

## Royal North Shore Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 22,229 patients

Emergency presentations:<sup>2</sup> 22,183 patients

Same period last year	Change since one year ago
22,435	-1%
22,347	-1%

## Royal North Shore Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 4,807 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,463 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,985 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 87 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 2,629 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 90th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
4,547	
8 minutes	8 minutes
20 minutes	28 minutes
6,425	
20 minutes	21 minutes
57 minutes	72 minutes
8,198	
30 minutes	26 minutes
83 minutes	105 minutes
2,700	
32 minutes	22 minutes
106 minutes	103 minutes

## Royal North Shore Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 22,229 patients

Percentage of patients who spent four hours or less in the ED 60%

Same period last year	Change since one year ago
22,435	-1%
60%	

\* 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).

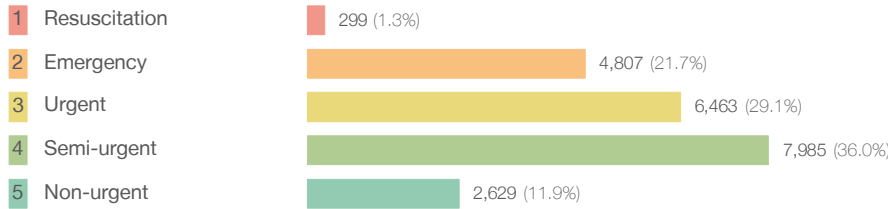
### Royal North Shore Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 22,229 patients

Same period last year	Change since one year ago
22,435	-1%

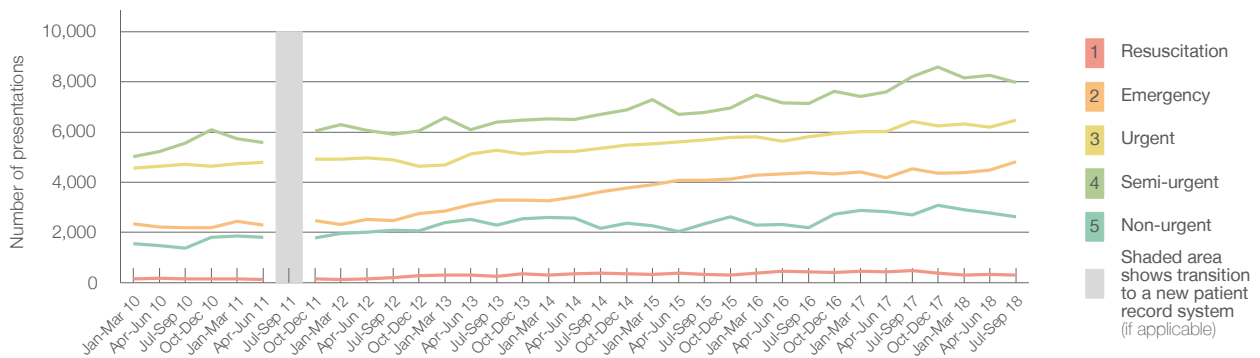
Emergency presentations<sup>2</sup> by triage category: 22,183 patients

22,347	-1%
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477	-37.3%
4,547	5.7%
6,425	0.6%
8,198	-2.6%
2,700	-2.6%

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	149		209	253	368	320	438	477	299
Emergency	2,185		2,480	3,287	3,625	4,069	4,377	4,547	4,807
Urgent	4,718		4,897	5,268	5,343	5,689	5,824	6,425	6,463
Semi-urgent	5,559		5,925	6,404	6,700	6,779	7,125	8,198	7,985
Non-urgent	1,366		2,099	2,291	2,168	2,333	2,181	2,700	2,629
All emergency presentations	13,977		15,610	17,503	18,204	19,190	19,945	22,347	22,183

### Royal North Shore Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,846 patients

4,877	
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ED Transfer of care time



14 minutes	1 minute
44 minutes	6 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.

## Royal North Shore Hospital: 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: 4,807

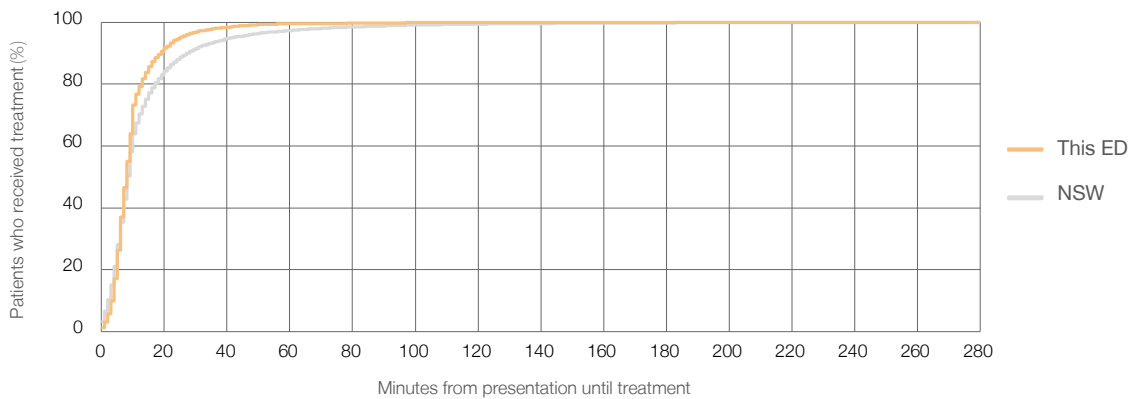
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 4,797

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

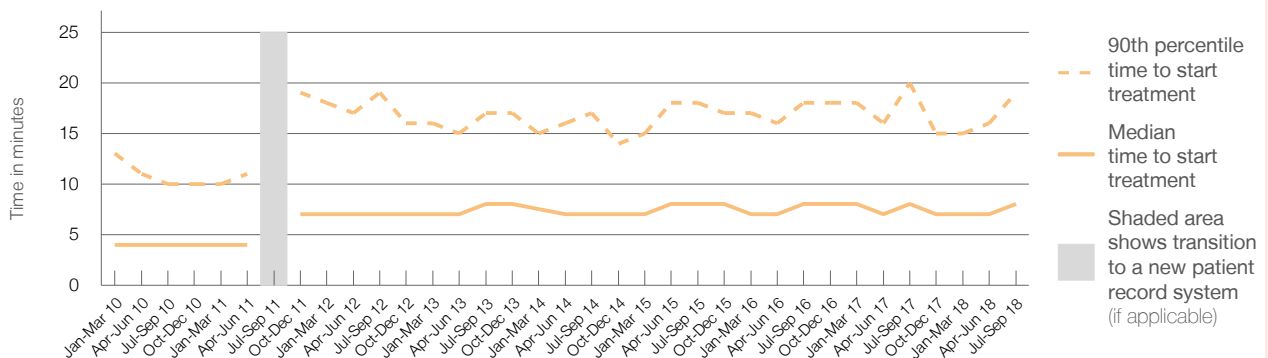
90th percentile time to start treatment<sup>5</sup>  19 minutes

Same period last year	NSW (this period)
4,547	4,528
8 minutes	8 minutes
20 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)	4		7	8	7	8	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	10		19	17	17	18	18	20	19

(†) 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.

## Royal North Shore Hospital: 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: 6,463

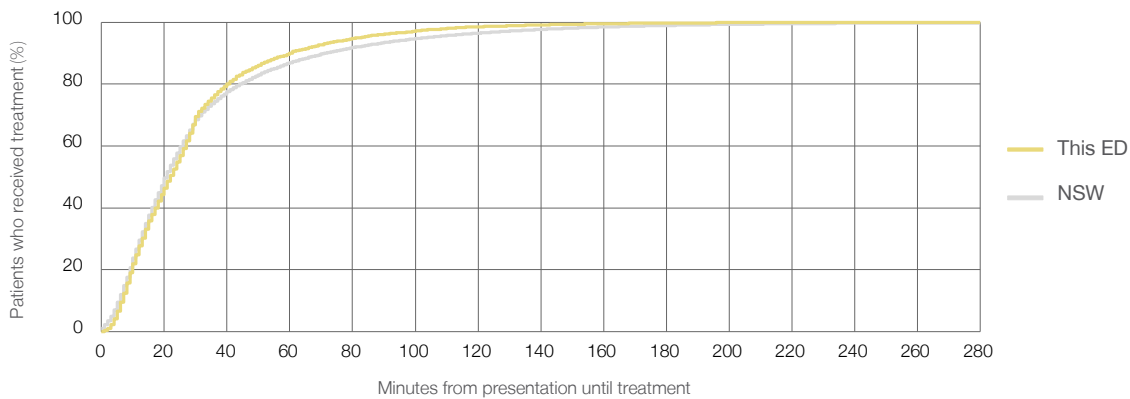
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,384

Median time to start treatment<sup>4</sup>  22 minutes

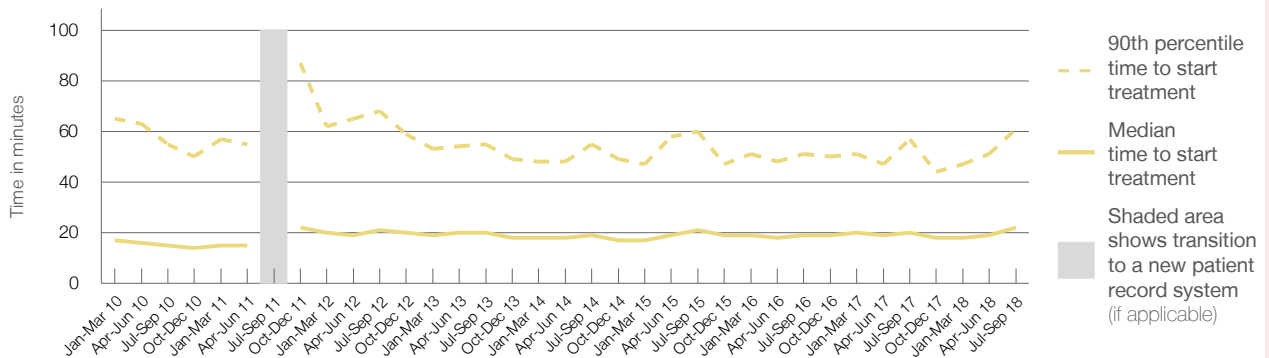
90th percentile time to start treatment<sup>5</sup>  61 minutes

Same period last year	NSW (this period)
6,425	6,331
20 minutes	21 minutes
57 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)	15		21	20	19	21	19	20	22
90th percentile time to start treatment <sup>5</sup> (minutes)	55		68	55	55	60	51	57	61

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## Royal North Shore Hospital: 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: 7,985

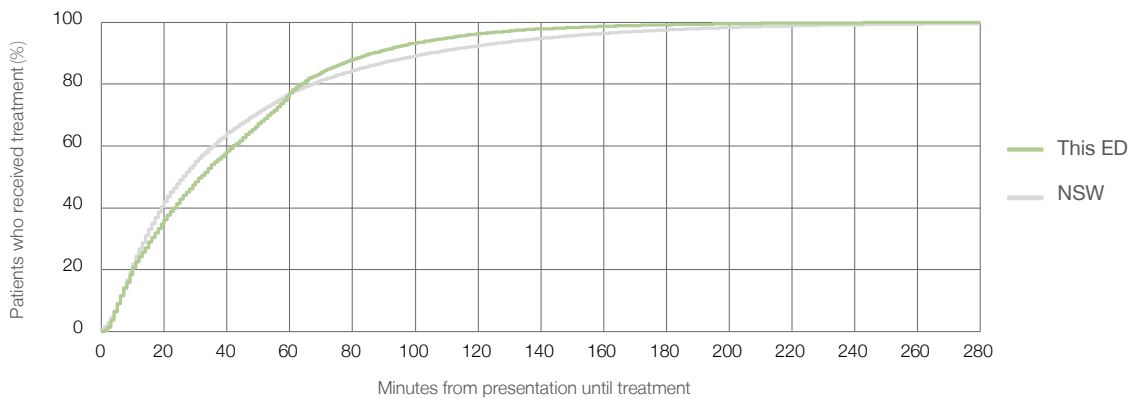
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,698

Median time to start treatment<sup>4</sup> 32 minutes

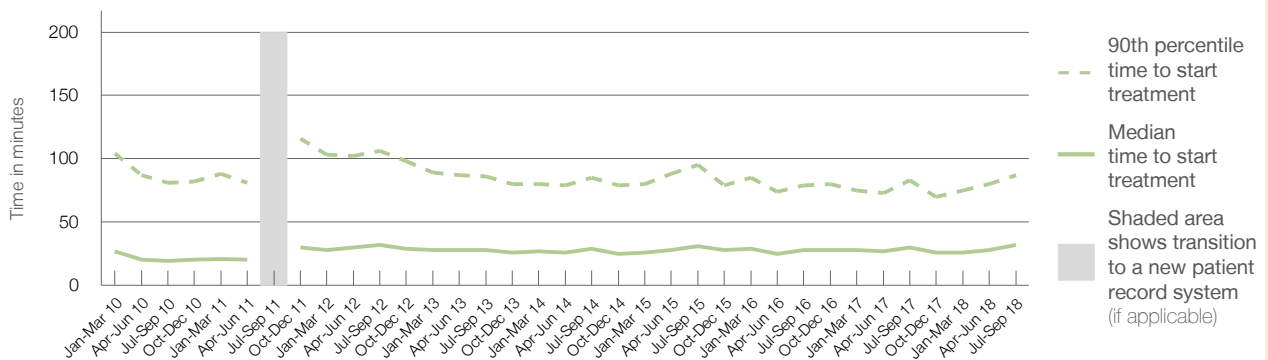
90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
8,198	
7,926	
30 minutes	26 minutes
83 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)	19		32	28	29	31	28	30	32
90th percentile time to start treatment <sup>5</sup> (minutes)	81		106	86	85	95	79	83	87

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

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## Royal North Shore Hospital: 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: 2,629

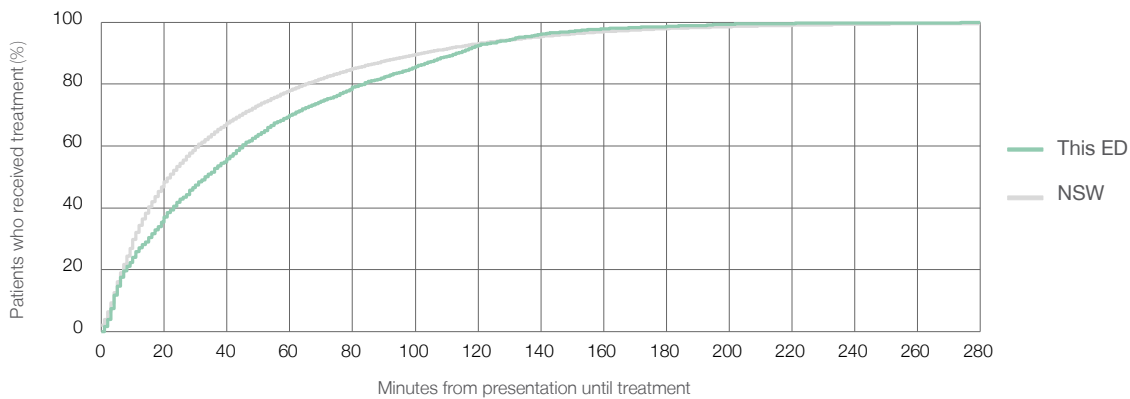
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 2,347

Median time to start treatment<sup>4</sup> 34 minutes

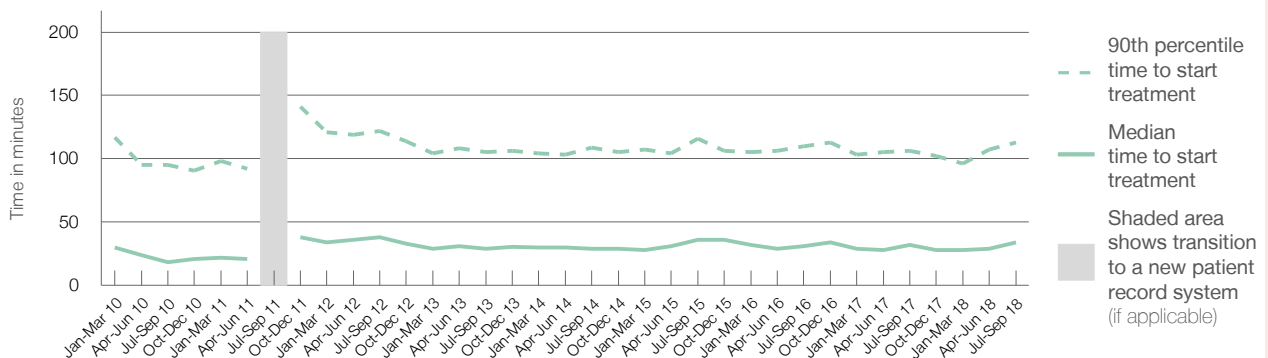
90th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
2,700	2,416
32 minutes	22 minutes
106 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)	18		38	29	29	36	31	32	34
90th percentile time to start treatment <sup>5</sup> (minutes)	95		122	105	109	116	110	106	113

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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.

## Royal North Shore Hospital: Time patients spent in the ED July to September 2018

All presentations:<sup>1</sup> 22,229 patients

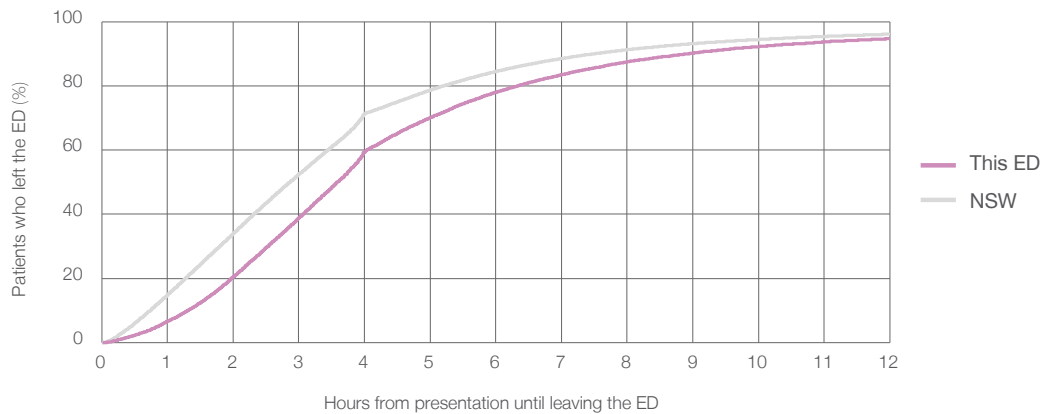
Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,229 patients

Median time spent in the ED<sup>8</sup> 3 hours and 35 minutes

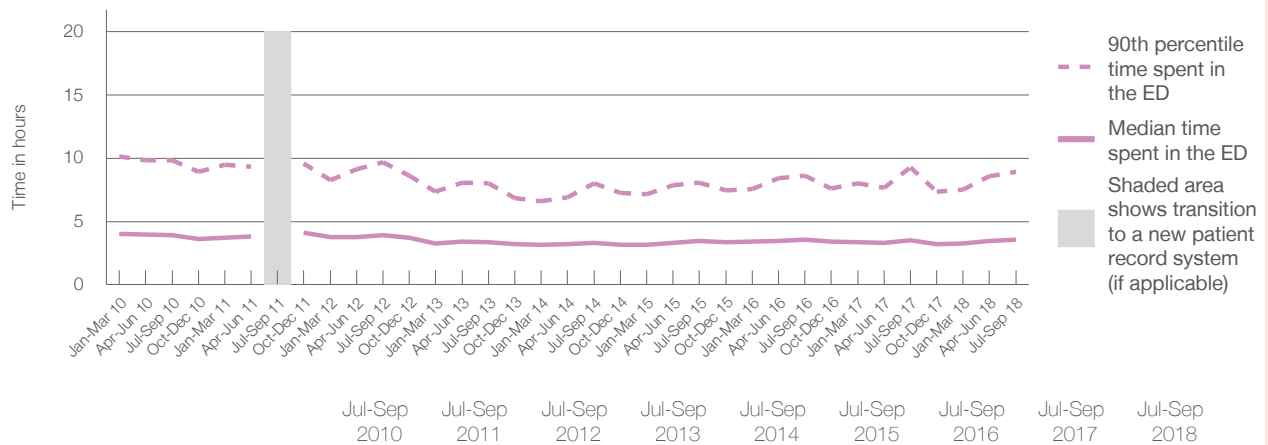
90th percentile time spent in the ED<sup>9</sup> 8 hours and 56 minutes

Same period last year	NSW (this period)
22,435	22,435
3 hours and 31 minutes	2 hours and 52 minutes
9 hours and 18 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 54m		3h 55m	3h 22m	3h 20m	3h 29m	3h 34m	3h 31m	3h 35m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 49m		9h 41m	8h 0m	8h 2m	8h 3m	8h 38m	9h 18m	8h 56m

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

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## Royal North Shore Hospital: Time patients spent in the ED By mode of separation July to September 2018

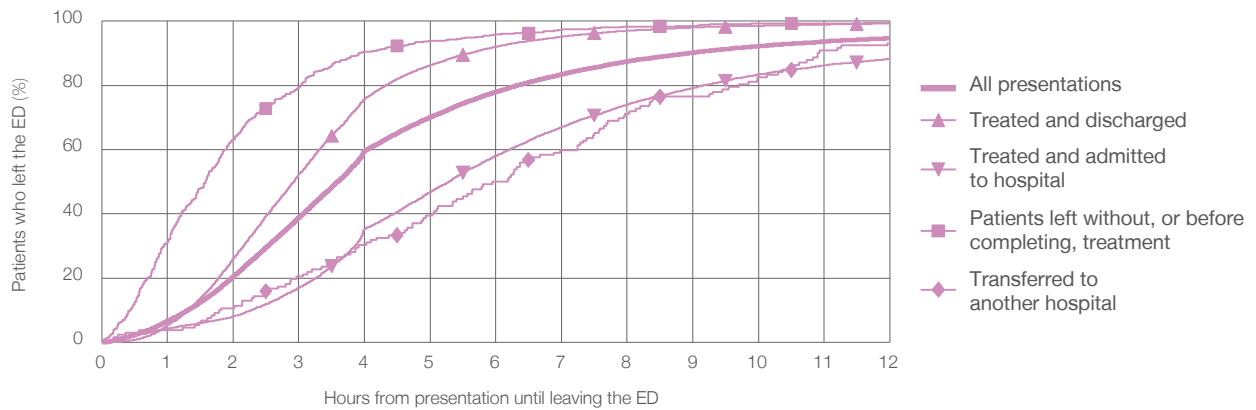
All presentations:<sup>1</sup> 22,229 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 22,229 patients

Treated and discharged	11,999 (54.0%)
Treated and admitted to hospital	9,166 (41.2%)
Patient left without, or before completing, treatment	559 (2.5%)
Transferred to another hospital	132 (0.6%)
Other	373 (1.7%)

Same period last year	Change since one year ago
22,435	-1%
12,655	-5.2%
8,626	6.3%
612	-8.7%
156	-15.4%
386	-3.4%

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	5.4%	26.2%	52.3%	75.8%	92.1%	97.0%	98.6%	99.3%
Treated and admitted to hospital	4.3%	8.1%	17.0%	35.2%	58.1%	74.0%	83.4%	88.3%
Patient left without, or before completing, treatment	31.3%	63.1%	79.4%	90.5%	95.9%	98.2%	99.3%	99.5%
Transferred to another hospital	3.8%	10.6%	20.5%	30.3%	50.0%	71.2%	82.6%	93.2%
All presentations	6.7%	20.6%	38.9%	59.5%	78.0%	87.5%	92.2%	94.7%

(†) 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.



## Royal North Shore Hospital: 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> 22,229 patients

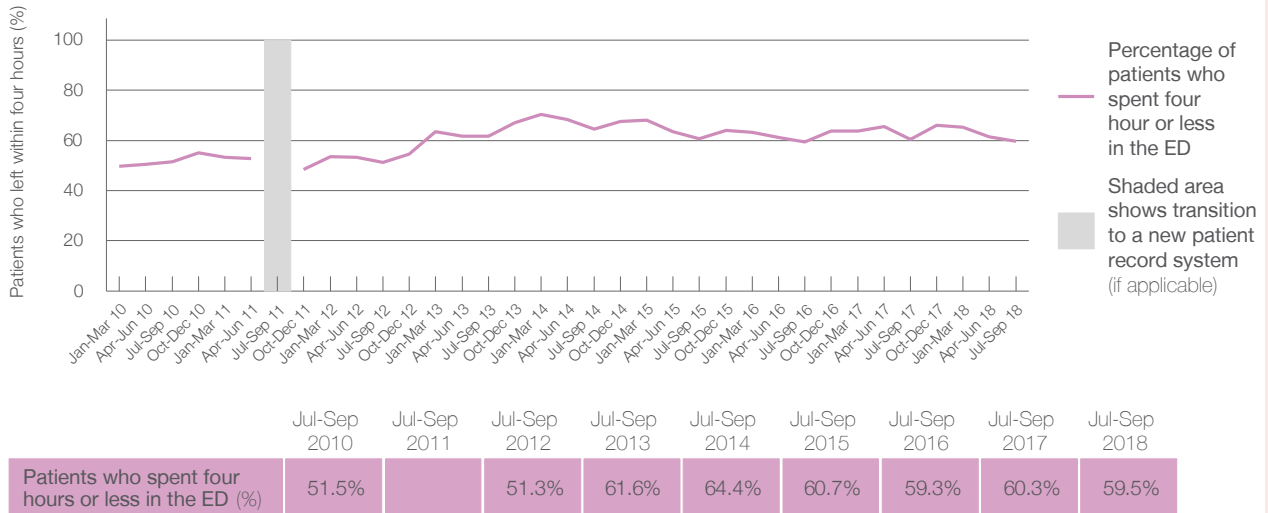
Presentations used to calculate time to leaving the ED: <sup>6</sup> 22,229 patients

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



Same period last year	Change since one year ago
22,435	-1%
22,435	-1%
60.3%	

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).