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

Liverpool Hospital: Emergency department (ED) overview
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	20,701 patients	20,777	-0.4%
Emergency presentations:[2]	20,332 patients	20,469	-0.7%

Liverpool Hospital: Time patients waited to start treatment[3]
January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 3,749 patients		3,403	
Median time to start treatment[4]	8 minutes	11 minutes	8 minutes
90th percentile time to start treatment[5]	25 minutes	40 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,321 patients		10,362	
Median time to start treatment[4]	14 minutes	22 minutes	20 minutes
90th percentile time to start treatment[5]	48 minutes	76 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,811 patients		5,133	
Median time to start treatment[4]	16 minutes	30 minutes	26 minutes
90th percentile time to start treatment[5]	57 minutes	94 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,297 patients		1,445	
Median time to start treatment[4]	13 minutes	25 minutes	23 minutes
90th percentile time to start treatment[5]	54 minutes	90 minutes	104 minutes

Liverpool Hospital: Time from presentation until leaving the ED
January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 20,700 patients		20,777	-0.4%
Percentage of patients who spent four hours or less in the ED	52.6%	50.7%	

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* 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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
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.
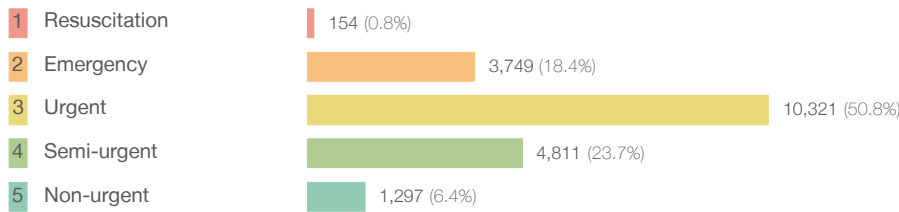
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

Principal referral hospitals (A1)
South Western Sydney Local Health District

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

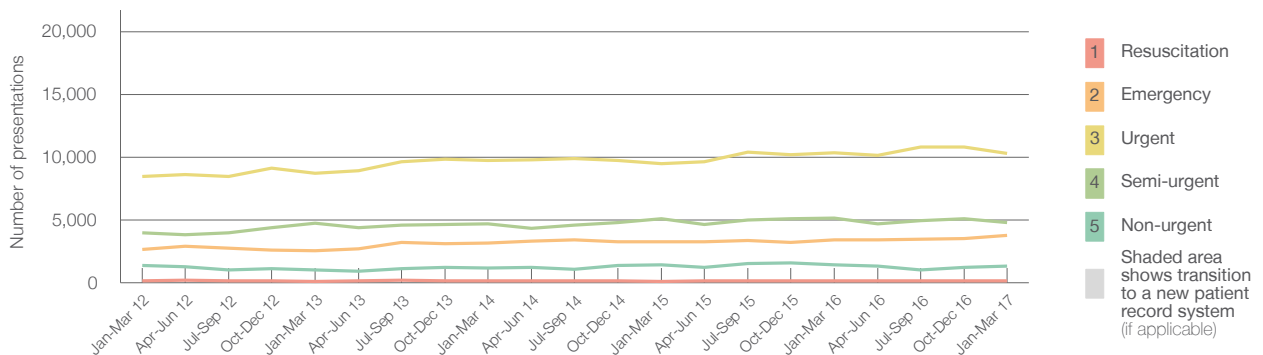## Liverpool Hospital: Patients presenting to the emergency department
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 20,701 patients		20,777	-0.4%
Emergency presentations[2] by triage category: 20,332 patients		20,469	-0.7%
1 Resuscitation	154 (0.8%)	126	22.2%
2 Emergency	3,749 (18.4%)	3,403	10.2%
3 Urgent	10,321 (50.8%)	10,362	-0.4%
4 Semi-urgent	4,811 (23.7%)	5,133	-6.3%
5 Non-urgent	1,297 (6.4%)	1,445	-10.2%

Emergency presentations[2] by quarter, January 2012 to March 2017 [‡]

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	145	101	153	104	126	154
Emergency	2,649	2,545	3,138	3,278	3,403	3,749
Urgent	8,438	8,726	9,722	9,490	10,362	10,321
Semi-urgent	3,996	4,740	4,662	5,098	5,133	4,811
Non-urgent	1,393	999	1,144	1,422	1,445	1,297
All emergency presentations	16,621	17,111	18,819	19,392	20,469	20,332

Liverpool Hospital: Patients arriving by ambulance
January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 6,291 patients		6,765	
ED Transfer of care time			
Median time	13 minutes	13 minutes	0 minutes
90th percentile time	40 minutes	30 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.

Liverpool Hospital

Principal referral hospitals (A1)
South Western Sydney Local Health District

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

Liverpool Hospital: Time patients waited to start treatment, triage 2
January to March 2017

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 3,749			3,403	
Number of triage 2 patients used to calculate waiting time:[3] 3,723			3,385	
Median time to start treatment[4]		8 minutes	11 minutes	8 minutes
90th percentile time to start treatment[5]		25 minutes	40 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017
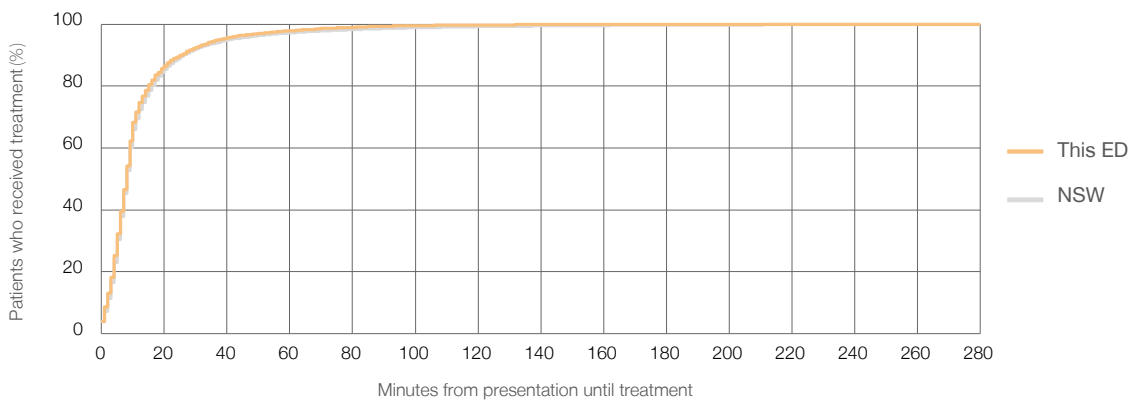
Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017[†‡]
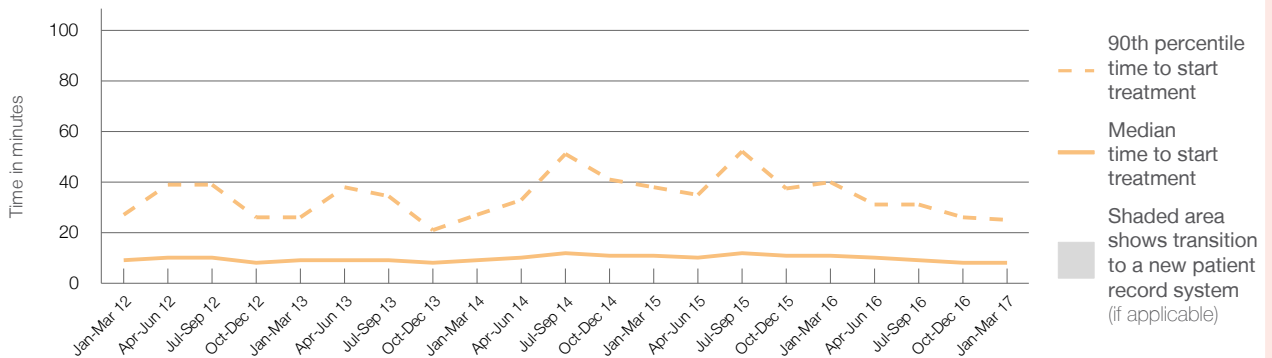
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	9	9	9	11	11	8
90th percentile time to start treatment[5] (minutes)	27	26	27	38	40	25

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

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

Principal referral hospitals (A1)
South Western Sydney Local Health District

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

Liverpool Hospital: Time patients waited to start treatment, triage 3
January to March 2017

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 10,321			10,362	
Number of triage 3 patients used to calculate waiting time:[3] 10,014			10,007	
Median time to start treatment[4]		14 minutes	22 minutes	20 minutes
90th percentile time to start treatment[5]		48 minutes	76 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017
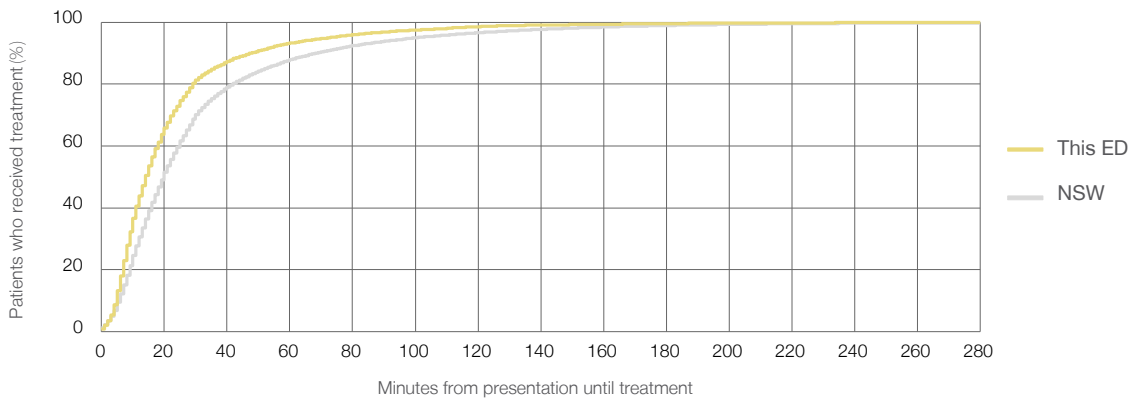
Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017[†‡]
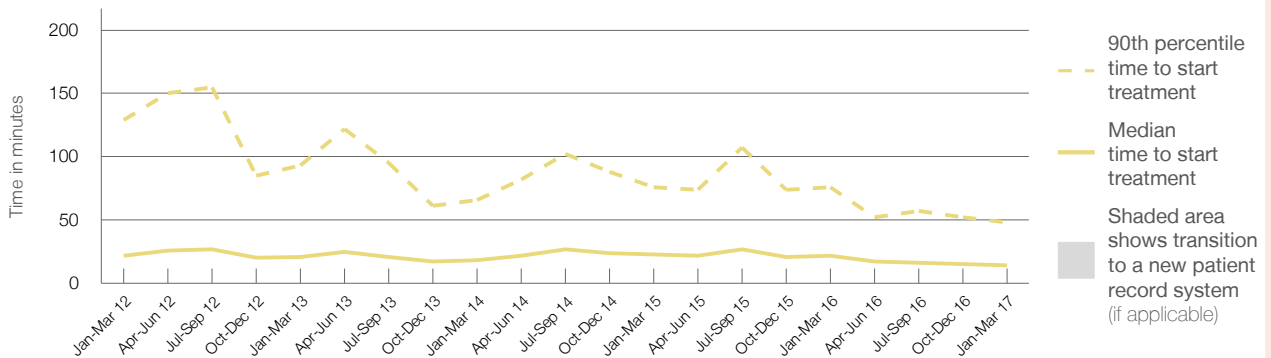
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	22	21	18	23	22	14
90th percentile time to start treatment[5] (minutes)	129	93	66	76	76	48

(†) 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.

Liverpool Hospital

Principal referral hospitals (A1)
South Western Sydney Local Health District

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

Liverpool Hospital: Time patients waited to start treatment, triage 4
January to March 2017

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 4,811			5,133	
Number of triage 4 patients used to calculate waiting time:[3] 4,395			4,596	
Median time to start treatment[4]		16 minutes	30 minutes	26 minutes
90th percentile time to start treatment[5]		57 minutes	94 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017
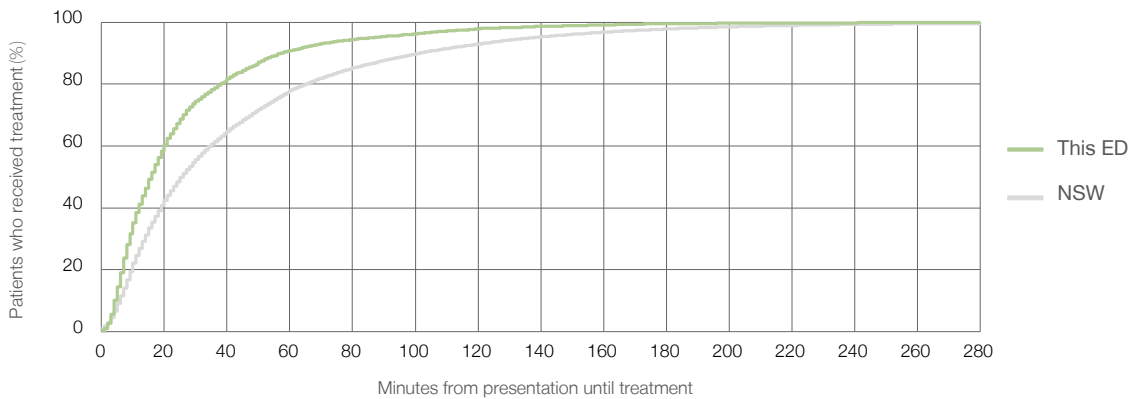
Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017[†‡]
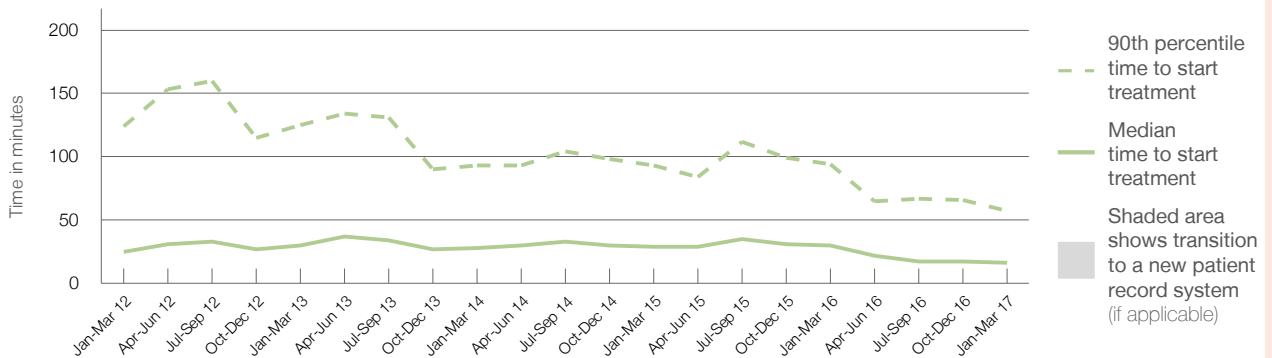
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	25	30	28	29	30	16
90th percentile time to start treatment[5] (minutes)	124	125	93	93	94	57

(†) 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.

Liverpool Hospital

Principal referral hospitals (A1)
South Western Sydney Local Health District

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

Liverpool Hospital: Time patients waited to start treatment, triage 5
January to March 2017

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 1,297			1,445	
Number of triage 5 patients used to calculate waiting time:[3] 1,069			988	
Median time to start treatment[4]		13 minutes	25 minutes	23 minutes
90th percentile time to start treatment[5]		54 minutes	90 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017
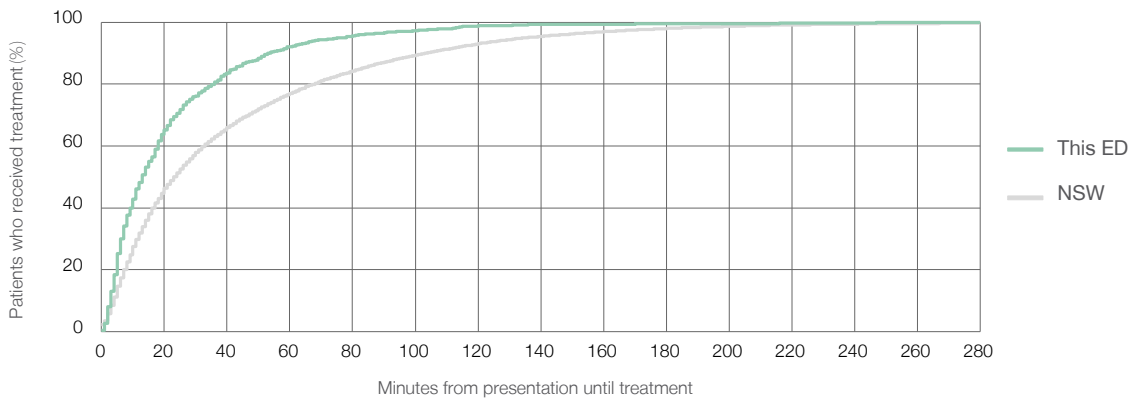
Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017[†‡]
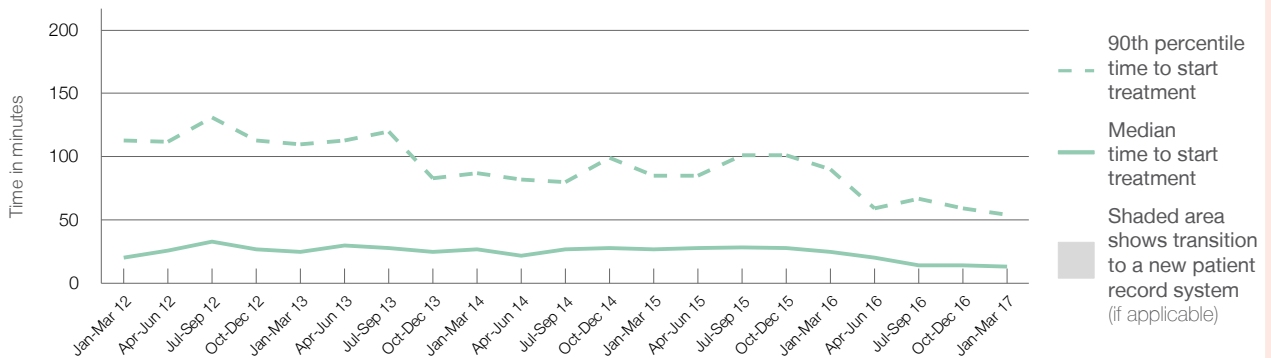
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	20	25	27	27	25	13
90th percentile time to start treatment[5] (minutes)	113	110	87	85	90	54

(†) 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.

Liverpool Hospital

Principal referral hospitals (A1)
South Western Sydney Local Health District

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

Liverpool Hospital: Time patients spent in the ED
January to March 2017

		Same period last year	NSW (this period)
All presentations:[1] 20,701 patients		20,777	
Presentations used to calculate time to leaving the ED:[6] 20,700 patients		20,777	
Median time spent in the ED [8]	3 hours and 55 minutes	3 hours and 59 minutes	2 hours and 44 minutes
90th percentile time spent in the ED [9]	10 hours and 15 minutes	10 hours and 19 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017

Hours from presentation until leaving the ED

— This ED
— NSW
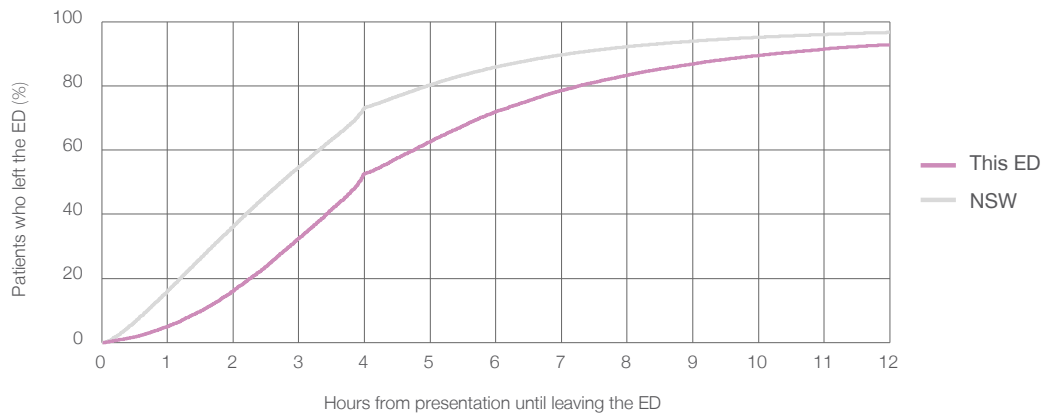
Time patients spent in the ED, by quarter, January 2012 to March 2017 [†‡]

- - - 90th percentile time spent in the ED
— Median time spent in the ED
Shaded area shows transition to a new patient record system (if applicable)
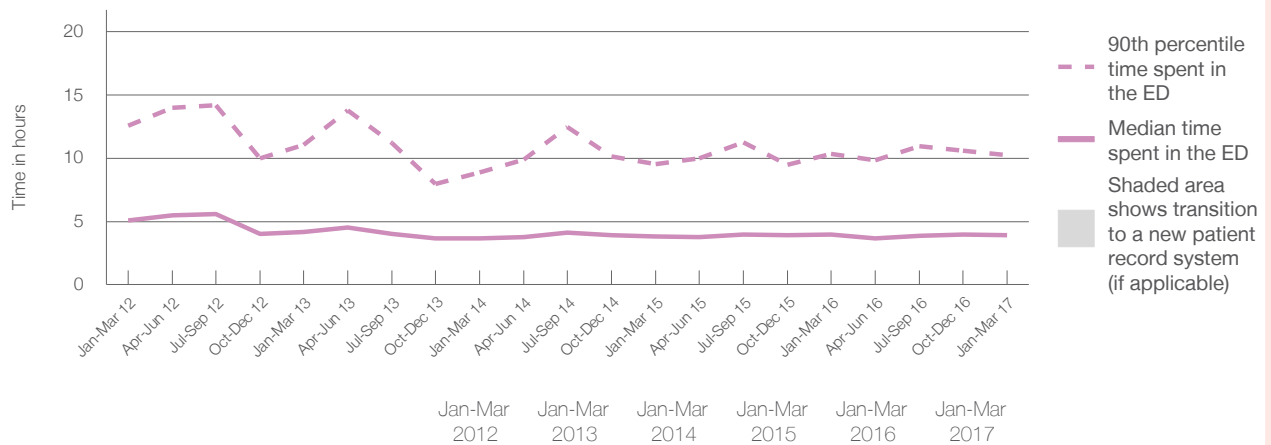
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED [8] (hours, minutes)	5h 5m	4h 11m	3h 40m	3h 50m	3h 59m	3h 55m
90th percentile time to leaving the ED [9] (hours, minutes)	12h 33m	11h 4m	8h 52m	9h 33m	10h 19m	10h 15m

(†)   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.

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

Liverpool Hospital: Time patients spent in the ED
### By mode of separation
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 20,701 patients			
Presentations used to calculate time to leaving the ED:[6] 20,700 patients		20,777	-0.4%
Treated and discharged	8,774 (42.4%)	8,998	-2.5%
Treated and admitted to hospital	9,911 (47.9%)	9,467	4.7%
Patient left without, or before completing, treatment	1,778 (8.6%)	2,028	-12.3%
Transferred to another hospital	80 (0.4%)	73	9.6%
Other	158 (0.8%)	211	-25.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017[†‡]
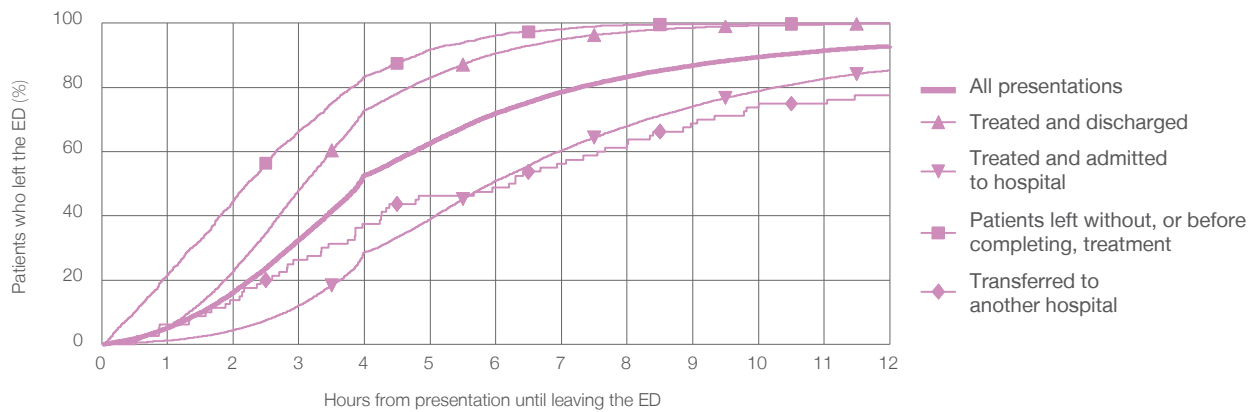
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.4%	22.7%	48.0%	72.9%	90.6%	97.3%	99.3%	99.9%
Treated and admitted to hospital	1.1%	4.4%	12.1%	28.7%	51.0%	68.0%	78.9%	85.3%
Patient left without, or before completing, treatment	21.6%	44.7%	66.4%	83.4%	96.2%	99.4%	99.8%	99.8%
Transferred to another hospital	6.3%	13.8%	26.3%	37.5%	48.8%	62.5%	75.0%	77.5%
All presentations	5.1%	16.1%	32.6%	52.6%	72.0%	83.3%	89.4%	92.8%

(†)   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.

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

Liverpool Hospital: Time spent in the ED
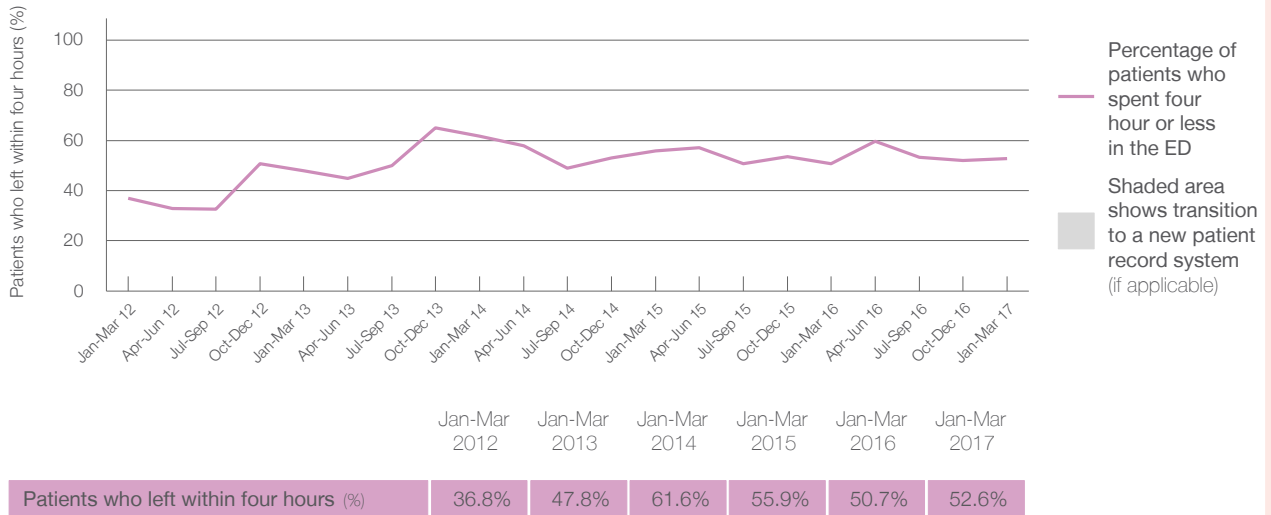### Percentage of patients who spent four hours or less in the ED
January to March 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 20,701 patients		20,777	-0.4%
Presentations used to calculate time to leaving the ED:[6] 20,700 patients		20,777	-0.4%
Percentage of patients who spent four hours or less in the ED	52.6%	50.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Patients who left within four hours (%)	36.8%	47.8%	61.6%	55.9%	50.7%	52.6%

*   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, July to September 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 90th percentile is the time by which 90% of patients started treatment. The final 105% 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 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
Note: All percentages are rounded and therefore percentages may not add to 100%.
Sources: ED data from Health Information Exchange, NSW Health (extracted 18 April 2017).
         Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

Liverpool Hospital

Principal referral hospitals (A1)
South Western Sydney Local Health District