









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

January to March 2016

	Same period last year	Change since one year ago
All attendances: ¹ 13,955 patients	13,568	3%
Emergency attendances: ² 13,752 patients	13,326	3%

The Children's Hospital at Westmead: Time from presentation to treatment³

January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 428 patients	415	
Median time to start treatment ⁴ 	6 minutes	8 minutes
95th percentile time to start treatment ⁵ 	17 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,391 patients	3,052	
Median time to start treatment ⁴ 	21 minutes	20 minutes
95th percentile time to start treatment ⁵ 	80 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,699 patients	9,665	
Median time to start treatment ⁴ 	34 minutes	26 minutes
95th percentile time to start treatment ⁵ 	175 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 116 patients	114	
Median time to start treatment ⁴ 	43 minutes	23 minutes
95th percentile time to start treatment ⁵ 	154 minutes	135 minutes

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

January to March 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 13,955 patients	13,568	3%
Percentage of patients who left the ED within four hours 	75%	

* 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.

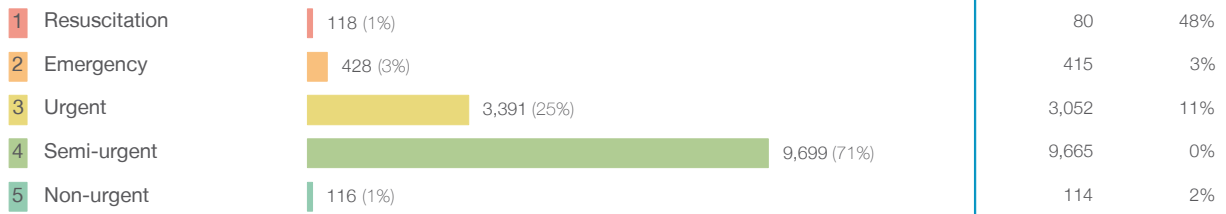
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

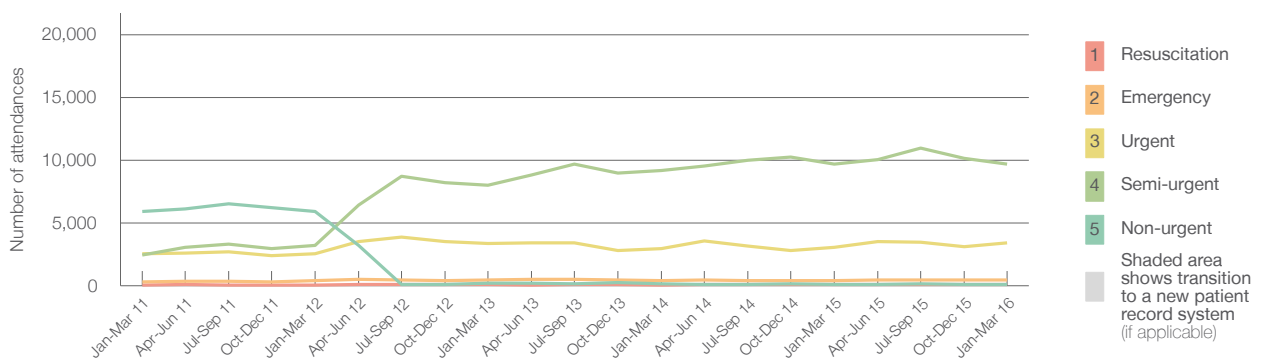
The Children's Hospital at Westmead: Patients attending the emergency department January to March 2016

All attendances:¹ 13,955 patients

Emergency attendances² by triage category: 13,752 patients



Emergency attendances² by quarter, January 2011 to March 2016^{†,‡,§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	58	69	72	61	80	118
Emergency	309	411	462	388	415	428
Urgent	2,523	2,550	3,380	2,926	3,052	3,391
Semi-urgent	2,461	3,231	8,005	9,196	9,665	9,699
Non-urgent	5,901	5,905	184	161	114	116
All emergency attendances	11,252	12,166	12,103	12,732	13,326	13,752

The Children's Hospital at Westmead: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 959 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

The Children's Hospital at Westmead: 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: 428

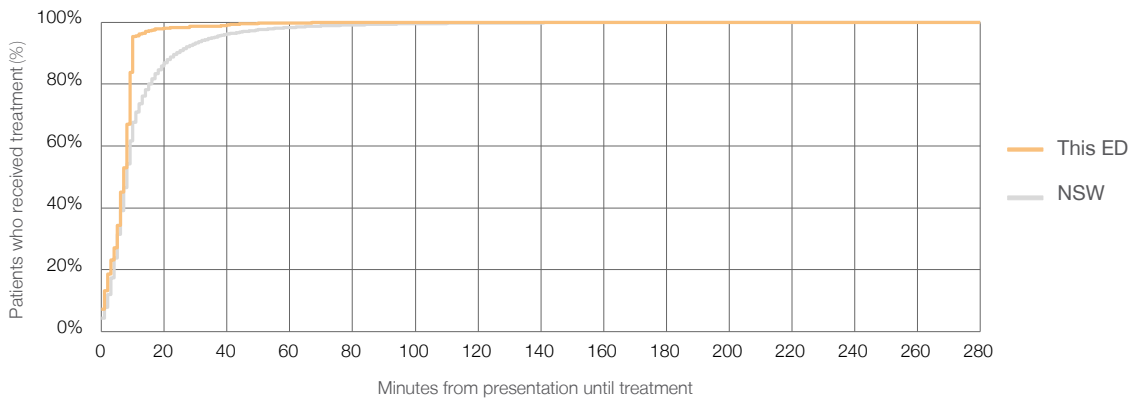
Number of triage 2 patients used to calculate waiting time:³ 428

Median time to start treatment⁴ 7 minutes

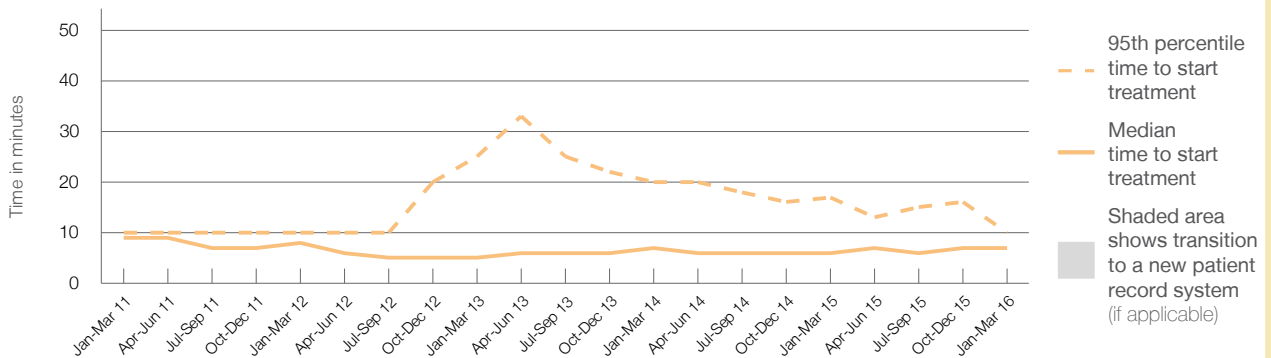
95th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
415	415
6 minutes	8 minutes
17 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	9	8	5	7	6	7
95th percentile time to start treatment ⁵ (minutes)	10	10	25	20	17	10

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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 from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 3,391

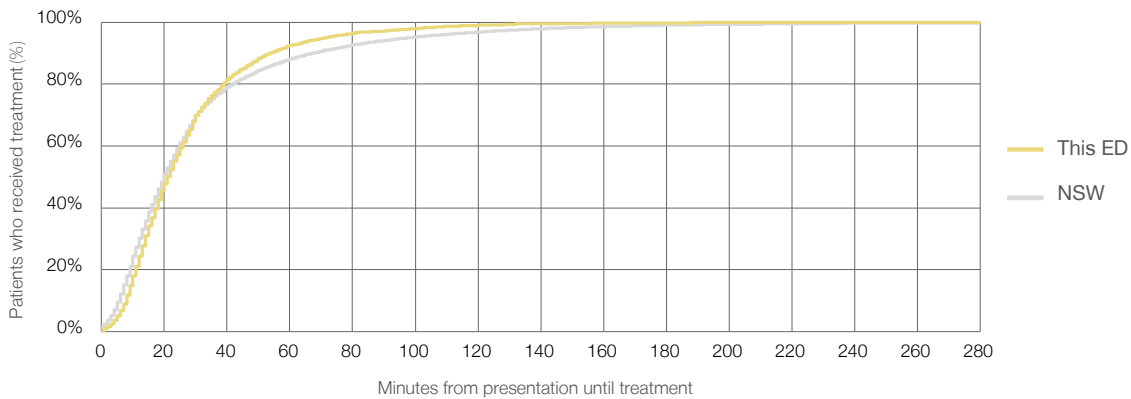
Number of triage 3 patients used to calculate waiting time:³ 3,385

Median time to start treatment⁴ 21 minutes

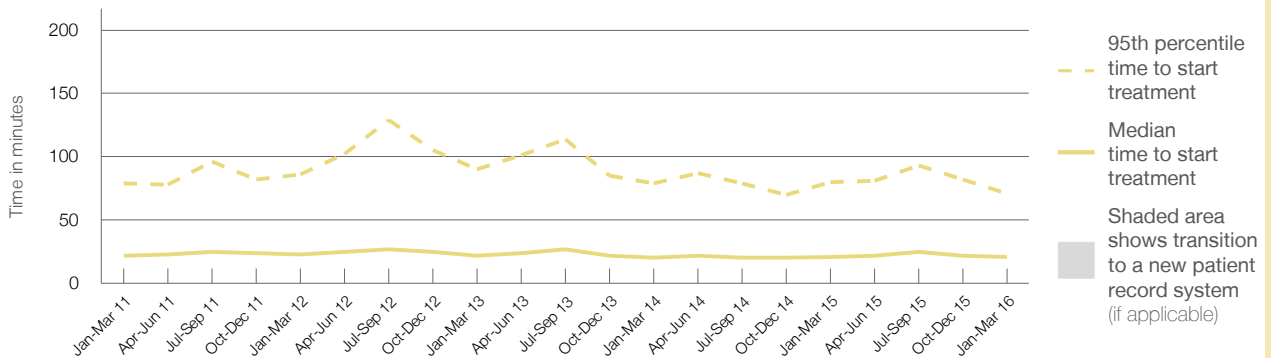
95th percentile time to start treatment⁵ 71 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	3,052	3,052
Median time to start treatment ⁴	21 minutes	20 minutes
95th percentile time to start treatment ⁵	80 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	22	23	22	20	21	21
95th percentile time to start treatment ⁵ (minutes)	79	86	90	79	80	71

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The Children's Hospital at Westmead: 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: 9,699

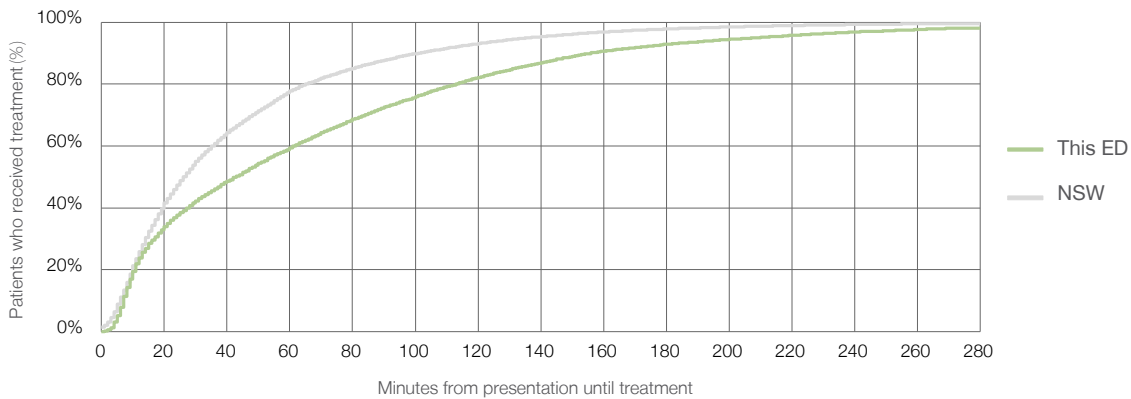
Number of triage 4 patients used to calculate waiting time:³ 8,350

Median time to start treatment⁴ 43 minutes

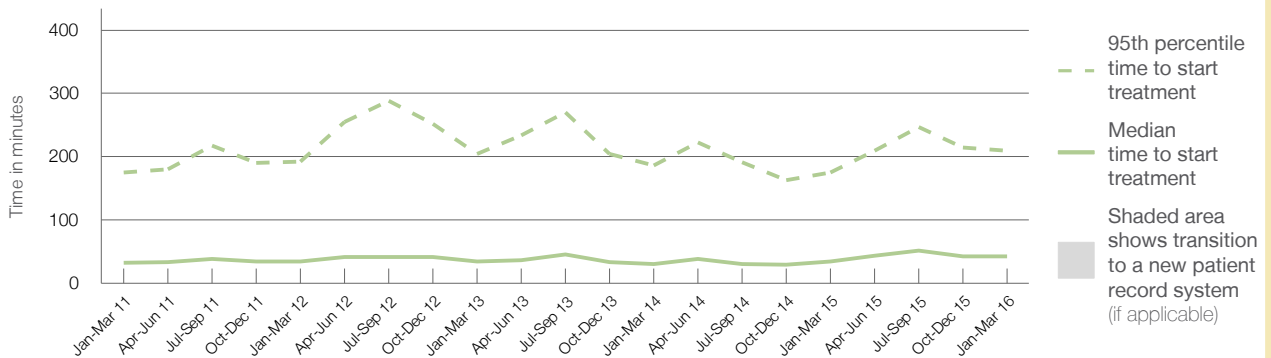
95th percentile time to start treatment⁵ 209 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	9,665	
Number of triage 4 patients used to calculate waiting time ³	8,604	
Median time to start treatment ⁴	34 minutes	26 minutes
95th percentile time to start treatment ⁵	175 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	32	34	34	30	34	43
95th percentile time to start treatment ⁵ (minutes)	175	192	204	186	175	209

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The Children's Hospital at Westmead: 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: 116

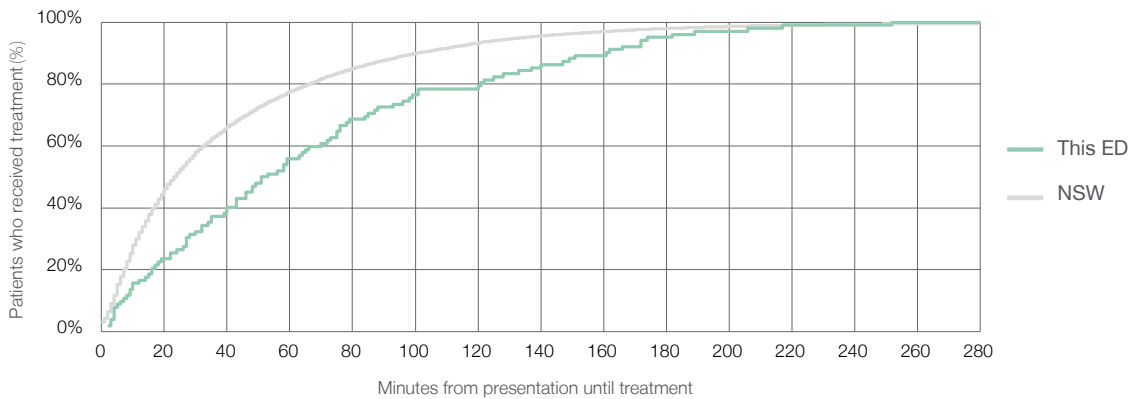
Number of triage 5 patients used to calculate waiting time:³ 102

Median time to start treatment⁴ 52 minutes

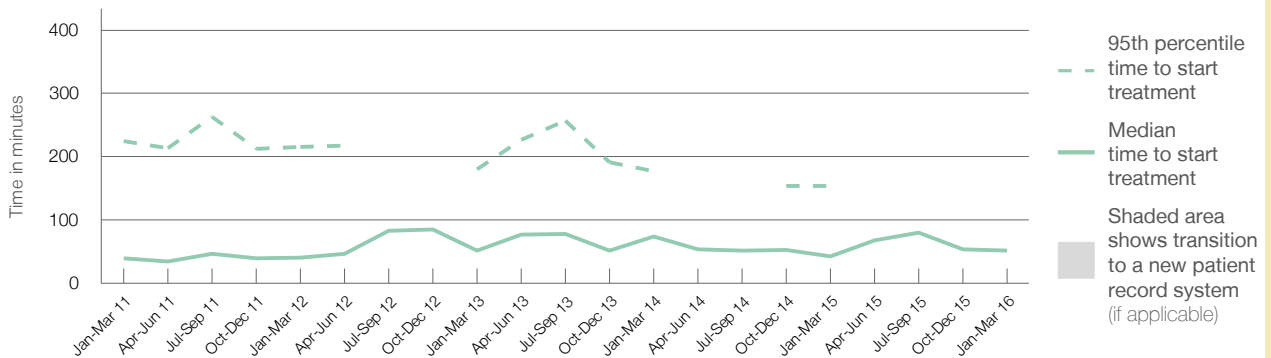
95th percentile time to start treatment⁵ 174 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	114	101
Median time to start treatment ⁴	43 minutes	23 minutes
95th percentile time to start treatment ⁵	154 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	39	40	52	74	43	52
95th percentile time to start treatment ⁵ (minutes)	225	215	180	177	154	174

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The Children's Hospital at Westmead: Time from presentation until leaving the ED January to March 2016

All attendances:¹ 13,955 patients

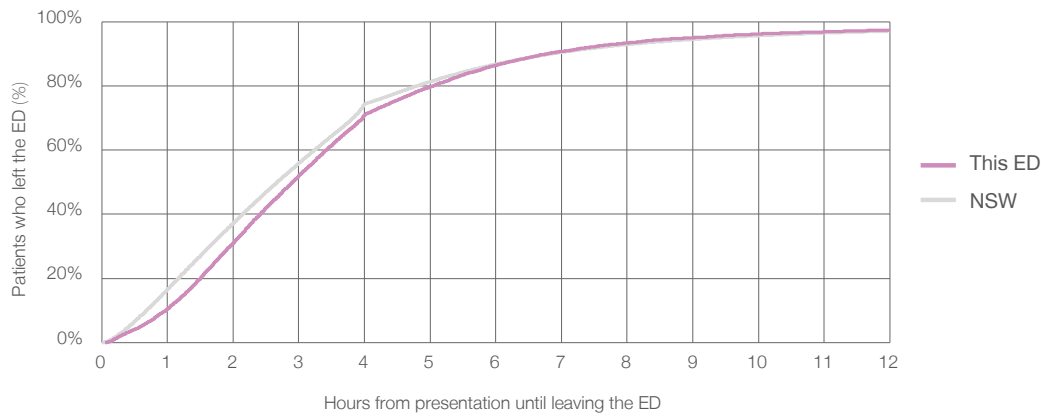
Attendances used to calculate time to leaving the ED:⁶ 13,955 patients

Median time to leaving the ED⁸ 2 hours and 54 minutes

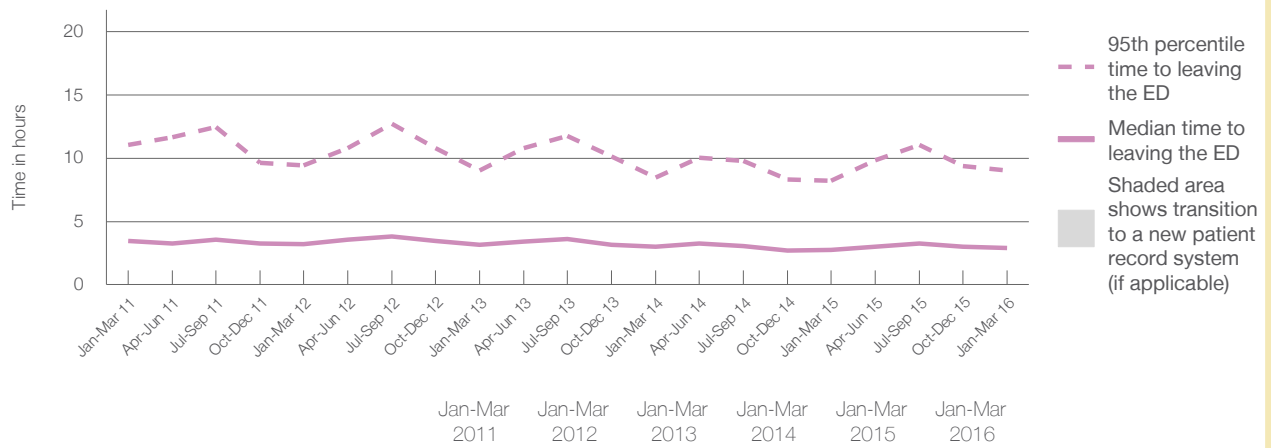
95th percentile time to leaving the ED⁹ 9 hours and 1 minutes

Same period last year	NSW (this period)
13,568	13,568
2 hours and 45 minutes	2 hours and 40 minutes
8 hours and 13 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 27m	3h 14m	3h 8m	2h 59m	2h 45m	2h 54m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 2m	9h 26m	9h 1m	8h 29m	8h 13m	9h 1m

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

By mode of separation

January to March 2016

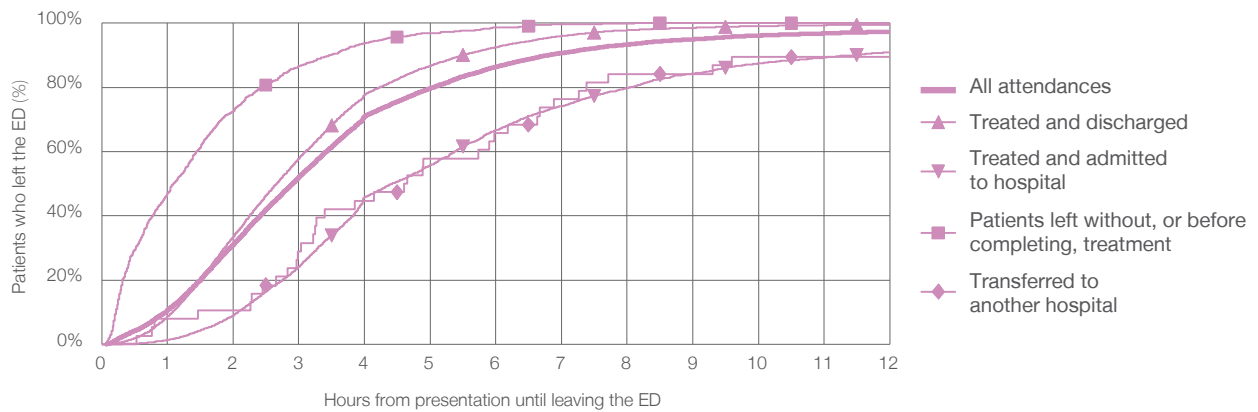
All attendances:¹ 13,955 patients

Attendances used to calculate time to leaving the ED:⁶ 13,955 patients

Treated and discharged	8,924 (64%)
Treated and admitted to hospital	3,596 (26%)
Patient left without, or before completing, treatment	1,397 (10%)
Transferred to another hospital	38 (0%)
Other	0 (0%)

Same period last year	Change since one year ago
13,568	3%
8,808	1%
3,556	1%
1,174	19%
30	27%
0	B

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††§}



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	9%	34%	58%	78%	93%	98%	99%	100%
Treated and admitted to hospital	1%	9%	24%	46%	67%	80%	87%	91%
Patient left without, or before completing, treatment	47%	73%	87%	94%	99%	100%	100%	100%
Transferred to another hospital	8%	11%	29%	45%	66%	84%	89%	89%
All attendances	11%	31%	52%	71%	86%	93%	96%	97%

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The Children's Hospital at Westmead: 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:¹ 13,955 patients

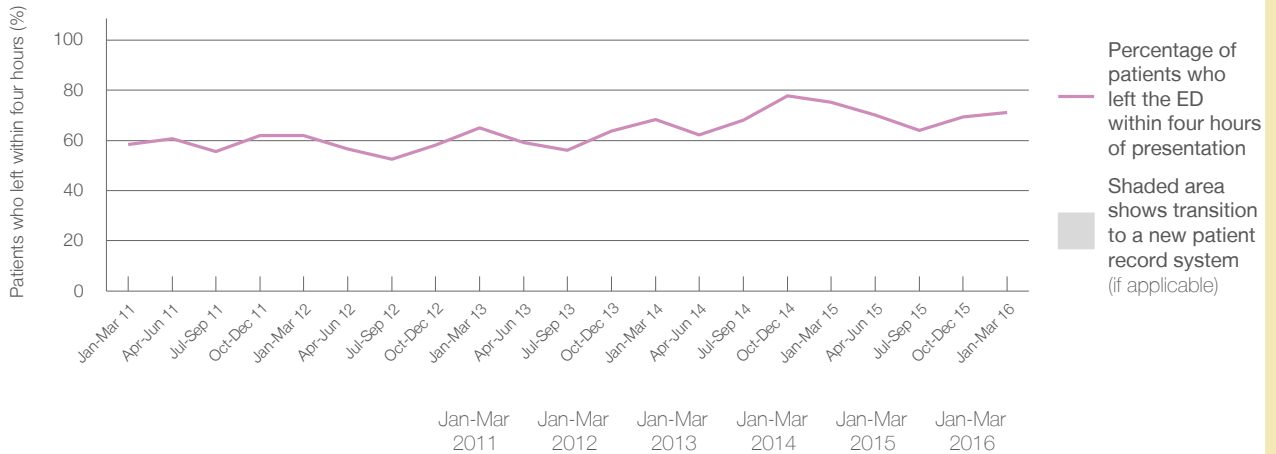
Attendances used to calculate time to leaving the ED:⁶ 13,955 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	13,568	3%
Attendances used to calculate time to leaving the ED	13,568	3%
Percentage of patients who left the ED within four hours	75%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	58%	62%	65%	68%	75%	71%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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.
- 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).