

Ryde Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 6,758 patients
 Emergency presentations:² 6,721 patients

Same period last year	Change since one year ago
7,452	-9%
7,362	-9%



Ryde Hospital: Time patients waited to start treatment³

July to September 2018


Triage 2 Emergency (e.g. chest pain, severe burns): 1,021 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,674 patients

Median time to start treatment⁴  16 minutes
 90th percentile time to start treatment⁵  42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,578 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 410 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  102 minutes

Same period last year	NSW (this period)
1,027	
7 minutes	8 minutes
14 minutes	28 minutes
2,783	
14 minutes	21 minutes
37 minutes	72 minutes
3,177	
16 minutes	26 minutes
73 minutes	105 minutes
330	
18 minutes	22 minutes
81 minutes	103 minutes

Ryde Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,758 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
7,452	-9%
80%	

* 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.

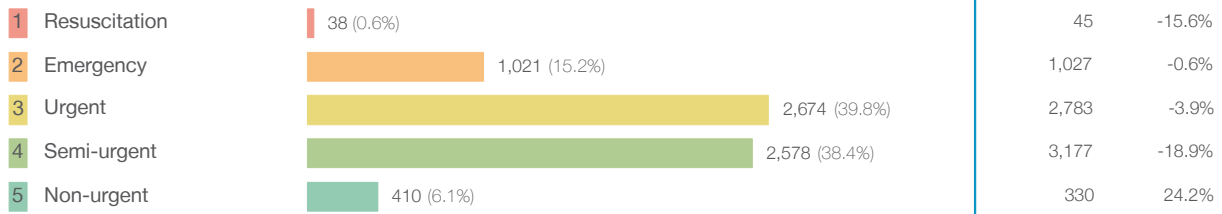
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Ryde Hospital: Patients presenting to the emergency department

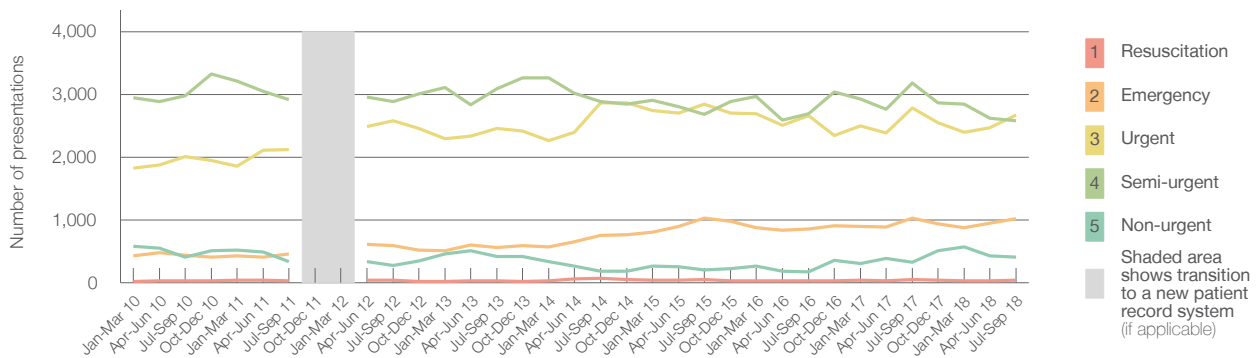
July to September 2018

All presentations:¹ 6,758 patients

Emergency presentations² by triage category: 6,721 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



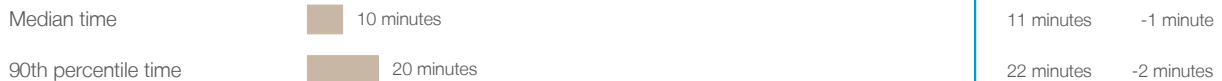
	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	33	31	43	30	68	48	34	45	38
Emergency	434	455	592	558	750	1,034	857	1,027	1,021
Urgent	2,005	2,125	2,579	2,457	2,868	2,844	2,666	2,783	2,674
Semi-urgent	2,976	2,912	2,889	3,091	2,886	2,686	2,694	3,177	2,578
Non-urgent	407	340	276	417	180	201	172	330	410
All emergency presentations	5,855	5,863	6,379	6,553	6,752	6,813	6,423	7,362	6,721

Ryde Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,592 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.

Ryde 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: 1,021

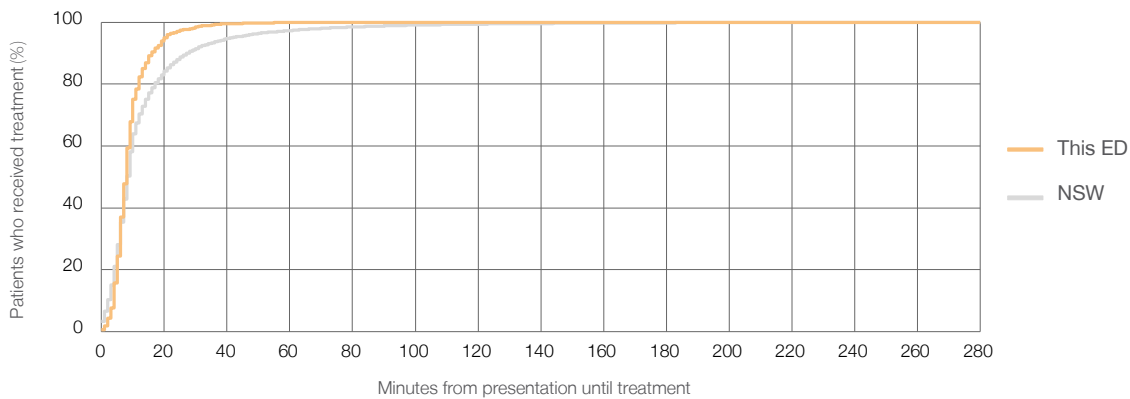
Number of triage 2 patients used to calculate waiting time:³ 1,019

Median time to start treatment⁴ 8 minutes

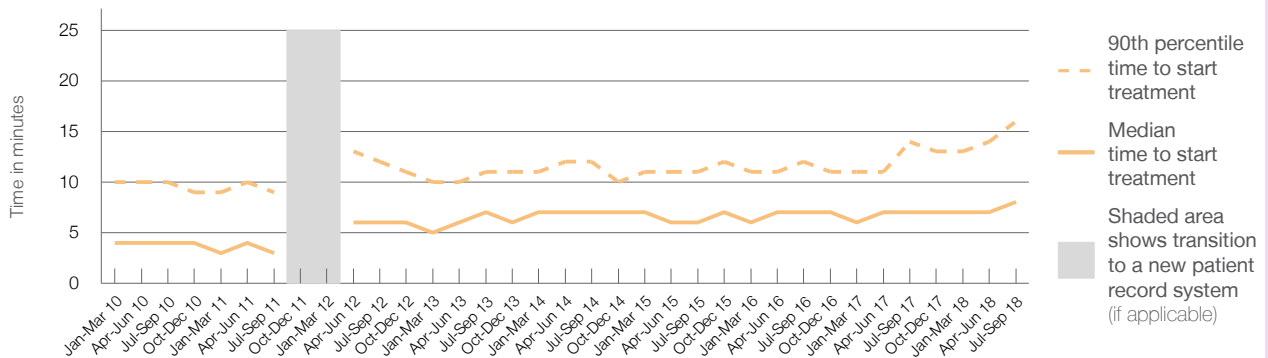
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,027	1,027
7 minutes	8 minutes
14 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)	4	3	6	7	7	6	7	7	8
90th percentile time to start treatment ⁵ (minutes)	10	9	12	11	12	11	12	14	16

(†) 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.

Ryde 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: 2,674

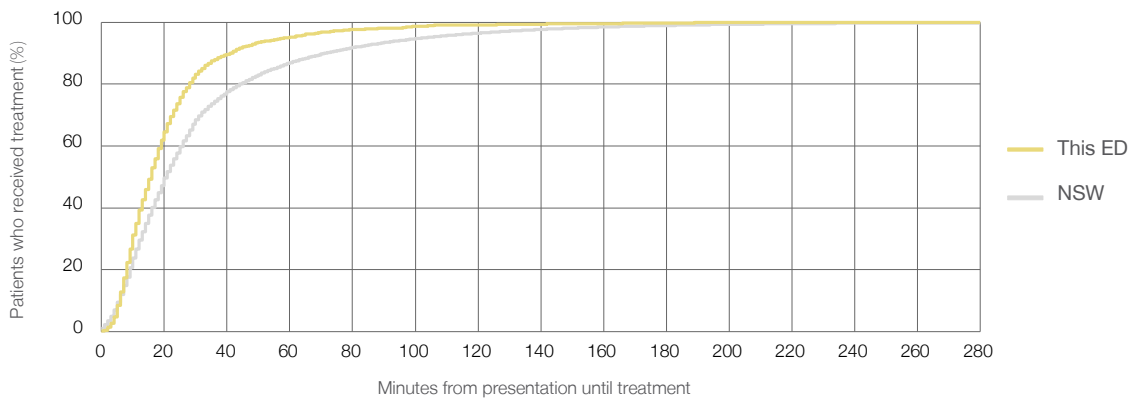
Number of triage 3 patients used to calculate waiting time:³ 2,644

Median time to start treatment⁴ 16 minutes

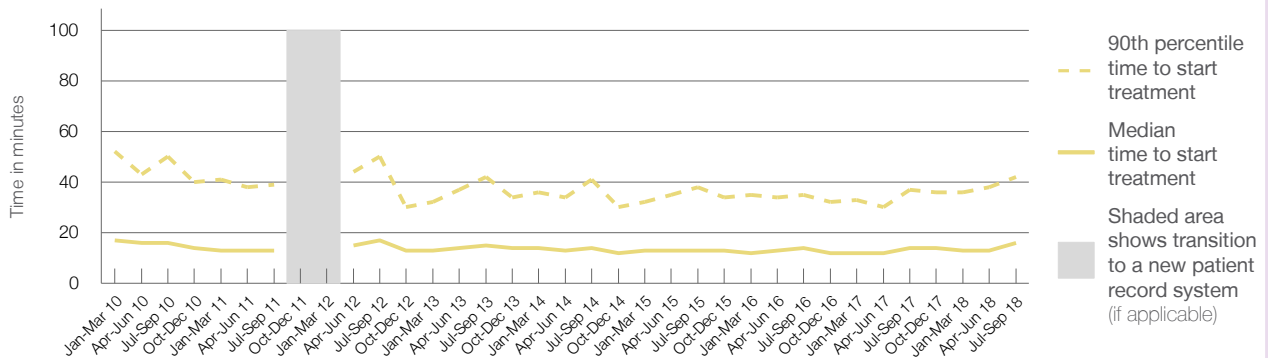
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
2,783	
2,761	
14 minutes	21 minutes
37 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)	16	13	17	15	14	13	14	14	16
90th percentile time to start treatment ⁵ (minutes)	50	39	50	42	41	38	35	37	42

(†) 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.

Ryde 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: 2,578

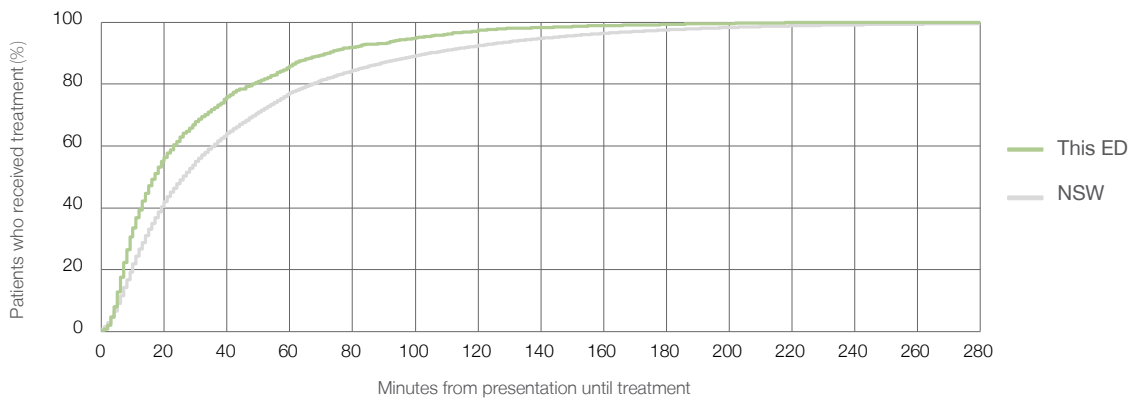
Number of triage 4 patients used to calculate waiting time:³ 2,498

Median time to start treatment⁴ 17 minutes

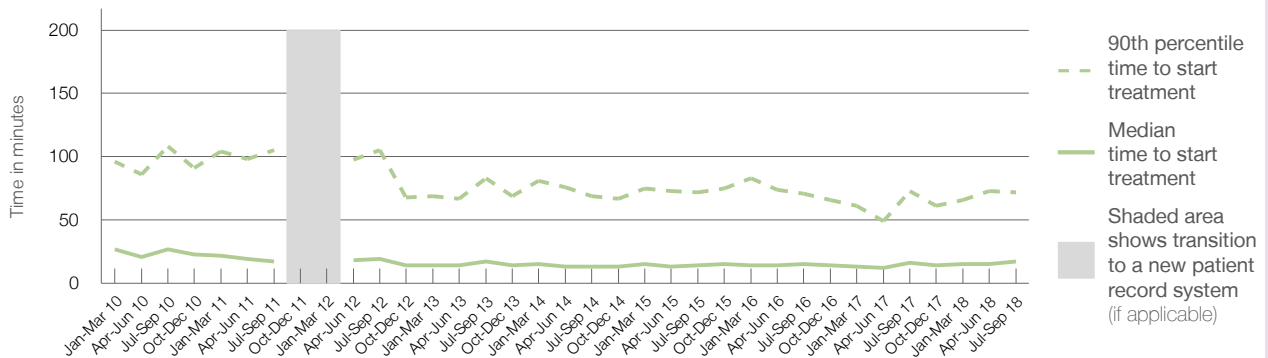
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
3,177	3,082
16 minutes	26 minutes
73 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)	27	17	19	17	13	14	15	16	17
90th percentile time to start treatment ⁵ (minutes)	108	105	105	83	69	72	71	73	72

(†) 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.

Ryde 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: 410

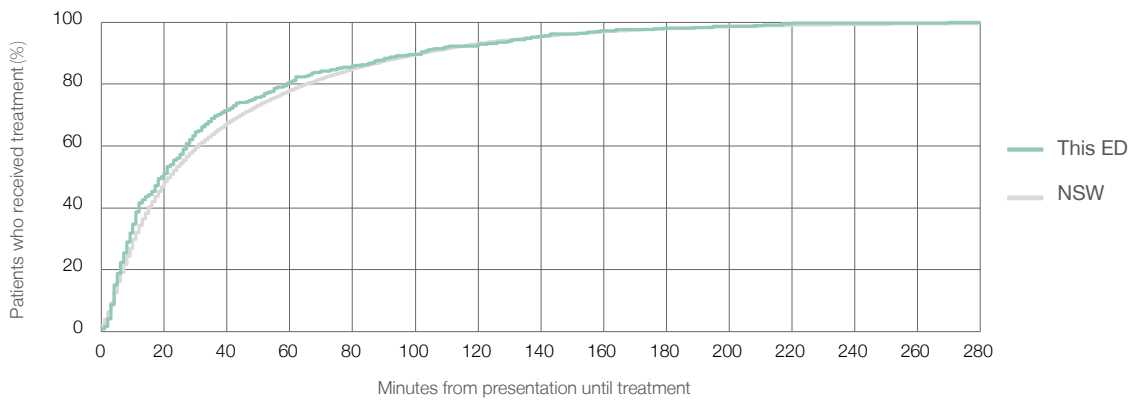
Number of triage 5 patients used to calculate waiting time:³ 366

Median time to start treatment⁴ 20 minutes

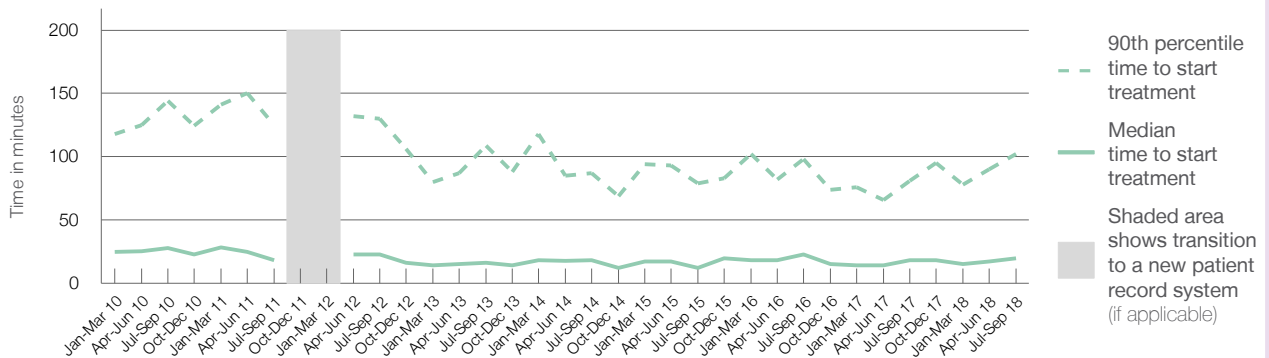
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
330	293
18 minutes	22 minutes
81 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)	28	18	23	16	18	12	23	18	20
90th percentile time to start treatment ⁵ (minutes)	144	125	130	109	87	79	98	81	102

(†) 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.

Ryde Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,758 patients

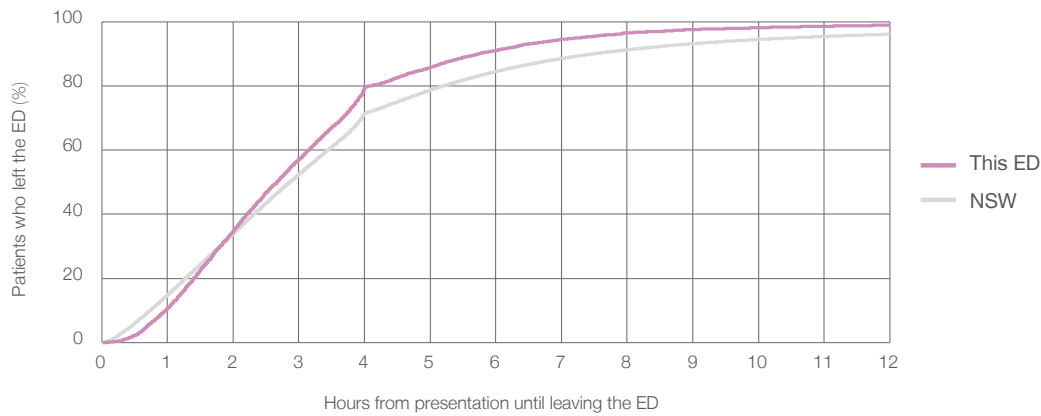
Presentations used to calculate time to leaving the ED:⁶ 6,758 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

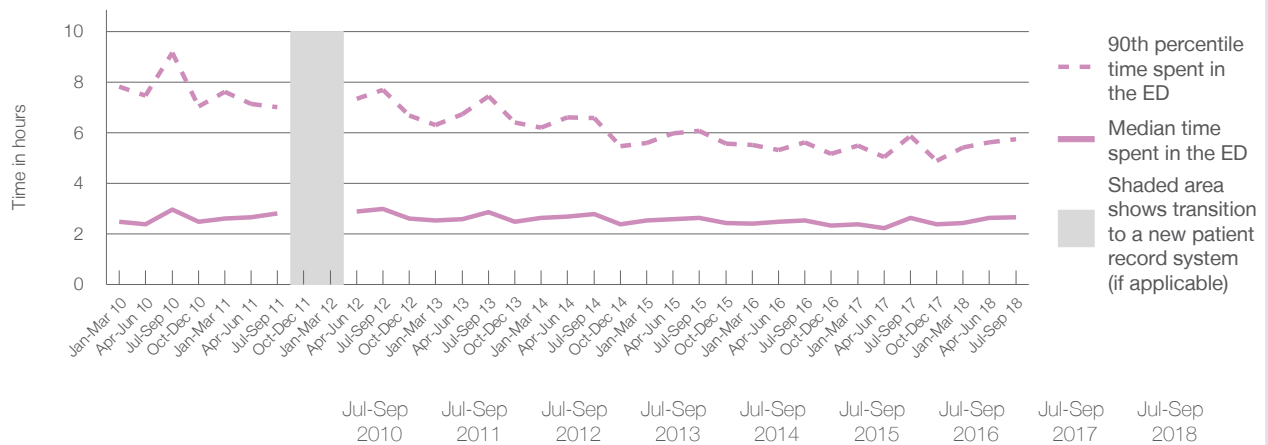
90th percentile time spent in the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
7,452	7,452
2 hours and 39 minutes	2 hours and 52 minutes
5 hours and 53 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)	2h 58m	2h 49m	3h 0m	2h 52m	2h 48m	2h 38m	2h 33m	2h 39m	2h 40m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 10m	7h 1m	7h 42m	7h 27m	6h 35m	6h 5m	5h 38m	5h 53m	5h 45m

(†) 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.

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

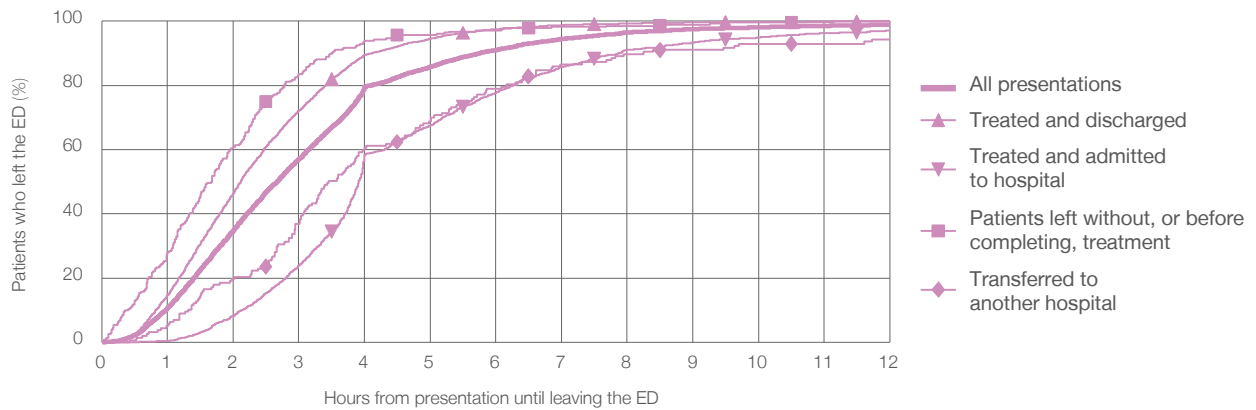
All presentations:¹ 6,758 patients

Presentations used to calculate time to leaving the ED:⁶ 6,758 patients

Treated and discharged	4,251 (62.9%)
Treated and admitted to hospital	2,061 (30.5%)
Patient left without, or before completing, treatment	280 (4.1%)
Transferred to another hospital	157 (2.3%)
Other	9 (0.1%)

Same period last year	Change since one year ago
7,452	-9%
4,819	-11.8%
2,187	-5.8%
282	-0.7%
156	0.6%
8	12.5%

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	14.7%	46.5%	72.1%	89.4%	97.5%	99.3%	99.7%	99.9%
Treated and admitted to hospital	0.3%	8.2%	23.9%	58.4%	77.7%	91.2%	95.0%	97.1%
Patient left without, or before completing, treatment	27.9%	60.7%	83.6%	93.9%	97.1%	98.6%	99.6%	100%
Transferred to another hospital	5.1%	19.7%	36.9%	60.5%	79.0%	89.8%	93.0%	94.3%
All presentations	10.7%	34.8%	57.1%	79.5%	91.0%	96.6%	98.1%	98.9%

(†) 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.

Ryde 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 6,758 patients

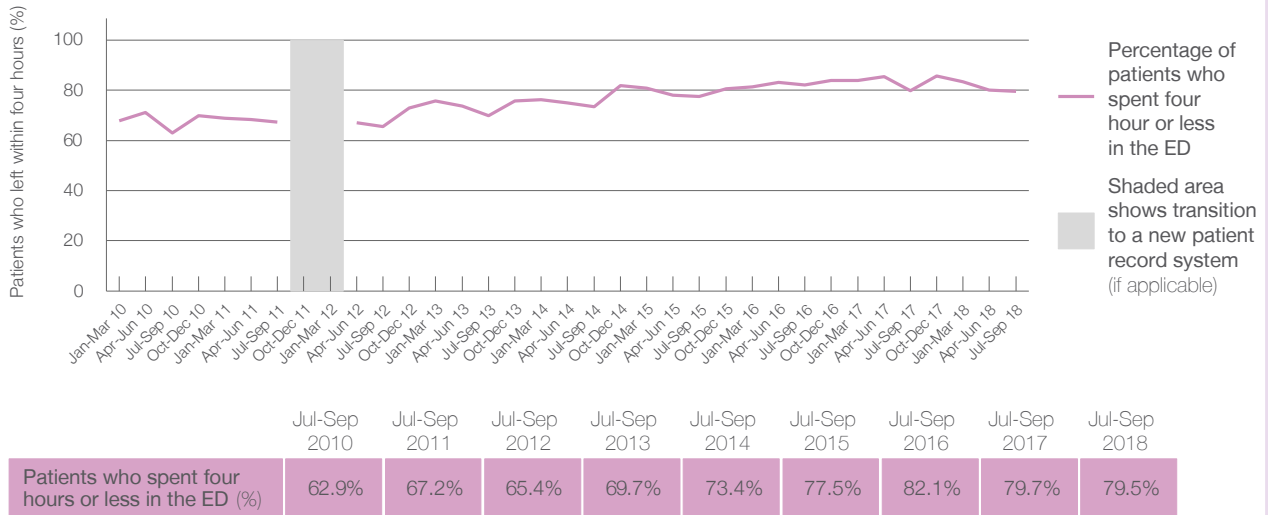
Presentations used to calculate time to leaving the ED: ⁶ 6,758 patients

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	7,452	-9%
Presentations used to calculate time to leaving the ED	7,452	-9%
Percentage of patients who spent four hours or less in the ED	79.7%	

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).