

## Sydney Children's Hospital, Randwick: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 8,955 patients  
Emergency presentations:<sup>2</sup> 8,870 patients

Same period last year	Change since one year ago
9,104	-2%
9,016	-2%

## Sydney Children's Hospital, Randwick: Time patients waited to start treatment<sup>3</sup>

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 453 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,779 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 49 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,454 patients

Median time to start treatment<sup>4</sup> 43 minutes  
90th percentile time to start treatment<sup>5</sup> 130 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 129 patients

Median time to start treatment<sup>4</sup> 37 minutes  
90th percentile time to start treatment<sup>5</sup> 125 minutes

Same period last year	NSW (this period)
443	
8 minutes	8 minutes
22 minutes	26 minutes
1,752	
21 minutes	20 minutes
51 minutes	72 minutes
6,613	
41 minutes	26 minutes
128 minutes	104 minutes
157	
42 minutes	23 minutes
137 minutes	104 minutes

## Sydney Children's Hospital, Randwick: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,951 patients

Percentage of patients who spent four hours or less in the ED 75%

Same period last year	Change since one year ago
9,104	-2%
75%	

\* 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.

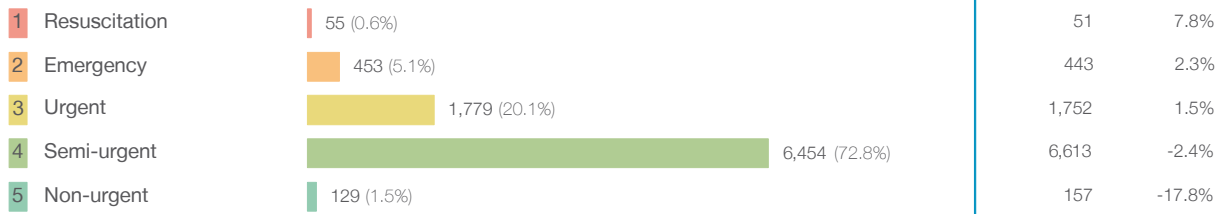
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

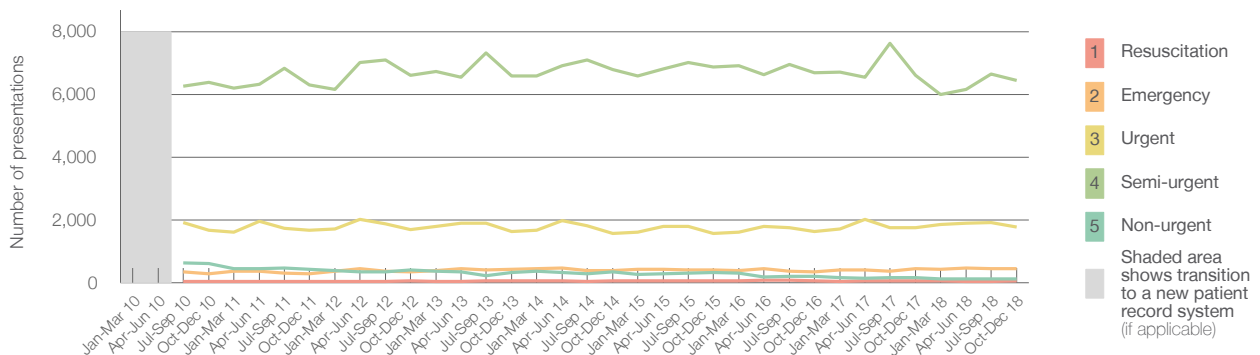
## Sydney Children's Hospital, Randwick: Patients presenting to the emergency department October to December 2018

All presentations:<sup>1</sup> 8,955 patients

Emergency presentations<sup>2</sup> by triage category: 8,870 patients



Emergency presentations<sup>2</sup> 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	43	34	49	50	60	60	62	51	55
Emergency	290	288	350	434	391	401	347	443	453
Urgent	1,670	1,673	1,692	1,632	1,564	1,566	1,634	1,752	1,779
Semi-urgent	6,374	6,298	6,605	6,587	6,797	6,882	6,688	6,613	6,454
Non-urgent	610	434	403	333	351	330	209	157	129
All emergency presentations	8,987	8,727	9,099	9,036	9,163	9,239	8,940	9,016	8,870

## Sydney Children's Hospital, Randwick: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 559 patients

ED Transfer of care time



(†) 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.

## Sydney Children's Hospital, Randwick: Time patients waited to start treatment, triage 2 October to December 2018

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

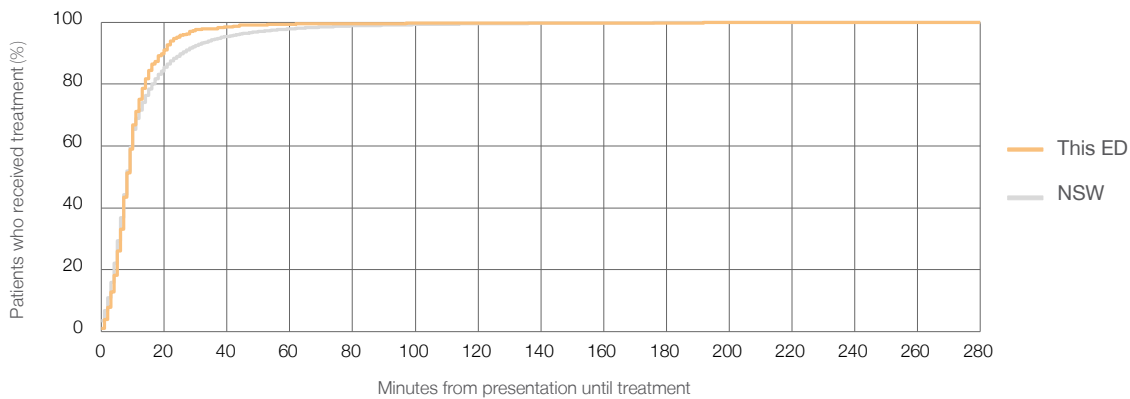
Number of triage 2 patients: 453

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 449

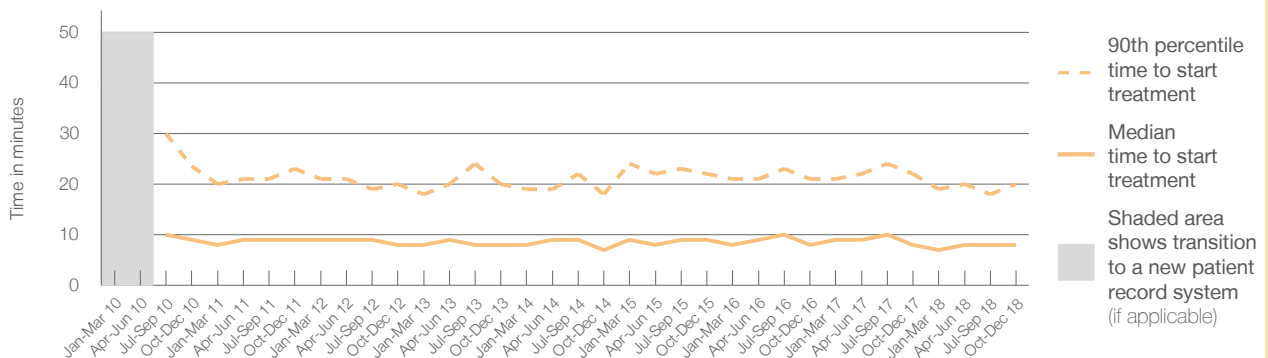
Median time to start treatment<sup>4</sup> ■ 8 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 20 minutes

Same period last year	NSW (this period)
443	
442	
8 minutes	8 minutes
22 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	9	9	8	8	7	9	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	24	23	20	20	18	22	21	22	20

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

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## Sydney Children's Hospital, Randwick: 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: 1,779

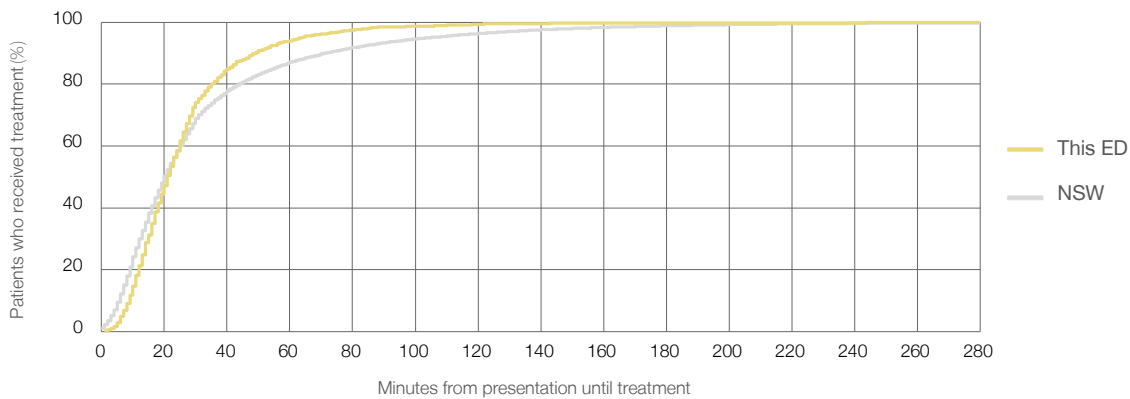
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,775

Median time to start treatment<sup>4</sup> 21 minutes

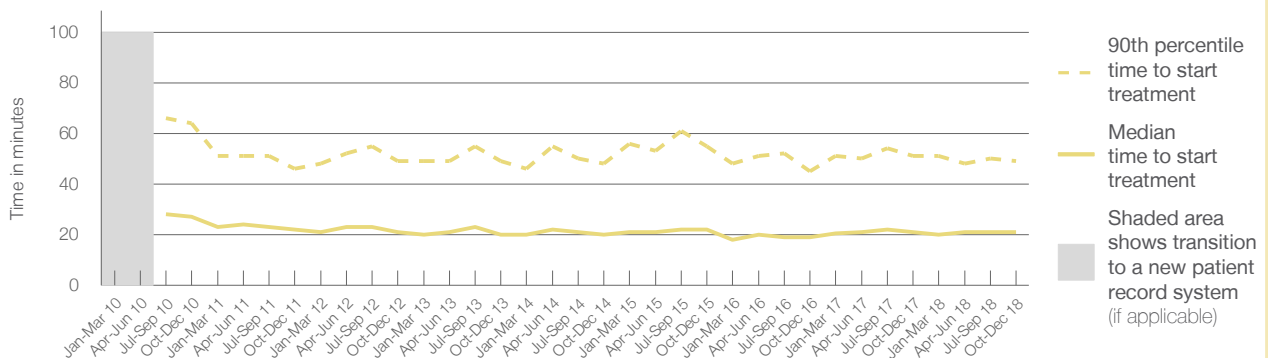
90th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
1,752	1,751
21 minutes	20 minutes
51 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	27	22	21	20	20	22	19	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)	64	46	49	49	48	55	45	51	49

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

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## Sydney Children's Hospital, Randwick: 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: 6,454

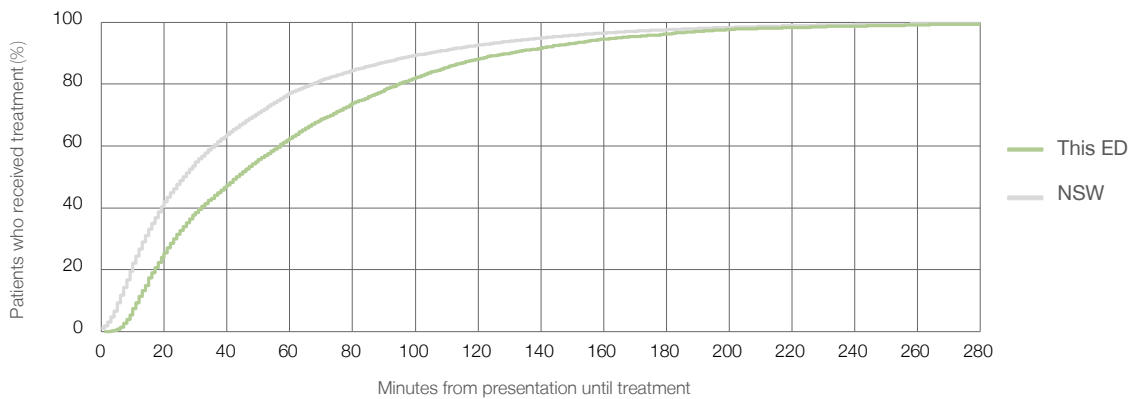
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,122

Median time to start treatment<sup>4</sup>  43 minutes

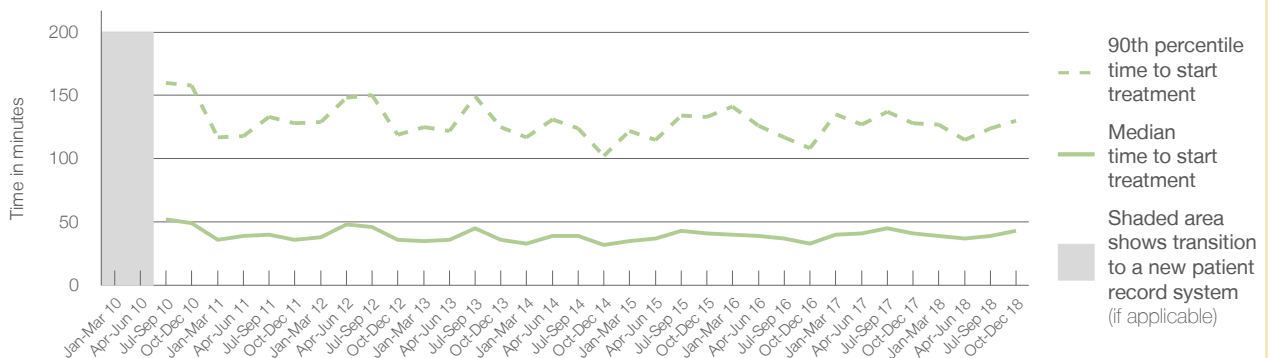
90th percentile time to start treatment<sup>5</sup>  130 minutes

Same period last year	NSW (this period)
6,613	6,322
41 minutes	26 minutes
128 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	49	36	36	36	32	41	33	41	43
90th percentile time to start treatment <sup>5</sup> (minutes)	158	128	119	125	102	133	108	128	130

(†) 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.

## Sydney Children's Hospital, Randwick: 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: 129

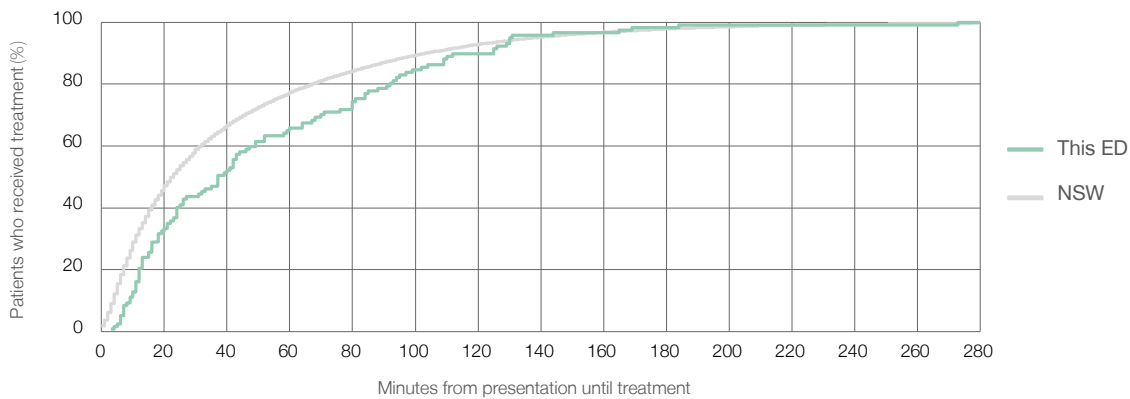
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 117

Median time to start treatment<sup>4</sup> 37 minutes

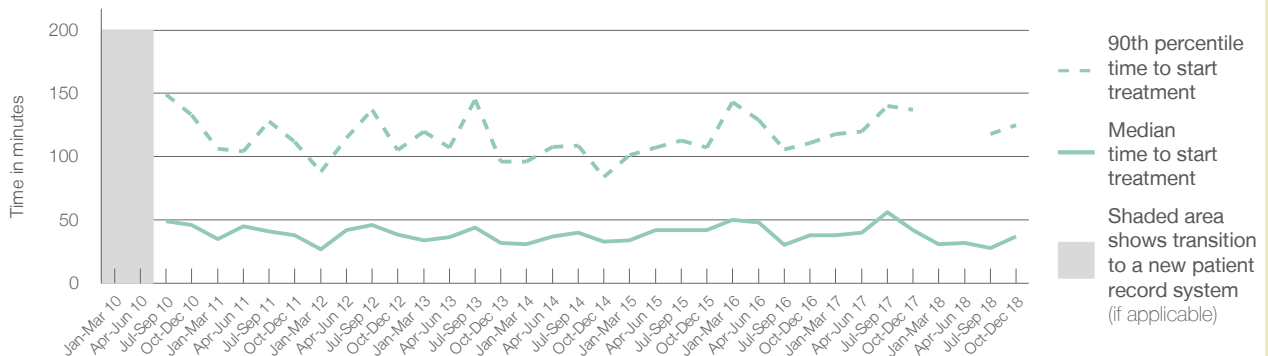
90th percentile time to start treatment<sup>5</sup> 125 minutes

Same period last year	NSW (this period)
157	
137	
42 minutes	23 minutes
137 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	46	38	39	32	33	42	38	42	37
90th percentile time to start treatment <sup>5</sup> (minutes)	133	112	105	96	84	107	111	137	125

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

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## Sydney Children's Hospital, Randwick: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 8,955 patients

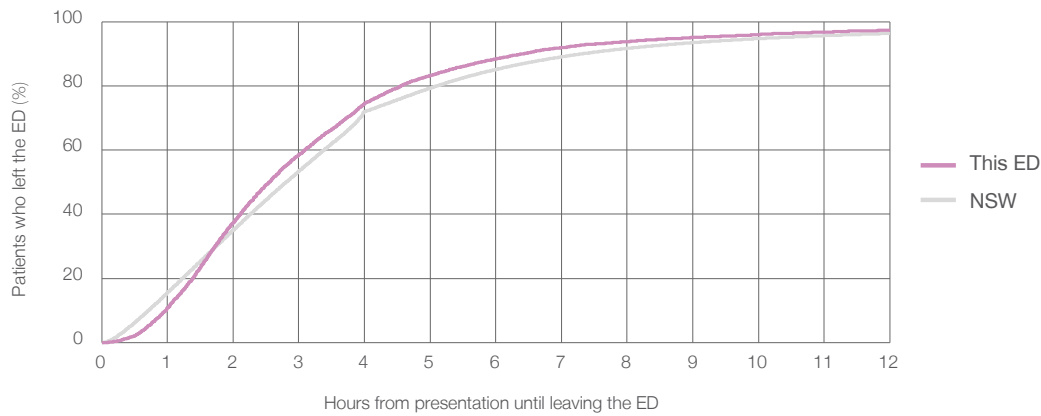
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,951 patients

Median time spent in the ED<sup>8</sup> 2 hours and 33 minutes

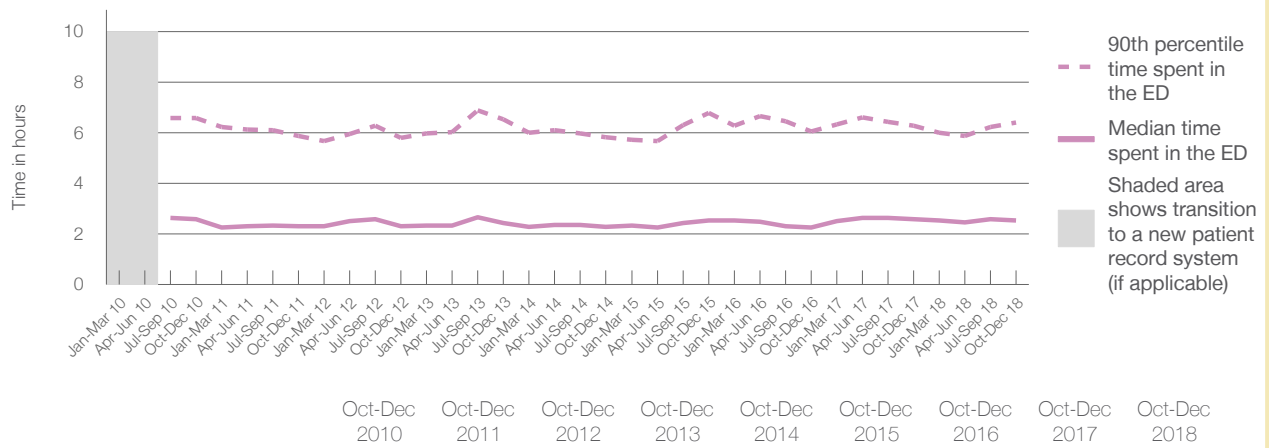
90th percentile time spent in the ED<sup>9</sup> 6 hours and 25 minutes

Same period last year	NSW (this period)
9,104	9,104
2 hours and 35 minutes	2 hours and 49 minutes
6 hours and 17 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	2h 35m	2h 18m	2h 19m	2h 26m	2h 17m	2h 32m	2h 15m	2h 35m	2h 33m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	6h 35m	5h 52m	5h 48m	6h 32m	5h 49m	6h 47m	6h 4m	6h 17m	6h 25m

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

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## Sydney Children's Hospital, Randwick: Time patients spent in the ED

By mode of separation

October to December 2018

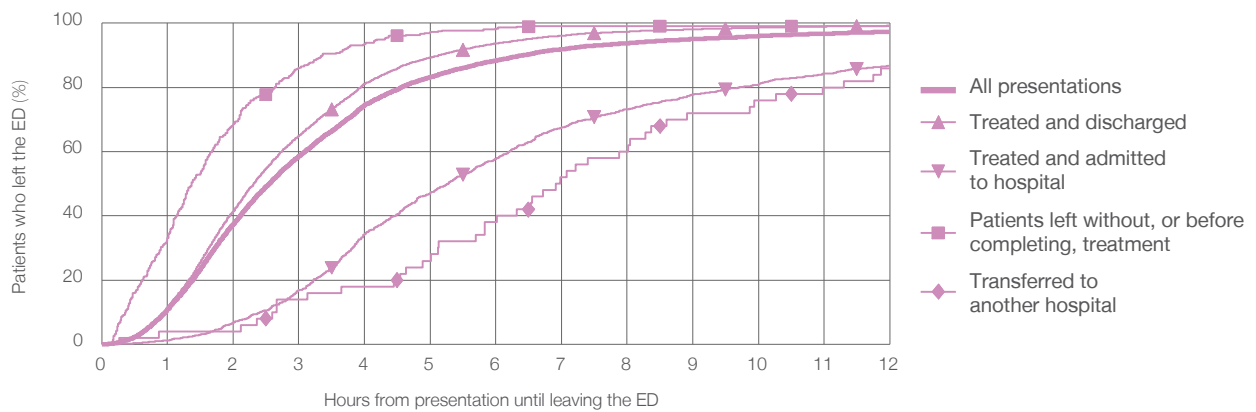
All presentations:<sup>1</sup> 8,955 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,951 patients

Treated and discharged	7,241 (80.9%)
Treated and admitted to hospital	1,293 (14.4%)
Patient left without, or before completing, treatment	359 (4.0%)
Transferred to another hospital	50 (0.6%)
Other	12 (0.1%)

Same period last year	Change since one year ago
9,104	-2%
7,448	-2.8%
1,238	4.4%
377	-4.8%
26	92.3%
15	-20.0%

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



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	11.5%	41.5%	64.9%	81.1%	93.7%	97.4%	98.6%	99.2%
Treated and admitted to hospital	1.2%	6.7%	16.8%	34.4%	57.7%	73.2%	81.2%	86.7%
Patient left without, or before completing, treatment	33.1%	68.5%	86.1%	93.6%	98.3%	99.2%	99.2%	99.2%
Transferred to another hospital	4.0%	4.0%	14.0%	18.0%	38.0%	60.0%	76.0%	86.0%
All presentations	10.9%	37.4%	58.6%	74.5%	88.4%	93.8%	96.0%	97.3%

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

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## Sydney Children's Hospital, Randwick: 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: <sup>1</sup> 8,955 patients

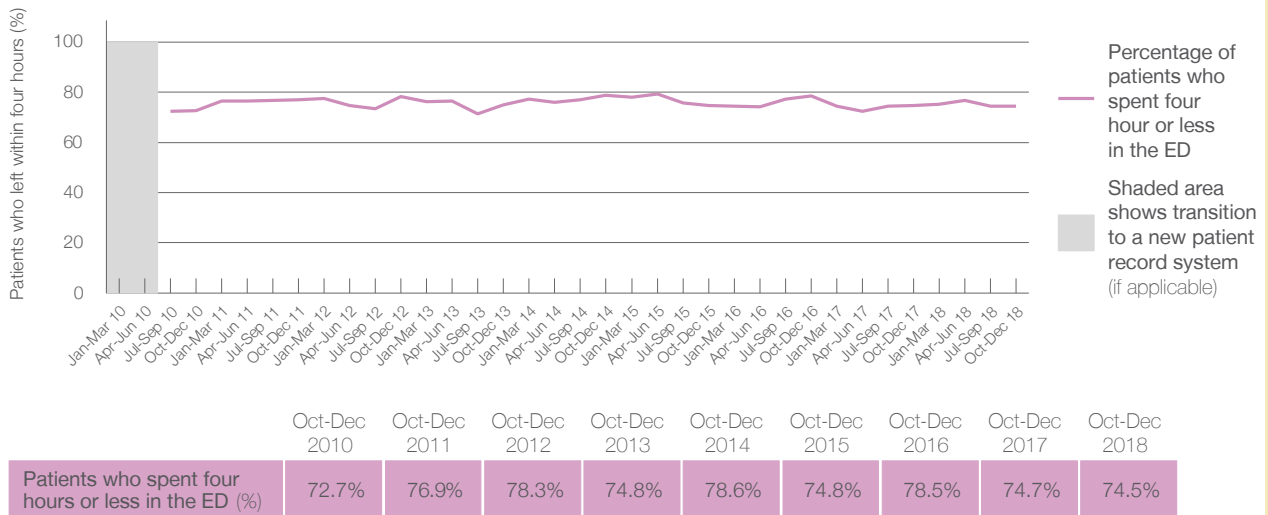
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,951 patients

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	9,104	-2%
Presentations used to calculate time to leaving the ED	9,104	-2%
Percentage of patients who spent four hours or less in the ED	74.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: 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).