bureau of health information

Hospital Quarterly

Performance Profiles

Emergency Department

Sydney Children's Hospitals Network

October to December 2016

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

October to December 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,048 patients	9,401	-3.8%
Emergency presentations:[2]	8,940 patients	9,239	-3.2%

Sydney Children's Hospital: Time patients waited to start treatment[3]

October to December 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 347 patients	401	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	21 minutes	22 minutes	26 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 1,634 patients	1,566	
Median time to start treatment[4]	19 minutes	22 minutes	20 minutes
90th percentile time to start treatment[5]	45 minutes	55 minutes	67 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 6,688 patients	6,882	
Median time to start treatment[4]	33 minutes	41 minutes	25 minutes
90th percentile time to start treatment[5]	108 minutes	133 minutes	97 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 209 patients	330	
Median time to start treatment[4]	38 minutes	42 minutes	24 minutes
90th percentile time to start treatment[5]	111 minutes	107 minutes	103 minutes

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

October to December 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	9,047 patients	9,401	-3.8%
Percentage of patients who spent four hours or less in the ED	78.5%	74.8%	

* 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 waited equal to or longer than this time.
5. 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.
6. 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 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

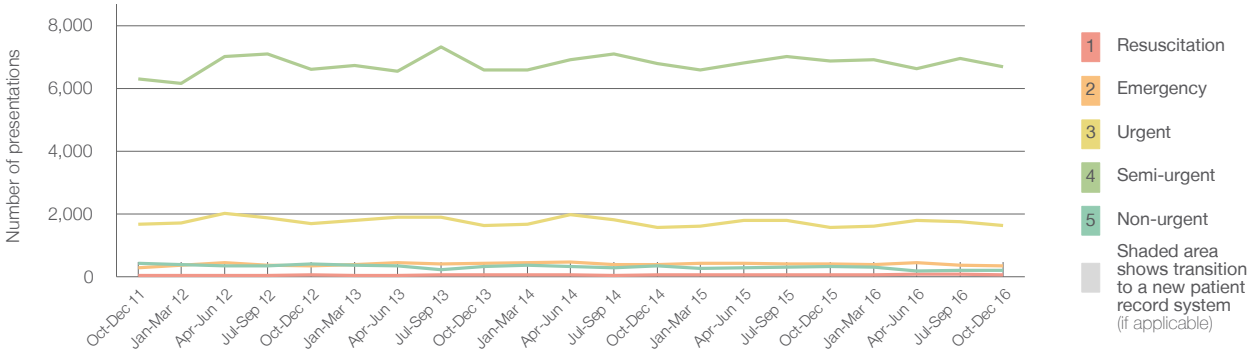
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sydney Children's Hospital: Patients presenting to the emergency department

October to December 2016

		Same period last year	Change since one year ago
All presentations:[1]	9,048 patients	9,401	-3.8%
Emergency presentations[2] by triage category:	8,940 patients	9,239	-3.2%
1 Resuscitation	62 (0.7%)	60	3.3%
2 Emergency	347 (3.9%)	401	-13.5%
3 Urgent	1,634 (18.3%)	1,566	4.3%
4 Semi-urgent	6,688 (74.8%)	6,882	-2.8%
5 Non-urgent	209 (2.3%)	330	-36.7%

Emergency presentations[2] by quarter, October 2011 to December 2016 ‡



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	34	49	50	60	60	62
Emergency	288	350	434	391	401	347
Urgent	1,673	1,692	1,632	1,564	1,566	1,634
Semi-urgent	6,298	6,605	6,587	6,797	6,882	6,688
Non-urgent	434	403	333	351	330	209
All emergency presentations	8,727	9,099	9,036	9,163	9,239	8,940

Sydney Children's Hospital: Patients arriving by ambulance

October to December 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	613 patients	581	
ED Transfer of care time			
Median time	8 minutes	9 minutes	-1 minute
90th percentile time	17 minutes	17 minutes	0 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 trans For more information, see Background Paper:
Approaches to reporting time measures of emergency department performance, December 2011.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

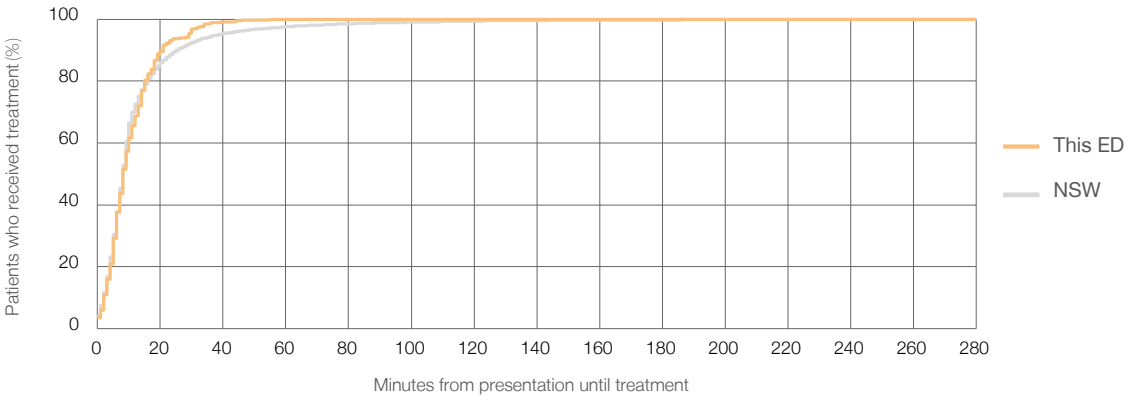
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sydney Children's Hospital: Time patients waited to start treatment, triage 2

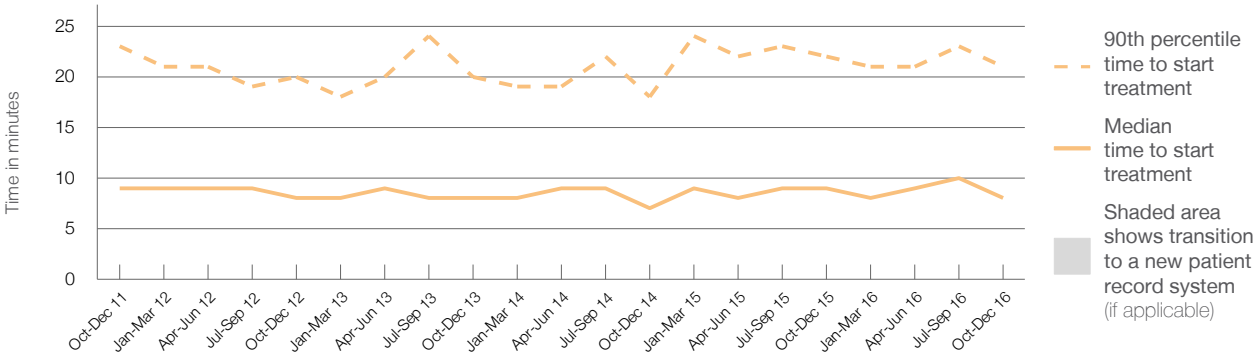
October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 347		401	
Number of triage 2 patients used to calculate waiting time:[3] 346		401	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	21 minutes	22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016[†‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	9	8	8	7	9	8
90th percentile time to start treatment[5] (minutes)	23	20	20	18	22	21

(†) 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 trans For more information, see Background Paper:
Approaches to reporting time measures of emergency department performance, December 2011.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

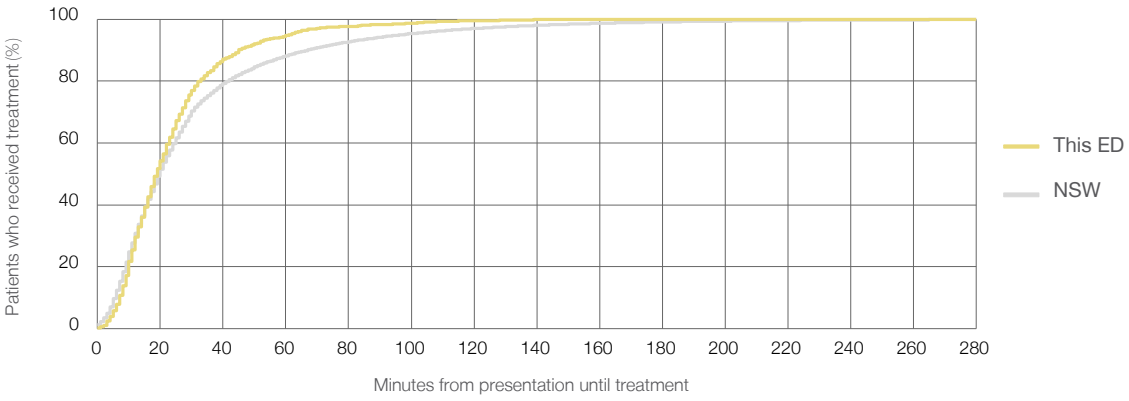
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sydney Children's Hospital: Time patients waited to start treatment, triage 3

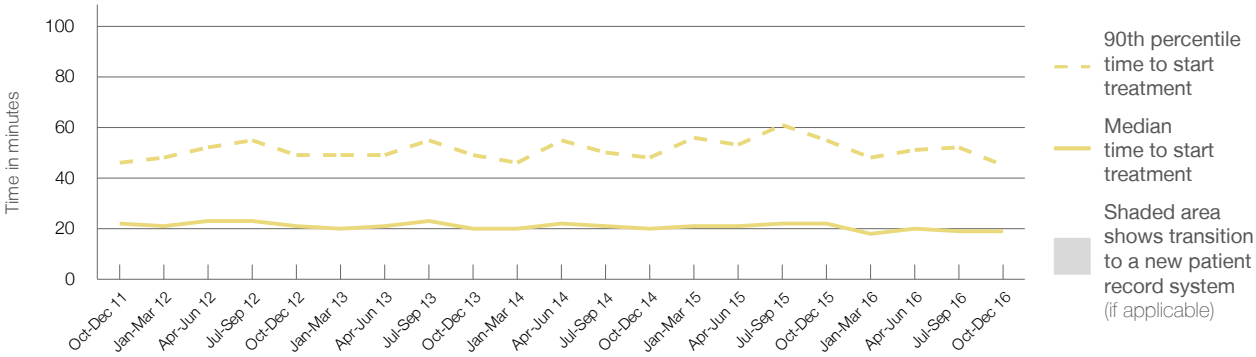
October to December 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,634		1,566	
Number of triage 3 patients used to calculate waiting time:[3] 1,633		1,564	
Median time to start treatment[4]	19 minutes	22 minutes	20 minutes
90th percentile time to start treatment[5]	45 minutes	55 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016[†‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	22	21	20	20	22	19
90th percentile time to start treatment[5] (minutes)	46	49	49	48	55	45

(†) 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 trans For more information, see Background Paper:
Approaches to reporting time measures of emergency department performance, December 2011.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

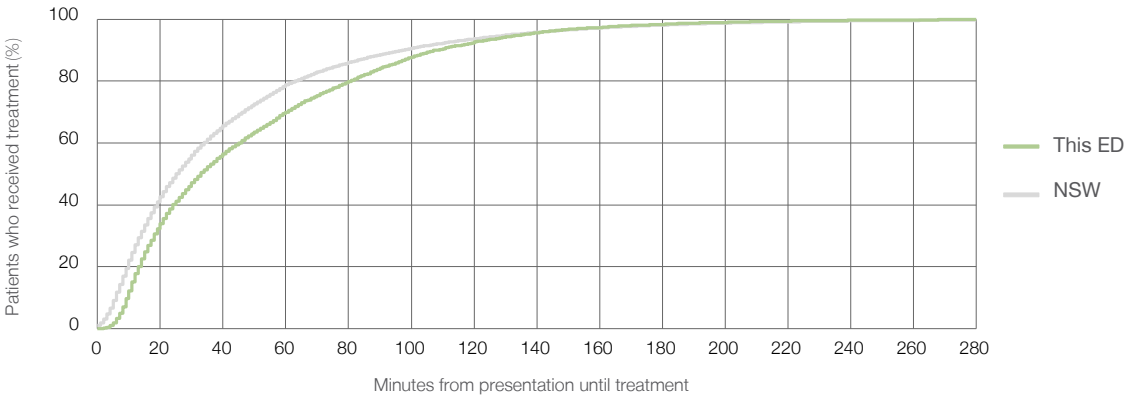
Sydney Children's Hospital: Time patients waited to start treatment, triage 4

October to December 2016

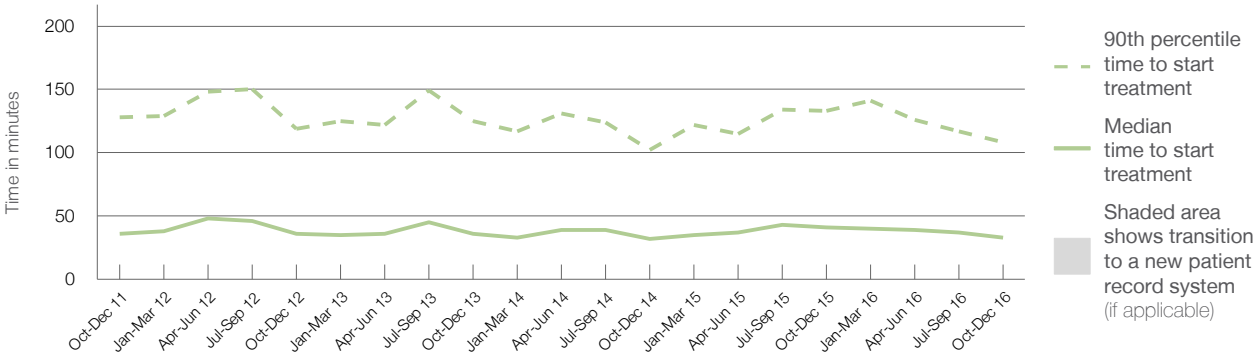
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	6,688	6,882	
Number of triage 4 patients used to calculate waiting time:[3]	6,479	6,595	
Median time to start treatment[4]	33 minutes	41 minutes	25 minutes
90th percentile time to start treatment[5]	108 minutes	133 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016[†‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	36	36	36	32	41	33
90th percentile time to start treatment[5] (minutes)	128	119	125	102	133	108

(†) 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 trans For more information, see Background Paper:
Approaches to reporting time measures of emergency department performance, December 2011.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

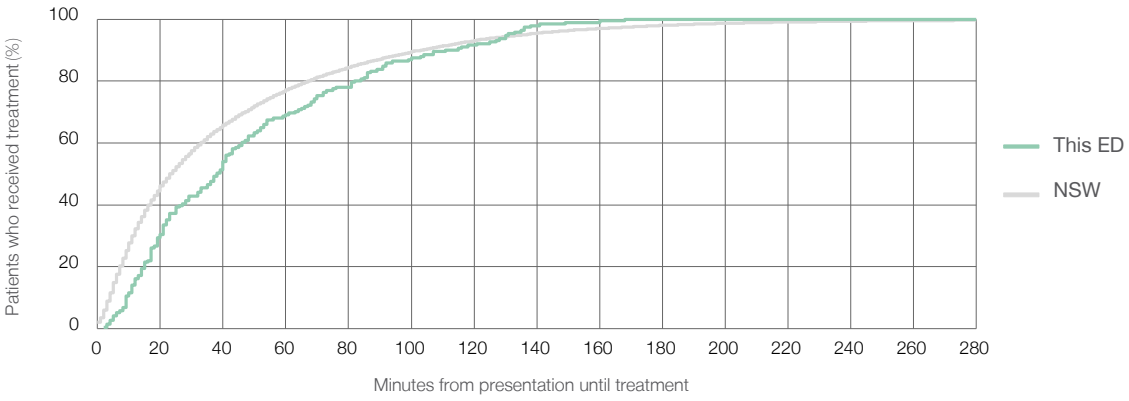
Sydney Children's Hospital: Time patients waited to start treatment, triage 5

October to December 2016

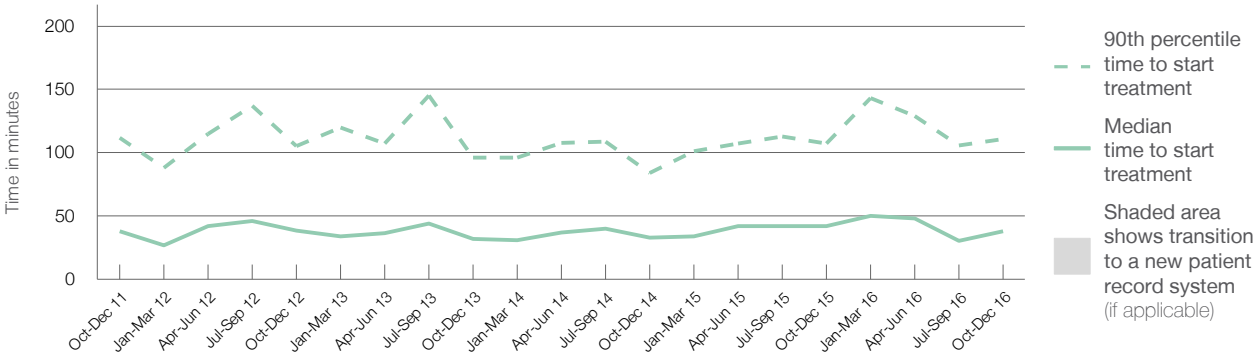
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients:	209	330	
Number of triage 5 patients used to calculate waiting time:[3]	191	304	
Median time to start treatment[4]	38 minutes	42 minutes	24 minutes
90th percentile time to start treatment[5]	111 minutes	107 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016[†‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	38	39	32	33	42	38
90th percentile time to start treatment[5] (minutes)	112	105	96	84	107	111

(†) 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 trans For more information, see Background Paper:
Approaches to reporting time measures of emergency department performance, December 2011.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

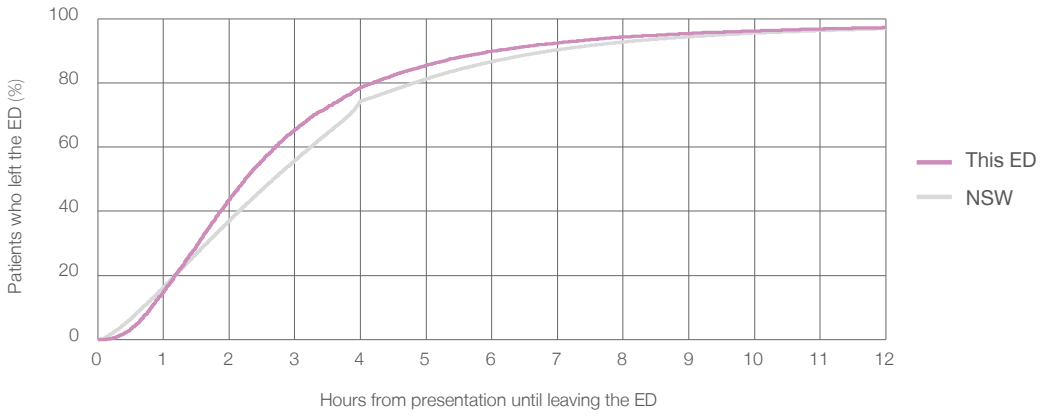
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sydney Children's Hospital: Time patients spent in the ED

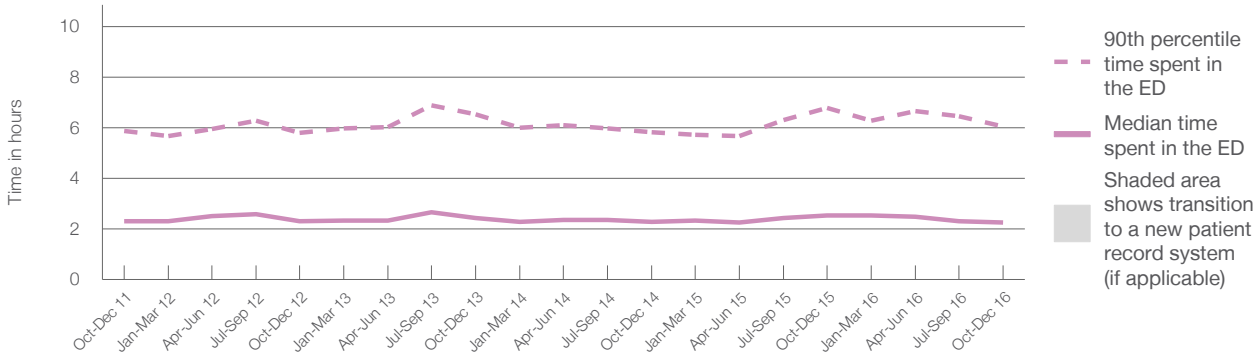
October to December 2016

		Same period last year	NSW (this period)
All presentations:[1]	9,048 patients	9,401	
Presentations used to calculate time to leaving the ED:[6]	9,047 patients	9,401	
Median time spent in the ED[8]	2 hours and 15 minutes	2 hours and 32 minutes	2 hours and 41 minutes
90th percentile time spent in the ED[9]	6 hours and 4 minutes	6 hours and 47 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016[†‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED[8] (hours, minutes)	2h 18m	2h 19m	2h 26m	2h 17m	2h 32m	2h 15m
90th percentile time to leaving the ED[9] (hours, minutes)	5h 52m	5h 48m	6h 32m	5h 49m	6h 47m	6h 4m

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

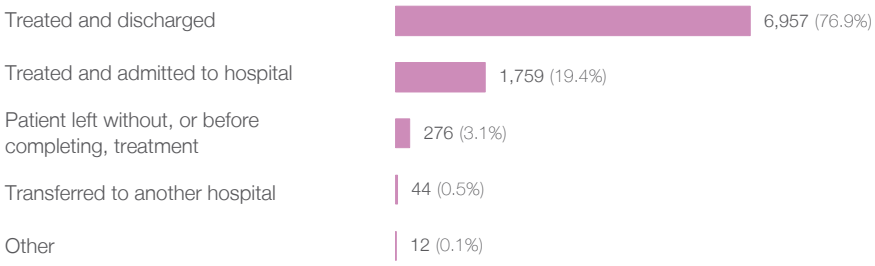
More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Sydney Children's Hospital: Time patients spent in the ED
By mode of separation
October to December 2016

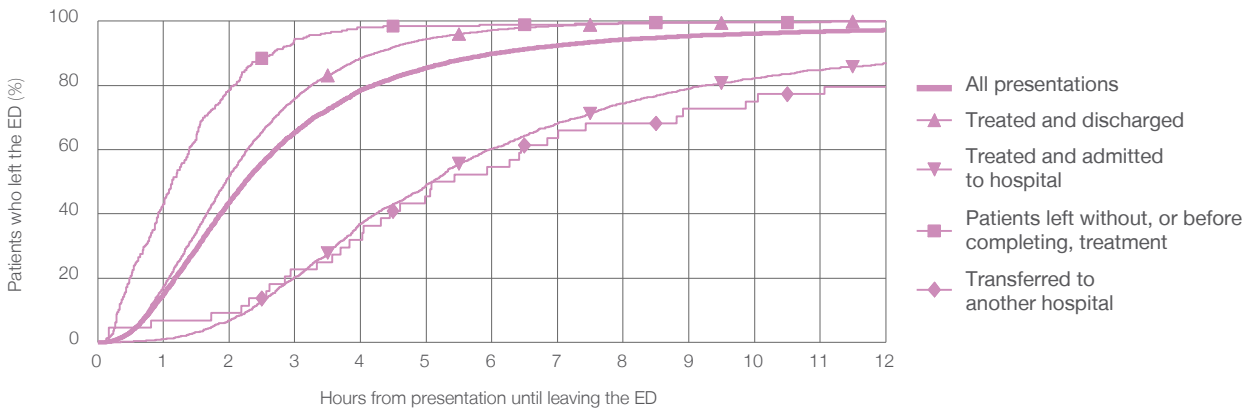
All presentations:[1] 9,048 patients

Presentations used to calculate time to leaving the ED:[6] 9,047 patients



	Same period last year	Change since one year ago
	9,401	-3.8%
	6,996	-0.6%
	1,930	-8.9%
	399	-30.8%
	63	-30.2%
	13	-7.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2016[†‡]



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	17.3%	51.8%	75.9%	88.5%	97.2%	99.2%	99.7%	99.9%
Treated and admitted to hospital	0.9%	6.8%	20.4%	36.9%	60.3%	74.4%	82.3%	87.1%
Patient left without, or before completing, treatment	43.1%	78.6%	94.6%	98.2%	98.9%	99.6%	99.6%	100%
Transferred to another hospital	6.8%	9.1%	22.7%	31.8%	54.5%	68.2%	75.0%	79.5%
All presentations	15.0%	43.7%	65.4%	78.5%	89.9%	94.3%	96.2%	97.3%

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

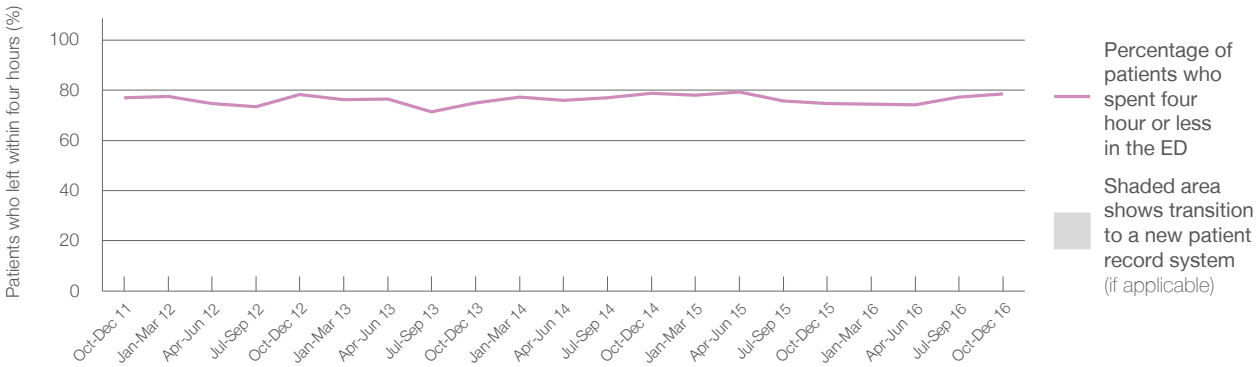
Sydney Children's Hospital: Time spent in the ED

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

October to December 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	9,048 patients	9,401	-3.8%
Presentations used to calculate time to leaving the ED:[6]	9,047 patients	9,401	-3.8%
Percentage of patients who spent four hours or less in the ED	78.5%	74.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016[†‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Patients who left within four hours (%)	76.9%	78.3%	74.8%	78.6%	74.8%	78.5%

* 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 presentations at the emergency department (ED).
2. All presentations 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 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

October to December 2016

		Same period last year	Change since one year ago
All presentations:[1]	14,210 patients	14,129	0.6%
Emergency presentations:[2]	14,040 patients	13,923	0.8%

The Children's Hospital at Westmead: Time patients waited to start treatment[3]

October to December 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns):	492 patients	463	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	17 minutes	10 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration):	3,370 patients	3,102	
Median time to start treatment[4]	22 minutes	22 minutes	20 minutes
90th percentile time to start treatment[5]	59 minutes	62 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache):	9,939 patients	10,142	
Median time to start treatment[4]	41 minutes	43 minutes	25 minutes
90th percentile time to start treatment[5]	153 minutes	171 minutes	97 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions):	101 patients	100	
Median time to start treatment[4]	69 minutes	54 minutes	24 minutes
90th percentile time to start treatment[5]	*	*	103 minutes

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

October to December 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	14,210 patients	14,129	0.6%
Percentage of patients who spent four hours or less in the ED	72.4%	69.2%	

* 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 waited equal to or longer than this time.
5. 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.
6. 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 24 January 2017).

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

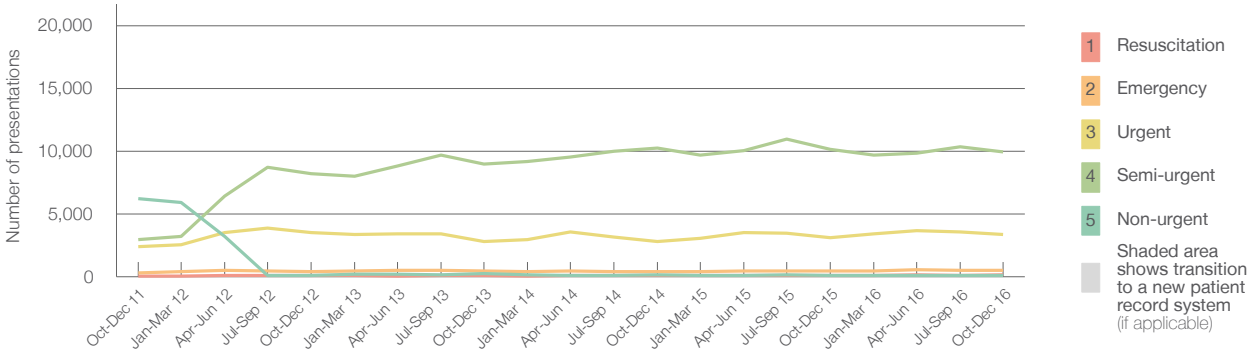
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

October to December 2016

		Same period last year	Change since one year ago
All presentations:[1]	14,210 patients	14,129	0.6%
Emergency presentations[2] by triage category:	14,040 patients	13,923	0.8%
1 Resuscitation	138 (1.0%)	116	19.0%
2 Emergency	492 (3.5%)	463	6.3%
3 Urgent	3,370 (24.0%)	3,102	8.6%
4 Semi-urgent	9,939 (70.8%)	10,142	-2.0%
5 Non-urgent	101 (0.7%)	100	1.0%

Emergency presentations[2] by quarter, October 2011 to December 2016 ‡ Ω



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	59	78	72	98	116	138
Emergency	322	416	428	395	463	492
Urgent	2,413	3,499	2,773	2,795	3,102	3,370
Semi-urgent	2,945	8,220	8,988	10,235	10,142	9,939
Non-urgent	6,205	107	237	134	100	101
All emergency presentations	11,944	12,320	12,498	13,657	13,923	14,040

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

October to December 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	1,072 patients	1,157	
ED Transfer of care time			
Median time	6 minutes	6 minutes	0 minutes
90th percentile time	14 minutes	15 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 trans For more information, see Background Paper:
Approaches to reporting time measures of emergency department performance, December 2011.

(Ω) 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.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

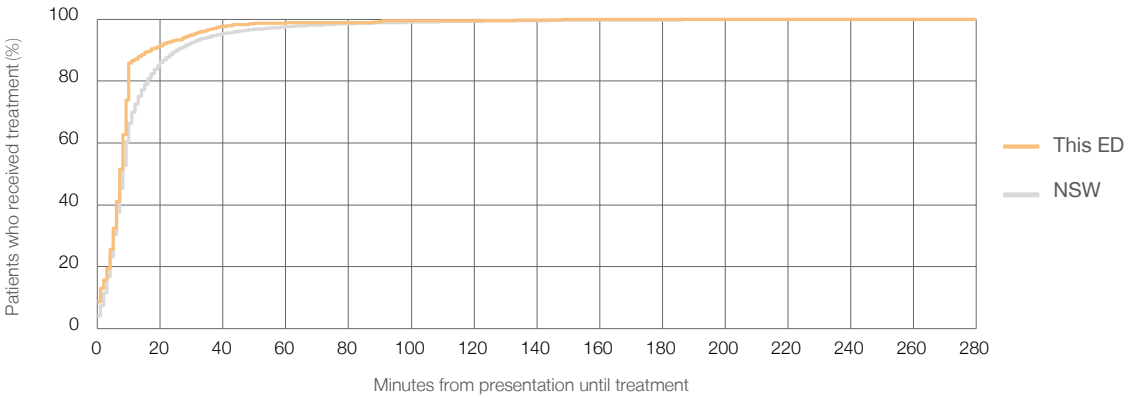
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 2

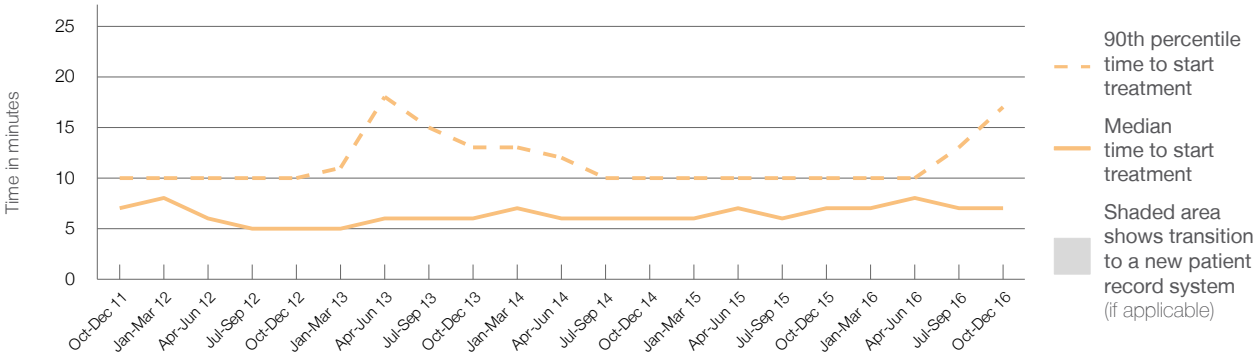
October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 492		463	
Number of triage 2 patients used to calculate waiting time:[3] 492		463	
Median time to start treatment[4]	7 minutes	7 minutes	8 minutes
90th percentile time to start treatment[5]	17 minutes	10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016[†‡§]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	7	5	6	6	7	7
90th percentile time to start treatment[5] (minutes)	10	10	13	10	10	17

(†) 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 trans 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.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

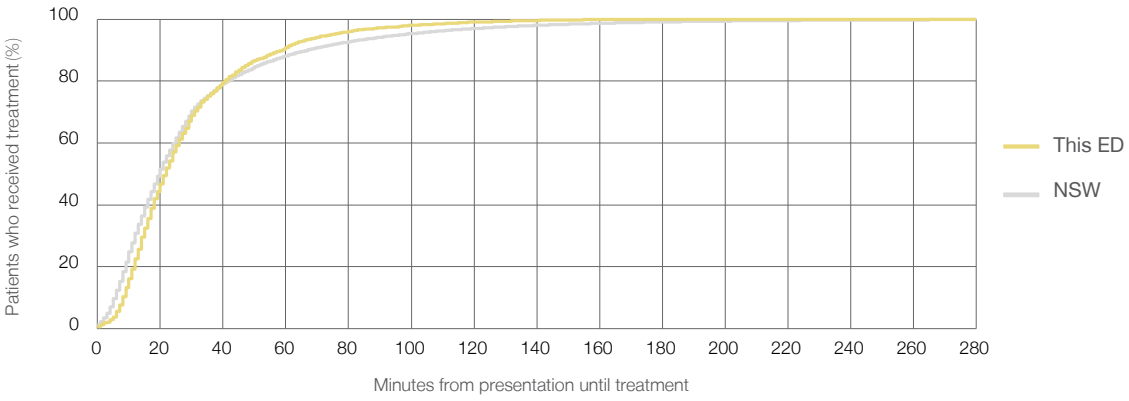
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3

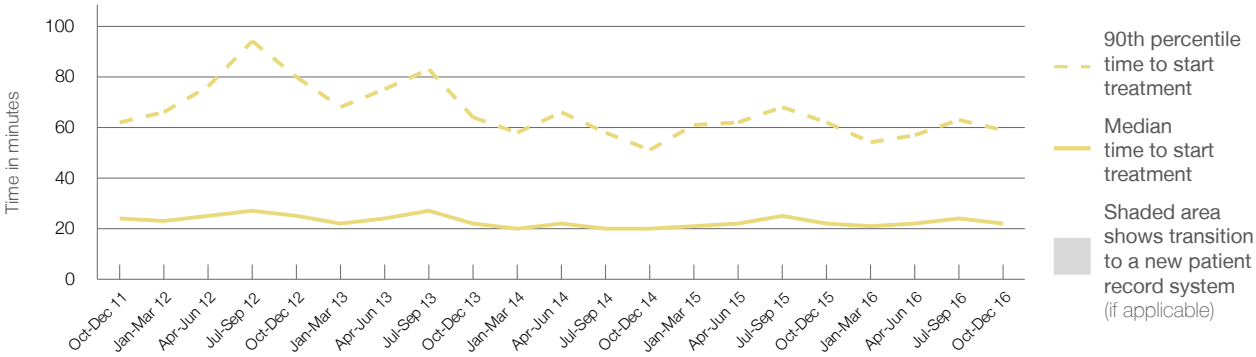
October to December 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 3,370		3,102	
Number of triage 3 patients used to calculate waiting time:[3] 3,361		3,093	
Median time to start treatment[4]	22 minutes	22 minutes	20 minutes
90th percentile time to start treatment[5]	59 minutes	62 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016[†‡§]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	24	25	22	20	22	22
90th percentile time to start treatment[5] (minutes)	62	80	64	51	62	59

(†) 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 trans 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.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

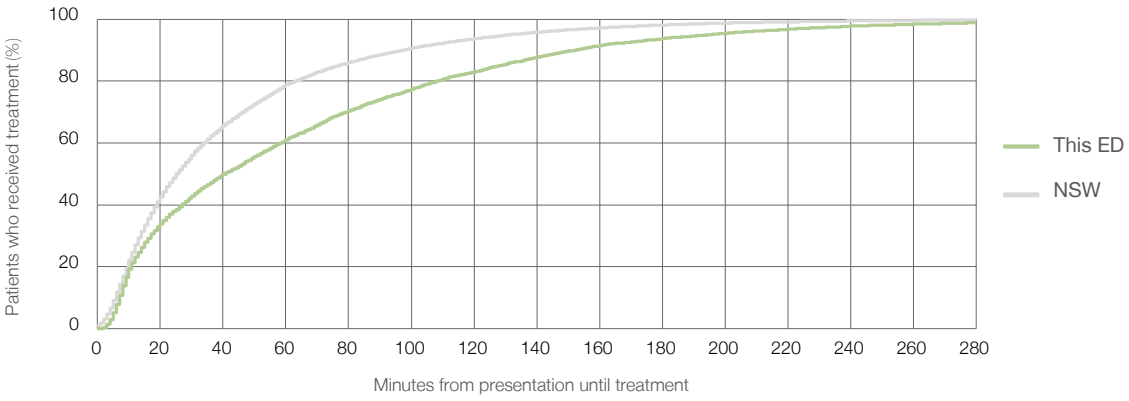
The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4

October to December 2016

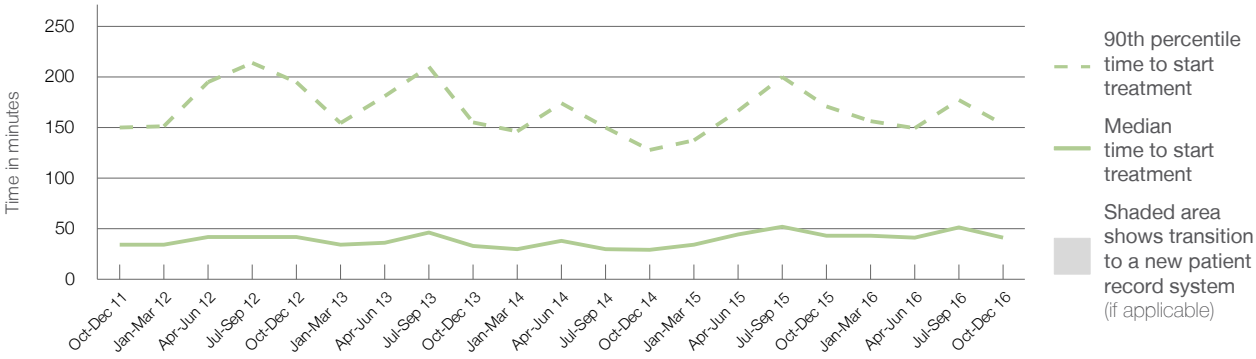
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	9,939	10,142	
Number of triage 4 patients used to calculate waiting time:[3]	8,650	8,609	
Median time to start treatment[4]	41 minutes	43 minutes	25 minutes
90th percentile time to start treatment[5]	153 minutes	171 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016[†‡§]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	34	42	33	29	43	41
90th percentile time to start treatment[5] (minutes)	150	195	155	128	171	153

(†) 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 trans 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.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

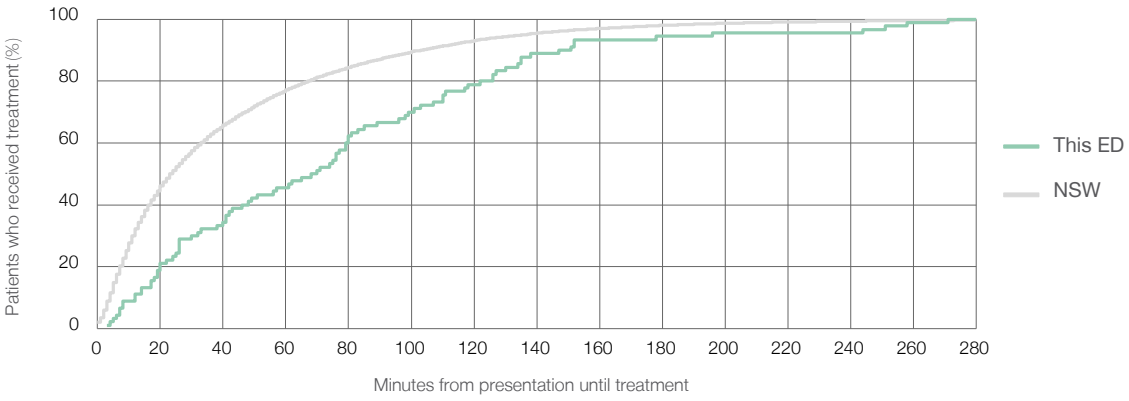
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5

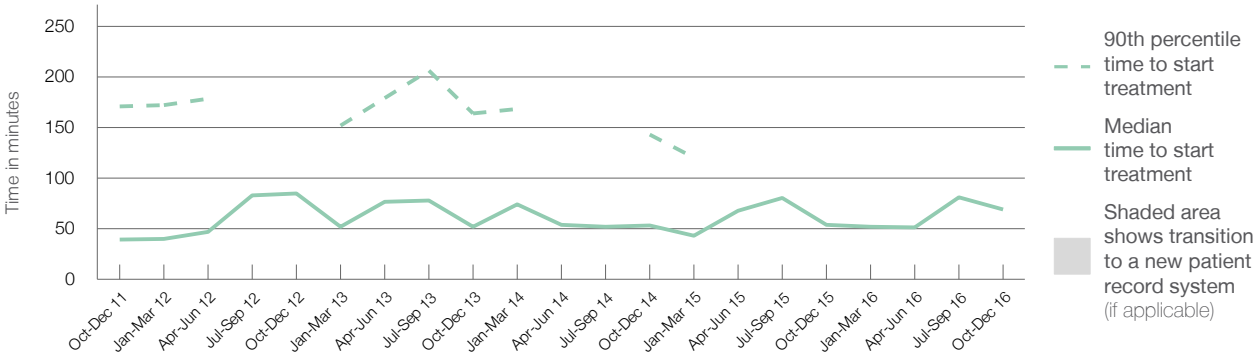
October to December 2016

Triage 5 Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)
Number of triage 5 patients: 101		100	
Number of triage 5 patients used to calculate waiting time:[3] 90		72	
Median time to start treatment[4]	69 minutes	54 minutes	24 minutes
90th percentile time to start treatment[5]	*	*	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016[†‡§]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	39	85	52	53	54	69
90th percentile time to start treatment[5] (minutes)	171	*	164	143	*	*

(†) 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 trans 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.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

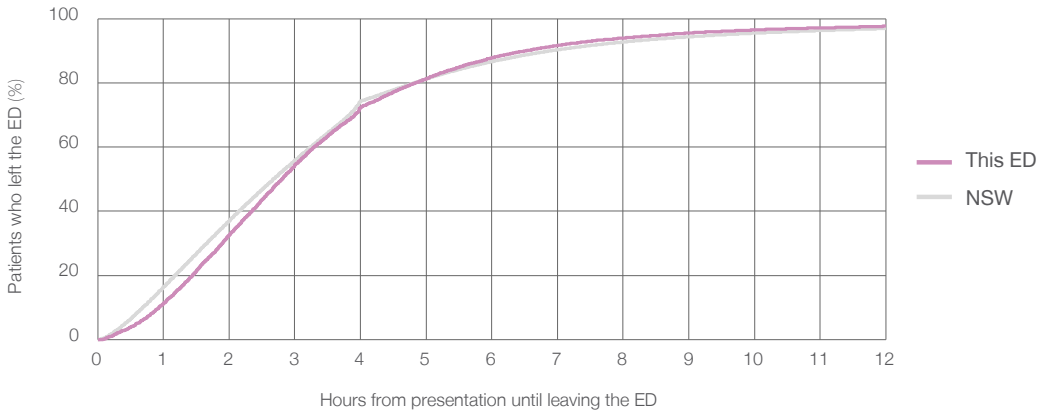
From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

The Children's Hospital at Westmead: Time patients spent in the ED

October to December 2016

		Same period last year	NSW (this period)
All presentations:[1]	14,210 patients	14,129	
Presentations used to calculate time to leaving the ED:[6]	14,210 patients	14,129	
Median time spent in the ED[8]	2 hours and 48 minutes	3 hours and 1 minutes	2 hours and 41 minutes
90th percentile time spent in the ED[9]	6 hours and 32 minutes	6 hours and 56 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016[†‡§]

	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED[8] (hours, minutes)	3h 15m	3h 27m	3h 9m	2h 42m	3h 1m	2h 48m
90th percentile time to leaving the ED[9] (hours, minutes)	7h 33m	8h 14m	7h 36m	6h 1m	6h 56m	6h 32m

(†) 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 trans 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.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

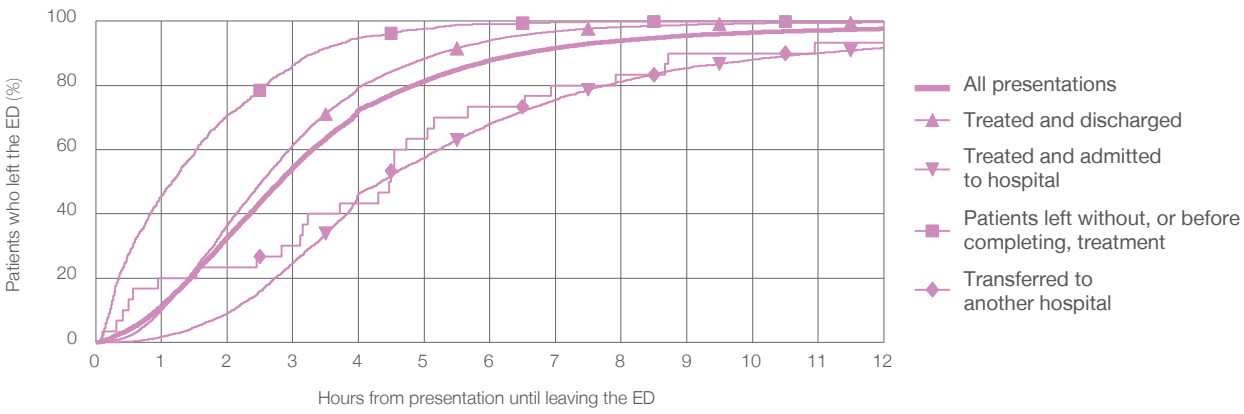
The Children's Hospital at Westmead: Time patients spent in the ED
By mode of separation
October to December 2016

All presentations:[1] 14,210 patients

Presentations used to calculate time to leaving the ED:[6] 14,210 patients

		Same period last year	Change since one year ago
Treated and discharged	9,204 (64.8%)	9,038	1.8%
Treated and admitted to hospital	3,632 (25.6%)	3,474	4.5%
Patient left without, or before completing, treatment	1,343 (9.5%)	1,586	-15.3%
Transferred to another hospital	30 (0.2%)	31	-3.2%
Other	1 (0%)	0	
All presentations		14,129	0.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.1%	36.5%	61.4%	79.5%	94.0%	98.2%	99.3%	99.7%
Treated and admitted to hospital	1.7%	9.0%	24.8%	46.3%	68.0%	81.2%	88.1%	91.7%
Patient left without, or before completing, treatment	45.7%	70.7%	86.3%	94.9%	99.1%	99.9%	99.9%	100%
Transferred to another hospital	20.0%	23.3%	30.0%	43.3%	73.3%	83.3%	90.0%	93.3%
All presentations	11.3%	32.7%	54.3%	72.4%	87.8%	94.0%	96.5%	97.6%

(†) 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 trans 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.

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

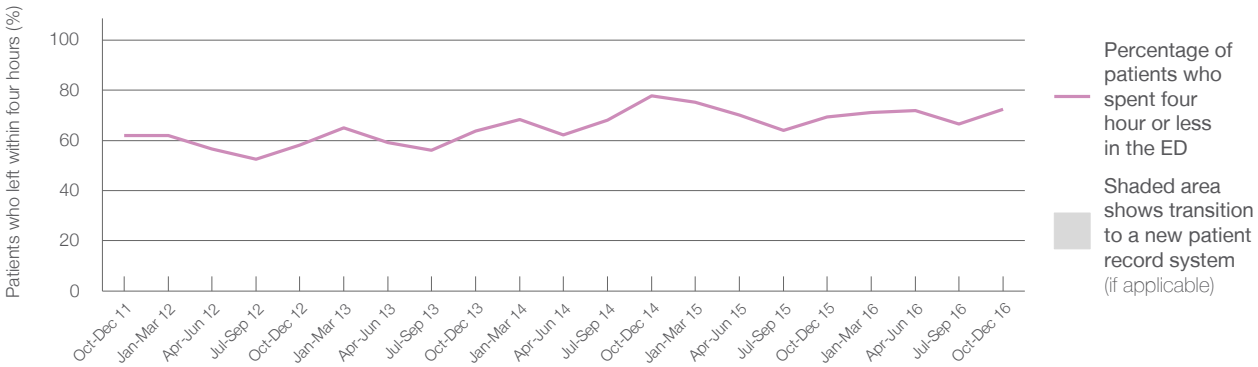
The Children's Hospital at Westmead: Time spent in the ED

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

October to December 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	14,210 patients	14,129	0.6%
Presentations used to calculate time to leaving the ED:[6]	14,210 patients	14,129	0.6%
Percentage of patients who spent four hours or less in the ED	72.4%	69.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016[†‡]



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Patients who left within four hours (%)	62.0%	58.2%	63.8%	77.7%	69.2%	72.4%

* 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 presentations at the emergency department (ED).
2. All presentations 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 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).