

Young Health Service: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,371 patients
Emergency presentations:² 2,178 patients

Same period last year	Change since one year ago
2,265	4.7%
1,909	14.1%

Young Health Service: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 115 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 824 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 971 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 42 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 263 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
132	
5 minutes	8 minutes
25 minutes	26 minutes
701	
8 minutes	20 minutes
34 minutes	67 minutes
898	
9 minutes	25 minutes
35 minutes	99 minutes
173	
6 minutes	23 minutes
47 minutes	101 minutes

Young Health Service: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,371 patients

Percentage of patients who spent four hours or less in the ED 96.0%

Same period last year	Change since one year ago
2,265	4.7%
96.7%	

* 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.

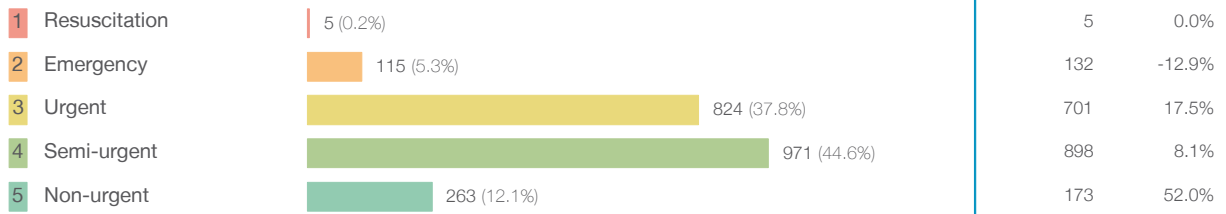
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Young Health Service: Patients presenting to the emergency department

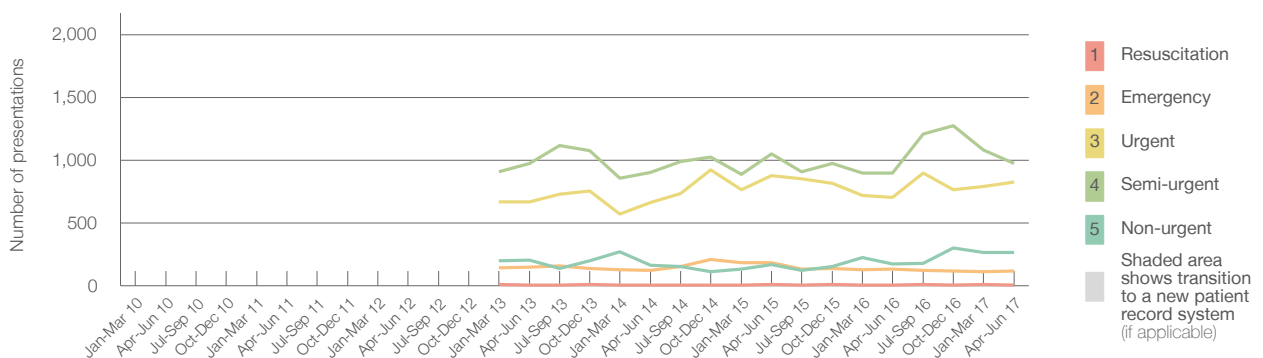
April to June 2017

All presentations:¹ 2,371 patients

Emergency presentations² by triage category: 2,178 patients



Emergency presentations² by quarter, April 2012 to June 2017 * §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation				6	5	7	5	5
Emergency				147	122	181	132	115
Urgent				665	664	877	701	824
Semi-urgent				971	903	1,052	898	971
Non-urgent				205	160	166	173	263
All emergency presentations				1,994	1,854	2,283	1,909	2,178

Young Health Service: Patients arriving by ambulance

April to June 2017

ED Transfer of care time is not currently available for this hospital.⁷

(†) 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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Young Health Service: Time patients waited to start treatment, triage 2 April to June 2017

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

Number of triage 2 patients: 115

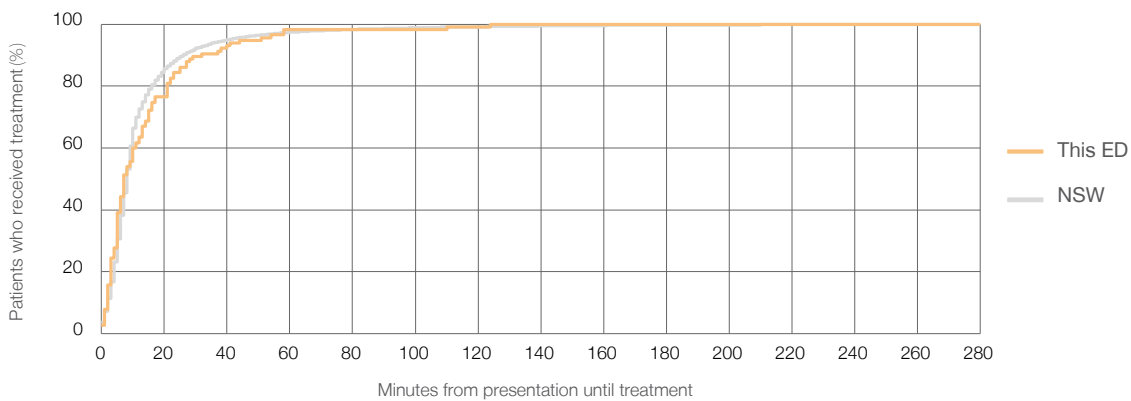
Number of triage 2 patients used to calculate waiting time:³ 115

Median time to start treatment⁴ 7 minutes

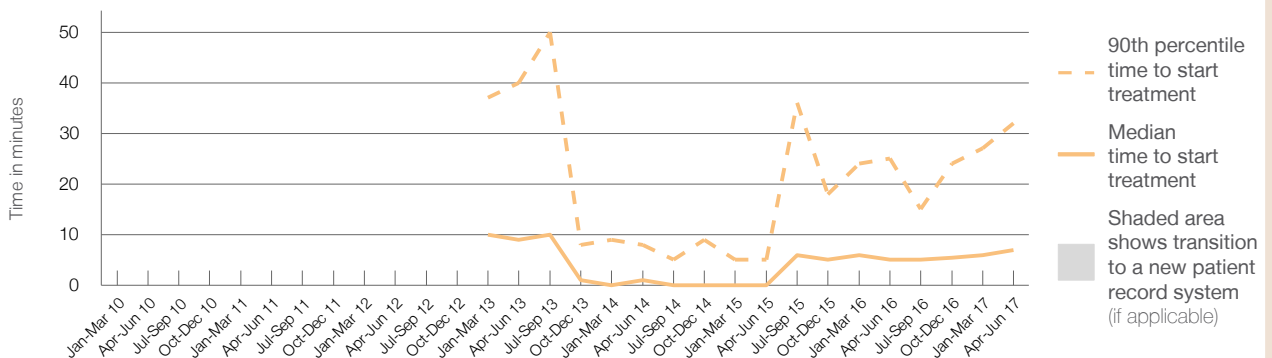
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
132	132
5 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				9	1	0	5	7
90th percentile time to start treatment ⁵ (minutes)				40	8	5	25	32

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Young Health Service: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 824

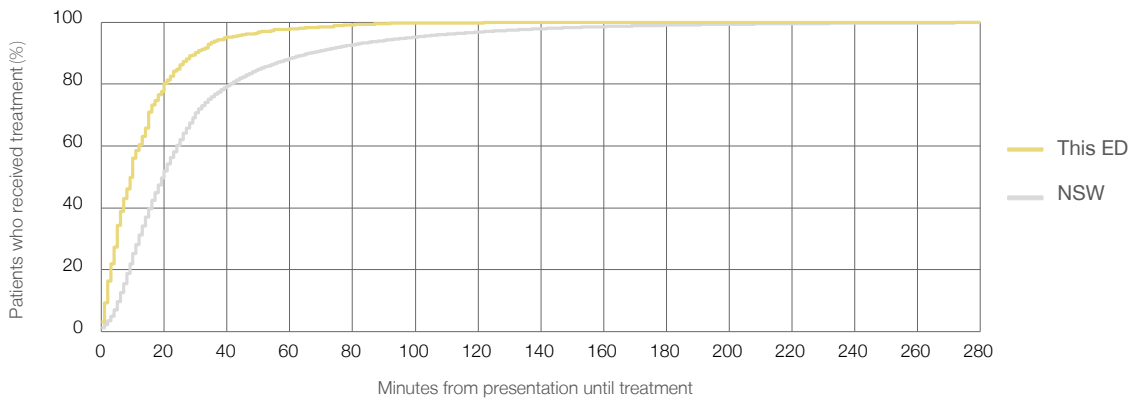
Number of triage 3 patients used to calculate waiting time:³ 823

Median time to start treatment⁴ 10 minutes

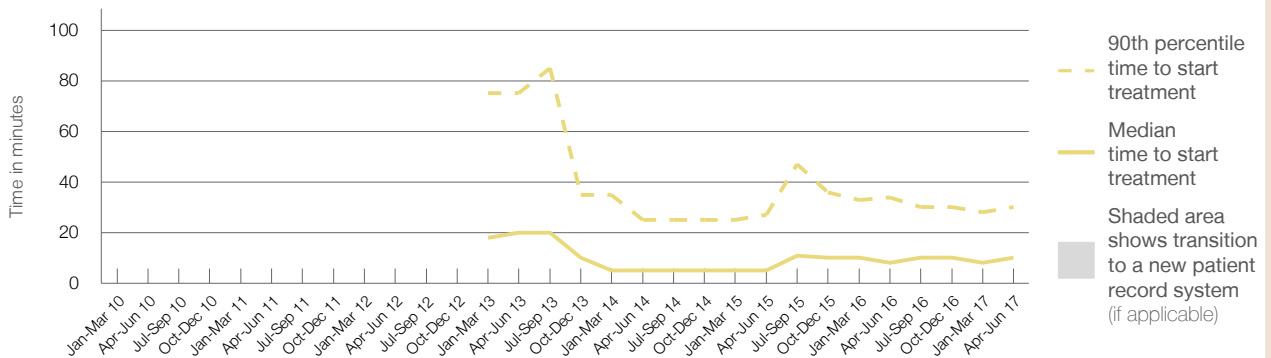
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
701	
691	
8 minutes	20 minutes
34 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				20	5	5	8	10
90th percentile time to start treatment ⁵ (minutes)				75	25	27	34	30

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Young Health Service: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 971

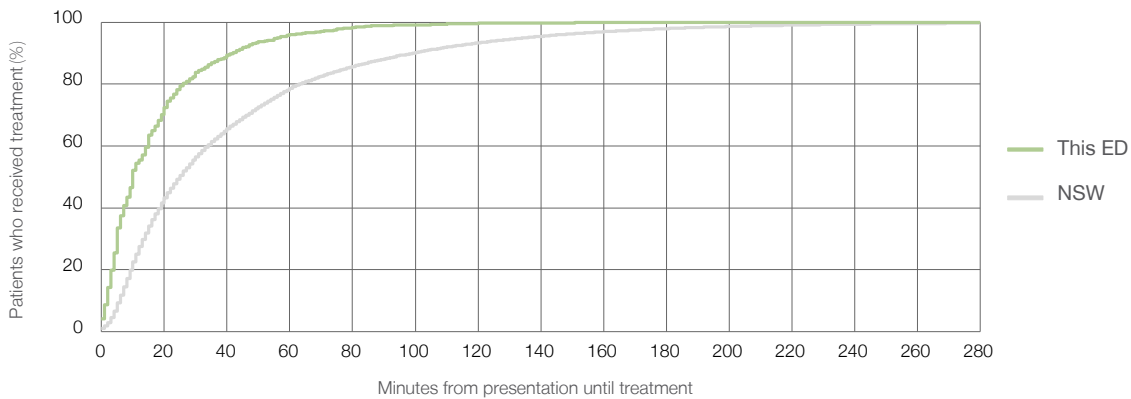
Number of triage 4 patients used to calculate waiting time:³ 967

Median time to start treatment⁴ 10 minutes

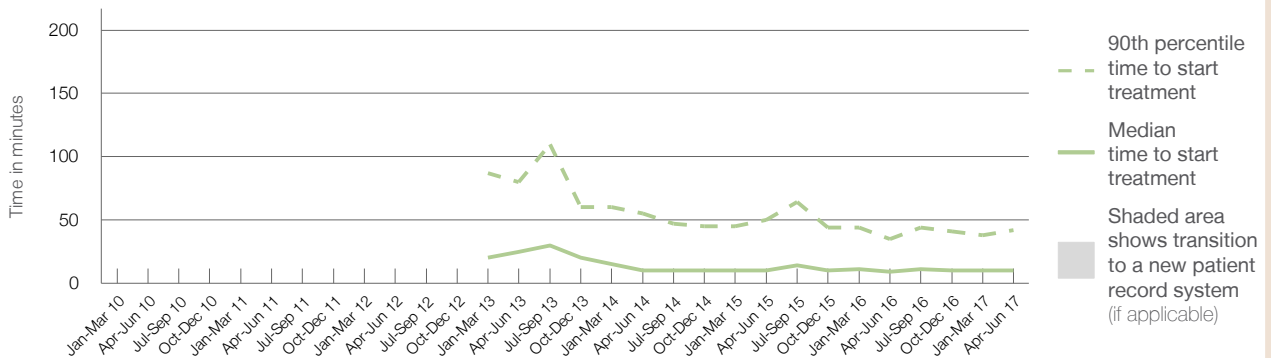
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
898	879
9 minutes	25 minutes
35 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				25	10	10	9	10
90th percentile time to start treatment ⁵ (minutes)				80	55	50	35	42

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Young Health Service: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 263

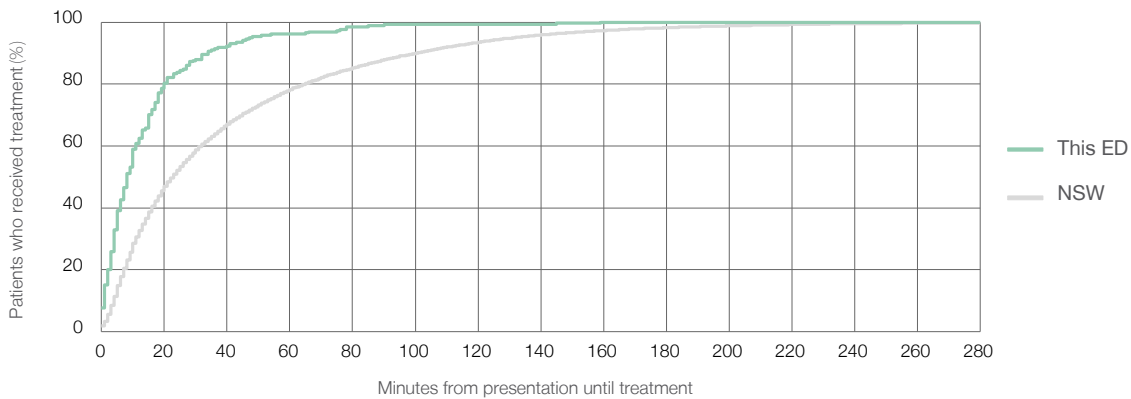
Number of triage 5 patients used to calculate waiting time:³ 258

Median time to start treatment⁴ 8 minutes

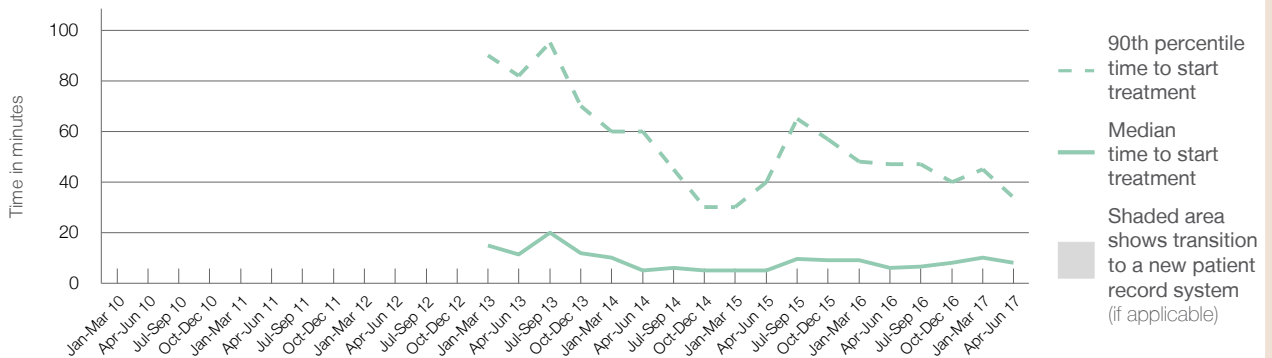
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
173	
169	
6 minutes	23 minutes
47 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)				12	5	5	6	8
90th percentile time to start treatment ⁵ (minutes)				82	60	40	47	34

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Young Health Service: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,371 patients

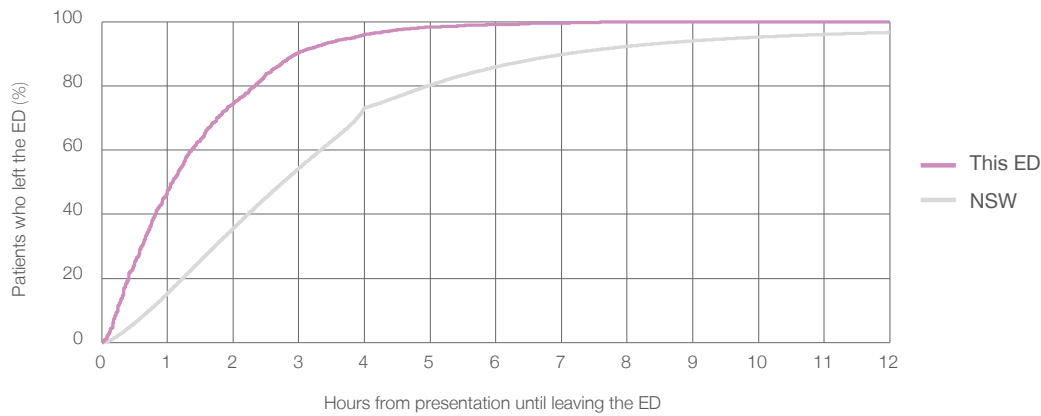
Presentations used to calculate time to leaving the ED:⁶ 2,371 patients

Median time spent in the ED⁸ 1 hours and 5 minutes

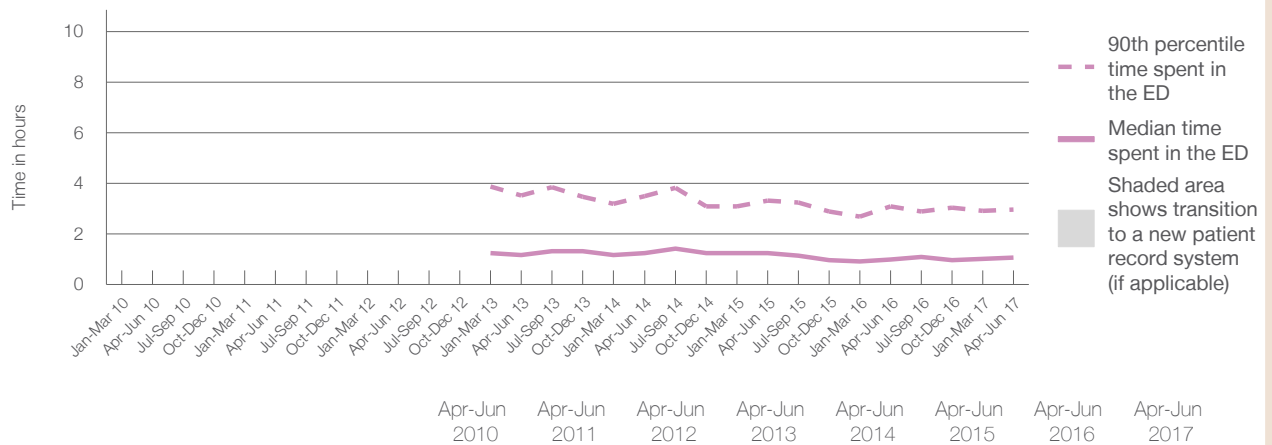
90th percentile time spent in the ED⁹ 2 hours and 58 minutes

Same period last year	NSW (this period)
2,265	2,265
1 hours and 0 minutes	2 hours and 46 minutes
3 hours and 5 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)				1h 10m	1h 15m	1h 15m	1h 0m	1h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)				3h 32m	3h 30m	3h 20m	3h 5m	2h 58m

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Young Health Service: Time patients spent in the ED
 By mode of separation
 April to June 2017

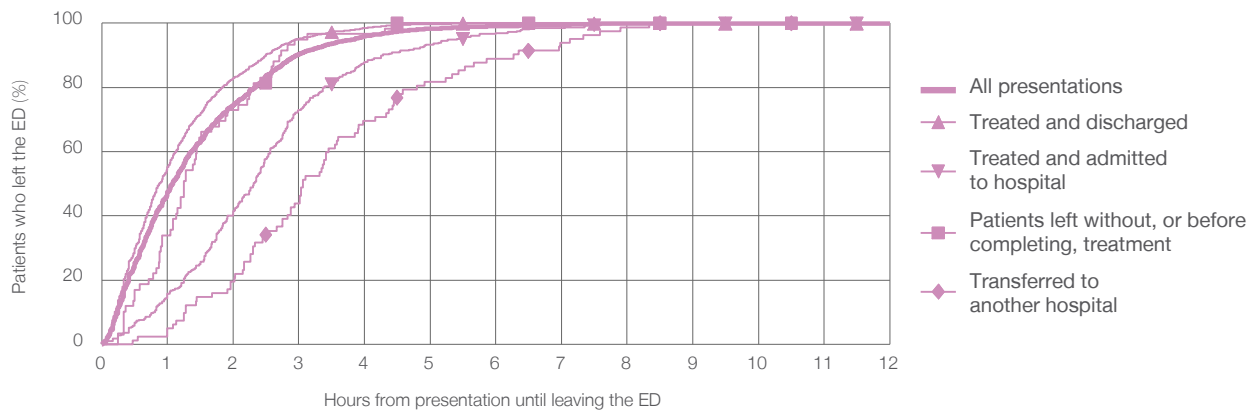
All presentations:¹ 2,371 patients

Presentations used to calculate time to leaving the ED:⁶ 2,371 patients

Treated and discharged	1,896 (80.0%)
Treated and admitted to hospital	330 (13.9%)
Patient left without, or before completing, treatment	59 (2.5%)
Transferred to another hospital	82 (3.5%)
Other	4 (0.2%)

Same period last year	Change since one year ago
2,265	4.7%
1,826	3.8%
326	1.2%
43	37.2%
70	17.1%
0	

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††§}



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

Treated and discharged	55.2%	82.9%	95.2%	98.5%	99.8%	99.9%	99.9%	99.9%
Treated and admitted to hospital	15.8%	41.5%	73.0%	87.9%	97.0%	100%	100%	100%
Patient left without, or before completing, treatment	33.9%	72.9%	94.9%	96.6%	100%	100%	100%	100%
Transferred to another hospital	4.9%	19.5%	43.9%	69.5%	89.0%	98.8%	100%	100%
All presentations	47.4%	74.7%	90.3%	96.0%	99.1%	99.9%	100%	100%

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Young Health Service: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2017

All presentations at the emergency department:¹ 2,371 patients

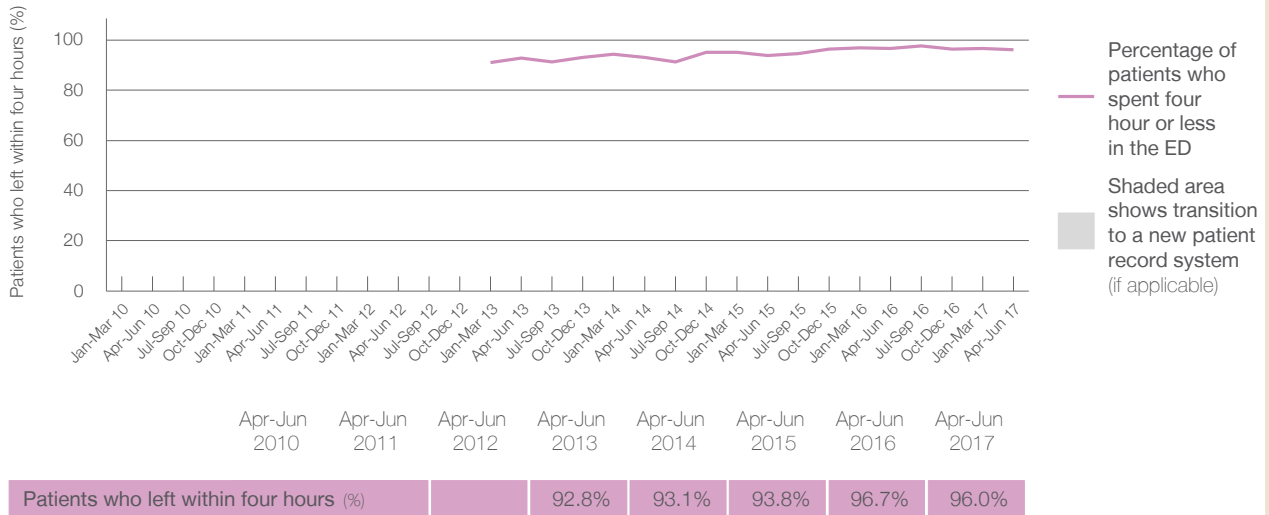
Presentations used to calculate time to leaving the ED:⁶ 2,371 patients

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: ¹ 2,371 patients	2,265	4.7%
Presentations used to calculate time to leaving the ED: ⁶ 2,371 patients	2,265	4.7%
Percentage of patients who spent four hours or less in the ED	96.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡§}



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- 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).