

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

October to December 2017

All presentations:¹ 9,099 patients
Emergency presentations:² 9,016 patients

Same period last year	Change since one year ago
9,048	0.6%
8,940	0.9%

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

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 443 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 22 minutes

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

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,613 patients

Median time to start treatment⁴ 41 minutes
90th percentile time to start treatment⁵ 128 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 157 patients

Median time to start treatment⁴ 42 minutes
90th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
347	
8 minutes	8 minutes
21 minutes	23 minutes
1,634	
19 minutes	20 minutes
45 minutes	65 minutes
6,688	
33 minutes	26 minutes
108 minutes	99 minutes
209	
38 minutes	23 minutes
111 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 9,099 patients

Percentage of patients who spent four hours or less in the ED 74.7%

Same period last year	Change since one year ago
9,047	0.6%
78.5%	

* 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.

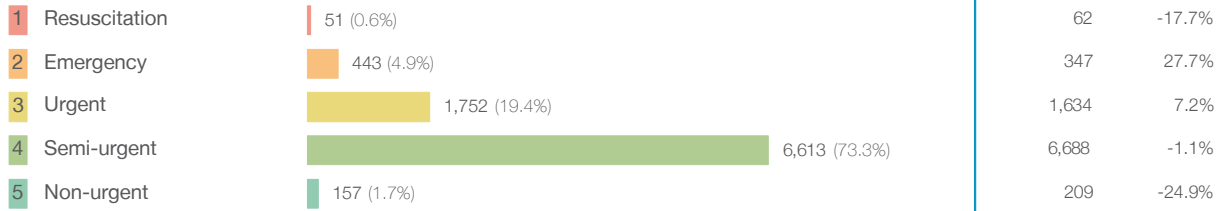
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

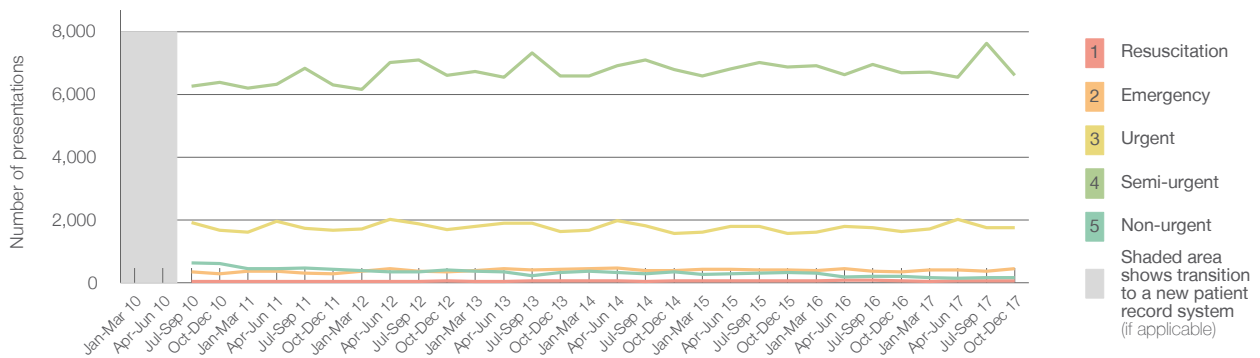
Sydney Children's Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 9,099 patients

Emergency presentations² by triage category: 9,016 patients



Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	43	34	49	50	60	60	62	51
Emergency	290	288	350	434	391	401	347	443
Urgent	1,670	1,673	1,692	1,632	1,564	1,566	1,634	1,752
Semi-urgent	6,374	6,298	6,605	6,587	6,797	6,882	6,688	6,613
Non-urgent	610	434	403	333	351	330	209	157
All emergency presentations	8,987	8,727	9,099	9,036	9,163	9,239	8,940	9,016

Sydney Children's Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 613 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.

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

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

Number of triage 2 patients: 443

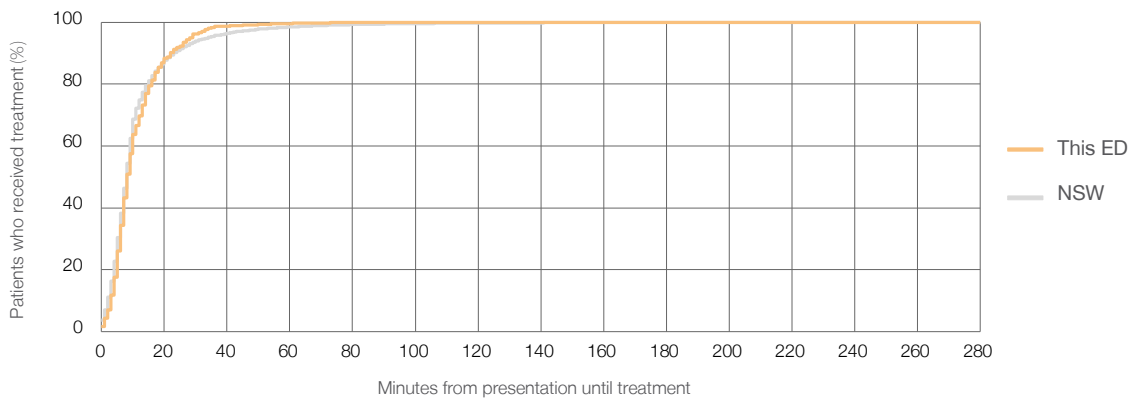
Number of triage 2 patients used to calculate waiting time:³ 442

Median time to start treatment⁴ 8 minutes

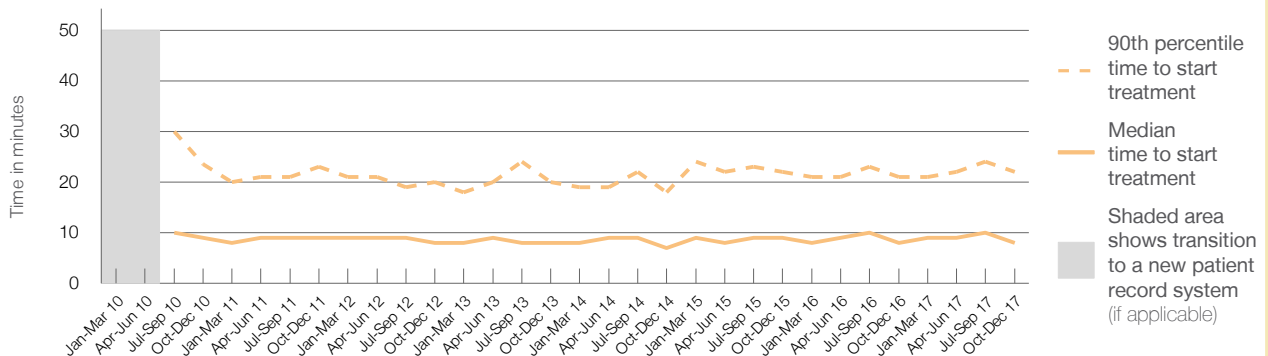
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
347	
346	
8 minutes	8 minutes
21 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	9	8	8	7	9	8	8
90th percentile time to start treatment ⁵ (minutes)	24	23	20	20	18	22	21	22

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Sydney Children's Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,752

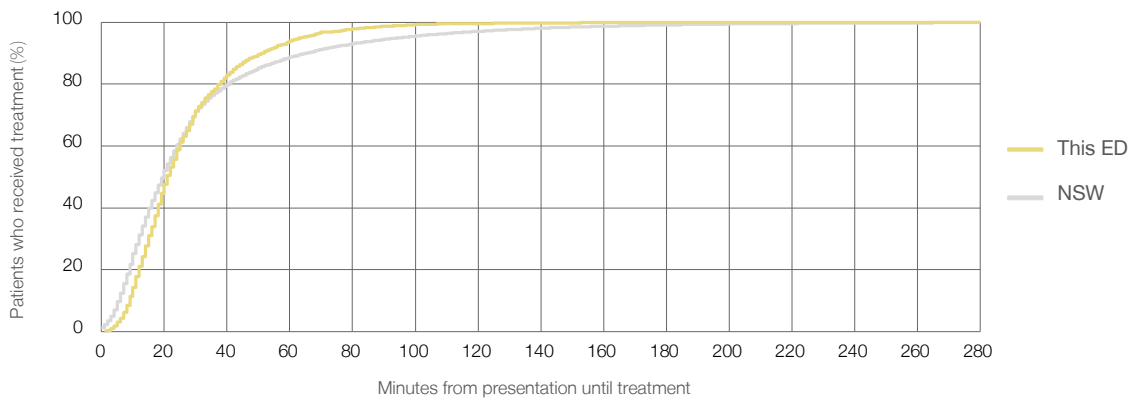
Number of triage 3 patients used to calculate waiting time:³ 1,751

Median time to start treatment⁴ 21 minutes

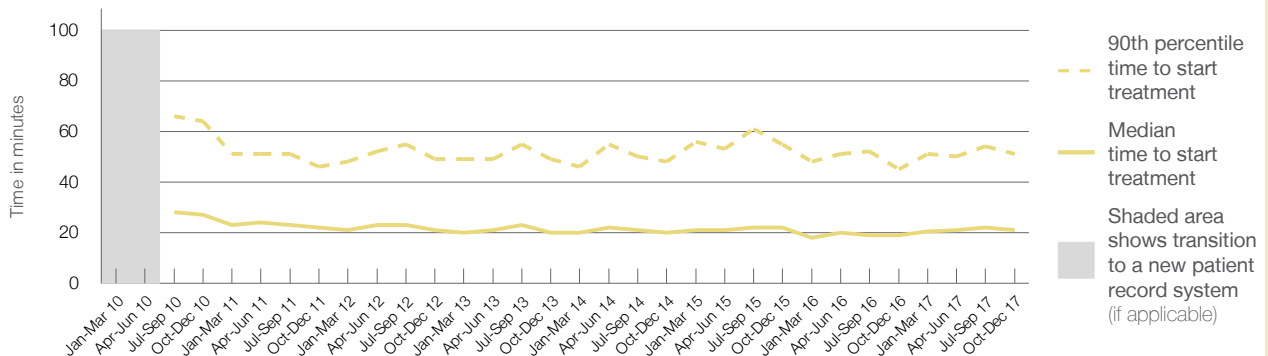
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,634	1,633
19 minutes	20 minutes
45 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	27	22	21	20	20	22	19	21
90th percentile time to start treatment ⁵ (minutes)	64	46	49	49	48	55	45	51

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Sydney Children's Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 6,613

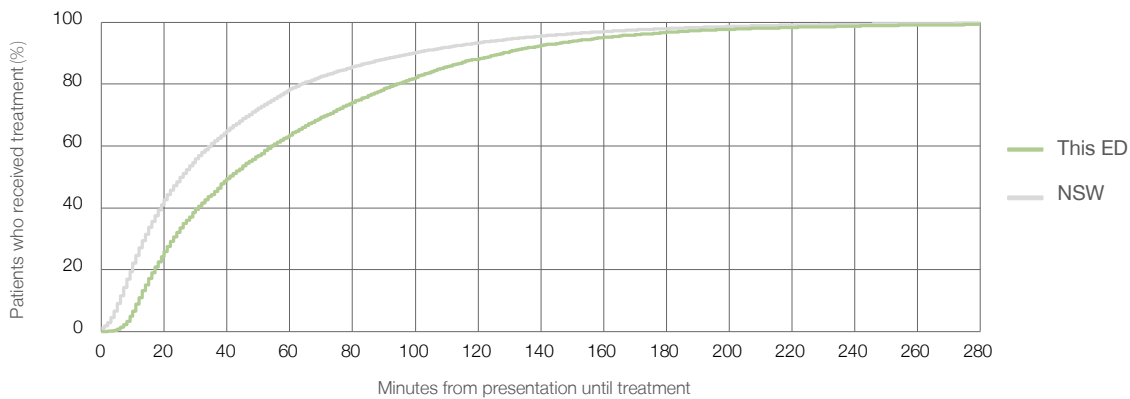
Number of triage 4 patients used to calculate waiting time:³ 6,322

Median time to start treatment⁴ 41 minutes

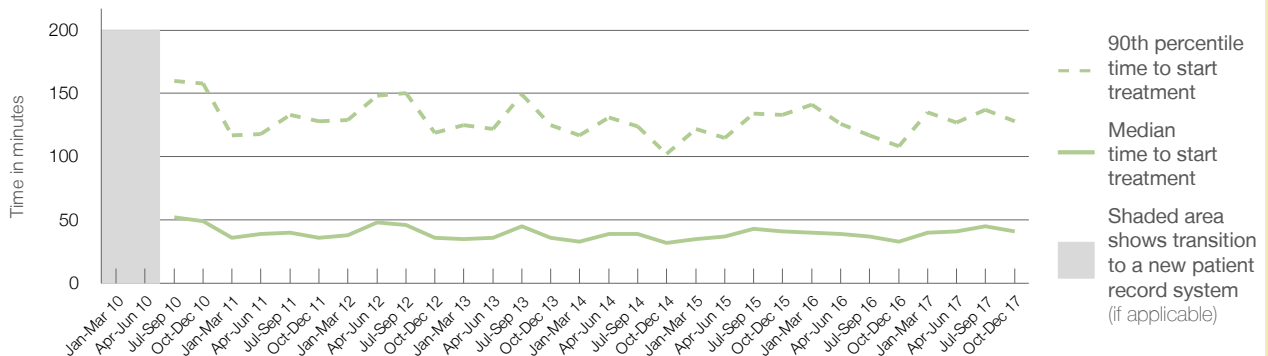
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
6,688	6,479
33 minutes	26 minutes
108 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	49	36	36	36	32	41	33	41
90th percentile time to start treatment ⁵ (minutes)	158	128	119	125	102	133	108	128

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Sydney Children's Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 157

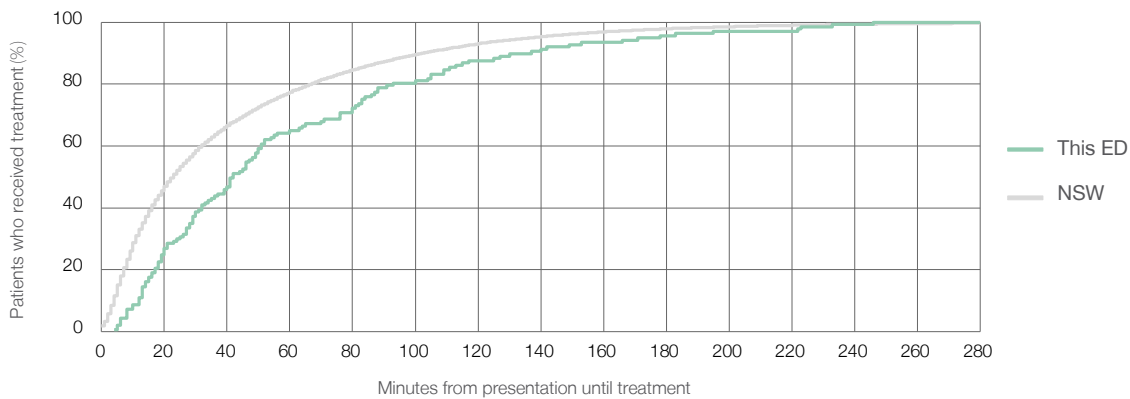
Number of triage 5 patients used to calculate waiting time:³ 137

Median time to start treatment⁴ 42 minutes

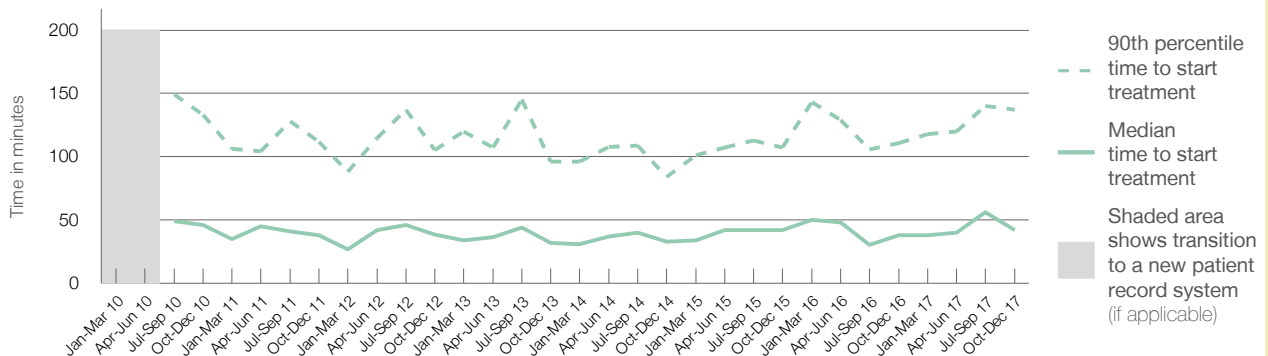
90th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
209	
191	
38 minutes	23 minutes
111 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	46	38	39	32	33	42	38	42
90th percentile time to start treatment ⁵ (minutes)	133	112	105	96	84	107	111	137

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

October to December 2017

All presentations:¹ 9,099 patients

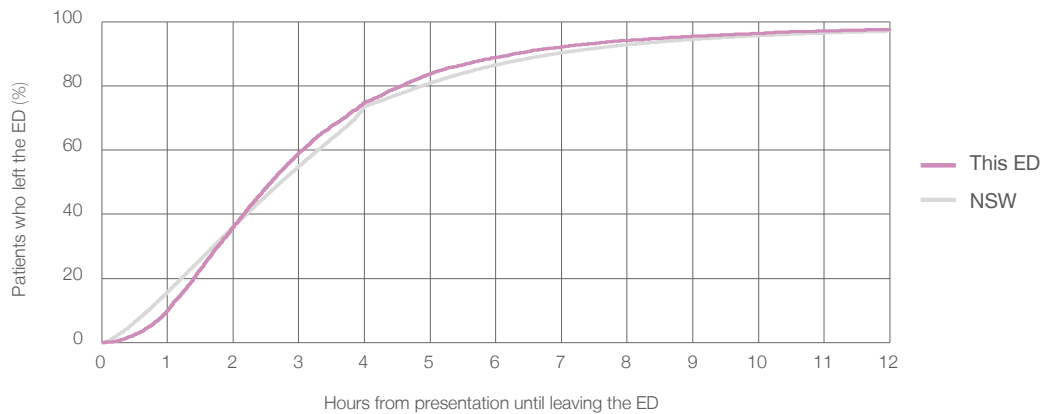
Presentations used to calculate time to leaving the ED:⁶ 9,099 patients

Median time spent in the ED⁸ 2 hours and 35 minutes

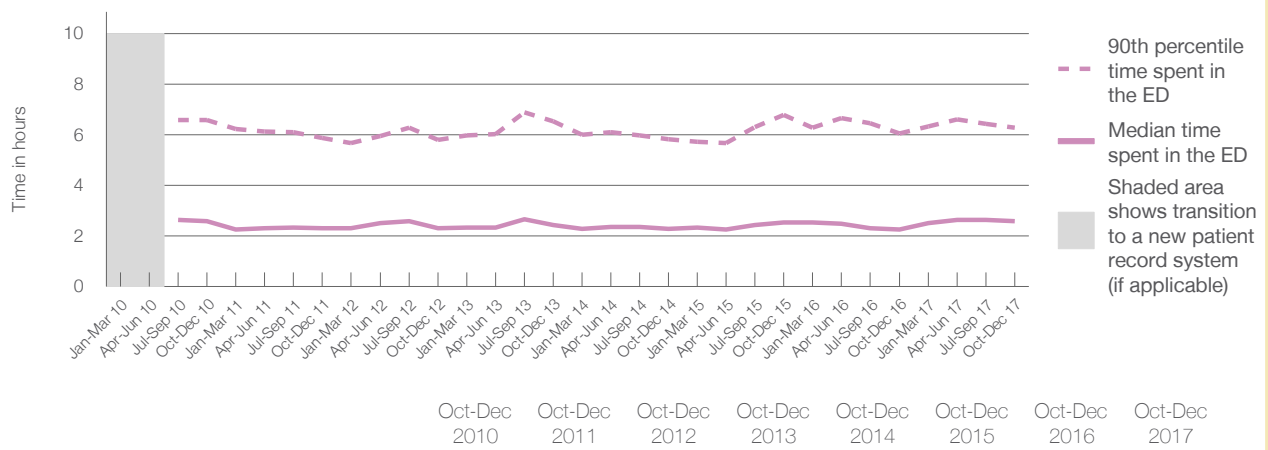
90th percentile time spent in the ED⁹ 6 hours and 17 minutes

Same period last year	NSW (this period)
9,048	
9,047	
2 hours and 15 minutes	2 hours and 44 minutes
6 hours and 4 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 35m	2h 18m	2h 19m	2h 26m	2h 17m	2h 32m	2h 15m	2h 35m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 35m	5h 52m	5h 48m	6h 32m	5h 49m	6h 47m	6h 4m	6h 17m

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Sydney Children's Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

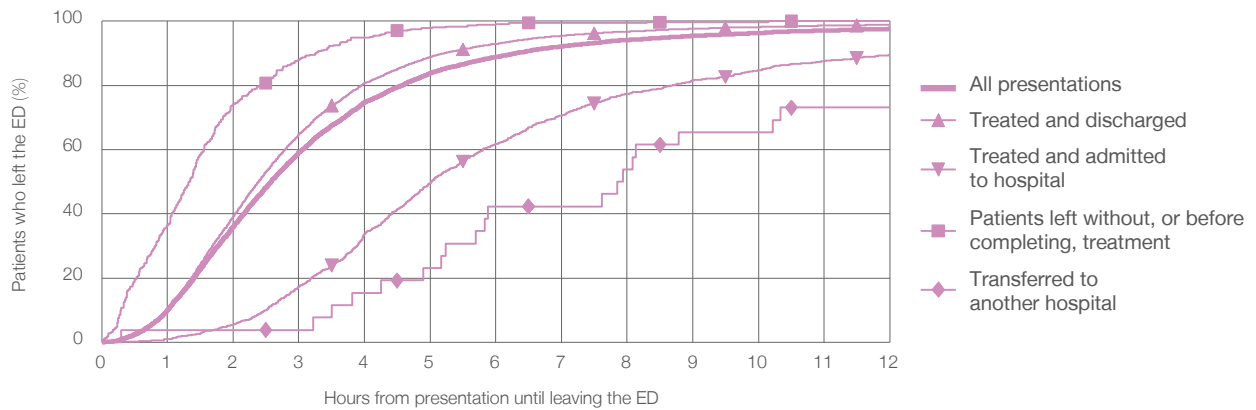
All presentations:¹ 9,099 patients

Presentations used to calculate time to leaving the ED:⁶ 9,099 patients

Treated and discharged	7,448 (81.9%)
Treated and admitted to hospital	1,239 (13.6%)
Patient left without, or before completing, treatment	375 (4.1%)
Transferred to another hospital	26 (0.3%)
Other	11 (0.1%)

Same period last year	Change since one year ago
9,047	0.6%
6,957	7.1%
1,759	-29.6%
276	35.9%
44	-40.9%
12	-8.3%

Percentage of patients who left the ED by time and mode of separation, October to December 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	10.2%	39.4%	64.8%	80.7%	93.0%	96.8%	98.2%	98.9%
Treated and admitted to hospital	0.9%	5.5%	17.3%	33.8%	61.7%	77.4%	84.7%	89.6%
Patient left without, or before completing, treatment	36.5%	74.1%	88.0%	94.9%	99.2%	99.5%	99.7%	100%
Transferred to another hospital	3.8%	3.8%	3.8%	15.4%	42.3%	53.8%	65.4%	73.1%
All presentations	10.1%	36.1%	59.1%	74.7%	88.9%	94.1%	96.3%	97.6%

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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
 October to December 2017

All presentations at the emergency department: ¹ 9,099 patients

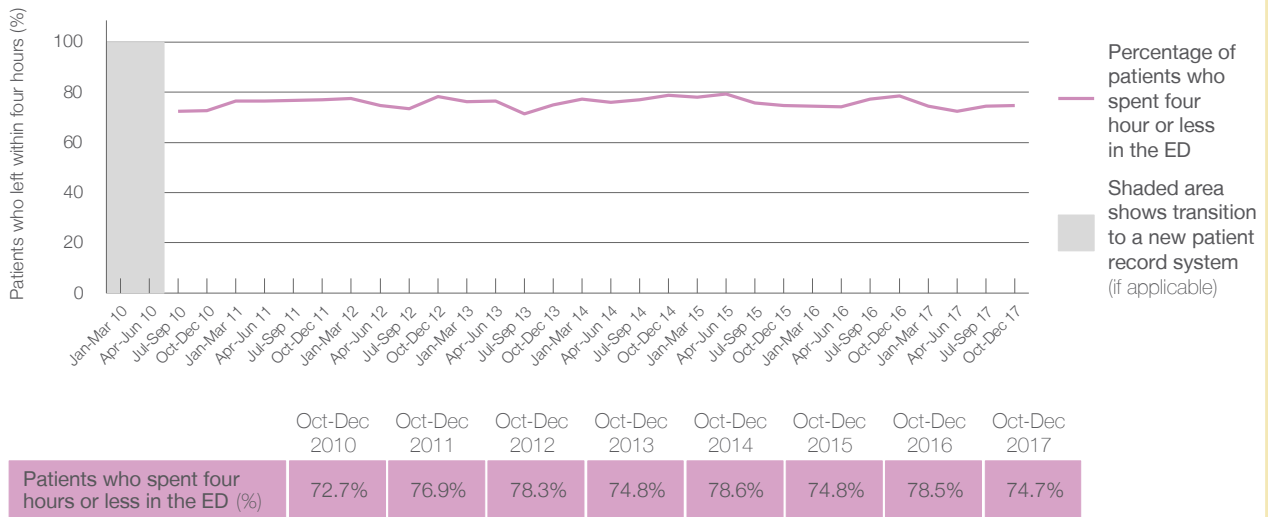
Presentations used to calculate time to leaving the ED: ⁶ 9,099 patients

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	9,048	0.6%
Presentations used to calculate time to leaving the ED	9,047	0.6%
Percentage of patients who spent four hours or less in the ED	78.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



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

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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*.

- 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).