

Sydney Hospital and Sydney Eye Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 7,756 patients
Emergency presentations:² 7,554 patients

Same period last year	Change since one year ago
8,124	-5%
7,850	-4%

Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 141 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,486 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,481 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,446 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
136	
8 minutes	8 minutes
15 minutes	28 minutes
1,224	
20 minutes	21 minutes
46 minutes	72 minutes
4,444	
28 minutes	26 minutes
78 minutes	105 minutes
2,046	
33 minutes	22 minutes
96 minutes	103 minutes

Sydney Hospital and Sydney Eye Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 7,756 patients

Percentage of patients who spent four hours or less in the ED 91%

Same period last year	Change since one year ago
8,124	-5%
85%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

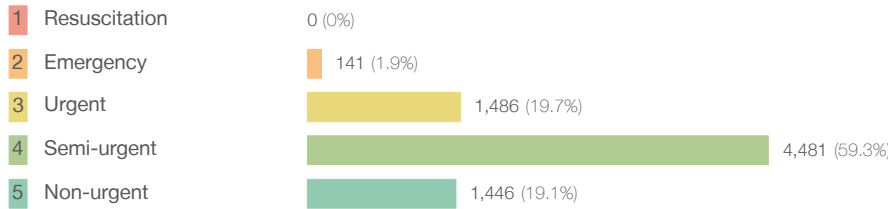
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Sydney Hospital and Sydney Eye Hospital: Patients presenting to the emergency department July to September 2018

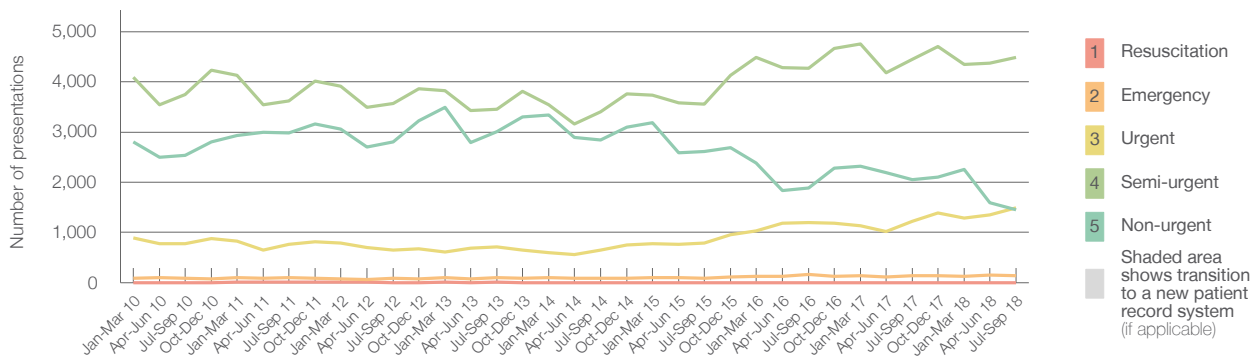
All presentations:¹ 7,756 patients

Emergency presentations² by triage category: 7,554 patients



	Same period last year	Change since one year ago
All presentations	8,124	-5%
Emergency presentations	7,850	-4%
Resuscitation	0	
Emergency	136	3.7%
Urgent	1,224	21.4%
Semi-urgent	4,444	0.8%
Non-urgent	2,046	-29.3%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	< 5	10	< 5	6	< 5	< 5	< 5	0	0
Emergency	94	101	86	100	85	89	160	136	141
Urgent	773	765	653	715	646	794	1,192	1,224	1,486
Semi-urgent	3,745	3,616	3,575	3,453	3,405	3,560	4,267	4,444	4,481
Non-urgent	2,540	2,981	2,809	3,007	2,842	2,616	1,881	2,046	1,446
All emergency presentations	7,152	7,473	7,123	7,281	6,978	7,059	7,500	7,850	7,554

Sydney Hospital and Sydney Eye Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,079 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	79	
ED Transfer of care time	8 minutes	-2 minutes
90th percentile 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 Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 141

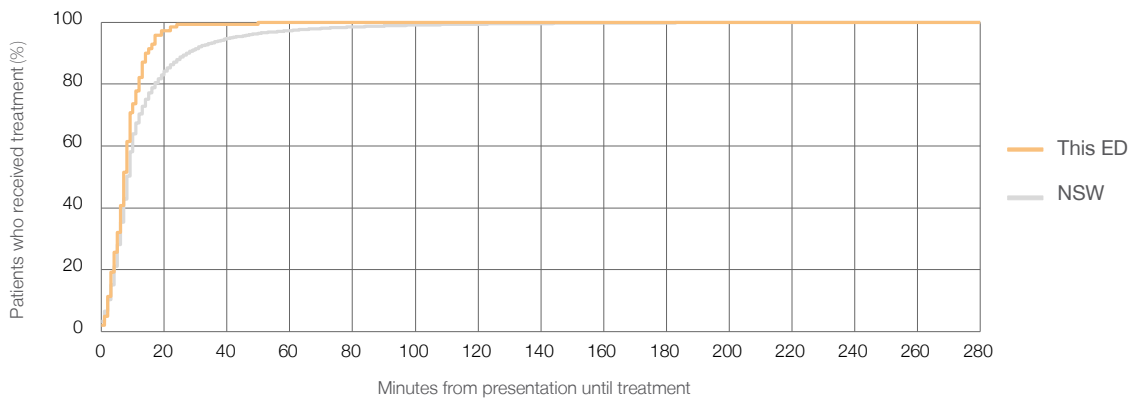
Number of triage 2 patients used to calculate waiting time:³ 140

Median time to start treatment⁴ 7 minutes

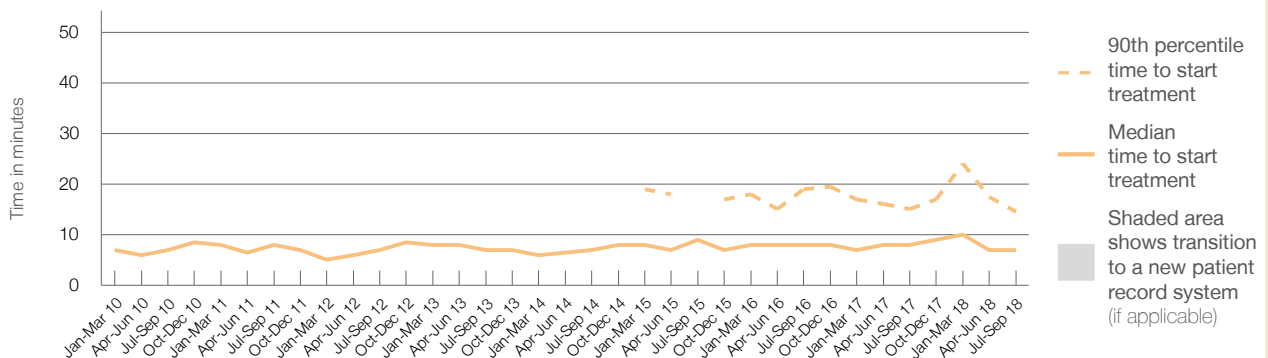
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
136	
136	
8 minutes	8 minutes
15 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	7	8	7	7	7	9	8	8	7
90th percentile time to start treatment ⁵ (minutes)	*	16	*	17	*	*	19	15	15

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,486

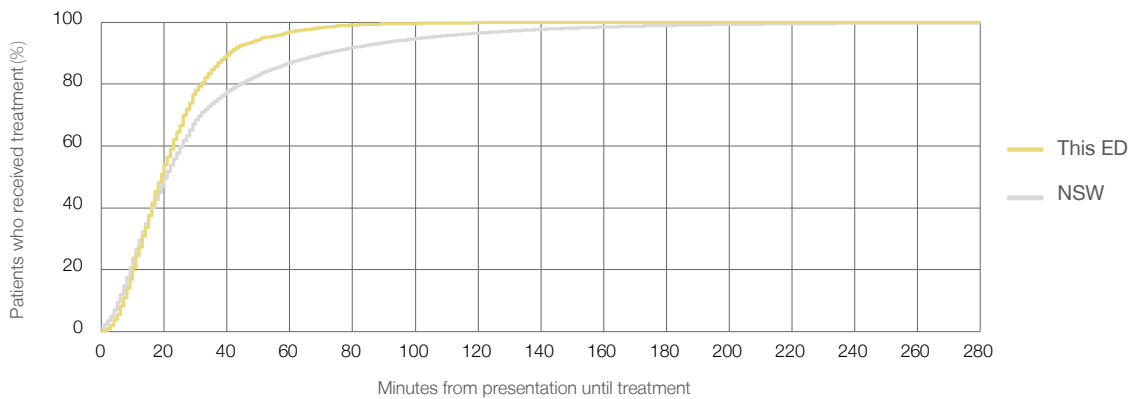
Number of triage 3 patients used to calculate waiting time:³ 1,469

Median time to start treatment⁴ 19 minutes

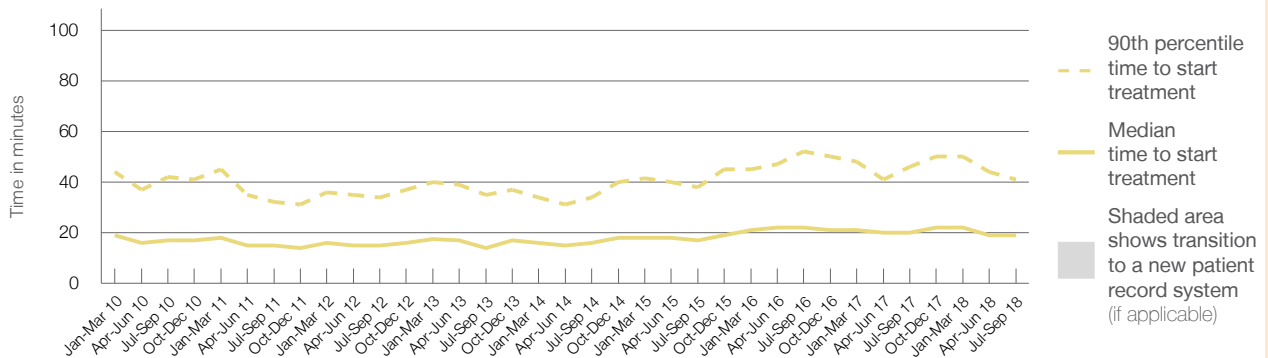
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,224	1,211
20 minutes	21 minutes
46 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	17	15	15	14	16	17	22	20	19
90th percentile time to start treatment ⁵ (minutes)	42	32	34	35	34	38	52	46	41

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 4,481

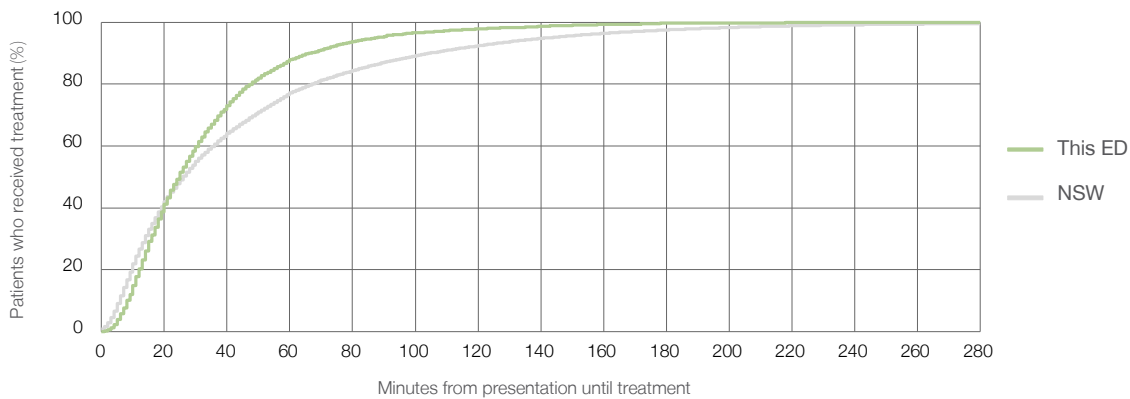
Number of triage 4 patients used to calculate waiting time:³ 4,404

Median time to start treatment⁴ 25 minutes

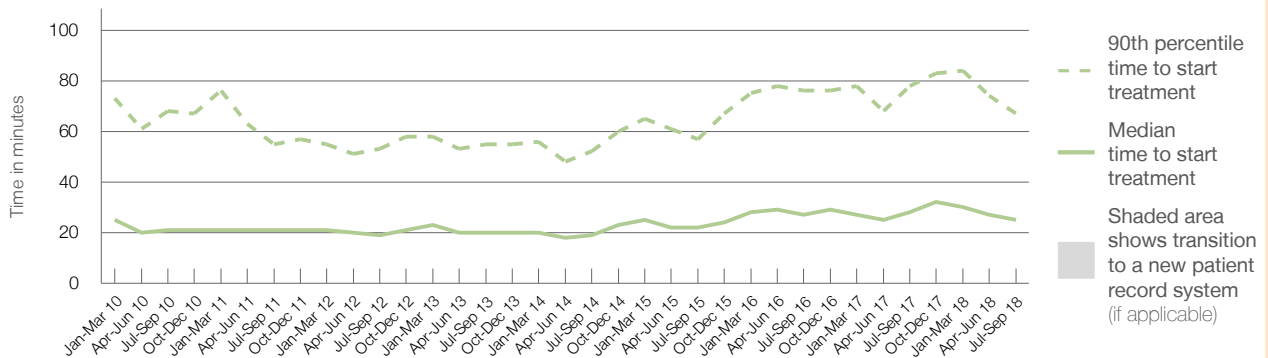
90th percentile time to start treatment⁵ 67 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,444	4,328
Median time to start treatment ⁴	28 minutes	26 minutes
90th percentile time to start treatment ⁵	78 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	21	21	19	20	19	22	27	28	25
90th percentile time to start treatment ⁵ (minutes)	68	55	53	55	52	57	76	78	67

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Sydney Hospital and Sydney Eye Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 1,446

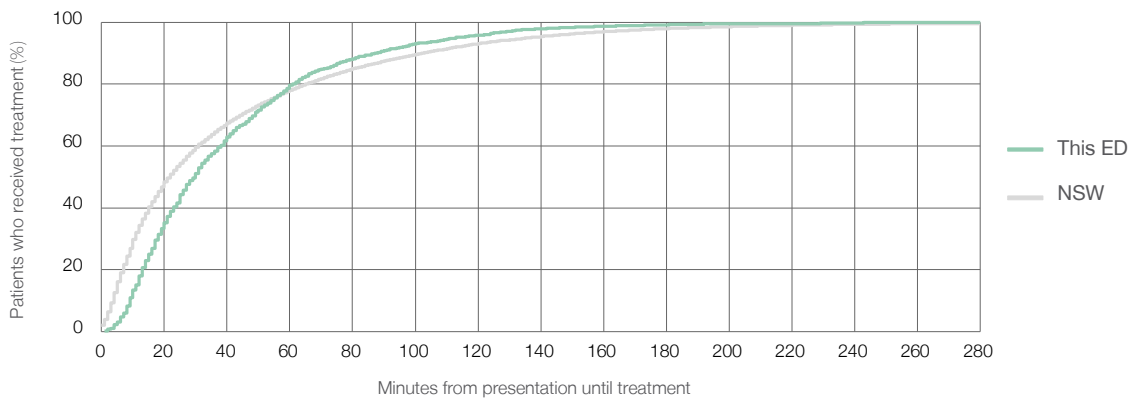
Number of triage 5 patients used to calculate waiting time:³ 1,356

Median time to start treatment⁴ 30 minutes

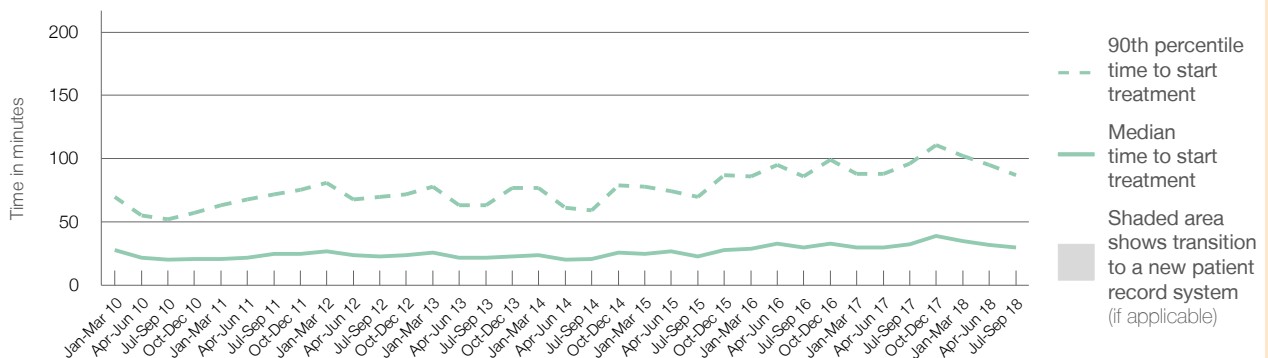
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
2,046	1,914
33 minutes	22 minutes
96 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	20	25	23	22	21	23	30	33	30
90th percentile time to start treatment ⁵ (minutes)	52	72	70	63	59	70	86	96	87

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Sydney Hospital and Sydney Eye Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 7,756 patients

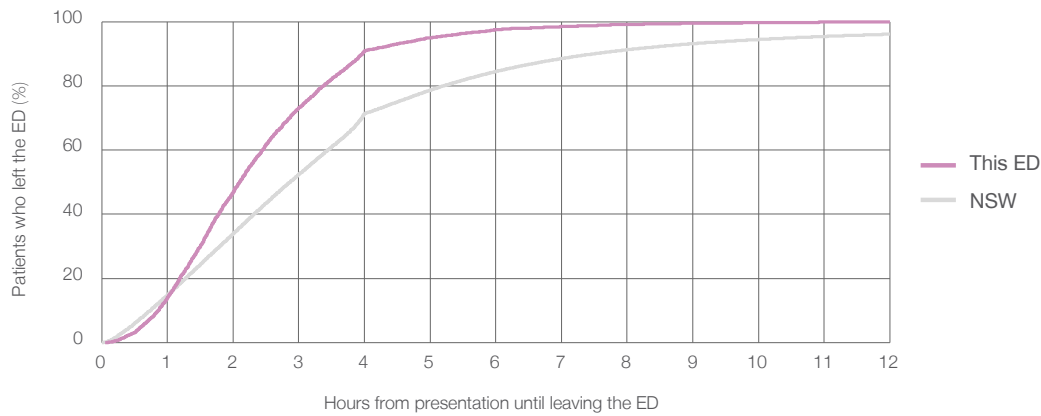
Presentations used to calculate time to leaving the ED:⁶ 7,756 patients

Median time spent in the ED⁸ ■ 2 hours and 6 minutes

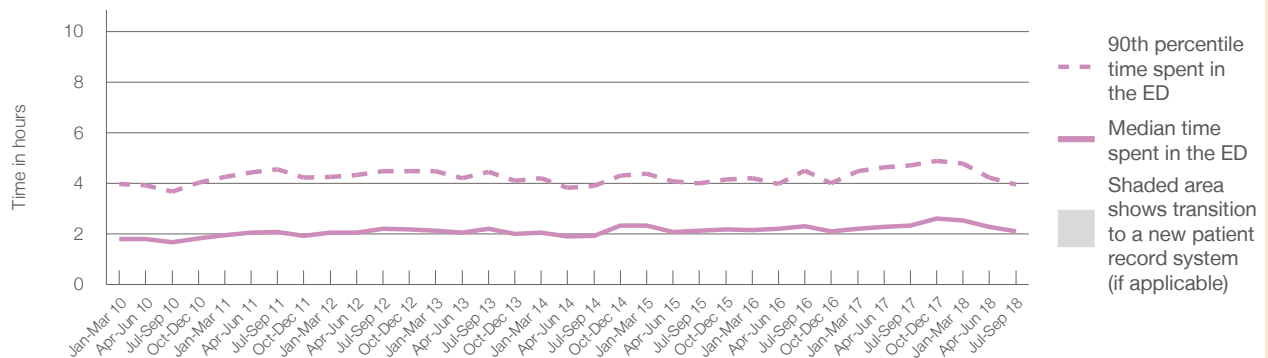
90th percentile time spent in the ED⁹ ■ 3 hours and 58 minutes

Same period last year	NSW (this period)
8,124	8,124
2 hours and 20 minutes	2 hours and 52 minutes
4 hours and 43 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 41m	2h 5m	2h 12m	2h 13m	1h 56m	2h 8m	2h 19m	2h 20m	2h 6m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 41m	4h 33m	4h 29m	4h 27m	3h 54m	4h 1m	4h 31m	4h 43m	3h 58m

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Sydney Hospital and Sydney Eye Hospital: Time patients spent in the ED By mode of separation July to September 2018

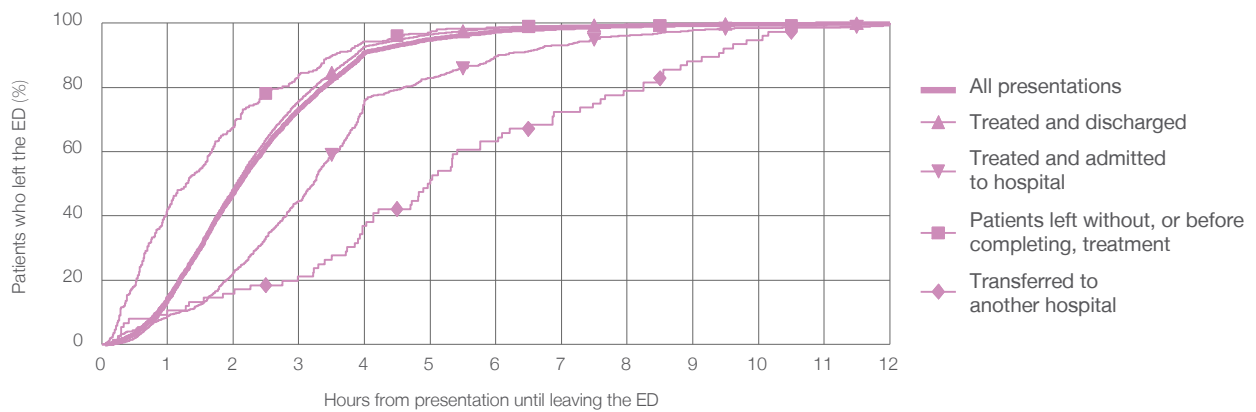
All presentations:¹ 7,756 patients

Presentations used to calculate time to leaving the ED:⁶ 7,756 patients

Mode of separation	Count	Percentage
Treated and discharged	6,672	86.0%
Treated and admitted to hospital	644	8.3%
Patient left without, or before completing, treatment	312	4.0%
Transferred to another hospital	76	1.0%
Other	52	0.7%

Same period last year	Change since one year ago
8,124	-5%
6,765	-1.4%
683	-5.7%
481	-35.1%
96	-20.8%
99	-47.5%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	13.0%	48.4%	75.8%	92.7%	98.5%	99.6%	99.8%	100%
Treated and admitted to hospital	8.7%	22.4%	44.6%	75.9%	89.8%	96.1%	98.6%	99.2%
Patient left without, or before completing, treatment	42.0%	67.6%	84.0%	94.2%	98.7%	99.4%	99.4%	100%
Transferred to another hospital	10.5%	15.8%	21.1%	36.8%	63.2%	78.9%	94.7%	100%
All presentations	14.2%	47.0%	73.2%	90.9%	97.5%	99.1%	99.7%	99.9%

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Sydney Hospital and Sydney Eye Hospital: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: ¹ 7,756 patients

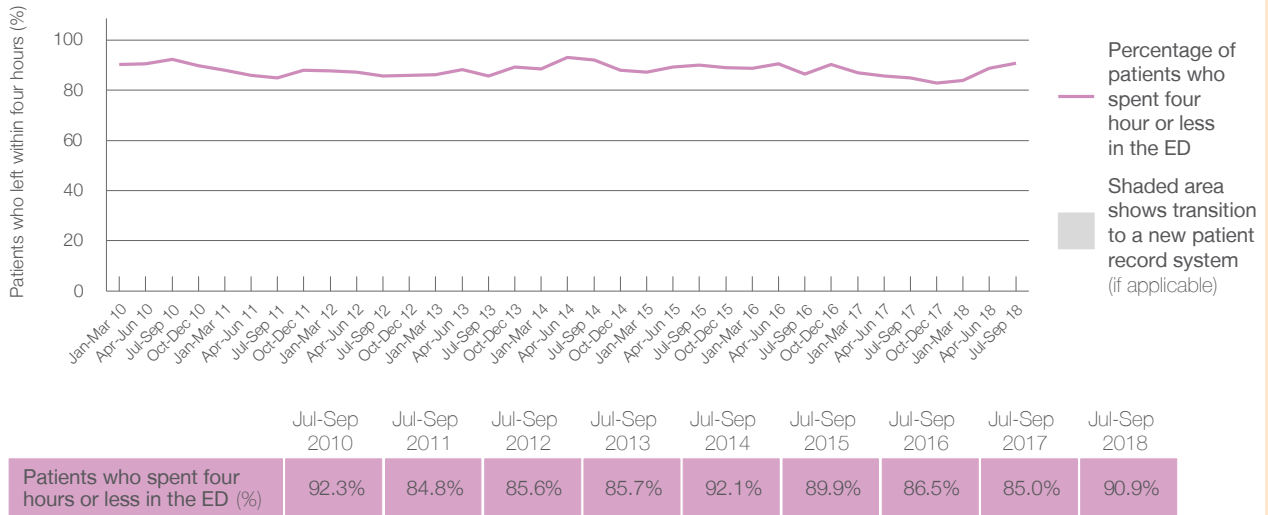
Presentations used to calculate time to leaving the ED: ⁶ 7,756 patients

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	8,124	-5%
Presentations used to calculate time to leaving the ED	8,124	-5%
Percentage of patients who spent four hours or less in the ED	85.0%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† Data points are not shown in graphs for quarters when patient numbers were too small.

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).