

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

July to September 2018

All presentations:¹ 9,243 patients
 Emergency presentations:² 9,166 patients

Same period last year	Change since one year ago
10,048	-8%
9,947	-8%

Sydney Children's Hospital, Randwick: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 441 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,908 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,654 patients

Median time to start treatment⁴ 39 minutes
 90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 120 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
356	
10 minutes	8 minutes
24 minutes	28 minutes
1,752	
22 minutes	21 minutes
54 minutes	72 minutes
7,619	
45 minutes	26 minutes
137 minutes	105 minutes
167	
56 minutes	22 minutes
140 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 9,242 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
10,047	-8%
75%	

* 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.

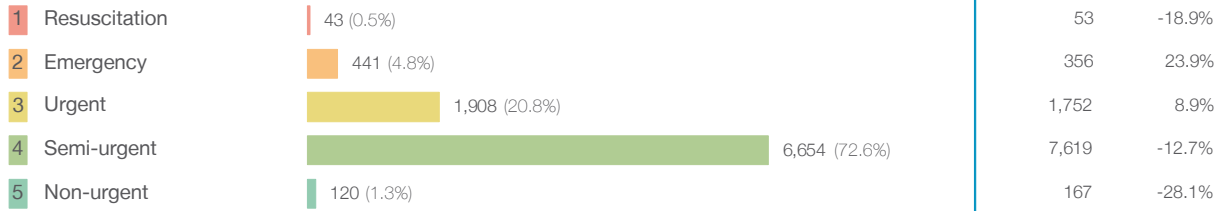
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

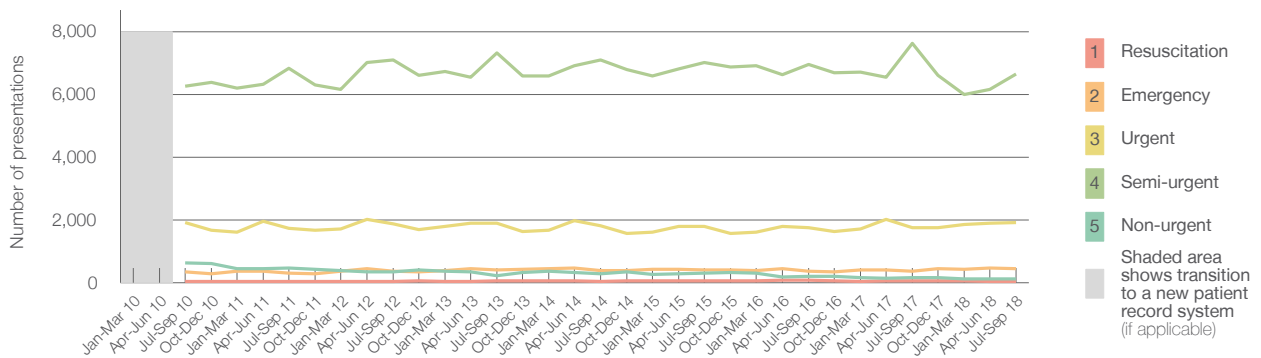
Sydney Children's Hospital, Randwick: Patients presenting to the emergency department July to September 2018

All presentations:¹ 9,243 patients

Emergency presentations² by triage category: 9,166 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	39	36	42	51	45	52	70	53	43
Emergency	354	307	358	396	375	408	372	356	441
Urgent	1,925	1,724	1,879	1,890	1,808	1,799	1,749	1,752	1,908
Semi-urgent	6,265	6,825	7,098	7,316	7,088	7,018	6,959	7,619	6,654
Non-urgent	628	464	347	215	282	303	203	167	120
All emergency presentations	9,211	9,356	9,724	9,868	9,598	9,580	9,353	9,947	9,166

Sydney Children's Hospital, Randwick: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 567 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.

Sydney Children's Hospital, Randwick: 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: 441

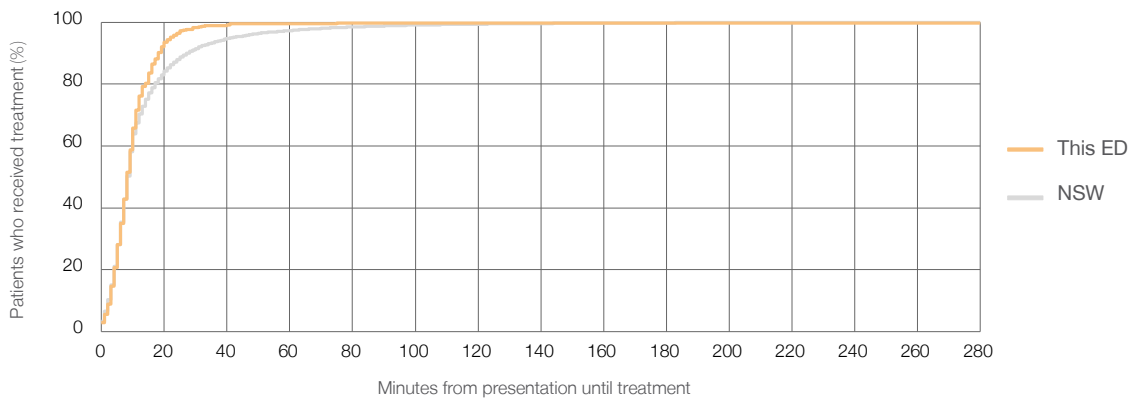
Number of triage 2 patients used to calculate waiting time:³ 441

Median time to start treatment⁴ 8 minutes

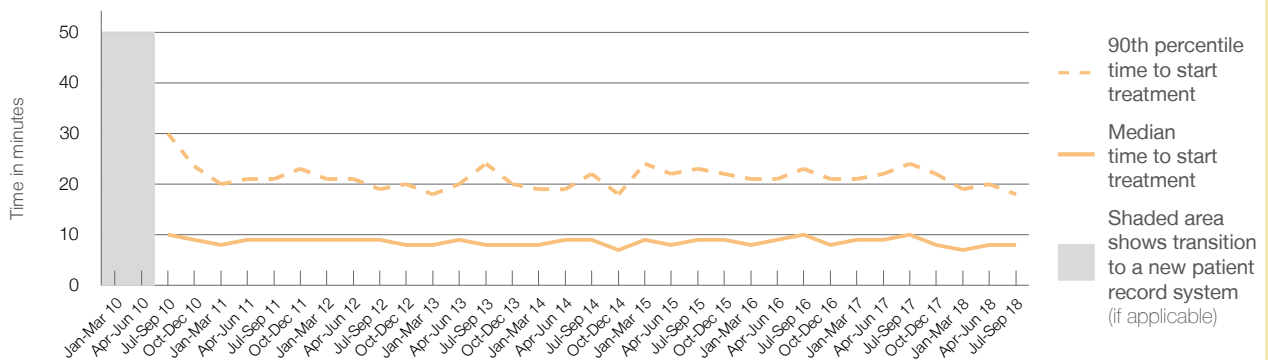
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
356	356
10 minutes	8 minutes
24 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)	10	9	9	8	9	9	10	10	8
90th percentile time to start treatment ⁵ (minutes)	30	21	19	24	22	23	23	24	18

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Sydney Children's Hospital, Randwick: 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: 1,908

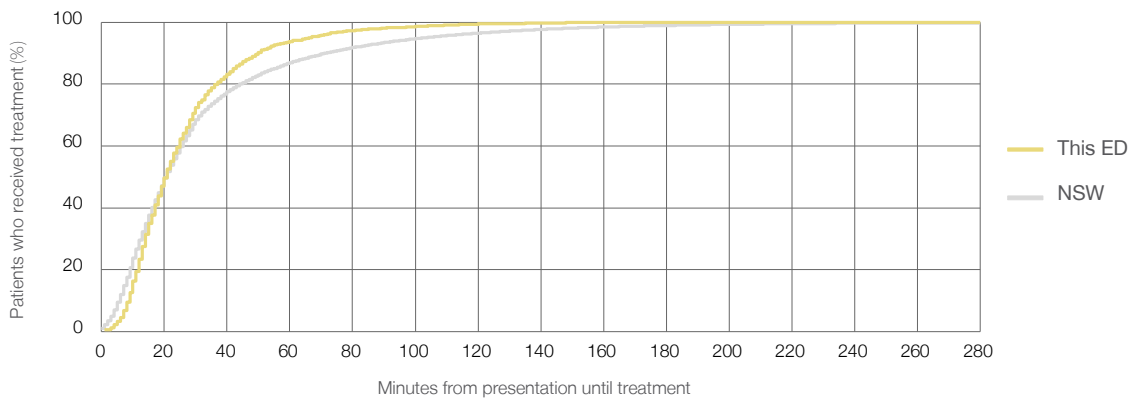
Number of triage 3 patients used to calculate waiting time:³ 1,906

Median time to start treatment⁴ 21 minutes

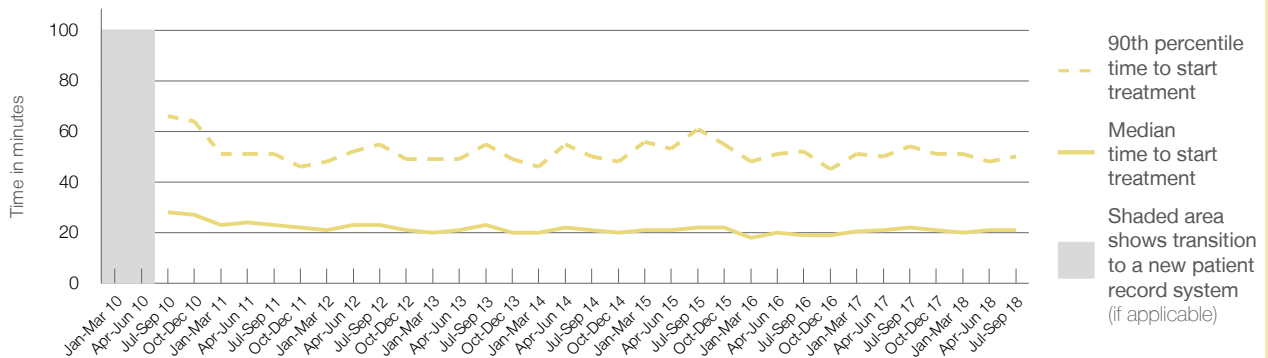
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
1,752	
1,747	
22 minutes	21 minutes
54 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)	28	23	23	23	21	22	19	22	21
90th percentile time to start treatment ⁵ (minutes)	66	51	55	55	50	61	52	54	50

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Sydney Children's Hospital, Randwick: 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: 6,654

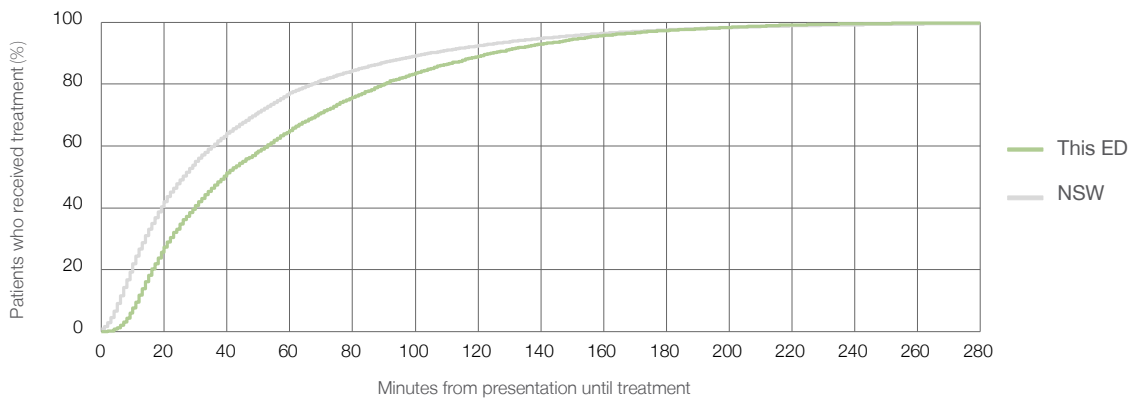
Number of triage 4 patients used to calculate waiting time:³ 6,442

Median time to start treatment⁴ 39 minutes

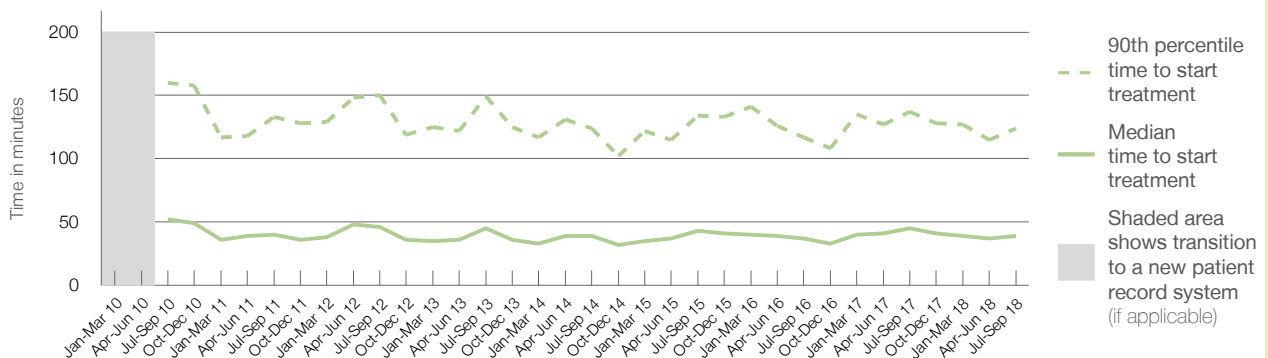
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
7,619	7,209
45 minutes	26 minutes
137 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)	52	40	46	45	39	43	37	45	39
90th percentile time to start treatment ⁵ (minutes)	160	133	150	149	124	134	117	137	124

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Sydney Children's Hospital, Randwick: 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: 120

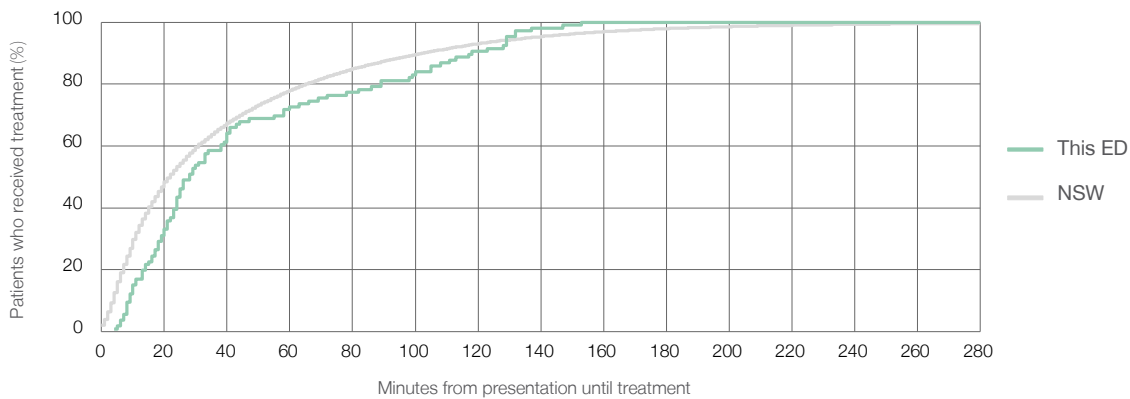
Number of triage 5 patients used to calculate waiting time:³ 106

Median time to start treatment⁴ 28 minutes

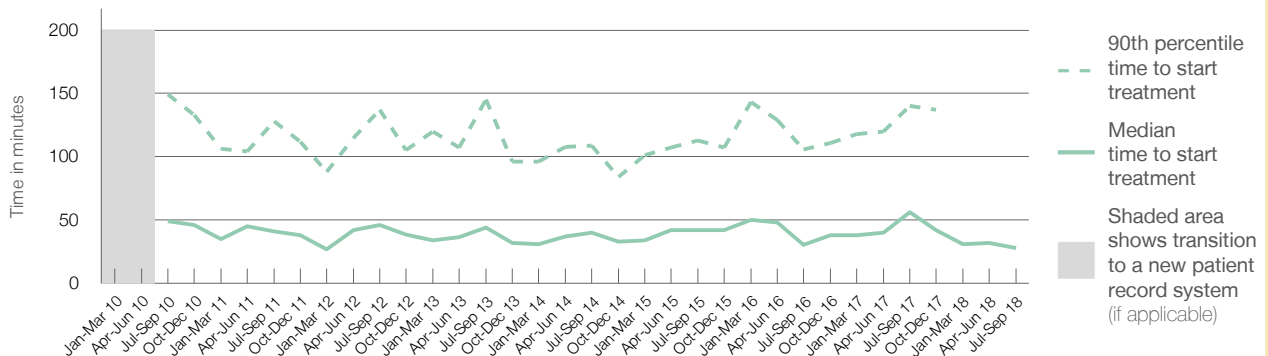
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
167	147
56 minutes	22 minutes
140 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)	49	41	46	44	40	42	31	56	28
90th percentile time to start treatment ⁵ (minutes)	149	128	137	145	109	113	106	140	118

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Sydney Children's Hospital, Randwick: Time patients spent in the ED

July to September 2018

All presentations:¹ 9,243 patients

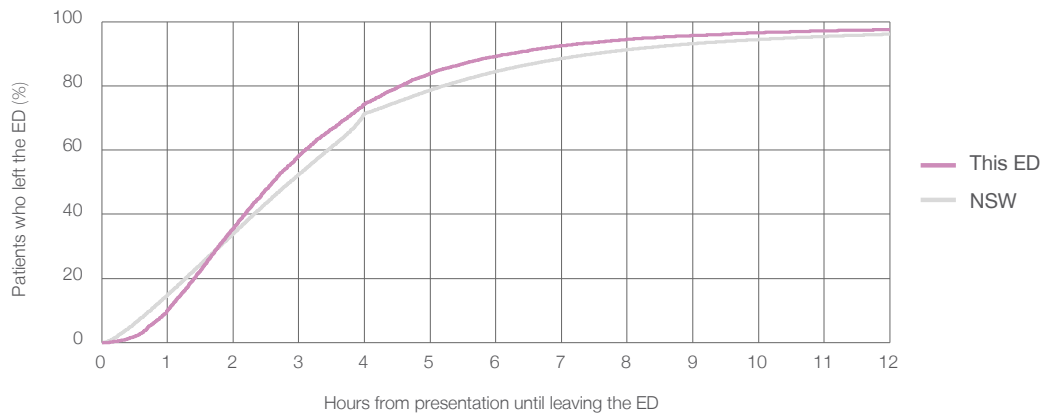
Presentations used to calculate time to leaving the ED:⁶ 9,242 patients

Median time spent in the ED⁸ 2 hours and 36 minutes

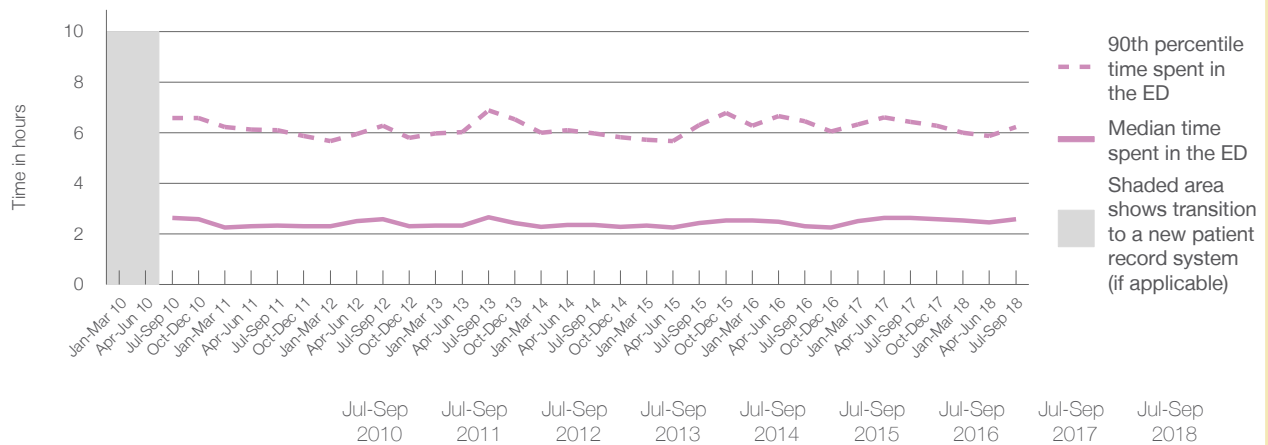
90th percentile time spent in the ED⁹ 6 hours and 14 minutes

Same period last year	NSW (this period)
10,048	10,047
2 hours and 38 minutes	2 hours and 52 minutes
6 hours and 26 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 38m	2h 21m	2h 36m	2h 40m	2h 22m	2h 27m	2h 18m	2h 38m	2h 36m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 35m	6h 6m	6h 17m	6h 53m	5h 59m	6h 19m	6h 28m	6h 26m	6h 14m

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Sydney Children's Hospital, Randwick: Time patients spent in the ED

By mode of separation

July to September 2018

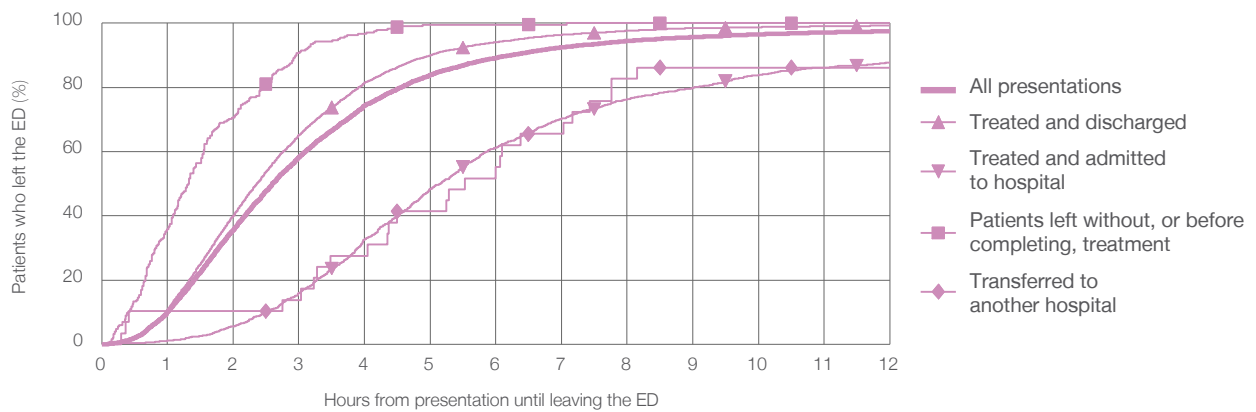
All presentations:¹ 9,243 patients

Presentations used to calculate time to leaving the ED:⁶ 9,242 patients

Treated and discharged	7,569 (81.9%)
Treated and admitted to hospital	1,386 (15.0%)
Patient left without, or before completing, treatment	248 (2.7%)
Transferred to another hospital	29 (0.3%)
Other	11 (0.1%)

Same period last year	Change since one year ago
10,047	-8%
8,166	-7.3%
1,295	7.0%
519	-52.2%
41	-29.3%
27	-59.3%

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	10.8%	40.1%	65.1%	81.5%	94.1%	97.6%	98.8%	99.3%
Treated and admitted to hospital	1.2%	5.5%	16.0%	32.8%	61.3%	76.3%	83.9%	87.7%
Patient left without, or before completing, treatment	35.9%	70.6%	90.7%	96.8%	99.6%	100%	100%	100%
Transferred to another hospital	10.3%	10.3%	13.8%	27.6%	55.2%	82.8%	86.2%	86.2%
All presentations	10.1%	35.6%	58.3%	74.4%	89.2%	94.5%	96.5%	97.5%

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Sydney Children's Hospital, Randwick: 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 9,243 patients

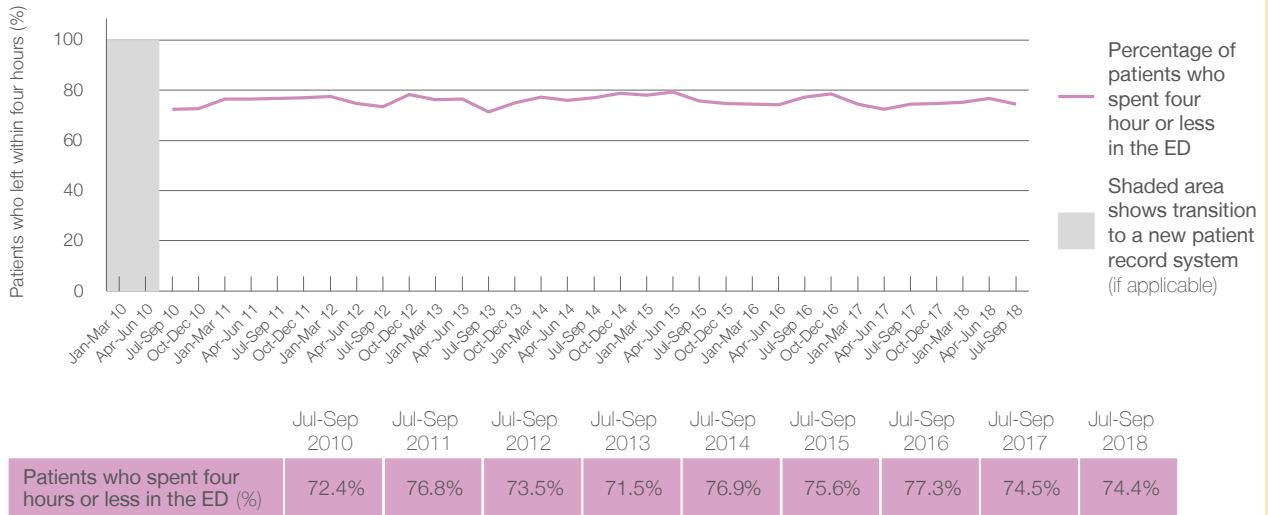
Presentations used to calculate time to leaving the ED: ⁶ 9,242 patients

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



Same period last year	Change since one year ago
10,048	-8%
10,047	-8%
74.5%	

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.

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‡ 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).