

## The Children's Hospital at Westmead: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 16,348 patients

Emergency presentations:<sup>2</sup> 16,227 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 14,740                | 10.9%                     |
| 14,596                | 11.2%                     |

## The Children's Hospital at Westmead: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 576 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,062 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 65 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 11,398 patients

Median time to start treatment<sup>4</sup> 54 minutes  
 90th percentile time to start treatment<sup>5</sup> 199 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 59 patients

Median time to start treatment<sup>4</sup> 58 minutes  
 90th percentile time to start treatment<sup>5</sup> \*

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 484                   |                   |
| 7 minutes             | 9 minutes         |
| 13 minutes            | 29 minutes        |
| 3,585                 |                   |
| 24 minutes            | 23 minutes        |
| 63 minutes            | 83 minutes        |
| 10,332                |                   |
| 51 minutes            | 30 minutes        |
| 177 minutes           | 121 minutes       |
| 77                    |                   |
| 81 minutes            | 26 minutes        |
| *                     | 118 minutes       |

## The Children's Hospital at Westmead: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 16,348 patients

Percentage of patients who spent four hours or less in the ED 62.2%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 14,740                | 10.9%                     |
| 66.4%                 |                           |

\* 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.

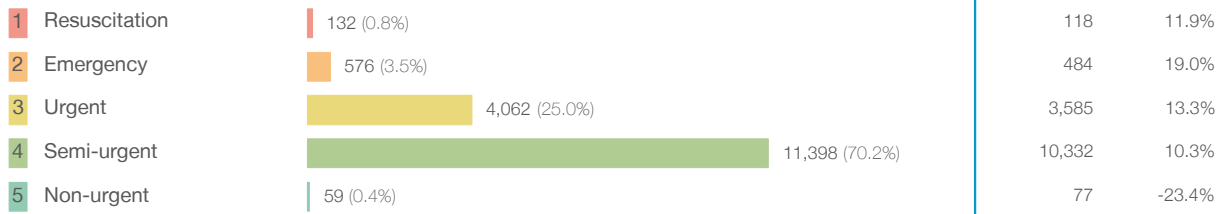
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

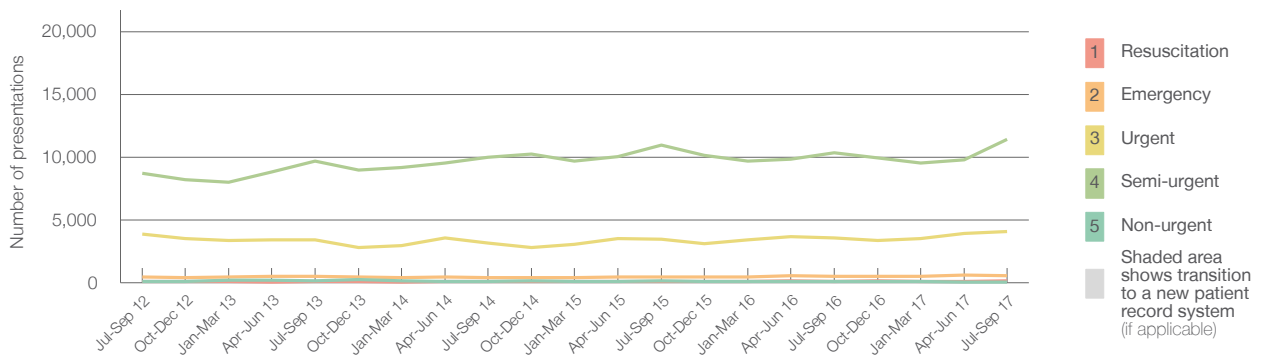
## The Children's Hospital at Westmead: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 16,348 patients

Emergency presentations<sup>2</sup> by triage category: 16,227 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 <sup>†‡</sup>



|                             | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               | 72           | 109          | 91           | 95           | 118          | 132          |
| Emergency                   | 447          | 484          | 394          | 445          | 484          | 576          |
| Urgent                      | 3,893        | 3,419        | 3,133        | 3,479        | 3,585        | 4,062        |
| Semi-urgent                 | 8,710        | 9,665        | 9,994        | 10,970       | 10,332       | 11,398       |
| Non-urgent                  | 97           | 138          | 100          | 125          | 77           | 59           |
| All emergency presentations | 13,219       | 13,815       | 13,712       | 15,114       | 14,596       | 16,227       |

## The Children's Hospital at Westmead: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,103 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.

(§) The Sydney Children's Hospitals Network (Randwick and Westmead) advise that application of ED triaging definitions has been standardised across their facilities. This has resulted in a reporting shift of some cases from category 5 to category 4 and from category 4 to category 3 at Children's Hospital Westmead from June 2012 onwards.

## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 576

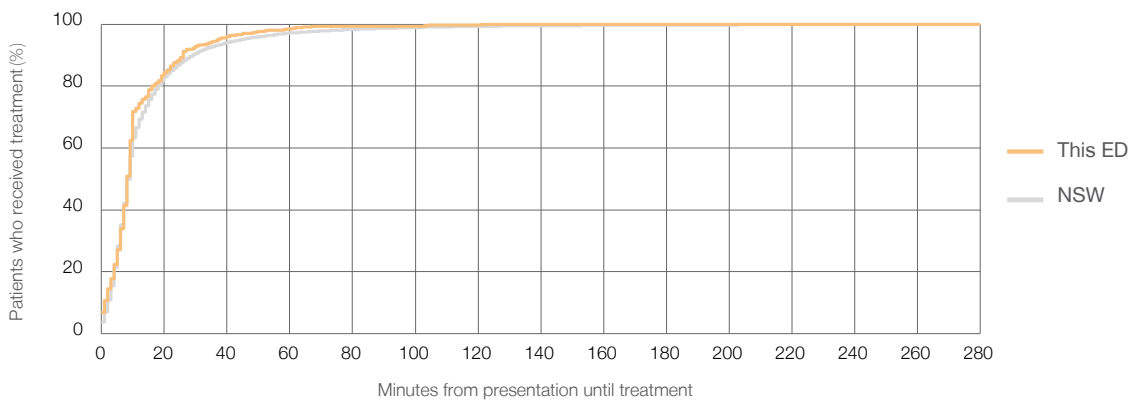
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 576

Median time to start treatment<sup>4</sup>  8 minutes

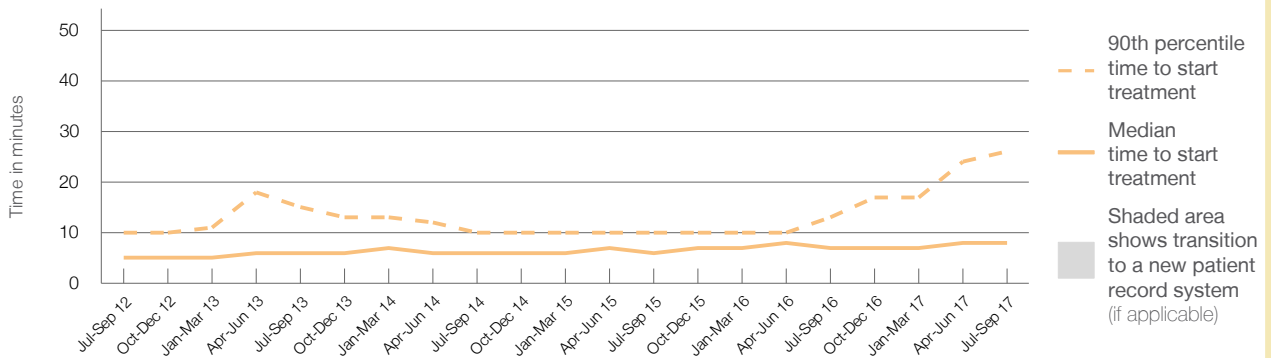
90th percentile time to start treatment<sup>5</sup>  26 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 484                   | 484               |
| 7 minutes             | 9 minutes         |
| 13 minutes            | 29 minutes        |

### Percentage of triage 2 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017<sup>†‡§</sup>



|  | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 5            | 6            | 6            | 6            | 7            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 10           | 15           | 10           | 10           | 13           | 26           |

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(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 4,062

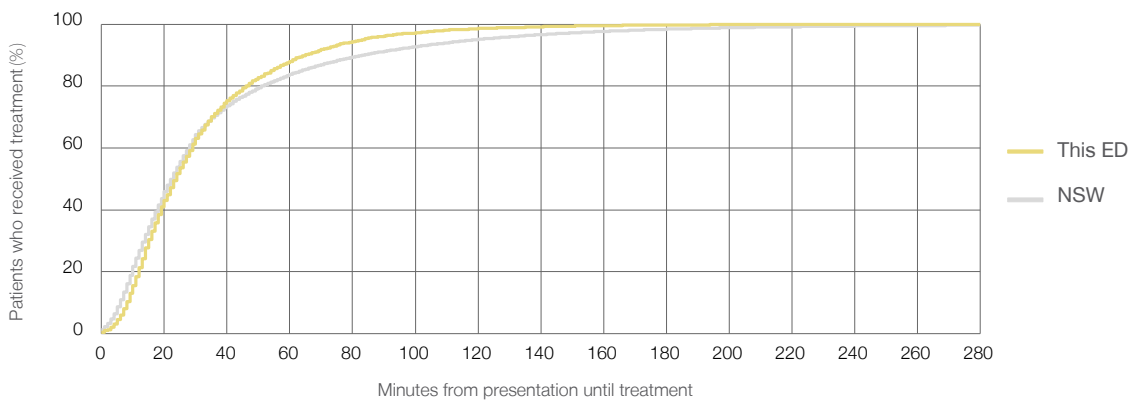
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,051

Median time to start treatment<sup>4</sup> 24 minutes

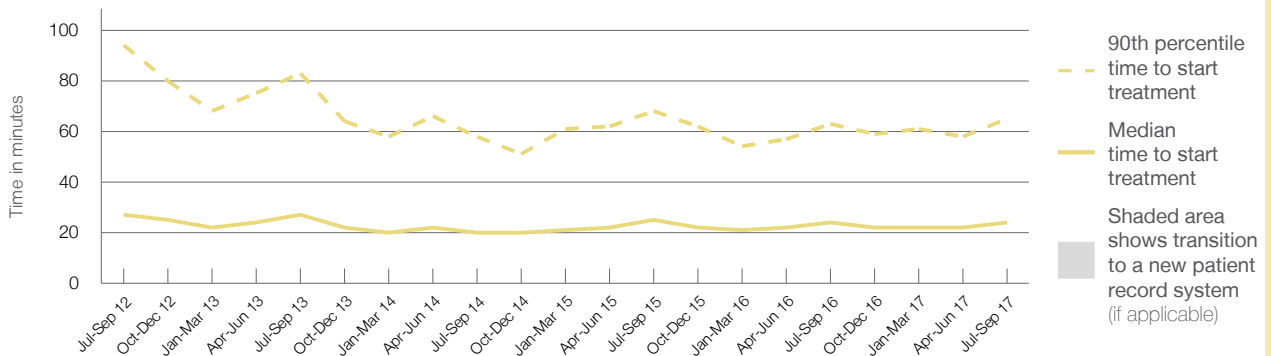
90th percentile time to start treatment<sup>5</sup> 65 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,585                 |                   |
| 3,581                 |                   |
| 24 minutes            | 23 minutes        |
| 63 minutes            | 83 minutes        |

### Percentage of triage 3 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017<sup>†‡§</sup>



|  | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 27           | 27           | 20           | 25           | 24           | 24           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 94           | 83           | 58           | 68           | 63           | 65           |

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## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 11,398

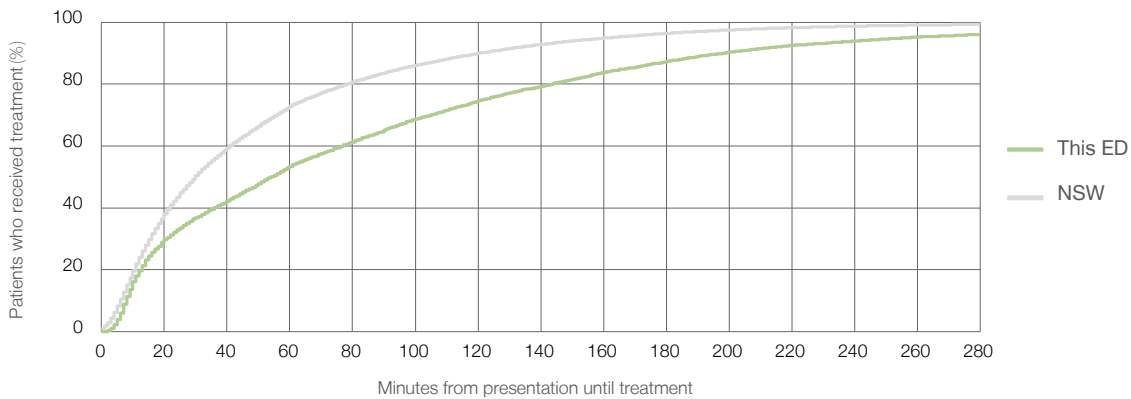
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 9,169

Median time to start treatment<sup>4</sup>  54 minutes

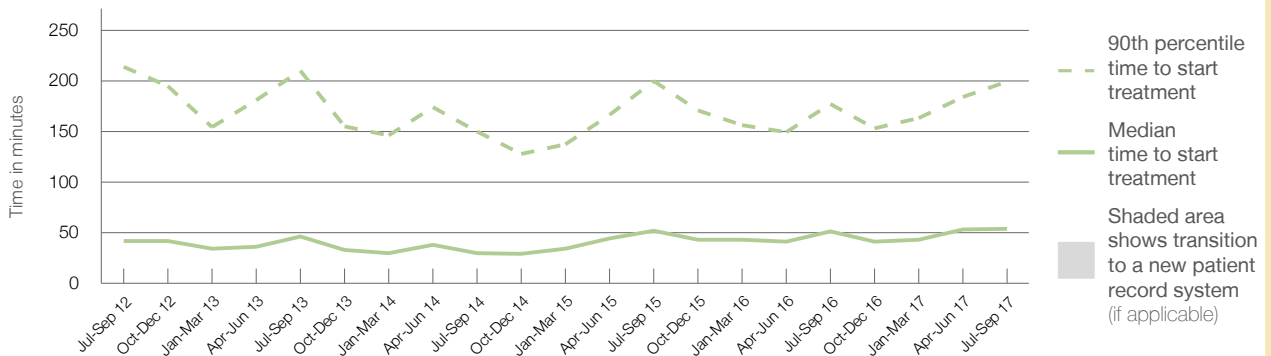
90th percentile time to start treatment<sup>5</sup>  199 minutes

|   | Same period last year | NSW (this period) |
|---|-----------------------|-------------------|
| Number of triage 4 patients   | 10,332                |                   |
| Number of triage 4 patients used to calculate waiting time <sup>3</sup> | 8,615                 |                   |
| Median time to start treatment <sup>4</sup>                             | 51 minutes            | 30 minutes        |
| 90th percentile time to start treatment <sup>5</sup>                    | 177 minutes           | 121 minutes       |

### Percentage of triage 4 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017<sup>†‡§</sup>



|  | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 42           | 46           | 30           | 52           | 51           | 54           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 214          | 210          | 150          | 200          | 177          | 199          |

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## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 59

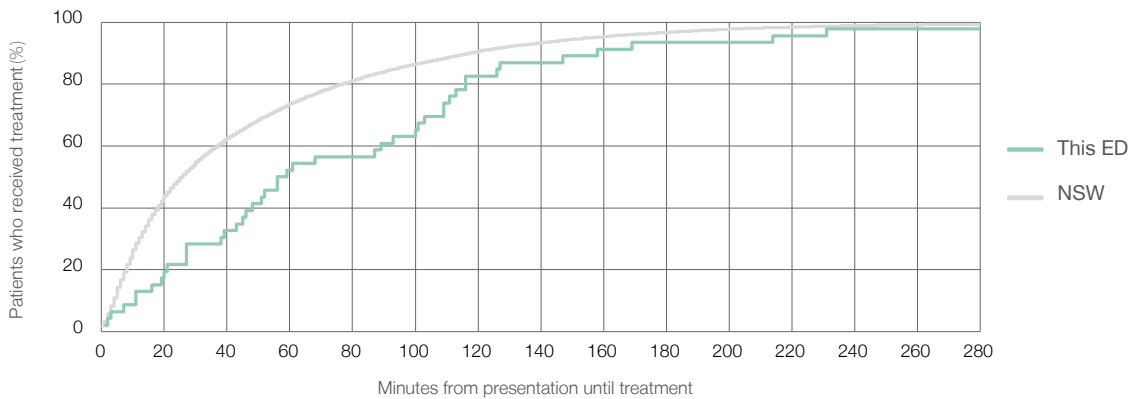
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 46

Median time to start treatment<sup>4</sup> 58 minutes

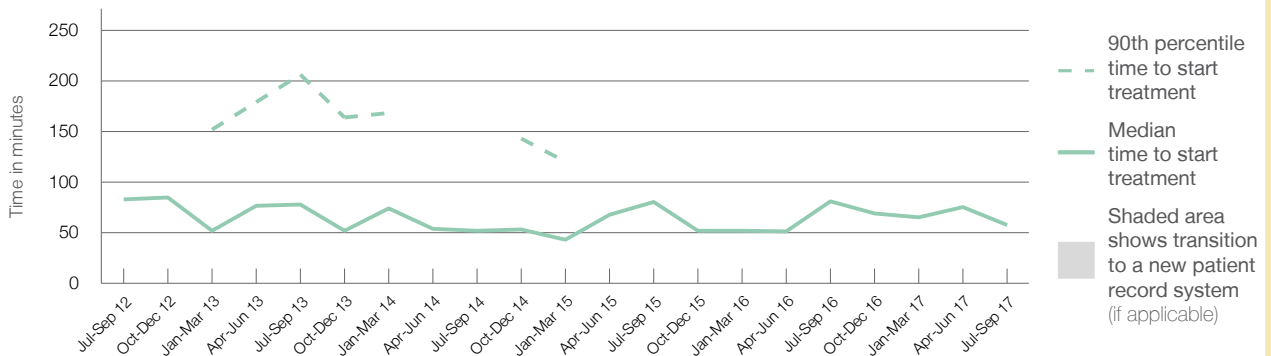
90th percentile time to start treatment<sup>5</sup> \*

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 77                    | 63                |
| 81 minutes            | 26 minutes        |
| *                     | * 118 minutes     |

### Percentage of triage 5 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017<sup>†‡§</sup>



|  | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 83           | 78           | 52           | 80           | 81           | 58           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | *            | 206          | *            | *            | *            | *            |

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## The Children's Hospital at Westmead: Time patients spent in the ED July to September 2017

All presentations:<sup>1</sup> 16,348 patients

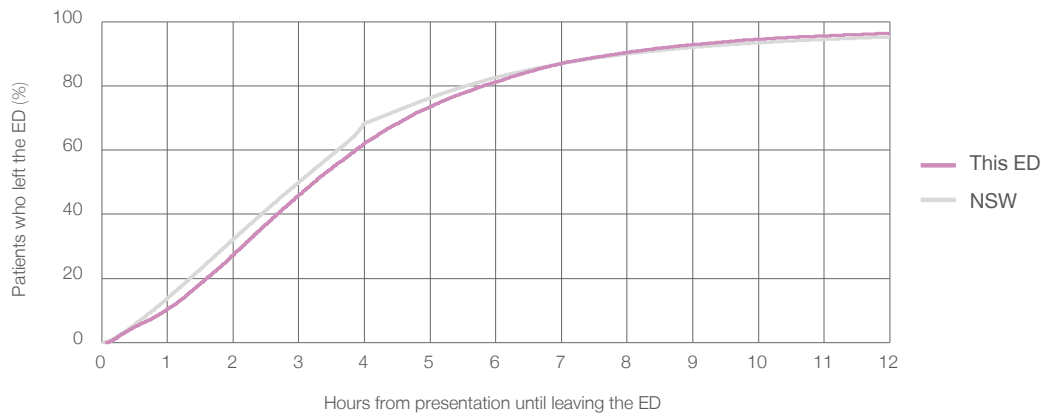
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,348 patients

Median time spent in the ED<sup>8</sup> 3 hours and 14 minutes

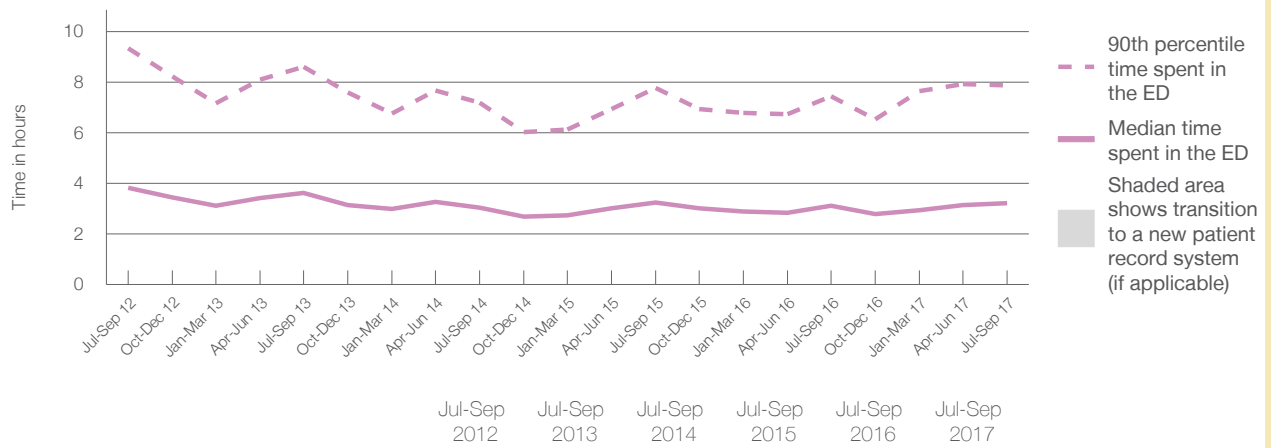
90th percentile time spent in the ED<sup>9</sup> 7 hours and 52 minutes

| Same period last year  | NSW (this period)     |
|------------------------|-----------------------|
| 14,740                 | 14,740                |
| 3 hours and 7 minutes  | 3 hours and 0 minutes |
| 7 hours and 27 minutes | 8 hours and 2 minutes |

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡§</sup>



|  | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 3h 49m       | 3h 37m       | 3h 2m        | 3h 15m       | 3h 7m        | 3h 14m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 9h 20m       | 8h 36m       | 7h 11m       | 7h 46m       | 7h 27m       | 7h 52m       |

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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## The Children's Hospital at Westmead: Time patients spent in the ED

By mode of separation

July to September 2017

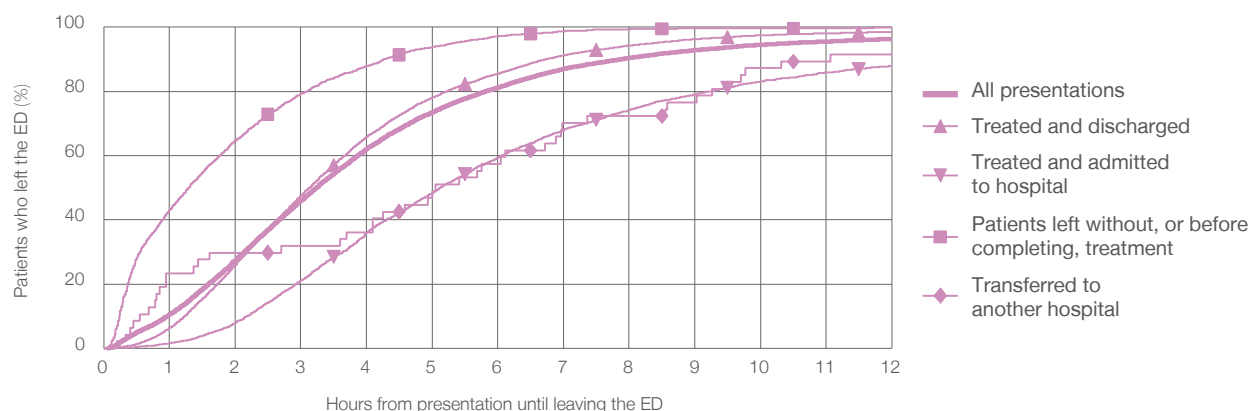
All presentations:<sup>1</sup> 16,348 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,348 patients

|   |                |
|---|----------------|
| Treated and discharged                                | 10,321 (63.1%) |
| Treated and admitted to hospital                      | 3,673 (22.5%)  |
| Patient left without, or before completing, treatment | 2,306 (14.1%)  |
| Transferred to another hospital                       | 47 (0.3%)      |
| Other   | 1 (0%)         |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 14,740                | 10.9%                     |
| 9,224                 | 11.9%                     |
| 3,716                 | -1.2%                     |
| 1,768                 | 30.4%                     |
| 32                    | 46.9%                     |
| 0                     |                           |

Percentage of patients who left the ED by time and mode of separation, July to September 2017<sup>†‡§</sup>



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                                | 6.3%   | 25.9%   | 47.5%   | 65.8%   | 85.5%   | 94.3%   | 97.5%    | 98.6%    |
| Treated and admitted to hospital                      | 1.6%   | 8.0%    | 21.1%   | 36.1%   | 59.4%   | 74.2%   | 83.1%    | 88.0%    |
| Patient left without, or before completing, treatment | 43.0%  | 64.6%   | 79.3%   | 87.9%   | 97.2%   | 99.4%   | 99.7%    | 99.9%    |
| Transferred to another hospital                       | 23.4%  | 29.8%   | 31.9%   | 36.2%   | 57.4%   | 72.3%   | 87.2%    | 91.5%    |
| All presentations                                     | 10.5%  | 27.4%   | 46.0%   | 62.2%   | 81.2%   | 90.4%   | 94.5%    | 96.4%    |

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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## The Children's Hospital at Westmead: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2017

All presentations at the emergency department:<sup>1</sup> 16,348 patients

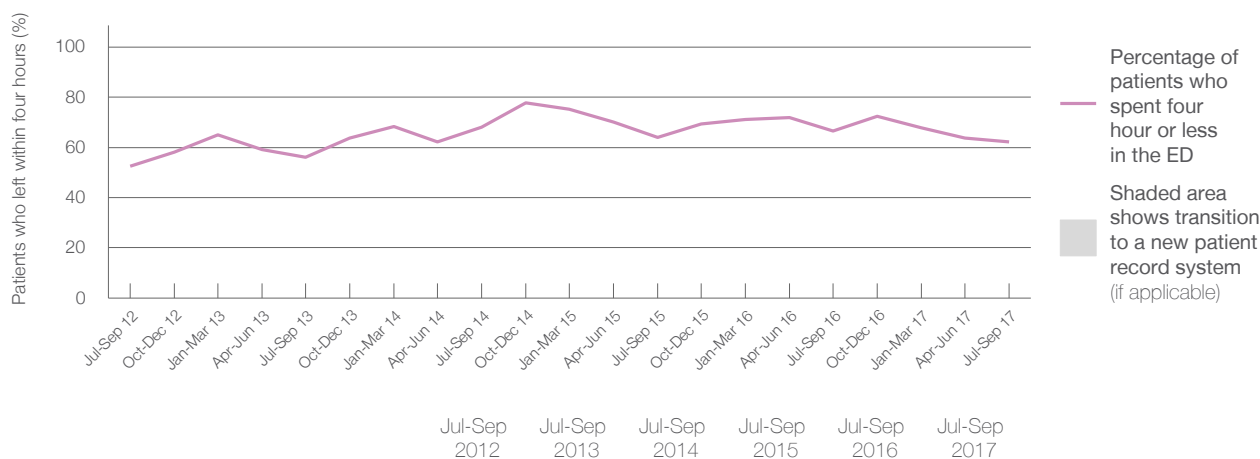
Presentations used to calculate time to leaving the ED:<sup>6</sup> 16,348 patients

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                 | 14,740                | 10.9%                     |
| Presentations used to calculate time to leaving the ED        | 14,740                | 10.9%                     |
| Percentage of patients who spent four hours or less in the ED | 66.4%                 |                           |

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



| Patients who left within four hours (%) | Jul-Sep 2012 | Jul-Sep 2013 | Jul-Sep 2014 | Jul-Sep 2015 | Jul-Sep 2016 | Jul-Sep 2017 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
|   | 52.6%        | 56.1%        | 68.0%        | 63.9%        | 66.4%        | 62.2%        |

\* 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, 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 17 October 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).