

Royal North Shore Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 21,126 patients

Emergency presentations:² 21,059 patients

Same period last year	Change since one year ago
20,009	5.6%
19,918	5.7%

Royal North Shore Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 4,175 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,024 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,597 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,832 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
4,341	
7 minutes	8 minutes
16 minutes	26 minutes
5,627	
18 minutes	20 minutes
48 minutes	67 minutes
7,161	
25 minutes	25 minutes
74 minutes	99 minutes
2,327	
29 minutes	23 minutes
106 minutes	101 minutes

Royal North Shore Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 21,125 patients

Percentage of patients who spent four hours or less in the ED 65.4%

Same period last year	Change since one year ago
20,009	5.6%
61.1%	

* 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.

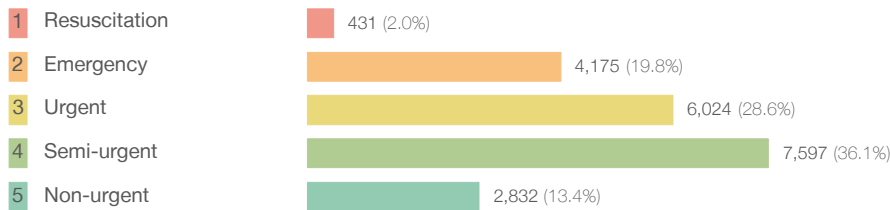
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Royal North Shore Hospital: Patients presenting to the emergency department

April to June 2017

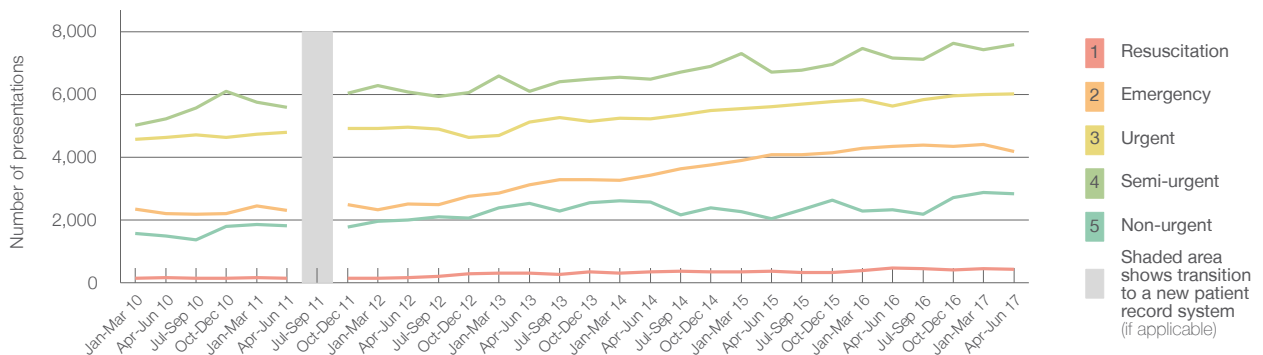
All presentations:¹ 21,126 patients

Emergency presentations² by triage category: 21,059 patients



	Same period last year	Change since one year ago
All presentations	20,009	5.6%
Emergency presentations	19,918	5.7%
1 Resuscitation	462	-6.7%
2 Emergency	4,341	-3.8%
3 Urgent	5,627	7.1%
4 Semi-urgent	7,161	6.1%
5 Non-urgent	2,327	21.7%

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	164	130	157	301	341	369	462	431
Emergency	2,210	2,304	2,512	3,116	3,416	4,076	4,341	4,175
Urgent	4,631	4,800	4,963	5,112	5,222	5,609	5,627	6,024
Semi-urgent	5,214	5,586	6,068	6,095	6,491	6,708	7,161	7,597
Non-urgent	1,487	1,819	2,001	2,530	2,571	2,035	2,327	2,832
All emergency presentations	13,706	14,639	15,701	17,154	18,041	18,797	19,918	21,059

Royal North Shore Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 4,714 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,386	
ED Transfer of care time	14 minutes	-1 minute
90th percentile time	35 minutes	-6 minutes

(†) 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.

Royal North Shore Hospital: 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: 4,175

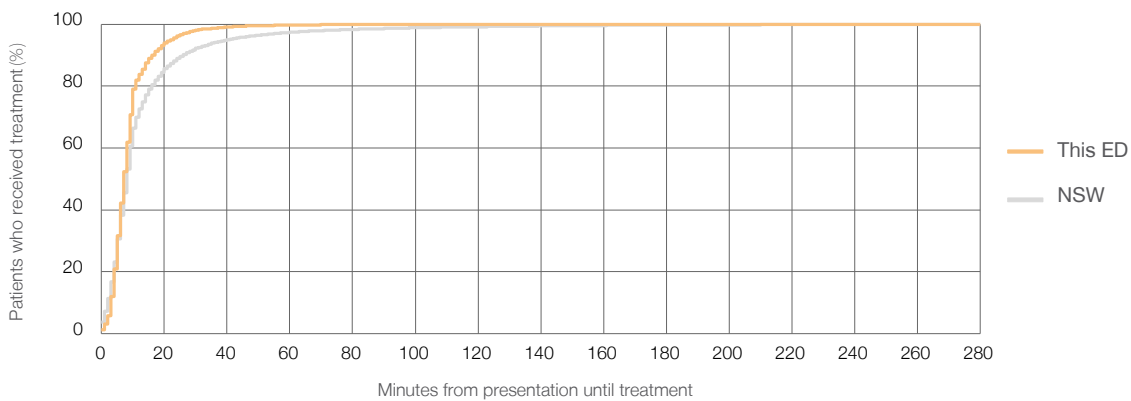
Number of triage 2 patients used to calculate waiting time:³ 4,167

Median time to start treatment⁴ ■ 7 minutes

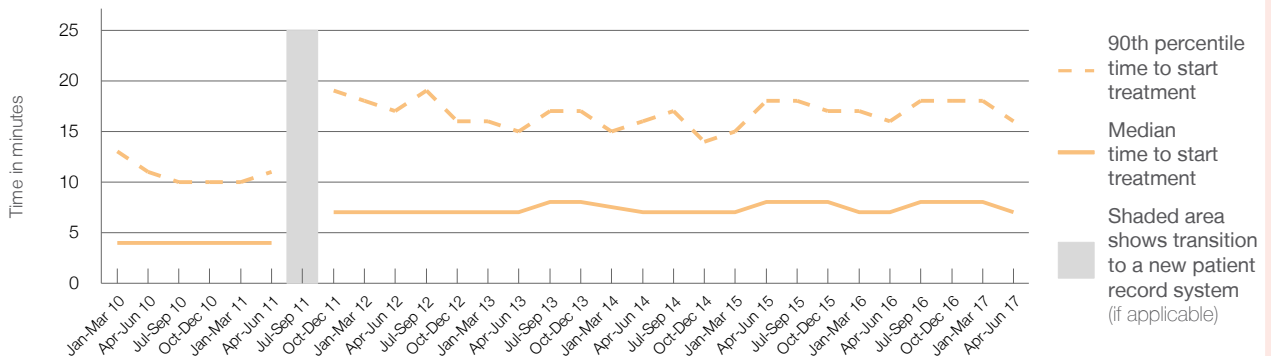
90th percentile time to start treatment⁵ ■ 16 minutes

Same period last year	NSW (this period)
4,341	4,330
7 minutes	8 minutes
16 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)	4	4	7	7	7	8	7	7
90th percentile time to start treatment ⁵ (minutes)	11	11	17	15	16	18	16	16

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Royal North Shore Hospital: 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: 6,024

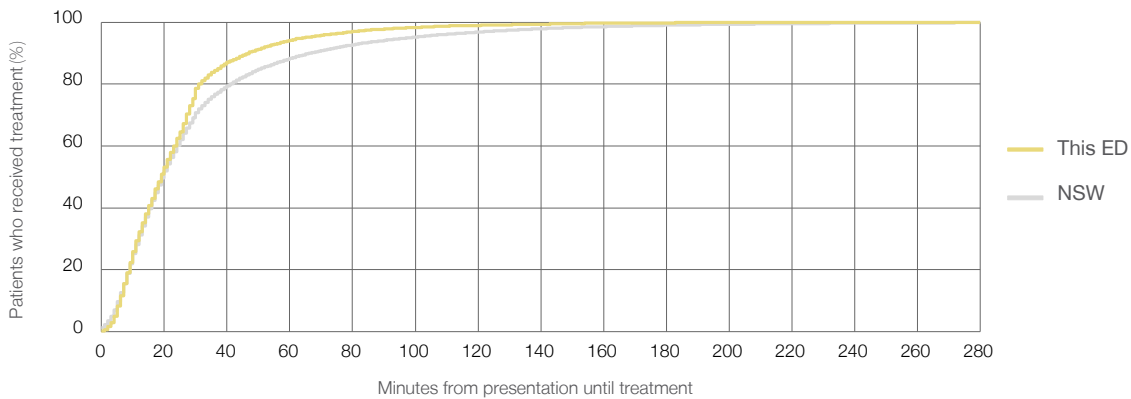
Number of triage 3 patients used to calculate waiting time:³ 5,964

Median time to start treatment⁴ 19 minutes

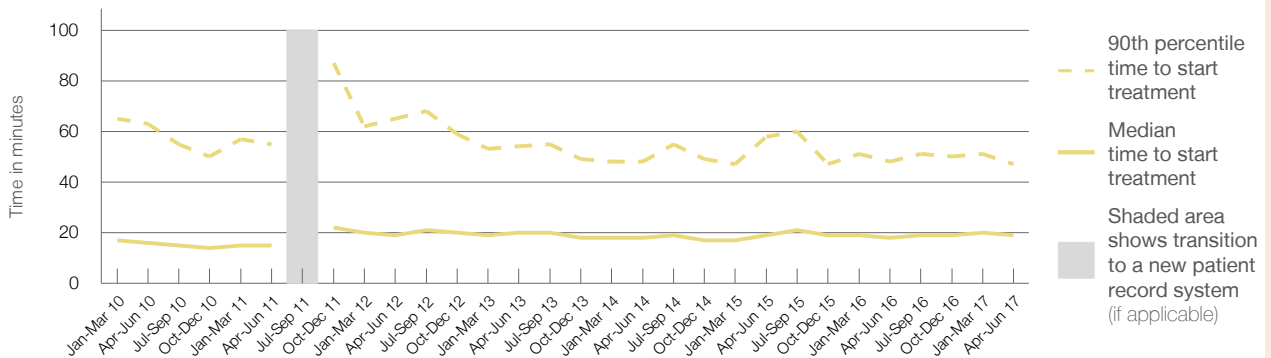
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
5,627	
5,556	
18 minutes	20 minutes
48 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)	16	15	19	20	18	19	18	19
90th percentile time to start treatment ⁵ (minutes)	63	55	65	54	48	58	48	47

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Royal North Shore Hospital: 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: 7,597

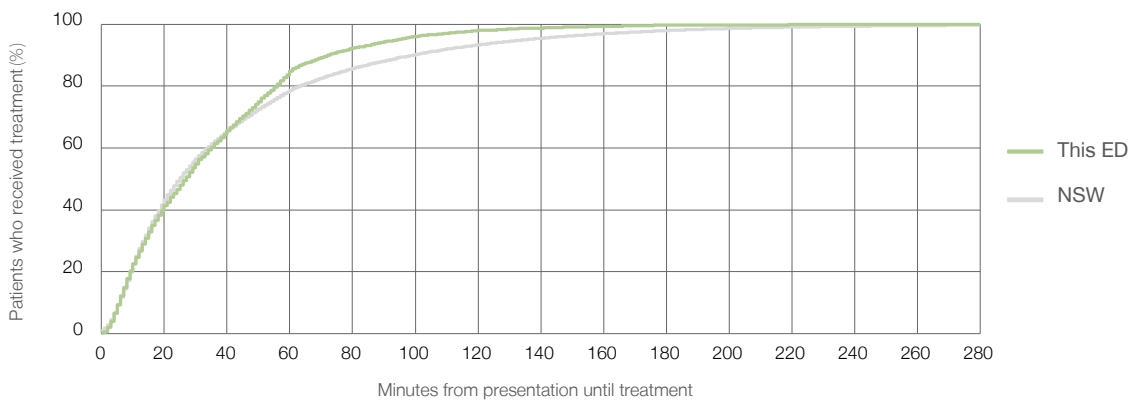
Number of triage 4 patients used to calculate waiting time:³ 7,389

Median time to start treatment⁴ 27 minutes

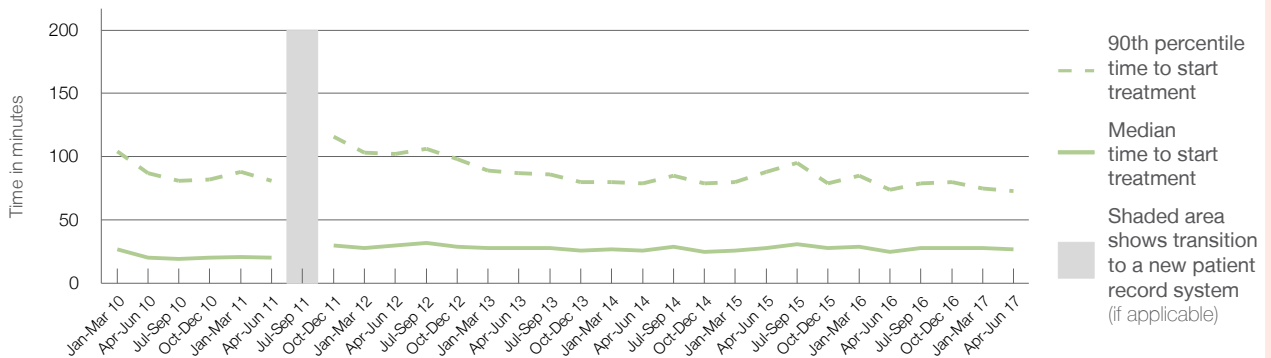
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
7,161	7,597
6,937	7,389
25 minutes	27 minutes
74 minutes	73 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)	20	20	30	28	26	28	25	27
90th percentile time to start treatment ⁵ (minutes)	87	81	102	87	79	88	74	73

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Royal North Shore Hospital: 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: 2,832

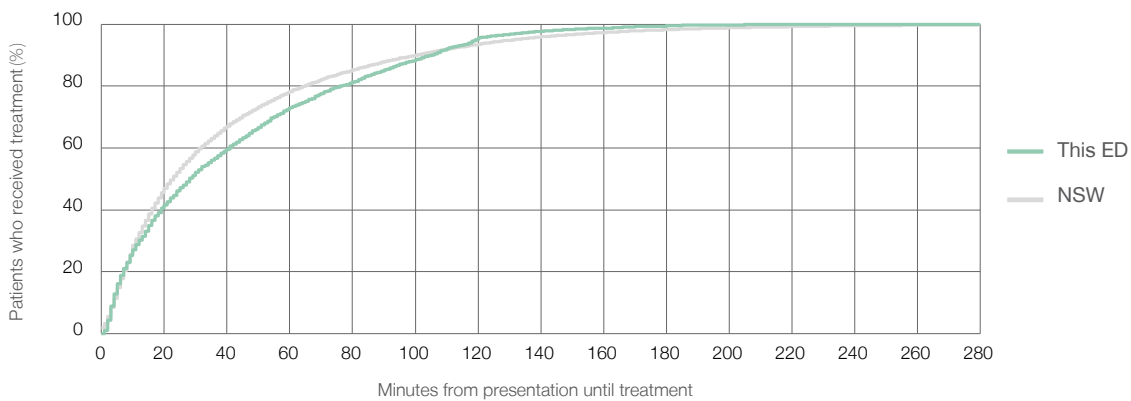
Number of triage 5 patients used to calculate waiting time:³ 2,617

Median time to start treatment⁴ 28 minutes

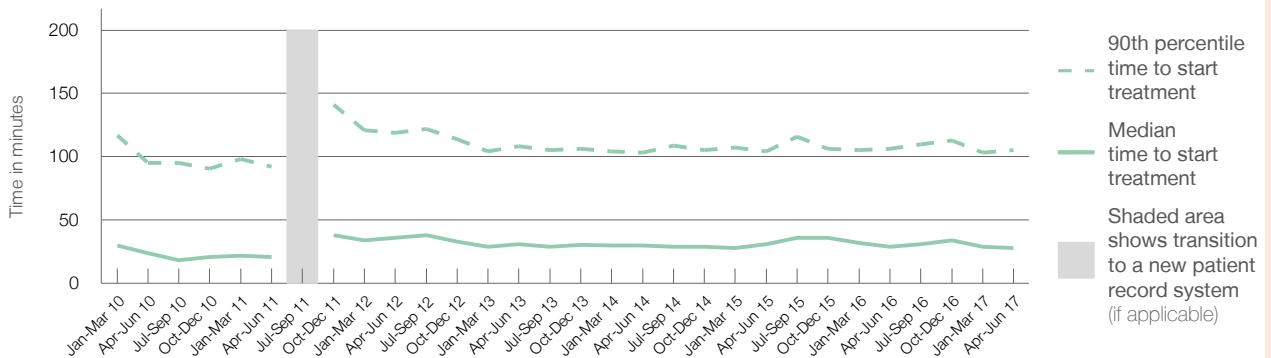
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
2,327	2,111
29 minutes	23 minutes
106 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)	24	21	36	31	30	31	29	28
90th percentile time to start treatment ⁵ (minutes)	95	92	119	108	103	104	106	105

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Royal North Shore Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 21,126 patients

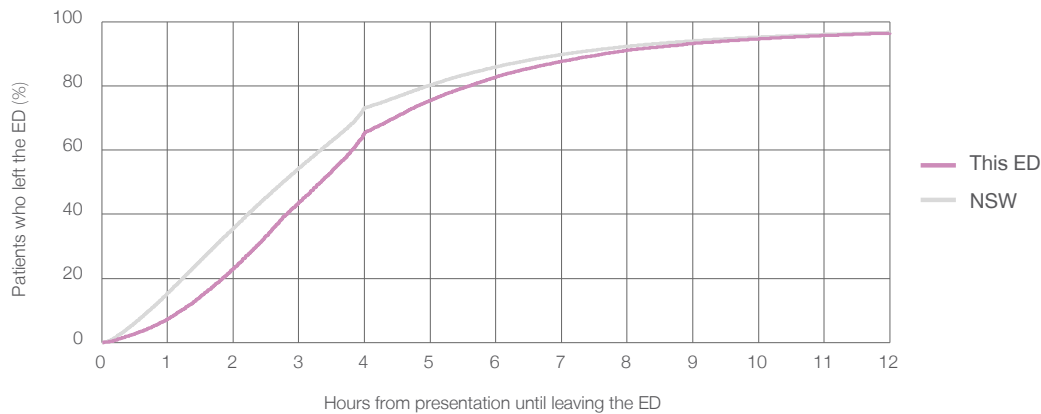
Presentations used to calculate time to leaving the ED:⁶ 21,125 patients

Median time spent in the ED⁸ 3 hours and 20 minutes

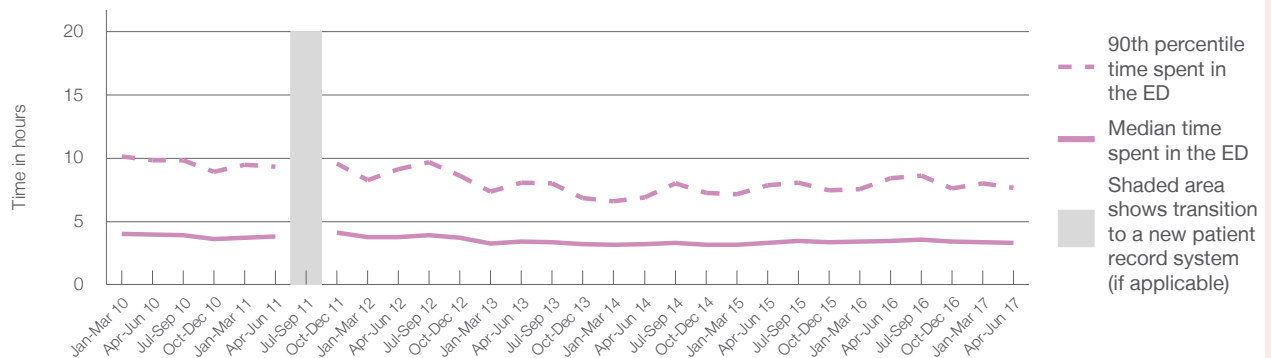
90th percentile time spent in the ED⁹ 7 hours and 40 minutes

Same period last year	NSW (this period)
20,009	20,009
3 hours and 27 minutes	2 hours and 46 minutes
8 hours and 26 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^{†‡}



	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 leaving the ED ⁸ (hours, minutes)	3h 58m	3h 49m	3h 47m	3h 24m	3h 12m	3h 18m	3h 27m	3h 20m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 49m	9h 21m	9h 9m	8h 5m	6h 53m	7h 51m	8h 26m	7h 40m

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Royal North Shore Hospital: Time patients spent in the ED By mode of separation April to June 2017

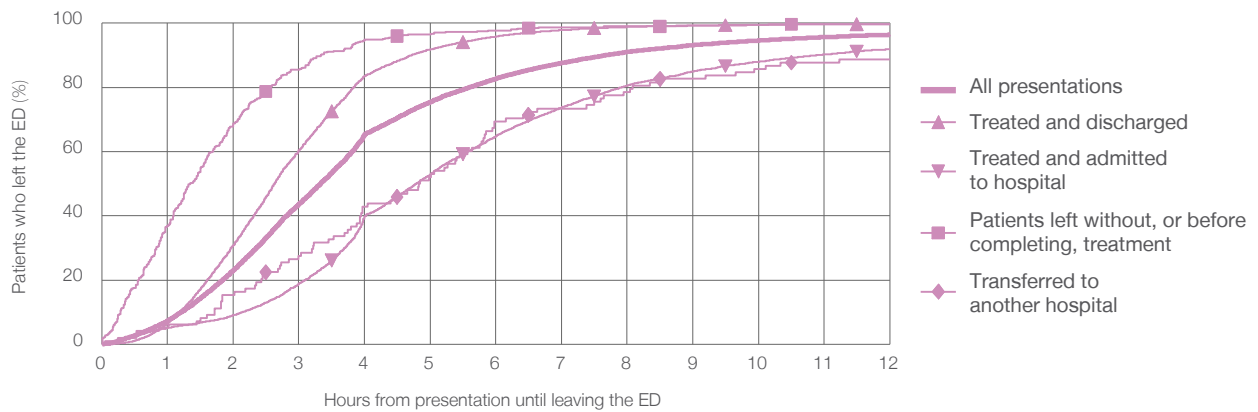
All presentations:¹ 21,126 patients

Presentations used to calculate time to leaving the ED:⁶ 21,125 patients

Treated and discharged	11,427 (54.1%)
Treated and admitted to hospital	8,897 (42.1%)
Patient left without, or before completing, treatment	406 (1.9%)
Transferred to another hospital	98 (0.5%)
Other	298 (1.4%)

Same period last year	Change since one year ago
20,009	5.6%
11,098	3.0%
8,054	10.5%
402	1.0%
139	-29.5%
316	-5.7%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.6%	30.9%	60.4%	83.6%	95.8%	98.8%	99.5%	99.8%
Treated and admitted to hospital	5.1%	9.0%	18.9%	39.9%	64.9%	80.6%	88.0%	92.0%
Patient left without, or before completing, treatment	36.9%	68.7%	85.5%	94.8%	97.8%	99.0%	99.5%	99.8%
Transferred to another hospital	5.1%	15.3%	27.6%	42.9%	69.4%	78.6%	85.7%	88.8%
All presentations	7.4%	23.1%	43.7%	65.4%	82.8%	91.1%	94.6%	96.4%

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Royal North Shore Hospital: 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 21,126 patients

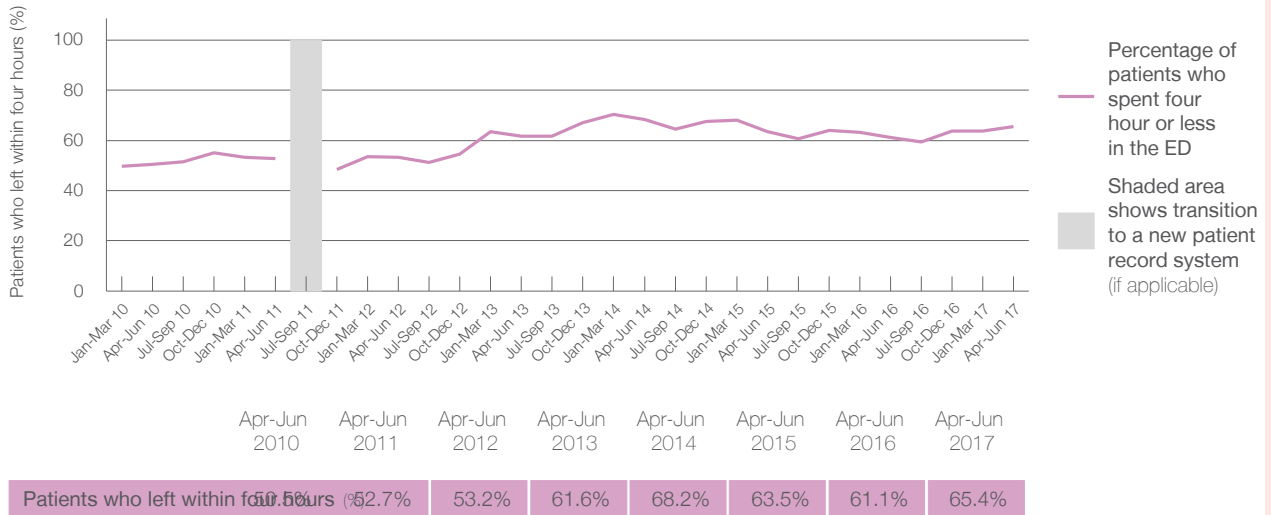
Presentations used to calculate time to leaving the ED:⁶ 21,125 patients

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	20,009	5.6%
Presentations used to calculate time to leaving the ED: ⁶	20,009	5.6%
Percentage of patients who spent four hours or less in the ED	61.1%	

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



* 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, 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).