



Healthcare Quarterly

# Performance Profiles

## Emergency Department

January to March 2017

**More information is available on BHI's interactive portal at [www.bhi.nsw.gov.au/healthcare\\_observer](http://www.bhi.nsw.gov.au/healthcare_observer)**

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

**New South Wales: Emergency department (ED) overview**

January to March 2017

All presentations:<sup>1</sup> 677,602 patients

Emergency presentations:<sup>2</sup> 654,189 patients

Same period last year	Change since one year ago
672,686	0.7%
646,083	1.3%

**New South Wales: Time patients waited to start treatment<sup>3</sup>**

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 79,873 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 221,615 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 69 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 277,964 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 101 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 70,485 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year
8 minutes
24 minutes
20 minutes
68 minutes
26 minutes
101 minutes
23 minutes
101 minutes

**New South Wales: Time patients spent in the ED**

January to March 2017

Presentations used to calculate time to leaving the ED:<sup>6</sup> 677,492 patients

Percentage of patients who spent four hours or less in the ED 73.2%

Same period last year
74.3%

- 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.

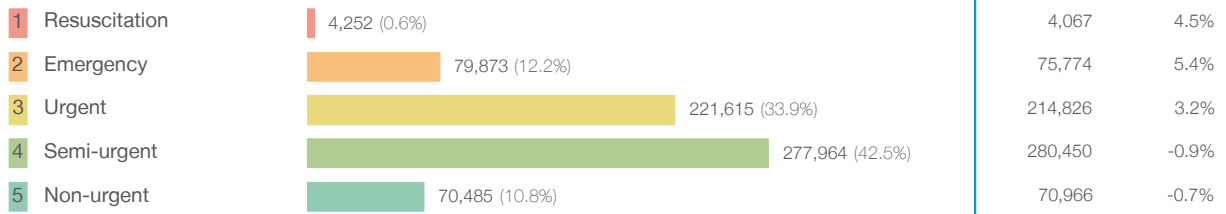
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

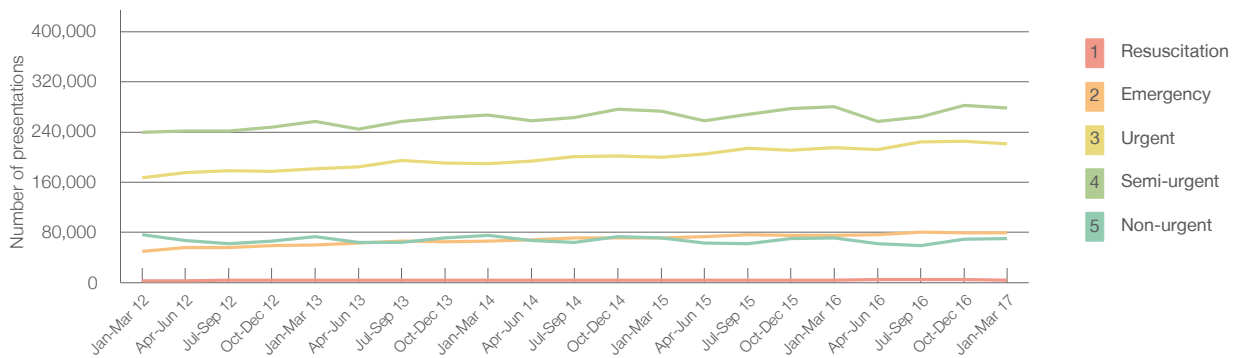
## New South Wales: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 677,602 patients

Emergency presentations<sup>2</sup> by triage category: 654,189 patients



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	2,971	3,473	3,731	3,736	4,067	4,252
Emergency	50,204	59,867	65,970	71,401	75,774	79,873
Urgent	167,579	181,654	189,670	199,604	214,826	221,615
Semi-urgent	239,924	257,211	267,200	273,374	280,450	277,964
Non-urgent	76,670	73,096	74,989	71,388	70,966	70,485
All emergency presentations	537,348	575,301	601,560	619,503	646,083	654,189

## New South Wales: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 132,747 patients

ED Transfer of care time



More information is available on BHI's interactive portal at [www.bhi.nsw.gov.au/healthcare\\_observer](http://www.bhi.nsw.gov.au/healthcare_observer)

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## New South Wales: 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: 79,873

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 78,784

Median time to start treatment<sup>4</sup> ■ 8 minutes

90th percentile time to start treatment<sup>5</sup> ■ 26 minutes

Same period last year

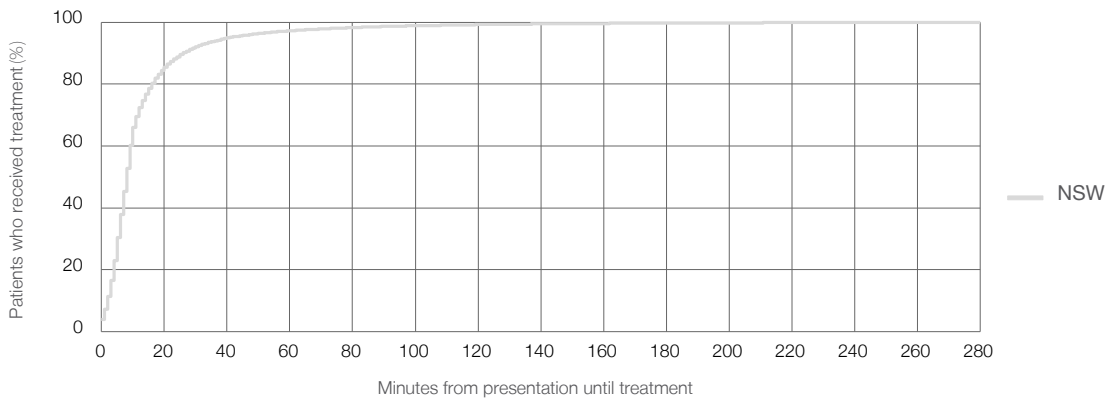
75,774

74,949

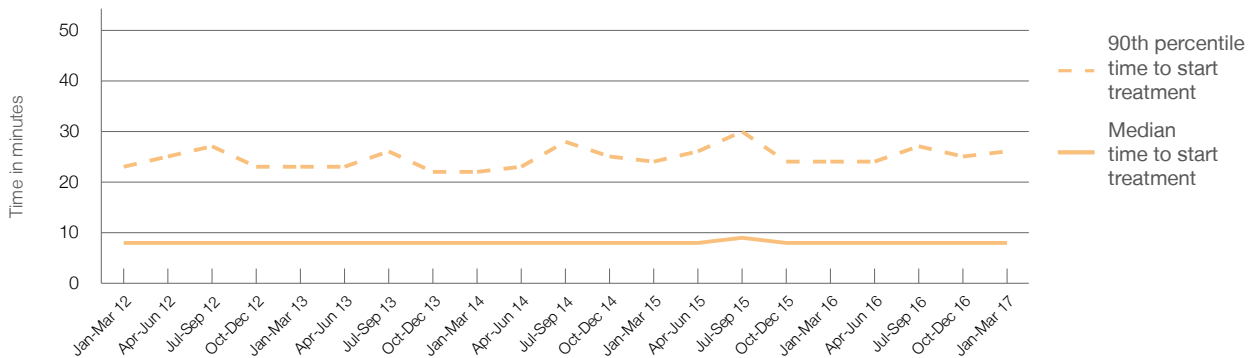
8 minutes

24 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



	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)	8	8	8	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	23	23	22	24	24	26

More information is available on BHI's interactive portal at [www.bhi.nsw.gov.au/healthcare\\_observer](http://www.bhi.nsw.gov.au/healthcare_observer)

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

## New South Wales: 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: 221,615

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 215,790

Median time to start treatment<sup>4</sup>  20 minutes

90th percentile time to start treatment<sup>5</sup>  69 minutes

Same period last year

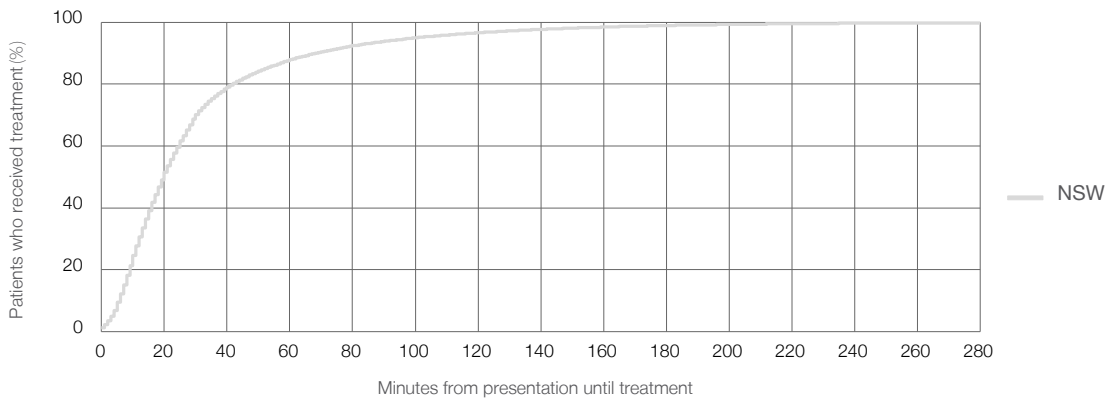
214,826

208,946

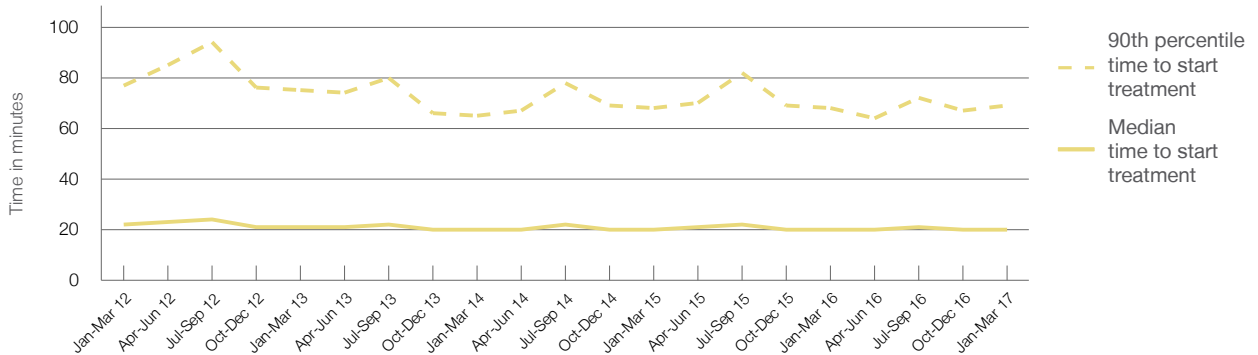
20 minutes

68 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



	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)	22	21	20	20	20	20
90th percentile time to start treatment <sup>5</sup> (minutes)	77	75	65	68	68	69

More information is available on BHI's interactive portal at [www.bhi.nsw.gov.au/healthcare\\_observer](http://www.bhi.nsw.gov.au/healthcare_observer)

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

## New South Wales: 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: 277,964

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 257,983

Median time to start treatment<sup>4</sup> 26 minutes

90th percentile time to start treatment<sup>5</sup> 101 minutes

Same period last year

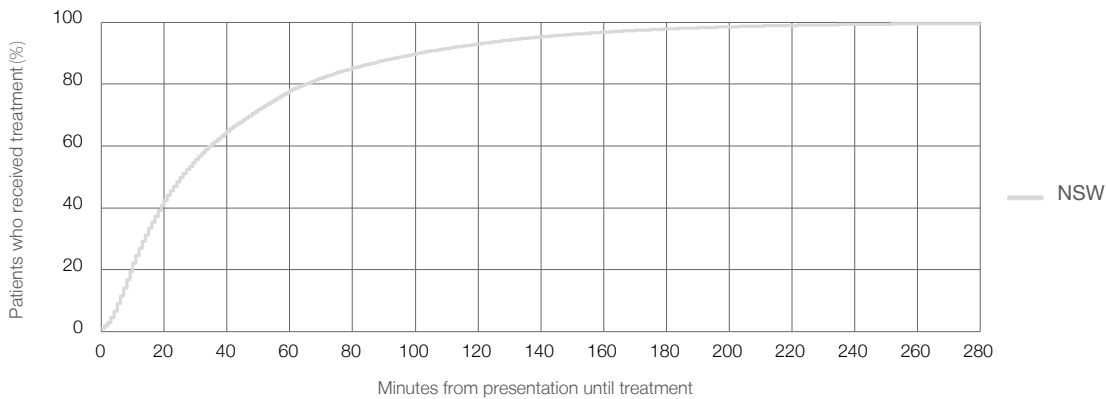
280,450

260,957

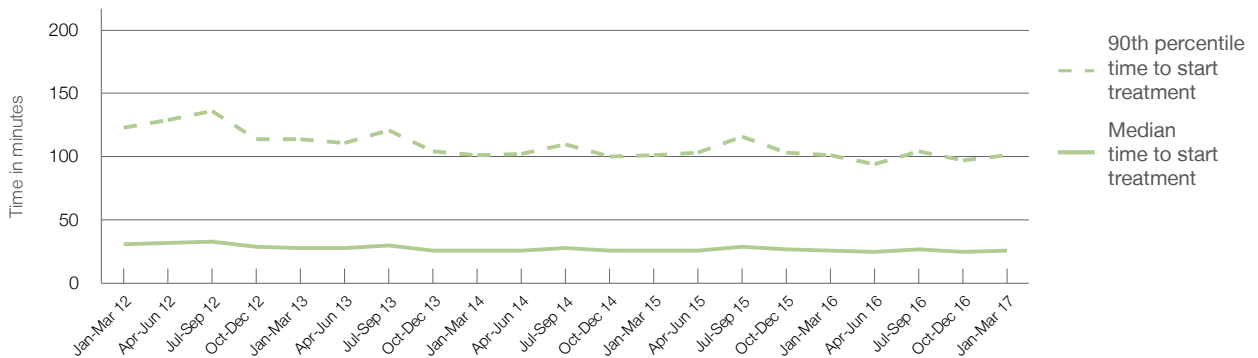
26 minutes

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



	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)	31	28	26	26	26	26
90th percentile time to start treatment <sup>5</sup> (minutes)	123	114	101	101	101	101

More information is available on BHI's interactive portal at [www.bhi.nsw.gov.au/healthcare\\_observer](http://www.bhi.nsw.gov.au/healthcare_observer)

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

## New South Wales: 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: 70,485

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 60,369

Median time to start treatment<sup>4</sup> 23 minutes

90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year

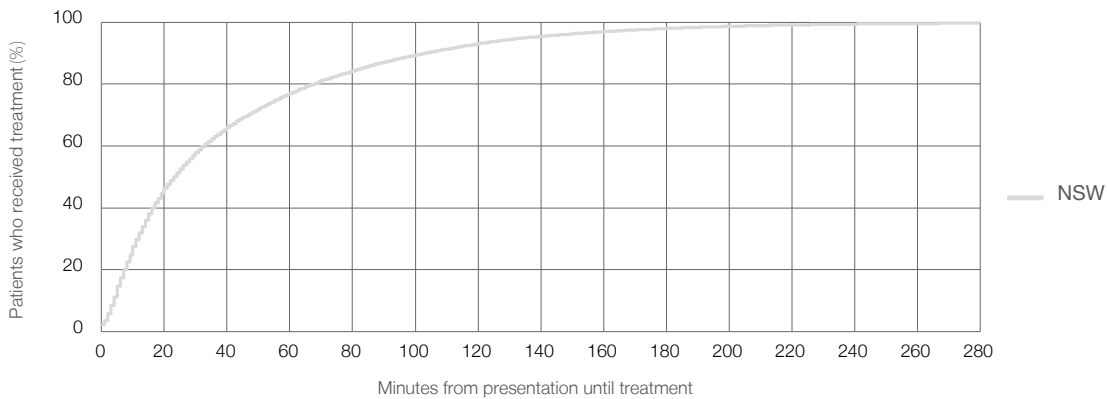
70,966

61,008

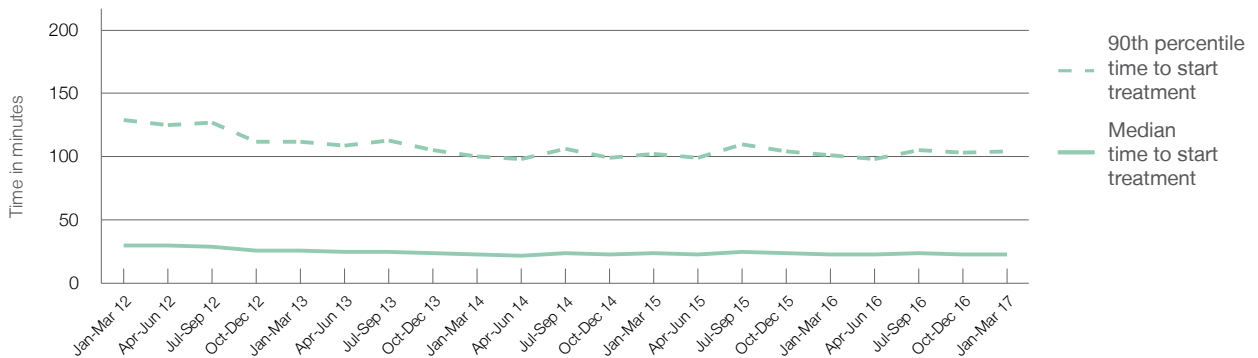
23 minutes

101 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



	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)	30	26	23	24	23	23
90th percentile time to start treatment <sup>5</sup> (minutes)	129	112	100	102	101	104

More information is available on BHI's interactive portal at [www.bhi.nsw.gov.au/healthcare\\_observer](http://www.bhi.nsw.gov.au/healthcare_observer)

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

## New South Wales: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 677,602 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 677,492 patients

Median time spent in the ED<sup>8</sup>  2 hours and 44 minutes

90th percentile time spent in the ED<sup>9</sup>  7 hours and 7 minutes

Same period last year

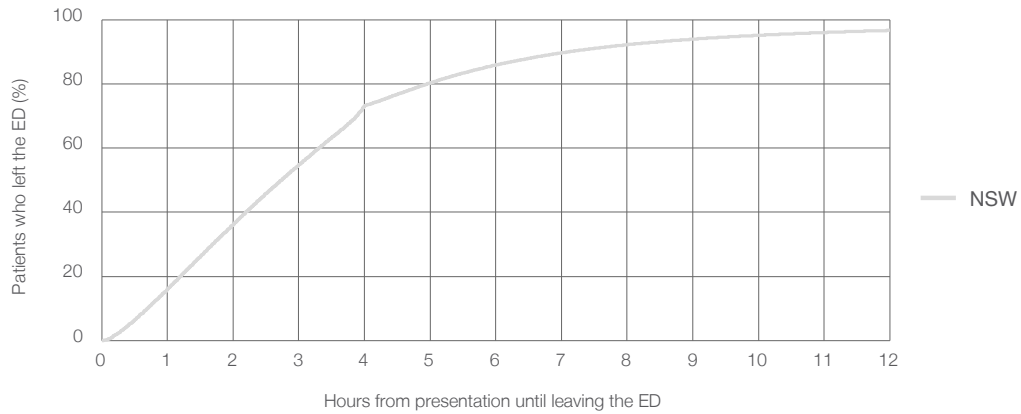
672,686

672,598

2 hours and 40 minutes

6 hours and 51 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 spent in the ED <sup>8</sup> (hours, minutes)	3h 9m	2h 53m	2h 38m	2h 38m	2h 40m	2h 44m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 40m	7h 52m	6h 49m	6h 49m	6h 51m	7h 7m



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## New South Wales: Time spent in the ED

### By mode of separation

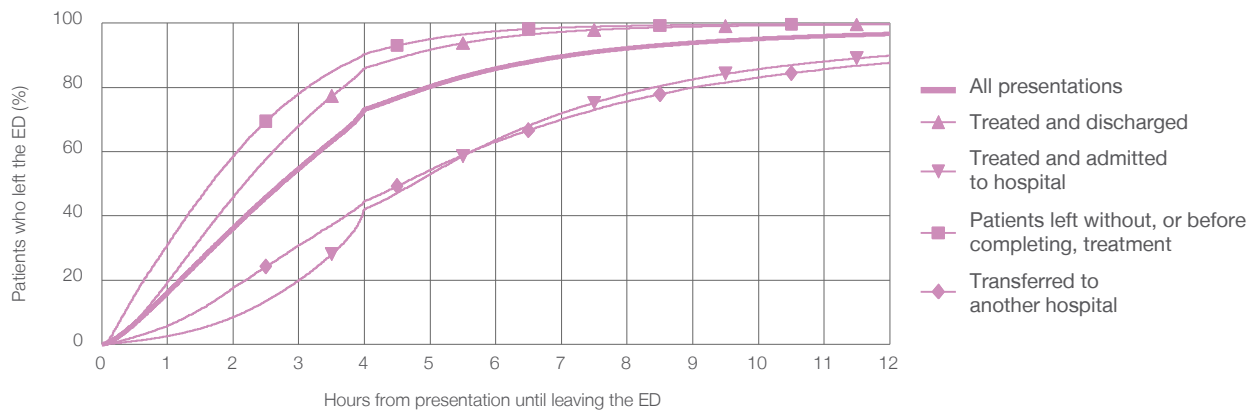
January to March 2017

All presentations:<sup>1</sup> 677,602 patients

Presentations used to calculate time spent in the ED:<sup>6</sup> 677,492 patients

Treated and discharged	420,302 (62.0%)
Treated and admitted to hospital	192,279 (28.4%)
Patient left without, or before completing, treatment	37,801 (5.6%)
Transferred to another hospital	13,953 (2.1%)
Other	13,267 (2.0%)

Percentage of patients who left the ED by time and mode of separation, January to March 2017



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

Treated and discharged	19.4%	45.9%	68.2%	86.0%	95.4%	98.4%	99.3%	99.7%
Treated and admitted to hospital	2.6%	8.5%	20.0%	42.1%	63.7%	78.1%	85.7%	89.9%
Patient left without, or before completing, treatment	31.2%	58.6%	78.2%	90.4%	97.5%	99.2%	99.7%	99.8%
Transferred to another hospital	5.8%	17.7%	30.9%	44.6%	63.1%	75.7%	83.1%	87.7%
All presentations	16.2%	36.3%	54.8%	73.2%	85.9%	92.2%	95.1%	96.7%

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

## New South Wales: 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> 677,602 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 677,492 patients

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



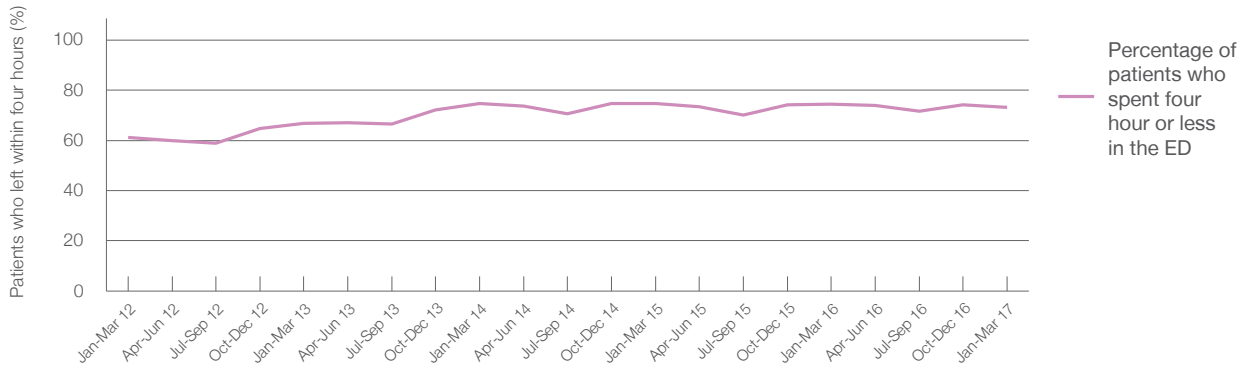
Same period last year

672,686

672,598

74.3%

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Patients who spent four hours or less in the ED (%)	61.1%	66.9%	74.6%	74.6%	74.3%	73.2%

\* 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 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 18 April 2017).

Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).