bureau of health information

Hospital Quarterly

Performance Profiles

Emergency Department

Sydney Children's Hospitals Network

July to September 2016

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

July to September 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,444 patients	9,726	-2.9%
Emergency presentations:[2]	9,352 patients	9,580	-2.4%

Sydney Children's Hospital: Time patients waited to start treatment[3]

July to September 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	372 patients	408	
Median time to start treatment[4]	10 minutes	9 minutes	8 minutes
95th percentile time to start treatment[5]	27 minutes	28 minutes	41 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	1,748 patients	1,799	
Median time to start treatment[4]	19 minutes	22 minutes	21 minutes
95th percentile time to start treatment[5]	67 minutes	79 minutes	103 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	6,959 patients	7,018	
Median time to start treatment[4]	37 minutes	43 minutes	27 minutes
95th percentile time to start treatment[5]	145 minutes	163 minutes	139 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	203 patients	303	
Median time to start treatment[4]	31 minutes	42 minutes	24 minutes
95th percentile time to start treatment[5]	121 minutes	133 minutes	138 minutes

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

July to September 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	9,444 patients	9,726	-2.9%
Percentage of patients who spent four hours or less in the ED	77.4%	75.6%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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.

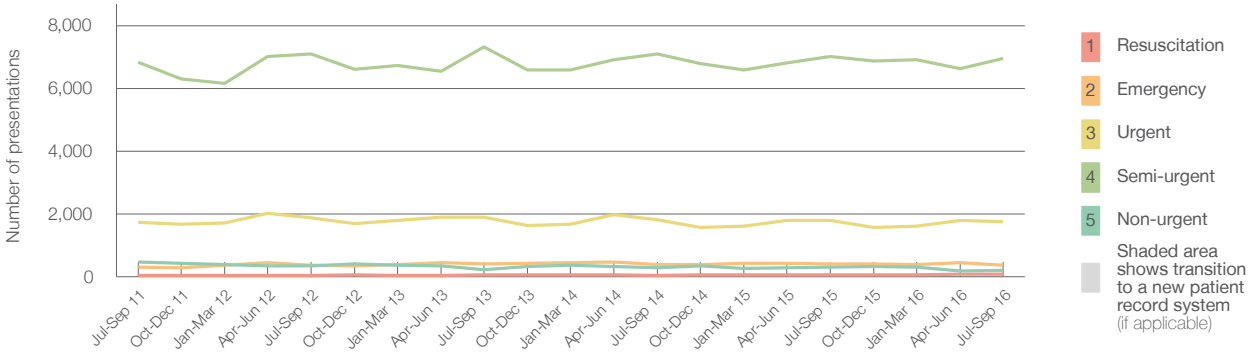
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Sydney Children's Hospital: Patients presenting to the emergency department

July to September 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,444 patients	9,726	-2.9%
Emergency presentations[2] by triage category:	9,352 patients	9,580	-2.4%
1 Resuscitation	70 (0.7%)	52	34.6%
2 Emergency	372 (4.0%)	408	-8.8%
3 Urgent	1,748 (18.7%)	1,799	-2.8%
4 Semi-urgent	6,959 (74.4%)	7,018	-0.8%
5 Non-urgent	203 (2.2%)	303	-33.0%

Emergency presentations[2] 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	36	42	51	45	52	70
Emergency	307	358	396	375	408	372
Urgent	1,724	1,879	1,889	1,808	1,799	1,748
Semi-urgent	6,825	7,098	7,317	7,088	7,018	6,959
Non-urgent	464	347	215	282	303	203
All emergency presentations	9,356	9,724	9,868	9,598	9,580	9,352

Sydney Children's Hospital: Patients arriving by ambulance

July to September 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	633 patients	668	
ED Transfer of care time			
Median time	9 minutes	9 minutes	0 minutes
95th percentile time	21 minutes	20 minutes	1 minute

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

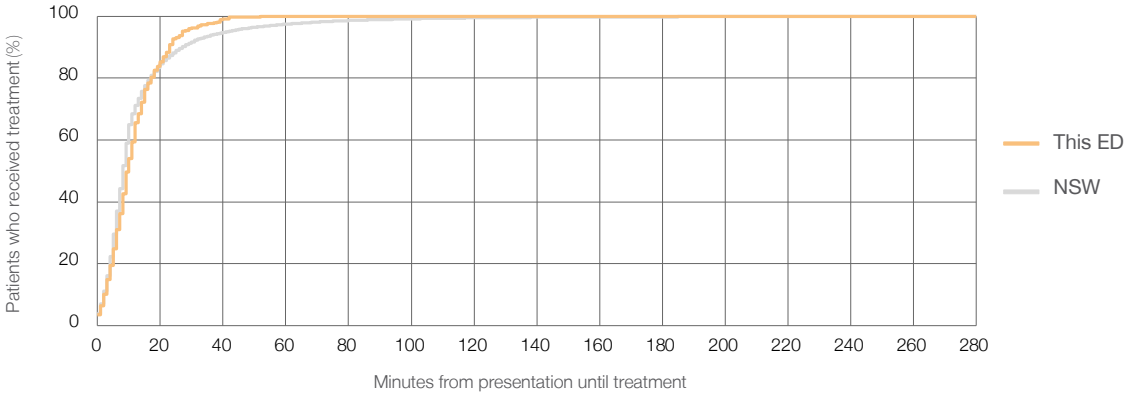
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sydney Children's Hospital: Time patients waited to start treatment, triage 2

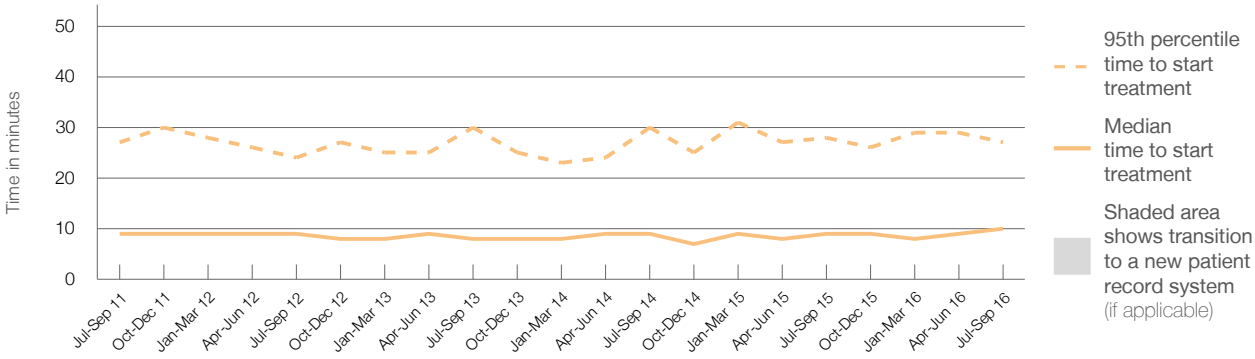
July to September 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients:	372	408	
Number of triage 2 patients used to calculate waiting time: [3]	371	408	
Median time to start treatment [4]	10 minutes	9 minutes	8 minutes
95th percentile time to start treatment [5]	27 minutes	28 minutes	41 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)	9	9	8	9	9	10
95th percentile time to start treatment [5] (minutes)	27	24	30	30	28	27

(†) 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.

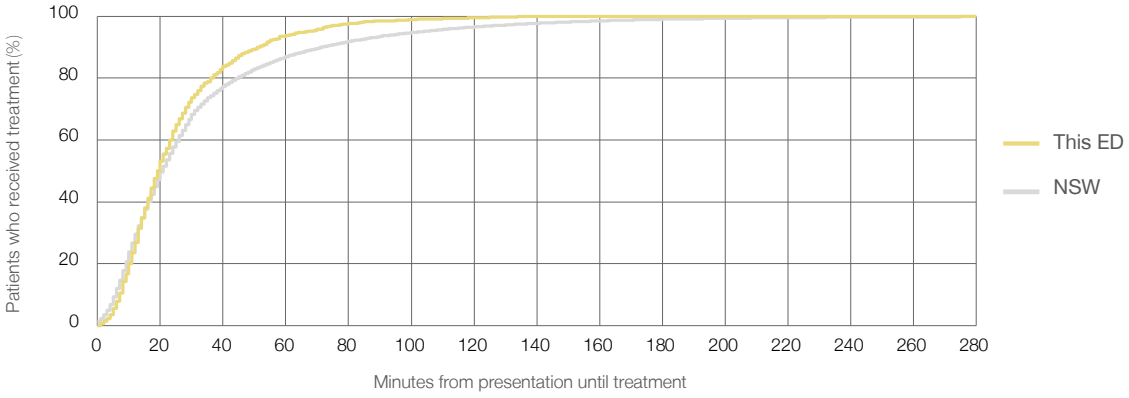
Sydney Children's Hospital: Time patients waited to start treatment, triage 3

July to September 2016

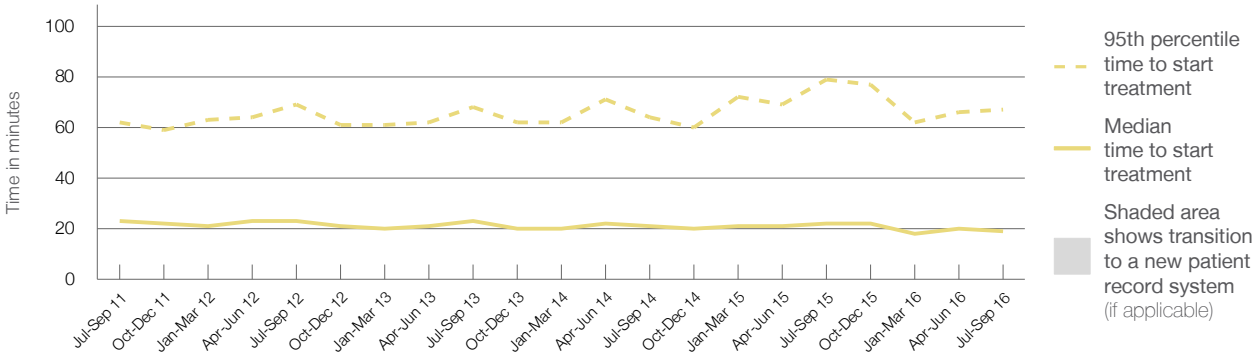
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

		Same period last year	NSW (this period)
Number of triage 3 patients:	1,748	1,799	
Number of triage 3 patients used to calculate waiting time:[3]	1,743	1,794	
Median time to start treatment[4]	19 minutes	22 minutes	21 minutes
95th percentile time to start treatment[5]	67 minutes	79 minutes	103 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)	23	23	23	21	22	19
95th percentile time to start treatment[5] (minutes)	62	69	68	64	79	67

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

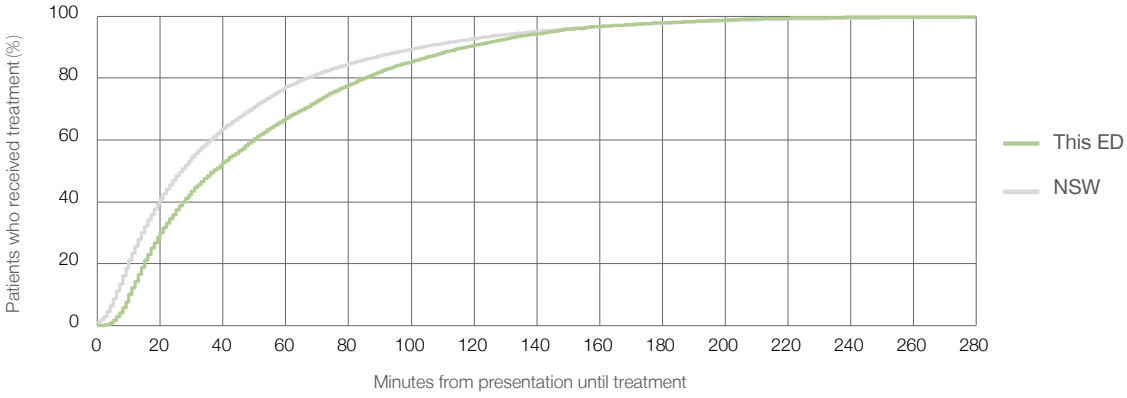
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

Sydney Children's Hospital: Time patients waited to start treatment, triage 4

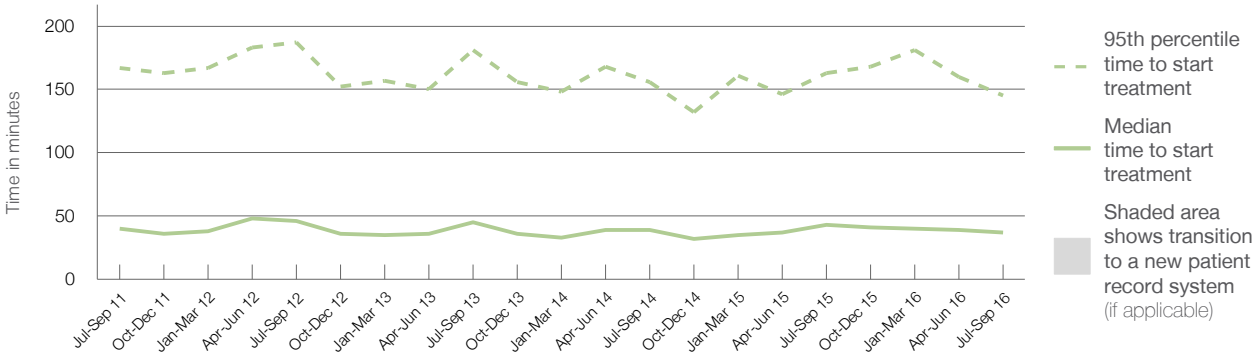
July to September 2016

	Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)		
Number of triage 4 patients: 6,959	7,018	
Number of triage 4 patients used to calculate waiting time:[3] 6,733	6,758	
Median time to start treatment[4] 37 minutes	43 minutes	27 minutes
95th percentile time to start treatment[5] 145 minutes	163 minutes	139 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)	40	46	45	39	43	37
95th percentile time to start treatment[5] (minutes)	167	187	181	156	163	145

(†) 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.

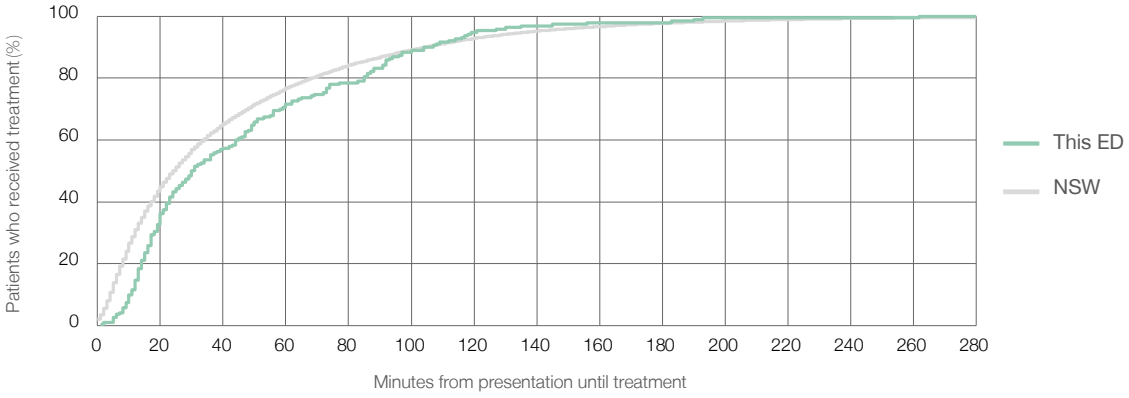
Sydney Children's Hospital: Time patients waited to start treatment, triage 5

July to September 2016

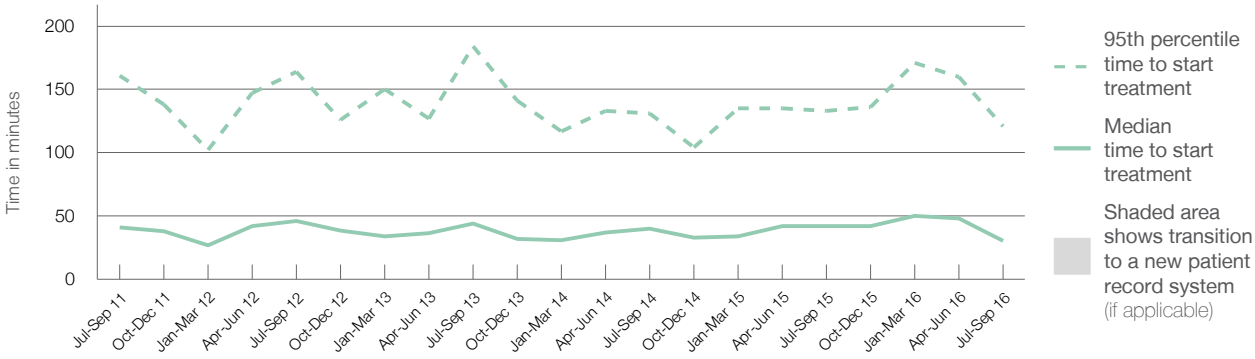
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	203	303	
Number of triage 5 patients used to calculate waiting time: [3]	190	281	
Median time to start treatment [4]	31 minutes	42 minutes	24 minutes
95th percentile time to start treatment [5]	121 minutes	133 minutes	138 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)	41	46	44	40	42	31
95th percentile time to start treatment [5] (minutes)	161	164	184	131	133	121

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

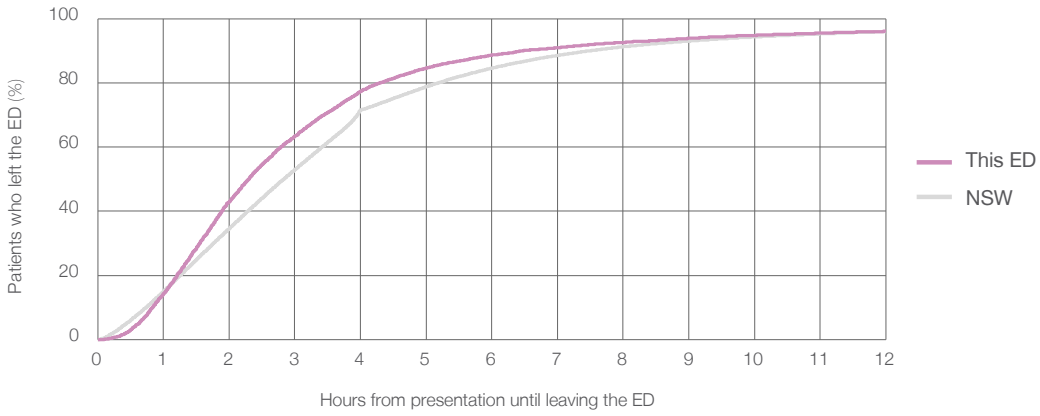
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department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

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

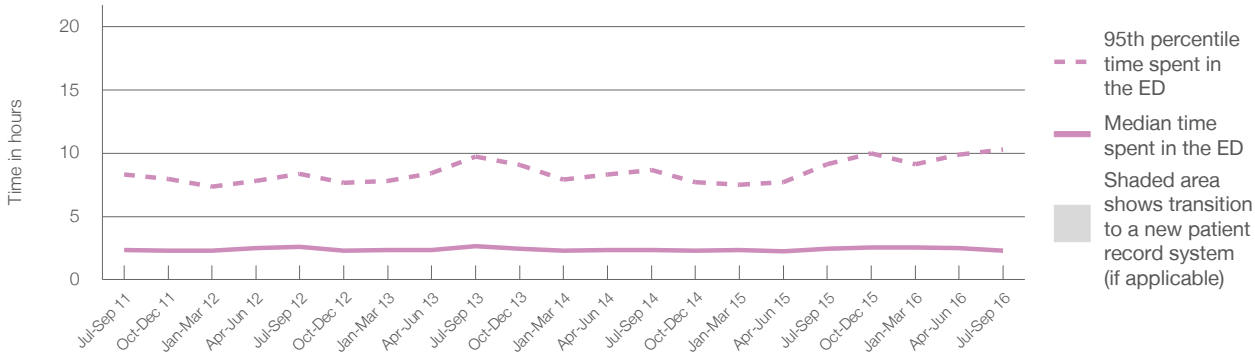
July to September 2016

		Same period last year	NSW (this period)
All presentations:[1]	9,444 patients	9,726	
Presentations used to calculate time to leaving the ED:[6]	9,444 patients	9,726	
Median time spent in the ED[8]	2 hours and 18 minutes	2 hours and 27 minutes	2 hours and 50 minutes
95th percentile time spent in the ED[9]	10 hours and 16 minutes	9 hours and 7 minutes	10 hours and 43 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 to leaving the ED[8] (hours, minutes)	2h 21m	2h 36m	2h 40m	2h 22m	2h 27m	2h 18m
95th percentile time to leaving the ED[9] (hours, minutes)	8h 18m	8h 21m	9h 43m	8h 41m	9h 7m	10h 16m

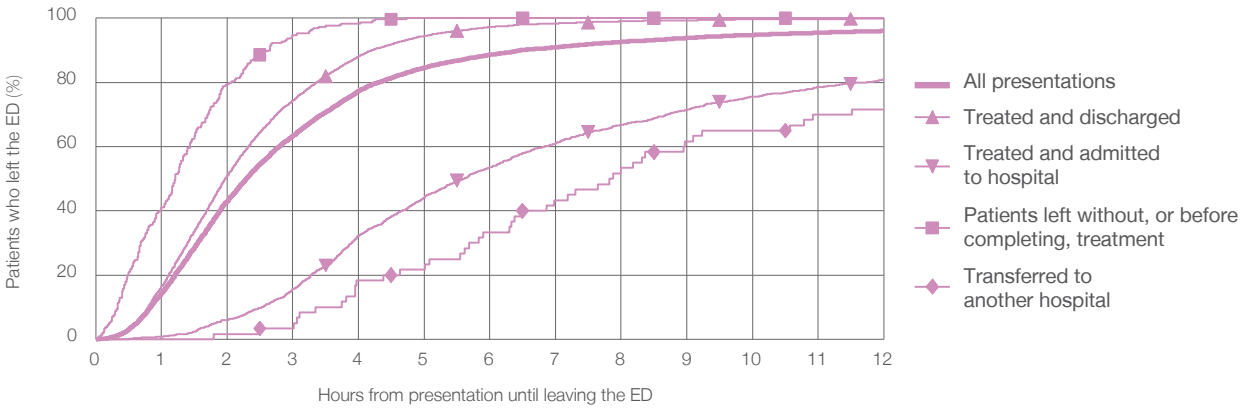
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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: Time patients spent in the ED
By mode of separation
July to September 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,444 patients		
Presentations used to calculate time to leaving the ED:[6]	9,444 patients	9,726	-2.9%
Treated and discharged	7,251 (76.8%)	7,341	-1.2%
Treated and admitted to hospital	1,804 (19.1%)	1,945	-7.2%
Patient left without, or before completing, treatment	300 (3.2%)	371	-19.1%
Transferred to another hospital	60 (0.6%)	59	1.7%
Other	29 (0.3%)	10	190.0%

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	16.5%	51.0%	74.3%	88.1%	97.3%	99.0%	99.6%	99.8%
Treated and admitted to hospital	0.8%	6.0%	15.6%	32.4%	53.5%	66.7%	75.6%	80.9%
Patient left without, or before completing, treatment	41.0%	79.3%	94.7%	98.3%	100%	100%	100%	100%
Transferred to another hospital	0%	1.7%	3.3%	18.3%	33.3%	53.3%	65.0%	71.7%
All presentations	14.4%	43.1%	63.4%	77.4%	88.6%	92.6%	94.8%	96.1%

(†) 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.

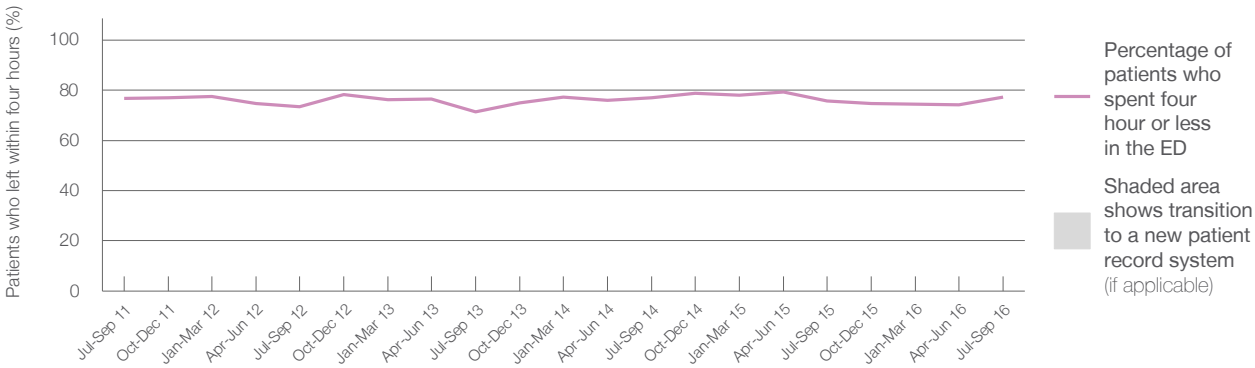
Sydney Children's Hospital: Time spent in the ED

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

July to September 2016

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	9,444 patients	9,726	-2.9%
Presentations used to calculate time to leaving the ED: [6]	9,444 patients	9,726	-2.9%
Percentage of patients who spent four hours or less in the ED	77.4%	75.6%	

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 left within four hours (%)	76.8%	73.5%	71.5%	76.9%	75.6%	77.4%

* 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.

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 took 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 took 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).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

The Children's Hospital at Westmead: Emergency department (ED) overview

July to September 2016

		Same period last year	Change since one year ago
All presentations:[1]	14,743 patients	15,284	-3.5%
Emergency presentations:[2]	14,599 patients	15,114	-3.4%

The Children's Hospital at Westmead: Time patients waited to start treatment[3]

July to September 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	485 patients	445	
Median time to start treatment[4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment[5]	21 minutes	15 minutes	41 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	3,587 patients	3,479	
Median time to start treatment[4]	24 minutes	25 minutes	21 minutes
95th percentile time to start treatment[5]	82 minutes	93 minutes	103 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	10,332 patients	10,970	
Median time to start treatment[4]	51 minutes	52 minutes	27 minutes
95th percentile time to start treatment[5]	220 minutes	247 minutes	139 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	77 patients	125	
Median time to start treatment[4]	81 minutes	80 minutes	24 minutes
95th percentile time to start treatment[5]	*	*	138 minutes

The Children's Hospital at Westmead: Time from presentation until leaving the ED

July to September 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	14,743 patients	15,284	-3.5%
Percentage of patients who spent four hours or less in the ED	66.4%	63.9%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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.

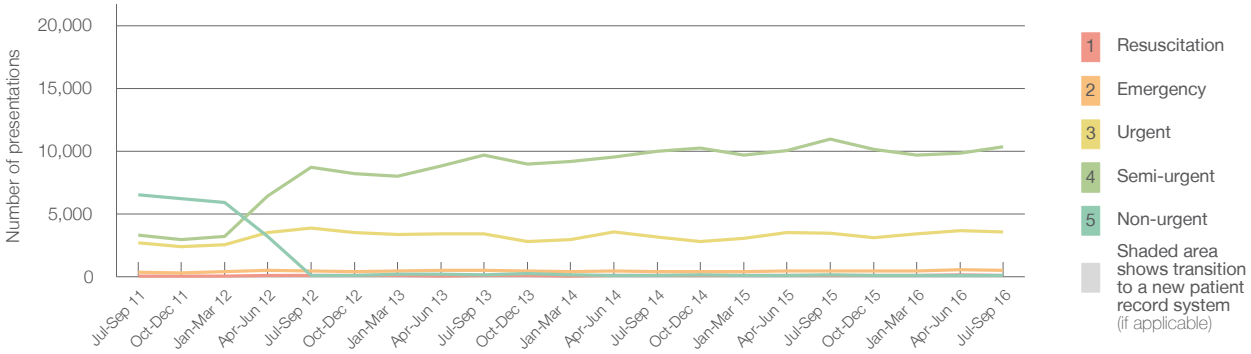
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

The Children's Hospital at Westmead: Patients presenting to the emergency department

July to September 2016

		Same period last year	Change since one year ago
All presentations:[1]	14,743 patients	15,284	-3.5%
Emergency presentations[2] by triage category:	14,599 patients	15,114	-3.4%
1 Resuscitation	118 (0.8%)	95	24.2%
2 Emergency	485 (3.3%)	445	9.0%
3 Urgent	3,587 (24.6%)	3,479	3.1%
4 Semi-urgent	10,332 (70.8%)	10,970	-5.8%
5 Non-urgent	77 (0.5%)	125	-38.4%

Emergency presentations[2] by quarter, July 2011 to September 2016 ‡ Ω



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	61	72	109	91	95	118
Emergency	345	447	484	394	445	485
Urgent	2,712	3,893	3,419	3,133	3,479	3,587
Semi-urgent	3,295	8,710	9,665	9,994	10,970	10,332
Non-urgent	6,524	97	138	100	125	77
All emergency presentations	12,937	13,219	13,815	13,712	15,114	14,599

The Children's Hospital at Westmead: Patients arriving by ambulance

July to September 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7]	1,118 patients	1,123	
ED Transfer of care time			
Median time	6 minutes	7 minutes	-1 minute
95th percentile time	18 minutes	20 minutes	-2 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.

(Ω) The Sydney Children's Hospitals Network (Randwick and Westmead) advise that application of ED triaging definitions has been standardised across their facilities. This has resulted in a reporting shift of some cases from category 5 to category 4 and from category 4 to category 3 at Children's Hospital Westmead from June 2012 onwards.

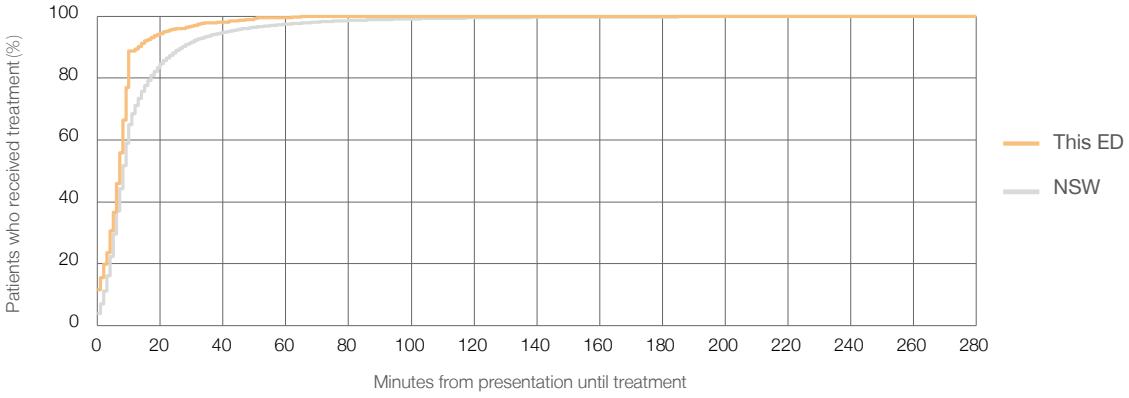
The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2

July to September 2016

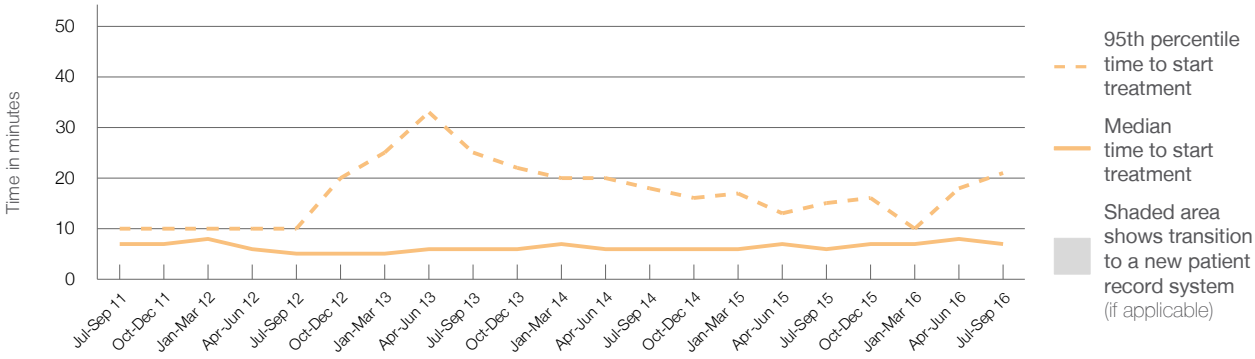
Triage 2 Emergency (e.g. chest pain, severe burns)

		Same period last year	NSW (this period)
Number of triage 2 patients:	485	445	
Number of triage 2 patients used to calculate waiting time: [3]	485	445	
Median time to start treatment [4]	7 minutes	6 minutes	8 minutes
95th percentile time to start treatment [5]	21 minutes	15 minutes	41 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)	7	5	6	6	6	7
95th percentile time to start treatment [5] (minutes)	10	10	25	18	15	21

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

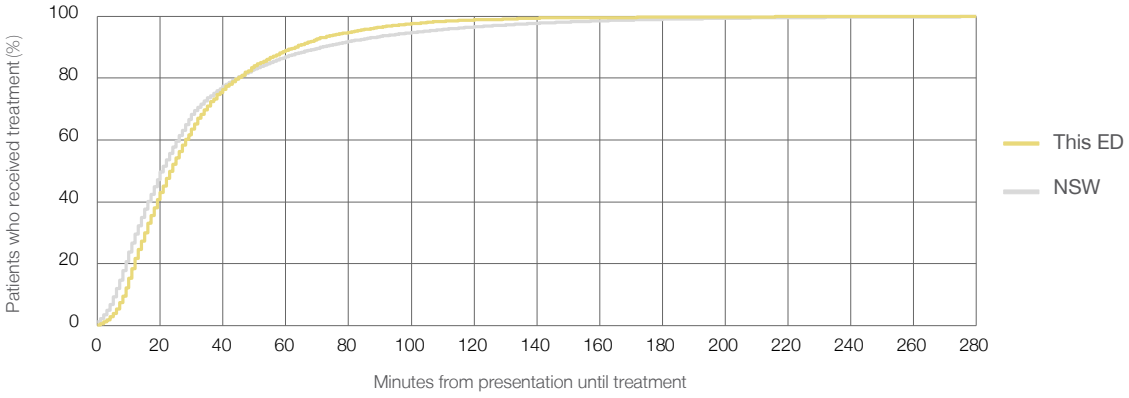
The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3

July to September 2016

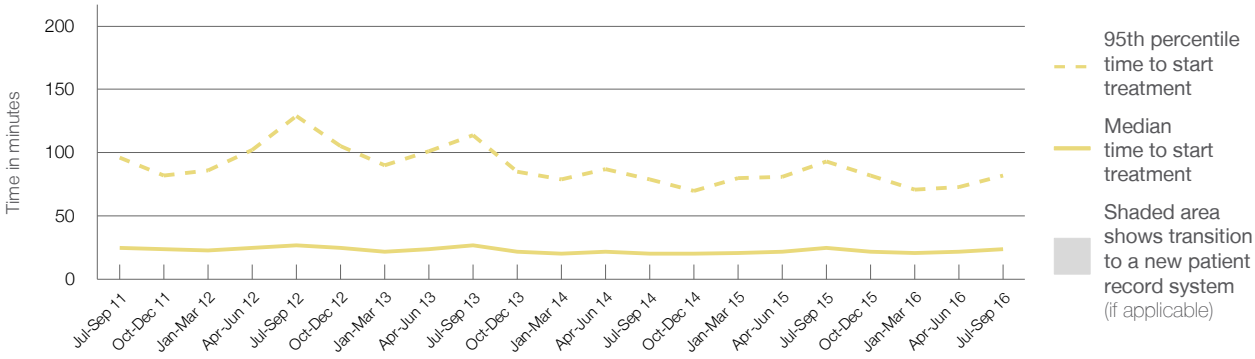
Triage 3 Urgent (e.g. moderate blood loss, dehydration)

	Same period last year	NSW (this period)
Number of triage 3 patients: 3,587	3,479	
Number of triage 3 patients used to calculate waiting time:[3] 3,583	3,468	
Median time to start treatment[4] 24 minutes	25 minutes	21 minutes
95th percentile time to start treatment[5] 82 minutes	93 minutes	103 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	27	27	20	25	24
95th percentile time to start treatment[5] (minutes)	96	129	114	79	93	82

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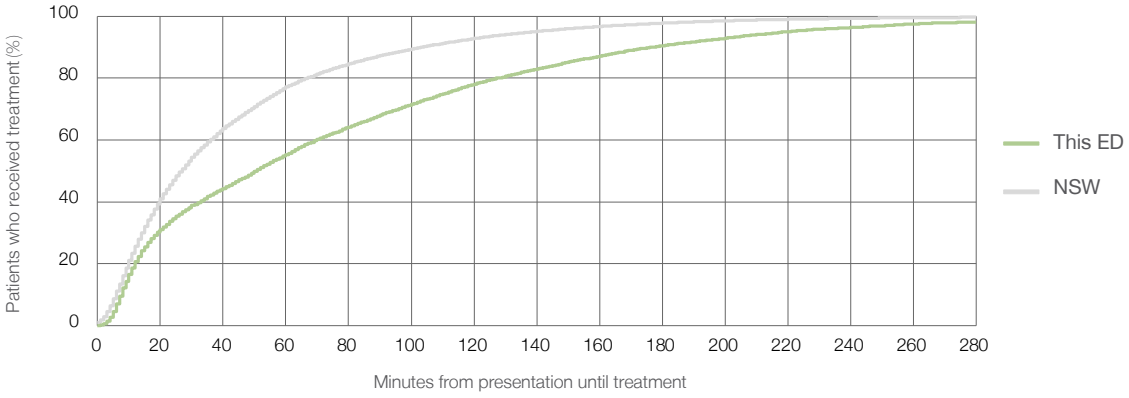
The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4

July to September 2016

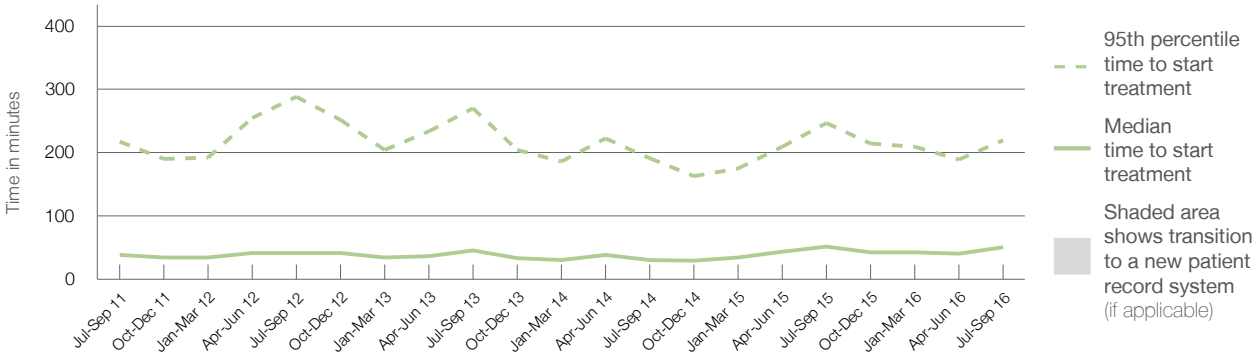
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	10,332	10,970	
Number of triage 4 patients used to calculate waiting time:[3]	8,615	8,870	
Median time to start treatment[4]	51 minutes	52 minutes	27 minutes
95th percentile time to start treatment[5]	220 minutes	247 minutes	139 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)	38	42	46	30	52	51
95th percentile time to start treatment[5] (minutes)	217	288	270	191	247	220

(†) 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.

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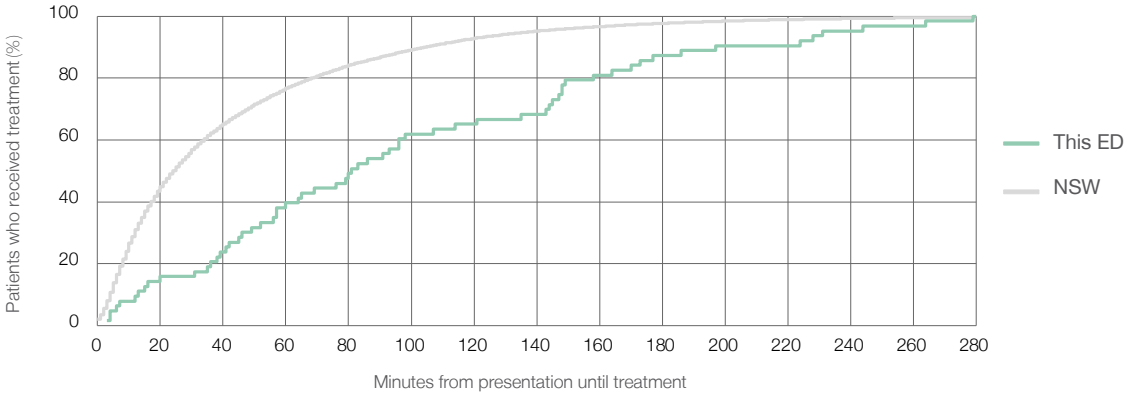
The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5

July to September 2016

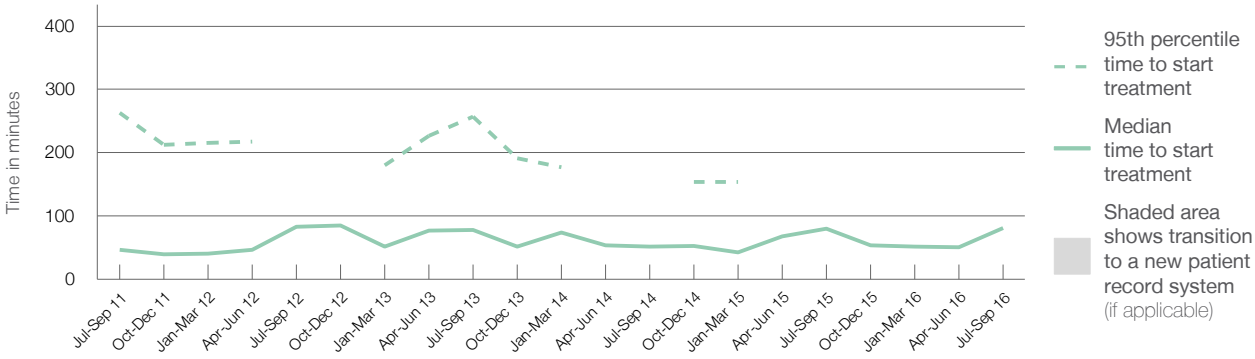
Triage 5 Non-urgent (e.g. small cuts or abrasions)

	Same period last year	NSW (this period)
Number of triage 5 patients: 77	125	
Number of triage 5 patients used to calculate waiting time: [3] 63	85	
Median time to start treatment [4] 81 minutes	80 minutes	24 minutes
95th percentile time to start treatment [5] *	*	138 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)	47	83	78	52	80	81
95th percentile time to start treatment [5] (minutes)	263	*	257	*	*	*

(†) 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.

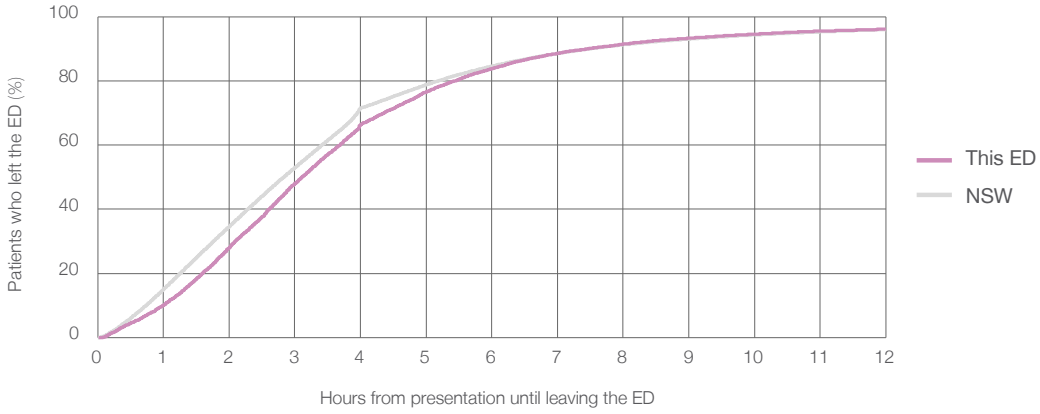
(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Children's Hospital at Westmead: Time patients spent in the ED

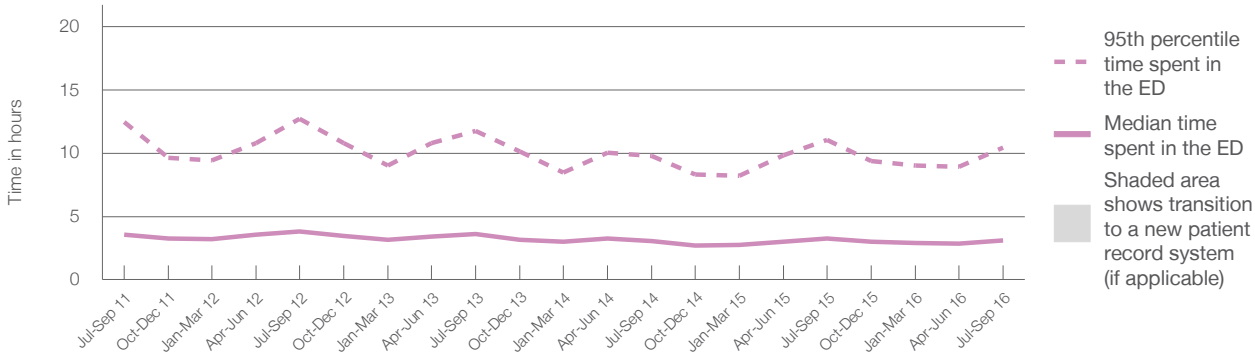
July to September 2016

	Same period last year	NSW (this period)
All presentations:[1] 14,743 patients	15,284	
Presentations used to calculate time to leaving the ED:[6] 14,743 patients	15,284	
Median time spent in the ED [8] 3 hours and 7 minutes	3 hours and 15 minutes	2 hours and 50 minutes
95th percentile time spent in the ED [9] 10 hours and 25 minutes	11 hours and 3 minutes	10 hours and 43 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 to leaving the ED [8] (hours, minutes)	3h 35m	3h 49m	3h 37m	3h 2m	3h 15m	3h 7m
95th percentile time to leaving the ED [9] (hours, minutes)	12h 27m	12h 42m	11h 44m	9h 47m	11h 3m	10h 25m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

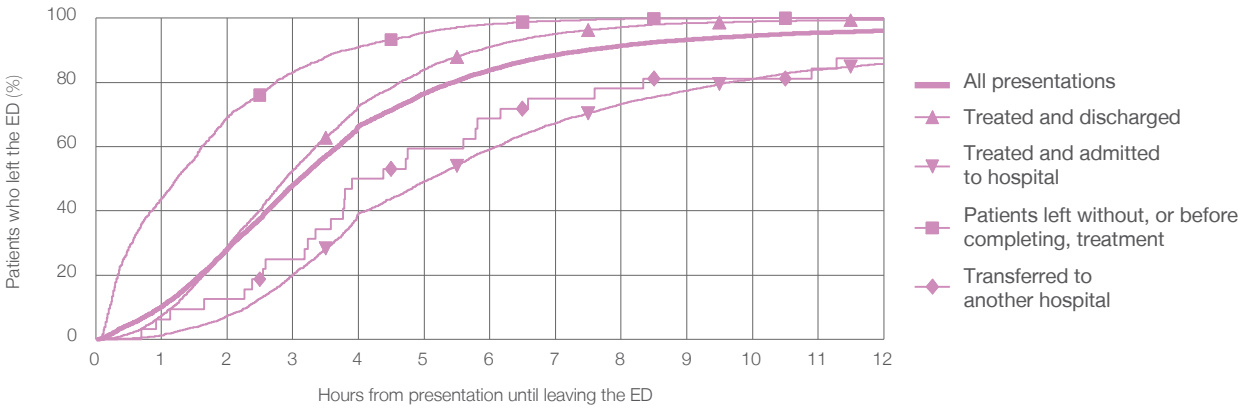
The Children's Hospital at Westmead: Time patients spent in the ED
By mode of separation
July to September 2016

All presentations:[1] 14,743 patients

Presentations used to calculate time to leaving the ED:[6] 14,743 patients

		Same period last year	Change since one year ago
Treated and discharged	9,223 (62.6%)	9,386	-1.7%
Treated and admitted to hospital	3,720 (25.2%)	3,685	0.9%
Patient left without, or before completing, treatment	1,768 (12.0%)	2,185	-19.1%
Transferred to another hospital	32 (0.2%)	28	14.3%
Other	0 (0%)	0	

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	7.4%	28.8%	52.7%	72.7%	91.1%	97.2%	99.0%	99.5%
Treated and admitted to hospital	1.2%	7.3%	20.1%	39.3%	59.2%	73.3%	81.1%	85.8%
Patient left without, or before completing, treatment	43.9%	69.2%	83.1%	91.0%	98.2%	99.8%	100%	100%
Transferred to another hospital	6.3%	12.5%	25.0%	50.0%	68.8%	78.1%	81.3%	87.5%
All presentations	10.2%	28.2%	48.0%	66.4%	83.8%	91.5%	94.6%	96.1%

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

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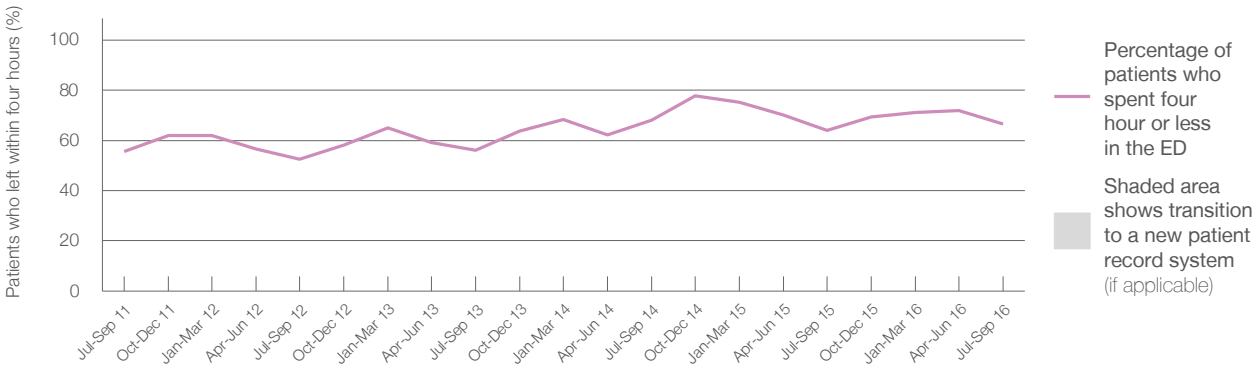
The Children's Hospital at Westmead: Time spent in the ED

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

July to September 2016

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	14,743 patients	15,284	-3.5%
Presentations used to calculate time to leaving the ED: [6]	14,743 patients	15,284	-3.5%
Percentage of patients who spent four hours or less in the ED	66.4%	63.9%	

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 left within four hours (%)	55.7%	52.6%	56.1%	68.0%	63.9%	66.4%

* 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.

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 took 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 took 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).