

Healthcare Quarterly

Emergency department

Performance Profiles

October to December 2018

New South Wales: Emergency department (ED) overview

October to December 2018

All presentations:¹ 749,504 patients

Emergency presentations:² 724,306 patients

Same period last year	Change since one year ago
724,698	3%
698,098	4%

New South Wales: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 95,202 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 253,257 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 298,805 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 71,761 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 104 minutes

Same period last year
8 minutes
23 minutes
19 minutes
65 minutes
25 minutes
98 minutes
21 minutes
100 minutes

New South Wales: Time patients spent in the ED

October to December 2018

Presentations used to calculate time to leaving the ED:⁶ 749,416 patients

Percentage of patients who spent four hours or less in the ED 72%

Same period last year
74%

- 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 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).

New South Wales: Patients presenting to the emergency department October to December 2018

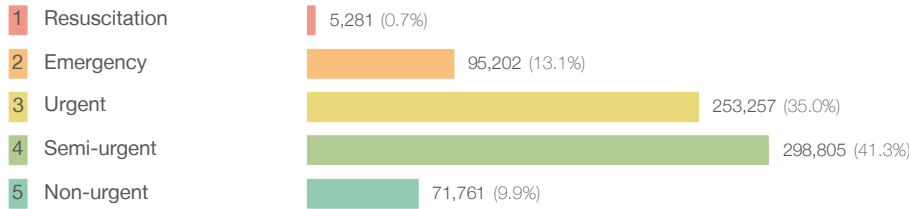
All presentations:¹ 749,504 patients

Same period last year
Change since one year ago

724,698 3%

Emergency presentations² by triage category: 724,306 patients

698,098 4%



4,795 10.1%

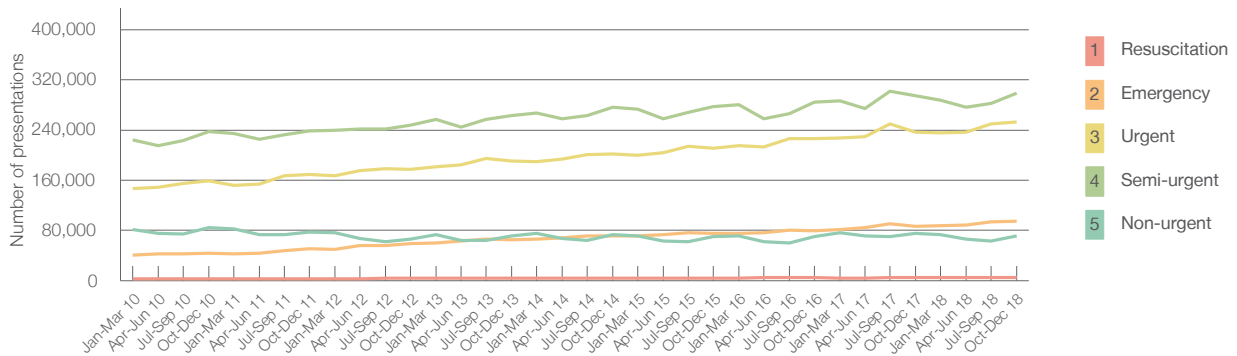
86,886 9.6%

236,333 7.2%

294,669 1.4%

75,415 -4.8%

Emergency presentations² 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	3,043	3,198	3,648	4,020	4,168	4,248	4,556	4,795	5,281
Emergency	43,749	50,583	58,827	65,417	71,475	75,780	79,569	86,886	95,202
Urgent	158,597	168,726	177,773	190,683	201,626	211,498	226,685	236,333	253,257
Semi-urgent	237,102	238,506	248,174	262,762	276,050	276,860	284,631	294,669	298,805
Non-urgent	84,105	77,139	65,795	71,225	73,516	70,542	70,306	75,415	71,761
All emergency presentations	526,596	538,152	554,217	594,107	626,835	638,928	665,747	698,098	724,306

New South Wales: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 149,845 patients

Same period last year
Change since one year ago

135,228

ED Transfer of care time

Median time 12 minutes

11 minutes 1 minute

90th percentile time 29 minutes

26 minutes 3 minutes

New South Wales: 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: 95,202

Number of triage 2 patients used to calculate waiting time:³ 93,959

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 26 minutes

Same period last year

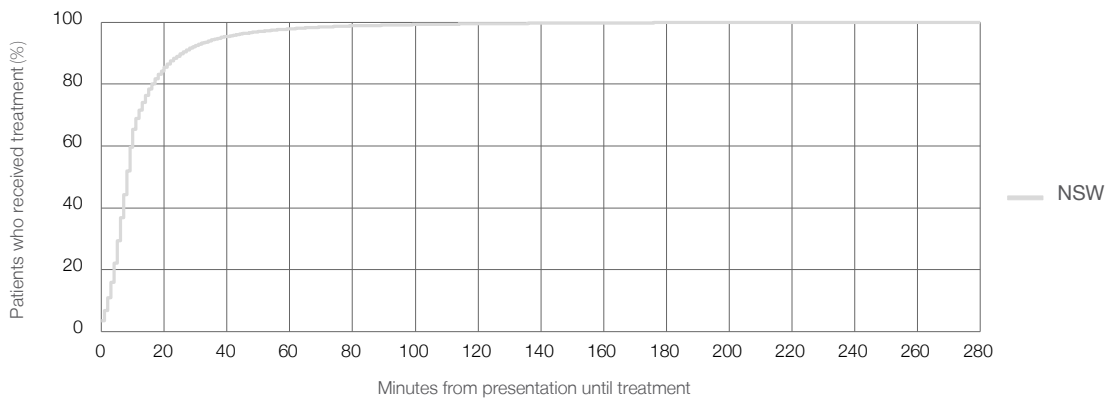
86,886

85,848

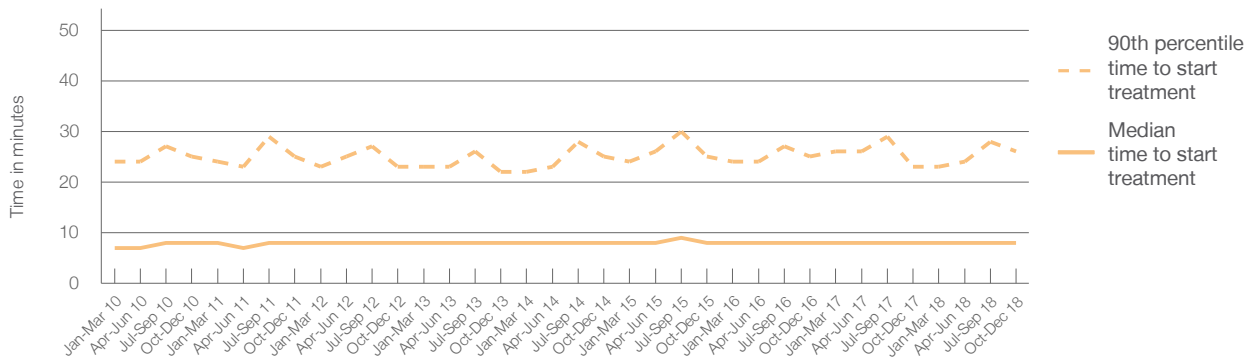
8 minutes

23 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



	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 ⁴ (minutes)	8	8	8	8	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	25	25	23	22	25	25	25	23	26

New South Wales: 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: 253,257

Number of triage 3 patients used to calculate waiting time:³ 246,184

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 72 minutes

Same period last year

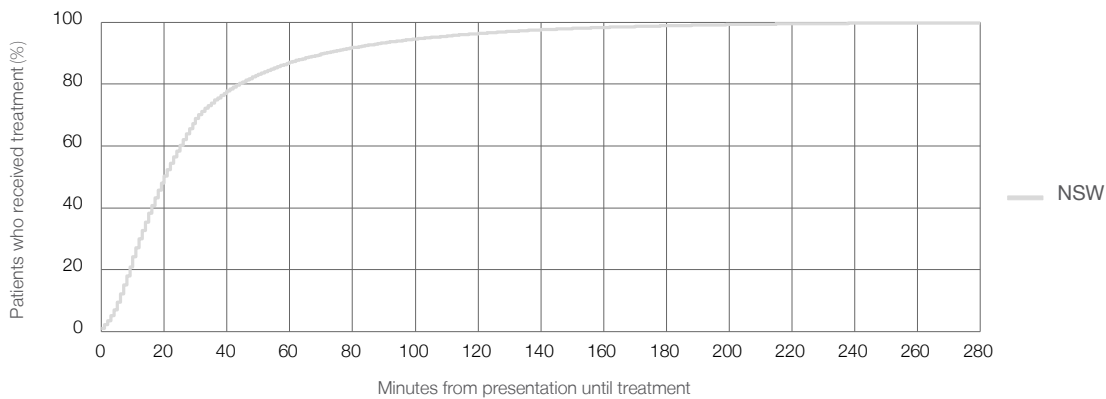
236,333

230,705

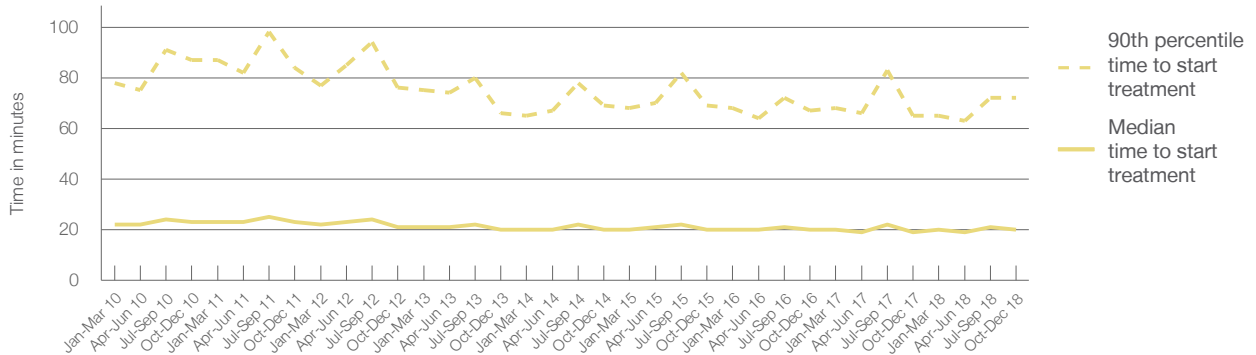
19 minutes

65 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



	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 ⁴ (minutes)	23	23	21	20	20	20	20	19	20
90th percentile time to start treatment ⁵ (minutes)	87	84	76	66	69	69	67	65	72

New South Wales: 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: 298,805

Number of triage 4 patients used to calculate waiting time:³ 275,661

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 104 minutes

Same period last year

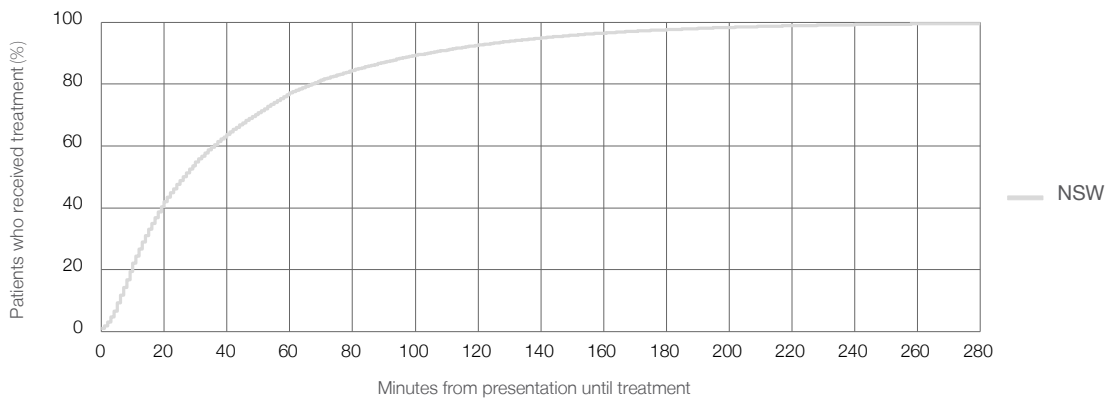
294,669

274,176

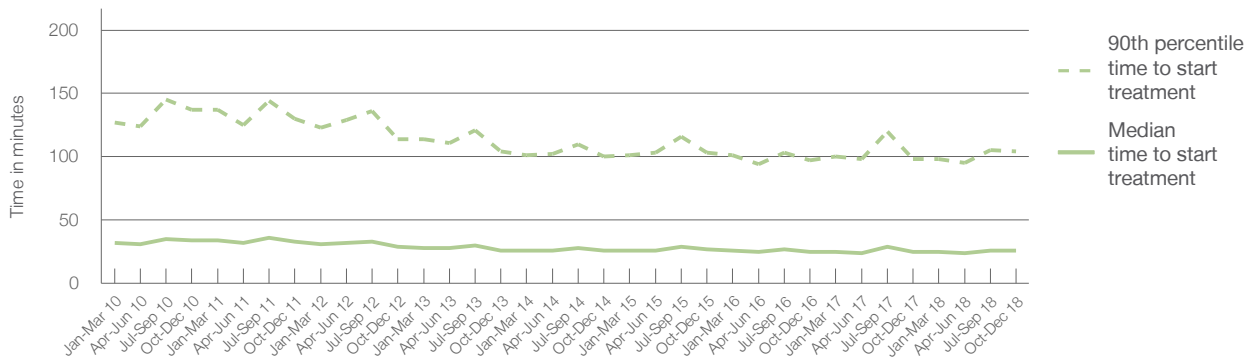
25 minutes

98 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



	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 ⁴ (minutes)	34	33	29	26	26	27	25	25	26
90th percentile time to start treatment ⁵ (minutes)	137	130	114	104	100	103	97	98	104

New South Wales: 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: 71,761

Number of triage 5 patients used to calculate waiting time:³ 61,442

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 104 minutes

Same period last year

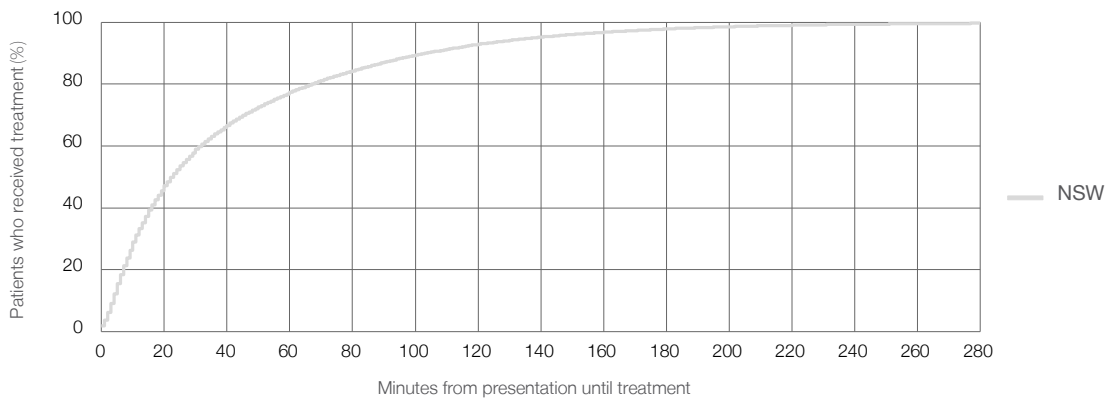
75,415

64,697

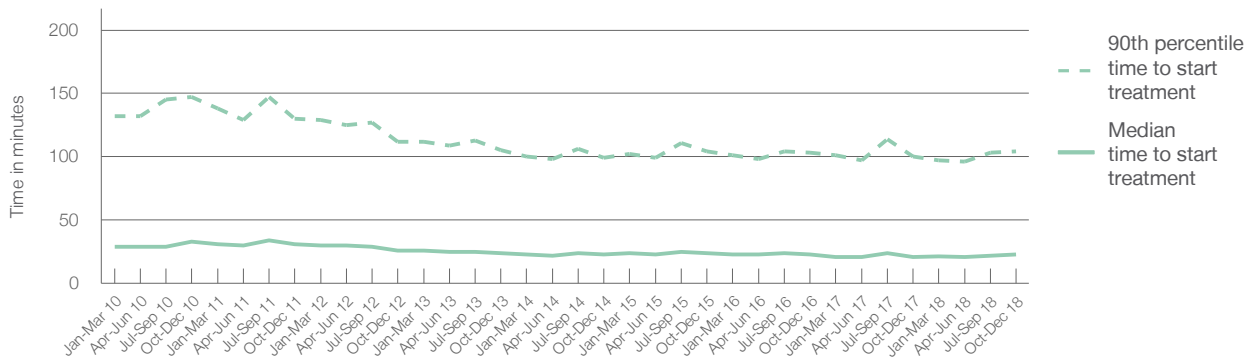
21 minutes

100 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



	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 ⁴ (minutes)	33	31	26	24	23	24	23	21	23
90th percentile time to start treatment ⁵ (minutes)	147	130	112	105	99	104	103	100	104

New South Wales: Time patients spent in the ED

October to December 2018

All presentations:¹ 749,504 patients

Presentations used to calculate time to leaving the ED:⁶ 749,416 patients

Median time spent in the ED⁸ 2 hours and 49 minutes

90th percentile time spent in the ED⁹ 7 hours and 19 minutes

Same period last year

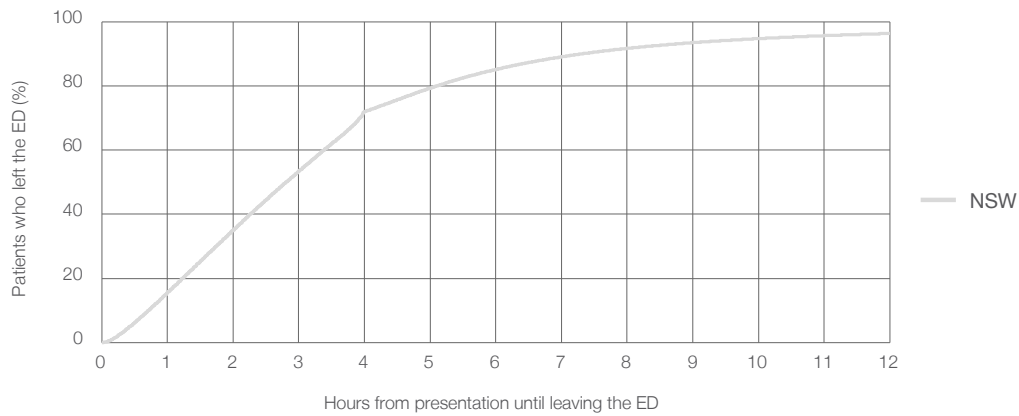
724,698

724,648

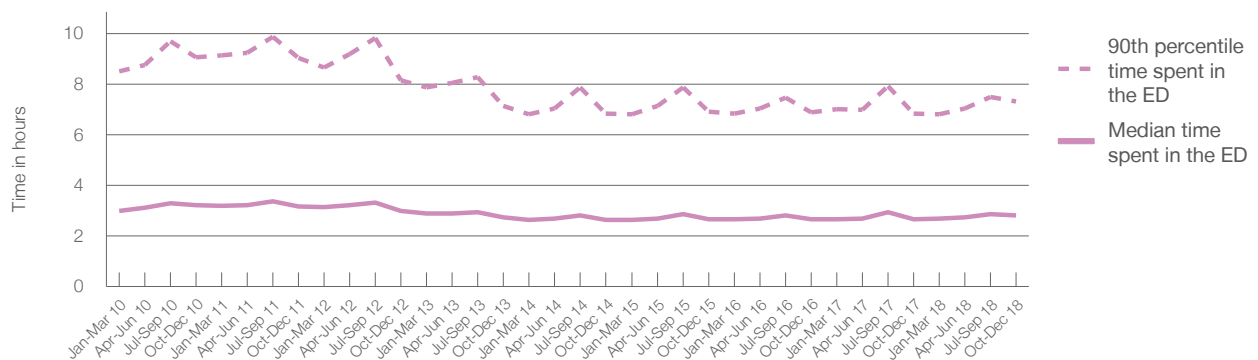
2 hours and 40 minutes

6 hours and 50 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^{†‡}

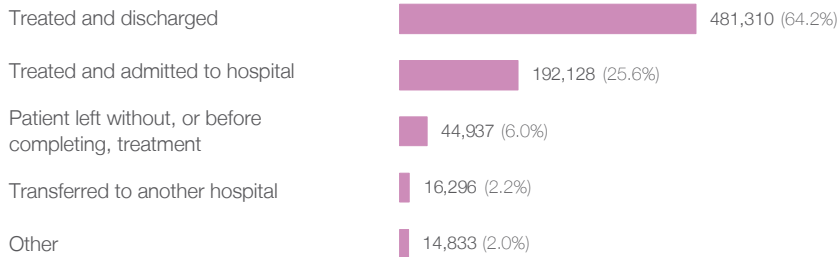


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 13m	3h 11m	3h 0m	2h 44m	2h 38m	2h 40m	2h 40m	2h 40m	2h 49m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 4m	9h 2m	8h 9m	7h 8m	6h 50m	6h 55m	6h 53m	6h 50m	7h 19m

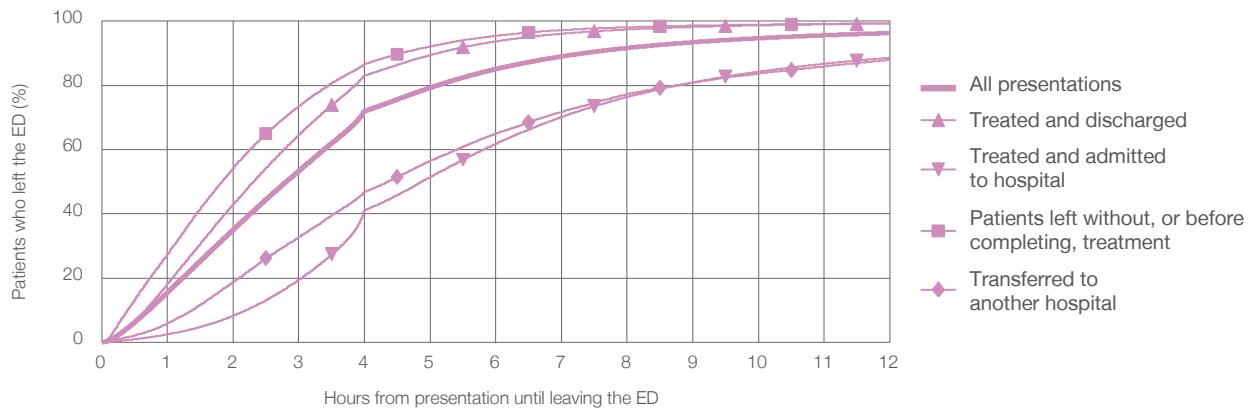
New South Wales: Time spent in the ED
By mode of separation
October to December 2018

All presentations:¹ 749,504 patients

Presentations used to calculate time spent in the ED:⁶ 749,416 patients



Percentage of patients who left the ED by time and mode of separation, October to December 2018



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	18.3%	43.0%	64.7%	83.1%	93.7%	97.4%	98.7%	99.3%
Treated and admitted to hospital	2.5%	8.3%	19.5%	41.1%	61.9%	76.4%	84.3%	88.7%
Patient left without, or before completing, treatment	27.5%	54.3%	73.6%	86.7%	95.5%	98.1%	98.9%	99.3%
Transferred to another hospital	5.9%	18.9%	32.8%	46.8%	65.0%	77.3%	83.7%	88.0%
All presentations	15.6%	35.2%	53.5%	72.0%	85.1%	91.7%	94.7%	96.3%

New South Wales: 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: ¹ 749,504 patients

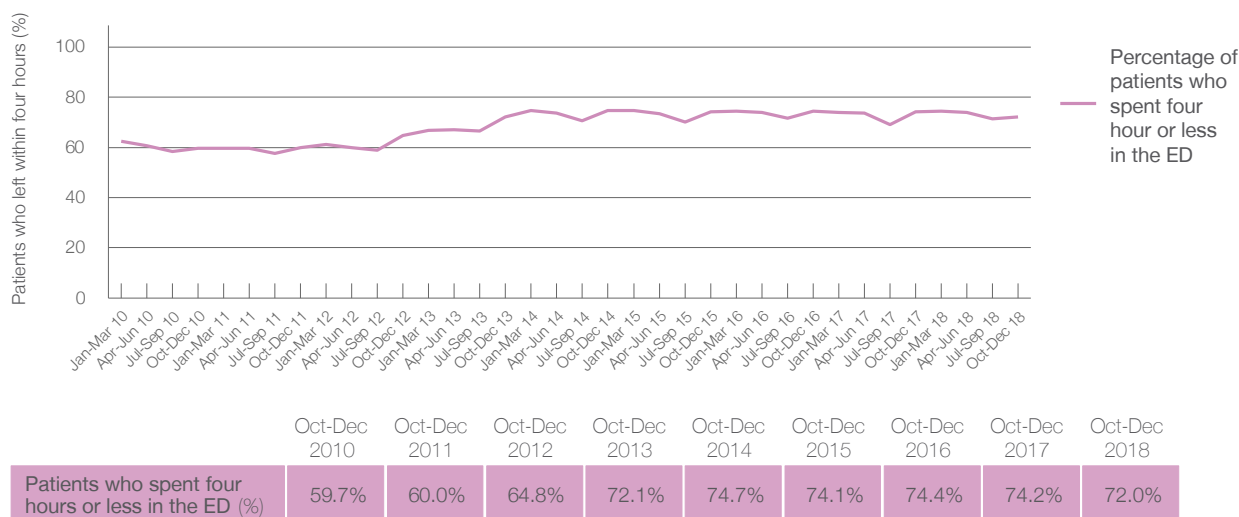
Presentations used to calculate time to leaving the ED: ⁶ 749,416 patients

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



Same period last year
724,698
724,648
74.2%

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
 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: October to December 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.
 7. 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*.
 8. 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.
 9. 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).