

Healthcare Quarterly

# Emergency department

Sydney Children's Hospitals Network  
Performance Profiles

July to September 2018

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

July to September 2018

All presentations:<sup>1</sup> 9,243 patients  
Emergency presentations:<sup>2</sup> 9,166 patients

Same period last year	Change since one year ago
10,048	-8%
9,947	-8%

## Sydney Children's Hospital, Randwick: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 441 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,908 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 50 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 6,654 patients

Median time to start treatment<sup>4</sup> 39 minutes  
90th percentile time to start treatment<sup>5</sup> 124 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 120 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
356	
10 minutes	8 minutes
24 minutes	28 minutes
1,752	
22 minutes	21 minutes
54 minutes	72 minutes
7,619	
45 minutes	26 minutes
137 minutes	105 minutes
167	
56 minutes	22 minutes
140 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,242 patients

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

Same period last year	Change since one year ago
10,047	-8%
75%	

\* 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 2018*.
- 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.

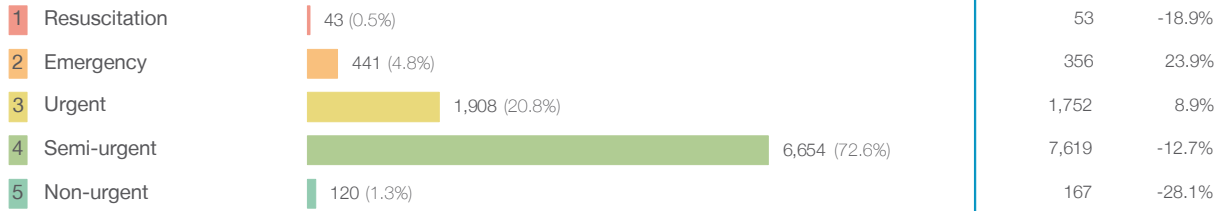
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

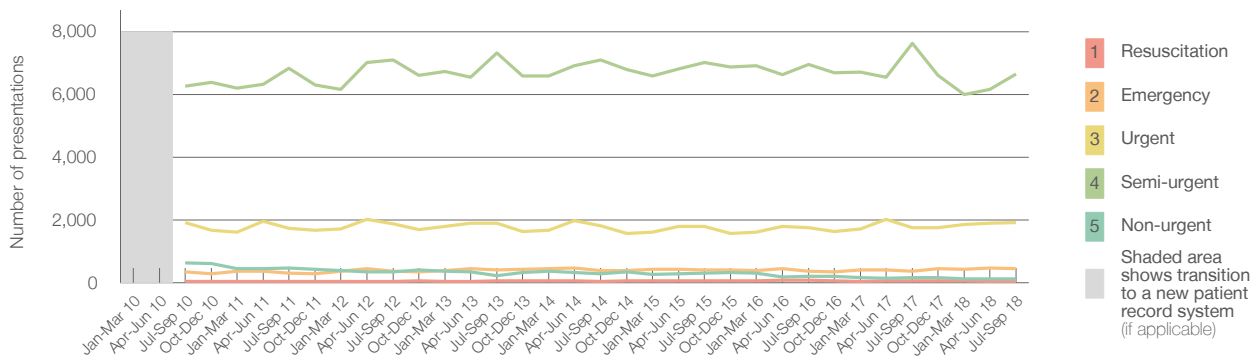
## Sydney Children's Hospital, Randwick: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 9,243 patients

Emergency presentations<sup>2</sup> by triage category: 9,166 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	39	36	42	51	45	52	70	53	43
Emergency	354	307	358	396	375	408	372	356	441
Urgent	1,925	1,724	1,879	1,890	1,808	1,799	1,749	1,752	1,908
Semi-urgent	6,265	6,825	7,098	7,316	7,088	7,018	6,959	7,619	6,654
Non-urgent	628	464	347	215	282	303	203	167	120
All emergency presentations	9,211	9,356	9,724	9,868	9,598	9,580	9,353	9,947	9,166

## Sydney Children's Hospital, Randwick: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 567 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, Randwick: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 441

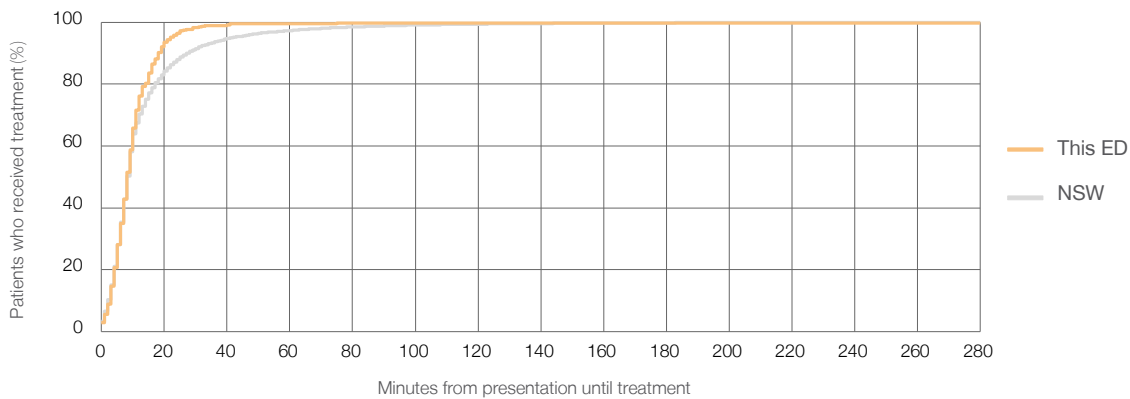
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 441

Median time to start treatment<sup>4</sup>  8 minutes

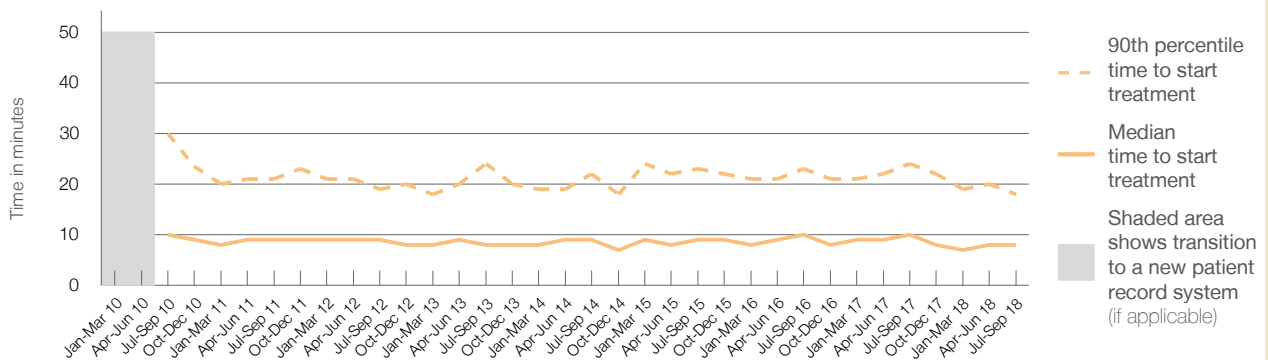
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
356	356
10 minutes	8 minutes
24 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	10	9	9	8	9	9	10	10	8
90th percentile time to start treatment <sup>5</sup> (minutes)	30	21	19	24	22	23	23	24	18

(†) 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, Randwick: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,908

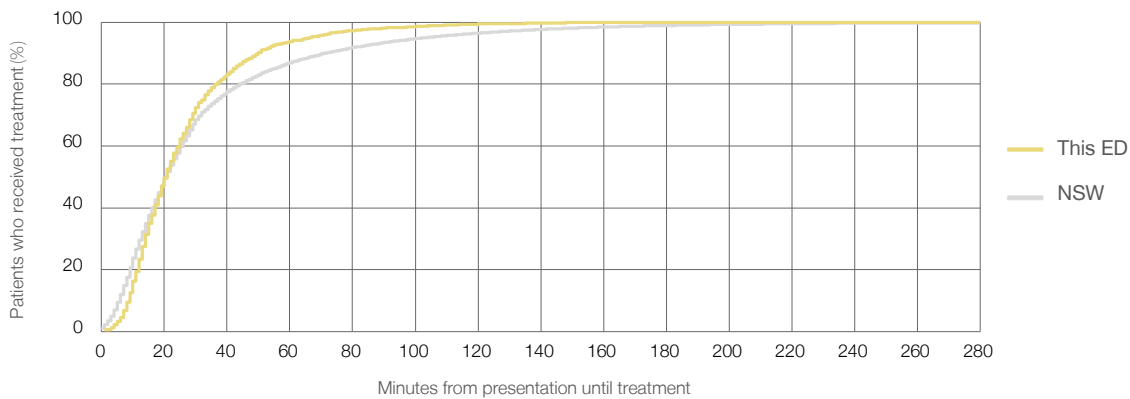
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,906

Median time to start treatment<sup>4</sup> 21 minutes

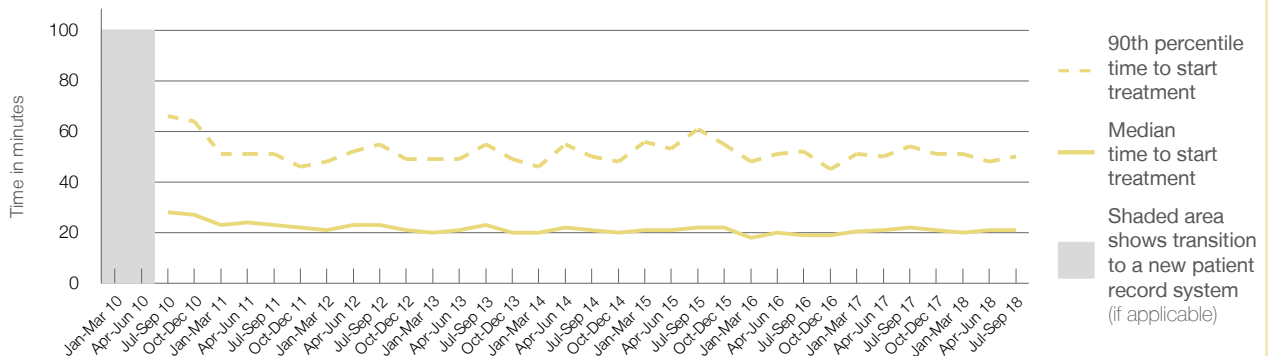
90th percentile time to start treatment<sup>5</sup> 50 minutes

Same period last year	NSW (this period)
1,752	
1,747	
22 minutes	21 minutes
54 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	28	23	23	23	21	22	19	22	21
90th percentile time to start treatment <sup>5</sup> (minutes)	66	51	55	55	50	61	52	54	50

(†) 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, Randwick: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 6,654

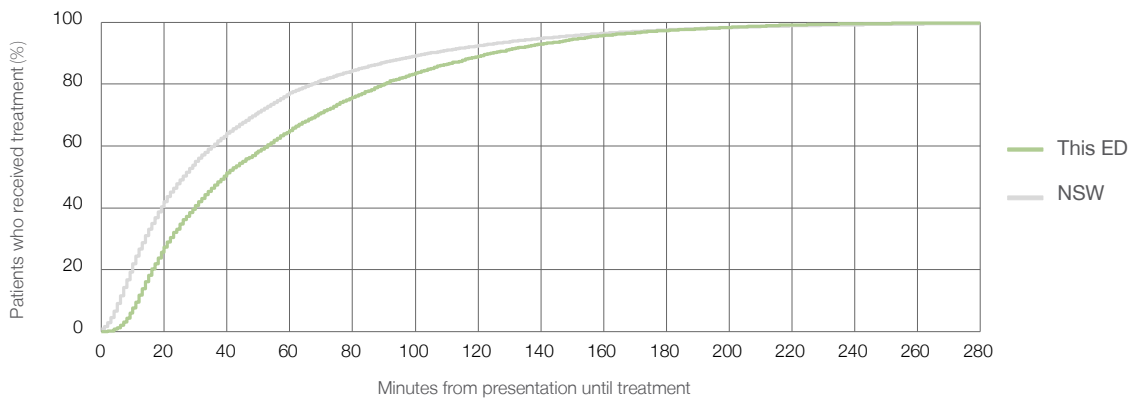
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,442

Median time to start treatment<sup>4</sup>  39 minutes

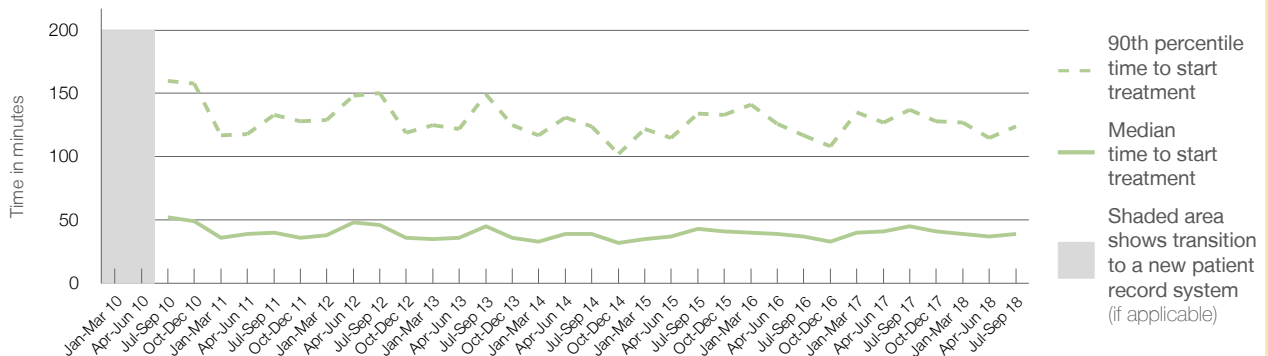
90th percentile time to start treatment<sup>5</sup>  124 minutes

Same period last year	NSW (this period)
7,619	7,209
45 minutes	26 minutes
137 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	52	40	46	45	39	43	37	45	39
90th percentile time to start treatment <sup>5</sup> (minutes)	160	133	150	149	124	134	117	137	124

(†) 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, Randwick: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 120

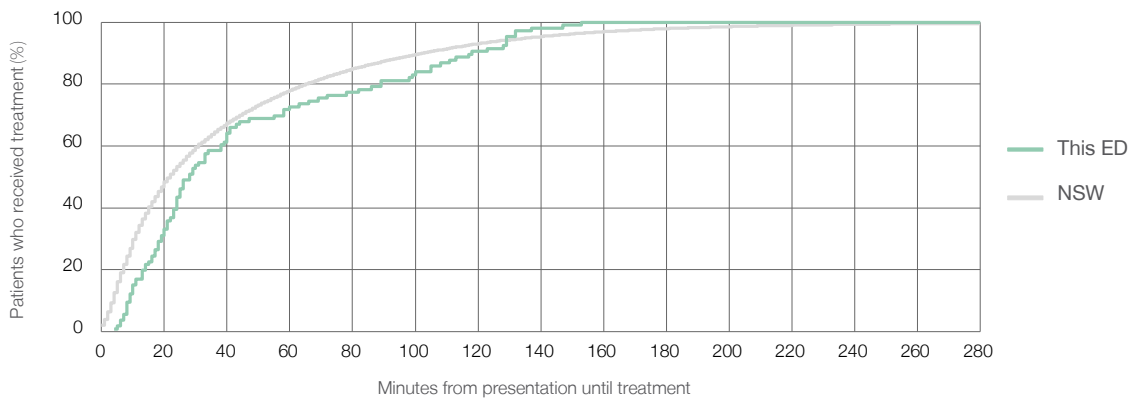
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 106

Median time to start treatment<sup>4</sup> 28 minutes

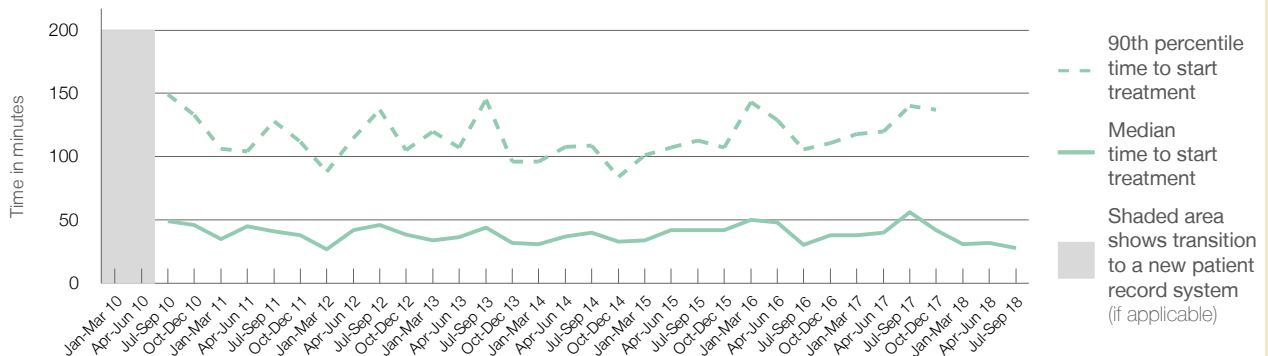
90th percentile time to start treatment<sup>5</sup> 118 minutes

Same period last year	NSW (this period)
167	147
56 minutes	22 minutes
140 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	49	41	46	44	40	42	31	56	28
90th percentile time to start treatment <sup>5</sup> (minutes)	149	128	137	145	109	113	106	140	118

(†) 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, Randwick: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 9,243 patients

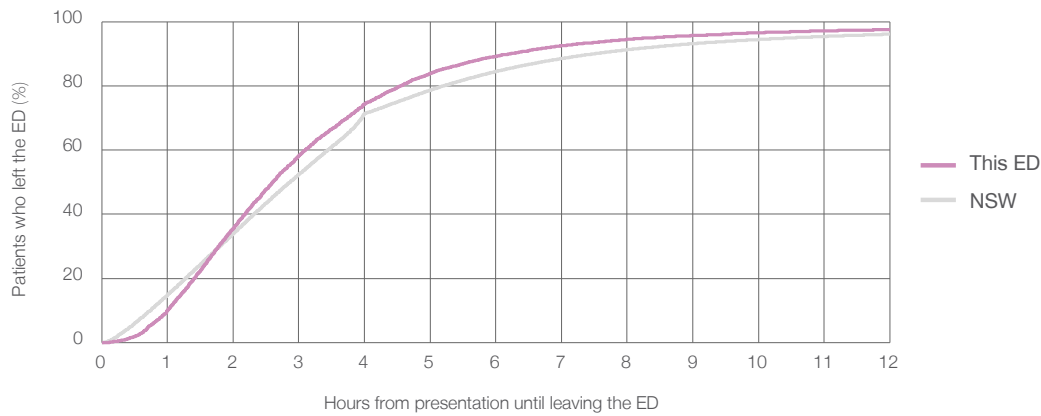
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,242 patients

Median time spent in the ED<sup>8</sup>  2 hours and 36 minutes

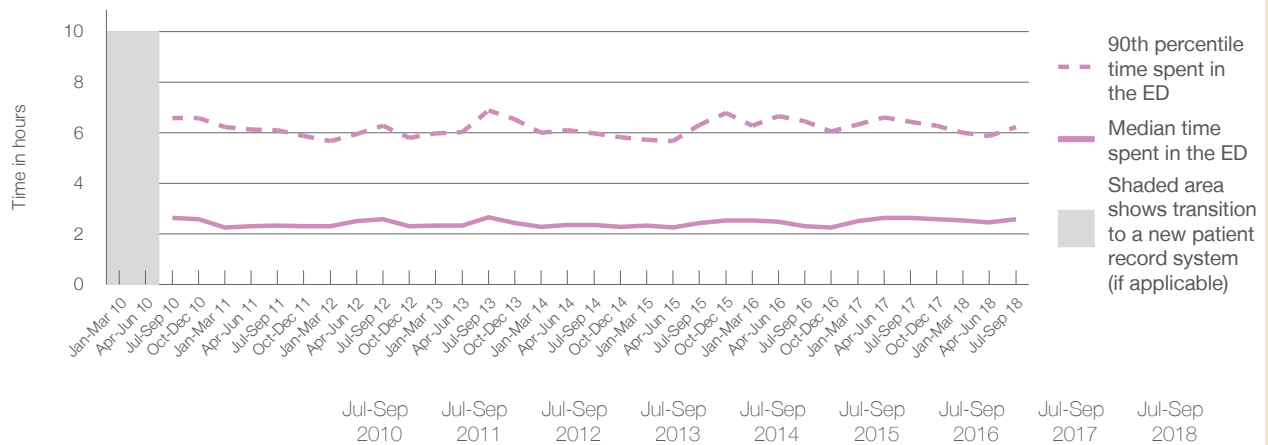
90th percentile time spent in the ED<sup>9</sup>  6 hours and 14 minutes

Same period last year	NSW (this period)
10,048	10,047
2 hours and 38 minutes	2 hours and 52 minutes
6 hours and 26 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 38m	2h 21m	2h 36m	2h 40m	2h 22m	2h 27m	2h 18m	2h 38m	2h 36m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	6h 35m	6h 6m	6h 17m	6h 53m	5h 59m	6h 19m	6h 28m	6h 26m	6h 14m

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

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

### By mode of separation

July to September 2018

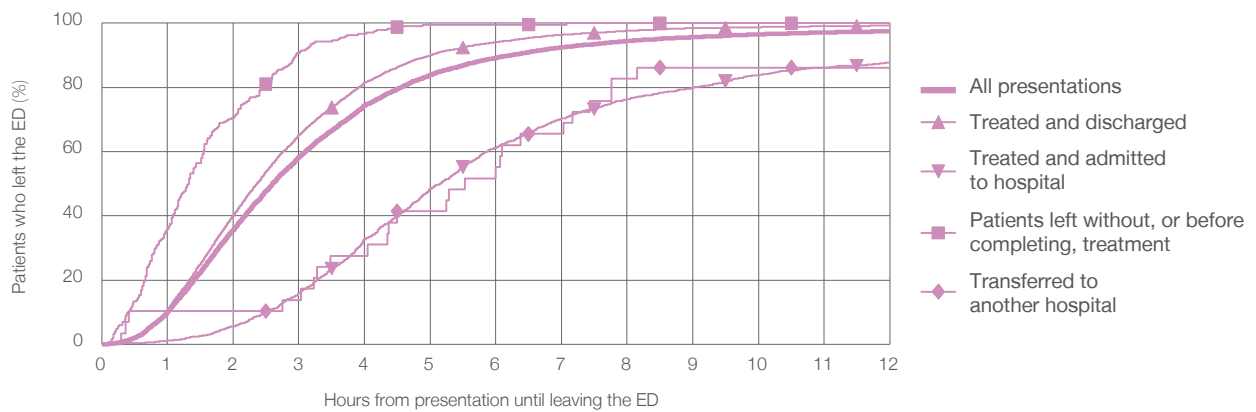
All presentations:<sup>1</sup> 9,243 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,242 patients

Treated and discharged	7,569 (81.9%)
Treated and admitted to hospital	1,386 (15.0%)
Patient left without, or before completing, treatment	248 (2.7%)
Transferred to another hospital	29 (0.3%)
Other	11 (0.1%)

Same period last year	Change since one year ago
10,047	-8%
8,166	-7.3%
1,295	7.0%
519	-52.2%
41	-29.3%
27	-59.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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	10.8%	40.1%	65.1%	81.5%	94.1%	97.6%	98.8%	99.3%
Treated and admitted to hospital	1.2%	5.5%	16.0%	32.8%	61.3%	76.3%	83.9%	87.7%
Patient left without, or before completing, treatment	35.9%	70.6%	90.7%	96.8%	99.6%	100%	100%	100%
Transferred to another hospital	10.3%	10.3%	13.8%	27.6%	55.2%	82.8%	86.2%	86.2%
All presentations	10.1%	35.6%	58.3%	74.4%	89.2%	94.5%	96.5%	97.5%

(†) 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, Randwick: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2018

All presentations at the emergency department: <sup>1</sup> 9,243 patients

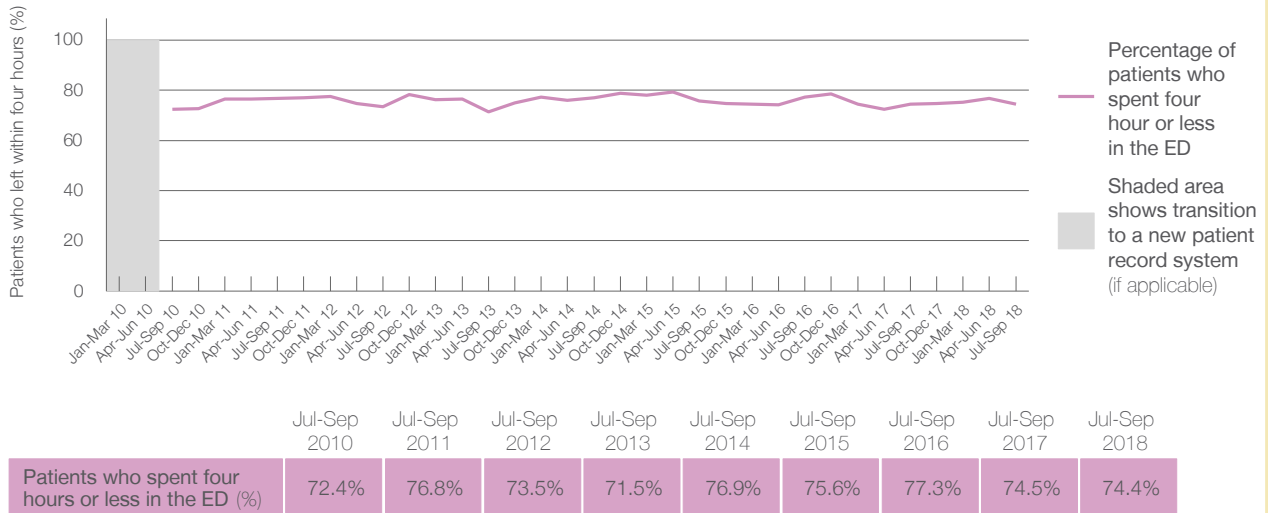
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,242 patients

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



Same period last year	Change since one year ago
10,048	-8%
10,047	-8%
74.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



\* 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*.

- 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 2018*.
- 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 16 October 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

## The Children's Hospital at Westmead: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 15,436 patients

Emergency presentations:<sup>2</sup> 15,284 patients

Same period last year	Change since one year ago
16,349	-6%
16,228	-6%

## The Children's Hospital at Westmead: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 587 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 35 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 4,138 patients

Median time to start treatment<sup>4</sup> 23 minutes  
 90th percentile time to start treatment<sup>5</sup> 65 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 10,341 patients

Median time to start treatment<sup>4</sup> 58 minutes  
 90th percentile time to start treatment<sup>5</sup> 204 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 76 patients

Median time to start treatment<sup>4</sup> 101 minutes  
 90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
576	
8 minutes	8 minutes
26 minutes	28 minutes
4,062	
24 minutes	21 minutes
65 minutes	72 minutes
11,399	
54 minutes	26 minutes
199 minutes	105 minutes
59	
58 minutes	22 minutes
*	103 minutes

## The Children's Hospital at Westmead: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,434 patients

Percentage of patients who spent four hours or less in the ED 57%

Same period last year	Change since one year ago
16,349	-6%
62%	

\* 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 2018*.
- 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.

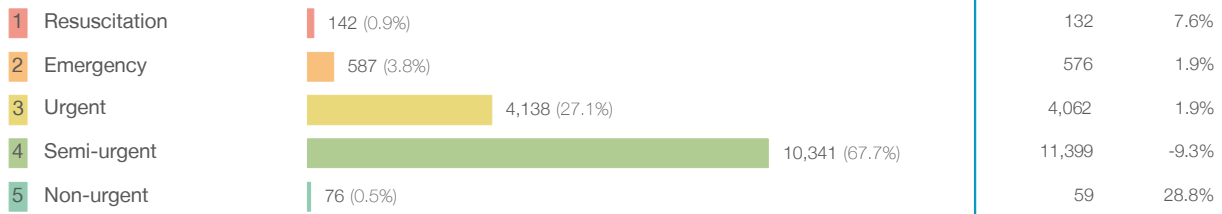
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

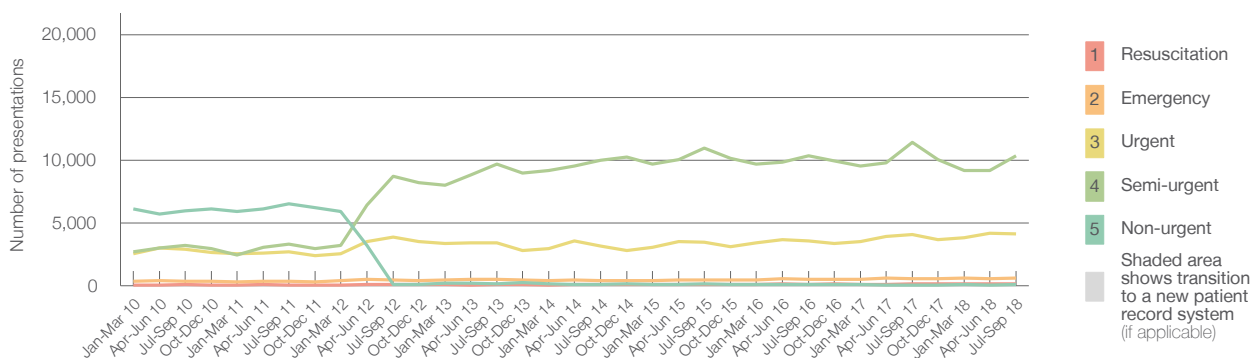
## The Children's Hospital at Westmead: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 15,436 patients

Emergency presentations<sup>2</sup> by triage category: 15,284 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †‡



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	74	61	72	109	91	95	118	132	142
Emergency	336	345	447	484	394	445	484	576	587
Urgent	2,921	2,712	3,893	3,419	3,133	3,479	3,585	4,062	4,138
Semi-urgent	3,194	3,295	8,710	9,665	9,994	10,970	10,332	11,399	10,341
Non-urgent	5,977	6,524	97	138	100	125	77	59	76
All emergency presentations	12,502	12,937	13,219	13,815	13,712	15,114	14,596	16,228	15,284

## The Children's Hospital at Westmead: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 719 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.

(Ω) The Sydney Children's Hospitals Network (Randwick and Westmead) advise that application of ED triaging definitions has been standardised across their facilities. This has resulted in a reporting shift of some cases from category 5 to category 4 and from category 4 to category 3 at Children's Hospital Westmead from June 2012 onwards.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 587

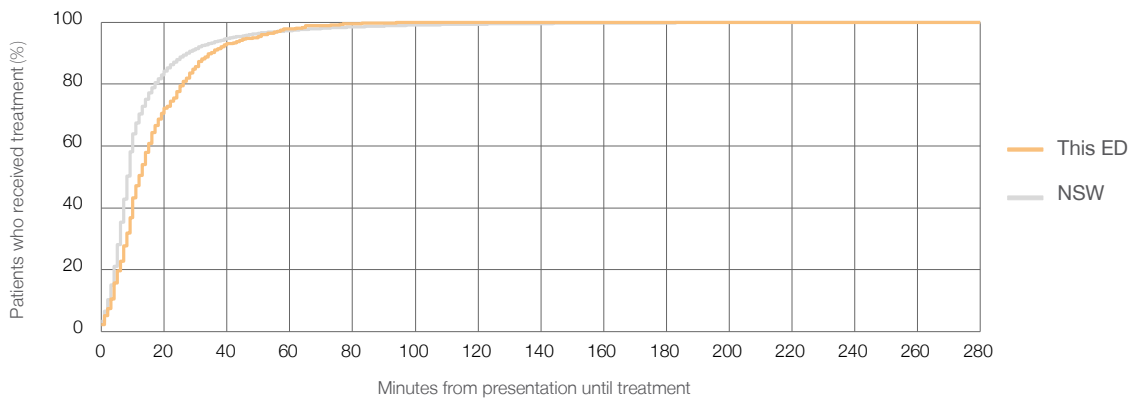
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 586

Median time to start treatment<sup>4</sup>  12 minutes

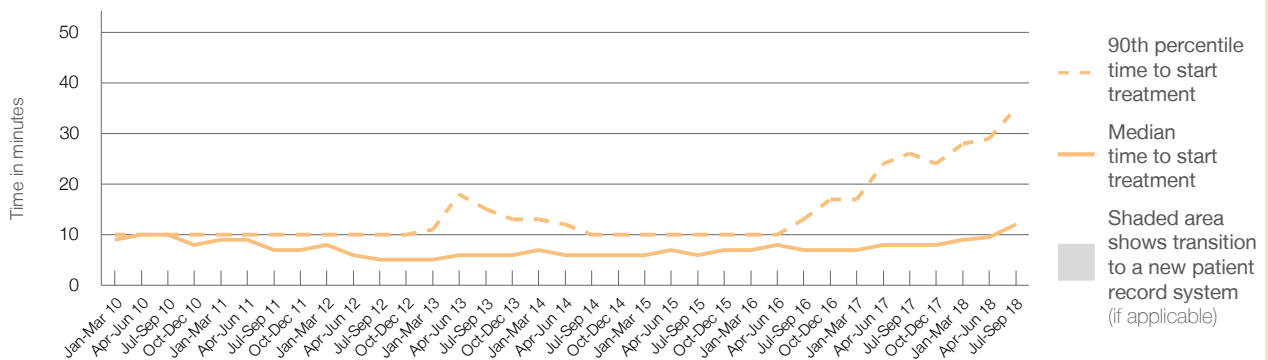
90th percentile time to start treatment<sup>5</sup>  35 minutes

Same period last year	NSW (this period)
576	576
8 minutes	8 minutes
26 minutes	28 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡§</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	10	7	5	6	6	6	7	8	12
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	10	15	10	10	13	26	35

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 4,138

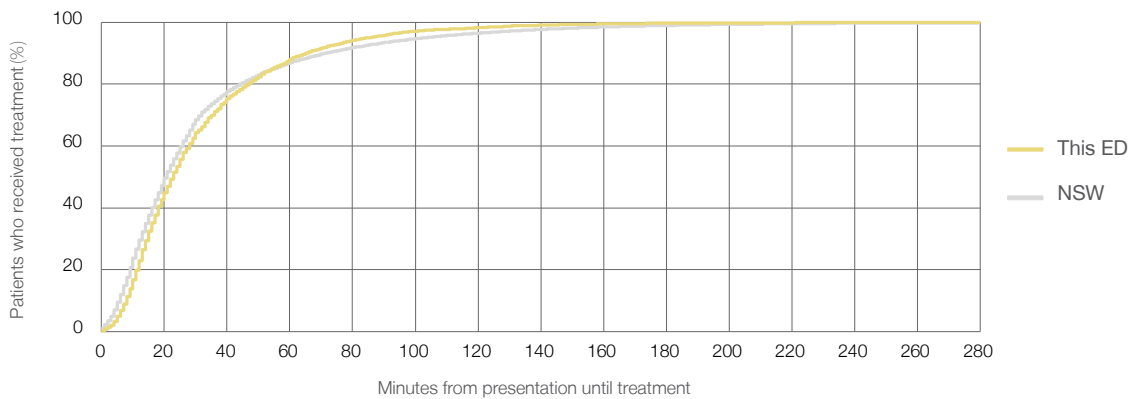
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 4,118

Median time to start treatment<sup>4</sup>  23 minutes

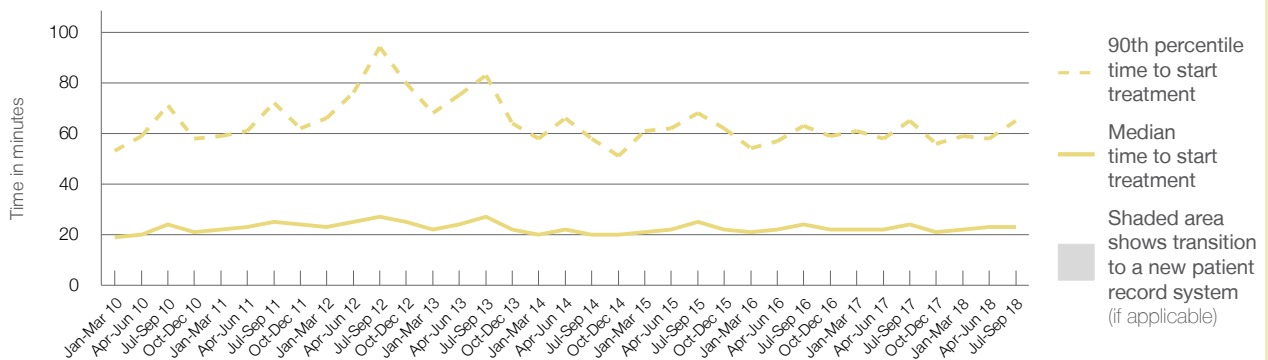
90th percentile time to start treatment<sup>5</sup>  65 minutes

Same period last year	NSW (this period)
4,062	4,051
24 minutes	21 minutes
65 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡§</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	24	25	27	27	20	25	24	24	23
90th percentile time to start treatment <sup>5</sup> (minutes)	71	72	94	83	58	68	63	65	65

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 10,341

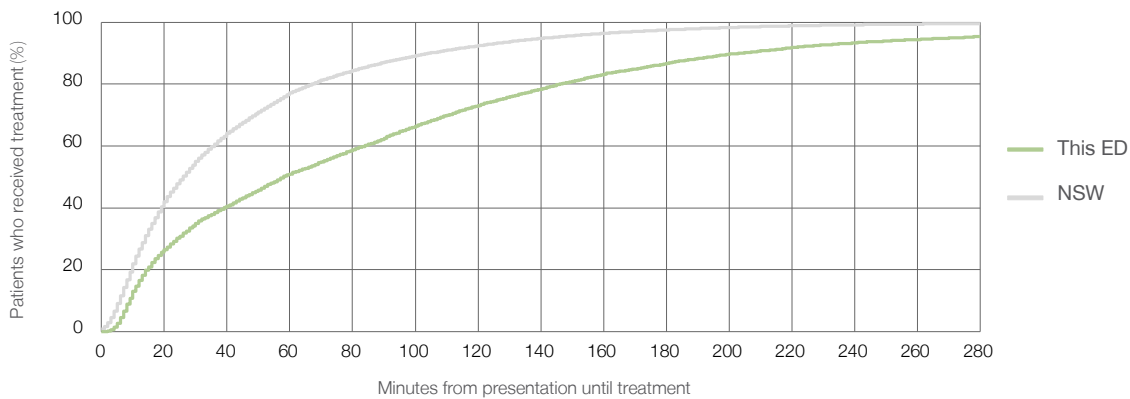
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,261

Median time to start treatment<sup>4</sup>  58 minutes

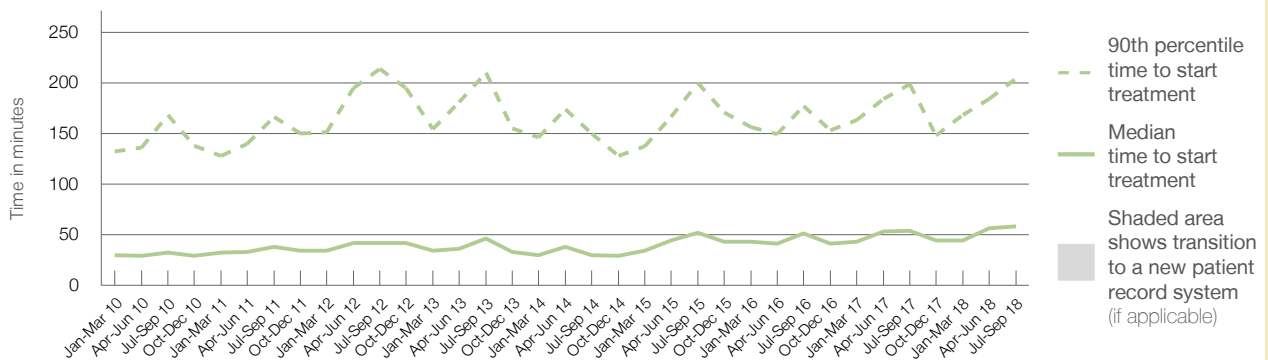
90th percentile time to start treatment<sup>5</sup>  204 minutes

Same period last year	NSW (this period)
11,399	9,170
54 minutes	26 minutes
199 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡§</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	32	38	42	46	30	52	51	54	58
90th percentile time to start treatment <sup>5</sup> (minutes)	168	166	214	210	150	200	177	199	204

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 76

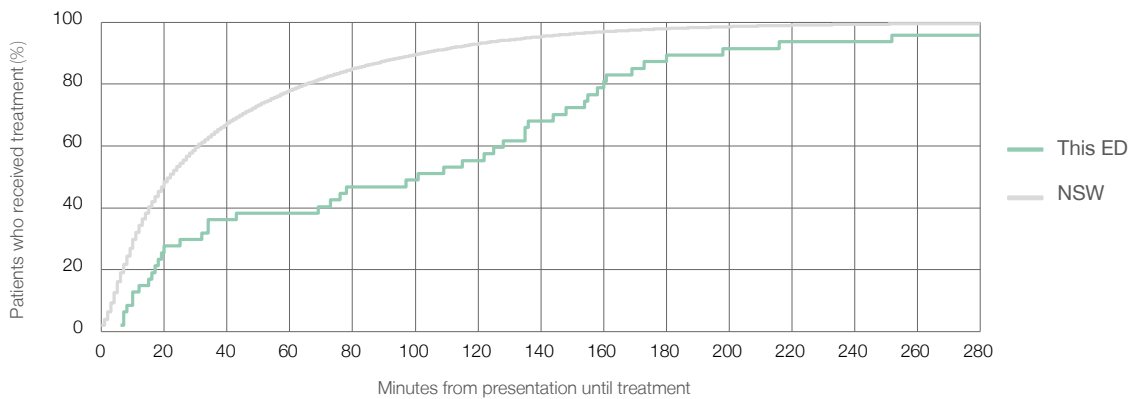
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 47

Median time to start treatment<sup>4</sup> 101 minutes

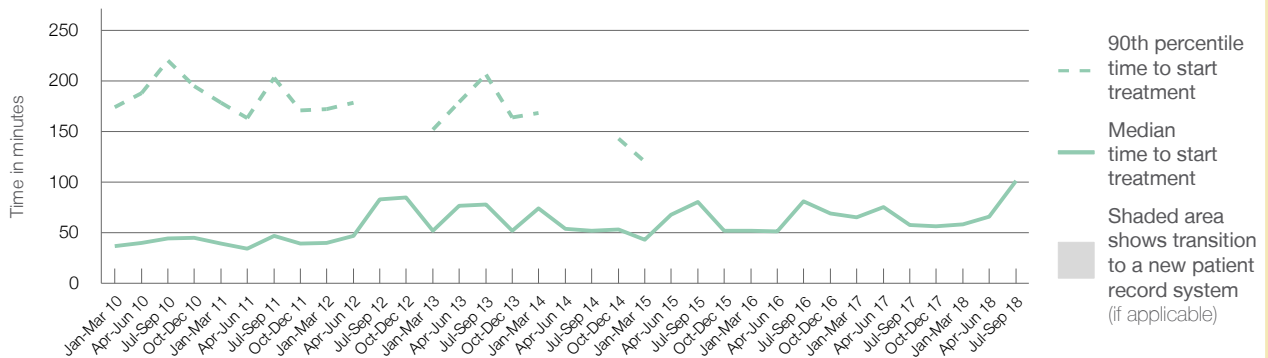
90th percentile time to start treatment<sup>5</sup> \*

Same period last year	NSW (this period)
59	46
58 minutes	22 minutes
*	* 103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡§</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)	44	47	83	78	52	80	81	58	101
90th percentile time to start treatment <sup>5</sup> (minutes)	220	203	*	206	*	*	*	*	*

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.



## The Children's Hospital at Westmead: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 15,436 patients

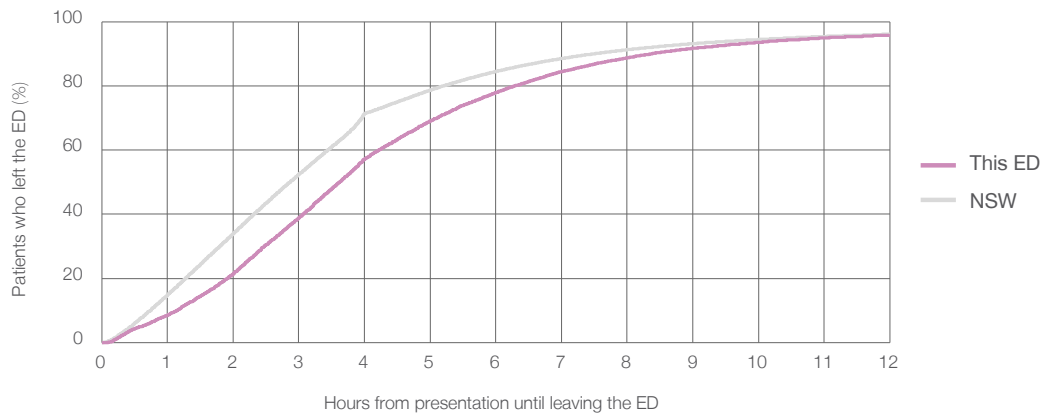
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,434 patients

Median time spent in the ED<sup>8</sup> 3 hours and 37 minutes

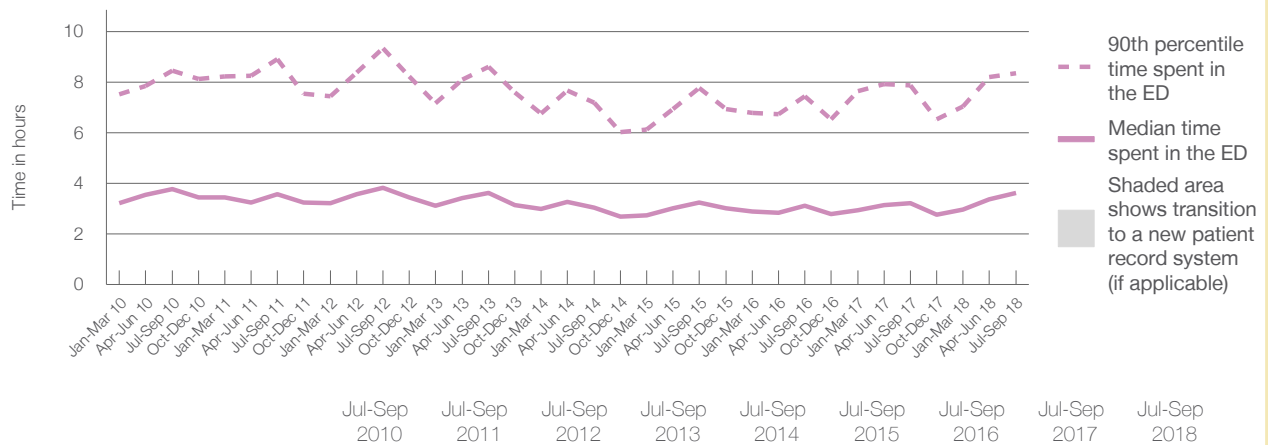
90th percentile time spent in the ED<sup>9</sup> 8 hours and 22 minutes

Same period last year	NSW (this period)
16,349	16,349
3 hours and 14 minutes	2 hours and 52 minutes
7 hours and 52 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>††§</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 46m	3h 35m	3h 49m	3h 37m	3h 2m	3h 15m	3h 7m	3h 14m	3h 37m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	8h 28m	8h 54m	9h 20m	8h 36m	7h 11m	7h 46m	7h 27m	7h 52m	8h 22m

(†) 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**The Children's Hospital at Westmead: Time patients spent in the ED**  
By mode of separation  
July to September 2018

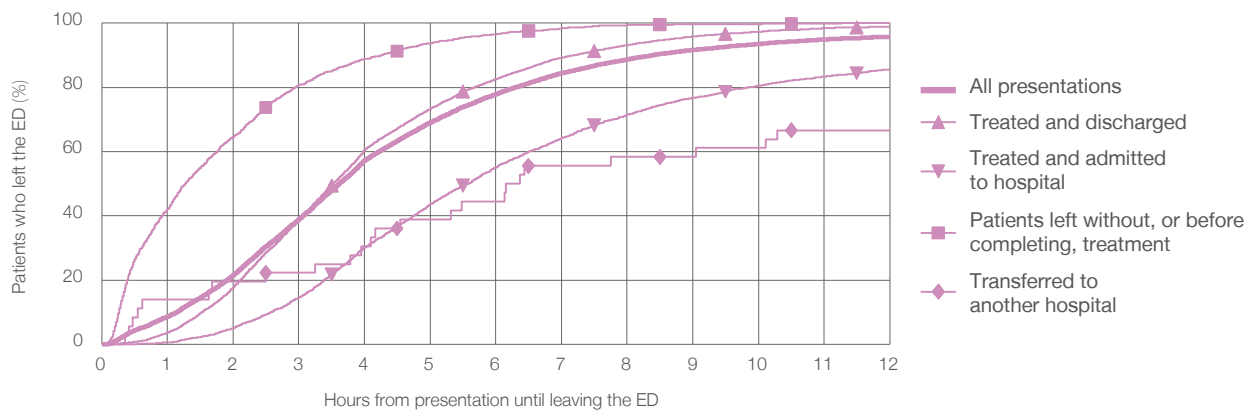
All presentations:<sup>1</sup> 15,436 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,434 patients

Treated and discharged	9,398 (60.9%)
Treated and admitted to hospital	3,744 (24.3%)
Patient left without, or before completing, treatment	2,227 (14.4%)
Transferred to another hospital	36 (0.2%)
Other	31 (0.2%)

Same period last year	Change since one year ago
16,349	-6%
10,322	-9.0%
3,673	1.9%
2,306	-3.4%
47	-23.4%
1	3000.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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	3.6%	17.7%	38.6%	60.6%	82.6%	93.2%	97.3%	98.9%
Treated and admitted to hospital	0.6%	5.0%	14.5%	30.1%	55.1%	71.5%	80.6%	85.7%
Patient left without, or before completing, treatment	42.0%	64.6%	80.8%	88.9%	96.6%	99.4%	99.7%	100%
Transferred to another hospital	13.9%	19.4%	22.2%	30.6%	44.4%	58.3%	61.1%	66.7%
All presentations	8.6%	21.5%	38.9%	57.3%	77.9%	88.8%	93.5%	95.8%

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## The Children's Hospital at Westmead: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2018

All presentations at the emergency department: <sup>1</sup> 15,436 patients

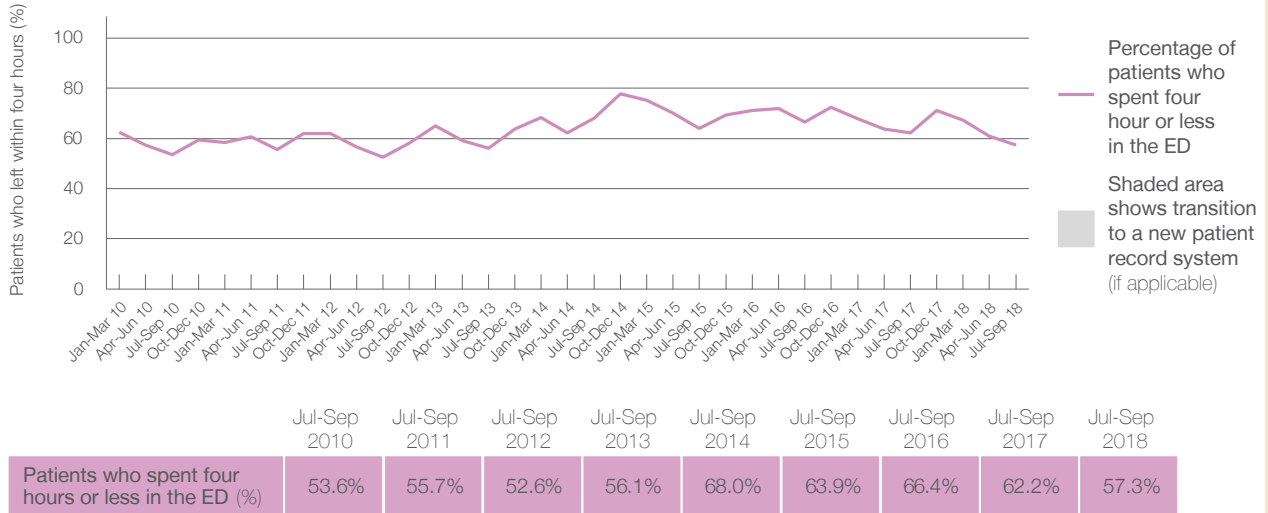
Presentations used to calculate time to leaving the ED: <sup>6</sup> 15,434 patients

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	16,349	-6%
Presentations used to calculate time to leaving the ED	16,349	-6%
Percentage of patients who spent four hours or less in the ED	62.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



\* 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*.

- 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 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).