

Liverpool Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 22,555 patients



Emergency presentations:² 22,453 patients

Same period last year	Change since one year ago
20,752	8.7%
20,429	9.9%

Liverpool Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 4,566 patients

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  35 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 11,445 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,143 patients

Median time to start treatment⁴  21 minutes
90th percentile time to start treatment⁵  81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,141 patients

Median time to start treatment⁴  15 minutes
90th percentile time to start treatment⁵  70 minutes

Same period last year	NSW (this period)
3,482	
9 minutes	9 minutes
31 minutes	29 minutes
10,820	
16 minutes	23 minutes
57 minutes	83 minutes
4,946	
17 minutes	30 minutes
67 minutes	121 minutes
1,028	
14 minutes	26 minutes
67 minutes	118 minutes

Liverpool Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 22,553 patients

Percentage of patients who spent four hours or less in the ED  51.2%

Same period last year	Change since one year ago
20,751	8.7%
53.2%	

* 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.

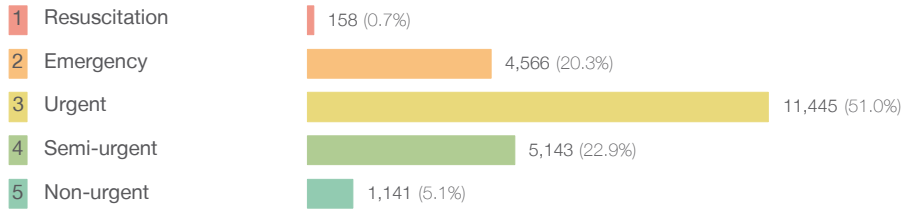
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Liverpool Hospital: Patients presenting to the emergency department July to September 2017

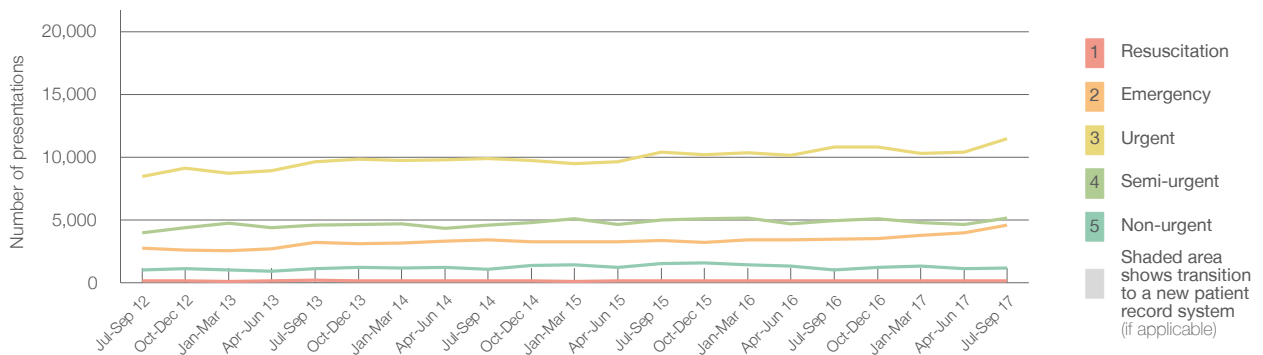
All presentations:¹ 22,555 patients

Emergency presentations² by triage category: 22,453 patients



Same period last year	Change since one year ago
20,752	8.7%
20,429	9.9%
153	3.3%
3,482	31.1%
10,820	5.8%
4,946	4.0%
1,028	11.0%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	145	176	156	159	153	158
Emergency	2,762	3,183	3,403	3,384	3,482	4,566
Urgent	8,483	9,650	9,869	10,420	10,820	11,445
Semi-urgent	3,947	4,567	4,560	5,006	4,946	5,143
Non-urgent	1,035	1,112	1,072	1,521	1,028	1,141
All emergency presentations	16,372	18,688	19,060	20,490	20,429	22,453

Liverpool Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 6,844 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,890	
13 minutes	4 minutes
39 minutes	25 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.

Liverpool Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 4,566

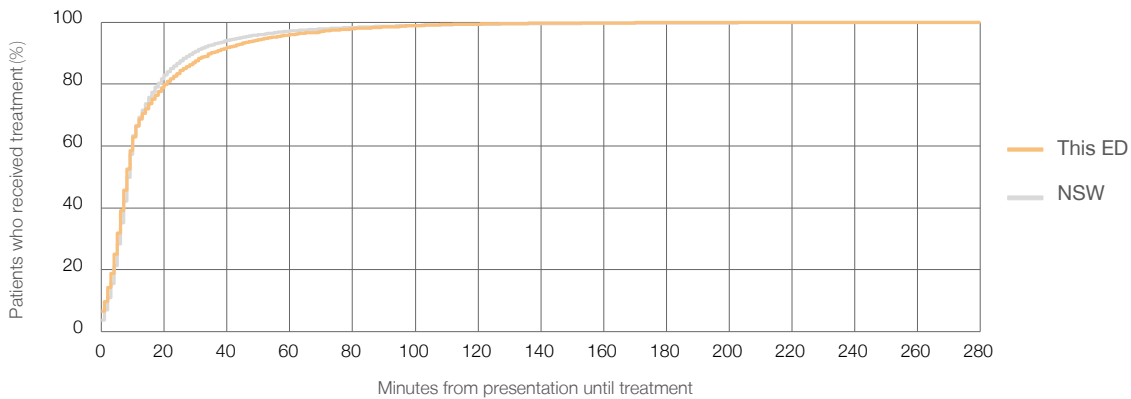
Number of triage 2 patients used to calculate waiting time:³ 4,538

Median time to start treatment⁴ 8 minutes

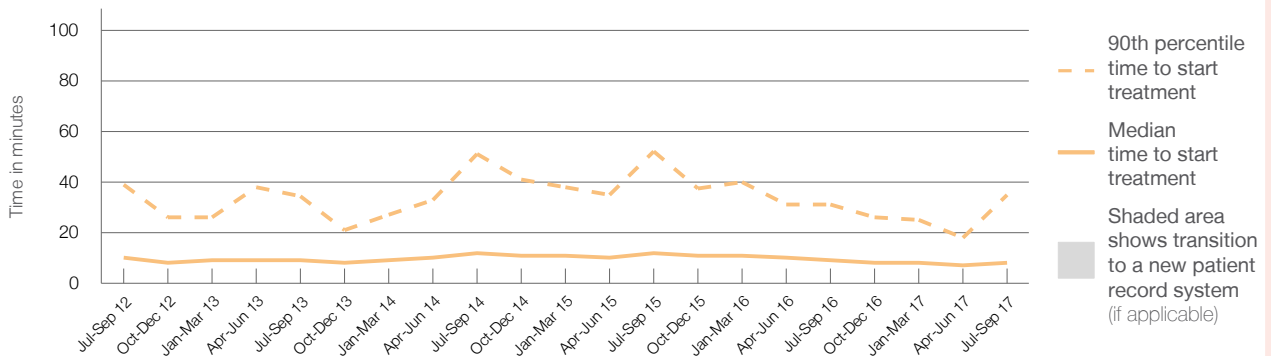
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
3,482	
3,455	
9 minutes	9 minutes
31 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	10	9	12	12	9	8
90th percentile time to start treatment ⁵ (minutes)	39	35	51	52	31	35

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Liverpool Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 11,445

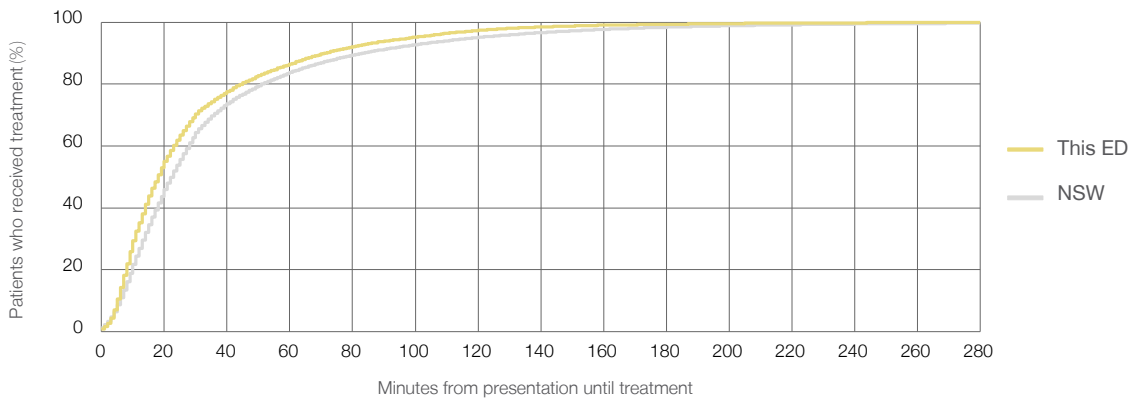
Number of triage 3 patients used to calculate waiting time:³ 11,021

Median time to start treatment⁴ 18 minutes

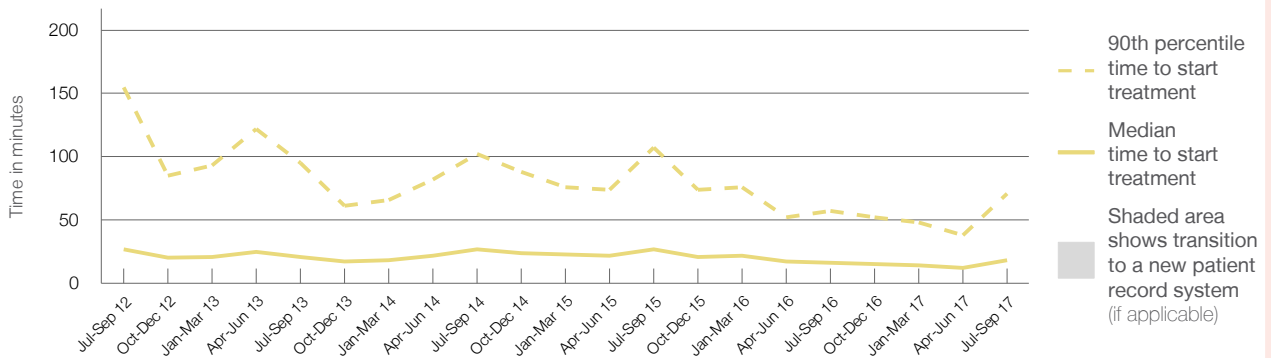
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
10,820	10,500
16 minutes	23 minutes
57 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	27	21	27	27	16	18
90th percentile time to start treatment ⁵ (minutes)	155	95	102	107	57	71

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Liverpool Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 5,143

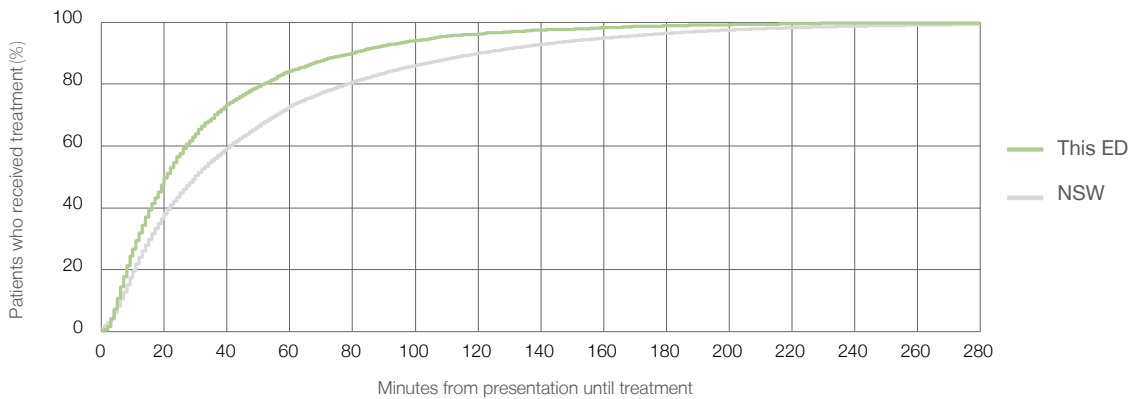
Number of triage 4 patients used to calculate waiting time:³ 4,663

Median time to start treatment⁴ 21 minutes

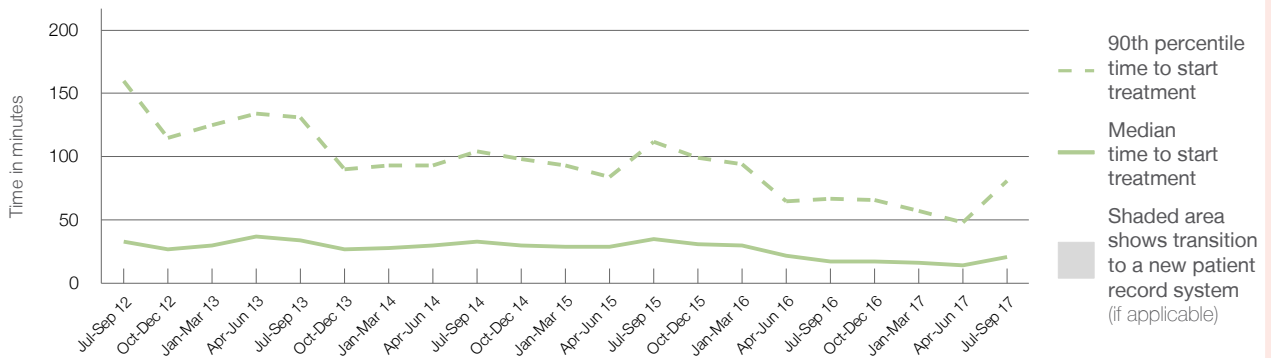
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
4,946	4,477
17 minutes	30 minutes
67 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	34	33	35	17	21
90th percentile time to start treatment ⁵ (minutes)	160	131	104	112	67	81

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Liverpool Hospital: Time patients waited to start treatment, triage 5

July to September 2017

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

Number of triage 5 patients: 1,141

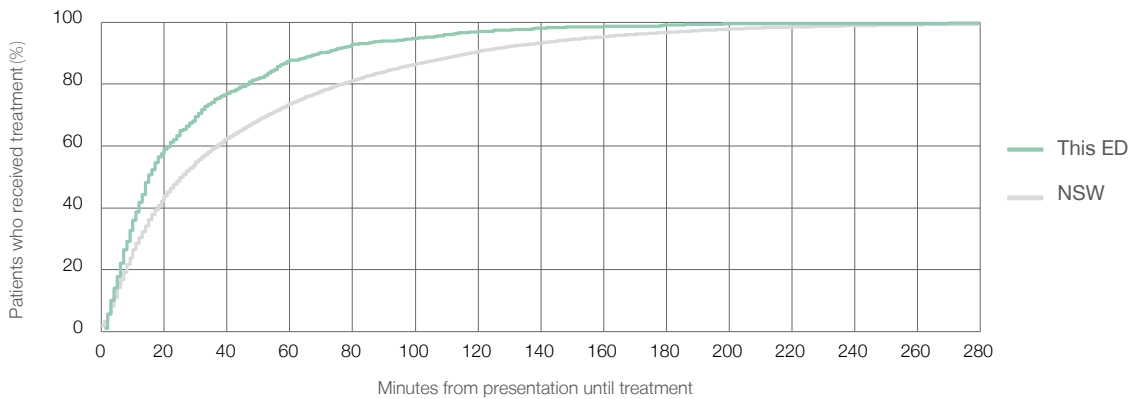
Number of triage 5 patients used to calculate waiting time:³ 900

Median time to start treatment⁴ 15 minutes

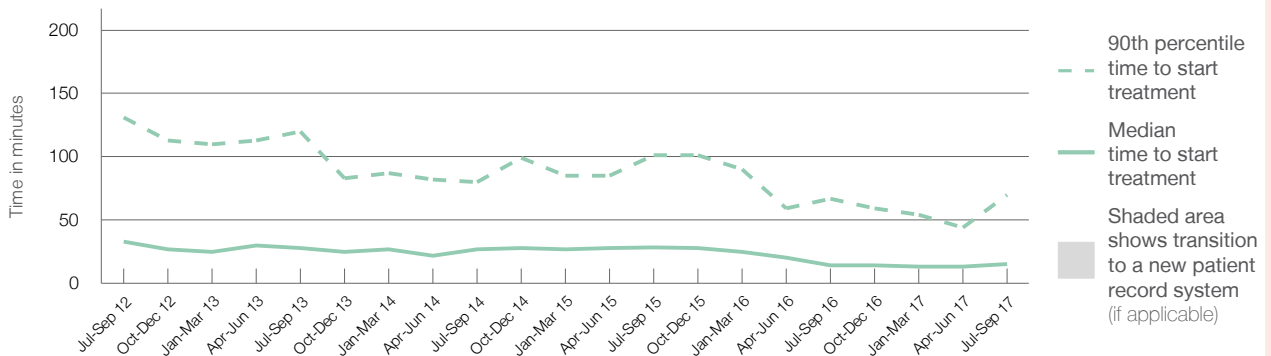
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
1,028	814
14 minutes	26 minutes
67 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	28	27	29	14	15
90th percentile time to start treatment ⁵ (minutes)	131	120	80	101	67	70

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Liverpool Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 22,555 patients

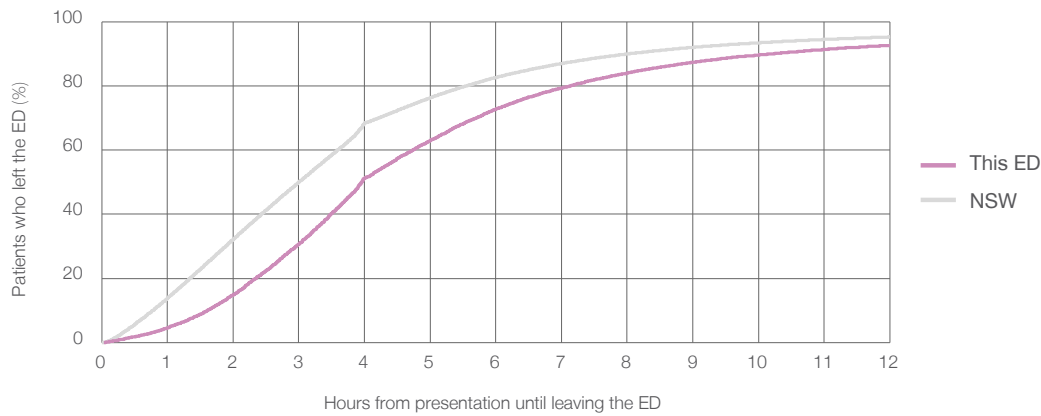
Presentations used to calculate time to leaving the ED:⁶ 22,553 patients

Median time spent in the ED⁸ 3 hours and 58 minutes

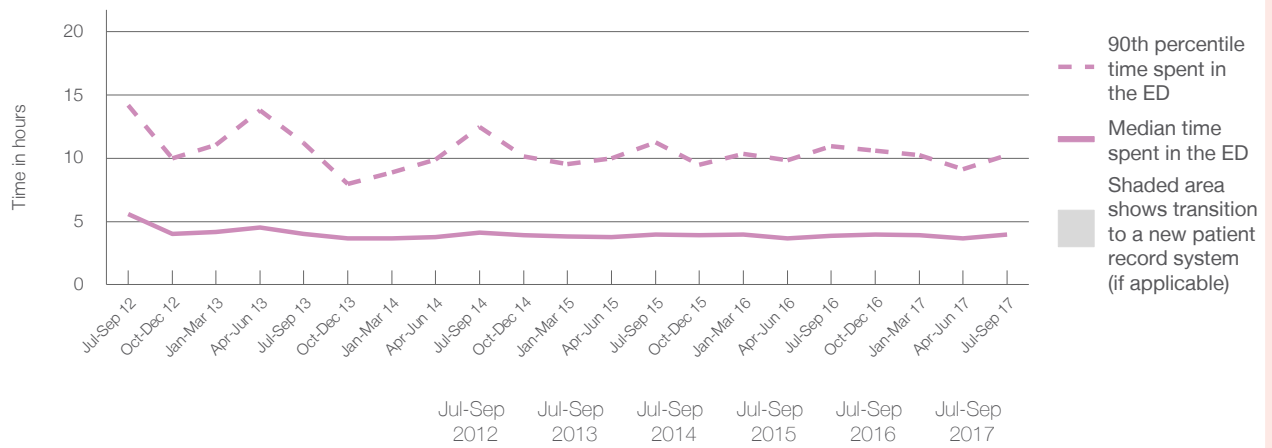
90th percentile time spent in the ED⁹ 10 hours and 13 minutes

Same period last year	NSW (this period)
20,752	
20,751	
3 hours and 53 minutes	3 hours and 0 minutes
10 hours and 56 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	5h 34m	4h 1m	4h 6m	3h 59m	3h 53m	3h 58m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 12m	11h 13m	12h 29m	11h 15m	10h 56m	10h 13m

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Liverpool Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

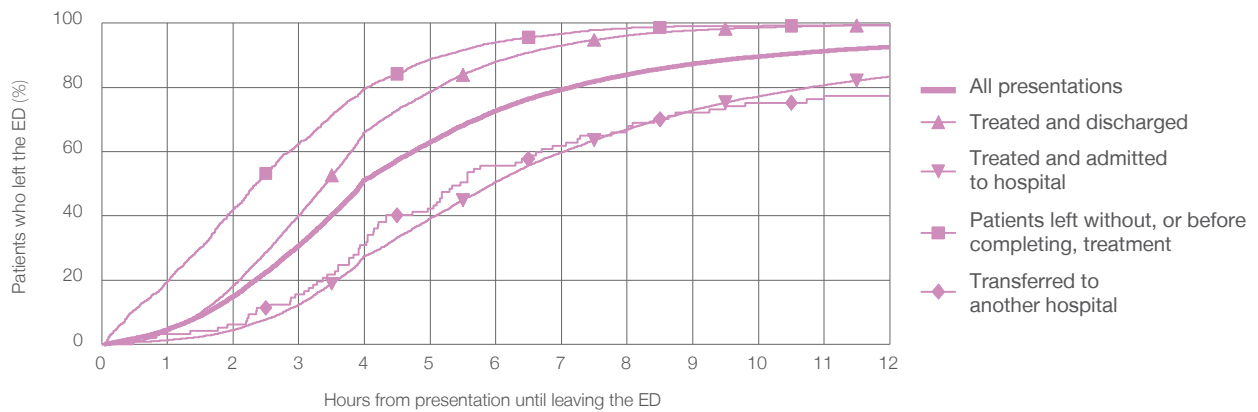
All presentations:¹ 22,555 patients

Presentations used to calculate time to leaving the ED:⁶ 22,553 patients

Treated and discharged	10,726 (47.6%)
Treated and admitted to hospital	9,459 (41.9%)
Patient left without, or before completing, treatment	2,104 (9.3%)
Transferred to another hospital	97 (0.4%)
Other	169 (0.7%)

Same period last year	Change since one year ago
20,751	8.7%
8,663	23.8%
10,086	-6.2%
1,762	19.4%
81	19.8%
160	5.6%

Percentage of patients who left the ED by time and mode of separation, July to September 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	4.1%	18.3%	40.2%	66.2%	88.1%	96.2%	98.6%	99.4%
Treated and admitted to hospital	1.2%	4.5%	12.4%	27.5%	50.6%	66.9%	77.2%	83.4%
Patient left without, or before completing, treatment	19.6%	42.0%	62.5%	79.6%	94.1%	98.4%	99.2%	99.4%
Transferred to another hospital	3.1%	6.2%	15.5%	30.9%	55.7%	67.0%	75.3%	77.3%
All presentations	4.6%	15.0%	30.8%	51.2%	72.8%	84.0%	89.6%	92.6%

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Liverpool Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

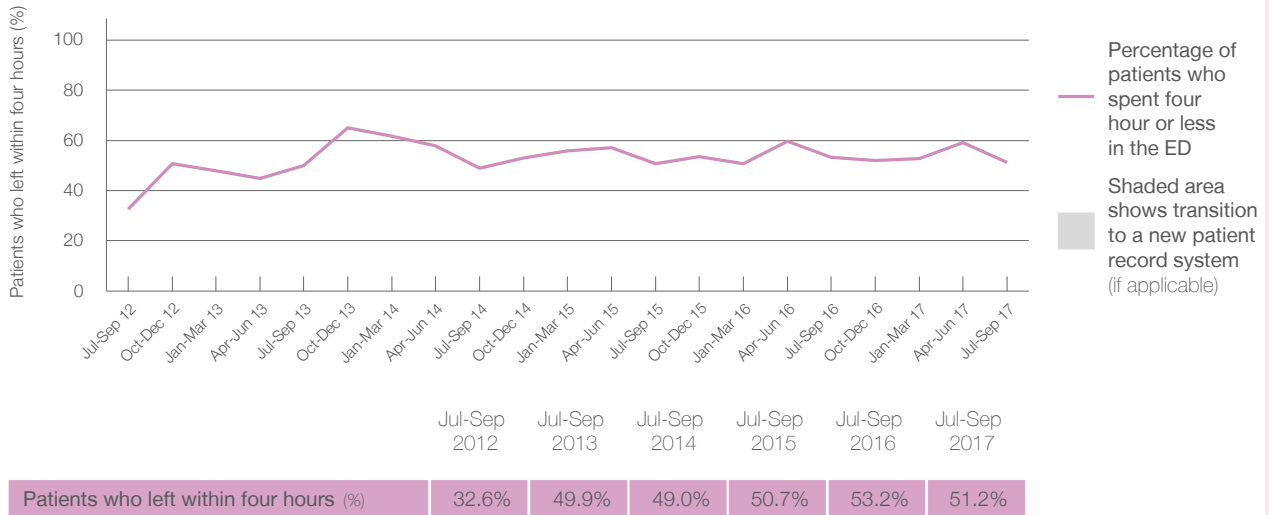
All presentations at the emergency department:¹ 22,555 patients

Presentations used to calculate time to leaving the ED:⁶ 22,553 patients

Percentage of patients who spent four hours or less in the ED 51.2%

	Same period last year	Change since one year ago
All presentations at the emergency department: ¹	20,752	8.7%
Presentations used to calculate time to leaving the ED: ⁶	20,751	8.7%
Percentage of patients who spent four hours or less in the ED	53.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



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

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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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).