



Healthcare Quarterly

Performance Profiles

Emergency Department

October to December 2017

New South Wales: Emergency department (ED) overview

October to December 2017

All presentations:¹ 703,410 patients
 Emergency presentations:² 680,126 patients

Same period last year	Change since one year ago
689,903	2.0%
665,860	2.1%

New South Wales: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 85,293 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 231,360 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 287,474 patients

Median time to start treatment⁴ 26 minutes
 90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 71,264 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 103 minutes

Same period last year
8 minutes
25 minutes
20 minutes
67 minutes
25 minutes
97 minutes
23 minutes
103 minutes

New South Wales: Time patients spent in the ED

October to December 2017

Presentations used to calculate time to leaving the ED:⁶ 703,345 patients

Percentage of patients who spent four hours or less in the ED 73.6%

Same period last year
74.4%

- 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 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.

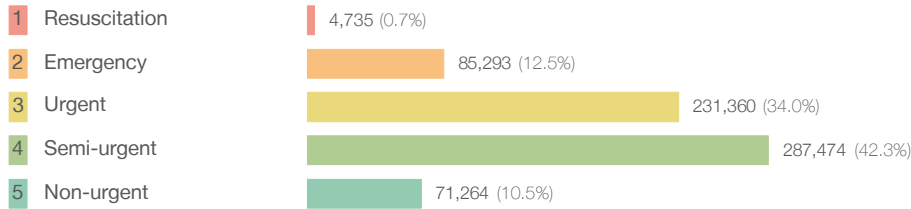
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

New South Wales: Patients presenting to the emergency department October to December 2017

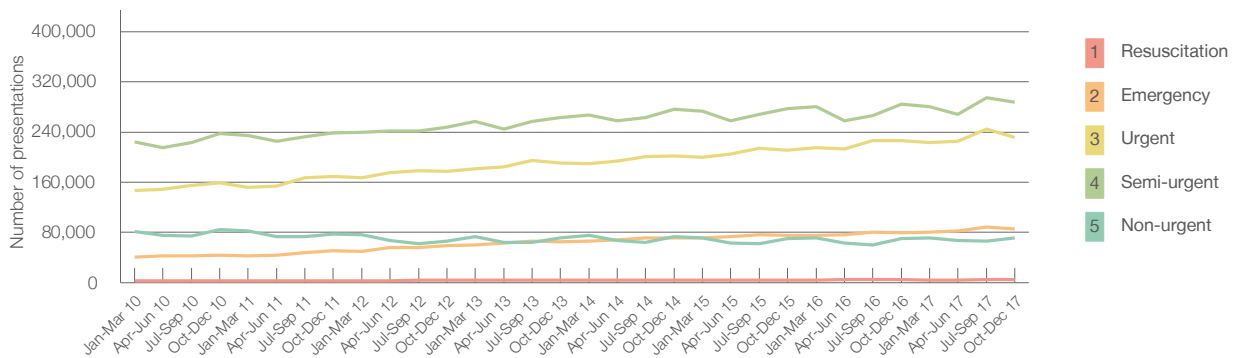
All presentations:¹ 703,410 patients

Emergency presentations² by triage category: 680,126 patients



Same period last year	Change since one year ago
689,903	2.0%
665,860	2.1%
4,556	3.9%
79,597	7.2%
226,707	2.1%
284,650	1.0%
70,350	1.3%

Emergency presentations² by quarter, January 2010 to December 2017



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	3,043	3,198	3,648	4,021	4,167	4,248	4,556	4,735
Emergency	43,748	50,583	58,827	65,420	71,473	75,781	79,597	85,293
Urgent	158,597	168,728	177,773	190,686	201,627	211,498	226,707	231,360
Semi-urgent	237,103	238,506	248,174	262,765	276,053	276,862	284,650	287,474
Non-urgent	84,105	77,138	65,797	71,227	73,516	70,545	70,350	71,264
All emergency presentations	526,596	538,153	554,219	594,119	626,836	638,934	665,860	680,126

New South Wales: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 137,708 patients

ED Transfer of care time



Same period last year	Change since one year ago
132,496	
11 minutes	0 minutes
26 minutes	0 minutes

New South Wales: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 85,293

Number of triage 2 patients used to calculate waiting time:³ 84,275

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 23 minutes

Same period last year

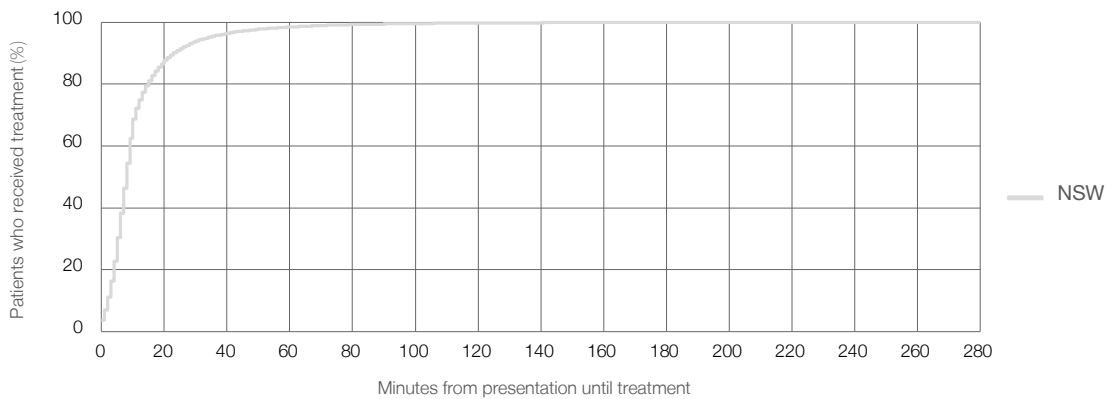
79,597

78,723

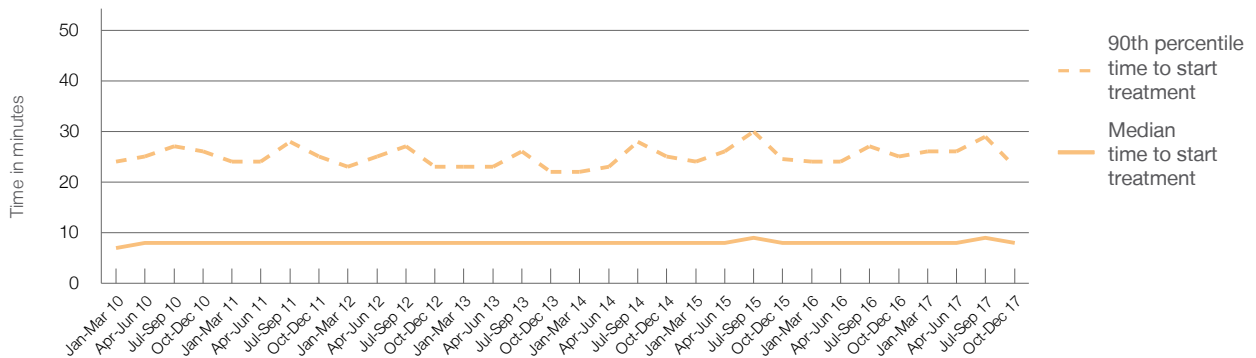
8 minutes

25 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	8	8	8	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	26	25	23	22	25	25	25	23

New South Wales: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 231,360

Number of triage 3 patients used to calculate waiting time:³ 225,861

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 65 minutes

Same period last year

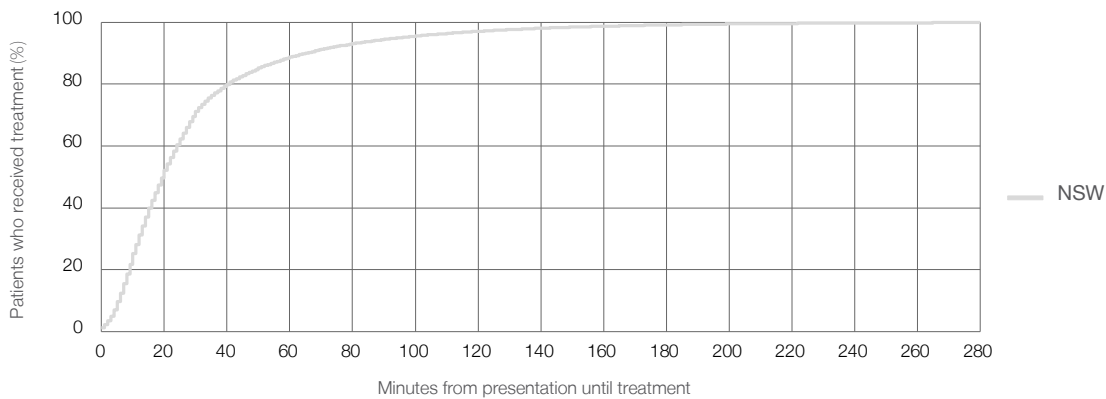
226,707

221,046

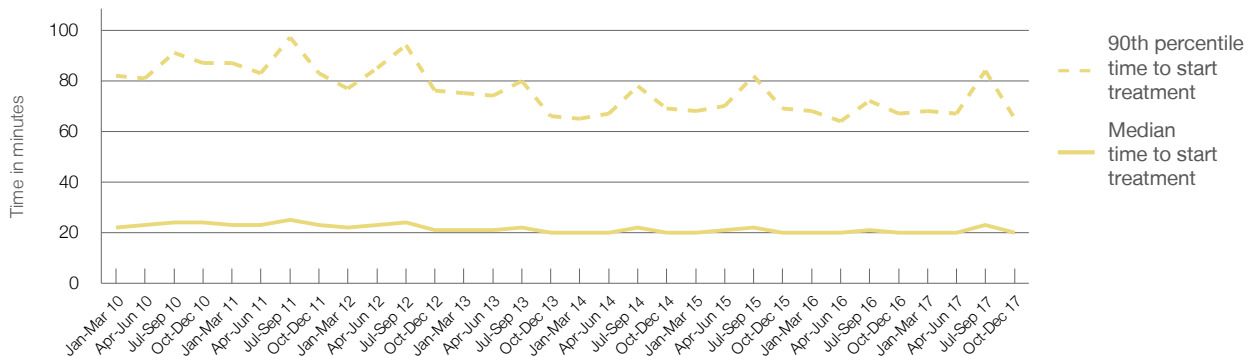
20 minutes

67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	24	23	21	20	20	20	20	20
90th percentile time to start treatment ⁵ (minutes)	87	83	76	66	69	69	67	65

New South Wales: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 287,474

Number of triage 4 patients used to calculate waiting time:³ 267,241

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 99 minutes

Same period last year

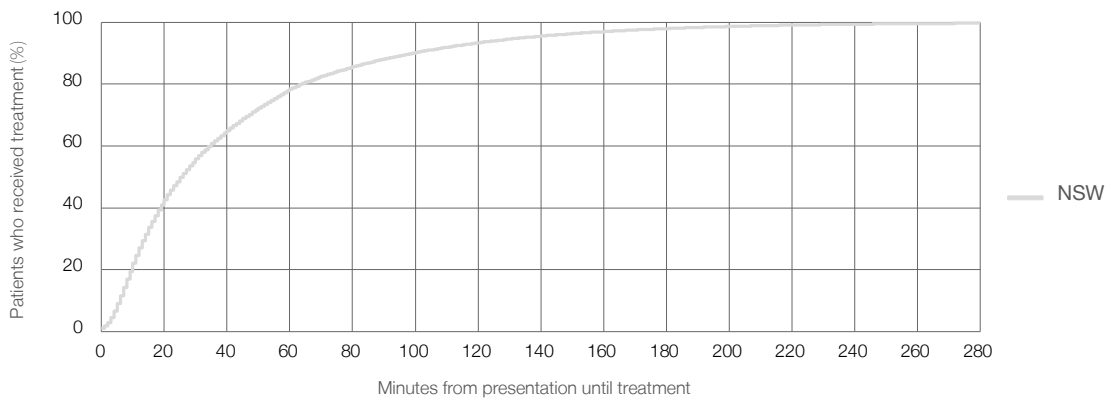
284,650

264,712

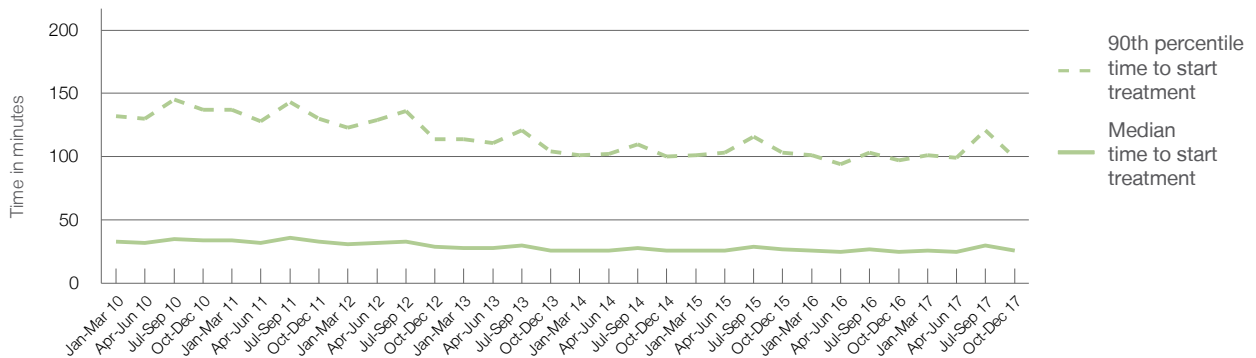
25 minutes

97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	34	33	29	26	26	27	25	26
90th percentile time to start treatment ⁵ (minutes)	137	130	114	104	100	103	97	99

New South Wales: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 71,264

Number of triage 5 patients used to calculate waiting time:³ 60,725

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 103 minutes

Same period last year

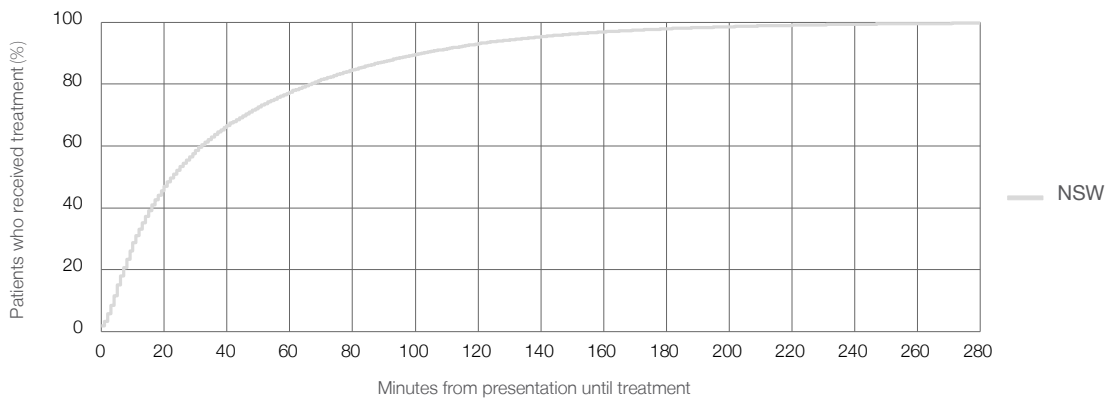
70,350

60,100

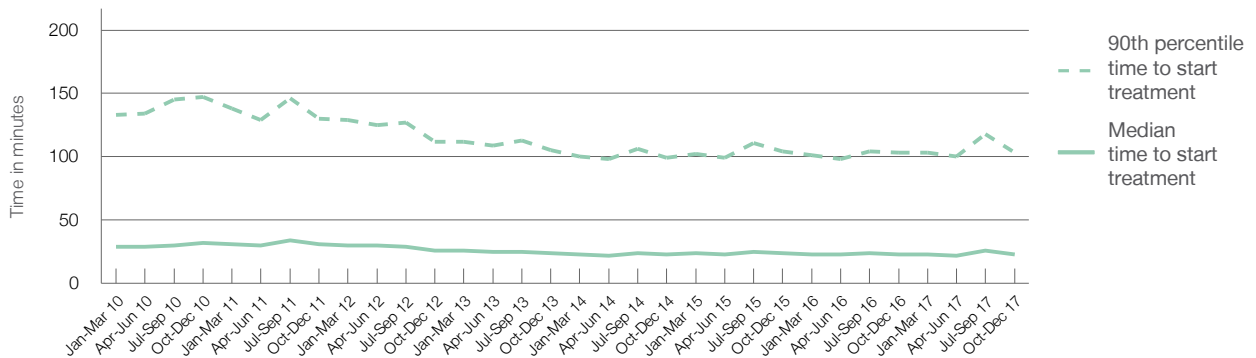
23 minutes

103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	32	31	26	24	23	24	23	23
90th percentile time to start treatment ⁵ (minutes)	147	130	112	105	99	104	103	103

New South Wales: Time patients spent in the ED October to December 2017

All presentations:¹ 703,410 patients

Presentations used to calculate time to leaving the ED:⁶ 703,345 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

90th percentile time spent in the ED⁹ 6 hours and 55 minutes

Same period last year

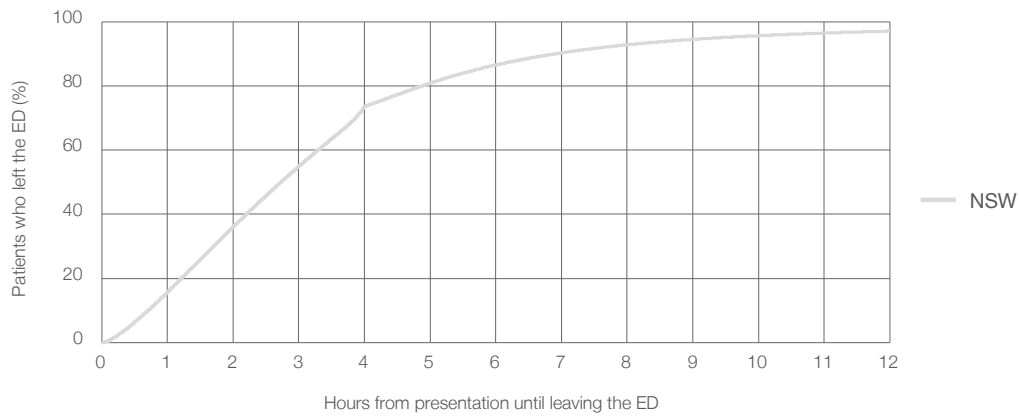
689,903

689,818

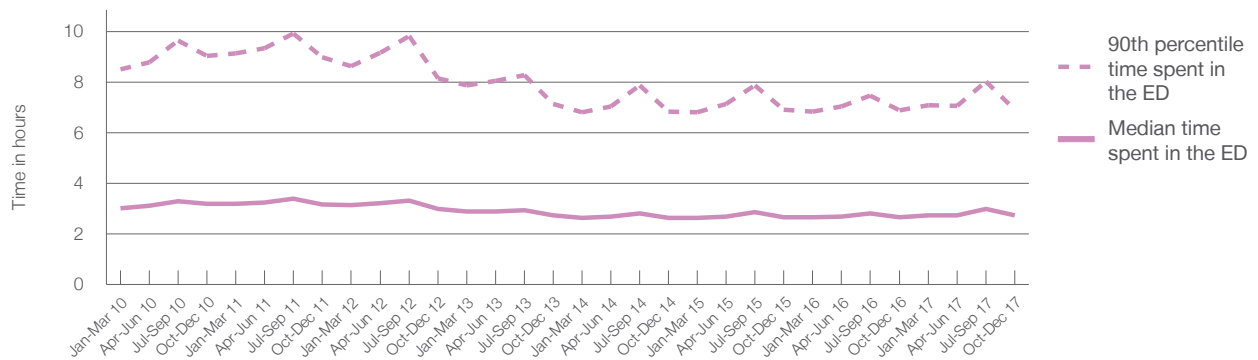
2 hours and 40 minutes

6 hours and 53 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{††}

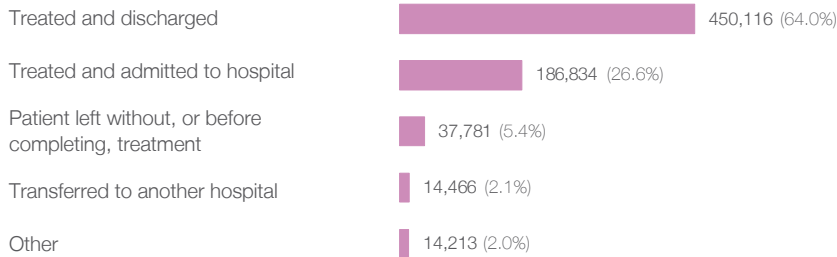


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time spent in the ED ⁸ (hours, minutes)	3h 12m	3h 11m	3h 0m	2h 44m	2h 38m	2h 40m	2h 40m	2h 44m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 2m	9h 0m	8h 9m	7h 8m	6h 50m	6h 55m	6h 53m	6h 55m

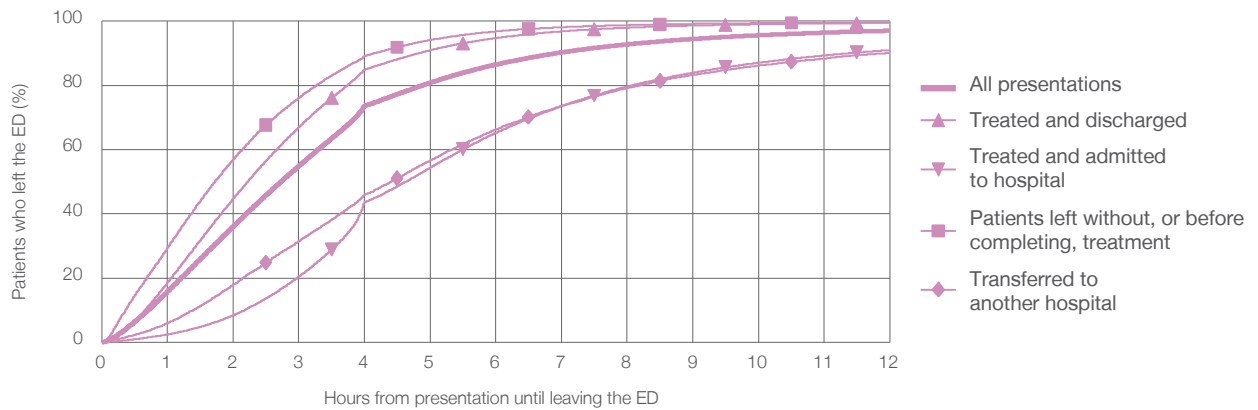
New South Wales: Time spent in the ED
By mode of separation
October to December 2017

All presentations:¹ 703,410 patients

Presentations used to calculate time spent in the ED:⁶ 703,345 patients



Percentage of patients who left the ED by time and mode of separation, October to December 2017



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	18.7%	44.8%	67.1%	85.0%	94.8%	98.0%	99.0%	99.5%
Treated and admitted to hospital	2.5%	8.4%	20.5%	43.6%	65.3%	79.7%	87.1%	91.0%
Patient left without, or before completing, treatment	29.6%	57.0%	76.2%	89.1%	96.8%	98.8%	99.4%	99.6%
Transferred to another hospital	6.0%	18.0%	31.6%	46.0%	66.3%	79.2%	86.2%	90.2%
All presentations	15.9%	36.2%	55.0%	73.6%	86.5%	92.8%	95.6%	97.1%

New South Wales: Time spent in the ED

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

October to December 2017

All presentations at the emergency department: ¹ 703,410 patients

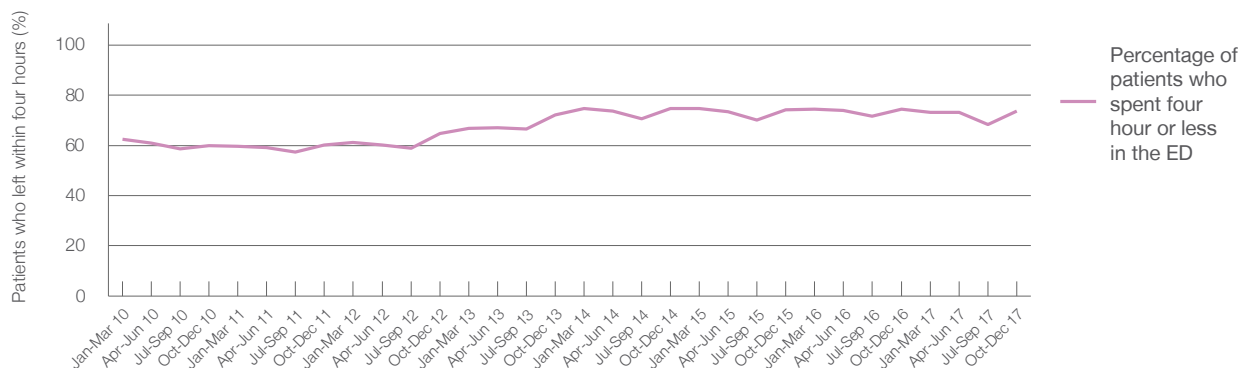
Presentations used to calculate time to leaving the ED: ⁶ 703,345 patients

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



Same period last year	689,903
	689,818
	74.4%

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Patients who spent four hours or less in the ED (%)	60.0%	60.0%	64.8%	72.1%	74.7%	74.1%	74.4%	73.6%

* 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*.

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- 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.
- 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).