

Ryde Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 6,553 patients
 Emergency presentations:² 6,504 patients

Same period last year	Change since one year ago
6,543	0%
6,469	1%



Ryde Hospital: Time patients waited to start treatment³

April to June 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 950 patients

Median time to start treatment⁴  7 minutes
 90th percentile time to start treatment⁵  14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,465 patients

Median time to start treatment⁴  13 minutes
 90th percentile time to start treatment⁵  38 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,625 patients

Median time to start treatment⁴  15 minutes
 90th percentile time to start treatment⁵  73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 431 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  90 minutes

Same period last year	NSW (this period)
887	
7 minutes	8 minutes
11 minutes	24 minutes
2,390	
12 minutes	19 minutes
30 minutes	63 minutes
2,767	
12 minutes	24 minutes
49 minutes	95 minutes
391	
14 minutes	21 minutes
66 minutes	96 minutes

Ryde Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 6,553 patients

Percentage of patients who spent four hours or less in the ED  80%

Same period last year	Change since one year ago
6,543	0%
85%	

* 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 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.

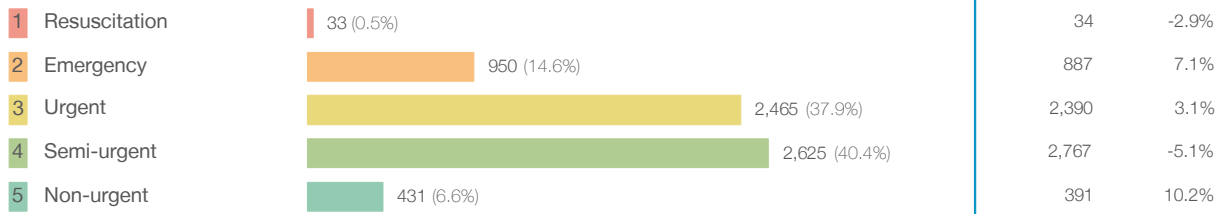
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Ryde Hospital: Patients presenting to the emergency department

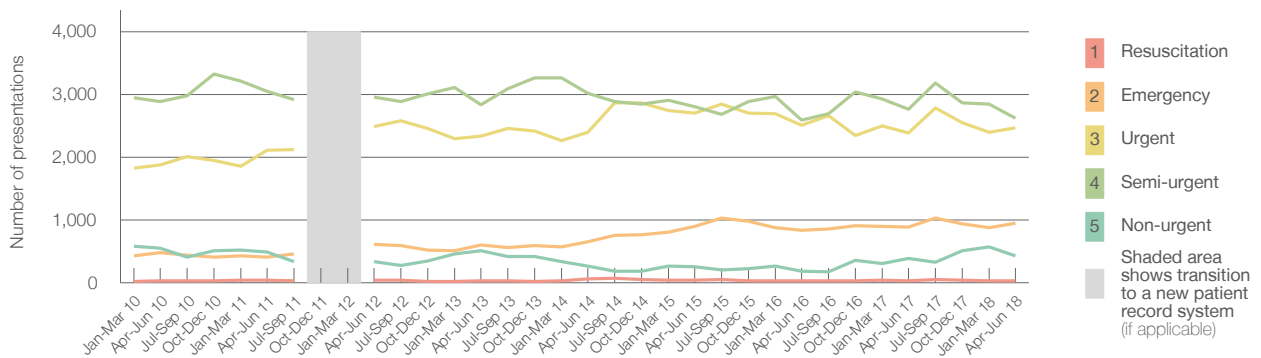
April to June 2018

All presentations:¹ 6,553 patients

Emergency presentations² by triage category: 6,504 patients



Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	30	35	41	34	62	43	28	34	33
Emergency	483	410	615	601	647	900	835	887	950
Urgent	1,875	2,111	2,483	2,339	2,396	2,707	2,513	2,390	2,465
Semi-urgent	2,884	3,048	2,954	2,832	3,021	2,799	2,594	2,767	2,625
Non-urgent	545	493	336	513	262	255	182	391	431
All emergency presentations	5,817	6,097	6,429	6,319	6,388	6,704	6,152	6,469	6,504

Ryde Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 1,507 patients

ED Transfer of care time



(†) 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 2018

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

Number of triage 2 patients: 950

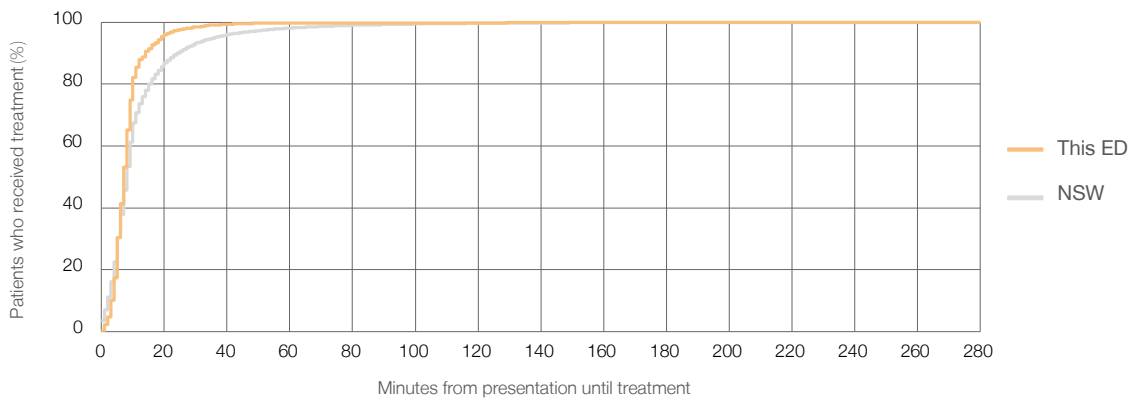
Number of triage 2 patients used to calculate waiting time:³ 948

Median time to start treatment⁴ 7 minutes

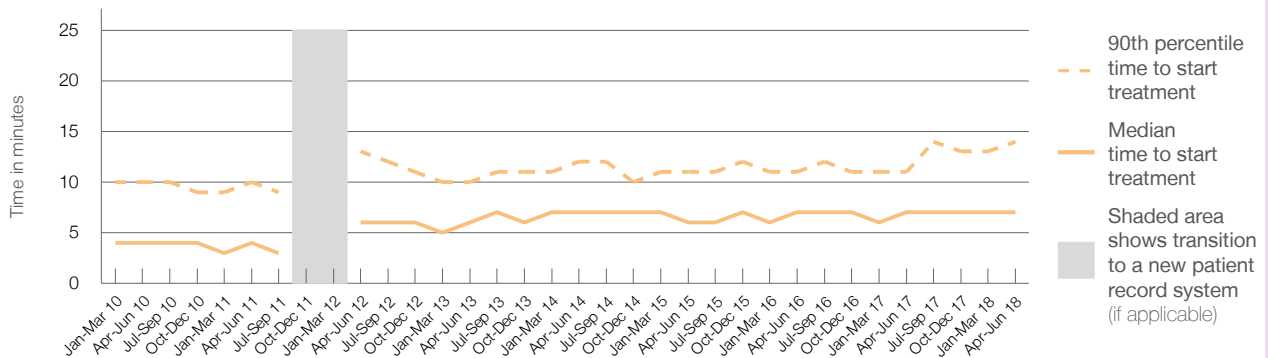
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
887	887
7 minutes	8 minutes
11 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	4	4	6	6	7	6	7	7	7
90th percentile time to start treatment ⁵ (minutes)	10	10	13	10	12	11	11	11	14

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

April to June 2018

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

Number of triage 3 patients: 2,465

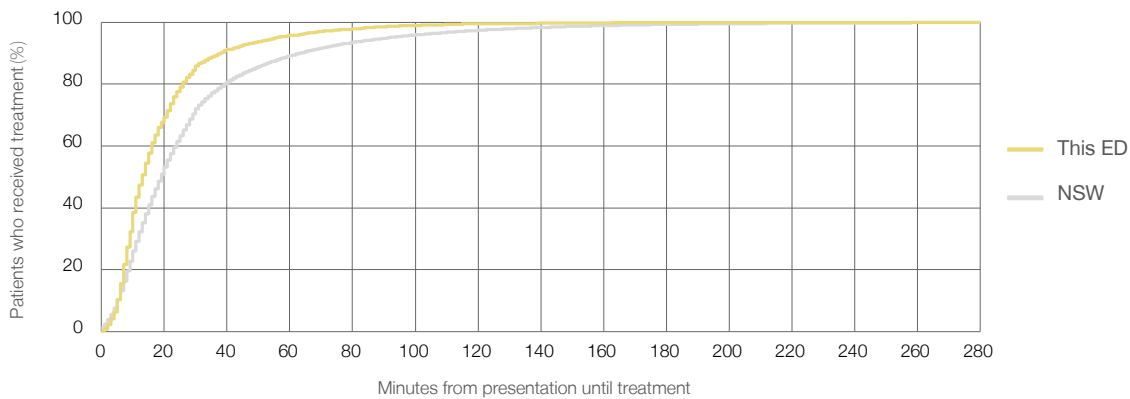
Number of triage 3 patients used to calculate waiting time:³ 2,451

Median time to start treatment⁴ 13 minutes

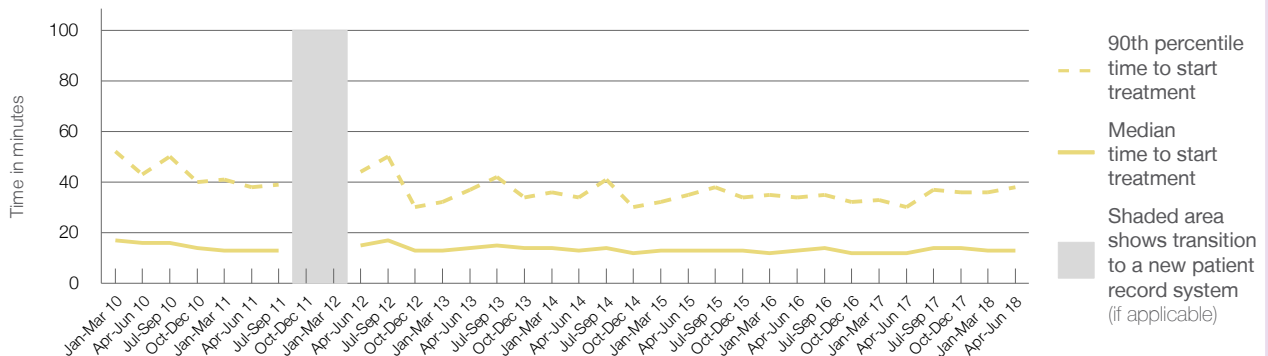
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
2,390	2,376
12 minutes	19 minutes
30 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	16	13	15	14	13	13	13	12	13
90th percentile time to start treatment ⁵ (minutes)	43	38	44	37	34	35	34	30	38

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

April to June 2018

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

Number of triage 4 patients: 2,625

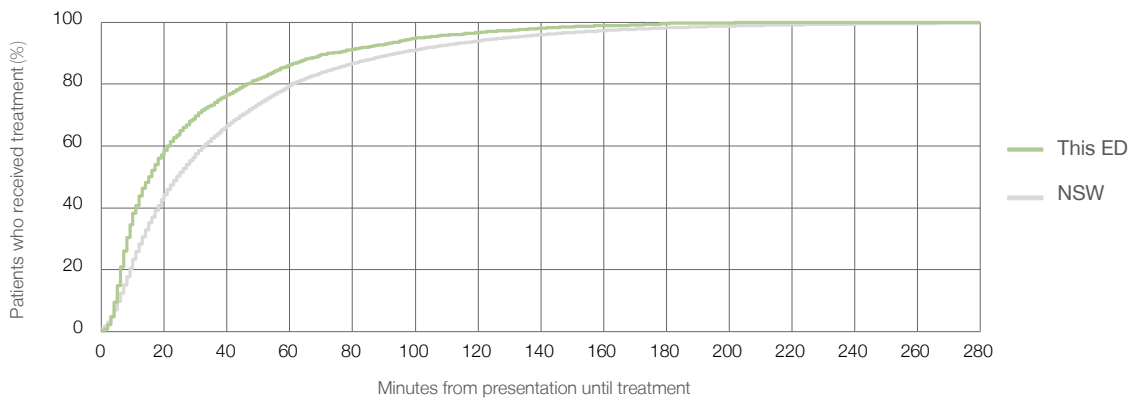
Number of triage 4 patients used to calculate waiting time:³ 2,546

Median time to start treatment⁴ 15 minutes

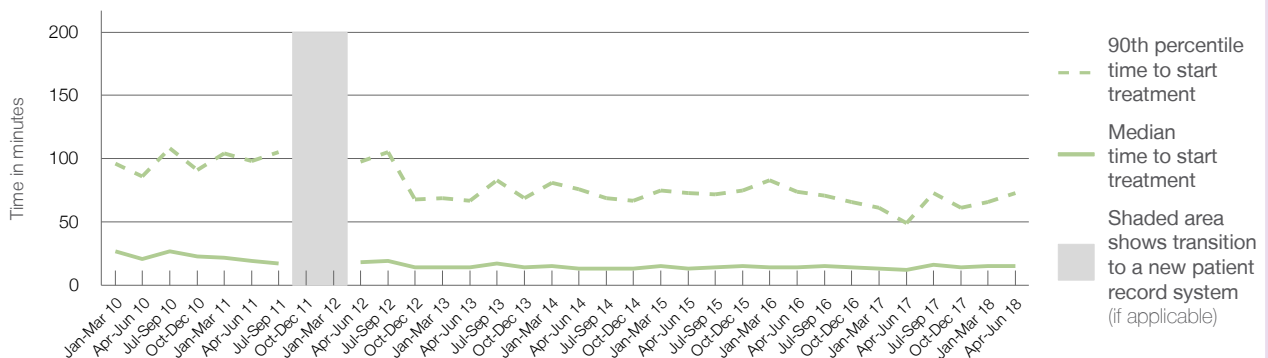
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
2,767	2,710
12 minutes	24 minutes
49 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	21	19	18	14	13	13	14	12	15
90th percentile time to start treatment ⁵ (minutes)	86	98	98	67	76	73	74	49	73

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

April to June 2018

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

Number of triage 5 patients: 431

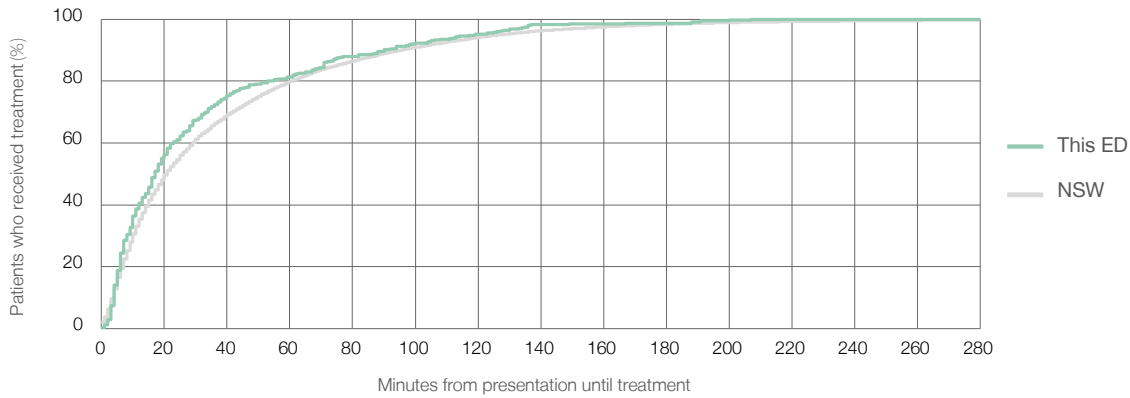
Number of triage 5 patients used to calculate waiting time:³ 400

Median time to start treatment⁴ 17 minutes

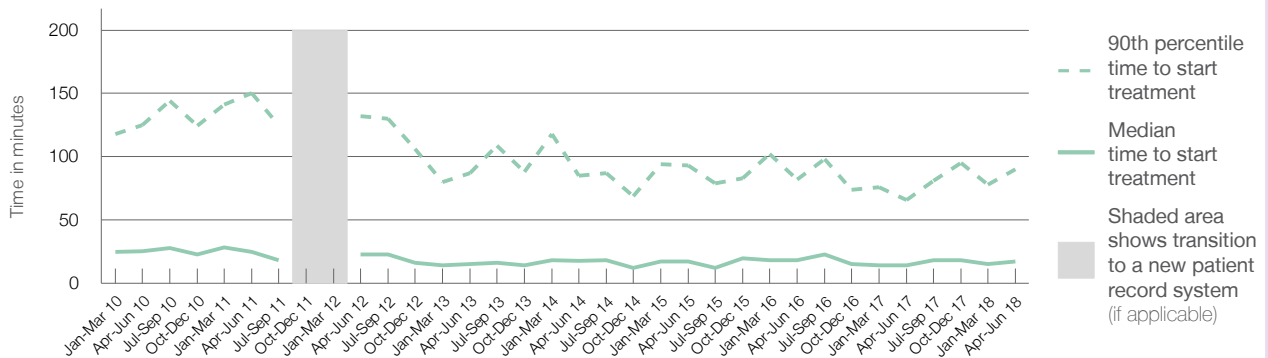
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
391	369
14 minutes	21 minutes
66 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	26	25	23	15	18	17	18	14	17
90th percentile time to start treatment ⁵ (minutes)	125	150	132	87	85	93	82	66	90

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Ryde Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 6,553 patients

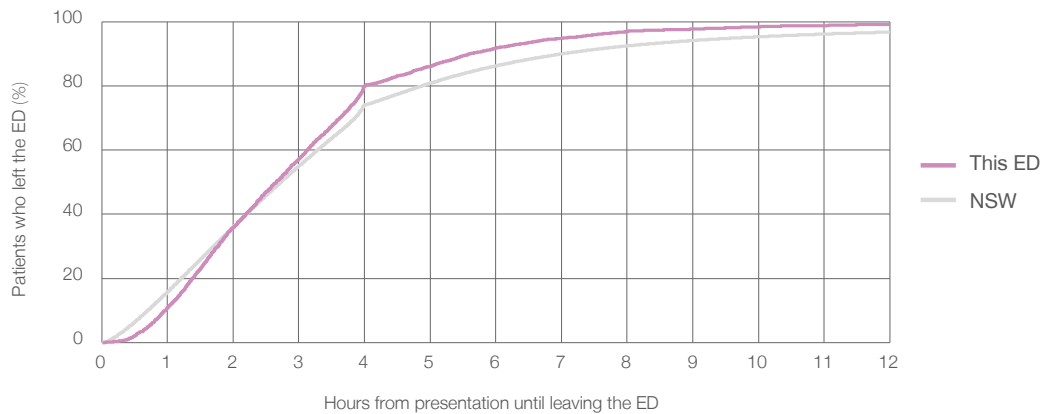
Presentations used to calculate time to leaving the ED:⁶ 6,553 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

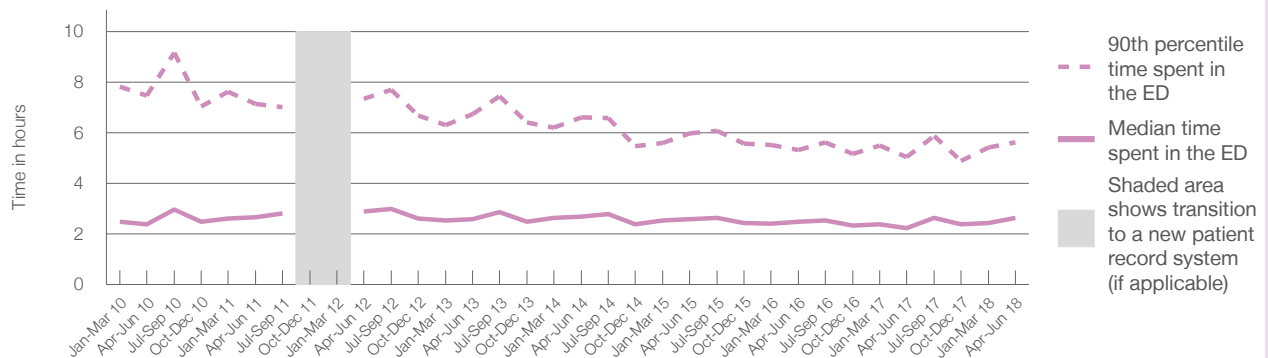
90th percentile time spent in the ED⁹ 5 hours and 37 minutes

Same period last year	NSW (this period)
6,543	6,543
2 hours and 14 minutes	2 hours and 44 minutes
5 hours and 2 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 24m	2h 40m	2h 54m	2h 36m	2h 41m	2h 35m	2h 29m	2h 14m	2h 39m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 28m	7h 9m	7h 21m	6h 44m	6h 37m	5h 58m	5h 19m	5h 2m	5h 37m

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Ryde Hospital: Time patients spent in the ED
 By mode of separation
 April to June 2018

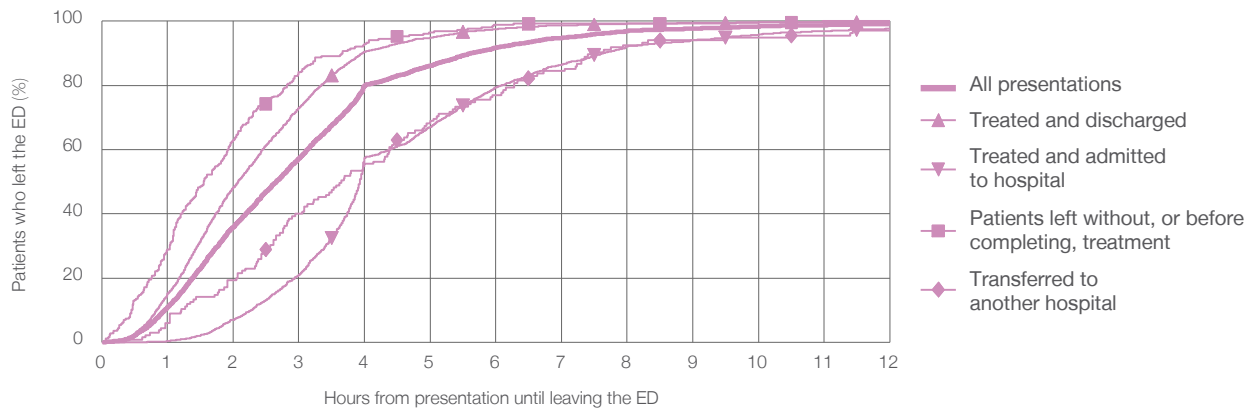
All presentations:¹ 6,553 patients

Presentations used to calculate time to leaving the ED:⁶ 6,553 patients

Treated and discharged	4,209 (64.2%)
Treated and admitted to hospital	1,944 (29.7%)
Patient left without, or before completing, treatment	257 (3.9%)
Transferred to another hospital	135 (2.1%)
Other	8 (0.1%)

Same period last year	Change since one year ago
6,543	0%
4,389	-4.1%
1,857	4.7%
151	70.2%
136	-0.7%
10	-20.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{††}



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

Treated and discharged	15.1%	48.2%	72.9%	90.5%	97.5%	99.2%	99.6%	99.9%
Treated and admitted to hospital	0.3%	7.0%	21.0%	57.4%	79.4%	92.2%	95.8%	97.7%
Patient left without, or before completing, treatment	28.8%	63.0%	84.0%	93.0%	98.8%	99.2%	99.6%	100%
Transferred to another hospital	5.9%	19.3%	40.0%	55.6%	77.0%	92.6%	94.8%	97.0%
All presentations	11.0%	36.0%	57.3%	80.0%	91.8%	97.0%	98.4%	99.2%

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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 2018

All presentations at the emergency department: ¹ 6,553 patients

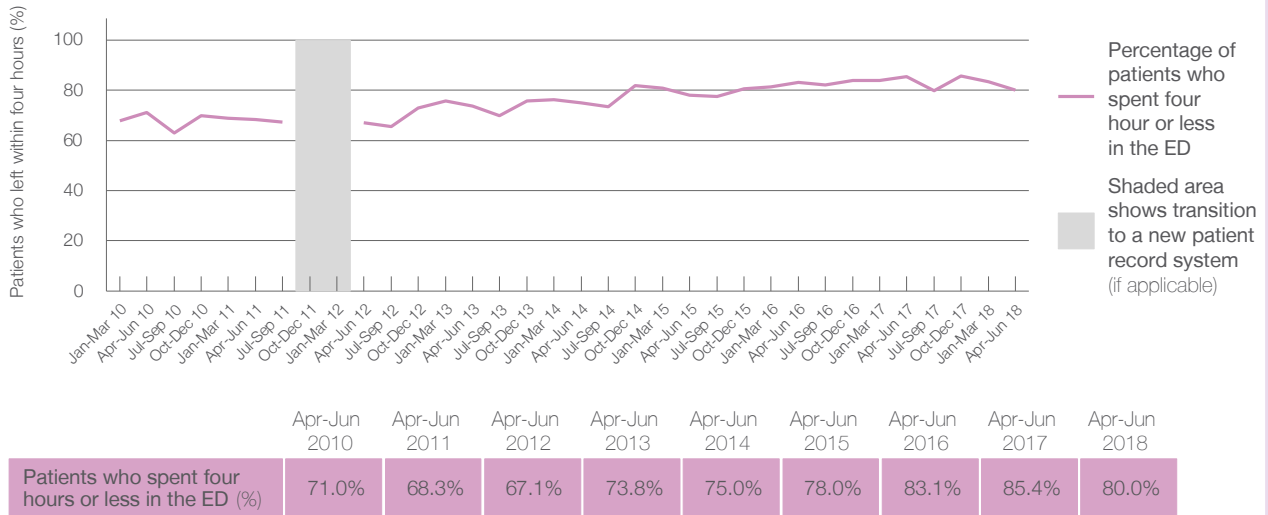
Presentations used to calculate time to leaving the ED: ⁶ 6,553 patients

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: ¹ 6,553 patients	6,543	0%
Presentations used to calculate time to leaving the ED: ⁶ 6,553 patients	6,543	0%
Percentage of patients who spent four hours or less in the ED	85.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



* 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).
- 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: Emergency department measures, January to March 2018*.
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- 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 18 July 2018). Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).