

## The Children's Hospital at Westmead: Emergency department (ED) overview

April to June 2018

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 14,310 patients	14,664	-2%
Emergency presentations: <sup>2</sup> 14,140 patients	14,488	-2%

## The Children's Hospital at Westmead: Time patients waited to start treatment<sup>3</sup>

April to June 2018

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 567 patients	612	
Median time to start treatment <sup>4</sup> 10 minutes	8 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup> 29 minutes	24 minutes	24 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 4,176 patients	3,932	
Median time to start treatment <sup>4</sup> 23 minutes	22 minutes	19 minutes
90th percentile time to start treatment <sup>5</sup> 59 minutes	58 minutes	63 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 9,218 patients	9,783	
Median time to start treatment <sup>4</sup> 55 minutes	53 minutes	24 minutes
90th percentile time to start treatment <sup>5</sup> 184 minutes	184 minutes	95 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 47 patients	66	
Median time to start treatment <sup>4</sup> 66 minutes	75 minutes	21 minutes
90th percentile time to start treatment <sup>5</sup> *	*	96 minutes

## The Children's Hospital at Westmead: Time from presentation until leaving the ED

April to June 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 14,310 patients	14,664	-2%
Percentage of patients who spent four hours or less in the ED 61%	64%	

\* 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.

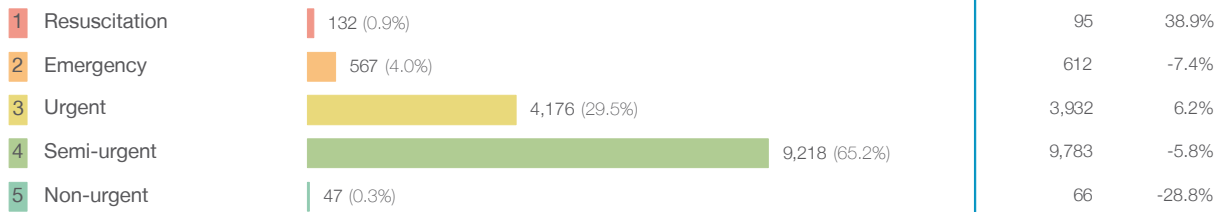
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## The Children's Hospital at Westmead: Patients presenting to the emergency department

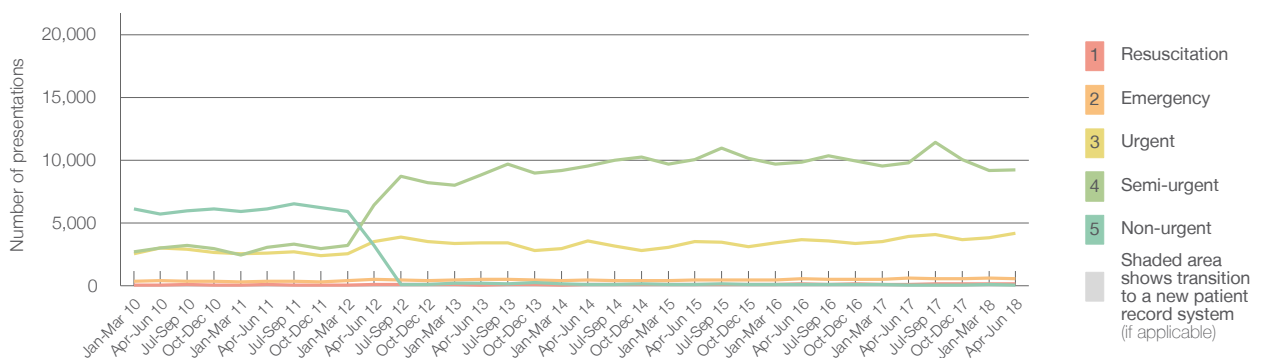
April to June 2018

All presentations:<sup>1</sup> 14,310 patients

Emergency presentations<sup>2</sup> by triage category: 14,140 patients



Emergency presentations<sup>2</sup> 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	64	81	94	57	74	70	122	95	132
Emergency	421	354	514	481	439	446	534	612	567
Urgent	2,996	2,595	3,509	3,385	3,579	3,505	3,647	3,932	4,176
Semi-urgent	3,020	3,034	6,415	8,795	9,527	10,062	9,844	9,783	9,218
Non-urgent	5,727	6,111	3,208	177	85	106	80	66	47
All emergency presentations	12,228	12,175	13,740	12,895	13,704	14,189	14,227	14,488	14,140

## The Children's Hospital at Westmead: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,072 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.

(§) The Sydney Children's Hospitals Network (Randwick and Westmead) advise that application of ED triaging definitions has been standardised across their facilities. This has resulted in a reporting shift of some cases from category 5 to category 4 and from category 4 to category 3 at Children's Hospital Westmead from June 2012 onwards.

## The Children's Hospital at Westmead: 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: 567

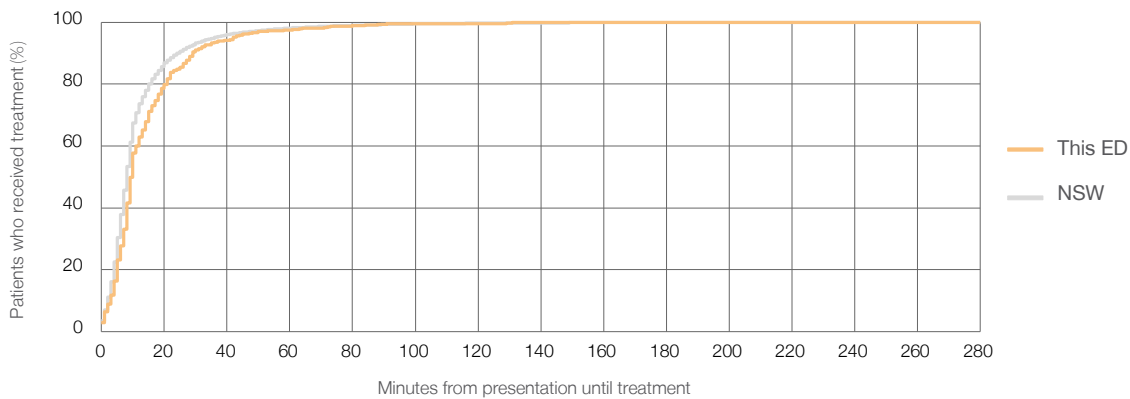
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 567

Median time to start treatment<sup>4</sup>  10 minutes

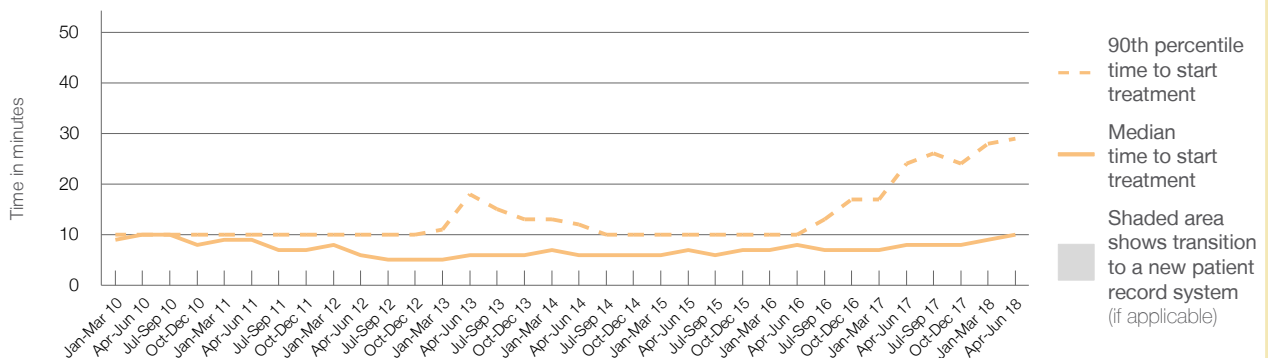
90th percentile time to start treatment<sup>5</sup>  29 minutes

Same period last year	NSW (this period)
612	612
8 minutes	8 minutes
24 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)	10	9	6	6	6	7	8	8	10
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	10	18	12	10	10	24	29

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(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## The Children's Hospital at Westmead: 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: 4,176

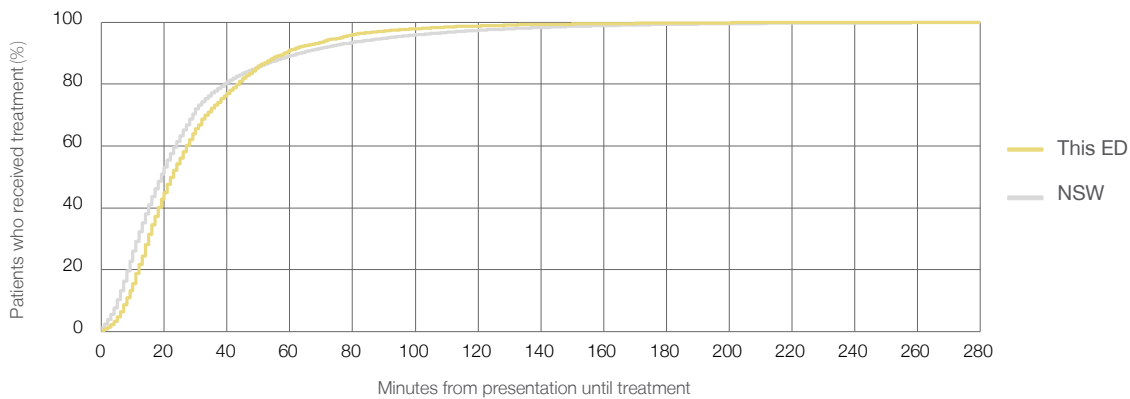
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,160

Median time to start treatment<sup>4</sup>  23 minutes

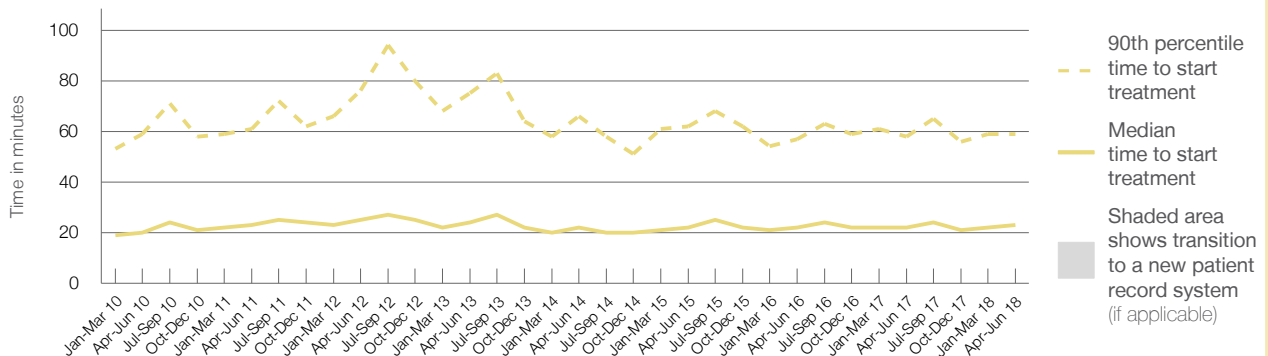
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
3,932	
3,920	
22 minutes	19 minutes
58 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)	20	23	25	24	22	22	22	22	23
90th percentile time to start treatment <sup>5</sup> (minutes)	59	61	76	75	66	62	57	58	59

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## The Children's Hospital at Westmead: 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: 9,218

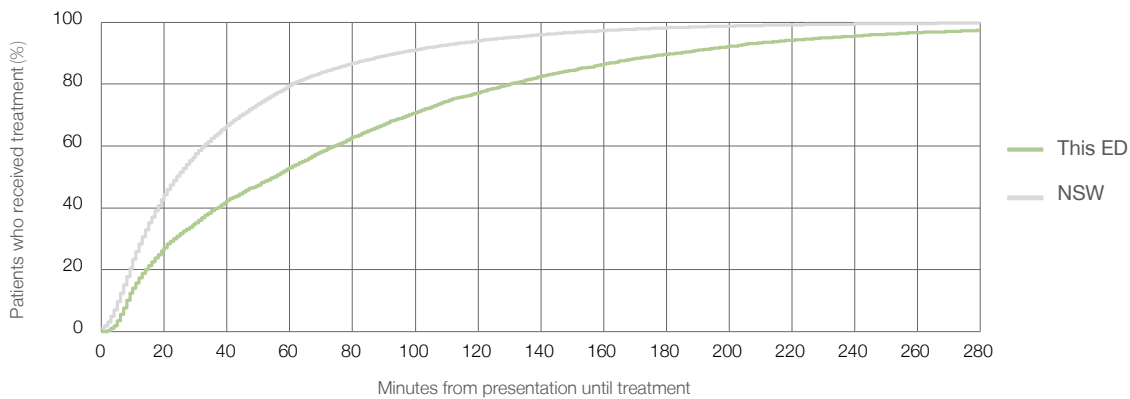
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,804

Median time to start treatment<sup>4</sup>  55 minutes

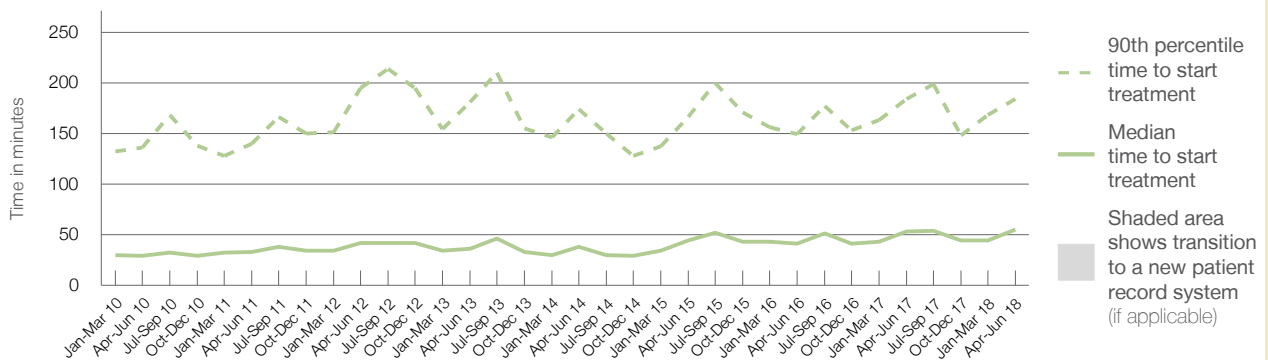
90th percentile time to start treatment<sup>5</sup>  184 minutes

Same period last year	NSW (this period)
9,783	8,123
53 minutes	24 minutes
184 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)	29	33	42	36	38	44	41	53	55
90th percentile time to start treatment <sup>5</sup> (minutes)	136	140	195	181	174	166	149	184	184

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## The Children's Hospital at Westmead: 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: 47

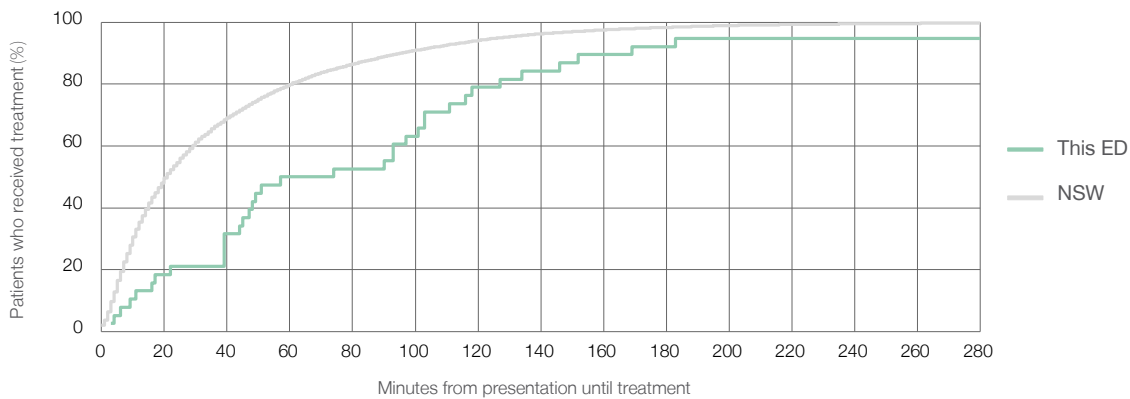
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 38

Median time to start treatment<sup>4</sup> 66 minutes

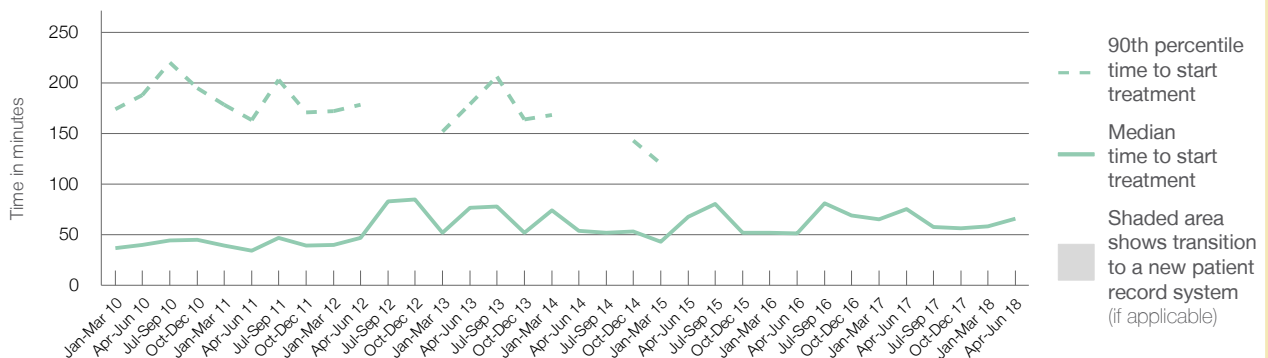
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
66	58
75 minutes	21 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)	40	34	47	77	54	68	51	75	66
90th percentile time to start treatment <sup>5</sup> (minutes)	188	163	178	179	*	*	*	*	*

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## The Children's Hospital at Westmead: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 14,310 patients

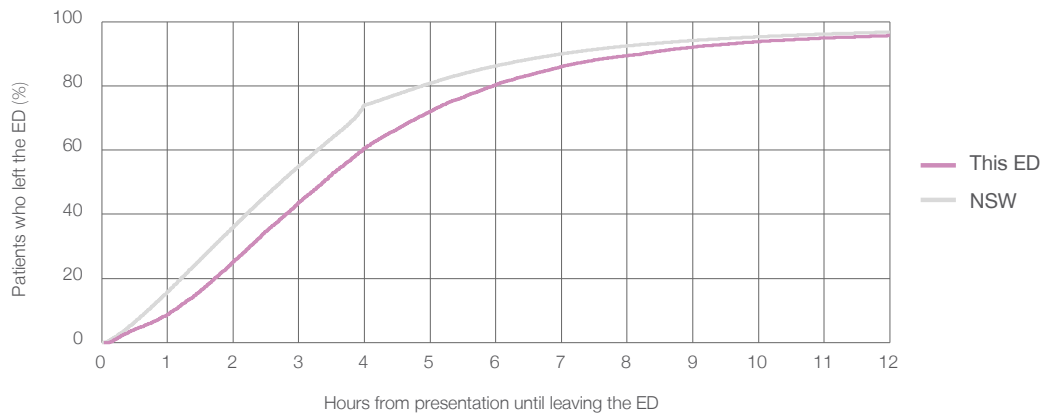
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,310 patients

Median time spent in the ED<sup>8</sup> 3 hours and 23 minutes

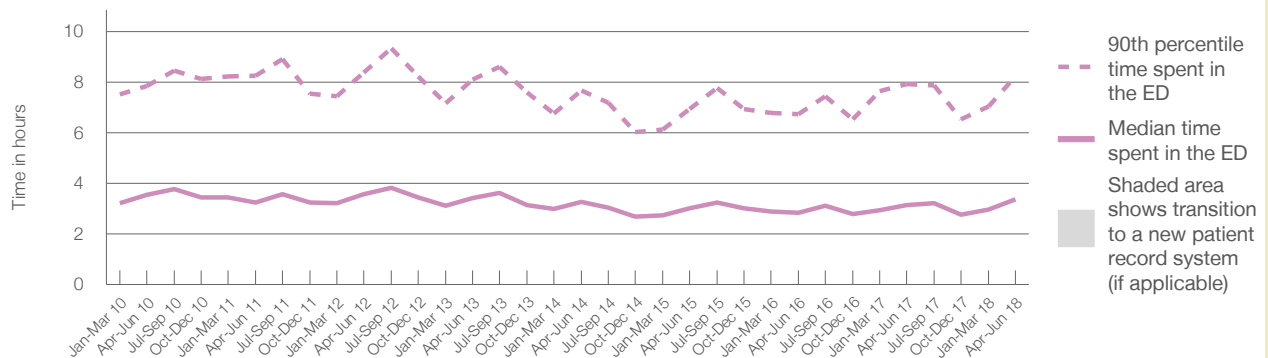
90th percentile time spent in the ED<sup>9</sup> 8 hours and 14 minutes

Same period last year	NSW (this period)
14,664	14,664
3 hours and 9 minutes	2 hours and 44 minutes
7 hours and 56 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<sup>†‡§</sup>



	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 <sup>8</sup> (hours, minutes)	3h 33m	3h 15m	3h 34m	3h 26m	3h 17m	3h 1m	2h 51m	3h 9m	3h 23m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	7h 51m	8h 15m	8h 23m	8h 6m	7h 41m	6h 56m	6h 44m	7h 56m	8h 14m

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**The Children's Hospital at Westmead: Time patients spent in the ED**  
 By mode of separation  
 April to June 2018

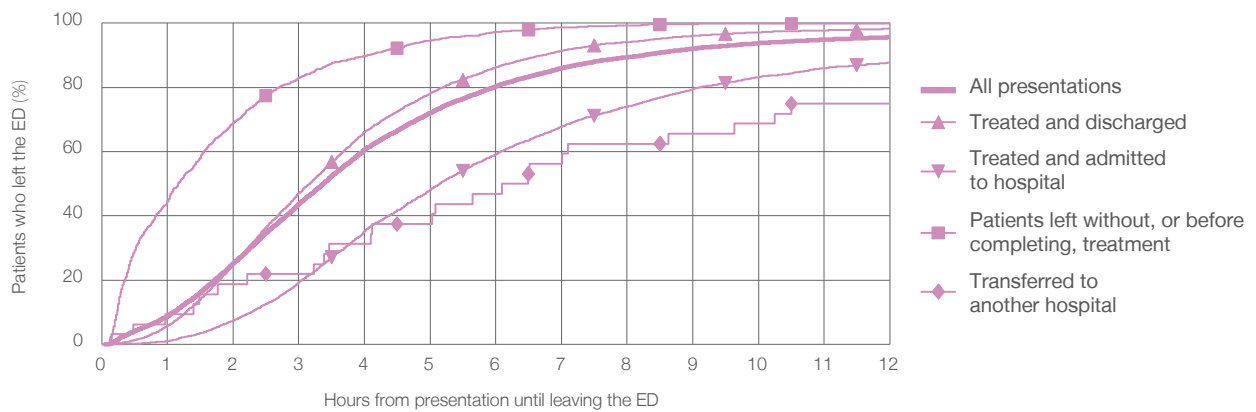
All presentations:<sup>1</sup> 14,310 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,310 patients

Treated and discharged	8,978 (62.7%)
Treated and admitted to hospital	3,722 (26.0%)
Patient left without, or before completing, treatment	1,578 (11.0%)
Transferred to another hospital	32 (0.2%)
Other	0 (0%)

Same period last year	Change since one year ago
14,664	-2%
9,271	-3.2%
3,639	2.3%
1,717	-8.1%
37	-13.5%
0	

Percentage of patients who left the ED by time and mode of separation, April to June 2018 <sup>†† §</sup>



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	5.7%	25.0%	47.1%	66.3%	86.3%	94.2%	97.2%	98.3%
Treated and admitted to hospital	0.9%	7.4%	19.2%	35.3%	59.2%	74.0%	83.2%	87.8%
Patient left without, or before completing, treatment	44.6%	68.9%	83.0%	89.7%	97.3%	99.4%	99.9%	99.9%
Transferred to another hospital	9.4%	18.8%	21.9%	31.3%	46.9%	62.5%	68.8%	75.0%
All presentations	8.8%	25.2%	43.7%	60.7%	80.4%	89.4%	93.8%	95.7%

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## The Children's Hospital at Westmead: 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: <sup>1</sup> 14,310 patients

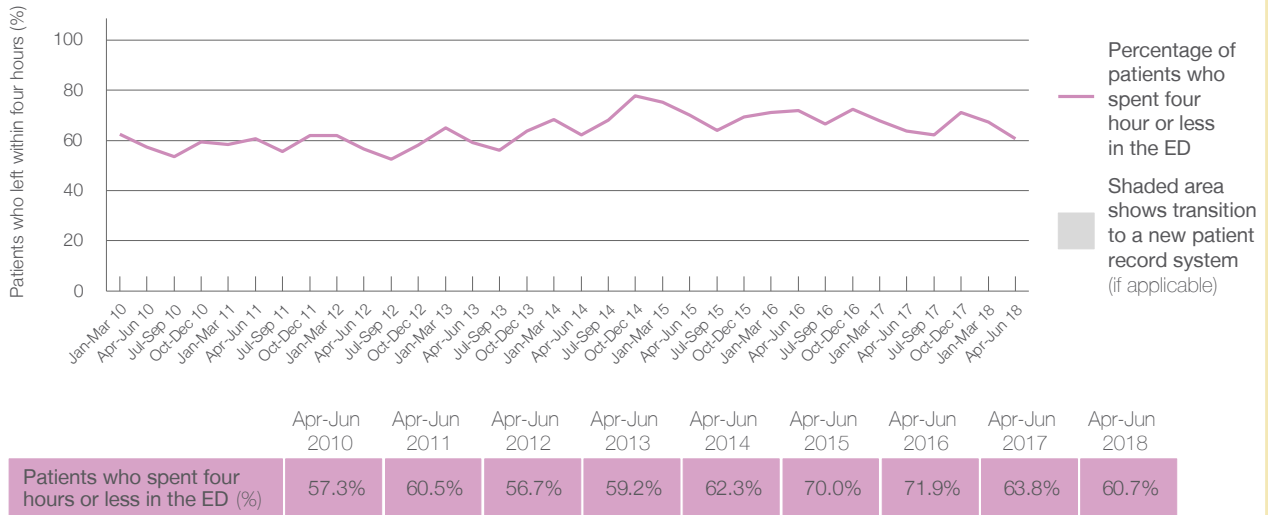
Presentations used to calculate time to leaving the ED: <sup>6</sup> 14,310 patients

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



Same period last year	Change since one year ago
14,664	-2%
14,664	-2%
63.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



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