

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

April to June 2017

	Same period last year	Change since one year ago
All presentations: ¹ 14,664 patients	14,389	1.9%
Emergency presentations: ² 14,488 patients	14,227	1.8%

The Children's Hospital at Westmead: Time patients waited to start treatment³

April to June 2017

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 612 patients	534	
Median time to start treatment ⁴ 8 minutes	8 minutes	8 minutes
90th percentile time to start treatment ⁵ 24 minutes	10 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,932 patients	3,647	
Median time to start treatment ⁴ 22 minutes	22 minutes	20 minutes
90th percentile time to start treatment ⁵ 58 minutes	57 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,783 patients	9,844	
Median time to start treatment ⁴ 53 minutes	41 minutes	25 minutes
90th percentile time to start treatment ⁵ 184 minutes	149 minutes	99 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 66 patients	80	
Median time to start treatment ⁴ 75 minutes	51 minutes	23 minutes
90th percentile time to start treatment ⁵ *	*	101 minutes

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

April to June 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 14,664 patients	14,389	1.9%
Percentage of patients who spent four hours or less in the ED 63.8%	71.9%	

* 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.

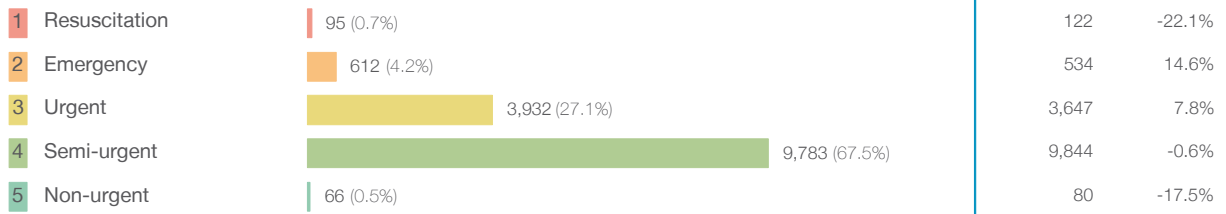
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

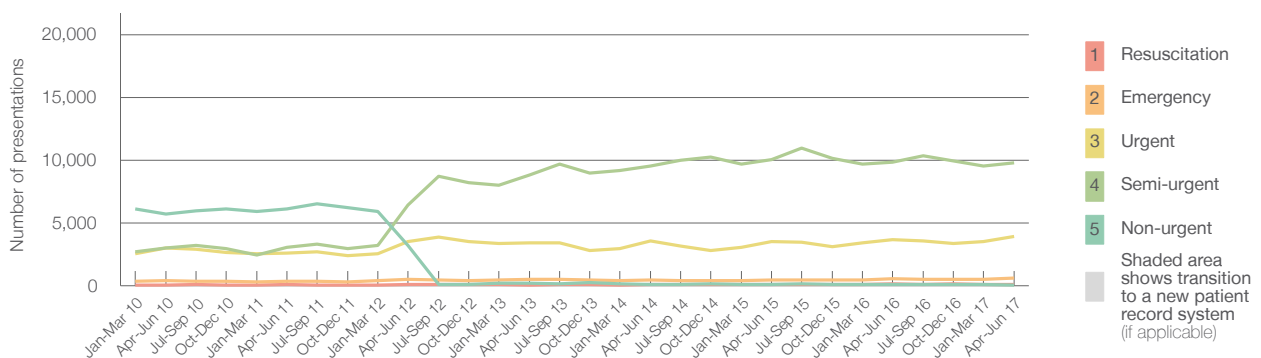
The Children's Hospital at Westmead: Patients presenting to the emergency department April to June 2017

All presentations:¹ 14,664 patients

Emergency presentations² by triage category: 14,488 patients



Emergency presentations² by quarter, April 2012 to June 2017 †‡



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	64	81	94	57	74	70	122	95
Emergency	421	354	514	481	439	446	534	612
Urgent	2,996	2,595	3,509	3,385	3,579	3,505	3,647	3,932
Semi-urgent	3,020	3,034	6,415	8,795	9,527	10,062	9,844	9,783
Non-urgent	5,727	6,111	3,208	177	85	106	80	66
All emergency presentations	12,228	12,175	13,740	12,895	13,704	14,189	14,227	14,488

The Children's Hospital at Westmead: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,263 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.

(§) 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.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2 April to June 2017

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

Number of triage 2 patients: 612

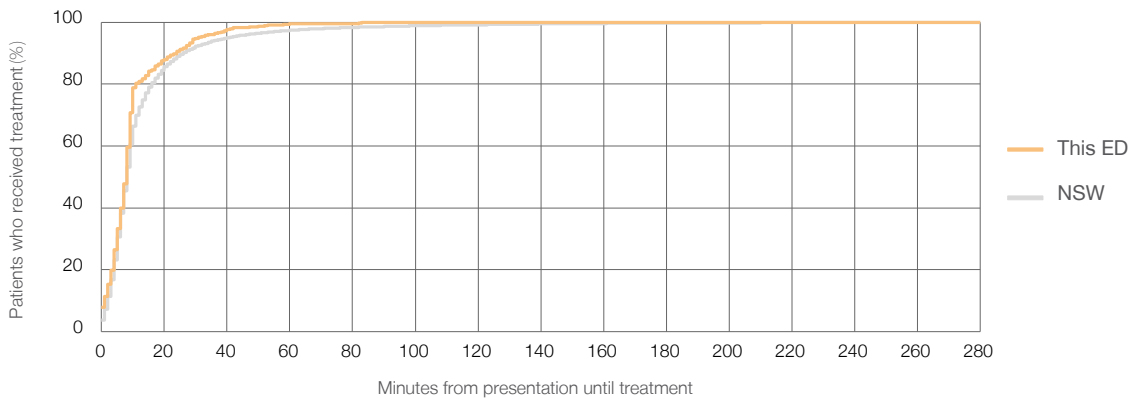
Number of triage 2 patients used to calculate waiting time:³ 612

Median time to start treatment⁴ 8 minutes

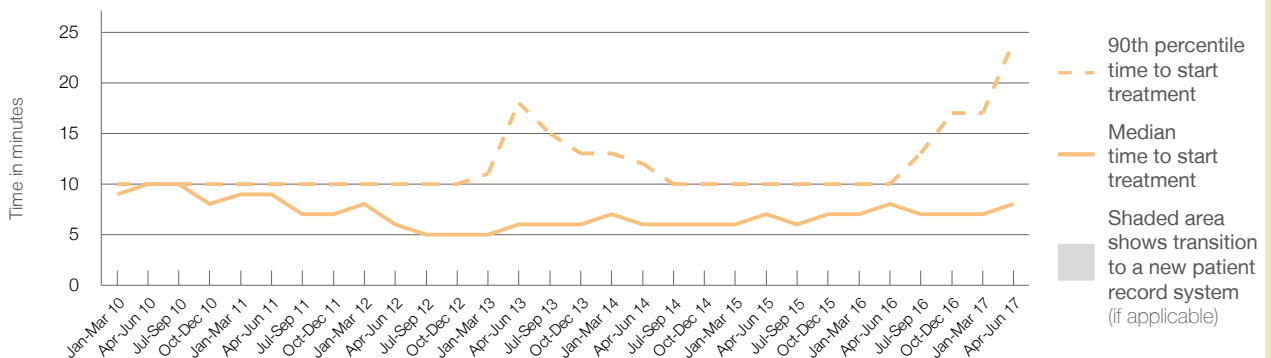
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
534	534
8 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	10	9	6	6	6	7	8	8
90th percentile time to start treatment ⁵ (minutes)	10	10	10	18	12	10	10	24

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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.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 3,932

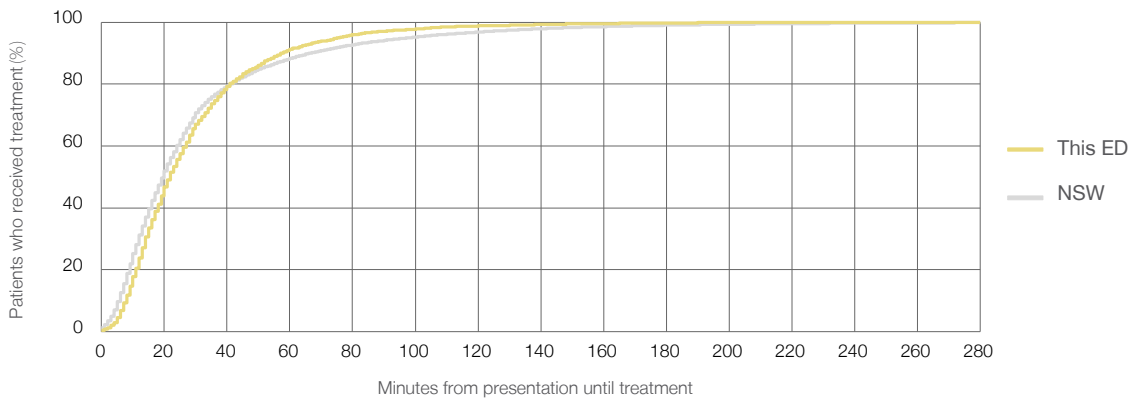
Number of triage 3 patients used to calculate waiting time:³ 3,920

Median time to start treatment⁴ 22 minutes

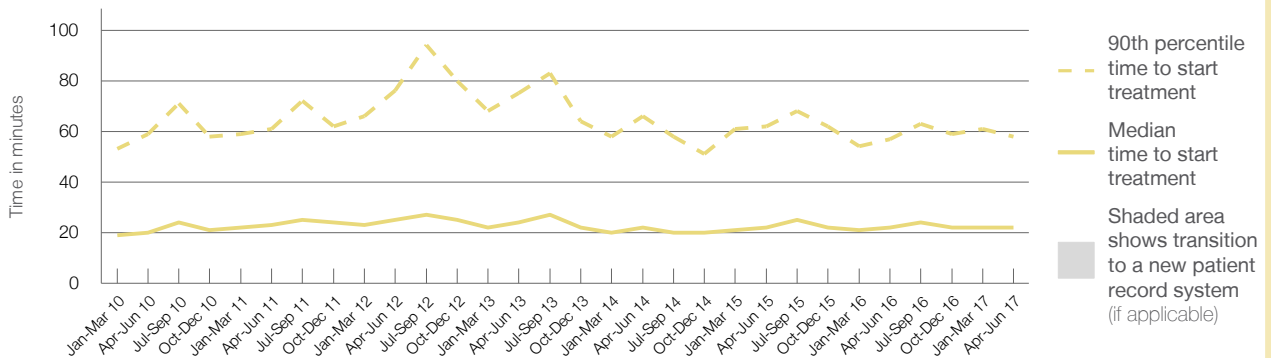
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
3,647	3,644
22 minutes	20 minutes
57 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	20	23	25	24	22	22	22	22
90th percentile time to start treatment ⁵ (minutes)	59	61	76	75	66	62	57	58

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The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 9,783

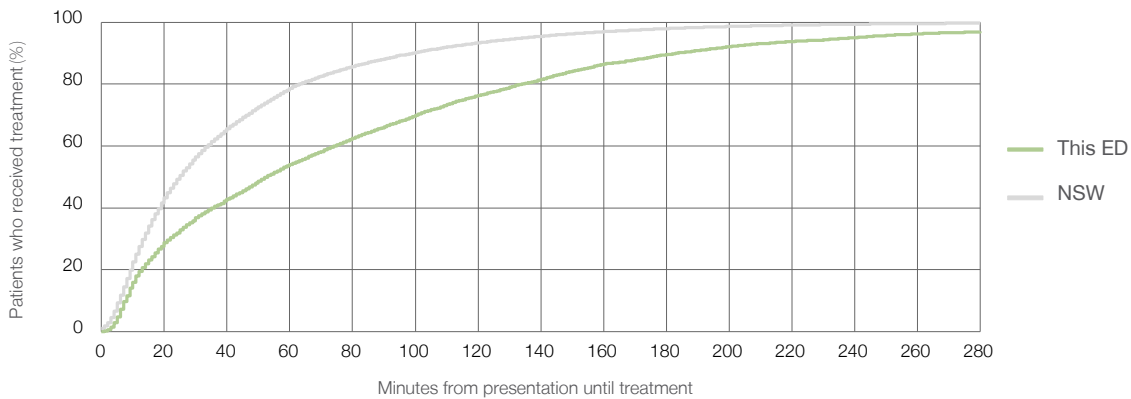
Number of triage 4 patients used to calculate waiting time:³ 8,123

Median time to start treatment⁴ 53 minutes

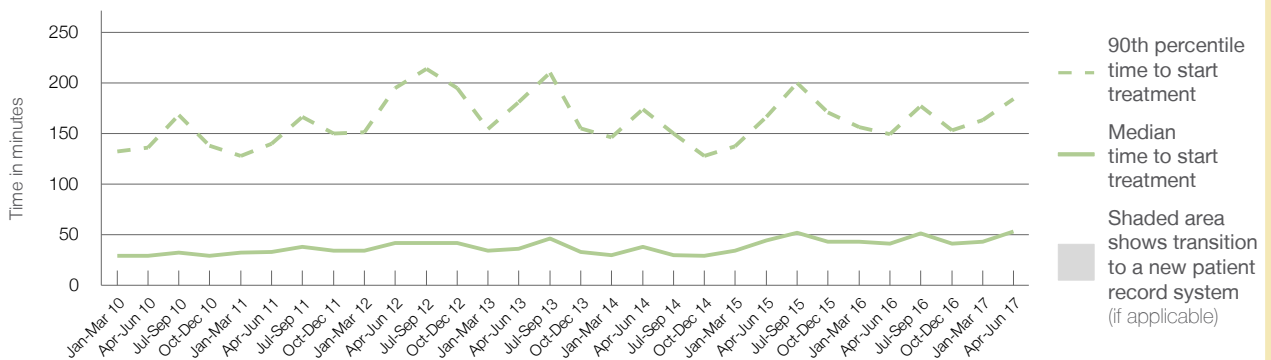
90th percentile time to start treatment⁵ 184 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	9,844	8,480
Median time to start treatment ⁴	41 minutes	25 minutes
90th percentile time to start treatment ⁵	149 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	29	33	42	36	38	44	41	53
90th percentile time to start treatment ⁵ (minutes)	136	140	195	181	174	166	149	184

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The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 66

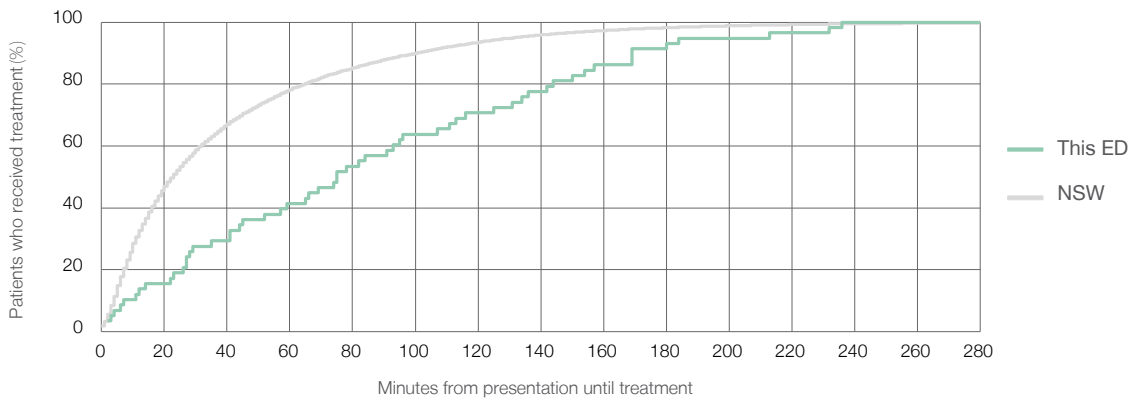
Number of triage 5 patients used to calculate waiting time:³ 58

Median time to start treatment⁴ 75 minutes

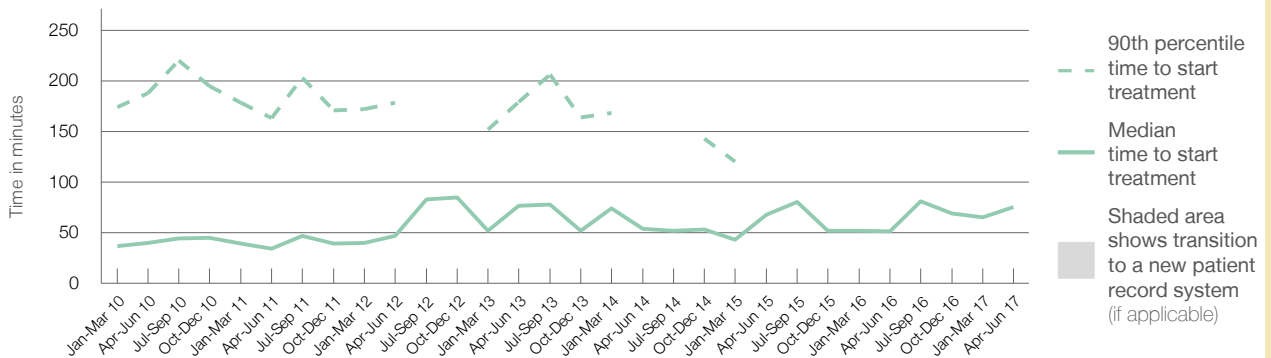
90th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
80	69
51 minutes	23 minutes
*	* 101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	40	34	47	77	54	68	51	75
90th percentile time to start treatment ⁵ (minutes)	188	163	178	179	*	*	*	*

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

April to June 2017

All presentations:¹ 14,664 patients

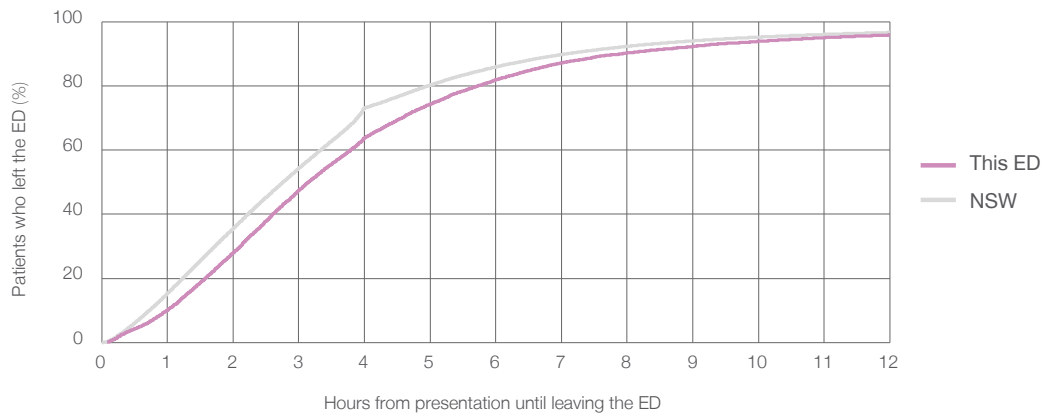
Presentations used to calculate time to leaving the ED:⁶ 14,664 patients

Median time spent in the ED⁸ 3 hours and 9 minutes

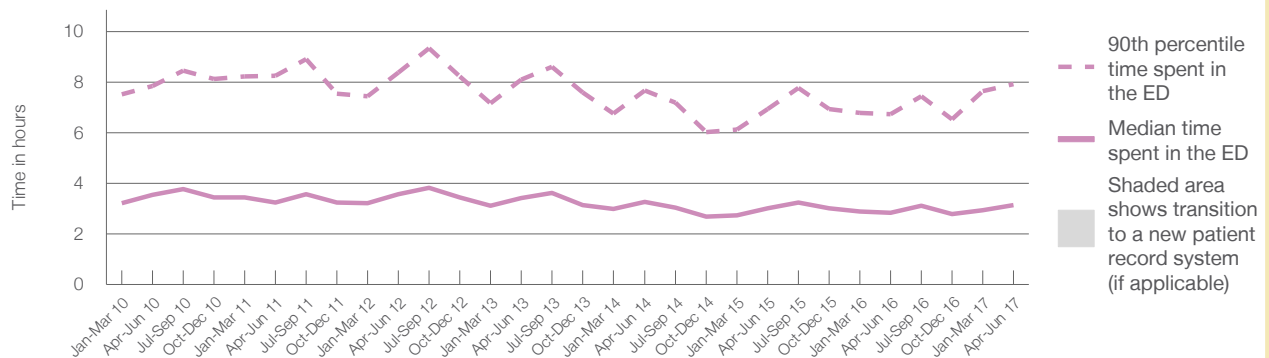
90th percentile time spent in the ED⁹ 7 hours and 56 minutes

Same period last year	NSW (this period)
14,389	14,389
2 hours and 51 minutes	2 hours and 46 minutes
6 hours and 44 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡§}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 33m	3h 15m	3h 34m	3h 26m	3h 17m	3h 1m	2h 51m	3h 9m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 51m	8h 15m	8h 23m	8h 6m	7h 41m	6h 56m	6h 44m	7h 56m

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

By mode of separation

April to June 2017

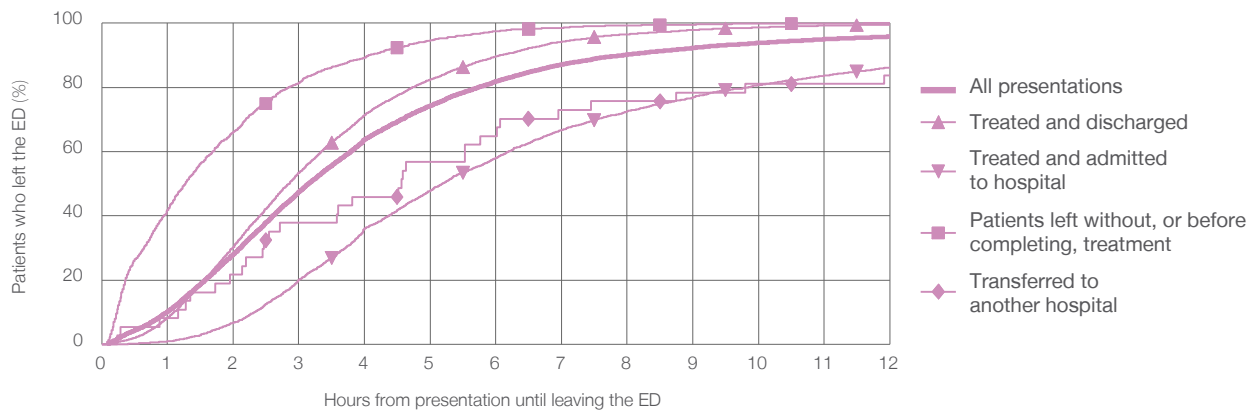
All presentations:[†] 14,664 patients

Presentations used to calculate time to leaving the ED:[‡] 14,664 patients

Treated and discharged	8,885 (60.6%)
Treated and admitted to hospital	4,025 (27.4%)
Patient left without, or before completing, treatment	1,717 (11.7%)
Transferred to another hospital	37 (0.3%)
Other	0 (0%)

Same period last year	Change since one year ago
14,389	1.9%
9,157	-3.0%
3,799	5.9%
1,403	22.4%
29	27.6%
1	-100.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{††§}



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	8.3%	30.4%	53.5%	71.5%	89.7%	96.5%	98.7%	99.5%
Treated and admitted to hospital	0.9%	6.7%	20.1%	36.0%	58.1%	72.6%	80.7%	86.2%
Patient left without, or before completing, treatment	41.9%	66.3%	81.4%	89.3%	97.5%	99.4%	99.9%	100%
Transferred to another hospital	8.1%	21.6%	37.8%	45.9%	64.9%	75.7%	81.1%	83.8%
All presentations	10.2%	28.1%	47.5%	63.8%	81.9%	90.3%	93.9%	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
 April to June 2017

All presentations at the emergency department:¹ 14,664 patients

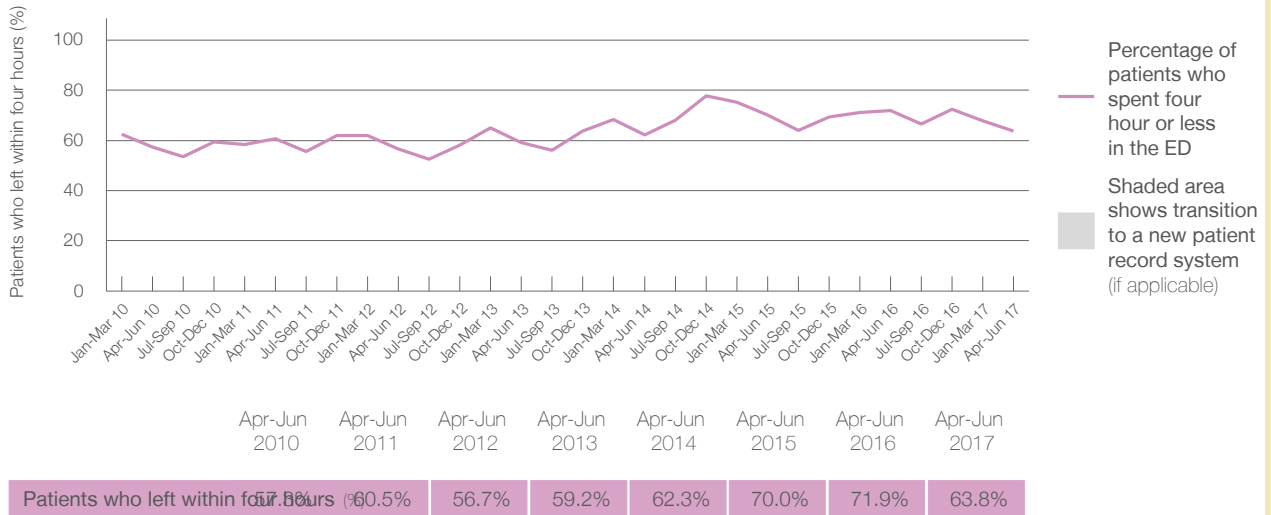
Presentations used to calculate time to leaving the ED:⁶ 14,664 patients

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	14,389	1.9%
Presentations used to calculate time to leaving the ED	14,389	1.9%
Percentage of patients who spent four hours or less in the ED	71.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



* 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).