

Young Health Service: Emergency department (ED) overview

July to September 2018

All presentations:¹ 1,957 patients
Emergency presentations:² 1,783 patients

Same period last year	Change since one year ago
2,270	-14%
2,108	-15%

Young Health Service: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 189 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 737 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 642 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 37 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 215 patients

Median time to start treatment⁴ 5 minutes
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
177	
6 minutes	8 minutes
15 minutes	28 minutes
886	
8 minutes	21 minutes
30 minutes	72 minutes
862	
8 minutes	26 minutes
35 minutes	105 minutes
178	
6 minutes	22 minutes
47 minutes	103 minutes

Young Health Service: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 1,956 patients

Percentage of patients who spent four hours or less in the ED 94%

Same period last year	Change since one year ago
2,270	-14%
95%	

* 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.

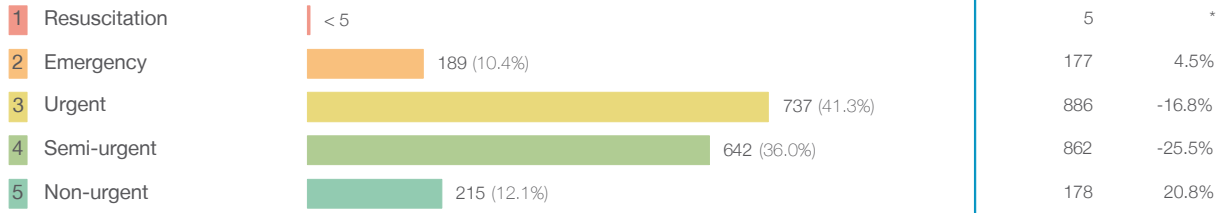
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

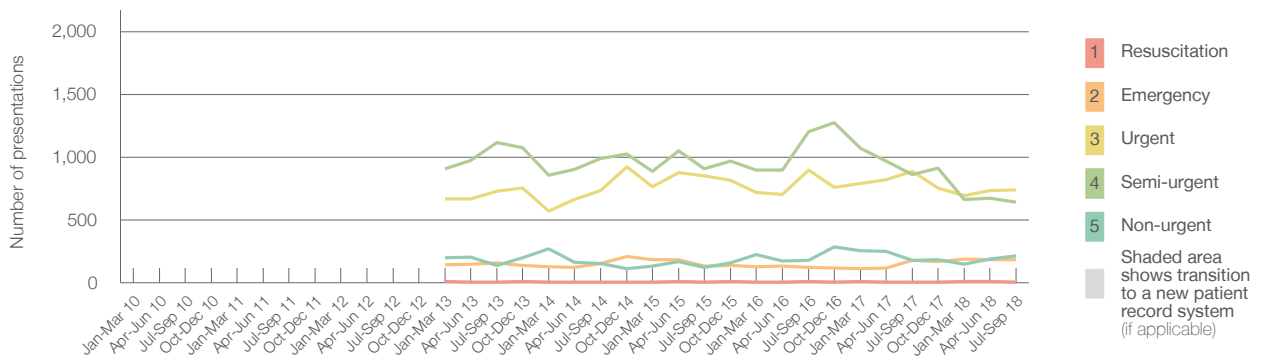
Young Health Service: Patients presenting to the emergency department July to September 2018

All presentations:¹ 1,957 patients

Emergency presentations² by triage category: 1,783 patients



Emergency presentations² 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				< 5	< 5	6	10	5	< 5
Emergency				163	154	133	123	177	189
Urgent				727	732	853	897	886	737
Semi-urgent				1,118	991	907	1,205	862	642
Non-urgent				138	151	123	179	178	215
All emergency presentations				2,146	2,028	2,022	2,414	2,108	1,783

Young Health Service: Patients arriving by ambulance July to September 2018

ED Transfer of care time is not currently available for this hospital. 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.

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Young Health Service: 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: 189

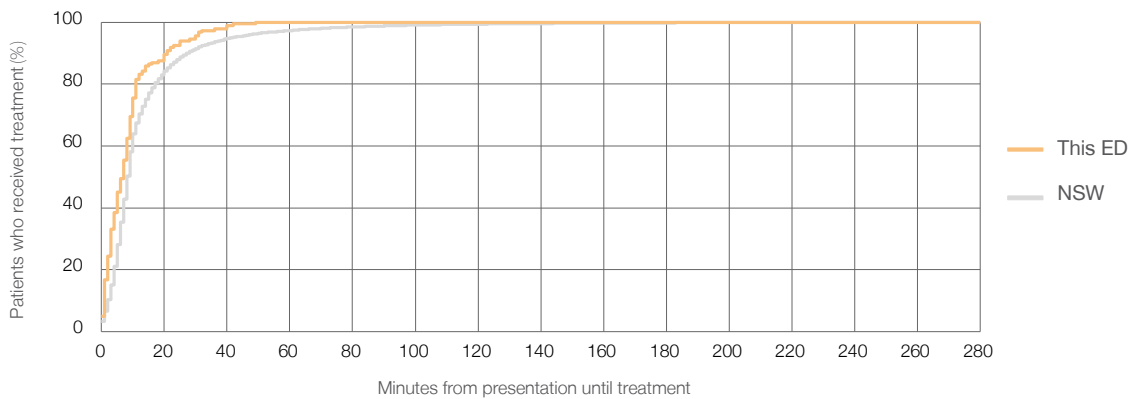
Number of triage 2 patients used to calculate waiting time:³ 184

Median time to start treatment⁴ 7 minutes

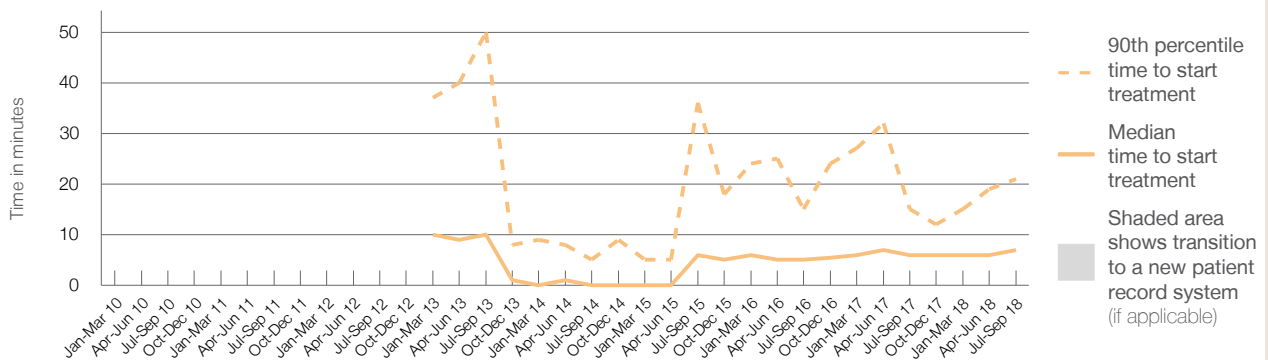
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
177	177
6 minutes	8 minutes
15 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^{†‡§}



	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 ⁴ (minutes)				10	0	6	5	6	7
90th percentile time to start treatment ⁵ (minutes)				50	5	36	15	15	21

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Young Health Service: 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: 737

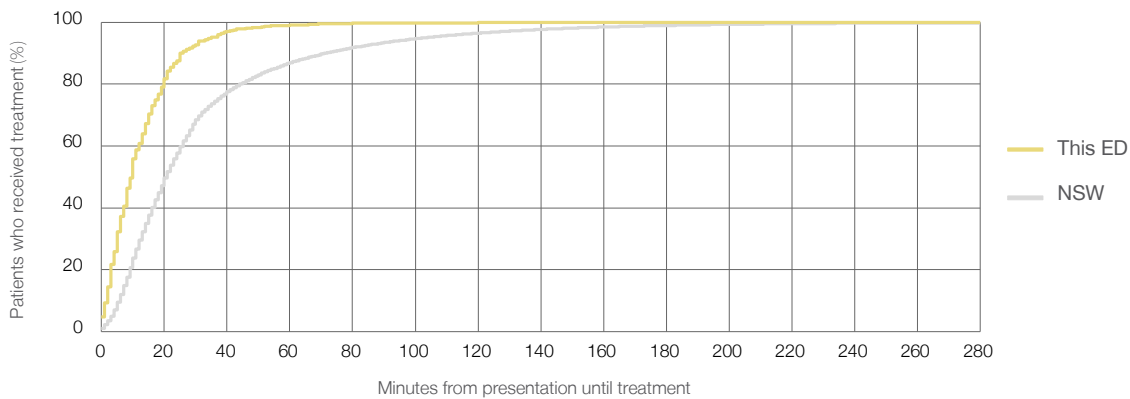
Number of triage 3 patients used to calculate waiting time:³ 731

Median time to start treatment⁴ 10 minutes

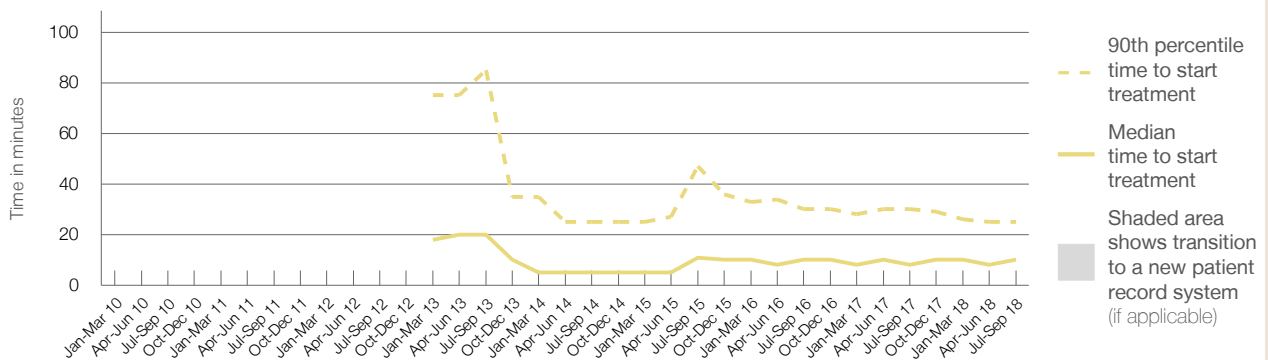
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
886	
885	
8 minutes	21 minutes
30 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^{†‡§}



	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 ⁴ (minutes)				20	5	11	10	8	10
90th percentile time to start treatment ⁵ (minutes)				85	25	47	30	30	25

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Young Health Service: 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: 642

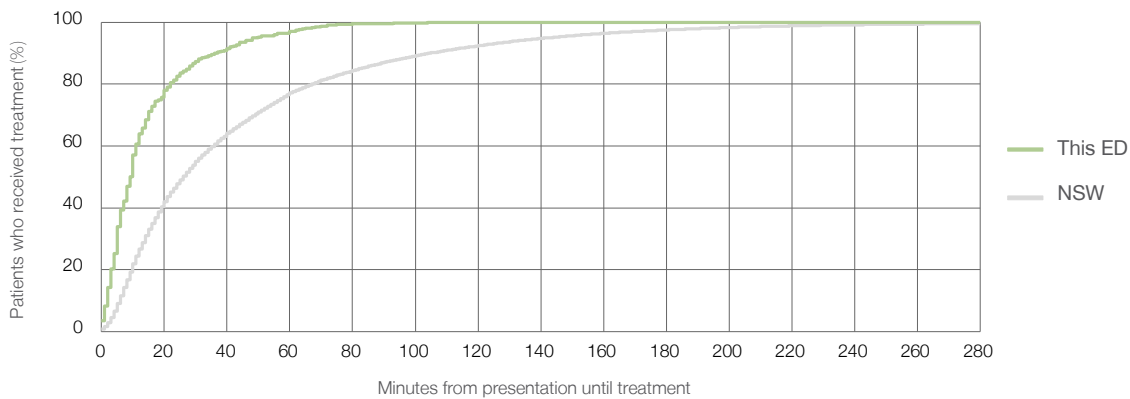
Number of triage 4 patients used to calculate waiting time:³ 623

Median time to start treatment⁴ 9 minutes

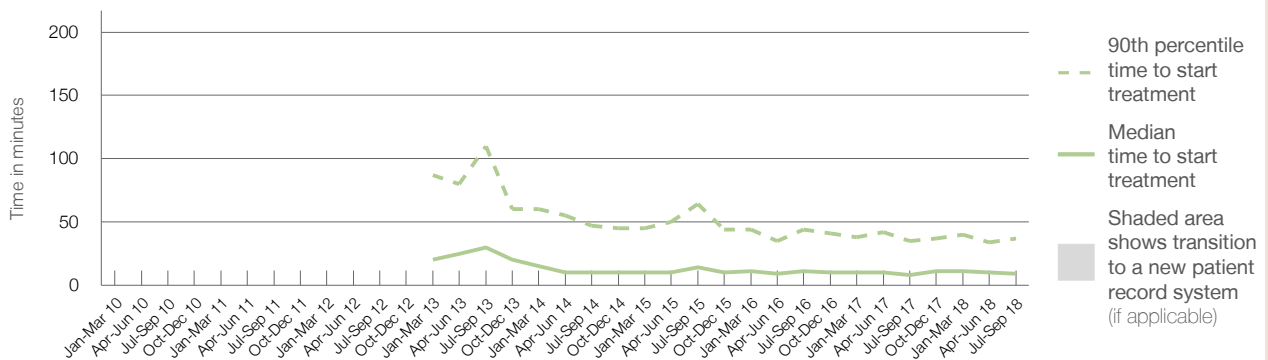
90th percentile time to start treatment⁵ 37 minutes

Same period last year	NSW (this period)
862	861
8 minutes	26 minutes
35 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^{†‡§}



	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 ⁴ (minutes)				30	10	14	11	8	9
90th percentile time to start treatment ⁵ (minutes)				110	47	64	44	35	37

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Young Health Service: 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: 215

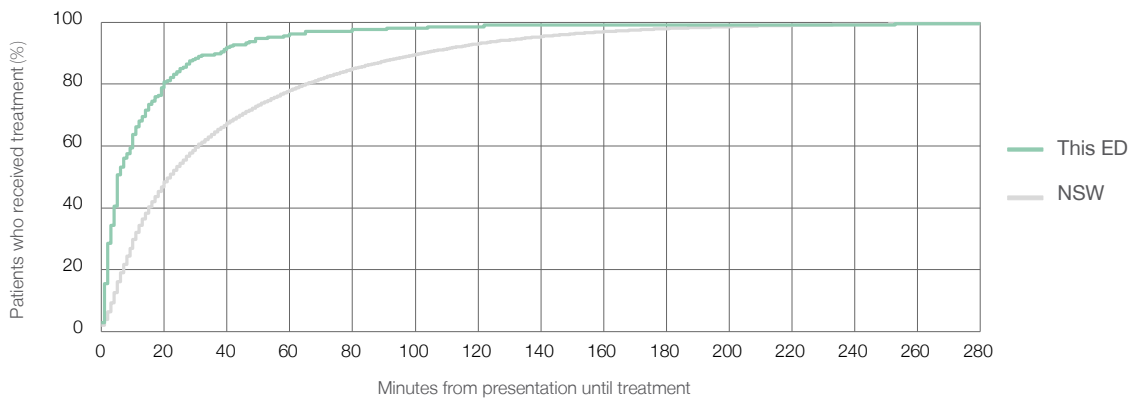
Number of triage 5 patients used to calculate waiting time:³ 207

Median time to start treatment⁴ 5 minutes

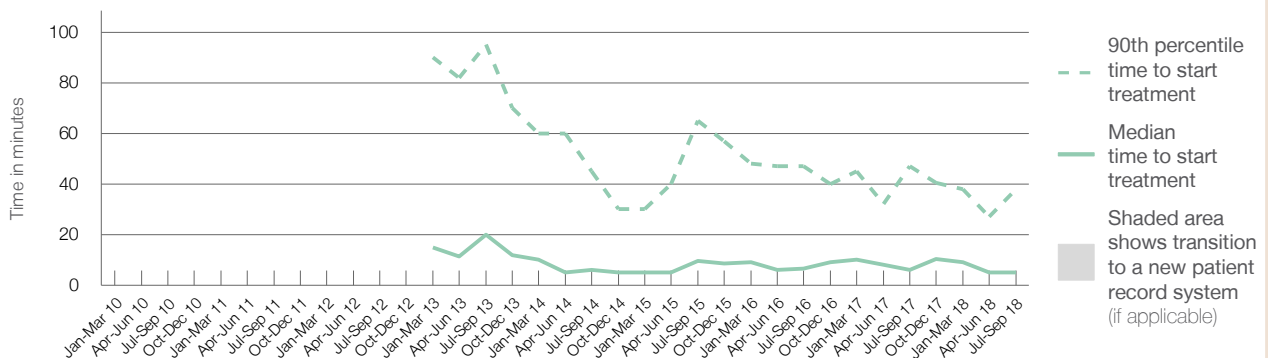
90th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
178	178
6 minutes	22 minutes
47 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^{†‡§}



	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 ⁴ (minutes)				20	6	10	7	6	5
90th percentile time to start treatment ⁵ (minutes)				95	45	65	47	47	38

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Young Health Service: Time patients spent in the ED

July to September 2018

All presentations:¹ 1,957 patients

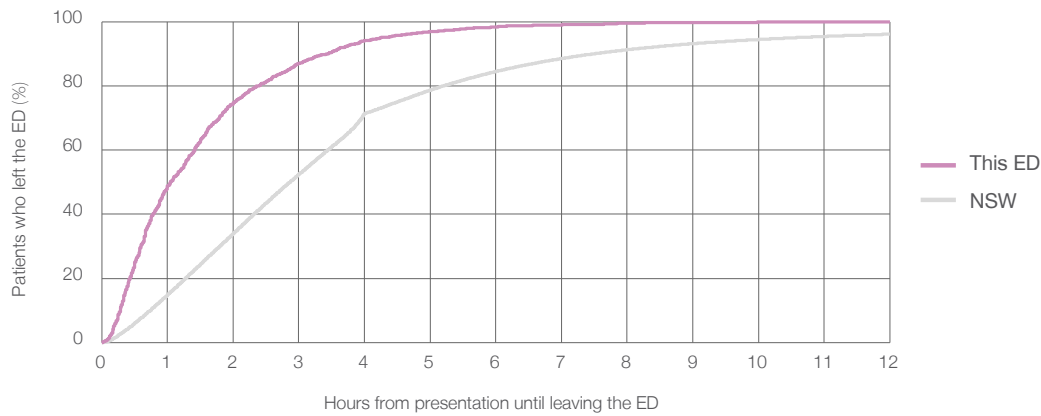
Presentations used to calculate time to leaving the ED:⁶ 1,956 patients

Median time spent in the ED⁸ 1 hours and 3 minutes

90th percentile time spent in the ED⁹ 3 hours and 26 minutes

Same period last year	NSW (this period)
2,270	2,270
1 hours and 6 minutes	2 hours and 52 minutes
3 hours and 4 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^{††§}



	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 ⁸ (hours, minutes)				1h 20m	1h 25m	1h 9m	1h 6m	1h 6m	1h 3m
90th percentile time spent in the ED ⁹ (hours, minutes)				3h 51m	3h 50m	3h 15m	2h 54m	3h 4m	3h 26m

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Young Health Service: Time patients spent in the ED

By mode of separation

July to September 2018

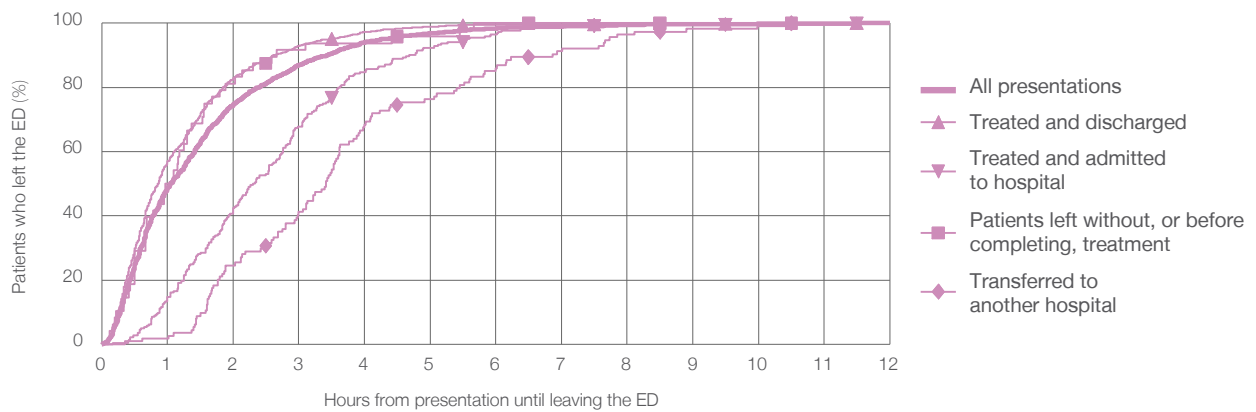
All presentations:¹ 1,957 patients

Presentations used to calculate time to leaving the ED:⁶ 1,956 patients

Treated and discharged	1,566 (80.0%)
Treated and admitted to hospital	224 (11.4%)
Patient left without, or before completing, treatment	48 (2.5%)
Transferred to another hospital	114 (5.8%)
Other	5 (0.3%)

Same period last year	Change since one year ago
2,270	-14%
1,810	-13.5%
310	-27.7%
54	-11.1%
93	22.6%
3	66.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡§}



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	56.9%	82.9%	93.0%	97.3%	99.4%	99.7%	99.9%	100%
Treated and admitted to hospital	14.7%	42.4%	67.9%	84.8%	96.4%	99.1%	99.6%	100%
Patient left without, or before completing, treatment	50.0%	81.3%	91.7%	93.8%	100%	100%	100%	100%
Transferred to another hospital	1.8%	24.6%	41.2%	68.4%	86.0%	96.5%	99.1%	100%
All presentations	48.8%	74.8%	87.0%	94.1%	98.3%	99.5%	99.8%	100%

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Young Health Service: 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: ¹ 1,957 patients

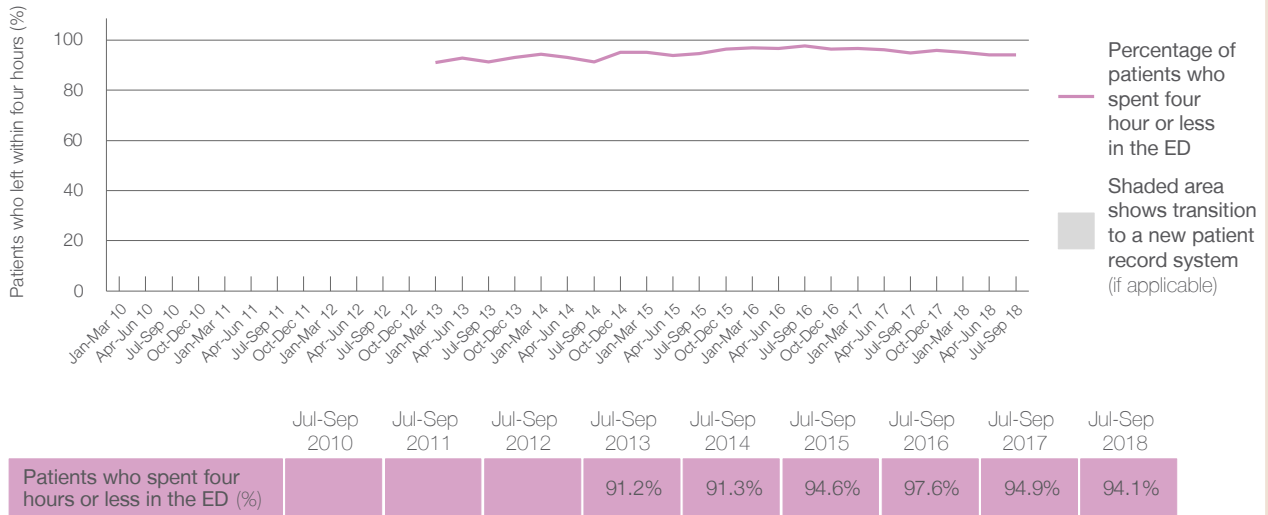
Presentations used to calculate time to leaving the ED: ⁶ 1,956 patients

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: ¹ 1,957 patients	2,270	-14%
Presentations used to calculate time to leaving the ED: ⁶ 1,956 patients	2,270	-14%
Percentage of patients who spent four hours or less in the ED	94.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡§}



* 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*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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).