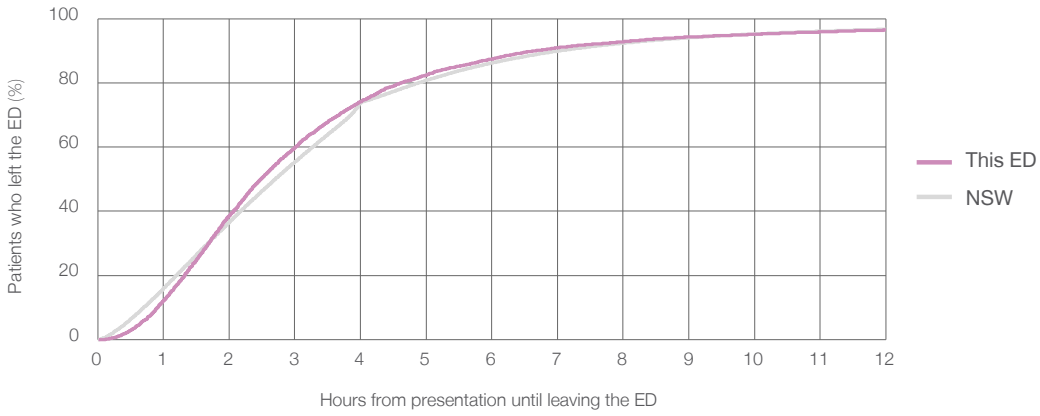
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sydney Children's Hospital: Time patients spent in the ED

April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	9,297 patients	9,469	
Presentations used to calculate time to leaving the ED:[6]	9,295 patients	9,469	
Median time spent in the ED[8]	2 hours and 29 minutes	2 hours and 16 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	9 hours and 53 minutes	7 hours and 43 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 19m	2h 31m	2h 21m	2h 22m	2h 16m	2h 29m
95th percentile time to leaving the ED[9] (hours, minutes)	8h 21m	7h 49m	8h 26m	8h 19m	7h 43m	9h 53m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

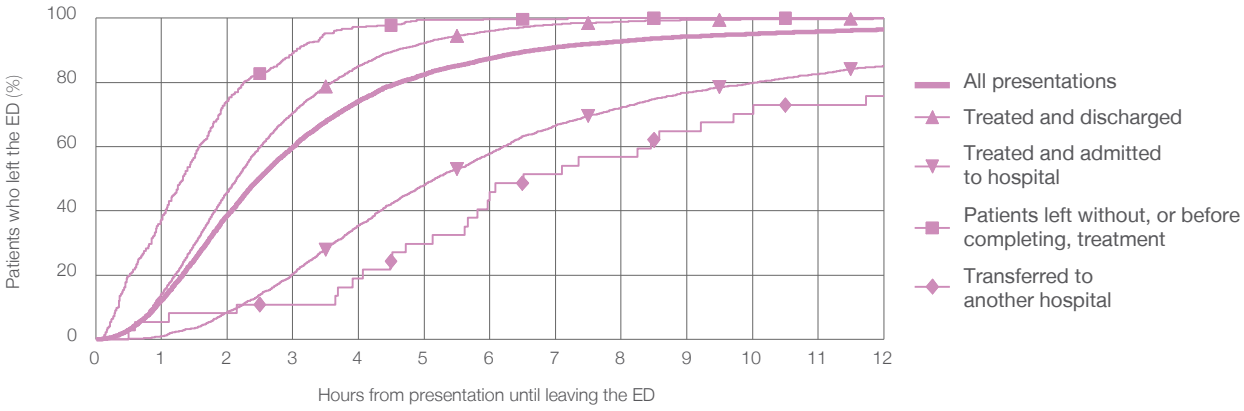
Sydney Children's Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 9,297 patients

Presentations used to calculate time to leaving the ED:[6] 9,295 patients

		Same period last year	Change since one year ago
Treated and discharged	6,796 (73.1%)	7,233	-6.0%
Treated and admitted to hospital	2,076 (22.3%)	1,870	11.0%
Patient left without, or before completing, treatment	360 (3.9%)	300	20.0%
Transferred to another hospital	37 (0.4%)	54	-31.5%
Other	28 (0.3%)	12	133.3%
		9,469	-1.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.1%	45.9%	70.5%	85.1%	96.0%	98.9%	99.6%	99.8%
Treated and admitted to hospital	1.0%	8.5%	20.4%	35.5%	57.8%	72.2%	79.8%	85.1%
Patient left without, or before completing, treatment	37.2%	74.2%	89.2%	97.2%	99.7%	100%	100%	100%
Transferred to another hospital	5.4%	8.1%	10.8%	18.9%	45.9%	56.8%	70.3%	75.7%
All presentations	12.2%	38.7%	59.9%	74.3%	87.4%	92.8%	95.1%	96.4%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

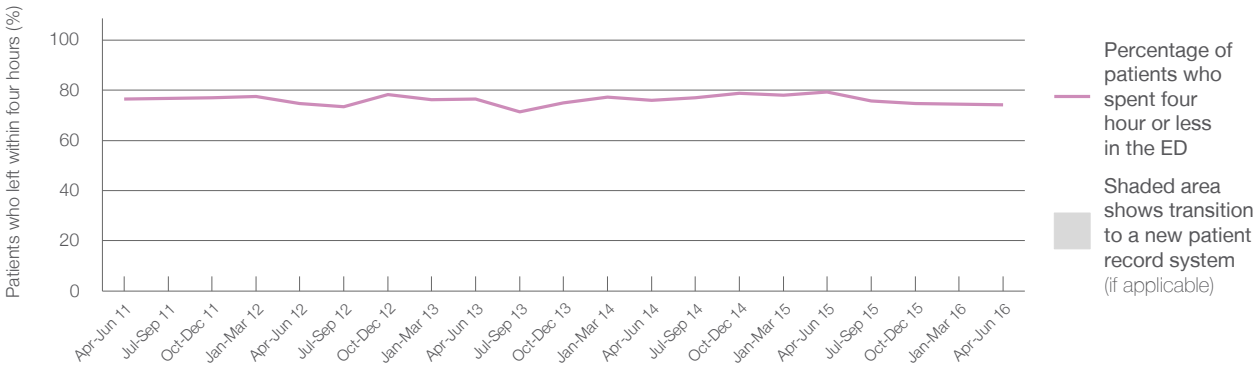
Sydney Children's Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	9,297 patients	9,469	-1.8%
Presentations used to calculate time to leaving the ED:[6]	9,295 patients	9,469	-1.8%
Percentage of patients who spent four hours or less in the ED	74.3%	79.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	76.5%	74.7%	76.4%	75.9%	79.2%	74.3%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

The Children's Hospital at Westmead: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	14,389 patients	14,449	-0.4%
Emergency presentations:[2]	14,227 patients	14,189	0.3%

The Children's Hospital at Westmead: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 534 patients	446	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	18 minutes	13 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 3,647 patients	3,505	
Median time to start treatment[4]	22 minutes	22 minutes	20 minutes
95th percentile time to start treatment[5]	73 minutes	81 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 9,844 patients	10,062	
Median time to start treatment[4]	41 minutes	44 minutes	25 minutes
95th percentile time to start treatment[5]	189 minutes	209 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 80 patients	106	
Median time to start treatment[4]	51 minutes	68 minutes	23 minutes
95th percentile time to start treatment[5]	*	*	132 minutes

The Children's Hospital at Westmead: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	14,389 patients	14,449	-0.4%
Percentage of patients who spent four hours or less in the ED	71.9%	70.0%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

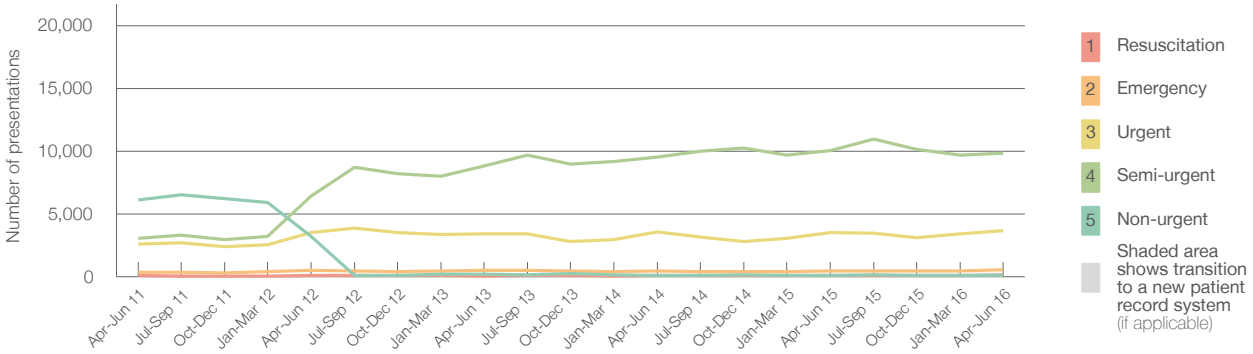
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

The Children's Hospital at Westmead: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	14,389 patients	14,449	-0.4%
Emergency presentations[2] by triage category:	14,227 patients	14,189	0.3%
1 Resuscitation	122 (0.9%)	70	74.3%
2 Emergency	534 (3.8%)	446	19.7%
3 Urgent	3,647 (25.6%)	3,505	4.1%
4 Semi-urgent	9,844 (69.2%)	10,062	-2.2%
5 Non-urgent	80 (0.6%)	106	-24.5%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ Ω



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	81	94	57	74	70	122
Emergency	354	514	481	439	446	534
Urgent	2,595	3,509	3,385	3,579	3,505	3,647
Semi-urgent	3,034	6,415	8,795	9,527	10,062	9,844
Non-urgent	6,111	3,208	177	85	106	80
All emergency presentations	12,175	13,740	12,895	13,704	14,189	14,227

The Children's Hospital at Westmead: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,075 patients	1,113	
ED Transfer of care time			
Median time	6 minutes	7 minutes	-1 minute
95th percentile time	20 minutes	21 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 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.

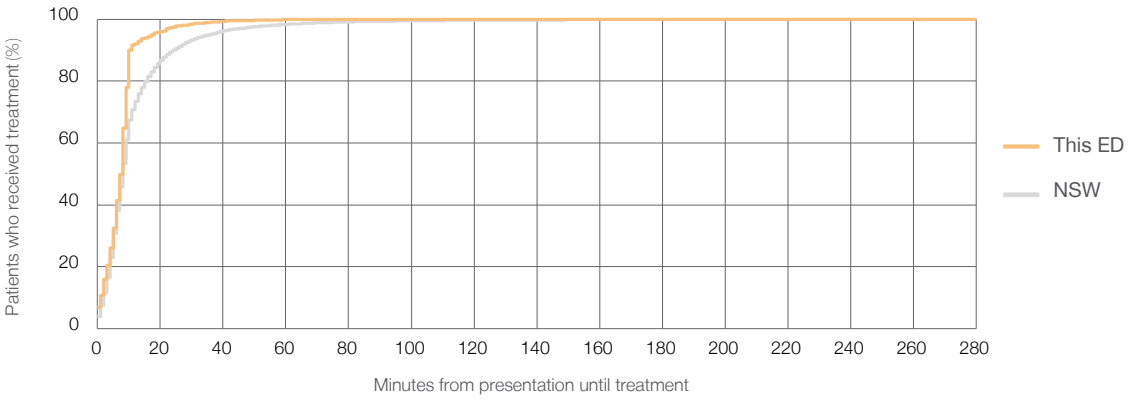
(Ω) The Sydney Children's Hospitals Network (Randwick and Westmead) advise that application of ED triaging definitions has been standardised across their facilities. This has resulted in a reporting shift of some cases from category 5 to category 4 and from category 4 to category 3 at Children's Hospital Westmead from June 2012 onwards.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2

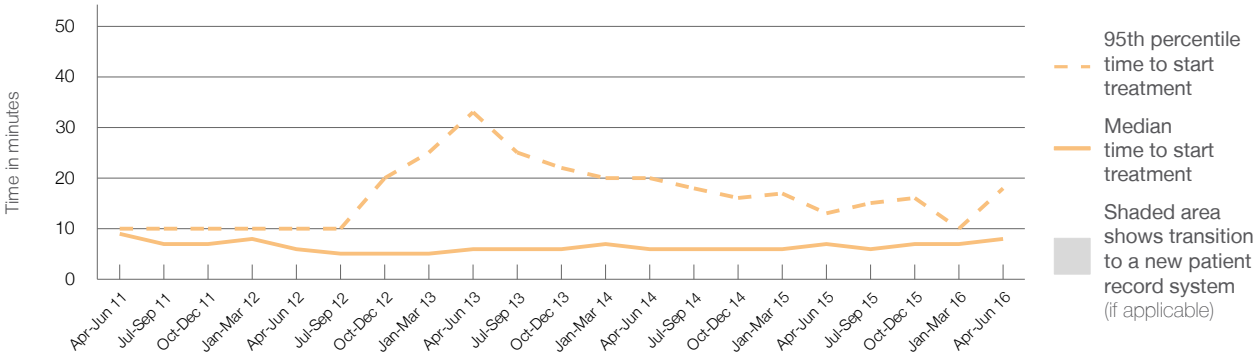
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 534		446	
Number of triage 2 patients used to calculate waiting time:[3] 534		446	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	18 minutes	13 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	9	6	6	6	7	8
95th percentile time to start treatment[5] (minutes)	10	10	33	20	13	18

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

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

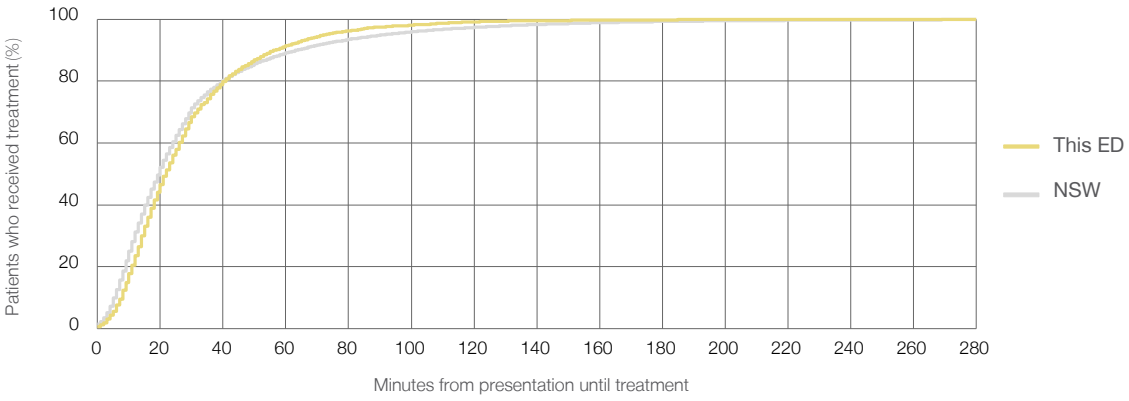
(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3

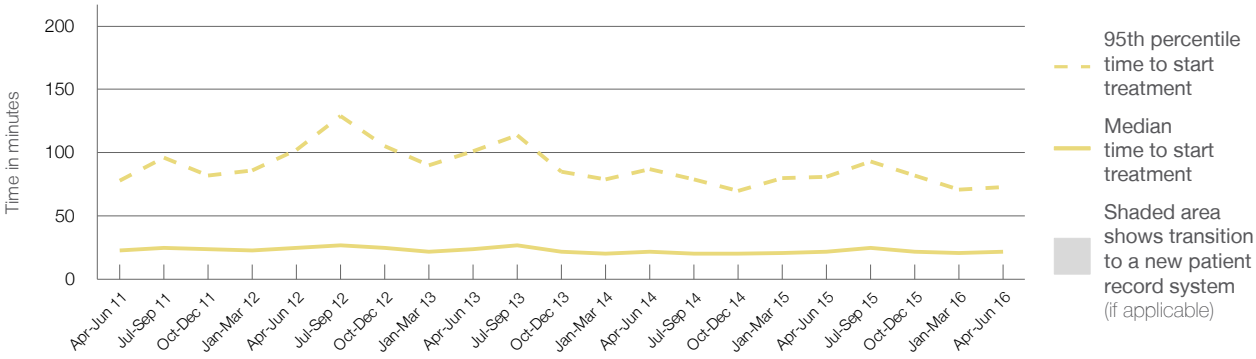
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 3,647		3,505	
Number of triage 3 patients used to calculate waiting time:[3] 3,644		3,500	
Median time to start treatment[4]	22 minutes	22 minutes	20 minutes
95th percentile time to start treatment[5]	73 minutes	81 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	23	25	24	22	22	22
95th percentile time to start treatment[5] (minutes)	78	102	101	87	81	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 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.

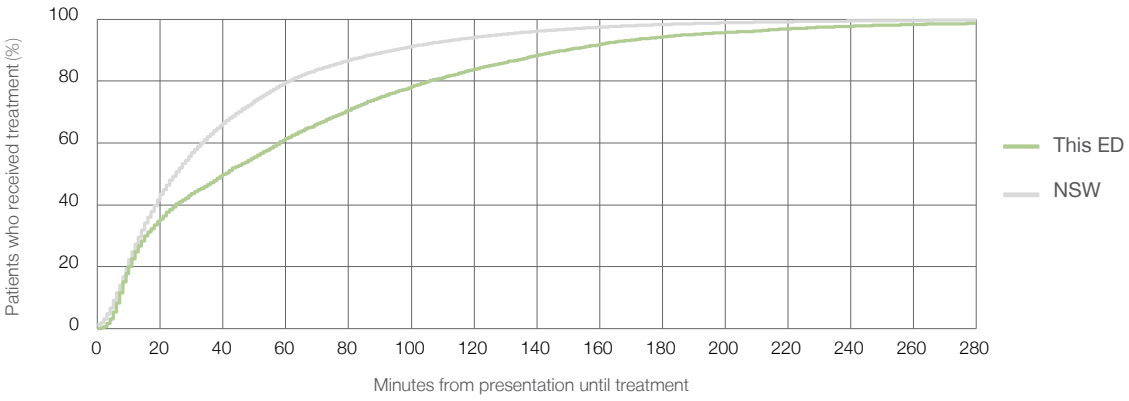
(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4

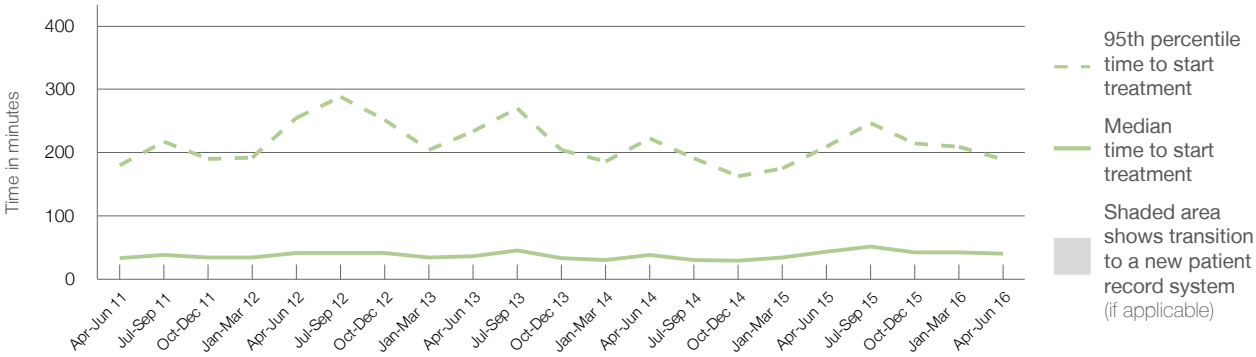
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 9,844		10,062	
Number of triage 4 patients used to calculate waiting time:[3] 8,480		8,556	
Median time to start treatment[4]	41 minutes	44 minutes	25 minutes
95th percentile time to start treatment[5]	189 minutes	209 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	33	42	36	38	44	41
95th percentile time to start treatment[5] (minutes)	181	255	234	223	209	189

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

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

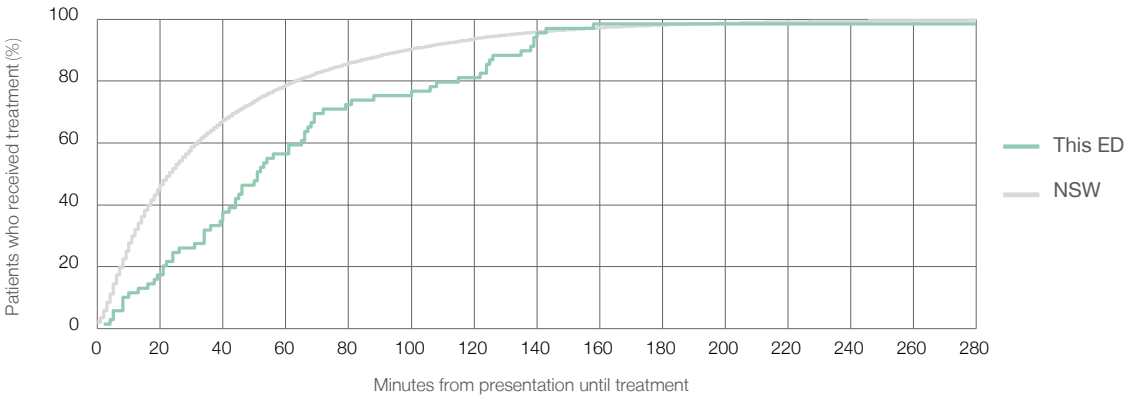
(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5

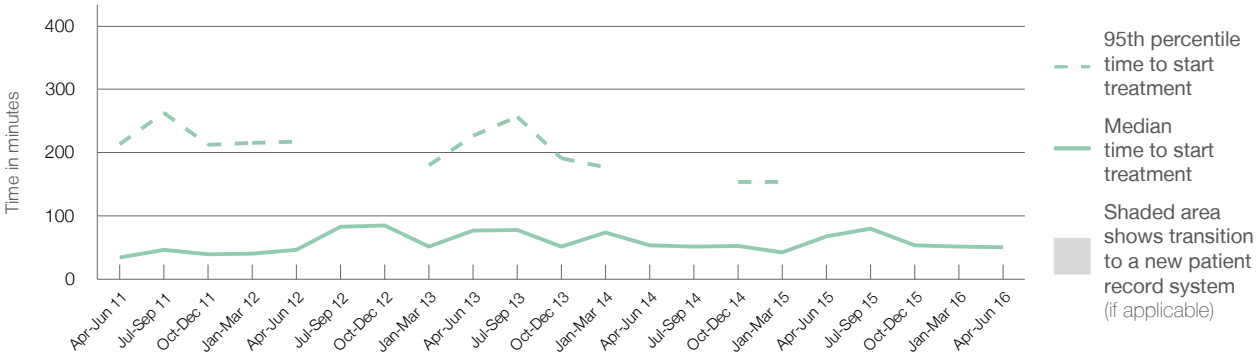
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 80		106	
Number of triage 5 patients used to calculate waiting time:[3] 69		94	
Median time to start treatment[4]	51 minutes	68 minutes	23 minutes
95th percentile time to start treatment[5]	*	*	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	34	47	77	54	68	51
95th percentile time to start treatment[5] (minutes)	213	218	227	*	*	*

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

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

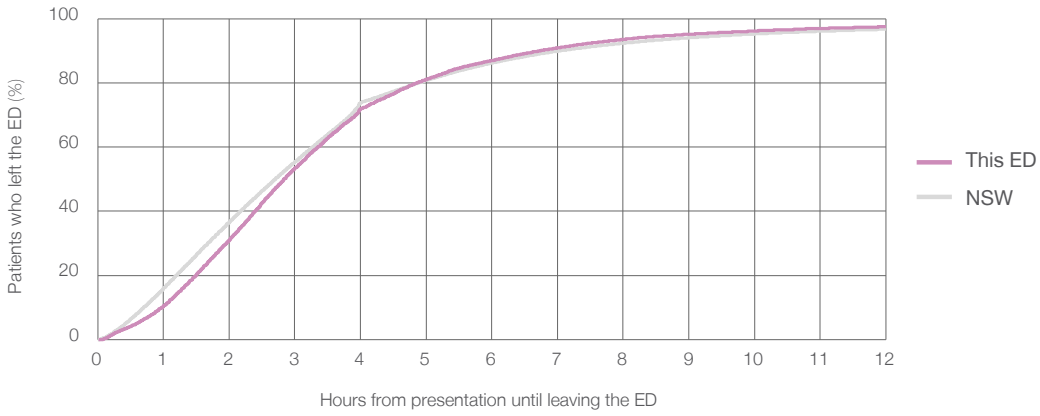
(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time patients spent in the ED

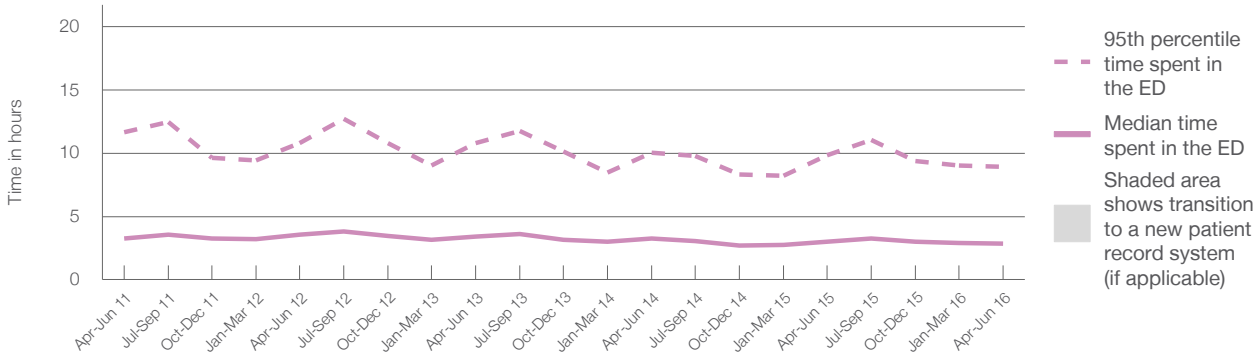
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	14,389 patients	14,449	
Presentations used to calculate time to leaving the ED:[6]	14,389 patients	14,449	
Median time spent in the ED[8]	2 hours and 51 minutes	3 hours and 1 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	8 hours and 55 minutes	9 hours and 50 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 15m	3h 34m	3h 26m	3h 17m	3h 1m	2h 51m
95th percentile time to leaving the ED[9] (hours, minutes)	11h 39m	10h 49m	10h 49m	10h 1m	9h 50m	8h 55m

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

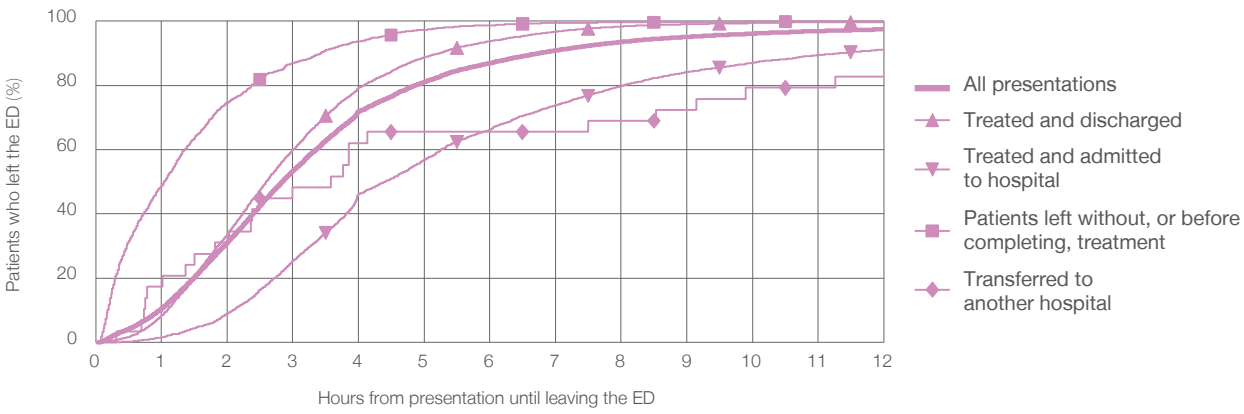
The Children's Hospital at Westmead: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 14,389 patients

Presentations used to calculate time to leaving the ED:[6] 14,389 patients

		Same period last year	Change since one year ago
Treated and discharged	9,157 (63.6%)	9,057	1.1%
Treated and admitted to hospital	3,799 (26.4%)	3,819	-0.5%
Patient left without, or before completing, treatment	1,403 (9.8%)	1,553	-9.7%
Transferred to another hospital	29 (0.2%)	20	45.0%
Other	1 (0%)	0	
		14,449	-0.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	8.4%	33.6%	60.0%	79.3%	93.8%	98.4%	99.4%	99.8%
Treated and admitted to hospital	1.5%	8.9%	25.3%	46.2%	66.2%	79.7%	87.0%	91.2%
Patient left without, or before completing, treatment	48.6%	74.6%	87.0%	93.7%	98.7%	99.7%	99.9%	99.9%
Transferred to another hospital	17.2%	31.0%	48.3%	62.1%	65.5%	69.0%	79.3%	82.8%
All presentations	10.5%	31.1%	53.4%	71.9%	86.9%	93.5%	96.2%	97.5%

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

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

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

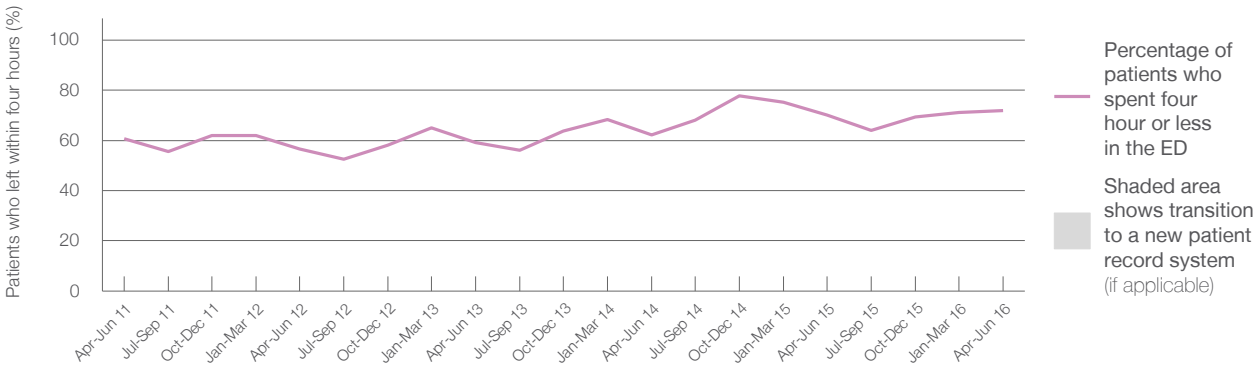
The Children's Hospital at Westmead: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	14,389 patients	14,449	-0.4%
Presentations used to calculate time to leaving the ED:[6]	14,389 patients	14,449	-0.4%
Percentage of patients who spent four hours or less in the ED	71.9%	70.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	60.5%	56.7%	59.2%	62.3%	70.0%	71.9%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Calvary Mater Newcastle: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	8,665 patients	8,213	5.5%
Emergency presentations:[2]	8,617 patients	8,129	6.0%

Calvary Mater Newcastle: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,099 patients	1,095	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	35 minutes	44 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,201 patients	1,911	
Median time to start treatment[4]	18 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	58 minutes	95 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 4,145 patients	3,961	
Median time to start treatment[4]	22 minutes	28 minutes	25 minutes
95th percentile time to start treatment[5]	95 minutes	124 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,121 patients	1,117	
Median time to start treatment[4]	22 minutes	27 minutes	23 minutes
95th percentile time to start treatment[5]	114 minutes	128 minutes	132 minutes

Calvary Mater Newcastle: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	8,665 patients	8,212	5.5%
Percentage of patients who spent four hours or less in the ED	75.9%	70.9%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

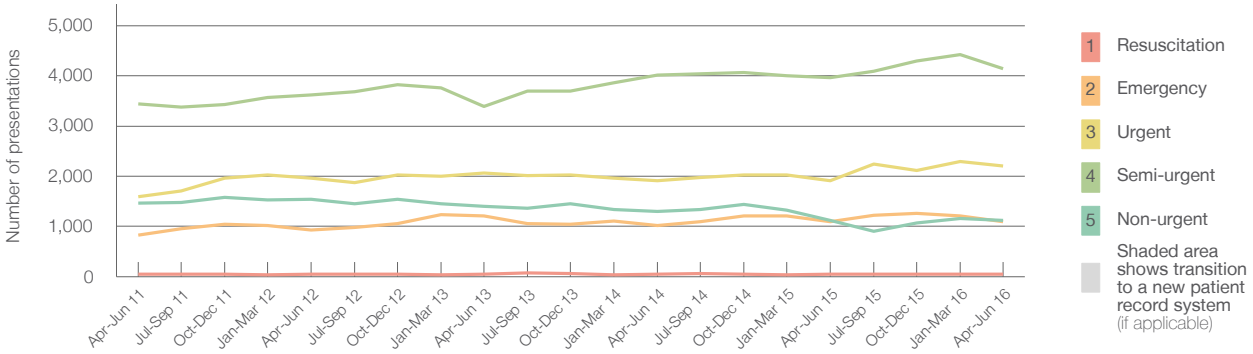
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Calvary Mater Newcastle: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	8,665 patients	8,213	5.5%
Emergency presentations[2] by triage category:	8,617 patients	8,129	6.0%
1 Resuscitation	51 (0.6%)	45	13.3%
2 Emergency	1,099 (12.8%)	1,095	0.4%
3 Urgent	2,201 (25.5%)	1,911	15.2%
4 Semi-urgent	4,145 (48.1%)	3,961	4.6%
5 Non-urgent	1,121 (13.0%)	1,117	0.4%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	46	45	54	45	45	51
Emergency	823	924	1,210	1,023	1,095	1,099
Urgent	1,597	1,967	2,066	1,909	1,911	2,201
Semi-urgent	3,446	3,616	3,392	4,010	3,961	4,145
Non-urgent	1,465	1,541	1,402	1,303	1,117	1,121
All emergency presentations	7,377	8,093	8,124	8,290	8,129	8,617

Calvary Mater Newcastle: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	2,502 patients	2,302	
ED Transfer of care time			
Median time	4 minutes	6 minutes	-2 minutes
95th percentile time	26 minutes	65 minutes	-39 minutes

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

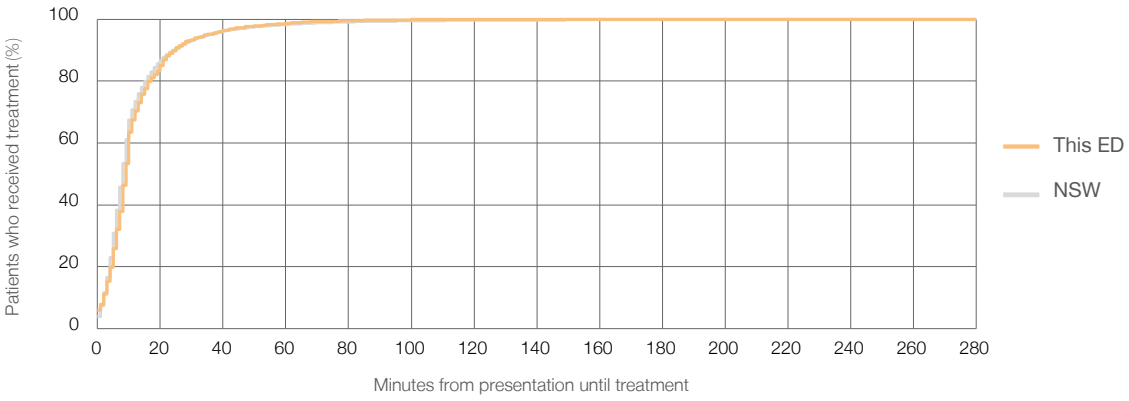
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 2

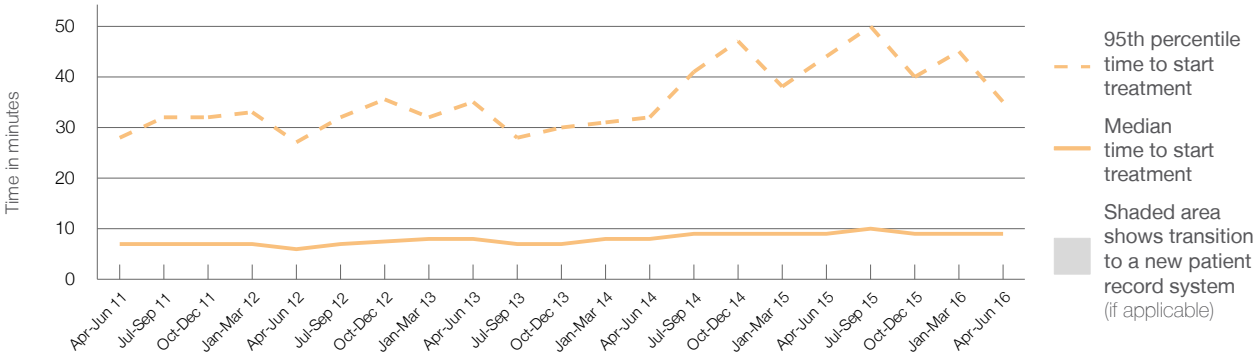
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	1,099	1,095	
Number of triage 2 patients used to calculate waiting time:[3]	874	873	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	35 minutes	44 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	6	8	8	9	9
95th percentile time to start treatment[5] (minutes)	28	27	35	32	44	35

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

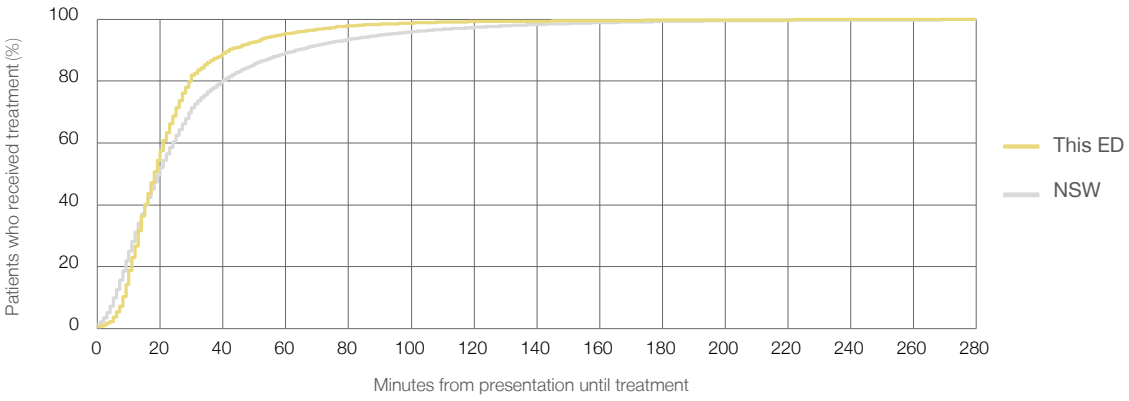
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 3

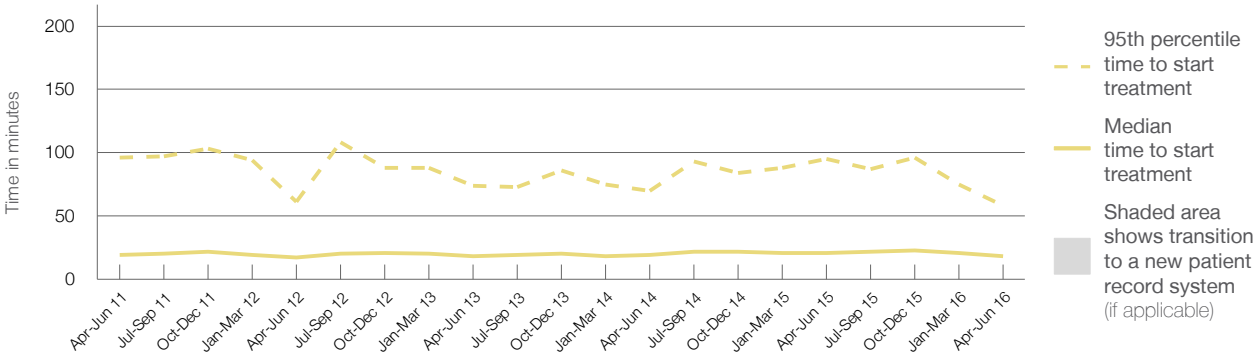
April to June 2016

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	2,201	1,911	
Number of triage 3 patients used to calculate waiting time:[3]	1,916	1,675	
Median time to start treatment[4]	18 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	58 minutes	95 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	19	17	18	19	21	18
95th percentile time to start treatment[5] (minutes)	96	61	74	70	95	58

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

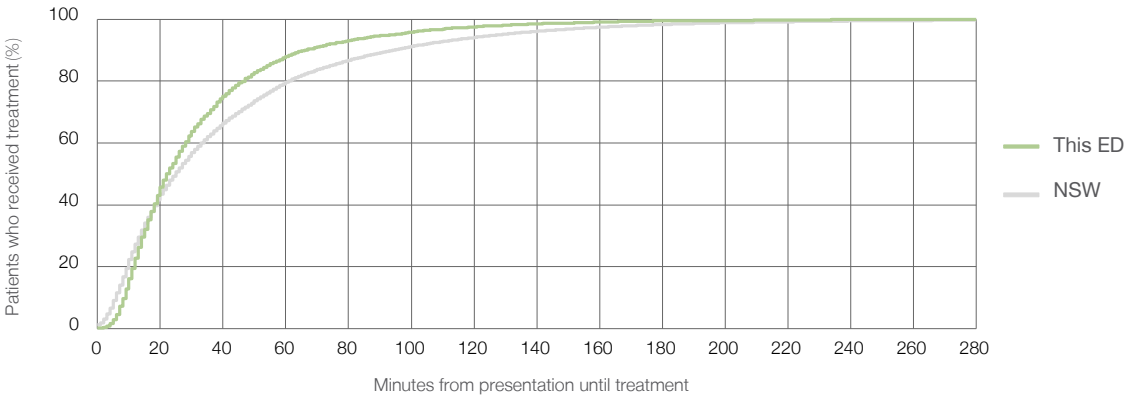
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Calvary Mater Newcastle: Time patients waited to start treatment, triage 4

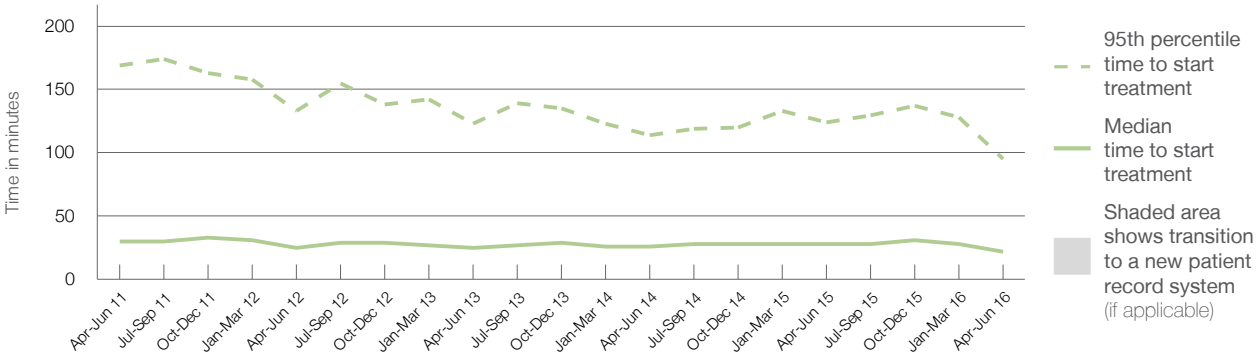
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	4,145	3,961	
Number of triage 4 patients used to calculate waiting time:[3]	3,839	3,611	
Median time to start treatment[4]	22 minutes	28 minutes	25 minutes
95th percentile time to start treatment[5]	95 minutes	124 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	30	25	25	26	28	22
95th percentile time to start treatment[5] (minutes)	169	133	123	114	124	95

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

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

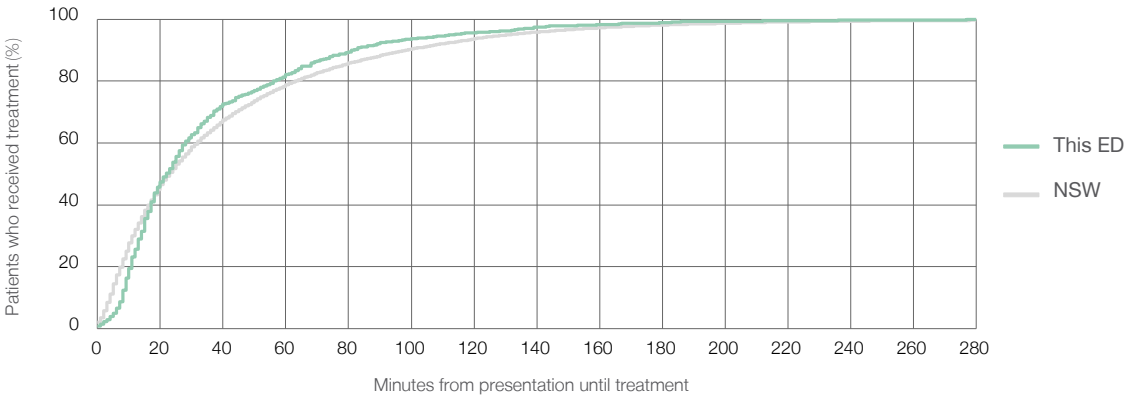
Calvary Mater Newcastle: Time patients waited to start treatment, triage 5

April to June 2016

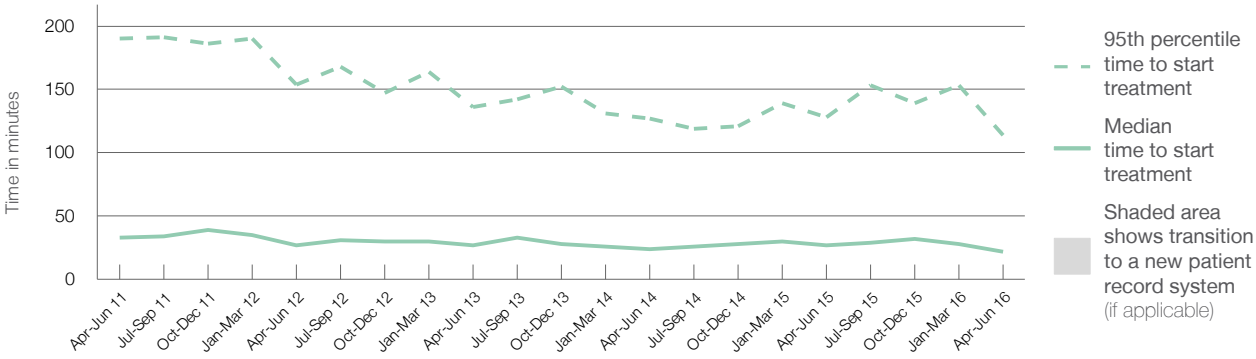
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,121	1,117	
Number of triage 5 patients used to calculate waiting time:[3]	957	938	
Median time to start treatment[4]	22 minutes	27 minutes	23 minutes
95th percentile time to start treatment[5]	114 minutes	128 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	33	27	27	24	27	22
95th percentile time to start treatment[5] (minutes)	190	154	136	127	128	114

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

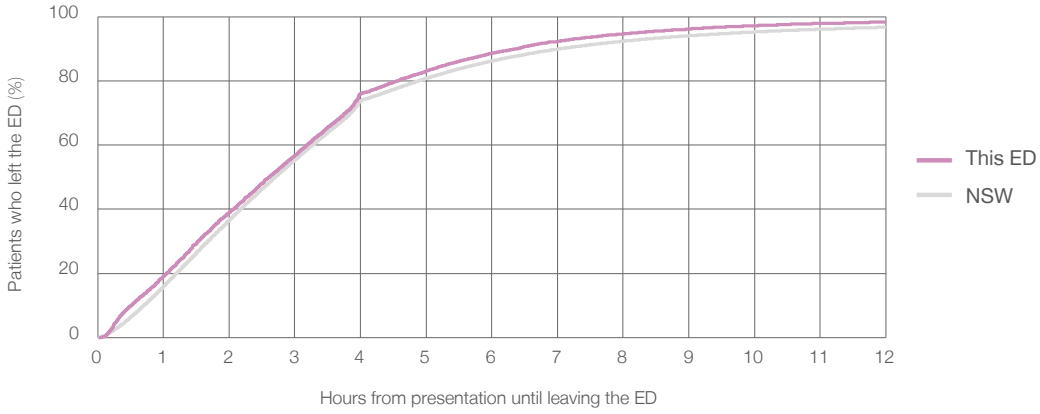
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Calvary Mater Newcastle: Time patients spent in the ED

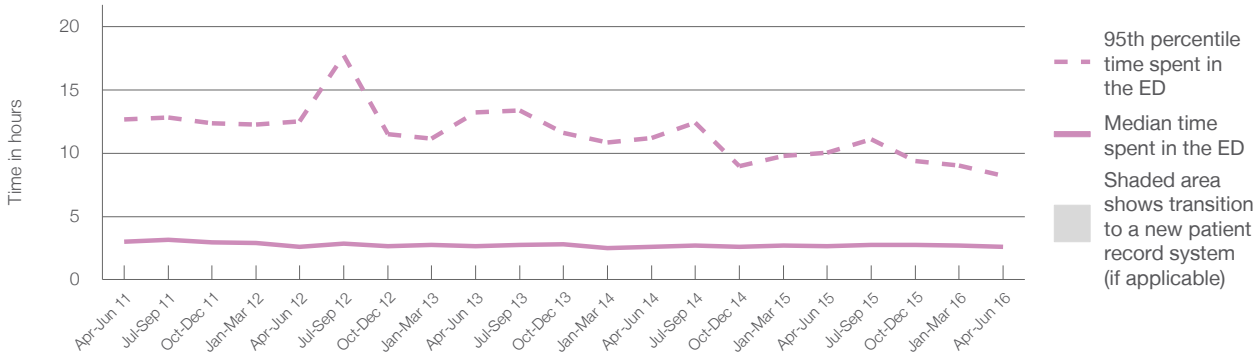
April to June 2016

	Same period last year	NSW (this period)
All presentations:[1] 8,665 patients	8,213	
Presentations used to calculate time to leaving the ED:[6] 8,665 patients	8,212	
Median time spent in the ED[8] 2 hours and 37 minutes	2 hours and 38 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9] 8 hours and 12 minutes	10 hours and 2 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 59m	2h 37m	2h 40m	2h 35m	2h 38m	2h 37m
95th percentile time to leaving the ED[9] (hours, minutes)	12h 39m	12h 32m	13h 12m	11h 12m	10h 2m	8h 12m

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

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

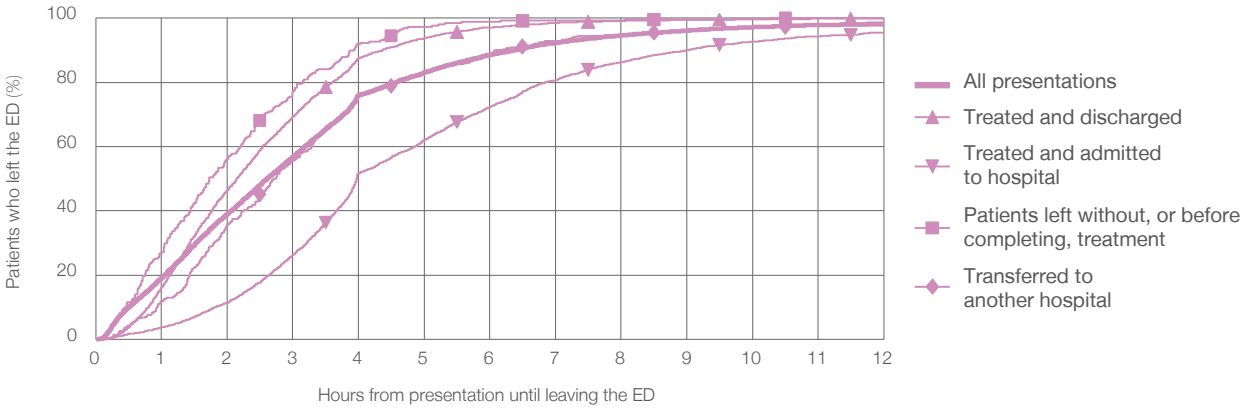
Calvary Mater Newcastle: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 8,665 patients

Presentations used to calculate time to leaving the ED:[6] 8,665 patients

		Same period last year	Change since one year ago
		8,212	5.5%
Treated and discharged	4,197 (48.4%)	4,010	4.7%
Treated and admitted to hospital	2,976 (34.3%)	2,714	9.7%
Patient left without, or before completing, treatment	258 (3.0%)	259	-0.4%
Transferred to another hospital	385 (4.4%)	416	-7.5%
Other	849 (9.8%)	814	4.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.2%	46.5%	69.3%	87.6%	97.2%	99.2%	99.7%	99.9%
Treated and admitted to hospital	3.7%	11.4%	26.3%	51.6%	72.4%	86.3%	92.7%	95.5%
Patient left without, or before completing, treatment	27.1%	56.2%	77.1%	91.9%	98.8%	99.2%	99.6%	100%
Transferred to another hospital	11.7%	35.6%	55.6%	76.1%	88.8%	94.8%	97.4%	97.7%
All presentations	19.2%	39.0%	56.9%	75.9%	88.6%	94.6%	97.2%	98.3%

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

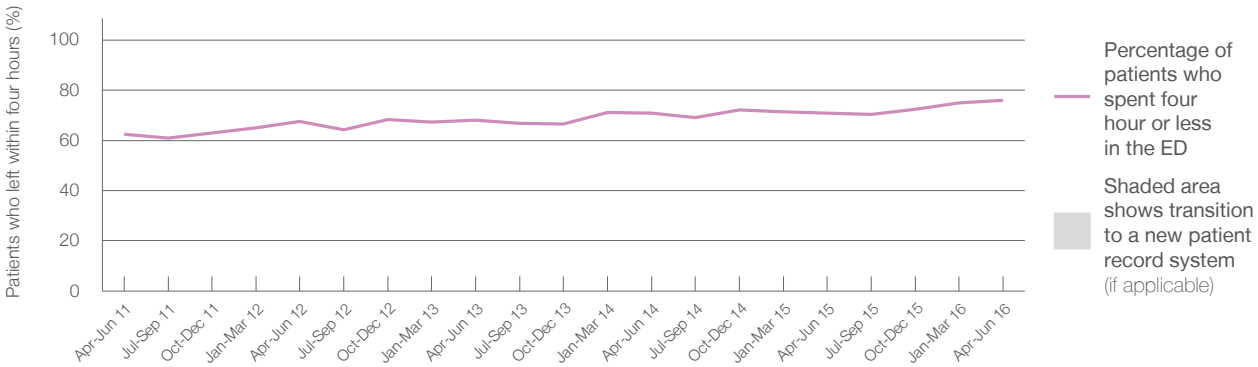
Calvary Mater Newcastle: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	8,665 patients	8,213	5.5%
Presentations used to calculate time to leaving the ED:[6]	8,665 patients	8,212	5.5%
Percentage of patients who spent four hours or less in the ED	75.9%	70.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	62.6%	67.4%	67.9%	71.0%	70.9%	75.9%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Sydney/Sydney Eye Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 9,577 patients	9,026	6.1%
Emergency presentations:[2] 7,065 patients	7,043	0.3%

Sydney/Sydney Eye Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 116 patients	105	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	19 minutes	22 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,012 patients	770	
Median time to start treatment[4]	22 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	60 minutes	50 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 4,101 patients	3,580	
Median time to start treatment[4]	29 minutes	22 minutes	25 minutes
95th percentile time to start treatment[5]	104 minutes	82 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,836 patients	2,588	
Median time to start treatment[4]	33 minutes	27 minutes	23 minutes
95th percentile time to start treatment[5]	117 minutes	93 minutes	132 minutes

Sydney/Sydney Eye Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 9,568 patients		9,026	6.0%
Percentage of patients who spent four hours or less in the ED	91.4%	89.3%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

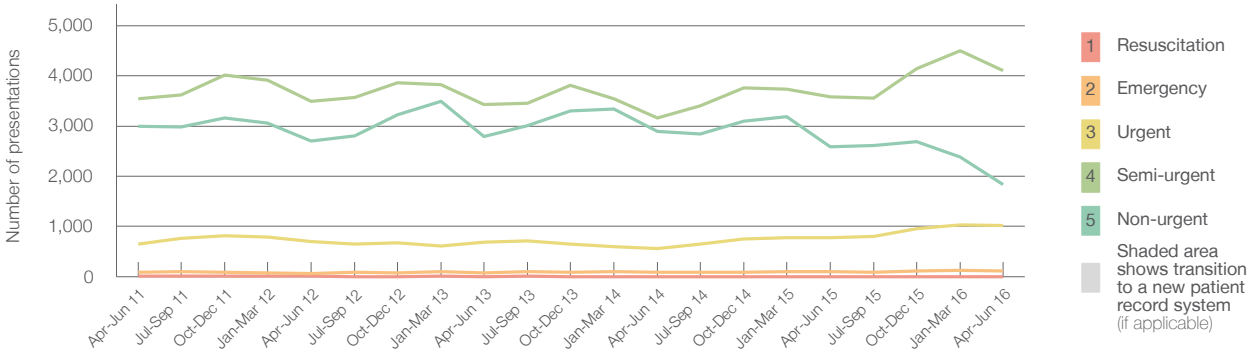
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Sydney/Sydney Eye Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,577 patients	9,026	6.1%
Emergency presentations[2] by triage category:	7,065 patients	7,043	0.3%
1 Resuscitation	< 5	0	*
2 Emergency	116 (1.6%)	105	9.5%
3 Urgent	1,012 (14.3%)	770	31.4%
4 Semi-urgent	4,101 (58.0%)	3,580	14.6%
5 Non-urgent	1,836 (26.0%)	2,588	-29.1%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	7	5	< 5	< 5	0	< 5
Emergency	85	68	76	93	105	116
Urgent	649	696	683	557	770	1,012
Semi-urgent	3,543	3,490	3,433	3,160	3,580	4,101
Non-urgent	2,993	2,701	2,789	2,898	2,588	1,836
All emergency presentations	7,277	6,960	6,981	6,708	7,043	7,065

Sydney/Sydney Eye Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	657 patients	685	
ED Transfer of care time			
Median time	8 minutes	11 minutes	-3 minutes
95th percentile time	21 minutes	30 minutes	-9 minutes

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

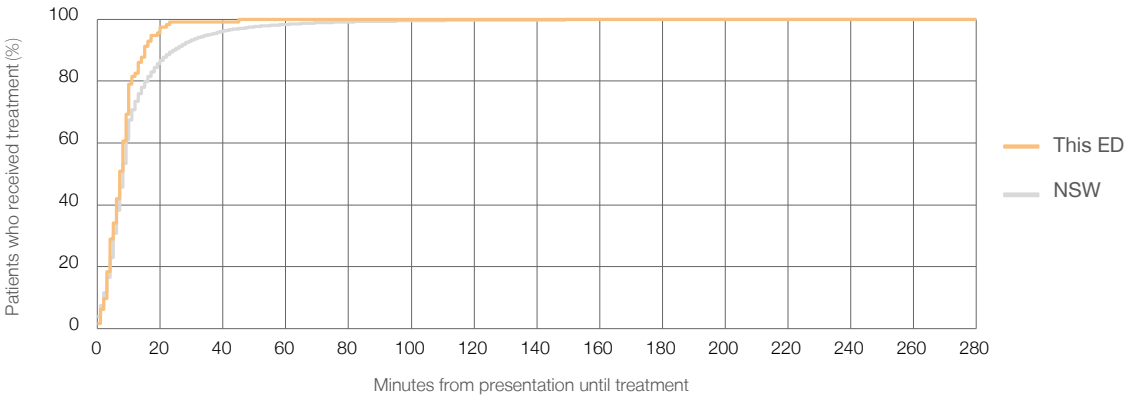
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 2

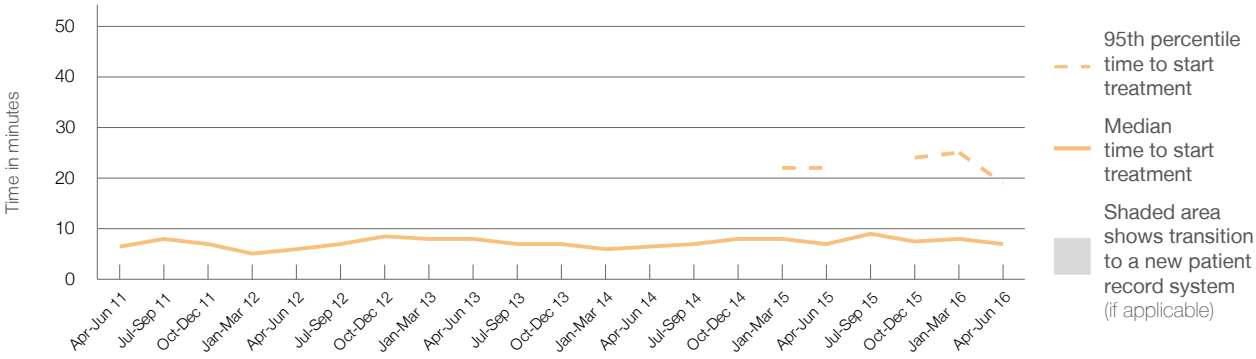
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 116		105	
Number of triage 2 patients used to calculate waiting time:[3] 114		105	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	19 minutes	22 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	6	8	7	7	7
95th percentile time to start treatment[5] (minutes)	*	*	*	*	22	19

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

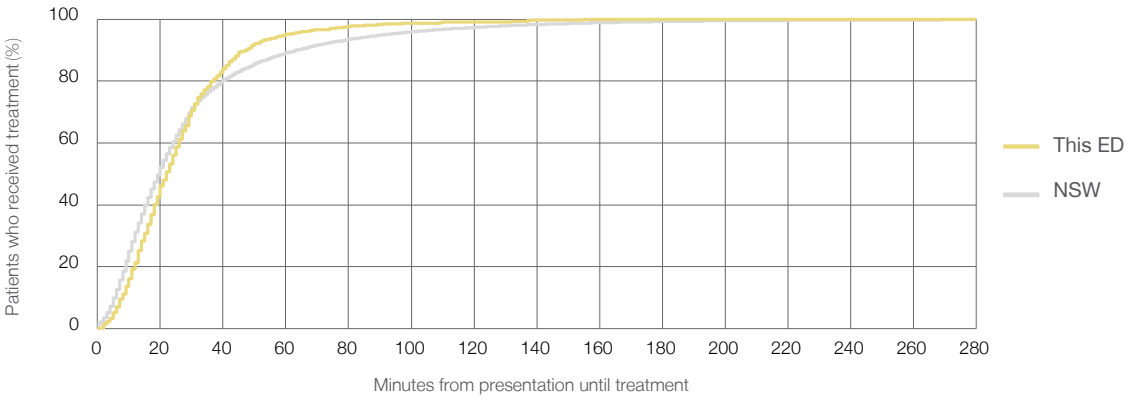
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 3

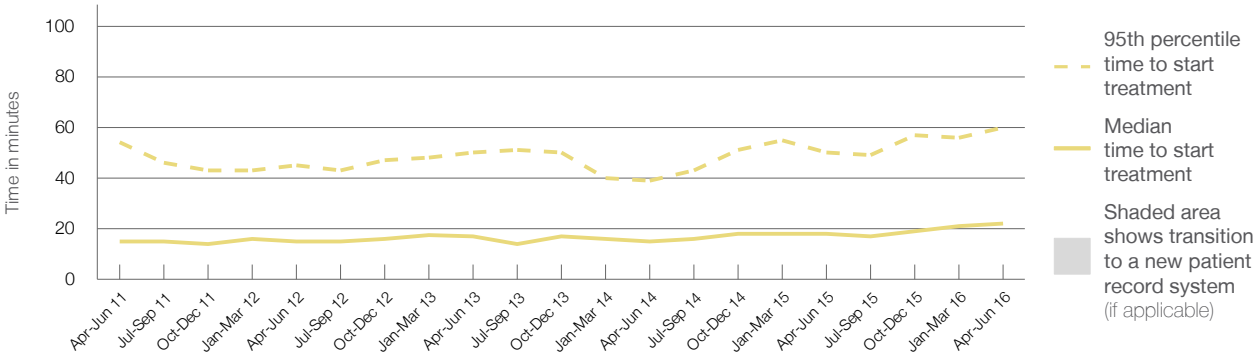
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,012		770	
Number of triage 3 patients used to calculate waiting time:[3] 990		751	
Median time to start treatment[4]	22 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	60 minutes	50 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	15	15	17	15	18	22
95th percentile time to start treatment[5] (minutes)	54	45	50	39	50	60

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

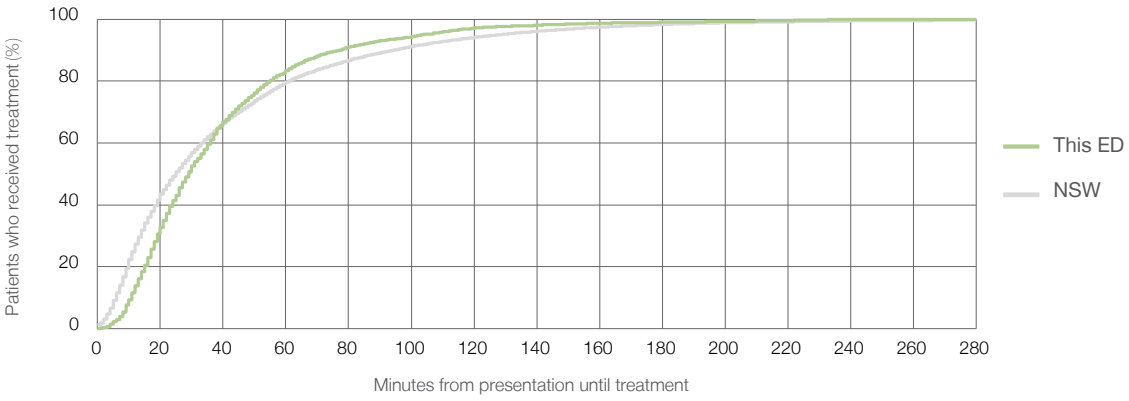
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 4

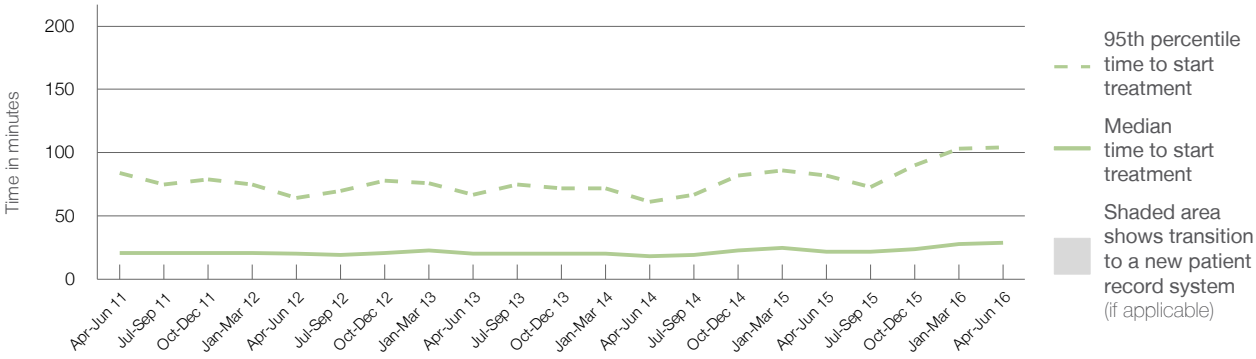
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	4,101	3,580	
Number of triage 4 patients used to calculate waiting time:[3]	4,027	3,478	
Median time to start treatment[4]	29 minutes	22 minutes	25 minutes
95th percentile time to start treatment[5]	104 minutes	82 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	21	20	20	18	22	29
95th percentile time to start treatment[5] (minutes)	84	64	67	61	82	104

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

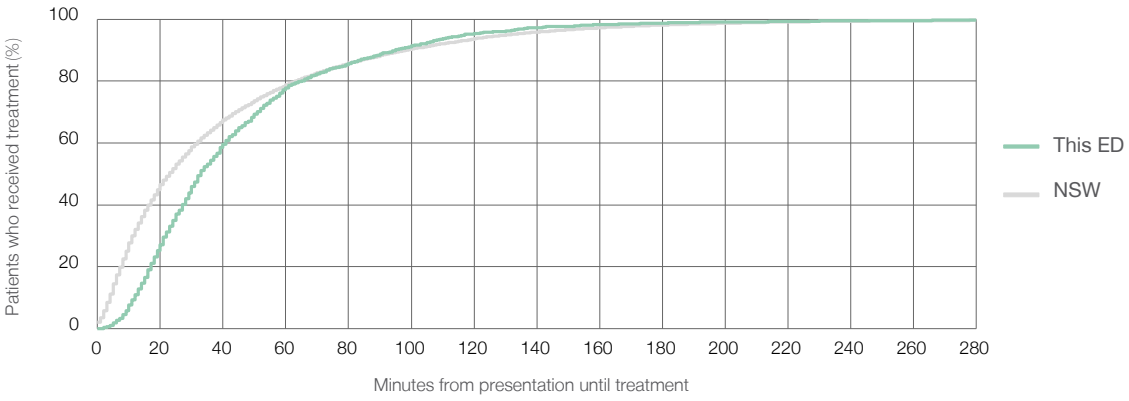
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sydney/Sydney Eye Hospital: Time patients waited to start treatment, triage 5

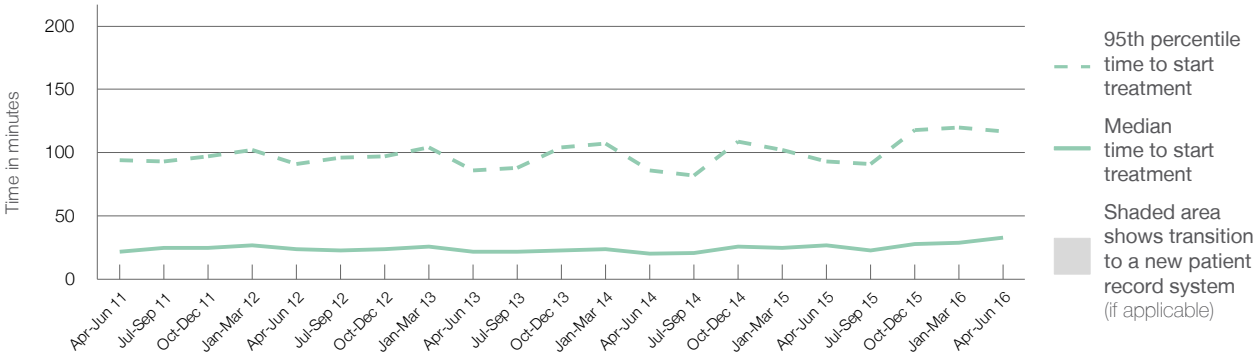
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	1,836	2,588	
Number of triage 5 patients used to calculate waiting time:[3]	1,682	2,431	
Median time to start treatment[4]	33 minutes	27 minutes	23 minutes
95th percentile time to start treatment[5]	117 minutes	93 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	22	24	22	20	27	33
95th percentile time to start treatment[5] (minutes)	94	91	86	86	93	117

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

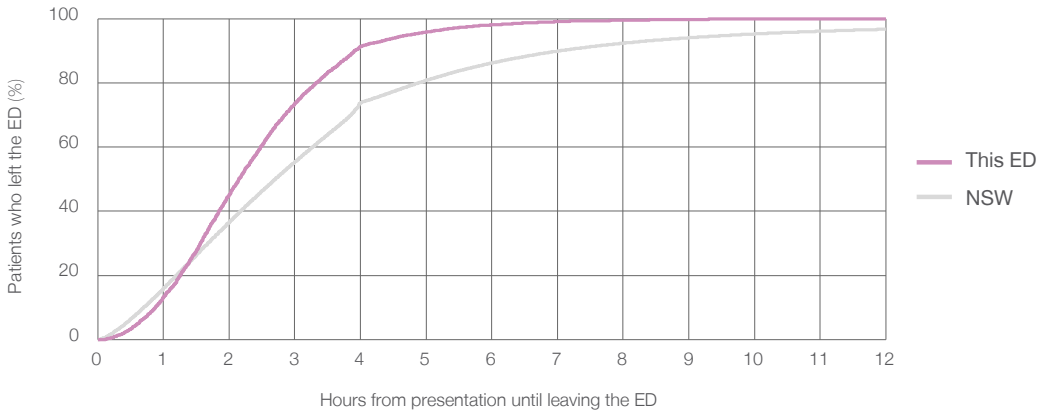
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sydney/Sydney Eye Hospital: Time patients spent in the ED

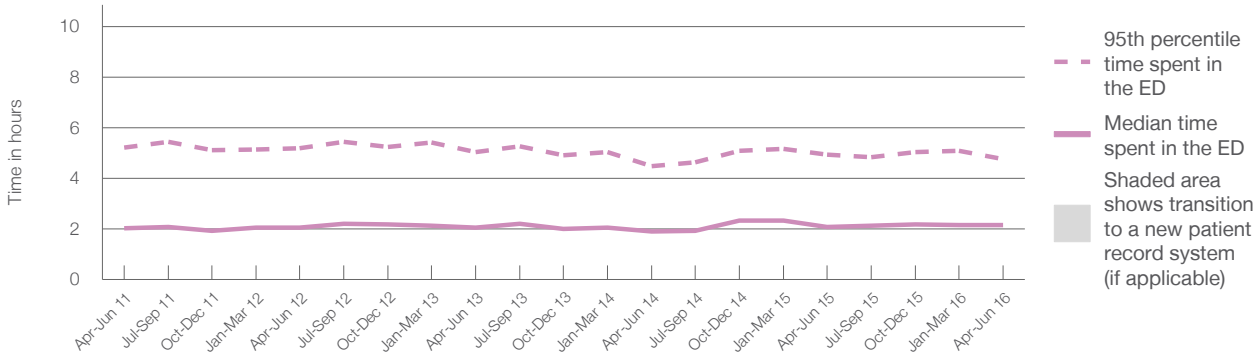
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	9,577 patients	9,026	
Presentations used to calculate time to leaving the ED:[6]	9,568 patients	9,026	
Median time spent in the ED[8]	2 hours and 9 minutes	2 hours and 5 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	4 hours and 46 minutes	4 hours and 56 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 3m	2h 4m	2h 4m	1h 54m	2h 5m	2h 9m
95th percentile time to leaving the ED[9] (hours, minutes)	5h 13m	5h 11m	5h 2m	4h 29m	4h 56m	4h 46m

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

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

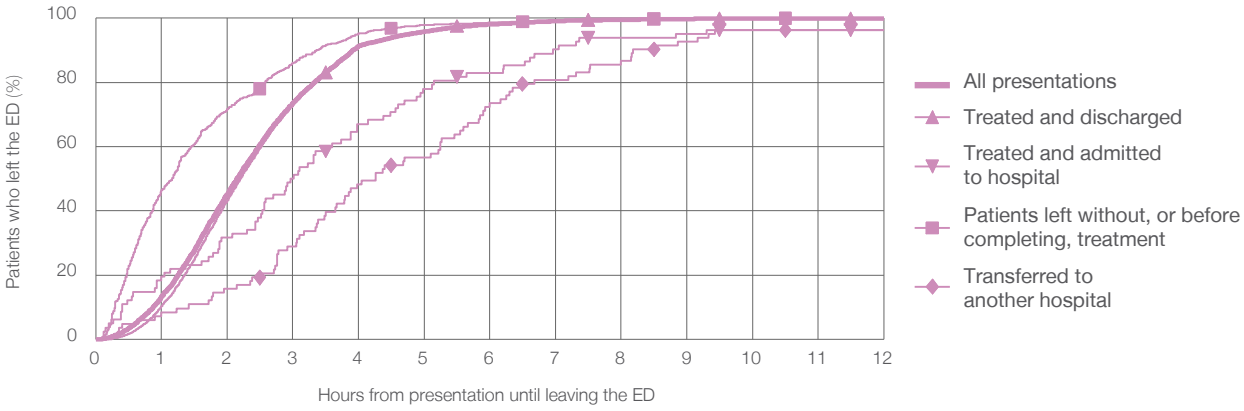
Sydney/Sydney Eye Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 9,577 patients

Presentations used to calculate time to leaving the ED:[6] 9,568 patients

		Same period last year	Change since one year ago
Treated and discharged	8,643 (90.2%)	7,793	10.9%
Treated and admitted to hospital	82 (0.9%)	509	-83.9%
Patient left without, or before completing, treatment	661 (6.9%)	354	86.7%
Transferred to another hospital	83 (0.9%)	74	12.2%
Other	108 (1.1%)	296	-63.5%
		9,026	6.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 [†‡]



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.4%	43.3%	73.0%	91.6%	98.4%	99.6%	99.9%	100%
Treated and admitted to hospital	19.5%	31.7%	50.0%	67.1%	82.9%	93.9%	96.3%	96.3%
Patient left without, or before completing, treatment	46.4%	71.7%	86.1%	95.3%	98.6%	99.8%	100%	100%
Transferred to another hospital	8.4%	15.7%	28.9%	48.2%	73.5%	86.7%	96.4%	96.4%
All presentations	13.4%	45.3%	73.5%	91.4%	98.1%	99.5%	99.9%	99.9%

(†) 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 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.

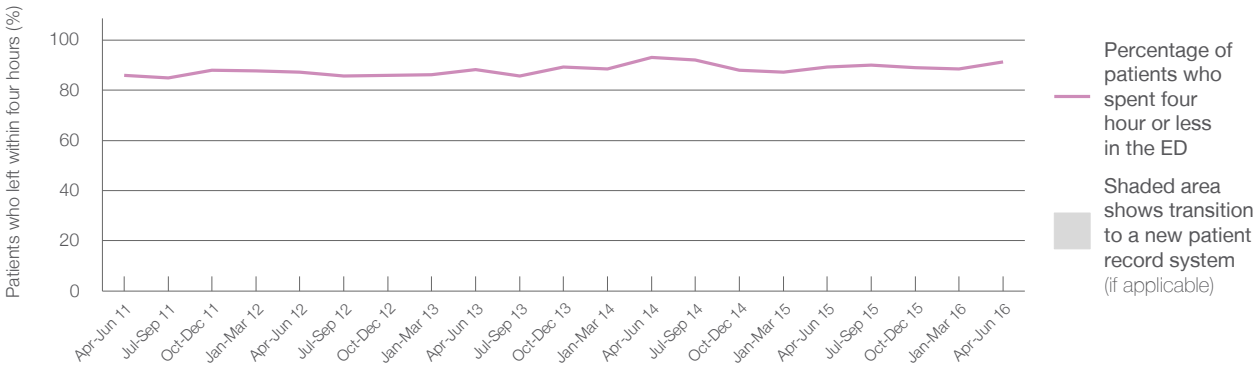
Sydney/Sydney Eye Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	9,577 patients	9,026	6.1%
Presentations used to calculate time to leaving the ED:[6]	9,568 patients	9,026	6.0%
Percentage of patients who spent four hours or less in the ED	91.4%	89.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	85.9%	87.1%	88.3%	93.0%	89.3%	91.4%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Auburn Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	6,152 patients	6,348	-3.1%
Emergency presentations:[2]	5,961 patients	6,013	-0.9%

Auburn Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 838 patients	828	
Median time to start treatment[4]	9 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	29 minutes	31 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,229 patients	2,129	
Median time to start treatment[4]	19 minutes	22 minutes	20 minutes
95th percentile time to start treatment[5]	69 minutes	89 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 2,478 patients	2,642	
Median time to start treatment[4]	25 minutes	32 minutes	25 minutes
95th percentile time to start treatment[5]	123 minutes	169 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 393 patients	392	
Median time to start treatment[4]	18 minutes	26 minutes	23 minutes
95th percentile time to start treatment[5]	120 minutes	157 minutes	132 minutes

Auburn Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	6,152 patients	6,348	-3.1%
Percentage of patients who spent four hours or less in the ED	82.8%	84.0%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

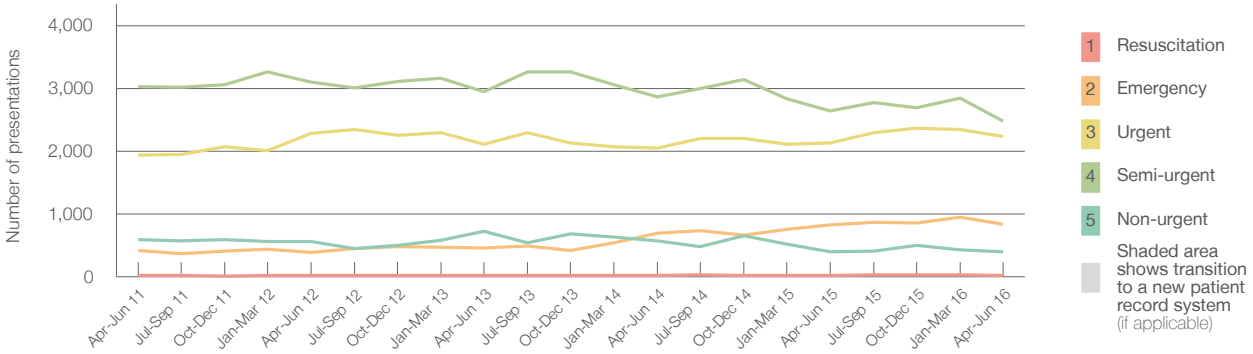
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Auburn Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	6,152 patients	6,348	-3.1%
Emergency presentations[2] by triage category:	5,961 patients	6,013	-0.9%
1 Resuscitation	23 (0.4%)	22	4.5%
2 Emergency	838 (14.1%)	828	1.2%
3 Urgent	2,229 (37.4%)	2,129	4.7%
4 Semi-urgent	2,478 (41.6%)	2,642	-6.2%
5 Non-urgent	393 (6.6%)	392	0.3%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	15	19	19	15	22	23
Emergency	414	388	455	689	828	838
Urgent	1,937	2,288	2,112	2,054	2,129	2,229
Semi-urgent	3,028	3,102	2,943	2,863	2,642	2,478
Non-urgent	591	564	726	568	392	393
All emergency presentations	5,985	6,361	6,255	6,189	6,013	5,961

Auburn Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	747 patients	1,062	
ED Transfer of care time			
Median time	13 minutes	14 minutes	-1 minute
95th percentile time	30 minutes	30 minutes	0 minutes

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

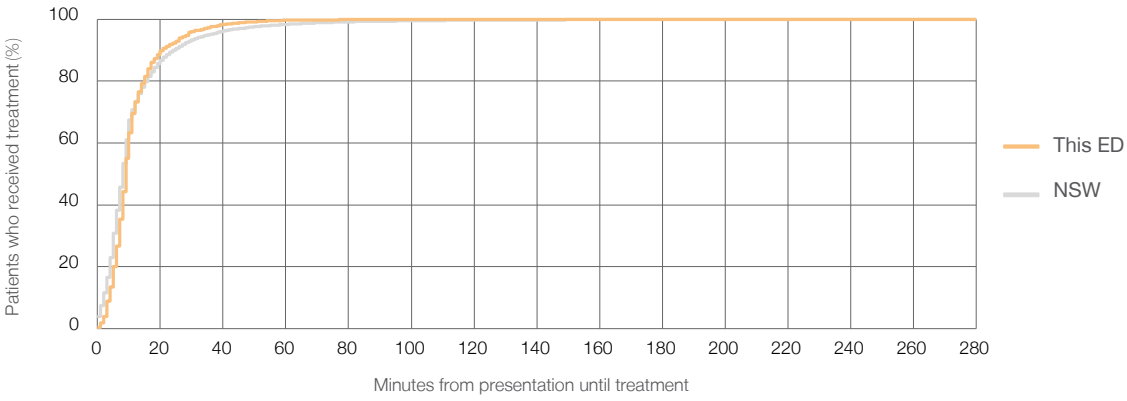
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Auburn Hospital: Time patients waited to start treatment, triage 2

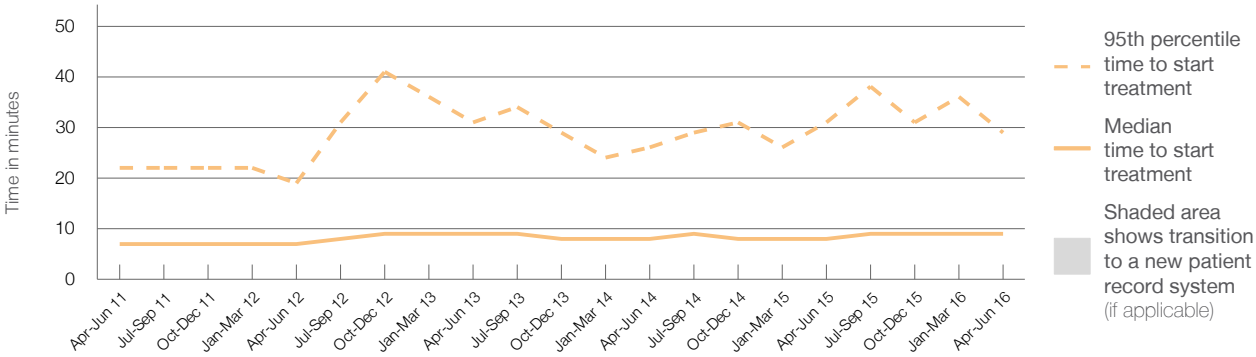
April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	838	828	
Number of triage 2 patients used to calculate waiting time:[3]	826	823	
Median time to start treatment[4]	9 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	29 minutes	31 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	7	9	8	8	9
95th percentile time to start treatment[5] (minutes)	22	19	31	26	31	29

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

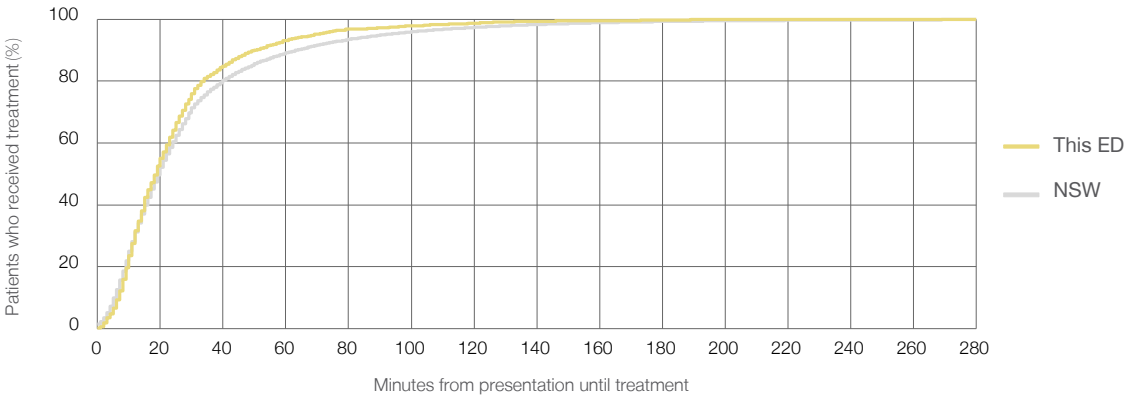
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Auburn Hospital: Time patients waited to start treatment, triage 3

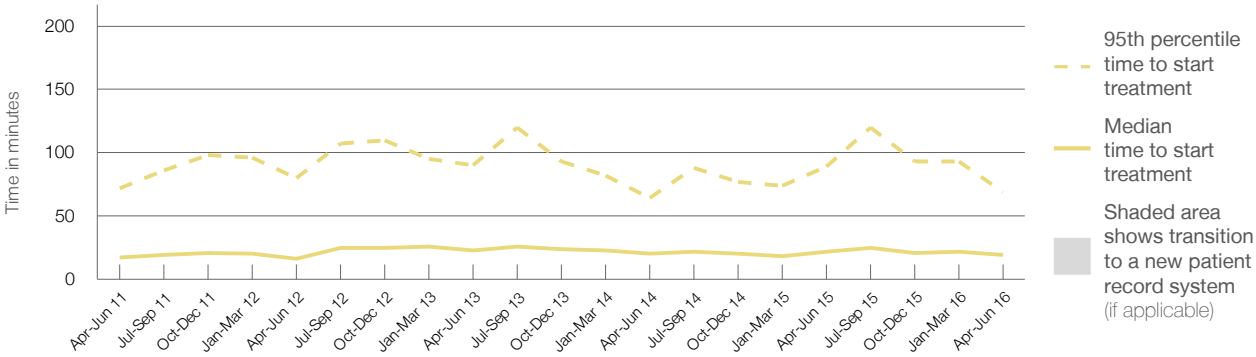
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 2,229		2,129	
Number of triage 3 patients used to calculate waiting time:[3] 2,114		2,016	
Median time to start treatment[4]	19 minutes	22 minutes	20 minutes
95th percentile time to start treatment[5]	69 minutes	89 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	17	16	23	20	22	19
95th percentile time to start treatment[5] (minutes)	72	80	90	64	89	69

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

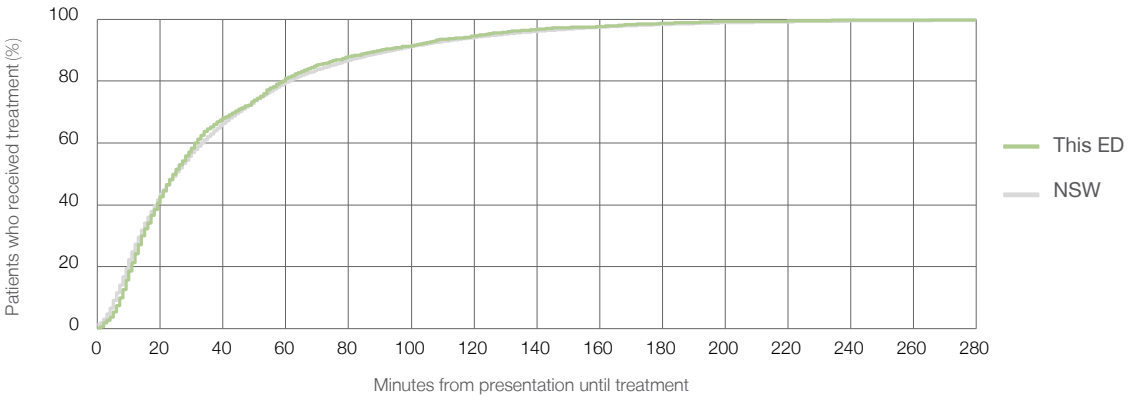
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Auburn Hospital: Time patients waited to start treatment, triage 4

April to June 2016

	Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients: 2,478	2,642	
Number of triage 4 patients used to calculate waiting time:[3] 2,168	2,296	
Median time to start treatment[4] 25 minutes	32 minutes	25 minutes
95th percentile time to start treatment[5] 123 minutes	169 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	36	29	37	28	32	25
95th percentile time to start treatment[5] (minutes)	151	160	165	148	169	123

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

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

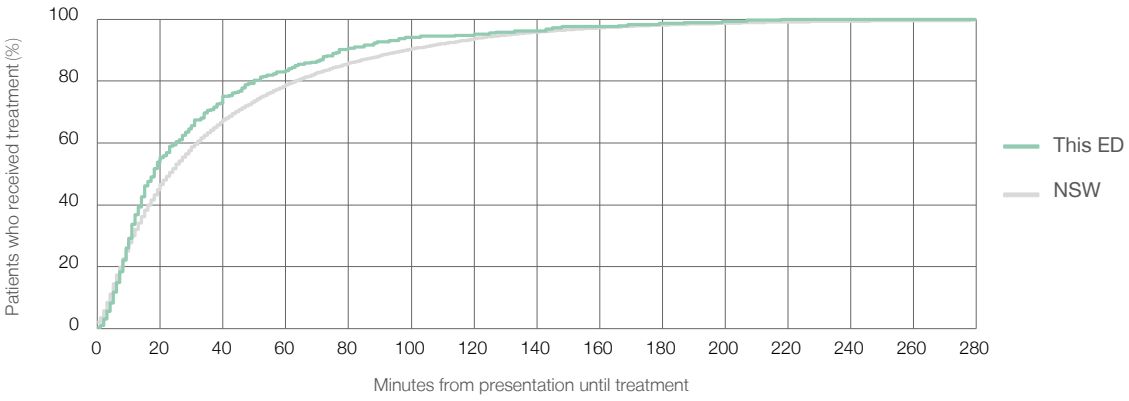
Auburn Hospital: Time patients waited to start treatment, triage 5

April to June 2016

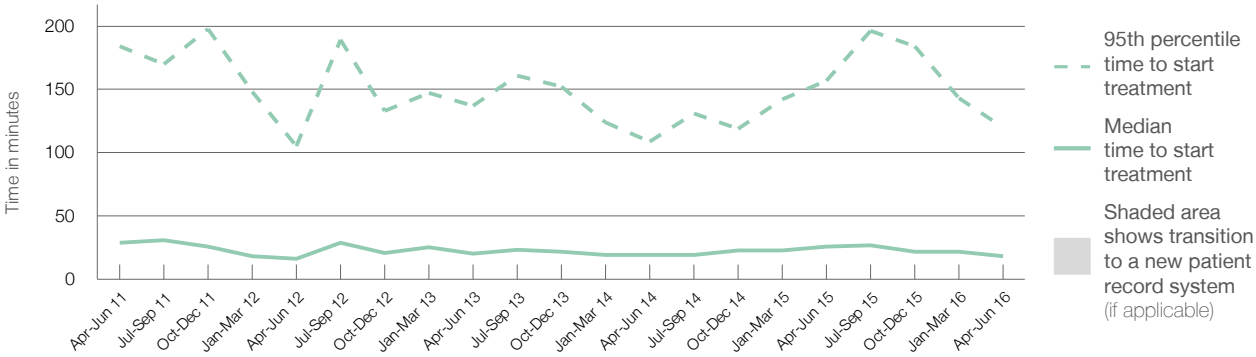
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	393	392	
Number of triage 5 patients used to calculate waiting time:[3]	288	301	
Median time to start treatment[4]	18 minutes	26 minutes	23 minutes
95th percentile time to start treatment[5]	120 minutes	157 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	29	16	20	19	26	18
95th percentile time to start treatment[5] (minutes)	184	105	137	109	157	120

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

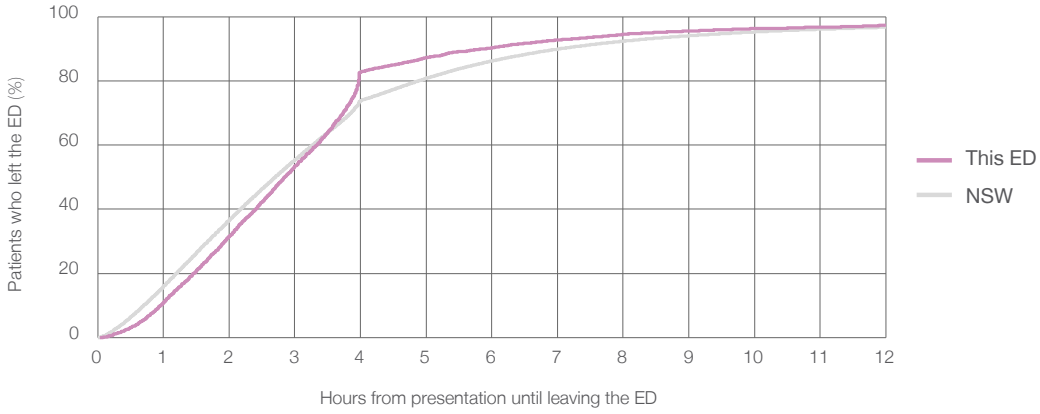
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Auburn Hospital: Time patients spent in the ED

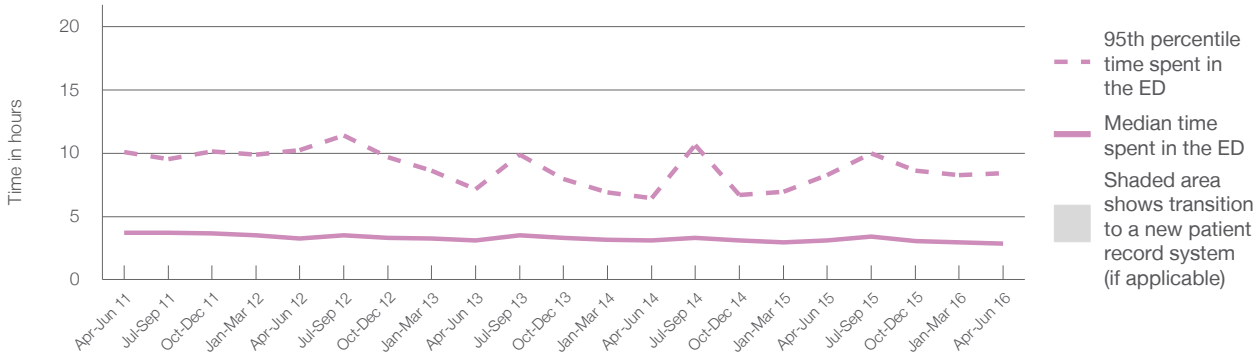
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	6,152 patients	6,348	
Presentations used to calculate time to leaving the ED:[6]	6,152 patients	6,348	
Median time spent in the ED[8]	2 hours and 51 minutes	3 hours and 6 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	8 hours and 26 minutes	8 hours and 16 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 43m	3h 16m	3h 5m	3h 5m	3h 6m	2h 51m
95th percentile time to leaving the ED[9] (hours, minutes)	10h 4m	10h 15m	7h 8m	6h 28m	8h 16m	8h 26m

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

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

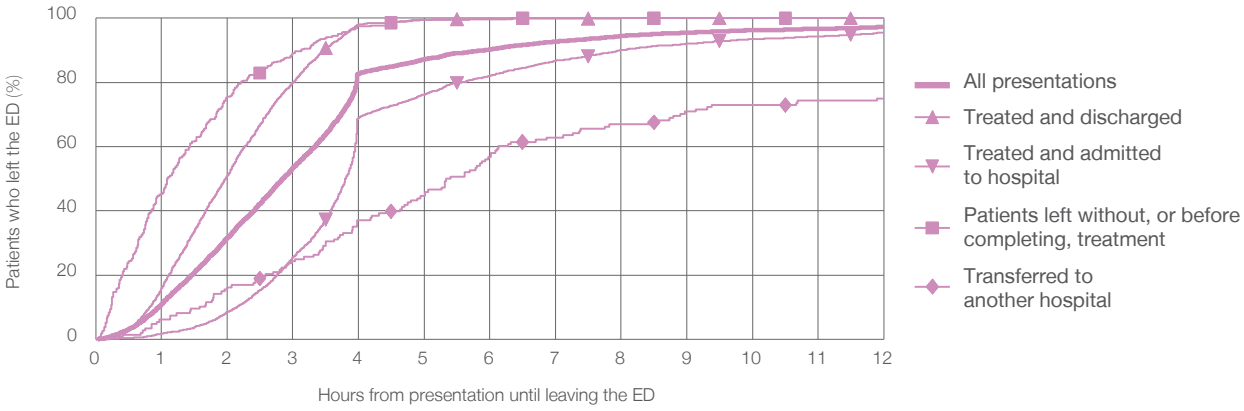
Auburn Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 6,152 patients

Presentations used to calculate time to leaving the ED:[6] 6,152 patients

		Same period last year	Change since one year ago
Treated and discharged	2,696 (43.8%)	3,355	-19.6%
Treated and admitted to hospital	2,921 (47.5%)	2,356	24.0%
Patient left without, or before completing, treatment	351 (5.7%)	496	-29.2%
Transferred to another hospital	148 (2.4%)	112	32.1%
Other	36 (0.6%)	29	24.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.9%	51.1%	79.9%	98.1%	99.7%	100%	100%	100%
Treated and admitted to hospital	1.8%	8.5%	25.5%	69.1%	82.1%	90.1%	93.4%	95.5%
Patient left without, or before completing, treatment	45.3%	75.5%	89.2%	97.4%	99.7%	100%	100%	100%
Transferred to another hospital	6.1%	16.2%	24.3%	37.2%	56.8%	66.9%	73.0%	75.0%
All presentations	11.0%	31.6%	53.4%	82.8%	90.3%	94.5%	96.2%	97.3%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

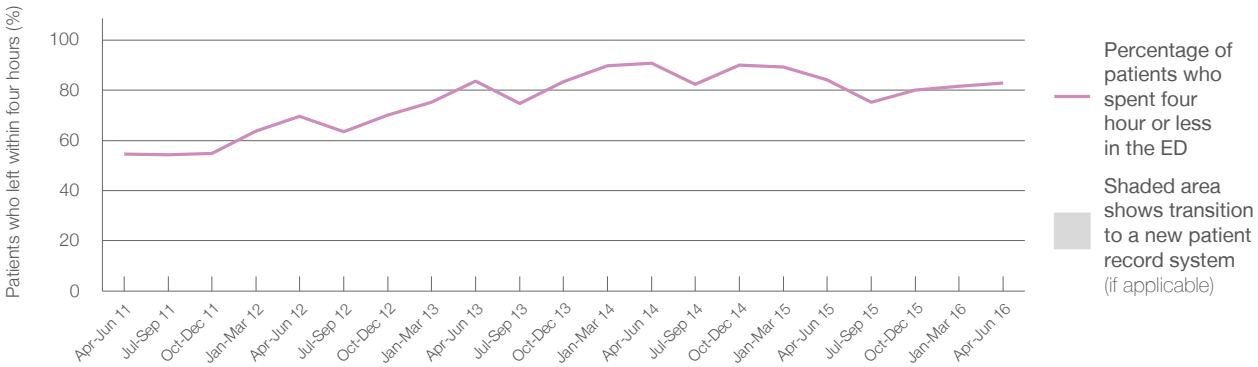
Auburn Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	6,152 patients	6,348	-3.1%
Presentations used to calculate time to leaving the ED:[6]	6,152 patients	6,348	-3.1%
Percentage of patients who spent four hours or less in the ED	82.8%	84.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	54.5%	69.6%	83.6%	90.7%	84.0%	82.8%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Blacktown Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	10,812 patients	10,447	3.5%
Emergency presentations:[2]	10,747 patients	10,336	4.0%

Blacktown Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 3,199 patients	2,953	
Median time to start treatment[4]	11 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	39 minutes	35 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 3,698 patients	3,291	
Median time to start treatment[4]	28 minutes	27 minutes	20 minutes
95th percentile time to start treatment[5]	123 minutes	117 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,021 patients	3,089	
Median time to start treatment[4]	36 minutes	30 minutes	25 minutes
95th percentile time to start treatment[5]	135 minutes	139 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 700 patients	887	
Median time to start treatment[4]	31 minutes	27 minutes	23 minutes
95th percentile time to start treatment[5]	131 minutes	148 minutes	132 minutes

Blacktown Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	10,811 patients	10,447	3.5%
Percentage of patients who spent four hours or less in the ED	59.6%	54.6%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

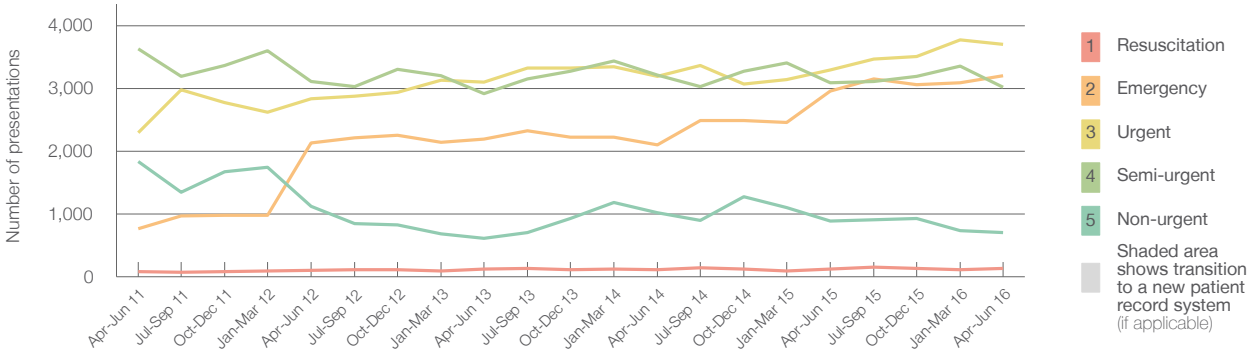
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Blacktown Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	10,812 patients	10,447	3.5%
Emergency presentations[2] by triage category:	10,747 patients	10,336	4.0%
1 Resuscitation	129 (1.2%)	116	11.2%
2 Emergency	3,199 (29.8%)	2,953	8.3%
3 Urgent	3,698 (34.4%)	3,291	12.4%
4 Semi-urgent	3,021 (28.1%)	3,089	-2.2%
5 Non-urgent	700 (6.5%)	887	-21.1%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	80	104	122	115	116	129
Emergency	761	2,130	2,188	2,099	2,953	3,199
Urgent	2,295	2,830	3,095	3,196	3,291	3,698
Semi-urgent	3,633	3,108	2,914	3,210	3,089	3,021
Non-urgent	1,831	1,124	613	1,015	887	700
All emergency presentations	8,600	9,296	8,932	9,635	10,336	10,747

Blacktown Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	3,118 patients	3,335	
ED Transfer of care time			
Median time	16 minutes	17 minutes	-1 minute
95th percentile time	59 minutes	85 minutes	-26 minutes

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

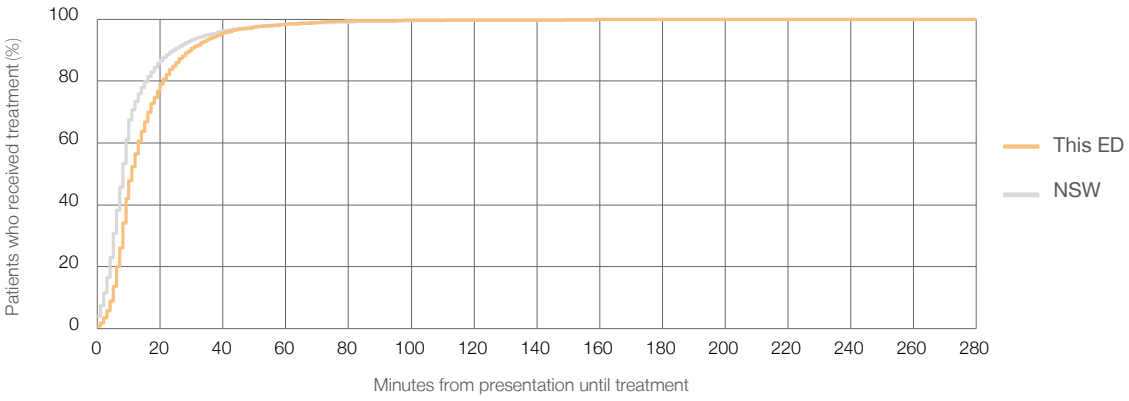
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Blacktown Hospital: Time patients waited to start treatment, triage 2

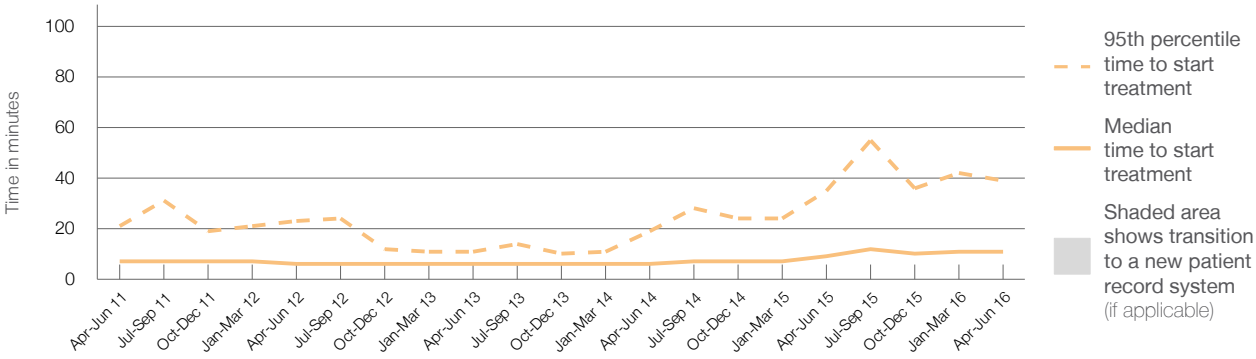
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 3,199		2,953	
Number of triage 2 patients used to calculate waiting time:[3] 3,116		2,886	
Median time to start treatment[4]	11 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	39 minutes	35 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	6	6	6	9	11
95th percentile time to start treatment[5] (minutes)	21	23	11	19	35	39

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

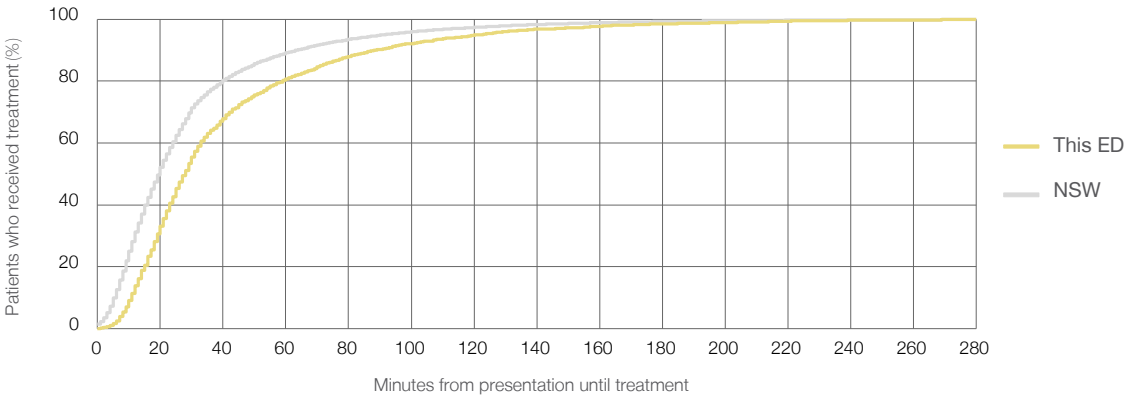
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Blacktown Hospital: Time patients waited to start treatment, triage 3

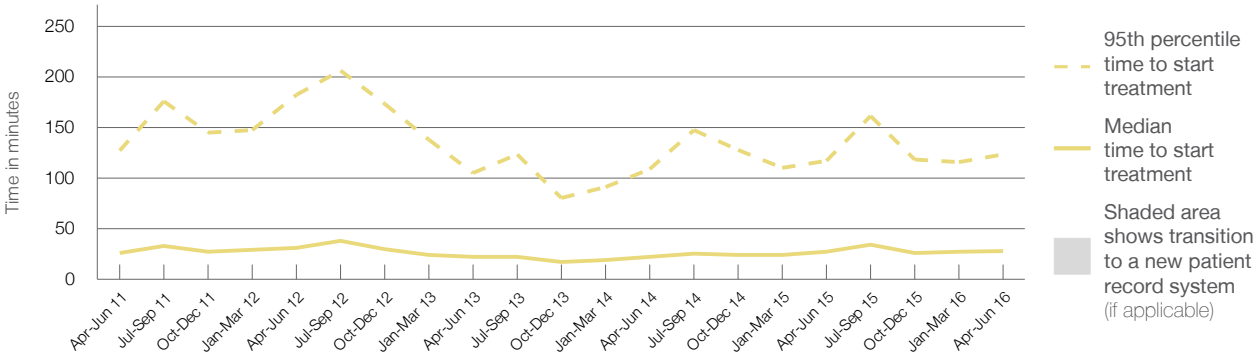
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 3,698		3,291	
Number of triage 3 patients used to calculate waiting time:[3] 3,479		3,128	
Median time to start treatment[4]	28 minutes	27 minutes	20 minutes
95th percentile time to start treatment[5]	123 minutes	117 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	26	31	22	22	27	28
95th percentile time to start treatment[5] (minutes)	127	182	105	109	117	123

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

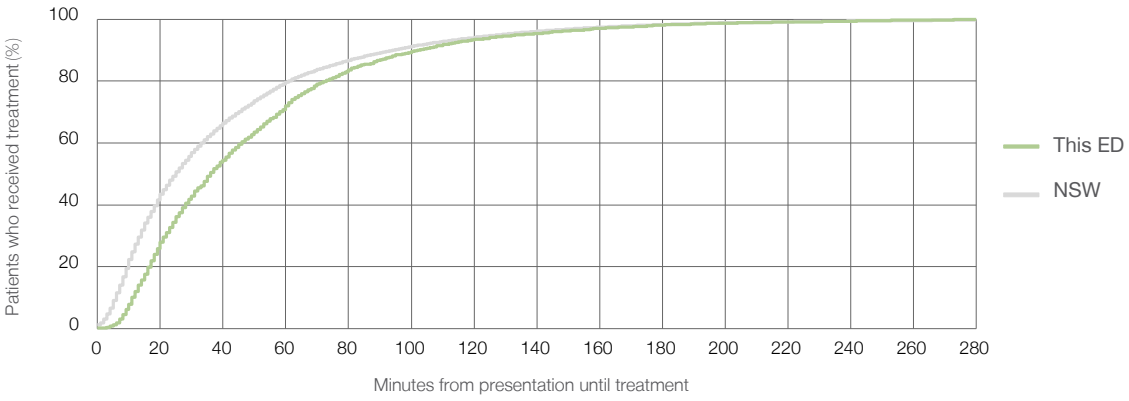
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Blacktown Hospital: Time patients waited to start treatment, triage 4

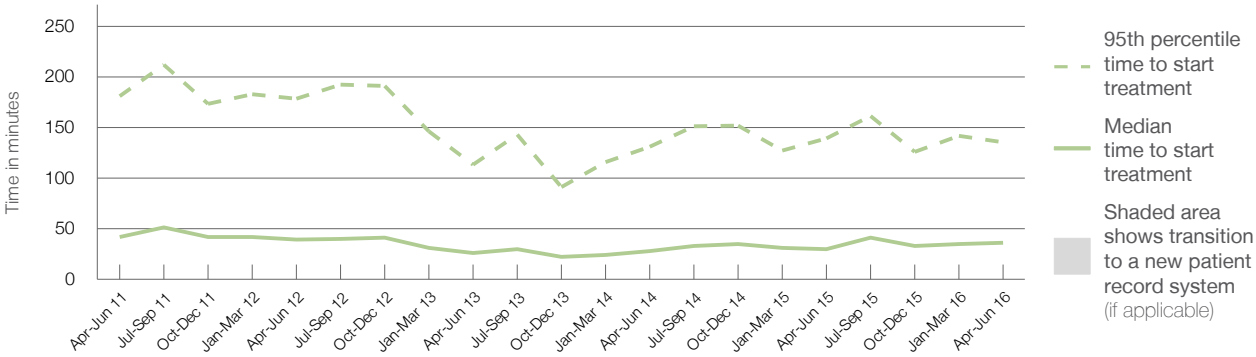
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 3,021		3,089	
Number of triage 4 patients used to calculate waiting time:[3] 2,813		2,889	
Median time to start treatment[4]	36 minutes	30 minutes	25 minutes
95th percentile time to start treatment[5]	135 minutes	139 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	42	39	26	28	30	36
95th percentile time to start treatment[5] (minutes)	181	178	113	131	139	135

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

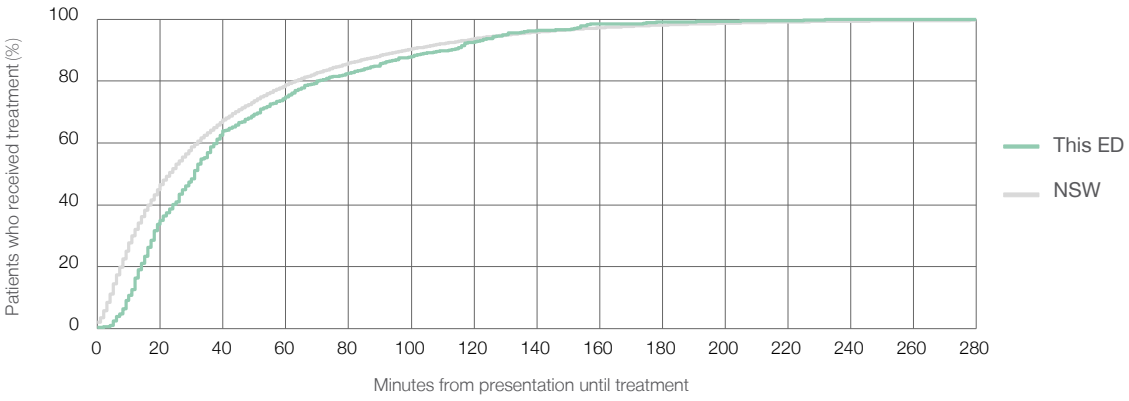
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Blacktown Hospital: Time patients waited to start treatment, triage 5

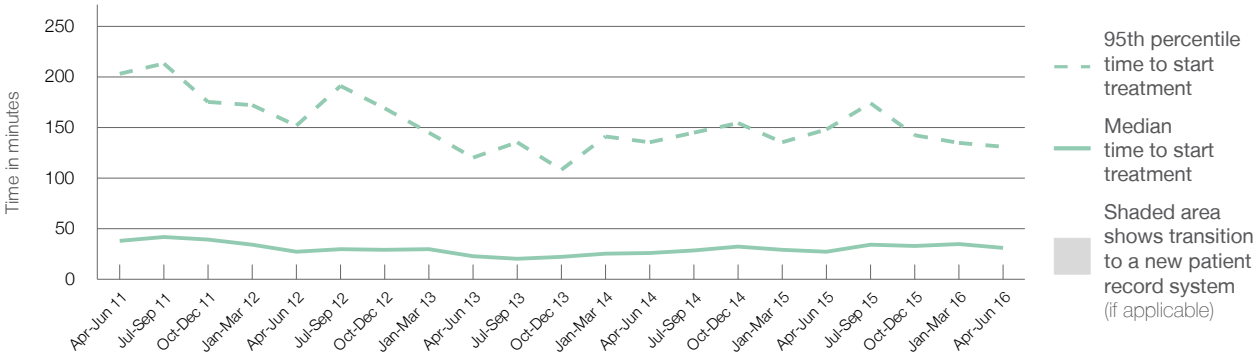
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 700		887	
Number of triage 5 patients used to calculate waiting time:[3] 597		698	
Median time to start treatment[4]	31 minutes	27 minutes	23 minutes
95th percentile time to start treatment[5]	131 minutes	148 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	38	27	23	26	27	31
95th percentile time to start treatment[5] (minutes)	203	152	120	135	148	131

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

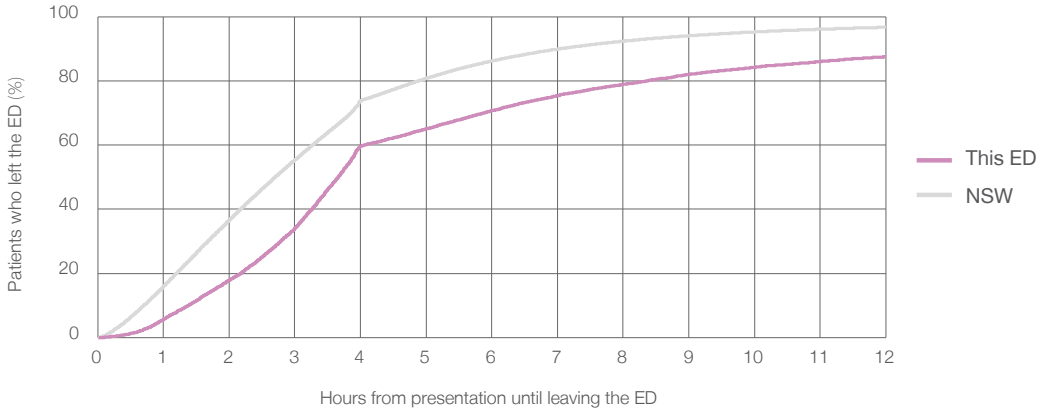
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Blacktown Hospital: Time patients spent in the ED

April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	10,812 patients	10,447	
Presentations used to calculate time to leaving the ED:[6]	10,811 patients	10,447	
Median time spent in the ED[8]	3 hours and 40 minutes	3 hours and 49 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	20 hours and 39 minutes	23 hours and 54 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	5h 10m	5h 22m	4h 11m	3h 46m	3h 49m	3h 40m
95th percentile time to leaving the ED[9] (hours, minutes)	25h 33m	23h 5m	21h 51m	28h 20m	23h 54m	20h 39m

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

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

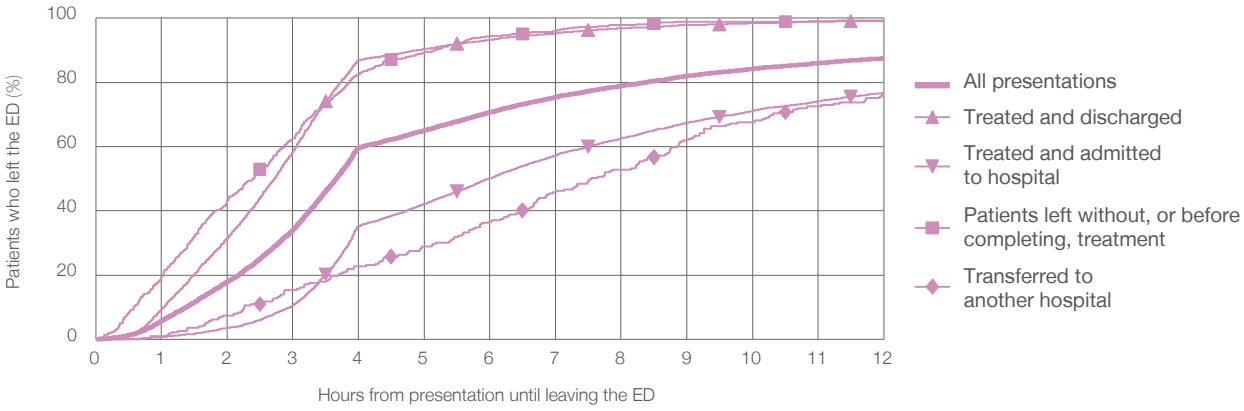
Blacktown Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 10,812 patients

Presentations used to calculate time to leaving the ED:[6] 10,811 patients

		Same period last year	Change since one year ago
Treated and discharged	4,609 (42.6%)	10,447	3.5%
Treated and admitted to hospital	5,386 (49.8%)	5,398	-14.6%
Patient left without, or before completing, treatment	535 (4.9%)	4,251	26.7%
Transferred to another hospital	229 (2.1%)	515	3.9%
Other	53 (0.5%)	250	-8.4%
		33	60.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.4%	31.5%	58.3%	86.9%	93.3%	96.8%	98.4%	99.2%
Treated and admitted to hospital	0.7%	3.5%	10.6%	35.2%	50.2%	62.6%	71.1%	76.8%
Patient left without, or before completing, treatment	19.4%	43.2%	62.6%	82.6%	94.4%	97.9%	98.9%	99.3%
Transferred to another hospital	0.9%	7.4%	15.3%	22.7%	36.7%	52.8%	67.7%	76.0%
All presentations	5.7%	17.9%	34.0%	59.6%	70.7%	78.9%	84.2%	87.5%

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

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

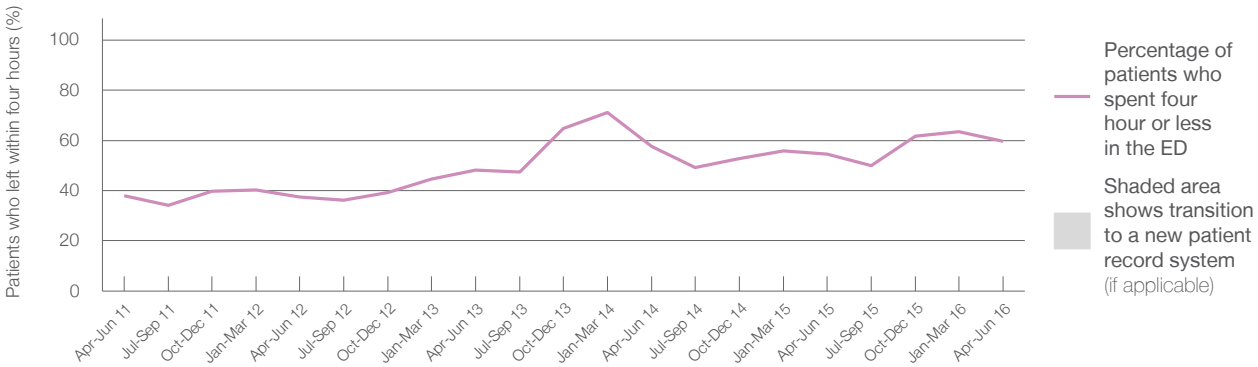
Blacktown Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	10,812 patients	10,447	3.5%
Presentations used to calculate time to leaving the ED:[6]	10,811 patients	10,447	3.5%
Percentage of patients who spent four hours or less in the ED	59.6%	54.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	37.9%	37.4%	48.2%	57.6%	54.6%	59.6%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Campbelltown Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 16,149 patients	16,164	-0.1%
Emergency presentations:[2] 15,979 patients	16,038	-0.4%

Campbelltown Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,788 patients	1,729	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	28 minutes	28 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 6,873 patients	6,603	
Median time to start treatment[4]	16 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	120 minutes	122 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 5,627 patients	5,901	
Median time to start treatment[4]	26 minutes	25 minutes	25 minutes
95th percentile time to start treatment[5]	164 minutes	144 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,598 patients	1,732	
Median time to start treatment[4]	32 minutes	25 minutes	23 minutes
95th percentile time to start treatment[5]	168 minutes	128 minutes	132 minutes

Campbelltown Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 16,148 patients		16,161	-0.1%
Percentage of patients who spent four hours or less in the ED	60.0%	65.6%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

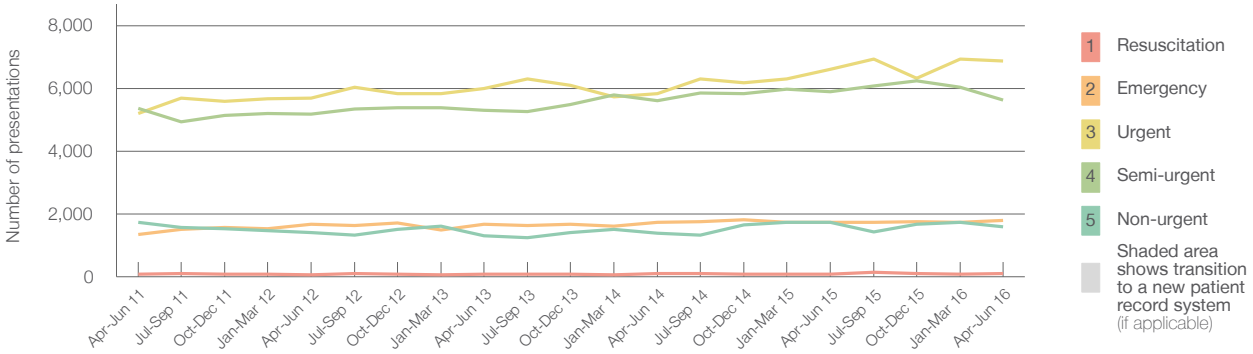
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Campbelltown Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	16,149 patients	16,164	-0.1%
Emergency presentations[2] by triage category:	15,979 patients	16,038	-0.4%
1 Resuscitation	93 (0.6%)	73	27.4%
2 Emergency	1,788 (11.2%)	1,729	3.4%
3 Urgent	6,873 (43.0%)	6,603	4.1%
4 Semi-urgent	5,627 (35.2%)	5,901	-4.6%
5 Non-urgent	1,598 (10.0%)	1,732	-7.7%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	76	68	75	89	73	93
Emergency	1,346	1,661	1,678	1,722	1,729	1,788
Urgent	5,203	5,694	6,004	5,838	6,603	6,873
Semi-urgent	5,355	5,180	5,300	5,601	5,901	5,627
Non-urgent	1,725	1,397	1,297	1,378	1,732	1,598
All emergency presentations	13,705	14,000	14,354	14,628	16,038	15,979

Campbelltown Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	3,865 patients	4,018	
ED Transfer of care time			
Median time	13 minutes	14 minutes	-1 minute
95th percentile time	36 minutes	40 minutes	-4 minutes

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

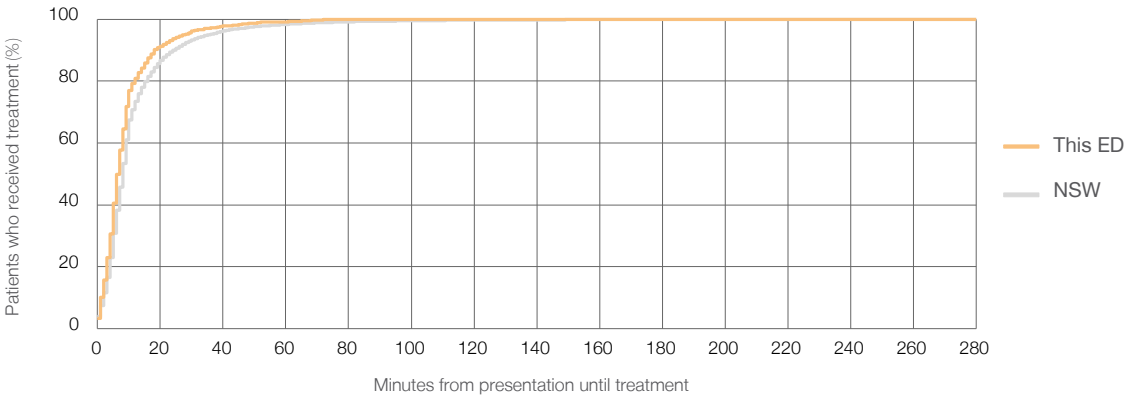
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Campbelltown Hospital: Time patients waited to start treatment, triage 2

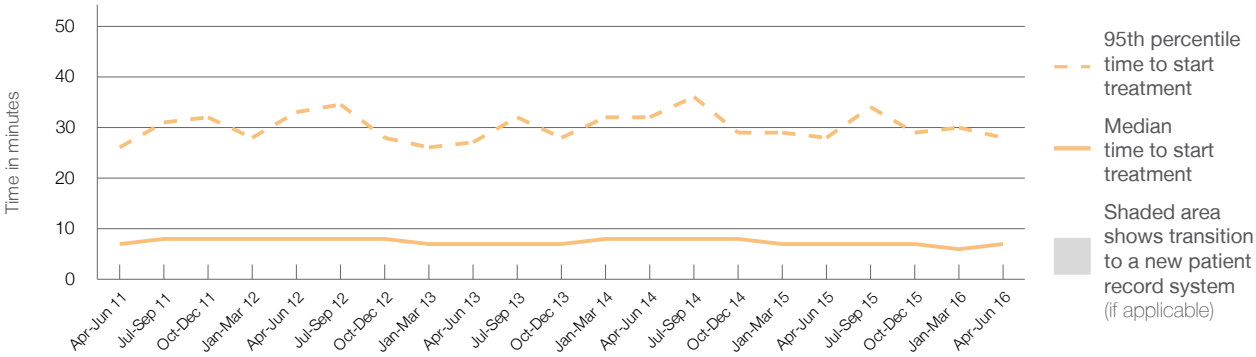
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,788		1,729	
Number of triage 2 patients used to calculate waiting time:[3] 1,787		1,727	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	28 minutes	28 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	8	7	8	7	7
95th percentile time to start treatment[5] (minutes)	26	33	27	32	28	28

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

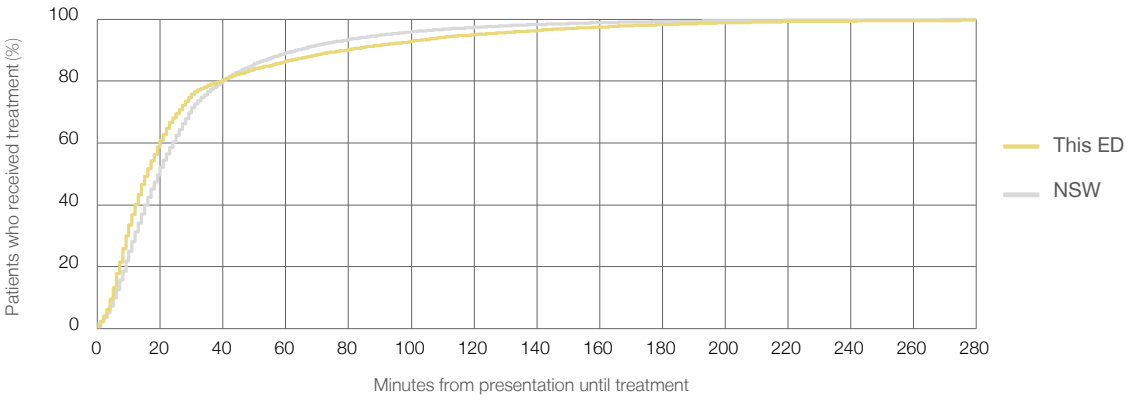
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Campbelltown Hospital: Time patients waited to start treatment, triage 3

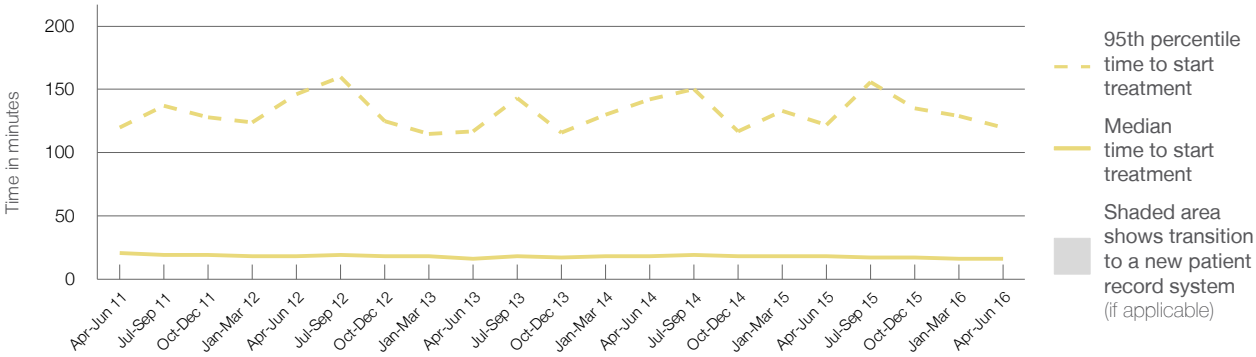
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	6,873	6,603	
Number of triage 3 patients used to calculate waiting time:[3]	6,724	6,442	
Median time to start treatment[4]	16 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	120 minutes	122 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	21	18	16	18	18	16
95th percentile time to start treatment[5] (minutes)	120	146	117	142	122	120

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

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

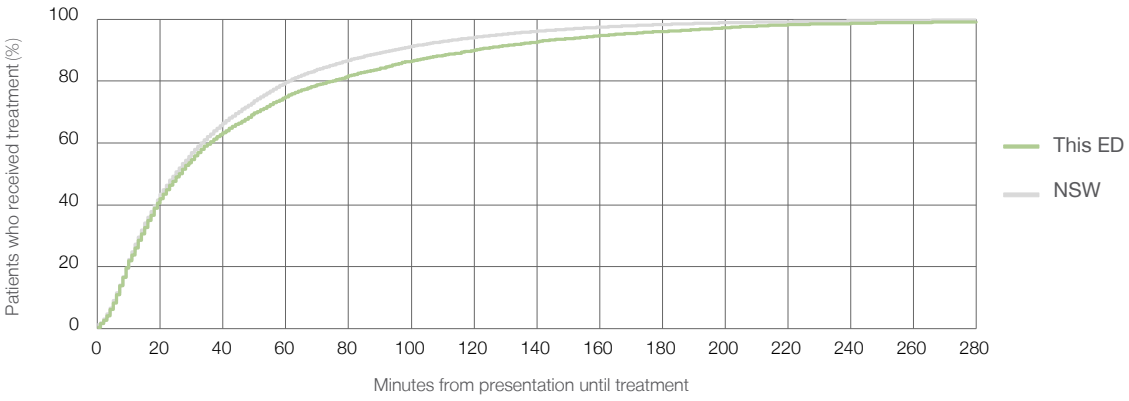
Campbelltown Hospital: Time patients waited to start treatment, triage 4

April to June 2016

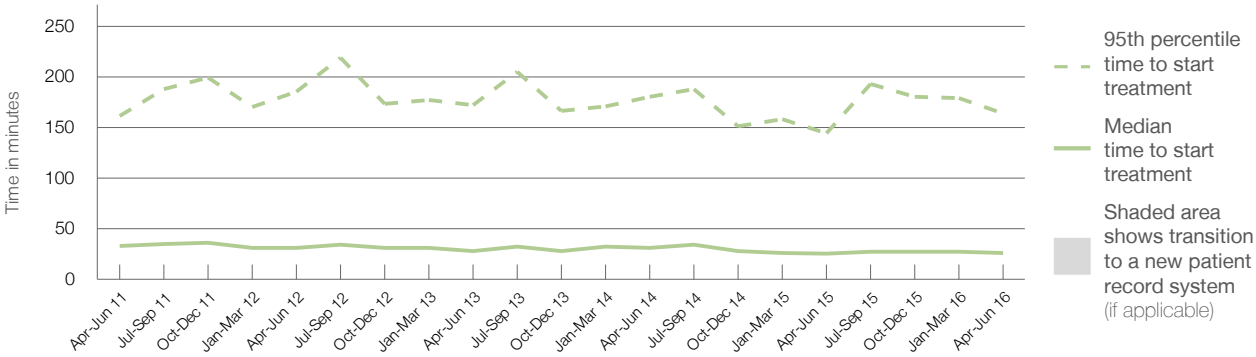
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	5,627	5,901	
Number of triage 4 patients used to calculate waiting time:[3]	5,319	5,612	
Median time to start treatment[4]	26 minutes	25 minutes	25 minutes
95th percentile time to start treatment[5]	164 minutes	144 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	33	31	28	31	25	26
95th percentile time to start treatment[5] (minutes)	161	185	172	180	144	164

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

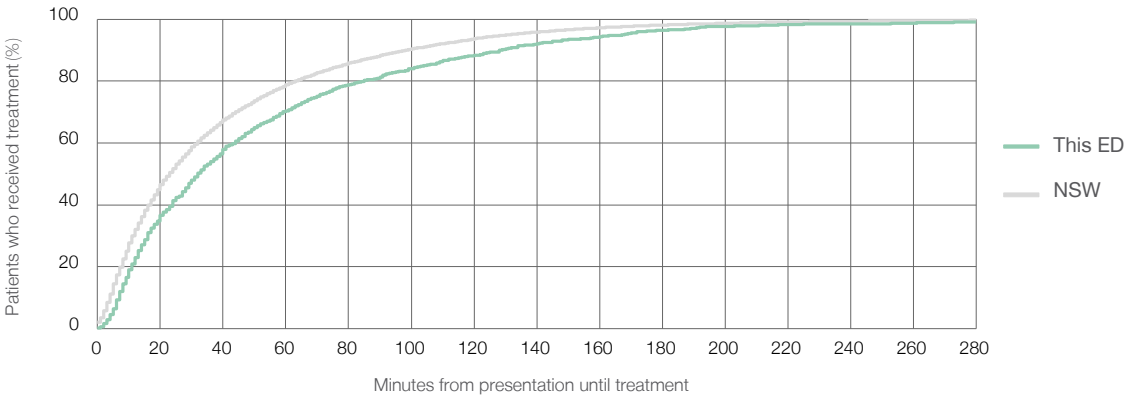
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Campbelltown Hospital: Time patients waited to start treatment, triage 5

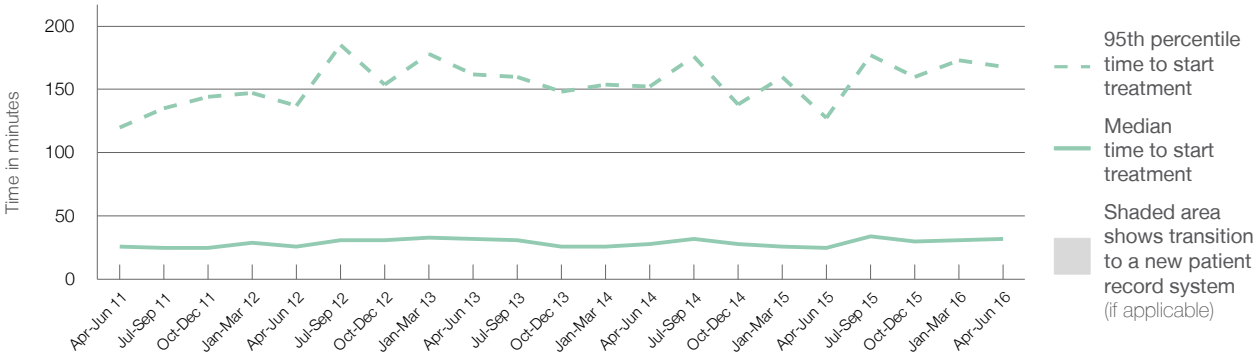
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 1,598		1,732	
Number of triage 5 patients used to calculate waiting time:[3] 1,426		1,580	
Median time to start treatment[4]	32 minutes	25 minutes	23 minutes
95th percentile time to start treatment[5]	168 minutes	128 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	26	26	32	28	25	32
95th percentile time to start treatment[5] (minutes)	120	137	162	152	128	168

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

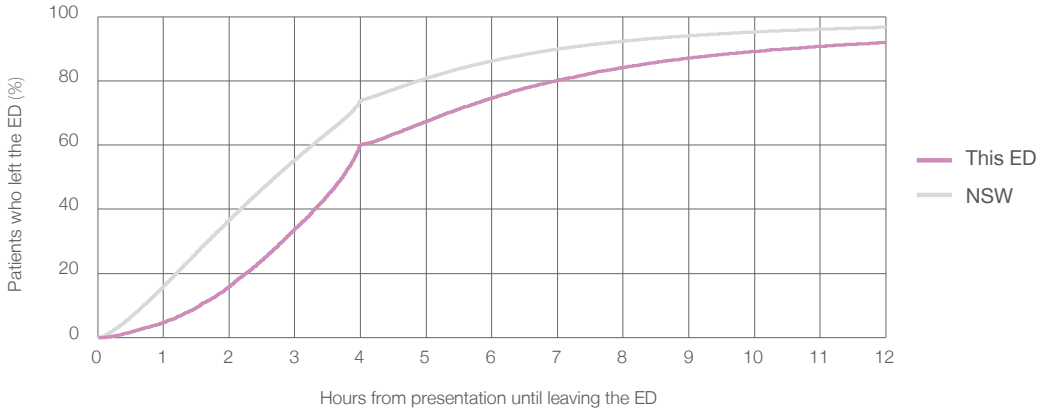
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Campbelltown Hospital: Time patients spent in the ED

April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	16,149 patients	16,164	
Presentations used to calculate time to leaving the ED:[6]	16,148 patients	16,161	
Median time spent in the ED[8]	3 hours and 44 minutes	3 hours and 26 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	15 hours and 57 minutes	13 hours and 21 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	4h 6m	4h 30m	3h 47m	3h 49m	3h 26m	3h 44m
95th percentile time to leaving the ED[9] (hours, minutes)	15h 1m	20h 21m	22h 19m	22h 45m	13h 21m	15h 57m

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

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

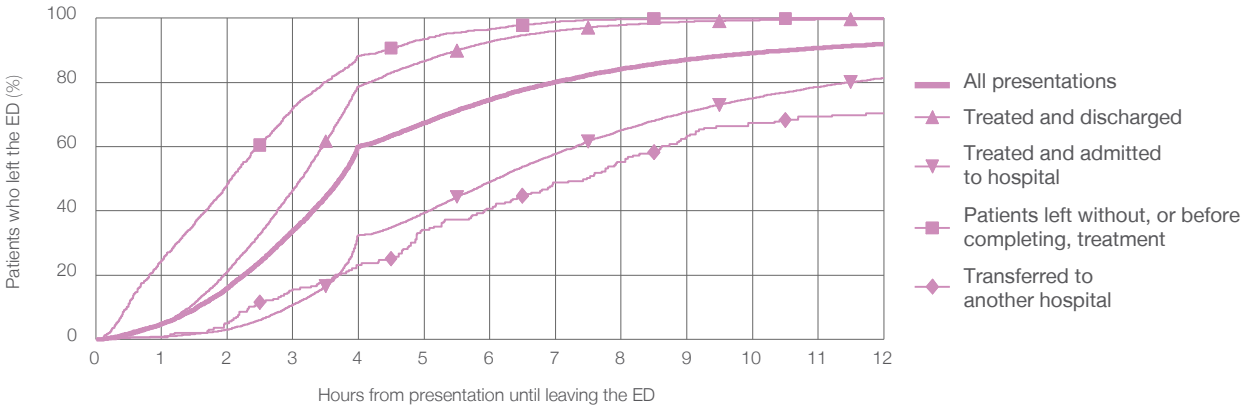
Campbelltown Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 16,149 patients

Presentations used to calculate time to leaving the ED:[6] 16,148 patients

		Same period last year	Change since one year ago
Treated and discharged	7,974 (49.4%)	10,170	-21.6%
Treated and admitted to hospital	6,567 (40.7%)	4,778	37.4%
Patient left without, or before completing, treatment	1,391 (8.6%)	925	50.4%
Transferred to another hospital	199 (1.2%)	250	-20.4%
Other	18 (0.1%)	41	-56.1%
		16,161	-0.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	4.6%	21.2%	46.5%	78.7%	92.7%	97.9%	99.4%	99.8%
Treated and admitted to hospital	0.9%	3.0%	10.8%	32.4%	49.1%	65.1%	75.0%	81.3%
Patient left without, or before completing, treatment	24.6%	48.4%	72.0%	88.4%	96.5%	99.8%	99.9%	100%
Transferred to another hospital	0.5%	5.0%	15.6%	23.1%	40.7%	55.3%	67.3%	70.4%
All presentations	4.8%	16.0%	33.8%	60.0%	74.6%	84.2%	89.1%	91.9%

(†) 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 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.

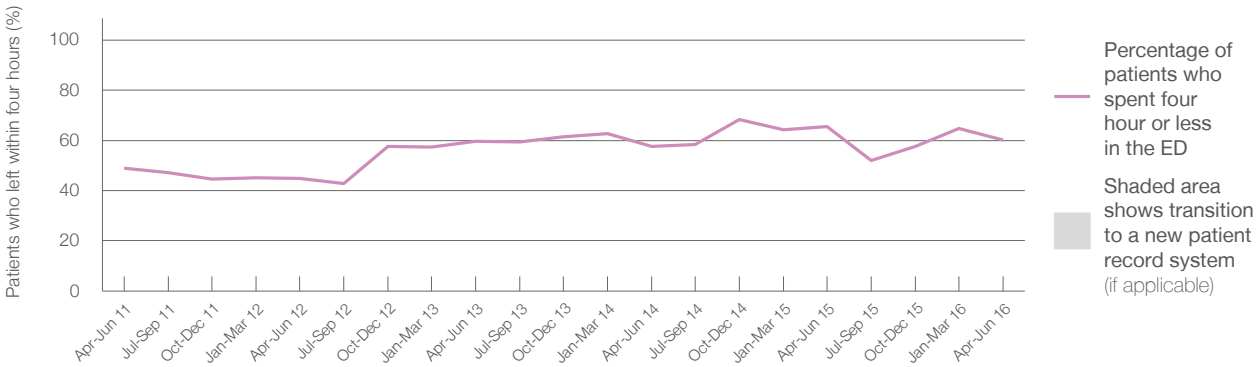
Campbelltown Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	16,149 patients	16,164	-0.1%
Presentations used to calculate time to leaving the ED:[6]	16,148 patients	16,161	-0.1%
Percentage of patients who spent four hours or less in the ED	60.0%	65.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	49.0%	44.8%	59.6%	57.6%	65.6%	60.0%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Canterbury Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	10,415 patients	10,268	1.4%
Emergency presentations:[2]	10,338 patients	10,210	1.3%

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

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,139 patients	1,366	
Median time to start treatment[4]	7 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	19 minutes	23 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 3,582 patients	3,761	
Median time to start treatment[4]	15 minutes	19 minutes	20 minutes
95th percentile time to start treatment[5]	57 minutes	76 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 4,659 patients	4,374	
Median time to start treatment[4]	18 minutes	23 minutes	25 minutes
95th percentile time to start treatment[5]	92 minutes	108 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 930 patients	680	
Median time to start treatment[4]	17 minutes	20 minutes	23 minutes
95th percentile time to start treatment[5]	117 minutes	112 minutes	132 minutes

Canterbury Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	10,413 patients	10,268	1.4%
Percentage of patients who spent four hours or less in the ED	84.5%	81.4%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

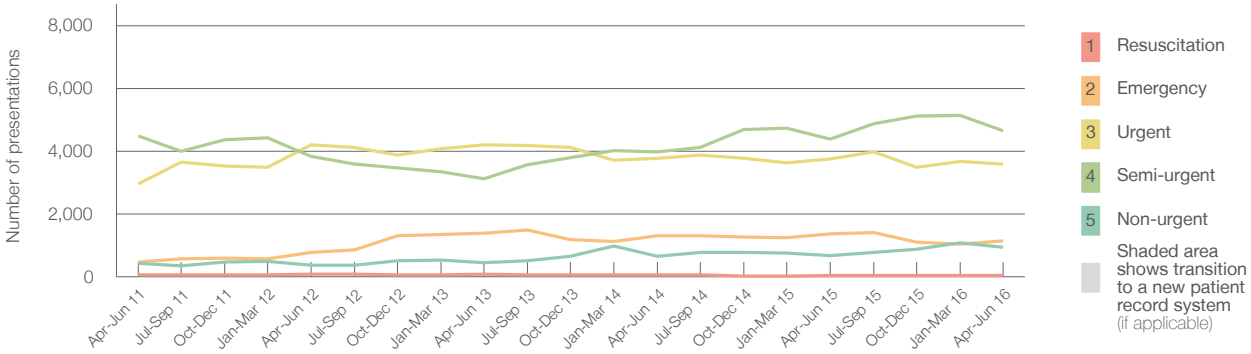
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Canterbury Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	10,415 patients	10,268	1.4%
Emergency presentations[2] by triage category:	10,338 patients	10,210	1.3%
1 Resuscitation	28 (0.3%)	29	-3.4%
2 Emergency	1,139 (11.0%)	1,366	-16.6%
3 Urgent	3,582 (34.6%)	3,761	-4.8%
4 Semi-urgent	4,659 (45.1%)	4,374	6.5%
5 Non-urgent	930 (9.0%)	680	36.8%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	50	74	73	49	29	28
Emergency	463	769	1,379	1,296	1,366	1,139
Urgent	2,952	4,202	4,206	3,770	3,761	3,582
Semi-urgent	4,477	3,832	3,122	3,983	4,374	4,659
Non-urgent	434	357	439	651	680	930
All emergency presentations	8,376	9,234	9,219	9,749	10,210	10,338

Canterbury Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,684 patients	1,954	
ED Transfer of care time			
Median time	9 minutes	13 minutes	-4 minutes
95th percentile time	22 minutes	41 minutes	-19 minutes

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

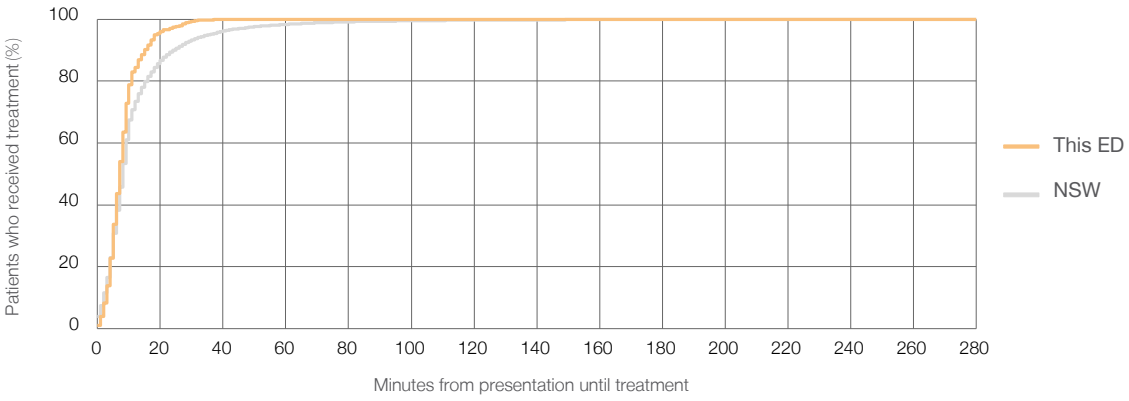
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

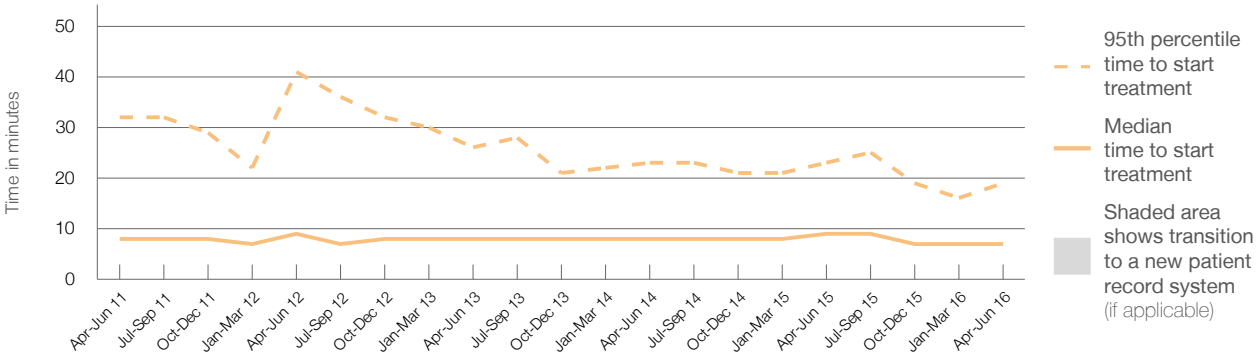
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,139		1,366	
Number of triage 2 patients used to calculate waiting time:[3] 1,136		1,366	
Median time to start treatment[4]	7 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	19 minutes	23 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	8	9	8	8	9	7
95th percentile time to start treatment[5] (minutes)	32	41	26	23	23	19

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

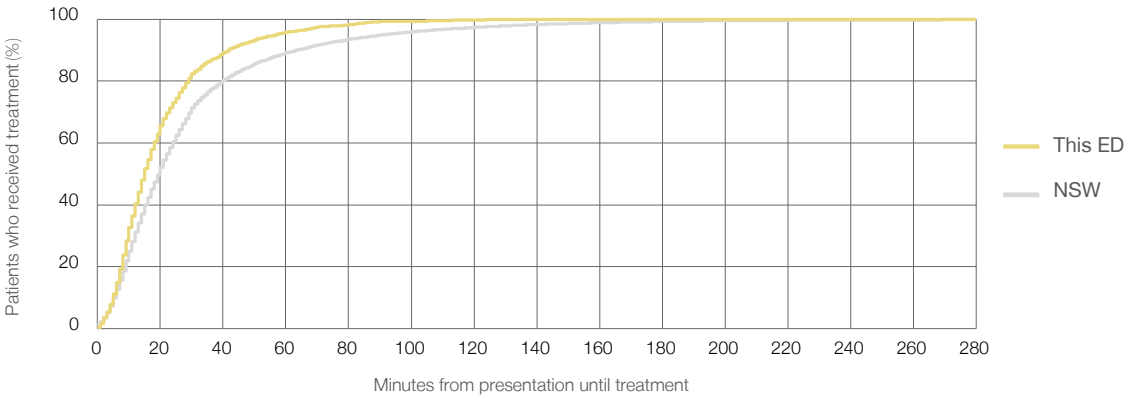
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

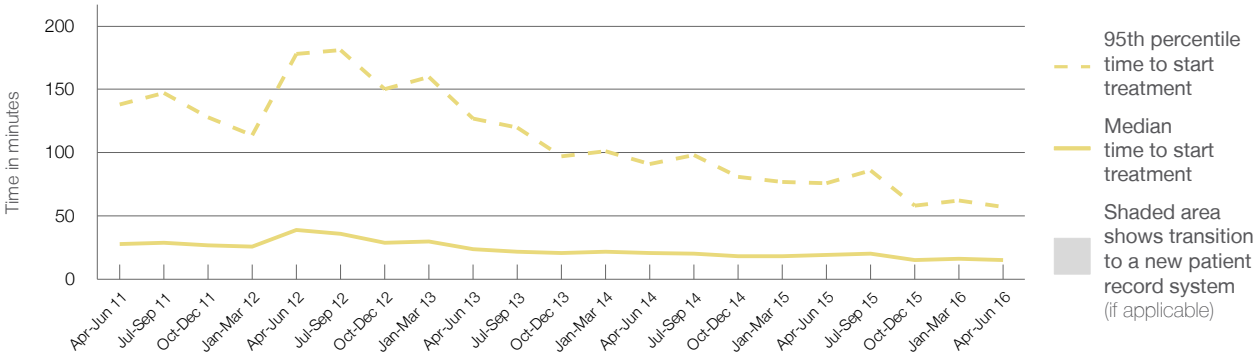
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	3,582	3,761	
Number of triage 3 patients used to calculate waiting time:[3]	3,543	3,713	
Median time to start treatment[4]	15 minutes	19 minutes	20 minutes
95th percentile time to start treatment[5]	57 minutes	76 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	28	39	24	21	19	15
95th percentile time to start treatment[5] (minutes)	138	178	127	91	76	57

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

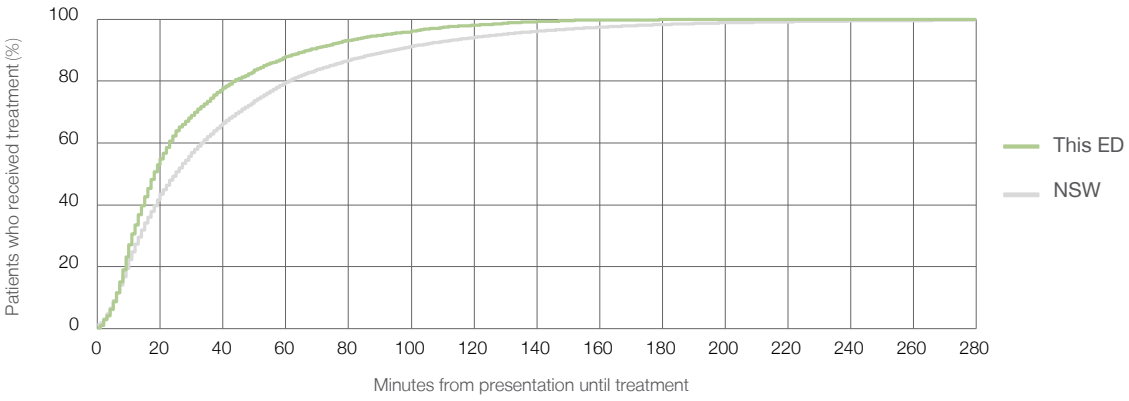
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

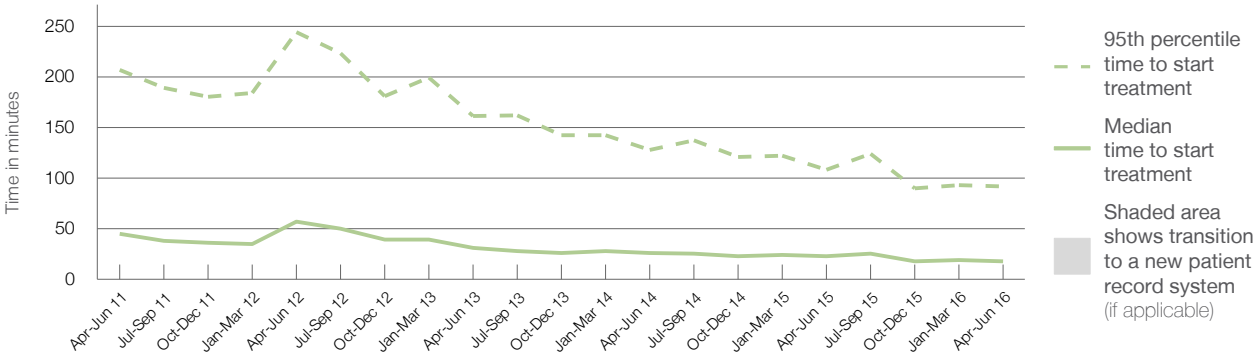
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 4,659		4,374	
Number of triage 4 patients used to calculate waiting time:[3] 4,442		4,166	
Median time to start treatment[4]	18 minutes	23 minutes	25 minutes
95th percentile time to start treatment[5]	92 minutes	108 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	45	57	31	26	23	18
95th percentile time to start treatment[5] (minutes)	207	244	161	128	108	92

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

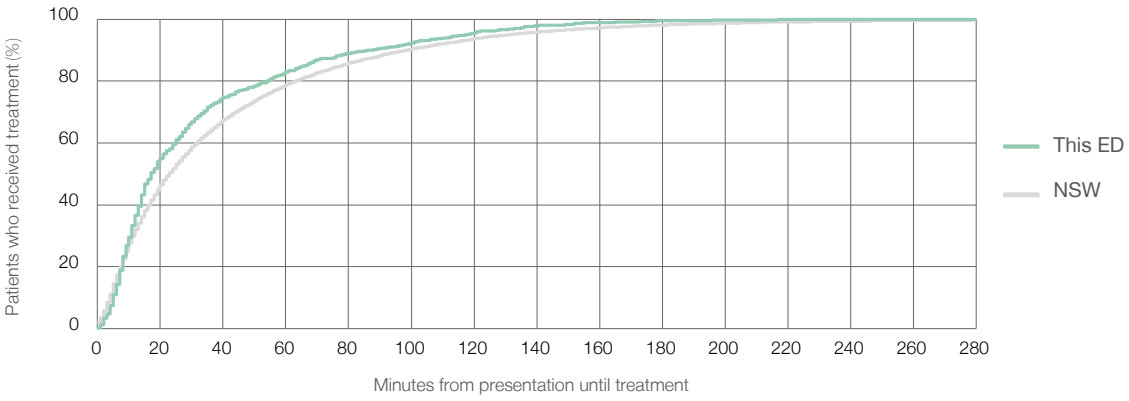
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

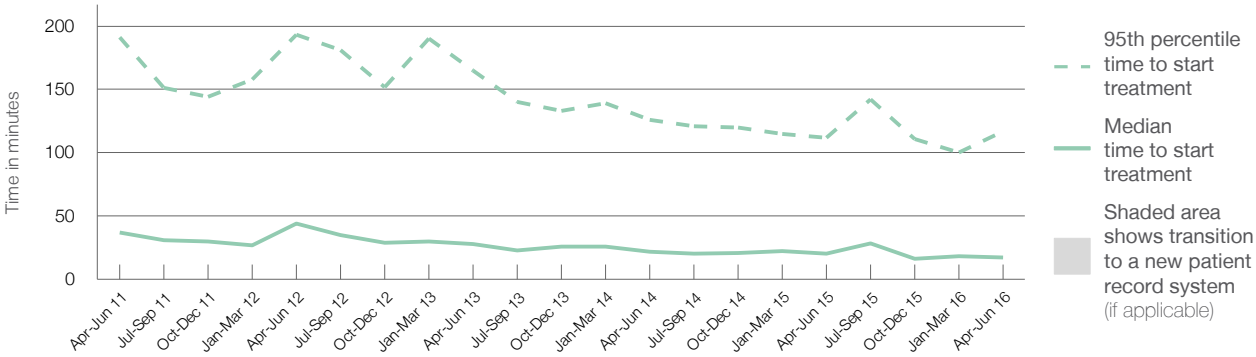
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	930	680	
Number of triage 5 patients used to calculate waiting time:[3]	785	551	
Median time to start treatment[4]	17 minutes	20 minutes	23 minutes
95th percentile time to start treatment[5]	117 minutes	112 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	37	44	28	22	20	17
95th percentile time to start treatment[5] (minutes)	191	193	165	126	112	117

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

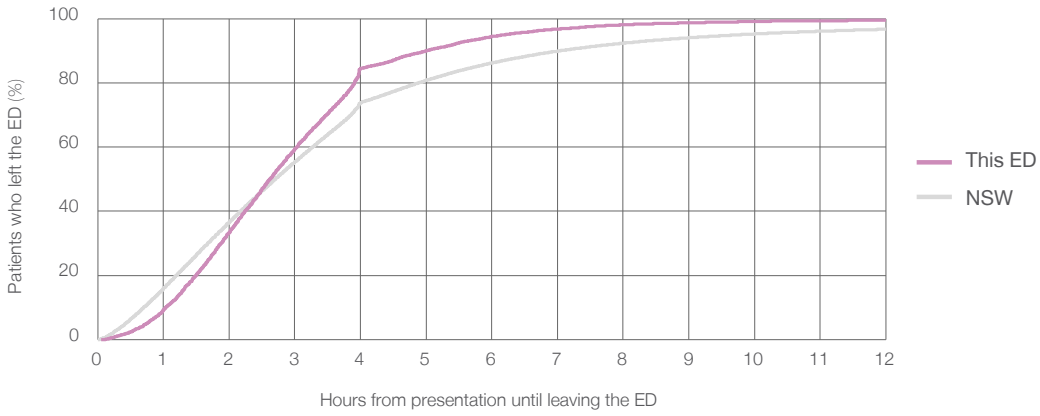
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Canterbury Hospital: Time patients spent in the ED

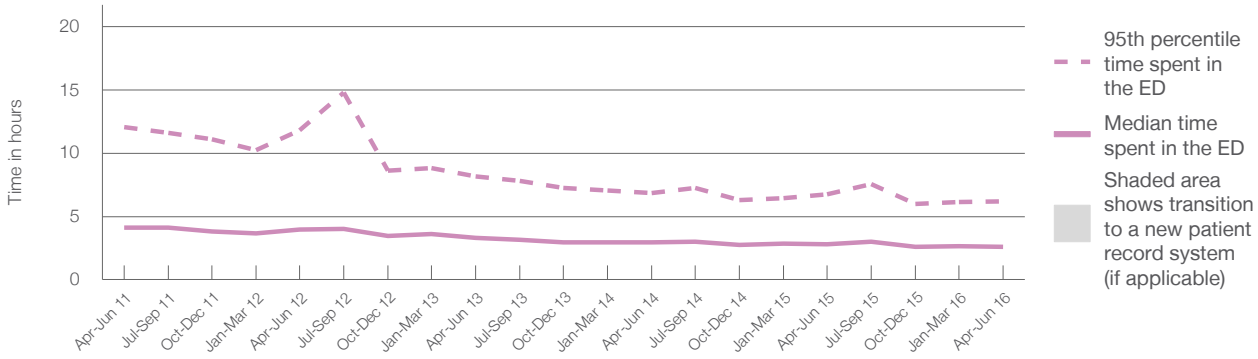
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	10,415 patients	10,268	
Presentations used to calculate time to leaving the ED:[6]	10,413 patients	10,268	
Median time spent in the ED[8]	2 hours and 37 minutes	2 hours and 48 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 12 minutes	6 hours and 45 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	4h 8m	3h 59m	3h 18m	2h 56m	2h 48m	2h 37m
95th percentile time to leaving the ED[9] (hours, minutes)	12h 2m	11h 47m	8h 10m	6h 50m	6h 45m	6h 12m

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

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

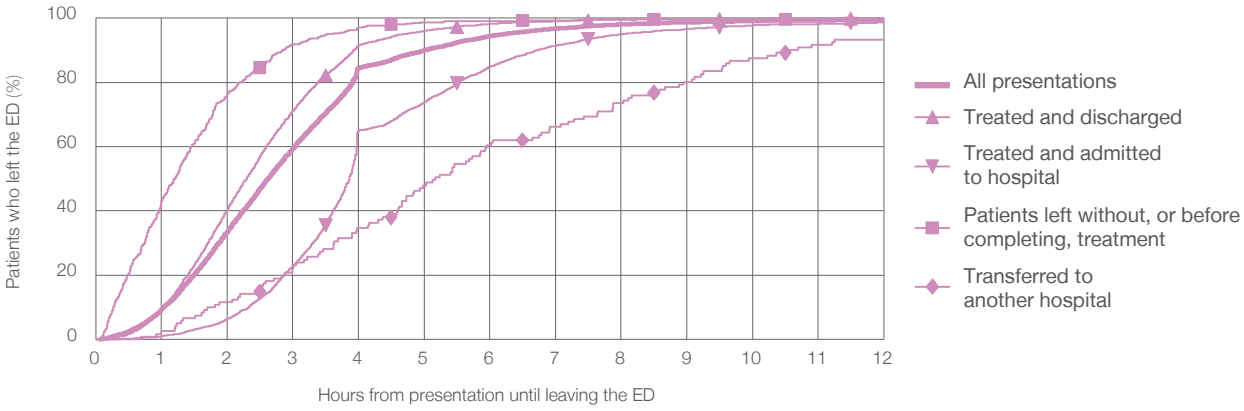
Canterbury Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 10,415 patients

Presentations used to calculate time to leaving the ED:[6] 10,413 patients

		Same period last year	Change since one year ago
Treated and discharged	6,993 (67.1%)	6,701	4.4%
Treated and admitted to hospital	2,662 (25.6%)	2,746	-3.1%
Patient left without, or before completing, treatment	612 (5.9%)	656	-6.7%
Transferred to another hospital	121 (1.2%)	143	-15.4%
Other	27 (0.3%)	22	22.7%
		10,268	1.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.5%	40.3%	71.1%	91.6%	98.2%	99.5%	99.8%	99.9%
Treated and admitted to hospital	0.9%	6.3%	23.0%	65.1%	85.0%	95.0%	97.8%	98.7%
Patient left without, or before completing, treatment	43.0%	76.5%	91.7%	97.1%	99.2%	99.7%	99.7%	99.8%
Transferred to another hospital	2.5%	11.6%	22.3%	34.7%	60.3%	73.6%	87.6%	93.4%
All presentations	9.3%	33.5%	59.5%	84.5%	94.4%	98.1%	99.1%	99.5%

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

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

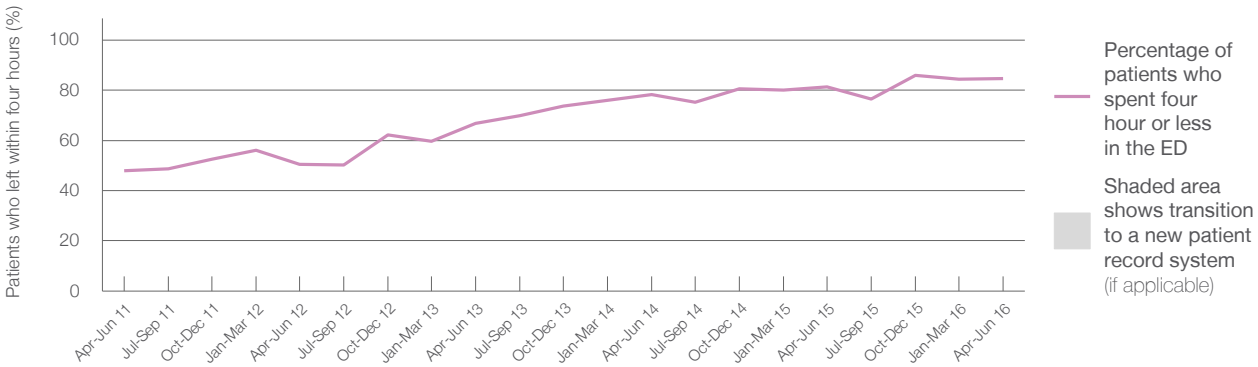
Canterbury Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	10,415 patients	10,268	1.4%
Presentations used to calculate time to leaving the ED:[6]	10,413 patients	10,268	1.4%
Percentage of patients who spent four hours or less in the ED	84.5%	81.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	47.9%	50.4%	66.8%	78.2%	81.4%	84.5%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Coffs Harbour Base Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 9,155 patients	9,051	1.1%
Emergency presentations:[2] 8,817 patients	8,792	0.3%

Coffs Harbour Base Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 972 patients	828	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	12 minutes	12 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,758 patients	2,860	
Median time to start treatment[4]	15 minutes	16 minutes	20 minutes
95th percentile time to start treatment[5]	66 minutes	61 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,488 patients	3,532	
Median time to start treatment[4]	22 minutes	25 minutes	25 minutes
95th percentile time to start treatment[5]	127 minutes	134 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,528 patients	1,497	
Median time to start treatment[4]	25 minutes	22 minutes	23 minutes
95th percentile time to start treatment[5]	135 minutes	126 minutes	132 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 9,154 patients		9,051	1.1%
Percentage of patients who spent four hours or less in the ED	73.5%	75.7%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

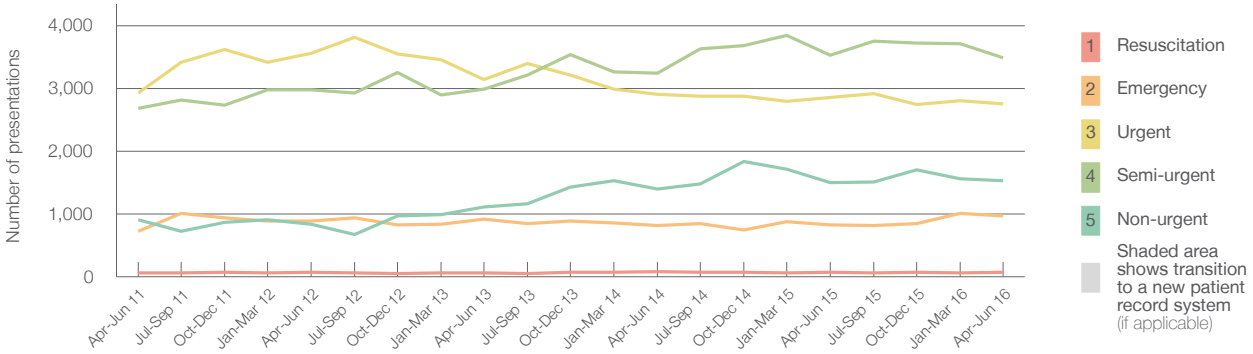
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Coffs Harbour Base Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,155 patients	9,051	1.1%
Emergency presentations[2] by triage category:	8,817 patients	8,792	0.3%
1 Resuscitation	71 (0.8%)	75	-5.3%
2 Emergency	972 (11.0%)	828	17.4%
3 Urgent	2,758 (31.3%)	2,860	-3.6%
4 Semi-urgent	3,488 (39.6%)	3,532	-1.2%
5 Non-urgent	1,528 (17.3%)	1,497	2.1%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	61	67	61	79	75	71
Emergency	724	891	916	817	828	972
Urgent	2,929	3,556	3,136	2,905	2,860	2,758
Semi-urgent	2,679	2,982	2,987	3,242	3,532	3,488
Non-urgent	902	839	1,110	1,398	1,497	1,528
All emergency presentations	7,295	8,335	8,210	8,441	8,792	8,817

Coffs Harbour Base Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	2,052 patients	2,095	
ED Transfer of care time			
Median time	11 minutes	11 minutes	0 minutes
95th percentile time	32 minutes	34 minutes	-2 minutes

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

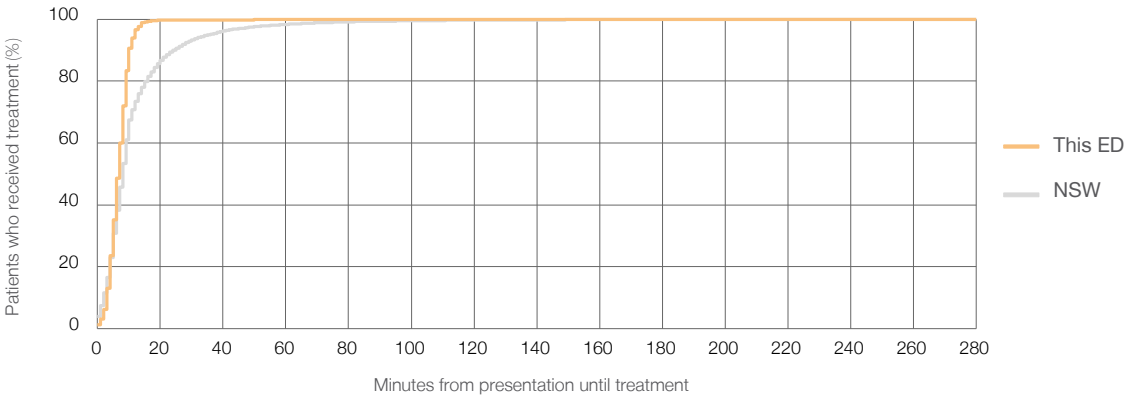
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2

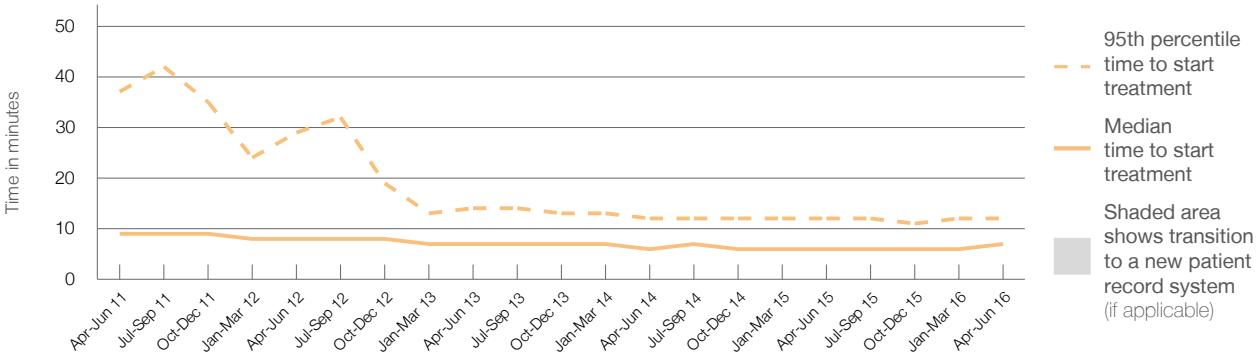
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 972		828	
Number of triage 2 patients used to calculate waiting time:[3] 970		824	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	12 minutes	12 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	9	8	7	6	6	7
95th percentile time to start treatment[5] (minutes)	37	29	14	12	12	12

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

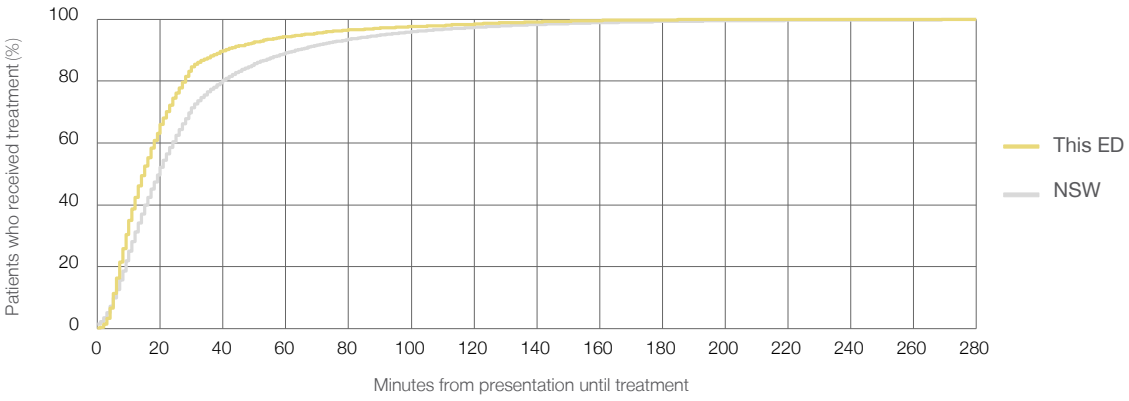
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3

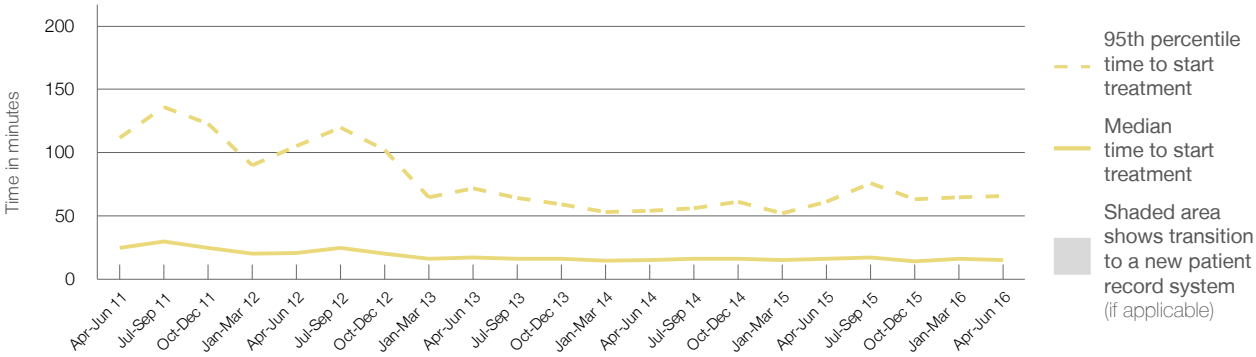
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 2,758		2,860	
Number of triage 3 patients used to calculate waiting time:[3] 2,728		2,821	
Median time to start treatment[4]	15 minutes	16 minutes	20 minutes
95th percentile time to start treatment[5]	66 minutes	61 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	25	21	17	15	16	15
95th percentile time to start treatment[5] (minutes)	112	105	72	54	61	66

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

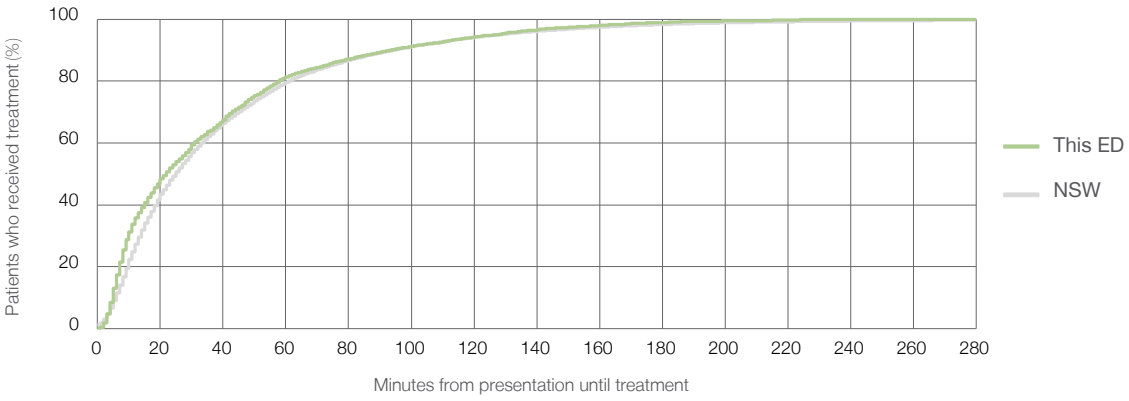
Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 4

April to June 2016

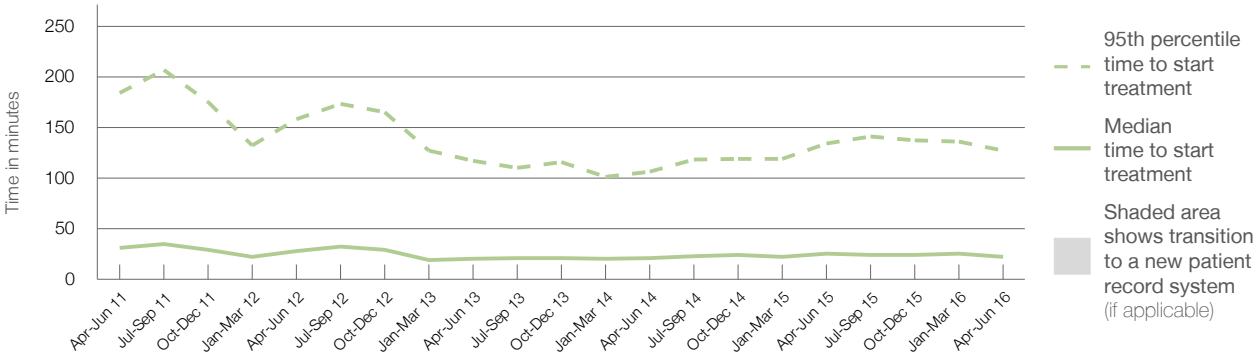
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	3,488	3,532	
Number of triage 4 patients used to calculate waiting time:[3]	3,300	3,331	
Median time to start treatment[4]	22 minutes	25 minutes	25 minutes
95th percentile time to start treatment[5]	127 minutes	134 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	31	28	20	21	25	22
95th percentile time to start treatment[5] (minutes)	184	158	117	106	134	127

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

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

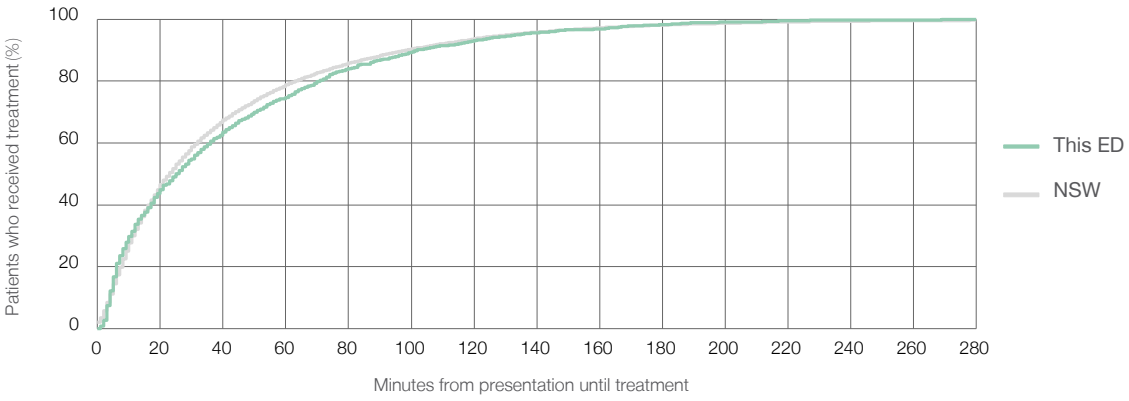
Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5

April to June 2016

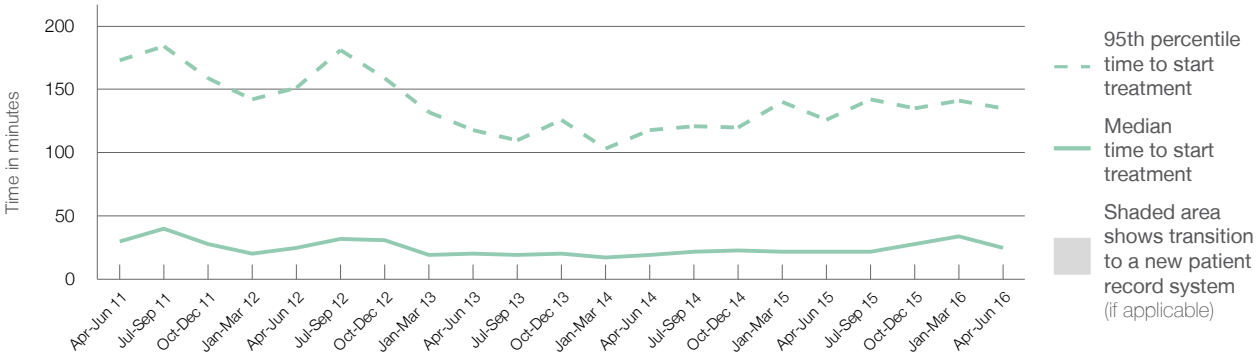
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,528	1,497	
Number of triage 5 patients used to calculate waiting time:[3]	1,433	1,409	
Median time to start treatment[4]	25 minutes	22 minutes	23 minutes
95th percentile time to start treatment[5]	135 minutes	126 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	30	25	20	19	22	25
95th percentile time to start treatment[5] (minutes)	173	151	118	118	126	135

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

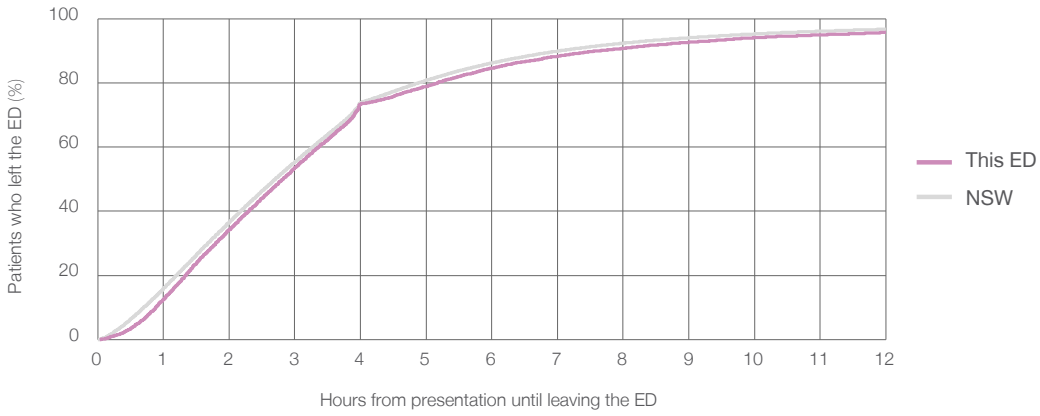
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Coffs Harbour Base Hospital: Time patients spent in the ED

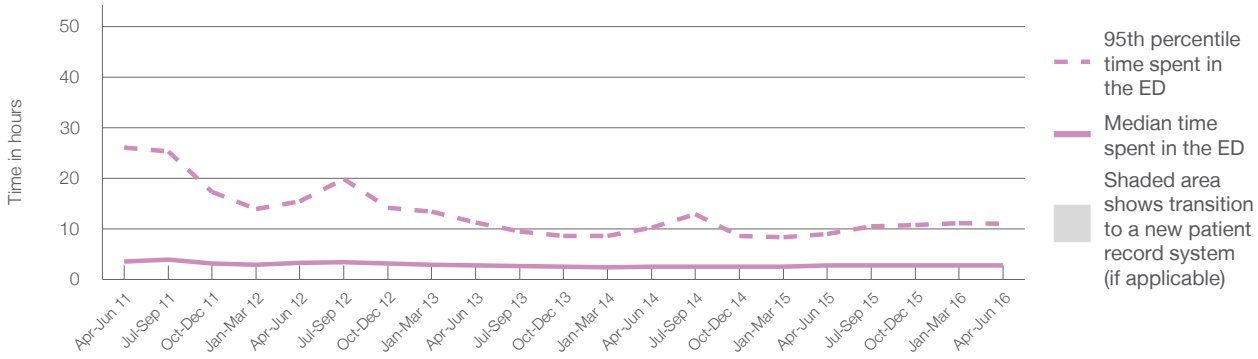
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	9,155 patients	9,051	
Presentations used to calculate time to leaving the ED:[6]	9,154 patients	9,051	
Median time spent in the ED[8]	2 hours and 49 minutes	2 hours and 47 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	11 hours and 7 minutes	9 hours and 4 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 39m	3h 21m	2h 53m	2h 37m	2h 47m	2h 49m
95th percentile time to leaving the ED[9] (hours, minutes)	26h 3m	15h 31m	11h 21m	10h 17m	9h 4m	11h 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 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.

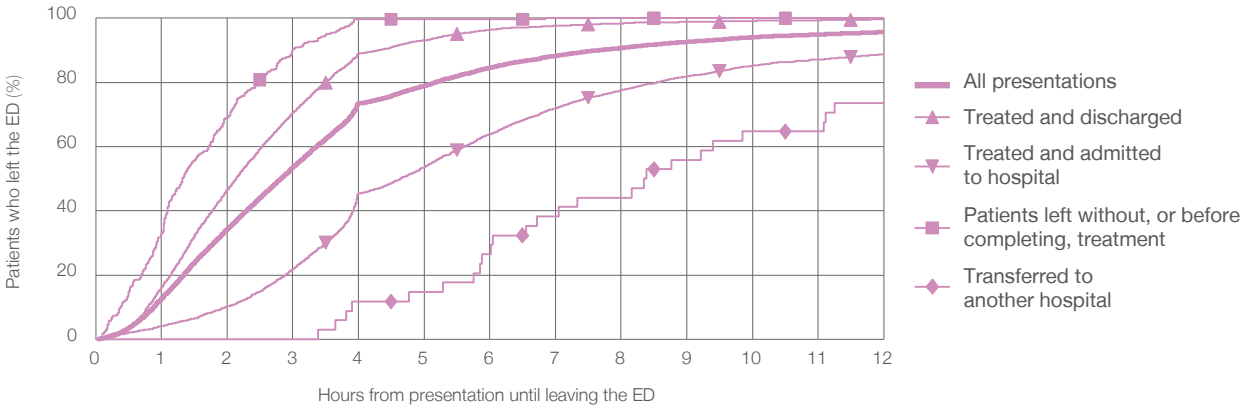
Coffs Harbour Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 9,155 patients

Presentations used to calculate time to leaving the ED:[6] 9,154 patients

		Same period last year	Change since one year ago
Treated and discharged	5,471 (59.8%)	5,455	0.3%
Treated and admitted to hospital	3,288 (35.9%)	3,210	2.4%
Patient left without, or before completing, treatment	329 (3.6%)	343	-4.1%
Transferred to another hospital	34 (0.4%)	19	78.9%
Other	33 (0.4%)	24	37.5%
All presentations	9,154	9,051	1.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.2%	46.6%	70.5%	89.0%	96.4%	98.4%	99.2%	99.7%
Treated and admitted to hospital	4.1%	10.2%	21.9%	45.4%	63.9%	77.6%	85.2%	88.7%
Patient left without, or before completing, treatment	32.8%	69.0%	90.3%	99.7%	99.7%	100%	100%	100%
Transferred to another hospital	0%	0%	0%	11.8%	26.5%	44.1%	64.7%	73.5%
All presentations	12.7%	34.3%	53.6%	73.5%	84.6%	90.8%	94.1%	95.7%

(†) 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 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.

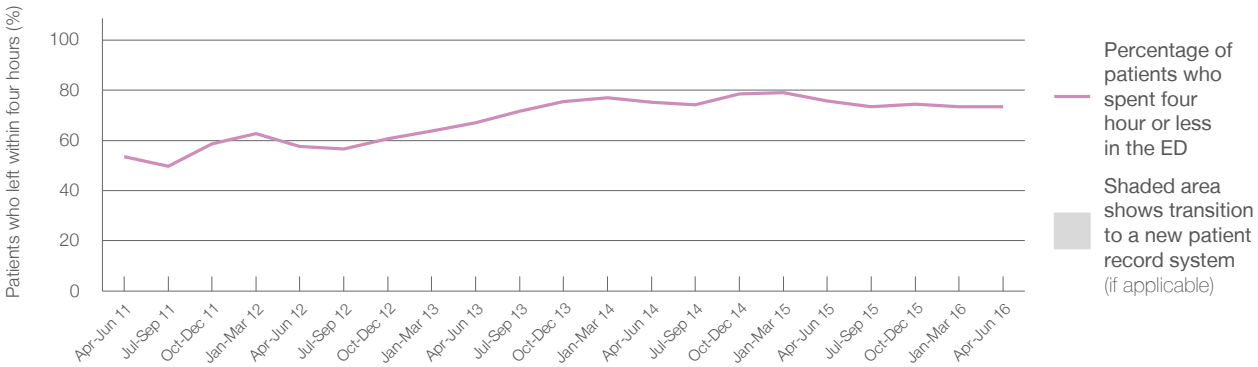
Coffs Harbour Base Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	9,155 patients	9,051	1.1%
Presentations used to calculate time to leaving the ED:[6]	9,154 patients	9,051	1.1%
Percentage of patients who spent four hours or less in the ED	73.5%	75.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	53.5%	57.7%	66.9%	75.1%	75.7%	73.5%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Dubbo Base Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 7,810 patients	7,415	5.3%
Emergency presentations:[2] 7,525 patients	7,146	5.3%

Dubbo Base Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 867 patients	732	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	24 minutes	26 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,824 patients	2,616	
Median time to start treatment[4]	23 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	86 minutes	85 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,256 patients	3,174	
Median time to start treatment[4]	27 minutes	30 minutes	25 minutes
95th percentile time to start treatment[5]	137 minutes	128 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 549 patients	587	
Median time to start treatment[4]	24 minutes	26 minutes	23 minutes
95th percentile time to start treatment[5]	142 minutes	134 minutes	132 minutes

Dubbo Base Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 7,810 patients		7,414	5.3%
Percentage of patients who spent four hours or less in the ED	73.8%	74.8%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

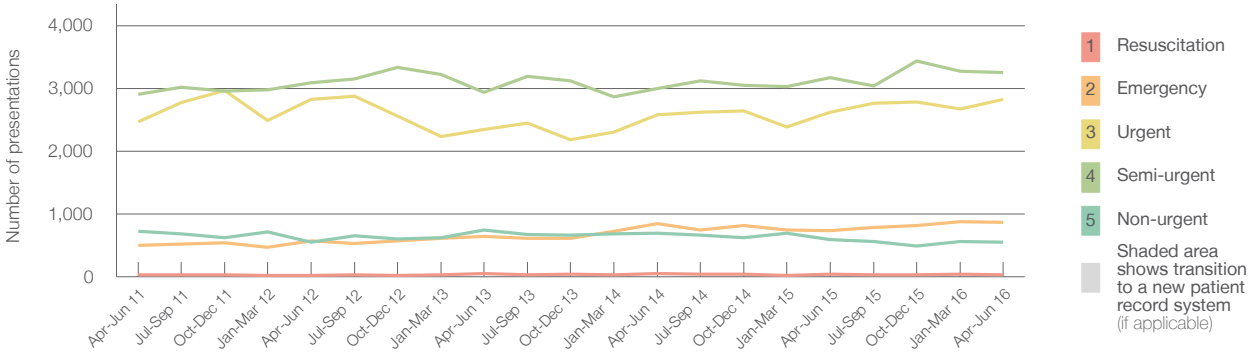
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Dubbo Base Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	7,810 patients	7,415	5.3%
Emergency presentations[2] by triage category:	7,525 patients	7,146	5.3%
1 Resuscitation	29 (0.4%)	37	-21.6%
2 Emergency	867 (11.5%)	732	18.4%
3 Urgent	2,824 (37.5%)	2,616	8.0%
4 Semi-urgent	3,256 (43.3%)	3,174	2.6%
5 Non-urgent	549 (7.3%)	587	-6.5%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	27	22	49	45	37	29
Emergency	503	574	646	846	732	867
Urgent	2,472	2,825	2,348	2,579	2,616	2,824
Semi-urgent	2,909	3,089	2,938	3,001	3,174	3,256
Non-urgent	720	549	748	697	587	549
All emergency presentations	6,631	7,059	6,729	7,168	7,146	7,525

Dubbo Base Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,485 patients	1,153	
ED Transfer of care time			
Median time	12 minutes	11 minutes	1 minute
95th percentile time	46 minutes	36 minutes	10 minutes

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

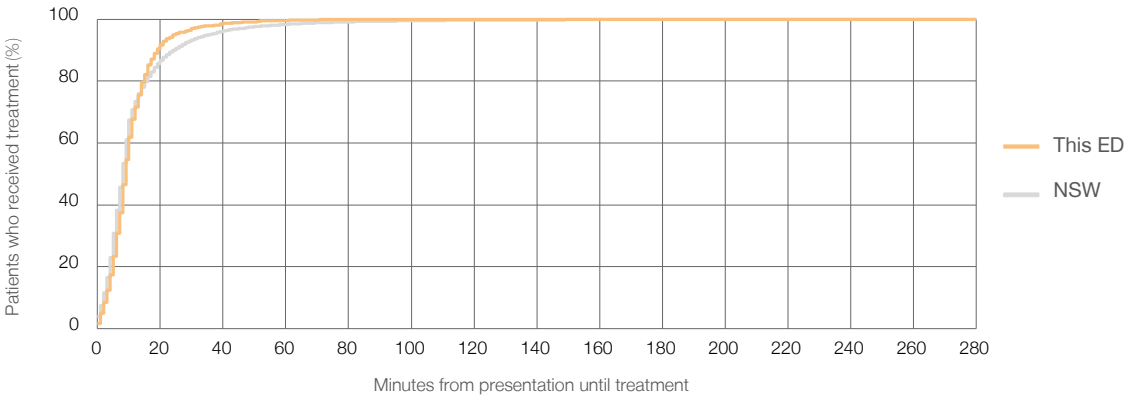
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Dubbo Base Hospital: Time patients waited to start treatment, triage 2

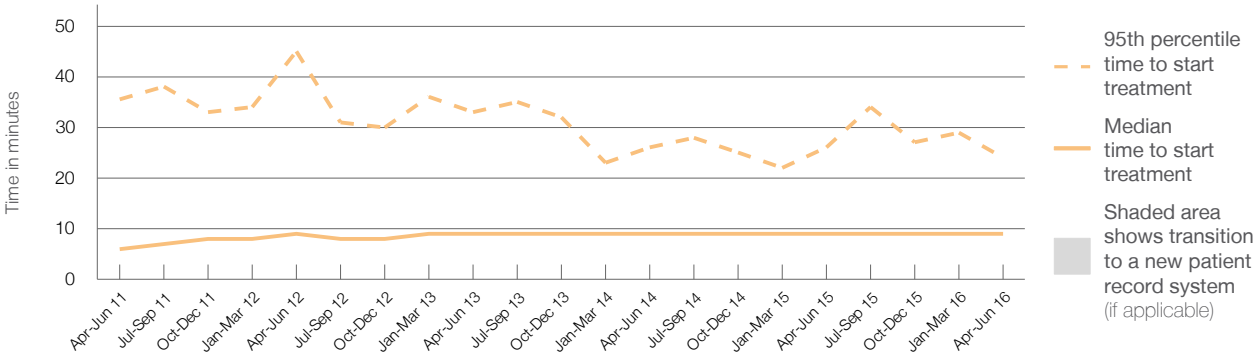
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 867		732	
Number of triage 2 patients used to calculate waiting time:[3] 863		730	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	24 minutes	26 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	6	9	9	9	9	9
95th percentile time to start treatment[5] (minutes)	36	45	33	26	26	24

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

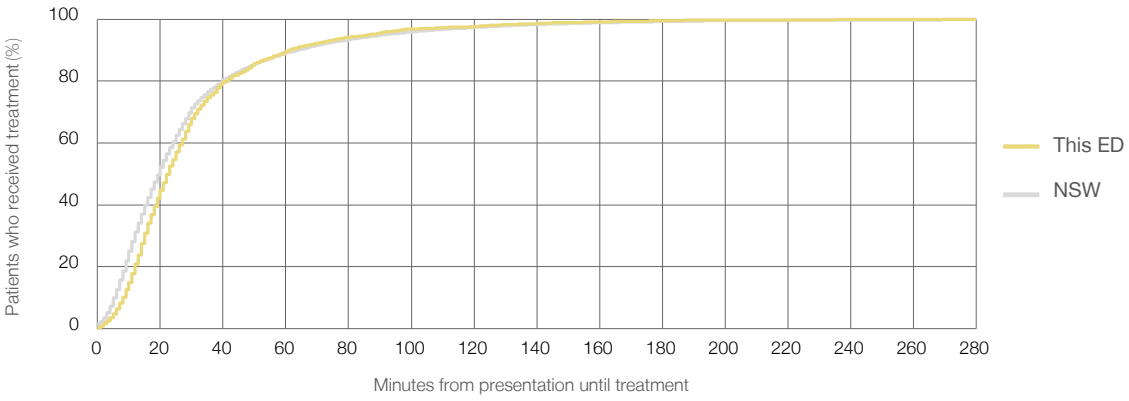
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Dubbo Base Hospital: Time patients waited to start treatment, triage 3

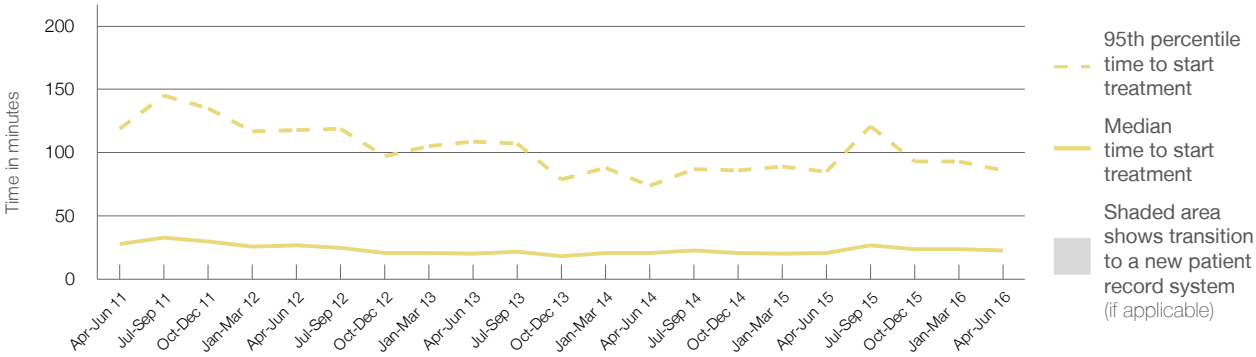
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 2,824		2,616	
Number of triage 3 patients used to calculate waiting time:[3] 2,786		2,577	
Median time to start treatment[4]	23 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	86 minutes	85 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	28	27	20	21	21	23
95th percentile time to start treatment[5] (minutes)	119	118	109	74	85	86

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

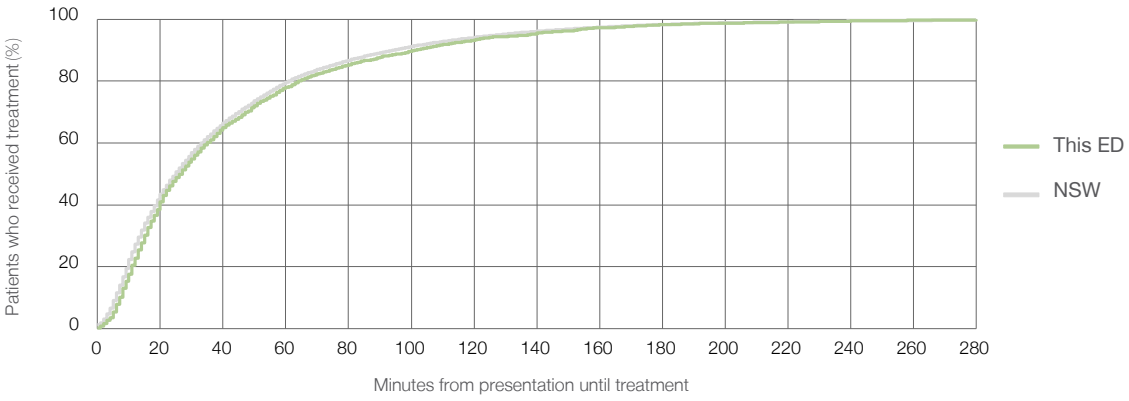
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Dubbo Base Hospital: Time patients waited to start treatment, triage 4

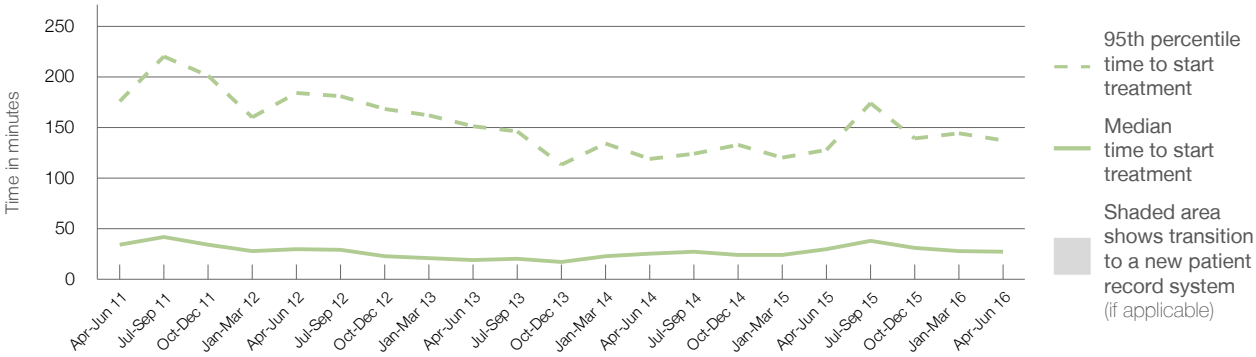
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 3,256		3,174	
Number of triage 4 patients used to calculate waiting time:[3] 3,087		2,972	
Median time to start treatment[4]	27 minutes	30 minutes	25 minutes
95th percentile time to start treatment[5]	137 minutes	128 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	34	30	19	25	30	27
95th percentile time to start treatment[5] (minutes)	176	184	151	119	128	137

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

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

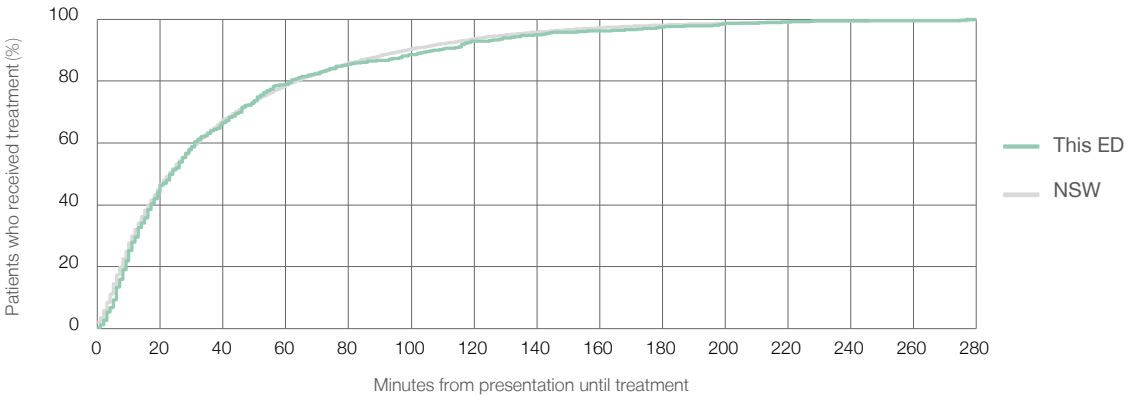
Dubbo Base Hospital: Time patients waited to start treatment, triage 5

April to June 2016

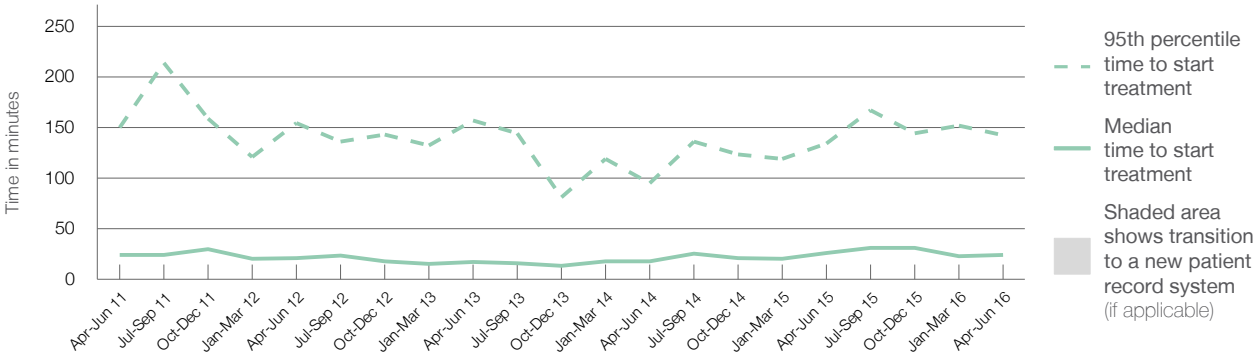
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 549		587	
Number of triage 5 patients used to calculate waiting time:[3] 469		460	
Median time to start treatment[4]	24 minutes	26 minutes	23 minutes
95th percentile time to start treatment[5]	142 minutes	134 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	24	21	17	18	26	24
95th percentile time to start treatment[5] (minutes)	150	154	157	95	134	142

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

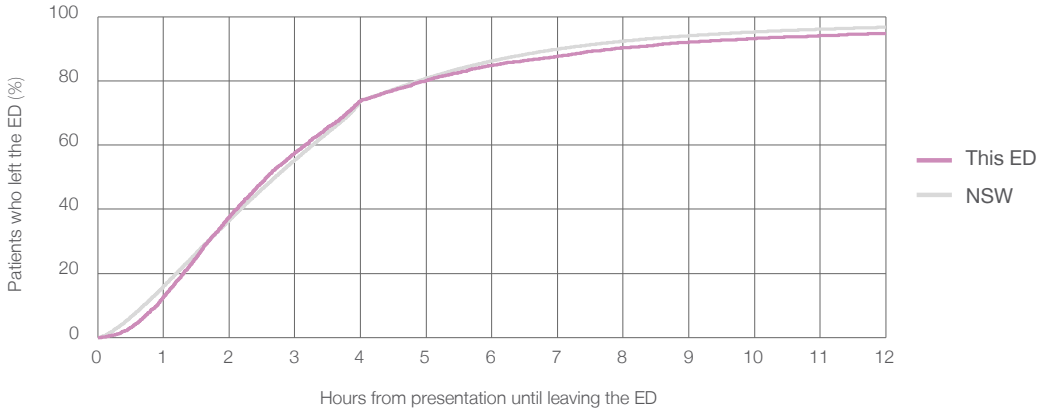
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Dubbo Base Hospital: Time patients spent in the ED

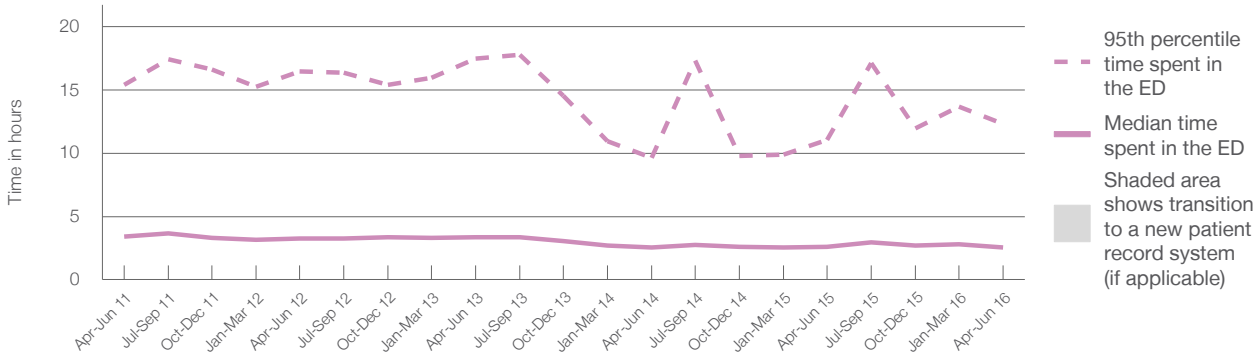
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	7,810 patients	7,415	
Presentations used to calculate time to leaving the ED:[6]	7,810 patients	7,414	
Median time spent in the ED[8]	2 hours and 34 minutes	2 hours and 36 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	12 hours and 19 minutes	11 hours and 4 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 24m	3h 16m	3h 21m	2h 34m	2h 36m	2h 34m
95th percentile time to leaving the ED[9] (hours, minutes)	15h 23m	16h 27m	17h 28m	9h 38m	11h 4m	12h 19m

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

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

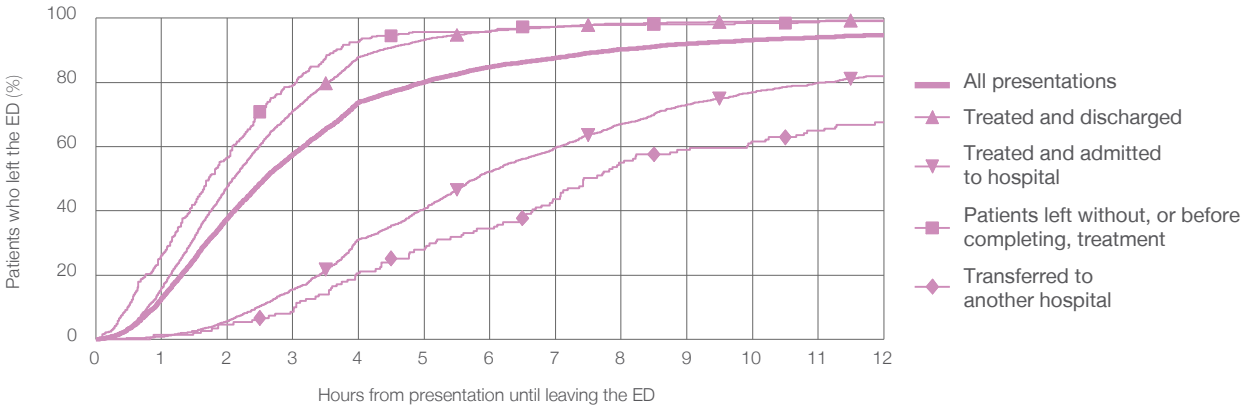
Dubbo Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 7,810 patients

Presentations used to calculate time to leaving the ED:[6] 7,810 patients

		Same period last year	Change since one year ago
Treated and discharged	5,531 (70.8%)	5,316	4.0%
Treated and admitted to hospital	1,774 (22.7%)	1,600	10.9%
Patient left without, or before completing, treatment	330 (4.2%)	310	6.5%
Transferred to another hospital	151 (1.9%)	171	-11.7%
Other	24 (0.3%)	18	33.3%
		7,414	5.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.9%	47.6%	71.1%	87.9%	96.0%	98.3%	99.0%	99.3%
Treated and admitted to hospital	0.7%	5.6%	15.5%	31.1%	52.3%	67.0%	76.9%	82.0%
Patient left without, or before completing, treatment	26.1%	56.7%	79.1%	92.7%	95.8%	97.9%	98.5%	99.1%
Transferred to another hospital	1.3%	4.6%	8.6%	20.5%	34.4%	55.0%	61.6%	67.5%
All presentations	12.7%	37.7%	57.6%	73.8%	84.8%	90.3%	93.2%	94.7%

(†) 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 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.

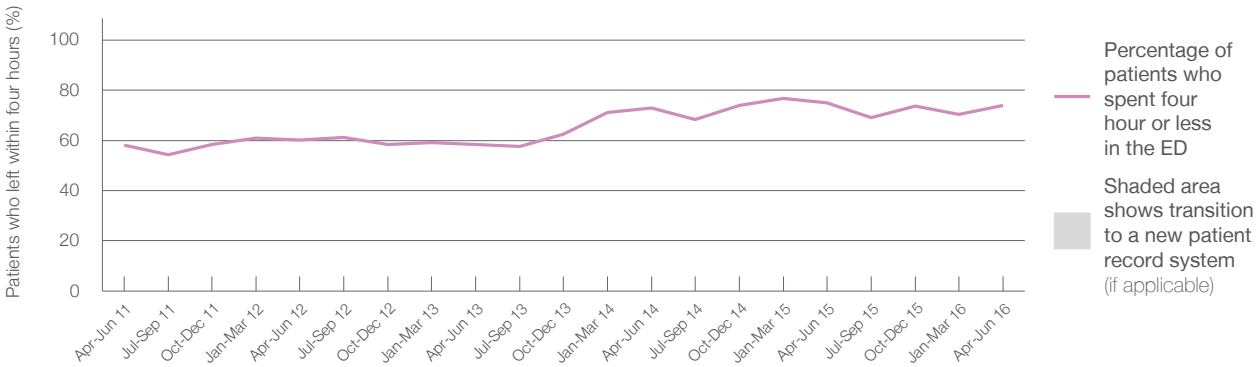
Dubbo Base Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	7,810 patients	7,415	5.3%
Presentations used to calculate time to leaving the ED:[6]	7,810 patients	7,414	5.3%
Percentage of patients who spent four hours or less in the ED	73.8%	74.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	58.1%	60.1%	58.5%	72.8%	74.8%	73.8%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Fairfield Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	8,024 patients	8,160	-1.7%
Emergency presentations:[2]	8,001 patients	8,121	-1.5%

Fairfield Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 675 patients	748	
Median time to start treatment[4]	9 minutes	10 minutes	8 minutes
95th percentile time to start treatment[5]	27 minutes	36 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,811 patients	3,219	
Median time to start treatment[4]	16 minutes	22 minutes	20 minutes
95th percentile time to start treatment[5]	71 minutes	91 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,947 patients	3,649	
Median time to start treatment[4]	16 minutes	26 minutes	25 minutes
95th percentile time to start treatment[5]	110 minutes	139 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 554 patients	488	
Median time to start treatment[4]	15 minutes	20 minutes	23 minutes
95th percentile time to start treatment[5]	128 minutes	135 minutes	132 minutes

Fairfield Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	8,024 patients	8,160	-1.7%
Percentage of patients who spent four hours or less in the ED	82.3%	81.3%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

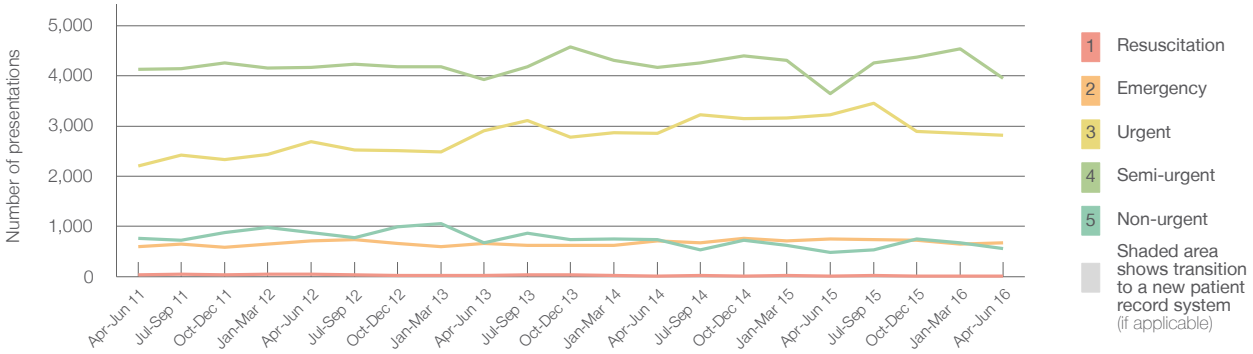
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Fairfield Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	8,024 patients	8,160	-1.7%
Emergency presentations[2] by triage category:	8,001 patients	8,121	-1.5%
1 Resuscitation	14 (0.2%)	17	-17.6%
2 Emergency	675 (8.4%)	748	-9.8%
3 Urgent	2,811 (35.1%)	3,219	-12.7%
4 Semi-urgent	3,947 (49.3%)	3,649	8.2%
5 Non-urgent	554 (6.9%)	488	13.5%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	33	55	29	14	17	14
Emergency	602	706	658	709	748	675
Urgent	2,206	2,685	2,907	2,860	3,219	2,811
Semi-urgent	4,131	4,173	3,924	4,166	3,649	3,947
Non-urgent	758	878	671	733	488	554
All emergency presentations	7,730	8,497	8,189	8,482	8,121	8,001

Fairfield Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,214 patients	1,280	
ED Transfer of care time			
Median time	10 minutes	12 minutes	-2 minutes
95th percentile time	28 minutes	44 minutes	-16 minutes

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

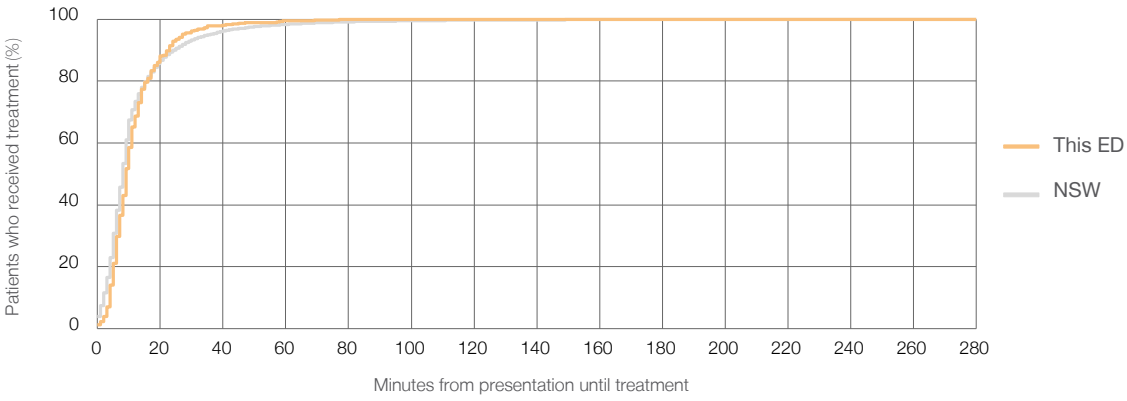
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

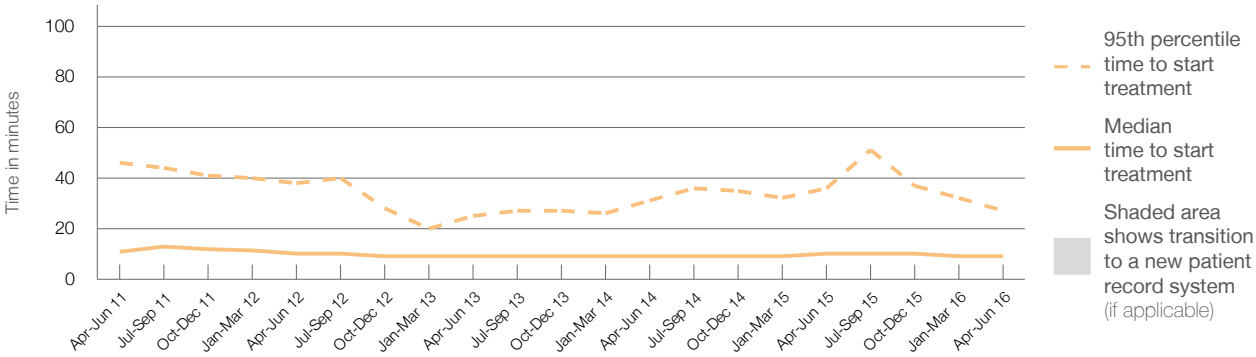
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 675		748	
Number of triage 2 patients used to calculate waiting time:[3] 670		744	
Median time to start treatment[4]	9 minutes	10 minutes	8 minutes
95th percentile time to start treatment[5]	27 minutes	36 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	11	10	9	9	10	9
95th percentile time to start treatment[5] (minutes)	46	38	25	31	36	27

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

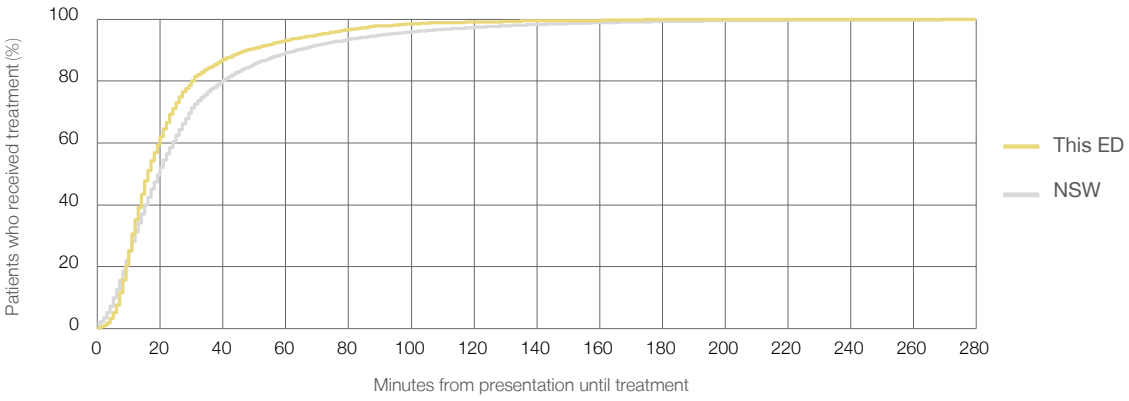
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Fairfield Hospital: Time patients waited to start treatment, triage 3

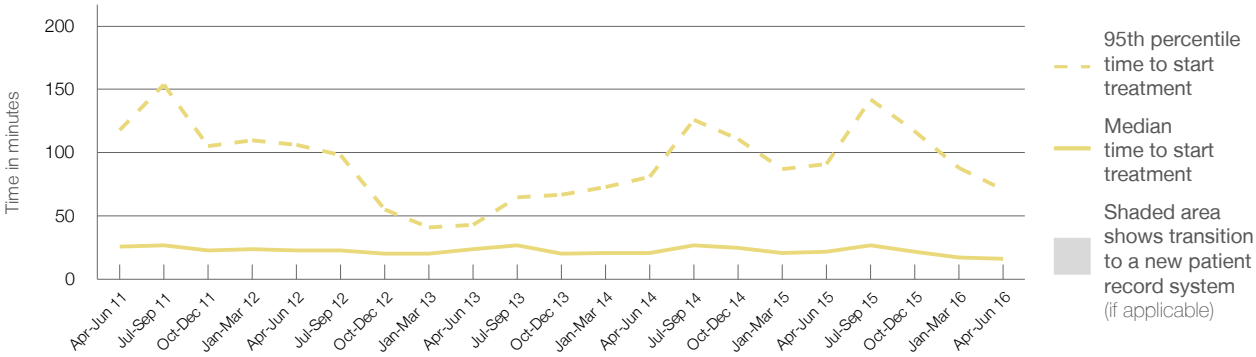
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 2,811		3,219	
Number of triage 3 patients used to calculate waiting time:[3] 2,760		3,157	
Median time to start treatment[4]	16 minutes	22 minutes	20 minutes
95th percentile time to start treatment[5]	71 minutes	91 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	26	23	24	21	22	16
95th percentile time to start treatment[5] (minutes)	118	106	43	81	91	71

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

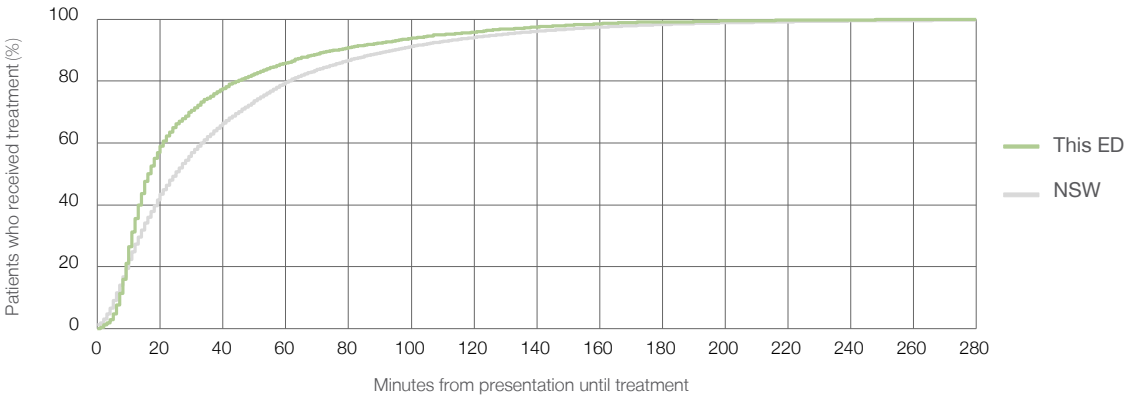
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Fairfield Hospital: Time patients waited to start treatment, triage 4

April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 3,947		3,649	
Number of triage 4 patients used to calculate waiting time:[3] 3,709		3,368	
Median time to start treatment[4]	16 minutes	26 minutes	25 minutes
95th percentile time to start treatment[5]	110 minutes	139 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	35	31	29	26	26	16
95th percentile time to start treatment[5] (minutes)	154	151	146	131	139	110

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

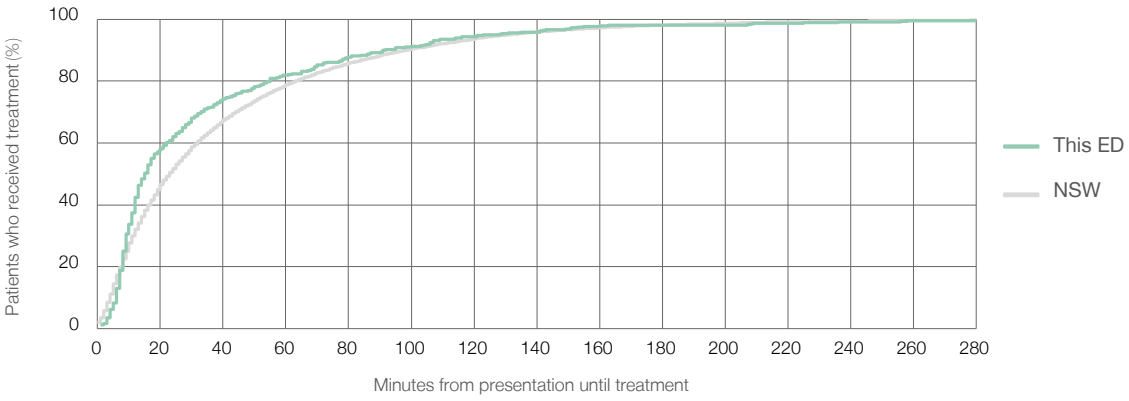
Fairfield Hospital: Time patients waited to start treatment, triage 5

April to June 2016

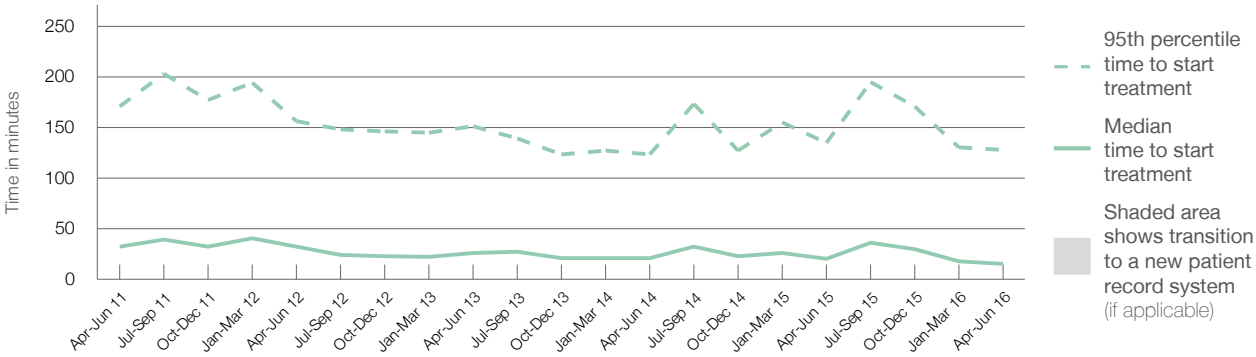
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 554		488	
Number of triage 5 patients used to calculate waiting time:[3] 453		380	
Median time to start treatment[4]	15 minutes	20 minutes	23 minutes
95th percentile time to start treatment[5]	128 minutes	135 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	32	32	26	21	20	15
95th percentile time to start treatment[5] (minutes)	171	156	151	123	135	128

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

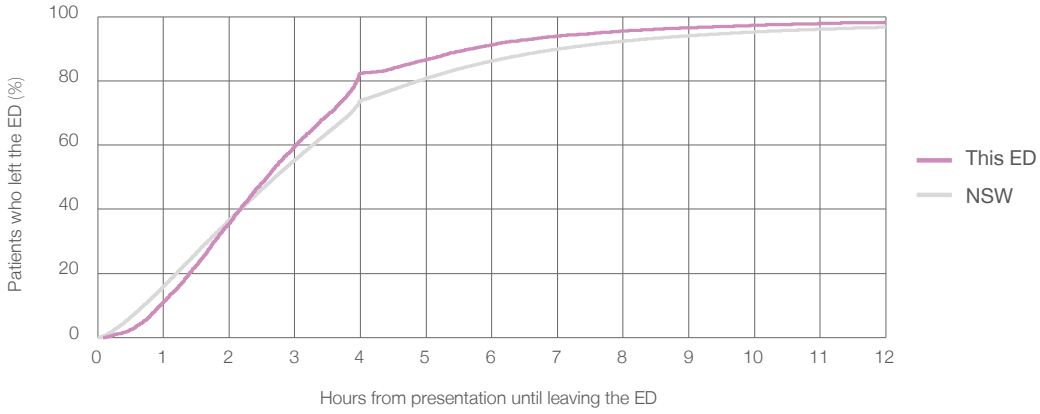
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Fairfield Hospital: Time patients spent in the ED

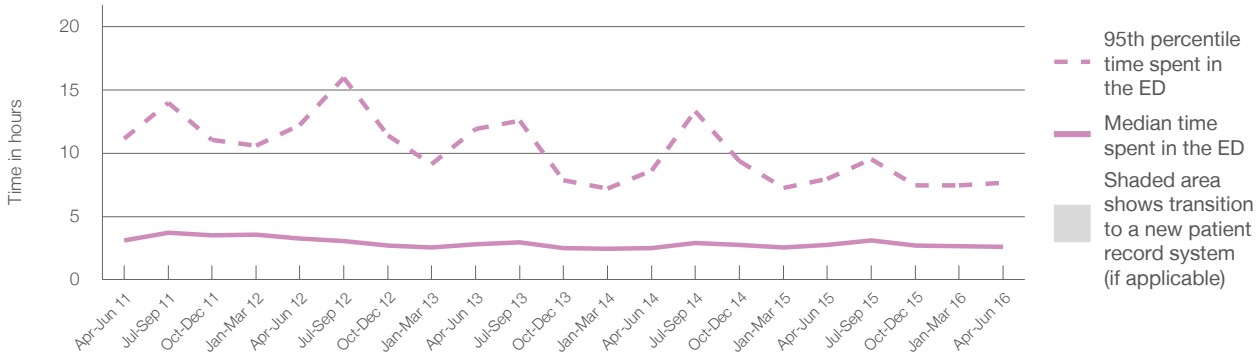
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	8,024 patients	8,160	
Presentations used to calculate time to leaving the ED:[6]	8,024 patients	8,160	
Median time spent in the ED[8]	2 hours and 35 minutes	2 hours and 44 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	7 hours and 39 minutes	7 hours and 59 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 5m	3h 17m	2h 48m	2h 29m	2h 44m	2h 35m
95th percentile time to leaving the ED[9] (hours, minutes)	11h 9m	12h 14m	11h 54m	8h 38m	7h 59m	7h 39m

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

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

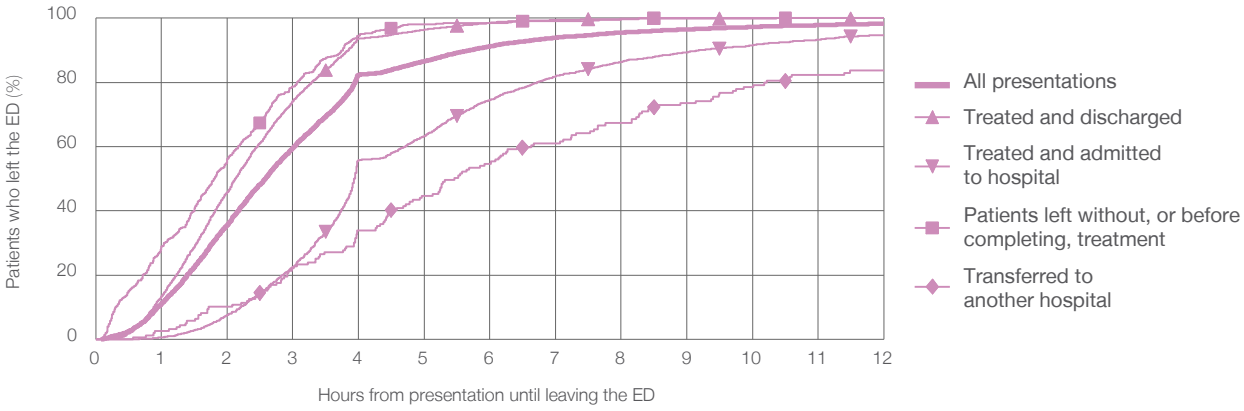
Fairfield Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 8,024 patients

Presentations used to calculate time to leaving the ED:[6] 8,024 patients

		Same period last year	Change since one year ago
		8,160	-1.7%
Treated and discharged	5,144 (64.1%)	4,997	2.9%
Treated and admitted to hospital	2,164 (27.0%)	2,422	-10.7%
Patient left without, or before completing, treatment	479 (6.0%)	548	-12.6%
Transferred to another hospital	159 (2.0%)	139	14.4%
Other	78 (1.0%)	54	44.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 [†‡]



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.4%	45.8%	74.2%	93.6%	98.6%	99.8%	100%	100%
Treated and admitted to hospital	0.6%	7.5%	22.4%	55.8%	74.5%	86.4%	91.6%	94.7%
Patient left without, or before completing, treatment	28.8%	56.2%	78.7%	94.6%	98.5%	99.8%	100%	100%
Transferred to another hospital	2.5%	10.1%	22.0%	34.0%	54.7%	67.3%	78.6%	83.6%
All presentations	11.1%	35.7%	59.6%	82.3%	91.2%	95.5%	97.3%	98.2%

(†) 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 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.

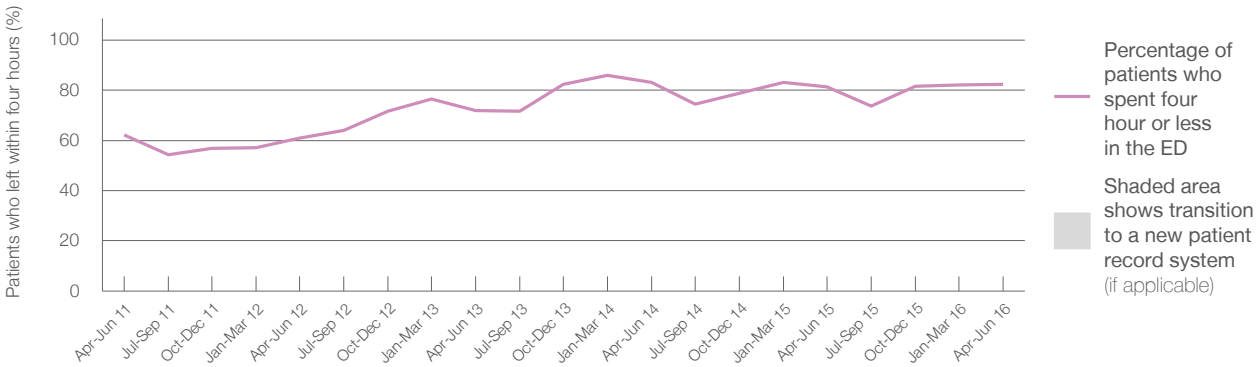
Fairfield Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	8,024 patients	8,160	-1.7%
Presentations used to calculate time to leaving the ED:[6]	8,024 patients	8,160	-1.7%
Percentage of patients who spent four hours or less in the ED	82.3%	81.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	62.2%	60.9%	71.9%	83.2%	81.3%	82.3%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Hornsby and Ku-Ring-Gai Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,205 patients	9,401	-2.1%
Emergency presentations:[2]	9,155 patients	9,350	-2.1%

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,349 patients	1,248	
Median time to start treatment[4]	5 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	13 minutes	14 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	2,078 patients	2,019	
Median time to start treatment[4]	13 minutes	14 minutes	20 minutes
95th percentile time to start treatment[5]	65 minutes	70 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	4,049 patients	4,200	
Median time to start treatment[4]	16 minutes	17 minutes	25 minutes
95th percentile time to start treatment[5]	99 minutes	106 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	1,633 patients	1,849	
Median time to start treatment[4]	12 minutes	13 minutes	23 minutes
95th percentile time to start treatment[5]	111 minutes	119 minutes	132 minutes

Hornsby and Ku-Ring-Gai Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	9,205 patients	9,401	-2.1%
Percentage of patients who spent four hours or less in the ED	75.2%	74.6%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

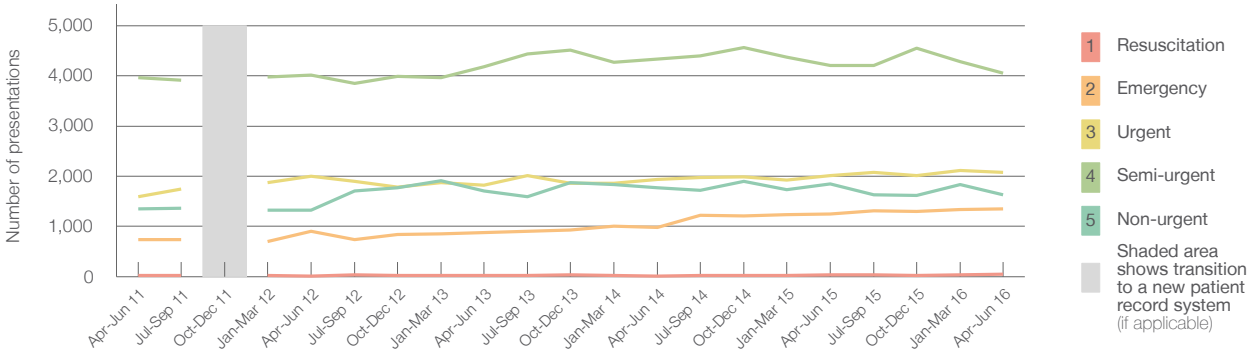
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Hornsby and Ku-Ring-Gai Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,205 patients	9,401	-2.1%
Emergency presentations[2] by triage category:	9,155 patients	9,350	-2.1%
1 Resuscitation	46 (0.5%)	34	35.3%
2 Emergency	1,349 (14.7%)	1,248	8.1%
3 Urgent	2,078 (22.7%)	2,019	2.9%
4 Semi-urgent	4,049 (44.2%)	4,200	-3.6%
5 Non-urgent	1,633 (17.8%)	1,849	-11.7%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	26	17	30	15	34	46
Emergency	738	902	874	977	1,248	1,349
Urgent	1,597	1,995	1,828	1,931	2,019	2,078
Semi-urgent	3,962	4,012	4,180	4,335	4,200	4,049
Non-urgent	1,356	1,320	1,703	1,771	1,849	1,633
All emergency presentations	7,679	8,246	8,615	9,029	9,350	9,155

Hornsby and Ku-Ring-Gai Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,864 patients	2,101	
ED Transfer of care time			
Median time	12 minutes	13 minutes	-1 minute
95th percentile time	34 minutes	42 minutes	-8 minutes

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

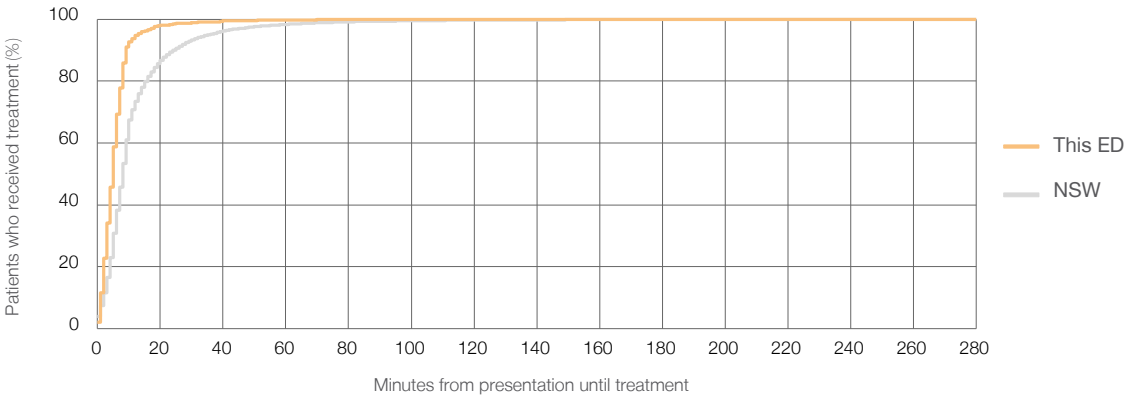
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 2

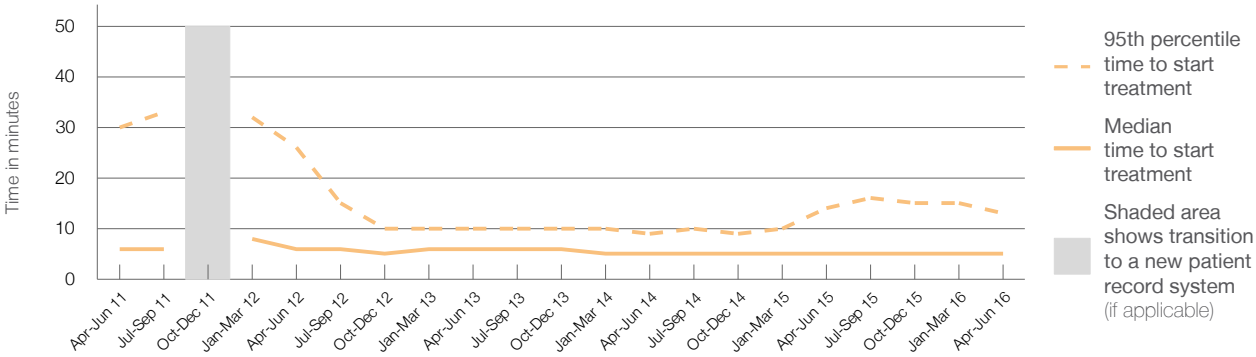
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,349		1,248	
Number of triage 2 patients used to calculate waiting time:[3] 1,348		1,247	
Median time to start treatment[4]	5 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	13 minutes	14 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	6	6	6	5	5	5
95th percentile time to start treatment[5] (minutes)	30	26	10	9	14	13

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

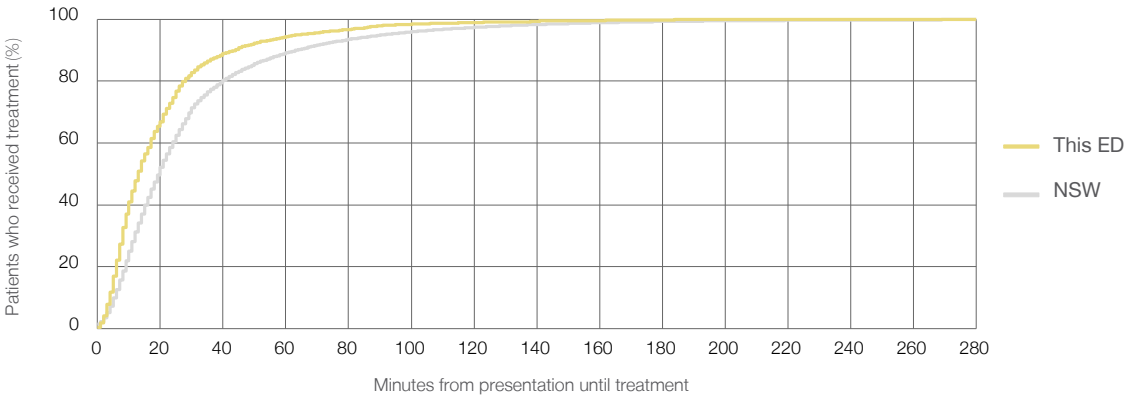
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 3

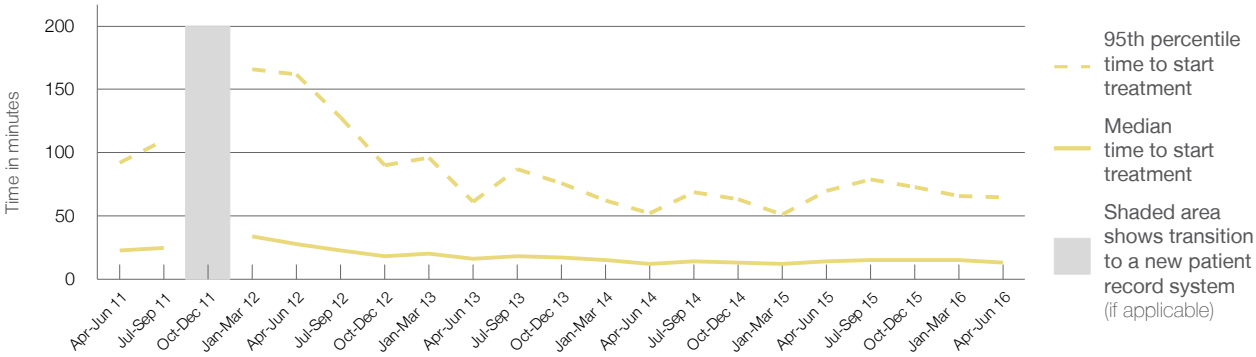
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 2,078		2,019	
Number of triage 3 patients used to calculate waiting time:[3] 2,066		2,009	
Median time to start treatment[4]	13 minutes	14 minutes	20 minutes
95th percentile time to start treatment[5]	65 minutes	70 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	23	28	16	12	14	13
95th percentile time to start treatment[5] (minutes)	92	162	61	52	70	65

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

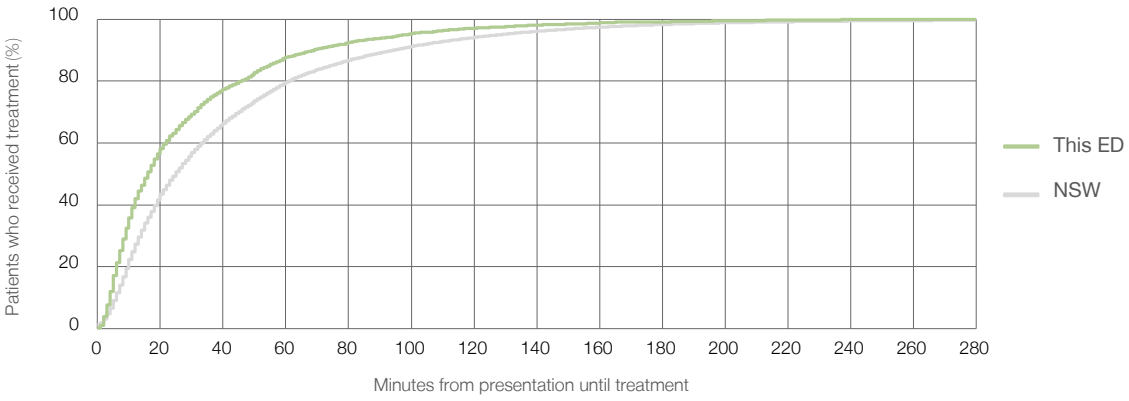
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 4

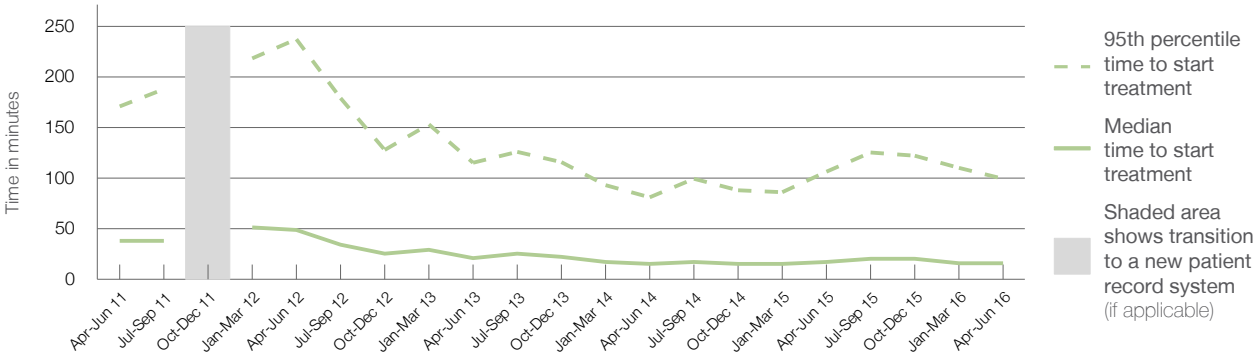
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	4,049	4,200	
Number of triage 4 patients used to calculate waiting time:[3]	3,945	4,094	
Median time to start treatment[4]	16 minutes	17 minutes	25 minutes
95th percentile time to start treatment[5]	99 minutes	106 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	38	49	21	15	17	16
95th percentile time to start treatment[5] (minutes)	171	237	115	81	106	99

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

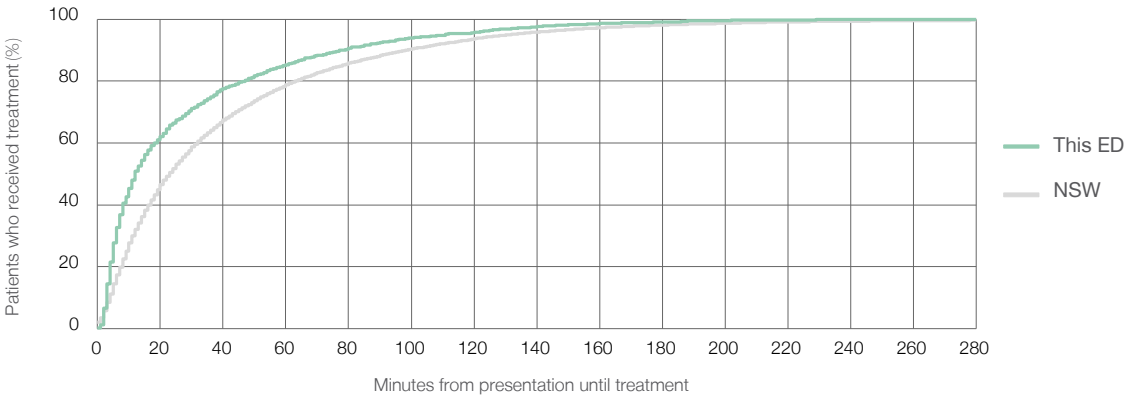
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Hornsby and Ku-Ring-Gai Hospital: Time patients waited to start treatment, triage 5

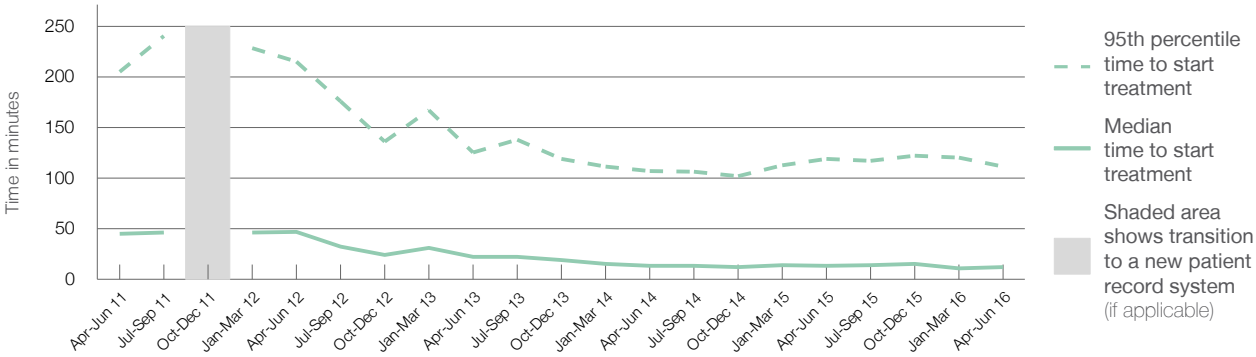
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 1,633		1,849	
Number of triage 5 patients used to calculate waiting time:[3] 1,550		1,761	
Median time to start treatment[4]	12 minutes	13 minutes	23 minutes
95th percentile time to start treatment[5]	111 minutes	119 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	45	47	22	13	13	12
95th percentile time to start treatment[5] (minutes)	205	215	125	107	119	111

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

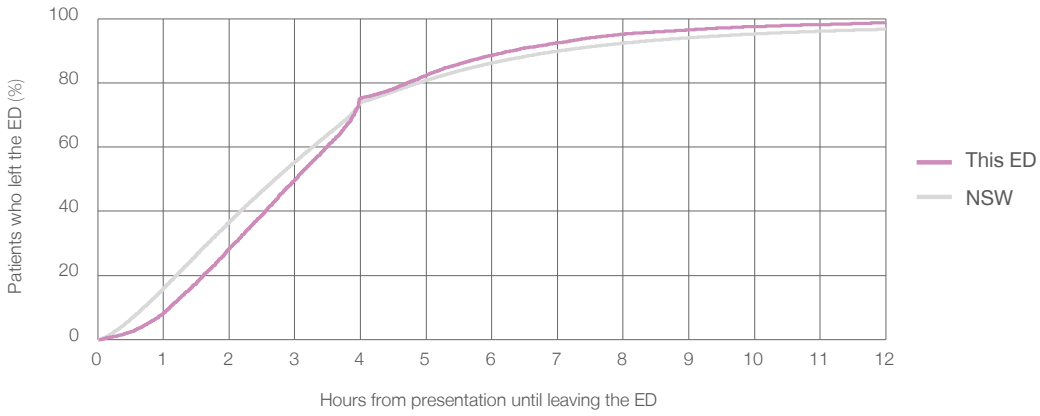
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED

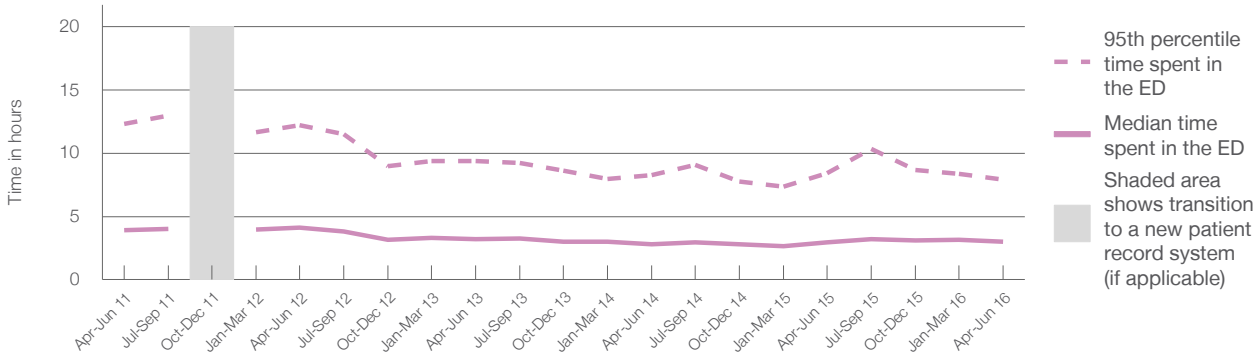
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	9,205 patients	9,401	
Presentations used to calculate time to leaving the ED:[6]	9,205 patients	9,401	
Median time spent in the ED[8]	3 hours and 1 minutes	2 hours and 56 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	7 hours and 56 minutes	8 hours and 24 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 54m	4h 6m	3h 13m	2h 49m	2h 56m	3h 1m
95th percentile time to leaving the ED[9] (hours, minutes)	12h 20m	12h 13m	9h 24m	8h 16m	8h 24m	7h 56m

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

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

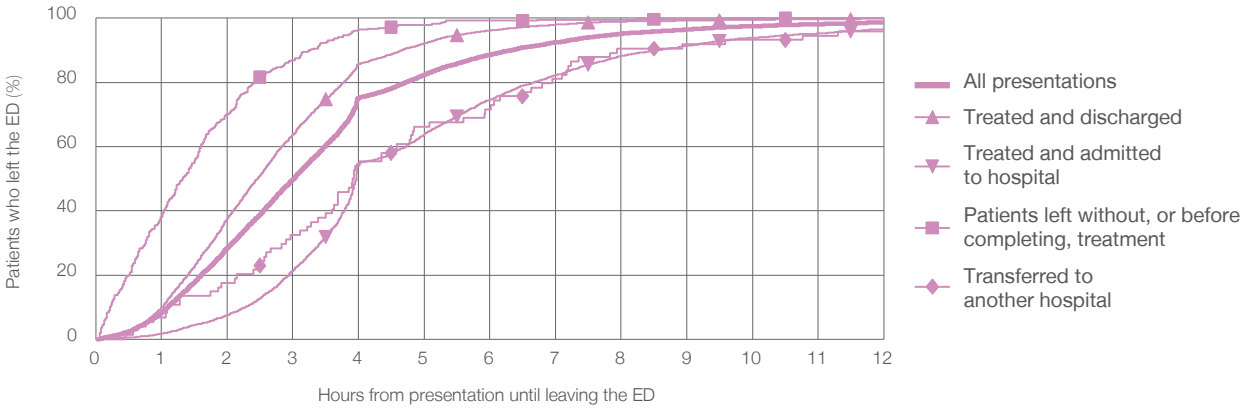
Hornsby and Ku-Ring-Gai Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 9,205 patients

Presentations used to calculate time to leaving the ED:[6] 9,205 patients

		Same period last year	Change since one year ago
Treated and discharged	5,538 (60.2%)	6,029	-8.1%
Treated and admitted to hospital	3,193 (34.7%)	2,905	9.9%
Patient left without, or before completing, treatment	392 (4.3%)	422	-7.1%
Transferred to another hospital	74 (0.8%)	43	72.1%
Other	8 (0.1%)	2	300.0%
		9,401	-2.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.9%	37.7%	63.7%	85.7%	96.2%	98.9%	99.5%	99.9%
Treated and admitted to hospital	1.8%	7.5%	21.3%	54.8%	74.5%	88.3%	93.9%	96.6%
Patient left without, or before completing, treatment	38.0%	70.2%	87.0%	96.4%	99.2%	99.5%	100%	100%
Transferred to another hospital	6.8%	17.6%	32.4%	54.1%	71.6%	90.5%	93.2%	95.9%
All presentations	8.3%	28.5%	49.8%	75.2%	88.6%	95.2%	97.5%	98.7%

(†) 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 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.

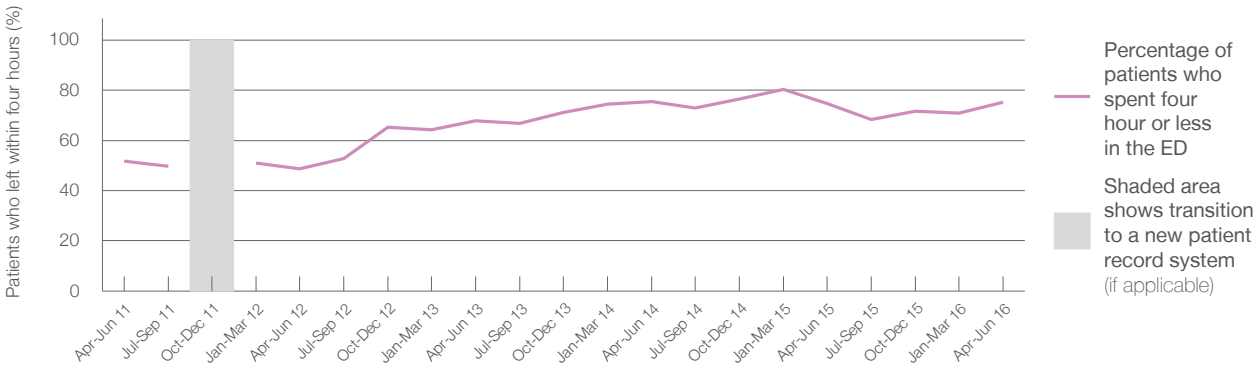
Hornsby and Ku-Ring-Gai Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	9,205 patients	9,401	-2.1%
Presentations used to calculate time to leaving the ED:[6]	9,205 patients	9,401	-2.1%
Percentage of patients who spent four hours or less in the ED	75.2%	74.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	51.8%	48.6%	67.9%	75.6%	74.6%	75.2%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Lismore Base Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	7,477 patients	7,692	-2.8%
Emergency presentations:[2]	7,218 patients	7,390	-2.3%

Lismore Base Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 854 patients	860	
Median time to start treatment[4]	5 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	18 minutes	22 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,530 patients	2,456	
Median time to start treatment[4]	20 minutes	26 minutes	20 minutes
95th percentile time to start treatment[5]	94 minutes	113 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,050 patients	3,126	
Median time to start treatment[4]	34 minutes	42 minutes	25 minutes
95th percentile time to start treatment[5]	143 minutes	179 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 738 patients	892	
Median time to start treatment[4]	35 minutes	42 minutes	23 minutes
95th percentile time to start treatment[5]	146 minutes	180 minutes	132 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	7,477 patients	7,691	-2.8%
Percentage of patients who spent four hours or less in the ED	66.1%	65.7%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

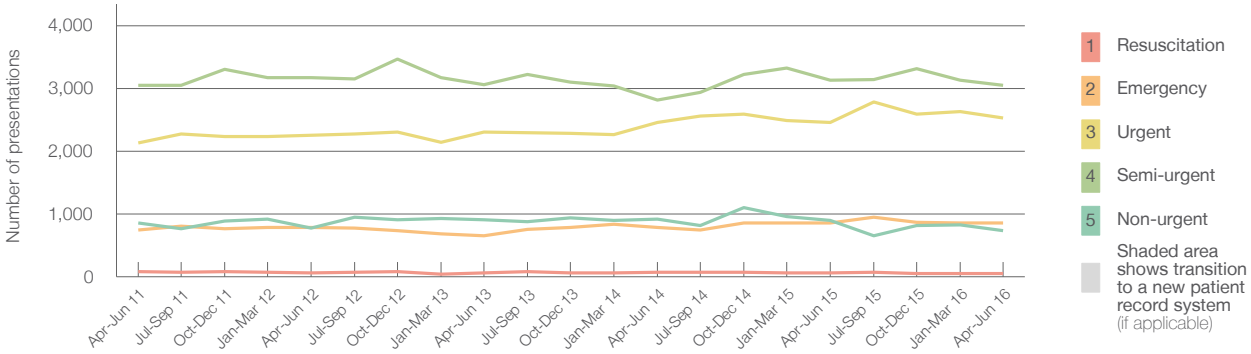
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Lismore Base Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	7,477 patients	7,692	-2.8%
Emergency presentations[2] by triage category:	7,218 patients	7,390	-2.3%
1 Resuscitation	46 (0.6%)	56	-17.9%
2 Emergency	854 (11.8%)	860	-0.7%
3 Urgent	2,530 (35.1%)	2,456	3.0%
4 Semi-urgent	3,050 (42.3%)	3,126	-2.4%
5 Non-urgent	738 (10.2%)	892	-17.3%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	83	58	57	67	56	46
Emergency	745	784	654	782	860	854
Urgent	2,129	2,256	2,301	2,462	2,456	2,530
Semi-urgent	3,053	3,172	3,057	2,818	3,126	3,050
Non-urgent	858	778	904	916	892	738
All emergency presentations	6,868	7,048	6,973	7,045	7,390	7,218

Lismore Base Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,646 patients	1,593	
ED Transfer of care time			
Median time	15 minutes	17 minutes	-2 minutes
95th percentile time	80 minutes	91 minutes	-11 minutes

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

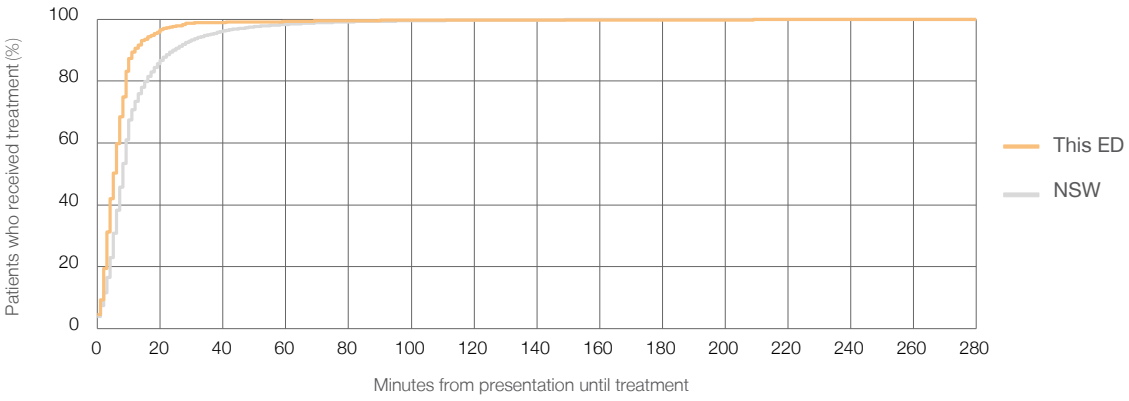
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Lismore Base Hospital: Time patients waited to start treatment, triage 2

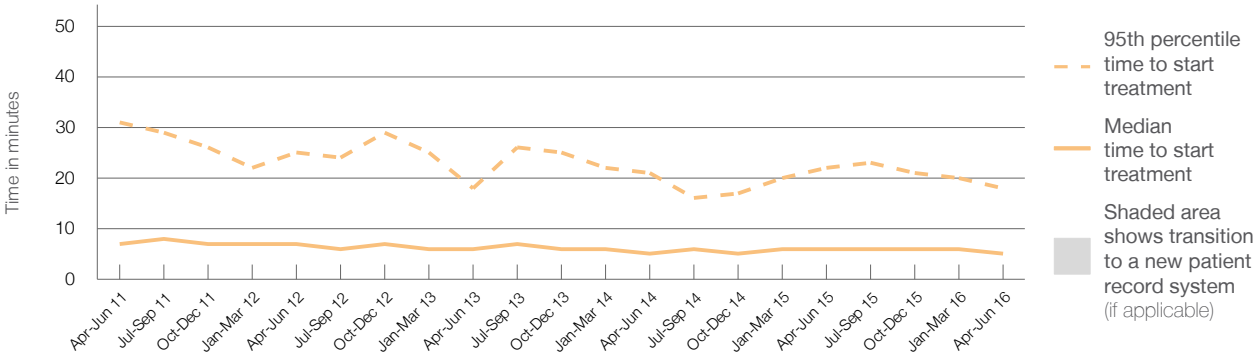
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 854		860	
Number of triage 2 patients used to calculate waiting time:[3] 849		856	
Median time to start treatment[4]	5 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	18 minutes	22 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	7	6	5	6	5
95th percentile time to start treatment[5] (minutes)	31	25	18	21	22	18

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

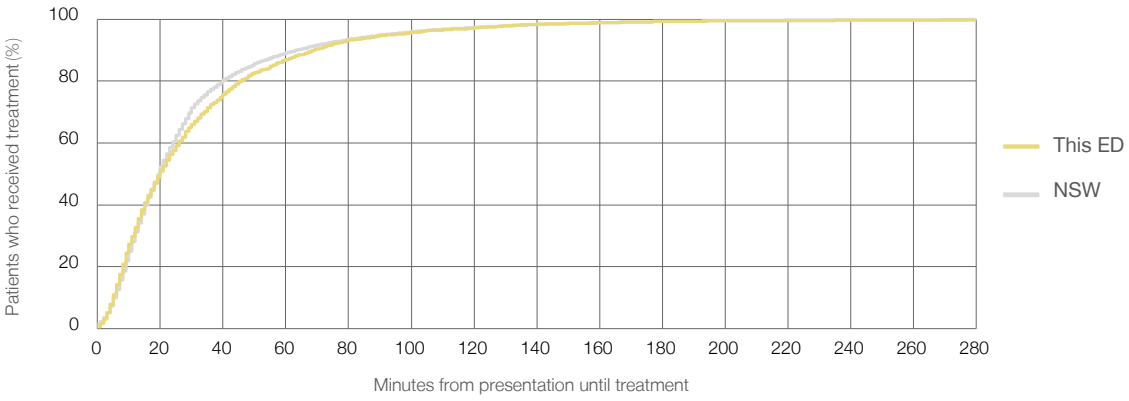
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Lismore Base Hospital: Time patients waited to start treatment, triage 3

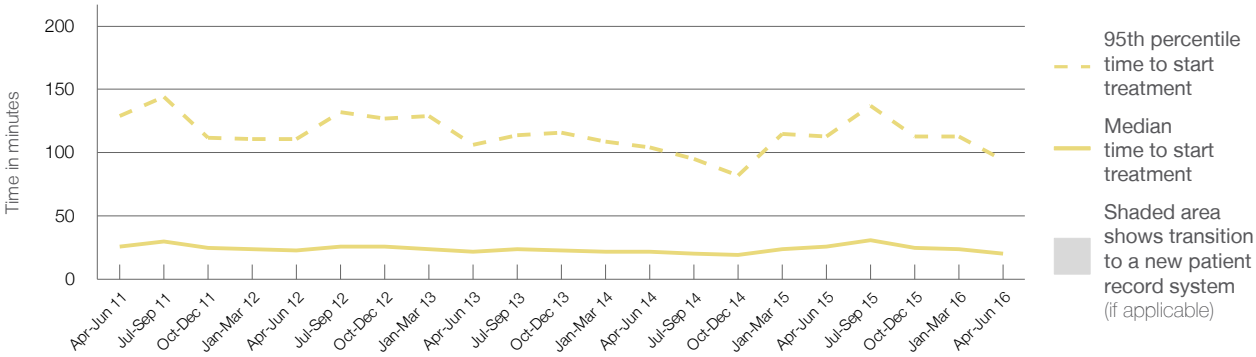
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 2,530		2,456	
Number of triage 3 patients used to calculate waiting time:[3] 2,487		2,407	
Median time to start treatment[4]	20 minutes	26 minutes	20 minutes
95th percentile time to start treatment[5]	94 minutes	113 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	26	23	22	22	26	20
95th percentile time to start treatment[5] (minutes)	129	111	106	104	113	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 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.

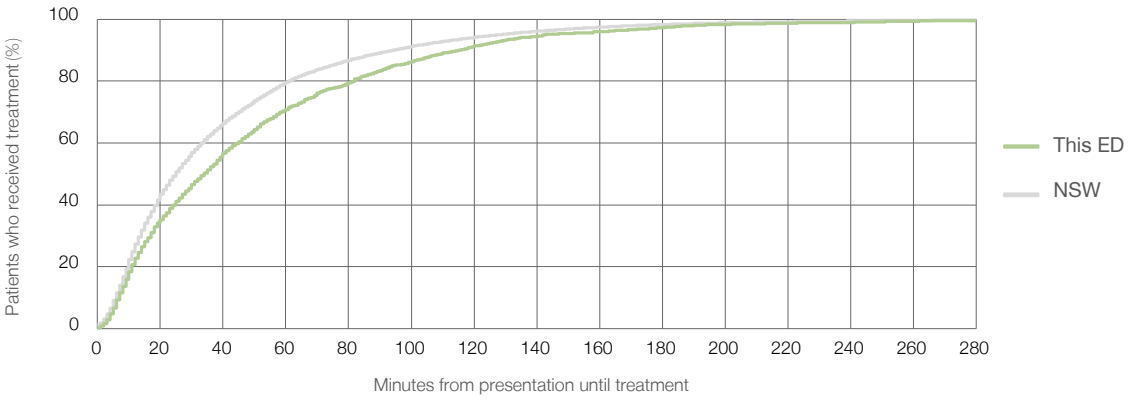
Lismore Base Hospital: Time patients waited to start treatment, triage 4

April to June 2016

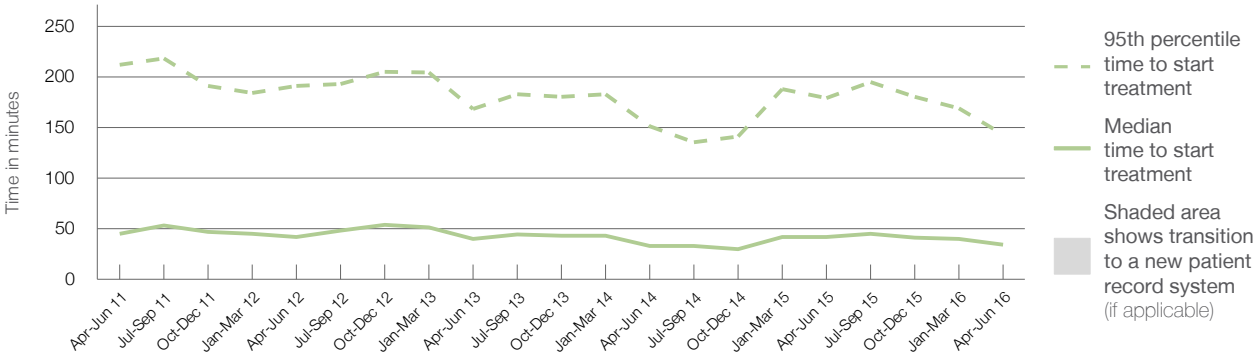
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	3,050	3,126	
Number of triage 4 patients used to calculate waiting time:[3]	2,844	2,876	
Median time to start treatment[4]	34 minutes	42 minutes	25 minutes
95th percentile time to start treatment[5]	143 minutes	179 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	45	42	40	33	42	34
95th percentile time to start treatment[5] (minutes)	212	191	168	151	179	143

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

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

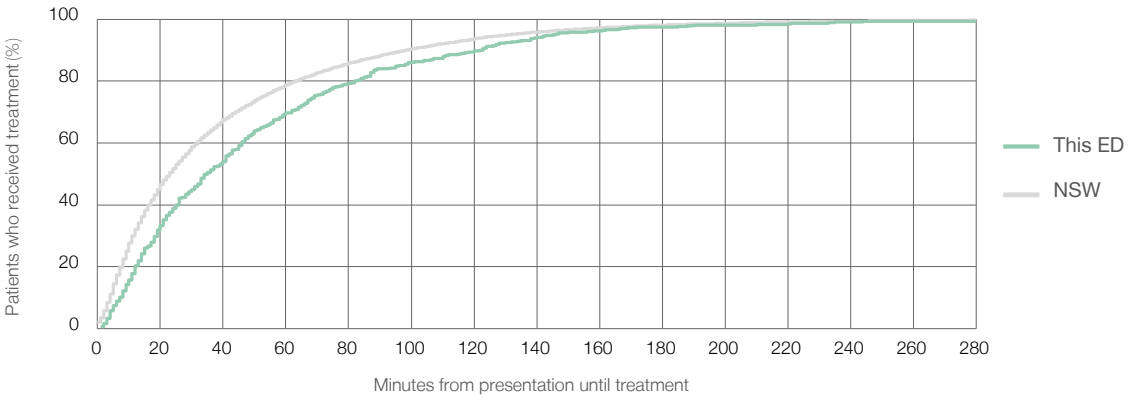
Lismore Base Hospital: Time patients waited to start treatment, triage 5

April to June 2016

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

		Same period last year	NSW (this period)
Number of triage 5 patients:	738	892	
Number of triage 5 patients used to calculate waiting time:[3]	635	735	
Median time to start treatment[4]	35 minutes	42 minutes	23 minutes
95th percentile time to start treatment[5]	146 minutes	180 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	53	56	53	40	42	35
95th percentile time to start treatment[5] (minutes)	209	203	178	162	180	146

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

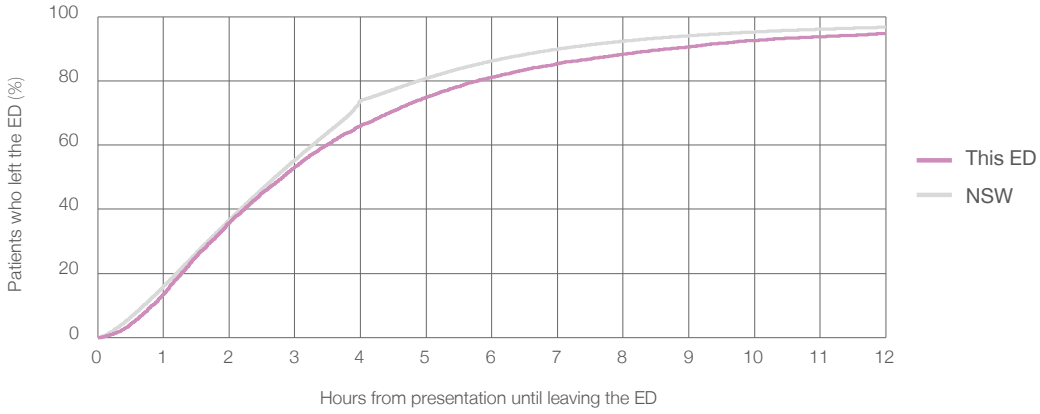
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Lismore Base Hospital: Time patients spent in the ED

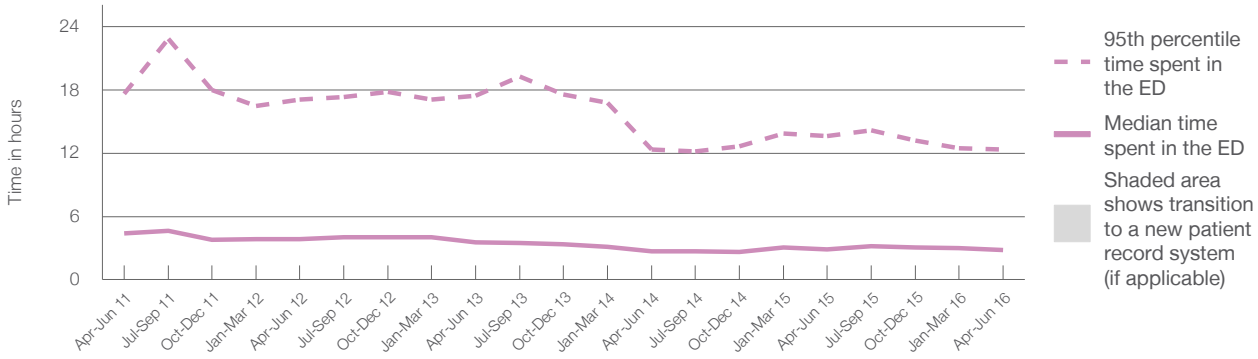
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	7,477 patients	7,692	
Presentations used to calculate time to leaving the ED:[6]	7,477 patients	7,691	
Median time spent in the ED[8]	2 hours and 49 minutes	2 hours and 54 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	12 hours and 19 minutes	13 hours and 38 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	4h 24m	3h 50m	3h 31m	2h 42m	2h 54m	2h 49m
95th percentile time to leaving the ED[9] (hours, minutes)	17h 38m	17h 3m	17h 26m	12h 21m	13h 38m	12h 19m

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

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

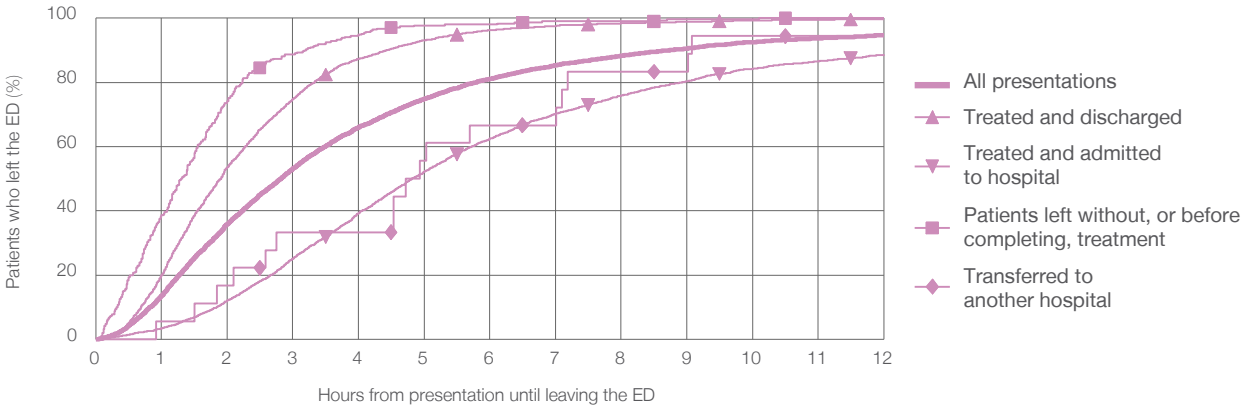
Lismore Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 7,477 patients

Presentations used to calculate time to leaving the ED:[6] 7,477 patients

		Same period last year	Change since one year ago
Treated and discharged	3,756 (50.2%)	3,907	-3.9%
Treated and admitted to hospital	3,350 (44.8%)	3,326	0.7%
Patient left without, or before completing, treatment	310 (4.1%)	388	-20.1%
Transferred to another hospital	18 (0.2%)	17	5.9%
Other	43 (0.6%)	54	-20.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 (†‡)



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.9%	53.6%	74.8%	87.3%	96.2%	98.4%	99.3%	99.7%
Treated and admitted to hospital	3.4%	12.1%	25.2%	39.3%	62.5%	75.9%	84.3%	88.7%
Patient left without, or before completing, treatment	38.7%	74.2%	88.7%	94.8%	98.1%	99.0%	99.7%	100%
Transferred to another hospital	5.6%	16.7%	33.3%	33.3%	66.7%	83.3%	94.4%	94.4%
All presentations	13.6%	35.9%	53.2%	66.1%	81.1%	88.3%	92.6%	94.8%

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

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

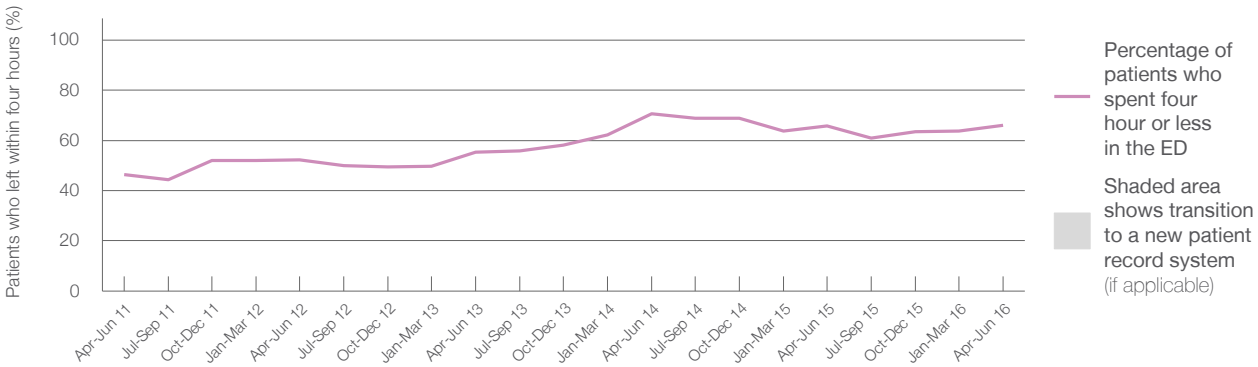
Lismore Base Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	7,477 patients	7,692	-2.8%
Presentations used to calculate time to leaving the ED:[6]	7,477 patients	7,691	-2.8%
Percentage of patients who spent four hours or less in the ED	66.1%	65.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	46.4%	52.1%	55.3%	70.6%	65.7%	66.1%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Maitland Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	11,882 patients	11,396	4.3%
Emergency presentations:[2]	11,772 patients	11,260	4.5%

Maitland Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,892 patients	1,330	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	32 minutes	37 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 3,084 patients	2,743	
Median time to start treatment[4]	24 minutes	26 minutes	20 minutes
95th percentile time to start treatment[5]	103 minutes	133 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 5,378 patients	5,528	
Median time to start treatment[4]	41 minutes	45 minutes	25 minutes
95th percentile time to start treatment[5]	145 minutes	175 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,378 patients	1,631	
Median time to start treatment[4]	46 minutes	53 minutes	23 minutes
95th percentile time to start treatment[5]	154 minutes	182 minutes	132 minutes

Maitland Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	11,882 patients	11,396	4.3%
Percentage of patients who spent four hours or less in the ED	72.9%	68.5%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

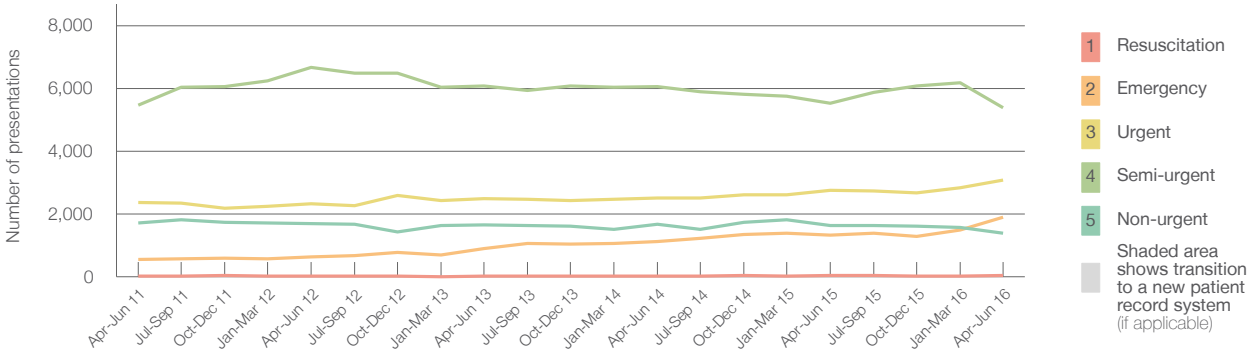
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Maitland Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	11,882 patients	11,396	4.3%
Emergency presentations[2] by triage category:	11,772 patients	11,260	4.5%
1 Resuscitation	40 (0.3%)	28	42.9%
2 Emergency	1,892 (16.1%)	1,330	42.3%
3 Urgent	3,084 (26.2%)	2,743	12.4%
4 Semi-urgent	5,378 (45.7%)	5,528	-2.7%
5 Non-urgent	1,378 (11.7%)	1,631	-15.5%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	21	18	23	22	28	40
Emergency	539	621	900	1,115	1,330	1,892
Urgent	2,354	2,314	2,492	2,505	2,743	3,084
Semi-urgent	5,475	6,676	6,073	6,064	5,528	5,378
Non-urgent	1,704	1,700	1,656	1,679	1,631	1,378
All emergency presentations	10,093	11,329	11,144	11,385	11,260	11,772

Maitland Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,941 patients	2,011	
ED Transfer of care time			
Median time	9 minutes	10 minutes	-1 minute
95th percentile time	25 minutes	42 minutes	-17 minutes

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

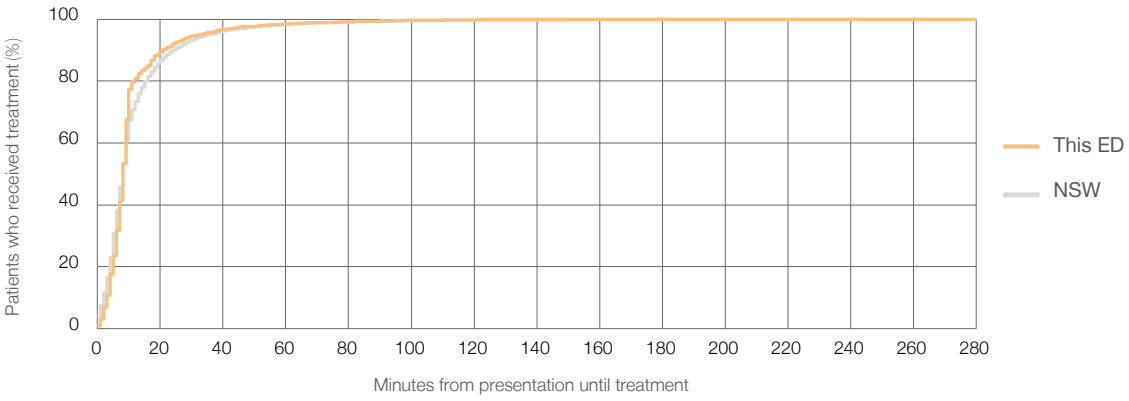
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Maitland Hospital: Time patients waited to start treatment, triage 2

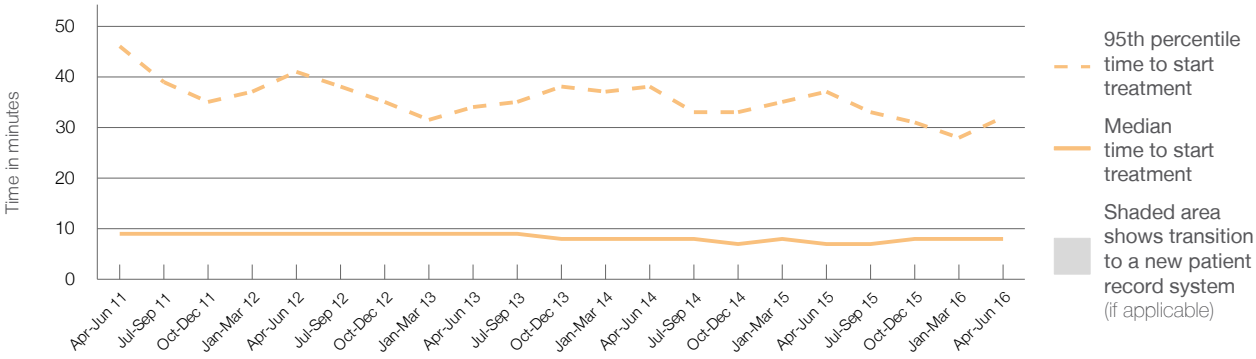
April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	1,892	1,330	
Number of triage 2 patients used to calculate waiting time:[3]	1,872	1,314	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	32 minutes	37 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	9	9	9	8	7	8
95th percentile time to start treatment[5] (minutes)	46	41	34	38	37	32

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

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

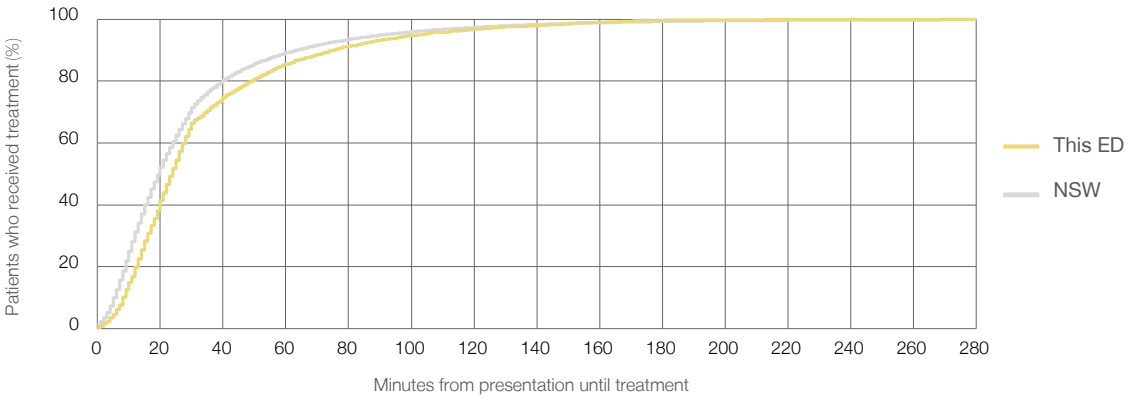
Maitland Hospital: Time patients waited to start treatment, triage 3

April to June 2016

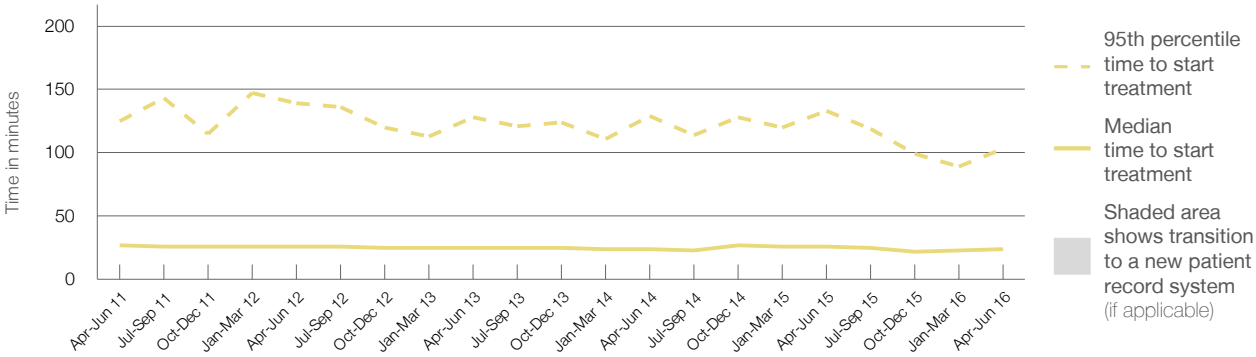
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	3,084	2,743	
Number of triage 3 patients used to calculate waiting time:[3]	2,991	2,658	
Median time to start treatment[4]	24 minutes	26 minutes	20 minutes
95th percentile time to start treatment[5]	103 minutes	133 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	27	26	25	24	26	24
95th percentile time to start treatment[5] (minutes)	125	139	128	129	133	103

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

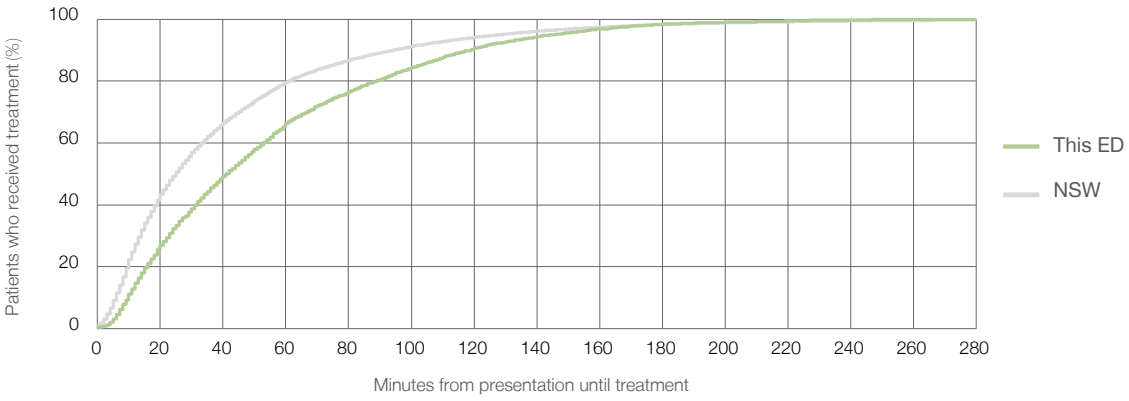
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Maitland Hospital: Time patients waited to start treatment, triage 4

April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	5,378	5,528	
Number of triage 4 patients used to calculate waiting time:[3]	4,562	4,678	
Median time to start treatment[4]	41 minutes	45 minutes	25 minutes
95th percentile time to start treatment[5]	145 minutes	175 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	44	46	39	43	45	41
95th percentile time to start treatment[5] (minutes)	183	197	179	172	175	145

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

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

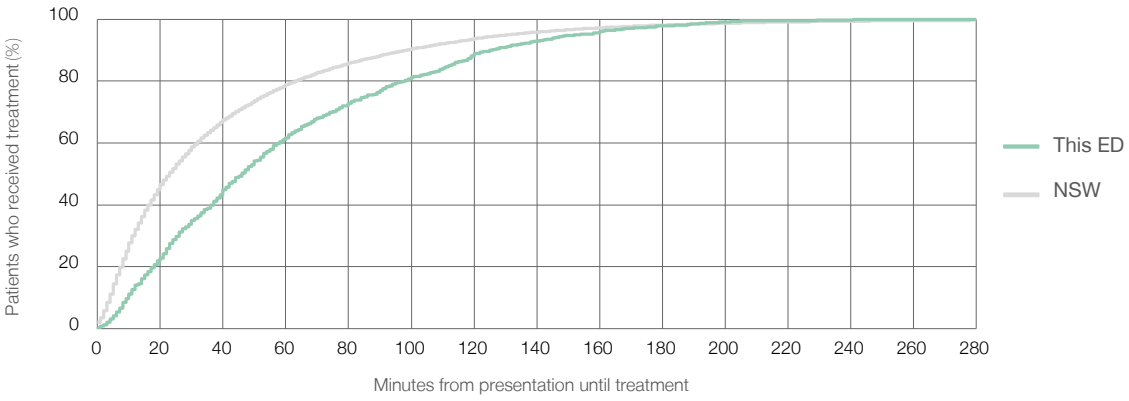
Maitland Hospital: Time patients waited to start treatment, triage 5

April to June 2016

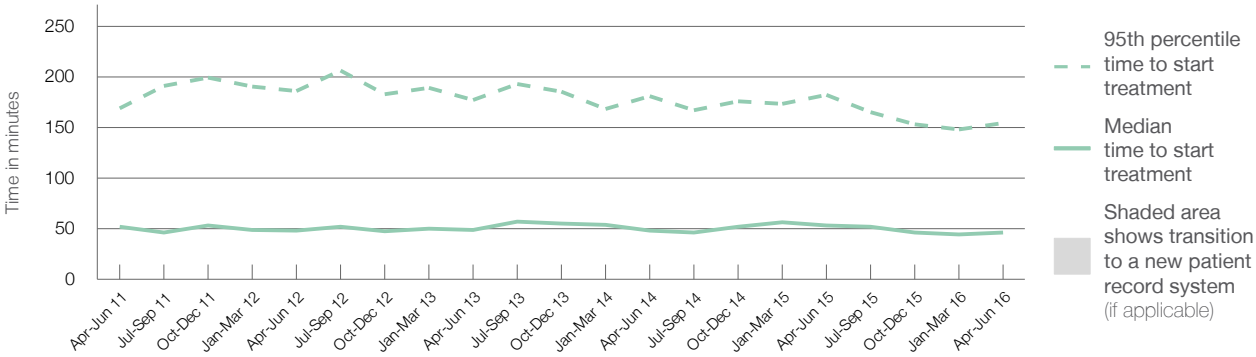
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,378	1,631	
Number of triage 5 patients used to calculate waiting time:[3]	1,046	1,257	
Median time to start treatment[4]	46 minutes	53 minutes	23 minutes
95th percentile time to start treatment[5]	154 minutes	182 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	52	48	49	48	53	46
95th percentile time to start treatment[5] (minutes)	169	186	177	181	182	154

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

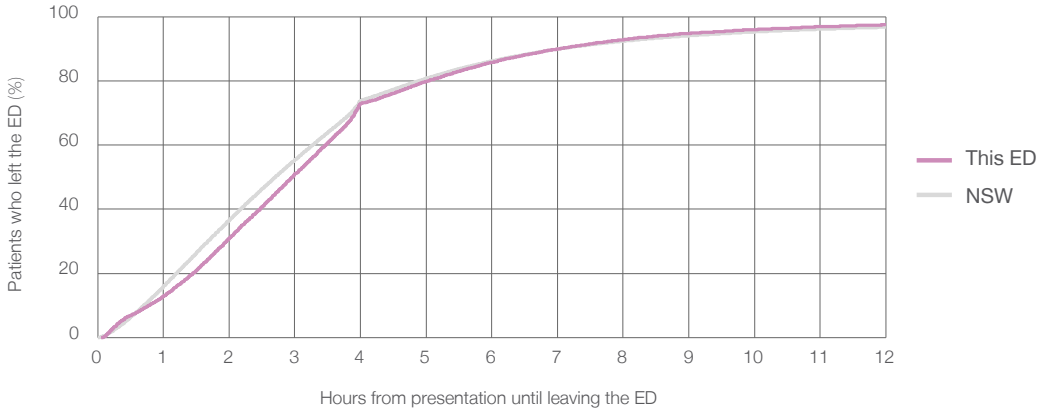
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Maitland Hospital: Time patients spent in the ED

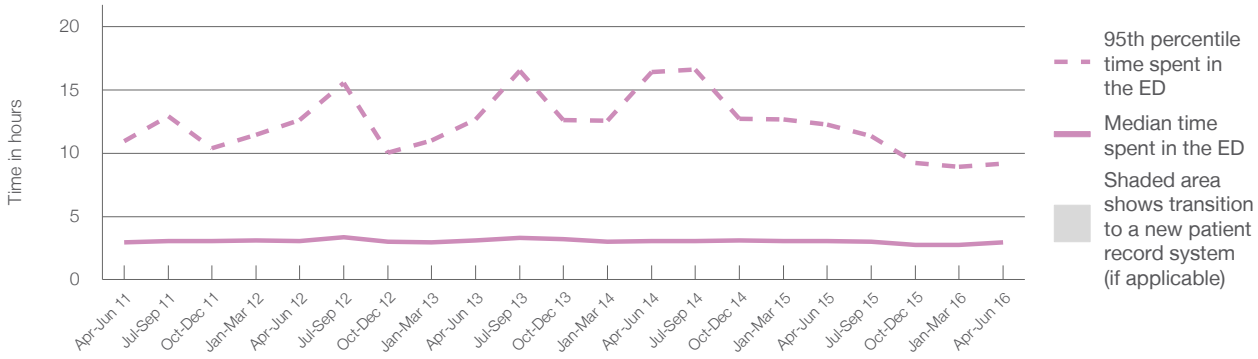
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	11,882 patients	11,396	
Presentations used to calculate time to leaving the ED:[6]	11,882 patients	11,396	
Median time spent in the ED[8]	2 hours and 58 minutes	3 hours and 2 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	9 hours and 10 minutes	12 hours and 15 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 57m	3h 2m	3h 5m	3h 3m	3h 2m	2h 58m
95th percentile time to leaving the ED[9] (hours, minutes)	10h 58m	12h 37m	12h 40m	16h 23m	12h 15m	9h 10m

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

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

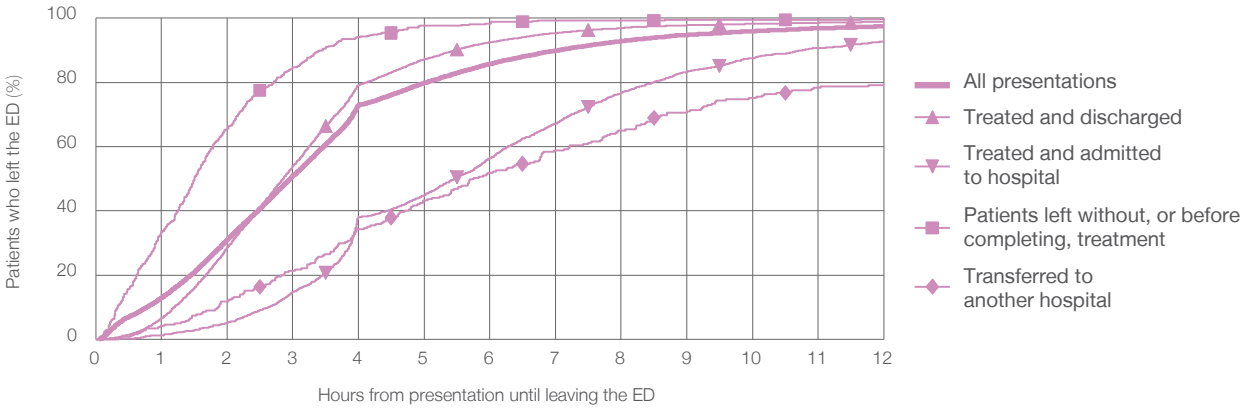
Maitland Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 11,882 patients

Presentations used to calculate time to leaving the ED:[6] 11,882 patients

		Same period last year	Change since one year ago
		11,396	4.3%
Treated and discharged	7,954 (66.9%)	7,452	6.7%
Treated and admitted to hospital	2,223 (18.7%)	2,202	1.0%
Patient left without, or before completing, treatment	437 (3.7%)	498	-12.2%
Transferred to another hospital	245 (2.1%)	216	13.4%
Other	1,023 (8.6%)	1,028	-0.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.6%	28.6%	54.0%	79.2%	92.5%	96.9%	98.2%	98.9%
Treated and admitted to hospital	1.3%	5.2%	14.7%	38.1%	56.4%	76.7%	87.6%	92.7%
Patient left without, or before completing, treatment	33.4%	65.7%	84.7%	94.1%	98.4%	99.3%	99.5%	99.8%
Transferred to another hospital	4.1%	11.8%	21.2%	34.3%	51.8%	64.9%	75.1%	79.2%
All presentations	13.0%	31.1%	51.0%	72.9%	85.8%	92.8%	96.0%	97.5%

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

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

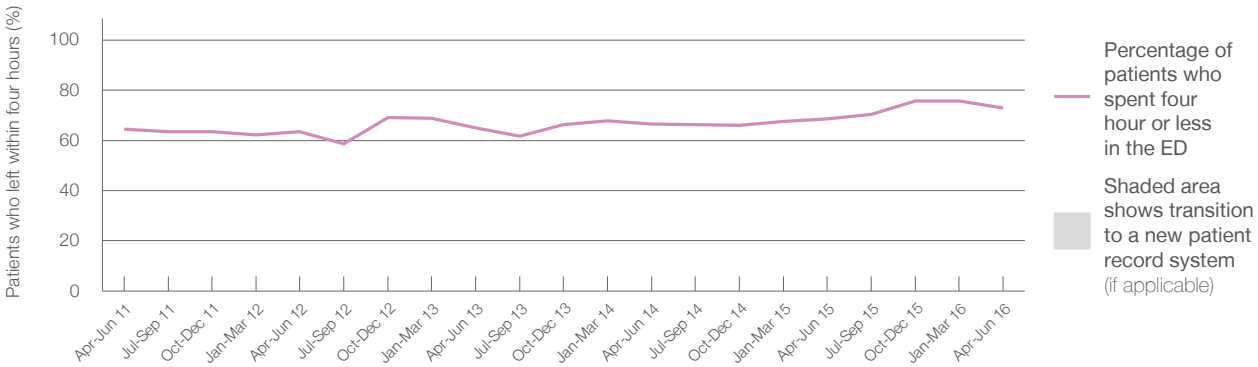
Maitland Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	11,882 patients	11,396	4.3%
Presentations used to calculate time to leaving the ED:[6]	11,882 patients	11,396	4.3%
Percentage of patients who spent four hours or less in the ED	72.9%	68.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	64.5%	63.4%	65.1%	66.6%	68.5%	72.9%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Manly District Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	5,706 patients	5,763	-1.0%
Emergency presentations:[2]	5,660 patients	5,714	-0.9%

Manly District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	834 patients	742	
Median time to start treatment[4]	6 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	16 minutes	23 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	2,184 patients	2,196	
Median time to start treatment[4]	12 minutes	14 minutes	20 minutes
95th percentile time to start treatment[5]	49 minutes	67 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	2,279 patients	2,347	
Median time to start treatment[4]	12 minutes	16 minutes	25 minutes
95th percentile time to start treatment[5]	80 minutes	103 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	328 patients	401	
Median time to start treatment[4]	11 minutes	14 minutes	23 minutes
95th percentile time to start treatment[5]	87 minutes	110 minutes	132 minutes

Manly District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	5,706 patients	5,763	-1.0%
Percentage of patients who spent four hours or less in the ED	87.0%	85.2%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

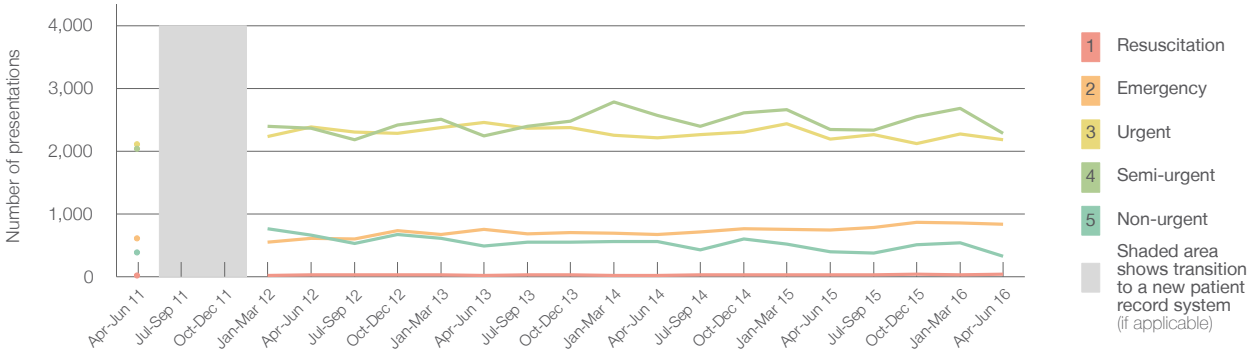
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Manly District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	5,706 patients	5,763	-1.0%
Emergency presentations[2] by triage category:	5,660 patients	5,714	-0.9%
1 Resuscitation	35 (0.6%)	28	25.0%
2 Emergency	834 (14.7%)	742	12.4%
3 Urgent	2,184 (38.6%)	2,196	-0.5%
4 Semi-urgent	2,279 (40.3%)	2,347	-2.9%
5 Non-urgent	328 (5.8%)	401	-18.2%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	21	32	15	21	28	35
Emergency	610	609	754	670	742	834
Urgent	2,109	2,390	2,454	2,216	2,196	2,184
Semi-urgent	2,041	2,361	2,239	2,571	2,347	2,279
Non-urgent	386	662	489	556	401	328
All emergency presentations	5,167	6,054	5,951	6,034	5,714	5,660

Manly District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,233 patients	1,277	
ED Transfer of care time			
Median time	11 minutes	11 minutes	0 minutes
95th percentile time	23 minutes	23 minutes	0 minutes

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

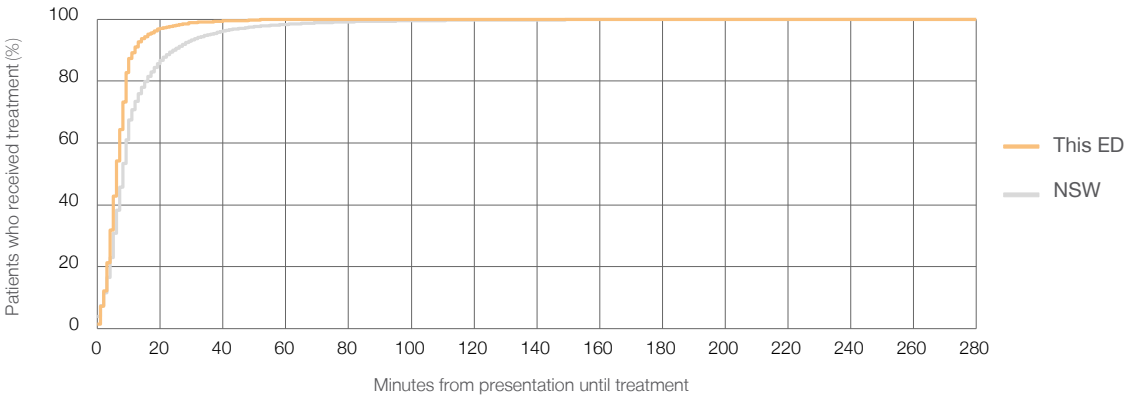
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Manly District Hospital: Time patients waited to start treatment, triage 2

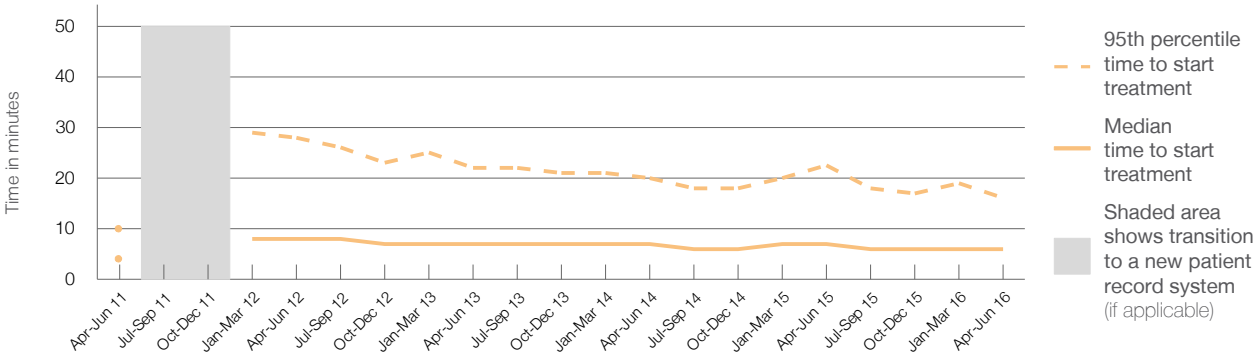
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 834		742	
Number of triage 2 patients used to calculate waiting time:[3] 833		740	
Median time to start treatment[4]	6 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	16 minutes	23 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	4	8	7	7	7	6
95th percentile time to start treatment[5] (minutes)	10	28	22	20	23	16

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

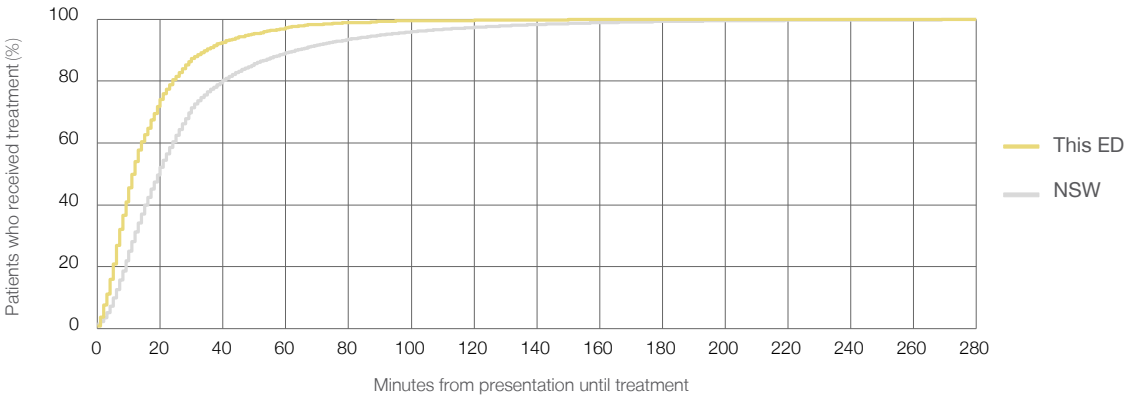
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Manly District Hospital: Time patients waited to start treatment, triage 3

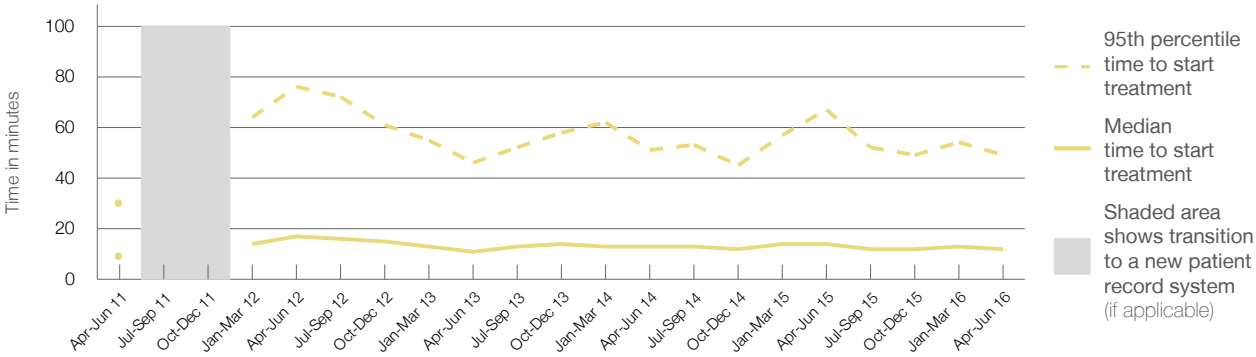
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 2,184		2,196	
Number of triage 3 patients used to calculate waiting time:[3] 2,171		2,172	
Median time to start treatment[4]	12 minutes	14 minutes	20 minutes
95th percentile time to start treatment[5]	49 minutes	67 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	9	17	11	13	14	12
95th percentile time to start treatment[5] (minutes)	30	76	46	51	67	49

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

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

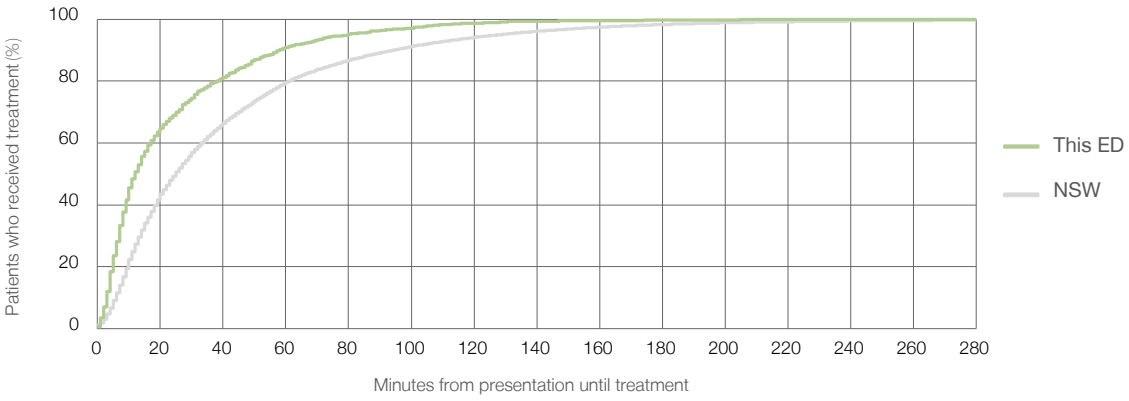
Manly District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

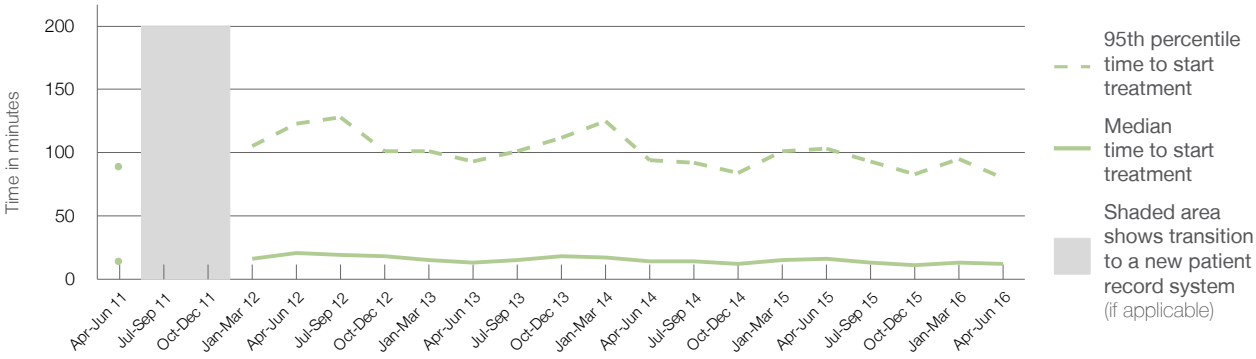
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,279	2,347	
Number of triage 4 patients used to calculate waiting time:[3]	2,233	2,264	
Median time to start treatment[4]	12 minutes	16 minutes	25 minutes
95th percentile time to start treatment[5]	80 minutes	103 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	14	21	13	14	16	12
95th percentile time to start treatment[5] (minutes)	89	123	93	94	103	80

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

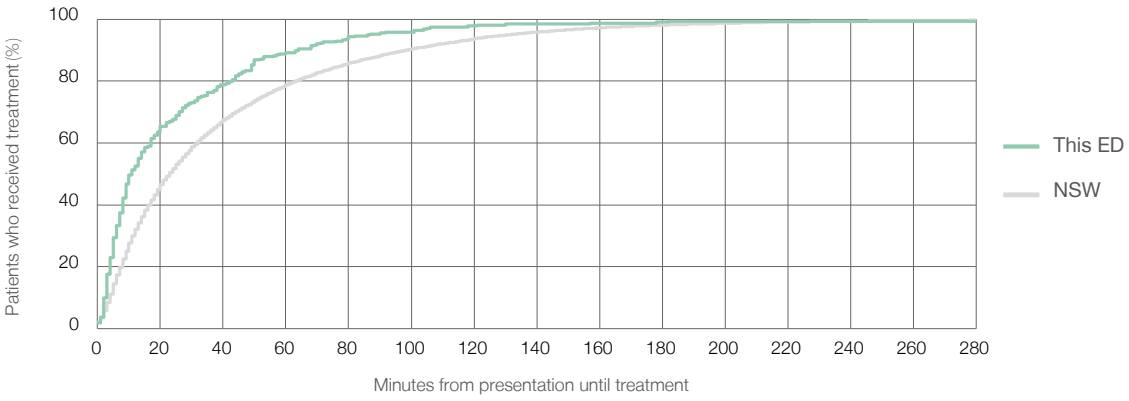
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Manly District Hospital: Time patients waited to start treatment, triage 5

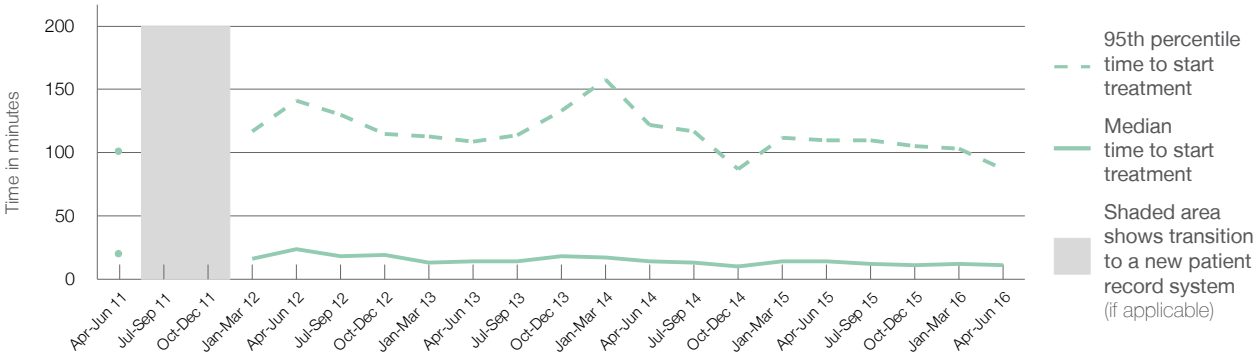
April to June 2016

	Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients: 328	401	
Number of triage 5 patients used to calculate waiting time:[3] 312	358	
Median time to start treatment[4] 11 minutes	14 minutes	23 minutes
95th percentile time to start treatment[5] 87 minutes	110 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	20	24	14	14	14	11
95th percentile time to start treatment[5] (minutes)	101	141	109	122	110	87

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

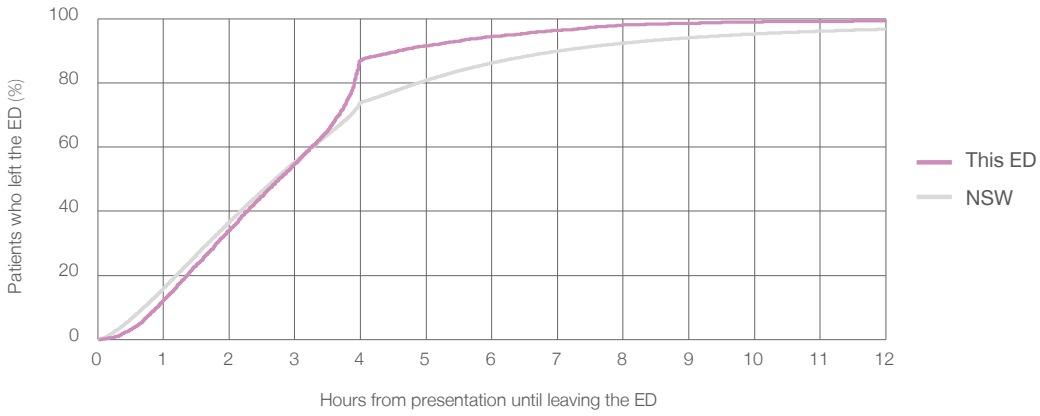
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Manly District Hospital: Time patients spent in the ED

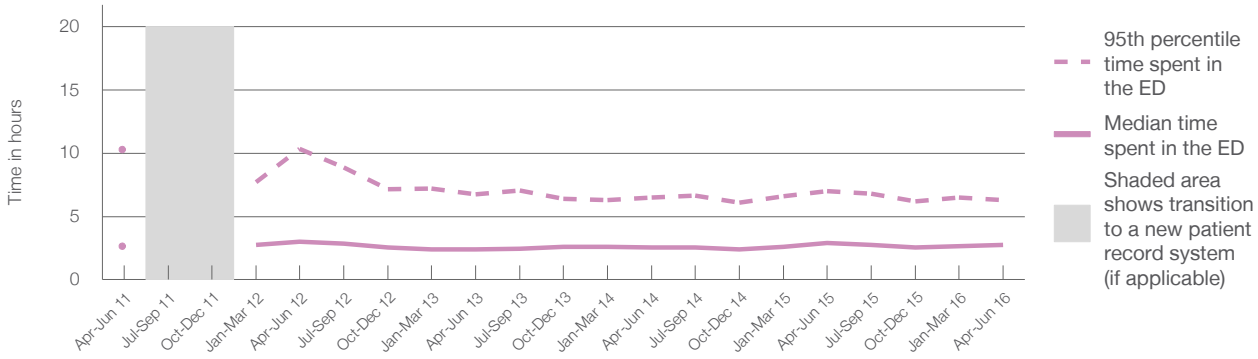
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	5,706 patients	5,763	
Presentations used to calculate time to leaving the ED:[6]	5,706 patients	5,763	
Median time spent in the ED[8]	2 hours and 46 minutes	2 hours and 55 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 19 minutes	7 hours and 1 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 39m	3h 0m	2h 24m	2h 33m	2h 55m	2h 46m
95th percentile time to leaving the ED[9] (hours, minutes)	10h 16m	10h 20m	6h 44m	6h 31m	7h 1m	6h 19m

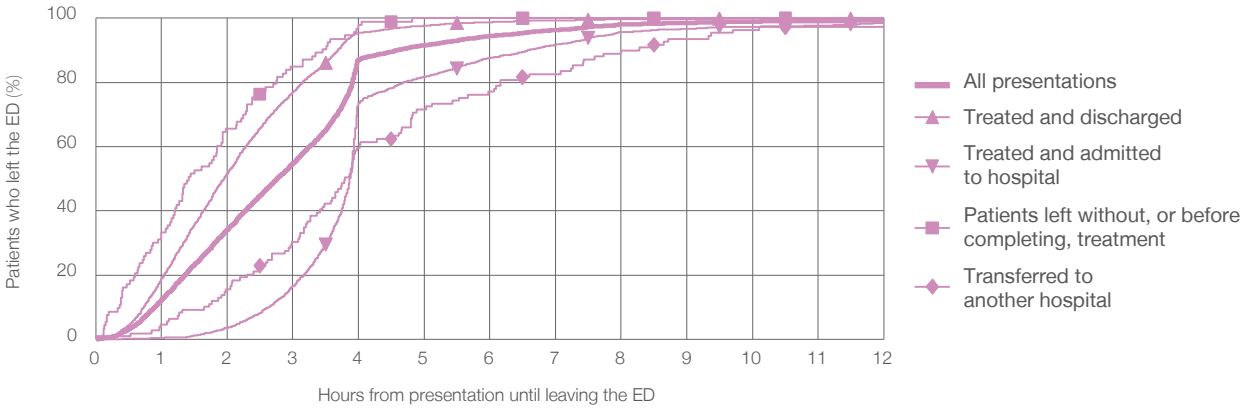
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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

Manly District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	5,706 patients		
Presentations used to calculate time to leaving the ED:[6]	5,706 patients	5,763	-1.0%
Treated and discharged	3,468 (60.8%)	3,467	0.0%
Treated and admitted to hospital	2,026 (35.5%)	1,984	2.1%
Patient left without, or before completing, treatment	93 (1.6%)	166	-44.0%
Transferred to another hospital	109 (1.9%)	134	-18.7%
Other	10 (0.2%)	12	-16.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.8%	51.6%	77.0%	95.5%	98.8%	99.6%	99.9%	100%
Treated and admitted to hospital	0.4%	3.6%	16.5%	73.5%	87.7%	95.7%	97.3%	98.5%
Patient left without, or before completing, treatment	33.3%	65.6%	84.9%	97.8%	100%	100%	100%	100%
Transferred to another hospital	4.6%	15.6%	30.3%	59.6%	77.1%	89.9%	96.3%	97.2%
All presentations	12.3%	34.1%	54.8%	87.0%	94.5%	98.0%	98.9%	99.4%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

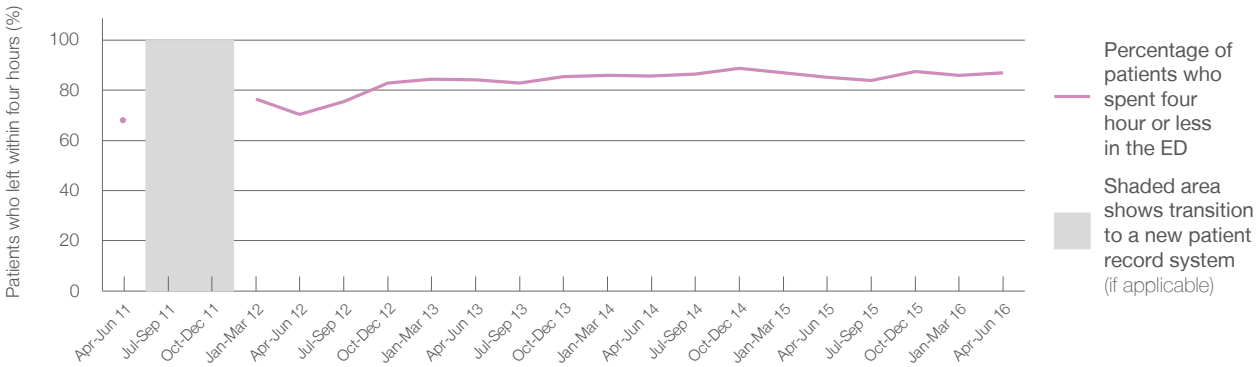
Manly District Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	5,706 patients	5,763	-1.0%
Presentations used to calculate time to leaving the ED:[6]	5,706 patients	5,763	-1.0%
Percentage of patients who spent four hours or less in the ED	87.0%	85.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	68.0%	70.4%	84.0%	85.7%	85.2%	87.0%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Manning Base Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 6,946 patients	6,907	0.6%
Emergency presentations:[2] 6,827 patients	6,809	0.3%

Manning Base Hospital: Time patients waited to start treatment[3]

April to June 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 1,263 patients	1,015	
Median time to start treatment[4] 7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5] 26 minutes	24 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,063 patients	1,981	
Median time to start treatment[4] 21 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5] 132 minutes	140 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,252 patients	2,597	
Median time to start treatment[4] 28 minutes	31 minutes	25 minutes
95th percentile time to start treatment[5] 170 minutes	186 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,213 patients	1,186	
Median time to start treatment[4] 32 minutes	25 minutes	23 minutes
95th percentile time to start treatment[5] 166 minutes	171 minutes	132 minutes

Manning Base Hospital: Time from presentation until leaving the ED

April to June 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 6,946 patients	6,907	0.6%
Percentage of patients who spent four hours or less in the ED 78.5%	76.5%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

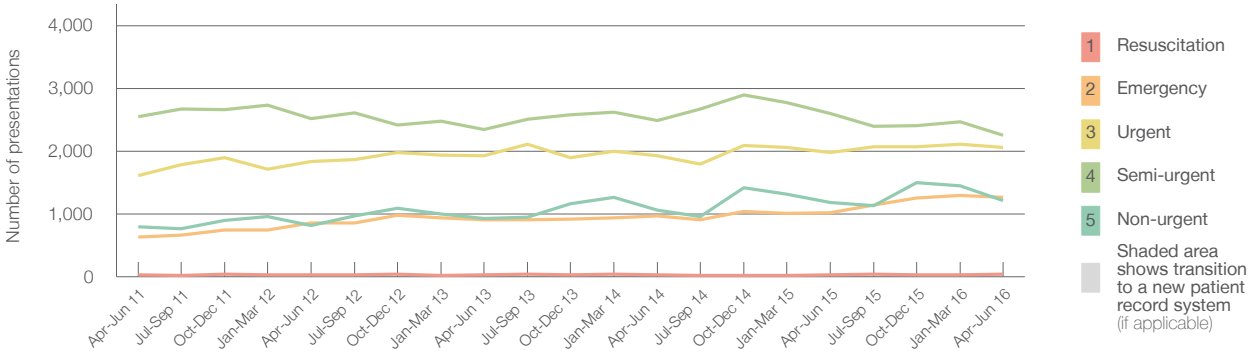
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Manning Base Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	6,946 patients	6,907	0.6%
Emergency presentations[2] by triage category:	6,827 patients	6,809	0.3%
1 Resuscitation	36 (0.5%)	30	20.0%
2 Emergency	1,263 (18.5%)	1,015	24.4%
3 Urgent	2,063 (30.2%)	1,981	4.1%
4 Semi-urgent	2,252 (33.0%)	2,597	-13.3%
5 Non-urgent	1,213 (17.8%)	1,186	2.3%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	31	33	29	25	30	36
Emergency	633	858	904	963	1,015	1,263
Urgent	1,609	1,835	1,930	1,924	1,981	2,063
Semi-urgent	2,550	2,517	2,346	2,490	2,597	2,252
Non-urgent	799	816	932	1,064	1,186	1,213
All emergency presentations	5,622	6,059	6,141	6,466	6,809	6,827

Manning Base Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,706 patients	1,819	
ED Transfer of care time			
Median time	5 minutes	7 minutes	-2 minutes
95th percentile time	40 minutes	47 minutes	-7 minutes

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

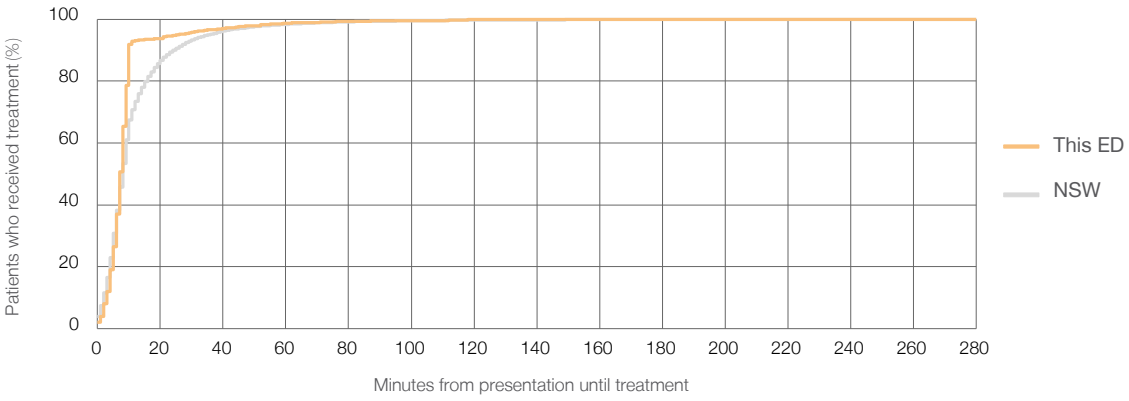
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Manning Base Hospital: Time patients waited to start treatment, triage 2

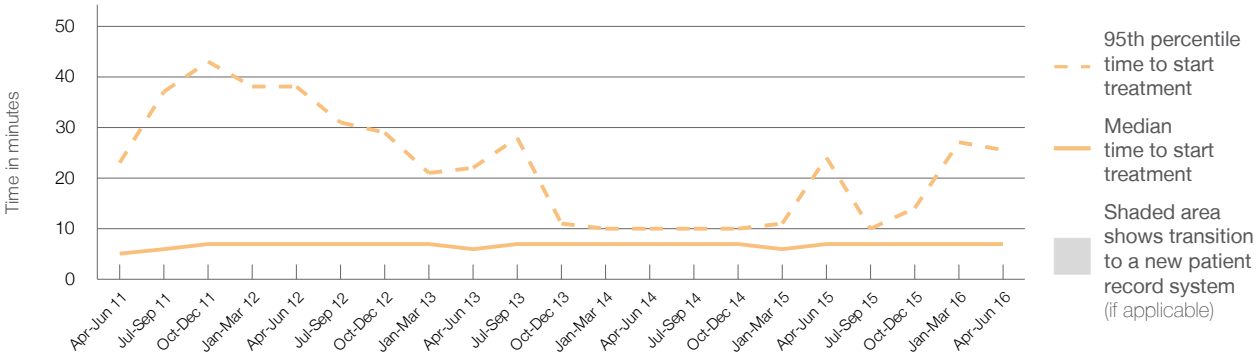
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,263		1,015	
Number of triage 2 patients used to calculate waiting time:[3] 1,260		1,012	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	26 minutes	24 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	5	7	6	7	7	7
95th percentile time to start treatment[5] (minutes)	23	38	22	10	24	26

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

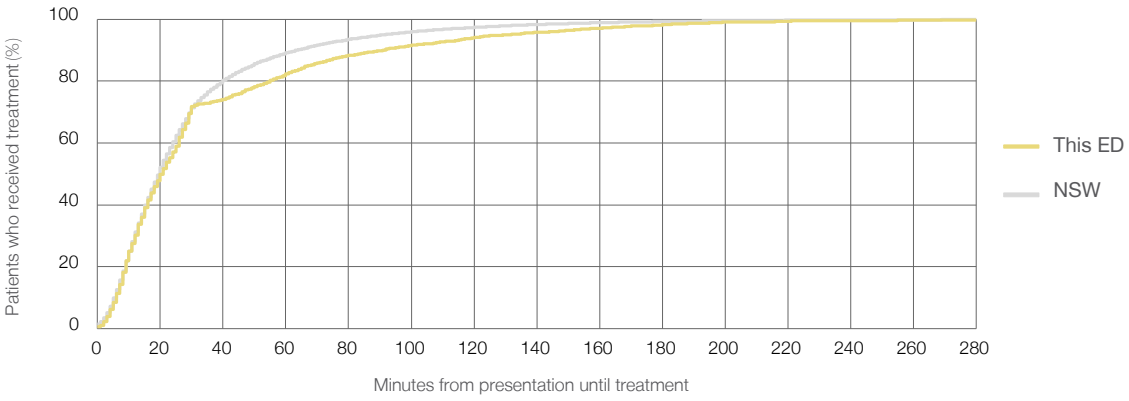
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Manning Base Hospital: Time patients waited to start treatment, triage 3

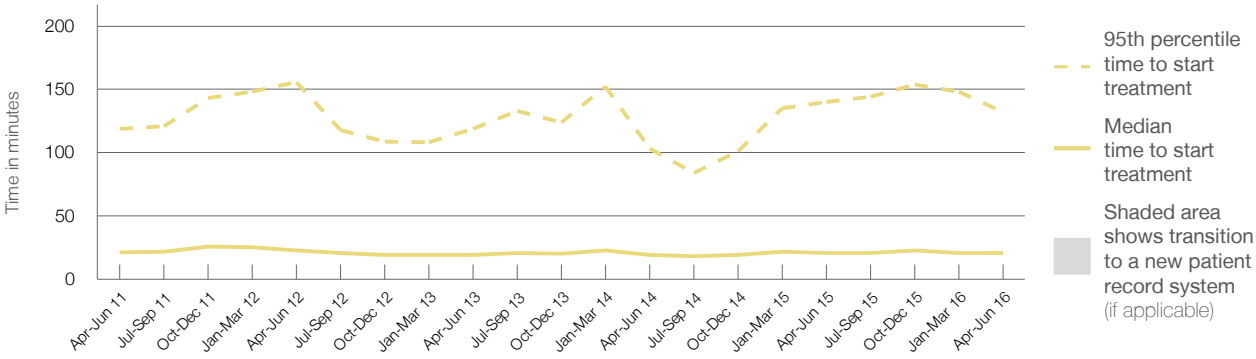
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 2,063		1,981	
Number of triage 3 patients used to calculate waiting time:[3] 2,023		1,930	
Median time to start treatment[4]	21 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	132 minutes	140 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	22	23	19	19	21	21
95th percentile time to start treatment[5] (minutes)	119	156	119	103	140	132

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

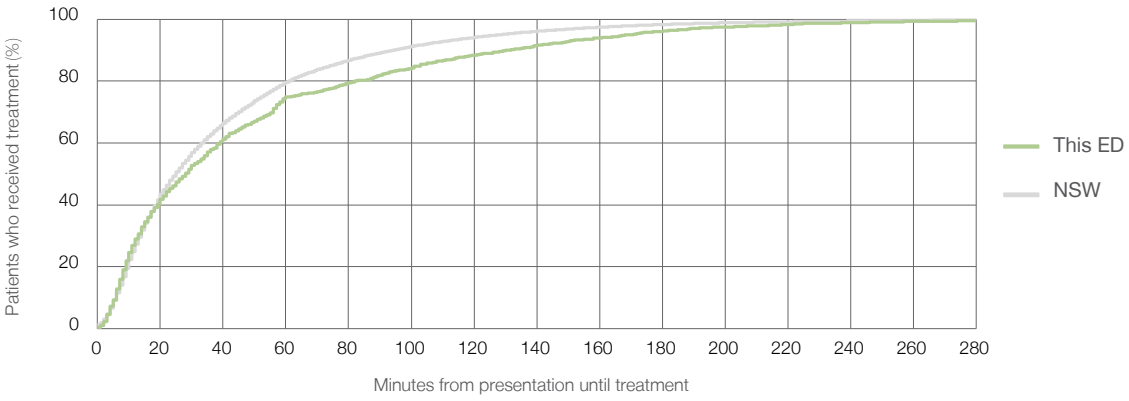
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Manning Base Hospital: Time patients waited to start treatment, triage 4

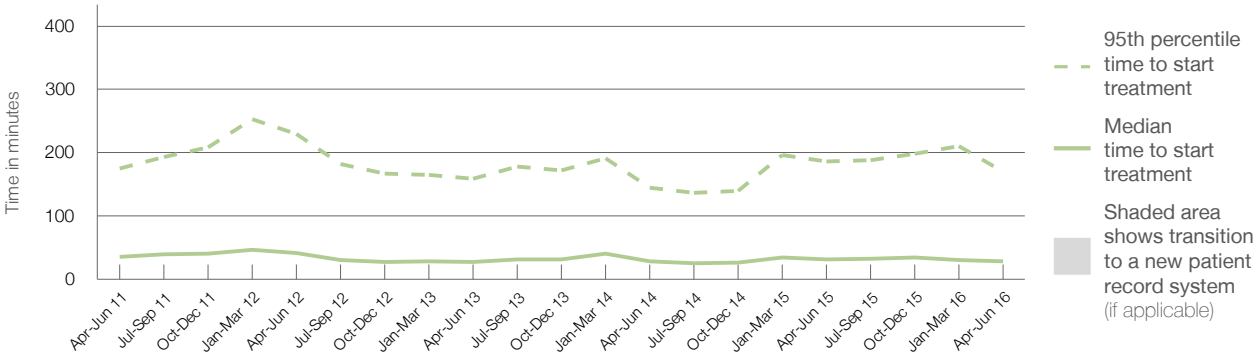
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	2,252	2,597	
Number of triage 4 patients used to calculate waiting time:[3]	2,106	2,419	
Median time to start treatment[4]	28 minutes	31 minutes	25 minutes
95th percentile time to start treatment[5]	170 minutes	186 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	35	42	27	28	31	28
95th percentile time to start treatment[5] (minutes)	175	230	159	145	186	170

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

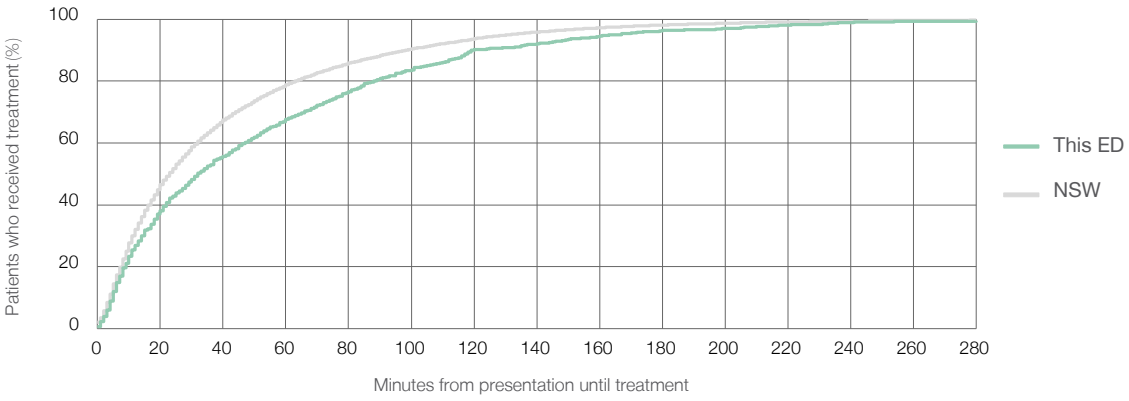
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Manning Base Hospital: Time patients waited to start treatment, triage 5

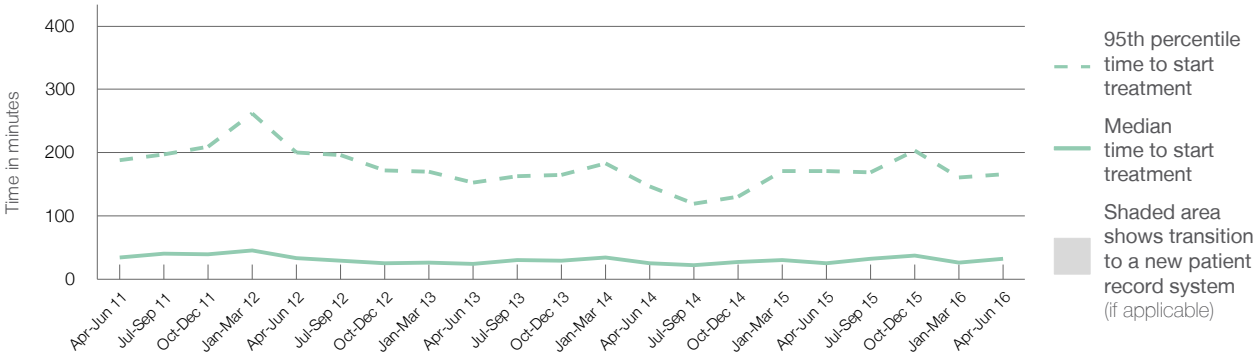
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	1,213	1,186	
Number of triage 5 patients used to calculate waiting time:[3]	1,088	1,077	
Median time to start treatment[4]	32 minutes	25 minutes	23 minutes
95th percentile time to start treatment[5]	166 minutes	171 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	34	33	24	25	25	32
95th percentile time to start treatment[5] (minutes)	188	200	153	147	171	166

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

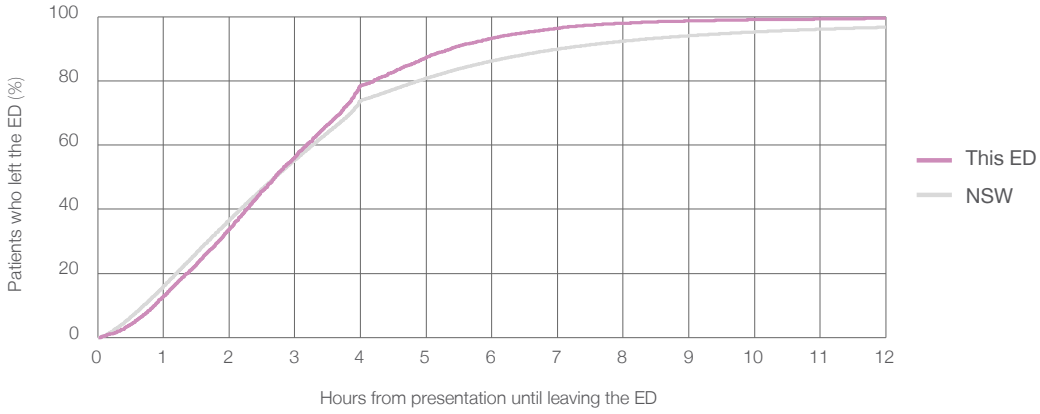
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Manning Base Hospital: Time patients spent in the ED

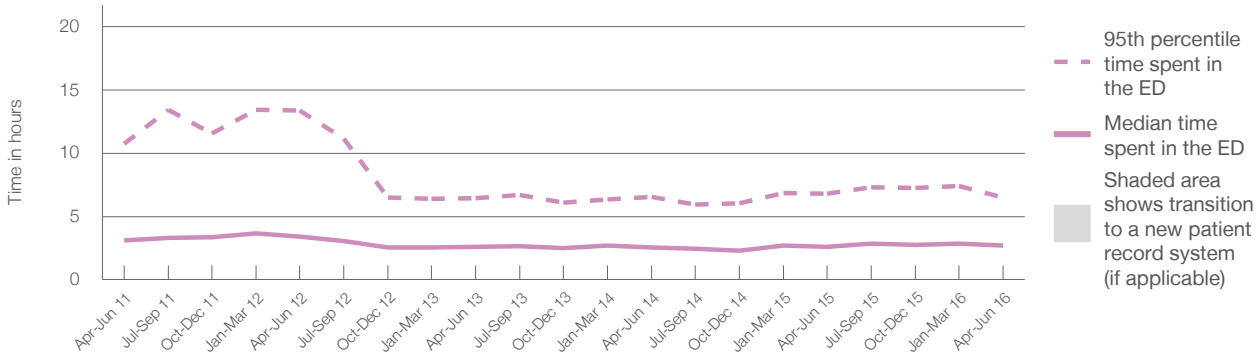
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	6,946 patients	6,907	
Presentations used to calculate time to leaving the ED:[6]	6,946 patients	6,907	
Median time spent in the ED[8]	2 hours and 42 minutes	2 hours and 37 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 31 minutes	6 hours and 47 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 5m	3h 24m	2h 37m	2h 32m	2h 37m	2h 42m
95th percentile time to leaving the ED[9] (hours, minutes)	10h 46m	13h 21m	6h 27m	6h 34m	6h 47m	6h 31m

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

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

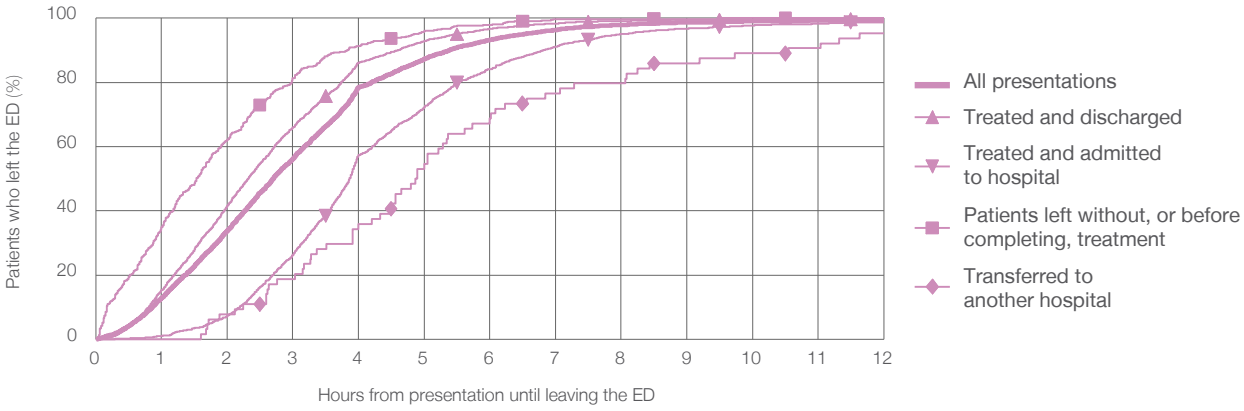
Manning Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 6,946 patients

Presentations used to calculate time to leaving the ED:[6] 6,946 patients

		Same period last year	Change since one year ago
Treated and discharged	4,539 (65.3%)	4,545	-0.1%
Treated and admitted to hospital	1,830 (26.3%)	1,780	2.8%
Patient left without, or before completing, treatment	477 (6.9%)	465	2.6%
Transferred to another hospital	64 (0.9%)	61	4.9%
Other	36 (0.5%)	56	-35.7%
		6,907	0.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.2%	41.6%	65.9%	86.2%	96.7%	99.1%	99.6%	99.8%
Treated and admitted to hospital	1.0%	7.3%	26.3%	57.4%	84.2%	95.0%	97.8%	98.8%
Patient left without, or before completing, treatment	34.8%	62.3%	81.3%	91.4%	97.9%	99.8%	100%	100%
Transferred to another hospital	0%	7.8%	18.8%	35.9%	68.8%	79.7%	89.1%	95.3%
All presentations	12.9%	33.9%	56.2%	78.5%	93.2%	97.9%	99.0%	99.5%

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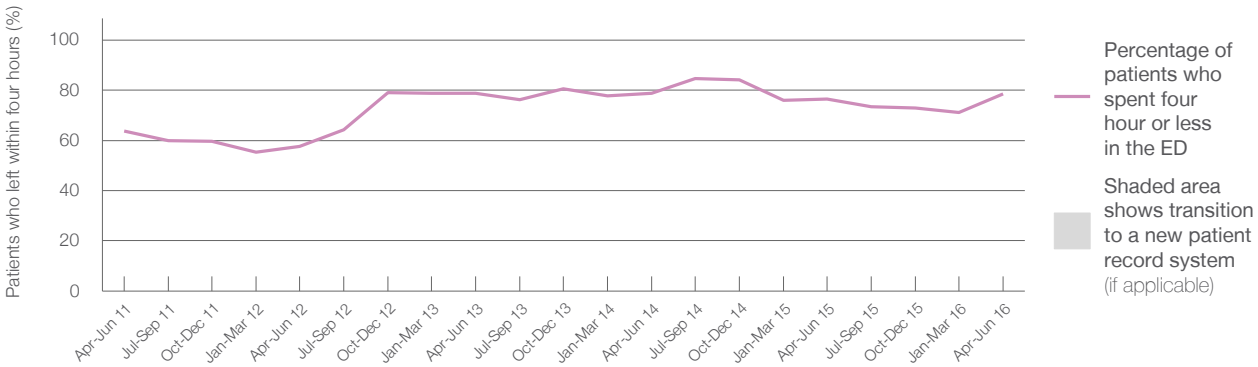
Manning Base Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	6,946 patients	6,907	0.6%
Presentations used to calculate time to leaving the ED:[6]	6,946 patients	6,907	0.6%
Percentage of patients who spent four hours or less in the ED	78.5%	76.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	63.8%	57.7%	78.8%	78.7%	76.5%	78.5%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Mona Vale and District Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 8,333 patients	8,257	0.9%
Emergency presentations:[2] 8,272 patients	8,175	1.2%

Mona Vale and District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,125 patients	814	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	19 minutes	19 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 3,066 patients	2,848	
Median time to start treatment[4]	17 minutes	17 minutes	20 minutes
95th percentile time to start treatment[5]	67 minutes	72 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,305 patients	3,618	
Median time to start treatment[4]	14 minutes	19 minutes	25 minutes
95th percentile time to start treatment[5]	103 minutes	129 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 741 patients	863	
Median time to start treatment[4]	10 minutes	14 minutes	23 minutes
95th percentile time to start treatment[5]	118 minutes	132 minutes	132 minutes

Mona Vale and District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 8,333 patients		8,257	0.9%
Percentage of patients who spent four hours or less in the ED	86.4%	81.1%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

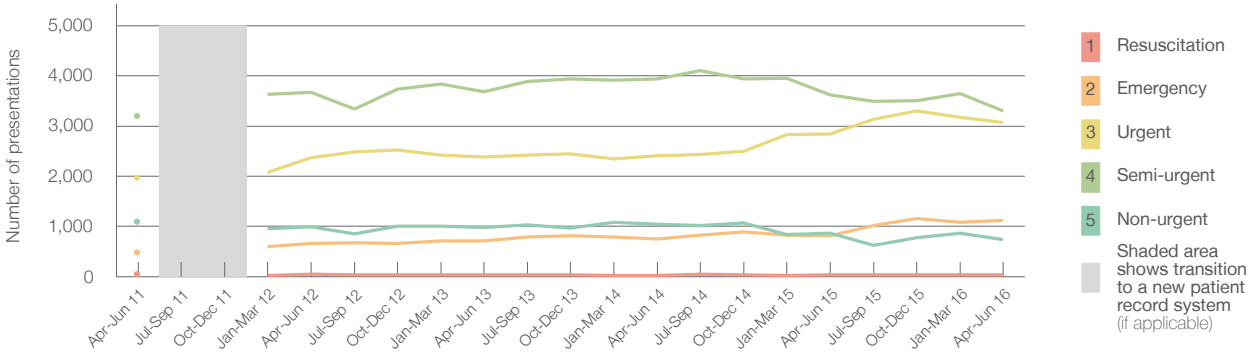
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Mona Vale and District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	8,333 patients	8,257	0.9%
Emergency presentations[2] by triage category:	8,272 patients	8,175	1.2%
1 Resuscitation	35 (0.4%)	32	9.4%
2 Emergency	1,125 (13.6%)	814	38.2%
3 Urgent	3,066 (37.1%)	2,848	7.7%
4 Semi-urgent	3,305 (40.0%)	3,618	-8.7%
5 Non-urgent	741 (9.0%)	863	-14.1%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	48	43	36	25	32	35
Emergency	478	661	713	750	814	1,125
Urgent	1,975	2,364	2,378	2,404	2,848	3,066
Semi-urgent	3,199	3,671	3,688	3,940	3,618	3,305
Non-urgent	1,096	997	985	1,049	863	741
All emergency presentations	6,796	7,736	7,800	8,168	8,175	8,272

Mona Vale and District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,646 patients	1,681	
ED Transfer of care time			
Median time	9 minutes	10 minutes	-1 minute
95th percentile time	24 minutes	27 minutes	-3 minutes

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

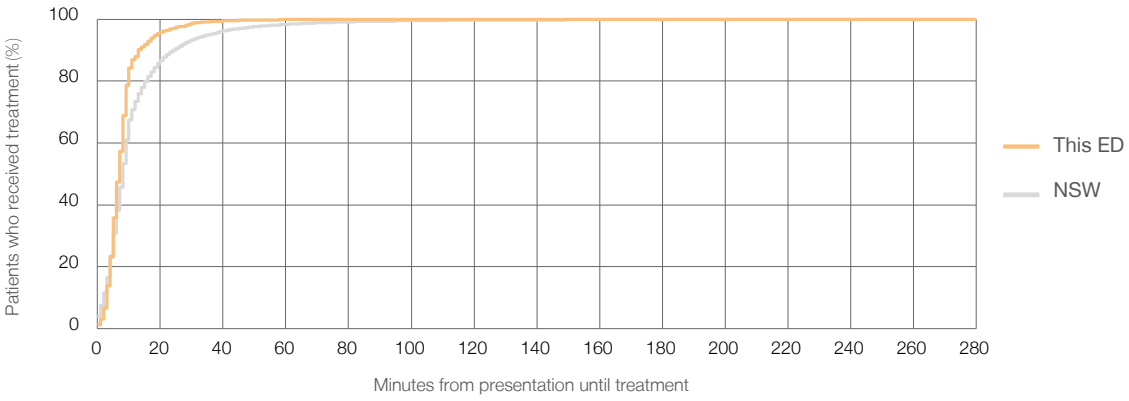
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 2

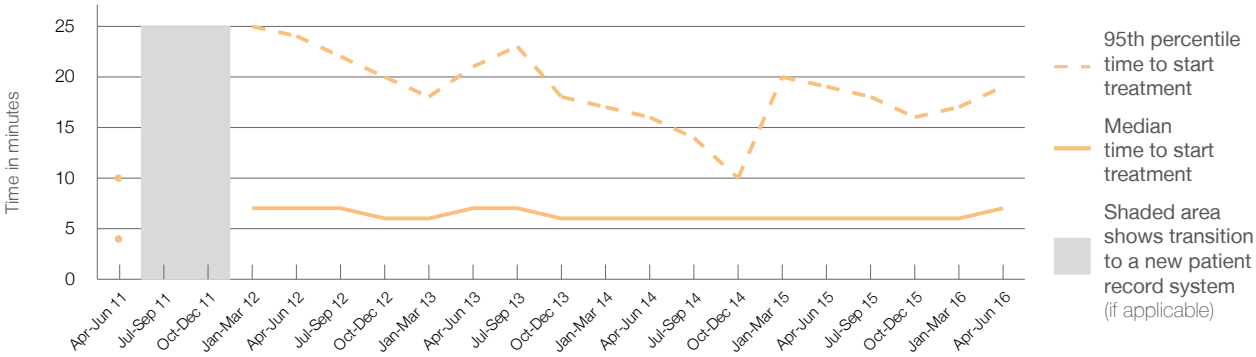
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,125		814	
Number of triage 2 patients used to calculate waiting time:[3] 1,123		812	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	19 minutes	19 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	4	7	7	6	6	7
95th percentile time to start treatment[5] (minutes)	10	24	21	16	19	19

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

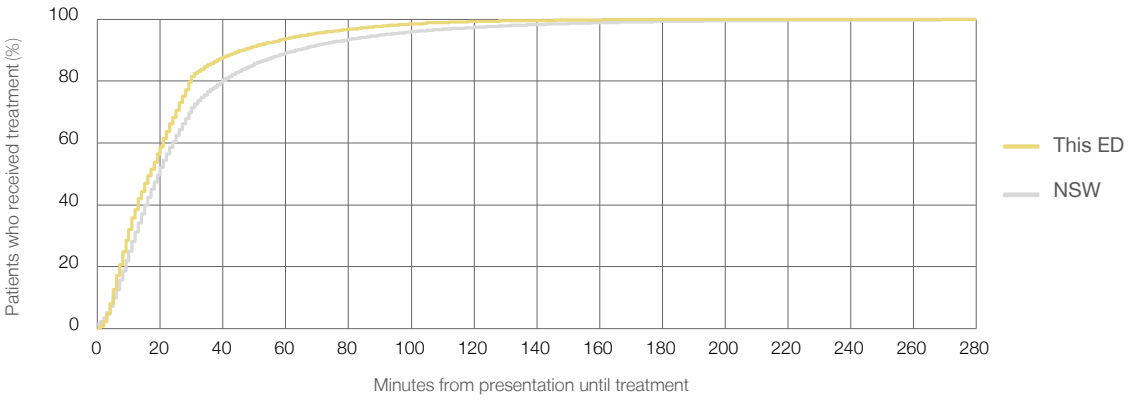
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 3

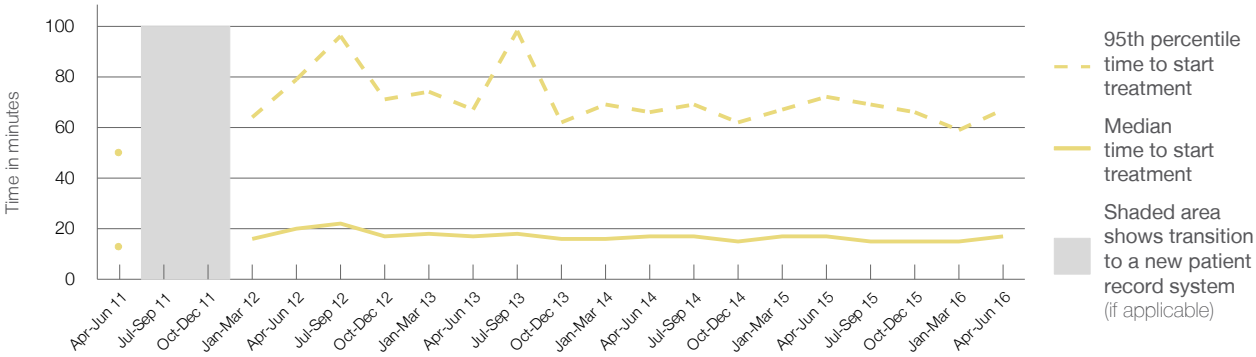
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 3,066		2,848	
Number of triage 3 patients used to calculate waiting time:[3] 3,048		2,825	
Median time to start treatment[4]	17 minutes	17 minutes	20 minutes
95th percentile time to start treatment[5]	67 minutes	72 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	13	20	17	17	17	17
95th percentile time to start treatment[5] (minutes)	50	79	67	66	72	67

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

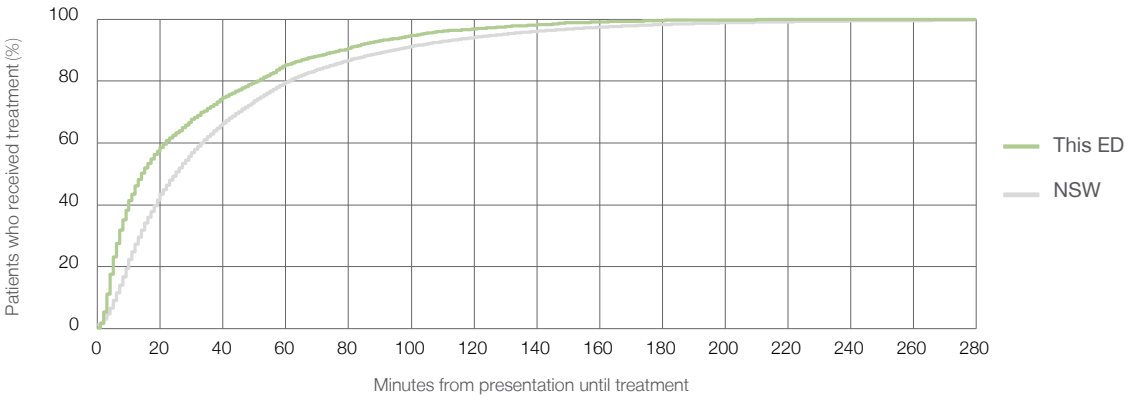
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Mona Vale and District Hospital: Time patients waited to start treatment, triage 4

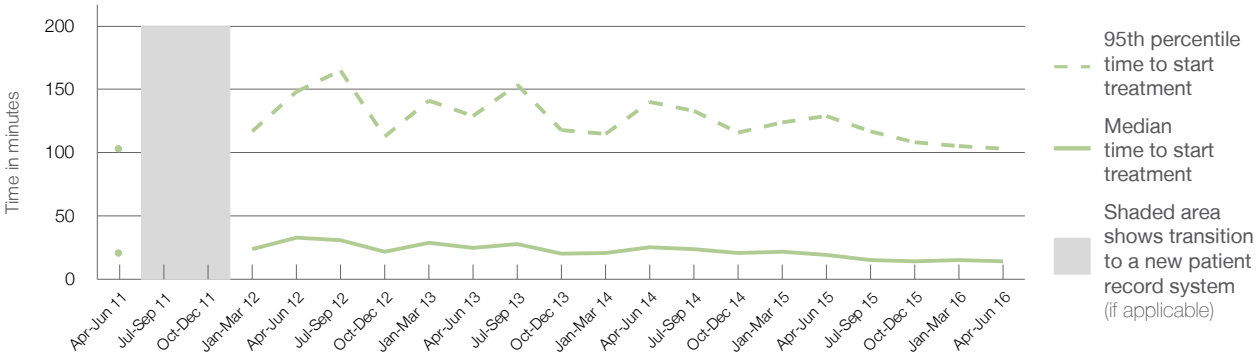
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 3,305		3,618	
Number of triage 4 patients used to calculate waiting time:[3] 3,197		3,459	
Median time to start treatment[4]	14 minutes	19 minutes	25 minutes
95th percentile time to start treatment[5]	103 minutes	129 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	21	33	25	26	19	14
95th percentile time to start treatment[5] (minutes)	103	148	129	140	129	103

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

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

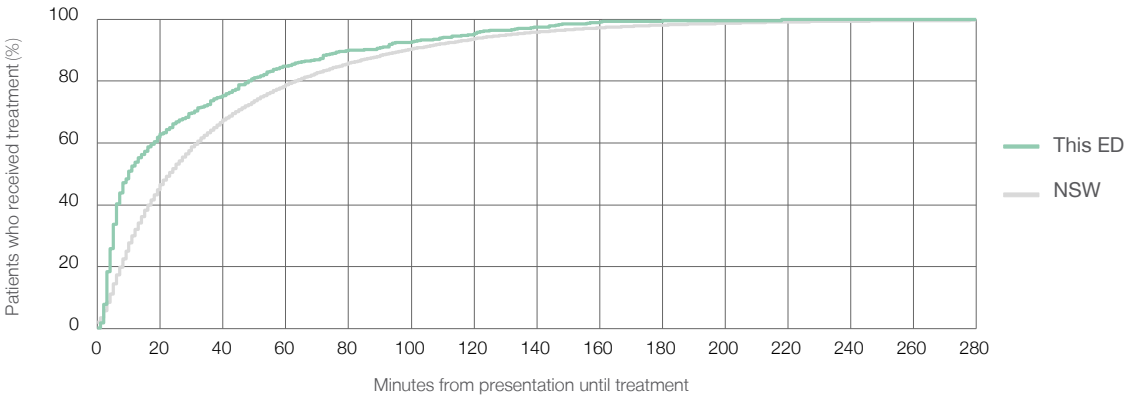
Mona Vale and District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

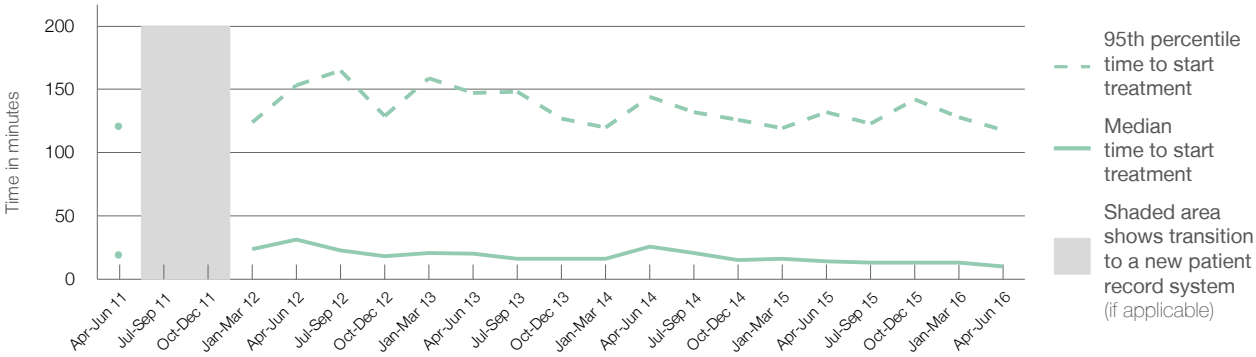
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 741		863	
Number of triage 5 patients used to calculate waiting time:[3] 683		804	
Median time to start treatment[4]	10 minutes	14 minutes	23 minutes
95th percentile time to start treatment[5]	118 minutes	132 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	19	32	20	26	14	10
95th percentile time to start treatment[5] (minutes)	121	153	147	144	132	118

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

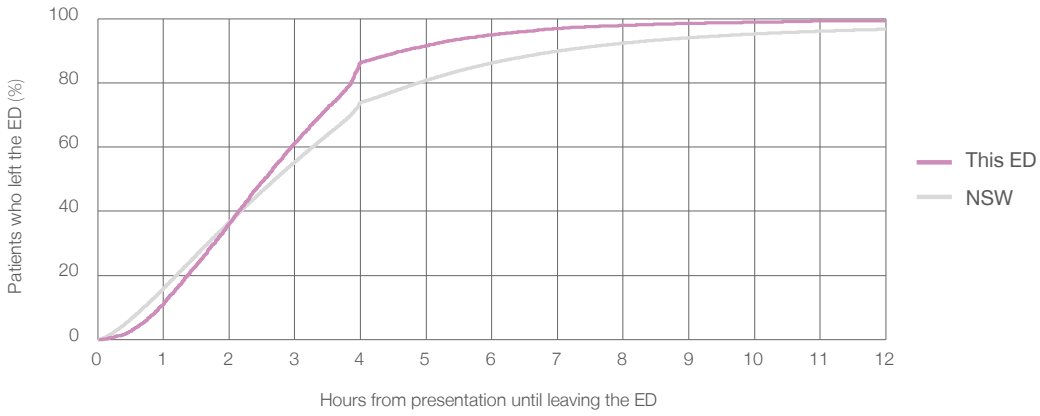
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Mona Vale and District Hospital: Time patients spent in the ED

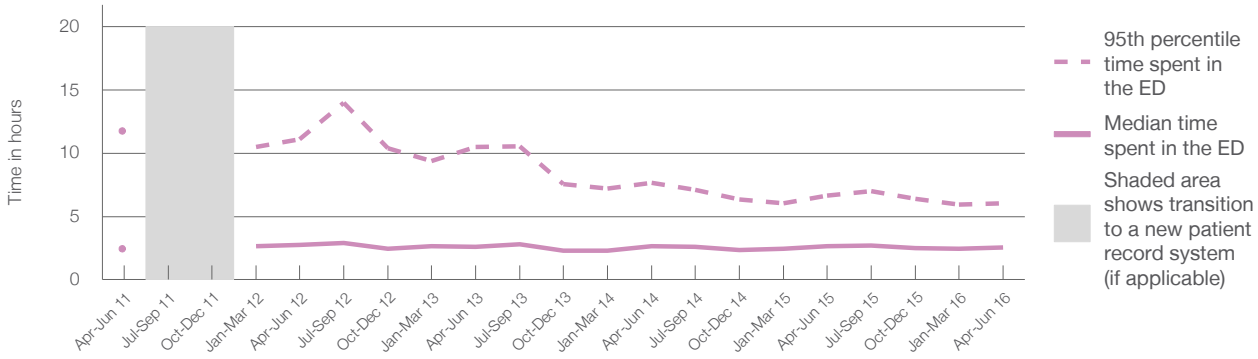
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	8,333 patients	8,257	
Presentations used to calculate time to leaving the ED:[6]	8,333 patients	8,257	
Median time spent in the ED[8]	2 hours and 33 minutes	2 hours and 40 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 2 minutes	6 hours and 38 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 28m	2h 45m	2h 35m	2h 40m	2h 40m	2h 33m
95th percentile time to leaving the ED[9] (hours, minutes)	11h 45m	11h 5m	10h 30m	7h 39m	6h 38m	6h 2m

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

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

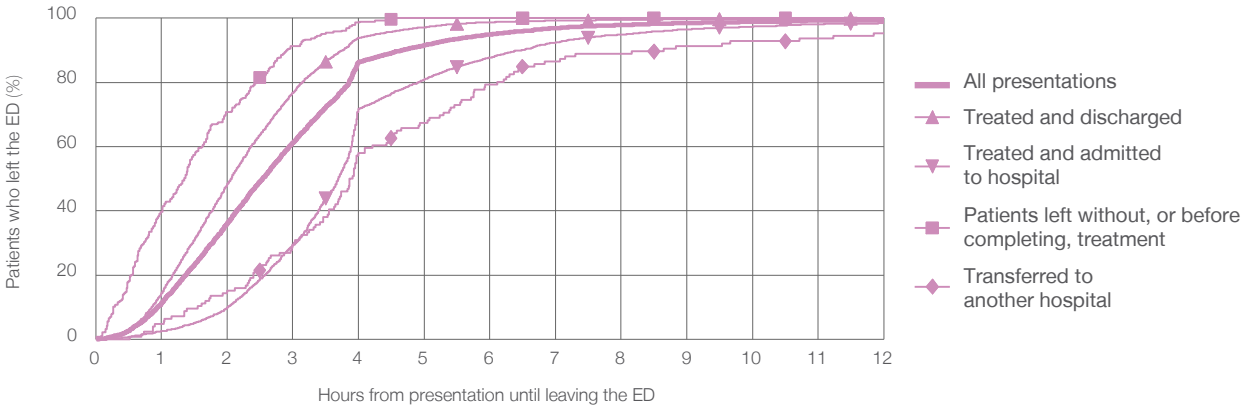
Mona Vale and District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 8,333 patients

Presentations used to calculate time to leaving the ED:[6] 8,333 patients

		Same period last year	Change since one year ago
Treated and discharged	5,214 (62.6%)	8,257	0.9%
Treated and admitted to hospital	2,688 (32.3%)	5,198	0.3%
Patient left without, or before completing, treatment	287 (3.4%)	2,589	3.8%
Transferred to another hospital	126 (1.5%)	351	-18.2%
Other	18 (0.2%)	101	24.8%
		18	0.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.3%	48.4%	76.8%	93.9%	98.8%	99.5%	99.7%	99.9%
Treated and admitted to hospital	2.5%	9.9%	29.4%	71.7%	87.7%	94.9%	97.4%	98.5%
Patient left without, or before completing, treatment	39.7%	70.7%	91.3%	98.6%	100%	100%	100%	100%
Transferred to another hospital	4.8%	15.1%	29.4%	57.9%	79.4%	88.9%	92.9%	95.2%
All presentations	11.3%	36.2%	61.3%	86.4%	94.9%	97.9%	98.9%	99.4%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

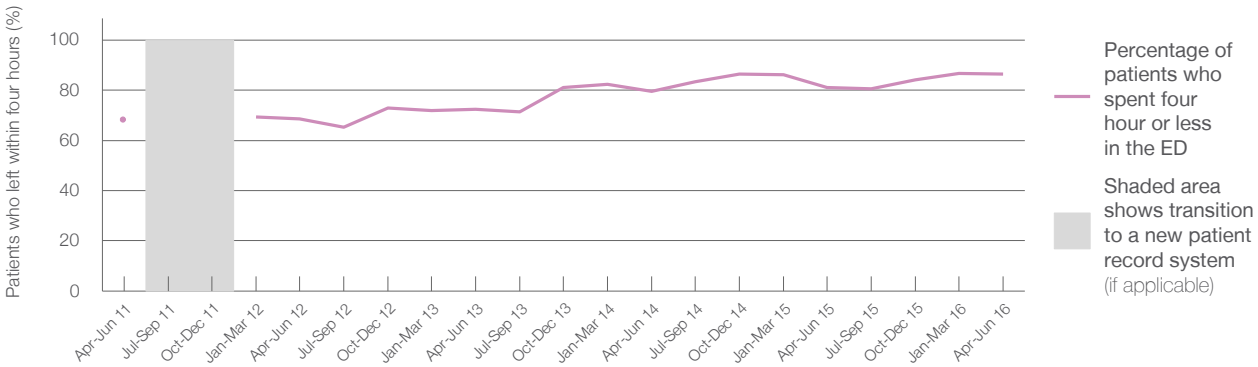
Mona Vale and District Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	8,333 patients	8,257	0.9%
Presentations used to calculate time to leaving the ED:[6]	8,333 patients	8,257	0.9%
Percentage of patients who spent four hours or less in the ED	86.4%	81.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	68.4%	68.5%	72.3%	79.4%	81.1%	86.4%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Orange Health Service: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 6,992 patients	6,859	1.9%
Emergency presentations:[2] 6,891 patients	6,736	2.3%

Orange Health Service: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,073 patients	827	
Median time to start treatment[4]	5 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	14 minutes	17 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,665 patients	1,471	
Median time to start treatment[4]	15 minutes	17 minutes	20 minutes
95th percentile time to start treatment[5]	61 minutes	53 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 2,450 patients	2,580	
Median time to start treatment[4]	21 minutes	24 minutes	25 minutes
95th percentile time to start treatment[5]	111 minutes	111 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,659 patients	1,805	
Median time to start treatment[4]	18 minutes	27 minutes	23 minutes
95th percentile time to start treatment[5]	120 minutes	137 minutes	132 minutes

Orange Health Service: Time from presentation until leaving the ED

April to June 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 6,988 patients	6,859	1.9%
Percentage of patients who spent four hours or less in the ED — 77.0%	75.7%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

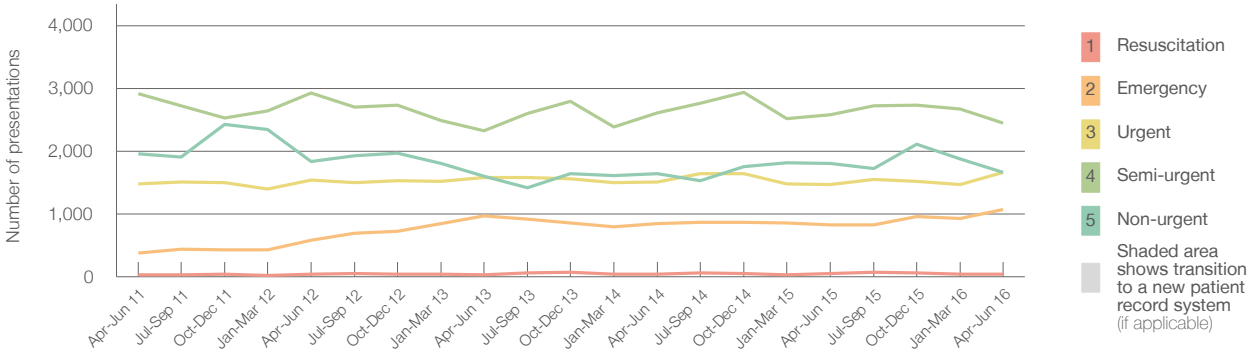
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Orange Health Service: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	6,992 patients	6,859	1.9%
Emergency presentations[2] by triage category:	6,891 patients	6,736	2.3%
1 Resuscitation	44 (0.6%)	53	-17.0%
2 Emergency	1,073 (15.6%)	827	29.7%
3 Urgent	1,665 (24.2%)	1,471	13.2%
4 Semi-urgent	2,450 (35.6%)	2,580	-5.0%
5 Non-urgent	1,659 (24.1%)	1,805	-8.1%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	32	39	31	43	53	44
Emergency	381	585	963	848	827	1,073
Urgent	1,474	1,541	1,578	1,513	1,471	1,665
Semi-urgent	2,916	2,929	2,329	2,613	2,580	2,450
Non-urgent	1,961	1,838	1,597	1,636	1,805	1,659
All emergency presentations	6,764	6,932	6,498	6,653	6,736	6,891

Orange Health Service: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,364 patients	1,311	
ED Transfer of care time			
Median time	10 minutes	10 minutes	0 minutes
95th percentile time	31 minutes	33 minutes	-2 minutes

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

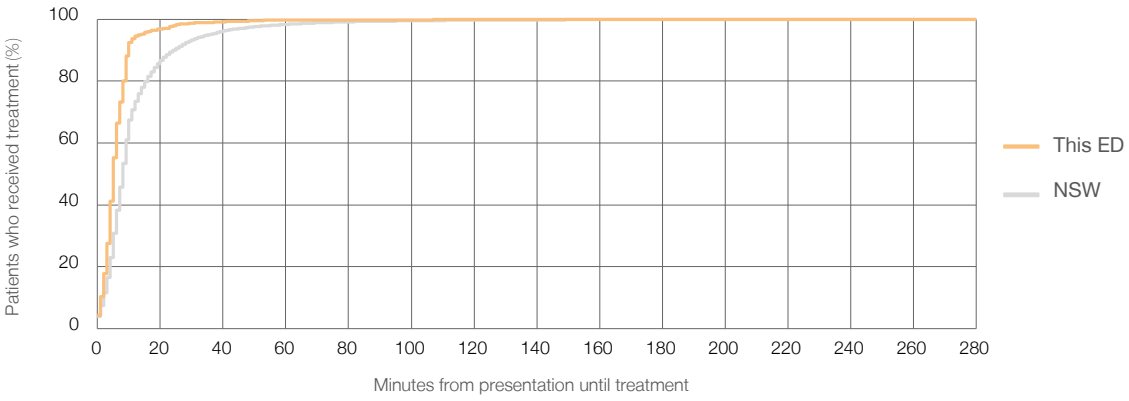
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Orange Health Service: Time patients waited to start treatment, triage 2

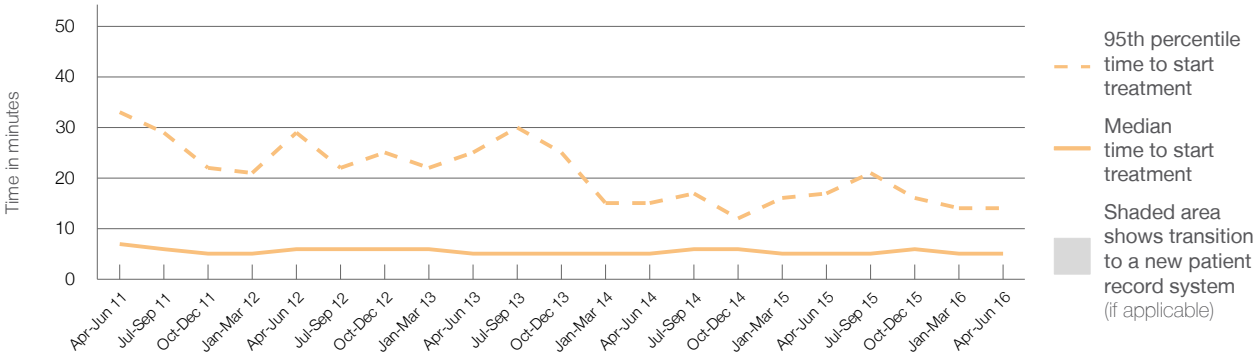
April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	1,073	827	
Number of triage 2 patients used to calculate waiting time:[3]	1,072	822	
Median time to start treatment[4]	5 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	14 minutes	17 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	6	5	5	5	5
95th percentile time to start treatment[5] (minutes)	33	29	25	15	17	14

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

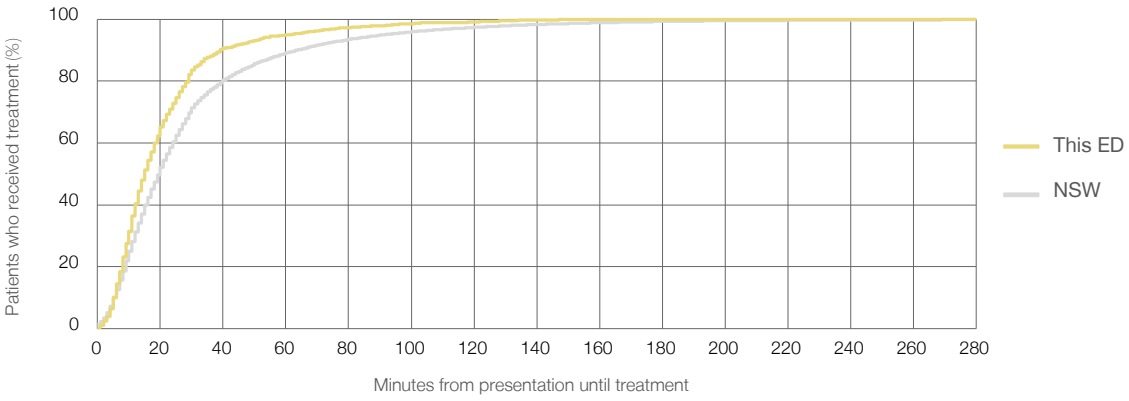
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Orange Health Service: Time patients waited to start treatment, triage 3

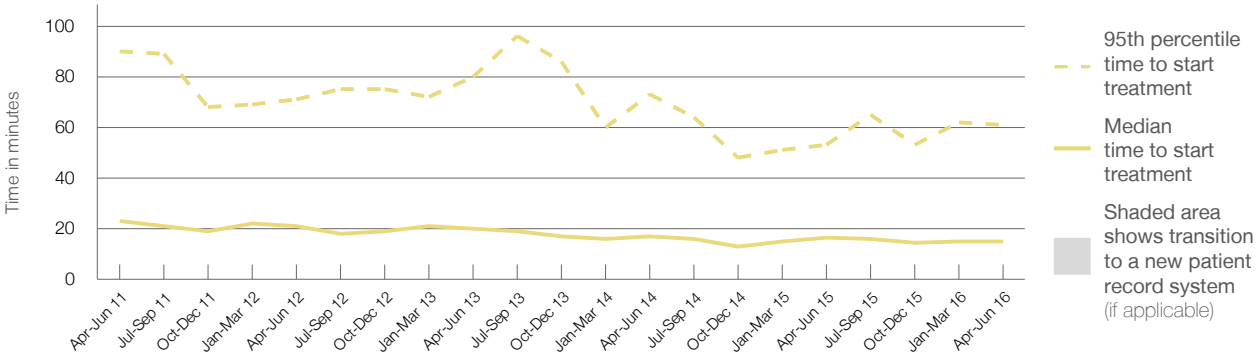
April to June 2016

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	1,665	1,471	
Number of triage 3 patients used to calculate waiting time:[3]	1,654	1,460	
Median time to start treatment[4]	15 minutes	17 minutes	20 minutes
95th percentile time to start treatment[5]	61 minutes	53 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	23	21	20	17	17	15
95th percentile time to start treatment[5] (minutes)	90	71	80	73	53	61

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

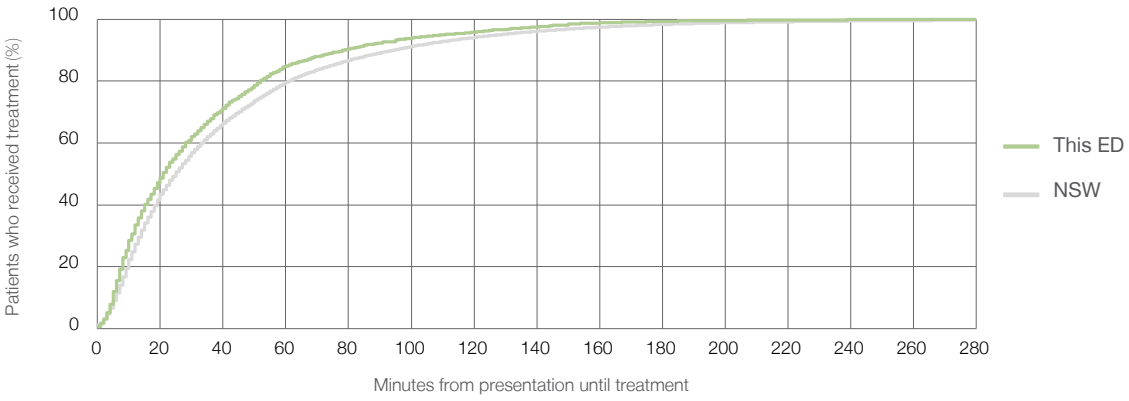
Orange Health Service: Time patients waited to start treatment, triage 4

April to June 2016

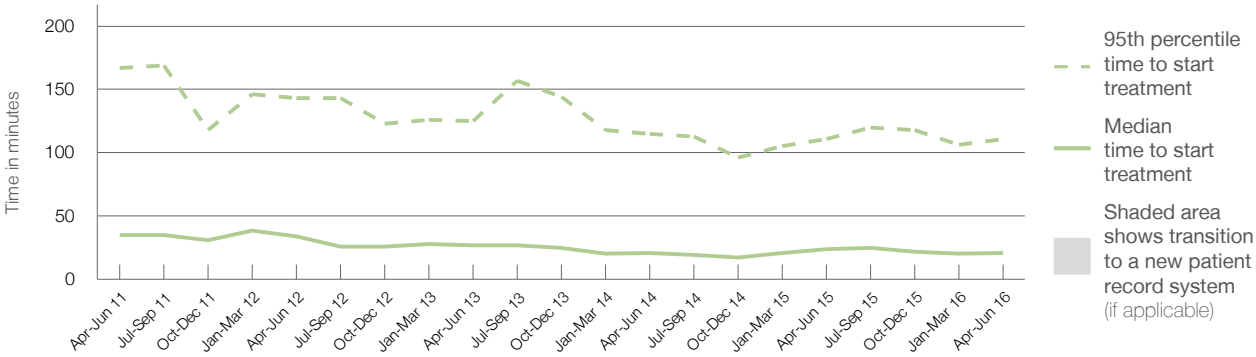
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,450	2,580	
Number of triage 4 patients used to calculate waiting time:[3]	2,365	2,490	
Median time to start treatment[4]	21 minutes	24 minutes	25 minutes
95th percentile time to start treatment[5]	111 minutes	111 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	35	34	27	21	24	21
95th percentile time to start treatment[5] (minutes)	167	143	125	115	111	111

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

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

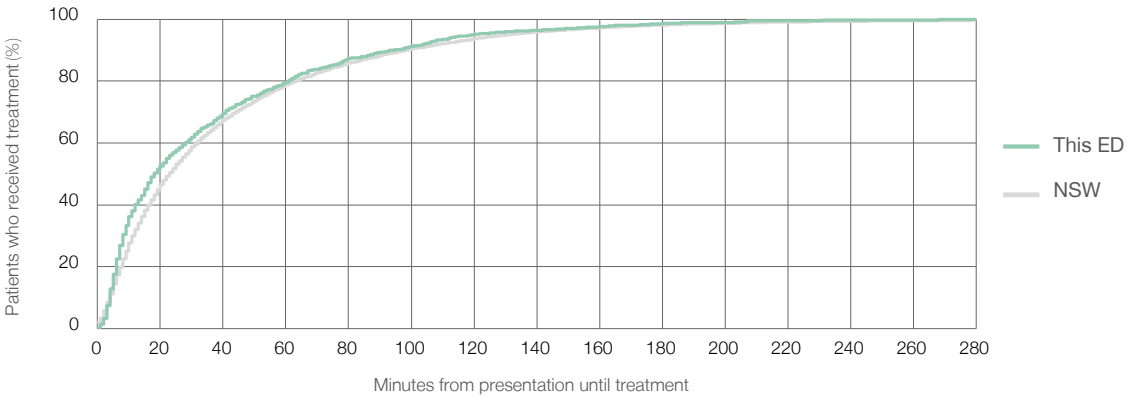
Orange Health Service: Time patients waited to start treatment, triage 5

April to June 2016

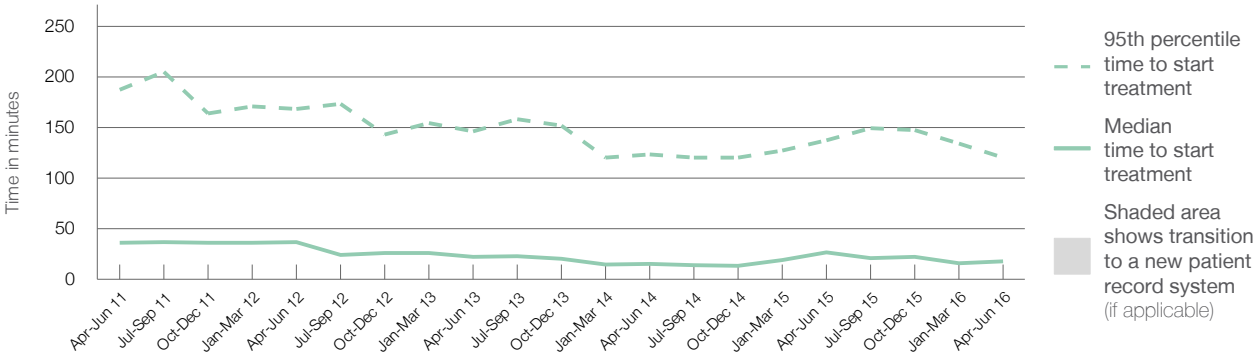
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,659	1,805	
Number of triage 5 patients used to calculate waiting time:[3]	1,544	1,670	
Median time to start treatment[4]	18 minutes	27 minutes	23 minutes
95th percentile time to start treatment[5]	120 minutes	137 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	36	37	22	15	27	18
95th percentile time to start treatment[5] (minutes)	187	168	146	123	137	120

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

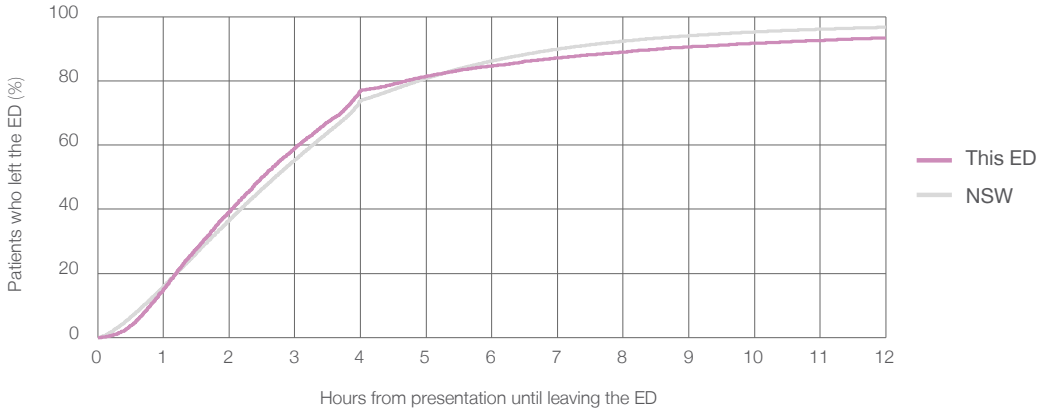
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Orange Health Service: Time patients spent in the ED

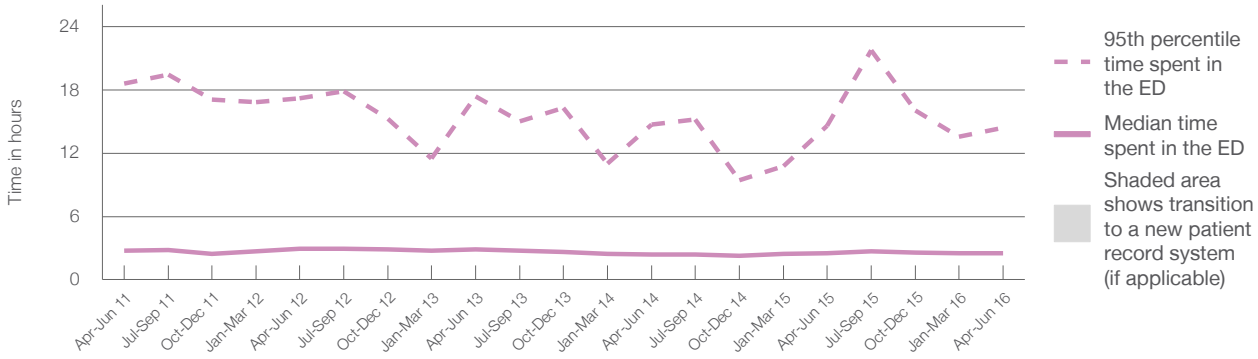
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	6,992 patients	6,859	
Presentations used to calculate time to leaving the ED:[6]	6,988 patients	6,859	
Median time spent in the ED[8]	2 hours and 31 minutes	2 hours and 31 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	14 hours and 25 minutes	14 hours and 35 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 47m	2h 57m	2h 53m	2h 24m	2h 31m	2h 31m
95th percentile time to leaving the ED[9] (hours, minutes)	18h 34m	17h 13m	17h 22m	14h 41m	14h 35m	14h 25m

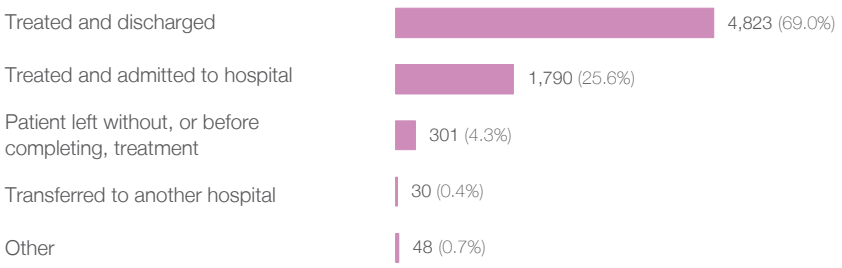
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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

Orange Health Service: Time patients spent in the ED
By mode of separation
April to June 2016

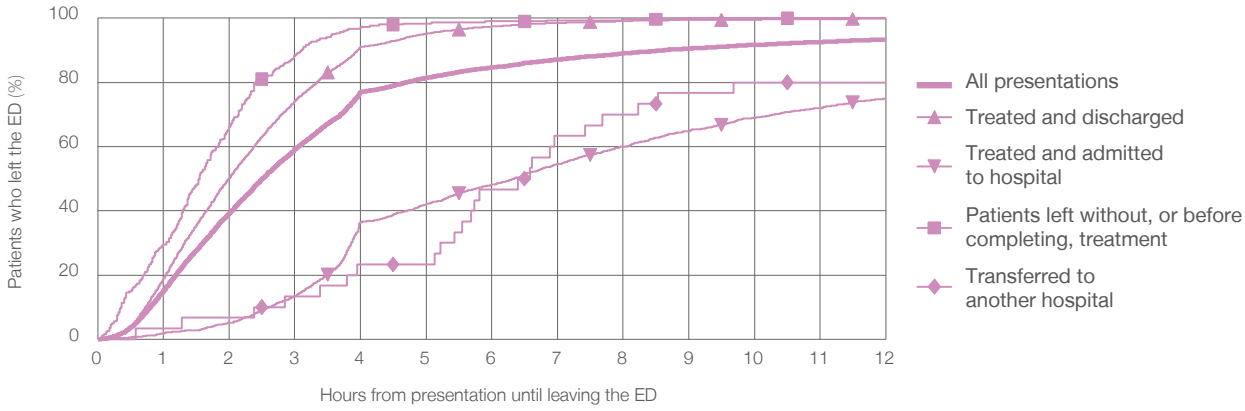
All presentations:[1] 6,992 patients

Presentations used to calculate time to leaving the ED:[6] 6,988 patients



	Same period last year	Change since one year ago
	6,859	1.9%
	4,772	1.1%
	1,717	4.3%
	299	0.7%
	26	15.4%
	45	6.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.9%	50.2%	74.2%	91.0%	97.4%	99.1%	99.6%	99.8%
Treated and admitted to hospital	1.8%	5.2%	13.4%	36.4%	48.2%	60.1%	69.0%	75.0%
Patient left without, or before completing, treatment	29.6%	66.1%	88.4%	97.0%	99.0%	99.7%	100%	100%
Transferred to another hospital	3.3%	6.7%	13.3%	23.3%	46.7%	70.0%	80.0%	80.0%
All presentations	15.1%	39.2%	59.1%	77.0%	84.6%	89.0%	91.7%	93.4%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

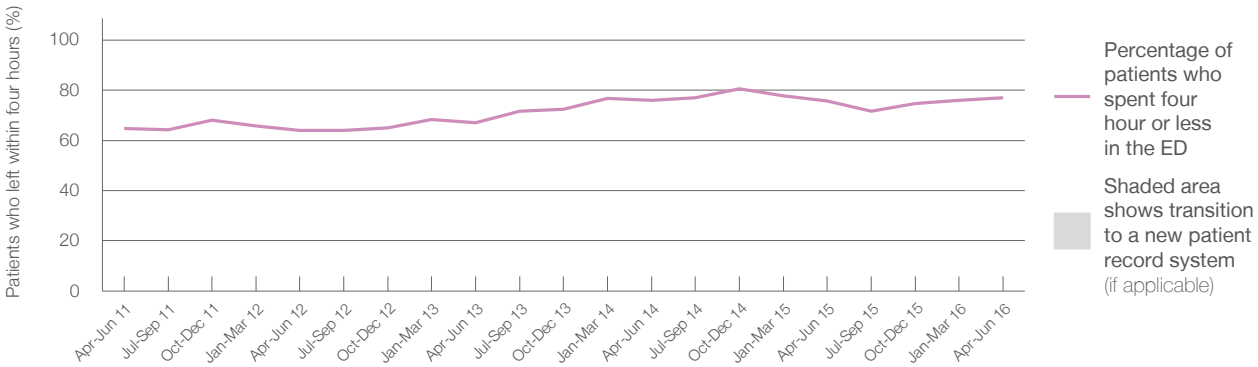
Orange Health Service: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	6,992 patients	6,859	1.9%
Presentations used to calculate time to leaving the ED:[6]	6,988 patients	6,859	1.9%
Percentage of patients who spent four hours or less in the ED	77.0%	75.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	64.8%	64.0%	67.0%	76.1%	75.7%	77.0%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Port Macquarie Base Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	7,953 patients	7,328	8.5%
Emergency presentations:[2]	7,738 patients	7,144	8.3%

Port Macquarie Base Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,122 patients	1,081	
Median time to start treatment[4]	10 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	32 minutes	29 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	3,179 patients	3,248	
Median time to start treatment[4]	18 minutes	16 minutes	20 minutes
95th percentile time to start treatment[5]	72 minutes	59 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	3,095 patients	2,571	
Median time to start treatment[4]	20 minutes	19 minutes	25 minutes
95th percentile time to start treatment[5]	105 minutes	91 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	302 patients	222	
Median time to start treatment[4]	20 minutes	15 minutes	23 minutes
95th percentile time to start treatment[5]	138 minutes	98 minutes	132 minutes

Port Macquarie Base Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	7,953 patients	7,327	8.5%
Percentage of patients who spent four hours or less in the ED	73.6%	75.1%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

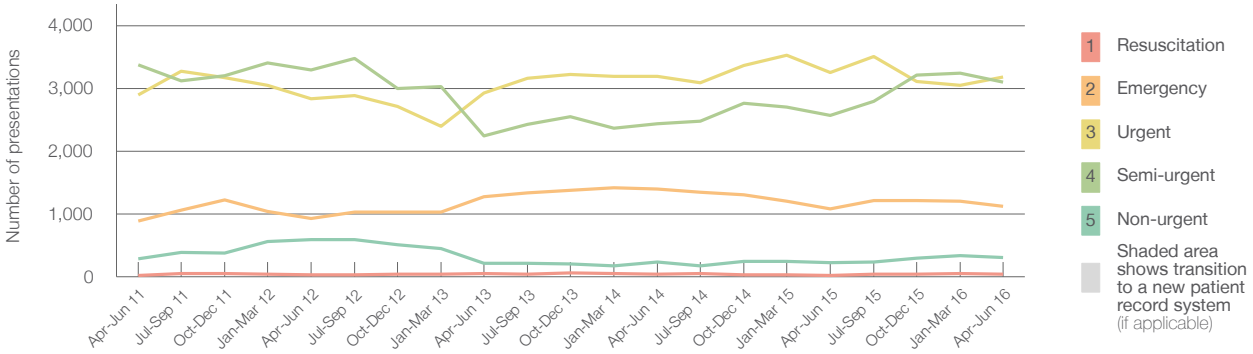
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Port Macquarie Base Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	7,953 patients	7,328	8.5%
Emergency presentations[2] by triage category:	7,738 patients	7,144	8.3%
1 Resuscitation	40 (0.5%)	22	81.8%
2 Emergency	1,122 (14.5%)	1,081	3.8%
3 Urgent	3,179 (41.1%)	3,248	-2.1%
4 Semi-urgent	3,095 (40.0%)	2,571	20.4%
5 Non-urgent	302 (3.9%)	222	36.0%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	22	28	46	42	22	40
Emergency	887	931	1,273	1,396	1,081	1,122
Urgent	2,897	2,836	2,923	3,189	3,248	3,179
Semi-urgent	3,377	3,295	2,240	2,440	2,571	3,095
Non-urgent	284	595	214	234	222	302
All emergency presentations	7,467	7,685	6,696	7,301	7,144	7,738

Port Macquarie Base Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,721 patients	1,765	
ED Transfer of care time			
Median time	11 minutes	11 minutes	0 minutes
95th percentile time	52 minutes	41 minutes	11 minutes

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

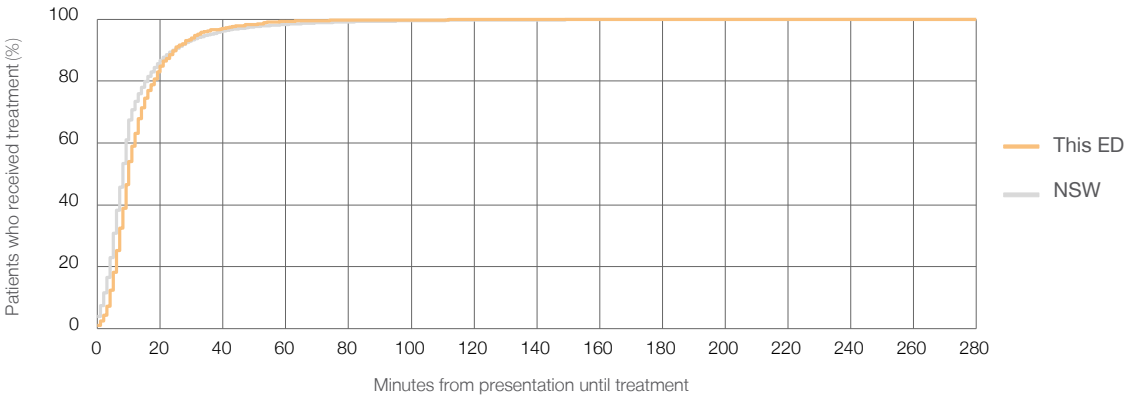
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 2

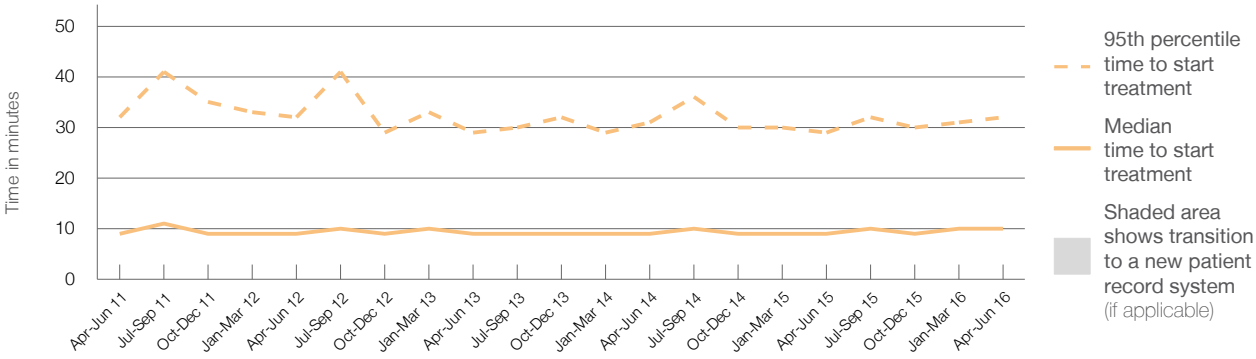
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,122		1,081	
Number of triage 2 patients used to calculate waiting time:[3] 1,120		1,075	
Median time to start treatment[4]	10 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	32 minutes	29 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	9	9	9	9	9	10
95th percentile time to start treatment[5] (minutes)	32	32	29	31	29	32

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

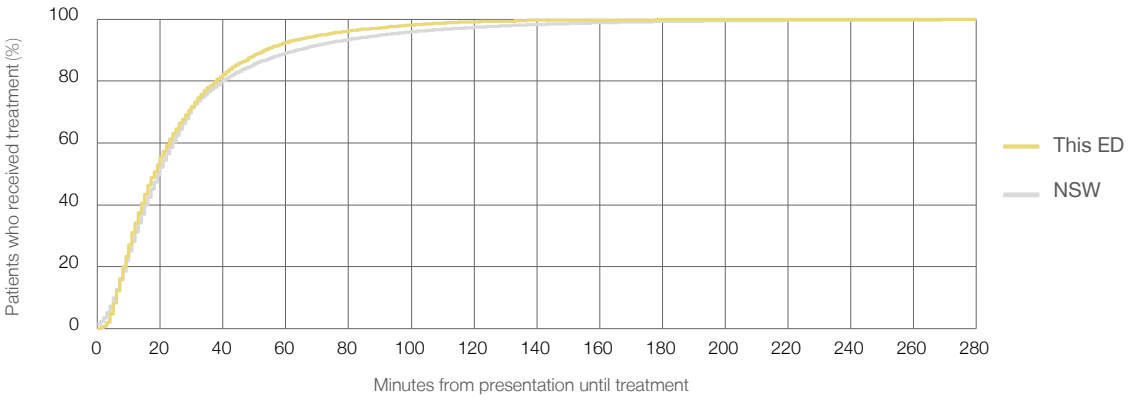
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 3

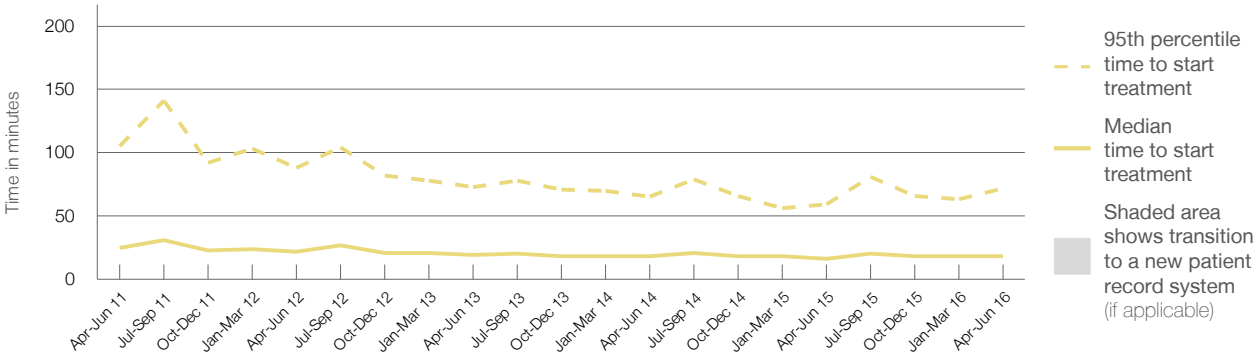
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 3,179		3,248	
Number of triage 3 patients used to calculate waiting time:[3] 3,105		3,167	
Median time to start treatment[4]	18 minutes	16 minutes	20 minutes
95th percentile time to start treatment[5]	72 minutes	59 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	25	22	19	18	16	18
95th percentile time to start treatment[5] (minutes)	105	88	73	66	59	72

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

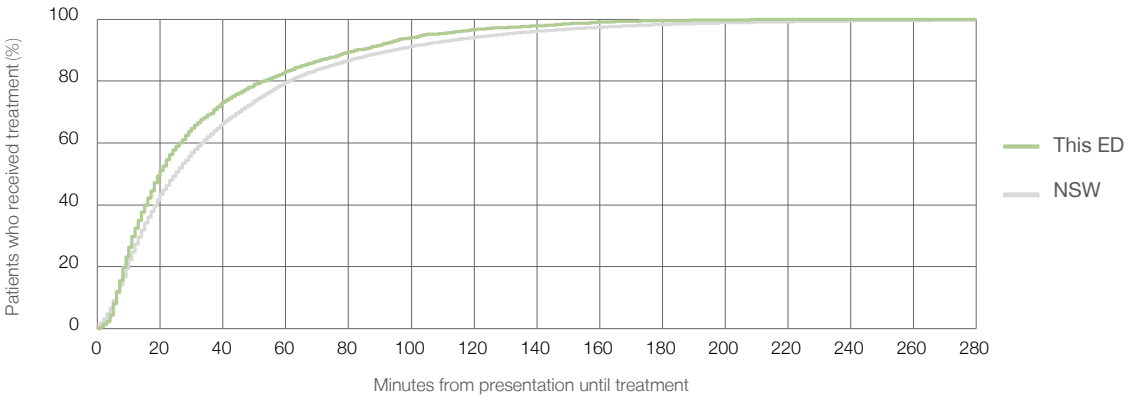
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Port Macquarie Base Hospital: Time patients waited to start treatment, triage 4

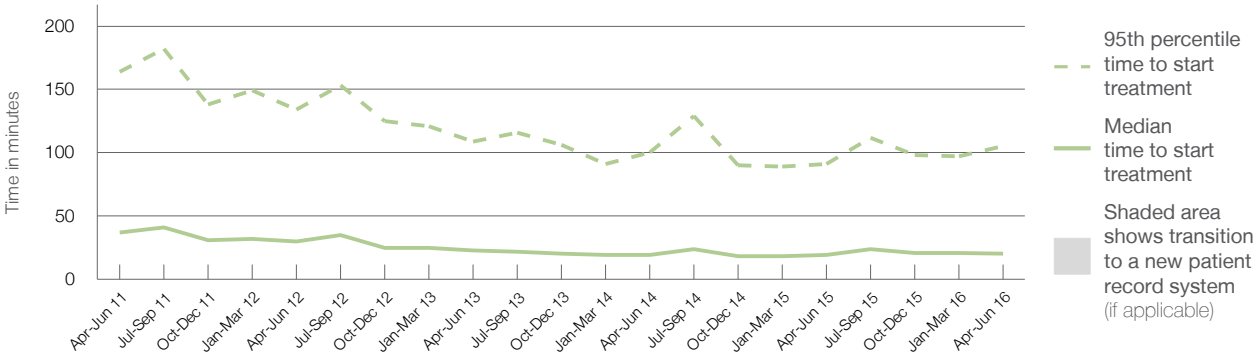
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	3,095	2,571	
Number of triage 4 patients used to calculate waiting time:[3]	2,592	2,151	
Median time to start treatment[4]	20 minutes	19 minutes	25 minutes
95th percentile time to start treatment[5]	105 minutes	91 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	37	30	23	19	19	20
95th percentile time to start treatment[5] (minutes)	164	134	109	100	91	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 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.

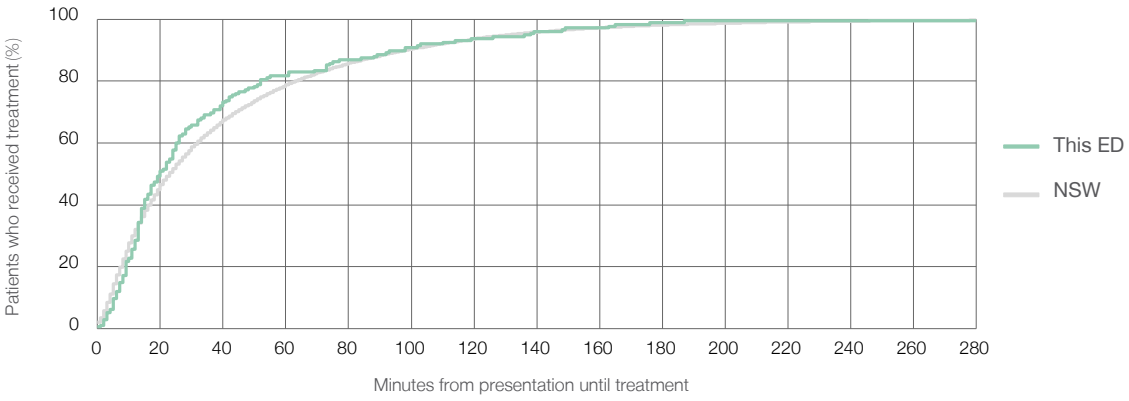
Port Macquarie Base Hospital: Time patients waited to start treatment, triage 5

April to June 2016

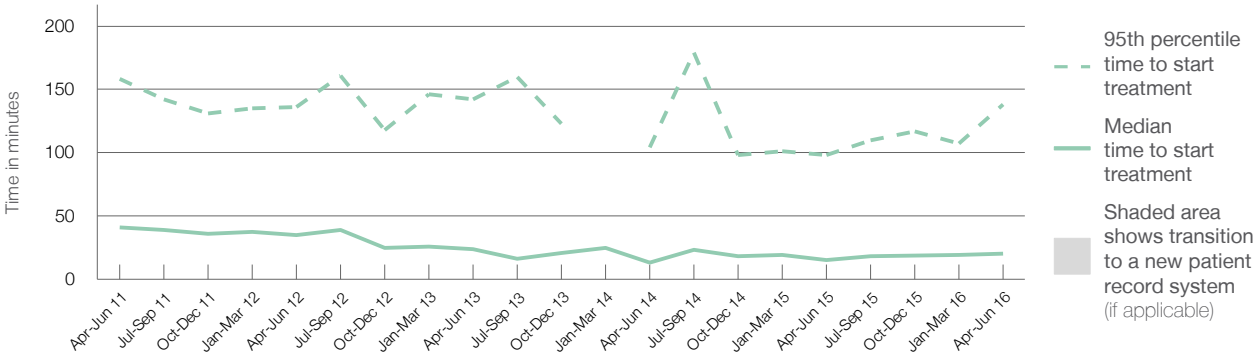
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	302	222	
Number of triage 5 patients used to calculate waiting time:[3]	175	139	
Median time to start treatment[4]	20 minutes	15 minutes	23 minutes
95th percentile time to start treatment[5]	138 minutes	98 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	41	35	24	13	15	20
95th percentile time to start treatment[5] (minutes)	159	136	142	104	98	138

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

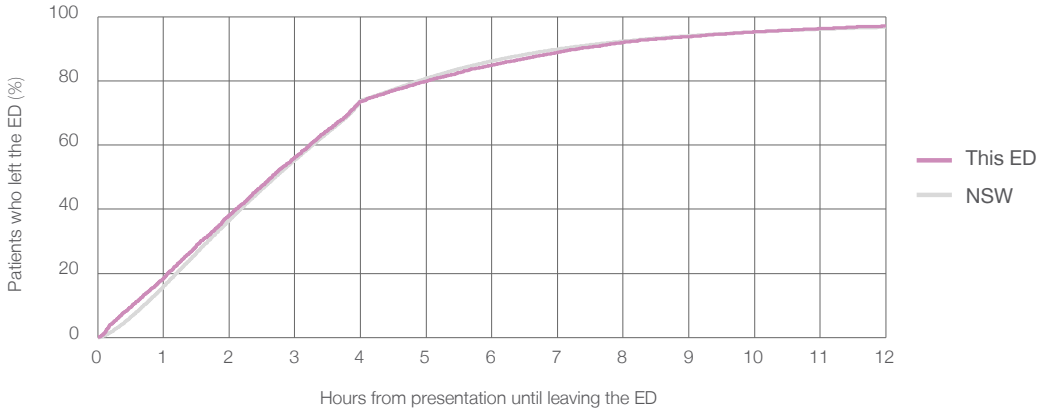
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Port Macquarie Base Hospital: Time patients spent in the ED

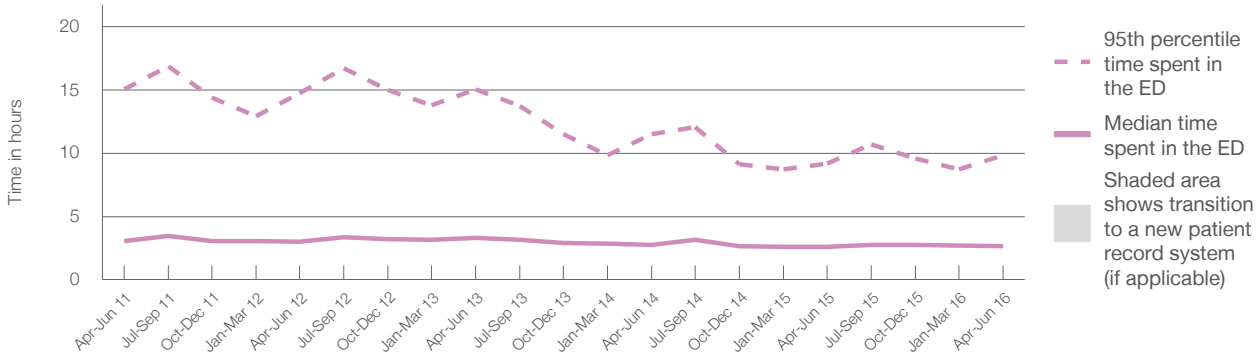
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	7,953 patients	7,328	
Presentations used to calculate time to leaving the ED:[6]	7,953 patients	7,327	
Median time spent in the ED[8]	2 hours and 39 minutes	2 hours and 35 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	9 hours and 49 minutes	9 hours and 11 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 3m	3h 0m	3h 20m	2h 44m	2h 35m	2h 39m
95th percentile time to leaving the ED[9] (hours, minutes)	15h 4m	14h 43m	15h 4m	11h 31m	9h 11m	9h 49m

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

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

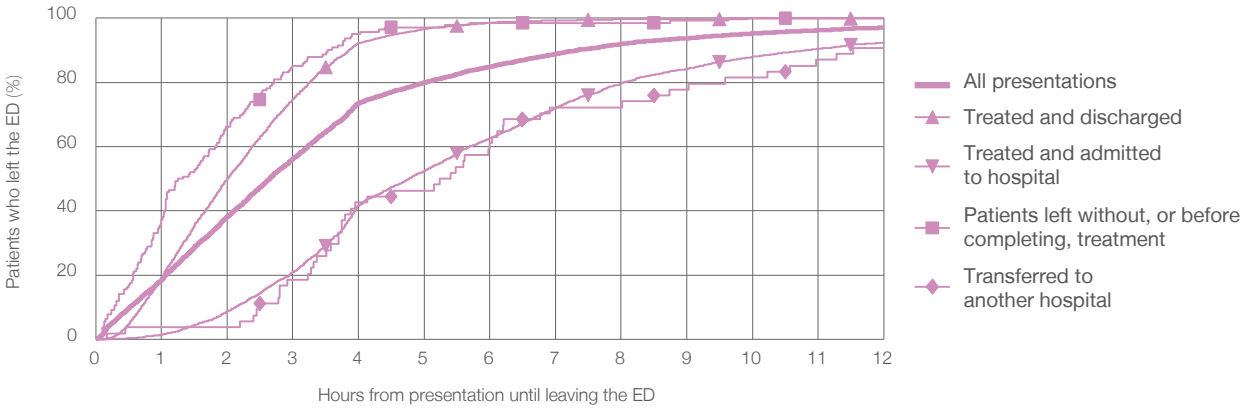
Port Macquarie Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 7,953 patients

Presentations used to calculate time to leaving the ED:[6] 7,953 patients

		Same period last year	Change since one year ago
Treated and discharged	4,170 (52.4%)	3,847	8.4%
Treated and admitted to hospital	2,985 (37.5%)	2,834	5.3%
Patient left without, or before completing, treatment	142 (1.8%)	165	-13.9%
Transferred to another hospital	54 (0.7%)	35	54.3%
Other	602 (7.6%)	447	34.7%
		7,327	8.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.2%	50.0%	74.8%	92.4%	98.6%	99.6%	99.8%	100%
Treated and admitted to hospital	1.4%	8.7%	20.8%	41.7%	62.6%	79.8%	88.1%	92.4%
Patient left without, or before completing, treatment	37.3%	66.2%	85.2%	95.1%	98.6%	98.6%	100%	100%
Transferred to another hospital	3.7%	3.7%	18.5%	42.6%	61.1%	72.2%	81.5%	90.7%
All presentations	18.6%	38.2%	56.2%	73.6%	84.9%	92.0%	95.3%	97.0%

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

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

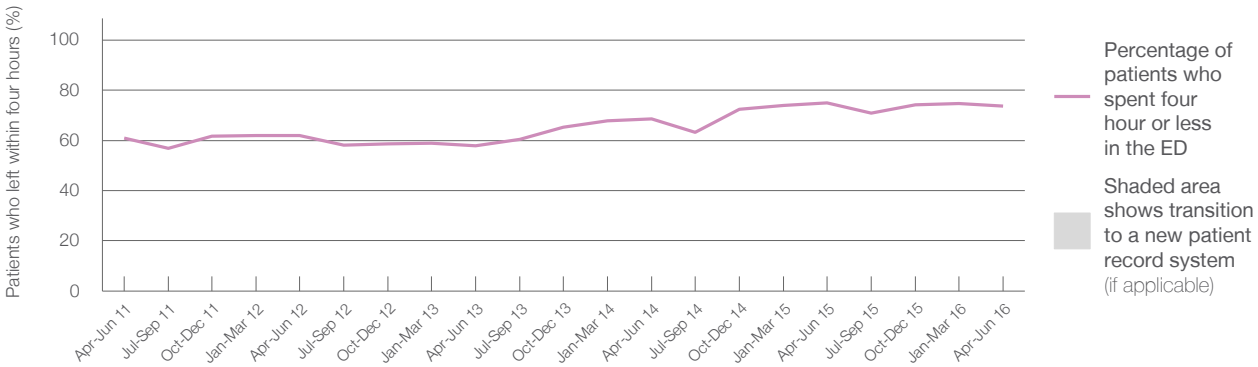
Port Macquarie Base Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	7,953 patients	7,328	8.5%
Presentations used to calculate time to leaving the ED:[6]	7,953 patients	7,327	8.5%
Percentage of patients who spent four hours or less in the ED	73.6%	75.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	60.9%	62.0%	57.9%	68.6%	75.1%	73.6%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Shoalhaven District Memorial Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 9,083 patients	8,713	4.2%
Emergency presentations:[2] 8,982 patients	8,603	4.4%

Shoalhaven District Memorial Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 793 patients	553	
Median time to start treatment[4]	12 minutes	11 minutes	8 minutes
95th percentile time to start treatment[5]	57 minutes	73 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 3,017 patients	2,585	
Median time to start treatment[4]	30 minutes	31 minutes	20 minutes
95th percentile time to start treatment[5]	127 minutes	183 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 4,165 patients	4,012	
Median time to start treatment[4]	38 minutes	40 minutes	25 minutes
95th percentile time to start treatment[5]	151 minutes	205 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 955 patients	1,409	
Median time to start treatment[4]	27 minutes	35 minutes	23 minutes
95th percentile time to start treatment[5]	124 minutes	171 minutes	132 minutes

Shoalhaven District Memorial Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 9,083 patients		8,713	4.2%
Percentage of patients who spent four hours or less in the ED	65.4%	62.7%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

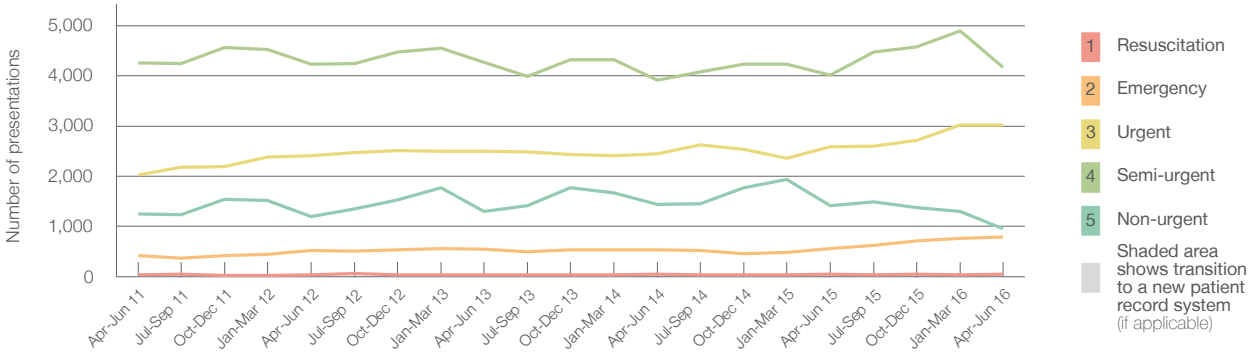
More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Shoalhaven District Memorial Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,083 patients	8,713	4.2%
Emergency presentations[2] by triage category:	8,982 patients	8,603	4.4%
1 Resuscitation	52 (0.6%)	44	18.2%
2 Emergency	793 (8.8%)	553	43.4%
3 Urgent	3,017 (33.6%)	2,585	16.7%
4 Semi-urgent	4,165 (46.4%)	4,012	3.8%
5 Non-urgent	955 (10.6%)	1,409	-32.2%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	34	39	32	43	44	52
Emergency	414	523	541	537	553	793
Urgent	2,024	2,405	2,501	2,443	2,585	3,017
Semi-urgent	4,256	4,237	4,266	3,915	4,012	4,165
Non-urgent	1,252	1,200	1,297	1,439	1,409	955
All emergency presentations	7,980	8,404	8,637	8,377	8,603	8,982

Shoalhaven District Memorial Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	2,228 patients	2,218	
ED Transfer of care time			
Median time	15 minutes	17 minutes	-2 minutes
95th percentile time	76 minutes	107 minutes	-31 minutes

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

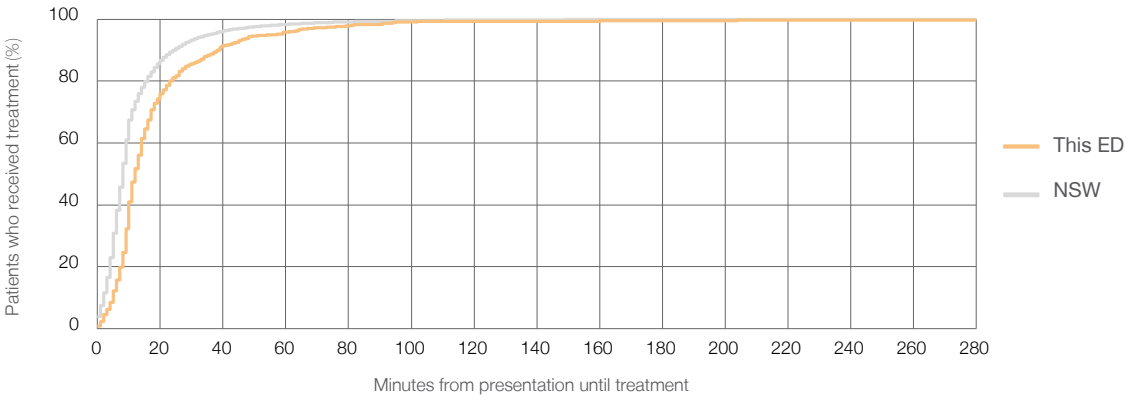
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 2

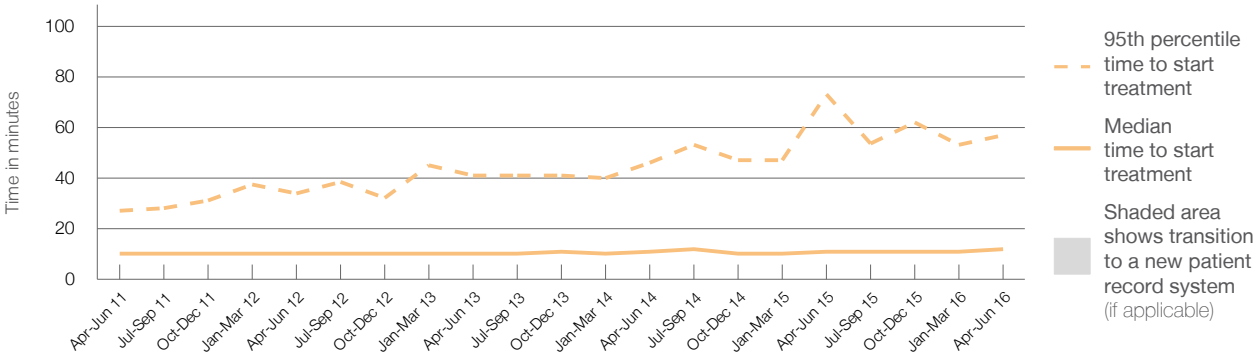
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 793		553	
Number of triage 2 patients used to calculate waiting time:[3] 792		551	
Median time to start treatment[4]	12 minutes	11 minutes	8 minutes
95th percentile time to start treatment[5]	57 minutes	73 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	10	10	10	11	11	12
95th percentile time to start treatment[5] (minutes)	27	34	41	46	73	57

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

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

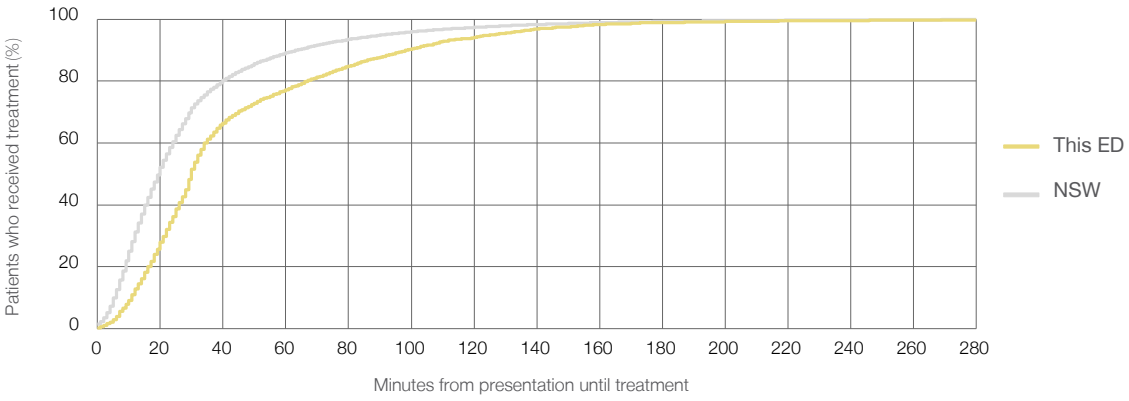
Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 3

April to June 2016

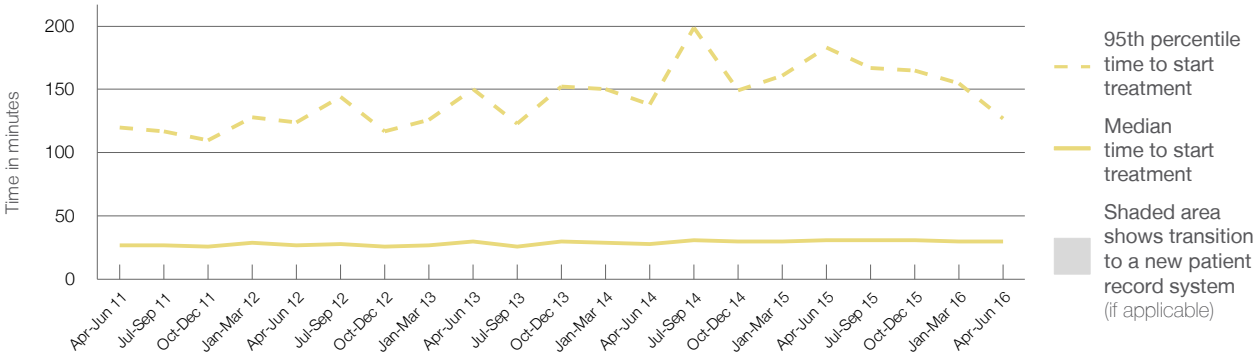
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	3,017	2,585	
Number of triage 3 patients used to calculate waiting time:[3]	2,980	2,513	
Median time to start treatment[4]	30 minutes	31 minutes	20 minutes
95th percentile time to start treatment[5]	127 minutes	183 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	27	27	30	28	31	30
95th percentile time to start treatment[5] (minutes)	120	124	150	138	183	127

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

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

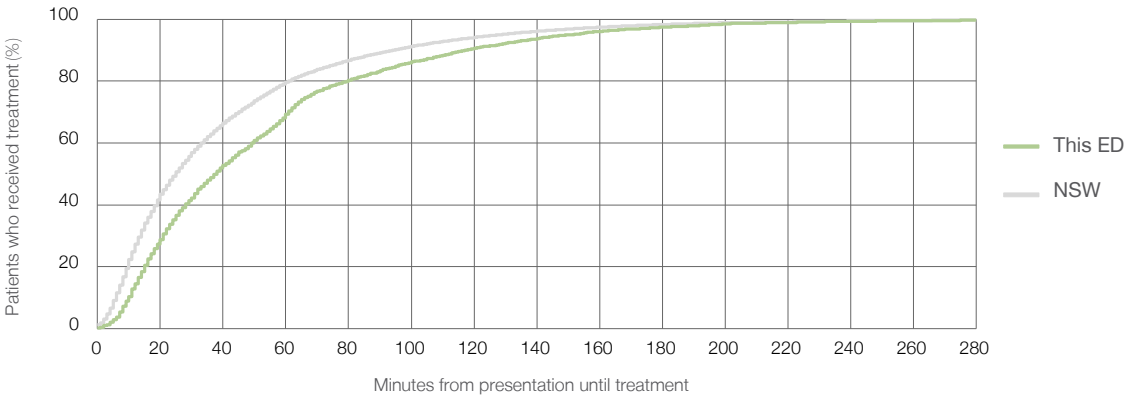
Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 4

April to June 2016

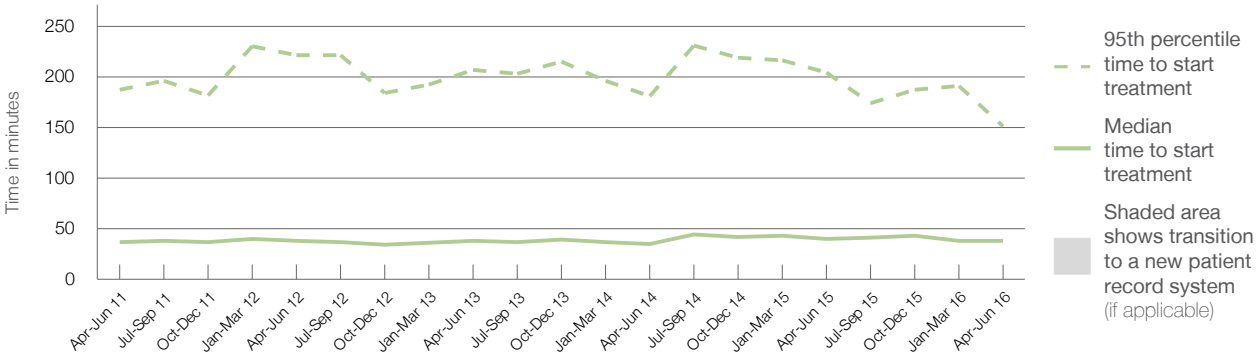
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	4,165	4,012	
Number of triage 4 patients used to calculate waiting time:[3]	3,924	3,640	
Median time to start treatment[4]	38 minutes	40 minutes	25 minutes
95th percentile time to start treatment[5]	151 minutes	205 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	37	38	38	35	40	38
95th percentile time to start treatment[5] (minutes)	187	221	207	181	205	151

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

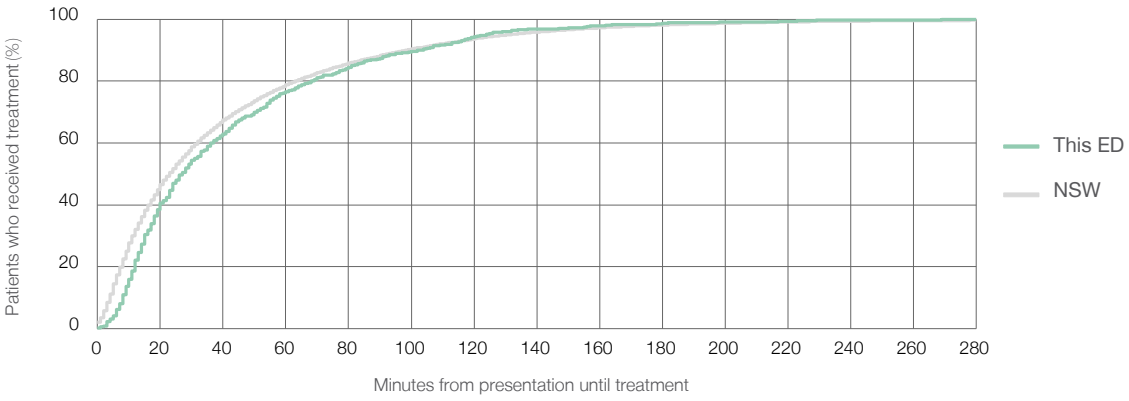
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Shoalhaven District Memorial Hospital: Time patients waited to start treatment, triage 5

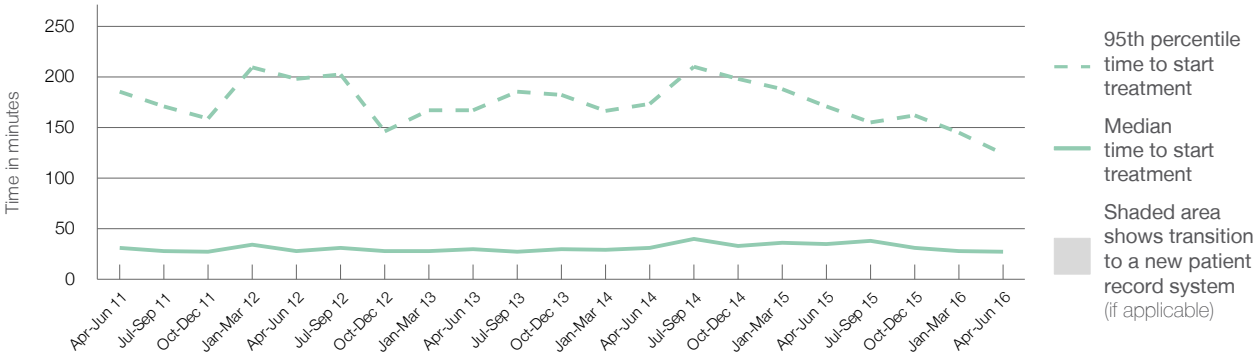
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 955		1,409	
Number of triage 5 patients used to calculate waiting time:[3] 844		1,193	
Median time to start treatment[4]	27 minutes	35 minutes	23 minutes
95th percentile time to start treatment[5]	124 minutes	171 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	31	28	30	31	35	27
95th percentile time to start treatment[5] (minutes)	185	198	167	173	171	124

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

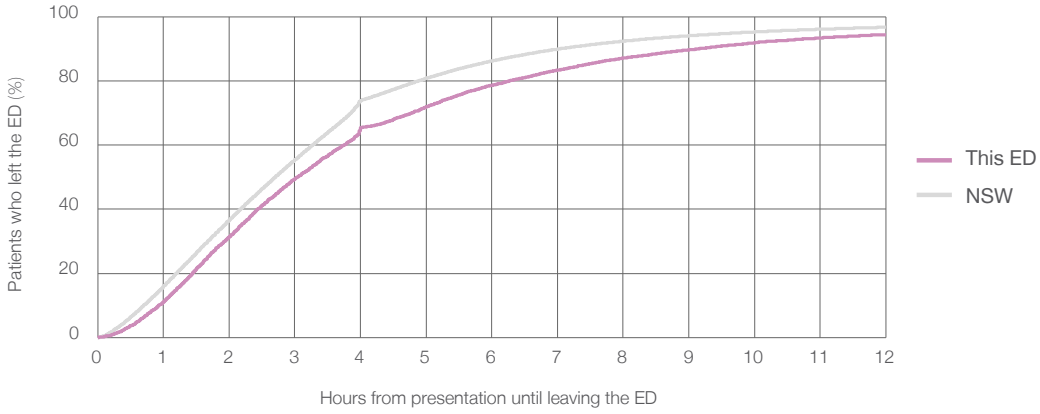
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Shoalhaven District Memorial Hospital: Time patients spent in the ED

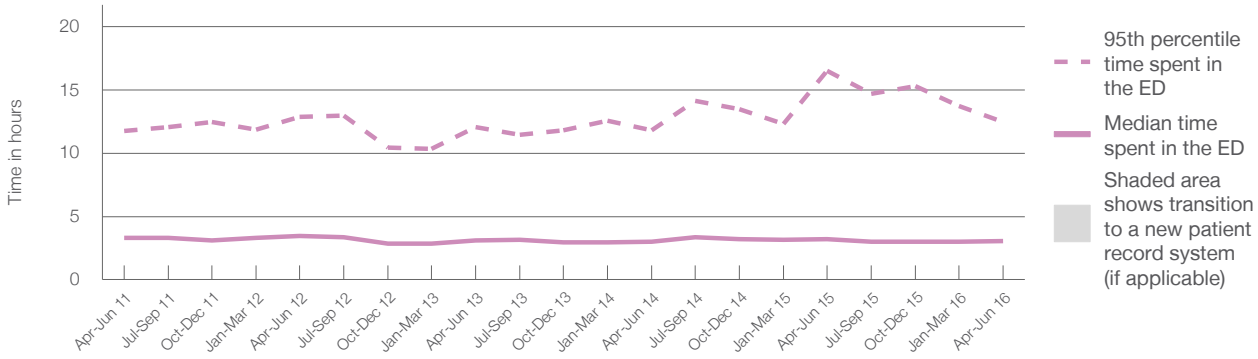
April to June 2016

	Same period last year	NSW (this period)
All presentations:[1] 9,083 patients	8,713	
Presentations used to calculate time to leaving the ED:[6] 9,083 patients	8,713	
Median time spent in the ED[8] 3 hours and 3 minutes	3 hours and 13 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9] 12 hours and 29 minutes	16 hours and 30 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 18m	3h 27m	3h 6m	2h 59m	3h 13m	3h 3m
95th percentile time to leaving the ED[9] (hours, minutes)	11h 46m	12h 51m	12h 4m	11h 48m	16h 30m	12h 29m

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

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

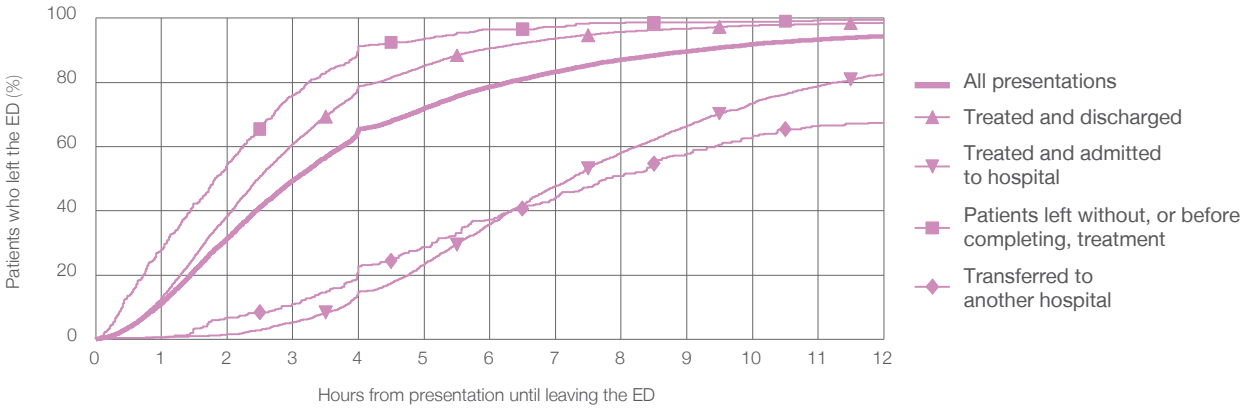
Shoalhaven District Memorial Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 9,083 patients

Presentations used to calculate time to leaving the ED:[6] 9,083 patients

		Same period last year	Change since one year ago
Treated and discharged	6,390 (70.4%)	5,866	8.9%
Treated and admitted to hospital	1,714 (18.9%)	1,467	16.8%
Patient left without, or before completing, treatment	588 (6.5%)	1,014	-42.0%
Transferred to another hospital	356 (3.9%)	332	7.2%
Other	35 (0.4%)	34	2.9%
All presentations	9,083	8,713	4.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.8%	38.6%	60.9%	78.8%	90.7%	95.8%	97.7%	98.6%
Treated and admitted to hospital	0.6%	1.5%	5.1%	14.8%	35.9%	58.2%	73.4%	82.6%
Patient left without, or before completing, treatment	27.9%	54.6%	76.0%	91.3%	96.6%	98.5%	99.0%	99.5%
Transferred to another hospital	0.6%	6.7%	11.0%	22.8%	37.4%	50.8%	63.5%	67.4%
All presentations	11.2%	31.5%	49.5%	65.4%	78.7%	87.1%	91.9%	94.4%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

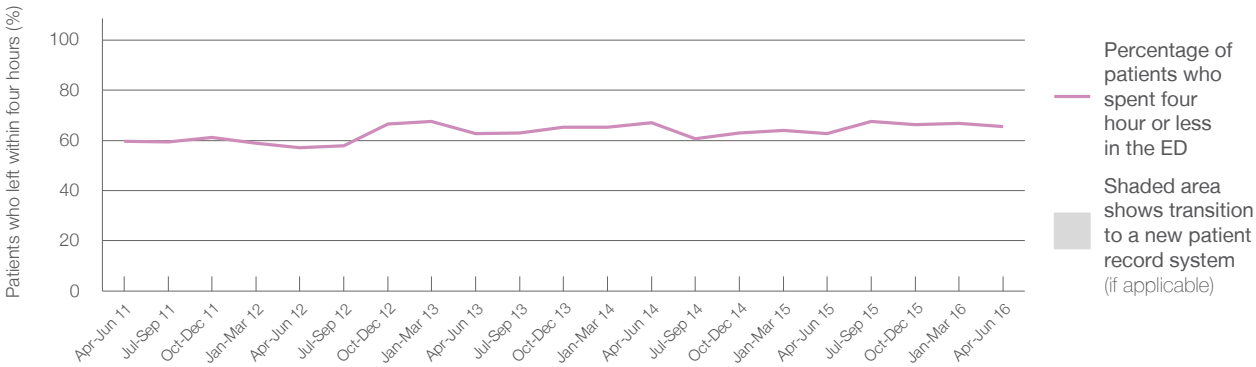
Shoalhaven District Memorial Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	9,083 patients	8,713	4.2%
Presentations used to calculate time to leaving the ED:[6]	9,083 patients	8,713	4.2%
Percentage of patients who spent four hours or less in the ED	65.4%	62.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	59.6%	57.1%	62.6%	67.0%	62.7%	65.4%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Sutherland Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	12,050 patients	12,223	-1.4%
Emergency presentations:[2]	11,959 patients	12,107	-1.2%

Sutherland Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,648 patients	1,858	
Median time to start treatment[4]	13 minutes	14 minutes	8 minutes
95th percentile time to start treatment[5]	40 minutes	41 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	5,074 patients	4,753	
Median time to start treatment[4]	28 minutes	28 minutes	20 minutes
95th percentile time to start treatment[5]	86 minutes	86 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	4,279 patients	4,543	
Median time to start treatment[4]	31 minutes	30 minutes	25 minutes
95th percentile time to start treatment[5]	97 minutes	97 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	894 patients	891	
Median time to start treatment[4]	28 minutes	27 minutes	23 minutes
95th percentile time to start treatment[5]	111 minutes	121 minutes	132 minutes

Sutherland Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	12,048 patients	12,223	-1.4%
Percentage of patients who spent four hours or less in the ED	71.3%	71.7%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

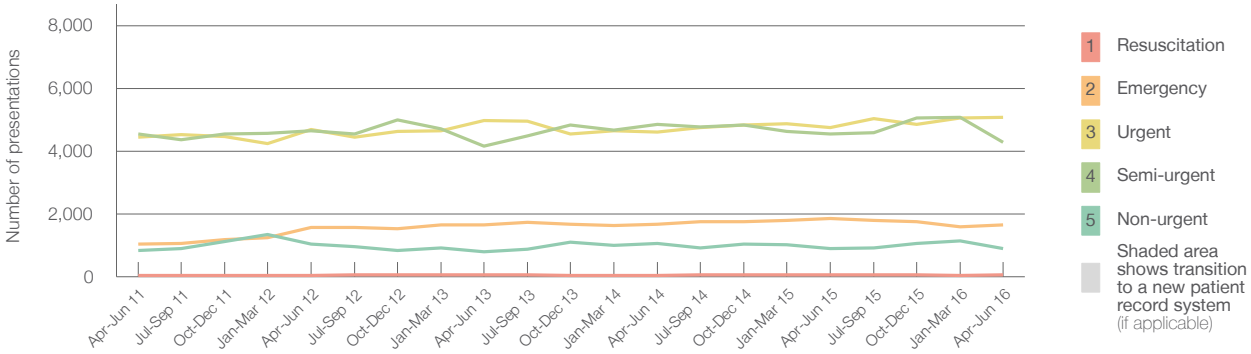
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Sutherland Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	12,050 patients	12,223	-1.4%
Emergency presentations[2] by triage category:	11,959 patients	12,107	-1.2%
1 Resuscitation	64 (0.5%)	62	3.2%
2 Emergency	1,648 (13.8%)	1,858	-11.3%
3 Urgent	5,074 (42.4%)	4,753	6.8%
4 Semi-urgent	4,279 (35.8%)	4,543	-5.8%
5 Non-urgent	894 (7.5%)	891	0.3%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	39	43	51	43	62	64
Emergency	1,032	1,568	1,644	1,661	1,858	1,648
Urgent	4,453	4,693	4,976	4,599	4,753	5,074
Semi-urgent	4,545	4,644	4,166	4,863	4,543	4,279
Non-urgent	835	1,040	802	1,056	891	894
All emergency presentations	10,904	11,988	11,639	12,222	12,107	11,959

Sutherland Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	3,191 patients	3,251	
ED Transfer of care time			
Median time	14 minutes	14 minutes	0 minutes
95th percentile time	34 minutes	47 minutes	-13 minutes

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

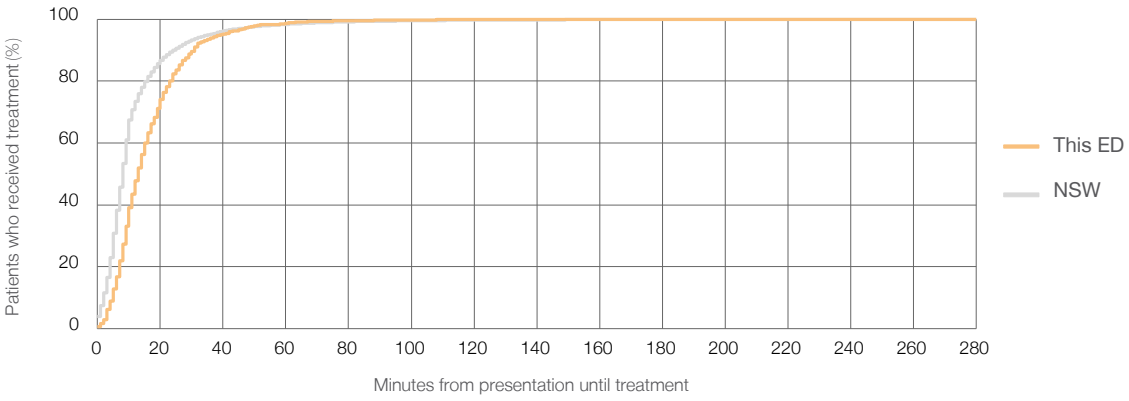
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sutherland Hospital: Time patients waited to start treatment, triage 2

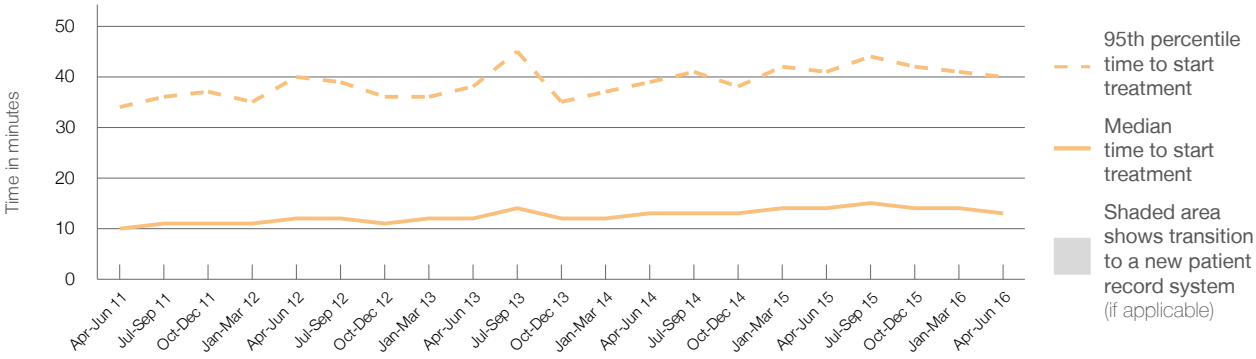
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	1,648	1,858	
Number of triage 2 patients used to calculate waiting time:[3]	1,639	1,852	
Median time to start treatment[4]	13 minutes	14 minutes	8 minutes
95th percentile time to start treatment[5]	40 minutes	41 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	10	12	12	13	14	13
95th percentile time to start treatment[5] (minutes)	34	40	38	39	41	40

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

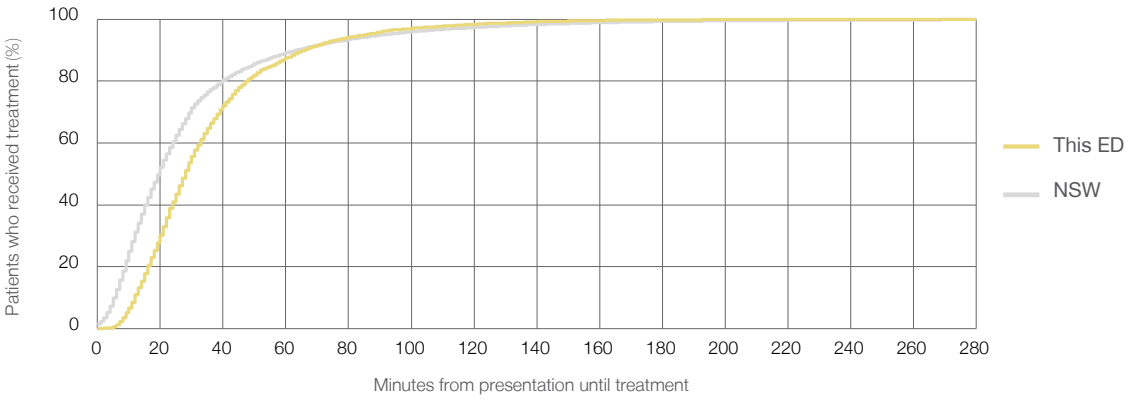
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sutherland Hospital: Time patients waited to start treatment, triage 3

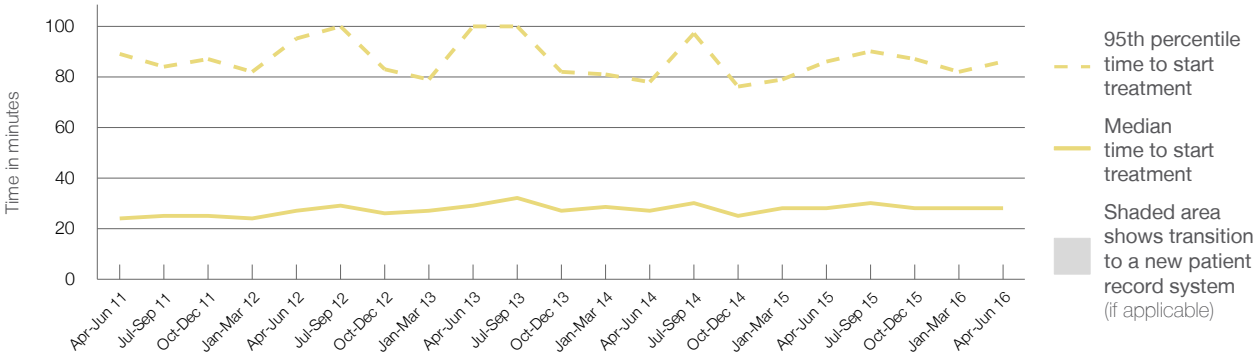
April to June 2016

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 5,074	4,753	
Number of triage 3 patients used to calculate waiting time:[3] 5,010	4,710	
Median time to start treatment[4] 28 minutes	28 minutes	20 minutes
95th percentile time to start treatment[5] 86 minutes	86 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	24	27	29	27	28	28
95th percentile time to start treatment[5] (minutes)	89	95	100	78	86	86

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

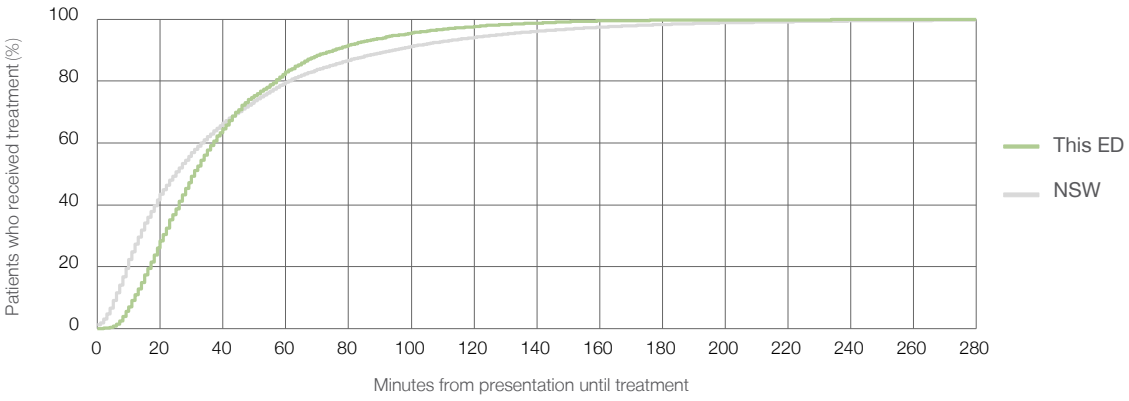
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sutherland Hospital: Time patients waited to start treatment, triage 4

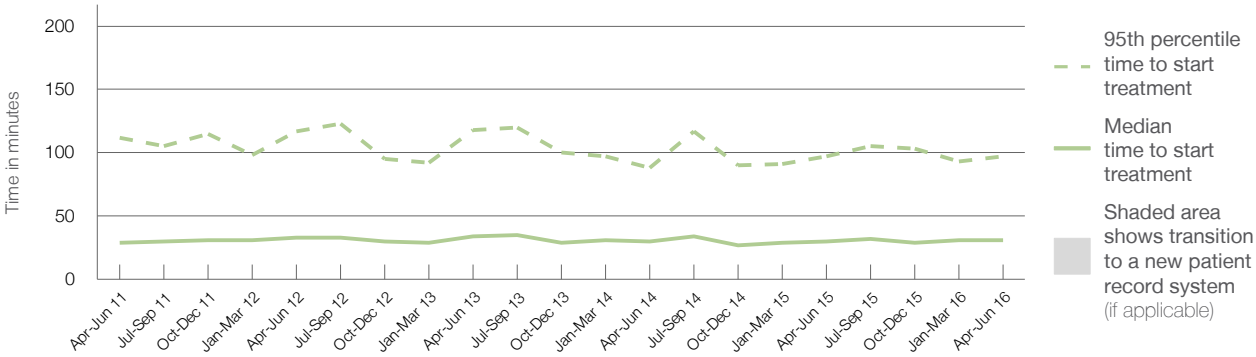
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	4,279	4,543	
Number of triage 4 patients used to calculate waiting time:[3]	4,164	4,453	
Median time to start treatment[4]	31 minutes	30 minutes	25 minutes
95th percentile time to start treatment[5]	97 minutes	97 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	29	33	34	30	30	31
95th percentile time to start treatment[5] (minutes)	112	117	118	88	97	97

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

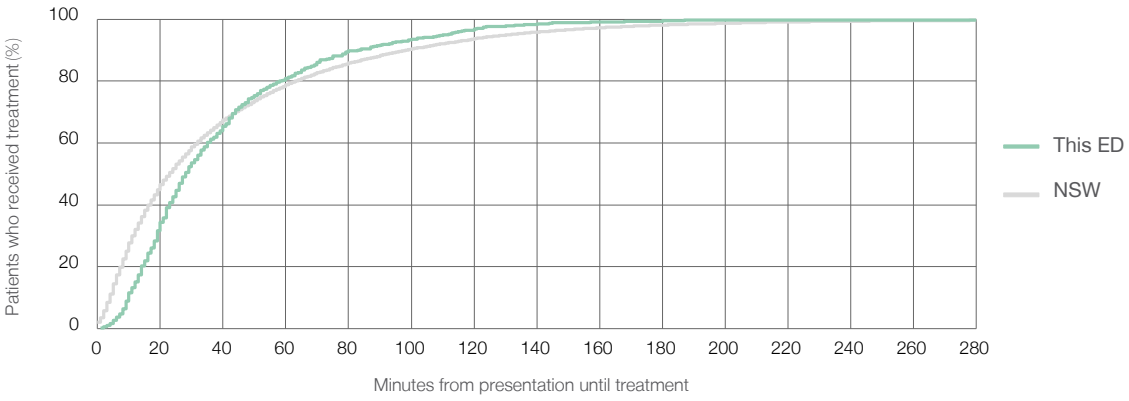
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sutherland Hospital: Time patients waited to start treatment, triage 5

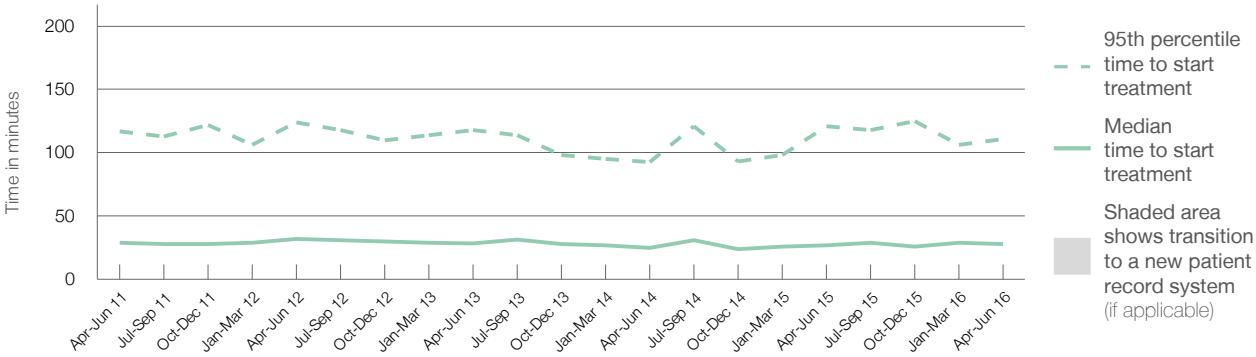
April to June 2016

	Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients: 894	891	
Number of triage 5 patients used to calculate waiting time:[3] 825	814	
Median time to start treatment[4] 28 minutes	27 minutes	23 minutes
95th percentile time to start treatment[5] 111 minutes	121 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	29	32	29	25	27	28
95th percentile time to start treatment[5] (minutes)	117	124	118	93	121	111

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

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

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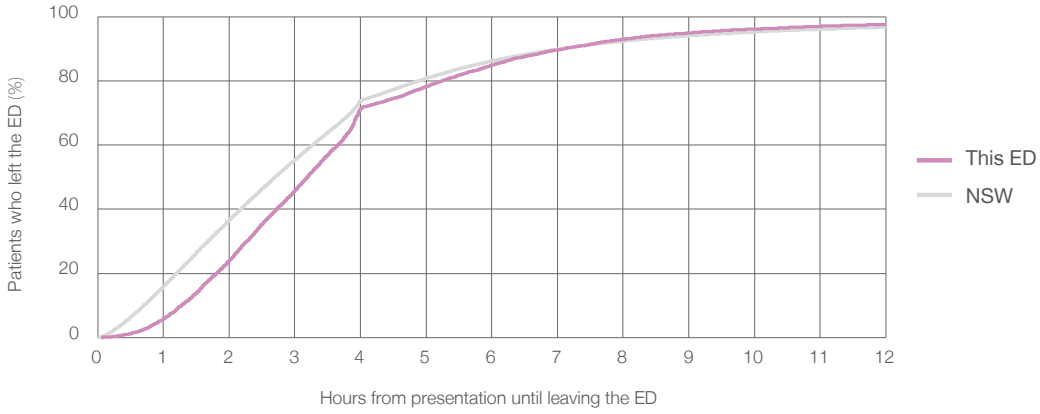
Sutherland Hospital: Time patients spent in the ED

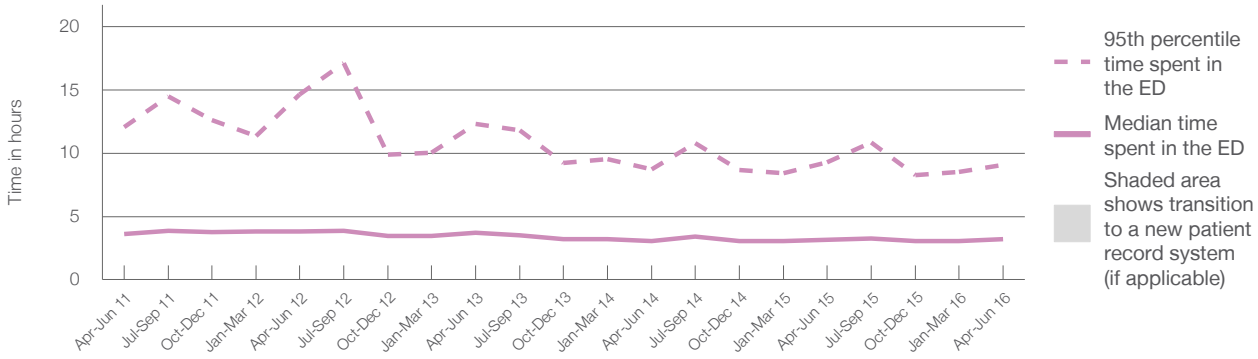
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	12,050 patients	12,223	
Presentations used to calculate time to leaving the ED:[6]	12,048 patients	12,223	
Median time spent in the ED[8]	3 hours and 12 minutes	3 hours and 9 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	9 hours and 3 minutes	9 hours and 18 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 38m	3h 50m	3h 42m	3h 3m	3h 9m	3h 12m
95th percentile time to leaving the ED[9] (hours, minutes)	12h 4m	14h 38m	12h 18m	8h 43m	9h 18m	9h 3m

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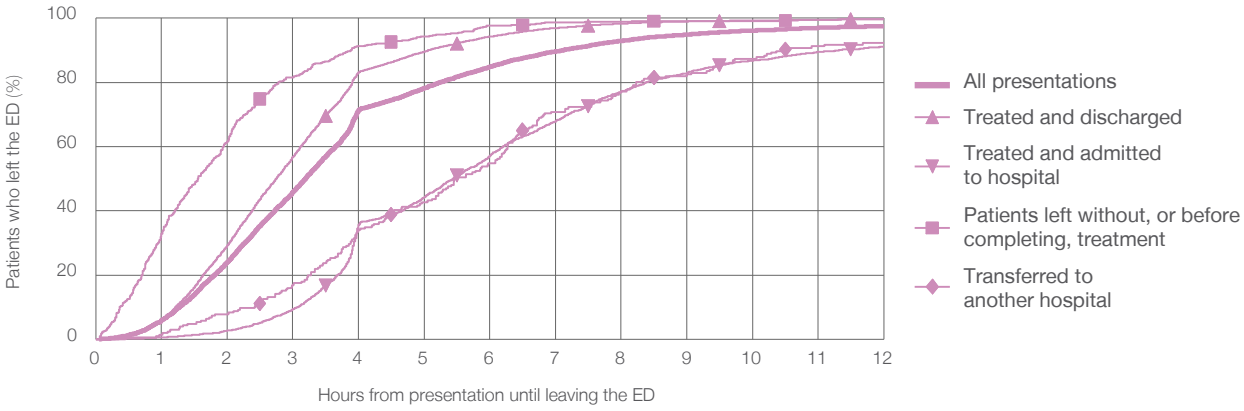
Sutherland Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 12,050 patients

Presentations used to calculate time to leaving the ED:[6] 12,048 patients

		Same period last year	Change since one year ago
Treated and discharged	8,443 (70.1%)	8,576	-1.6%
Treated and admitted to hospital	2,867 (23.8%)	2,903	-1.2%
Patient left without, or before completing, treatment	474 (3.9%)	482	-1.7%
Transferred to another hospital	206 (1.7%)	211	-2.4%
Other	60 (0.5%)	51	17.6%
		12,223	-1.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.0%	29.3%	56.8%	83.1%	94.3%	98.4%	99.3%	99.7%
Treated and admitted to hospital	0.6%	2.7%	9.3%	35.6%	57.1%	77.2%	86.8%	91.1%
Patient left without, or before completing, treatment	32.9%	61.6%	81.6%	91.4%	97.7%	98.9%	99.2%	99.8%
Transferred to another hospital	1.5%	7.8%	17.0%	34.0%	54.9%	77.2%	87.4%	92.2%
All presentations	5.9%	24.0%	45.9%	71.3%	84.9%	93.0%	96.1%	97.5%

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

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

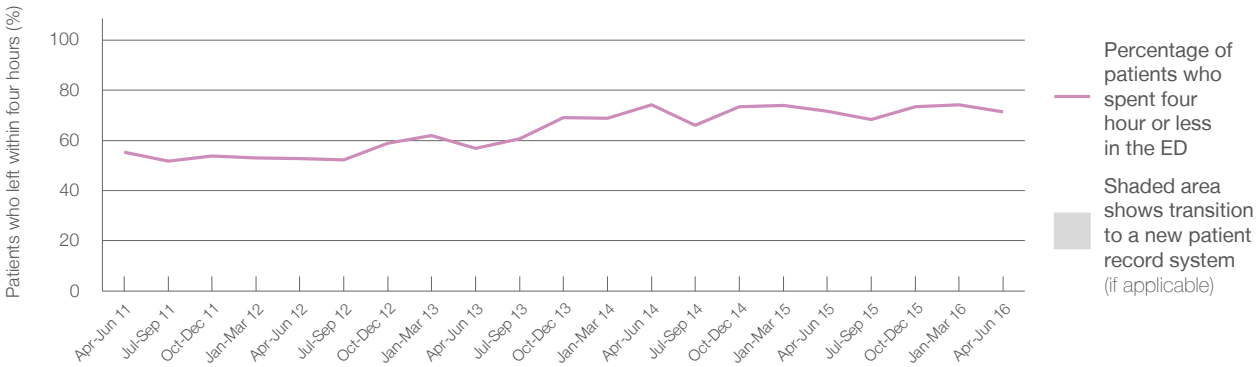
Sutherland Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	12,050 patients	12,223	-1.4%
Presentations used to calculate time to leaving the ED:[6]	12,048 patients	12,223	-1.4%
Percentage of patients who spent four hours or less in the ED	71.3%	71.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	55.4%	52.9%	56.9%	74.2%	71.7%	71.3%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Tamworth Base Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 10,273 patients	10,095	1.8%
Emergency presentations:[2] 9,603 patients	9,591	0.1%

Tamworth Base Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 847 patients	984	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	43 minutes	64 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,582 patients	2,389	
Median time to start treatment[4]	23 minutes	29 minutes	20 minutes
95th percentile time to start treatment[5]	105 minutes	156 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 4,431 patients	4,593	
Median time to start treatment[4]	36 minutes	45 minutes	25 minutes
95th percentile time to start treatment[5]	136 minutes	222 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,708 patients	1,572	
Median time to start treatment[4]	41 minutes	45 minutes	23 minutes
95th percentile time to start treatment[5]	138 minutes	171 minutes	132 minutes

Tamworth Base Hospital: Time from presentation until leaving the ED

April to June 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 10,273 patients	10,095	1.8%
Percentage of patients who spent four hours or less in the ED: 71.8%	61.7%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

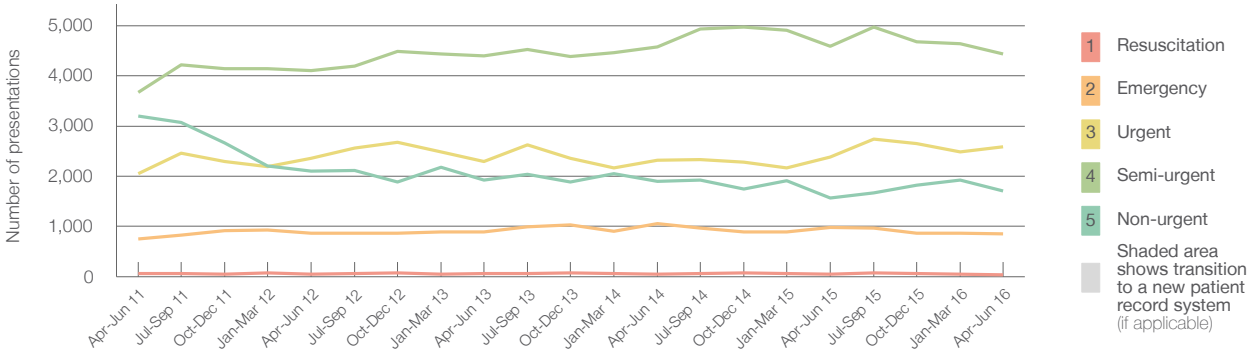
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Tamworth Base Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	10,273 patients	10,095	1.8%
Emergency presentations[2] by triage category:	9,603 patients	9,591	0.1%
1 Resuscitation	35 (0.4%)	53	-34.0%
2 Emergency	847 (8.8%)	984	-13.9%
3 Urgent	2,582 (26.9%)	2,389	8.1%
4 Semi-urgent	4,431 (46.1%)	4,593	-3.5%
5 Non-urgent	1,708 (17.8%)	1,572	8.7%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	63	55	68	50	53	35
Emergency	751	871	887	1,052	984	847
Urgent	2,052	2,358	2,292	2,320	2,389	2,582
Semi-urgent	3,676	4,100	4,395	4,577	4,593	4,431
Non-urgent	3,205	2,103	1,929	1,901	1,572	1,708
All emergency presentations	9,747	9,487	9,571	9,900	9,591	9,603

Tamworth Base Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,592 patients	1,554	
ED Transfer of care time			
Median time	10 minutes	15 minutes	-5 minutes
95th percentile time	35 minutes	74 minutes	-39 minutes

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

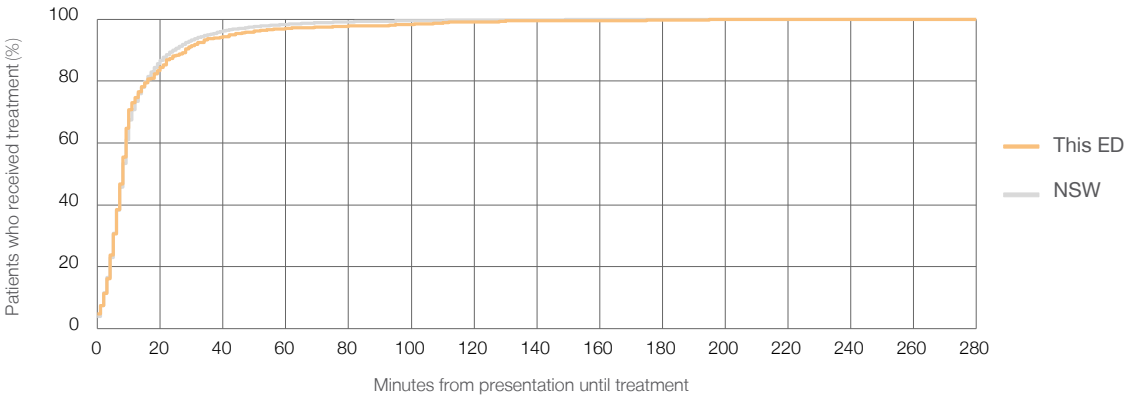
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Tamworth Base Hospital: Time patients waited to start treatment, triage 2

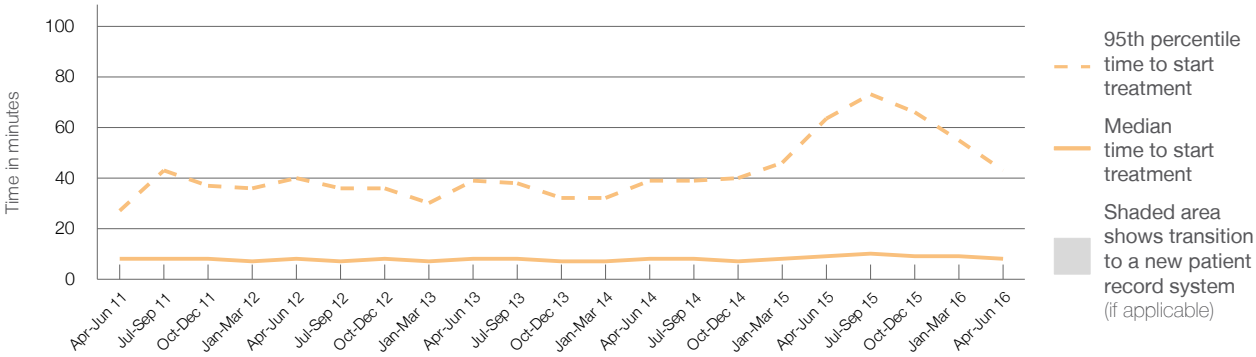
April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	847	984	
Number of triage 2 patients used to calculate waiting time:[3]	845	980	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	43 minutes	64 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	8	8	8	8	9	8
95th percentile time to start treatment[5] (minutes)	27	40	39	39	64	43

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

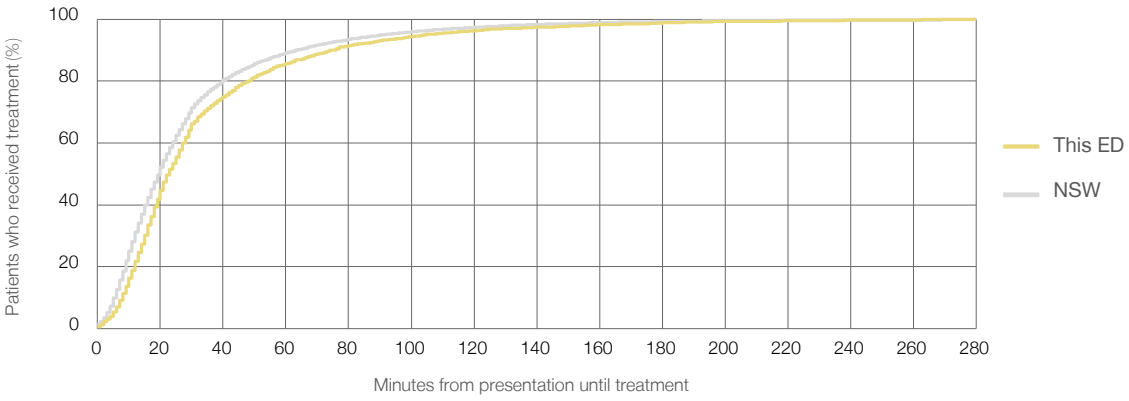
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Tamworth Base Hospital: Time patients waited to start treatment, triage 3

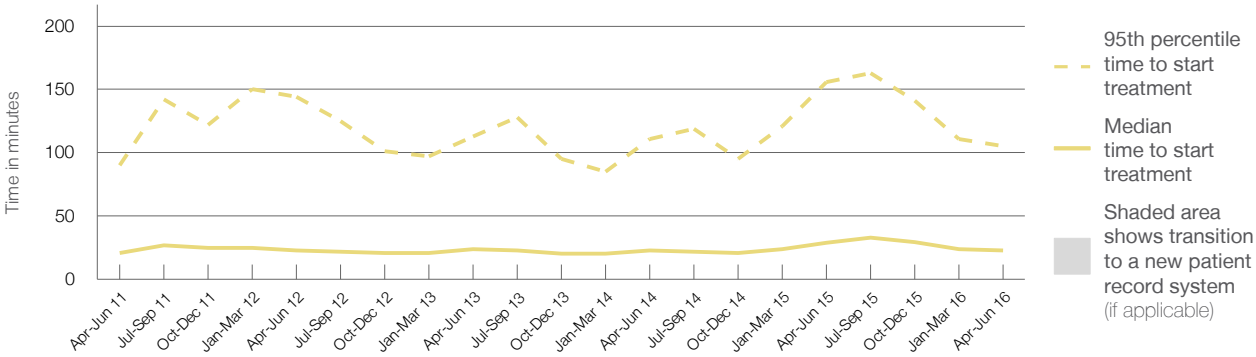
April to June 2016

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	2,582	2,389	
Number of triage 3 patients used to calculate waiting time:[3]	2,538	2,324	
Median time to start treatment[4]	23 minutes	29 minutes	20 minutes
95th percentile time to start treatment[5]	105 minutes	156 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	21	23	24	23	29	23
95th percentile time to start treatment[5] (minutes)	90	144	113	111	156	105

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

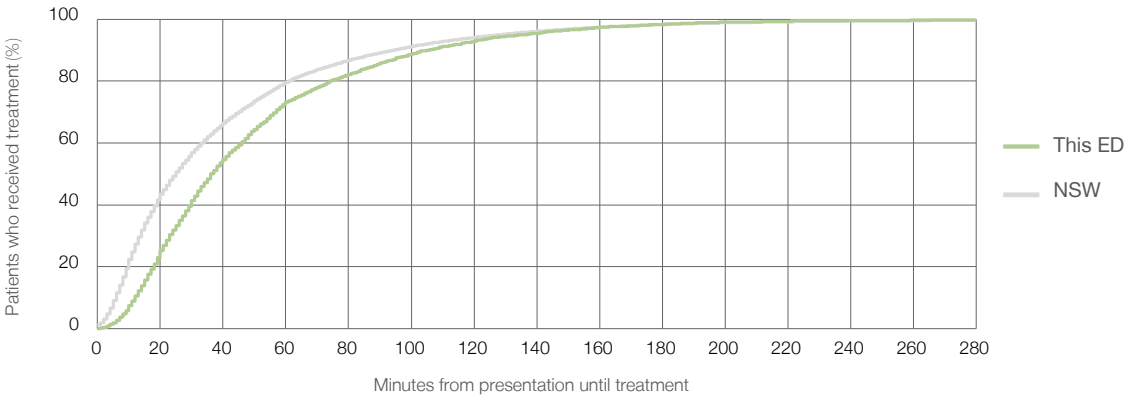
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Tamworth Base Hospital: Time patients waited to start treatment, triage 4

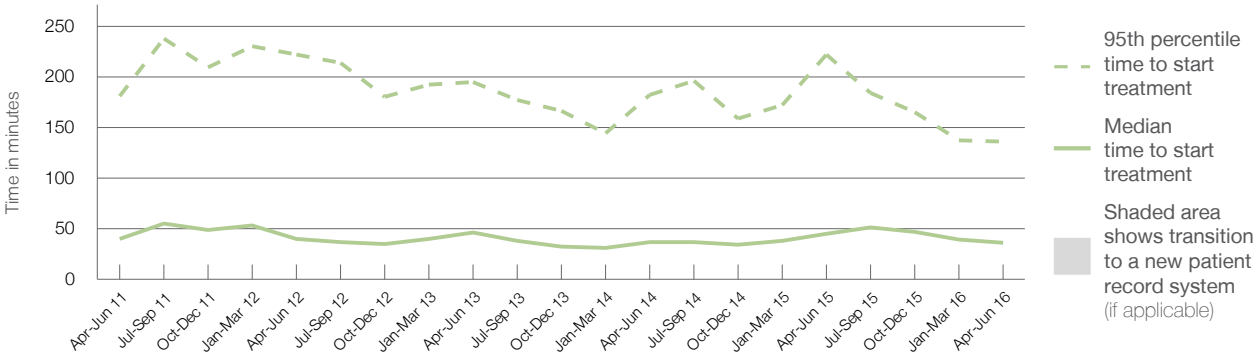
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	4,431	4,593	
Number of triage 4 patients used to calculate waiting time:[3]	4,252	4,303	
Median time to start treatment[4]	36 minutes	45 minutes	25 minutes
95th percentile time to start treatment[5]	136 minutes	222 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	40	40	46	37	45	36
95th percentile time to start treatment[5] (minutes)	181	222	195	182	222	136

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

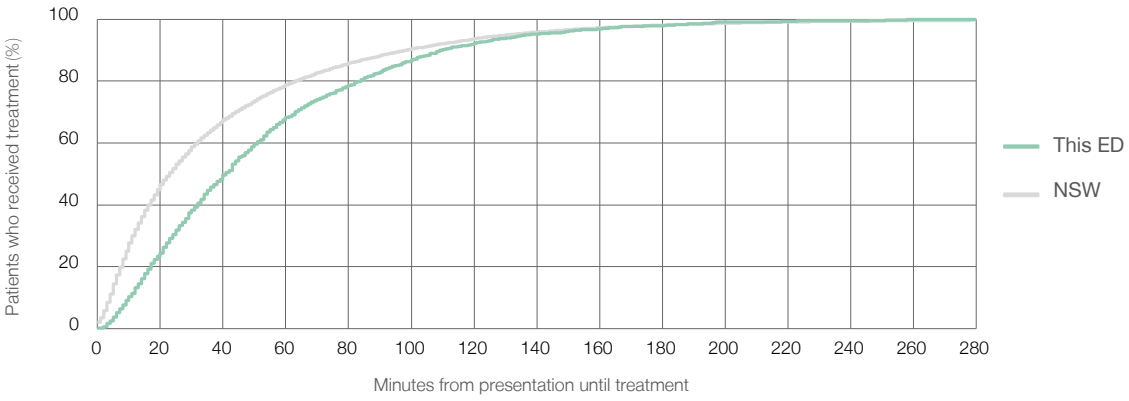
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Tamworth Base Hospital: Time patients waited to start treatment, triage 5

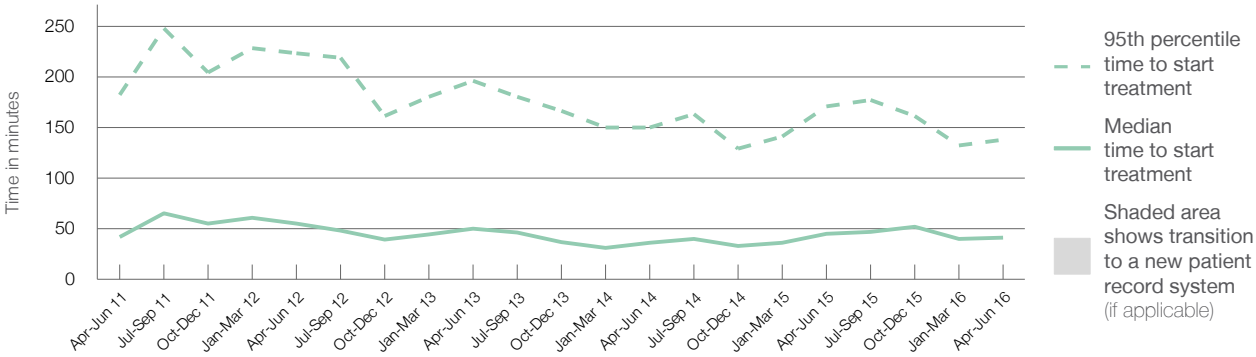
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 1,708		1,572	
Number of triage 5 patients used to calculate waiting time:[3] 1,588		1,469	
Median time to start treatment[4]	41 minutes	45 minutes	23 minutes
95th percentile time to start treatment[5]	138 minutes	171 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	42	55	50	36	45	41
95th percentile time to start treatment[5] (minutes)	182	223	196	150	171	138

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

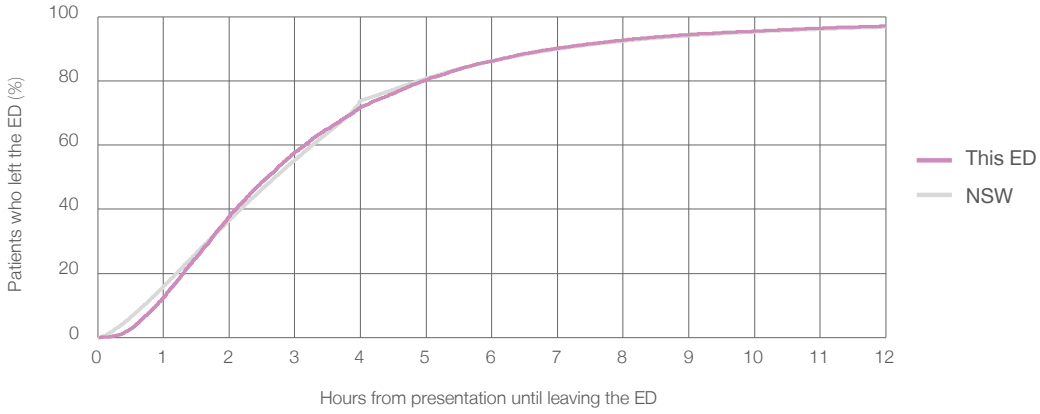
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Tamworth Base Hospital: Time patients spent in the ED

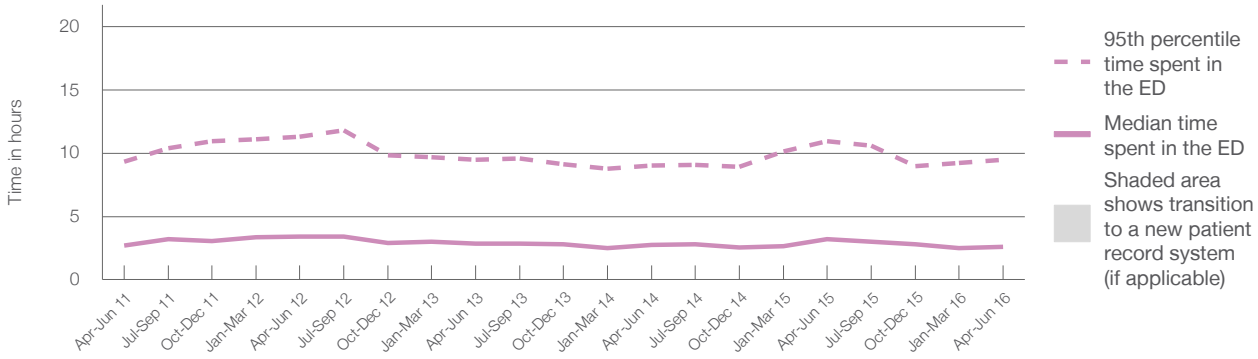
April to June 2016

	Same period last year	NSW (this period)
All presentations:[1] 10,273 patients	10,095	
Presentations used to calculate time to leaving the ED:[6] 10,273 patients	10,095	
Median time spent in the ED[8] — 2 hours and 35 minutes	3 hours and 11 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9] — 9 hours and 30 minutes	10 hours and 56 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 41m	3h 24m	2h 52m	2h 46m	3h 11m	2h 35m
95th percentile time to leaving the ED[9] (hours, minutes)	9h 19m	11h 17m	9h 30m	9h 2m	10h 56m	9h 30m

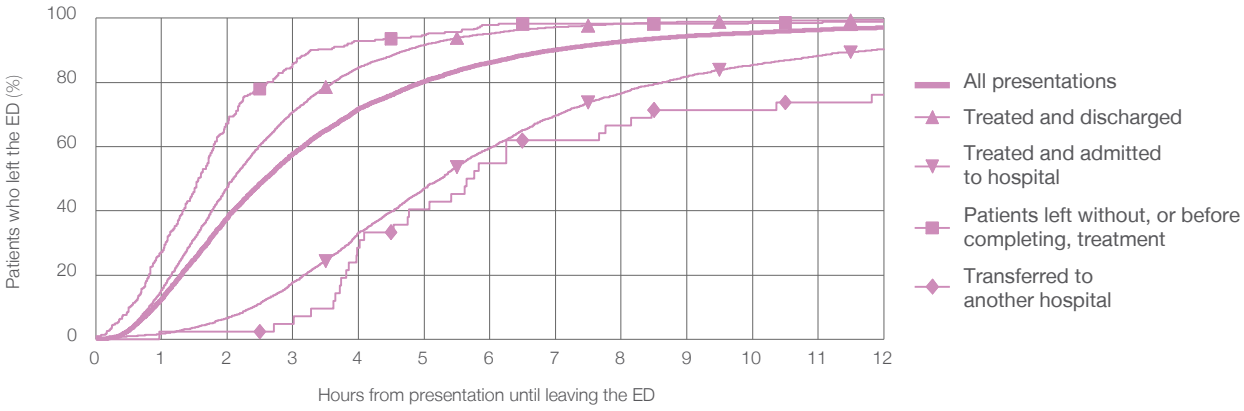
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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

Tamworth Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	10,273 patients		
Presentations used to calculate time to leaving the ED:[6]	10,273 patients	10,095	1.8%
Treated and discharged	7,268 (70.7%)	6,995	3.9%
Treated and admitted to hospital	2,592 (25.2%)	2,358	9.9%
Patient left without, or before completing, treatment	281 (2.7%)	638	-56.0%
Transferred to another hospital	42 (0.4%)	64	-34.4%
Other	90 (0.9%)	40	125.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.3%	47.5%	70.9%	84.7%	95.2%	98.3%	99.0%	99.4%
Treated and admitted to hospital	1.8%	6.6%	17.7%	33.3%	59.6%	76.7%	85.5%	90.4%
Patient left without, or before completing, treatment	27.0%	67.3%	85.8%	92.9%	97.9%	98.2%	98.6%	98.9%
Transferred to another hospital	2.4%	2.4%	4.8%	28.6%	54.8%	66.7%	71.4%	76.2%
All presentations	12.6%	37.9%	57.8%	71.8%	86.2%	92.7%	95.5%	97.1%

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

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

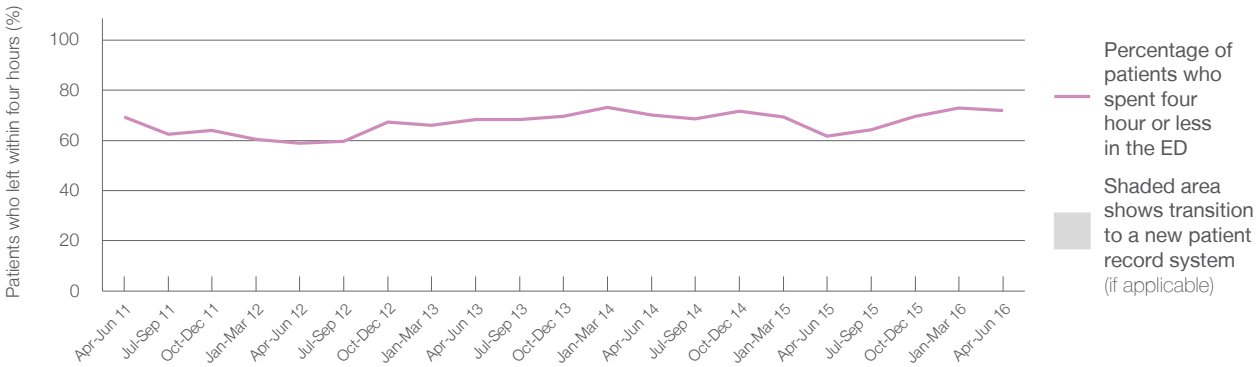
Tamworth Base Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	10,273 patients	10,095	1.8%
Presentations used to calculate time to leaving the ED:[6]	10,273 patients	10,095	1.8%
Percentage of patients who spent four hours or less in the ED	71.8%	61.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	69.3%	59.0%	68.2%	70.0%	61.7%	71.8%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

The Tweed Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	12,602 patients	11,546	9.1%
Emergency presentations:[2]	12,251 patients	11,359	7.9%

The Tweed Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,493 patients	1,734	
Median time to start treatment[4]	5 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	16 minutes	18 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	5,701 patients	5,332	
Median time to start treatment[4]	12 minutes	12 minutes	20 minutes
95th percentile time to start treatment[5]	47 minutes	49 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	3,964 patients	3,429	
Median time to start treatment[4]	11 minutes	12 minutes	25 minutes
95th percentile time to start treatment[5]	72 minutes	71 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	1,041 patients	799	
Median time to start treatment[4]	10 minutes	10 minutes	23 minutes
95th percentile time to start treatment[5]	66 minutes	70 minutes	132 minutes

The Tweed Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	12,602 patients	11,546	9.1%
Percentage of patients who spent four hours or less in the ED	85.5%	84.2%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

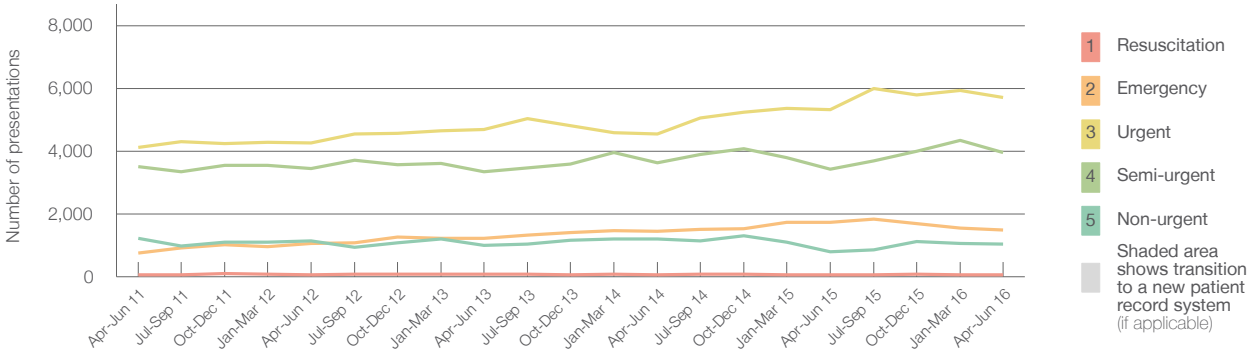
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

The Tweed Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	12,602 patients	11,546	9.1%
Emergency presentations[2] by triage category:	12,251 patients	11,359	7.9%
1 Resuscitation	52 (0.4%)	65	-20.0%
2 Emergency	1,493 (12.2%)	1,734	-13.9%
3 Urgent	5,701 (46.5%)	5,332	6.9%
4 Semi-urgent	3,964 (32.4%)	3,429	15.6%
5 Non-urgent	1,041 (8.5%)	799	30.3%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	66	59	83	63	65	52
Emergency	755	1,067	1,224	1,447	1,734	1,493
Urgent	4,110	4,269	4,697	4,548	5,332	5,701
Semi-urgent	3,512	3,451	3,335	3,625	3,429	3,964
Non-urgent	1,222	1,132	993	1,209	799	1,041
All emergency presentations	9,665	9,978	10,332	10,892	11,359	12,251

The Tweed Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,813 patients	1,955	
ED Transfer of care time			
Median time	7 minutes	8 minutes	-1 minute
95th percentile time	25 minutes	23 minutes	2 minutes

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

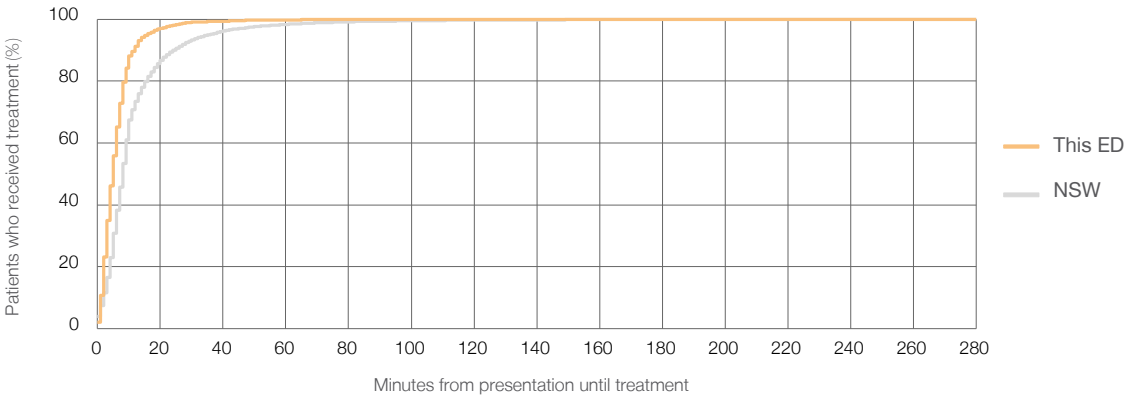
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

The Tweed Hospital: Time patients waited to start treatment, triage 2

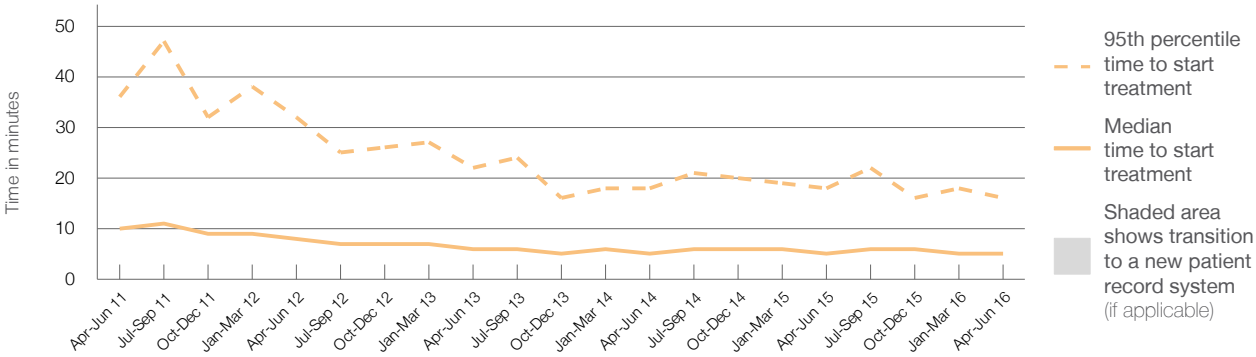
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients:	1,493	1,734	
Number of triage 2 patients used to calculate waiting time:[3]	1,488	1,732	
Median time to start treatment[4]	5 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	16 minutes	18 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	10	8	6	5	5	5
95th percentile time to start treatment[5] (minutes)	36	32	22	18	18	16

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

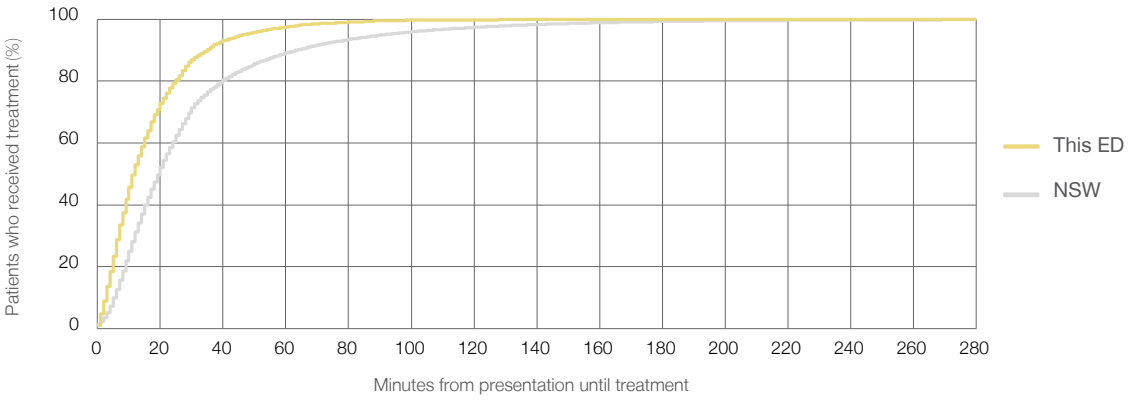
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

The Tweed Hospital: Time patients waited to start treatment, triage 3

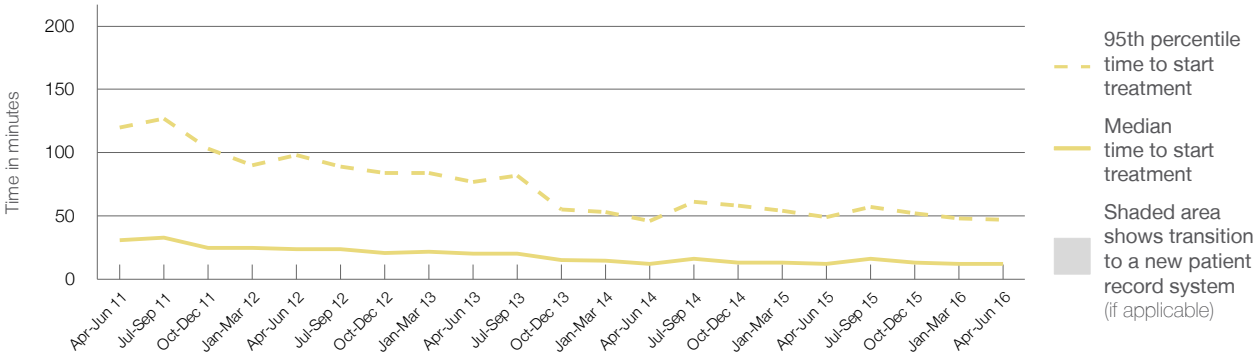
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 5,701		5,332	
Number of triage 3 patients used to calculate waiting time:[3] 5,674		5,286	
Median time to start treatment[4]	12 minutes	12 minutes	20 minutes
95th percentile time to start treatment[5]	47 minutes	49 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	31	24	20	12	12	12
95th percentile time to start treatment[5] (minutes)	120	98	77	46	49	47

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

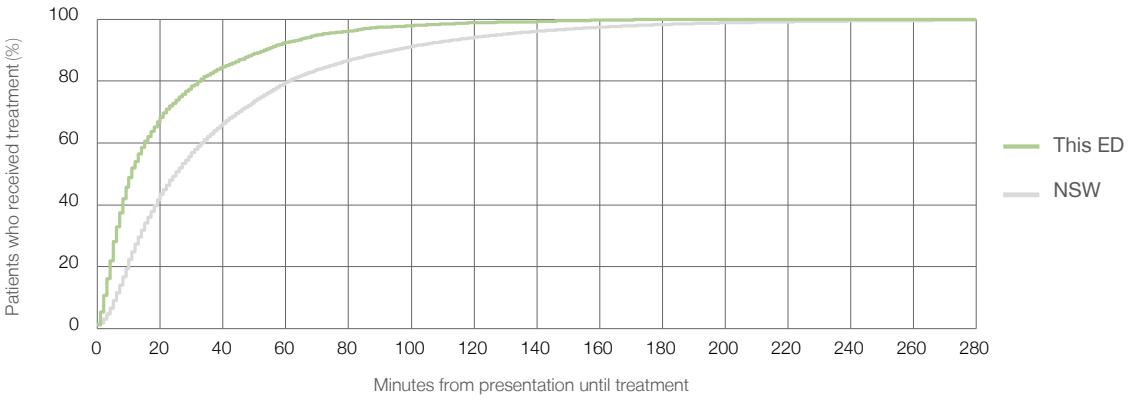
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

The Tweed Hospital: Time patients waited to start treatment, triage 4

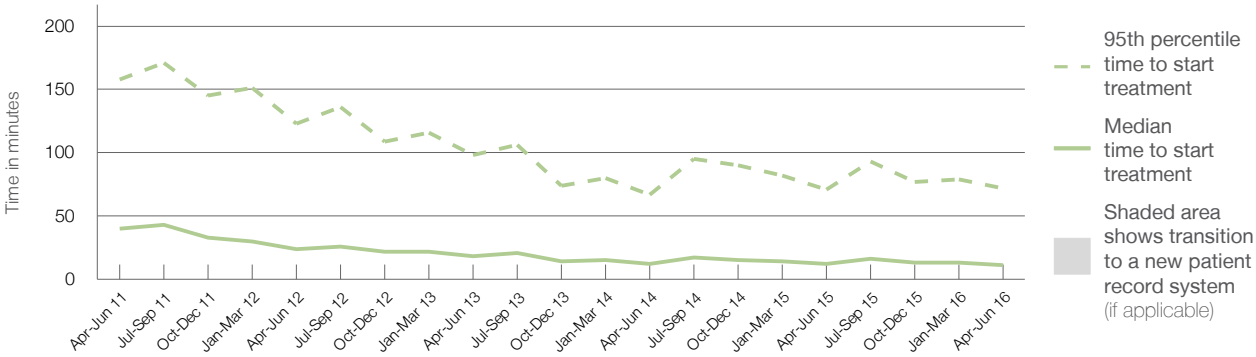
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 3,964		3,429	
Number of triage 4 patients used to calculate waiting time:[3] 3,885		3,359	
Median time to start treatment[4]	11 minutes	12 minutes	25 minutes
95th percentile time to start treatment[5]	72 minutes	71 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	40	24	18	12	12	11
95th percentile time to start treatment[5] (minutes)	158	123	98	67	71	72

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

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

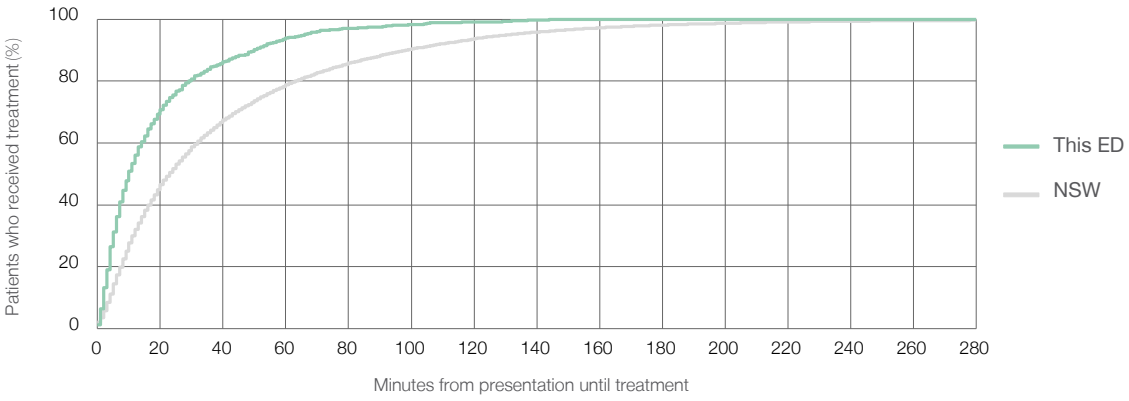
The Tweed Hospital: Time patients waited to start treatment, triage 5

April to June 2016

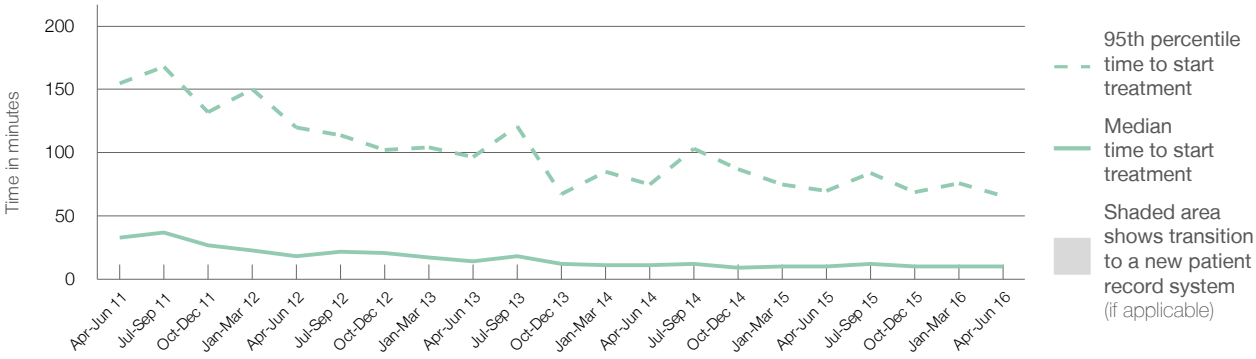
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 1,041		799	
Number of triage 5 patients used to calculate waiting time:[3] 1,007		770	
Median time to start treatment[4]	10 minutes	10 minutes	23 minutes
95th percentile time to start treatment[5]	66 minutes	70 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	33	18	14	11	10	10
95th percentile time to start treatment[5] (minutes)	155	120	97	75	70	66

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

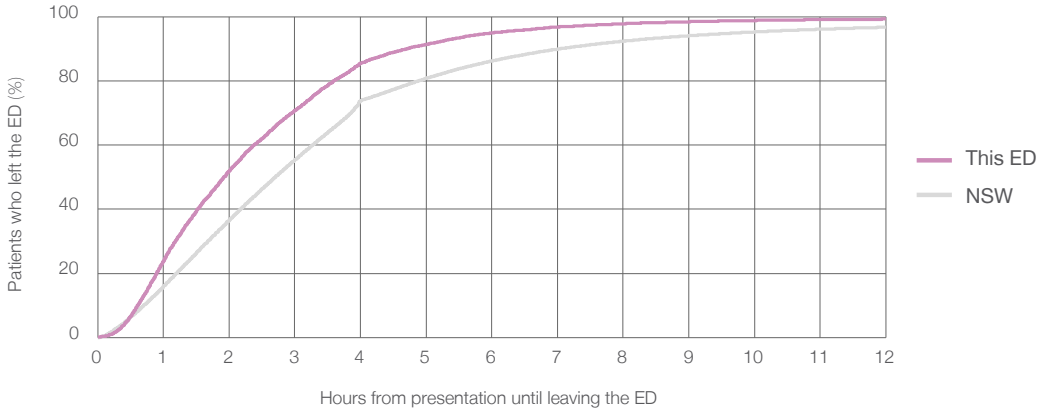
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

The Tweed Hospital: Time patients spent in the ED

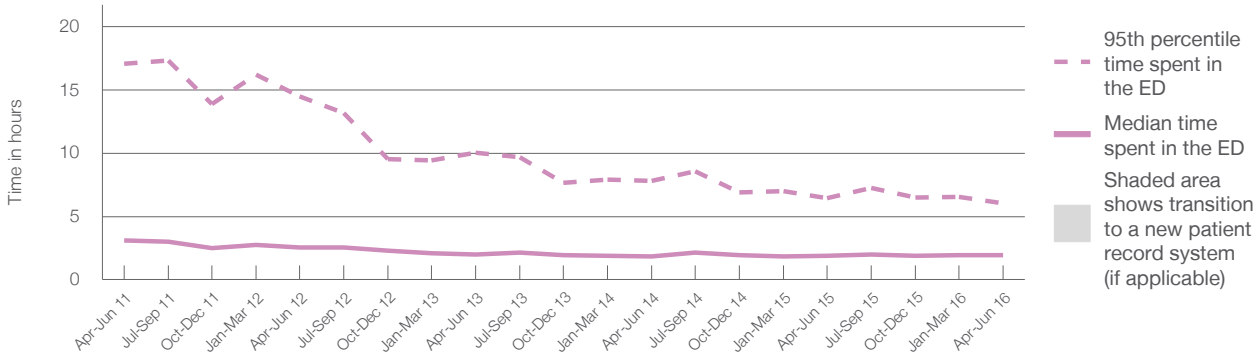
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	12,602 patients	11,546	
Presentations used to calculate time to leaving the ED:[6]	12,602 patients	11,546	
Median time spent in the ED[8]	1 hours and 56 minutes	1 hours and 54 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 1 minutes	6 hours and 28 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 5m	2h 34m	1h 59m	1h 52m	1h 54m	1h 56m
95th percentile time to leaving the ED[9] (hours, minutes)	17h 5m	14h 29m	10h 2m	7h 50m	6h 28m	6h 1m

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

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

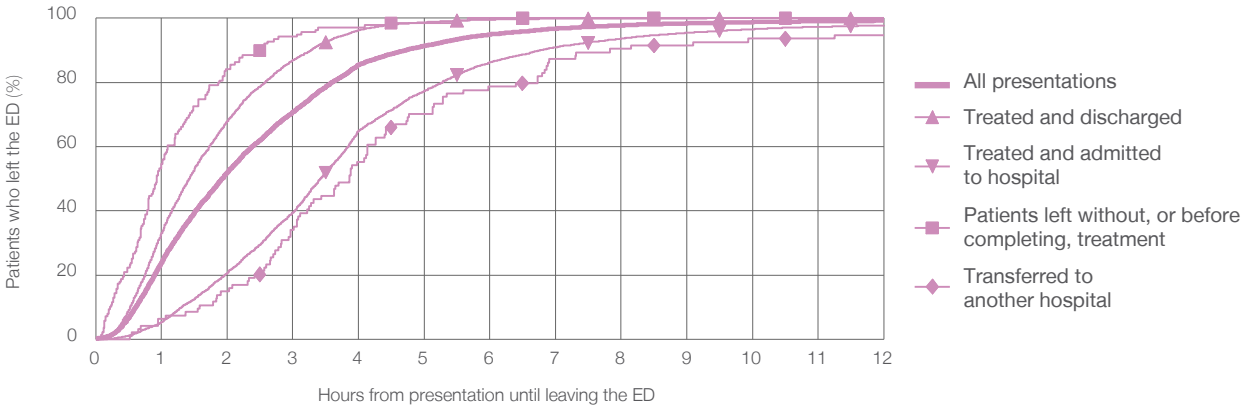
The Tweed Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 12,602 patients

Presentations used to calculate time to leaving the ED:[6] 12,602 patients

		Same period last year	Change since one year ago
Treated and discharged	8,112 (64.4%)	7,145	13.5%
Treated and admitted to hospital	4,222 (33.5%)	4,087	3.3%
Patient left without, or before completing, treatment	139 (1.1%)	143	-2.8%
Transferred to another hospital	94 (0.7%)	134	-29.9%
Other	35 (0.3%)	37	-5.4%
All presentations	12,602	11,546	9.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	33.1%	68.0%	87.0%	96.3%	99.6%	100%	100%	100%
Treated and admitted to hospital	5.4%	20.8%	39.5%	65.0%	86.3%	93.7%	96.6%	97.8%
Patient left without, or before completing, treatment	54.7%	84.2%	94.2%	97.1%	100%	100%	100%	100%
Transferred to another hospital	6.4%	14.9%	34.0%	55.3%	78.7%	90.4%	93.6%	94.7%
All presentations	24.0%	52.0%	70.8%	85.5%	95.0%	97.8%	98.8%	99.2%

(†) 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 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.

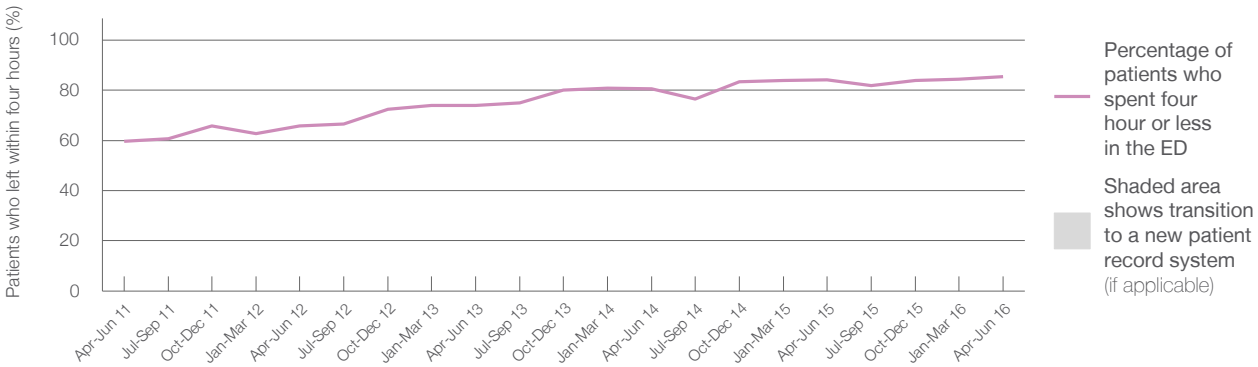
The Tweed Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	12,602 patients	11,546	9.1%
Presentations used to calculate time to leaving the ED:[6]	12,602 patients	11,546	9.1%
Percentage of patients who spent four hours or less in the ED	85.5%	84.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	59.7%	65.7%	73.9%	80.6%	84.2%	85.5%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Wagga Wagga Base Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 9,832 patients	9,337	5.3%
Emergency presentations:[2] 9,600 patients	8,966	7.1%

Wagga Wagga Base Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 727 patients	623	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	34 minutes	21 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 3,954 patients	3,614	
Median time to start treatment[4]	20 minutes	17 minutes	20 minutes
95th percentile time to start treatment[5]	83 minutes	77 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 4,076 patients	4,052	
Median time to start treatment[4]	22 minutes	18 minutes	25 minutes
95th percentile time to start treatment[5]	103 minutes	115 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 809 patients	642	
Median time to start treatment[4]	15 minutes	12 minutes	23 minutes
95th percentile time to start treatment[5]	93 minutes	122 minutes	132 minutes

Wagga Wagga Base Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 9,832 patients		9,337	5.3%
Percentage of patients who spent four hours or less in the ED	72.9%	67.1%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

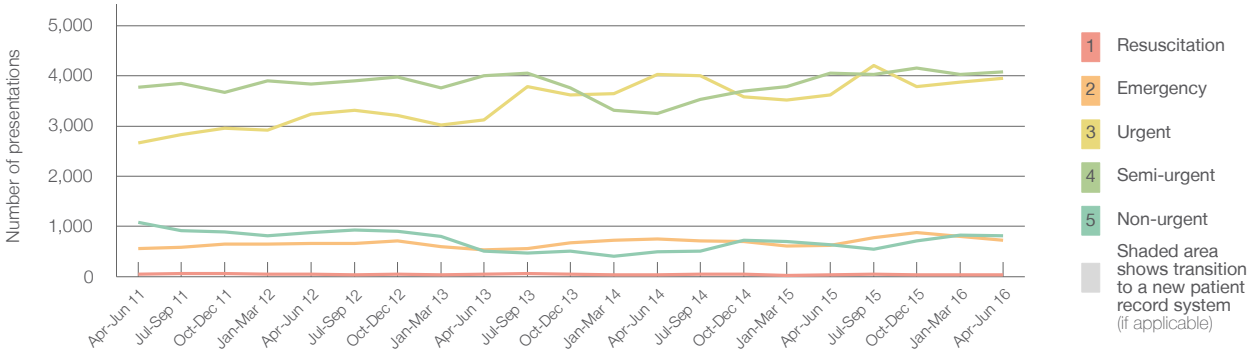
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Wagga Wagga Base Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,832 patients	9,337	5.3%
Emergency presentations[2] by triage category:	9,600 patients	8,966	7.1%
1 Resuscitation	34 (0.4%)	35	-2.9%
2 Emergency	727 (7.6%)	623	16.7%
3 Urgent	3,954 (41.2%)	3,614	9.4%
4 Semi-urgent	4,076 (42.5%)	4,052	0.6%
5 Non-urgent	809 (8.4%)	642	26.0%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	49	44	51	42	35	34
Emergency	556	657	529	746	623	727
Urgent	2,664	3,239	3,125	4,023	3,614	3,954
Semi-urgent	3,767	3,839	3,997	3,247	4,052	4,076
Non-urgent	1,083	882	505	494	642	809
All emergency presentations	8,119	8,661	8,207	8,552	8,966	9,600

Wagga Wagga Base Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,950 patients	1,410	
ED Transfer of care time			
Median time	13 minutes	13 minutes	0 minutes
95th percentile time	73 minutes	72 minutes	1 minute

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

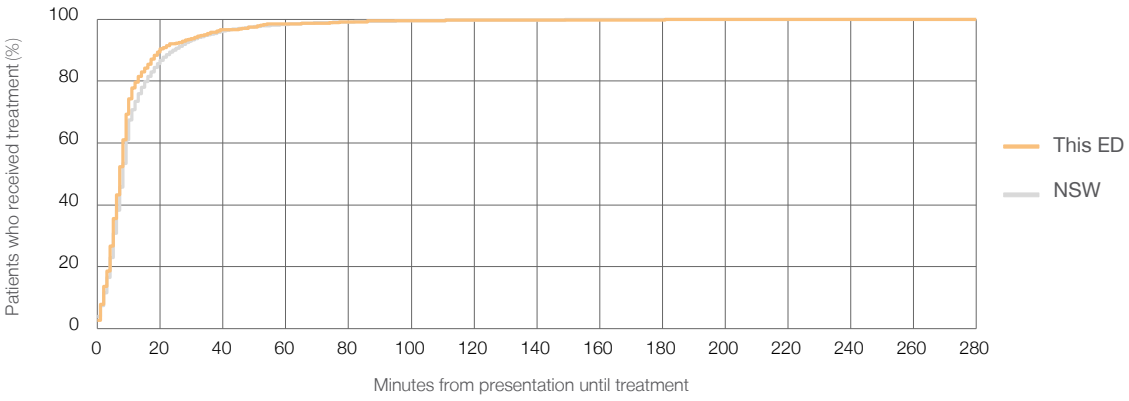
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wagga Wagga Base Hospital: Time patients waited to start treatment, triage 2

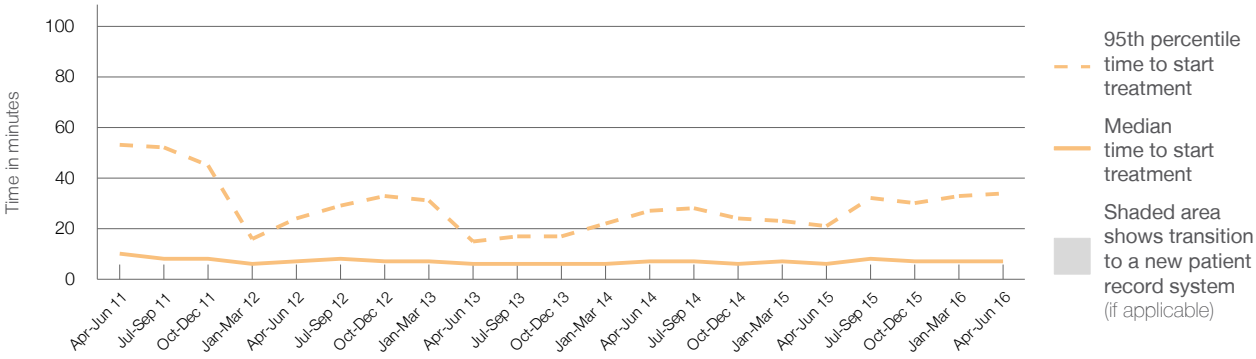
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 727		623	
Number of triage 2 patients used to calculate waiting time:[3] 725		623	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	34 minutes	21 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	10	7	6	7	6	7
95th percentile time to start treatment[5] (minutes)	53	24	15	27	21	34

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

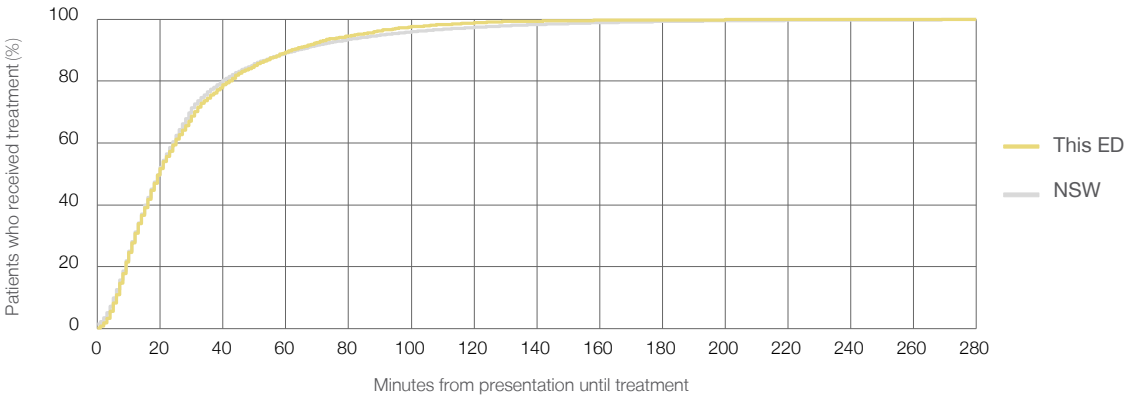
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wagga Wagga Base Hospital: Time patients waited to start treatment, triage 3

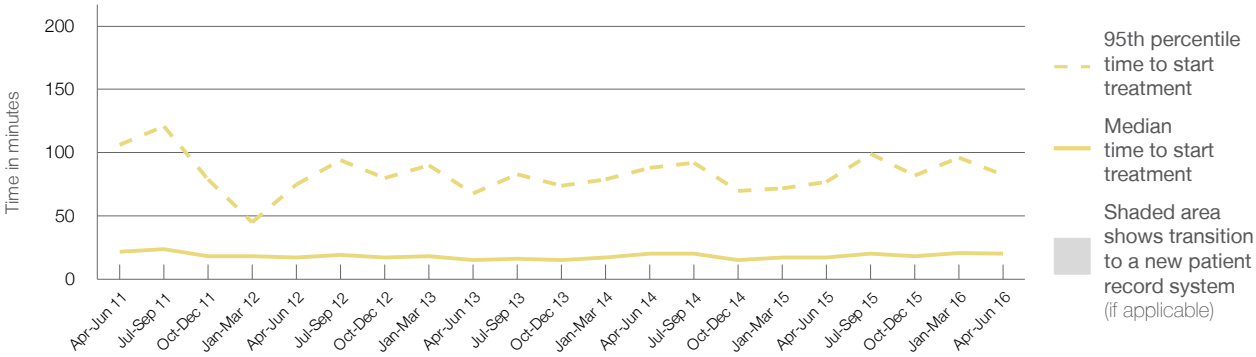
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 3,954		3,614	
Number of triage 3 patients used to calculate waiting time:[3] 3,900		3,544	
Median time to start treatment[4]	20 minutes	17 minutes	20 minutes
95th percentile time to start treatment[5]	83 minutes	77 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	22	17	15	20	17	20
95th percentile time to start treatment[5] (minutes)	106	75	68	88	77	83

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

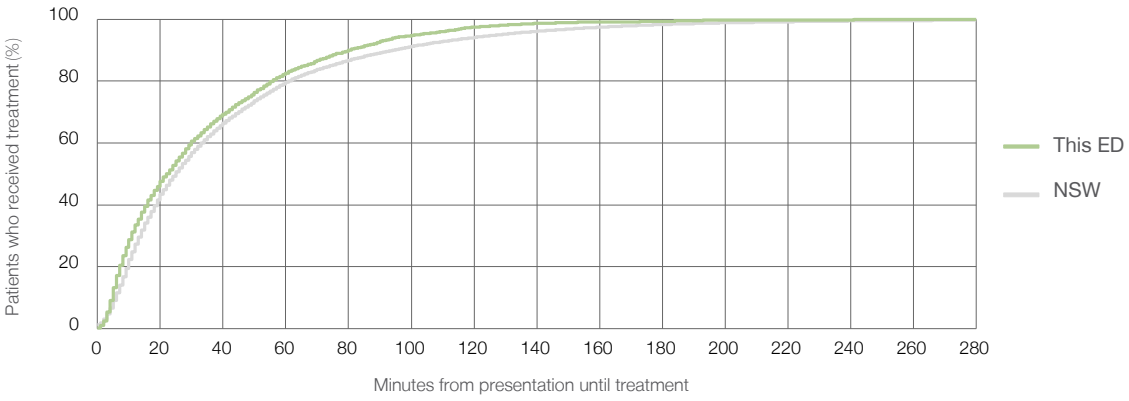
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wagga Wagga Base Hospital: Time patients waited to start treatment, triage 4

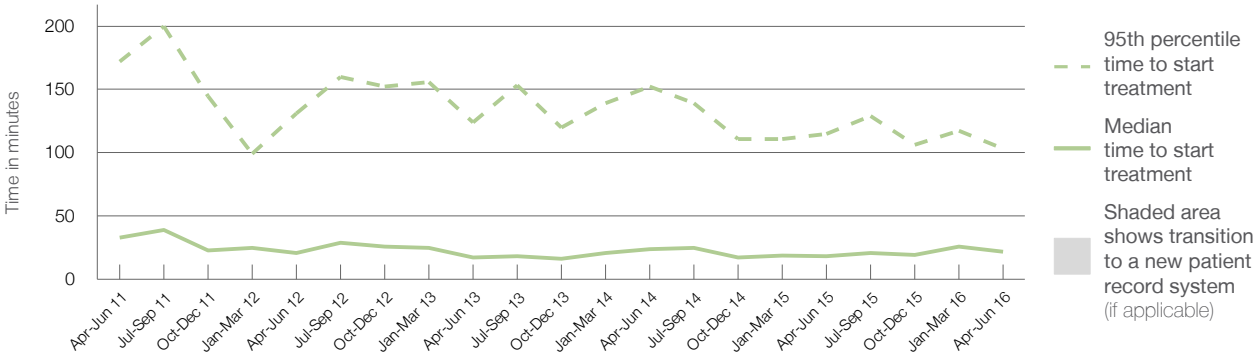
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	4,076	4,052	
Number of triage 4 patients used to calculate waiting time:[3]	3,924	3,850	
Median time to start treatment[4]	22 minutes	18 minutes	25 minutes
95th percentile time to start treatment[5]	103 minutes	115 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	33	21	17	24	18	22
95th percentile time to start treatment[5] (minutes)	172	131	124	152	115	103

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

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

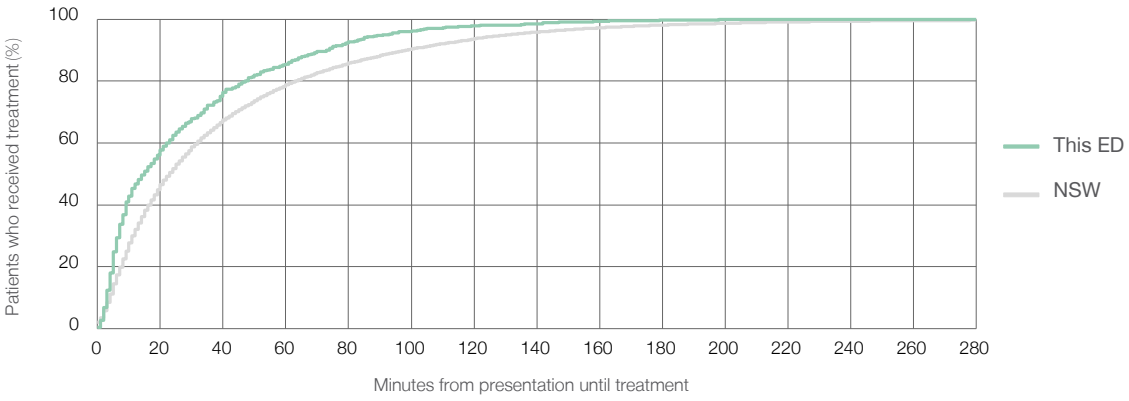
Wagga Wagga Base Hospital: Time patients waited to start treatment, triage 5

April to June 2016

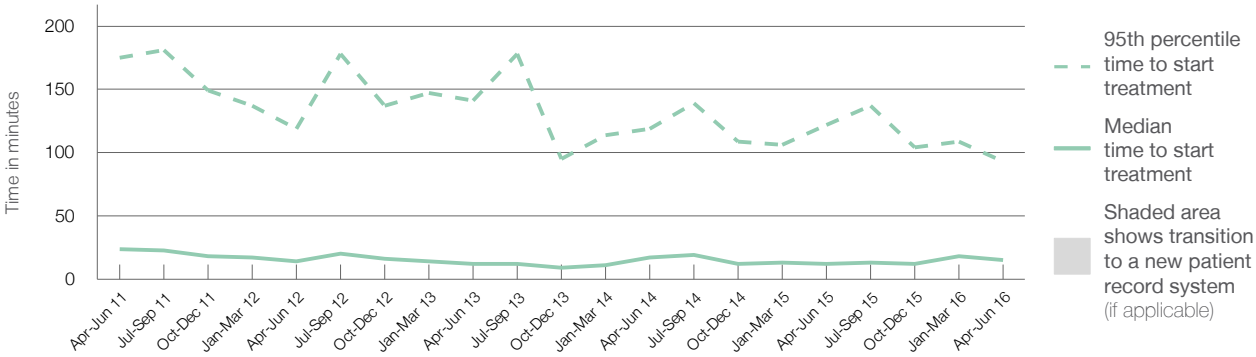
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 809		642	
Number of triage 5 patients used to calculate waiting time:[3] 754		581	
Median time to start treatment[4]	15 minutes	12 minutes	23 minutes
95th percentile time to start treatment[5]	93 minutes	122 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	24	14	12	17	12	15
95th percentile time to start treatment[5] (minutes)	175	119	141	119	122	93

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

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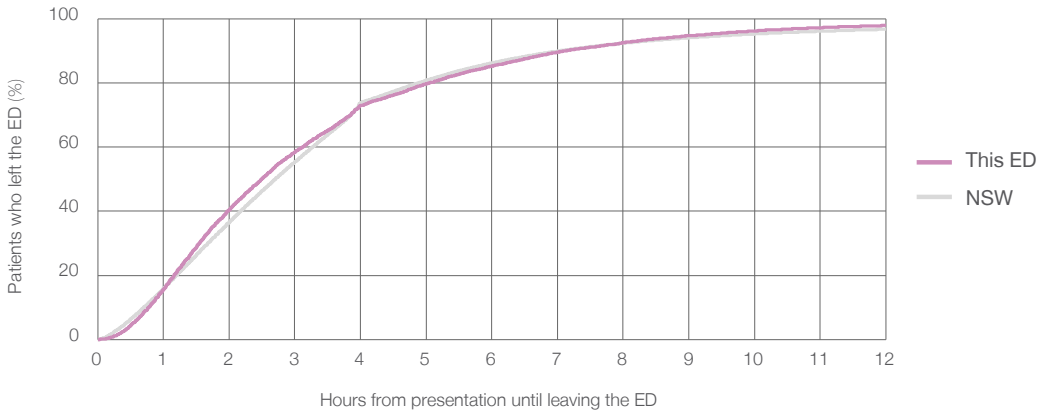
Wagga Wagga Base Hospital: Time patients spent in the ED

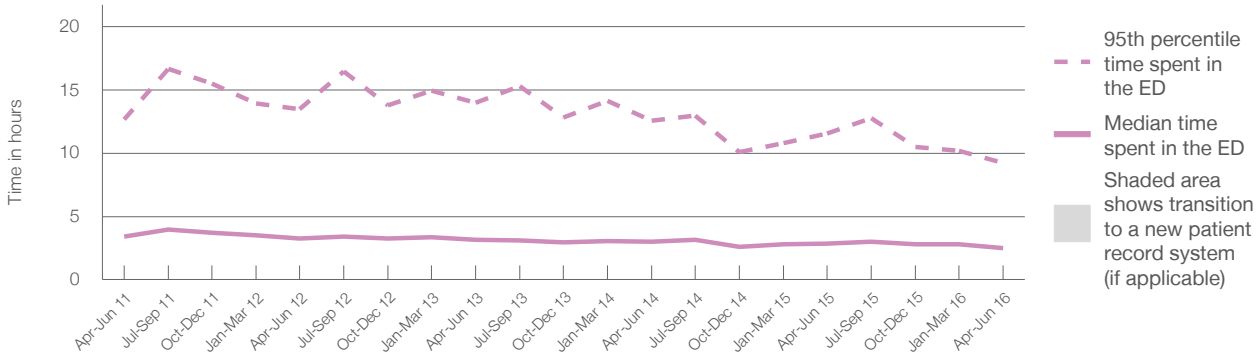
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	9,832 patients	9,337	
Presentations used to calculate time to leaving the ED:[6]	9,832 patients	9,337	
Median time spent in the ED[8]	2 hours and 30 minutes	2 hours and 52 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	9 hours and 13 minutes	11 hours and 33 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 24m	3h 15m	3h 9m	3h 1m	2h 52m	2h 30m
95th percentile time to leaving the ED[9] (hours, minutes)	12h 39m	13h 29m	14h 0m	12h 35m	11h 33m	9h 13m

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

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

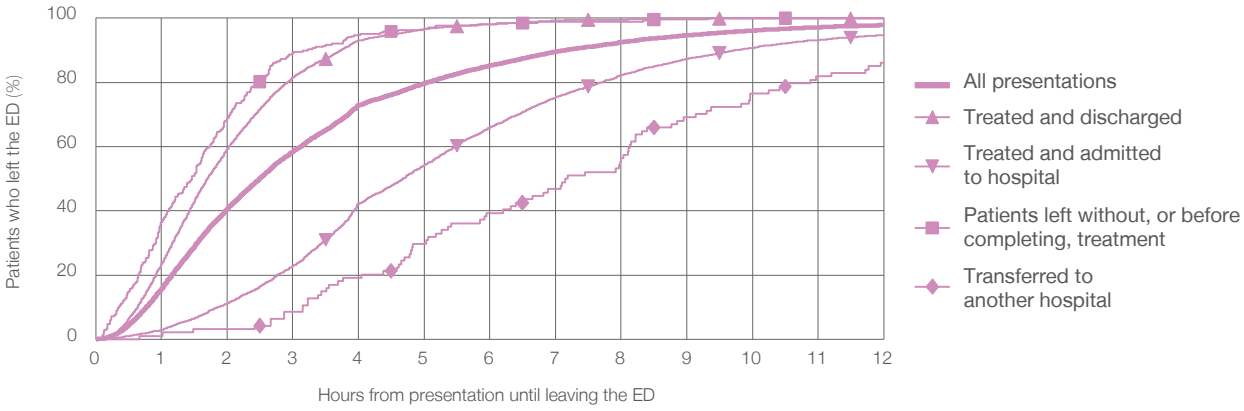
Wagga Wagga Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 9,832 patients

Presentations used to calculate time to leaving the ED:[6] 9,832 patients

		Same period last year	Change since one year ago
Treated and discharged	5,680 (57.8%)	5,590	1.6%
Treated and admitted to hospital	3,773 (38.4%)	3,193	18.2%
Patient left without, or before completing, treatment	268 (2.7%)	364	-26.4%
Transferred to another hospital	94 (1.0%)	149	-36.9%
Other	17 (0.2%)	41	-58.5%
All presentations	9,832	9,337	5.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	23.4%	59.2%	81.5%	93.1%	98.2%	99.6%	99.9%	100%
Treated and admitted to hospital	2.9%	11.2%	22.8%	42.2%	66.0%	82.3%	90.7%	94.8%
Patient left without, or before completing, treatment	36.6%	69.0%	89.2%	94.8%	98.1%	98.9%	100%	100%
Transferred to another hospital	1.1%	3.2%	8.5%	19.1%	39.4%	56.4%	76.6%	86.2%
All presentations	15.8%	40.6%	58.5%	72.9%	85.2%	92.5%	96.1%	97.9%

(†) 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 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.

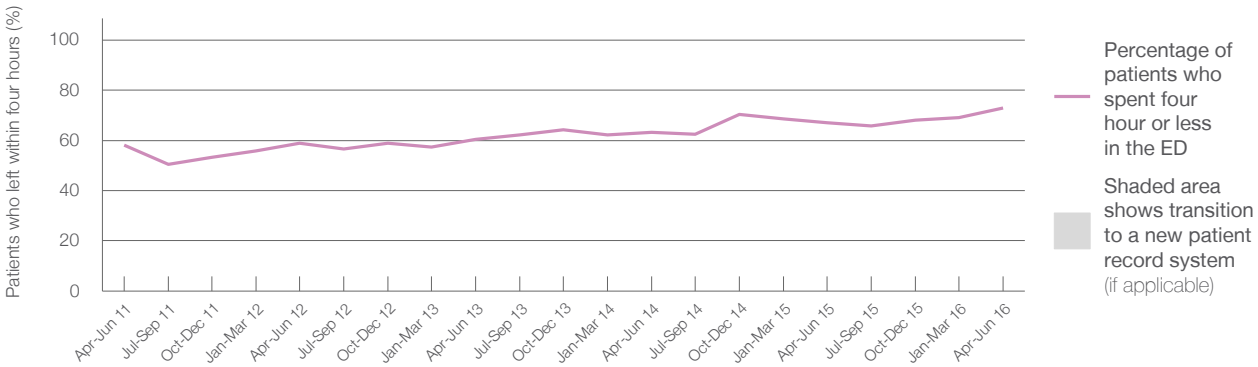
Wagga Wagga Base Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	9,832 patients	9,337	5.3%
Presentations used to calculate time to leaving the ED:[6]	9,832 patients	9,337	5.3%
Percentage of patients who spent four hours or less in the ED	72.9%	67.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	58.2%	58.9%	60.5%	63.3%	67.1%	72.9%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Wyong Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 15,494 patients	15,006	3.3%
Emergency presentations:[2] 15,332 patients	14,841	3.3%

Wyong Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,584 patients	1,335	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	40 minutes	33 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 4,742 patients	4,370	
Median time to start treatment[4]	19 minutes	19 minutes	20 minutes
95th percentile time to start treatment[5]	84 minutes	83 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 7,882 patients	7,566	
Median time to start treatment[4]	25 minutes	26 minutes	25 minutes
95th percentile time to start treatment[5]	101 minutes	109 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,048 patients	1,501	
Median time to start treatment[4]	20 minutes	21 minutes	23 minutes
95th percentile time to start treatment[5]	85 minutes	102 minutes	132 minutes

Wyong Hospital: Time from presentation until leaving the ED

April to June 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 15,494 patients	15,006	3.3%
Percentage of patients who spent four hours or less in the ED: 72.3%	71.6%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

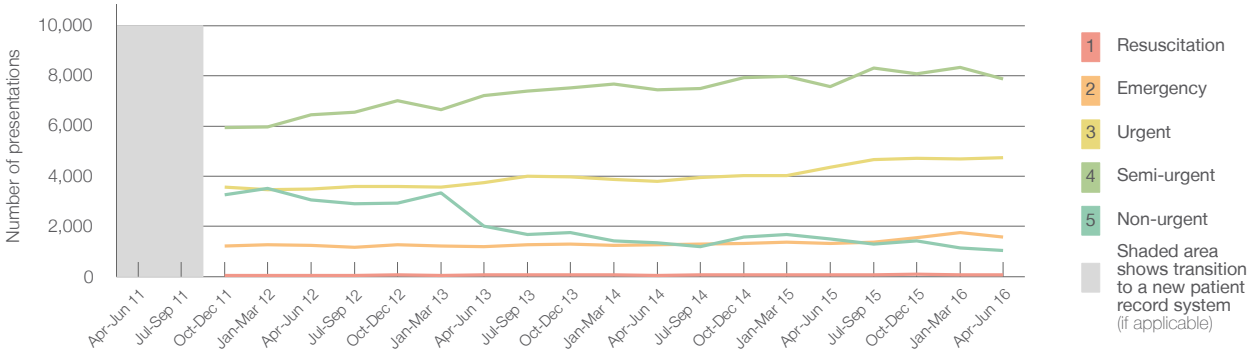
More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Wyong Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	15,494 patients	15,006	3.3%
Emergency presentations[2] by triage category:	15,332 patients	14,841	3.3%
1 Resuscitation	76 (0.5%)	69	10.1%
2 Emergency	1,584 (10.3%)	1,335	18.7%
3 Urgent	4,742 (30.9%)	4,370	8.5%
4 Semi-urgent	7,882 (51.4%)	7,566	4.2%
5 Non-urgent	1,048 (6.8%)	1,501	-30.2%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation		51	62	51	69	76
Emergency		1,258	1,207	1,263	1,335	1,584
Urgent		3,494	3,741	3,792	4,370	4,742
Semi-urgent		6,441	7,216	7,437	7,566	7,882
Non-urgent		3,058	2,013	1,344	1,501	1,048
All emergency presentations		14,302	14,239	13,887	14,841	15,332

Wyong Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	3,867 patients	3,835	
ED Transfer of care time			
Median time	10 minutes	10 minutes	0 minutes
95th percentile time	40 minutes	52 minutes	-12 minutes

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

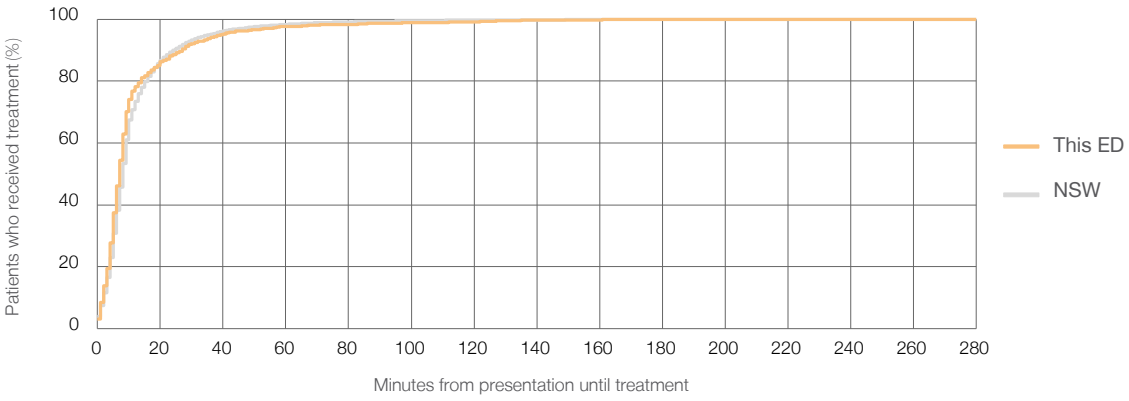
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wyong Hospital: Time patients waited to start treatment, triage 2

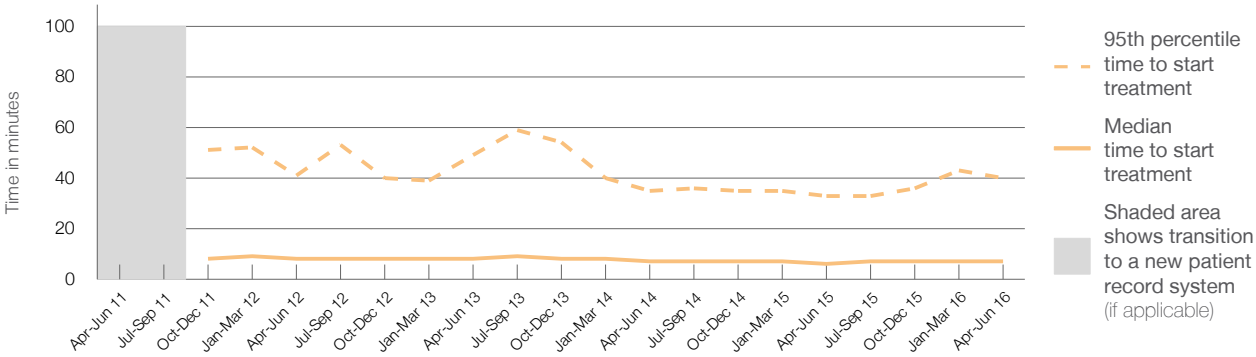
April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	1,584	1,335	
Number of triage 2 patients used to calculate waiting time:[3]	1,574	1,325	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	40 minutes	33 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		8	8	7	6	7
95th percentile time to start treatment[5] (minutes)		41	49	35	33	40

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

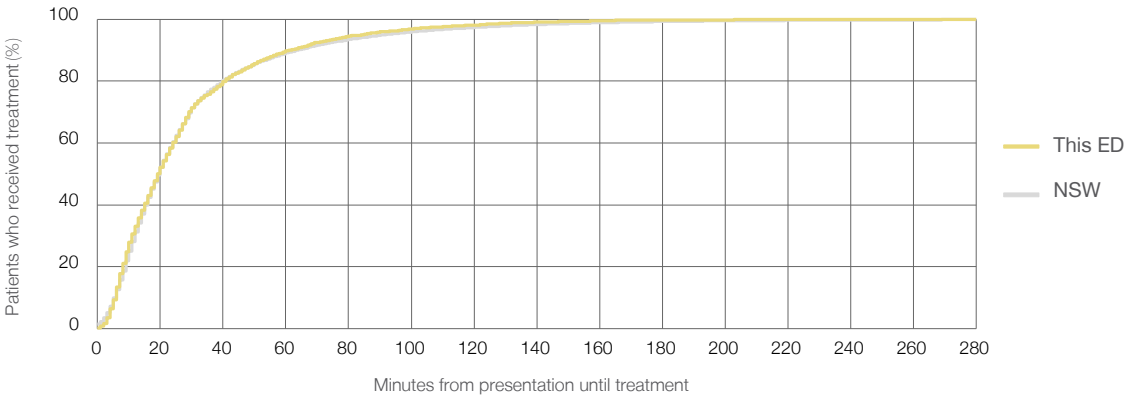
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wyong Hospital: Time patients waited to start treatment, triage 3

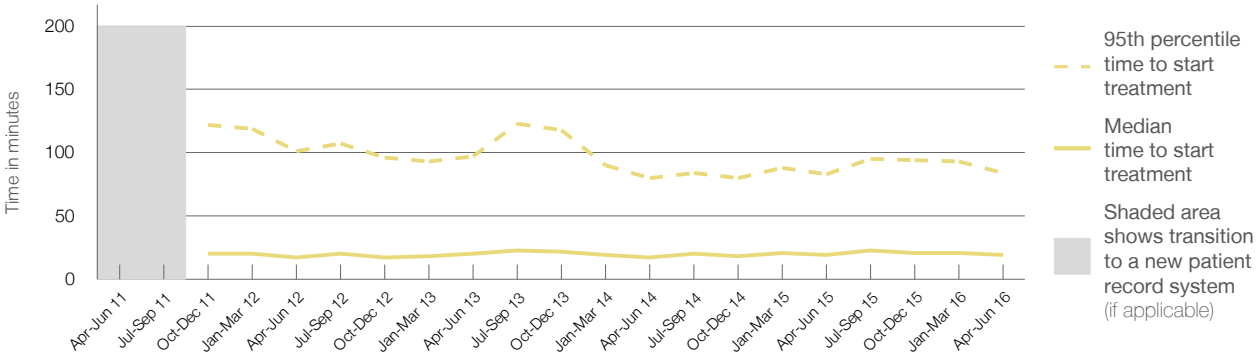
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 4,742		4,370	
Number of triage 3 patients used to calculate waiting time:[3] 4,709		4,328	
Median time to start treatment[4]	19 minutes	19 minutes	20 minutes
95th percentile time to start treatment[5]	84 minutes	83 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		17	20	17	19	19
95th percentile time to start treatment[5] (minutes)		101	97	80	83	84

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

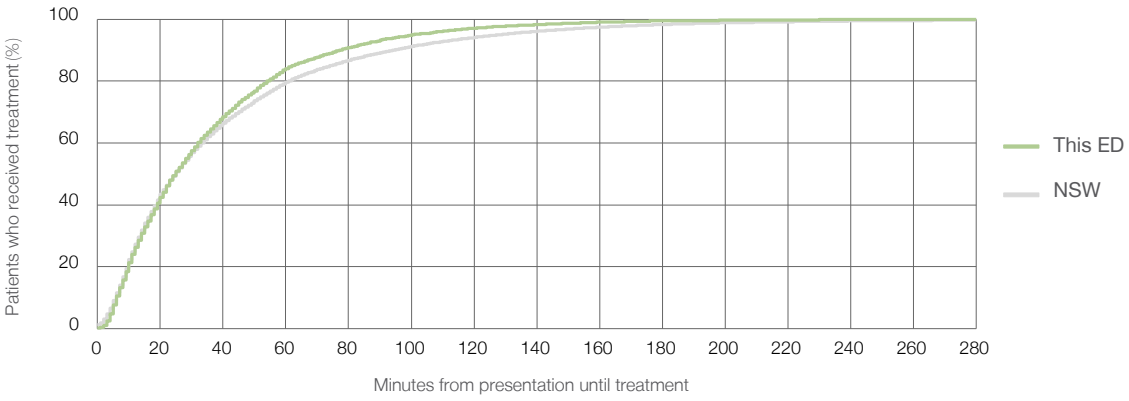
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wyong Hospital: Time patients waited to start treatment, triage 4

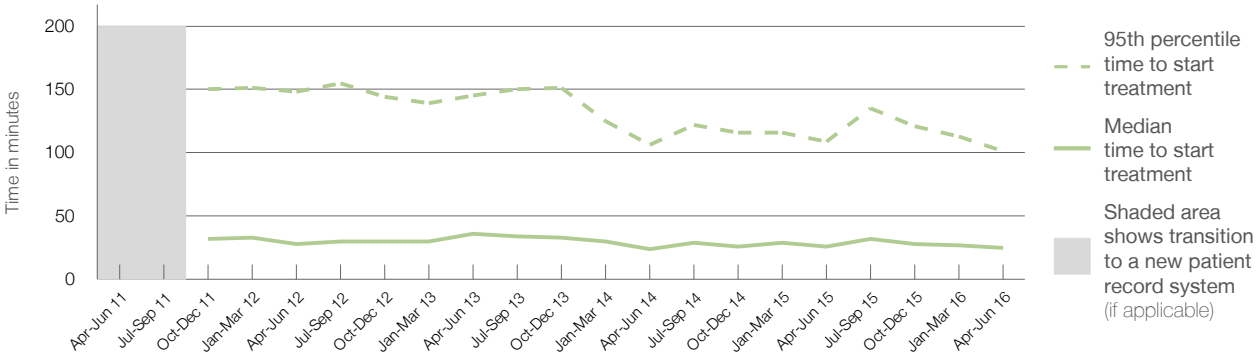
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 7,882		7,566	
Number of triage 4 patients used to calculate waiting time:[3] 7,732		7,362	
Median time to start treatment[4]	25 minutes	26 minutes	25 minutes
95th percentile time to start treatment[5]	101 minutes	109 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		28	36	24	26	25
95th percentile time to start treatment[5] (minutes)		148	145	106	109	101

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

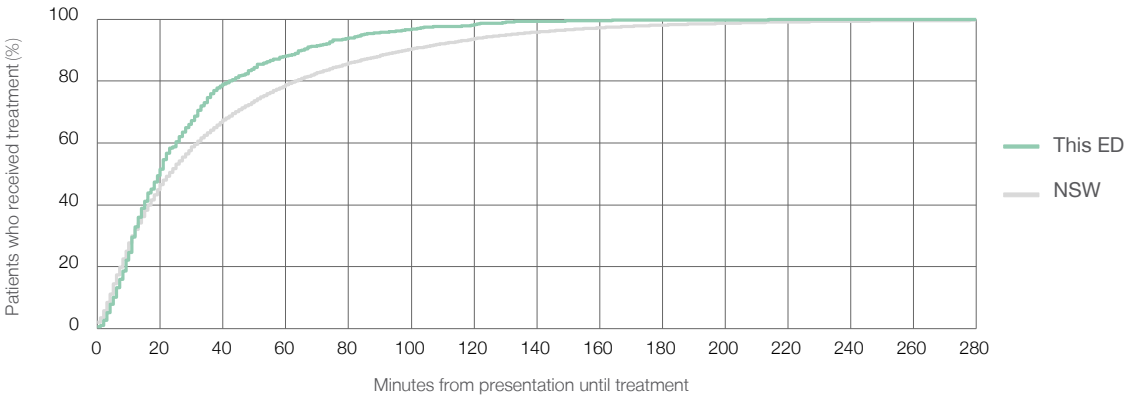
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wyong Hospital: Time patients waited to start treatment, triage 5

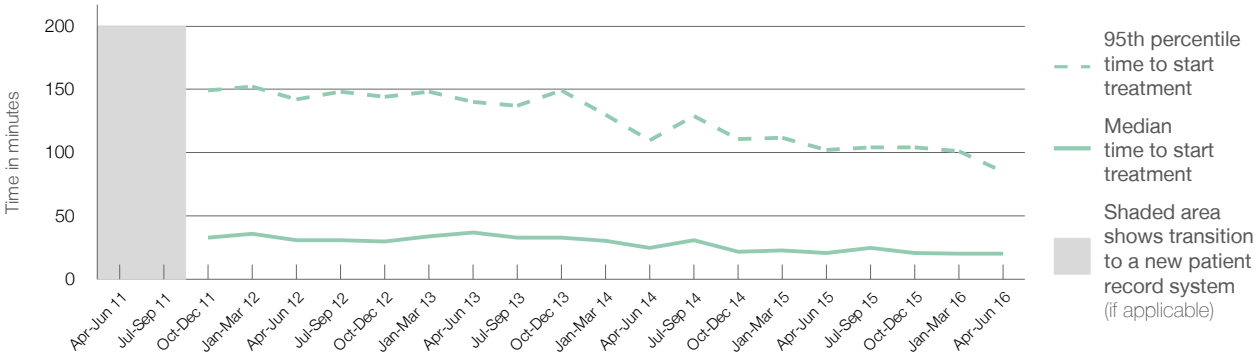
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients:	1,048	1,501	
Number of triage 5 patients used to calculate waiting time:[3]	1,019	1,435	
Median time to start treatment[4]	20 minutes	21 minutes	23 minutes
95th percentile time to start treatment[5]	85 minutes	102 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		31	37	25	21	20
95th percentile time to start treatment[5] (minutes)		142	140	110	102	85

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

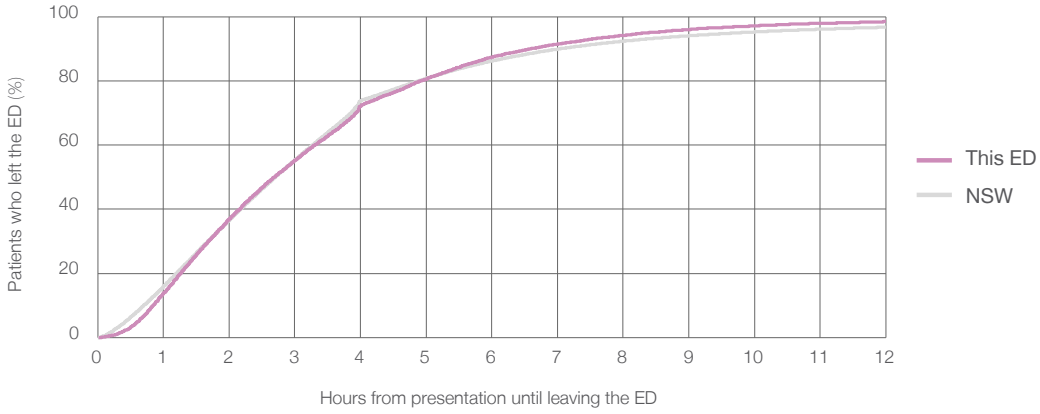
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Wyong Hospital: Time patients spent in the ED

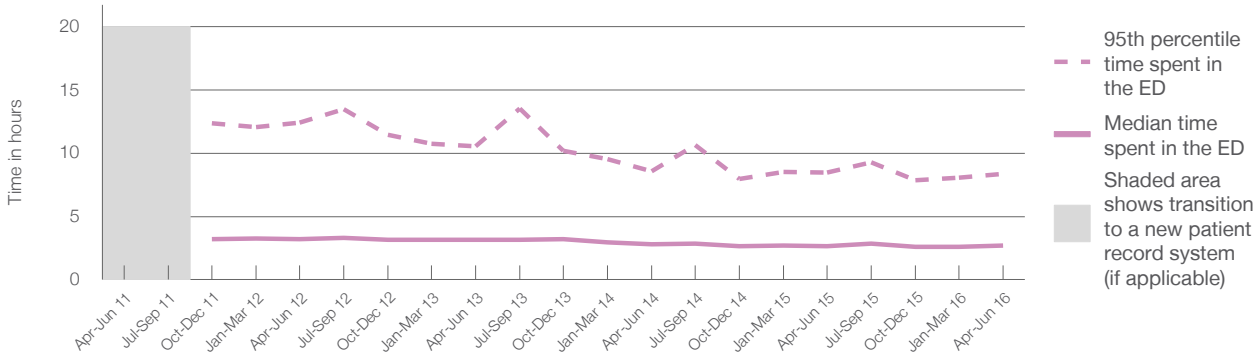
April to June 2016

	Same period last year	NSW (this period)
All presentations:[1] 15,494 patients	15,006	
Presentations used to calculate time to leaving the ED:[6] 15,494 patients	15,006	
Median time spent in the ED[8] — 2 hours and 41 minutes	2 hours and 40 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9] — 8 hours and 23 minutes	8 hours and 27 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)		3h 11m	3h 9m	2h 47m	2h 40m	2h 41m
95th percentile time to leaving the ED[9] (hours, minutes)		12h 26m	10h 32m	8h 34m	8h 27m	8h 23m

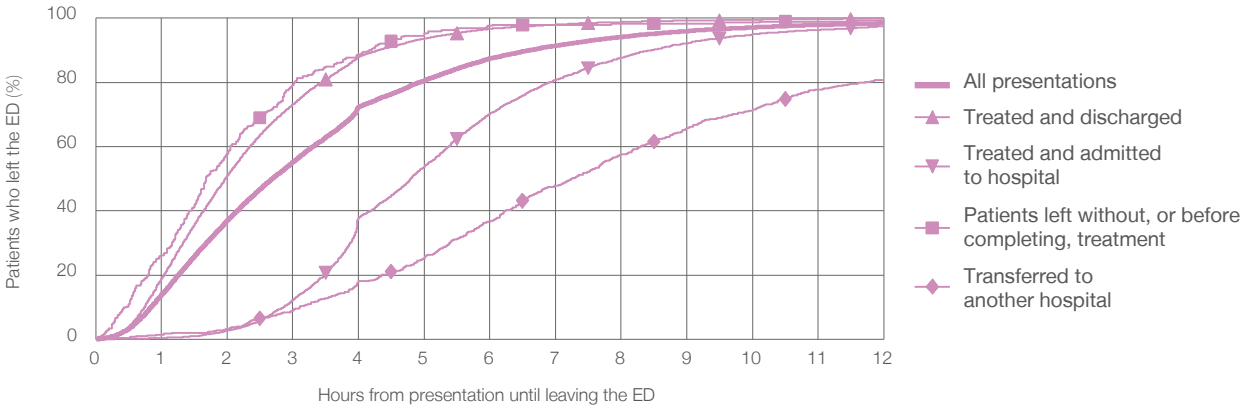
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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

Wyong Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	15,494 patients		
Presentations used to calculate time to leaving the ED:[6]	15,494 patients	15,006	3.3%
Treated and discharged	10,551 (68.1%)	10,334	2.1%
Treated and admitted to hospital	3,900 (25.2%)	3,533	10.4%
Patient left without, or before completing, treatment	294 (1.9%)	374	-21.4%
Transferred to another hospital	688 (4.4%)	719	-4.3%
Other	61 (0.4%)	46	32.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.9%	51.0%	73.2%	88.0%	96.7%	98.8%	99.6%	99.9%
Treated and admitted to hospital	0.4%	2.7%	12.2%	37.8%	70.3%	87.7%	95.0%	97.6%
Patient left without, or before completing, treatment	26.2%	57.8%	79.3%	88.8%	97.6%	98.3%	98.6%	99.3%
Transferred to another hospital	1.5%	3.2%	8.9%	18.0%	36.6%	57.6%	71.5%	80.8%
All presentations	13.9%	37.0%	55.2%	72.3%	87.4%	94.2%	97.2%	98.4%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

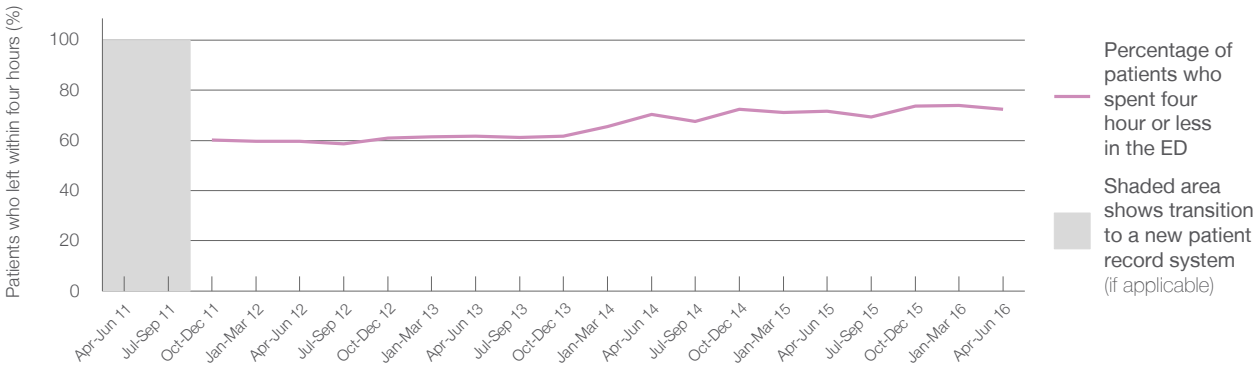
Wyong Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	15,494 patients	15,006	3.3%
Presentations used to calculate time to leaving the ED:[6]	15,494 patients	15,006	3.3%
Percentage of patients who spent four hours or less in the ED	72.3%	71.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)		59.7%	61.8%	70.4%	71.6%	72.3%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Armidale and New England Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 4,016 patients	4,161	-3.5%
Emergency presentations:[2] 3,849 patients	4,040	-4.7%

Armidale and New England Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 249 patients	202	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	34 minutes	39 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,187 patients	946	
Median time to start treatment[4]	24 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	102 minutes	84 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 2,156 patients	2,519	
Median time to start treatment[4]	34 minutes	31 minutes	25 minutes
95th percentile time to start treatment[5]	184 minutes	132 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 249 patients	366	
Median time to start treatment[4]	22 minutes	19 minutes	23 minutes
95th percentile time to start treatment[5]	167 minutes	96 minutes	132 minutes

Armidale and New England Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 4,016 patients		4,161	-3.5%
Percentage of patients who spent four hours or less in the ED	83.6%	86.4%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

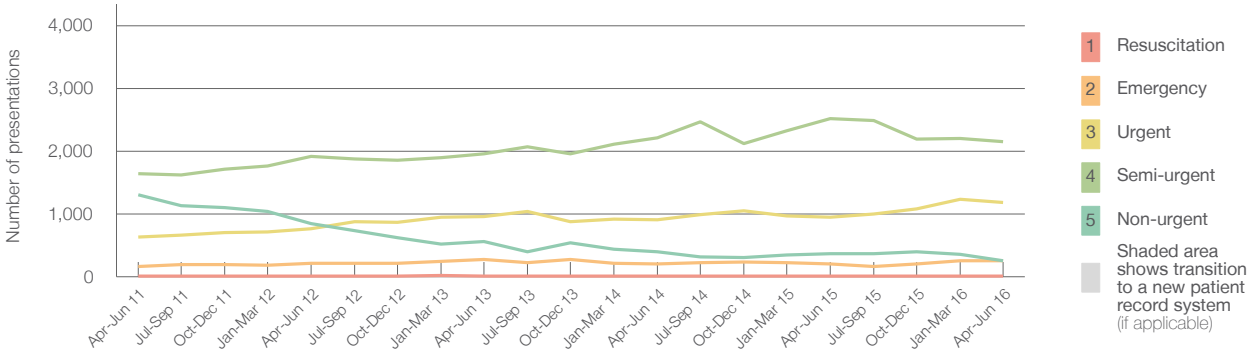
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Armidale and New England Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	4,016 patients	4,161	-3.5%
Emergency presentations[2] by triage category:	3,849 patients	4,040	-4.7%
1 Resuscitation	8 (0.2%)	7	14.3%
2 Emergency	249 (6.5%)	202	23.3%
3 Urgent	1,187 (30.8%)	946	25.5%
4 Semi-urgent	2,156 (56.0%)	2,519	-14.4%
5 Non-urgent	249 (6.5%)	366	-32.0%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	10	6	10	7	7	8
Emergency	162	209	278	205	202	249
Urgent	630	764	955	902	946	1,187
Semi-urgent	1,640	1,915	1,957	2,214	2,519	2,156
Non-urgent	1,302	844	555	400	366	249
All emergency presentations	3,744	3,738	3,755	3,728	4,040	3,849

Armidale and New England Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	389 patients **	365	
ED Transfer of care time			
Median time	4 minutes	7 minutes	-3 minutes
95th percentile time	52 minutes	36 minutes	16 minutes

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

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

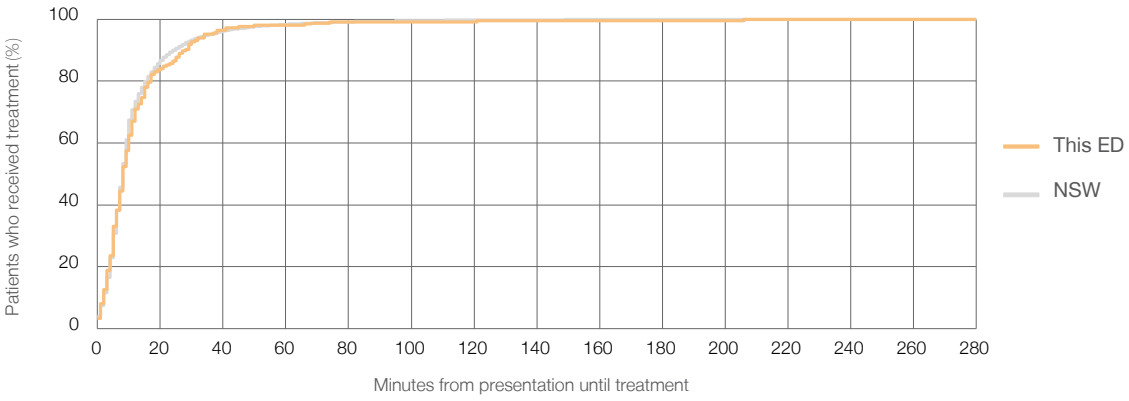
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Armidale and New England Hospital: Time patients waited to start treatment, triage 2

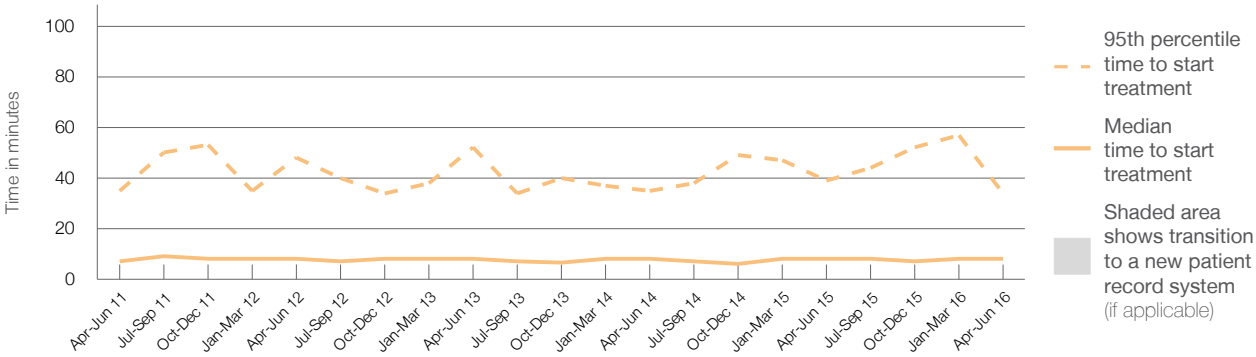
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 249		202	
Number of triage 2 patients used to calculate waiting time:[3] 245		200	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	34 minutes	39 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	8	8	8	8	8
95th percentile time to start treatment[5] (minutes)	35	48	52	35	39	34

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

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

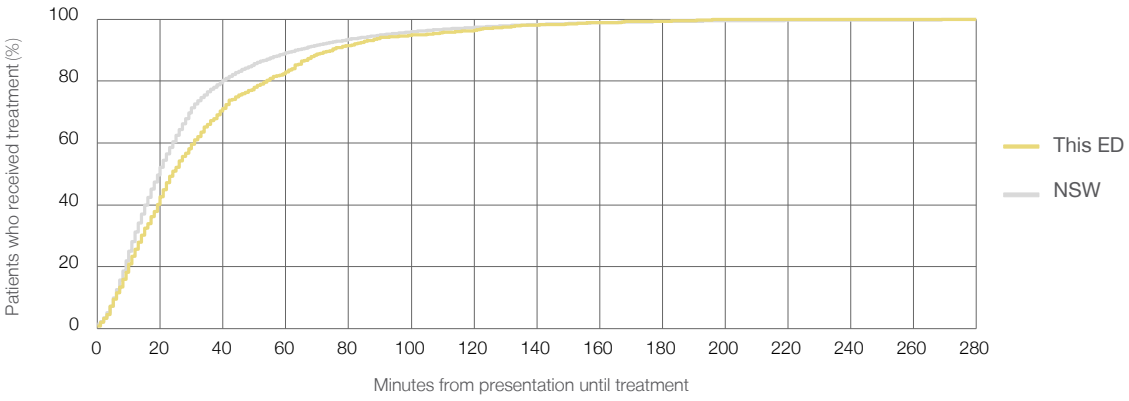
Armidale and New England Hospital: Time patients waited to start treatment, triage 3

April to June 2016

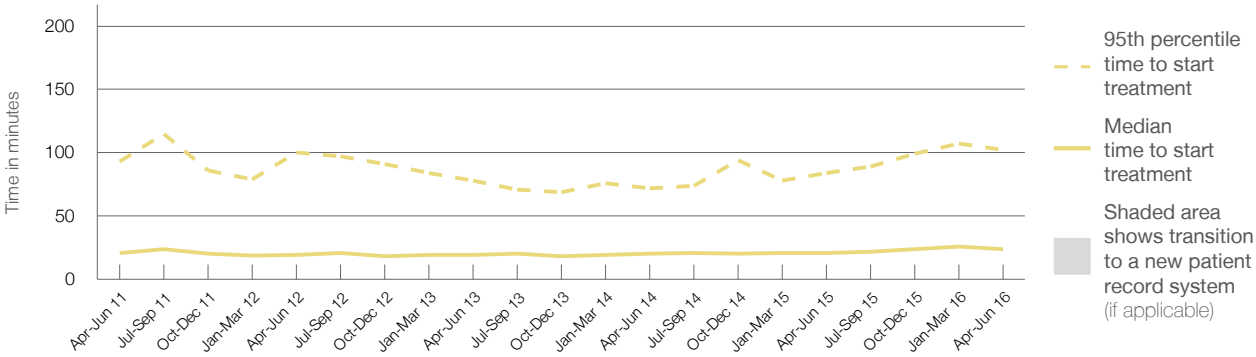
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients: 1,187		946	
Number of triage 3 patients used to calculate waiting time:[3] 1,131		916	
Median time to start treatment[4]	24 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	102 minutes	84 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	21	19	19	20	21	24
95th percentile time to start treatment[5] (minutes)	93	100	78	72	84	102

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

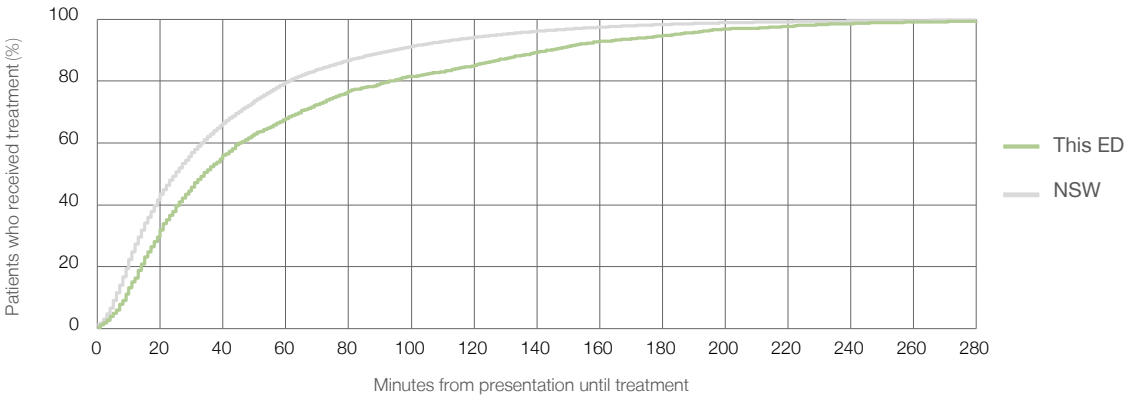
Armidale and New England Hospital: Time patients waited to start treatment, triage 4

April to June 2016

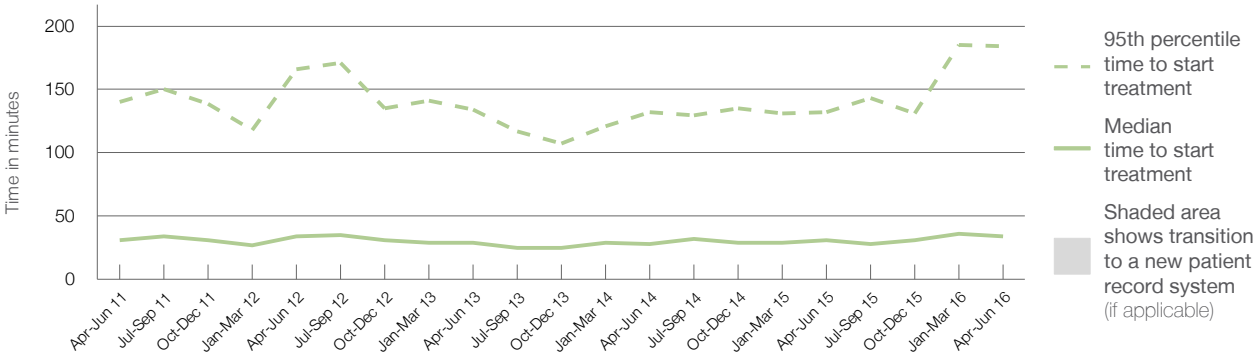
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,156	2,519	
Number of triage 4 patients used to calculate waiting time:[3]	1,937	2,371	
Median time to start treatment[4]	34 minutes	31 minutes	25 minutes
95th percentile time to start treatment[5]	184 minutes	132 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	31	34	29	28	31	34
95th percentile time to start treatment[5] (minutes)	140	166	134	132	132	184

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

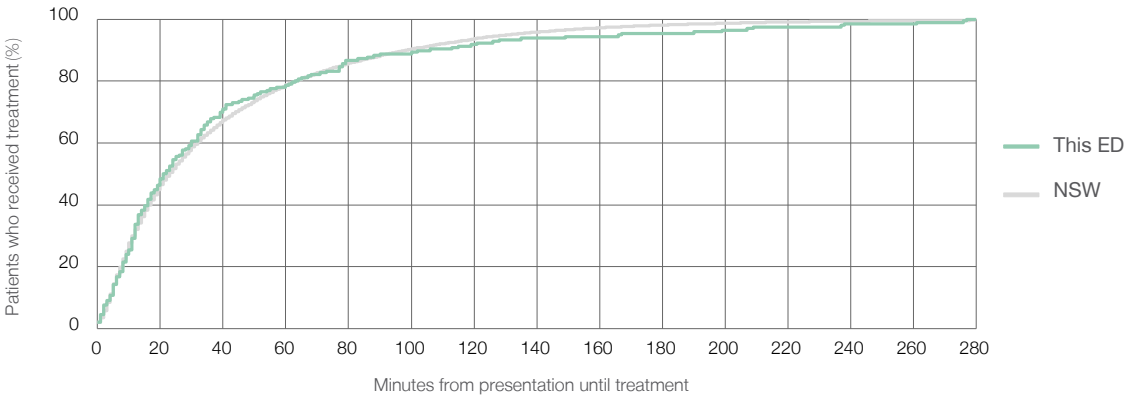
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Armidale and New England Hospital: Time patients waited to start treatment, triage 5

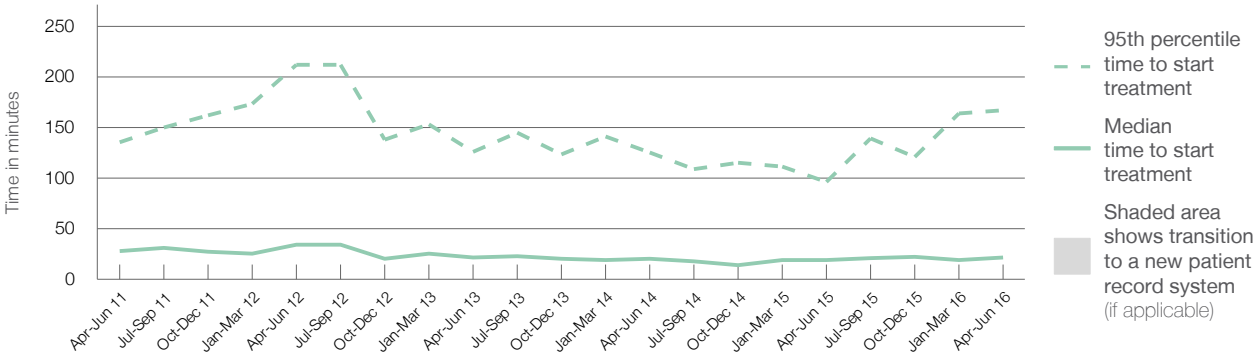
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 249		366	
Number of triage 5 patients used to calculate waiting time:[3] 196		323	
Median time to start treatment[4]	22 minutes	19 minutes	23 minutes
95th percentile time to start treatment[5]	167 minutes	96 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	28	34	22	20	19	22
95th percentile time to start treatment[5] (minutes)	135	212	126	125	96	167

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

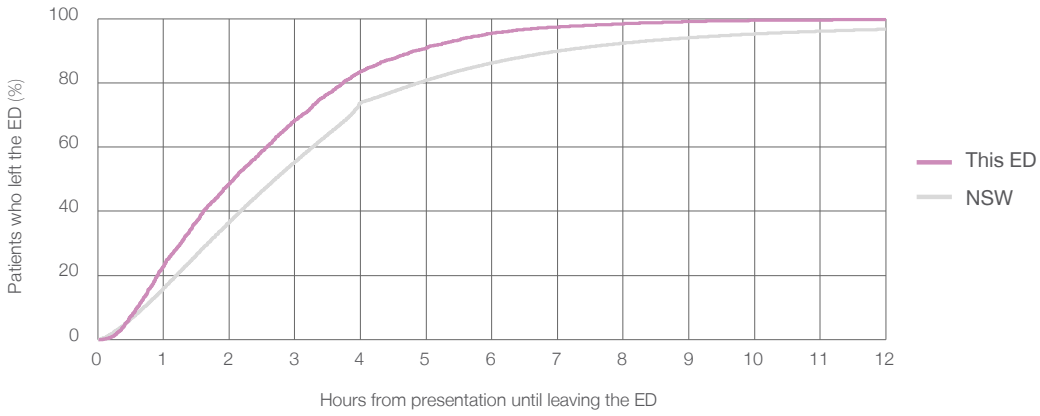
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Armidale and New England Hospital: Time patients spent in the ED

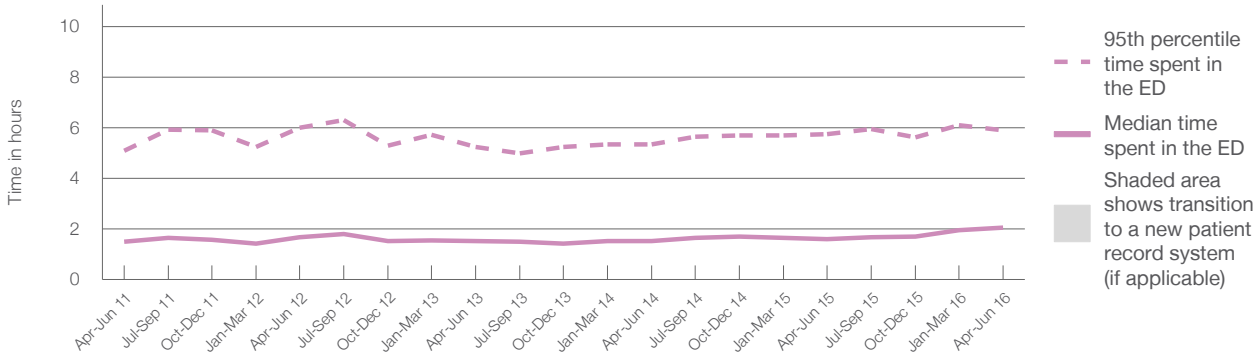
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	4,016 patients	4,161	
Presentations used to calculate time to leaving the ED:[6]	4,016 patients	4,161	
Median time spent in the ED[8]	2 hours and 4 minutes	1 hours and 37 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	5 hours and 54 minutes	5 hours and 45 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 30m	1h 41m	1h 31m	1h 32m	1h 37m	2h 4m
95th percentile time to leaving the ED[9] (hours, minutes)	5h 6m	6h 0m	5h 14m	5h 21m	5h 45m	5h 54m

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

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

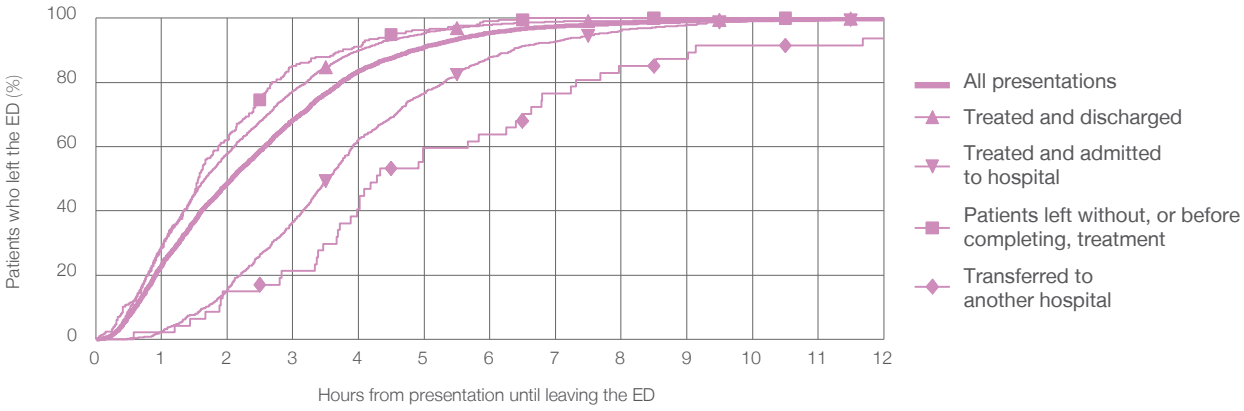
Armidale and New England Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 4,016 patients

Presentations used to calculate time to leaving the ED:[6] 4,016 patients

		Same period last year	Change since one year ago
Treated and discharged	2,872 (71.5%)	3,156	-9.0%
Treated and admitted to hospital	866 (21.6%)	756	14.6%
Patient left without, or before completing, treatment	216 (5.4%)	162	33.3%
Transferred to another hospital	47 (1.2%)	61	-23.0%
Other	15 (0.4%)	26	-42.3%
		4,161	-3.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29.0%	57.9%	77.3%	90.0%	97.9%	99.2%	99.6%	99.8%
Treated and admitted to hospital	2.3%	15.6%	36.5%	62.5%	87.9%	96.2%	99.1%	99.5%
Patient left without, or before completing, treatment	28.2%	62.0%	85.2%	91.2%	99.1%	100%	100%	100%
Transferred to another hospital	2.1%	14.9%	21.3%	40.4%	63.8%	85.1%	91.5%	93.6%
All presentations	23.0%	48.6%	68.3%	83.6%	95.4%	98.4%	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 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.

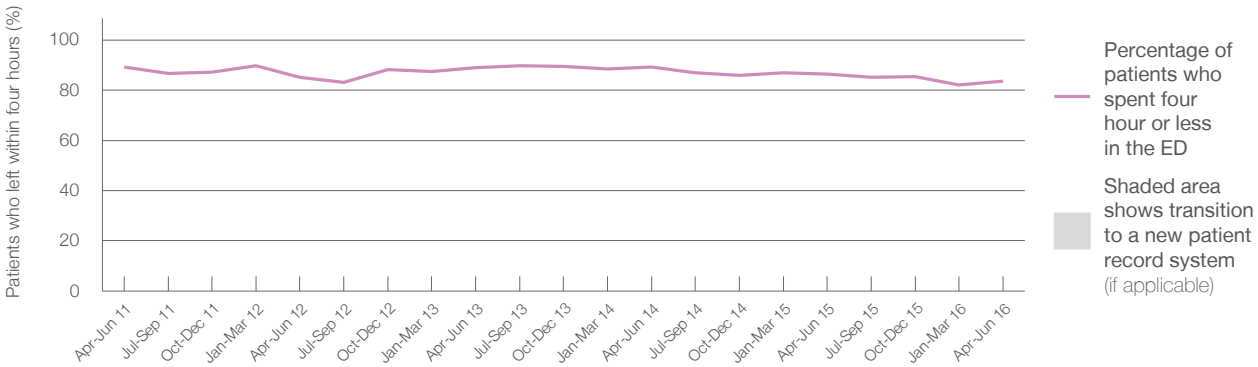
Armidale and New England Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,016 patients	4,161	-3.5%
Presentations used to calculate time to leaving the ED:[6]	4,016 patients	4,161	-3.5%
Percentage of patients who spent four hours or less in the ED	83.6%	86.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	89.3%	85.0%	88.8%	89.3%	86.4%	83.6%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Bathurst Base Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	5,932 patients	6,284	-5.6%
Emergency presentations:[2]	5,863 patients	6,212	-5.6%

Bathurst Base Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	602 patients	420	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	15 minutes	20 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,723 patients	2,104	
Median time to start treatment[4]	13 minutes	14 minutes	20 minutes
95th percentile time to start treatment[5]	57 minutes	59 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	2,566 patients	3,490	
Median time to start treatment[4]	16 minutes	16 minutes	25 minutes
95th percentile time to start treatment[5]	101 minutes	105 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	955 patients	186	
Median time to start treatment[4]	18 minutes	16 minutes	23 minutes
95th percentile time to start treatment[5]	144 minutes	118 minutes	132 minutes

Bathurst Base Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	5,932 patients	6,284	-5.6%
Percentage of patients who spent four hours or less in the ED	75.6%	80.1%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

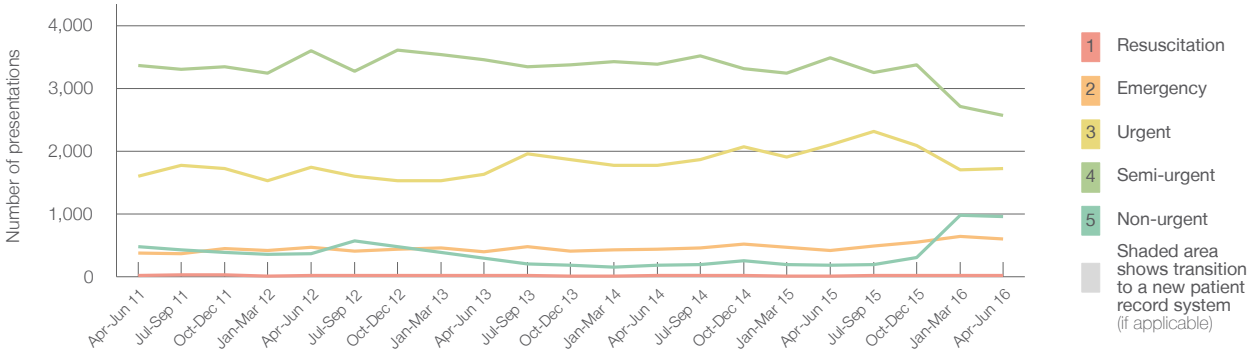
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Bathurst Base Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	5,932 patients	6,284	-5.6%
Emergency presentations[2] by triage category:	5,863 patients	6,212	-5.6%
1 Resuscitation	17 (0.3%)	12	41.7%
2 Emergency	602 (10.3%)	420	43.3%
3 Urgent	1,723 (29.4%)	2,104	-18.1%
4 Semi-urgent	2,566 (43.8%)	3,490	-26.5%
5 Non-urgent	955 (16.3%)	186	413.4%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	16	23	15	17	12	17
Emergency	371	468	401	440	420	602
Urgent	1,604	1,739	1,628	1,777	2,104	1,723
Semi-urgent	3,362	3,604	3,461	3,381	3,490	2,566
Non-urgent	483	362	290	180	186	955
All emergency presentations	5,836	6,196	5,795	5,795	6,212	5,863

Bathurst Base Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	915 patients	596	
ED Transfer of care time			
Median time	15 minutes	16 minutes	-1 minute
95th percentile time	62 minutes	63 minutes	-1 minute

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

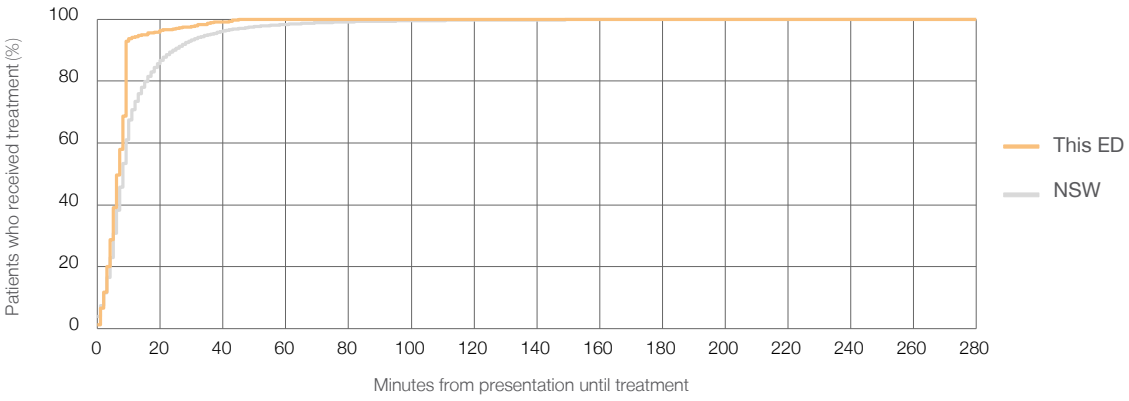
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Bathurst Base Hospital: Time patients waited to start treatment, triage 2

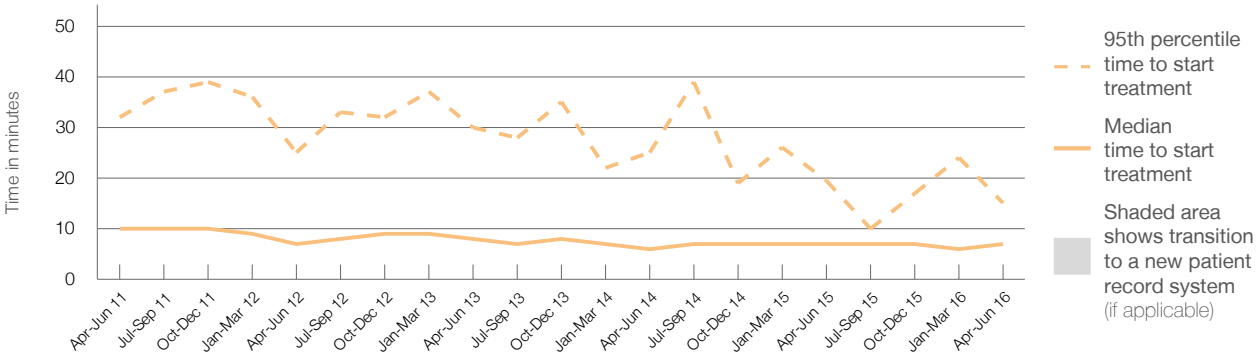
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 602		420	
Number of triage 2 patients used to calculate waiting time:[3] 600		420	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	15 minutes	20 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	10	7	8	6	7	7
95th percentile time to start treatment[5] (minutes)	32	25	30	25	20	15

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

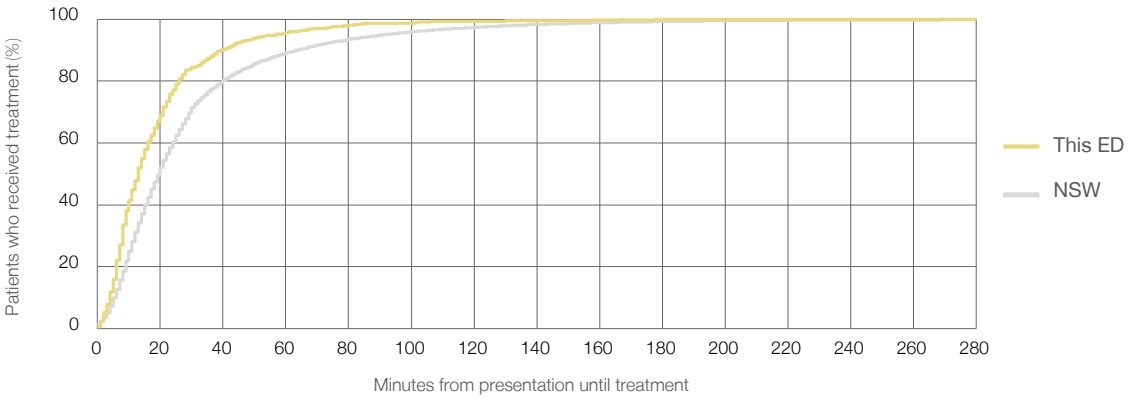
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Bathurst Base Hospital: Time patients waited to start treatment, triage 3

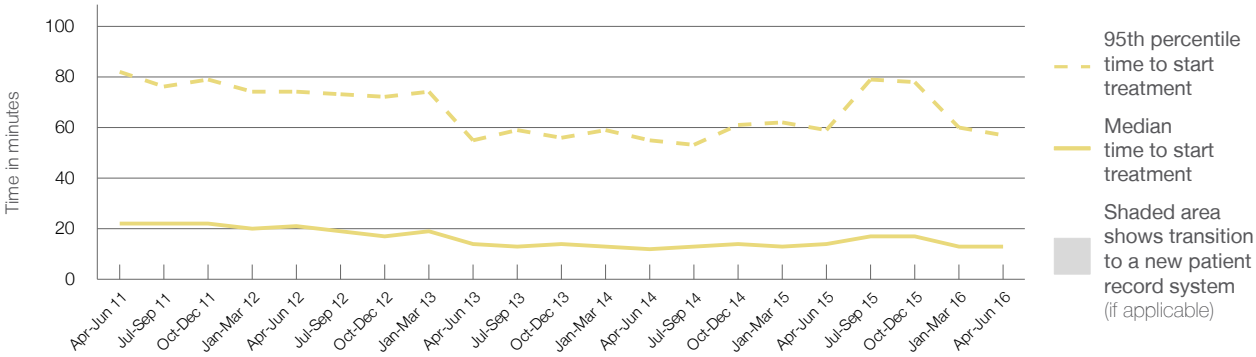
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	1,723	2,104	
Number of triage 3 patients used to calculate waiting time:[3]	1,704	2,093	
Median time to start treatment[4]	13 minutes	14 minutes	20 minutes
95th percentile time to start treatment[5]	57 minutes	59 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	22	21	14	12	14	13
95th percentile time to start treatment[5] (minutes)	82	74	55	55	59	57

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

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

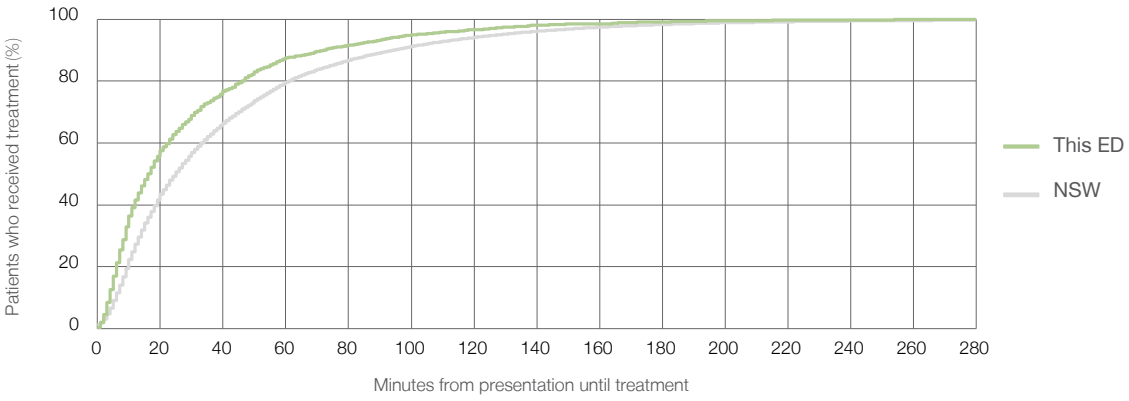
Bathurst Base Hospital: Time patients waited to start treatment, triage 4

April to June 2016

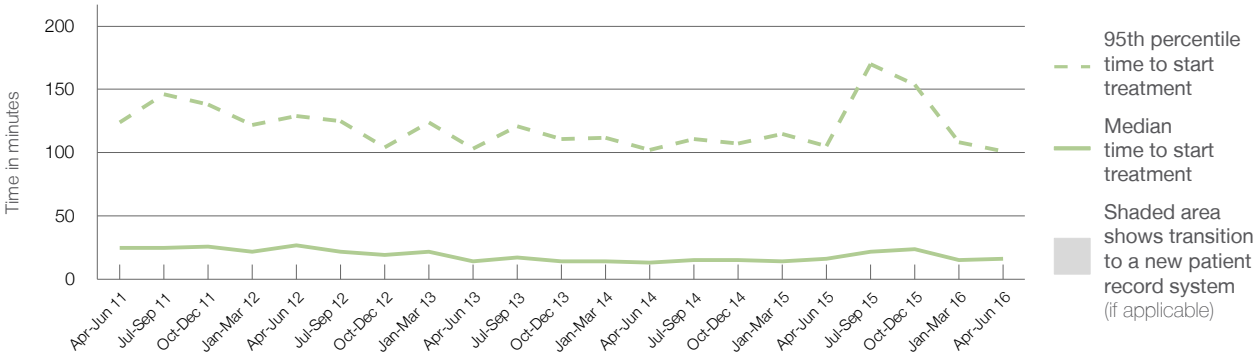
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,566	3,490	
Number of triage 4 patients used to calculate waiting time:[3]	2,478	3,366	
Median time to start treatment[4]	16 minutes	16 minutes	25 minutes
95th percentile time to start treatment[5]	101 minutes	105 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	25	27	14	13	16	16
95th percentile time to start treatment[5] (minutes)	124	129	103	102	105	101

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

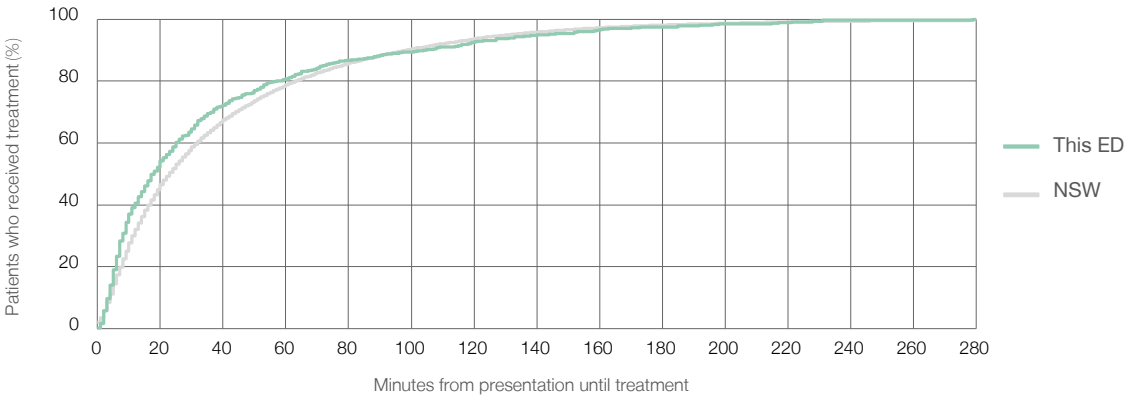
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Bathurst Base Hospital: Time patients waited to start treatment, triage 5

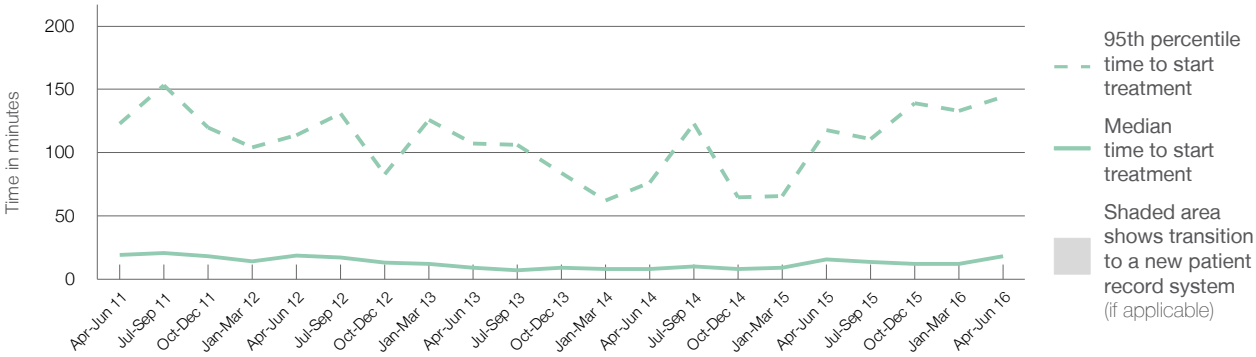
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	955	186	
Number of triage 5 patients used to calculate waiting time:[3]	852	174	
Median time to start treatment[4]	18 minutes	16 minutes	23 minutes
95th percentile time to start treatment[5]	144 minutes	118 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	19	19	9	8	16	18
95th percentile time to start treatment[5] (minutes)	123	114	107	77	118	144

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

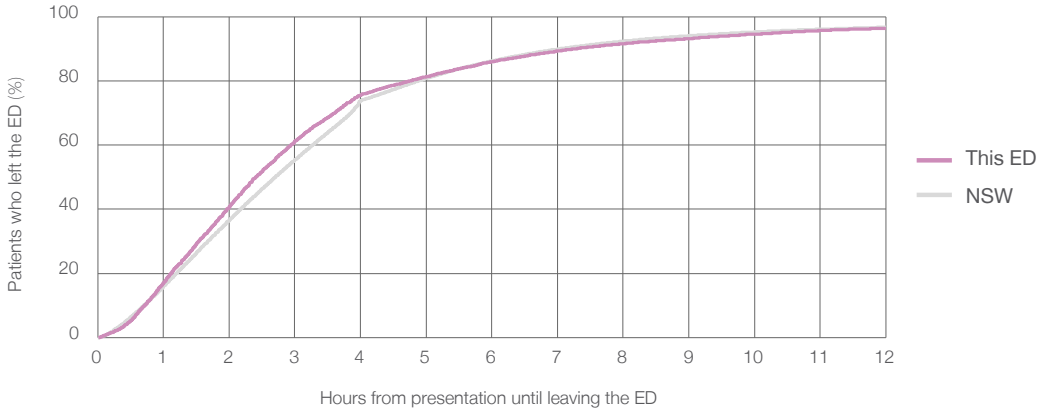
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Bathurst Base Hospital: Time patients spent in the ED

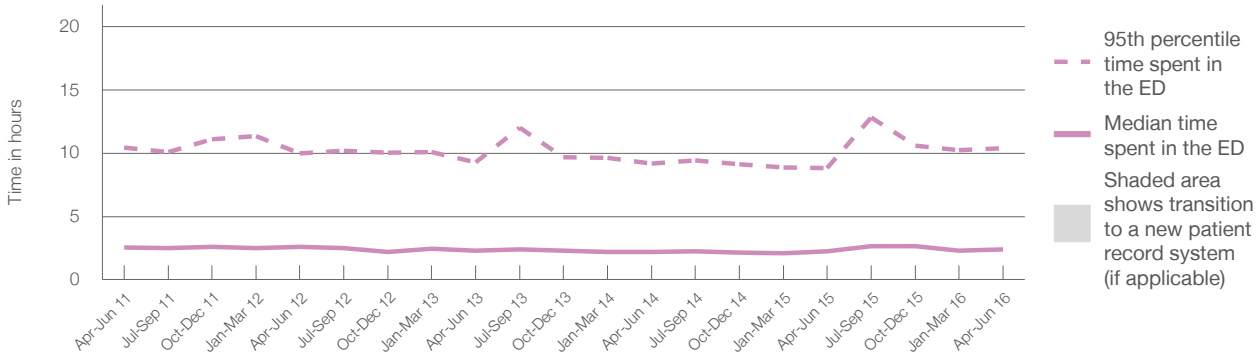
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	5,932 patients	6,284	
Presentations used to calculate time to leaving the ED:[6]	5,932 patients	6,284	
Median time spent in the ED[8]	2 hours and 25 minutes	2 hours and 16 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	10 hours and 23 minutes	8 hours and 50 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 32m	2h 35m	2h 18m	2h 12m	2h 16m	2h 25m
95th percentile time to leaving the ED[9] (hours, minutes)	10h 26m	10h 0m	9h 16m	9h 11m	8h 50m	10h 23m

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

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

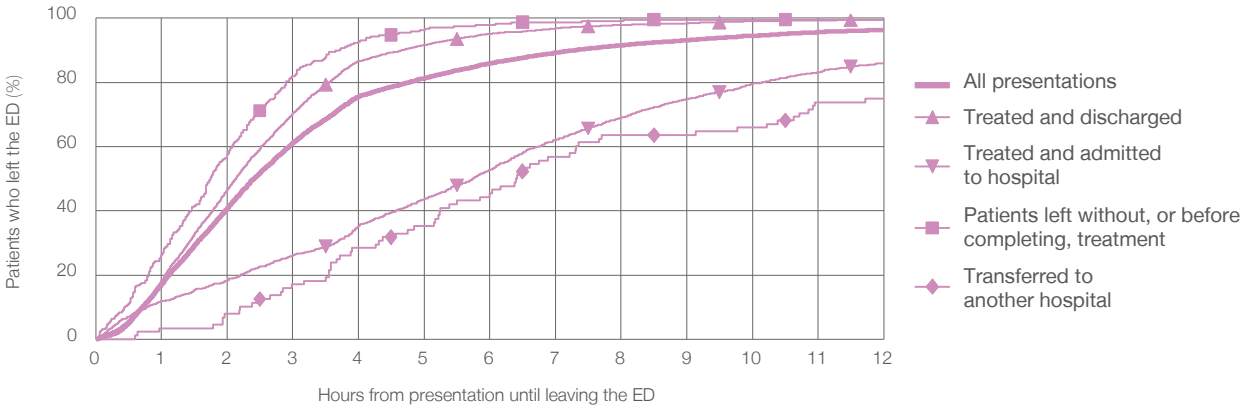
Bathurst Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 5,932 patients

Presentations used to calculate time to leaving the ED:[6] 5,932 patients

		Same period last year	Change since one year ago
Treated and discharged	4,382 (73.9%)	6,284	-5.6%
Treated and admitted to hospital	1,195 (20.1%)	5,039	-13.0%
Patient left without, or before completing, treatment	250 (4.2%)	932	28.2%
Transferred to another hospital	88 (1.5%)	219	14.2%
Other	17 (0.3%)	90	-2.2%
		4	325.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.2%	46.6%	70.3%	86.6%	95.2%	97.9%	99.0%	99.5%
Treated and admitted to hospital	11.9%	18.2%	26.1%	35.2%	52.8%	69.0%	79.6%	85.9%
Patient left without, or before completing, treatment	26.4%	57.6%	82.0%	92.8%	98.0%	99.2%	99.6%	99.6%
Transferred to another hospital	3.4%	8.0%	17.0%	28.4%	45.5%	63.6%	65.9%	75.0%
All presentations	17.2%	40.8%	61.1%	75.6%	86.0%	91.6%	94.6%	96.4%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

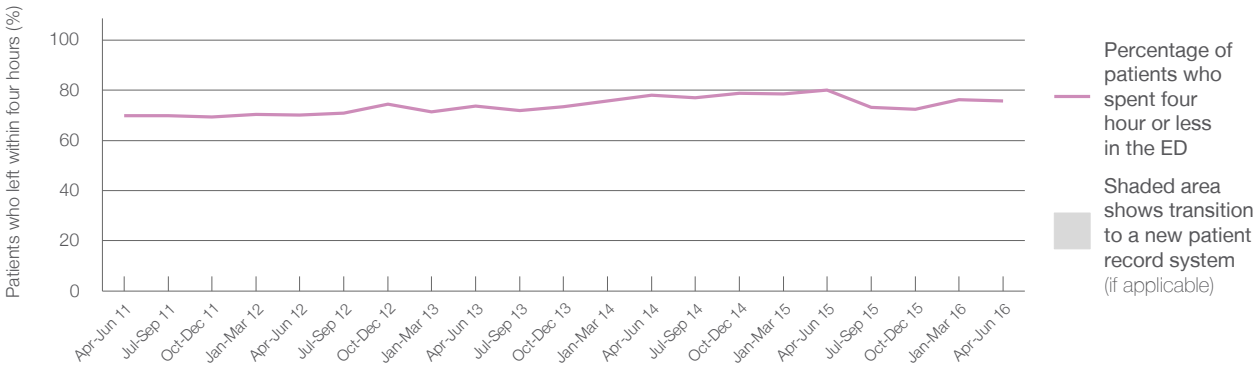
Bathurst Base Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	5,932 patients	6,284	-5.6%
Presentations used to calculate time to leaving the ED:[6]	5,932 patients	6,284	-5.6%
Percentage of patients who spent four hours or less in the ED	75.6%	80.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	69.9%	70.1%	73.7%	78.0%	80.1%	75.6%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Belmont Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	5,746 patients	5,779	-0.6%
Emergency presentations:[2]	5,703 patients	5,705	-0.0%

Belmont Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 459 patients	407	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	18 minutes	22 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,257 patients	1,324	
Median time to start treatment[4]	16 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	44 minutes	72 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 2,752 patients	3,043	
Median time to start treatment[4]	19 minutes	21 minutes	25 minutes
95th percentile time to start treatment[5]	95 minutes	107 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,227 patients	922	
Median time to start treatment[4]	19 minutes	23 minutes	23 minutes
95th percentile time to start treatment[5]	114 minutes	138 minutes	132 minutes

Belmont Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	5,746 patients	5,779	-0.6%
Percentage of patients who spent four hours or less in the ED	76.0%	70.0%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

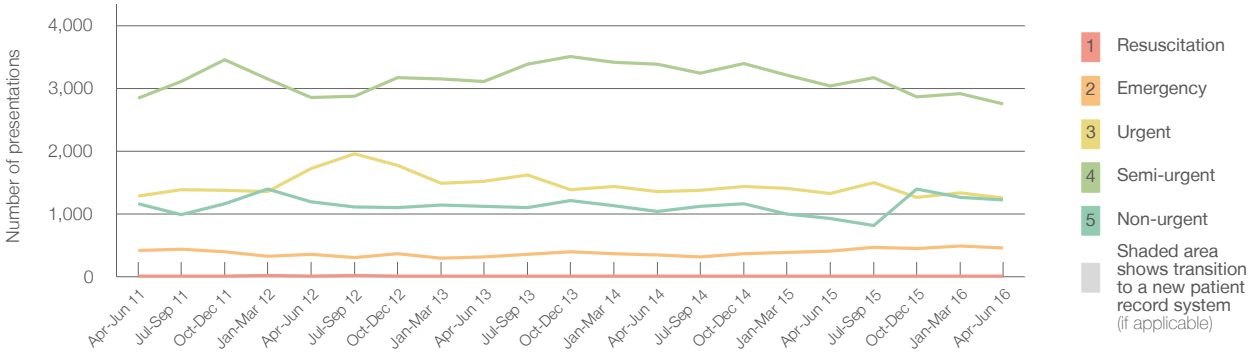
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Belmont Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	5,746 patients	5,779	-0.6%
Emergency presentations[2] by triage category:	5,703 patients	5,705	-0.0%
1 Resuscitation	8 (0.1%)	9	-11.1%
2 Emergency	459 (8.0%)	407	12.8%
3 Urgent	1,257 (22.0%)	1,324	-5.1%
4 Semi-urgent	2,752 (48.3%)	3,043	-9.6%
5 Non-urgent	1,227 (21.5%)	922	33.1%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	7	10	7	< 5	9	8
Emergency	414	354	317	354	407	459
Urgent	1,288	1,724	1,520	1,352	1,324	1,257
Semi-urgent	2,846	2,854	3,107	3,383	3,043	2,752
Non-urgent	1,162	1,189	1,123	1,038	922	1,227
All emergency presentations	5,717	6,131	6,074	6,127	5,705	5,703

Belmont Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,138 patients	1,296	
ED Transfer of care time			
Median time	10 minutes	11 minutes	-1 minute
95th percentile time	25 minutes	48 minutes	-23 minutes

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

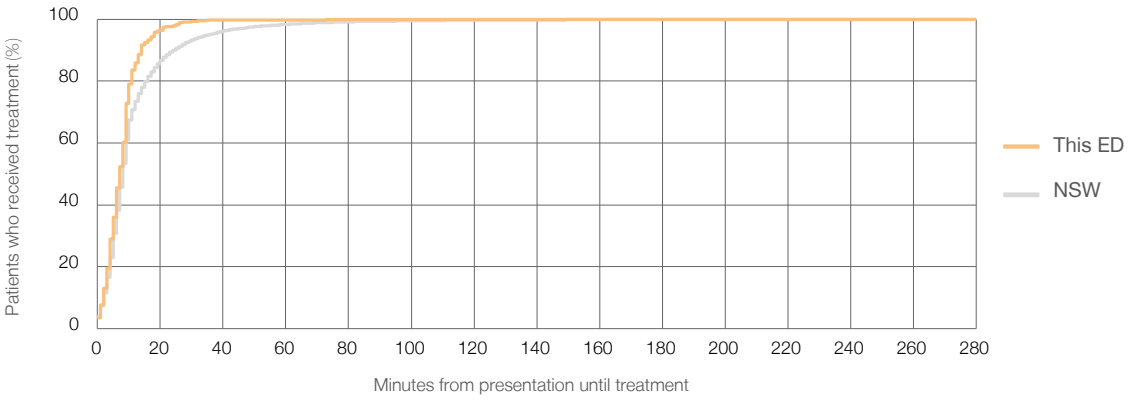
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Belmont Hospital: Time patients waited to start treatment, triage 2

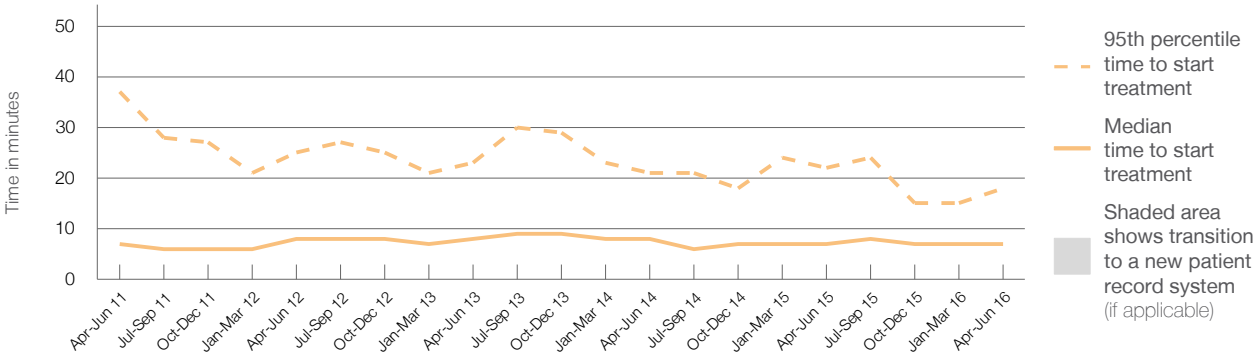
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 459		407	
Number of triage 2 patients used to calculate waiting time:[3] 457		404	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	18 minutes	22 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	8	8	8	7	7
95th percentile time to start treatment[5] (minutes)	37	25	23	21	22	18

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

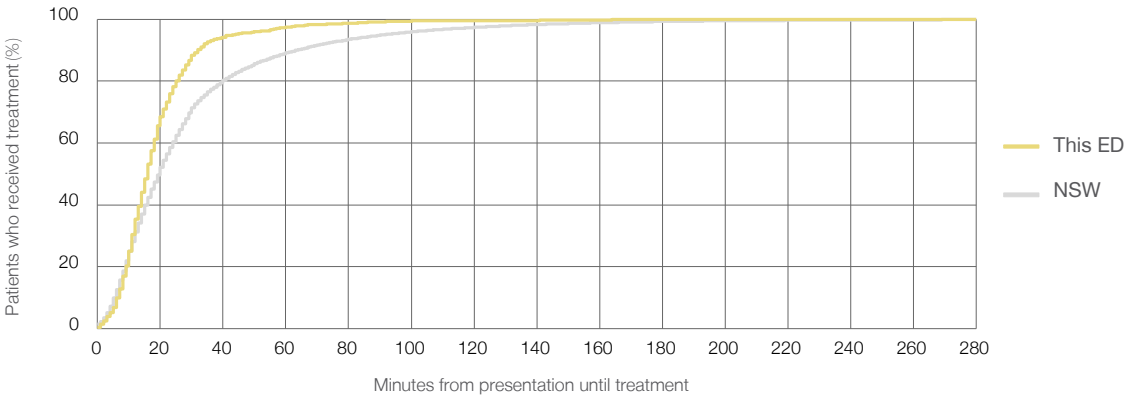
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Belmont Hospital: Time patients waited to start treatment, triage 3

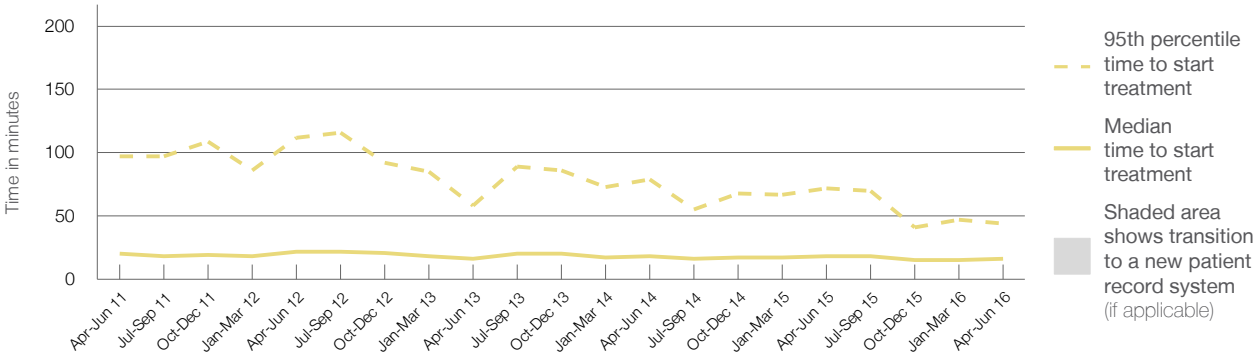
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,257		1,324	
Number of triage 3 patients used to calculate waiting time:[3] 1,218		1,283	
Median time to start treatment[4]	16 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	44 minutes	72 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	20	22	16	18	18	16
95th percentile time to start treatment[5] (minutes)	97	112	58	79	72	44

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

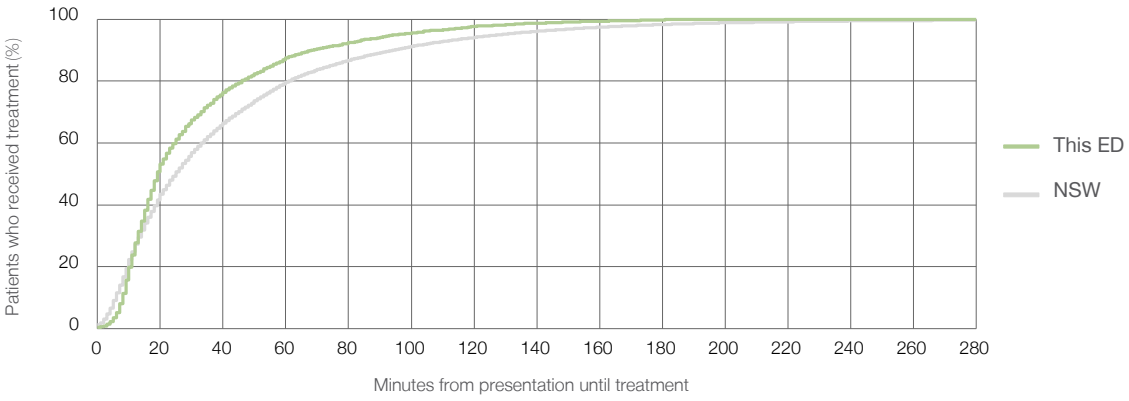
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Belmont Hospital: Time patients waited to start treatment, triage 4

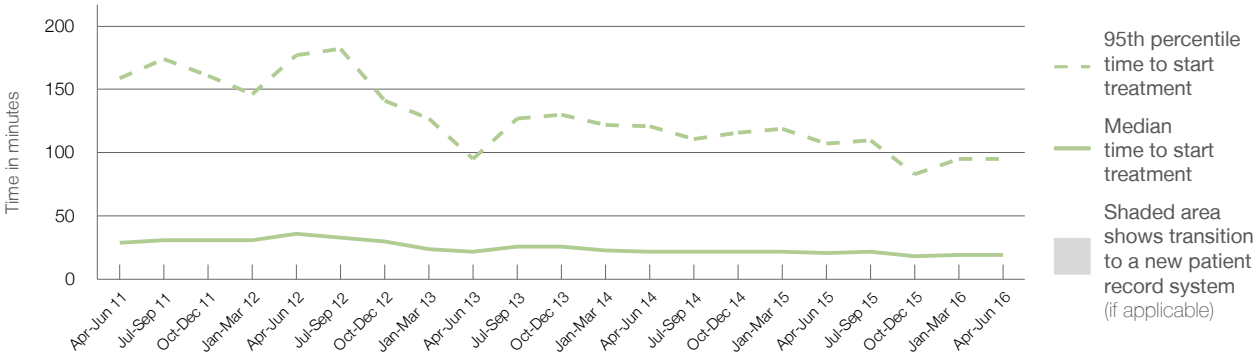
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 2,752		3,043	
Number of triage 4 patients used to calculate waiting time:[3] 2,366		2,604	
Median time to start treatment[4]	19 minutes	21 minutes	25 minutes
95th percentile time to start treatment[5]	95 minutes	107 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	29	36	22	22	21	19
95th percentile time to start treatment[5] (minutes)	159	177	95	121	107	95

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

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

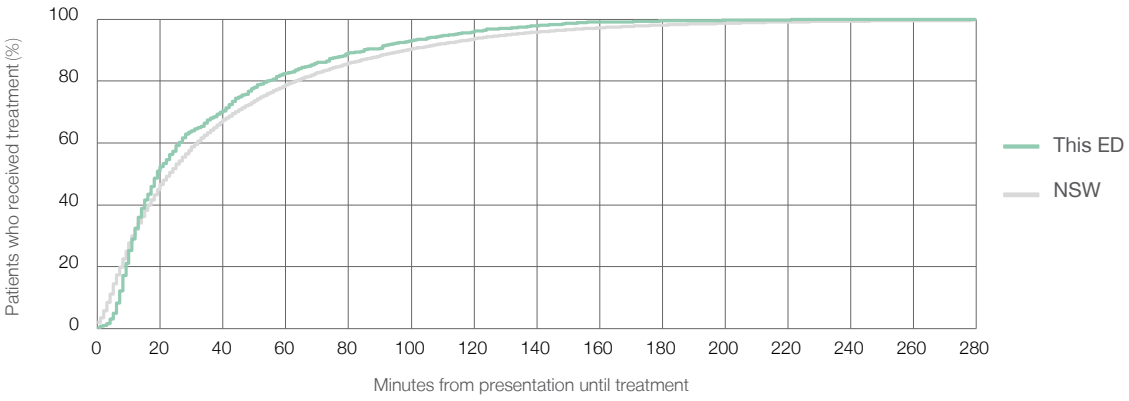
Belmont Hospital: Time patients waited to start treatment, triage 5

April to June 2016

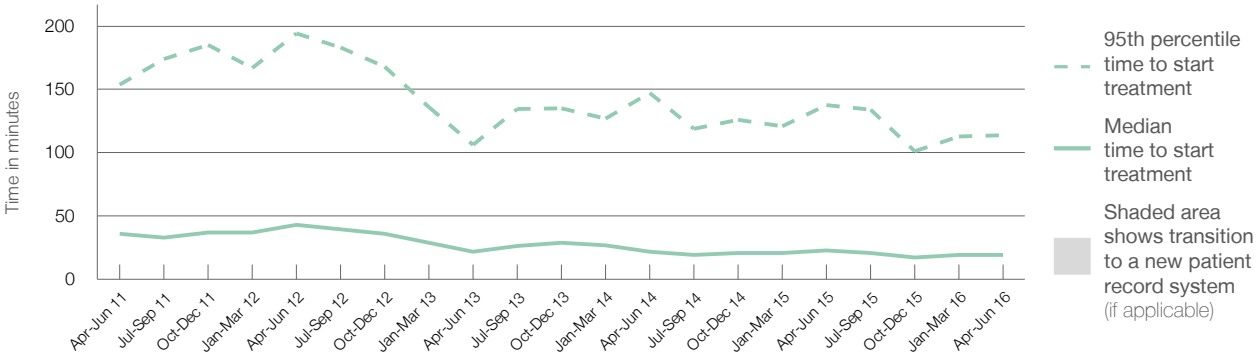
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,227	922	
Number of triage 5 patients used to calculate waiting time:[3]	915	680	
Median time to start treatment[4]	19 minutes	23 minutes	23 minutes
95th percentile time to start treatment[5]	114 minutes	138 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	36	43	22	22	23	19
95th percentile time to start treatment[5] (minutes)	154	194	106	147	138	114

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

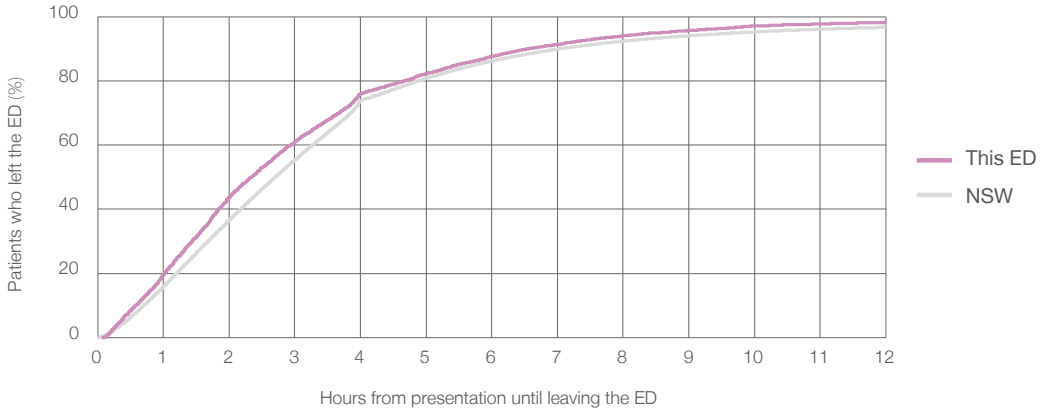
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Belmont Hospital: Time patients spent in the ED

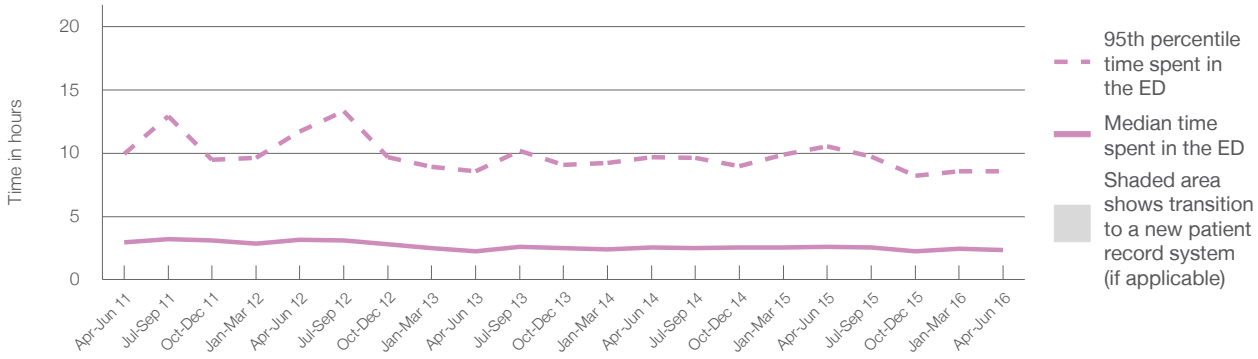
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	5,746 patients	5,779	
Presentations used to calculate time to leaving the ED:[6]	5,746 patients	5,779	
Median time spent in the ED[8]	2 hours and 20 minutes	2 hours and 37 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	8 hours and 33 minutes	10 hours and 31 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 57m	3h 9m	2h 16m	2h 33m	2h 37m	2h 20m
95th percentile time to leaving the ED[9] (hours, minutes)	9h 55m	11h 43m	8h 34m	9h 42m	10h 31m	8h 33m

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

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

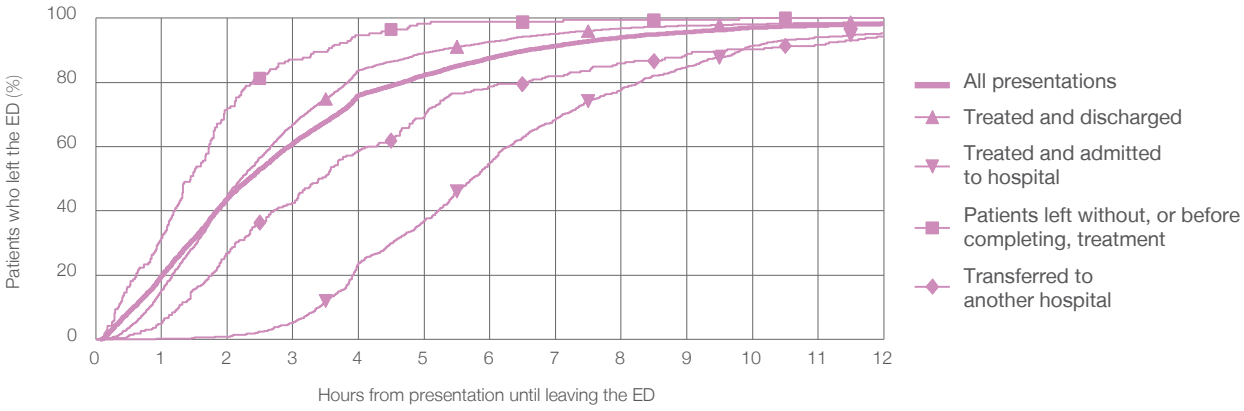
Belmont Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 5,746 patients

Presentations used to calculate time to leaving the ED:[6] 5,746 patients

		Same period last year	Change since one year ago
		5,779	-0.6%
Treated and discharged	3,828 (66.6%)	3,791	1.0%
Treated and admitted to hospital	819 (14.3%)	904	-9.4%
Patient left without, or before completing, treatment	171 (3.0%)	217	-21.2%
Transferred to another hospital	278 (4.8%)	267	4.1%
Other	650 (11.3%)	600	8.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 [†‡]



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.3%	44.8%	66.9%	83.8%	92.7%	96.9%	98.2%	98.8%
Treated and admitted to hospital	0.1%	0.9%	5.3%	23.7%	54.9%	77.8%	91.3%	95.4%
Patient left without, or before completing, treatment	31.6%	71.9%	87.1%	94.7%	98.8%	99.4%	100%	100%
Transferred to another hospital	5.0%	26.6%	42.4%	58.6%	78.8%	86.0%	90.3%	94.2%
All presentations	19.8%	43.8%	60.9%	76.0%	87.6%	94.0%	97.1%	98.2%

(†) 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 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.

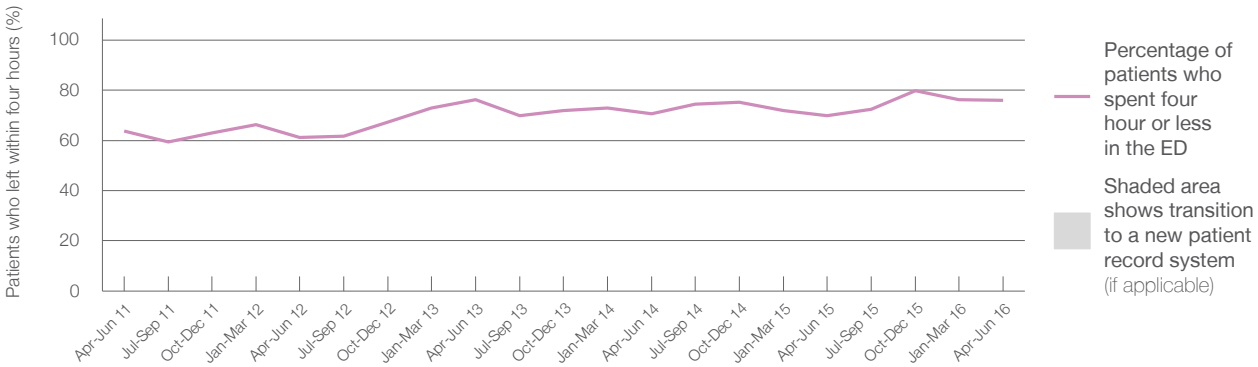
Belmont Hospital: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	5,746 patients	5,779	-0.6%
Presentations used to calculate time to leaving the ED:[6]	5,746 patients	5,779	-0.6%
Percentage of patients who spent four hours or less in the ED	76.0%	70.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	63.8%	61.1%	76.2%	70.6%	70.0%	76.0%

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

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

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

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Bowral and District Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 4,422 patients	4,327	2.2%
Emergency presentations:[2] 4,306 patients	4,206	2.4%

Bowral and District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 381 patients		358	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	23 minutes	30 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,343 patients		1,464	
Median time to start treatment[4]	19 minutes	20 minutes	20 minutes
95th percentile time to start treatment[5]	87 minutes	103 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,907 patients		1,940	
Median time to start treatment[4]	19 minutes	22 minutes	25 minutes
95th percentile time to start treatment[5]	126 minutes	135 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 662 patients		421	
Median time to start treatment[4]	19 minutes	19 minutes	23 minutes
95th percentile time to start treatment[5]	143 minutes	130 minutes	132 minutes

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

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 4,422 patients		4,327	2.2%
Percentage of patients who spent four hours or less in the ED	83.3%	86.8%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

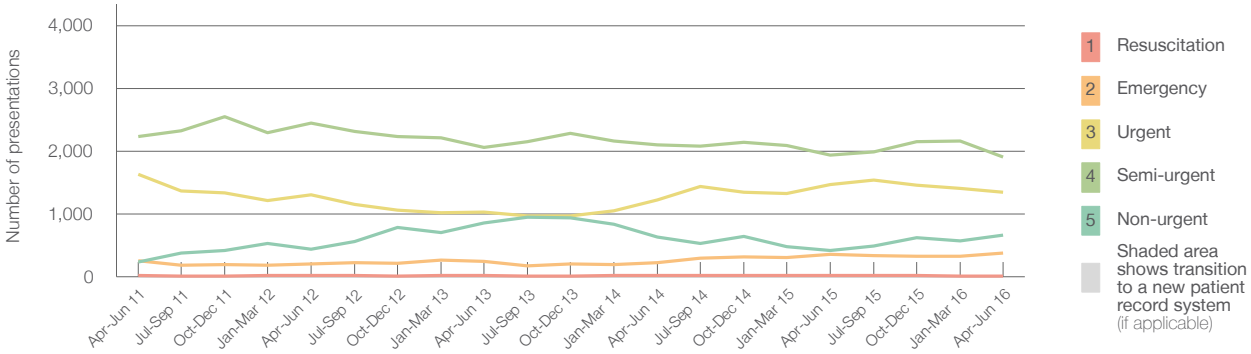
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Bowral and District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	4,422 patients	4,327	2.2%
Emergency presentations[2] by triage category:	4,306 patients	4,206	2.4%
1 Resuscitation	13 (0.3%)	23	-43.5%
2 Emergency	381 (8.8%)	358	6.4%
3 Urgent	1,343 (31.2%)	1,464	-8.3%
4 Semi-urgent	1,907 (44.3%)	1,940	-1.7%
5 Non-urgent	662 (15.4%)	421	57.2%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	15	15	17	14	23	13
Emergency	251	202	245	227	358	381
Urgent	1,626	1,301	1,029	1,227	1,464	1,343
Semi-urgent	2,233	2,445	2,063	2,101	1,940	1,907
Non-urgent	235	442	851	632	421	662
All emergency presentations	4,360	4,405	4,205	4,201	4,206	4,306

Bowral and District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	794 patients	797	
ED Transfer of care time			
Median time	11 minutes	12 minutes	-1 minute
95th percentile time	27 minutes	32 minutes	-5 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

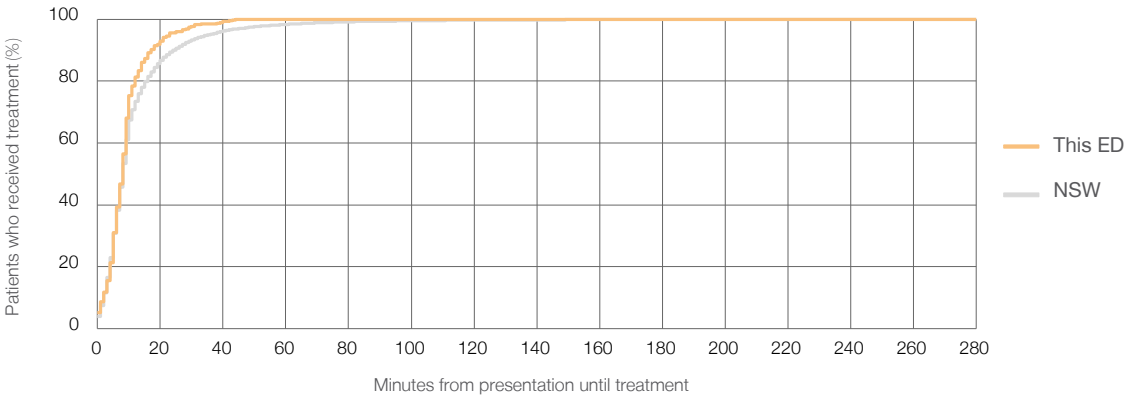
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bowral and District Hospital: Time patients waited to start treatment, triage 2

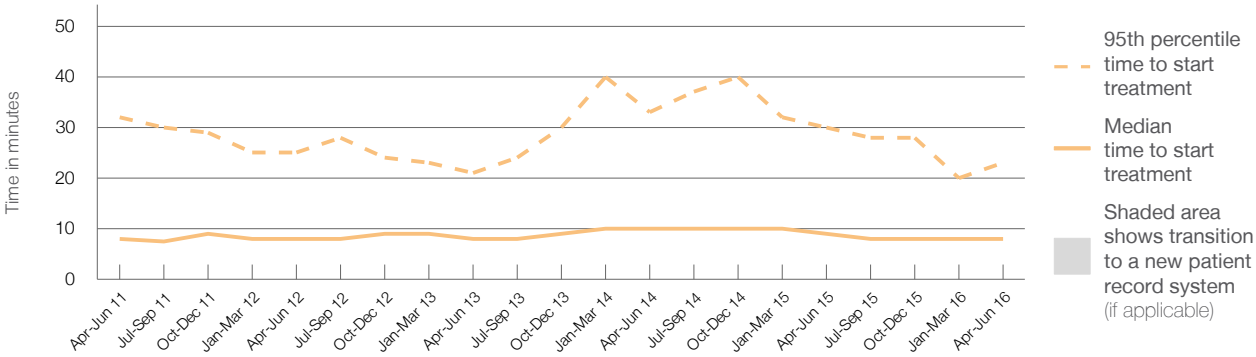
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 381		358	
Number of triage 2 patients used to calculate waiting time:[3] 381		357	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	23 minutes	30 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	8	8	8	10	9	8
95th percentile time to start treatment[5] (minutes)	32	25	21	33	30	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 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.

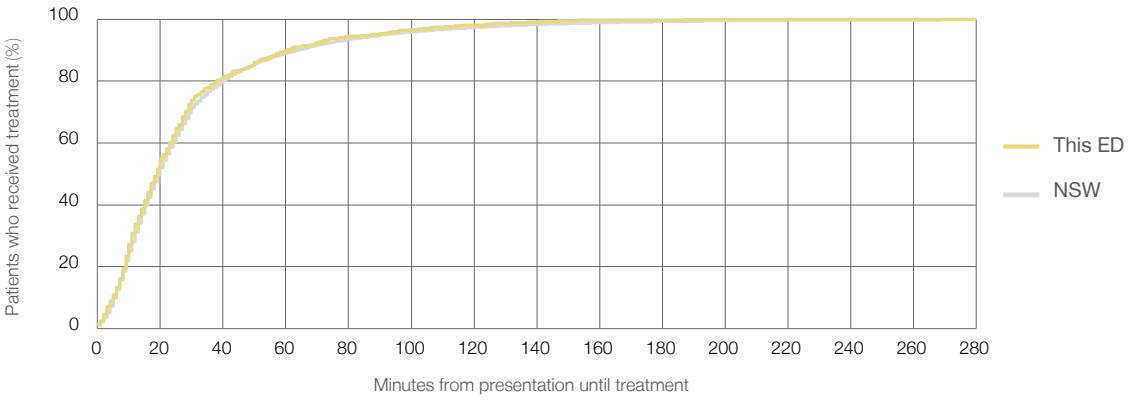
Bowral and District Hospital: Time patients waited to start treatment, triage 3

April to June 2016

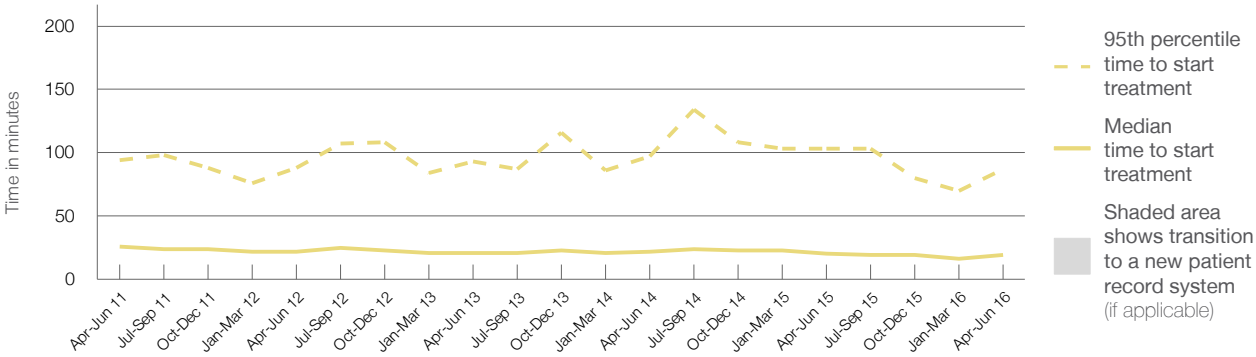
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	1,343	1,464	
Number of triage 3 patients used to calculate waiting time:[3]	1,324	1,444	
Median time to start treatment[4]	19 minutes	20 minutes	20 minutes
95th percentile time to start treatment[5]	87 minutes	103 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	26	22	21	22	20	19
95th percentile time to start treatment[5] (minutes)	94	88	93	97	103	87

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

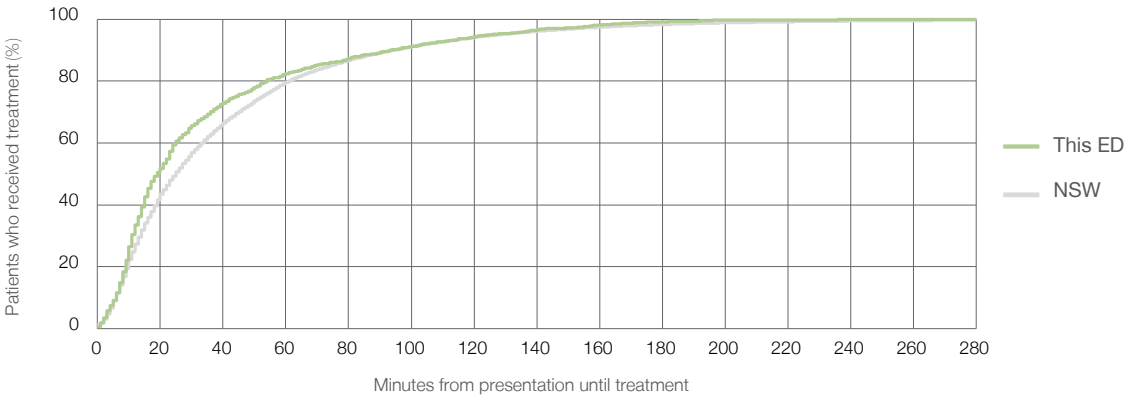
Bowral and District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

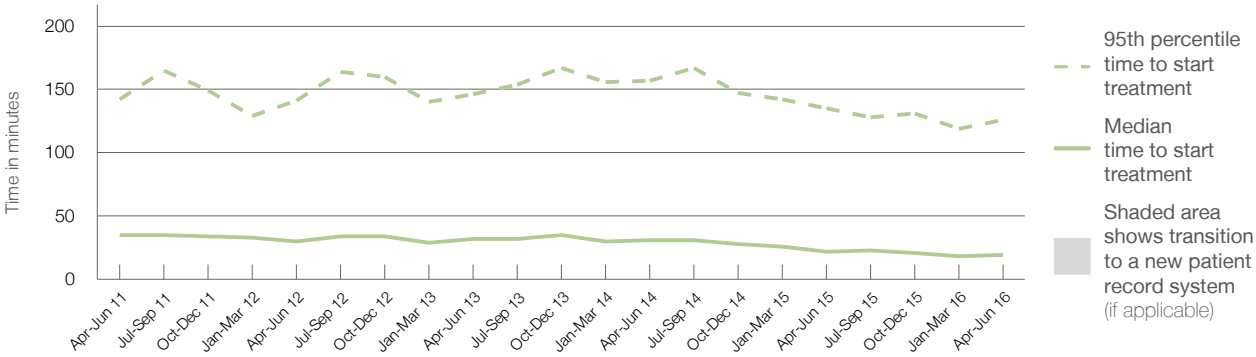
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,907	1,940	
Number of triage 4 patients used to calculate waiting time:[3]	1,817	1,847	
Median time to start treatment[4]	19 minutes	22 minutes	25 minutes
95th percentile time to start treatment[5]	126 minutes	135 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	35	30	32	31	22	19
95th percentile time to start treatment[5] (minutes)	142	141	146	157	135	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 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.

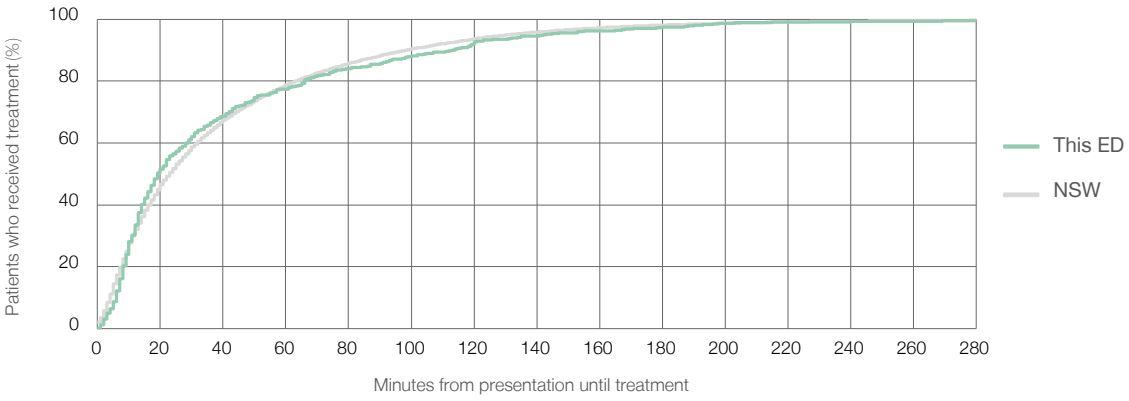
Bowral and District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

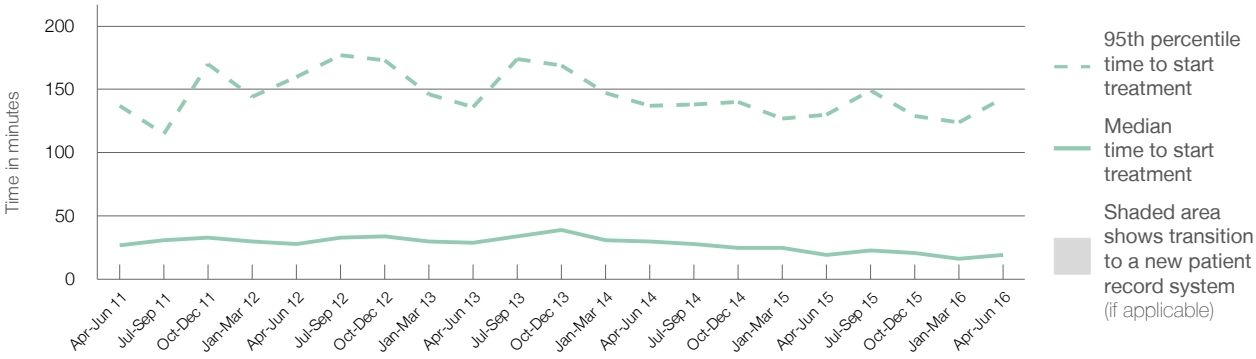
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 662		421	
Number of triage 5 patients used to calculate waiting time:[3] 594		362	
Median time to start treatment[4]	19 minutes	19 minutes	23 minutes
95th percentile time to start treatment[5]	143 minutes	130 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	27	28	29	30	19	19
95th percentile time to start treatment[5] (minutes)	137	160	136	137	130	143

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

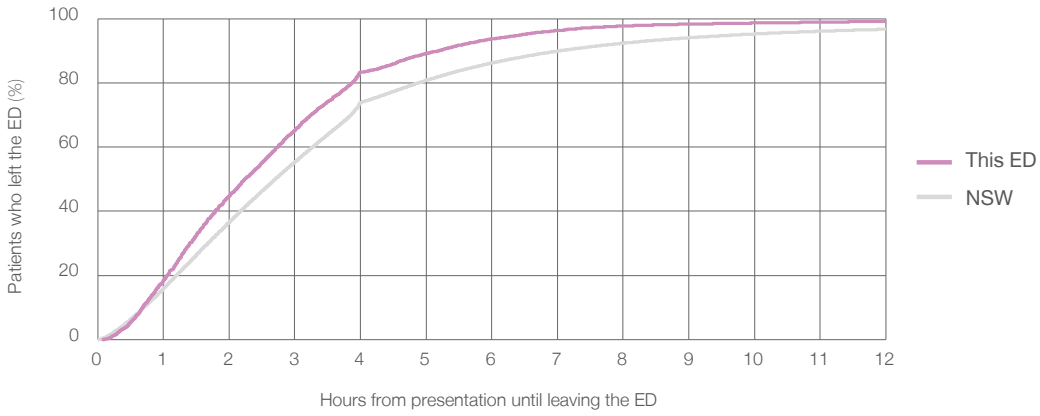
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bowral and District Hospital: Time patients spent in the ED

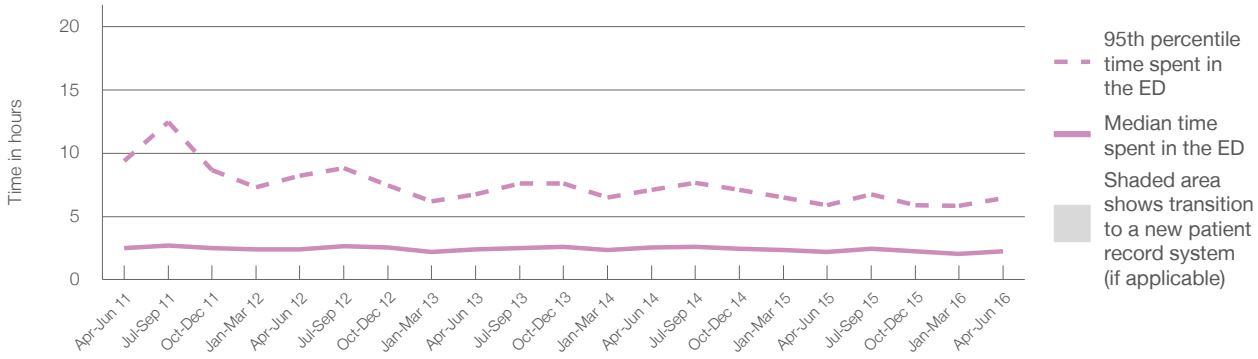
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	4,422 patients	4,327	
Presentations used to calculate time to leaving the ED:[6]	4,422 patients	4,327	
Median time spent in the ED[8]	2 hours and 15 minutes	2 hours and 12 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 27 minutes	5 hours and 53 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 30m	2h 23m	2h 23m	2h 34m	2h 12m	2h 15m
95th percentile time to leaving the ED[9] (hours, minutes)	9h 22m	8h 12m	6h 46m	7h 5m	5h 53m	6h 27m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

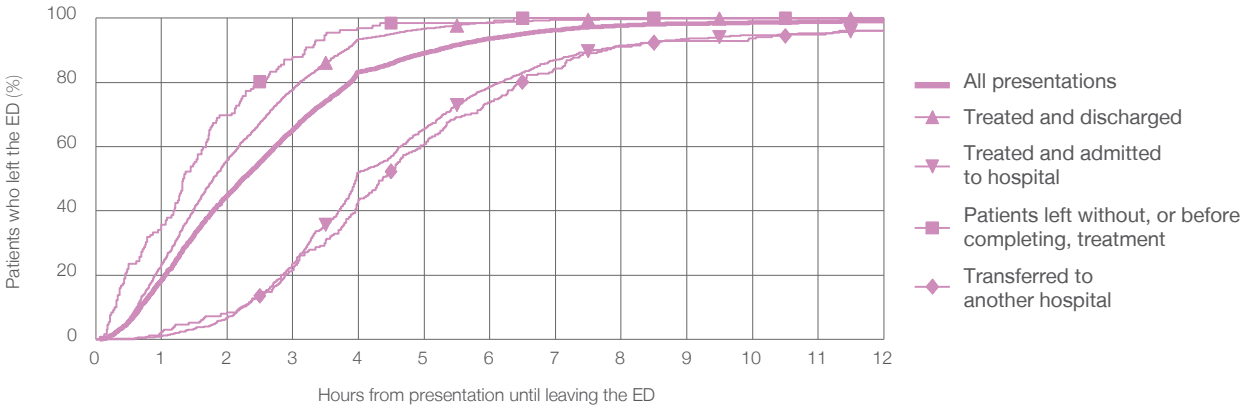
Bowral and District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 4,422 patients

Presentations used to calculate time to leaving the ED:[6] 4,422 patients

		Same period last year	Change since one year ago
Treated and discharged	3,213 (72.7%)	3,146	2.1%
Treated and admitted to hospital	817 (18.5%)	806	1.4%
Patient left without, or before completing, treatment	132 (3.0%)	121	9.1%
Transferred to another hospital	237 (5.4%)	238	-0.4%
Other	23 (0.5%)	16	43.8%
		4,327	2.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	23.3%	55.8%	77.8%	93.5%	98.7%	99.7%	99.9%	100%
Treated and admitted to hospital	1.0%	6.7%	23.6%	52.0%	78.8%	91.6%	94.6%	96.2%
Patient left without, or before completing, treatment	35.6%	69.7%	87.9%	97.0%	98.5%	100%	100%	100%
Transferred to another hospital	2.1%	8.4%	21.5%	43.5%	73.8%	91.1%	93.7%	96.2%
All presentations	18.6%	44.8%	65.2%	83.3%	93.7%	97.7%	98.6%	99.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

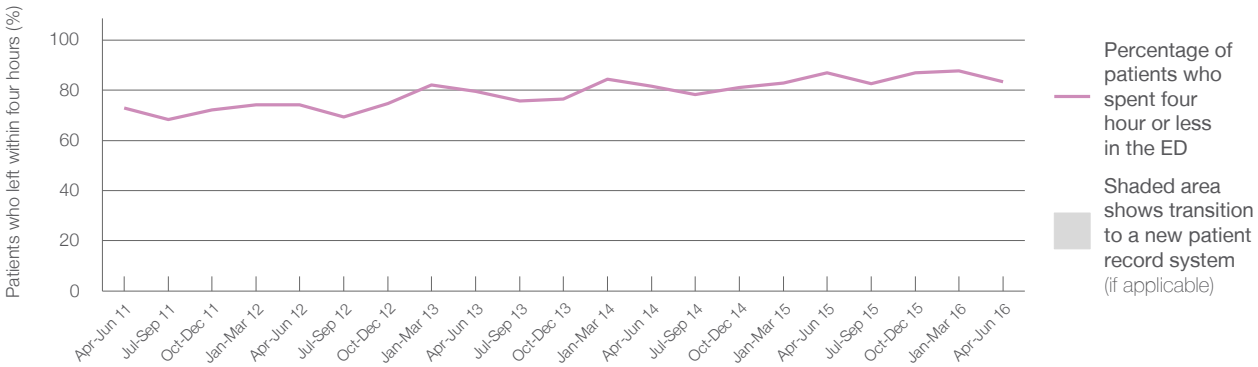
Bowral and District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,422 patients	4,327	2.2%
Presentations used to calculate time to leaving the ED:[6]	4,422 patients	4,327	2.2%
Percentage of patients who spent four hours or less in the ED	83.3%	86.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	72.8%	74.2%	79.4%	81.5%	86.8%	83.3%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Broken Hill Base Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 5,421 patients	4,799	13.0%
Emergency presentations:[2] 4,876 patients	4,070	19.8%

Broken Hill Base Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 348 patients	333	
Median time to start treatment[4]	6 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	23 minutes	32 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,164 patients	901	
Median time to start treatment[4]	13 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	53 minutes	60 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,642 patients	1,477	
Median time to start treatment[4]	15 minutes	24 minutes	25 minutes
95th percentile time to start treatment[5]	81 minutes	106 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 1,712 patients	1,342	
Median time to start treatment[4]	14 minutes	25 minutes	23 minutes
95th percentile time to start treatment[5]	77 minutes	122 minutes	132 minutes

Broken Hill Base Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 5,421 patients		4,799	13.0%
Percentage of patients who spent four hours or less in the ED	90.6%	89.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

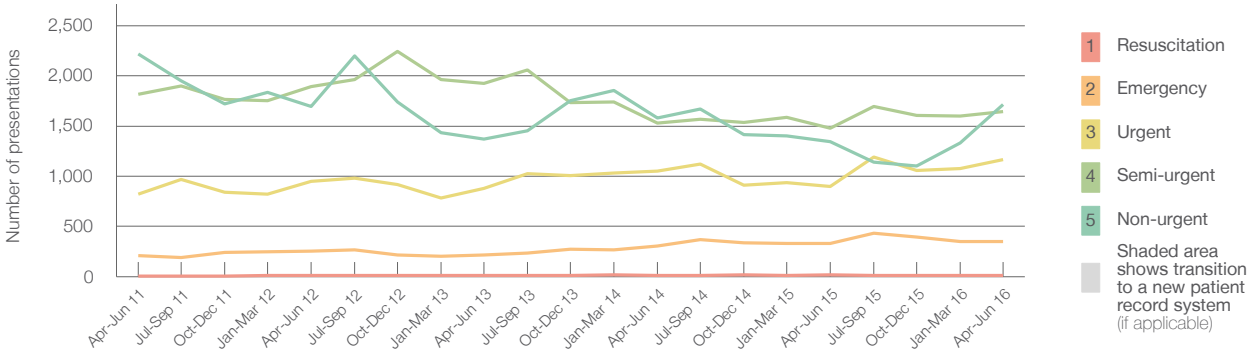
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Broken Hill Base Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	5,421 patients	4,799	13.0%
Emergency presentations[2] by triage category:	4,876 patients	4,070	19.8%
1 Resuscitation	10 (0.2%)	17	-41.2%
2 Emergency	348 (7.1%)	333	4.5%
3 Urgent	1,164 (23.9%)	901	29.2%
4 Semi-urgent	1,642 (33.7%)	1,477	11.2%
5 Non-urgent	1,712 (35.1%)	1,342	27.6%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	6	9	10	13	17	10
Emergency	209	256	216	303	333	348
Urgent	821	948	878	1,053	901	1,164
Semi-urgent	1,816	1,890	1,926	1,532	1,477	1,642
Non-urgent	2,215	1,696	1,373	1,583	1,342	1,712
All emergency presentations	5,067	4,799	4,403	4,484	4,070	4,876

Broken Hill Base Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	643 patients	691	
ED Transfer of care time			
Median time	12 minutes	12 minutes	0 minutes
95th percentile time	33 minutes	36 minutes	-3 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

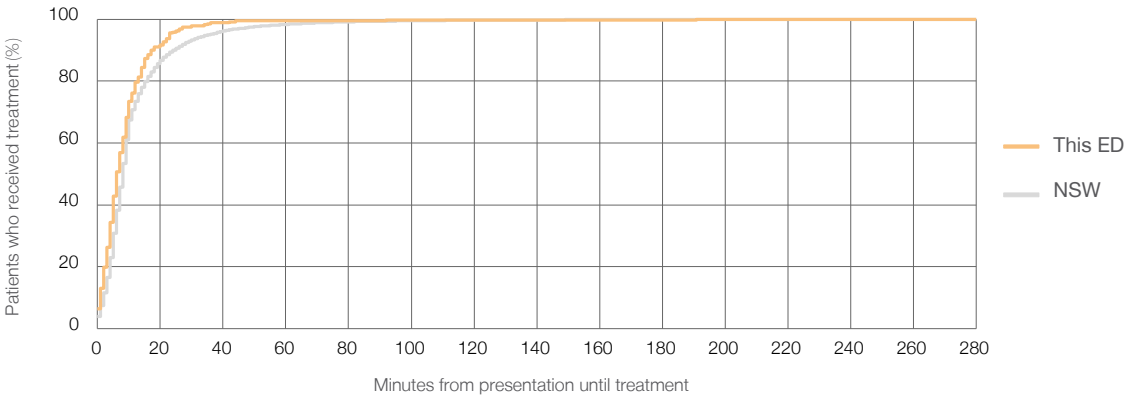
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 2

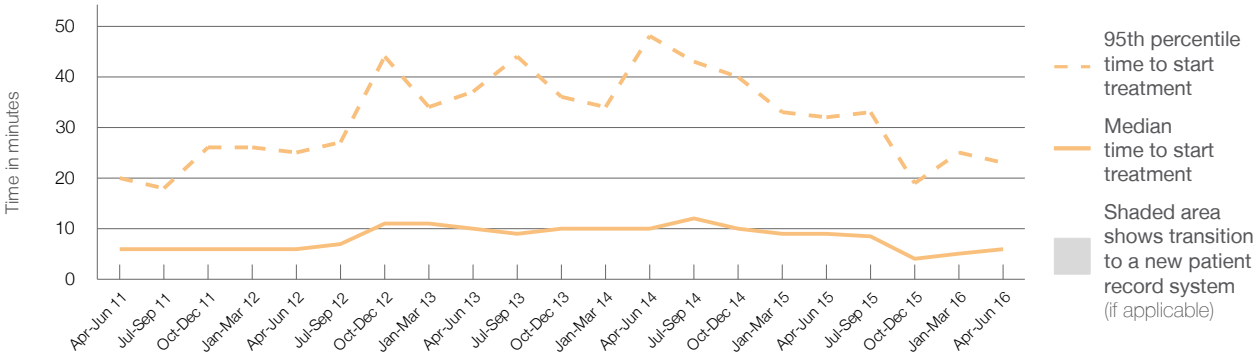
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 348		333	
Number of triage 2 patients used to calculate waiting time:[3] 338		327	
Median time to start treatment[4]	6 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	23 minutes	32 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	6	6	10	10	9	6
95th percentile time to start treatment[5] (minutes)	20	25	37	48	32	23

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

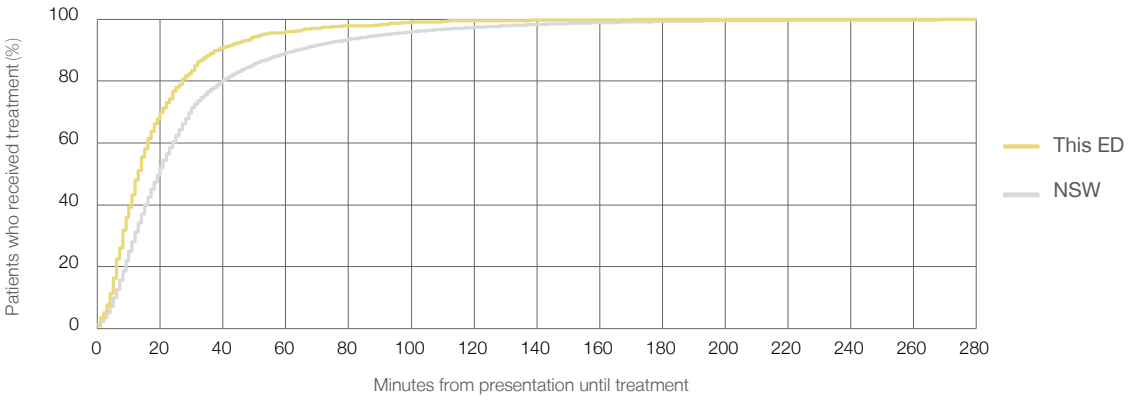
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 3

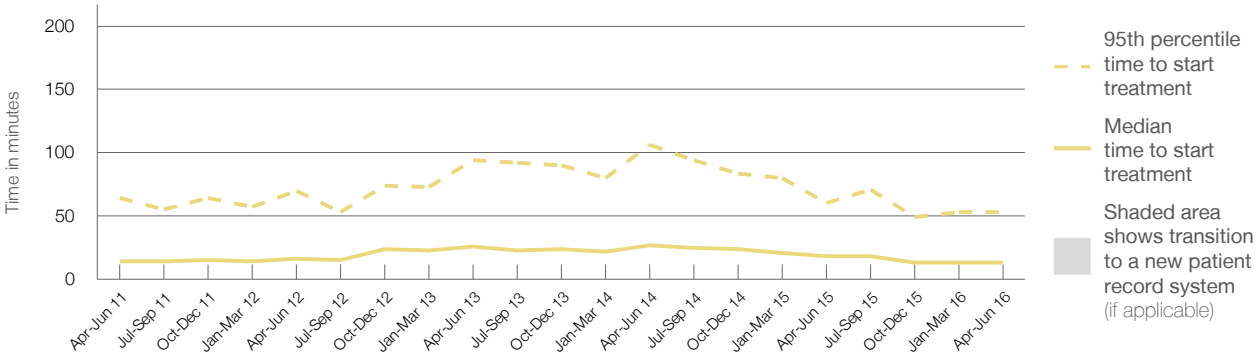
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,164		901	
Number of triage 3 patients used to calculate waiting time:[3] 1,072		827	
Median time to start treatment[4]	13 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	53 minutes	60 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	14	16	26	27	18	13
95th percentile time to start treatment[5] (minutes)	64	70	94	106	60	53

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

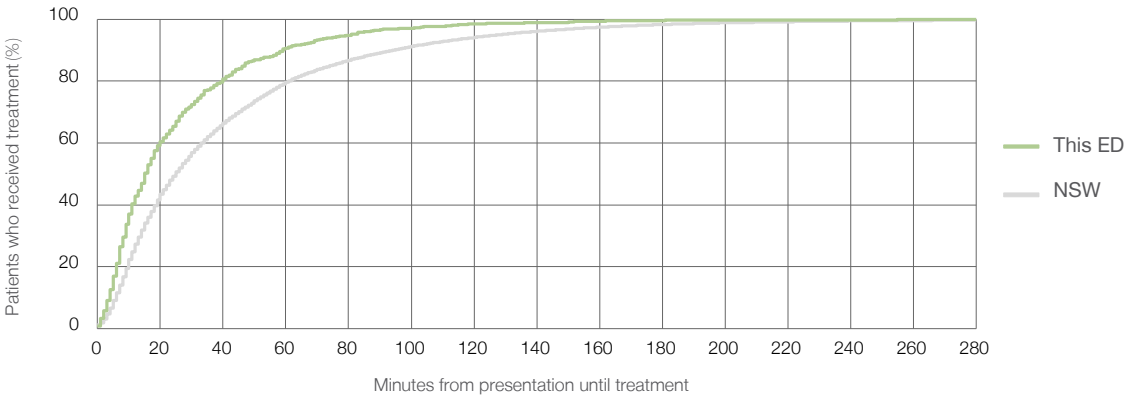
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Base Hospital: Time patients waited to start treatment, triage 4

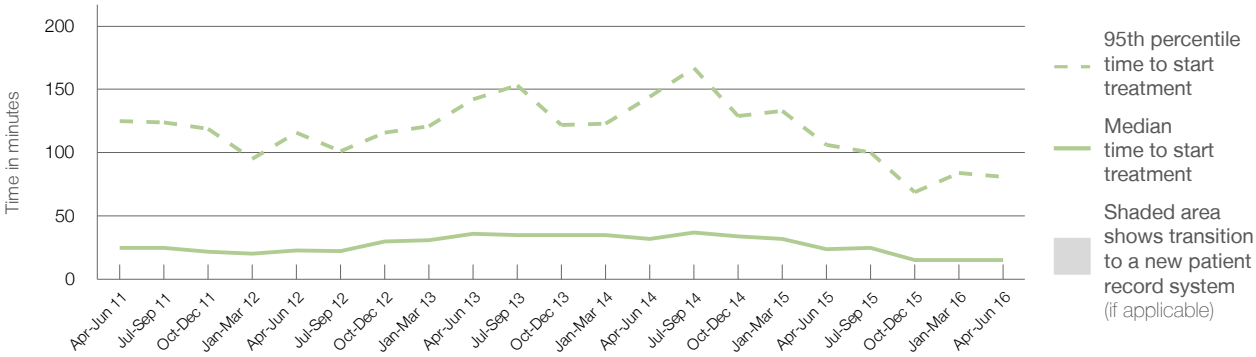
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	1,642	1,477	
Number of triage 4 patients used to calculate waiting time:[3]	985	1,131	
Median time to start treatment[4]	15 minutes	24 minutes	25 minutes
95th percentile time to start treatment[5]	81 minutes	106 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	25	23	36	32	24	15
95th percentile time to start treatment[5] (minutes)	125	116	142	144	106	81

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

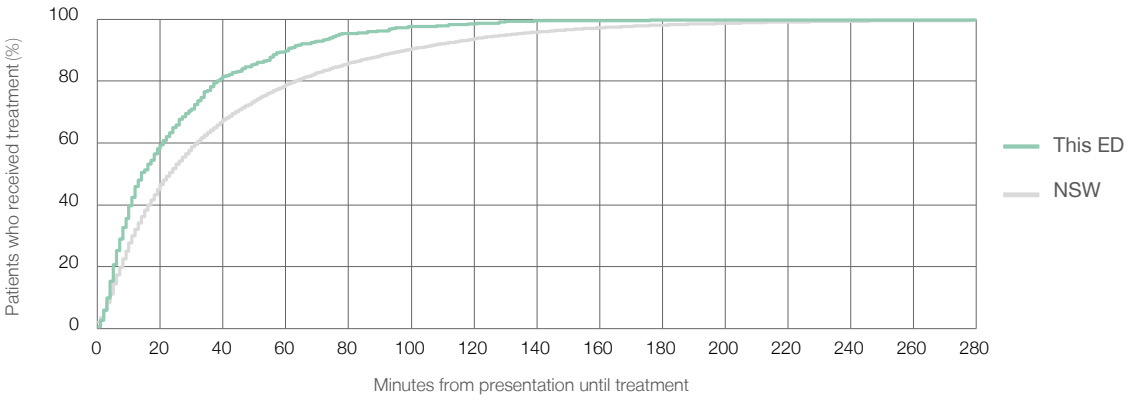
Broken Hill Base Hospital: Time patients waited to start treatment, triage 5

April to June 2016

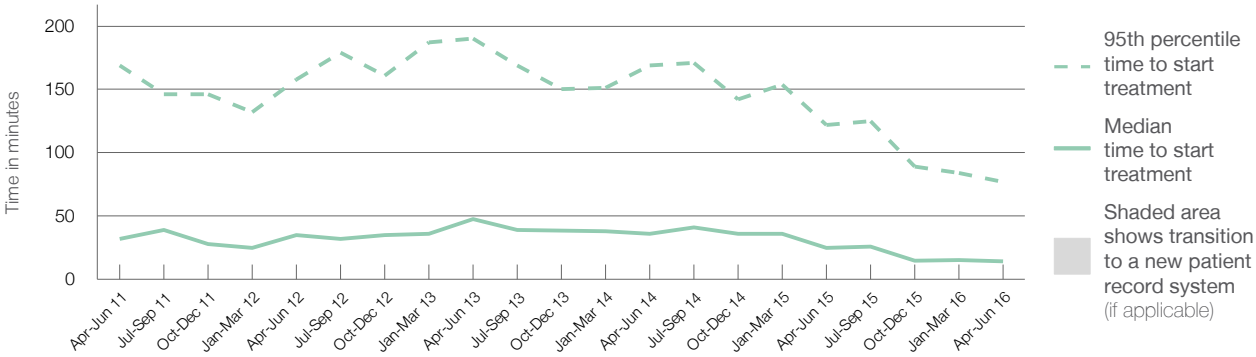
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	1,712	1,342	
Number of triage 5 patients used to calculate waiting time:[3]	549	757	
Median time to start treatment[4]	14 minutes	25 minutes	23 minutes
95th percentile time to start treatment[5]	77 minutes	122 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	32	35	48	36	25	14
95th percentile time to start treatment[5] (minutes)	169	158	190	169	122	77

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

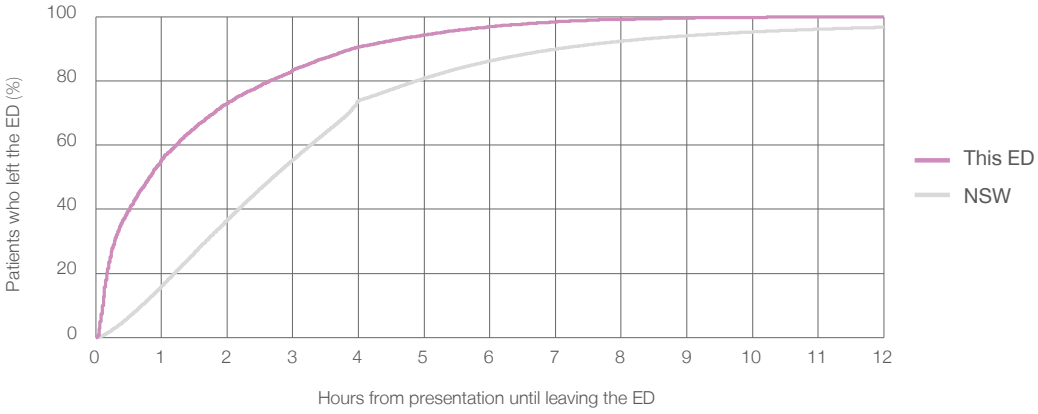
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Broken Hill Base Hospital: Time patients spent in the ED

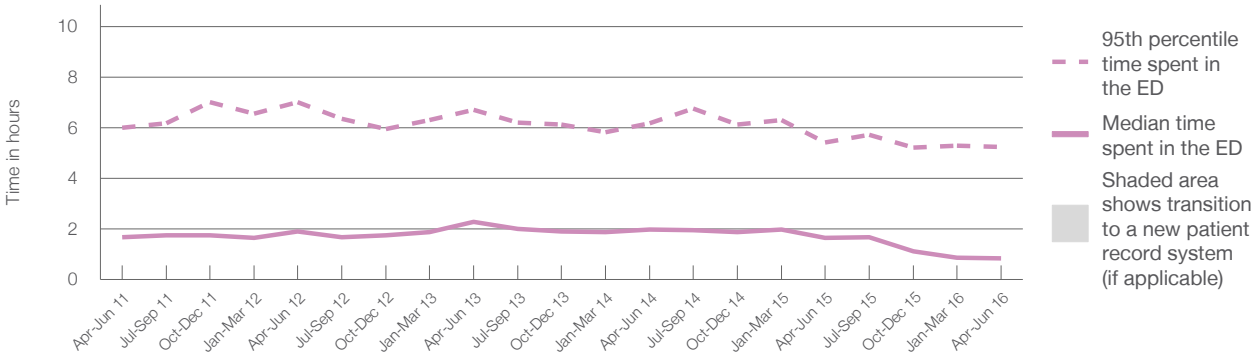
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	5,421 patients	4,799	
Presentations used to calculate time to leaving the ED:[6]	5,421 patients	4,799	
Median time spent in the ED[8]	0 hours and 50 minutes	1 hours and 40 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	5 hours and 15 minutes	5 hours and 25 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 41m	1h 55m	2h 17m	1h 59m	1h 40m	0h 50m
95th percentile time to leaving the ED[9] (hours, minutes)	6h 0m	7h 1m	6h 43m	6h 11m	5h 25m	5h 15m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

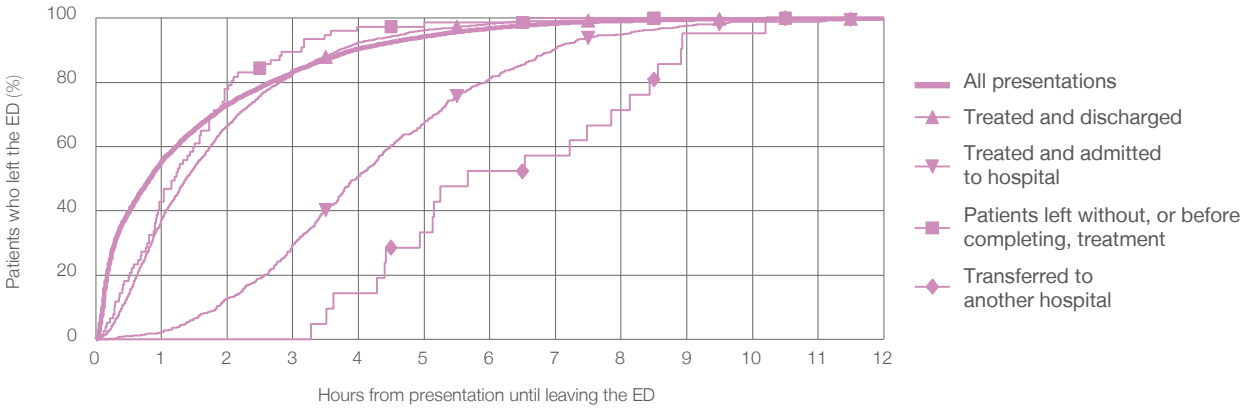
Broken Hill Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 5,421 patients

Presentations used to calculate time to leaving the ED:[6] 5,421 patients

		Same period last year	Change since one year ago
Treated and discharged	2,606 (48.1%)	2,770	-5.9%
Treated and admitted to hospital	595 (11.0%)	629	-5.4%
Patient left without, or before completing, treatment	77 (1.4%)	176	-56.3%
Transferred to another hospital	21 (0.4%)	22	-4.5%
Other	2,122 (39.1%)	1,202	76.5%
		4,799	13.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	37.3%	66.6%	83.0%	92.4%	98.2%	99.5%	99.8%	100%
Treated and admitted to hospital	2.2%	12.8%	29.6%	50.8%	81.3%	95.0%	99.0%	99.7%
Patient left without, or before completing, treatment	42.9%	77.9%	89.6%	97.4%	98.7%	100%	100%	100%
Transferred to another hospital	0%	0%	0%	14.3%	52.4%	71.4%	95.2%	100%
All presentations	55.5%	73.1%	83.5%	90.6%	96.9%	99.1%	99.8%	99.9%

(†) 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 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.

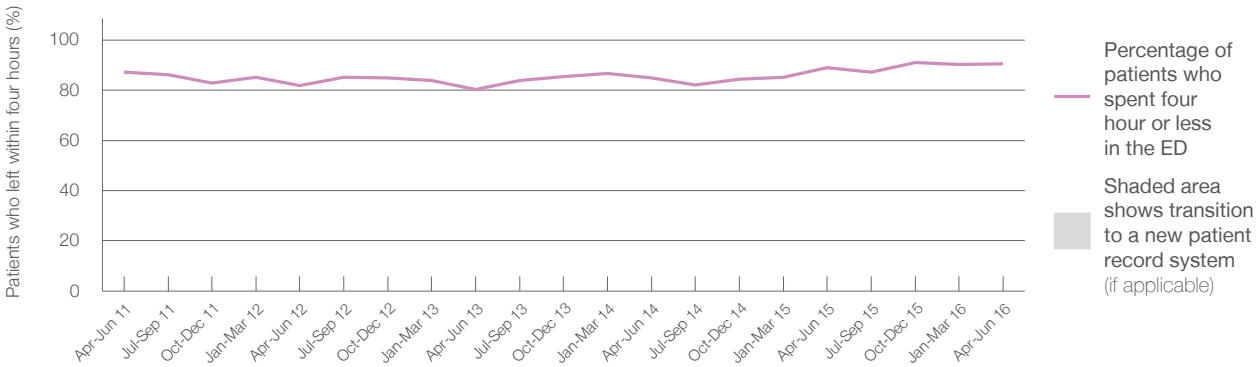
Broken Hill Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	5,421 patients	4,799	13.0%
Presentations used to calculate time to leaving the ED:[6]	5,421 patients	4,799	13.0%
Percentage of patients who spent four hours or less in the ED	90.6%	89.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	87.2%	81.9%	80.2%	84.9%	89.0%	90.6%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Goulburn Base Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 4,133 patients	4,210	-1.8%
Emergency presentations:[2] 3,927 patients	3,895	0.8%

Goulburn Base Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 495 patients	453	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	34 minutes	39 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,662 patients	1,570	
Median time to start treatment[4]	27 minutes	24 minutes	20 minutes
95th percentile time to start treatment[5]	130 minutes	116 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,489 patients	1,603	
Median time to start treatment[4]	39 minutes	34 minutes	25 minutes
95th percentile time to start treatment[5]	176 minutes	174 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 265 patients	247	
Median time to start treatment[4]	28 minutes	24 minutes	23 minutes
95th percentile time to start treatment[5]	170 minutes	171 minutes	132 minutes

Goulburn Base Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 4,133 patients		4,210	-1.8%
Percentage of patients who spent four hours or less in the ED	78.1%	78.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

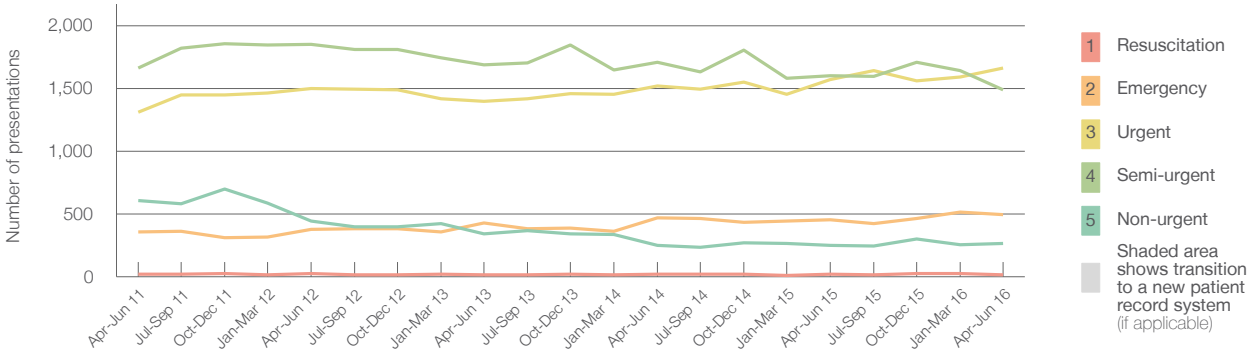
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Goulburn Base Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	4,133 patients	4,210	-1.8%
Emergency presentations[2] by triage category:	3,927 patients	3,895	0.8%
1 Resuscitation	16 (0.4%)	22	-27.3%
2 Emergency	495 (12.6%)	453	9.3%
3 Urgent	1,662 (42.3%)	1,570	5.9%
4 Semi-urgent	1,489 (37.9%)	1,603	-7.1%
5 Non-urgent	265 (6.7%)	247	7.3%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	18	27	13	21	22	16
Emergency	358	379	426	467	453	495
Urgent	1,311	1,501	1,399	1,520	1,570	1,662
Semi-urgent	1,664	1,851	1,688	1,708	1,603	1,489
Non-urgent	604	444	342	249	247	265
All emergency presentations	3,955	4,202	3,868	3,965	3,895	3,927

Goulburn Base Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	792 patients	773	
ED Transfer of care time			
Median time	13 minutes	12 minutes	1 minute
95th percentile time	51 minutes	43 minutes	8 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

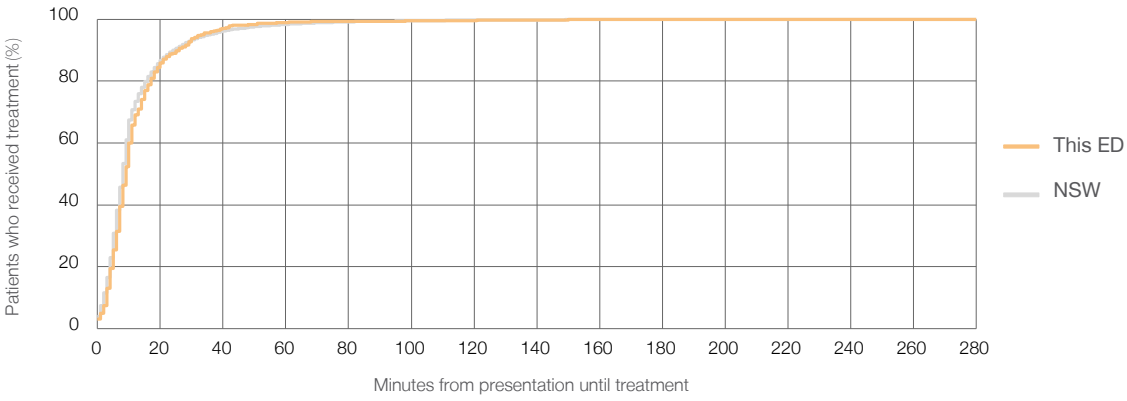
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Goulburn Base Hospital: Time patients waited to start treatment, triage 2

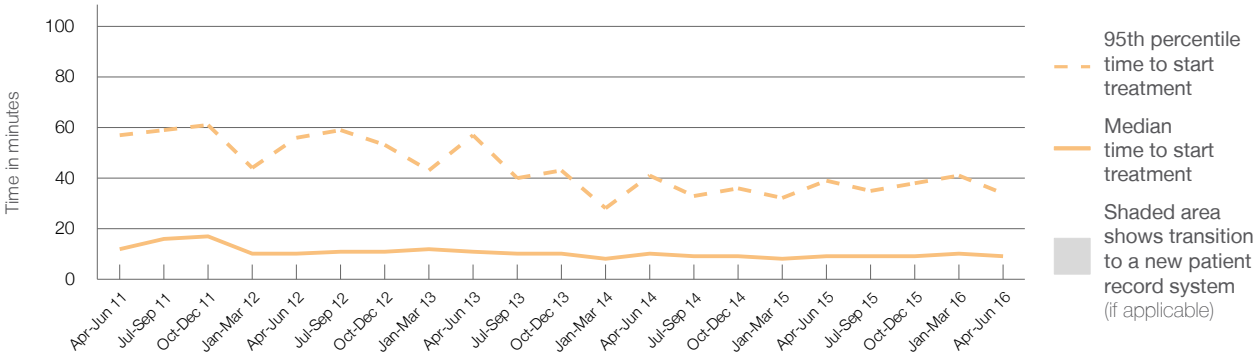
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 495		453	
Number of triage 2 patients used to calculate waiting time:[3] 493		453	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	34 minutes	39 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	12	10	11	10	9	9
95th percentile time to start treatment[5] (minutes)	57	56	57	41	39	34

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

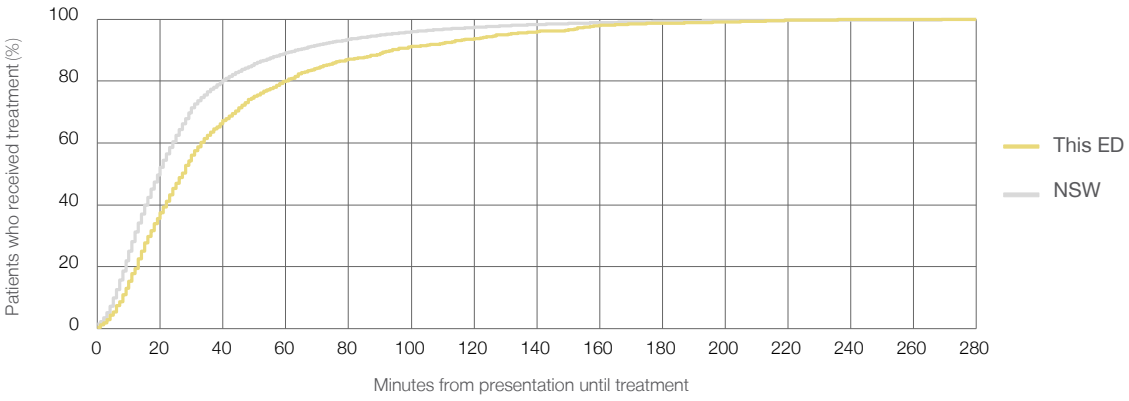
Goulburn Base Hospital: Time patients waited to start treatment, triage 3

April to June 2016

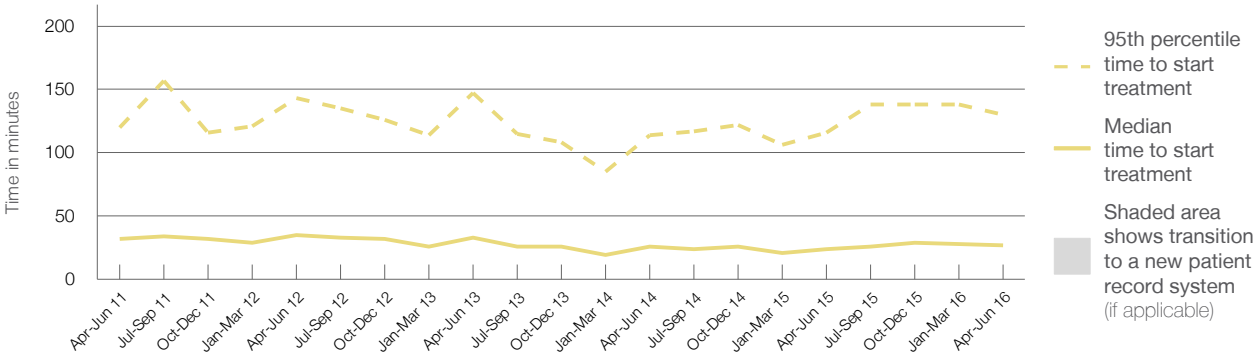
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	1,662	1,570	
Number of triage 3 patients used to calculate waiting time:[3]	1,615	1,540	
Median time to start treatment[4]	27 minutes	24 minutes	20 minutes
95th percentile time to start treatment[5]	130 minutes	116 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	32	35	33	26	24	27
95th percentile time to start treatment[5] (minutes)	120	143	147	114	116	130

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

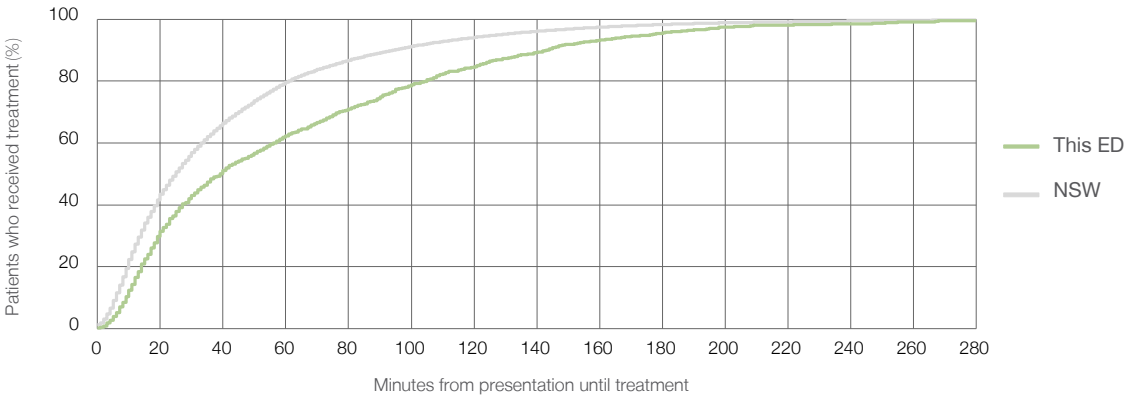
Goulburn Base Hospital: Time patients waited to start treatment, triage 4

April to June 2016

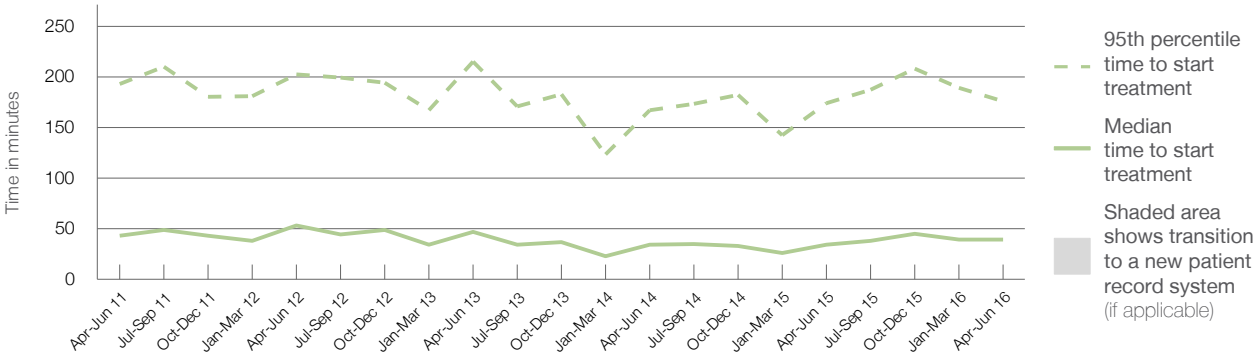
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,489	1,603	
Number of triage 4 patients used to calculate waiting time:[3]	1,352	1,459	
Median time to start treatment[4]	39 minutes	34 minutes	25 minutes
95th percentile time to start treatment[5]	176 minutes	174 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	43	53	47	34	34	39
95th percentile time to start treatment[5] (minutes)	193	202	215	167	174	176

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

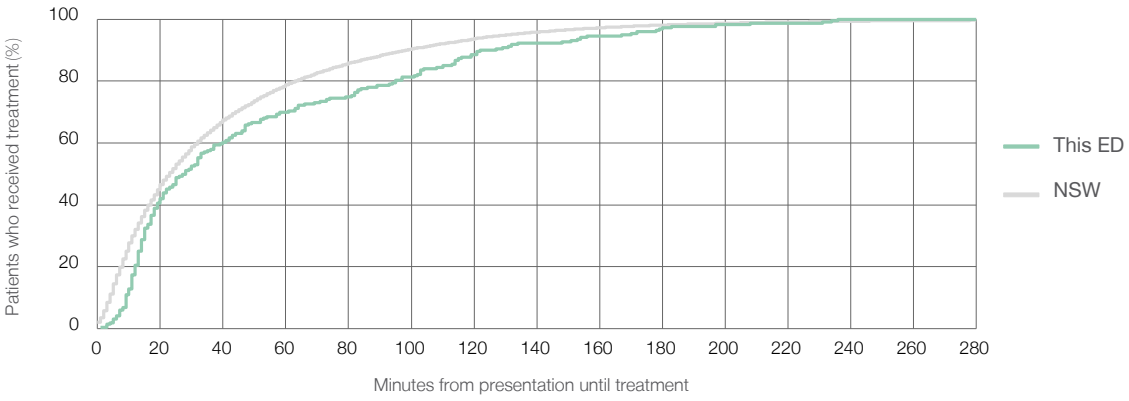
Goulburn Base Hospital: Time patients waited to start treatment, triage 5

April to June 2016

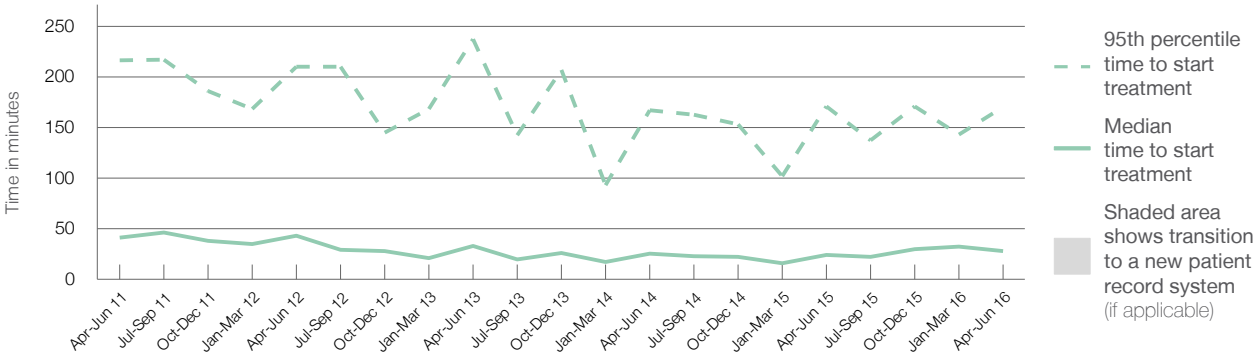
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	265	247	
Number of triage 5 patients used to calculate waiting time:[3]	219	201	
Median time to start treatment[4]	28 minutes	24 minutes	23 minutes
95th percentile time to start treatment[5]	170 minutes	171 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	41	43	33	25	24	28
95th percentile time to start treatment[5] (minutes)	216	210	237	167	171	170

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

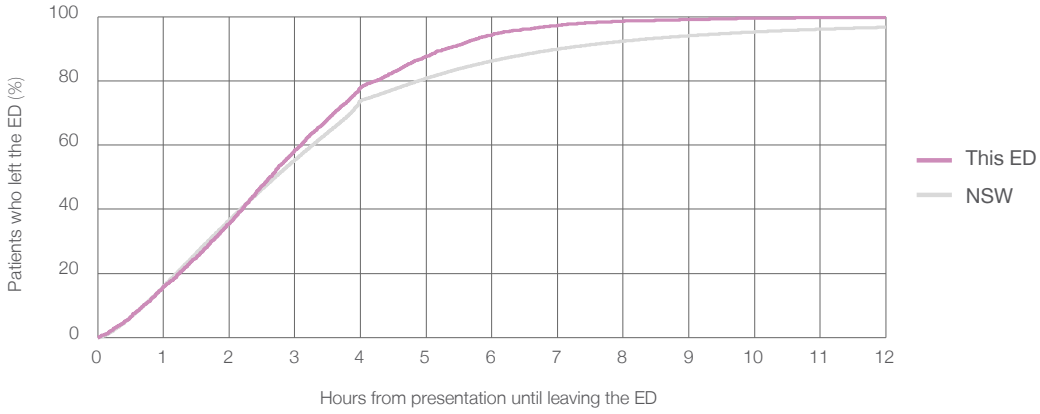
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Goulburn Base Hospital: Time patients spent in the ED

April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	4,133 patients	4,210	
Presentations used to calculate time to leaving the ED:[6]	4,133 patients	4,210	
Median time spent in the ED[8]	2 hours and 38 minutes	2 hours and 33 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 9 minutes	6 hours and 16 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 24m	2h 52m	2h 51m	2h 29m	2h 33m	2h 38m
95th percentile time to leaving the ED[9] (hours, minutes)	7h 34m	8h 51m	8h 29m	6h 44m	6h 16m	6h 9m

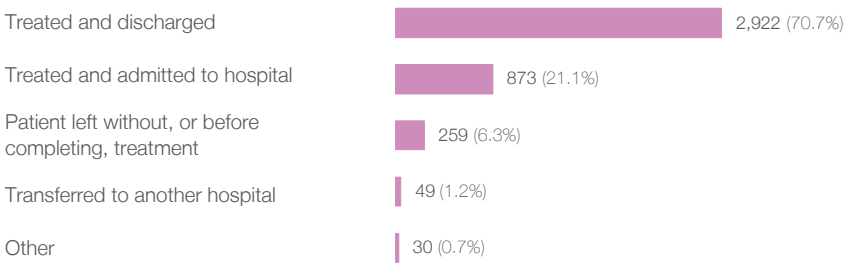
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Goulburn Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

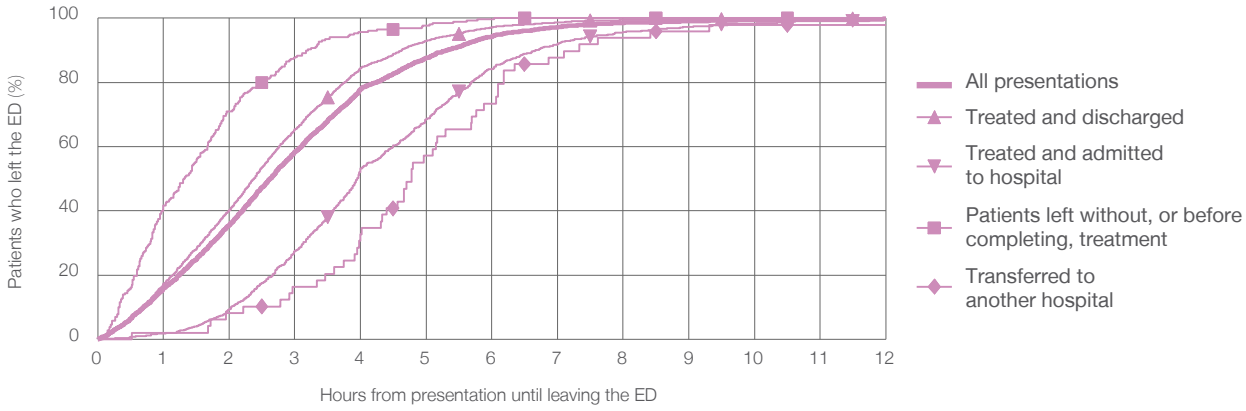
All presentations:[1] 4,133 patients

Presentations used to calculate time to leaving the ED:[6] 4,133 patients



	Same period last year	Change since one year ago
	4,210	-1.8%
	2,959	-1.3%
	913	-4.4%
	281	-7.8%
	35	40.0%
	22	36.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.3%	40.2%	65.5%	84.5%	97.1%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.7%	9.3%	27.5%	53.2%	84.2%	95.6%	98.3%	99.4%
Patient left without, or before completing, treatment	41.7%	71.0%	87.6%	95.8%	99.6%	100%	100%	100%
Transferred to another hospital	2.0%	8.2%	16.3%	32.7%	73.5%	93.9%	98.0%	98.0%
All presentations	15.9%	35.6%	58.5%	78.1%	94.3%	98.6%	99.5%	99.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

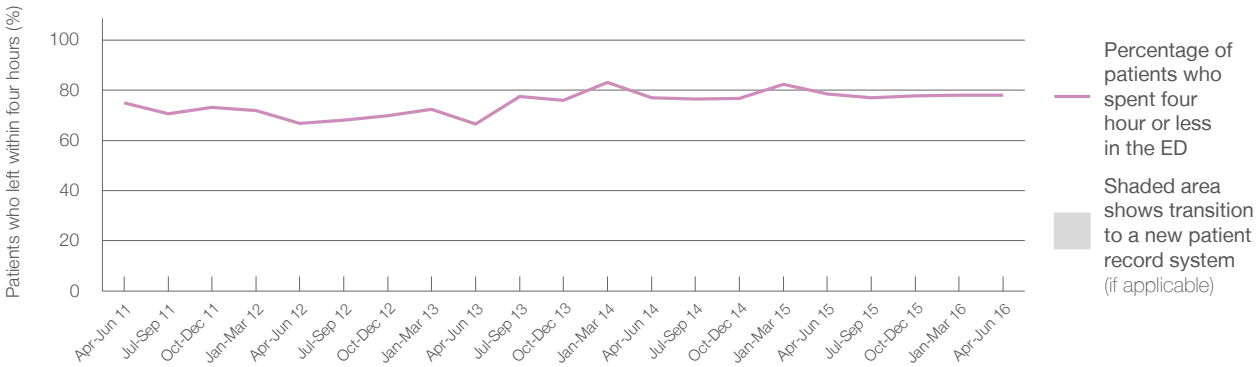
Goulburn Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,133 patients	4,210	-1.8%
Presentations used to calculate time to leaving the ED:[6]	4,133 patients	4,210	-1.8%
Percentage of patients who spent four hours or less in the ED	78.1%	78.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	75.0%	66.8%	66.6%	77.1%	78.5%	78.1%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Grafton Base Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 5,725 patients	5,692	0.6%
Emergency presentations:[2] 5,329 patients	5,296	0.6%

Grafton Base Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 532 patients	579	
Median time to start treatment[4]	12 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	49 minutes	53 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,765 patients	1,949	
Median time to start treatment[4]	25 minutes	25 minutes	20 minutes
95th percentile time to start treatment[5]	100 minutes	107 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 2,406 patients	2,155	
Median time to start treatment[4]	34 minutes	36 minutes	25 minutes
95th percentile time to start treatment[5]	124 minutes	140 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 613 patients	598	
Median time to start treatment[4]	34 minutes	32 minutes	23 minutes
95th percentile time to start treatment[5]	135 minutes	130 minutes	132 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 5,724 patients		5,692	0.6%
Percentage of patients who spent four hours or less in the ED	74.3%	73.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

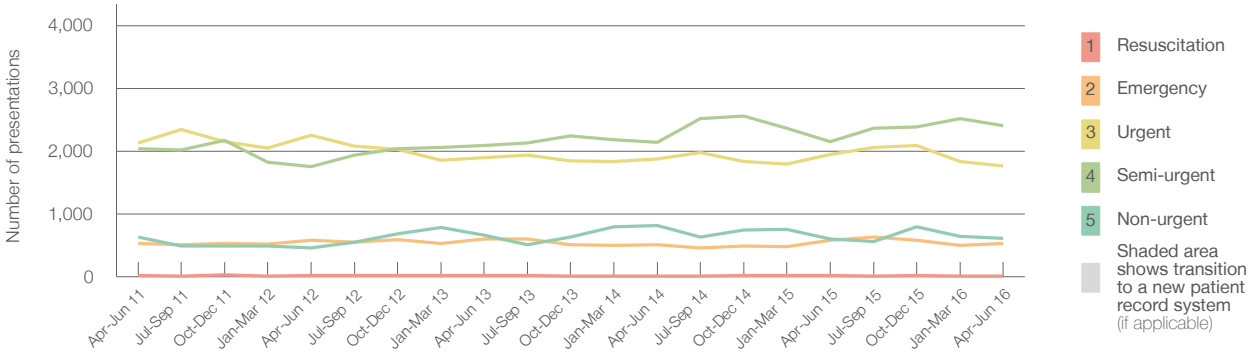
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Grafton Base Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	5,725 patients	5,692	0.6%
Emergency presentations[2] by triage category:	5,329 patients	5,296	0.6%
1 Resuscitation	13 (0.2%)	15	-13.3%
2 Emergency	532 (10.0%)	579	-8.1%
3 Urgent	1,765 (33.1%)	1,949	-9.4%
4 Semi-urgent	2,406 (45.1%)	2,155	11.6%
5 Non-urgent	613 (11.5%)	598	2.5%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	21	22	17	13	15	13
Emergency	525	582	604	505	579	532
Urgent	2,130	2,254	1,901	1,877	1,949	1,765
Semi-urgent	2,034	1,750	2,090	2,136	2,155	2,406
Non-urgent	628	457	661	810	598	613
All emergency presentations	5,338	5,065	5,273	5,341	5,296	5,329

Grafton Base Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	508 patients **	491	
ED Transfer of care time			
Median time	14 minutes	15 minutes	-1 minute
95th percentile time	41 minutes	44 minutes	-3 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

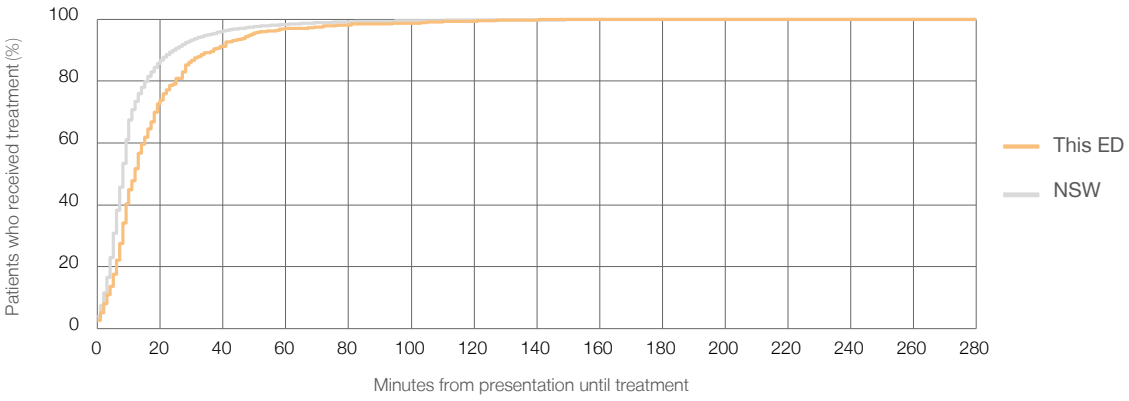
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Grafton Base Hospital: Time patients waited to start treatment, triage 2

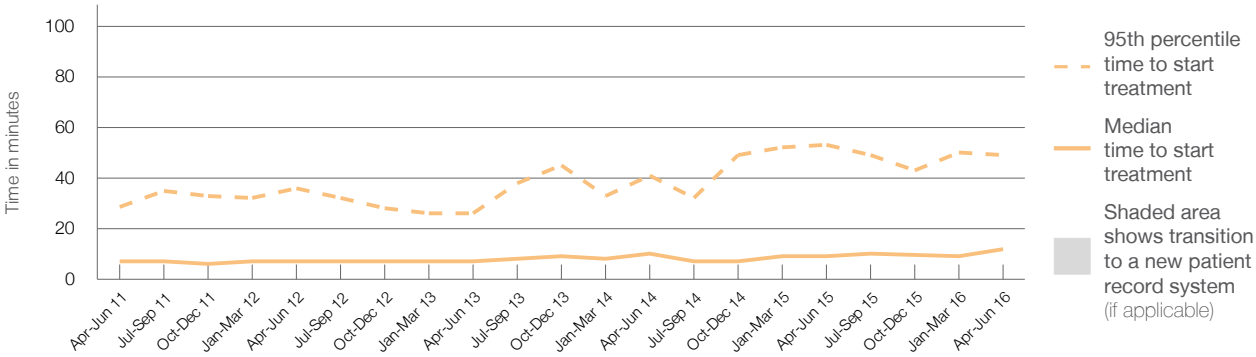
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 532		579	
Number of triage 2 patients used to calculate waiting time:[3] 526		574	
Median time to start treatment[4]	12 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	49 minutes	53 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	7	7	10	9	12
95th percentile time to start treatment[5] (minutes)	29	36	26	41	53	49

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

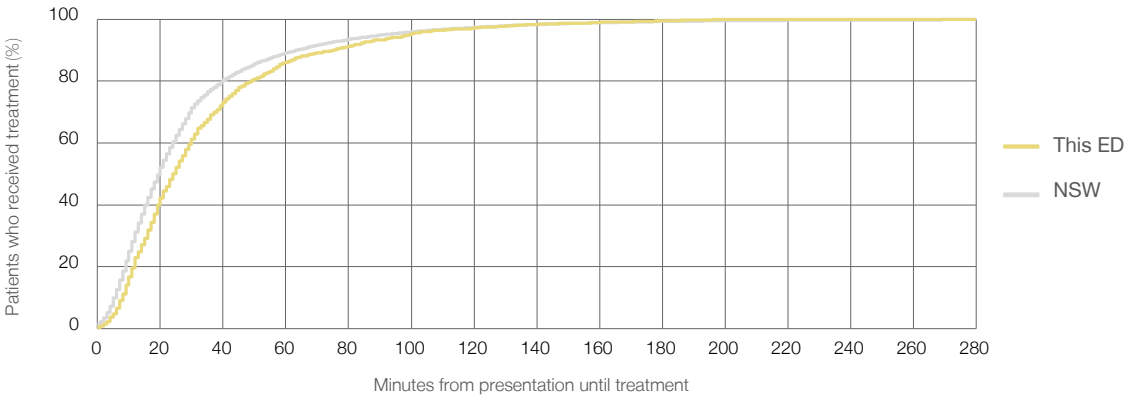
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Grafton Base Hospital: Time patients waited to start treatment, triage 3

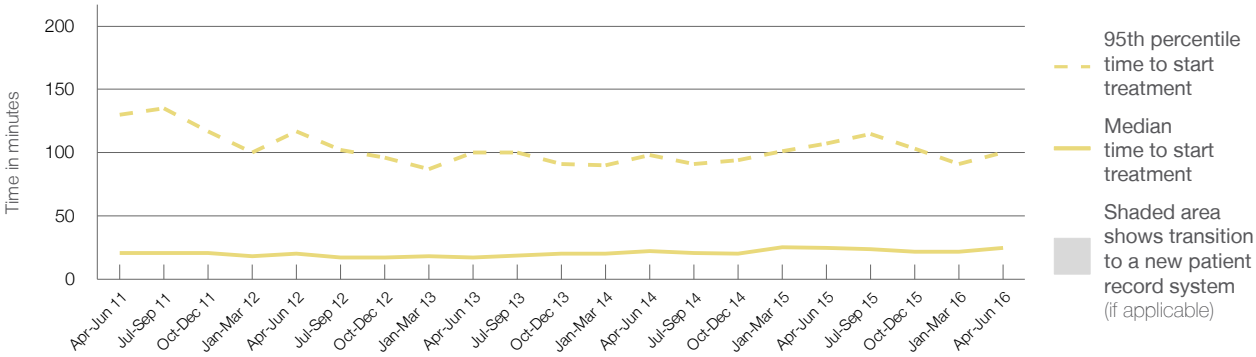
April to June 2016

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	1,765	1,949	
Number of triage 3 patients used to calculate waiting time:[3]	1,739	1,905	
Median time to start treatment[4]	25 minutes	25 minutes	20 minutes
95th percentile time to start treatment[5]	100 minutes	107 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	21	20	17	23	25	25
95th percentile time to start treatment[5] (minutes)	130	117	100	98	107	100

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

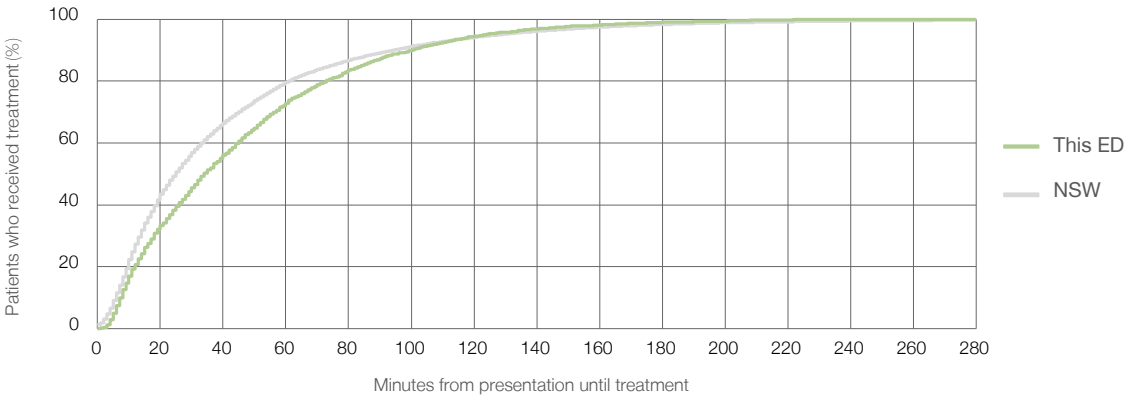
Grafton Base Hospital: Time patients waited to start treatment, triage 4

April to June 2016

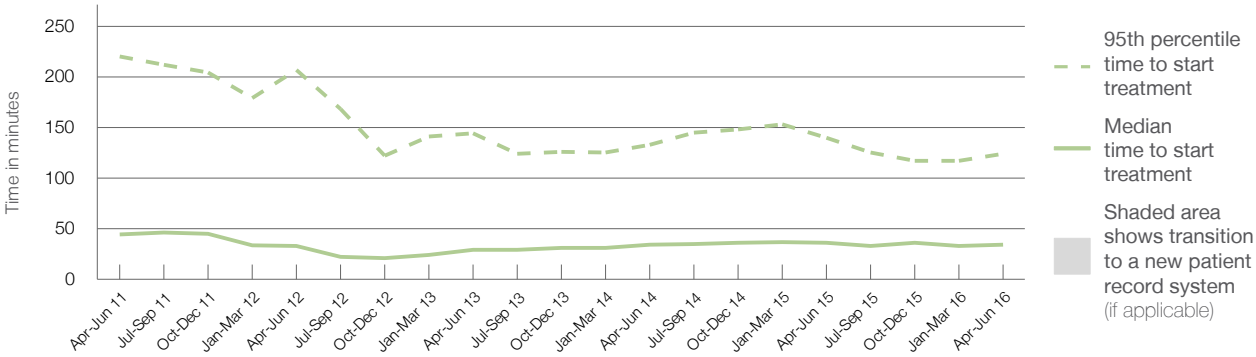
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,406	2,155	
Number of triage 4 patients used to calculate waiting time:[3]	2,290	2,019	
Median time to start treatment[4]	34 minutes	36 minutes	25 minutes
95th percentile time to start treatment[5]	124 minutes	140 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	44	33	29	34	36	34
95th percentile time to start treatment[5] (minutes)	220	207	144	133	140	124

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

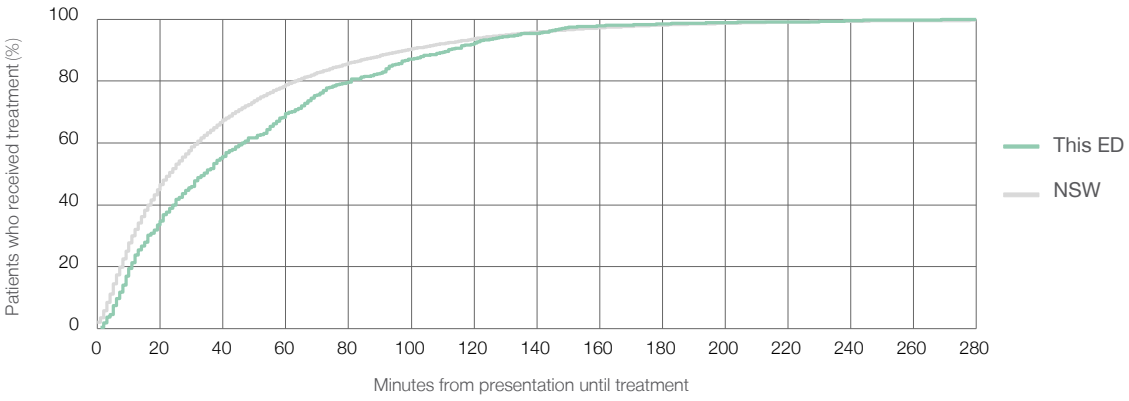
Grafton Base Hospital: Time patients waited to start treatment, triage 5

April to June 2016

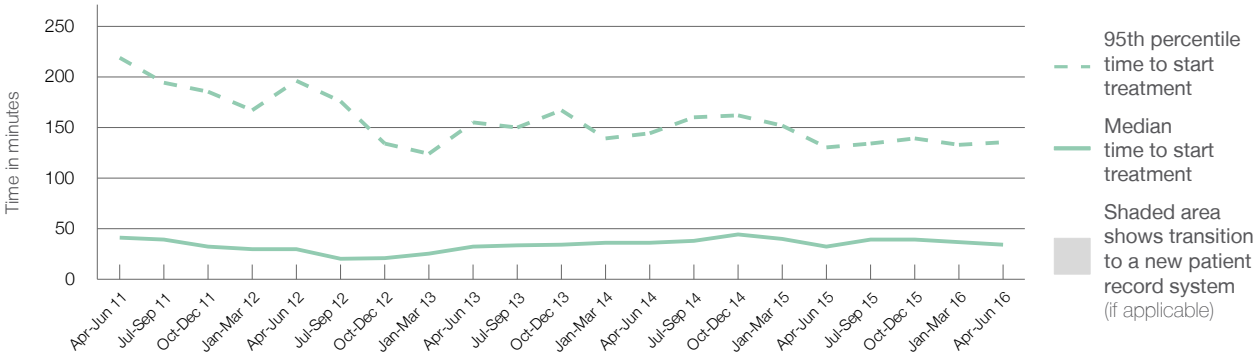
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 613		598	
Number of triage 5 patients used to calculate waiting time:[3] 537		481	
Median time to start treatment[4]	34 minutes	32 minutes	23 minutes
95th percentile time to start treatment[5]	135 minutes	130 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	41	30	32	36	32	34
95th percentile time to start treatment[5] (minutes)	219	196	155	144	130	135

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

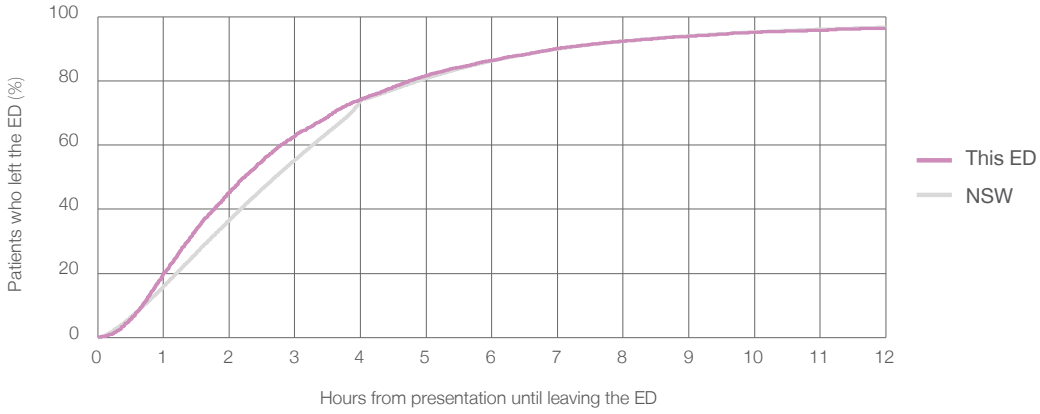
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Grafton Base Hospital: Time patients spent in the ED

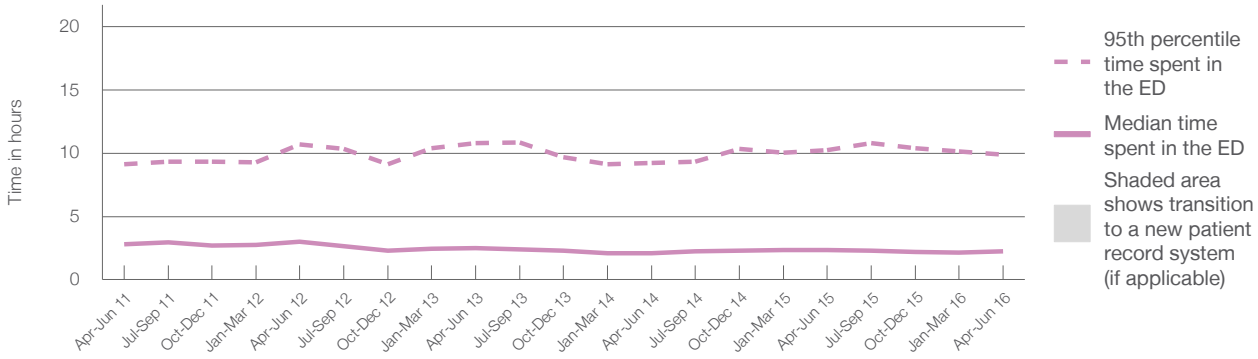
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	5,725 patients	5,692	
Presentations used to calculate time to leaving the ED:[6]	5,724 patients	5,692	
Median time spent in the ED[8]	2 hours and 14 minutes	2 hours and 20 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	9 hours and 52 minutes	10 hours and 14 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 48m	2h 59m	2h 29m	2h 7m	2h 20m	2h 14m
95th percentile time to leaving the ED[9] (hours, minutes)	9h 6m	10h 41m	10h 49m	9h 15m	10h 14m	9h 52m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

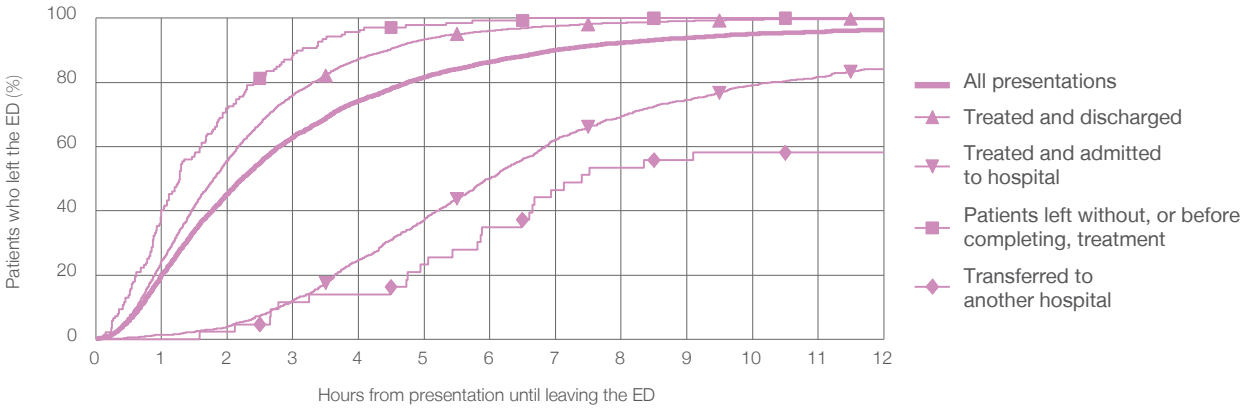
Grafton Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 5,725 patients

Presentations used to calculate time to leaving the ED:[6] 5,724 patients

		Same period last year	Change since one year ago
Treated and discharged	4,363 (76.2%)	4,173	4.6%
Treated and admitted to hospital	1,161 (20.3%)	1,251	-7.2%
Patient left without, or before completing, treatment	139 (2.4%)	202	-31.2%
Transferred to another hospital	43 (0.8%)	56	-23.2%
Other	19 (0.3%)	10	90.0%
		5,692	0.6%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.4%	55.6%	76.0%	87.3%	96.0%	98.5%	99.6%	99.8%
Treated and admitted to hospital	1.3%	4.0%	11.9%	24.6%	50.1%	69.4%	79.2%	84.2%
Patient left without, or before completing, treatment	40.3%	71.9%	88.5%	95.7%	99.3%	100%	100%	100%
Transferred to another hospital	0%	2.3%	11.6%	14.0%	34.9%	53.5%	58.1%	58.1%
All presentations	20.1%	45.2%	62.9%	74.3%	86.4%	92.3%	95.1%	96.3%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

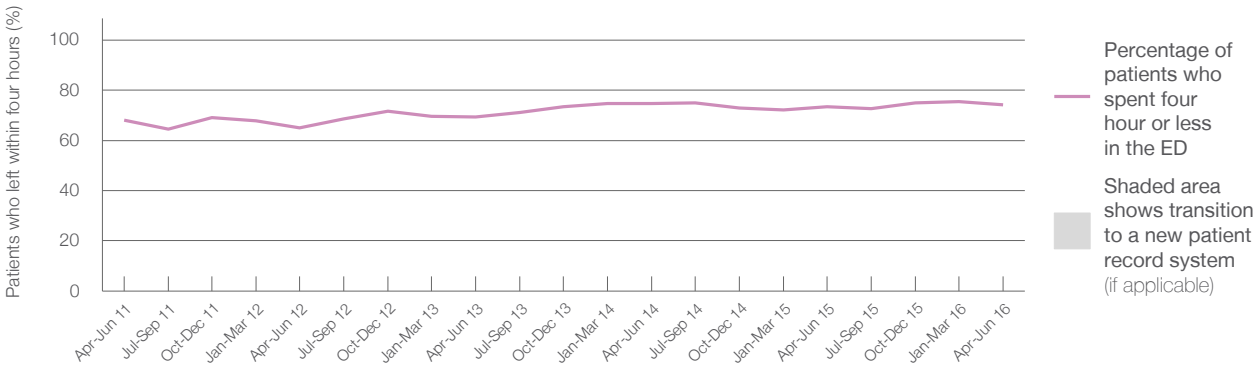
Grafton Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	5,725 patients	5,692	0.6%
Presentations used to calculate time to leaving the ED:[6]	5,724 patients	5,692	0.6%
Percentage of patients who spent four hours or less in the ED	74.3%	73.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	68.1%	65.0%	69.2%	74.8%	73.3%	74.3%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Griffith Base Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	4,722 patients	4,481	5.4%
Emergency presentations:[2]	4,541 patients	4,328	4.9%

Griffith Base Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	361 patients	322	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	18 minutes	26 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,841 patients	1,723	
Median time to start treatment[4]	17 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	68 minutes	78 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	1,967 patients	2,002	
Median time to start treatment[4]	22 minutes	26 minutes	25 minutes
95th percentile time to start treatment[5]	103 minutes	123 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	345 patients	262	
Median time to start treatment[4]	17 minutes	27 minutes	23 minutes
95th percentile time to start treatment[5]	105 minutes	122 minutes	132 minutes

Griffith Base Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	4,722 patients	4,480	5.4%
Percentage of patients who spent four hours or less in the ED	84.1%	83.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

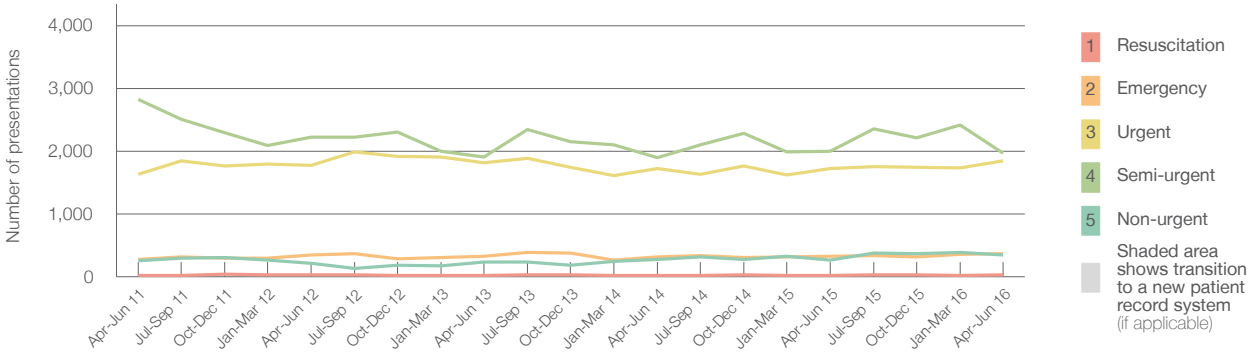
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Griffith Base Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	4,722 patients	4,481	5.4%
Emergency presentations[2] by triage category:	4,541 patients	4,328	4.9%
1 Resuscitation	27 (0.6%)	19	42.1%
2 Emergency	361 (7.9%)	322	12.1%
3 Urgent	1,841 (40.5%)	1,723	6.8%
4 Semi-urgent	1,967 (43.3%)	2,002	-1.7%
5 Non-urgent	345 (7.6%)	262	31.7%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	21	29	23	21	19	27
Emergency	269	345	322	311	322	361
Urgent	1,633	1,771	1,817	1,718	1,723	1,841
Semi-urgent	2,821	2,222	1,902	1,894	2,002	1,967
Non-urgent	253	214	231	273	262	345
All emergency presentations	4,997	4,581	4,295	4,217	4,328	4,541

Griffith Base Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	796 patients	751	
ED Transfer of care time			
Median time	12 minutes	12 minutes	0 minutes
95th percentile time	32 minutes	30 minutes	2 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

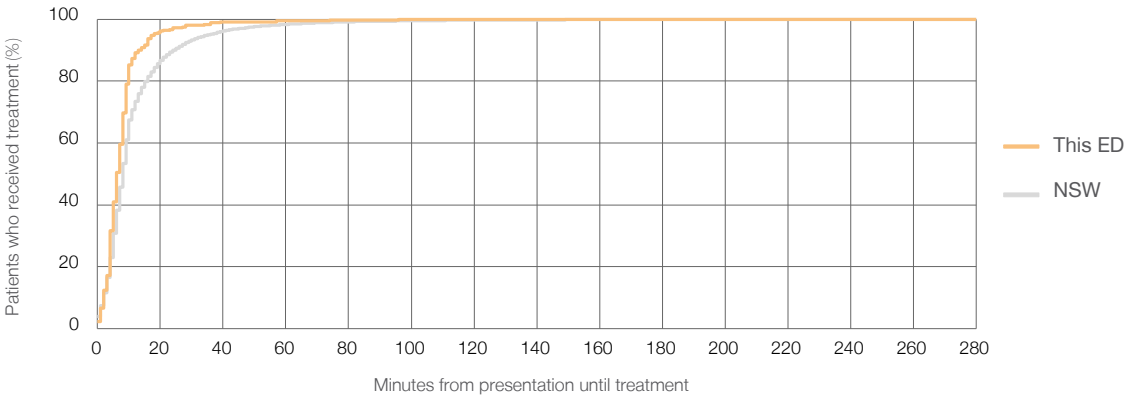
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Griffith Base Hospital: Time patients waited to start treatment, triage 2

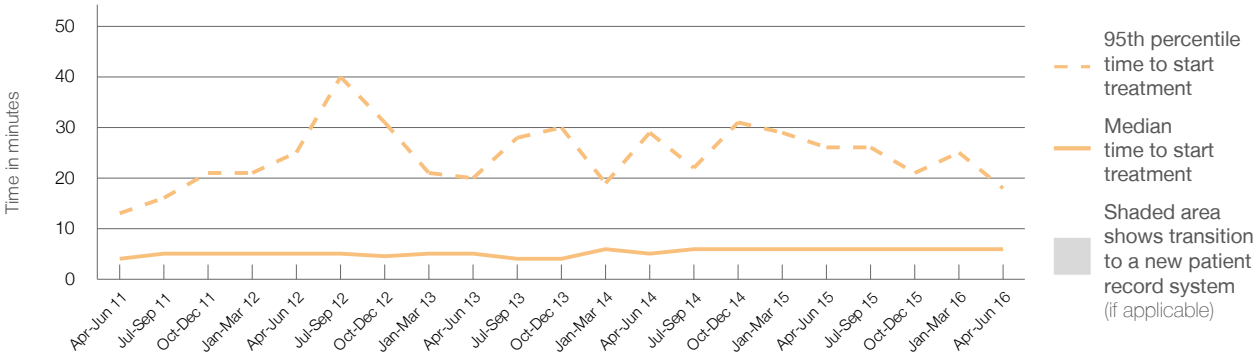
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 361		322	
Number of triage 2 patients used to calculate waiting time:[3] 361		322	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	18 minutes	26 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	4	5	5	5	6	6
95th percentile time to start treatment[5] (minutes)	13	25	20	29	26	18

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

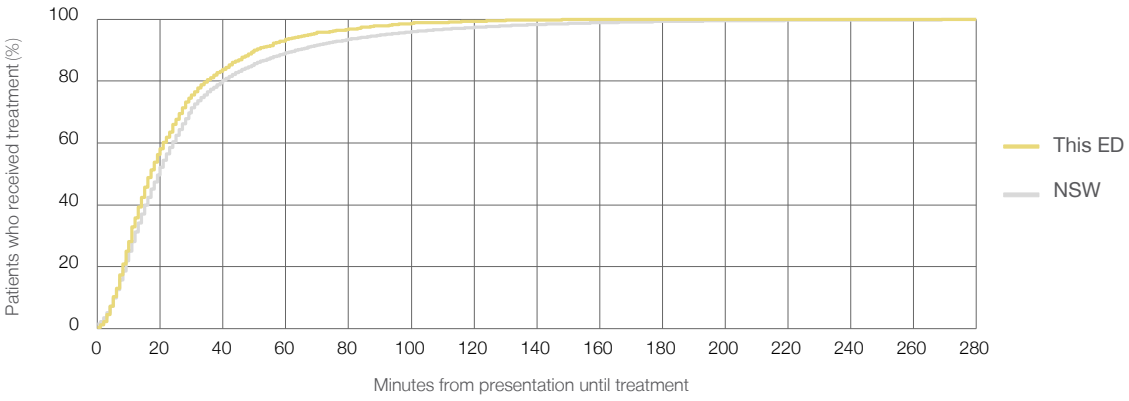
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Griffith Base Hospital: Time patients waited to start treatment, triage 3

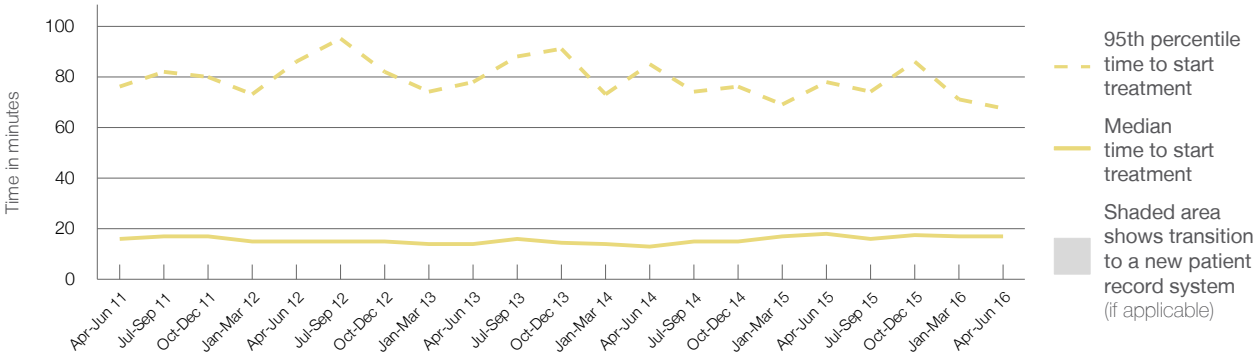
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients:	1,841	1,723	
Number of triage 3 patients used to calculate waiting time:[3]	1,820	1,683	
Median time to start treatment[4]	17 minutes	18 minutes	20 minutes
95th percentile time to start treatment[5]	68 minutes	78 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	16	15	14	13	18	17
95th percentile time to start treatment[5] (minutes)	76	86	78	85	78	68

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

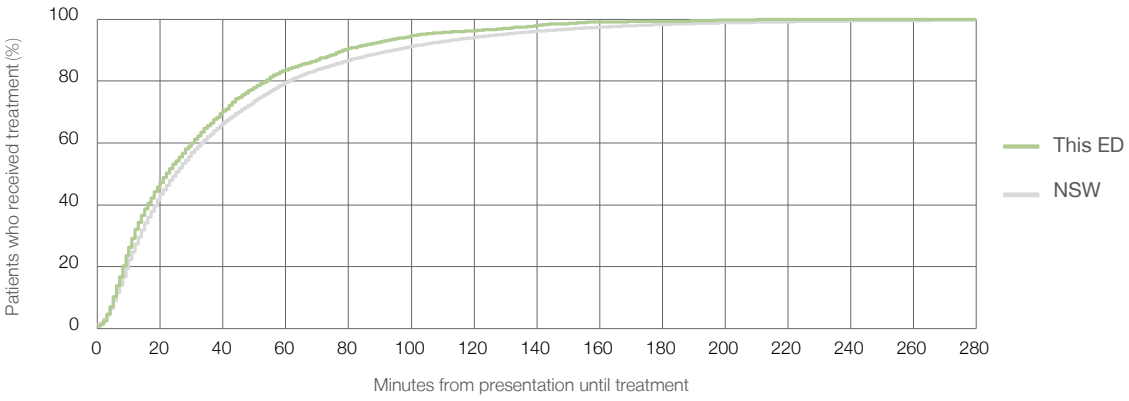
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Griffith Base Hospital: Time patients waited to start treatment, triage 4

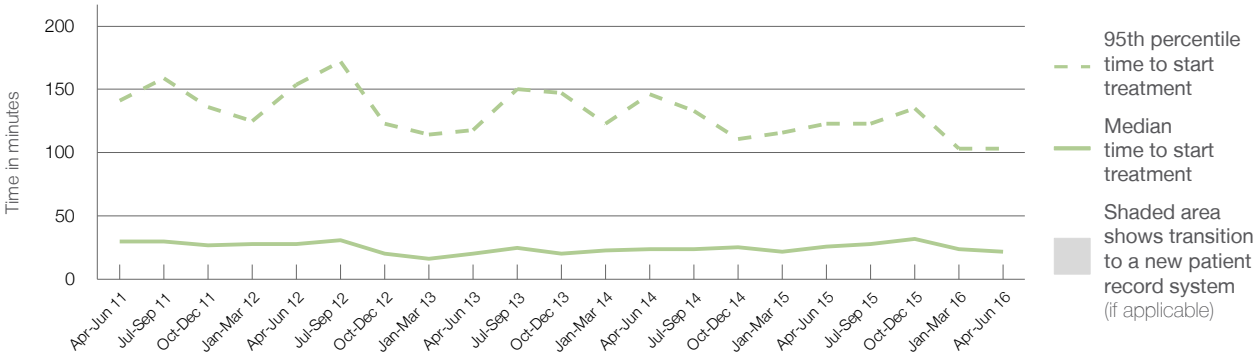
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 1,967		2,002	
Number of triage 4 patients used to calculate waiting time:[3] 1,890		1,919	
Median time to start treatment[4]	22 minutes	26 minutes	25 minutes
95th percentile time to start treatment[5]	103 minutes	123 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	30	28	20	24	26	22
95th percentile time to start treatment[5] (minutes)	141	154	118	146	123	103

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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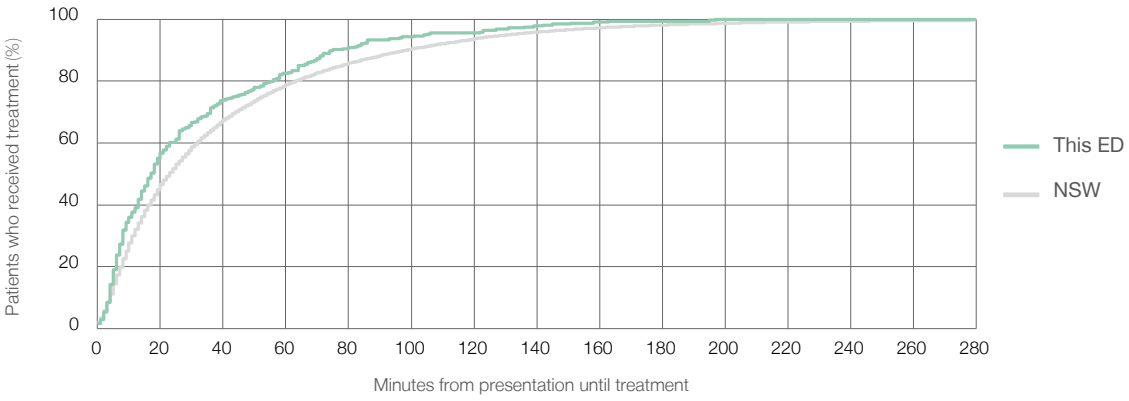
Griffith Base Hospital: Time patients waited to start treatment, triage 5

April to June 2016

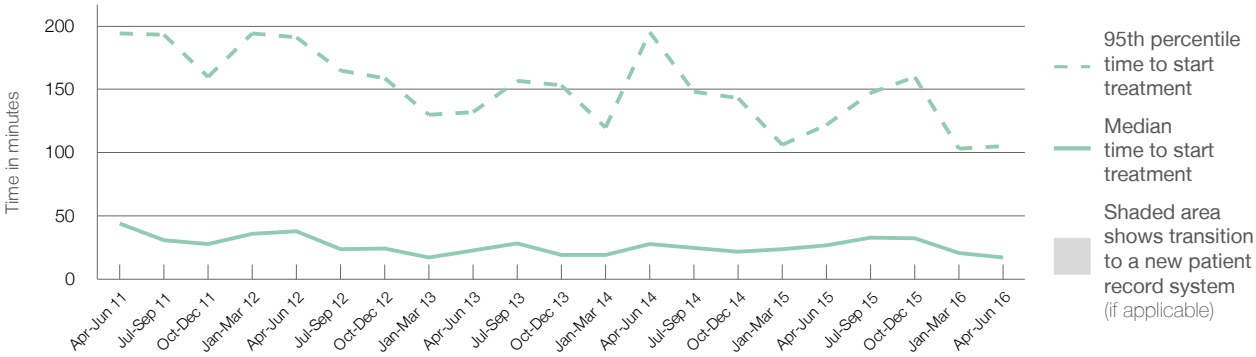
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	345	262	
Number of triage 5 patients used to calculate waiting time:[3]	314	236	
Median time to start treatment[4]	17 minutes	27 minutes	23 minutes
95th percentile time to start treatment[5]	105 minutes	122 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	44	38	23	28	27	17
95th percentile time to start treatment[5] (minutes)	194	191	132	195	122	105

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

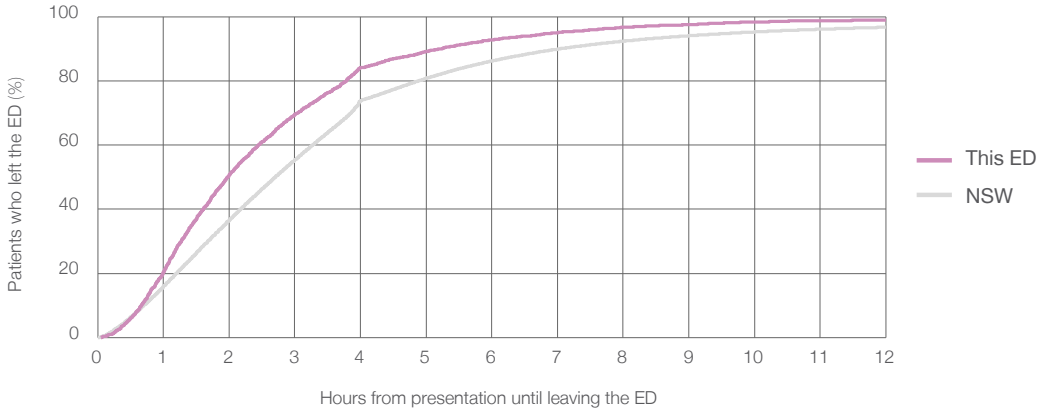
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Griffith Base Hospital: Time patients spent in the ED

April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	4,722 patients	4,481	
Presentations used to calculate time to leaving the ED:[6]	4,722 patients	4,480	
Median time spent in the ED[8]	1 hours and 59 minutes	2 hours and 11 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	7 hours and 0 minutes	6 hours and 27 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 6m	2h 13m	2h 6m	2h 15m	2h 11m	1h 59m
95th percentile time to leaving the ED[9] (hours, minutes)	5h 57m	5h 51m	5h 44m	6h 20m	6h 27m	7h 0m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

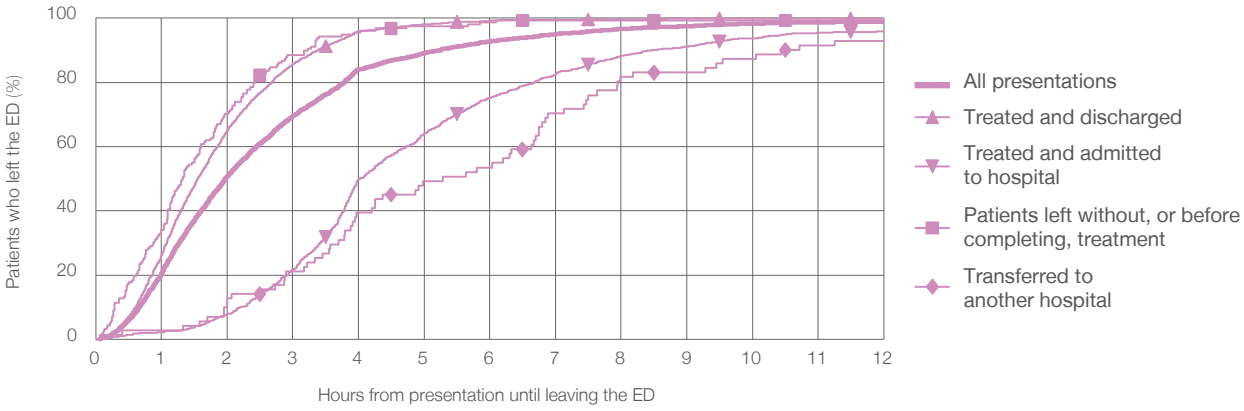
Griffith Base Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 4,722 patients

Presentations used to calculate time to leaving the ED:[6] 4,722 patients

		Same period last year	Change since one year ago
		4,480	5.4%
Treated and discharged	3,358 (71.1%)	3,023	11.1%
Treated and admitted to hospital	1,131 (24.0%)	1,238	-8.6%
Patient left without, or before completing, treatment	158 (3.3%)	152	3.9%
Transferred to another hospital	71 (1.5%)	55	29.1%
Other	4 (0.1%)	13	-69.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	26.3%	65.1%	85.8%	96.0%	99.2%	99.7%	100%	100%
Treated and admitted to hospital	2.2%	8.0%	21.7%	49.9%	75.2%	88.2%	93.7%	95.8%
Patient left without, or before completing, treatment	34.2%	70.3%	88.6%	95.6%	98.7%	99.4%	99.4%	99.4%
Transferred to another hospital	2.8%	12.7%	21.1%	39.4%	53.5%	81.7%	87.3%	93.0%
All presentations	20.5%	50.8%	69.6%	84.1%	92.7%	96.7%	98.3%	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 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.

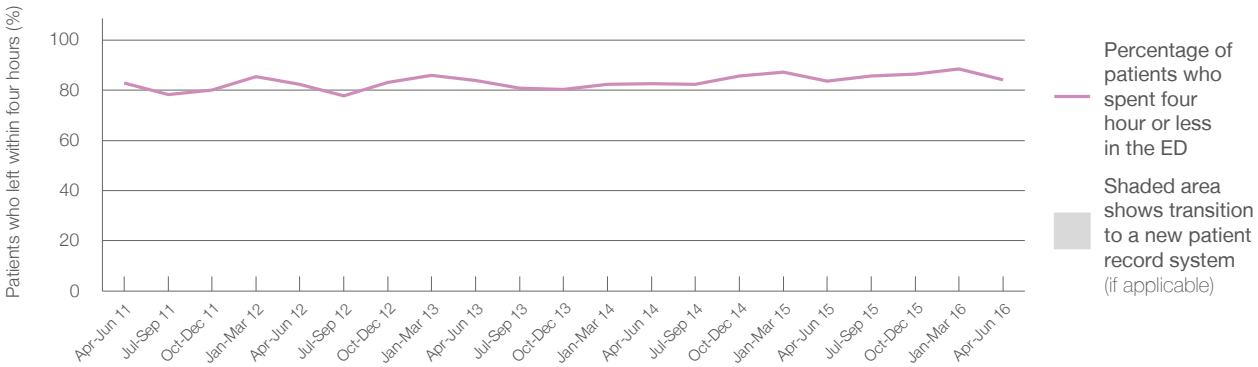
Griffith Base Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,722 patients	4,481	5.4%
Presentations used to calculate time to leaving the ED:[6]	4,722 patients	4,480	5.4%
Percentage of patients who spent four hours or less in the ED	84.1%	83.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	82.9%	82.2%	84.0%	82.6%	83.5%	84.1%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Hawkesbury District Health Services: Emergency department (ED) overview

April to June 2016

Due to the implementation of a new electronic information system in this emergency department during the April to June 2016 quarter, the data for this hospital are not considered reliable enough to display.

Hawkesbury District Health Services: Patients presenting to the emergency department

April to June 2016

Due to the implementation of a new electronic information system in this emergency department during the April to June 2016 quarter, the data for this hospital are not considered reliable enough to display.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 2

April to June 2016

Due to the implementation of a new electronic information system in this emergency department during the April to June 2016 quarter, the data for this hospital are not considered reliable enough to display.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 3

April to June 2016

Due to the implementation of a new electronic information system in this emergency department during the April to June 2016 quarter, the data for this hospital are not considered reliable enough to display.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 4

April to June 2016

Due to the implementation of a new electronic information system in this emergency department during the April to June 2016 quarter, the data for this hospital are not considered reliable enough to display.

Hawkesbury District Health Services: Time patients waited to start treatment, triage 5

April to June 2016

Due to the implementation of a new electronic information system in this emergency department during the April to June 2016 quarter, the data for this hospital are not considered reliable enough to display.

Hawkesbury District Health Services: Time patients spent in the ED

April to June 2016

Due to the implementation of a new electronic information system in this emergency department during the April to June 2016 quarter, the data for this hospital are not considered reliable enough to display.

Hawkesbury District Health Services: Time patients spent in the ED

By mode of separation

April to June 2016

Due to the implementation of a new electronic information system in this emergency department during the April to June 2016 quarter, the data for this hospital are not considered reliable enough to display.

Hawkesbury District Health Services: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

Due to the implementation of a new electronic information system in this emergency department during the April to June 2016 quarter, the data for this hospital are not considered reliable enough to display.

Mount Druitt Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	7,787 patients	7,875	-1.1%
Emergency presentations:[2]	7,735 patients	7,786	-0.7%

Mount Druitt Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	1,188 patients	1,190	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	33 minutes	29 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	3,027 patients	3,142	
Median time to start treatment[4]	28 minutes	27 minutes	20 minutes
95th percentile time to start treatment[5]	111 minutes	123 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	2,633 patients	2,469	
Median time to start treatment[4]	38 minutes	41 minutes	25 minutes
95th percentile time to start treatment[5]	130 minutes	147 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	862 patients	958	
Median time to start treatment[4]	38 minutes	41 minutes	23 minutes
95th percentile time to start treatment[5]	131 minutes	144 minutes	132 minutes

Mount Druitt Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	7,787 patients	7,875	-1.1%
Percentage of patients who spent four hours or less in the ED	72.6%	69.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

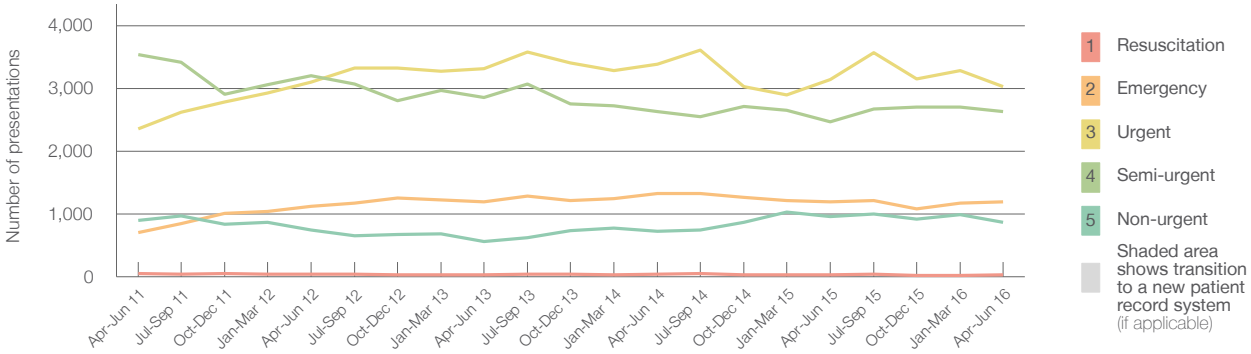
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Mount Druitt Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	7,787 patients	7,875	-1.1%
Emergency presentations[2] by triage category:	7,735 patients	7,786	-0.7%
1 Resuscitation	25 (0.3%)	27	-7.4%
2 Emergency	1,188 (15.4%)	1,190	-0.2%
3 Urgent	3,027 (39.1%)	3,142	-3.7%
4 Semi-urgent	2,633 (34.0%)	2,469	6.6%
5 Non-urgent	862 (11.1%)	958	-10.0%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	48	39	29	39	27	25
Emergency	699	1,125	1,189	1,326	1,190	1,188
Urgent	2,359	3,095	3,311	3,386	3,142	3,027
Semi-urgent	3,534	3,197	2,852	2,632	2,469	2,633
Non-urgent	895	747	560	720	958	862
All emergency presentations	7,535	8,203	7,941	8,103	7,786	7,735

Mount Druitt Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	768 patients	1,094	
ED Transfer of care time			
Median time	14 minutes	15 minutes	-1 minute
95th percentile time	36 minutes	43 minutes	-7 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

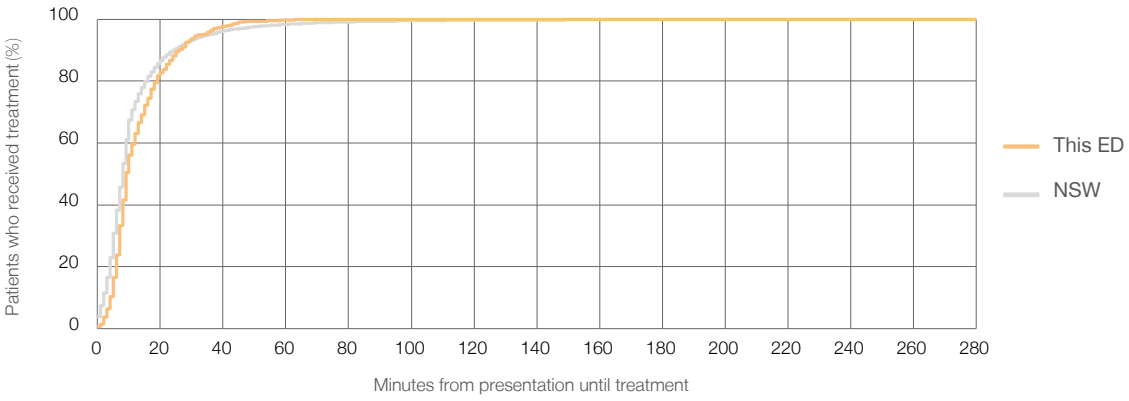
Mount Druitt Hospital: Time patients waited to start treatment, triage 2

April to June 2016

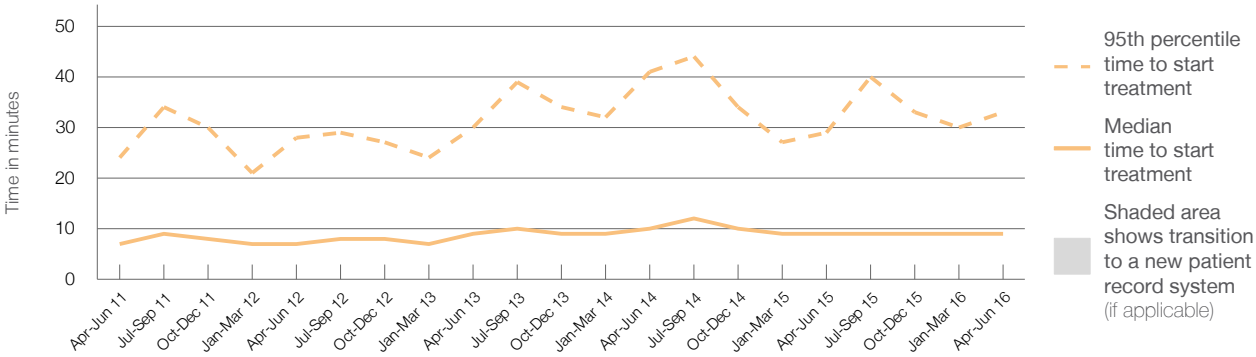
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients:	1,188	1,190	
Number of triage 2 patients used to calculate waiting time:[3]	1,171	1,181	
Median time to start treatment[4]	9 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	33 minutes	29 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	7	9	10	9	9
95th percentile time to start treatment[5] (minutes)	24	28	30	41	29	33

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

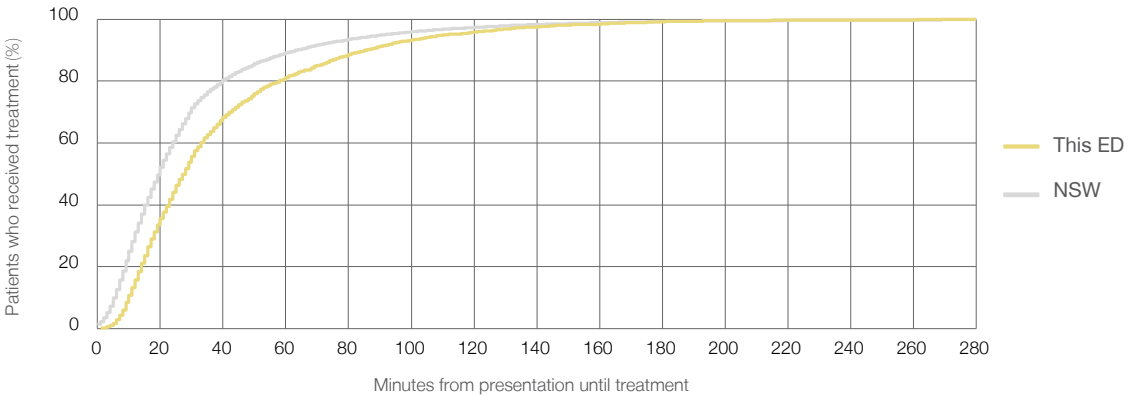
Mount Druitt Hospital: Time patients waited to start treatment, triage 3

April to June 2016

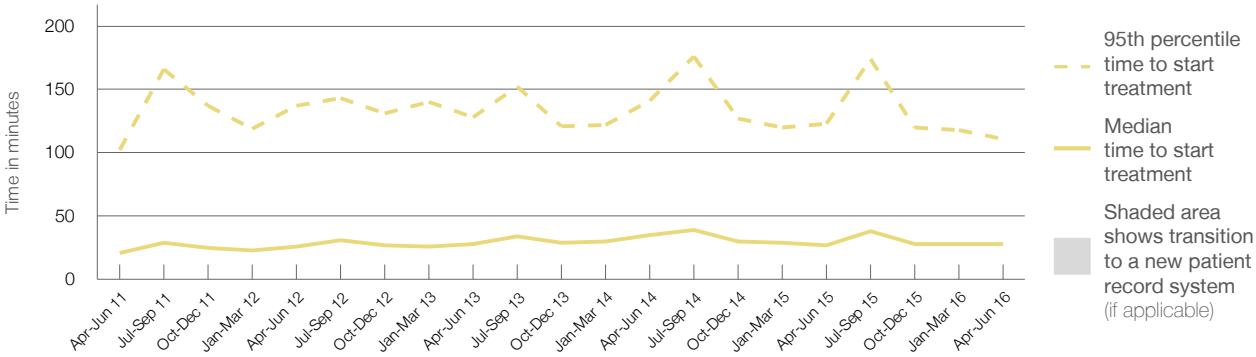
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	3,027	3,142	
Number of triage 3 patients used to calculate waiting time:[3]	2,907	2,982	
Median time to start treatment[4]	28 minutes	27 minutes	20 minutes
95th percentile time to start treatment[5]	111 minutes	123 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	21	26	28	35	27	28
95th percentile time to start treatment[5] (minutes)	102	137	128	141	123	111

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

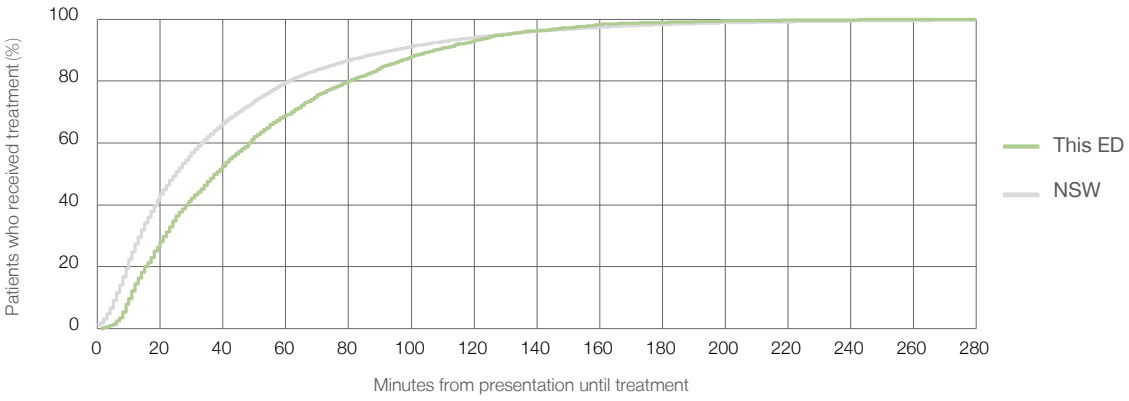
Mount Druitt Hospital: Time patients waited to start treatment, triage 4

April to June 2016

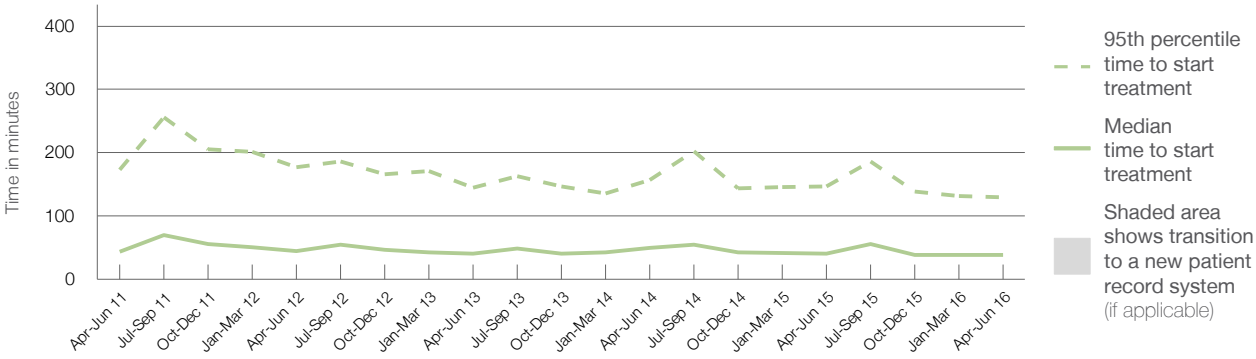
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,633	2,469	
Number of triage 4 patients used to calculate waiting time:[3]	2,382	2,241	
Median time to start treatment[4]	38 minutes	41 minutes	25 minutes
95th percentile time to start treatment[5]	130 minutes	147 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	44	45	41	50	41	38
95th percentile time to start treatment[5] (minutes)	173	177	145	157	147	130

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

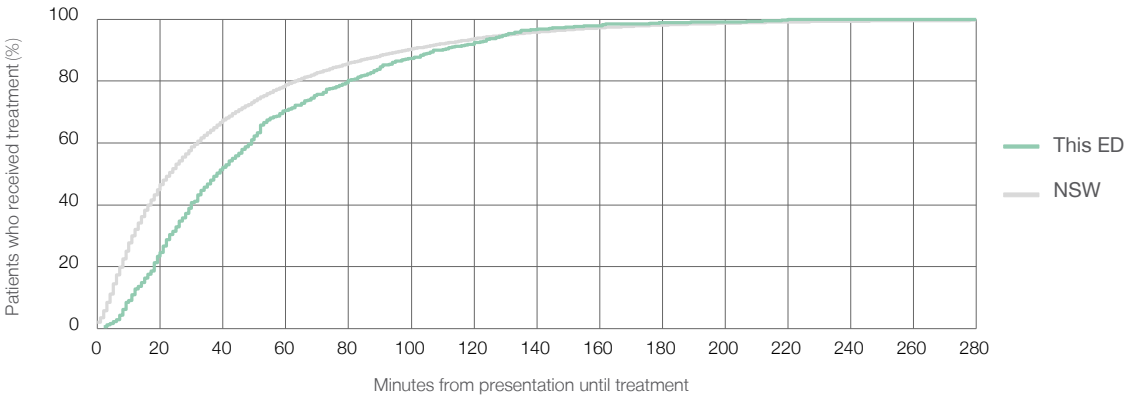
Mount Druitt Hospital: Time patients waited to start treatment, triage 5

April to June 2016

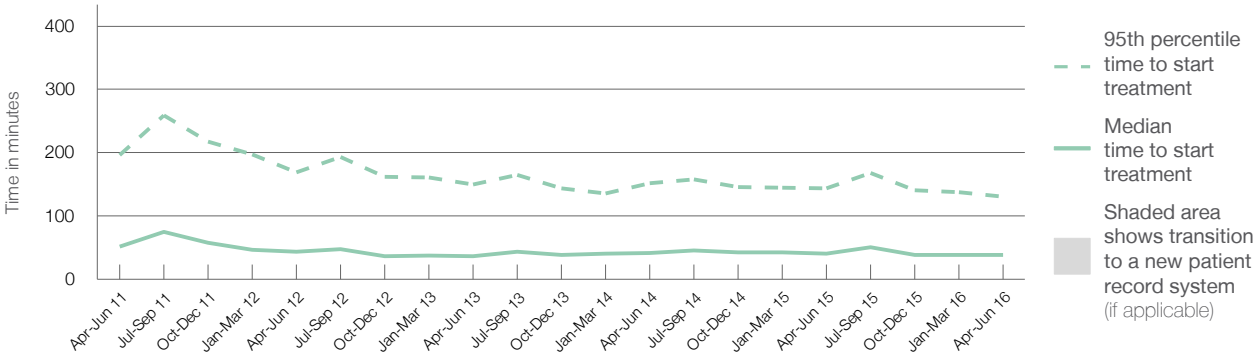
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	862	958	
Number of triage 5 patients used to calculate waiting time:[3]	767	827	
Median time to start treatment[4]	38 minutes	41 minutes	23 minutes
95th percentile time to start treatment[5]	131 minutes	144 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	52	44	36	42	41	38
95th percentile time to start treatment[5] (minutes)	196	169	150	152	144	131

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

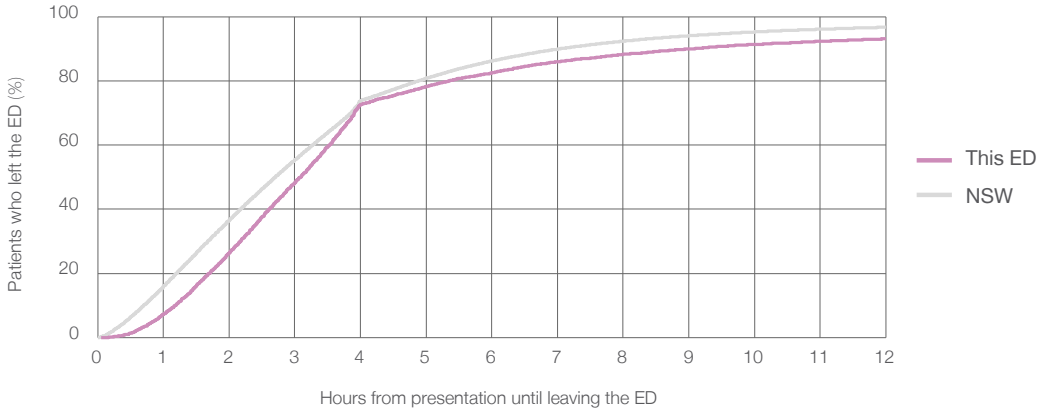
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mount Druitt Hospital: Time patients spent in the ED

April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	7,787 patients	7,875	
Presentations used to calculate time to leaving the ED:[6]	7,787 patients	7,875	
Median time spent in the ED[8]	3 hours and 5 minutes	3 hours and 18 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	15 hours and 27 minutes	16 hours and 8 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	4h 23m	4h 26m	4h 1m	3h 40m	3h 18m	3h 5m
95th percentile time to leaving the ED[9] (hours, minutes)	15h 12m	15h 6m	14h 32m	19h 51m	16h 8m	15h 27m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

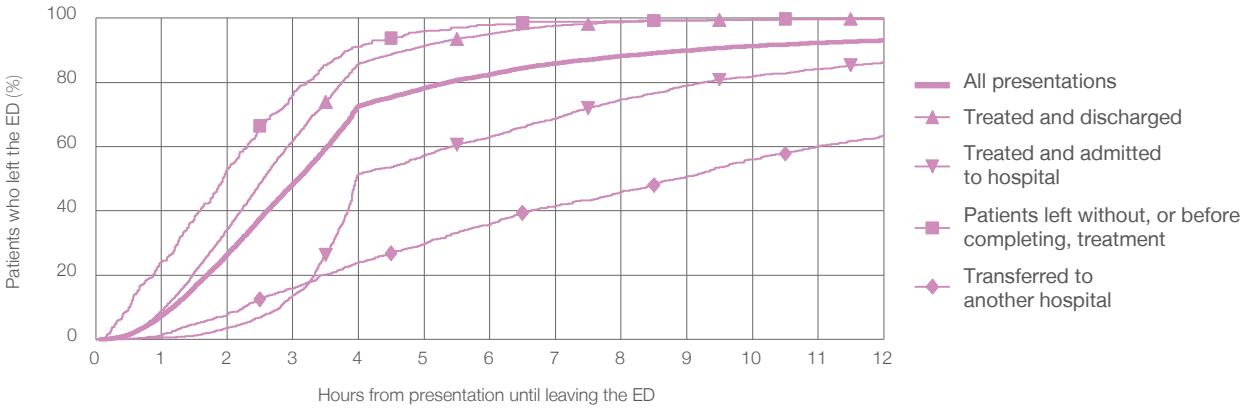
Mount Druitt Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 7,787 patients

Presentations used to calculate time to leaving the ED:[6] 7,787 patients

		Same period last year	Change since one year ago
Treated and discharged	5,000 (64.2%)	4,986	0.3%
Treated and admitted to hospital	1,468 (18.9%)	1,505	-2.5%
Patient left without, or before completing, treatment	436 (5.6%)	420	3.8%
Transferred to another hospital	881 (11.3%)	964	-8.6%
Other	2 (0%)	0	
All presentations	7,787	7,875	-1.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.0%	34.3%	61.8%	85.8%	95.1%	98.8%	99.6%	99.8%
Treated and admitted to hospital	0.4%	3.5%	13.7%	51.4%	63.1%	74.7%	81.8%	86.3%
Patient left without, or before completing, treatment	24.1%	53.0%	75.9%	91.1%	97.9%	99.1%	99.5%	99.8%
Transferred to another hospital	1.2%	7.8%	15.8%	24.0%	35.8%	45.9%	56.1%	63.6%
All presentations	7.3%	26.5%	48.3%	72.6%	82.5%	88.3%	91.3%	93.2%

(†) 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 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.

Mount Druitt Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	7,787 patients	7,875	-1.1%
Presentations used to calculate time to leaving the ED:[6]	7,787 patients	7,875	-1.1%
Percentage of patients who spent four hours or less in the ED	72.6%	69.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	44.7%	44.2%	49.8%	58.5%	69.0%	72.6%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Murwillumbah District Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 4,092 patients	4,012	2.0%
Emergency presentations:[2] 3,697 patients	3,704	-0.2%

Murwillumbah District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 271 patients	281	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	16 minutes	18 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,214 patients	1,233	
Median time to start treatment[4]	12 minutes	12 minutes	20 minutes
95th percentile time to start treatment[5]	46 minutes	39 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,867 patients	1,939	
Median time to start treatment[4]	15 minutes	15 minutes	25 minutes
95th percentile time to start treatment[5]	80 minutes	88 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 345 patients	244	
Median time to start treatment[4]	16 minutes	16 minutes	23 minutes
95th percentile time to start treatment[5]	97 minutes	84 minutes	132 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 4,088 patients		4,007	2.0%
Percentage of patients who spent four hours or less in the ED	89.4%	89.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

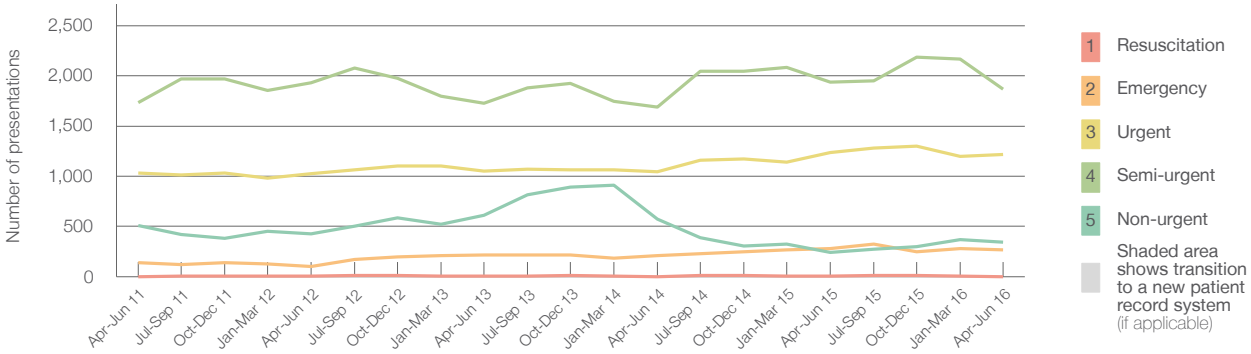
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Murwillumbah District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	4,092 patients	4,012	2.0%
Emergency presentations[2] by triage category:	3,697 patients	3,704	-0.2%
1 Resuscitation	< 5	7	*
2 Emergency	271 (7.3%)	281	-4.3%
3 Urgent	1,214 (32.8%)	1,233	-1.5%
4 Semi-urgent	1,867 (50.5%)	1,939	-3.7%
5 Non-urgent	345 (9.3%)	244	41.4%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	< 5	6	6	< 5	7	< 5
Emergency	140	104	218	210	281	271
Urgent	1,031	1,024	1,053	1,043	1,233	1,214
Semi-urgent	1,734	1,928	1,729	1,689	1,939	1,867
Non-urgent	509	428	611	575	244	345
All emergency presentations	3,414	3,490	3,617	3,517	3,704	3,697

Murwillumbah District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	201 patients **	223	
ED Transfer of care time			
Median time	10 minutes	11 minutes	-1 minute
95th percentile time	30 minutes	35 minutes	-5 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

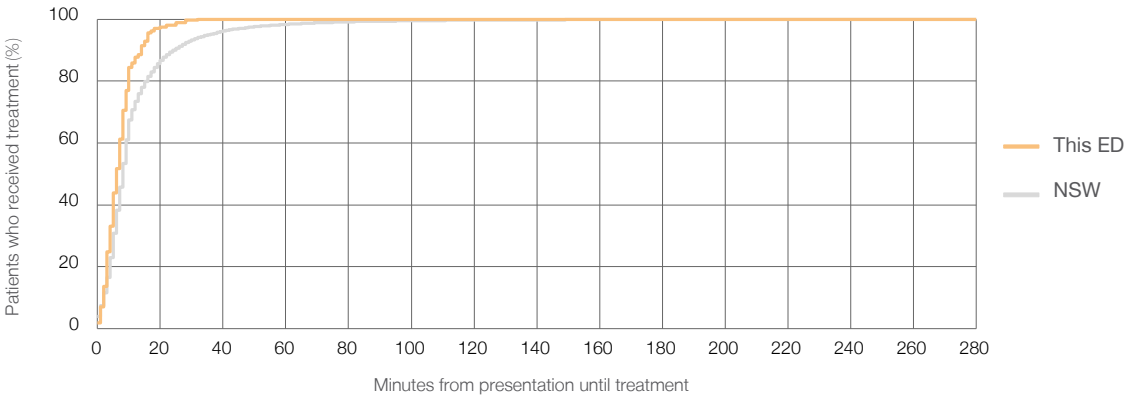
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 2

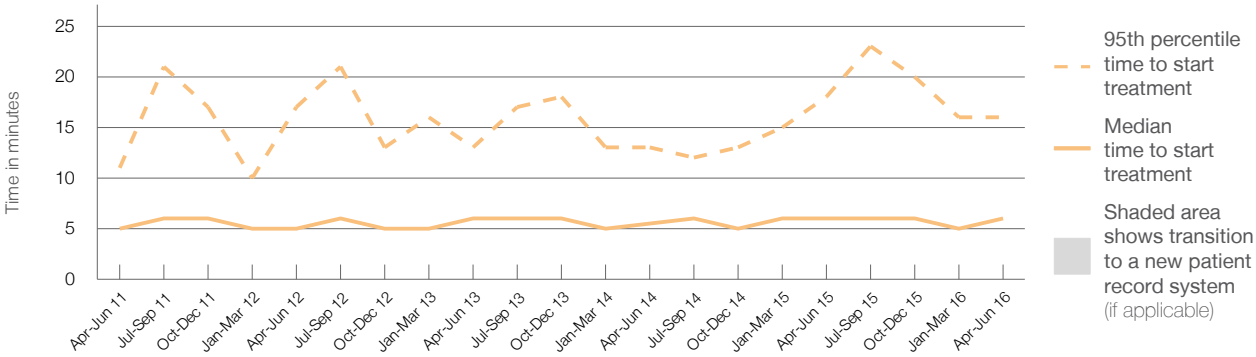
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 271		281	
Number of triage 2 patients used to calculate waiting time:[3] 269		281	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	16 minutes	18 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	5	5	6	6	6	6
95th percentile time to start treatment[5] (minutes)	11	17	13	13	18	16

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

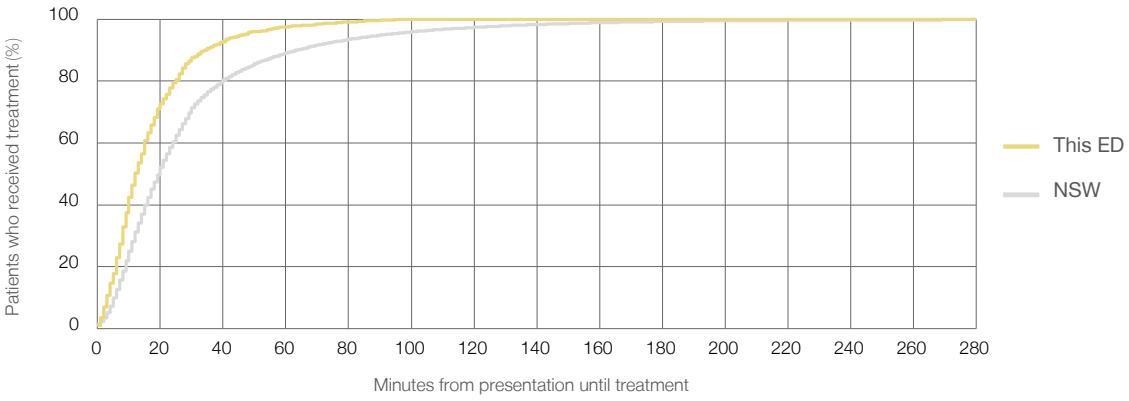
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 3

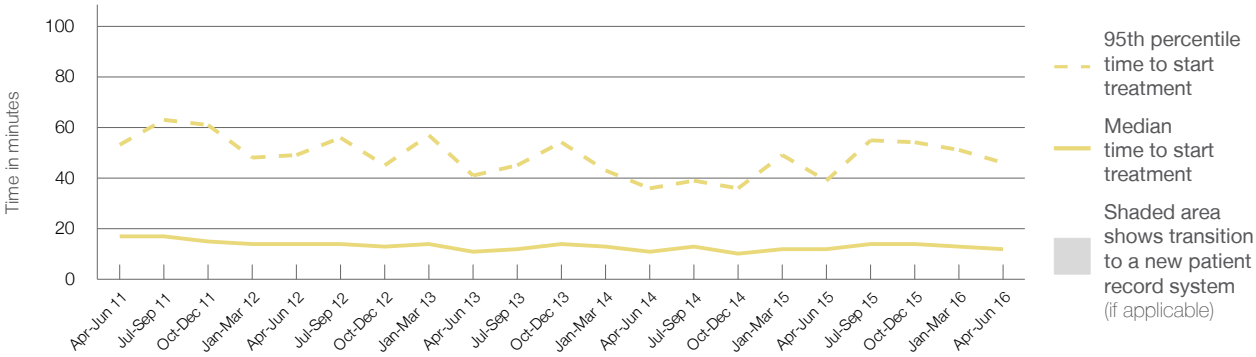
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,214		1,233	
Number of triage 3 patients used to calculate waiting time:[3] 1,202		1,223	
Median time to start treatment[4]	12 minutes	12 minutes	20 minutes
95th percentile time to start treatment[5]	46 minutes	39 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	17	14	11	11	12	12
95th percentile time to start treatment[5] (minutes)	53	49	41	36	39	46

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

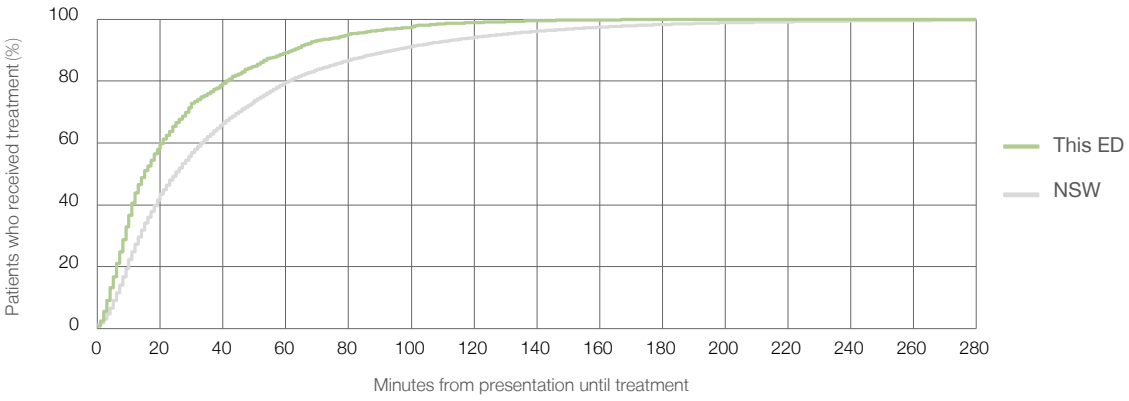
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 4

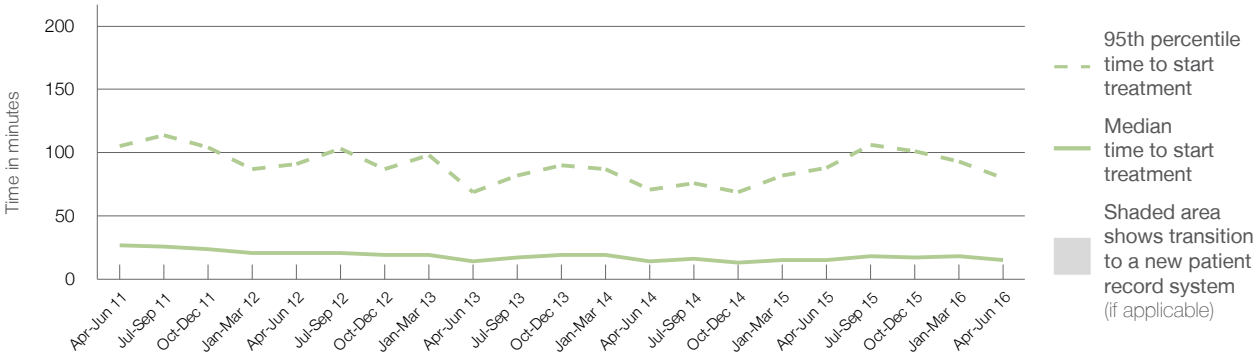
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 1,867		1,939	
Number of triage 4 patients used to calculate waiting time:[3] 1,823		1,888	
Median time to start treatment[4]	15 minutes	15 minutes	25 minutes
95th percentile time to start treatment[5]	80 minutes	88 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	27	21	14	14	15	15
95th percentile time to start treatment[5] (minutes)	105	91	69	71	88	80

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

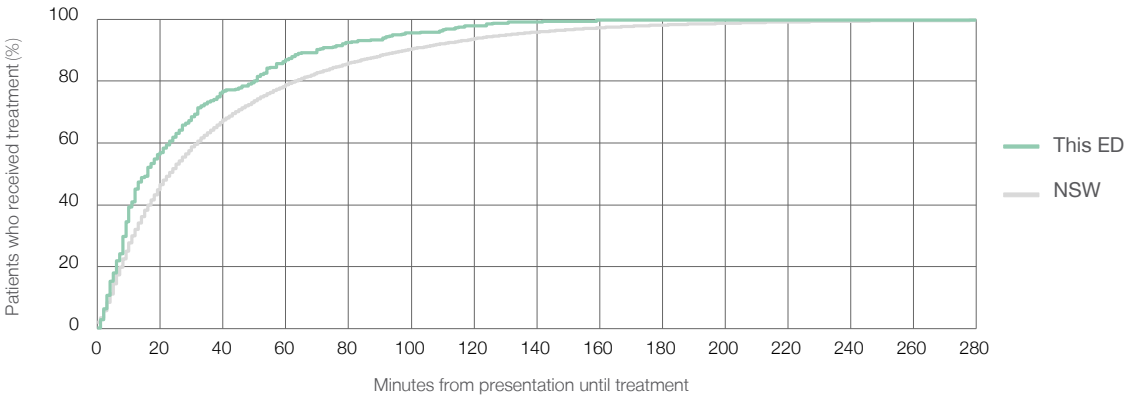
Murwillumbah District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

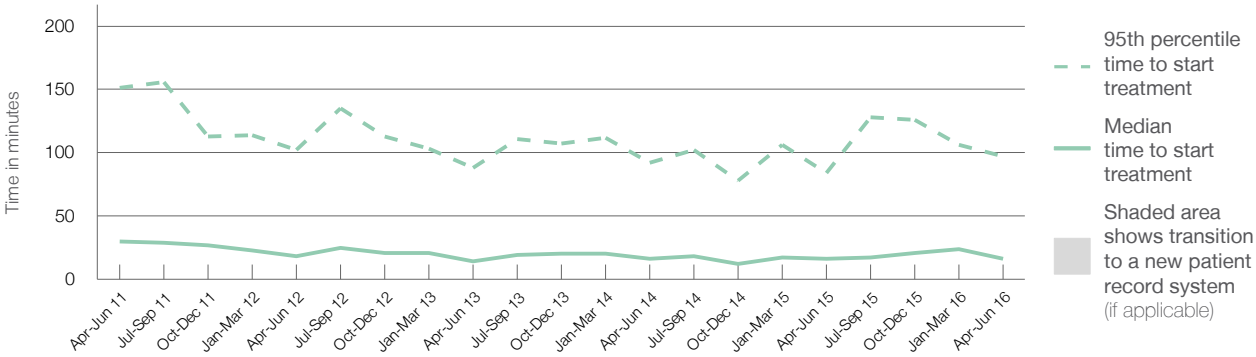
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	345	244	
Number of triage 5 patients used to calculate waiting time:[3]	315	215	
Median time to start treatment[4]	16 minutes	16 minutes	23 minutes
95th percentile time to start treatment[5]	97 minutes	84 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	30	18	14	16	16	16
95th percentile time to start treatment[5] (minutes)	151	102	88	92	84	97

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

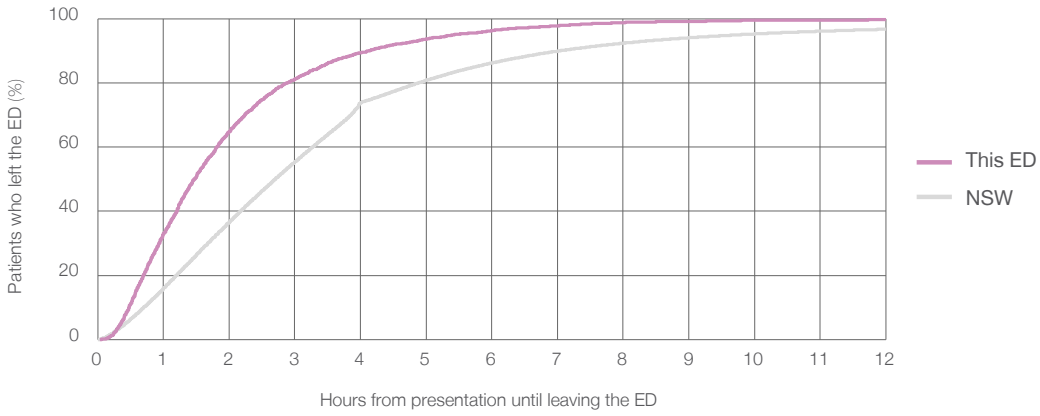
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time patients spent in the ED

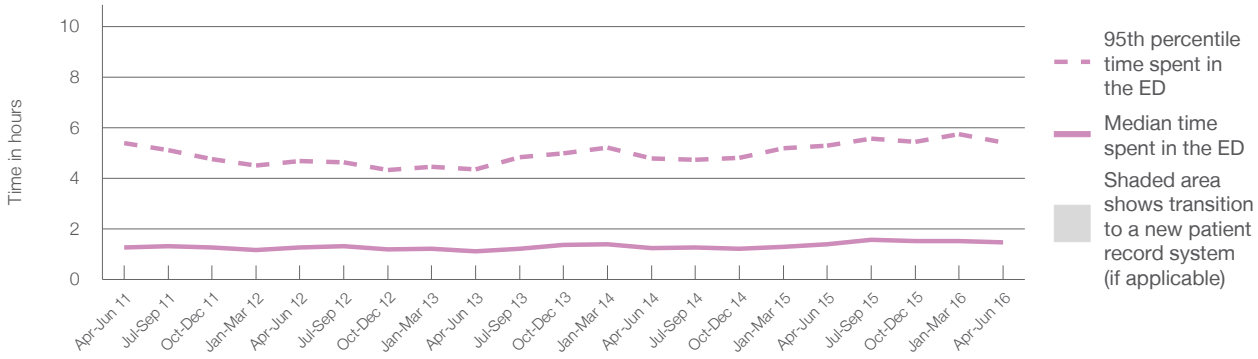
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	4,092 patients	4,012	
Presentations used to calculate time to leaving the ED:[6]	4,088 patients	4,007	
Median time spent in the ED[8]	1 hours and 28 minutes	1 hours and 24 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	5 hours and 26 minutes	5 hours and 17 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 17m	1h 16m	1h 8m	1h 15m	1h 24m	1h 28m
95th percentile time to leaving the ED[9] (hours, minutes)	5h 24m	4h 42m	4h 22m	4h 48m	5h 17m	5h 26m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

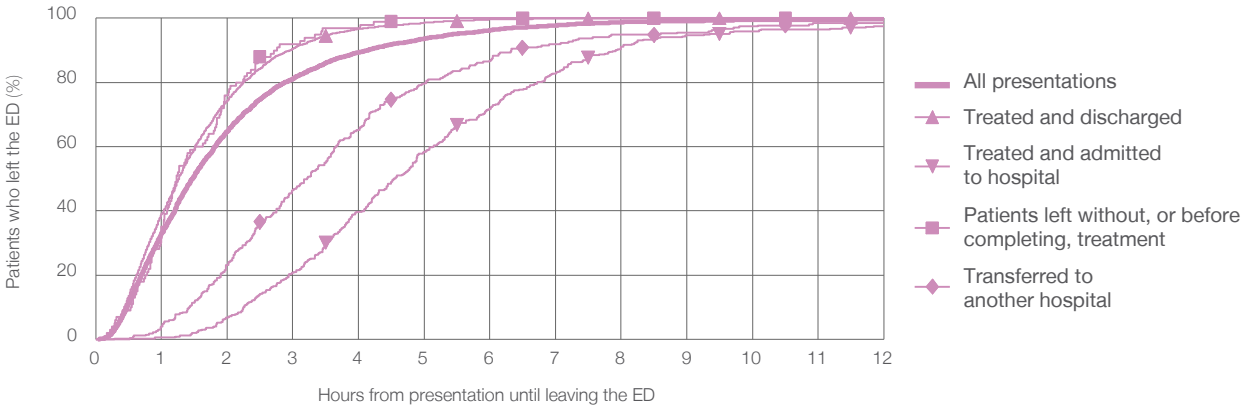
Murwillumbah District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 4,092 patients

Presentations used to calculate time to leaving the ED:[6] 4,088 patients

		Same period last year	Change since one year ago
Treated and discharged	3,339 (81.6%)	3,250	2.7%
Treated and admitted to hospital	373 (9.1%)	415	-10.1%
Patient left without, or before completing, treatment	100 (2.4%)	82	22.0%
Transferred to another hospital	273 (6.7%)	258	5.8%
Other	7 (0.2%)	7	0.0%
		4,007	2.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	39.0%	74.5%	90.4%	96.7%	99.6%	100%	100%	100%
Treated and admitted to hospital	0.5%	6.7%	20.6%	39.7%	71.8%	91.2%	96.0%	97.6%
Patient left without, or before completing, treatment	35.0%	76.0%	92.0%	97.0%	100%	100%	100%	100%
Transferred to another hospital	4.0%	23.1%	46.5%	65.2%	86.8%	94.9%	97.4%	98.5%
All presentations	33.0%	64.9%	81.2%	89.4%	96.2%	98.8%	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 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.

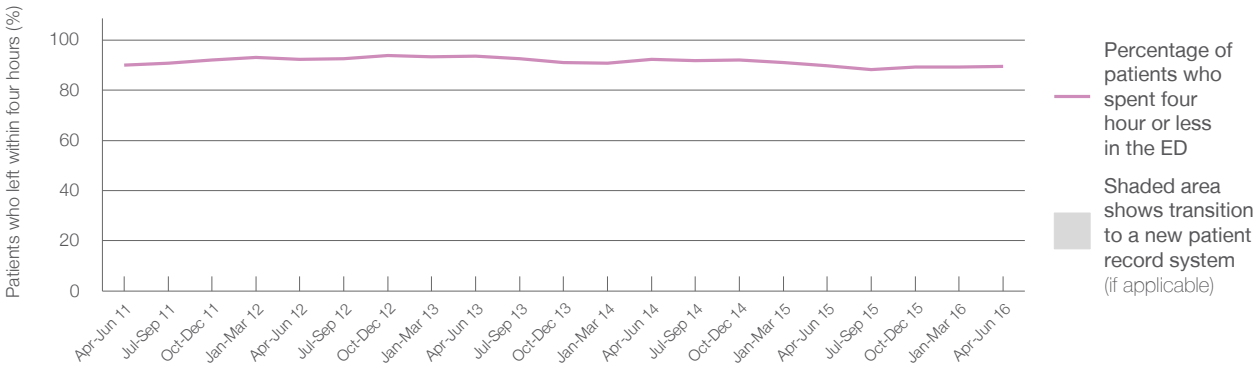
Murwillumbah District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,092 patients	4,012	2.0%
Presentations used to calculate time to leaving the ED:[6]	4,088 patients	4,007	2.0%
Percentage of patients who spent four hours or less in the ED	89.4%	89.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	89.9%	92.3%	93.5%	92.3%	89.7%	89.4%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Ryde Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	6,240 patients	6,746	-7.5%
Emergency presentations:[2]	6,151 patients	6,704	-8.2%

Ryde Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 835 patients	900	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	15 minutes	14 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,512 patients	2,707	
Median time to start treatment[4]	13 minutes	13 minutes	20 minutes
95th percentile time to start treatment[5]	50 minutes	54 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 2,594 patients	2,799	
Median time to start treatment[4]	14 minutes	13 minutes	25 minutes
95th percentile time to start treatment[5]	111 minutes	106 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 182 patients	255	
Median time to start treatment[4]	18 minutes	17 minutes	23 minutes
95th percentile time to start treatment[5]	109 minutes	136 minutes	132 minutes

Ryde Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	6,240 patients	6,746	-7.5%
Percentage of patients who spent four hours or less in the ED	83.1%	78.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

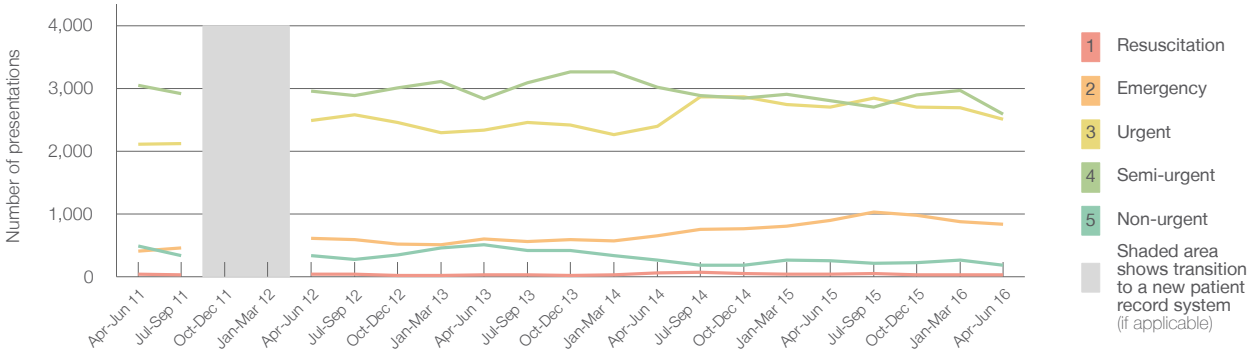
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Ryde Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	6,240 patients	6,746	-7.5%
Emergency presentations[2] by triage category:	6,151 patients	6,704	-8.2%
1 Resuscitation	28 (0.5%)	43	-34.9%
2 Emergency	835 (13.6%)	900	-7.2%
3 Urgent	2,512 (40.8%)	2,707	-7.2%
4 Semi-urgent	2,594 (42.2%)	2,799	-7.3%
5 Non-urgent	182 (3.0%)	255	-28.6%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	35	41	34	62	43	28
Emergency	410	615	601	647	900	835
Urgent	2,111	2,483	2,339	2,396	2,707	2,512
Semi-urgent	3,048	2,956	2,832	3,021	2,799	2,594
Non-urgent	493	336	513	262	255	182
All emergency presentations	6,097	6,431	6,319	6,388	6,704	6,151

Ryde Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,498 patients	1,736	
ED Transfer of care time			
Median time	10 minutes	10 minutes	0 minutes
95th percentile time	25 minutes	28 minutes	-3 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

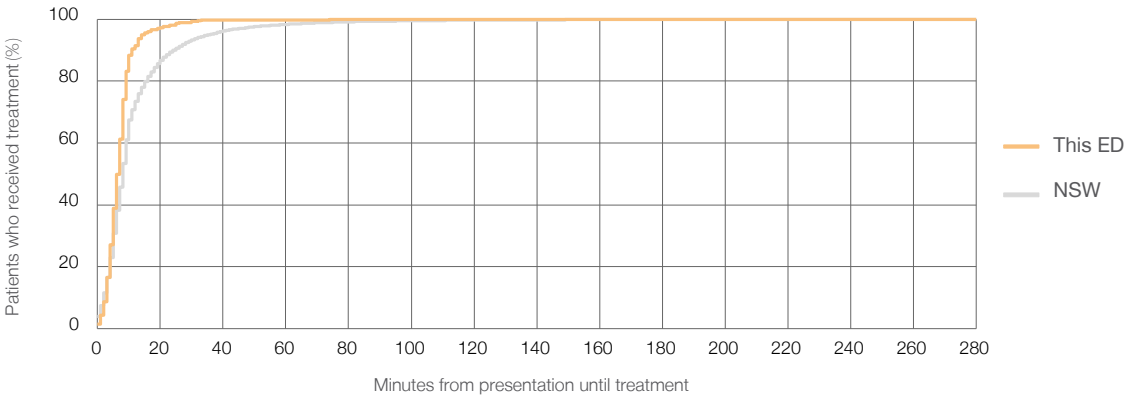
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients waited to start treatment, triage 2

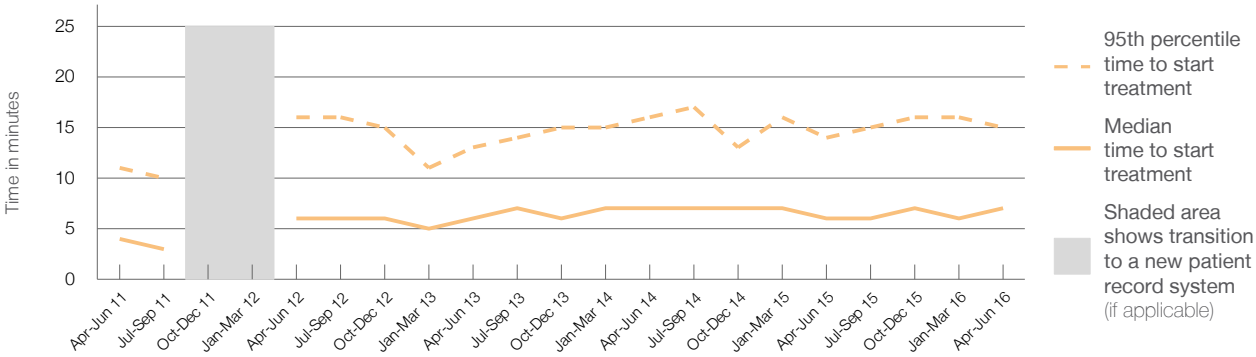
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 835		900	
Number of triage 2 patients used to calculate waiting time:[3] 835		900	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	15 minutes	14 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	4	6	6	7	6	7
95th percentile time to start treatment[5] (minutes)	11	16	13	16	14	15

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

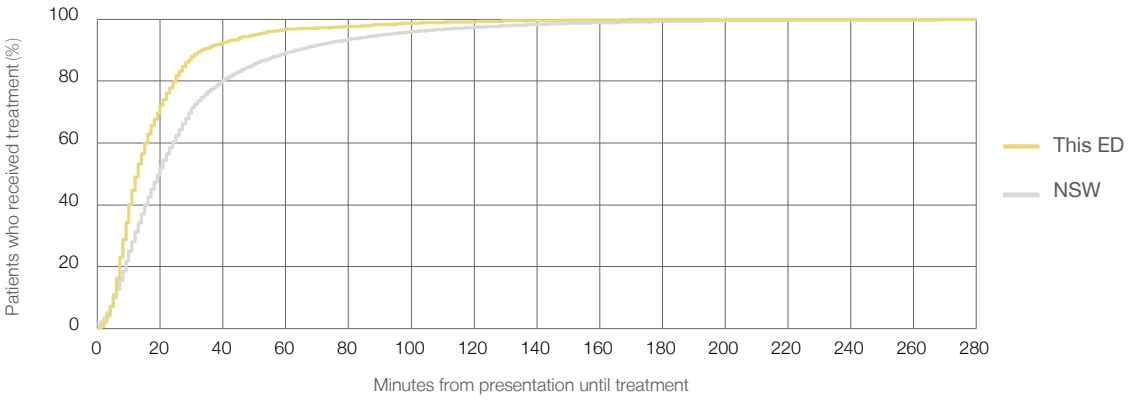
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients waited to start treatment, triage 3

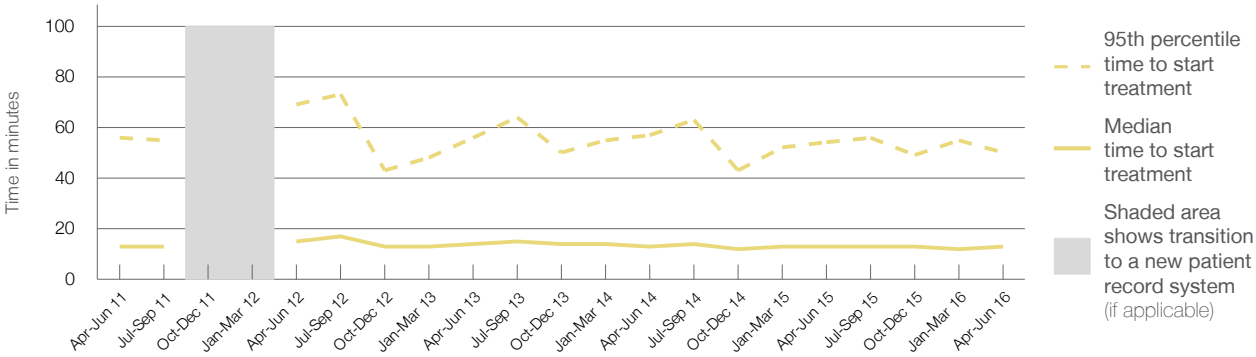
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 2,512		2,707	
Number of triage 3 patients used to calculate waiting time:[3] 2,483		2,693	
Median time to start treatment[4]	13 minutes	13 minutes	20 minutes
95th percentile time to start treatment[5]	50 minutes	54 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	13	15	14	13	13	13
95th percentile time to start treatment[5] (minutes)	56	69	56	57	54	50

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

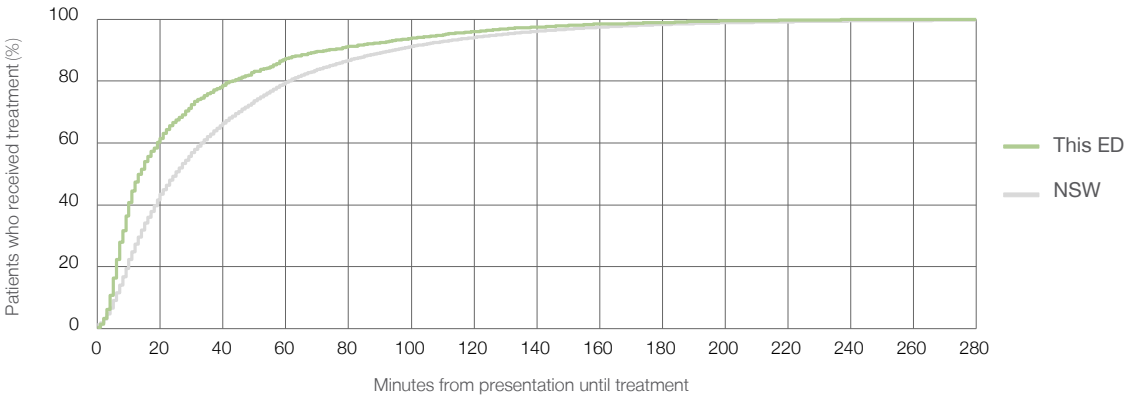
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients waited to start treatment, triage 4

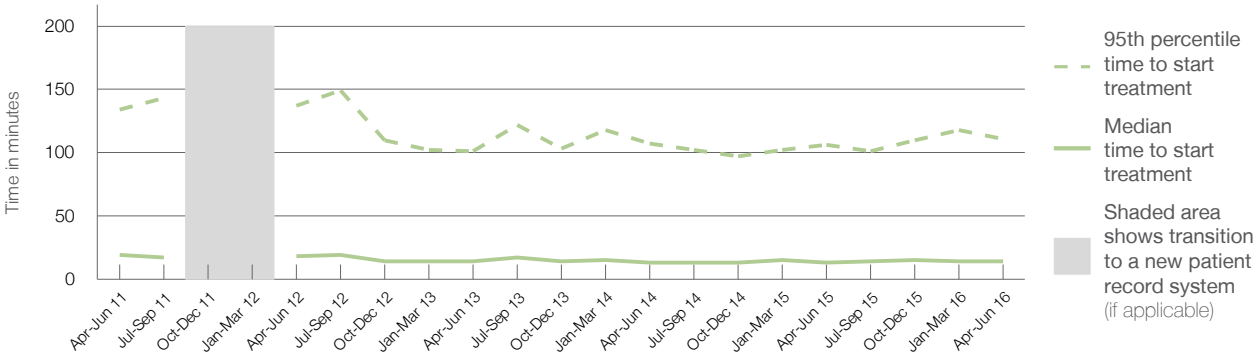
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	2,594	2,799	
Number of triage 4 patients used to calculate waiting time:[3]	2,513	2,736	
Median time to start treatment[4]	14 minutes	13 minutes	25 minutes
95th percentile time to start treatment[5]	111 minutes	106 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	19	18	14	13	13	14
95th percentile time to start treatment[5] (minutes)	134	137	101	107	106	111

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

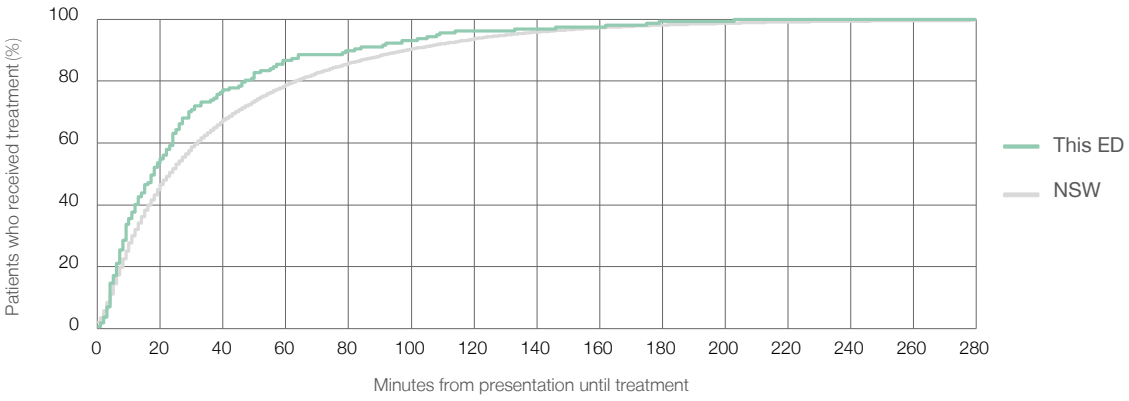
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients waited to start treatment, triage 5

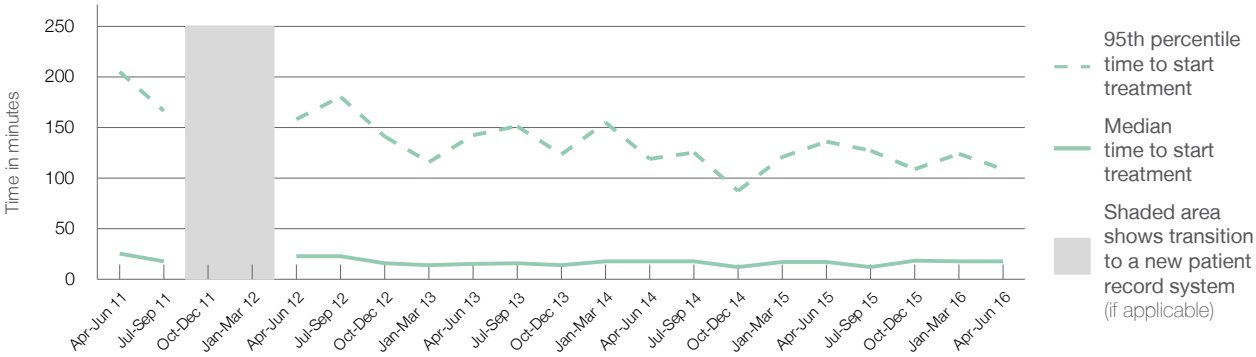
April to June 2016

	Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients: 182	255	
Number of triage 5 patients used to calculate waiting time:[3] 157	231	
Median time to start treatment[4] 18 minutes	17 minutes	23 minutes
95th percentile time to start treatment[5] 109 minutes	136 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	25	23	15	18	17	18
95th percentile time to start treatment[5] (minutes)	205	158	142	119	136	109

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

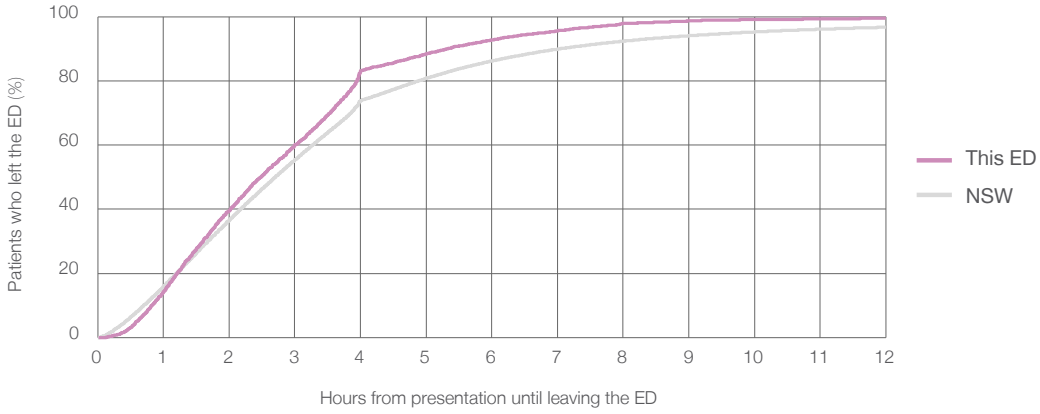
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ryde Hospital: Time patients spent in the ED

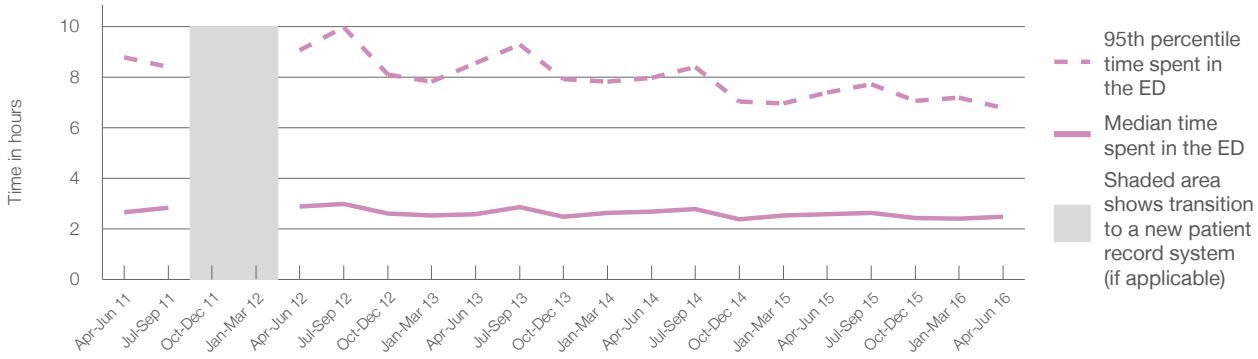
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	6,240 patients	6,746	
Presentations used to calculate time to leaving the ED:[6]	6,240 patients	6,746	
Median time spent in the ED[8]	2 hours and 29 minutes	2 hours and 35 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 48 minutes	7 hours and 23 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 40m	2h 54m	2h 36m	2h 41m	2h 35m	2h 29m
95th percentile time to leaving the ED[9] (hours, minutes)	8h 47m	9h 4m	8h 33m	7h 59m	7h 23m	6h 48m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

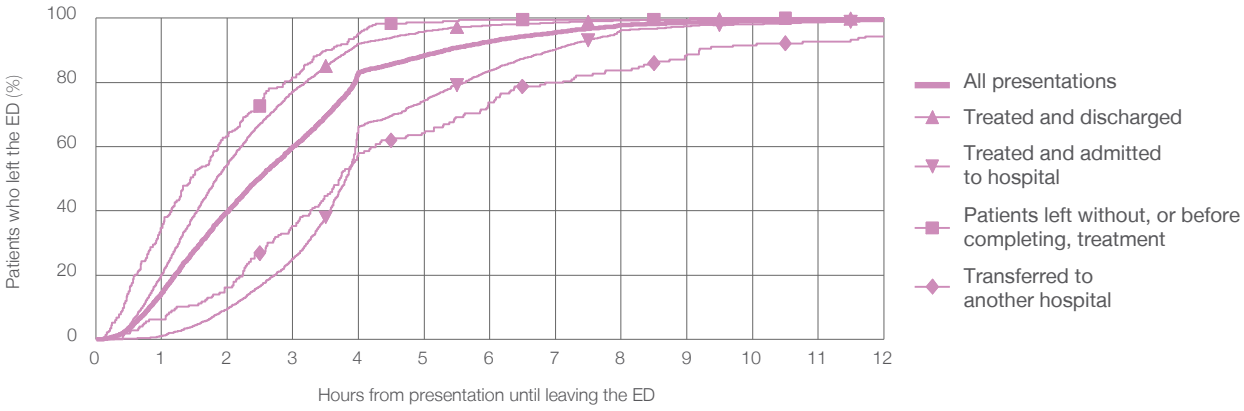
Ryde Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 6,240 patients

Presentations used to calculate time to leaving the ED:[6] 6,240 patients

		Same period last year	Change since one year ago
Treated and discharged	3,882 (62.2%)	4,443	-12.6%
Treated and admitted to hospital	1,941 (31.1%)	1,891	2.6%
Patient left without, or before completing, treatment	234 (3.8%)	226	3.5%
Transferred to another hospital	179 (2.9%)	174	2.9%
Other	4 (0.1%)	12	-66.7%
		6,746	-7.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	20.2%	54.5%	77.3%	92.0%	97.8%	99.3%	99.8%	99.9%
Treated and admitted to hospital	1.0%	9.6%	25.1%	66.2%	83.7%	96.2%	98.2%	99.2%
Patient left without, or before completing, treatment	34.6%	63.2%	81.6%	95.3%	99.6%	99.6%	100%	100%
Transferred to another hospital	6.1%	16.2%	35.2%	58.1%	73.7%	83.8%	91.6%	94.4%
All presentations	14.3%	39.8%	60.0%	83.1%	92.8%	97.9%	99.1%	99.5%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

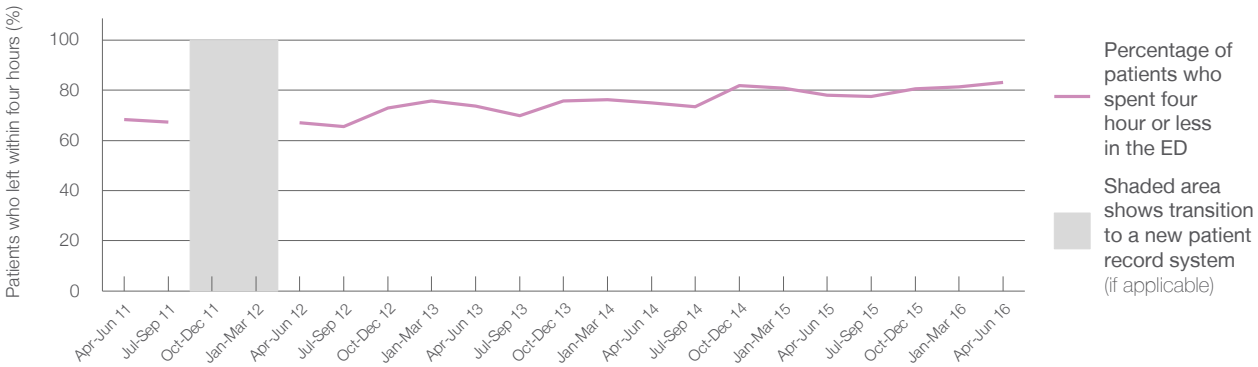
Ryde Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	6,240 patients	6,746	-7.5%
Presentations used to calculate time to leaving the ED:[6]	6,240 patients	6,746	-7.5%
Percentage of patients who spent four hours or less in the ED	83.1%	78.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	68.3%	67.1%	73.8%	75.0%	78.0%	83.1%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Shellharbour Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 7,224 patients	7,102	1.7%
Emergency presentations:[2] 6,950 patients	6,710	3.6%

Shellharbour Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 767 patients	695	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	23 minutes	28 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,502 patients	2,396	
Median time to start treatment[4]	21 minutes	20 minutes	20 minutes
95th percentile time to start treatment[5]	114 minutes	95 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,485 patients	3,415	
Median time to start treatment[4]	22 minutes	22 minutes	25 minutes
95th percentile time to start treatment[5]	149 minutes	155 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 177 patients	184	
Median time to start treatment[4]	17 minutes	19 minutes	23 minutes
95th percentile time to start treatment[5]	96 minutes	122 minutes	132 minutes

Shellharbour Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 7,224 patients		7,102	1.7%
Percentage of patients who spent four hours or less in the ED	67.8%	71.2%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

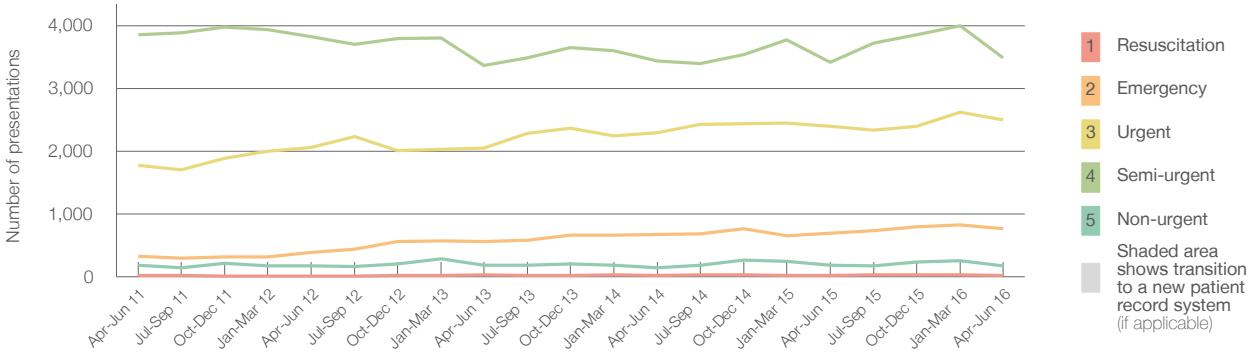
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Shellharbour Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	7,224 patients	7,102	1.7%
Emergency presentations[2] by triage category:	6,950 patients	6,710	3.6%
1 Resuscitation	19 (0.3%)	20	-5.0%
2 Emergency	767 (11.0%)	695	10.4%
3 Urgent	2,502 (36.0%)	2,396	4.4%
4 Semi-urgent	3,485 (50.1%)	3,415	2.0%
5 Non-urgent	177 (2.5%)	184	-3.8%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	21	12	29	20	20	19
Emergency	323	386	564	670	695	767
Urgent	1,769	2,062	2,044	2,290	2,396	2,502
Semi-urgent	3,859	3,827	3,360	3,433	3,415	3,485
Non-urgent	183	175	179	143	184	177
All emergency presentations	6,155	6,462	6,176	6,556	6,710	6,950

Shellharbour Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,538 patients	1,454	
ED Transfer of care time			
Median time	10 minutes	11 minutes	-1 minute
95th percentile time	32 minutes	35 minutes	-3 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

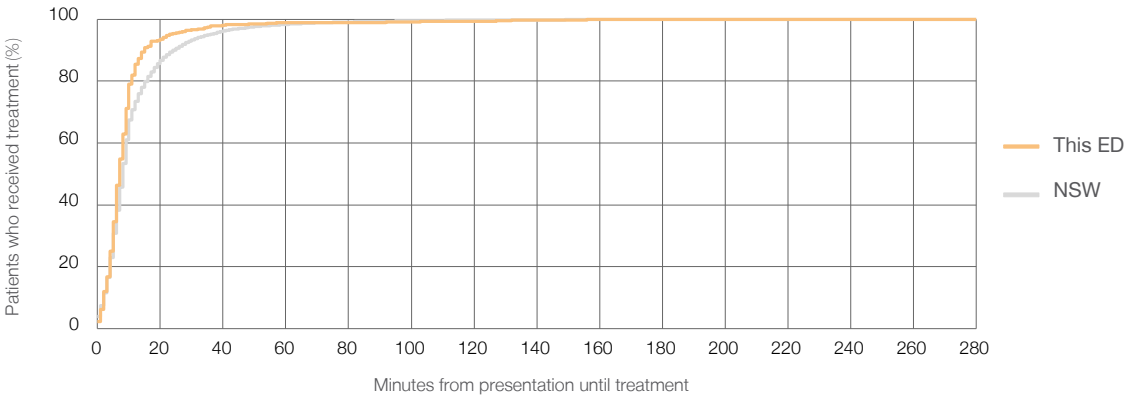
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time patients waited to start treatment, triage 2

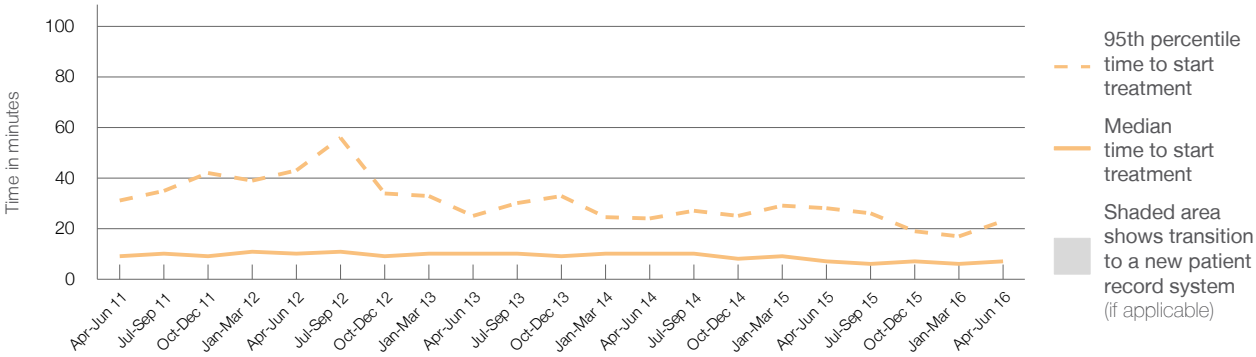
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 767		695	
Number of triage 2 patients used to calculate waiting time:[3] 766		691	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	23 minutes	28 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	9	10	10	10	7	7
95th percentile time to start treatment[5] (minutes)	31	43	25	24	28	23

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

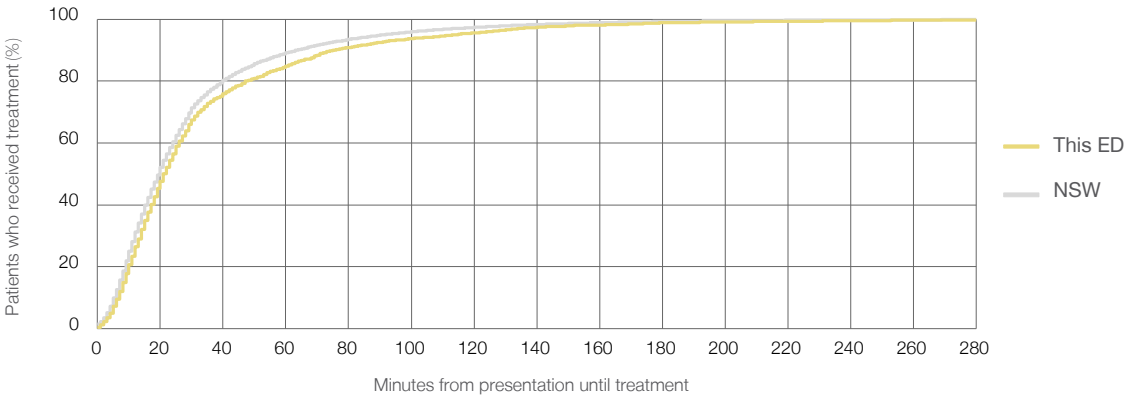
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time patients waited to start treatment, triage 3

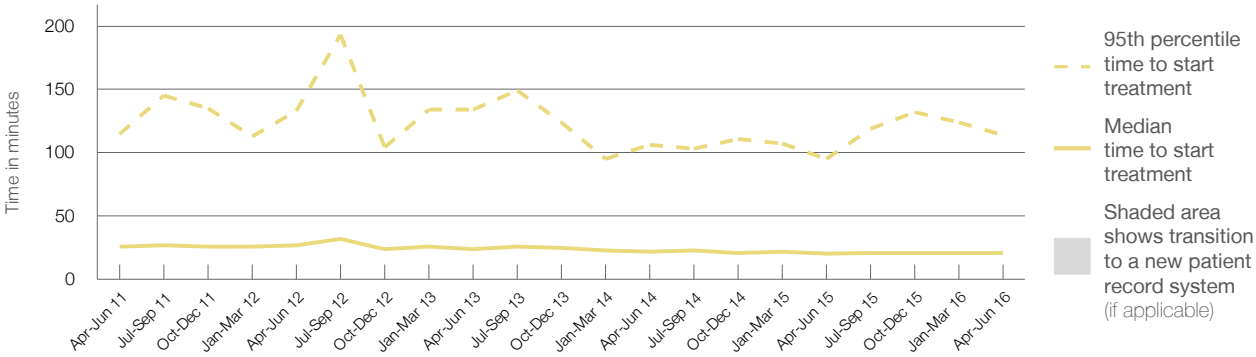
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 2,502		2,396	
Number of triage 3 patients used to calculate waiting time:[3] 2,472		2,361	
Median time to start treatment[4]	21 minutes	20 minutes	20 minutes
95th percentile time to start treatment[5]	114 minutes	95 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	26	27	24	22	20	21
95th percentile time to start treatment[5] (minutes)	115	133	134	106	95	114

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

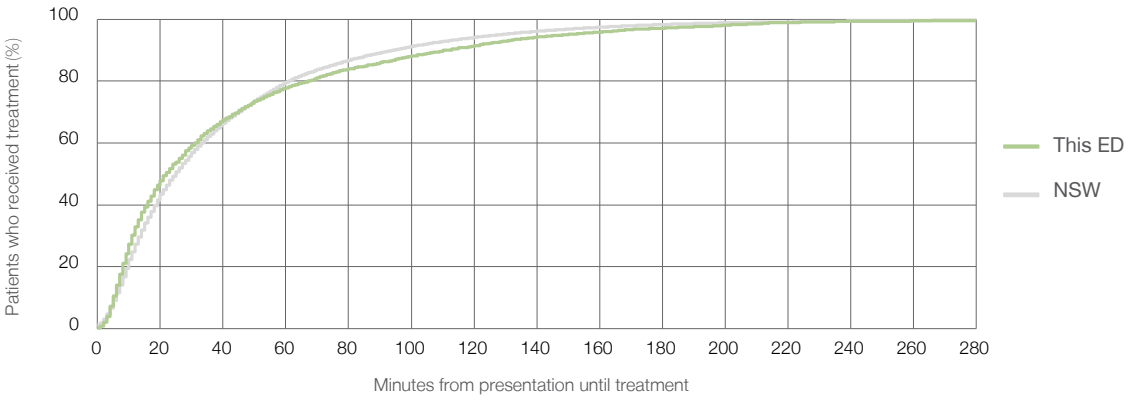
Shellharbour Hospital: Time patients waited to start treatment, triage 4

April to June 2016

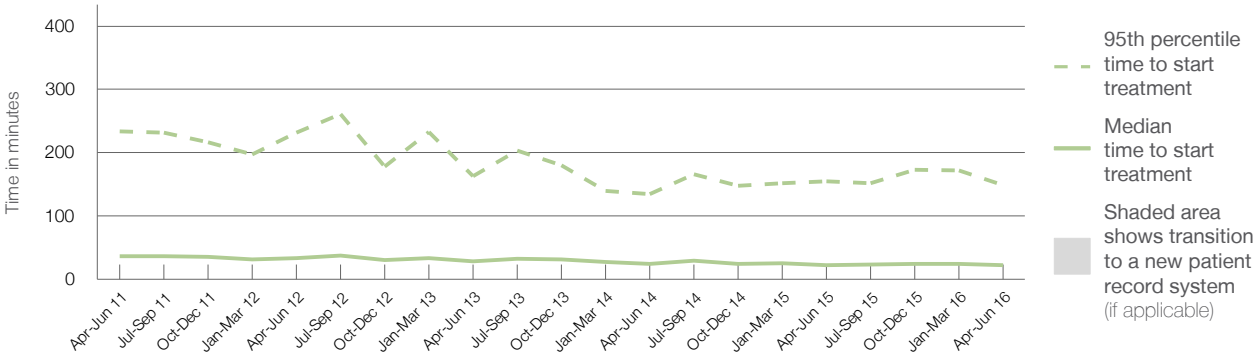
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	3,485	3,415	
Number of triage 4 patients used to calculate waiting time:[3]	3,288	3,195	
Median time to start treatment[4]	22 minutes	22 minutes	25 minutes
95th percentile time to start treatment[5]	149 minutes	155 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	36	33	28	24	22	22
95th percentile time to start treatment[5] (minutes)	234	232	163	135	155	149

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

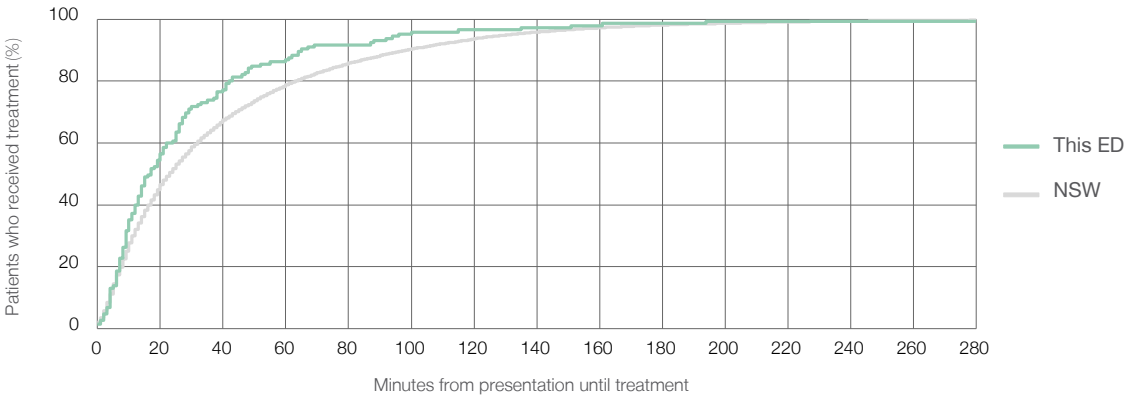
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Shellharbour Hospital: Time patients waited to start treatment, triage 5

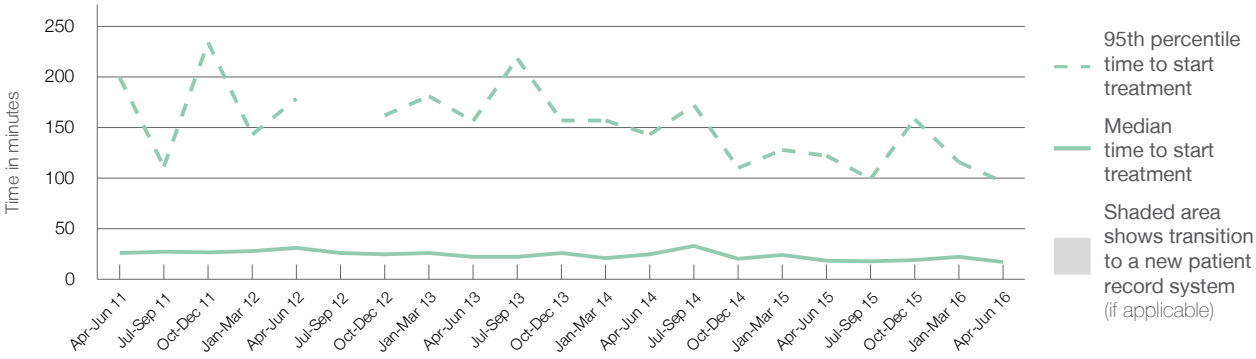
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 177		184	
Number of triage 5 patients used to calculate waiting time:[3] 145		158	
Median time to start treatment[4]	17 minutes	19 minutes	23 minutes
95th percentile time to start treatment[5]	96 minutes	122 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	26	31	22	25	19	17
95th percentile time to start treatment[5] (minutes)	199	178	156	143	122	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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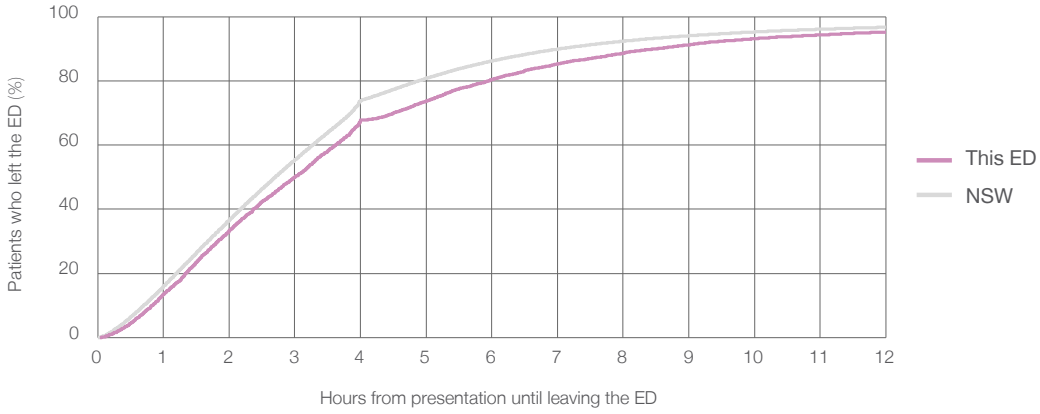
Shellharbour Hospital: Time patients spent in the ED

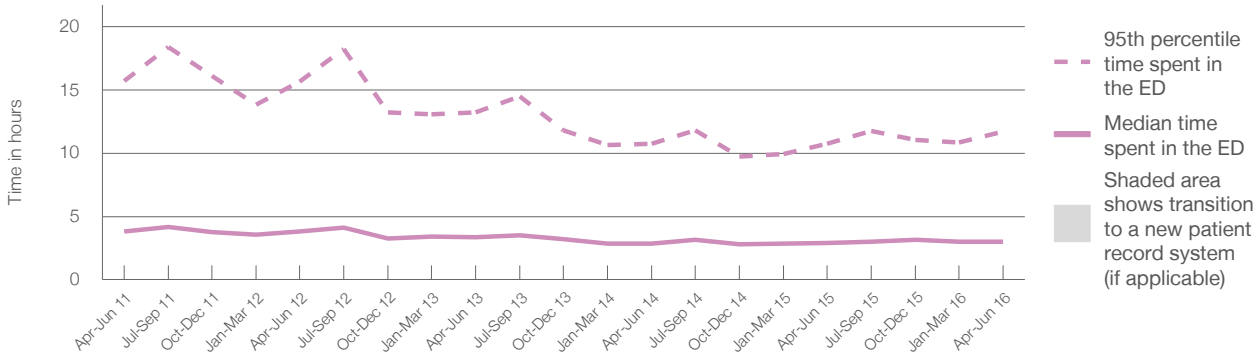
April to June 2016

	Same period last year	NSW (this period)
All presentations:[1] 7,224 patients	7,102	
Presentations used to calculate time to leaving the ED:[6] 7,224 patients	7,102	
Median time spent in the ED[8] 3 hours and 0 minutes	2 hours and 55 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9] 11 hours and 41 minutes	10 hours and 45 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 50m	3h 48m	3h 21m	2h 52m	2h 55m	3h 0m
95th percentile time to leaving the ED[9] (hours, minutes)	15h 41m	15h 40m	13h 13m	10h 45m	10h 45m	11h 41m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

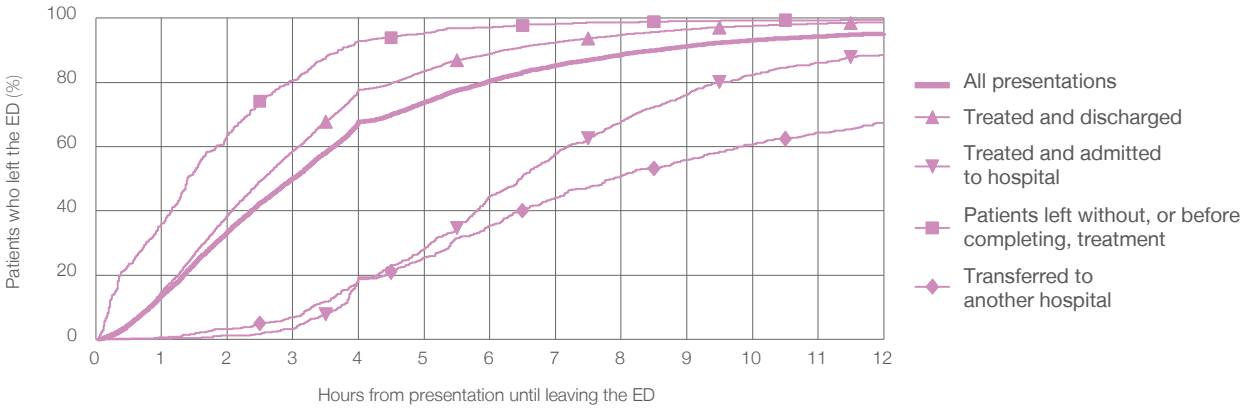
Shellharbour Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 7,224 patients

Presentations used to calculate time to leaving the ED:[6] 7,224 patients

		Same period last year	Change since one year ago
		7,102	1.7%
Treated and discharged	5,381 (74.5%)	5,182	3.8%
Treated and admitted to hospital	767 (10.6%)	832	-7.8%
Patient left without, or before completing, treatment	480 (6.6%)	544	-11.8%
Transferred to another hospital	584 (8.1%)	525	11.2%
Other	12 (0.2%)	19	-36.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.8%	38.5%	58.7%	77.7%	88.9%	94.8%	97.6%	98.8%
Treated and admitted to hospital	0.3%	1.2%	3.3%	19.3%	44.6%	67.9%	82.3%	88.5%
Patient left without, or before completing, treatment	36.0%	63.5%	80.6%	92.9%	97.1%	98.8%	99.4%	99.6%
Transferred to another hospital	0.5%	3.3%	6.8%	18.7%	35.4%	50.9%	60.6%	67.5%
All presentations	13.6%	33.4%	50.1%	67.8%	80.4%	88.6%	93.1%	95.2%

(†) 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 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.

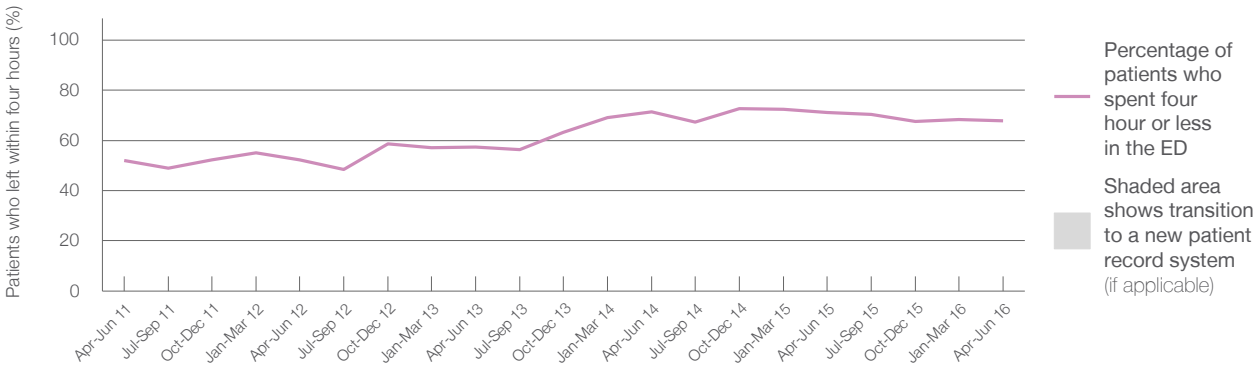
Shellharbour Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	7,224 patients	7,102	1.7%
Presentations used to calculate time to leaving the ED:[6]	7,224 patients	7,102	1.7%
Percentage of patients who spent four hours or less in the ED	67.8%	71.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	52.1%	52.2%	57.4%	71.5%	71.2%	67.8%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

South East Regional Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 4,003 patients	2,992	33.8%
Emergency presentations:[2] 3,816 patients	2,730	39.8%

South East Regional Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 263 patients	210	
Median time to start treatment[4]	8 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	31 minutes	24 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 996 patients	750	
Median time to start treatment[4]	24 minutes	20 minutes	20 minutes
95th percentile time to start treatment[5]	88 minutes	92 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,738 patients	1,322	
Median time to start treatment[4]	41 minutes	34 minutes	25 minutes
95th percentile time to start treatment[5]	163 minutes	141 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 807 patients	430	
Median time to start treatment[4]	50 minutes	30 minutes	23 minutes
95th percentile time to start treatment[5]	189 minutes	163 minutes	132 minutes

South East Regional Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 4,002 patients		2,992	33.8%
Percentage of patients who spent four hours or less in the ED	75.8%	83.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

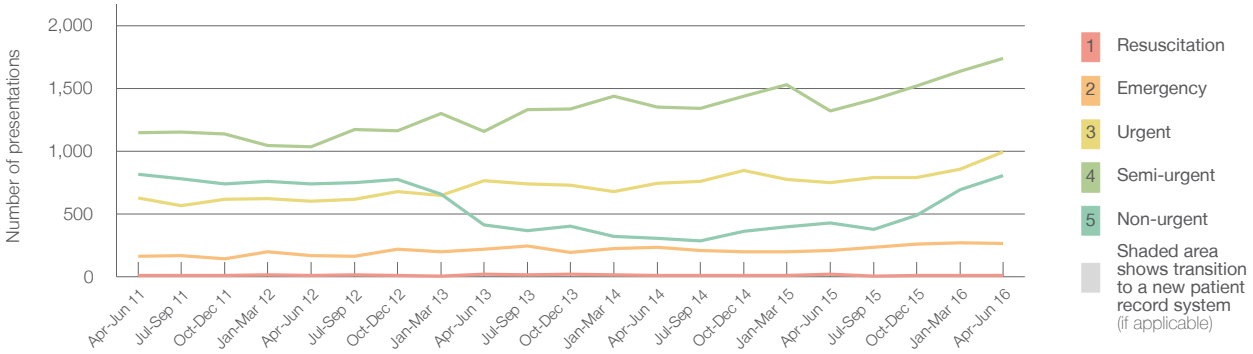
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

South East Regional Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	4,003 patients	2,992	33.8%
Emergency presentations[2] by triage category:	3,816 patients	2,730	39.8%
1 Resuscitation	12 (0.3%)	18	-33.3%
2 Emergency	263 (6.9%)	210	25.2%
3 Urgent	996 (26.1%)	750	32.8%
4 Semi-urgent	1,738 (45.5%)	1,322	31.5%
5 Non-urgent	807 (21.1%)	430	87.7%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	8	11	21	12	18	12
Emergency	164	168	221	236	210	263
Urgent	629	599	763	745	750	996
Semi-urgent	1,149	1,037	1,157	1,352	1,322	1,738
Non-urgent	817	740	414	304	430	807
All emergency presentations	2,767	2,555	2,576	2,649	2,730	3,816

South East Regional Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	624 patients	550	
ED Transfer of care time			
Median time	13 minutes	10 minutes	3 minutes
95th percentile time	39 minutes	37 minutes	2 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

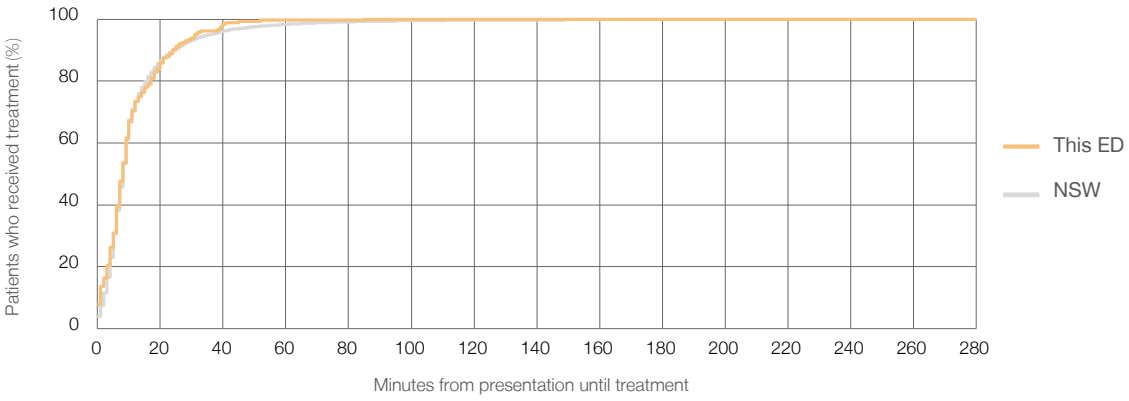
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients waited to start treatment, triage 2

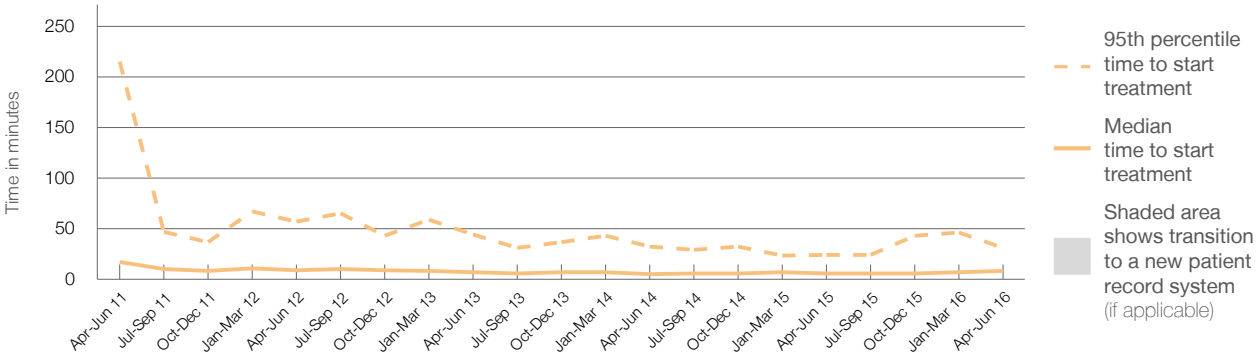
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 263		210	
Number of triage 2 patients used to calculate waiting time:[3] 263		209	
Median time to start treatment[4]	8 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	31 minutes	24 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	17	9	7	5	6	8
95th percentile time to start treatment[5] (minutes)	215	57	44	32	24	31

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

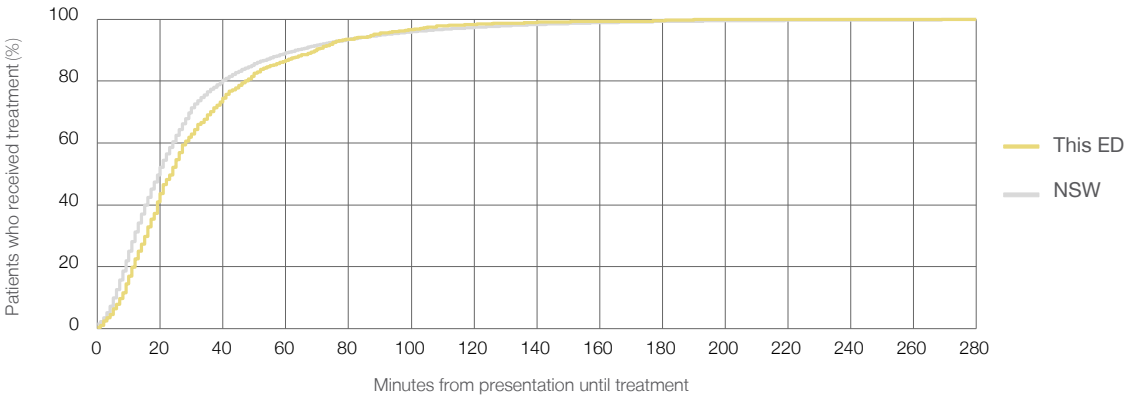
South East Regional Hospital: Time patients waited to start treatment, triage 3

April to June 2016

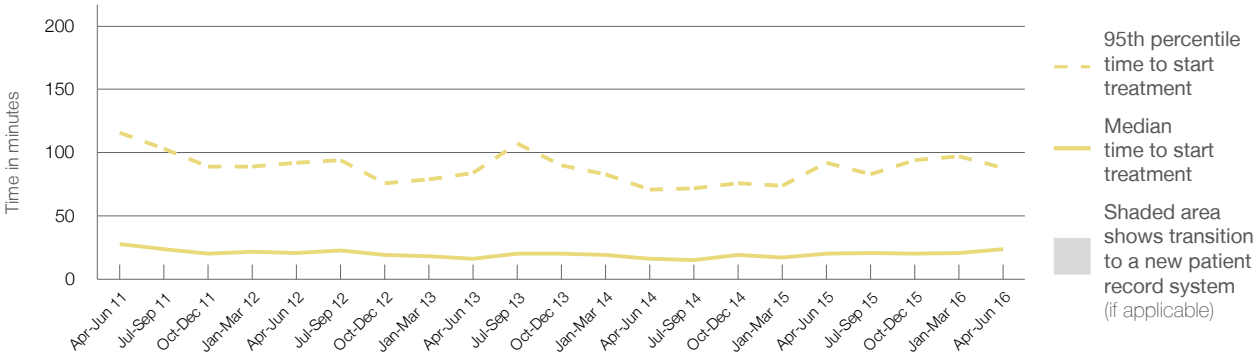
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	996	750	
Number of triage 3 patients used to calculate waiting time:[3]	978	735	
Median time to start treatment[4]	24 minutes	20 minutes	20 minutes
95th percentile time to start treatment[5]	88 minutes	92 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	28	21	16	16	20	24
95th percentile time to start treatment[5] (minutes)	116	92	84	71	92	88

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

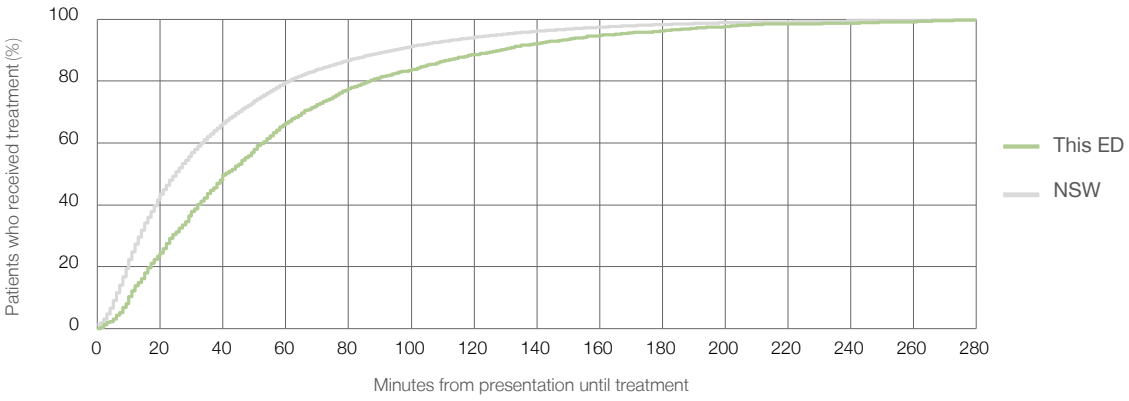
South East Regional Hospital: Time patients waited to start treatment, triage 4

April to June 2016

Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,738	1,322	
Number of triage 4 patients used to calculate waiting time:[3]	1,602	1,270	
Median time to start treatment[4]	41 minutes	34 minutes	25 minutes
95th percentile time to start treatment[5]	163 minutes	141 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	38	35	28	26	34	41
95th percentile time to start treatment[5] (minutes)	236	132	125	128	141	163

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

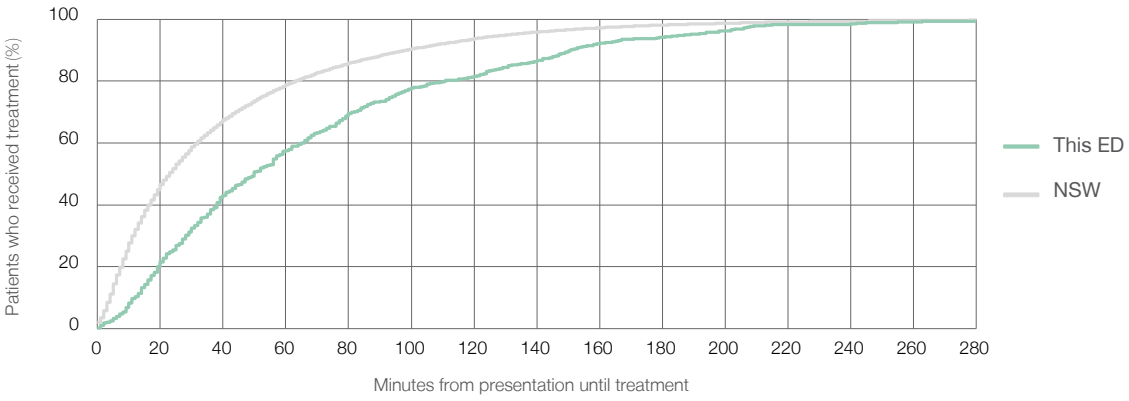
South East Regional Hospital: Time patients waited to start treatment, triage 5

April to June 2016

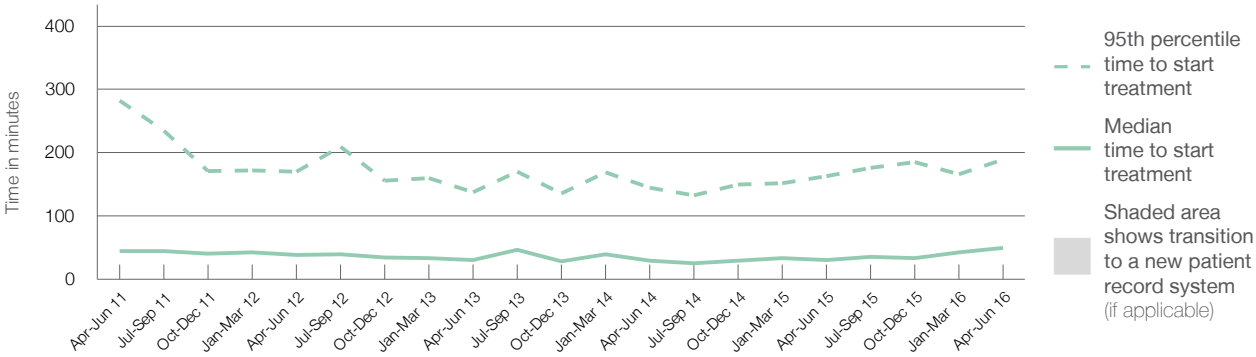
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 807		430	
Number of triage 5 patients used to calculate waiting time:[3] 671		380	
Median time to start treatment[4]	50 minutes	30 minutes	23 minutes
95th percentile time to start treatment[5]	189 minutes	163 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	45	38	30	29	30	50
95th percentile time to start treatment[5] (minutes)	282	170	138	145	163	189

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

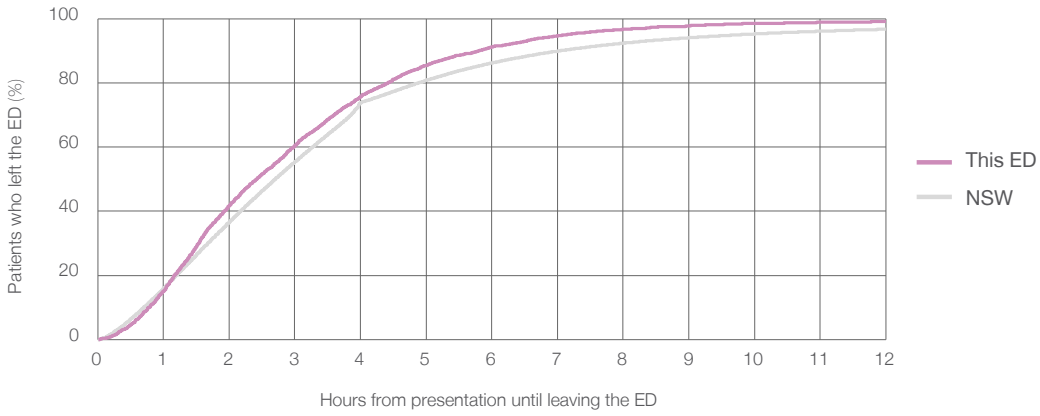
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

South East Regional Hospital: Time patients spent in the ED

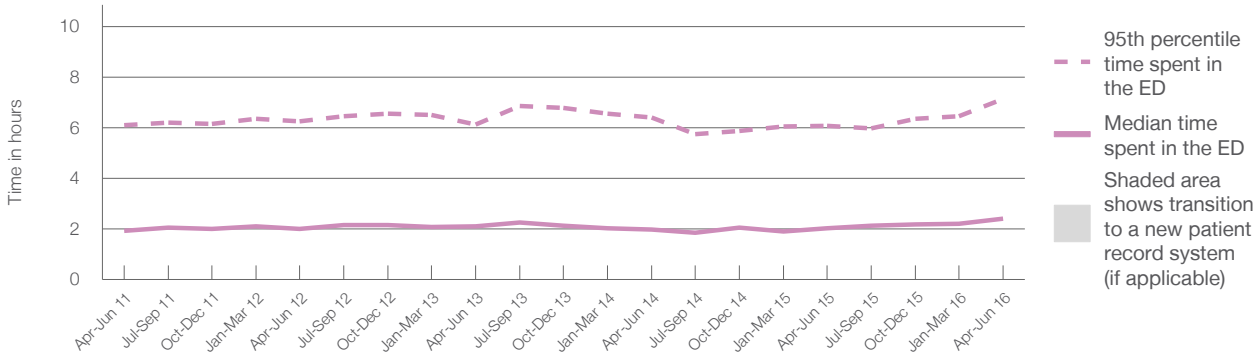
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	4,003 patients	2,992	
Presentations used to calculate time to leaving the ED:[6]	4,002 patients	2,992	
Median time spent in the ED[8]	2 hours and 25 minutes	2 hours and 2 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	7 hours and 8 minutes	6 hours and 5 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 56m	2h 0m	2h 6m	1h 59m	2h 2m	2h 25m
95th percentile time to leaving the ED[9] (hours, minutes)	6h 7m	6h 15m	6h 8m	6h 25m	6h 5m	7h 8m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

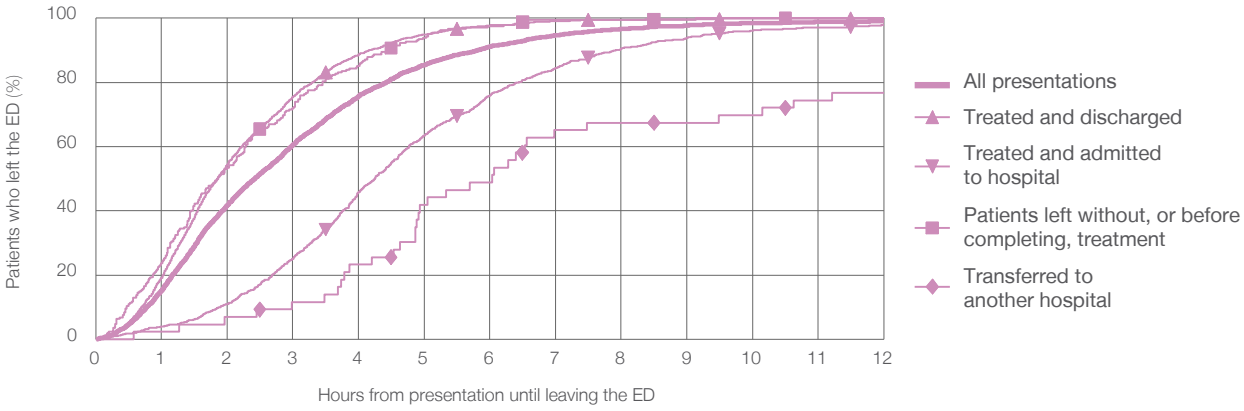
South East Regional Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 4,003 patients

Presentations used to calculate time to leaving the ED:[6] 4,002 patients

		Same period last year	Change since one year ago
Treated and discharged	2,579 (64.4%)	1,872	37.8%
Treated and admitted to hospital	1,123 (28.1%)	962	16.7%
Patient left without, or before completing, treatment	249 (6.2%)	115	116.5%
Transferred to another hospital	43 (1.1%)	29	48.3%
Other	9 (0.2%)	14	-35.7%
All presentations	4,002	2,992	33.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.1%	54.5%	75.5%	88.7%	97.8%	99.6%	99.8%	99.9%
Treated and admitted to hospital	4.0%	11.0%	25.1%	45.9%	75.9%	90.6%	96.2%	97.9%
Patient left without, or before completing, treatment	23.7%	53.4%	71.9%	85.1%	97.6%	99.6%	100%	100%
Transferred to another hospital	2.3%	7.0%	11.6%	23.3%	48.8%	67.4%	69.8%	76.7%
All presentations	15.1%	41.8%	60.5%	75.8%	91.1%	96.7%	98.5%	99.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

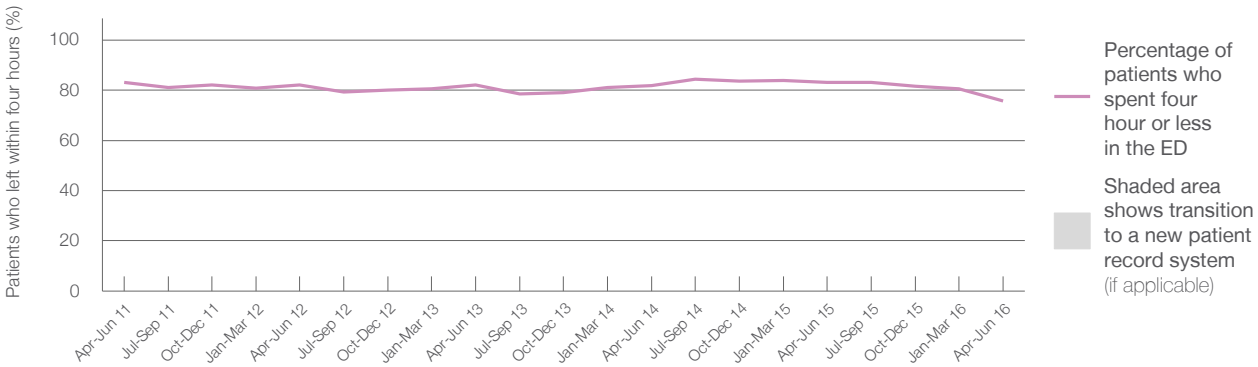
South East Regional Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,003 patients	2,992	33.8%
Presentations used to calculate time to leaving the ED:[6]	4,002 patients	2,992	33.8%
Percentage of patients who spent four hours or less in the ED	75.8%	83.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	83.0%	82.0%	82.0%	81.7%	83.1%	75.8%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Ballina District Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	3,823 patients	3,998	-4.4%
Emergency presentations:[2]	3,586 patients	3,780	-5.1%

Ballina District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	319 patients	316	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	33 minutes	33 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,165 patients	1,168	
Median time to start treatment[4]	19 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	66 minutes	87 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	1,791 patients	1,908	
Median time to start treatment[4]	24 minutes	25 minutes	25 minutes
95th percentile time to start treatment[5]	157 minutes	159 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	290 patients	373	
Median time to start treatment[4]	26 minutes	23 minutes	23 minutes
95th percentile time to start treatment[5]	160 minutes	140 minutes	132 minutes

Ballina District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	3,823 patients	3,998	-4.4%
Percentage of patients who spent four hours or less in the ED	73.9%	79.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

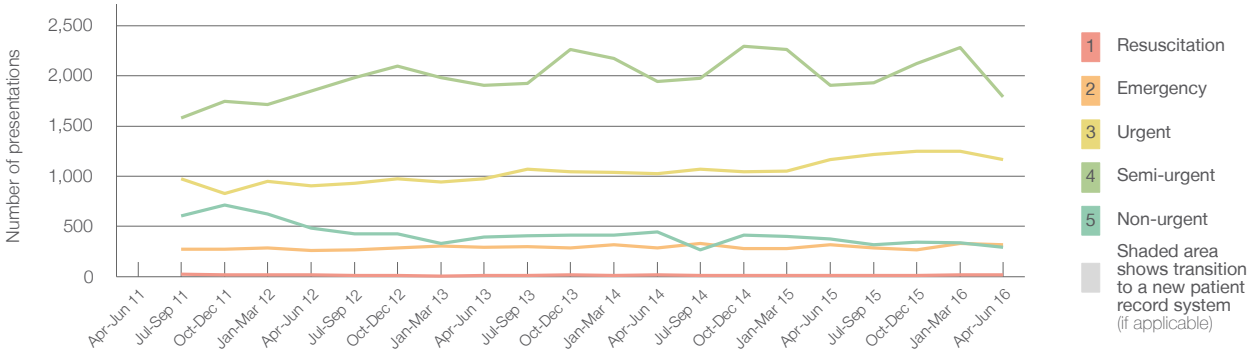
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Ballina District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	3,823 patients	3,998	-4.4%
Emergency presentations[2] by triage category:	3,586 patients	3,780	-5.1%
1 Resuscitation	21 (0.6%)	15	40.0%
2 Emergency	319 (8.9%)	316	0.9%
3 Urgent	1,165 (32.5%)	1,168	-0.3%
4 Semi-urgent	1,791 (49.9%)	1,908	-6.1%
5 Non-urgent	290 (8.1%)	373	-22.3%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation		18	15	18	15	21
Emergency		261	294	283	316	319
Urgent		904	975	1,026	1,168	1,165
Semi-urgent		1,847	1,908	1,945	1,908	1,791
Non-urgent		483	395	445	373	290
All emergency presentations		3,513	3,587	3,717	3,780	3,586

Ballina District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	211 patients **	293	
ED Transfer of care time			
Median time	12 minutes	13 minutes	-1 minute
95th percentile time	42 minutes	47 minutes	-5 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

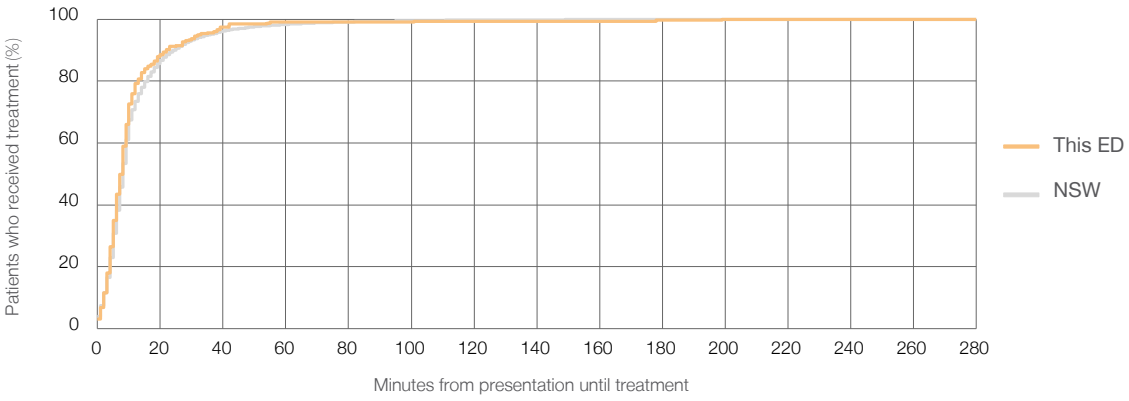
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Ballina District Hospital: Time patients waited to start treatment, triage 2

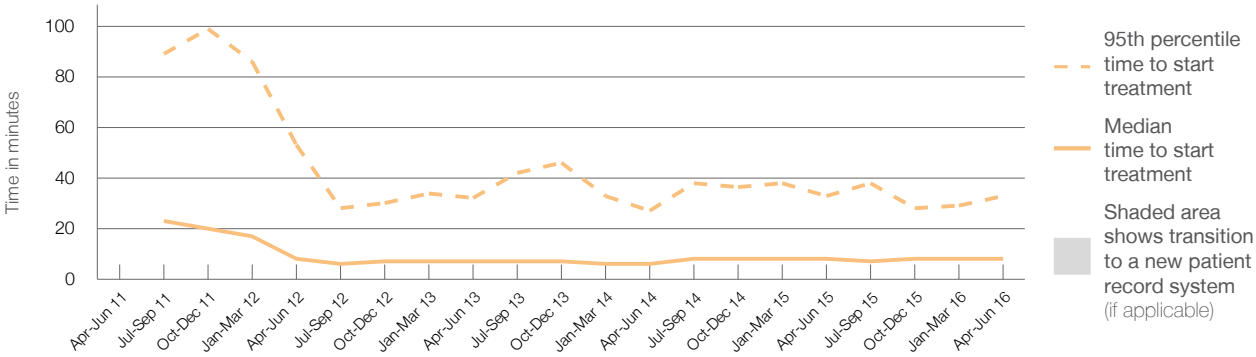
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 319		316	
Number of triage 2 patients used to calculate waiting time:[3] 317		313	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	33 minutes	33 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		8	7	6	8	8
95th percentile time to start treatment[5] (minutes)		53	32	27	33	33

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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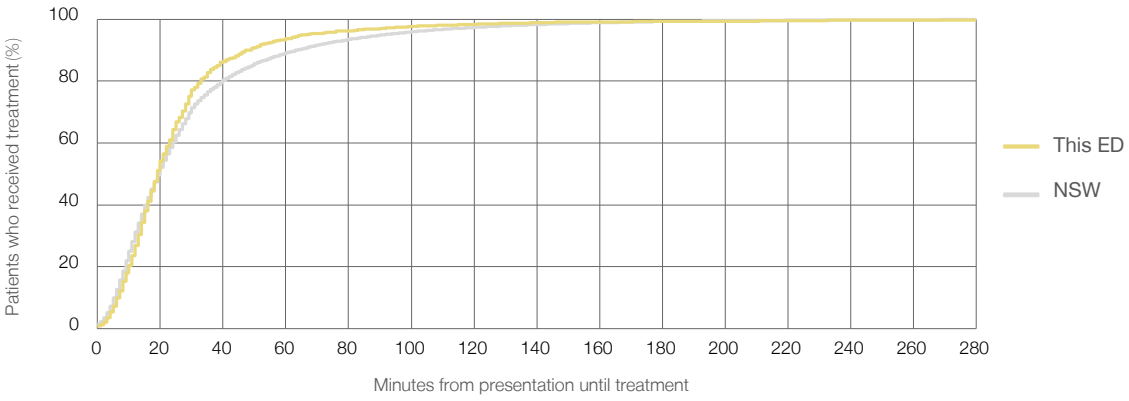
Ballina District Hospital: Time patients waited to start treatment, triage 3

April to June 2016

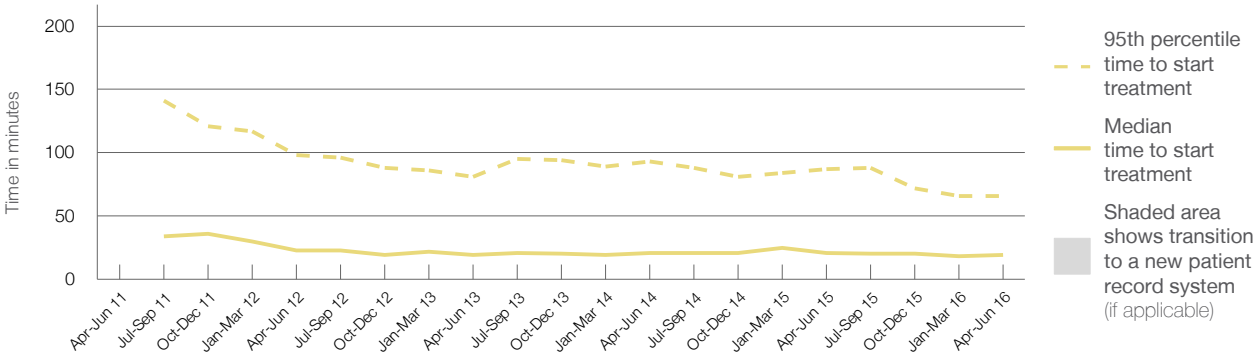
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	1,165	1,168	
Number of triage 3 patients used to calculate waiting time:[3]	1,128	1,144	
Median time to start treatment[4]	19 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	66 minutes	87 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		23	19	21	21	19
95th percentile time to start treatment[5] (minutes)		98	81	93	87	66

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

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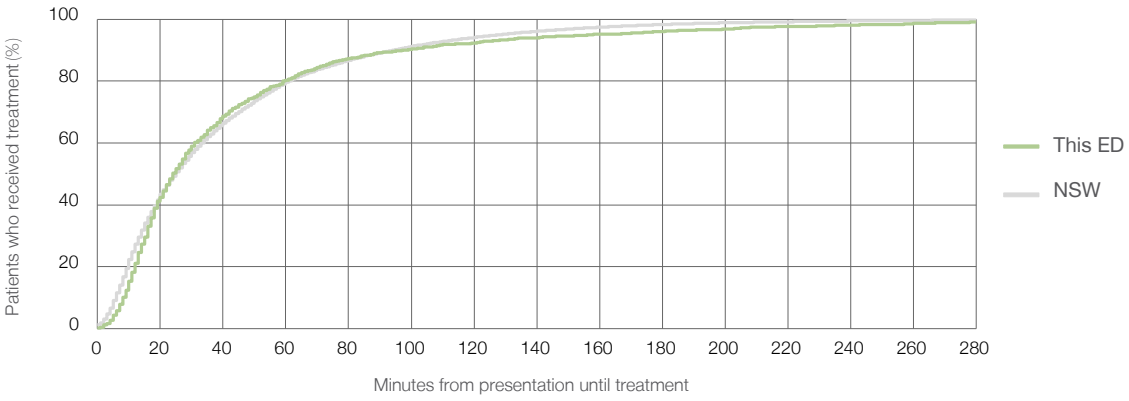
Ballina District Hospital: Time patients waited to start treatment, triage 4

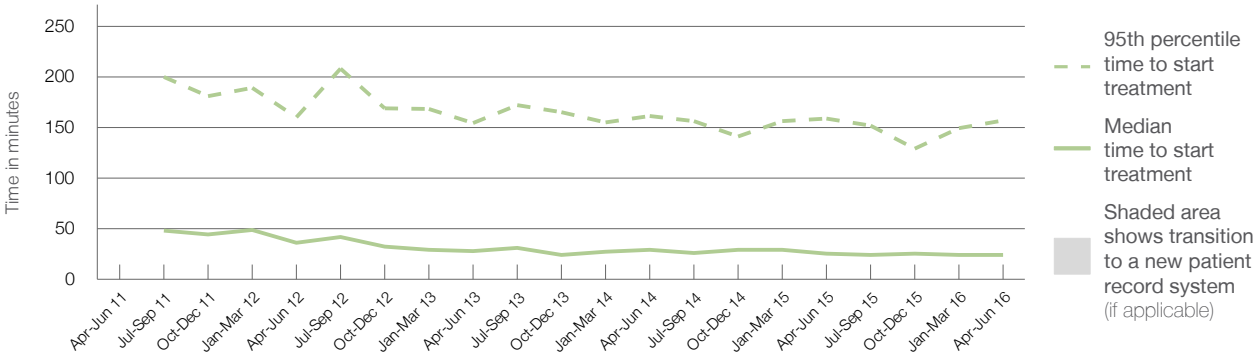
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 1,791		1,908	
Number of triage 4 patients used to calculate waiting time:[3] 1,588		1,712	
Median time to start treatment[4]	24 minutes	25 minutes	25 minutes
95th percentile time to start treatment[5]	157 minutes	159 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		36	28	29	25	24
95th percentile time to start treatment[5] (minutes)		160	154	161	159	157

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

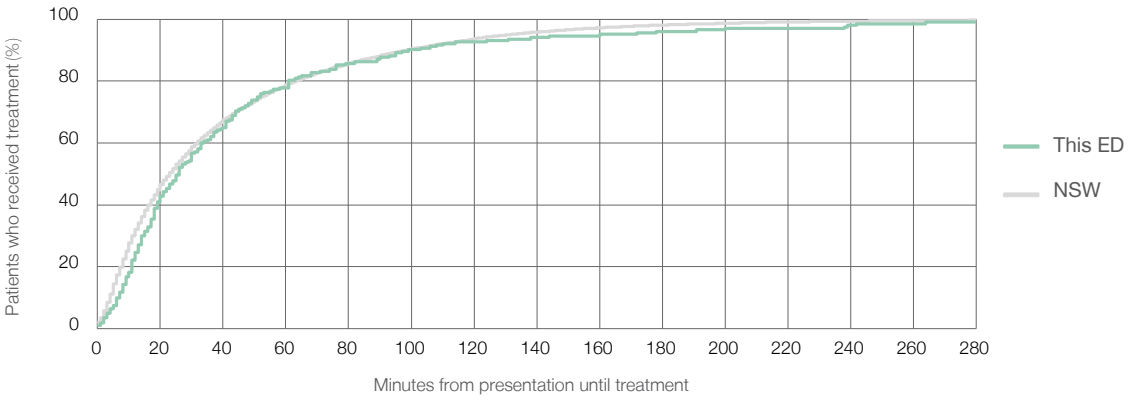
Ballina District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

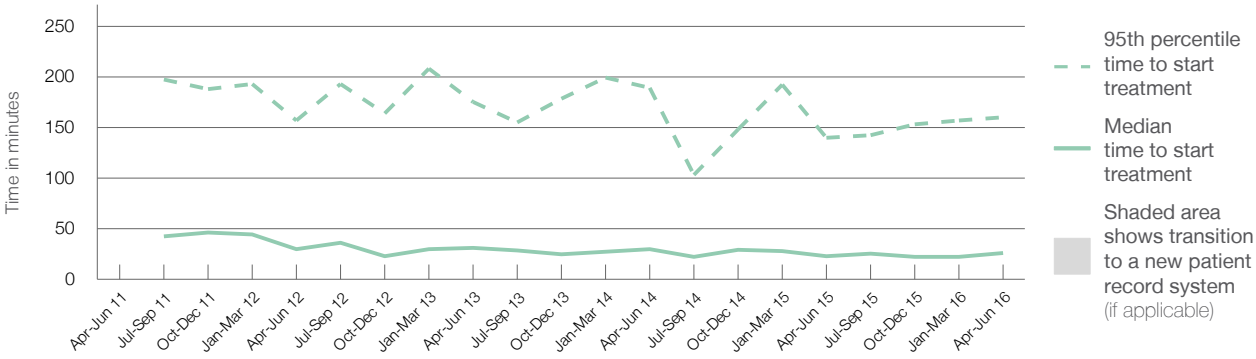
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 290		373	
Number of triage 5 patients used to calculate waiting time:[3] 203		271	
Median time to start treatment[4]	26 minutes	23 minutes	23 minutes
95th percentile time to start treatment[5]	160 minutes	140 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		30	31	30	23	26
95th percentile time to start treatment[5] (minutes)		157	175	189	140	160

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

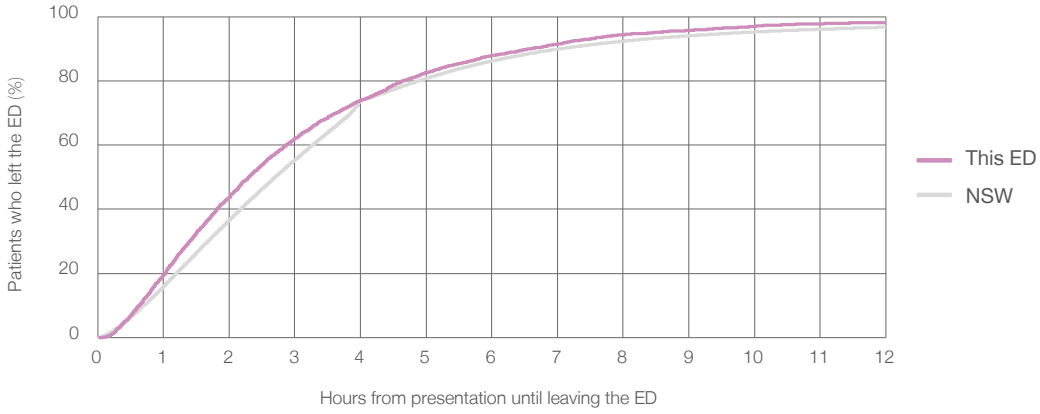
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time patients spent in the ED

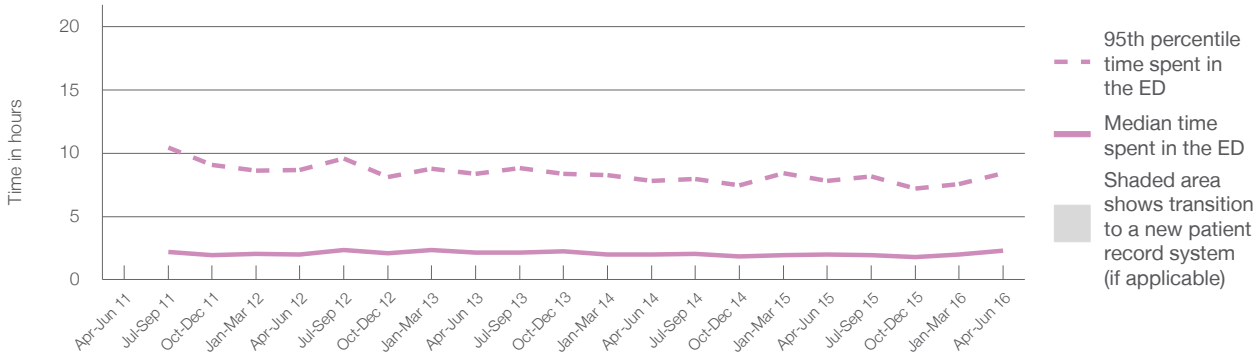
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	3,823 patients	3,998	
Presentations used to calculate time to leaving the ED:[6]	3,823 patients	3,998	
Median time spent in the ED[8]	2 hours and 18 minutes	1 hours and 59 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	8 hours and 26 minutes	7 hours and 49 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)		1h 59m	2h 9m	2h 0m	1h 59m	2h 18m
95th percentile time to leaving the ED[9] (hours, minutes)		8h 40m	8h 22m	7h 50m	7h 49m	8h 26m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

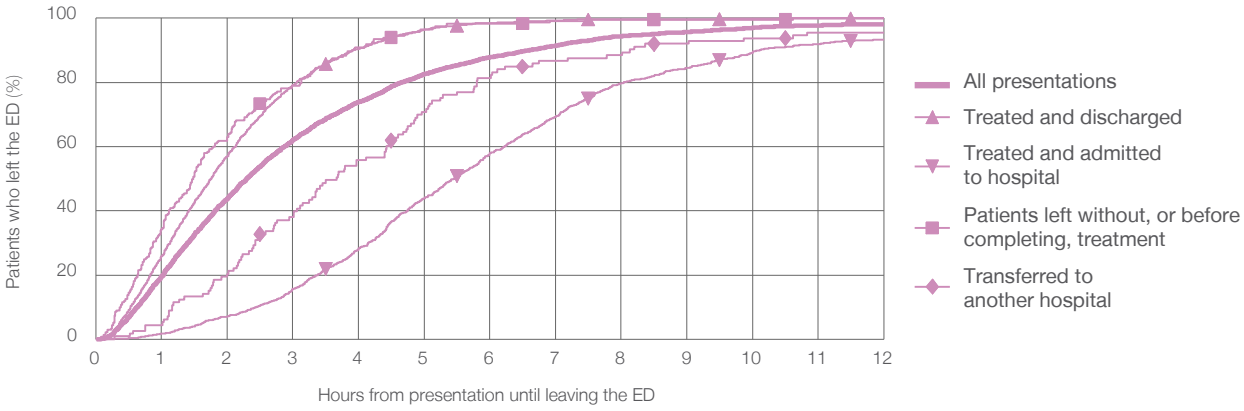
Ballina District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 3,823 patients

Presentations used to calculate time to leaving the ED:[6] 3,823 patients

		Same period last year	Change since one year ago
Treated and discharged	2,503 (65.5%)	2,746	-8.8%
Treated and admitted to hospital	956 (25.0%)	869	10.0%
Patient left without, or before completing, treatment	233 (6.1%)	201	15.9%
Transferred to another hospital	113 (3.0%)	173	-34.7%
Other	18 (0.5%)	9	100.0%
		3,998	-4.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	25.8%	57.1%	79.1%	90.5%	98.6%	99.7%	99.8%	99.9%
Treated and admitted to hospital	1.7%	7.1%	15.7%	28.3%	57.9%	79.8%	89.4%	93.3%
Patient left without, or before completing, treatment	34.3%	63.1%	79.0%	91.0%	98.3%	99.6%	99.6%	100%
Transferred to another hospital	4.4%	20.4%	38.1%	55.8%	81.4%	88.5%	93.8%	95.6%
All presentations	19.6%	43.8%	62.1%	73.9%	87.9%	94.4%	97.0%	98.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

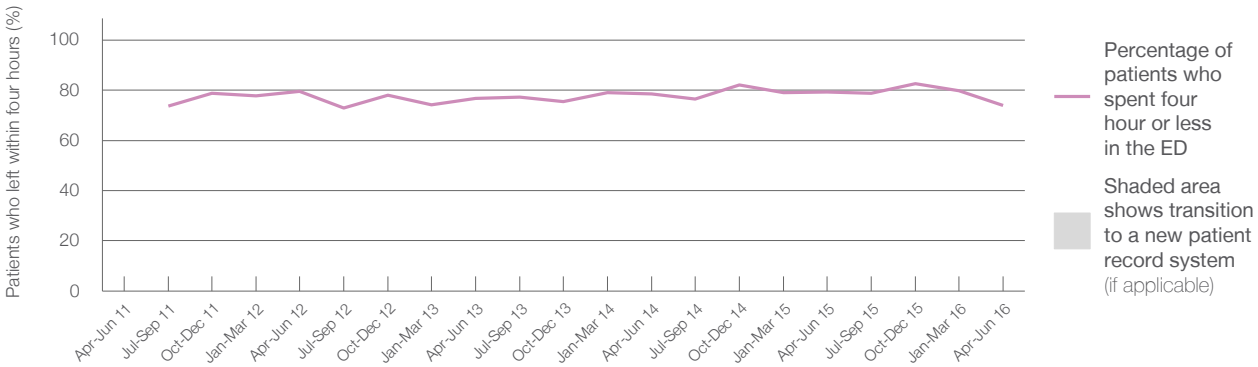
Ballina District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	3,823 patients	3,998	-4.4%
Presentations used to calculate time to leaving the ED:[6]	3,823 patients	3,998	-4.4%
Percentage of patients who spent four hours or less in the ED	73.9%	79.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)		79.4%	76.7%	78.4%	79.3%	73.9%

* 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.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Bateman's Bay District Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 3,113 patients	3,071	1.4%
Emergency presentations:[2] 3,028 patients	2,946	2.8%

Bateman's Bay District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 283 patients	323	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	38 minutes	27 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,019 patients	921	
Median time to start treatment[4]	18 minutes	20 minutes	20 minutes
95th percentile time to start treatment[5]	76 minutes	112 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,374 patients	1,374	
Median time to start treatment[4]	26 minutes	28 minutes	25 minutes
95th percentile time to start treatment[5]	131 minutes	154 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 333 patients	314	
Median time to start treatment[4]	21 minutes	28 minutes	23 minutes
95th percentile time to start treatment[5]	114 minutes	159 minutes	132 minutes

Bateman's Bay District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 3,113 patients		3,071	1.4%
Percentage of patients who spent four hours or less in the ED	80.9%	79.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

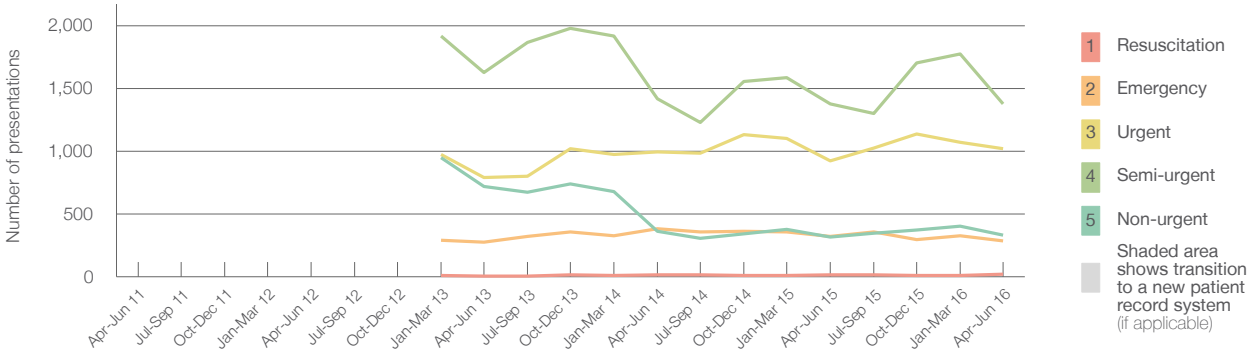
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Bateman's Bay District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	3,113 patients	3,071	1.4%
Emergency presentations[2] by triage category:	3,028 patients	2,946	2.8%
1 Resuscitation	19 (0.6%)	14	35.7%
2 Emergency	283 (9.3%)	323	-12.4%
3 Urgent	1,019 (33.7%)	921	10.6%
4 Semi-urgent	1,374 (45.4%)	1,374	0.0%
5 Non-urgent	333 (11.0%)	314	6.1%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation			< 5	17	14	19
Emergency			279	380	323	283
Urgent			788	995	921	1,019
Semi-urgent			1,627	1,418	1,374	1,374
Non-urgent			717	359	314	333
All emergency presentations			3,411	3,169	2,946	3,028

Bateman's Bay District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	455 patients	469	
ED Transfer of care time			
Median time	11 minutes	9 minutes	2 minutes
95th percentile time	34 minutes	28 minutes	6 minutes

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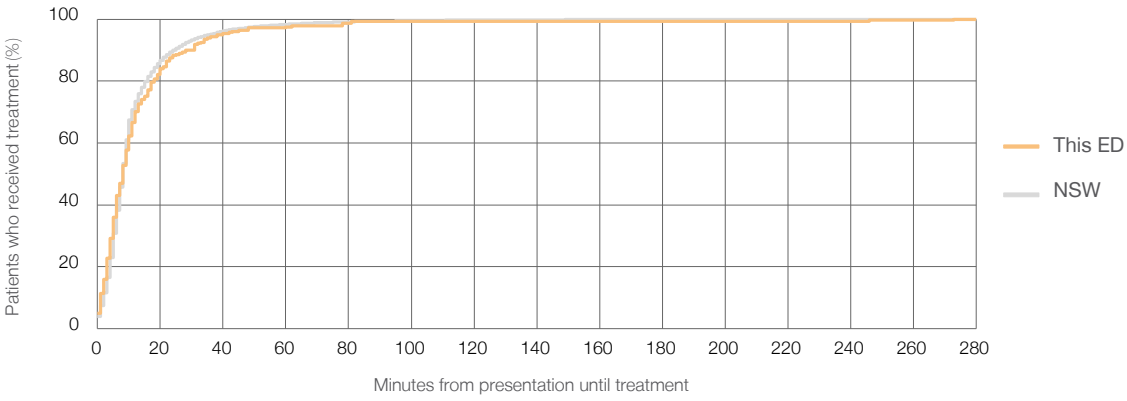
Bateman's Bay District Hospital: Time patients waited to start treatment, triage 2

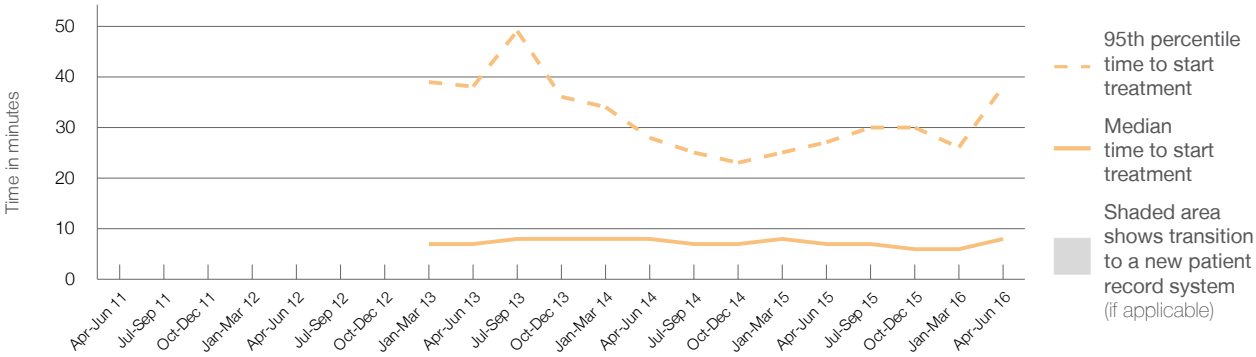
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 283		323	
Number of triage 2 patients used to calculate waiting time:[3] 281		321	
Median time to start treatment[4]	8 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	38 minutes	27 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			7	8	7	8
95th percentile time to start treatment[5] (minutes)			38	28	27	38

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

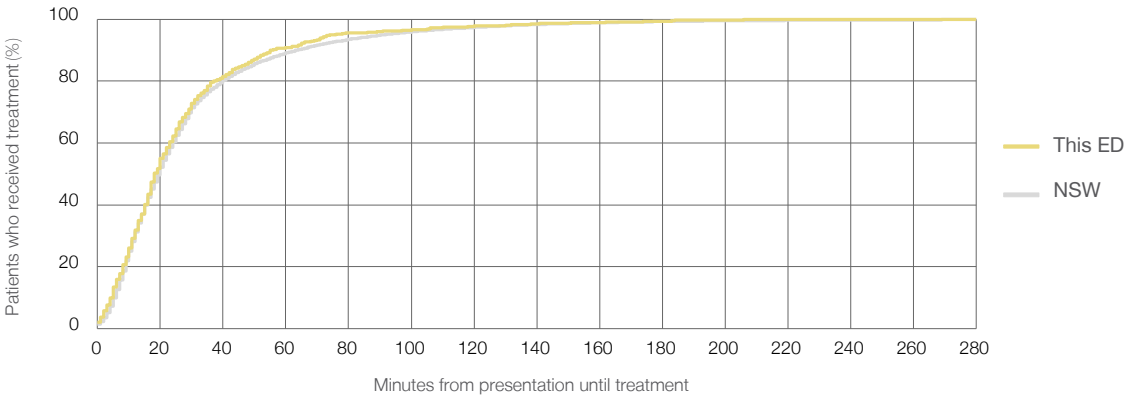
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 3

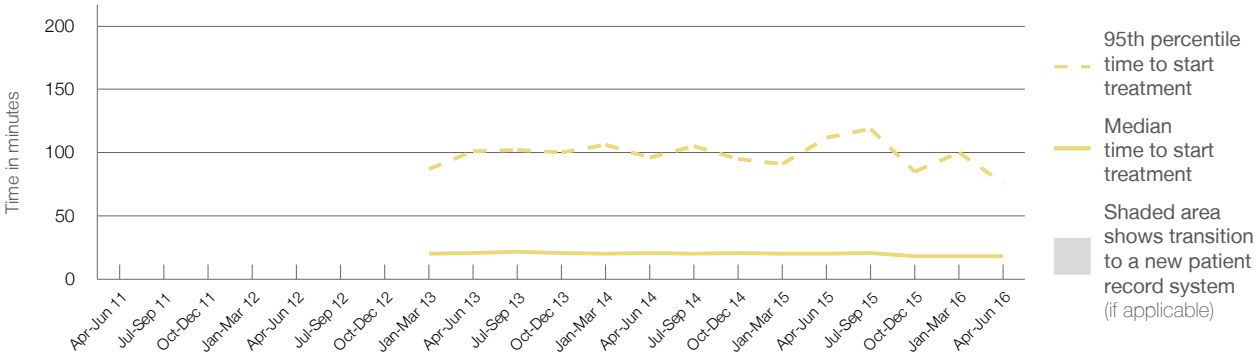
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,019		921	
Number of triage 3 patients used to calculate waiting time:[3] 995		898	
Median time to start treatment[4]	18 minutes	20 minutes	20 minutes
95th percentile time to start treatment[5]	76 minutes	112 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			21	21	20	18
95th percentile time to start treatment[5] (minutes)			101	96	112	76

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

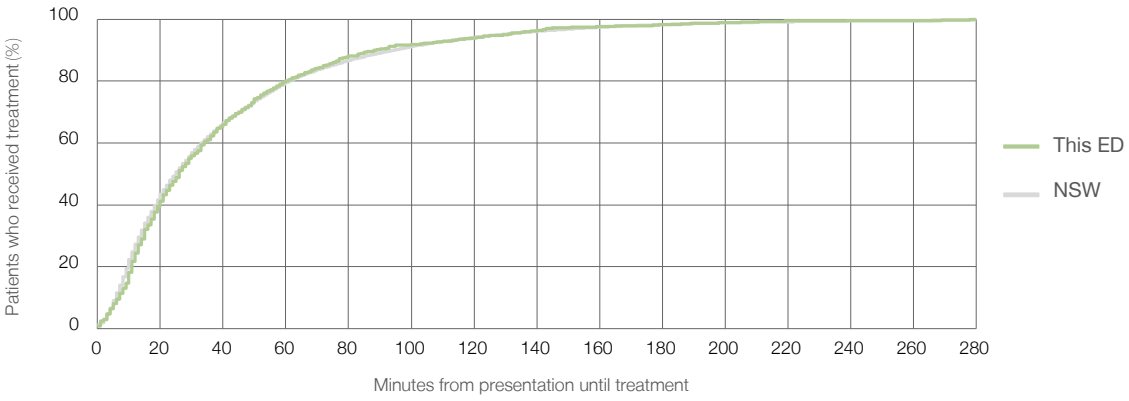
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bateman's Bay District Hospital: Time patients waited to start treatment, triage 4

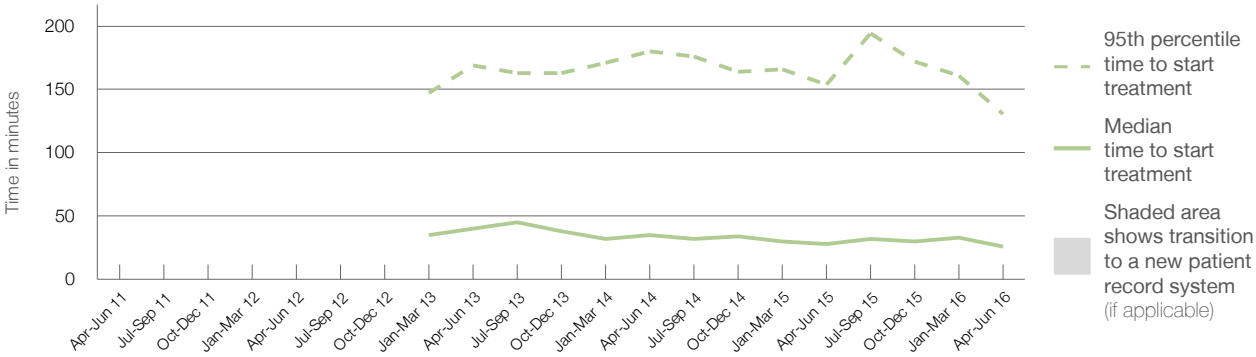
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 1,374		1,374	
Number of triage 4 patients used to calculate waiting time:[3] 900		1,277	
Median time to start treatment[4]	26 minutes	28 minutes	25 minutes
95th percentile time to start treatment[5]	131 minutes	154 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			40	35	28	26
95th percentile time to start treatment[5] (minutes)			169	180	154	131

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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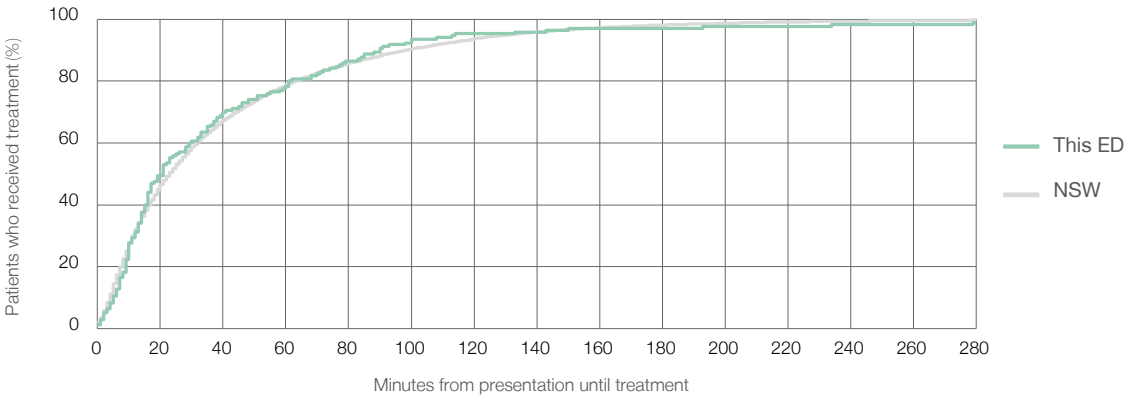
Bateman's Bay District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

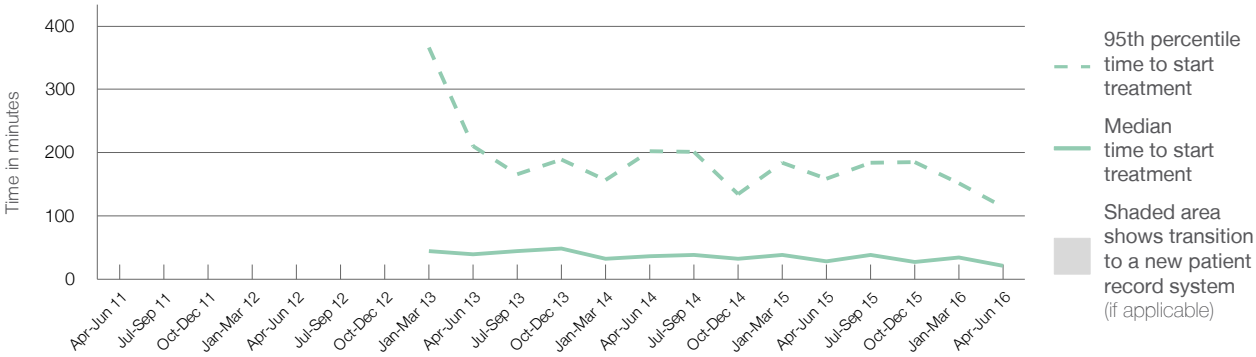
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	333	314	
Number of triage 5 patients used to calculate waiting time:[3]	170	256	
Median time to start treatment[4]	21 minutes	28 minutes	23 minutes
95th percentile time to start treatment[5]	114 minutes	159 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			39	36	28	21
95th percentile time to start treatment[5] (minutes)			210	202	159	114

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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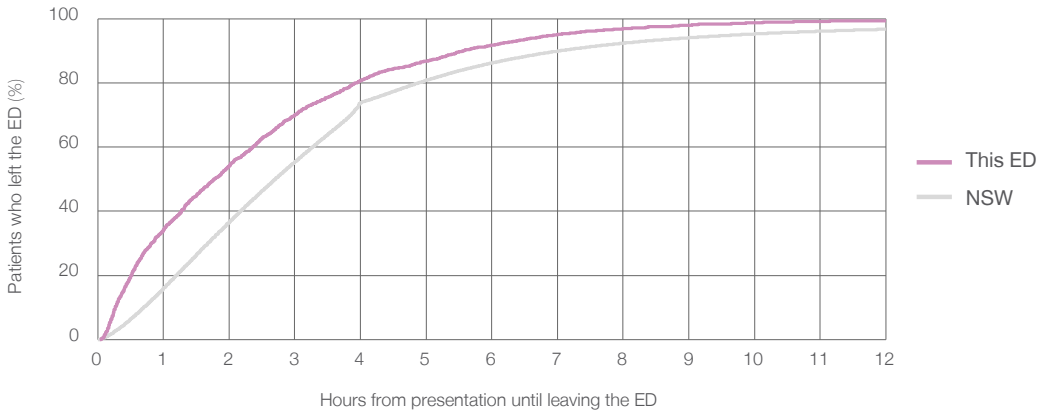
Bateman's Bay District Hospital: Time patients spent in the ED

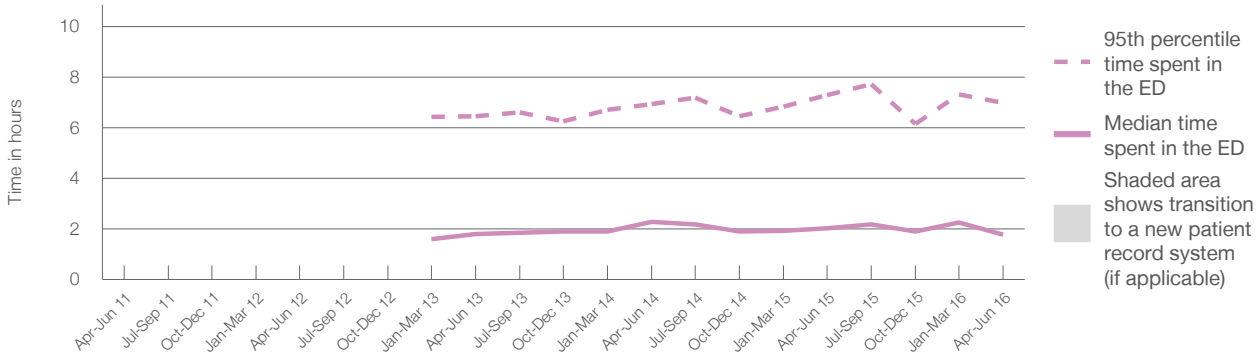
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	3,113 patients	3,071	
Presentations used to calculate time to leaving the ED:[6]	3,113 patients	3,071	
Median time spent in the ED[8]	1 hours and 47 minutes	2 hours and 2 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	7 hours and 0 minutes	7 hours and 17 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)			1h 48m	2h 17m	2h 2m	1h 47m
95th percentile time to leaving the ED[9] (hours, minutes)			6h 27m	6h 57m	7h 17m	7h 0m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

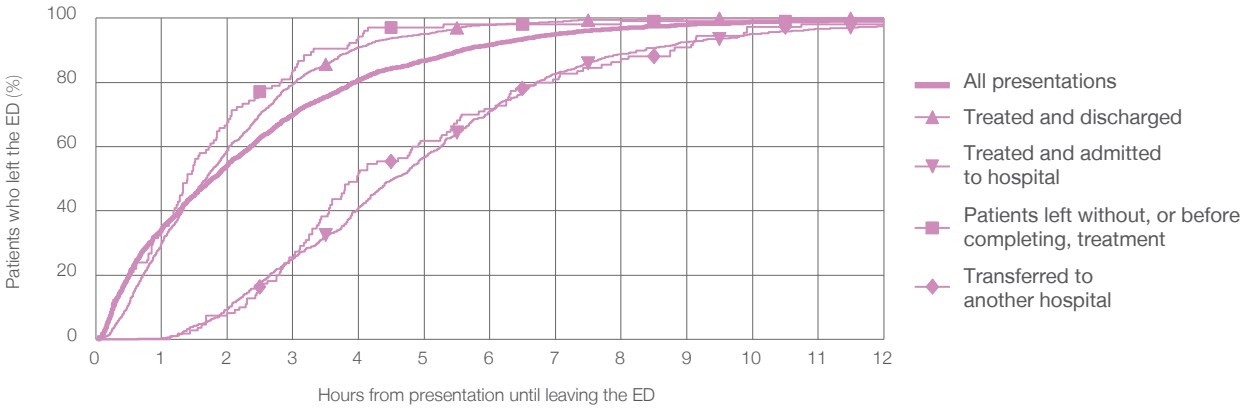
Bateman's Bay District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 3,113 patients

Presentations used to calculate time to leaving the ED:[6] 3,113 patients

		Same period last year	Change since one year ago
Treated and discharged	1,671 (53.7%)	2,094	-20.2%
Treated and admitted to hospital	651 (20.9%)	630	3.3%
Patient left without, or before completing, treatment	105 (3.4%)	236	-55.5%
Transferred to another hospital	110 (3.5%)	108	1.9%
Other	576 (18.5%)	3	9100.0%
All presentations	3,113	3,071	1.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29.9%	58.9%	79.5%	91.0%	97.8%	99.5%	99.9%	100%
Treated and admitted to hospital	0.2%	9.4%	25.0%	41.0%	71.1%	88.9%	95.1%	97.5%
Patient left without, or before completing, treatment	33.3%	67.6%	83.8%	94.3%	98.1%	99.0%	99.0%	99.0%
Transferred to another hospital	0%	8.2%	25.5%	51.8%	71.8%	87.3%	97.3%	98.2%
All presentations	34.3%	54.3%	70.0%	80.9%	91.7%	96.9%	98.8%	99.4%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

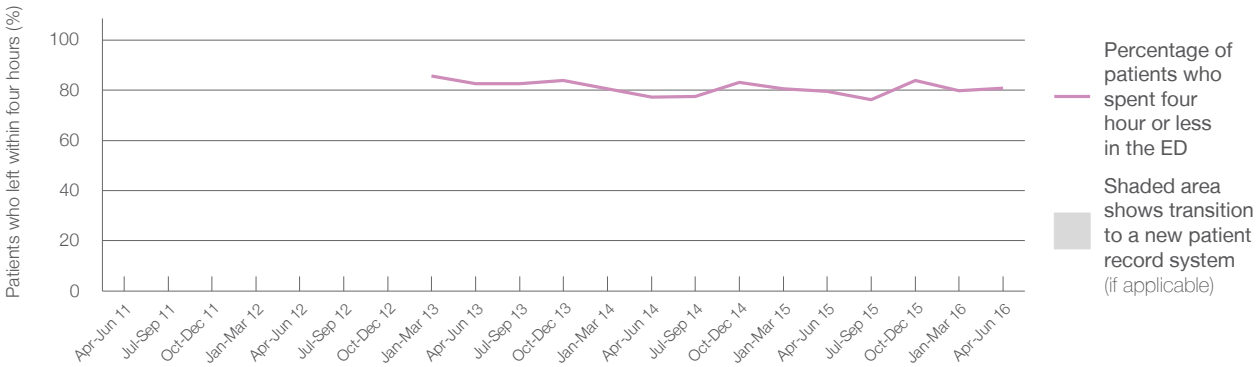
Bateman's Bay District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	3,113 patients	3,071	1.4%
Presentations used to calculate time to leaving the ED:[6]	3,113 patients	3,071	1.4%
Percentage of patients who spent four hours or less in the ED	80.9%	79.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)			82.7%	77.2%	79.5%	80.9%

* 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.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Bellinger River District Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 1,271 patients	1,269	0.2%
Emergency presentations:[2] 1,209 patients	1,165	3.8%

Bellinger River District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 61 patients	36	
Median time to start treatment[4]	6 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	*	*	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 329 patients	248	
Median time to start treatment[4]	8 minutes	12 minutes	20 minutes
95th percentile time to start treatment[5]	30 minutes	40 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 699 patients	711	
Median time to start treatment[4]	8 minutes	14 minutes	25 minutes
95th percentile time to start treatment[5]	45 minutes	59 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 120 patients	170	
Median time to start treatment[4]	6 minutes	8 minutes	23 minutes
95th percentile time to start treatment[5]	42 minutes	64 minutes	132 minutes

Bellinger River District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 1,270 patients		1,267	0.2%
Percentage of patients who spent four hours or less in the ED	96.6%	95.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

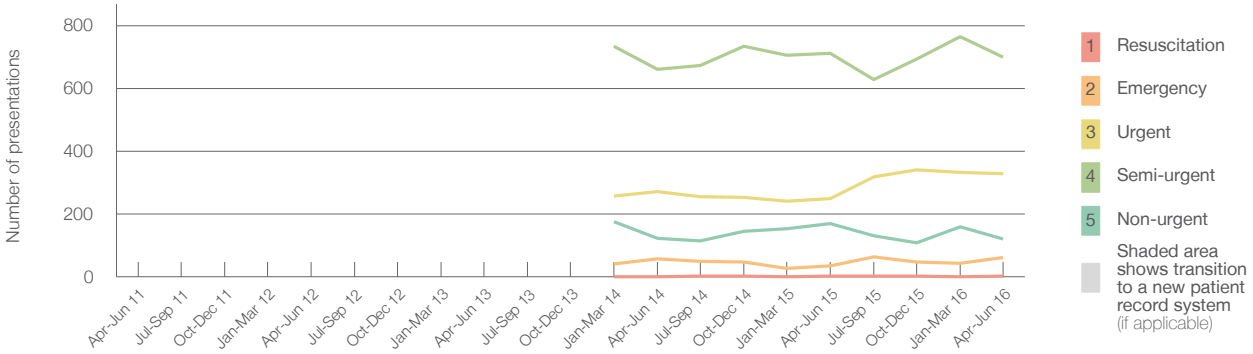
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Bellinger River District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	1,271 patients	1,269	0.2%
Emergency presentations[2] by triage category:	1,209 patients	1,165	3.8%
1 Resuscitation	< 5	< 5	*
2 Emergency	61 (5.0%)	36	76.5%
3 Urgent	329 (27.2%)	248	32.7%
4 Semi-urgent	699 (57.8%)	711	-1.7%
5 Non-urgent	120 (9.9%)	170	-29.4%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation				0	< 5	< 5
Emergency				56	36	61
Urgent				272	248	329
Semi-urgent				661	711	699
Non-urgent				123	170	120
All emergency presentations				1,112	1,165	1,209

Bellinger River District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	< 50 patients	63	
ED Transfer of care time			
Median time	*	19 minutes	*
95th percentile time	*	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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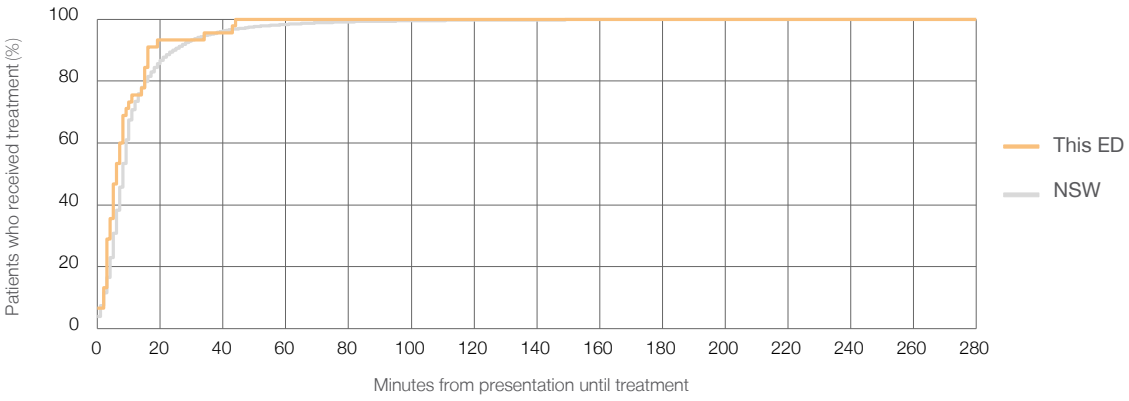
Bellinger River District Hospital: Time patients waited to start treatment, triage 2

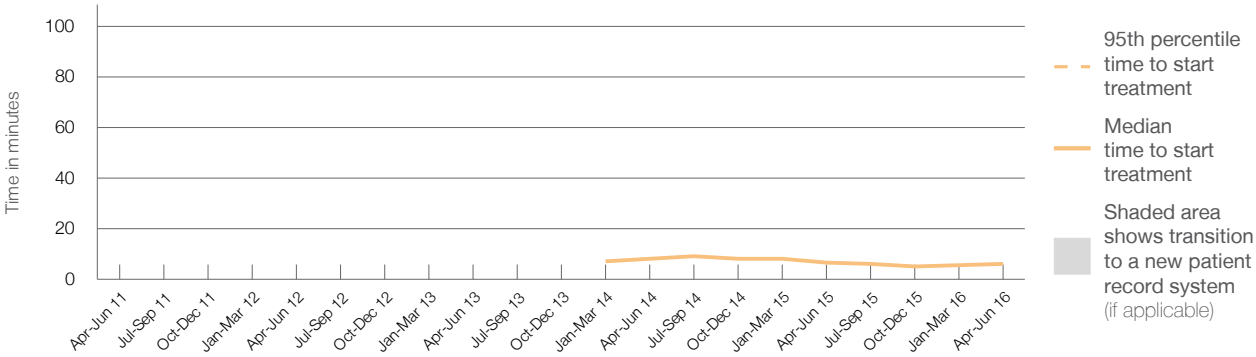
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 61		36	
Number of triage 2 patients used to calculate waiting time:[3] 45		32	
Median time to start treatment[4]	6 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	*	*	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				8	7	6
95th percentile time to start treatment[5] (minutes)				*	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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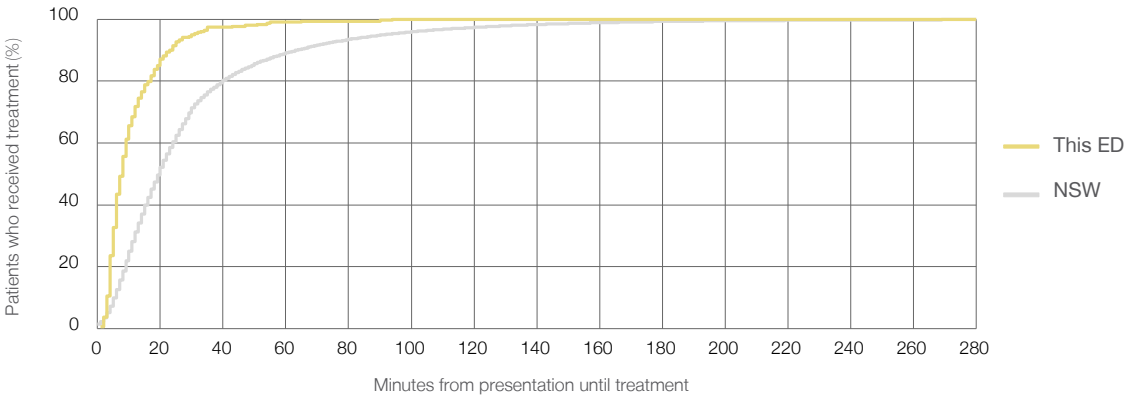
Bellinger River District Hospital: Time patients waited to start treatment, triage 3

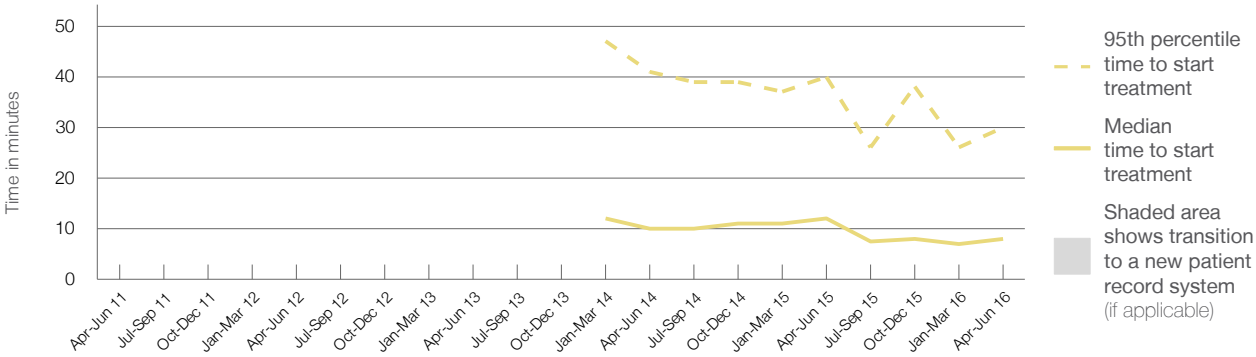
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 329		248	
Number of triage 3 patients used to calculate waiting time:[3] 302		241	
Median time to start treatment[4]	8 minutes	12 minutes	20 minutes
95th percentile time to start treatment[5]	30 minutes	40 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				10	12	8
95th percentile time to start treatment[5] (minutes)				41	40	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

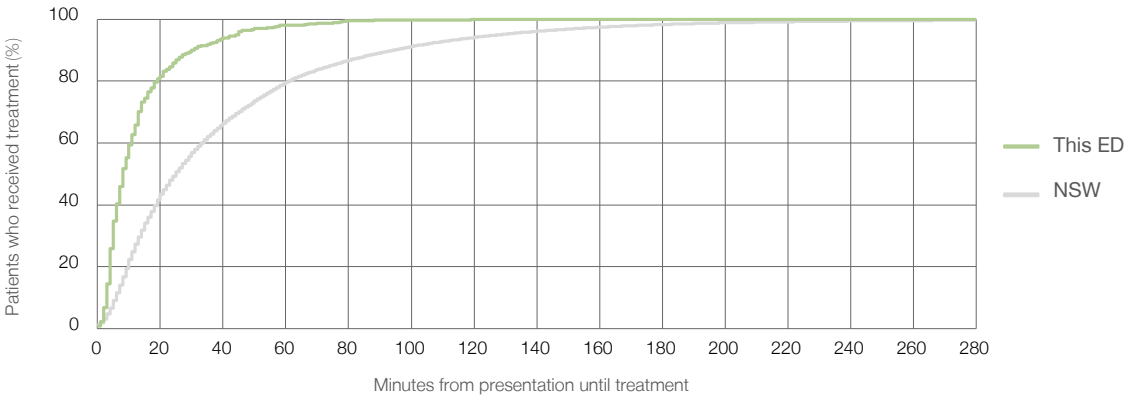
Bellinger River District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

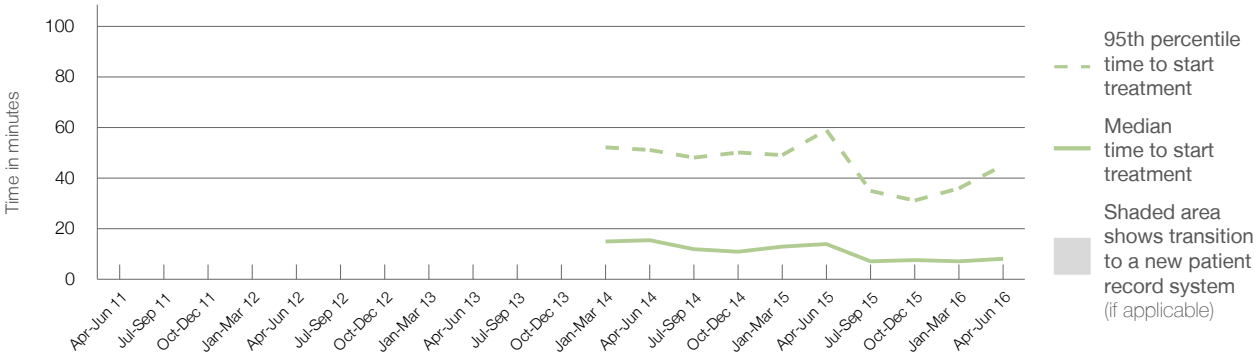
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	699	711	
Number of triage 4 patients used to calculate waiting time:[3]	685	696	
Median time to start treatment[4]	8 minutes	14 minutes	25 minutes
95th percentile time to start treatment[5]	45 minutes	59 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				16	14	8
95th percentile time to start treatment[5] (minutes)				51	59	45

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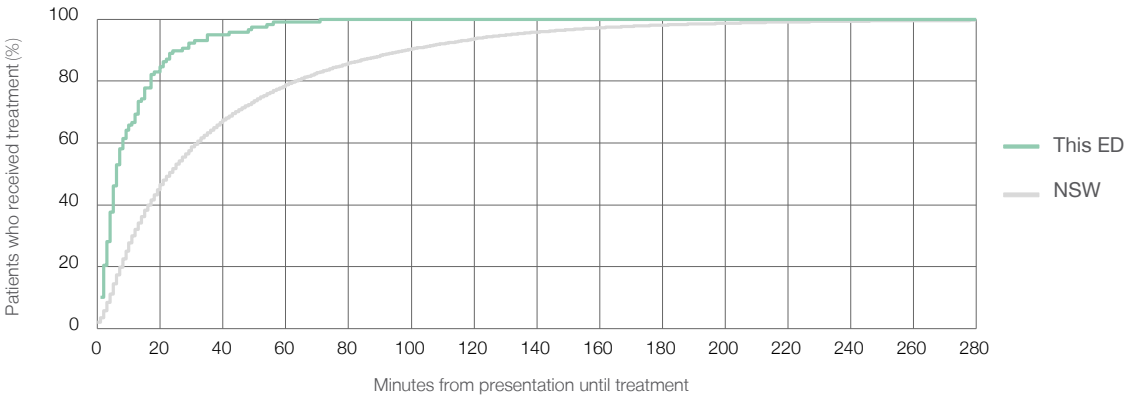
Bellinger River District Hospital: Time patients waited to start treatment, triage 5

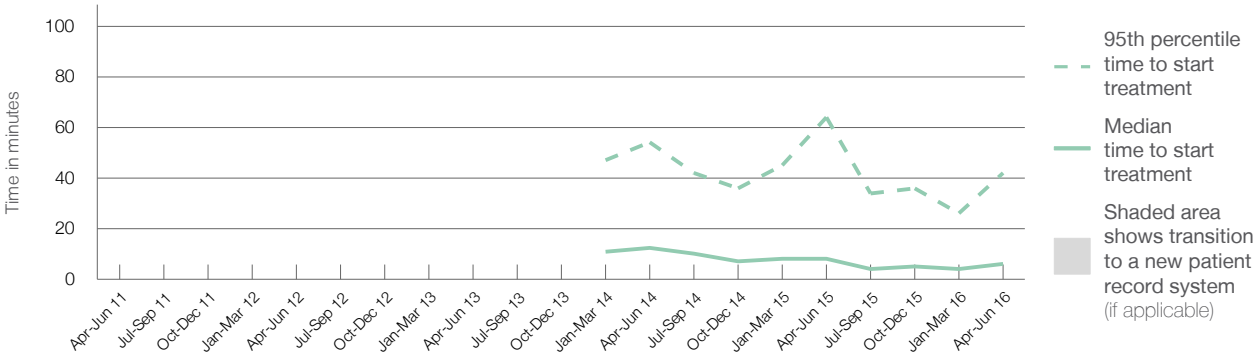
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 120		170	
Number of triage 5 patients used to calculate waiting time:[3] 117		167	
Median time to start treatment[4]	6 minutes	8 minutes	23 minutes
95th percentile time to start treatment[5]	42 minutes	64 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				13	8	6
95th percentile time to start treatment[5] (minutes)				54	64	42

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

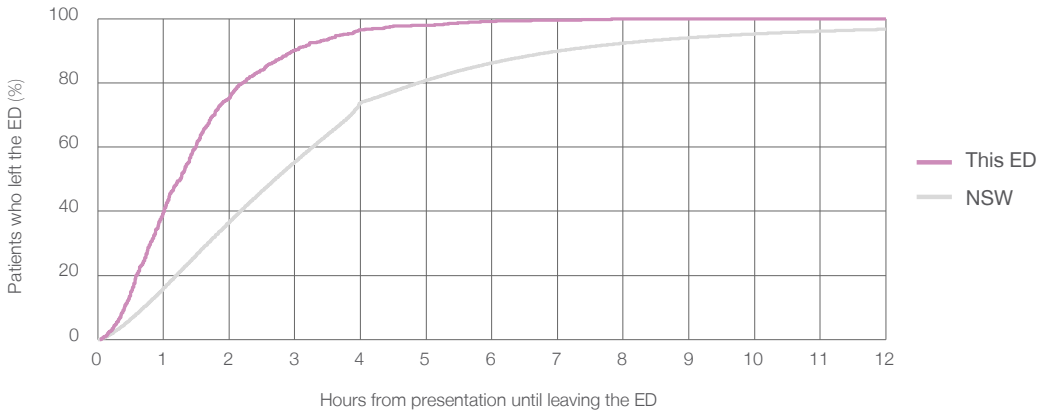
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bellinger River District Hospital: Time patients spent in the ED

April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	1,271 patients	1,269	
Presentations used to calculate time to leaving the ED:[6]	1,270 patients	1,267	
Median time spent in the ED[8]	1 hours and 15 minutes	1 hours and 5 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	3 hours and 44 minutes	3 hours and 55 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)				1h 13m	1h 5m	1h 15m
95th percentile time to leaving the ED[9] (hours, minutes)				4h 34m	3h 55m	3h 44m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

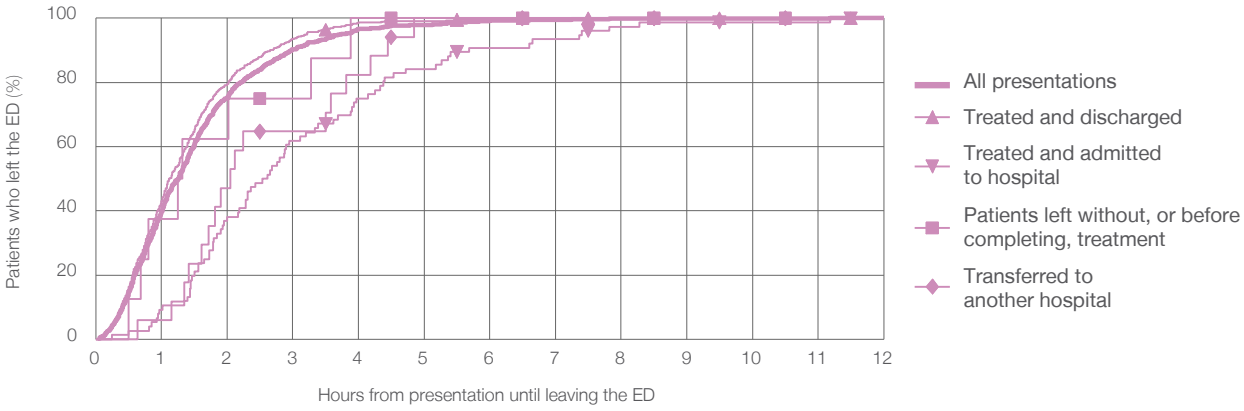
Bellinger River District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 1,271 patients

Presentations used to calculate time to leaving the ED:[6] 1,270 patients

		Same period last year	Change since one year ago
Treated and discharged	1,113 (87.6%)	1,118	-0.4%
Treated and admitted to hospital	76 (6.0%)	81	-6.2%
Patient left without, or before completing, treatment	8 (0.6%)	11	-27.3%
Transferred to another hospital	17 (1.3%)	38	-55.3%
Other	57 (4.5%)	21	171.4%
		1,267	0.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	43.0%	79.6%	93.5%	98.7%	99.8%	100%	100%	100%
Treated and admitted to hospital	9.2%	38.2%	61.8%	75.0%	90.8%	97.4%	98.7%	100%
Patient left without, or before completing, treatment	*	*	*	*	*	*	*	*
Transferred to another hospital	5.9%	47.1%	64.7%	82.4%	100%	100%	100%	100%
All presentations	39.9%	75.4%	90.2%	96.6%	99.2%	99.8%	99.9%	100%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

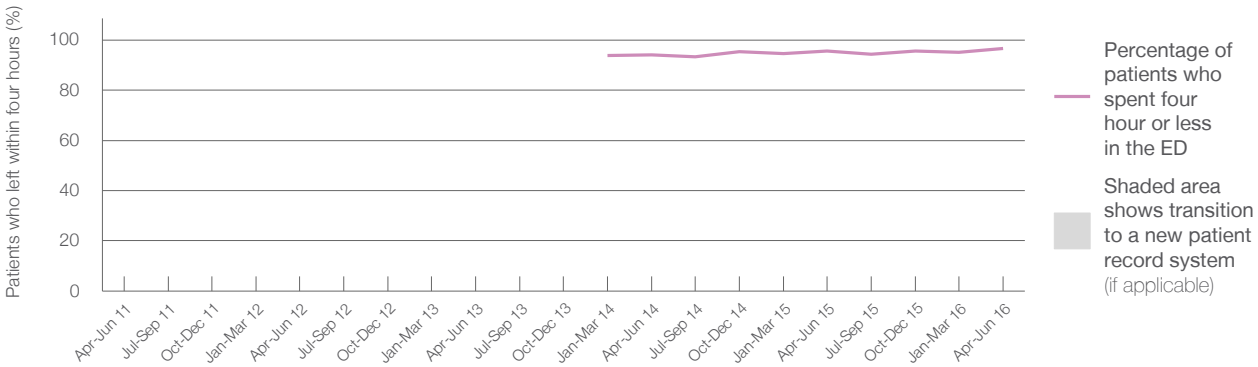
Bellinger River District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	1,271 patients	1,269	0.2%
Presentations used to calculate time to leaving the ED:[6]	1,270 patients	1,267	0.2%
Percentage of patients who spent four hours or less in the ED	96.6%	95.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)				94.0%	95.5%	96.6%

* 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.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Blue Mountains District Anzac Memorial Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 4,165 patients	3,961	5.2%
Emergency presentations:[2] 4,083 patients	3,876	5.3%

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 523 patients	471	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	34 minutes	29 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 972 patients	1,053	
Median time to start treatment[4]	17 minutes	15 minutes	20 minutes
95th percentile time to start treatment[5]	78 minutes	79 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,953 patients	1,796	
Median time to start treatment[4]	22 minutes	17 minutes	25 minutes
95th percentile time to start treatment[5]	126 minutes	116 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 617 patients	543	
Median time to start treatment[4]	22 minutes	18 minutes	23 minutes
95th percentile time to start treatment[5]	133 minutes	121 minutes	132 minutes

Blue Mountains District Anzac Memorial Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 4,165 patients		3,961	5.2%
Percentage of patients who spent four hours or less in the ED	81.6%	84.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

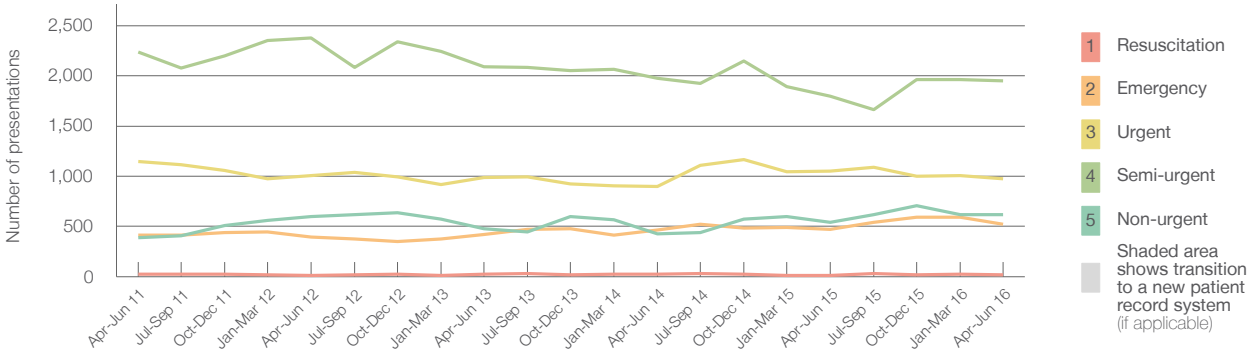
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Blue Mountains District Anzac Memorial Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	4,165 patients	3,961	5.2%
Emergency presentations[2] by triage category:	4,083 patients	3,876	5.3%
1 Resuscitation	18 (0.4%)	13	38.5%
2 Emergency	523 (12.8%)	471	11.0%
3 Urgent	972 (23.8%)	1,053	-7.7%
4 Semi-urgent	1,953 (47.8%)	1,796	8.7%
5 Non-urgent	617 (15.1%)	543	13.6%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	24	15	23	24	13	18
Emergency	411	394	421	462	471	523
Urgent	1,149	1,007	987	899	1,053	972
Semi-urgent	2,240	2,377	2,091	1,974	1,796	1,953
Non-urgent	387	596	475	429	543	617
All emergency presentations	4,211	4,389	3,997	3,788	3,876	4,083

Blue Mountains District Anzac Memorial Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	606 patients	551	
ED Transfer of care time			
Median time	12 minutes	12 minutes	0 minutes
95th percentile time	27 minutes	31 minutes	-4 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

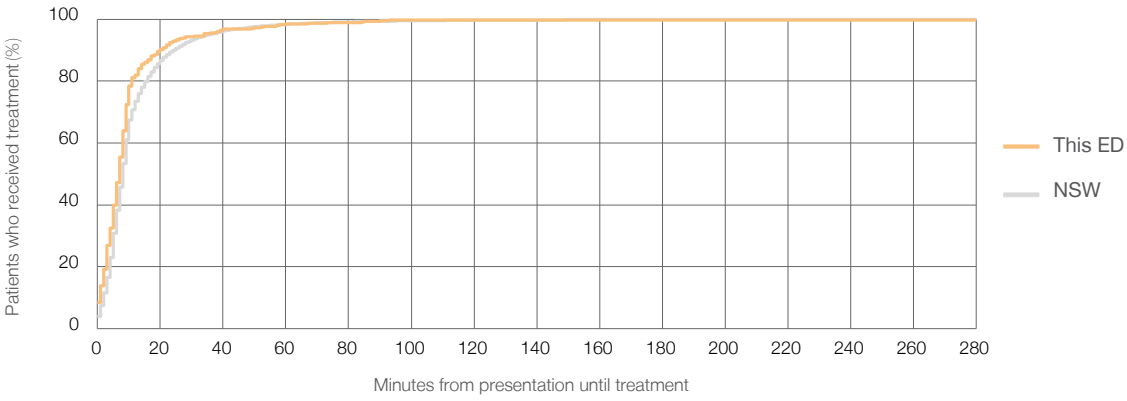
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 2

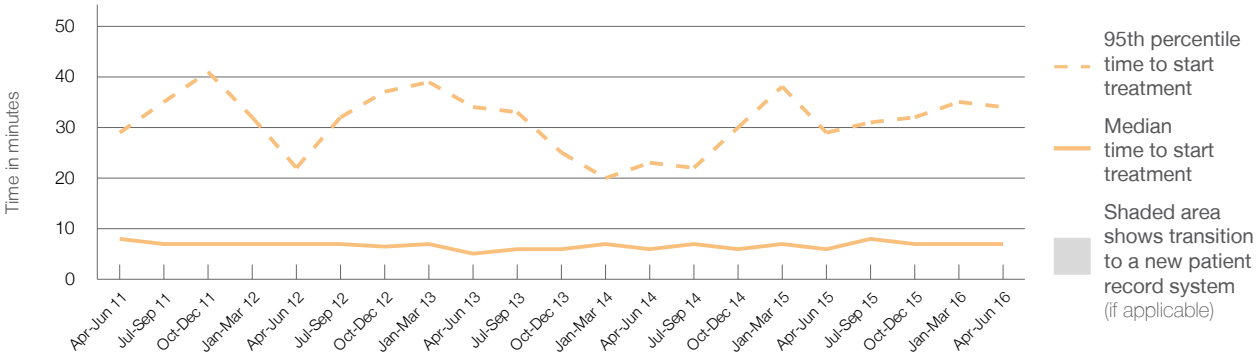
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 523		471	
Number of triage 2 patients used to calculate waiting time:[3] 517		467	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	34 minutes	29 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	8	7	5	6	6	7
95th percentile time to start treatment[5] (minutes)	29	22	34	23	29	34

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

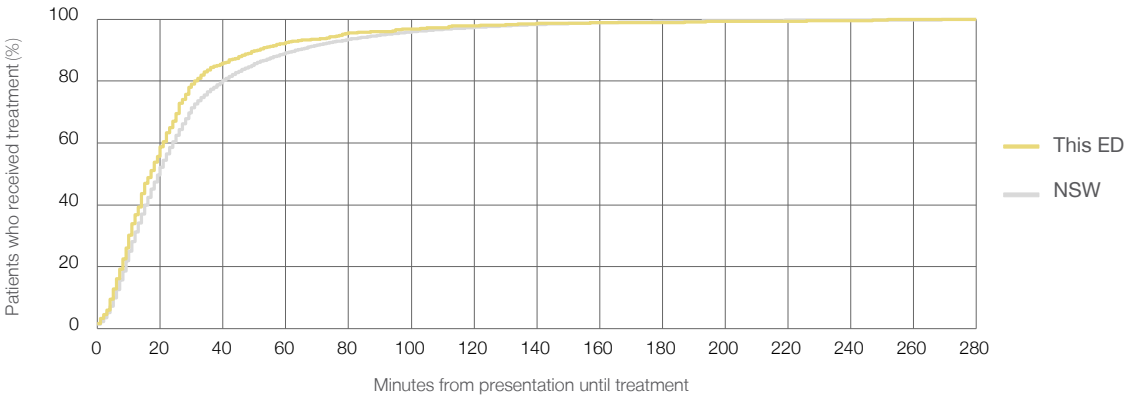
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 3

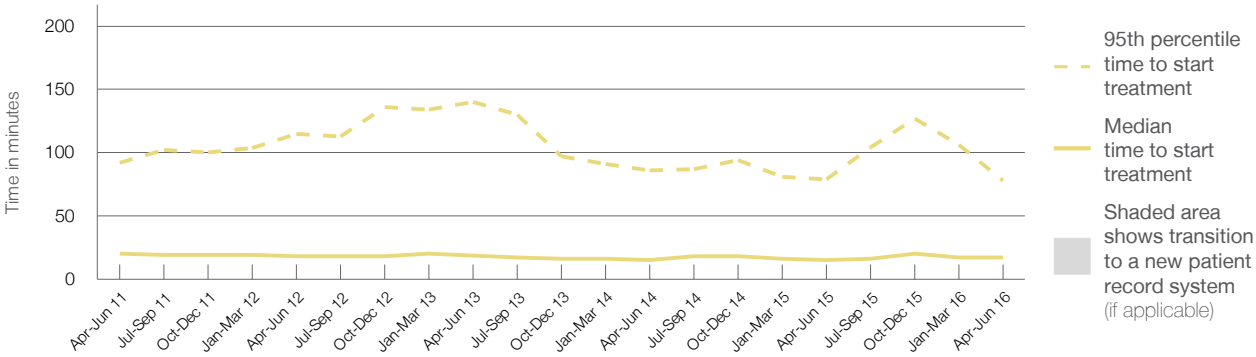
April to June 2016

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	972	1,053	
Number of triage 3 patients used to calculate waiting time:[3]	936	1,032	
Median time to start treatment[4]	17 minutes	15 minutes	20 minutes
95th percentile time to start treatment[5]	78 minutes	79 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	20	18	19	15	15	17
95th percentile time to start treatment[5] (minutes)	92	115	140	86	79	78

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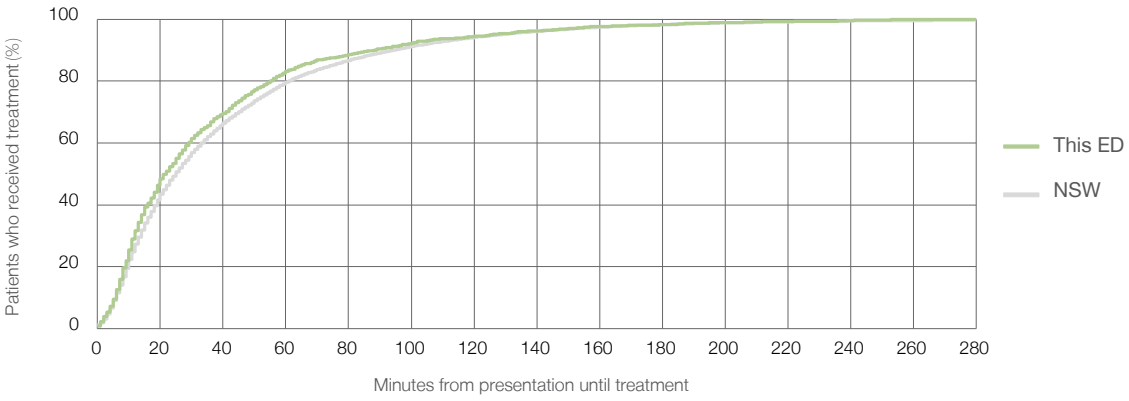
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 4

April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	1,953	1,796	
Number of triage 4 patients used to calculate waiting time:[3]	1,830	1,720	
Median time to start treatment[4]	22 minutes	17 minutes	25 minutes
95th percentile time to start treatment[5]	126 minutes	116 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	39	42	40	27	17	22
95th percentile time to start treatment[5] (minutes)	180	190	222	162	116	126

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

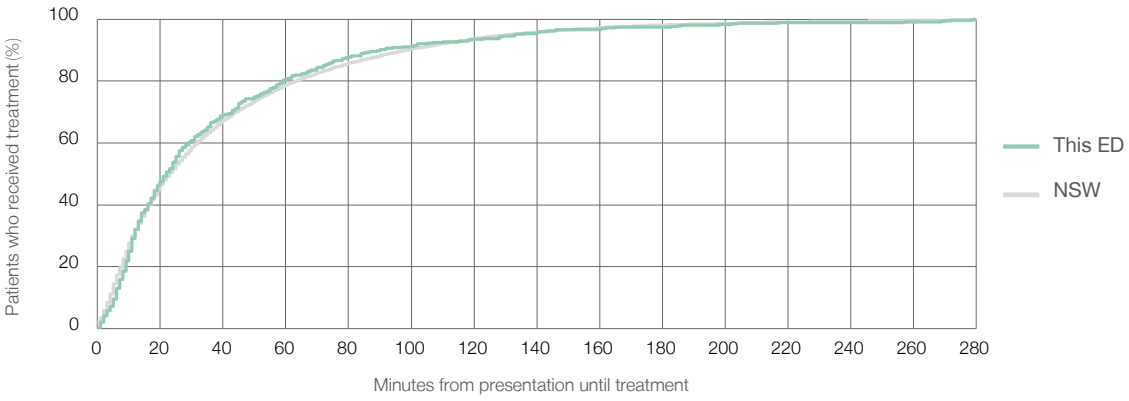
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Blue Mountains District Anzac Memorial Hospital: Time patients waited to start treatment, triage 5

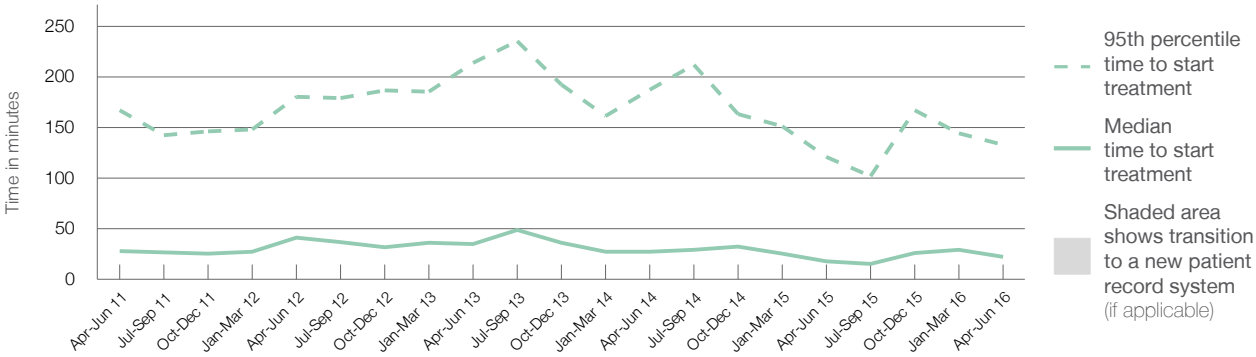
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	617	543	
Number of triage 5 patients used to calculate waiting time:[3]	539	486	
Median time to start treatment[4]	22 minutes	18 minutes	23 minutes
95th percentile time to start treatment[5]	133 minutes	121 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	28	41	35	27	18	22
95th percentile time to start treatment[5] (minutes)	167	180	214	187	121	133

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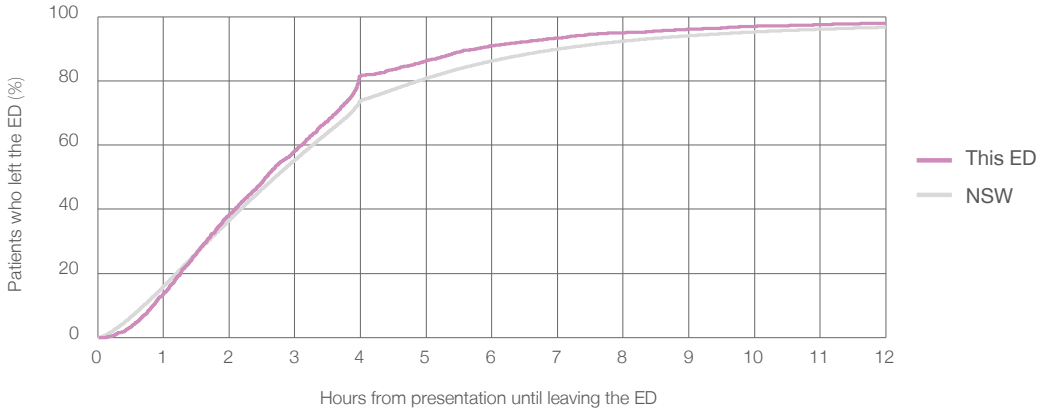
Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED

April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	4,165 patients	3,961	
Presentations used to calculate time to leaving the ED:[6]	4,165 patients	3,961	
Median time spent in the ED[8]	2 hours and 34 minutes	2 hours and 19 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	8 hours and 3 minutes	7 hours and 13 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 13m	2h 26m	2h 46m	2h 38m	2h 19m	2h 34m
95th percentile time to leaving the ED[9] (hours, minutes)	7h 28m	7h 51m	8h 49m	8h 0m	7h 13m	8h 3m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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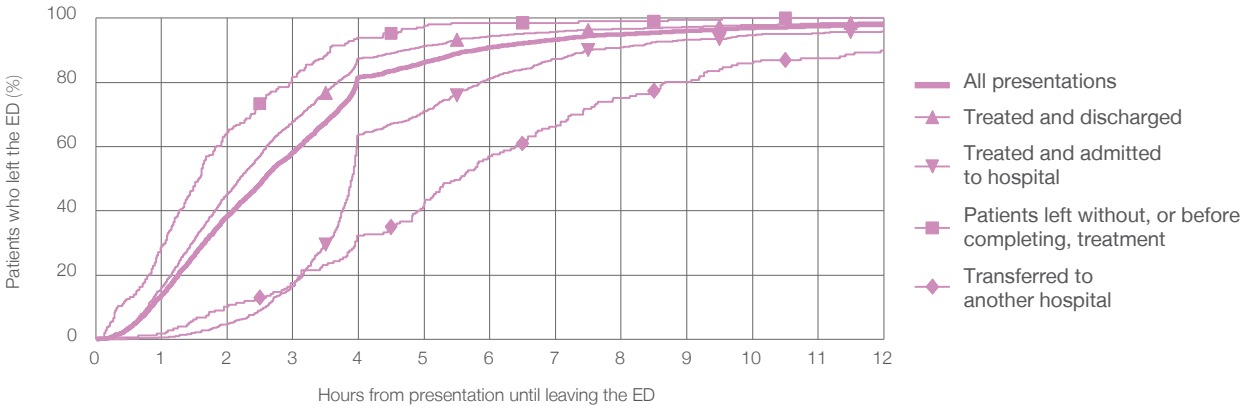
Blue Mountains District Anzac Memorial Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 4,165 patients

Presentations used to calculate time to leaving the ED:[6] 4,165 patients

		Same period last year	Change since one year ago
Treated and discharged	3,093 (74.3%)	2,979	3.8%
Treated and admitted to hospital	667 (16.0%)	644	3.6%
Patient left without, or before completing, treatment	214 (5.1%)	154	39.0%
Transferred to another hospital	177 (4.2%)	179	-1.1%
Other	14 (0.3%)	5	180.0%
		3,961	5.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.1%	45.3%	67.8%	87.4%	94.4%	96.7%	97.9%	98.7%
Treated and admitted to hospital	0.6%	4.8%	16.5%	63.9%	81.1%	90.9%	94.8%	96.0%
Patient left without, or before completing, treatment	29.0%	64.5%	81.8%	93.9%	98.6%	99.1%	100%	100%
Transferred to another hospital	1.7%	10.2%	17.5%	32.2%	57.1%	75.1%	85.9%	89.8%
All presentations	13.8%	38.4%	58.2%	81.6%	90.9%	95.0%	97.0%	97.9%

(†) 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 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.

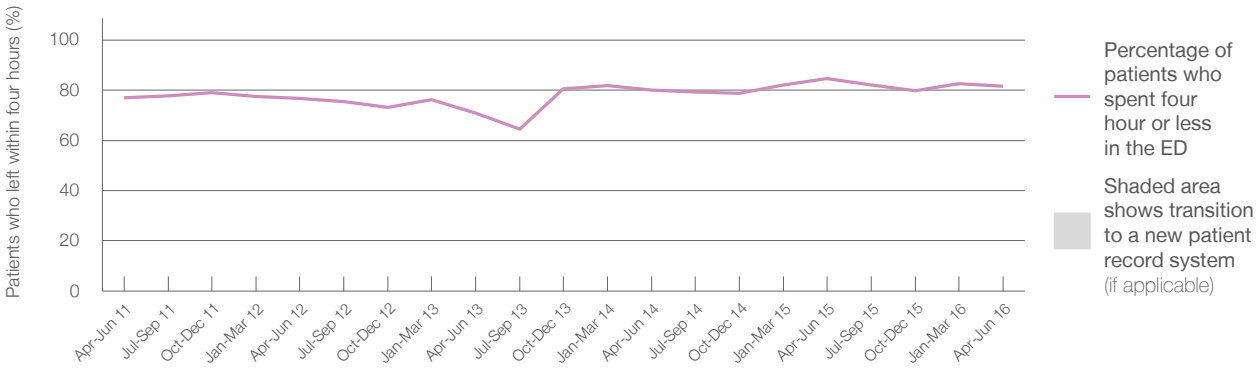
Blue Mountains District Anzac Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,165 patients	3,961	5.2%
Presentations used to calculate time to leaving the ED:[6]	4,165 patients	3,961	5.2%
Percentage of patients who spent four hours or less in the ED	81.6%	84.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	76.9%	76.7%	71.0%	80.0%	84.8%	81.6%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Bulli District Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	1,368 patients	1,364	0.3%
Emergency presentations:[2]	1,144 patients	1,131	1.1%

Bulli District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	19 patients	22	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	*	*	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	113 patients	126	
Median time to start treatment[4]	15 minutes	16 minutes	20 minutes
95th percentile time to start treatment[5]	43 minutes	71 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	837 patients	789	
Median time to start treatment[4]	16 minutes	17 minutes	25 minutes
95th percentile time to start treatment[5]	67 minutes	74 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	175 patients	194	
Median time to start treatment[4]	13 minutes	14 minutes	23 minutes
95th percentile time to start treatment[5]	65 minutes	63 minutes	132 minutes

Bulli District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	1,368 patients	1,364	0.3%
Percentage of patients who spent four hours or less in the ED	99.3%	99.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

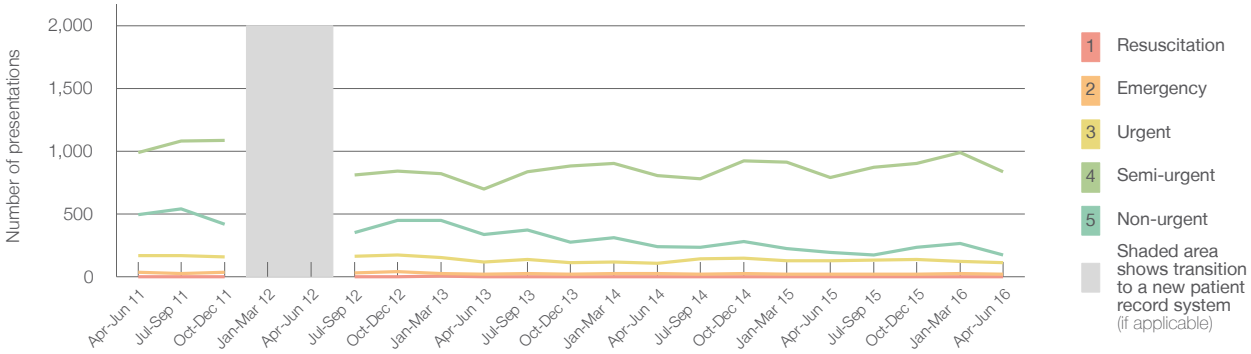
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Bulli District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations [1]	1,368 patients	1,364	0.3%
Emergency presentations[2] by triage category:	1,144 patients	1,131	1.1%
1 Resuscitation	0 (0%)	0	
2 Emergency	19 (1.7%)	22	-13.6%
3 Urgent	113 (9.9%)	126	-10.3%
4 Semi-urgent	837 (73.2%)	789	6.1%
5 Non-urgent	175 (15.3%)	194	-9.8%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	0		< 5	0	0	0
Emergency	36		23	26	22	19
Urgent	170		115	108	126	113
Semi-urgent	988		699	807	789	837
Non-urgent	496		335	237	194	175
All emergency presentations	1,690		1,172	1,178	1,131	1,144

Bulli District Hospital: Patients arriving by ambulance

April to June 2016

ED Transfer of care time is not currently available for this hospital. [7]

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

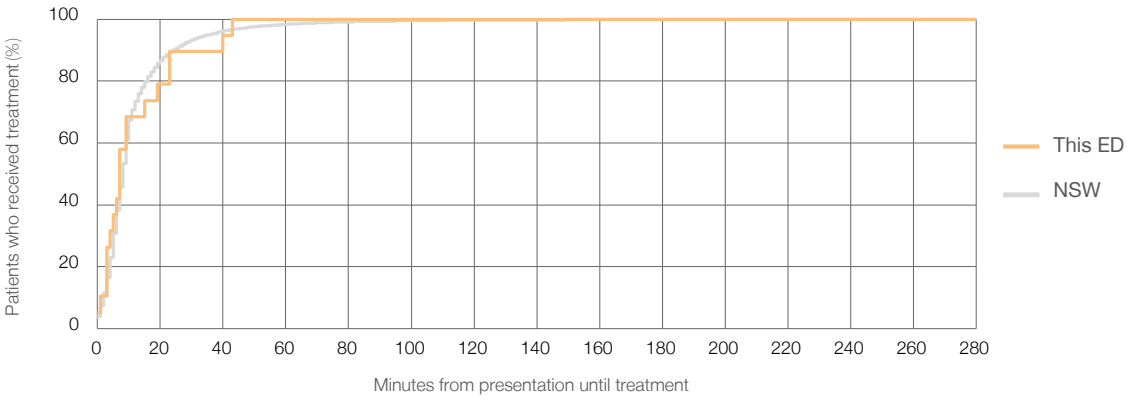
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bulli District Hospital: Time patients waited to start treatment, triage 2

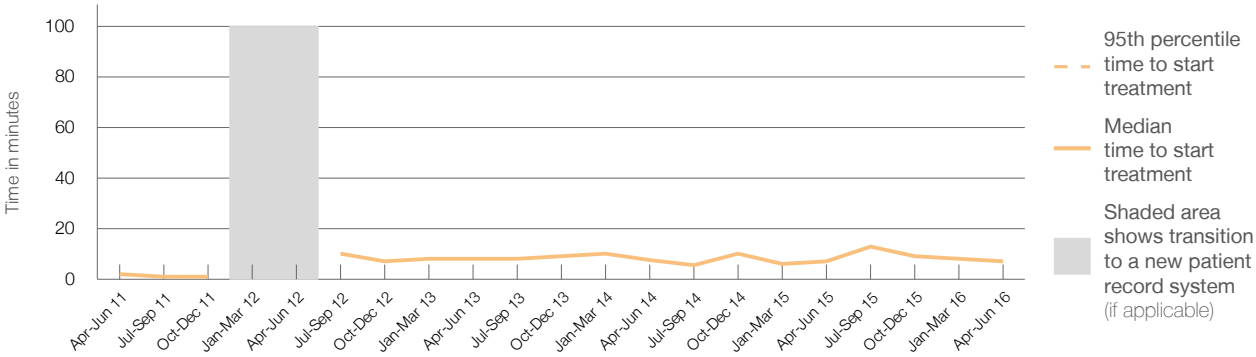
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 19		22	
Number of triage 2 patients used to calculate waiting time:[3] 19		21	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	*	*	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	2		8	8	7	7
95th percentile time to start treatment[5] (minutes)	*		*	*	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

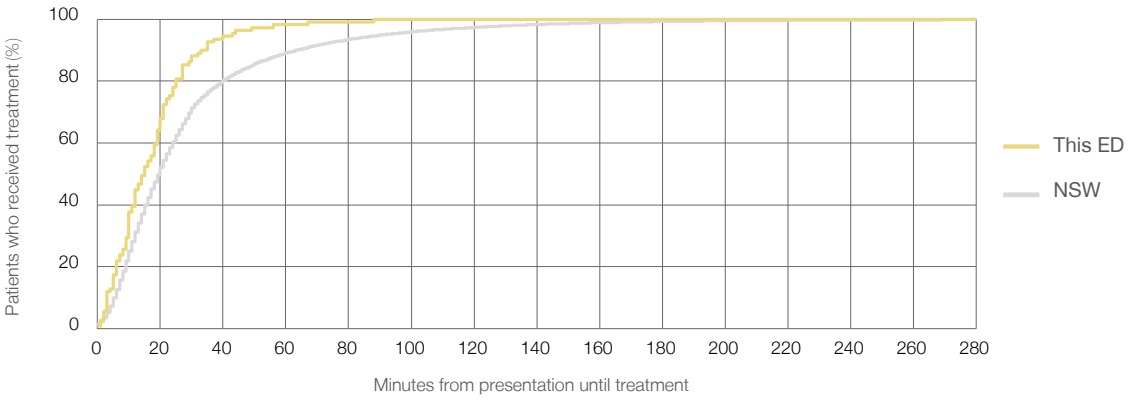
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bulli District Hospital: Time patients waited to start treatment, triage 3

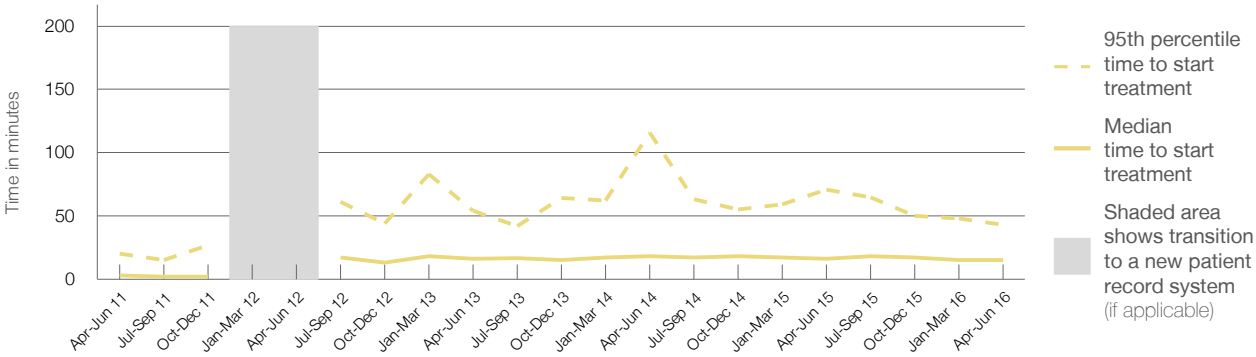
April to June 2016

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	113	126	
Number of triage 3 patients used to calculate waiting time:[3]	109	124	
Median time to start treatment[4]	15 minutes	16 minutes	20 minutes
95th percentile time to start treatment[5]	43 minutes	71 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	3		16	18	16	15
95th percentile time to start treatment[5] (minutes)	20		54	116	71	43

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

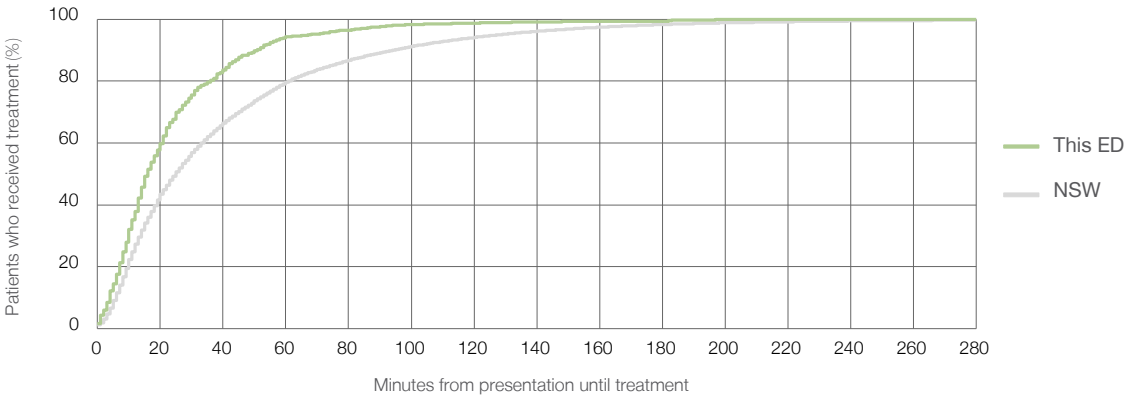
Bulli District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

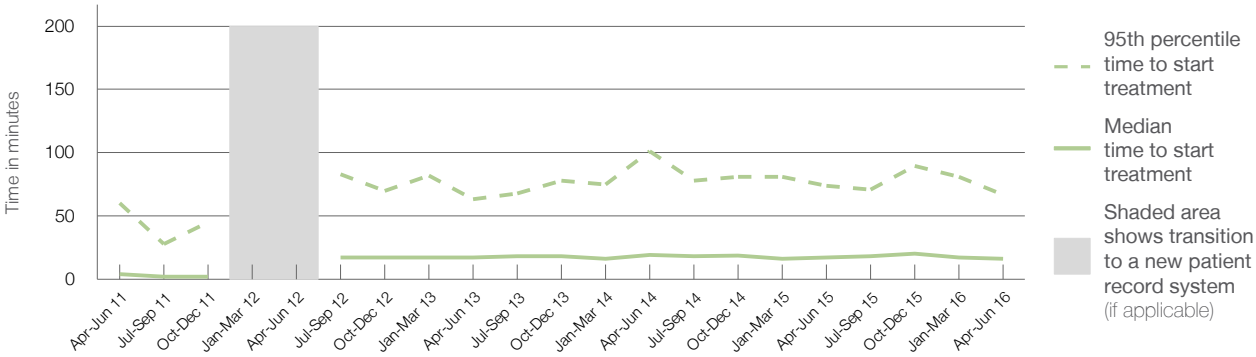
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	837	789	
Number of triage 4 patients used to calculate waiting time:[3]	828	779	
Median time to start treatment[4]	16 minutes	17 minutes	25 minutes
95th percentile time to start treatment[5]	67 minutes	74 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	4		17	19	17	16
95th percentile time to start treatment[5] (minutes)	60		63	101	74	67

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

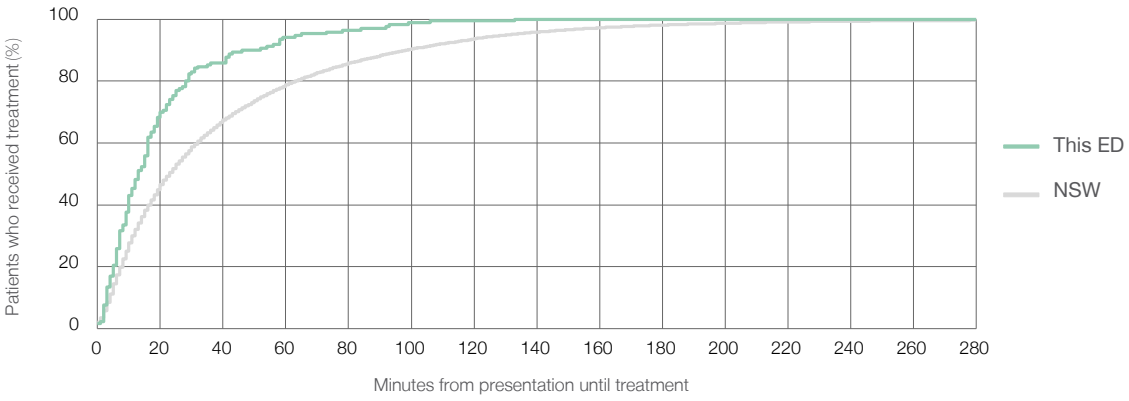
Bulli District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

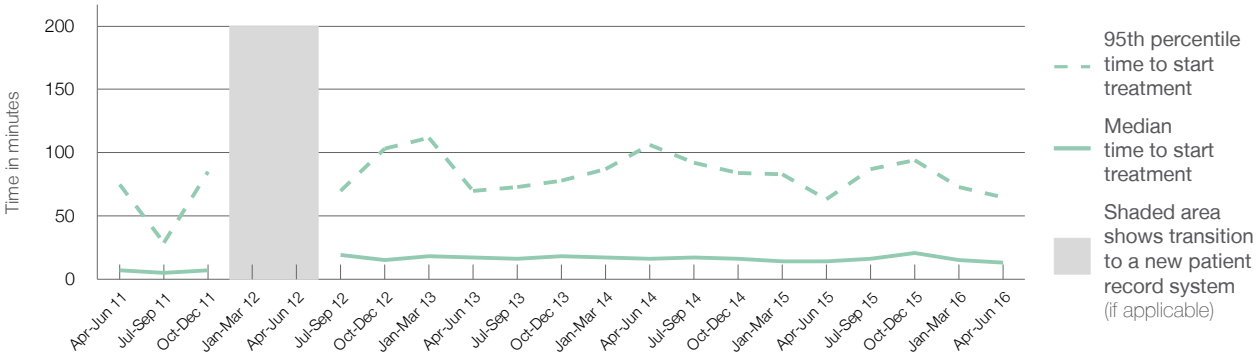
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	175	194	
Number of triage 5 patients used to calculate waiting time:[3]	170	192	
Median time to start treatment[4]	13 minutes	14 minutes	23 minutes
95th percentile time to start treatment[5]	65 minutes	63 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7		17	16	14	13
95th percentile time to start treatment[5] (minutes)	75		70	106	63	65

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

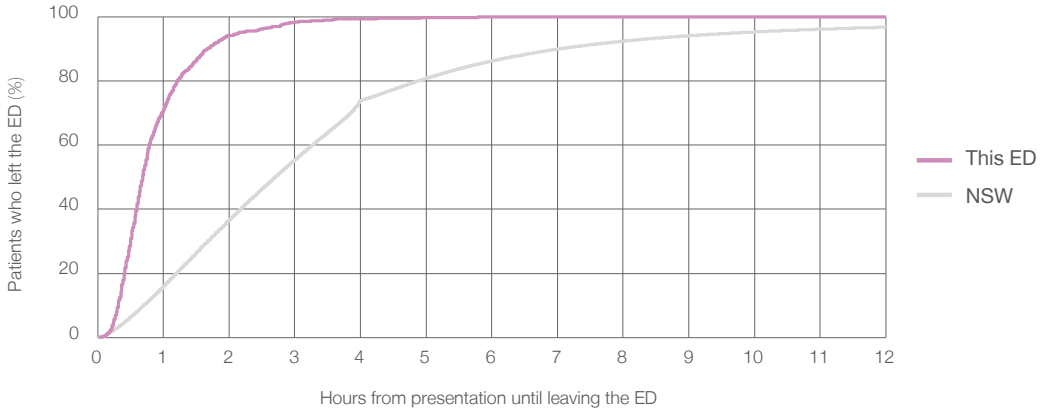
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bulli District Hospital: Time patients spent in the ED

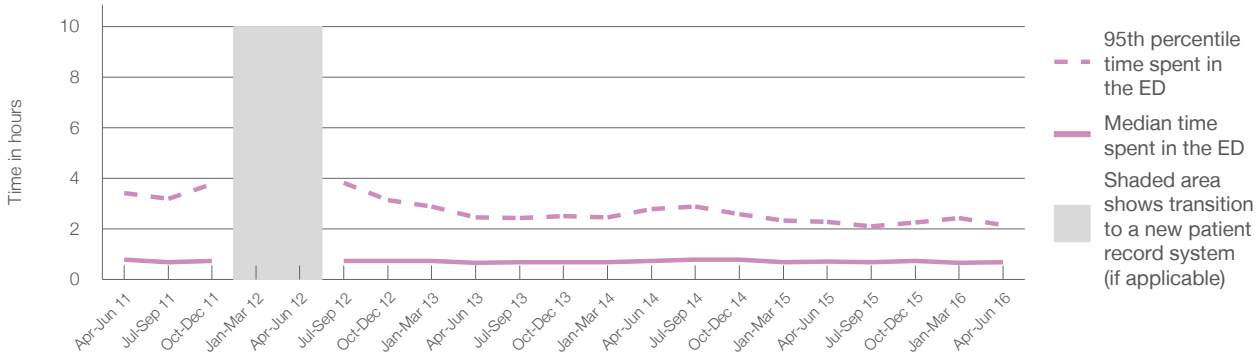
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	1,368 patients	1,364	
Presentations used to calculate time to leaving the ED:[6]	1,368 patients	1,364	
Median time spent in the ED[8]	0 hours and 41 minutes	0 hours and 43 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	2 hours and 9 minutes	2 hours and 17 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	0h 48m		0h 40m	0h 44m	0h 43m	0h 41m
95th percentile time to leaving the ED[9] (hours, minutes)	3h 25m		2h 28m	2h 47m	2h 17m	2h 9m

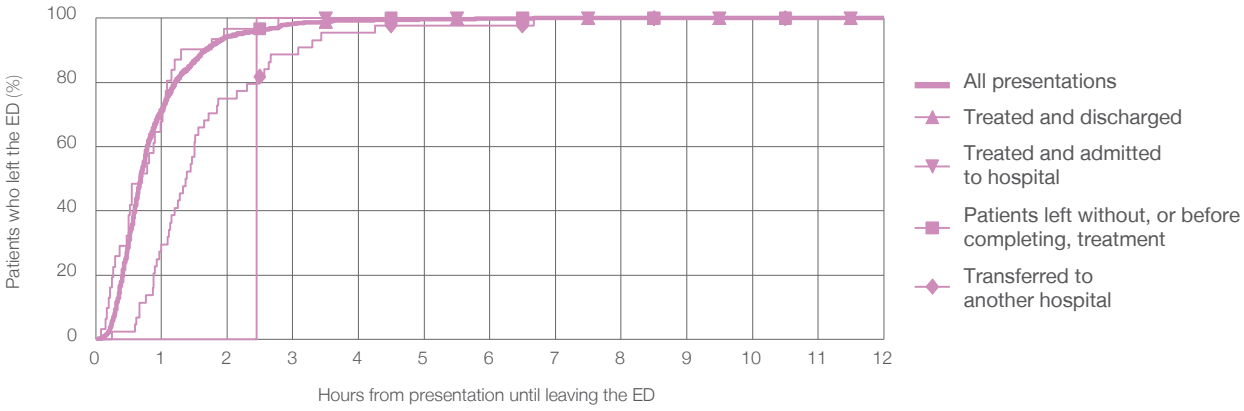
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Bulli District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

		Same period last year	Change since one year ago
All presentations:[1] 1,368 patients			
Presentations used to calculate time to leaving the ED:[6] 1,368 patients		1,364	0.3%
Treated and discharged	1,286 (94.0%)	1,304	-1.4%
Treated and admitted to hospital	< 5	0	*
Patient left without, or before completing, treatment	32 (2.3%)	17	82.4%
Transferred to another hospital	44 (3.2%)	36	22.2%
Other	6 (0.4%)	7	-14.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	72.5%	94.9%	98.5%	99.5%	99.9%	100%	100%	100%
Treated and admitted to hospital	*	*	*	*	*	*	*	*
Patient left without, or before completing, treatment	67.7%	96.8%	100%	100%	100%	100%	100%	100%
Transferred to another hospital	29.5%	75.0%	88.6%	95.5%	97.7%	100%	100%	100%
All presentations	71.0%	94.2%	98.2%	99.3%	99.9%	100%	100%	100%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

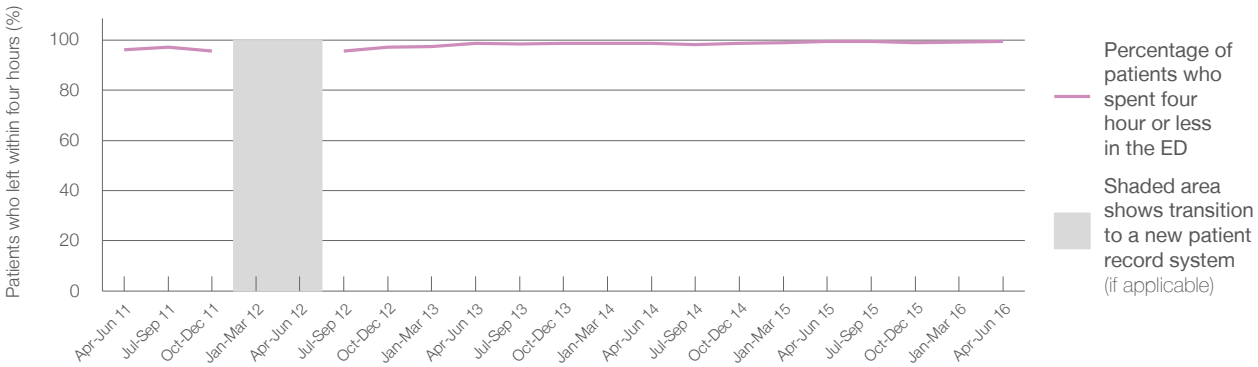
Bulli District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	1,368 patients	1,364	0.3%
Presentations used to calculate time to leaving the ED:[6]	1,368 patients	1,364	0.3%
Percentage of patients who spent four hours or less in the ED	99.3%	99.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	96.2%		98.7%	98.8%	99.5%	99.3%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Camden Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	3,140 patients	3,083	1.8%
Emergency presentations:[2]	3,085 patients	3,013	2.4%

Camden Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	189 patients	171	
Median time to start treatment[4]	5 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	19 minutes	15 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	816 patients	703	
Median time to start treatment[4]	10 minutes	13 minutes	20 minutes
95th percentile time to start treatment[5]	43 minutes	58 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	1,399 patients	1,454	
Median time to start treatment[4]	12 minutes	15 minutes	25 minutes
95th percentile time to start treatment[5]	84 minutes	102 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	681 patients	685	
Median time to start treatment[4]	11 minutes	15 minutes	23 minutes
95th percentile time to start treatment[5]	81 minutes	116 minutes	132 minutes

Camden Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	3,140 patients	3,083	1.8%
Percentage of patients who spent four hours or less in the ED	91.3%	91.3%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

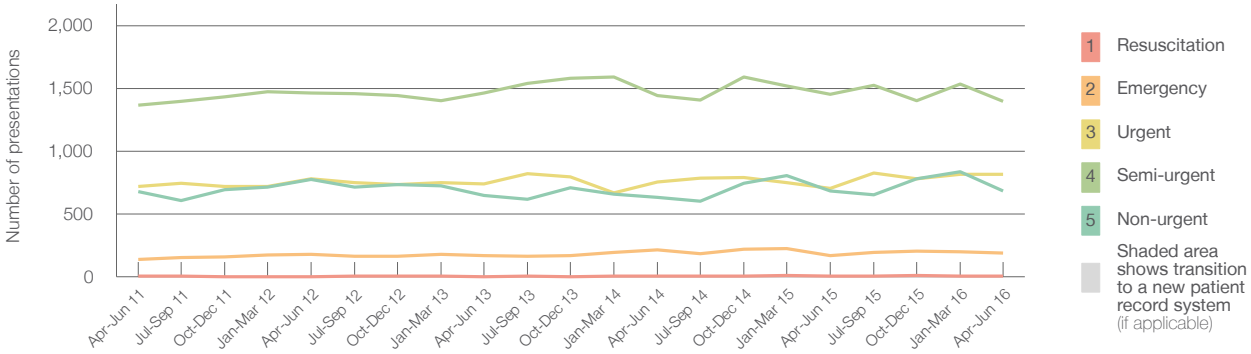
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Camden Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations [1]	3,140 patients	3,083	1.8%
Emergency presentations [2] by triage category:	3,085 patients	3,013	2.4%
1 Resuscitation	< 5	< 5	*
2 Emergency	189 (6.0%)	171	11.4%
3 Urgent	816 (26.5%)	703	16.1%
4 Semi-urgent	1,399 (45.3%)	1,454	-3.8%
5 Non-urgent	681 (22.1%)	685	-0.6%

Emergency presentations [2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	5	0	0	< 5	< 5	< 5
Emergency	136	180	168	213	171	189
Urgent	717	778	739	753	703	816
Semi-urgent	1,364	1,464	1,465	1,444	1,454	1,399
Non-urgent	676	776	648	630	685	681
All emergency presentations	2,898	3,198	3,020	3,040	3,013	3,085

Camden Hospital: Patients arriving by ambulance

April to June 2016

ED Transfer of care time is not currently available for this hospital. [7]

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

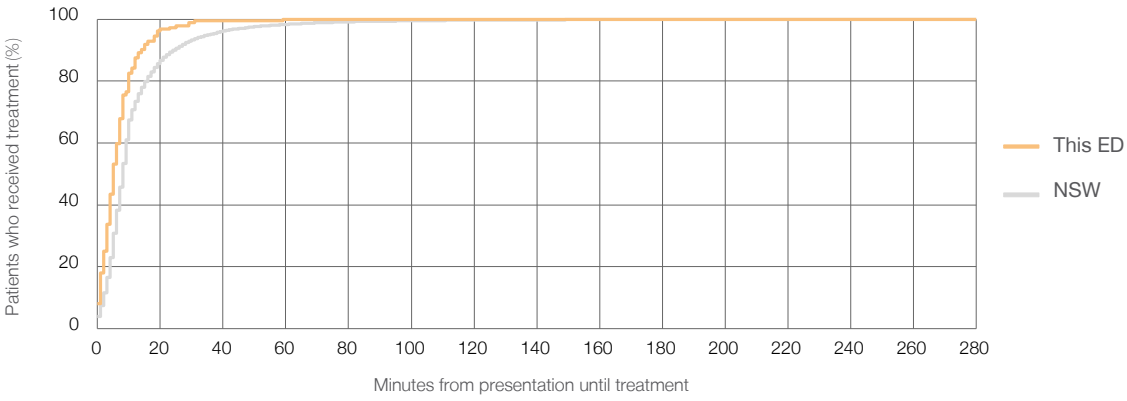
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Camden Hospital: Time patients waited to start treatment, triage 2

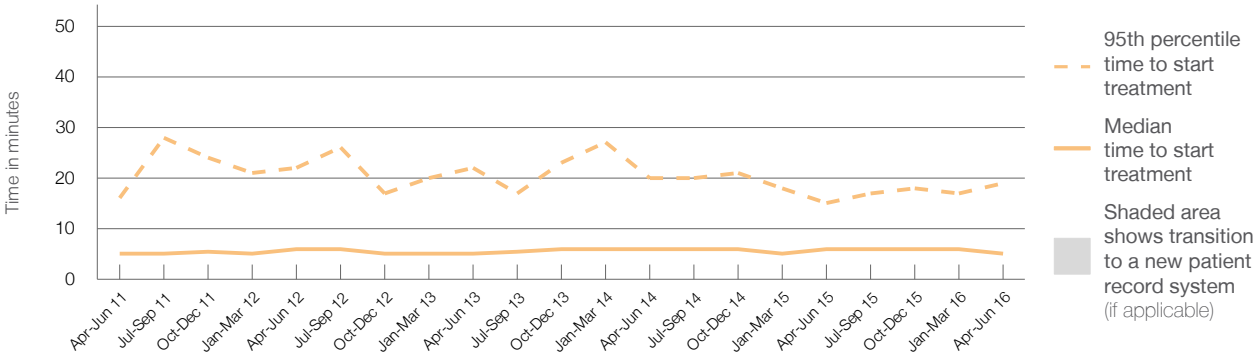
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 189		171	
Number of triage 2 patients used to calculate waiting time:[3] 184		167	
Median time to start treatment[4]	5 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	19 minutes	15 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	5	6	5	6	6	5
95th percentile time to start treatment[5] (minutes)	16	22	22	20	15	19

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

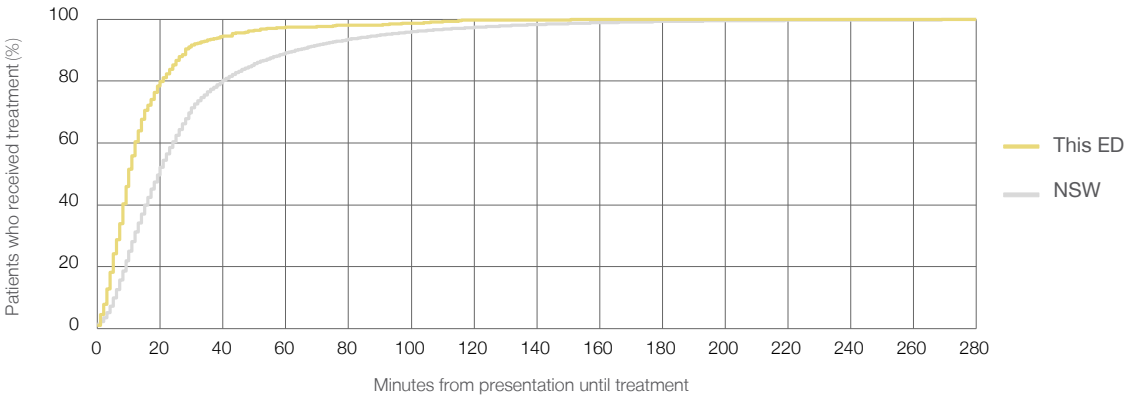
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Camden Hospital: Time patients waited to start treatment, triage 3

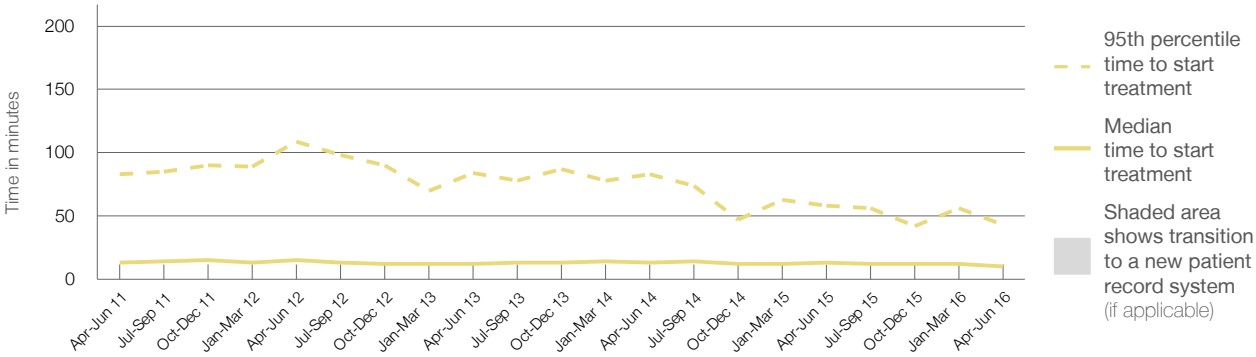
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 816		703	
Number of triage 3 patients used to calculate waiting time:[3] 797		686	
Median time to start treatment[4]	10 minutes	13 minutes	20 minutes
95th percentile time to start treatment[5]	43 minutes	58 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	13	15	12	13	13	10
95th percentile time to start treatment[5] (minutes)	83	109	84	83	58	43

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

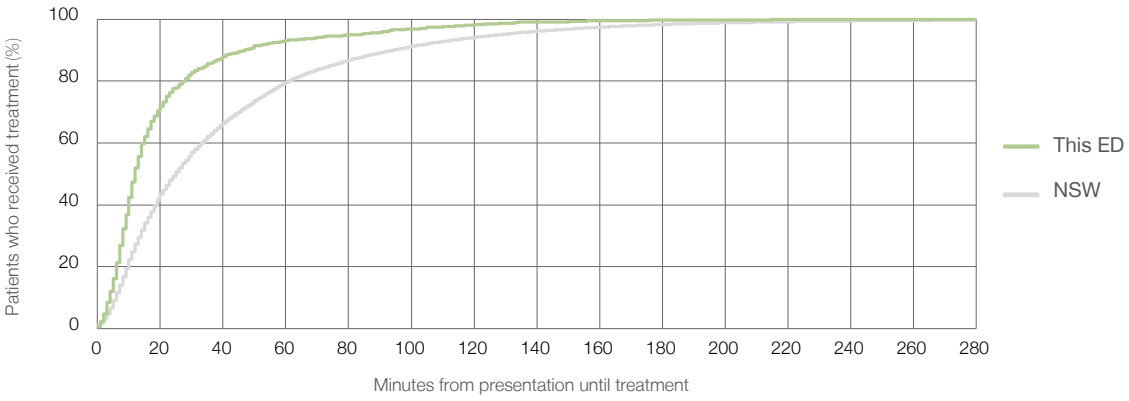
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Camden Hospital: Time patients waited to start treatment, triage 4

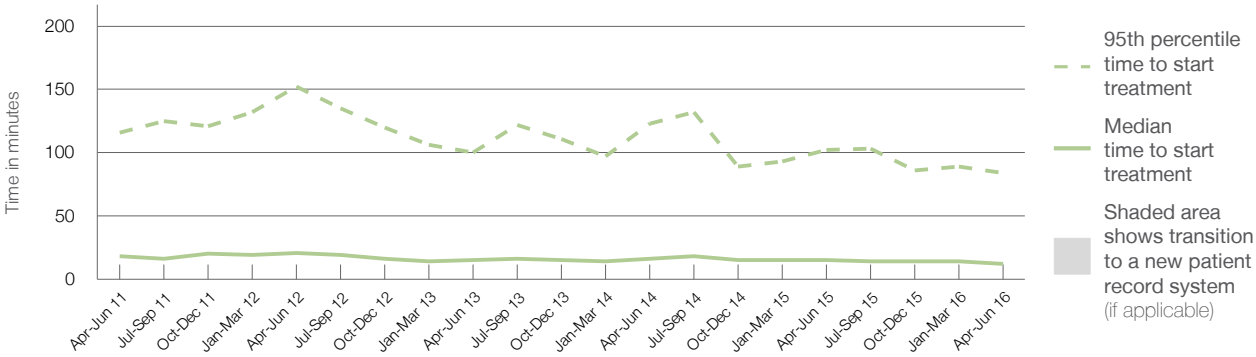
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 1,399		1,454	
Number of triage 4 patients used to calculate waiting time:[3] 1,350		1,385	
Median time to start treatment[4]	12 minutes	15 minutes	25 minutes
95th percentile time to start treatment[5]	84 minutes	102 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	18	21	15	16	15	12
95th percentile time to start treatment[5] (minutes)	116	152	100	123	102	84

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

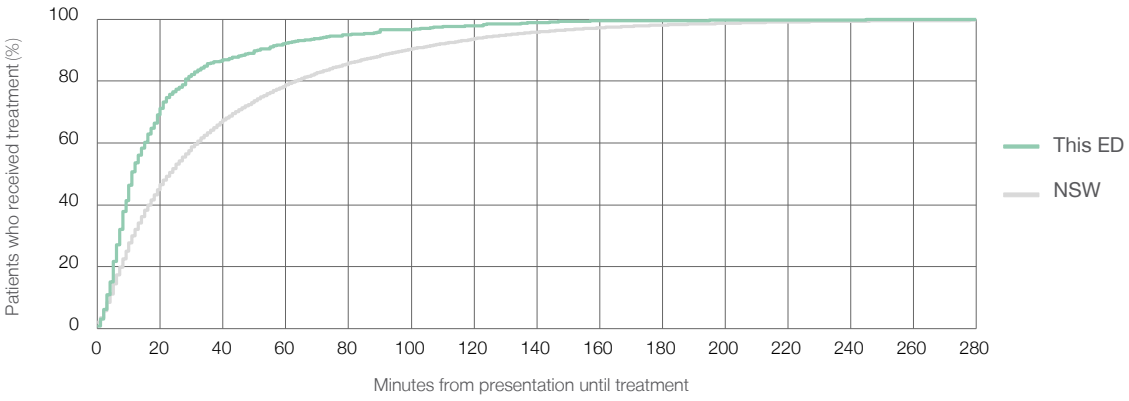
Camden Hospital: Time patients waited to start treatment, triage 5

April to June 2016

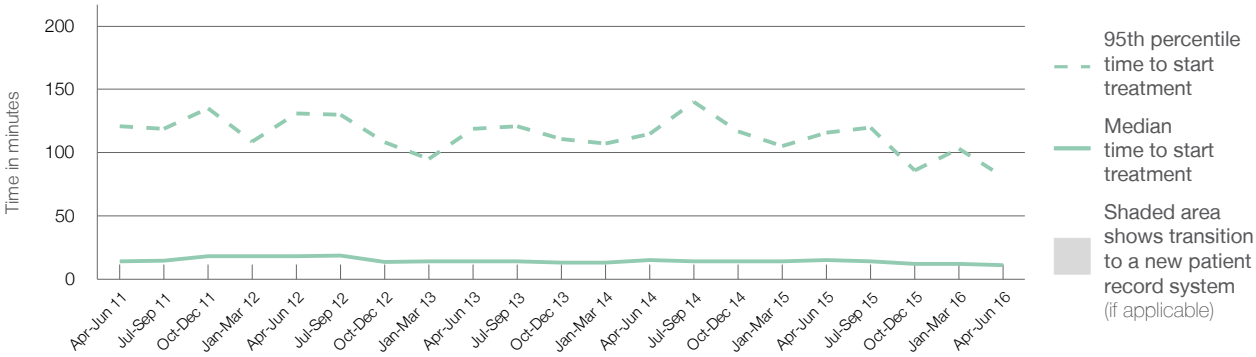
Triage 5 Non-urgent (e.g. small cuts or abrasions)

	Camden Hospital	Same period last year	NSW (this period)
Number of triage 5 patients:	681	685	
Number of triage 5 patients used to calculate waiting time:[3]	630	625	
Median time to start treatment[4]	11 minutes	15 minutes	23 minutes
95th percentile time to start treatment[5]	81 minutes	116 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	14	18	14	15	15	11
95th percentile time to start treatment[5] (minutes)	121	131	119	115	116	81

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

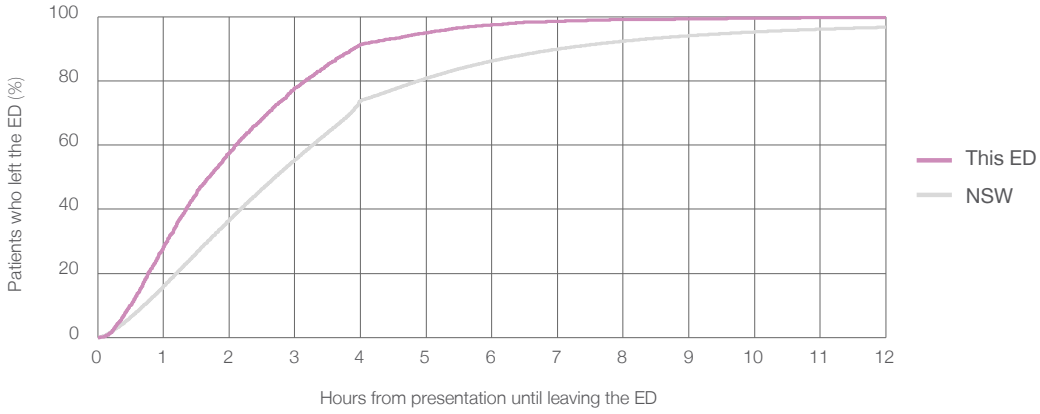
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Camden Hospital: Time patients spent in the ED

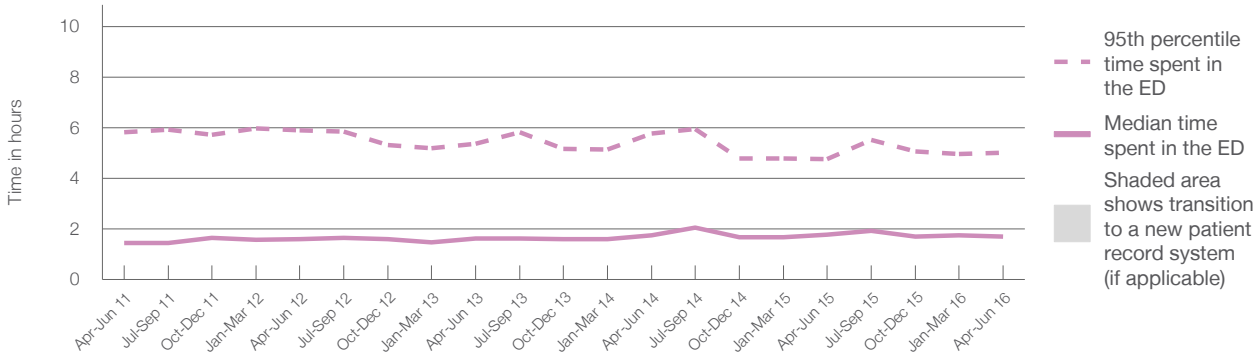
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	3,140 patients	3,083	
Presentations used to calculate time to leaving the ED:[6]	3,140 patients	3,083	
Median time spent in the ED[8]	1 hours and 42 minutes	1 hours and 47 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	5 hours and 2 minutes	4 hours and 46 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 27m	1h 37m	1h 38m	1h 45m	1h 47m	1h 42m
95th percentile time to leaving the ED[9] (hours, minutes)	5h 50m	5h 54m	5h 23m	5h 46m	4h 46m	5h 2m

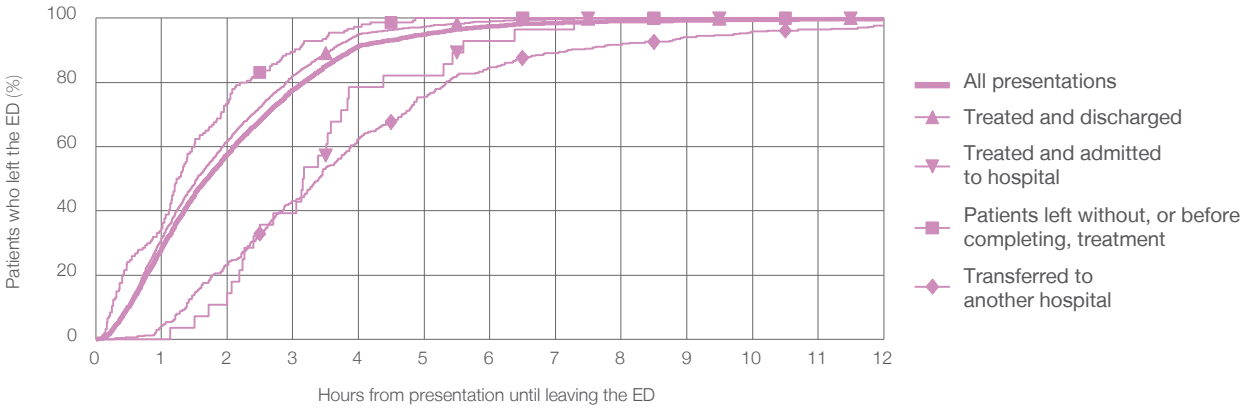
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Camden Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

		Same period last year	Change since one year ago
All presentations:[1] 3,140 patients			
Presentations used to calculate time to leaving the ED:[6] 3,140 patients		3,083	1.8%
Treated and discharged	2,572 (81.9%)	2,637	-2.5%
Treated and admitted to hospital	28 (0.9%)	*	*
Patient left without, or before completing, treatment	154 (4.9%)	147	6.2%
Transferred to another hospital	341 (10.9%)	274	24.5%
Other	45 (1.4%)	25	80.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	31.5%	61.8%	82.1%	94.9%	99.0%	99.9%	100%	100%
Treated and admitted to hospital	0%	14.3%	39.3%	78.6%	92.9%	100%	100%	100%
Patient left without, or before completing, treatment	34.4%	73.4%	89.6%	97.4%	100%	100%	100%	100%
Transferred to another hospital	4.1%	23.2%	43.1%	62.5%	84.8%	91.8%	95.9%	97.7%
All presentations	28.3%	57.6%	77.7%	91.3%	97.5%	99.0%	99.6%	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 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.

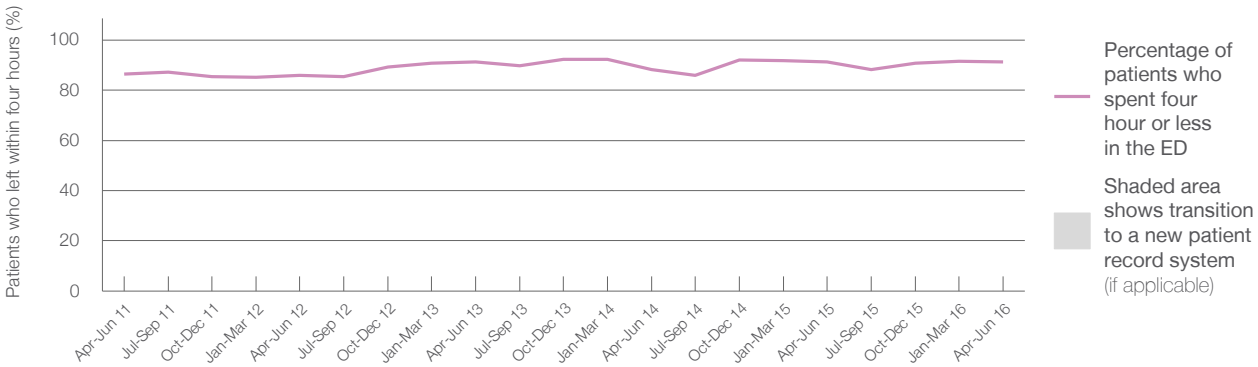
Camden Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	3,140 patients	3,083	1.8%
Presentations used to calculate time to leaving the ED:[6]	3,140 patients	3,083	1.8%
Percentage of patients who spent four hours or less in the ED	91.3%	91.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	86.3%	85.8%	91.2%	88.1%	91.3%	91.3%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Casino and District Memorial Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 3,282 patients	3,380	-2.9%
Emergency presentations:[2] 3,097 patients	3,158	-1.9%

Casino and District Memorial Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 210 patients	185	
Median time to start treatment[4]	9 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	54 minutes	42 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,034 patients	880	
Median time to start treatment[4]	24 minutes	25 minutes	20 minutes
95th percentile time to start treatment[5]	134 minutes	107 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,493 patients	1,650	
Median time to start treatment[4]	37 minutes	37 minutes	25 minutes
95th percentile time to start treatment[5]	186 minutes	158 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 360 patients	438	
Median time to start treatment[4]	27 minutes	31 minutes	23 minutes
95th percentile time to start treatment[5]	156 minutes	195 minutes	132 minutes

Casino and District Memorial Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 3,282 patients		3,378	-2.8%
Percentage of patients who spent four hours or less in the ED	87.8%	89.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

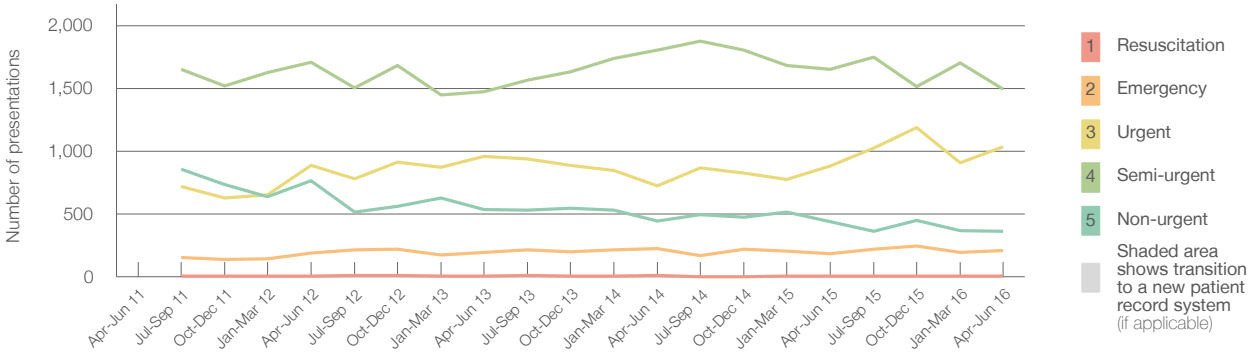
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Casino and District Memorial Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	3,282 patients	3,380	-2.9%
Emergency presentations[2] by triage category:	3,097 patients	3,158	-1.9%
1 Resuscitation	< 5	5	*
2 Emergency	210 (6.7%)	185	11.4%
3 Urgent	1,034 (33.4%)	880	17.5%
4 Semi-urgent	1,493 (48.2%)	1,650	-9.5%
5 Non-urgent	360 (11.6%)	438	-17.8%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation		< 5	5	7	5	< 5
Emergency		193	194	224	185	210
Urgent		886	957	723	880	1,034
Semi-urgent		1,706	1,474	1,807	1,650	1,493
Non-urgent		763	536	445	438	360
All emergency presentations		3,548	3,166	3,206	3,158	3,097

Casino and District Memorial Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	267 patients	268	
ED Transfer of care time			
Median time	17 minutes	19 minutes	-2 minutes
95th percentile time	56 minutes	65 minutes	-9 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

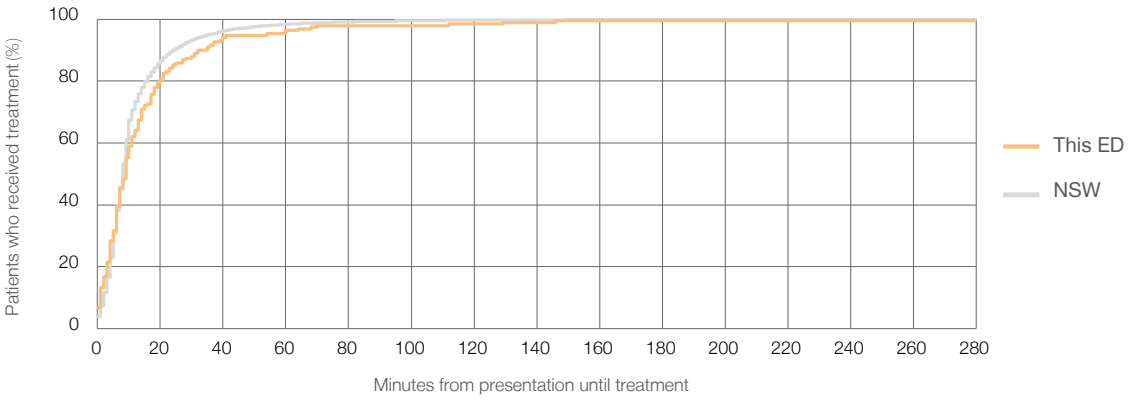
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2

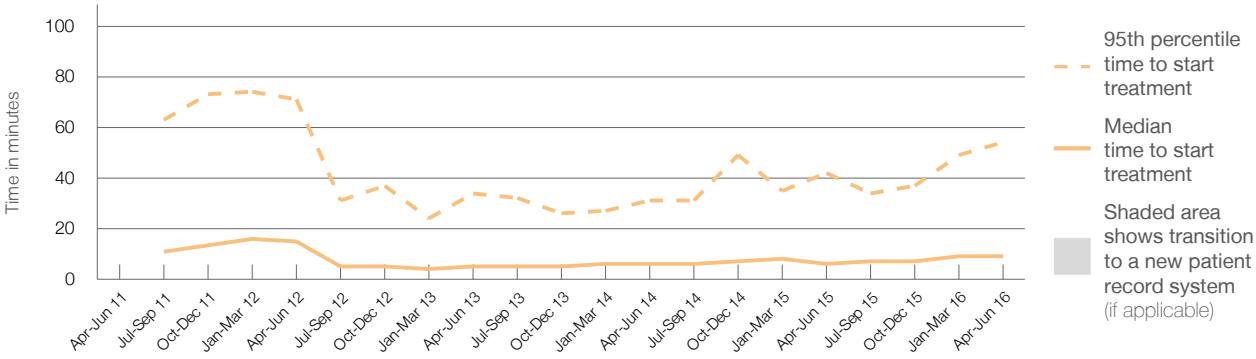
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 210		185	
Number of triage 2 patients used to calculate waiting time:[3] 190		177	
Median time to start treatment[4]	9 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	54 minutes	42 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		15	5	6	6	9
95th percentile time to start treatment[5] (minutes)		71	34	31	42	54

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

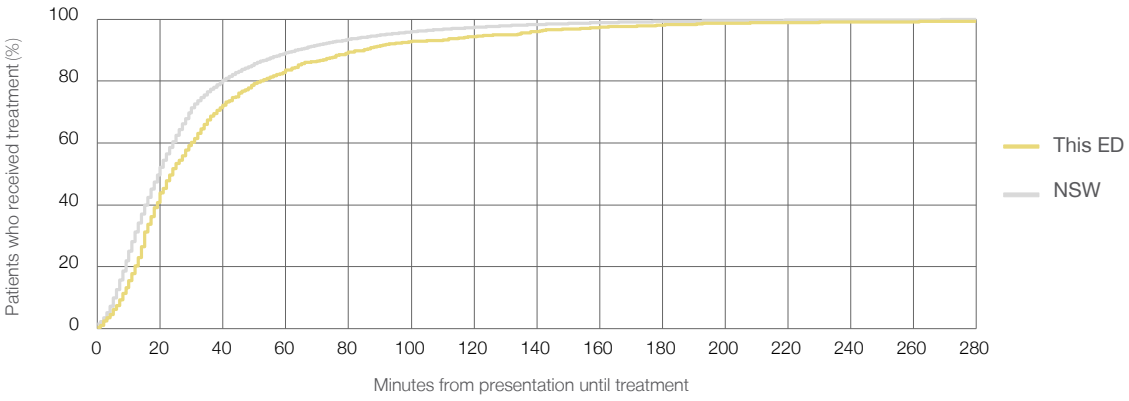
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3

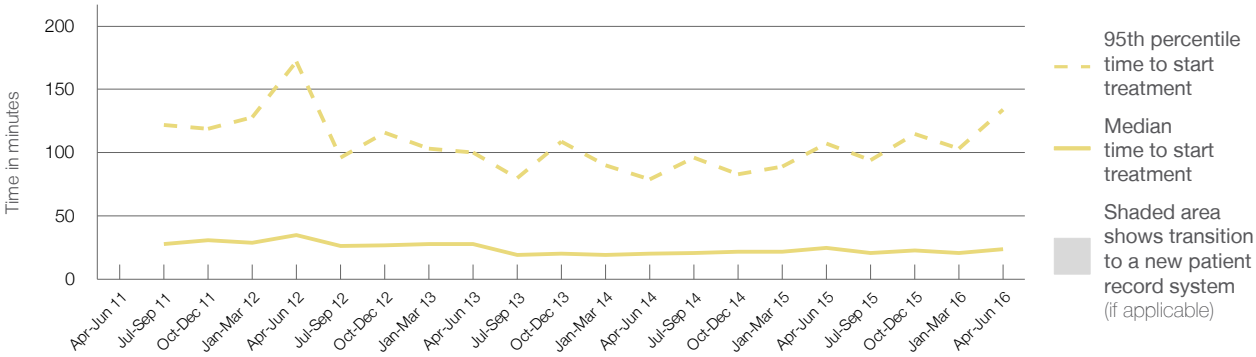
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,034		880	
Number of triage 3 patients used to calculate waiting time:[3] 953		840	
Median time to start treatment[4]	24 minutes	25 minutes	20 minutes
95th percentile time to start treatment[5]	134 minutes	107 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		35	28	20	25	24
95th percentile time to start treatment[5] (minutes)		172	100	79	107	134

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

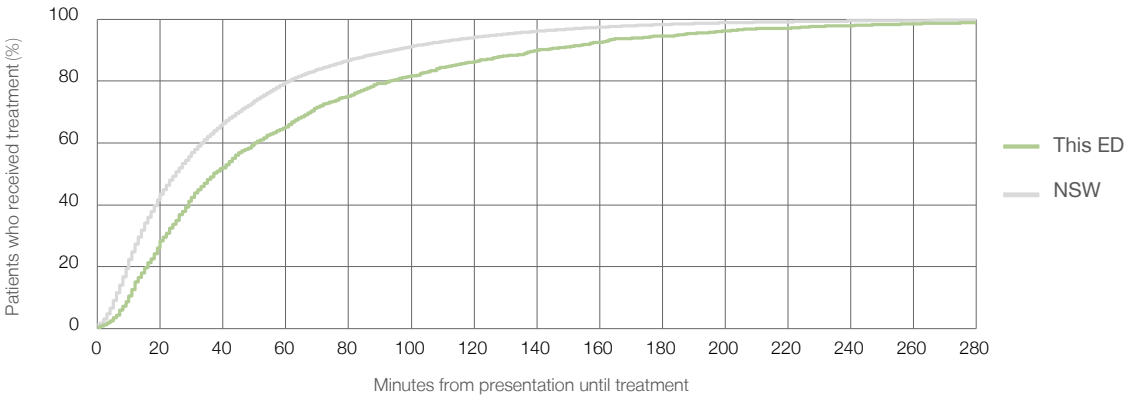
Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4

April to June 2016

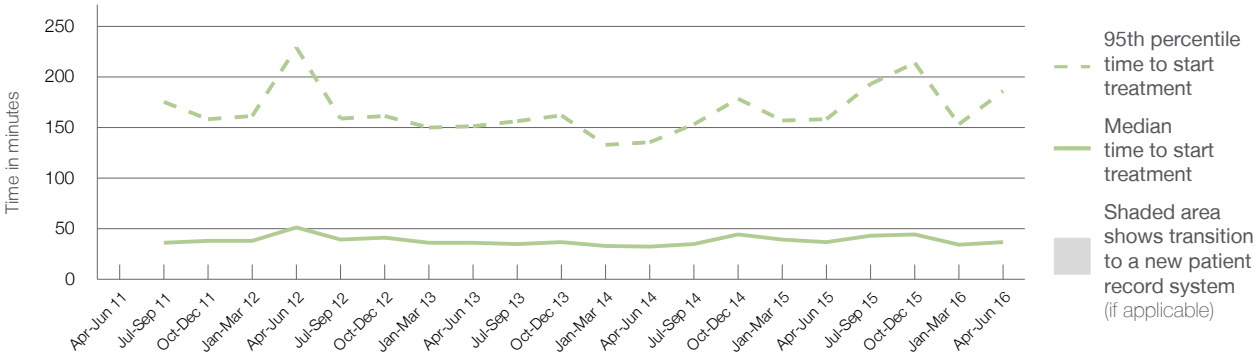
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,493	1,650	
Number of triage 4 patients used to calculate waiting time:[3]	1,333	1,516	
Median time to start treatment[4]	37 minutes	37 minutes	25 minutes
95th percentile time to start treatment[5]	186 minutes	158 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		51	36	32	37	37
95th percentile time to start treatment[5] (minutes)		229	151	135	158	186

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

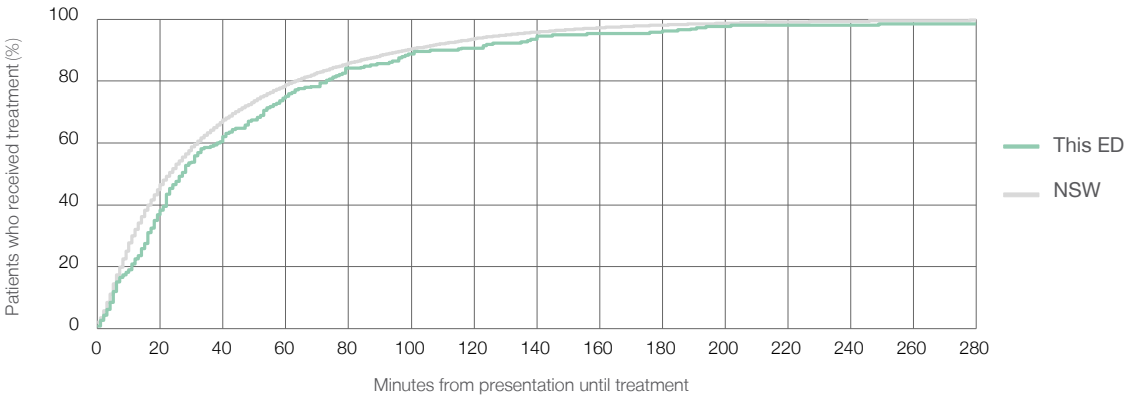
Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5

April to June 2016

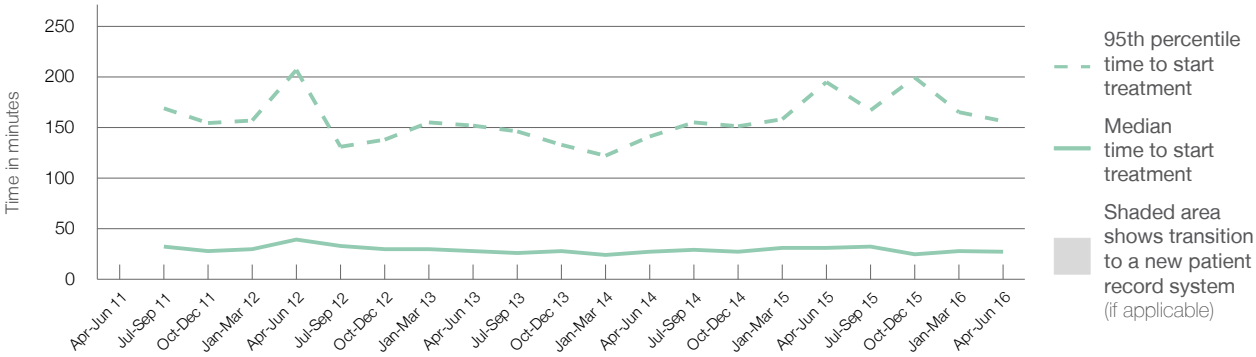
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	360	438	
Number of triage 5 patients used to calculate waiting time:[3]	258	385	
Median time to start treatment[4]	27 minutes	31 minutes	23 minutes
95th percentile time to start treatment[5]	156 minutes	195 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		39	28	27	31	27
95th percentile time to start treatment[5] (minutes)		207	152	141	195	156

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

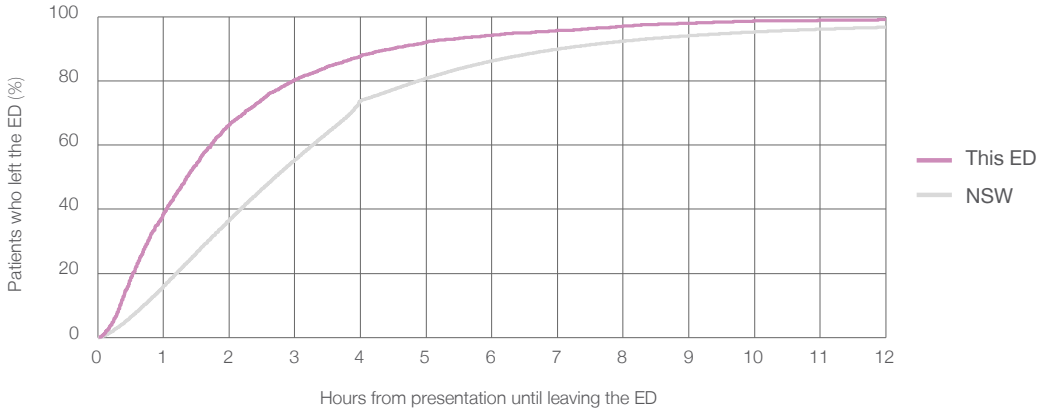
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients spent in the ED

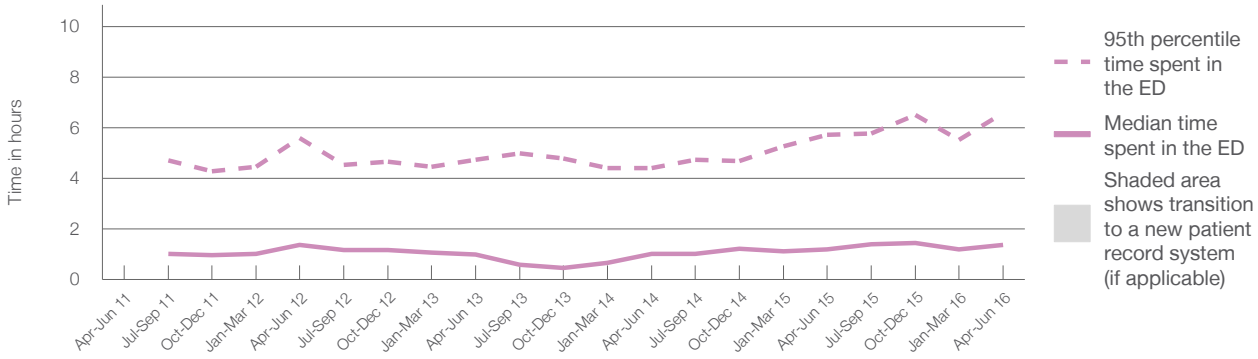
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	3,282 patients	3,380	
Presentations used to calculate time to leaving the ED:[6]	3,282 patients	3,378	
Median time spent in the ED[8]	1 hours and 22 minutes	1 hours and 12 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 35 minutes	5 hours and 43 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)		1h 23m	1h 0m	1h 2m	1h 12m	1h 22m
95th percentile time to leaving the ED[9] (hours, minutes)		5h 36m	4h 44m	4h 24m	5h 43m	6h 35m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

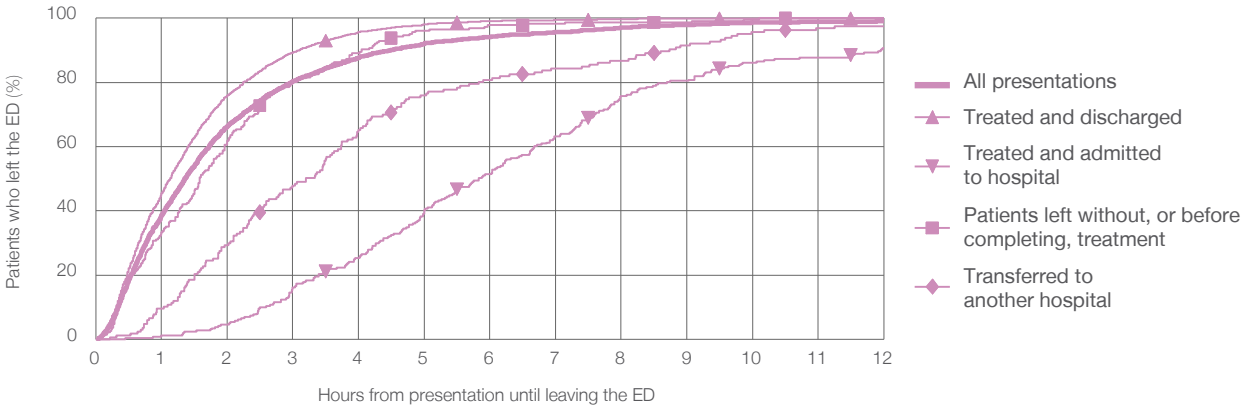
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	3,282 patients		
Presentations used to calculate time to leaving the ED:[6]	3,282 patients	3,378	-2.8%
Treated and discharged	2,569 (78.3%)	2,711	-5.2%
Treated and admitted to hospital	261 (8.0%)	256	2.0%
Patient left without, or before completing, treatment	228 (6.9%)	211	8.1%
Transferred to another hospital	167 (5.1%)	166	0.6%
Other	57 (1.7%)	36	58.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	45.3%	75.9%	89.4%	95.6%	99.1%	99.7%	100%	100%
Treated and admitted to hospital	1.1%	4.6%	16.1%	25.3%	51.3%	75.9%	86.2%	90.8%
Patient left without, or before completing, treatment	33.3%	61.8%	80.3%	89.0%	97.8%	98.7%	99.6%	100%
Transferred to another hospital	9.6%	29.3%	47.9%	65.3%	80.8%	86.8%	95.8%	97.6%
All presentations	38.7%	66.4%	80.3%	87.8%	94.2%	97.0%	98.6%	99.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

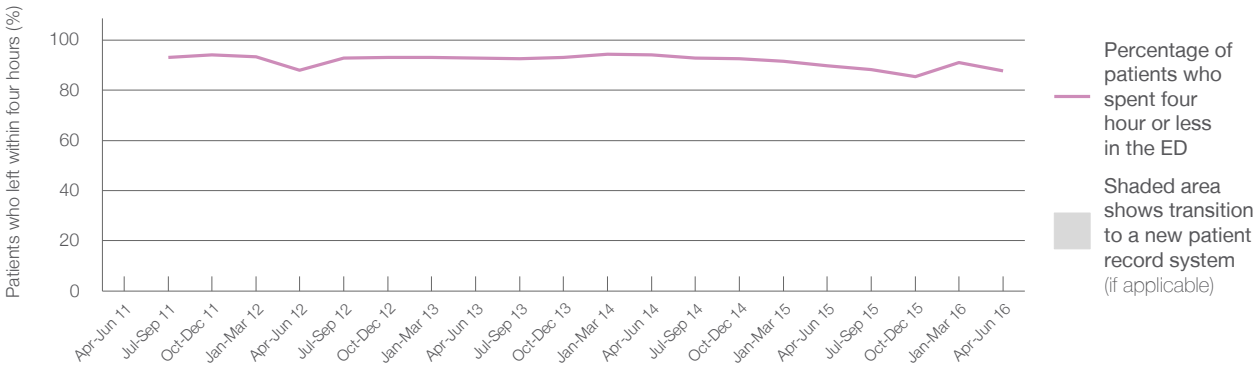
Casino and District Memorial Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	3,282 patients	3,380	-2.9%
Presentations used to calculate time to leaving the ED:[6]	3,282 patients	3,378	-2.8%
Percentage of patients who spent four hours or less in the ED	87.8%	89.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)		88.0%	92.7%	94.0%	89.7%	87.8%

* 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.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Cessnock District Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	4,040 patients	4,306	-6.2%
Emergency presentations:[2]	3,993 patients	4,220	-5.4%

Cessnock District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 255 patients	216	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	26 minutes	33 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,056 patients	1,034	
Median time to start treatment[4]	20 minutes	20 minutes	20 minutes
95th percentile time to start treatment[5]	71 minutes	71 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 2,055 patients	2,147	
Median time to start treatment[4]	35 minutes	32 minutes	25 minutes
95th percentile time to start treatment[5]	113 minutes	125 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 620 patients	814	
Median time to start treatment[4]	34 minutes	39 minutes	23 minutes
95th percentile time to start treatment[5]	125 minutes	130 minutes	132 minutes

Cessnock District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	4,040 patients	4,306	-6.2%
Percentage of patients who spent four hours or less in the ED	87.9%	88.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

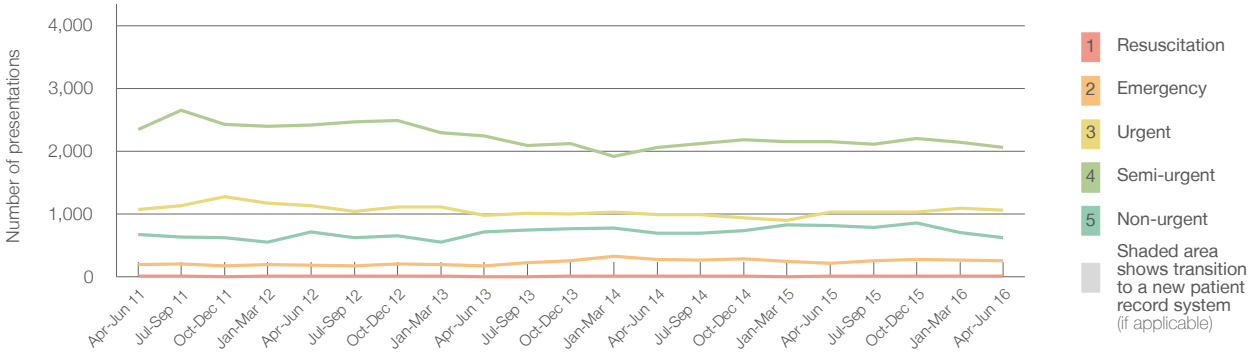
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Cessnock District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	4,040 patients	4,306	-6.2%
Emergency presentations[2] by triage category:	3,993 patients	4,220	-5.4%
1 Resuscitation	7 (0.2%)	9	-22.2%
2 Emergency	255 (6.4%)	216	18.1%
3 Urgent	1,056 (26.4%)	1,034	2.1%
4 Semi-urgent	2,055 (51.5%)	2,147	-4.3%
5 Non-urgent	620 (15.5%)	814	-23.8%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	5	7	< 5	9	9	7
Emergency	192	187	176	274	216	255
Urgent	1,069	1,135	982	989	1,034	1,056
Semi-urgent	2,350	2,415	2,243	2,064	2,147	2,055
Non-urgent	667	708	709	695	814	620
All emergency presentations	4,283	4,452	4,110	4,031	4,220	3,993

Cessnock District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	403 patients	406	
ED Transfer of care time			
Median time	9 minutes	11 minutes	-2 minutes
95th percentile time	25 minutes	74 minutes	-49 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

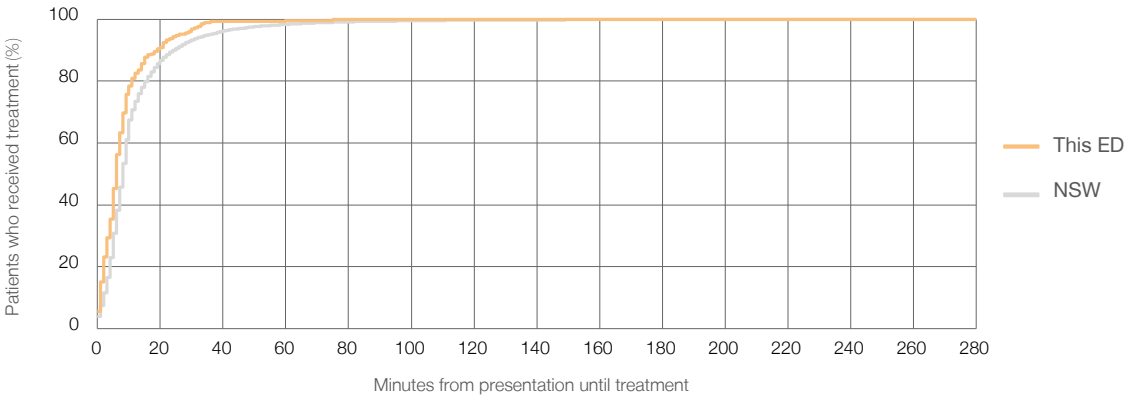
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients waited to start treatment, triage 2

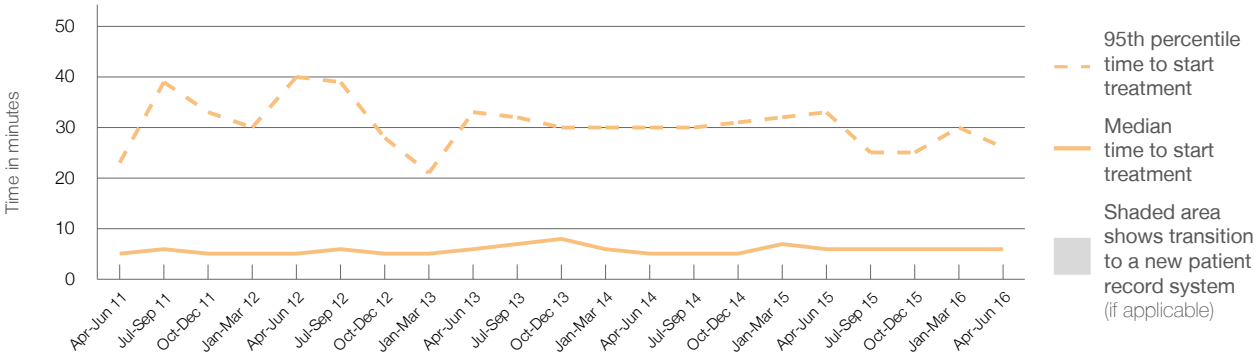
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 255		216	
Number of triage 2 patients used to calculate waiting time:[3] 251		216	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	26 minutes	33 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	5	5	6	5	6	6
95th percentile time to start treatment[5] (minutes)	23	40	33	30	33	26

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

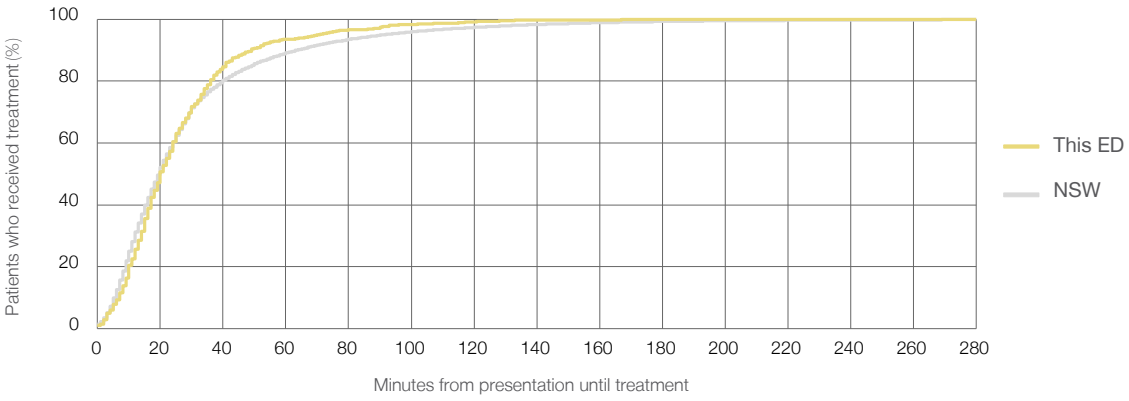
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Cessnock District Hospital: Time patients waited to start treatment, triage 3

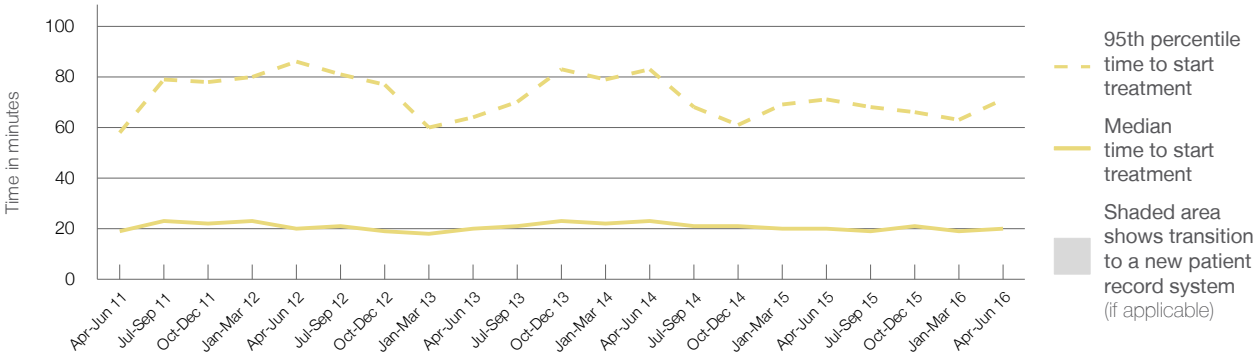
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,056		1,034	
Number of triage 3 patients used to calculate waiting time:[3] 1,033		1,010	
Median time to start treatment[4]	20 minutes	20 minutes	20 minutes
95th percentile time to start treatment[5]	71 minutes	71 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	19	20	20	23	20	20
95th percentile time to start treatment[5] (minutes)	58	86	64	83	71	71

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

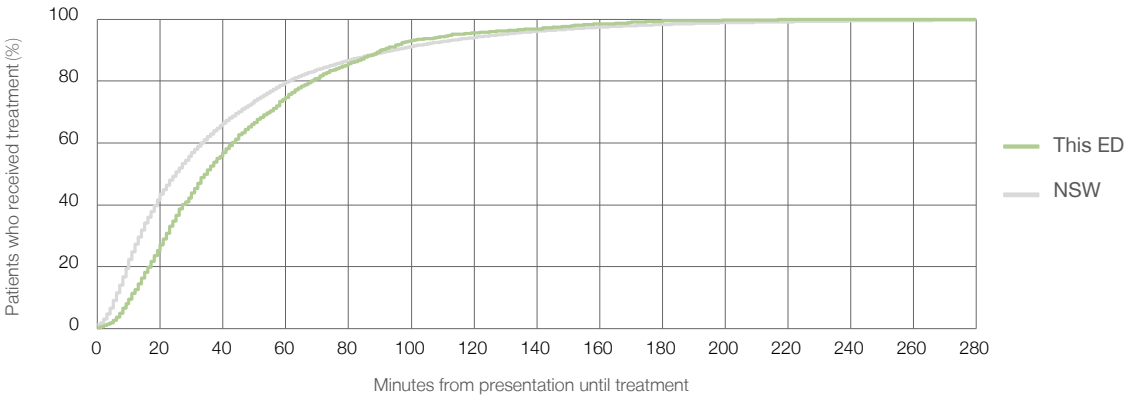
Cessnock District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

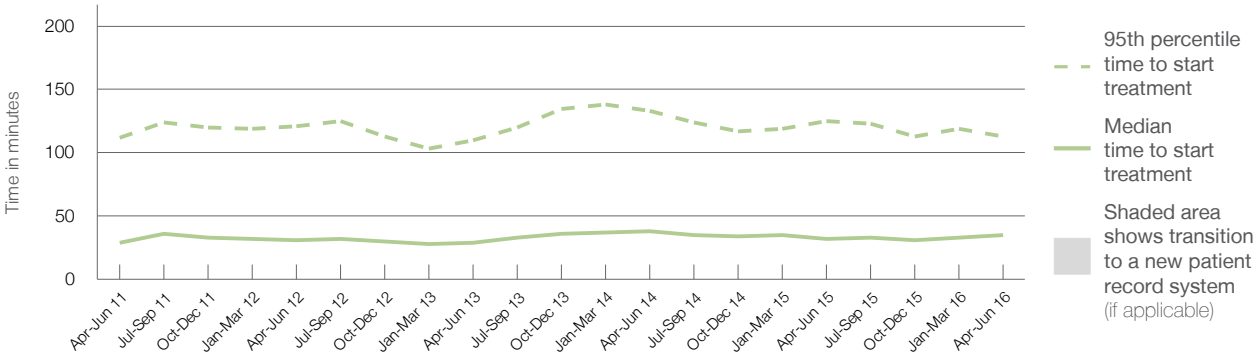
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	2,055	2,147	
Number of triage 4 patients used to calculate waiting time:[3]	1,904	1,990	
Median time to start treatment[4]	35 minutes	32 minutes	25 minutes
95th percentile time to start treatment[5]	113 minutes	125 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	29	31	29	38	32	35
95th percentile time to start treatment[5] (minutes)	112	121	110	133	125	113

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

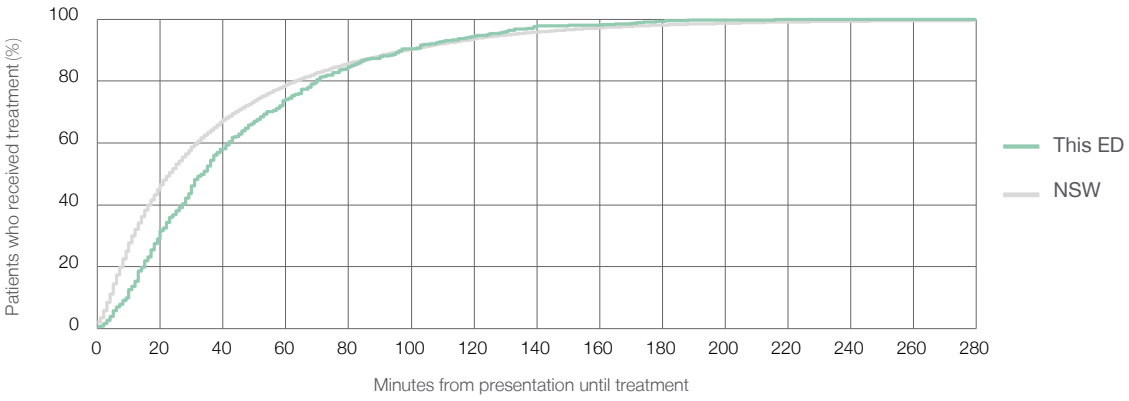
Cessnock District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

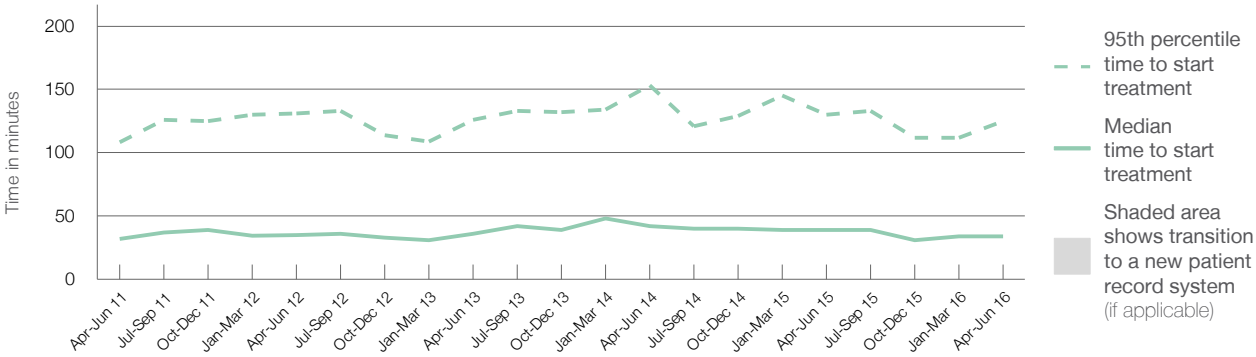
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	620	814	
Number of triage 5 patients used to calculate waiting time:[3]	534	698	
Median time to start treatment[4]	34 minutes	39 minutes	23 minutes
95th percentile time to start treatment[5]	125 minutes	130 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	32	35	36	42	39	34
95th percentile time to start treatment[5] (minutes)	108	131	126	153	130	125

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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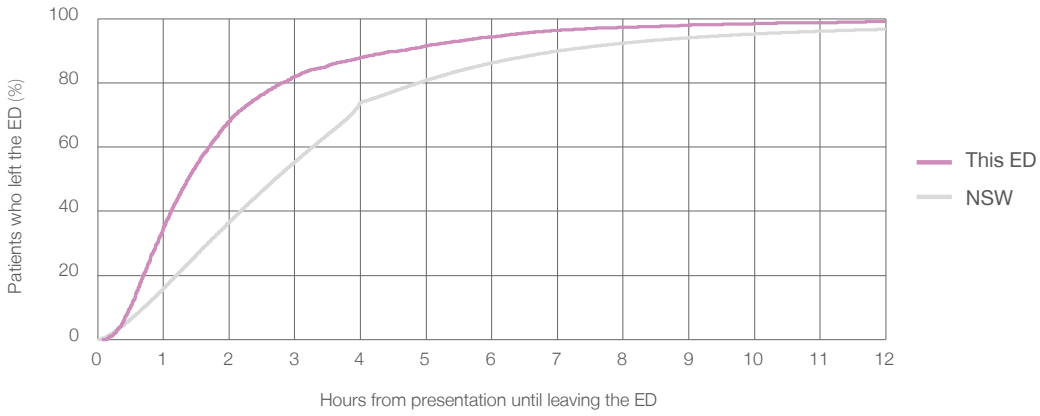
Cessnock District Hospital: Time patients spent in the ED

April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	4,040 patients	4,306	
Presentations used to calculate time to leaving the ED:[6]	4,040 patients	4,306	
Median time spent in the ED[8]	1 hours and 22 minutes	1 hours and 23 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 17 minutes	6 hours and 22 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 4m	1h 13m	1h 15m	1h 25m	1h 23m	1h 22m
95th percentile time to leaving the ED[9] (hours, minutes)	5h 3m	5h 5m	5h 40m	6h 28m	6h 22m	6h 17m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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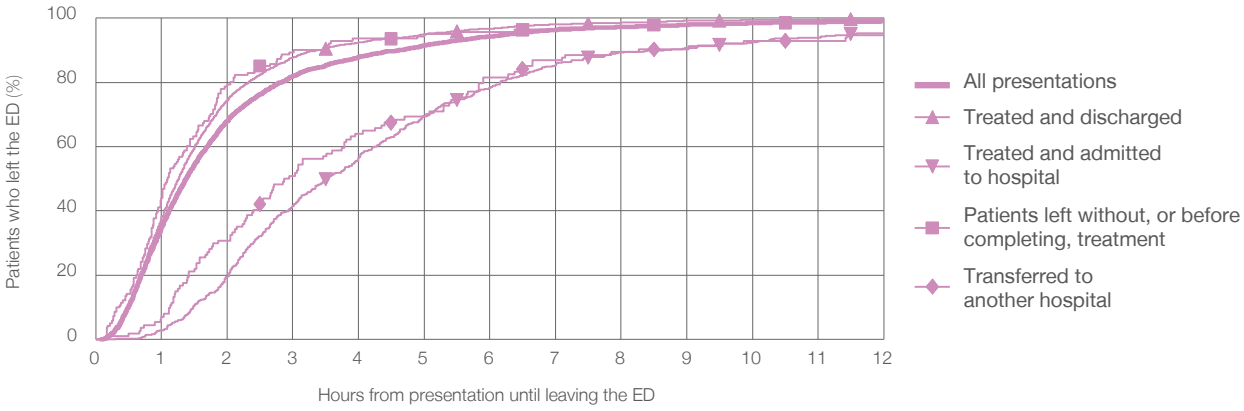
Cessnock District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 4,040 patients

Presentations used to calculate time to leaving the ED:[6] 4,040 patients

		Same period last year	Change since one year ago
Treated and discharged	3,130 (77.5%)	3,275	-4.4%
Treated and admitted to hospital	467 (11.6%)	500	-6.6%
Patient left without, or before completing, treatment	141 (3.5%)	225	-37.3%
Transferred to another hospital	114 (2.8%)	126	-9.5%
Other	188 (4.7%)	180	4.4%
		4,306	-6.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	38.0%	74.4%	87.8%	92.5%	96.7%	98.6%	99.4%	99.7%
Treated and admitted to hospital	2.8%	19.5%	41.5%	56.5%	78.4%	89.3%	92.5%	95.3%
Patient left without, or before completing, treatment	44.0%	79.4%	89.4%	93.6%	95.7%	97.2%	98.6%	99.3%
Transferred to another hospital	7.0%	30.7%	50.9%	64.0%	81.6%	89.5%	93.0%	94.7%
All presentations	35.1%	68.0%	81.9%	87.9%	94.3%	97.3%	98.4%	99.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

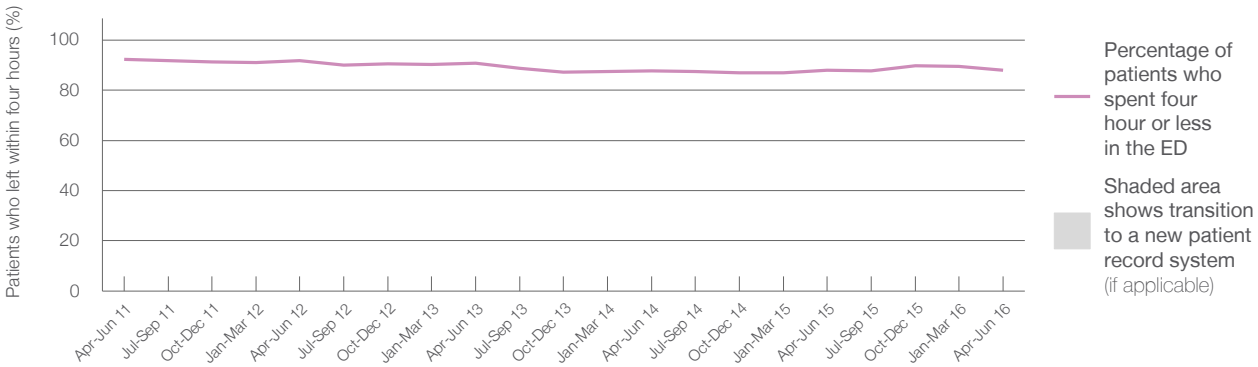
Cessnock District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,040 patients	4,306	-6.2%
Presentations used to calculate time to leaving the ED:[6]	4,040 patients	4,306	-6.2%
Percentage of patients who spent four hours or less in the ED	87.9%	88.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	92.2%	91.8%	90.7%	87.7%	88.0%	87.9%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Deniliquin Health Service: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 2,066 patients	2,336	-11.6%
Emergency presentations:[2] 1,620 patients	1,686	-3.9%

Deniliquin Health Service: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 84 patients	89	
Median time to start treatment[4]	4 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	*	*	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 510 patients	607	
Median time to start treatment[4]	7 minutes	7 minutes	20 minutes
95th percentile time to start treatment[5]	30 minutes	32 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 807 patients	727	
Median time to start treatment[4]	8 minutes	8 minutes	25 minutes
95th percentile time to start treatment[5]	34 minutes	40 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 219 patients	263	
Median time to start treatment[4]	7 minutes	9 minutes	23 minutes
95th percentile time to start treatment[5]	38 minutes	52 minutes	132 minutes

Deniliquin Health Service: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,066 patients		2,334	-11.5%
Percentage of patients who spent four hours or less in the ED	91.1%	90.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

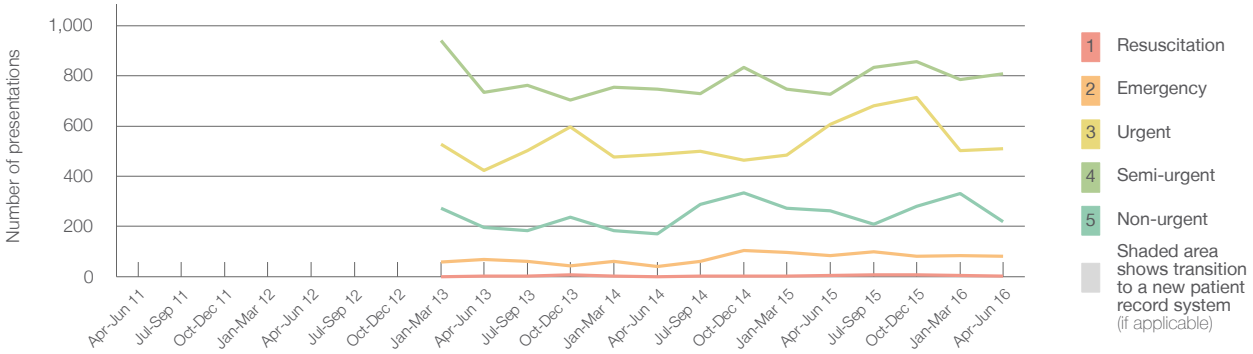
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Deniliquin Health Service: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,066 patients	2,336	-11.6%
Emergency presentations[2] by triage category:	1,620 patients	1,686	-3.9%
1 Resuscitation	< 5	< 5	*
2 Emergency	84 (5.1%)	89	-3.5%
3 Urgent	510 (31.5%)	607	-16.0%
4 Semi-urgent	807 (49.8%)	727	11.0%
5 Non-urgent	219 (13.5%)	263	-16.7%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation			< 5	0	< 5	< 5
Emergency			72	40	89	84
Urgent			423	487	607	510
Semi-urgent			733	748	727	807
Non-urgent			196	170	263	219
All emergency presentations			1,424	1,445	1,686	1,620

Deniliquin Health Service: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	112 patients **	147	
ED Transfer of care time			
Median time	16 minutes	13 minutes	3 minutes
95th percentile time	73 minutes	81 minutes	-8 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

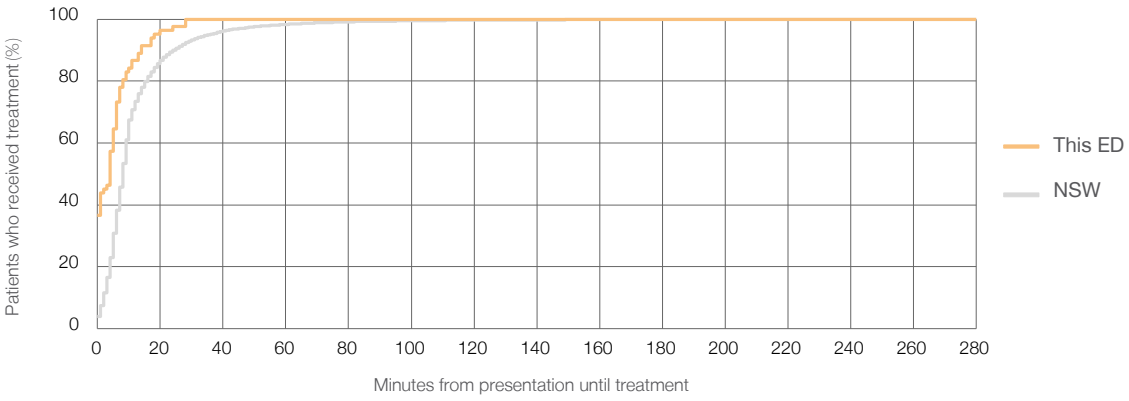
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Deniliquin Health Service: Time patients waited to start treatment, triage 2

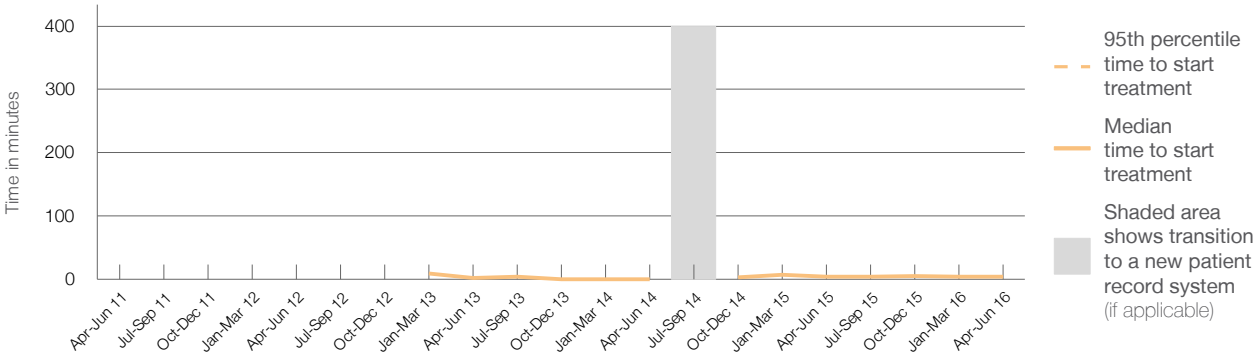
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 84		89	
Number of triage 2 patients used to calculate waiting time:[3] 82		84	
Median time to start treatment[4]	4 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	*	*	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			3	0	5	4
95th percentile time to start treatment[5] (minutes)			*	*	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

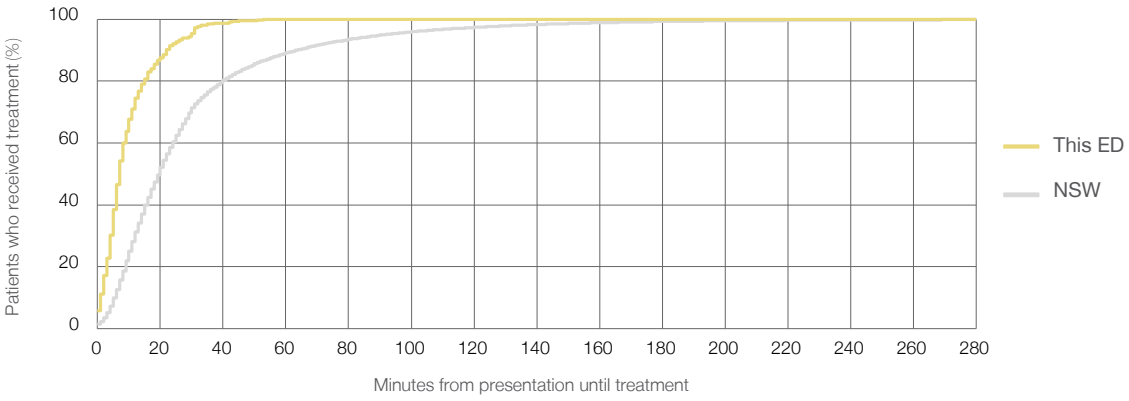
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time patients waited to start treatment, triage 3

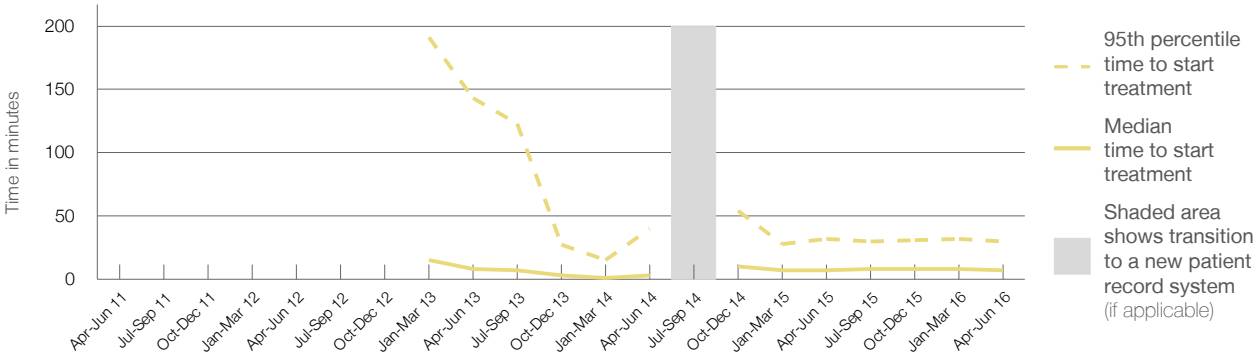
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 510		607	
Number of triage 3 patients used to calculate waiting time:[3] 502		587	
Median time to start treatment[4]	7 minutes	7 minutes	20 minutes
95th percentile time to start treatment[5]	30 minutes	32 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			8	3	7	7
95th percentile time to start treatment[5] (minutes)			143	40	32	30

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

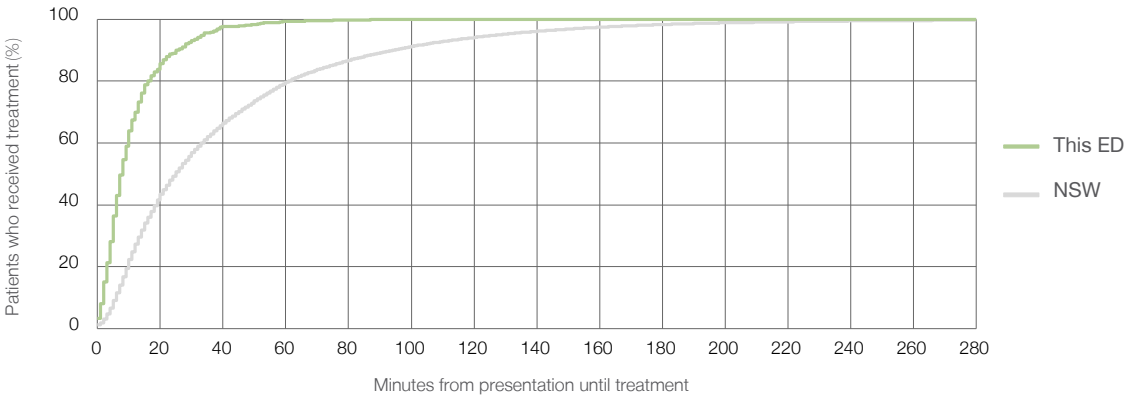
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Deniliquin Health Service: Time patients waited to start treatment, triage 4

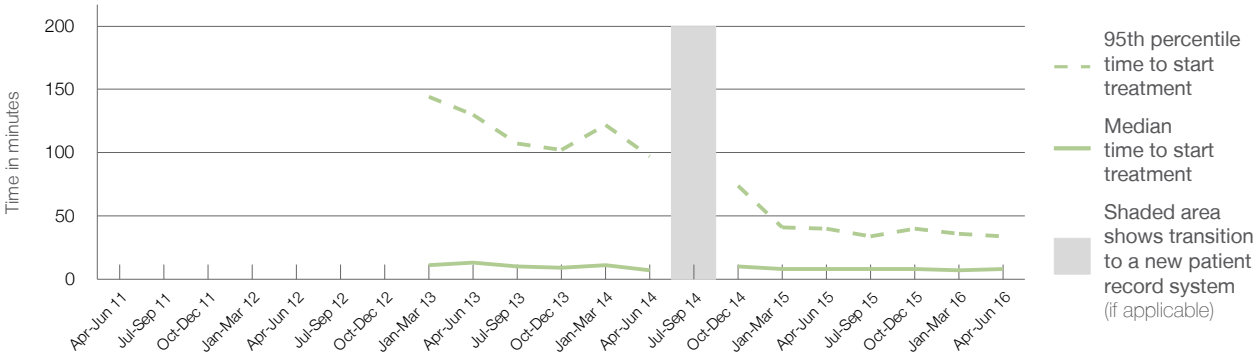
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 807		727	
Number of triage 4 patients used to calculate waiting time:[3] 776		695	
Median time to start treatment[4]	8 minutes	8 minutes	25 minutes
95th percentile time to start treatment[5]	34 minutes	40 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			13	7	8	8
95th percentile time to start treatment[5] (minutes)			130	97	40	34

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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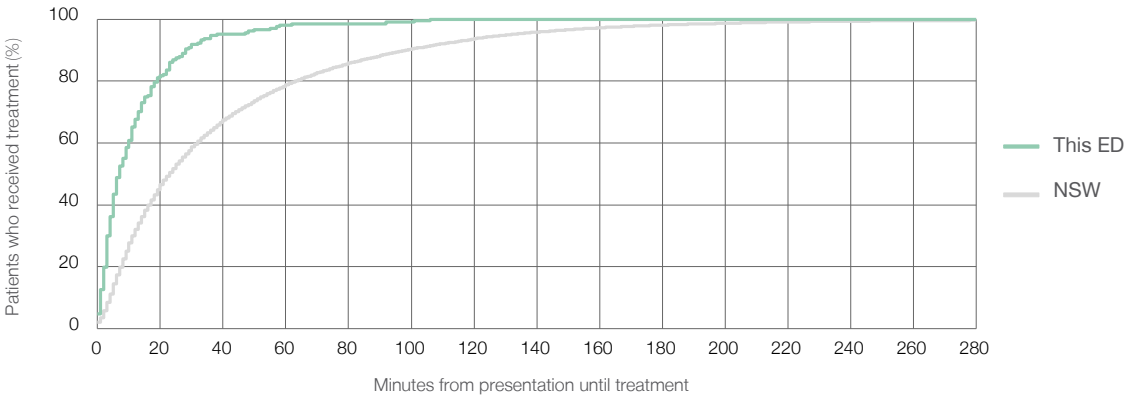
Deniliquin Health Service: Time patients waited to start treatment, triage 5

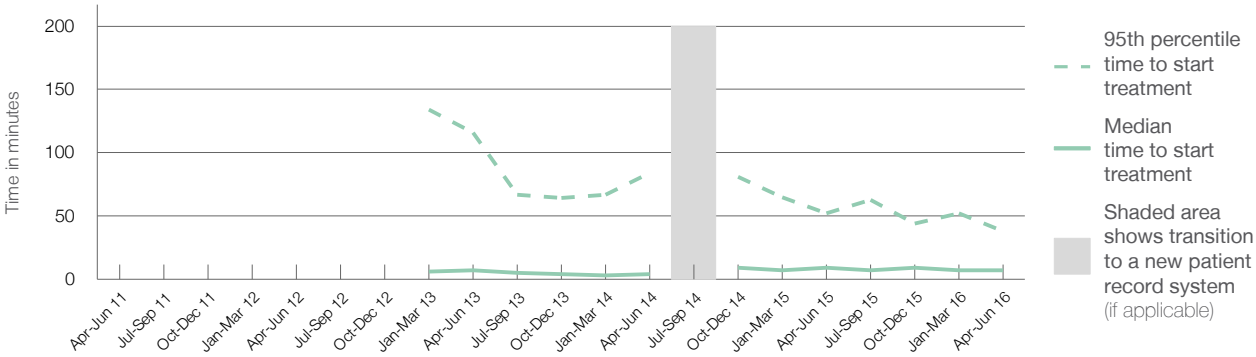
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 219		263	
Number of triage 5 patients used to calculate waiting time:[3] 207		255	
Median time to start treatment[4]	7 minutes	9 minutes	23 minutes
95th percentile time to start treatment[5]	38 minutes	52 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			7	4	9	7
95th percentile time to start treatment[5] (minutes)			116	84	52	38

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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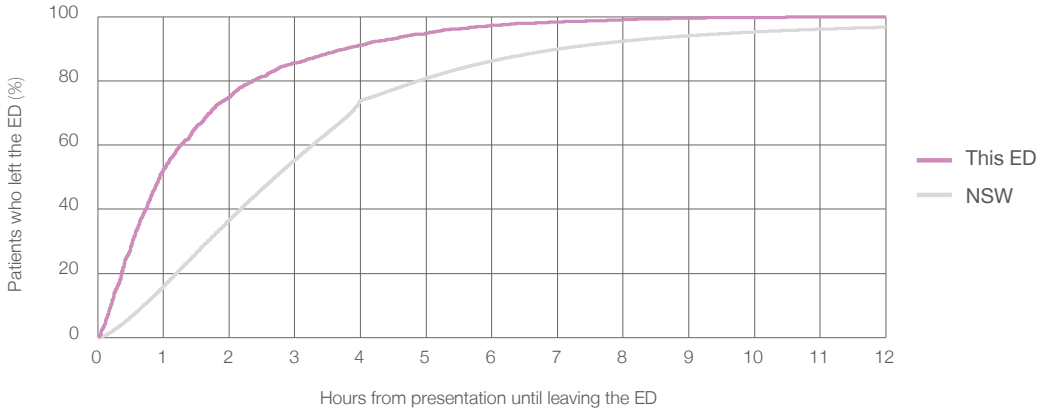
Deniliquin Health Service: Time patients spent in the ED

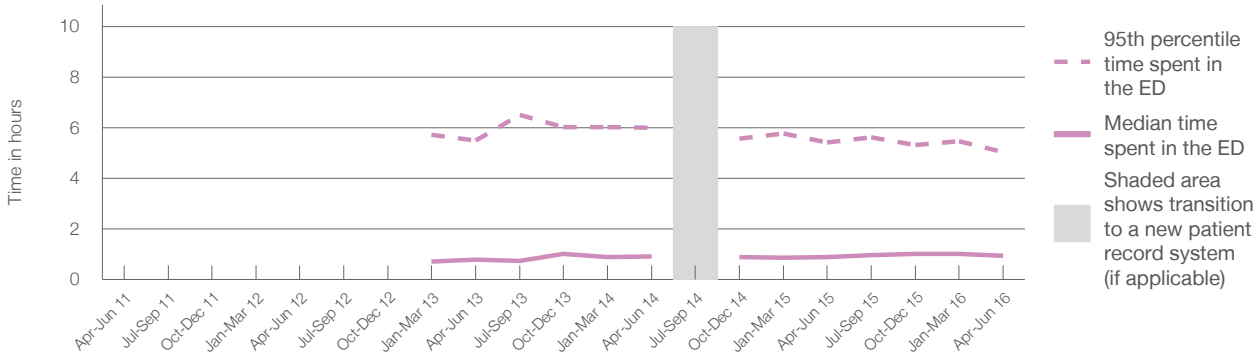
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	2,066 patients	2,336	
Presentations used to calculate time to leaving the ED:[6]	2,066 patients	2,334	
Median time spent in the ED[8]	0 hours and 57 minutes	0 hours and 54 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	5 hours and 2 minutes	5 hours and 25 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)			0h 48m	0h 55m	0h 54m	0h 57m
95th percentile time to leaving the ED[9] (hours, minutes)			5h 30m	6h 0m	5h 25m	5h 2m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

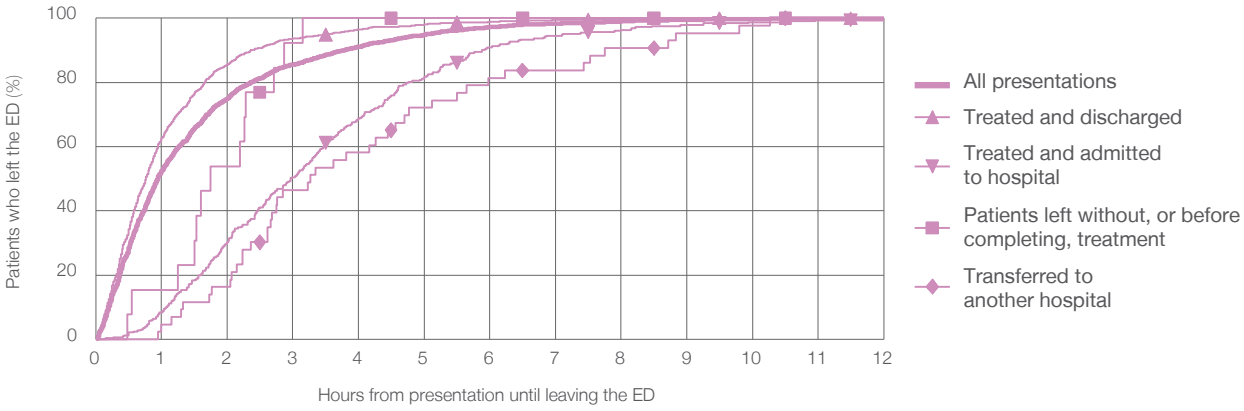
Deniliquin Health Service: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 2,066 patients

Presentations used to calculate time to leaving the ED:[6] 2,066 patients

		Same period last year	Change since one year ago
Treated and discharged	1,625 (78.7%)	1,881	-13.6%
Treated and admitted to hospital	333 (16.1%)	317	5.0%
Patient left without, or before completing, treatment	13 (0.6%)	24	-45.8%
Transferred to another hospital	43 (2.1%)	52	-17.3%
Other	52 (2.5%)	62	-16.1%
		2,334	-11.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	62.5%	85.5%	93.7%	96.4%	98.9%	99.8%	100%	100%
Treated and admitted to hospital	8.4%	30.3%	50.5%	68.8%	91.0%	96.4%	98.8%	99.4%
Patient left without, or before completing, treatment	15.4%	53.8%	92.3%	100%	100%	100%	100%	100%
Transferred to another hospital	4.7%	16.3%	46.5%	58.1%	81.4%	90.7%	97.7%	100%
All presentations	52.4%	74.9%	85.6%	91.1%	97.3%	99.0%	99.8%	99.9%

(†) 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 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

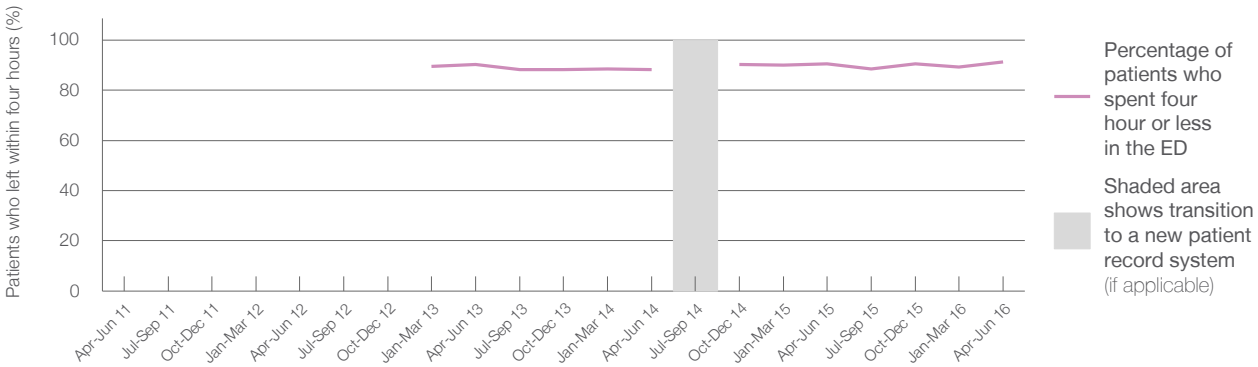
Deniliquin Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	2,066 patients	2,336	-11.6%
Presentations used to calculate time to leaving the ED:[6]	2,066 patients	2,334	-11.5%
Percentage of patients who spent four hours or less in the ED	91.1%	90.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)			90.3%	88.3%	90.6%	91.1%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Forbes District Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 2,377 patients	2,232	6.5%
Emergency presentations:[2] 1,792 patients	1,789	0.2%

Forbes District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 111 patients	106	
Median time to start treatment[4]	6 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	14 minutes	16 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 296 patients	232	
Median time to start treatment[4]	15 minutes	17 minutes	20 minutes
95th percentile time to start treatment[5]	60 minutes	47 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 611 patients	656	
Median time to start treatment[4]	30 minutes	21 minutes	25 minutes
95th percentile time to start treatment[5]	129 minutes	96 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 774 patients	790	
Median time to start treatment[4]	26 minutes	19 minutes	23 minutes
95th percentile time to start treatment[5]	151 minutes	114 minutes	132 minutes

Forbes District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,377 patients		2,232	6.5%
Percentage of patients who spent four hours or less in the ED	93.5%	96.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

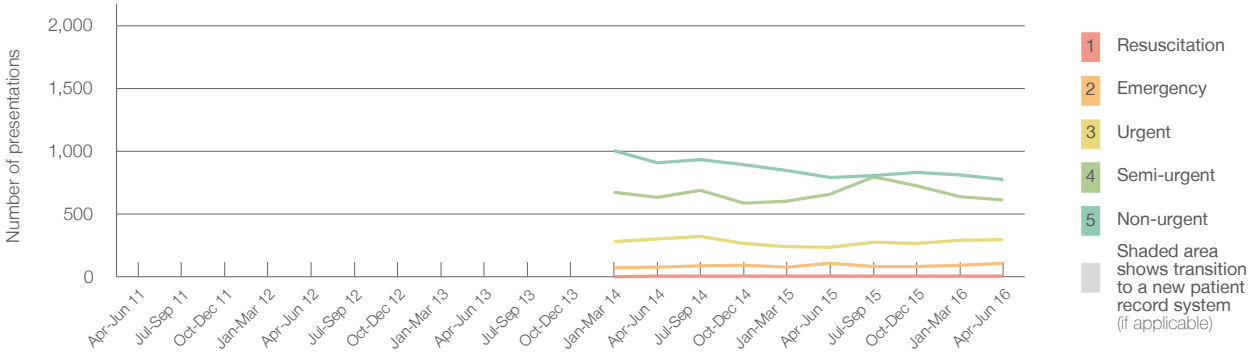
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Forbes District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,377 patients	2,232	6.5%
Emergency presentations[2] by triage category:	1,792 patients	1,789	0.2%
1 Resuscitation	< 5	5	*
2 Emergency	111 (6.0%)	106	1.9%
3 Urgent	296 (16.5%)	232	27.6%
4 Semi-urgent	611 (34.1%)	656	-6.9%
5 Non-urgent	774 (43.2%)	790	-2.0%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation				< 5	5	< 5
Emergency				80	106	111
Urgent				302	232	296
Semi-urgent				634	656	611
Non-urgent				907	790	774
All emergency presentations				1,923	1,789	1,792

Forbes District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	178 patients	110	
ED Transfer of care time			
Median time	11 minutes	24 minutes	-13 minutes
95th percentile time	56 minutes	157 minutes	-101 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

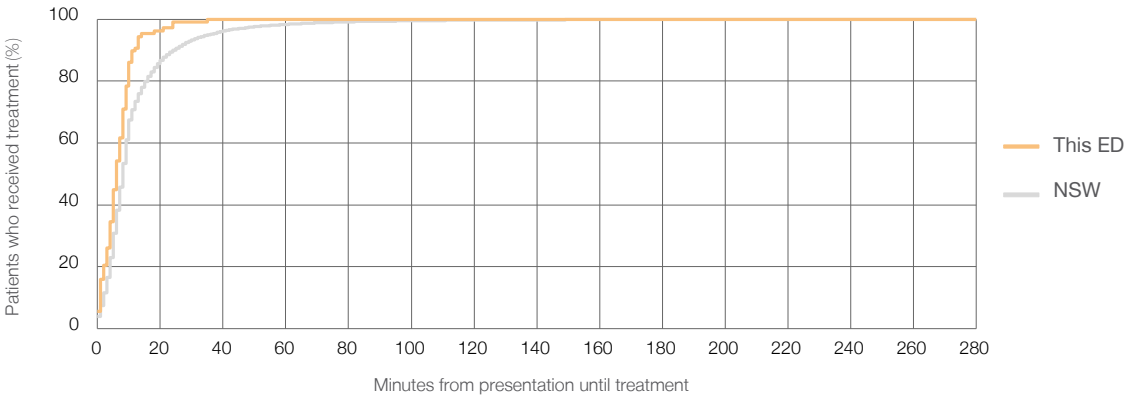
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time patients waited to start treatment, triage 2

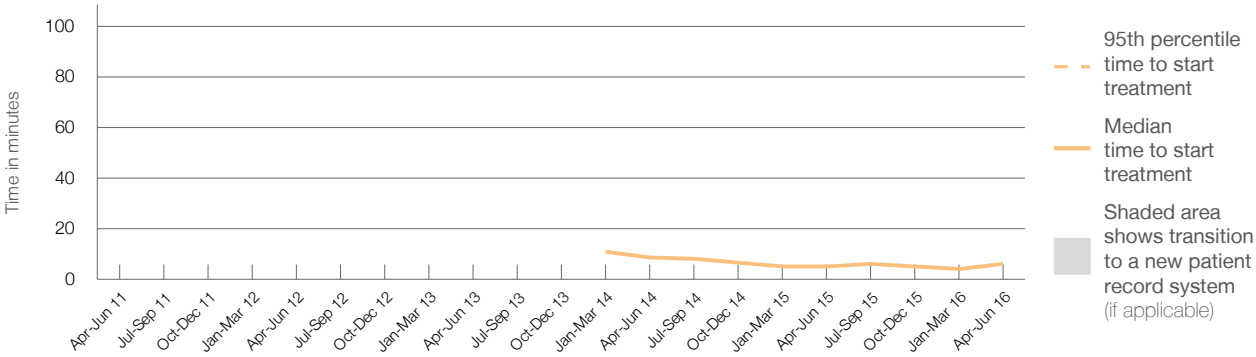
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 111		106	
Number of triage 2 patients used to calculate waiting time:[3] 107		105	
Median time to start treatment[4]	6 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	14 minutes	16 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				9	5	6
95th percentile time to start treatment[5] (minutes)				*	16	14

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

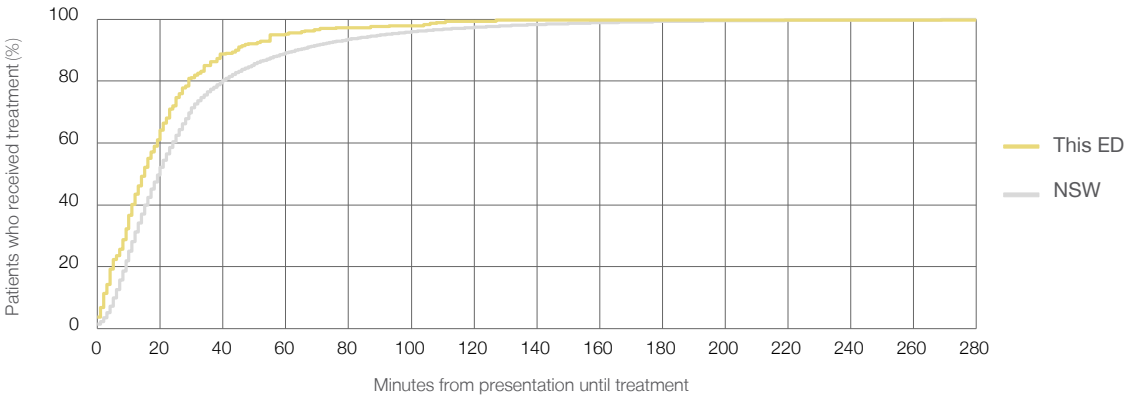
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time patients waited to start treatment, triage 3

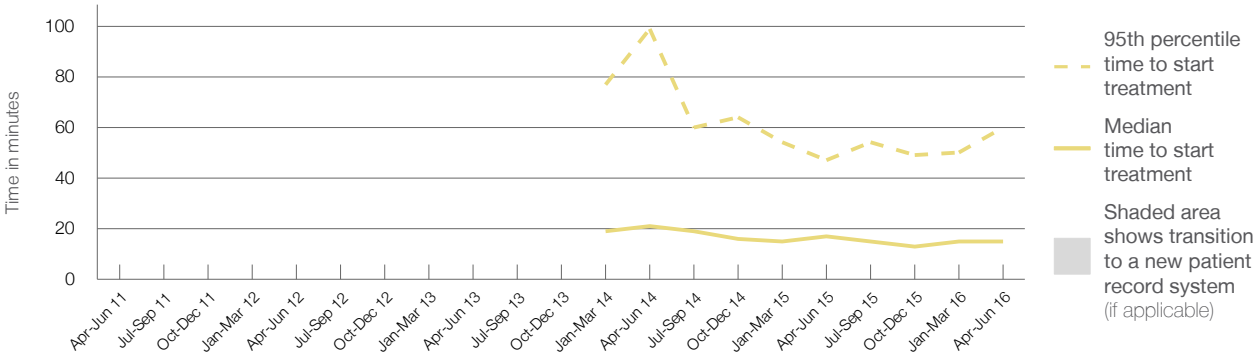
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 296		232	
Number of triage 3 patients used to calculate waiting time:[3] 292		229	
Median time to start treatment[4]	15 minutes	17 minutes	20 minutes
95th percentile time to start treatment[5]	60 minutes	47 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				21	17	15
95th percentile time to start treatment[5] (minutes)				99	47	60

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

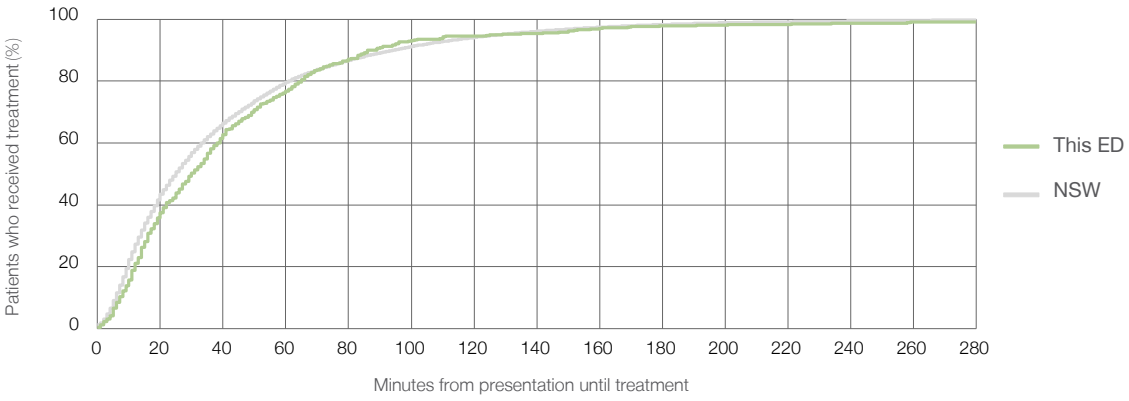
Forbes District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

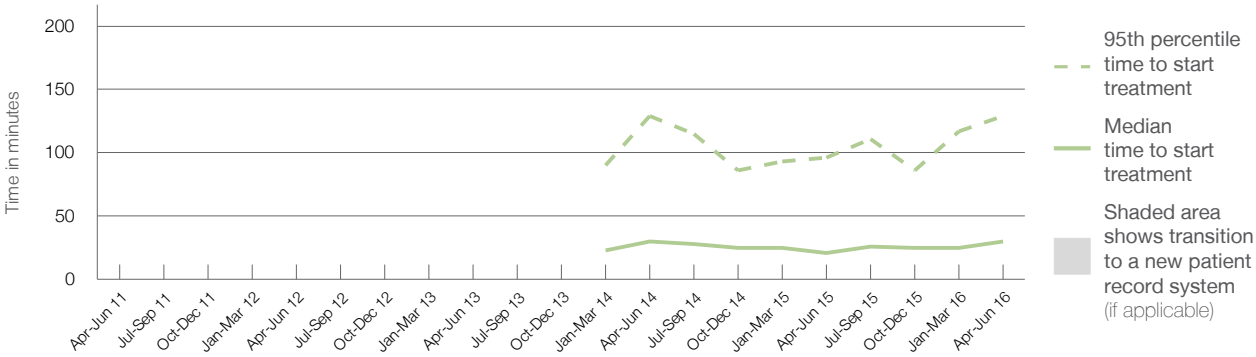
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	611	656	
Number of triage 4 patients used to calculate waiting time:[3]	594	624	
Median time to start treatment[4]	30 minutes	21 minutes	25 minutes
95th percentile time to start treatment[5]	129 minutes	96 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				30	21	30
95th percentile time to start treatment[5] (minutes)				129	96	129

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

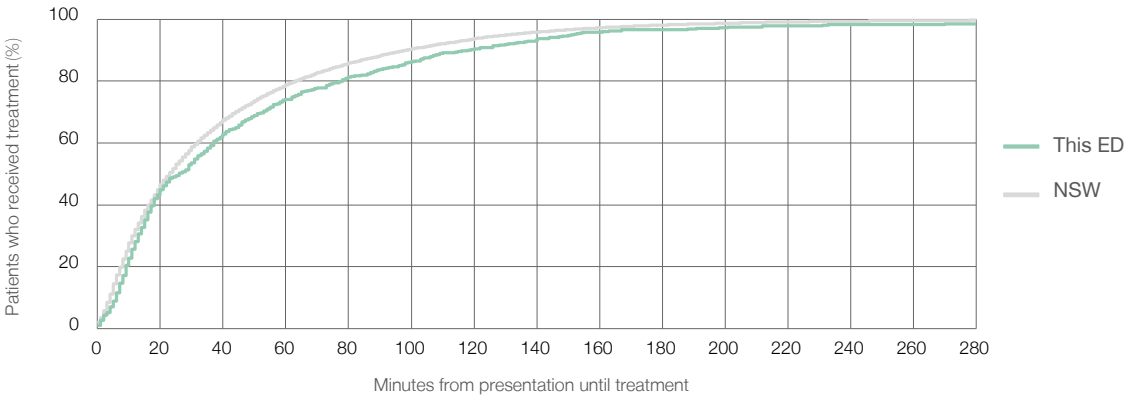
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time patients waited to start treatment, triage 5

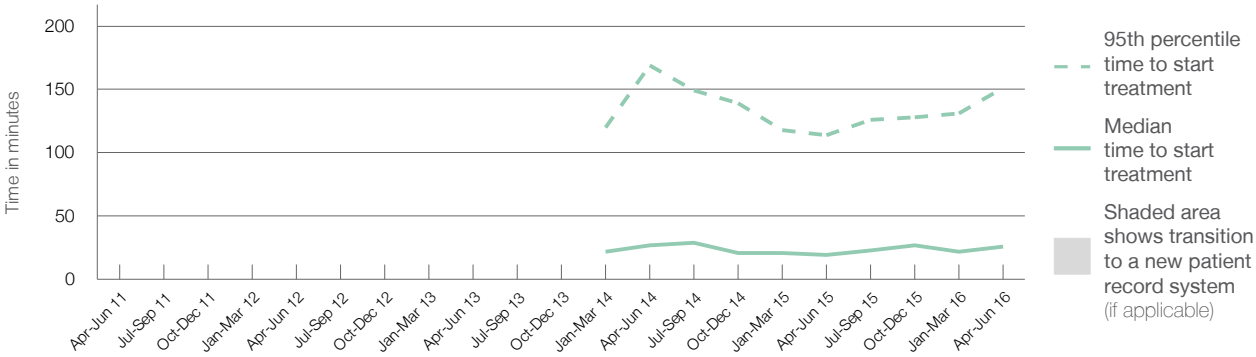
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 774		790	
Number of triage 5 patients used to calculate waiting time:[3] 723		687	
Median time to start treatment[4]	26 minutes	19 minutes	23 minutes
95th percentile time to start treatment[5]	151 minutes	114 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				27	19	26
95th percentile time to start treatment[5] (minutes)				169	114	151

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

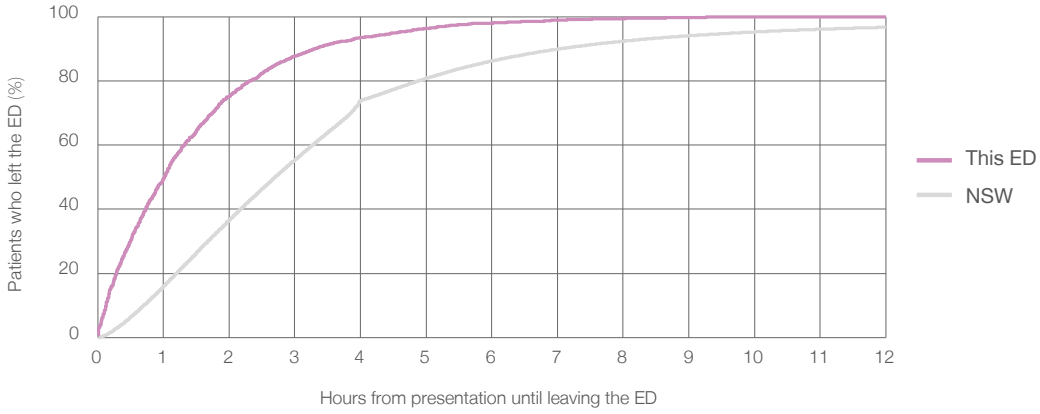
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Forbes District Hospital: Time patients spent in the ED

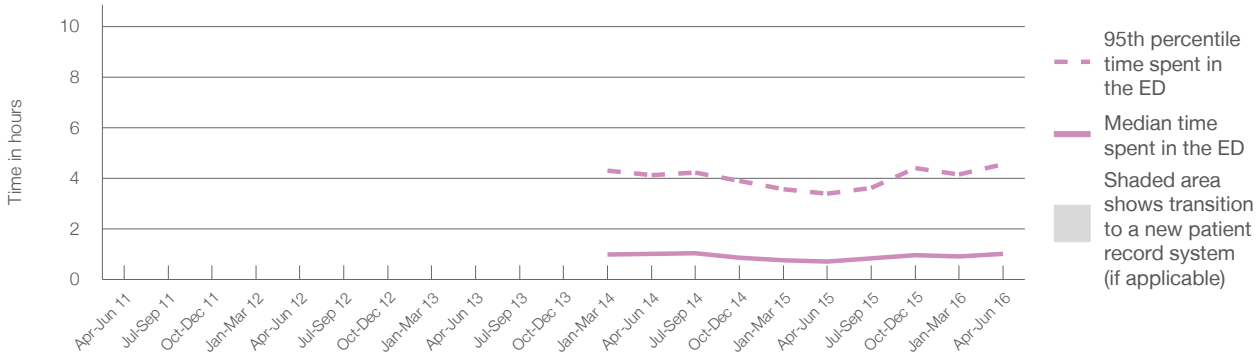
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	2,377 patients	2,232	
Presentations used to calculate time to leaving the ED:[6]	2,377 patients	2,232	
Median time spent in the ED[8]	1 hours and 1 minutes	0 hours and 43 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	4 hours and 34 minutes	3 hours and 24 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)				1h 2m	0h 43m	1h 1m
95th percentile time to leaving the ED[9] (hours, minutes)				4h 8m	3h 24m	4h 34m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

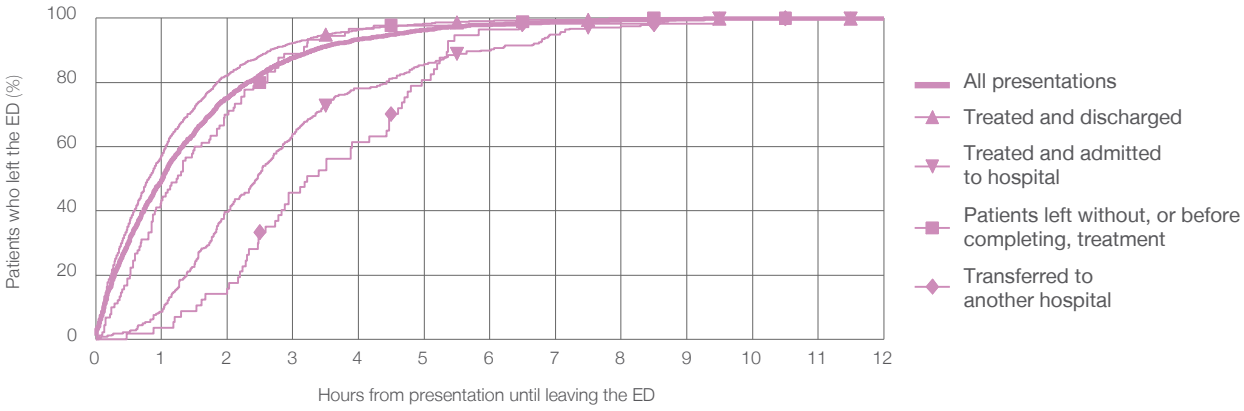
Forbes District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 2,377 patients

Presentations used to calculate time to leaving the ED:[6] 2,377 patients

		Same period last year	Change since one year ago
		2,232	6.5%
Treated and discharged	1,946 (81.9%)	1,905	2.2%
Treated and admitted to hospital	280 (11.8%)	250	12.0%
Patient left without, or before completing, treatment	90 (3.8%)	38	136.8%
Transferred to another hospital	57 (2.4%)	38	50.0%
Other	4 (0.2%)	1	300.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	57.2%	82.2%	92.3%	96.5%	99.2%	99.7%	99.8%	99.8%
Treated and admitted to hospital	8.6%	39.6%	63.9%	78.2%	90.0%	97.5%	100%	100%
Patient left without, or before completing, treatment	43.3%	70.0%	88.9%	96.7%	97.8%	100%	100%	100%
Transferred to another hospital	3.5%	15.8%	45.6%	61.4%	96.5%	98.2%	100%	100%
All presentations	49.7%	75.2%	87.7%	93.5%	98.0%	99.4%	99.9%	99.9%

(†) 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 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

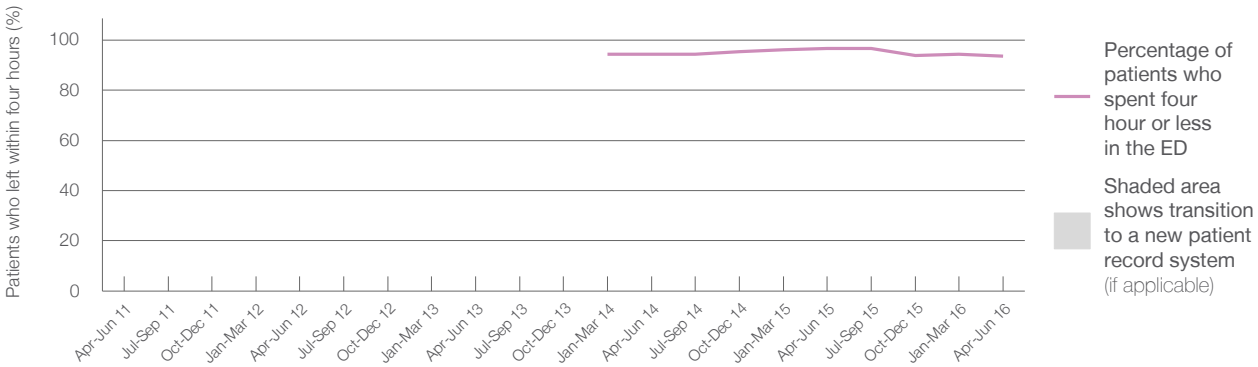
Forbes District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	2,377 patients	2,232	6.5%
Presentations used to calculate time to leaving the ED:[6]	2,377 patients	2,232	6.5%
Percentage of patients who spent four hours or less in the ED	93.5%	96.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)				94.3%	96.6%	93.5%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Gunnedah District Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 1,820 patients	2,076	-12.3%
Emergency presentations:[2] 1,691 patients	2,074	-18.5%

Gunnedah District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 136 patients	151	
Median time to start treatment[4]	2 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	40 minutes	25 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 449 patients	538	
Median time to start treatment[4]	19 minutes	16 minutes	20 minutes
95th percentile time to start treatment[5]	81 minutes	79 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 911 patients	1,168	
Median time to start treatment[4]	28 minutes	27 minutes	25 minutes
95th percentile time to start treatment[5]	120 minutes	107 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 195 patients	217	
Median time to start treatment[4]	19 minutes	15 minutes	23 minutes
95th percentile time to start treatment[5]	123 minutes	101 minutes	132 minutes

Gunnedah District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 1,820 patients		2,076	-12.3%
Percentage of patients who spent four hours or less in the ED	90.2%	89.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

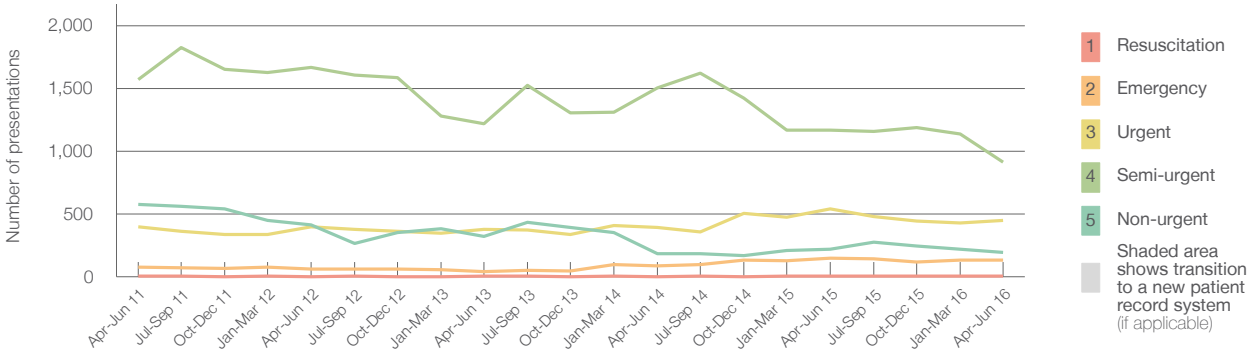
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Gunnedah District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	1,820 patients	2,076	-12.3%
Emergency presentations[2] by triage category:	1,691 patients	2,074	-18.5%
1 Resuscitation	< 5	< 5	*
2 Emergency	136 (7.9%)	151	-10.7%
3 Urgent	449 (26.6%)	538	-16.5%
4 Semi-urgent	911 (53.9%)	1,168	-22.0%
5 Non-urgent	195 (11.5%)	217	-10.1%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	< 5	< 5	< 5	< 5	< 5	< 5
Emergency	77	63	46	87	151	136
Urgent	397	397	376	393	538	449
Semi-urgent	1,568	1,667	1,217	1,505	1,168	911
Non-urgent	577	410	321	182	217	195
All emergency presentations	2,619	2,537	1,960	2,167	2,074	1,691

Gunnedah District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	104 patients **	149	
ED Transfer of care time			
Median time	8 minutes	9 minutes	-1 minute
95th percentile time	32 minutes	31 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 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.

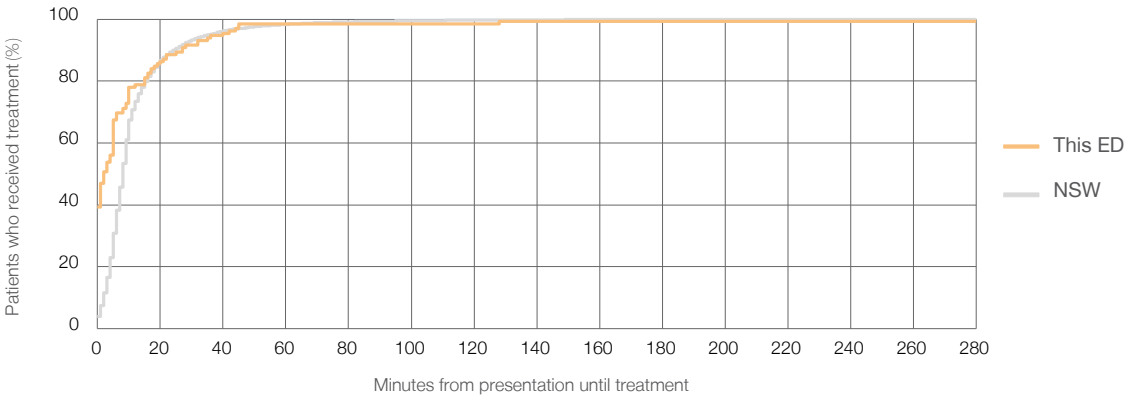
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Gunnedah District Hospital: Time patients waited to start treatment, triage 2

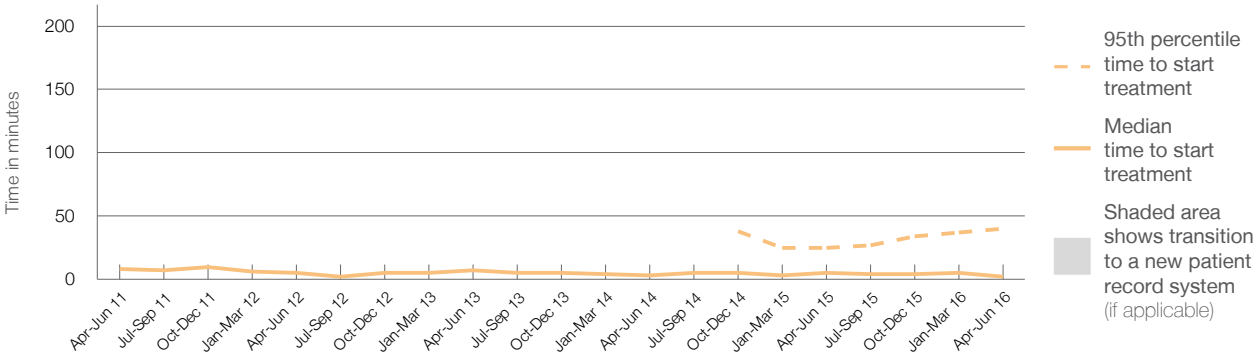
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 136		151	
Number of triage 2 patients used to calculate waiting time:[3] 132		149	
Median time to start treatment[4]	2 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	40 minutes	25 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	8	5	7	3	5	2
95th percentile time to start treatment[5] (minutes)	*	*	*	*	25	40

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

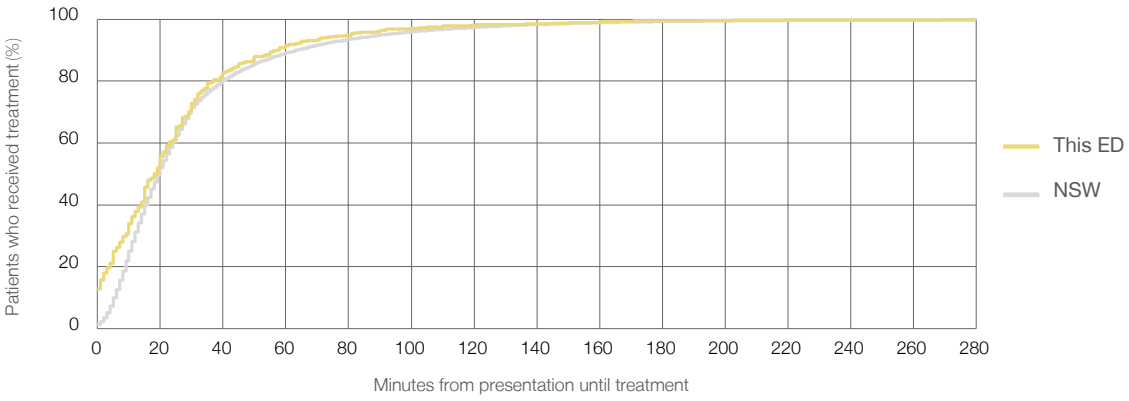
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time patients waited to start treatment, triage 3

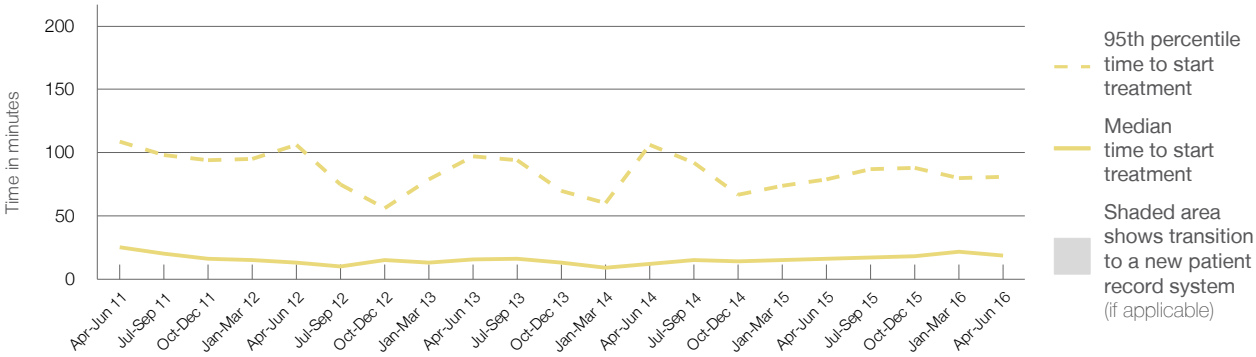
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 449		538	
Number of triage 3 patients used to calculate waiting time:[3] 444		533	
Median time to start treatment[4]	19 minutes	16 minutes	20 minutes
95th percentile time to start treatment[5]	81 minutes	79 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	26	13	16	12	16	19
95th percentile time to start treatment[5] (minutes)	109	106	97	106	79	81

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

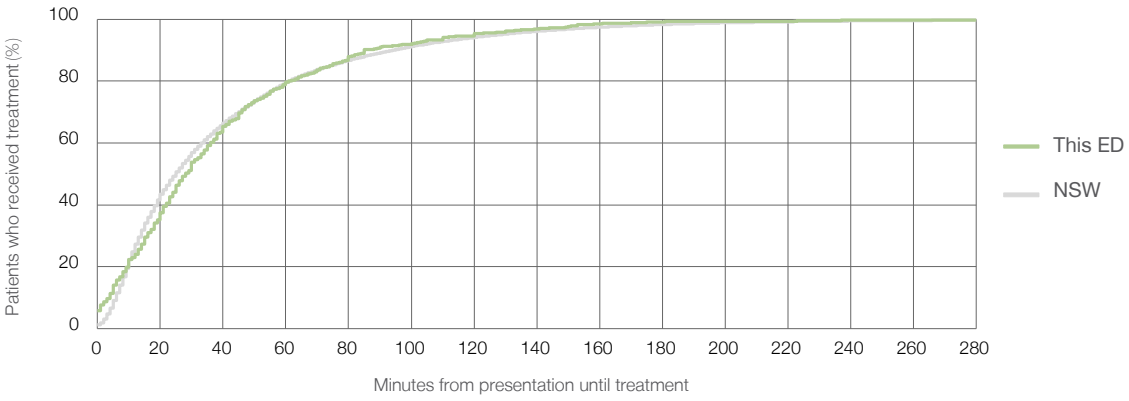
Gunnedah District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

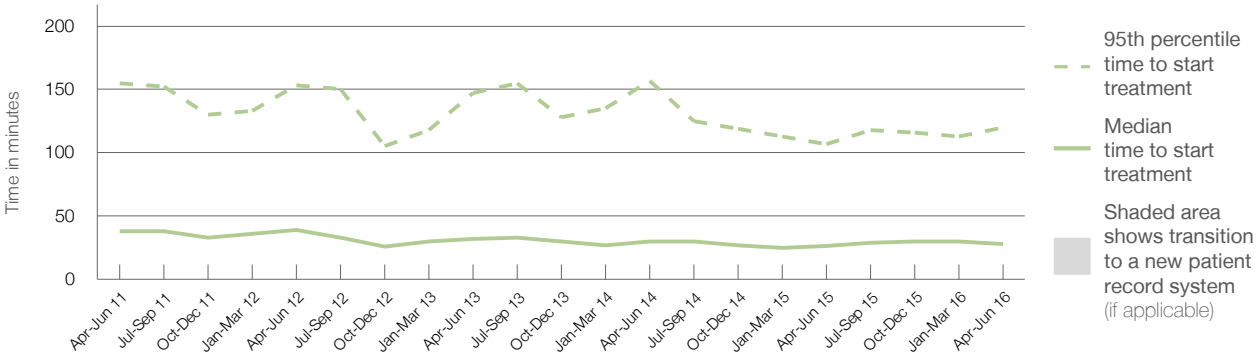
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	911	1,168	
Number of triage 4 patients used to calculate waiting time:[3]	874	1,140	
Median time to start treatment[4]	28 minutes	27 minutes	25 minutes
95th percentile time to start treatment[5]	120 minutes	107 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	38	39	32	30	27	28
95th percentile time to start treatment[5] (minutes)	155	153	147	157	107	120

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

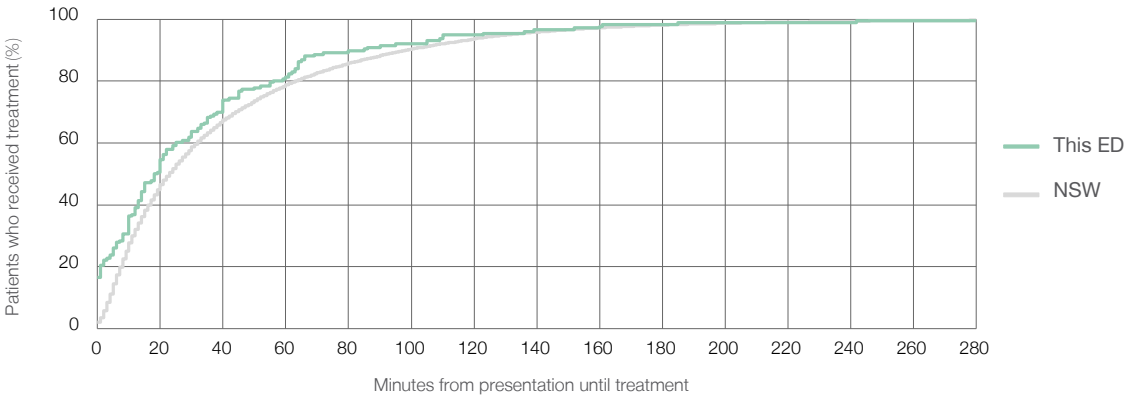
Gunnedah District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

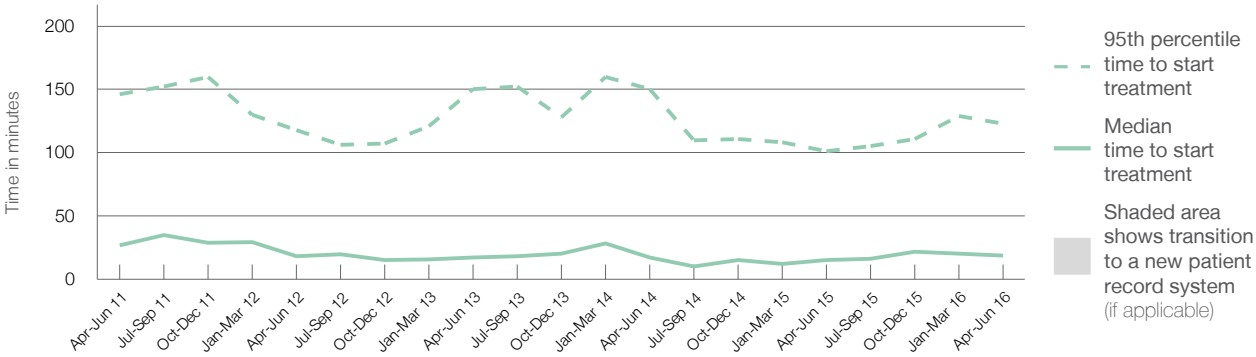
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	195	217	
Number of triage 5 patients used to calculate waiting time:[3]	176	207	
Median time to start treatment[4]	19 minutes	15 minutes	23 minutes
95th percentile time to start treatment[5]	123 minutes	101 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	27	18	17	17	15	19
95th percentile time to start treatment[5] (minutes)	146	118	150	150	101	123

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

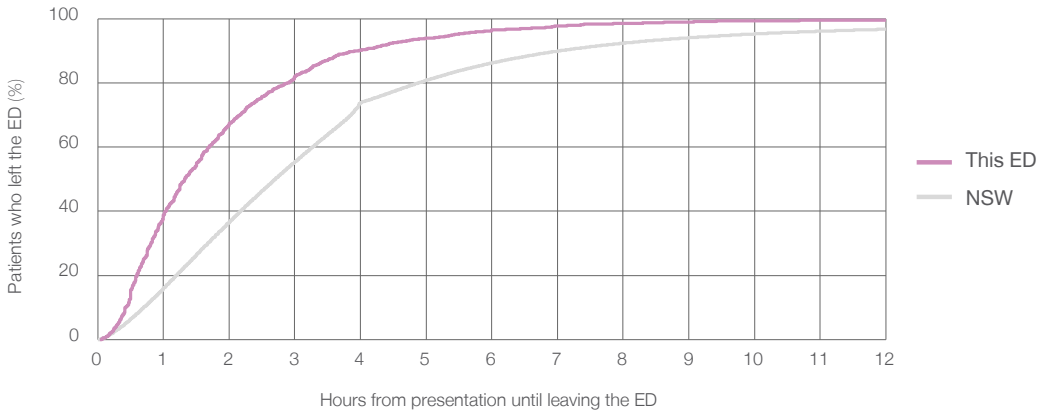
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Gunnedah District Hospital: Time patients spent in the ED

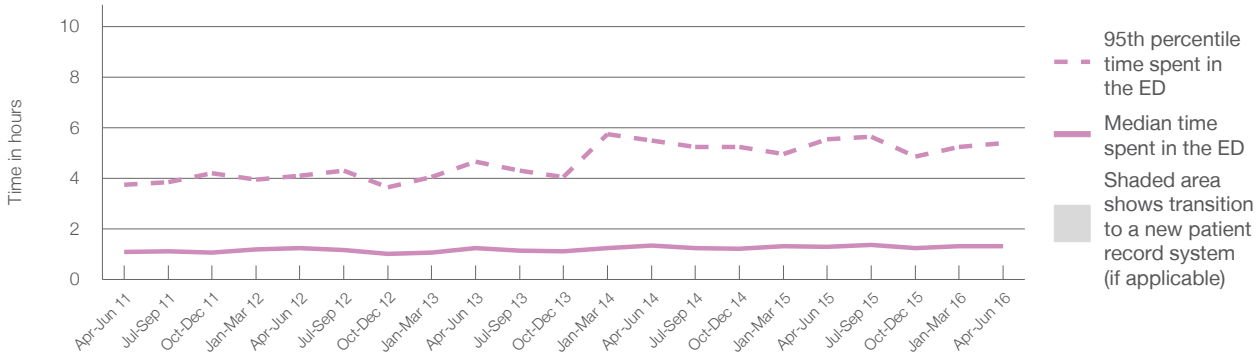
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	1,820 patients	2,076	
Presentations used to calculate time to leaving the ED:[6]	1,820 patients	2,076	
Median time spent in the ED[8]	1 hours and 20 minutes	1 hours and 18 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	5 hours and 25 minutes	5 hours and 33 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 6m	1h 15m	1h 15m	1h 21m	1h 18m	1h 20m
95th percentile time to leaving the ED[9] (hours, minutes)	3h 45m	4h 6m	4h 40m	5h 30m	5h 33m	5h 25m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

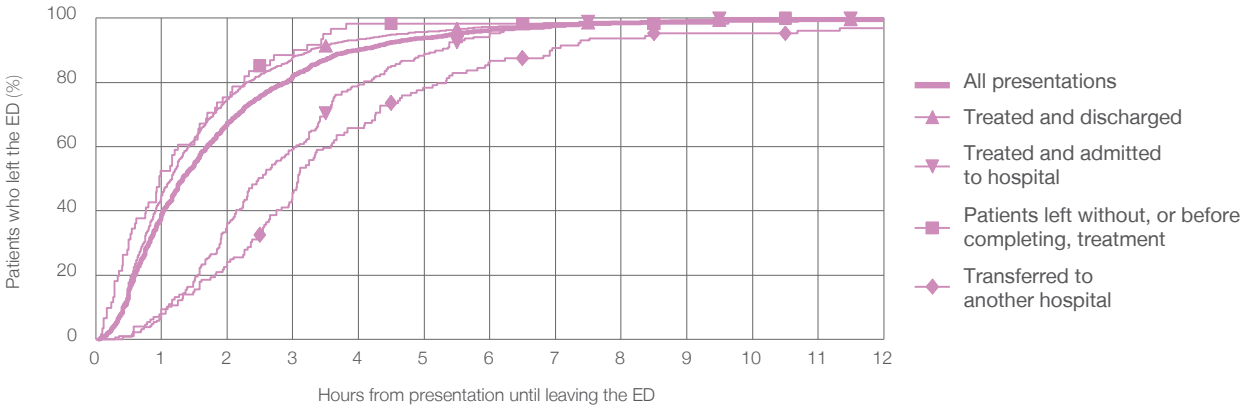
Gunnedah District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 1,820 patients

Presentations used to calculate time to leaving the ED:[6] 1,820 patients

		Same period last year	Change since one year ago
Treated and discharged	1,435 (78.8%)	1,622	-11.5%
Treated and admitted to hospital	189 (10.4%)	256	-26.2%
Patient left without, or before completing, treatment	61 (3.4%)	73	-16.4%
Transferred to another hospital	129 (7.1%)	121	6.6%
Other	6 (0.3%)	4	50.0%
All presentations	1,820	2,076	-12.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	44.9%	74.8%	87.9%	93.4%	97.4%	98.9%	99.6%	99.7%
Treated and admitted to hospital	7.9%	36.0%	59.3%	79.4%	95.2%	98.9%	100%	100%
Patient left without, or before completing, treatment	52.5%	75.4%	88.5%	98.4%	98.4%	98.4%	100%	100%
Transferred to another hospital	9.3%	24.0%	45.7%	65.9%	86.8%	93.8%	95.3%	96.9%
All presentations	39.0%	67.3%	82.0%	90.2%	96.4%	98.5%	99.3%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

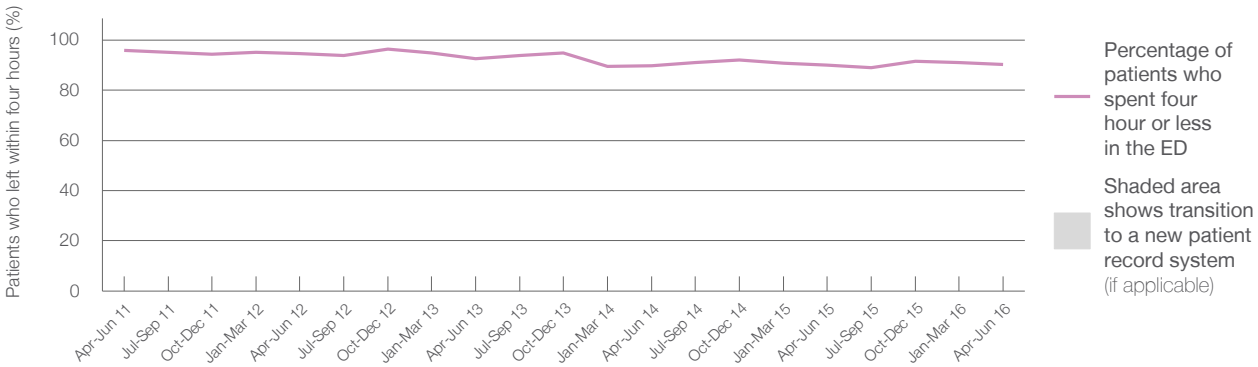
Gunnedah District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	1,820 patients	2,076	-12.3%
Presentations used to calculate time to leaving the ED:[6]	1,820 patients	2,076	-12.3%
Percentage of patients who spent four hours or less in the ED	90.2%	89.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	95.8%	94.7%	92.6%	89.6%	89.9%	90.2%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Inverell District Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,076 patients	2,158	-3.8%
Emergency presentations:[2]	1,980 patients	2,049	-3.4%

Inverell District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	267 patients	229	
Median time to start treatment[4]	5 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	31 minutes	30 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	663 patients	644	
Median time to start treatment[4]	10 minutes	14 minutes	20 minutes
95th percentile time to start treatment[5]	71 minutes	80 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	851 patients	922	
Median time to start treatment[4]	20 minutes	25 minutes	25 minutes
95th percentile time to start treatment[5]	100 minutes	123 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	192 patients	241	
Median time to start treatment[4]	15 minutes	20 minutes	23 minutes
95th percentile time to start treatment[5]	100 minutes	104 minutes	132 minutes

Inverell District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	2,076 patients	2,158	-3.8%
Percentage of patients who spent four hours or less in the ED	89.4%	88.5%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

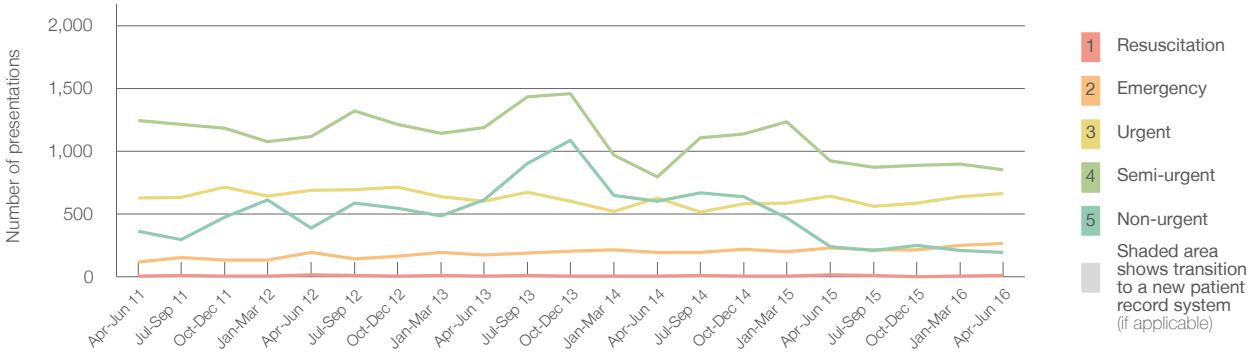
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Inverell District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,076 patients	2,158	-3.8%
Emergency presentations[2] by triage category:	1,980 patients	2,049	-3.4%
1 Resuscitation	7 (0.4%)	13	-46.2%
2 Emergency	267 (13.5%)	229	16.6%
3 Urgent	663 (33.5%)	644	3.0%
4 Semi-urgent	851 (43.0%)	922	-7.7%
5 Non-urgent	192 (9.7%)	241	-20.3%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	5	15	< 5	< 5	13	7
Emergency	118	192	173	198	229	267
Urgent	625	687	599	629	644	663
Semi-urgent	1,244	1,114	1,186	795	922	851
Non-urgent	360	386	609	600	241	192
All emergency presentations	2,352	2,394	2,567	2,222	2,049	1,980

Inverell District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	289 patients **	211	
ED Transfer of care time			
Median time	6 minutes	4 minutes	2 minutes
95th percentile time	25 minutes	23 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 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.

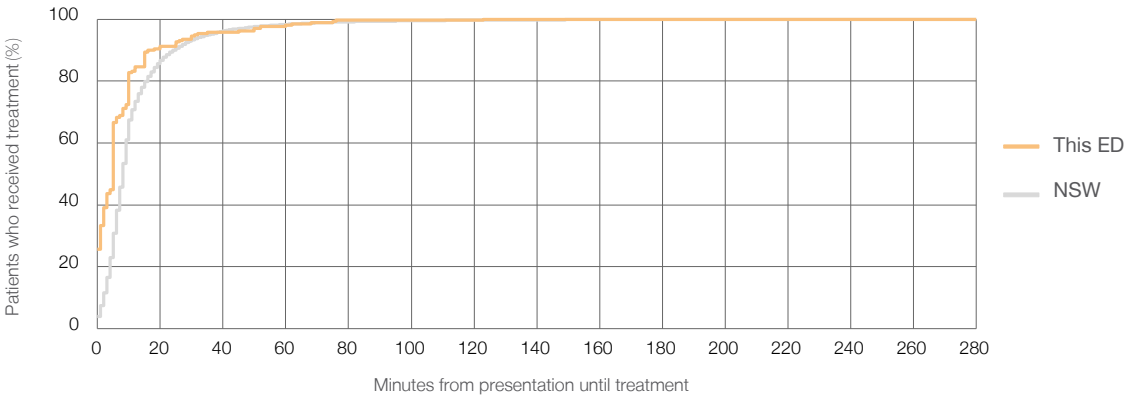
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Inverell District Hospital: Time patients waited to start treatment, triage 2

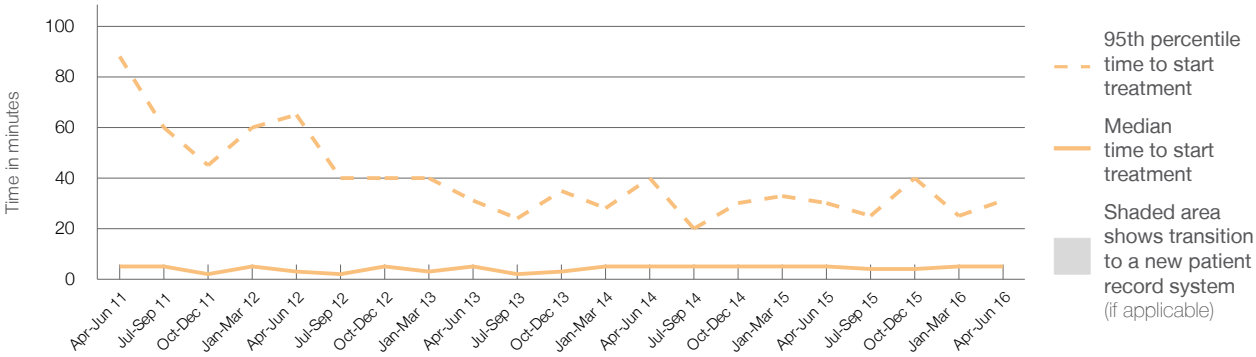
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 267		229	
Number of triage 2 patients used to calculate waiting time:[3] 261		227	
Median time to start treatment[4]	5 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	31 minutes	30 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	5	3	5	5	5	5
95th percentile time to start treatment[5] (minutes)	88	65	31	40	30	31

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

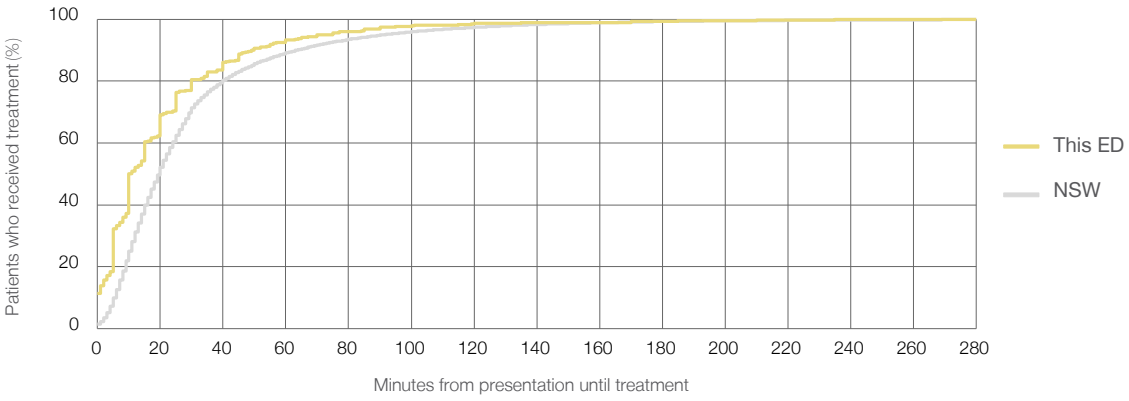
Inverell District Hospital: Time patients waited to start treatment, triage 3

April to June 2016

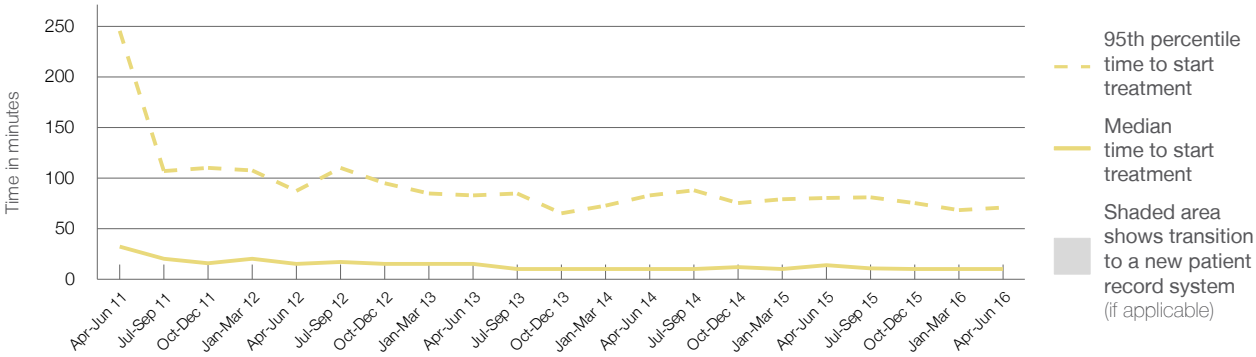
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	663	644	
Number of triage 3 patients used to calculate waiting time:[3]	643	631	
Median time to start treatment[4]	10 minutes	14 minutes	20 minutes
95th percentile time to start treatment[5]	71 minutes	80 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	32	15	15	10	14	10
95th percentile time to start treatment[5] (minutes)	245	87	83	83	80	71

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

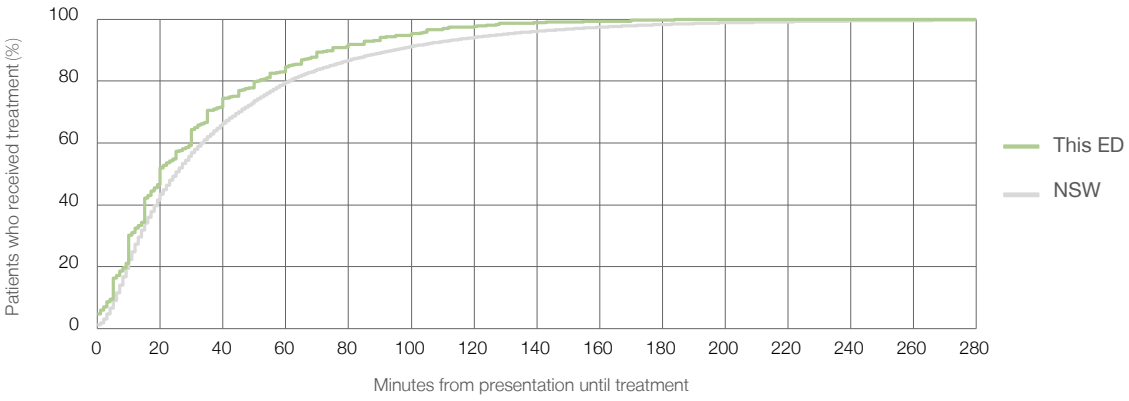
Inverell District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

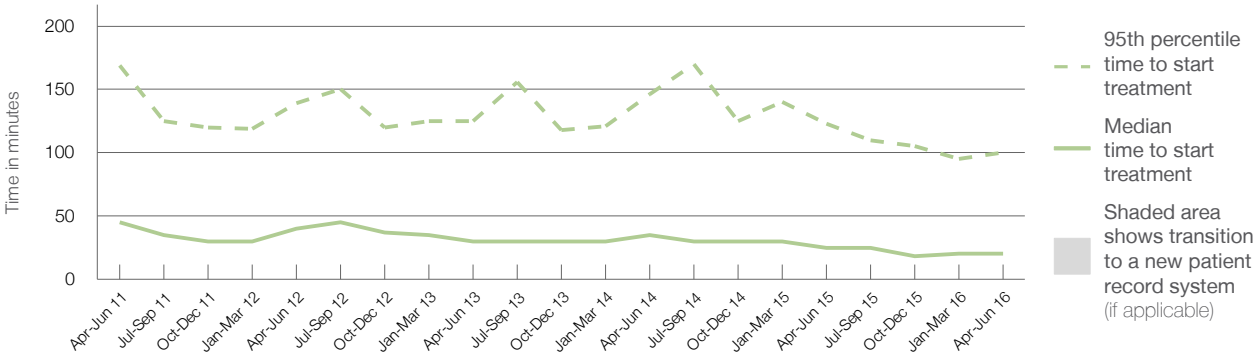
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	851	922	
Number of triage 4 patients used to calculate waiting time:[3]	790	875	
Median time to start treatment[4]	20 minutes	25 minutes	25 minutes
95th percentile time to start treatment[5]	100 minutes	123 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	45	40	30	35	25	20
95th percentile time to start treatment[5] (minutes)	169	139	125	146	123	100

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

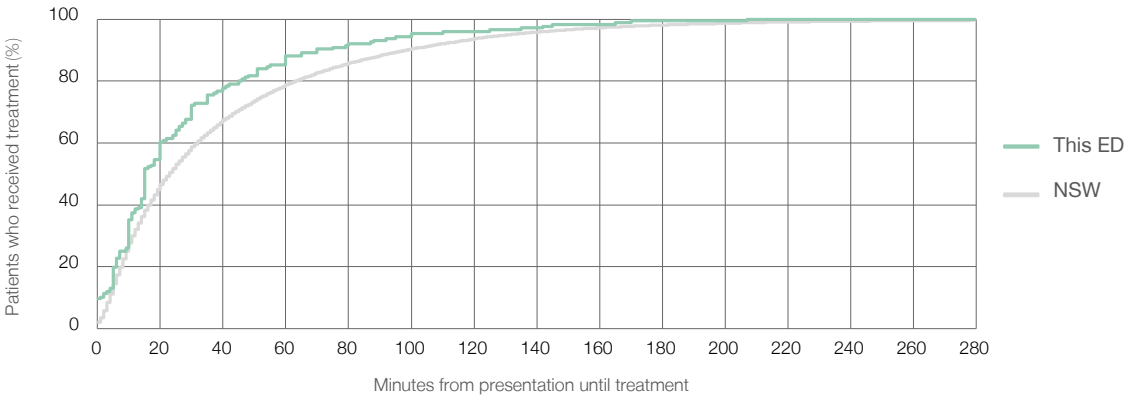
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell District Hospital: Time patients waited to start treatment, triage 5

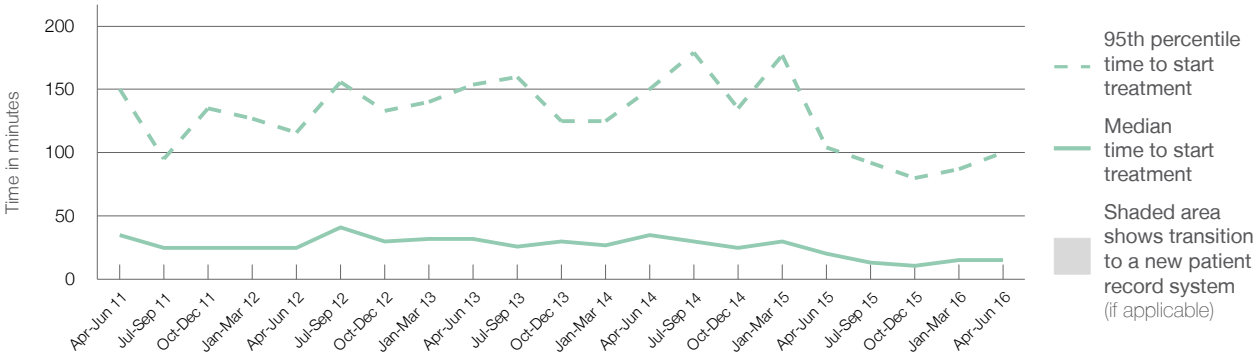
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	192	241	
Number of triage 5 patients used to calculate waiting time:[3]	176	221	
Median time to start treatment[4]	15 minutes	20 minutes	23 minutes
95th percentile time to start treatment[5]	100 minutes	104 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	35	25	32	35	20	15
95th percentile time to start treatment[5] (minutes)	150	116	154	150	104	100

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

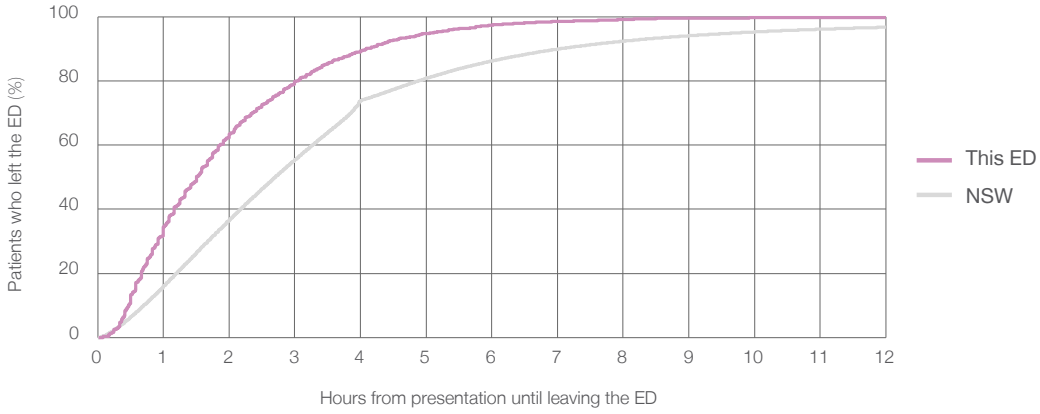
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Inverell District Hospital: Time patients spent in the ED

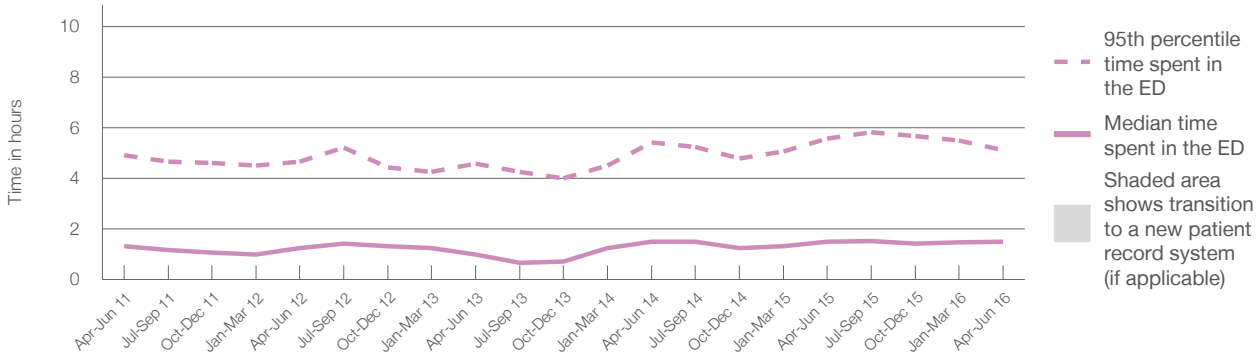
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	2,076 patients	2,158	
Presentations used to calculate time to leaving the ED:[6]	2,076 patients	2,158	
Median time spent in the ED[8]	1 hours and 30 minutes	1 hours and 30 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	5 hours and 7 minutes	5 hours and 35 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 20m	1h 15m	1h 0m	1h 30m	1h 30m	1h 30m
95th percentile time to leaving the ED[9] (hours, minutes)	4h 56m	4h 40m	4h 35m	5h 26m	5h 35m	5h 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 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.

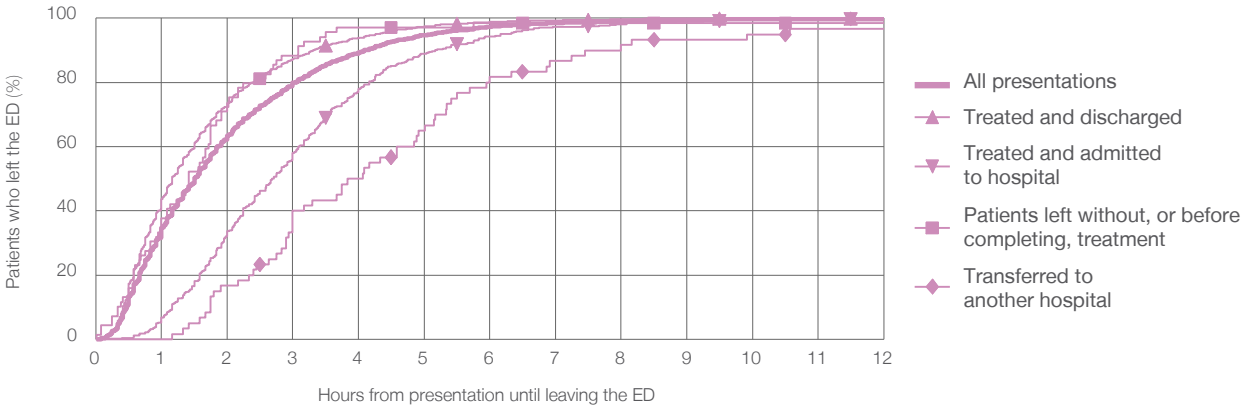
Inverell District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 2,076 patients

Presentations used to calculate time to leaving the ED:[6] 2,076 patients

		Same period last year	Change since one year ago
Treated and discharged	1,474 (71.0%)	1,596	-7.6%
Treated and admitted to hospital	442 (21.3%)	402	10.0%
Patient left without, or before completing, treatment	69 (3.3%)	51	35.3%
Transferred to another hospital	60 (2.9%)	73	-17.8%
Other	31 (1.5%)	36	-13.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	43.6%	73.5%	87.4%	93.9%	98.8%	99.7%	99.9%	99.9%
Treated and admitted to hospital	6.8%	33.7%	57.9%	78.1%	94.3%	98.2%	99.5%	99.8%
Patient left without, or before completing, treatment	37.7%	72.5%	88.4%	97.1%	98.6%	98.6%	98.6%	98.6%
Transferred to another hospital	0%	16.7%	40.0%	50.0%	81.7%	91.7%	95.0%	96.7%
All presentations	34.6%	63.4%	79.9%	89.4%	97.4%	99.1%	99.7%	99.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

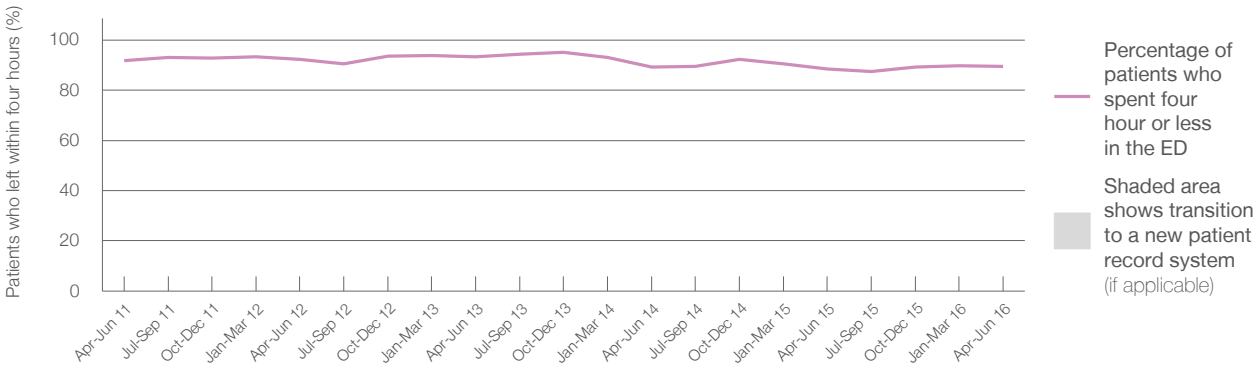
Inverell District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	2,076 patients	2,158	-3.8%
Presentations used to calculate time to leaving the ED:[6]	2,076 patients	2,158	-3.8%
Percentage of patients who spent four hours or less in the ED	89.4%	88.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	91.7%	92.3%	93.3%	89.3%	88.5%	89.4%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Kempsey Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	6,412 patients	5,808	10.4%
Emergency presentations:[2]	6,268 patients	5,613	11.7%

Kempsey Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 677 patients	566	
Median time to start treatment[4]	11 minutes	12 minutes	8 minutes
95th percentile time to start treatment[5]	37 minutes	35 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 2,235 patients	1,897	
Median time to start treatment[4]	23 minutes	20 minutes	20 minutes
95th percentile time to start treatment[5]	85 minutes	68 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 2,643 patients	2,395	
Median time to start treatment[4]	27 minutes	21 minutes	25 minutes
95th percentile time to start treatment[5]	116 minutes	89 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 684 patients	730	
Median time to start treatment[4]	27 minutes	18 minutes	23 minutes
95th percentile time to start treatment[5]	130 minutes	93 minutes	132 minutes

Kempsey Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	6,411 patients	5,807	10.4%
Percentage of patients who spent four hours or less in the ED	81.4%	86.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

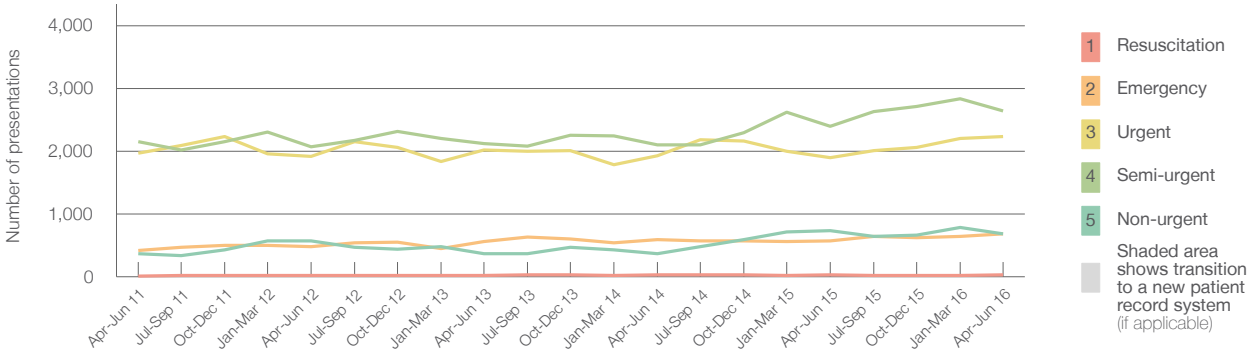
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Kempsey Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	6,412 patients	5,808	10.4%
Emergency presentations[2] by triage category:	6,268 patients	5,613	11.7%
1 Resuscitation	29 (0.5%)	25	16.0%
2 Emergency	677 (10.8%)	566	19.6%
3 Urgent	2,235 (35.7%)	1,897	17.8%
4 Semi-urgent	2,643 (42.2%)	2,395	10.4%
5 Non-urgent	684 (10.9%)	730	-6.3%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	10	17	22	31	25	29
Emergency	414	479	563	587	566	677
Urgent	1,964	1,912	2,014	1,924	1,897	2,235
Semi-urgent	2,155	2,069	2,119	2,095	2,395	2,643
Non-urgent	365	574	370	361	730	684
All emergency presentations	4,908	5,051	5,088	4,998	5,613	6,268

Kempsey Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	777 patients	738	
ED Transfer of care time			
Median time	15 minutes	13 minutes	2 minutes
95th percentile time	63 minutes	52 minutes	11 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

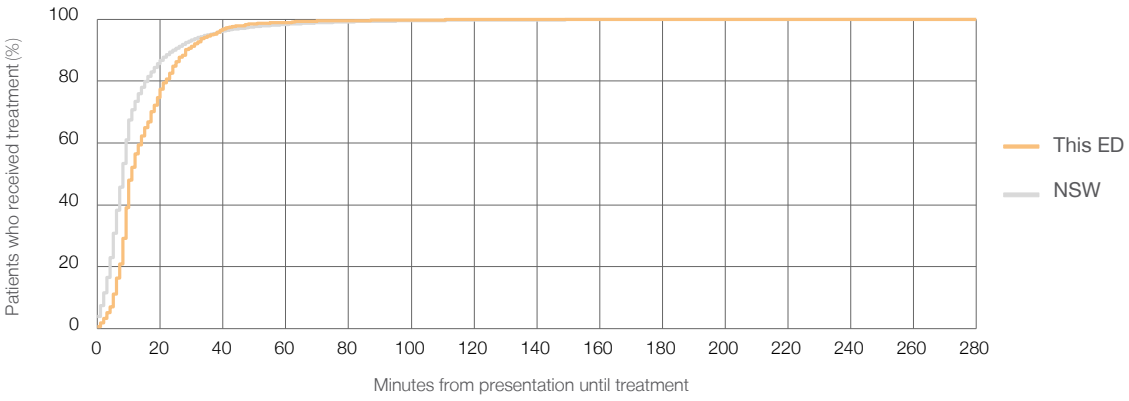
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients waited to start treatment, triage 2

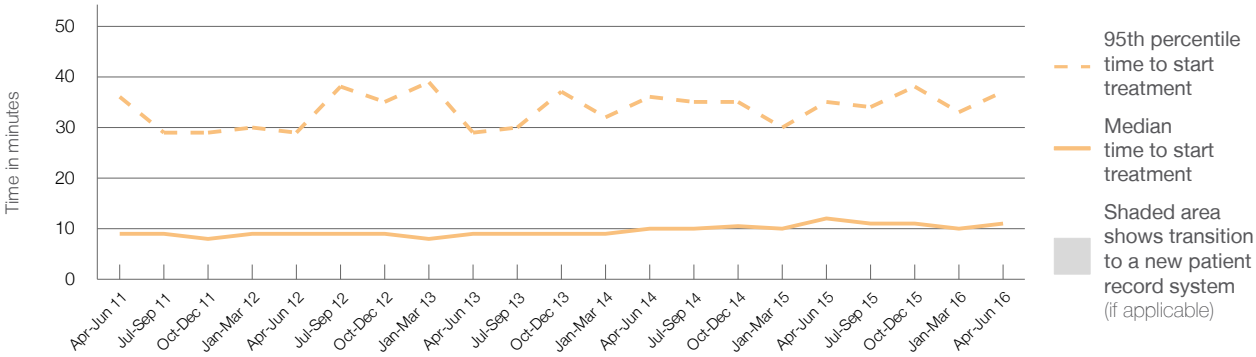
April to June 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients: 677	566	
Number of triage 2 patients used to calculate waiting time:[3] 674	565	
Median time to start treatment[4] 11 minutes	12 minutes	8 minutes
95th percentile time to start treatment[5] 37 minutes	35 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	9	9	9	10	12	11
95th percentile time to start treatment[5] (minutes)	36	29	29	36	35	37

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

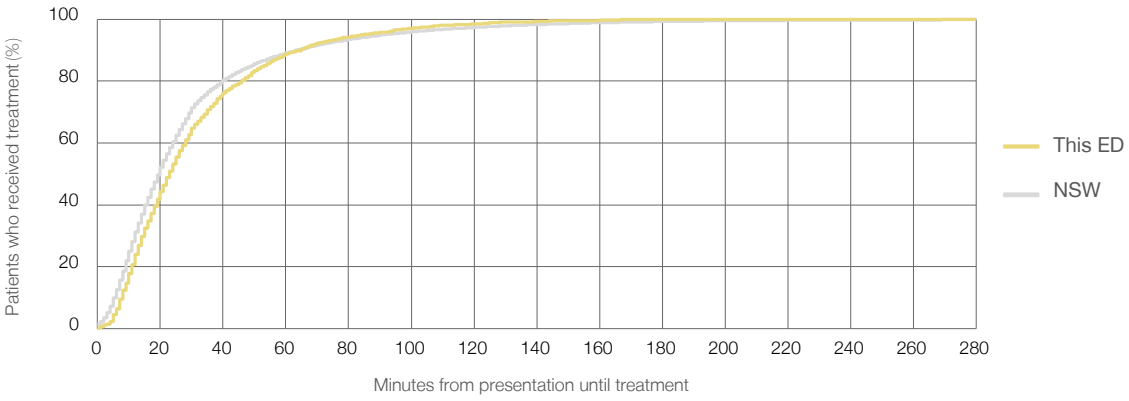
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients waited to start treatment, triage 3

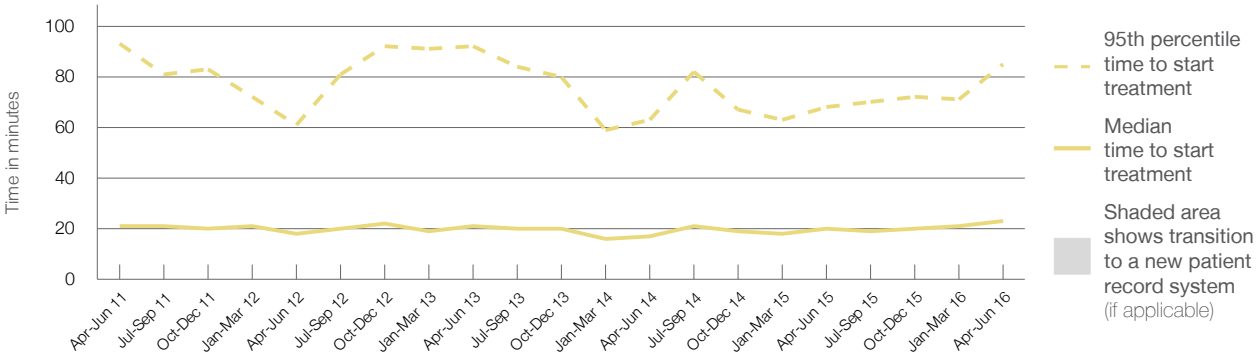
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 2,235		1,897	
Number of triage 3 patients used to calculate waiting time:[3] 2,212		1,876	
Median time to start treatment[4]	23 minutes	20 minutes	20 minutes
95th percentile time to start treatment[5]	85 minutes	68 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	21	18	21	17	20	23
95th percentile time to start treatment[5] (minutes)	93	61	92	63	68	85

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

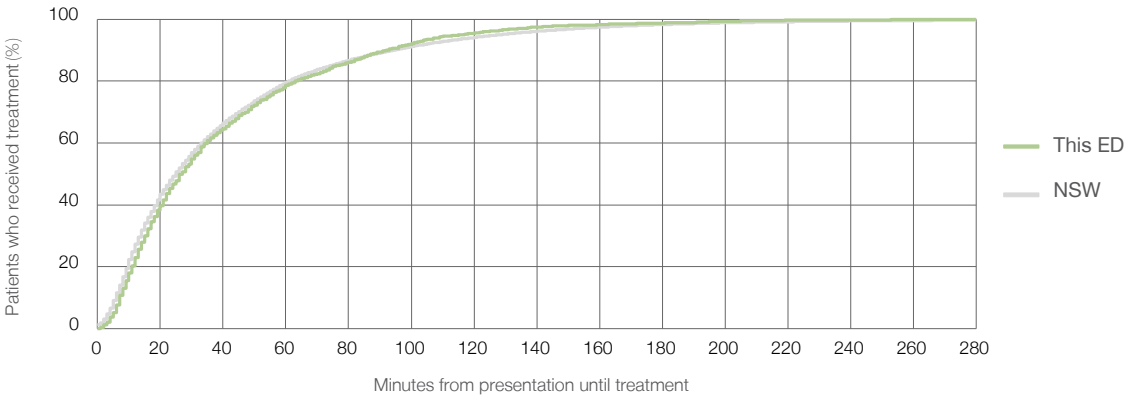
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients waited to start treatment, triage 4

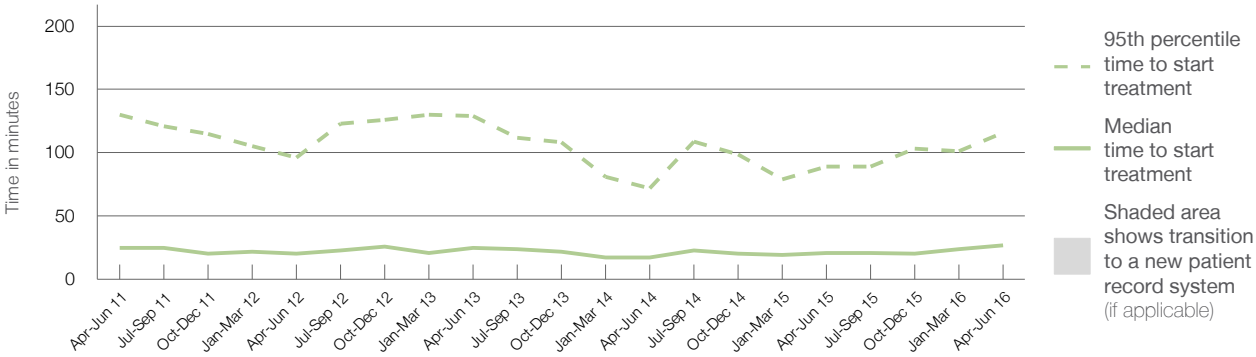
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	2,643	2,395	
Number of triage 4 patients used to calculate waiting time:[3]	2,562	2,320	
Median time to start treatment[4]	27 minutes	21 minutes	25 minutes
95th percentile time to start treatment[5]	116 minutes	89 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	25	20	25	17	21	27
95th percentile time to start treatment[5] (minutes)	130	96	129	72	89	116

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

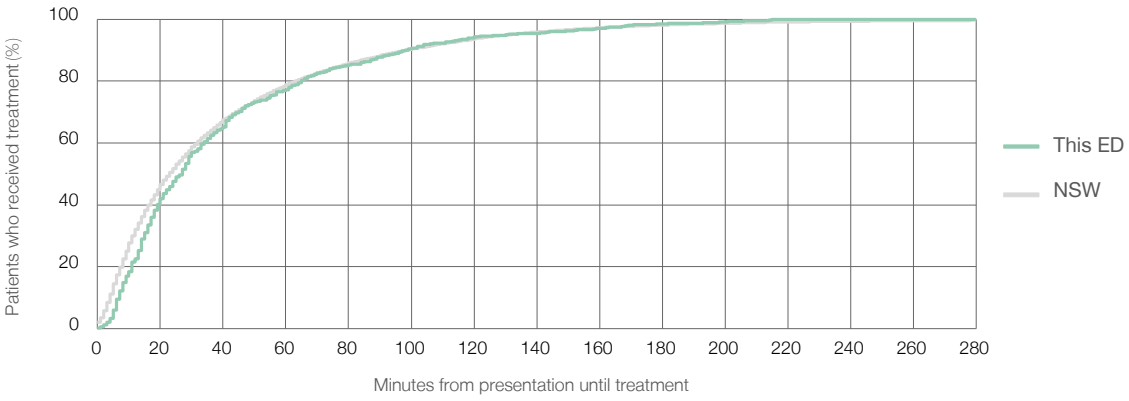
Kempsey Hospital: Time patients waited to start treatment, triage 5

April to June 2016

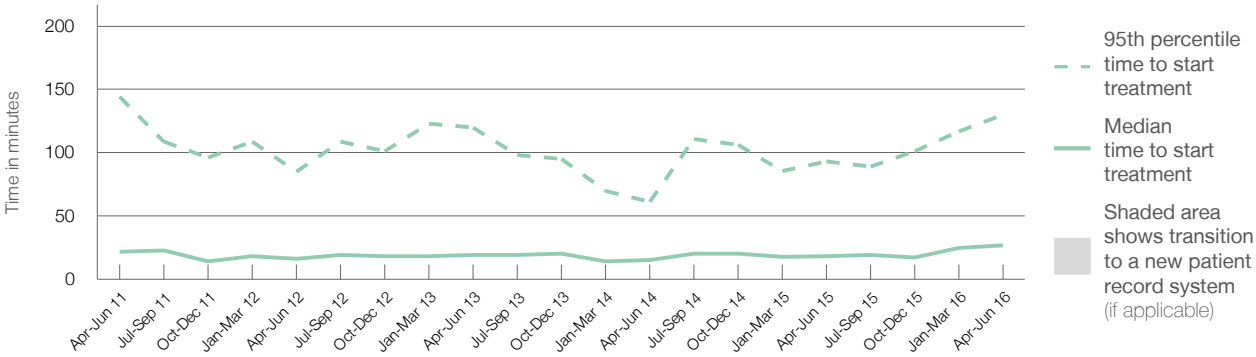
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 684		730	
Number of triage 5 patients used to calculate waiting time:[3] 601		675	
Median time to start treatment[4]	27 minutes	18 minutes	23 minutes
95th percentile time to start treatment[5]	130 minutes	93 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	22	16	19	15	18	27
95th percentile time to start treatment[5] (minutes)	144	85	120	61	93	130

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

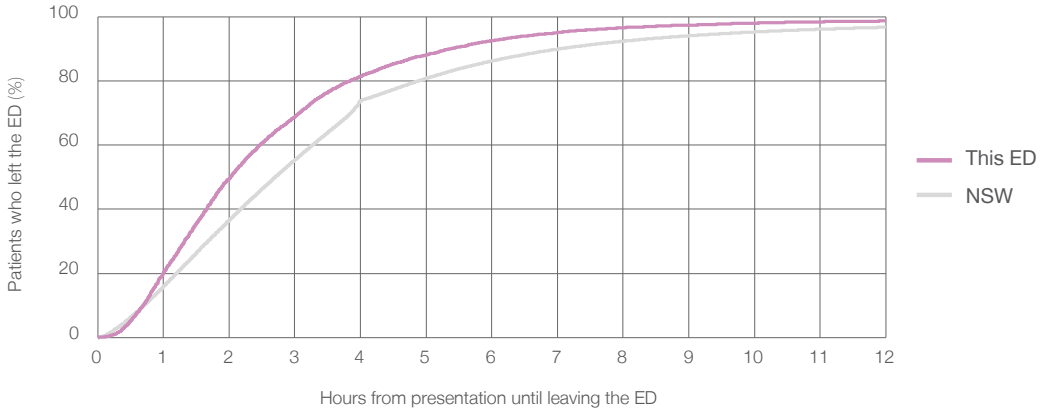
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kempsey Hospital: Time patients spent in the ED

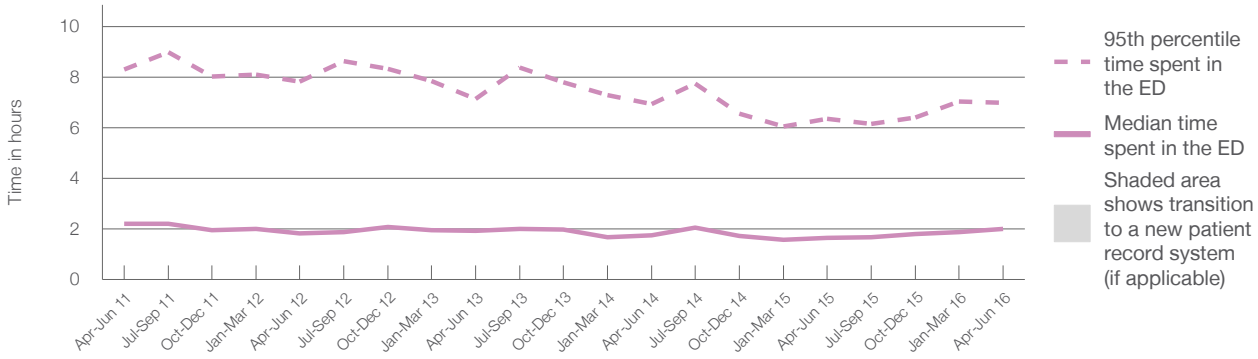
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	6,412 patients	5,808	
Presentations used to calculate time to leaving the ED:[6]	6,411 patients	5,807	
Median time spent in the ED[8]	2 hours and 1 minutes	1 hours and 39 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 59 minutes	6 hours and 21 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	2h 12m	1h 50m	1h 56m	1h 45m	1h 39m	2h 1m
95th percentile time to leaving the ED[9] (hours, minutes)	8h 19m	7h 50m	7h 8m	6h 56m	6h 21m	6h 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 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.

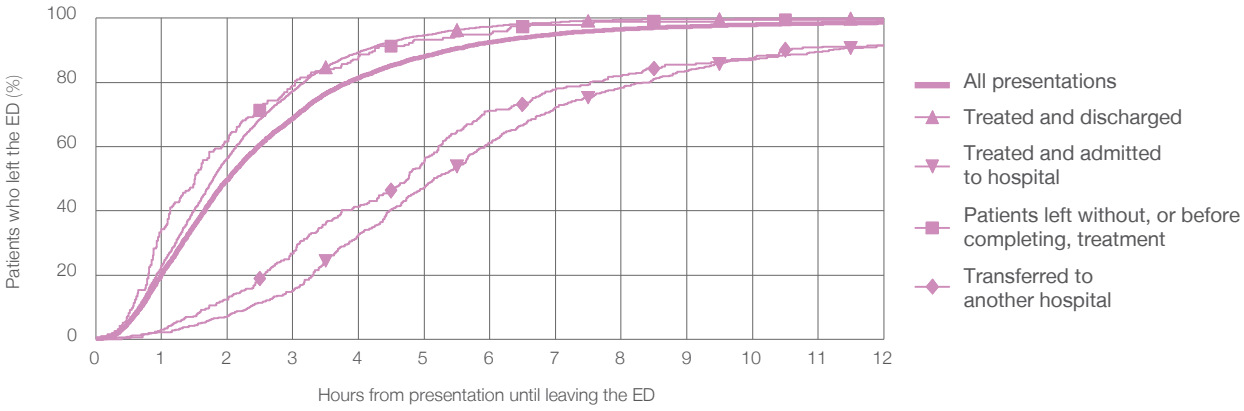
Kempsey Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 6,412 patients

Presentations used to calculate time to leaving the ED:[6] 6,411 patients

		Same period last year	Change since one year ago
		5,807	10.4%
Treated and discharged	5,264 (82.1%)	4,683	12.4%
Treated and admitted to hospital	635 (9.9%)	646	-1.7%
Patient left without, or before completing, treatment	195 (3.0%)	156	25.0%
Transferred to another hospital	306 (4.8%)	315	-2.9%
Other	12 (0.2%)	8	50.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	22.9%	56.4%	77.4%	89.4%	97.4%	99.4%	99.8%	99.9%
Treated and admitted to hospital	2.2%	7.2%	15.1%	32.6%	61.3%	78.3%	87.1%	91.5%
Patient left without, or before completing, treatment	34.4%	61.5%	79.0%	88.2%	94.9%	99.0%	99.5%	99.5%
Transferred to another hospital	2.9%	12.4%	26.8%	41.2%	71.2%	82.0%	87.6%	91.5%
All presentations	20.4%	49.6%	68.9%	81.4%	92.5%	96.5%	98.0%	98.7%

(†) 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 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.

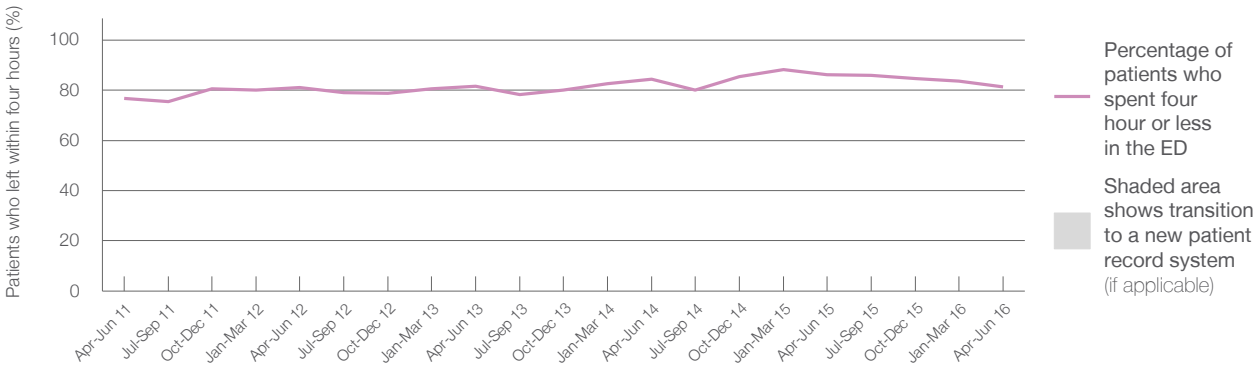
Kempsey Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	6,412 patients	5,808	10.4%
Presentations used to calculate time to leaving the ED:[6]	6,411 patients	5,807	10.4%
Percentage of patients who spent four hours or less in the ED	81.4%	86.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	76.6%	80.9%	81.5%	84.4%	86.1%	81.4%

* 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.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Kurri Kurri District Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	1,057 patients	1,446	-26.9%
Emergency presentations:[2]	1,036 patients	1,414	-26.7%

Kurri Kurri District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 91 patients	99	
Median time to start treatment[4]	4 minutes	3 minutes	8 minutes
95th percentile time to start treatment[5]	*	*	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 292 patients	253	
Median time to start treatment[4]	10 minutes	10 minutes	20 minutes
95th percentile time to start treatment[5]	63 minutes	94 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 484 patients	775	
Median time to start treatment[4]	12 minutes	12 minutes	25 minutes
95th percentile time to start treatment[5]	60 minutes	114 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 169 patients	282	
Median time to start treatment[4]	10 minutes	14 minutes	23 minutes
95th percentile time to start treatment[5]	64 minutes	105 minutes	132 minutes

Kurri Kurri District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	1,057 patients	1,446	-26.9%
Percentage of patients who spent four hours or less in the ED	91.8%	91.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

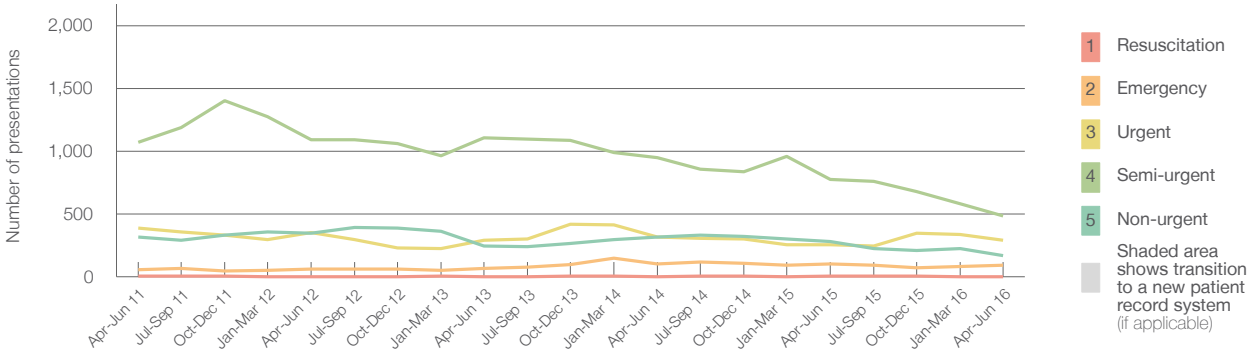
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Kurri Kurri District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations [1]	1,057 patients	1,446	-26.9%
Emergency presentations[2] by triage category:	1,036 patients	1,414	-26.7%
1 Resuscitation	< 5	5	*
2 Emergency	91 (8.7%)	99	-9.1%
3 Urgent	292 (28.2%)	253	15.4%
4 Semi-urgent	484 (46.7%)	775	-37.5%
5 Non-urgent	169 (16.3%)	282	-40.1%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	< 5	< 5	0	< 5	5	< 5
Emergency	57	60	68	102	99	91
Urgent	387	349	290	317	253	292
Semi-urgent	1,070	1,091	1,104	949	775	484
Non-urgent	313	348	246	316	282	169
All emergency presentations	1,827	1,848	1,708	1,684	1,414	1,036

Kurri Kurri District Hospital: Patients arriving by ambulance

April to June 2016

ED Transfer of care time is not currently available for this hospital. [7]

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

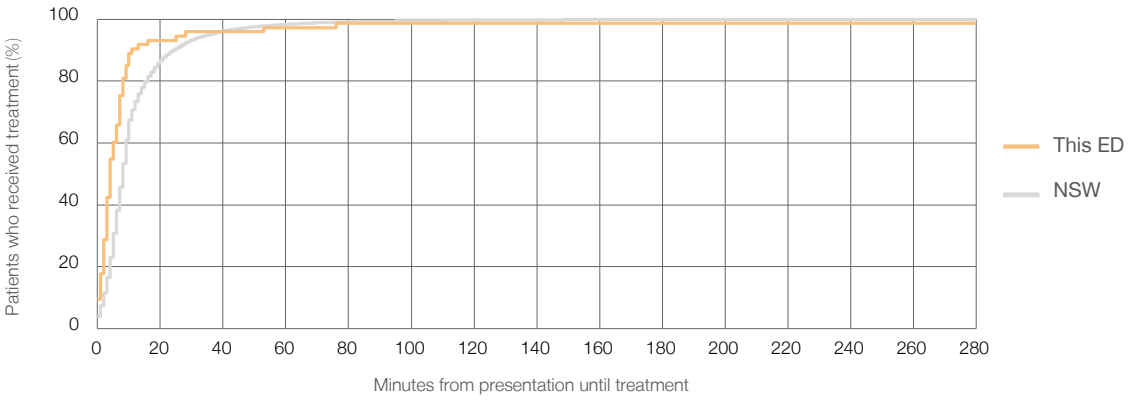
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 2

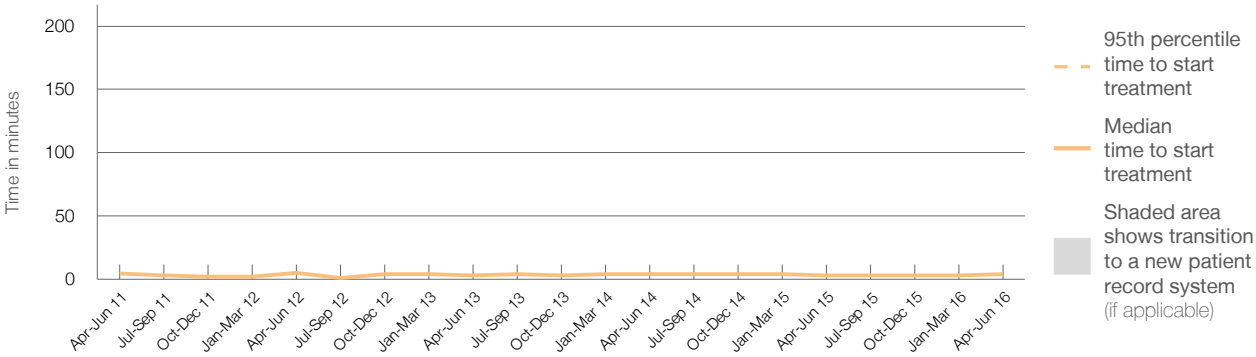
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 91		99	
Number of triage 2 patients used to calculate waiting time:[3] 73		79	
Median time to start treatment[4]	4 minutes	3 minutes	8 minutes
95th percentile time to start treatment[5]	*	*	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	5	5	3	4	3	4
95th percentile time to start treatment[5] (minutes)	*	*	*	*	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

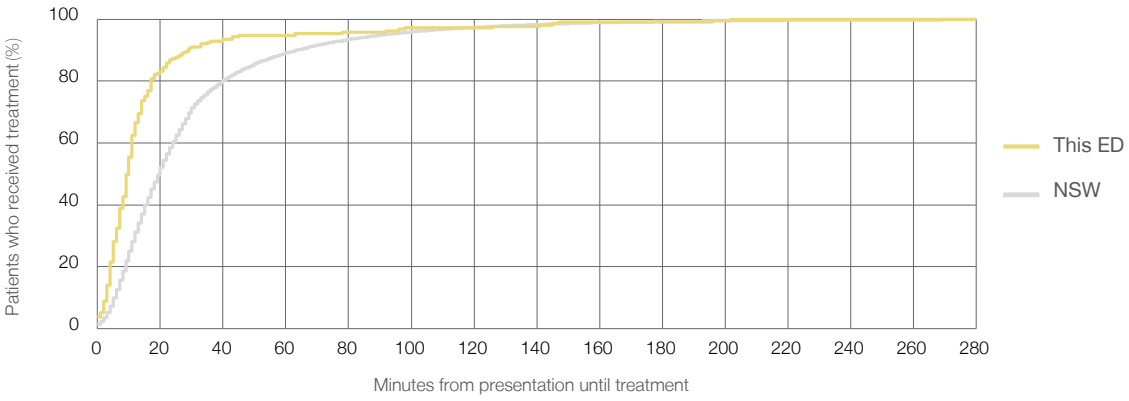
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 3

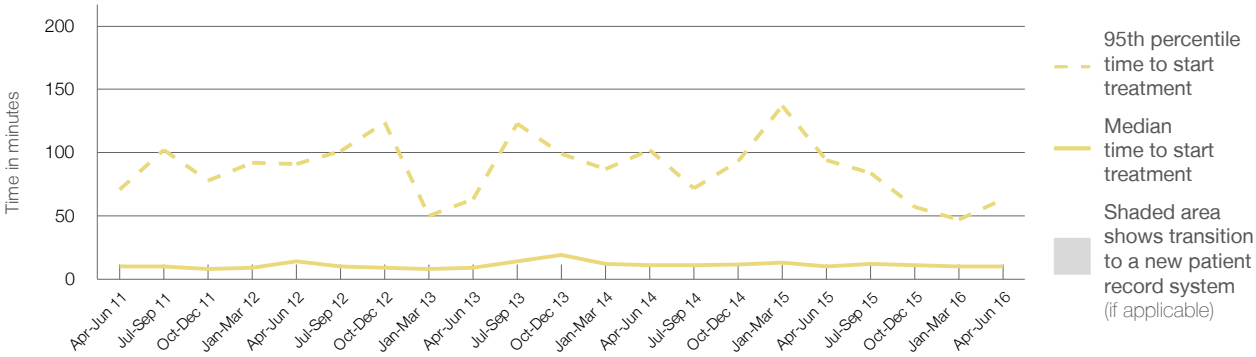
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 292		253	
Number of triage 3 patients used to calculate waiting time:[3] 213		193	
Median time to start treatment[4]	10 minutes	10 minutes	20 minutes
95th percentile time to start treatment[5]	63 minutes	94 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	10	14	9	11	10	10
95th percentile time to start treatment[5] (minutes)	71	91	63	102	94	63

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

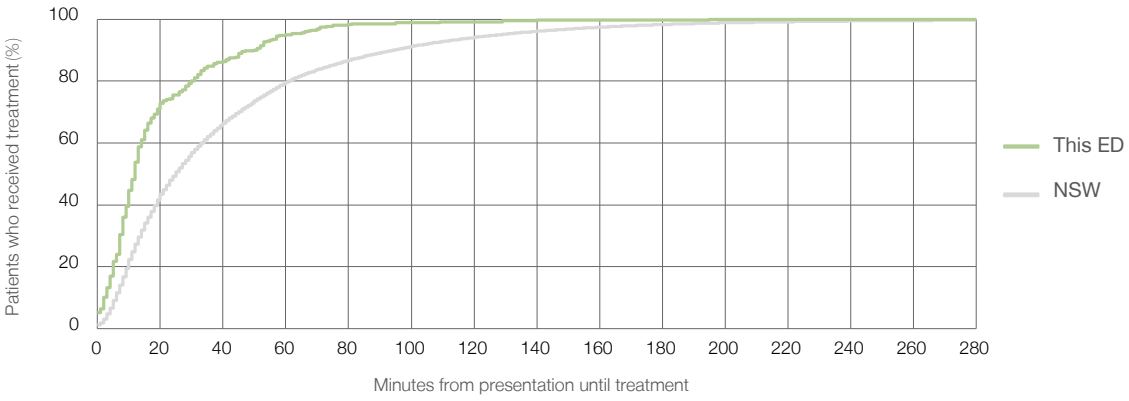
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 4

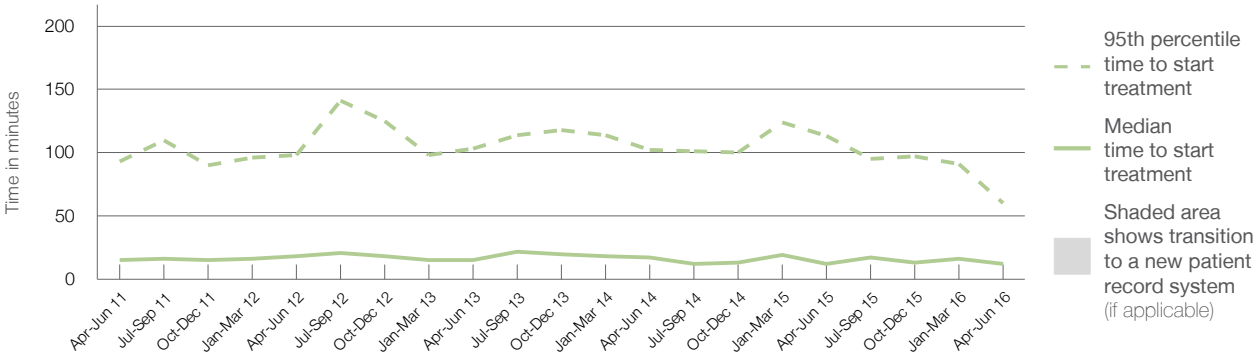
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 484		775	
Number of triage 4 patients used to calculate waiting time:[3] 342		560	
Median time to start treatment[4]	12 minutes	12 minutes	25 minutes
95th percentile time to start treatment[5]	60 minutes	114 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	15	18	15	17	12	12
95th percentile time to start treatment[5] (minutes)	93	98	103	102	114	60

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

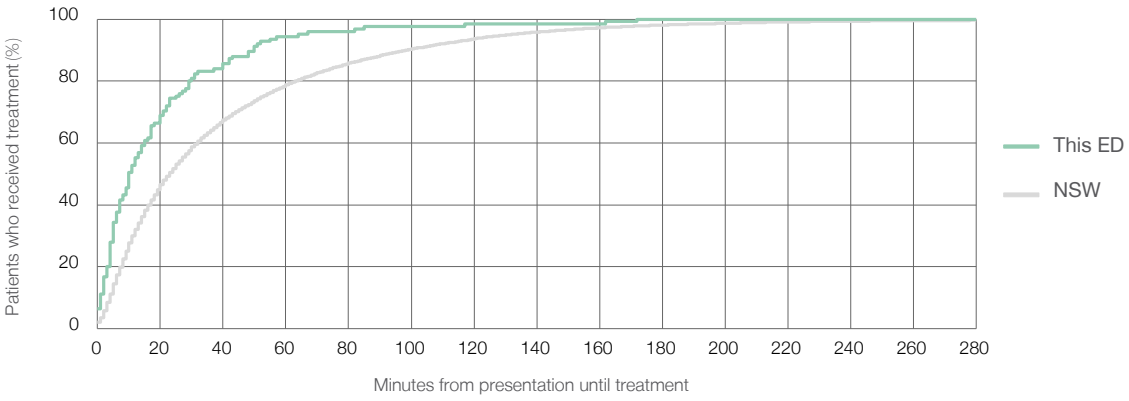
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients waited to start treatment, triage 5

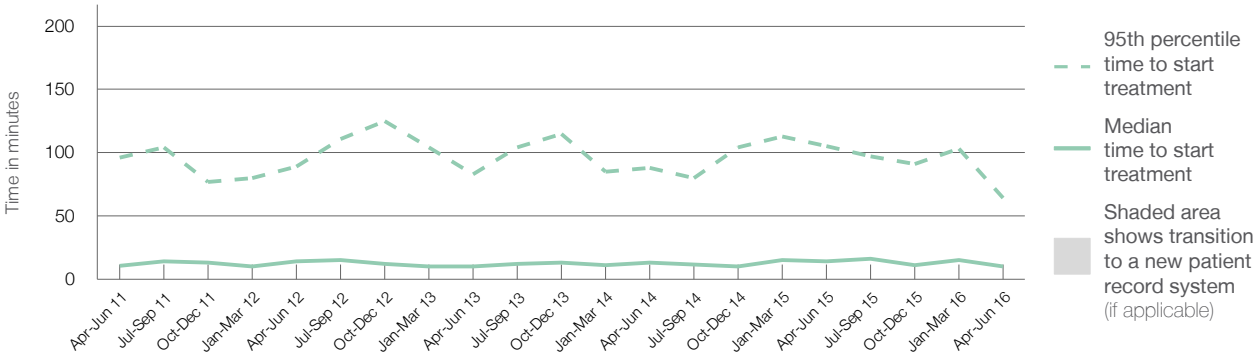
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 169		282	
Number of triage 5 patients used to calculate waiting time:[3] 125		211	
Median time to start treatment[4]	10 minutes	14 minutes	23 minutes
95th percentile time to start treatment[5]	64 minutes	105 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	11	14	10	13	14	10
95th percentile time to start treatment[5] (minutes)	96	89	83	88	105	64

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

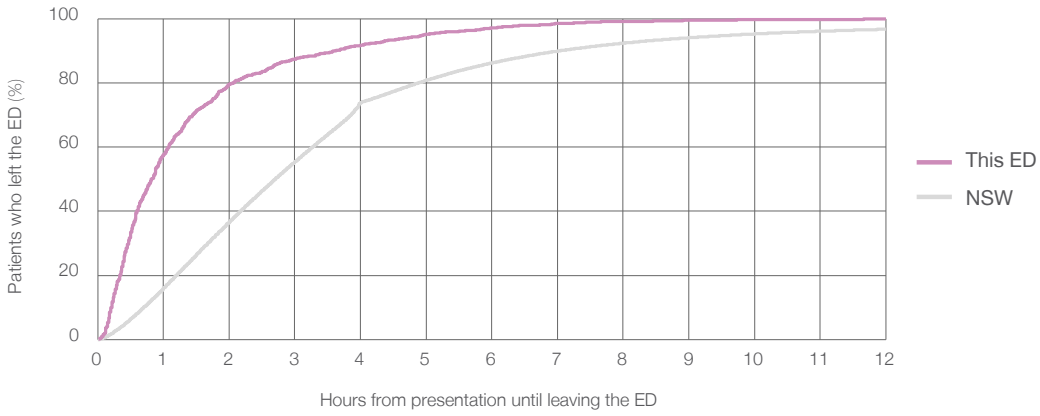
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Kurri Kurri District Hospital: Time patients spent in the ED

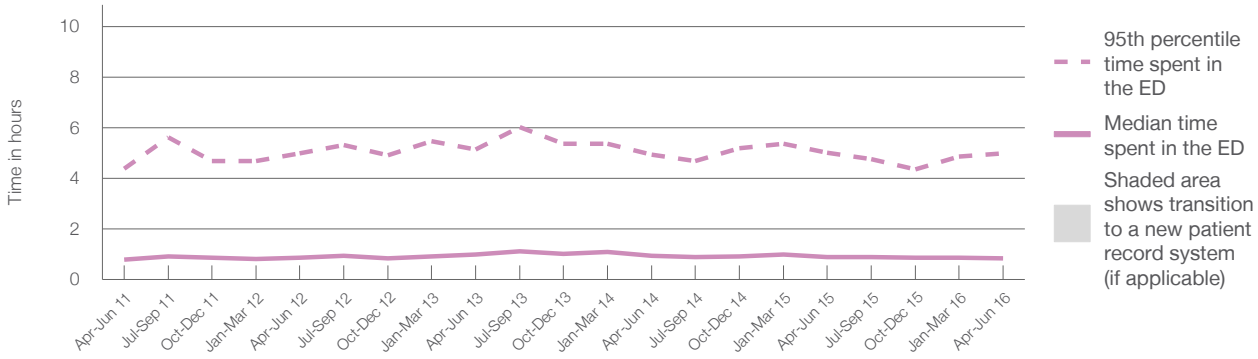
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	1,057 patients	1,446	
Presentations used to calculate time to leaving the ED:[6]	1,057 patients	1,446	
Median time spent in the ED[8]	0 hours and 50 minutes	0 hours and 54 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	4 hours and 59 minutes	5 hours and 1 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	0h 47m	0h 53m	1h 0m	0h 57m	0h 54m	0h 50m
95th percentile time to leaving the ED[9] (hours, minutes)	4h 23m	5h 0m	5h 8m	4h 57m	5h 1m	4h 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 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.

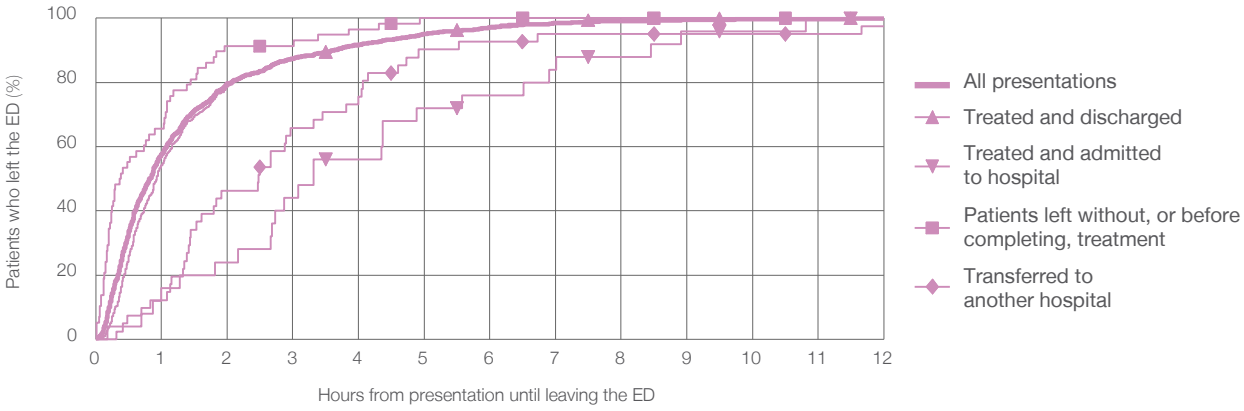
Kurri Kurri District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 1,057 patients

Presentations used to calculate time to leaving the ED:[6] 1,057 patients

		Same period last year	Change since one year ago
Treated and discharged	680 (64.3%)	1,446	-26.9%
Treated and admitted to hospital	25 (2.4%)	937	-27.4%
Patient left without, or before completing, treatment	58 (5.5%)	36	-30.6%
Transferred to another hospital	41 (3.9%)	96	-39.6%
Other	253 (23.9%)	74	-44.6%
		303	-16.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	54.3%	78.8%	87.8%	92.2%	97.5%	99.4%	100%	100%
Treated and admitted to hospital	16.0%	24.0%	44.0%	56.0%	76.0%	88.0%	96.0%	100%
Patient left without, or before completing, treatment	65.5%	91.4%	91.4%	96.6%	100%	100%	100%	100%
Transferred to another hospital	12.2%	46.3%	65.9%	75.6%	92.7%	95.1%	95.1%	97.6%
All presentations	57.6%	79.7%	87.4%	91.8%	97.1%	99.1%	99.6%	99.9%

(†) 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 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.

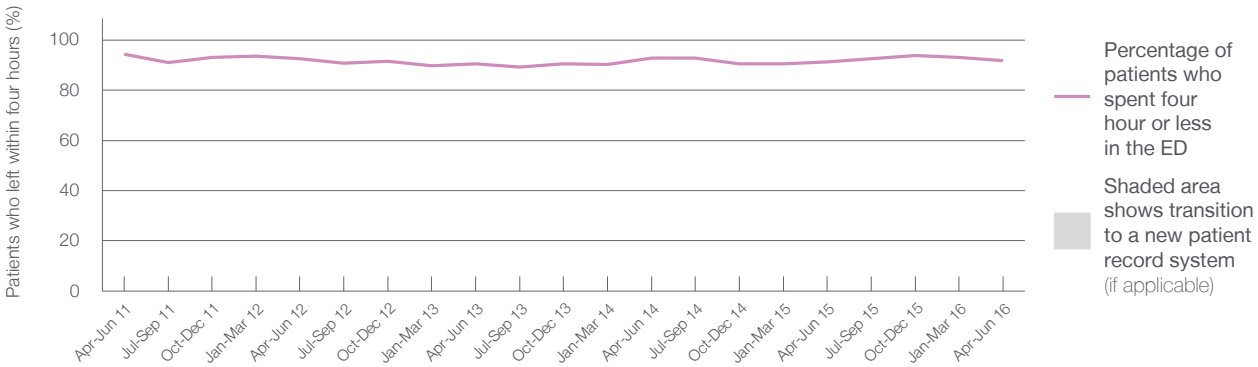
Kurri Kurri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	1,057 patients	1,446	-26.9%
Presentations used to calculate time to leaving the ED:[6]	1,057 patients	1,446	-26.9%
Percentage of patients who spent four hours or less in the ED	91.8%	91.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	94.3%	92.5%	90.5%	92.9%	91.4%	91.8%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Lithgow Health Service: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,808 patients	2,983	-5.9%
Emergency presentations:[2]	2,710 patients	2,832	-4.3%

Lithgow Health Service: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	298 patients	284	
Median time to start treatment[4]	4 minutes	4 minutes	8 minutes
95th percentile time to start treatment[5]	18 minutes	16 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	893 patients	805	
Median time to start treatment[4]	10 minutes	11 minutes	20 minutes
95th percentile time to start treatment[5]	54 minutes	42 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	1,128 patients	1,322	
Median time to start treatment[4]	11 minutes	12 minutes	25 minutes
95th percentile time to start treatment[5]	78 minutes	69 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	373 patients	404	
Median time to start treatment[4]	10 minutes	10 minutes	23 minutes
95th percentile time to start treatment[5]	70 minutes	76 minutes	132 minutes

Lithgow Health Service: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	2,808 patients	2,983	-5.9%
Percentage of patients who spent four hours or less in the ED	86.9%	87.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

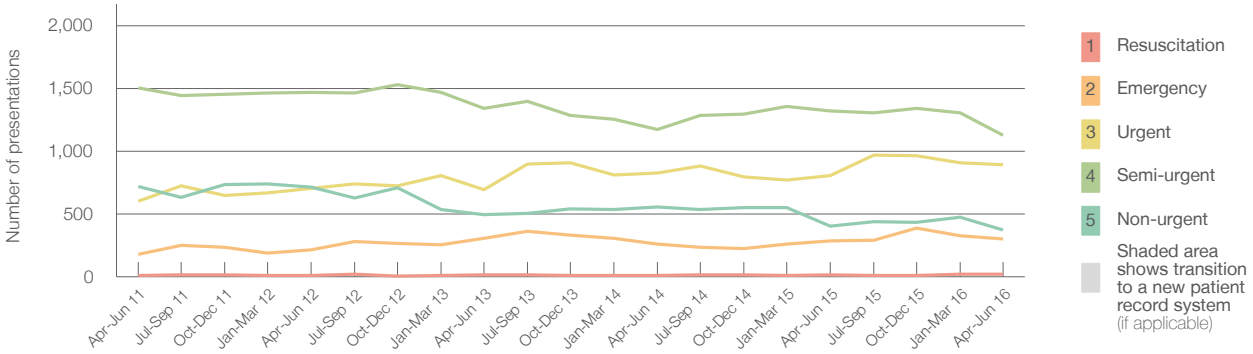
More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Lithgow Health Service: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,808 patients	2,983	-5.9%
Emergency presentations[2] by triage category:	2,710 patients	2,832	-4.3%
1 Resuscitation	18 (0.7%)	17	5.9%
2 Emergency	298 (11.0%)	284	4.9%
3 Urgent	893 (33.0%)	805	10.9%
4 Semi-urgent	1,128 (41.6%)	1,322	-14.7%
5 Non-urgent	373 (13.8%)	404	-7.7%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	12	12	13	12	17	18
Emergency	180	216	305	261	284	298
Urgent	601	703	691	828	805	893
Semi-urgent	1,506	1,466	1,341	1,170	1,322	1,128
Non-urgent	721	713	496	555	404	373
All emergency presentations	3,020	3,110	2,846	2,826	2,832	2,710

Lithgow Health Service: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	517 patients	529	
ED Transfer of care time			
Median time	10 minutes	9 minutes	1 minute
95th percentile time	31 minutes	30 minutes	1 minute

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

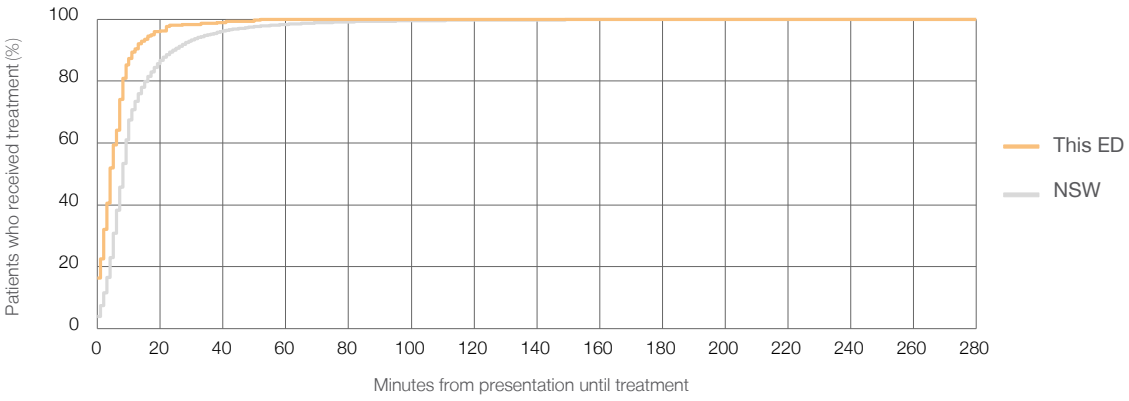
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients waited to start treatment, triage 2

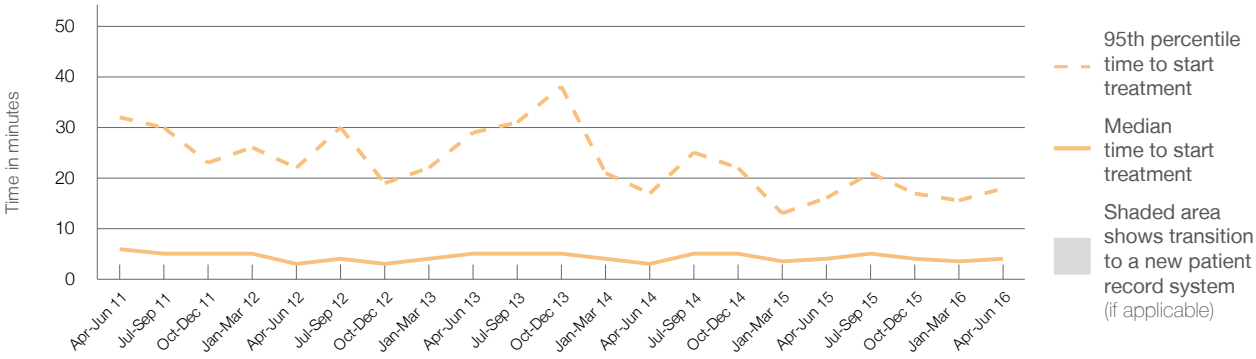
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 298		284	
Number of triage 2 patients used to calculate waiting time:[3] 293		282	
Median time to start treatment[4]	4 minutes	4 minutes	8 minutes
95th percentile time to start treatment[5]	18 minutes	16 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	6	3	5	3	4	4
95th percentile time to start treatment[5] (minutes)	32	22	29	17	16	18

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

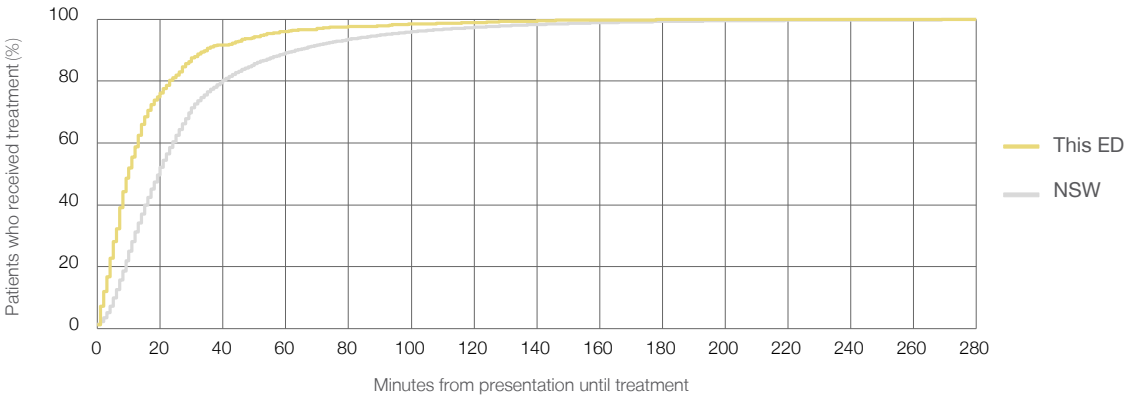
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients waited to start treatment, triage 3

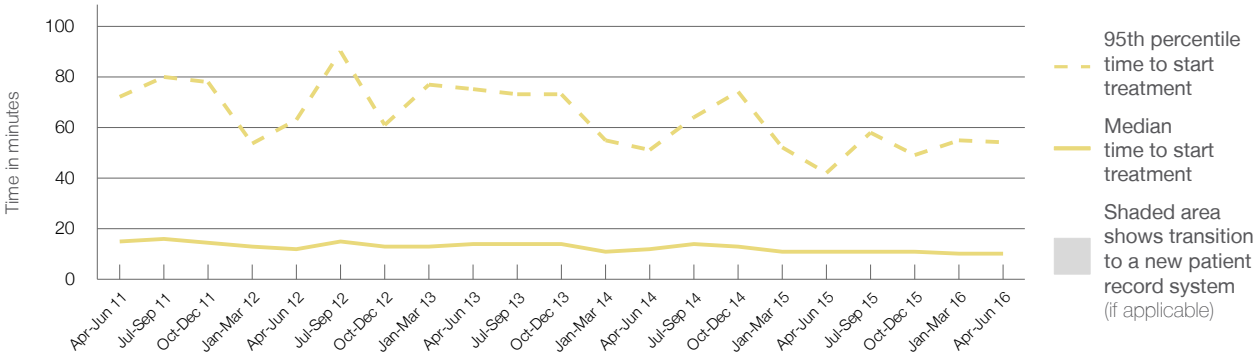
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 893		805	
Number of triage 3 patients used to calculate waiting time:[3] 878		788	
Median time to start treatment[4]	10 minutes	11 minutes	20 minutes
95th percentile time to start treatment[5]	54 minutes	42 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	15	12	14	12	11	10
95th percentile time to start treatment[5] (minutes)	72	63	75	51	42	54

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

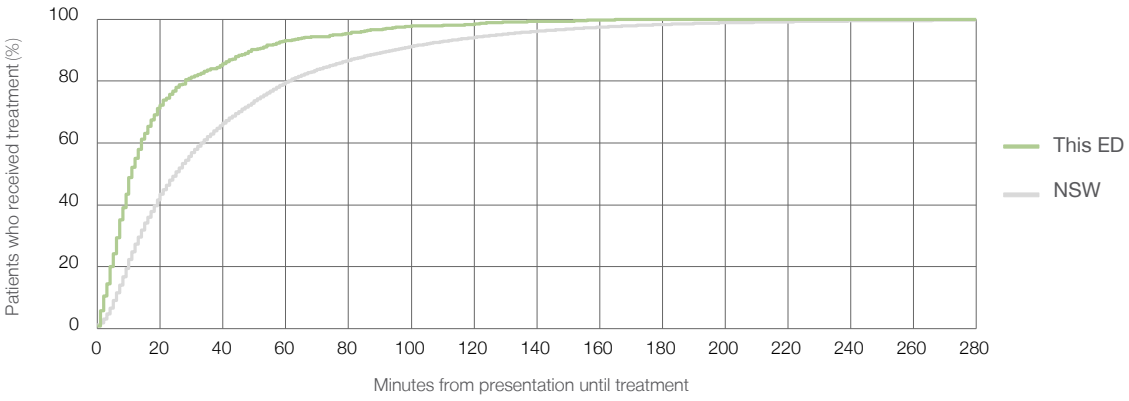
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients waited to start treatment, triage 4

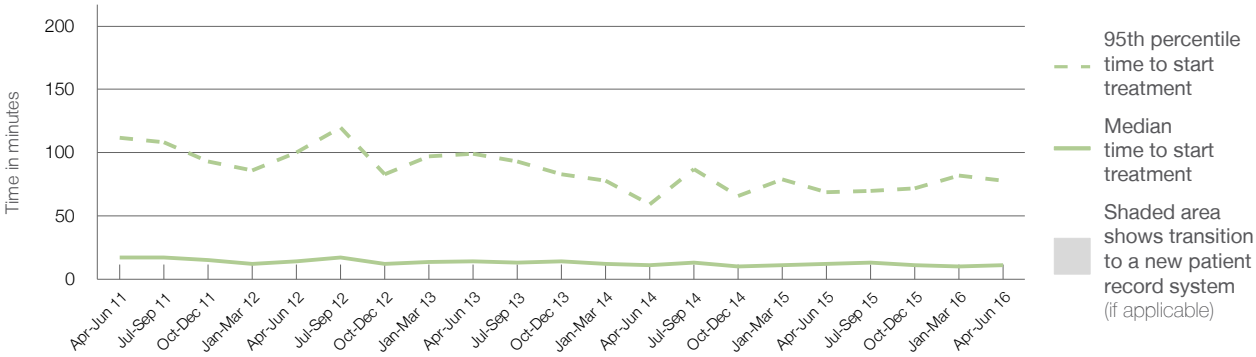
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	1,128	1,322	
Number of triage 4 patients used to calculate waiting time:[3]	1,076	1,282	
Median time to start treatment[4]	11 minutes	12 minutes	25 minutes
95th percentile time to start treatment[5]	78 minutes	69 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	17	14	14	11	12	11
95th percentile time to start treatment[5] (minutes)	112	100	99	59	69	78

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

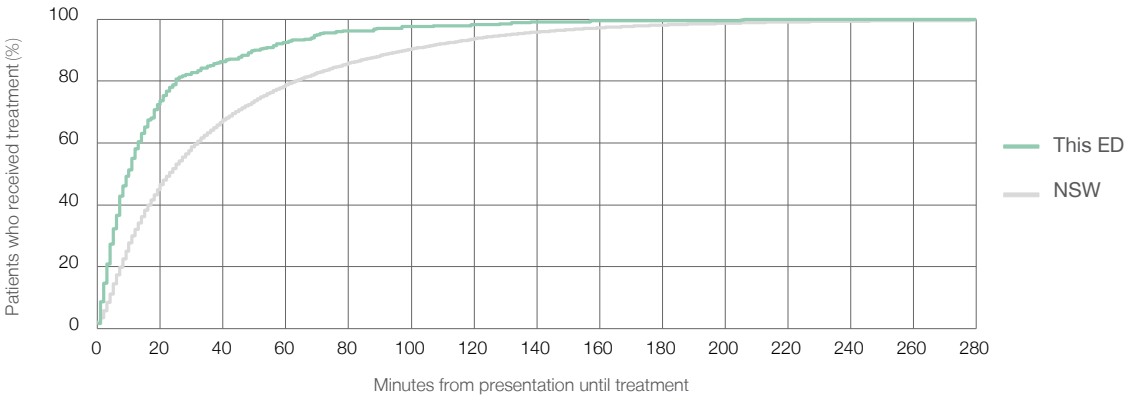
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients waited to start treatment, triage 5

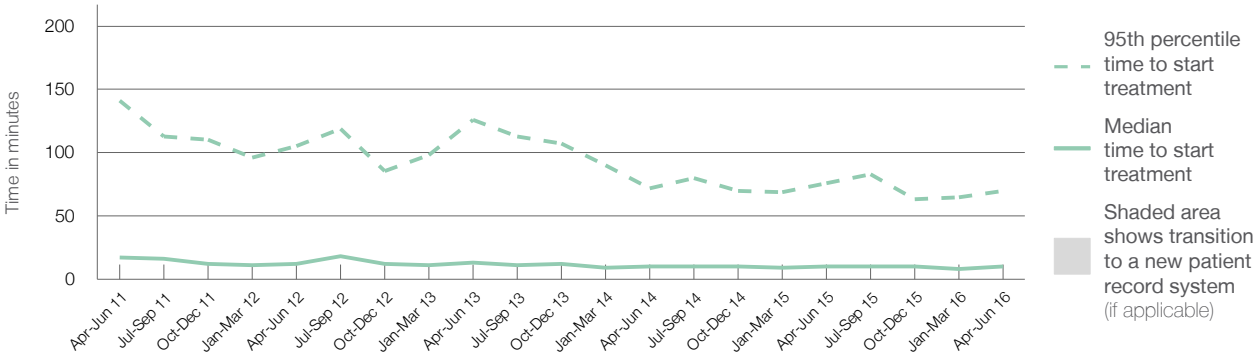
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 373		404	
Number of triage 5 patients used to calculate waiting time:[3] 341		386	
Median time to start treatment[4]	10 minutes	10 minutes	23 minutes
95th percentile time to start treatment[5]	70 minutes	76 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	17	12	13	10	10	10
95th percentile time to start treatment[5] (minutes)	141	105	126	72	76	70

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

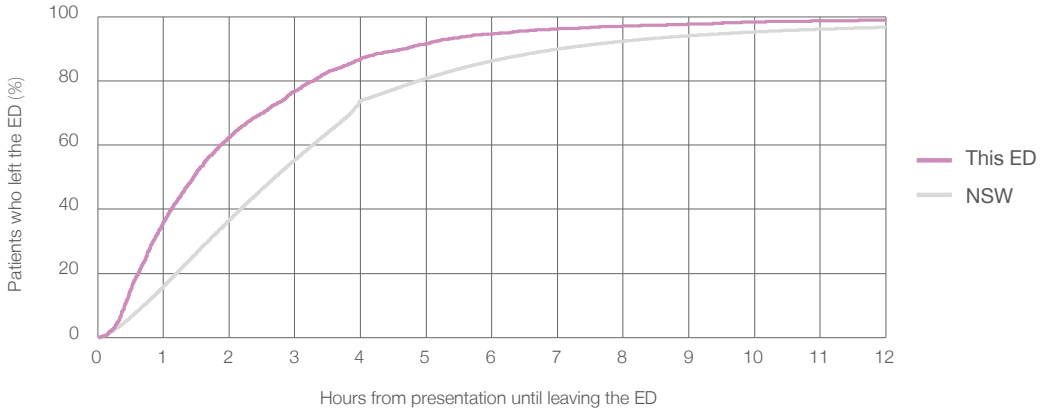
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lithgow Health Service: Time patients spent in the ED

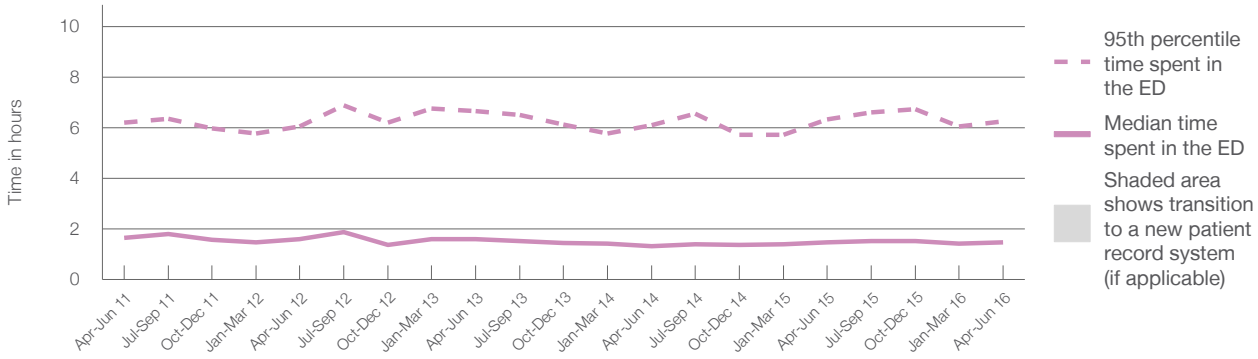
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	2,808 patients	2,983	
Presentations used to calculate time to leaving the ED:[6]	2,808 patients	2,983	
Median time spent in the ED[8]	1 hours and 28 minutes	1 hours and 28 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 16 minutes	6 hours and 20 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 39m	1h 36m	1h 37m	1h 19m	1h 28m	1h 28m
95th percentile time to leaving the ED[9] (hours, minutes)	6h 13m	6h 4m	6h 40m	6h 6m	6h 20m	6h 16m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

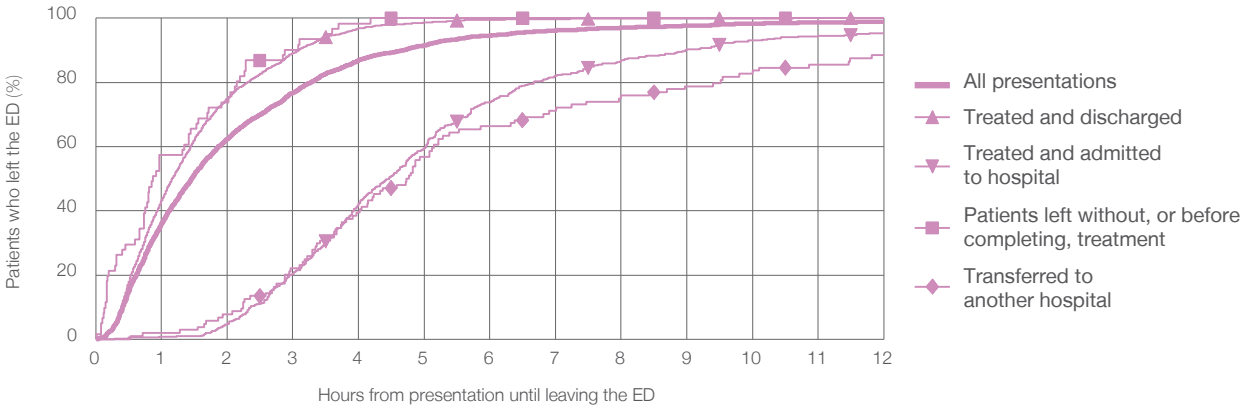
Lithgow Health Service: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 2,808 patients

Presentations used to calculate time to leaving the ED:[6] 2,808 patients

		Same period last year	Change since one year ago
Treated and discharged	2,233 (79.5%)	2,364	-5.5%
Treated and admitted to hospital	403 (14.4%)	466	-13.5%
Patient left without, or before completing, treatment	61 (2.2%)	36	69.4%
Transferred to another hospital	104 (3.7%)	103	1.0%
Other	7 (0.2%)	14	-50.0%
		2,983	-5.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	43.2%	75.0%	89.1%	96.8%	99.5%	99.8%	99.9%	100%
Treated and admitted to hospital	0.7%	4.7%	20.3%	42.2%	73.7%	86.8%	93.1%	95.3%
Patient left without, or before completing, treatment	57.4%	73.8%	90.2%	98.4%	100%	100%	100%	100%
Transferred to another hospital	1.9%	7.7%	22.1%	39.4%	66.3%	76.0%	83.7%	88.5%
All presentations	36.0%	62.4%	76.8%	86.9%	94.6%	97.1%	98.3%	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 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.

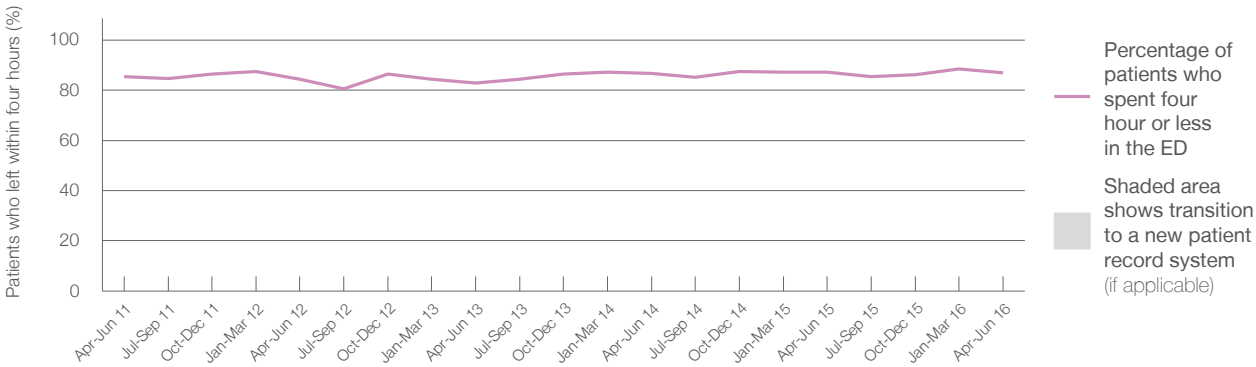
Lithgow Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	2,808 patients	2,983	-5.9%
Presentations used to calculate time to leaving the ED:[6]	2,808 patients	2,983	-5.9%
Percentage of patients who spent four hours or less in the ED	86.9%	87.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	85.3%	84.5%	82.8%	86.6%	87.1%	86.9%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Macksville District Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	3,293 patients	3,117	5.6%
Emergency presentations:[2]	3,039 patients	2,985	1.8%

Macksville District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 376 patients	311	
Median time to start treatment[4]	10 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	32 minutes	28 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,109 patients	1,036	
Median time to start treatment[4]	23 minutes	23 minutes	20 minutes
95th percentile time to start treatment[5]	82 minutes	81 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,221 patients	1,326	
Median time to start treatment[4]	31 minutes	28 minutes	25 minutes
95th percentile time to start treatment[5]	155 minutes	133 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 311 patients	302	
Median time to start treatment[4]	25 minutes	24 minutes	23 minutes
95th percentile time to start treatment[5]	156 minutes	110 minutes	132 minutes

Macksville District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	3,292 patients	3,115	5.7%
Percentage of patients who spent four hours or less in the ED	85.4%	86.7%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

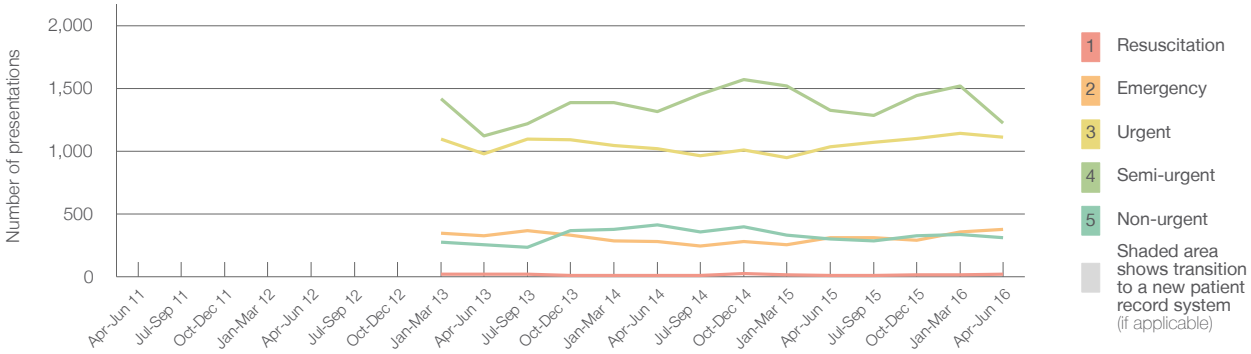
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Macksville District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	3,293 patients	3,117	5.6%
Emergency presentations[2] by triage category:	3,039 patients	2,985	1.8%
1 Resuscitation	22 (0.7%)	10	120.0%
2 Emergency	376 (12.4%)	311	20.9%
3 Urgent	1,109 (36.5%)	1,036	7.0%
4 Semi-urgent	1,221 (40.2%)	1,326	-7.9%
5 Non-urgent	311 (10.2%)	302	3.0%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation			20	12	10	22
Emergency			324	279	311	376
Urgent			978	1,019	1,036	1,109
Semi-urgent			1,121	1,313	1,326	1,221
Non-urgent			255	415	302	311
All emergency presentations			2,698	3,038	2,985	3,039

Macksville District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	539 patients	492	
ED Transfer of care time			
Median time	14 minutes	14 minutes	0 minutes
95th percentile time	50 minutes	43 minutes	7 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

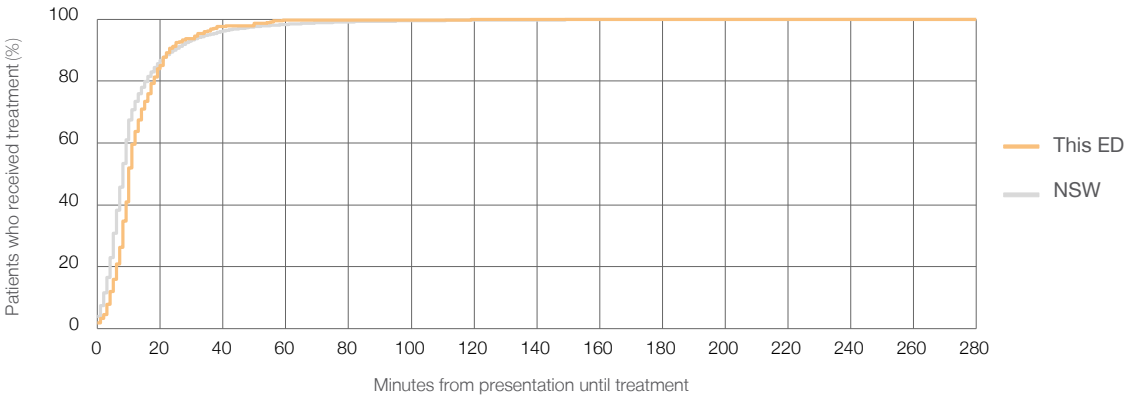
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 2

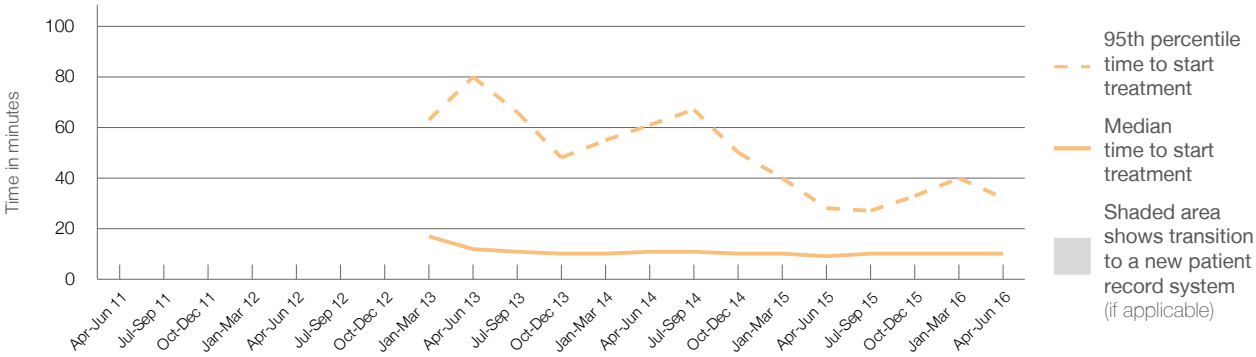
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 376		311	
Number of triage 2 patients used to calculate waiting time:[3] 369		302	
Median time to start treatment[4]	10 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	32 minutes	28 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			12	11	9	10
95th percentile time to start treatment[5] (minutes)			80	61	28	32

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

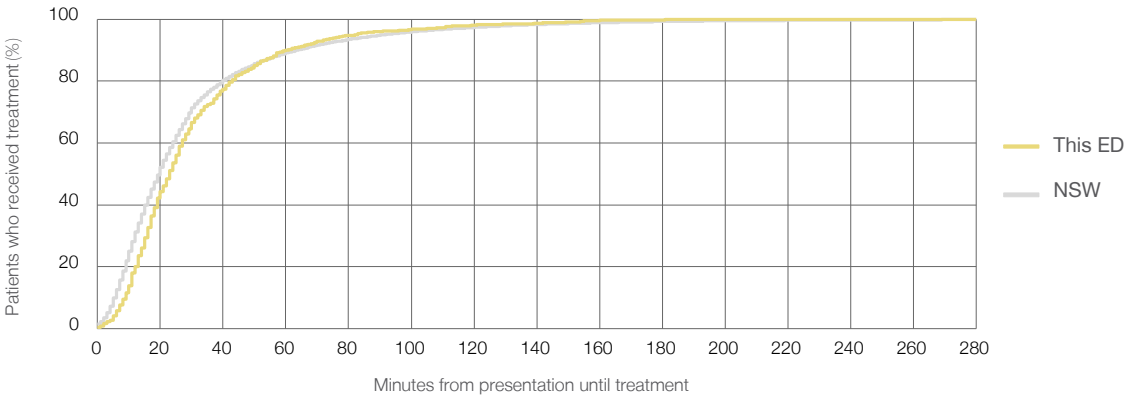
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 3

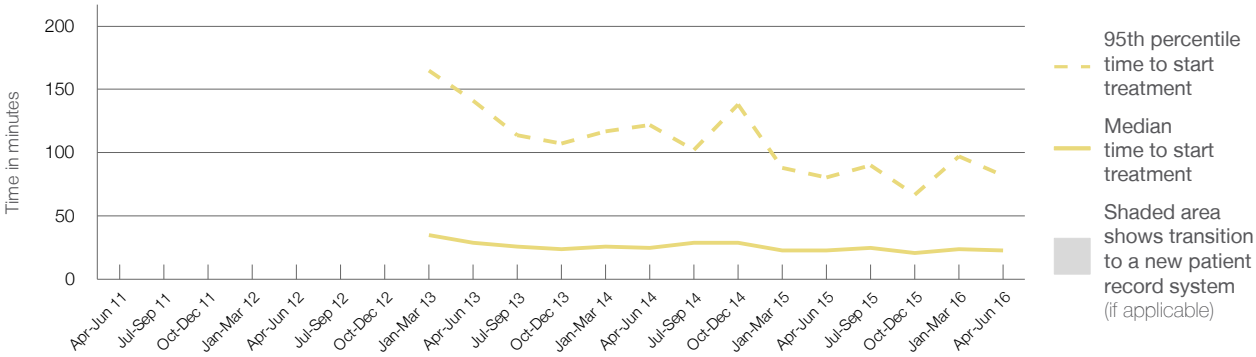
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,109		1,036	
Number of triage 3 patients used to calculate waiting time:[3] 1,067		1,000	
Median time to start treatment[4]	23 minutes	23 minutes	20 minutes
95th percentile time to start treatment[5]	82 minutes	81 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			29	25	23	23
95th percentile time to start treatment[5] (minutes)			141	122	81	82

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

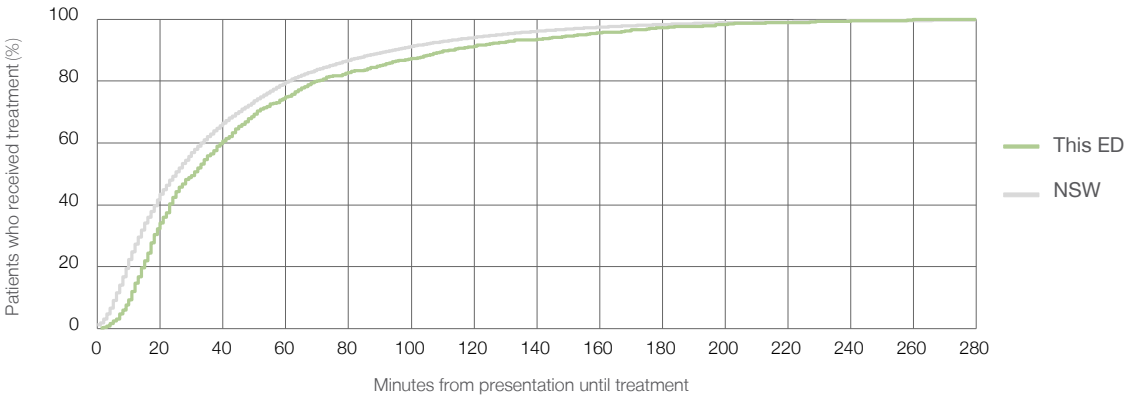
Macksville District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

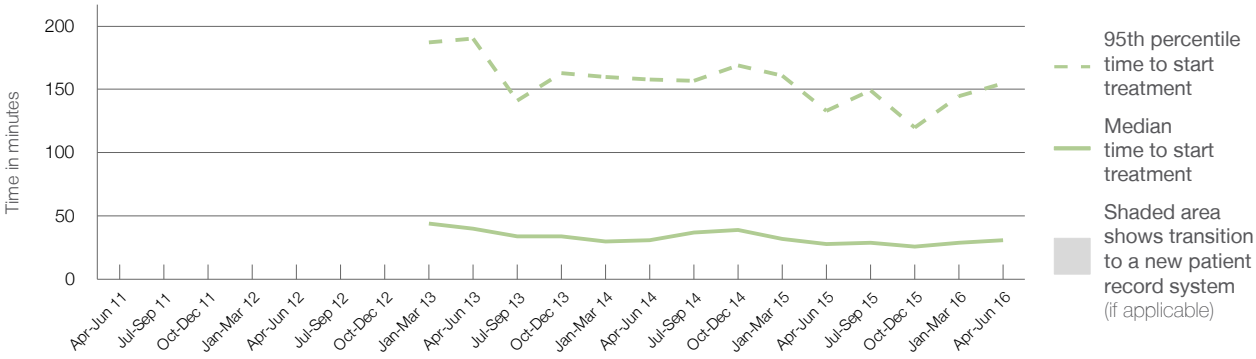
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,221	1,326	
Number of triage 4 patients used to calculate waiting time:[3]	1,149	1,273	
Median time to start treatment[4]	31 minutes	28 minutes	25 minutes
95th percentile time to start treatment[5]	155 minutes	133 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			40	31	28	31
95th percentile time to start treatment[5] (minutes)			190	158	133	155

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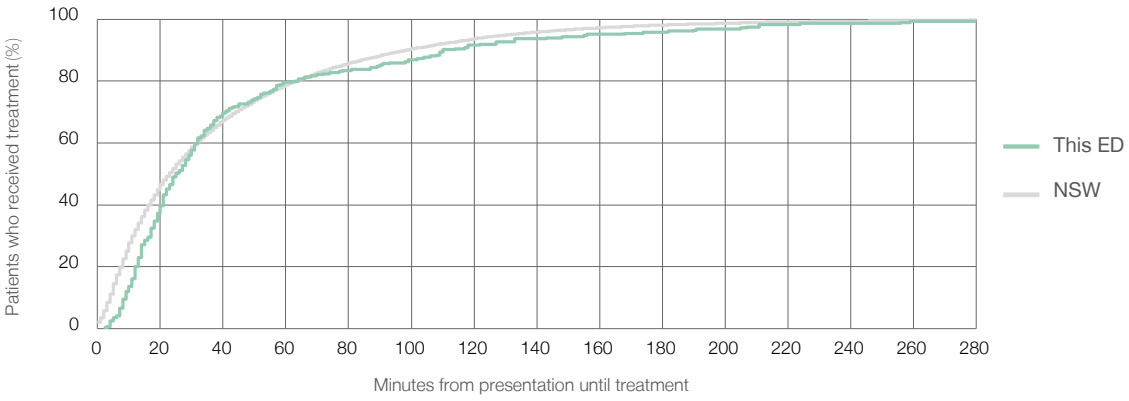
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients waited to start treatment, triage 5

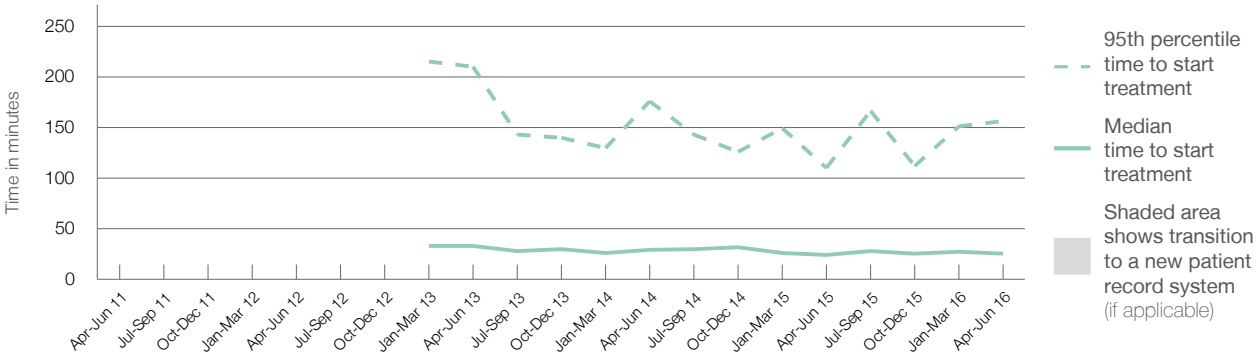
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	311	302	
Number of triage 5 patients used to calculate waiting time:[3]	284	267	
Median time to start treatment[4]	25 minutes	24 minutes	23 minutes
95th percentile time to start treatment[5]	156 minutes	110 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			33	29	24	25
95th percentile time to start treatment[5] (minutes)			210	176	110	156

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

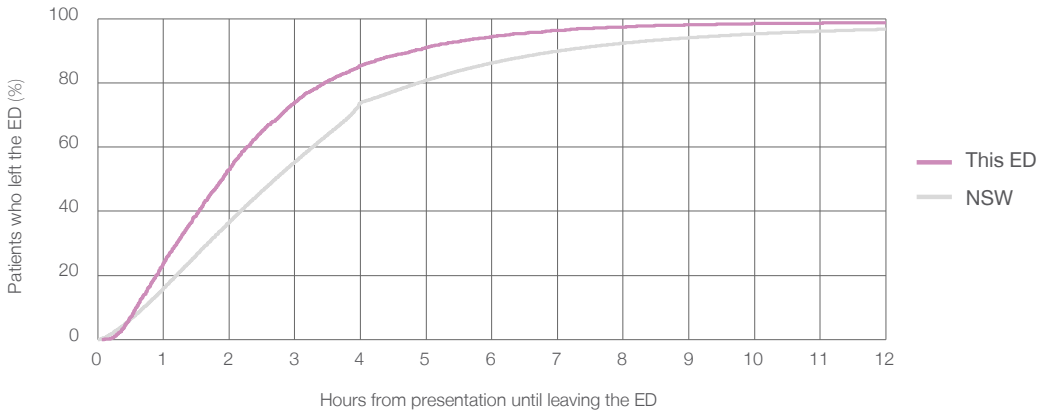
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients spent in the ED

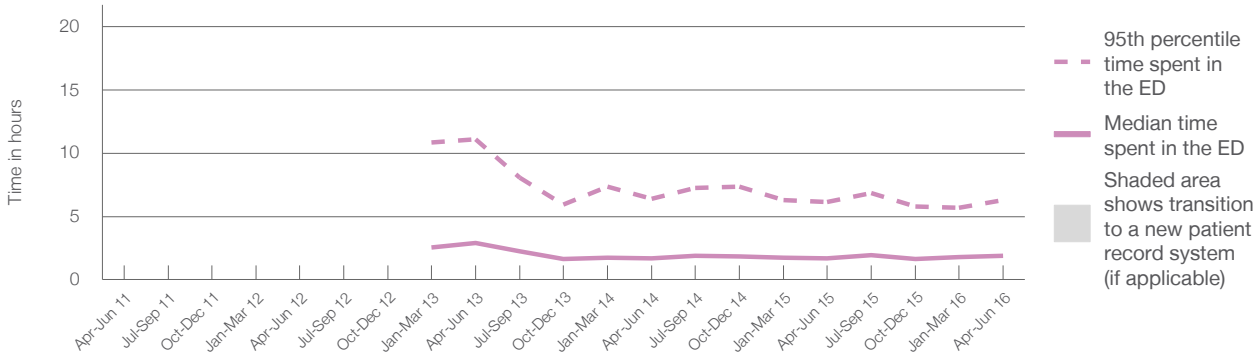
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	3,293 patients	3,117	
Presentations used to calculate time to leaving the ED:[6]	3,292 patients	3,115	
Median time spent in the ED[8]	1 hours and 54 minutes	1 hours and 42 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 17 minutes	6 hours and 7 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)			2h 55m	1h 42m	1h 42m	1h 54m
95th percentile time to leaving the ED[9] (hours, minutes)			11h 7m	6h 24m	6h 7m	6h 17m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

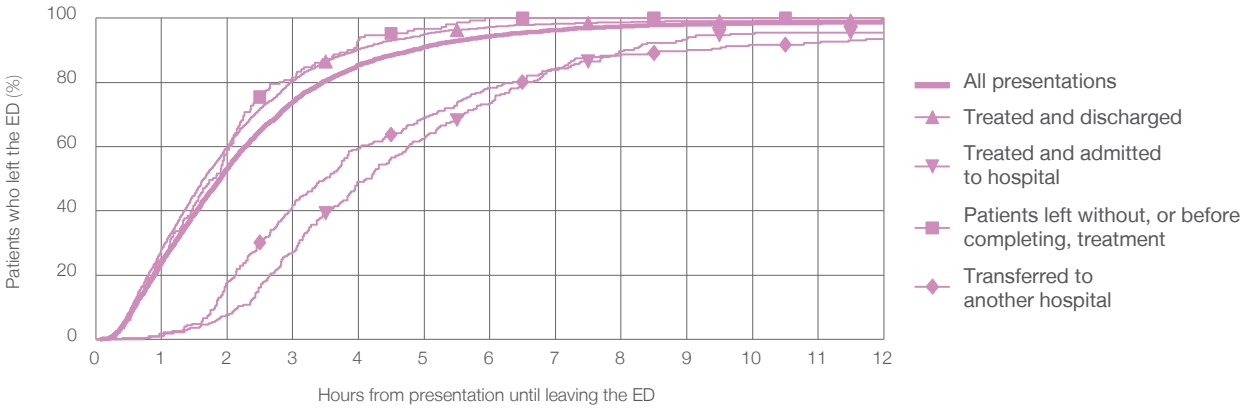
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Macksville District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	3,293 patients		
Presentations used to calculate time to leaving the ED:[6]	3,292 patients	3,115	5.7%
Treated and discharged	2,617 (79.5%)	2,484	5.4%
Treated and admitted to hospital	224 (6.8%)	285	-21.4%
Patient left without, or before completing, treatment	151 (4.6%)	101	49.5%
Transferred to another hospital	233 (7.1%)	195	19.5%
Other	68 (2.1%)	52	30.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	28.0%	59.8%	80.5%	90.4%	97.2%	98.7%	99.2%	99.4%
Treated and admitted to hospital	0.9%	7.6%	27.2%	49.1%	73.7%	89.7%	95.1%	95.5%
Patient left without, or before completing, treatment	25.2%	58.9%	81.5%	93.4%	100%	100%	100%	100%
Transferred to another hospital	1.7%	17.7%	41.8%	59.5%	78.4%	88.8%	91.8%	93.5%
All presentations	24.0%	53.1%	73.9%	85.4%	94.4%	97.4%	98.4%	98.8%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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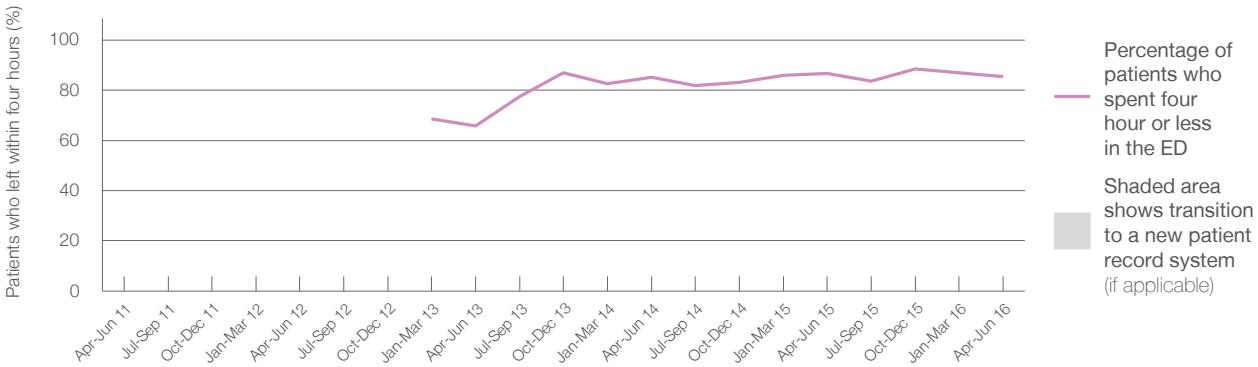
Macksville District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	3,293 patients	3,117	5.6%
Presentations used to calculate time to leaving the ED:[6]	3,292 patients	3,115	5.7%
Percentage of patients who spent four hours or less in the ED	85.4%	86.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)			65.7%	85.2%	86.7%	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.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Maclean District Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,697 patients	2,621	2.9%
Emergency presentations:[2]	2,536 patients	2,471	2.6%

Maclean District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	376 patients	260	
Median time to start treatment[4]	13 minutes	13 minutes	8 minutes
95th percentile time to start treatment[5]	50 minutes	55 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	996 patients	944	
Median time to start treatment[4]	23 minutes	25 minutes	20 minutes
95th percentile time to start treatment[5]	87 minutes	112 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	1,024 patients	1,062	
Median time to start treatment[4]	29 minutes	36 minutes	25 minutes
95th percentile time to start treatment[5]	125 minutes	155 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	131 patients	199	
Median time to start treatment[4]	23 minutes	28 minutes	23 minutes
95th percentile time to start treatment[5]	125 minutes	141 minutes	132 minutes

Maclean District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	2,697 patients	2,621	2.9%
Percentage of patients who spent four hours or less in the ED	84.5%	83.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

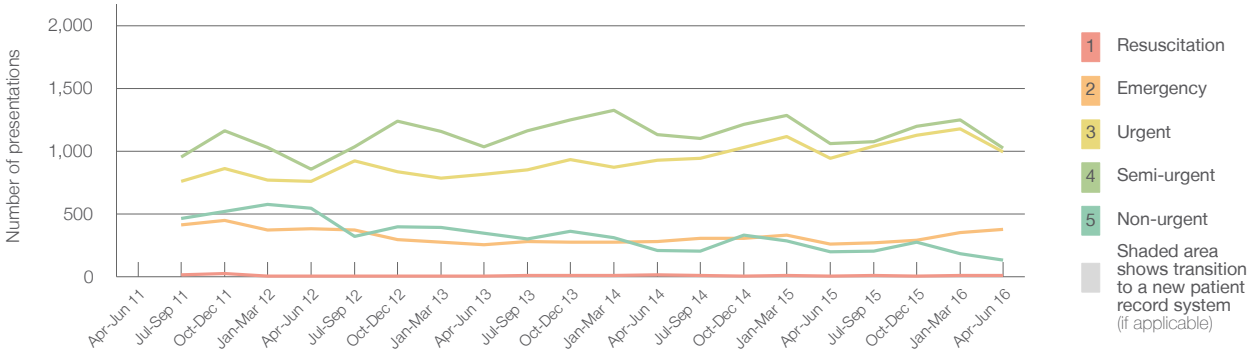
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Maclean District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,697 patients	2,621	2.9%
Emergency presentations[2] by triage category:	2,536 patients	2,471	2.6%
1 Resuscitation	9 (0.4%)	6	50.0%
2 Emergency	376 (14.8%)	260	44.6%
3 Urgent	996 (39.3%)	944	5.5%
4 Semi-urgent	1,024 (40.4%)	1,062	-3.6%
5 Non-urgent	131 (5.2%)	199	-34.2%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation		6	5	16	6	9
Emergency		383	254	279	260	376
Urgent		761	814	929	944	996
Semi-urgent		858	1,033	1,134	1,062	1,024
Non-urgent		544	347	206	199	131
All emergency presentations		2,552	2,453	2,564	2,471	2,536

Maclean District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	389 patients	377	
ED Transfer of care time			
Median time	12 minutes	14 minutes	-2 minutes
95th percentile time	44 minutes	59 minutes	-15 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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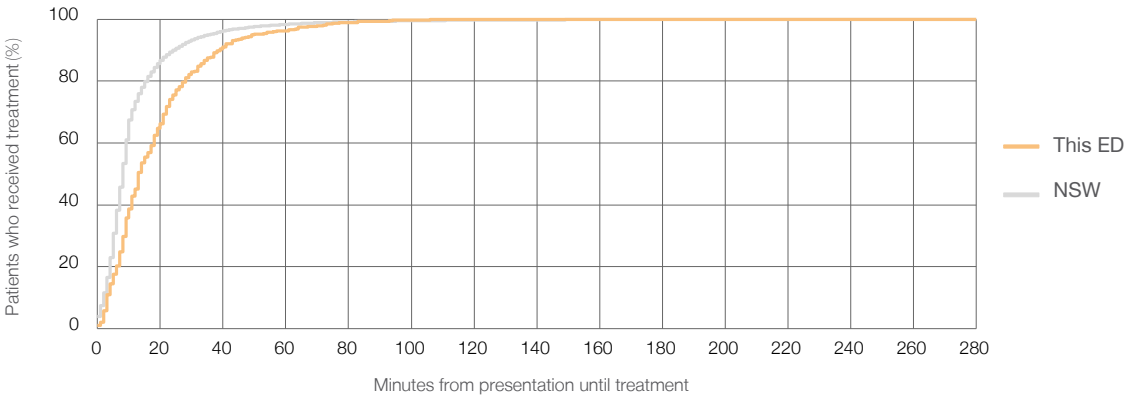
Maclean District Hospital: Time patients waited to start treatment, triage 2

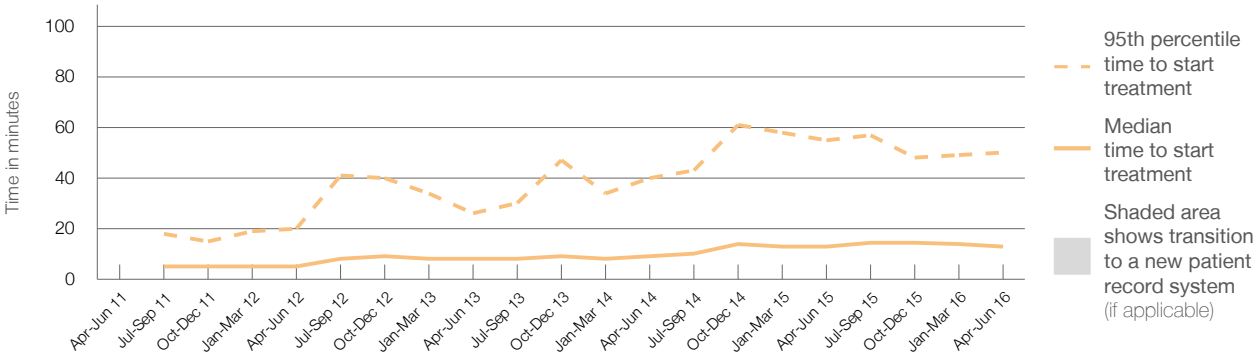
April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	376	260	
Number of triage 2 patients used to calculate waiting time:[3]	375	259	
Median time to start treatment[4]	13 minutes	13 minutes	8 minutes
95th percentile time to start treatment[5]	50 minutes	55 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		5	8	9	13	13
95th percentile time to start treatment[5] (minutes)		20	26	40	55	50

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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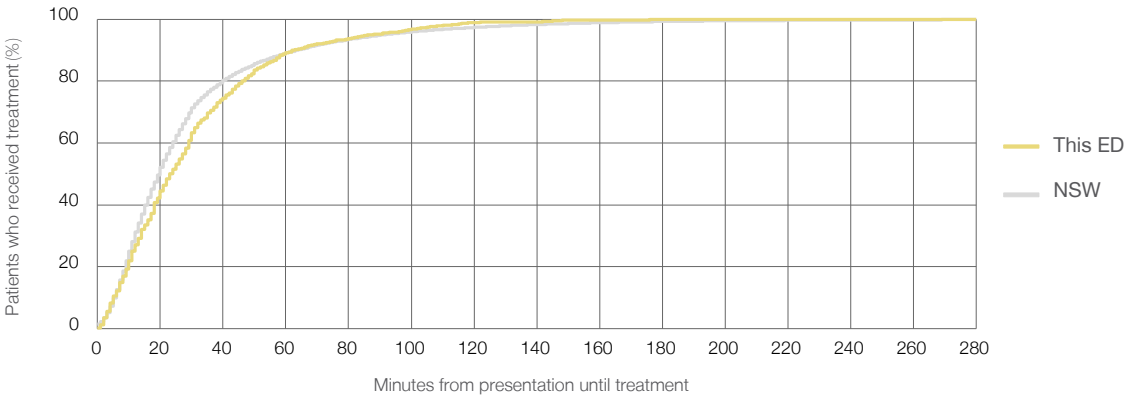
Maclean District Hospital: Time patients waited to start treatment, triage 3

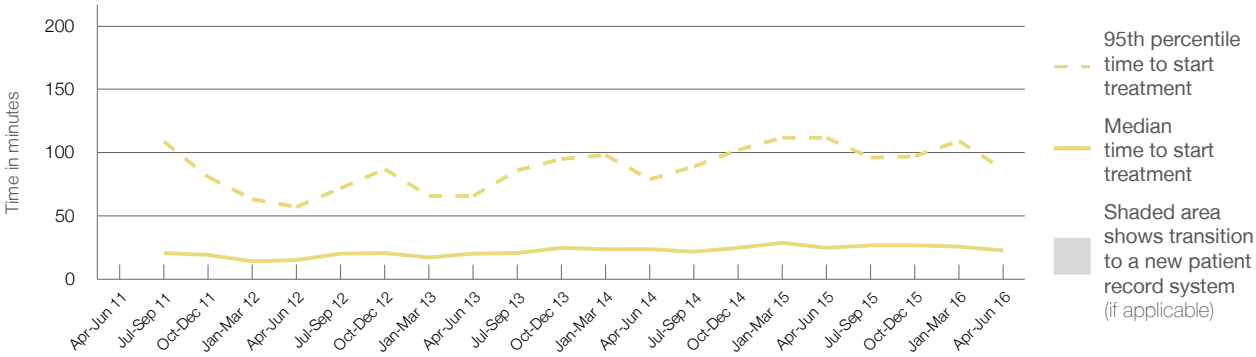
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 996		944	
Number of triage 3 patients used to calculate waiting time:[3] 966		922	
Median time to start treatment[4]	23 minutes	25 minutes	20 minutes
95th percentile time to start treatment[5]	87 minutes	112 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		15	20	24	25	23
95th percentile time to start treatment[5] (minutes)		57	66	79	112	87

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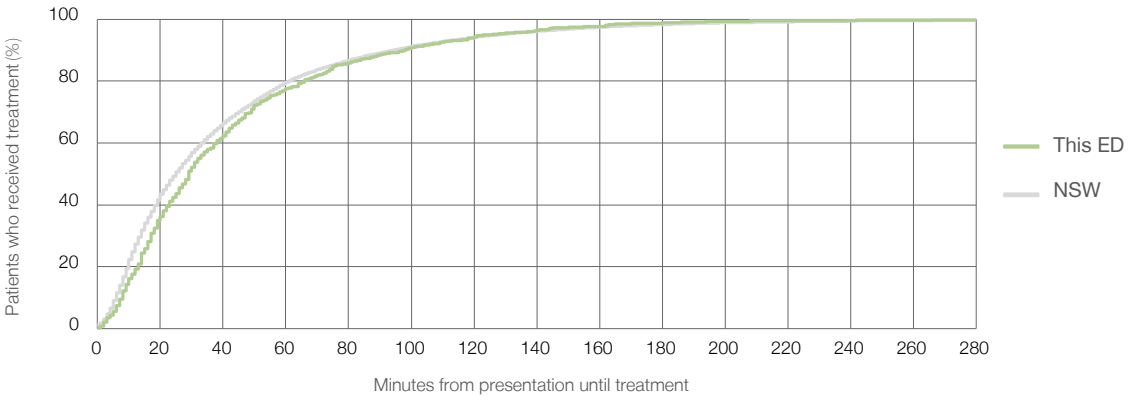
Maclean District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

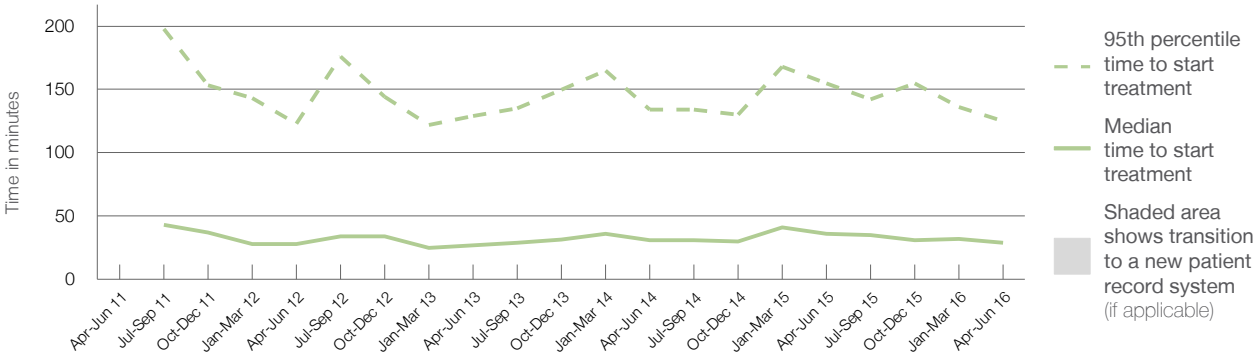
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,024	1,062	
Number of triage 4 patients used to calculate waiting time:[3]	962	989	
Median time to start treatment[4]	29 minutes	36 minutes	25 minutes
95th percentile time to start treatment[5]	125 minutes	155 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		28	27	31	36	29
95th percentile time to start treatment[5] (minutes)		123	129	134	155	125

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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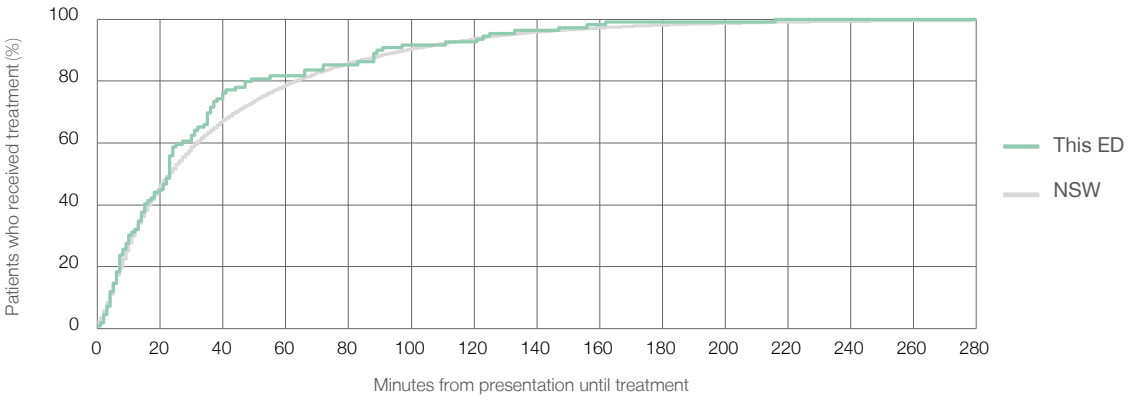
Maclean District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	131	199	
Number of triage 5 patients used to calculate waiting time:[3]	109	153	
Median time to start treatment[4]	23 minutes	28 minutes	23 minutes
95th percentile time to start treatment[5]	125 minutes	141 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)		29	26	28	28	23
95th percentile time to start treatment[5] (minutes)		176	175	116	141	125

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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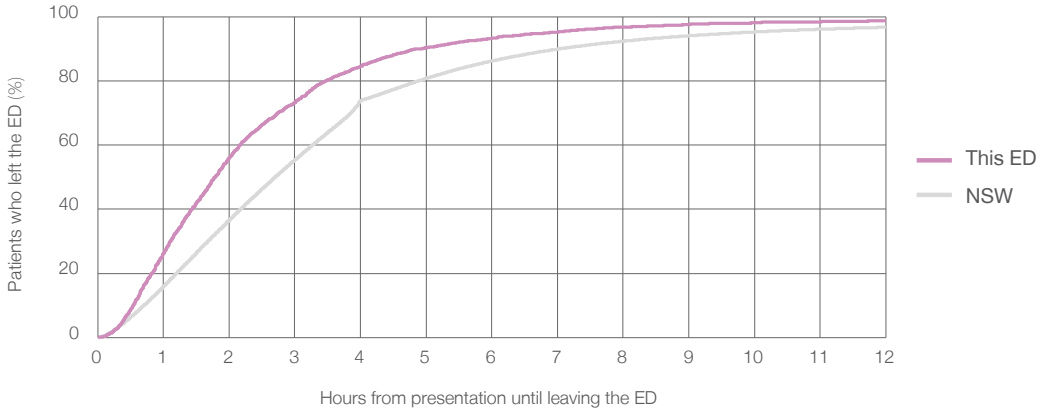
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients spent in the ED

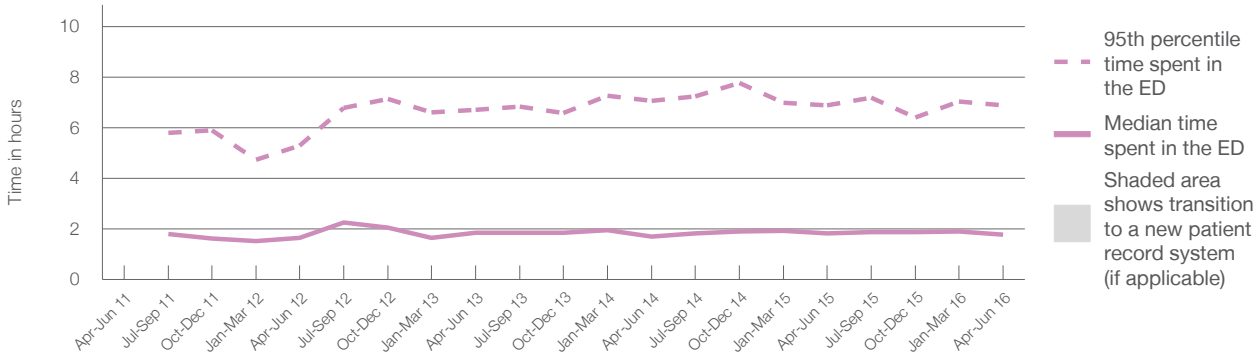
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	2,697 patients	2,621	
Presentations used to calculate time to leaving the ED:[6]	2,697 patients	2,621	
Median time spent in the ED[8]	1 hours and 47 minutes	1 hours and 50 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 53 minutes	6 hours and 53 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)		1h 40m	1h 51m	1h 42m	1h 50m	1h 47m
95th percentile time to leaving the ED[9] (hours, minutes)		5h 17m	6h 42m	7h 4m	6h 53m	6h 53m

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

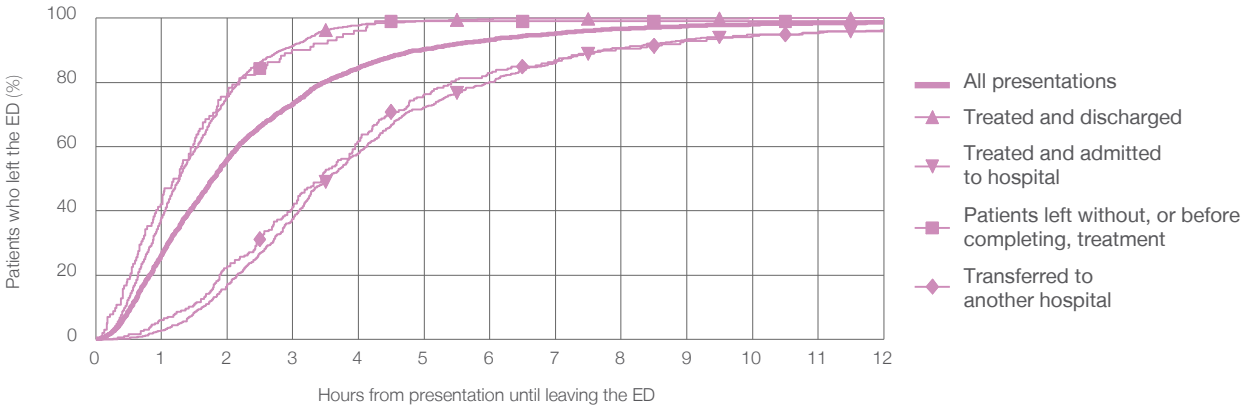
Maclean District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 2,697 patients

Presentations used to calculate time to leaving the ED:[6] 2,697 patients

		Same period last year	Change since one year ago
Treated and discharged	1,673 (62.0%)	1,679	-0.4%
Treated and admitted to hospital	719 (26.7%)	600	19.8%
Patient left without, or before completing, treatment	102 (3.8%)	131	-22.1%
Transferred to another hospital	199 (7.4%)	208	-4.3%
Other	4 (0.1%)	3	33.3%
		2,621	2.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	37.8%	75.6%	91.3%	97.8%	99.8%	99.9%	100%	100%
Treated and admitted to hospital	2.8%	17.1%	37.6%	58.0%	80.1%	90.8%	94.4%	96.2%
Patient left without, or before completing, treatment	42.2%	76.5%	90.2%	96.1%	99.0%	99.0%	99.0%	99.0%
Transferred to another hospital	6.0%	22.6%	41.2%	61.8%	82.9%	90.5%	95.0%	96.0%
All presentations	26.4%	56.1%	73.3%	84.5%	93.3%	96.7%	98.1%	98.7%

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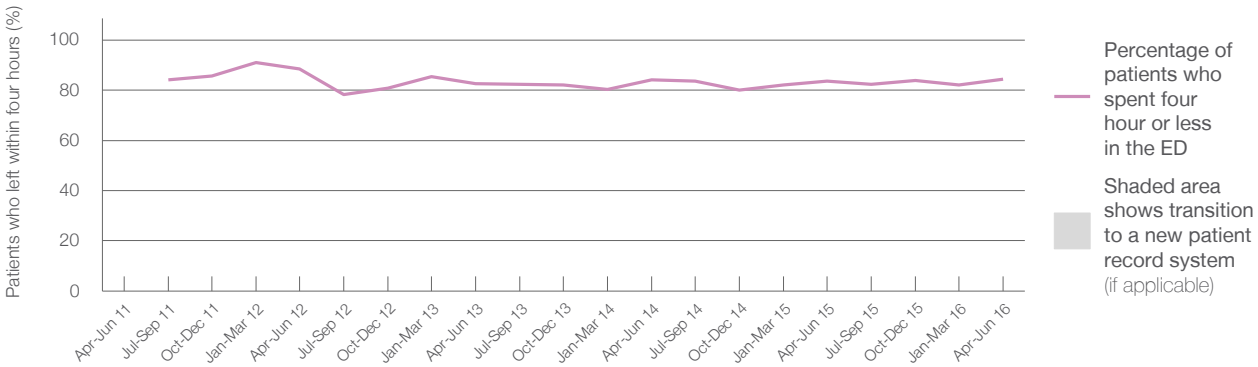
Maclean District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	2,697 patients	2,621	2.9%
Presentations used to calculate time to leaving the ED:[6]	2,697 patients	2,621	2.9%
Percentage of patients who spent four hours or less in the ED	84.5%	83.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)		88.5%	82.5%	84.2%	83.6%	84.5%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Milton and Ulladulla Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	3,427 patients	3,625	-5.5%
Emergency presentations:[2]	3,338 patients	3,430	-2.7%

Milton and Ulladulla Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	241 patients	252	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	36 minutes	36 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	975 patients	1,077	
Median time to start treatment[4]	23 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	94 minutes	90 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	1,775 patients	1,771	
Median time to start treatment[4]	31 minutes	33 minutes	25 minutes
95th percentile time to start treatment[5]	106 minutes	118 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	334 patients	330	
Median time to start treatment[4]	28 minutes	25 minutes	23 minutes
95th percentile time to start treatment[5]	99 minutes	136 minutes	132 minutes

Milton and Ulladulla Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	3,427 patients	3,625	-5.5%
Percentage of patients who spent four hours or less in the ED	86.6%	85.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

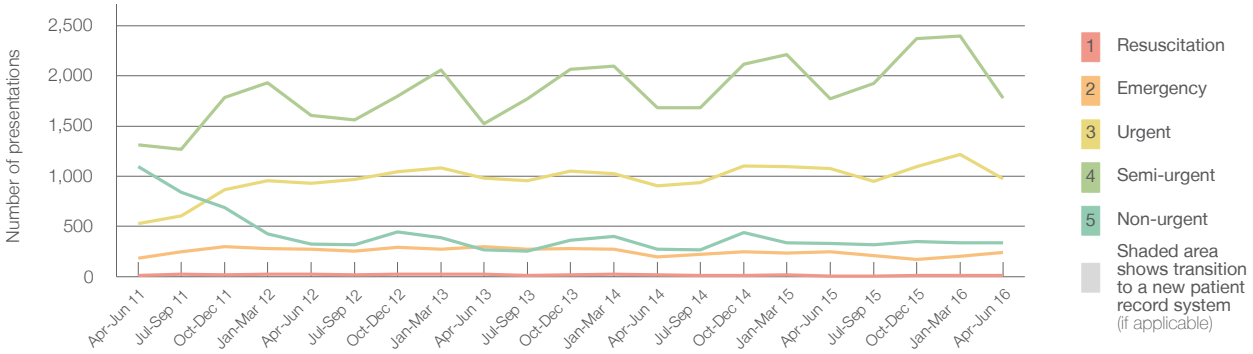
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Milton and Ulladulla Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	3,427 patients	3,625	-5.5%
Emergency presentations[2] by triage category:	3,338 patients	3,430	-2.7%
1 Resuscitation	13 (0.4%)	< 5	*
2 Emergency	241 (7.2%)	252	-2.8%
3 Urgent	975 (29.2%)	1,077	-9.5%
4 Semi-urgent	1,775 (53.2%)	1,771	0.2%
5 Non-urgent	334 (10.0%)	330	1.2%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	10	22	24	17	< 5	13
Emergency	182	276	299	197	252	241
Urgent	528	933	981	906	1,077	975
Semi-urgent	1,314	1,604	1,523	1,680	1,771	1,775
Non-urgent	1,094	322	270	276	330	334
All emergency presentations	3,128	3,157	3,097	3,076	3,430	3,338

Milton and Ulladulla Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	324 patients	411	
ED Transfer of care time			
Median time	14 minutes	15 minutes	-1 minute
95th percentile time	46 minutes	39 minutes	7 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

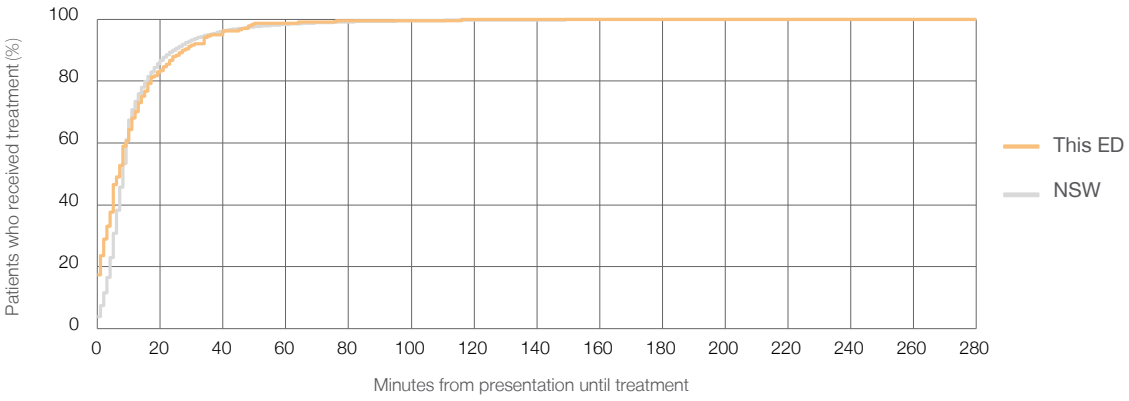
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 2

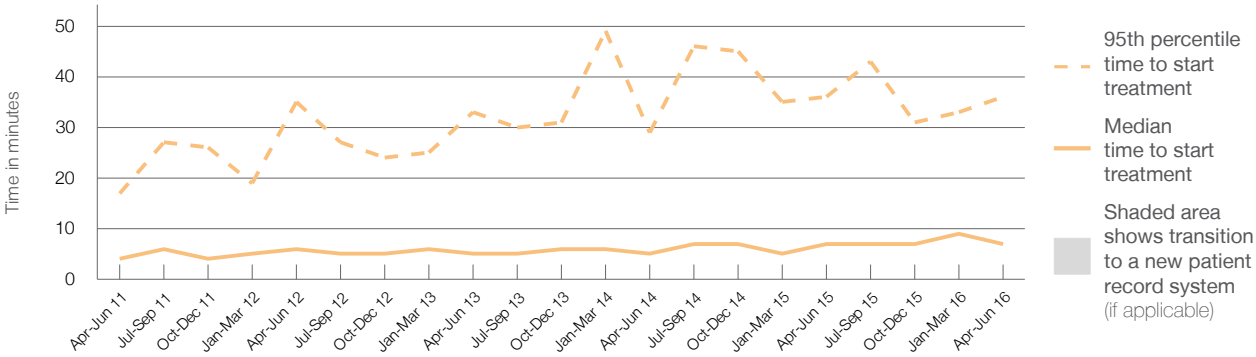
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 241		252	
Number of triage 2 patients used to calculate waiting time:[3] 241		248	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	36 minutes	36 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	4	6	5	5	7	7
95th percentile time to start treatment[5] (minutes)	17	35	33	29	36	36

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

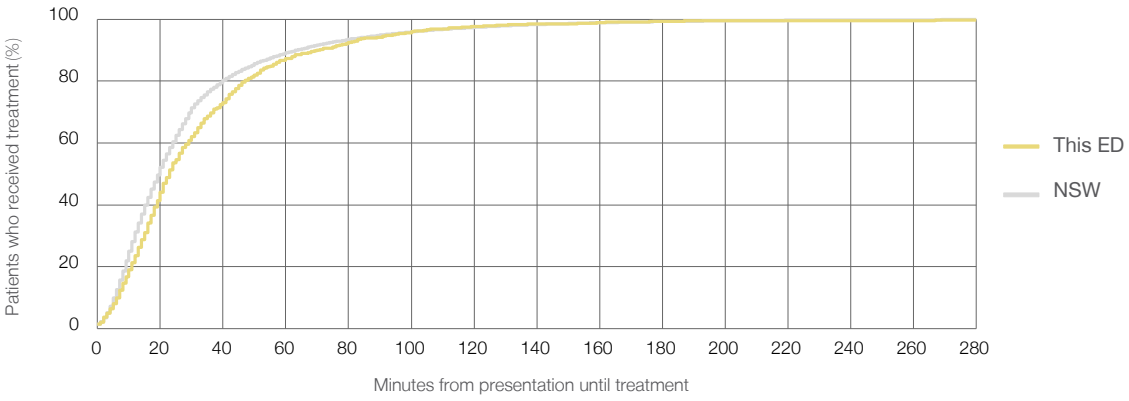
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 3

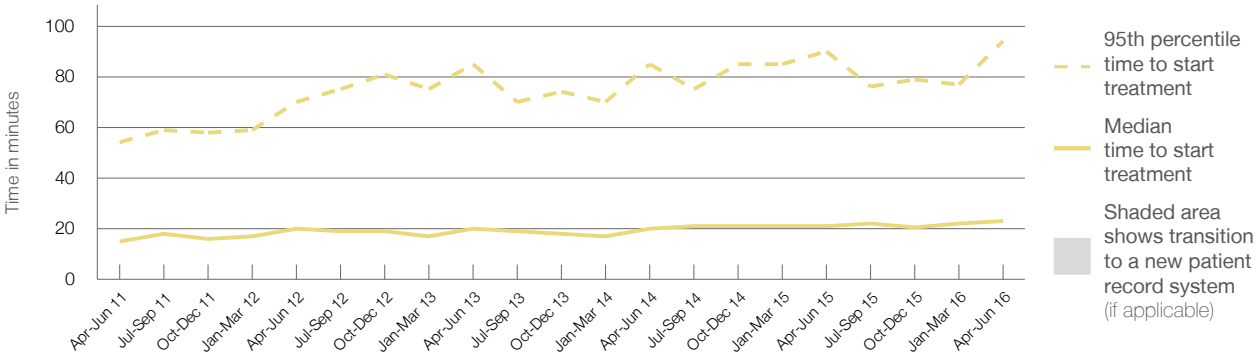
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 975		1,077	
Number of triage 3 patients used to calculate waiting time:[3] 968		1,070	
Median time to start treatment[4]	23 minutes	21 minutes	20 minutes
95th percentile time to start treatment[5]	94 minutes	90 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 [†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	15	20	20	20	21	23
95th percentile time to start treatment[5] (minutes)	54	70	85	85	90	94

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

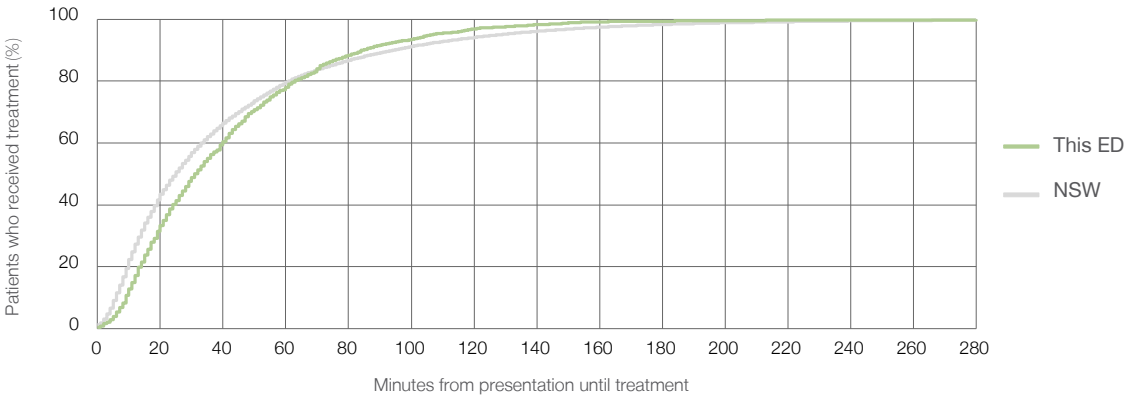
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 4

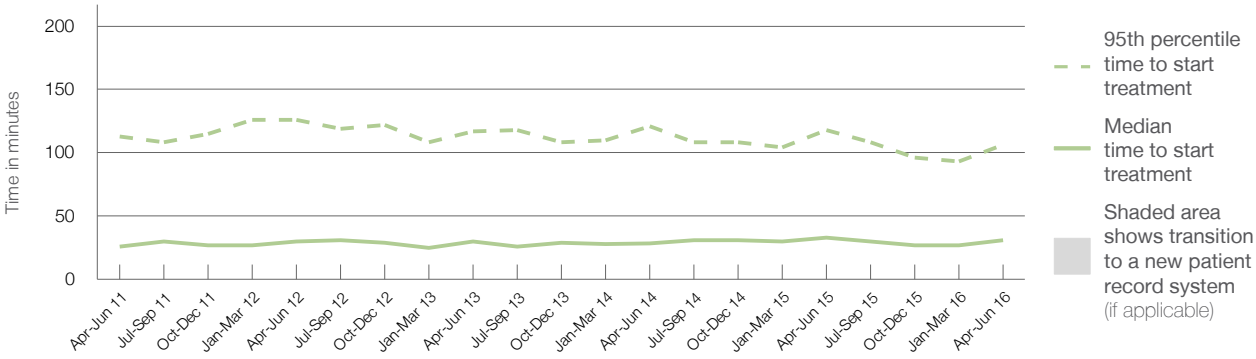
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 1,775		1,771	
Number of triage 4 patients used to calculate waiting time:[3] 1,746		1,740	
Median time to start treatment[4]	31 minutes	33 minutes	25 minutes
95th percentile time to start treatment[5]	106 minutes	118 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	26	30	30	29	33	31
95th percentile time to start treatment[5] (minutes)	113	126	117	121	118	106

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

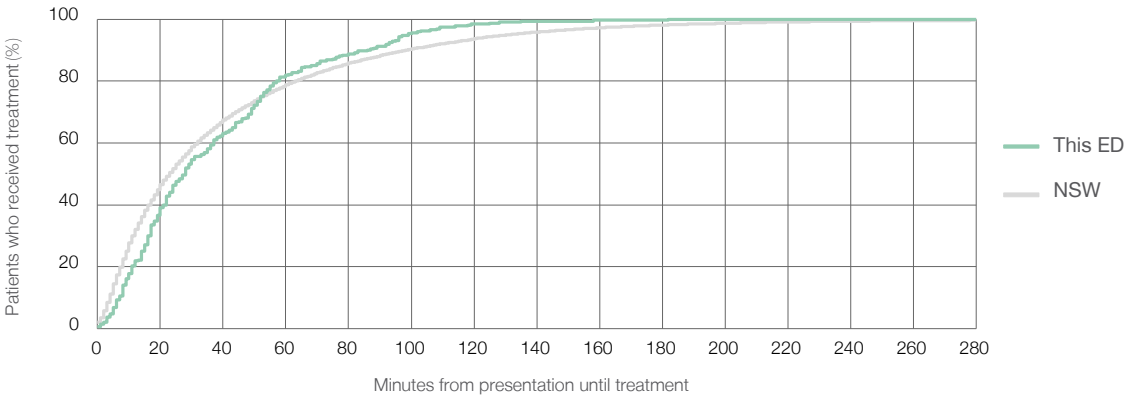
Milton and Ulladulla Hospital: Time patients waited to start treatment, triage 5

April to June 2016

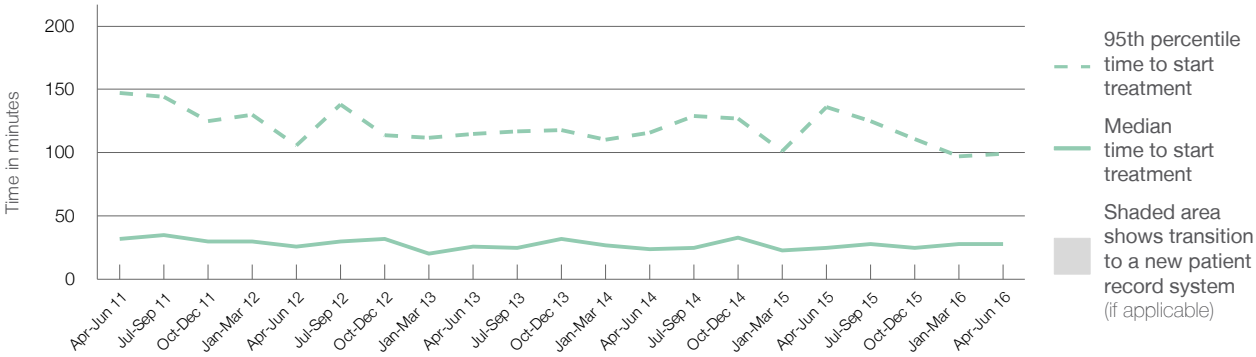
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	334	330	
Number of triage 5 patients used to calculate waiting time:[3]	320	305	
Median time to start treatment[4]	28 minutes	25 minutes	23 minutes
95th percentile time to start treatment[5]	99 minutes	136 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	32	26	26	24	25	28
95th percentile time to start treatment[5] (minutes)	147	106	115	116	136	99

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

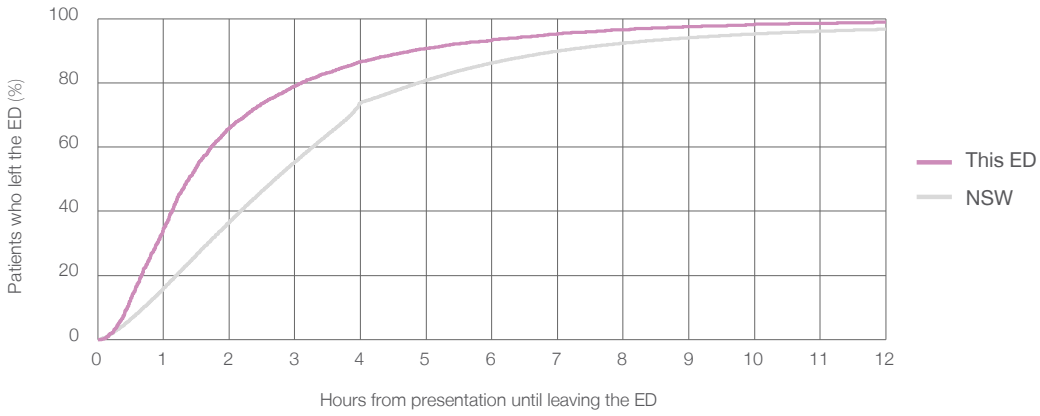
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Milton and Ulladulla Hospital: Time patients spent in the ED

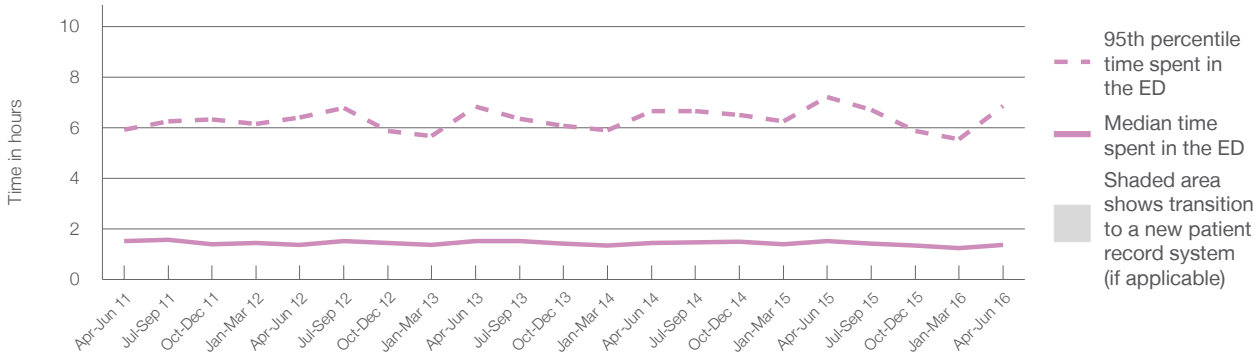
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	3,427 patients	3,625	
Presentations used to calculate time to leaving the ED:[6]	3,427 patients	3,625	
Median time spent in the ED[8]	1 hours and 23 minutes	1 hours and 31 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 52 minutes	7 hours and 13 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 32m	1h 22m	1h 32m	1h 27m	1h 31m	1h 23m
95th percentile time to leaving the ED[9] (hours, minutes)	5h 55m	6h 25m	6h 51m	6h 39m	7h 13m	6h 52m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

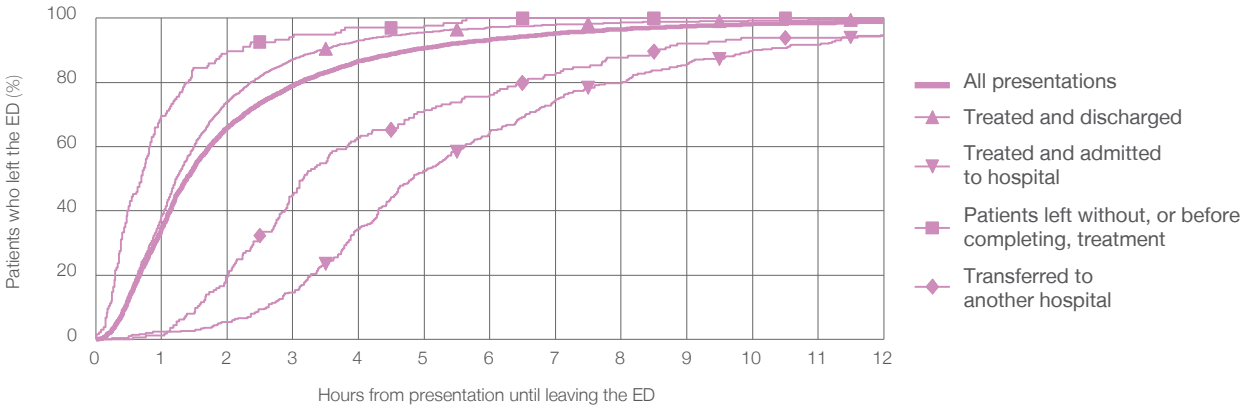
Milton and Ulladulla Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 3,427 patients

Presentations used to calculate time to leaving the ED:[6] 3,427 patients

		Same period last year	Change since one year ago
Treated and discharged	2,826 (82.5%)	3,625	-5.5%
Treated and admitted to hospital	301 (8.8%)	2,966	-4.7%
Patient left without, or before completing, treatment	135 (3.9%)	325	-7.4%
Transferred to another hospital	164 (4.8%)	170	-20.6%
Other	1 (0%)	158	3.8%
		6	-83.3%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	38.4%	73.9%	87.1%	93.1%	97.1%	98.6%	99.3%	99.5%
Treated and admitted to hospital	2.3%	5.3%	14.6%	34.2%	64.8%	79.7%	90.0%	94.7%
Patient left without, or before completing, treatment	69.6%	89.6%	94.1%	97.0%	100%	100%	100%	100%
Transferred to another hospital	1.2%	19.5%	45.1%	62.8%	76.2%	87.8%	93.9%	94.5%
All presentations	34.7%	65.9%	79.0%	86.6%	93.4%	96.5%	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 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.

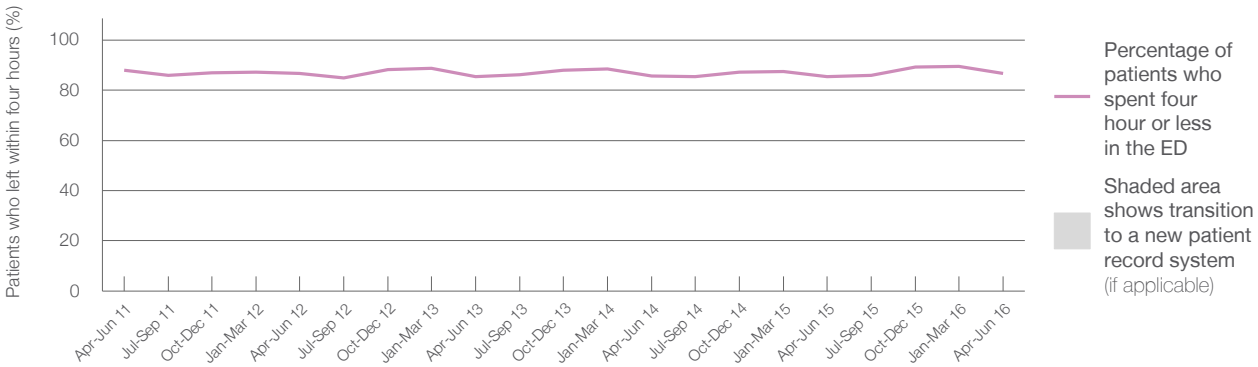
Milton and Ulladulla Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	3,427 patients	3,625	-5.5%
Presentations used to calculate time to leaving the ED:[6]	3,427 patients	3,625	-5.5%
Percentage of patients who spent four hours or less in the ED	86.6%	85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	87.9%	86.7%	85.4%	85.6%	85.4%	86.6%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Moree District Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	1,904 patients	1,993	-4.5%
Emergency presentations:[2]	1,700 patients	1,738	-2.2%

Moree District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	143 patients	156	
Median time to start treatment[4]	3 minutes	3 minutes	8 minutes
95th percentile time to start treatment[5]	57 minutes	45 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	523 patients	533	
Median time to start treatment[4]	8 minutes	5 minutes	20 minutes
95th percentile time to start treatment[5]	65 minutes	43 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	916 patients	943	
Median time to start treatment[4]	9 minutes	5 minutes	25 minutes
95th percentile time to start treatment[5]	65 minutes	51 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	118 patients	100	
Median time to start treatment[4]	9 minutes	4 minutes	23 minutes
95th percentile time to start treatment[5]	*	*	132 minutes

Moree District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	1,904 patients	1,993	-4.5%
Percentage of patients who spent four hours or less in the ED	86.7%	91.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

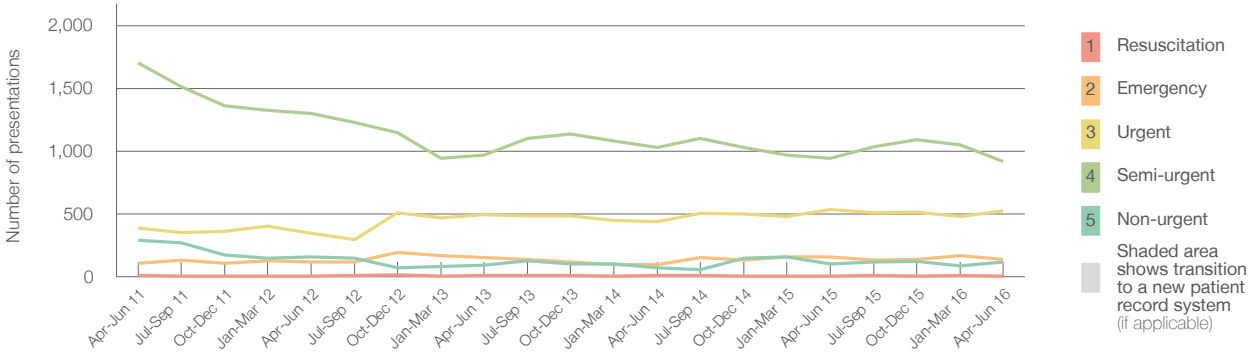
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Moree District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	1,904 patients	1,993	-4.5%
Emergency presentations[2] by triage category:	1,700 patients	1,738	-2.2%
1 Resuscitation	< 5	6	*
2 Emergency	143 (8.2%)	156	-10.9%
3 Urgent	523 (30.8%)	533	-1.9%
4 Semi-urgent	916 (53.9%)	943	-2.9%
5 Non-urgent	118 (6.9%)	100	18.0%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	8	6	8	7	6	< 5
Emergency	107	117	154	98	156	143
Urgent	387	347	492	436	533	523
Semi-urgent	1,703	1,299	970	1,030	943	916
Non-urgent	291	158	90	69	100	118
All emergency presentations	2,496	1,927	1,714	1,640	1,738	1,700

Moree District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	185 patients	239	
ED Transfer of care time			
Median time	3 minutes	5 minutes	-2 minutes
95th percentile time	37 minutes	21 minutes	16 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

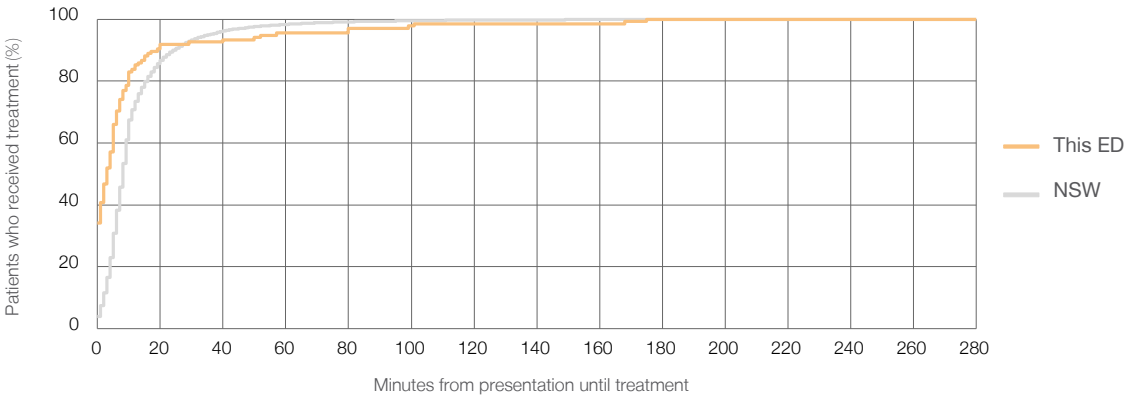
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients waited to start treatment, triage 2

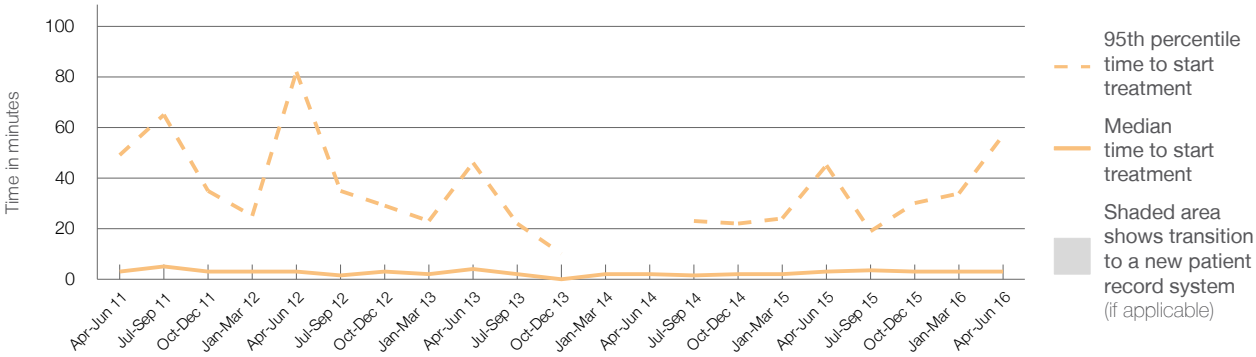
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 143		156	
Number of triage 2 patients used to calculate waiting time:[3] 135		153	
Median time to start treatment[4]	3 minutes	3 minutes	8 minutes
95th percentile time to start treatment[5]	57 minutes	45 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	3	3	4	2	3	3
95th percentile time to start treatment[5] (minutes)	49	82	46	*	45	57

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

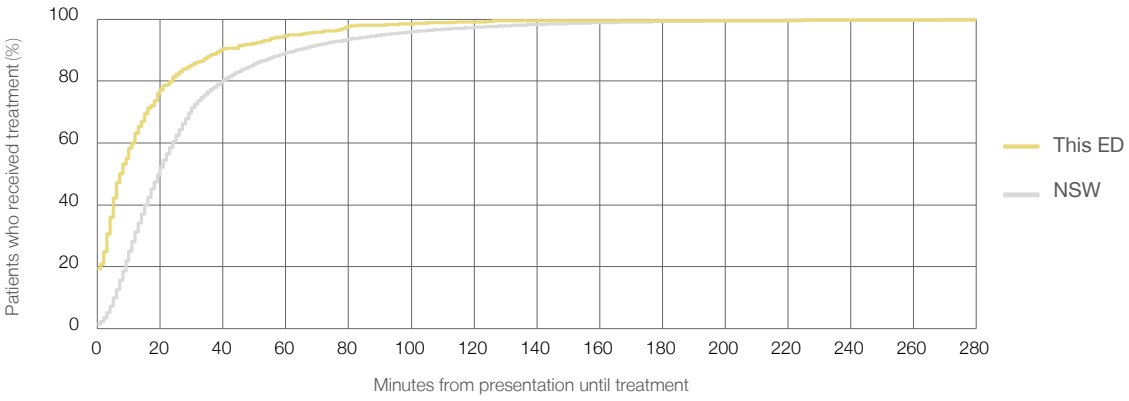
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients waited to start treatment, triage 3

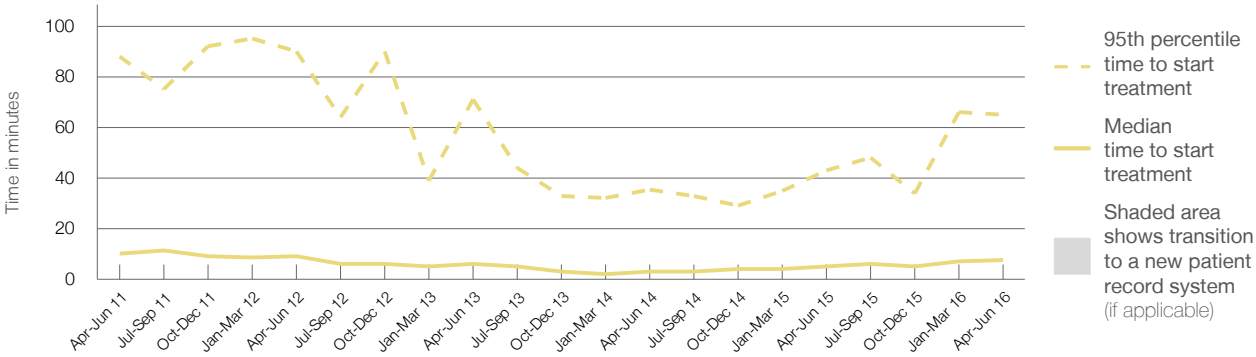
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 523		533	
Number of triage 3 patients used to calculate waiting time:[3] 506		512	
Median time to start treatment[4]	8 minutes	5 minutes	20 minutes
95th percentile time to start treatment[5]	65 minutes	43 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	10	9	6	3	5	8
95th percentile time to start treatment[5] (minutes)	88	90	71	36	43	65

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

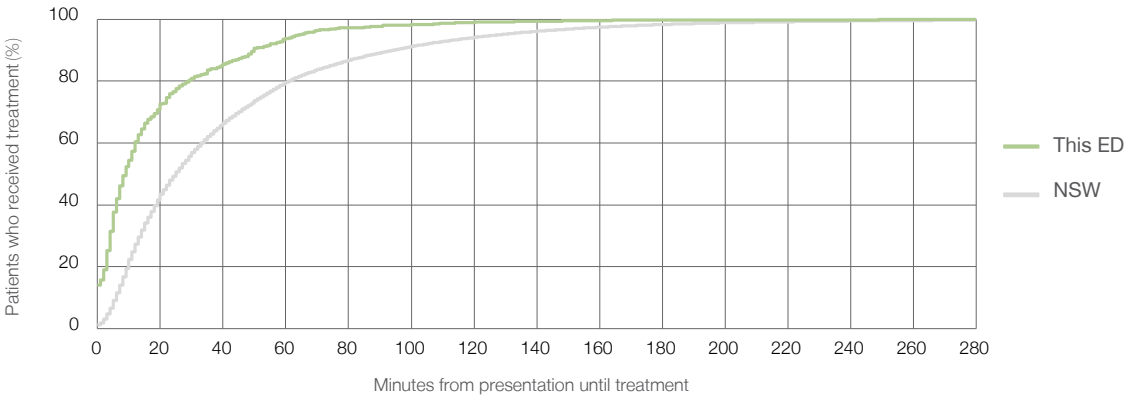
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients waited to start treatment, triage 4

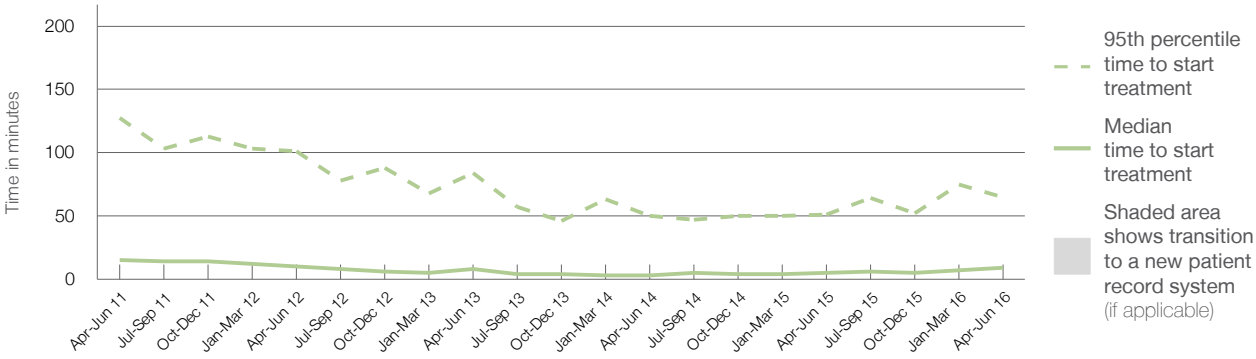
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 916		943	
Number of triage 4 patients used to calculate waiting time:[3] 842		879	
Median time to start treatment[4]	9 minutes	5 minutes	25 minutes
95th percentile time to start treatment[5]	65 minutes	51 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	15	10	8	3	5	9
95th percentile time to start treatment[5] (minutes)	128	101	84	50	51	65

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

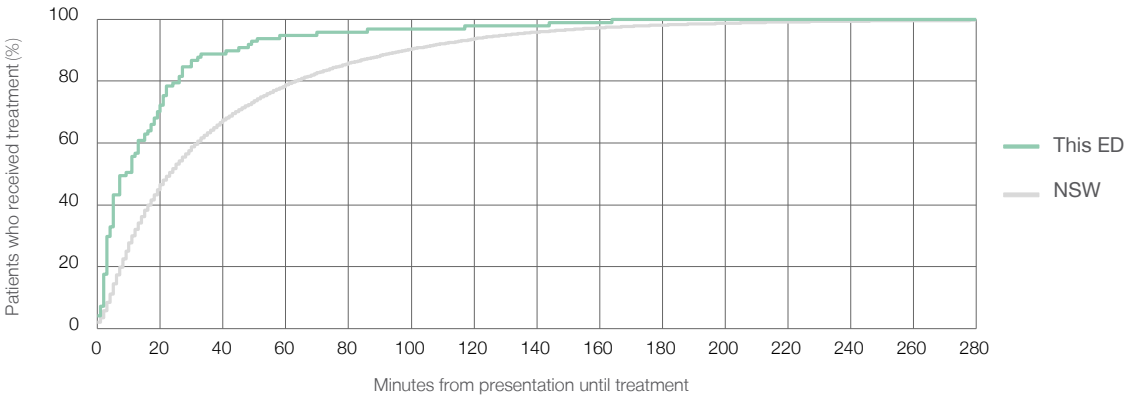
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients waited to start treatment, triage 5

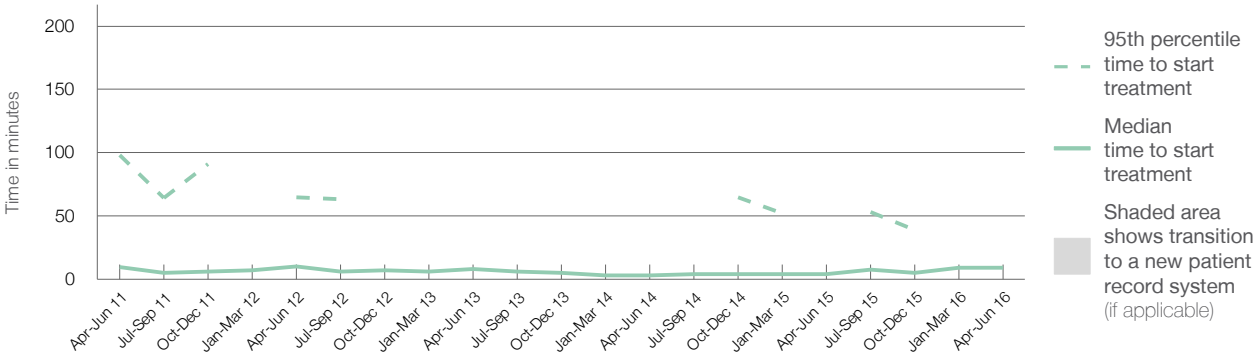
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 118		100	
Number of triage 5 patients used to calculate waiting time:[3] 97		89	
Median time to start treatment[4]	9 minutes	4 minutes	23 minutes
95th percentile time to start treatment[5]	*	*	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	10	10	8	3	4	9
95th percentile time to start treatment[5] (minutes)	98	65	*	*	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

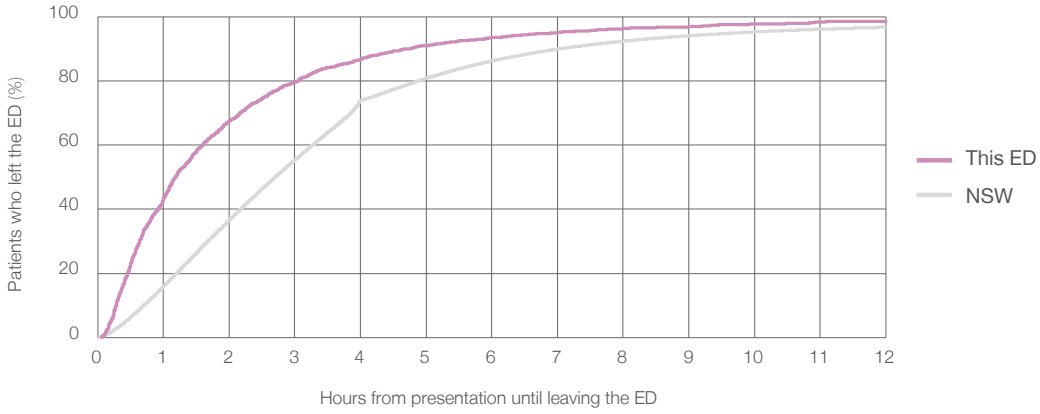
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moree District Hospital: Time patients spent in the ED

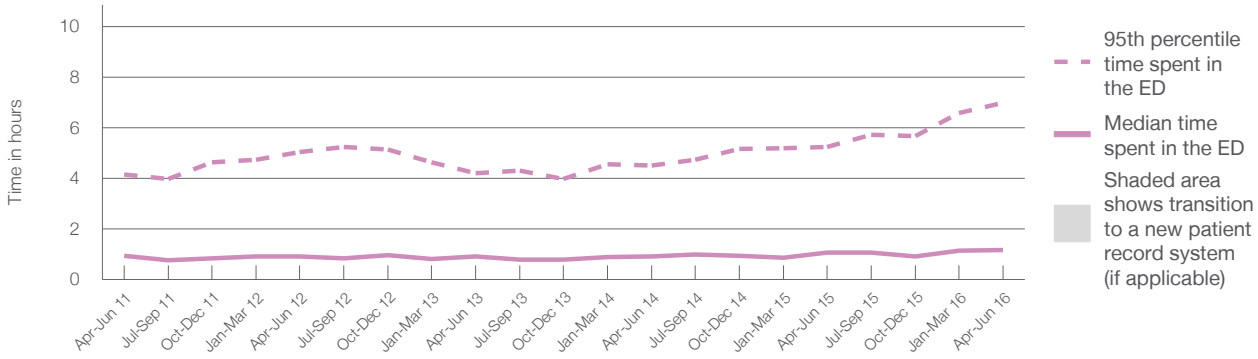
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	1,904 patients	1,993	
Presentations used to calculate time to leaving the ED:[6]	1,904 patients	1,993	
Median time spent in the ED[8]	1 hours and 11 minutes	1 hours and 4 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	7 hours and 0 minutes	5 hours and 14 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	0h 57m	0h 55m	0h 56m	0h 56m	1h 4m	1h 11m
95th percentile time to leaving the ED[9] (hours, minutes)	4h 10m	5h 2m	4h 13m	4h 30m	5h 14m	7h 0m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

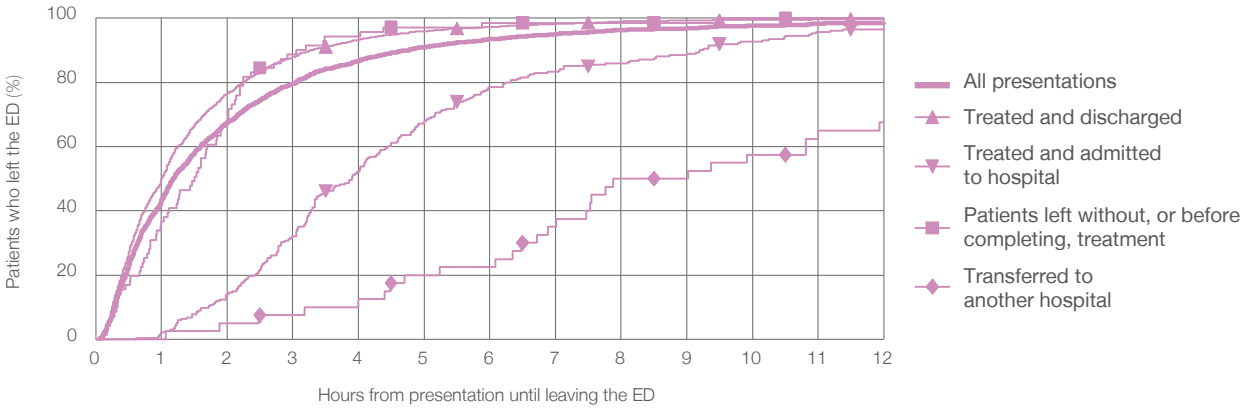
Moree District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 1,904 patients

Presentations used to calculate time to leaving the ED:[6] 1,904 patients

		Same period last year	Change since one year ago
Treated and discharged	1,502 (78.9%)	1,572	-4.5%
Treated and admitted to hospital	234 (12.3%)	254	-7.9%
Patient left without, or before completing, treatment	71 (3.7%)	80	-11.3%
Transferred to another hospital	40 (2.1%)	29	37.9%
Other	57 (3.0%)	58	-1.7%
		1,993	-4.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	50.1%	76.6%	87.9%	93.3%	97.3%	99.0%	99.4%	99.7%
Treated and admitted to hospital	2.1%	14.1%	32.1%	52.1%	78.6%	85.9%	92.7%	97.0%
Patient left without, or before completing, treatment	36.6%	67.6%	88.7%	94.4%	98.6%	98.6%	100%	100%
Transferred to another hospital	0%	5.0%	7.5%	12.5%	22.5%	50.0%	57.5%	67.5%
All presentations	43.5%	67.5%	79.6%	86.7%	93.5%	96.3%	97.6%	98.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

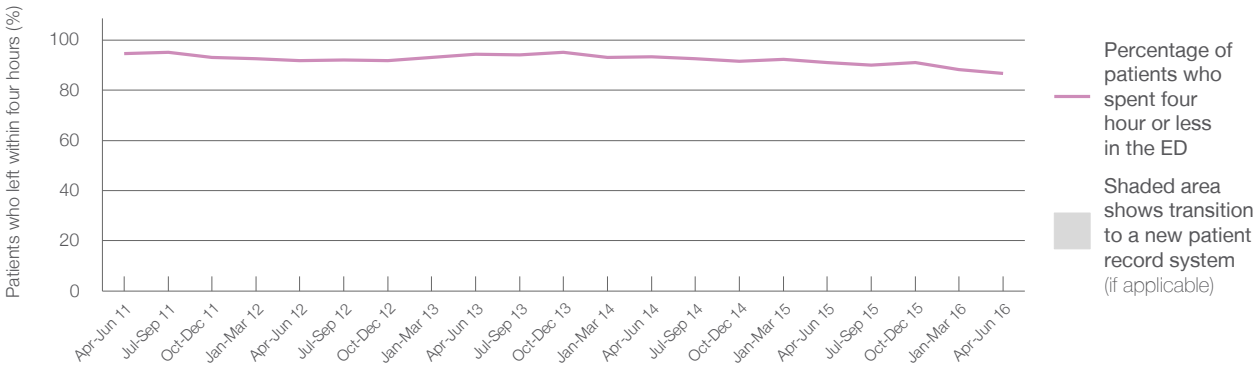
Moree District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	1,904 patients	1,993	-4.5%
Presentations used to calculate time to leaving the ED:[6]	1,904 patients	1,993	-4.5%
Percentage of patients who spent four hours or less in the ED	86.7%	91.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	94.5%	91.9%	94.4%	93.3%	91.0%	86.7%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Moruya District Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 2,325 patients	2,327	-0.1%
Emergency presentations:[2] 2,177 patients	2,201	-1.1%

Moruya District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 252 patients	241	
Median time to start treatment[4]	8 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	51 minutes	30 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 699 patients	626	
Median time to start treatment[4]	18 minutes	19 minutes	20 minutes
95th percentile time to start treatment[5]	89 minutes	90 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 875 patients	970	
Median time to start treatment[4]	26 minutes	27 minutes	25 minutes
95th percentile time to start treatment[5]	125 minutes	148 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 334 patients	351	
Median time to start treatment[4]	28 minutes	33 minutes	23 minutes
95th percentile time to start treatment[5]	147 minutes	161 minutes	132 minutes

Moruya District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,325 patients		2,326	-0.0%
Percentage of patients who spent four hours or less in the ED	76.5%	75.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

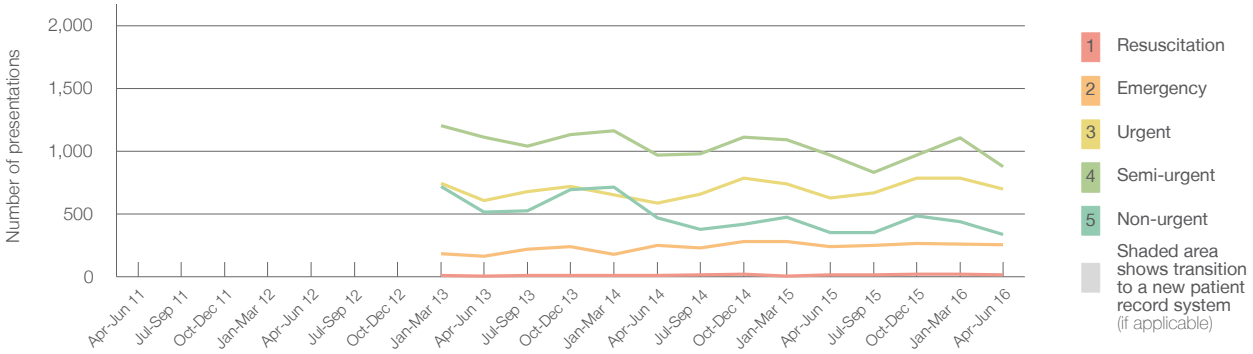
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Moruya District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,325 patients	2,327	-0.1%
Emergency presentations[2] by triage category:	2,177 patients	2,201	-1.1%
1 Resuscitation	17 (0.8%)	13	30.8%
2 Emergency	252 (11.6%)	241	4.6%
3 Urgent	699 (32.1%)	626	11.7%
4 Semi-urgent	875 (40.2%)	970	-9.8%
5 Non-urgent	334 (15.3%)	351	-4.8%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation			5	8	13	17
Emergency			165	248	241	252
Urgent			608	586	626	699
Semi-urgent			1,109	968	970	875
Non-urgent			513	470	351	334
All emergency presentations			2,400	2,280	2,201	2,177

Moruya District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	538 patients	475	
ED Transfer of care time			
Median time	11 minutes	13 minutes	-2 minutes
95th percentile time	41 minutes	45 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 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.

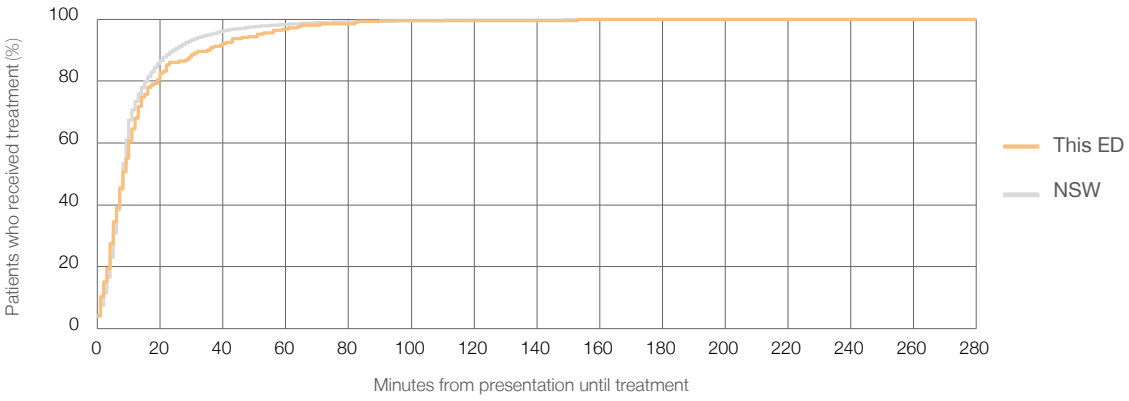
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 2

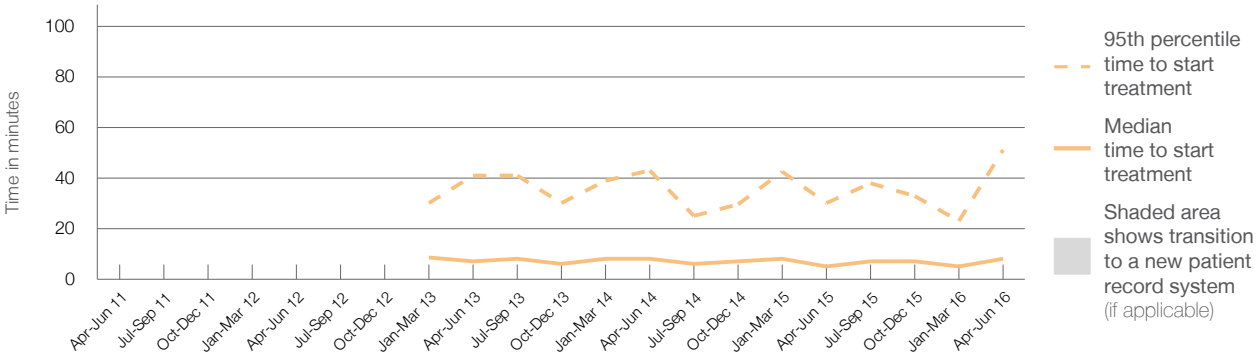
April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	252	241	
Number of triage 2 patients used to calculate waiting time:[3]	251	237	
Median time to start treatment[4]	8 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	51 minutes	30 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			7	8	5	8
95th percentile time to start treatment[5] (minutes)			41	43	30	51

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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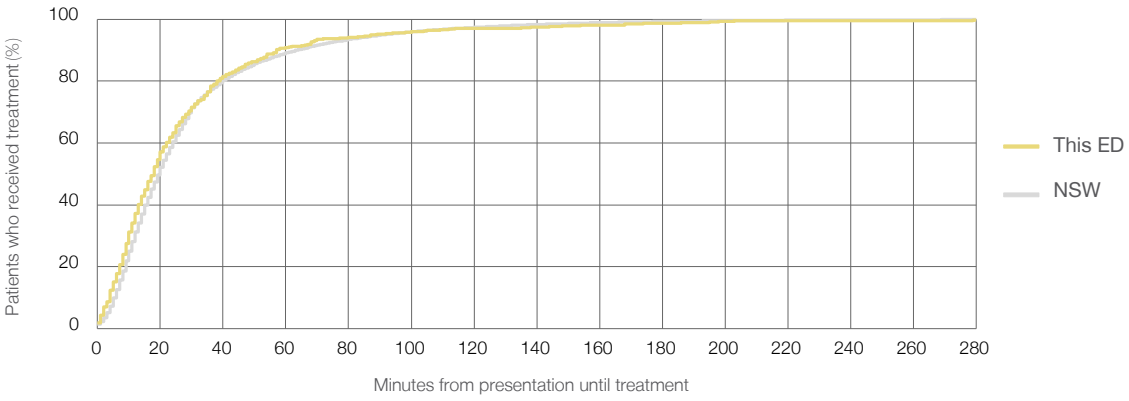
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 3

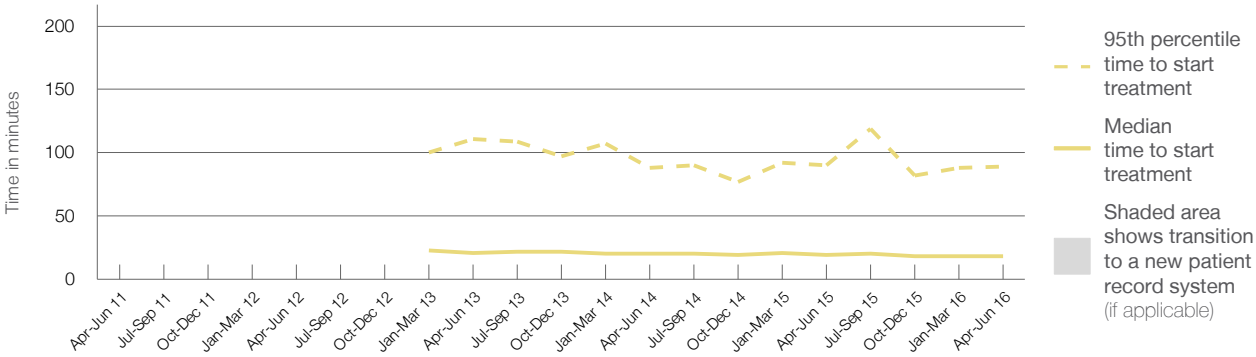
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 699		626	
Number of triage 3 patients used to calculate waiting time:[3] 689		610	
Median time to start treatment[4]	18 minutes	19 minutes	20 minutes
95th percentile time to start treatment[5]	89 minutes	90 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			21	20	19	18
95th percentile time to start treatment[5] (minutes)			111	88	90	89

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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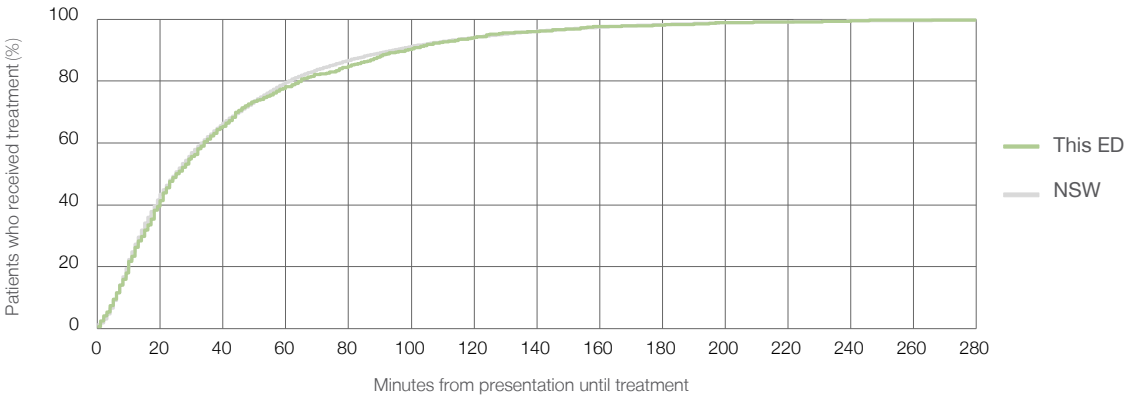
Moruya District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

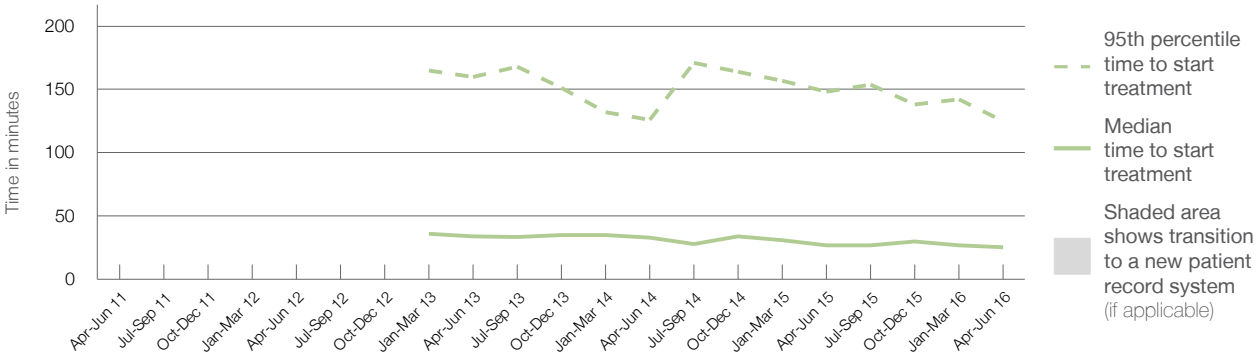
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	875	970	
Number of triage 4 patients used to calculate waiting time:[3]	820	903	
Median time to start treatment[4]	26 minutes	27 minutes	25 minutes
95th percentile time to start treatment[5]	125 minutes	148 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			34	33	27	26
95th percentile time to start treatment[5] (minutes)			160	126	148	125

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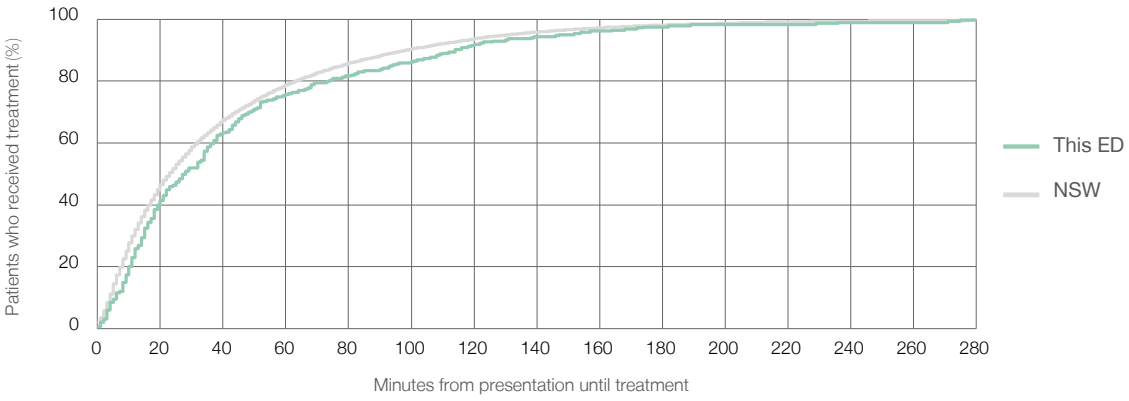
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 334		351	
Number of triage 5 patients used to calculate waiting time:[3] 283		286	
Median time to start treatment[4]	28 minutes	33 minutes	23 minutes
95th percentile time to start treatment[5]	147 minutes	161 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			34	41	33	28
95th percentile time to start treatment[5] (minutes)			227	172	161	147

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

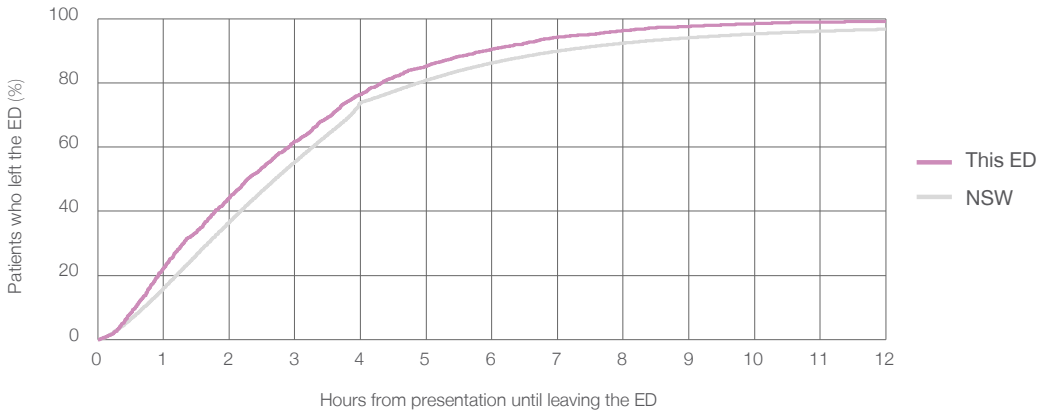
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Moruya District Hospital: Time patients spent in the ED

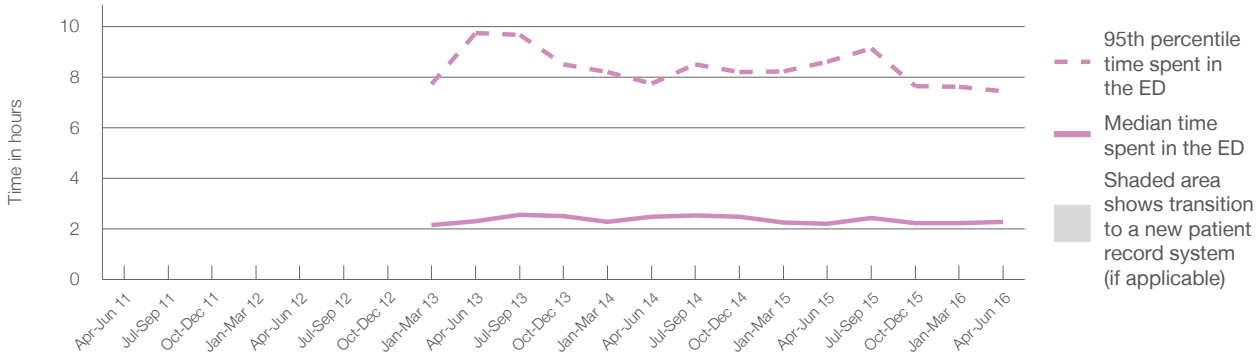
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	2,325 patients	2,327	
Presentations used to calculate time to leaving the ED:[6]	2,325 patients	2,326	
Median time spent in the ED[8]	2 hours and 17 minutes	2 hours and 13 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	7 hours and 27 minutes	8 hours and 37 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)			2h 18m	2h 29m	2h 13m	2h 17m
95th percentile time to leaving the ED[9] (hours, minutes)			9h 44m	7h 45m	8h 37m	7h 27m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

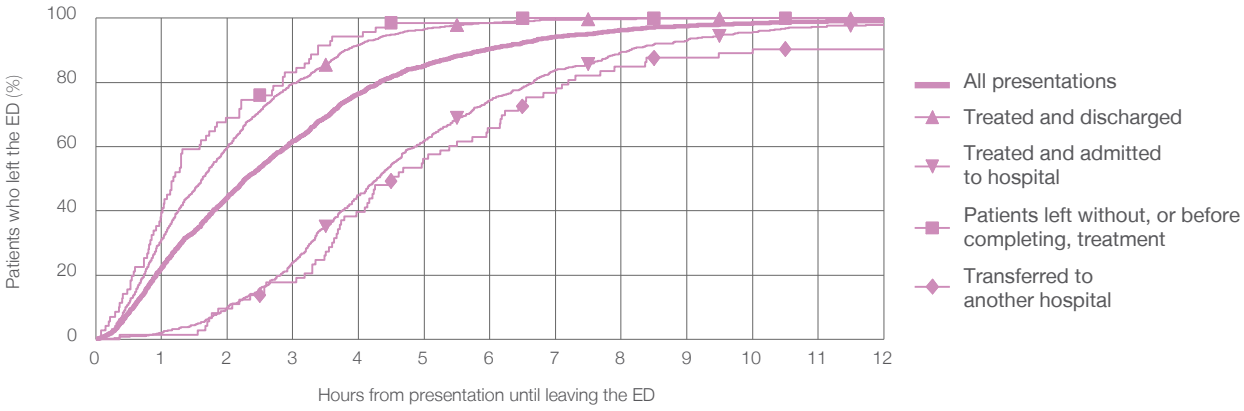
Moruya District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 2,325 patients

Presentations used to calculate time to leaving the ED:[6] 2,325 patients

		Same period last year	Change since one year ago
Treated and discharged	1,486 (63.9%)	1,528	-2.7%
Treated and admitted to hospital	679 (29.2%)	599	13.4%
Patient left without, or before completing, treatment	71 (3.1%)	119	-40.3%
Transferred to another hospital	73 (3.1%)	78	-6.4%
Other	16 (0.7%)	3	433.3%
All presentations	2,325	2,326	-0.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	31.0%	59.9%	79.7%	91.7%	98.6%	99.8%	100%	100%
Treated and admitted to hospital	2.1%	10.0%	24.0%	44.8%	74.5%	89.5%	95.7%	97.9%
Patient left without, or before completing, treatment	39.4%	69.0%	83.1%	94.4%	98.6%	100%	100%	100%
Transferred to another hospital	1.4%	9.6%	17.8%	39.7%	65.8%	84.9%	90.4%	90.4%
All presentations	22.3%	44.3%	61.7%	76.5%	90.5%	96.3%	98.5%	99.1%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

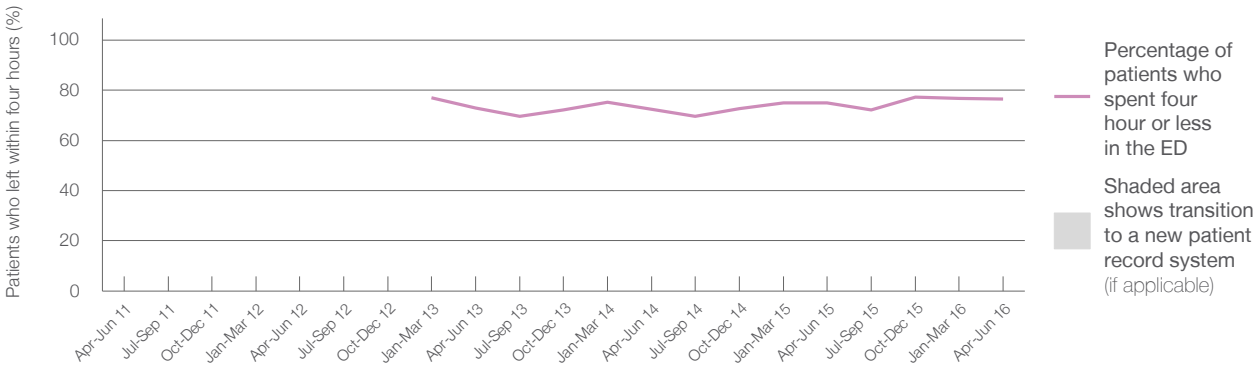
Moruya District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	2,325 patients	2,327	-0.1%
Presentations used to calculate time to leaving the ED:[6]	2,325 patients	2,326	-0.0%
Percentage of patients who spent four hours or less in the ED	76.5%	75.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)			72.9%	72.5%	75.0%	76.5%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Mudgee District Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,918 patients	3,094	-5.7%
Emergency presentations:[2]	2,566 patients	2,858	-10.2%

Mudgee District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	206 patients	191	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	31 minutes	37 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	623 patients	573	
Median time to start treatment[4]	20 minutes	22 minutes	20 minutes
95th percentile time to start treatment[5]	66 minutes	75 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	1,239 patients	1,402	
Median time to start treatment[4]	34 minutes	39 minutes	25 minutes
95th percentile time to start treatment[5]	134 minutes	133 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	491 patients	686	
Median time to start treatment[4]	37 minutes	38 minutes	23 minutes
95th percentile time to start treatment[5]	162 minutes	156 minutes	132 minutes

Mudgee District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	2,917 patients	3,094	-5.7%
Percentage of patients who spent four hours or less in the ED	88.0%	89.4%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

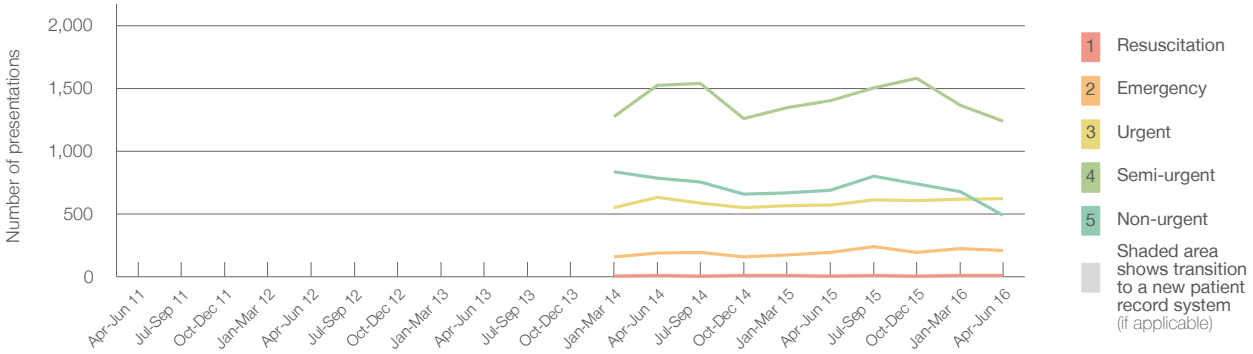
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Mudgee District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,918 patients	3,094	-5.7%
Emergency presentations[2] by triage category:	2,566 patients	2,858	-10.2%
1 Resuscitation	7 (0.3%)	6	16.7%
2 Emergency	206 (8.0%)	191	7.9%
3 Urgent	623 (24.3%)	573	8.7%
4 Semi-urgent	1,239 (48.3%)	1,402	-11.6%
5 Non-urgent	491 (19.1%)	686	-28.4%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation				10	6	7
Emergency				189	191	206
Urgent				633	573	623
Semi-urgent				1,523	1,402	1,239
Non-urgent				784	686	491
All emergency presentations				3,139	2,858	2,566

Mudgee District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	248 patients	207	
ED Transfer of care time			
Median time	13 minutes	17 minutes	-4 minutes
95th percentile time	42 minutes	95 minutes	-53 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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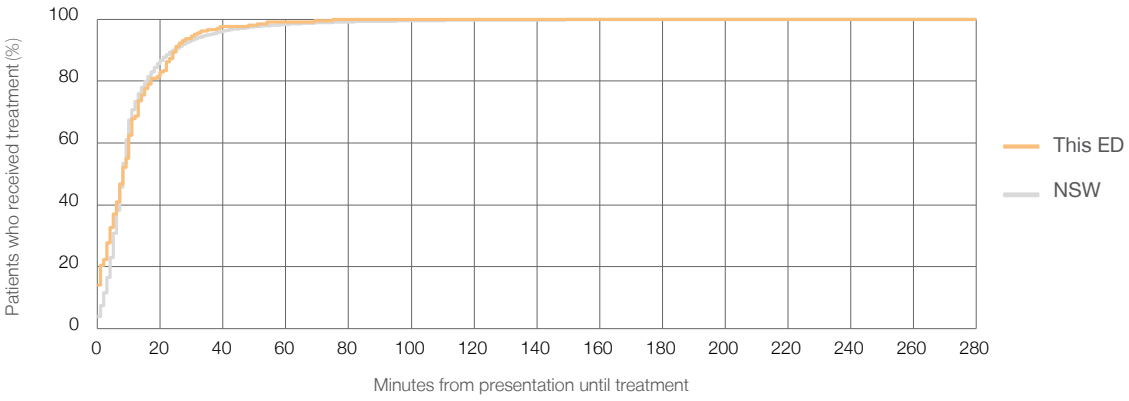
Mudgee District Hospital: Time patients waited to start treatment, triage 2

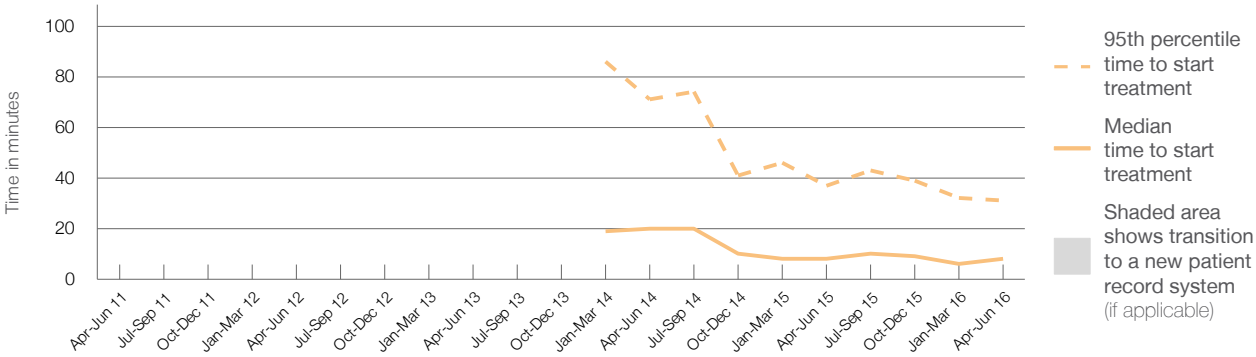
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 206		191	
Number of triage 2 patients used to calculate waiting time:[3] 205		187	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	31 minutes	37 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				20	8	8
95th percentile time to start treatment[5] (minutes)				71	37	31

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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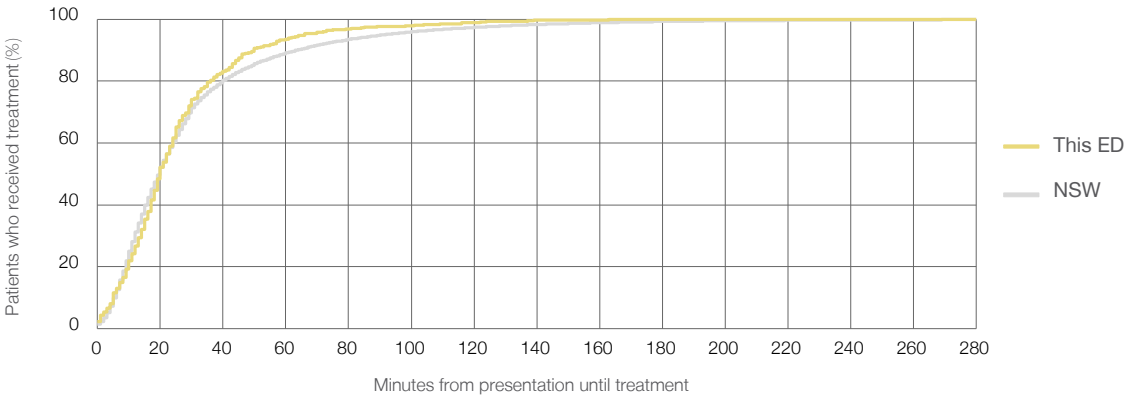
Mudgee District Hospital: Time patients waited to start treatment, triage 3

April to June 2016

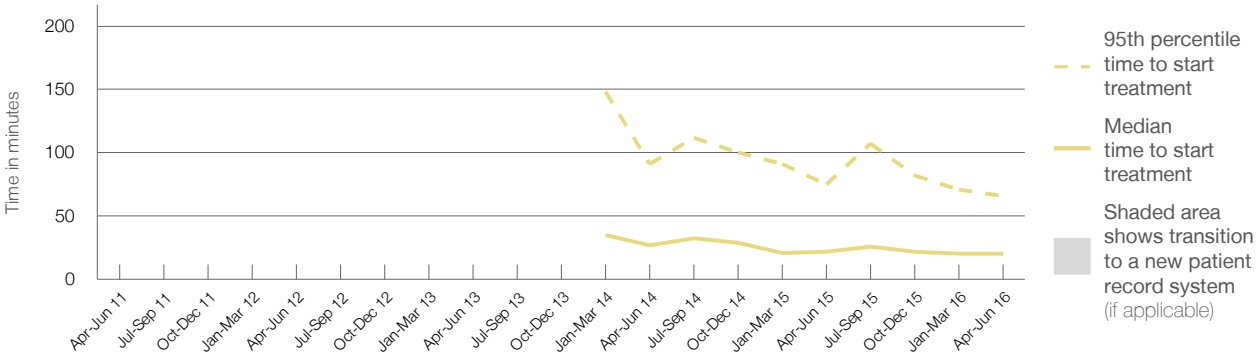
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	623	573	
Number of triage 3 patients used to calculate waiting time:[3]	613	551	
Median time to start treatment[4]	20 minutes	22 minutes	20 minutes
95th percentile time to start treatment[5]	66 minutes	75 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				27	22	20
95th percentile time to start treatment[5] (minutes)				91	75	66

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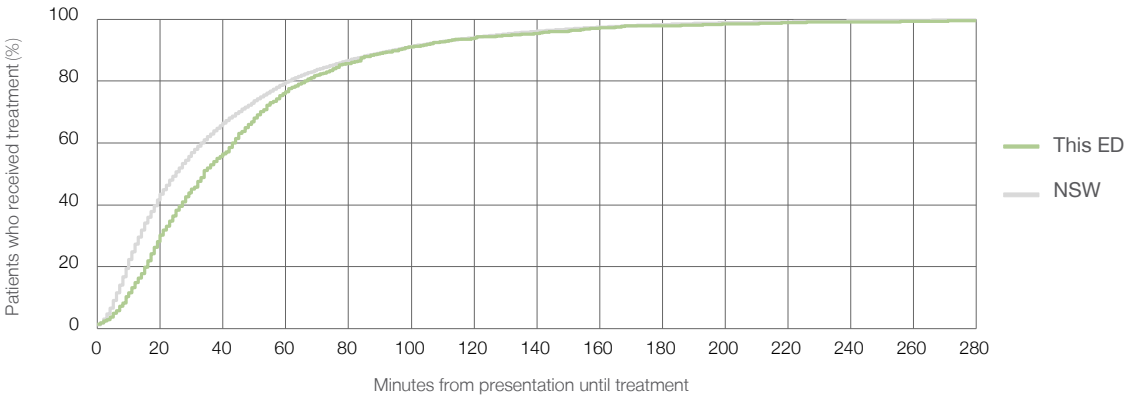
Mudgee District Hospital: Time patients waited to start treatment, triage 4

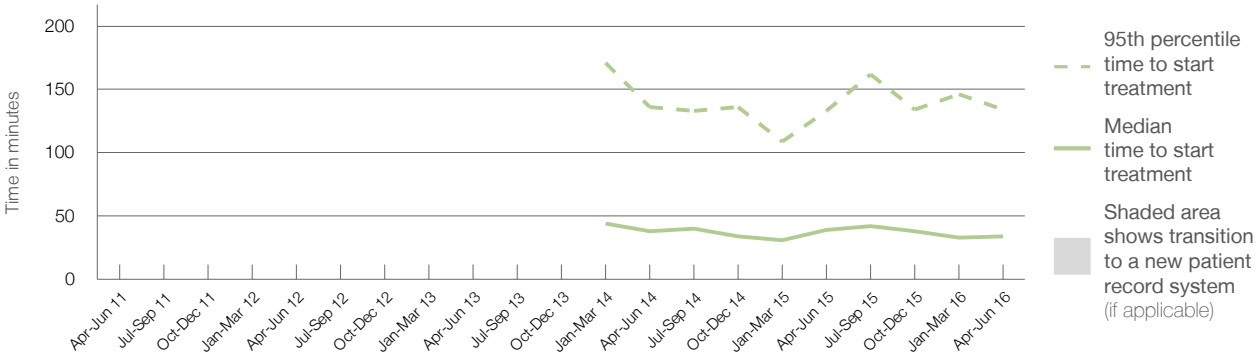
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 1,239		1,402	
Number of triage 4 patients used to calculate waiting time:[3] 1,168		1,190	
Median time to start treatment[4]	34 minutes	39 minutes	25 minutes
95th percentile time to start treatment[5]	134 minutes	133 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				38	39	34
95th percentile time to start treatment[5] (minutes)				136	133	134

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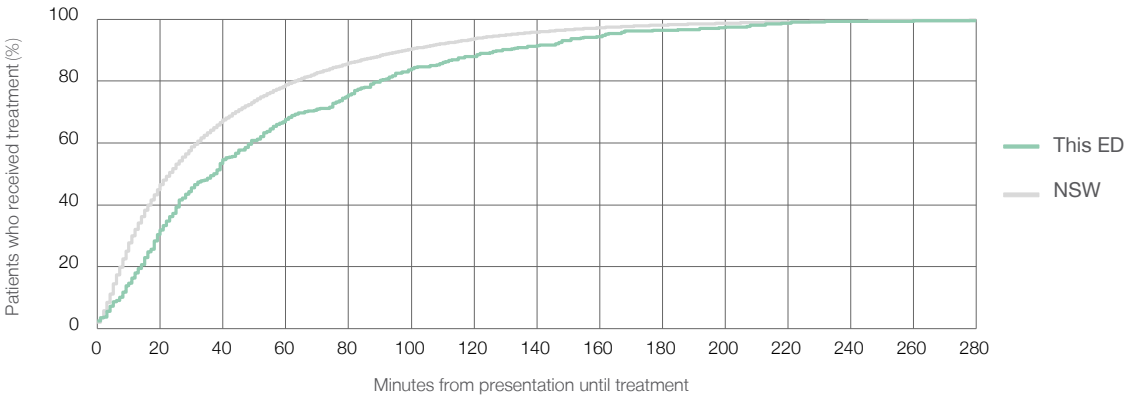
Mudgee District Hospital: Time patients waited to start treatment, triage 5

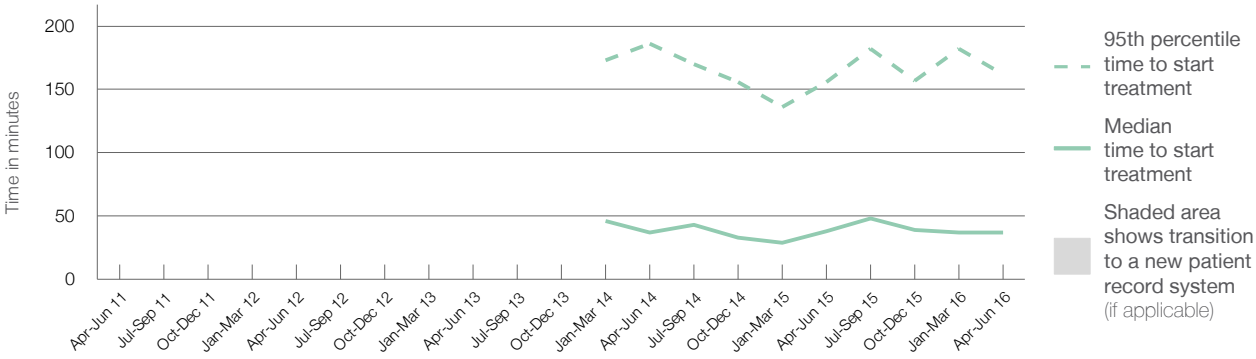
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	491	686	
Number of triage 5 patients used to calculate waiting time:[3]	395	428	
Median time to start treatment[4]	37 minutes	38 minutes	23 minutes
95th percentile time to start treatment[5]	162 minutes	156 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				37	38	37
95th percentile time to start treatment[5] (minutes)				186	156	162

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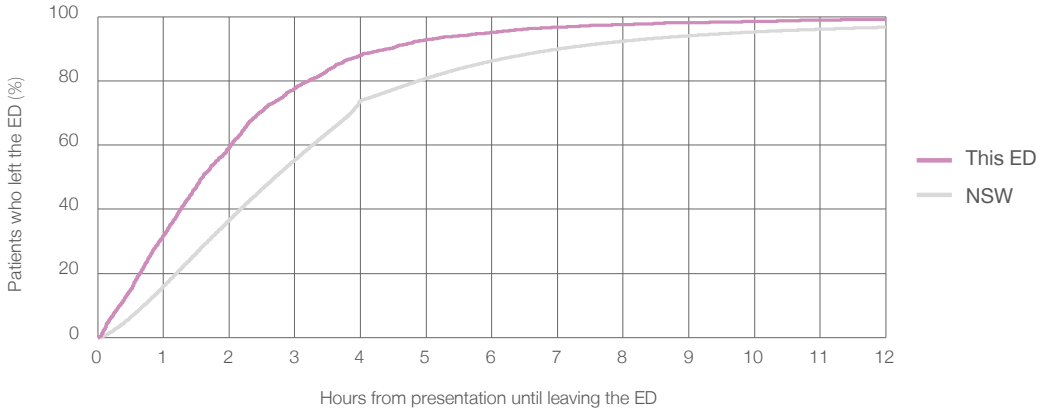
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Mudgee District Hospital: Time patients spent in the ED

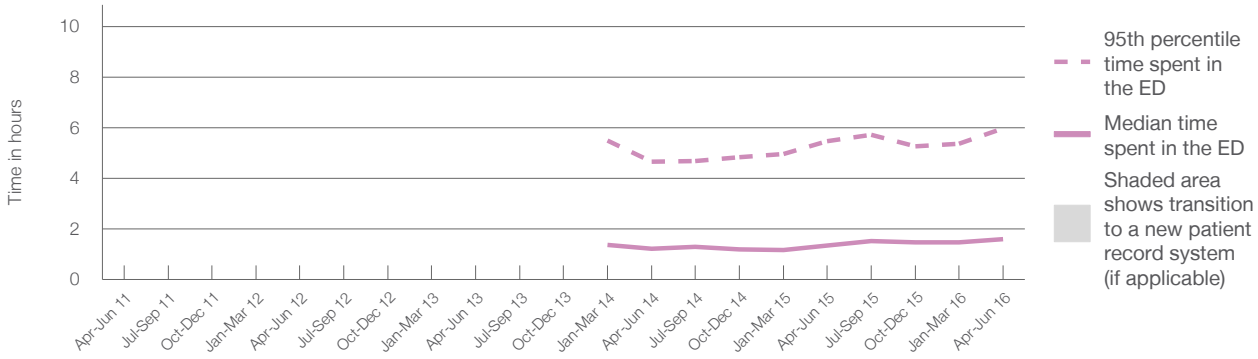
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	2,918 patients	3,094	
Presentations used to calculate time to leaving the ED:[6]	2,917 patients	3,094	
Median time spent in the ED[8]	1 hours and 36 minutes	1 hours and 21 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	5 hours and 59 minutes	5 hours and 29 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)				1h 13m	1h 21m	1h 36m
95th percentile time to leaving the ED[9] (hours, minutes)				4h 40m	5h 29m	5h 59m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

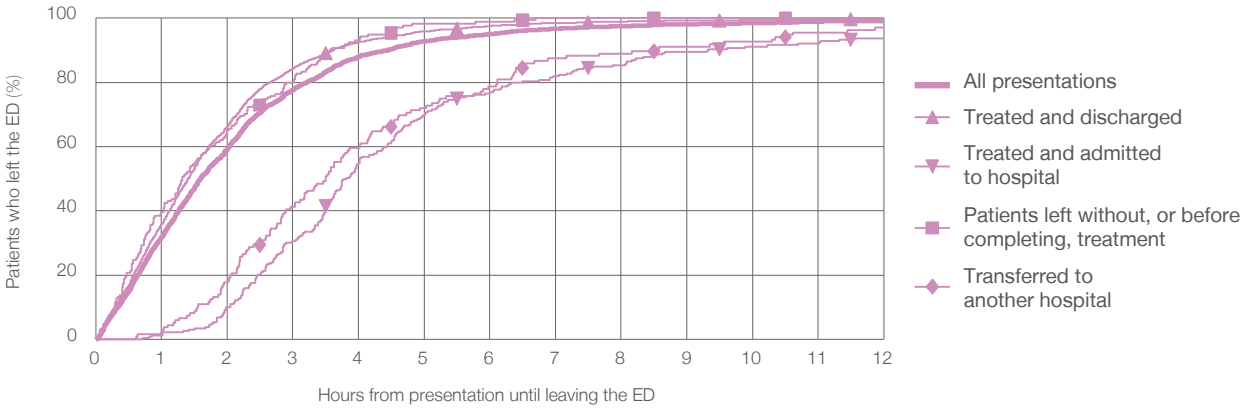
Mudgee District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 2,918 patients

Presentations used to calculate time to leaving the ED:[6] 2,917 patients

		Same period last year	Change since one year ago
Treated and discharged	2,349 (80.5%)	2,620	-10.3%
Treated and admitted to hospital	239 (8.2%)	226	5.8%
Patient left without, or before completing, treatment	174 (6.0%)	102	70.6%
Transferred to another hospital	136 (4.7%)	129	5.4%
Other	20 (0.7%)	17	17.6%
		3,094	-5.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	36.0%	66.5%	84.4%	92.6%	97.6%	99.0%	99.4%	99.8%
Treated and admitted to hospital	1.3%	10.0%	30.5%	54.8%	77.0%	85.4%	91.2%	93.7%
Patient left without, or before completing, treatment	39.7%	64.9%	79.9%	93.1%	98.9%	100%	100%	100%
Transferred to another hospital	2.2%	17.6%	41.2%	59.6%	78.7%	89.0%	92.6%	97.1%
All presentations	31.9%	59.4%	77.6%	88.0%	95.1%	97.5%	98.5%	99.2%

(†) 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 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

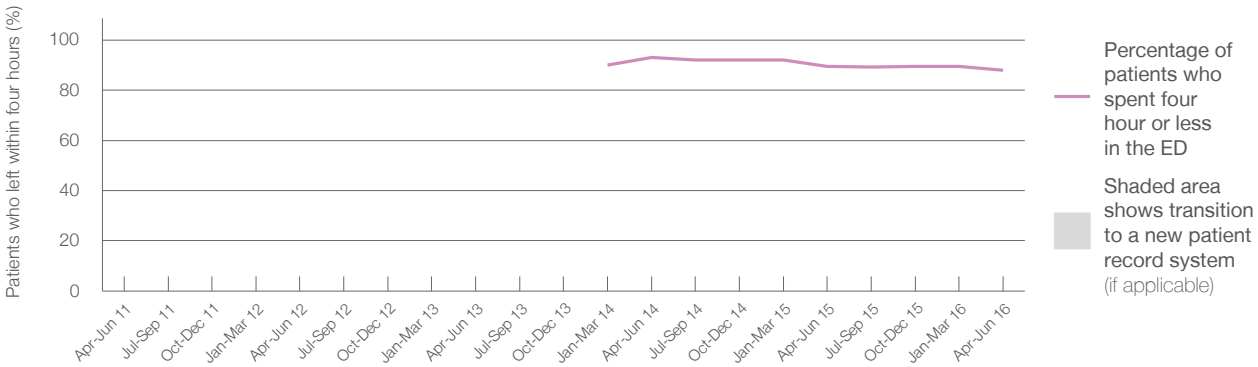
Mudgee District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	2,918 patients	3,094	-5.7%
Presentations used to calculate time to leaving the ED:[6]	2,917 patients	3,094	-5.7%
Percentage of patients who spent four hours or less in the ED	88.0%	89.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)				93.0%	89.4%	88.0%

* 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.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Muswellbrook District Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 2,379 patients	2,179	9.2%
Emergency presentations:[2] 2,255 patients	2,119	6.4%

Muswellbrook District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 131 patients	153	
Median time to start treatment[4]	6 minutes	4 minutes	8 minutes
95th percentile time to start treatment[5]	26 minutes	23 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 522 patients	538	
Median time to start treatment[4]	22 minutes	16 minutes	20 minutes
95th percentile time to start treatment[5]	115 minutes	74 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,251 patients	1,064	
Median time to start treatment[4]	38 minutes	25 minutes	25 minutes
95th percentile time to start treatment[5]	141 minutes	102 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 351 patients	364	
Median time to start treatment[4]	35 minutes	26 minutes	23 minutes
95th percentile time to start treatment[5]	131 minutes	108 minutes	132 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,379 patients		2,179	9.2%
Percentage of patients who spent four hours or less in the ED	89.6%	87.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

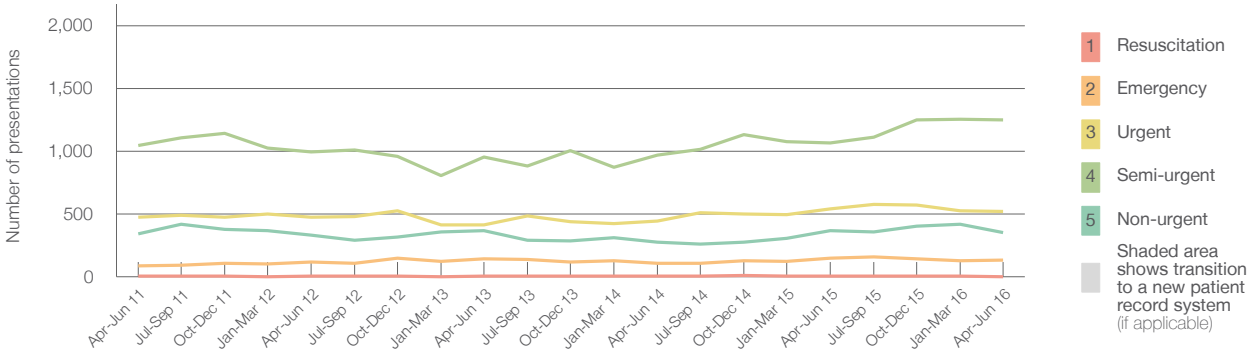
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Muswellbrook District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,379 patients	2,179	9.2%
Emergency presentations[2] by triage category:	2,255 patients	2,119	6.4%
1 Resuscitation	< 5	< 5	*
2 Emergency	131 (5.8%)	153	-12.8%
3 Urgent	522 (23.1%)	538	-3.0%
4 Semi-urgent	1,251 (55.5%)	1,064	17.6%
5 Non-urgent	351 (15.6%)	364	-3.6%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	< 5	6	< 5	5	< 5	< 5
Emergency	88	116	142	106	153	131
Urgent	473	472	411	443	538	522
Semi-urgent	1,043	992	952	968	1,064	1,251
Non-urgent	340	332	366	275	364	351
All emergency presentations	1,944	1,918	1,871	1,797	2,119	2,255

Muswellbrook District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	374 patients	205	
ED Transfer of care time			
Median time	8 minutes	13 minutes	-5 minutes
95th percentile time	25 minutes	237 minutes	-212 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

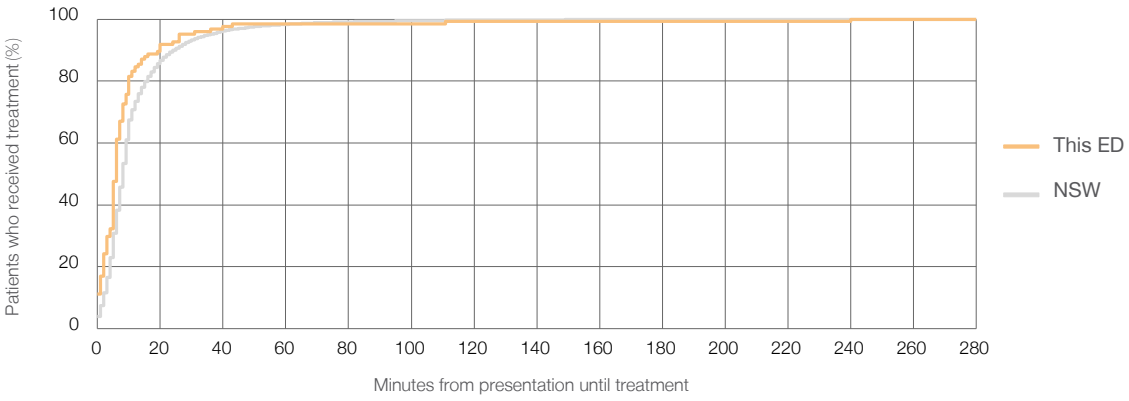
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 2

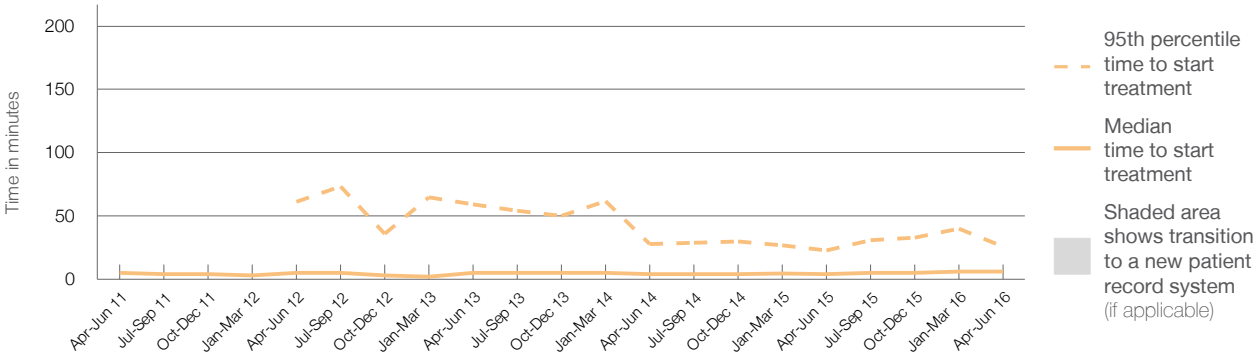
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 131		153	
Number of triage 2 patients used to calculate waiting time:[3] 124		147	
Median time to start treatment[4]	6 minutes	4 minutes	8 minutes
95th percentile time to start treatment[5]	26 minutes	23 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	5	5	5	4	4	6
95th percentile time to start treatment[5] (minutes)	*	61	59	28	23	26

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

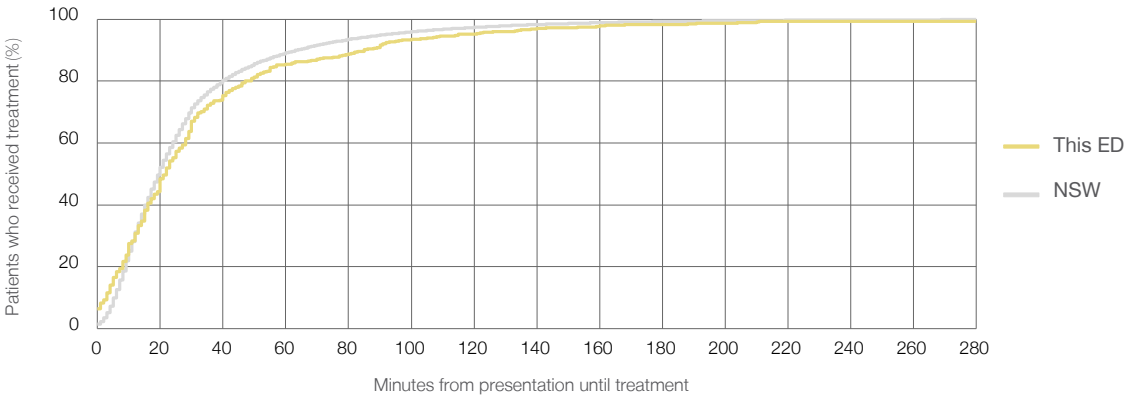
Muswellbrook District Hospital: Time patients waited to start treatment, triage 3

April to June 2016

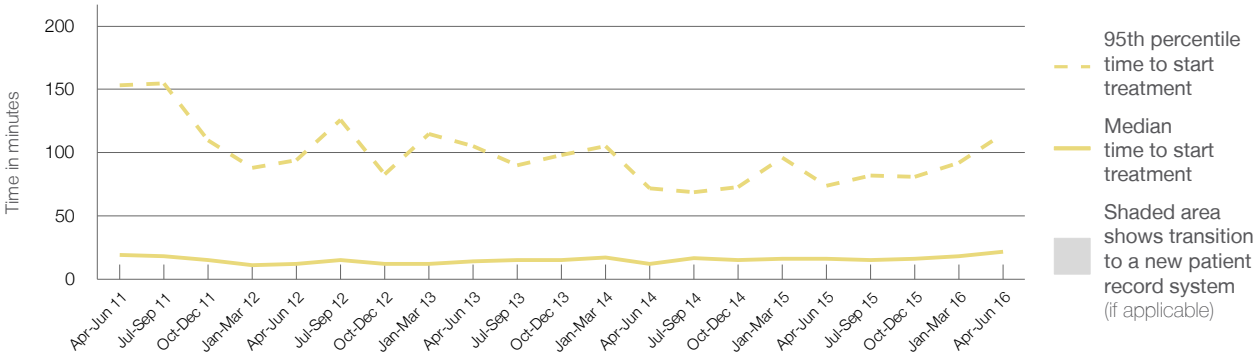
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	522	538	
Number of triage 3 patients used to calculate waiting time:[3]	499	526	
Median time to start treatment[4]	22 minutes	16 minutes	20 minutes
95th percentile time to start treatment[5]	115 minutes	74 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	19	12	14	12	16	22
95th percentile time to start treatment[5] (minutes)	153	94	105	72	74	115

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

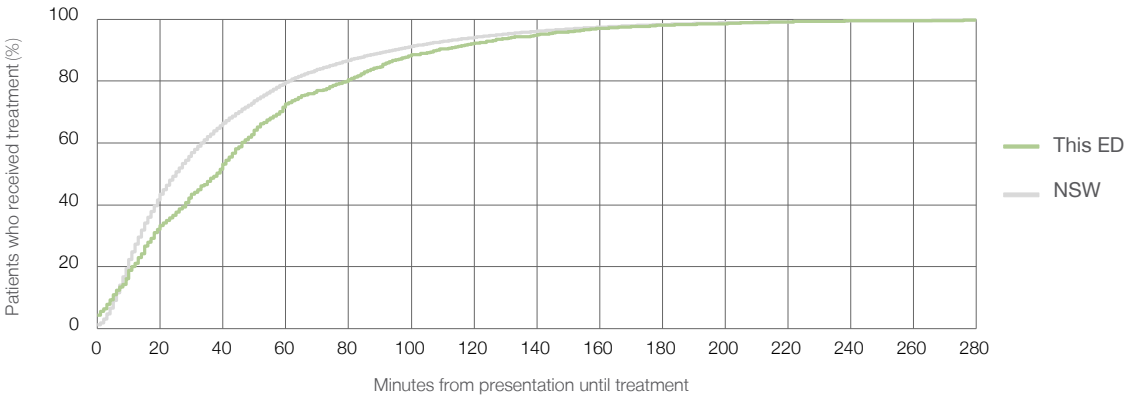
Muswellbrook District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

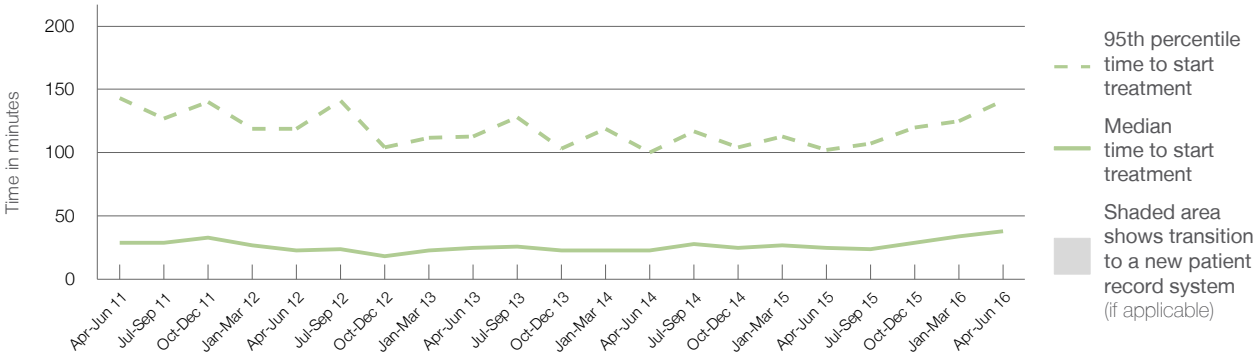
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,251	1,064	
Number of triage 4 patients used to calculate waiting time:[3]	1,137	989	
Median time to start treatment[4]	38 minutes	25 minutes	25 minutes
95th percentile time to start treatment[5]	141 minutes	102 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	29	23	25	23	25	38
95th percentile time to start treatment[5] (minutes)	143	119	113	100	102	141

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

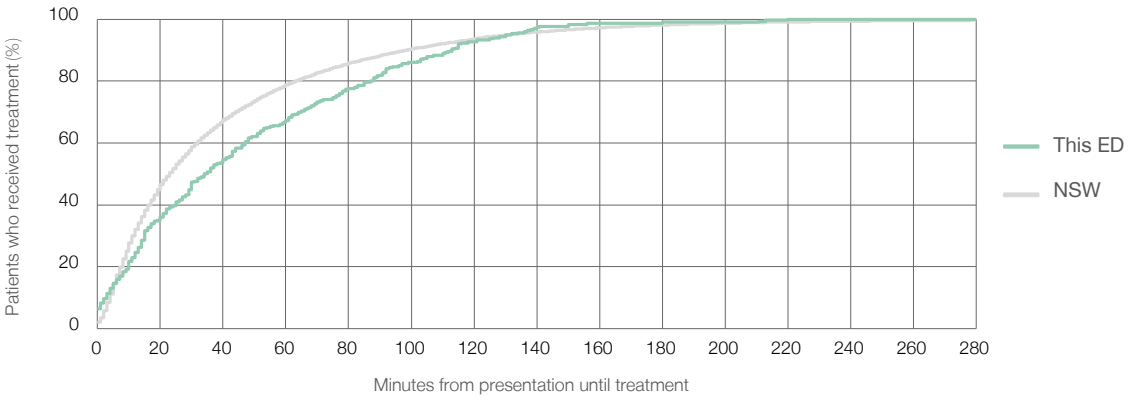
Muswellbrook District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

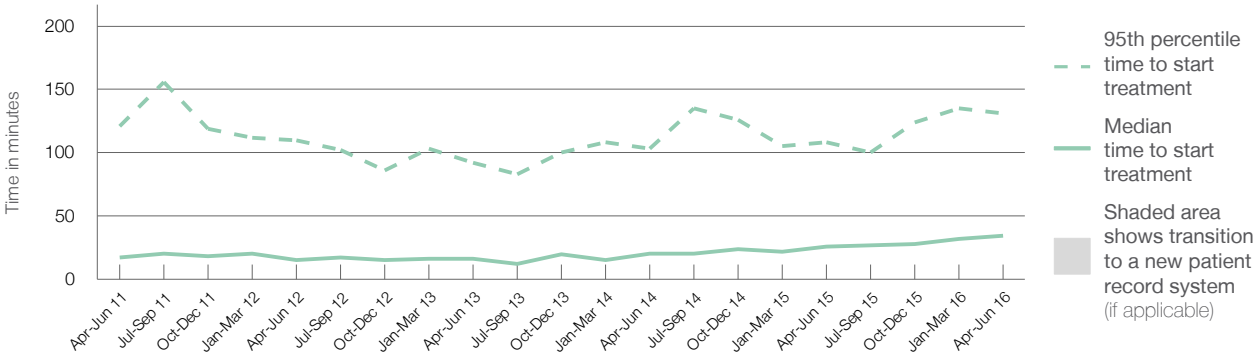
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	351	364	
Number of triage 5 patients used to calculate waiting time:[3]	300	332	
Median time to start treatment[4]	35 minutes	26 minutes	23 minutes
95th percentile time to start treatment[5]	131 minutes	108 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	17	15	16	20	26	35
95th percentile time to start treatment[5] (minutes)	121	110	92	103	108	131

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

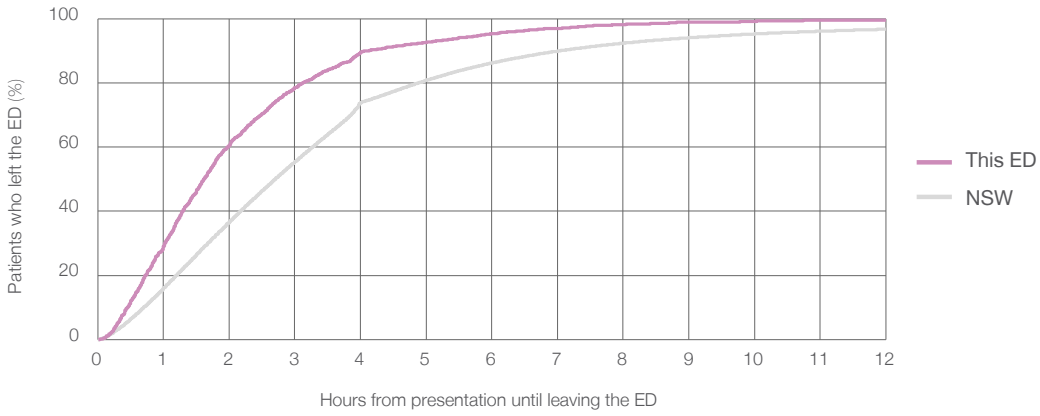
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Muswellbrook District Hospital: Time patients spent in the ED

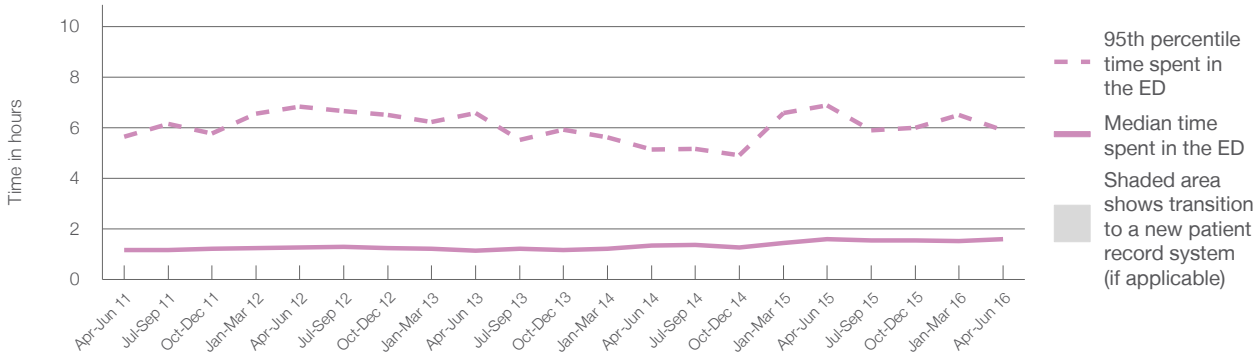
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	2,379 patients	2,179	
Presentations used to calculate time to leaving the ED:[6]	2,379 patients	2,179	
Median time spent in the ED[8]	1 hours and 37 minutes	1 hours and 37 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	5 hours and 54 minutes	6 hours and 53 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 11m	1h 16m	1h 9m	1h 21m	1h 37m	1h 37m
95th percentile time to leaving the ED[9] (hours, minutes)	5h 39m	6h 50m	6h 35m	5h 8m	6h 53m	5h 54m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

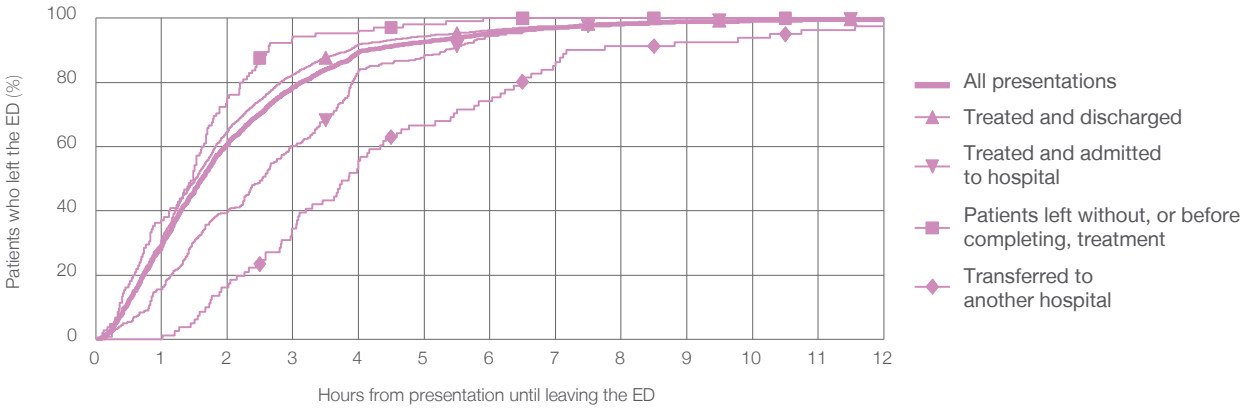
Muswellbrook District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 2,379 patients

Presentations used to calculate time to leaving the ED:[6] 2,379 patients

		Same period last year	Change since one year ago
		2,179	9.2%
Treated and discharged	1,824 (76.7%)	1,612	13.2%
Treated and admitted to hospital	277 (11.6%)	298	-7.0%
Patient left without, or before completing, treatment	105 (4.4%)	90	16.7%
Transferred to another hospital	81 (3.4%)	116	-30.2%
Other	92 (3.9%)	63	46.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	30.9%	64.6%	82.6%	91.8%	96.2%	98.6%	99.6%	99.8%
Treated and admitted to hospital	15.5%	39.7%	60.3%	83.8%	94.6%	98.2%	99.3%	100%
Patient left without, or before completing, treatment	37.1%	75.2%	94.3%	96.2%	100%	100%	100%	100%
Transferred to another hospital	0%	16.0%	34.6%	55.6%	74.1%	91.4%	93.8%	97.5%
All presentations	29.1%	60.7%	78.5%	89.6%	95.3%	98.2%	99.2%	99.6%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

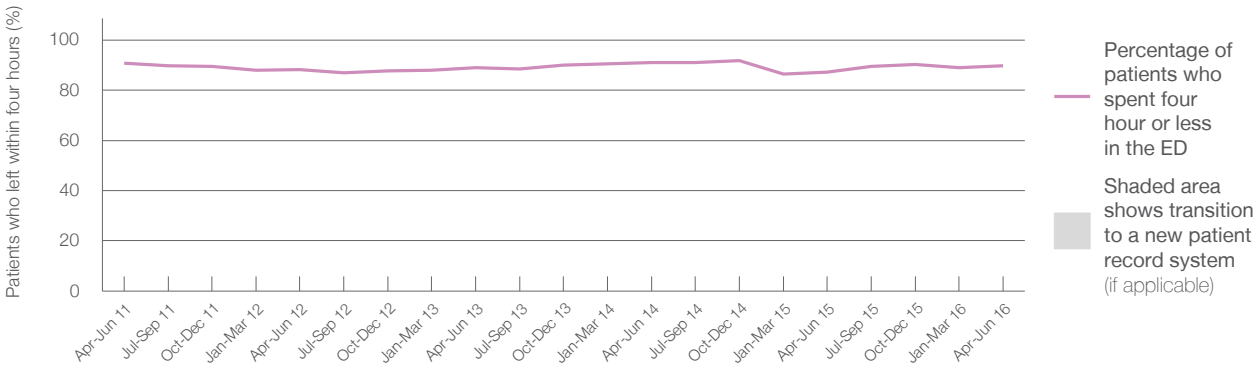
Muswellbrook District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	2,379 patients	2,179	9.2%
Presentations used to calculate time to leaving the ED:[6]	2,379 patients	2,179	9.2%
Percentage of patients who spent four hours or less in the ED	89.6%	87.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	90.6%	88.2%	89.0%	91.0%	87.1%	89.6%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Narrabri District Hospital: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	1,477 patients	1,368	8.0%
Emergency presentations:[2]	1,462 patients	1,359	7.6%

Narrabri District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	133 patients	78	
Median time to start treatment[4]	4 minutes	4 minutes	8 minutes
95th percentile time to start treatment[5]	10 minutes	*	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	400 patients	407	
Median time to start treatment[4]	15 minutes	10 minutes	20 minutes
95th percentile time to start treatment[5]	55 minutes	53 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	602 patients	550	
Median time to start treatment[4]	23 minutes	13 minutes	25 minutes
95th percentile time to start treatment[5]	81 minutes	65 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	327 patients	324	
Median time to start treatment[4]	20 minutes	10 minutes	23 minutes
95th percentile time to start treatment[5]	96 minutes	66 minutes	132 minutes

Narrabri District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	1,477 patients	1,368	8.0%
Percentage of patients who spent four hours or less in the ED	91.5%	93.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

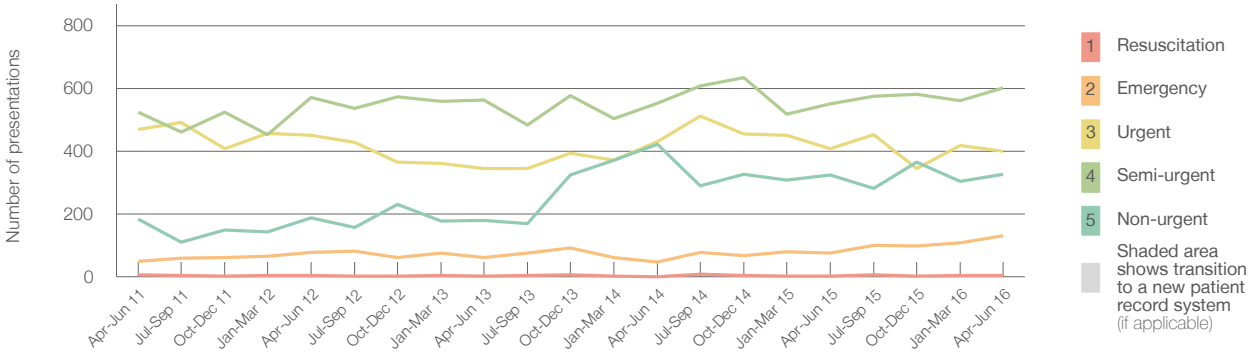
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Narrabri District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	1,477 patients	1,368	8.0%
Emergency presentations[2] by triage category:	1,462 patients	1,359	7.6%
1 Resuscitation	< 5	< 5	*
2 Emergency	133 (8.9%)	78	71.1%
3 Urgent	400 (27.4%)	407	-1.7%
4 Semi-urgent	602 (41.2%)	550	9.5%
5 Non-urgent	327 (22.4%)	324	0.9%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	5	< 5	< 5	0	< 5	< 5
Emergency	49	82	61	46	78	133
Urgent	469	451	345	431	407	400
Semi-urgent	524	572	563	553	550	602
Non-urgent	183	187	179	423	324	327
All emergency presentations	1,230	1,292	1,148	1,453	1,359	1,462

Narrabri District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	101 patients **	81	
ED Transfer of care time			
Median time	7 minutes	5 minutes	2 minutes
95th percentile time	20 minutes	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

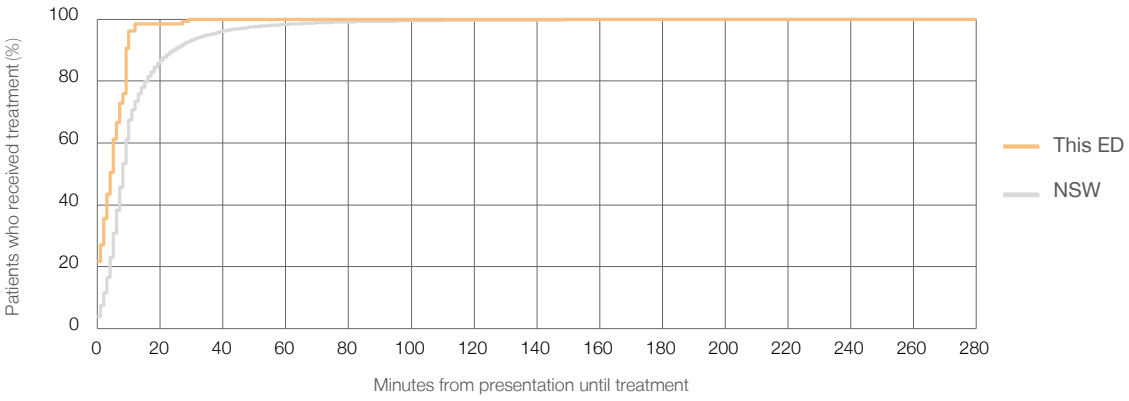
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Narrabri District Hospital: Time patients waited to start treatment, triage 2

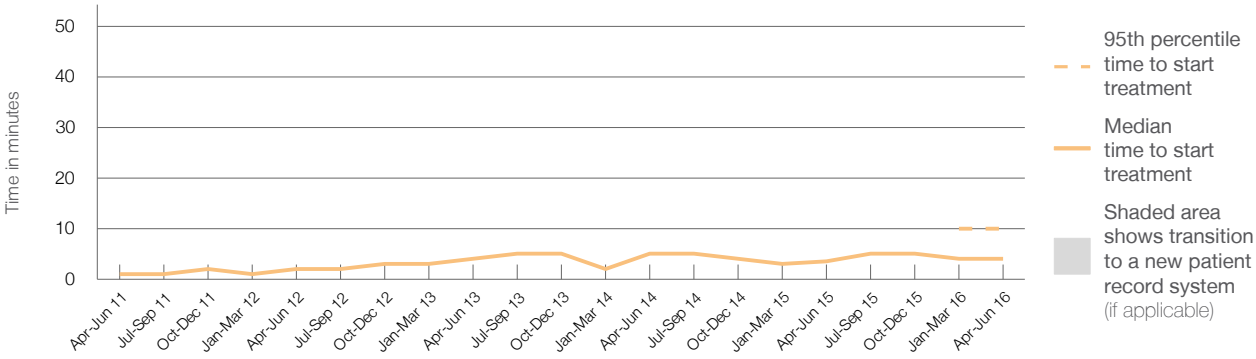
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 133		78	
Number of triage 2 patients used to calculate waiting time:[3] 129		76	
Median time to start treatment[4]	4 minutes	4 minutes	8 minutes
95th percentile time to start treatment[5]	10 minutes	*	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	1	2	4	5	4	4
95th percentile time to start treatment[5] (minutes)	*	*	*	*	*	10

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

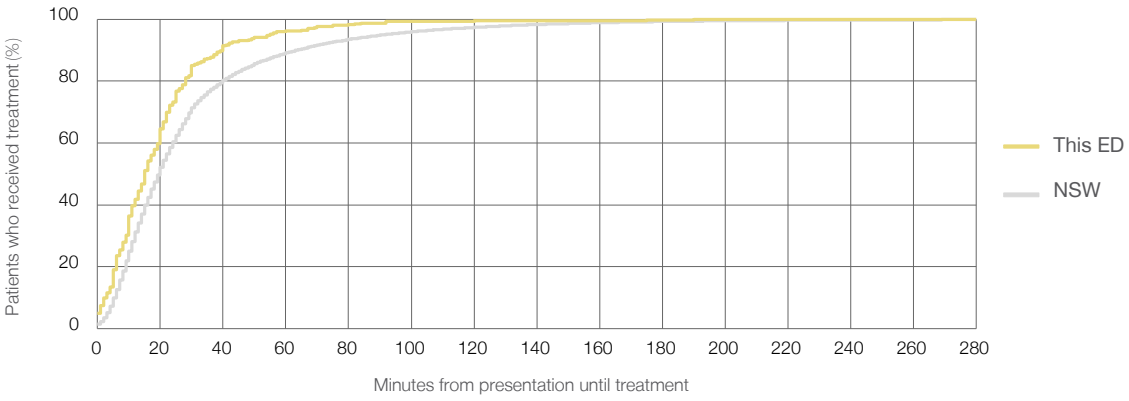
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients waited to start treatment, triage 3

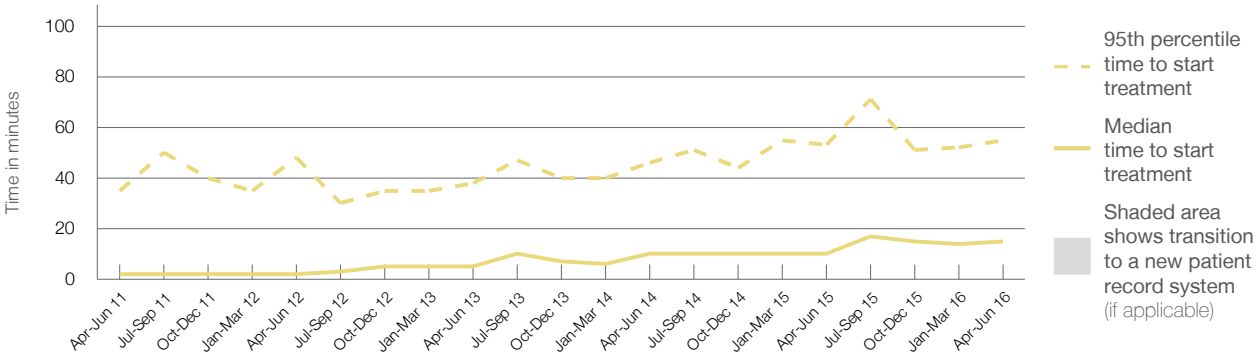
April to June 2016

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	400	407	
Number of triage 3 patients used to calculate waiting time:[3]	393	405	
Median time to start treatment[4]	15 minutes	10 minutes	20 minutes
95th percentile time to start treatment[5]	55 minutes	53 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	2	2	5	10	10	15
95th percentile time to start treatment[5] (minutes)	35	48	38	46	53	55

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

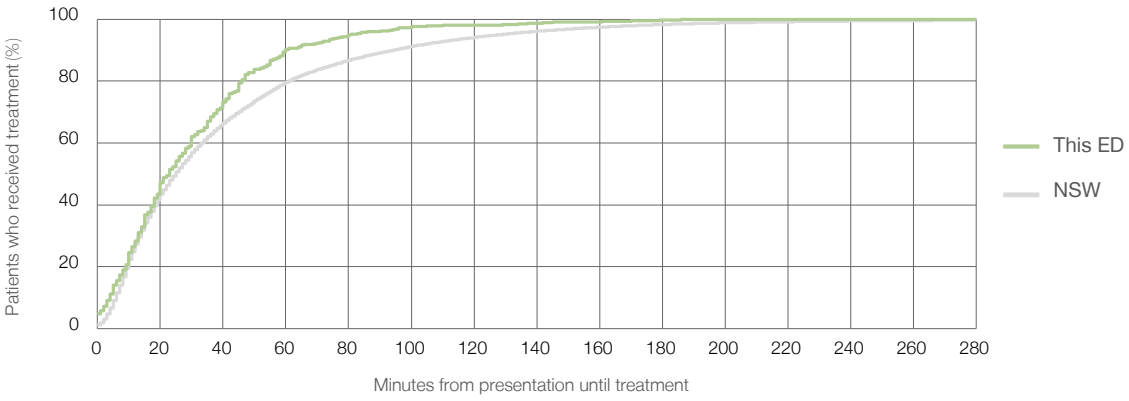
Narrabri District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

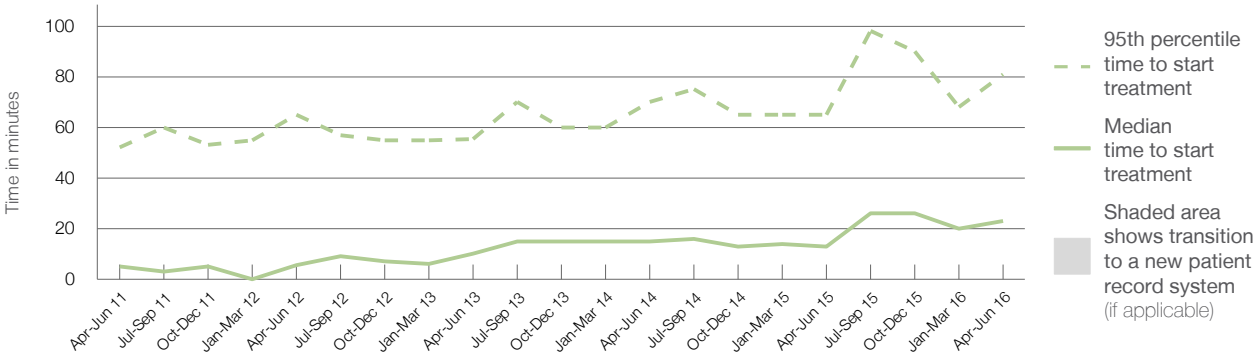
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	602	550	
Number of triage 4 patients used to calculate waiting time:[3]	592	546	
Median time to start treatment[4]	23 minutes	13 minutes	25 minutes
95th percentile time to start treatment[5]	81 minutes	65 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	5	6	10	15	13	23
95th percentile time to start treatment[5] (minutes)	52	65	56	70	65	81

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

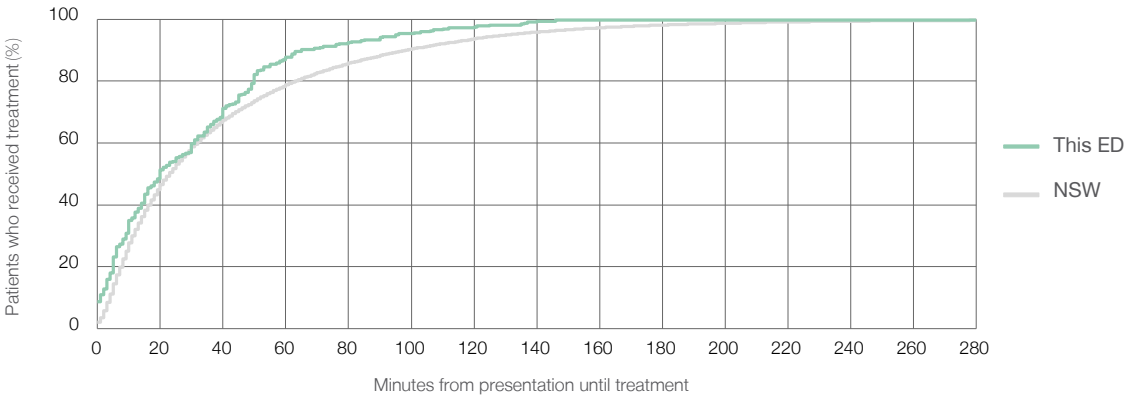
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients waited to start treatment, triage 5

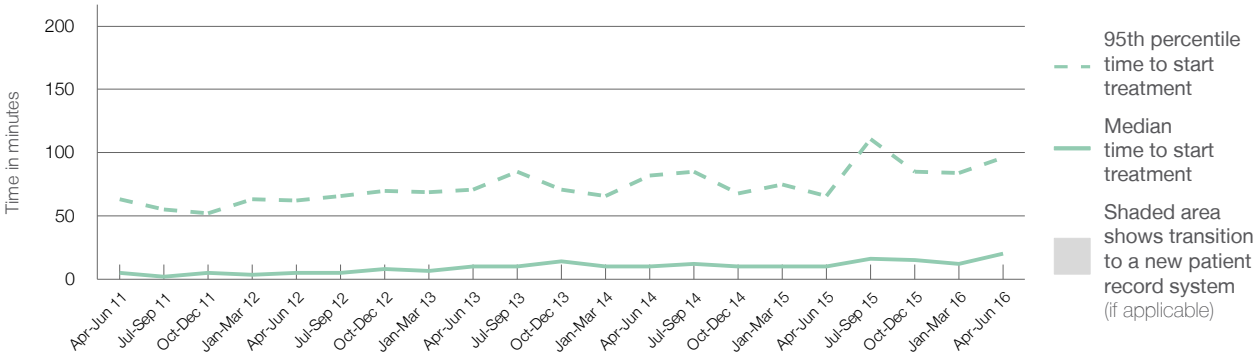
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	327	324	
Number of triage 5 patients used to calculate waiting time:[3]	318	321	
Median time to start treatment[4]	20 minutes	10 minutes	23 minutes
95th percentile time to start treatment[5]	96 minutes	66 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	5	5	10	10	10	20
95th percentile time to start treatment[5] (minutes)	63	62	71	82	66	96

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

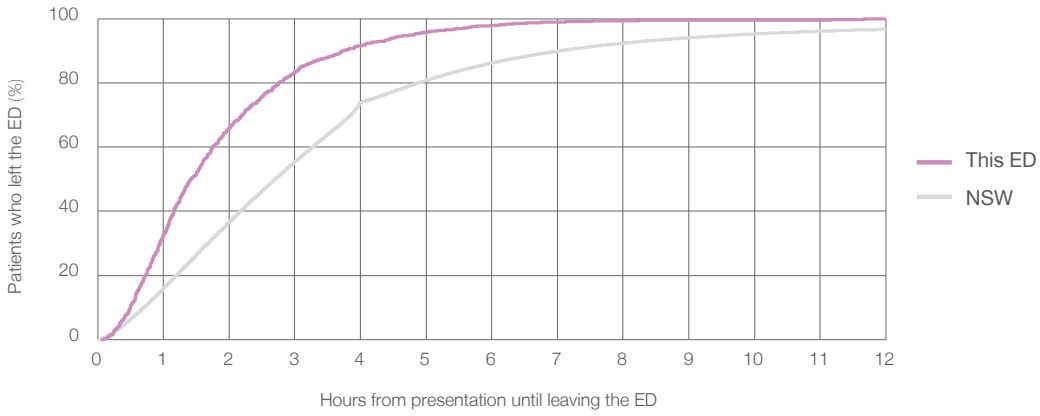
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Narrabri District Hospital: Time patients spent in the ED

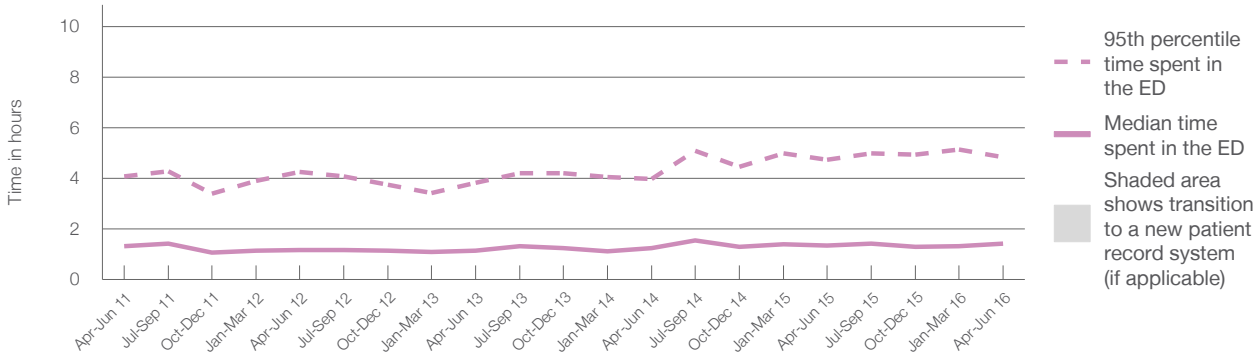
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	1,477 patients	1,368	
Presentations used to calculate time to leaving the ED:[6]	1,477 patients	1,368	
Median time spent in the ED[8]	1 hours and 25 minutes	1 hours and 22 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	4 hours and 50 minutes	4 hours and 44 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 20m	1h 10m	1h 9m	1h 15m	1h 22m	1h 25m
95th percentile time to leaving the ED[9] (hours, minutes)	4h 5m	4h 15m	3h 50m	3h 59m	4h 44m	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 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.

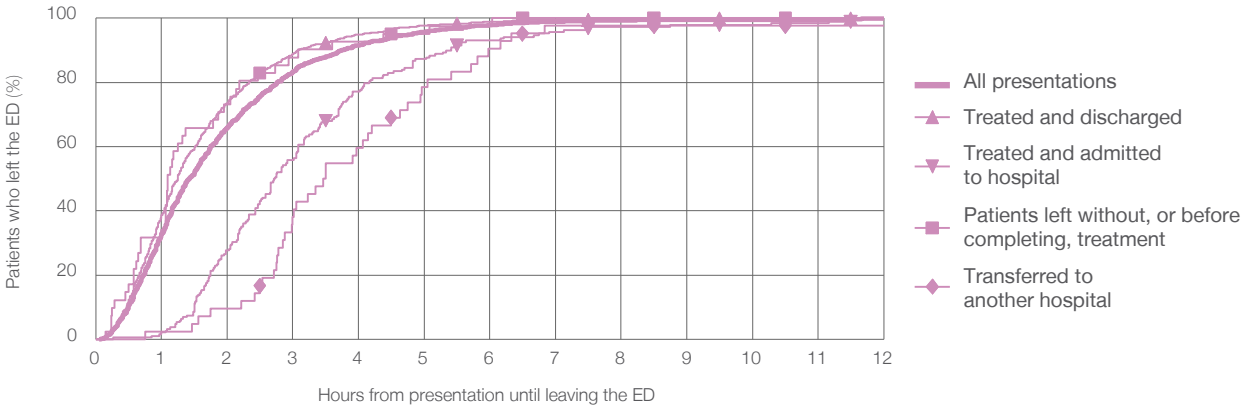
Narrabri District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 1,477 patients

Presentations used to calculate time to leaving the ED:[6] 1,477 patients

		Same period last year	Change since one year ago
Treated and discharged	1,202 (81.4%)	1,116	7.7%
Treated and admitted to hospital	188 (12.7%)	203	-7.4%
Patient left without, or before completing, treatment	41 (2.8%)	17	141.2%
Transferred to another hospital	42 (2.8%)	31	35.5%
Other	4 (0.3%)	1	300.0%
		1,368	8.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	38.7%	73.6%	89.0%	94.8%	98.8%	99.8%	99.8%	99.9%
Treated and admitted to hospital	2.1%	27.7%	55.9%	77.1%	93.1%	97.3%	97.9%	100%
Patient left without, or before completing, treatment	34.1%	73.2%	87.8%	92.7%	97.6%	100%	100%	100%
Transferred to another hospital	2.4%	9.5%	38.1%	59.5%	90.5%	97.6%	97.6%	97.6%
All presentations	32.9%	65.9%	83.3%	91.5%	97.8%	99.4%	99.5%	99.9%

(†) 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 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.

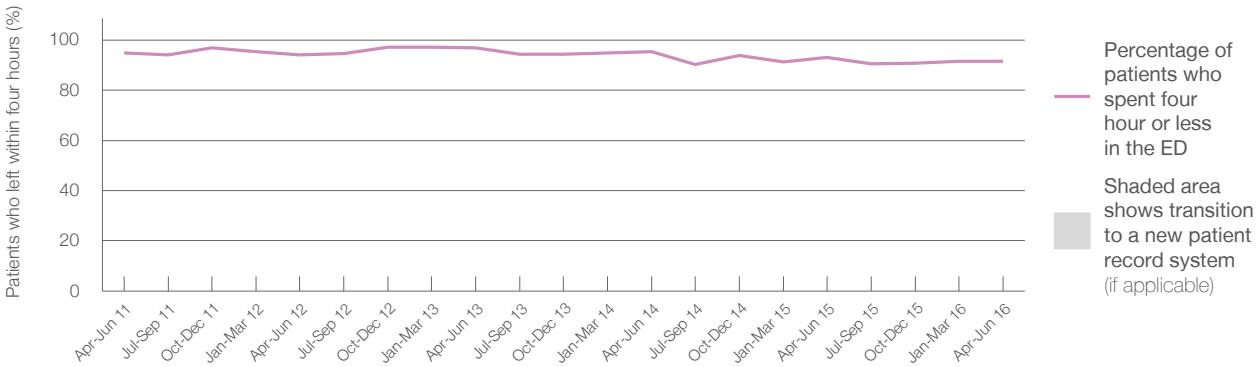
Narrabri District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	1,477 patients	1,368	8.0%
Presentations used to calculate time to leaving the ED:[6]	1,477 patients	1,368	8.0%
Percentage of patients who spent four hours or less in the ED	91.5%	93.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	94.7%	94.1%	96.8%	95.3%	93.1%	91.5%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Parkes District Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 2,785 patients	2,649	5.1%
Emergency presentations:[2] 2,243 patients	2,300	-2.5%

Parkes District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 260 patients	187	
Median time to start treatment[4]	6 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	15 minutes	13 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 427 patients	419	
Median time to start treatment[4]	13 minutes	12 minutes	20 minutes
95th percentile time to start treatment[5]	57 minutes	46 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,038 patients	1,072	
Median time to start treatment[4]	19 minutes	15 minutes	25 minutes
95th percentile time to start treatment[5]	69 minutes	69 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 504 patients	622	
Median time to start treatment[4]	22 minutes	16 minutes	23 minutes
95th percentile time to start treatment[5]	120 minutes	82 minutes	132 minutes

Parkes District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,785 patients		2,649	5.1%
Percentage of patients who spent four hours or less in the ED	89.8%	90.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

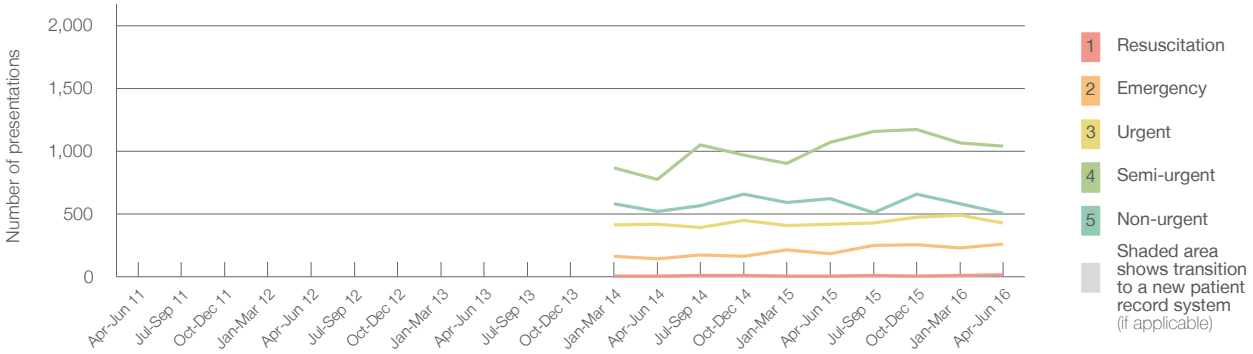
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Parkes District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,785 patients	2,649	5.1%
Emergency presentations[2] by triage category:	2,243 patients	2,300	-2.5%
1 Resuscitation	14 (0.6%)	< 5	*
2 Emergency	260 (11.6%)	187	40.5%
3 Urgent	427 (19.0%)	419	1.9%
4 Semi-urgent	1,038 (46.3%)	1,072	-3.2%
5 Non-urgent	504 (22.5%)	622	-19.0%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation				5	< 5	14
Emergency				142	187	260
Urgent				418	419	427
Semi-urgent				776	1,072	1,038
Non-urgent				521	622	504
All emergency presentations				1,862	2,300	2,243

Parkes District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	93 patients **	153	
ED Transfer of care time			
Median time	13 minutes	22 minutes	-9 minutes
95th percentile time	*	91 minutes	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

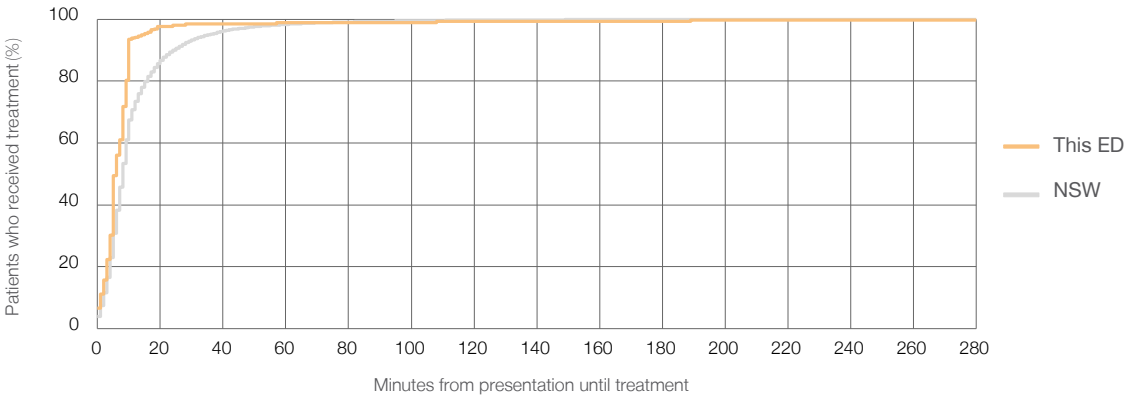
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Parkes District Hospital: Time patients waited to start treatment, triage 2

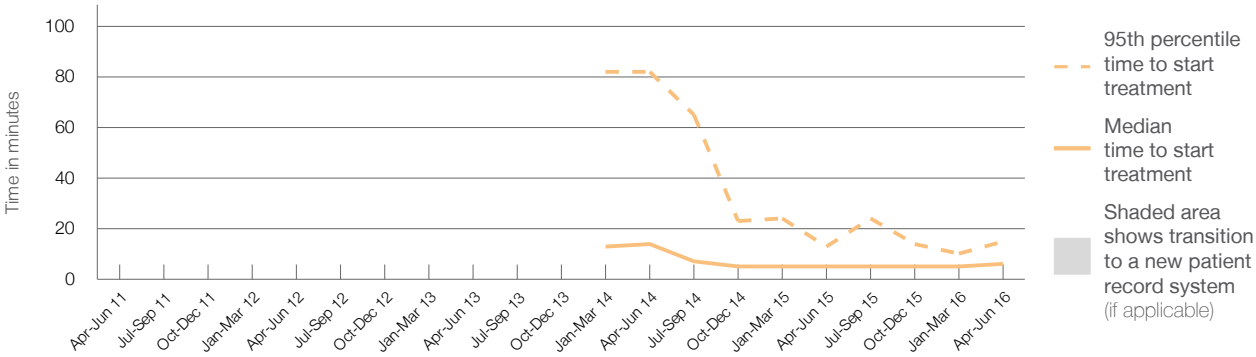
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 260		187	
Number of triage 2 patients used to calculate waiting time:[3] 259		185	
Median time to start treatment[4]	6 minutes	5 minutes	8 minutes
95th percentile time to start treatment[5]	15 minutes	13 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				14	5	6
95th percentile time to start treatment[5] (minutes)				82	13	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 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.

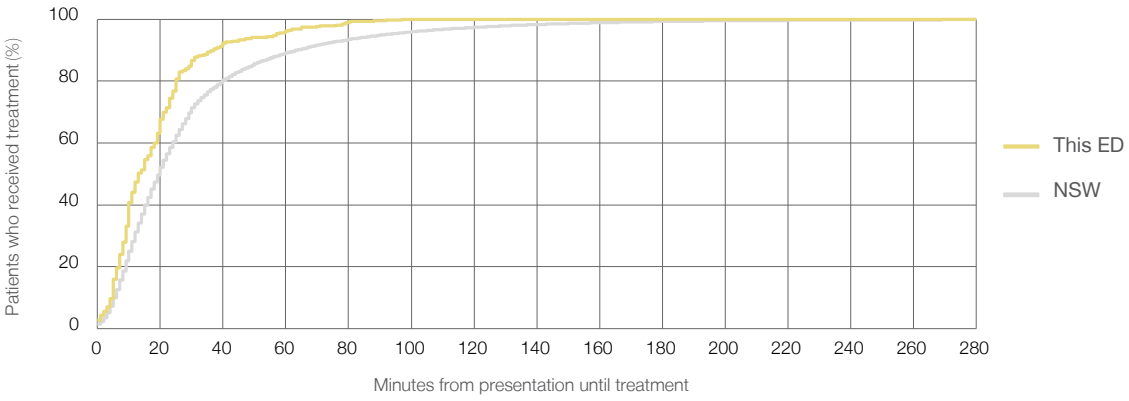
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Parkes District Hospital: Time patients waited to start treatment, triage 3

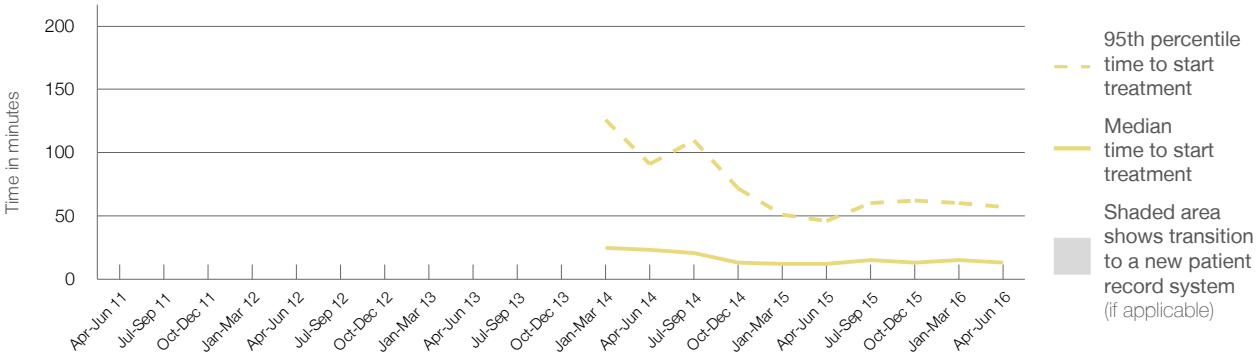
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 427		419	
Number of triage 3 patients used to calculate waiting time:[3] 413		409	
Median time to start treatment[4]	13 minutes	12 minutes	20 minutes
95th percentile time to start treatment[5]	57 minutes	46 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				24	12	13
95th percentile time to start treatment[5] (minutes)				91	46	57

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

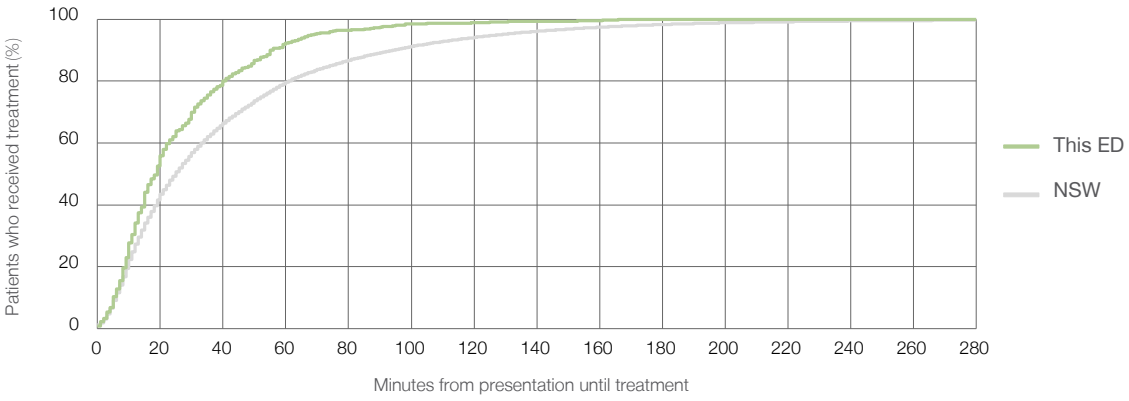
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Parkes District Hospital: Time patients waited to start treatment, triage 4

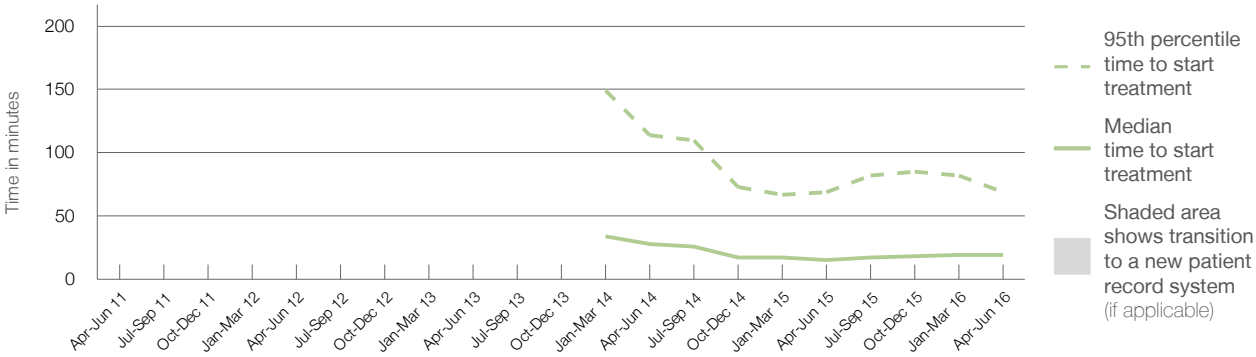
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 1,038		1,072	
Number of triage 4 patients used to calculate waiting time:[3] 954		1,042	
Median time to start treatment[4]	19 minutes	15 minutes	25 minutes
95th percentile time to start treatment[5]	69 minutes	69 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				28	15	19
95th percentile time to start treatment[5] (minutes)				114	69	69

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

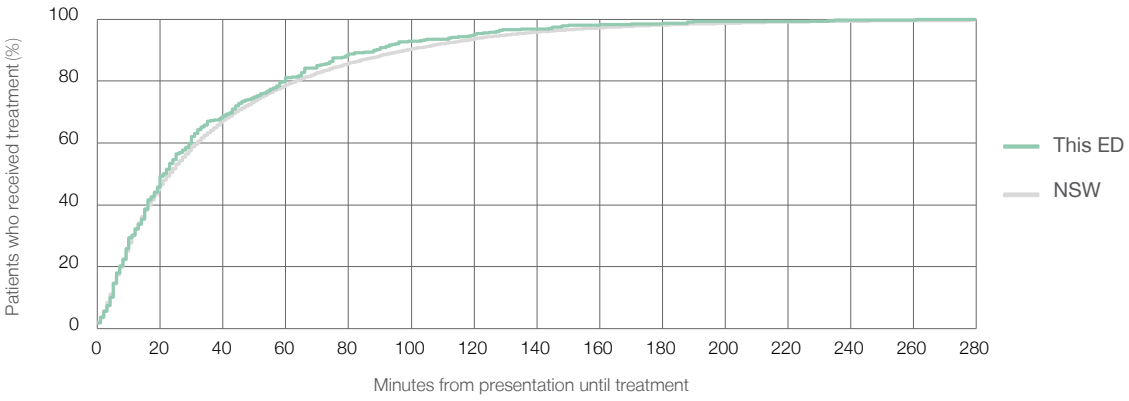
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Parkes District Hospital: Time patients waited to start treatment, triage 5

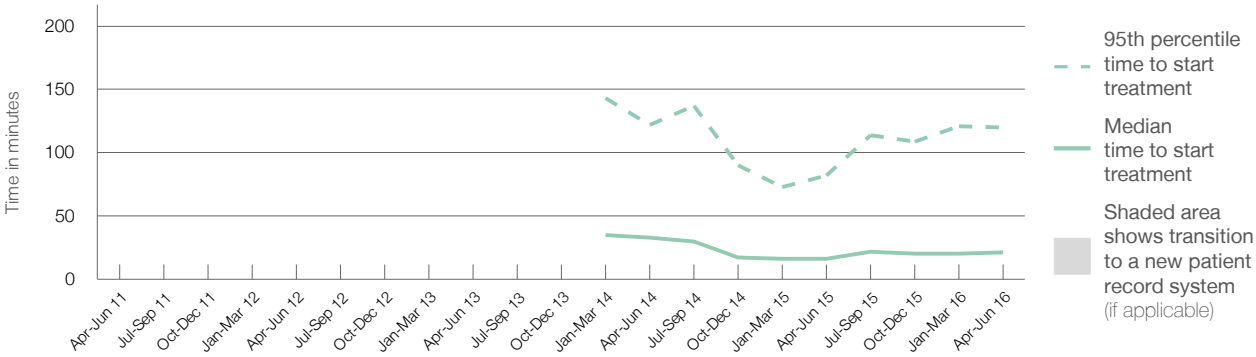
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 504		622	
Number of triage 5 patients used to calculate waiting time:[3] 406		575	
Median time to start treatment[4]	22 minutes	16 minutes	23 minutes
95th percentile time to start treatment[5]	120 minutes	82 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)				33	16	22
95th percentile time to start treatment[5] (minutes)				122	82	120

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

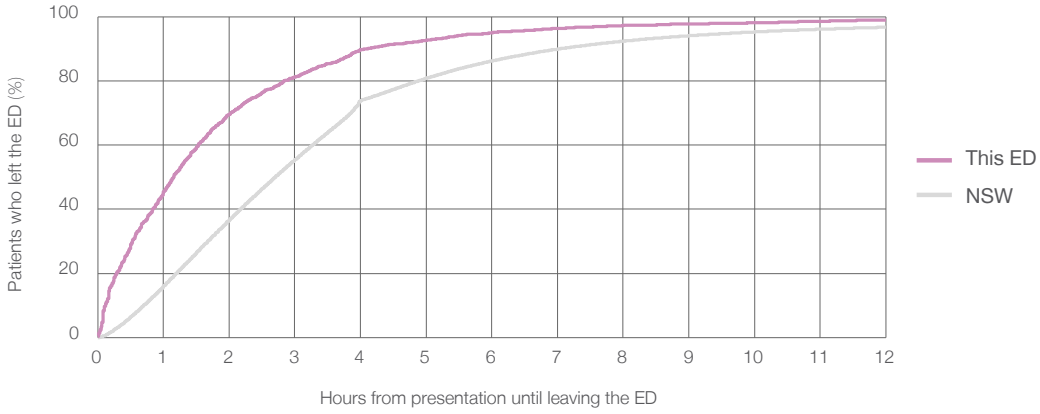
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Parkes District Hospital: Time patients spent in the ED

April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	2,785 patients	2,649	
Presentations used to calculate time to leaving the ED:[6]	2,785 patients	2,649	
Median time spent in the ED[8]	1 hours and 9 minutes	1 hours and 7 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	6 hours and 0 minutes	5 hours and 45 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)				0h 57m	1h 7m	1h 9m
95th percentile time to leaving the ED[9] (hours, minutes)				6h 21m	5h 45m	6h 0m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

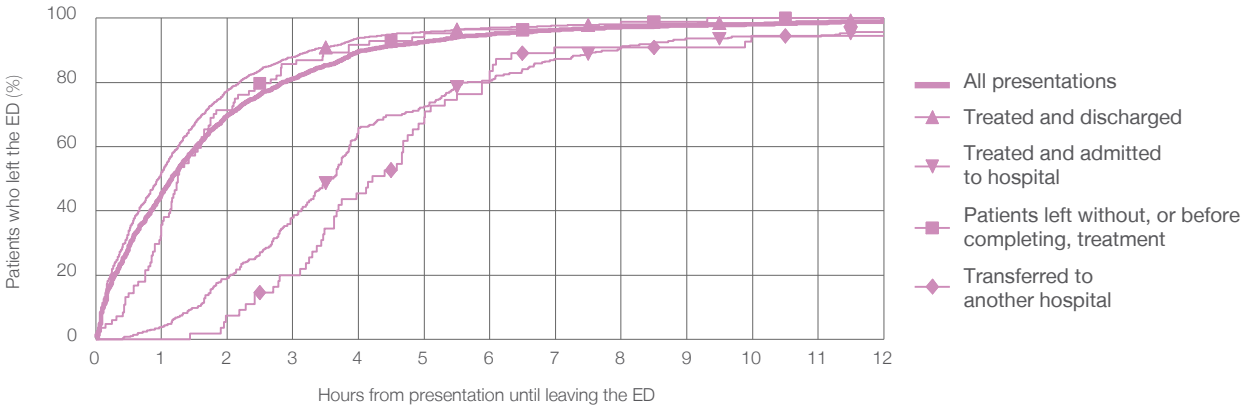
Parkes District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 2,785 patients

Presentations used to calculate time to leaving the ED:[6] 2,785 patients

		Same period last year	Change since one year ago
Treated and discharged	2,345 (84.2%)	2,316	1.3%
Treated and admitted to hospital	298 (10.7%)	220	35.5%
Patient left without, or before completing, treatment	84 (3.0%)	59	42.4%
Transferred to another hospital	55 (2.0%)	51	7.8%
Other	3 (0.1%)	3	0.0%
		2,649	5.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	52.1%	77.5%	87.9%	93.8%	97.1%	98.1%	98.6%	99.4%
Treated and admitted to hospital	3.7%	19.1%	37.9%	65.8%	80.5%	90.9%	94.3%	95.6%
Patient left without, or before completing, treatment	35.7%	71.4%	85.7%	91.7%	96.4%	98.8%	100%	100%
Transferred to another hospital	0%	7.3%	20.0%	45.5%	83.6%	90.9%	94.5%	94.5%
All presentations	45.4%	69.7%	81.2%	89.8%	95.0%	97.2%	98.1%	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 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

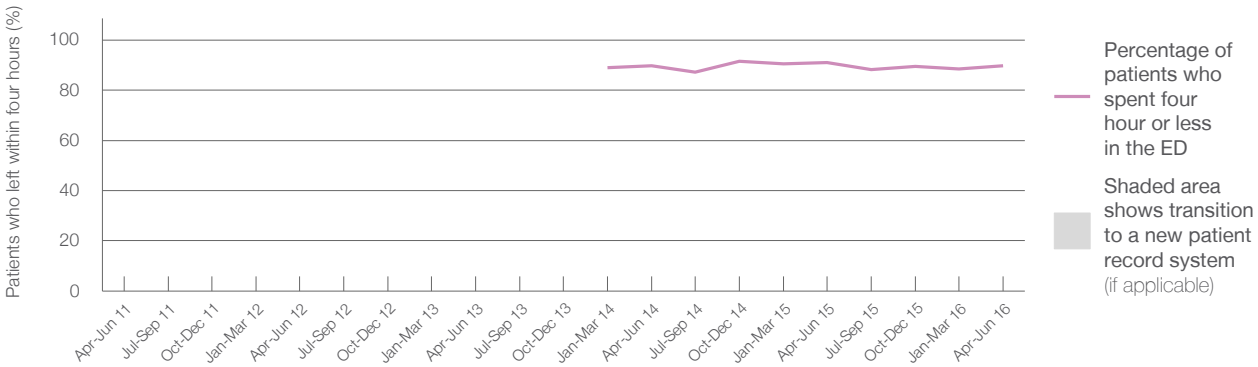
Parkes District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	2,785 patients	2,649	5.1%
Presentations used to calculate time to leaving the ED:[6]	2,785 patients	2,649	5.1%
Percentage of patients who spent four hours or less in the ED	89.8%	90.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)				89.6%	90.9%	89.8%

* 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.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Queanbeyan Health Service: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	4,254 patients	4,323	-1.6%
Emergency presentations:[2]	4,133 patients	4,156	-0.6%

Queanbeyan Health Service: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	274 patients	267	
Median time to start treatment[4]	9 minutes	10 minutes	8 minutes
95th percentile time to start treatment[5]	28 minutes	38 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,116 patients	1,074	
Median time to start treatment[4]	21 minutes	23 minutes	20 minutes
95th percentile time to start treatment[5]	82 minutes	92 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	2,114 patients	2,012	
Median time to start treatment[4]	28 minutes	30 minutes	25 minutes
95th percentile time to start treatment[5]	151 minutes	145 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	629 patients	803	
Median time to start treatment[4]	25 minutes	28 minutes	23 minutes
95th percentile time to start treatment[5]	148 minutes	180 minutes	132 minutes

Queanbeyan Health Service: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	4,254 patients	4,323	-1.6%
Percentage of patients who spent four hours or less in the ED	82.2%	78.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

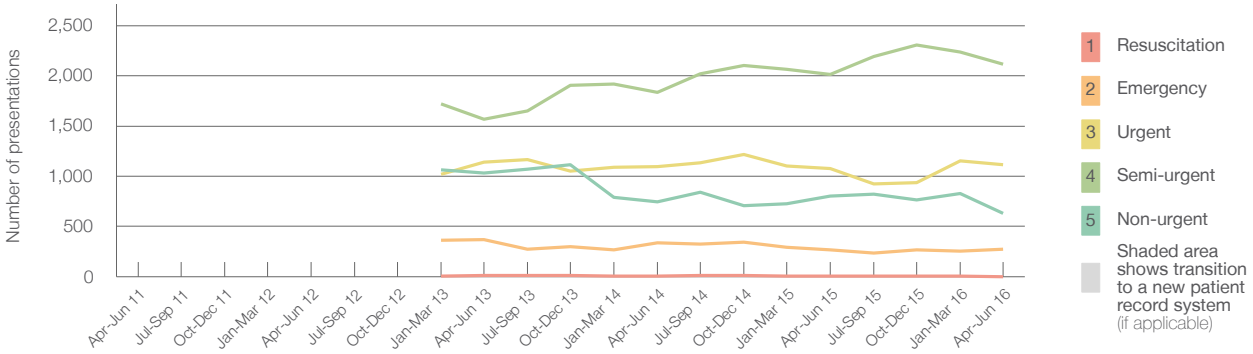
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Queanbeyan Health Service: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	4,254 patients	4,323	-1.6%
Emergency presentations[2] by triage category:	4,133 patients	4,156	-0.6%
1 Resuscitation	< 5	< 5	*
2 Emergency	274 (6.6%)	267	3.0%
3 Urgent	1,116 (27.0%)	1,074	3.9%
4 Semi-urgent	2,114 (51.1%)	2,012	5.1%
5 Non-urgent	629 (15.2%)	803	-21.7%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation			10	8	< 5	< 5
Emergency			367	336	267	274
Urgent			1,142	1,095	1,074	1,116
Semi-urgent			1,569	1,837	2,012	2,114
Non-urgent			1,033	748	803	629
All emergency presentations			4,121	4,024	4,156	4,133

Queanbeyan Health Service: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	368 patients **	465	
ED Transfer of care time			
Median time	11 minutes	12 minutes	-1 minute
95th percentile time	29 minutes	32 minutes	-3 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

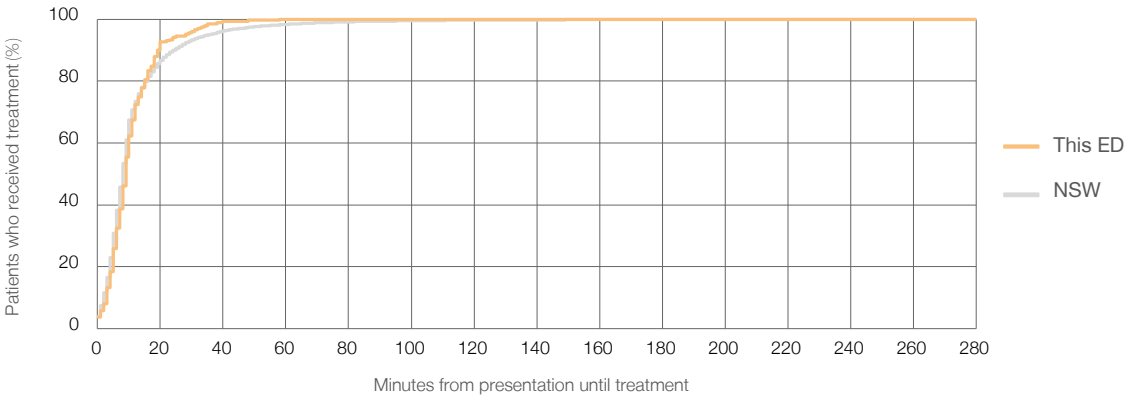
(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Queanbeyan Health Service: Time patients waited to start treatment, triage 2

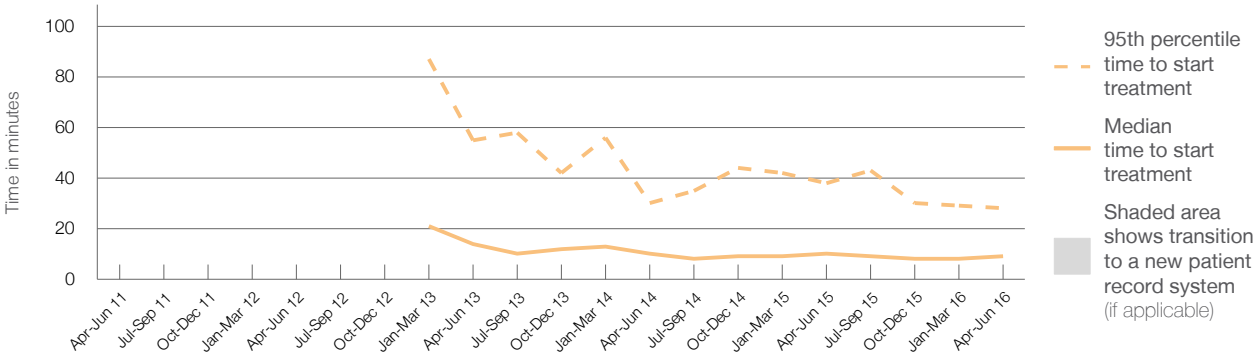
April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	274	267	
Number of triage 2 patients used to calculate waiting time:[3]	271	263	
Median time to start treatment[4]	9 minutes	10 minutes	8 minutes
95th percentile time to start treatment[5]	28 minutes	38 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			14	10	10	9
95th percentile time to start treatment[5] (minutes)			55	30	38	28

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

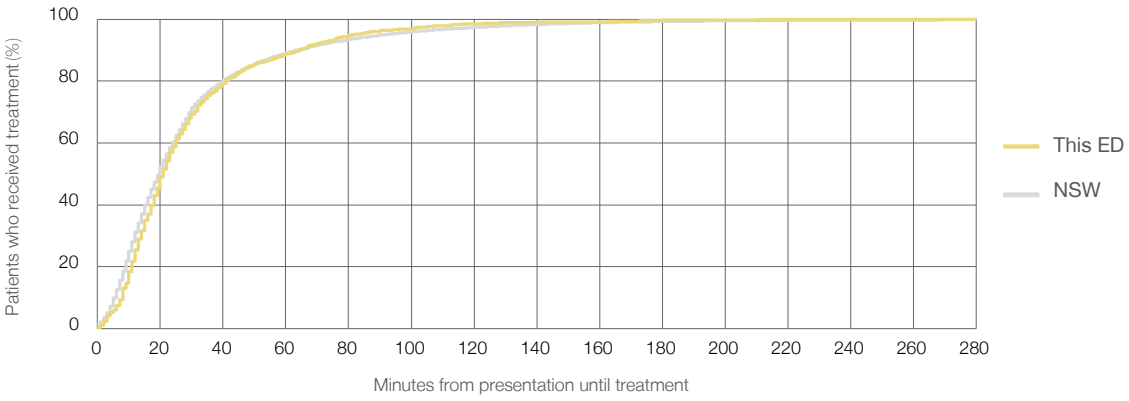
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients waited to start treatment, triage 3

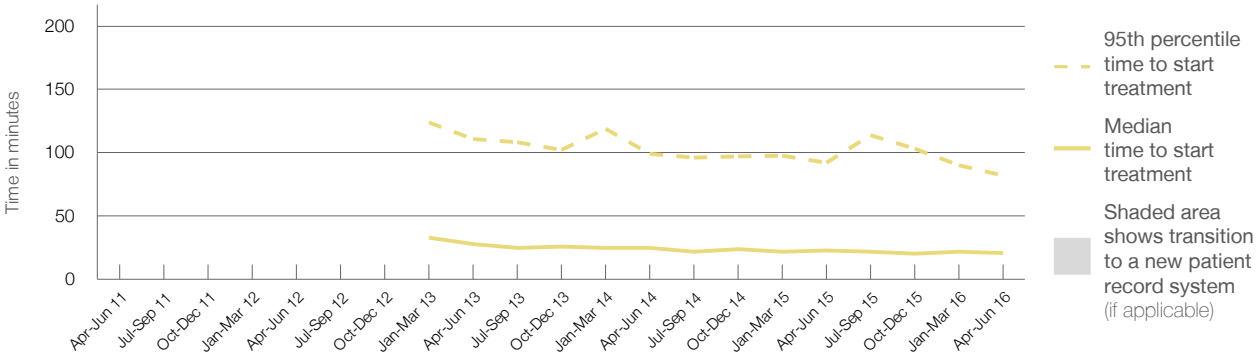
April to June 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,116		1,074	
Number of triage 3 patients used to calculate waiting time:[3] 1,095		1,061	
Median time to start treatment[4]	21 minutes	23 minutes	20 minutes
95th percentile time to start treatment[5]	82 minutes	92 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			28	25	23	21
95th percentile time to start treatment[5] (minutes)			111	99	92	82

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

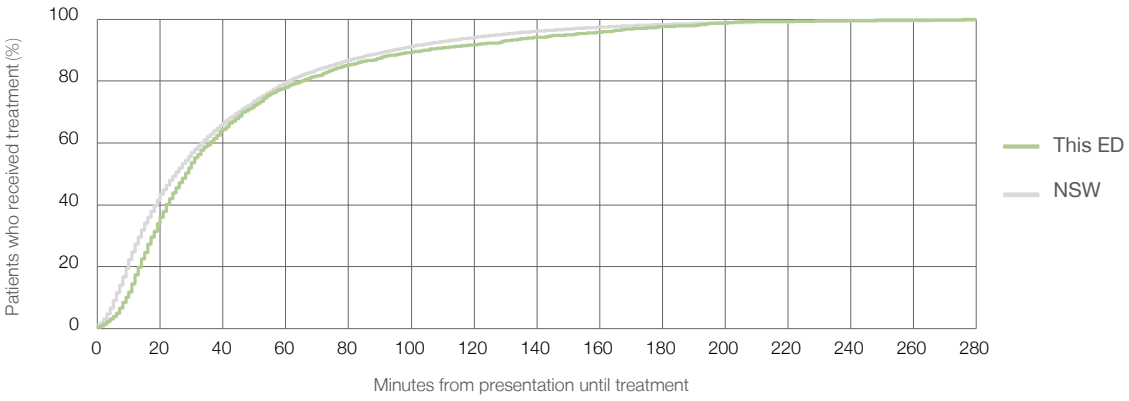
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients waited to start treatment, triage 4

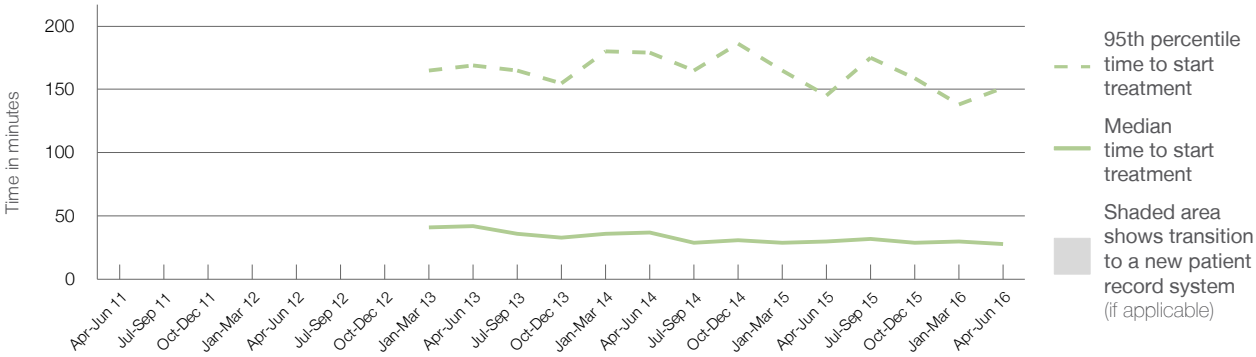
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	2,114	2,012	
Number of triage 4 patients used to calculate waiting time:[3]	1,952	1,874	
Median time to start treatment[4]	28 minutes	30 minutes	25 minutes
95th percentile time to start treatment[5]	151 minutes	145 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			42	37	30	28
95th percentile time to start treatment[5] (minutes)			169	179	145	151

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

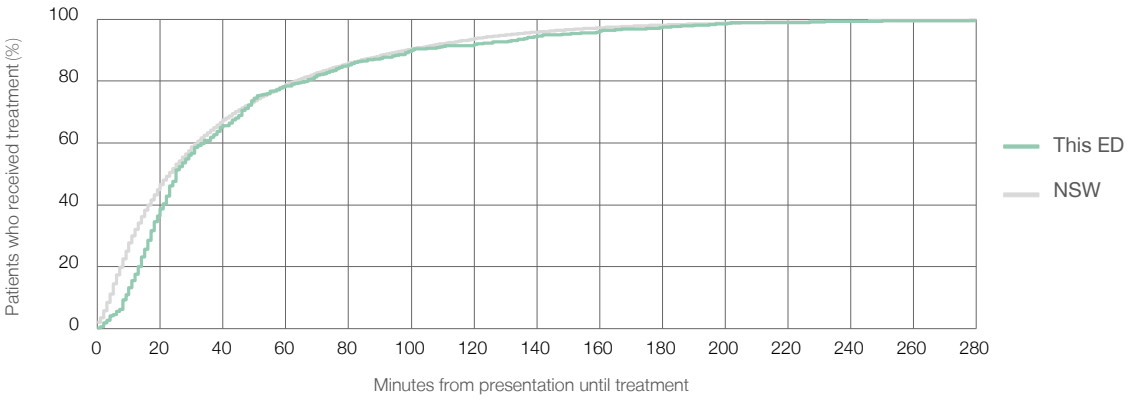
Queanbeyan Health Service: Time patients waited to start treatment, triage 5

April to June 2016

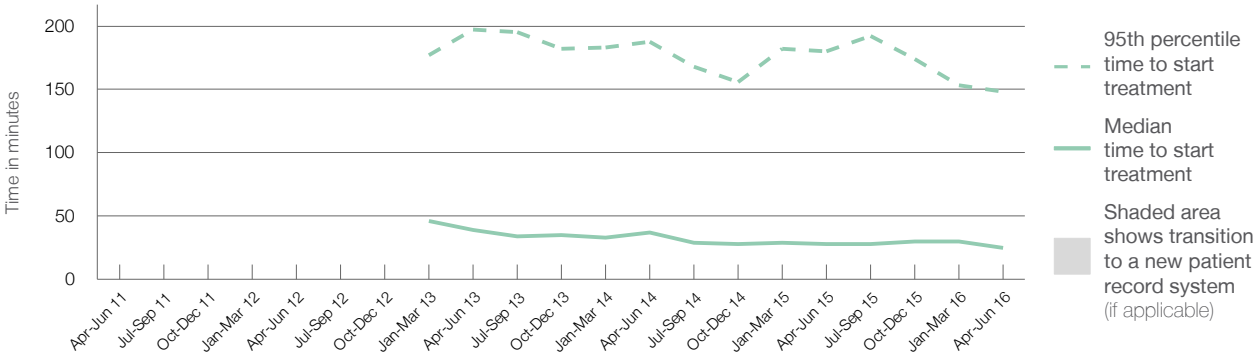
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 629		803	
Number of triage 5 patients used to calculate waiting time:[3] 492		635	
Median time to start treatment[4]	25 minutes	28 minutes	23 minutes
95th percentile time to start treatment[5]	148 minutes	180 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			39	37	28	25
95th percentile time to start treatment[5] (minutes)			197	188	180	148

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

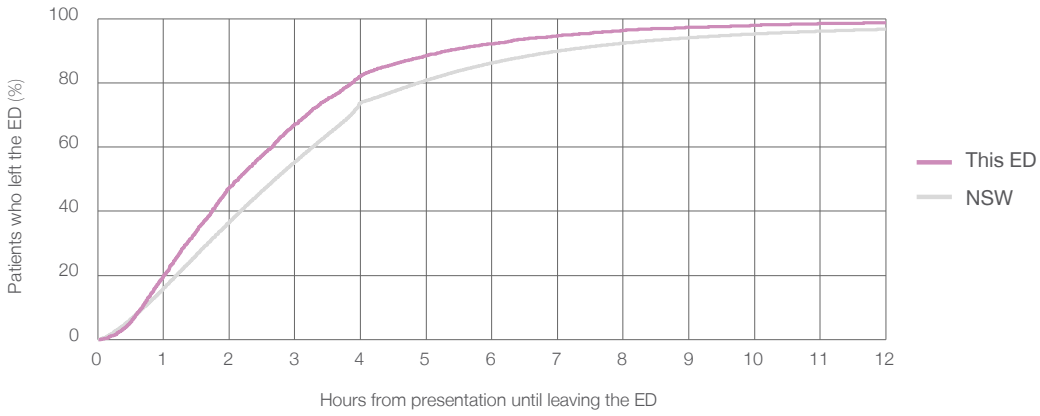
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients spent in the ED

April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	4,254 patients	4,323	
Presentations used to calculate time to leaving the ED:[6]	4,254 patients	4,323	
Median time spent in the ED[8]	2 hours and 8 minutes	2 hours and 13 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	7 hours and 13 minutes	8 hours and 56 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]

	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)			2h 5m	2h 1m	2h 13m	2h 8m
95th percentile time to leaving the ED[9] (hours, minutes)			7h 43m	6h 58m	8h 56m	7h 13m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

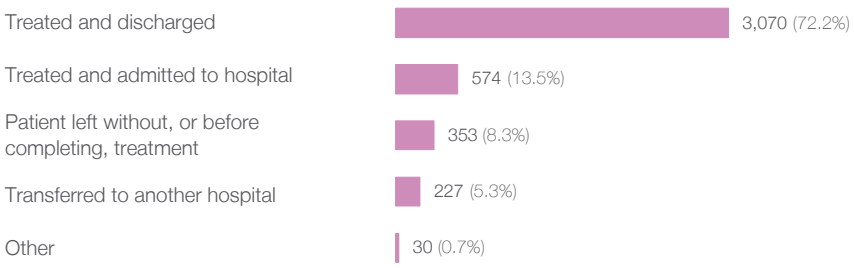
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Queanbeyan Health Service: Time patients spent in the ED
By mode of separation
April to June 2016

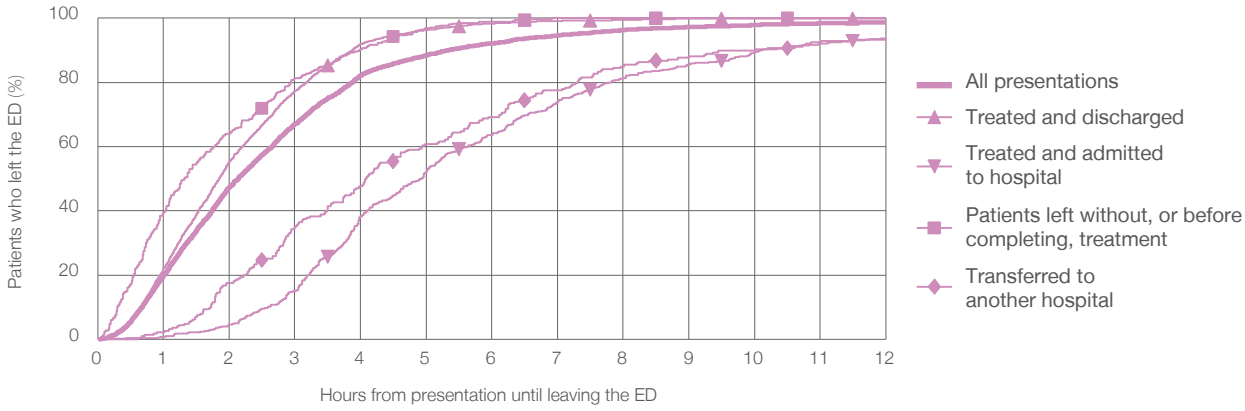
All presentations:[1] 4,254 patients

Presentations used to calculate time to leaving the ED:[6] 4,254 patients



	Same period last year	Change since one year ago
	4,323	-1.6%
	3,163	-2.9%
	470	22.1%
	471	-25.1%
	211	7.6%
	8	275.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	22.1%	55.3%	77.3%	91.9%	98.3%	99.5%	99.9%	99.9%
Treated and admitted to hospital	0.7%	4.5%	15.2%	38.3%	63.8%	81.4%	89.5%	93.9%
Patient left without, or before completing, treatment	39.4%	64.0%	81.3%	90.4%	98.9%	100%	100%	100%
Transferred to another hospital	2.2%	17.6%	34.8%	47.6%	69.2%	85.0%	89.9%	93.4%
All presentations	19.9%	47.4%	67.1%	82.2%	92.1%	96.3%	97.9%	98.7%

(†) 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 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

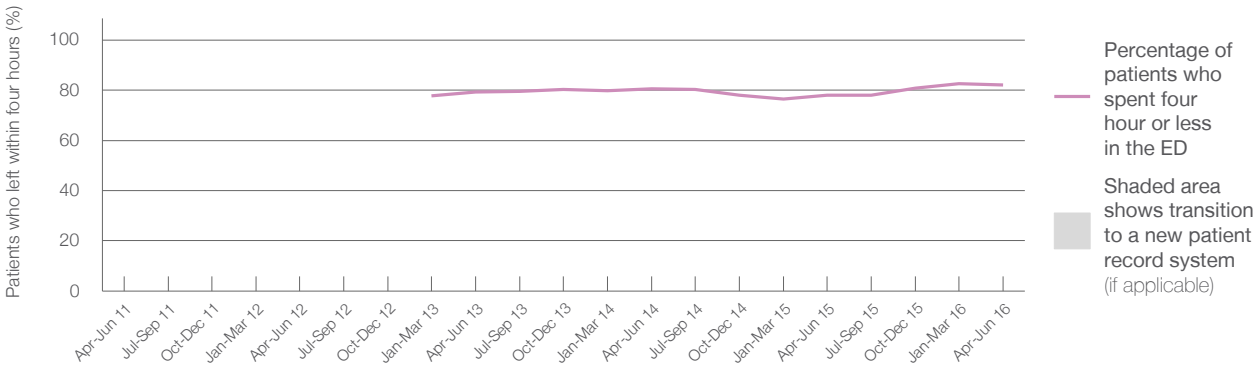
Queanbeyan Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	4,254 patients	4,323	-1.6%
Presentations used to calculate time to leaving the ED:[6]	4,254 patients	4,323	-1.6%
Percentage of patients who spent four hours or less in the ED	82.2%	78.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)			79.2%	80.6%	78.1%	82.2%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Singleton District Hospital: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 2,842 patients	2,838	0.1%
Emergency presentations:[2] 2,777 patients	2,744	1.2%

Singleton District Hospital: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 187 patients	174	
Median time to start treatment[4]	9 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	47 minutes	36 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 723 patients	742	
Median time to start treatment[4]	25 minutes	25 minutes	20 minutes
95th percentile time to start treatment[5]	99 minutes	93 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 1,650 patients	1,663	
Median time to start treatment[4]	40 minutes	36 minutes	25 minutes
95th percentile time to start treatment[5]	144 minutes	123 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 212 patients	159	
Median time to start treatment[4]	30 minutes	24 minutes	23 minutes
95th percentile time to start treatment[5]	130 minutes	123 minutes	132 minutes

Singleton District Hospital: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,842 patients		2,838	0.1%
Percentage of patients who spent four hours or less in the ED	90.5%	93.1%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

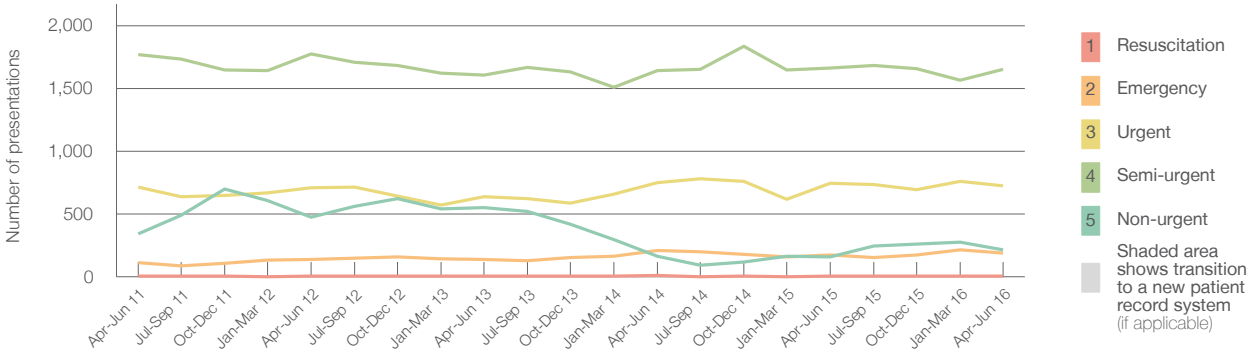
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Singleton District Hospital: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,842 patients	2,838	0.1%
Emergency presentations[2] by triage category:	2,777 patients	2,744	1.2%
1 Resuscitation	5 (0.2%)	6	-16.7%
2 Emergency	187 (6.7%)	174	7.5%
3 Urgent	723 (26.0%)	742	-2.6%
4 Semi-urgent	1,650 (59.4%)	1,663	-0.8%
5 Non-urgent	212 (7.6%)	159	33.3%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	< 5	6	< 5	8	6	5
Emergency	112	137	139	208	174	187
Urgent	712	707	638	751	742	723
Semi-urgent	1,771	1,772	1,605	1,644	1,663	1,650
Non-urgent	341	476	552	161	159	212
All emergency presentations	2,936	3,098	2,934	2,772	2,744	2,777

Singleton District Hospital: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	252 patients	237	
ED Transfer of care time			
Median time	6 minutes	6 minutes	0 minutes
95th percentile time	17 minutes	22 minutes	-5 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

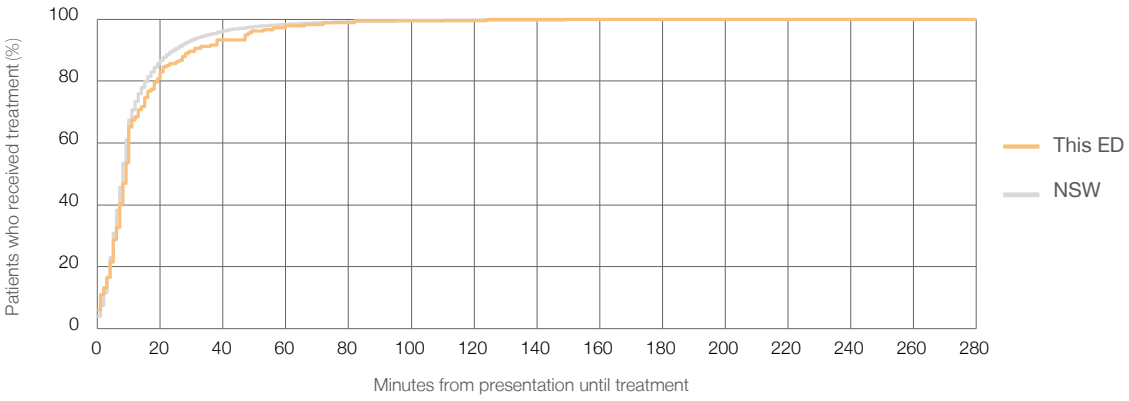
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Singleton District Hospital: Time patients waited to start treatment, triage 2

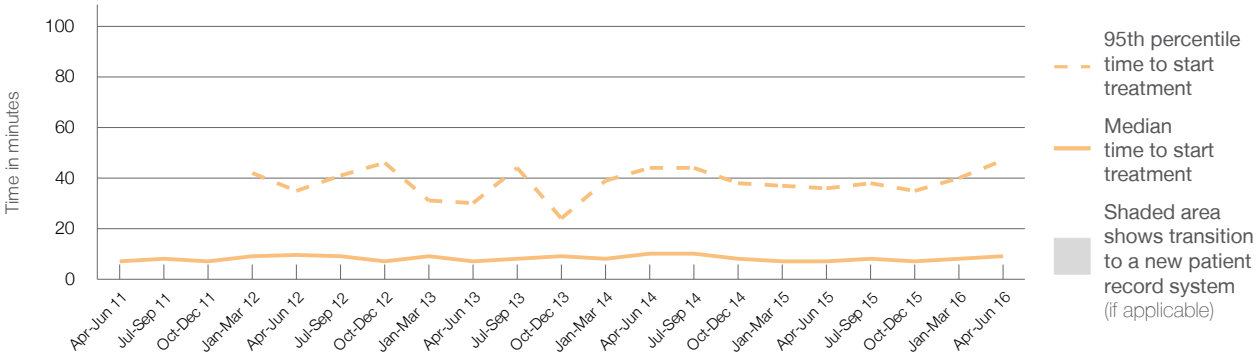
April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	187	174	
Number of triage 2 patients used to calculate waiting time:[3]	181	167	
Median time to start treatment[4]	9 minutes	7 minutes	8 minutes
95th percentile time to start treatment[5]	47 minutes	36 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	7	10	7	10	7	9
95th percentile time to start treatment[5] (minutes)	49	35	30	44	36	47

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

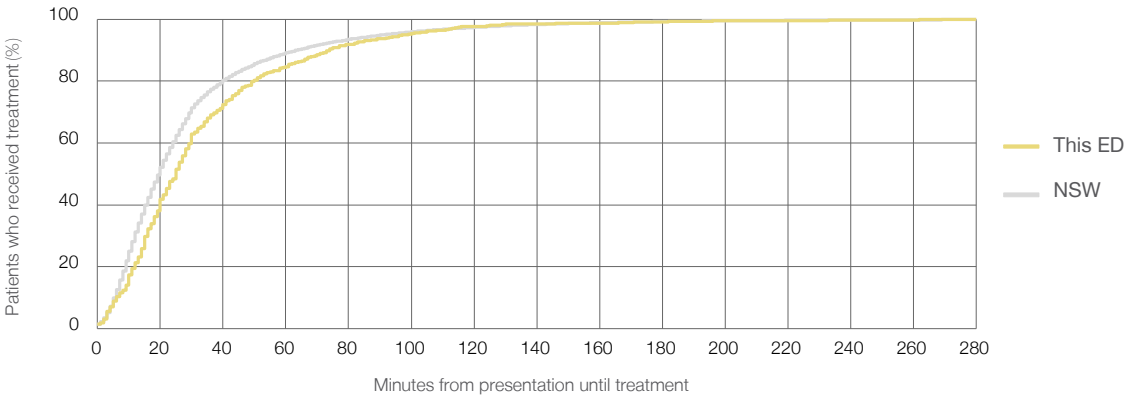
Singleton District Hospital: Time patients waited to start treatment, triage 3

April to June 2016

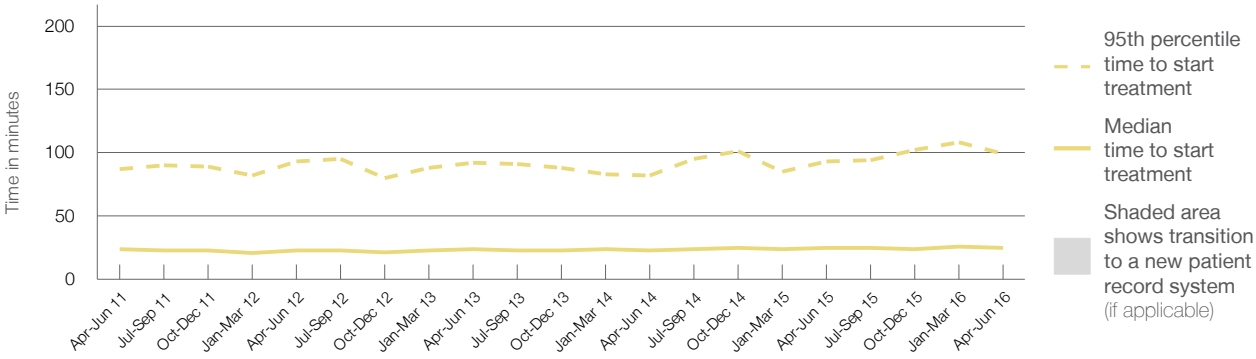
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	723	742	
Number of triage 3 patients used to calculate waiting time:[3]	692	719	
Median time to start treatment[4]	25 minutes	25 minutes	20 minutes
95th percentile time to start treatment[5]	99 minutes	93 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	24	23	24	23	25	25
95th percentile time to start treatment[5] (minutes)	87	93	92	82	93	99

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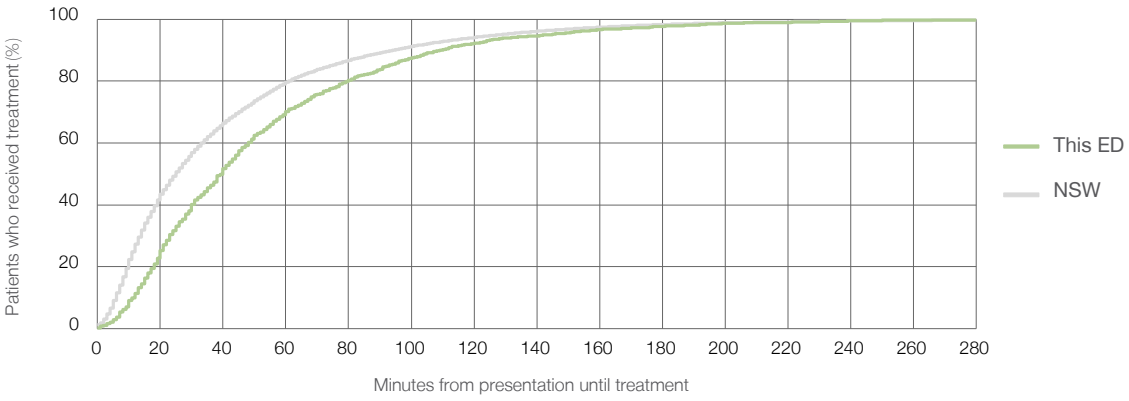
Singleton District Hospital: Time patients waited to start treatment, triage 4

April to June 2016

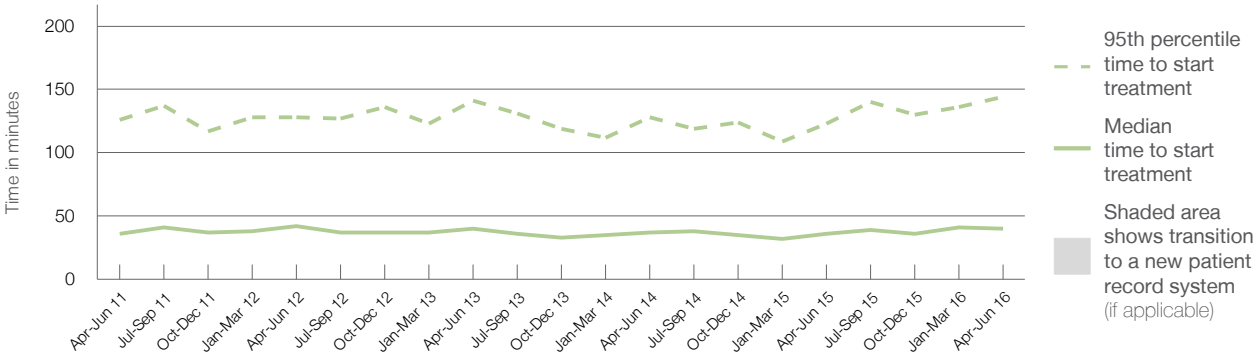
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	1,650	1,663	
Number of triage 4 patients used to calculate waiting time:[3]	1,564	1,545	
Median time to start treatment[4]	40 minutes	36 minutes	25 minutes
95th percentile time to start treatment[5]	144 minutes	123 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	36	42	40	37	36	40
95th percentile time to start treatment[5] (minutes)	126	128	141	128	123	144

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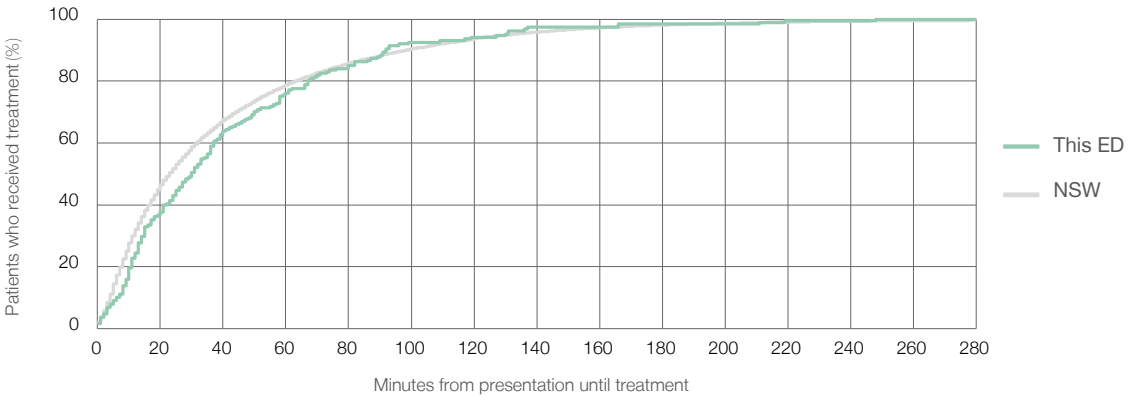
Singleton District Hospital: Time patients waited to start treatment, triage 5

April to June 2016

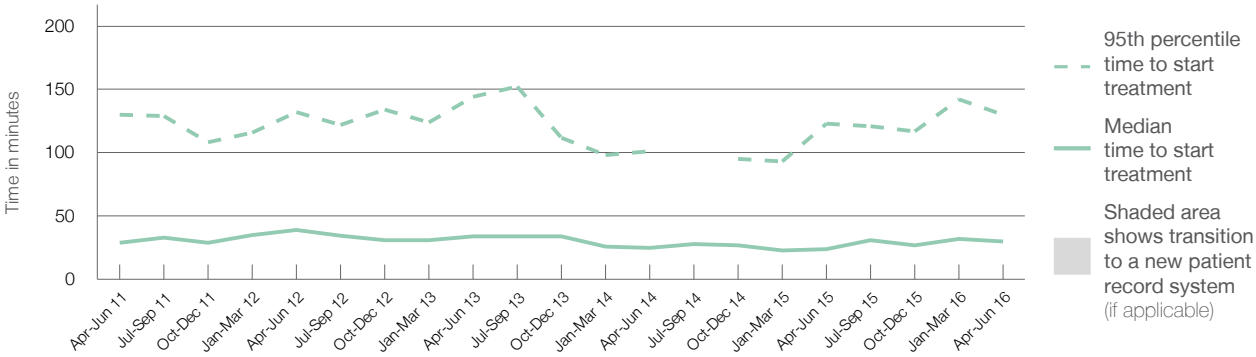
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	212	159	
Number of triage 5 patients used to calculate waiting time:[3]	188	137	
Median time to start treatment[4]	30 minutes	24 minutes	23 minutes
95th percentile time to start treatment[5]	130 minutes	123 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	29	39	34	25	24	30
95th percentile time to start treatment[5] (minutes)	130	132	144	101	123	130

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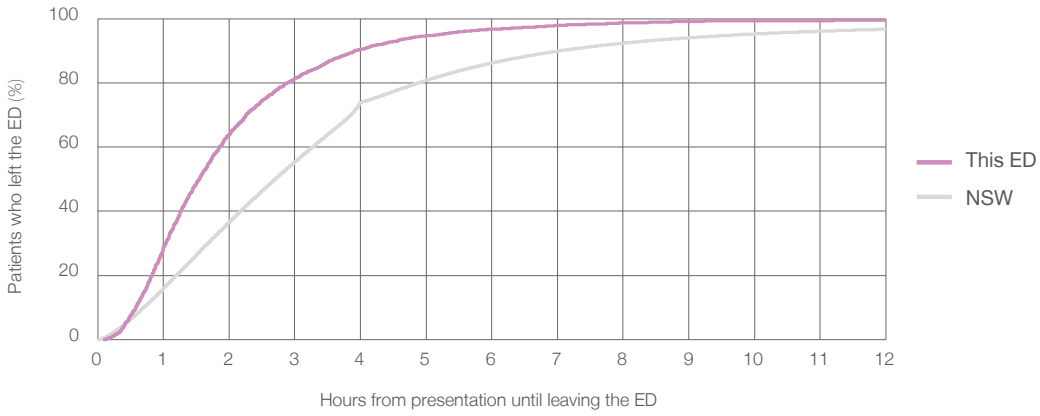
Singleton District Hospital: Time patients spent in the ED

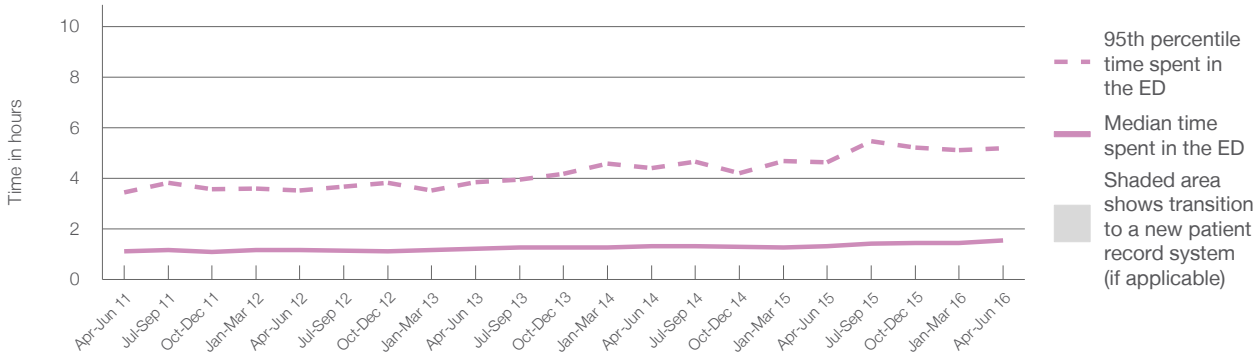
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	2,842 patients	2,838	
Presentations used to calculate time to leaving the ED:[6]	2,842 patients	2,838	
Median time spent in the ED[8]	1 hours and 33 minutes	1 hours and 19 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	5 hours and 12 minutes	4 hours and 38 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	1h 8m	1h 11m	1h 14m	1h 20m	1h 19m	1h 33m
95th percentile time to leaving the ED[9] (hours, minutes)	3h 27m	3h 31m	3h 51m	4h 24m	4h 38m	5h 12m

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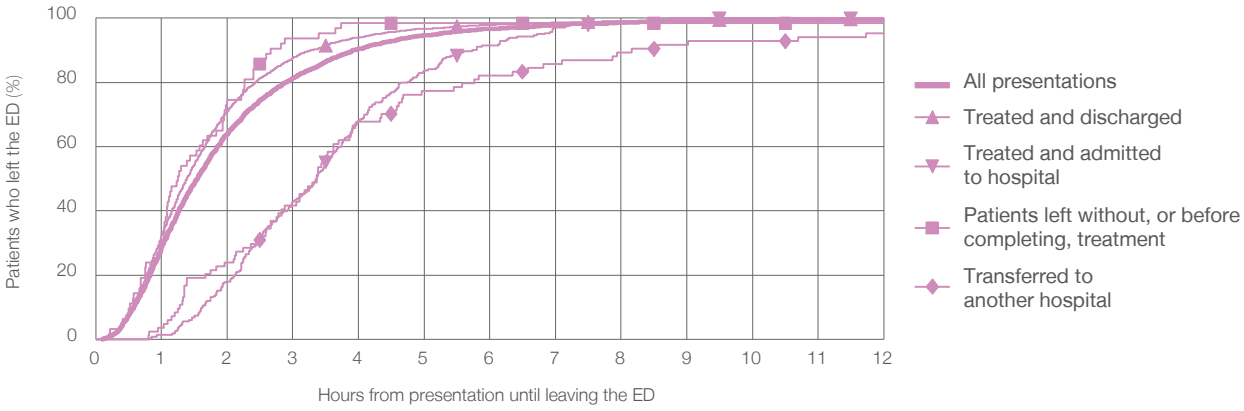
Singleton District Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 2,842 patients

Presentations used to calculate time to leaving the ED:[6] 2,842 patients

		Same period last year	Change since one year ago
Treated and discharged	2,335 (82.2%)	2,301	1.5%
Treated and admitted to hospital	283 (10.0%)	306	-7.5%
Patient left without, or before completing, treatment	63 (2.2%)	67	-6.0%
Transferred to another hospital	84 (3.0%)	79	6.3%
Other	77 (2.7%)	85	-9.4%
All presentations	2,842	2,838	0.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	32.5%	71.0%	87.7%	94.0%	97.9%	99.1%	99.6%	99.7%
Treated and admitted to hospital	1.4%	18.0%	42.8%	68.2%	91.5%	98.2%	100%	100%
Patient left without, or before completing, treatment	30.2%	74.6%	93.7%	98.4%	98.4%	98.4%	98.4%	98.4%
Transferred to another hospital	3.6%	23.8%	41.7%	67.9%	82.1%	89.3%	92.9%	95.2%
All presentations	28.8%	64.1%	81.4%	90.5%	96.7%	98.7%	99.3%	99.5%

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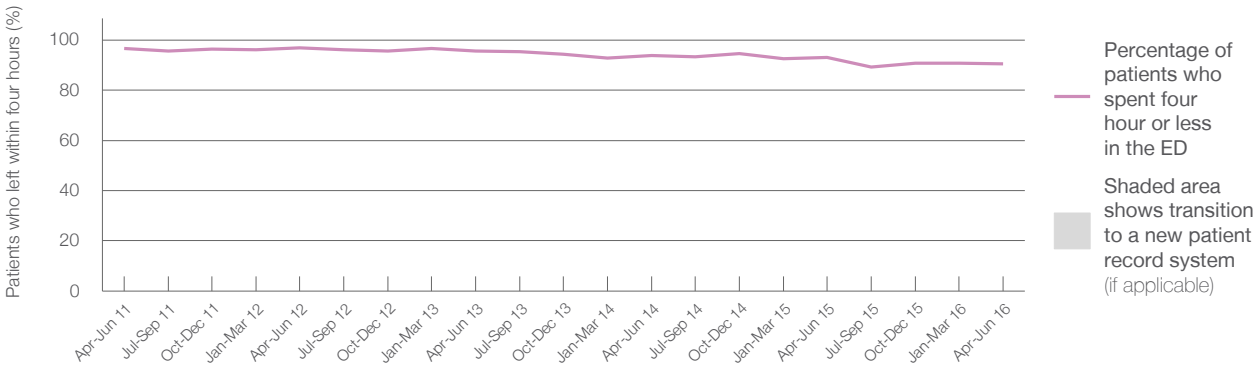
Singleton District Hospital: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	2,842 patients	2,838	0.1%
Presentations used to calculate time to leaving the ED:[6]	2,842 patients	2,838	0.1%
Percentage of patients who spent four hours or less in the ED	90.5%	93.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	96.7%	96.9%	95.5%	93.9%	93.1%	90.5%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

Tumut Health Service: Emergency department (ED) overview

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	1,533 patients	1,568	-2.2%
Emergency presentations:[2]	991 patients	923	7.4%

Tumut Health Service: Time patients waited to start treatment[3]

April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	49 patients	70	
Median time to start treatment[4]	6 minutes	2 minutes	8 minutes
95th percentile time to start treatment[5]	*	*	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	309 patients	258	
Median time to start treatment[4]	6 minutes	2 minutes	20 minutes
95th percentile time to start treatment[5]	47 minutes	23 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	534 patients	478	
Median time to start treatment[4]	5 minutes	2 minutes	25 minutes
95th percentile time to start treatment[5]	49 minutes	34 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	94 patients	117	
Median time to start treatment[4]	5 minutes	3 minutes	23 minutes
95th percentile time to start treatment[5]	*	42 minutes	132 minutes

Tumut Health Service: Time from presentation until leaving the ED

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	1,533 patients	1,568	-2.2%
Percentage of patients who spent four hours or less in the ED	97.8%	99.0%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

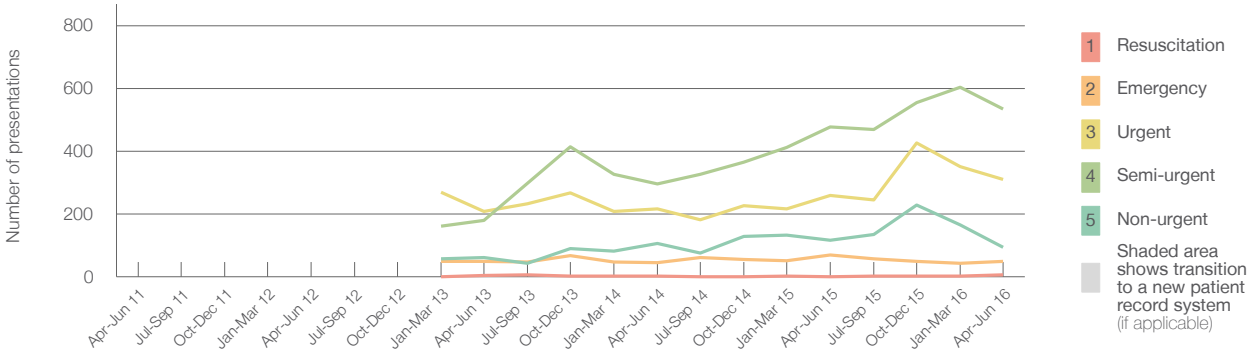
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Tumut Health Service: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	1,533 patients	1,568	-2.2%
Emergency presentations[2] by triage category:	991 patients	923	7.4%
1 Resuscitation	5 (0.5%)	0	
2 Emergency	49 (4.9%)	70	-30.0%
3 Urgent	309 (31.2%)	258	19.8%
4 Semi-urgent	534 (53.9%)	478	11.7%
5 Non-urgent	94 (9.5%)	117	-19.7%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation			< 5	< 5	0	5
Emergency			53	46	70	49
Urgent			208	215	258	309
Semi-urgent			179	295	478	534
Non-urgent			61	105	117	94
All emergency presentations			501	661	923	991

Tumut Health Service: Patients arriving by ambulance

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	107 patients	0	
ED Transfer of care time			
Median time	14 minutes	*	*
95th percentile time	50 minutes	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

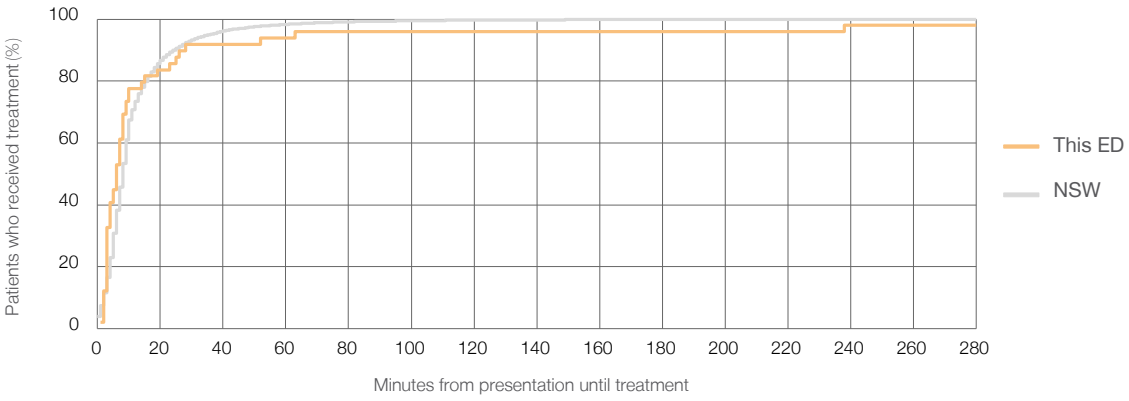
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tumut Health Service: Time patients waited to start treatment, triage 2

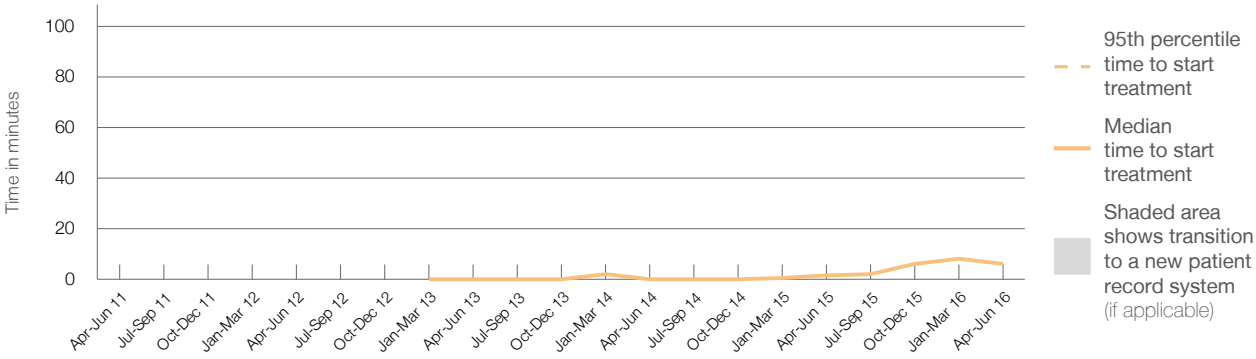
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 49		70	
Number of triage 2 patients used to calculate waiting time:[3] 49		70	
Median time to start treatment[4]	6 minutes	2 minutes	8 minutes
95th percentile time to start treatment[5]	*	*	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			0	0	2	6
95th percentile time to start treatment[5] (minutes)			*	*	*	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

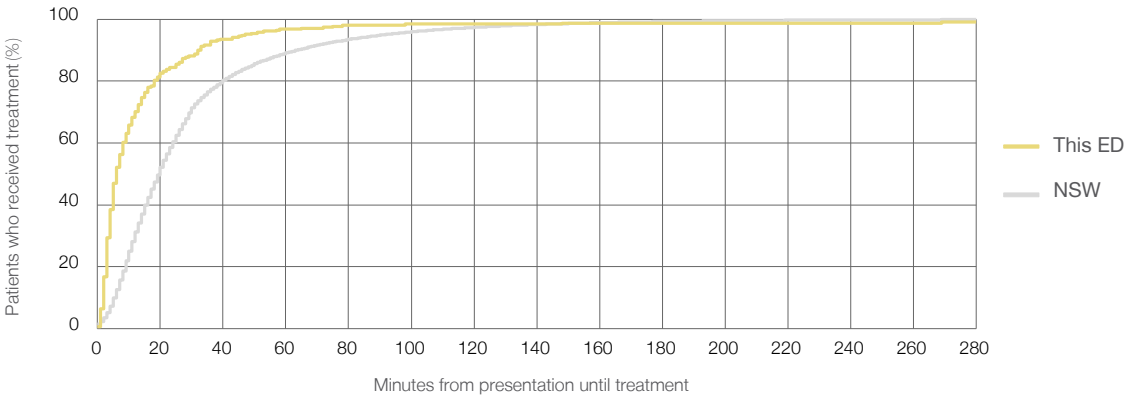
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tumut Health Service: Time patients waited to start treatment, triage 3

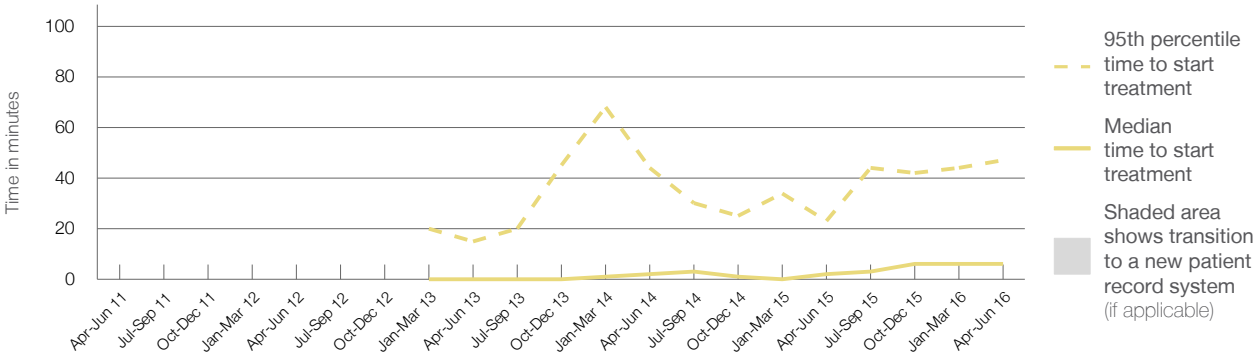
April to June 2016

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	309	258	
Number of triage 3 patients used to calculate waiting time:[3]	309	255	
Median time to start treatment[4]	6 minutes	2 minutes	20 minutes
95th percentile time to start treatment[5]	47 minutes	23 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			0	2	2	6
95th percentile time to start treatment[5] (minutes)			15	44	23	47

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

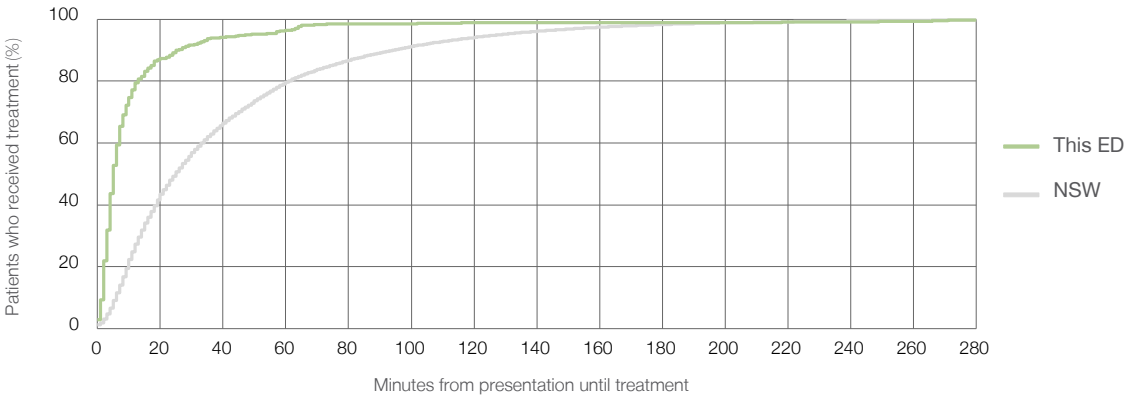
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tumut Health Service: Time patients waited to start treatment, triage 4

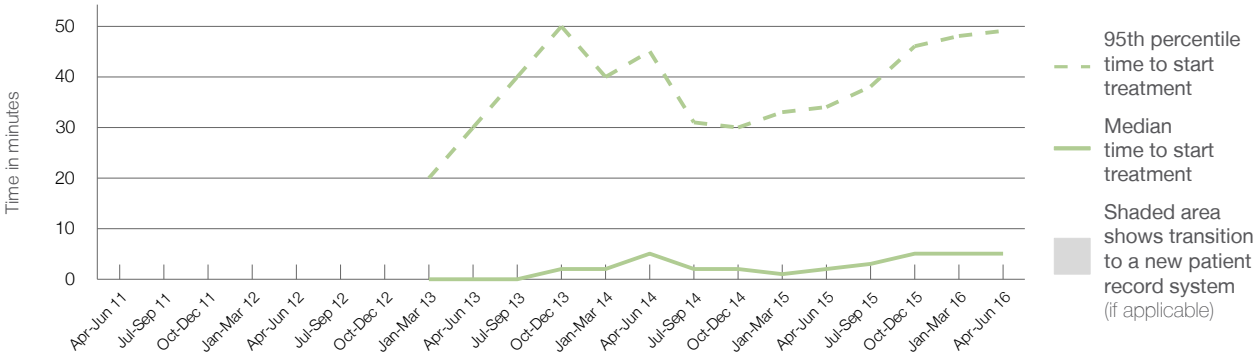
April to June 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 534		478	
Number of triage 4 patients used to calculate waiting time:[3] 528		475	
Median time to start treatment[4]	5 minutes	2 minutes	25 minutes
95th percentile time to start treatment[5]	49 minutes	34 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			0	5	2	5
95th percentile time to start treatment[5] (minutes)			30	45	34	49

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

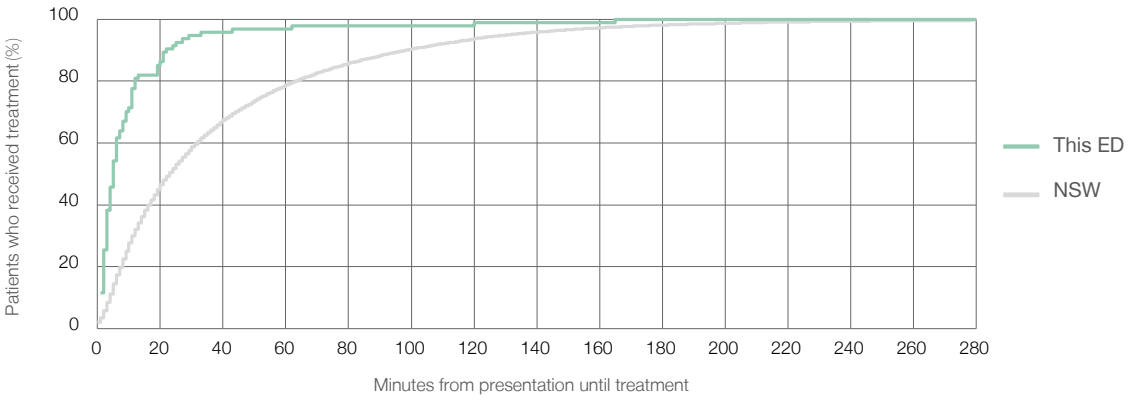
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tumut Health Service: Time patients waited to start treatment, triage 5

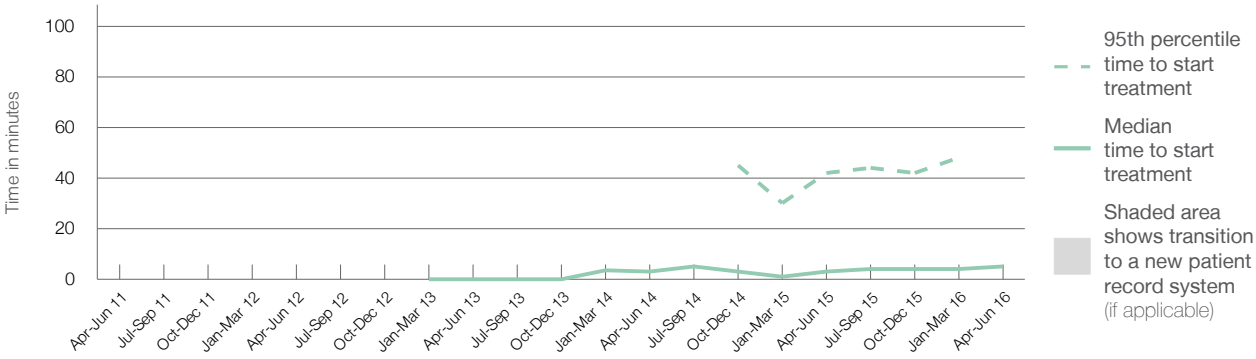
April to June 2016

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 94		117	
Number of triage 5 patients used to calculate waiting time:[3] 94		117	
Median time to start treatment[4]	5 minutes	3 minutes	23 minutes
95th percentile time to start treatment[5]	*	42 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			0	3	3	5
95th percentile time to start treatment[5] (minutes)			*	35	42	*

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

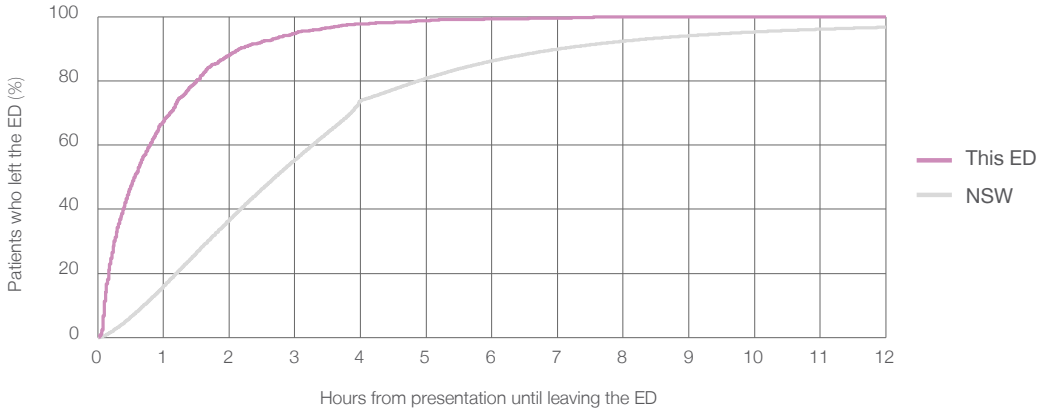
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Tumut Health Service: Time patients spent in the ED

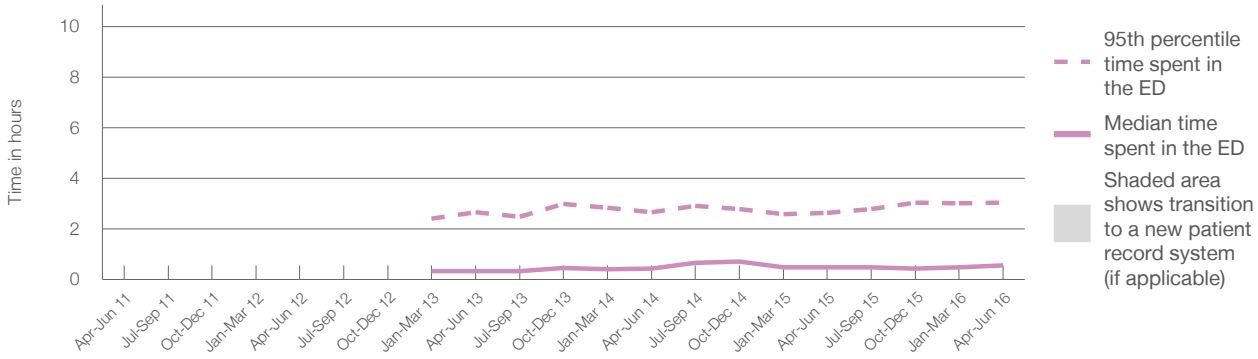
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	1,533 patients	1,568	
Presentations used to calculate time to leaving the ED:[6]	1,533 patients	1,568	
Median time spent in the ED[8]	0 hours and 34 minutes	0 hours and 30 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	3 hours and 2 minutes	2 hours and 38 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)			0h 20m	0h 27m	0h 30m	0h 34m
95th percentile time to leaving the ED[9] (hours, minutes)			2h 40m	2h 40m	2h 38m	3h 2m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

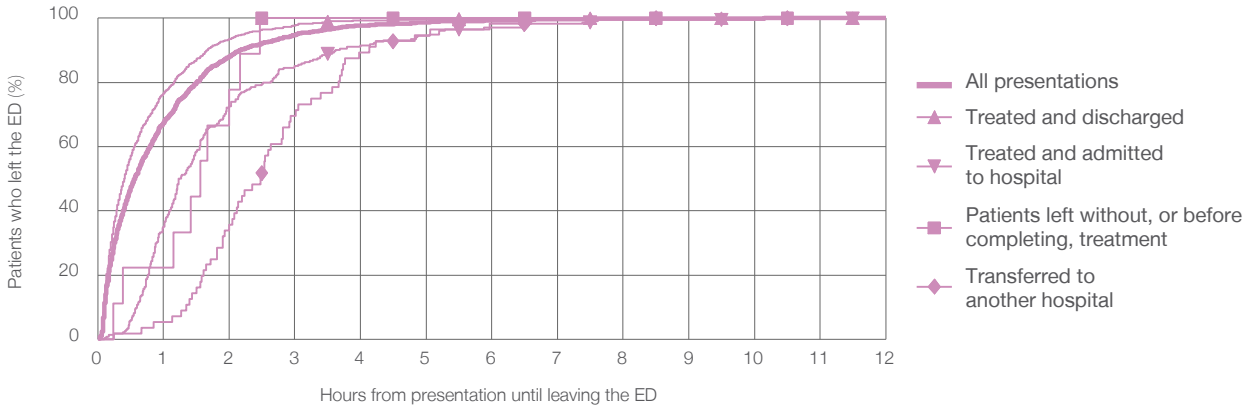
Tumut Health Service: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 1,533 patients

Presentations used to calculate time to leaving the ED:[6] 1,533 patients

		Same period last year	Change since one year ago
Treated and discharged	1,226 (80.0%)	1,249	-1.8%
Treated and admitted to hospital	234 (15.3%)	247	-5.3%
Patient left without, or before completing, treatment	9 (0.6%)	11	-18.2%
Transferred to another hospital	56 (3.7%)	57	-1.8%
Other	8 (0.5%)	4	100.0%
		1,568	-2.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	76.6%	93.5%	97.7%	99.3%	99.8%	100%	100%	100%
Treated and admitted to hospital	35.0%	72.6%	85.0%	91.5%	97.0%	99.6%	99.6%	100%
Patient left without, or before completing, treatment	*	*	*	*	*	*	*	*
Transferred to another hospital	5.4%	35.7%	69.6%	89.3%	98.2%	100%	100%	100%
All presentations	67.4%	88.1%	94.8%	97.8%	99.3%	99.9%	99.9%	100%

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

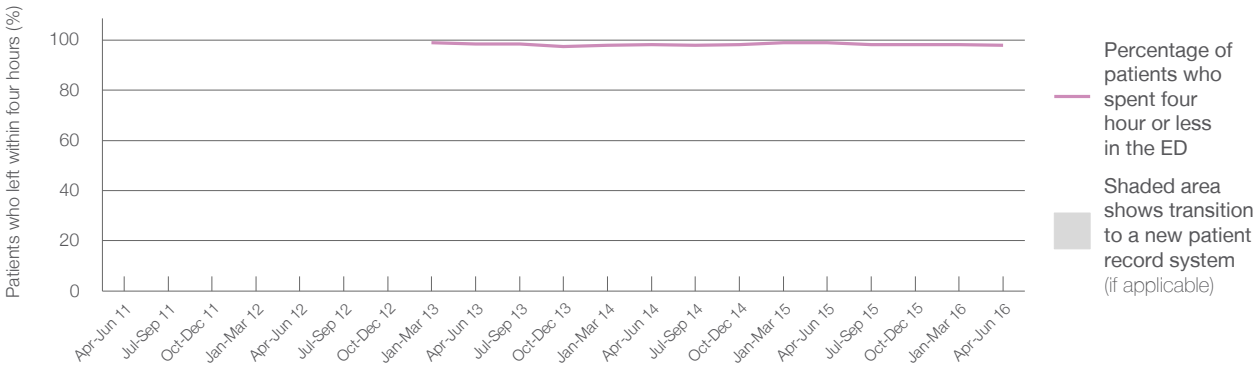
Tumut Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	1,533 patients	1,568	-2.2%
Presentations used to calculate time to leaving the ED:[6]	1,533 patients	1,568	-2.2%
Percentage of patients who spent four hours or less in the ED	97.8%	99.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)			98.3%	98.3%	99.0%	97.8%

* 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.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).

Young Health Service: Emergency department (ED) overview

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 2,264 patients	2,511	-9.8%
Emergency presentations:[2] 1,908 patients	2,283	-16.4%

Young Health Service: Time patients waited to start treatment[3]

April to June 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 132 patients	181	
Median time to start treatment[4] — 5 minutes	0 minutes	8 minutes
95th percentile time to start treatment[5] — 33 minutes	10 minutes	36 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 701 patients	877	
Median time to start treatment[4] — 8 minutes	5 minutes	20 minutes
95th percentile time to start treatment[5] — 49 minutes	40 minutes	92 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 897 patients	1,052	
Median time to start treatment[4] — 9 minutes	10 minutes	25 minutes
95th percentile time to start treatment[5] — 50 minutes	65 minutes	128 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 173 patients	166	
Median time to start treatment[4] — 6 minutes	5 minutes	23 minutes
95th percentile time to start treatment[5] — 66 minutes	60 minutes	132 minutes

Young Health Service: Time from presentation until leaving the ED

April to June 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 2,264 patients	2,511	-9.8%
Percentage of patients who spent four hours or less in the ED — 96.7%	93.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

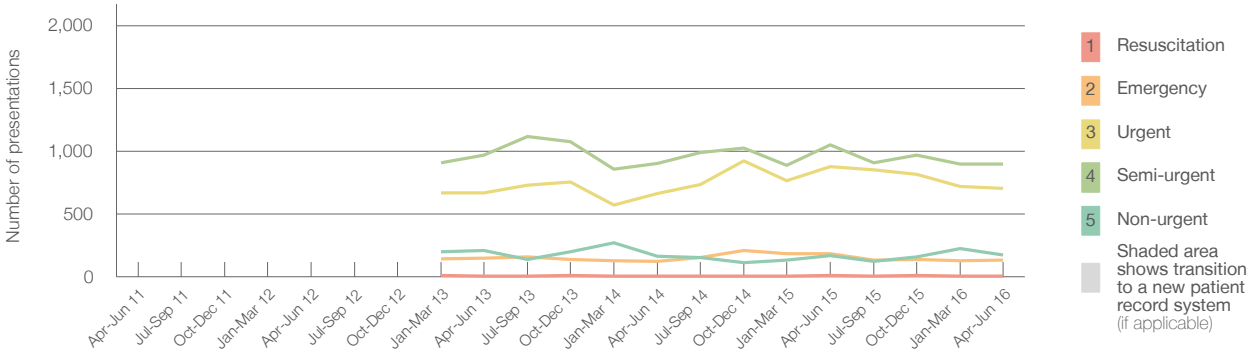
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Young Health Service: Patients presenting to the emergency department

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	2,264 patients	2,511	-9.8%
Emergency presentations[2] by triage category:	1,908 patients	2,283	-16.4%
1 Resuscitation	5 (0.3%)	7	-28.6%
2 Emergency	132 (6.9%)	181	-27.1%
3 Urgent	701 (36.7%)	877	-20.1%
4 Semi-urgent	897 (47.0%)	1,052	-14.7%
5 Non-urgent	173 (9.1%)	166	4.2%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation			6	5	7	5
Emergency			147	122	181	132
Urgent			666	664	877	701
Semi-urgent			970	903	1,052	897
Non-urgent			206	160	166	173
All emergency presentations			1,995	1,854	2,283	1,908

Young Health Service: Patients arriving by ambulance

April to June 2016

ED Transfer of care time is not currently available for this hospital. [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 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.

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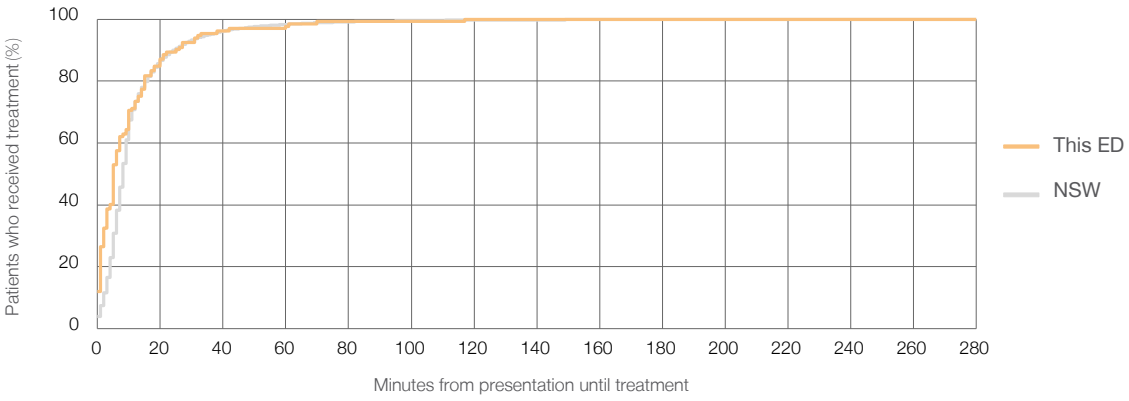
Young Health Service: Time patients waited to start treatment, triage 2

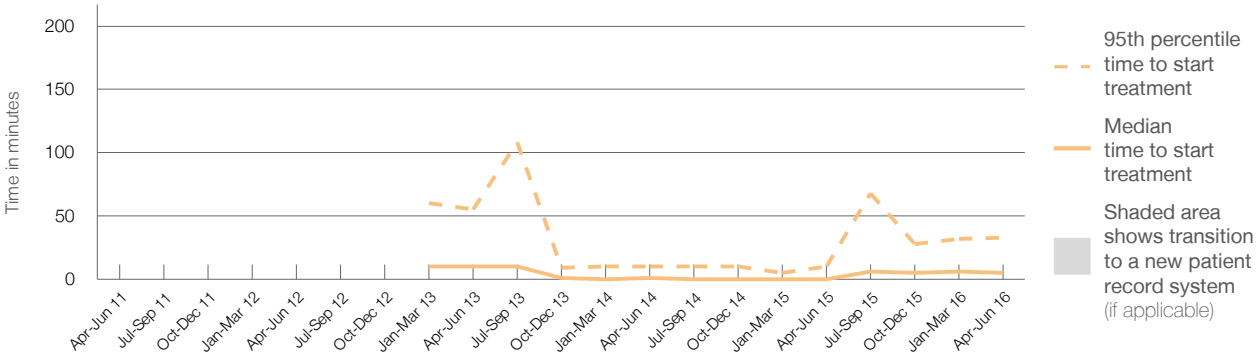
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 132		181	
Number of triage 2 patients used to calculate waiting time:[3] 132		180	
Median time to start treatment[4]	5 minutes	0 minutes	8 minutes
95th percentile time to start treatment[5]	33 minutes	10 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			10	1	0	5
95th percentile time to start treatment[5] (minutes)			55	10	10	33

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

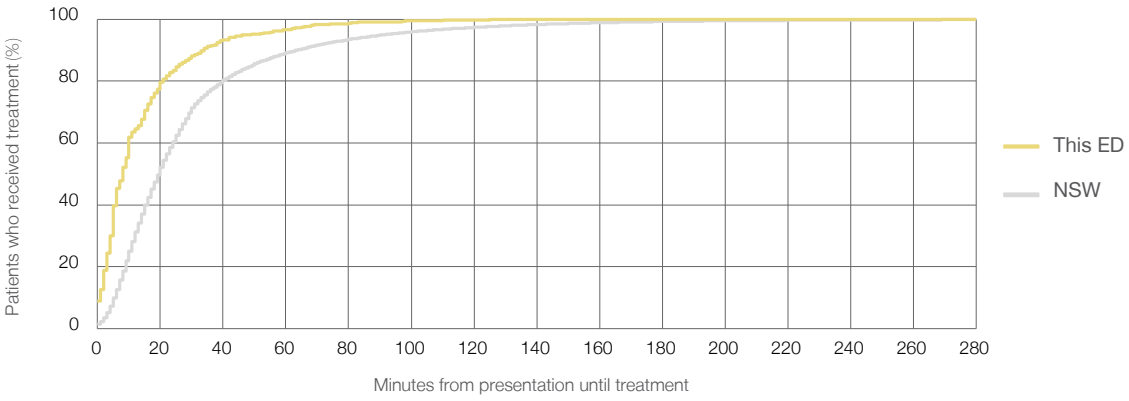
Young Health Service: Time patients waited to start treatment, triage 3

April to June 2016

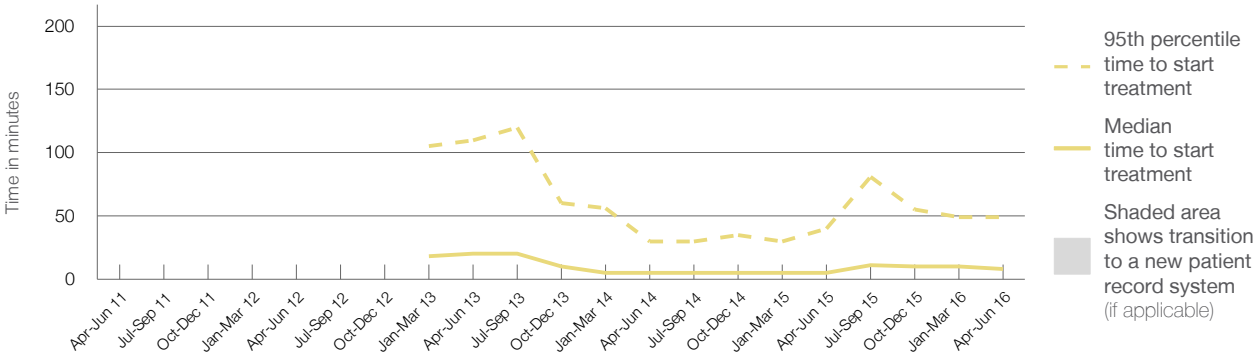
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	701	877	
Number of triage 3 patients used to calculate waiting time:[3]	691	866	
Median time to start treatment[4]	8 minutes	5 minutes	20 minutes
95th percentile time to start treatment[5]	49 minutes	40 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			20	5	5	8
95th percentile time to start treatment[5] (minutes)			110	30	40	49

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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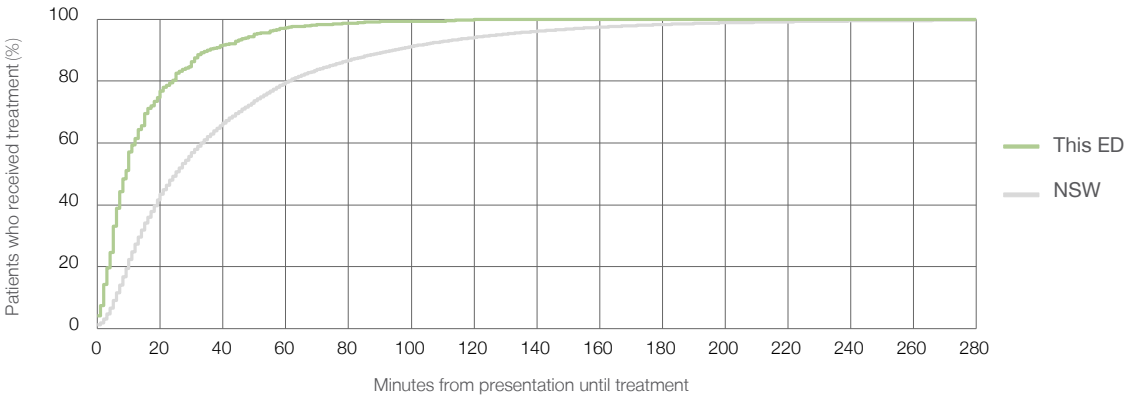
Young Health Service: Time patients waited to start treatment, triage 4

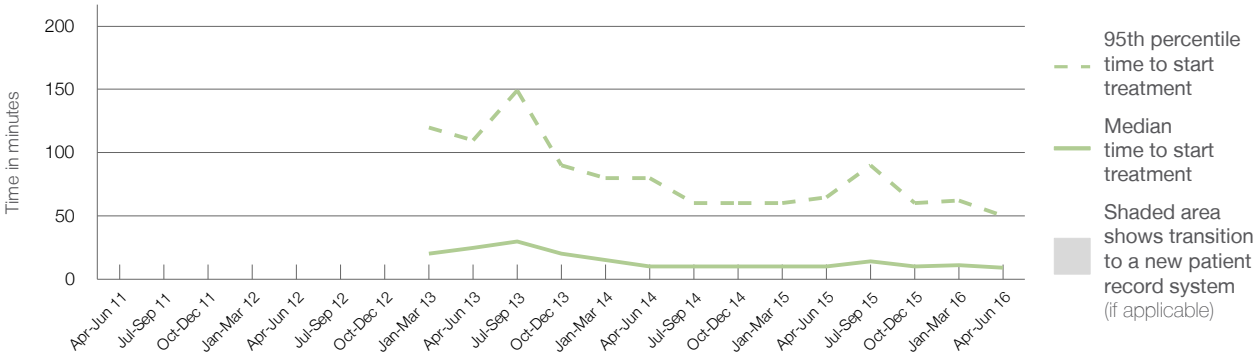
April to June 2016

		Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients:	897	1,052	
Number of triage 4 patients used to calculate waiting time:[3]	878	1,019	
Median time to start treatment[4]	9 minutes	10 minutes	25 minutes
95th percentile time to start treatment[5]	50 minutes	65 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			25	10	10	9
95th percentile time to start treatment[5] (minutes)			110	80	65	50

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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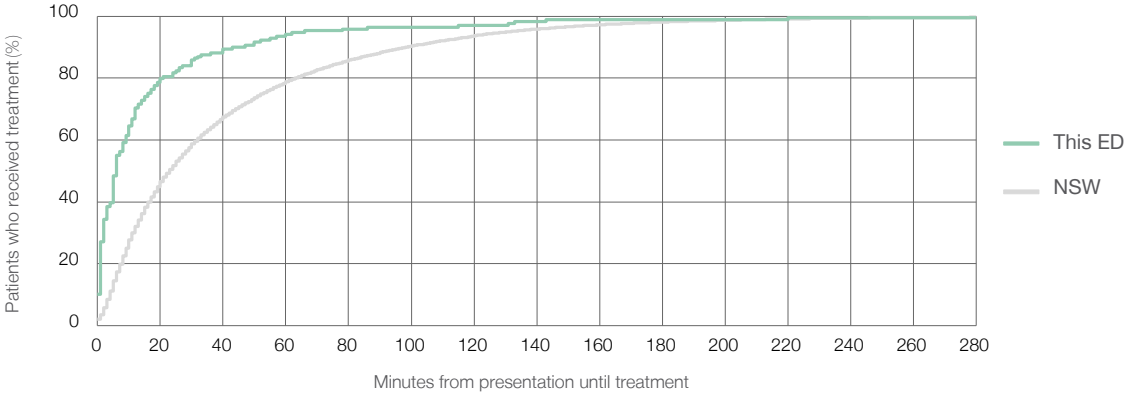
Young Health Service: Time patients waited to start treatment, triage 5

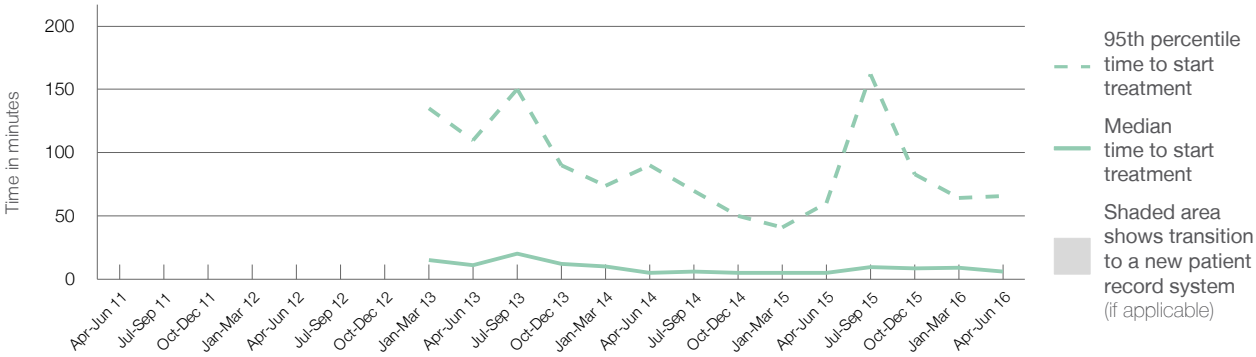
April to June 2016

		Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)		
Number of triage 5 patients:	173	166	
Number of triage 5 patients used to calculate waiting time:[3]	169	157	
Median time to start treatment[4]	6 minutes	5 minutes	23 minutes
95th percentile time to start treatment[5]	66 minutes	60 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)			11	5	5	6
95th percentile time to start treatment[5] (minutes)			110	90	60	66

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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.

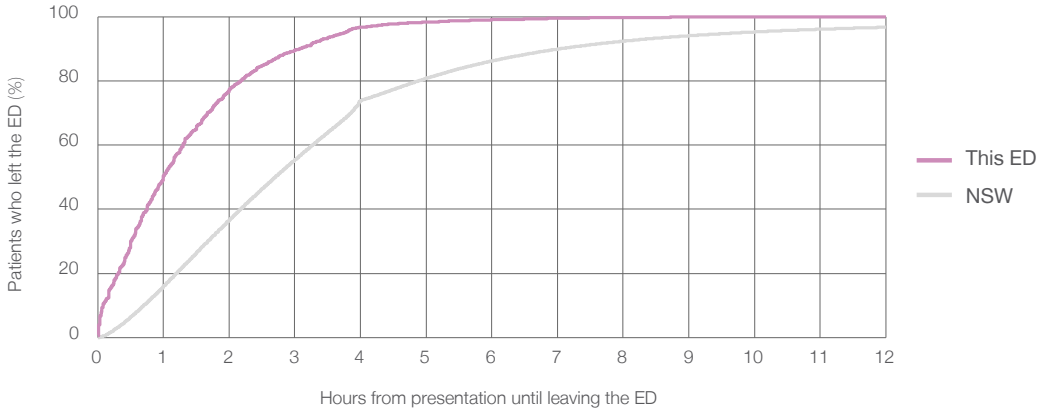
(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: Time patients spent in the ED

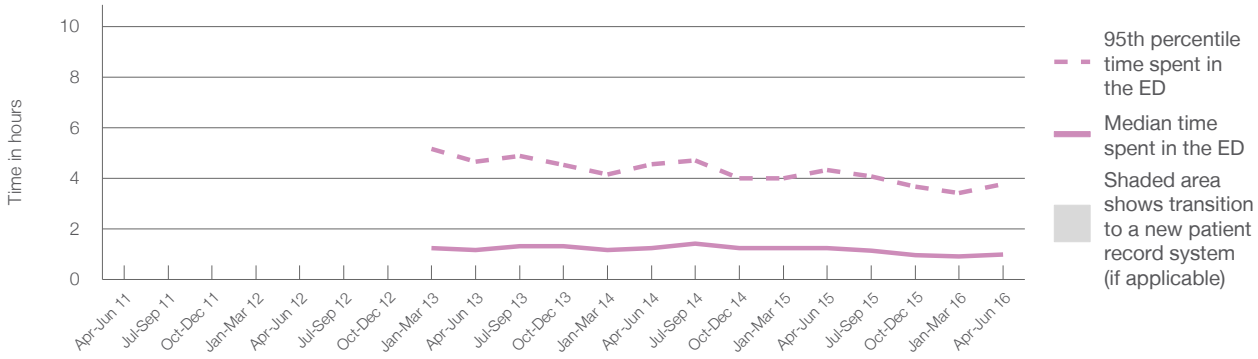
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	2,264 patients	2,511	
Presentations used to calculate time to leaving the ED:[6]	2,264 patients	2,511	
Median time spent in the ED[8]	1 hours and 0 minutes	1 hours and 15 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	3 hours and 46 minutes	4 hours and 20 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)			1h 10m	1h 15m	1h 15m	1h 0m
95th percentile time to leaving the ED[9] (hours, minutes)			4h 40m	4h 34m	4h 20m	3h 46m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

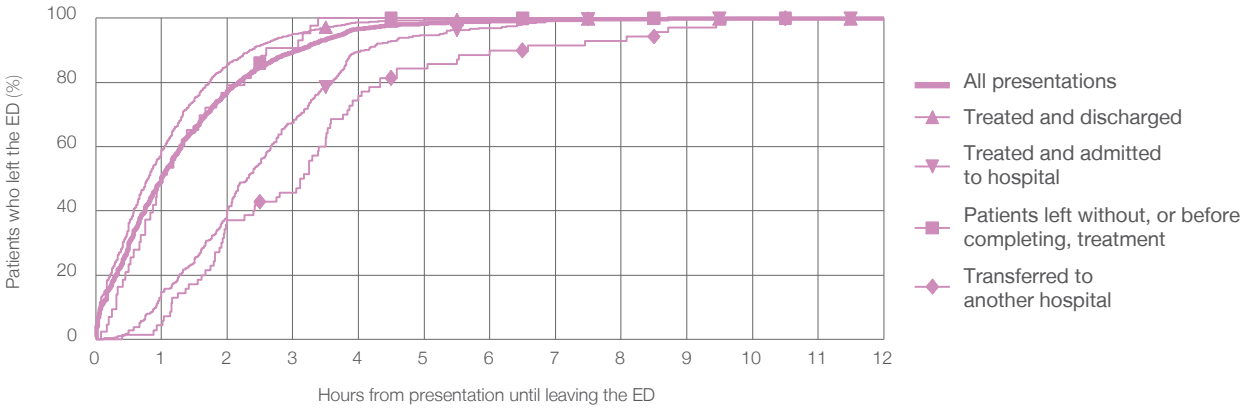
Young Health Service: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 2,264 patients

Presentations used to calculate time to leaving the ED:[6] 2,264 patients

		Same period last year	Change since one year ago
		2,511	-9.8%
Treated and discharged	1,825 (80.6%)	2,081	-12.3%
Treated and admitted to hospital	326 (14.4%)	264	23.5%
Patient left without, or before completing, treatment	43 (1.9%)	70	-38.6%
Transferred to another hospital	70 (3.1%)	92	-23.9%
Other	0 (0%)	4	-100.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	58.7%	85.5%	95.1%	98.7%	99.7%	99.9%	99.9%	99.9%
Treated and admitted to hospital	14.7%	40.2%	67.5%	89.6%	96.9%	99.7%	100%	100%
Patient left without, or before completing, treatment	48.8%	79.1%	90.7%	100%	100%	100%	100%	100%
Transferred to another hospital	4.3%	37.1%	45.7%	75.7%	90.0%	92.9%	100%	100%
All presentations	50.5%	77.3%	89.5%	96.7%	99.0%	99.6%	99.9%	99.9%

(†) 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 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

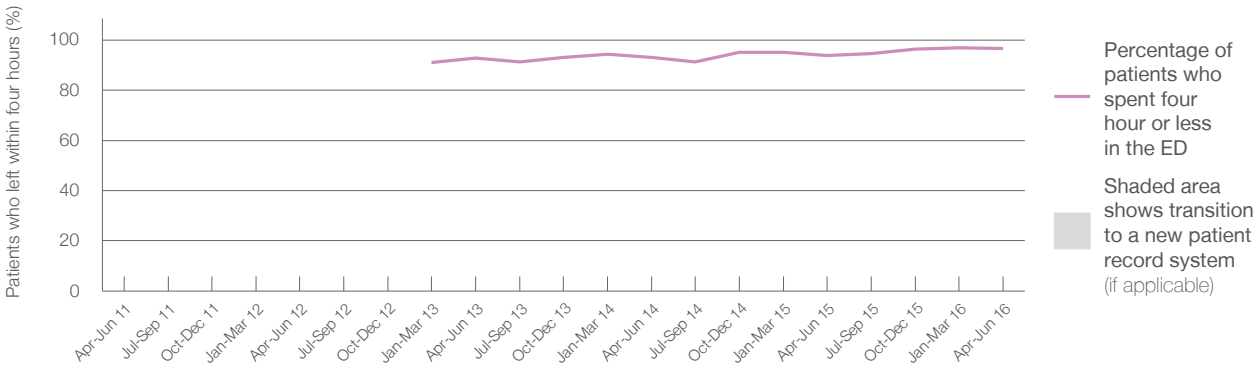
Young Health Service: Time spent in the ED

Percentage of patients who spent four hours or less in the ED

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	2,264 patients	2,511	-9.8%
Presentations used to calculate time to leaving the ED:[6]	2,264 patients	2,511	-9.8%
Percentage of patients who spent four hours or less in the ED	96.7%	93.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)			92.8%	93.1%	93.8%	96.7%

* 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.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).