

## Ryde Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 6,543 patients  
 Emergency presentations:<sup>2</sup> 6,469 patients

Same period last year	Change since one year ago
6,241	4.8%
6,152	5.2%

## Ryde Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 887 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,390 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,767 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 49 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 391 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 66 minutes

Same period last year	NSW (this period)
835	
7 minutes	8 minutes
11 minutes	26 minutes
2,513	
13 minutes	20 minutes
34 minutes	67 minutes
2,594	
14 minutes	25 minutes
74 minutes	99 minutes
182	
18 minutes	23 minutes
82 minutes	101 minutes

## Ryde Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,543 patients

Percentage of patients who spent four hours or less in the ED 85.4%

Same period last year	Change since one year ago
6,241	4.8%
83.1%	

\* 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.

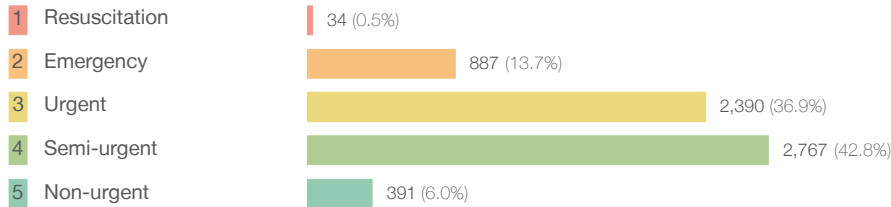
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Ryde Hospital: Patients presenting to the emergency department

April to June 2017

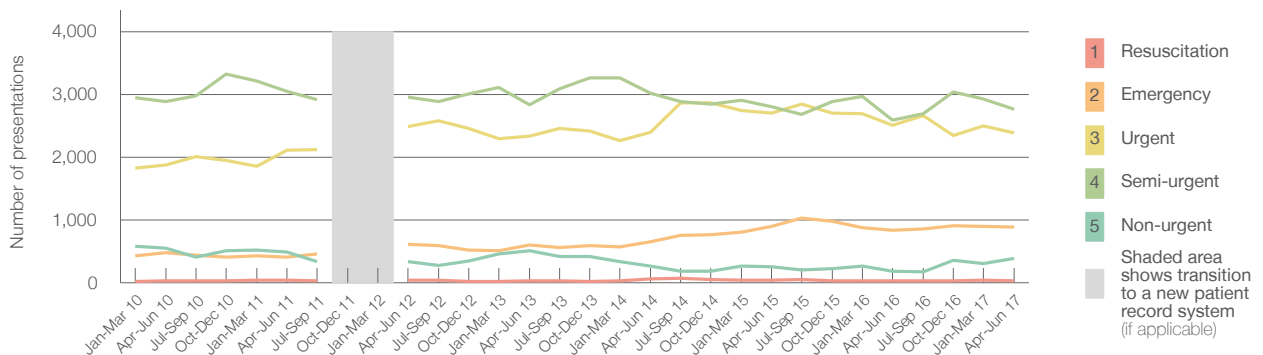
All presentations:<sup>1</sup> 6,543 patients

Emergency presentations<sup>2</sup> by triage category: 6,469 patients



Same period last year	Change since one year ago
6,241	4.8%
6,152	5.2%
28	21.4%
835	6.2%
2,513	-4.9%
2,594	6.7%
182	114.8%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	30	35	41	34	62	43	28	34
Emergency	483	410	615	601	647	900	835	887
Urgent	1,875	2,111	2,483	2,339	2,396	2,707	2,513	2,390
Semi-urgent	2,884	3,048	2,956	2,832	3,021	2,799	2,594	2,767
Non-urgent	545	493	336	513	262	255	182	391
All emergency presentations	5,817	6,097	6,431	6,319	6,388	6,704	6,152	6,469

## Ryde Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,507 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,499	
10 minutes	0 minutes
19 minutes	0 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.

## Ryde Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 887

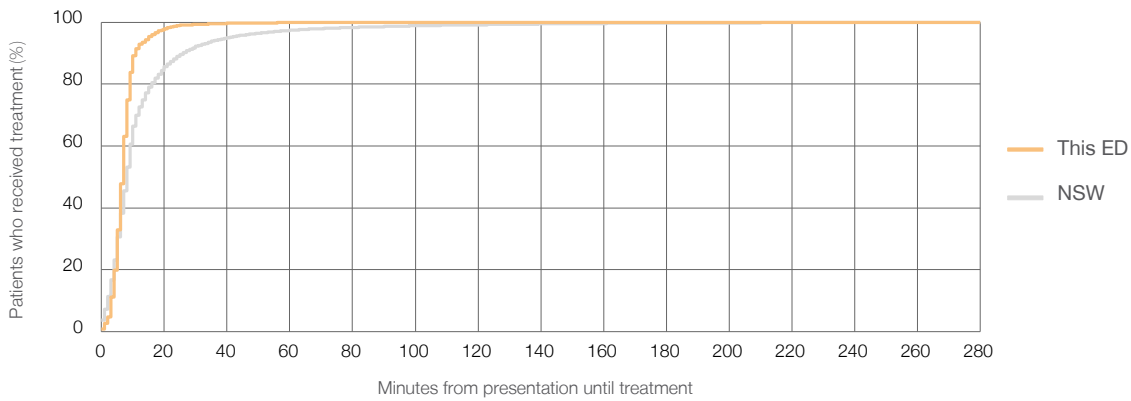
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 887

Median time to start treatment<sup>4</sup> 7 minutes

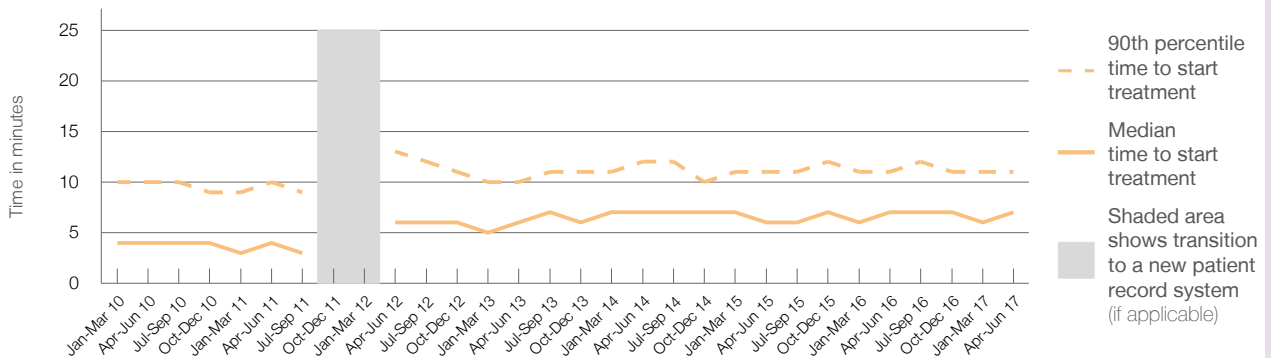
90th percentile time to start treatment<sup>5</sup> 11 minutes

Same period last year	NSW (this period)
835	835
7 minutes	8 minutes
11 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	4	4	6	6	7	6	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	13	10	12	11	11	11

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## Ryde Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 2,390

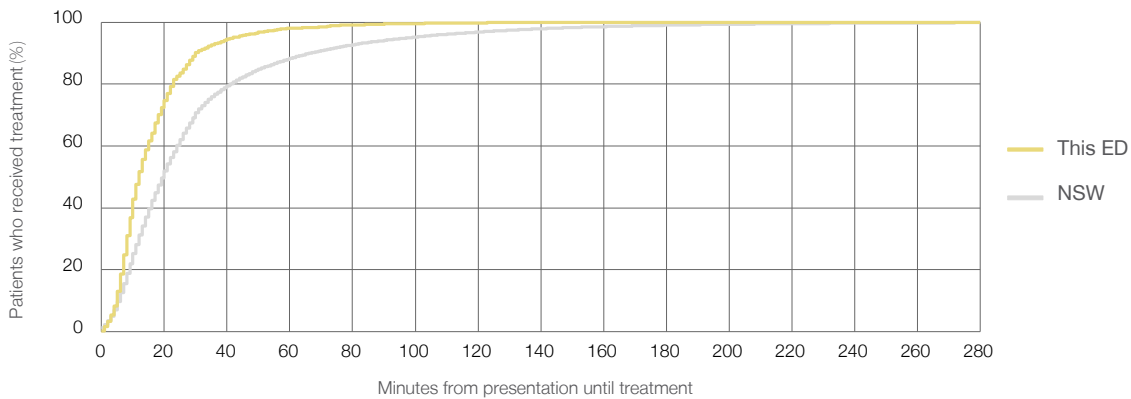
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,376

Median time to start treatment<sup>4</sup> 12 minutes

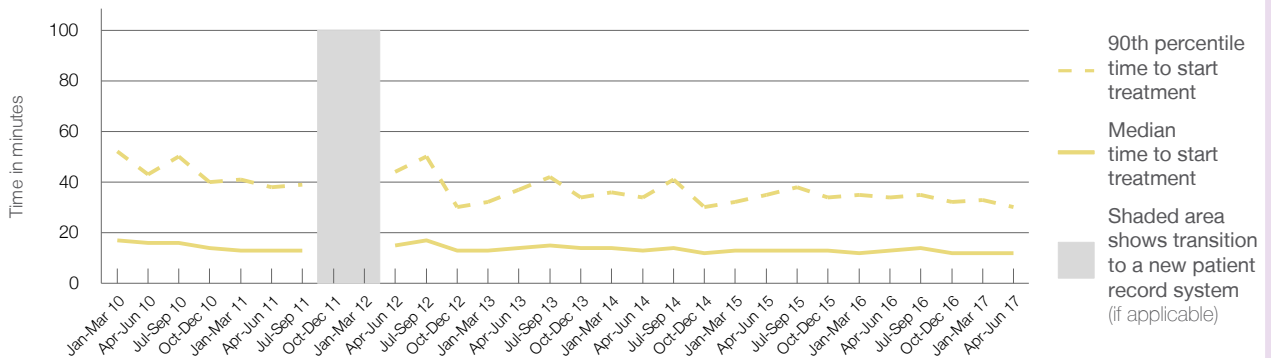
90th percentile time to start treatment<sup>5</sup> 30 minutes

Same period last year	NSW (this period)
2,513	
2,484	
13 minutes	20 minutes
34 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	16	13	15	14	13	13	13	12
90th percentile time to start treatment <sup>5</sup> (minutes)	43	38	44	37	34	35	34	30

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## Ryde Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 2,767

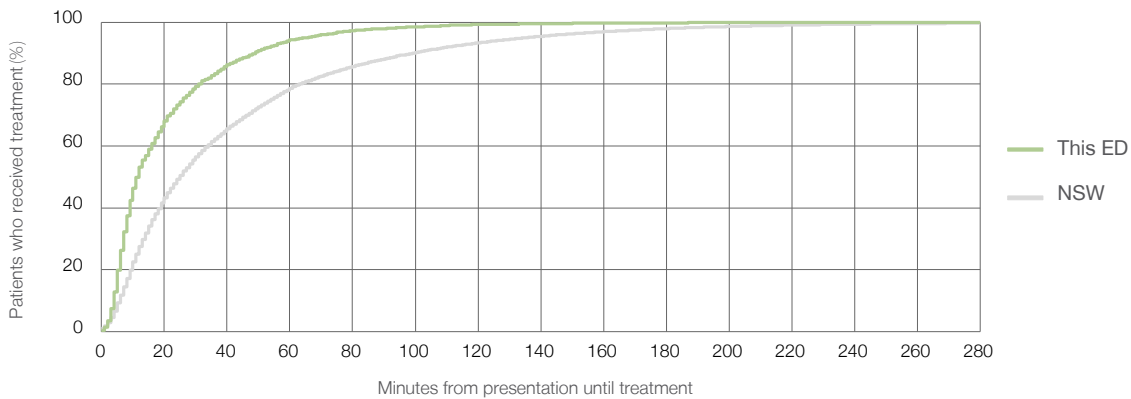
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,710

Median time to start treatment<sup>4</sup> 12 minutes

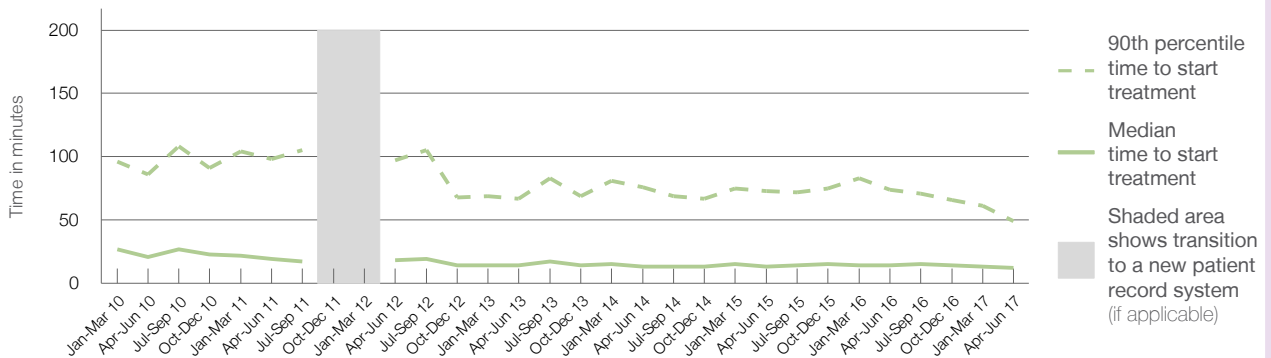
90th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
2,594	2,513
14 minutes	25 minutes
74 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	21	19	18	14	13	13	14	12
90th percentile time to start treatment <sup>5</sup> (minutes)	86	98	97	67	76	73	74	49

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## Ryde Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 391

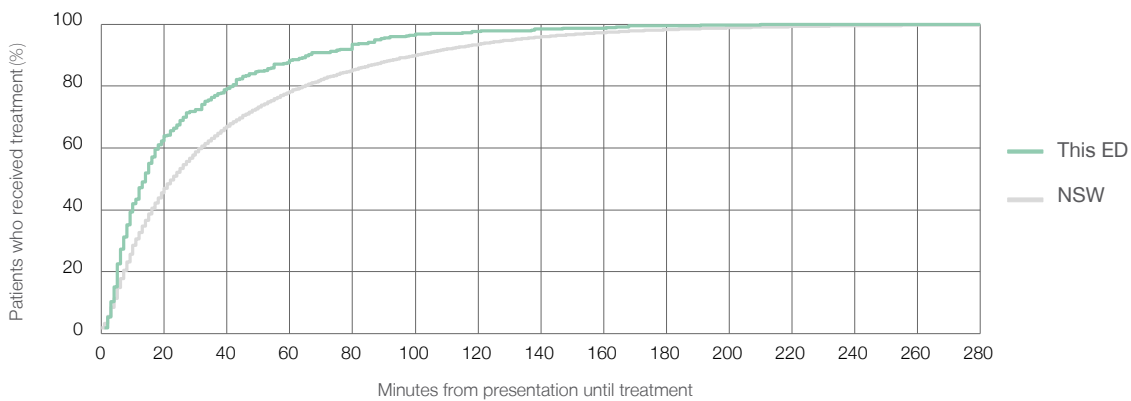
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 369

Median time to start treatment<sup>4</sup> 14 minutes

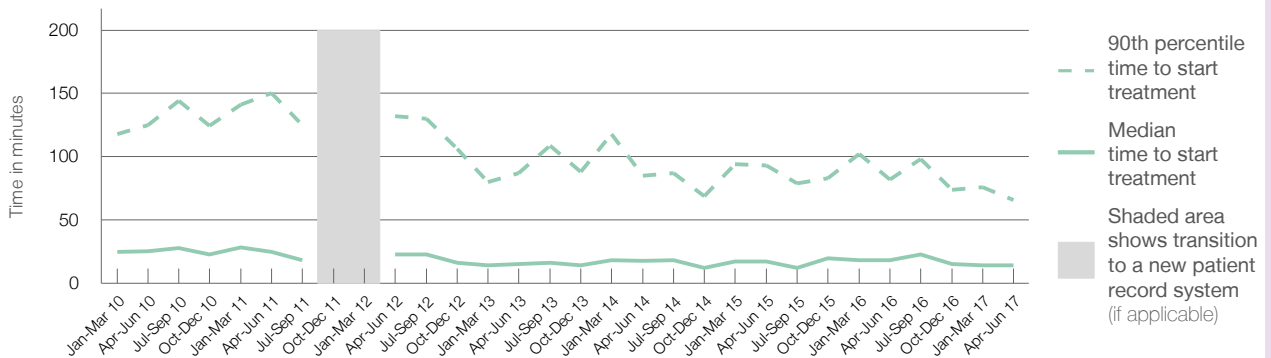
90th percentile time to start treatment<sup>5</sup> 66 minutes

Same period last year	NSW (this period)
182	
157	
18 minutes	23 minutes
82 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	26	25	23	15	18	17	18	14
90th percentile time to start treatment <sup>5</sup> (minutes)	125	150	132	87	85	93	82	66

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## Ryde Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 6,543 patients

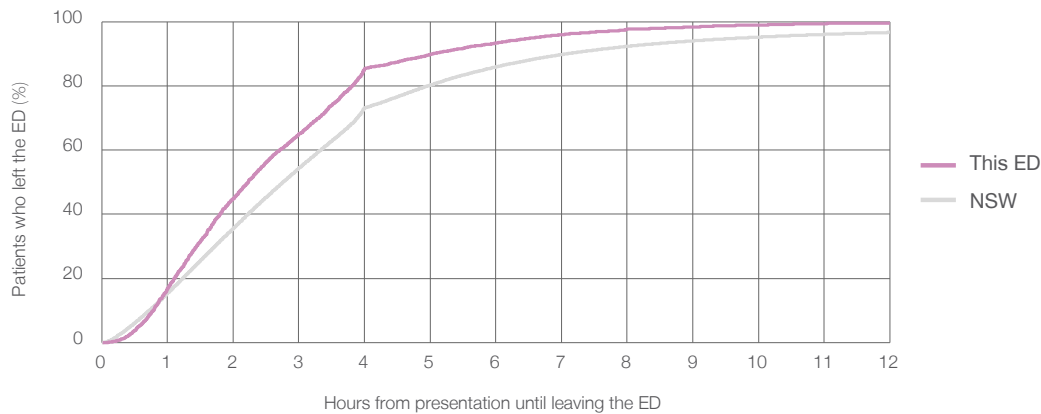
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,543 patients

Median time spent in the ED<sup>8</sup> 2 hours and 14 minutes

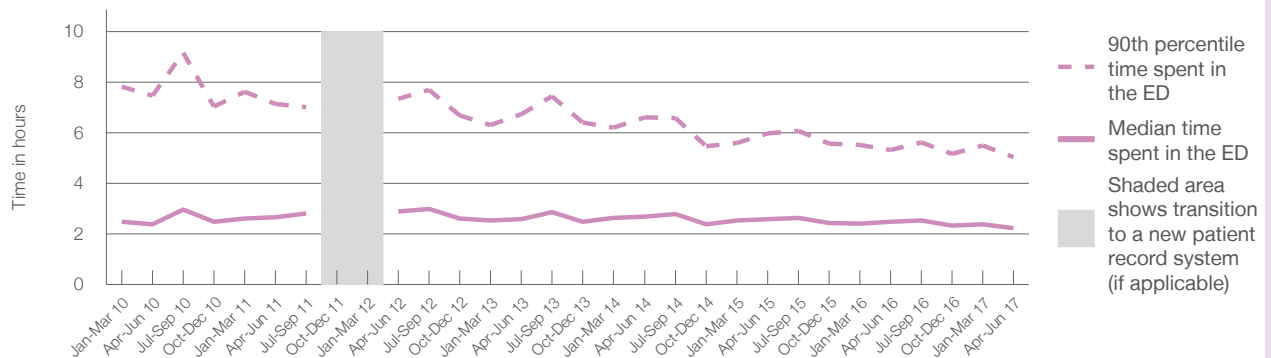
90th percentile time spent in the ED<sup>9</sup> 5 hours and 2 minutes

Same period last year	NSW (this period)
6,241	6,241
2 hours and 29 minutes	2 hours and 46 minutes
5 hours and 19 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 24m	2h 40m	2h 54m	2h 36m	2h 41m	2h 35m	2h 29m	2h 14m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 28m	7h 9m	7h 21m	6h 44m	6h 37m	5h 58m	5h 19m	5h 2m

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**Ryde Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

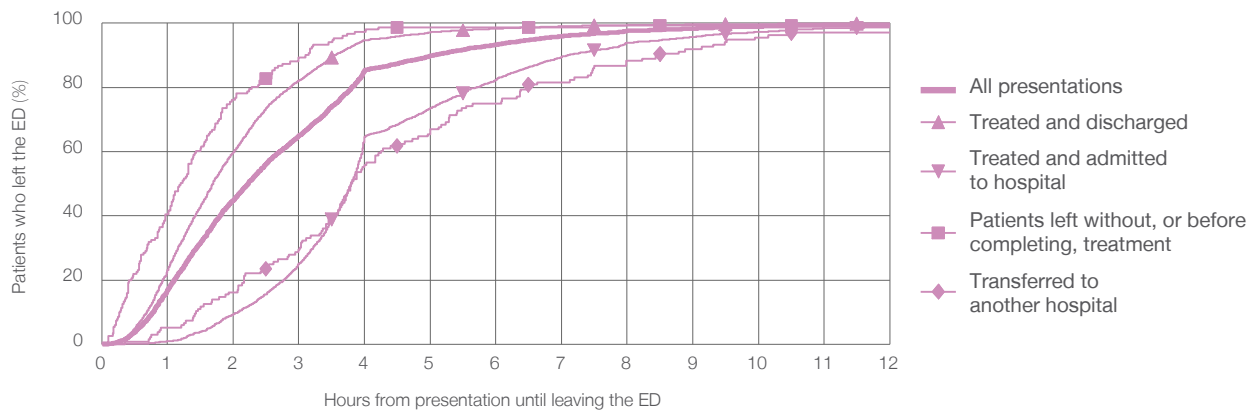
All presentations:<sup>1</sup> 6,543 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,543 patients

Treated and discharged	4,382 (67.0%)
Treated and admitted to hospital	1,864 (28.5%)
Patient left without, or before completing, treatment	151 (2.3%)
Transferred to another hospital	136 (2.1%)
Other	10 (0.2%)

Same period last year	Change since one year ago
6,241	4.8%
3,882	12.9%
1,942	-4.0%
234	-35.5%
179	-24.0%
4	150.0%

Percentage of patients who left the ED by time and mode of separation, April to June 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	23.1%	59.8%	82.2%	94.7%	98.3%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.0%	9.3%	25.2%	64.6%	82.4%	93.9%	97.4%	98.7%
Patient left without, or before completing, treatment	40.4%	76.2%	89.4%	97.4%	98.7%	99.3%	99.3%	99.3%
Transferred to another hospital	5.1%	16.2%	29.4%	55.9%	75.0%	88.2%	95.6%	97.1%
All presentations	16.9%	44.9%	65.0%	85.4%	93.3%	97.6%	99.0%	99.5%

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**Ryde Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 April to June 2017

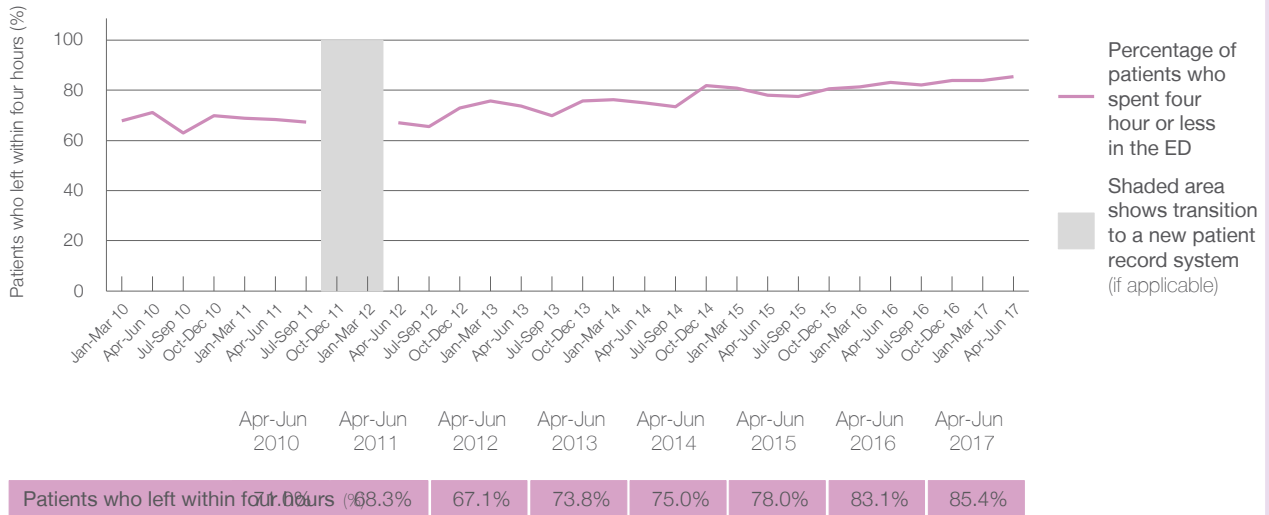
All presentations at the emergency department:<sup>1</sup> 6,543 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,543 patients

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: <sup>1</sup> 6,543 patients	6,241	4.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,543 patients	6,241	4.8%
Percentage of patients who spent four hours or less in the ED	83.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



\* 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 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).