

Ryde Hospital: Emergency department (ED) overview

April to June 2016



All presentations:¹ 6,240 patients
 Emergency presentations:² 6,151 patients

Same period last year	Change since one year ago
6,746	-7.5%
6,704	-8.2%



Ryde Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 835 patients

Median time to start treatment⁴  7 minutes
 95th percentile time to start treatment⁵  15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,512 patients

Median time to start treatment⁴  13 minutes
 95th percentile time to start treatment⁵  50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,594 patients

Median time to start treatment⁴  14 minutes
 95th percentile time to start treatment⁵  111 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 182 patients

Median time to start treatment⁴  18 minutes
 95th percentile time to start treatment⁵  109 minutes

Same period last year	NSW (this period)
900	
6 minutes	8 minutes
14 minutes	36 minutes
2,707	
13 minutes	20 minutes
54 minutes	92 minutes
2,799	
13 minutes	25 minutes
106 minutes	128 minutes
255	
17 minutes	23 minutes
136 minutes	132 minutes

Ryde Hospital: Time from presentation until leaving the ED

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 6,240 patients

Percentage of patients who spent four hours or less in the ED  83.1%

Same period last year	Change since one year ago
6,746	-7.5%
78.0%	

* 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, January to March 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.

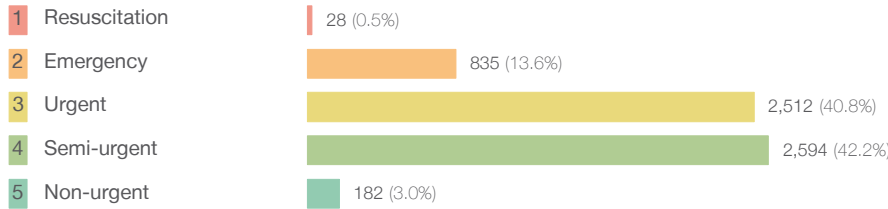
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Ryde Hospital: Patients presenting to the emergency department

April to June 2016

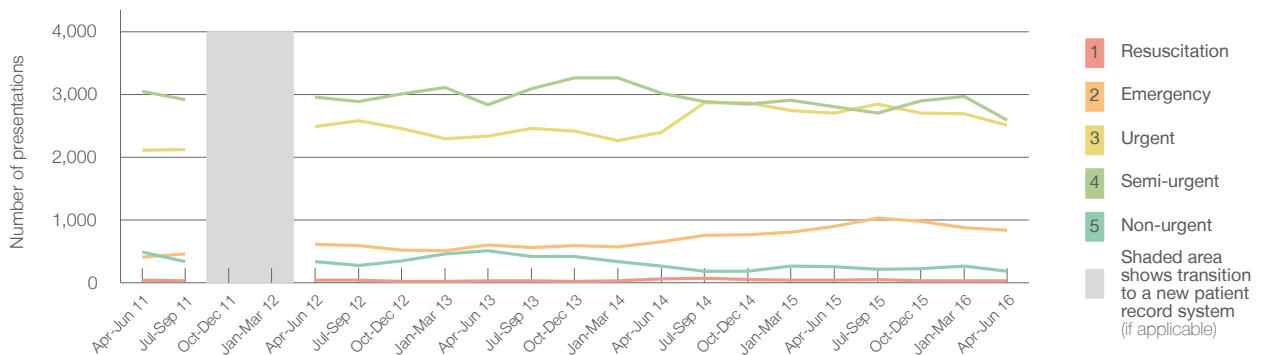
All presentations:¹ 6,240 patients

Emergency presentations² by triage category: 6,151 patients



Same period last year	Change since one year ago
6,746	-7.5%
6,704	-8.2%
43	-34.9%
900	-7.2%
2,707	-7.2%
2,799	-7.3%
255	-28.6%

Emergency presentations² by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	35	41	34	62	43	28
Emergency	410	615	601	647	900	835
Urgent	2,111	2,483	2,339	2,396	2,707	2,512
Semi-urgent	3,048	2,956	2,832	3,021	2,799	2,594
Non-urgent	493	336	513	262	255	182
All emergency presentations	6,097	6,431	6,319	6,388	6,704	6,151

Ryde Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 1,498 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,736	
10 minutes	0 minutes
28 minutes	-3 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

April to June 2016

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

Number of triage 2 patients: 835

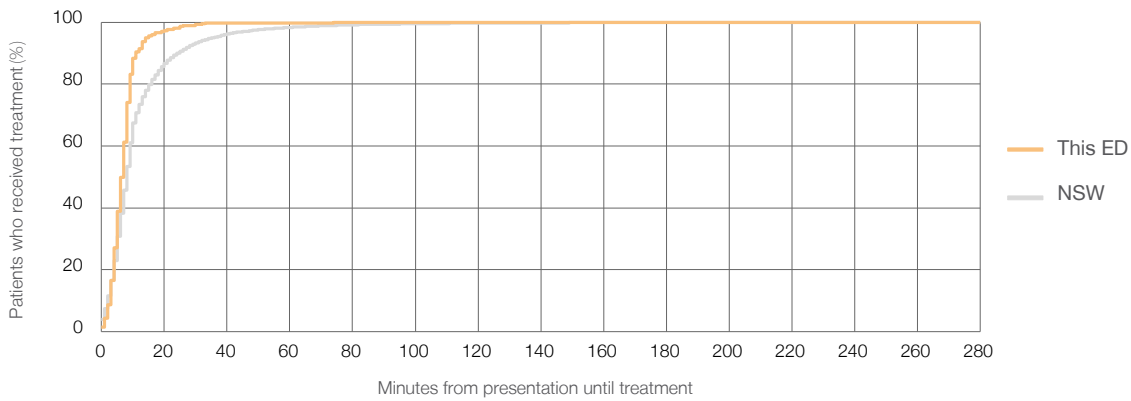
Number of triage 2 patients used to calculate waiting time:³ 835

Median time to start treatment⁴ ■ 7 minutes

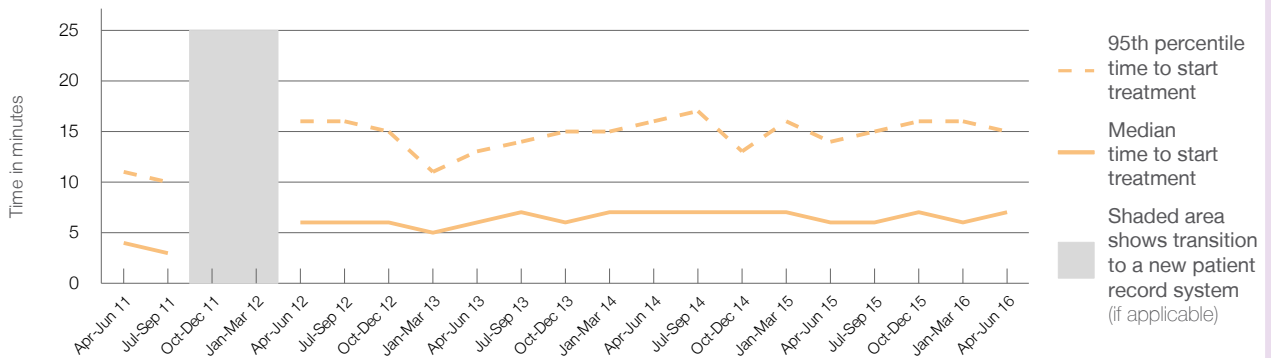
95th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
900	900
6 minutes	8 minutes
14 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	4	6	6	7	6	7
95th percentile time to start treatment ⁵ (minutes)	11	16	13	16	14	15

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Ryde Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 2,512

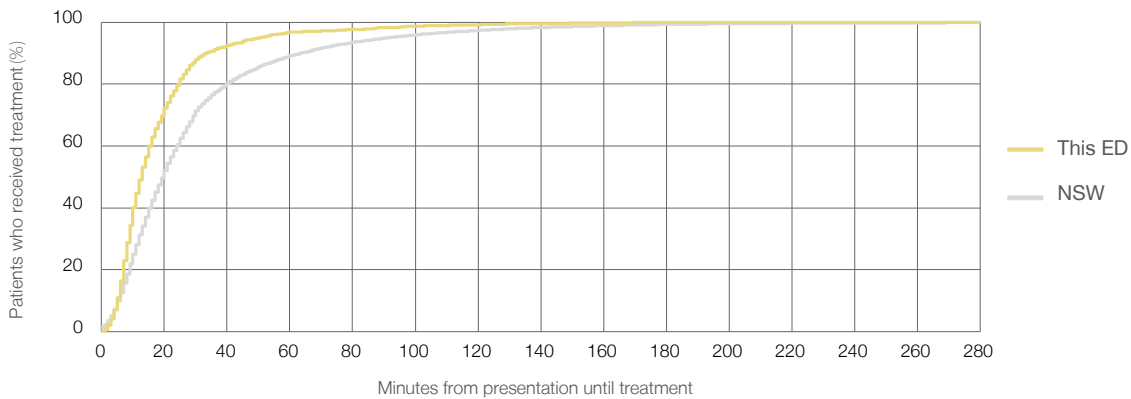
Number of triage 3 patients used to calculate waiting time:³ 2,483

Median time to start treatment⁴ 13 minutes

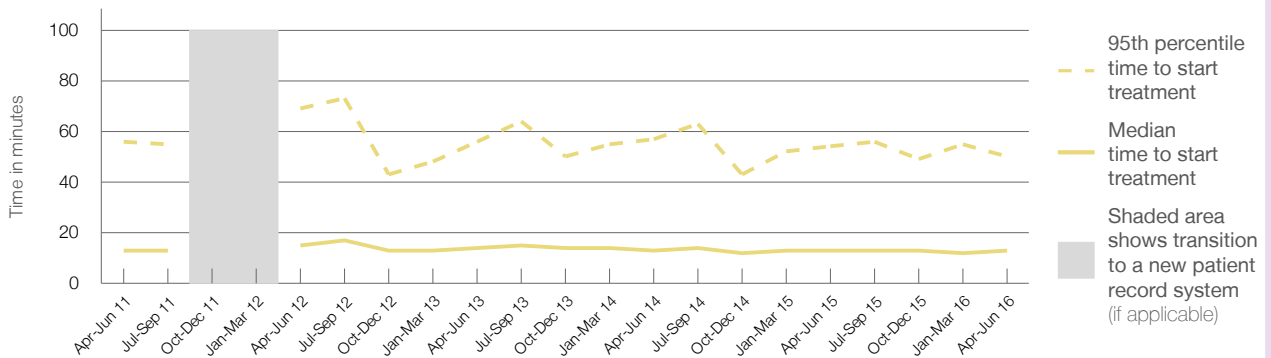
95th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
2,707	
2,693	
13 minutes	20 minutes
54 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	13	15	14	13	13	13
95th percentile time to start treatment ⁵ (minutes)	56	69	56	57	54	50

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Ryde Hospital: Time patients waited to start treatment, triage 4

April to June 2016

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

Number of triage 4 patients: 2,594

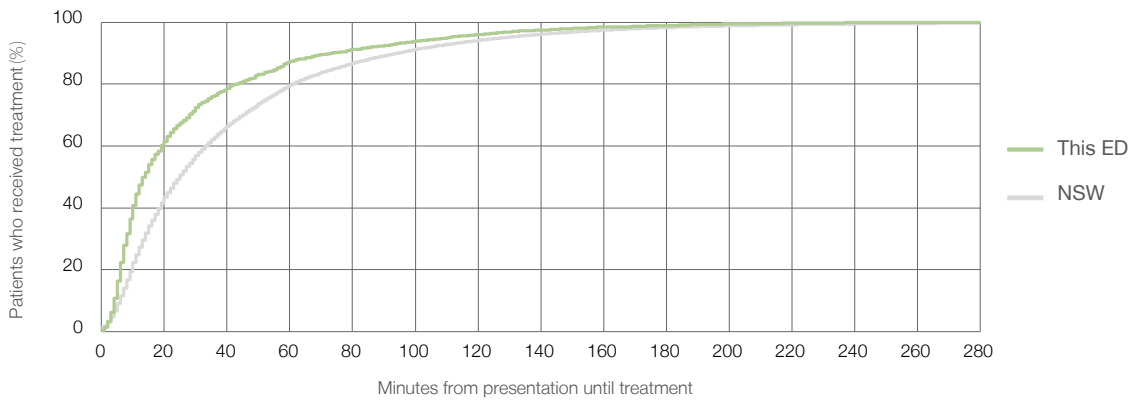
Number of triage 4 patients used to calculate waiting time:³ 2,513

Median time to start treatment⁴ 14 minutes

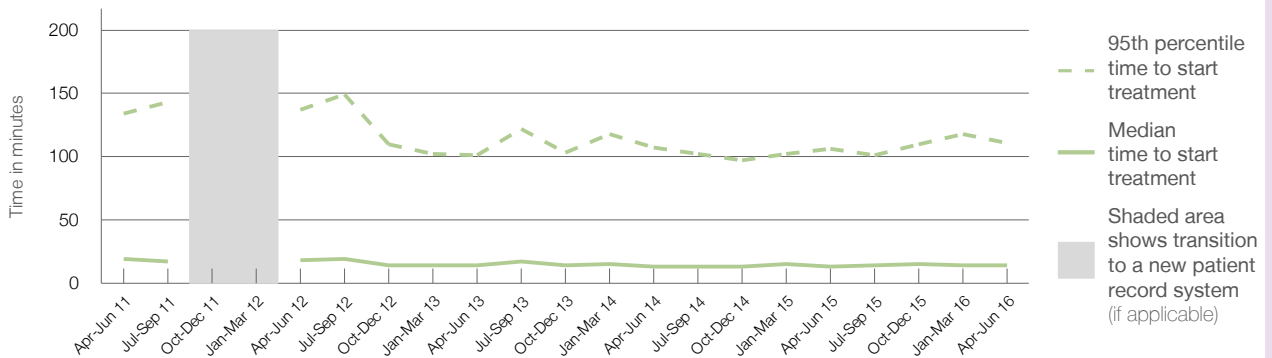
95th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
2,799	2,736
13 minutes	25 minutes
106 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	19	18	14	13	13	14
95th percentile time to start treatment ⁵ (minutes)	134	137	101	107	106	111

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Ryde Hospital: Time patients waited to start treatment, triage 5

April to June 2016

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

Number of triage 5 patients: 182

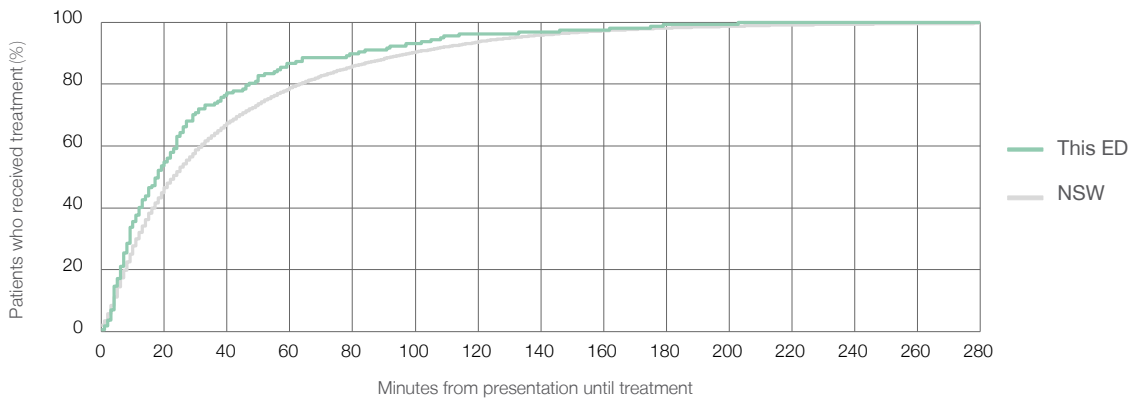
Number of triage 5 patients used to calculate waiting time:³ 157

Median time to start treatment⁴ 18 minutes

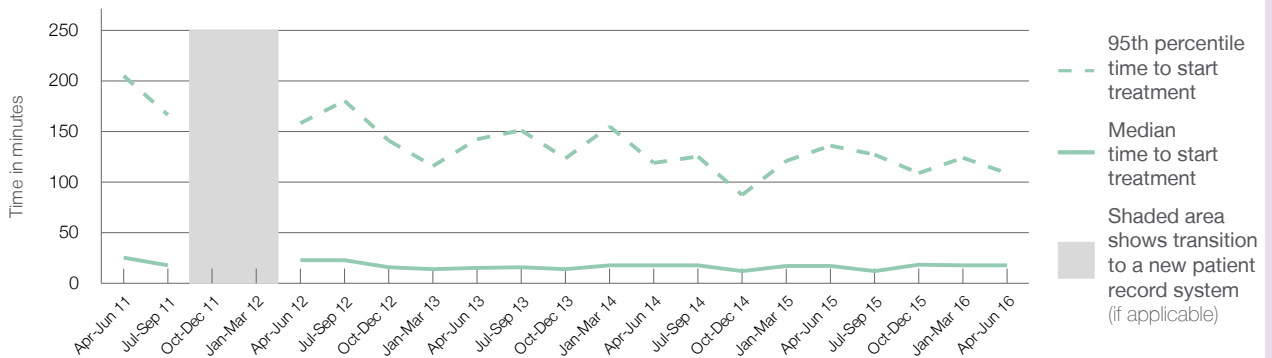
95th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
255	
231	
17 minutes	23 minutes
136 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	25	23	15	18	17	18
95th percentile time to start treatment ⁵ (minutes)	205	158	142	119	136	109

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Ryde Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 6,240 patients

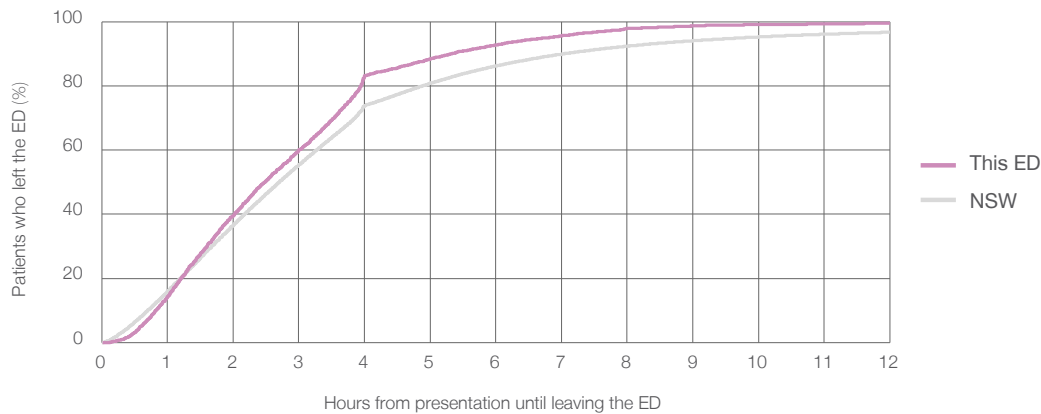
Presentations used to calculate time to leaving the ED:⁶ 6,240 patients

Median time spent in the ED⁸ 2 hours and 29 minutes

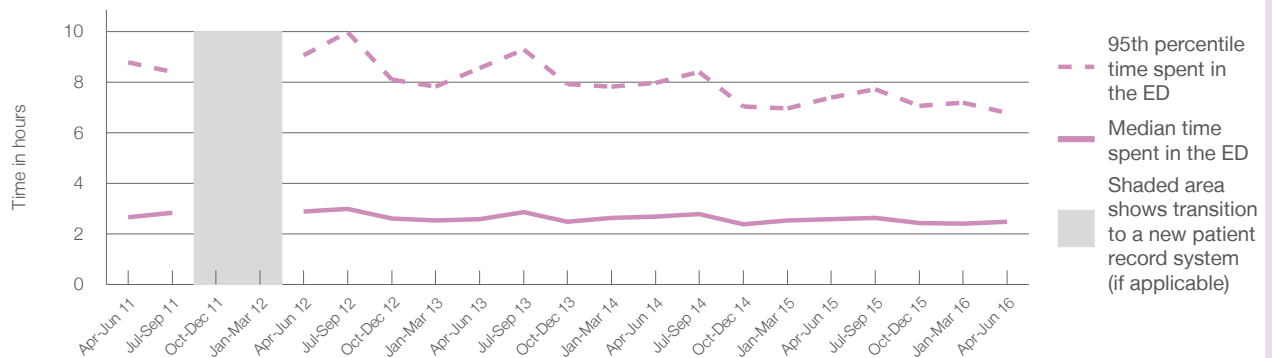
95th percentile time spent in the ED⁹ 6 hours and 48 minutes

Same period last year	NSW (this period)
6,746	6,746
2 hours and 35 minutes	2 hours and 42 minutes
7 hours and 23 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 40m	2h 54m	2h 36m	2h 41m	2h 35m	2h 29m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 47m	9h 4m	8h 33m	7h 59m	7h 23m	6h 48m

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Ryde Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

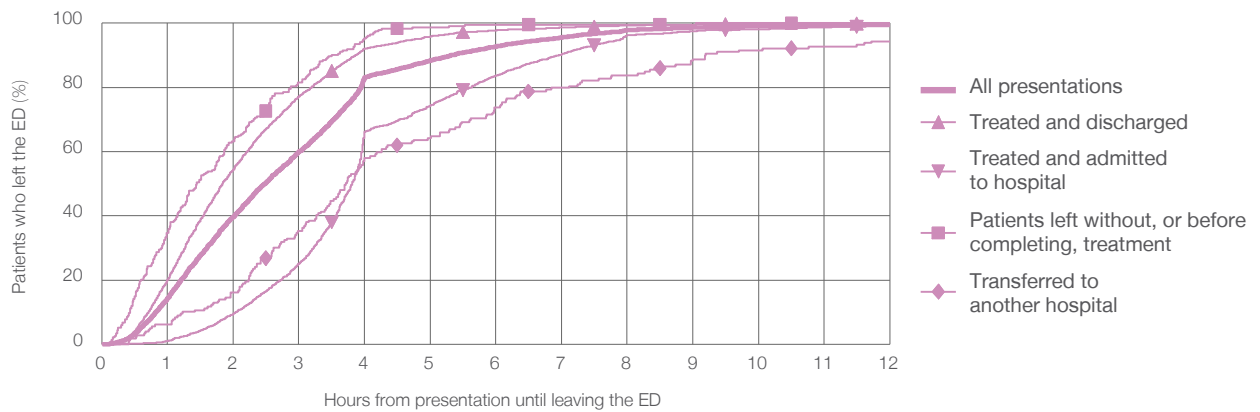
All presentations:¹ 6,240 patients

Presentations used to calculate time to leaving the ED:⁶ 6,240 patients

Treated and discharged	3,882 (62.2%)
Treated and admitted to hospital	1,941 (31.1%)
Patient left without, or before completing, treatment	234 (3.8%)
Transferred to another hospital	179 (2.9%)
Other	4 (0.1%)

Same period last year	Change since one year ago
6,746	-7.5%
4,443	-12.6%
1,891	2.6%
226	3.5%
174	2.9%
12	-66.7%

Percentage of patients who left the ED by time and mode of separation, April to June 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	20.2%	54.5%	77.3%	92.0%	97.8%	99.3%	99.8%	99.9%
Treated and admitted to hospital	1.0%	9.6%	25.1%	66.2%	83.7%	96.2%	98.2%	99.2%
Patient left without, or before completing, treatment	34.6%	63.2%	81.6%	95.3%	99.6%	99.6%	100%	100%
Transferred to another hospital	6.1%	16.2%	35.2%	58.1%	73.7%	83.8%	91.6%	94.4%
All presentations	14.3%	39.8%	60.0%	83.1%	92.8%	97.9%	99.1%	99.5%

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Ryde Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 April to June 2016

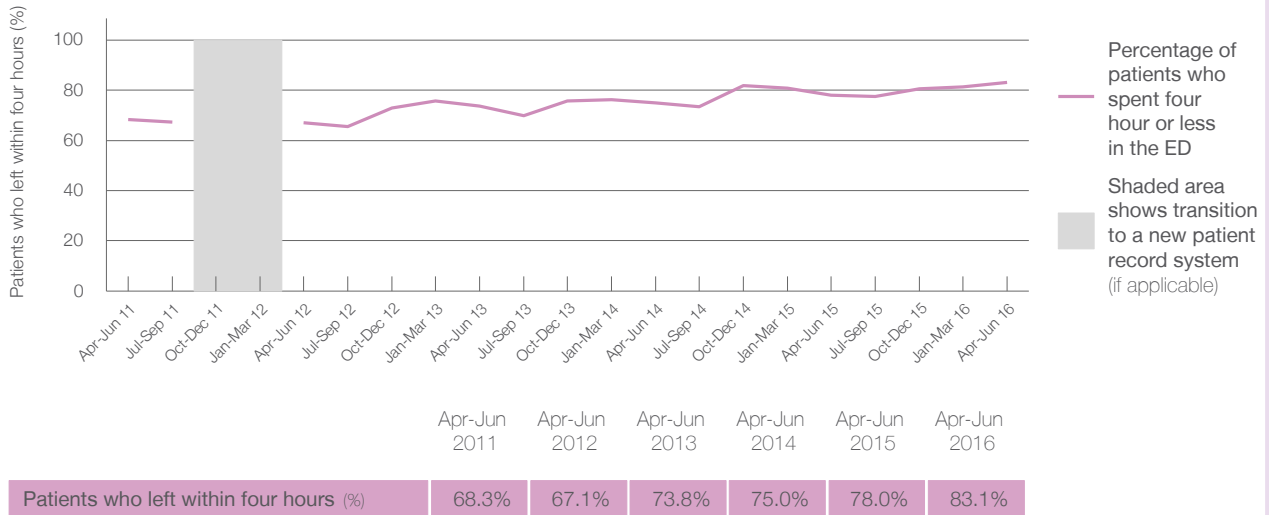
All presentations at the emergency department:¹ 6,240 patients
 Presentations used to calculate time to leaving the ED:⁶ 6,240 patients

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



Same period last year	Change since one year ago
6,746	-7.5%
6,746	-7.5%
78.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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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 19 July 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).