

## Royal North Shore Hospital: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 22,438 patients



Emergency presentations:<sup>2</sup> 22,350 patients

Same period last year	Change since one year ago
20,111	11.6%
19,944	12.1%



## Royal North Shore Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,547 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,426 patients

Median time to start treatment<sup>4</sup>  20 minutes  
90th percentile time to start treatment<sup>5</sup>  57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,199 patients

Median time to start treatment<sup>4</sup>  30 minutes  
90th percentile time to start treatment<sup>5</sup>  83 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,701 patients

Median time to start treatment<sup>4</sup>  32 minutes  
90th percentile time to start treatment<sup>5</sup>  106 minutes

Same period last year	NSW (this period)
4,377	
8 minutes	9 minutes
18 minutes	29 minutes
5,824	
19 minutes	23 minutes
51 minutes	83 minutes
7,125	
28 minutes	30 minutes
79 minutes	121 minutes
2,180	
31 minutes	26 minutes
110 minutes	118 minutes

## Royal North Shore Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 22,432 patients

Percentage of patients who spent four hours or less in the ED  60.3%

Same period last year	Change since one year ago
20,111	11.5%
59.3%	

\* 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.

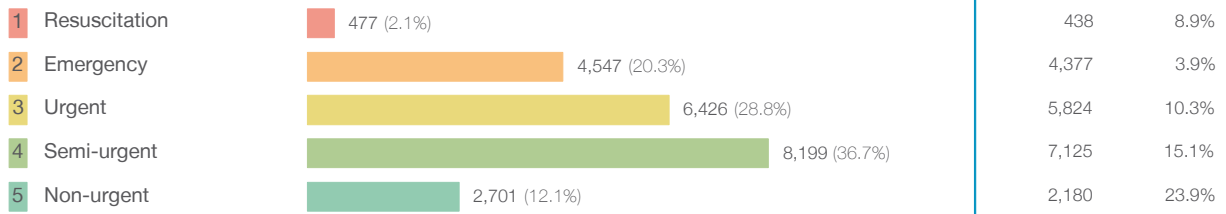
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

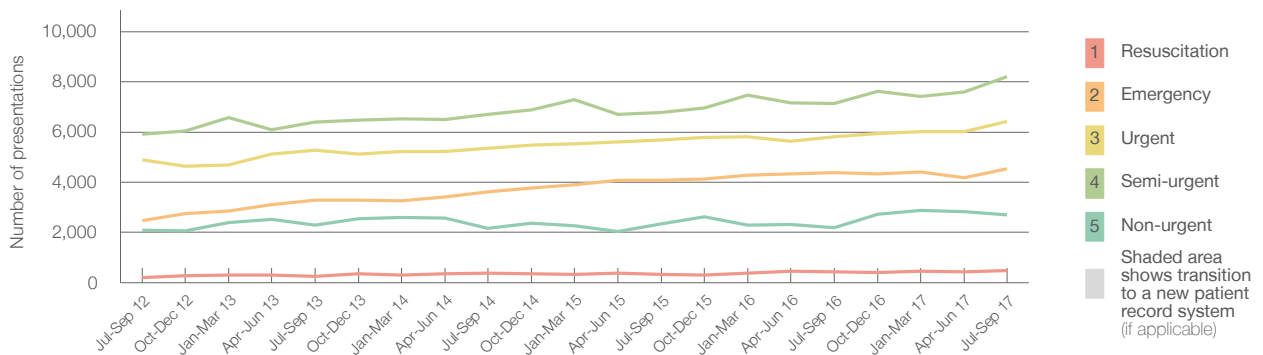
## Royal North Shore Hospital: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 22,438 patients

Emergency presentations<sup>2</sup> by triage category: 22,350 patients



Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	209	253	368	320	438	477
Emergency	2,480	3,287	3,625	4,069	4,377	4,547
Urgent	4,897	5,268	5,343	5,689	5,824	6,426
Semi-urgent	5,925	6,404	6,700	6,779	7,125	8,199
Non-urgent	2,099	2,291	2,168	2,333	2,180	2,701
All emergency presentations	15,610	17,503	18,204	19,190	19,944	22,350

## Royal North Shore Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,978 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.

## Royal North Shore Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 4,547

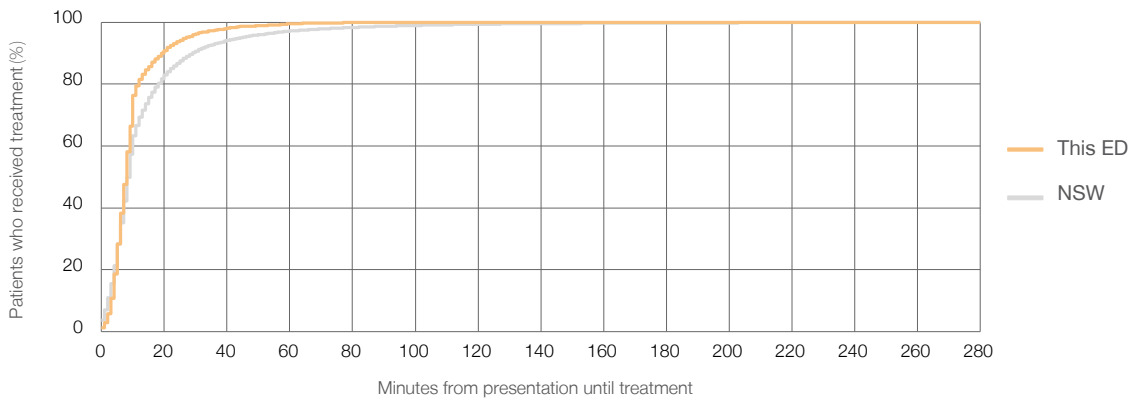
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,525

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

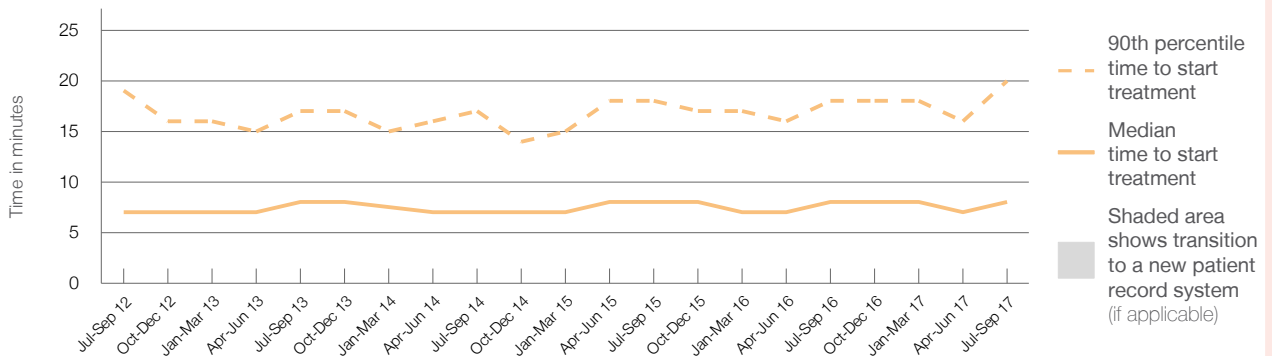
90th percentile time to start treatment<sup>5</sup> ■ 20 minutes

Same period last year	NSW (this period)
4,377	4,362
8 minutes	9 minutes
18 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	7	8	7	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	19	17	17	18	18	20

(†) 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.

## Royal North Shore Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 6,426

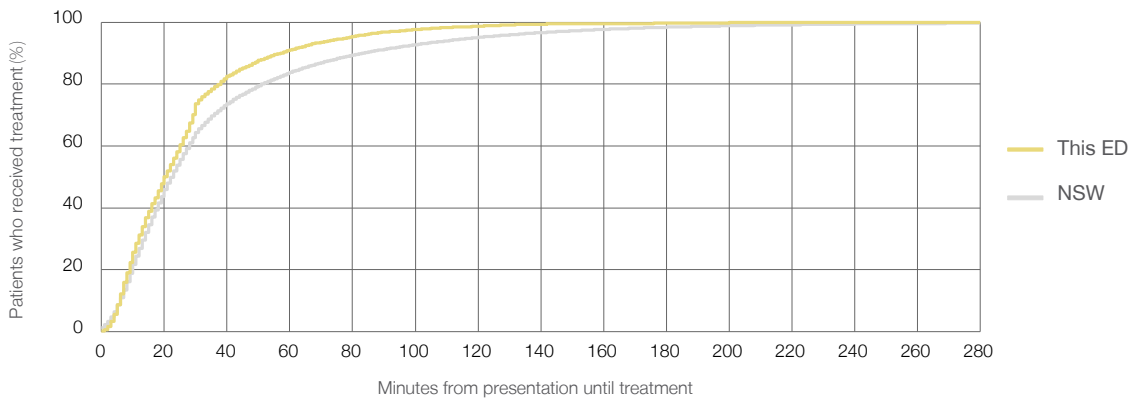
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,328

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

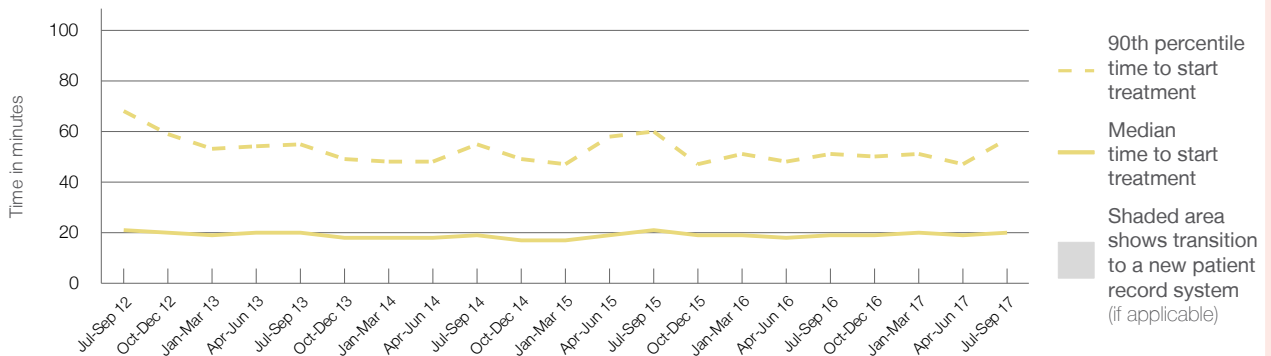
90th percentile time to start treatment<sup>5</sup> 57 minutes

Same period last year	NSW (this period)
5,824	
5,749	
19 minutes	23 minutes
51 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	21	20	19	21	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)	68	55	55	60	51	57

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## Royal North Shore Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 8,199

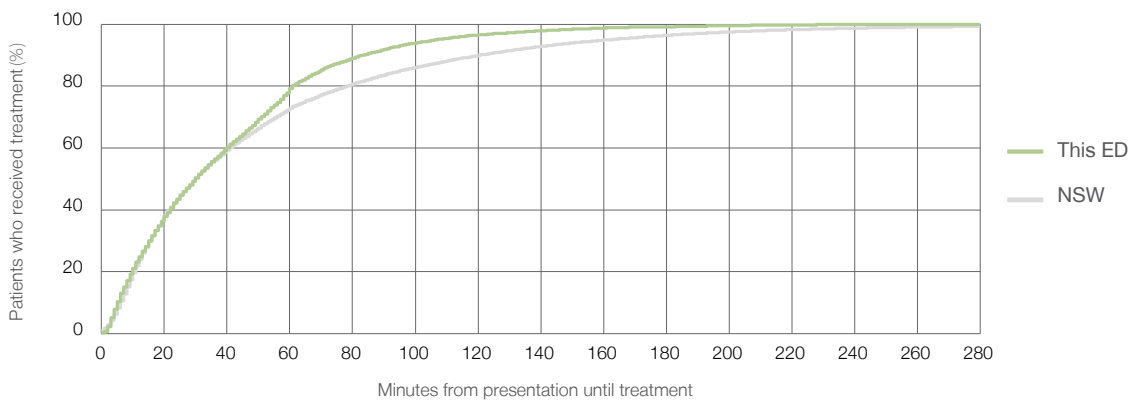
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,924

Median time to start treatment<sup>4</sup>  30 minutes

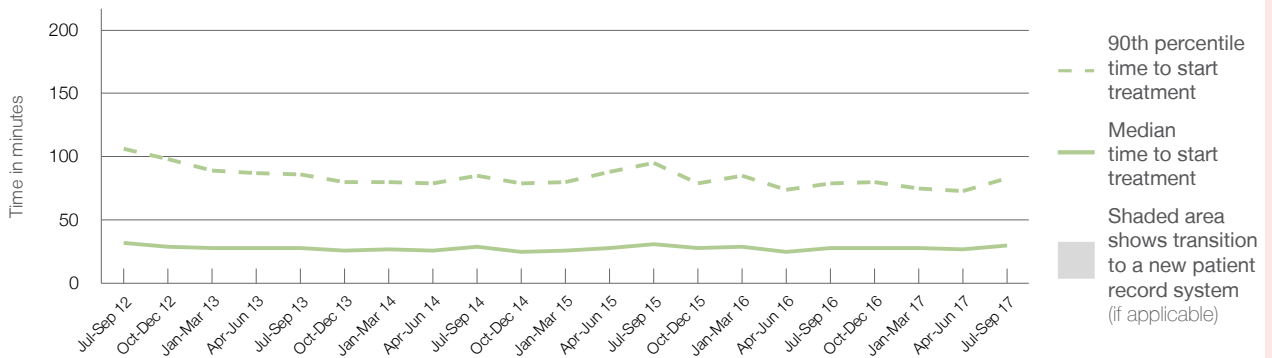
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
7,125	6,888
28 minutes	30 minutes
79 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	32	28	29	31	28	30
90th percentile time to start treatment <sup>5</sup> (minutes)	106	86	85	95	79	83

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## Royal North Shore Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 2,701

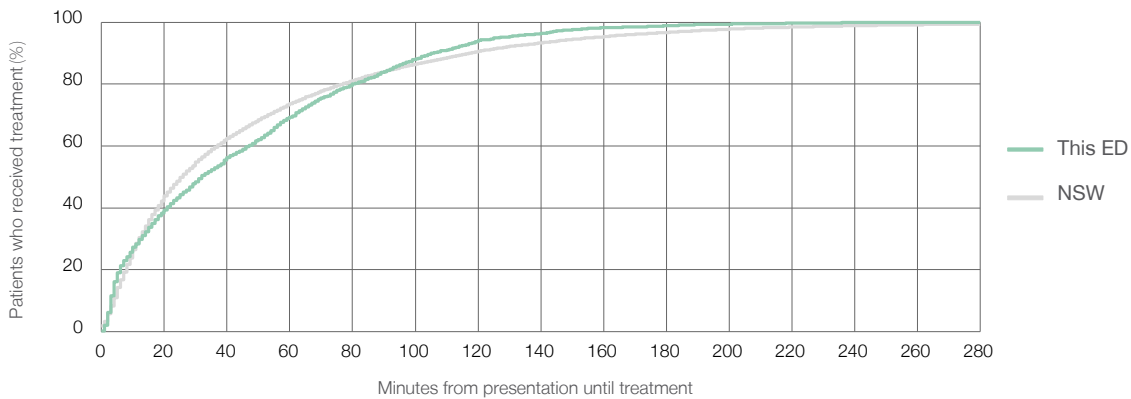
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,413

Median time to start treatment<sup>4</sup>  32 minutes

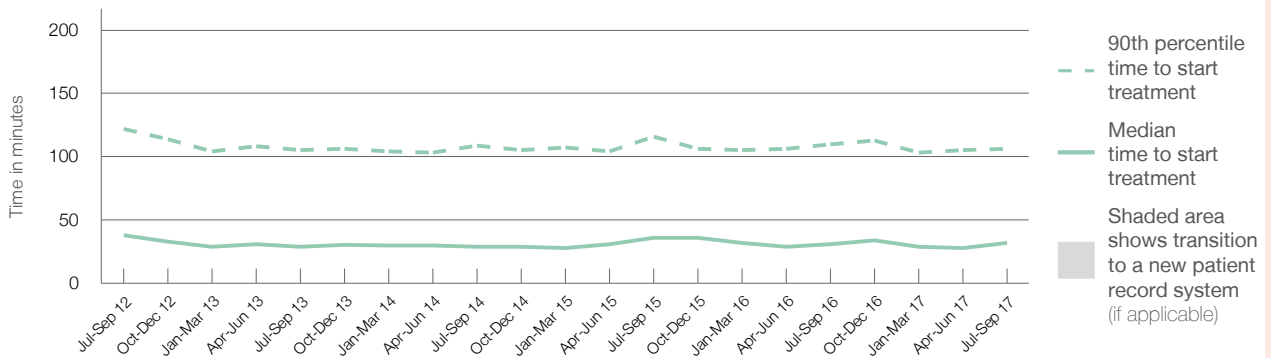
90th percentile time to start treatment<sup>5</sup>  106 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	2,180	1,951
Median time to start treatment <sup>4</sup>	31 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	110 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	38	29	29	36	31	32
90th percentile time to start treatment <sup>5</sup> (minutes)	122	105	109	116	110	106

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

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## Royal North Shore Hospital: Time patients spent in the ED July to September 2017

All presentations:<sup>1</sup> 22,438 patients

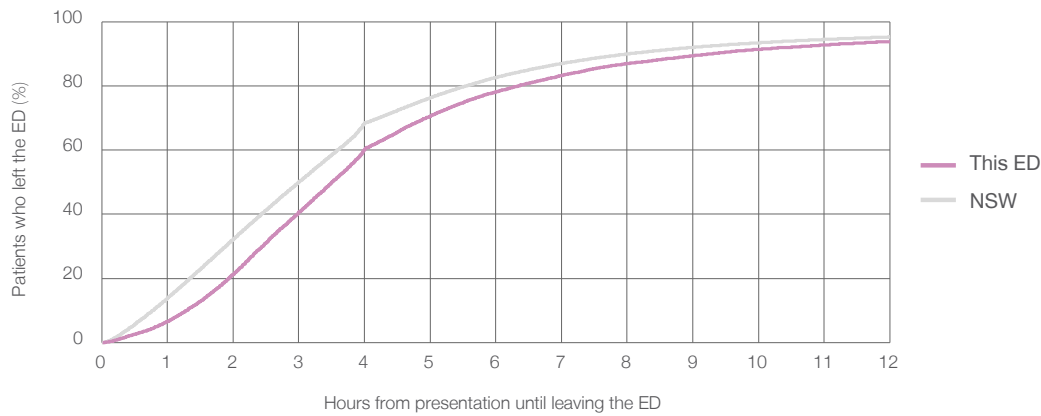
Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,432 patients

Median time spent in the ED<sup>8</sup> 3 hours and 31 minutes

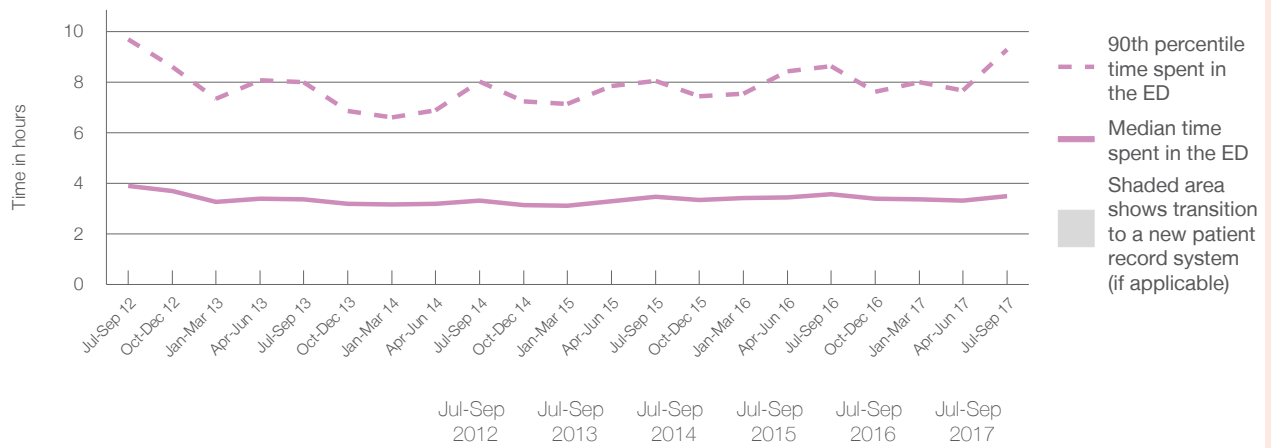
90th percentile time spent in the ED<sup>9</sup> 9 hours and 18 minutes

Same period last year	NSW (this period)
20,111	20,111
3 hours and 34 minutes	3 hours and 0 minutes
8 hours and 38 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 55m	3h 22m	3h 20m	3h 29m	3h 34m	3h 31m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 41m	8h 0m	8h 2m	8h 3m	8h 38m	9h 18m

(†) 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.

## Royal North Shore Hospital: Time patients spent in the ED By mode of separation July to September 2017

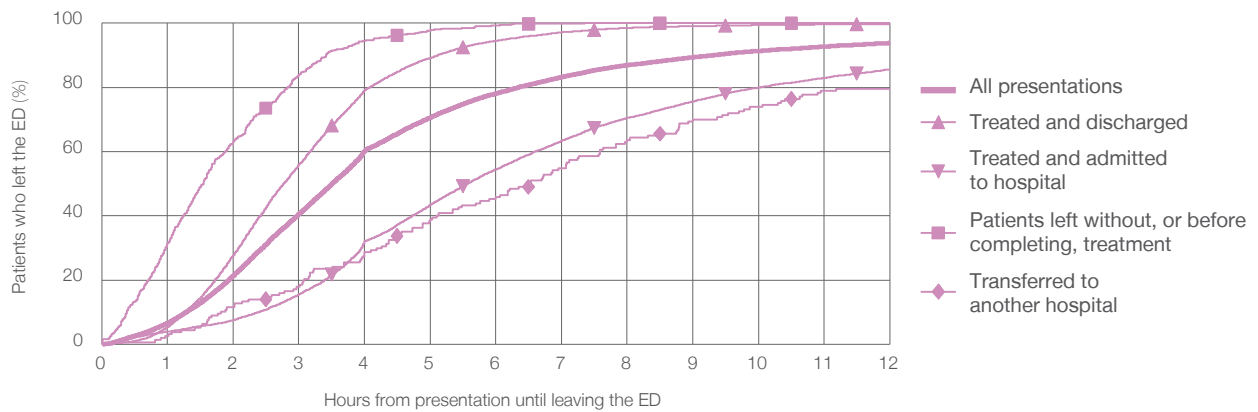
All presentations:<sup>1</sup> 22,438 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,432 patients

Treated and discharged	12,155 (54.2%)
Treated and admitted to hospital	9,121 (40.6%)
Patient left without, or before completing, treatment	613 (2.7%)
Transferred to another hospital	157 (0.7%)
Other	392 (1.7%)

Same period last year	Change since one year ago
20,111	11.5%
10,786	12.7%
8,368	9.0%
478	28.2%
138	13.8%
341	15.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	5.4%	27.8%	56.0%	79.1%	94.6%	98.5%	99.4%	99.7%
Treated and admitted to hospital	4.0%	7.5%	15.6%	32.0%	54.5%	70.5%	80.0%	85.6%
Patient left without, or before completing, treatment	31.5%	63.3%	84.0%	94.5%	99.3%	100%	100%	100%
Transferred to another hospital	2.5%	11.5%	17.8%	28.7%	45.9%	63.7%	73.9%	79.6%
All presentations	6.6%	21.4%	40.7%	60.3%	78.1%	87.0%	91.4%	93.8%

(†) 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.



## Royal North Shore Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2017

All presentations at the emergency department:<sup>1</sup> 22,438 patients

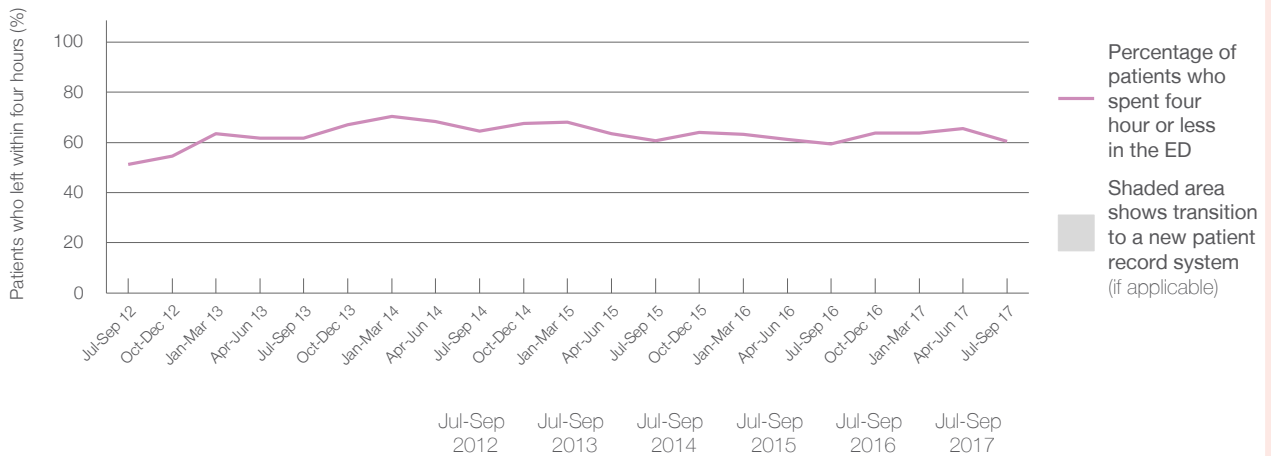
Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,432 patients

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



Same period last year	Change since one year ago
20,111	11.6%
20,111	11.5%
59.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	51.3%	61.6%	64.4%	60.7%	59.3%	60.3%

\* 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 17 October 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).