Liverpool Hospital: Emergency department (ED) overview

April to June 2017

		Same period last year	Change since one year ago
All presentations:[1]	20,492 patients	19,974	2.6%
Emergency presentations:[2]	20,307 patients	19,716	3.0%

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

April to June 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 3,994 patients		3,409	
Median time to start treatment[4]	7 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]	18 minutes	31 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,420 patients		10,139	
Median time to start treatment[4]	12 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5]	38 minutes	52 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,644 patients		4,702	
Median time to start treatment[4]	14 minutes	22 minutes	25 minutes
90th percentile time to start treatment[5]	48 minutes	65 minutes	99 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,099 patients		1,320	
Median time to start treatment[4]	13 minutes	20 minutes	23 minutes
90th percentile time to start treatment[5]	44 minutes	59 minutes	101 minutes

Liverpool Hospital: Time from presentation until leaving the ED

April to June 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 20,492 patients		19,974	2.6%
Percentage of patients who spent four hours or less in the ED	59.1%	59.5%	

* 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, 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.
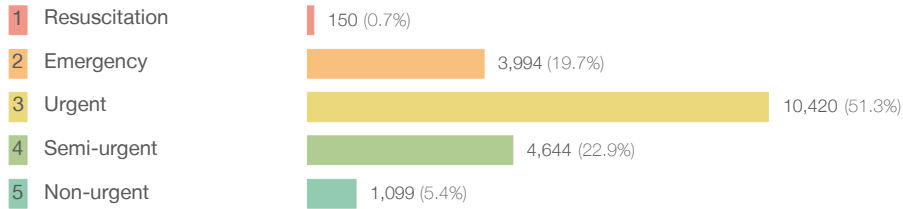Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Liverpool Hospital

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

Liverpool Hospital: Patients presenting to the emergency department
April to June 2017

			Same period last year	Change since one year ago
All presentations:[1] 20,492 patients			19,974	2.6%
Emergency presentations[2] by triage category: 20,307 patients			19,716	3.0%
1 Resuscitation	150 (0.7%)		146	2.7%
2 Emergency	3,994 (19.7%)		3,409	17.2%
3 Urgent	10,420 (51.3%)		10,139	2.8%
4 Semi-urgent	4,644 (22.9%)		4,702	-1.2%
5 Non-urgent	1,099 (5.4%)		1,320	-16.7%

Emergency presentations[2] by quarter, April 2012 to June 2017 [‡]
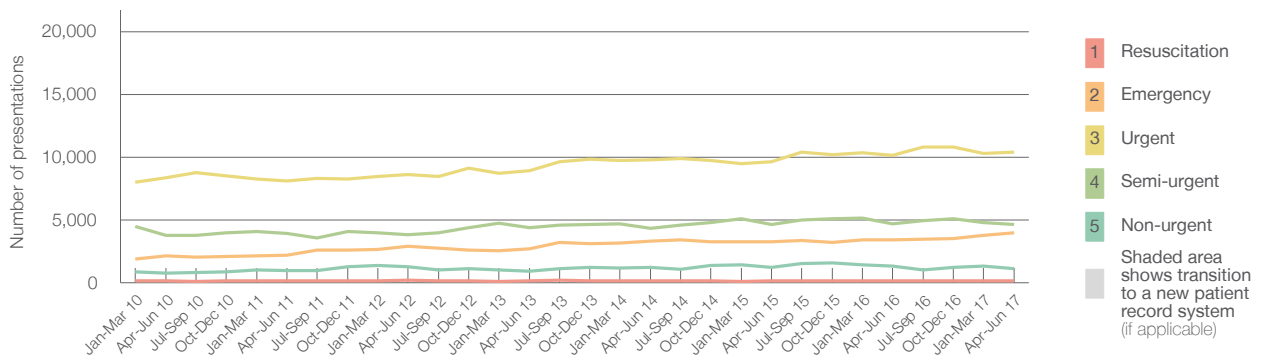
Legend:
1 Resuscitation
2 Emergency
3 Urgent
4 Semi-urgent
5 Non-urgent
Shaded area shows transition to a new patient record system (if applicable)

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	135	147	185	164	137	148	146	150
Emergency	2,115	2,184	2,902	2,709	3,320	3,277	3,409	3,994
Urgent	8,363	8,107	8,614	8,933	9,806	9,622	10,139	10,420
Semi-urgent	3,783	3,907	3,811	4,376	4,345	4,623	4,702	4,644
Non-urgent	778	965	1,256	889	1,205	1,212	1,320	1,099
All emergency presentations	15,174	15,310	16,768	17,071	18,813	18,882	19,716	20,307

Liverpool Hospital: Patients arriving by ambulance
April to June 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 6,234 patients		6,689	
ED Transfer of care time			
Median time	12 minutes	11 minutes	1 minute
90th percentile time	30 minutes	22 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.

Liverpool Hospital

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

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

April to June 2017

			Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 3,994			3,409	
Number of triage 2 patients used to calculate waiting time:[3] 3,968			3,389	
Median time to start treatment[4]		7 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]		18 minutes	31 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017
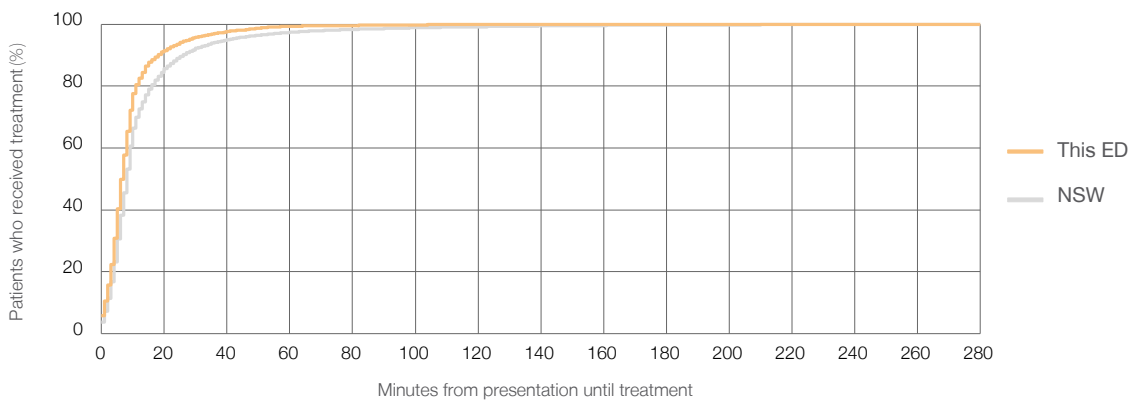
Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017[†‡]
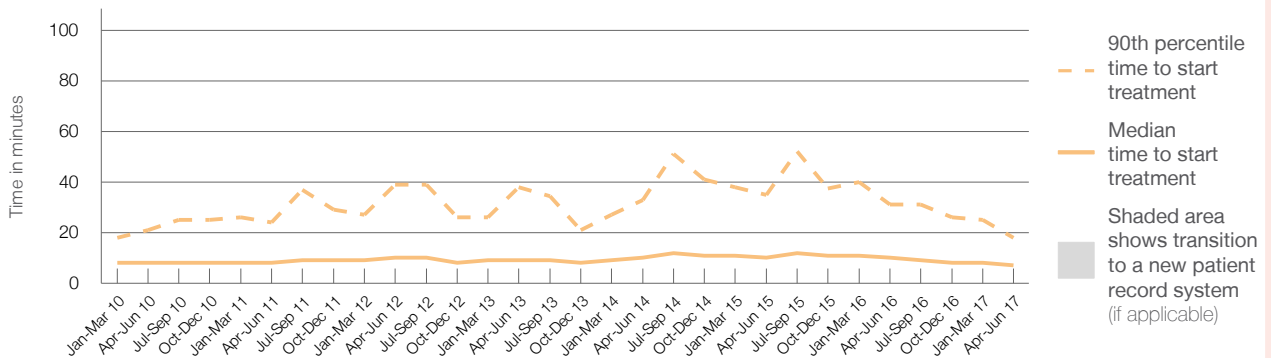
90th percentile time to start treatment

Median time to start treatment

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

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)	8	8	10	9	10	10	10	7
90th percentile time to start treatment[5] (minutes)	21	24	39	38	33	35	31	18

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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.

Liverpool Hospital

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

Liverpool Hospital: Time patients waited to start treatment, triage 3
April to June 2017

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 10,420			10,139	
Number of triage 3 patients used to calculate waiting time:[3] 10,189			9,849	
Median time to start treatment[4]		12 minutes	17 minutes	20 minutes
90th percentile time to start treatment[5]		38 minutes	52 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017
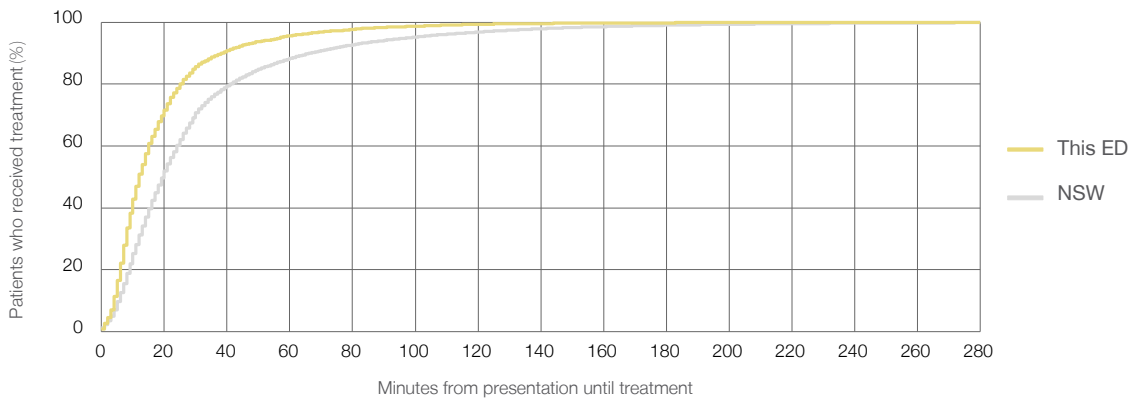
Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017[†‡]
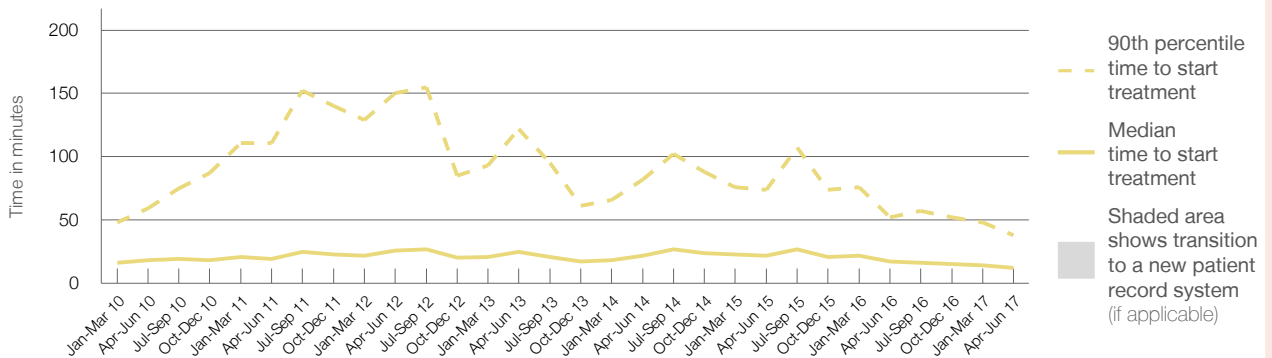
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)	18	19	26	25	22	22	17	12
90th percentile time to start treatment[5] (minutes)	59	111	150	122	82	74	52	38

(†) 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.

Liverpool Hospital: Time patients waited to start treatment, triage 4
April to June 2017

			Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)				
Number of triage 4 patients: 4,644			4,702	
Number of triage 4 patients used to calculate waiting time:[3] 4,374			4,329	
Median time to start treatment[4]		14 minutes	22 minutes	25 minutes
90th percentile time to start treatment[5]		48 minutes	65 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017
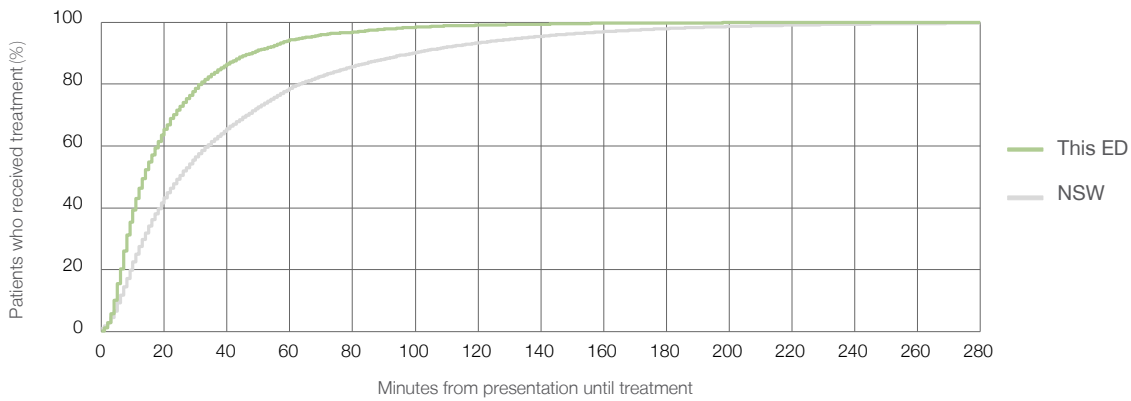
Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017[†‡]
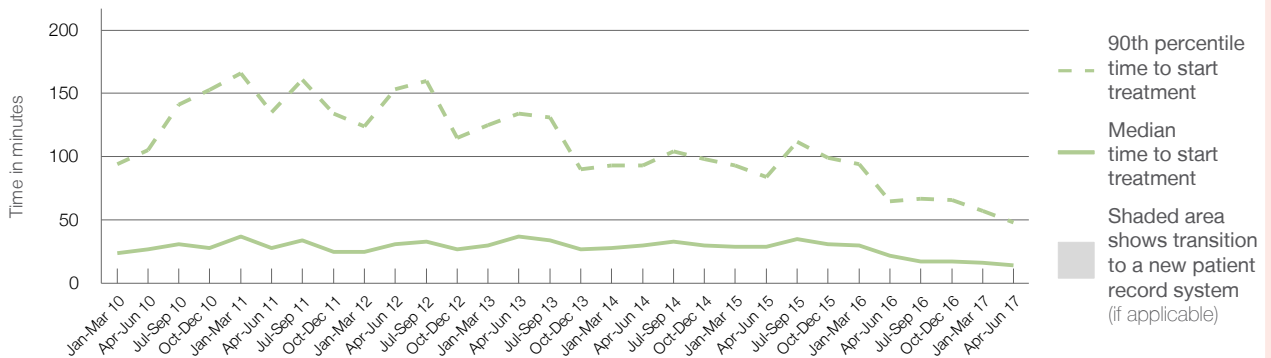
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)	27	28	31	37	30	29	22	14
90th percentile time to start treatment[5] (minutes)	105	135	153	134	93	84	65	48

(†) 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: Time patients waited to start treatment, triage 5
April to June 2017

			Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 1,099			1,320	
Number of triage 5 patients used to calculate waiting time:[3] 914			1,032	
Median time to start treatment[4]		13 minutes	20 minutes	23 minutes
90th percentile time to start treatment[5]		44 minutes	59 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017
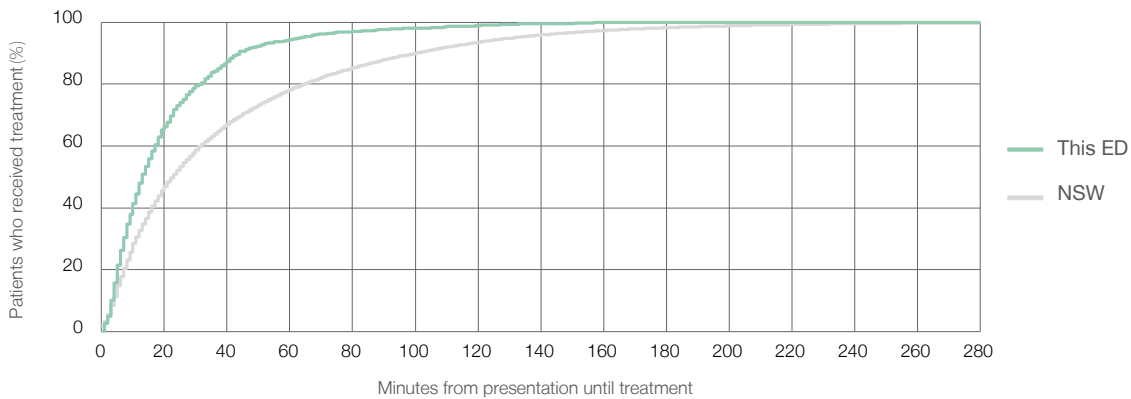
Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017[†‡]
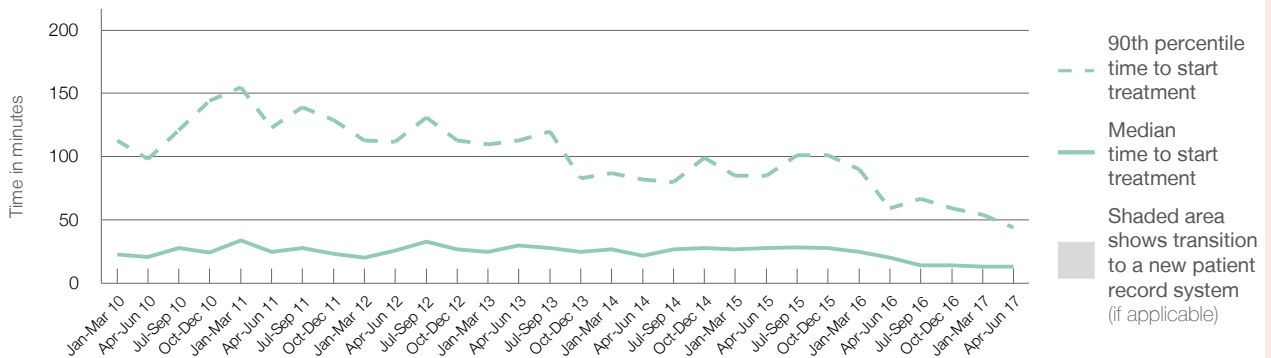
90th percentile time to start treatment

Median time to start treatment

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

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)	21	25	26	30	22	28	20	13
90th percentile time to start treatment[5] (minutes)	98	123	112	113	82	85	59	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 spent in the ED
April to June 2017

|			Same period last year	NSW (this period)
All presentations:[1] 20,492 patients			19,974	
Presentations used to calculate time to leaving the ED:[6] 20,492 patients			19,974	
Median time spent in the ED [8]		3 hours and 41 minutes	3 hours and 39 minutes	2 hours and 46 minutes
90th percentile time spent in the ED [9]		9 hours and 7 minutes	9 hours and 51 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017
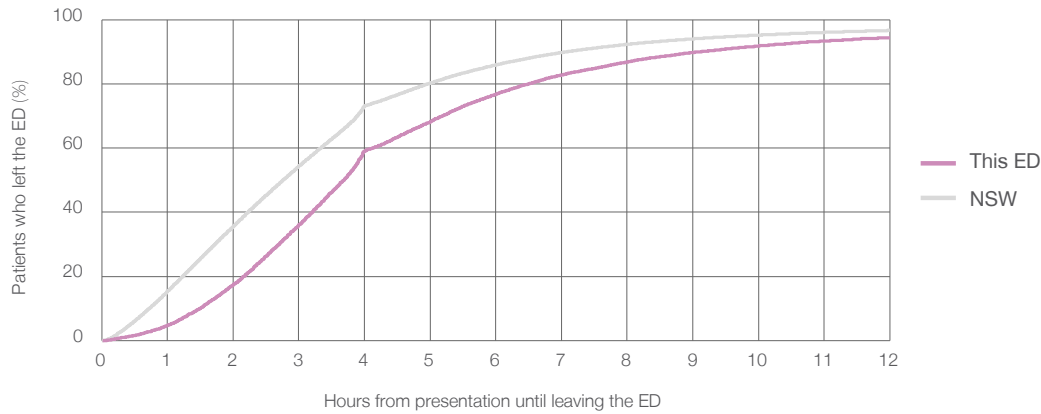
Time patients spent in the ED, by quarter, April 2012 to June 2017 [†‡]
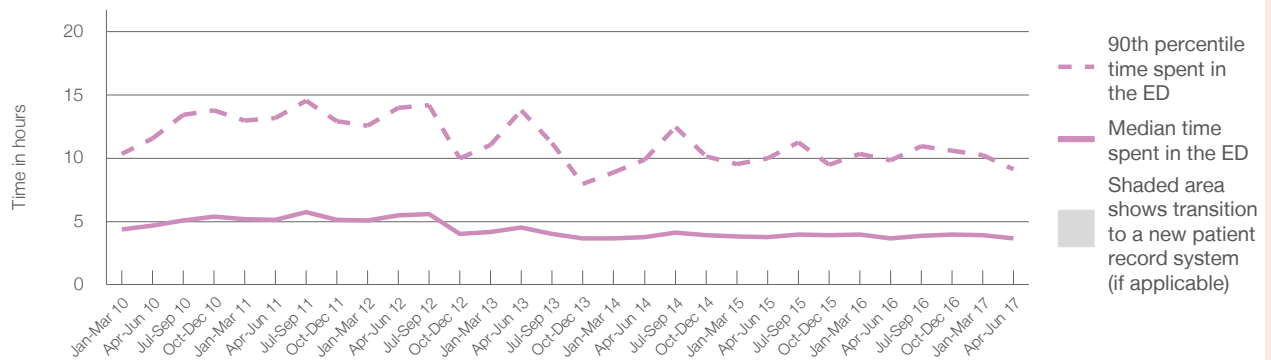
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED [8] (hours, minutes)	4h 41m	5h 9m	5h 30m	4h 30m	3h 47m	3h 46m	3h 39m	3h 41m
90th percentile time to leaving the ED [9] (hours, minutes)	11h 33m	13h 9m	13h 59m	13h 46m	9h 53m	9h 58m	9h 51m	9h 7m

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

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

Liverpool Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

		Same period last year	Change since one year ago
All presentations:[1] 20,492 patients			
Presentations used to calculate time to leaving the ED:[6] 20,492 patients		19,974	2.6%
Treated and discharged	8,952 (43.7%)	8,734	2.5%
Treated and admitted to hospital	10,091 (49.2%)	9,490	6.3%
Patient left without, or before completing, treatment	1,187 (5.8%)	1,479	-19.7%
Transferred to another hospital	103 (0.5%)	85	21.2%
Other	159 (0.8%)	186	-14.5%

Percentage of patients who left the ED by time and mode of separation, April to June 2017 [†‡]
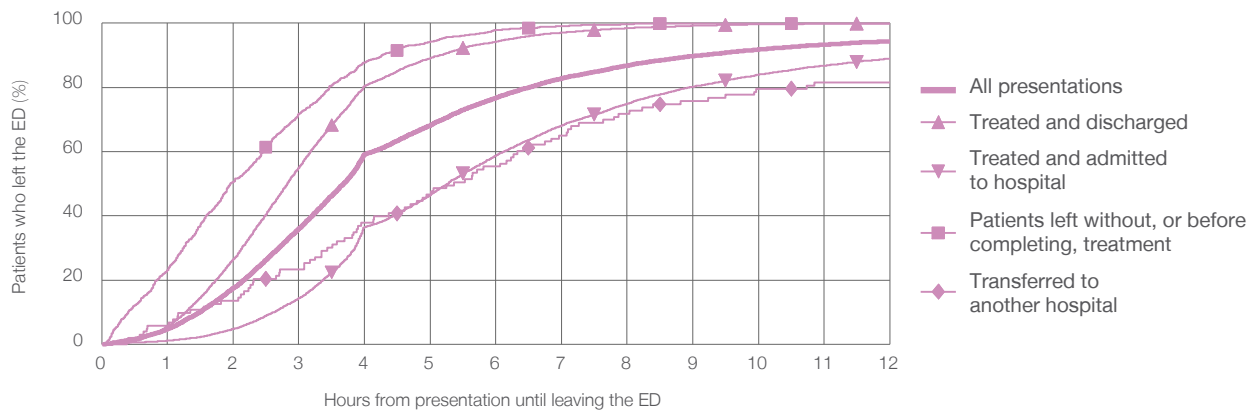
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.5%	26.5%	55.0%	80.5%	94.2%	98.5%	99.6%	99.9%
Treated and admitted to hospital	1.1%	4.8%	14.3%	36.5%	58.8%	74.9%	84.0%	89.0%
Patient left without, or before completing, treatment	23.2%	50.7%	71.7%	87.8%	97.8%	99.7%	99.9%	99.9%
Transferred to another hospital	5.8%	13.6%	23.3%	37.9%	55.3%	71.8%	79.6%	81.6%
All presentations	4.7%	17.5%	36.0%	59.1%	76.8%	86.8%	91.8%	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.

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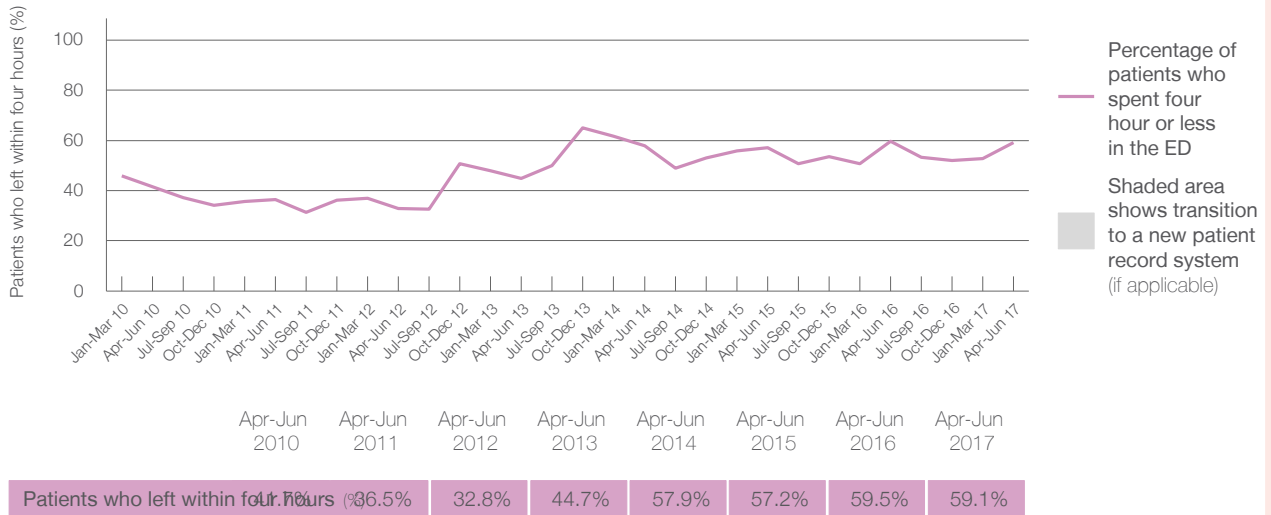#### April to June 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 20,492 patients		19,974	2.6%
Presentations used to calculate time to leaving the ED:[6] 20,492 patients		19,974	2.6%
Percentage of patients who spent four hours or less in the ED	59.1%	59.5%	

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

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Patients who left within four hours (%)	36.5%	32.8%	44.7%	57.9%	57.2%	59.5%	59.1%	

*   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, 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 final105% 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 21 July 2017). Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).