

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Sydney Children's Hospitals Network

July to September 2017

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

July to September 2017

All presentations:<sup>1</sup> 10,047 patients  
Emergency presentations:<sup>2</sup> 9,947 patients

Same period last year	Change since one year ago
9,445	6.4%
9,353	6.4%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 356 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

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

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 54 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,619 patients

Median time to start treatment<sup>4</sup> 45 minutes  
90th percentile time to start treatment<sup>5</sup> 137 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 167 patients

Median time to start treatment<sup>4</sup> 56 minutes  
90th percentile time to start treatment<sup>5</sup> 140 minutes

Same period last year	NSW (this period)
372	
10 minutes	9 minutes
23 minutes	29 minutes
1,749	
19 minutes	23 minutes
52 minutes	83 minutes
6,959	
37 minutes	30 minutes
117 minutes	121 minutes
203	
31 minutes	26 minutes
106 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,045 patients

Percentage of patients who spent four hours or less in the ED 74.5%

Same period last year	Change since one year ago
9,445	6.4%
77.3%	

\* 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.

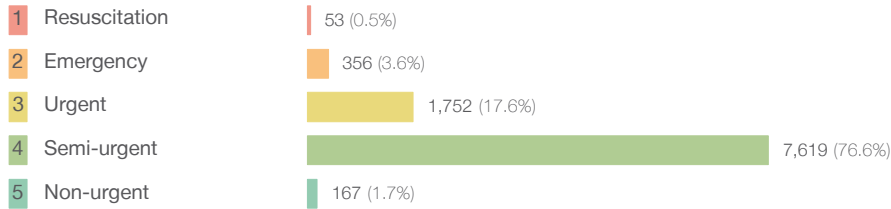
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## Sydney Children's Hospital: Patients presenting to the emergency department July to September 2017

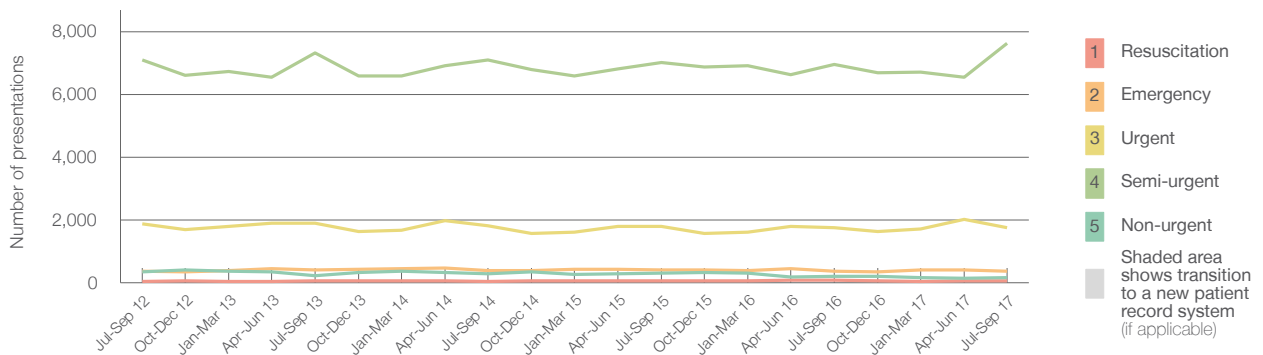
All presentations:<sup>1</sup> 10,047 patients

Emergency presentations<sup>2</sup> by triage category: 9,947 patients



	Same period last year	Change since one year ago
All presentations	9,445	6.4%
Emergency presentations	9,353	6.4%
1 Resuscitation	70	-24.3%
2 Emergency	372	-4.3%
3 Urgent	1,749	0.2%
4 Semi-urgent	6,959	9.5%
5 Non-urgent	203	-17.7%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	42	51	45	52	70	53
Emergency	358	396	375	408	372	356
Urgent	1,879	1,890	1,808	1,799	1,749	1,752
Semi-urgent	7,098	7,316	7,088	7,018	6,959	7,619
Non-urgent	347	215	282	303	203	167
All emergency presentations	9,724	9,868	9,598	9,580	9,353	9,947

## Sydney Children's Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 653 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	633	
ED Transfer of care time		
Median time	9 minutes	0 minutes
90th percentile time	17 minutes	2 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.

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

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

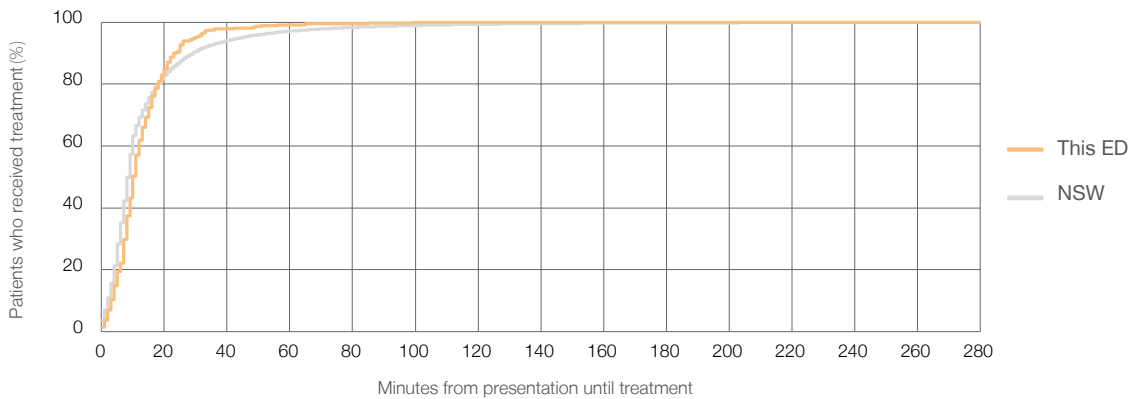
Number of triage 2 patients: 356

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 356

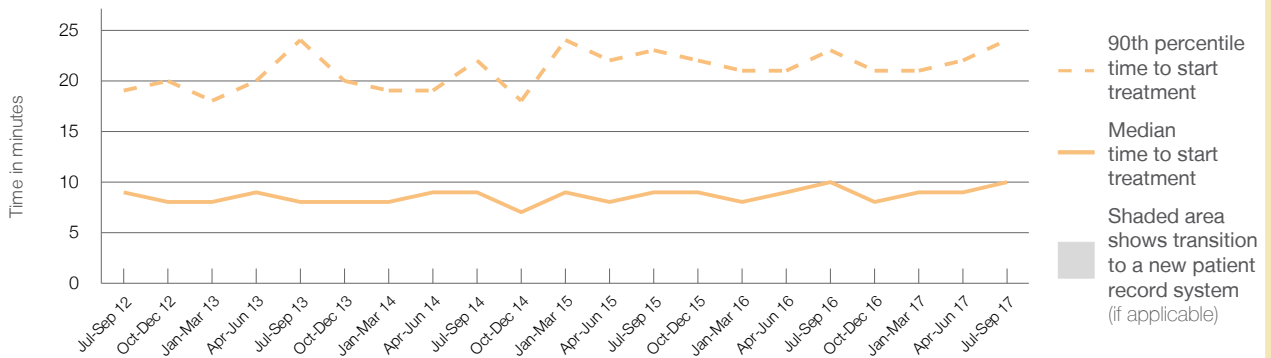
Median time to start treatment<sup>4</sup> ■ 10 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 24 minutes

Same period last year	NSW (this period)
372	
371	
10 minutes	9 minutes
23 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	9	8	9	9	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	19	24	22	23	23	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.

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

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

Number of triage 3 patients: 1,752

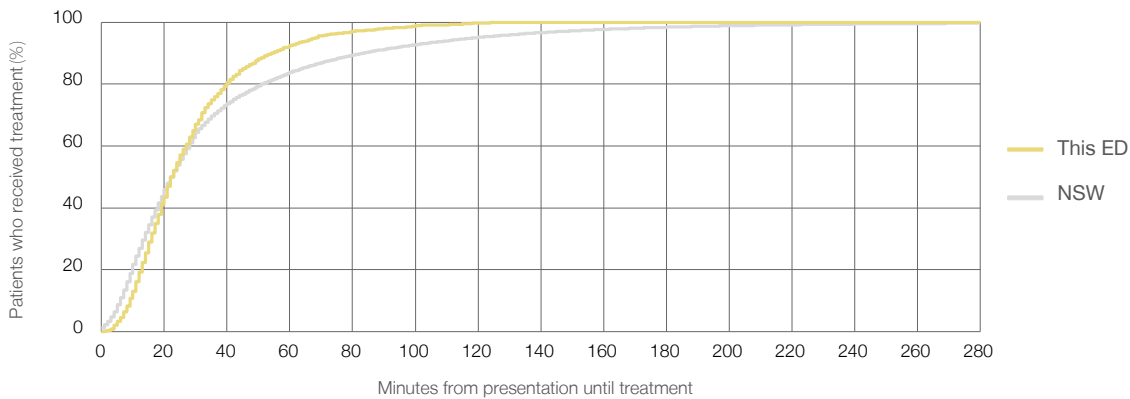
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,747

Median time to start treatment<sup>4</sup> 22 minutes

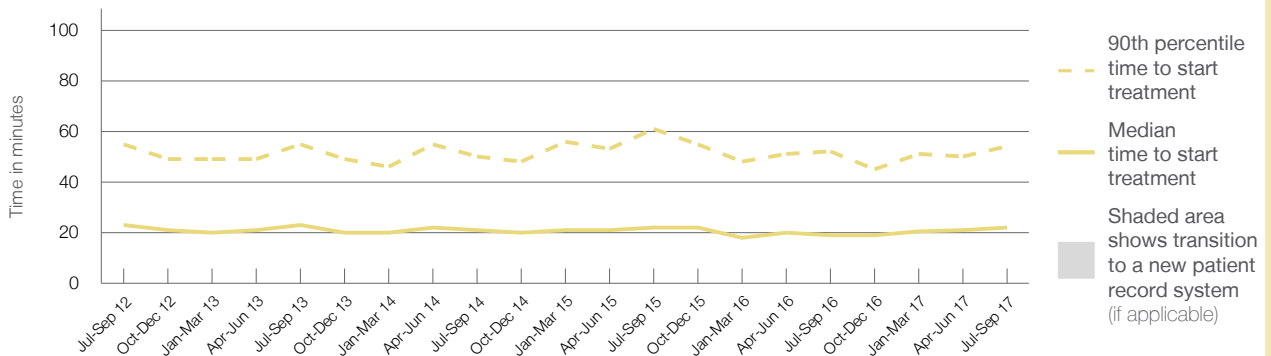
90th percentile time to start treatment<sup>5</sup> 54 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,749	1,744
Median time to start treatment <sup>4</sup>	19 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup>	52 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	23	23	21	22	19	22
90th percentile time to start treatment <sup>5</sup> (minutes)	55	55	50	61	52	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.

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

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

Number of triage 4 patients: 7,619

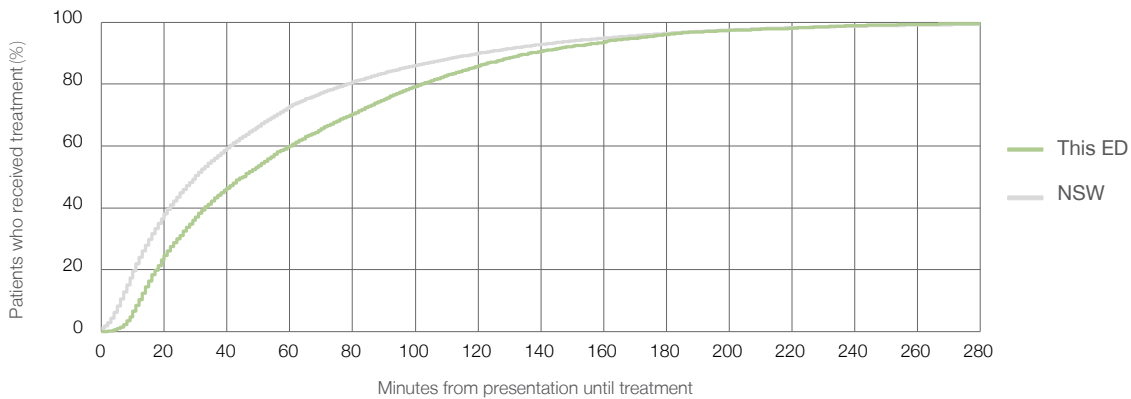
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,208

Median time to start treatment<sup>4</sup> 45 minutes

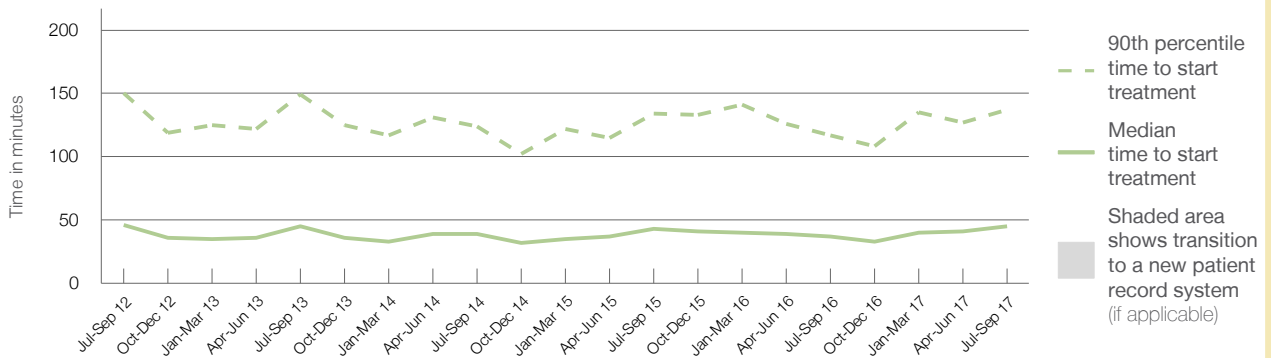
90th percentile time to start treatment<sup>5</sup> 137 minutes

Same period last year	NSW (this period)
6,959	6,733
37 minutes	30 minutes
117 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	46	45	39	43	37	45
90th percentile time to start treatment <sup>5</sup> (minutes)	150	149	124	134	117	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 waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 167

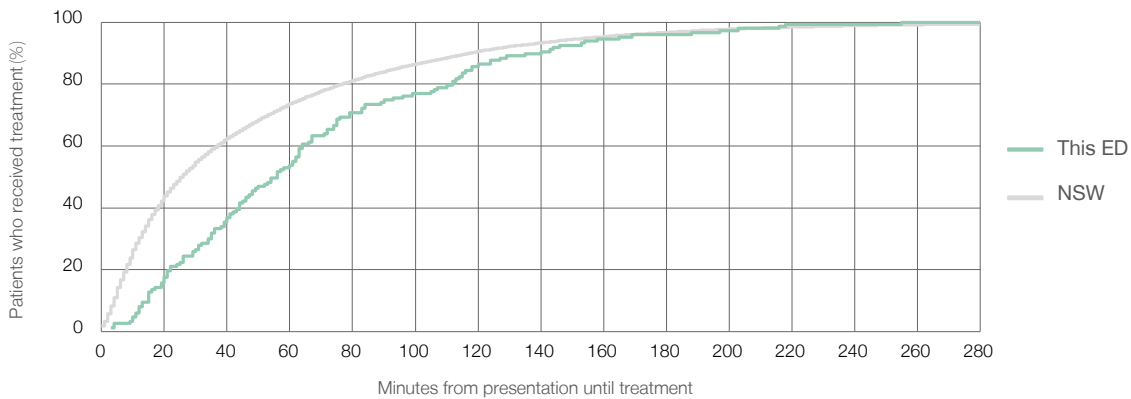
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 147

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

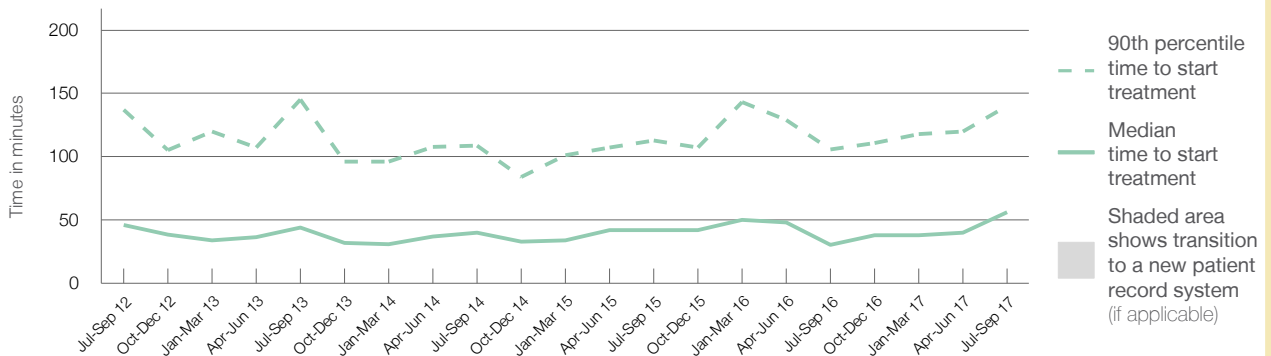
90th percentile time to start treatment<sup>5</sup> 140 minutes

Same period last year	NSW (this period)
203	190
31 minutes	26 minutes
106 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	46	44	40	42	31	56
90th percentile time to start treatment <sup>5</sup> (minutes)	137	145	109	113	106	140

(†) 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

July to September 2017

All presentations:<sup>1</sup> 10,047 patients

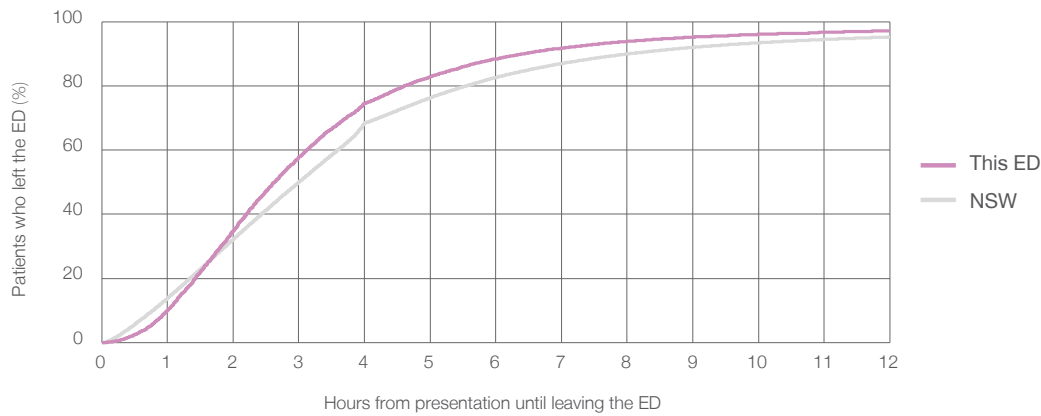
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,045 patients

Median time spent in the ED<sup>8</sup> 2 hours and 38 minutes

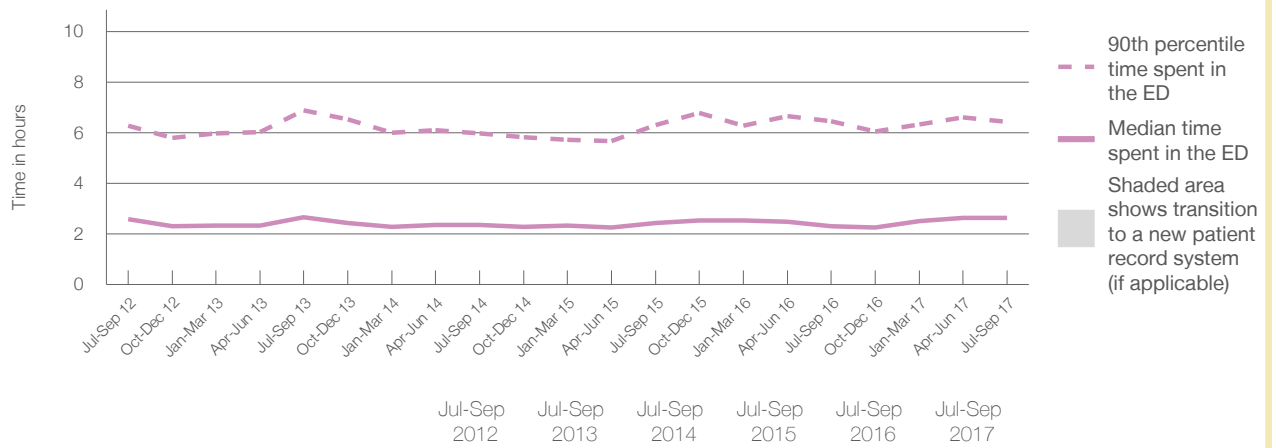
90th percentile time spent in the ED<sup>9</sup> 6 hours and 26 minutes

Same period last year	NSW (this period)
9,445	9,445
2 hours and 18 minutes	3 hours and 0 minutes
6 hours and 28 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 36m	2h 40m	2h 22m	2h 27m	2h 18m	2h 38m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 17m	6h 53m	5h 59m	6h 19m	6h 28m	6h 26m

(†) 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

July to September 2017

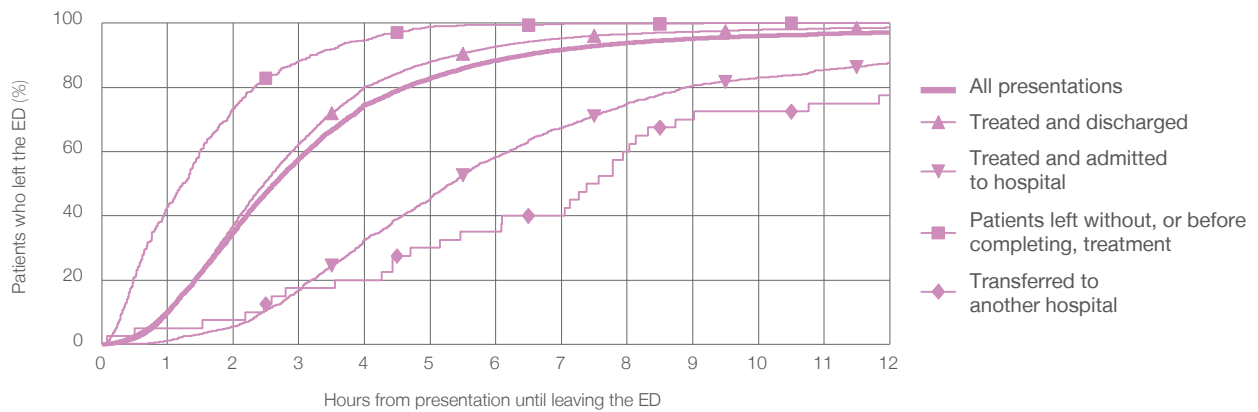
All presentations:<sup>†</sup> 10,047 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 10,045 patients

Treated and discharged	8,165 (81.3%)
Treated and admitted to hospital	1,295 (12.9%)
Patient left without, or before completing, treatment	519 (5.2%)
Transferred to another hospital	40 (0.4%)
Other	28 (0.3%)

Same period last year	Change since one year ago
9,445	6.4%
7,250	12.6%
1,805	-28.3%
300	73.0%
60	-33.3%
30	-6.7%

Percentage of patients who left the ED by time and mode of separation, July to September 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	9.3%	37.0%	62.4%	80.1%	92.7%	96.6%	98.0%	98.6%
Treated and admitted to hospital	1.1%	5.5%	16.8%	32.5%	58.3%	75.0%	83.1%	87.6%
Patient left without, or before completing, treatment	42.8%	73.4%	88.2%	94.8%	99.4%	99.8%	100%	100%
Transferred to another hospital	5.0%	7.5%	17.5%	20.0%	35.0%	60.0%	72.5%	77.5%
All presentations	10.1%	34.9%	57.8%	74.5%	88.4%	93.8%	96.0%	97.2%

(†) 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

July to September 2017

All presentations at the emergency department:<sup>1</sup> 10,047 patients

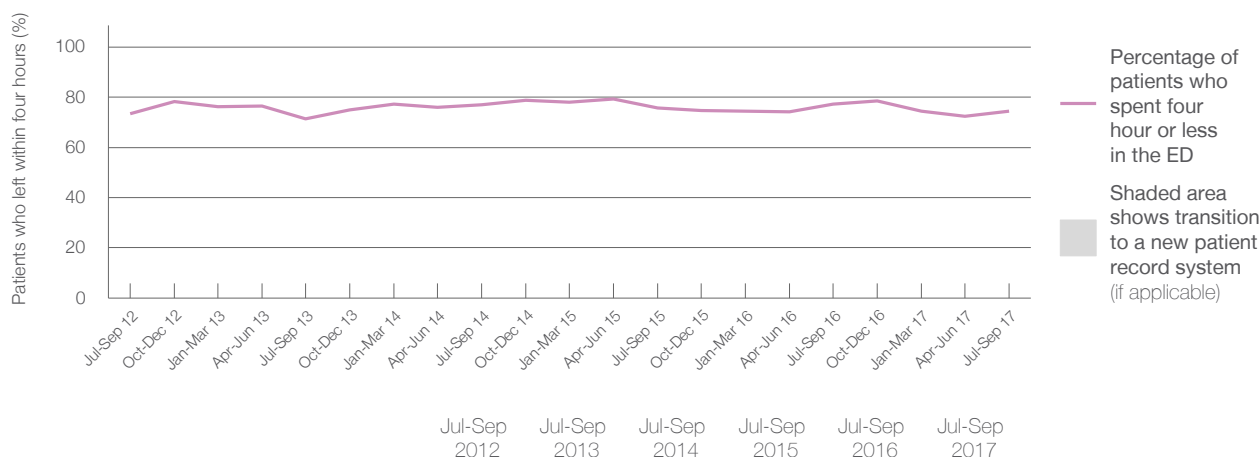
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,045 patients

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: <sup>1</sup>	9,445	6.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	9,445	6.4%
Percentage of patients who spent four hours or less in the ED	77.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	73.5%	71.5%	76.9%	75.6%	77.3%	74.5%

\* 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 17 October 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).

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

July to September 2017

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 16,348 patients	14,740	10.9%
Emergency presentations: <sup>2</sup> 16,227 patients	14,596	11.2%

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

July to September 2017

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 576 patients	484	
Median time to start treatment <sup>4</sup> 8 minutes	7 minutes	9 minutes
90th percentile time to start treatment <sup>5</sup> 26 minutes	13 minutes	29 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 4,062 patients	3,585	
Median time to start treatment <sup>4</sup> 24 minutes	24 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup> 65 minutes	63 minutes	83 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 11,398 patients	10,332	
Median time to start treatment <sup>4</sup> 54 minutes	51 minutes	30 minutes
90th percentile time to start treatment <sup>5</sup> 199 minutes	177 minutes	121 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 59 patients	77	
Median time to start treatment <sup>4</sup> 58 minutes	81 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup> *	*	118 minutes

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

July to September 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 16,348 patients	14,740	10.9%
Percentage of patients who spent four hours or less in the ED 62.2%	66.4%	

\* 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.

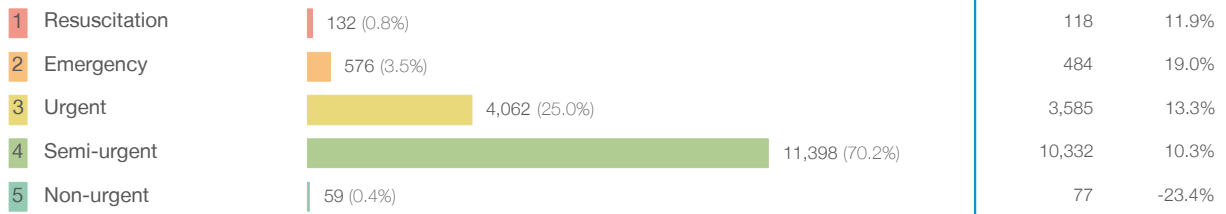
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

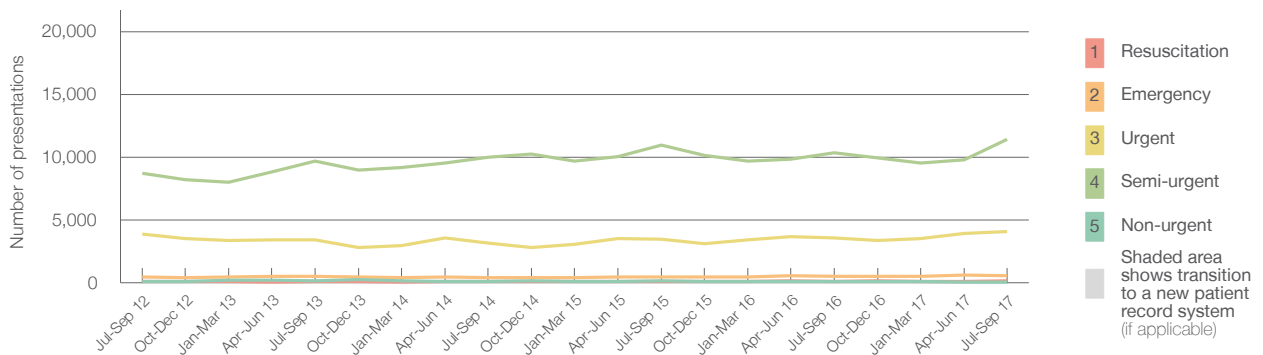
## The Children's Hospital at Westmead: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 16,348 patients

Emergency presentations<sup>2</sup> by triage category: 16,227 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 <sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	72	109	91	95	118	132
Emergency	447	484	394	445	484	576
Urgent	3,893	3,419	3,133	3,479	3,585	4,062
Semi-urgent	8,710	9,665	9,994	10,970	10,332	11,398
Non-urgent	97	138	100	125	77	59
All emergency presentations	13,219	13,815	13,712	15,114	14,596	16,227

## The Children's Hospital at Westmead: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,103 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 July to September 2017

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

Number of triage 2 patients: 576

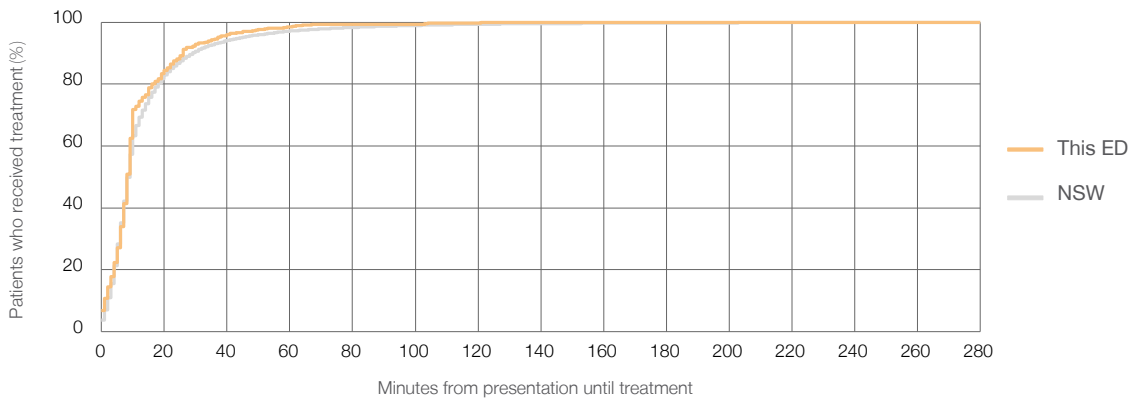
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 576

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

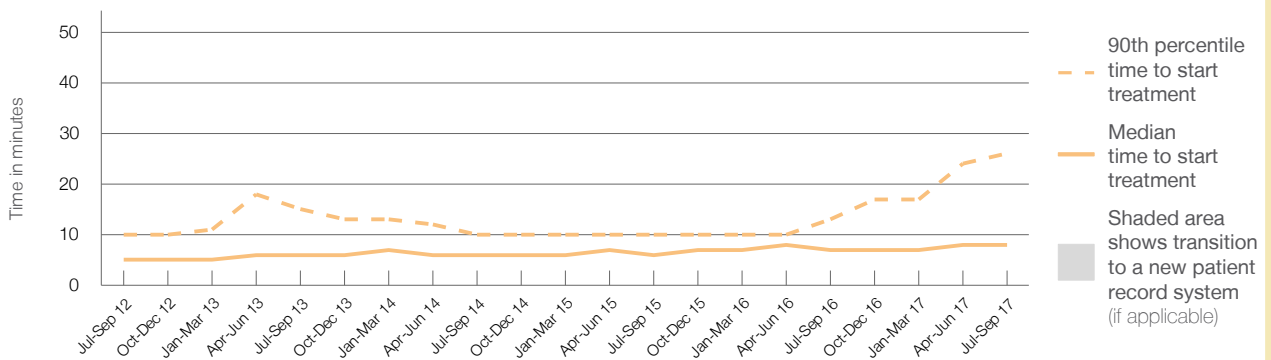
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
484	484
7 minutes	9 minutes
13 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	5	6	6	6	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	10	15	10	10	13	26

(†) 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 July to September 2017

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

Number of triage 3 patients: 4,062

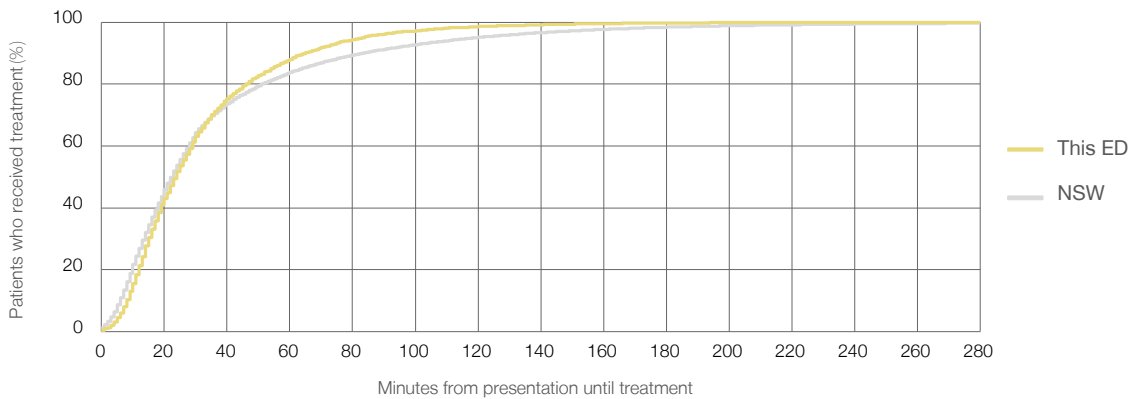
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,051

Median time to start treatment<sup>4</sup> 24 minutes

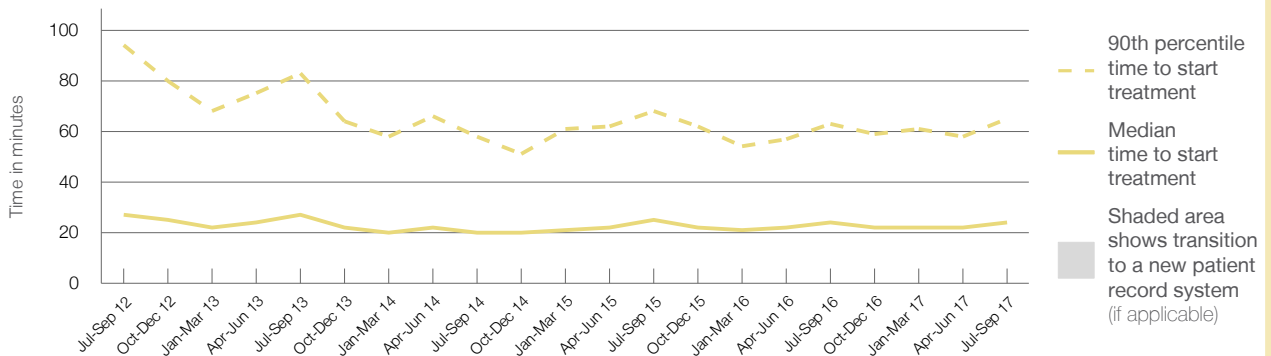
90th percentile time to start treatment<sup>5</sup> 65 minutes

Same period last year	NSW (this period)
3,585	
3,581	
24 minutes	23 minutes
63 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	27	27	20	25	24	24
90th percentile time to start treatment <sup>5</sup> (minutes)	94	83	58	68	63	65

(†) 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 July to September 2017

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

Number of triage 4 patients: 11,398

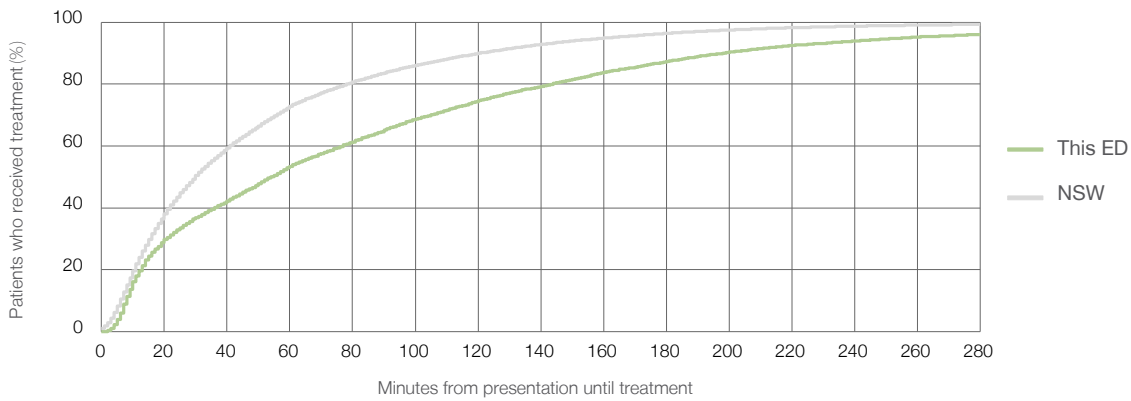
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 9,169

Median time to start treatment<sup>4</sup> 54 minutes

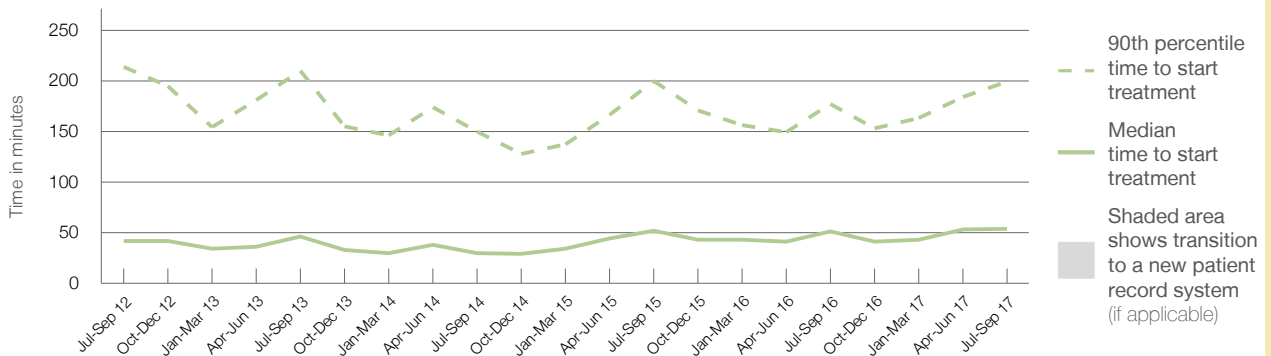
90th percentile time to start treatment<sup>5</sup> 199 minutes

Same period last year	NSW (this period)
10,332	
8,615	
51 minutes	30 minutes
177 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	42	46	30	52	51	54
90th percentile time to start treatment <sup>5</sup> (minutes)	214	210	150	200	177	199

(†) 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 July to September 2017

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

Number of triage 5 patients: 59

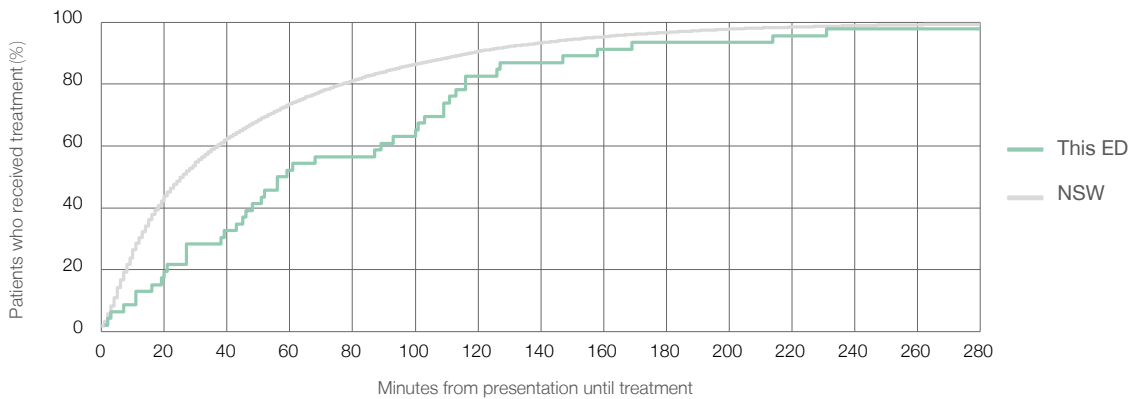
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 46

Median time to start treatment<sup>4</sup> 58 minutes

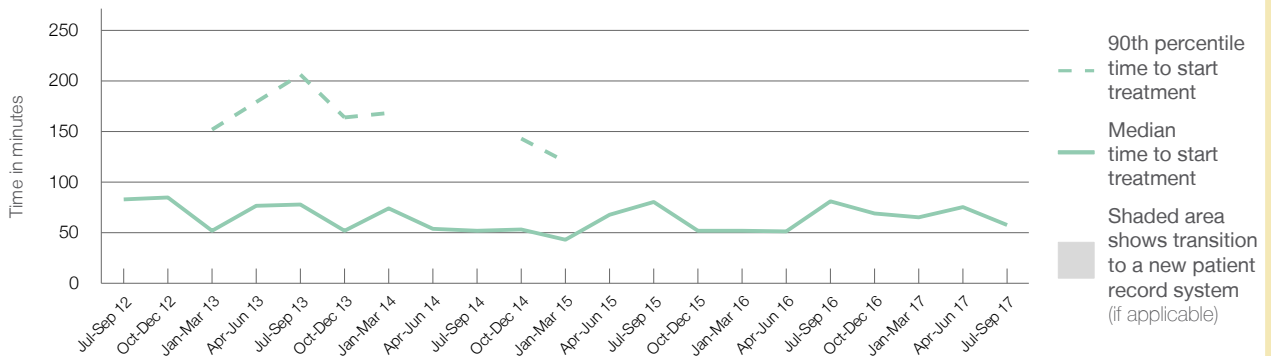
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
77	63
81 minutes	26 minutes
*	* 118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	83	78	52	80	81	58
90th percentile time to start treatment <sup>5</sup> (minutes)	*	206	*	*	*	*

(†) 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 July to September 2017

All presentations:<sup>1</sup> 16,348 patients

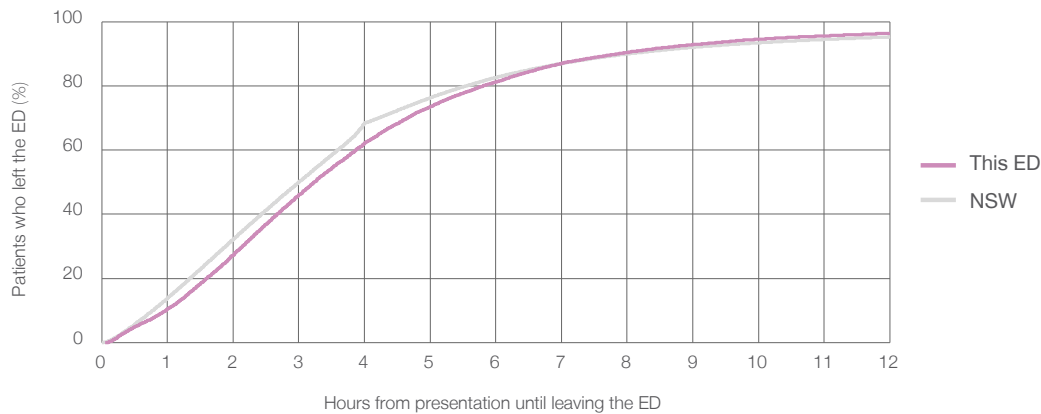
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,348 patients

Median time spent in the ED<sup>8</sup> 3 hours and 14 minutes

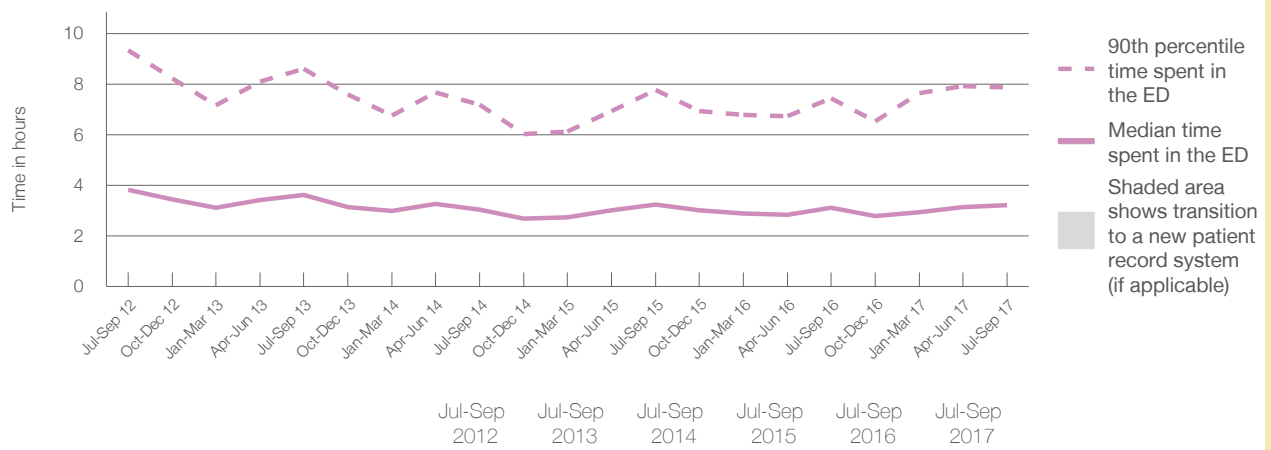
90th percentile time spent in the ED<sup>9</sup> 7 hours and 52 minutes

Same period last year	NSW (this period)
14,740	14,740
3 hours and 7 minutes	3 hours and 0 minutes
7 hours and 27 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡§</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 49m	3h 37m	3h 2m	3h 15m	3h 7m	3h 14m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 20m	8h 36m	7h 11m	7h 46m	7h 27m	7h 52m

(†) 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 July to September 2017

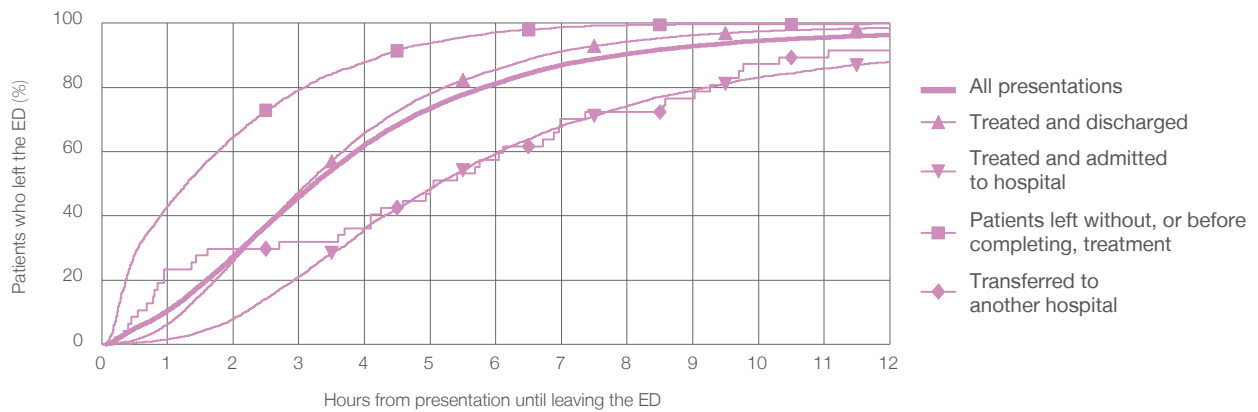
All presentations:<sup>1</sup> 16,348 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,348 patients

Treated and discharged	10,321 (63.1%)
Treated and admitted to hospital	3,673 (22.5%)
Patient left without, or before completing, treatment	2,306 (14.1%)
Transferred to another hospital	47 (0.3%)
Other	1 (0%)

Same period last year	Change since one year ago
14,740	10.9%
9,224	11.9%
3,716	-1.2%
1,768	30.4%
32	46.9%
0	

Percentage of patients who left the ED by time and mode of separation, July to September 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	6.3%	25.9%	47.5%	65.8%	85.5%	94.3%	97.5%	98.6%
Treated and admitted to hospital	1.6%	8.0%	21.1%	36.1%	59.4%	74.2%	83.1%	88.0%
Patient left without, or before completing, treatment	43.0%	64.6%	79.3%	87.9%	97.2%	99.4%	99.7%	99.9%
Transferred to another hospital	23.4%	29.8%	31.9%	36.2%	57.4%	72.3%	87.2%	91.5%
All presentations	10.5%	27.4%	46.0%	62.2%	81.2%	90.4%	94.5%	96.4%

(†) 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  
 July to September 2017

All presentations at the emergency department:<sup>1</sup> 16,348 patients

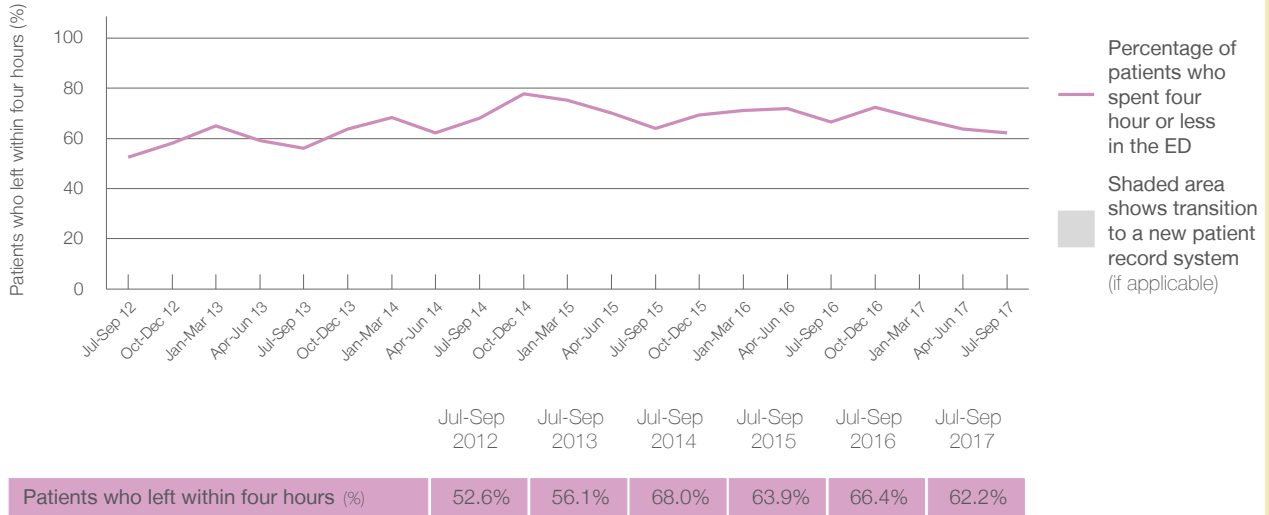
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,348 patients

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	14,740	10.9%
Presentations used to calculate time to leaving the ED	14,740	10.9%
Percentage of patients who spent four hours or less in the ED	66.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).