

## The Children's Hospital at Westmead: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 14,273 patients

Emergency presentations:<sup>2</sup> 14,136 patients

Same period last year	Change since one year ago
14,570	-2%
14,446	-2%

## The Children's Hospital at Westmead: Time patients waited to start treatment<sup>3</sup>

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 540 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,669 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 52 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 9,668 patients

Median time to start treatment<sup>4</sup> 46 minutes  
 90th percentile time to start treatment<sup>5</sup> 167 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 132 patients

Median time to start treatment<sup>4</sup> 63 minutes  
 90th percentile time to start treatment<sup>5</sup> 186 minutes

Same period last year	NSW (this period)
536	
8 minutes	8 minutes
24 minutes	26 minutes
3,666	
21 minutes	20 minutes
56 minutes	72 minutes
10,025	
44 minutes	26 minutes
148 minutes	104 minutes
69	
56 minutes	23 minutes
*	104 minutes

## The Children's Hospital at Westmead: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 14,272 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
14,570	-2%
71%	

\* 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: October to December 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.

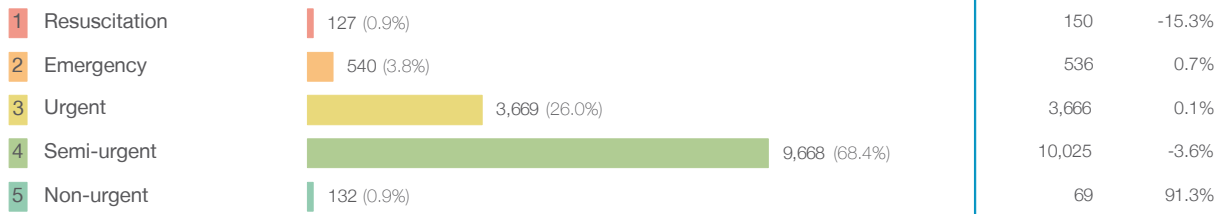
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

## The Children's Hospital at Westmead: Patients presenting to the emergency department October to December 2018

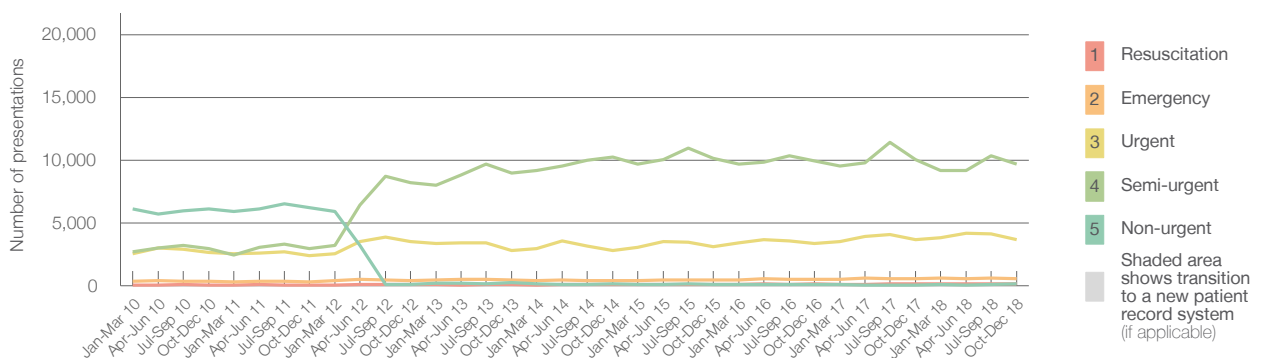
All presentations:<sup>1</sup> 14,273 patients

Emergency presentations<sup>2</sup> by triage category: 14,136 patients



Same period last year	Change since one year ago
14,570	-2%
14,446	-2%
150	-15.3%
536	0.7%
3,666	0.1%
10,025	-3.6%
69	91.3%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	63	59	78	72	98	116	138	150	127
Emergency	327	322	416	428	395	463	492	536	540
Urgent	2,649	2,413	3,499	2,773	2,795	3,102	3,370	3,666	3,669
Semi-urgent	2,950	2,945	8,220	8,988	10,235	10,142	9,939	10,025	9,668
Non-urgent	6,094	6,205	107	237	134	101	101	69	132
All emergency presentations	12,083	11,944	12,320	12,498	13,657	13,924	14,040	14,446	14,136

## The Children's Hospital at Westmead: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 952 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
1,235	
5 minutes	10 minutes
14 minutes	15 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.

(§) The Sydney Children's Hospitals Network (Randwick and Westmead) advise that application of ED triaging definitions has been standardised across their facilities. This has resulted in a reporting shift of some cases from category 5 to category 4 and from category 4 to category 3 at Children's Hospital Westmead from June 2012 onwards.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2 October to December 2018

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

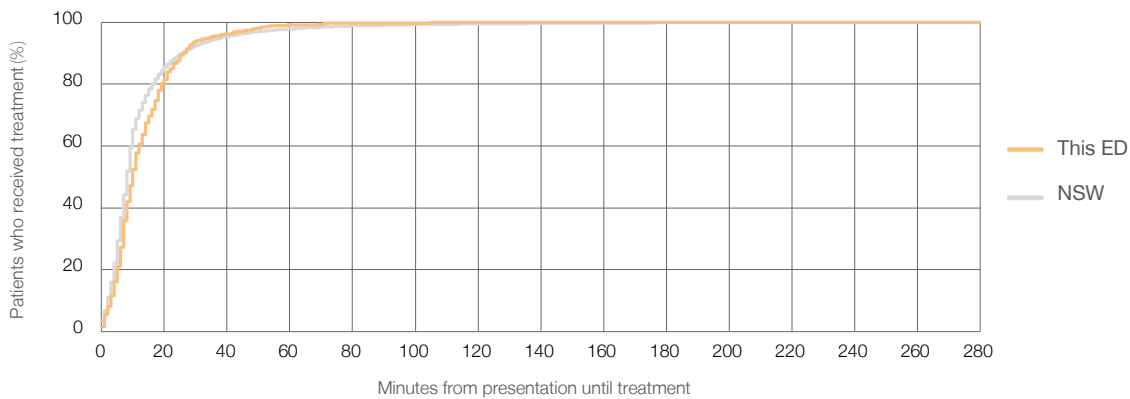
Number of triage 2 patients: 540

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 540

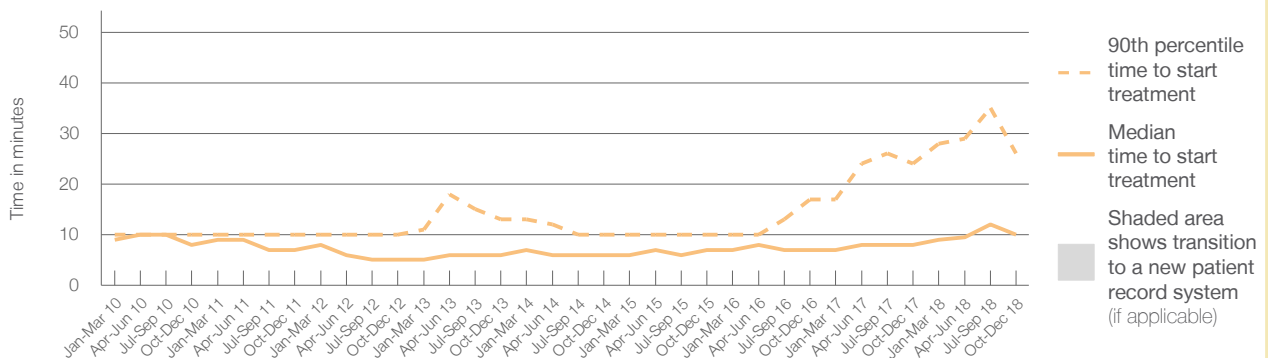
Median time to start treatment<sup>4</sup>  10 minutes  
 90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
536	536
8 minutes	8 minutes
24 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	8	7	5	6	6	7	7	8	10
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	10	13	10	10	17	24	26

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(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 3,669

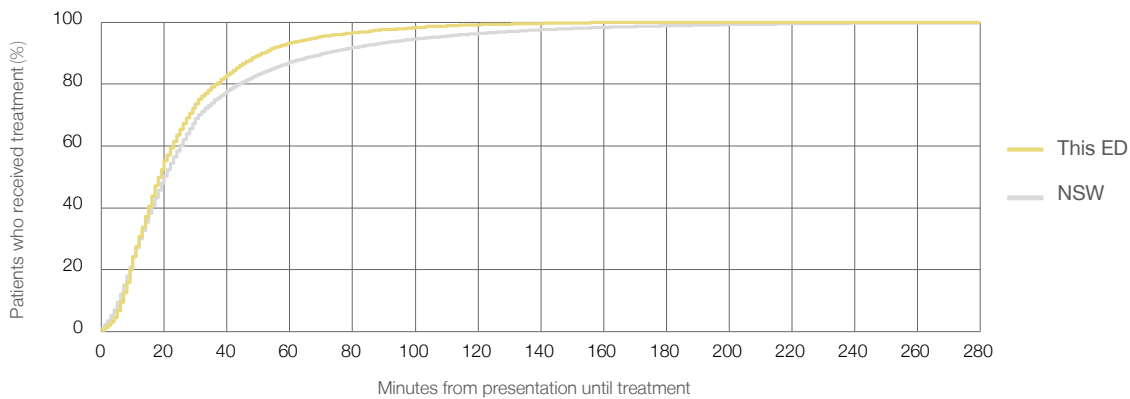
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,652

Median time to start treatment<sup>4</sup> 19 minutes

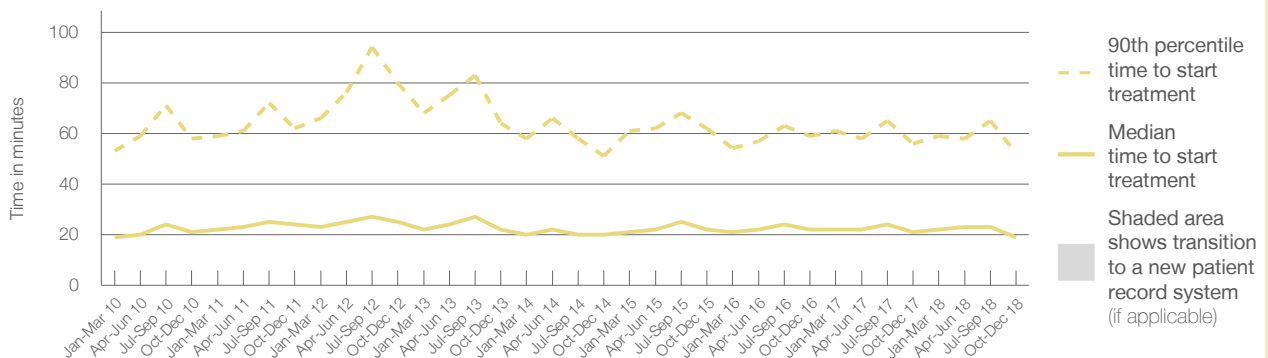
90th percentile time to start treatment<sup>5</sup> 52 minutes

Same period last year	NSW (this period)
3,666	
3,660	
21 minutes	20 minutes
56 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	21	24	25	22	20	22	22	21	19
90th percentile time to start treatment <sup>5</sup> (minutes)	58	62	80	64	51	62	59	56	52

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## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 9,668

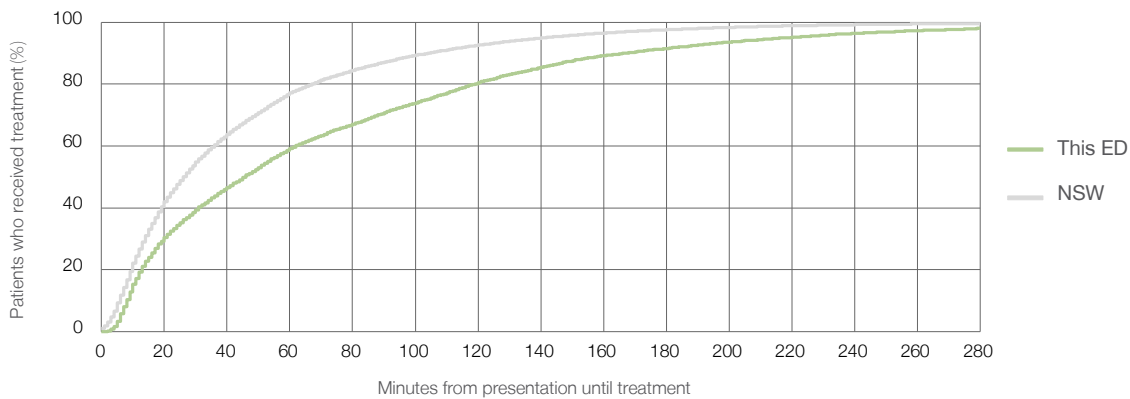
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,181

Median time to start treatment<sup>4</sup>  46 minutes

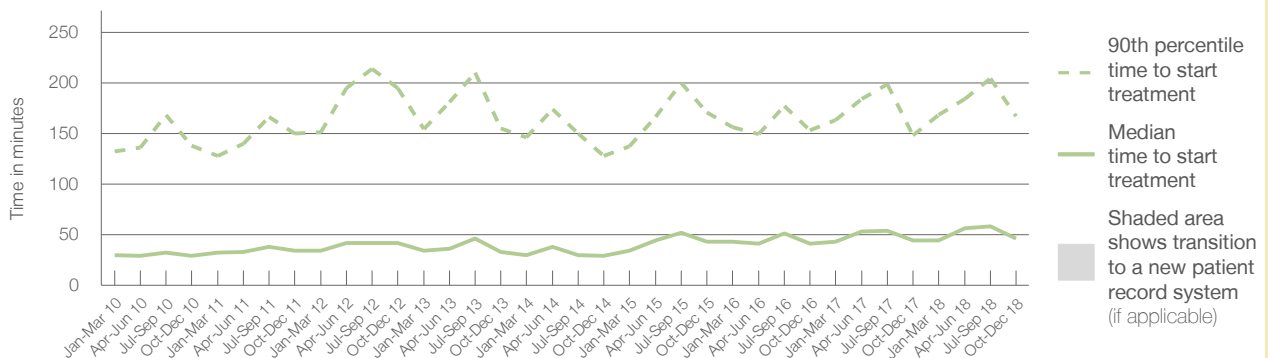
90th percentile time to start treatment<sup>5</sup>  167 minutes

Same period last year	NSW (this period)
10,025	8,813
44 minutes	26 minutes
148 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	29	34	42	33	29	43	41	44	46
90th percentile time to start treatment <sup>5</sup> (minutes)	138	150	195	155	128	171	153	148	167

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## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 132

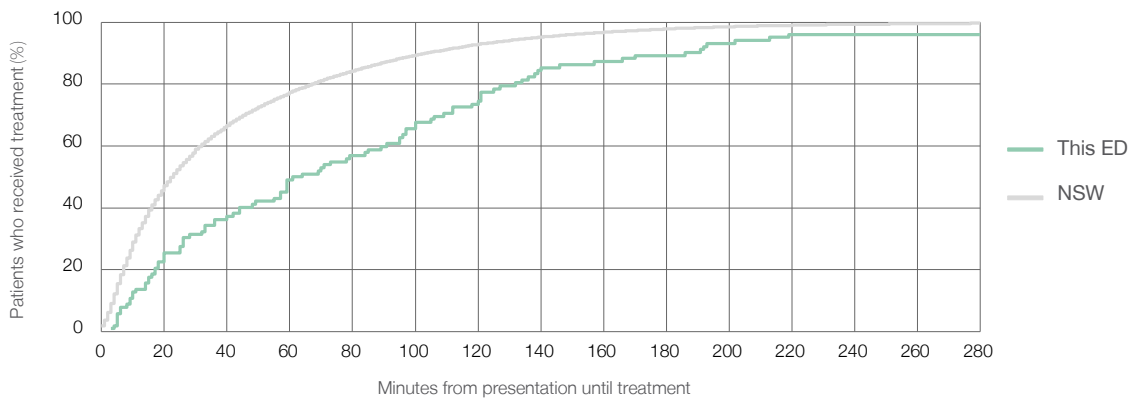
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 102

Median time to start treatment<sup>4</sup> 63 minutes

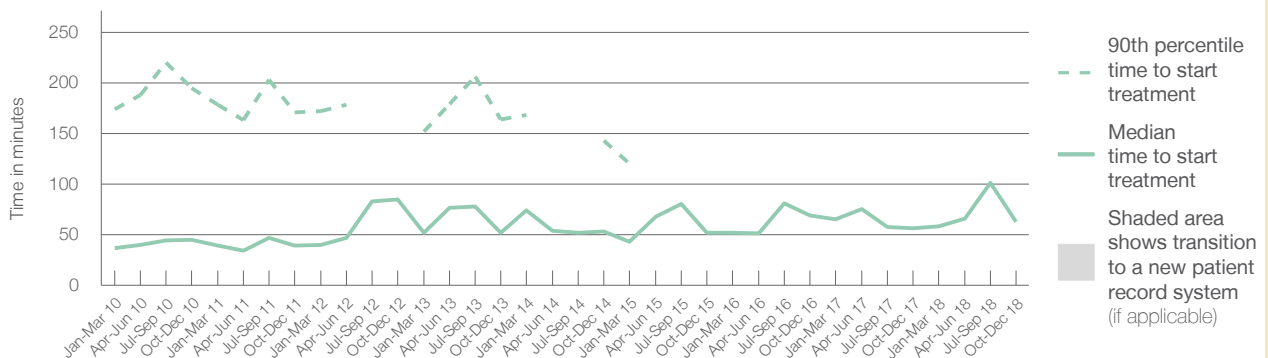
90th percentile time to start treatment<sup>5</sup> 186 minutes

Same period last year	NSW (this period)
69	57
56 minutes	23 minutes
*	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	45	39	85	52	53	52	69	56	63
90th percentile time to start treatment <sup>5</sup> (minutes)	195	171	*	164	143	*	*	*	186

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## The Children's Hospital at Westmead: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 14,273 patients

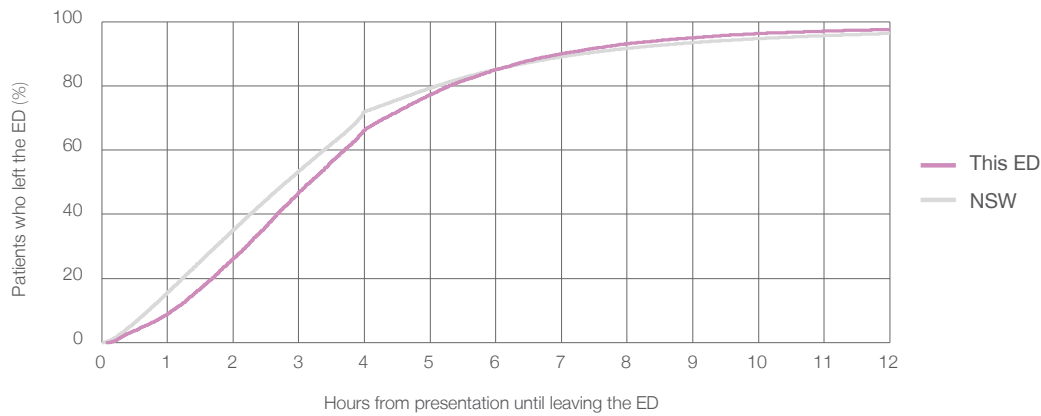
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,272 patients

Median time spent in the ED<sup>8</sup> 3 hours and 11 minutes

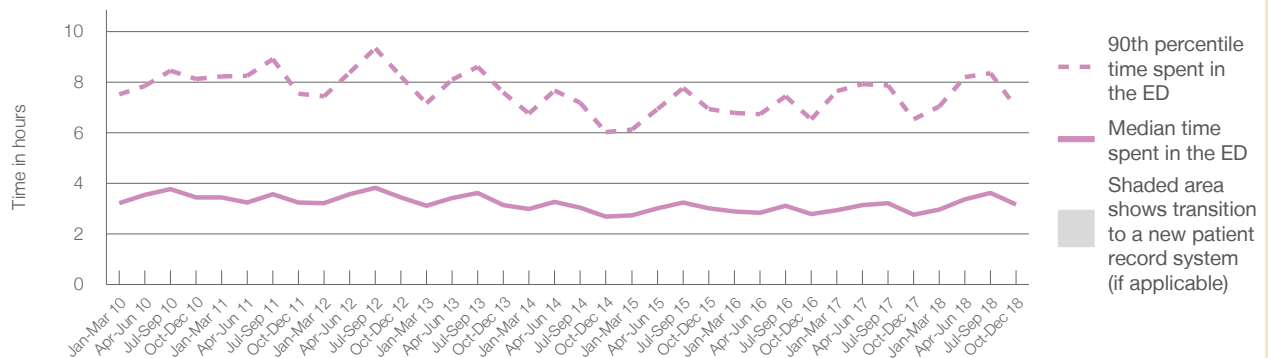
90th percentile time spent in the ED<sup>9</sup> 7 hours and 1 minutes

Same period last year	NSW (this period)
14,570	14,570
2 hours and 46 minutes	2 hours and 49 minutes
6 hours and 32 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



### Time patients spent in the ED, by quarter, January 2010 to December 2018<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 27m	3h 15m	3h 27m	3h 9m	2h 42m	3h 1m	2h 48m	2h 46m	3h 11m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 7m	7h 33m	8h 14m	7h 36m	6h 1m	6h 56m	6h 32m	6h 32m	7h 1m

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

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## The Children's Hospital at Westmead: Time patients spent in the ED

### By mode of separation

October to December 2018

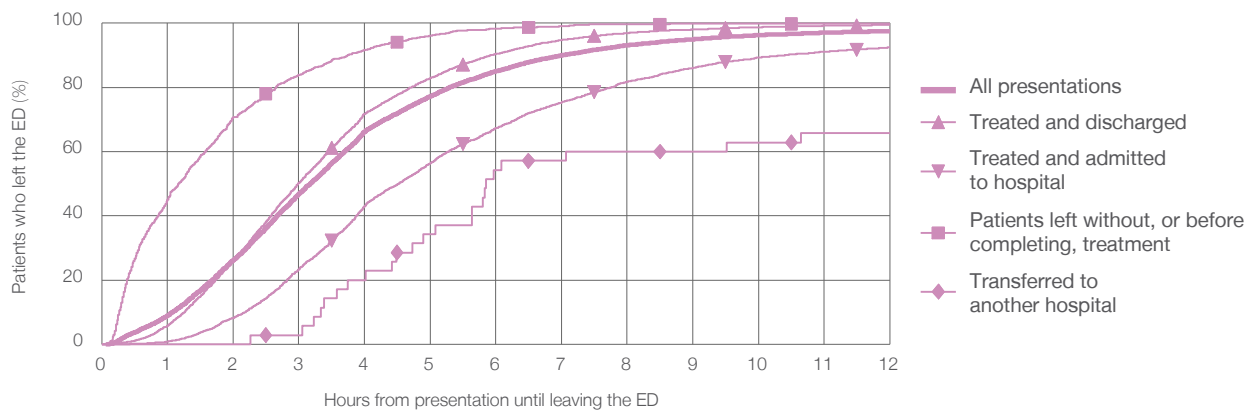
All presentations:<sup>1</sup> 14,273 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,272 patients

Treated and discharged	8,850 (62.0%)
Treated and admitted to hospital	3,796 (26.6%)
Patient left without, or before completing, treatment	1,552 (10.9%)
Transferred to another hospital	35 (0.2%)
Other	40 (0.3%)

Same period last year	Change since one year ago
14,570	-2%
9,858	-10.2%
3,407	11.4%
1,279	21.3%
26	34.6%
0	

Percentage of patients who left the ED by time and mode of separation, October to December 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	5.8%	26.0%	50.3%	71.8%	90.4%	97.0%	98.8%	99.5%
Treated and admitted to hospital	0.8%	8.2%	23.4%	43.0%	67.3%	81.8%	89.4%	92.5%
Patient left without, or before completing, treatment	45.0%	70.7%	84.0%	91.6%	98.3%	99.7%	99.8%	99.9%
Transferred to another hospital	0%	0%	2.9%	20.0%	54.3%	60.0%	62.9%	65.7%
All presentations	8.9%	26.3%	46.8%	66.3%	85.1%	93.2%	96.3%	97.6%

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## The Children's Hospital at Westmead: Time spent in the ED Percentage of patients who spent four hours or less in the ED October to December 2018

All presentations at the emergency department: <sup>1</sup> 14,273 patients

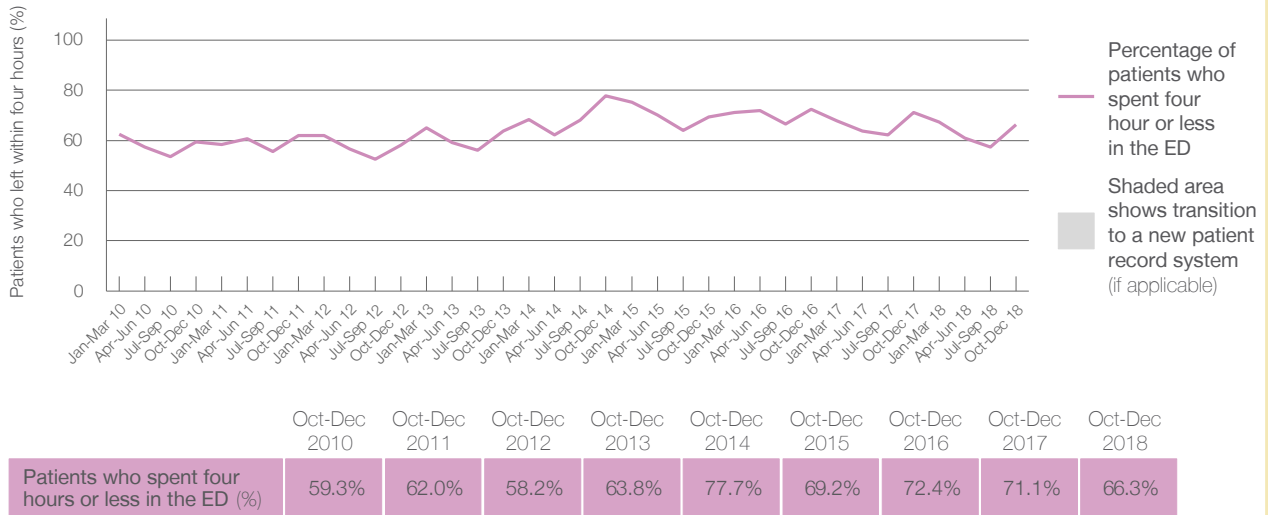
Presentations used to calculate time to leaving the ED: <sup>6</sup> 14,272 patients

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	14,570	-2%
Presentations used to calculate time to leaving the ED	14,570	-2%
Percentage of patients who spent four hours or less in the ED	71.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).