

Liverpool Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 20,752 patients



Emergency presentations:² 20,428 patients

Same period last year	Change since one year ago
20,759	-0.0%
20,490	-0.3%


Liverpool Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,482 patients

Median time to start treatment⁴  9 minutes
 95th percentile time to start treatment⁵  47 minutes


Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,820 patients

Median time to start treatment⁴  16 minutes
 95th percentile time to start treatment⁵  83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,946 patients

Median time to start treatment⁴  17 minutes
 95th percentile time to start treatment⁵  98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,027 patients

Median time to start treatment⁴  14 minutes
 95th percentile time to start treatment⁵  90 minutes

Same period last year	NSW (this period)
3,384	
12 minutes	8 minutes
72 minutes	41 minutes
10,420	
27 minutes	21 minutes
144 minutes	103 minutes
5,006	
35 minutes	27 minutes
149 minutes	139 minutes
1,521	
29 minutes	24 minutes
136 minutes	138 minutes

Liverpool Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 20,751 patients

Percentage of patients who spent four hours or less in the ED  53.2%

Same period last year	Change since one year ago
20,759	-0.0%
50.7%	

* 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: Emergency department measures, July to September 2016.
- 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 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.
- All presentations that have a departure time.

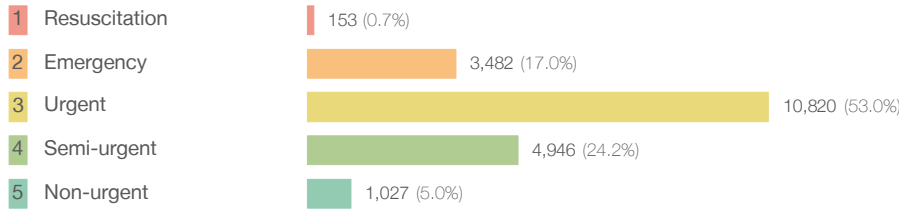
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Liverpool Hospital: Patients presenting to the emergency department July to September 2016

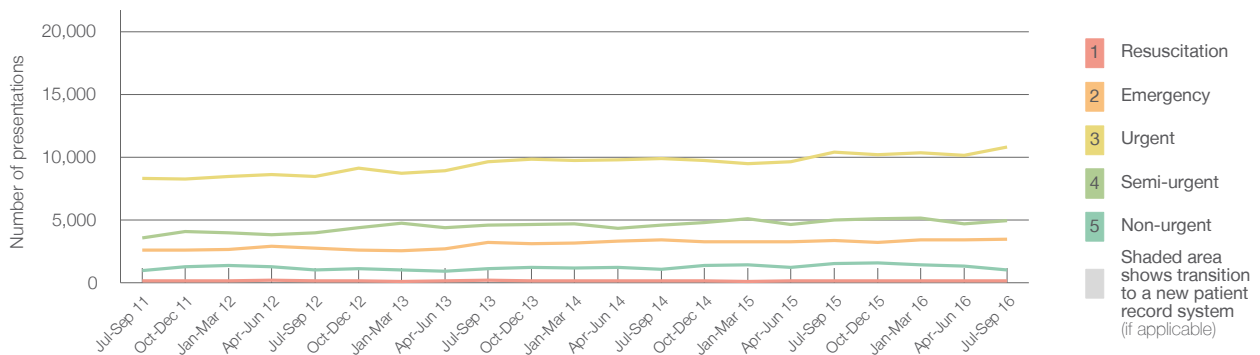
All presentations:¹ 20,752 patients

Emergency presentations² by triage category: 20,428 patients



	Same period last year	Change since one year ago
All presentations	20,759	-0.0%
Emergency presentations	20,490	-0.3%
Resuscitation	159	-3.8%
Emergency	3,384	2.9%
Urgent	10,420	3.8%
Semi-urgent	5,006	-1.2%
Non-urgent	1,521	-32.5%

Emergency presentations² 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	170	145	176	156	159	153
Emergency	2,602	2,762	3,183	3,403	3,384	3,482
Urgent	8,318	8,483	9,650	9,869	10,420	10,820
Semi-urgent	3,549	3,947	4,567	4,560	5,006	4,946
Non-urgent	956	1,035	1,112	1,072	1,521	1,027
All emergency presentations	15,595	16,372	18,688	19,060	20,490	20,428

Liverpool Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 6,890 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	6,940	
ED Transfer of care time	16 minutes	-3 minutes
95th percentile time	85 minutes	-30 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.

Liverpool 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: 3,482

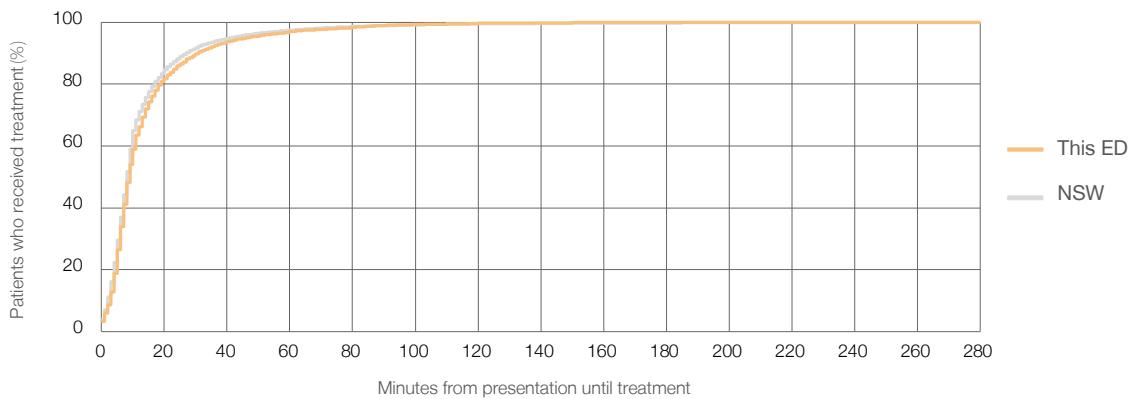
Number of triage 2 patients used to calculate waiting time:³ 3,455

Median time to start treatment⁴ 9 minutes

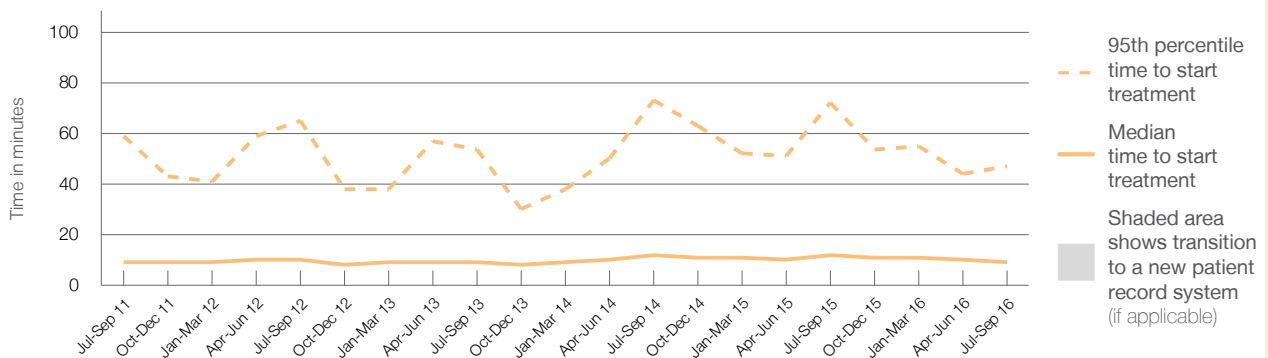
95th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
3,384	3,356
12 minutes	8 minutes
72 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	10	9	12	12	9
95th percentile time to start treatment ⁵ (minutes)	59	65	54	73	72	47

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Liverpool 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: 10,820

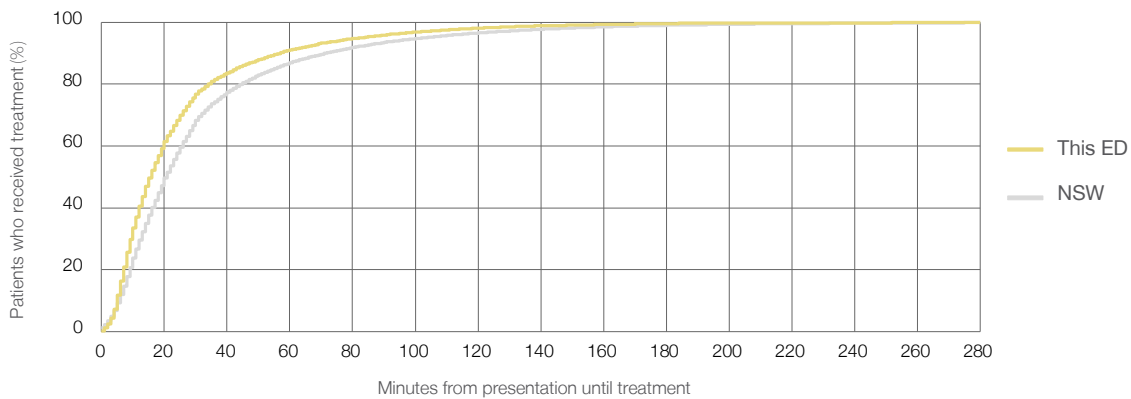
Number of triage 3 patients used to calculate waiting time:³ 10,501

Median time to start treatment⁴ 16 minutes

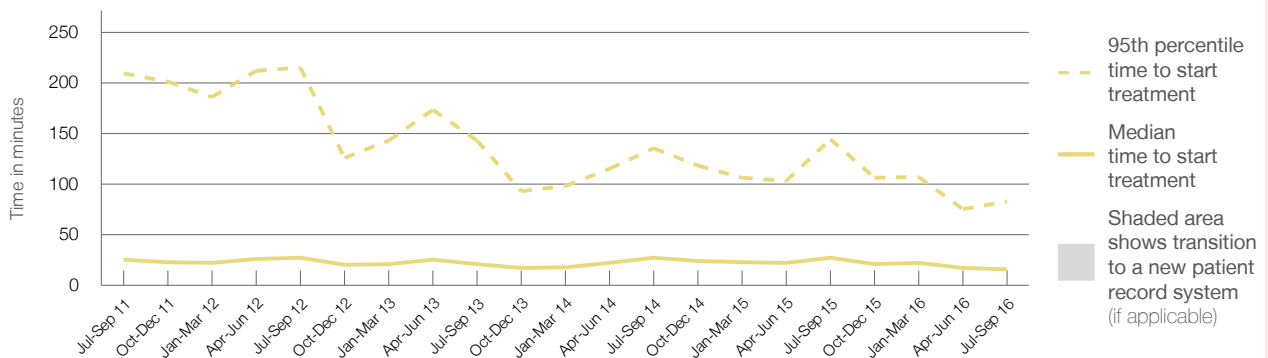
95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
10,420	
9,986	
27 minutes	21 minutes
144 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	21	27	27	16
95th percentile time to start treatment ⁵ (minutes)	209	215	143	135	144	83

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Liverpool 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: 4,946

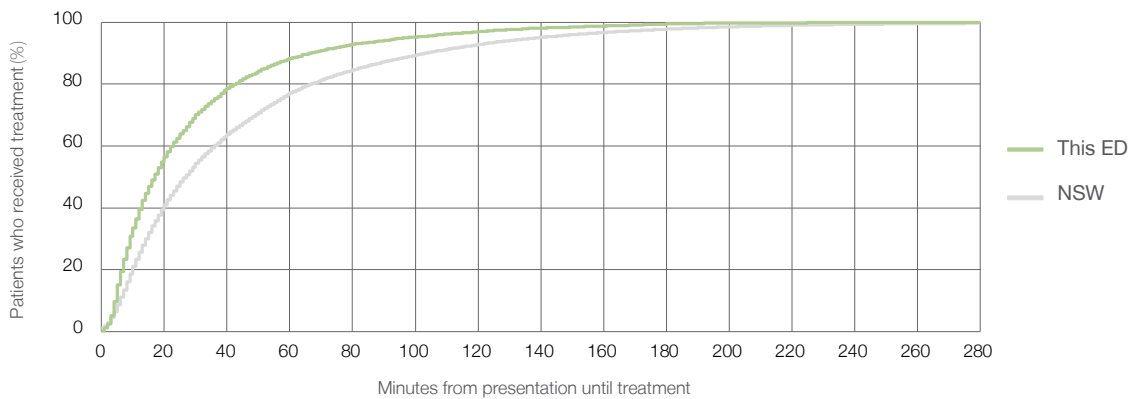
Number of triage 4 patients used to calculate waiting time:³ 4,478

Median time to start treatment⁴ 17 minutes

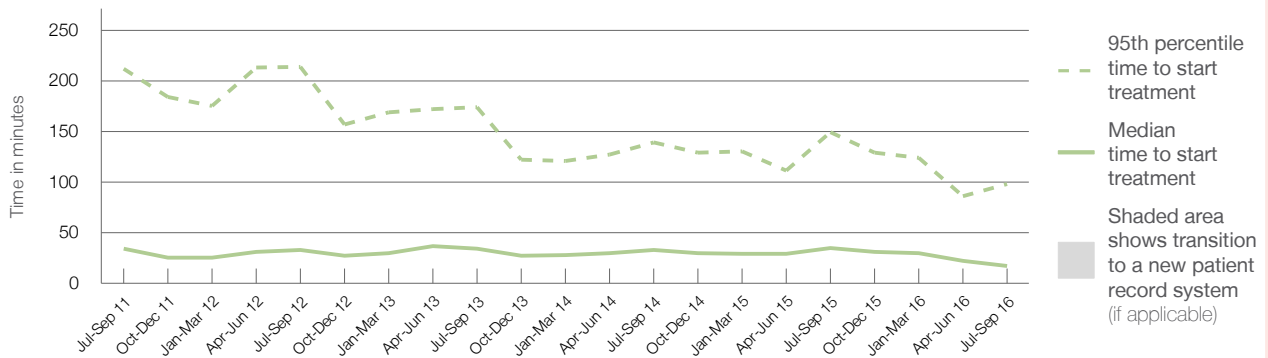
95th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
5,006	4,462
35 minutes	27 minutes
149 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)	34	33	34	33	35	17
95th percentile time to start treatment ⁵ (minutes)	212	214	174	139	149	98

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Liverpool Hospital: 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: 1,027

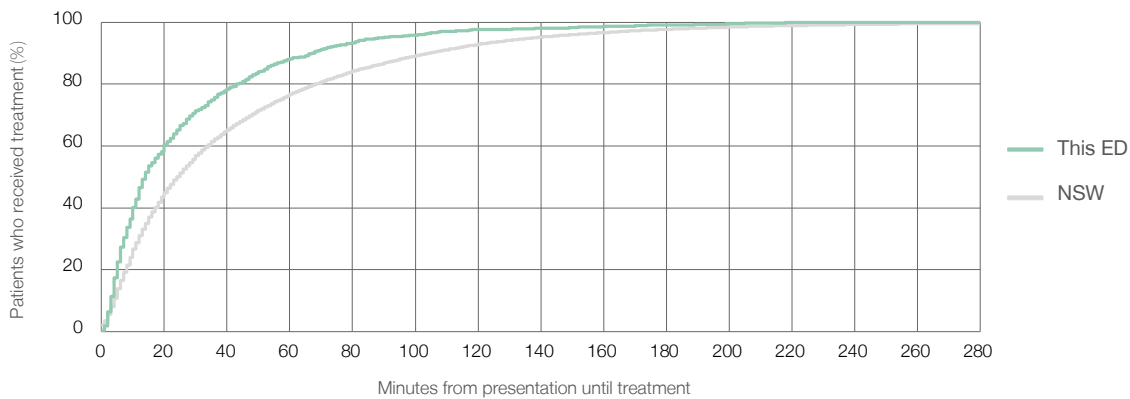
Number of triage 5 patients used to calculate waiting time:³ 814

Median time to start treatment⁴ 14 minutes

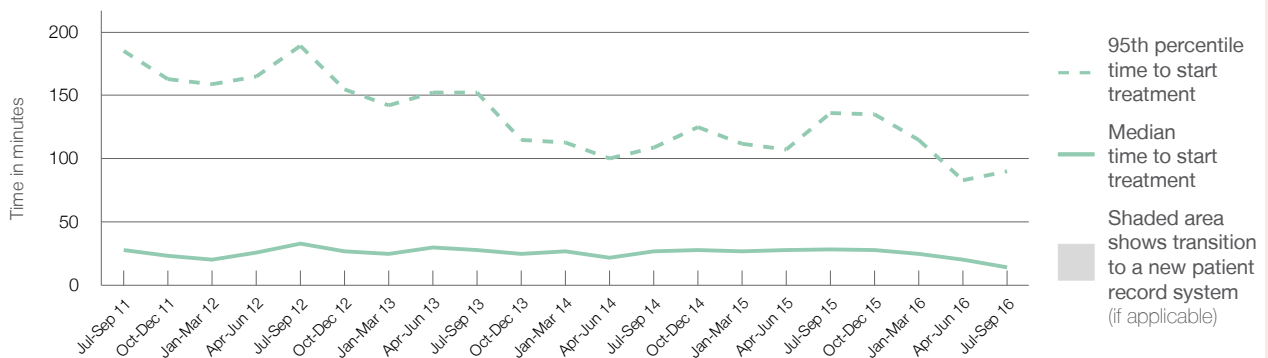
95th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
1,521	1,054
29 minutes	24 minutes
136 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)	28	33	28	27	29	14
95th percentile time to start treatment ⁵ (minutes)	185	189	152	109	136	90

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Liverpool Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 20,752 patients

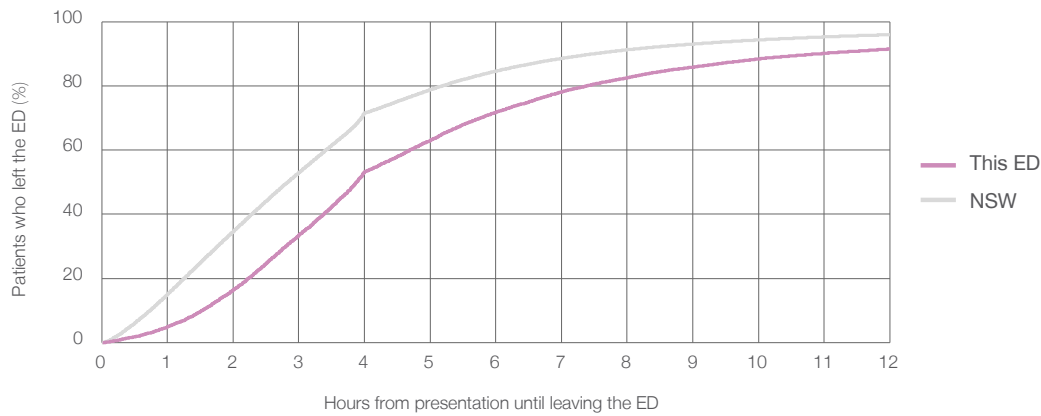
Presentations used to calculate time to leaving the ED:⁶ 20,751 patients

Median time spent in the ED⁸ 3 hours and 53 minutes

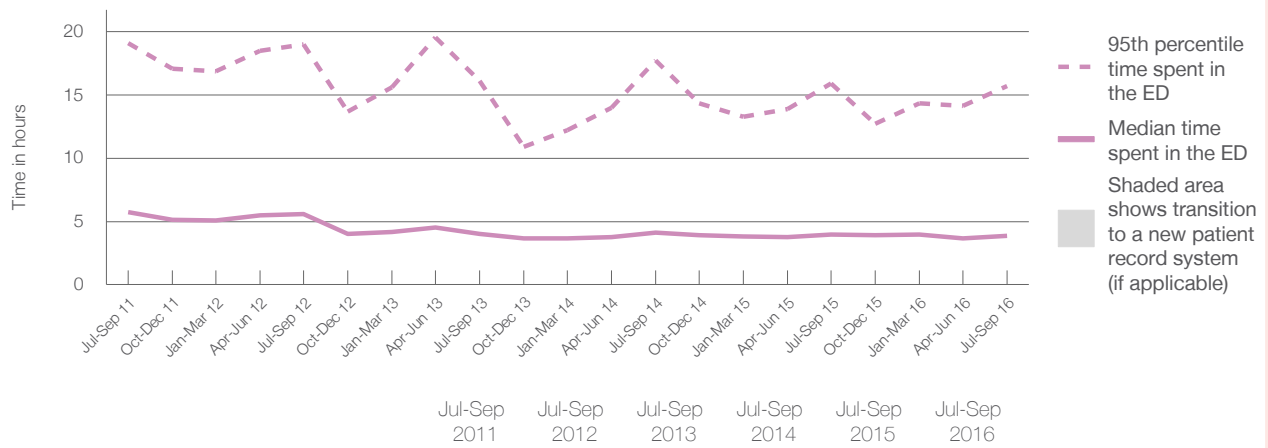
95th percentile time spent in the ED⁹ 15 hours and 41 minutes

Same period last year	NSW (this period)
20,759	20,752
3 hours and 59 minutes	2 hours and 50 minutes
15 hours and 53 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)	5h 44m	5h 34m	4h 1m	4h 6m	3h 59m	3h 53m
95th percentile time to leaving the ED ⁹ (hours, minutes)	19h 6m	18h 58m	16h 6m	17h 42m	15h 53m	15h 41m

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Liverpool Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

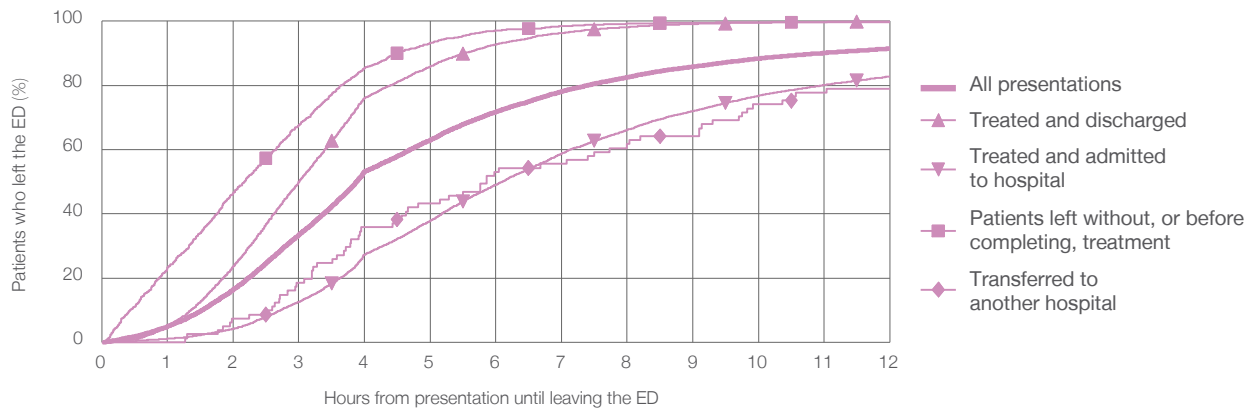
All presentations:¹ 20,752 patients

Presentations used to calculate time to leaving the ED:⁶ 20,751 patients

Treated and discharged	8,661 (41.7%)
Treated and admitted to hospital	10,090 (48.6%)
Patient left without, or before completing, treatment	1,762 (8.5%)
Transferred to another hospital	81 (0.4%)
Other	158 (0.8%)

Same period last year	Change since one year ago
20,759	-0.0%
8,801	-1.6%
9,495	6.3%
2,134	-17.4%
79	2.5%
250	-36.8%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.0%	23.7%	50.1%	76.1%	92.8%	98.2%	99.5%	99.9%
Treated and admitted to hospital	1.1%	4.2%	12.6%	27.4%	49.1%	66.2%	76.8%	82.8%
Patient left without, or before completing, treatment	23.2%	46.7%	67.6%	85.5%	97.0%	99.2%	99.7%	99.7%
Transferred to another hospital	0%	7.4%	18.5%	35.8%	53.1%	61.7%	74.1%	79.0%
All presentations	4.9%	16.5%	33.4%	53.2%	71.8%	82.6%	88.4%	91.5%

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Liverpool Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

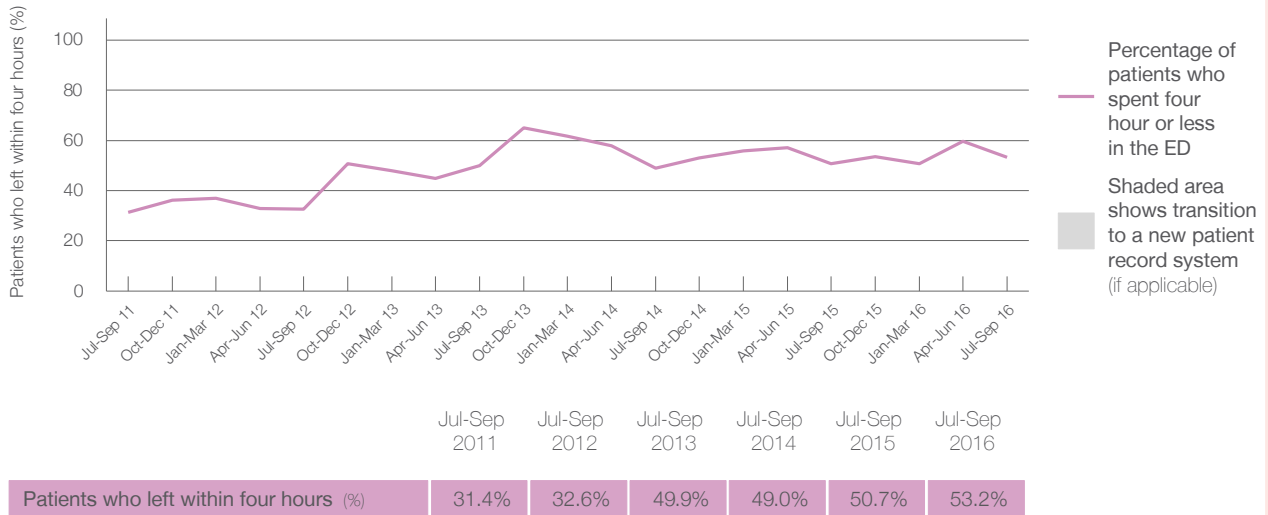
All presentations at the emergency department: ¹ 20,752 patients

Presentations used to calculate time to leaving the ED: ⁶ 20,751 patients

Percentage of patients who spent four hours or less in the ED 53.2%

Same period last year	Change since one year ago
20,759	-0.0%
20,759	-0.0%
50.7%	

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



* 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: Emergency department measures, July to September 2016.
- 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 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.
- 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 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).