

Healthcare Quarterly

Emergency department

Performance Profiles

July to September 2018

New South Wales: Emergency department (ED) overview

July to September 2018

All presentations:¹ 717,741 patients

Emergency presentations:² 694,051 patients

Same period last year	Change since one year ago
741,581	-3%
717,245	-3%

New South Wales: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 93,520 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 249,961 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 282,461 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 62,960 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 103 minutes

Same period last year
8 minutes
29 minutes
22 minutes
83 minutes
29 minutes
120 minutes
24 minutes
114 minutes

New South Wales: Time patients spent in the ED

July to September 2018

Presentations used to calculate time to leaving the ED:⁶ 717,645 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year
69%

- 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, January to March 2018*.
- 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.

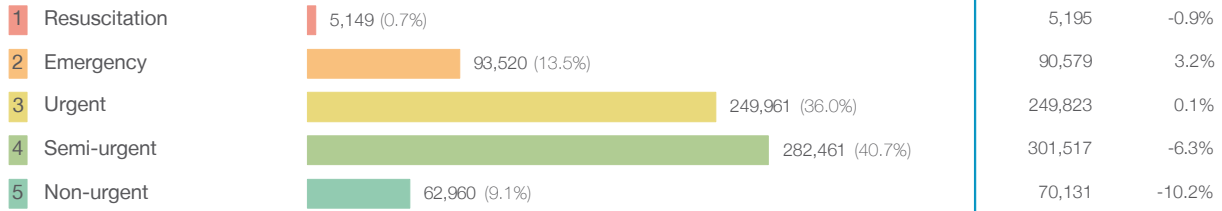
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

New South Wales: Patients presenting to the emergency department

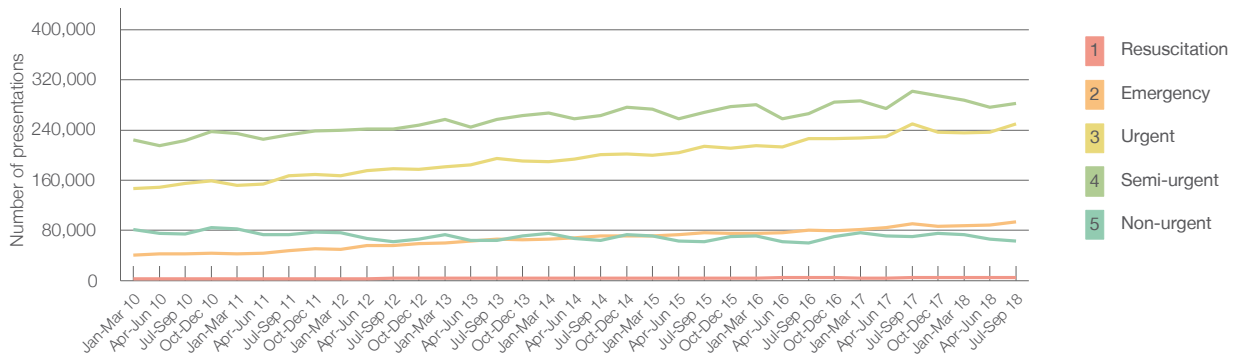
July to September 2018

All presentations:¹ 717,741 patients

Emergency presentations² by triage category: 694,051 patients



Emergency presentations² by quarter, January 2010 to September 2018



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	3,083	3,298	3,644	4,072	4,316	4,443	4,698	5,195	5,149
Emergency	42,921	47,925	56,031	65,660	70,887	76,166	80,845	90,579	93,520
Urgent	155,337	167,220	178,082	194,904	201,289	214,239	225,976	249,823	249,961
Semi-urgent	222,774	231,952	241,958	256,967	263,269	267,860	266,236	301,517	282,461
Non-urgent	74,549	72,813	62,112	63,834	63,707	62,404	59,969	70,131	62,960
All emergency presentations	498,664	523,208	541,827	585,437	603,468	625,112	637,724	717,245	694,051

New South Wales: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 147,153 patients

ED Transfer of care time



New South Wales: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 93,520

Number of triage 2 patients used to calculate waiting time:³ 92,362

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 28 minutes

Same period last year

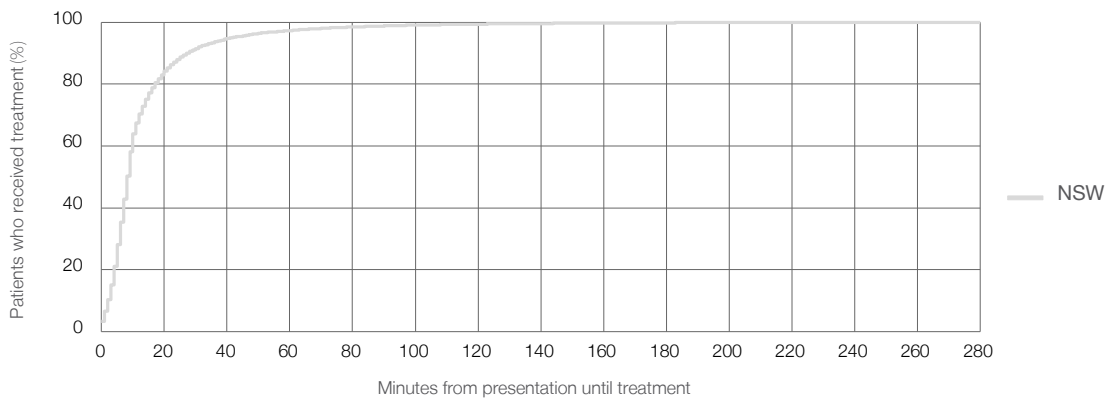
90,579

89,489

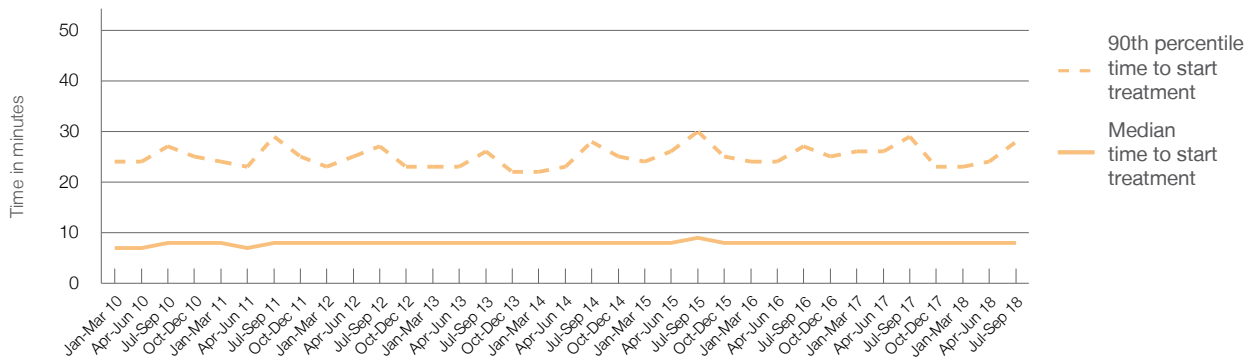
8 minutes

29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	8	8	8	8	8	9	8	8	8
90th percentile time to start treatment ⁵ (minutes)	27	29	27	26	28	30	27	29	28

New South Wales: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 249,961

Number of triage 3 patients used to calculate waiting time:³ 243,705

Median time to start treatment⁴ 21 minutes

90th percentile time to start treatment⁵ 72 minutes

Same period last year

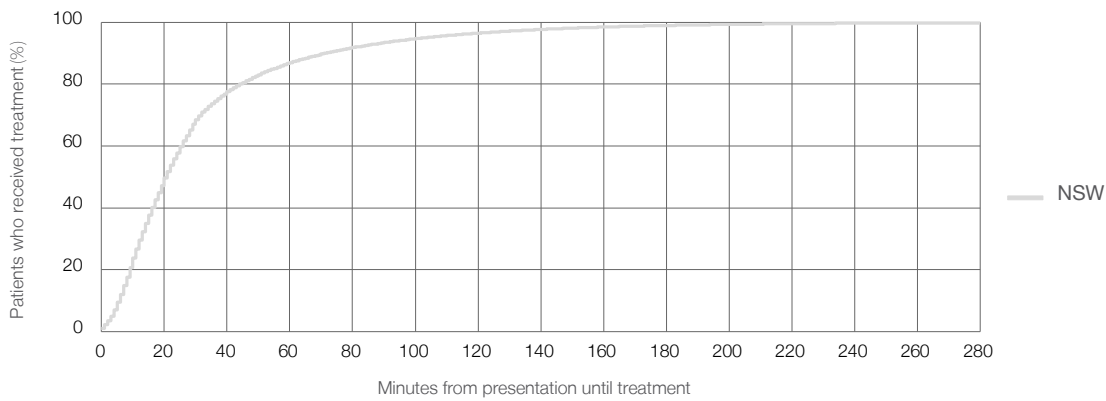
249,823

242,142

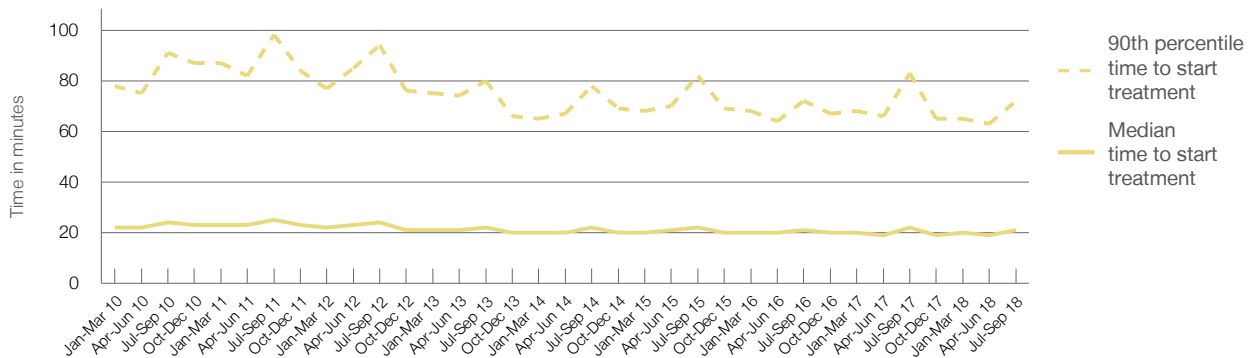
22 minutes

83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	24	25	24	22	22	22	21	22	21
90th percentile time to start treatment ⁵ (minutes)	91	98	94	80	78	82	72	83	72

New South Wales: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 282,461

Number of triage 4 patients used to calculate waiting time:³ 261,390

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 105 minutes

Same period last year

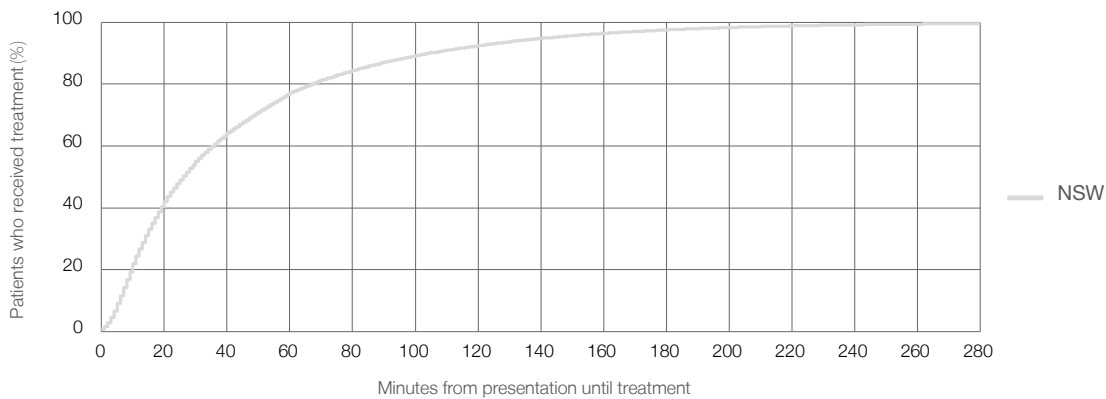
301,517

275,349

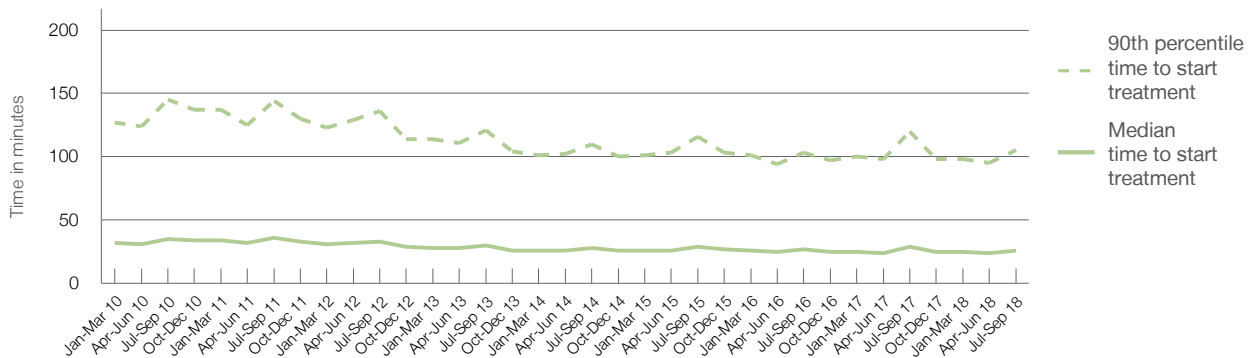
29 minutes

120 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	35	36	33	30	28	29	27	29	26
90th percentile time to start treatment ⁵ (minutes)	145	144	136	121	110	116	103	120	105

New South Wales: Time patients waited to start treatment, triage 5

July to September 2018

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

Number of triage 5 patients: 62,960

Number of triage 5 patients used to calculate waiting time:³ 53,649

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 103 minutes

Same period last year

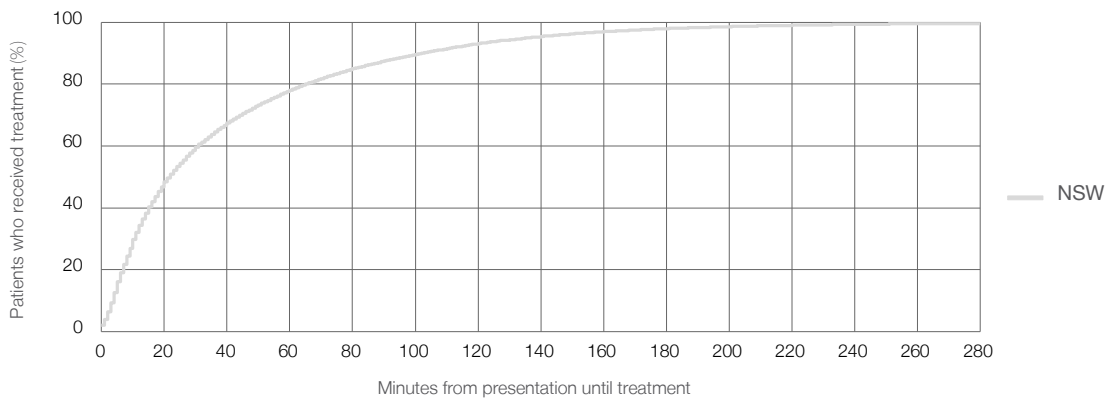
70,131

59,130

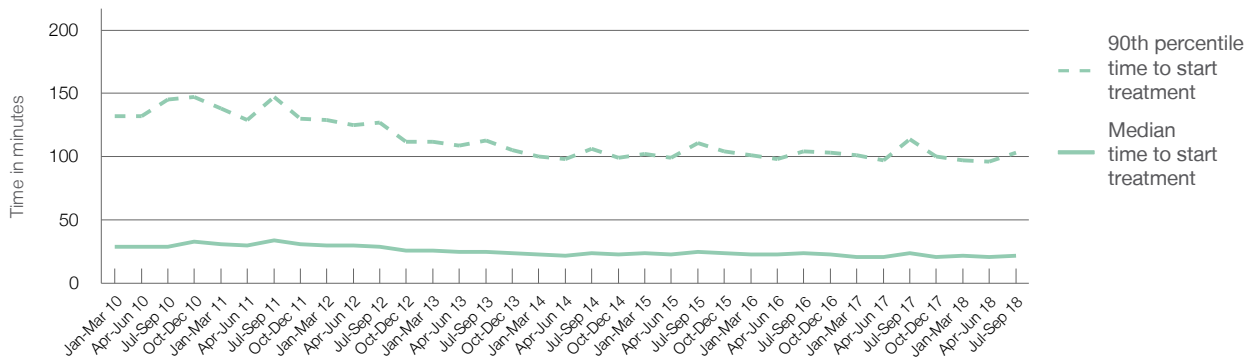
24 minutes

114 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	29	34	29	25	24	25	24	24	22
90th percentile time to start treatment ⁵ (minutes)	145	147	127	113	106	111	104	114	103

New South Wales: Time patients spent in the ED

July to September 2018

All presentations:¹ 717,741 patients

Presentations used to calculate time to leaving the ED:⁶ 717,645 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

90th percentile time spent in the ED⁹ 7 hours and 30 minutes

Same period last year

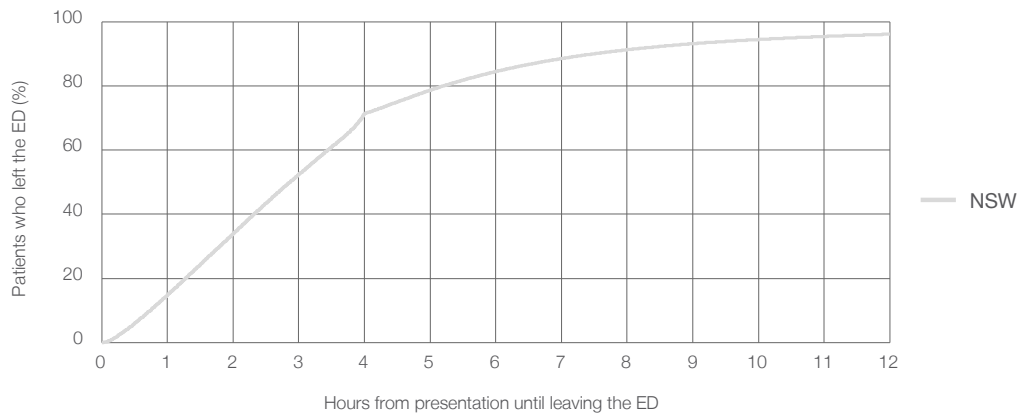
741,581

741,512

2 hours and 57 minutes

7 hours and 56 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{††}

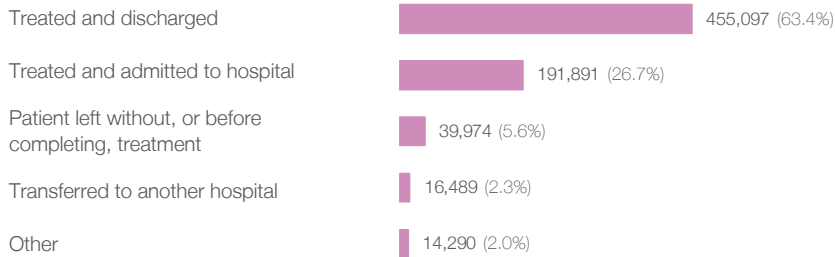


	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 18m	3h 22m	3h 20m	2h 57m	2h 49m	2h 52m	2h 49m	2h 57m	2h 52m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 41m	9h 53m	9h 49m	8h 17m	7h 52m	7h 53m	7h 28m	7h 56m	7h 30m

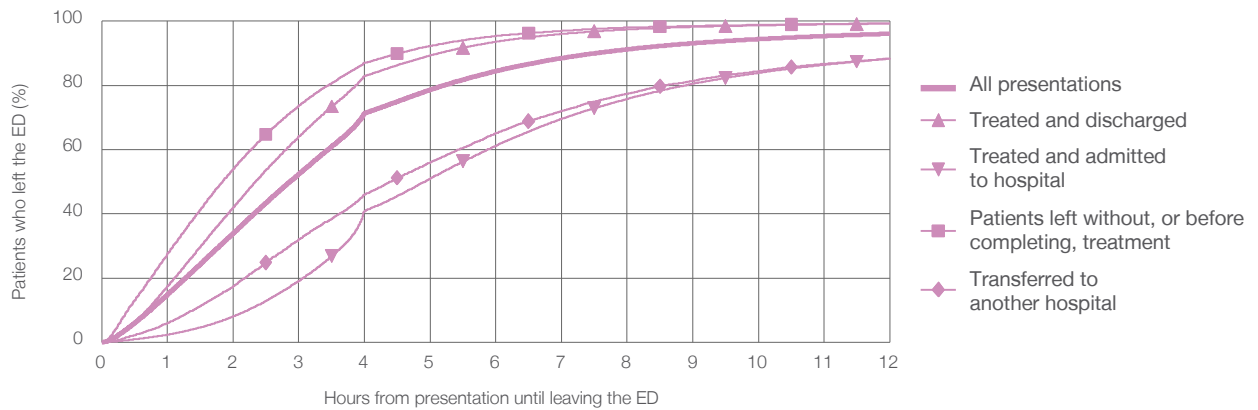
New South Wales: Time spent in the ED
By mode of separation
July to September 2018

All presentations:¹ 717,741 patients

Presentations used to calculate time spent in the ED:⁶ 717,645 patients



Percentage of patients who left the ED by time and mode of separation, July to September 2018



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	17.5%	42.1%	64.1%	83.0%	93.6%	97.4%	98.7%	99.3%
Treated and admitted to hospital	2.4%	8.1%	19.2%	40.9%	61.3%	75.8%	83.9%	88.4%
Patient left without, or before completing, treatment	27.6%	54.0%	73.8%	87.0%	95.4%	98.0%	98.9%	99.3%
Transferred to another hospital	6.0%	17.5%	32.1%	46.1%	65.1%	77.4%	84.5%	88.4%
All presentations	15.0%	34.0%	52.5%	71.4%	84.5%	91.3%	94.4%	96.1%

New South Wales: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: ¹ 717,741 patients

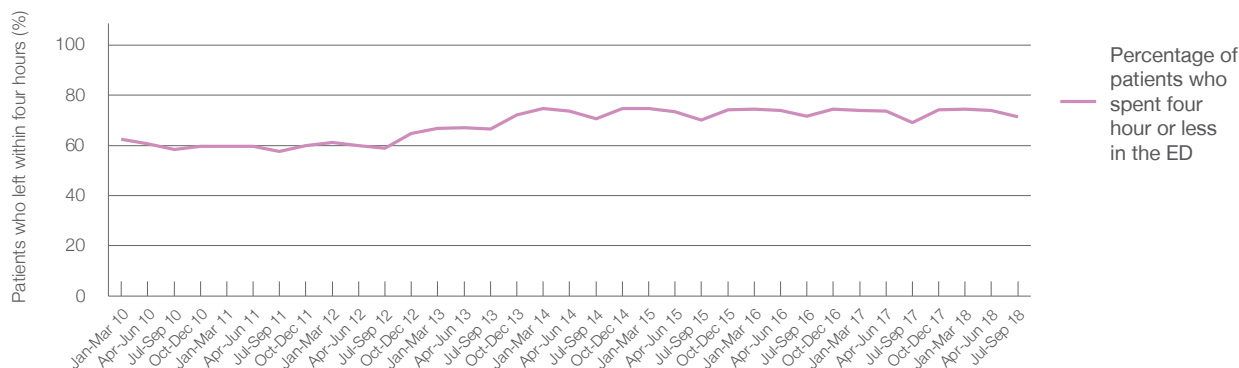
Presentations used to calculate time to leaving the ED: ⁶ 717,645 patients

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



Same period last year
741,581
741,512
69.1%

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Patients who spent four hours or less in the ED (%)	58.4%	57.5%	58.8%	66.6%	70.6%	70.1%	71.7%	69.1%	71.4%

* 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, January to March 2018*.
- 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.
- 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 16 October 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).