

Royal North Shore Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 22,119 patients

Emergency presentations:² 22,073 patients

Same period last year	Change since one year ago
21,223	4%
21,149	4%

Royal North Shore Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,386 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,323 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,167 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,897 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
4,404	
8 minutes	8 minutes
18 minutes	23 minutes
6,004	
20 minutes	20 minutes
51 minutes	65 minutes
7,420	
28 minutes	25 minutes
75 minutes	98 minutes
2,876	
29 minutes	22 minutes
103 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 22,119 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
21,223	4%
64%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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 April 2018).

Royal North Shore Hospital: Patients presenting to the emergency department

January to March 2018

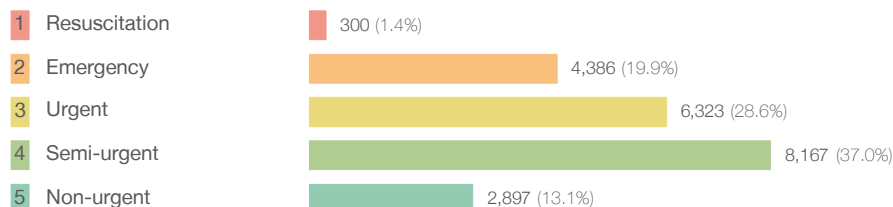
All presentations:¹ 22,119 patients

Same period last year Change since one year ago

21,223 4%

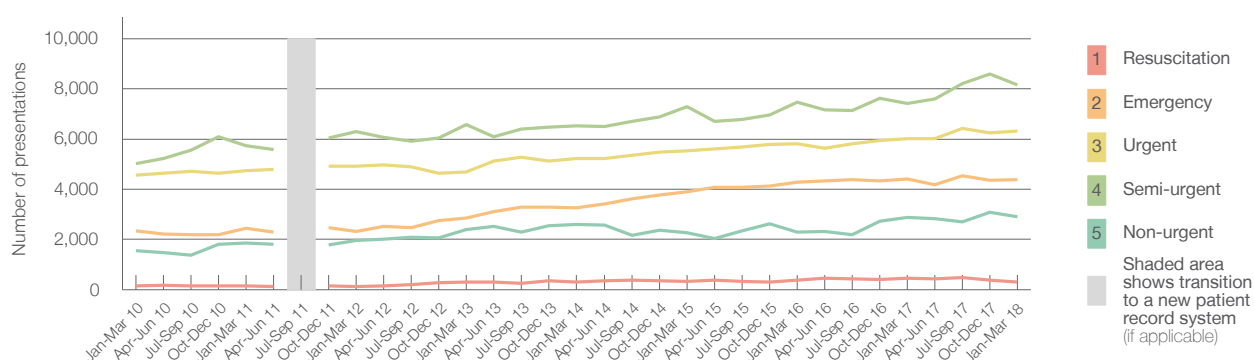
Emergency presentations² by triage category: 22,073 patients

21,149 4%



Triage Category	Count	Change since one year ago
1 Resuscitation	445	-32.6%
2 Emergency	4,404	-0.4%
3 Urgent	6,004	5.3%
4 Semi-urgent	7,420	10.1%
5 Non-urgent	2,876	0.7%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	150	156	136	311	305	339	382	445	300
Emergency	2,348	2,444	2,330	2,854	3,252	3,892	4,275	4,404	4,386
Urgent	4,558	4,733	4,914	4,682	5,231	5,537	5,823	6,004	6,323
Semi-urgent	5,010	5,746	6,289	6,582	6,538	7,293	7,471	7,420	8,167
Non-urgent	1,558	1,846	1,963	2,394	2,601	2,264	2,292	2,876	2,897
All emergency presentations	13,624	14,925	15,632	16,823	17,927	19,325	20,243	21,149	22,073

Royal North Shore Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 4,516 patients

Same period last year Change since one year ago

4,507

ED Transfer of care time



Measure	Time	Change since one year ago
Median time	14 minutes	-1 minute
90th percentile time	38 minutes	-8 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.

Royal North Shore Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 4,386

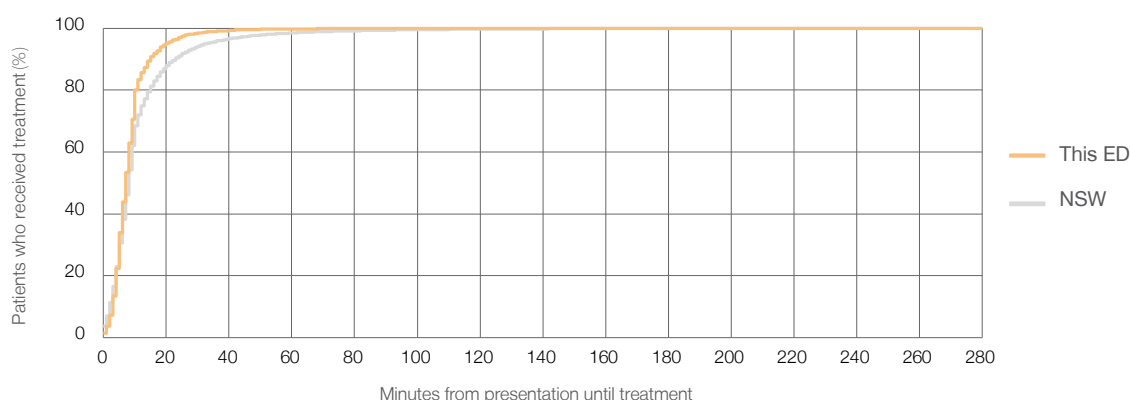
Number of triage 2 patients used to calculate waiting time: ³ 4,368

Median time to start treatment ⁴ 7 minutes

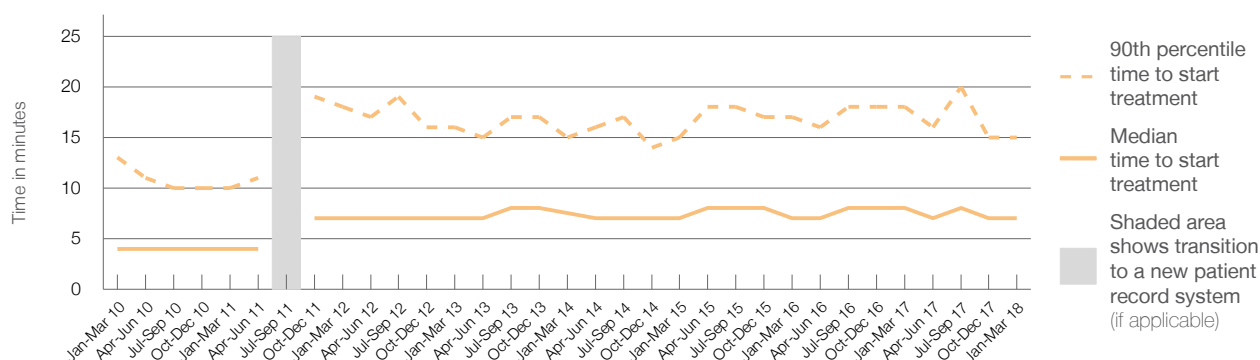
90th percentile time to start treatment ⁵ 15 minutes

Same period last year	NSW (this period)
4,404	
4,386	
8 minutes	8 minutes
18 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	4	4	7	7	8	7	7	8	7
90th percentile time to start treatment ⁵ (minutes)	13	10	18	16	15	15	17	18	15

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Royal North Shore Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 6,323

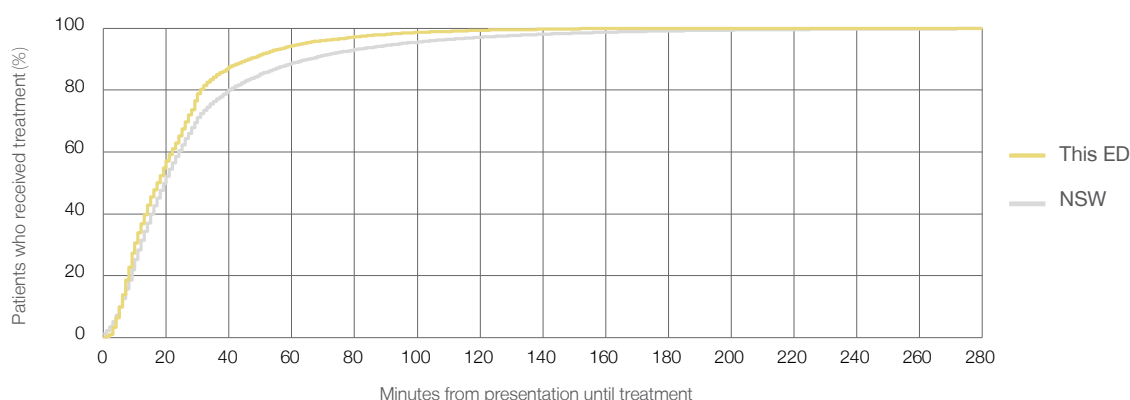
Number of triage 3 patients used to calculate waiting time: ³ 6,233

Median time to start treatment ⁴ 18 minutes

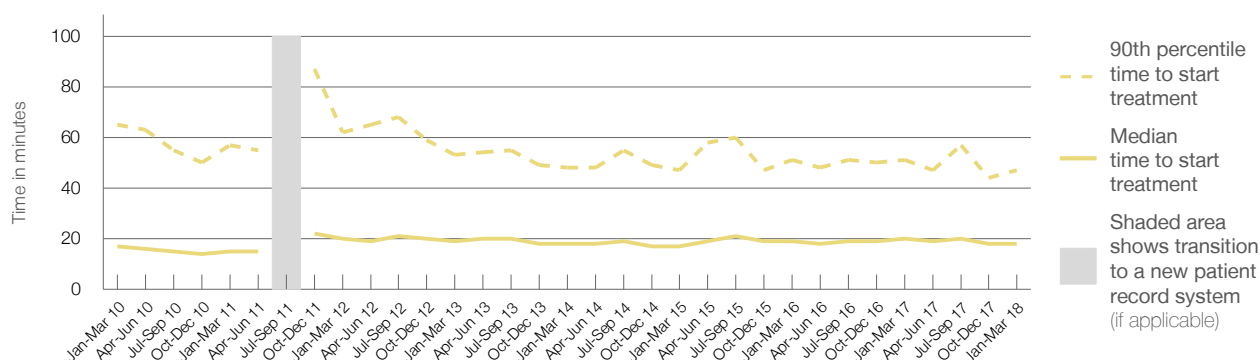
90th percentile time to start treatment ⁵ 47 minutes

Same period last year	NSW (this period)
6,004	
5,930	
20 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	17	15	20	19	18	17	19	20	18
90th percentile time to start treatment ⁵ (minutes)	65	57	62	53	48	47	51	51	47

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Royal North Shore Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 8,167

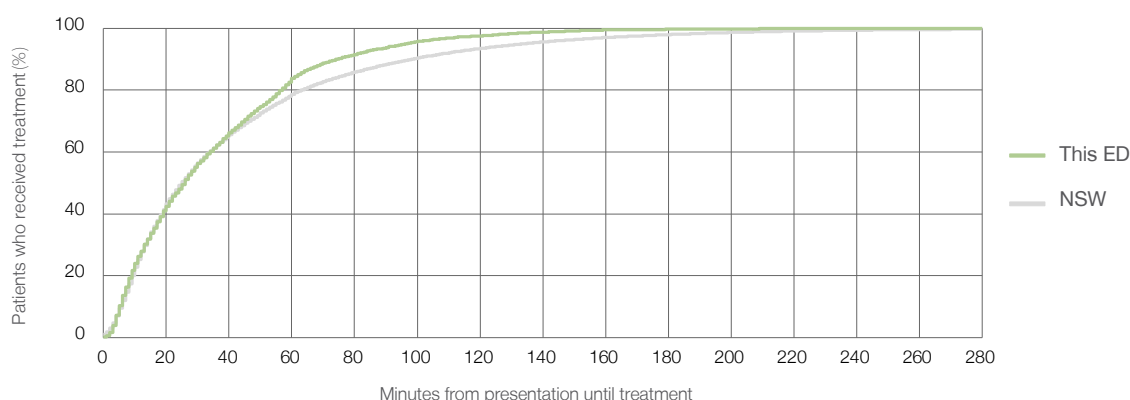
Number of triage 4 patients used to calculate waiting time:³ 7,916

Median time to start treatment⁴ 26 minutes

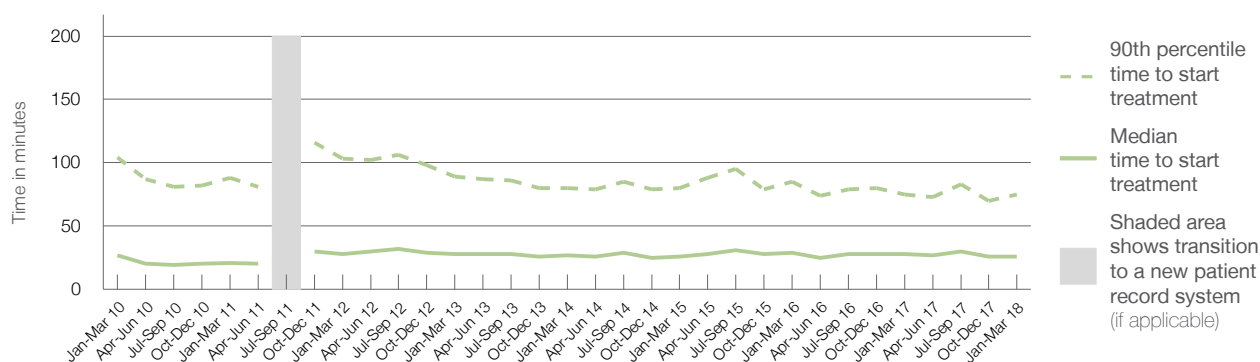
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
7,420	
7,144	
28 minutes	25 minutes
75 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	27	21	28	28	27	26	29	28	26
90th percentile time to start treatment ⁵ (minutes)	104	88	103	89	80	80	85	75	75

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Royal North Shore Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 2,897

Number of triage 5 patients used to calculate waiting time:³ 2,618

Median time to start treatment⁴

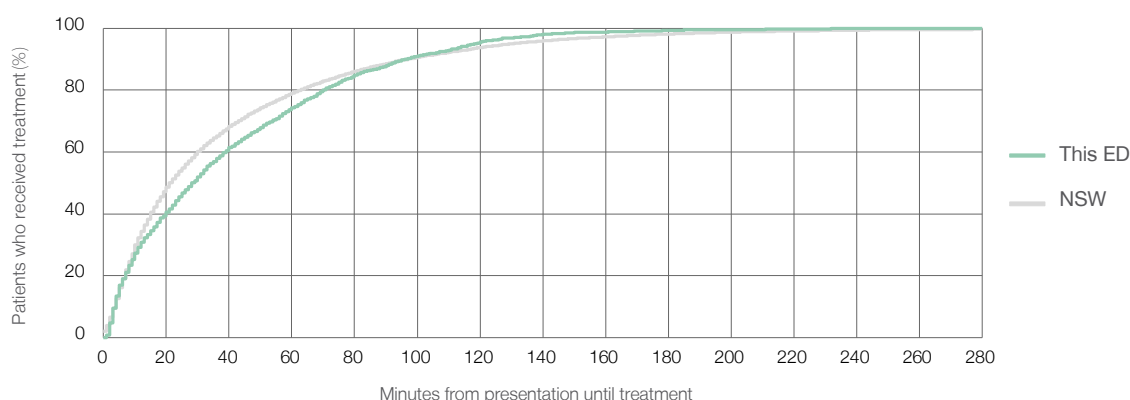
28 minutes

90th percentile time to start treatment⁵

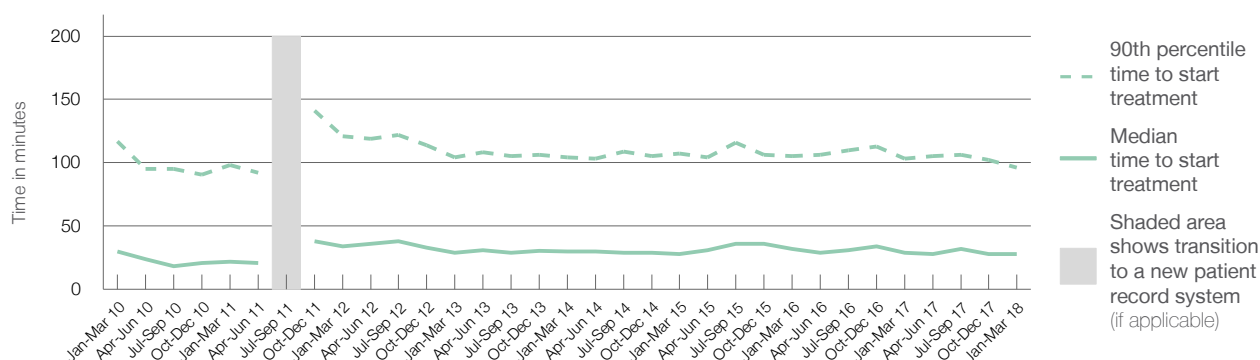
96 minutes

Same period last year	NSW (this period)
2,876	
2,605	
29 minutes	22 minutes
103 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	30	22	34	29	30	28	32	29	28
90th percentile time to start treatment ⁵ (minutes)	117	98	121	104	104	107	105	103	96

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Royal North Shore Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 22,119 patients

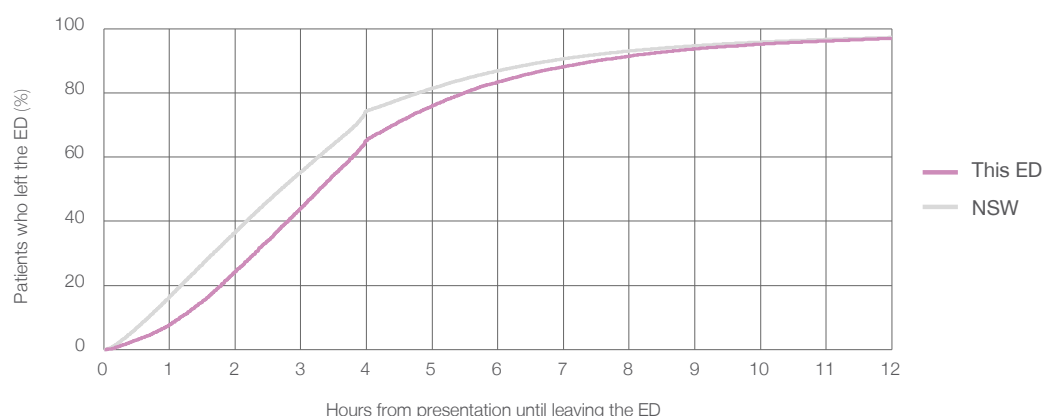
Presentations used to calculate time to leaving the ED:⁶ 22,119 patients

Median time spent in the ED⁸ 3 hours and 17 minutes

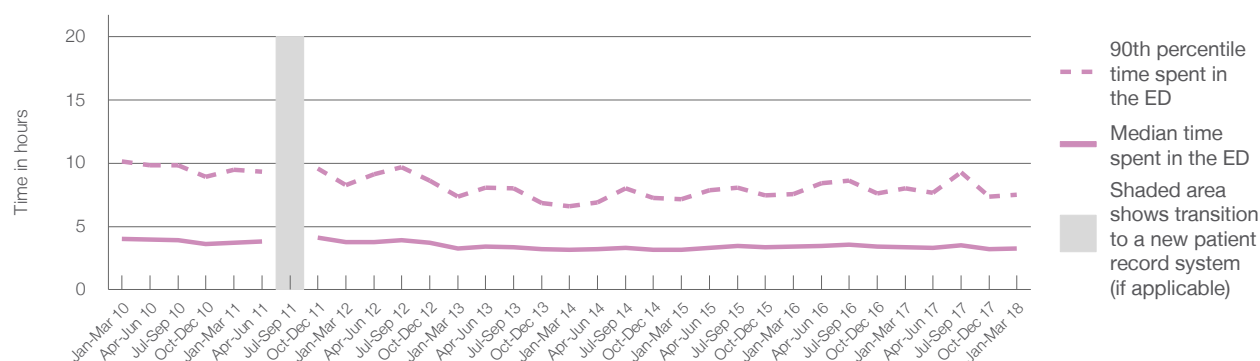
90th percentile time spent in the ED⁹ 7 hours and 30 minutes

Same period last year	NSW (this period)
21,223	21,223
3 hours and 22 minutes	2 hours and 42 minutes
8 hours and 0 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 2m	3h 44m	3h 46m	3h 16m	3h 10m	3h 8m	3h 25m	3h 22m	3h 17m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 8m	9h 29m	8h 17m	7h 20m	6h 36m	7h 9m	7h 33m	8h 0m	7h 30m

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Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

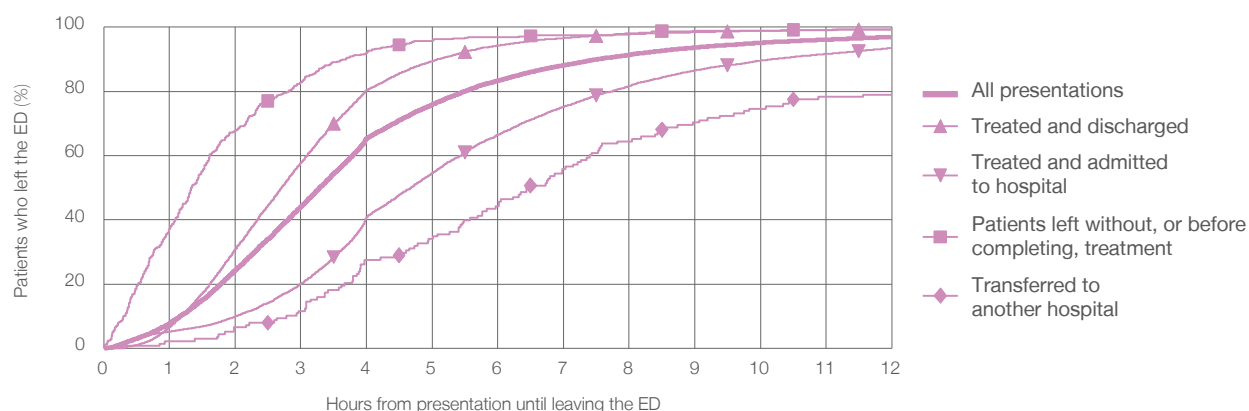
January to March 2018

All presentations:¹ 22,119 patients

Presentations used to calculate time to leaving the ED:⁶ 22,119 patients

		Same period last year	Change since one year ago
		21,223	4%
Treated and discharged	12,563 (56.8%)	11,985	4.8%
Treated and admitted to hospital	8,547 (38.6%)	8,167	4.7%
Patient left without, or before completing, treatment	493 (2.2%)	614	-19.7%
Transferred to another hospital	138 (0.6%)	143	-3.5%
Other	378 (1.7%)	314	20.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡}



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.6%	30.9%	57.8%	80.3%	94.3%	97.8%	98.9%	99.4%
Treated and admitted to hospital	5.2%	9.9%	20.1%	40.9%	66.5%	81.7%	89.6%	93.5%
Patient left without, or before completing, treatment	37.3%	67.7%	82.8%	92.1%	97.0%	98.2%	99.0%	99.4%
Transferred to another hospital	2.2%	6.5%	11.6%	27.5%	44.2%	64.5%	74.6%	79.0%
All presentations	7.8%	24.4%	44.1%	65.3%	83.4%	91.4%	95.2%	97.0%

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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 2018

All presentations at the emergency department: ¹ 22,119 patients

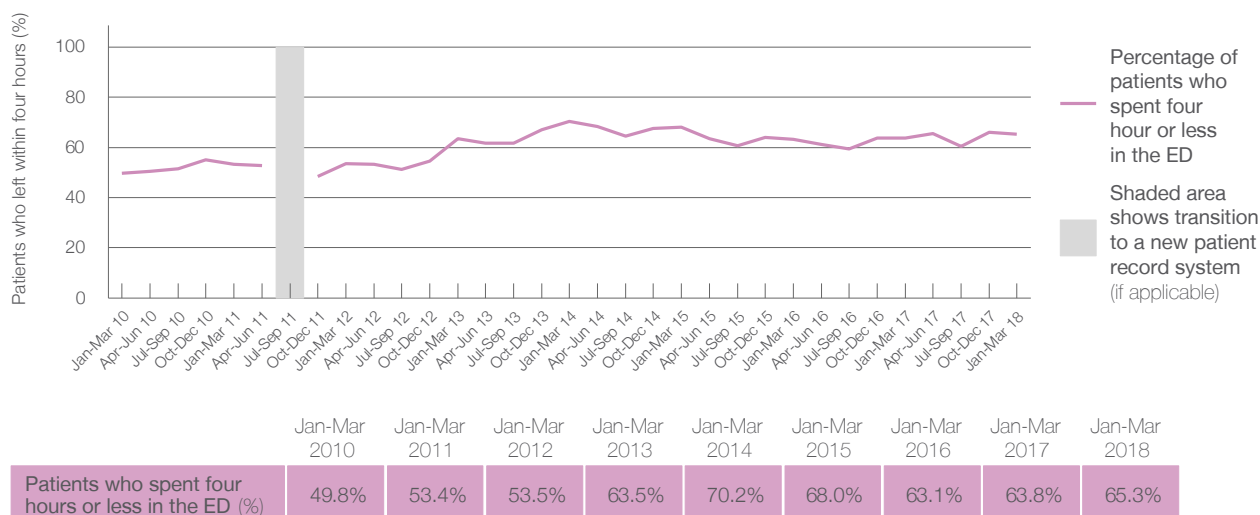
Presentations used to calculate time to leaving the ED: ⁶ 22,119 patients

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



Same period last year	Change since one year ago
21,223	4%
21,223	4%
63.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).