

Hospital Quarterly

Performance Profiles

Emergency Department

Paediatric specialist hospitals
(A2) peer group

January to March 2016

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

January to March 2016

All attendances:¹ 9,458 patients
Emergency attendances:² 9,280 patients

Same period last year	Change since one year ago
9,099	4%
8,946	4%

Sydney Children's Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 394 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,609 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,917 patients

Median time to start treatment⁴ 40 minutes
95th percentile time to start treatment⁵ 180 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 294 patients

Median time to start treatment⁴ 50 minutes
95th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
432	
9 minutes	8 minutes
31 minutes	35 minutes
1,609	
21 minutes	20 minutes
72 minutes	99 minutes
6,584	
35 minutes	26 minutes
161 minutes	137 minutes
260	
34 minutes	23 minutes
135 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 9,457 patients

Percentage of patients who left the ED within four hours 74%

Same period last year	Change since one year ago
9,099	4%
78%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. 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.
5. 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.
6. 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.

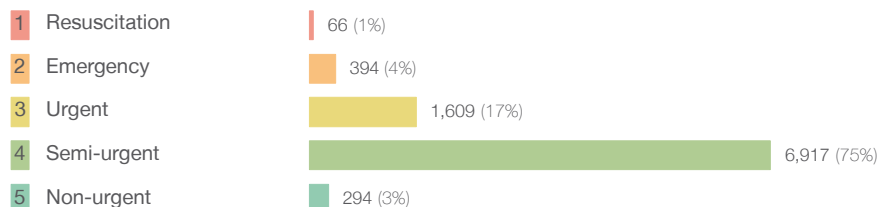
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Sydney Children's Hospital: Patients attending the emergency department

January to March 2016

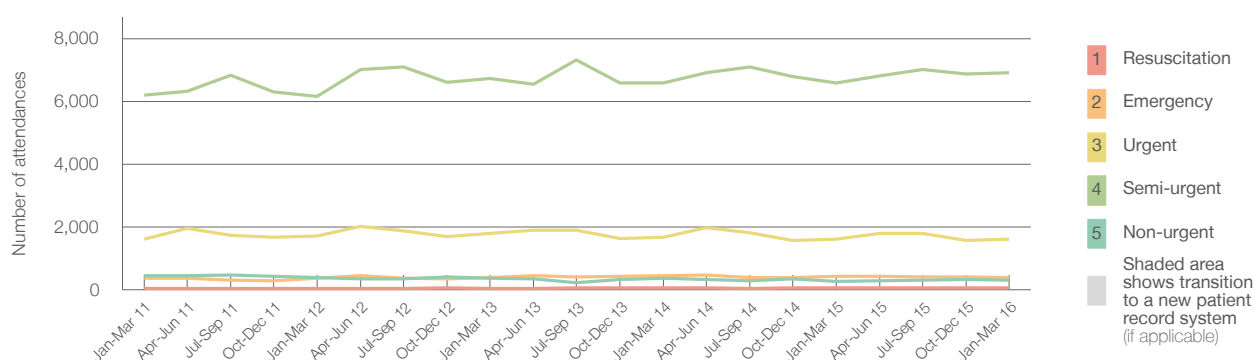
All attendances:¹ 9,458 patients

Emergency attendances² by triage category: 9,280 patients



Same period last year	Change since one year ago
9,099	4%
8,946	4%
61	8%
432	-9%
1,609	0%
6,584	5%
260	13%

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	43	35	34	50	61	66
Emergency	356	369	379	440	432	394
Urgent	1,618	1,708	1,796	1,664	1,609	1,609
Semi-urgent	6,204	6,157	6,724	6,594	6,584	6,917
Non-urgent	442	381	368	366	260	294
All emergency attendances	8,663	8,650	9,301	9,114	8,946	9,280

Sydney Children's Hospital: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 658 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
598	
9 minutes	-1 minutes
21 minutes	-3 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.

Sydney Children's 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: 394

Number of triage 2 patients used to calculate waiting time:³ 393

Median time to start treatment⁴

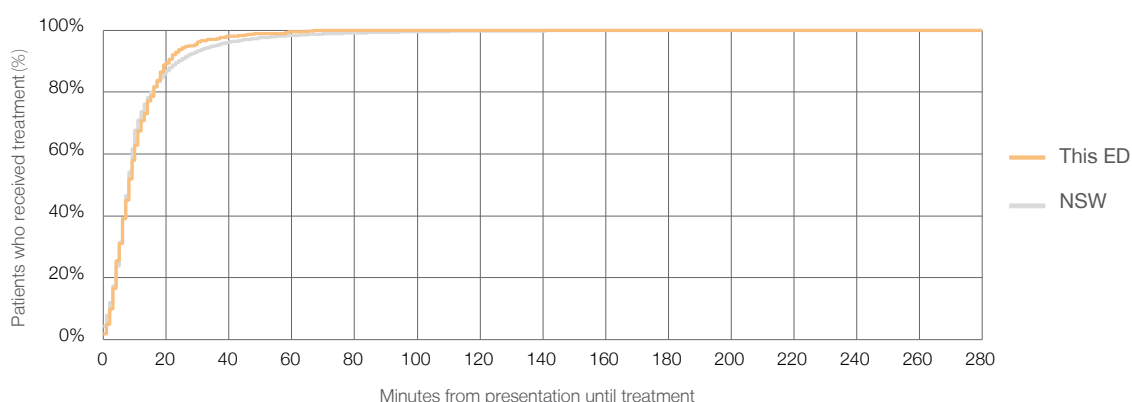
8 minutes

95th percentile time to start treatment⁵

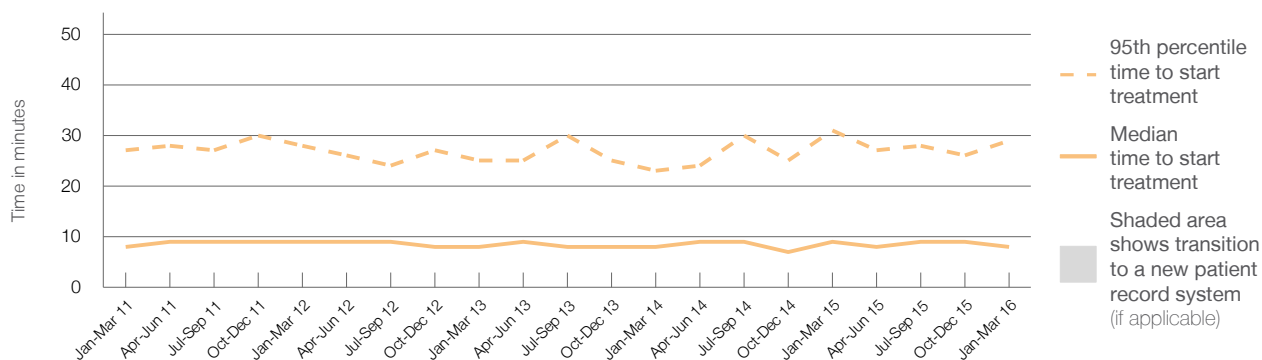
29 minutes

Same period last year	NSW (this period)
432	
432	
9 minutes	8 minutes
31 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)	8	9	8	8	9	8
95th percentile time to start treatment ⁵ (minutes)	27	28	25	23	31	29

(†) 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: 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: 1,609

Number of triage 3 patients used to calculate waiting time:³ 1,608

Median time to start treatment⁴

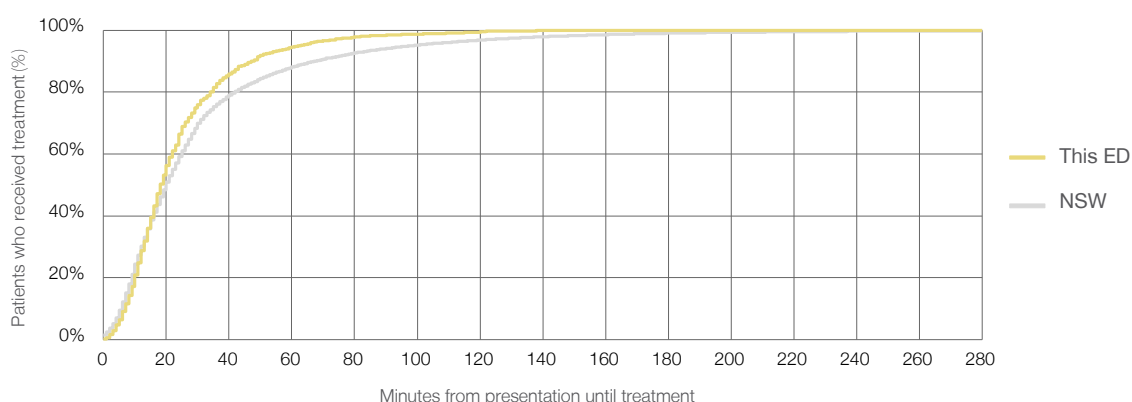
18 minutes

95th percentile time to start treatment⁵

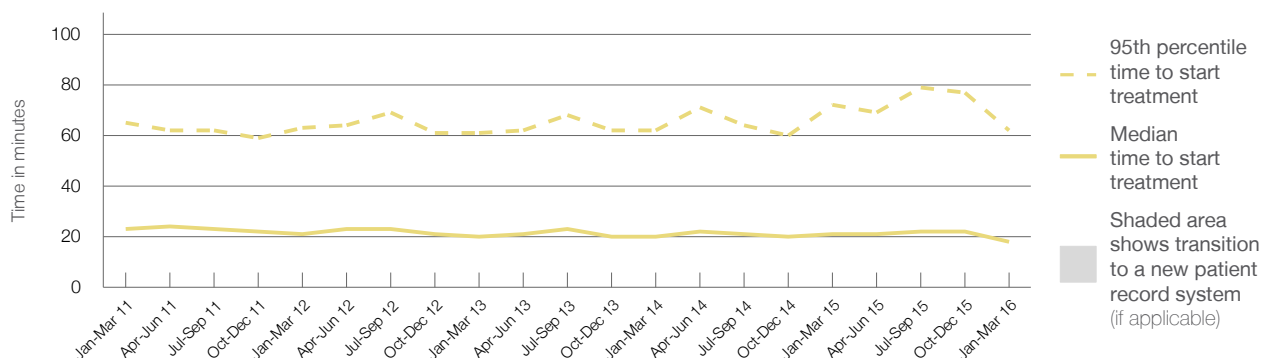
62 minutes

Same period last year	NSW (this period)
1,609	
1,605	
21 minutes	20 minutes
72 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)	23	21	20	20	21	18
95th percentile time to start treatment ⁵ (minutes)	65	63	61	62	72	62

(†) 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: 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: 6,917

Number of triage 4 patients used to calculate waiting time:³ 6,562

Median time to start treatment⁴

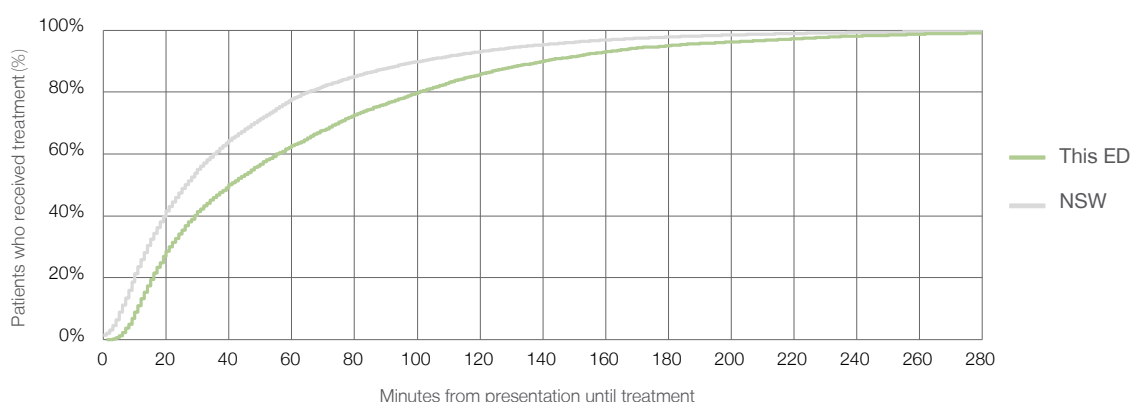
40 minutes

95th percentile time to start treatment⁵

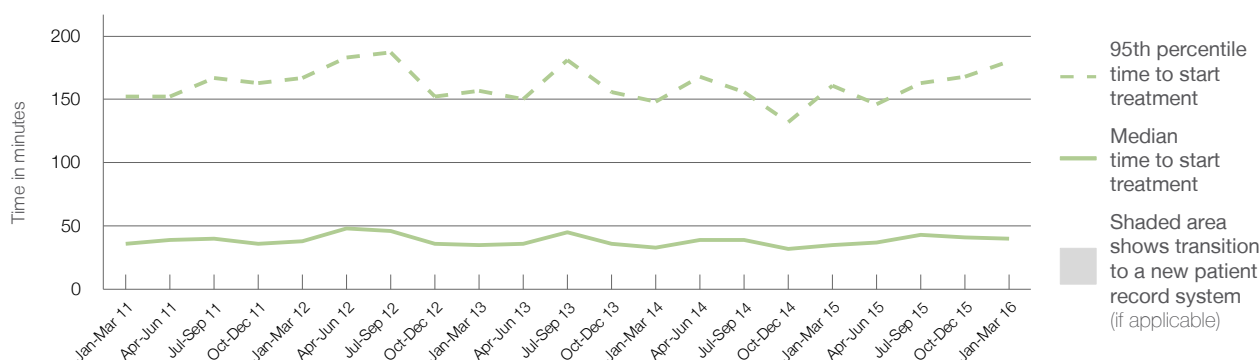
180 minutes

Same period last year	NSW (this period)
6,584	
6,297	
35 minutes	26 minutes
161 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)	36	38	35	33	35	40
95th percentile time to start treatment ⁵ (minutes)	152	167	157	148	161	180

(†) 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: 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: 294

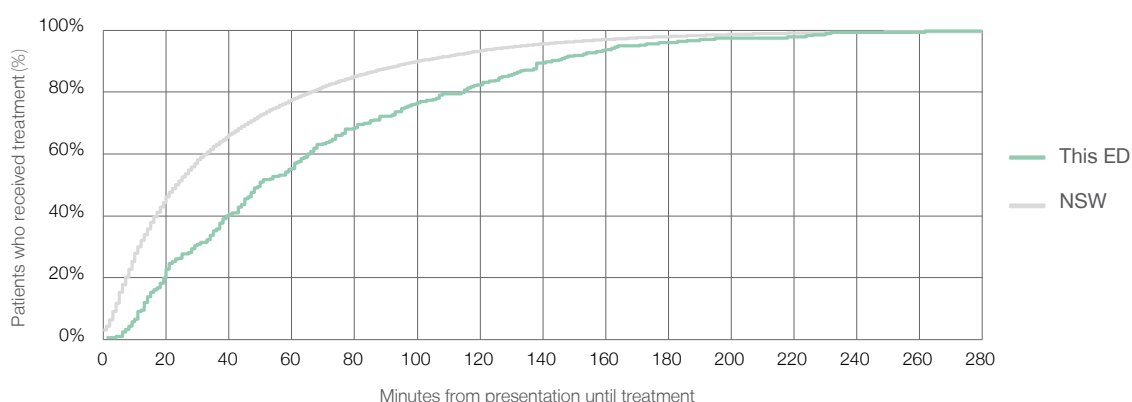
Number of triage 5 patients used to calculate waiting time:³ 273

Median time to start treatment⁴ 50 minutes

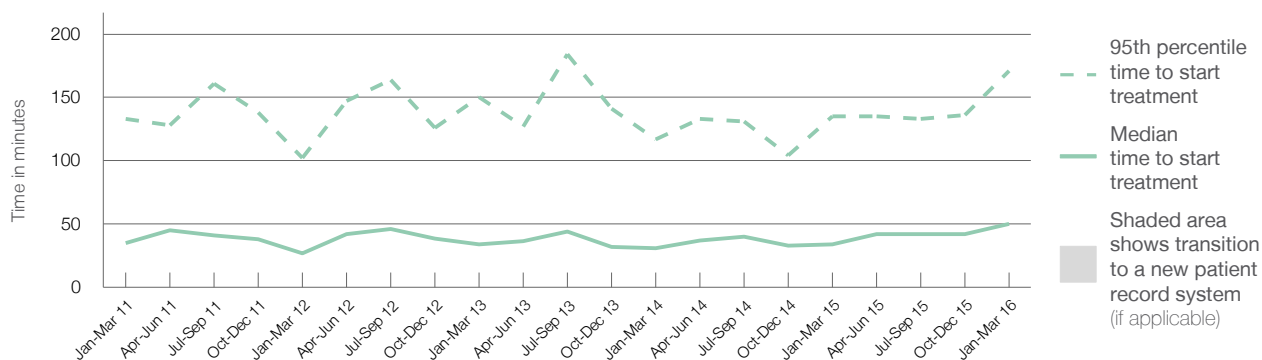
95th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
260	
232	
34 minutes	23 minutes
135 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)	35	27	34	31	34	50
95th percentile time to start treatment ⁵ (minutes)	133	102	150	117	135	171

(†) 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: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 9,458 patients

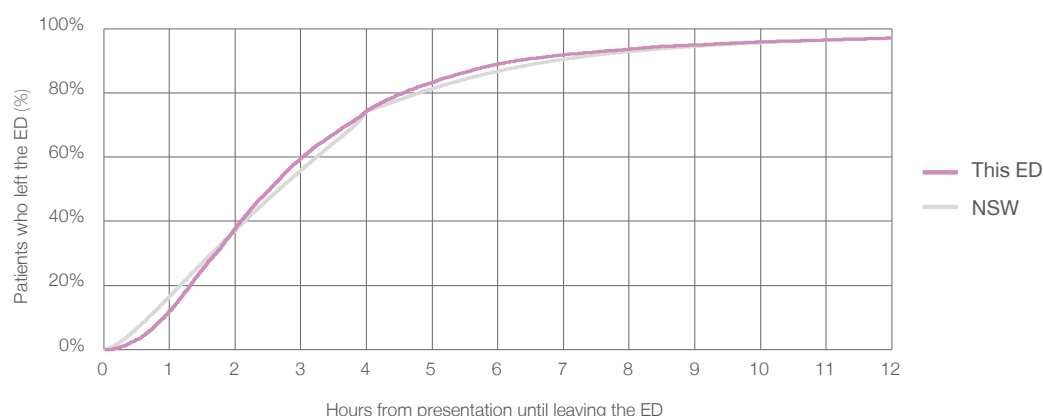
Attendances used to calculate time to leaving the ED:⁶ 9,457 patients

Median time to leaving the ED⁸ 2 hours and 32 minutes

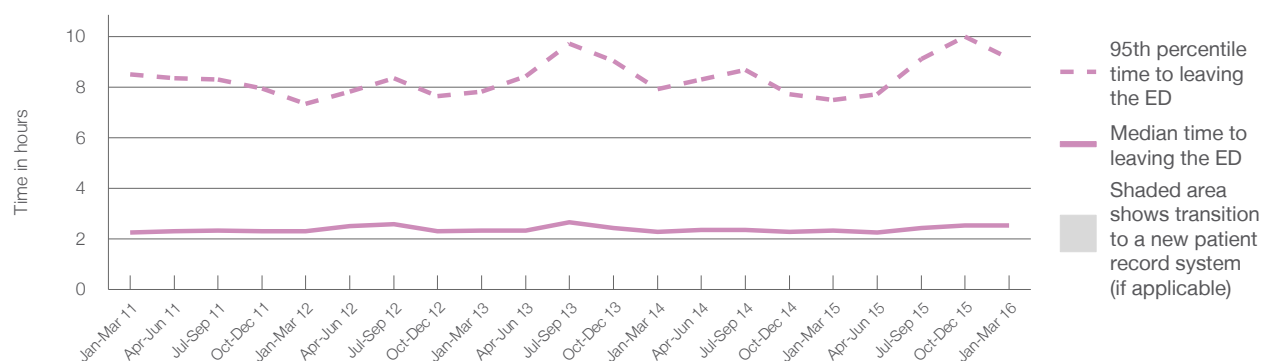
95th percentile time to leaving the ED⁹ 9 hours and 9 minutes

Same period last year	NSW (this period)
9,099	9,099
2 hours and 21 minutes	2 hours and 40 minutes
7 hours and 29 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)	2h 15m	2h 19m	2h 21m	2h 17m	2h 21m	2h 32m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 30m	7h 21m	7h 49m	7h 56m	7h 29m	9h 9m

(†) 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: Time from presentation until leaving the ED

By mode of separation

January to March 2016

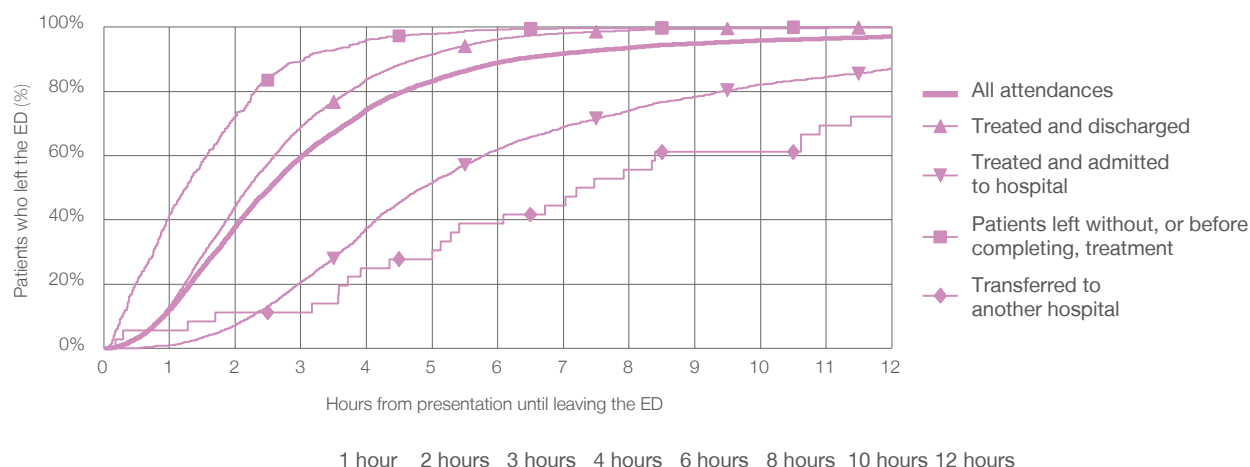
All attendances:¹ 9,458 patients

Attendances used to calculate time to leaving the ED:⁶ 9,457 patients

Treated and discharged	6,931 (73%)
Treated and admitted to hospital	1,993 (21%)
Patient left without, or before completing, treatment	481 (5%)
Transferred to another hospital	36 (0%)
Other	17 (0%)

Same period last year	Change since one year ago
9,099	4%
6,678	4%
1,936	3%
405	19%
68	-47%
12	42%

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
Treated and discharged	13%	44%	69%	84%	96%	99%	100%	100%
Treated and admitted to hospital	1%	7%	20%	37%	62%	74%	82%	87%
Patient left without, or before completing, treatment	42%	72%	90%	96%	99%	100%	100%	100%
Transferred to another hospital	6%	11%	11%	25%	39%	56%	61%	72%
All attendances	12%	38%	60%	74%	89%	94%	96%	97%

(†) 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: 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 9,458 patients

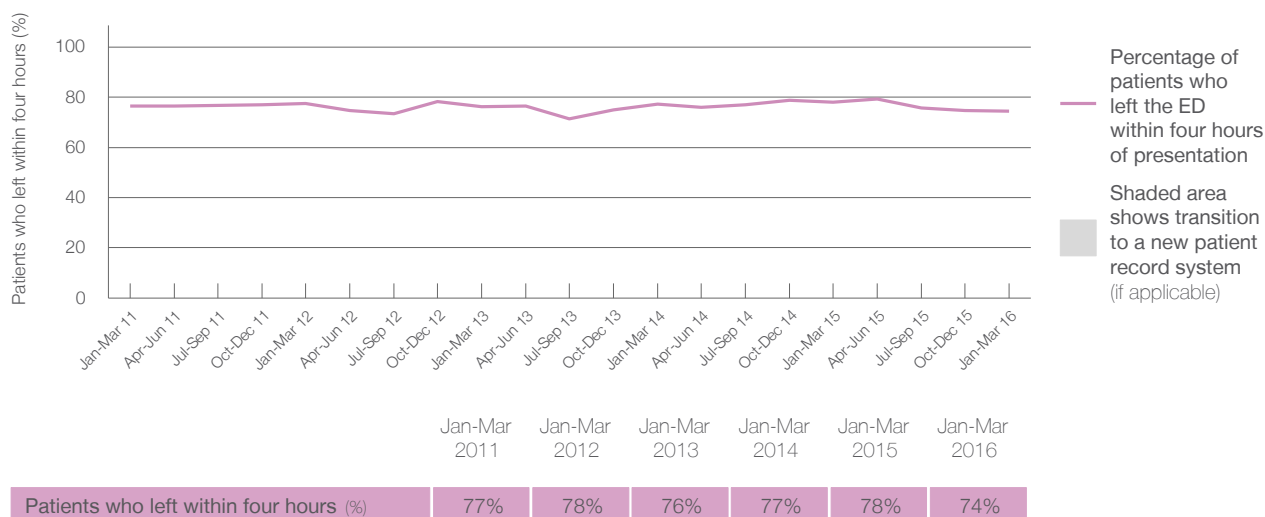
Attendances used to calculate time to leaving the ED: ⁶ 9,457 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
9,099	4%
9,099	4%
78%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency attendances at the emergency department (ED).
 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. 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.
 5. 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.
 6. All attendances that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 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).

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

January to March 2016

All attendances:¹ 13,955 patients
Emergency attendances:² 13,752 patients

Same period last year	Change since one year ago
13,568	3%
13,326	3%

The Children's Hospital at Westmead: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 428 patients

Median time to start treatment⁴ 7 minutes
95th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,391 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,699 patients

Median time to start treatment⁴ 43 minutes
95th percentile time to start treatment⁵ 209 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 116 patients

Median time to start treatment⁴ 52 minutes
95th percentile time to start treatment⁵ 174 minutes

Same period last year	NSW (this period)
415	
6 minutes	8 minutes
17 minutes	35 minutes
3,052	
21 minutes	20 minutes
80 minutes	99 minutes
9,665	
34 minutes	26 minutes
175 minutes	137 minutes
114	
43 minutes	23 minutes
154 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 13,955 patients

Percentage of patients who left the ED within four hours 71%

Same period last year	Change since one year ago
13,568	3%
75%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
4. 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.
5. 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.
6. 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.

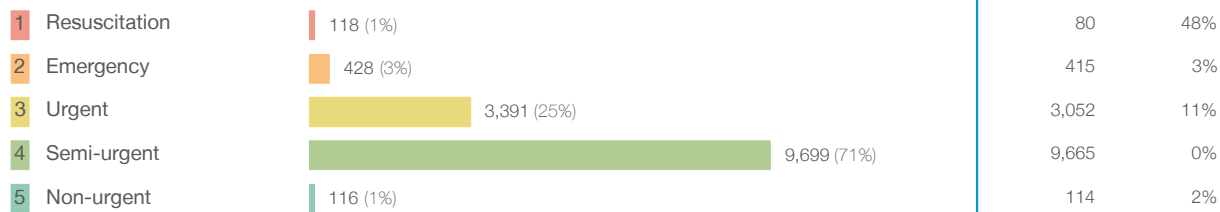
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

The Children's Hospital at Westmead: Patients attending the emergency department

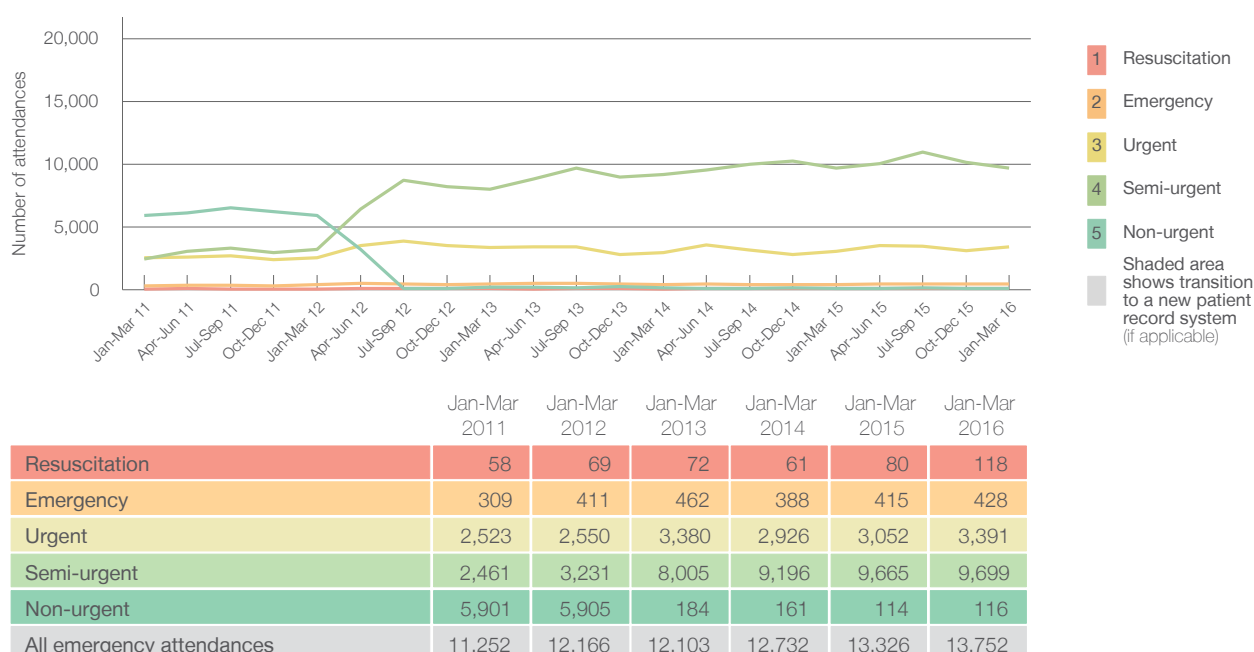
January to March 2016

All attendances:¹ 13,955 patients

Emergency attendances² by triage category: 13,752 patients



Emergency attendances² by quarter, January 2011 to March 2016^{†§}



The Children's Hospital at Westmead: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 959 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.

(§) 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.

(§) 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.

The Children's Hospital at Westmead: 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: 428

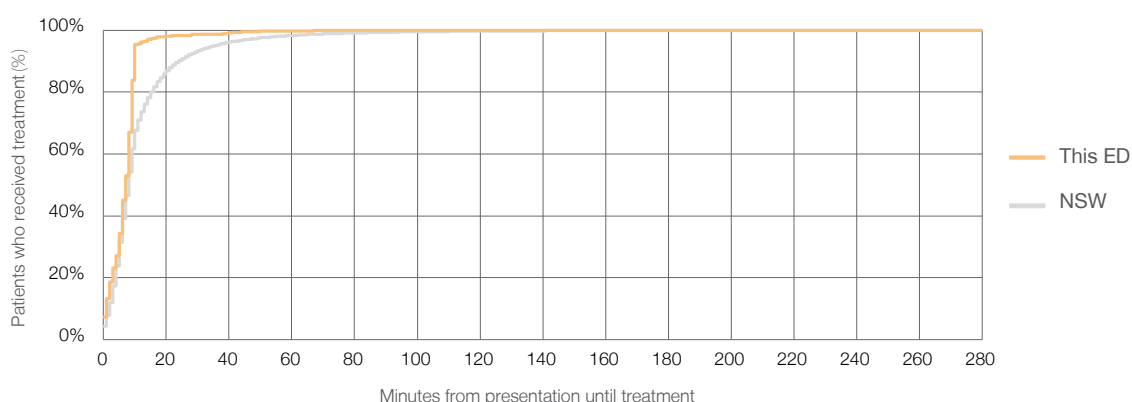
Number of triage 2 patients used to calculate waiting time:³ 428

Median time to start treatment⁴ 7 minutes

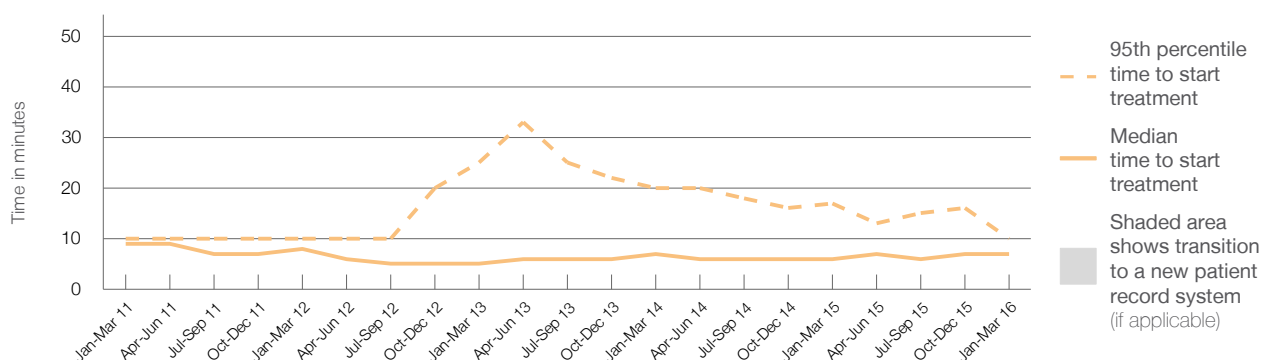
95th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
415	
415	
6 minutes	8 minutes
17 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)	9	8	5	7	6	7
95th percentile time to start treatment ⁵ (minutes)	10	10	25	20	17	10

(†) 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 from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 3,391

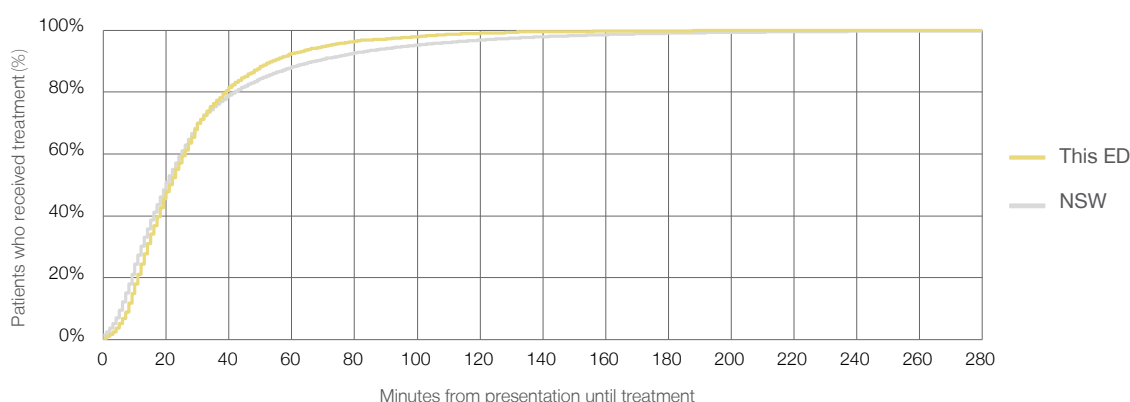
Number of triage 3 patients used to calculate waiting time:³ 3,385

Median time to start treatment⁴ 21 minutes

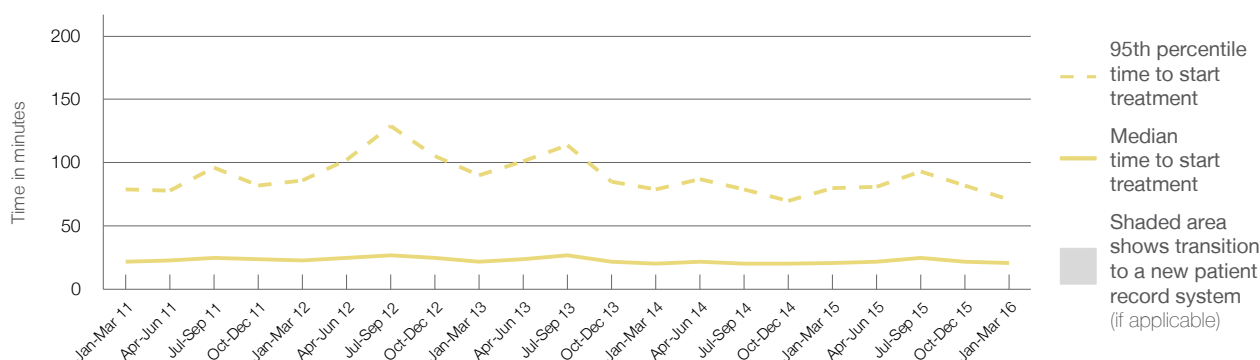
95th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
3,052	
3,052	
21 minutes	20 minutes
80 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)	22	23	22	20	21	21
95th percentile time to start treatment ⁵ (minutes)	79	86	90	79	80	71

(†) 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 from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 9,699

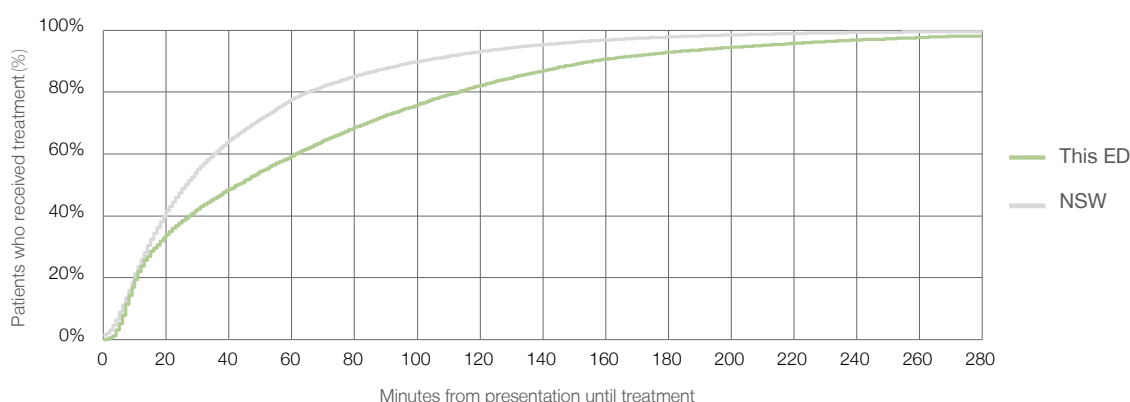
Number of triage 4 patients used to calculate waiting time:³ 8,350

Median time to start treatment⁴ 43 minutes

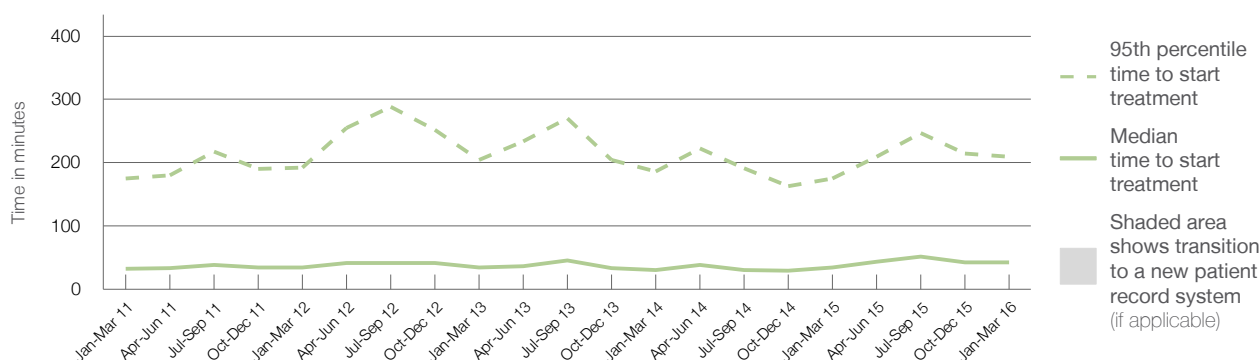
95th percentile time to start treatment⁵ 209 minutes

Same period last year	NSW (this period)
9,665	
8,604	
34 minutes	26 minutes
175 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)	32	34	34	30	34	43
95th percentile time to start treatment ⁵ (minutes)	175	192	204	186	175	209

(†) 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 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: 116

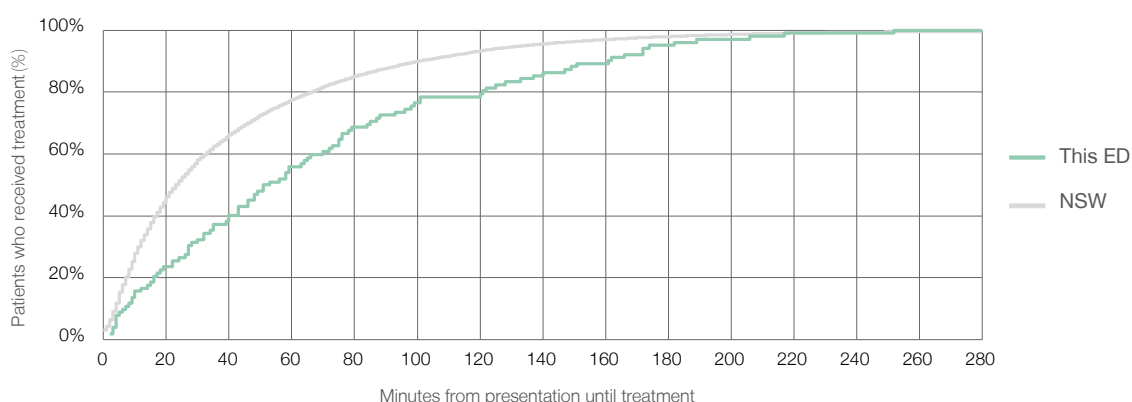
Number of triage 5 patients used to calculate waiting time:³ 102

Median time to start treatment⁴ 52 minutes

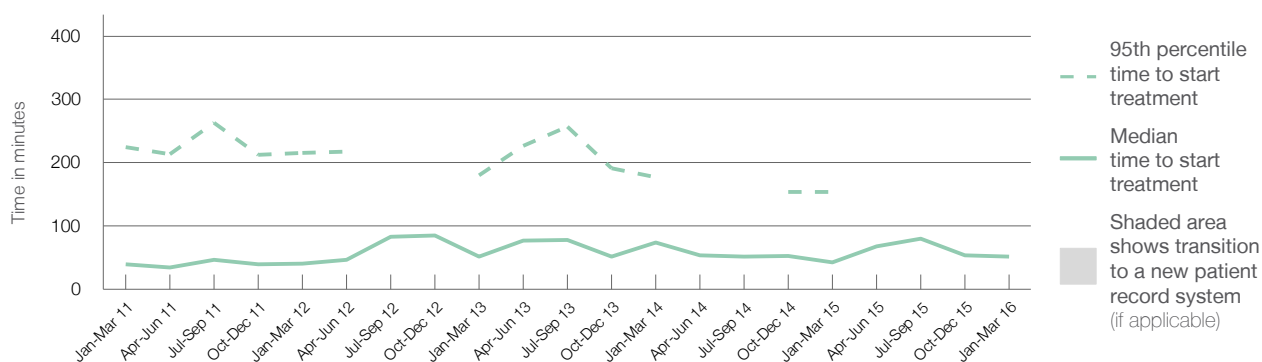
95th percentile time to start treatment⁵ 174 minutes

Same period last year	NSW (this period)
114	
101	
43 minutes	23 minutes
154 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)	39	40	52	74	43	52
95th percentile time to start treatment ⁵ (minutes)	225	215	180	177	154	174

(†) 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 from presentation until leaving the ED

January to March 2016

All attendances:¹ 13,955 patients

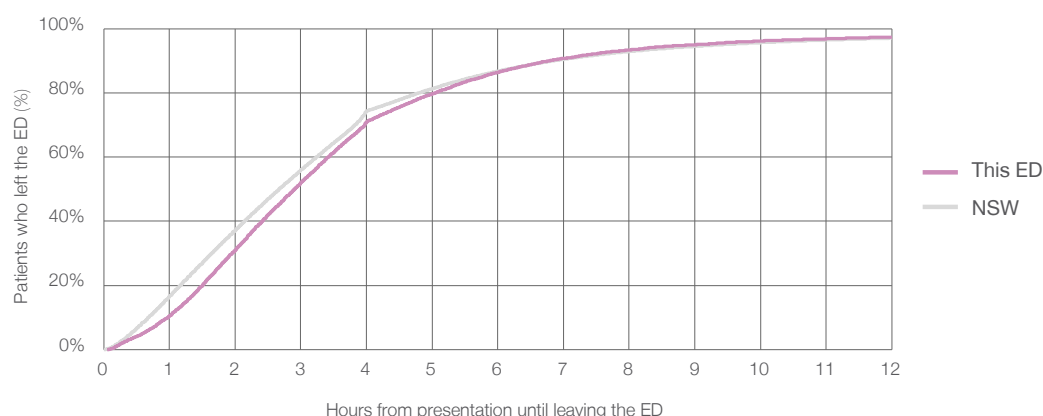
Attendances used to calculate time to leaving the ED:⁶ 13,955 patients

Median time to leaving the ED⁸ 2 hours and 54 minutes

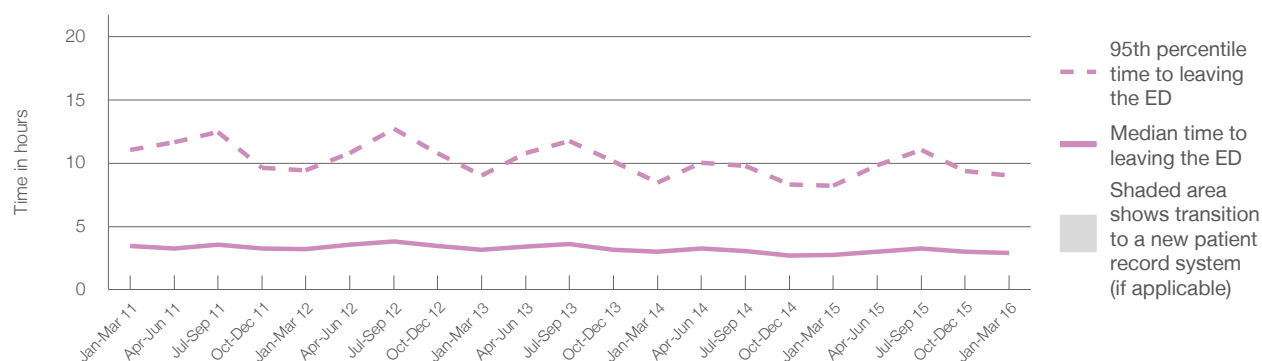
95th percentile time to leaving the ED⁹ 9 hours and 1 minutes

Same period last year	NSW (this period)
13,568	
13,568	
2 hours and 45 minutes	2 hours and 40 minutes
8 hours and 13 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 27m	3h 14m	3h 8m	2h 59m	2h 45m	2h 54m
95th percentile time to leaving the ED ⁹ (hours, minutes)	11h 2m	9h 26m	9h 1m	8h 29m	8h 13m	9h 1m

(†) 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 from presentation until leaving the ED

By mode of separation

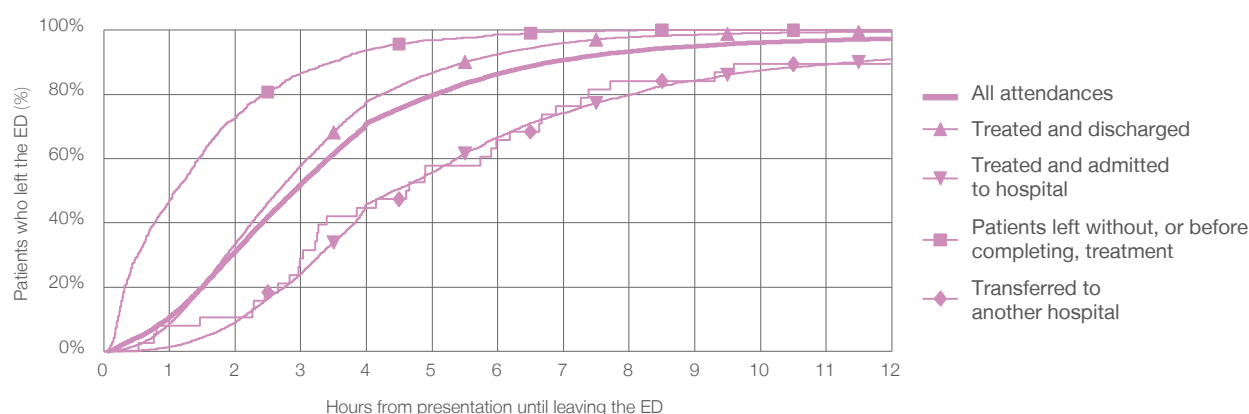
January to March 2016

All attendances:[†] 13,955 patients

Attendances used to calculate time to leaving the ED:[‡] 13,955 patients

		Same period last year	Change since one year ago
Treated and discharged	8,924 (64%)	13,568	3%
Treated and admitted to hospital	3,596 (26%)	8,808	1%
Patient left without, or before completing, treatment	1,397 (10%)	3,556	1%
Transferred to another hospital	38 (0%)	1,174	19%
Other	0 (0%)	30	27%
		0	B

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

Treated and discharged	9%	34%	58%	78%	93%	98%	99%	100%
Treated and admitted to hospital	1%	9%	24%	46%	67%	80%	87%	91%
Patient left without, or before completing, treatment	47%	73%	87%	94%	99%	100%	100%	100%
Transferred to another hospital	8%	11%	29%	45%	66%	84%	89%	89%
All attendances	11%	31%	52%	71%	86%	93%	96%	97%

(†) 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 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 13,955 patients

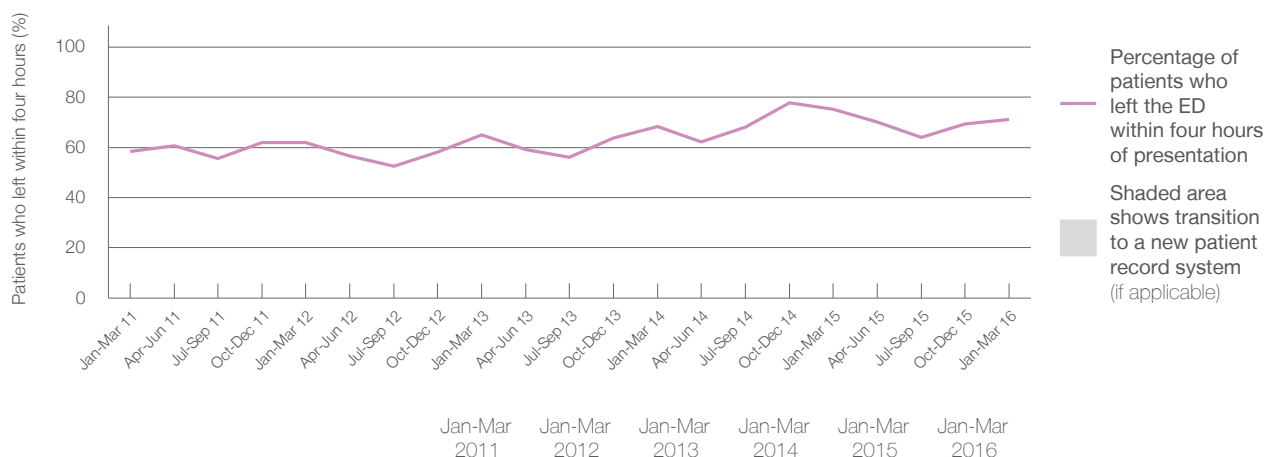
Attendances used to calculate time to leaving the ED: ⁶ 13,955 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
13,568	3%
13,568	3%
75%	

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 (%)	58%	62%	65%	68%	75%	71%
---	-----	-----	-----	-----	-----	-----

- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency attendances at the emergency department (ED).
 2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016*.
 4. 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.
 5. 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.
 6. All attendances that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 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).