National Health Performance Authority

Hospital Performance:
Time patients spent in emergency departments in 2011–12

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Additional document

Technical Supplement: Time patients spent in emergency departments in 2011–12

About the Authority

The National Health Performance Authority has been set up as an independent agency under the *National Health Reform Act 2011*. It commenced full operations in 2012.

Under the terms of the Act, the Authority will monitor, and report on, the performance of Local Hospital Networks, public and private hospitals, primary healthcare organisations and other bodies that provide healthcare services.

The Authority's reports will give all Australians access to timely and impartial information that fairly compares their local healthcare organisations against peer organisations and against national standards.

The reports will let people see, often for the first time, how their local healthcare organisations measure up against comparable organisations across Australia.

The Authority's activities are also guided by a document known as the *Performance and Accountability Framework* agreed by the Council of Australian Governments (COAG). The framework contains nearly 50 indicators that will form the basis for the Authority's performance reports.

The Authority publishes most performance data through the MyHospitals website, and releases reports on a quarterly basis. The Authority's role includes reporting on the performance of these healthcare organisations against the 48 measures in order to identify both high-performing Local Hospital Networks, Medicare Locals and hospitals (so effective practices can be shared), and Local Hospital Networks and Medicare Locals that perform poorly (so that steps can be taken to address problems).

The Authority consists of a Chairman, a Deputy Chairman and five other members, appointed for up to five years. Members of the Authority are:

- Ms Patricia Faulkner AO (Chairman)

- Mr John Walsh AM (Deputy Chairman)

- Dr David Filby PSM

- Prof Michael Reid

- Prof Bryant Stokes AM RFD

- Prof Paul Torzillo AM

- Prof Claire Jackson (acting member)

The conclusions in this report are those of the Authority. No official endorsement from any Minister, department of health or healthcare organisation is intended or should be inferred.

Summary

The National Health Performance Authority was set up under the *National Health Reform Act 2011* as an independent body to provide locally relevant and nationally consistent information on the performance of healthcare organisations and health systems.

The Council of Australian Governments (COAG) agreed to a set of nearly 50 indicators that will be used by the Authority to report on the performance of hospitals and other health service providers. The Authority has chosen to focus this, its first report, on a subset of those indicators that relate to the performance of public hospitals and their emergency departments (EDs).

In particular, the report examines the extent to which patients depart public hospital EDs within four hours of arrival, following the introduction of the National Emergency Access Target (NEAT). Under the target, states and territories are expected to ensure that 90% of all patients presenting to public hospital EDs will depart within four hours by 2015.

This report is based on data from 134 major, large, medium and specialist public hospitals and about 5.9 million ED presentations. Hospitals were classified by location, and also classified as major, large or medium based on the number of ED presentations and hospital separations per year (**Table 1**, page 2).

In 2013 the Authority will publish reports each quarter on the comparable performance of healthcare organisations to stimulate improvements in the Australian health system, to increase transparency and accountability and to inform consumers.

Key findings

There were large variations in the proportion of patients seen within the four-hour target in 2011–12 (**Table 2**, page 4).

The report grouped public hospitals according to size (major, large and medium) and found big differences both between those peer groups, and between individual hospitals within the peer groups.

In terms of variation in performance between hospital peer groups:

- Major hospitals recorded the lowest percentage of patients who departed ED within four hours: **54%** in major metropolitan hospitals, and **63%** in major regional hospitals.

- Large hospitals (which are smaller than major hospitals) performed closer to the 2015 target: **67%** in large metropolitan hospitals and **78%** in large regional hospitals.

In terms of variation in performance between individual hospitals within the peer groups:

- Among all major hospitals, the percentage of patients departing ED within four hours ranged from **79%** to **33%**.

- Among large hospitals, the range was from **92%** to **48%**.

- Among medium hospitals, the range was from **93%** to **41%**.

Location of hospitals, as well as size, also influenced the percentage of patients seen within the target (**Table 2**, page 4).

- Metropolitan hospitals (both major and large) recorded lower percentages of all patients departing ED within four hours when compared with regional hospitals.

- Among major metropolitan hospitals, the percentage of patients departing ED within four hours ranged from **74%** to **33%**, and among major regional hospitals from **79%** to **47%**.

- Among large metropolitan hospitals, the percentage of patients departing ED within four hours ranged from **83%** to **48%**, and among large regional hospitals, from **92%** to **61%**.

A number of hospitals are already achieving the state targets, on the path to the introduction of the 2015 target (**Figure 1**, page 6).

The percentage of patients who leave ED within the four-hour target is much lower among those patients who are subsequently admitted to the same hospital, compared with patients who depart ED without being admitted (**Figures 2** and **3**, pages 9 and 10).

- Among major metropolitan hospitals, **26%** of admitted patients left ED within four hours, compared with **70%** of patients who were not admitted.

- The challenges of having admitted patients depart ED within four hours was felt across all the hospital peer groups studied. Peer performance ranged from **38%** of admitted patients departing ED within four hours in large regional hospitals, to **24%** in major regional hospitals.

The length of time within which 90% of admitted patients departed ED was shortest for medium hospitals and longest for large regional hospitals. The length of time ranged nationally from **5 hours** and **28 minutes** to **27 hours** and **59 minutes**. There is no national target for this measure (**Table 3**, page 4 and **Figures 4** to **15**, pages 11–23).

How well does your hospital perform?

The National Health Performance Authority has released new 2011–12 data on the MyHospitals website for over 400 hospitals, covering:

- Waiting times for elective surgery

- Waiting times for treatment in ED

- Time spent in ED from arrival to departure

- Presentations to ED

- Hand hygiene rates

To find more information about your local hospital go to **www.myhospitals.gov.au**

Introduction

About this report

This is the first report by the National Health Performance Authority. It reflects the Authority's decision to focus on a subset of specific indicators agreed by COAG that relate to the performance of public hospitals and their emergency departments, in recognition of the ED's crucial role at the interface of community and hospital care.

The report compares the performance of each hospital and its emergency department against its peers, after grouping them into categories based on size (major, large and medium hospitals) to ensure comparison is fair.

The information in this report is intended to provide the public, clinicians and public hospital managers with greater insight and context on how hospitals are performing. With this in mind, the report identifies the 10% of hospitals with the highest percentages of patients who leave ED within four hours, as well as the 10% with the lowest percentages (**Figure 1**).

However, in this report the Authority makes no determination that any particular hospital is performing either poorly or well. Hospitals have two more years to reach the 2015 target, and a number are already meeting it.

The definition of poor performance is likely to involve elements of comparison with targets and comparable hospitals, as well as performance over time.

The next report will focus on primary healthcare, and over time the Authority aims to build reports that examine hospital and primary care together.

The National Emergency Access Target (NEAT)

The National Emergency Access Target (NEAT) was agreed by COAG in 2011. States and territories have agreed varying annual targets for 2012, 2013 and 2014 for the percentage of patients who, after attending an ED, are admitted to the respective hospital, referred to another hospital, or discharged within the four-hour timeframe.

In 2012, the target ranges from **76%** in **Western Australia** to **64%** in the **Australian Capital Territory**, while in 2014 it varies from **85%** in **Western Australia** to **81%** in the **Australian Capital Territory** and **Victoria**.

COAG established an Expert Panel in May 2011 to provide recommendations on how NEAT might best be implemented. The panel noted the main goal of NEAT was to *'improve patient safety and quality of care by removing obstacles to patient flow that contribute to emergency department overcrowding'*.

The Expert Panel advised that NEAT should *'drive process and systemic change and [be] a measure against which to monitor progress'*.[1]

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1. Expert Panel Review of Elective Surgery and Emergency Access Targets under the *National Partnership Agreement on Improving Public Hospital Services, 30 June 2011*.

The target reaches 90% nationally in 2015. It was not set at 100% as, in some circumstances, it is clinically appropriate for patients to stay in ED beyond four hours.

Fair comparisons: hospital peer groups

As part of its work, the Authority has developed new statistical methods to allow, for the first time, fair comparisons to be made between performance in different hospitals and peer groups of similar hospitals (**Table 1**).

Our analysis indicates the type of hospital influences performance more than the type of ED, as the reasons for delays in ED are likely to extend into other areas of the hospital or the wider primary healthcare setting.

Specialist hospitals are not similar to other hospitals or each other and are not compared.

Improving comparisons

In preparing this report the Authority began work on ways to correct for factors such as differences in patient types that might explain why some patients stay longer in ED. The Authority is aware further work is needed to fully support the comparability of data and notes small differences in measured performance may not represent true differences in care experiences.

Further information can be found in *Technical Supplement: Time patients spent in emergency departments 2011–12* and at **www.myhospitals.gov.au**

Report period

This report covers the period July 2011 to June 2012, and includes six months before the NEAT target commenced in January 2012. The next six-monthly report will cover July 2012 to December 2012.

Table 1:   Hospital peer groups used to compare time spent in ED#

Major metropolitan hospitals	Metropolitan hospitals with >20,000 acute casemix-adjusted separations and >20,000 ED presentations per annum.
Major regional hospitals	Regional hospitals with >16,000 acute casemix-adjusted separations and >20,000 ED presentations per annum.
Large metropolitan hospitals	Metropolitan acute hospitals treating >10,000 acute casemix-adjusted separations and >20,000 ED presentations per annum.
Large regional hospitals	Large regional acute hospitals treating >8,000 acute casemix-adjusted separations and >20,000 ED presentations per annum.
Medium hospitals	Medium acute hospitals in metropolitan and regional areas treating between 5,000 and 10,000 acute casemix-adjusted separations and >20,000 ED presentations per annum.

(#)   More information on the peer group methodology is available in *Technical Supplement: Time patients spent in emergency departments 2011–12* at **www. myhospitals.gov.au**

Time in ED: differences between peer groups

In 2011–2012, there were approximately 5.9 million presentations to the 134 public hospital EDs included in this report. These presentations accounted for the vast majority (90%) of the total ED presentations in the national data collection. Nearly one-third of these patients were admitted from ED to a ward in the same hospital.

Nationally there were large differences between hospital peer groups[2], and between hospitals within peer groups, in the length of time all patients spent in ED.

Major metropolitan and regional hospitals accounted for almost 4 million of the 5.9 million ED presentations in 2011–12 that are covered by this report, and had the lowest percentage of all patients departing within four hours of arrival.

Across major and large hospital groups, metropolitan hospitals had lower percentages than regional peer-grouped hospitals.

Large regional hospitals saw almost 395,000 ED presentations in 2011–12, and had the highest percentage departing within four hours.

There were also large differences between hospital peer groups, and between hospitals within peer groups, in the percentages of subsequently admitted patients who departed ED within four hours, and the percentage of discharged patients.

Percentage of *all patients* departing ED within four hours of arrival

In 2011–12 the percentage of all patients departing ED within four hours of arrival varied between peer groups:

- Major metropolitan hospitals: **54%**

- Major regional hospitals: **63%**

- Large metropolitan hospitals: **67%**

- Large regional hospitals: **78%**

- Medium hospitals: **76%**
  (**Table 2** and **Figure 1**)

Time until most *admitted patients* (90%) departed ED

In 2011–12 the period of time until most patients (90%) departed ED for admission to a ward in the same hospital varied between and across peer groups:

- Major metropolitan hospitals:
  14 hours and **59 minutes**

- Major regional hospitals:
  16 hours and **57 minutes**

- Large metropolitan hospitals:
  12 hours and **29 minutes**

- Large regional hospitals:
  12 hours and **24 minutes**

- Medium hospitals:
  12 hours and **15 minutes**
  (**Table 3**)

There is no national target for this measure.

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2. Peer performance results are weighted averages calculated using presentation-level data for all hospitals in the group.

Table 2: Percentage of *all patients* departing ED within four hours of arrival, by peer group, 2011–12

	National peer performance (%)	*Highest* percentage in national peer group (%)	*Lowest* percentage in national peer group (%)
Major metropolitan hospitals	54	74	33
Major regional hospitals	63	79	47
Large metropolitan hospitals	67	83	48
Large regional hospitals	78	92	61
Medium hospitals	76	93	41

Source: National Non-admitted Patient Emergency Department Care Collection Database 2011–12, data extracted 5 November 2012.

Table 3: Length of time in hours and minutes until most *admitted patients* (90%) departed ED, by peer group, 2011–12

	National peer performance (hr:min)	Shortest time in national peer group (hr:min)	Longest time in national peer group (hr:min)
Major metropolitan hospitals	14:59	8:24	27:24
Major regional hospitals	16:57	8:00	27:59
Large metropolitan hospitals	12:29	7:29	17:46
Large regional hospitals	12:24	5:28	20:14
Medium hospitals	12:15	6:23	19:13

Source: National Non-admitted Patient Emergency Department Care Collection Database 2011–12, data extracted 5 November 2012.

Time in ED: differences between hospitals within peer groups

In 2011–2012, as well as differences between peer groups, there were large differences nationally within hospital peer groups in the percentage of all patients departing public hospital EDs within four hours of arrival (**Figure 1**).

Importantly, each state and territory has an individual target for each calendar year to help it progress towards the 2015 NEAT, which sets a goal of 90% of all patients departing EDs within four hours (**Table 4**).

All patients departing ED within four hours of arrival

In 2011–12 the percentage of all patients departing ED within four hours of arrival varied across hospitals in each peer group:

- Major metropolitan hospitals: from **74%** for **Fremantle Hospital** (WA) to **33%** for **Princess Alexandra Hospital** (QLD)

- Major regional hospitals: from **79%** for **Bunbury Hospital** (WA) to **47%** for **Lismore Hospital** (NSW)

- Large metropolitan hospitals: from **83%** for **Rockingham Hospital** (WA) to **48%** for **Hornsby Ku-ring-gai Hospital** (NSW)

- Large regional hospitals: from **92%** for **Albany Hospital** (WA) to **61%** for **Grafton Hospital** (NSW)

- Medium hospitals: from **93%** for **Williamstown Hospital** (VIC) to **41%** for **Mount Druitt Hospital** (NSW) (**Figure 1**).

Hospitals whose 2011–12 results against the four-hour NEAT were in either the top 10% or bottom 10% of their peer group nationally are displayed in **Figure 1**.

In this report the Authority makes no determination that any particular hospital is performing either poorly or well. Hospitals have more than two years to reach the 2015 target, and a number are already meeting it.

Figure 1 opposite sets out a summary of the performance of all hospitals for all patients (including those who were subsequently admitted and those who were discharged) who presented at public hospital EDs. It identifies those hospitals whose 2011–12 performance against the four-hour target placed them in either the top 10% or bottom 10% of their respective categories.

Specialist hospitals

Specialist hospitals are reported for each state and territory separately on **pages 11** to **23**. These hospitals are not similar to other hospitals or each other and are not compared.

How does my local hospital compare?

Want to know more about your local hospital?
Go to **www.myhospitals.gov.au**

Peer overview - *all patients*

	Major metropolitan hospitals[1]	Major regional hospitals[1]	Large metropolitan hospitals[1]	Large regional hospitals[1]	Medium hospitals[1]

The national target is **90%** of **all patients** depart ED within four hours of arrival by 2015[#]

State & territory 2012 targets

WA	**76%**
TAS	**72%**
QLD & VIC	**70%**
NSW & NT	**69%**
SA	**67%**
ACT	**64%**

Major metropolitan hospitals:
Fremantle **WA**
Royal Perth **WA**
Casey **VIC**
Sir Charles Gairdner **WA**
Joondalup **WA**
Peer performance **54%**
Western **VIC**
Westmead **NSW**
Blacktown **NSW**
Liverpool **NSW**
Princess Alexandra **QLD**

Major regional hospitals:
Bunbury **WA**
Bundaberg **QLD**, Mackay **QLD**
Peer performance **63%**
Nambour **QLD**
Lismore **NSW**

Large metropolitan hospitals:
Rockingham **WA**
Swan District **WA**
Peer performance **67%**
Hornsby Ku-ring-gai **NSW**

Large regional hospitals:
Albany **WA**
Peer performance **78%**
Grafton **NSW**

Medium hospitals:
Williamstown **VIC**
Peer performance **76%**
Mount Druitt **NSW**

Presentations

Performance

- In *highest* 10% of peer group hospitals nationally
- Other hospitals (See results on **pages 11–23**)
- In *lowest* 10% of peer group hospitals nationally

70,000 & above
40,000
10,000

1. Feor more information on measures and peer groups see **www.myhospitals.gov.au**
(#) Hospitals have more than two years to achieve the national target.
Source: National Non-admitted Patient Emergency Department Care Database 2011–12, data extracted 5 November 2012.

Time in ED: differences between admitted and discharged patients

There were marked differences in results when comparing time spent in ED from arrival to departure for all patients, relative to patients admitted to a hospital ward from ED and those who were discharged from ED (**Figures 2** and **3**).

Admitted patients departing ED within four hours of arrival

Among major metropolitan and regional hospitals, the percentage of admitted patients who left ED within four hours (peer group performance) was **26%** and **24%** respectively.

In 2011–12, for patients admitted from ED to a ward in the same hospital, the percentage departing ED within four hours varied across hospitals in each peer group:

- Major metropolitan hospitals: from **55%** for **Fremantle Hospital** (WA) to **9%** for **Wyong Hospital** (NSW)

- Major regional hospitals: from **46%** for **Bunbury Hospital** (WA) and **Warrnambool Hospital** (VIC) to **12%** for **Coffs Harbour Hospital** (NSW)

- Large metropolitan hospitals: from **56%** for **Swan District Hospital** (WA) to **10%** for **Shellharbour Hospital** (NSW)

- Large regional hospitals: from **75%** for **Albany Hospital** (WA) to **18%** for **Hervey Bay Hospital** (QLD)

- Medium hospitals: from **65%** for **Gympie Hospital** (QLD) to **10%** for **Belmont Hospital** (NSW) (**Figure 2**).

Discharged patients departing ED within four hours of arrival

Across major metropolitan and regional hospitals the percentage of discharged patients who left ED within four hours (peer group performance) was **70%** and **78%** respectively.

In 2011–12, for patients discharged from ED, the percentage departing ED within four hours of arrival varied across hospitals in each peer group:

- Major metropolitan hospitals: from **91%** for **Royal Perth Hospital** (WA) to **45%** for **Princess Alexandra Hospital** (QLD)

- Major regional hospitals: from **91%** for **Ballarat Hospital** (VIC) to **66%** for **Lismore Hospital** (NSW) and **Royal Darwin Hospital** (NT)

- Large metropolitan hospitals: from **91%** for **Sandringham Hospital** (VIC) to **58%** for **Hornsby Ku-ring-gai Hospital** (NSW)

- Large regional hospitals: from **96%** for **Wodonga Hospital** (VIC) to **70%** for **Grafton Hospital** (NSW)

- Medium hospitals: from **97%** for **Williamstown Hospital** (VIC) to **51%** for **Mount Druitt Hospital** (NSW) (**Figure 3**).

Table 4: State and territory National Emergency Access Targets: percentage of *all patients* departing ED within four hours, 2012–2015

	State and territory National Emergency Access Targets (%)			
	2012	2013	2014	2015
New South Wales	69%	76%	83%	90%
Victoria#	70%	75%	81%	90%
Queensland	70%	77%	83%	90%
Western Australia	76%	81%	85%	90%
South Australia	67%	75%	82%	90%
Tasmania	72%	78%	84%	90%
Australian Capital Territory	64%	73%	81%	90%
Northern Territory#	69%	75%	83%	90%

Source: National Health Reform Agreement – National Partnership Agreement on Improving Public Hospital Services, 2011.

(#) Updated targets - Australian Government Department of Health and Ageing, email to NHPA, 7 December 2012; Departments of Health, Northern Territory and Victoria, emails to NHPA, 10 December 2012

The term *admitted* refers to patients who were admitted to a ward in the same hospital where they presented to ED, but excludes patients transferred to another hospital for admission.

The term *discharged* refers to all patients who presented to ED and were not subsequently admitted to the same hospital. This group includes patients who were discharged, transferred to another hospital for admission, left ED before commencement or completion of treatment, and those who died on arrival at, or in, ED.

Figures 2 and **3** provide comparisons of the progress of hospitals separately for patients who are subsequently admitted or not admitted to the hospital.

To ensure comparisons are fair, each figure compares hospitals against other hospitals that have been grouped together on the basis of similar size.

Peer overview - *admitted patients*

Percentage of **admitted patients** departing ED within four hours of arrival amongst the largest hospital EDs in Australia, by peer group[1], 2011–12

Major metropolitan hospitals[1]	Major regional hospitals[1]	Large metropolitan hospitals[1]	Large regional hospitals[1]	Medium hospitals[1]

There is no national target for admitted patients - the national target is for all patients

Albany WA

Gympie QLD

Fremantle WA
Sir Charles Gairdner WA
Royal Perth WA

Swan District WA
Modbury SA

Warrnambool VIC,
Bunbury WA

Monash VIC
The Alfred VIC

Peer performance **38%**

Peer performance **37%**

Peer performance **29%**

Peer performance **26%**

Peer performance **24%**

Hervey Bay QLD

Blacktown NSW,
Gosford NSW,
Logan QLD

Lismore NSW
Coffs Harbour NSW

Canterbury NSW

Caboolture QLD
Wyong NSW

Shellharbour NSW

Belmont NSW

Presentations

10,000
40,000
70,000 & above

Performance

In *highest* 10% of peer group hospitals nationally

Other hospitals
(See results on **pages 11–23**)

In *lowest* 10% of peer group hospitals nationally

1. For more information on measures and peer groups see **www.myhospitals.gov.au**
Source: National Non-admitted Patient Emergency Department Care Database 2011–12, data extracted 5 November 2012.

Peer overview - *discharged patients*

Percentage of **discharged patients** departing ED within four hours of arrival amongst the largest hospital EDs in Australia, by peer group[1], 2011–12

Major metropolitan hospitals[1]

There is no national target for discharged patients - the national target is for all patients

Royal Perth **WA**
The Alfred **VIC**
Sir Charles Gairdner **WA**, Fremantle **WA**
Tweed **NSW**

Peer performance **70%**

Westmead **NSW**
Gosford **NSW**

Liverpool **NSW**

Blacktown **NSW**

Princess Alexandra **QLD**

Major regional hospitals[1]

Ballarat **VIC**
Orange **NSW**, Bunbury **WA**

Peer performance **78%**

Lismore **NSW**, Royal Darwin **NT**

Large metropolitan hospitals[1]

Sandringham **VIC**

Peer performance **80%**

Canterbury **NSW**

Hornsby Ku-ring-gai **NSW**

Large regional hospitals[1]

Wodonga **VIC**

Peer performance **87%**

Grafton **NSW**

Medium hospitals[1]

Williamstown **VIC**

Peer performance **83%**

Mount Druitt **NSW**

Presentations

10,000
40,000
70,000 & above

Performance

In *highest* 10% of peer group hospitals nationally

Other hospitals (See results on **pages 11–23**)

In *lowest* 10% of peer group hospitals nationally

1. For more information on measures and peer groups see **www.myhospitals.gov.au**
Source: National Non-admitted Patient Emergency Department Care Database 2011–12, data extracted 5 November 2012.

New South Wales
Time in ED from arrival to departure 2011–12

Percentage of *all patients* departing ED within four hours of arrival[1]

*The national target for 2015 is **90%** of all patients depart ED within four hours of arrival.*
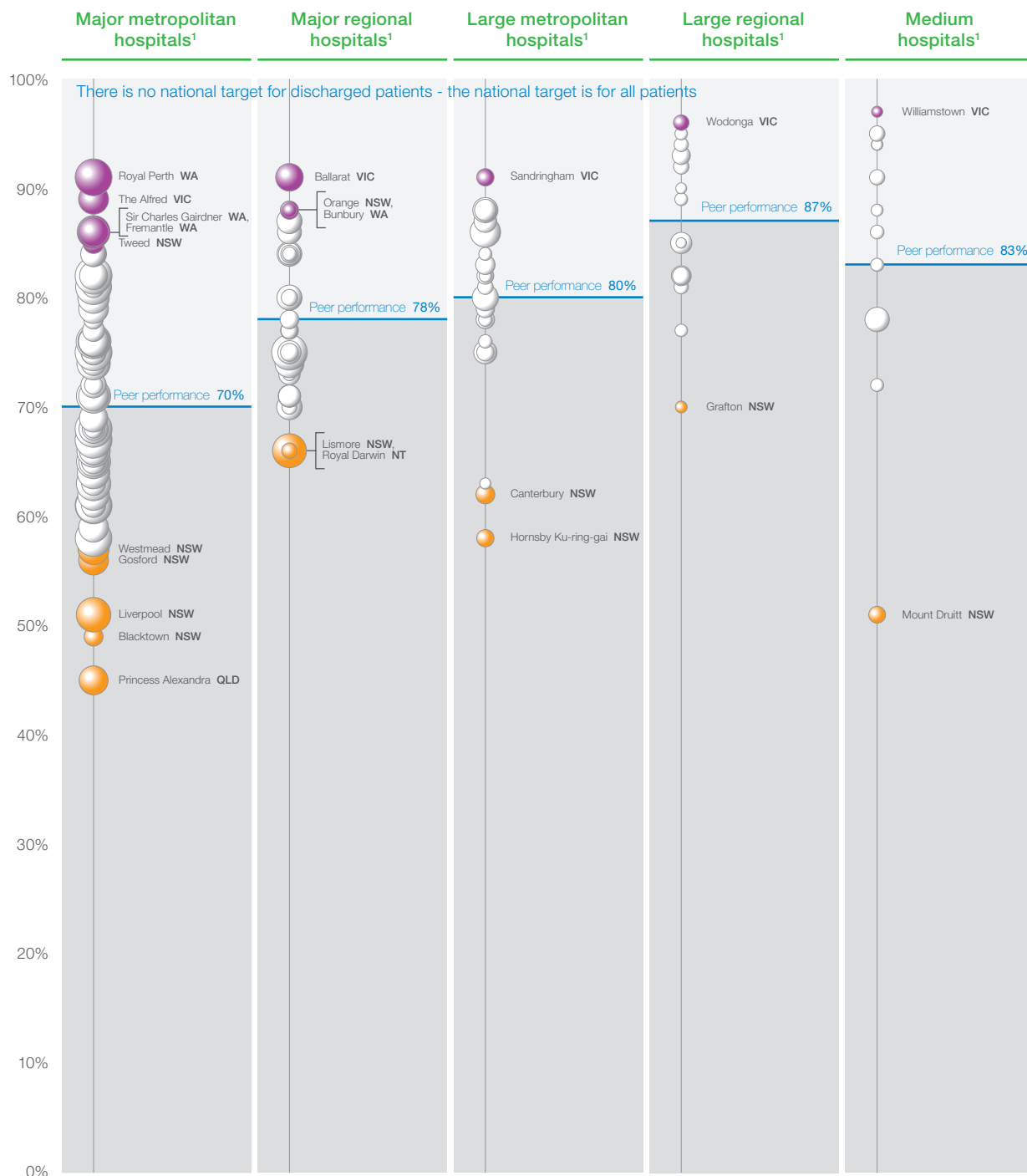*The New South Wales target for 2012 is **69%**.*

For peer-grouped hospitals, the percentage of patients departing ED within four hours varied across New South Wales, ranging from **82%** at Broken Hill Hospital in the medium hospitals peer group to **36%** at Liverpool Hospital in the major metropolitan hospitals peer group.

Time until most *admitted patients* (90%) departed ED[1]

In New South Wales' peer-grouped hospitals, the period of time until **most admitted** patients (90%) departed ED for admission to a ward in the same hospital ranged from **9 hours and 33 minutes** at Broken Hill Hospital in the medium hospitals peer group to **27 hours and 24 minutes** at Blacktown Hospital in the major metropolitan hospitals peer group.

Major regional hospitals[1]

Hospital	Most admitted (hr:min)	Departed within four hours (%)
Coffs Harbour	21:16	55
Dubbo	20:17	58
Lismore	20:19	47
Manning	16:27	59
Orange	21:18	66
Port Macquarie	18:15	61
Shoalhaven	14:06	58
Tamworth	14:25	61
Wagga Wagga	16:02	54
National peer performance	16:57	63

Large regional hospitals[1]

Hospital	Most admitted (hr:min)	Departed within four hours (%)
Bathurst	16:01	68
Grafton	13:08	61
National peer performance	12:24	78

Medium hospitals[1]

Hospital	Most admitted (hr:min)	Departed within four hours (%)
Broken Hill	9:33	82
Kempsey	10:02	80
National peer performance	12:15	76

Figure 4: Percentage of *all patients* departing ED within four hours of arrival, regional New South Wales and the cities of Tweed Heads and Wollongong, 2011–12

See **Figure 5** (Table)

61% Tweed
47% Lismore
61% Grafton
55% Coffs Harbour
61% Tamworth   80% Kempsey
61% Port Macquarie
59% Manning
82% Broken Hill
58% Dubbo
Newcastle Central Coast   See **Figure 5**
Orange 66% 68% Bathurst
SYDNEY   See **Figure 5**
45% Wollongong   See **Figure 5** (Table)
52% Shellharbour
58% Shoalhaven
54% Wagga Wagga
ACT   See **Figure 15**
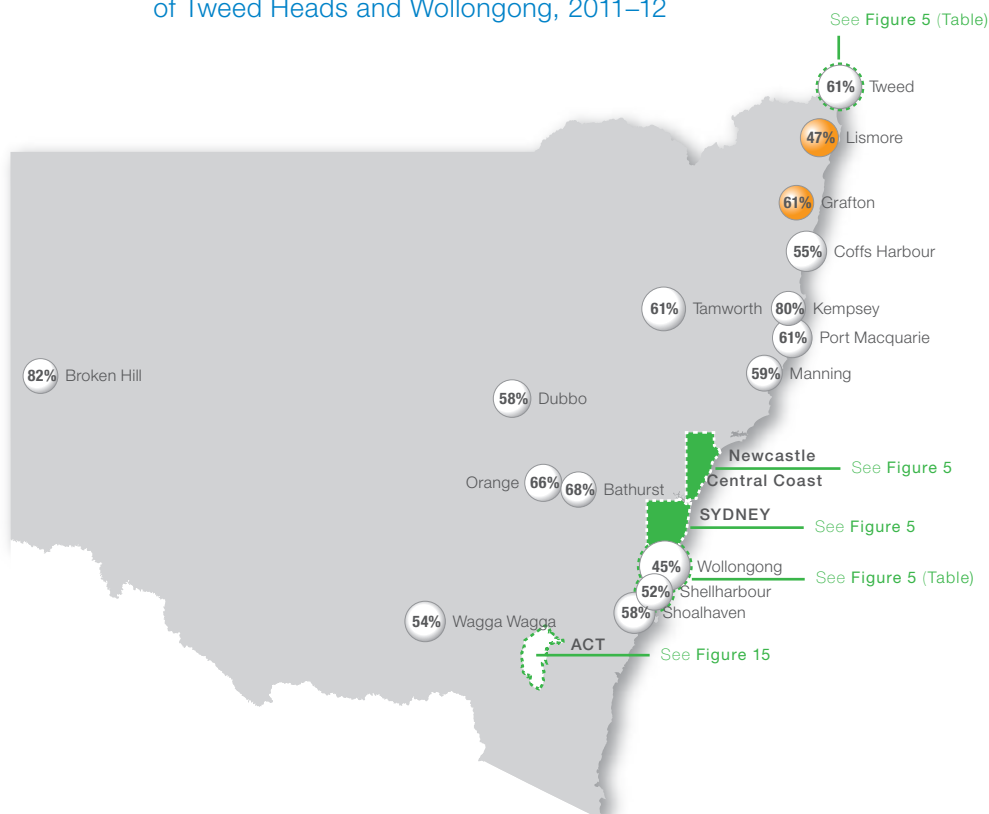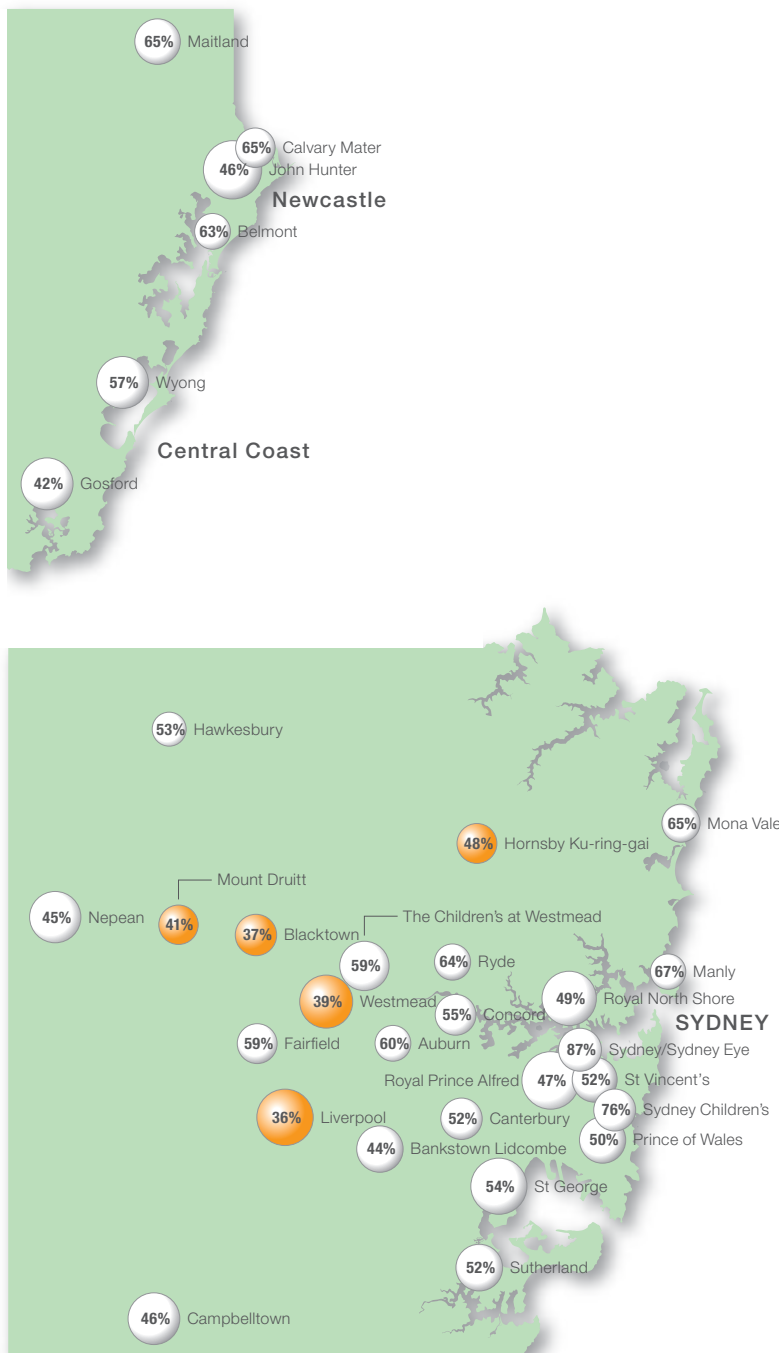
Percentage of **all patients** departing ED within four hours of arrival, major cities New South Wales, 2011–12

Presentations

- 10,000
- 40,000
- 70,000 & above

Performance

- **%** In *highest* 10% of peer group hospitals nationally
- **%** Percentage departing ED within four hours
- **%** In *lowest* 10% of peer group hospitals nationally

Major metropolitan hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Bankstown Lidcombe	14:14	44
Blacktown	27:24	37
Campbelltown	22:29	46
Concord	10:36	55
Gosford	13:20	42
John Hunter	12:31	46
Liverpool	18:47	36
Nepean	17:51	45
Prince of Wales	13:40	50
Royal North Shore	12:25	49
Royal Prince Alfred	12:10	47
St George	13:54	54
St Vincent's	17:56	52
Sutherland	16:43	52
Tweed	17:15	61
Westmead	17:14	39
Wollongong	17:31	45
Wyong	17:07	57
National peer performance	14:59	54

Large metropolitan hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Auburn	10:33	60
Calvary Mater	15:36	65
Canterbury	14:25	52
Fairfield	14:35	59
Hawkesbury	17:36	53
Hornsby Ku-ring-gai	13:26	48
Maitland	17:46	65
Manly	11:35	67
Mona Vale	14:27	65
Ryde	10:14	64
Shellharbour	17:40	52
National peer performance	12:29	67

Medium hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Belmont	13:59	63
Mount Druitt	19:13	41
National peer performance	12:15	76

Specialist hospitals

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Sydney Children's	10:56	76
Sydney / Sydney Eye	6:37	87
The Children's at Westmead	13:28	59
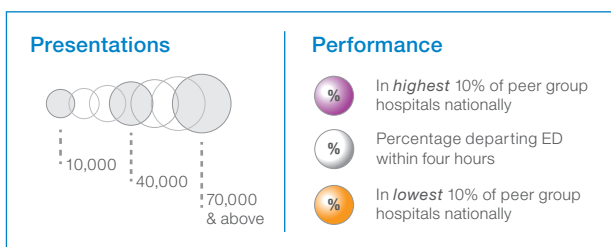
1. For more information on measures and peer groups see **www.myhospitals.gov.au**
Source: National Non-admitted Patient Emergency Department Care Database 2011–12, data extracted 5 November 2012.

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Victoria
Time in ED from arrival to departure 2011–12

Percentage of *all patients* departing ED within four hours of arrival[1]

*The national target for 2015 is **90%** of all patients depart ED within four hours of arrival. The Victorian target for 2012 is **70%**.*

For peer-grouped hospitals, the percentage of patients departing ED within four hours varied across Victoria, ranging from **93%** at Williamstown Hospital in the medium hospitals peer group to **41%** at Western Hospital in the major metropolitan hospitals peer group.

Time until most *admitted patients* (90%) departed ED[1]

In Victoria's peer-grouped hospitals, the period of time until **most admitted** patients (90%) departed ED for admission to a ward in the same hospital ranged from **7 hours and 28 minutes** at Williamstown Hospital in the medium hospitals peer group to **21 hours and 17 minutes** at Frankston Hospital in the major metropolitan hospitals peer group.

Figure 6: Percentage of *all patients* departing ED within four hours of arrival, regional Victoria and the city of Geelong, 2011–12

Major regional hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Ballarat	11:16	76
Bendigo	9:42	70
Latrobe Regional	16:32	62
Shepparton	12:32	68
Warrnambool	9:19	69
National peer performance	16:57	63

Large regional hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Albury[2]	20:14	72
Mildura[3]	8:02	73
Wangaratta	11:50	75
Warragul	15:21	71
Wodonga	13:40	83
National peer performance	12:24	78

Map of regional Victoria showing:
- 73% Mildura[3]
- Albury[2] / 72%
- 83% Wodonga
- 68% Shepparton / 75% Wangaratta
- 70% Bendigo
- 76% Ballarat
- MELBOURNE — See Figure 7
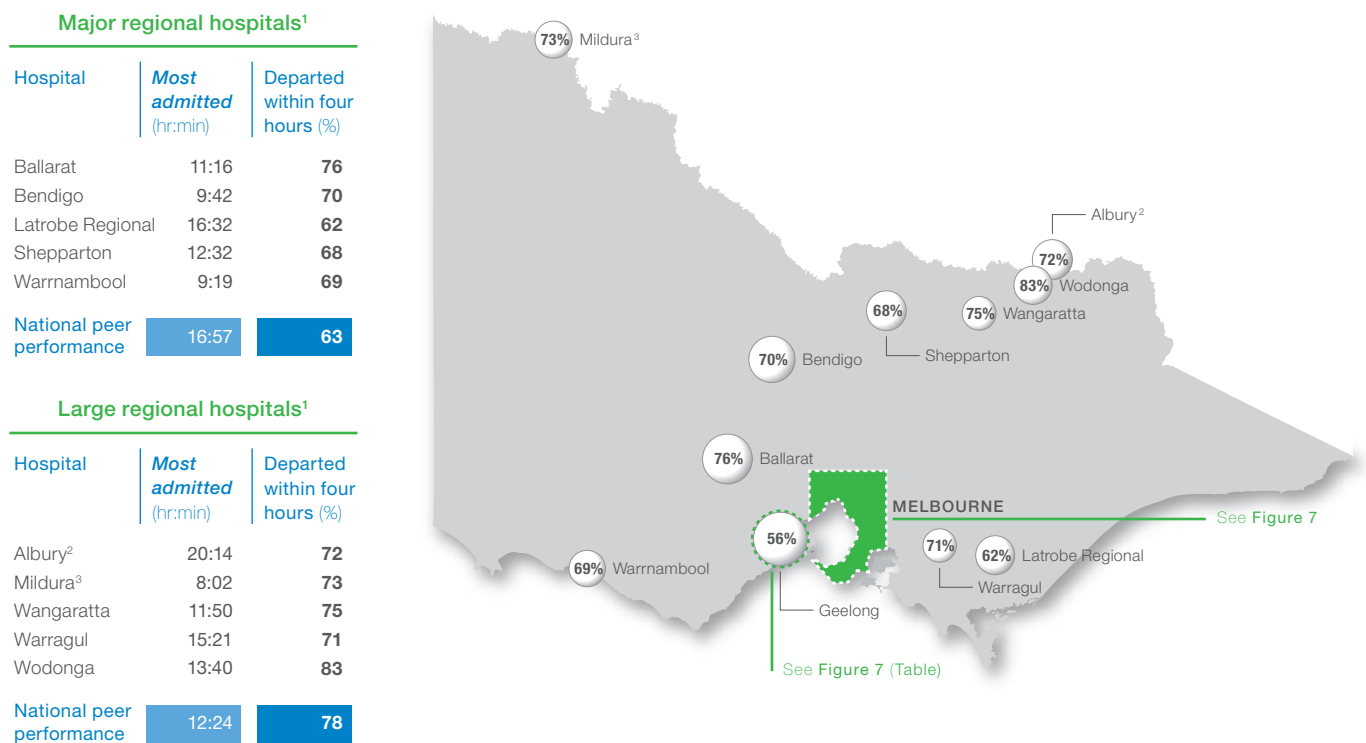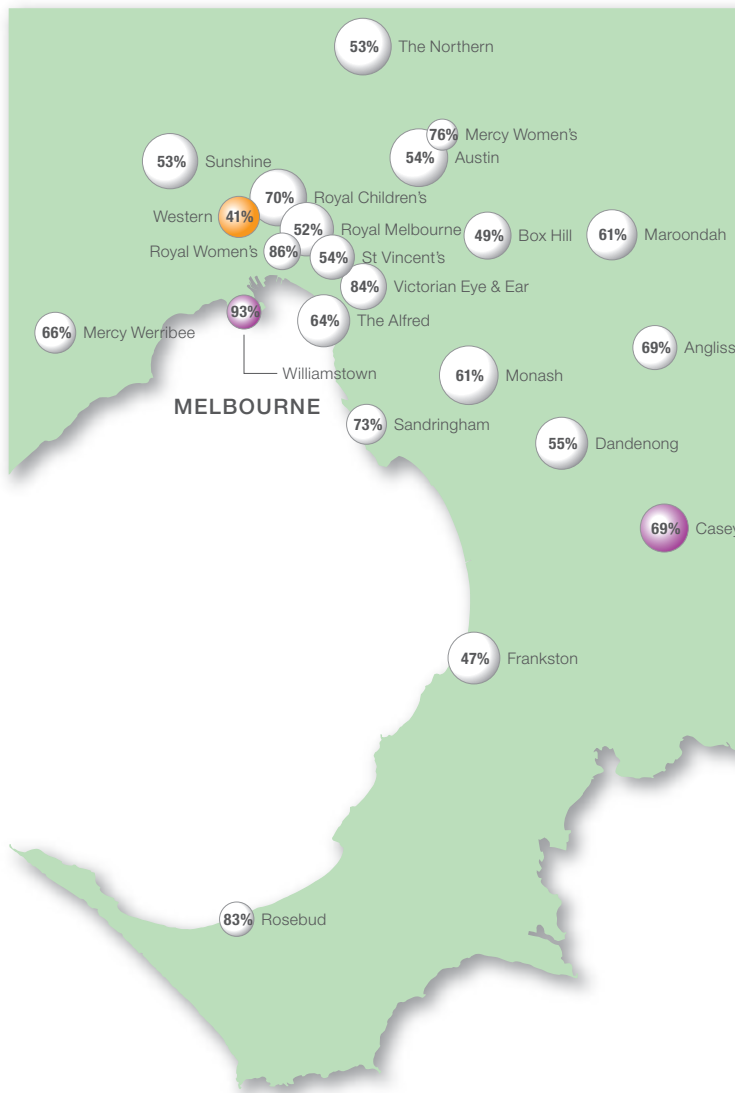- 56% Geelong — See Figure 7 (Table)
- 69% Warrnambool
- 71% / 62% Latrobe Regional / Warragul

Figure 7: Percentage of *all patients* departing ED within four hours of arrival, major cities Victoria, 2011–12

Map labels:
- 53% The Northern
- 53% Sunshine
- 76% Mercy Women's
- 54% Austin
- 70% Royal Children's
- Western 41%
- 52% Royal Melbourne
- 49% Box Hill
- 61% Maroondah
- Royal Women's 86%
- 54% St Vincent's
- 84% Victorian Eye & Ear
- 66% Mercy Werribee
- 93% Williamstown
- 64% The Alfred
- 69% Angliss
- MELBOURNE
- 61% Monash
- 73% Sandringham
- 55% Dandenong
- 69% Casey
- 47% Frankston
- 83% Rosebud

Major metropolitan hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Austin	11:37	54
Box Hill	11:23	49
Casey	11:32	69
Dandenong	16:59	55
Frankston	21:17	47
Geelong	10:35	56
Maroondah	12:01	61
Monash	15:40	61
Royal Melbourne	12:23	52
St Vincent's	13:05	54
Sunshine	15:44	53
The Alfred	13:41	64
The Northern	15:15	53
Western	18:34	41
National peer performance	14:59	54

Large metropolitan hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Angliss	8:59	69
Mercy Werribee	14:46	66
Sandringham	9:23	73
National peer performance	12:29	67

Medium hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Rosebud	8:21	83
Williamstown	7:28	93
National peer performance	12:15	76

Specialist hospitals

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Mercy Women's	9:12	76
Royal Children's	11:37	70
Royal Women's	5:18	86
Victorian Eye & Ear	5:14	84

Presentations

10,000
40,000
70,000 & above

Performance

- % In *highest* 10% of peer group hospitals nationally
- % Percentage departing ED within four hours
- % In *lowest* 10% of peer group hospitals nationally
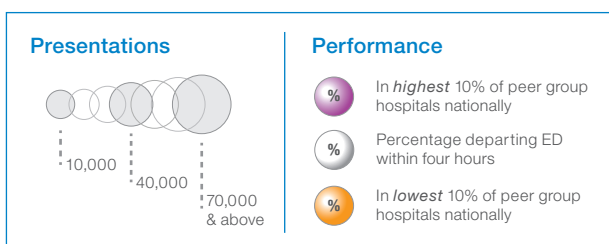
1. For more information on measures and peer groups see **www.myhospitals.gov.au**
2. Albury hospital is a campus of Albury Wodonga Health. It is located in NSW but operates in the Victorian health system.
3. Information about time spent in ED has been affected by patient management system issues at this hospital.
Source: National Non-admitted Patient Emergency Department Care Database 2011–12, data extracted 5 November 2012.

Queensland
Time in ED from arrival to departure 2011–12

Percentage of *all patients* departing ED within four hours of arrival[1]

*The national target for 2015 is **90%** of all patients depart ED within four hours of arrival. The Queensland target for 2012 is **70%**.*

For peer-grouped hospitals, the percentage of patients departing ED within four hours varied across Queensland, ranging from **90%** at Gympie Hospital in the medium hospitals peer group to **33%** at Princess Alexandra Hospital in the major metropolitan hospitals peer group.

Time until most *admitted patients* (90%) departed ED[1]

In Queensland's peer-grouped hospitals, the period of time until *most admitted* patients (90%) departed ED for admission to a ward in the same hospital ranged from **6 hours and 23 minutes** at Gympie Hospital in the medium hospitals peer group to **21 hours and 37 minutes** at Cairns Base Hospital in the major regional hospitals peer group.

Major regional hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Bundaberg	19:39	77
Cairns	21:37	57
Mackay	11:36	77
Nambour	15:32	50
Rockhampton	19:32	69
Toowoomba	13:07	64
Townsville	21:36	60
National peer performance	16:57	63

Large regional hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Hervey Bay	18:38	71
Mount Isa	7:01	88
National peer performance	12:24	78

Medium hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Gladstone	7:10	87
Gympie	6:23	90
National peer performance	12:15	76

Figure 8: Percentage of *all patients* departing ED within four hours of arrival, regional Queensland, 2011–12

- 57% Cairns
- 60% Townsville
- 88% Mount Isa
- 77% Mackay
- 69% Rockhampton
- 87% Gladstone
- 77% Bundaberg
- 71% Hervey Bay
- 90% Gympie
- 50% Nambour
- **Sunshine Coast**
- **BRISBANE**
- **Gold Coast**
- 64% Toowoomba
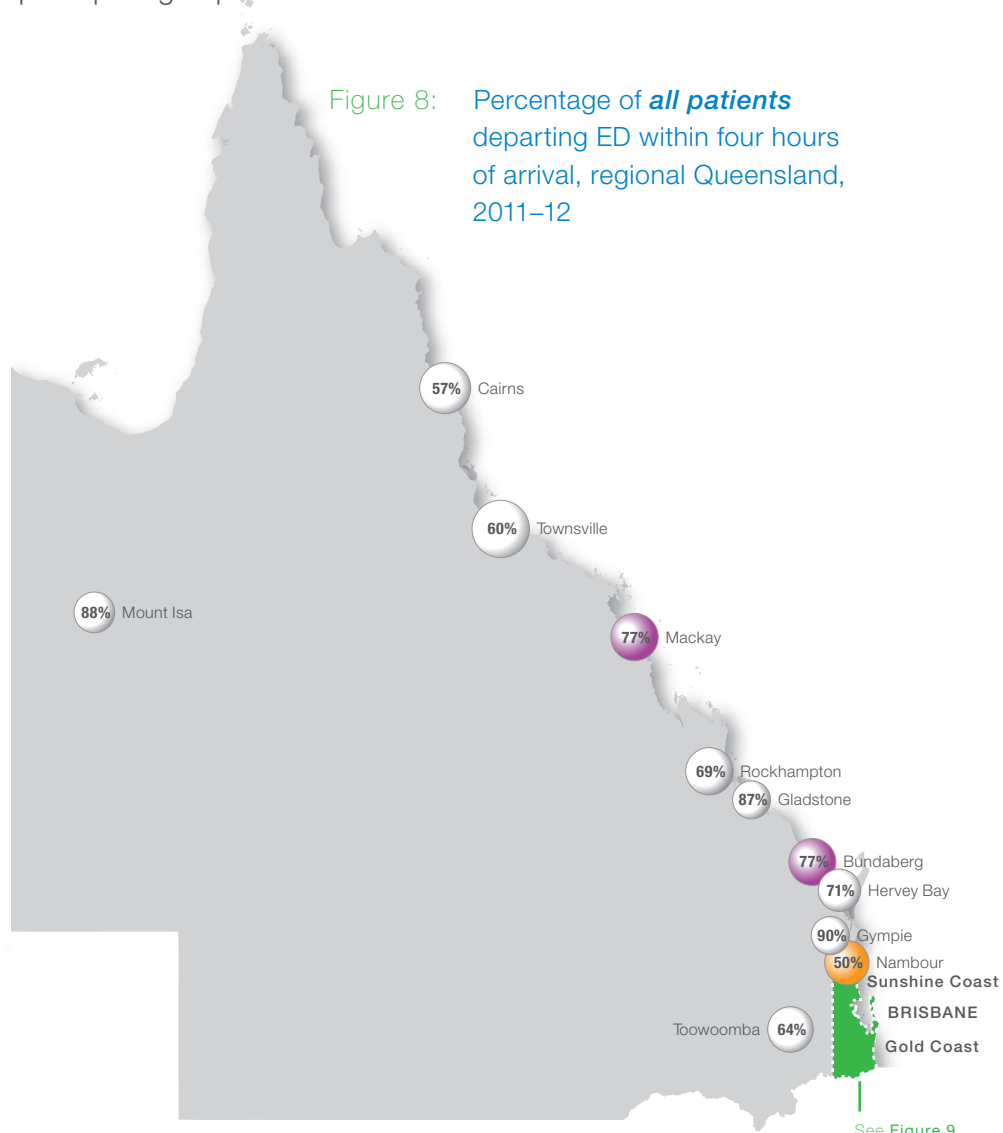
See **Figure 9**

Figure 9: Percentage of *all patients* departing ED within four hours of arrival, major cities Queensland, 2011–12
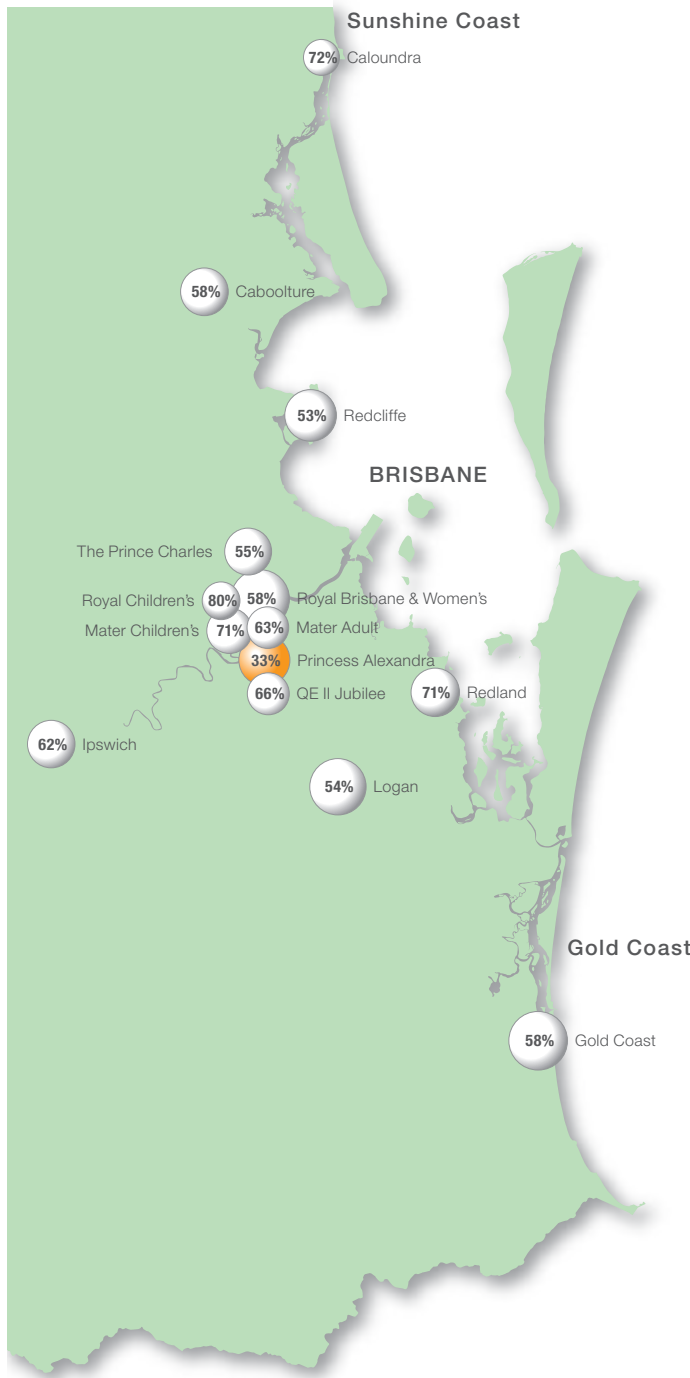
Sunshine Coast

72% Caloundra

58% Caboolture

53% Redcliffe

BRISBANE

The Prince Charles 55%
Royal Children's 80% 58% Royal Brisbane & Women's
Mater Children's 71% 63% Mater Adult
33% Princess Alexandra
66% QE II Jubilee 71% Redland

62% Ipswich

54% Logan

Gold Coast

58% Gold Coast

Major metropolitan hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Caboolture	14:49	58
Gold Coast	15:33	58
Ipswich	10:48	62
Logan	20:53	54
Mater Adult	17:48	63
Princess Alexandra	18:46	33
Redcliffe	15:25	53
Royal Brisbane & Women's	13:27	58
The Prince Charles	12:14	55
National peer performance	14:59	54

Large metropolitan hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
QE II Jubilee	10:05	66
Redland	16:04	71
National peer performance	12:29	67

Medium hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Caloundra	16:55	72
National peer performance	12:15	76

Specialist hospitals

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Mater Children's	13:52	71
Royal Children's	9:34	80
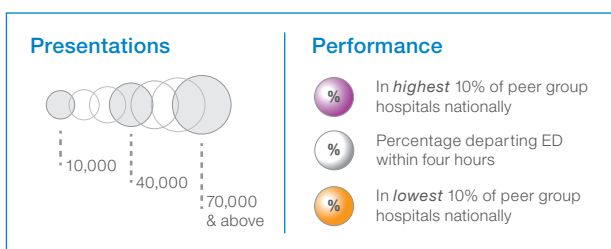
Presentations

10,000
40,000
70,000 & above

Performance

% In *highest* 10% of peer group hospitals nationally

% Percentage departing ED within four hours

% In *lowest* 10% of peer group hospitals nationally

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1. For more information on measures and peer groups see **www.myhospitals.gov.au**
Source: National Non-admitted Patient Emergency Department Care Database 2011–12, data extracted 5 November 2012.

Western Australia
Time in ED from arrival to departure 2011–12

Percentage of *all patients* departing ED within four hours of arrival[1]

*The national target for 2015 is **90%** of all patients depart ED within four hours of arrival. The Western Australia target for 2012 is **76%**.*

For peer-grouped hospitals, the percentage of patients departing ED within four hours varied across Western Australia, ranging from **92%** at Albany Hospital in the large regional hospitals peer group to **65%** at Joondalup Health Campus in the major metropolitan hospitals peer group.

Time until most *admitted patients* (90%) departed ED[1]

In Western Australia's peer-grouped hospitals, the period of time until **most admitted** patients (90%) departed ED for admission to a ward in the same hospital ranged from **5 hours and 28 minutes** at Albany Hospital in the large regional hospitals peer group to **13 hours and 22 minutes** at Joondalup Health Campus in the major metropolitan hospitals peer group.

Figure 10:   Percentage of *all patients* departing ED within four hours of arrival, regional Western Australia, 2011–12
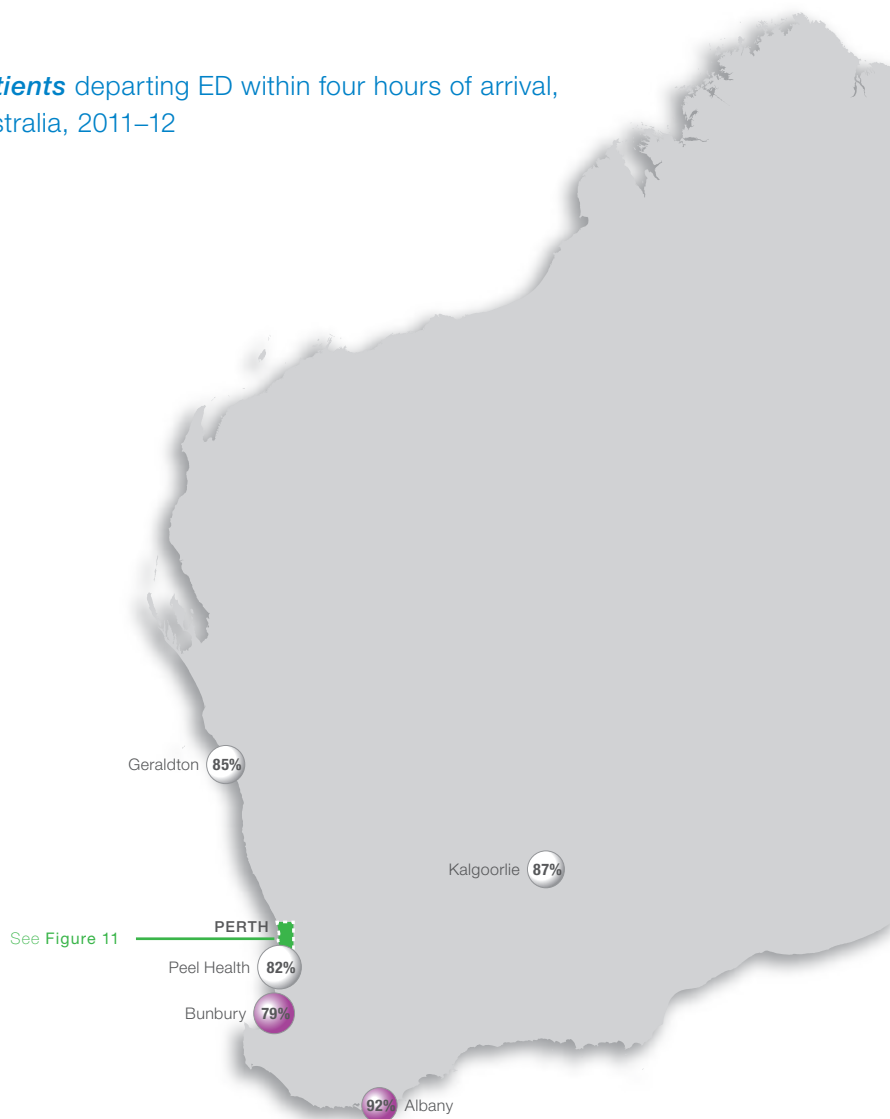
Major regional hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Bunbury	8:00	79
National peer performance	16:57	63

Large regional hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Albany	5:28	92
Geraldton	8:25	85
Kalgoorlie	7:12	87
Peel Health	6:39	82
National peer performance	12:24	78

Geraldton 85%

Kalgoorlie 87%

See **Figure 11**

PERTH

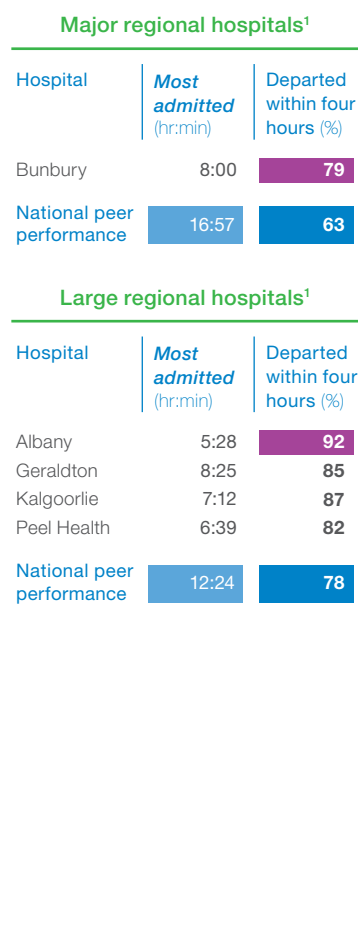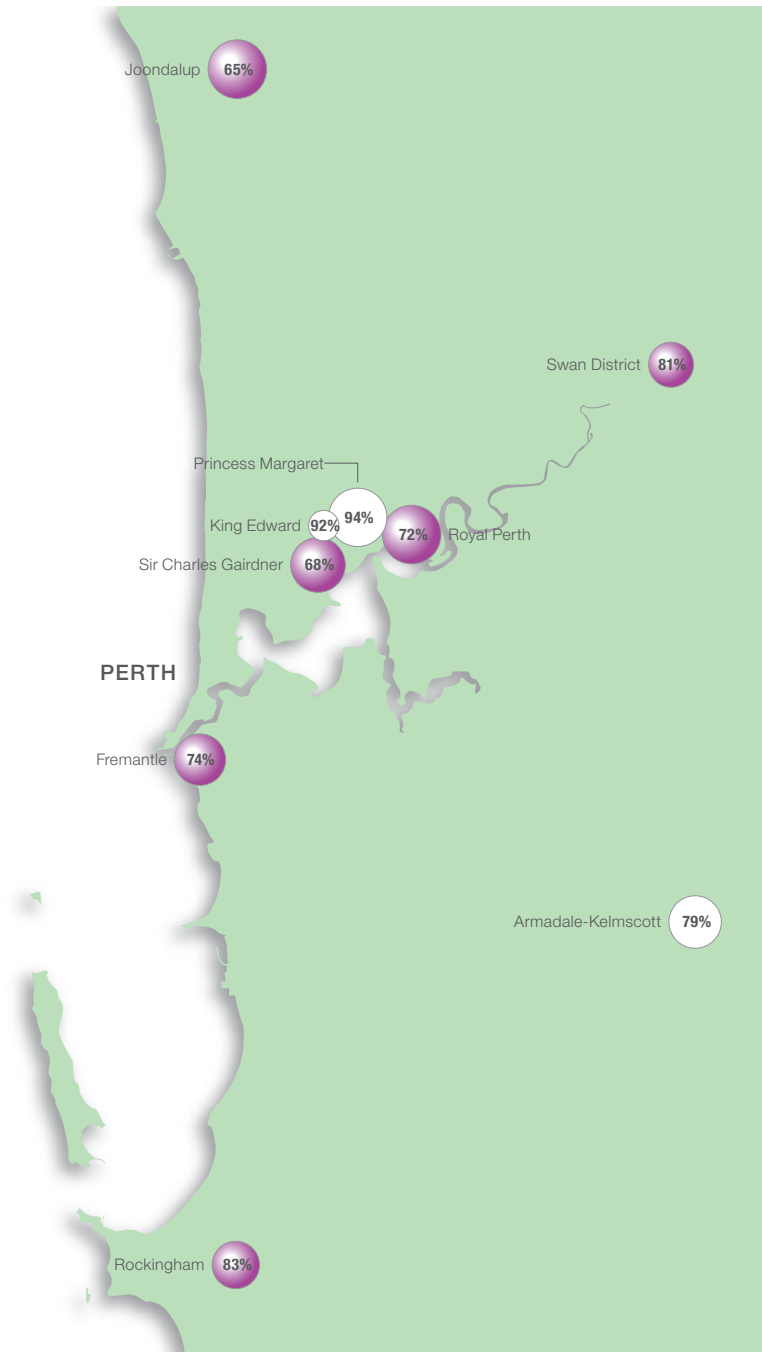Peel Health 82%

Bunbury 79%

92% Albany

Figure 11: Percentage of *all patients* departing ED within four hours of arrival, major cities Western Australia, 2011–12
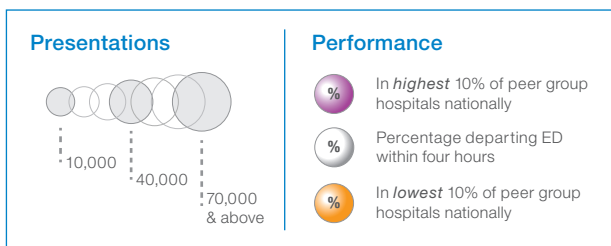

Major metropolitan hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Fremantle	11:56	74
Joondalup	13:22	65
Royal Perth	8:24	72
Sir Charles Gairdner	9:33	68
National peer performance	14:59	54

Large metropolitan hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Armadale-Kelmscott	9:28	79
Rockingham	7:45	83
Swan District	7:29	81
National peer performance	12:29	67

Specialist hospitals

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
King Edward	5:22	92
Princess Margaret	5:30	94

Presentations

10,000
40,000
70,000 & above

Performance

% In *highest* 10% of peer group hospitals nationally

% Percentage departing ED within four hours

% In *lowest* 10% of peer group hospitals nationally

South Australia
Time in ED from arrival to departure 2011–12

Percentage of *all patients* departing ED within four hours of arrival[1]

*The national target for 2015 is **90%** of all patients depart ED within four hours of arrival.*
*The South Australian target for 2012 is **67%**.*

For peer-grouped hospitals, the percentage of all patients departing ED within four hours varied across South Australia, ranging from **75%** at **Noarlunga Public Hospital** in the medium hospitals peer group to **48%** at **Royal Adelaide Hospital** in the major metropolitan hospitals peer group.

Time until most *admitted patients* (90%) departed ED[1]

In South Australia's peer-grouped hospitals, the period of time until *most admitted* patients (90%) departed ED for admission to a ward in the same hospital ranged from **10 hours and 55 minutes** at **Modbury Hospital** in the large metropolitan hospitals peer group to **18 hours and 0 minutes** at **Queen Elizabeth Hospital** in the major metropolitan hospitals peer group.

Figure 12:   Location of peer-grouped hospitals, South Australia, 2011–12

See **Figure 13** ———— ADELAIDE

Figure 13: Percentage of ***all patients*** departing ED within four hours of arrival, major cities South Australia, 2011-12

50% Lyell McEwin

70% Modbury

57% The Queen Elizabeth

84% Women's & Children's

48% Royal Adelaide

ADELAIDE

51% Flinders

75% Noarlunga

Major metropolitan hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Flinders	14:01	51
Lyell McEwin	17:38	50
Royal Adelaide	12:25	48
The Queen Elizabeth	18:00	57
National peer performance	14:59	54

Large metropolitan hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Modbury	10:55	70
National peer performance	12:29	67

Medium hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Noarlunga	13:02	75
National peer performance	12:15	76

Specialist hospitals

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Women's & Children's	5:35	84
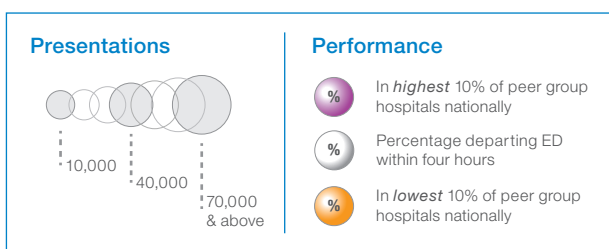
Presentations

10,000
40,000
70,000 & above

Performance

% In *highest* 10% of peer group hospitals nationally

% Percentage departing ED within four hours

% In *lowest* 10% of peer group hospitals nationally

1. For more information on measures and peer groups see **www.myhospitals.gov.au**
Source: National Non-admitted Patient Emergency Department Care Database 2011–12, data extracted 5 November 2012.

Tasmania
Time in ED from arrival to departure 2011–12

Percentage of *all patients* departing ED within four hours of arrival[1]

*The national target for 2015 is **90%** of all patients depart ED within four hours of arrival. The Tasmanian target for 2012 is **72%**.*

For peer-grouped hospitals, the percentage of patients departing ED within four hours varied across Tasmania, ranging from **81%** at **North West Regional Hospital** in the large regional hospitals peer group to **56%** at **Royal Hobart Hospital** in the major regional hospitals peer group.

Time until most *admitted patients* (90%) departed ED[1]

In Tasmania's peer-grouped hospitals, the period of time until ***most admitted*** patients (90%) departed ED for admission to a ward in the same hospital ranged from **10 hours and 0 minutes** at **North West Regional Hospital** in the large regional hospitals peer group to **27 hours and 59 minutes** at **Launceston General Hospital** in the major regional hospitals peer group.

Figure 14: Percentage of *all patients* departing ED within four hours of arrival, Tasmania, 2011–12
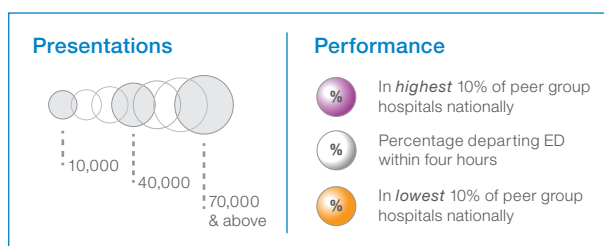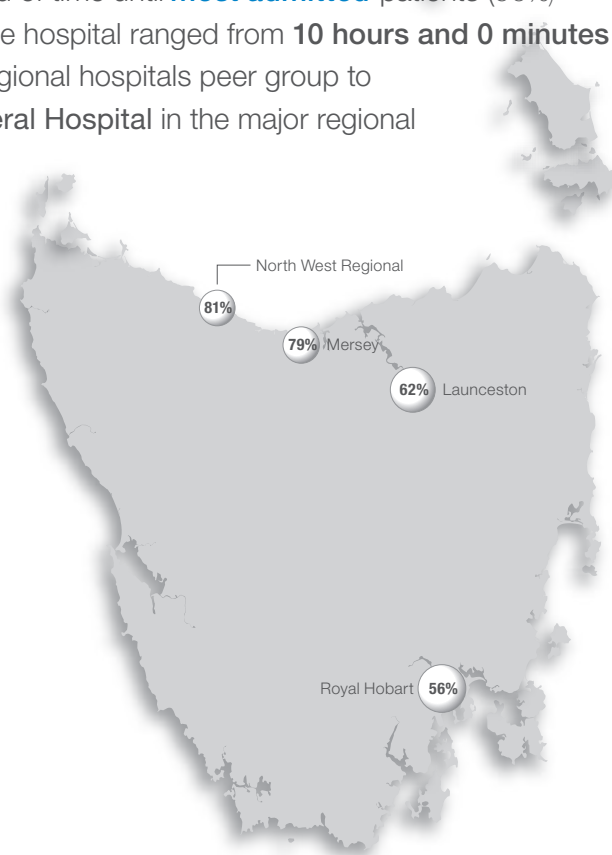
Major regional hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Launceston	27:59	62
Royal Hobart	13:28	56
National peer performance	16:57	63

Large regional hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
North West Regional	10:00	81
National peer performance	12:24	78

Medium hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Mersey	11:00	79
National peer performance	12:15	76

North West Regional 81%
79% Mersey
62% Launceston
Royal Hobart 56%

Presentations

10,000
40,000
70,000 & above

Performance

% In *highest* 10% of peer group hospitals nationally

% Percentage departing ED within four hours

% In *lowest* 10% of peer group hospitals nationally

1. For more information on measures and peer groups see **www.myhospitals.gov.au**
Source: National Non-admitted Patient Emergency Department Care Database 2011–12, data extracted 5 November 2012.

Australian Capital Territory
Time in ED from arrival to departure 2011–12

Percentage of *all patients* departing ED within four hours of arrival[1]

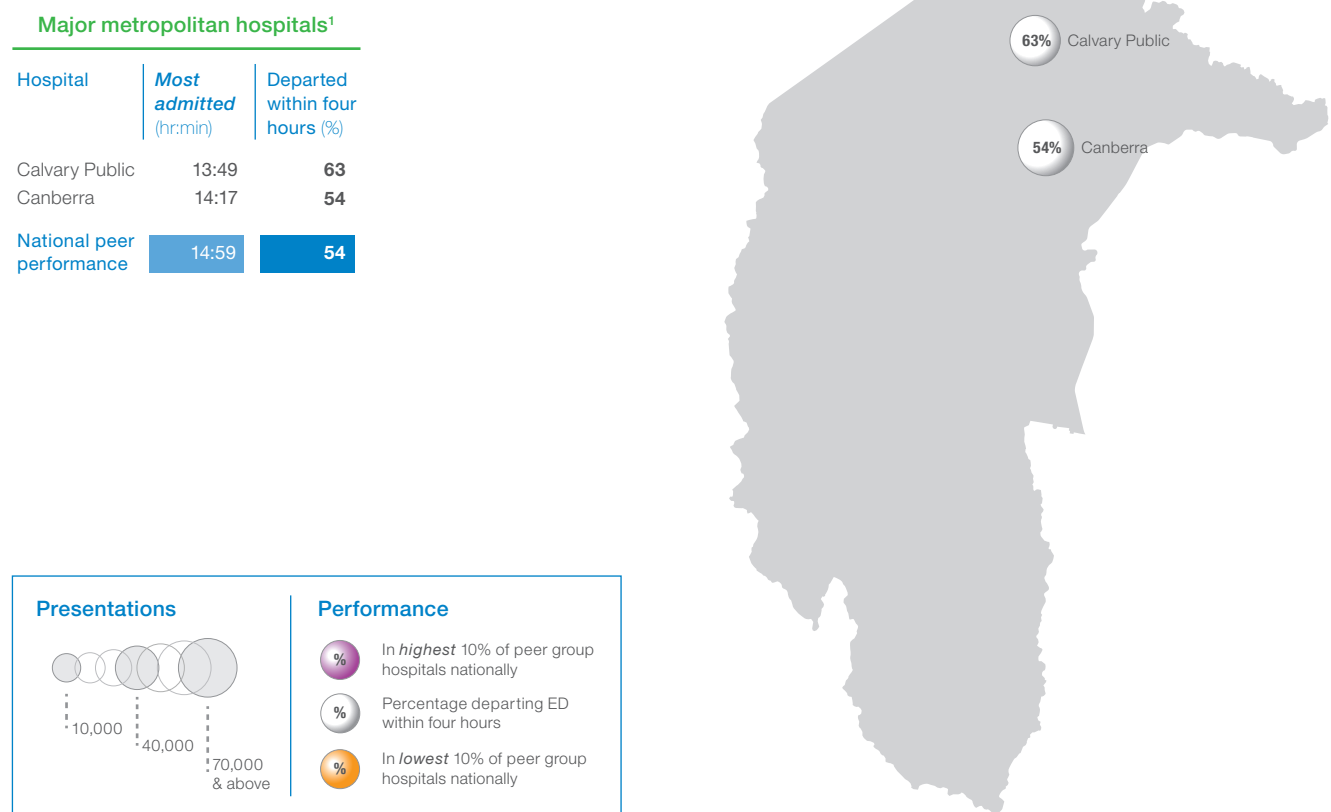*The national target for 2015 is 90% of all patients depart ED within four hours of arrival.*
The Australian Capital Territory target for 2012 is 64%.

For peer-grouped hospitals, the percentage of patients departing ED within four hours varied between the two reported hospitals in the Australian Capital Territory, ranging from **63%** at Calvary Public Hospital in the major metropolitan hospitals peer group to **54%** at The Canberra Hospital in the same peer group.

Time until most *admitted patients* (90%) departed ED[1]

In the Australian Capital Territory's peer-grouped hospitals, the period of time until *most admitted* patients (90%) departed ED for admission to a ward in the same hospital ranged from **13 hours and 49 minutes** at Calvary Public Hospital in the major metropolitan hospitals peer group to **14 hours and 17 minutes** at The Canberra Hospital in the same peer group.

Figure 15: Percentage of *all patients* departing ED within four hours of arrival, Australian Capital Territory, 2011–12

Major metropolitan hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Calvary Public	13:49	63
Canberra	14:17	54
National peer performance	14:59	54

Presentations
10,000
40,000
70,000 & above

Performance

% In *highest* 10% of peer group hospitals nationally

% Percentage departing ED within four hours

% In *lowest* 10% of peer group hospitals nationally

63% Calvary Public

54% Canberra

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1. For more information on measures and peer groups see **www.myhospitals.gov.au**
Source: National Non-admitted Patient Emergency Department Care Database 2011–12, data extracted 5 November 2012.

Northern Territory
Time in ED from arrival to departure 2011–12

Percentage of *all patients* departing ED within four hours of arrival[1]

The national target for 2015 is **90% of all patients depart ED within four hours of arrival.**
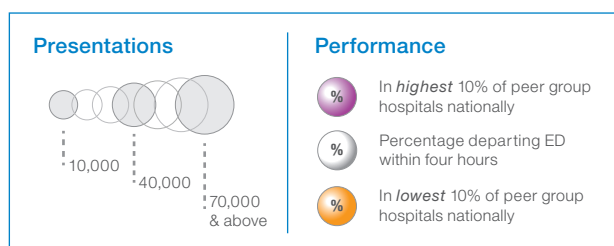*The Northern Territory target for 2012 is* **69%.**

For peer-grouped hospitals, the percentage of patients departing ED within four hours varied between the two reported hospitals in the Northern Territory, ranging from **65%** at Alice Springs Hospital in the major regional hospitals peer group to **54%** at Royal Darwin Hospital in the same peer group.

Time until most *admitted patients* (90%) departed ED[1]

In the Northern Territory's peer-grouped hospitals, the period of time until *most admitted* patients (90%) departed ED for admission to a ward in the same hospital ranged from **15 hours and 6 minutes** at Alice Springs Hospital in the major regional hospitals peer group to **20 hours and 26 minutes** at Royal Darwin Hospital in the same peer group.

Figure 16: Percentage of *all patients* departing ED within four hours of arrival, Northern Territory, 2011–12

Royal Darwin **54%**

Alice Springs **65%**

Major regional hospitals[1]

Hospital	*Most admitted* (hr:min)	Departed within four hours (%)
Alice Springs	15:06	65
Royal Darwin	20:26	54
National peer performance	16:57	63

Presentations

10,000
40,000
70,000 & above

Performance

% In *highest* 10% of peer group hospitals nationally

% Percentage departing ED within four hours

% In *lowest* 10% of peer group hospitals nationally

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1. For more information on measures and peer groups see **www.myhospitals.gov.au**
Source: National Non-admitted Patient Emergency Department Care Database 2011–12, data extracted 5 November 2012.

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    - Matthew Welfare, Board member, ACEN

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    - Shane Lenson, Administrative Director, CENA

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    - Anna Greenwood, Senior Policy Manager

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    - Dr Mark Monaghan, Panel member.

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This report relies on data provided by state and territory governments. These data were used to calculate the performance measures in this report. The Authority does a number of checks to ensure data quality, and also relies on the data quality work of AIHW done under contract to the Authority. The Authority provides jurisdictions with the opportunity to verify their data.

Thanks are extended to all those who contributed.

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