

Young Health Service: Emergency department (ED) overview

October to December 2018



All presentations:¹ 2,245 patients
 Emergency presentations:² 1,959 patients

Same period last year	Change since one year ago
2,182	3%
2,018	-3%



Young Health Service: Time patients waited to start treatment³

October to December 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 179 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  15 minutes


Triage 3 Urgent (e.g. moderate blood loss, dehydration): 760 patients

Median time to start treatment⁴  9 minutes
 90th percentile time to start treatment⁵  25 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 806 patients

Median time to start treatment⁴  9 minutes
 90th percentile time to start treatment⁵  30 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 214 patients

Median time to start treatment⁴  9 minutes
 90th percentile time to start treatment⁵  35 minutes

Same period last year	NSW (this period)
172	
6 minutes	8 minutes
12 minutes	26 minutes
753	
10 minutes	20 minutes
29 minutes	72 minutes
911	
11 minutes	26 minutes
37 minutes	104 minutes
182	
11 minutes	23 minutes
41 minutes	104 minutes

Young Health Service: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 2,245 patients

Percentage of patients who spent four hours or less in the ED  96%

Same period last year	Change since one year ago
2,182	3%
96%	

- * 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).

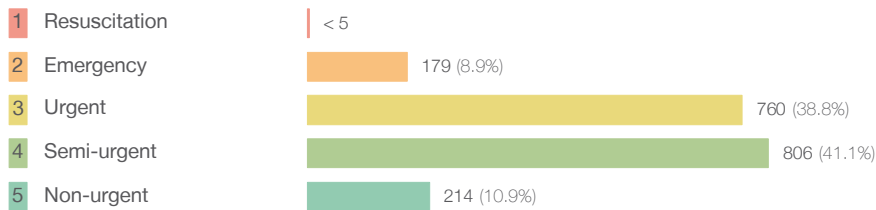
Young Health Service: Patients presenting to the emergency department October to December 2018

All presentations:¹ 2,245 patients

Same period last year	Change since one year ago
2,182	3%

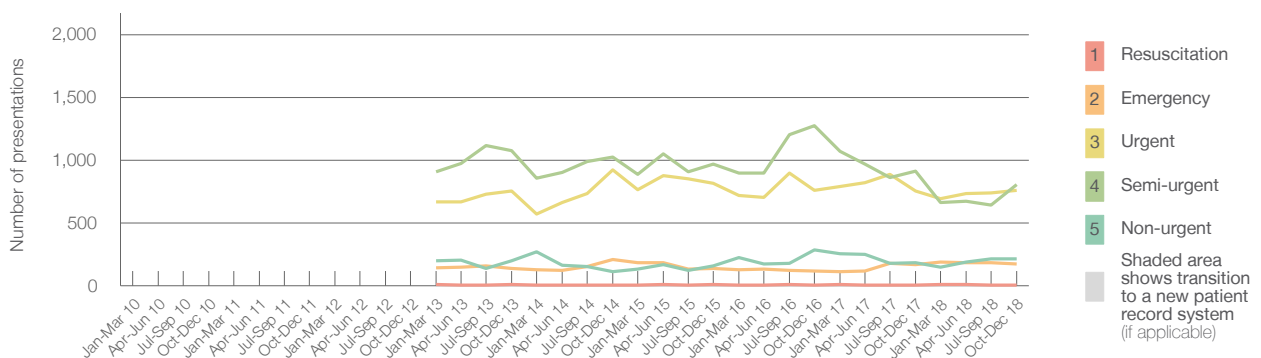
Emergency presentations² by triage category: 1,959 patients

2,018	-3%
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< 5	*
172	4.2%
753	0.9%
911	-11.5%
182	17.6%

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				7	< 5	7	5	< 5	< 5
Emergency				137	214	137	116	172	179
Urgent				756	923	814	761	753	760
Semi-urgent				1,073	1,026	970	1,272	911	806
Non-urgent				200	114	155	284	182	214
All emergency presentations				2,173	2,277	2,083	2,438	2,018	1,959

Young Health Service: Patients arriving by ambulance October to December 2018

ED Transfer of care time is not currently available for this hospital. ⁷

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Young Health Service: 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: 179

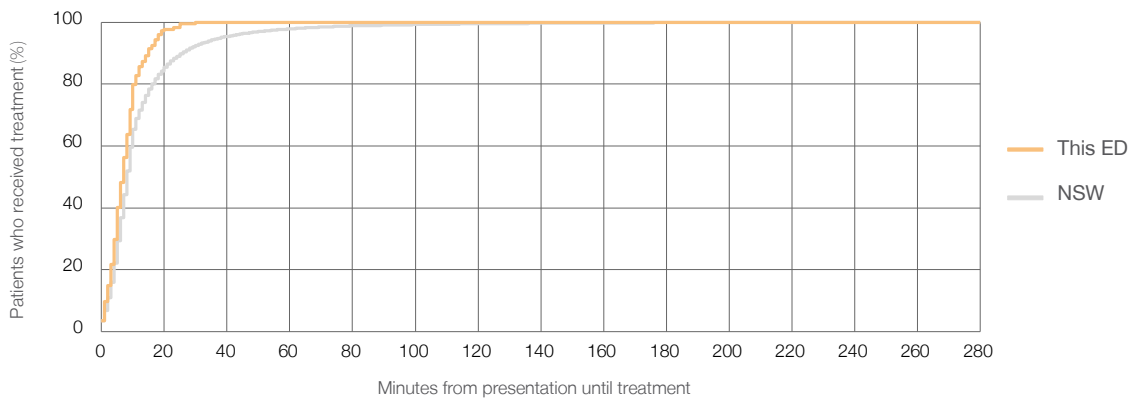
Number of triage 2 patients used to calculate waiting time:³ 174

Median time to start treatment⁴ 7 minutes

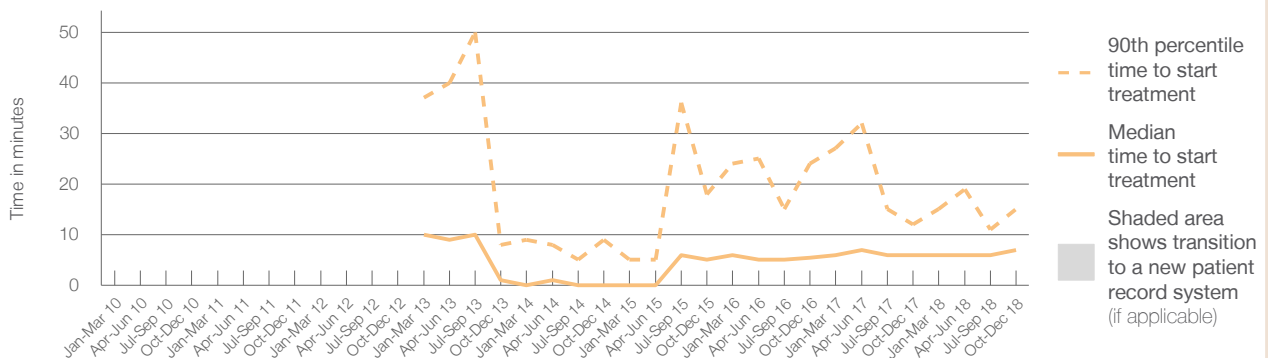
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
172	
168	
6 minutes	8 minutes
12 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)				1	0	5	6	6	7
90th percentile time to start treatment ⁵ (minutes)				8	9	18	24	12	15

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Young Health Service: 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: 760

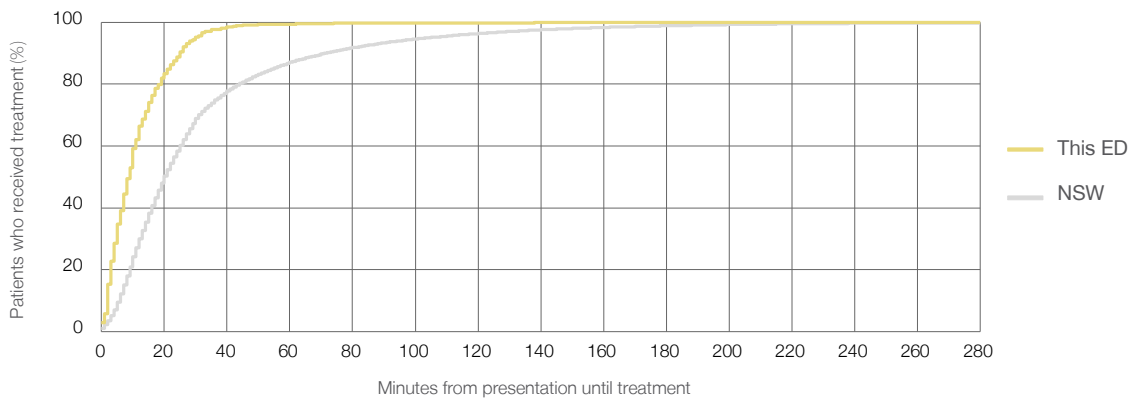
Number of triage 3 patients used to calculate waiting time:³ 747

Median time to start treatment⁴ 9 minutes

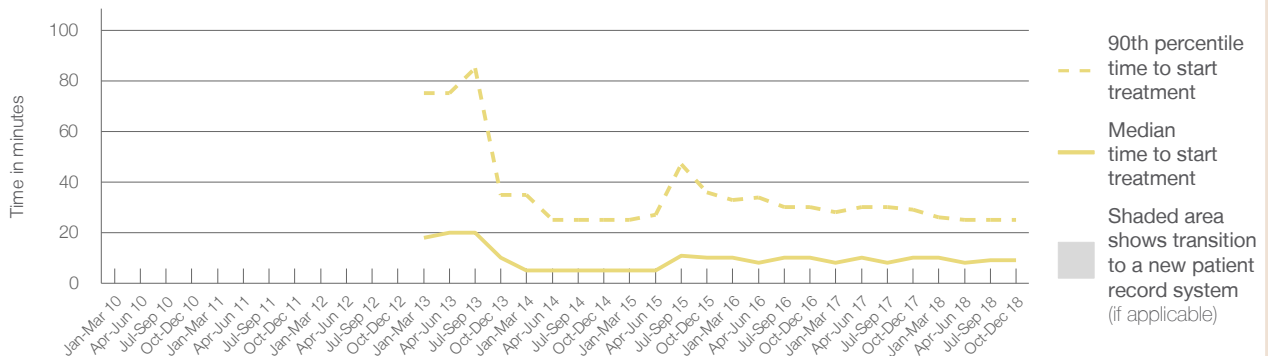
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
753	753
10 minutes	20 minutes
29 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)				10	5	10	10	10	9
90th percentile time to start treatment ⁵ (minutes)				35	25	36	30	29	25

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Young Health Service: Time patients waited to start treatment, triage 4 October to December 2018

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

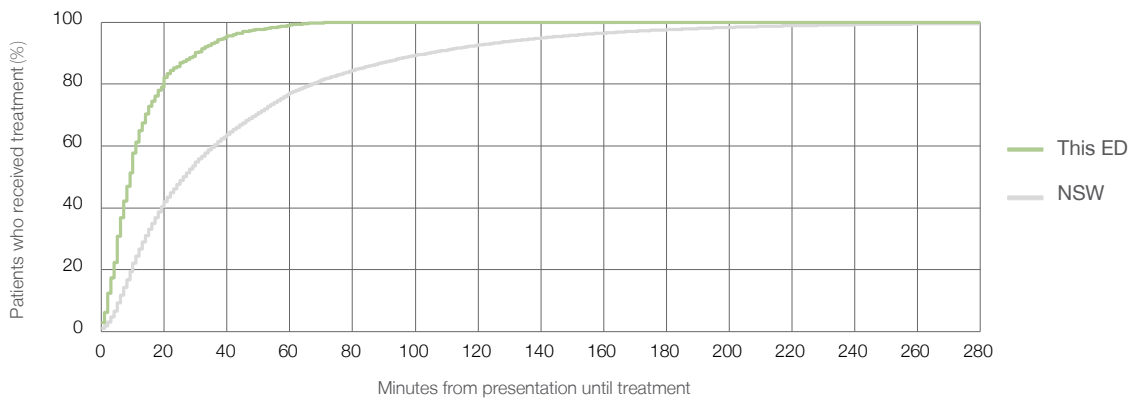
Number of triage 4 patients: 806

Number of triage 4 patients used to calculate waiting time:³ 781

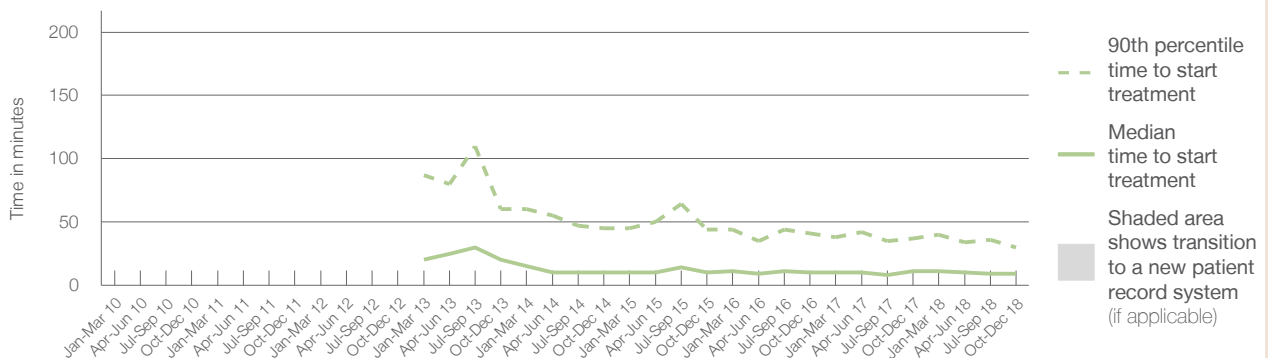
Median time to start treatment⁴ ■ 9 minutes
90th percentile time to start treatment⁵ ■ 30 minutes

Same period last year	NSW (this period)
911	
909	
11 minutes	26 minutes
37 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)				20	10	10	10	11	9
90th percentile time to start treatment ⁵ (minutes)				60	45	44	41	37	30

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Young Health Service: 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: 214

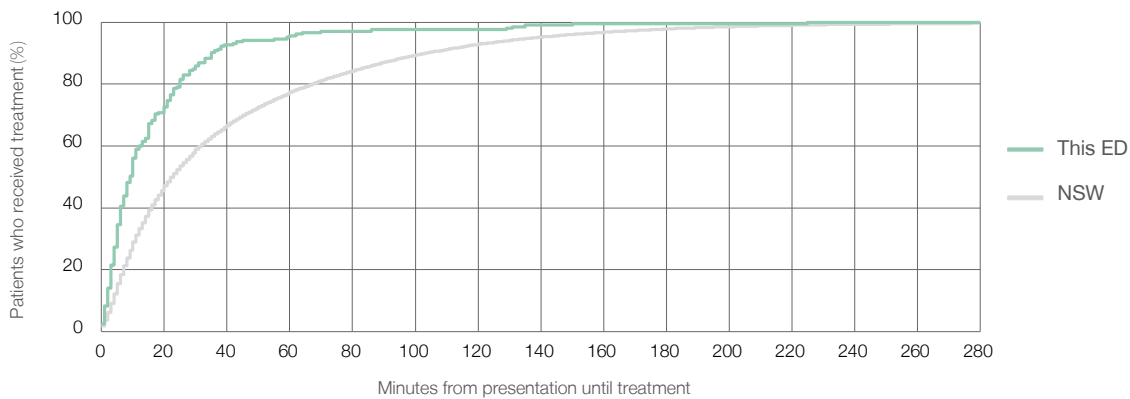
Number of triage 5 patients used to calculate waiting time:³ 205

Median time to start treatment⁴ 9 minutes

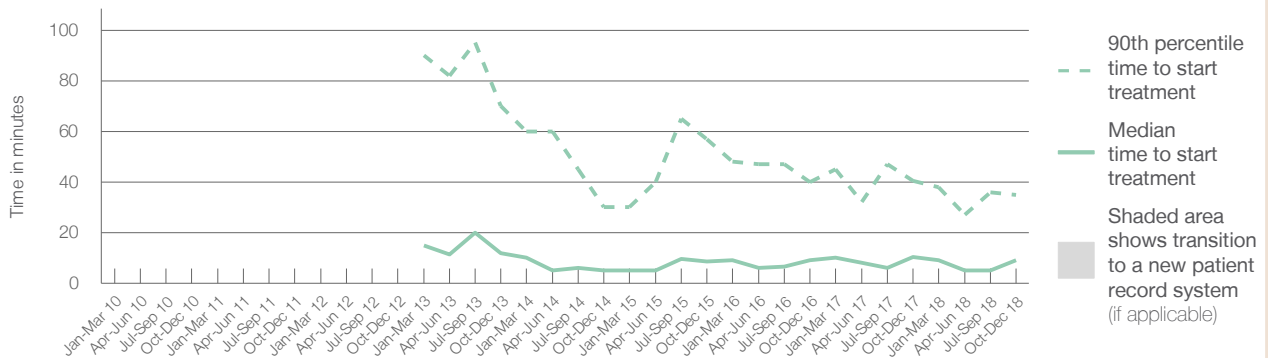
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
182	
180	
11 minutes	23 minutes
41 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)				12	5	9	9	11	9
90th percentile time to start treatment ⁵ (minutes)				70	30	57	40	41	35

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Young Health Service: Time patients spent in the ED

October to December 2018

All presentations:¹ 2,245 patients

Presentations used to calculate time to leaving the ED:⁶ 2,245 patients

Median time spent in the ED⁸

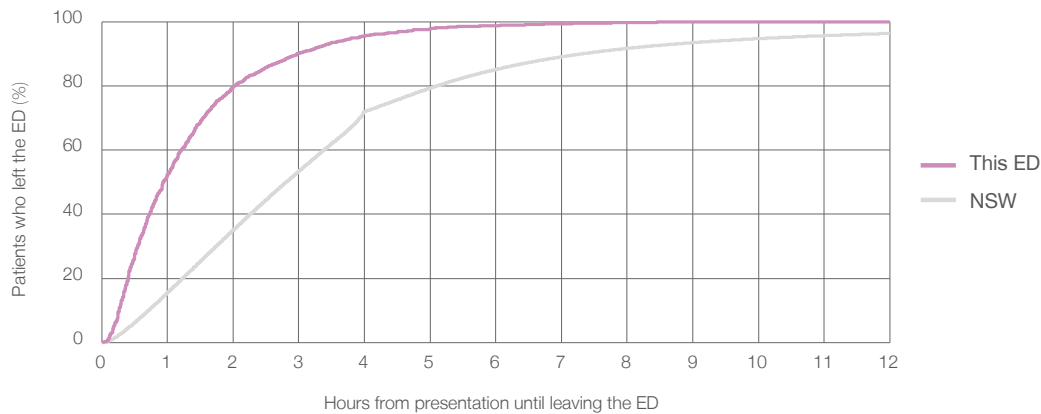
0 hours and 56 minutes

90th percentile time spent in the ED⁹

2 hours and 59 minutes

Same period last year	NSW (this period)
2,182	2,182
1 hours and 5 minutes	2 hours and 49 minutes
3 hours and 2 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)				1h 20m	1h 15m	0h 59m	0h 59m	1h 5m	0h 56m
90th percentile time spent in the ED ⁹ (hours, minutes)				3h 28m	3h 5m	2h 53m	3h 2m	3h 2m	2h 59m

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

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Young Health Service: Time patients spent in the ED

By mode of separation

October to December 2018

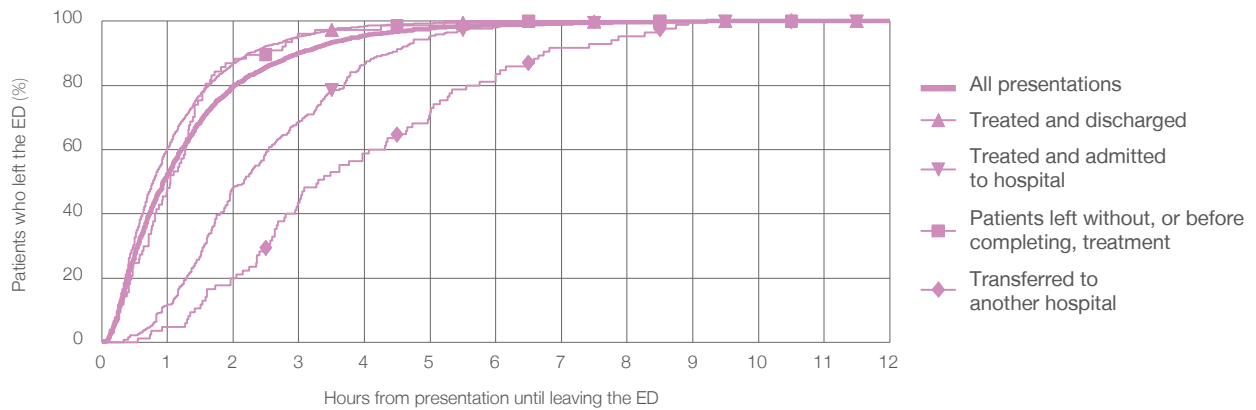
All presentations:¹ 2,245 patients

Presentations used to calculate time to leaving the ED:⁶ 2,245 patients

Mode of separation	Count (Percentage)
Treated and discharged	1,801 (80.2%)
Treated and admitted to hospital	265 (11.8%)
Patient left without, or before completing, treatment	77 (3.4%)
Transferred to another hospital	85 (3.8%)
Other	17 (0.8%)

Mode of separation	Same period last year	Change since one year ago
All presentations	2,182	3%
Treated and discharged	1,803	-0.1%
Treated and admitted to hospital	254	4.3%
Patient left without, or before completing, treatment	54	42.6%
Transferred to another hospital	71	19.7%
Other	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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	60.5%	87.0%	95.3%	98.5%	99.5%	99.9%	100%	100%
Treated and admitted to hospital	11.7%	48.3%	68.7%	86.8%	98.1%	99.6%	100%	100%
Patient left without, or before completing, treatment	48.1%	87.0%	96.1%	97.4%	100%	100%	100%	100%
Transferred to another hospital	4.7%	20.0%	43.5%	58.8%	83.5%	95.3%	100%	100%
All presentations	52.4%	79.9%	90.2%	95.6%	98.8%	99.7%	100%	100%

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Young Health Service: 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 2,245 patients

Presentations used to calculate time to leaving the ED: ⁶ 2,245 patients

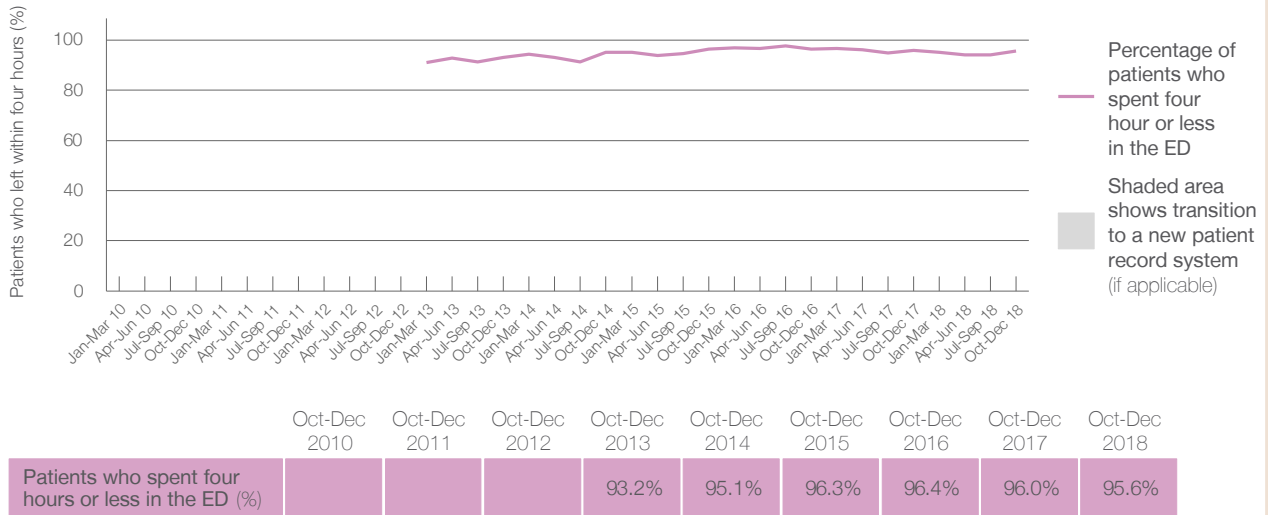
Percentage of patients who spent four hours or less in the ED



95.6%

	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 2,245 patients	2,182	3%
Presentations used to calculate time to leaving the ED: ⁶ 2,245 patients	2,182	3%
Percentage of patients who spent four hours or less in the ED	96.0%	

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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, 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).