

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

January to March 2018

All presentations:¹ 13,984 patients

Emergency presentations:² 13,813 patients

Same period last year	Change since one year ago
13,969	0%
13,773	0%

The Children's Hospital at Westmead: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 601 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,830 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,178 patients

Median time to start treatment⁴ 44 minutes

90th percentile time to start treatment⁵ 168 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 80 patients

Median time to start treatment⁴ 58 minutes

90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
525	
7 minutes	8 minutes
17 minutes	23 minutes
3,512	
22 minutes	20 minutes
61 minutes	65 minutes
9,506	
43 minutes	25 minutes
163 minutes	98 minutes
110	
65 minutes	22 minutes
152 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 13,984 patients

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

67%

Same period last year	Change since one year ago
13,969	0%
68%	

* 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).

The Children's Hospital at Westmead: Patients presenting to the emergency department

January to March 2018

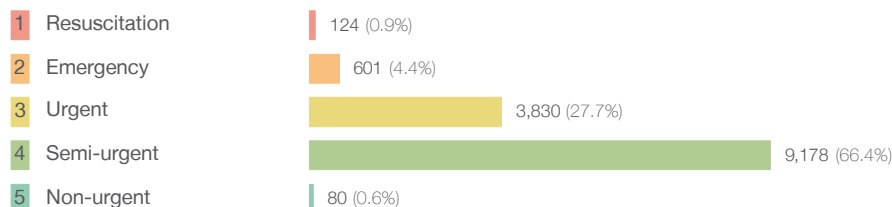
All presentations:¹ 13,984 patients

Same period last year
Change since one year ago

13,969 0%

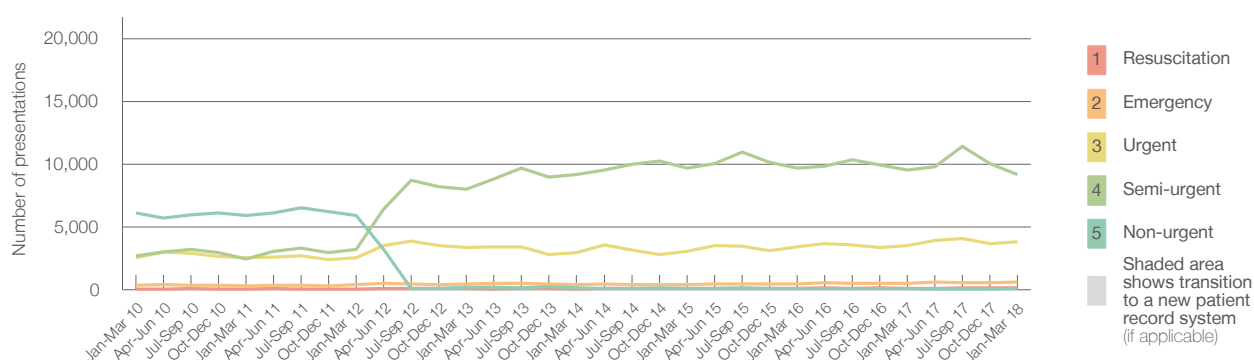
Emergency presentations² by triage category: 13,813 patients

13,773 0%



120 3.3%
525 14.5%
3,512 9.1%
9,506 -3.5%
110 -27.3%

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	55	58	69	72	61	80	118	120	124
Emergency	366	309	411	462	388	415	428	525	601
Urgent	2,536	2,523	2,550	3,380	2,926	3,052	3,391	3,512	3,830
Semi-urgent	2,677	2,461	3,231	8,005	9,196	9,665	9,699	9,506	9,178
Non-urgent	6,126	5,901	5,905	184	161	114	116	110	80
All emergency presentations	11,760	11,252	12,166	12,103	12,732	13,326	13,752	13,773	13,813

The Children's Hospital at Westmead: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,074 patients

Same period last year
Change since one year ago

1,074

ED Transfer of care time

Median time 5 minutes

6 minutes -1 minute

90th percentile time 13 minutes

14 minutes -1 minute

(†) 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.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2

January to March 2018

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

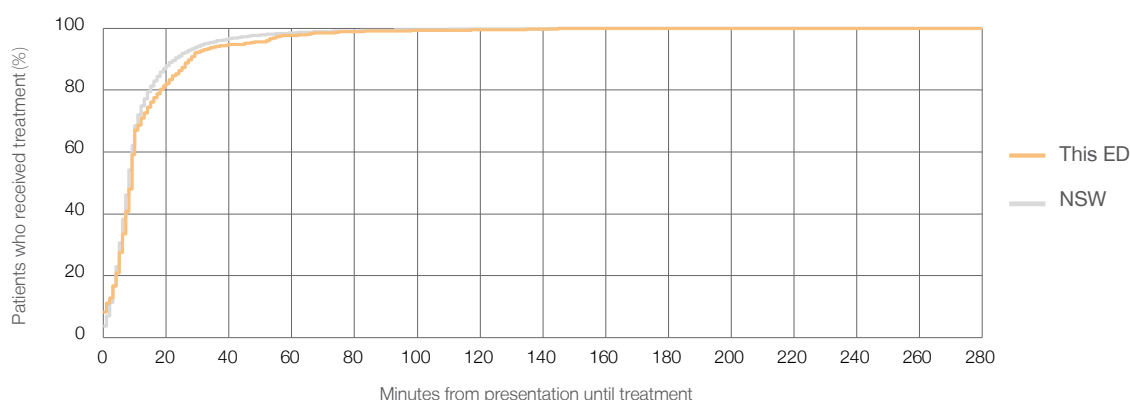
Number of triage 2 patients: 601

Number of triage 2 patients used to calculate waiting time:³ 601

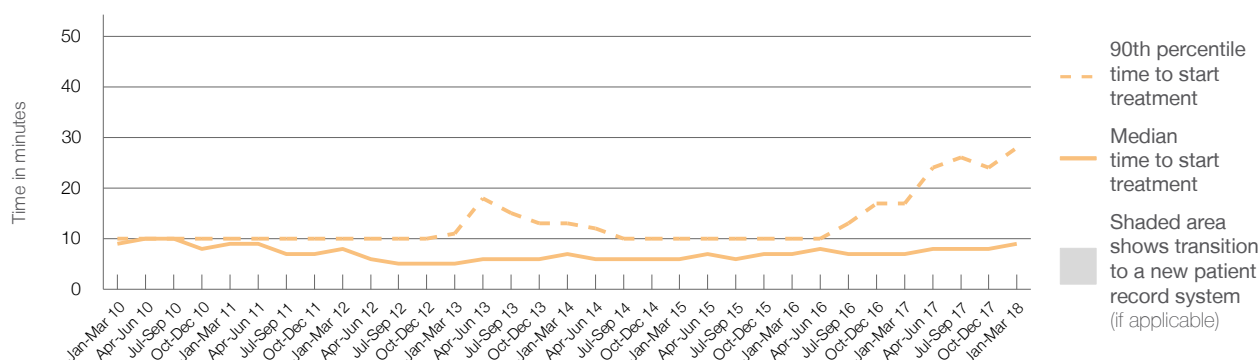
Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
525	
525	
7 minutes	8 minutes
17 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)	9	9	8	5	7	6	7	7	9
90th percentile time to start treatment ⁵ (minutes)	10	10	10	11	13	10	10	17	28

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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 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: 3,830

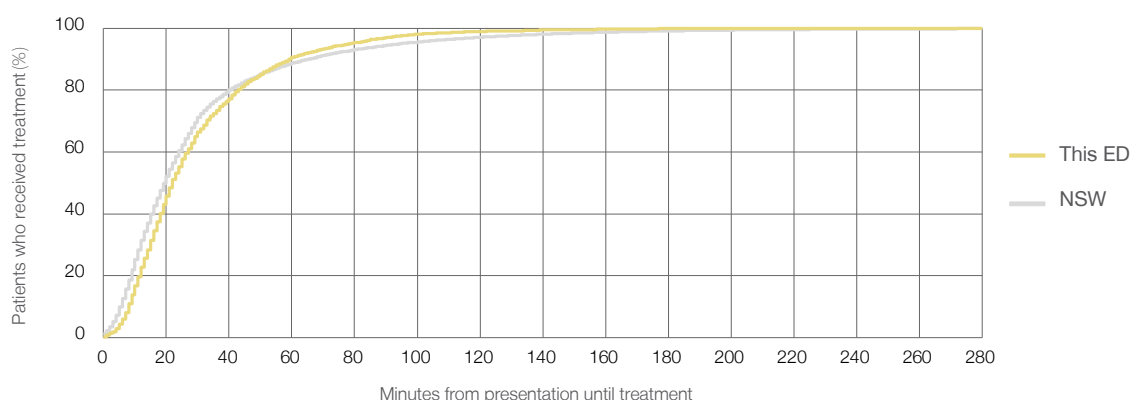
Number of triage 3 patients used to calculate waiting time:³ 3,823

Median time to start treatment⁴ 22 minutes

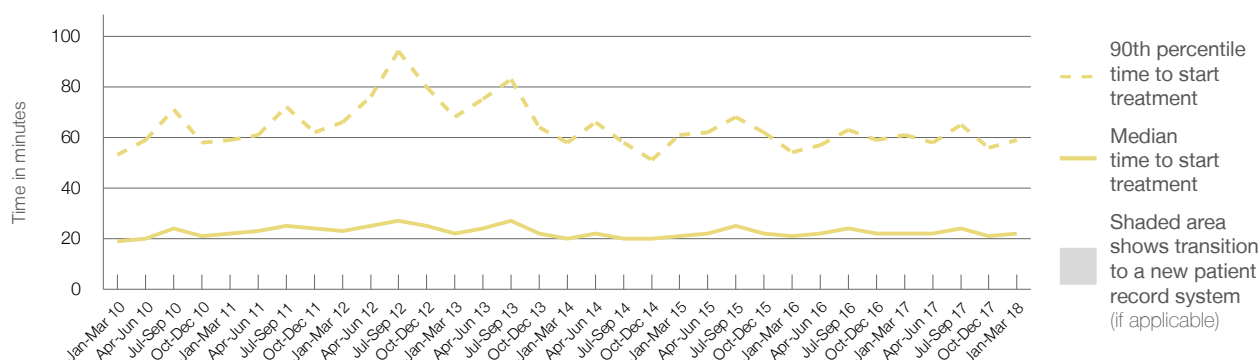
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
3,512	
3,501	
22 minutes	20 minutes
61 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)	19	22	23	22	20	21	21	22	22
90th percentile time to start treatment ⁵ (minutes)	53	59	66	68	58	61	54	61	59

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The Children's Hospital at Westmead: 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: 9,178

Number of triage 4 patients used to calculate waiting time:³ 7,925

Median time to start treatment⁴

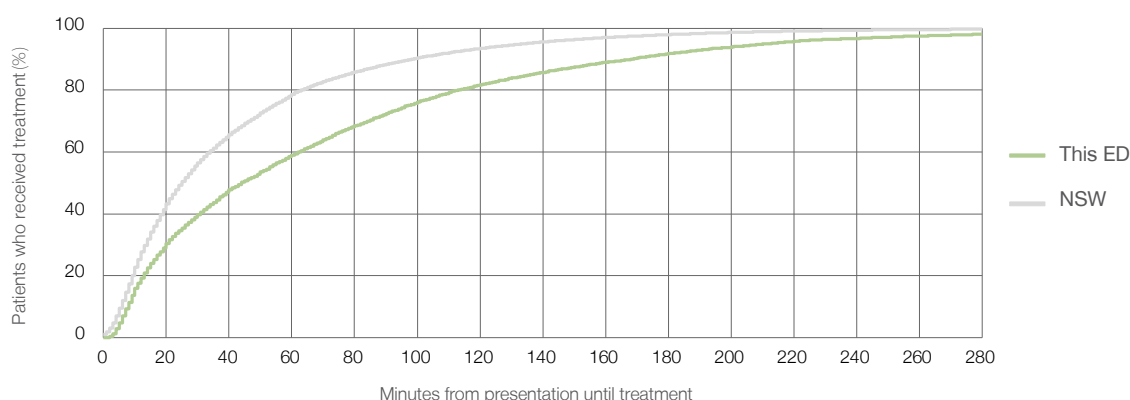
44 minutes

90th percentile time to start treatment⁵

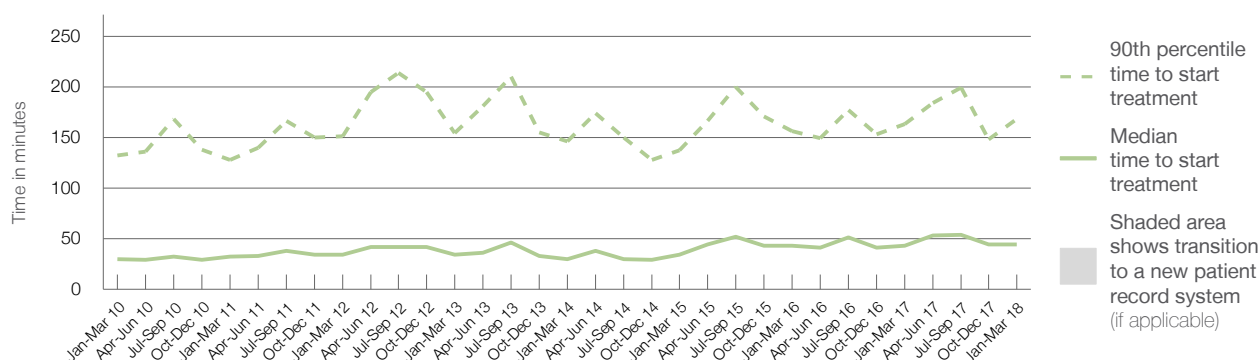
168 minutes

Same period last year	NSW (this period)
9,506	
7,992	
43 minutes	25 minutes
163 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)	30	32	34	34	30	34	43	43	44
90th percentile time to start treatment ⁵ (minutes)	132	128	151	154	146	137	156	163	168

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The Children's Hospital at Westmead: 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: 80

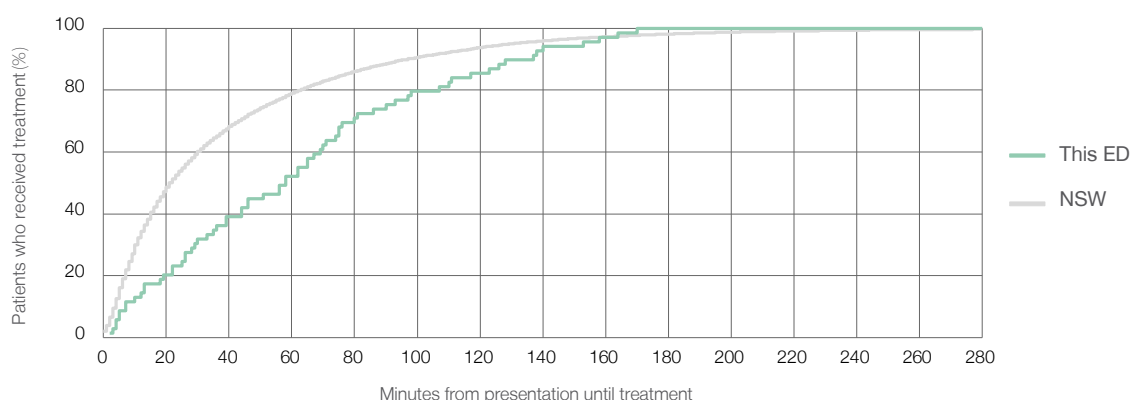
Number of triage 5 patients used to calculate waiting time:³ 69

Median time to start treatment⁴ 58 minutes

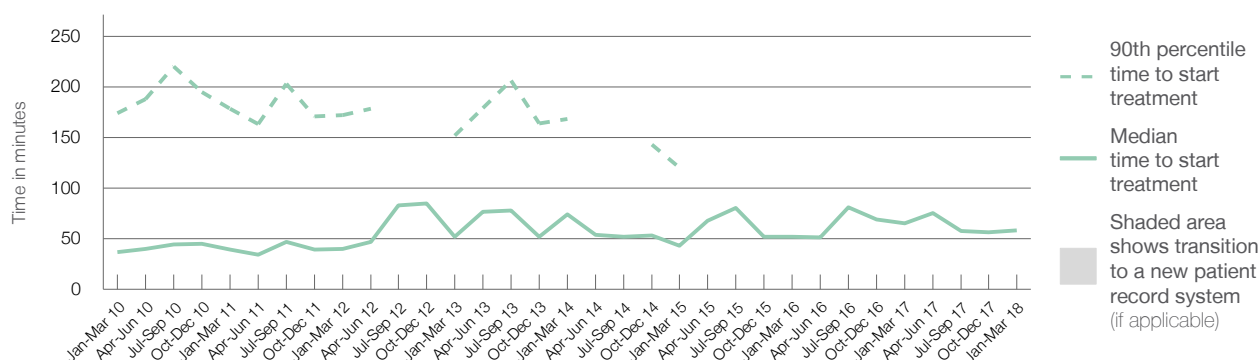
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
110	
100	
65 minutes	22 minutes
152 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)	37	39	40	52	74	43	52	65	58
90th percentile time to start treatment ⁵ (minutes)	174	178	172	152	168	120	161	152	*

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The Children's Hospital at Westmead: Time patients spent in the ED

January to March 2018

All presentations:¹ 13,984 patients

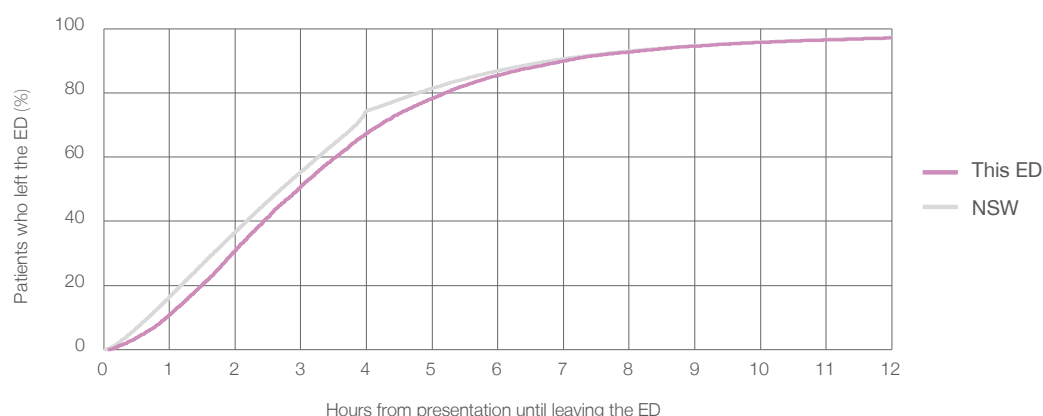
Presentations used to calculate time to leaving the ED:⁶ 13,984 patients

Median time spent in the ED⁸ 2 hours and 58 minutes

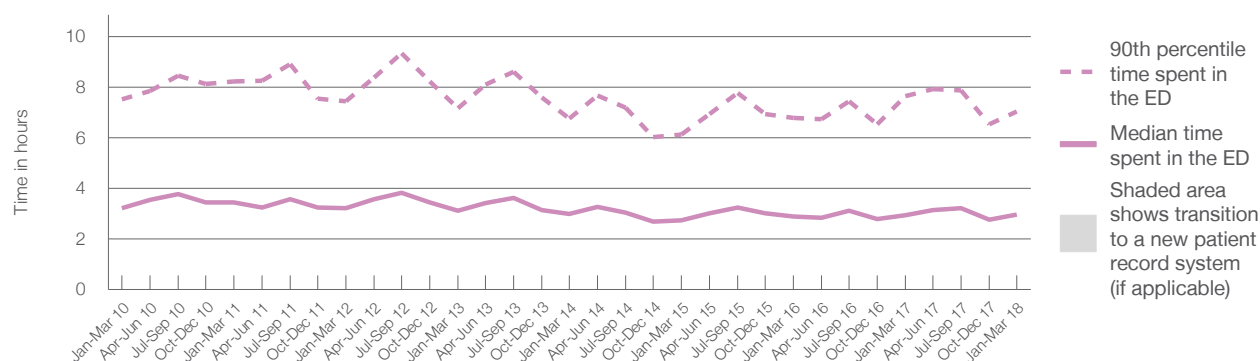
90th percentile time spent in the ED⁹ 7 hours and 2 minutes

Same period last year	NSW (this period)
13,969	
13,969	
2 hours and 57 minutes	2 hours and 42 minutes
7 hours and 39 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)	3h 13m	3h 27m	3h 14m	3h 8m	2h 59m	2h 45m	2h 54m	2h 57m	2h 58m
90th percentile time spent in the ED ⁹ (hours, minutes)	7h 31m	8h 13m	7h 26m	7h 10m	6h 46m	6h 8m	6h 47m	7h 39m	7h 2m

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The Children's Hospital at Westmead: Time patients spent in the ED

By mode of separation

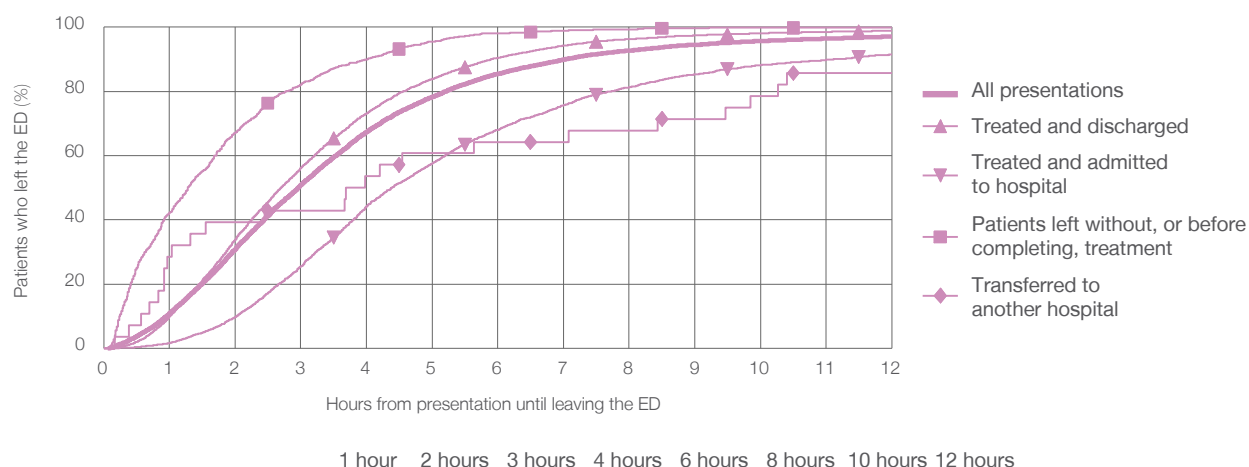
January to March 2018

All presentations:[†] 13,984 patients

Presentations used to calculate time to leaving the ED:[‡] 13,984 patients

		Same period last year	Change since one year ago
		13,969	0%
Treated and discharged	9,093 (65.0%)	8,984	1.2%
Treated and admitted to hospital	3,547 (25.4%)	3,358	5.6%
Patient left without, or before completing, treatment	1,316 (9.4%)	1,590	-17.2%
Transferred to another hospital	28 (0.2%)	37	-24.3%
Other	0 (0%)	0	

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	9.9%	34.0%	56.2%	73.2%	90.4%	96.3%	98.1%	98.9%
Treated and admitted to hospital	1.6%	9.8%	25.5%	44.3%	68.1%	81.4%	88.2%	91.6%
Patient left without, or before completing, treatment	42.2%	67.1%	82.1%	89.9%	98.2%	99.4%	99.8%	99.9%
Transferred to another hospital	28.6%	39.3%	42.9%	53.6%	64.3%	67.9%	78.6%	85.7%
All presentations	10.9%	31.0%	50.8%	67.4%	85.4%	92.7%	95.7%	97.1%

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The Children's Hospital at Westmead: 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 13,984 patients

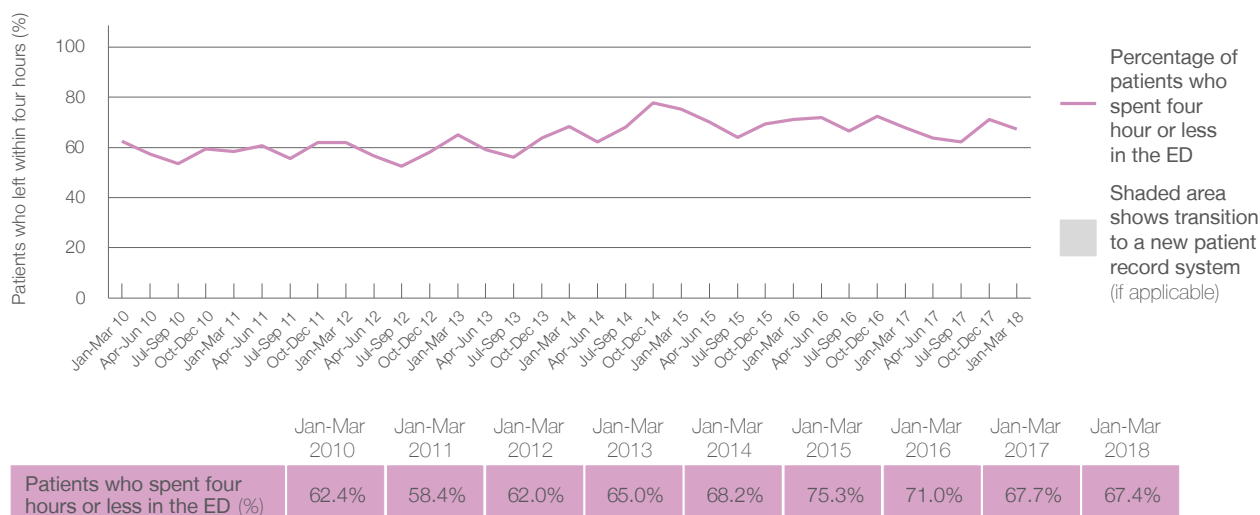
Presentations used to calculate time to leaving the ED: ⁶ 13,984 patients

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



Same period last year	Change since one year ago
13,969	0%
13,969	0%
67.7%	

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).