



Hospital Quarterly

Performance Profiles

Emergency Department

January to March 2016

New South Wales: Emergency department (ED) overview

January to March 2016

All attendances:¹ 672,483 patients

Emergency attendances:² 645,832 patients

Same period last year	Change since one year ago
645,542	4%
619,504	4%

New South Wales: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 75,765 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 214,764 patients

Median time to start treatment⁴ 20 minutes
 95th percentile time to start treatment⁵ 99 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 280,316 patients

Median time to start treatment⁴ 26 minutes
 95th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 70,918 patients

Median time to start treatment⁴ 23 minutes
 95th percentile time to start treatment⁵ 135 minutes

Same period last year

8 minutes
 35 minutes

20 minutes
 98 minutes

26 minutes
 137 minutes

24 minutes
 134 minutes

New South Wales: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 672,359 patients

Percentage of patients who left the ED within four hours 74%

Same period last year

75%

- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

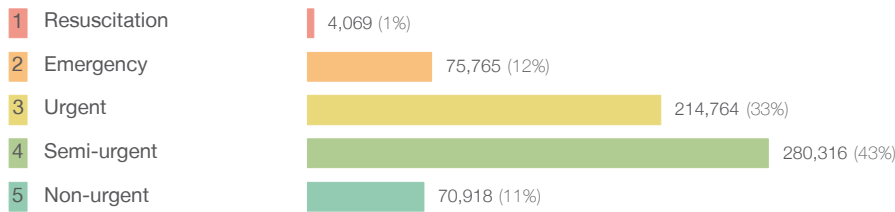
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

New South Wales: Patients attending the emergency department January to March 2016

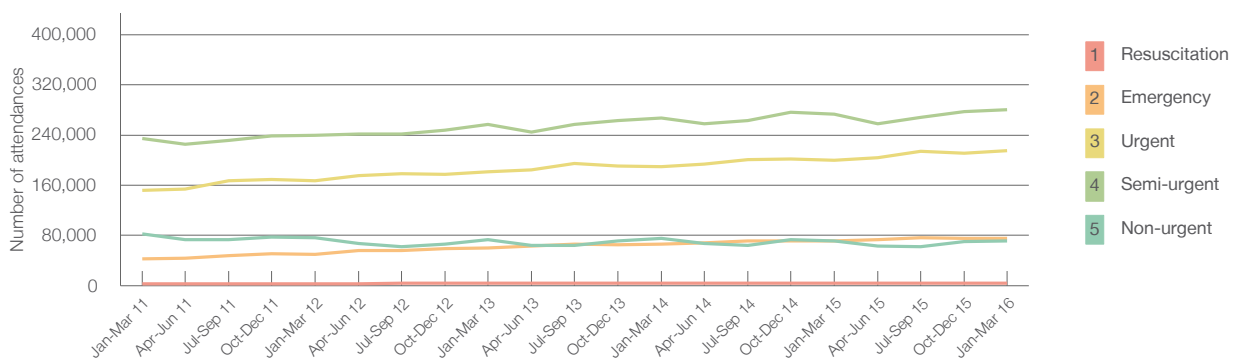
All attendances:¹ 672,483 patients

Emergency attendances² by triage category: 645,832 patients



Same period last year	Change since one year ago
645,542	4%
619,504	4%
3,736	9%
71,401	6%
199,604	8%
273,376	3%
71,387	-1%

Emergency attendances² by quarter, January 2011 to March 2016



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	2,938	2,971	3,473	3,731	3,736	4,069
Emergency	42,436	50,203	59,867	65,970	71,401	75,765
Urgent	151,368	167,581	181,653	189,670	199,604	214,764
Semi-urgent	234,840	239,923	257,211	267,200	273,376	280,316
Non-urgent	82,930	76,672	73,096	74,989	71,387	70,918
All emergency attendances	514,512	537,350	575,300	601,560	619,504	645,832

New South Wales: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 127,339 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
124,825	
12 minutes	0 minutes
52 minutes	-10 minutes

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

New South Wales: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 75,765

Number of triage 2 patients used to calculate waiting time:³ 74,863

Median time to start treatment⁴ 8 minutes

95th percentile time to start treatment⁵ 35 minutes

Same period last year

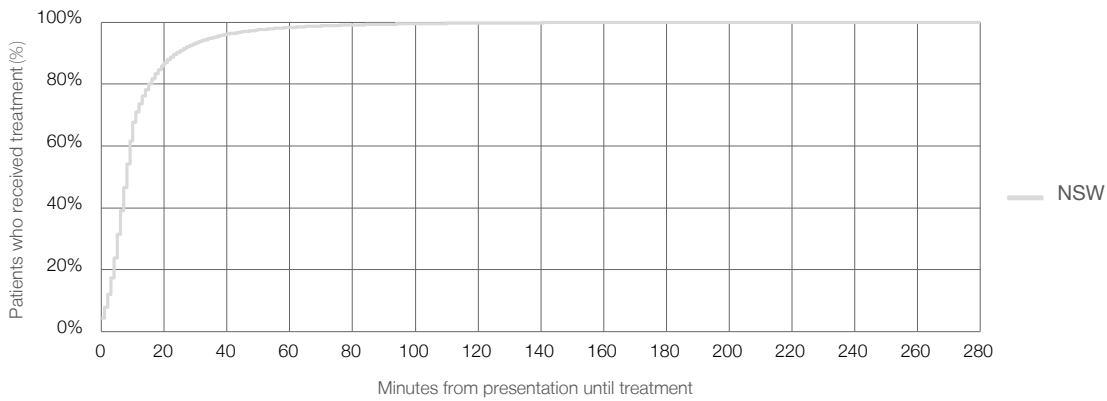
71,401

70,584

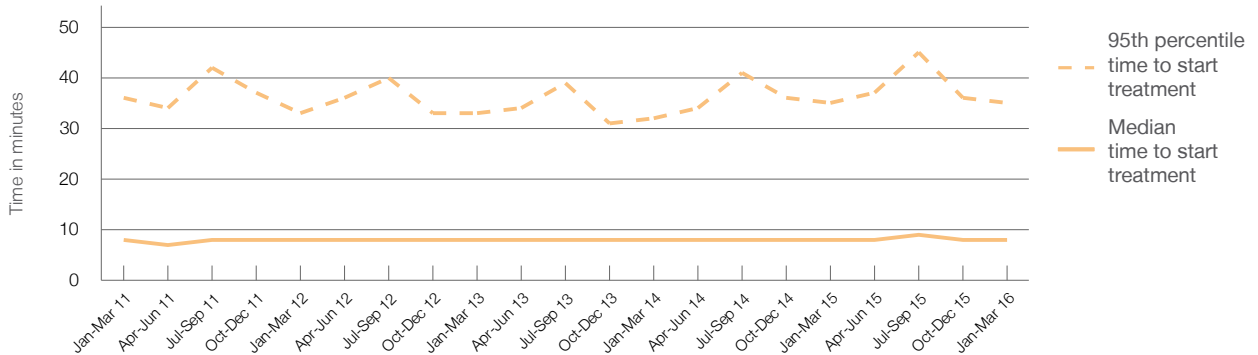
8 minutes

35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	8	8	8	8	8	8
95th percentile time to start treatment ⁵ (minutes)	36	33	33	32	35	35

New South Wales: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 214,764

Number of triage 3 patients used to calculate waiting time:³ 208,615

Median time to start treatment⁴ 20 minutes

95th percentile time to start treatment⁵ 99 minutes

Same period last year

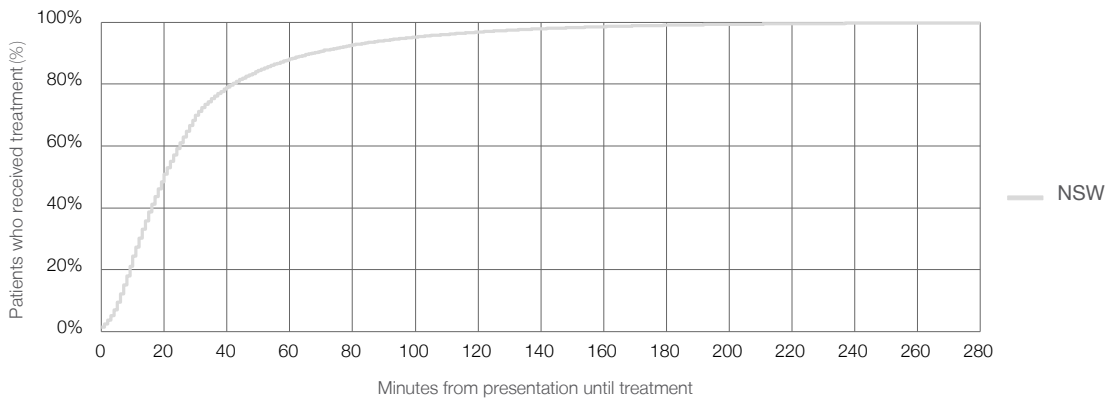
199,604

194,263

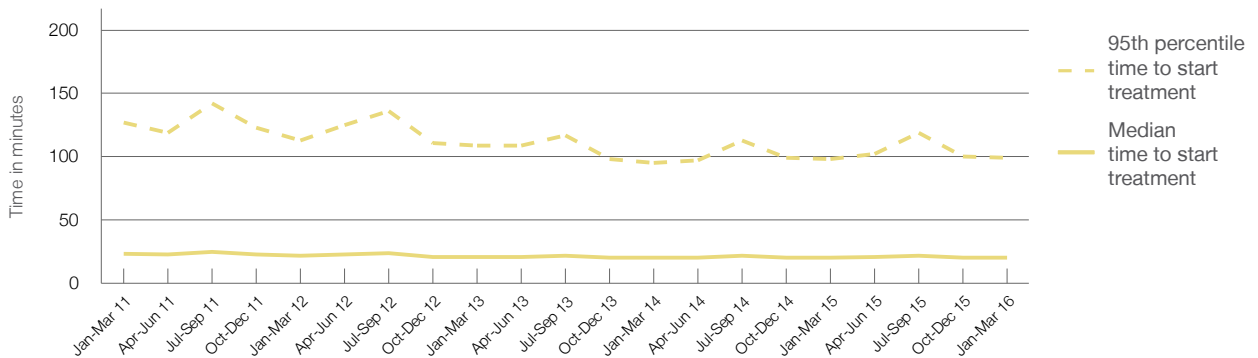
20 minutes

98 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	24	22	21	20	20	20
95th percentile time to start treatment ⁵ (minutes)	127	113	109	95	98	99

New South Wales: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 280,316

Number of triage 4 patients used to calculate waiting time:³ 260,572

Median time to start treatment⁴ 26 minutes

95th percentile time to start treatment⁵ 137 minutes

Same period last year

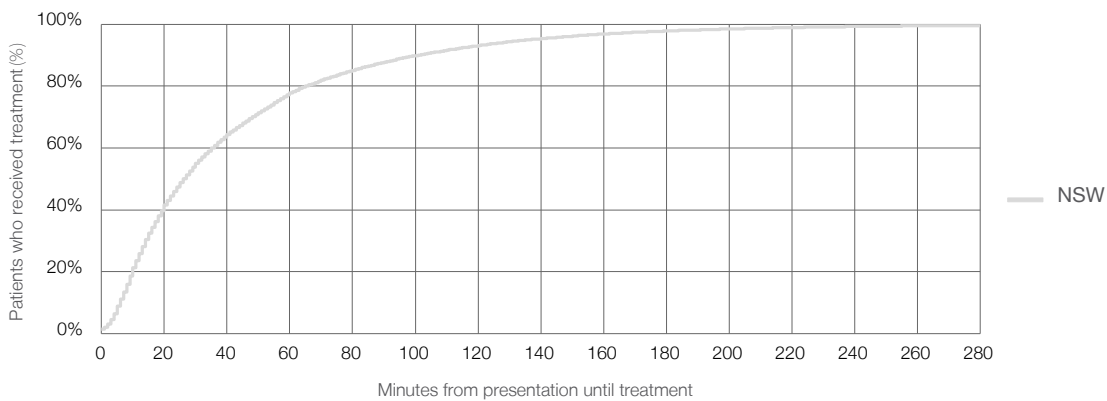
273,376

254,610

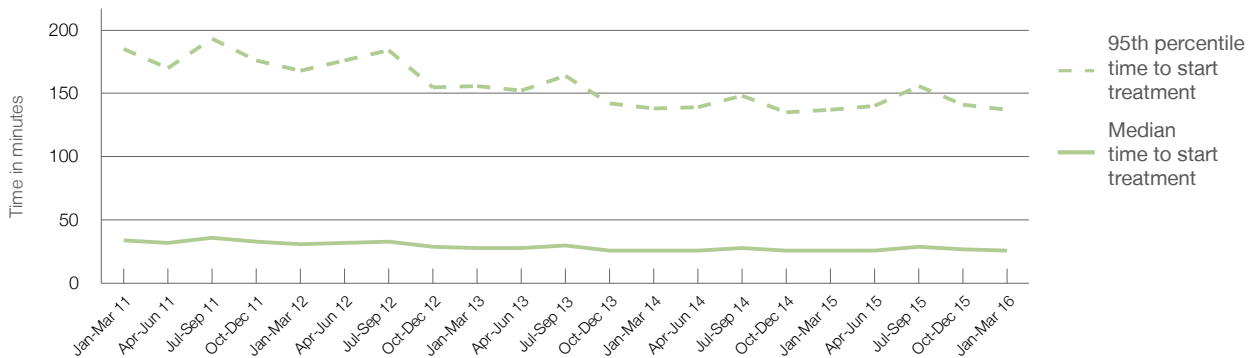
26 minutes

137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	34	31	28	26	26	26
95th percentile time to start treatment ⁵ (minutes)	185	168	156	138	137	137

New South Wales: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 70,918

Number of triage 5 patients used to calculate waiting time:³ 60,890

Median time to start treatment⁴ 23 minutes

95th percentile time to start treatment⁵ 135 minutes

Same period last year

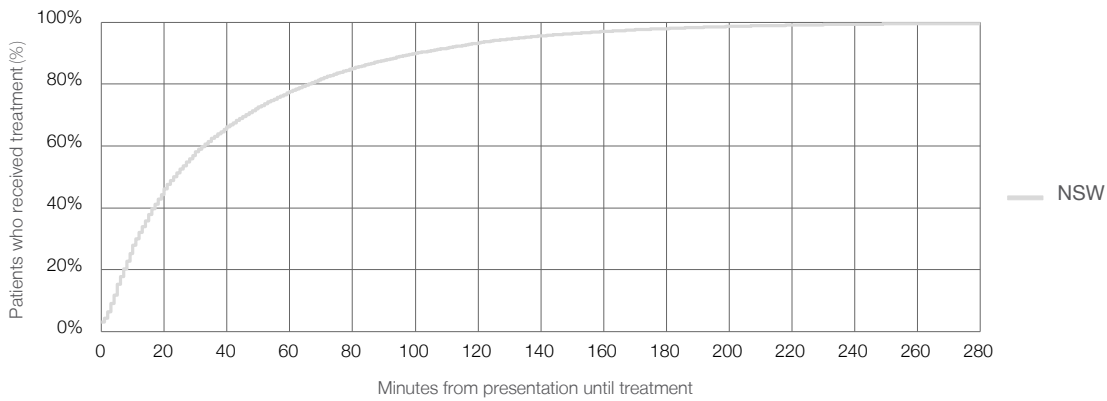
71,387

61,424

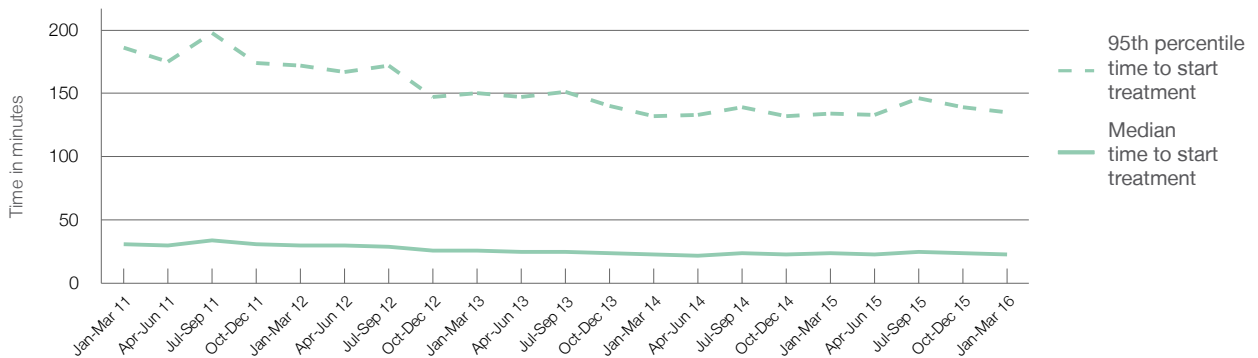
24 minutes

134 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	31	30	26	23	24	23
95th percentile time to start treatment ⁵ (minutes)	186	172	150	132	134	135

New South Wales: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 672,483 patients

Attendances used to calculate time to leaving the ED:⁶ 672,359 patients

Median time to leaving the ED⁸ 2 hours and 40 minutes

95th percentile time to leaving the ED⁹ 9 hours and 25 minutes

Same period last year

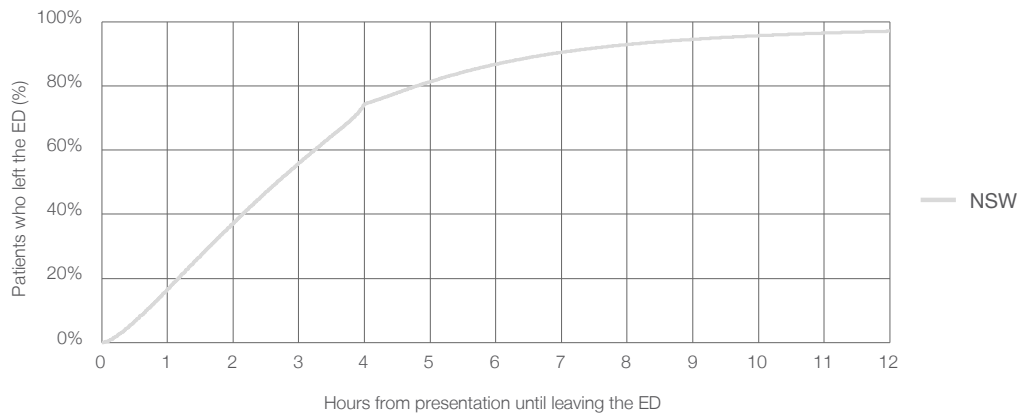
645,542

645,514

2 hours and 38 minutes

9 hours and 18 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{††}

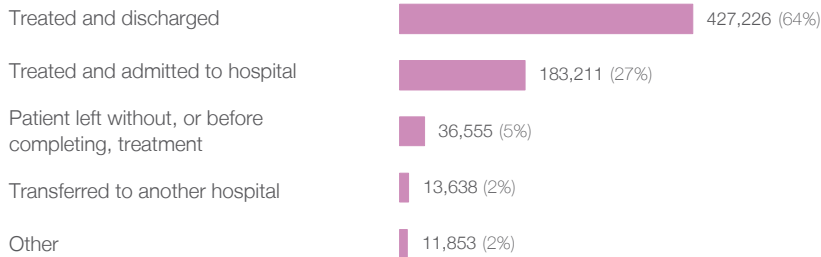


	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 12m	3h 9m	2h 53m	2h 38m	2h 38m	2h 40m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 28m	11h 42m	10h 33m	9h 16m	9h 18m	9h 25m

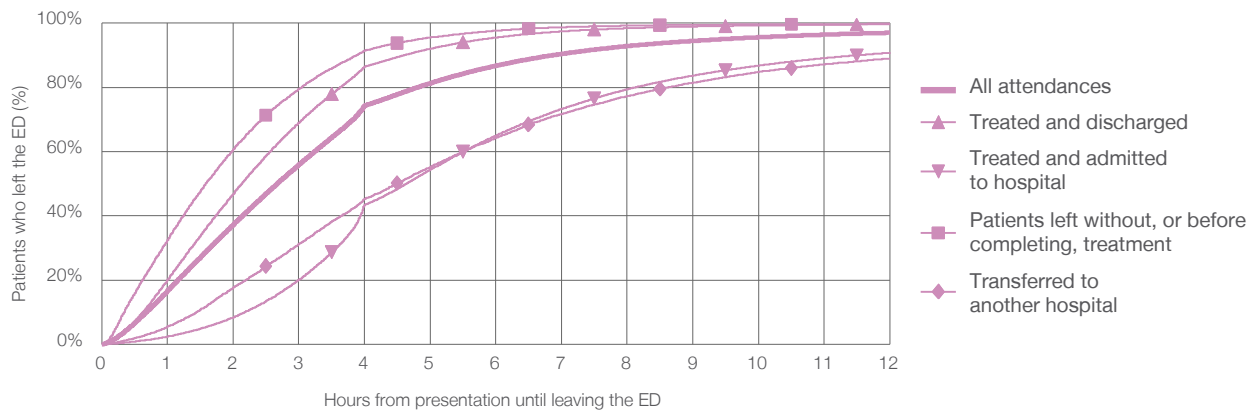
New South Wales: Time from presentation until leaving the ED
 By mode of separation
 January to March 2016

All attendances:¹ 672,483 patients

Attendances used to calculate time to leaving the ED:⁶ 672,359 patients



Percentage of patients who left the ED by time and mode of separation, January to March 2016



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	20%	47%	69%	86%	96%	98%	99%	100%
Treated and admitted to hospital	2%	8%	20%	43%	65%	79%	87%	91%
Patient left without, or before completing, treatment	33%	61%	80%	91%	98%	99%	100%	100%
Transferred to another hospital	6%	18%	31%	45%	64%	77%	85%	89%
All attendances	17%	37%	56%	74%	87%	93%	96%	97%

New South Wales: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances at the emergency department:¹ 672,483 patients

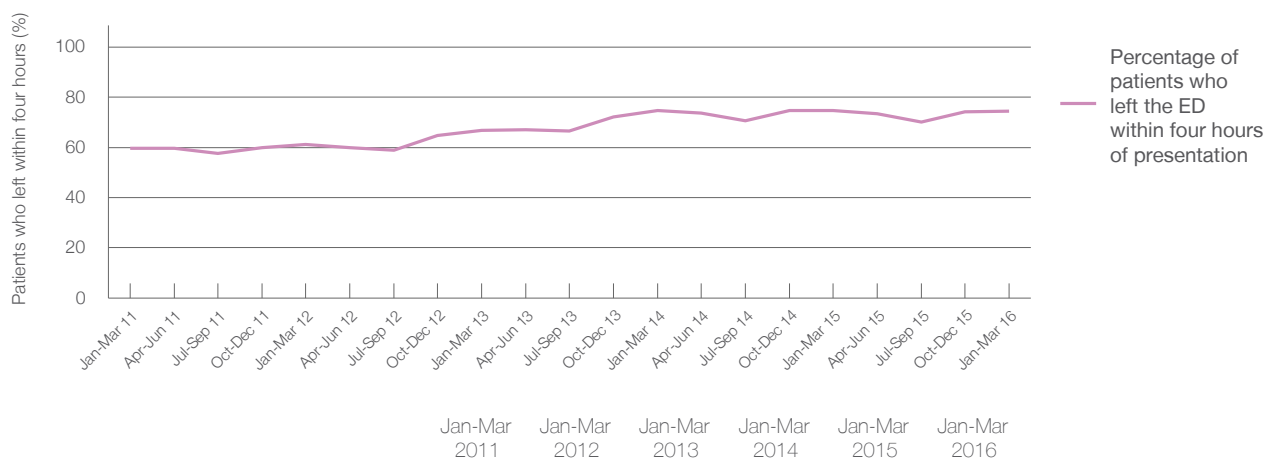
Attendances used to calculate time to leaving the ED:⁶ 672,359 patients

Percentage of patients who left the ED within four hours



Same period last year	645,542
	645,514
	75%

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016



Patients who left within four hours (%)	60%	61%	67%	75%	75%	74%
---	-----	-----	-----	-----	-----	-----

* 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 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 95th percentile is the time by which 95% of patients left the ED. The final 5% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).