



Hospital Quarterly

# Performance Profiles

**Emergency Department**

April to June 2016

## New South Wales: Emergency department (ED) overview

April to June 2016

All presentations:<sup>1</sup> 636,317 patients

Emergency presentations:<sup>2</sup> 612,258 patients

Same period last year	Change since one year ago
628,695	1.2%
603,482	1.5%

## New South Wales: Time patients waited to start treatment<sup>3</sup>

April to June 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 76,386 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 95th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 212,203 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 95th percentile time to start treatment<sup>5</sup> 92 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 256,911 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 95th percentile time to start treatment<sup>5</sup> 128 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 62,288 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 95th percentile time to start treatment<sup>5</sup> 132 minutes

Same period last year

8 minutes  
 37 minutes

21 minutes  
 102 minutes

26 minutes  
 140 minutes

23 minutes  
 133 minutes

## New South Wales: Time patients spent in the ED

April to June 2016

Presentations used to calculate time to leaving the ED:<sup>6</sup> 636,217 patients

Percentage of patients who spent four hours or less in the ED 73.9%

Same period last year

73.3%

- 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 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.

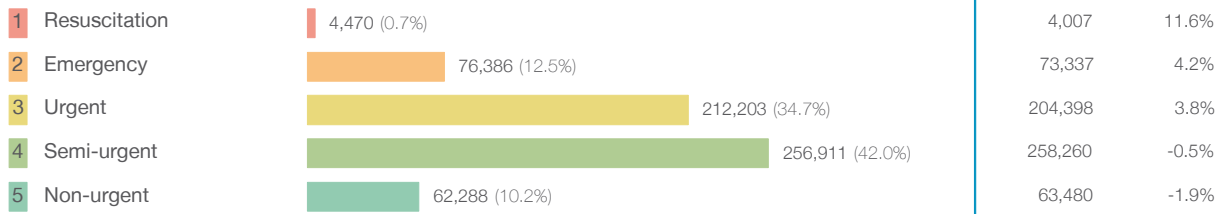
**Source:** Health Information Exchange, NSW Health (extracted 19 July 2016).

## New South Wales: Patients presenting to the emergency department

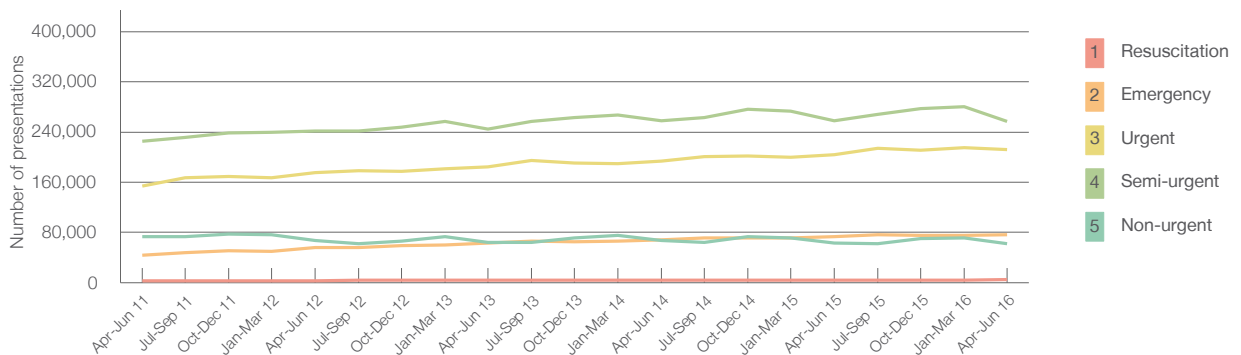
April to June 2016

All presentations:<sup>1</sup> 636,317 patients

Emergency presentations<sup>2</sup> by triage category: 612,258 patients



Emergency presentations<sup>2</sup> 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	3,107	3,358	3,747	3,983	4,007	4,470
Emergency	43,957	55,637	62,815	68,704	73,337	76,386
Urgent	154,098	175,539	184,369	193,773	204,398	212,203
Semi-urgent	225,553	241,681	244,761	258,210	258,260	256,911
Non-urgent	73,536	67,289	63,733	67,056	63,480	62,288
All emergency presentations	500,251	543,504	559,425	591,726	603,482	612,258

## New South Wales: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 125,094 patients

ED Transfer of care time



## New South Wales: 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: 76,386

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 75,513

Median time to start treatment<sup>4</sup> 8 minutes

95th percentile time to start treatment<sup>5</sup> 36 minutes

Same period last year

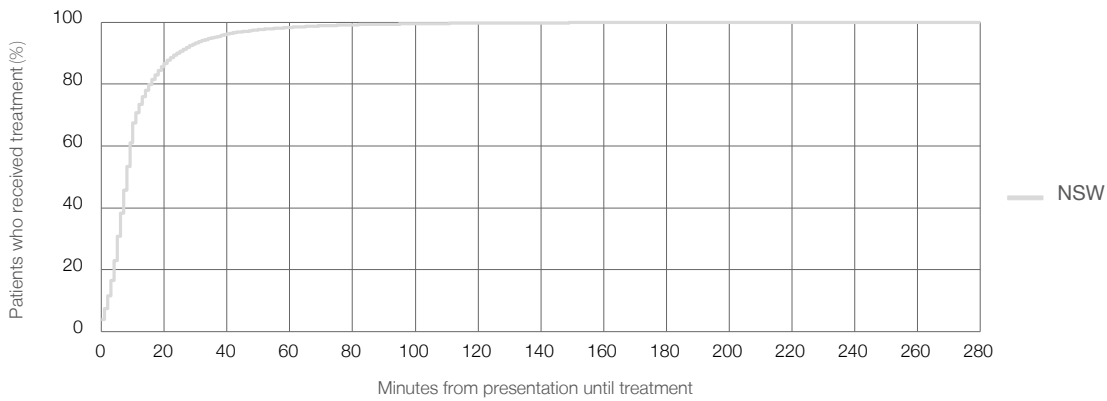
73,337

72,555

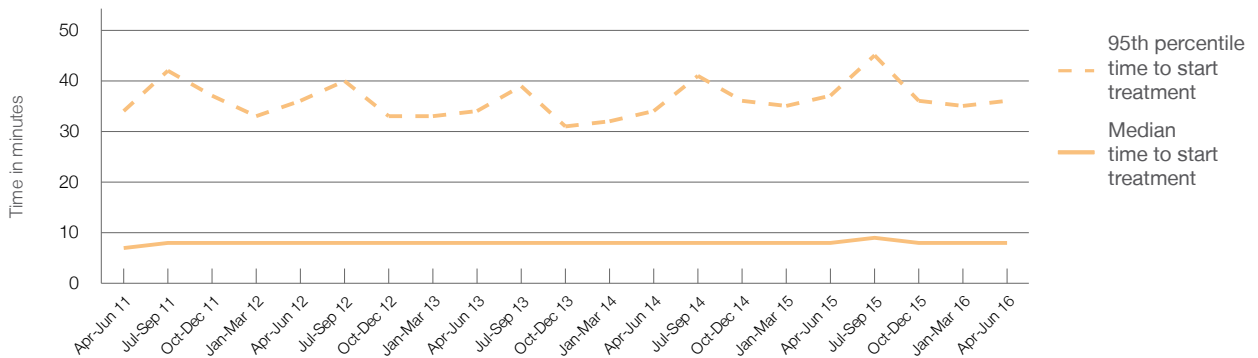
8 minutes

37 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 <sup>4</sup> (minutes)	7	8	8	8	8	8
95th percentile time to start treatment <sup>5</sup> (minutes)	34	36	34	34	37	36

## New South Wales: 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: 212,203

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 206,955

Median time to start treatment<sup>4</sup>  20 minutes

95th percentile time to start treatment<sup>5</sup>  92 minutes

Same period last year

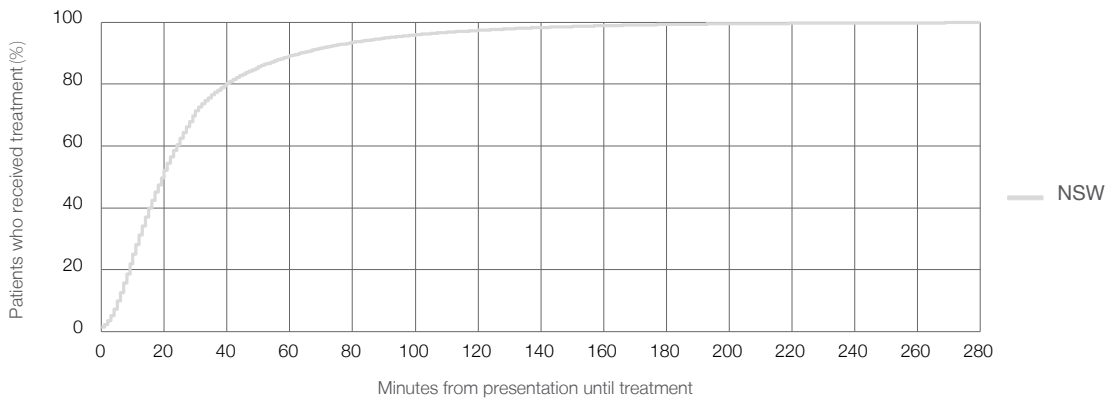
204,398

199,254

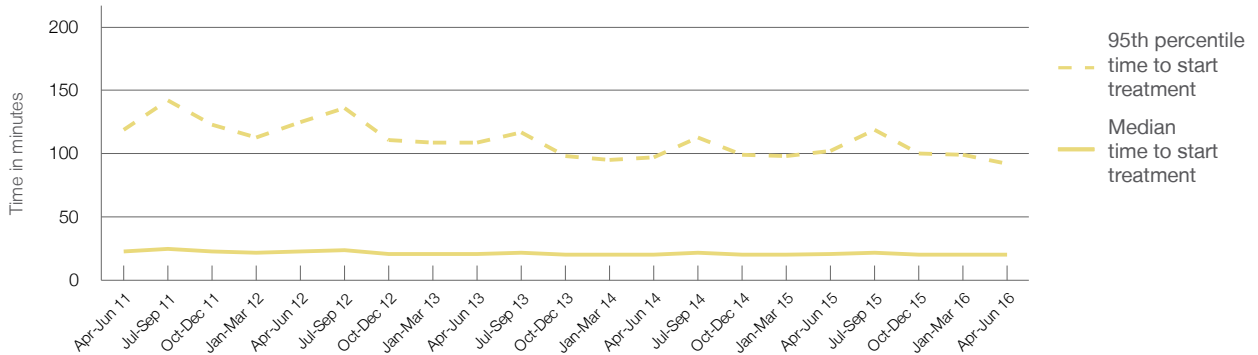
21 minutes

102 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 <sup>4</sup> (minutes)	23	23	21	20	21	20
95th percentile time to start treatment <sup>5</sup> (minutes)	119	125	109	97	102	92

## New South Wales: 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: 256,911

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 240,103

Median time to start treatment<sup>4</sup> 25 minutes

95th percentile time to start treatment<sup>5</sup> 128 minutes

Same period last year

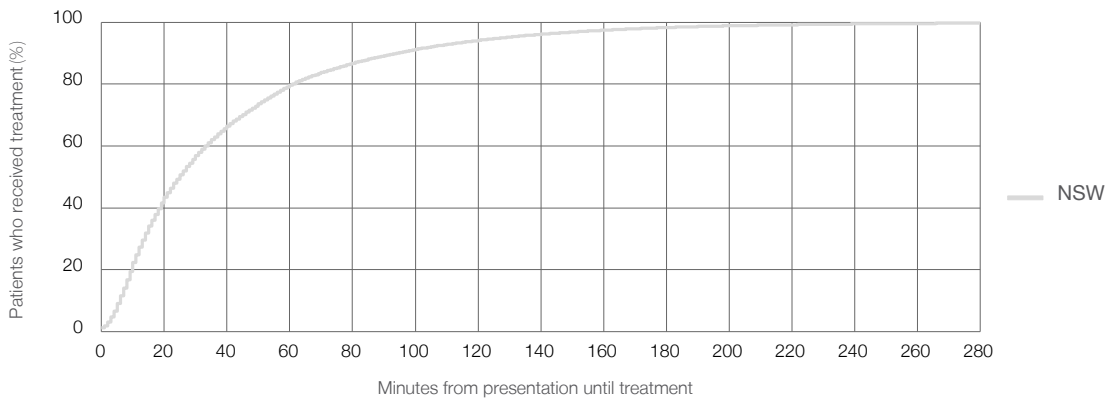
258,260

240,778

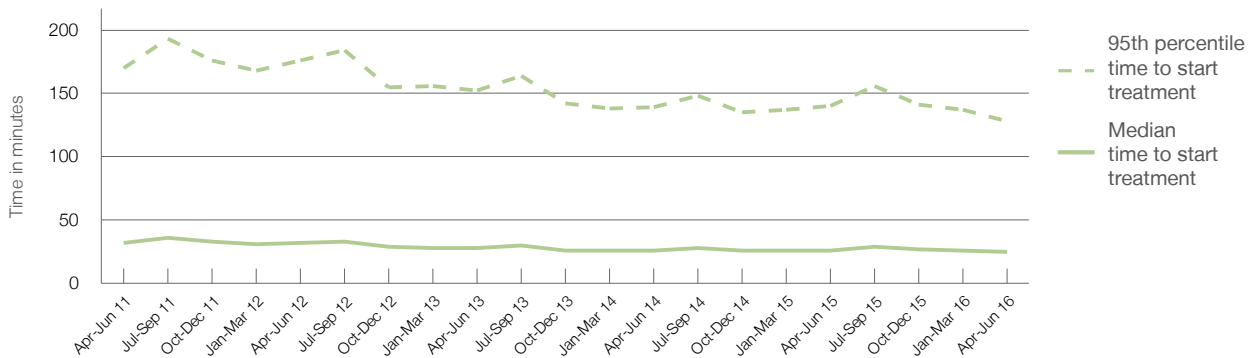
26 minutes

140 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 <sup>4</sup> (minutes)	32	32	28	26	26	25
95th percentile time to start treatment <sup>5</sup> (minutes)	170	176	152	139	140	128

## New South Wales: 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: 62,288

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 53,422

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

95th percentile time to start treatment<sup>5</sup> 132 minutes

Same period last year

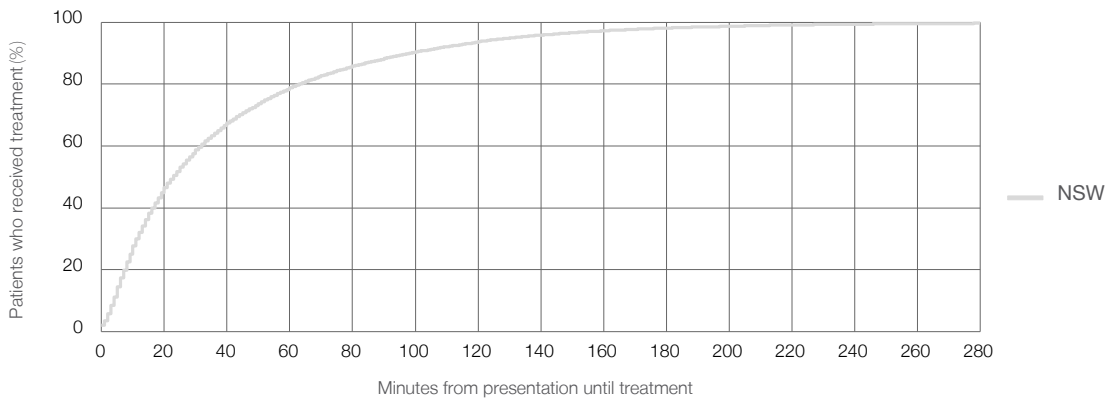
63,480

54,964

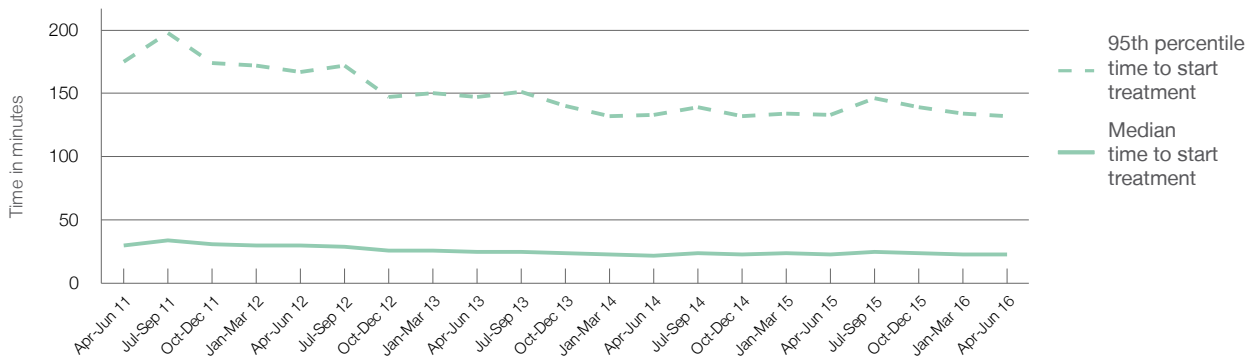
23 minutes

133 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 <sup>4</sup> (minutes)	30	30	25	22	23	23
95th percentile time to start treatment <sup>5</sup> (minutes)	175	167	147	133	133	132

## New South Wales: Time patients spent in the ED

April to June 2016

All presentations:<sup>1</sup> 636,317 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 636,217 patients

Median time spent in the ED<sup>8</sup> 2 hours and 42 minutes

95th percentile time spent in the ED<sup>9</sup> 9 hours and 47 minutes

Same period last year

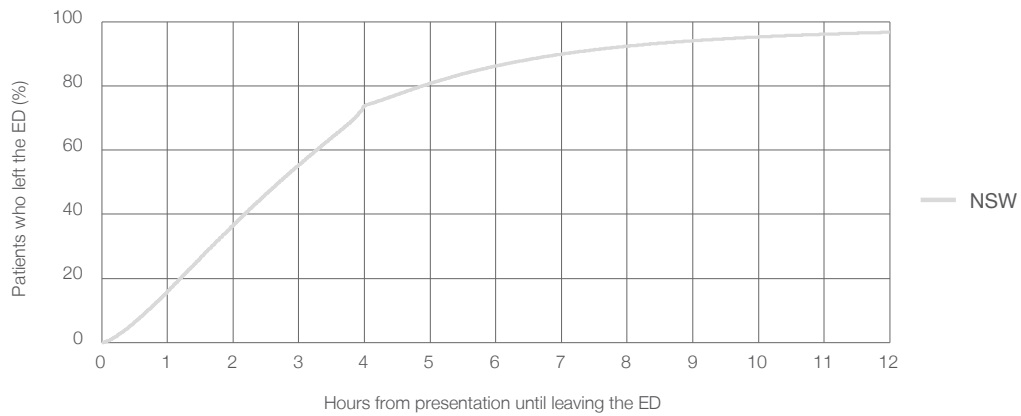
628,695

628,658

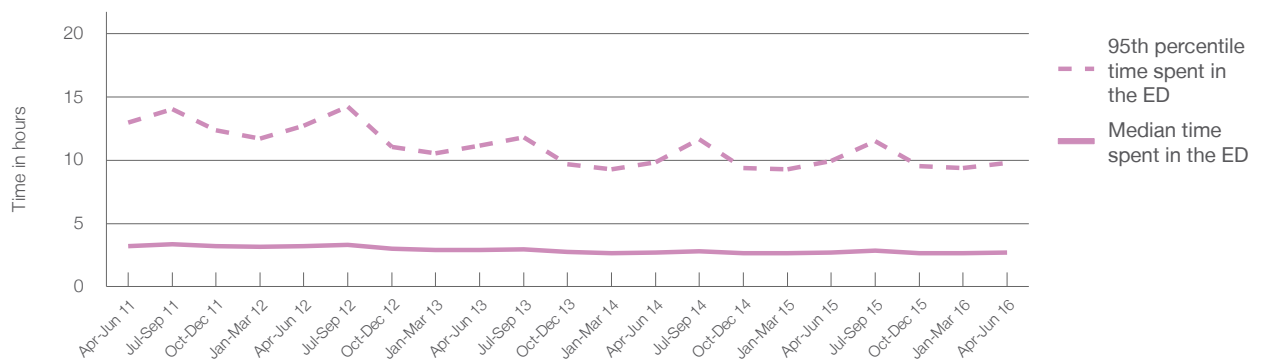
2 hours and 42 minutes

9 hours and 57 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<sup>††</sup>



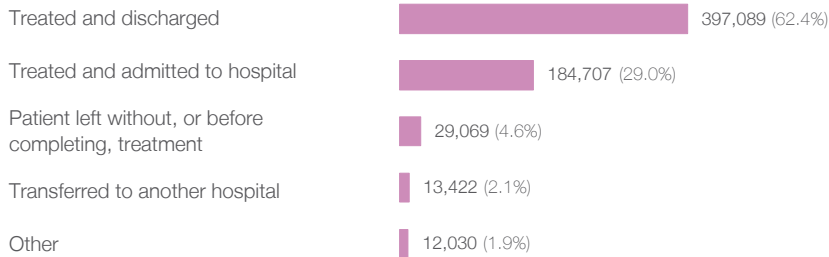
	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 13m	3h 14m	2h 54m	2h 41m	2h 42m	2h 42m
95th percentile time spent in the ED <sup>9</sup> (hours, minutes)	12h 57m	12h 44m	11h 10m	9h 49m	9h 57m	9h 47m



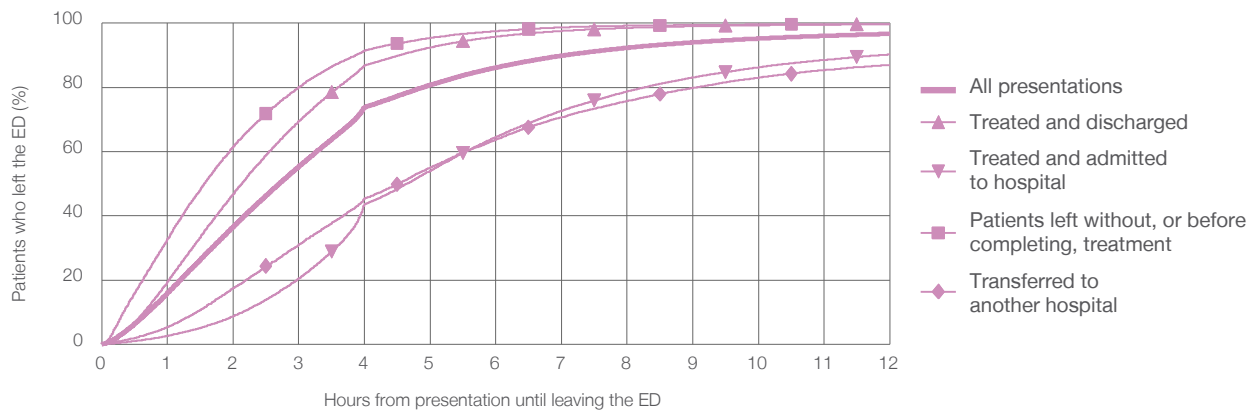
**New South Wales: Time spent in the ED**  
By mode of separation  
April to June 2016

All presentations:<sup>1</sup> 636,317 patients

Presentations used to calculate time spent in the ED:<sup>6</sup> 636,217 patients



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

Treated and discharged	19.6%	46.9%	69.5%	86.9%	95.8%	98.5%	99.4%	99.7%
Treated and admitted to hospital	2.6%	8.8%	20.5%	43.6%	64.6%	78.8%	86.3%	90.3%
Patient left without, or before completing, treatment	32.8%	61.6%	80.1%	91.5%	97.5%	99.2%	99.6%	99.8%
Transferred to another hospital	5.4%	17.6%	31.0%	45.4%	63.8%	75.8%	83.1%	87.0%
All presentations	16.1%	36.7%	55.4%	73.9%	86.2%	92.4%	95.2%	96.7%

## New South Wales: Time spent in the ED

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

April to June 2016

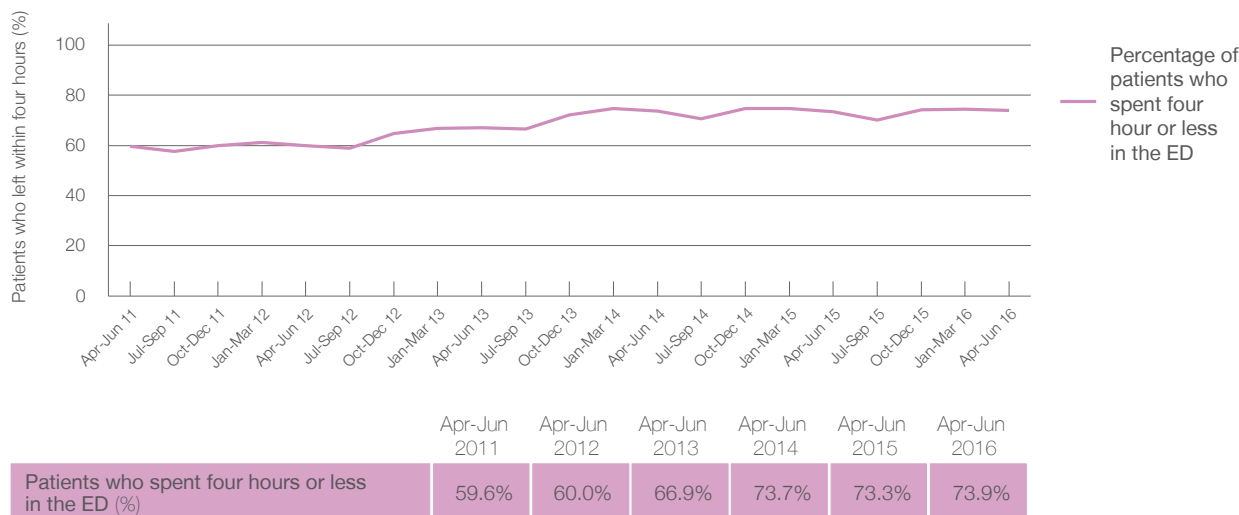
All presentations at the emergency department:<sup>1</sup> 636,317 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 636,217 patients

Percentage of patients who spent four hours or less in the ED  73.9% 73.3%

Same period last year  
628,695  
628,658

### 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.

† 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 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.
- 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).