

Ryde Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 7,454 patients
Emergency presentations:² 7,361 patients

Same period last year	Change since one year ago
6,480	15.0%
6,423	14.6%

Ryde Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,027 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,782 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,177 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 330 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
857	
7 minutes	9 minutes
12 minutes	29 minutes
2,666	
14 minutes	23 minutes
35 minutes	83 minutes
2,694	
15 minutes	30 minutes
71 minutes	121 minutes
172	
23 minutes	26 minutes
98 minutes	118 minutes

Ryde Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 7,451 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
6,479	15.0%
82.1%	

* 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.

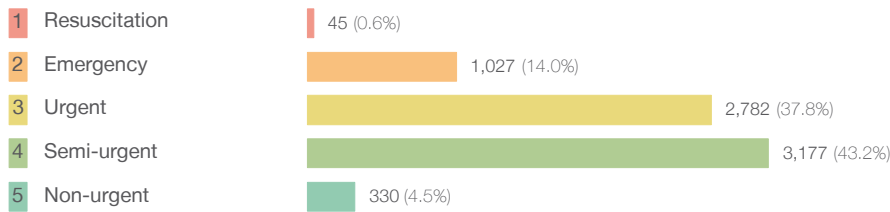
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Ryde Hospital: Patients presenting to the emergency department July to September 2017

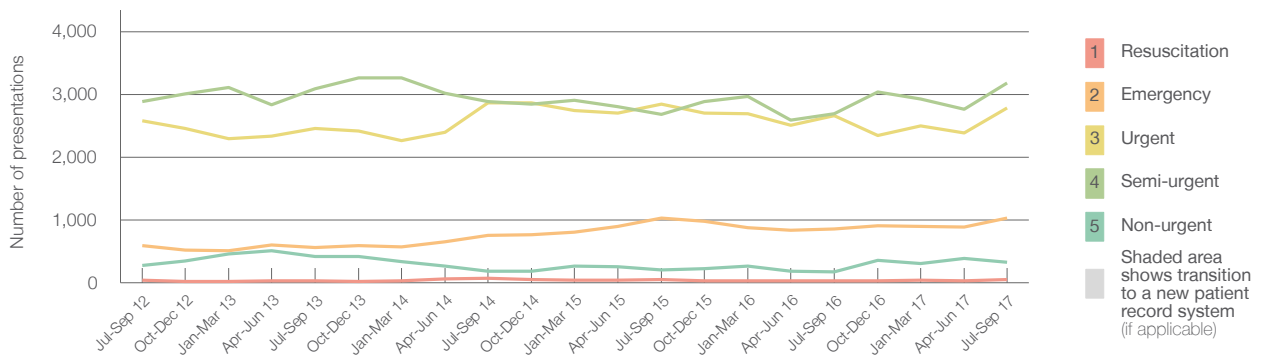
All presentations:¹ 7,454 patients

Emergency presentations² by triage category: 7,361 patients



Same period last year	Change since one year ago
6,480	15.0%
6,423	14.6%
34	32.4%
857	19.8%
2,666	4.4%
2,694	17.9%
172	91.9%

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	43	30	68	48	34	45
Emergency	592	558	750	1,034	857	1,027
Urgent	2,579	2,457	2,868	2,844	2,666	2,782
Semi-urgent	2,889	3,091	2,886	2,686	2,694	3,177
Non-urgent	276	417	180	201	172	330
All emergency presentations	6,379	6,553	6,752	6,813	6,423	7,361

Ryde Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,775 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,615	
10 minutes	0 minutes
20 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.

Ryde 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: 1,027

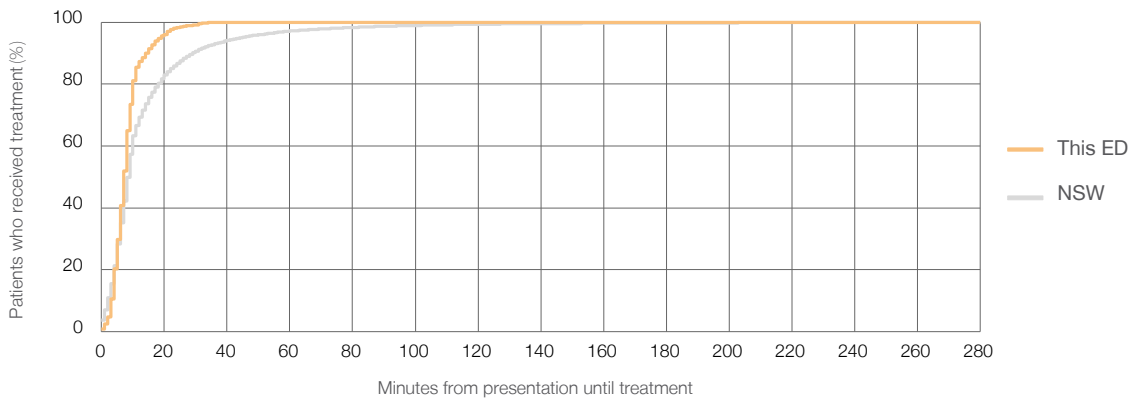
Number of triage 2 patients used to calculate waiting time:³ 1,027

Median time to start treatment⁴ 7 minutes

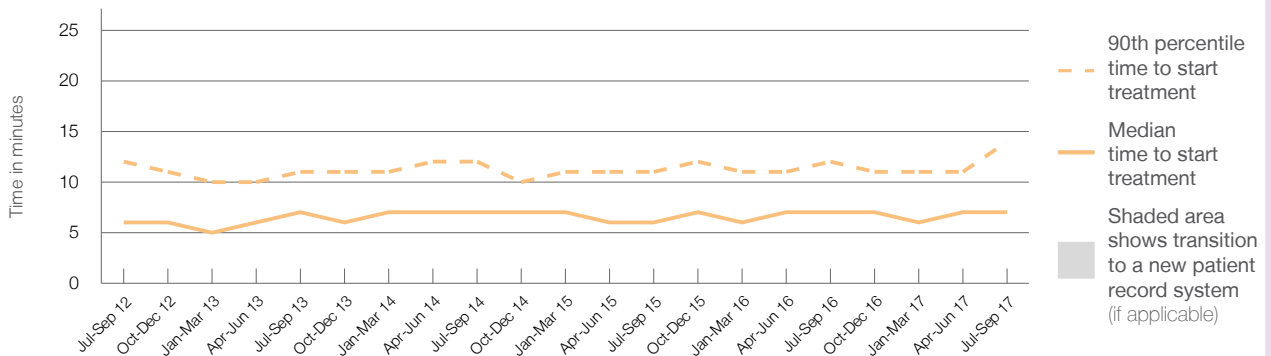
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
857	
853	
7 minutes	9 minutes
12 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)	6	7	7	6	7	7
90th percentile time to start treatment ⁵ (minutes)	12	11	12	11	12	14

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Ryde 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: 2,782

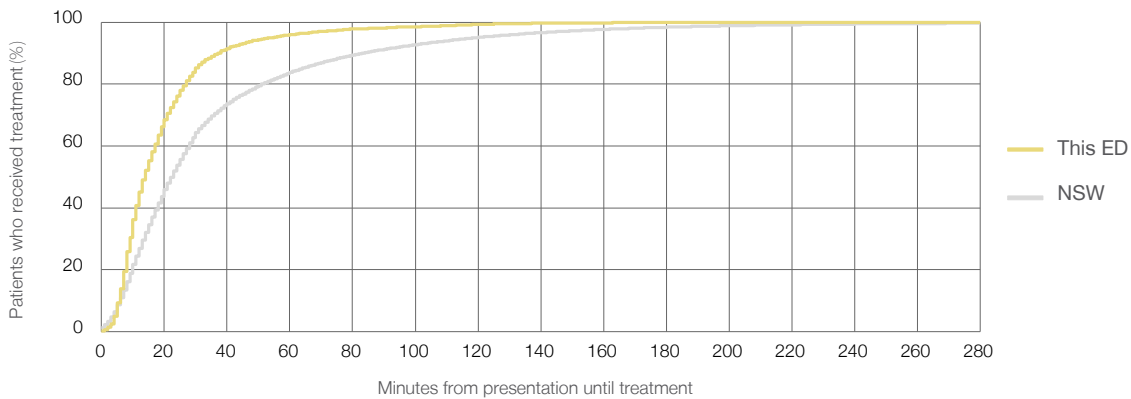
Number of triage 3 patients used to calculate waiting time:³ 2,759

Median time to start treatment⁴ 14 minutes

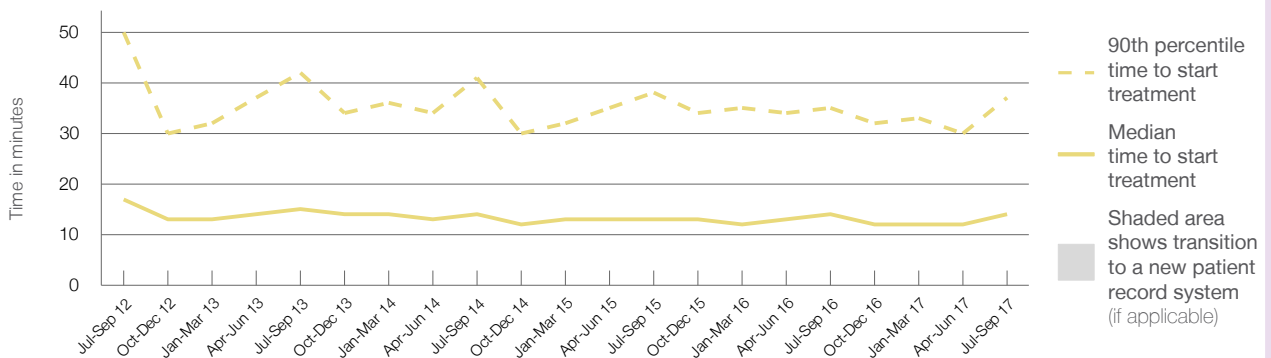
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
2,666	
2,646	
14 minutes	23 minutes
35 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)	17	15	14	13	14	14
90th percentile time to start treatment ⁵ (minutes)	50	42	41	38	35	37

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Ryde 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: 3,177

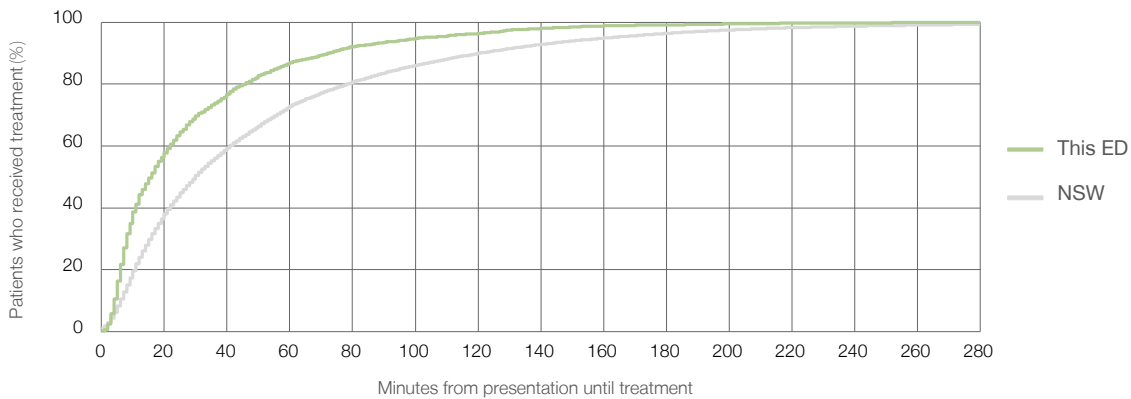
Number of triage 4 patients used to calculate waiting time:³ 3,078

Median time to start treatment⁴ 16 minutes

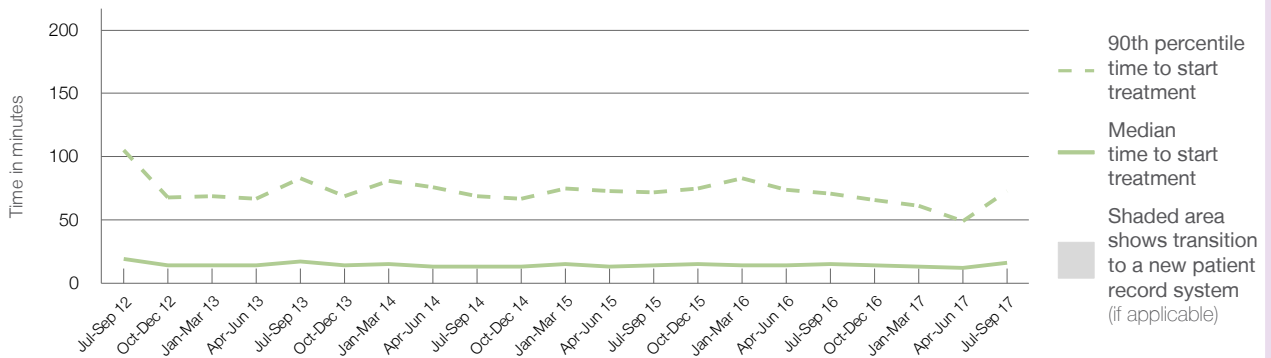
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
2,694	
2,606	
15 minutes	30 minutes
71 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)	19	17	13	14	15	16
90th percentile time to start treatment ⁵ (minutes)	105	83	69	72	71	73

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Ryde 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: 330

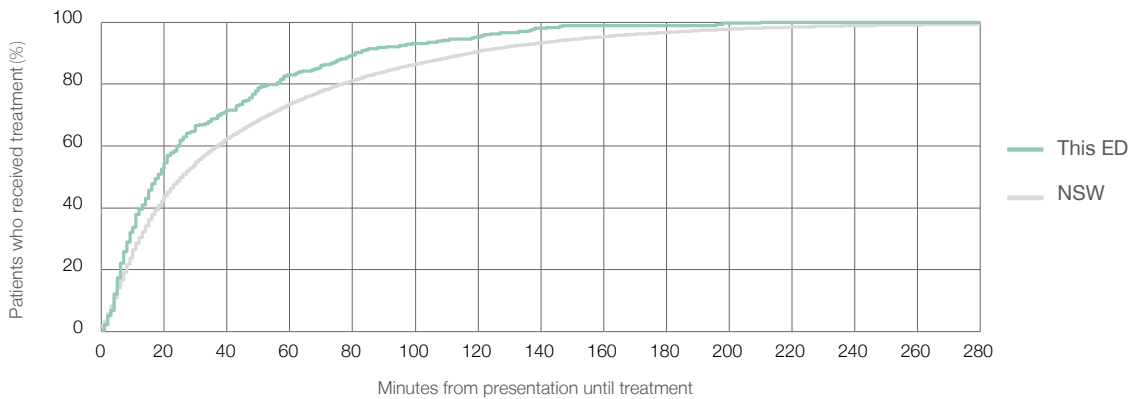
Number of triage 5 patients used to calculate waiting time:³ 293

Median time to start treatment⁴ 18 minutes

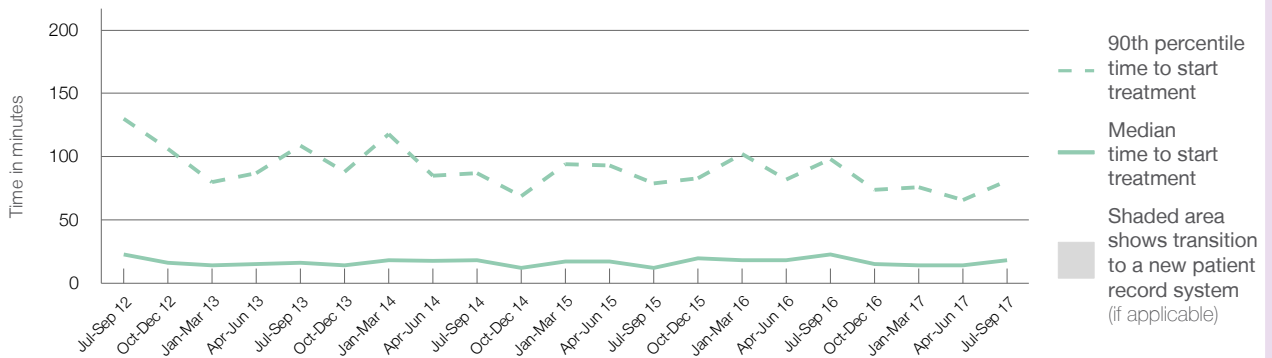
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
172	
153	
23 minutes	26 minutes
98 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)	23	16	18	12	23	18
90th percentile time to start treatment ⁵ (minutes)	130	109	87	79	98	81

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Ryde Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 7,454 patients

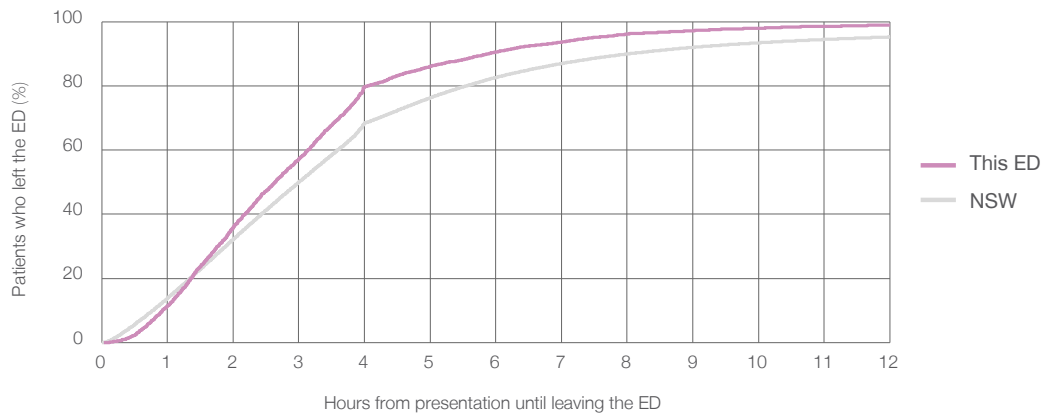
Presentations used to calculate time to leaving the ED:⁶ 7,451 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

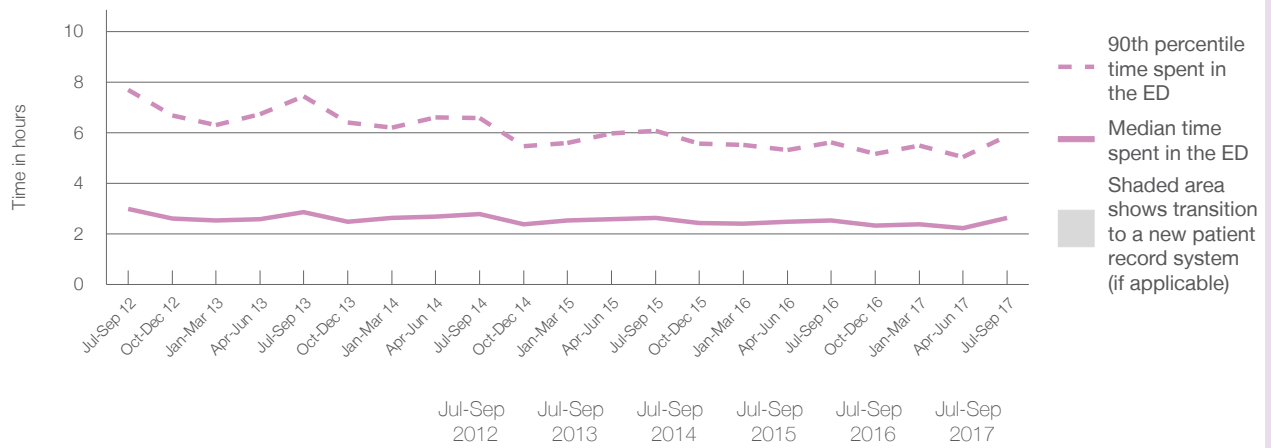
90th percentile time spent in the ED⁹ 5 hours and 53 minutes

Same period last year	NSW (this period)
6,480	
6,479	
2 hours and 33 minutes	3 hours and 0 minutes
5 hours and 38 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)	3h 0m	2h 52m	2h 48m	2h 38m	2h 33m	2h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 42m	7h 27m	6h 35m	6h 5m	5h 38m	5h 53m

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Ryde Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

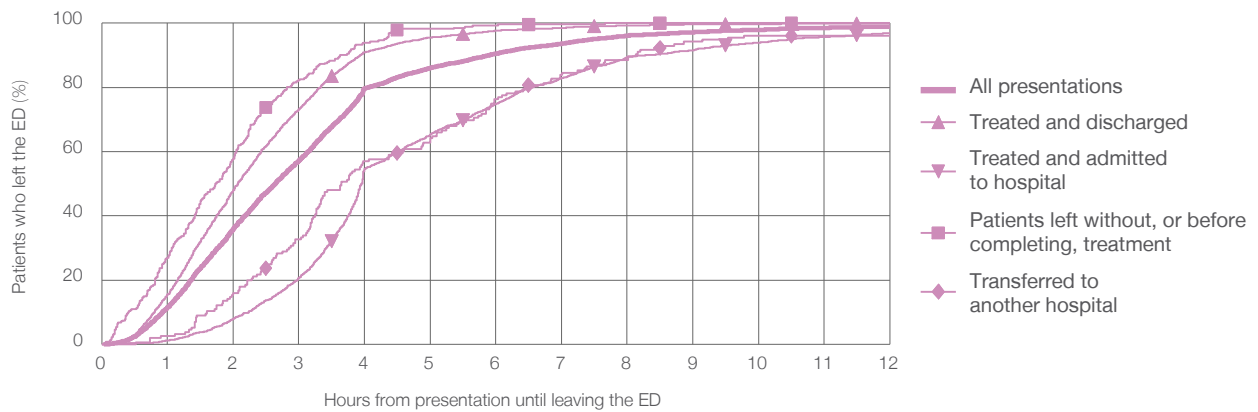
All presentations:¹ 7,454 patients

Presentations used to calculate time to leaving the ED:⁶ 7,451 patients

Treated and discharged	4,804 (64.4%)
Treated and admitted to hospital	2,196 (29.5%)
Patient left without, or before completing, treatment	282 (3.8%)
Transferred to another hospital	156 (2.1%)
Other	16 (0.2%)

Same period last year	Change since one year ago
6,479	15.0%
4,025	19.4%
2,065	6.3%
238	18.5%
147	6.1%
5	220.0%

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	15.6%	48.1%	73.2%	91.0%	97.6%	99.3%	99.7%	99.9%
Treated and admitted to hospital	1.1%	8.0%	20.6%	54.7%	74.9%	89.4%	93.9%	96.8%
Patient left without, or before completing, treatment	27.0%	57.8%	82.3%	94.0%	99.3%	100%	100%	100%
Transferred to another hospital	2.6%	16.0%	32.7%	57.1%	76.3%	88.5%	96.2%	96.2%
All presentations	11.6%	36.0%	57.2%	79.7%	90.6%	96.2%	98.0%	98.9%

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Ryde 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 7,454 patients

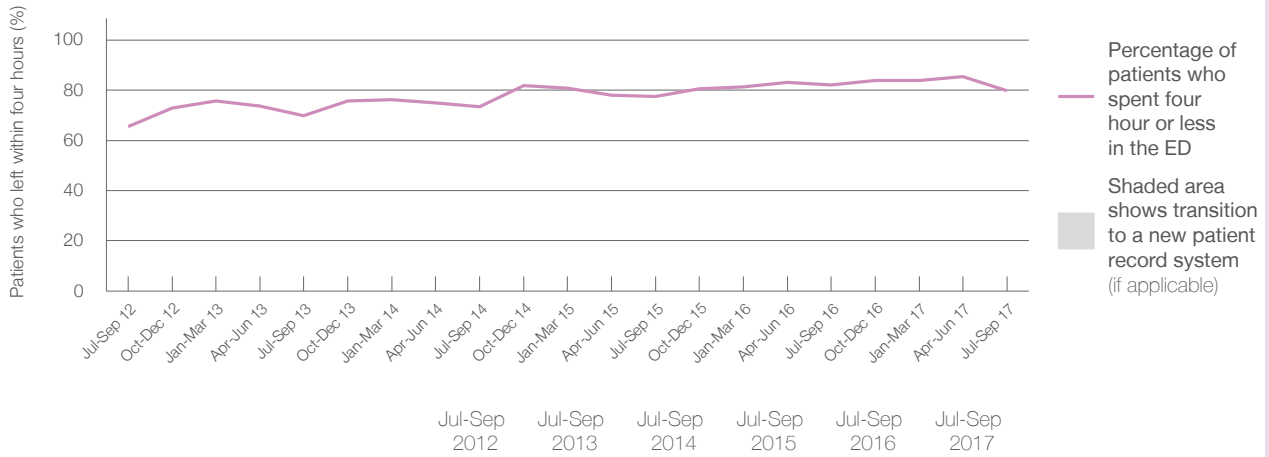
Presentations used to calculate time to leaving the ED:⁶ 7,451 patients

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	6,480	15.0%
Presentations used to calculate time to leaving the ED	6,479	15.0%
Percentage of patients who spent four hours or less in the ED	82.1%	

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
	65.4%	69.7%	73.4%	77.5%	82.1%	79.7%

* 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.

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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).