

Royal North Shore Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 20,329 patients
 Emergency attendances:² 20,245 patients

Same period last year	Change since one year ago
19,393	5%
19,325	5%

Royal North Shore Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 4,275 patients

Median time to start treatment⁴ 7 minutes
 95th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,823 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,472 patients

Median time to start treatment⁴ 29 minutes
 95th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,293 patients

Median time to start treatment⁴ 32 minutes
 95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
3,892	
7 minutes	8 minutes
20 minutes	35 minutes
5,537	
17 minutes	20 minutes
68 minutes	99 minutes
7,293	
26 minutes	26 minutes
106 minutes	137 minutes
2,264	
28 minutes	23 minutes
129 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 20,329 patients

Percentage of patients who left the ED within four hours 63%

Same period last year	Change since one year ago
19,393	5%
68%	

* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

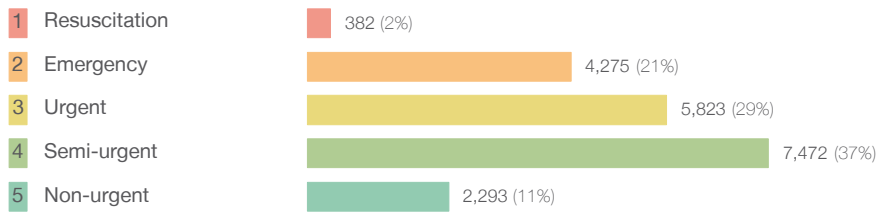
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Royal North Shore Hospital: Patients attending the emergency department January to March 2016

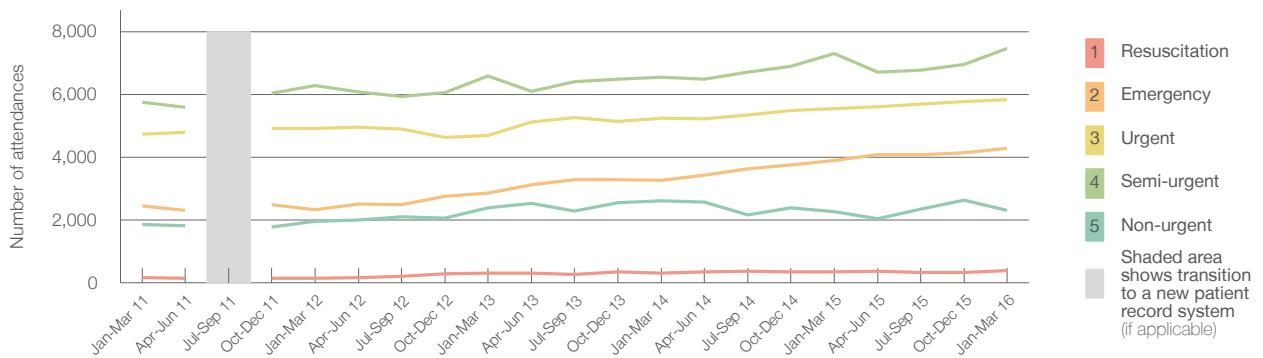
All attendances:¹ 20,329 patients

Emergency attendances² by triage category: 20,245 patients



Same period last year	Change since one year ago
19,393	5%
19,325	5%
339	13%
3,892	10%
5,537	5%
7,293	2%
2,264	1%

Emergency attendances² by quarter, January 2011 to March 2016[†]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	156	136	311	305	339	382
Emergency	2,444	2,330	2,854	3,252	3,892	4,275
Urgent	4,733	4,914	4,682	5,231	5,537	5,823
Semi-urgent	5,746	6,289	6,582	6,538	7,293	7,472
Non-urgent	1,846	1,963	2,394	2,601	2,264	2,293
All emergency attendances	14,925	15,632	16,823	17,927	19,325	20,245

Royal North Shore Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 4,260 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
4,005	
17 minutes	-2 minutes
71 minutes	-23 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.
 (§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Royal North Shore Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 4,275

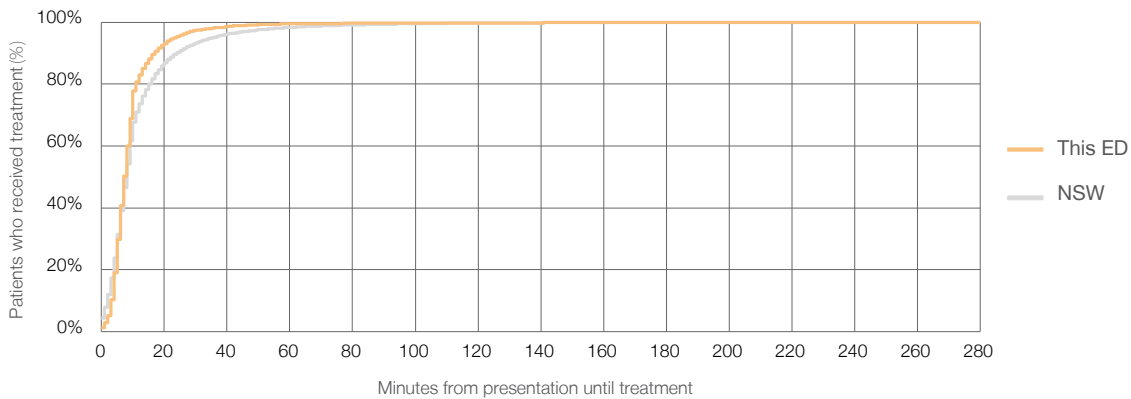
Number of triage 2 patients used to calculate waiting time:³ 4,259

Median time to start treatment⁴ 7 minutes

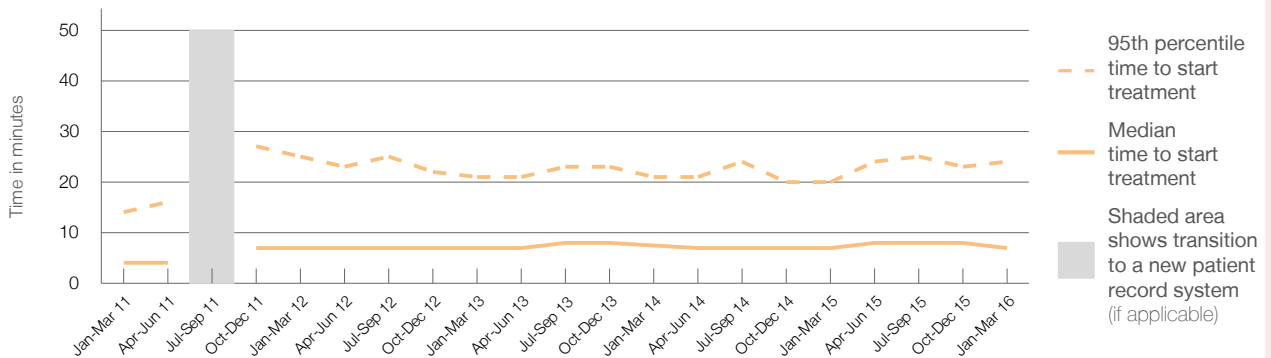
95th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
3,892	3,881
7 minutes	8 minutes
20 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	4	7	7	8	7	7
95th percentile time to start treatment ⁵ (minutes)	14	25	21	21	20	24

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Royal North Shore Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 5,823

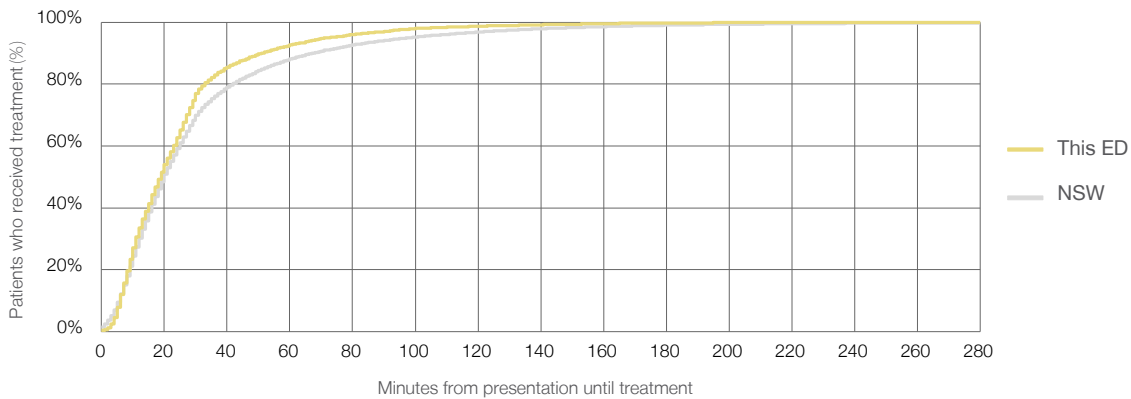
Number of triage 3 patients used to calculate waiting time:³ 5,708

Median time to start treatment⁴ 19 minutes

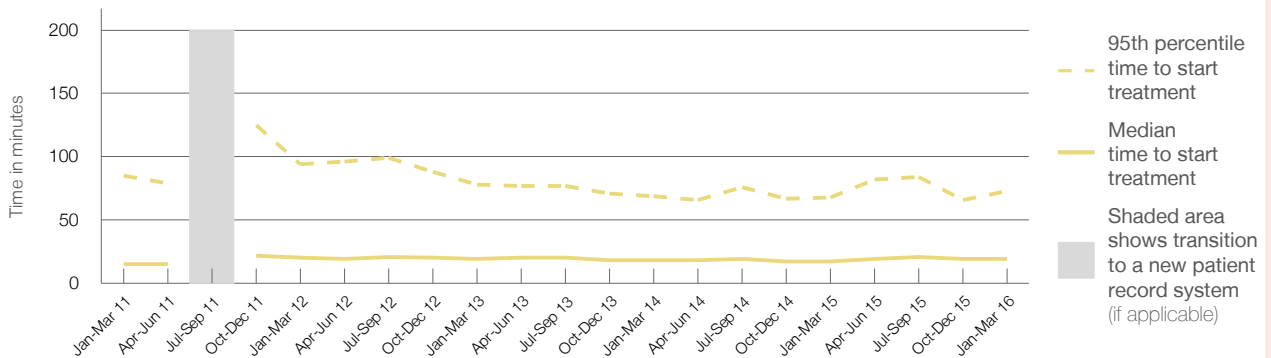
95th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
5,537	5,418
17 minutes	20 minutes
68 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	15	20	19	18	17	19
95th percentile time to start treatment ⁵ (minutes)	85	94	78	69	68	73

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Royal North Shore Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 7,472

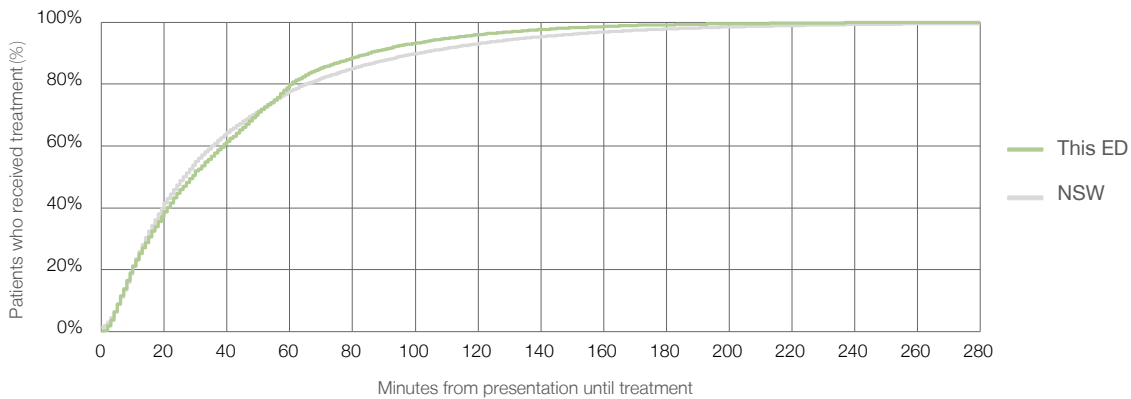
Number of triage 4 patients used to calculate waiting time:³ 7,134

Median time to start treatment⁴ 29 minutes

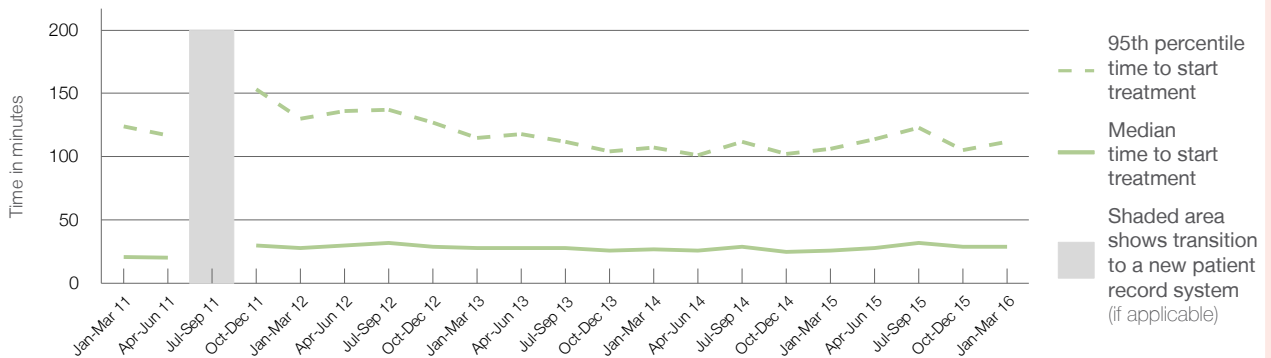
95th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
7,293	
6,907	
26 minutes	26 minutes
106 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	21	28	28	27	26	29
95th percentile time to start treatment ⁵ (minutes)	124	130	115	107	106	112

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Royal North Shore Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 2,293

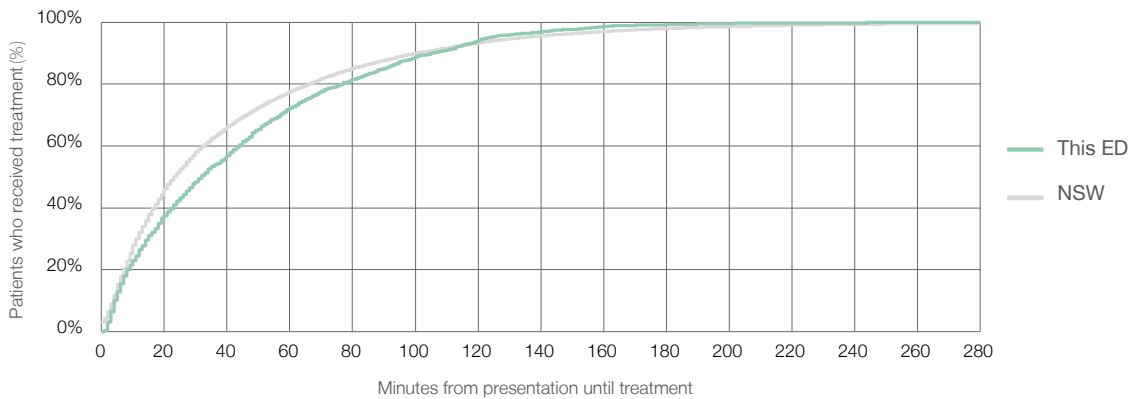
Number of triage 5 patients used to calculate waiting time:³ 2,044

Median time to start treatment⁴ 32 minutes

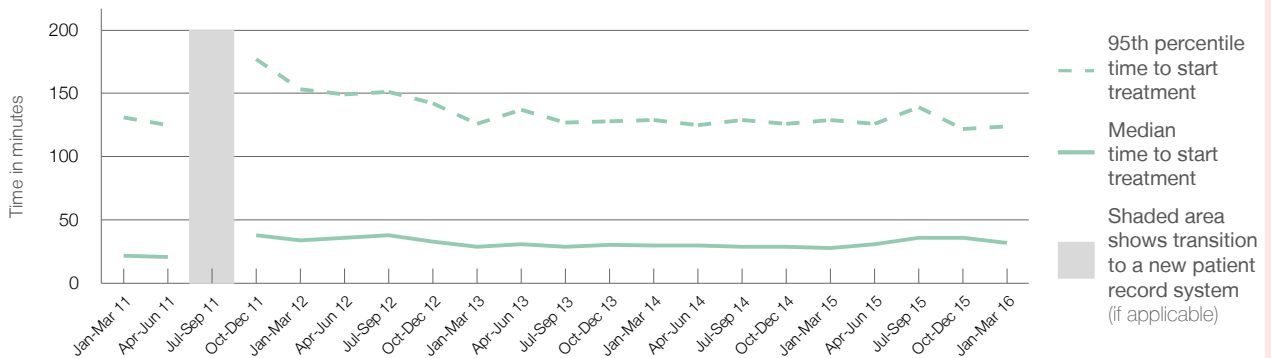
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
2,264	2,041
28 minutes	23 minutes
129 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	22	34	29	30	28	32
95th percentile time to start treatment ⁵ (minutes)	131	153	126	129	129	124

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

January to March 2016

All attendances:¹ 20,329 patients

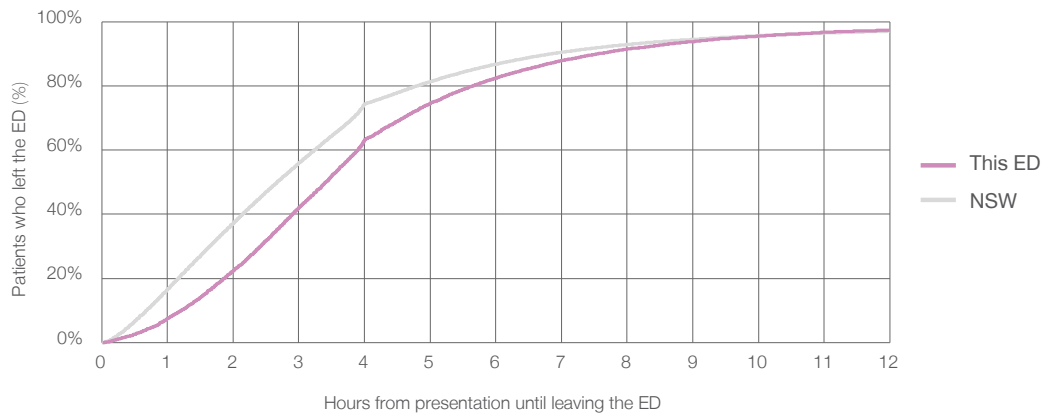
Attendances used to calculate time to leaving the ED:⁶ 20,329 patients

Median time to leaving the ED⁸ 3 hours and 25 minutes

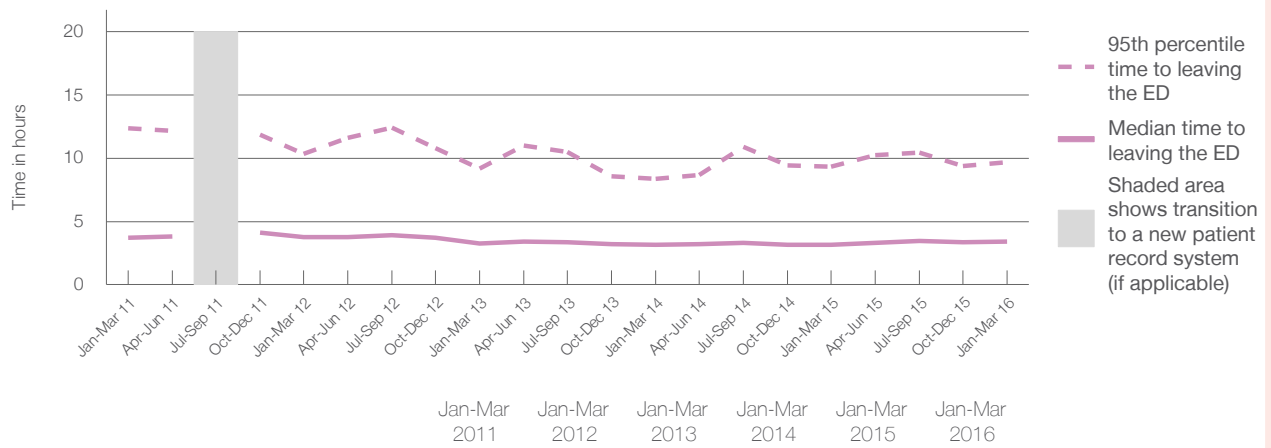
95th percentile time to leaving the ED⁹ 9 hours and 41 minutes

Same period last year	NSW (this period)
19,393	19,393
3 hours and 8 minutes	2 hours and 40 minutes
9 hours and 19 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 44m	3h 46m	3h 16m	3h 10m	3h 8m	3h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	12h 22m	10h 20m	9h 12m	8h 21m	9h 19m	9h 41m

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

By mode of separation

January to March 2016

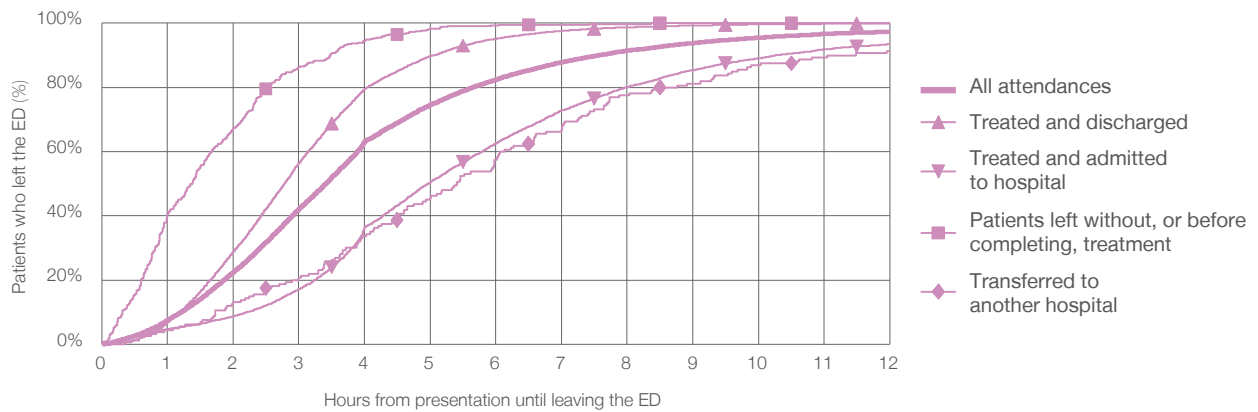
All attendances:¹ 20,329 patients

Attendances used to calculate time to leaving the ED:⁶ 20,329 patients

Treated and discharged	11,670 (57%)
Treated and admitted to hospital	7,828 (39%)
Patient left without, or before completing, treatment	430 (2%)
Transferred to another hospital	160 (1%)
Other	241 (1%)

Same period last year	Change since one year ago
19,393	5%
10,934	7%
7,828	0%
361	19%
55	191%
215	12%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	7%	29%	56%	80%	95%	99%	100%	100%
Treated and admitted to hospital	5%	9%	17%	36%	63%	80%	89%	94%
Patient left without, or before completing, treatment	41%	67%	86%	94%	99%	100%	100%	100%
Transferred to another hospital	4%	13%	21%	34%	58%	78%	87%	91%
All attendances	8%	23%	42%	63%	82%	91%	95%	97%

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Royal North Shore Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 20,329 patients

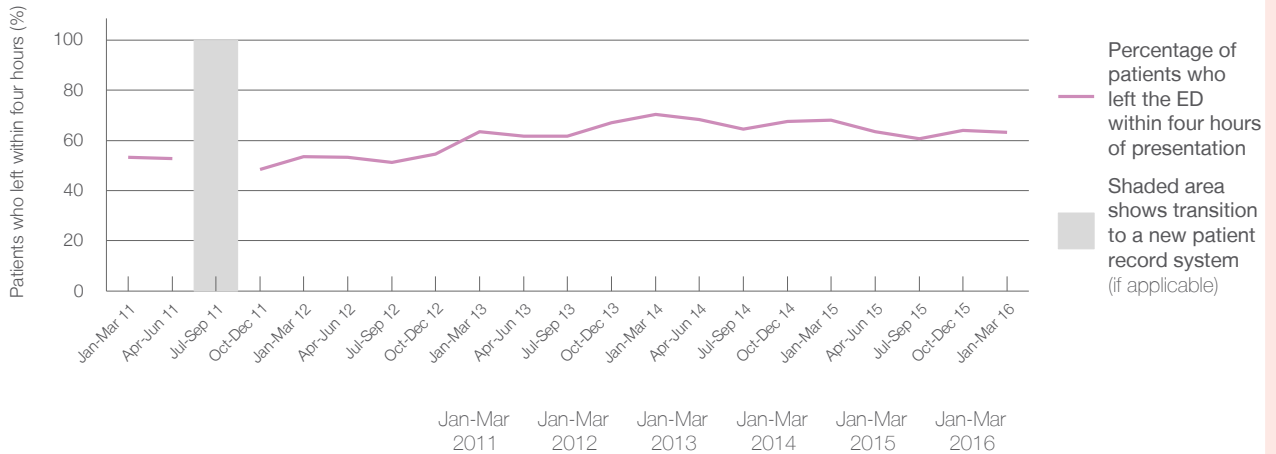
Attendances used to calculate time to leaving the ED: ⁶ 20,329 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	19,393	5%
Attendances used to calculate time to leaving the ED	19,393	5%
Percentage of patients who left the ED within four hours	68%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	53%	53%	63%	70%	68%	63%
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- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).