

Healthcare Quarterly

Performance Profiles

Emergency Department

January to March 2018

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

New South Wales: Emergency department (ED) overview

January to March 2018

All presentations:¹ 714,101 patients

Emergency presentations:² 688,837 patients

Same period last year	Change since one year ago
703,060	2%
676,380	2%

New South Wales: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 87,346 patients

Median time to start treatment⁴ 8 minutes

90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 235,072 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 287,988 patients

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 73,822 patients

Median time to start treatment⁴ 22 minutes

90th percentile time to start treatment⁵ 97 minutes

Same period last year

8 minutes

26 minutes

20 minutes

68 minutes

25 minutes

100 minutes

21 minutes

101 minutes

New South Wales: Time patients spent in the ED

January to March 2018

Presentations used to calculate time to leaving the ED:⁶ 714,021 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year

74%

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

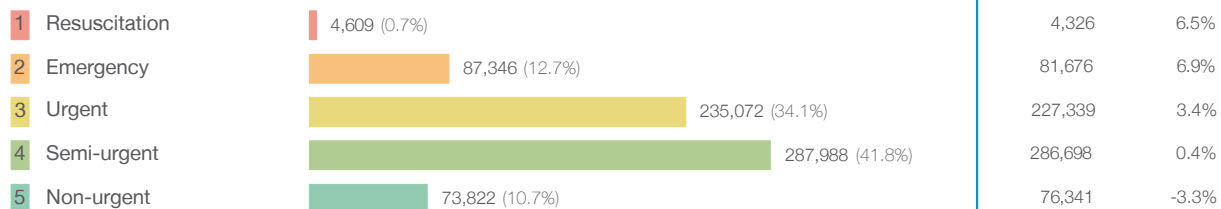
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

New South Wales: Patients presenting to the emergency department

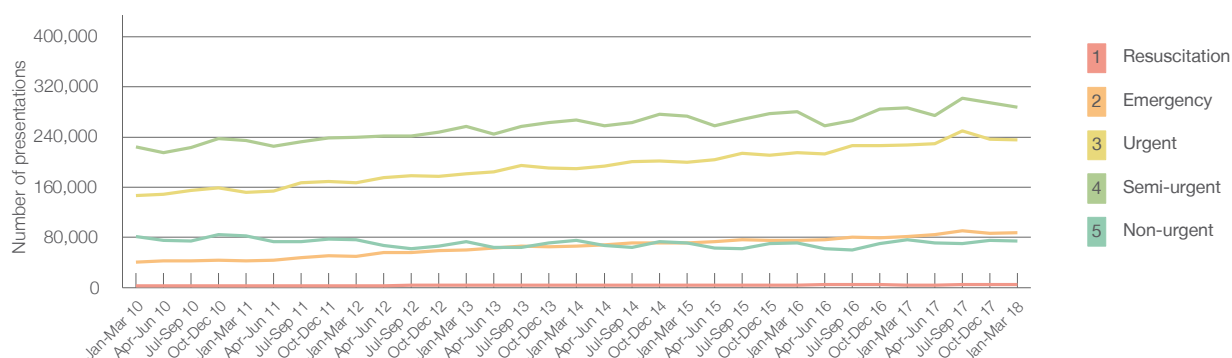
January to March 2018

All presentations:¹ 714,101 patients

Emergency presentations² by triage category: 688,837 patients



Emergency presentations² by quarter, January 2010 to March 2018



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	2,790	2,937	2,970	3,473	3,730	3,736	4,067	4,326	4,609
Emergency	41,091	42,432	50,195	59,868	65,967	71,401	75,801	81,676	87,346
Urgent	146,397	151,369	167,585	181,653	189,669	199,600	214,857	227,339	235,072
Semi-urgent	224,696	234,841	239,927	257,214	267,199	273,367	280,480	286,698	287,988
Non-urgent	81,048	82,925	76,671	73,095	74,988	71,386	70,980	76,341	73,822
All emergency presentations	496,022	514,504	537,348	575,303	601,553	619,490	646,185	676,380	688,837

New South Wales: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 136,046 patients

ED Transfer of care time



New South Wales: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 87,346

Number of triage 2 patients used to calculate waiting time: ³ 86,277

Median time to start treatment ⁴

8 minutes

90th percentile time to start treatment ⁵

23 minutes

Same period
last year

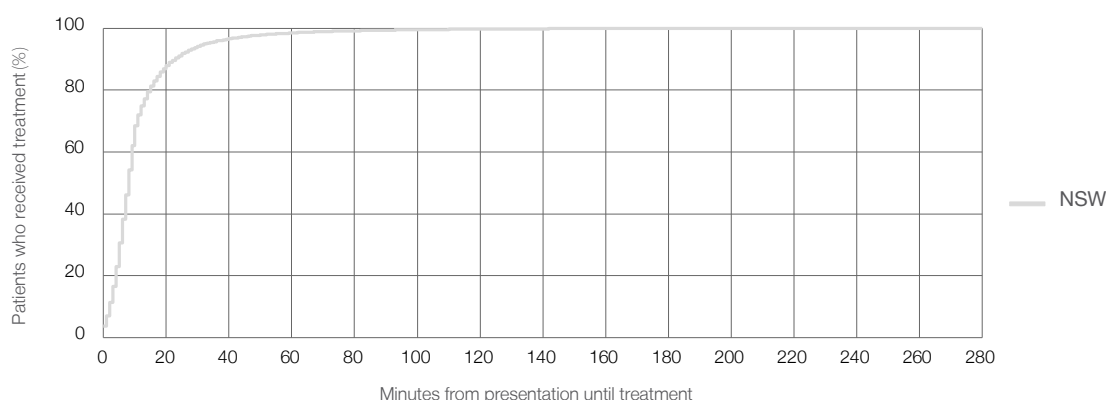
81,676

80,534

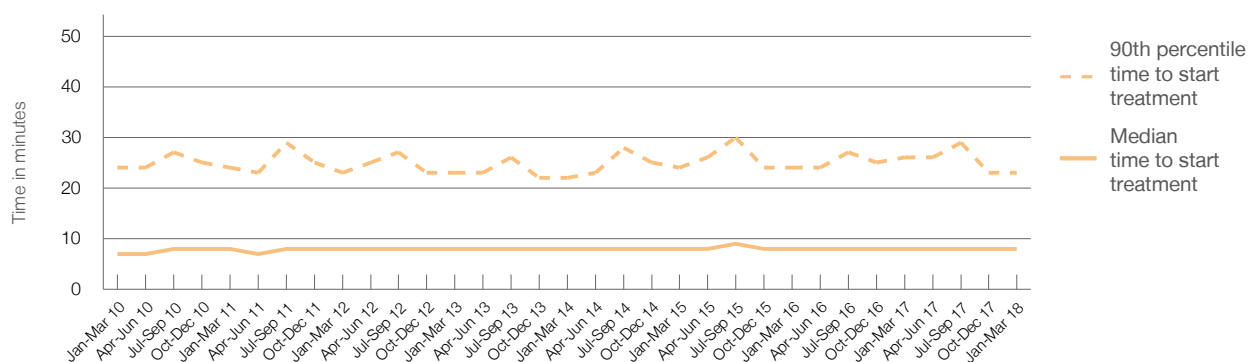
8 minutes

26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	7	8	8	8	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	24	24	23	23	22	24	24	26	23

New South Wales: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 235,072

Number of triage 3 patients used to calculate waiting time: ³ 229,499

Median time to start treatment ⁴

20 minutes

90th percentile time to start treatment ⁵

65 minutes

Same period
last year

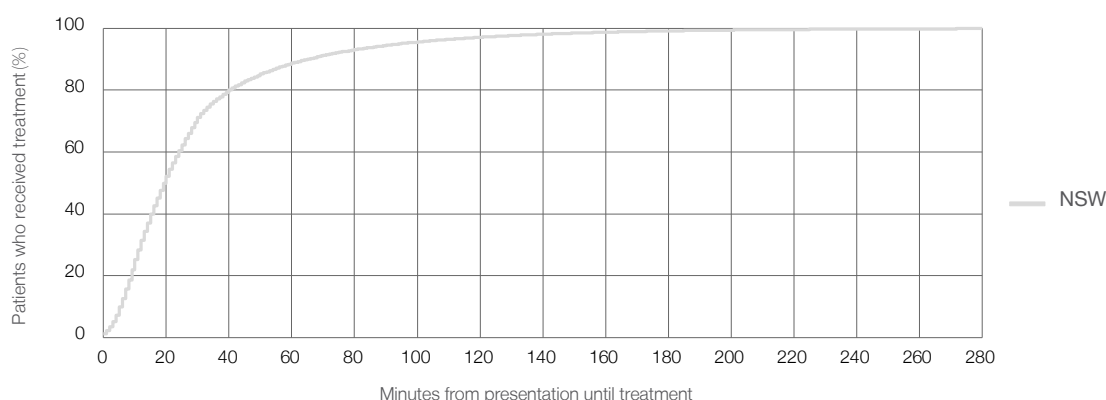
227,339

221,229

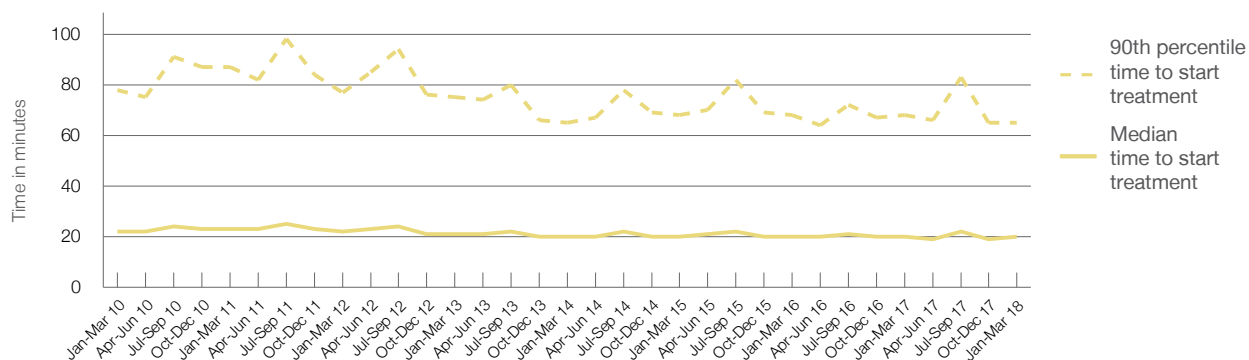
20 minutes

68 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	22	23	22	21	20	20	20	20	20
90th percentile time to start treatment ⁵ (minutes)	78	87	77	75	65	68	68	68	65

New South Wales: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 287,988

Number of triage 4 patients used to calculate waiting time:³ 267,882

Median time to start treatment⁴

25 minutes

90th percentile time to start treatment⁵

98 minutes

Same period
last year

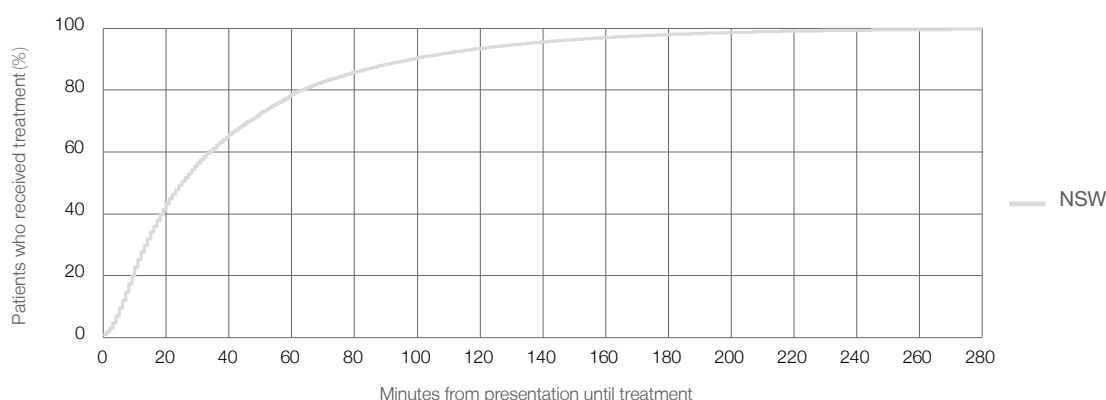
286,698

266,318

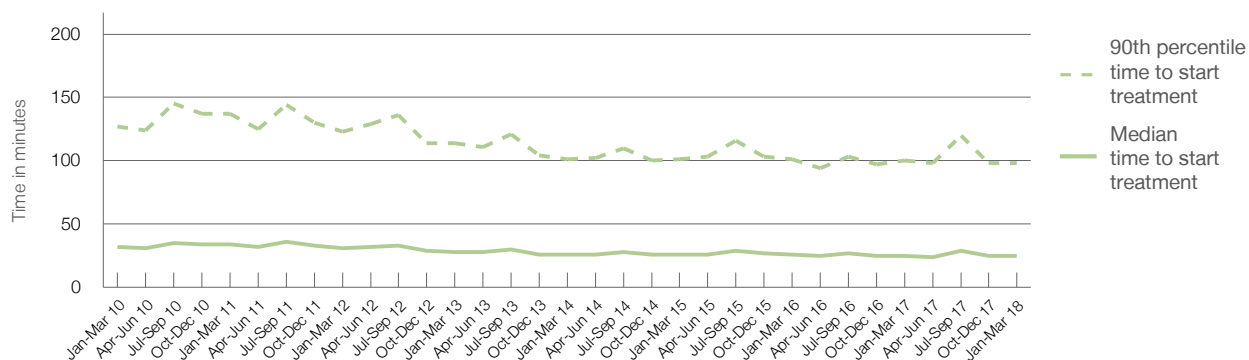
25 minutes

100 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	32	34	31	28	26	26	26	25	25
90th percentile time to start treatment ⁵ (minutes)	127	137	123	114	101	101	101	100	98

New South Wales: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 73,822

Number of triage 5 patients used to calculate waiting time: ³ 63,766

Median time to start treatment ⁴

22 minutes

90th percentile time to start treatment ⁵

97 minutes

Same period
last year

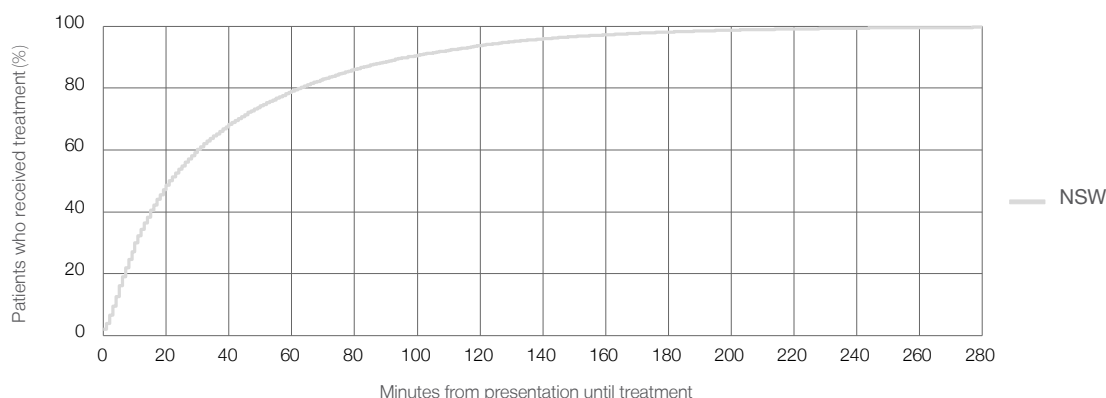
76,341

65,836

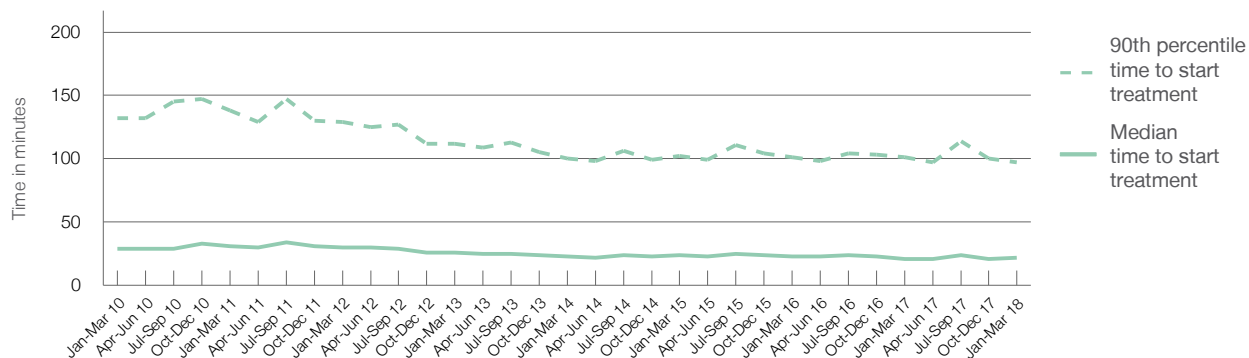
21 minutes

101 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	29	31	30	26	23	24	23	21	22
90th percentile time to start treatment ⁵ (minutes)	132	138	129	112	100	102	101	101	97

New South Wales: Time patients spent in the ED

January to March 2018

All presentations:¹ 714,101 patients

Presentations used to calculate time to leaving the ED:⁶ 714,021 patients

Median time spent in the ED⁸ 2 hours and 42 minutes

90th percentile time spent in the ED⁹ 6 hours and 49 minutes

Same period
last year

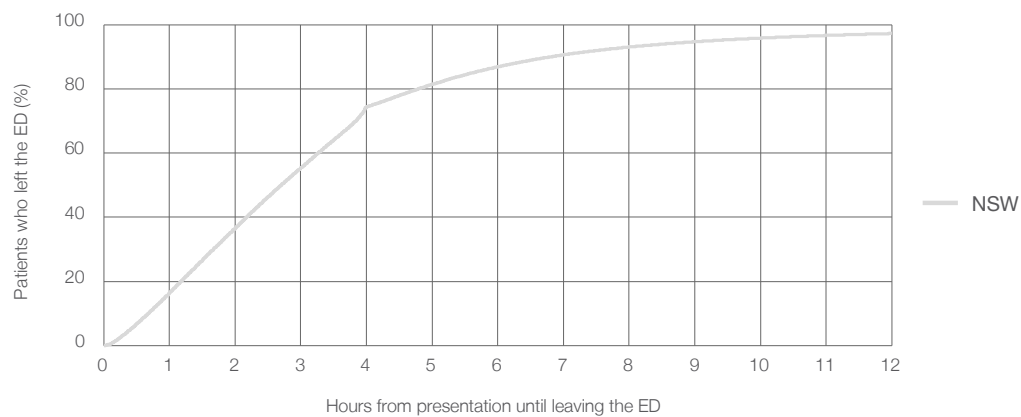
703,060

702,966

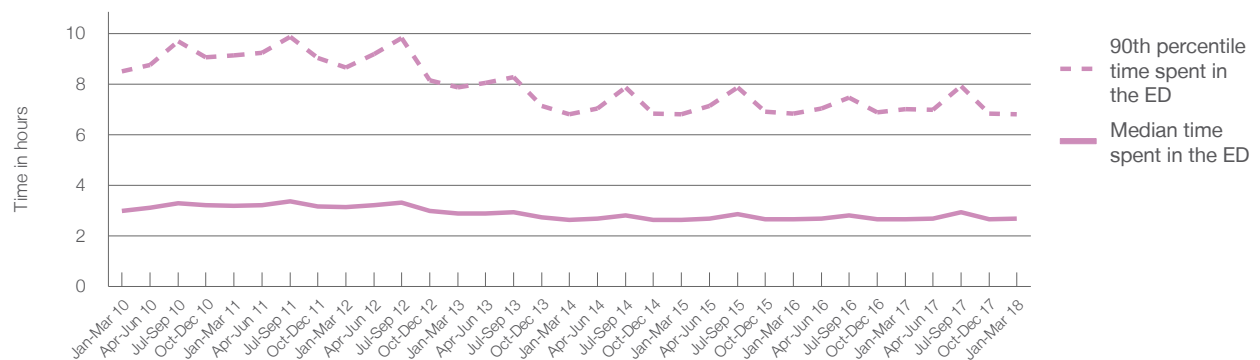
2 hours and
40 minutes

7 hours and
1 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 0m	3h 12m	3h 9m	2h 53m	2h 38m	2h 38m	2h 40m	2h 40m	2h 42m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 30m	9h 8m	8h 40m	7h 52m	6h 49m	6h 49m	6h 51m	7h 1m	6h 49m

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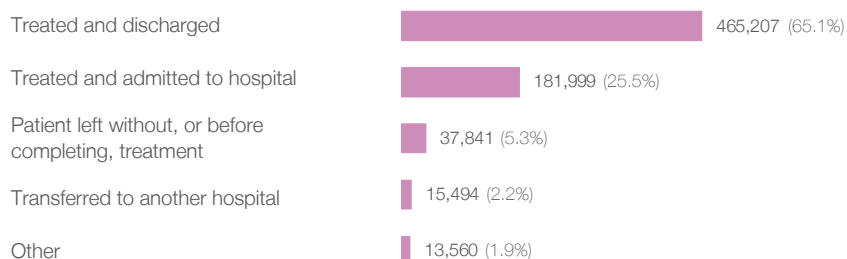
New South Wales: Time spent in the ED

By mode of separation

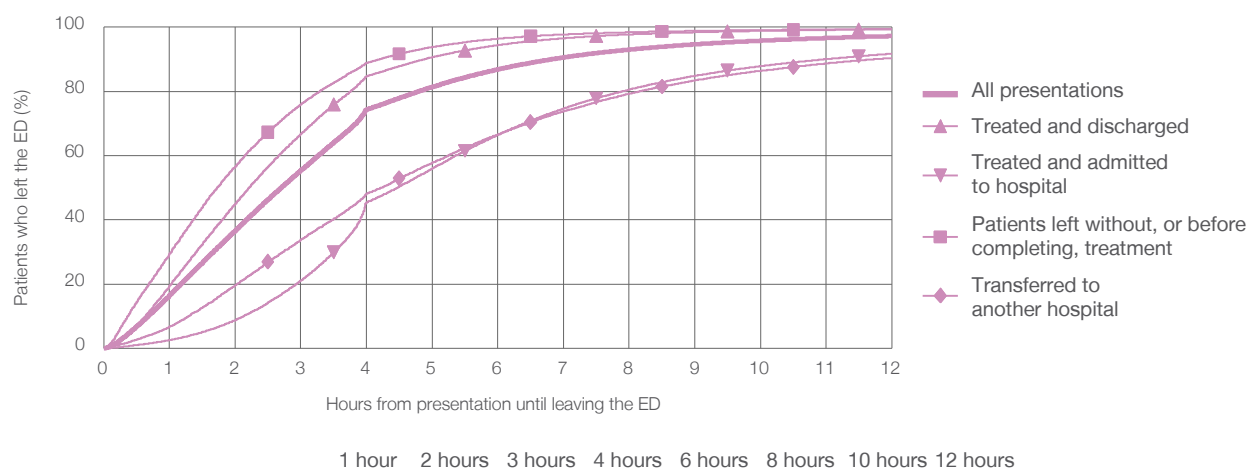
January to March 2018

All presentations:¹ 714,101 patients

Presentations used to calculate time spent in the ED:⁶ 714,021 patients



Percentage of patients who left the ED by time and mode of separation, January to March 2018



Treated and discharged	19.5%	45.0%	66.8%	84.7%	94.4%	97.8%	98.9%	99.4%
Treated and admitted to hospital	2.5%	8.8%	21.1%	45.5%	66.5%	80.6%	87.9%	91.8%
Patient left without, or before completing, treatment	29.4%	56.6%	76.0%	88.9%	96.4%	98.5%	99.1%	99.5%
Transferred to another hospital	6.8%	19.6%	33.8%	48.1%	66.6%	79.3%	86.4%	90.4%
All presentations	16.6%	36.7%	55.4%	74.4%	86.9%	93.0%	95.8%	97.2%

New South Wales: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 714,101 patients

Presentations used to calculate time to leaving the ED: ⁶ 714,021 patients

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



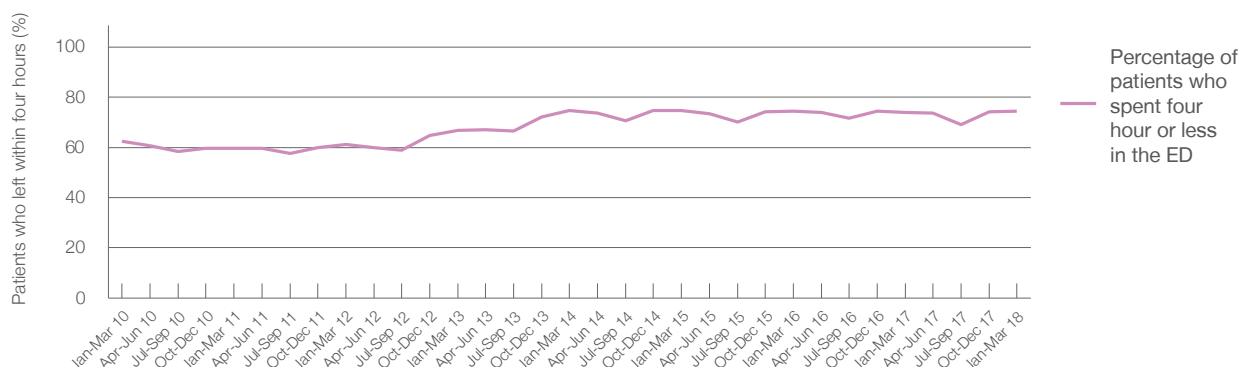
Same period last year

703,060

702,966

73.8%

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Patients who spent four hours or less in the ED (%)	62.5%	59.7%	61.1%	66.9%	74.6%	74.6%	74.3%	73.8%	74.4%

- * 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
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 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).