

Healthcare Quarterly

Emergency department

Performance Profiles

April to June 2018

New South Wales: Emergency department (ED) overview

April to June 2018

All presentations:¹ 697,623 patients

Emergency presentations:² 673,192 patients

Same period last year	Change since one year ago
689,061	1%
663,484	1%

New South Wales: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 88,647 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 236,357 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 276,541 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 66,823 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 96 minutes

Same period last year

8 minutes
 26 minutes

19 minutes
 66 minutes

24 minutes
 98 minutes

21 minutes
 97 minutes

New South Wales: Time patients spent in the ED

April to June 2018

Presentations used to calculate time to leaving the ED:⁶ 697,516 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year

74%

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

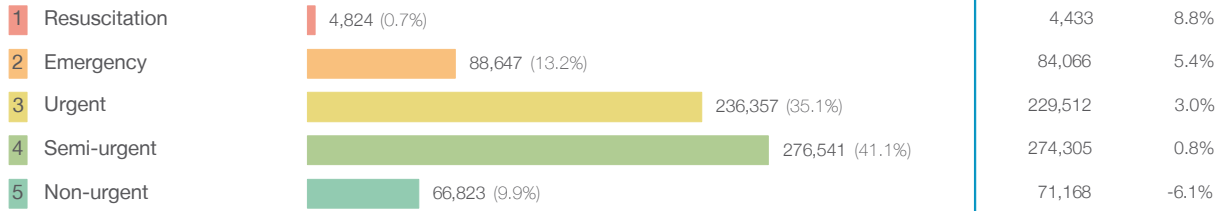
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

New South Wales: Patients presenting to the emergency department

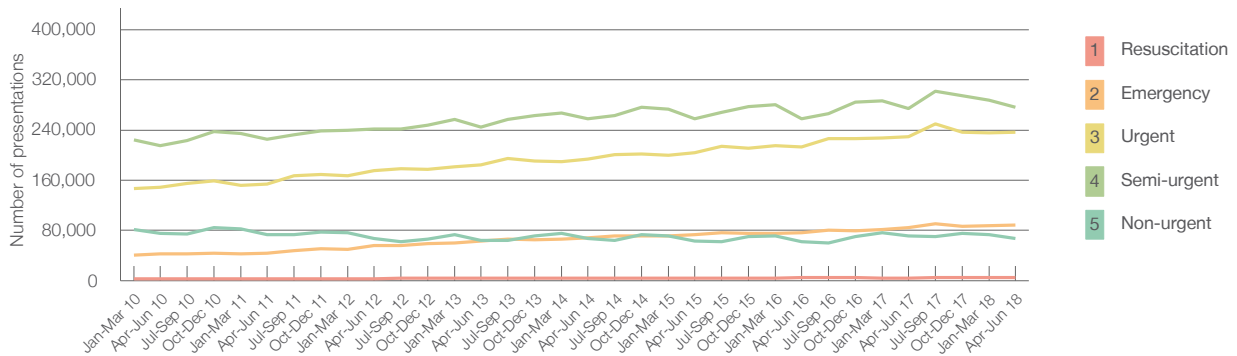
April to June 2018

All presentations:¹ 697,623 patients

Emergency presentations² by triage category: 673,192 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	3,062	3,106	3,358	3,747	3,983	4,005	4,473	4,433	4,824
Emergency	42,198	43,951	55,634	62,815	68,704	73,335	76,505	84,066	88,647
Urgent	148,291	154,105	175,541	184,369	193,772	204,398	212,702	229,512	236,357
Semi-urgent	215,451	225,551	241,679	244,763	258,207	258,258	257,507	274,305	276,541
Non-urgent	75,215	73,534	67,288	63,730	67,055	63,478	62,575	71,168	66,823
All emergency presentations	484,217	500,247	543,500	559,424	591,721	603,474	613,762	663,484	673,192

New South Wales: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 138,469 patients

ED Transfer of care time



New South Wales: 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: 88,647

Number of triage 2 patients used to calculate waiting time:³ 87,665

Median time to start treatment⁴ ■ 8 minutes

90th percentile time to start treatment⁵ ■ 24 minutes

Same period last year

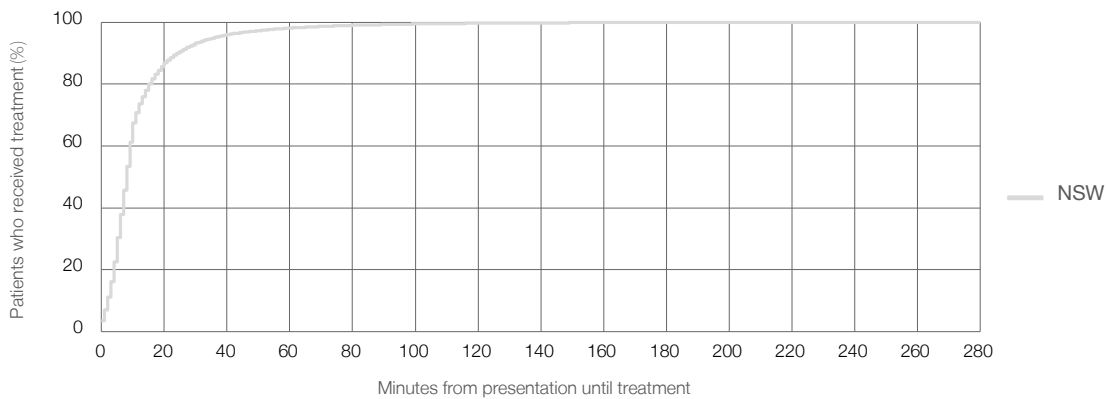
84,066

83,067

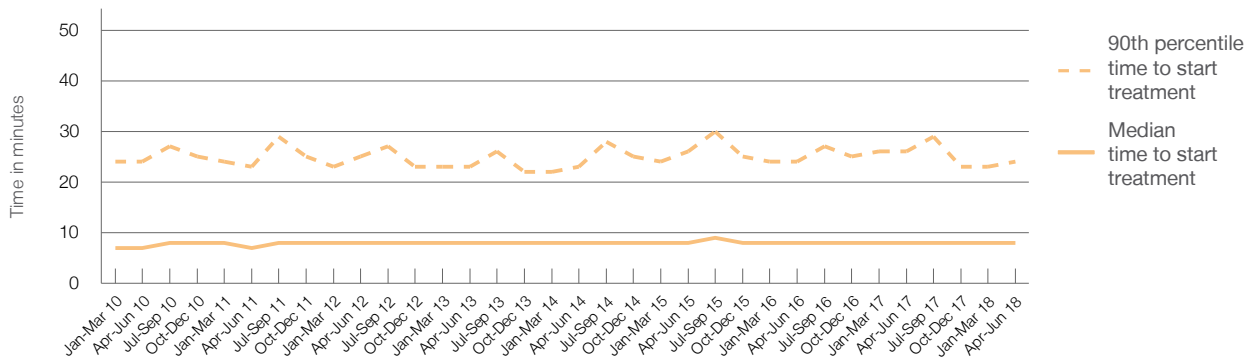
8 minutes

26 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)	7	7	8	8	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	24	23	25	23	23	26	24	26	24

New South Wales: 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: 236,357

Number of triage 3 patients used to calculate waiting time:³ 231,327

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 63 minutes

Same period last year

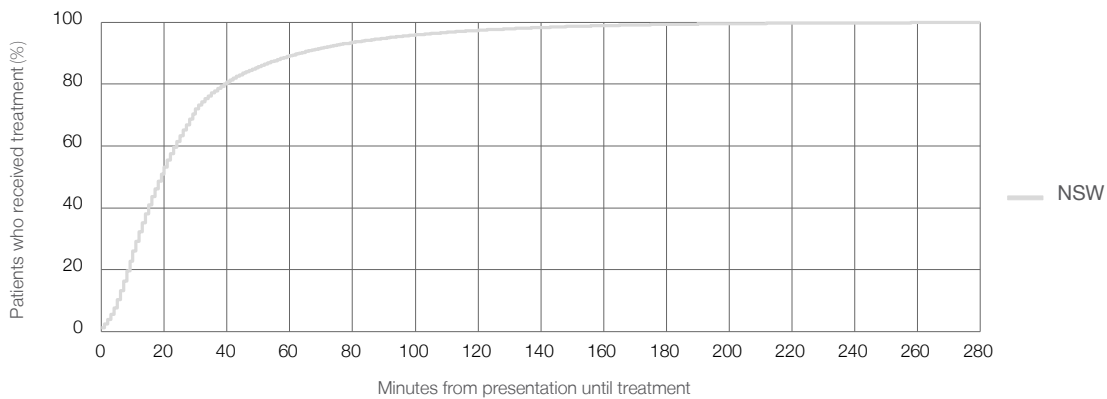
229,512

224,126

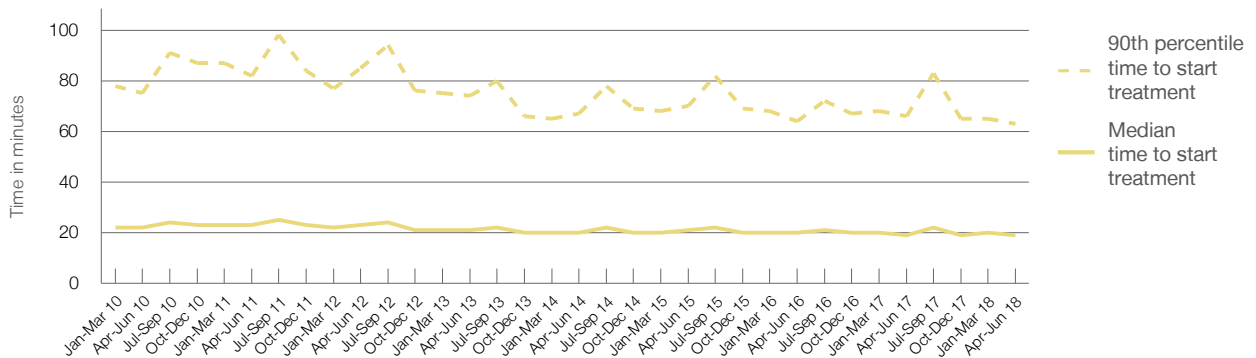
19 minutes

66 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)	22	23	23	21	20	21	20	19	19
90th percentile time to start treatment ⁵ (minutes)	75	82	85	74	67	70	64	66	63

New South Wales: 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: 276,541

Number of triage 4 patients used to calculate waiting time:³ 258,592

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 95 minutes

Same period last year

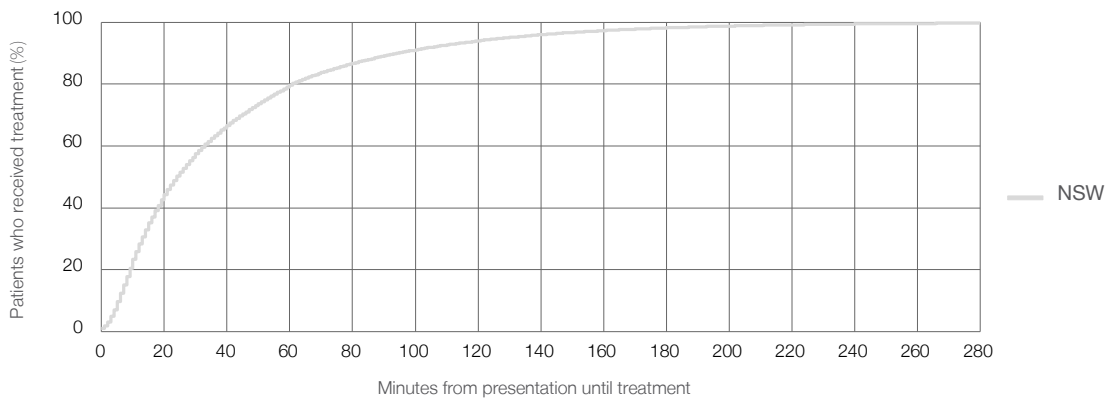
274,305

255,948

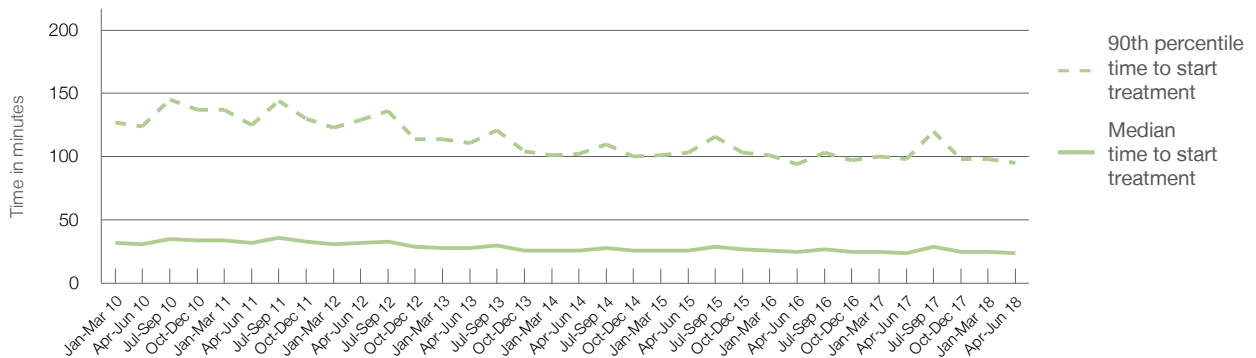
24 minutes

98 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)	31	32	32	28	26	26	25	24	24
90th percentile time to start treatment ⁵ (minutes)	124	125	129	111	102	103	94	98	95

New South Wales: 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: 66,823

Number of triage 5 patients used to calculate waiting time:³ 58,296

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 96 minutes

Same period last year

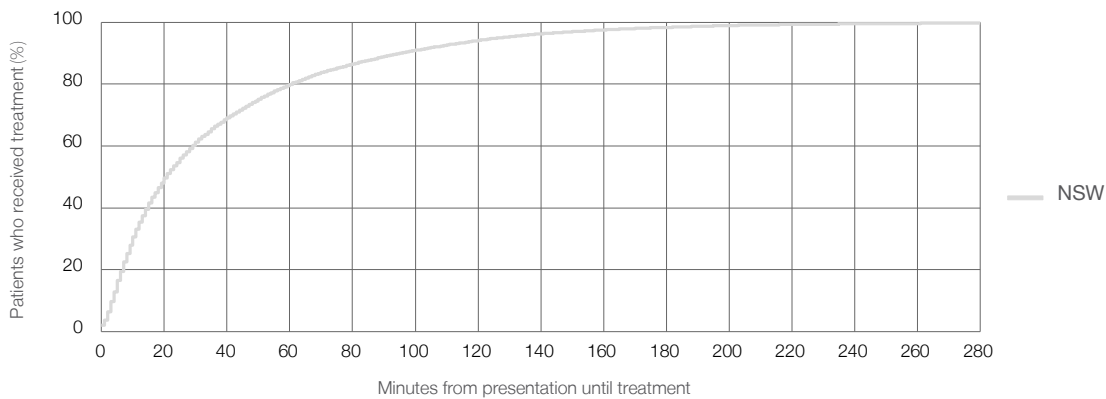
71,168

61,809

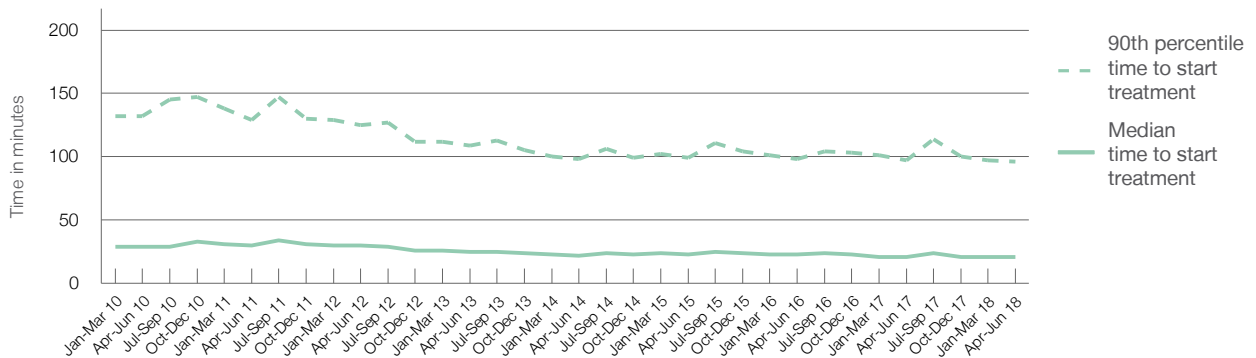
21 minutes

97 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)	29	30	30	25	22	23	23	21	21
90th percentile time to start treatment ⁵ (minutes)	132	129	125	109	98	99	98	97	96

New South Wales: Time patients spent in the ED

April to June 2018

All presentations:¹ 697,623 patients

Presentations used to calculate time to leaving the ED:⁶ 697,516 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

90th percentile time spent in the ED⁹ 7 hours and 1 minutes

Same period last year

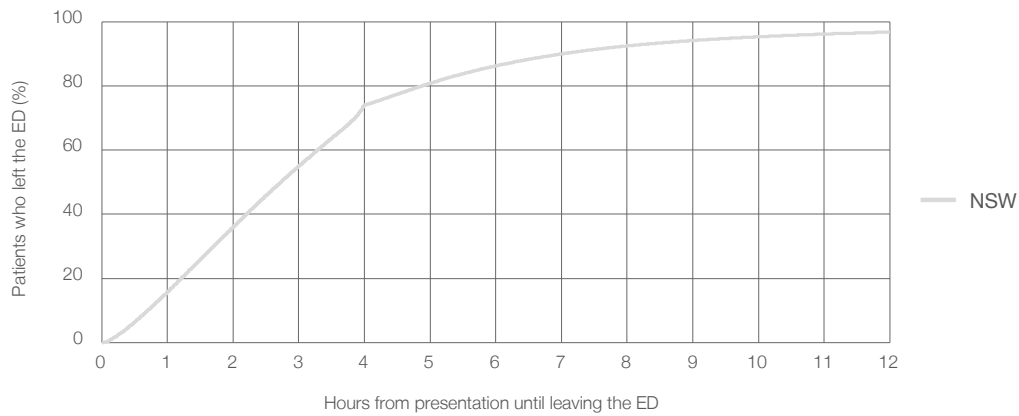
689,061

688,975

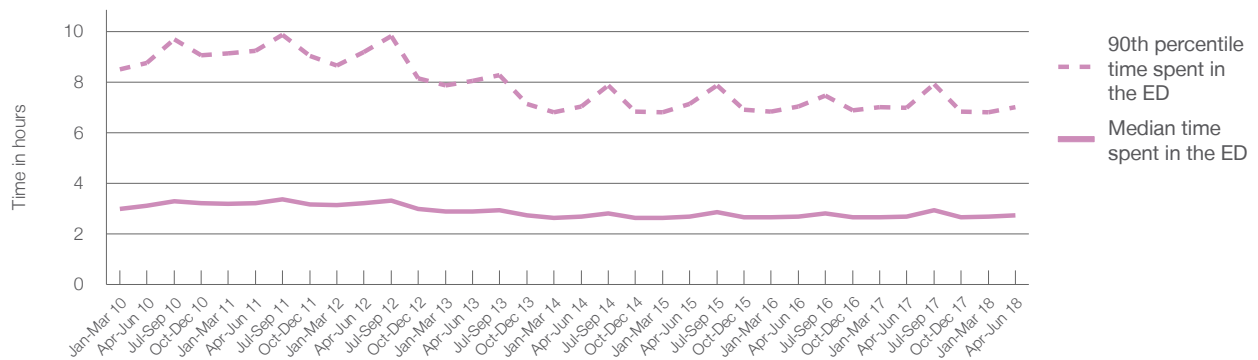
2 hours and 42 minutes

7 hours and 0 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^{†‡}

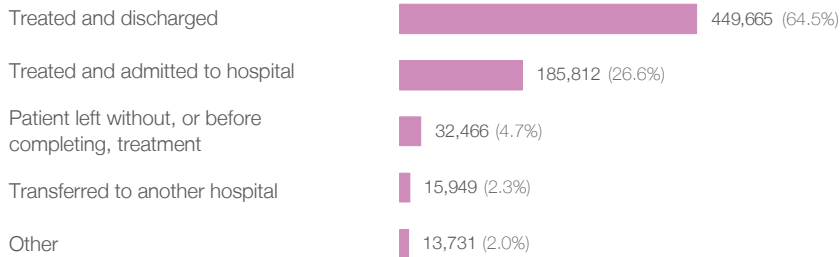


	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 8m	3h 13m	3h 14m	2h 54m	2h 41m	2h 42m	2h 42m	2h 42m	2h 44m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 46m	9h 15m	9h 11m	8h 3m	7h 3m	7h 8m	7h 2m	7h 0m	7h 1m

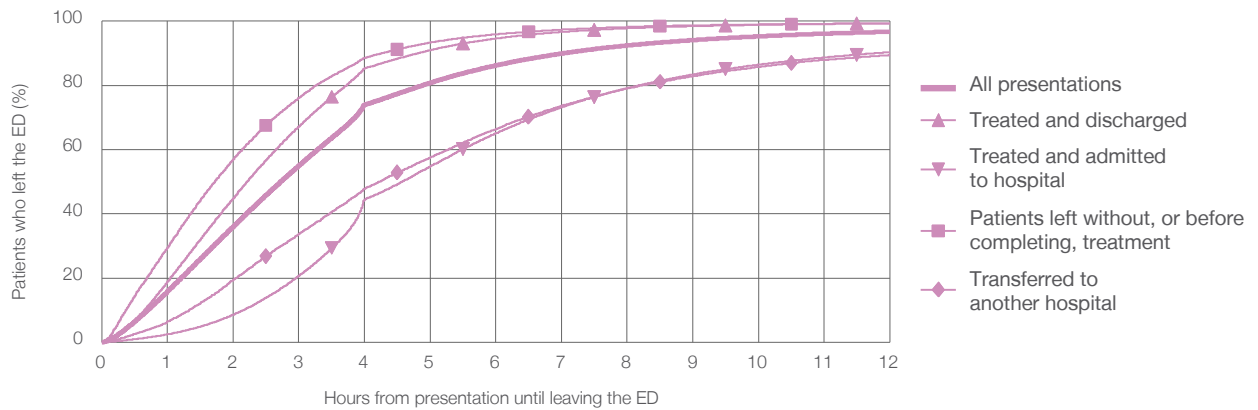
New South Wales: Time spent in the ED
By mode of separation
April to June 2018

All presentations:¹ 697,623 patients

Presentations used to calculate time spent in the ED:⁶ 697,516 patients



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	19.0%	44.9%	67.3%	85.3%	94.6%	97.8%	98.9%	99.4%
Treated and admitted to hospital	2.5%	8.6%	20.7%	44.5%	65.1%	79.2%	86.5%	90.4%
Patient left without, or before completing, treatment	29.6%	57.1%	76.2%	88.6%	95.9%	98.2%	99.0%	99.3%
Transferred to another hospital	6.5%	19.5%	33.8%	47.9%	66.4%	79.1%	85.7%	89.5%
All presentations	15.9%	36.1%	55.1%	74.0%	86.2%	92.5%	95.3%	96.7%

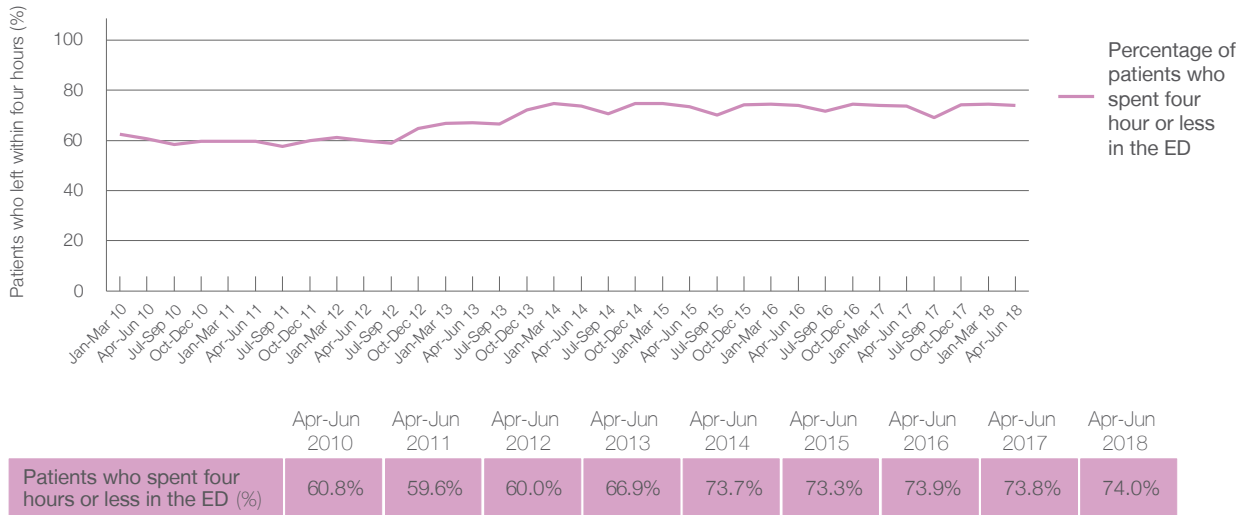
New South Wales: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 697,623 patients

Presentations used to calculate time to leaving the ED: ⁶ 697,516 patients

Percentage of patients who spent four hours or less in the ED	74.0%	Same period last year	73.8%
			689,061
			688,975

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 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.
- 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).