

Liverpool Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 21,967 patients



Emergency presentations:² 21,861 patients

Same period last year	Change since one year ago
21,173	3.8%
20,799	5.1%



Liverpool Hospital: Time patients waited to start treatment³

October to December 2017



Triage 2 Emergency (e.g. chest pain, severe burns): 4,088 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  22 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 11,005 patients

Median time to start treatment⁴  14 minutes
 90th percentile time to start treatment⁵  45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,287 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  58 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,280 patients

Median time to start treatment⁴  14 minutes
 90th percentile time to start treatment⁵  56 minutes

Same period last year	NSW (this period)
3,527	
8 minutes	8 minutes
26 minutes	23 minutes
10,813	
15 minutes	20 minutes
52 minutes	65 minutes
5,092	
17 minutes	26 minutes
66 minutes	99 minutes
1,203	
14 minutes	23 minutes
59 minutes	103 minutes

Liverpool Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 21,964 patients

Percentage of patients who spent four hours or less in the ED  59.5%

Same period last year	Change since one year ago
21,172	3.7%
51.9%	

* 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 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.

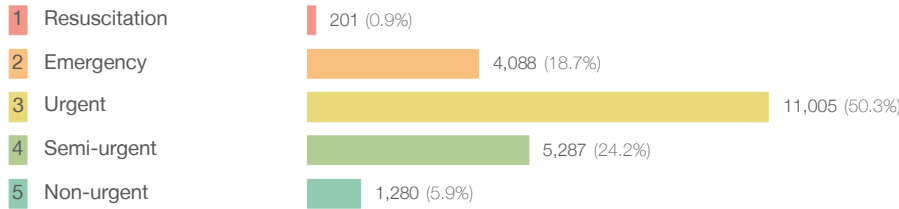
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Liverpool Hospital: Patients presenting to the emergency department October to December 2017

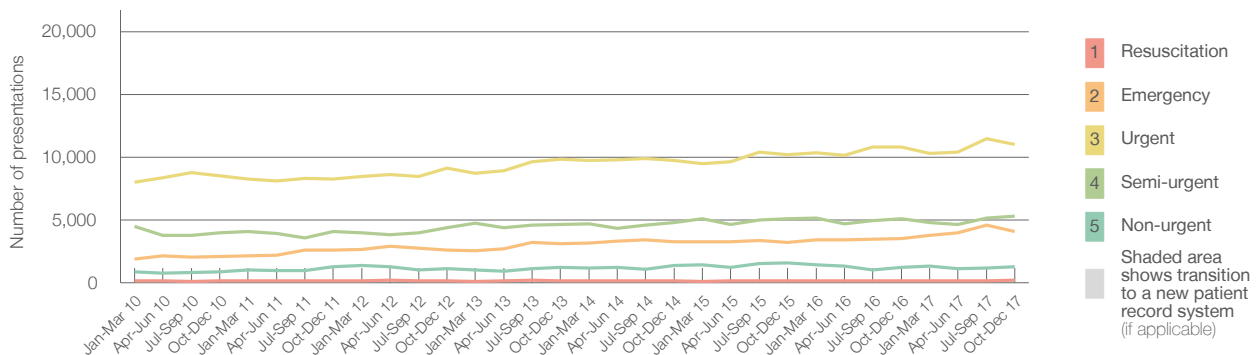
All presentations:¹ 21,967 patients

Emergency presentations² by triage category: 21,861 patients



	Same period last year	Change since one year ago
All presentations	21,173	3.8%
Emergency presentations	20,799	5.1%
Resuscitation	164	22.6%
Emergency	3,527	15.9%
Urgent	10,813	1.8%
Semi-urgent	5,092	3.8%
Non-urgent	1,203	6.4%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	132	150	155	133	162	147	164	201
Emergency	2,075	2,591	2,593	3,091	3,274	3,203	3,527	4,088
Urgent	8,533	8,269	9,133	9,818	9,746	10,184	10,813	11,005
Semi-urgent	3,996	4,095	4,388	4,638	4,805	5,106	5,092	5,287
Non-urgent	853	1,254	1,103	1,193	1,385	1,598	1,203	1,280
All emergency presentations	15,589	16,359	17,372	18,873	19,372	20,238	20,799	21,861

Liverpool Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 6,463 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	6,770	
ED Transfer of care time		
Median time	13 minutes	0 minutes
90th percentile time	39 minutes	-4 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.

Liverpool Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 4,088

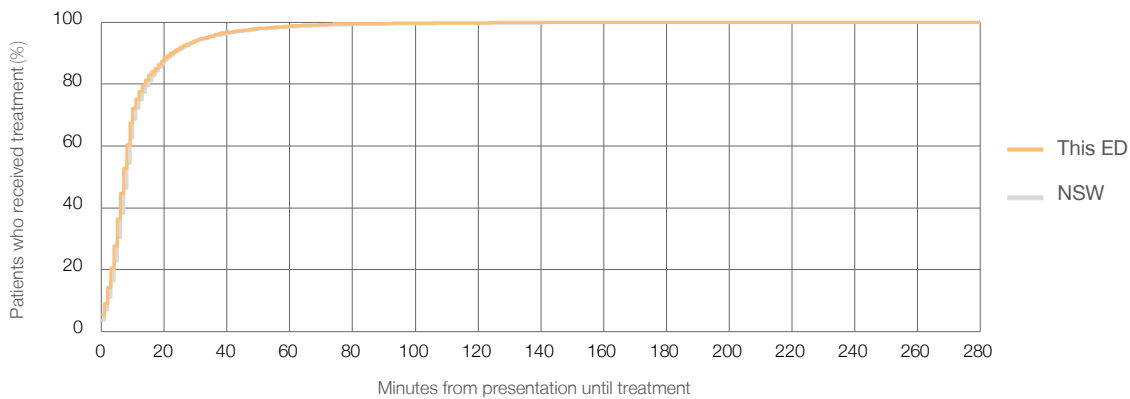
Number of triage 2 patients used to calculate waiting time:³ 4,072

Median time to start treatment⁴ 7 minutes

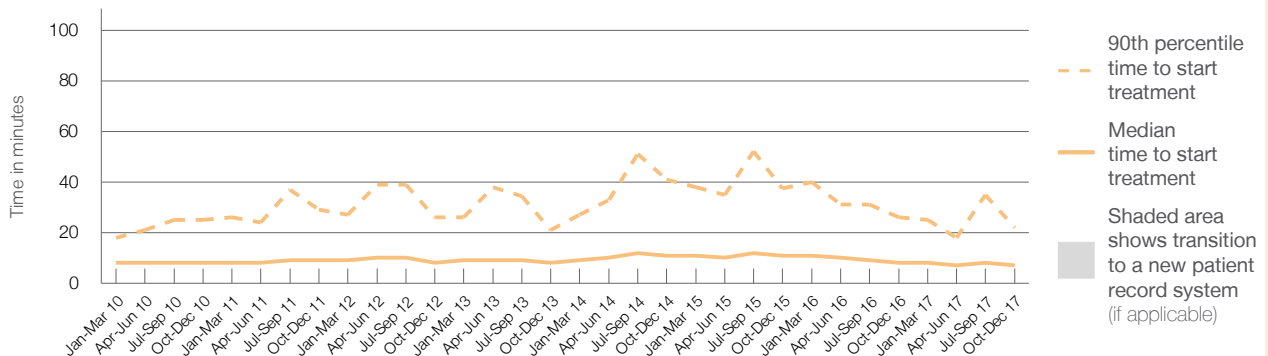
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
3,527	3,501
8 minutes	8 minutes
26 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	8	9	8	8	11	11	8	7
90th percentile time to start treatment ⁵ (minutes)	25	29	26	21	41	38	26	22

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Liverpool Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

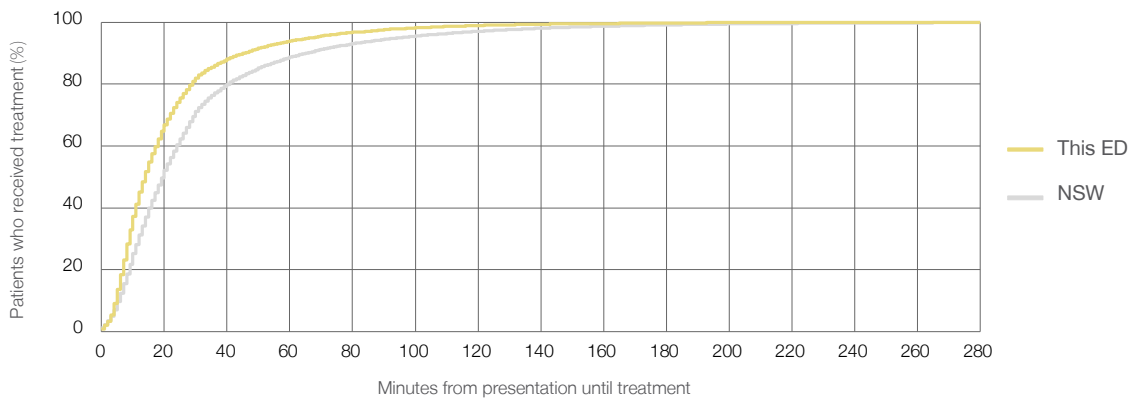
Number of triage 3 patients: 11,005

Number of triage 3 patients used to calculate waiting time:³ 10,748

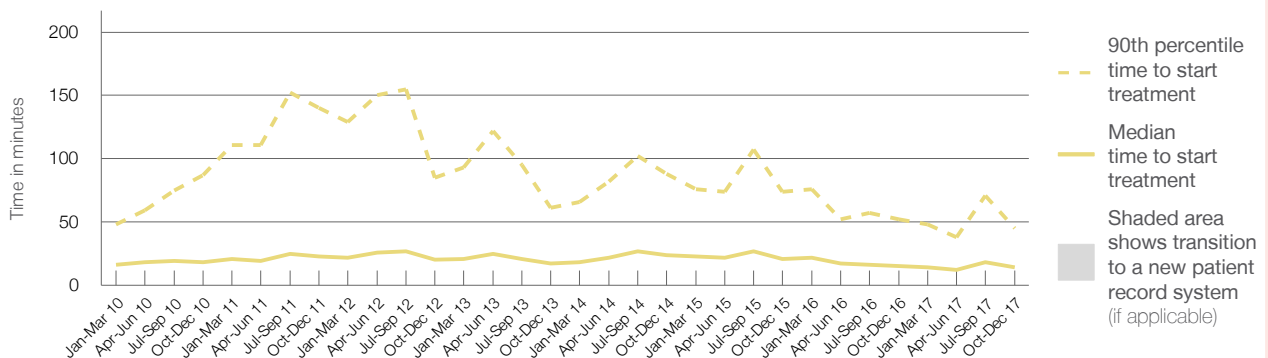
Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
10,813	10,414
15 minutes	20 minutes
52 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	18	23	20	17	24	21	15	14
90th percentile time to start treatment ⁵ (minutes)	87	140	85	61	88	74	52	45

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Liverpool Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 5,287

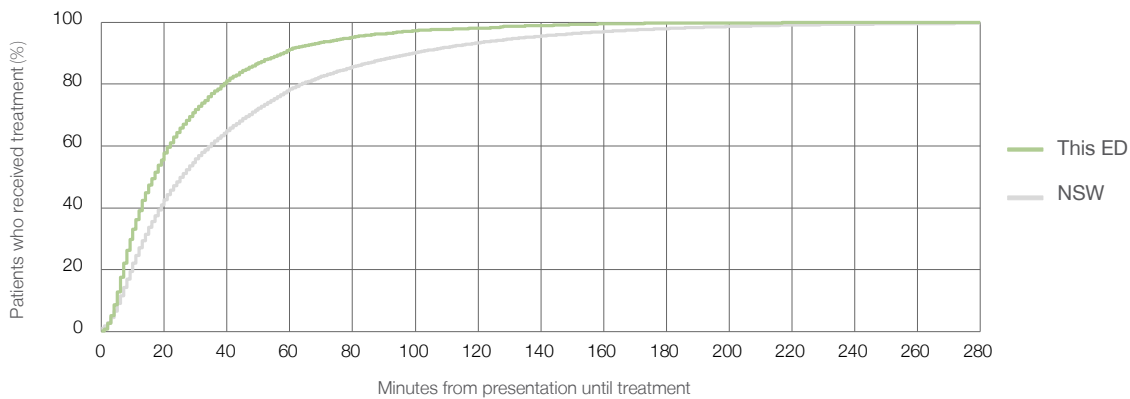
Number of triage 4 patients used to calculate waiting time:³ 4,885

Median time to start treatment⁴ 17 minutes

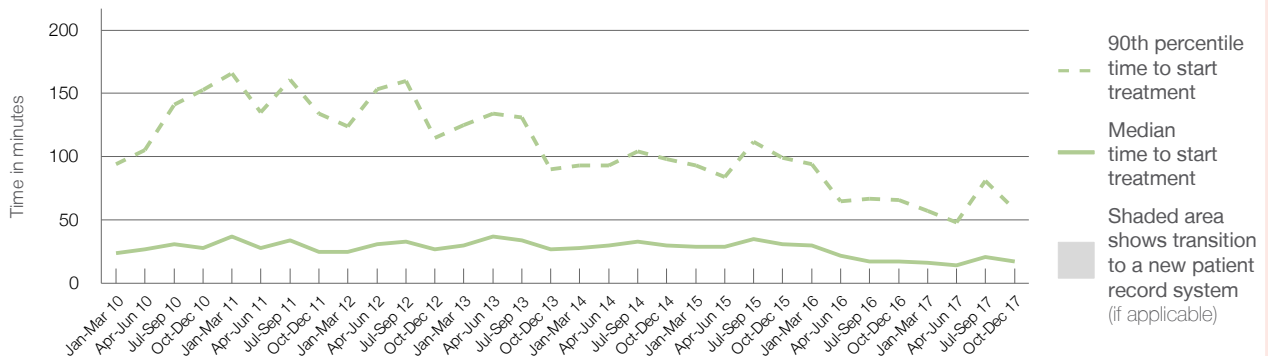
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
5,092	4,540
17 minutes	26 minutes
66 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	28	25	27	27	30	31	17	17
90th percentile time to start treatment ⁵ (minutes)	153	134	115	90	98	99	66	58

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Liverpool Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,280

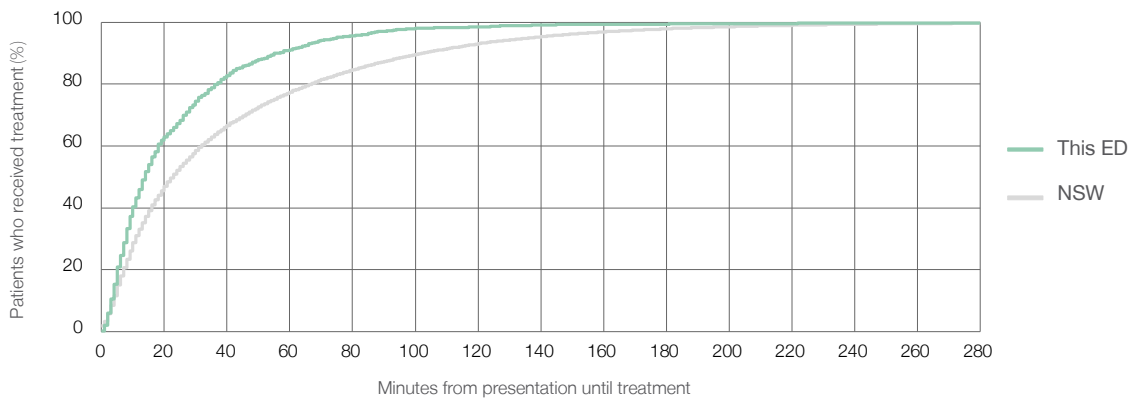
Number of triage 5 patients used to calculate waiting time:³ 1,041

Median time to start treatment⁴ 14 minutes

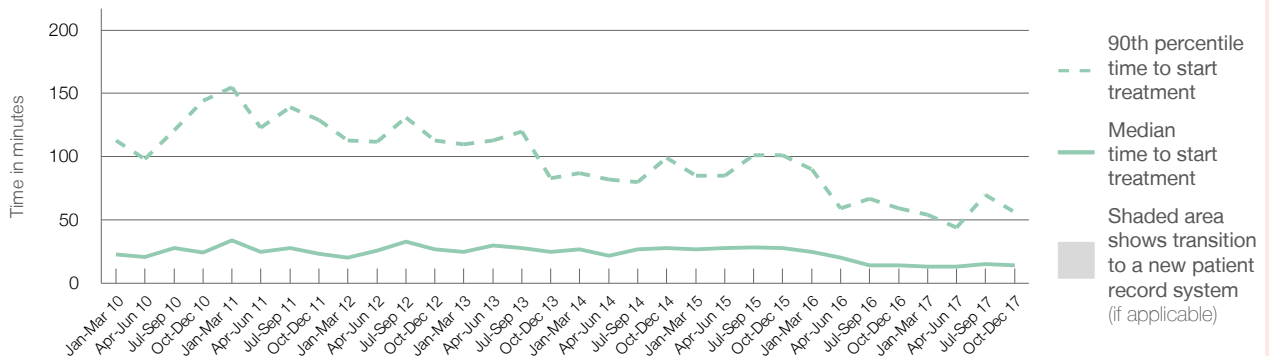
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
1,203	942
14 minutes	23 minutes
59 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	25	24	27	25	28	28	14	14
90th percentile time to start treatment ⁵ (minutes)	144	129	113	83	99	101	59	56

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Liverpool Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 21,967 patients

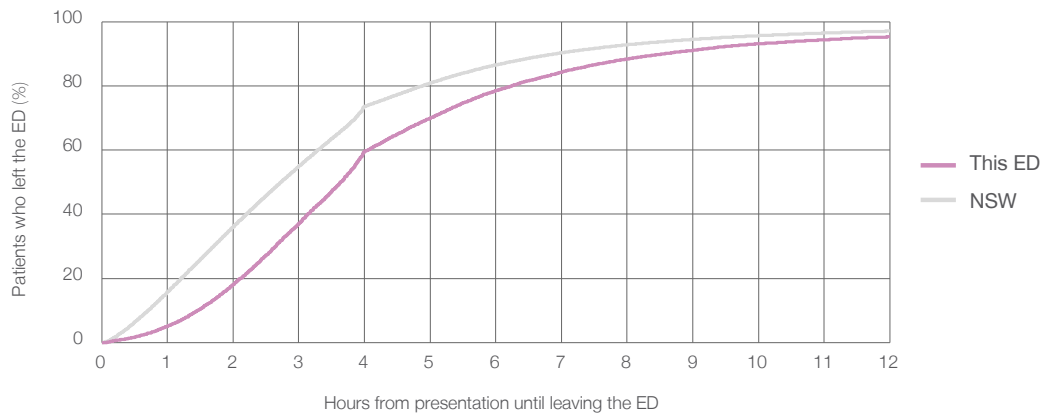
Presentations used to calculate time to leaving the ED:⁶ 21,964 patients

Median time spent in the ED⁸ 3 hours and 38 minutes

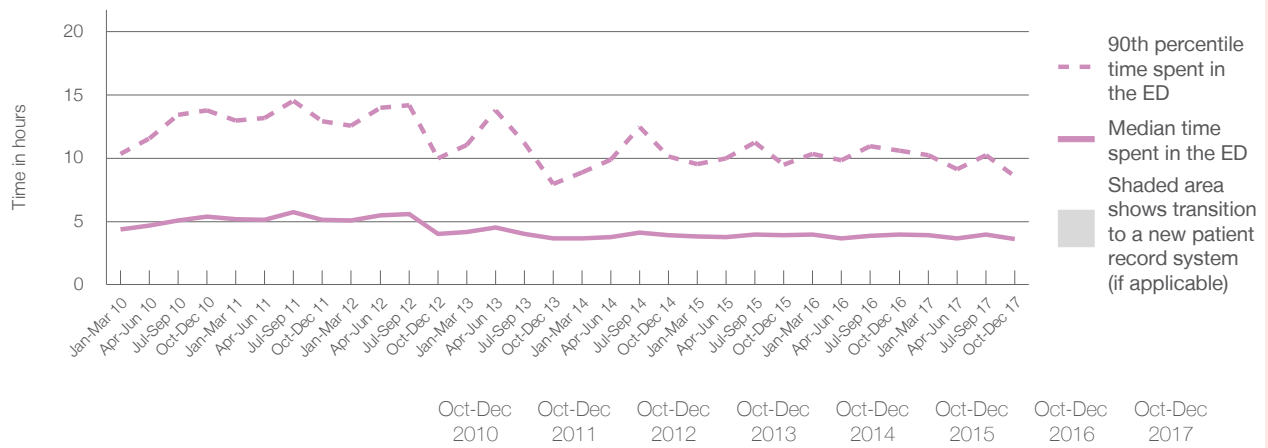
90th percentile time spent in the ED⁹ 8 hours and 34 minutes

Same period last year	NSW (this period)
21,173	21,172
3 hours and 57 minutes	2 hours and 44 minutes
10 hours and 35 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	5h 23m	5h 7m	4h 0m	3h 40m	3h 55m	3h 54m	3h 57m	3h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 46m	12h 54m	10h 0m	7h 59m	10h 8m	9h 30m	10h 35m	8h 34m

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Liverpool Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

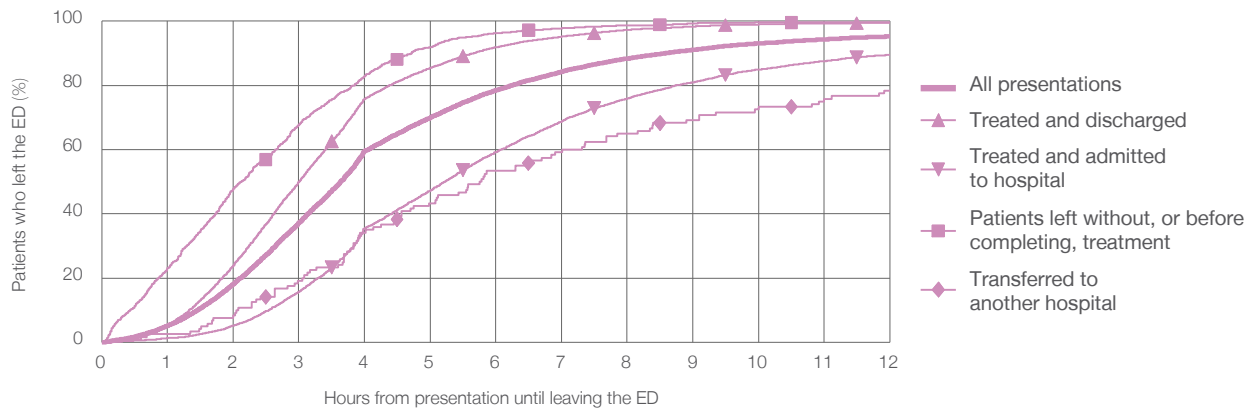
All presentations:¹ 21,967 patients

Presentations used to calculate time to leaving the ED:⁶ 21,964 patients

Treated and discharged	11,026 (50.2%)
Treated and admitted to hospital	9,077 (41.3%)
Patient left without, or before completing, treatment	1,589 (7.2%)
Transferred to another hospital	120 (0.5%)
Other	155 (0.7%)

Same period last year	Change since one year ago
21,172	3.7%
8,404	31.2%
10,271	-11.6%
2,224	-28.6%
123	-2.4%
151	2.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	5.3%	24.0%	50.0%	75.8%	91.9%	97.3%	99.0%	99.5%
Treated and admitted to hospital	1.3%	5.2%	15.7%	35.5%	59.3%	75.9%	85.0%	89.6%
Patient left without, or before completing, treatment	23.1%	47.9%	67.7%	82.9%	96.3%	98.7%	99.6%	99.7%
Transferred to another hospital	2.5%	8.3%	19.2%	34.2%	53.3%	65.0%	73.3%	78.3%
All presentations	5.2%	18.2%	37.2%	59.5%	78.5%	88.4%	93.1%	95.3%

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Liverpool Hospital: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 21,967 patients

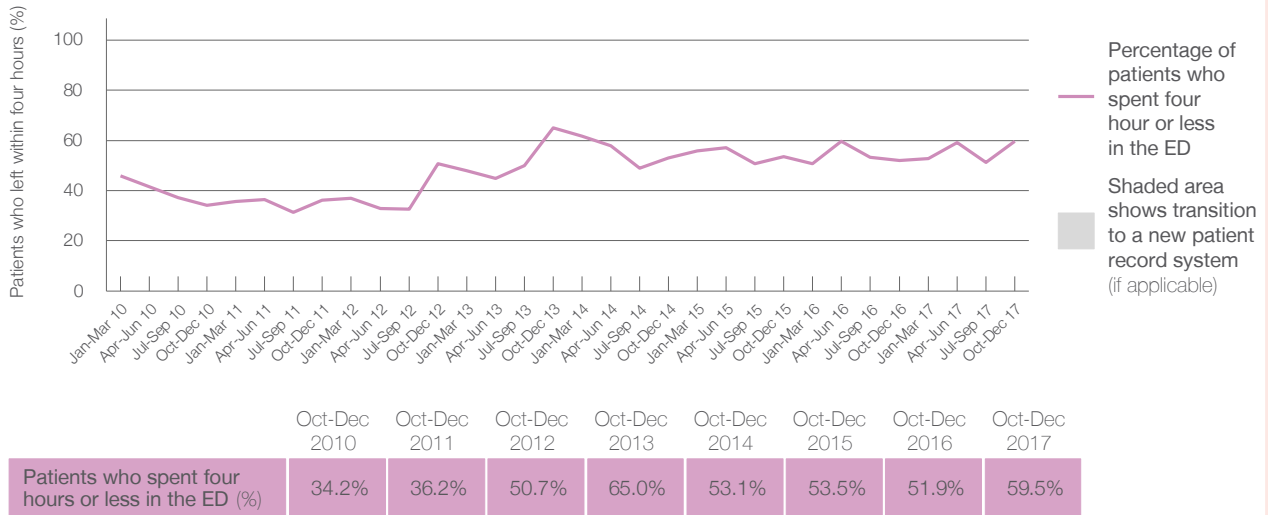
Presentations used to calculate time to leaving the ED: ⁶ 21,964 patients

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	21,173	3.8%
Presentations used to calculate time to leaving the ED	21,172	3.7%
Percentage of patients who spent four hours or less in the ED	51.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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, 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 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).