



Hospital Quarterly

Performance Profiles

Emergency Department

July to September 2016

New South Wales: Emergency department (ED) overview

July to September 2016

All presentations:¹ 652,749 patients
 Emergency presentations:² 632,064 patients

Same period last year	Change since one year ago
648,844	0.6%
625,126	1.1%

New South Wales: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 80,253 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 224,287 patients

Median time to start treatment⁴ 21 minutes
 95th percentile time to start treatment⁵ 103 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 263,655 patients

Median time to start treatment⁴ 27 minutes
 95th percentile time to start treatment⁵ 139 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 59,202 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 138 minutes

Same period last year

9 minutes
 45 minutes

22 minutes
 119 minutes

29 minutes
 156 minutes

25 minutes
 146 minutes

New South Wales: Time patients spent in the ED

July to September 2016

Presentations used to calculate time to leaving the ED:⁶ 652,473 patients

Percentage of patients who spent four hours or less in the ED 71.5%

Same period last year

70.1%

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 waited equal to or longer than this time.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

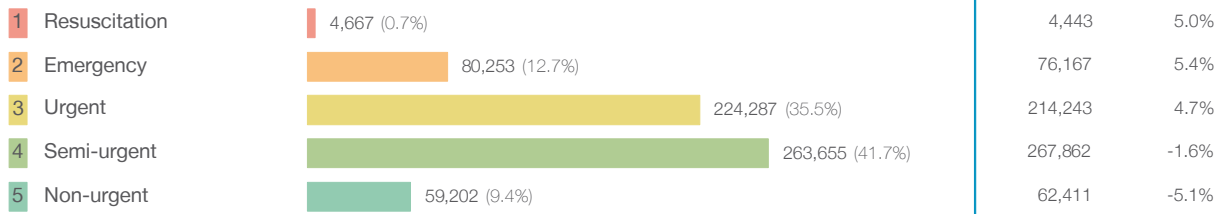
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

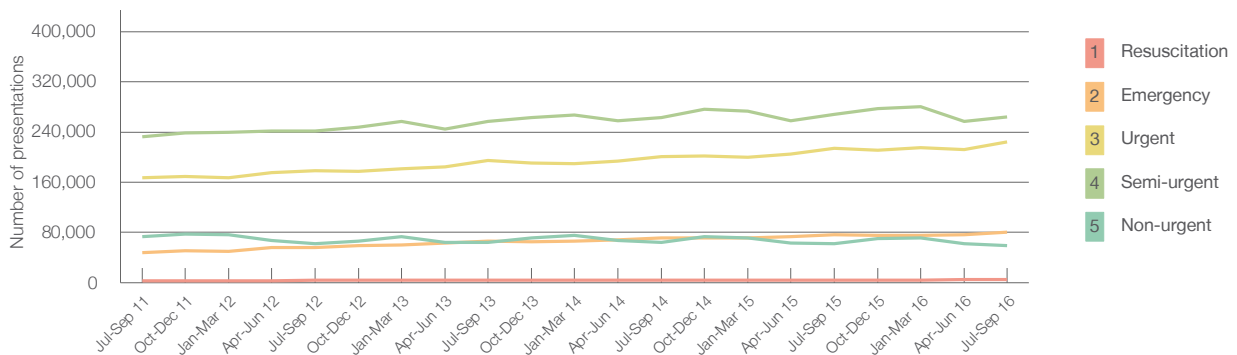
New South Wales: Patients presenting to the emergency department July to September 2016

All presentations:¹ 652,749 patients

Emergency presentations² by triage category: 632,064 patients



Emergency presentations² by quarter, July 2011 to September 2016



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	3,298	3,646	4,073	4,316	4,443	4,667
Emergency	47,936	56,030	65,660	70,889	76,167	80,253
Urgent	167,220	178,082	194,907	201,295	214,243	224,287
Semi-urgent	231,943	241,958	256,976	263,271	267,862	263,655
Non-urgent	72,812	62,112	63,837	63,707	62,411	59,202
All emergency presentations	523,209	541,828	585,453	603,478	625,126	632,064

New South Wales: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 134,424 patients

ED Transfer of care time



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

July to September 2016

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

Number of triage 2 patients: 80,253

Number of triage 2 patients used to calculate waiting time:³ 79,094

Median time to start treatment⁴ 8 minutes

95th percentile time to start treatment⁵ 41 minutes

Same period last year

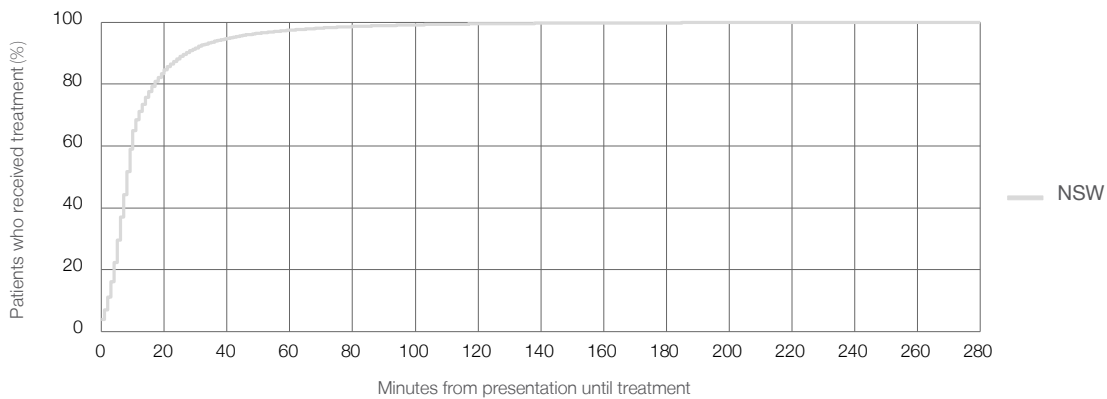
76,167

75,168

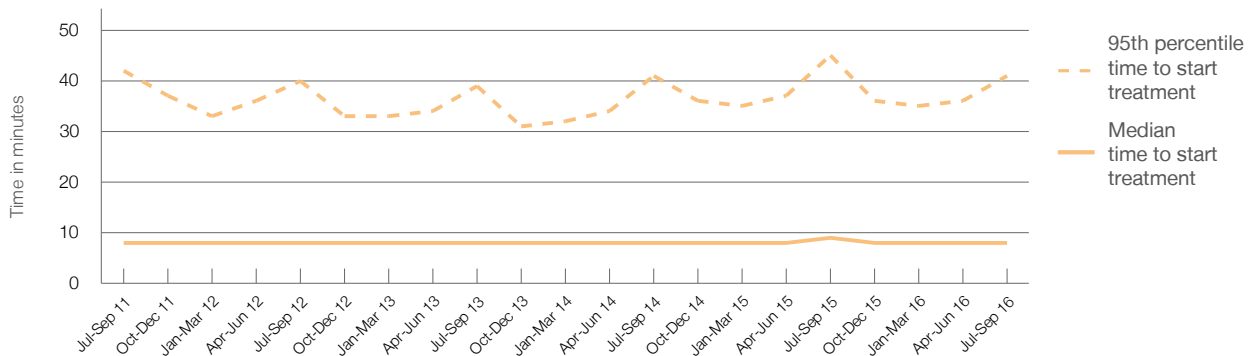
9 minutes

45 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	8	8	8	8	9	8
95th percentile time to start treatment ⁵ (minutes)	42	40	39	41	45	41

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

July to September 2016

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

Number of triage 3 patients: 224,287

Number of triage 3 patients used to calculate waiting time:³ 218,165

Median time to start treatment⁴ 21 minutes

95th percentile time to start treatment⁵ 103 minutes

Same period last year

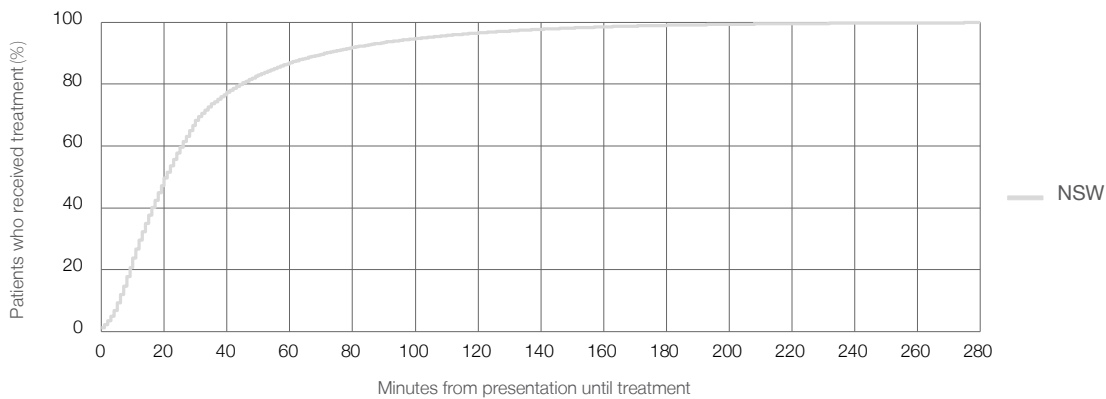
214,243

207,816

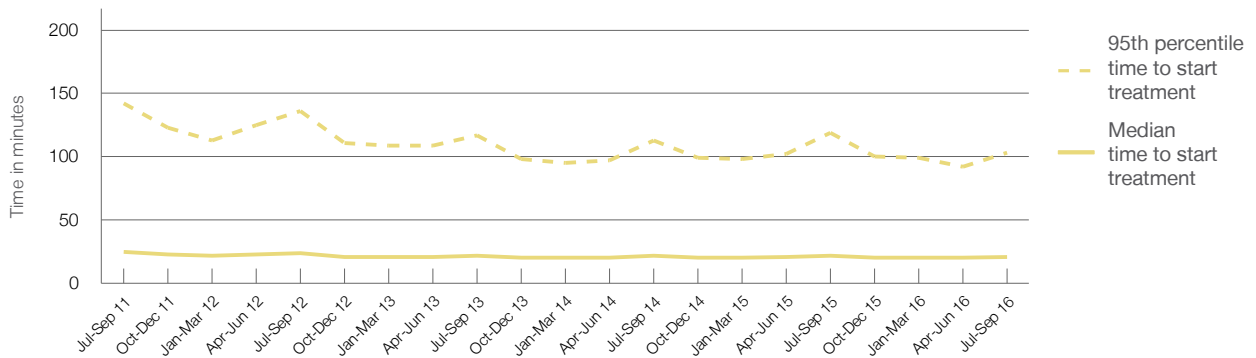
22 minutes

119 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	25	24	22	22	22	21
95th percentile time to start treatment ⁵ (minutes)	142	136	117	113	119	103

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

July to September 2016

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

Number of triage 4 patients: 263,655

Number of triage 4 patients used to calculate waiting time:³ 243,930

Median time to start treatment⁴ 27 minutes

95th percentile time to start treatment⁵ 139 minutes

Same period last year

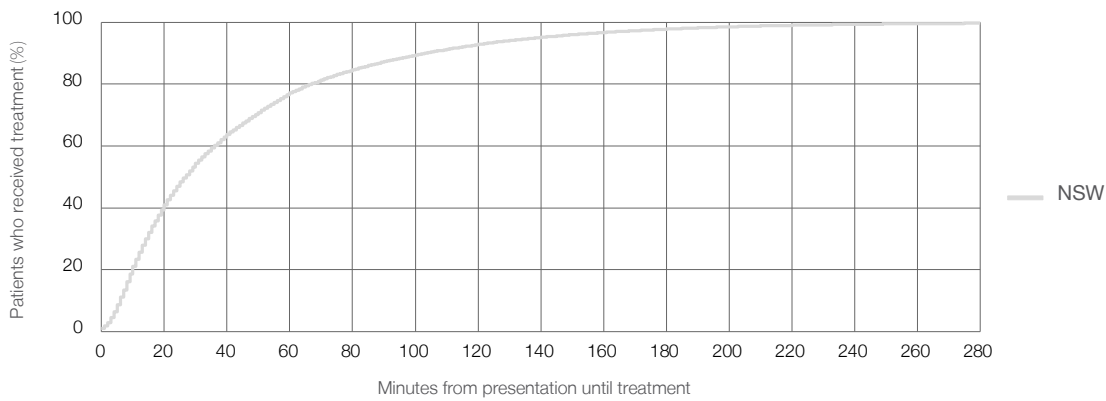
267,862

246,283

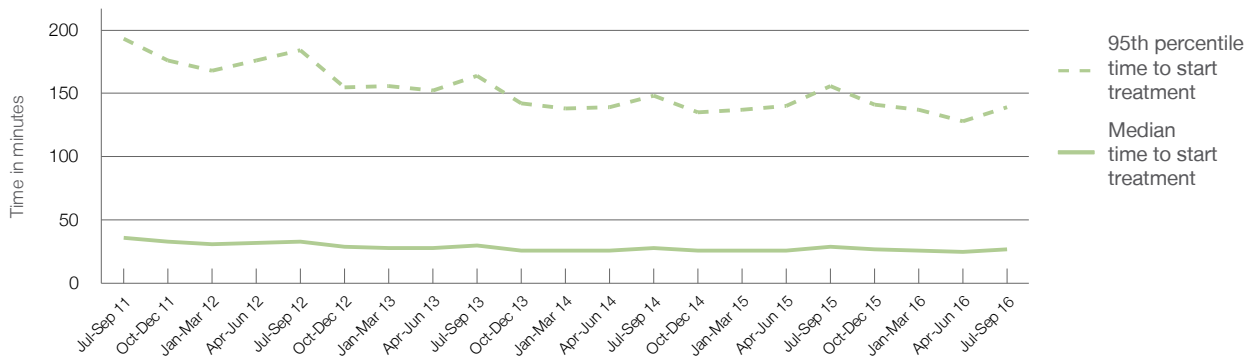
29 minutes

156 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	36	33	30	28	29	27
95th percentile time to start treatment ⁵ (minutes)	193	184	164	148	156	139

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

July to September 2016

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

Number of triage 5 patients: 59,202

Number of triage 5 patients used to calculate waiting time:³ 50,122

Median time to start treatment⁴ 24 minutes

95th percentile time to start treatment⁵ 138 minutes

Same period last year

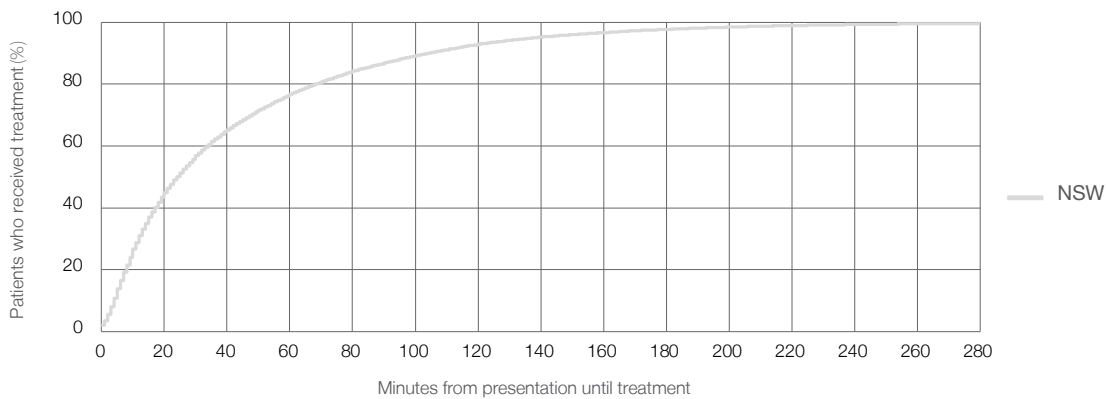
62,411

53,066

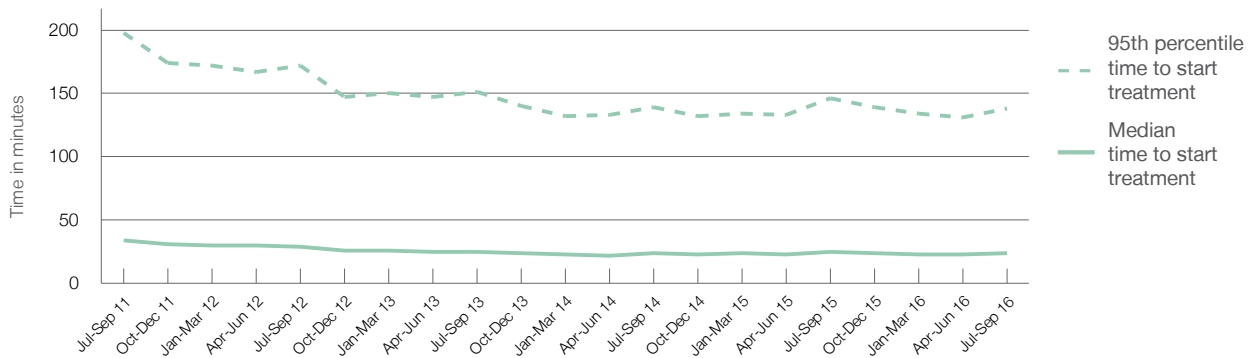
25 minutes

146 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	34	29	25	24	25	24
95th percentile time to start treatment ⁵ (minutes)	198	172	151	139	146	138

New South Wales: Time patients spent in the ED

July to September 2016

All presentations:¹ 652,749 patients

Presentations used to calculate time to leaving the ED:⁶ 652,473 patients

Median time spent in the ED⁸ 2 hours and 50 minutes

95th percentile time spent in the ED⁹ 10 hours and 43 minutes

Same period last year

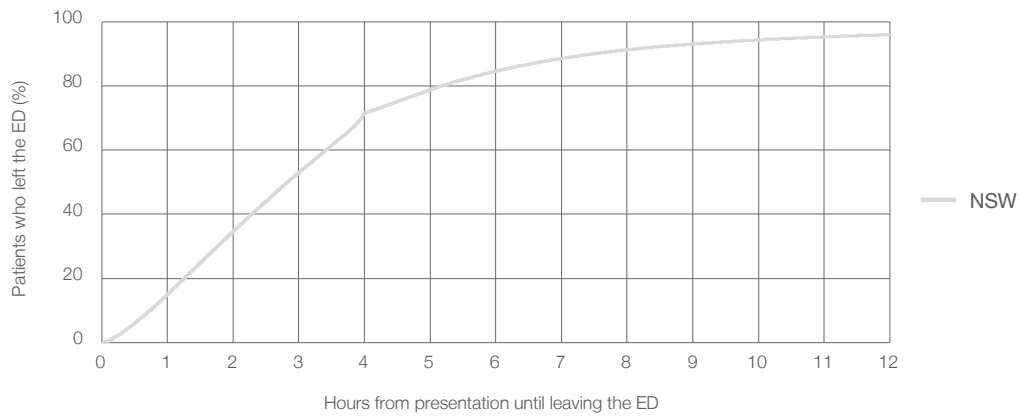
648,844

648,806

2 hours and 52 minutes

11 hours and 31 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}

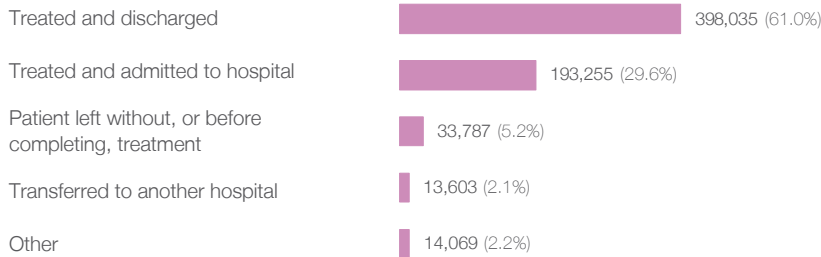


	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time spent in the ED ⁸ (hours, minutes)	3h 22m	3h 20m	2h 57m	2h 49m	2h 52m	2h 50m
95th percentile time spent in the ED ⁹ (hours, minutes)	14h 1m	14h 13m	11h 48m	11h 38m	11h 31m	10h 43m

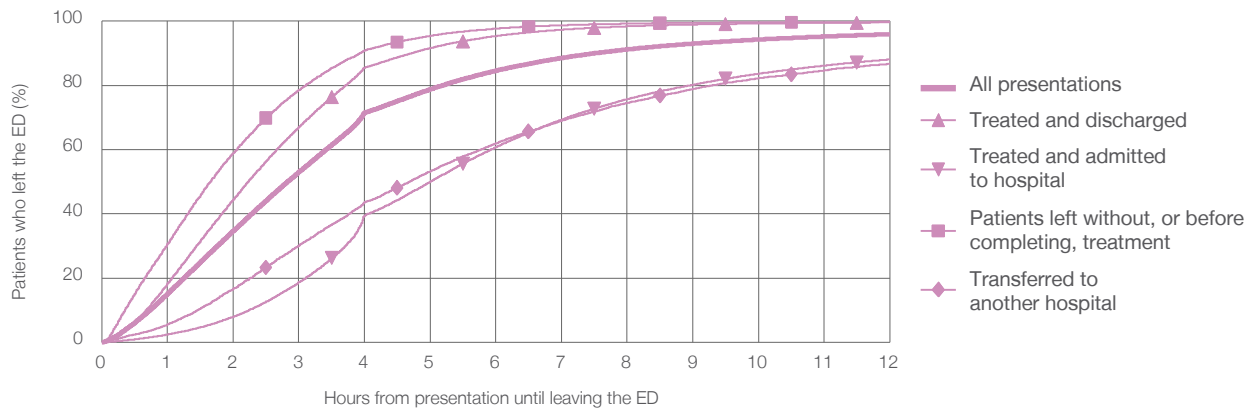
New South Wales: Time spent in the ED
By mode of separation
July to September 2016

All presentations:¹ 652,749 patients

Presentations used to calculate time spent in the ED:⁶ 652,473 patients



Percentage of patients who left the ED by time and mode of separation, July to September 2016



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	18.3%	44.5%	67.0%	85.5%	95.4%	98.4%	99.3%	99.6%
Treated and admitted to hospital	2.5%	8.0%	18.7%	39.5%	60.8%	75.7%	83.6%	88.1%
Patient left without, or before completing, treatment	30.7%	58.9%	78.6%	90.9%	97.7%	99.3%	99.7%	99.8%
Transferred to another hospital	5.6%	16.7%	30.1%	43.6%	61.9%	74.6%	82.3%	86.7%
All presentations	15.2%	34.7%	53.0%	71.5%	84.6%	91.2%	94.3%	96.0%

New South Wales: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 652,749 patients

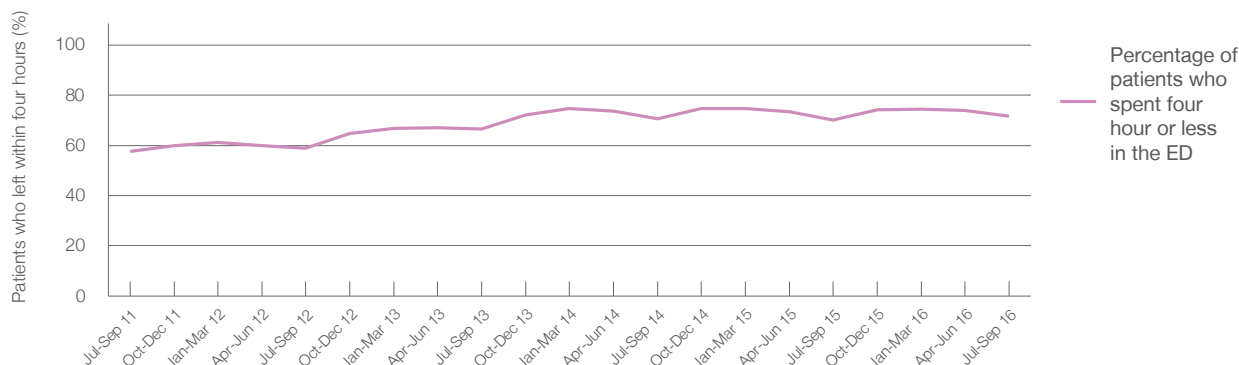
Presentations used to calculate time to leaving the ED: ⁶ 652,473 patients

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



Same period last year	648,844
	648,806
	70.1%

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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Patients who spent four hours or less in the ED (%)	57.5%	58.8%	66.6%	70.6%	70.1%	71.5%

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 - † Data points are not shown in graphs for quarters when patient numbers were too small.
 - ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
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 5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).