

Ryde Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 7,245 patients
Emergency presentations:² 7,191 patients

Same period last year	Change since one year ago
6,995	4%
6,892	4%

Ryde Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,070 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,767 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,818 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 485 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
937	
7 minutes	8 minutes
13 minutes	26 minutes
2,549	
14 minutes	20 minutes
36 minutes	72 minutes
2,864	
14 minutes	26 minutes
61 minutes	104 minutes
507	
18 minutes	23 minutes
95 minutes	104 minutes

Ryde Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 7,245 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
6,995	4%
86%	

* 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: October to December 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.

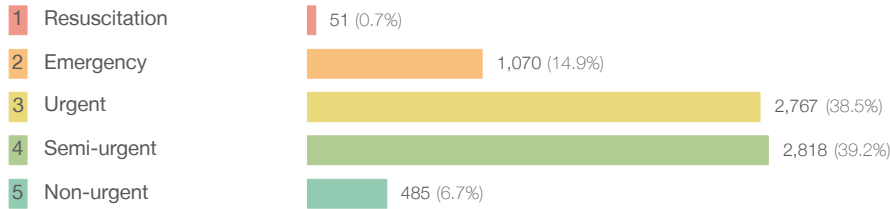
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Ryde Hospital: Patients presenting to the emergency department October to December 2018

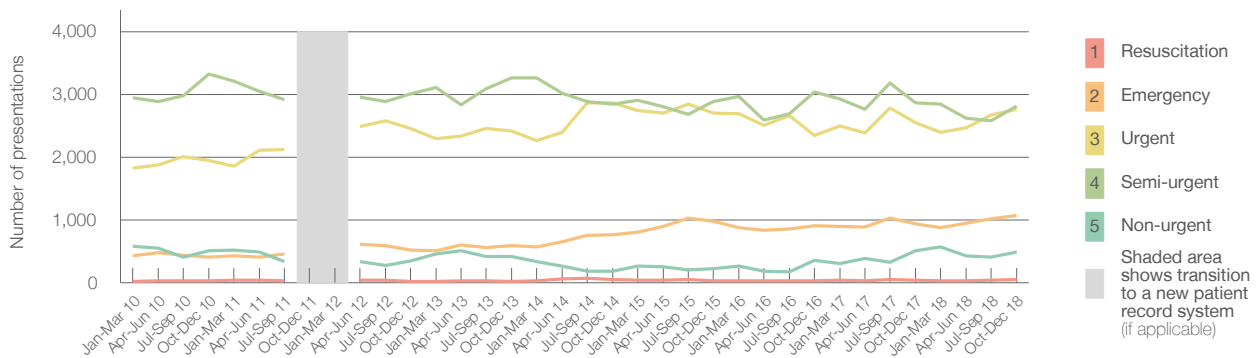
All presentations:¹ 7,245 patients

Emergency presentations² by triage category: 7,191 patients



Same period last year	Change since one year ago
6,995	4%
6,892	4%
35	45.7%
937	14.2%
2,549	8.6%
2,864	-1.6%
507	-4.3%

Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	33		17	20	52	34	27	35	51
Emergency	407		520	595	763	978	904	937	1,070
Urgent	1,950		2,461	2,414	2,867	2,703	2,347	2,549	2,767
Semi-urgent	3,327		3,006	3,265	2,841	2,887	3,035	2,864	2,818
Non-urgent	506		347	414	182	219	356	507	485
All emergency presentations	6,223		6,351	6,708	6,705	6,821	6,669	6,892	7,191

Ryde Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 1,556 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,436	
10 minutes	0 minutes
18 minutes	1 minute

(†) 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.

Ryde Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 1,070

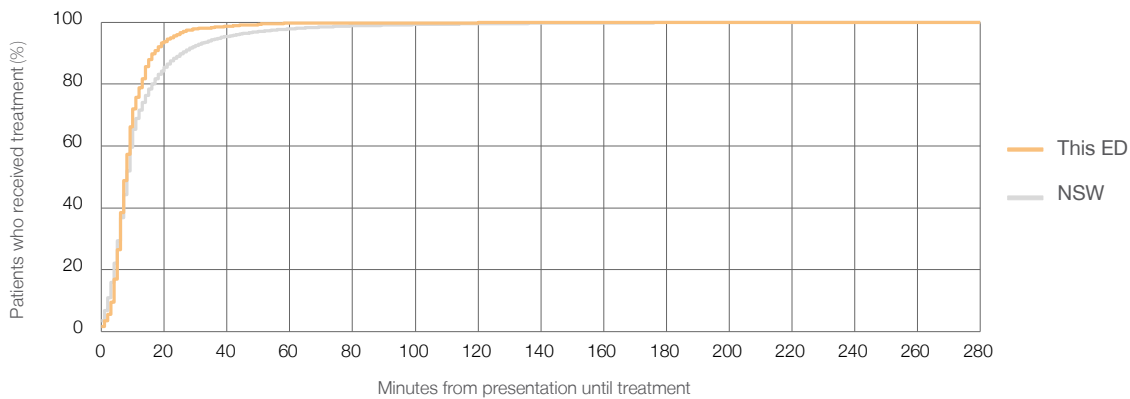
Number of triage 2 patients used to calculate waiting time:³ 1,068

Median time to start treatment⁴ 8 minutes

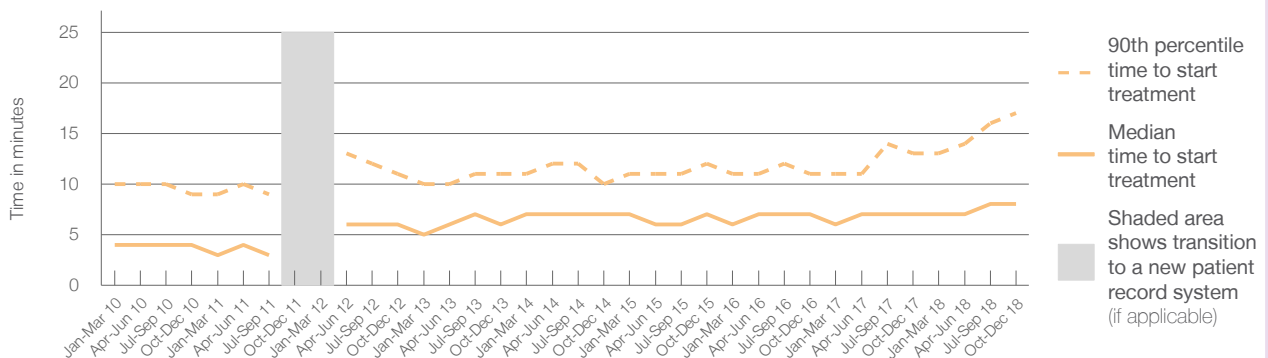
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
937	937
7 minutes	8 minutes
13 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	4		6	6	7	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	9		11	11	10	12	11	13	17

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Ryde Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 2,767

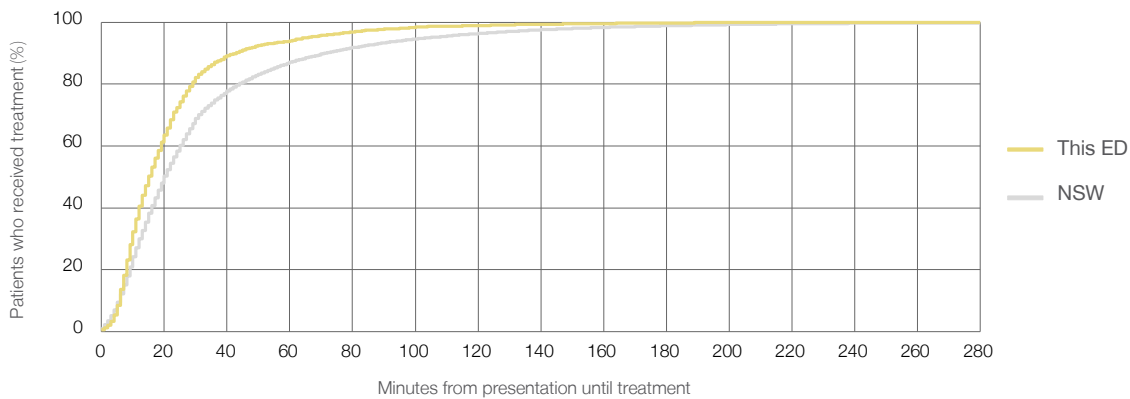
Number of triage 3 patients used to calculate waiting time:³ 2,740

Median time to start treatment⁴ 15 minutes

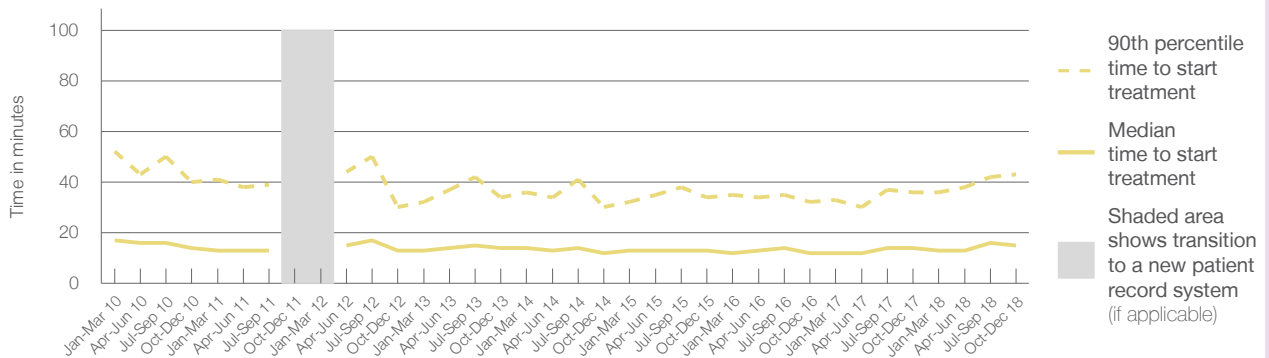
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
2,549	2,526
14 minutes	20 minutes
36 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	14		13	14	12	13	12	14	15
90th percentile time to start treatment ⁵ (minutes)	40		30	34	30	34	32	36	43

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Ryde Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 2,818

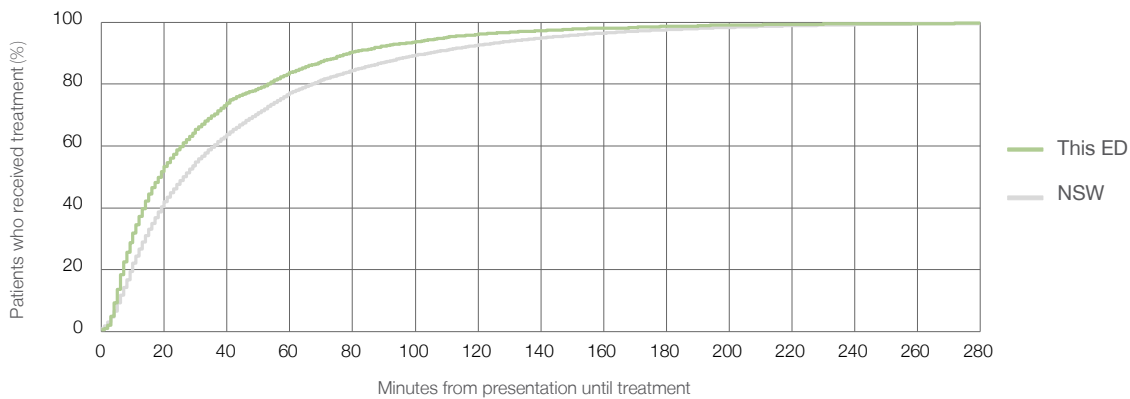
Number of triage 4 patients used to calculate waiting time:³ 2,695

Median time to start treatment⁴ 19 minutes

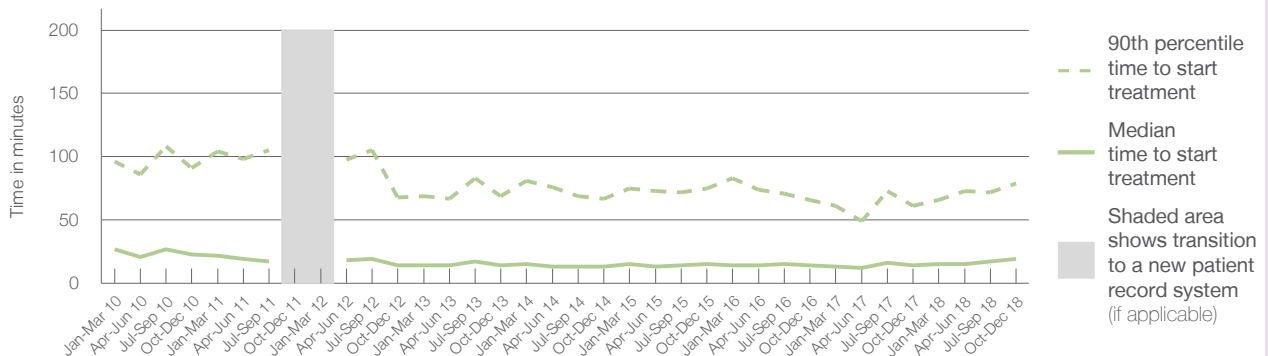
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
2,864	
2,773	
14 minutes	26 minutes
61 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23		14	14	13	15	14	14	19
90th percentile time to start treatment ⁵ (minutes)	91		68	69	67	75	66	61	79

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Ryde Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 485

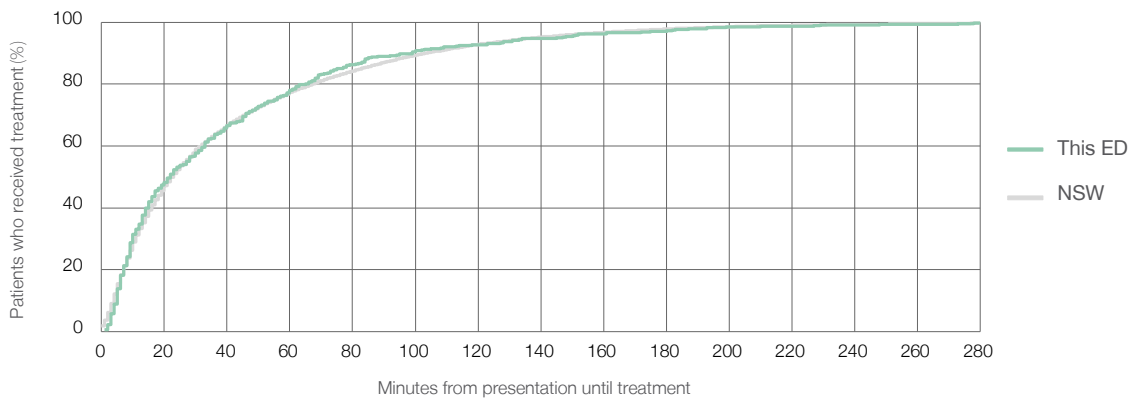
Number of triage 5 patients used to calculate waiting time:³ 435

Median time to start treatment⁴ 22 minutes

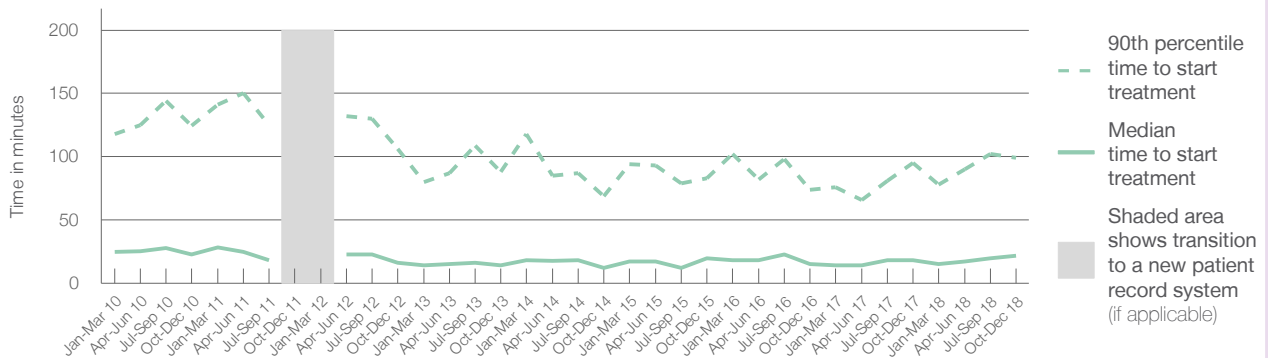
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
507	458
18 minutes	23 minutes
95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	23		16	14	12	20	15	18	22
90th percentile time to start treatment ⁵ (minutes)	125		106	88	69	83	74	95	99

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Ryde Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 7,245 patients

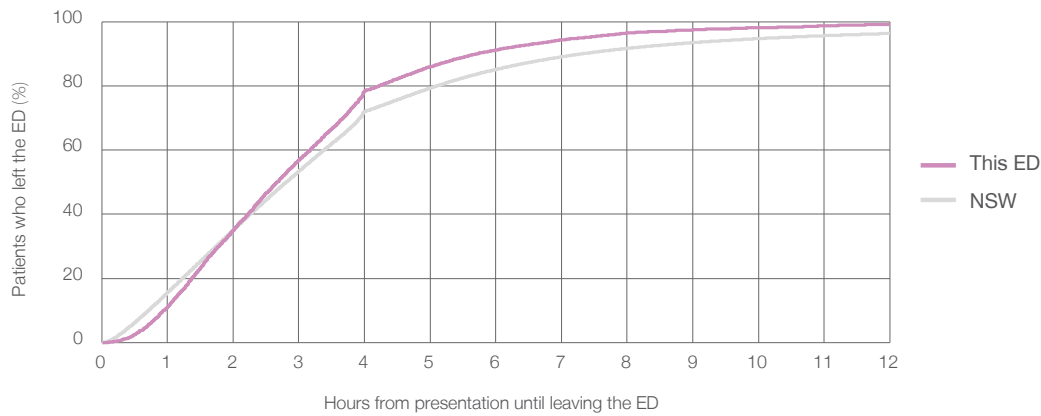
Presentations used to calculate time to leaving the ED:⁶ 7,245 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

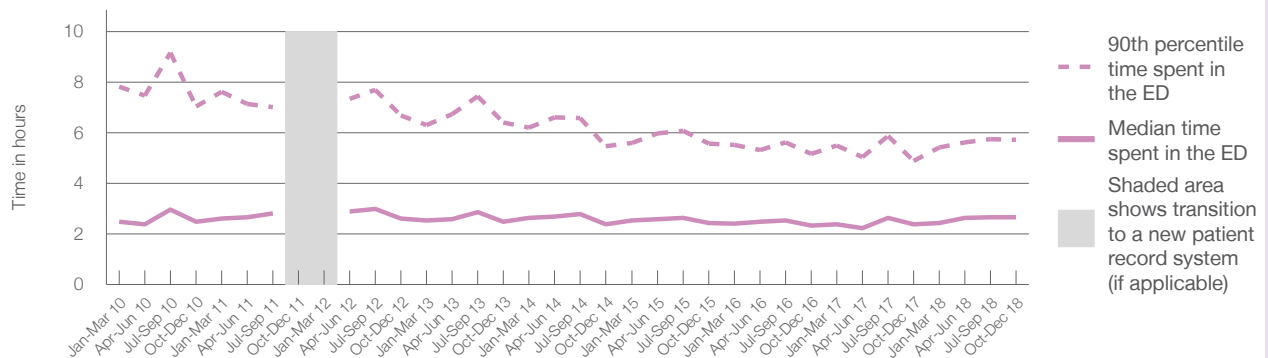
90th percentile time spent in the ED⁹ 5 hours and 43 minutes

Same period last year	NSW (this period)
6,995	6,995
2 hours and 24 minutes	2 hours and 49 minutes
4 hours and 53 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



Time patients spent in the ED, by quarter, January 2010 to December 2018^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 30m		2h 37m	2h 29m	2h 24m	2h 27m	2h 21m	2h 24m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 3m		6h 41m	6h 25m	5h 29m	5h 35m	5h 10m	4h 53m	5h 43m

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

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Ryde Hospital: Time patients spent in the ED

By mode of separation

October to December 2018

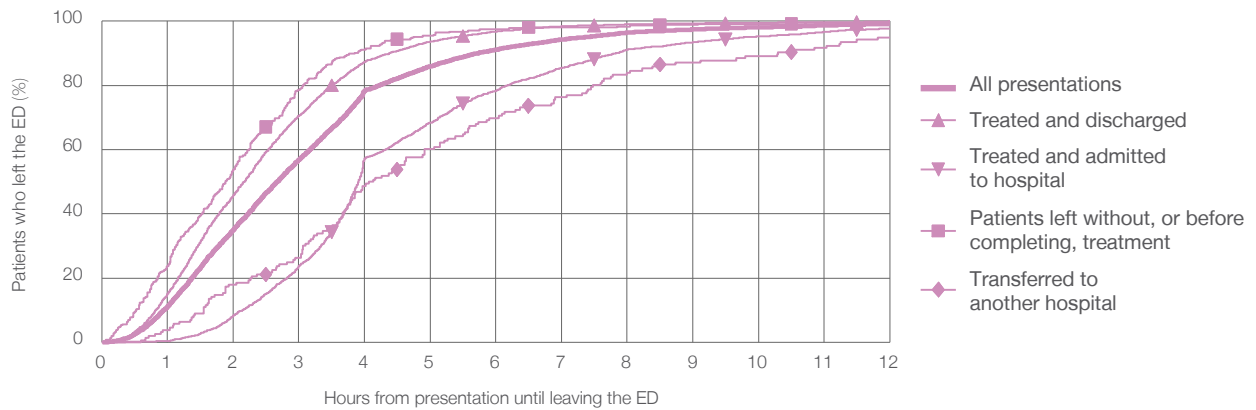
All presentations:¹ 7,245 patients

Presentations used to calculate time to leaving the ED:⁶ 7,245 patients

Treated and discharged	4,688 (64.7%)
Treated and admitted to hospital	2,019 (27.9%)
Patient left without, or before completing, treatment	374 (5.2%)
Transferred to another hospital	156 (2.2%)
Other	8 (0.1%)

Same period last year	Change since one year ago
6,995	4%
4,733	-1.0%
1,841	9.7%
266	40.6%
150	4.0%
5	60.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	15.1%	45.9%	70.5%	87.4%	96.8%	99.0%	99.6%	99.9%
Treated and admitted to hospital	0.3%	8.3%	23.6%	57.3%	78.4%	91.2%	95.3%	97.8%
Patient left without, or before completing, treatment	23.8%	53.7%	78.6%	91.2%	97.6%	98.4%	99.2%	100%
Transferred to another hospital	3.8%	17.9%	26.3%	48.7%	69.9%	84.0%	89.1%	94.9%
All presentations	11.2%	35.2%	56.9%	78.4%	91.1%	96.5%	98.1%	99.2%

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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.

Ryde Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

All presentations at the emergency department: ¹ 7,245 patients

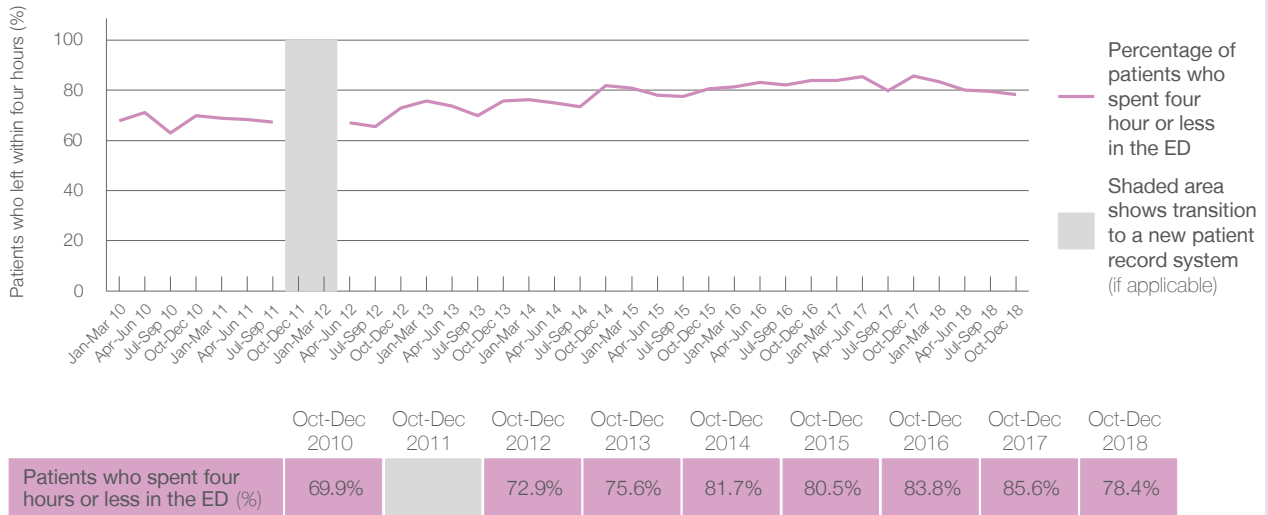
Presentations used to calculate time to leaving the ED: ⁶ 7,245 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 7,245 patients	6,995	4%
Presentations used to calculate time to leaving the ED: ⁶ 7,245 patients	6,995	4%
Percentage of patients who spent four hours or less in the ED	85.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 ^{†‡}



* 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).