

## Sydney Children's Hospital, Randwick: Emergency department (ED) overview

April to June 2018



All presentations:<sup>1</sup> 8,745 patients  
Emergency presentations:<sup>2</sup> 8,670 patients

Same period last year	Change since one year ago
9,248	-5%
9,174	-5%



## Sydney Children's Hospital, Randwick: Time patients waited to start treatment <sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 469 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  20 minutes


**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,894 patients

Median time to start treatment<sup>4</sup>  21 minutes  
90th percentile time to start treatment<sup>5</sup>  48 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,152 patients

Median time to start treatment<sup>4</sup>  37 minutes  
90th percentile time to start treatment<sup>5</sup>  115 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 110 patients

Median time to start treatment<sup>4</sup>  32 minutes  
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
407	
9 minutes	8 minutes
22 minutes	24 minutes
2,014	
21 minutes	19 minutes
50 minutes	63 minutes
6,555	
41 minutes	24 minutes
127 minutes	95 minutes
139	
40 minutes	21 minutes
120 minutes	96 minutes

## Sydney Children's Hospital, Randwick: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,745 patients

Percentage of patients who spent four hours or less in the ED  77%

Same period last year	Change since one year ago
9,247	-5%
72%	

\* 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.

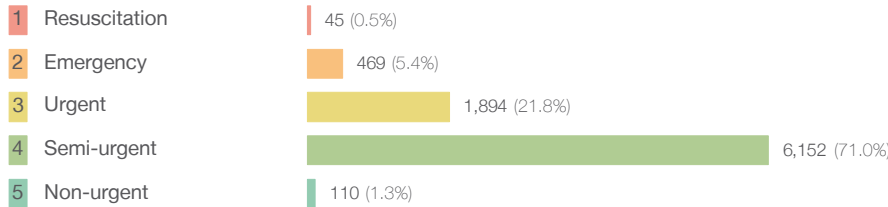
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Sydney Children's Hospital, Randwick: Patients presenting to the emergency department

April to June 2018

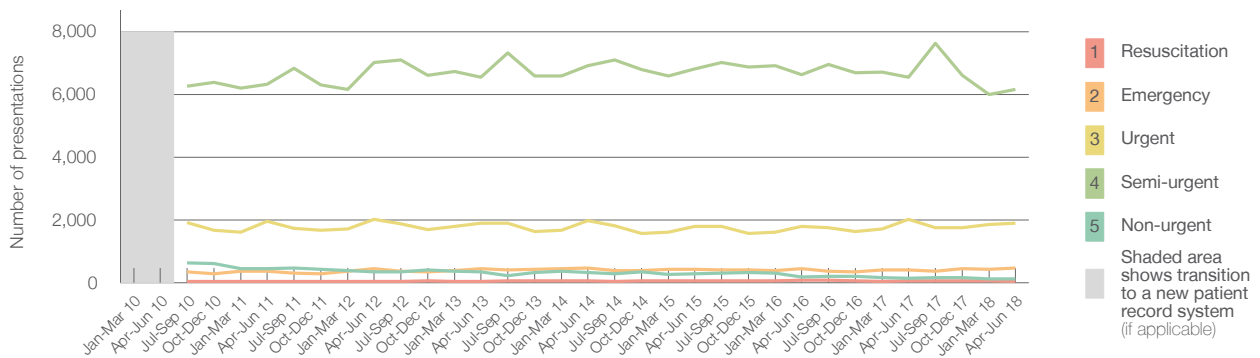
All presentations:<sup>1</sup> 8,745 patients

Emergency presentations<sup>2</sup> by triage category: 8,670 patients



	Same period last year	Change since one year ago
All presentations	9,248	-5%
Emergency presentations	9,174	-5%
Resuscitation	59	-23.7%
Emergency	407	15.2%
Urgent	2,014	-6.0%
Semi-urgent	6,555	-6.1%
Non-urgent	139	-20.9%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Jan-Mar 10	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			43	46	36	60	62	75	59	45
Emergency			372	440	445	476	419	446	407	469
Urgent			1,958	2,014	1,895	1,967	1,783	1,796	2,014	1,894
Semi-urgent			6,330	7,009	6,543	6,917	6,810	6,621	6,555	6,152
Non-urgent			440	337	334	333	275	187	139	110
All emergency presentations			9,143	9,846	9,253	9,753	9,349	9,125	9,174	8,670

## Sydney Children's Hospital, Randwick: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 567 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	627	
ED Transfer of care time		
Median time	9 minutes	0 minutes
90th percentile time	19 minutes	0 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, Randwick: 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: 469

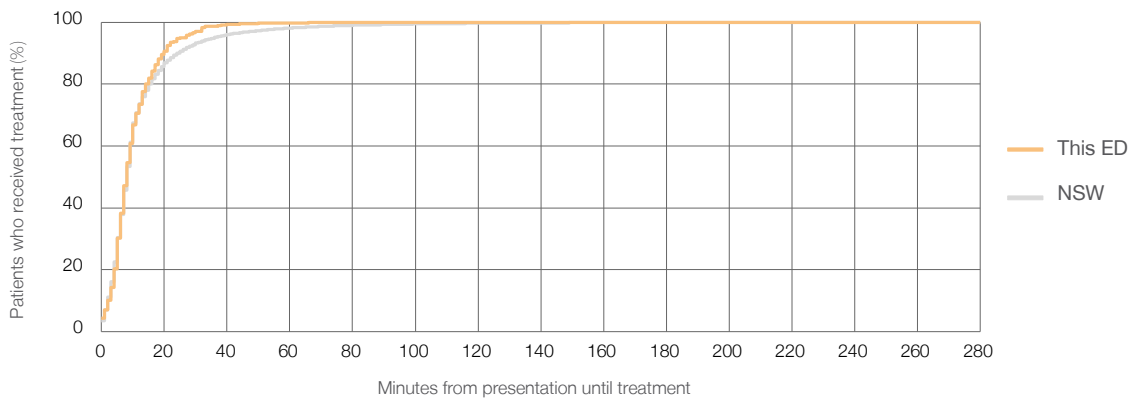
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 468

Median time to start treatment<sup>4</sup>  8 minutes

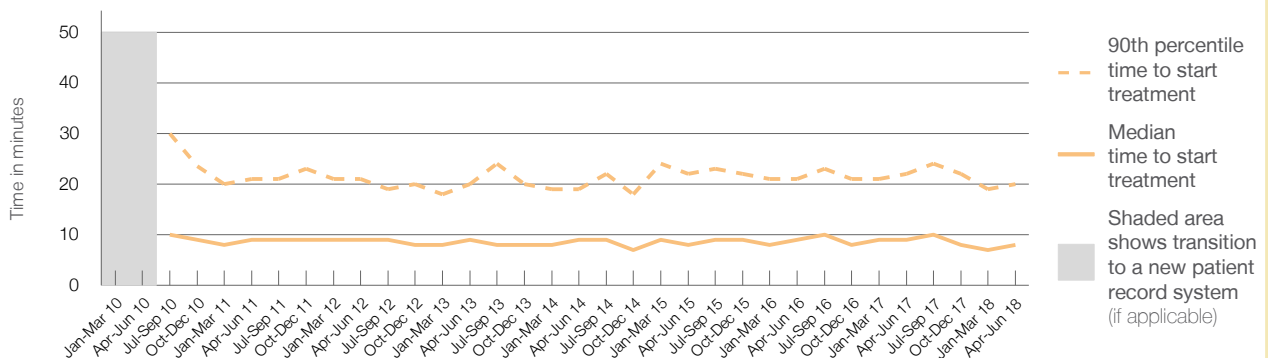
90th percentile time to start treatment<sup>5</sup>  20 minutes

Same period last year	NSW (this period)
407	407
9 minutes	8 minutes
22 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		9	9	9	9	8	9	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)		21	21	20	19	22	21	22	20

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

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## Sydney Children's Hospital, Randwick: 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: 1,894

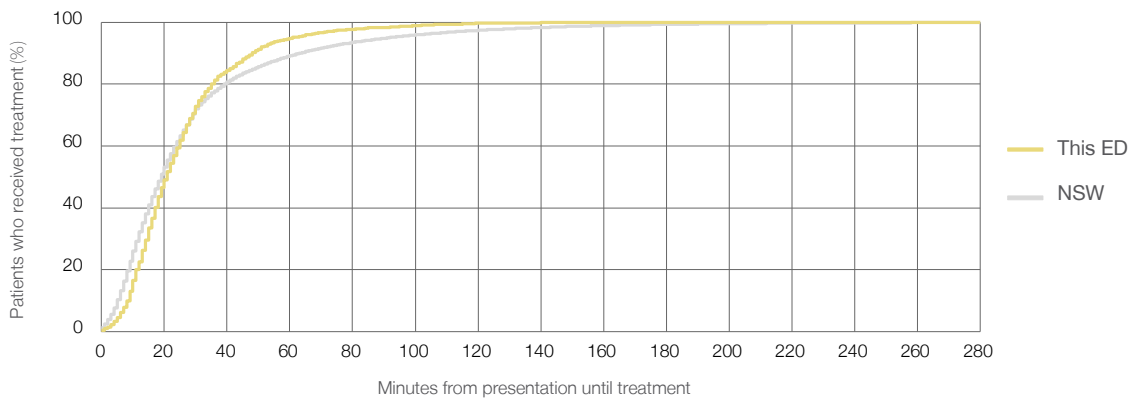
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,894

Median time to start treatment<sup>4</sup>  21 minutes

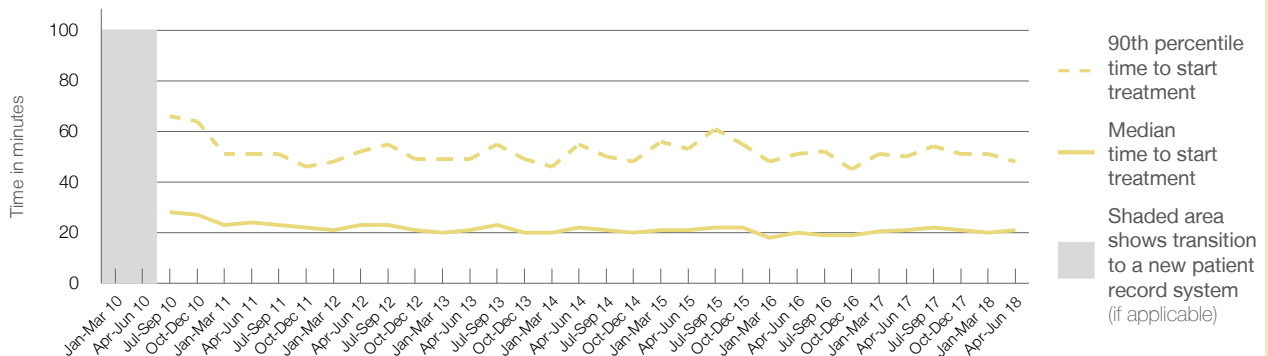
90th percentile time to start treatment<sup>5</sup>  48 minutes

Same period last year	NSW (this period)
2,014	
2,011	
21 minutes	19 minutes
50 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		24	23	21	22	21	20	21	21
90th percentile time to start treatment <sup>5</sup> (minutes)		51	52	49	55	53	51	50	48

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## Sydney Children's Hospital, Randwick: 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: 6,152

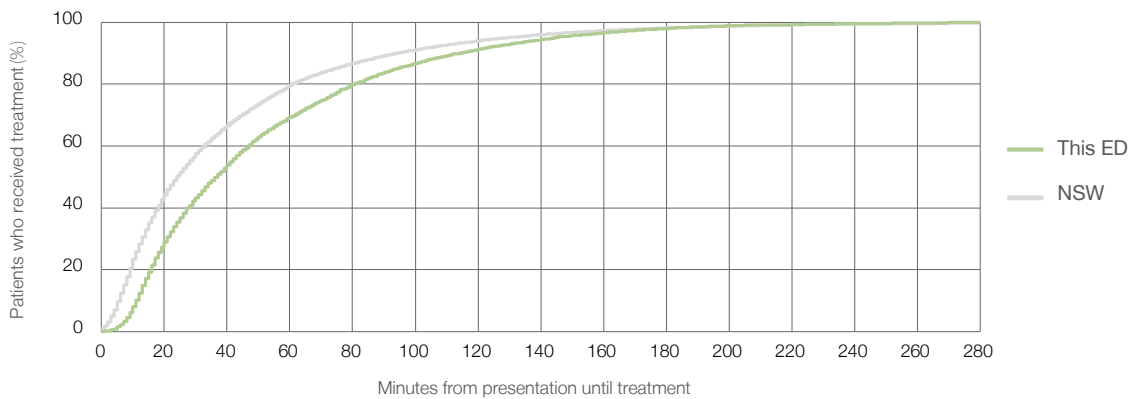
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,988

Median time to start treatment<sup>4</sup>  37 minutes

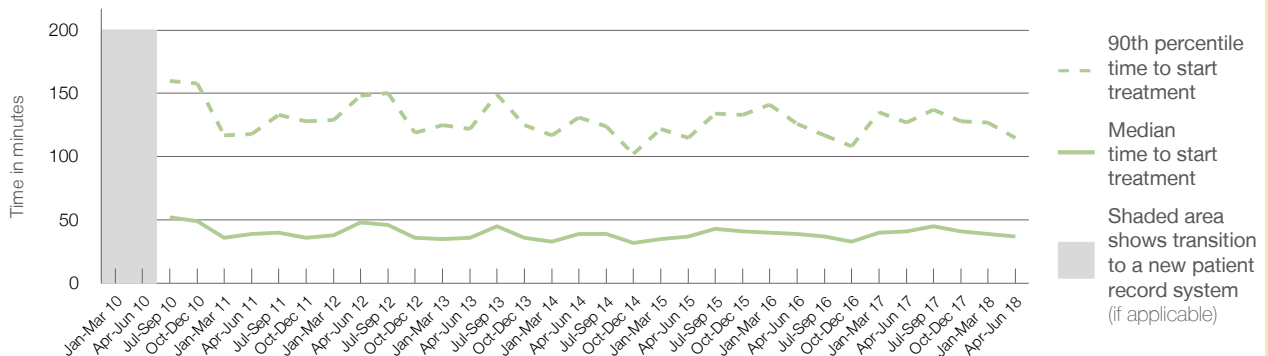
90th percentile time to start treatment<sup>5</sup>  115 minutes

Same period last year	NSW (this period)
6,555	6,311
41 minutes	24 minutes
127 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		39	48	36	39	37	39	41	37
90th percentile time to start treatment <sup>5</sup> (minutes)		118	148	122	131	115	126	127	115

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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.

## Sydney Children's Hospital, Randwick: 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: 110

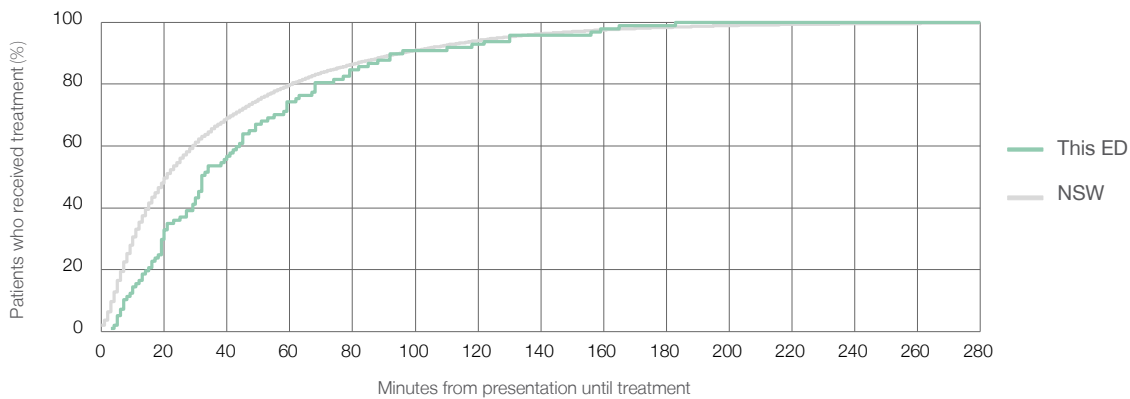
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 97

Median time to start treatment<sup>4</sup> 32 minutes

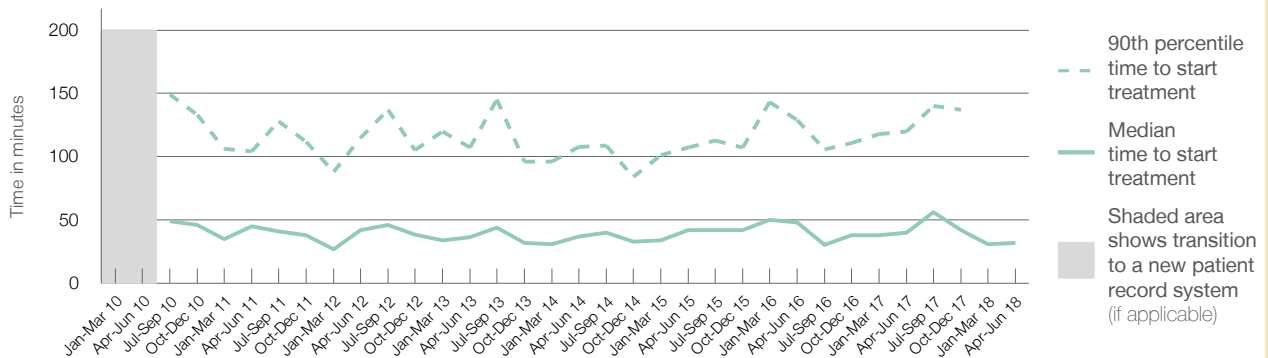
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
139	
129	
40 minutes	21 minutes
120 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		45	42	37	37	42	48	40	32
90th percentile time to start treatment <sup>5</sup> (minutes)		104	115	107	108	107	129	120	*

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## Sydney Children's Hospital, Randwick: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 8,745 patients

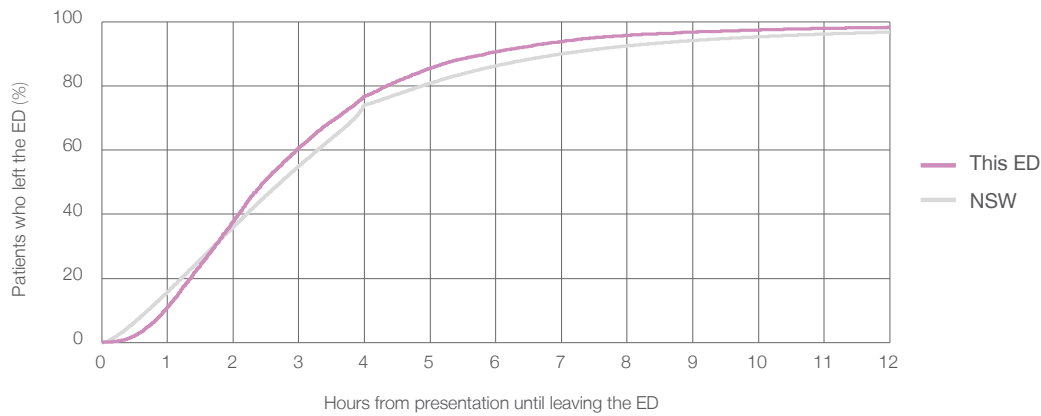
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,745 patients

Median time spent in the ED<sup>8</sup>  2 hours and 28 minutes

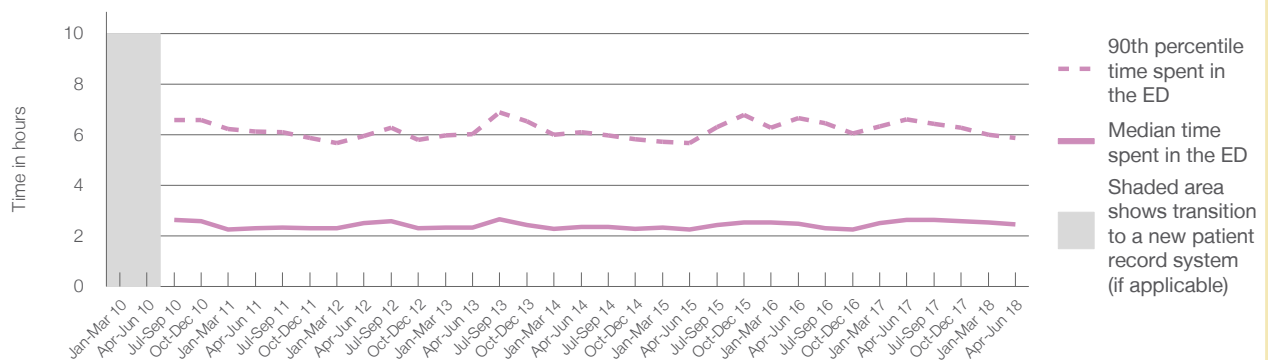
90th percentile time spent in the ED<sup>9</sup>  5 hours and 52 minutes

Same period last year	NSW (this period)
9,248	
9,247	
2 hours and 38 minutes	2 hours and 44 minutes
6 hours and 37 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)		2h 19m	2h 31m	2h 21m	2h 22m	2h 16m	2h 29m	2h 38m	2h 28m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		6h 8m	5h 57m	6h 1m	6h 6m	5h 40m	6h 40m	6h 37m	5h 52m

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

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## Sydney Children's Hospital, Randwick: Time patients spent in the ED

### By mode of separation

April to June 2018

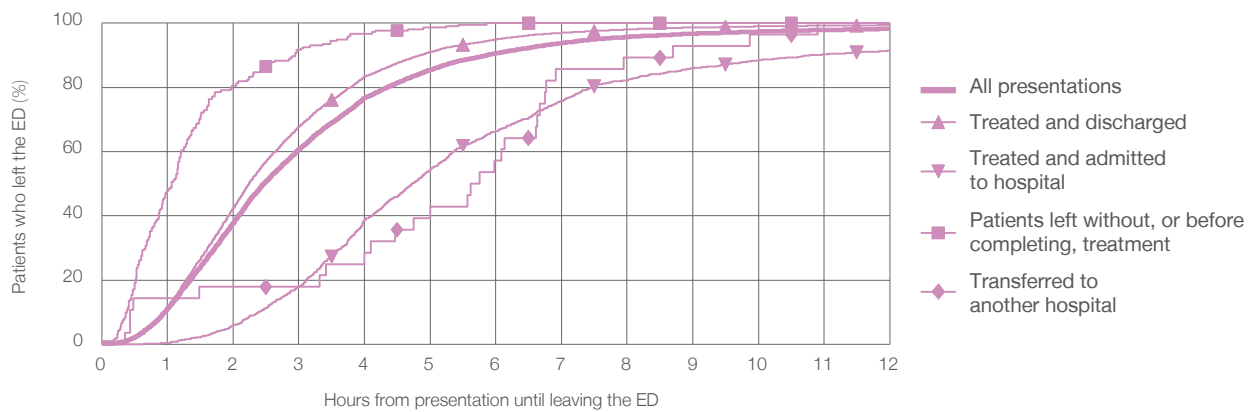
All presentations:<sup>1</sup> 8,745 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,745 patients

Treated and discharged	7,149 (81.7%)
Treated and admitted to hospital	1,329 (15.2%)
Patient left without, or before completing, treatment	215 (2.5%)
Transferred to another hospital	28 (0.3%)
Other	24 (0.3%)

Same period last year	Change since one year ago
9,247	-5%
7,525	-5.0%
1,333	-0.3%
336	-36.0%
43	-34.9%
11	118.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



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	11.8%	42.5%	67.9%	83.3%	95.0%	98.1%	99.0%	99.4%
Treated and admitted to hospital	0.5%	5.9%	18.1%	38.7%	66.4%	82.2%	88.5%	91.6%
Patient left without, or before completing, treatment	47.9%	80.5%	91.6%	96.7%	100%	100%	100%	100%
Transferred to another hospital	14.3%	17.9%	17.9%	28.6%	57.1%	89.3%	96.4%	100%
All presentations	11.2%	38.0%	60.8%	76.7%	90.6%	95.7%	97.4%	98.2%

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## Sydney Children's Hospital, Randwick: 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: <sup>1</sup> 8,745 patients

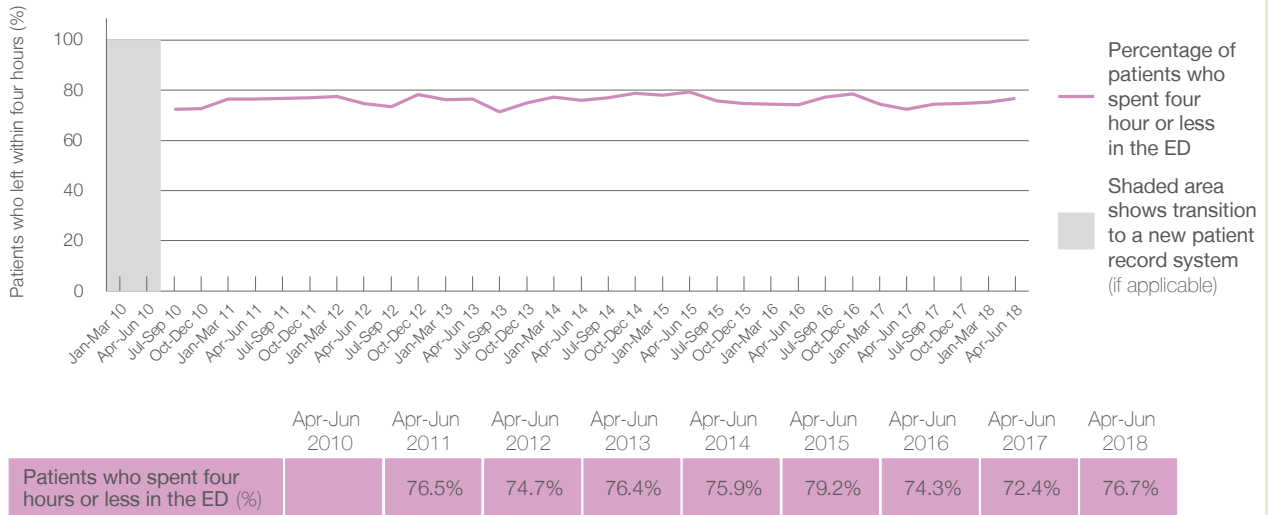
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,745 patients

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	9,248	-5%
Presentations used to calculate time to leaving the ED	9,247	-5%
Percentage of patients who spent four hours or less in the ED	72.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



\* 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).