

Royal North Shore Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 20,114 patients

Emergency presentations:² 19,946 patients

Same period last year	Change since one year ago
19,263	4.4%
19,195	3.9%

Royal North Shore Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 4,377 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,824 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,125 patients

Median time to start treatment⁴ 28 minutes
 95th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,183 patients

Median time to start treatment⁴ 31 minutes
 95th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
4,069	
8 minutes	8 minutes
25 minutes	41 minutes
5,690	
21 minutes	21 minutes
84 minutes	103 minutes
6,779	
32 minutes	27 minutes
123 minutes	139 minutes
2,337	
36 minutes	24 minutes
139 minutes	138 minutes

Royal North Shore Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 20,114 patients

Percentage of patients who spent four hours or less in the ED 59.3%

Same period last year	Change since one year ago
19,263	4.4%
60.7%	

* 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.

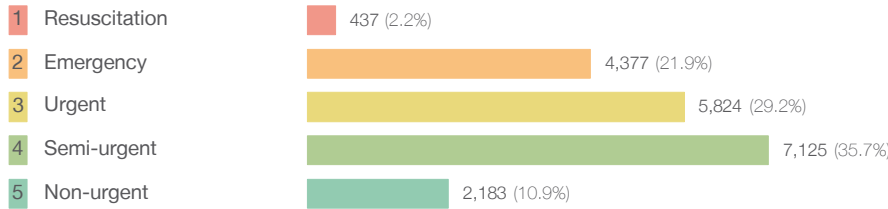
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Royal North Shore Hospital: Patients presenting to the emergency department

July to September 2016

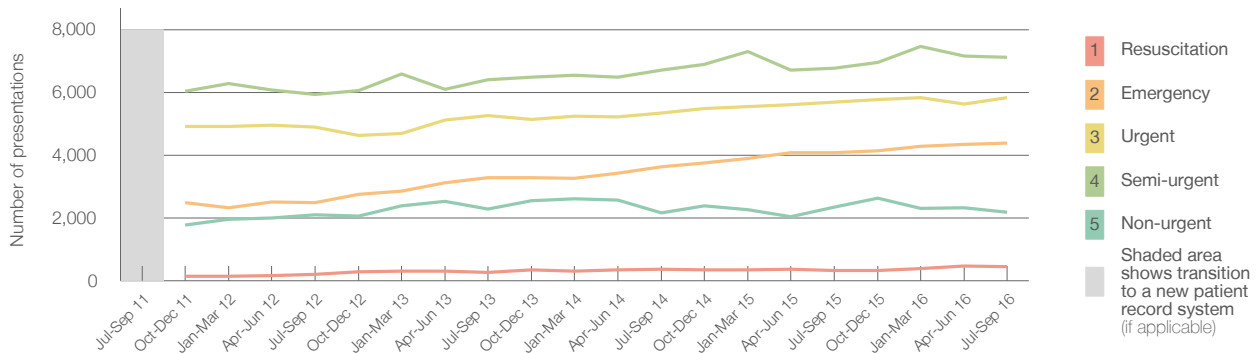
All presentations:¹ 20,114 patients

Emergency presentations² by triage category: 19,946 patients



Same period last year	Change since one year ago
19,263	4.4%
19,195	3.9%
320	36.6%
4,069	7.6%
5,690	2.4%
6,779	5.1%
2,337	-6.6%

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		209	253	368	320	437
Emergency		2,480	3,287	3,625	4,069	4,377
Urgent		4,897	5,268	5,343	5,690	5,824
Semi-urgent		5,925	6,404	6,700	6,779	7,125
Non-urgent		2,099	2,291	2,168	2,337	2,183
All emergency presentations		15,610	17,503	18,204	19,195	19,946

Royal North Shore Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 4,593 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,141	
17 minutes	-2 minutes
101 minutes	-51 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.

Royal North Shore Hospital: 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: 4,377

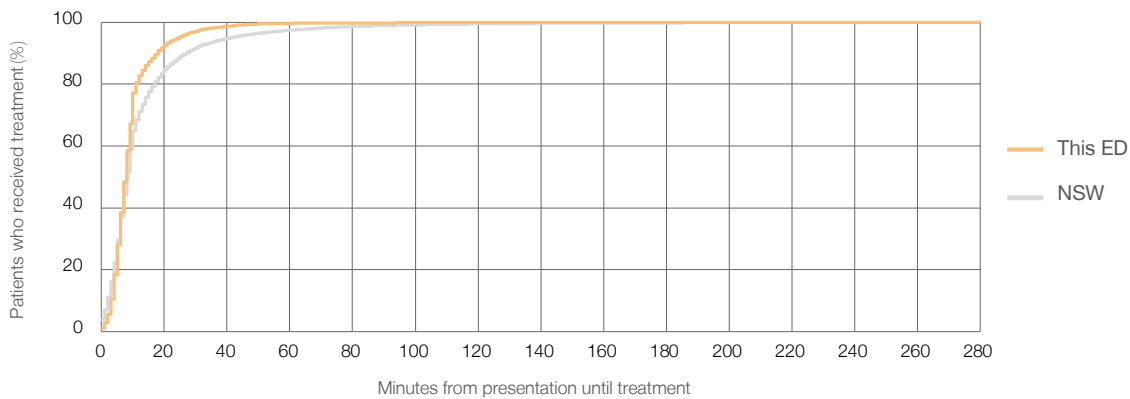
Number of triage 2 patients used to calculate waiting time:³ 4,358

Median time to start treatment⁴ 8 minutes

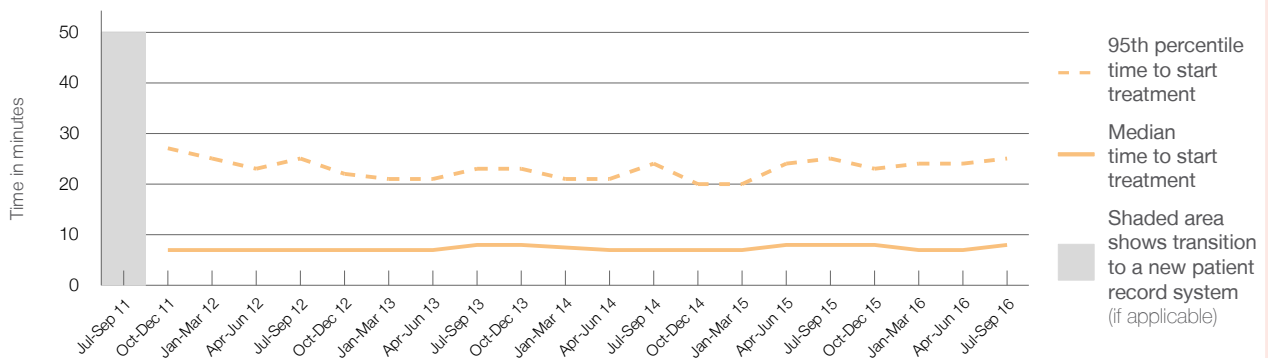
95th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
4,069	4,061
8 minutes	8 minutes
25 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)		7	8	7	8	8
95th percentile time to start treatment ⁵ (minutes)		25	23	24	25	25

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Royal North Shore Hospital: 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: 5,824

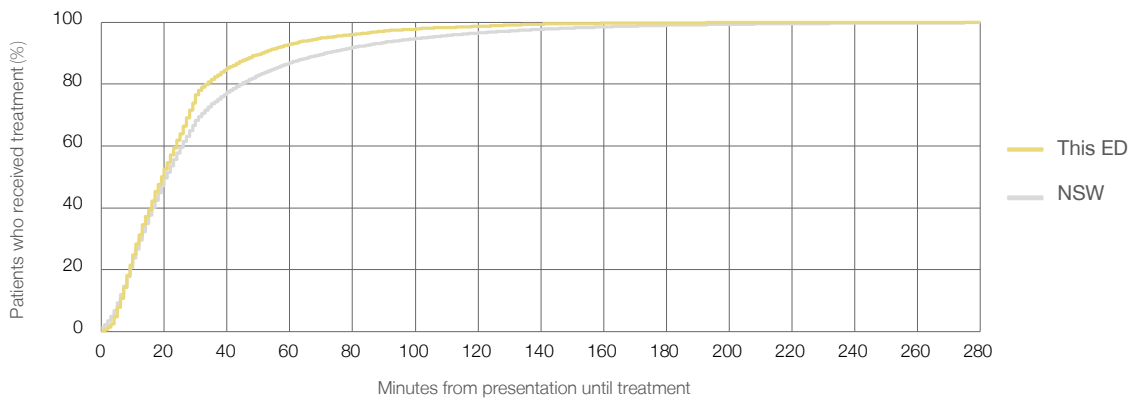
Number of triage 3 patients used to calculate waiting time:³ 5,724

Median time to start treatment⁴ 19 minutes

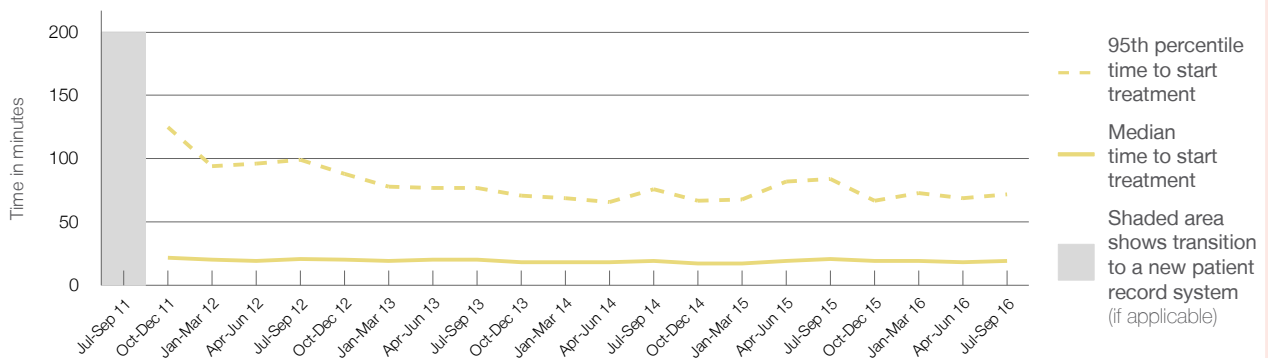
95th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
5,690	5,572
21 minutes	21 minutes
84 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)		21	20	19	21	19
95th percentile time to start treatment ⁵ (minutes)		99	77	76	84	72

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Royal North Shore Hospital: 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: 7,125

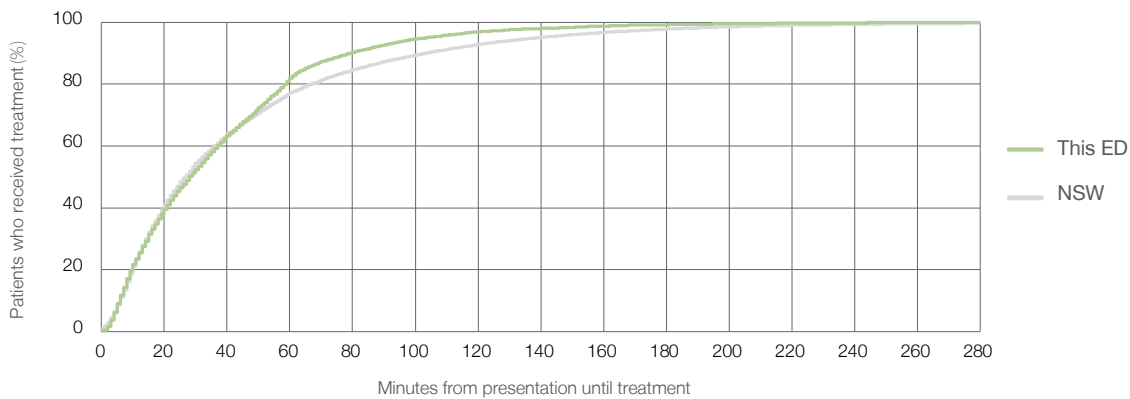
Number of triage 4 patients used to calculate waiting time:³ 6,829

Median time to start treatment⁴ 28 minutes

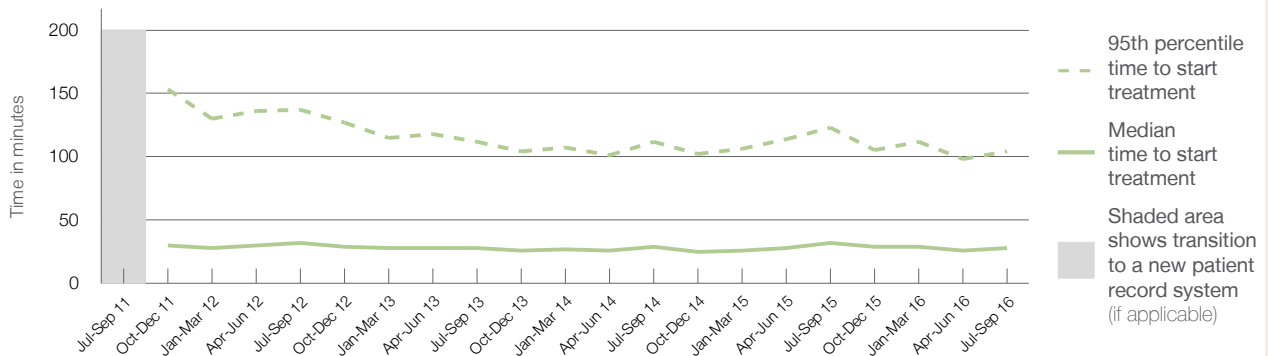
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
6,779	6,471
32 minutes	27 minutes
123 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)		32	28	29	32	28
95th percentile time to start treatment ⁵ (minutes)		137	112	112	123	104

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Royal North Shore Hospital: 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: 2,183

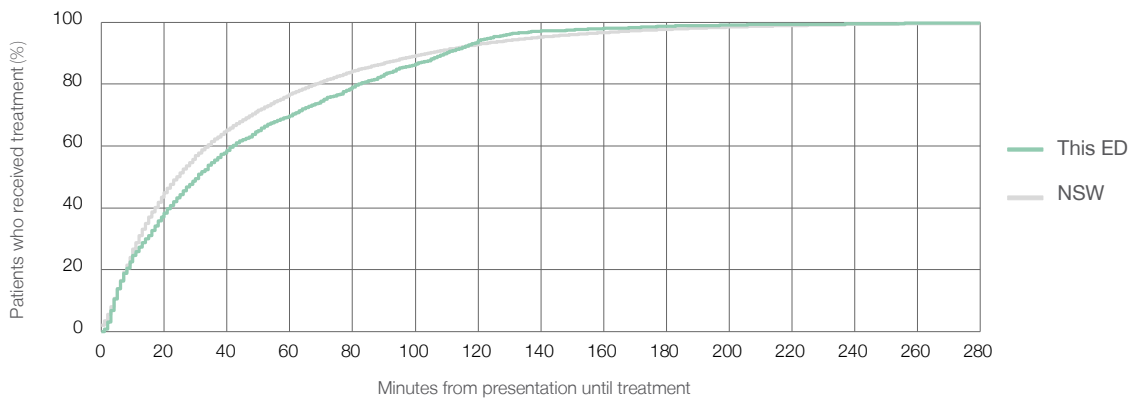
Number of triage 5 patients used to calculate waiting time:³ 1,943

Median time to start treatment⁴ 31 minutes

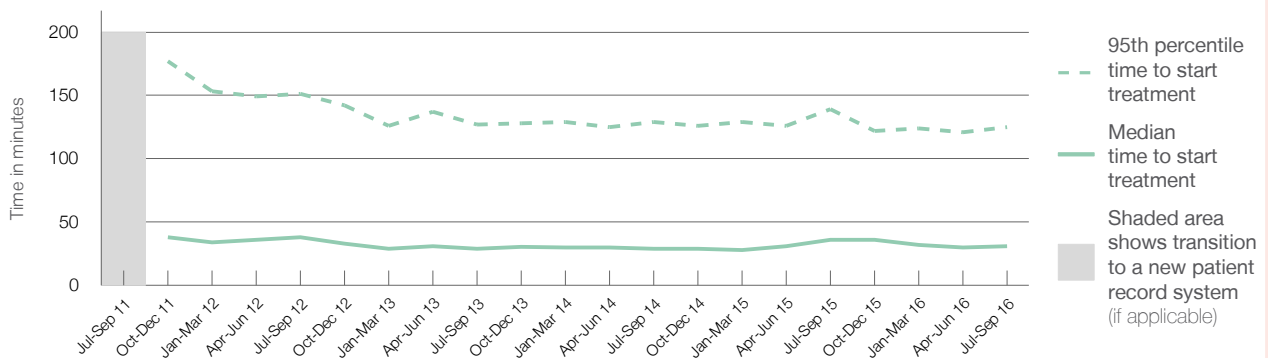
95th percentile time to start treatment⁵ 125 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	2,337	2,108
Median time to start treatment ⁴	36 minutes	24 minutes
95th percentile time to start treatment ⁵	139 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)		38	29	29	36	31
95th percentile time to start treatment ⁵ (minutes)		151	127	129	139	125

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Royal North Shore Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 20,114 patients

Presentations used to calculate time to leaving the ED:⁶ 20,114 patients

Median time spent in the ED⁸

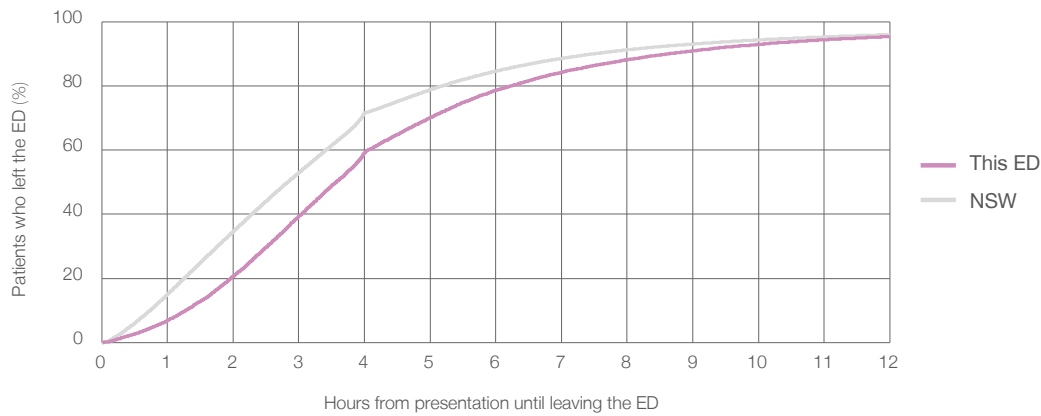
3 hours and 34 minutes

95th percentile time spent in the ED⁹

11 hours and 37 minutes

Same period last year	NSW (this period)
19,263	19,263
3 hours and 29 minutes	2 hours and 50 minutes
10 hours and 27 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)		3h 55m	3h 22m	3h 20m	3h 29m	3h 34m
95th percentile time to leaving the ED ⁹ (hours, minutes)		12h 25m	10h 28m	10h 55m	10h 27m	11h 37m

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Royal North Shore Hospital: Time patients spent in the ED By mode of separation July to September 2016

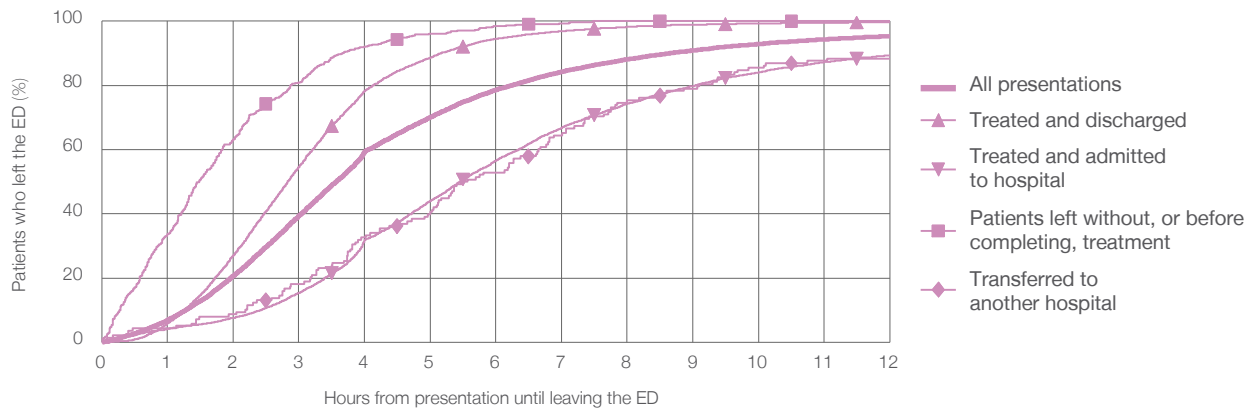
All presentations:¹ 20,114 patients

Presentations used to calculate time to leaving the ED:⁶ 20,114 patients

Treated and discharged	10,784 (53.6%)
Treated and admitted to hospital	8,373 (41.6%)
Patient left without, or before completing, treatment	478 (2.4%)
Transferred to another hospital	138 (0.7%)
Other	341 (1.7%)

Same period last year	Change since one year ago
19,263	4.4%
10,739	0.4%
7,648	9.5%
492	-2.8%
165	-16.4%
219	55.7%

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	5.9%	27.1%	54.7%	78.3%	94.5%	98.2%	99.3%	99.7%
Treated and admitted to hospital	4.2%	7.6%	15.4%	31.8%	56.6%	74.4%	84.1%	89.4%
Patient left without, or before completing, treatment	33.7%	63.2%	81.0%	92.1%	98.5%	100%	100%	100%
Transferred to another hospital	4.3%	8.7%	18.1%	32.6%	52.9%	75.4%	85.5%	88.4%
All presentations	7.0%	20.7%	39.4%	59.3%	78.6%	88.2%	92.9%	95.4%

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Royal North Shore Hospital: 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 20,114 patients

Presentations used to calculate time to leaving the ED: ⁶ 20,114 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	19,263	4.4%
Presentations used to calculate time to leaving the ED	19,263	4.4%
Percentage of patients who spent four hours or less in the ED	60.7%	

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 (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	51.3%	61.6%	64.4%	60.7%	59.3%	

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- All emergency and non-emergency presentations at the emergency department (ED).
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- 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).