

Ryde Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,480 patients
 Emergency presentations:² 6,423 patients

Same period last year	Change since one year ago
6,889	-5.9%
6,813	-5.7%

Ryde Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 857 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,666 patients

Median time to start treatment⁴ 14 minutes
 95th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,694 patients

Median time to start treatment⁴ 15 minutes
 95th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 172 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,034	
6 minutes	8 minutes
15 minutes	41 minutes
2,844	
13 minutes	21 minutes
56 minutes	103 minutes
2,686	
14 minutes	27 minutes
101 minutes	139 minutes
201	
12 minutes	24 minutes
126 minutes	138 minutes

Ryde Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,479 patients

Percentage of patients who spent four hours or less in the ED 82.1%

Same period last year	Change since one year ago
6,889	-6.0%
77.5%	

* 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.

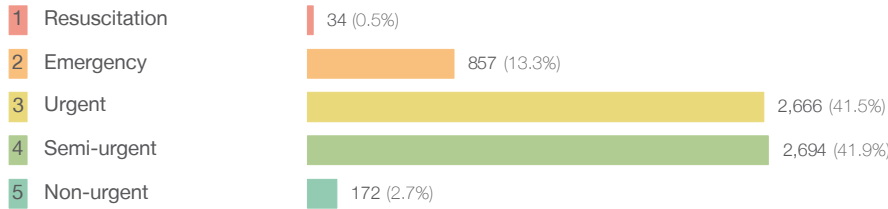
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Ryde Hospital: Patients presenting to the emergency department

July to September 2016

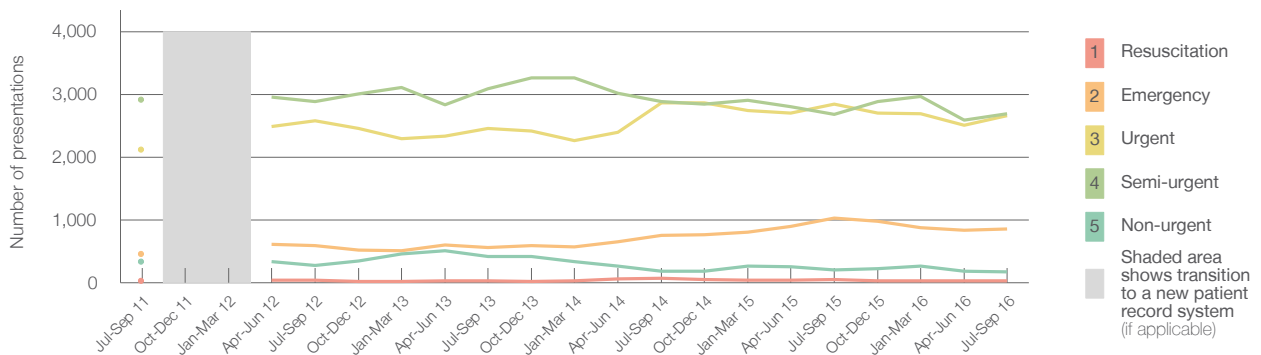
All presentations:¹ 6,480 patients

Emergency presentations² by triage category: 6,423 patients



Same period last year	Change since one year ago
6,889	-5.9%
6,813	-5.7%
48	-29.2%
1,034	-17.1%
2,844	-6.3%
2,686	0.3%
201	-14.4%

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	31	43	30	68	48	34
Emergency	455	592	558	750	1,034	857
Urgent	2,125	2,579	2,457	2,868	2,844	2,666
Semi-urgent	2,912	2,889	3,091	2,886	2,686	2,694
Non-urgent	340	276	417	180	201	172
All emergency presentations	5,863	6,379	6,553	6,752	6,813	6,423

Ryde Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,615 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,868	
10 minutes	0 minutes
29 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.

Ryde 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: 857

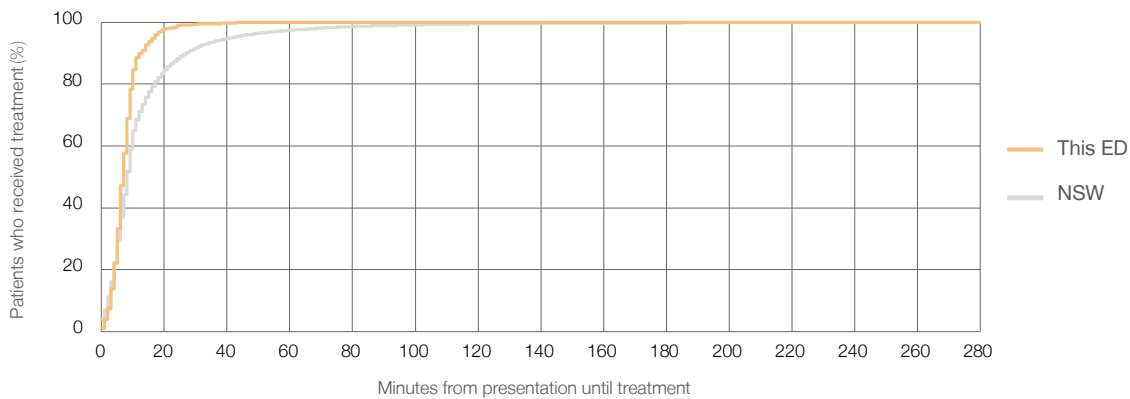
Number of triage 2 patients used to calculate waiting time:³ 853

Median time to start treatment⁴ ■ 7 minutes

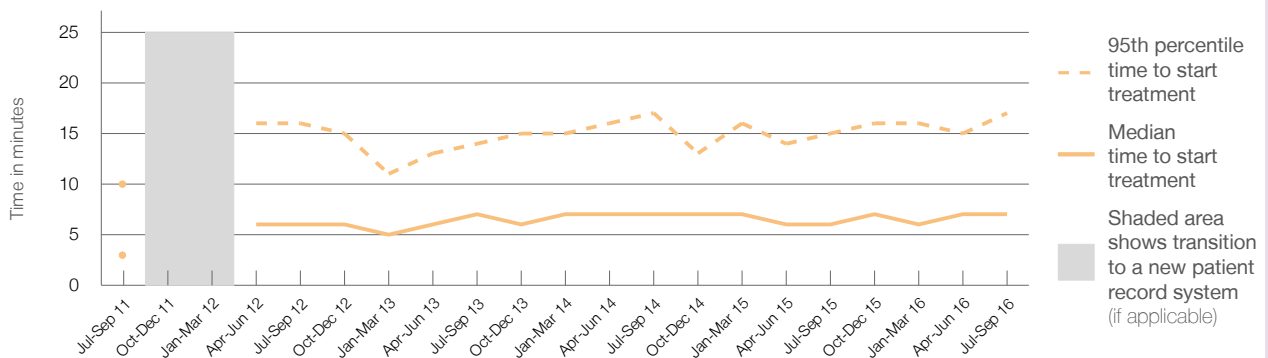
95th percentile time to start treatment⁵ ■ 17 minutes

Same period last year	NSW (this period)
1,034	1,034
6 minutes	8 minutes
15 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)	3	6	7	7	6	7
95th percentile time to start treatment ⁵ (minutes)	10	16	14	17	15	17

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Ryde 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: 2,666

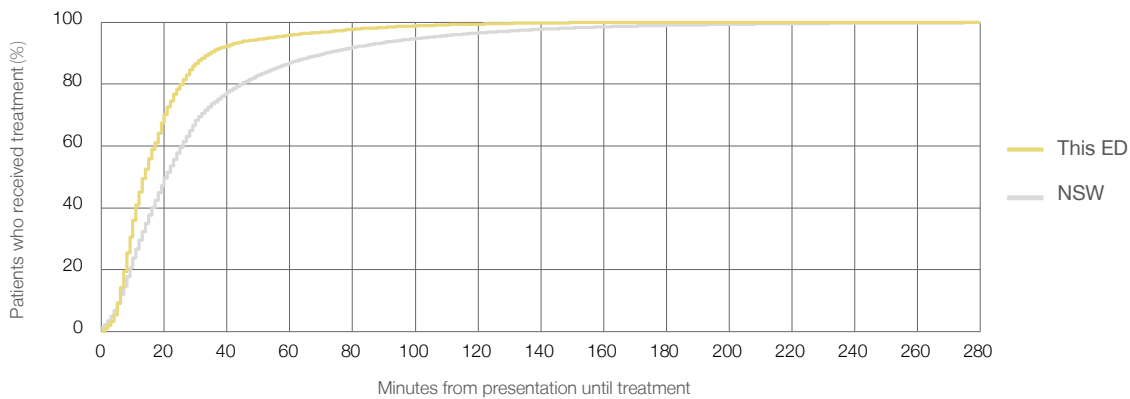
Number of triage 3 patients used to calculate waiting time:³ 2,646

Median time to start treatment⁴ 14 minutes

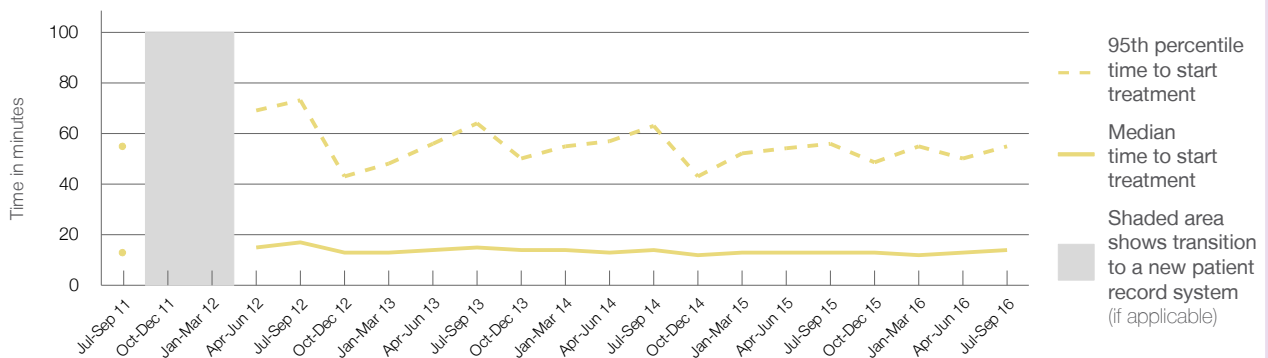
95th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,844	2,805
13 minutes	21 minutes
56 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)	13	17	15	14	13	14
95th percentile time to start treatment ⁵ (minutes)	55	73	64	63	56	55

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Ryde 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: 2,694

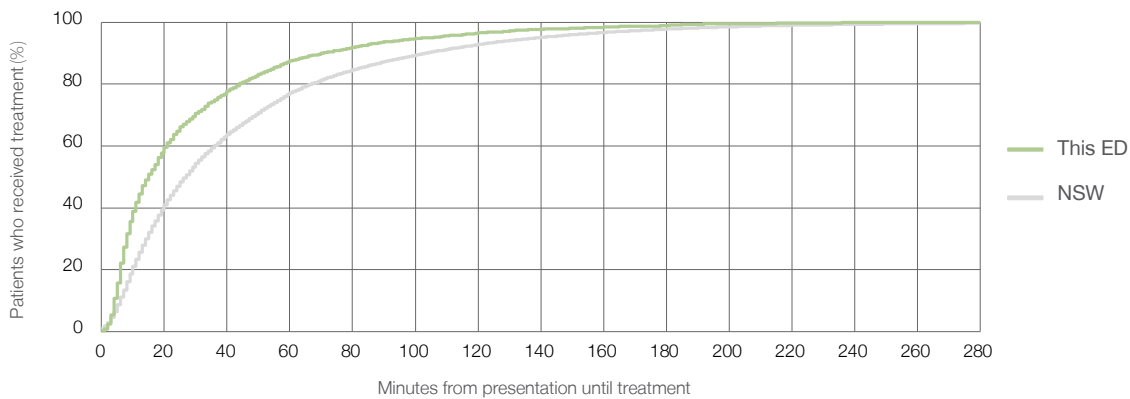
Number of triage 4 patients used to calculate waiting time:³ 2,606

Median time to start treatment⁴ 15 minutes

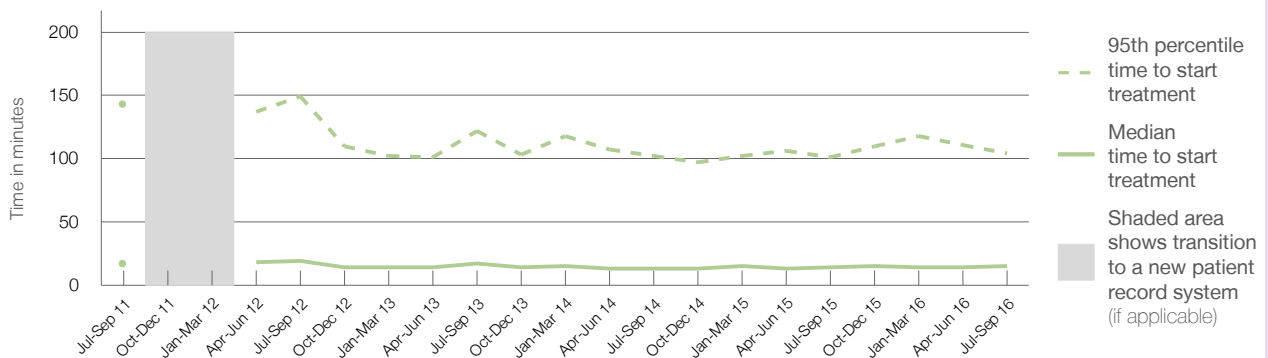
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
2,686	2,612
14 minutes	27 minutes
101 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)	17	19	17	13	14	15
95th percentile time to start treatment ⁵ (minutes)	143	149	122	102	101	104

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Ryde 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: 172

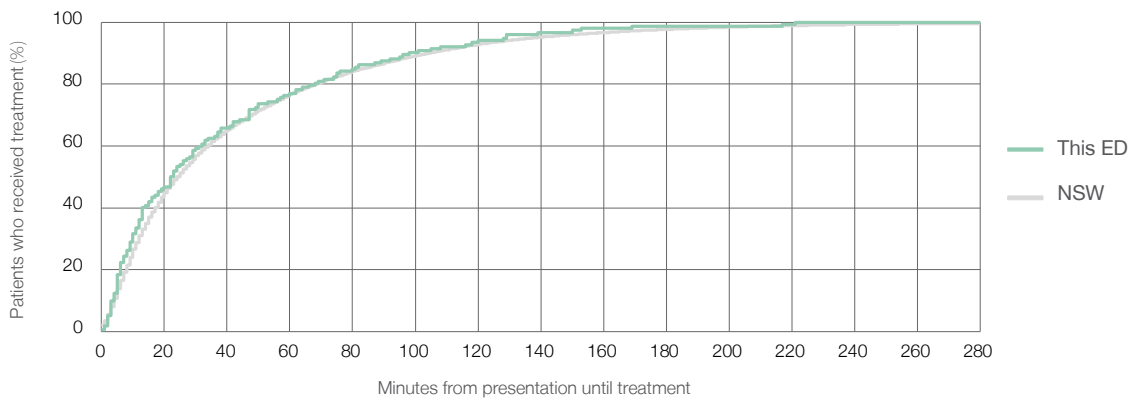
Number of triage 5 patients used to calculate waiting time:³ 152

Median time to start treatment⁴ 23 minutes

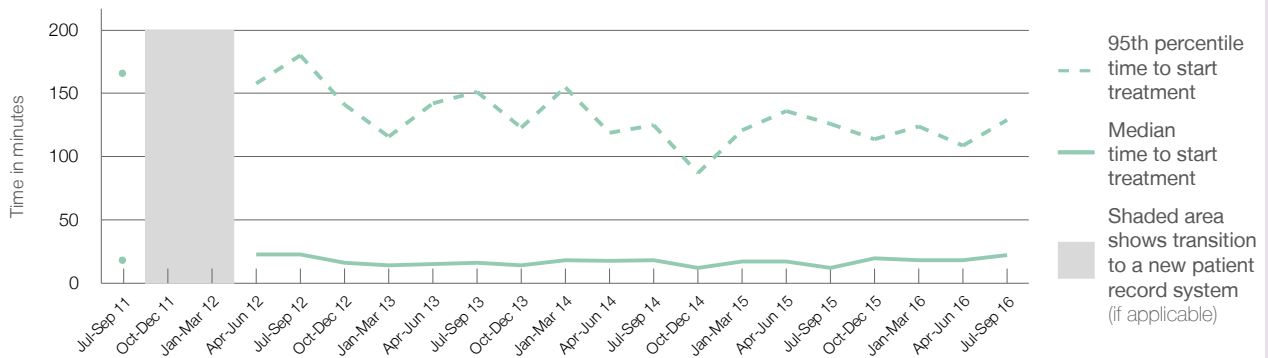
95th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
201	180
12 minutes	24 minutes
126 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)	18	23	16	18	12	23
95th percentile time to start treatment ⁵ (minutes)	166	180	151	125	126	129

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Ryde Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,480 patients

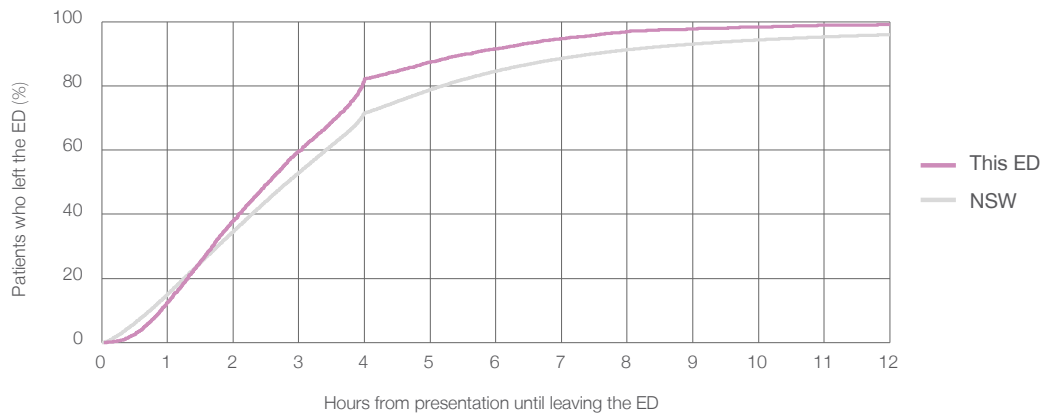
Presentations used to calculate time to leaving the ED:⁶ 6,479 patients

Median time spent in the ED⁸ 2 hours and 33 minutes

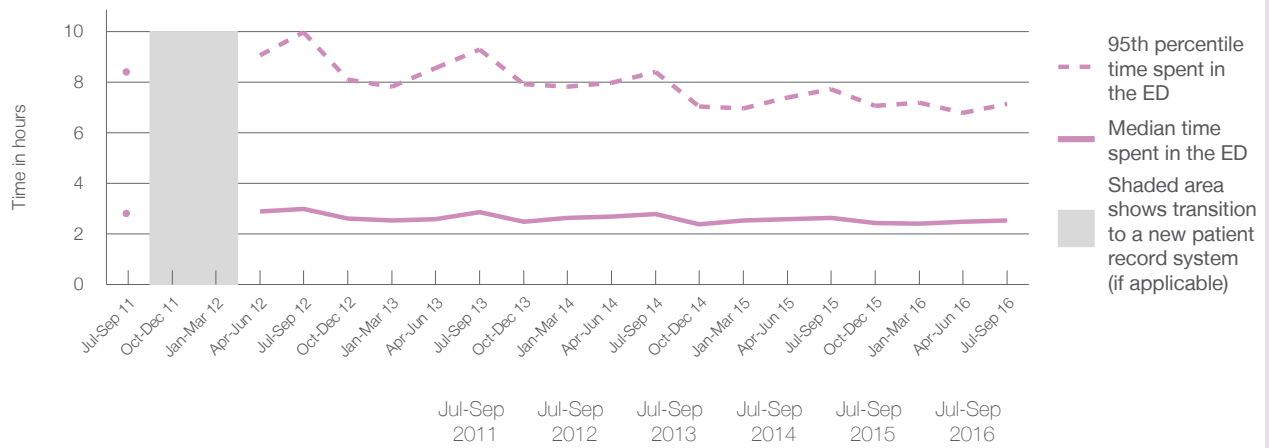
95th percentile time spent in the ED⁹ 7 hours and 8 minutes

Same period last year	NSW (this period)
6,889	6,889
2 hours and 38 minutes	2 hours and 50 minutes
7 hours and 44 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)	2h 49m	3h 0m	2h 52m	2h 48m	2h 38m	2h 33m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 24m	9h 58m	9h 18m	8h 24m	7h 44m	7h 8m

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

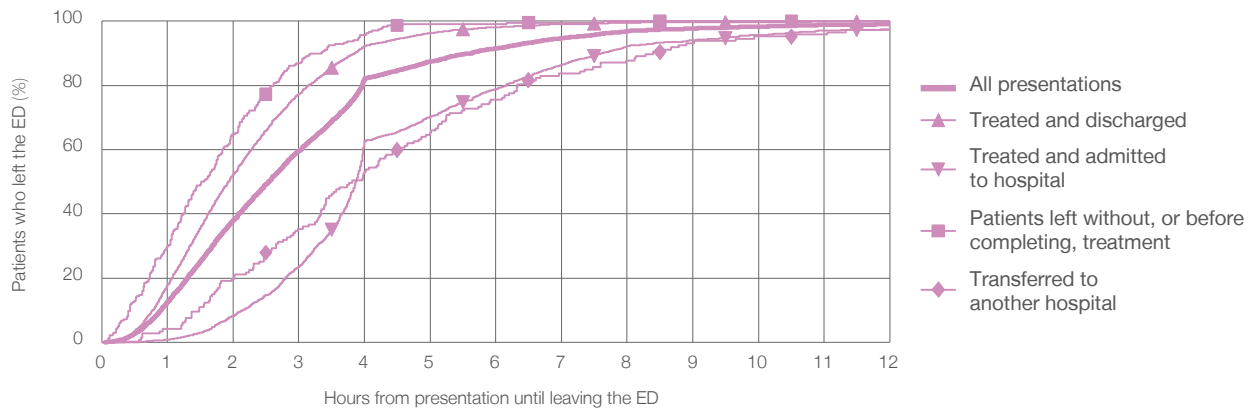
All presentations:¹ 6,480 patients

Presentations used to calculate time to leaving the ED:⁶ 6,479 patients

Treated and discharged	4,025 (62.1%)
Treated and admitted to hospital	2,065 (31.9%)
Patient left without, or before completing, treatment	238 (3.7%)
Transferred to another hospital	147 (2.3%)
Other	5 (0.1%)

Same period last year	Change since one year ago
6,889	-6.0%
4,315	-6.7%
2,103	-1.8%
278	-14.4%
186	-21.0%
7	-28.6%

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	17.9%	52.4%	77.3%	92.3%	98.1%	99.5%	99.7%	99.9%
Treated and admitted to hospital	0.8%	8.2%	23.6%	62.6%	78.8%	92.3%	95.7%	97.5%
Patient left without, or before completing, treatment	29.8%	64.7%	87.0%	95.8%	99.2%	100%	100%	100%
Transferred to another hospital	4.1%	19.7%	35.4%	53.1%	75.5%	87.8%	95.2%	97.3%
All presentations	12.6%	38.0%	59.6%	82.1%	91.5%	96.9%	98.3%	99.1%

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Ryde 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 6,480 patients

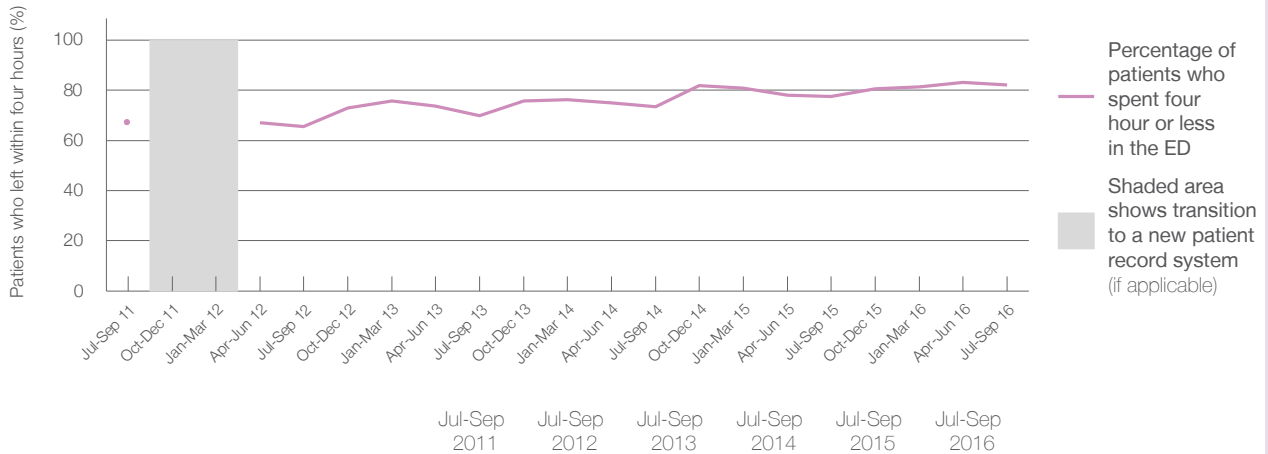
Presentations used to calculate time to leaving the ED: ⁶ 6,479 patients

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	6,889	-5.9%
Presentations used to calculate time to leaving the ED	6,889	-6.0%
Percentage of patients who spent four hours or less in the ED	77.5%	

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
	67.2%	65.4%	69.7%	73.4%	77.5%	82.1%

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- 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.
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- 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 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).