

Healthcare Quarterly

Performance Profiles

Emergency Department

July to September 2017

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

New South Wales: Emergency department (ED) overview

July to September 2017

All presentations:¹ 720,564 patients

Emergency presentations:² 699,236 patients

Same period last year	Change since one year ago
658,481	9.4%
637,792	9.6%

New South Wales: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 88,968 patients

Median time to start treatment⁴ 9 minutes

90th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 244,822 patients

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 294,469 patients

Median time to start treatment⁴ 30 minutes

90th percentile time to start treatment⁵ 121 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 65,846 patients

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 118 minutes

Same period last year

8 minutes

27 minutes

21 minutes

72 minutes

27 minutes

103 minutes

24 minutes

104 minutes

New South Wales: Time patients spent in the ED

July to September 2017

Presentations used to calculate time to leaving the ED:⁶ 720,344 patients

Percentage of patients who spent four hours or less in the ED 68.4%

Same period last year

71.7%

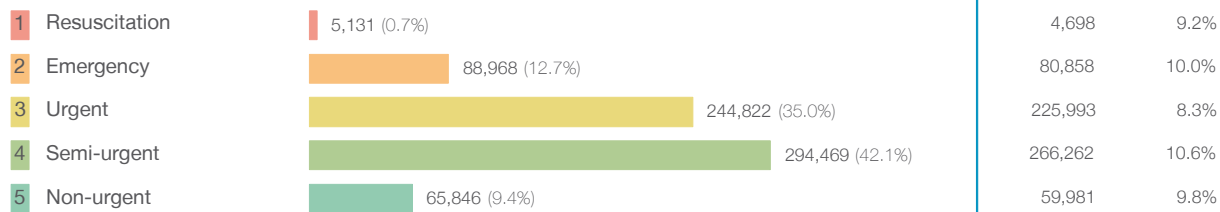
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
 4. 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.
 5. 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.
 6. 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).

New South Wales: Patients presenting to the emergency department

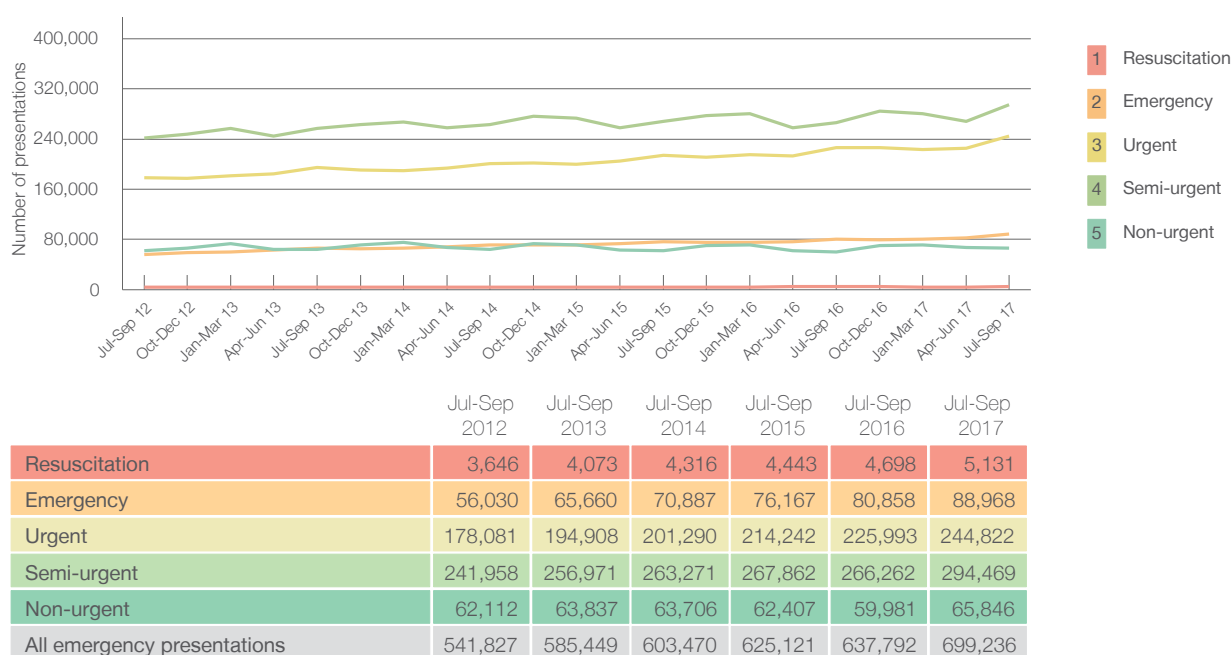
July to September 2017

All presentations:¹ 720,564 patients

Emergency presentations² by triage category: 699,236 patients



Emergency presentations² by quarter, July 2012 to September 2017



New South Wales: Patients arriving by ambulance

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 148,186 patients

ED Transfer of care time



New South Wales: 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: 88,968

Number of triage 2 patients used to calculate waiting time:³ 87,854

Median time to start treatment⁴

9 minutes

90th percentile time to start treatment⁵

29 minutes

Same period
last year

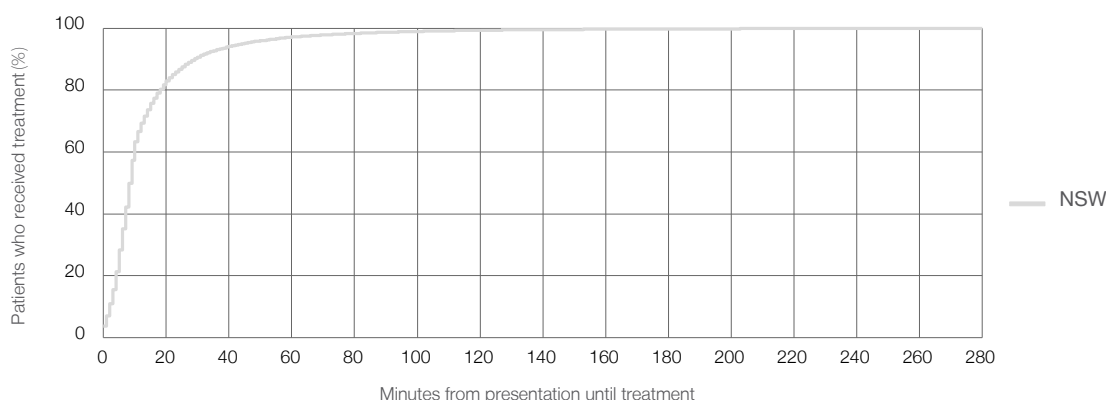
80,858

79,989

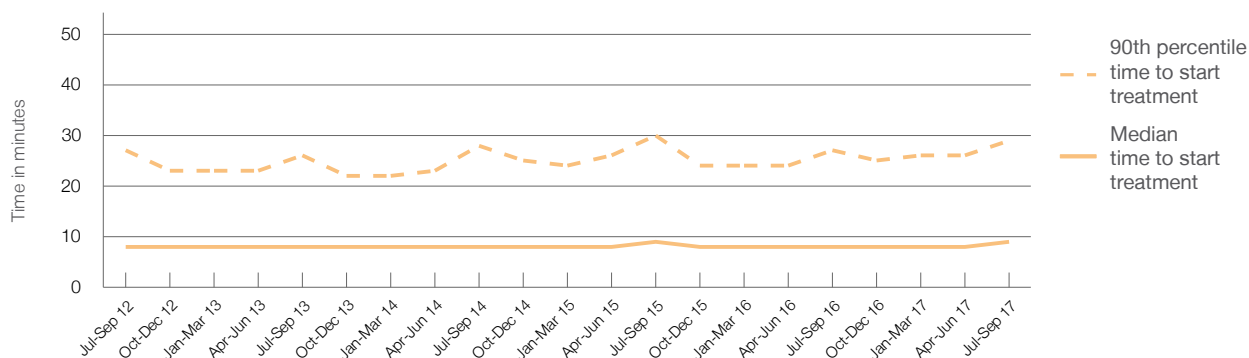
8 minutes

27 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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	8	8	9	8	9
90th percentile time to start treatment ⁵ (minutes)	27	26	28	30	27	29

New South Wales: 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: 244,822

Number of triage 3 patients used to calculate waiting time:³ 237,072

Median time to start treatment⁴

23 minutes

90th percentile time to start treatment⁵

83 minutes

Same period
last year

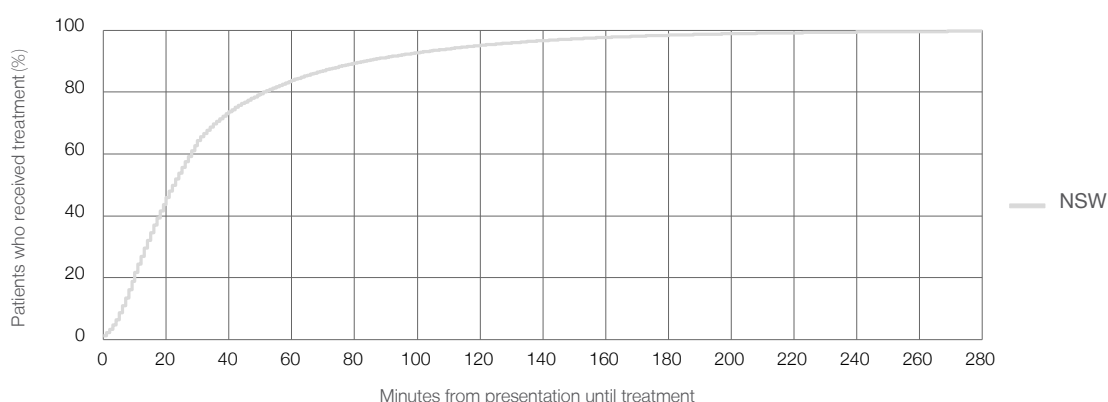
225,993

220,403

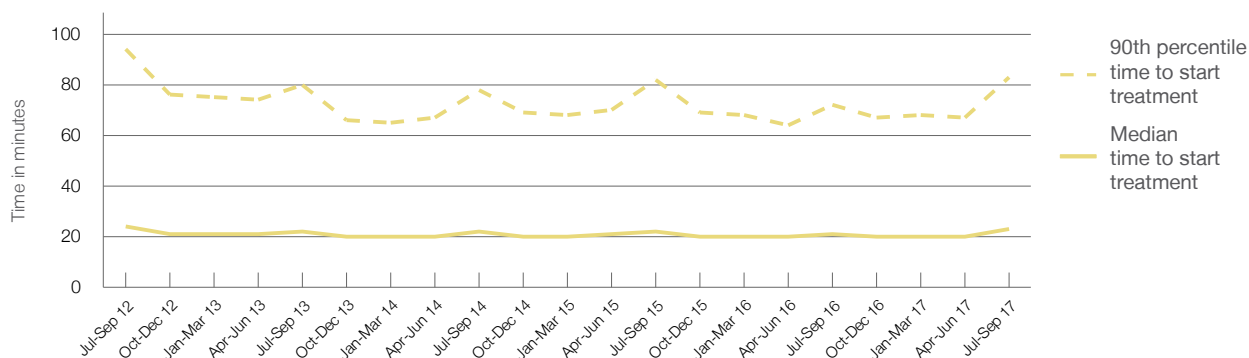
21 minutes

72 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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	22	22	22	21	23
90th percentile time to start treatment ⁵ (minutes)	94	80	78	82	72	83

New South Wales: 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: 294,469

Number of triage 4 patients used to calculate waiting time:³ 268,265

Median time to start treatment⁴

30 minutes

90th percentile time to start treatment⁵

121 minutes

Same period
last year

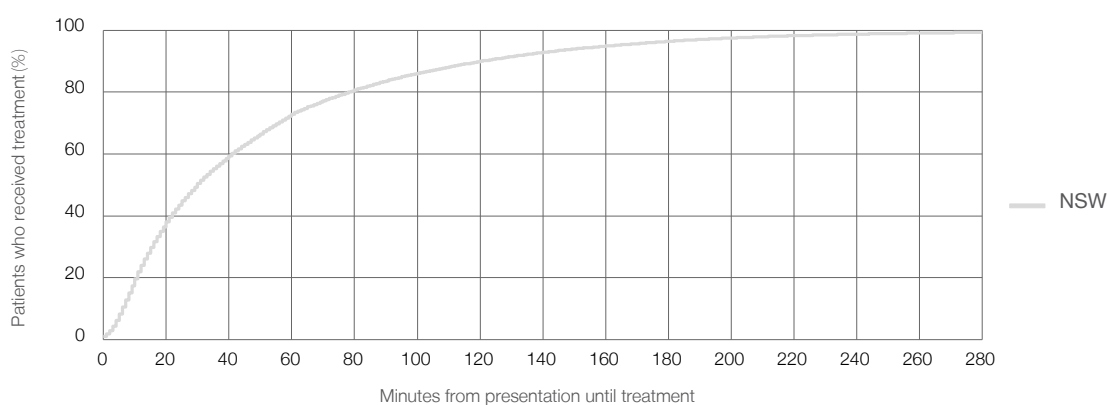
266,262

246,911

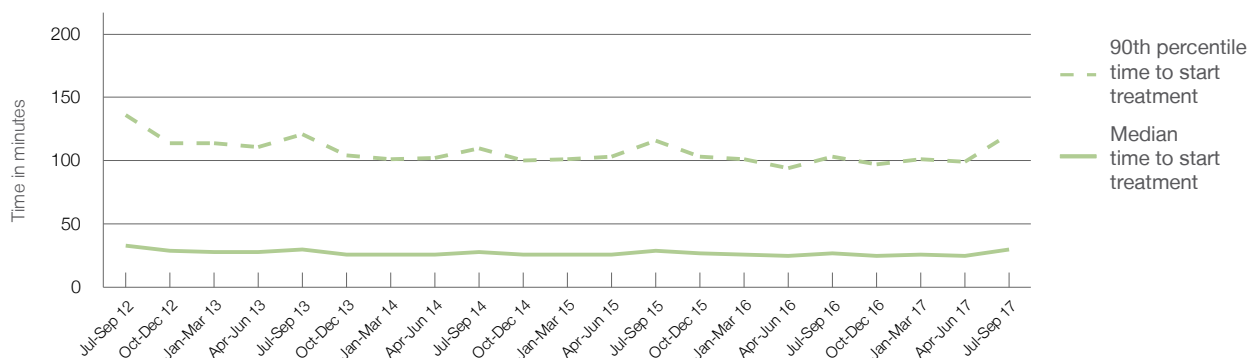
27 minutes

103 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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	33	30	28	29	27	30
90th percentile time to start treatment ⁵ (minutes)	136	121	110	116	103	121

New South Wales: 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: 65,846

Number of triage 5 patients used to calculate waiting time:³ 54,890

Median time to start treatment⁴ 26 minutes

90th percentile time to start treatment⁵ 118 minutes

Same period
last year

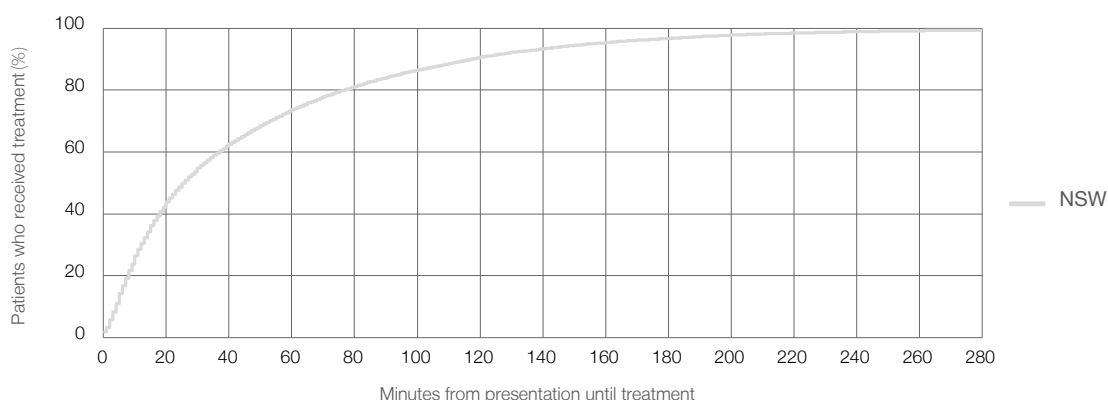
59,981

50,988

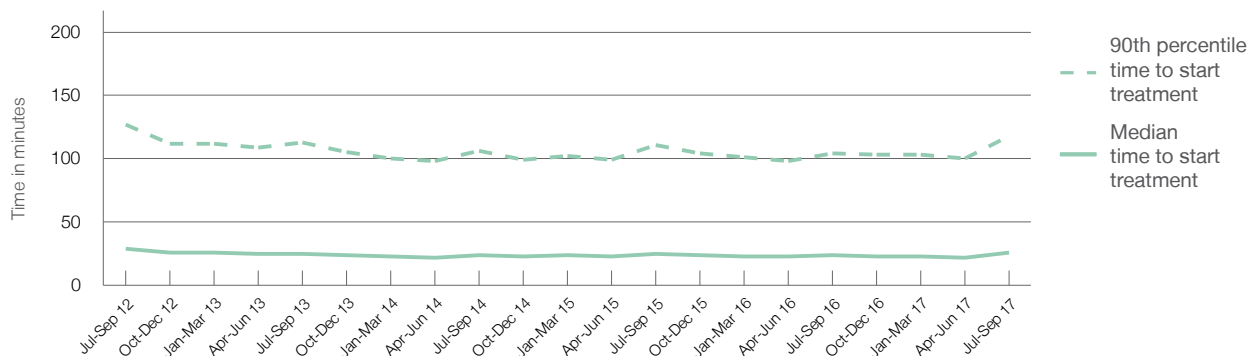
24 minutes

104 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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	29	25	24	25	24	26
90th percentile time to start treatment ⁵ (minutes)	127	113	106	111	104	118

New South Wales: Time patients spent in the ED

July to September 2017

All presentations:¹ 720,564 patients

Presentations used to calculate time to leaving the ED:⁶ 720,344 patients

Median time spent in the ED⁸ 3 hours and 0 minutes

90th percentile time spent in the ED⁹ 8 hours and 2 minutes

Same period
last year

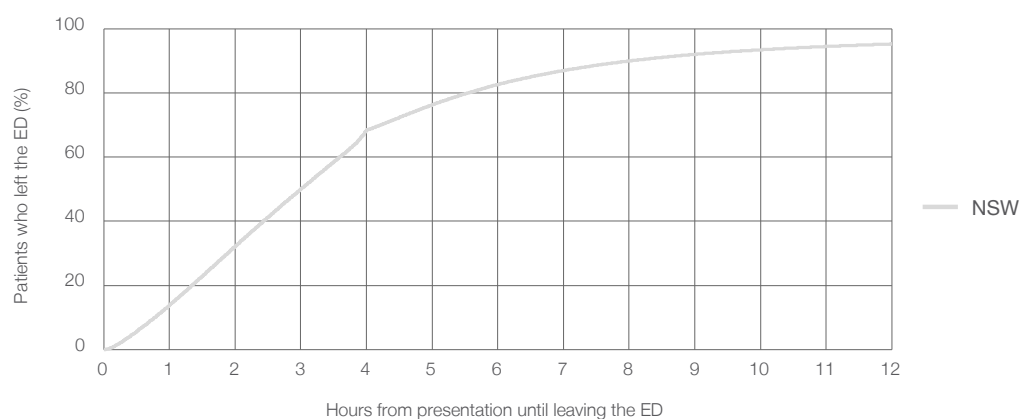
658,481

658,374

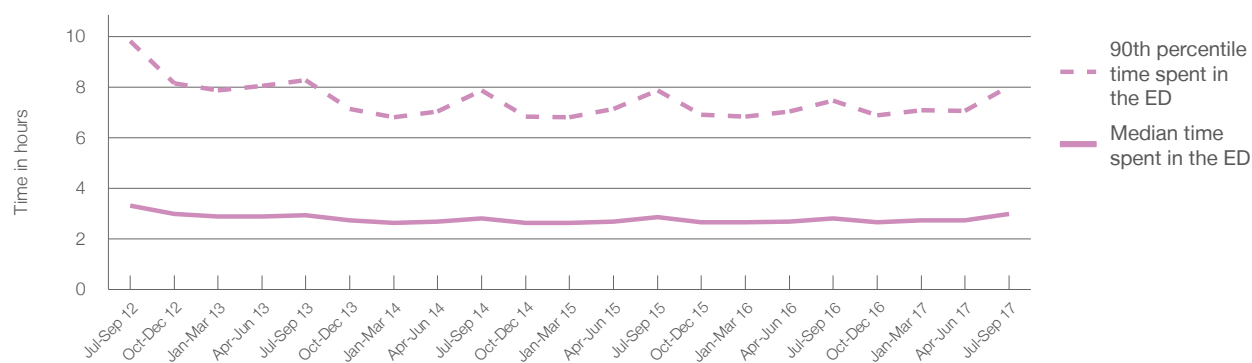
2 hours and
49 minutes

7 hours and
28 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^{††}

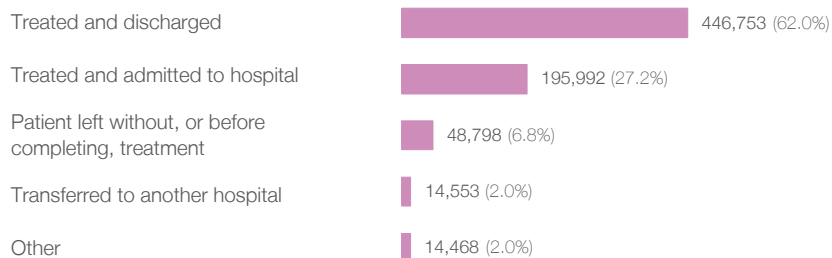


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time spent in the ED ⁸ (hours, minutes)	3h 20m	2h 57m	2h 49m	2h 52m	2h 49m	3h 0m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 49m	8h 17m	7h 52m	7h 53m	7h 28m	8h 2m

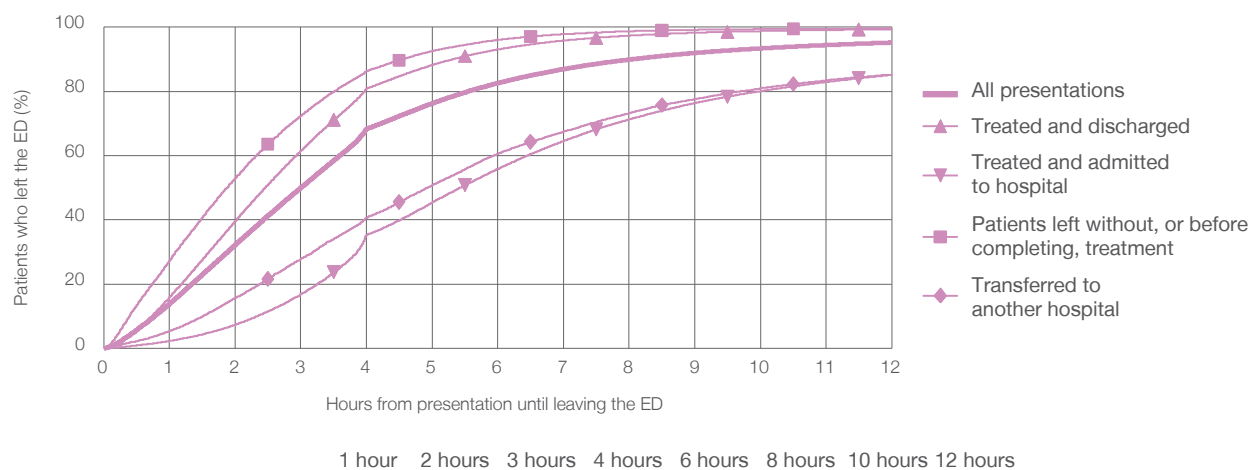
New South Wales: Time spent in the ED

By mode of separation

July to September 2017

All presentations:¹ 720,564 patientsPresentations used to calculate time spent in the ED:⁶ 720,344 patients

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.0%	39.7%	61.6%	80.9%	93.1%	97.4%	98.8%	99.4%
Treated and admitted to hospital	2.3%	7.4%	16.8%	35.3%	55.9%	71.3%	80.1%	85.2%
Patient left without, or before completing, treatment	27.4%	53.0%	72.4%	86.4%	96.1%	98.7%	99.4%	99.6%
Transferred to another hospital	5.5%	15.8%	27.8%	40.7%	60.6%	73.2%	81.0%	85.3%
All presentations	14.0%	32.3%	50.1%	68.4%	82.6%	89.9%	93.4%	95.2%

New South Wales: 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:¹ 720,564 patients

Presentations used to calculate time to leaving the ED:⁶ 720,344 patients

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



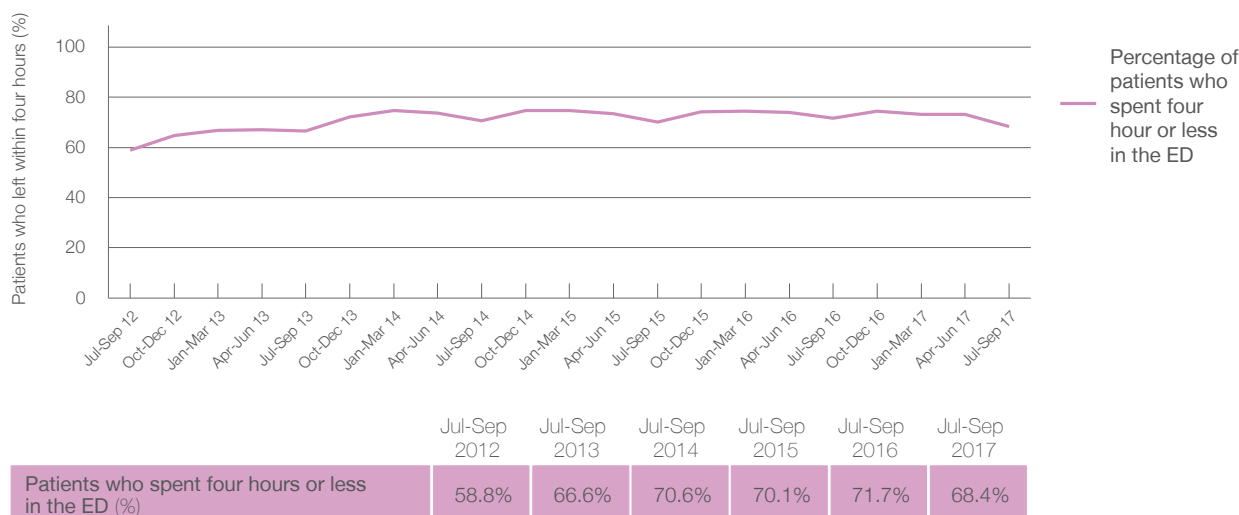
Same period last year

658,481

658,374

71.7%

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



* 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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5. 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.
6. All presentations that have a departure time.
7. 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*.
8. 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.
9. 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).