

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Paediatric specialist hospitals  
(A2) peer group

**October to December 2017**

## Sydney Children's Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 9,099 patients  
 Emergency presentations:<sup>2</sup> 9,016 patients

Same period last year	Change since one year ago
9,048	0.6%
8,940	0.9%

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 443 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,752 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,613 patients

Median time to start treatment<sup>4</sup> 41 minutes  
 90th percentile time to start treatment<sup>5</sup> 128 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 157 patients

Median time to start treatment<sup>4</sup> 42 minutes  
 90th percentile time to start treatment<sup>5</sup> 137 minutes

Same period last year	NSW (this period)
347	
8 minutes	8 minutes
21 minutes	23 minutes
1,634	
19 minutes	20 minutes
45 minutes	65 minutes
6,688	
33 minutes	26 minutes
108 minutes	99 minutes
209	
38 minutes	23 minutes
111 minutes	103 minutes

## Sydney Children's Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,099 patients

Percentage of patients who spent four hours or less in the ED 74.7%

Same period last year	Change since one year ago
9,047	0.6%
78.5%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. 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.
5. 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.
6. All presentations that have a departure time.

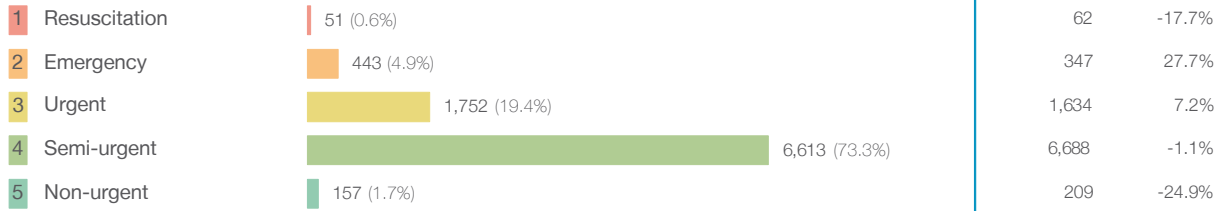
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

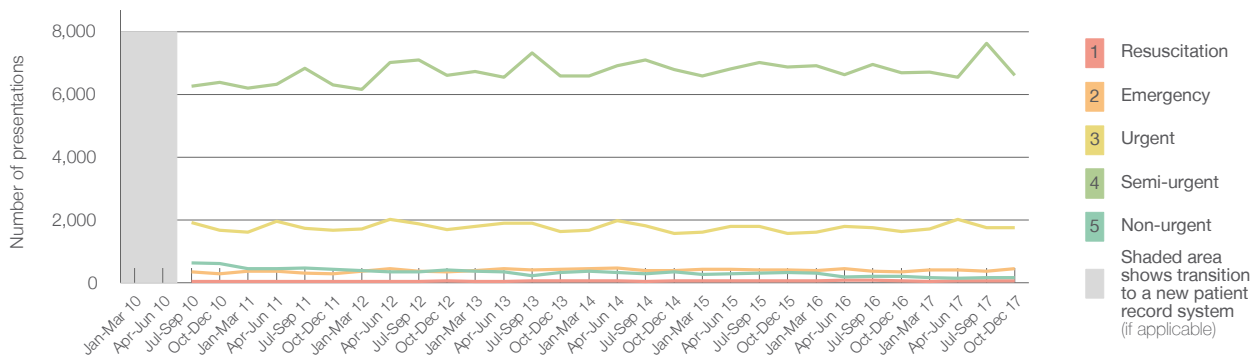
## Sydney Children's Hospital: Patients presenting to the emergency department October to December 2017

All presentations:<sup>1</sup> 9,099 patients

Emergency presentations<sup>2</sup> by triage category: 9,016 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	43	34	49	50	60	60	62	51
Emergency	290	288	350	434	391	401	347	443
Urgent	1,670	1,673	1,692	1,632	1,564	1,566	1,634	1,752
Semi-urgent	6,374	6,298	6,605	6,587	6,797	6,882	6,688	6,613
Non-urgent	610	434	403	333	351	330	209	157
All emergency presentations	8,987	8,727	9,099	9,036	9,163	9,239	8,940	9,016

## Sydney Children's Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 613 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.

## Sydney Children's Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 443

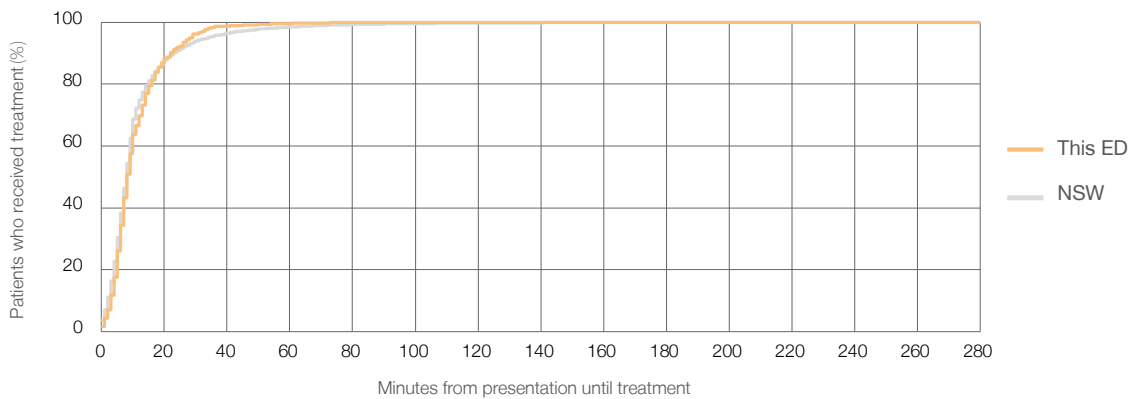
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 442

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

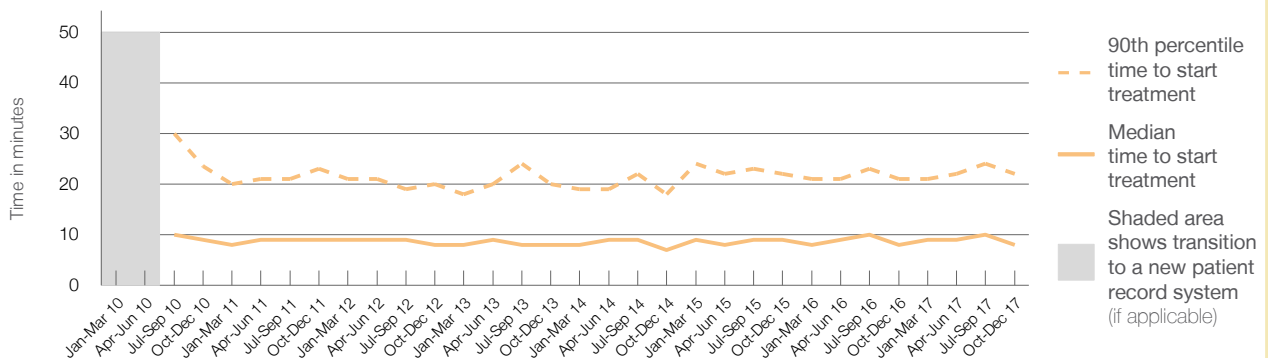
90th percentile time to start treatment<sup>5</sup>  22 minutes

Same period last year	NSW (this period)
347	
346	
8 minutes	8 minutes
21 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	9	9	8	8	7	9	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	24	23	20	20	18	22	21	22

(†) 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.

## Sydney Children's Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,752

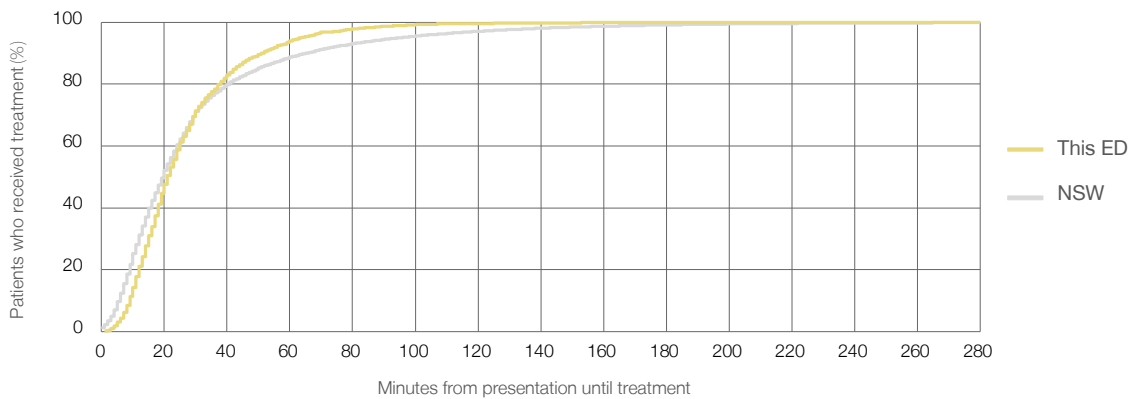
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,751

Median time to start treatment<sup>4</sup> 21 minutes

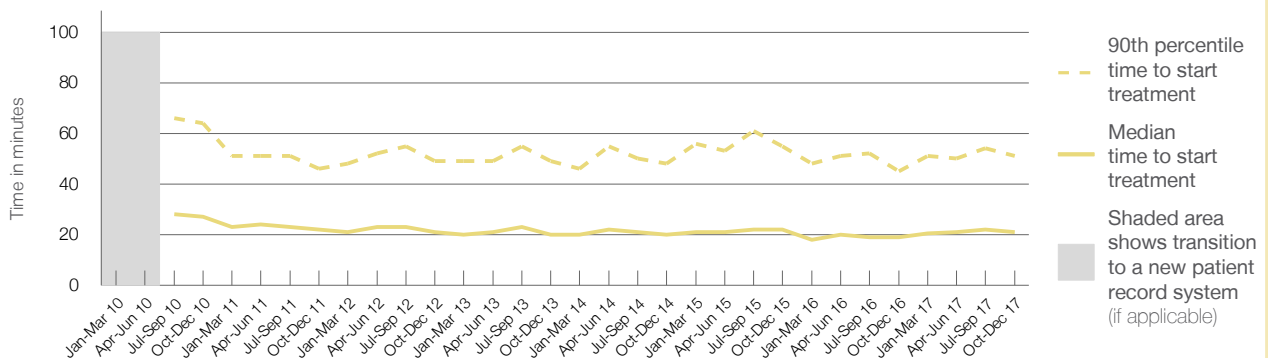
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
1,634	
1,633	
19 minutes	20 minutes
45 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	27	22	21	20	20	22	19	21
90th percentile time to start treatment <sup>5</sup> (minutes)	64	46	49	49	48	55	45	51

(†) 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.

## Sydney Children's Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 6,613

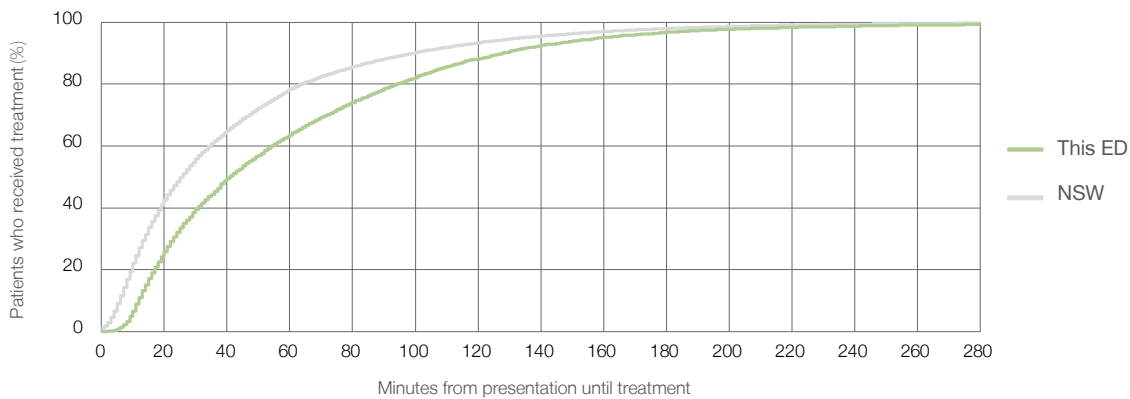
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,322

Median time to start treatment<sup>4</sup>  41 minutes

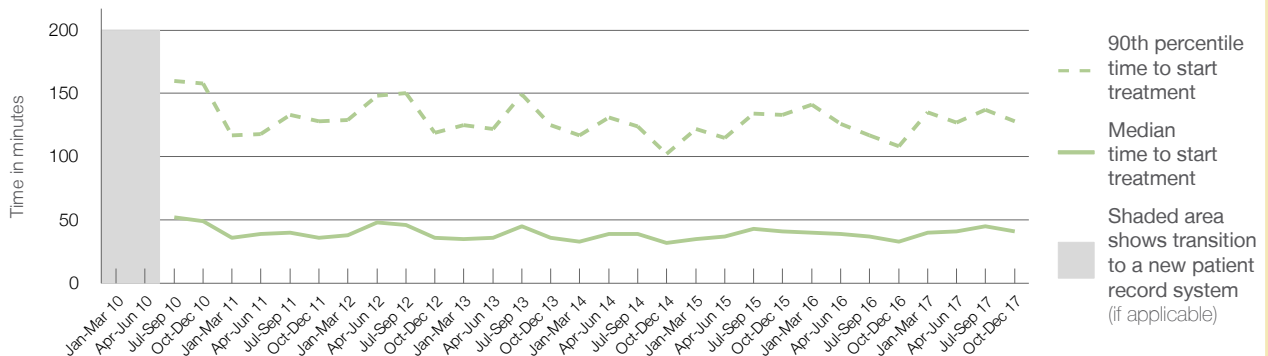
90th percentile time to start treatment<sup>5</sup>  128 minutes

Same period last year	NSW (this period)
6,688	6,479
33 minutes	26 minutes
108 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	49	36	36	36	32	41	33	41
90th percentile time to start treatment <sup>5</sup> (minutes)	158	128	119	125	102	133	108	128

(†) 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.

## Sydney Children's Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 157

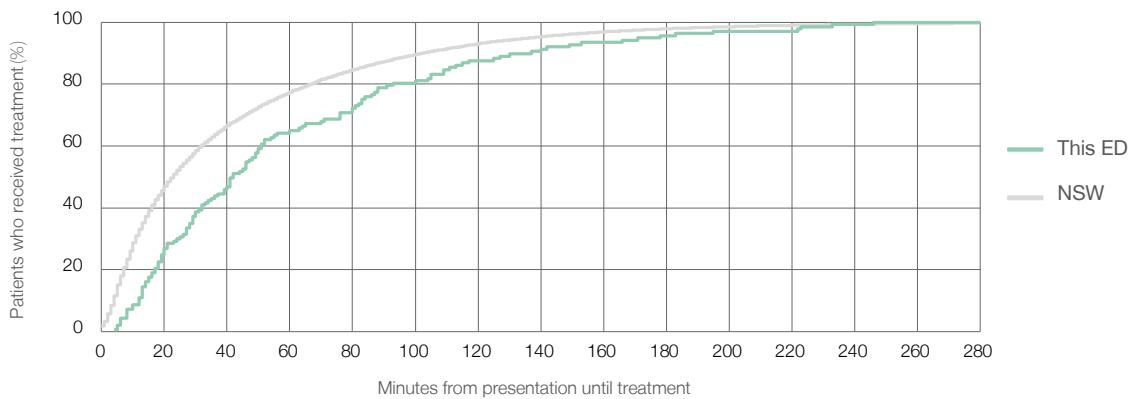
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 137

Median time to start treatment<sup>4</sup> 42 minutes

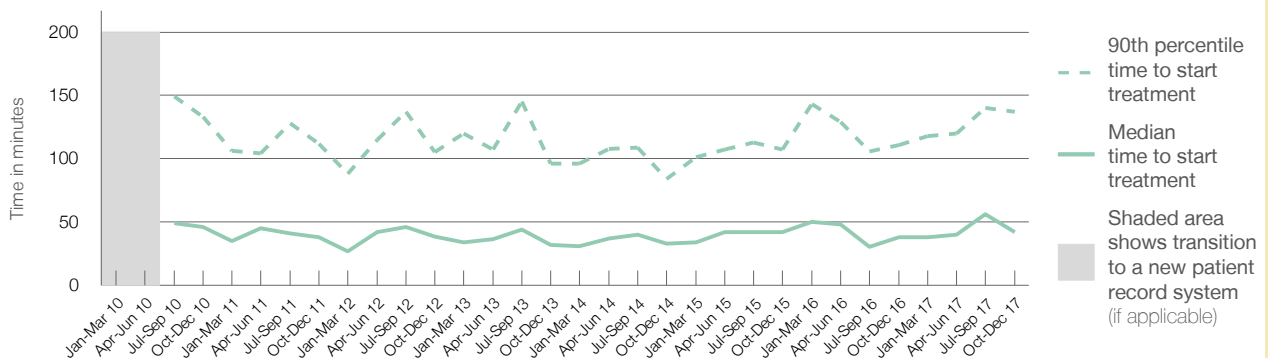
90th percentile time to start treatment<sup>5</sup> 137 minutes

Same period last year	NSW (this period)
209	
191	
38 minutes	23 minutes
111 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	46	38	39	32	33	42	38	42
90th percentile time to start treatment <sup>5</sup> (minutes)	133	112	105	96	84	107	111	137

(†) 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.

## Sydney Children's Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 9,099 patients

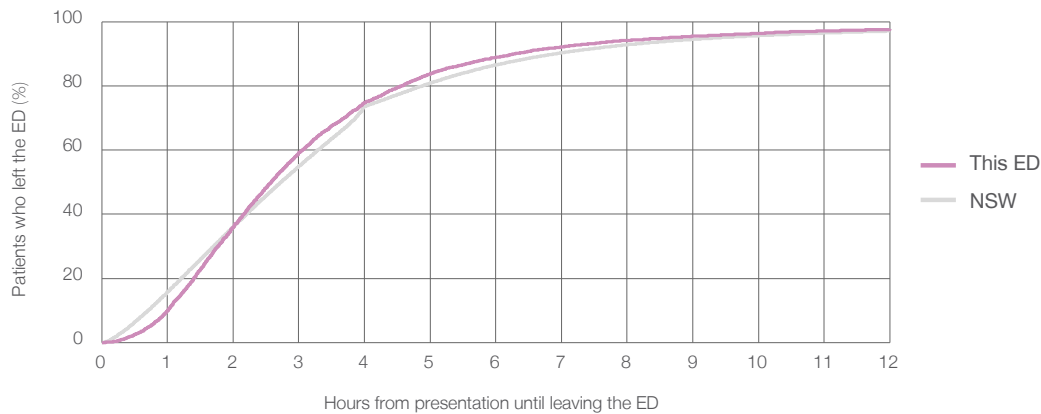
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,099 patients

Median time spent in the ED<sup>8</sup> 2 hours and 35 minutes

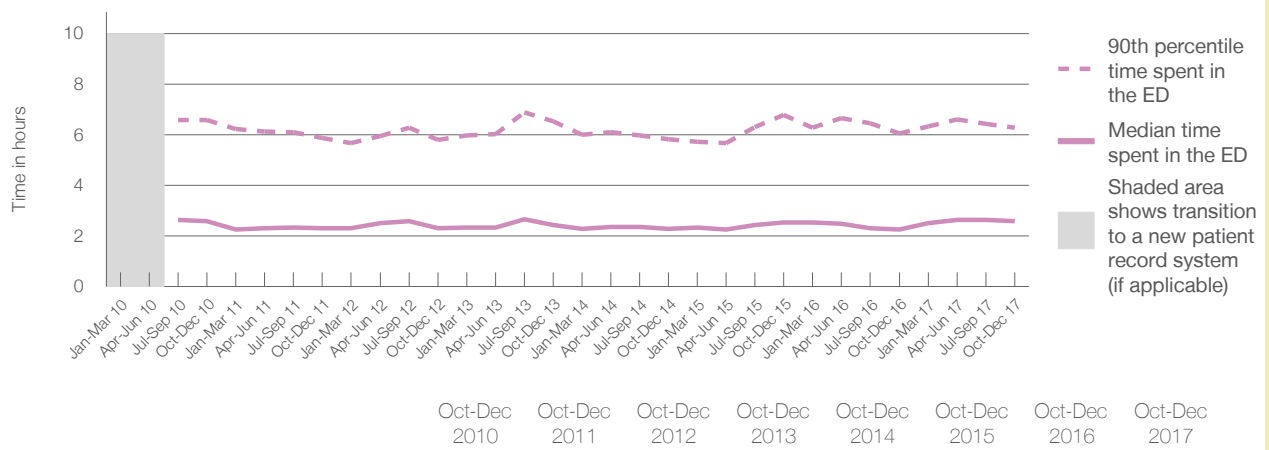
90th percentile time spent in the ED<sup>9</sup> 6 hours and 17 minutes

Same period last year	NSW (this period)
9,048	9,047
2 hours and 15 minutes	2 hours and 44 minutes
6 hours and 4 minutes	6 hours and 55 minutes

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 35m	2h 18m	2h 19m	2h 26m	2h 17m	2h 32m	2h 15m	2h 35m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 35m	5h 52m	5h 48m	6h 32m	5h 49m	6h 47m	6h 4m	6h 17m

(†) 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.



**Sydney Children's Hospital: Time patients spent in the ED**  
By mode of separation  
October to December 2017

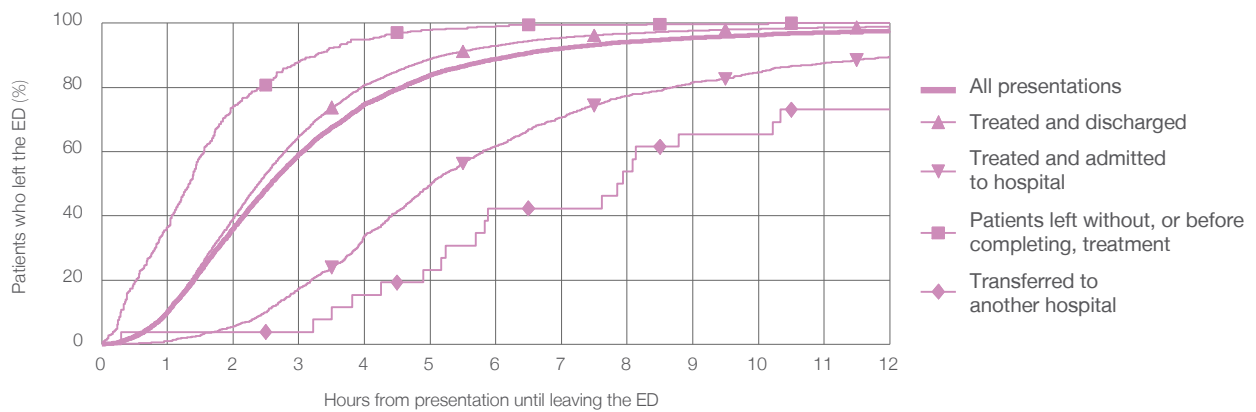
All presentations:<sup>1</sup> 9,099 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,099 patients

Treated and discharged	7,448 (81.9%)
Treated and admitted to hospital	1,239 (13.6%)
Patient left without, or before completing, treatment	375 (4.1%)
Transferred to another hospital	26 (0.3%)
Other	11 (0.1%)

Same period last year	Change since one year ago
9,047	0.6%
6,957	7.1%
1,759	-29.6%
276	35.9%
44	-40.9%
12	-8.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<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	10.2%	39.4%	64.8%	80.7%	93.0%	96.8%	98.2%	98.9%
Treated and admitted to hospital	0.9%	5.5%	17.3%	33.8%	61.7%	77.4%	84.7%	89.6%
Patient left without, or before completing, treatment	36.5%	74.1%	88.0%	94.9%	99.2%	99.5%	99.7%	100%
Transferred to another hospital	3.8%	3.8%	3.8%	15.4%	42.3%	53.8%	65.4%	73.1%
All presentations	10.1%	36.1%	59.1%	74.7%	88.9%	94.1%	96.3%	97.6%

(†) 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.

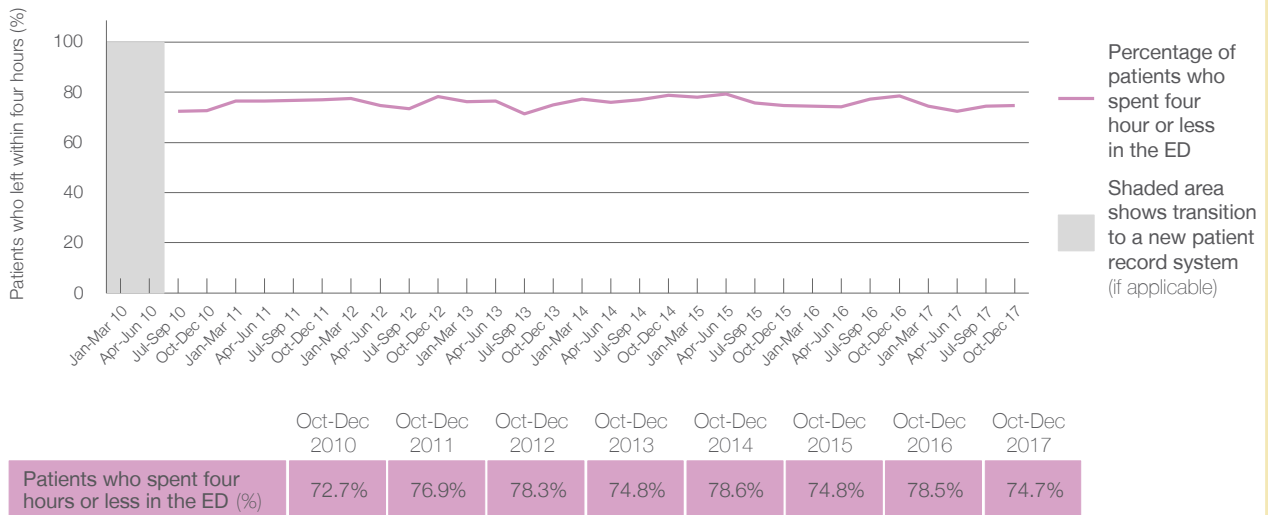
**Sydney Children's Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2017

All presentations at the emergency department: <sup>1</sup> 9,099 patients  
 Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,099 patients

Percentage of patients who spent four hours or less in the ED  74.7%

Same period last year	Change since one year ago
9,048	0.6%
9,047	0.6%
78.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <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, July to September 2016*.
- 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 23 January 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).








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

October to December 2017

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 14,569 patients	14,210	2.5%
Emergency presentations: <sup>2</sup> 14,445 patients	14,040	2.9%

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

October to December 2017

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 536 patients	492	
Median time to start treatment <sup>4</sup>  8 minutes	7 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup>  24 minutes	17 minutes	23 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 3,666 patients	3,370	
Median time to start treatment <sup>4</sup>  21 minutes	22 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup>  56 minutes	59 minutes	65 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 10,024 patients	9,939	
Median time to start treatment <sup>4</sup>  44 minutes	41 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>  148 minutes	153 minutes	99 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 69 patients	101	
Median time to start treatment <sup>4</sup>  56 minutes	69 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup> *	*	103 minutes

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

October to December 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 14,569 patients	14,210	2.5%
Percentage of patients who spent four hours or less in the ED  71.1%	72.4%	

\* 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, July to September 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 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.

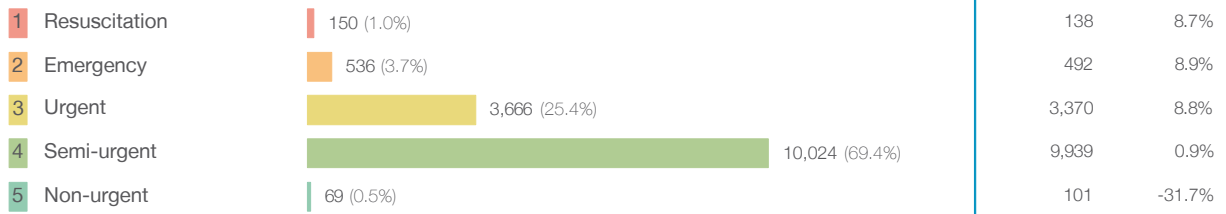
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

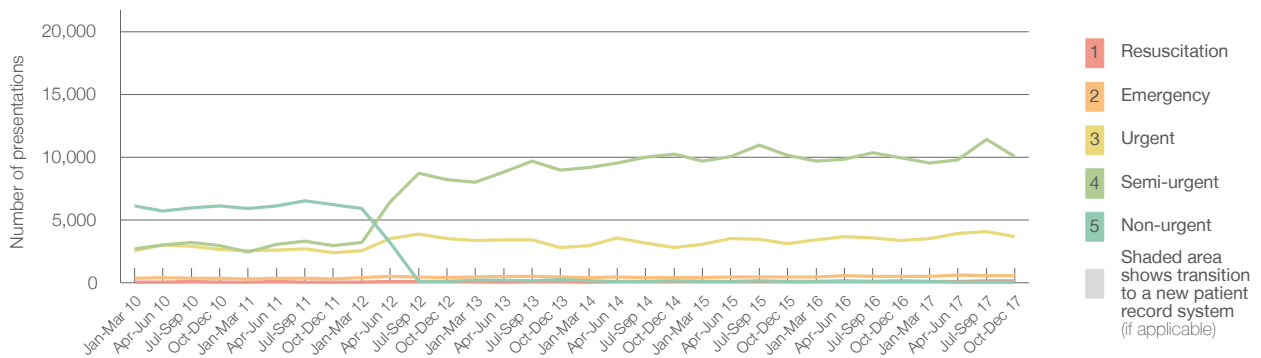
## The Children's Hospital at Westmead: Patients presenting to the emergency department October to December 2017

All presentations:<sup>1</sup> 14,569 patients

Emergency presentations<sup>2</sup> by triage category: 14,445 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †‡



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	63	59	78	72	98	116	138	150
Emergency	327	322	416	428	395	463	492	536
Urgent	2,649	2,413	3,499	2,773	2,795	3,102	3,370	3,666
Semi-urgent	2,950	2,945	8,220	8,988	10,235	10,142	9,939	10,024
Non-urgent	6,094	6,205	107	237	134	101	101	69
All emergency presentations	12,083	11,944	12,320	12,498	13,657	13,924	14,040	14,445

## The Children's Hospital at Westmead: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,240 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 October to December 2017

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

Number of triage 2 patients: 536

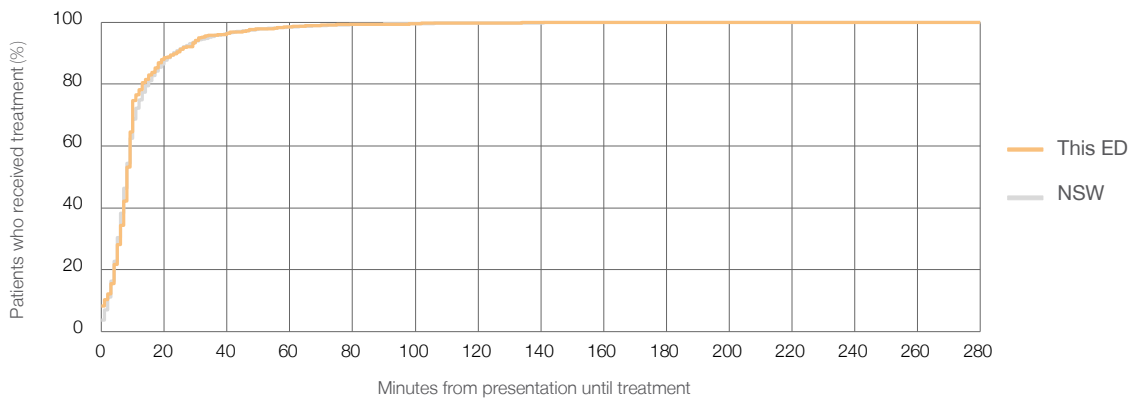
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 536

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

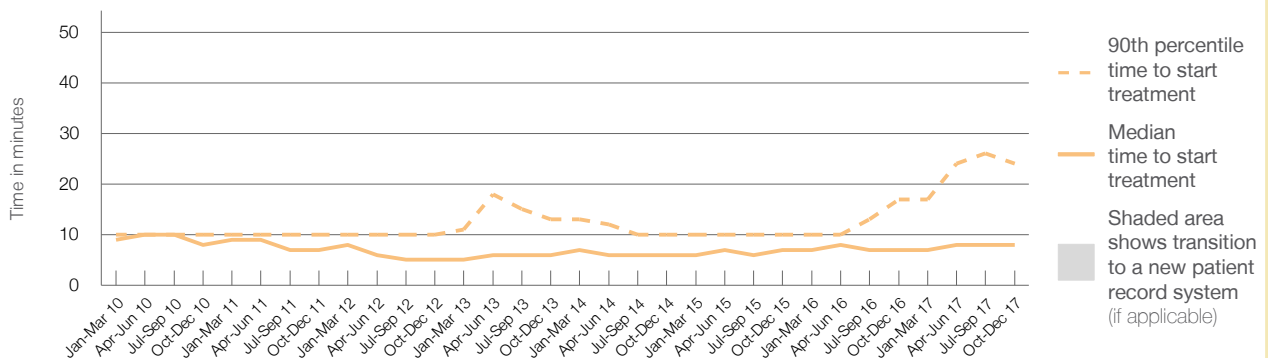
90th percentile time to start treatment<sup>5</sup>  24 minutes

Same period last year	NSW (this period)
492	492
7 minutes	8 minutes
17 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	8	7	5	6	6	7	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	10	13	10	10	17	24

(†) 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.

(§) 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 October to December 2017

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

Number of triage 3 patients: 3,666

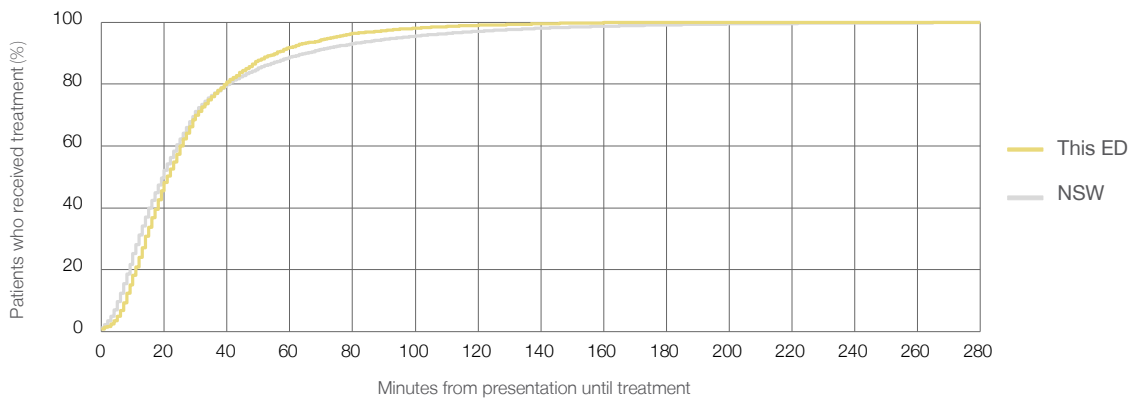
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,660

Median time to start treatment<sup>4</sup> 21 minutes

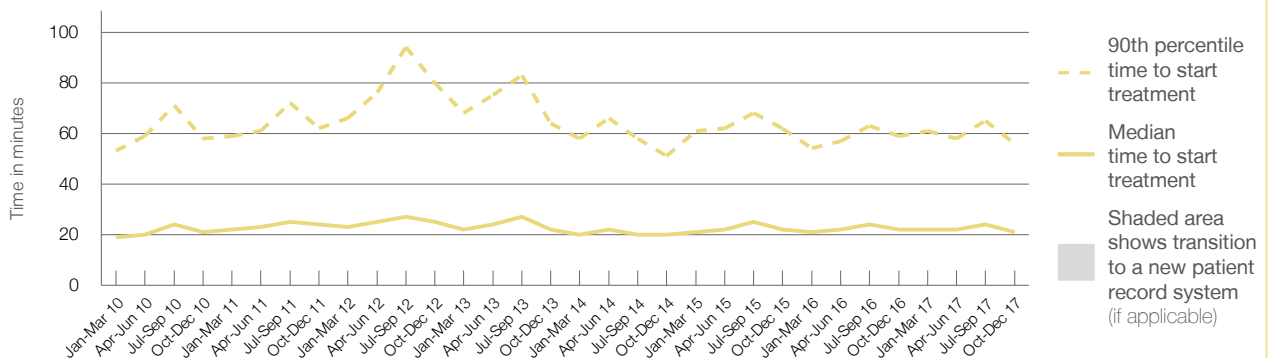
90th percentile time to start treatment<sup>5</sup> 56 minutes

Same period last year	NSW (this period)
3,370	
3,361	
22 minutes	20 minutes
59 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	21	24	25	22	20	22	22	21
90th percentile time to start treatment <sup>5</sup> (minutes)	58	62	80	64	51	62	59	56

(†) 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.

(§) 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 4 October to December 2017

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

Number of triage 4 patients: 10,024

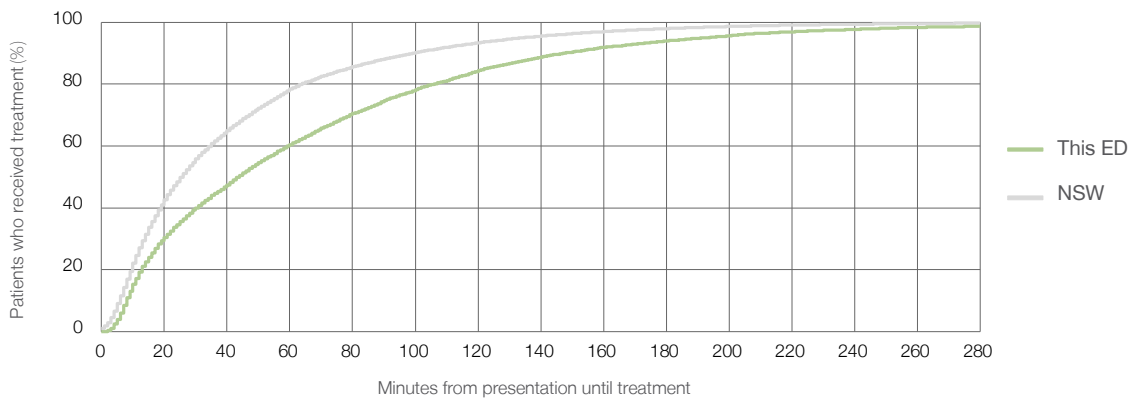
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,813

Median time to start treatment<sup>4</sup>  44 minutes

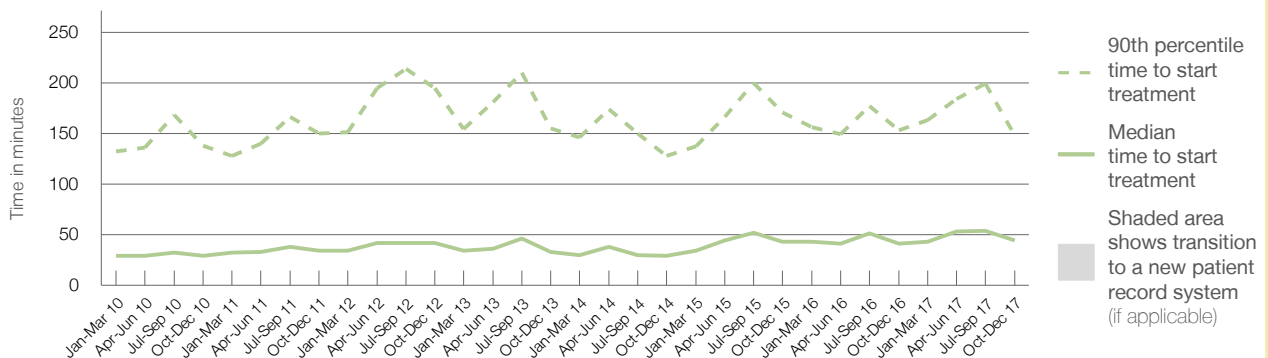
90th percentile time to start treatment<sup>5</sup>  148 minutes

Same period last year	NSW (this period)
9,939	8,650
41 minutes	26 minutes
153 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	29	34	42	33	29	43	41	44
90th percentile time to start treatment <sup>5</sup> (minutes)	138	150	195	155	128	171	153	148

(†) 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.

(§) 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 5 October to December 2017

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

Number of triage 5 patients: 69

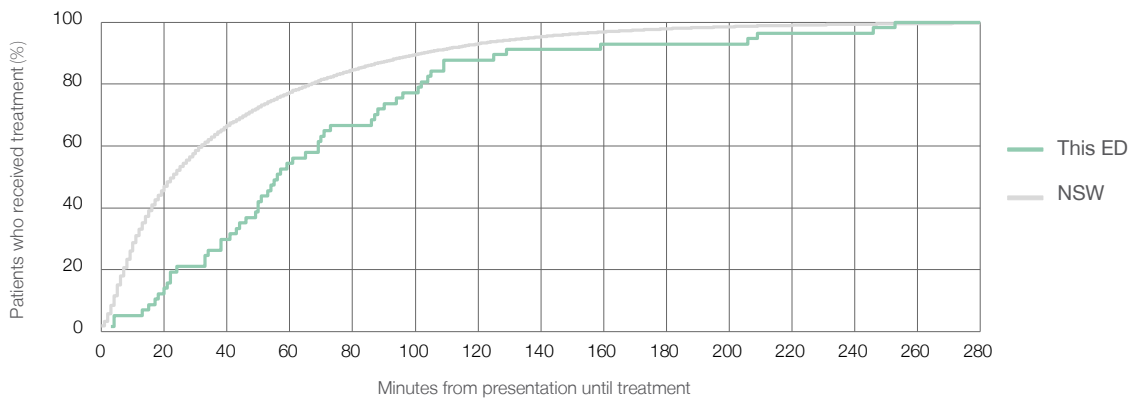
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 57

Median time to start treatment<sup>4</sup> 56 minutes

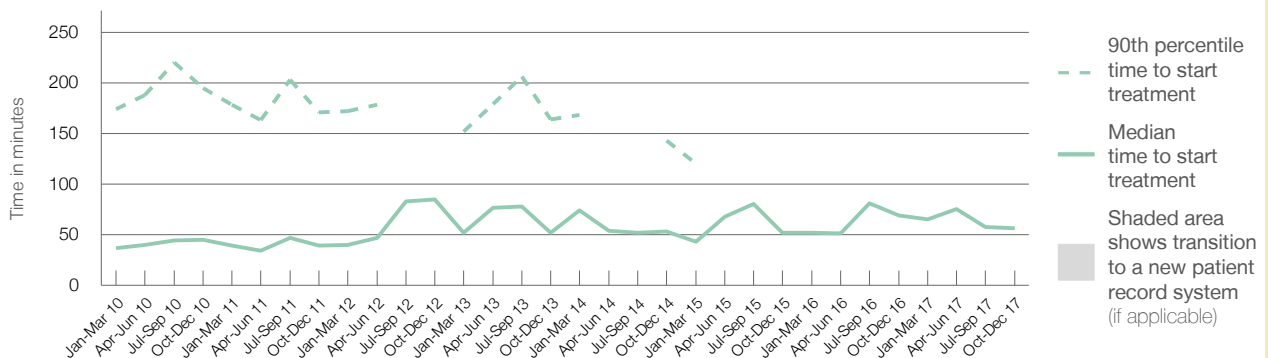
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
101	90
69 minutes	23 minutes
*	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	45	39	85	52	53	52	69	56
90th percentile time to start treatment <sup>5</sup> (minutes)	195	171	*	164	143	*	*	*

(†) 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.

(§) 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 spent in the ED October to December 2017

All presentations:<sup>1</sup> 14,569 patients

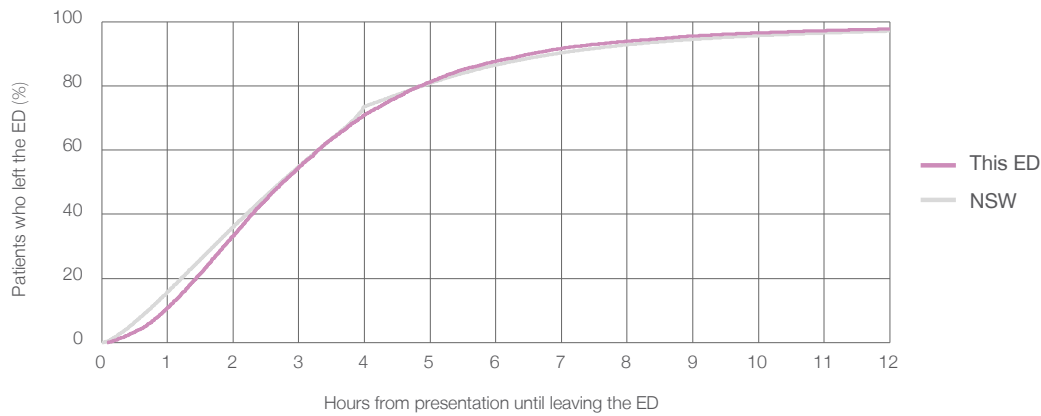
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,569 patients

Median time spent in the ED<sup>8</sup>  2 hours and 46 minutes

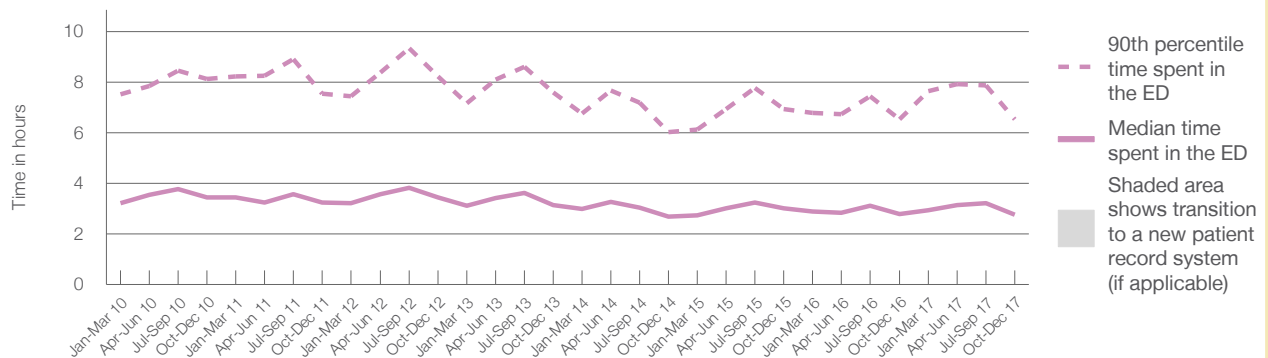
90th percentile time spent in the ED<sup>9</sup>  6 hours and 32 minutes

Same period last year	NSW (this period)
14,210	14,210
2 hours and 48 minutes	2 hours and 44 minutes
6 hours and 32 minutes	6 hours and 55 minutes

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 27m	3h 15m	3h 27m	3h 9m	2h 42m	3h 1m	2h 48m	2h 46m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	8h 7m	7h 33m	8h 14m	7h 36m	6h 1m	6h 56m	6h 32m	6h 32m

(†) 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.

(§) 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 spent in the ED

### By mode of separation

October to December 2017

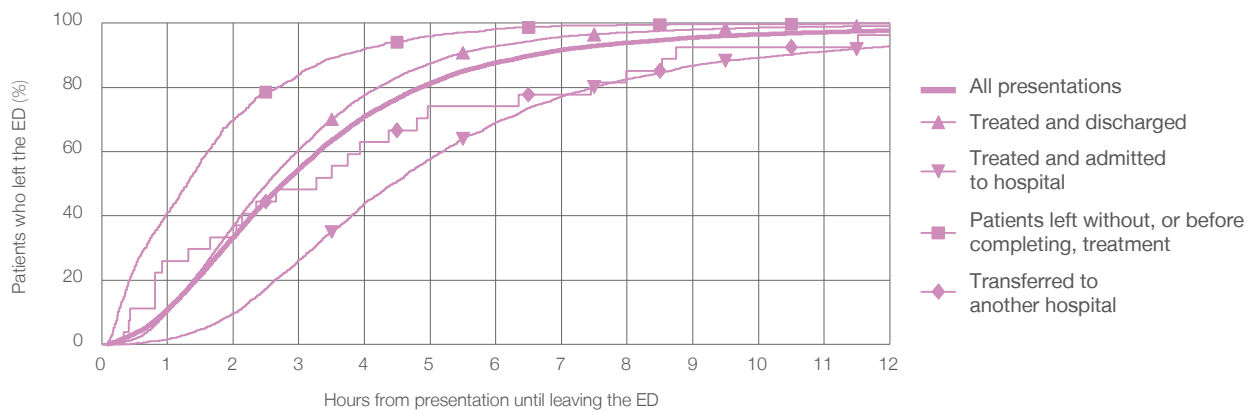
All presentations:<sup>1</sup> 14,569 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,569 patients

Treated and discharged	9,857 (67.7%)
Treated and admitted to hospital	3,407 (23.4%)
Patient left without, or before completing, treatment	1,278 (8.8%)
Transferred to another hospital	27 (0.2%)
Other	0 (0%)

Same period last year	Change since one year ago
14,210	2.5%
9,204	7.1%
3,632	-6.2%
1,343	-4.8%
30	-10.0%
1	-100.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<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	10.2%	36.8%	60.6%	77.7%	92.8%	97.1%	98.6%	99.2%
Treated and admitted to hospital	1.5%	9.5%	26.3%	44.1%	69.1%	82.6%	89.3%	92.9%
Patient left without, or before completing, treatment	41.1%	69.9%	84.0%	92.0%	98.3%	99.5%	99.8%	99.8%
Transferred to another hospital	25.9%	33.3%	48.1%	63.0%	74.1%	85.2%	92.6%	96.3%
All presentations	10.9%	33.4%	54.6%	71.1%	87.7%	93.9%	96.5%	97.8%

(†) 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.

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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 October to December 2017

All presentations at the emergency department: <sup>1</sup> 14,569 patients

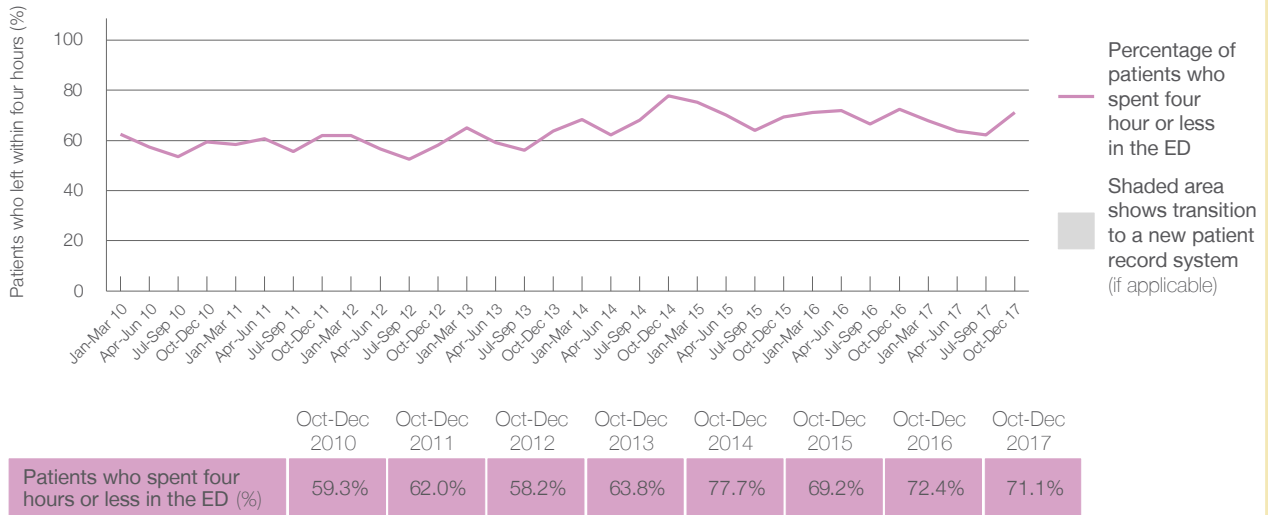
Presentations used to calculate time to leaving the ED: <sup>6</sup> 14,569 patients

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	14,210	2.5%
Presentations used to calculate time to leaving the ED	14,210	2.5%
Percentage of patients who spent four hours or less in the ED	72.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <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, July to September 2016*.
- 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).