



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Sydney Children's Hospitals Network

January to March 2017

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

## Sydney Children's Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 9,099 patients  
Emergency presentations:<sup>2</sup> 9,027 patients

Same period last year	Change since one year ago
9,460	-3.8%
9,282	-2.7%

## Sydney Children's Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 402 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,709 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,711 patients

Median time to start treatment<sup>4</sup> 40 minutes  
90th percentile time to start treatment<sup>5</sup> 135 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 159 patients

Median time to start treatment<sup>4</sup> 38 minutes  
90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
394	
8 minutes	8 minutes
21 minutes	26 minutes
1,609	
18 minutes	20 minutes
48 minutes	69 minutes
6,919	
40 minutes	26 minutes
141 minutes	101 minutes
294	
50 minutes	23 minutes
143 minutes	104 minutes

## Sydney Children's Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,098 patients

Percentage of patients who spent four hours or less in the ED 74.5%

Same period last year	Change since one year ago
9,459	-3.8%
74.4%	

\* 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.

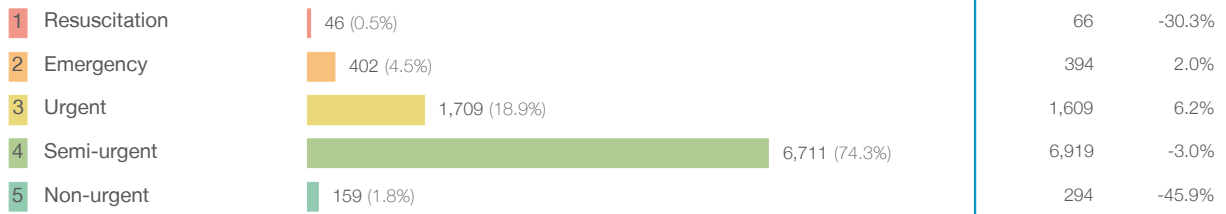
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

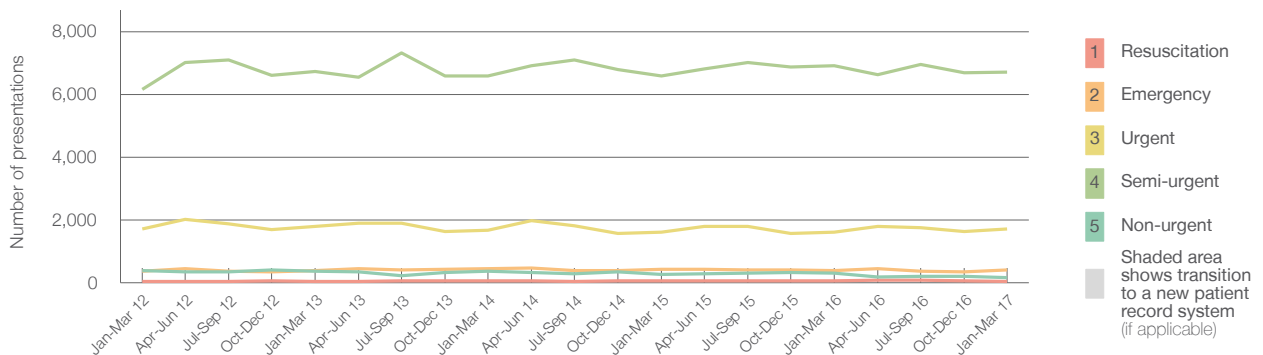
## Sydney Children's Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 9,099 patients

Emergency presentations<sup>2</sup> by triage category: 9,027 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	35	34	50	61	66	46
Emergency	369	379	440	432	394	402
Urgent	1,708	1,796	1,664	1,609	1,609	1,709
Semi-urgent	6,157	6,724	6,594	6,584	6,919	6,711
Non-urgent	381	368	366	260	294	159
All emergency presentations	8,650	9,301	9,114	8,946	9,282	9,027

## Sydney Children's Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 592 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.

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

## Sydney Children's Hospital: 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: 402

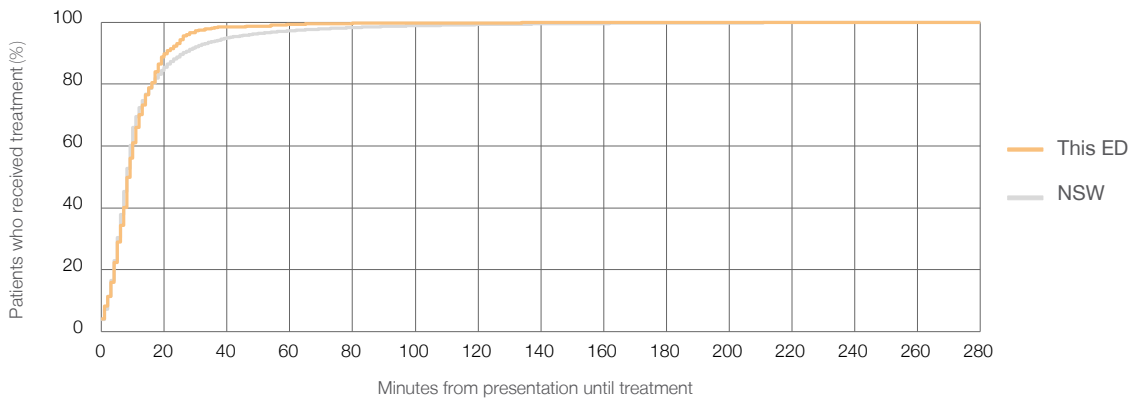
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 401

Median time to start treatment<sup>4</sup> 9 minutes

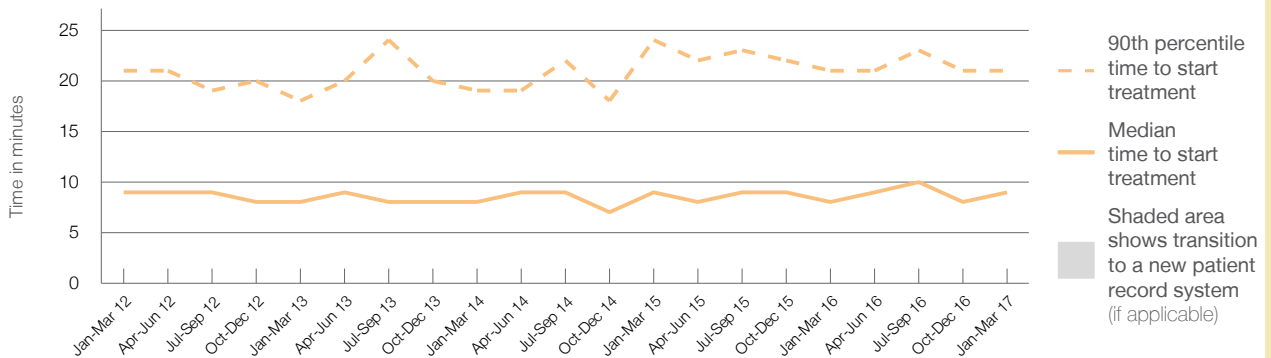
90th percentile time to start treatment<sup>5</sup> 21 minutes

Same period last year	NSW (this period)
394	
393	
8 minutes	8 minutes
21 minutes	26 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<sup>†‡</sup>



	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)	9	8	8	9	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)	21	18	19	24	21	21

(†) 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.

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

## Sydney Children's Hospital: 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: 1,709

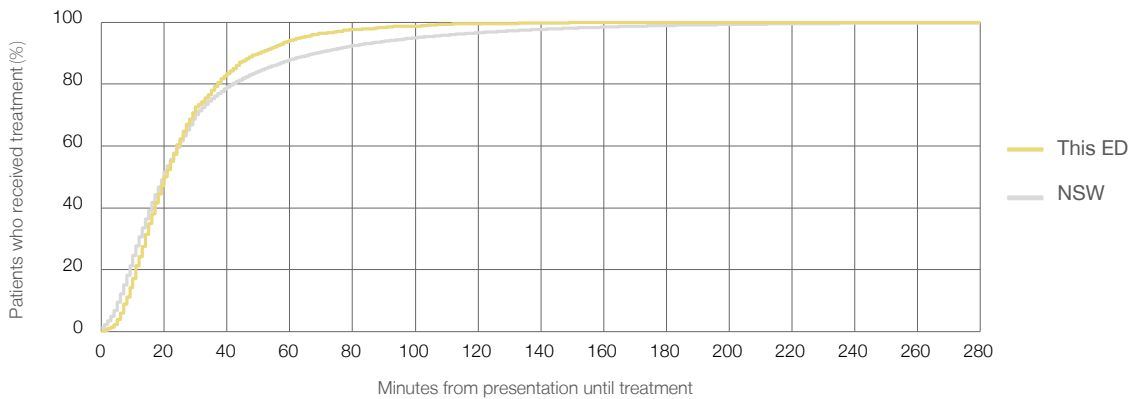
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,707

Median time to start treatment<sup>4</sup> 21 minutes

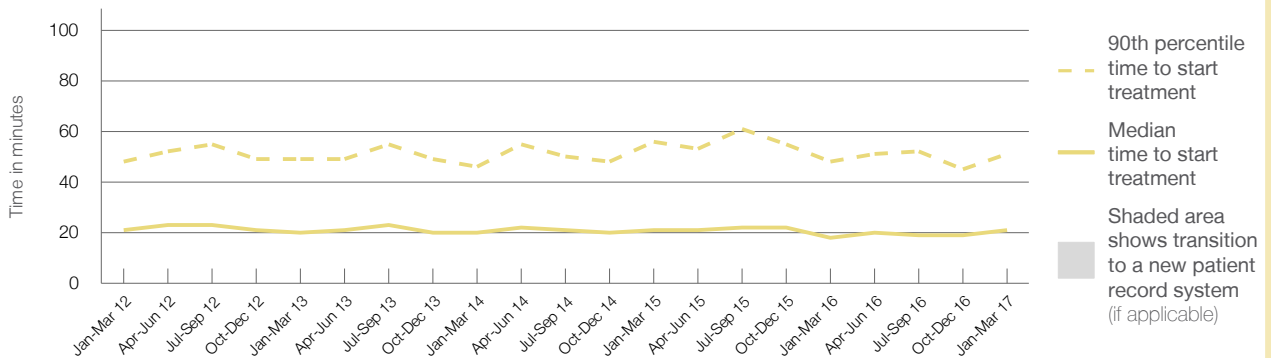
90th percentile time to start treatment<sup>5</sup> 51 minutes

Same period last year	NSW (this period)
1,609	
1,608	
18 minutes	20 minutes
48 minutes	69 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<sup>†‡</sup>



	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)	21	20	20	21	18	21
90th percentile time to start treatment <sup>5</sup> (minutes)	48	49	46	56	48	51

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

## Sydney Children's Hospital: 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: 6,711

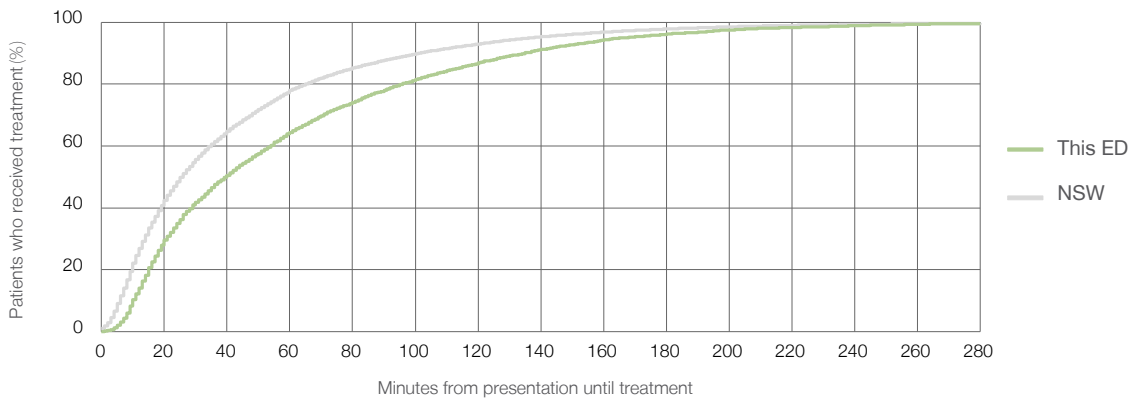
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,411

Median time to start treatment<sup>4</sup> 40 minutes

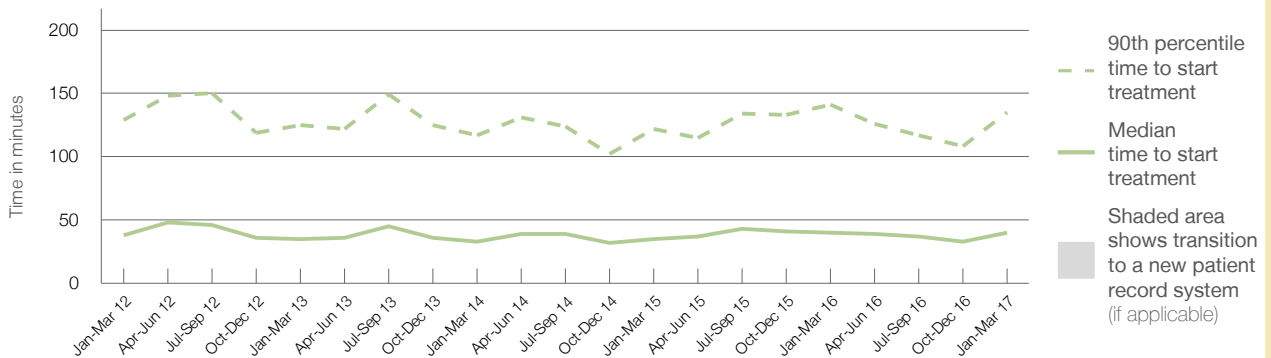
90th percentile time to start treatment<sup>5</sup> 135 minutes

Same period last year	NSW (this period)
6,919	
6,565	
40 minutes	26 minutes
141 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<sup>†‡</sup>



	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)	38	35	33	35	40	40
90th percentile time to start treatment <sup>5</sup> (minutes)	129	125	117	122	141	135

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

## Sydney Children's Hospital: 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: 159

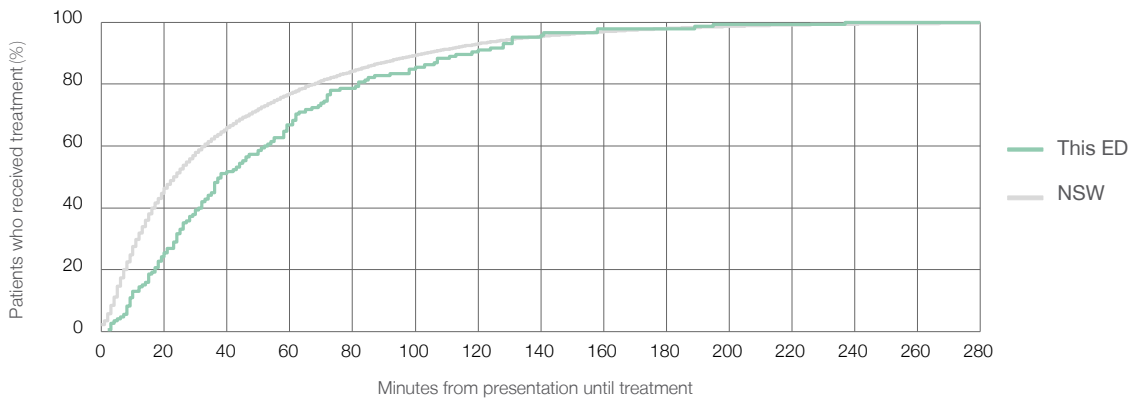
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 145

Median time to start treatment<sup>4</sup> 38 minutes

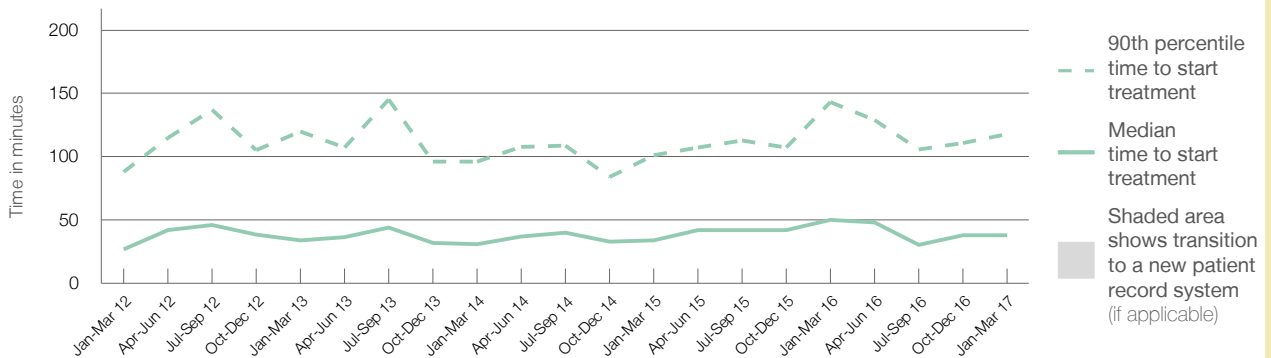
90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
294	
273	
50 minutes	23 minutes
143 minutes	104 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<sup>†‡</sup>



	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)	27	34	31	34	50	38
90th percentile time to start treatment <sup>5</sup> (minutes)	88	120	96	101	143	118

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(‡) 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.

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

## Sydney Children's Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 9,099 patients

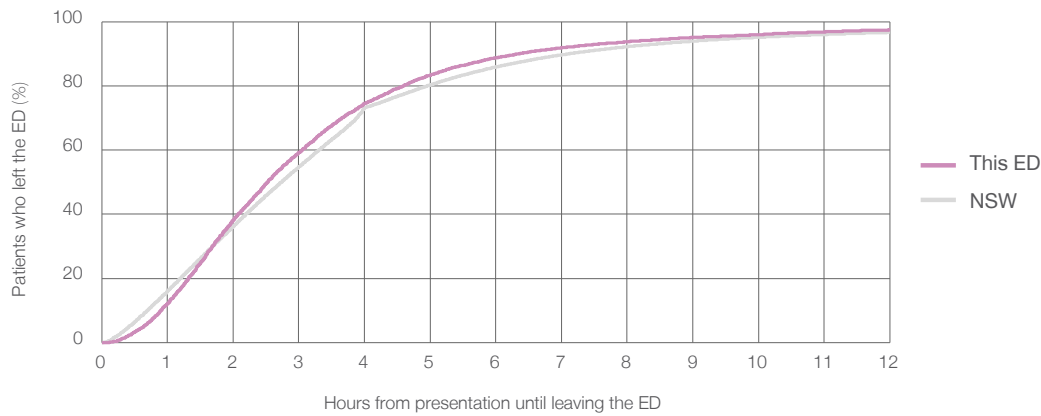
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,098 patients

Median time spent in the ED<sup>8</sup> 2 hours and 31 minutes

90th percentile time spent in the ED<sup>9</sup> 6 hours and 21 minutes

Same period last year	NSW (this period)
9,460	9,459
2 hours and 32 minutes	2 hours and 44 minutes
6 hours and 17 minutes	7 hours and 7 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 to leaving the ED <sup>8</sup> (hours, minutes)	2h 19m	2h 21m	2h 17m	2h 21m	2h 32m	2h 31m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 40m	5h 59m	6h 0m	5h 44m	6h 17m	6h 21m

(†) 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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## Sydney Children's Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

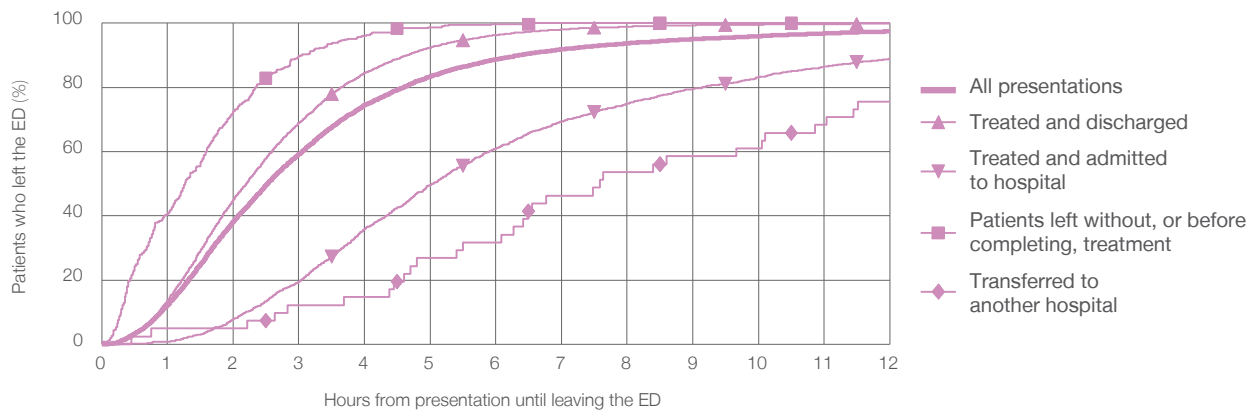
All presentations:<sup>1</sup> 9,099 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,098 patients

Treated and discharged	6,715 (73.8%)
Treated and admitted to hospital	1,918 (21.1%)
Patient left without, or before completing, treatment	415 (4.6%)
Transferred to another hospital	41 (0.5%)
Other	10 (0.1%)

Same period last year	Change since one year ago
9,459	-3.8%
6,933	-3.1%
1,996	-3.9%
481	-13.7%
35	17.1%
15	-33.3%

Percentage of patients who left the ED by time and mode of separation, January to March 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	13.7%	45.0%	68.9%	84.5%	96.2%	98.9%	99.6%	99.9%
Treated and admitted to hospital	0.8%	7.9%	19.5%	35.8%	61.0%	75.1%	83.2%	88.9%
Patient left without, or before completing, treatment	40.7%	72.5%	89.6%	96.1%	99.8%	100%	100%	100%
Transferred to another hospital	4.9%	4.9%	12.2%	14.6%	31.7%	53.7%	61.0%	75.6%
All presentations	12.2%	38.3%	59.2%	74.5%	88.7%	93.7%	96.0%	97.4%

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

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

## Sydney Children's Hospital: 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> 9,099 patients

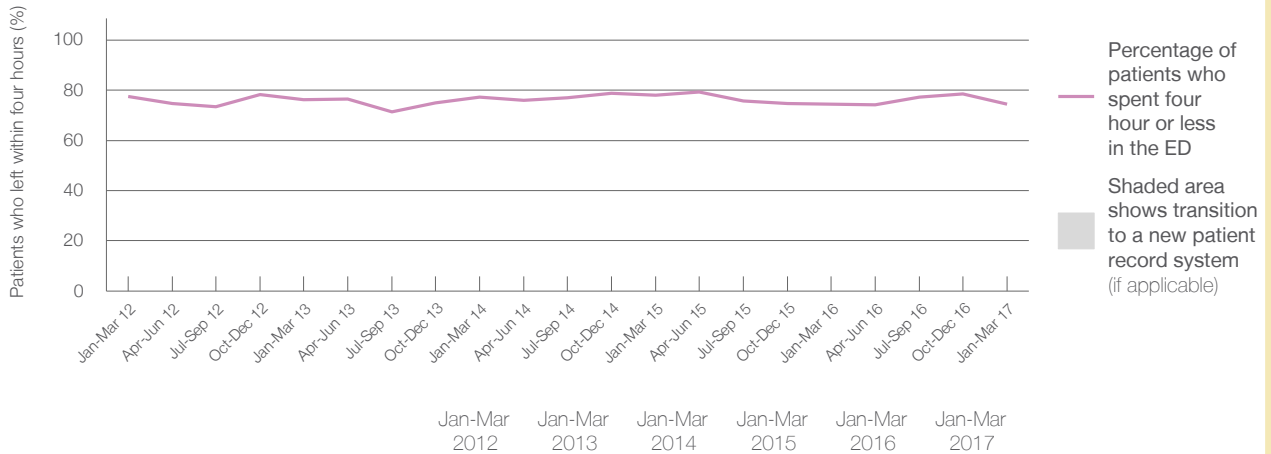
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,098 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,460	-3.8%
Presentations used to calculate time to leaving the ED	9,459	-3.8%
Percentage of patients who spent four hours or less in the ED	74.4%	

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



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	77.5%	76.3%	77.2%	77.9%	74.4%	74.5%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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









## The Children's Hospital at Westmead: Emergency department (ED) overview

January to March 2017

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 13,971 patients	13,955	0.1%
Emergency presentations: <sup>2</sup> 13,775 patients	13,752	0.2%


## The Children's Hospital at Westmead: Time patients waited to start treatment<sup>3</sup>

January to March 2017

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 525 patients	428	
Median time to start treatment <sup>4</sup>  7 minutes	7 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup>  17 minutes	10 minutes	26 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 3,513 patients	3,391	
Median time to start treatment <sup>4</sup>  22 minutes	21 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup>  61 minutes	54 minutes	69 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 9,507 patients	9,699	
Median time to start treatment <sup>4</sup>  43 minutes	43 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>  163 minutes	156 minutes	101 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 110 patients	116	
Median time to start treatment <sup>4</sup>  65 minutes	52 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup>  152 minutes	161 minutes	104 minutes

## The Children's Hospital at Westmead: Time from presentation until leaving the ED

January to March 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 13,971 patients	13,955	0.1%
Percentage of patients who spent four hours or less in the ED  67.7%	71.0%	

\* 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.

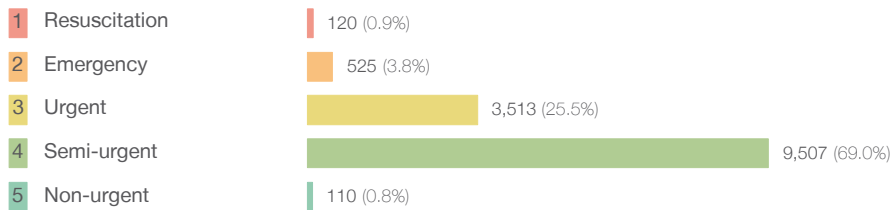
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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

## The Children's Hospital at Westmead: Patients presenting to the emergency department January to March 2017

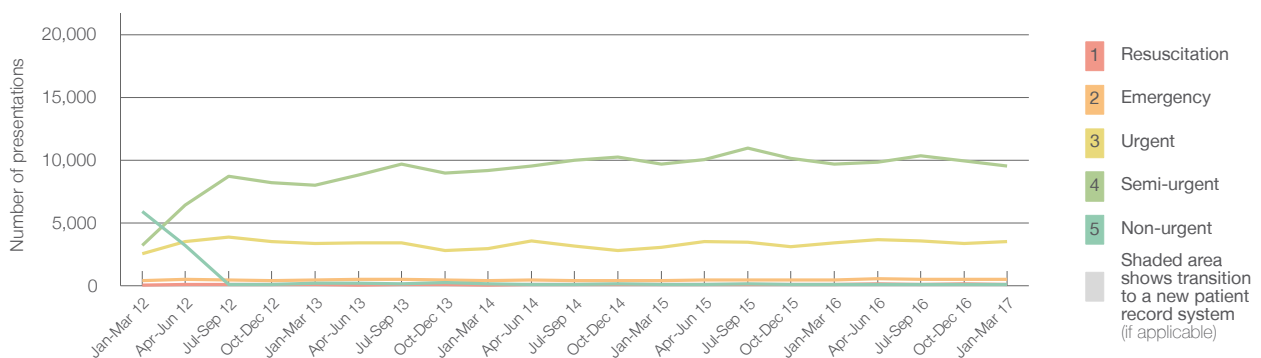
All presentations:<sup>1</sup> 13,971 patients

Emergency presentations<sup>2</sup> by triage category: 13,775 patients



	Same period last year	Change since one year ago
All presentations	13,955	0.1%
Emergency presentations	13,752	0.2%
Resuscitation	118	1.7%
Emergency	428	22.7%
Urgent	3,391	3.6%
Semi-urgent	9,699	-2.0%
Non-urgent	116	-5.2%

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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	69	72	61	80	118	120
Emergency	411	462	388	415	428	525
Urgent	2,550	3,380	2,926	3,052	3,391	3,513
Semi-urgent	3,231	8,005	9,196	9,665	9,699	9,507
Non-urgent	5,905	184	161	114	116	110
All emergency presentations	12,166	12,103	12,732	13,326	13,752	13,775

## The Children's Hospital at Westmead: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,085 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	962	
Median time	6 minutes	0 minutes
90th percentile time	15 minutes	-1 minute

(†) 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.

(Ω) The Sydney Children's Hospitals Network (Randwick and Westmead) advise that application of ED triaging definitions has been standardised across their facilities. This has resulted in a reporting shift of some cases from category 5 to category 4 and from category 4 to category 3 at Children's Hospital Westmead from June 2012 onwards.

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

## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2 January to March 2017

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

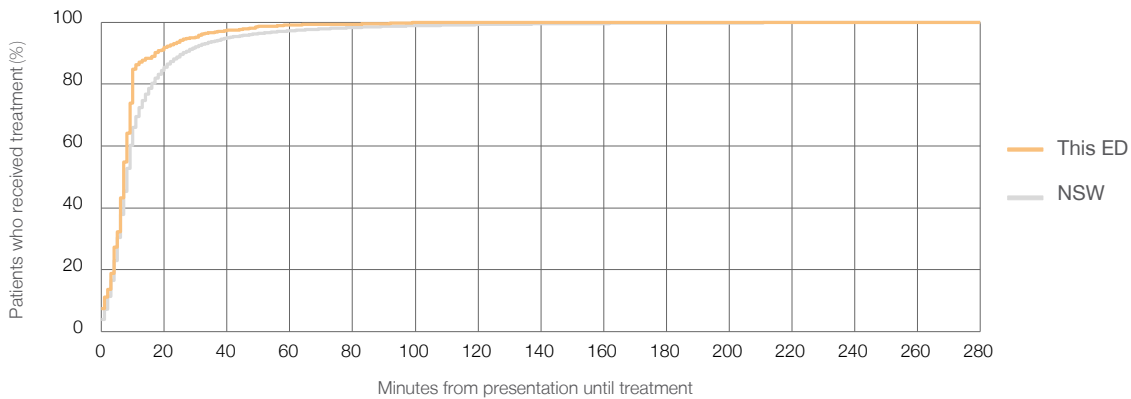
Number of triage 2 patients: 525

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

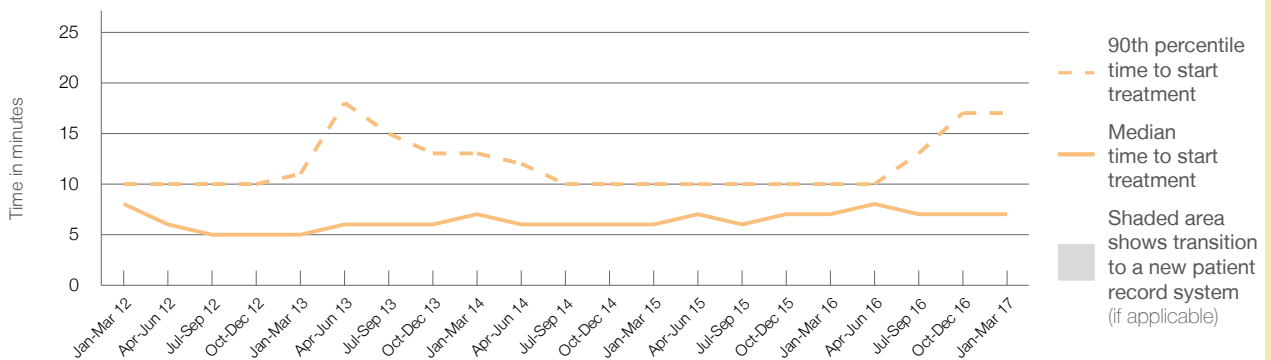
Median time to start treatment<sup>4</sup> ■ 7 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 17 minutes

Same period last year	NSW (this period)
428	428
7 minutes	8 minutes
10 minutes	26 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<sup>†‡§</sup>



	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	5	7	6	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)	10	11	13	10	10	17

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## The Children's Hospital at Westmead: 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: 3,513

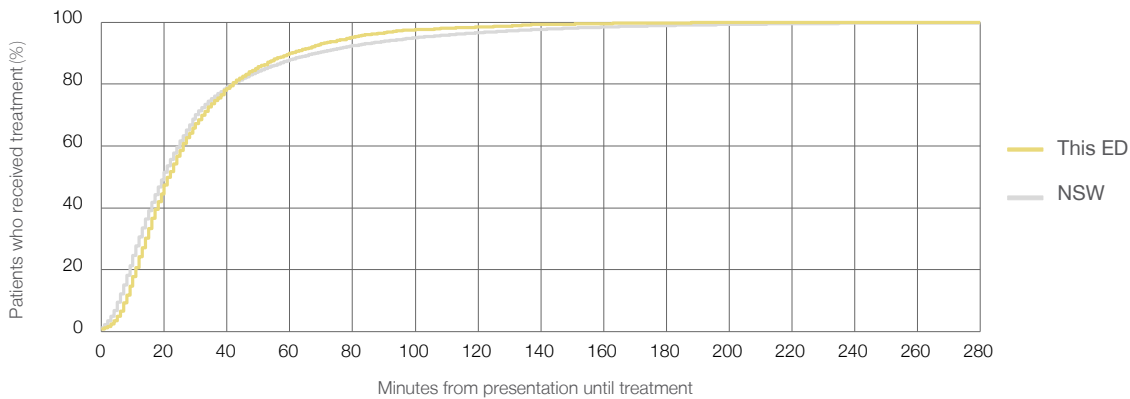
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,502

Median time to start treatment<sup>4</sup> 22 minutes

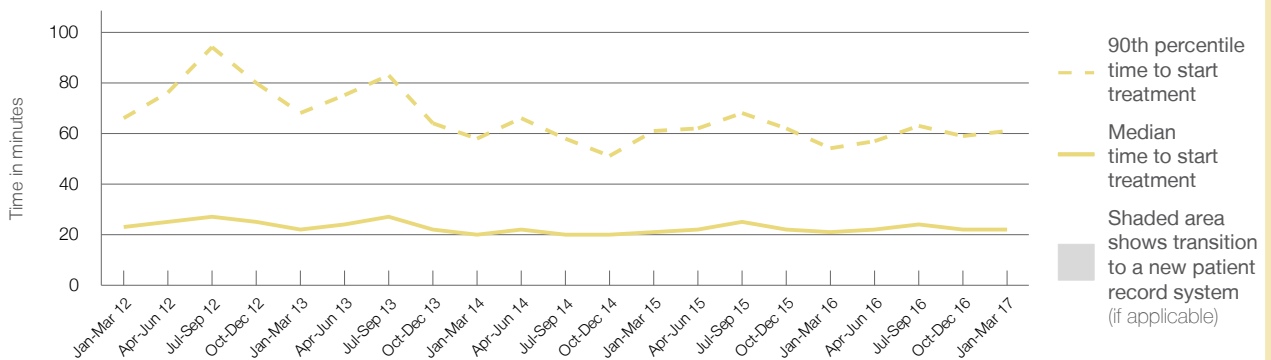
90th percentile time to start treatment<sup>5</sup> 61 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	3,391	
Number of triage 3 patients used to calculate waiting time	3,385	
Median time to start treatment	21 minutes	20 minutes
90th percentile time to start treatment	54 minutes	69 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<sup>†§</sup>



	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)	23	22	20	21	21	22
90th percentile time to start treatment <sup>5</sup> (minutes)	66	68	58	61	54	61

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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## The Children's Hospital at Westmead: 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: 9,507

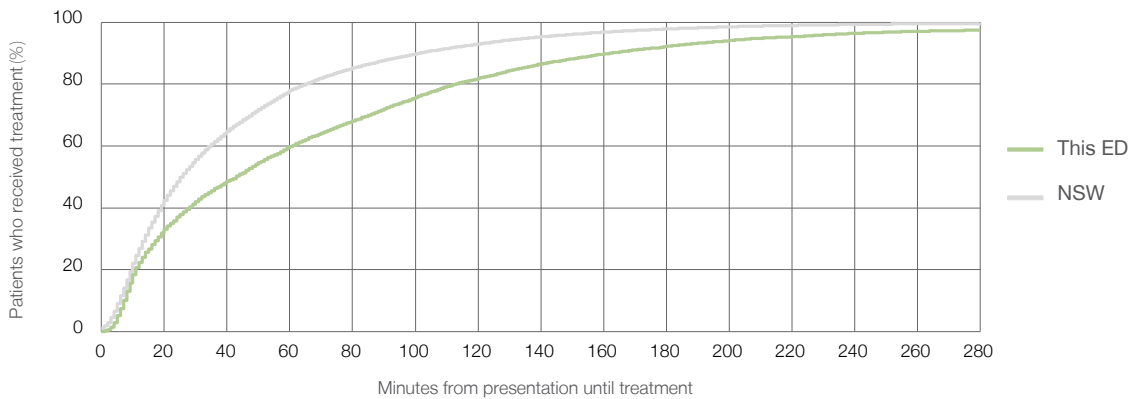
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,993

Median time to start treatment<sup>4</sup> 43 minutes

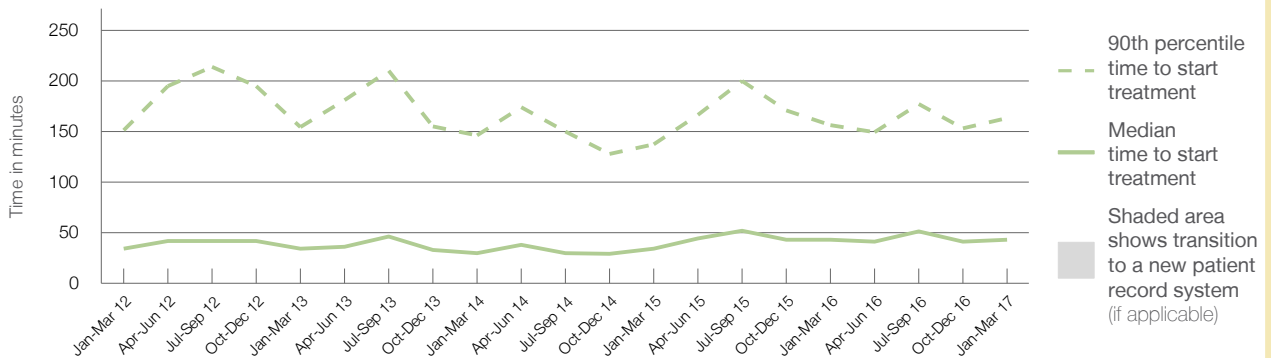
90th percentile time to start treatment<sup>5</sup> 163 minutes

Same period last year	NSW (this period)
9,699	8,350
43 minutes	26 minutes
156 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<sup>†‡§</sup>



	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)	34	34	30	34	43	43
90th percentile time to start treatment <sup>5</sup> (minutes)	151	154	146	137	156	163

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## The Children's Hospital at Westmead: 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: 110

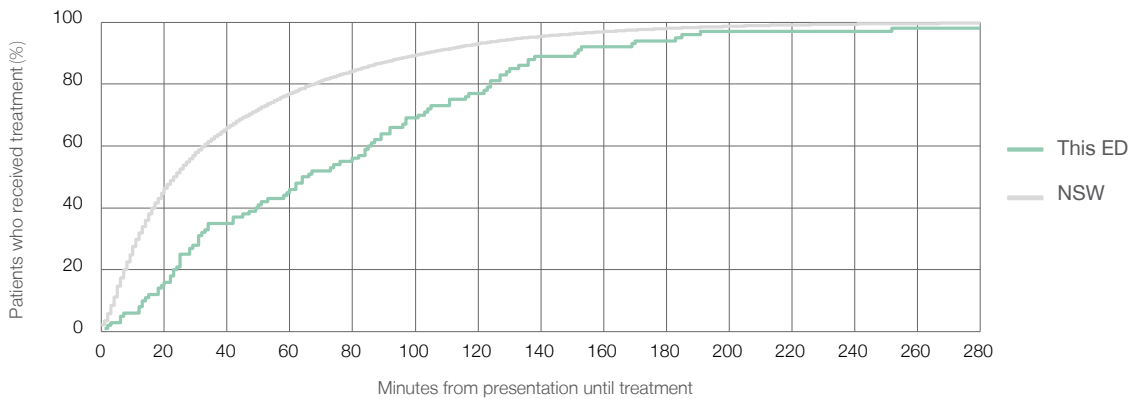
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 100

Median time to start treatment<sup>4</sup> 65 minutes

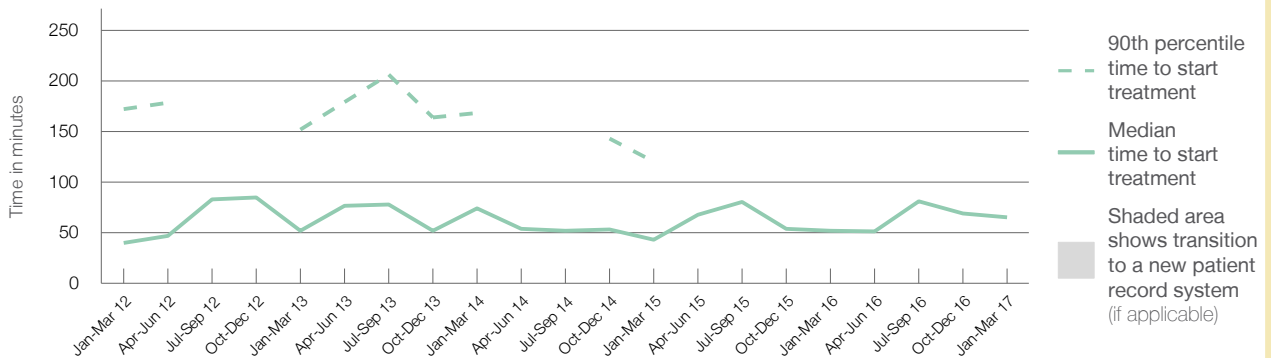
90th percentile time to start treatment<sup>5</sup> 152 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	116	
Number of triage 5 patients used to calculate waiting time: <sup>3</sup>	102	
Median time to start treatment <sup>4</sup>	52 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup>	161 minutes	104 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<sup>†§</sup>



	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)	40	52	74	43	52	65
90th percentile time to start treatment <sup>5</sup> (minutes)	172	152	168	120	161	152

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(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



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

## The Children's Hospital at Westmead: Time patients spent in the ED January to March 2017

All presentations:<sup>1</sup> 13,971 patients

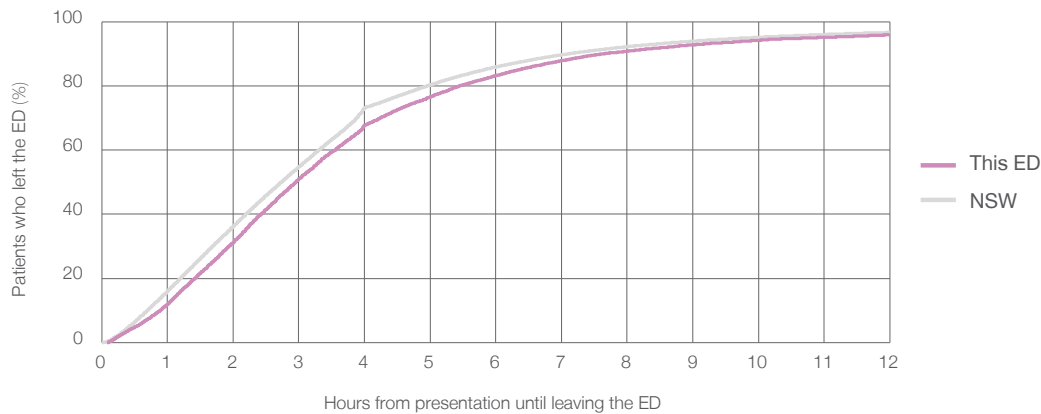
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,971 patients

Median time spent in the ED<sup>8</sup> 2 hours and 57 minutes

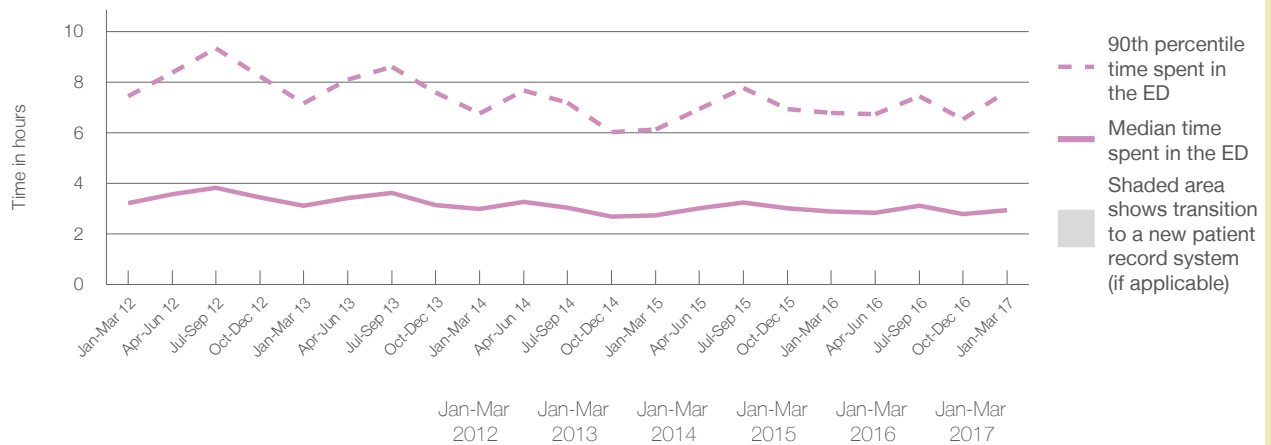
90th percentile time spent in the ED<sup>9</sup> 7 hours and 39 minutes

Same period last year	NSW (this period)
13,955	13,955
2 hours and 54 minutes	2 hours and 44 minutes
6 hours and 47 minutes	7 hours and 7 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 to leaving the ED <sup>8</sup> (hours, minutes)	3h 14m	3h 8m	2h 59m	2h 45m	2h 54m	2h 57m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 26m	7h 10m	6h 46m	6h 8m	6h 47m	7h 39m

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(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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## The Children's Hospital at Westmead: Time patients spent in the ED

By mode of separation

January to March 2017

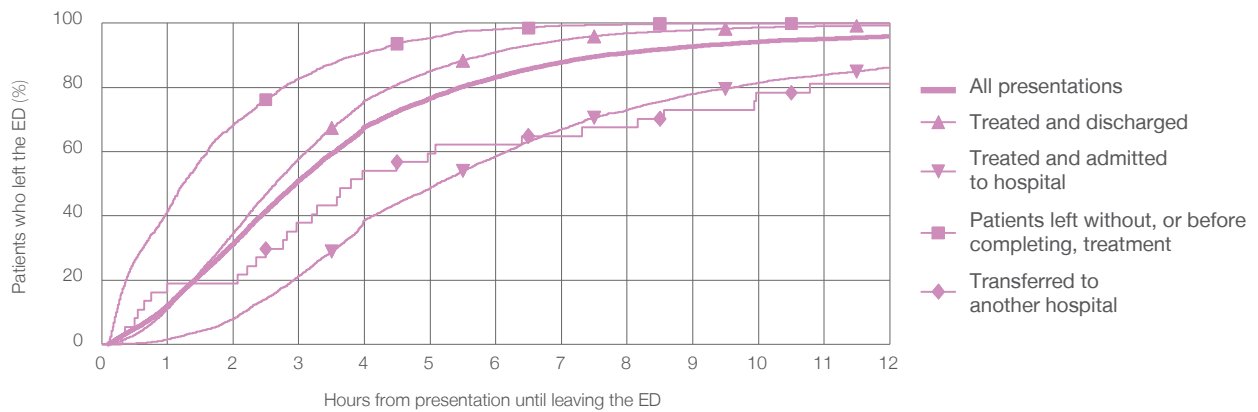
All presentations:<sup>1</sup> 13,971 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,971 patients

Treated and discharged	8,660 (62.0%)
Treated and admitted to hospital	3,684 (26.4%)
Patient left without, or before completing, treatment	1,590 (11.4%)
Transferred to another hospital	37 (0.3%)
Other	0 (0%)

Same period last year	Change since one year ago
13,955	0.1%
8,924	-3.0%
3,596	2.4%
1,397	13.8%
38	-2.6%
0	

Percentage of patients who left the ED by time and mode of separation, January to March 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	11.1%	34.6%	57.9%	75.9%	91.0%	96.8%	98.6%	99.3%
Treated and admitted to hospital	1.5%	7.9%	21.3%	38.7%	58.6%	73.0%	81.4%	86.2%
Patient left without, or before completing, treatment	41.5%	68.4%	82.8%	90.8%	98.1%	99.7%	99.9%	99.9%
Transferred to another hospital	18.9%	18.9%	37.8%	54.1%	62.2%	67.6%	78.4%	81.1%
All presentations	12.0%	31.4%	51.0%	67.7%	83.2%	90.8%	94.2%	95.9%

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## The Children's Hospital at Westmead: 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> 13,971 patients

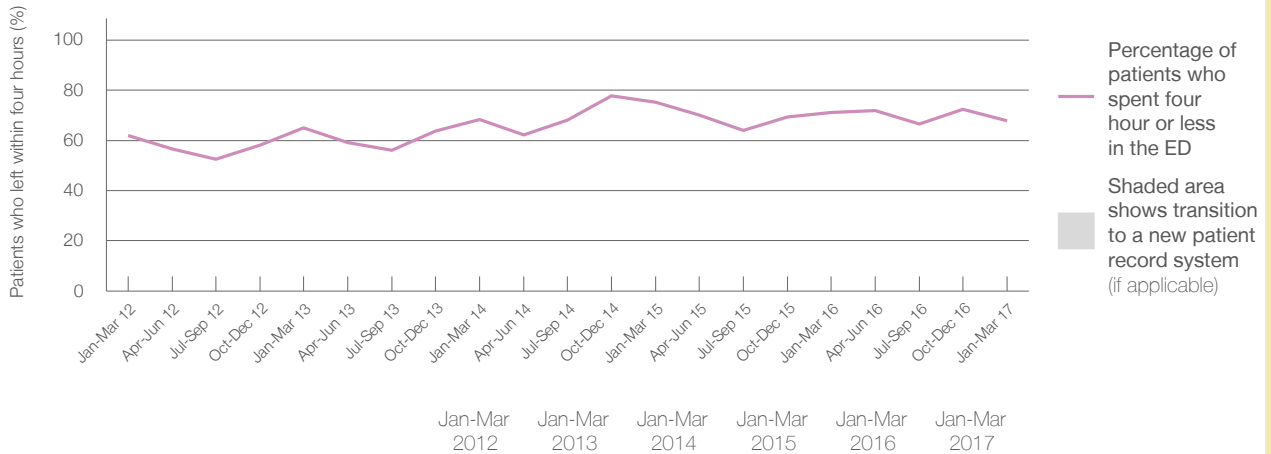
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,971 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	13,955	0.1%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	13,955	0.1%
Percentage of patients who spent four hours or less in the ED	71.0%	

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



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	62.0%	65.0%	68.2%	75.3%	71.0%	67.7%

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