

Sydney Hospital and Sydney Eye Hospital: Emergency department (ED) overview

April to June 2018

	Same period last year	Change since one year ago
All presentations: ¹ 7,666 patients	7,838	-2%
Emergency presentations: ² 7,467 patients	7,511	-1%

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment³

April to June 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 150 patients	116	
Median time to start treatment ⁴	8 minutes	8 minutes
90th percentile time to start treatment ⁵	16 minutes	24 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,354 patients	1,023	
Median time to start treatment ⁴	20 minutes	19 minutes
90th percentile time to start treatment ⁵	41 minutes	63 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,371 patients	4,180	
Median time to start treatment ⁴	25 minutes	24 minutes
90th percentile time to start treatment ⁵	68 minutes	95 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,592 patients	2,192	
Median time to start treatment ⁴	30 minutes	21 minutes
90th percentile time to start treatment ⁵	88 minutes	96 minutes

Sydney Hospital and Sydney Eye Hospital: Time from presentation until leaving the ED

April to June 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 7,666 patients	7,838	-2%
Percentage of patients who spent four hours or less in the ED	86%	

* 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, January to March 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.

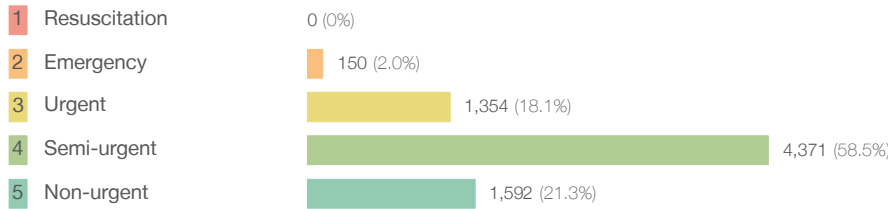
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Sydney Hospital and Sydney Eye Hospital: Patients presenting to the emergency department

April to June 2018

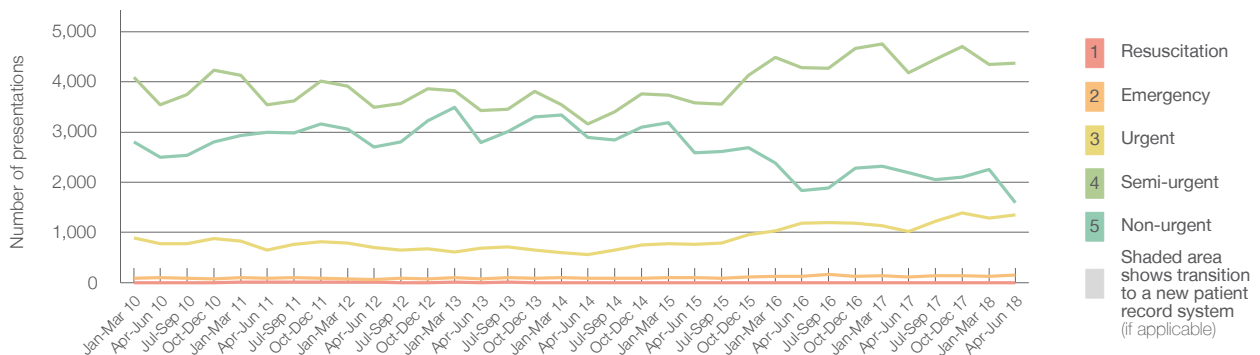
All presentations:¹ 7,666 patients

Emergency presentations² by triage category: 7,467 patients



	Same period last year	Change since one year ago
All presentations	7,838	-2%
Emergency presentations	7,511	-1%
1 Resuscitation	< 5	*
2 Emergency	116	32.7%
3 Urgent	1,023	32.4%
4 Semi-urgent	4,180	4.6%
5 Non-urgent	2,192	-27.4%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	< 5	7	5	< 5	< 5	0	< 5	< 5	0
Emergency	107	85	68	76	93	103	129	116	150
Urgent	777	649	696	683	557	769	1,182	1,023	1,354
Semi-urgent	3,546	3,542	3,490	3,433	3,160	3,578	4,283	4,180	4,371
Non-urgent	2,503	2,993	2,700	2,787	2,898	2,587	1,835	2,192	1,592
All emergency presentations	6,933	7,276	6,959	6,979	6,708	7,037	7,429	7,511	7,467

Sydney Hospital and Sydney Eye Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 910 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	0	

Median time	*	*
90th percentile time	*	*

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

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

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 150

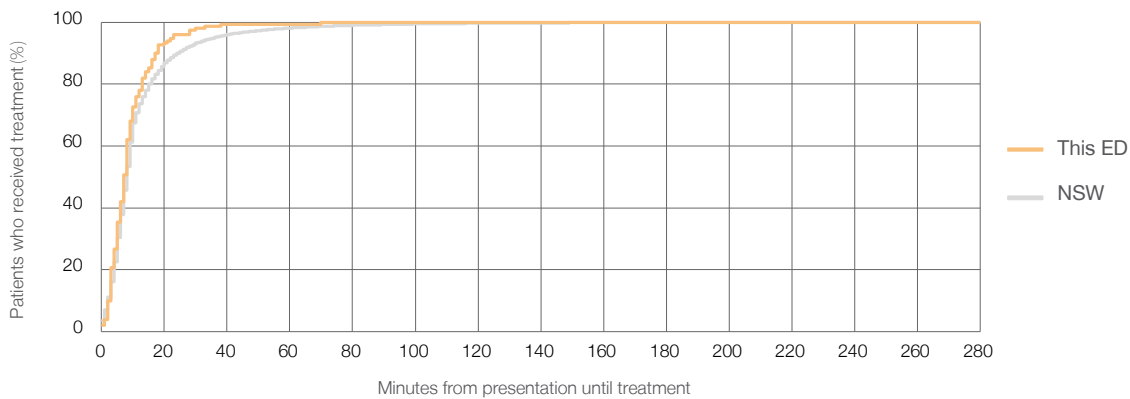
Number of triage 2 patients used to calculate waiting time:³ 150

Median time to start treatment⁴ 7 minutes

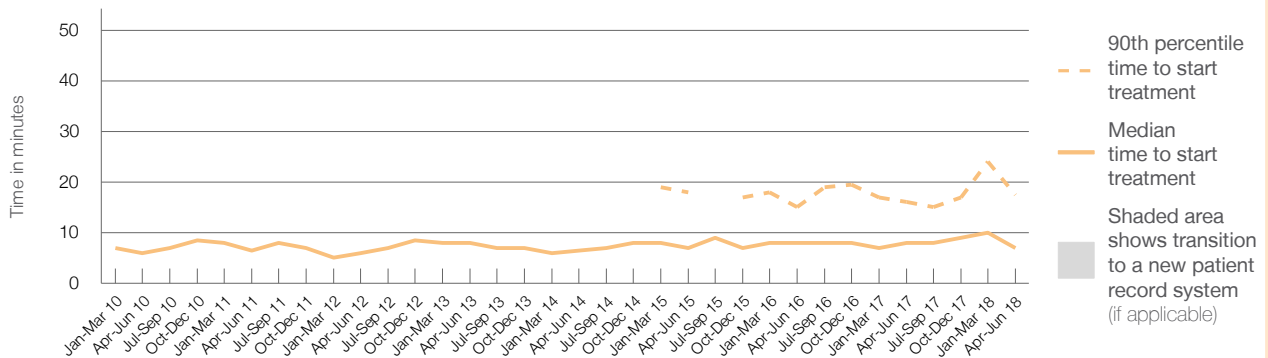
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
116	
112	
8 minutes	8 minutes
16 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	6	7	6	8	7	7	8	8	7
90th percentile time to start treatment ⁵ (minutes)	15	*	*	*	*	18	15	16	18

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 1,354

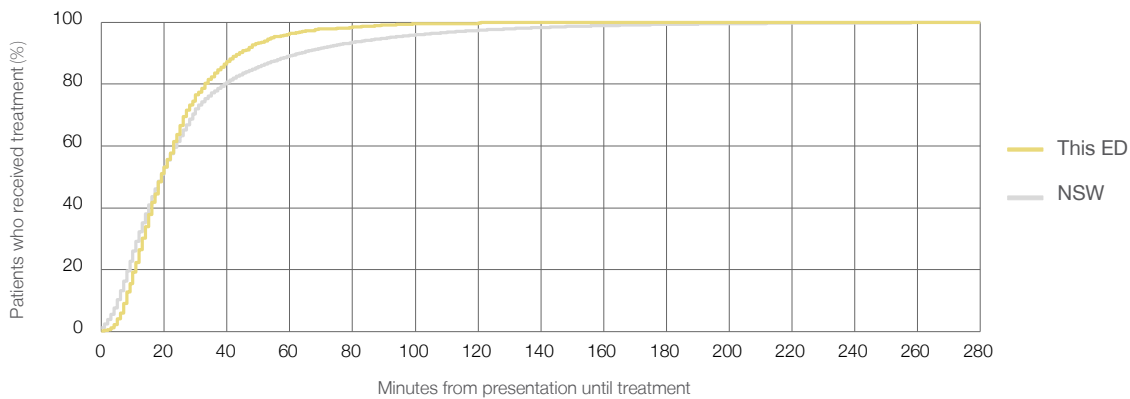
Number of triage 3 patients used to calculate waiting time:³ 1,337

Median time to start treatment⁴ 19 minutes

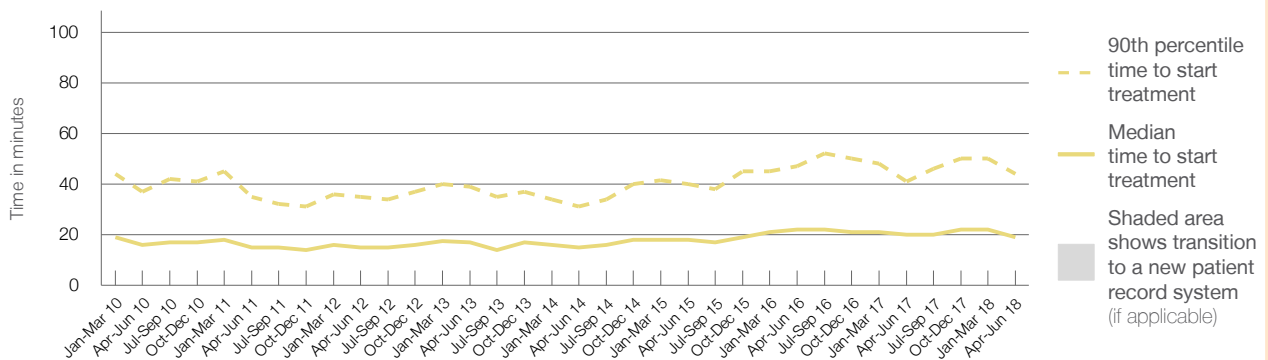
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
1,023	
1,013	
20 minutes	19 minutes
41 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	16	15	15	17	15	18	22	20	19
90th percentile time to start treatment ⁵ (minutes)	37	35	35	39	31	40	47	41	44

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 4,371

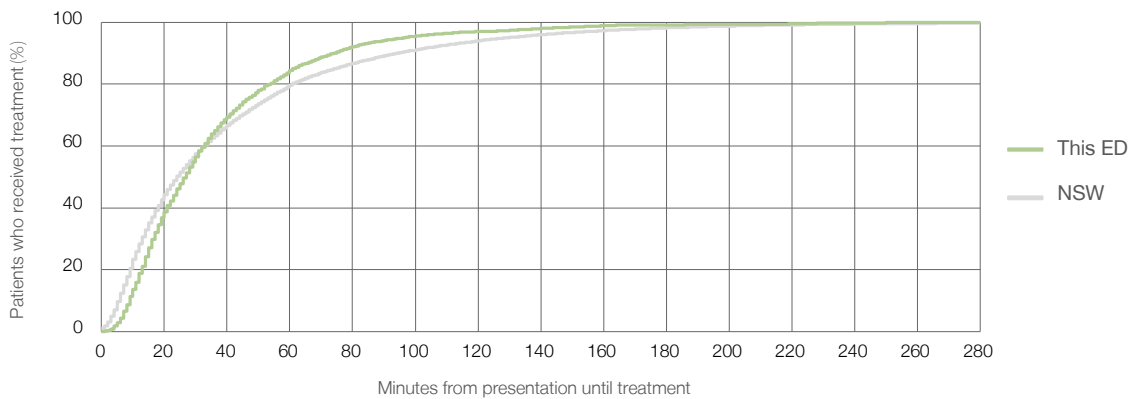
Number of triage 4 patients used to calculate waiting time:³ 4,274

Median time to start treatment⁴ 27 minutes

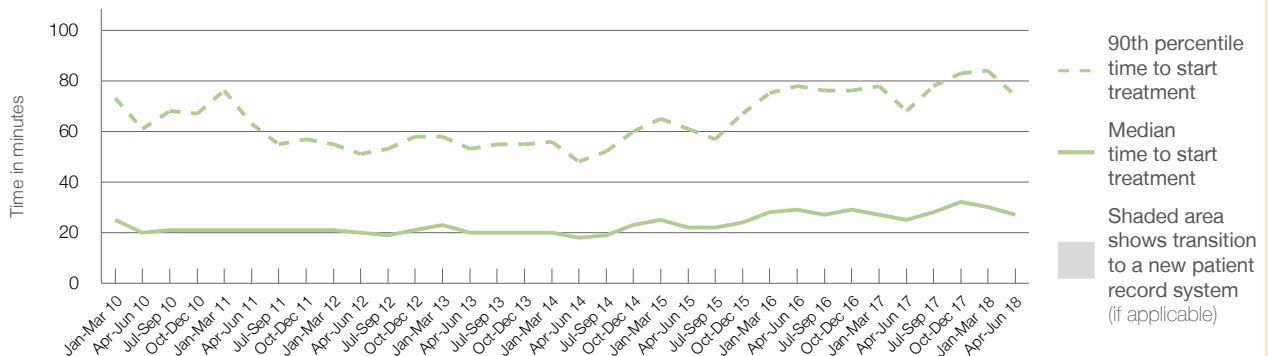
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
4,180	4,106
25 minutes	24 minutes
68 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	20	21	20	20	18	22	29	25	27
90th percentile time to start treatment ⁵ (minutes)	61	63	51	53	48	61	78	68	74

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 1,592

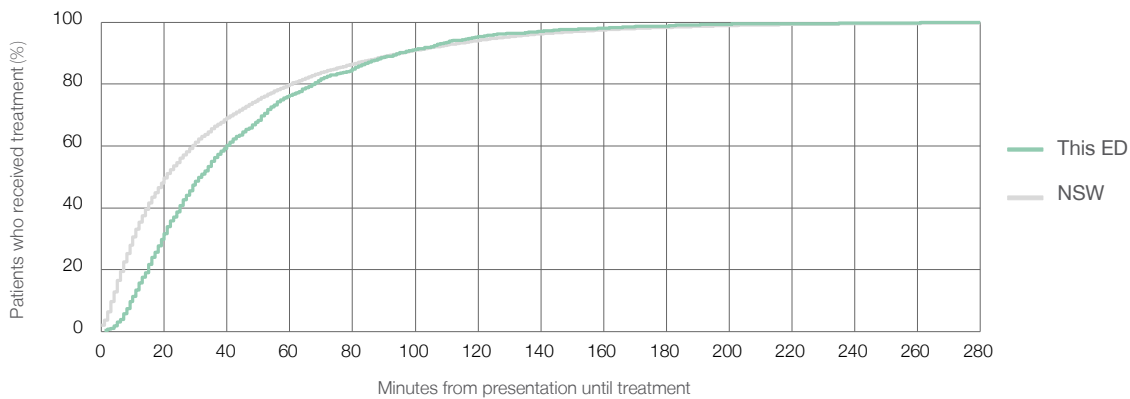
Number of triage 5 patients used to calculate waiting time:³ 1,489

Median time to start treatment⁴ 32 minutes

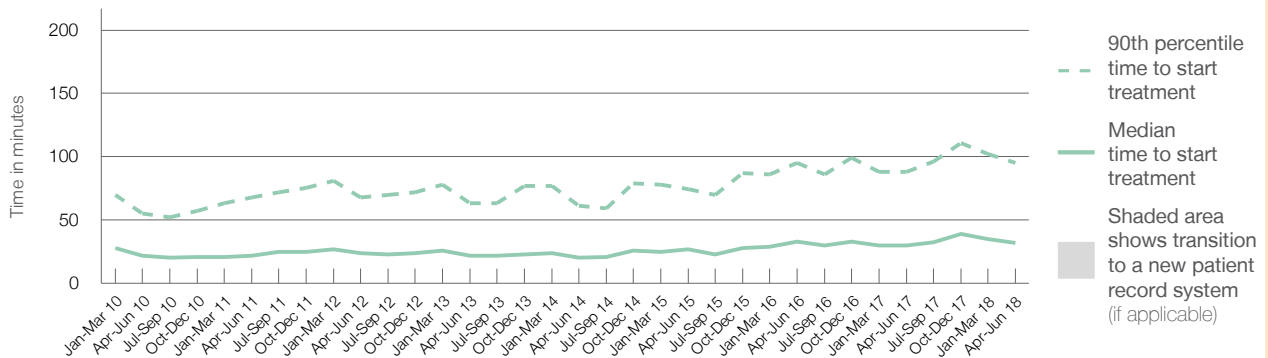
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
2,192	2,047
30 minutes	21 minutes
88 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	22	22	24	22	20	27	33	30	32
90th percentile time to start treatment ⁵ (minutes)	55	68	68	63	61	75	95	88	95

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Sydney Hospital and Sydney Eye Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 7,666 patients

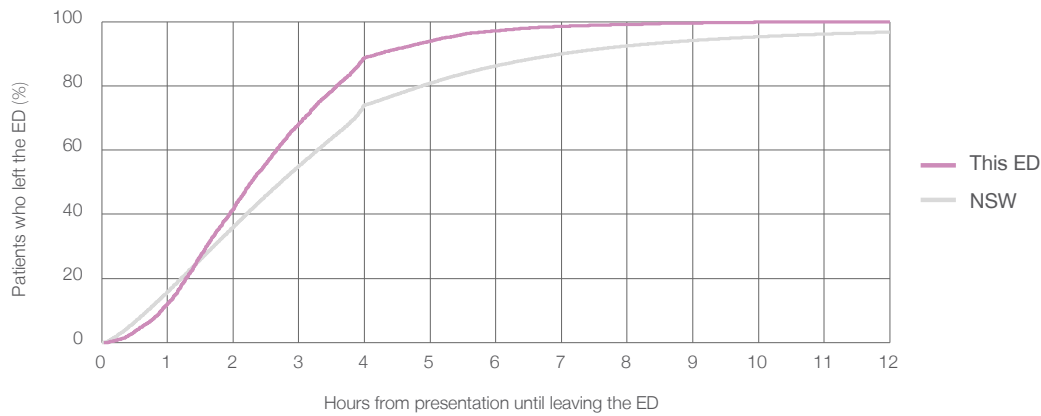
Presentations used to calculate time to leaving the ED:⁶ 7,666 patients

Median time spent in the ED⁸ 2 hours and 17 minutes

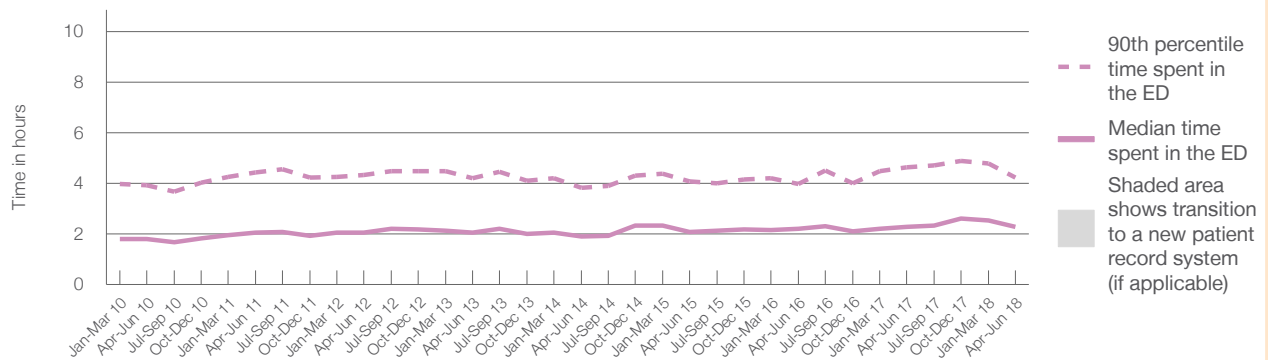
90th percentile time spent in the ED⁹ 4 hours and 14 minutes

Same period last year	NSW (this period)
7,838	7,838
2 hours and 17 minutes	2 hours and 44 minutes
4 hours and 38 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 48m	2h 3m	2h 4m	2h 4m	1h 54m	2h 5m	2h 13m	2h 17m	2h 17m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 56m	4h 26m	4h 20m	4h 13m	3h 49m	4h 5m	3h 59m	4h 38m	4h 14m

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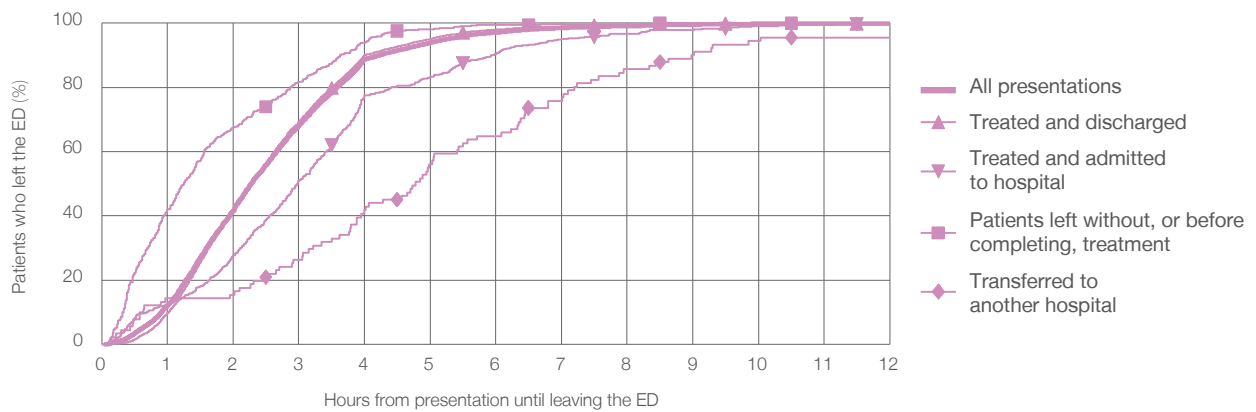
Sydney Hospital and Sydney Eye Hospital: Time patients spent in the ED By mode of separation April to June 2018

All presentations:¹ 7,666 patients

Presentations used to calculate time to leaving the ED:⁶ 7,666 patients

		Same period last year	Change since one year ago
Treated and discharged	6,528 (85.2%)	7,838	-2%
Treated and admitted to hospital	577 (7.5%)	676	-14.6%
Patient left without, or before completing, treatment	423 (5.5%)	504	-16.1%
Transferred to another hospital	91 (1.2%)	95	-4.2%
Other	47 (0.6%)	76	-38.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	9.8%	41.4%	69.3%	90.1%	98.0%	99.4%	99.9%	100%
Treated and admitted to hospital	12.5%	27.7%	51.0%	77.5%	90.5%	96.7%	99.1%	99.7%
Patient left without, or before completing, treatment	42.1%	67.6%	81.8%	93.9%	99.5%	99.8%	100%	100%
Transferred to another hospital	14.3%	15.4%	26.4%	41.8%	64.8%	85.7%	94.5%	95.6%
All presentations	12.2%	41.7%	68.2%	88.8%	97.1%	99.1%	99.8%	99.9%

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

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Sydney Hospital and Sydney Eye Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: ¹ 7,666 patients

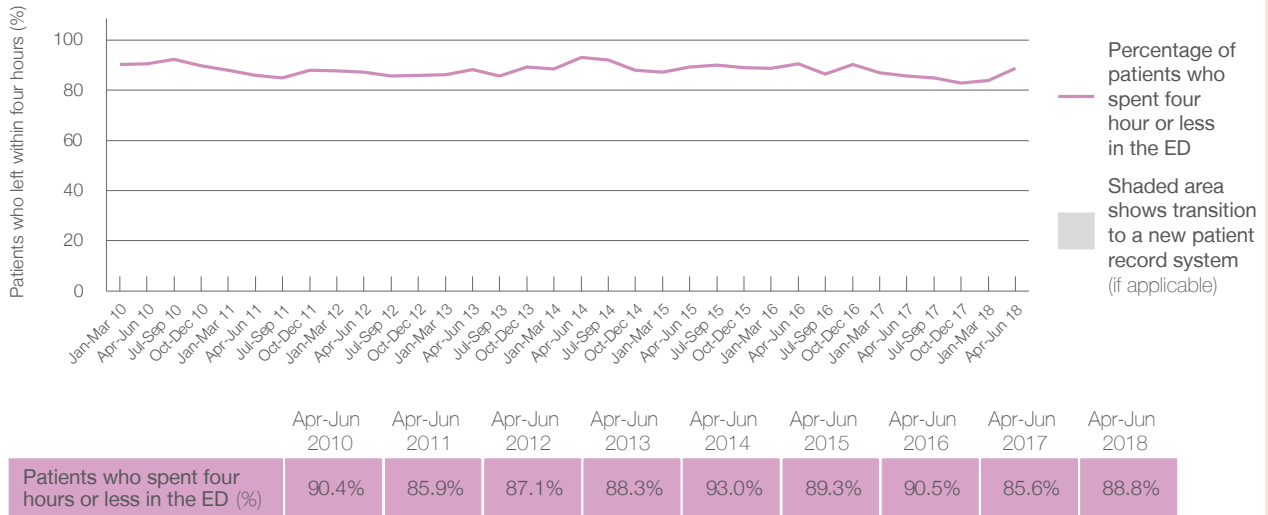
Presentations used to calculate time to leaving the ED: ⁶ 7,666 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	7,838	-2%
Presentations used to calculate time to leaving the ED	7,838	-2%
Percentage of patients who spent four hours or less in the ED	85.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 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*.

- 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, January to March 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 18 July 2018). Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).