

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Ryde Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 6,737 patients  
Emergency presentations:<sup>2</sup> 6,667 patients

Same period last year	Change since one year ago
6,931	-2.8%
6,814	-2.2%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 896 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,495 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,929 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 306 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
877	
6 minutes	8 minutes
11 minutes	26 minutes
2,688	
12 minutes	20 minutes
35 minutes	69 minutes
2,964	
14 minutes	26 minutes
83 minutes	101 minutes
260	
18 minutes	23 minutes
102 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,737 patients

Percentage of patients who spent four hours or less in the ED 84.0%

Same period last year	Change since one year ago
6,931	-2.8%
81.4%	

\* 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.

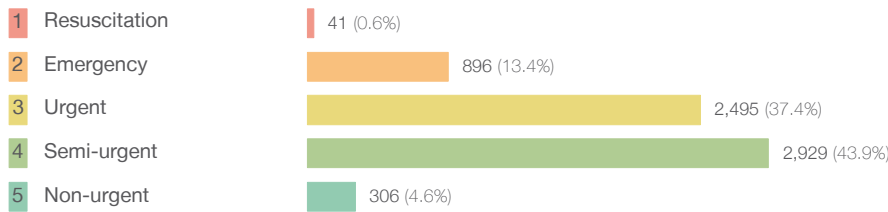
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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## Ryde Hospital: Patients presenting to the emergency department January to March 2017

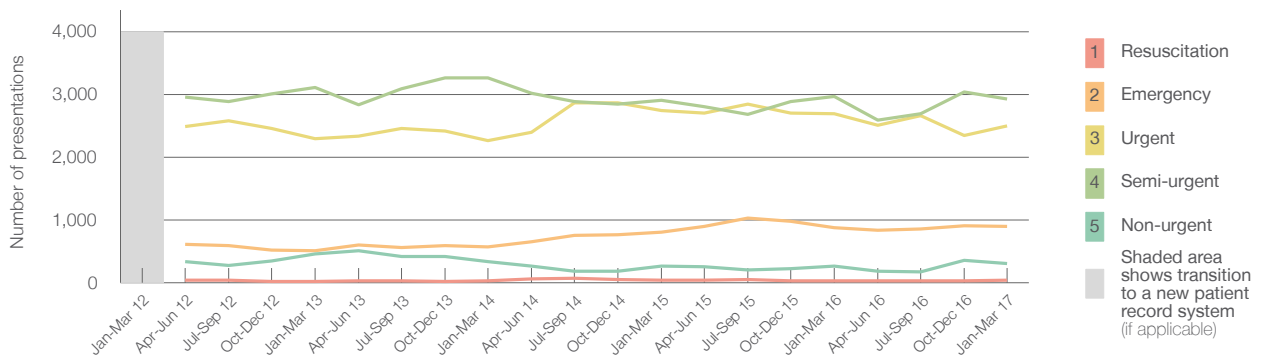
All presentations:<sup>1</sup> 6,737 patients

Emergency presentations<sup>2</sup> by triage category: 6,667 patients



Same period last year	Change since one year ago
6,931	-2.8%
6,814	-2.2%
25	64.0%
877	2.2%
2,688	-7.2%
2,964	-1.2%
260	17.7%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation		19	28	40	25	41
Emergency		507	565	804	877	896
Urgent		2,297	2,260	2,740	2,688	2,495
Semi-urgent		3,106	3,258	2,910	2,964	2,929
Non-urgent		454	337	262	260	306
All emergency presentations		6,383	6,448	6,756	6,814	6,667

## Ryde Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,446 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,536	
10 minutes	0 minutes
18 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.

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

January to March 2017

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

Number of triage 2 patients: 896

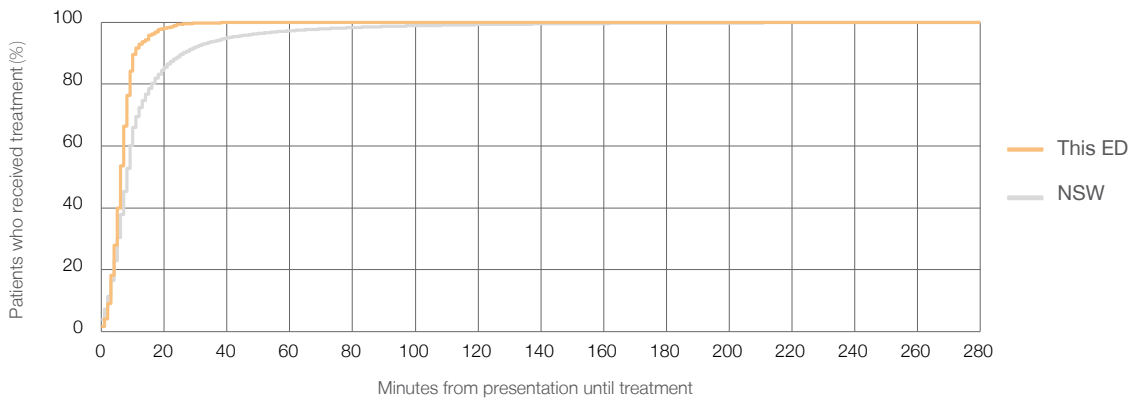
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 896

Median time to start treatment<sup>4</sup> 6 minutes

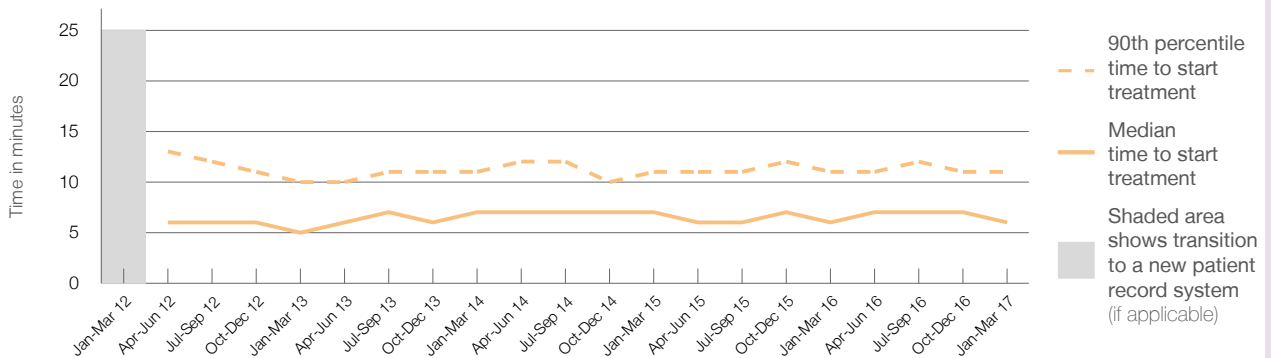
90th percentile time to start treatment<sup>5</sup> 11 minutes

Same period last year	NSW (this period)
877	877
6 minutes	8 minutes
11 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)		5	7	7	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)		10	11	11	11	11

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## Ryde Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,495

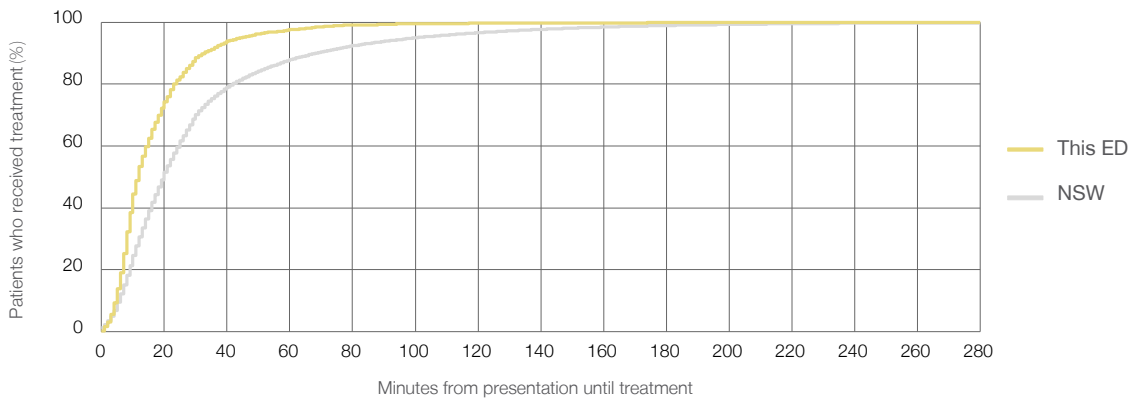
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,477

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

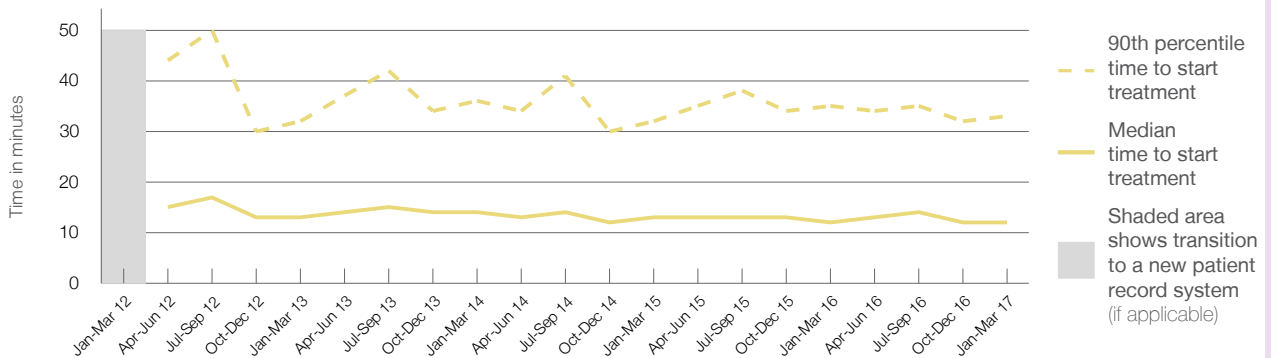
90th percentile time to start treatment<sup>5</sup> 33 minutes

Same period last year	NSW (this period)
2,688	2,656
12 minutes	20 minutes
35 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)		13	14	13	12	12
90th percentile time to start treatment <sup>5</sup> (minutes)		32	36	32	35	33

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## Ryde Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,929

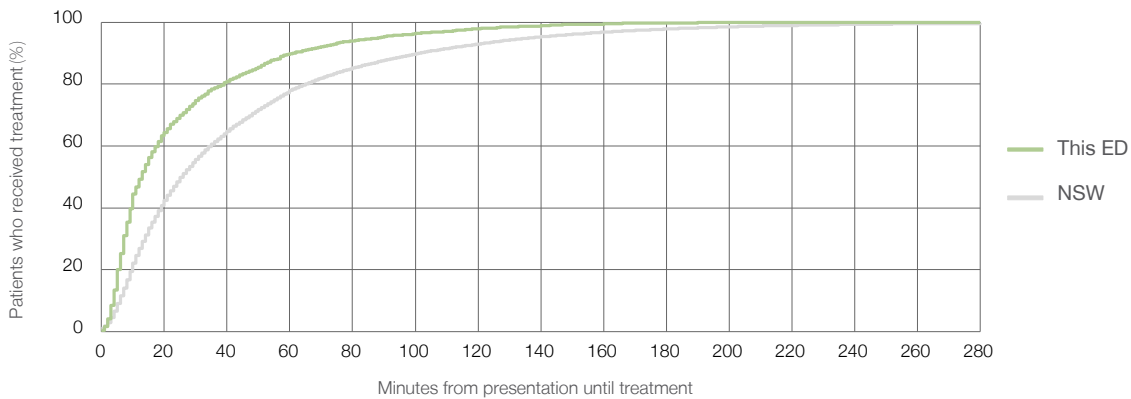
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,852

Median time to start treatment<sup>4</sup> 13 minutes

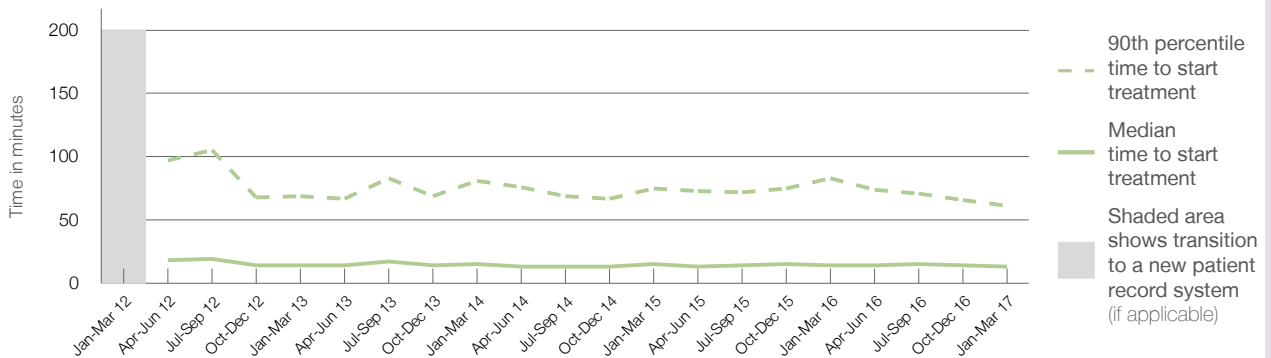
90th percentile time to start treatment<sup>5</sup> 61 minutes

Same period last year	NSW (this period)
2,964	
2,850	
14 minutes	26 minutes
83 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)		14	15	15	14	13
90th percentile time to start treatment <sup>5</sup> (minutes)		69	81	75	83	61

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

January to March 2017

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

Number of triage 5 patients: 306

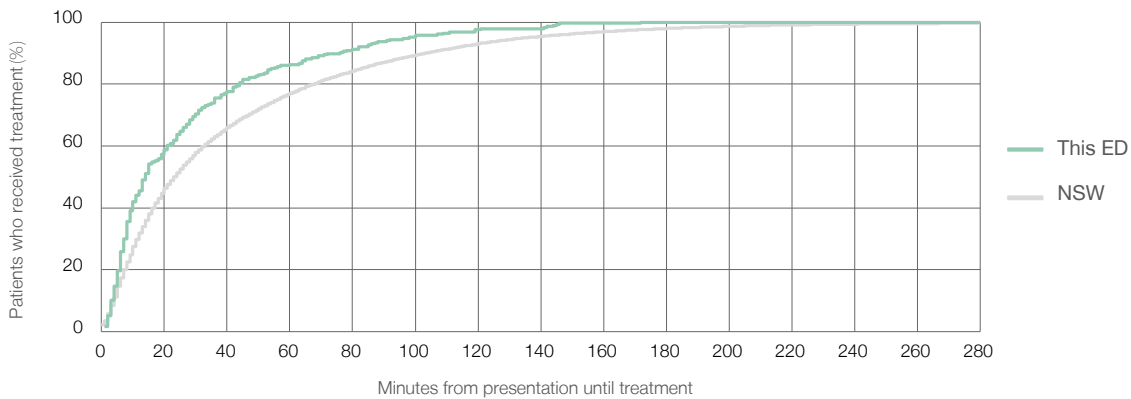
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 286

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

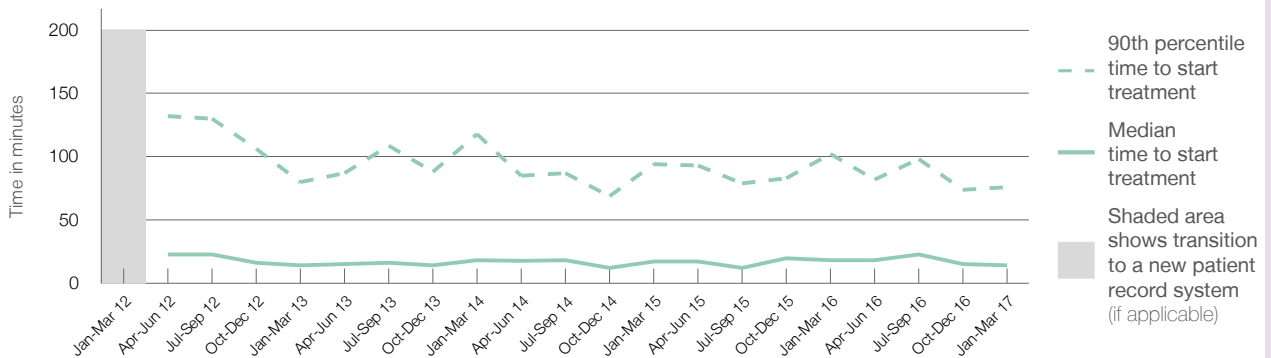
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
260	
229	
18 minutes	23 minutes
102 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)		14	18	17	18	14
90th percentile time to start treatment <sup>5</sup> (minutes)		80	118	94	102	76

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## Ryde Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 6,737 patients

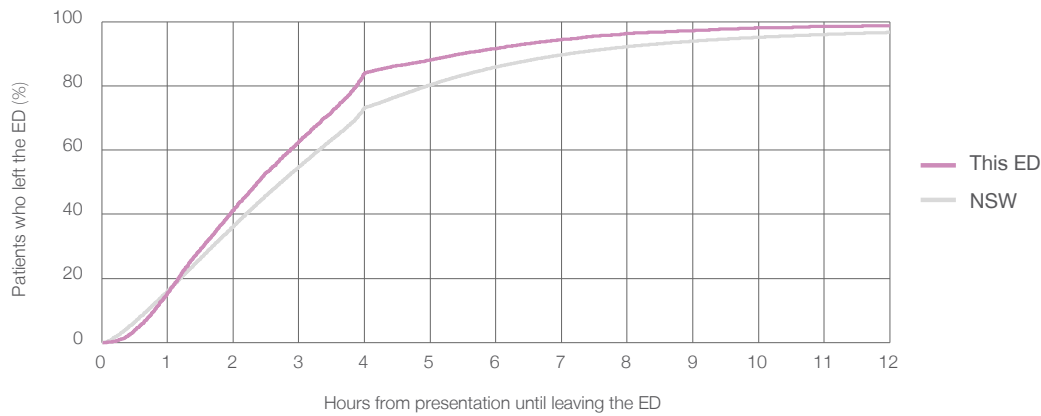
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,737 patients

Median time spent in the ED<sup>8</sup> 2 hours and 23 minutes

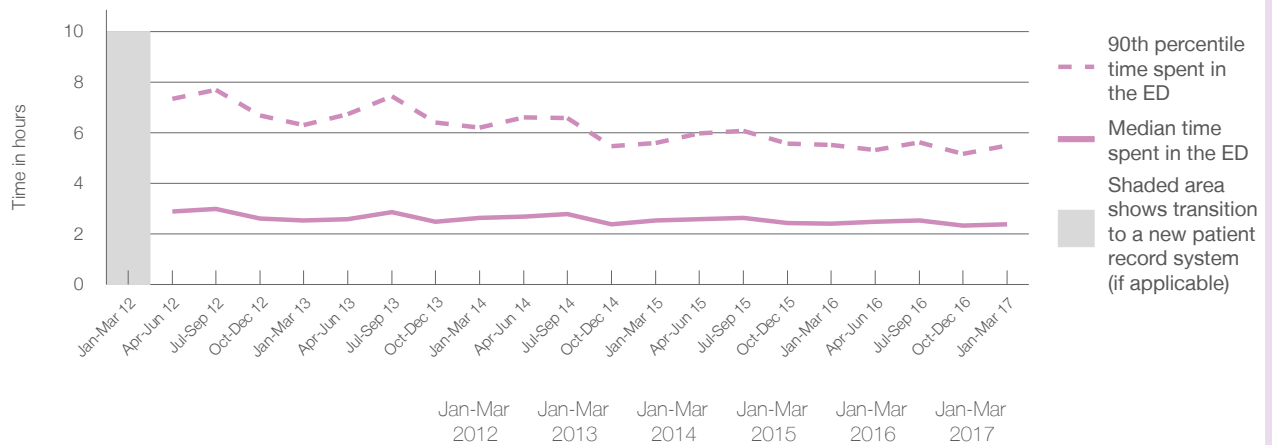
90th percentile time spent in the ED<sup>9</sup> 5 hours and 30 minutes

Same period last year	NSW (this period)
6,931	6,931
2 hours and 25 minutes	2 hours and 44 minutes
5 hours and 32 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 33m	2h 38m	2h 32m	2h 25m	2h 23m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		6h 18m	6h 13m	5h 36m	5h 32m	5h 30m

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## Ryde Hospital: Time patients spent in the ED By mode of separation January to March 2017

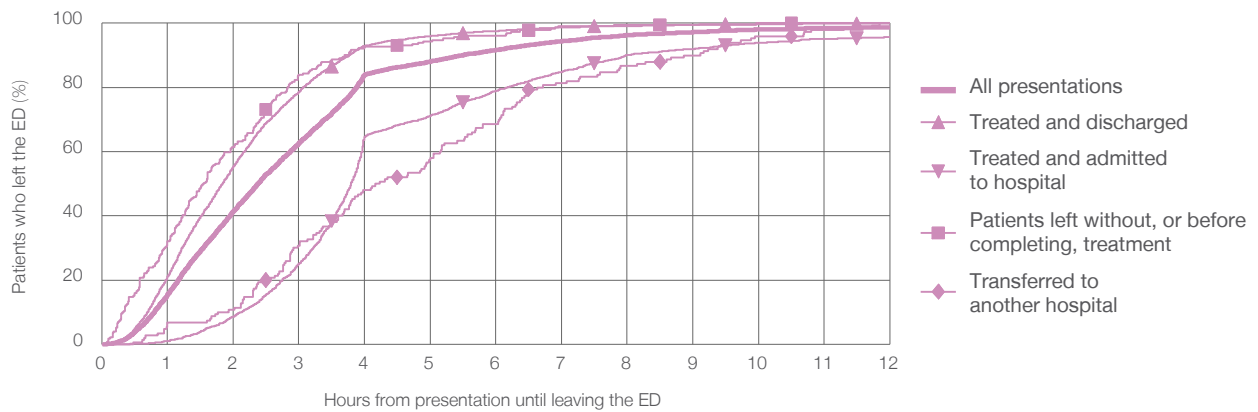
All presentations:<sup>1</sup> 6,737 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,737 patients

Treated and discharged	4,447 (66.0%)
Treated and admitted to hospital	1,903 (28.2%)
Patient left without, or before completing, treatment	231 (3.4%)
Transferred to another hospital	150 (2.2%)
Other	6 (0.1%)

Same period last year	Change since one year ago
6,931	-2.8%
4,496	-1.1%
1,900	0.2%
328	-29.6%
197	-23.9%
10	-40.0%

Percentage of patients who left the ED by time and mode of separation, January to March 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	21.0%	55.4%	78.5%	93.0%	97.6%	99.1%	99.8%	99.9%
Treated and admitted to hospital	1.1%	8.6%	25.1%	64.5%	79.0%	90.2%	93.9%	95.7%
Patient left without, or before completing, treatment	32.0%	61.5%	84.0%	92.6%	96.1%	99.6%	100%	100%
Transferred to another hospital	6.7%	10.7%	30.7%	48.0%	68.7%	86.7%	96.0%	100%
All presentations	15.5%	41.4%	62.6%	84.0%	91.6%	96.3%	98.0%	98.7%

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## Ryde Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 6,737 patients

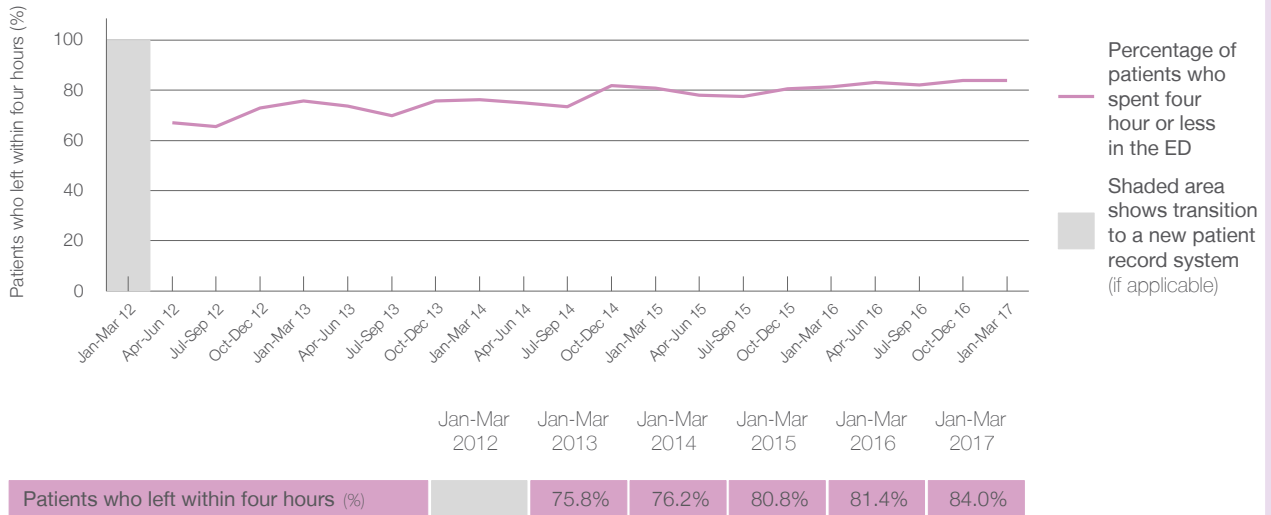
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,737 patients

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> 6,737 patients	6,931	-2.8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,737 patients	6,931	-2.8%
Percentage of patients who spent four hours or less in the ED	81.4%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).