

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

Royal North Shore Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 21,227 patients

Emergency presentations:² 21,151 patients

Same period last year	Change since one year ago
20,329	4.4%
20,245	4.5%

Royal North Shore Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 4,404 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): 6,005 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,420 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,877 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
4,275	
7 minutes	8 minutes
17 minutes	26 minutes
5,823	
19 minutes	20 minutes
51 minutes	69 minutes
7,472	
29 minutes	26 minutes
85 minutes	101 minutes
2,293	
32 minutes	23 minutes
105 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 21,227 patients

Percentage of patients who spent four hours or less in the ED 63.8%

Same period last year	Change since one year ago
20,329	4.4%
63.1%	

* 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.

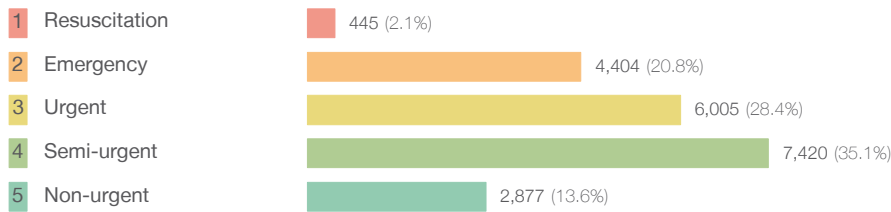
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

Royal North Shore Hospital: Patients presenting to the emergency department January to March 2017

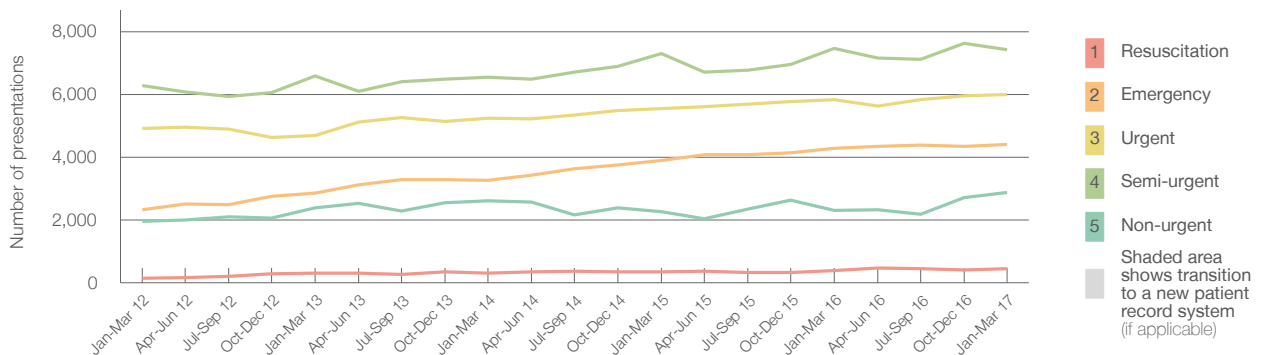
All presentations:¹ 21,227 patients

Emergency presentations² by triage category: 21,151 patients



Same period last year	Change since one year ago
20,329	4.4%
20,245	4.5%
382	16.5%
4,275	3.0%
5,823	3.1%
7,472	-0.7%
2,293	25.5%

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	136	311	305	339	382	445
Emergency	2,330	2,854	3,252	3,892	4,275	4,404
Urgent	4,914	4,682	5,231	5,537	5,823	6,005
Semi-urgent	6,289	6,582	6,538	7,293	7,472	7,420
Non-urgent	1,963	2,394	2,601	2,264	2,293	2,877
All emergency presentations	15,632	16,823	17,927	19,325	20,245	21,151

Royal North Shore Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 4,618 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,260	
15 minutes	-1 minute
35 minutes	2 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.

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

Royal North Shore Hospital: 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: 4,404

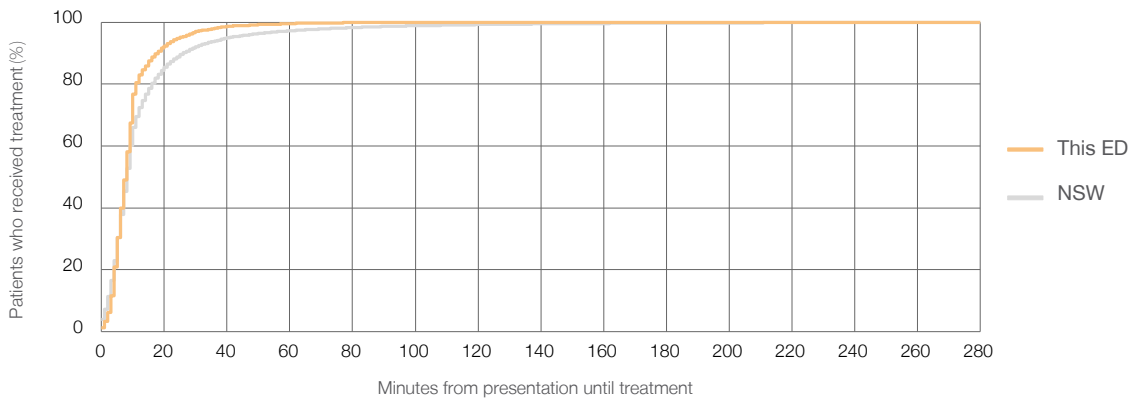
Number of triage 2 patients used to calculate waiting time:³ 4,386

Median time to start treatment⁴ 8 minutes

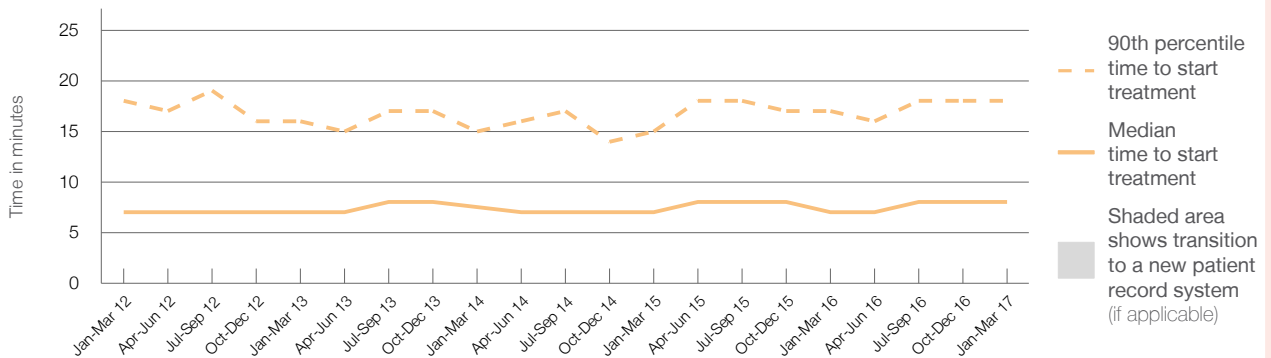
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
4,275	
4,261	
7 minutes	8 minutes
17 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)	7	7	8	7	7	8
90th percentile time to start treatment ⁵ (minutes)	18	16	15	15	17	18

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

Royal North Shore Hospital: 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: 6,005

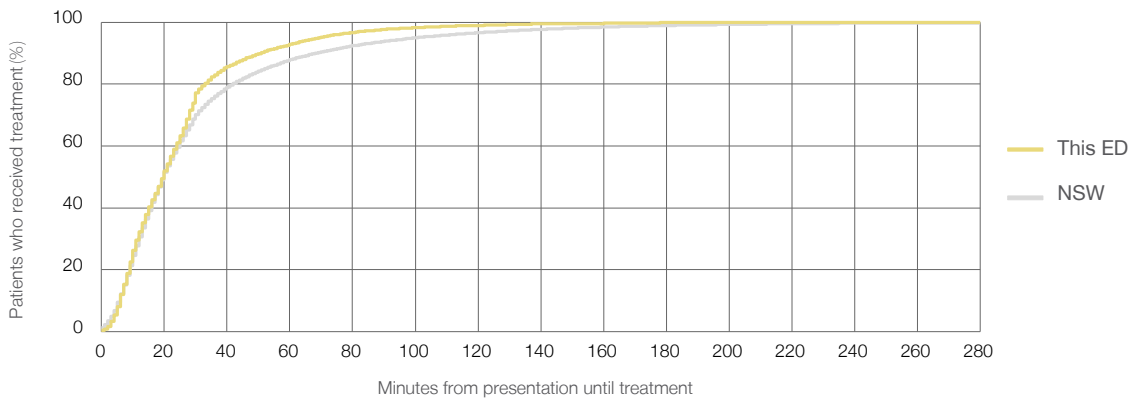
Number of triage 3 patients used to calculate waiting time:³ 5,931

Median time to start treatment⁴ 20 minutes

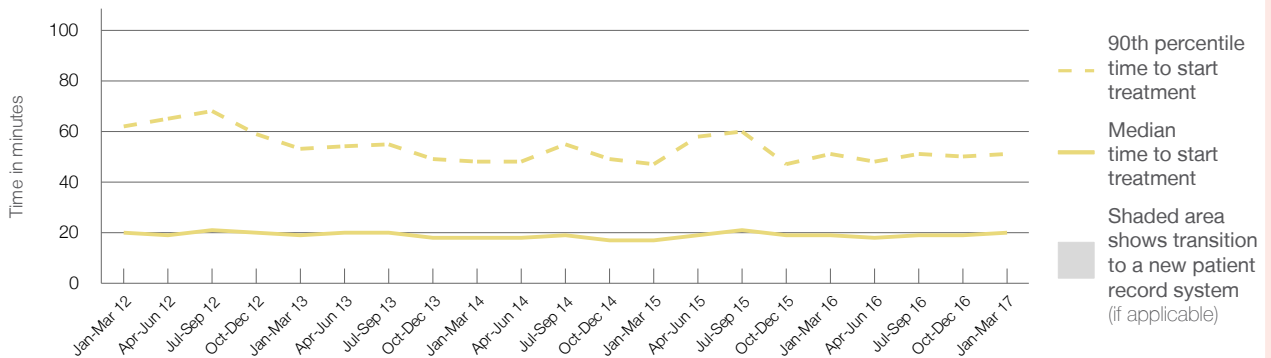
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
5,823	
5,748	
19 minutes	20 minutes
51 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)	20	19	18	17	19	20
90th percentile time to start treatment ⁵ (minutes)	62	53	48	47	51	51

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

Royal North Shore Hospital: 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: 7,420

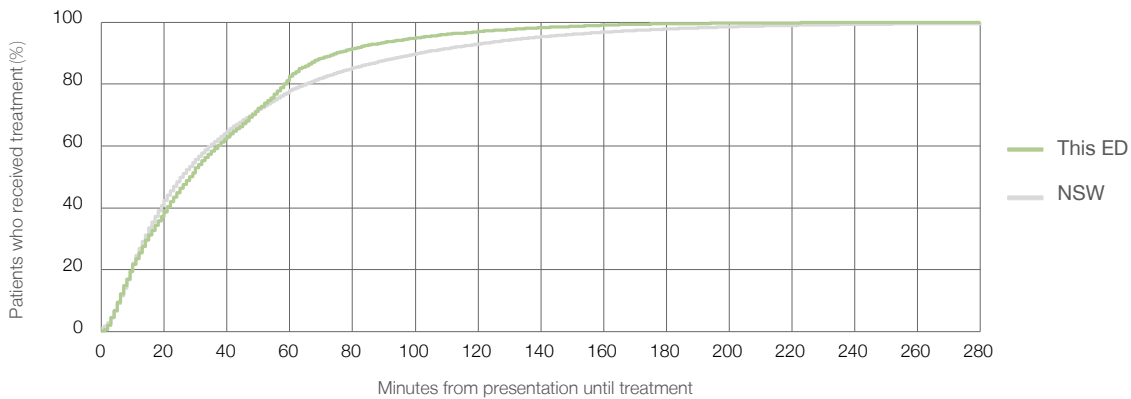
Number of triage 4 patients used to calculate waiting time:³ 7,144

Median time to start treatment⁴ 28 minutes

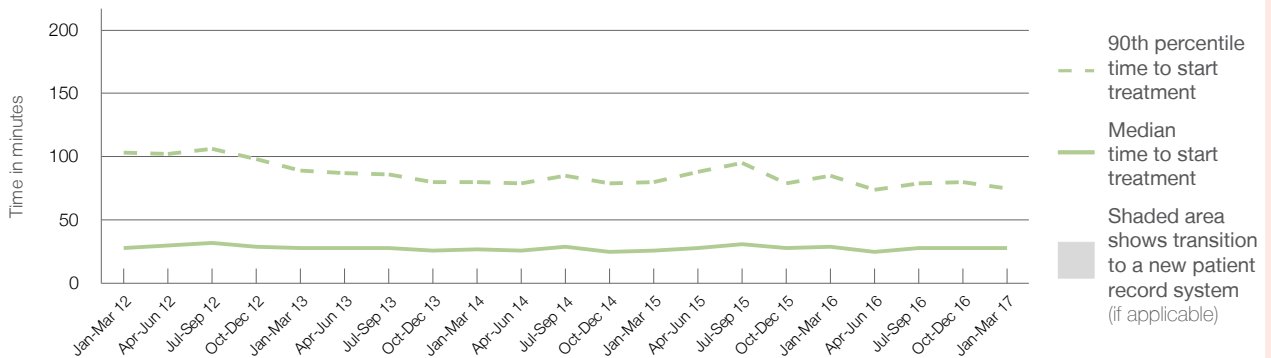
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
7,472	
7,214	
29 minutes	26 minutes
85 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)	28	28	27	26	29	28
90th percentile time to start treatment ⁵ (minutes)	103	89	80	80	85	75

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

Royal North Shore Hospital: 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: 2,877

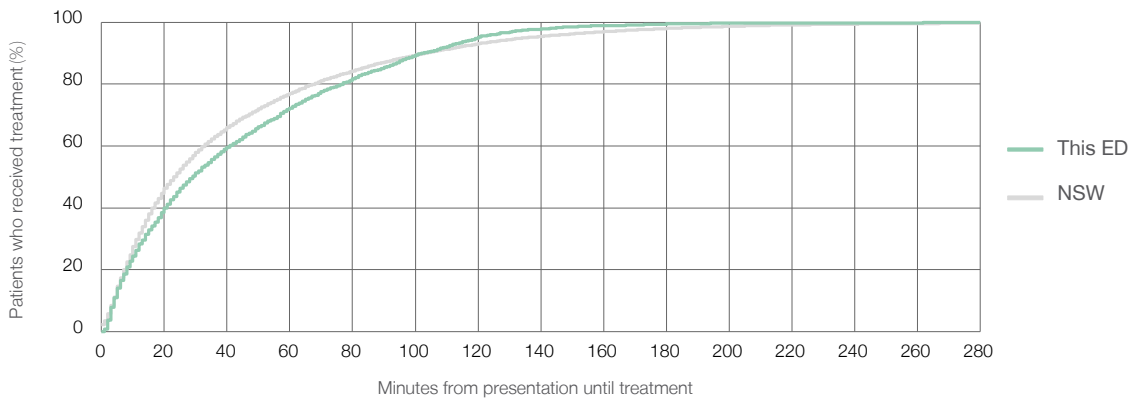
Number of triage 5 patients used to calculate waiting time:³ 2,606

Median time to start treatment⁴ 29 minutes

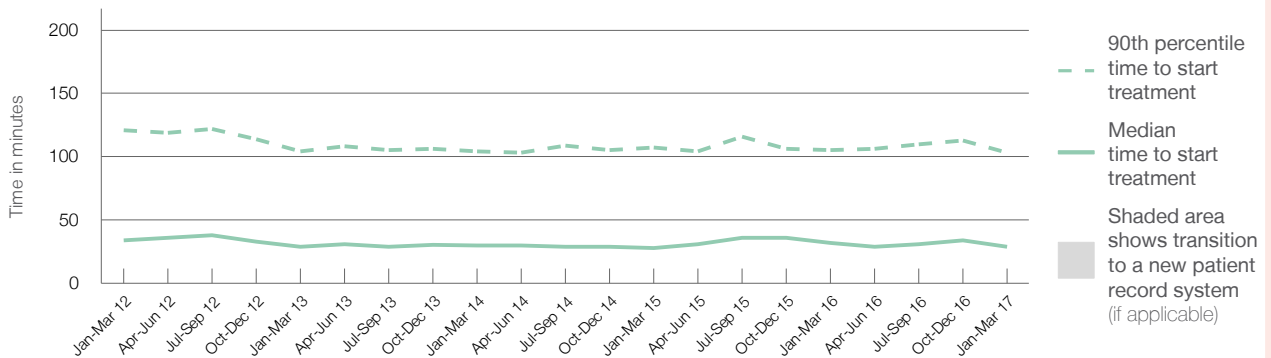
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
2,293	
2,064	
32 minutes	23 minutes
105 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)	34	29	30	28	32	29
90th percentile time to start treatment ⁵ (minutes)	121	104	104	107	105	103

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

Royal North Shore Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 21,227 patients

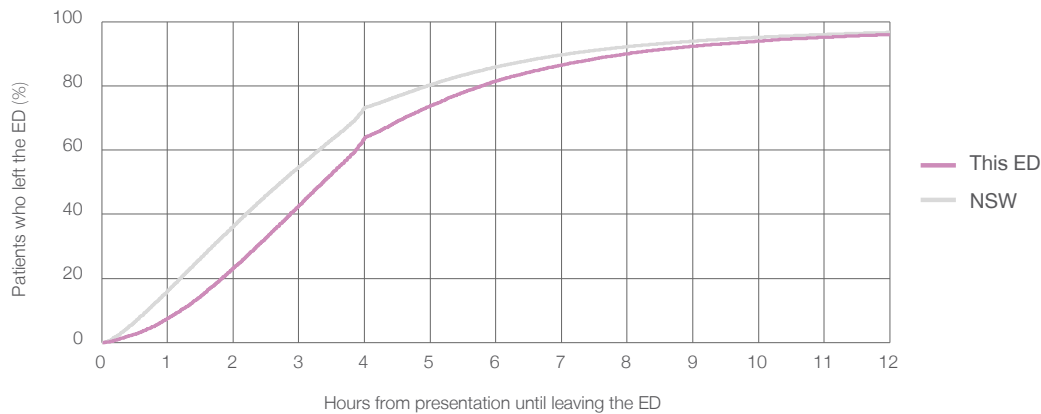
Presentations used to calculate time to leaving the ED:⁶ 21,227 patients

Median time spent in the ED⁸ 3 hours and 22 minutes

90th percentile time spent in the ED⁹ 8 hours and 0 minutes

Same period last year	NSW (this period)
20,329	20,329
3 hours and 25 minutes	2 hours and 44 minutes
7 hours and 33 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)	3h 46m	3h 16m	3h 10m	3h 8m	3h 25m	3h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 17m	7h 20m	6h 36m	7h 9m	7h 33m	8h 0m

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Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

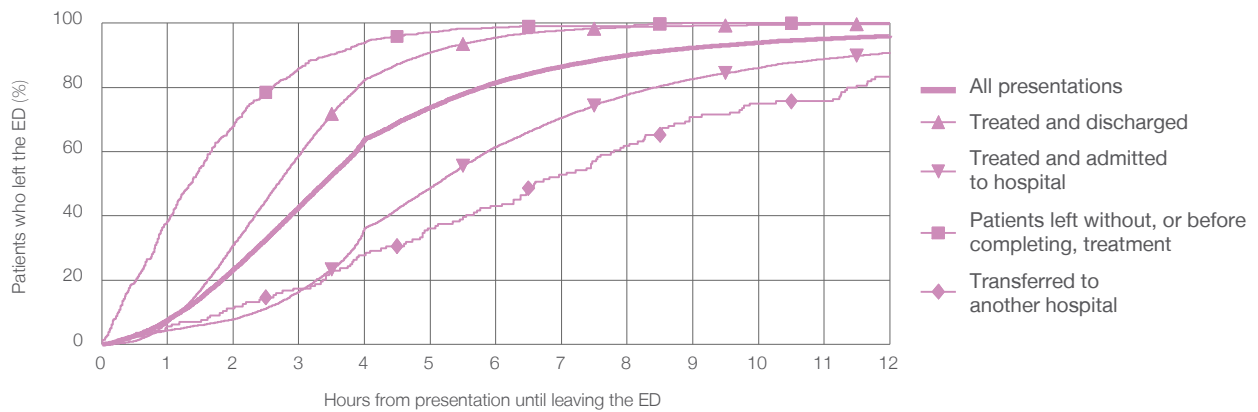
All presentations:¹ 21,227 patients

Presentations used to calculate time to leaving the ED:⁶ 21,227 patients

Treated and discharged	11,567 (54.5%)
Treated and admitted to hospital	8,588 (40.5%)
Patient left without, or before completing, treatment	614 (2.9%)
Transferred to another hospital	144 (0.7%)
Other	314 (1.5%)

Same period last year	Change since one year ago
20,329	4.4%
11,575	-0.1%
7,825	9.8%
532	15.4%
156	-7.7%
241	30.3%

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	6.8%	30.9%	58.9%	82.3%	95.5%	98.8%	99.5%	99.7%
Treated and admitted to hospital	4.3%	7.8%	16.4%	36.0%	61.5%	77.7%	86.1%	90.8%
Patient left without, or before completing, treatment	38.3%	68.1%	86.0%	94.0%	98.7%	99.2%	100%	100%
Transferred to another hospital	5.6%	11.1%	17.4%	27.8%	43.1%	61.8%	75.0%	83.3%
All presentations	7.6%	23.3%	42.7%	63.8%	81.5%	90.0%	93.9%	96.0%

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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

January to March 2017

All presentations at the emergency department:¹ 21,227 patients

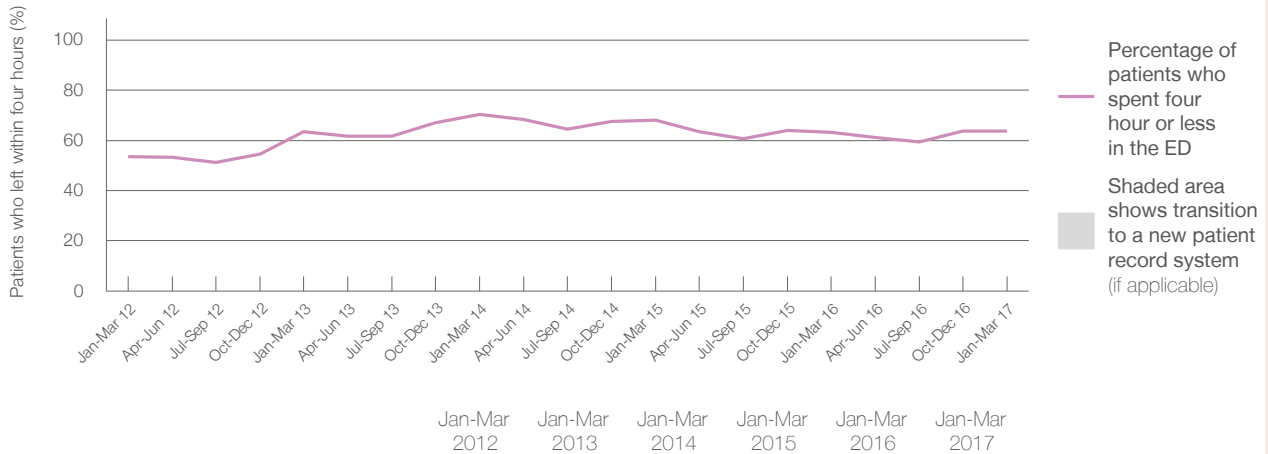
Presentations used to calculate time to leaving the ED:⁶ 21,227 patients

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	20,329	4.4%
Presentations used to calculate time to leaving the ED: ⁶	20,329	4.4%
Percentage of patients who spent four hours or less in the ED	63.1%	

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
	53.5%	63.5%	70.2%	68.0%	63.1%	63.8%

* 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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- 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).