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

<table>
<thead>
<tr>
<th>All presentations:</th>
<th>9,444 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency presentations:</td>
<td>9,352 patients</td>
</tr>
</tbody>
</table>

Sydney Children’s Hospital: Time patients waited to start treatment
July to September 2016

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns): 372 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>10 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>27 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 3</th>
<th>Urgent (e.g. moderate blood loss, dehydration): 1,748 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>19 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>67 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 4</th>
<th>Semi-urgent (e.g. sprained ankle, earache): 6,959 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>37 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>145 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage 5</th>
<th>Non-urgent (e.g. small cuts or abrasions): 203 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment</td>
<td>31 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment</td>
<td>121 minutes</td>
</tr>
</tbody>
</table>

Sydney Children’s Hospital: Time from presentation until leaving the ED
July to September 2016

<table>
<thead>
<tr>
<th>Attendances used to calculate time to leaving the ED: 9,444 patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of patients who spent four hours or less in the ED</td>
</tr>
</tbody>
</table>

* 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

All presentations: 9,444 patients

Emergency presentations by triage category: 9,352 patients

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>70 (0.7%)</th>
<th>372 (4.0%)</th>
<th>1,748 (18.7%)</th>
<th>6,959 (74.4%)</th>
<th>203 (2.2%)</th>
</tr>
</thead>
</table>

Emergency presentations by quarter, July 2011 to September 2016

![Graph showing emergency presentations by quarter]

Sydney Children's Hospital: Patients arriving by ambulance
July to September 2016

Arrivals used to calculate transfer of care time: 633 patients

ED Transfer of care time

<table>
<thead>
<tr>
<th>Category</th>
<th>Median time</th>
<th>95th percentile time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>9 minutes</td>
<td>21 minutes</td>
</tr>
<tr>
<td>Emergency</td>
<td>9 minutes</td>
<td>20 minutes</td>
</tr>
<tr>
<td>Urgent</td>
<td>9 minutes</td>
<td>1 minute</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>9 minutes</td>
<td>21 minutes</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>9 minutes</td>
<td>20 minutes</td>
</tr>
<tr>
<td>All emergency presentations</td>
<td>9,356</td>
<td>9,724</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>36</td>
<td>0</td>
</tr>
<tr>
<td>Emergency</td>
<td>307</td>
<td>0</td>
</tr>
<tr>
<td>Urgent</td>
<td>1,724</td>
<td>0</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>6,825</td>
<td>0</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>464</td>
<td>0</td>
</tr>
<tr>
<td>All emergency presentations</td>
<td>9,352</td>
<td>9,724</td>
</tr>
</tbody>
</table>

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

Triage 2  Emergency (e.g. chest pain, severe burns)
Number of triage 2 patients: 372
Number of triage 2 patients used to calculate waiting time: 371

<table>
<thead>
<tr>
<th></th>
<th>Median time to start treatment</th>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10 minutes</td>
<td>27 minutes</td>
</tr>
</tbody>
</table>

Same period
NSW
last year
NSW
this period

<table>
<thead>
<tr>
<th></th>
<th>Medians (minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Same period</td>
</tr>
<tr>
<td></td>
<td>last year</td>
</tr>
<tr>
<td></td>
<td>2011</td>
</tr>
<tr>
<td></td>
<td>Jul-Sep 2011</td>
</tr>
<tr>
<td></td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>10</td>
</tr>
</tbody>
</table>

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

95th percentile time to start treatment
Median time to start treatment
Shaded area shows transition to a new patient record system (if applicable)

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)

Number of triage 3 patients: 1,748
Number of triage 3 patients used to calculate waiting time: 1,743

Median time to start treatment: 19 minutes
95th percentile time to start treatment: 67 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016

![Graph showing the percentage of triage 3 patients who received treatment by time](image)

### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median</td>
<td>23</td>
<td>23</td>
<td>23</td>
<td>21</td>
<td>22</td>
<td>19</td>
</tr>
<tr>
<td>95th percentile</td>
<td>62</td>
<td>69</td>
<td>68</td>
<td>64</td>
<td>79</td>
<td>67</td>
</tr>
</tbody>
</table>

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

(2) 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.

More information is available on BHI’s interactive portal at www.bhi.nsw.gov.au/healthcare Observer
Sydney Children’s Hospital: Time patients waited to start treatment, triage 4
July to September 2016

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

Number of triage 4 patients: 6,959
Number of triage 4 patients used to calculate waiting time: 6,733

<table>
<thead>
<tr>
<th>Median time to start treatment</th>
<th>37 minutes</th>
</tr>
</thead>
<tbody>
<tr>
<td>95th percentile time to start treatment</td>
<td>145 minutes</td>
</tr>
</tbody>
</table>

**Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016**

<table>
<thead>
<tr>
<th>Year</th>
<th>Median time to start treatment</th>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 11</td>
<td>40</td>
<td>167</td>
</tr>
<tr>
<td>Jul-Sep 12</td>
<td>46</td>
<td>187</td>
</tr>
<tr>
<td>Jul-Sep 13</td>
<td>45</td>
<td>181</td>
</tr>
<tr>
<td>Jul-Sep 14</td>
<td>39</td>
<td>156</td>
</tr>
<tr>
<td>Jul-Sep 15</td>
<td>43</td>
<td>163</td>
</tr>
<tr>
<td>Jul-Sep 16</td>
<td>37</td>
<td>145</td>
</tr>
</tbody>
</table>

| 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)

<table>
<thead>
<tr>
<th>Number of triage 5 patients: 203</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 5 patients used to calculate waiting time: 190</td>
</tr>
<tr>
<td>Median time to start treatment: 31 minutes</td>
</tr>
<tr>
<td>95th percentile time to start treatment: 121 minutes</td>
</tr>
</tbody>
</table>

Percentage of triage 5 patients who received treatment by time, July to September 2016

![Graph showing percentage of triage 5 patients who received treatment by time, July to September 2016.](image)

Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016

<table>
<thead>
<tr>
<th>Median time to start treatment (minutes)</th>
<th>41</th>
<th>46</th>
<th>44</th>
<th>40</th>
<th>42</th>
<th>31</th>
</tr>
</thead>
<tbody>
<tr>
<td>95th percentile time to start treatment (minutes)</td>
<td>161</td>
<td>164</td>
<td>184</td>
<td>131</td>
<td>133</td>
<td>121</td>
</tr>
</tbody>
</table>

(†) 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

All presentations: 9,444 patients
Presentations used to calculate time to leaving the ED: 9,444 patients

Median time spent in the ED
95th percentile time spent in the ED

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

Median time to leaving the ED (hours, minutes)
95th percentile time to leaving the ED (hours, 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.
Sydney Children’s Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

All presentations: 9,444 patients
Presentations used to calculate time to leaving the ED: 9,444 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Treated and discharged</th>
<th>Treated and admitted to hospital</th>
<th>Patient left without, or before completing, treatment</th>
<th>Transferred to another hospital</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>All presentations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Treated and discharged</td>
<td>7,251 (76.8%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>1,804 (19.1%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient left without, or before</td>
<td>300 (3.2%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>completing, treatment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>60 (0.6%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>29 (0.3%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Same period last year: 9,726
Change since one year ago: -2.9%

9,444 patients

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

All presentations at the emergency department: 9,444 patients
Presentations used to calculate time to leaving the ED: 9,444 patients

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Patients who left within four hours (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 11</td>
<td>76.8%</td>
</tr>
<tr>
<td>Jul-Sep 12</td>
<td>73.5%</td>
</tr>
<tr>
<td>Jul-Sep 13</td>
<td>71.5%</td>
</tr>
<tr>
<td>Jul-Sep 14</td>
<td>76.9%</td>
</tr>
<tr>
<td>Jul-Sep 15</td>
<td>75.6%</td>
</tr>
<tr>
<td>Jul-Sep 16</td>
<td>77.4%</td>
</tr>
</tbody>
</table>

Same period last year
9,726 -2.9%

Change since one year ago
9,726 -2.9%

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.
- All percentages are rounded and therefore percentages may not add to 100%.
The Children's Hospital at Westmead: Emergency department (ED) overview
July to September 2016

All presentations: 14,743 patients
Emergency presentations: 14,599 patients

The Children's Hospital at Westmead: Time patients waited to start treatment
July to September 2016

<table>
<thead>
<tr>
<th>Triage</th>
<th>Category</th>
<th>Median time to start treatment</th>
<th>95th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage 2</td>
<td>Emergency (e.g. chest pain, severe burns):</td>
<td>7 minutes</td>
<td>21 minutes</td>
</tr>
<tr>
<td>Triage 3</td>
<td>Urgent (e.g. moderate blood loss, dehydration):</td>
<td>24 minutes</td>
<td>82 minutes</td>
</tr>
<tr>
<td>Triage 4</td>
<td>Semi-urgent (e.g. sprained ankle, earache):</td>
<td>51 minutes</td>
<td>220 minutes</td>
</tr>
<tr>
<td>Triage 5</td>
<td>Non-urgent (e.g. small cuts or abrasions):</td>
<td>81 minutes</td>
<td>*</td>
</tr>
</tbody>
</table>

The Children's Hospital at Westmead: Time from presentation until leaving the ED
July to September 2016

Attendances used to calculate time to leaving the ED: 14,743 patients

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>15,284</td>
<td>-3.5%</td>
</tr>
<tr>
<td>15,114</td>
<td>-3.4%</td>
</tr>
</tbody>
</table>

* 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

All presentations: 14,743 patients

Emergency presentations by triage category: 14,599 patients

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>118</td>
<td>0.8%</td>
</tr>
<tr>
<td>Emergency</td>
<td>486</td>
<td>3.3%</td>
</tr>
<tr>
<td>Urgent</td>
<td>3,587</td>
<td>24.6%</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>10,332</td>
<td>70.8%</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>77</td>
<td>0.5%</td>
</tr>
</tbody>
</table>

Emergency presentations by quarter, July 2011 to September 2016

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Resuscitation</th>
<th>Emergency</th>
<th>Urgent</th>
<th>Semi-urgent</th>
<th>Non-urgent</th>
<th>All emergency presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 2011</td>
<td>61</td>
<td>345</td>
<td>2,712</td>
<td>3,296</td>
<td>6,524</td>
<td>12,937</td>
</tr>
<tr>
<td>Jul-Sep 2012</td>
<td>72</td>
<td>447</td>
<td>3,693</td>
<td>8,710</td>
<td>97</td>
<td>13,219</td>
</tr>
<tr>
<td>Jul-Sep 2013</td>
<td>109</td>
<td>484</td>
<td>3,419</td>
<td>9,665</td>
<td>138</td>
<td>13,815</td>
</tr>
<tr>
<td>Jul-Sep 2014</td>
<td>91</td>
<td>394</td>
<td>3,133</td>
<td>9,994</td>
<td>100</td>
<td>15,712</td>
</tr>
<tr>
<td>Jul-Sep 2015</td>
<td>95</td>
<td>445</td>
<td>3,479</td>
<td>10,970</td>
<td>125</td>
<td>15,114</td>
</tr>
<tr>
<td>Jul-Sep 2016</td>
<td>118</td>
<td>486</td>
<td>4,587</td>
<td>10,332</td>
<td>77</td>
<td>14,640</td>
</tr>
</tbody>
</table>

The Children's Hospital at Westmead: Patients arriving by ambulance
July to September 2016

Arrivals used to calculate transfer of care time: 1,118 patients

ED Transfer of care time

<table>
<thead>
<tr>
<th>Time</th>
<th>Median</th>
<th>95th percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer time</td>
<td>6 minutes</td>
<td>18 minutes</td>
</tr>
</tbody>
</table>

Same period last year Change since one year ago

<table>
<thead>
<tr>
<th>Category</th>
<th>Median time</th>
<th>95th percentile time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>6 minutes</td>
<td></td>
</tr>
<tr>
<td>Emergency</td>
<td>7 minutes</td>
<td>-1 minute</td>
</tr>
<tr>
<td>Urgent</td>
<td>20 minutes</td>
<td>-2 minutes</td>
</tr>
</tbody>
</table>

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.

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.

Data points are not shown in graphs for quarters when patient numbers are too small.
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)
Number of triage 2 patients: 485
Number of triage 2 patients used to calculate waiting time: 7 485
Median time to start treatment 4
7 minutes
95th percentile time to start treatment 5
21 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

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment 4</td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>95th percentile time to start treatment 5</td>
<td>10</td>
<td>10</td>
<td>25</td>
<td>18</td>
<td>15</td>
<td>21</td>
</tr>
</tbody>
</table>

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

(5) 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.

(6) 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)
Number of triage 3 patients: 3,587
Number of triage 3 patients used to calculate waiting time: 3,583
Median time to start treatment: 24 minutes
95th percentile time to start treatment: 82 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

Median time to start treatment
95th percentile time to start treatment

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 4
July to September 2016

Triage 4  Semi-urgent  (e.g. sprained ankle, earache)
Number of triage 4 patients: 10,332
Number of triage 4 patients used to calculate waiting time: 8,615

<table>
<thead>
<tr>
<th>Year</th>
<th>Median time to start treatment (minutes)</th>
<th>95th percentile time to start treatment (minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>This ED</td>
<td>51</td>
<td>220</td>
</tr>
<tr>
<td>NSW</td>
<td>52</td>
<td>247</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Median time to start treatment (minutes)</th>
<th>95th percentile time to start treatment (minutes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same period last year</td>
<td>30</td>
<td>139</td>
</tr>
<tr>
<td>NSW (this period)</td>
<td>52</td>
<td>27</td>
</tr>
</tbody>
</table>

Percentage of triage 4 patients who received treatment by time, July to September 2016

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Notes:

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

(g) 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.

(g) 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 5
July to September 2016

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

Number of triage 5 patients: 77

Number of triage 5 patients used to calculate waiting time: 63

Median time to start treatment 4

95th percentile time to start treatment 5

<table>
<thead>
<tr>
<th></th>
<th>This ED</th>
<th>NSW (last year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median</td>
<td>81 min</td>
<td>85</td>
</tr>
<tr>
<td>95th percentile</td>
<td>138 min</td>
<td>24 minutes</td>
</tr>
</tbody>
</table>

**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**

- Median time to start treatment
- 95th percentile time to start treatment
- Shaded area shows transition to a new patient record system

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(g) 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

All presentations: 14,743 patients
Presentations used to calculate time to leaving the ED: 14,743 patients

Median time spent in the ED
95th percentile time spent in the ED

Percent 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

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

(2) 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.

(3) 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: 14,743 patients
Presentations used to calculate time to leaving the ED: 14,743 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>9,223 (62.6%)</td>
<td>-3.5%</td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>3,720 (25.2%)</td>
<td>0.9%</td>
</tr>
<tr>
<td>Patient left without, or before completing, treatment</td>
<td>1,768 (12.0%)</td>
<td>-19.1%</td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>32 (0.2%)</td>
<td>14.3%</td>
</tr>
<tr>
<td>Other</td>
<td>0 (0%)</td>
<td></td>
</tr>
</tbody>
</table>

Percentage of patients who left the ED by time and mode of separation, July to September 2016

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 spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 14,743 patients
Presentations used to calculate time to leaving the ED: ² 14,743 patients

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

14,743 patients
66.4%
63.9%

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016

⁴ Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
⁵ Data points are not shown in graphs for quarters when patient numbers were too small.
⁶ 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.

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).