

## Young Health Service: Emergency department (ED) overview

July to September 2017

All presentations:<sup>1</sup> 2,270 patients  
 Emergency presentations:<sup>2</sup> 2,121 patients

Same period last year	Change since one year ago
2,697	-15.8%
2,421	-12.4%

## Young Health Service: Time patients waited to start treatment<sup>3</sup>

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 177 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 886 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 30 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 867 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 185 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 46 minutes

Same period last year	NSW (this period)
123	
5 minutes	9 minutes
15 minutes	29 minutes
899	
10 minutes	23 minutes
30 minutes	83 minutes
1,209	
11 minutes	30 minutes
44 minutes	121 minutes
180	
6 minutes	26 minutes
47 minutes	118 minutes

## Young Health Service: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,270 patients

Percentage of patients who spent four hours or less in the ED 95.1%

Same period last year	Change since one year ago
2,697	-15.8%
97.6%	

\* 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).

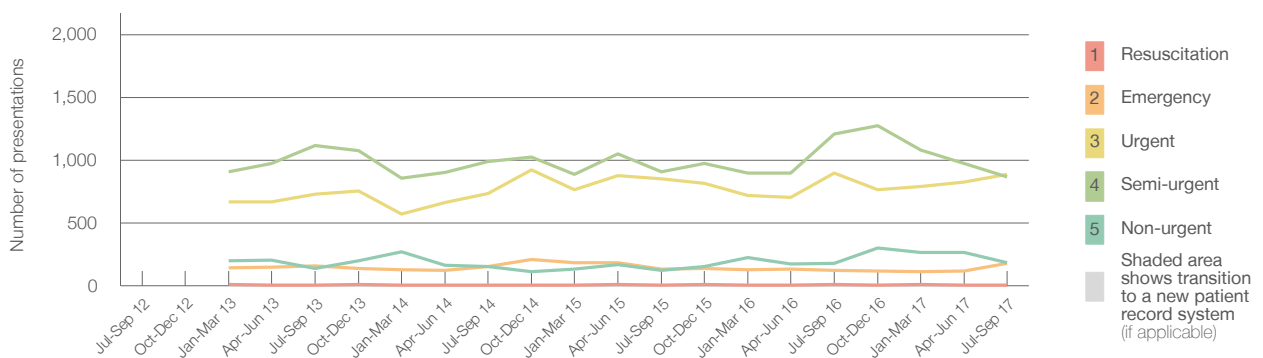
## Young Health Service: Patients presenting to the emergency department July to September 2017

All presentations:<sup>1</sup> 2,270 patients

Emergency presentations<sup>2</sup> by triage category: 2,121 patients



Emergency presentations<sup>2</sup> 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
Resuscitation		< 5	< 5	6	10	6
Emergency		163	154	133	123	177
Urgent		727	732	853	899	886
Semi-urgent		1,118	991	907	1,209	867
Non-urgent		138	151	123	180	185
All emergency presentations		2,146	2,028	2,022	2,421	2,121

## Young Health Service: Patients arriving by ambulance July to September 2017

ED Transfer of care time is not currently available for this hospital. <sup>7</sup>

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Young Health Service: Time patients waited to start treatment, triage 2 July to September 2017

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

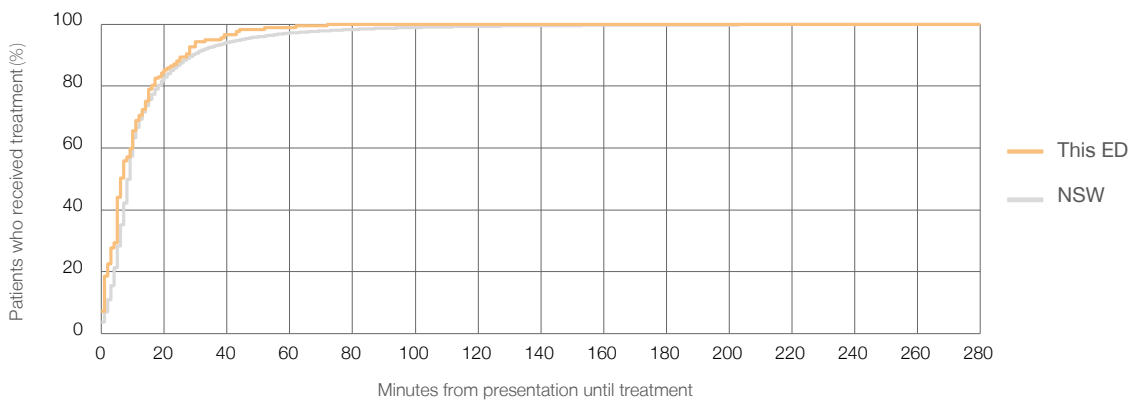
Number of triage 2 patients: 177

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 177

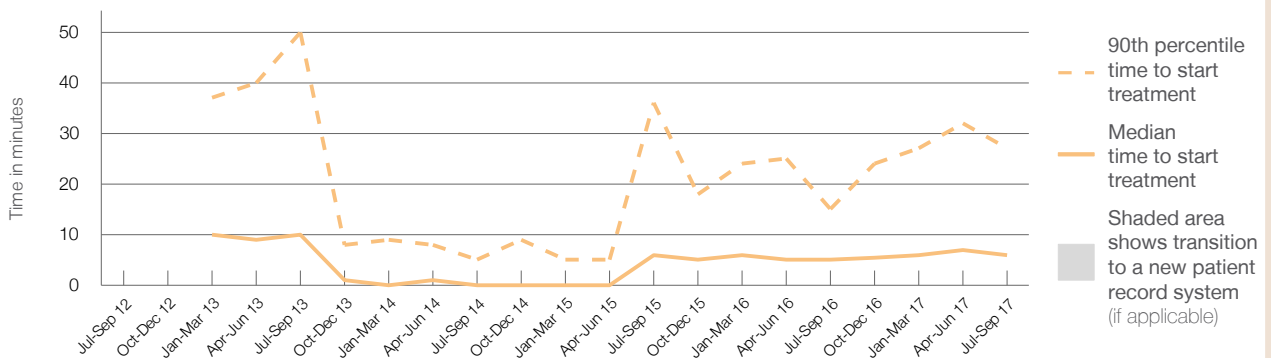
Median time to start treatment<sup>4</sup>  6 minutes  
90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
123	123
5 minutes	9 minutes
15 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)		10	0	6	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)		50	5	36	15	27

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 (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Young Health Service: 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: 886

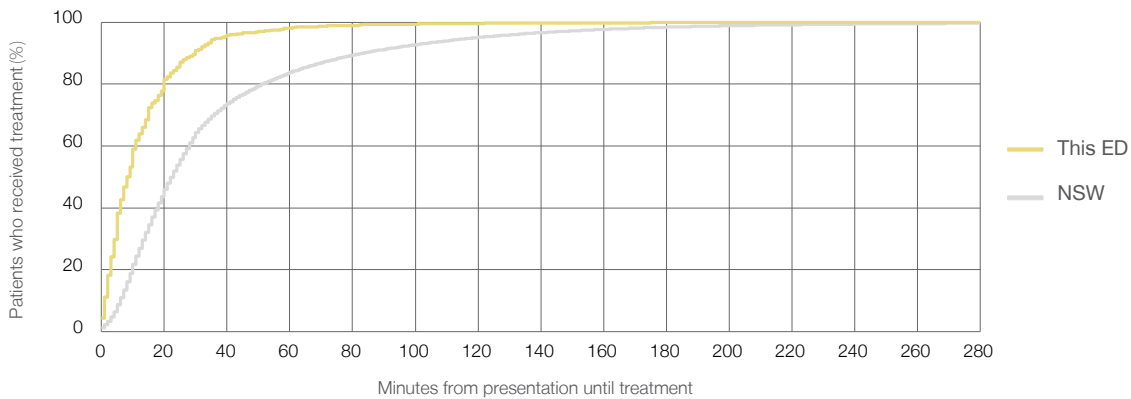
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 884

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

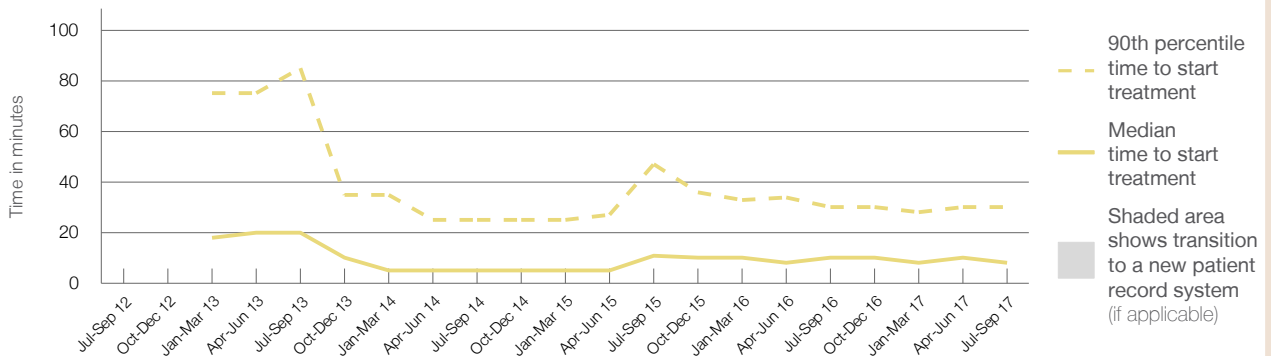
90th percentile time to start treatment<sup>5</sup> 30 minutes

Same period last year	NSW (this period)
899	
894	
10 minutes	23 minutes
30 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)		20	5	11	10	8
90th percentile time to start treatment <sup>5</sup> (minutes)		85	25	47	30	30

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## Young Health Service: 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: 867

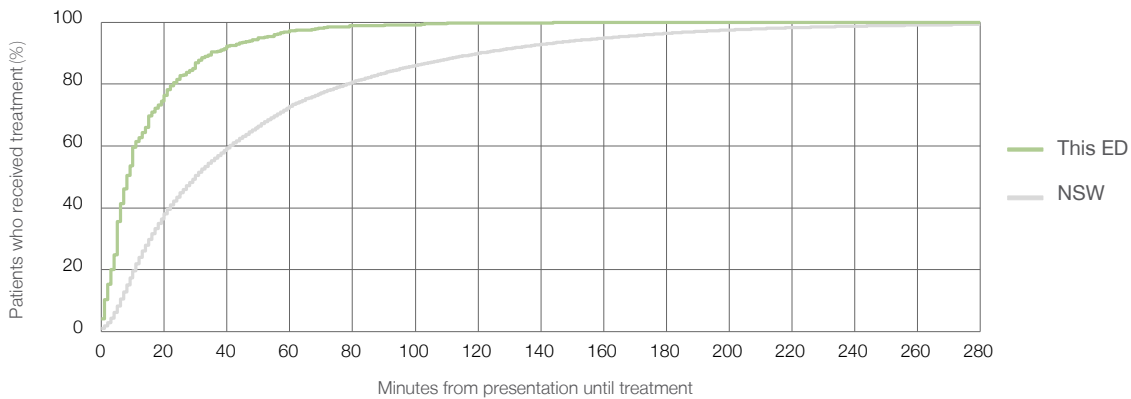
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 857

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

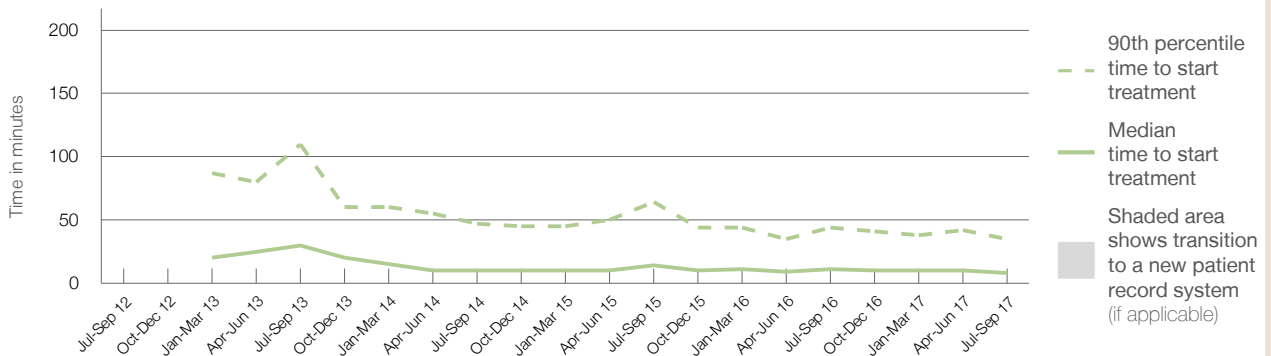
90th percentile time to start treatment<sup>5</sup>  35 minutes

Same period last year	NSW (this period)
1,209	
1,198	
11 minutes	30 minutes
44 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)		30	10	14	11	8
90th percentile time to start treatment <sup>5</sup> (minutes)		110	47	64	44	35

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

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Young Health Service: 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: 185

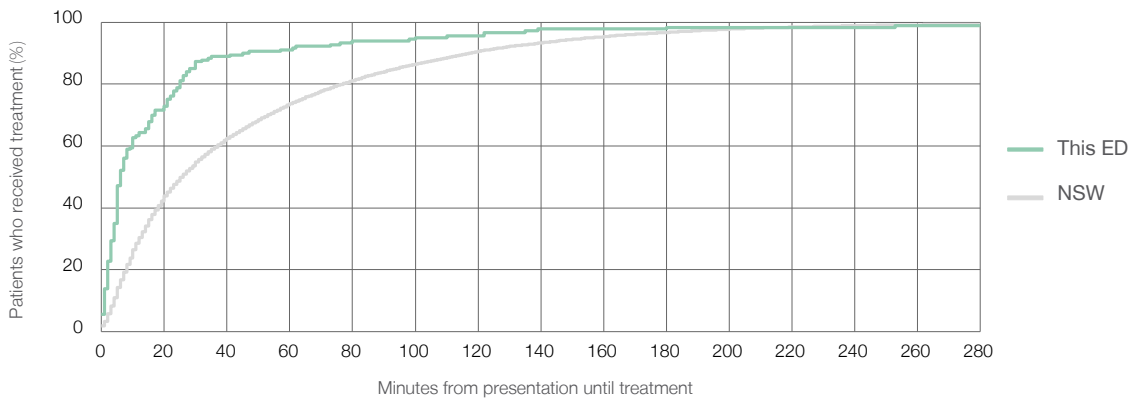
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 180

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

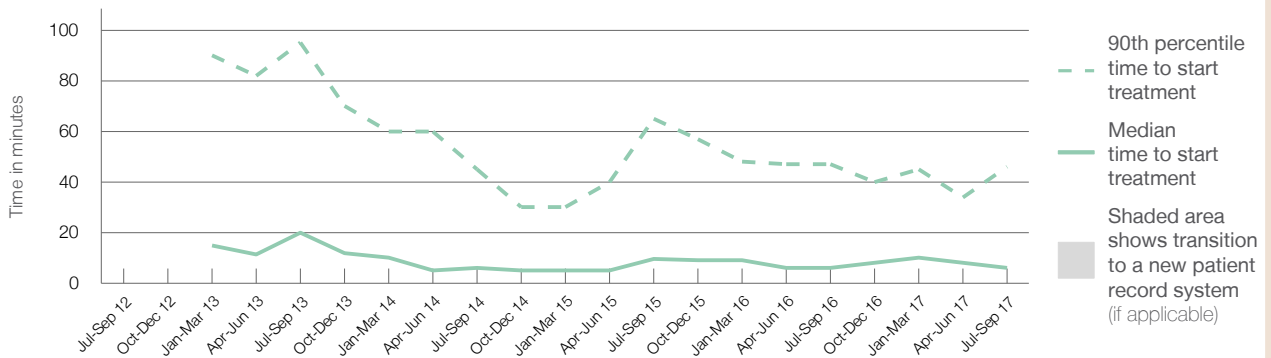
90th percentile time to start treatment<sup>5</sup> 46 minutes

Same period last year	NSW (this period)
180	
179	
6 minutes	26 minutes
47 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)		20	6	10	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)		95	45	65	47	46

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## Young Health Service: Time patients spent in the ED

July to September 2017

All presentations:<sup>1</sup> 2,270 patients

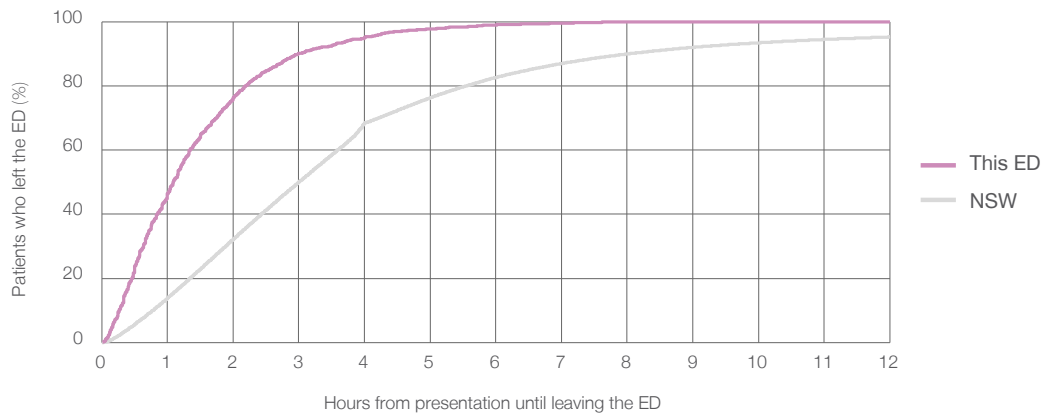
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,270 patients

Median time spent in the ED<sup>8</sup>  1 hours and 5 minutes

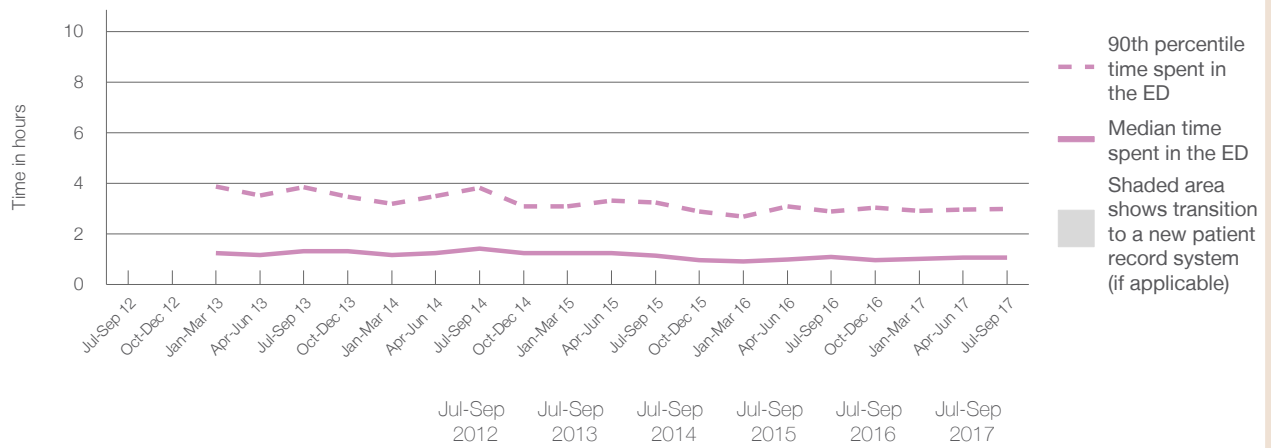
90th percentile time spent in the ED<sup>9</sup>  2 hours and 60 minutes

Same period last year	NSW (this period)
2,697	2,697
1 hours and 6 minutes	3 hours and 0 minutes
2 hours and 54 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)		1h 20m	1h 25m	1h 9m	1h 6m	1h 5m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		3h 51m	3h 50m	3h 15m	2h 54m	2h 60m

(†) 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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## Young Health Service: Time patients spent in the ED

By mode of separation

July to September 2017

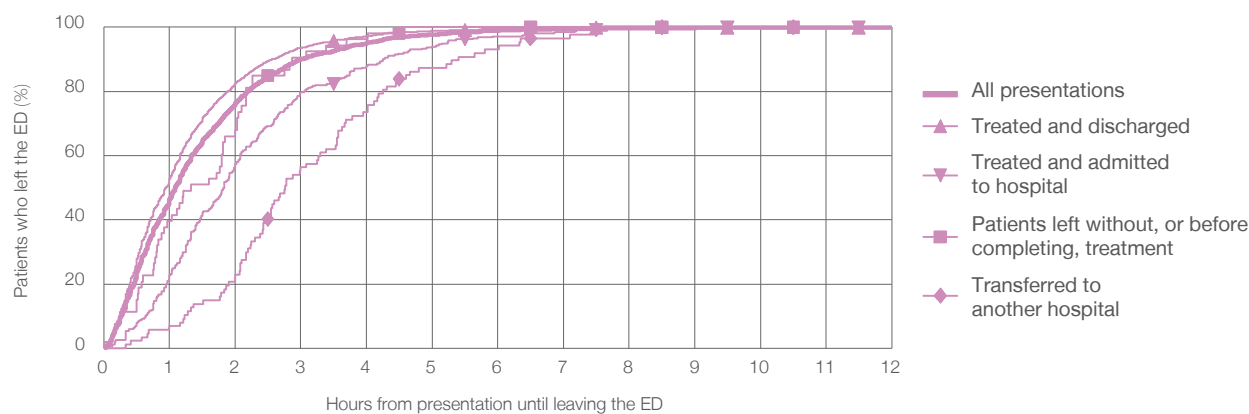
All presentations:<sup>1</sup> 2,270 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,270 patients

Treated and discharged	1,810 (79.7%)
Treated and admitted to hospital	317 (14.0%)
Patient left without, or before completing, treatment	53 (2.3%)
Transferred to another hospital	87 (3.8%)
Other	3 (0.1%)

Same period last year	Change since one year ago
2,697	-15.8%
2,182	-17.0%
375	-15.5%
68	-22.1%
71	22.5%
1	200.0%

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	52.8%	82.5%	93.5%	97.4%	99.6%	99.9%	99.9%	99.9%
Treated and admitted to hospital	22.7%	57.4%	79.8%	88.0%	97.2%	99.4%	100%	100%
Patient left without, or before completing, treatment	39.6%	67.9%	90.6%	96.2%	100%	100%	100%	100%
Transferred to another hospital	6.9%	23.0%	56.3%	73.6%	93.1%	100%	100%	100%
All presentations	46.4%	76.3%	90.1%	95.1%	99.0%	99.9%	100%	100%

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**Young Health Service: 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> 2,270 patients

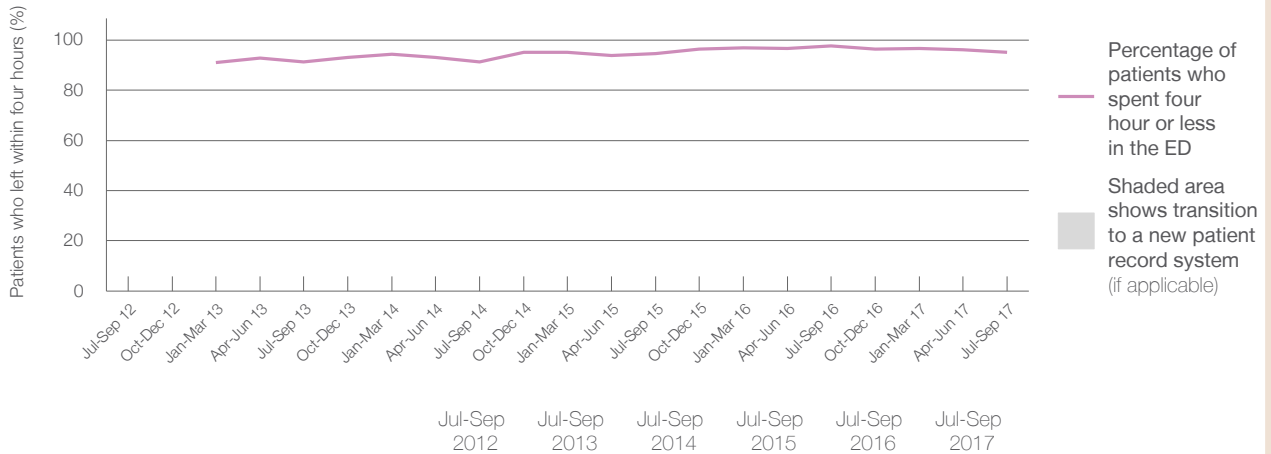
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,270 patients

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



Same period last year	Change since one year ago
2,697	-15.8%
2,697	-15.8%
97.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017<sup>†‡§</sup>



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	91.2%	91.3%	94.6%	97.6%	97.6%	95.1%

\* 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*.  
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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).