

Young Health Service: Emergency department (ED) overview

April to June 2018

All presentations:¹ 1,978 patients
Emergency presentations:² 1,780 patients

Same period last year	Change since one year ago
2,370	-17%
2,158	-18%

Young Health Service: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 182 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 731 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 671 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 34 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 189 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
115	
7 minutes	8 minutes
32 minutes	24 minutes
821	
10 minutes	19 minutes
30 minutes	63 minutes
967	
10 minutes	24 minutes
42 minutes	95 minutes
250	
8 minutes	21 minutes
32 minutes	96 minutes

Young Health Service: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 1,978 patients

Percentage of patients who spent four hours or less in the ED 94%

Same period last year	Change since one year ago
2,370	-17%
96%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: 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.

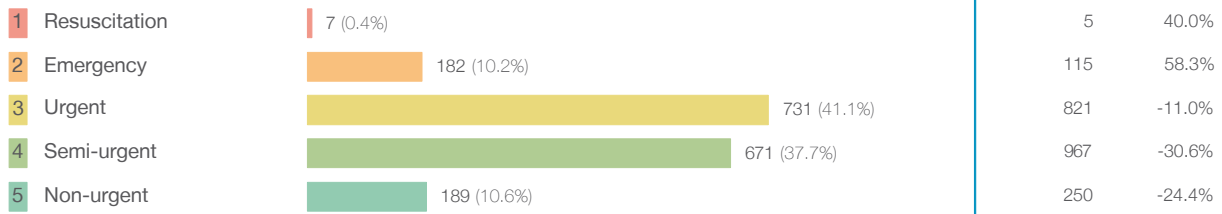
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Young Health Service: Patients presenting to the emergency department

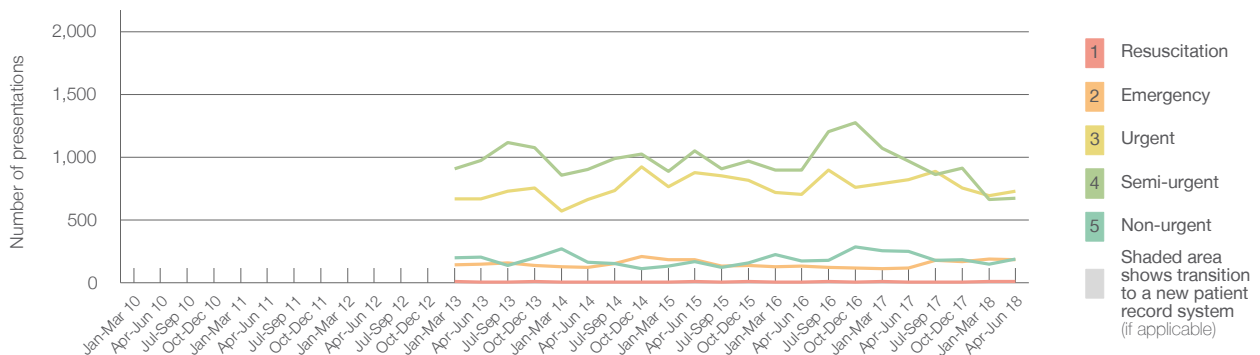
April to June 2018

All presentations:¹ 1,978 patients

Emergency presentations² by triage category: 1,780 patients



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				6	5	7	5	5	7
Emergency				147	122	181	132	115	182
Urgent				665	664	877	701	821	731
Semi-urgent				971	903	1,052	898	967	671
Non-urgent				205	160	166	173	250	189
All emergency presentations				1,994	1,854	2,283	1,909	2,158	1,780

Young Health Service: Patients arriving by ambulance

April to June 2018

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

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

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

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

Young Health Service: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 182

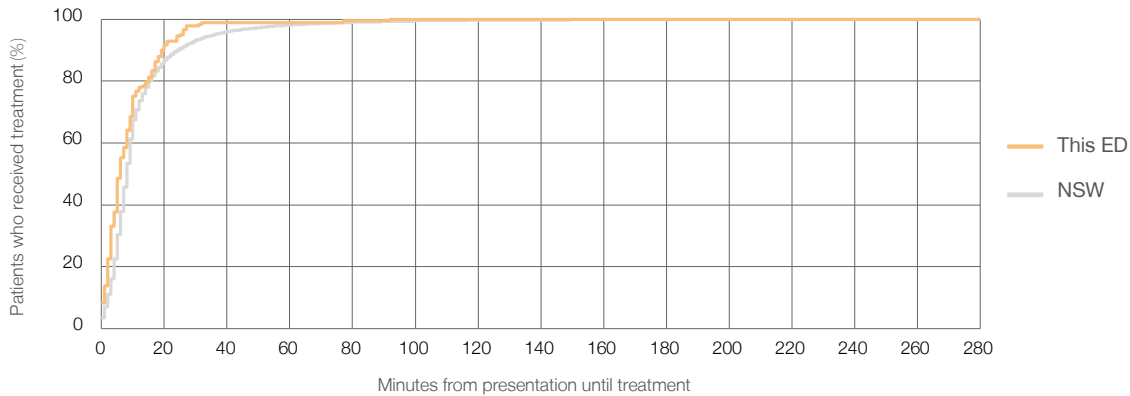
Number of triage 2 patients used to calculate waiting time:³ 181

Median time to start treatment⁴ 6 minutes

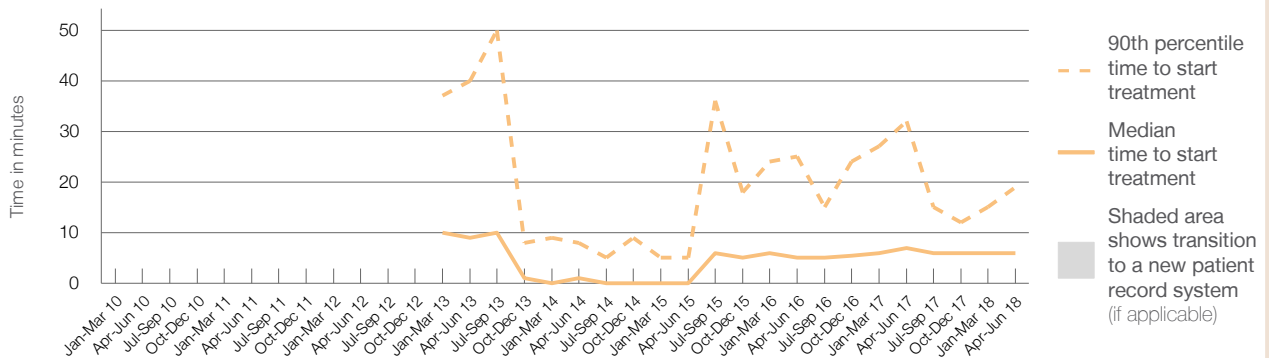
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
115	115
7 minutes	8 minutes
32 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)				9	1	0	5	7	6
90th percentile time to start treatment ⁵ (minutes)				40	8	5	25	32	19

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Young Health Service: 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: 731

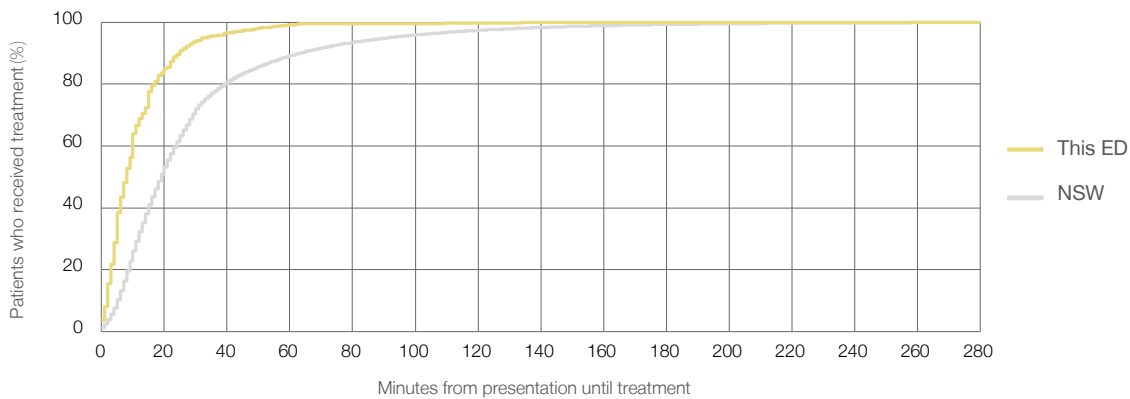
Number of triage 3 patients used to calculate waiting time:³ 725

Median time to start treatment⁴ 8 minutes

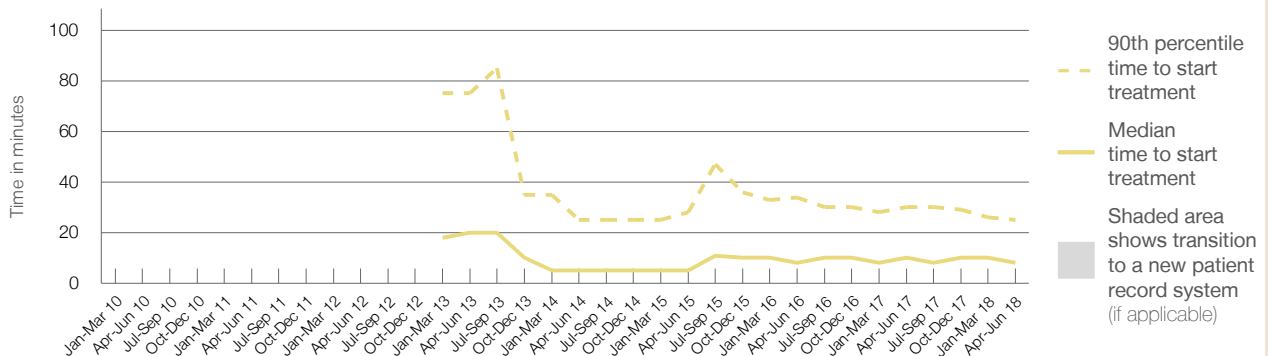
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
821	820
10 minutes	19 minutes
30 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)				20	5	5	8	10	8
90th percentile time to start treatment ⁵ (minutes)				75	25	28	34	30	25

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Young Health Service: 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: 671

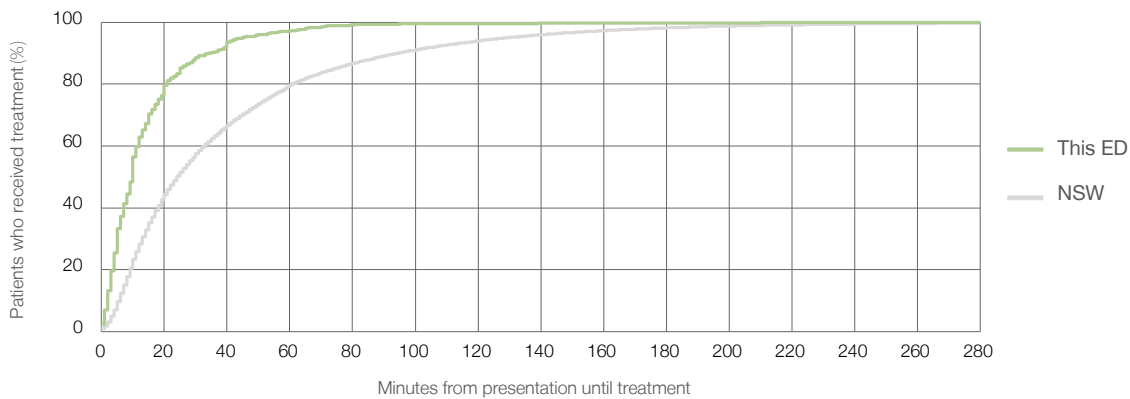
Number of triage 4 patients used to calculate waiting time:³ 661

Median time to start treatment⁴ 10 minutes

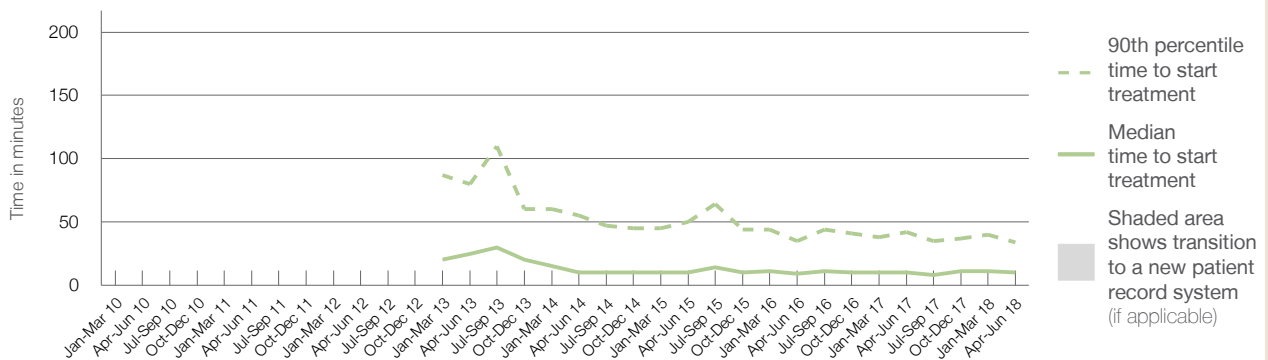
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
967	964
10 minutes	24 minutes
42 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)				25	10	10	9	10	10
90th percentile time to start treatment ⁵ (minutes)				80	55	50	35	42	34

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Young Health Service: 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: 189

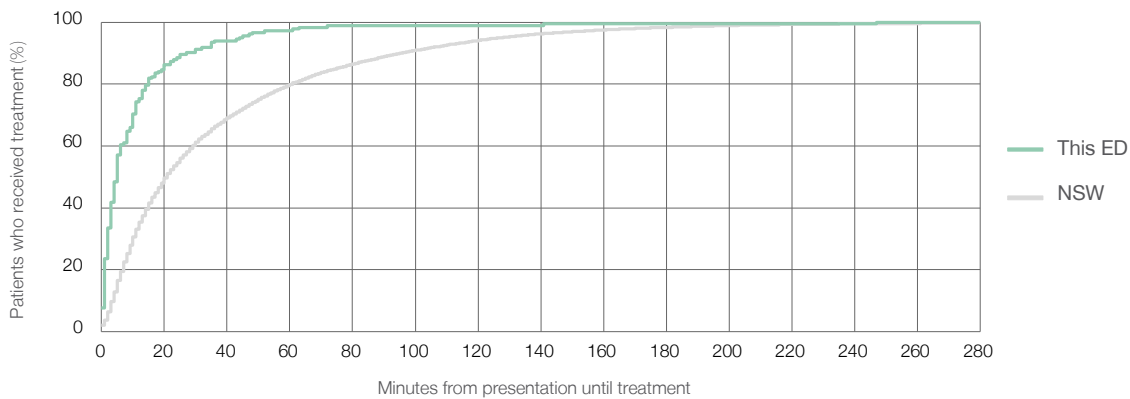
Number of triage 5 patients used to calculate waiting time:³ 182

Median time to start treatment⁴ 5 minutes

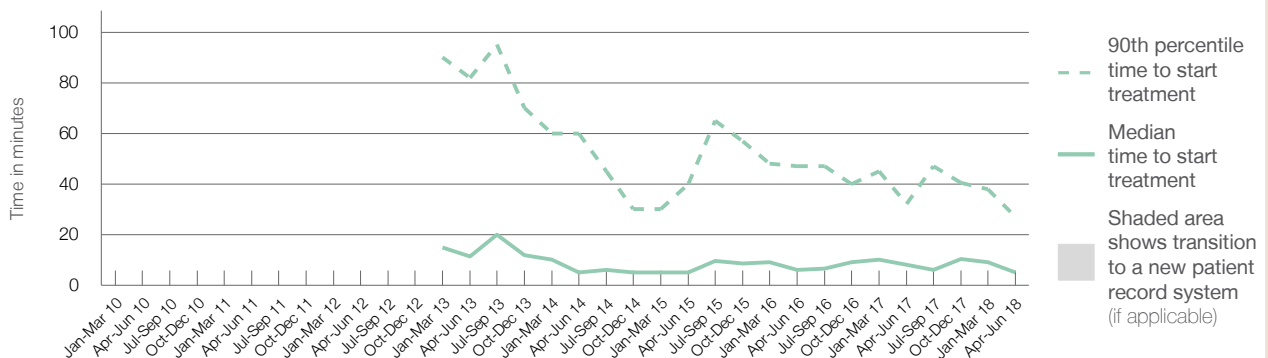
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
250	247
8 minutes	21 minutes
32 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)				12	5	5	6	8	5
90th percentile time to start treatment ⁵ (minutes)				82	60	40	47	32	27

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Young Health Service: Time patients spent in the ED

April to June 2018

All presentations:¹ 1,978 patients

Presentations used to calculate time to leaving the ED:⁶ 1,978 patients

Median time spent in the ED⁸

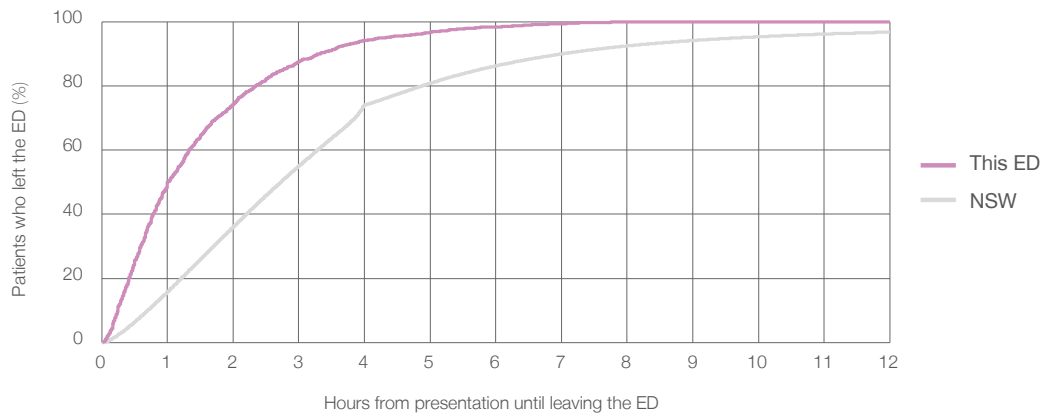
1 hours and 1 minutes

90th percentile time spent in the ED⁹

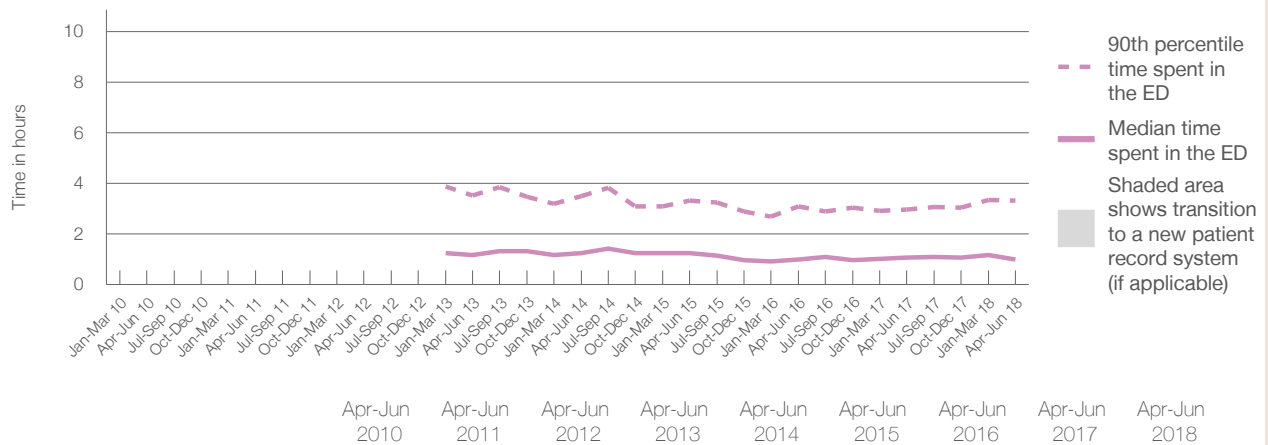
3 hours and 19 minutes

Same period last year	NSW (this period)
2,370	2,370
1 hours and 5 minutes	2 hours and 44 minutes
2 hours and 58 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^{†‡§}



Median time spent in the ED ⁸ (hours, minutes)				1h 10m	1h 15m	1h 15m	1h 0m	1h 5m	1h 1m
90th percentile time spent in the ED ⁹ (hours, minutes)				3h 32m	3h 30m	3h 20m	3h 5m	2h 58m	3h 19m

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Young Health Service: Time patients spent in the ED
 By mode of separation
 April to June 2018

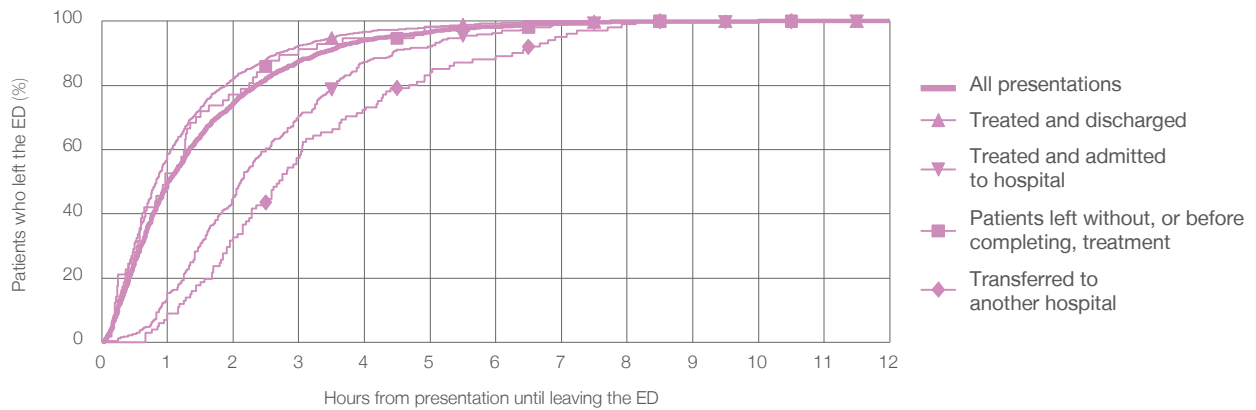
All presentations:¹ 1,978 patients

Presentations used to calculate time to leaving the ED:⁶ 1,978 patients

Treated and discharged	1,548 (78.3%)
Treated and admitted to hospital	268 (13.5%)
Patient left without, or before completing, treatment	57 (2.9%)
Transferred to another hospital	101 (5.1%)
Other	4 (0.2%)

	Same period last year	Change since one year ago
	2,370	-17%
Treated and discharged	1,934	-20.0%
Treated and admitted to hospital	292	-8.2%
Patient left without, or before completing, treatment	59	-3.4%
Transferred to another hospital	82	23.2%
Other	3	33.3%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	58.5%	82.1%	92.4%	96.6%	99.3%	100%	100%	100%
Treated and admitted to hospital	15.3%	45.1%	70.5%	87.3%	96.3%	99.6%	100%	100%
Patient left without, or before completing, treatment	52.6%	77.2%	91.2%	94.7%	98.2%	100%	100%	100%
Transferred to another hospital	8.9%	32.7%	57.4%	72.3%	89.1%	99.0%	100%	100%
All presentations	50.0%	74.5%	87.6%	94.1%	98.3%	99.9%	100%	100%

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Young Health Service: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 1,978 patients

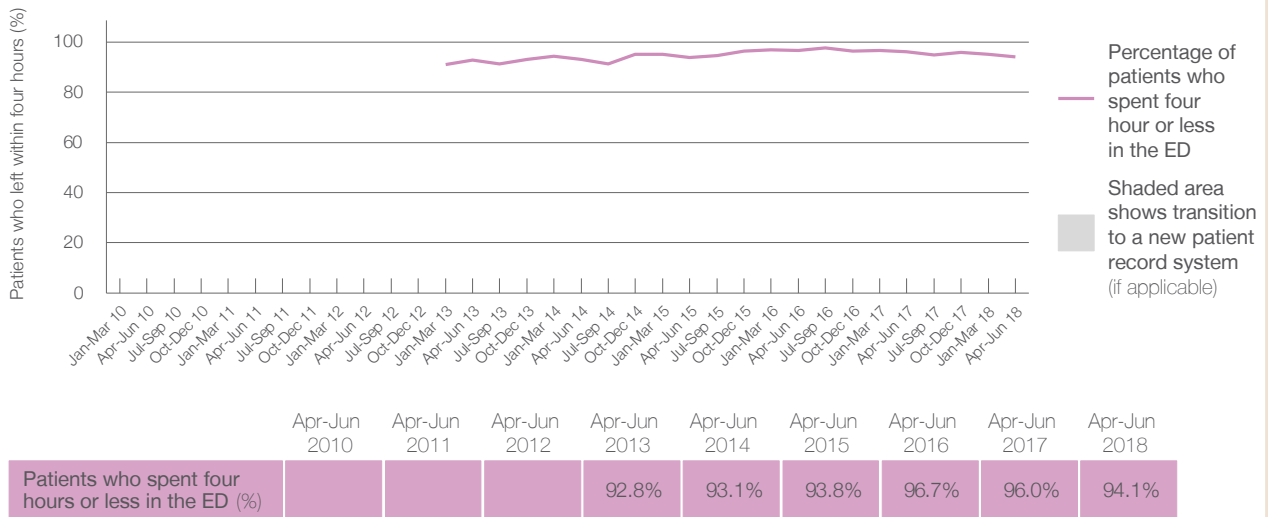
Presentations used to calculate time to leaving the ED: ⁶ 1,978 patients

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: ¹ 1,978 patients	2,370	-17%
Presentations used to calculate time to leaving the ED: ⁶ 1,978 patients	2,370	-17%
Percentage of patients who spent four hours or less in the ED	96.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to 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*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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).