

Royal North Shore Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 22,832 patients

Emergency presentations:² 22,774 patients

Same period last year	Change since one year ago
22,732	0%
22,659	1%

Royal North Shore Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,862 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,184 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,518 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 84 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,892 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
4,349	
7 minutes	8 minutes
15 minutes	26 minutes
6,253	
18 minutes	20 minutes
44 minutes	72 minutes
8,591	
26 minutes	26 minutes
70 minutes	104 minutes
3,090	
28 minutes	23 minutes
102 minutes	104 minutes

Royal North Shore Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 22,832 patients

Percentage of patients who spent four hours or less in the ED 61%

Same period last year	Change since one year ago
22,732	0%
66%	

* 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).

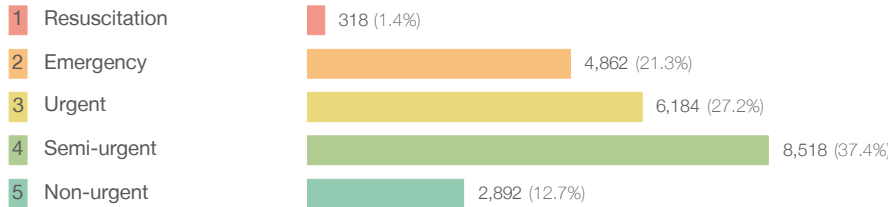
Royal North Shore Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 22,832 patients

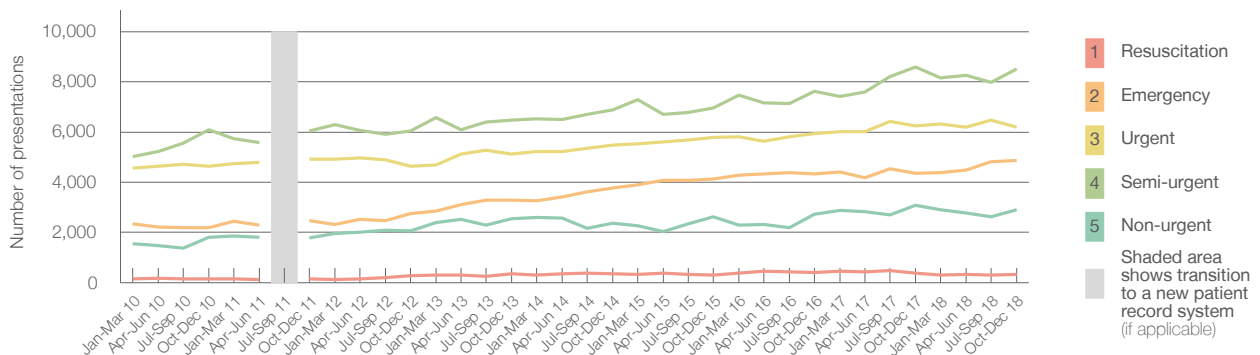
Same period last year	Change since one year ago
22,732	0%

Emergency presentations² by triage category: 22,774 patients

Same period last year	Change since one year ago
22,659	1%
376	-15.4%
4,349	11.8%
6,253	-1.1%
8,591	-0.8%
3,090	-6.4%



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	143	137	285	354	341	314	408	376	318
Emergency	2,195	2,478	2,756	3,286	3,759	4,131	4,335	4,349	4,862
Urgent	4,635	4,913	4,638	5,133	5,485	5,774	5,946	6,253	6,184
Semi-urgent	6,089	6,030	6,048	6,483	6,884	6,951	7,620	8,591	8,518
Non-urgent	1,798	1,777	2,060	2,556	2,376	2,630	2,714	3,090	2,892
All emergency presentations	14,860	15,335	15,787	17,812	18,845	19,800	21,023	22,659	22,774

Royal North Shore Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 4,968 patients

Same period last year	Change since one year ago
4,761	

ED Transfer of care time



Same period last year	Change since one year ago
13 minutes	-1 minute
28 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.

Royal North Shore Hospital: 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: 4,862

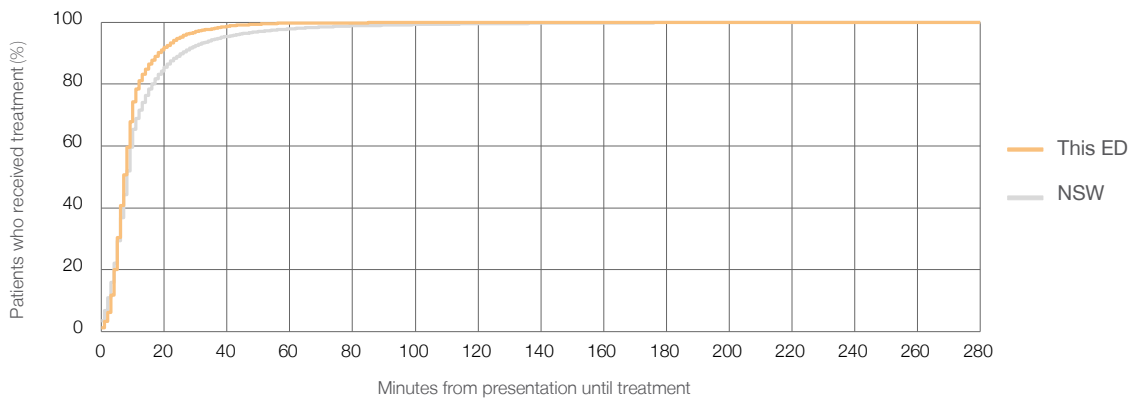
Number of triage 2 patients used to calculate waiting time:³ 4,845

Median time to start treatment⁴ 7 minutes

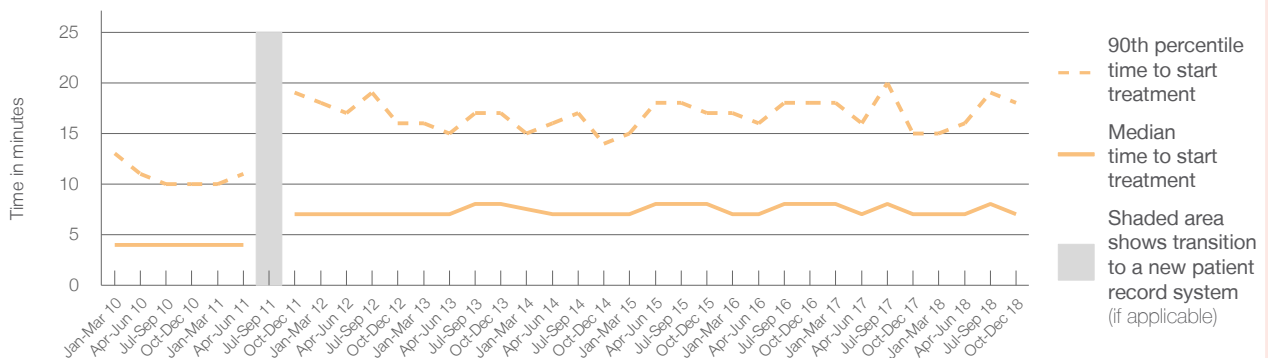
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
4,349	4,324
7 minutes	8 minutes
15 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^{†‡}



	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)	4	7	7	8	7	8	8	7	7
90th percentile time to start treatment ⁵ (minutes)	10	19	16	17	14	17	18	15	18

(†) 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.

Royal North Shore Hospital: 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: 6,184

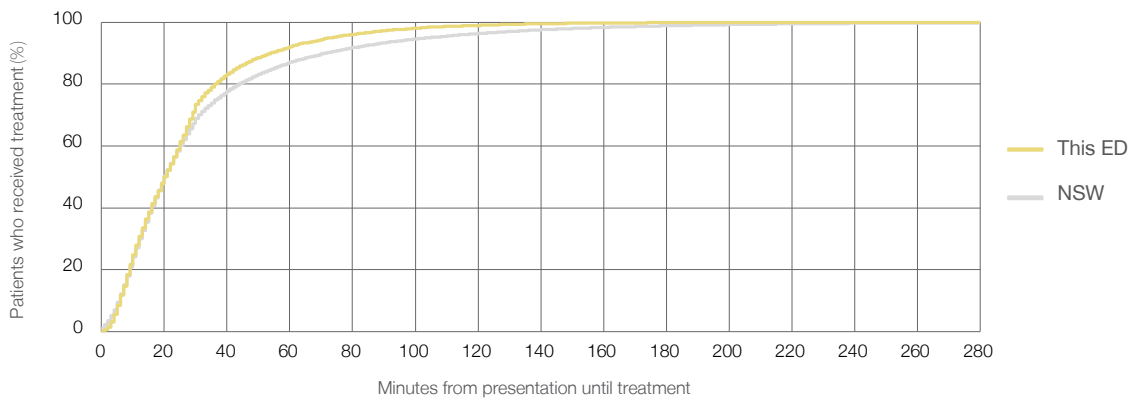
Number of triage 3 patients used to calculate waiting time:³ 6,107

Median time to start treatment⁴ 20 minutes

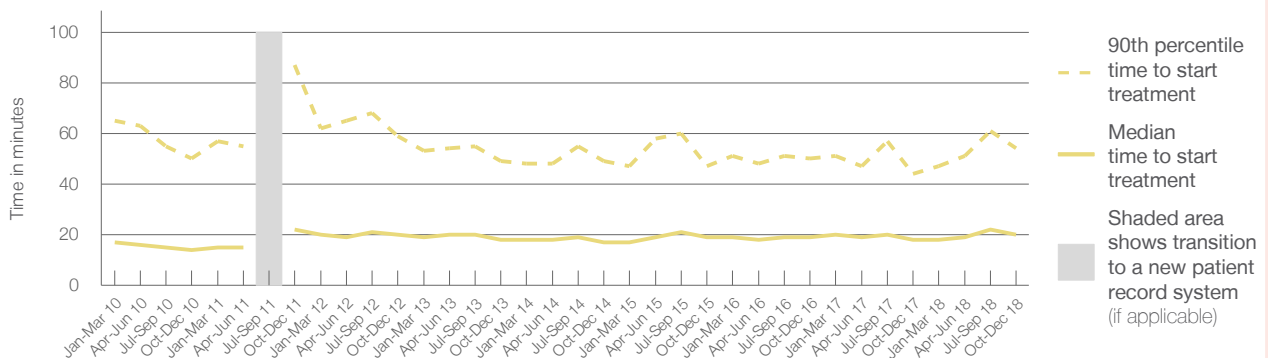
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
6,253	
6,198	
18 minutes	20 minutes
44 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^{†‡}



	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)	14	22	20	18	17	19	19	18	20
90th percentile time to start treatment ⁵ (minutes)	50	87	59	49	49	47	50	44	54

(†) 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.

Royal North Shore Hospital: 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: 8,518

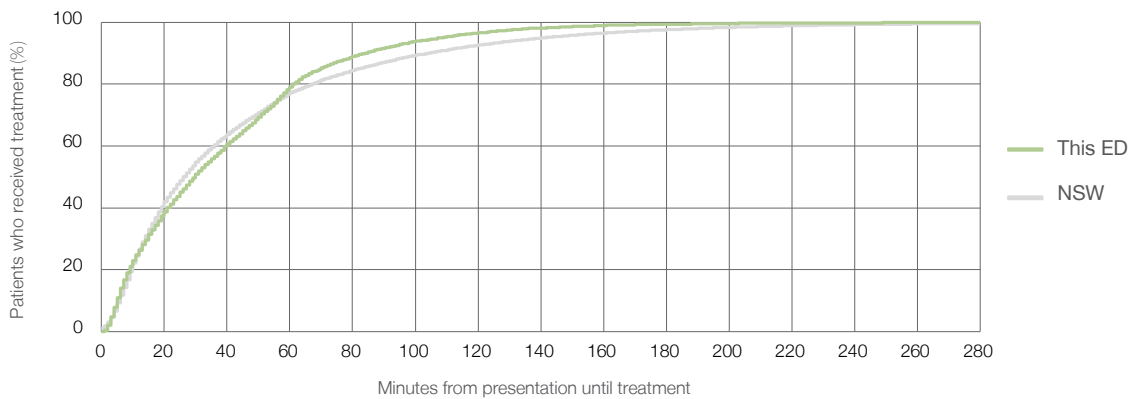
Number of triage 4 patients used to calculate waiting time:³ 8,258

Median time to start treatment⁴ 30 minutes

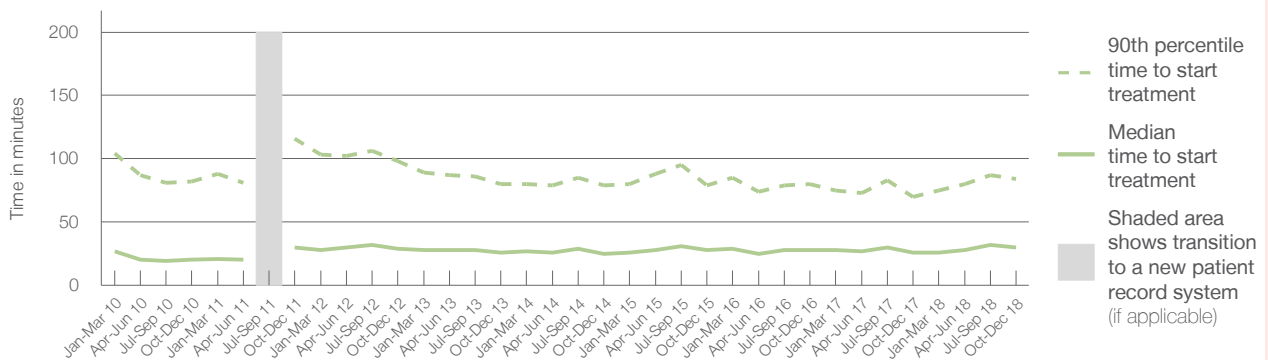
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
8,591	8,346
26 minutes	26 minutes
70 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^{†‡}



	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)	20	30	29	26	25	28	28	26	30
90th percentile time to start treatment ⁵ (minutes)	82	116	98	80	79	79	80	70	84

(†) 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.

Royal North Shore Hospital: 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: 2,892

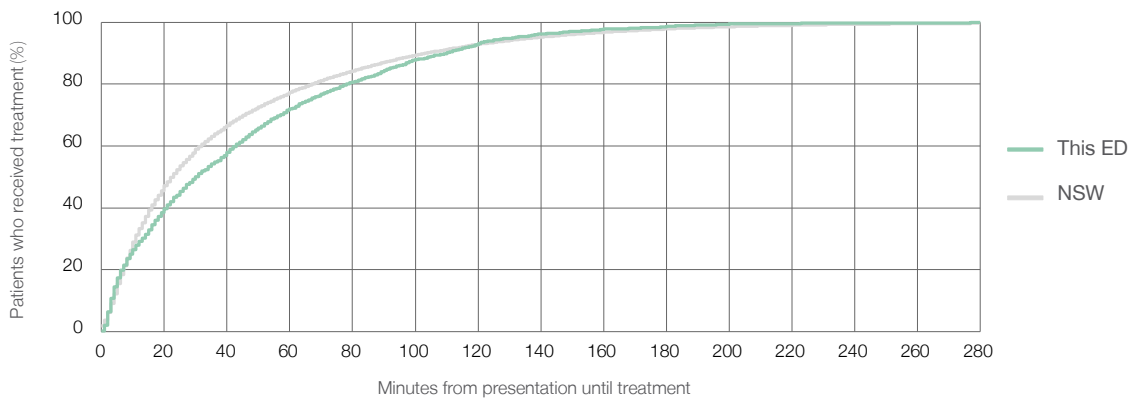
Number of triage 5 patients used to calculate waiting time:³ 2,628

Median time to start treatment⁴ 30 minutes

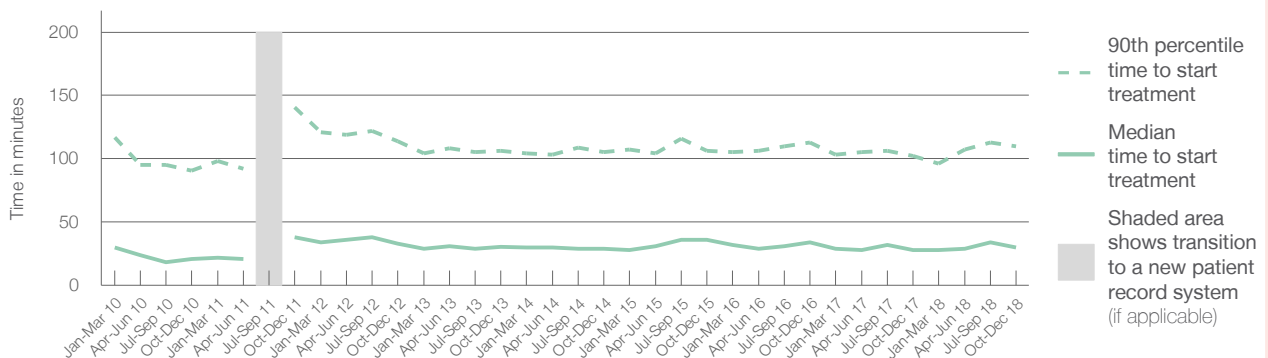
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
3,090	
2,789	
28 minutes	23 minutes
102 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^{†‡}



	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)	21	38	33	31	29	36	34	28	30
90th percentile time to start treatment ⁵ (minutes)	91	141	114	106	105	106	113	102	110

(†) 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.

Royal North Shore Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 22,832 patients

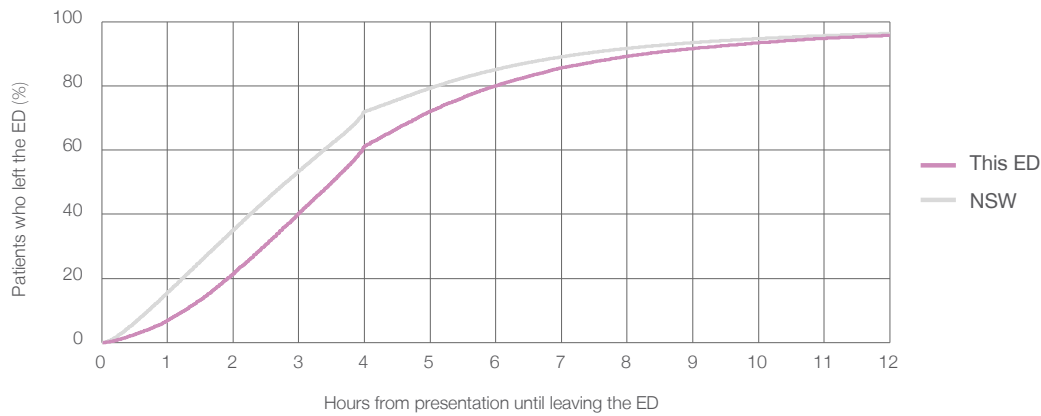
Presentations used to calculate time to leaving the ED:⁶ 22,832 patients

Median time spent in the ED⁸ 3 hours and 30 minutes

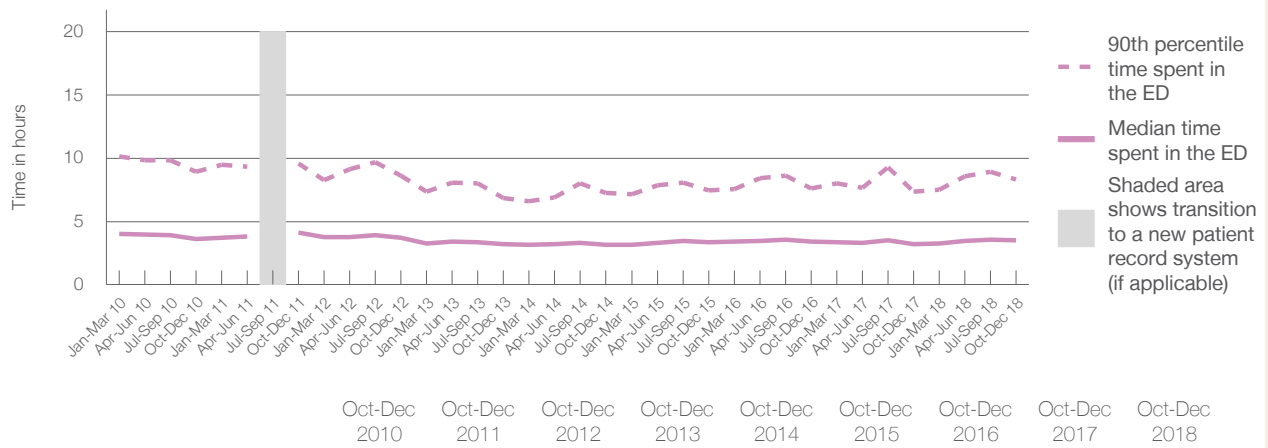
90th percentile time spent in the ED⁹ 8 hours and 18 minutes

Same period last year	NSW (this period)
22,732	22,732
3 hours and 14 minutes	2 hours and 49 minutes
7 hours and 20 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^{†‡}



	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 38m	4h 8m	3h 42m	3h 12m	3h 9m	3h 21m	3h 24m	3h 14m	3h 30m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 56m	9h 34m	8h 36m	6h 52m	7h 15m	7h 26m	7h 37m	7h 20m	8h 18m

(†) 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.

Royal North Shore Hospital: Time patients spent in the ED By mode of separation October to December 2018

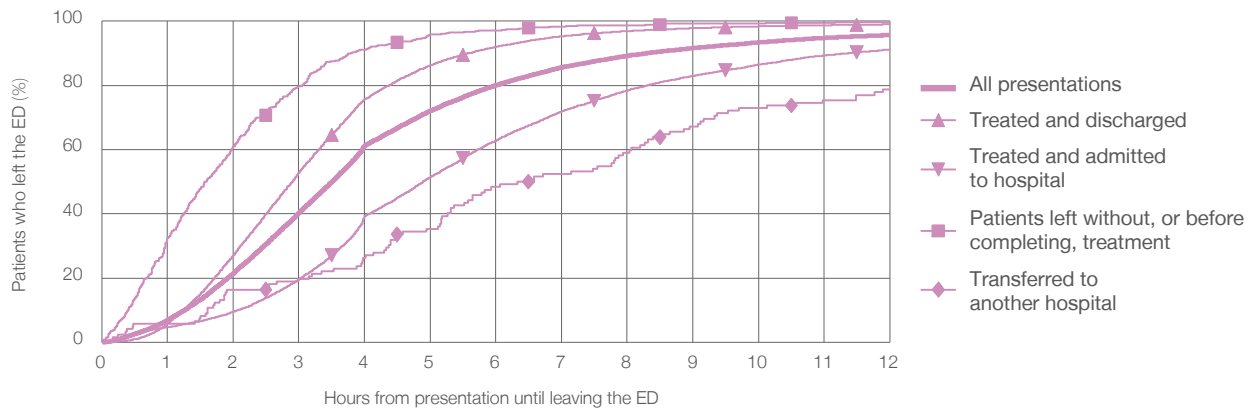
All presentations:¹ 22,832 patients

Presentations used to calculate time to leaving the ED:⁶ 22,832 patients

Treated and discharged	12,407 (54.3%)
Treated and admitted to hospital	9,386 (41.1%)
Patient left without, or before completing, treatment	580 (2.5%)
Transferred to another hospital	122 (0.5%)
Other	337 (1.5%)

Same period last year	Change since one year ago
22,732	0%
13,010	-4.6%
8,726	7.6%
426	36.2%
154	-20.8%
416	-19.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	5.9%	27.0%	52.8%	75.7%	92.1%	96.9%	98.4%	99.0%
Treated and admitted to hospital	4.8%	9.5%	19.6%	39.2%	62.8%	78.4%	86.5%	91.3%
Patient left without, or before completing, treatment	32.4%	61.0%	79.7%	91.2%	97.1%	98.8%	99.3%	99.7%
Transferred to another hospital	5.7%	16.4%	19.7%	26.2%	48.4%	59.0%	73.0%	78.7%
All presentations	7.0%	21.5%	40.3%	61.1%	80.1%	89.2%	93.4%	95.8%

(†) 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.

Royal North Shore Hospital: 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 22,832 patients

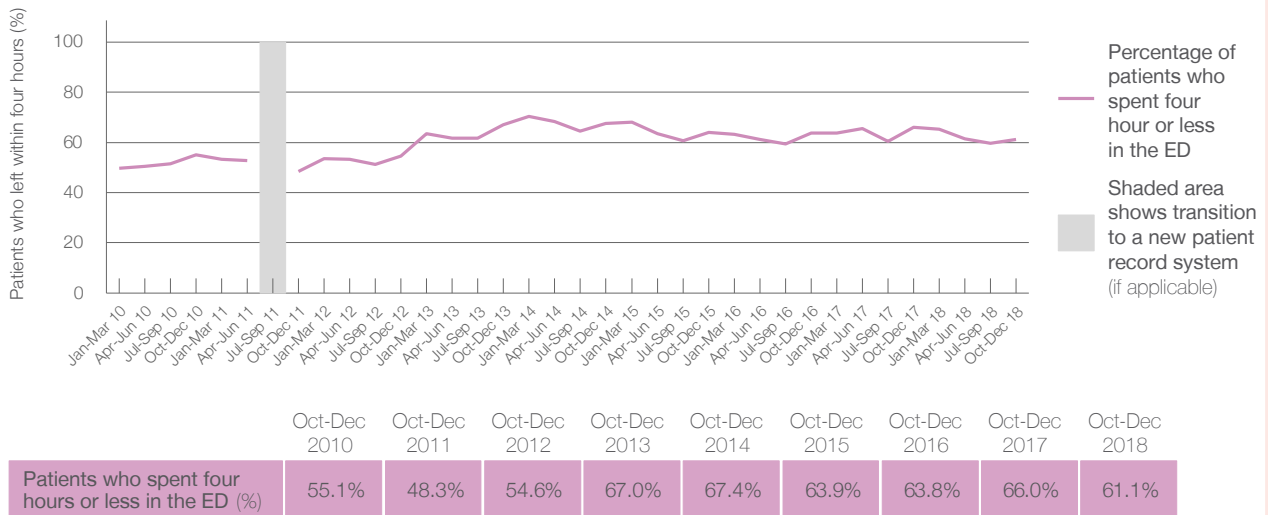
Presentations used to calculate time to leaving the ED: ⁶ 22,832 patients

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



Same period last year	Change since one year ago
22,732	0%
22,732	0%
66.0%	

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*.

- 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).