

## Young Health Service: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 2,254 patients  
Emergency attendances:<sup>2</sup> 1,961 patients

Same period last year	Change since one year ago
2,228	1%
1,971	-1%

## Young Health Service: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 130 patients

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 715 patients

Median time to start treatment<sup>4</sup> 10 minutes  
95th percentile time to start treatment<sup>5</sup> 49 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 897 patients

Median time to start treatment<sup>4</sup> 11 minutes  
95th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 219 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
182	
0 minutes	8 minutes
5 minutes	35 minutes
765	
5 minutes	20 minutes
30 minutes	99 minutes
886	
10 minutes	26 minutes
60 minutes	137 minutes
132	
5 minutes	23 minutes
41 minutes	135 minutes

## Young Health Service: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,254 patients

Percentage of patients who left the ED within four hours 97%

Same period last year	Change since one year ago
2,228	1%
95%	

\* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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.

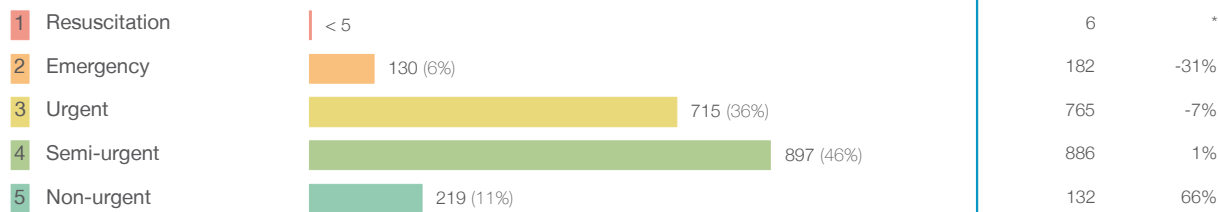
**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Young Health Service: Patients attending the emergency department

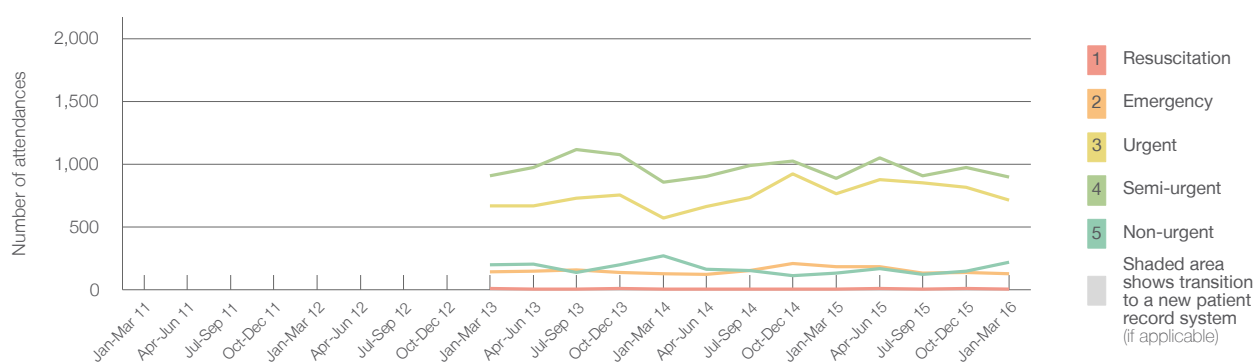
January to March 2016

All attendances:<sup>1</sup> 2,254 patients

Emergency attendances<sup>2</sup> by triage category: 1,961 patients



Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>†§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation			7	5	6	< 5
Emergency			140	126	182	130
Urgent			667	571	765	715
Semi-urgent			907	857	886	897
Non-urgent			199	268	132	219
All emergency attendances			1,920	1,827	1,971	1,961

## Young Health Service: Patients arriving by ambulance

January to March 2016

ED Transfer of care time is not currently available for this hospital.<sup>7</sup>

(†) 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.

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## Young Health Service: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 130

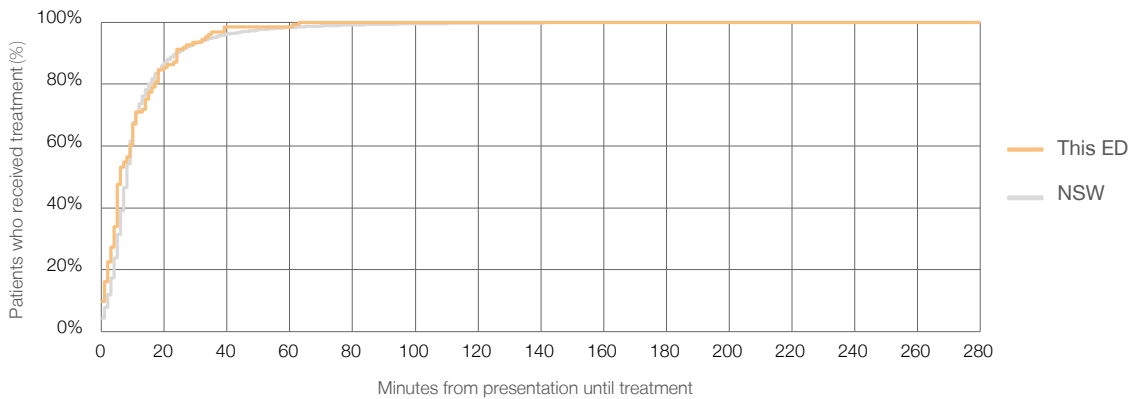
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 124

Median time to start treatment<sup>4</sup> 6 minutes

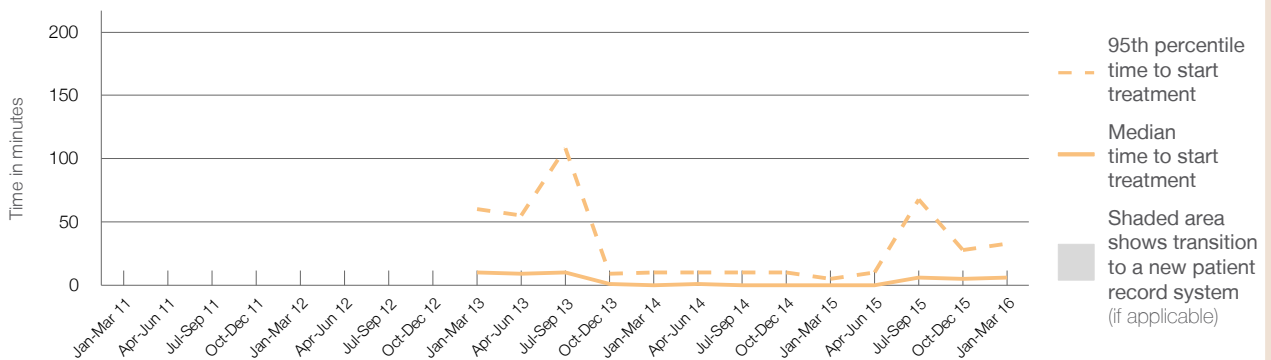
95th percentile time to start treatment<sup>5</sup> 33 minutes

Same period last year	NSW (this period)
182	182
0 minutes	8 minutes
5 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			10	0	0	6
95th percentile time to start treatment <sup>5</sup> (minutes)			60	10	5	33

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## Young Health Service: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 715

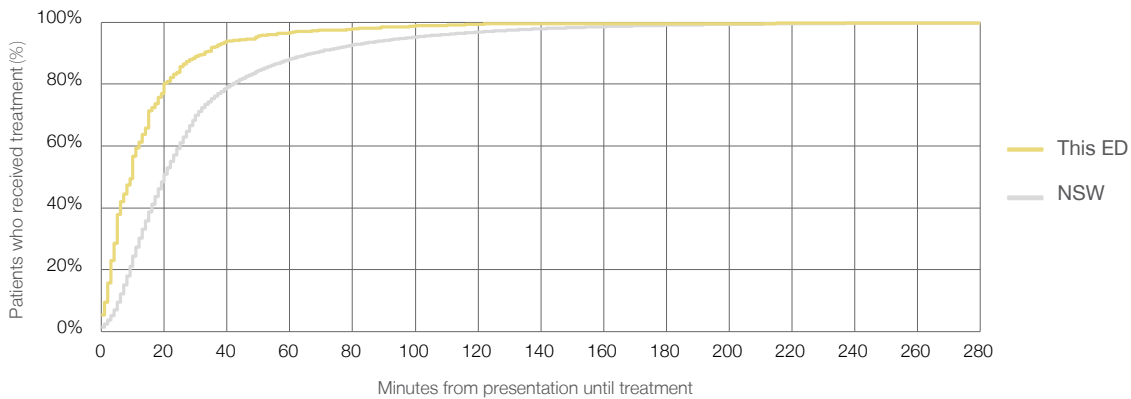
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 685

Median time to start treatment<sup>4</sup> 10 minutes

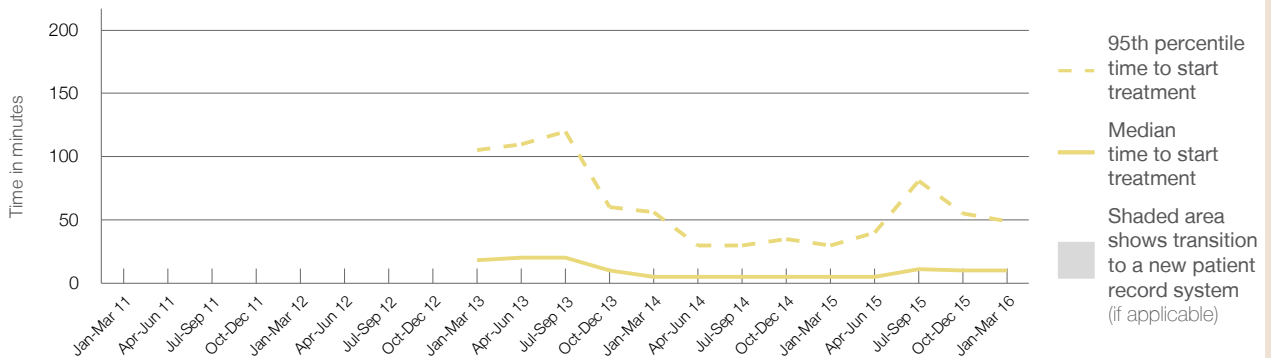
95th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
765	
751	
5 minutes	20 minutes
30 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			18	5	5	10
95th percentile time to start treatment <sup>5</sup> (minutes)			105	56	30	49

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## Young Health Service: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 897

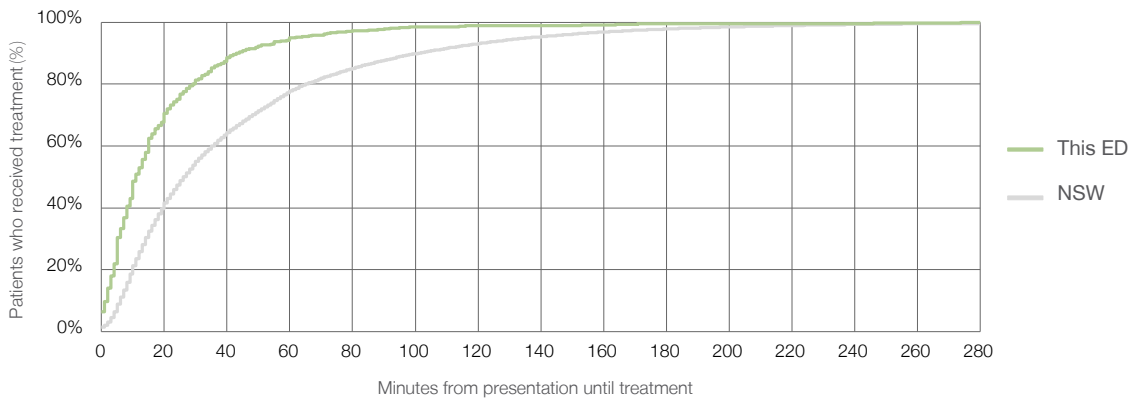
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 836

Median time to start treatment<sup>4</sup>  11 minutes

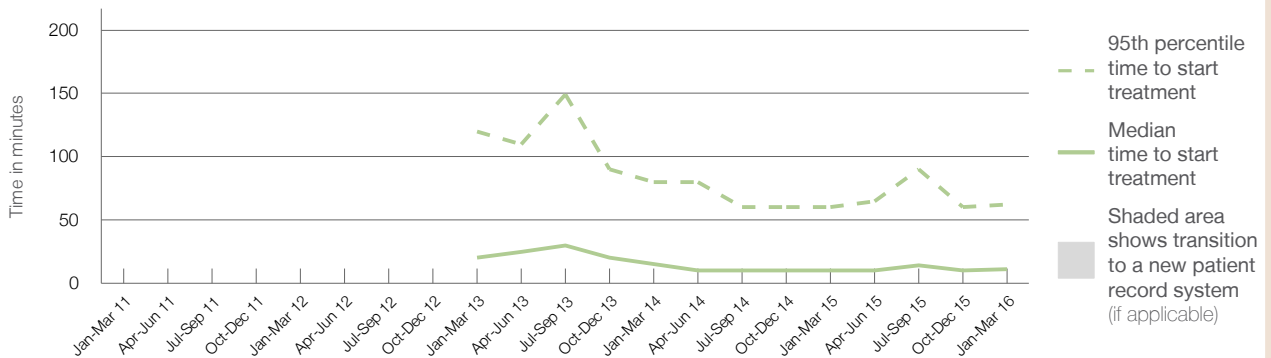
95th percentile time to start treatment<sup>5</sup>  62 minutes

Same period last year	NSW (this period)
886	
861	
10 minutes	26 minutes
60 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			20	15	10	11
95th percentile time to start treatment <sup>5</sup> (minutes)			120	80	60	62

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## Young Health Service: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 219

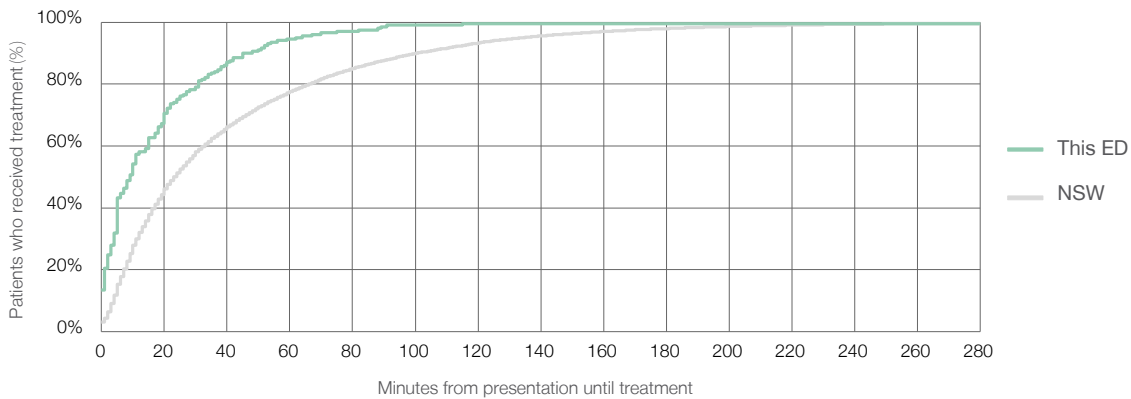
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 201

Median time to start treatment<sup>4</sup> 9 minutes

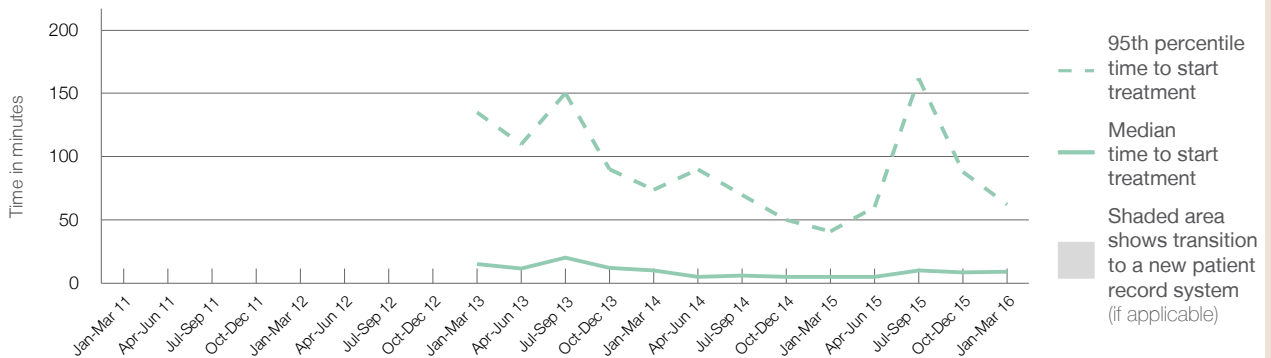
95th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
132	
128	
5 minutes	23 minutes
41 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡§</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)			15	10	5	9
95th percentile time to start treatment <sup>5</sup> (minutes)			135	74	41	62

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## Young Health Service: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 2,254 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,254 patients

Median time to leaving the ED<sup>8</sup>

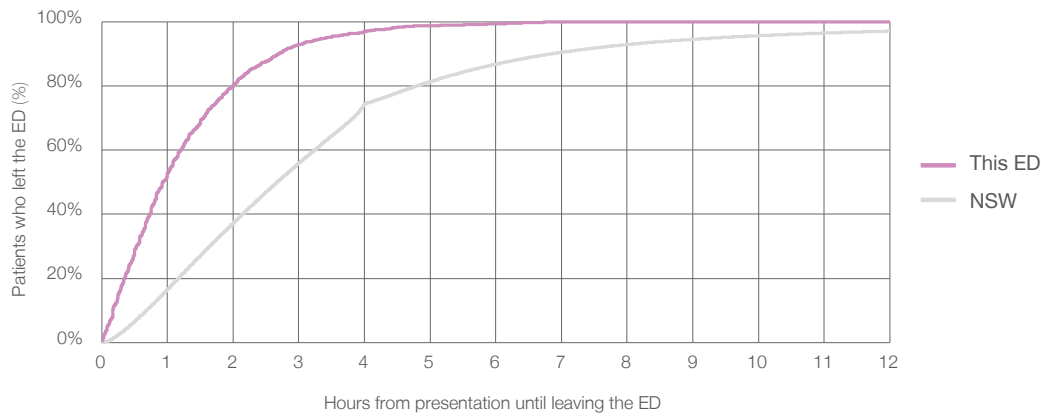
0 hours and 56 minutes

95th percentile time to leaving the ED<sup>9</sup>

3 hours and 26 minutes

Same period last year	NSW (this period)
2,228	2,228
1 hours and 15 minutes	2 hours and 40 minutes
4 hours and 0 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 15m	1h 10m	1h 15m	0h 56m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			5h 10m	4h 10m	4h 0m	3h 26m

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## Young Health Service: Time from presentation until leaving the ED

### By mode of separation

January to March 2016

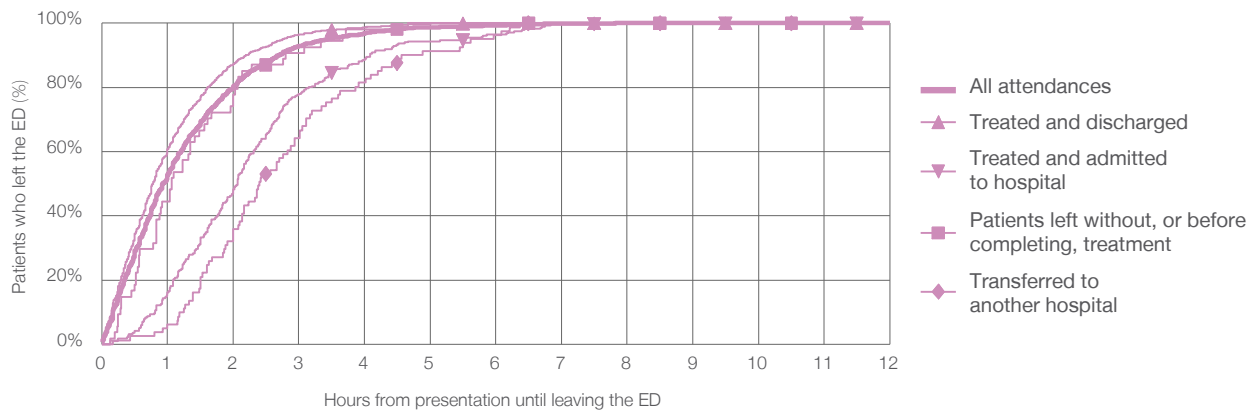
All attendances:<sup>1</sup> 2,254 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,254 patients

Treated and discharged	1,828 (81%)
Treated and admitted to hospital	286 (13%)
Patient left without, or before completing, treatment	54 (2%)
Transferred to another hospital	81 (4%)
Other	5 (0%)

Same period last year	Change since one year ago
2,228	1%
1,809	1%
263	9%
68	-21%
88	-8%
0	B

Percentage of patients who left the ED by time and mode of separation, January to March 2016<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	61%	87%	97%	99%	100%	100%	100%	100%
Treated and admitted to hospital	16%	48%	78%	89%	97%	100%	100%	100%
Patient left without, or before completing, treatment	44%	78%	91%	98%	100%	100%	100%	100%
Transferred to another hospital	6%	36%	64%	81%	96%	100%	100%	100%
All attendances	53%	80%	93%	97%	99%	100%	100%	100%

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## Young Health Service: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: <sup>1</sup> 2,254 patients

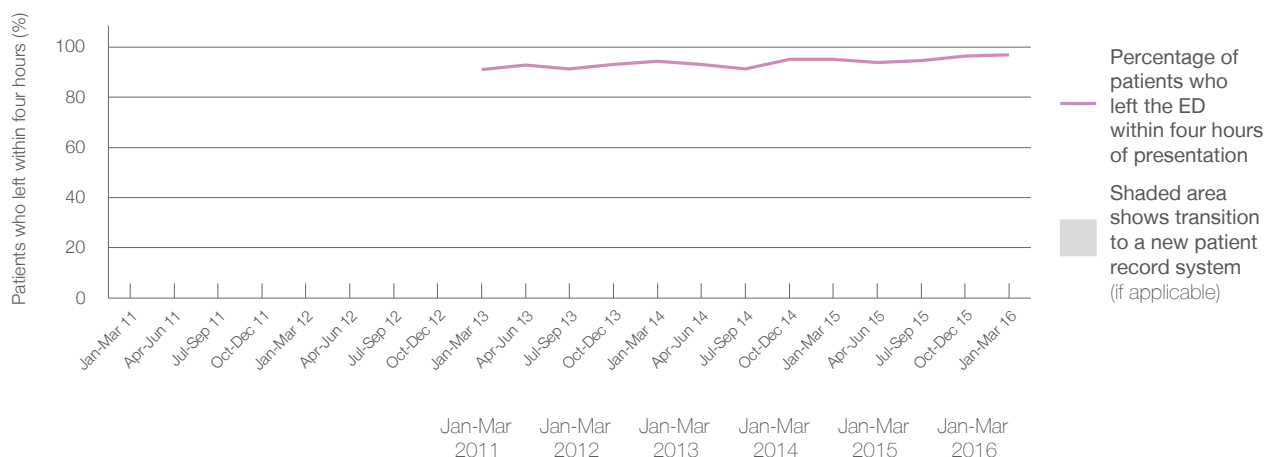
Attendances used to calculate time to leaving the ED: <sup>6</sup> 2,254 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances: <sup>1</sup> 2,254 patients	2,228	1%
Attendances used to calculate time to leaving the ED: <sup>6</sup> 2,254 patients	2,228	1%
Percentage of patients who left the ED within four hours	95%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 <sup>†‡§</sup>



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	91%	94%	94%	95%	95%	97%

\* 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*.

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- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).