

## Liverpool Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 22,433 patients



Emergency presentations:<sup>2</sup> 22,374 patients

Same period last year	Change since one year ago
22,556	-1%
22,454	0%



## Liverpool Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,797 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  31 minutes



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 11,788 patients

Median time to start treatment<sup>4</sup>  15 minutes  
90th percentile time to start treatment<sup>5</sup>  59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,343 patients

Median time to start treatment<sup>4</sup>  17 minutes  
90th percentile time to start treatment<sup>5</sup>  67 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,223 patients


Median time to start treatment<sup>4</sup>  15 minutes  
90th percentile time to start treatment<sup>5</sup>  71 minutes

Same period last year	NSW (this period)
4,567	
8 minutes	8 minutes
35 minutes	28 minutes
11,447	
18 minutes	21 minutes
71 minutes	72 minutes
5,143	
21 minutes	26 minutes
81 minutes	105 minutes
1,139	
15 minutes	22 minutes
70 minutes	103 minutes

## Liverpool Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 22,431 patients

Percentage of patients who spent four hours or less in the ED  50%

Same period last year	Change since one year ago
22,555	-1%
51%	

\* 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.

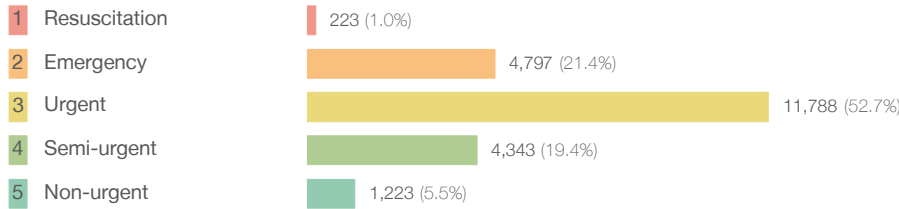
**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

## Liverpool Hospital: Patients presenting to the emergency department

July to September 2018

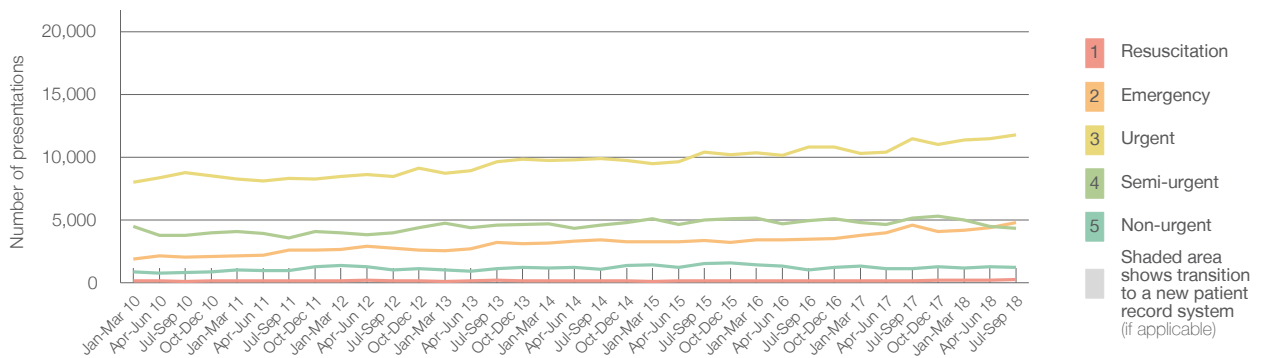
All presentations:<sup>1</sup> 22,433 patients

Emergency presentations<sup>2</sup> by triage category: 22,374 patients



	Same period last year	Change since one year ago
All presentations	22,556	-1%
Emergency presentations	22,454	0%
1 Resuscitation	158	41.1%
2 Emergency	4,567	5.0%
3 Urgent	11,447	3.0%
4 Semi-urgent	5,143	-15.6%
5 Non-urgent	1,139	7.4%

Emergency presentations<sup>2</sup> 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	113	170	145	176	156	159	153	158	223
Emergency	2,036	2,602	2,762	3,183	3,403	3,384	3,482	4,567	4,797
Urgent	8,745	8,318	8,483	9,650	9,869	10,420	10,820	11,447	11,788
Semi-urgent	3,748	3,549	3,947	4,567	4,560	5,006	4,946	5,143	4,343
Non-urgent	802	956	1,035	1,112	1,072	1,521	1,028	1,139	1,223
All emergency presentations	15,444	15,595	16,372	18,688	19,060	20,490	20,429	22,454	22,374

## Liverpool Hospital: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 6,716 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	6,706	
ED Transfer of care time		
Median time	18 minutes	-2 minutes
90th percentile time	65 minutes	-3 minutes

(†) 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.

## Liverpool Hospital: 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: 4,797

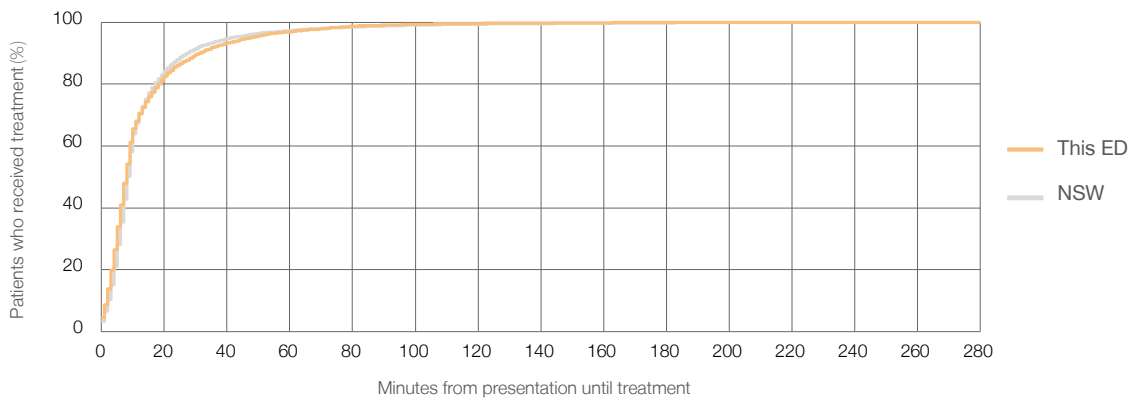
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,757

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

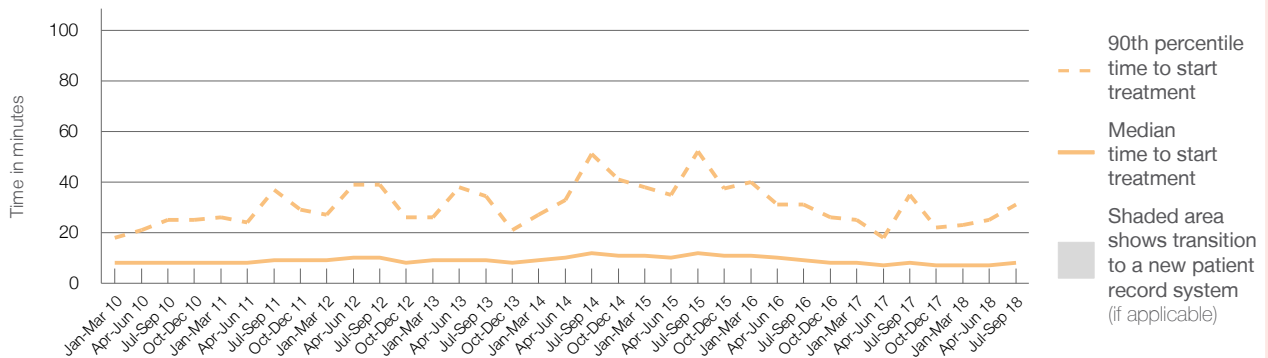
90th percentile time to start treatment<sup>5</sup>  31 minutes

Same period last year	NSW (this period)
4,567	4,538
8 minutes	8 minutes
35 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	8	9	10	9	12	12	9	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	25	37	39	35	51	52	31	35	31

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## Liverpool Hospital: 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: 11,788

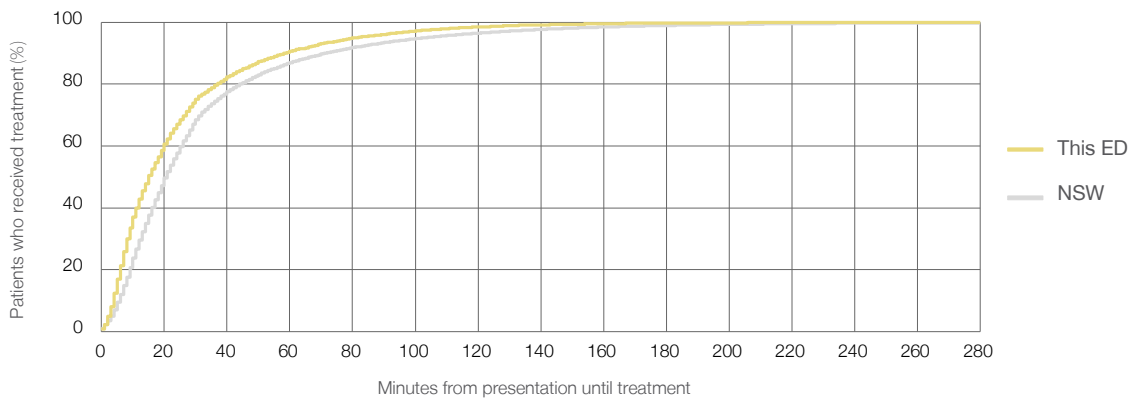
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 11,368

Median time to start treatment<sup>4</sup>  15 minutes

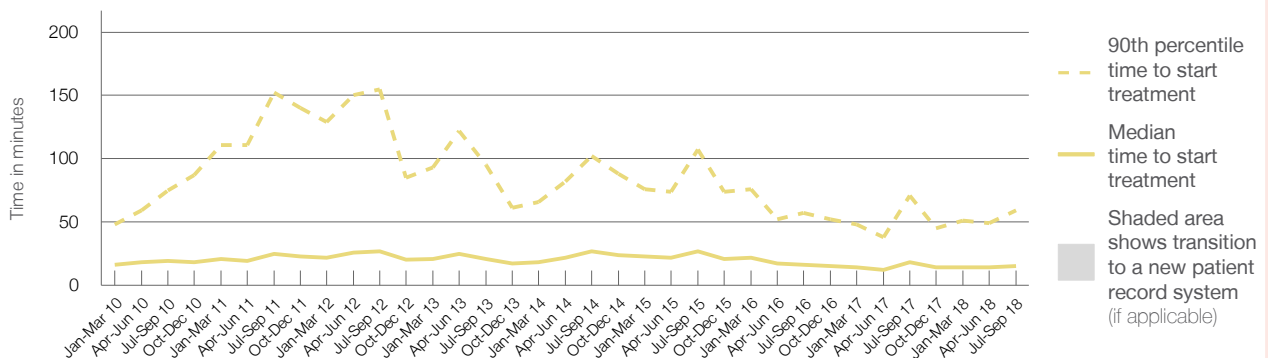
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
11,447	11,020
18 minutes	21 minutes
71 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	19	25	27	21	27	27	16	18	15
90th percentile time to start treatment <sup>5</sup> (minutes)	75	152	155	95	102	107	57	71	59

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## Liverpool Hospital: 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: 4,343

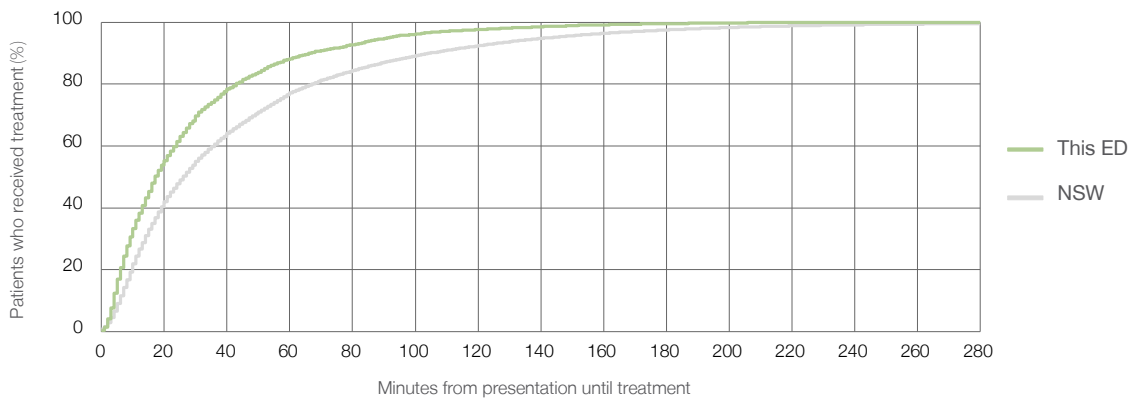
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,005

Median time to start treatment<sup>4</sup>  17 minutes

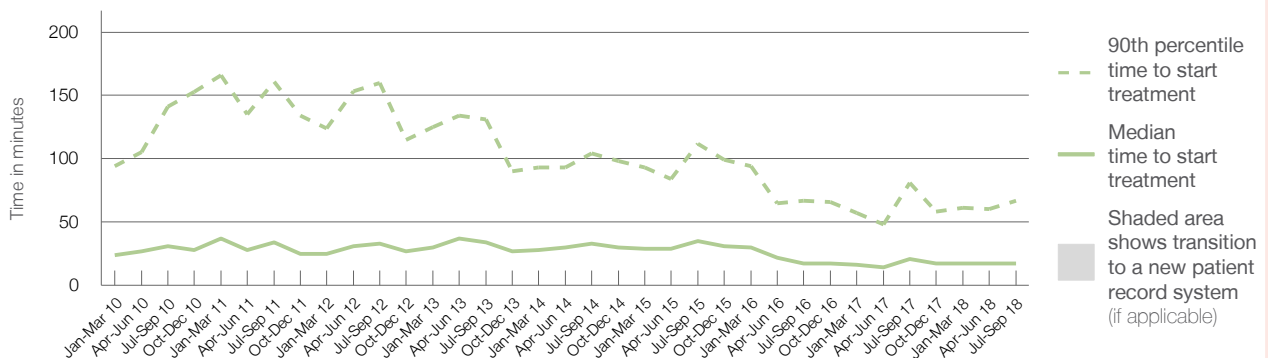
90th percentile time to start treatment<sup>5</sup>  67 minutes

Same period last year	NSW (this period)
5,143	
4,663	
21 minutes	26 minutes
81 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	31	34	33	34	33	35	17	21	17
90th percentile time to start treatment <sup>5</sup> (minutes)	141	161	160	131	104	112	67	81	67

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## Liverpool Hospital: 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: 1,223

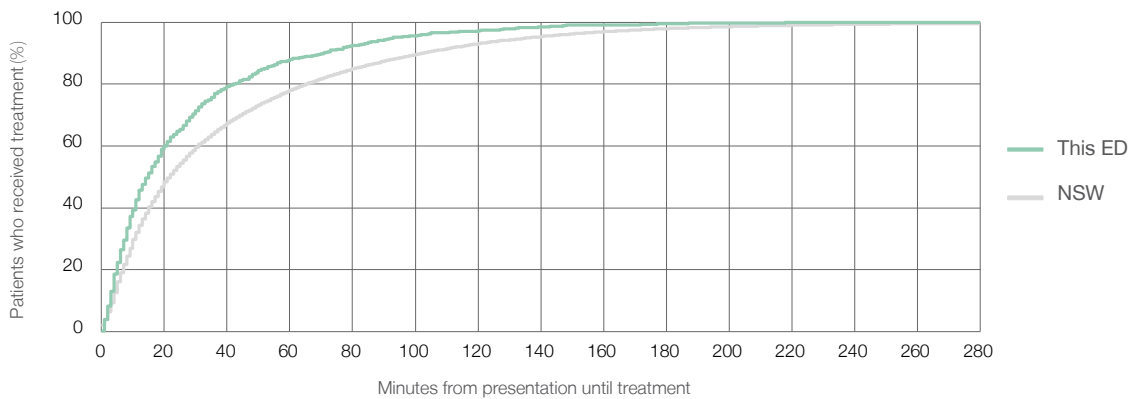
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,003

Median time to start treatment<sup>4</sup> 15 minutes

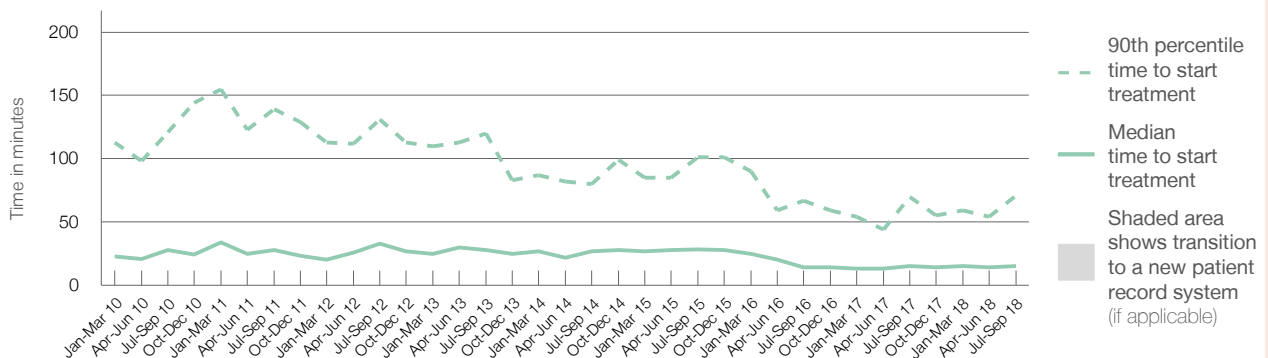
90th percentile time to start treatment<sup>5</sup> 71 minutes

Same period last year	NSW (this period)
1,139	900
15 minutes	22 minutes
70 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	28	28	33	28	27	29	14	15	15
90th percentile time to start treatment <sup>5</sup> (minutes)	121	139	131	120	80	101	67	70	71

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## Liverpool Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 22,433 patients

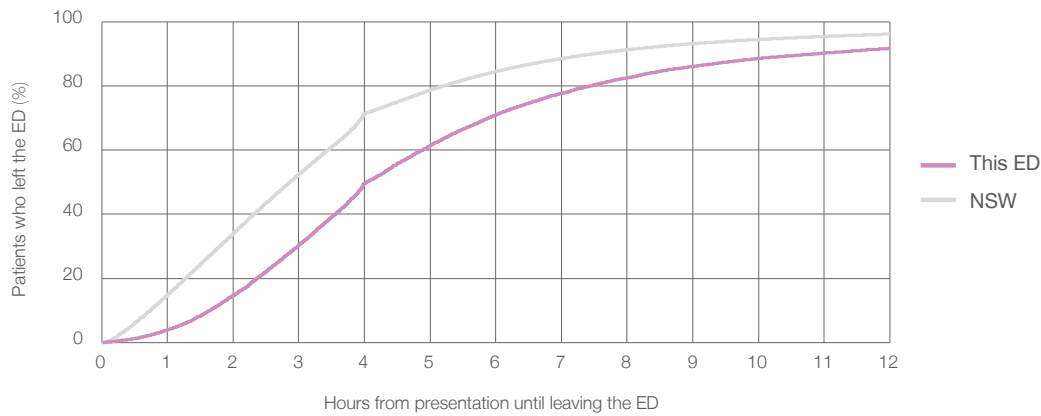
Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,431 patients

Median time spent in the ED<sup>8</sup> 4 hours and 2 minutes

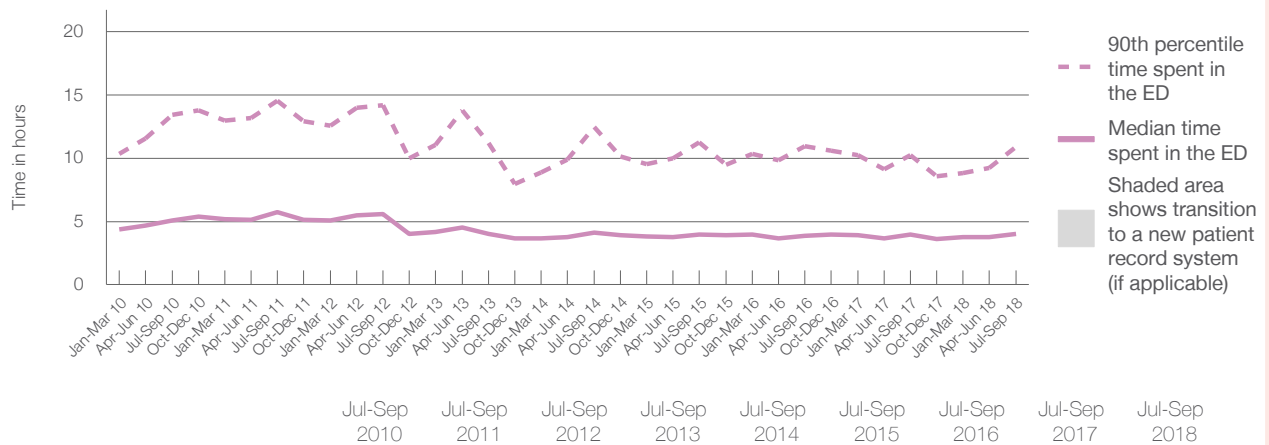
90th percentile time spent in the ED<sup>9</sup> 10 hours and 54 minutes

Same period last year	NSW (this period)
22,556	22,555
3 hours and 58 minutes	2 hours and 52 minutes
10 hours and 13 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	5h 6m	5h 44m	5h 34m	4h 1m	4h 6m	3h 59m	3h 53m	3h 58m	4h 2m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	13h 24m	14h 33m	14h 12m	11h 13m	12h 29m	11h 15m	10h 56m	10h 13m	10h 54m

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

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## Liverpool Hospital: Time patients spent in the ED By mode of separation July to September 2018

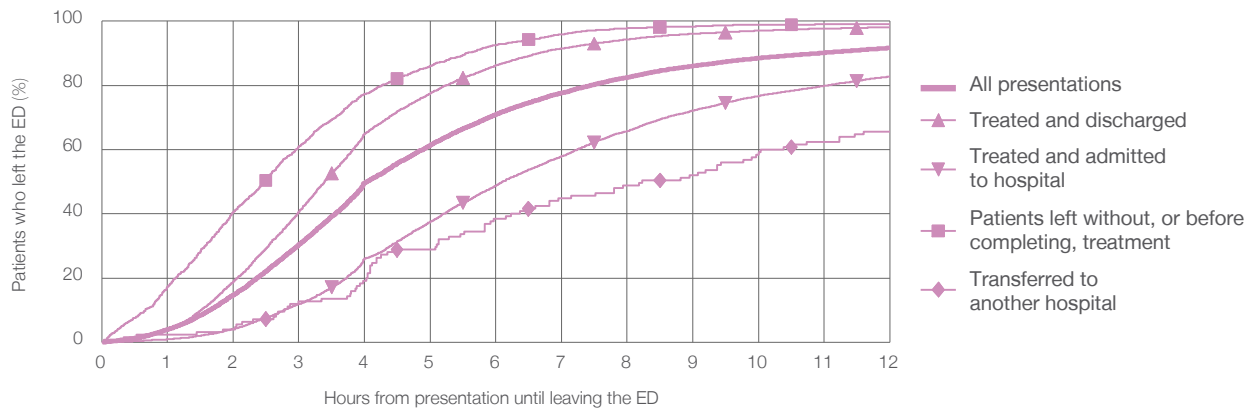
All presentations:<sup>1</sup> 22,433 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,431 patients

Treated and discharged	11,000 (49.0%)
Treated and admitted to hospital	9,335 (41.6%)
Patient left without, or before completing, treatment	1,851 (8.3%)
Transferred to another hospital	125 (0.6%)
Other	122 (0.5%)

Same period last year	Change since one year ago
22,555	-1%
10,727	2.5%
9,456	-1.3%
2,105	-12.1%
97	28.9%
171	-28.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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	3.9%	18.9%	40.8%	65.1%	86.3%	94.3%	97.1%	98.2%
Treated and admitted to hospital	0.9%	4.2%	11.9%	26.1%	48.8%	65.8%	76.7%	82.8%
Patient left without, or before completing, treatment	17.4%	40.6%	60.9%	77.4%	92.6%	97.8%	98.9%	99.2%
Transferred to another hospital	2.4%	4.0%	12.8%	19.2%	38.4%	48.8%	59.2%	65.6%
All presentations	4.0%	14.8%	30.5%	49.7%	71.0%	82.5%	88.5%	91.7%

(†) 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.



## Liverpool Hospital: Time spent in the ED

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

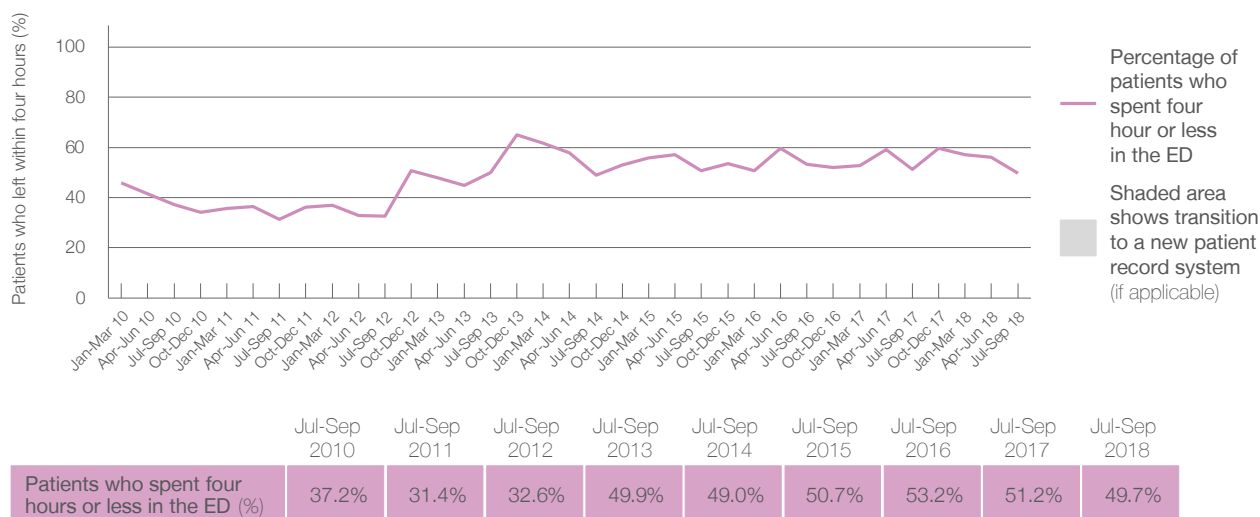
July to September 2018

All presentations at the emergency department: <sup>1</sup> 22,433 patients  
 Presentations used to calculate time to leaving the ED: <sup>6</sup> 22,431 patients

Percentage of patients who spent four hours or less in the ED  49.7%

Same period last year	Change since one year ago
22,556	-1%
22,555	-1%
51.2%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



\* 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).