



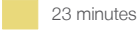




The Children's Hospital at Westmead: Emergency department (ED) overview

July to September 2018

	Same period last year	Change since one year ago
All presentations: ¹ 15,436 patients	16,349	-6%
Emergency presentations: ² 15,284 patients	16,228	-6%

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

July to September 2018

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 587 patients	576	
Median time to start treatment ⁴  12 minutes	8 minutes	8 minutes
90th percentile time to start treatment ⁵  35 minutes	26 minutes	28 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 4,138 patients	4,062	
Median time to start treatment ⁴  23 minutes	24 minutes	21 minutes
90th percentile time to start treatment ⁵  65 minutes	65 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 10,341 patients	11,399	
Median time to start treatment ⁴  58 minutes	54 minutes	26 minutes
90th percentile time to start treatment ⁵  204 minutes	199 minutes	105 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 76 patients	59	
Median time to start treatment ⁴  101 minutes	58 minutes	22 minutes
90th percentile time to start treatment ⁵ *	*	103 minutes

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

July to September 2018

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 15,434 patients	16,349	-6%
Percentage of patients who spent four hours or less in the ED  57%	62%	

* 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, January to March 2018*.
- 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.

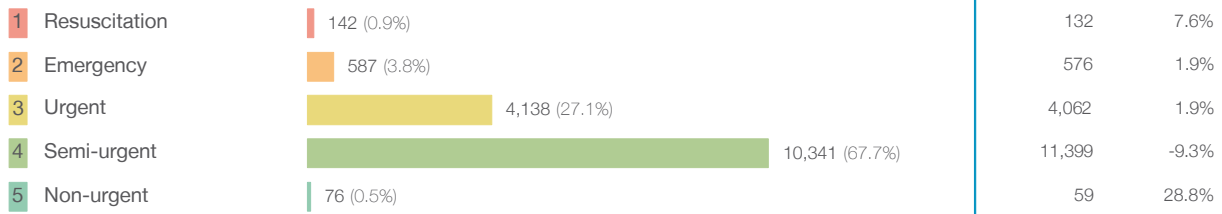
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

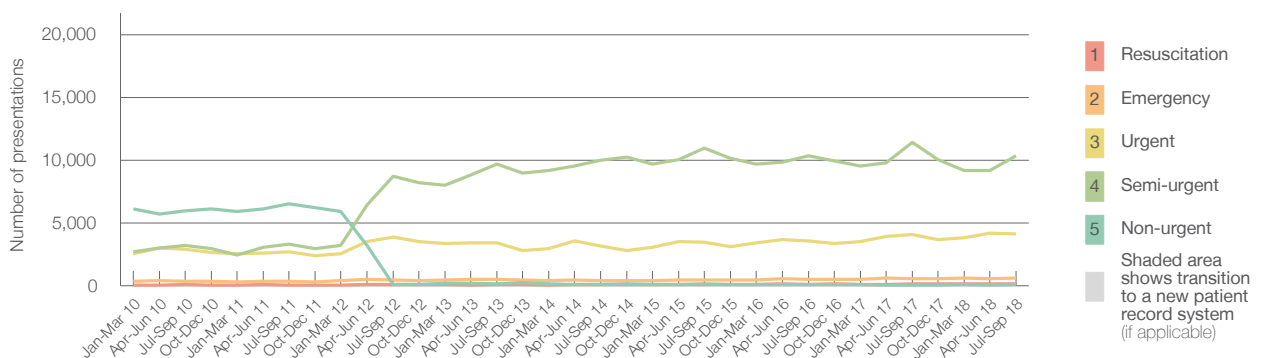
The Children's Hospital at Westmead: Patients presenting to the emergency department July to September 2018

All presentations:¹ 15,436 patients

Emergency presentations² by triage category: 15,284 patients



Emergency presentations² by quarter, January 2010 to September 2018 †‡



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	74	61	72	109	91	95	118	132	142
Emergency	336	345	447	484	394	445	484	576	587
Urgent	2,921	2,712	3,893	3,419	3,133	3,479	3,585	4,062	4,138
Semi-urgent	3,194	3,295	8,710	9,665	9,994	10,970	10,332	11,399	10,341
Non-urgent	5,977	6,524	97	138	100	125	77	59	76
All emergency presentations	12,502	12,937	13,219	13,815	13,712	15,114	14,596	16,228	15,284

The Children's Hospital at Westmead: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 719 patients **

ED Transfer of care time



(†) 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.

(Ω) 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 587

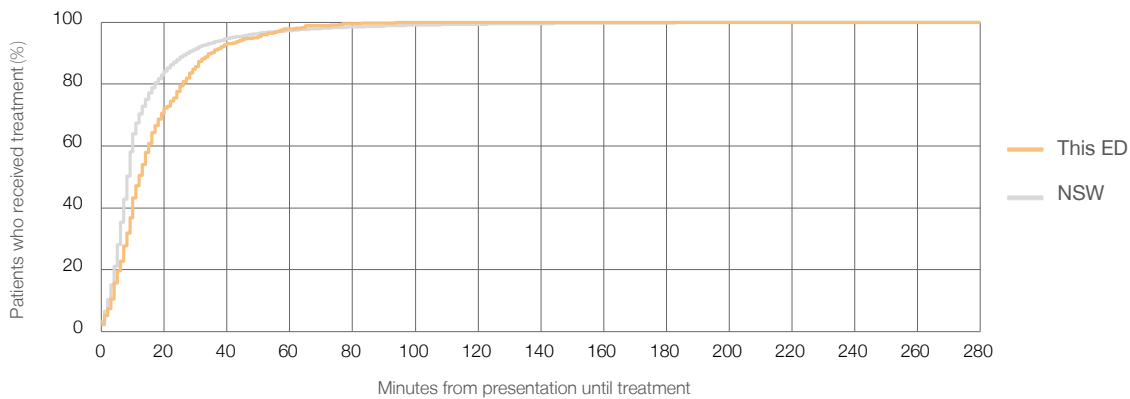
Number of triage 2 patients used to calculate waiting time:³ 586

Median time to start treatment⁴ 12 minutes

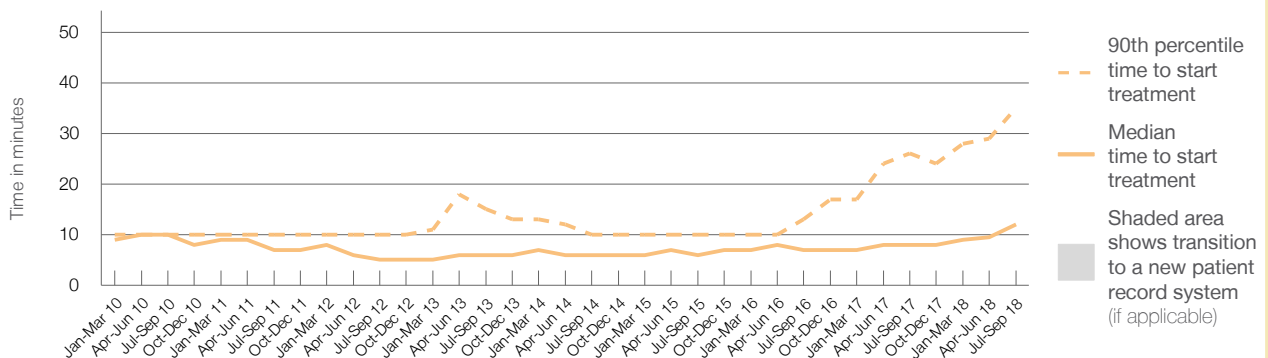
90th percentile time to start treatment⁵ 35 minutes

Same period last year	NSW (this period)
576	576
8 minutes	8 minutes
26 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	10	7	5	6	6	6	7	8	12
90th percentile time to start treatment ⁵ (minutes)	10	10	10	15	10	10	13	26	35

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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 July to September 2018

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

Number of triage 3 patients: 4,138

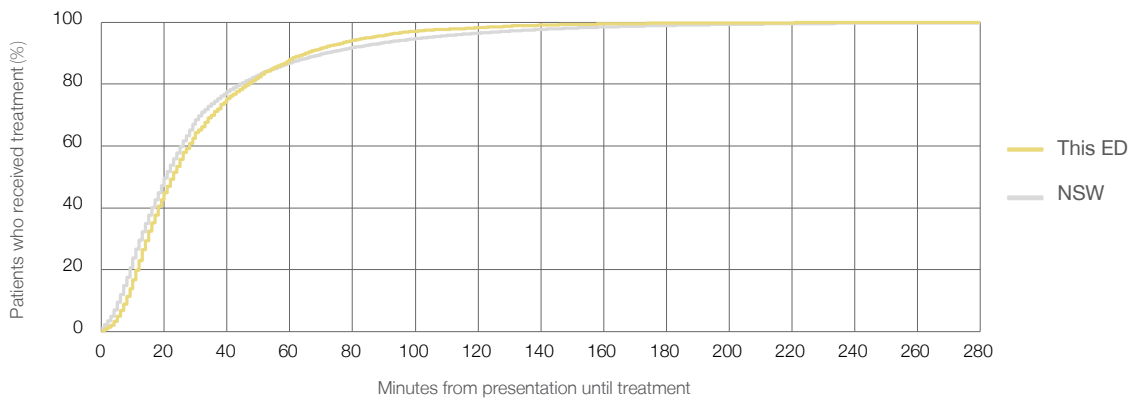
Number of triage 3 patients used to calculate waiting time:³ 4,118

Median time to start treatment⁴ 23 minutes

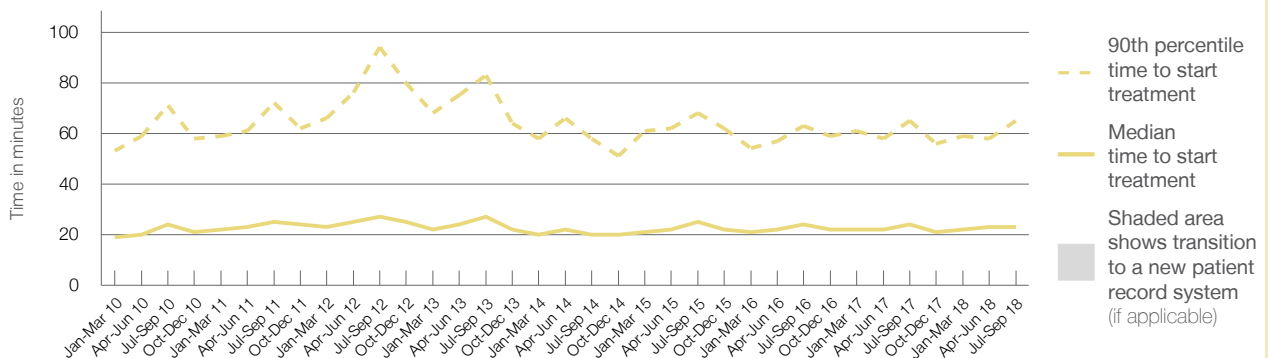
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
4,062	
4,051	
24 minutes	21 minutes
65 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	24	25	27	27	20	25	24	24	23
90th percentile time to start treatment ⁵ (minutes)	71	72	94	83	58	68	63	65	65

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The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 10,341

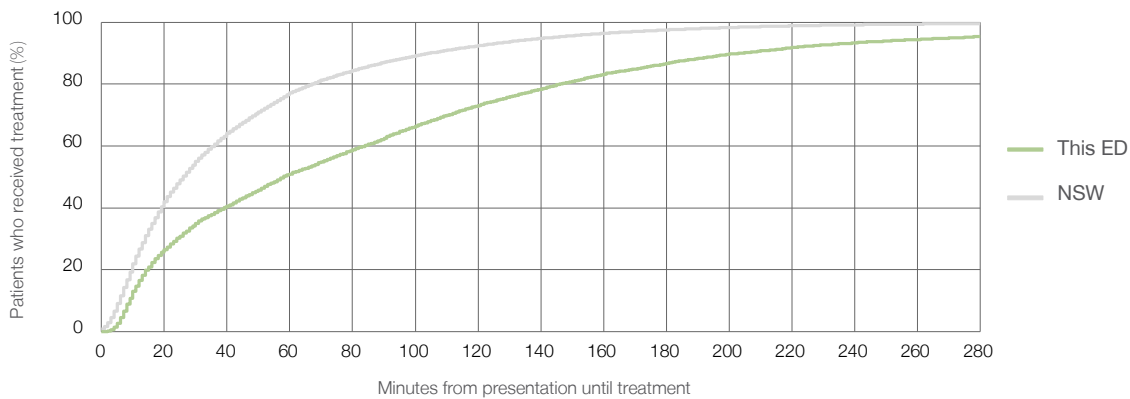
Number of triage 4 patients used to calculate waiting time:³ 8,261

Median time to start treatment⁴ 58 minutes

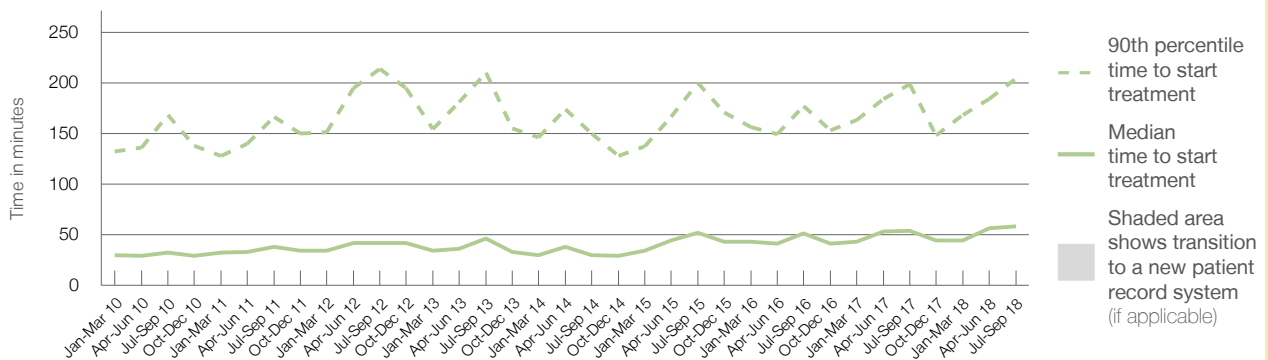
90th percentile time to start treatment⁵ 204 minutes

Same period last year	NSW (this period)
11,399	9,170
54 minutes	26 minutes
199 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	32	38	42	46	30	52	51	54	58
90th percentile time to start treatment ⁵ (minutes)	168	166	214	210	150	200	177	199	204

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The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 76

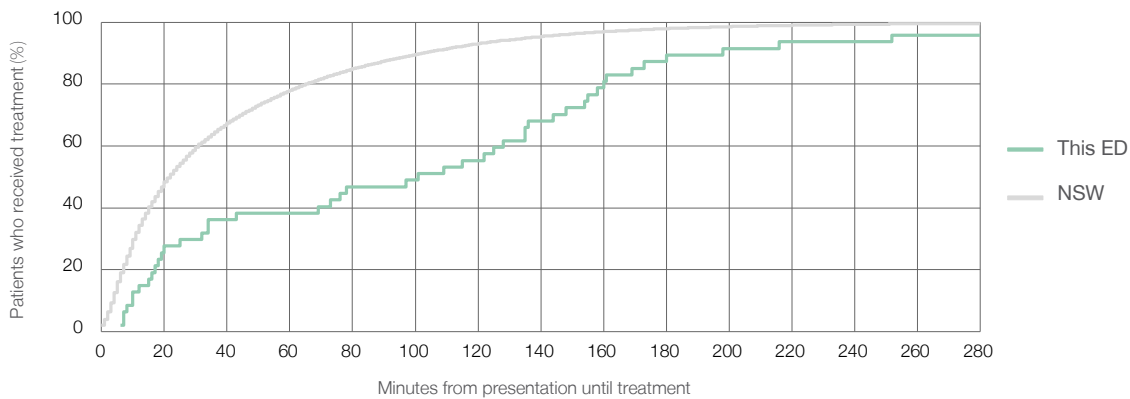
Number of triage 5 patients used to calculate waiting time:³ 47

Median time to start treatment⁴ 101 minutes

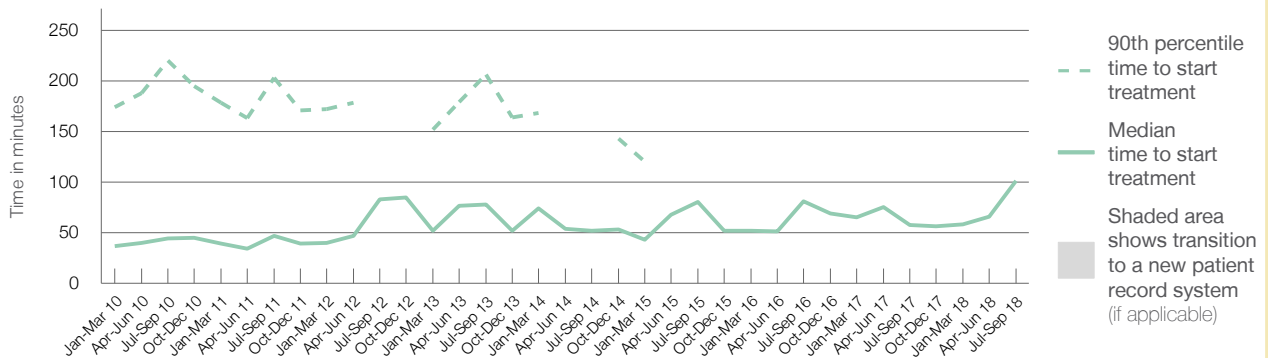
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
59	46
58 minutes	22 minutes
*	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	44	47	83	78	52	80	81	58	101
90th percentile time to start treatment ⁵ (minutes)	220	203	*	206	*	*	*	*	*

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

July to September 2018

All presentations:¹ 15,436 patients

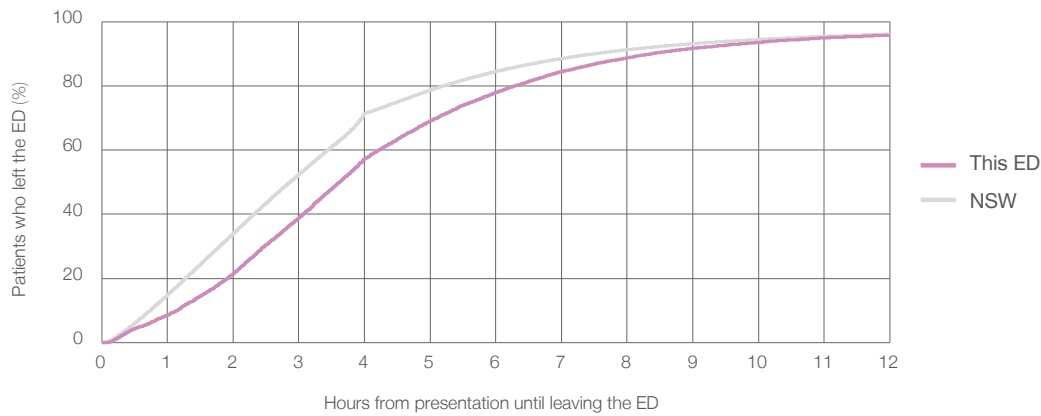
Presentations used to calculate time to leaving the ED:⁶ 15,434 patients

Median time spent in the ED⁸ 3 hours and 37 minutes

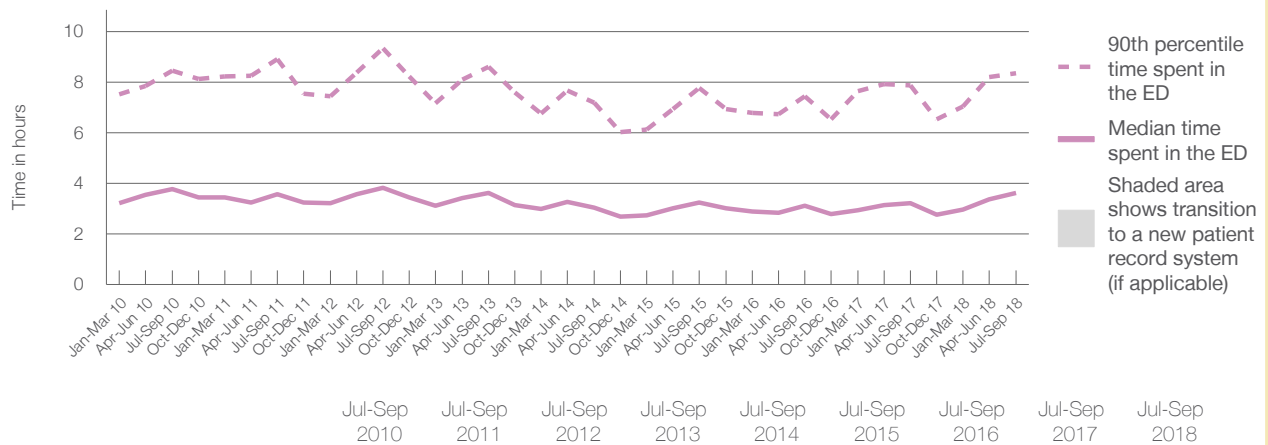
90th percentile time spent in the ED⁹ 8 hours and 22 minutes

Same period last year	NSW (this period)
16,349	16,349
3 hours and 14 minutes	2 hours and 52 minutes
7 hours and 52 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 46m	3h 35m	3h 49m	3h 37m	3h 2m	3h 15m	3h 7m	3h 14m	3h 37m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 28m	8h 54m	9h 20m	8h 36m	7h 11m	7h 46m	7h 27m	7h 52m	8h 22m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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The Children's Hospital at Westmead: Time patients spent in the ED
 By mode of separation
 July to September 2018

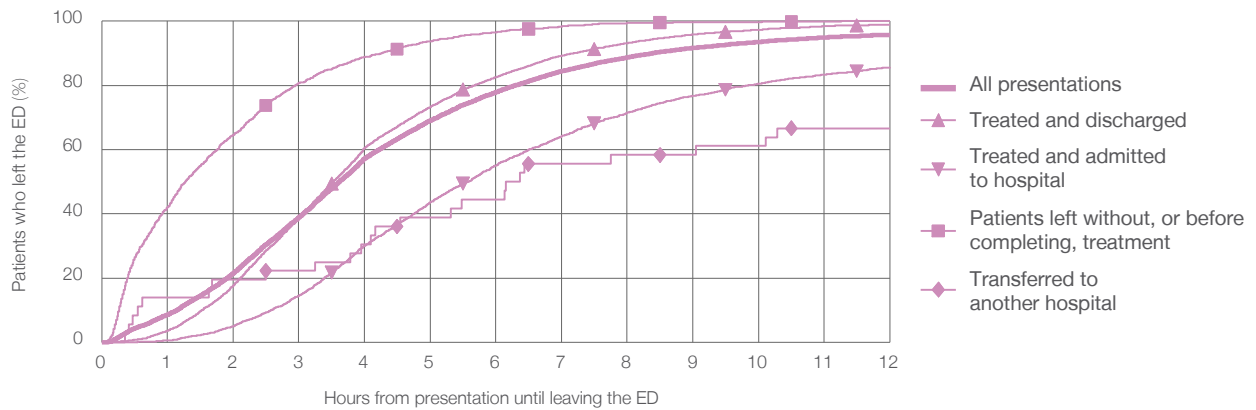
All presentations:¹ 15,436 patients

Presentations used to calculate time to leaving the ED:⁶ 15,434 patients

Treated and discharged	9,398 (60.9%)
Treated and admitted to hospital	3,744 (24.3%)
Patient left without, or before completing, treatment	2,227 (14.4%)
Transferred to another hospital	36 (0.2%)
Other	31 (0.2%)

Same period last year	Change since one year ago
16,349	-6%
10,322	-9.0%
3,673	1.9%
2,306	-3.4%
47	-23.4%
1	3000.0%

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



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	3.6%	17.7%	38.6%	60.6%	82.6%	93.2%	97.3%	98.9%
Treated and admitted to hospital	0.6%	5.0%	14.5%	30.1%	55.1%	71.5%	80.6%	85.7%
Patient left without, or before completing, treatment	42.0%	64.6%	80.8%	88.9%	96.6%	99.4%	99.7%	100%
Transferred to another hospital	13.9%	19.4%	22.2%	30.6%	44.4%	58.3%	61.1%	66.7%
All presentations	8.6%	21.5%	38.9%	57.3%	77.9%	88.8%	93.5%	95.8%

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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
 July to September 2018

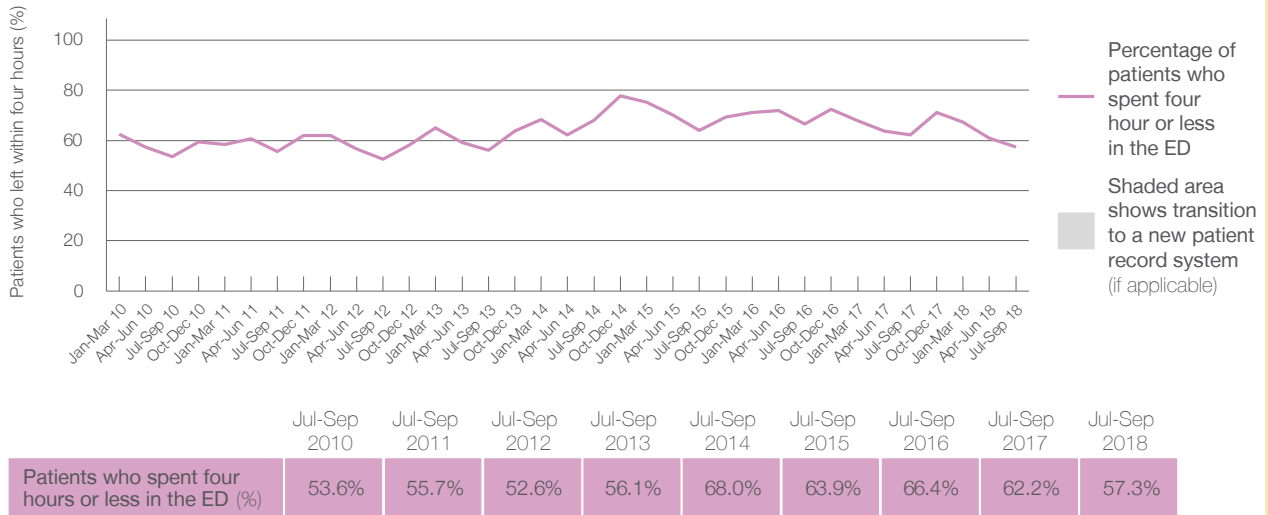
All presentations at the emergency department: ¹ 15,436 patients

Presentations used to calculate time to leaving the ED: ⁶ 15,434 patients

Percentage of patients who spent four hours or less in the ED 57.3%

Same period last year	Change since one year ago
16,349	-6%
16,349	-6%
62.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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*.

- 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).