

Young Health Service: Emergency department (ED) overview

July to September 2016



All presentations:¹ 2,698 patients
 Emergency presentations:² 2,422 patients

Same period last year	Change since one year ago
2,279	18.4%
2,022	19.8%



Young Health Service: Time patients waited to start treatment³

July to September 2016



Triage 2 Emergency (e.g. chest pain, severe burns): 124 patients

Median time to start treatment⁴  5 minutes
 95th percentile time to start treatment⁵  26 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 898 patients

Median time to start treatment⁴  10 minutes
 95th percentile time to start treatment⁵  42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,209 patients

Median time to start treatment⁴  11 minutes
 95th percentile time to start treatment⁵  57 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 181 patients

Median time to start treatment⁴  6 minutes
 95th percentile time to start treatment⁵  73 minutes

Same period last year	NSW (this period)
133	
6 minutes	8 minutes
68 minutes	41 minutes
853	
11 minutes	21 minutes
81 minutes	103 minutes
907	
14 minutes	27 minutes
90 minutes	139 minutes
123	
10 minutes	24 minutes
162 minutes	138 minutes

Young Health Service: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,698 patients

Percentage of patients who spent four hours or less in the ED  97.6%

Same period last year	Change since one year ago
2,277	18.5%
94.6%	

* 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.

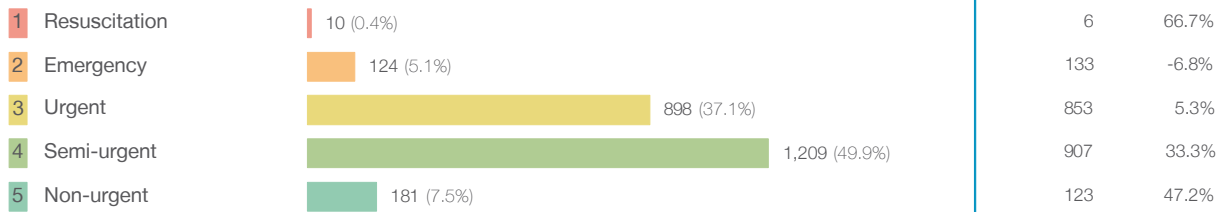
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Young Health Service: Patients presenting to the emergency department July to September 2016

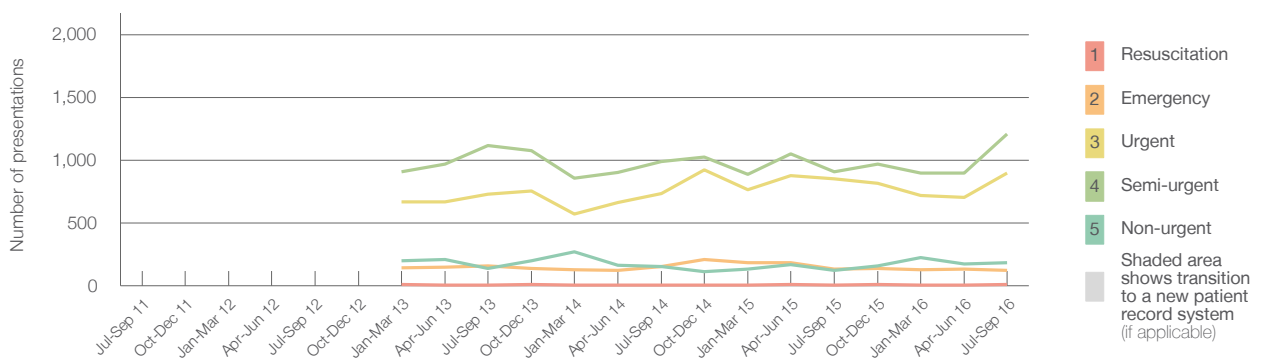
All presentations:¹ 2,698 patients

Emergency presentations² by triage category: 2,422 patients



Same period last year	Change since one year ago
2,279	18.4%
2,022	19.8%
6	66.7%
133	-6.8%
853	5.3%
907	33.3%
123	47.2%

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			< 5	< 5	6	10
Emergency			163	154	133	124
Urgent			727	732	853	898
Semi-urgent			1,118	991	907	1,209
Non-urgent			138	151	123	181
All emergency presentations			2,146	2,028	2,022	2,422

Young Health Service: Patients arriving by ambulance July to September 2016

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.

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(§) 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 July to September 2016

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

Number of triage 2 patients: 124

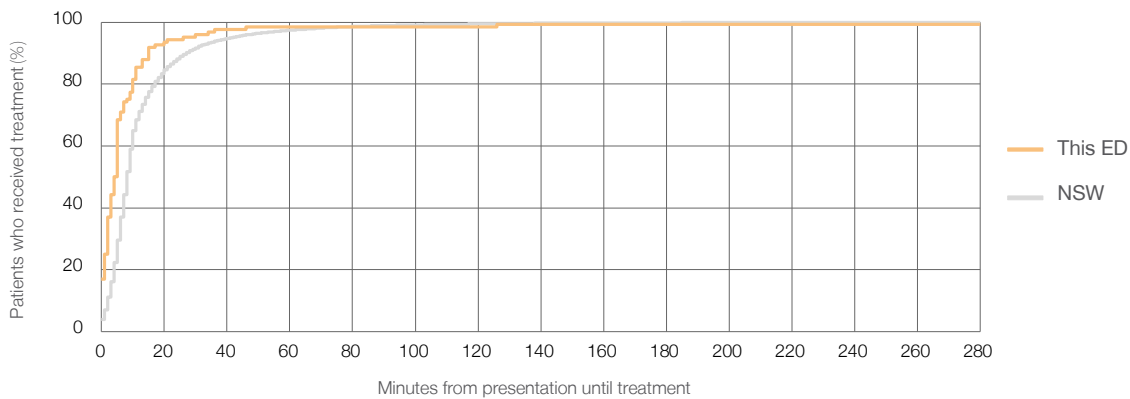
Number of triage 2 patients used to calculate waiting time:³ 124

Median time to start treatment⁴ 5 minutes

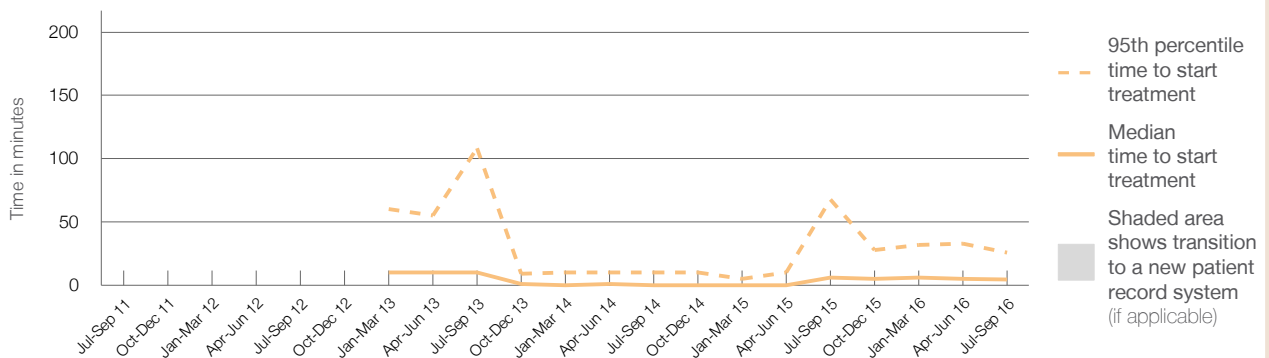
95th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
133	
129	
6 minutes	8 minutes
68 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)			10	0	6	5
95th percentile time to start treatment ⁵ (minutes)			108	10	68	26

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Young Health Service: 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: 898

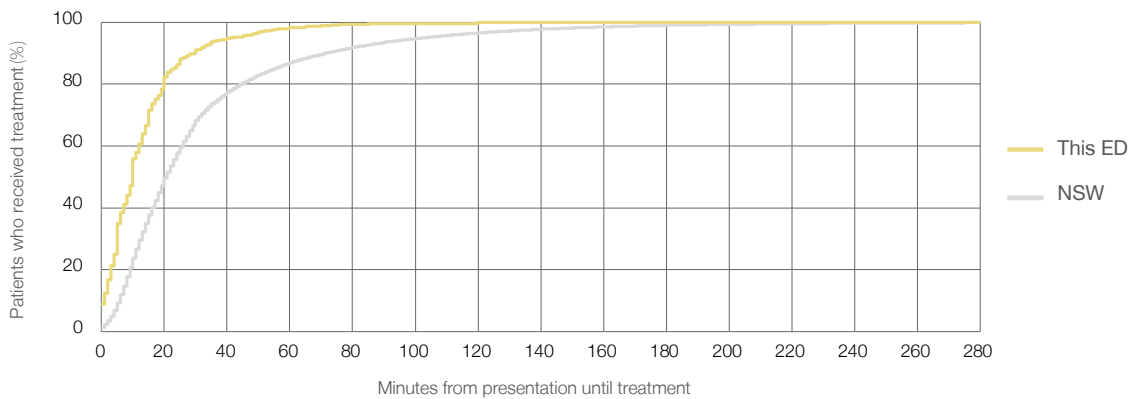
Number of triage 3 patients used to calculate waiting time:³ 893

Median time to start treatment⁴ 10 minutes

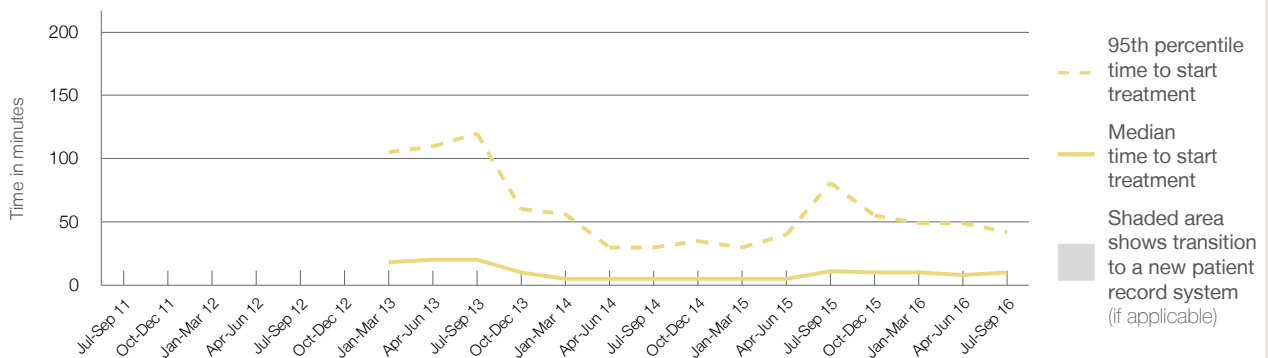
95th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
853	833
11 minutes	21 minutes
81 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)			20	5	11	10
95th percentile time to start treatment ⁵ (minutes)			120	30	81	42

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Young Health Service: 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: 1,209

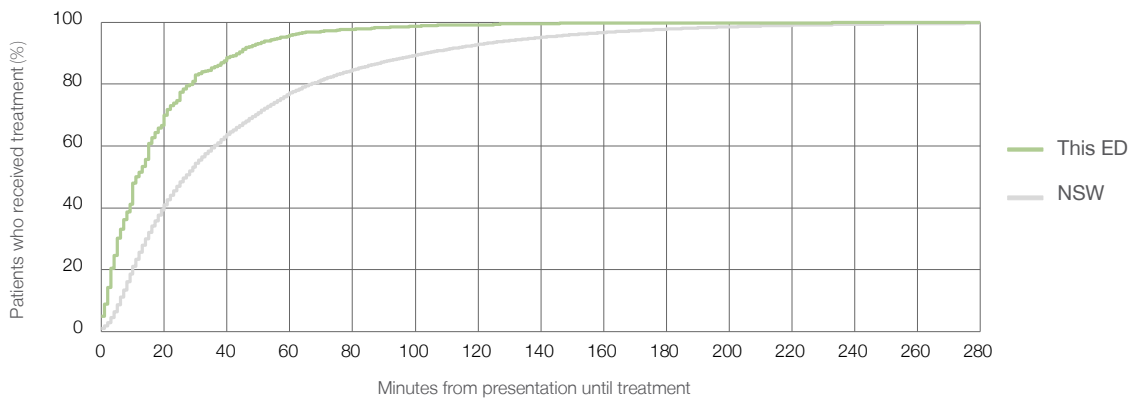
Number of triage 4 patients used to calculate waiting time:³ 1,198

Median time to start treatment⁴ 11 minutes

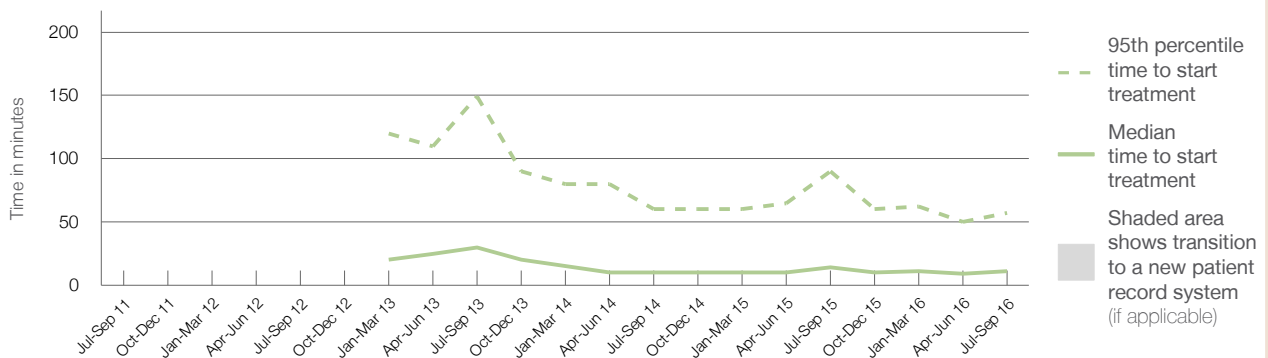
95th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
907	
852	
14 minutes	27 minutes
90 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)			30	10	14	11
95th percentile time to start treatment ⁵ (minutes)			149	60	90	57

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Young Health Service: 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: 181

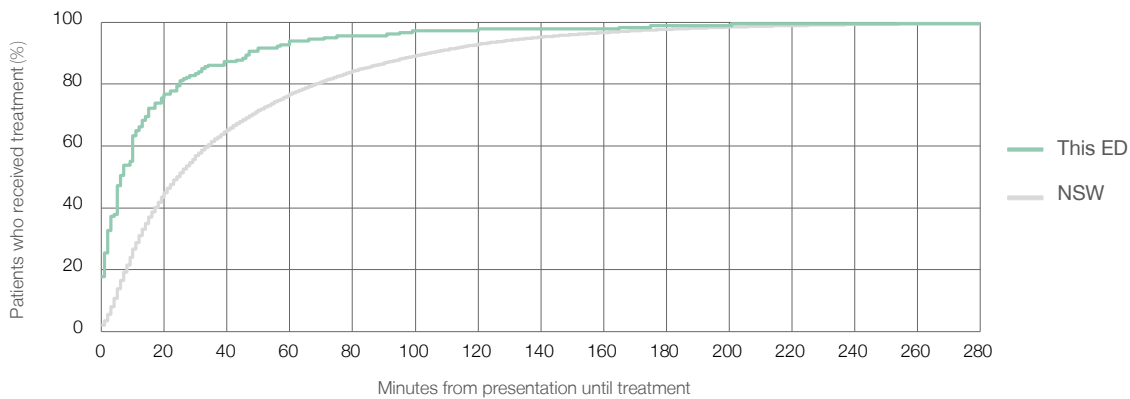
Number of triage 5 patients used to calculate waiting time:³ 180

Median time to start treatment⁴ 6 minutes

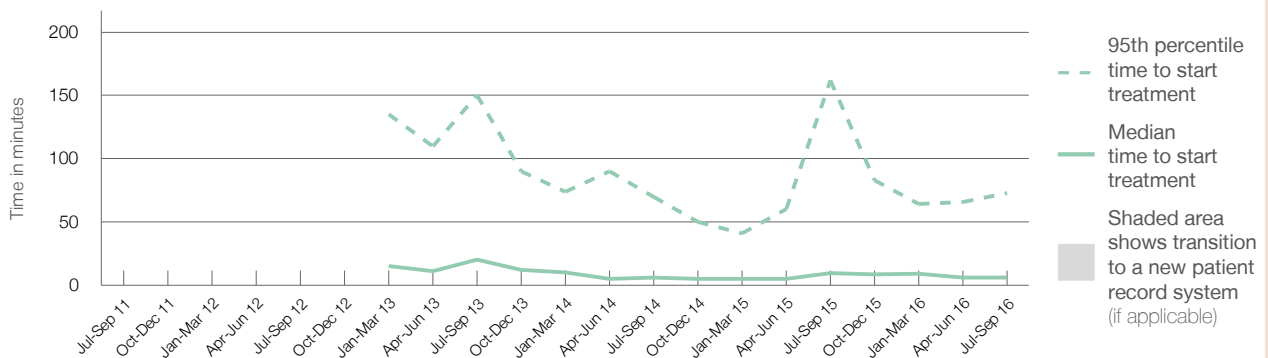
95th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
123	118
10 minutes	24 minutes
162 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)			20	6	10	6
95th percentile time to start treatment ⁵ (minutes)			150	70	162	73

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Young Health Service: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,698 patients

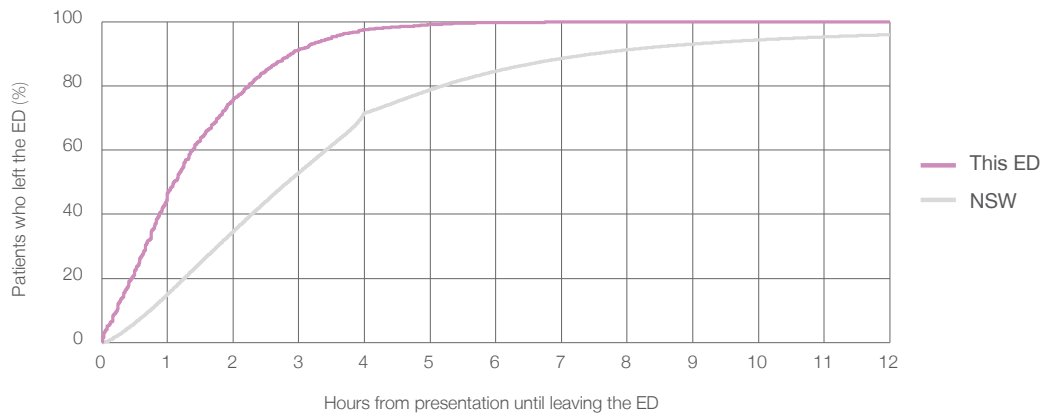
Presentations used to calculate time to leaving the ED:⁶ 2,698 patients

Median time spent in the ED⁸ 1 hours and 6 minutes

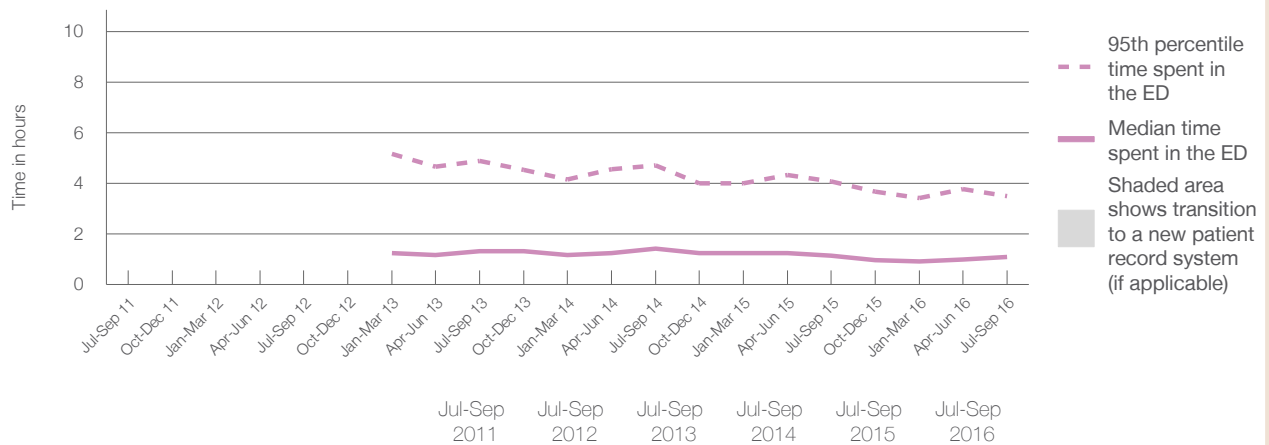
95th percentile time spent in the ED⁹ 3 hours and 30 minutes

Same period last year	NSW (this period)
2,279	2,277
1 hours and 9 minutes	2 hours and 50 minutes
4 hours and 5 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)			1h 20m	1h 25m	1h 9m	1h 6m
95th percentile time to leaving the ED ⁹ (hours, minutes)			4h 54m	4h 43m	4h 5m	3h 30m

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Young Health Service: Time patients spent in the ED

By mode of separation

July to September 2016

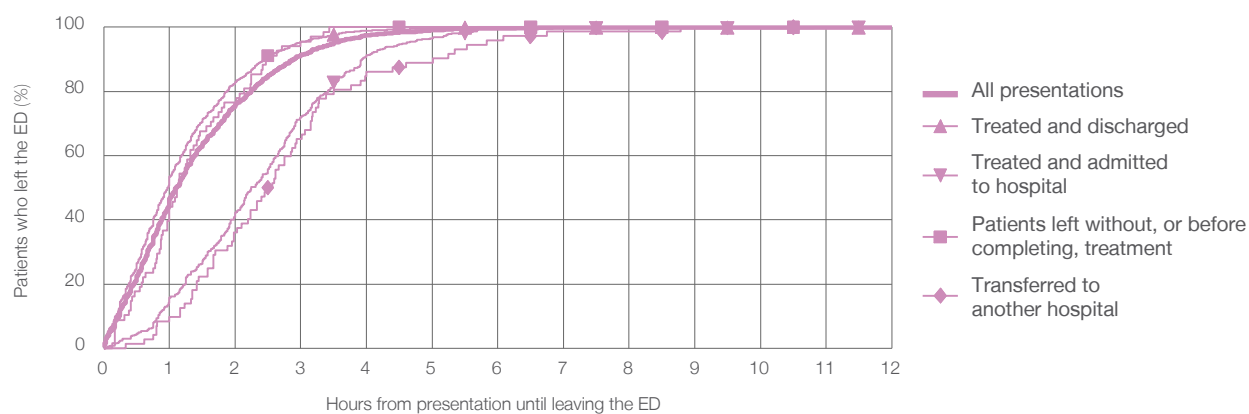
All presentations:¹ 2,698 patients

Presentations used to calculate time to leaving the ED:⁶ 2,698 patients

Treated and discharged	2,181 (80.8%)
Treated and admitted to hospital	376 (13.9%)
Patient left without, or before completing, treatment	68 (2.5%)
Transferred to another hospital	72 (2.7%)
Other	1 (0%)

Same period last year	Change since one year ago
2,277	18.5%
1,896	15.0%
232	62.1%
65	4.6%
77	-6.5%
9	-88.9%

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	53.4%	83.0%	95.4%	98.9%	99.9%	100%	100%	100%
Treated and admitted to hospital	15.7%	42.3%	72.1%	91.2%	99.2%	99.7%	99.7%	100%
Patient left without, or before completing, treatment	44.1%	76.5%	95.6%	100%	100%	100%	100%	100%
Transferred to another hospital	9.7%	36.1%	65.3%	86.1%	95.8%	98.6%	100%	100%
All presentations	46.7%	75.9%	91.4%	97.6%	99.7%	99.9%	99.9%	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
 July to September 2016

All presentations at the emergency department: ¹ 2,698 patients

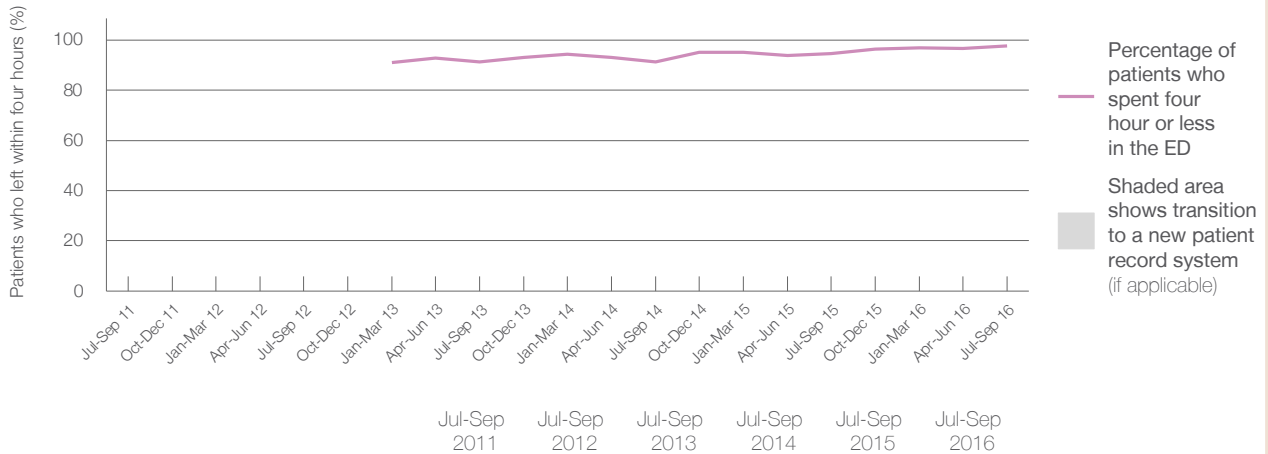
Presentations used to calculate time to leaving the ED: ⁶ 2,698 patients

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	2,279	18.4%
Presentations used to calculate time to leaving the ED	2,277	18.5%
Percentage of patients who spent four hours or less in the ED	94.6%	

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



Patients who left within four hours (%)						
			91.2%	91.3%	94.6%	97.6%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 ‡ 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, 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).