

## Royal North Shore Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 22,074 patients



Emergency presentations:<sup>2</sup> 22,034 patients

Same period last year	Change since one year ago
21,125	4%
21,060	5%



## Royal North Shore Hospital: Time patients waited to start treatment <sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,485 patients

Median time to start treatment<sup>4</sup>  7 minutes  
 90th percentile time to start treatment<sup>5</sup>  16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,193 patients

Median time to start treatment<sup>4</sup>  19 minutes  
 90th percentile time to start treatment<sup>5</sup>  51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,269 patients

Median time to start treatment<sup>4</sup>  28 minutes  
 90th percentile time to start treatment<sup>5</sup>  80 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,767 patients

Median time to start treatment<sup>4</sup>  29 minutes  
 90th percentile time to start treatment<sup>5</sup>  107 minutes

Same period last year	NSW (this period)
4,174	
7 minutes	8 minutes
16 minutes	24 minutes
6,023	
19 minutes	19 minutes
47 minutes	63 minutes
7,598	
27 minutes	24 minutes
73 minutes	95 minutes
2,832	
28 minutes	21 minutes
105 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 22,074 patients

Percentage of patients who spent four hours or less in the ED  61%

Same period last year	Change since one year ago
21,125	4%
65%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- 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.
- 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.
- 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 July 2018).

## Royal North Shore Hospital: Patients presenting to the emergency department

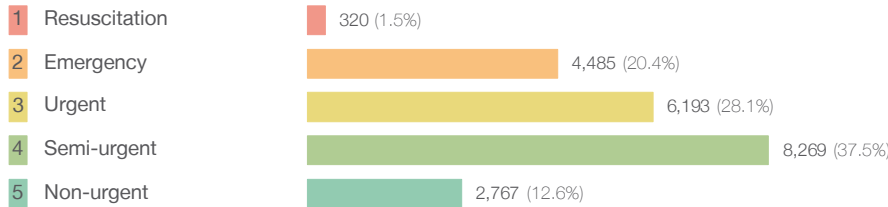
April to June 2018

All presentations:<sup>1</sup> 22,074 patients

Same period last year	Change since one year ago
21,125	4%

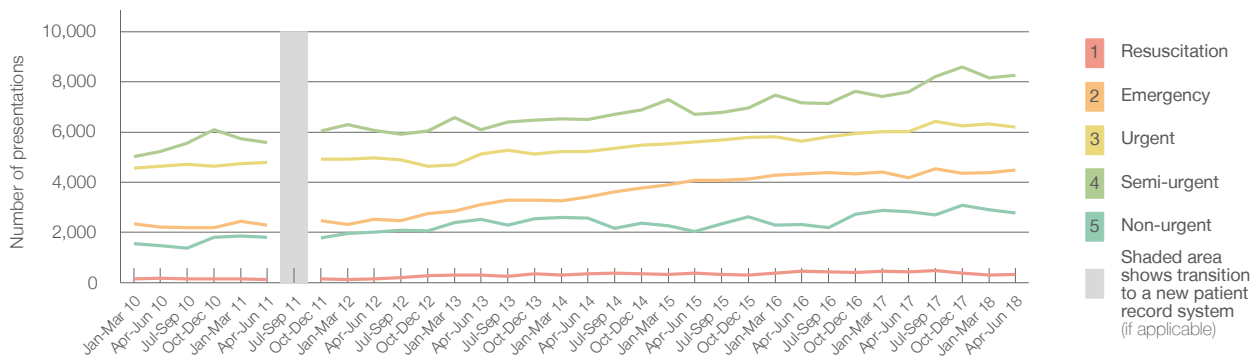
Emergency presentations<sup>2</sup> by triage category: 22,034 patients

Same period last year	Change since one year ago
21,060	5%



Same period last year	Change since one year ago
433	-26.1%
4,174	7.5%
6,023	2.8%
7,598	8.8%
2,832	-2.3%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	164	130	157	301	341	369	462	433	320
Emergency	2,210	2,304	2,512	3,116	3,416	4,076	4,341	4,174	4,485
Urgent	4,631	4,800	4,963	5,112	5,222	5,609	5,627	6,023	6,193
Semi-urgent	5,214	5,586	6,068	6,095	6,491	6,708	7,161	7,598	8,269
Non-urgent	1,487	1,819	2,001	2,530	2,571	2,035	2,327	2,832	2,767
All emergency presentations	13,706	14,639	15,701	17,154	18,041	18,797	19,918	21,060	22,034

## Royal North Shore Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,786 patients

Same period last year	Change since one year ago
4,592	

ED Transfer of care time



Same period last year	Change since one year ago
13 minutes	1 minute
29 minutes	13 minutes

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

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

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

April to June 2018

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

Number of triage 2 patients: 4,485

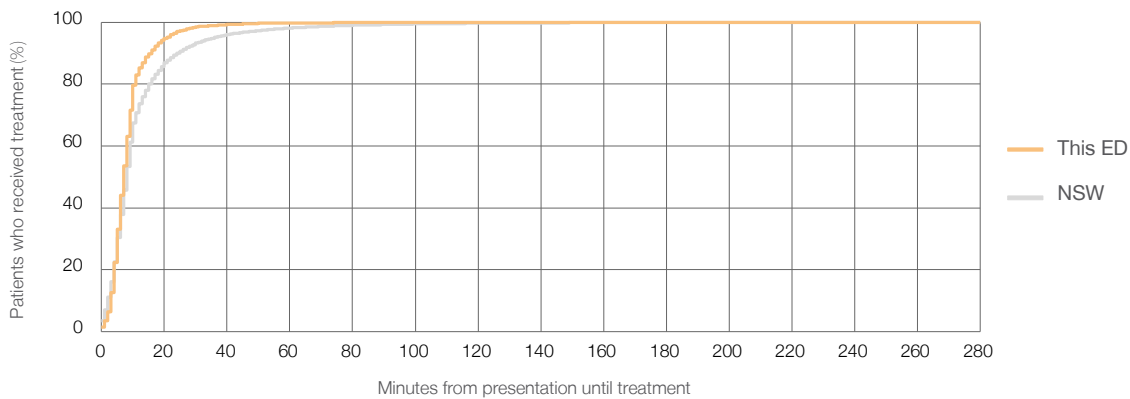
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,467

Median time to start treatment<sup>4</sup> ■ 7 minutes

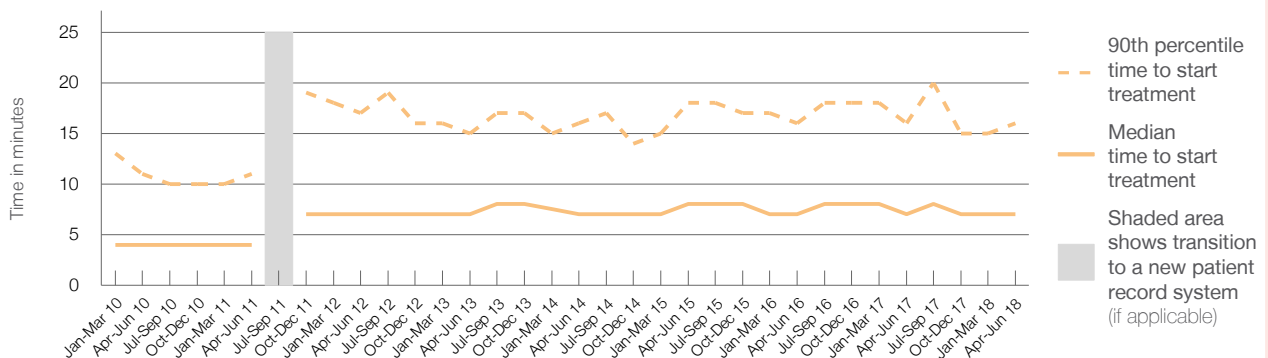
90th percentile time to start treatment<sup>5</sup> ■ 16 minutes

Same period last year	NSW (this period)
4,174	4,167
7 minutes	8 minutes
16 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	4	4	7	7	7	8	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	11	11	17	15	16	18	16	16	16

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

April to June 2018

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

Number of triage 3 patients: 6,193

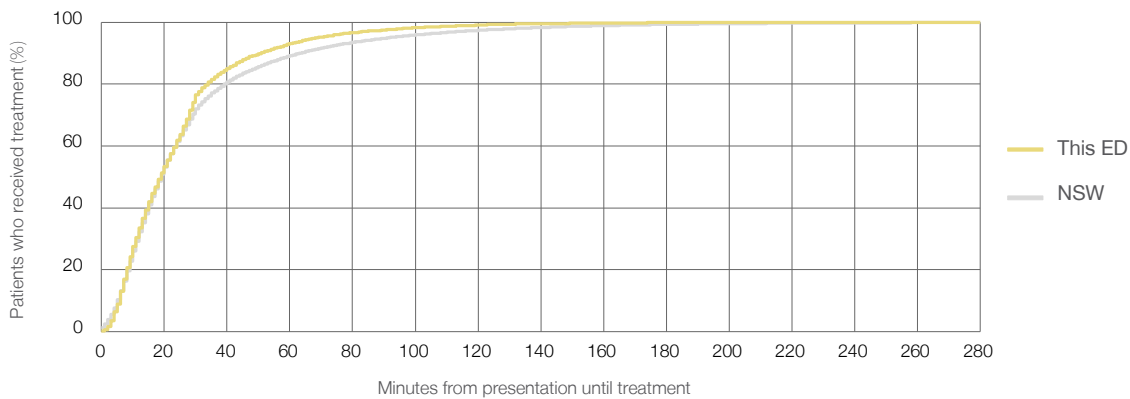
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,106

Median time to start treatment<sup>4</sup> 19 minutes

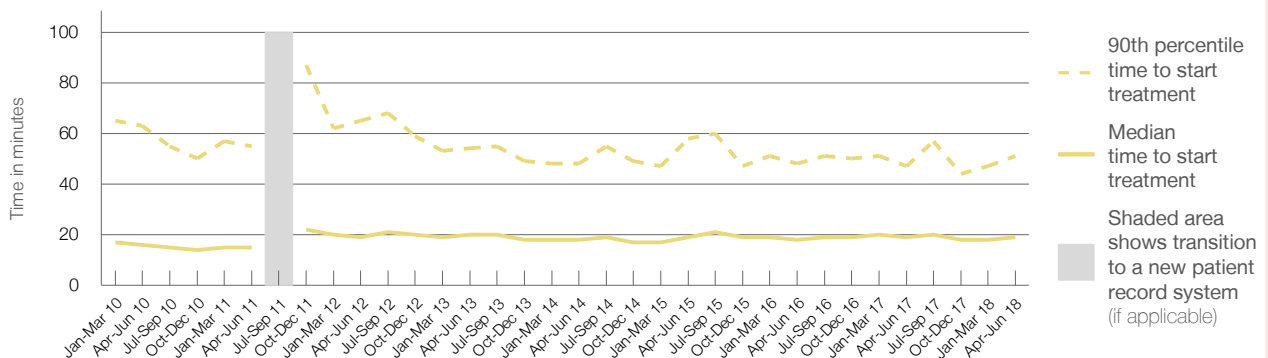
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
6,023	
5,964	
19 minutes	19 minutes
47 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	16	15	19	20	18	19	18	19	19
90th percentile time to start treatment <sup>5</sup> (minutes)	63	55	65	54	48	58	48	47	51

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## Royal North Shore Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 8,269

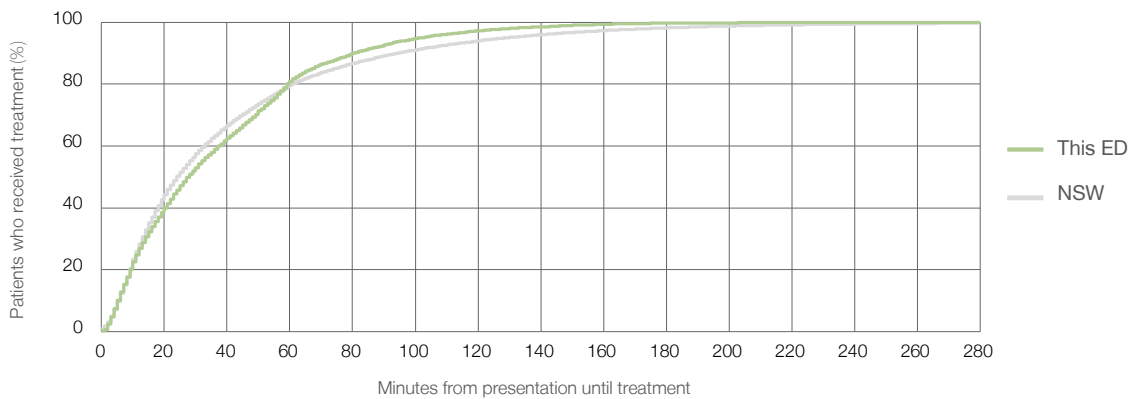
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,014

Median time to start treatment<sup>4</sup>  28 minutes

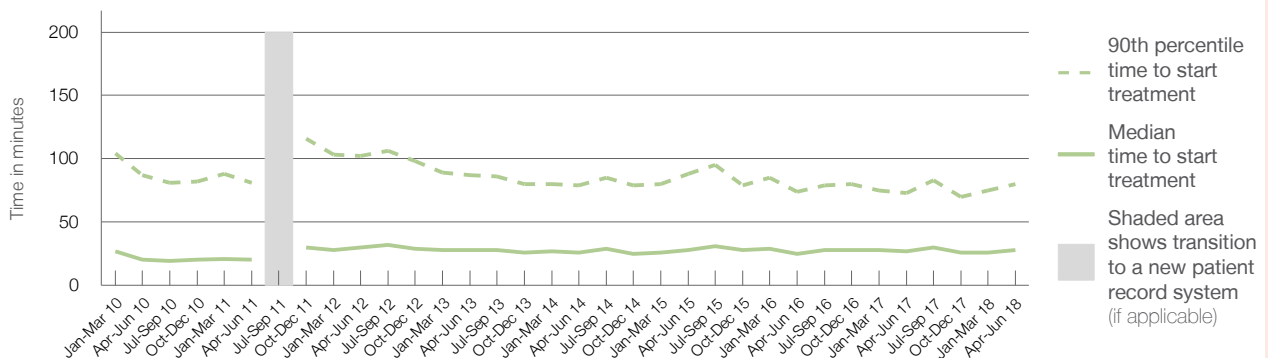
90th percentile time to start treatment<sup>5</sup>  80 minutes

Same period last year	NSW (this period)
7,598	
7,391	
27 minutes	24 minutes
73 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	20	20	30	28	26	28	25	27	28
90th percentile time to start treatment <sup>5</sup> (minutes)	87	81	102	87	79	88	74	73	80

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

April to June 2018

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

Number of triage 5 patients: 2,767

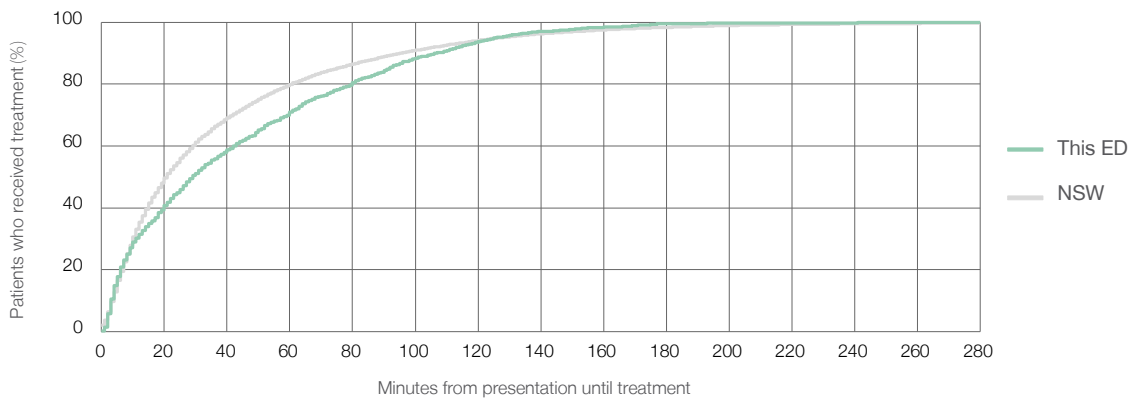
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,535

Median time to start treatment<sup>4</sup> 29 minutes

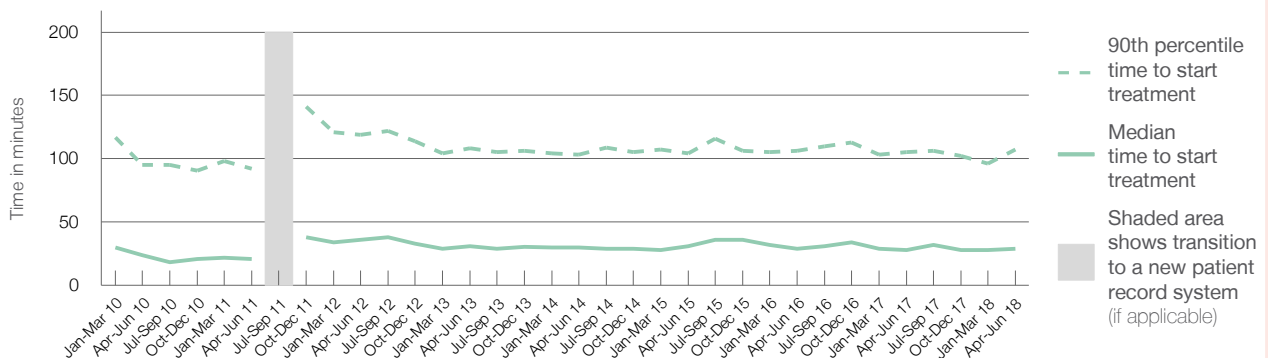
90th percentile time to start treatment<sup>5</sup> 107 minutes

Same period last year	NSW (this period)
2,832	
2,617	
28 minutes	21 minutes
105 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	24	21	36	31	30	31	29	28	29
90th percentile time to start treatment <sup>5</sup> (minutes)	95	92	119	108	103	104	106	105	107

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## Royal North Shore Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 22,074 patients

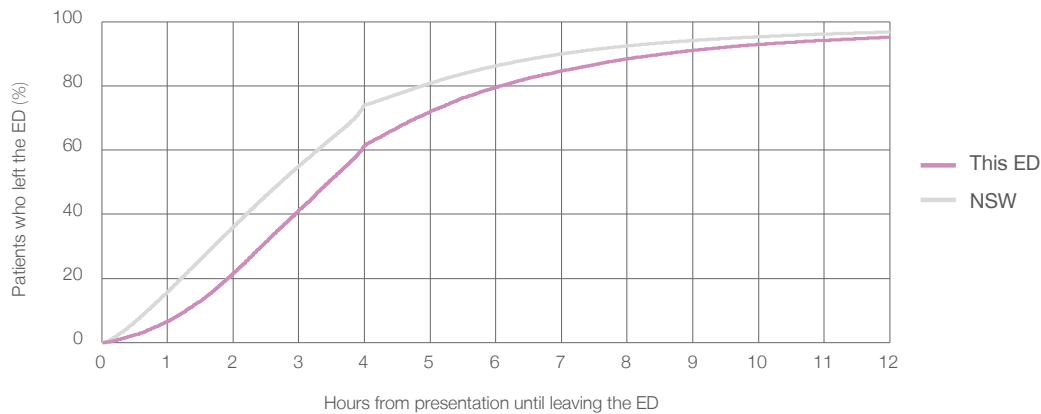
Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,074 patients

Median time spent in the ED<sup>8</sup> 3 hours and 27 minutes

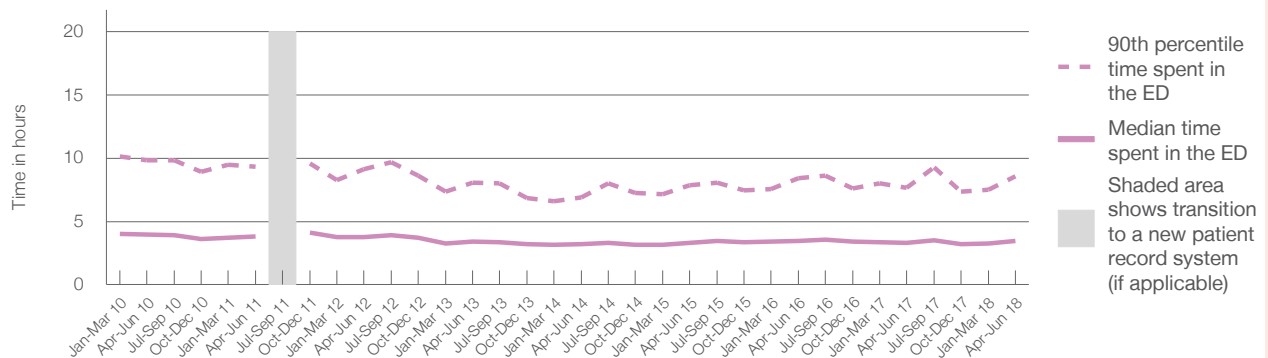
90th percentile time spent in the ED<sup>9</sup> 8 hours and 35 minutes

Same period last year	NSW (this period)
21,125	21,125
3 hours and 20 minutes	2 hours and 44 minutes
7 hours and 40 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 58m	3h 49m	3h 47m	3h 24m	3h 12m	3h 18m	3h 27m	3h 20m	3h 27m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 49m	9h 21m	9h 9m	8h 5m	6h 53m	7h 51m	8h 26m	7h 40m	8h 35m

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**Royal North Shore Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

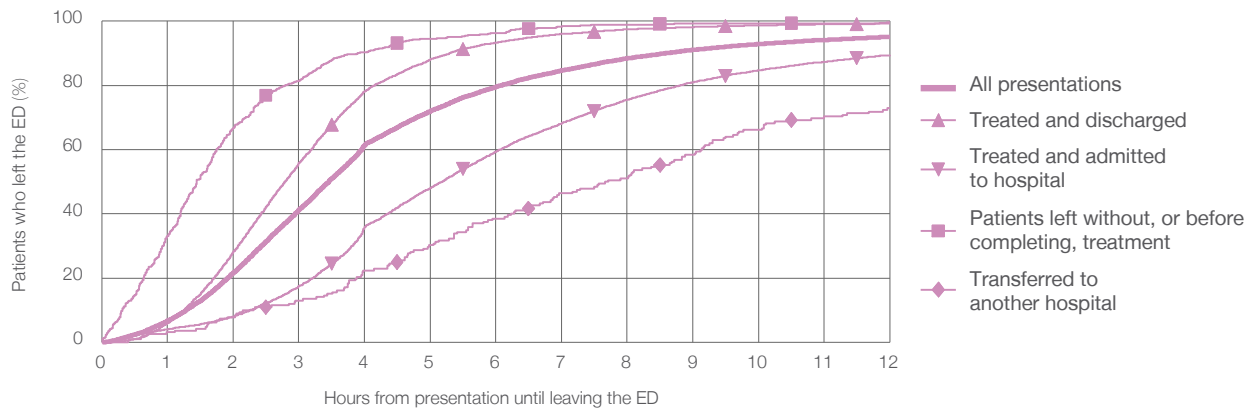
All presentations:<sup>1</sup> 22,074 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,074 patients

Treated and discharged	12,308 (55.8%)
Treated and admitted to hospital	8,762 (39.7%)
Patient left without, or before completing, treatment	487 (2.2%)
Transferred to another hospital	192 (0.9%)
Other	325 (1.5%)

Same period last year	Change since one year ago
21,125	4%
11,772	4.6%
8,552	2.5%
409	19.1%
95	102.1%
297	9.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>††</sup>



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

Treated and discharged	6.0%	28.2%	55.7%	78.2%	93.3%	97.5%	98.7%	99.2%
Treated and admitted to hospital	4.0%	8.0%	17.5%	35.8%	59.3%	75.5%	84.7%	89.4%
Patient left without, or before completing, treatment	33.1%	66.7%	81.3%	90.3%	96.3%	99.0%	99.4%	99.8%
Transferred to another hospital	3.1%	7.8%	13.0%	22.4%	38.5%	51.0%	66.1%	72.9%
All presentations	6.7%	21.7%	41.3%	61.4%	79.5%	88.4%	92.9%	95.1%

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## Royal North Shore Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 22,074 patients

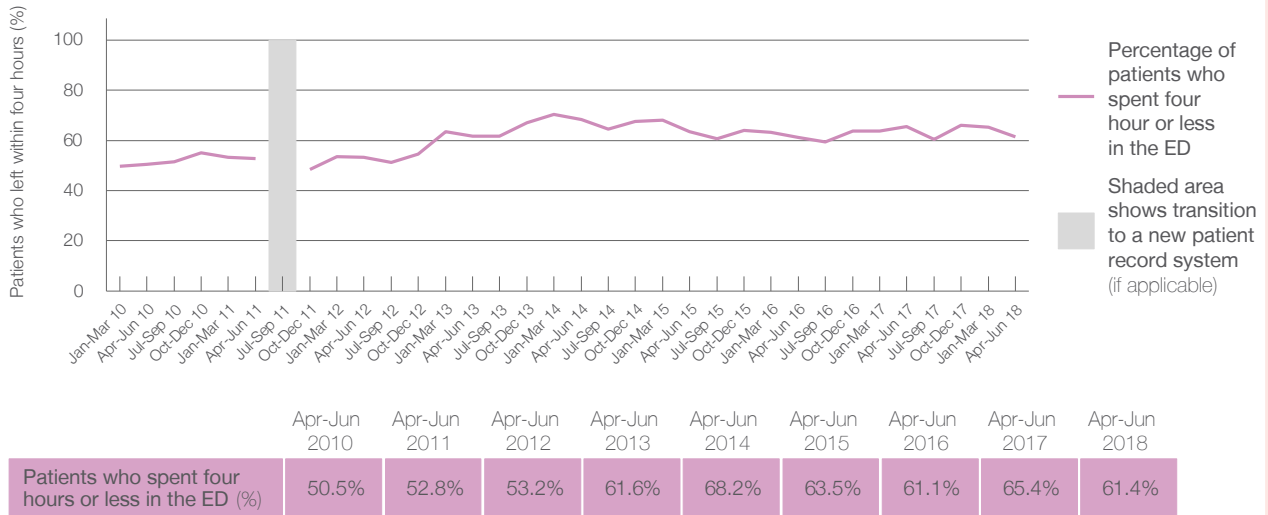
Presentations used to calculate time to leaving the ED: <sup>6</sup> 22,074 patients

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



Same period last year	Change since one year ago
21,125	4%
21,125	4%
65.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



\* 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*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- 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.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- 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*.
- 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.
- 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 July 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).