

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Young Health Service: Emergency department (ED) overview

January to March 2017

All presentations:¹ 2,410 patients
Emergency presentations:² 2,256 patients

Same period last year	Change since one year ago
2,253	7.0%
1,969	14.6%

Young Health Service: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 111 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 788 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 28 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,082 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 38 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 267 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
130	
6 minutes	8 minutes
24 minutes	26 minutes
717	
10 minutes	20 minutes
33 minutes	69 minutes
897	
11 minutes	26 minutes
44 minutes	101 minutes
225	
9 minutes	23 minutes
48 minutes	104 minutes

Young Health Service: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 2,409 patients

Percentage of patients who spent four hours or less in the ED 96.5%

Same period last year	Change since one year ago
2,253	6.9%
96.8%	

* 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.

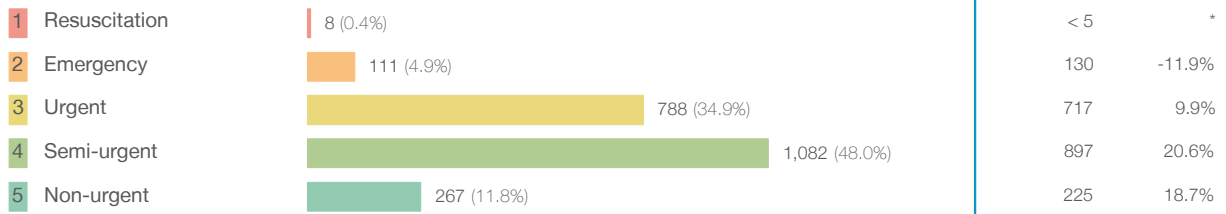
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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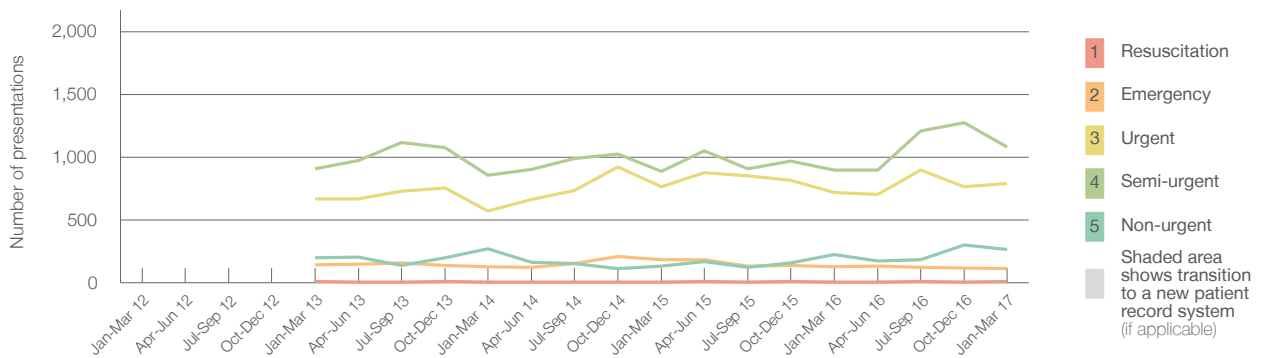
Young Health Service: Patients presenting to the emergency department January to March 2017

All presentations:¹ 2,410 patients

Emergency presentations² by triage category: 2,256 patients



Emergency presentations² by quarter, January 2012 to March 2017^{† §}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation		7	5	6	< 5	8
Emergency		140	126	182	130	111
Urgent		667	571	765	717	788
Semi-urgent		907	857	886	897	1,082
Non-urgent		199	268	132	225	267
All emergency presentations		1,920	1,827	1,971	1,969	2,256

Young Health Service: Patients arriving by ambulance January to March 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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

January to March 2017

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

Number of triage 2 patients: 111

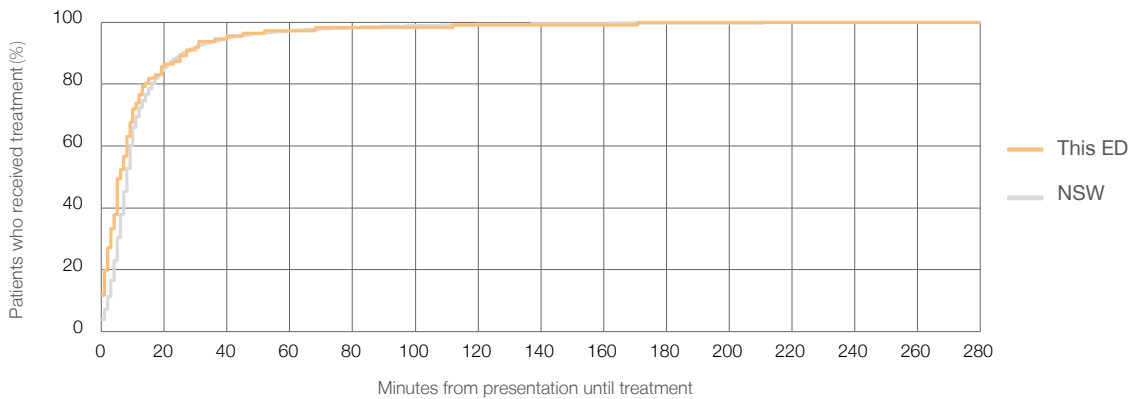
Number of triage 2 patients used to calculate waiting time:³ 111

Median time to start treatment⁴ 6 minutes

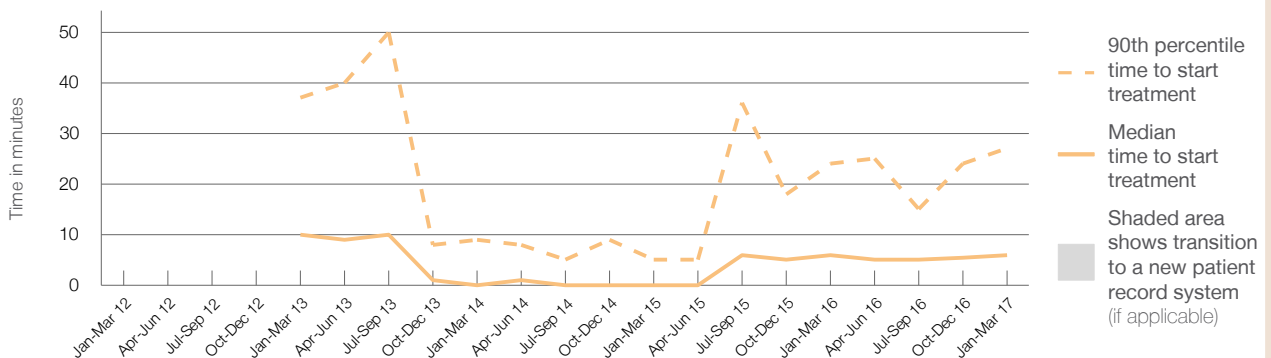
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
130	
125	
6 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		10	0	0	6	6
90th percentile time to start treatment ⁵ (minutes)	37	9	9	5	24	27

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Young Health Service: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 788

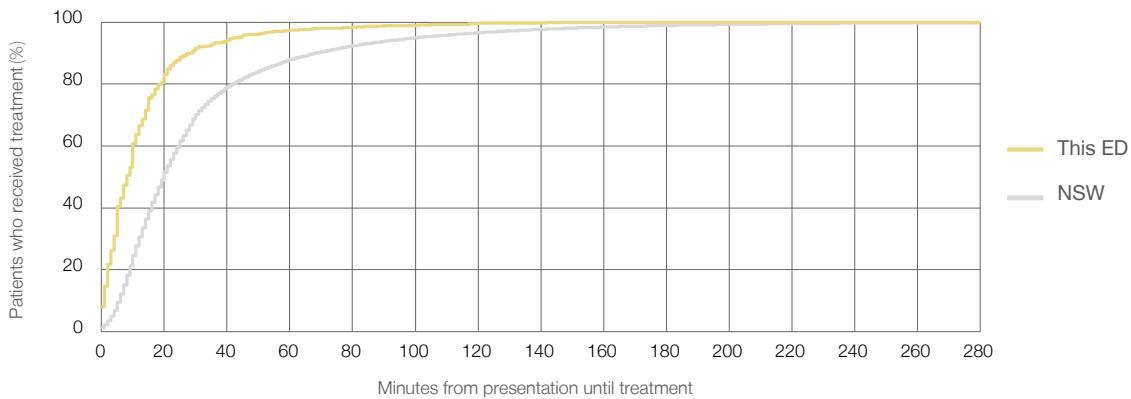
Number of triage 3 patients used to calculate waiting time:³ 787

Median time to start treatment⁴ 8 minutes

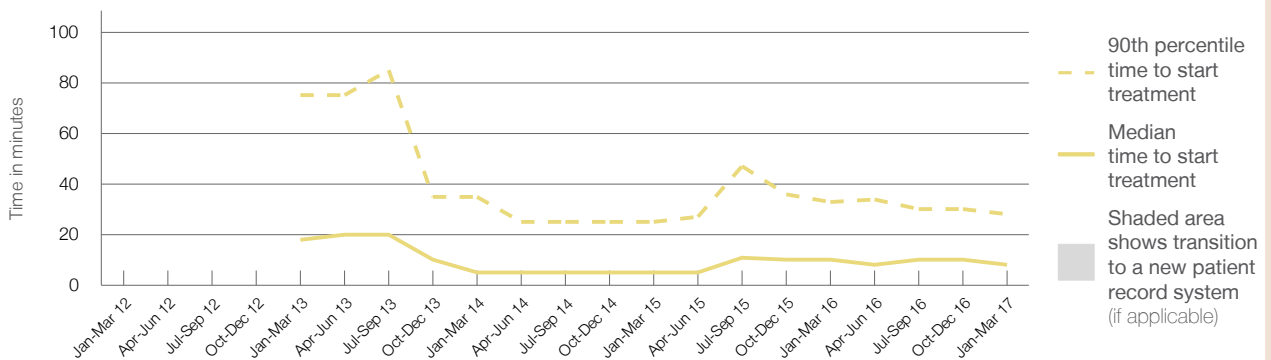
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
717	
686	
10 minutes	20 minutes
33 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		18	5	5	10	8
90th percentile time to start treatment ⁵ (minutes)		75	35	25	33	28

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Young Health Service: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,082

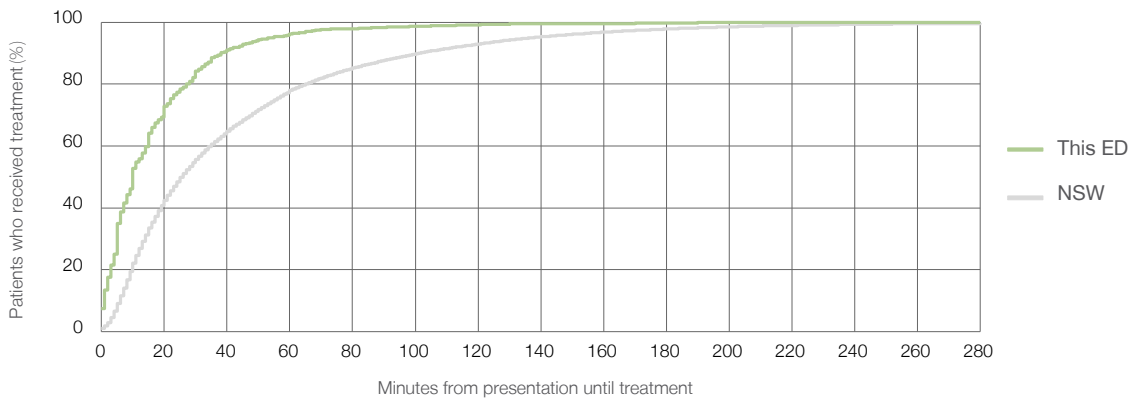
Number of triage 4 patients used to calculate waiting time:³ 1,074

Median time to start treatment⁴ 10 minutes

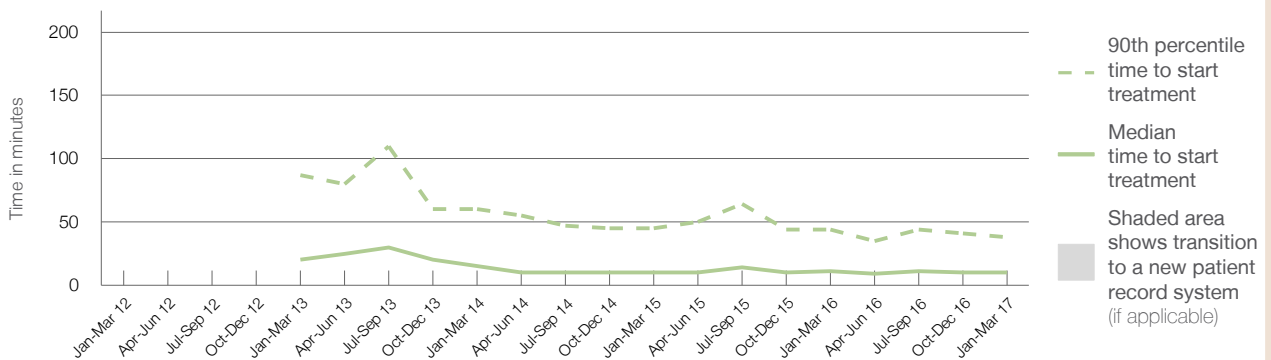
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
897	
836	
11 minutes	26 minutes
44 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		20	15	10	11	10
90th percentile time to start treatment ⁵ (minutes)		87	60	45	44	38

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Young Health Service: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 267

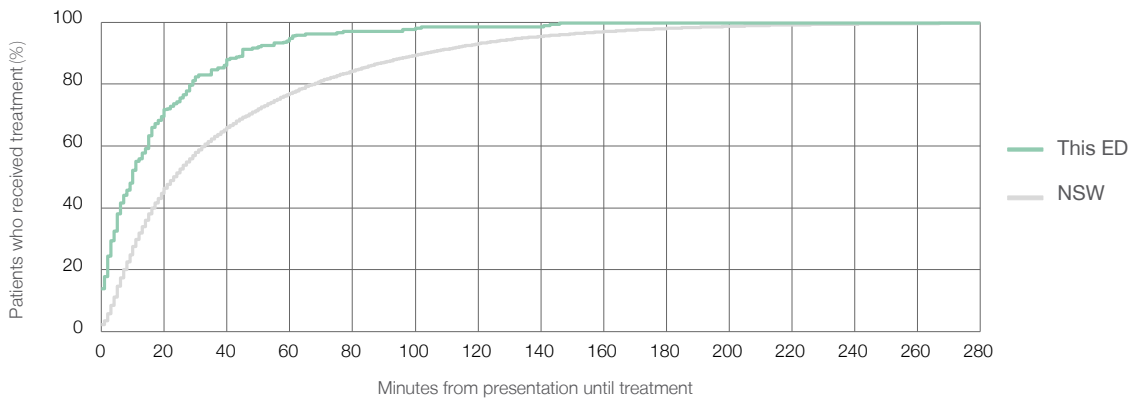
Number of triage 5 patients used to calculate waiting time:³ 265

Median time to start treatment⁴ 10 minutes

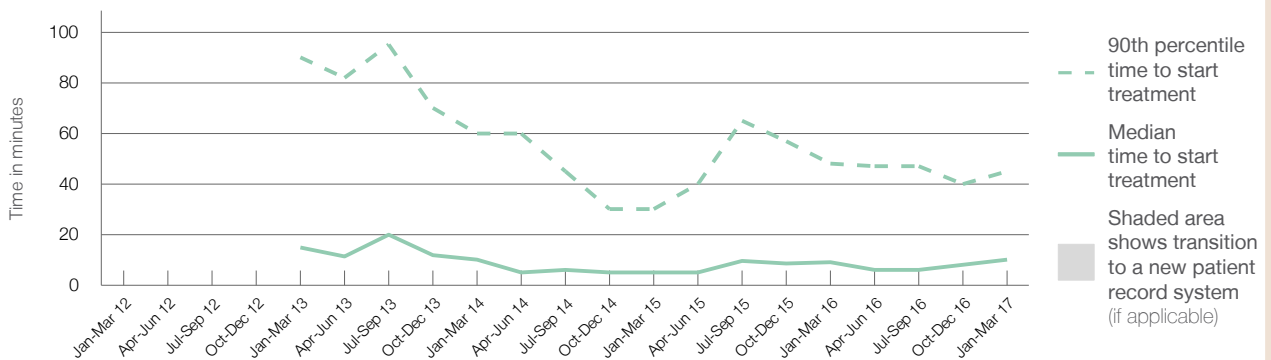
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
225	
209	
9 minutes	23 minutes
48 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)		15	10	5	9	10
90th percentile time to start treatment ⁵ (minutes)		90	60	30	48	45

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Young Health Service: Time patients spent in the ED

January to March 2017

All presentations:¹ 2,410 patients

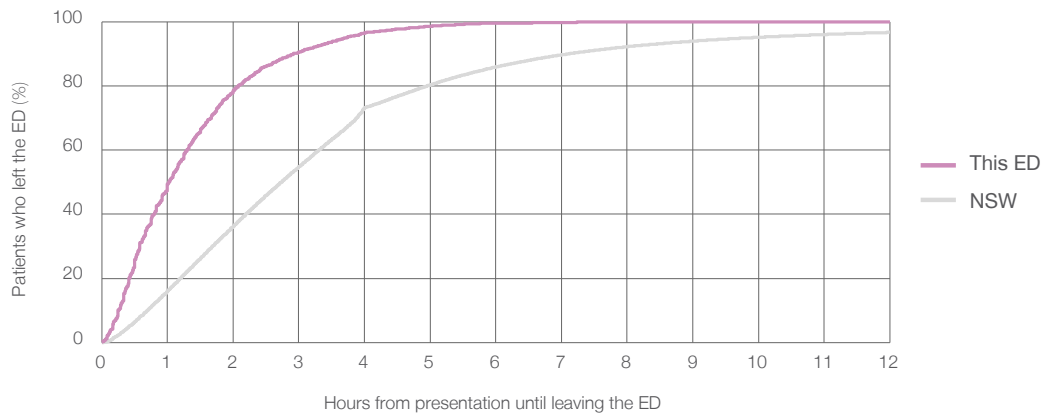
Presentations used to calculate time to leaving the ED:⁶ 2,409 patients

Median time spent in the ED⁸ ■ 1 hours and 1 minutes

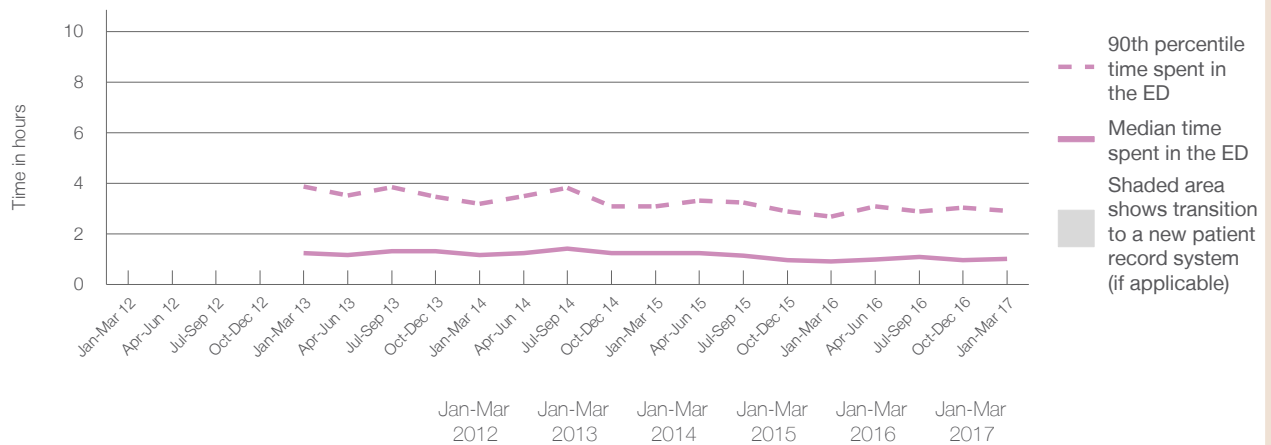
90th percentile time spent in the ED⁹ ■ 2 hours and 55 minutes

Same period last year	NSW (this period)
2,253	2,253
0 hours and 56 minutes	2 hours and 44 minutes
2 hours and 42 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)		1h 15m	1h 10m	1h 15m	0h 56m	1h 1m
90th percentile time to leaving the ED ⁹ (hours, minutes)		3h 53m	3h 12m	3h 5m	2h 42m	2h 55m

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Young Health Service: Time patients spent in the ED

By mode of separation

January to March 2017

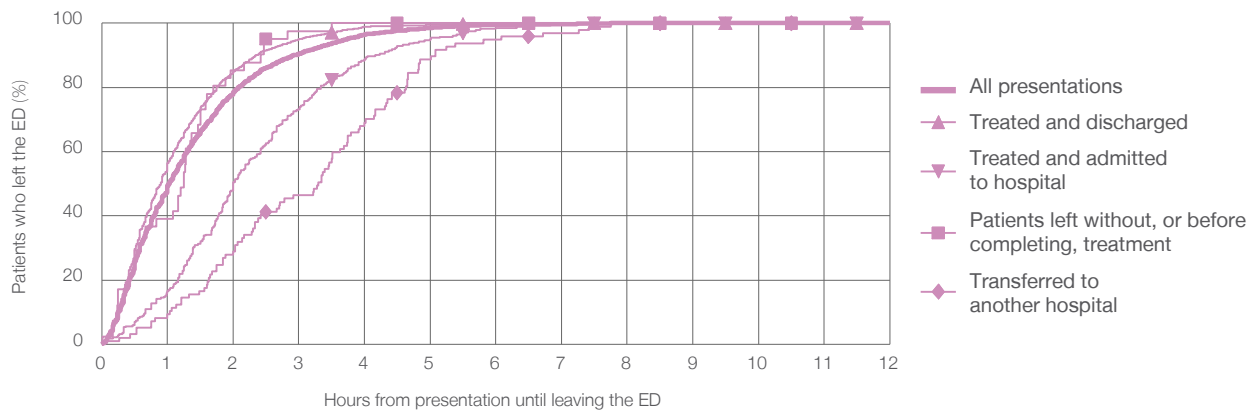
All presentations:¹ 2,410 patients

Presentations used to calculate time to leaving the ED:⁶ 2,409 patients

Treated and discharged	1,988 (82.5%)
Treated and admitted to hospital	284 (11.8%)
Patient left without, or before completing, treatment	41 (1.7%)
Transferred to another hospital	97 (4.0%)
Other	0 (0%)

Same period last year	Change since one year ago
2,253	6.9%
1,830	8.6%
286	-0.7%
54	-24.1%
82	18.3%
1	-100.0%

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



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	56.4%	85.0%	95.0%	98.9%	99.8%	100%	100%	100%
Treated and admitted to hospital	16.5%	50.4%	73.2%	88.7%	98.6%	100%	100%	100%
Patient left without, or before completing, treatment	39.0%	85.4%	97.6%	100%	100%	100%	100%	100%
Transferred to another hospital	9.3%	28.9%	46.4%	69.1%	94.8%	100%	100%	100%
All presentations	49.5%	78.6%	90.5%	96.5%	99.5%	100%	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

January to March 2017

All presentations at the emergency department:¹ 2,410 patients

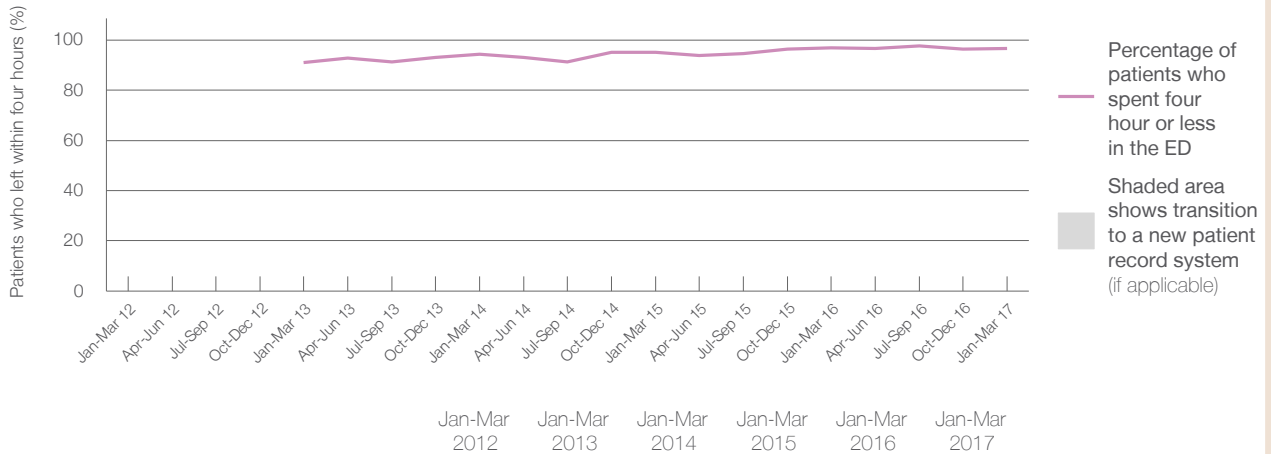
Presentations used to calculate time to leaving the ED:⁶ 2,409 patients

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 2,410 patients	2,253	7.0%
Presentations used to calculate time to leaving the ED: ⁶ 2,409 patients	2,253	6.9%
Percentage of patients who spent four hours or less in the ED	96.8%	

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



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	91.0%	94.3%	95.1%	96.8%	96.8%	96.5%

* 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.

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§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).