

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

July to September 2017

All presentations:¹ 10,047 patients
Emergency presentations:² 9,947 patients

Same period last year	Change since one year ago
9,445	6.4%
9,353	6.4%

Sydney Children's Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 356 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,752 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,619 patients

Median time to start treatment⁴ 45 minutes
90th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 167 patients

Median time to start treatment⁴ 56 minutes
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
372	
10 minutes	9 minutes
23 minutes	29 minutes
1,749	
19 minutes	23 minutes
52 minutes	83 minutes
6,959	
37 minutes	30 minutes
117 minutes	121 minutes
203	
31 minutes	26 minutes
106 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,045 patients

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

Same period last year	Change since one year ago
9,445	6.4%
77.3%	

* 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.

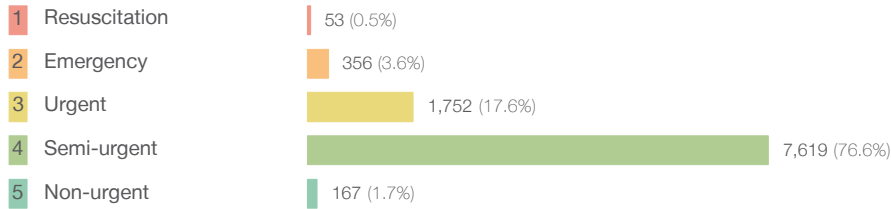
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Sydney Children's Hospital: Patients presenting to the emergency department July to September 2017

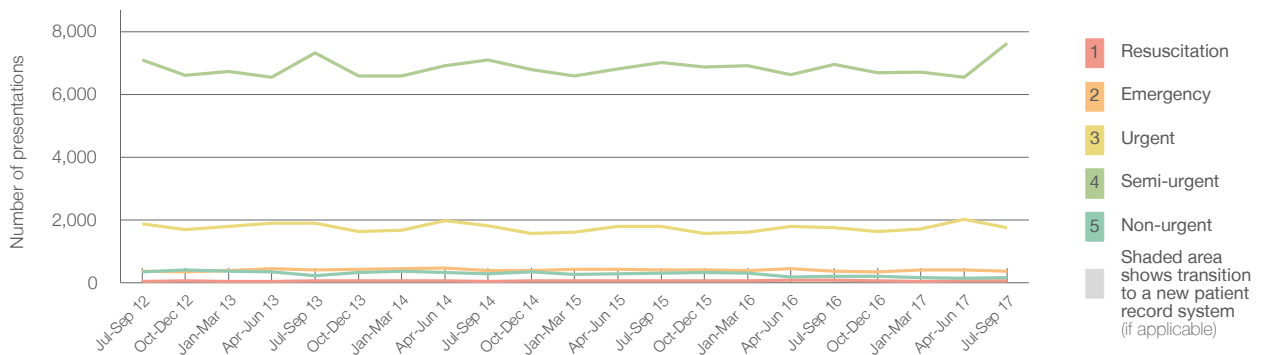
All presentations:¹ 10,047 patients

Emergency presentations² by triage category: 9,947 patients



	Same period last year	Change since one year ago
All presentations	9,445	6.4%
Emergency presentations	9,353	6.4%
1 Resuscitation	70	-24.3%
2 Emergency	372	-4.3%
3 Urgent	1,749	0.2%
4 Semi-urgent	6,959	9.5%
5 Non-urgent	203	-17.7%

Emergency presentations² 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
Resuscitation	42	51	45	52	70	53
Emergency	358	396	375	408	372	356
Urgent	1,879	1,890	1,808	1,799	1,749	1,752
Semi-urgent	7,098	7,316	7,088	7,018	6,959	7,619
Non-urgent	347	215	282	303	203	167
All emergency presentations	9,724	9,868	9,598	9,580	9,353	9,947

Sydney Children's Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 653 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	633	
ED Transfer of care time		
Median time	9 minutes	0 minutes
90th percentile time	17 minutes	2 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.

Sydney Children's Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

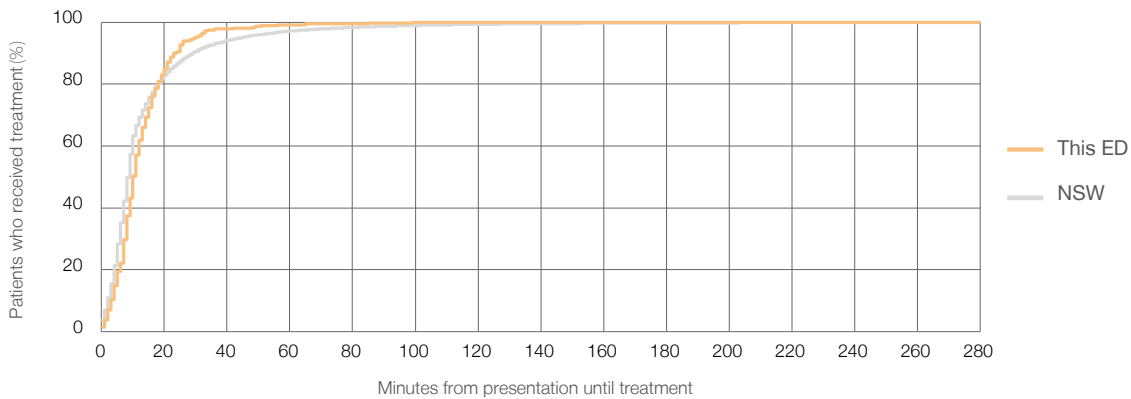
Number of triage 2 patients: 356

Number of triage 2 patients used to calculate waiting time:³ 356

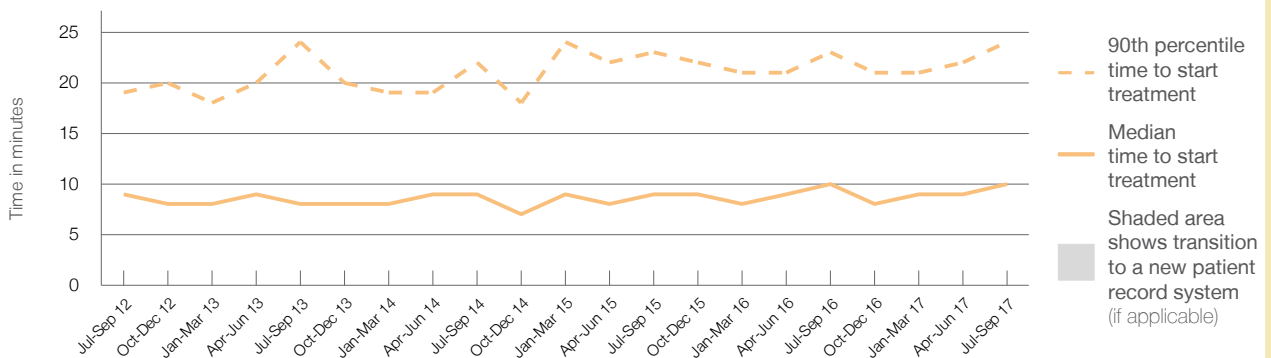
Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
372	371
10 minutes	9 minutes
23 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^{†‡}



	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)	9	8	9	9	10	10
90th percentile time to start treatment ⁵ (minutes)	19	24	22	23	23	24

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Sydney Children's Hospital: 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: 1,752

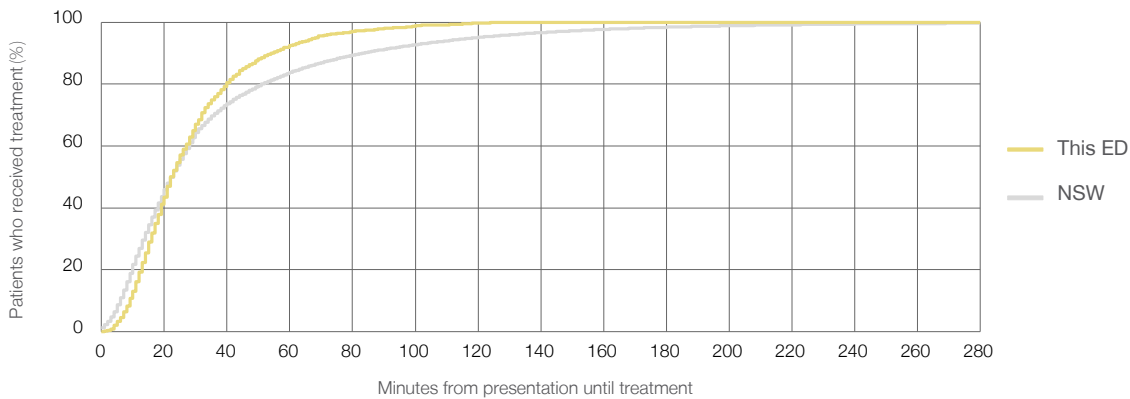
Number of triage 3 patients used to calculate waiting time:³ 1,747

Median time to start treatment⁴ 22 minutes

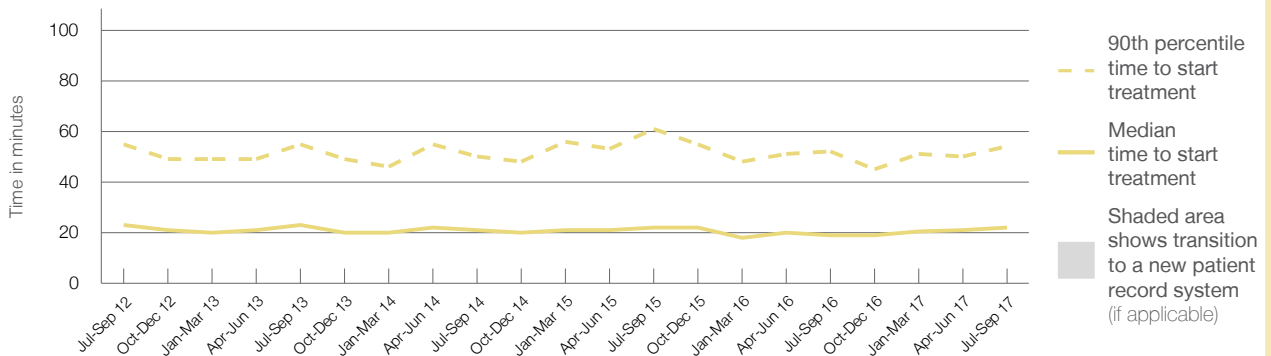
90th percentile time to start treatment⁵ 54 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,749	1,744
Median time to start treatment ⁴	19 minutes	23 minutes
90th percentile time to start treatment ⁵	52 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^{†‡}



	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)	23	23	21	22	19	22
90th percentile time to start treatment ⁵ (minutes)	55	55	50	61	52	54

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Sydney Children's Hospital: 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: 7,619

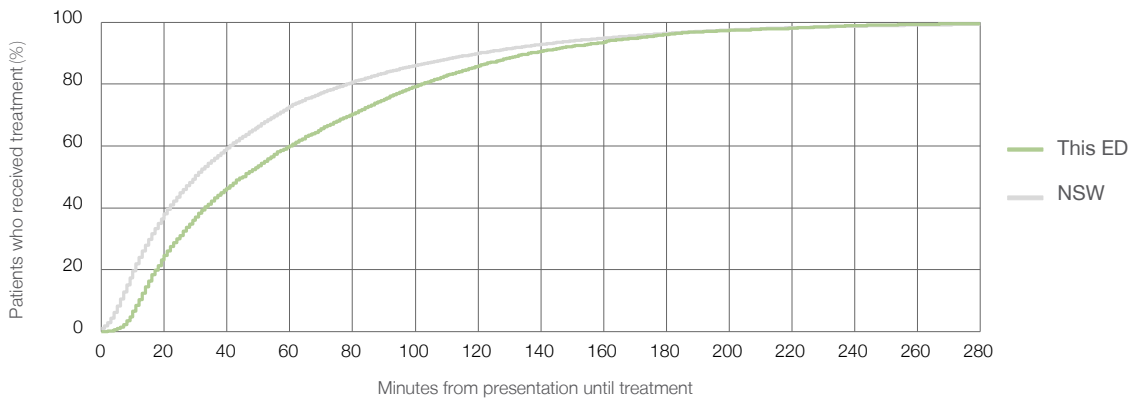
Number of triage 4 patients used to calculate waiting time:³ 7,208

Median time to start treatment⁴ 45 minutes

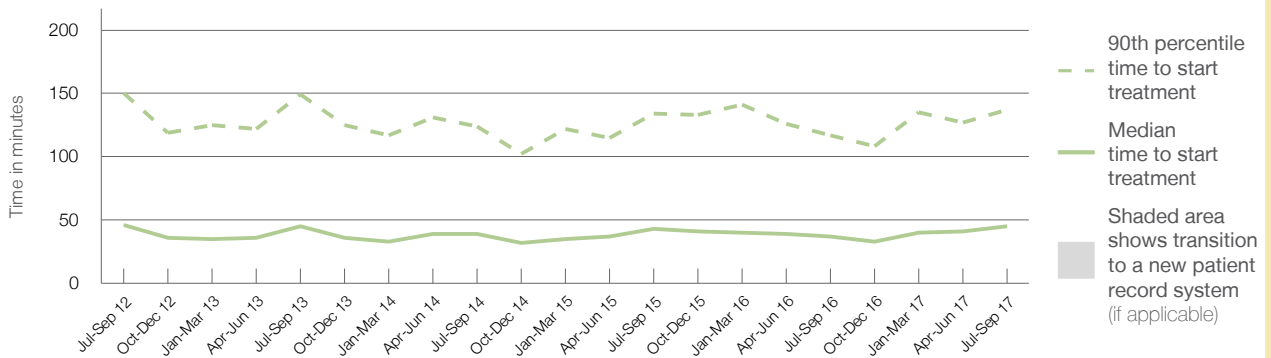
90th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
6,959	
6,733	
37 minutes	30 minutes
117 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^{†‡}



	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)	46	45	39	43	37	45
90th percentile time to start treatment ⁵ (minutes)	150	149	124	134	117	137

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Sydney Children's Hospital: 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: 167

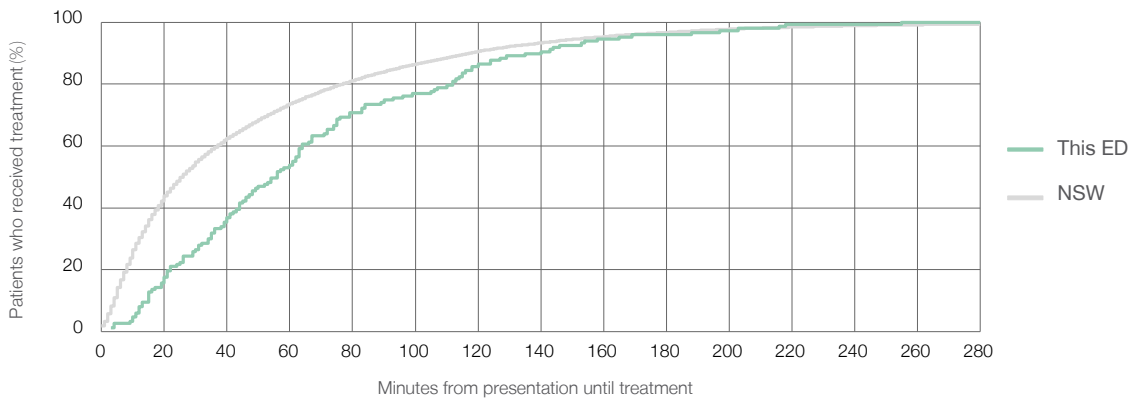
Number of triage 5 patients used to calculate waiting time:³ 147

Median time to start treatment⁴ 56 minutes

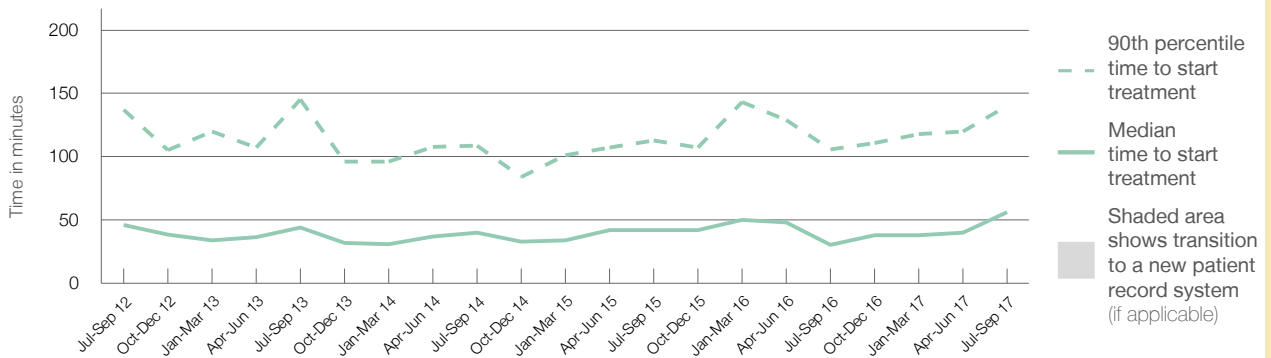
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
203	
190	
31 minutes	26 minutes
106 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^{†‡}



	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)	46	44	40	42	31	56
90th percentile time to start treatment ⁵ (minutes)	137	145	109	113	106	140

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Sydney Children's Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 10,047 patients

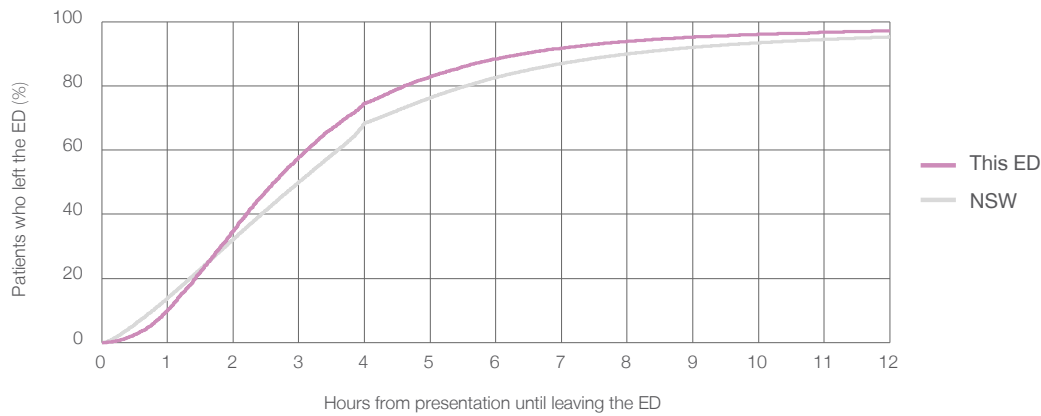
Presentations used to calculate time to leaving the ED:⁶ 10,045 patients

Median time spent in the ED⁸ 2 hours and 38 minutes

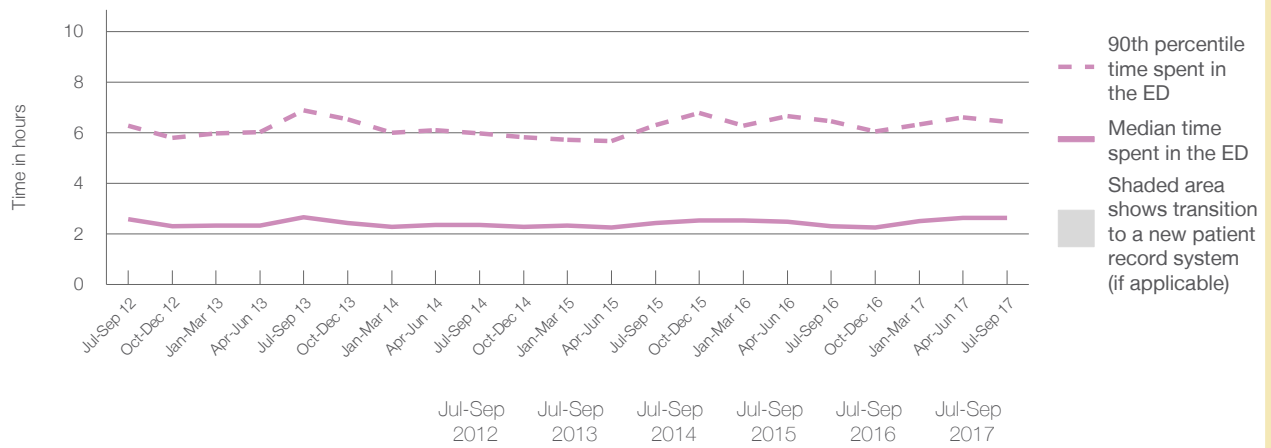
90th percentile time spent in the ED⁹ 6 hours and 26 minutes

Same period last year	NSW (this period)
9,445	9,445
2 hours and 18 minutes	3 hours and 0 minutes
6 hours and 28 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^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 36m	2h 40m	2h 22m	2h 27m	2h 18m	2h 38m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 17m	6h 53m	5h 59m	6h 19m	6h 28m	6h 26m

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

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

By mode of separation

July to September 2017

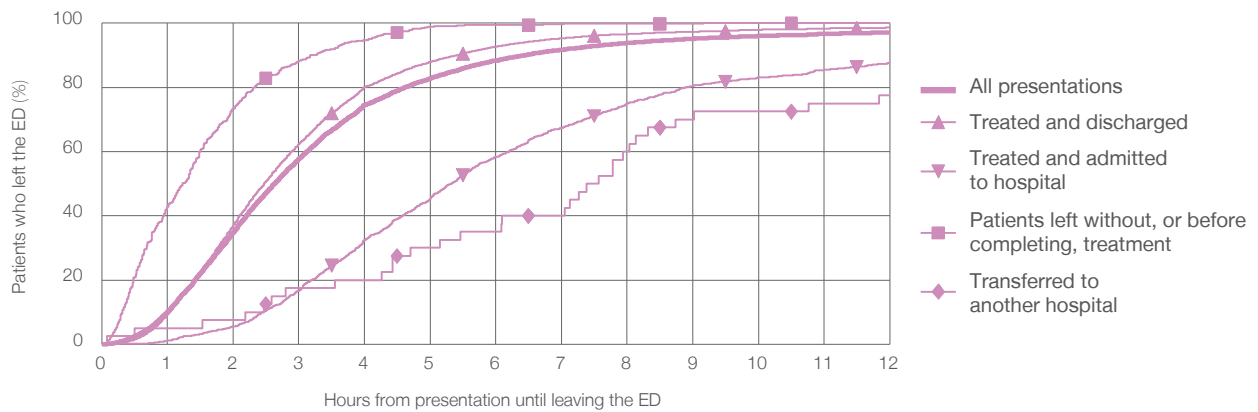
All presentations:¹ 10,047 patients

Presentations used to calculate time to leaving the ED:⁶ 10,045 patients

Treated and discharged	8,165 (81.3%)
Treated and admitted to hospital	1,295 (12.9%)
Patient left without, or before completing, treatment	519 (5.2%)
Transferred to another hospital	40 (0.4%)
Other	28 (0.3%)

Same period last year	Change since one year ago
9,445	6.4%
7,250	12.6%
1,805	-28.3%
300	73.0%
60	-33.3%
30	-6.7%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	9.3%	37.0%	62.4%	80.1%	92.7%	96.6%	98.0%	98.6%
Treated and admitted to hospital	1.1%	5.5%	16.8%	32.5%	58.3%	75.0%	83.1%	87.6%
Patient left without, or before completing, treatment	42.8%	73.4%	88.2%	94.8%	99.4%	99.8%	100%	100%
Transferred to another hospital	5.0%	7.5%	17.5%	20.0%	35.0%	60.0%	72.5%	77.5%
All presentations	10.1%	34.9%	57.8%	74.5%	88.4%	93.8%	96.0%	97.2%

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Sydney Children's Hospital: 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 10,047 patients

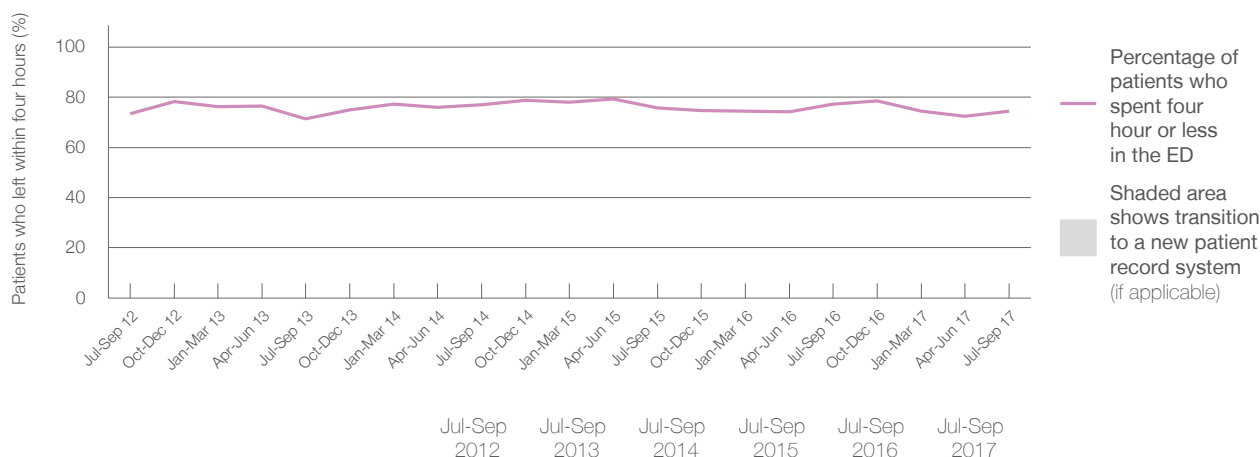
Presentations used to calculate time to leaving the ED:⁶ 10,045 patients

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: ¹	9,445	6.4%
Presentations used to calculate time to leaving the ED: ⁶	9,445	6.4%
Percentage of patients who spent four hours or less in the ED	77.3%	

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



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	73.5%	71.5%	76.9%	75.6%	77.3%	74.5%

* 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.

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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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).