

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

## Young Health Service: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 2,799 patients  
Emergency presentations:<sup>2</sup> 2,456 patients

Same period last year	Change since one year ago
2,326	20.3%
2,083	17.9%

## Young Health Service: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 115 patients

Median time to start treatment<sup>4</sup> 5 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 762 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,275 patients

Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 44 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 299 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 41 minutes

Same period last year	NSW (this period)
137	
5 minutes	8 minutes
18 minutes	26 minutes
814	
10 minutes	20 minutes
36 minutes	67 minutes
970	
10 minutes	25 minutes
44 minutes	97 minutes
155	
9 minutes	24 minutes
57 minutes	103 minutes

## Young Health Service: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,799 patients

Percentage of patients who spent four hours or less in the ED 96.4%

Same period last year	Change since one year ago
2,325	20.4%
96.3%	

\* 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, January to March 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.

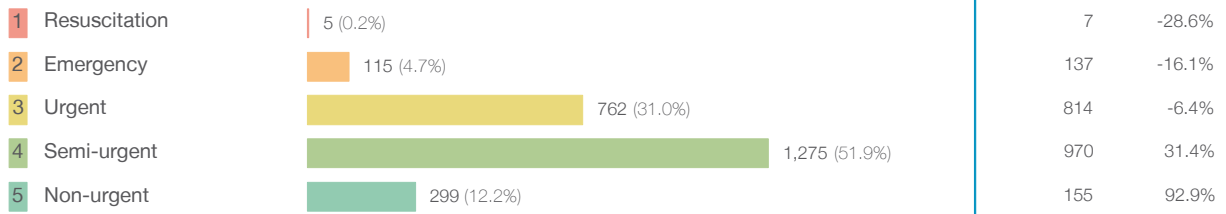
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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## Young Health Service: Patients presenting to the emergency department October to December 2016

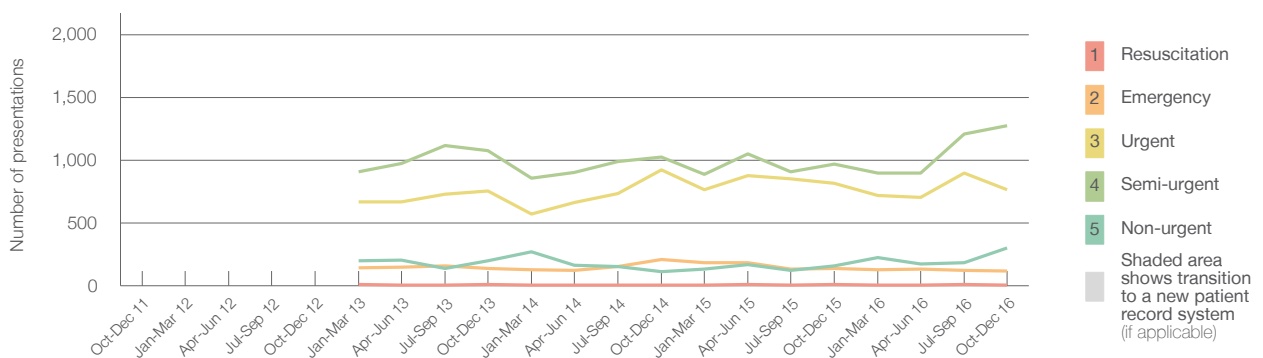
All presentations:<sup>1</sup> 2,799 patients

Emergency presentations<sup>2</sup> by triage category: 2,456 patients



Same period last year	Change since one year ago
2,326	20.3%
2,083	17.9%
7	-28.6%
137	-16.1%
814	-6.4%
970	31.4%
155	92.9%

Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 \*§



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation			7	< 5	7	5
Emergency			137	214	137	115
Urgent			756	923	814	762
Semi-urgent			1,073	1,026	970	1,275
Non-urgent			200	114	155	299
All emergency presentations			2,173	2,277	2,083	2,456

## Young Health Service: Patients arriving by ambulance October to December 2016

ED Transfer of care time is not currently available for this hospital.<sup>7</sup>

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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## Young Health Service: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 115

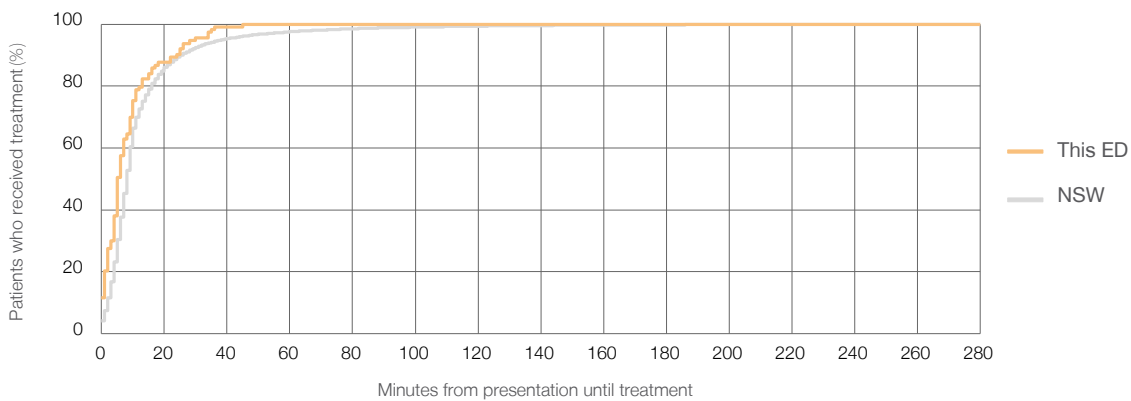
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 113

Median time to start treatment<sup>4</sup> 5 minutes

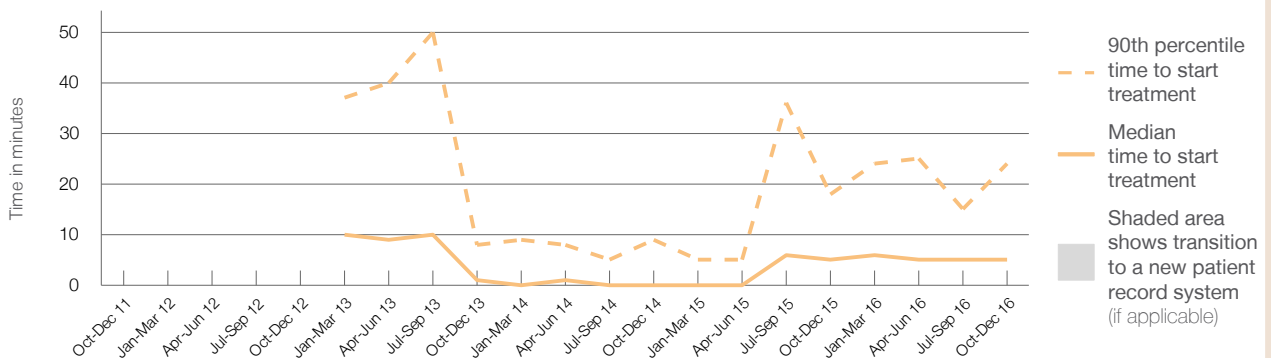
90th percentile time to start treatment<sup>5</sup> 24 minutes

Same period last year	NSW (this period)
137	
135	
5 minutes	8 minutes
18 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			1	0	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)			8	9	18	24

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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## Young Health Service: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 762

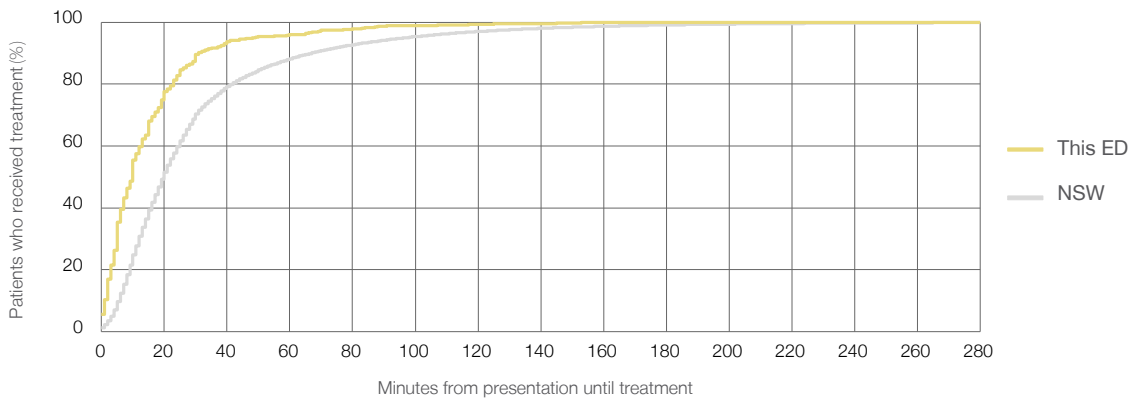
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 762

Median time to start treatment<sup>4</sup> 10 minutes

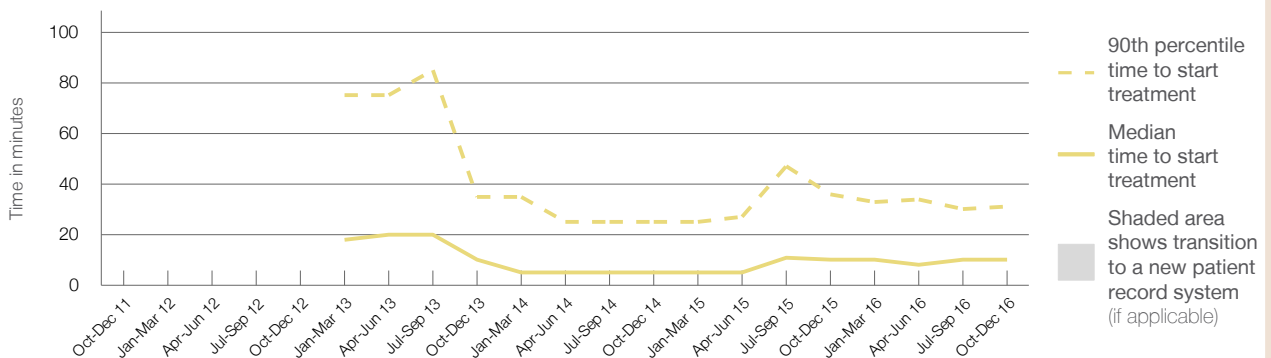
90th percentile time to start treatment<sup>5</sup> 31 minutes

Same period last year	NSW (this period)
814	
796	
10 minutes	20 minutes
36 minutes	67 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			10	5	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)			35	25	36	31

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## Young Health Service: Time patients waited to start treatment, triage 4 October to December 2016

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

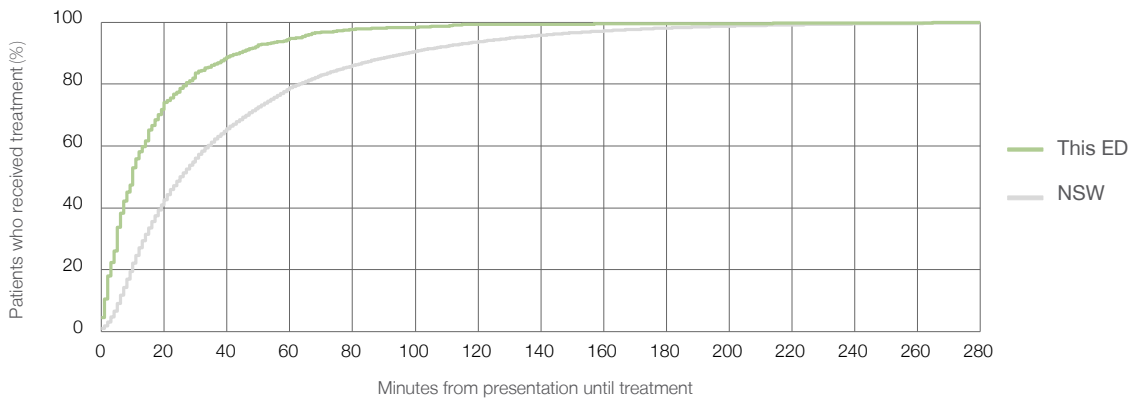
Number of triage 4 patients: 1,275

Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,272

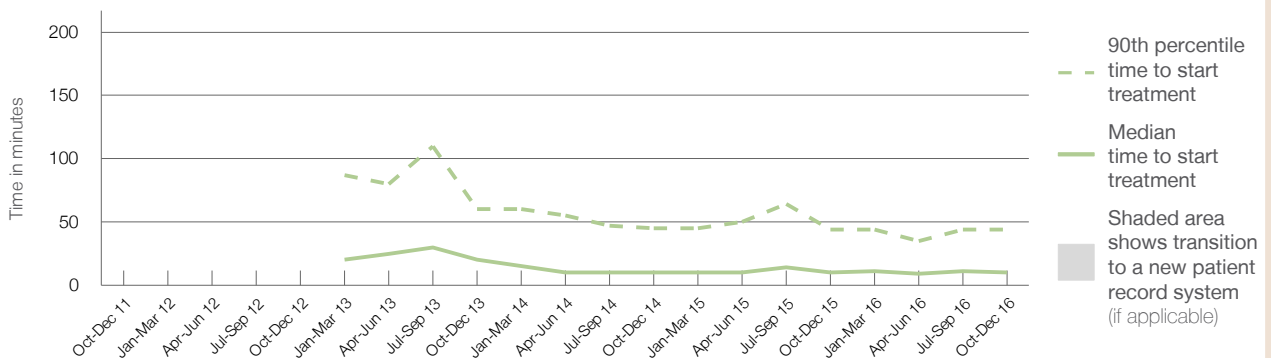
Median time to start treatment<sup>4</sup> 10 minutes  
90th percentile time to start treatment<sup>5</sup> 44 minutes

Same period last year	NSW (this period)
970	
920	
10 minutes	25 minutes
44 minutes	97 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			20	10	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)			60	45	44	44

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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## Young Health Service: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 299

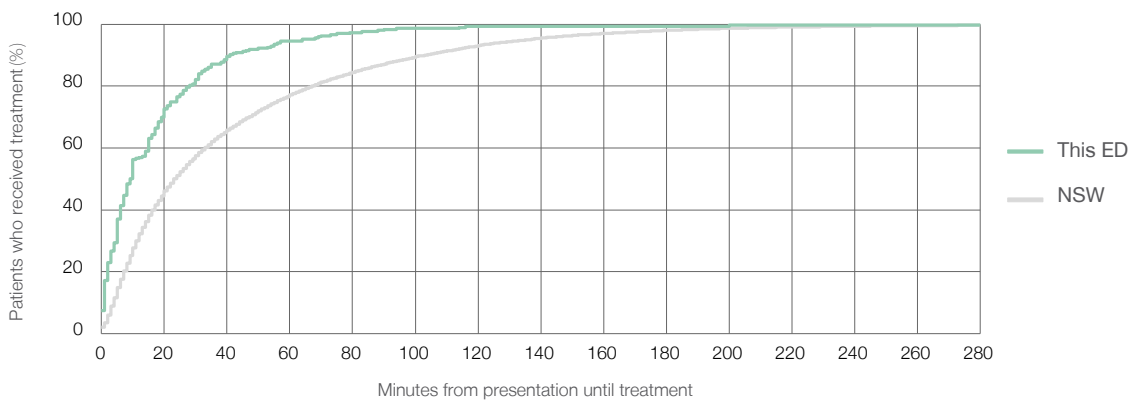
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 295

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

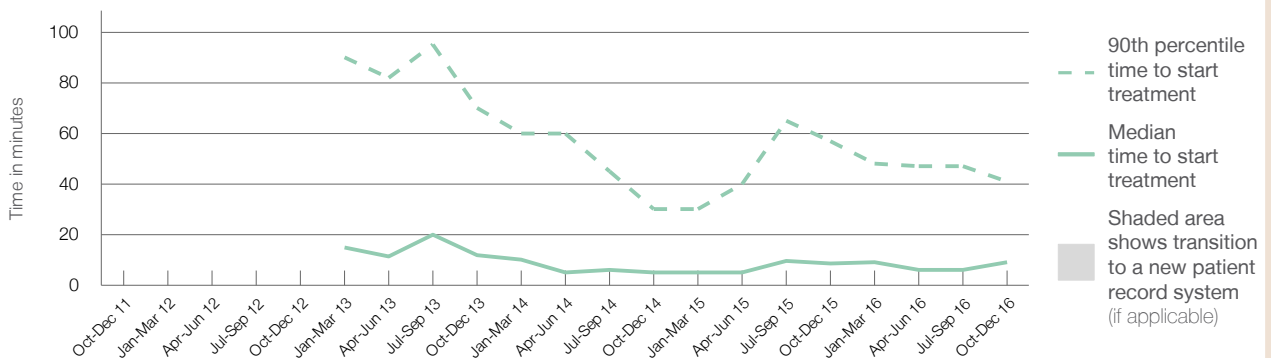
90th percentile time to start treatment<sup>5</sup> 41 minutes

Same period last year	NSW (this period)
155	
142	
9 minutes	24 minutes
57 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016<sup>†‡§</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)			12	5	9	9
90th percentile time to start treatment <sup>5</sup> (minutes)			70	30	57	41

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## Young Health Service: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 2,799 patients

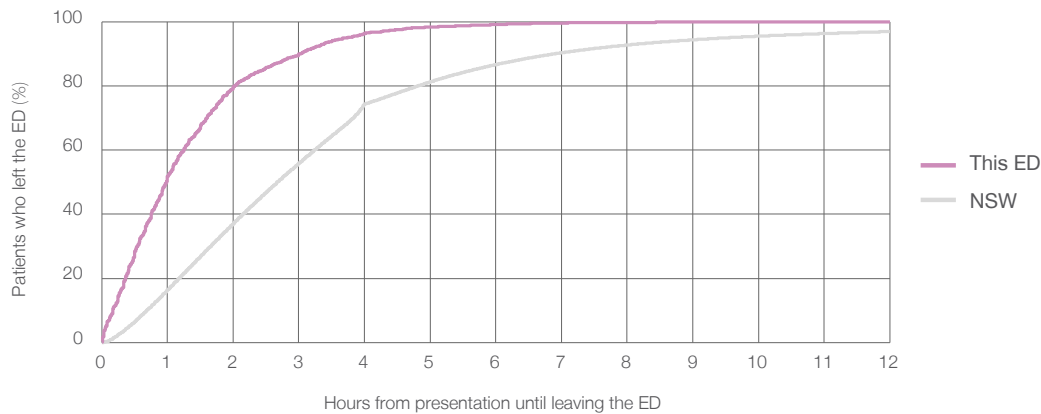
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,799 patients

Median time spent in the ED<sup>8</sup> 0 hours and 59 minutes

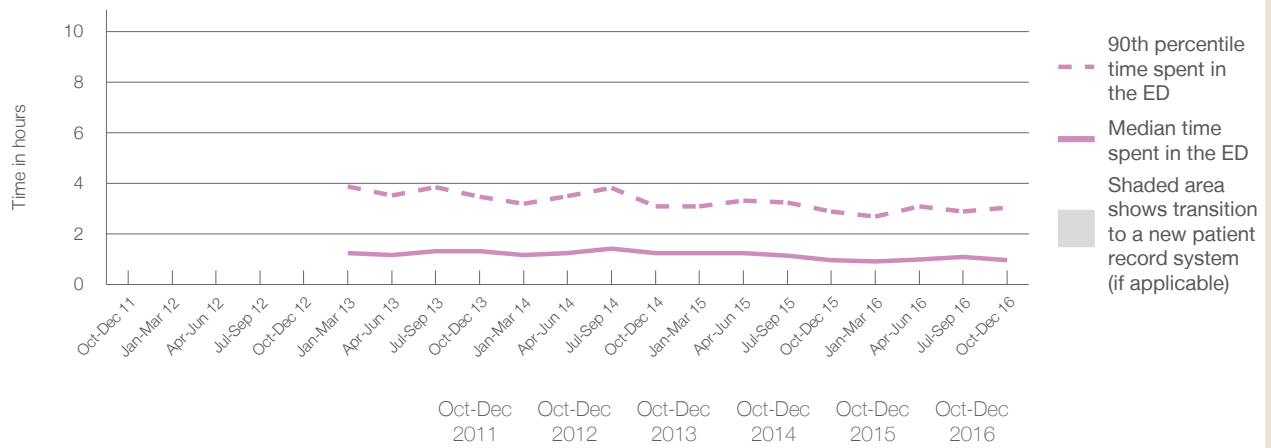
90th percentile time spent in the ED<sup>9</sup> 3 hours and 2 minutes

Same period last year	NSW (this period)
2,326	
2,325	
0 hours and 59 minutes	2 hours and 41 minutes
2 hours and 53 minutes	6 hours and 54 minutes

### Percentage of patients who left the ED by time, October to December 2016



### Time patients spent in the ED, by quarter, October 2011 to December 2016<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)			1h 20m	1h 15m	0h 59m	0h 59m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)			3h 28m	3h 5m	2h 53m	3h 2m

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## Young Health Service: Time patients spent in the ED

By mode of separation

October to December 2016

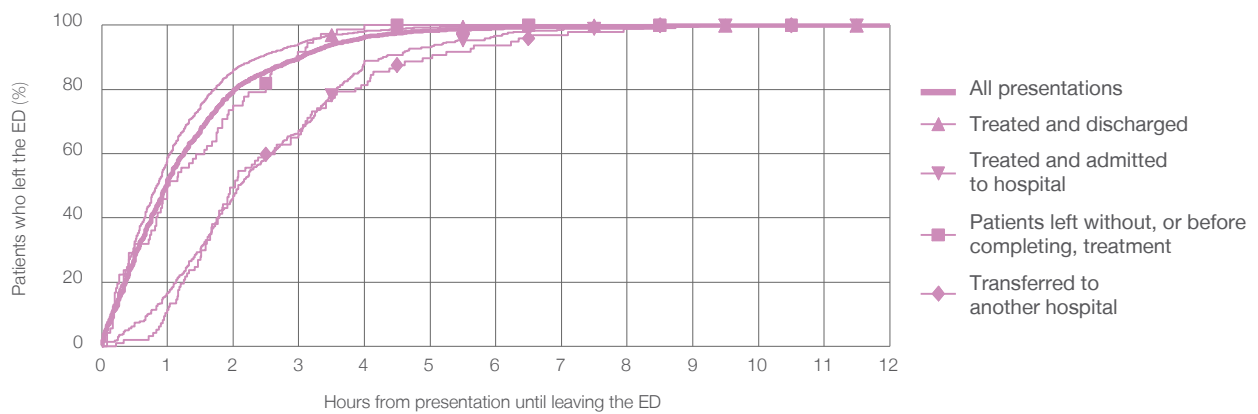
All presentations:<sup>1</sup> 2,799 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,799 patients

Treated and discharged	2,285 (81.6%)
Treated and admitted to hospital	344 (12.3%)
Patient left without, or before completing, treatment	72 (2.6%)
Transferred to another hospital	97 (3.5%)
Other	1 (0%)

Same period last year	Change since one year ago
2,325	20.4%
1,914	19.4%
276	24.6%
52	38.5%
81	19.8%
3	-66.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<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	58.8%	86.0%	94.2%	98.0%	99.7%	99.9%	100%	100%
Treated and admitted to hospital	16.6%	46.8%	67.2%	89.0%	96.8%	98.8%	100%	100%
Patient left without, or before completing, treatment	50.0%	75.0%	91.7%	100%	100%	100%	100%	100%
Transferred to another hospital	11.3%	49.5%	66.0%	81.4%	93.8%	99.0%	100%	100%
All presentations	51.8%	79.7%	89.9%	96.4%	99.1%	99.7%	100%	100%

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



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## Young Health Service: Time spent in the ED

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

#### October to December 2016

All presentations at the emergency department:<sup>1</sup> 2,799 patients

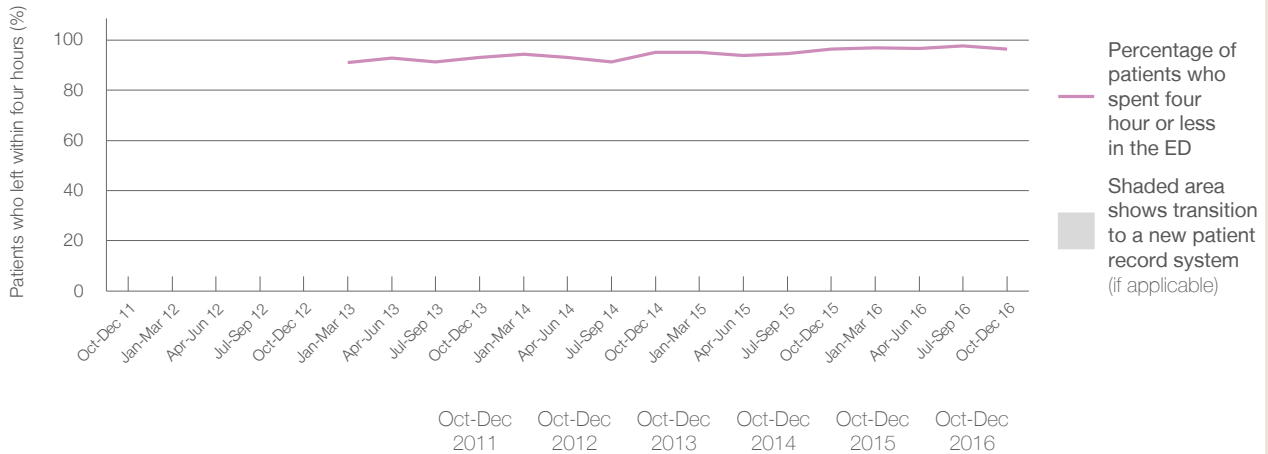
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,799 patients

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> 2,799 patients	2,326	20.3%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,799 patients	2,325	20.4%
Percentage of patients who spent four hours or less in the ED	96.3%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡§</sup>



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	93.2%	95.1%	96.3%	96.3%	96.3%	96.4%

\* 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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 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 24 January 2017).  
Transfer of care data from Transfer of Care Reporting System(extracted 24 January 2017).