

Ryde Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,931 patients
Emergency attendances:² 6,814 patients

Same period last year	Change since one year ago
6,811	2%
6,756	1%

Ryde Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 877 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,688 patients

Median time to start treatment⁴ 12 minutes
95th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,964 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 260 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
804	
7 minutes	8 minutes
16 minutes	35 minutes
2,740	
13 minutes	20 minutes
52 minutes	99 minutes
2,910	
15 minutes	26 minutes
102 minutes	137 minutes
262	
17 minutes	23 minutes
121 minutes	135 minutes

Ryde Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Percentage of patients who left the ED within four hours 81%

Same period last year	Change since one year ago
6,810	2%
81%	

* 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.

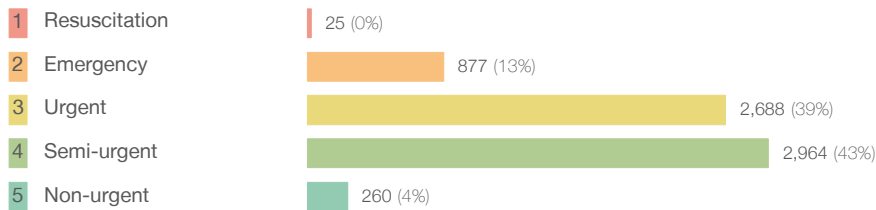
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Ryde Hospital: Patients attending the emergency department January to March 2016

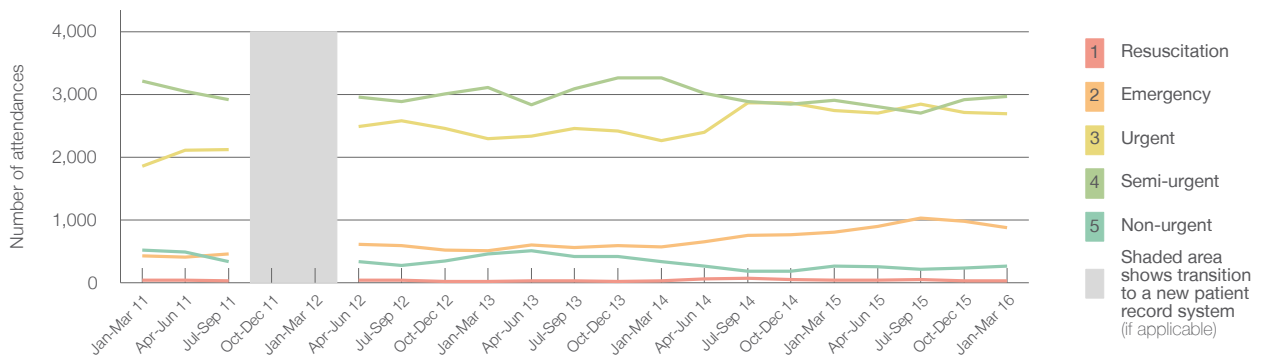
All attendances:¹ 6,931 patients

Emergency attendances² by triage category: 6,814 patients



Same period last year	Change since one year ago
6,811	2%
6,756	1%
40	-38%
804	9%
2,740	-2%
2,910	2%
262	-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	38		19	28	40	25
Emergency	429		507	565	804	877
Urgent	1,851		2,297	2,260	2,740	2,688
Semi-urgent	3,213		3,106	3,258	2,910	2,964
Non-urgent	519		454	337	262	260
All emergency attendances	6,050		6,383	6,448	6,756	6,814

Ryde Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,536 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,604	
10 minutes	0 minutes
22 minutes	1 minute

- (†) 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.

Ryde 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: 877

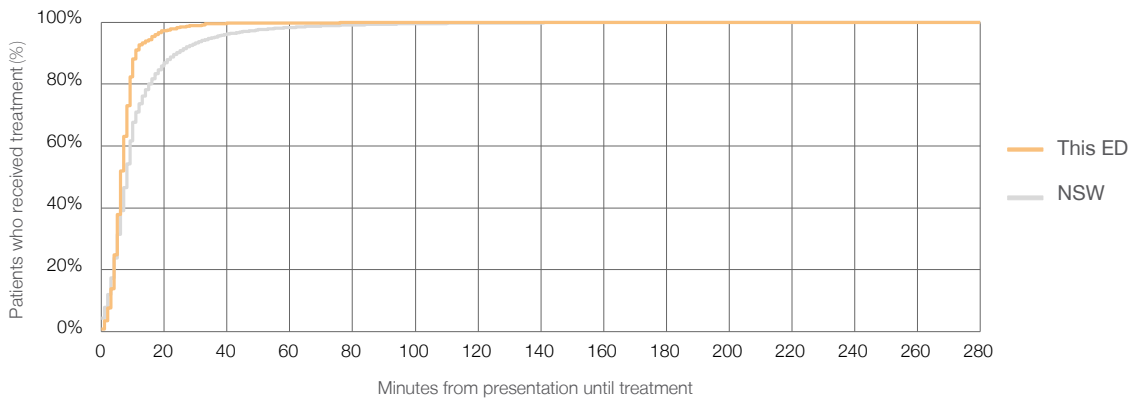
Number of triage 2 patients used to calculate waiting time:³ 877

Median time to start treatment⁴ 6 minutes

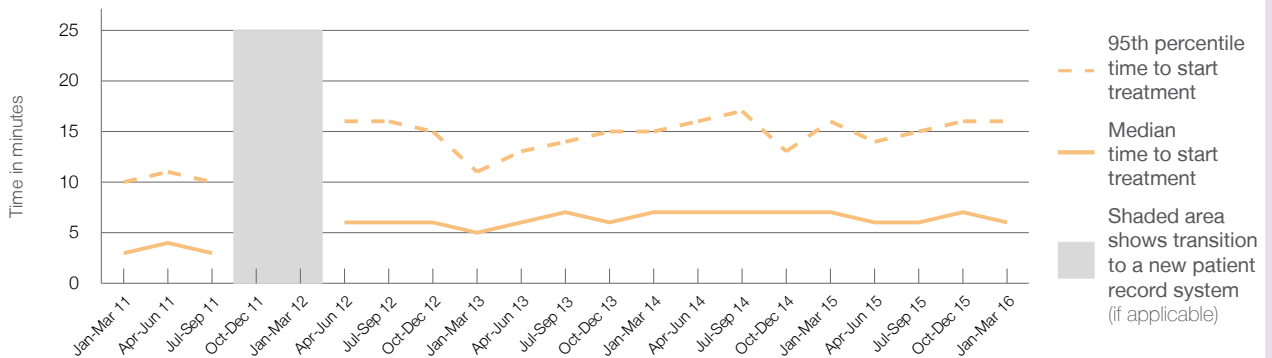
95th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
804	
802	
7 minutes	8 minutes
16 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)	3		5	7	7	6
95th percentile time to start treatment ⁵ (minutes)	10		11	15	16	16

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Ryde 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: 2,688

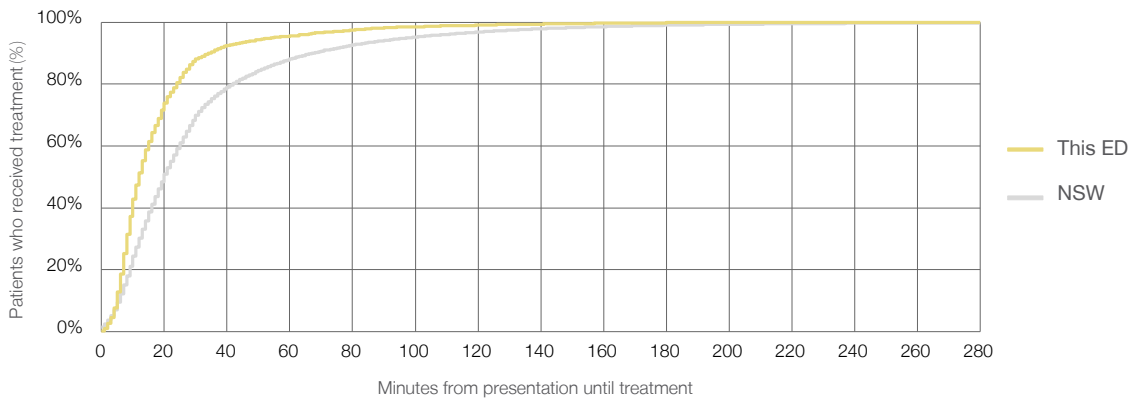
Number of triage 3 patients used to calculate waiting time:³ 2,656

Median time to start treatment⁴ 12 minutes

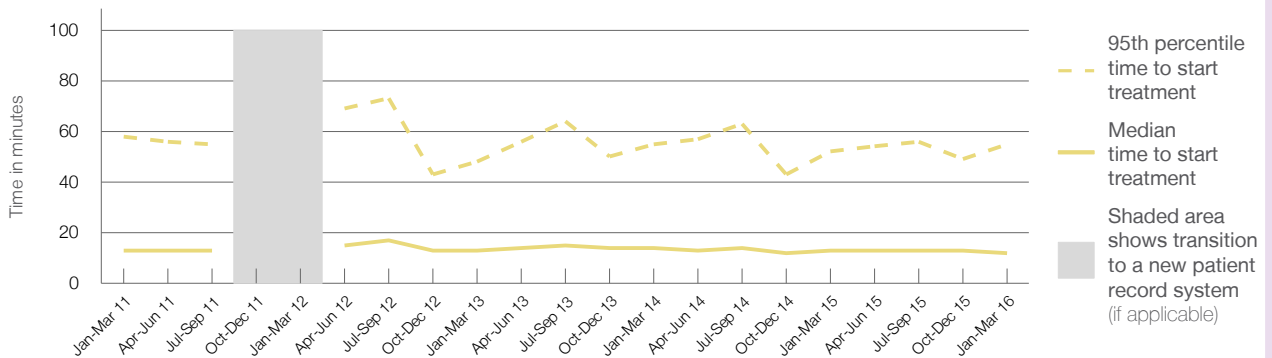
95th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
2,740	2,717
13 minutes	20 minutes
52 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)	13		13	14	13	12
95th percentile time to start treatment ⁵ (minutes)	58		48	55	52	55

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Ryde 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: 2,964

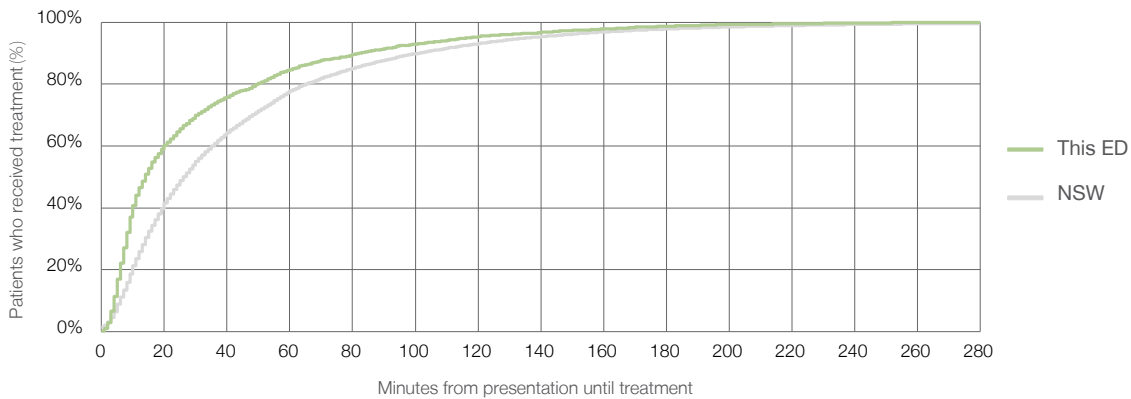
Number of triage 4 patients used to calculate waiting time:³ 2,850

Median time to start treatment⁴ 14 minutes

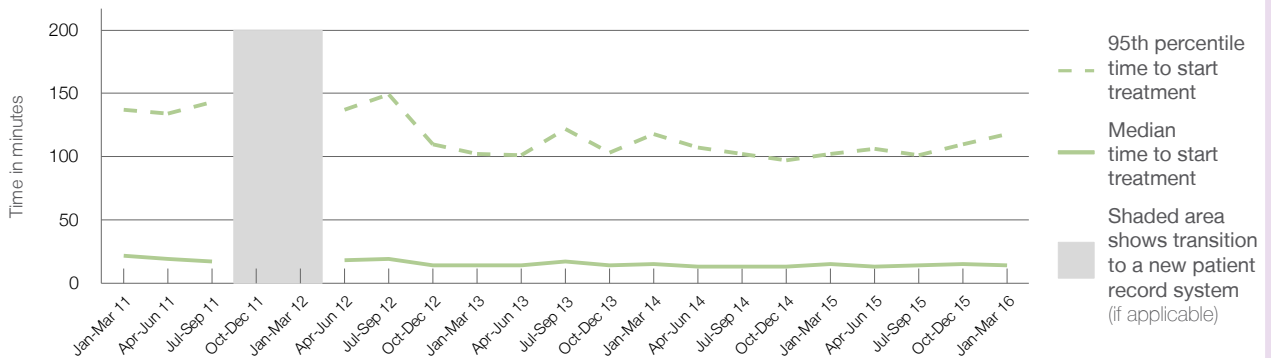
95th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
2,910	
2,817	
15 minutes	26 minutes
102 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)	22		14	15	15	14
95th percentile time to start treatment ⁵ (minutes)	137		102	118	102	118

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Ryde 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: 260

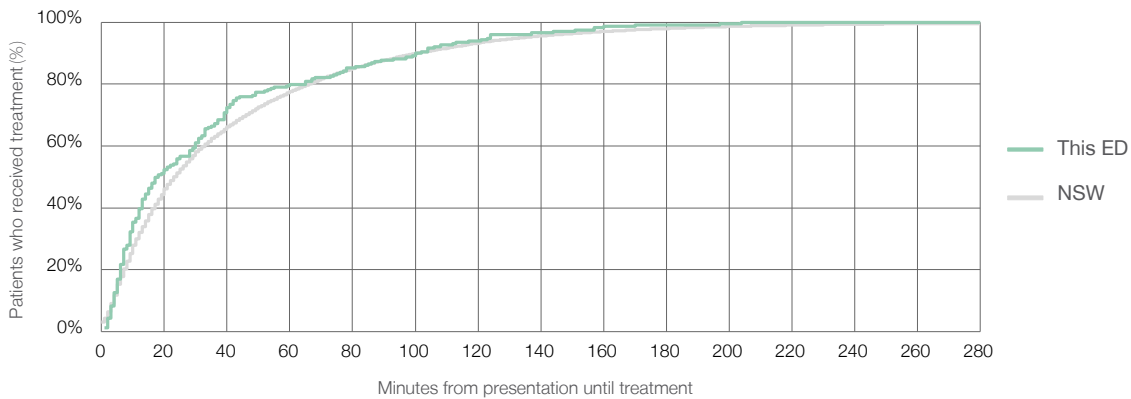
Number of triage 5 patients used to calculate waiting time:³ 229

Median time to start treatment⁴ 18 minutes

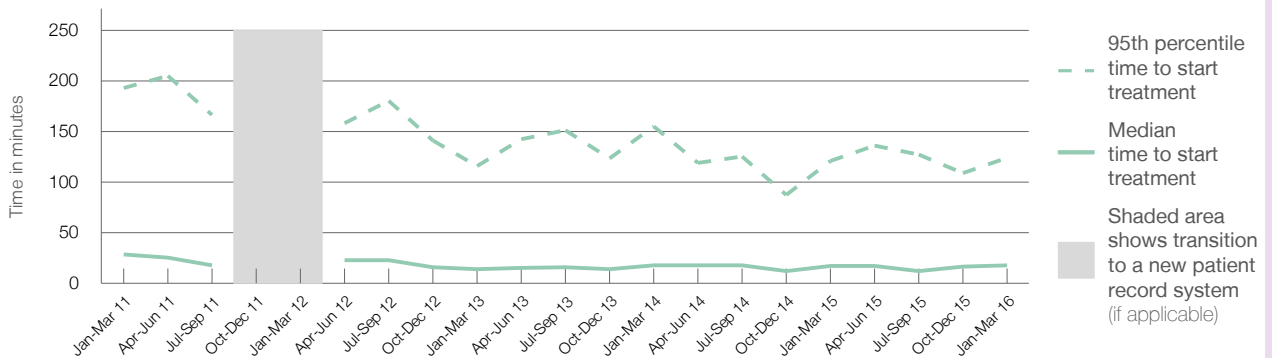
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
262	
234	
17 minutes	23 minutes
121 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)	29		14	18	17	18
95th percentile time to start treatment ⁵ (minutes)	193		116	155	121	124

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Ryde Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,931 patients

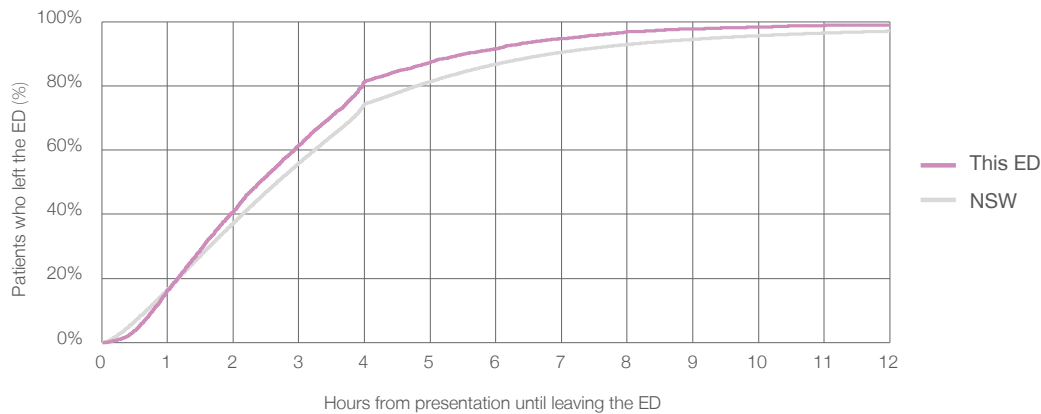
Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Median time to leaving the ED⁸ 2 hours and 25 minutes

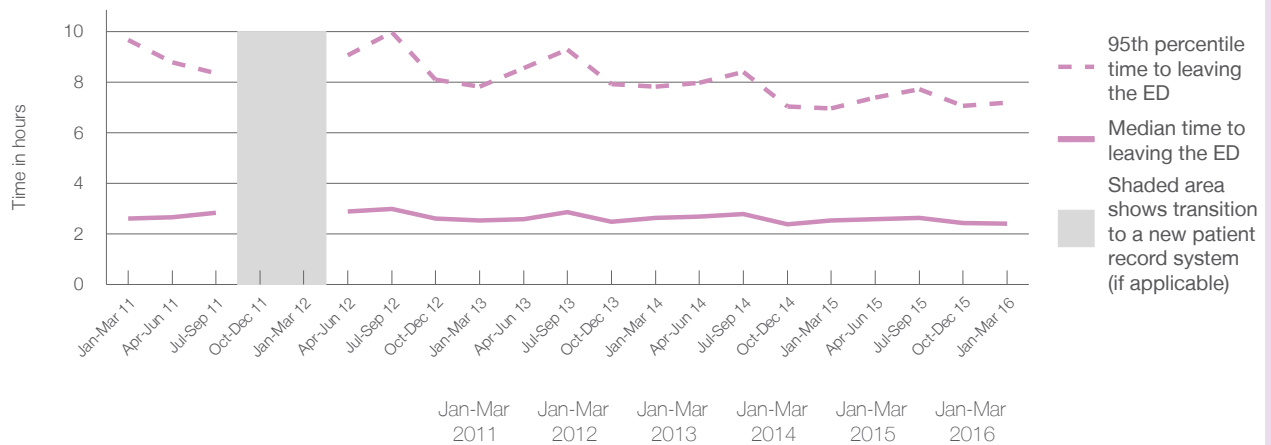
95th percentile time to leaving the ED⁹ 7 hours and 11 minutes

Same period last year	NSW (this period)
6,811	
6,810	
2 hours and 32 minutes	2 hours and 40 minutes
6 hours and 58 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 37m		2h 33m	2h 38m	2h 32m	2h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 40m		7h 50m	7h 50m	6h 58m	7h 11m

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Ryde Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

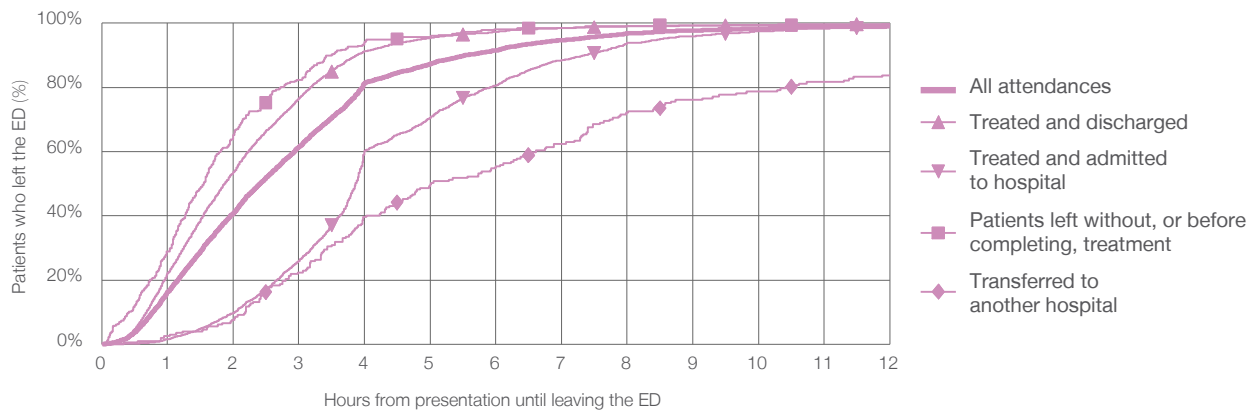
All attendances:¹ 6,931 patients

Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Treated and discharged	4,495 (65%)
Treated and admitted to hospital	1,901 (27%)
Patient left without, or before completing, treatment	328 (5%)
Transferred to another hospital	197 (3%)
Other	10 (0%)

Same period last year	Change since one year ago
6,810	2%
4,490	0%
1,846	3%
277	18%
184	7%
14	-29%

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	22%	54%	77%	91%	97%	99%	100%	100%
Treated and admitted to hospital	2%	10%	26%	60%	81%	94%	97%	99%
Patient left without, or before completing, treatment	29%	65%	82%	94%	98%	99%	99%	100%
Transferred to another hospital	3%	8%	22%	40%	55%	72%	79%	84%
All attendances	16%	41%	61%	81%	92%	97%	98%	99%

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Ryde 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 6,931 patients

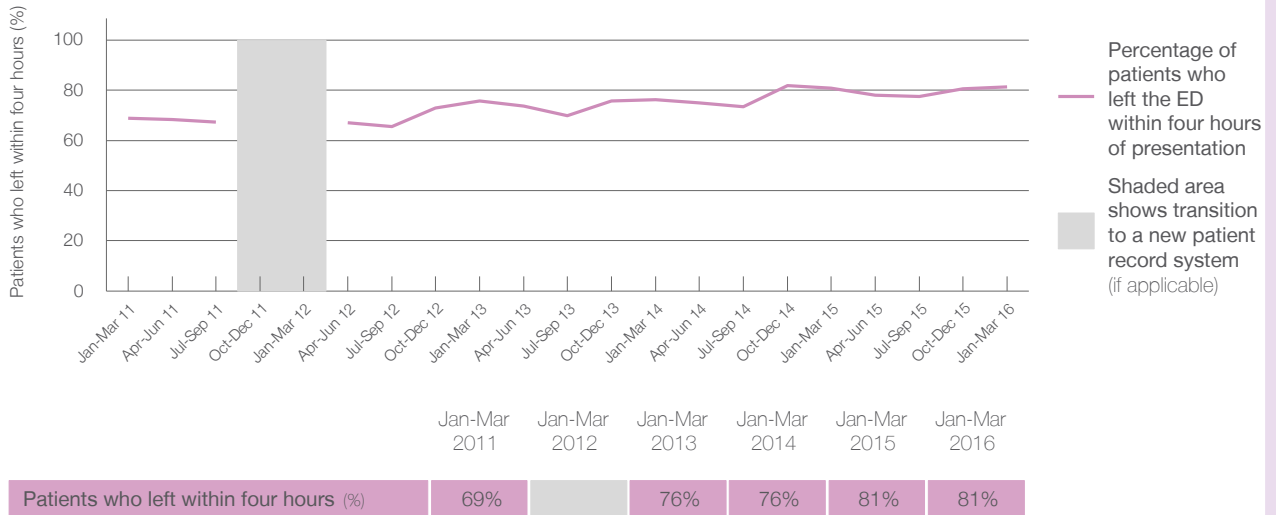
Attendances used to calculate time to leaving the ED:⁶ 6,931 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	6,811	2%
Attendances used to calculate time to leaving the ED	6,810	2%
Percentage of patients who left the ED within four hours	81%	

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.

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- 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).