



Healthcare Quarterly

Performance Profiles

Emergency Department

April to June 2017

New South Wales: Emergency department (ED) overview

April to June 2017

All presentations:¹ 663,942 patients

Emergency presentations:² 641,423 patients

Same period last year	Change since one year ago
637,207	4.2%
613,188	4.6%

New South Wales: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 82,220 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 223,431 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 265,688 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 99 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 65,755 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 101 minutes

Same period last year

8 minutes

24 minutes

20 minutes

64 minutes

25 minutes

94 minutes

23 minutes

98 minutes

New South Wales: Time patients spent in the ED

April to June 2017

Presentations used to calculate time to leaving the ED:⁶ 663,831 patients

Percentage of patients who spent four hours or less in the ED 73.1%

Same period last year

73.9%

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, July to September 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.

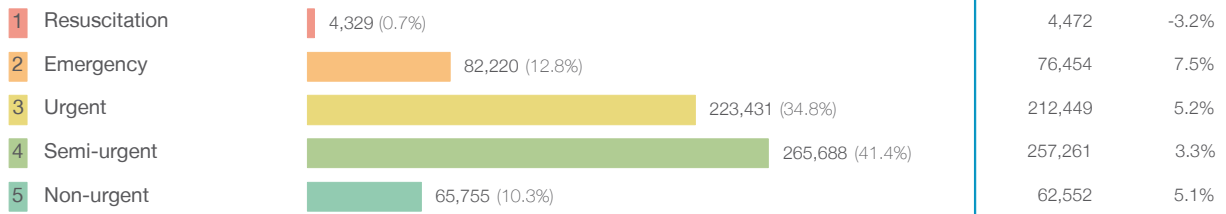
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

New South Wales: Patients presenting to the emergency department

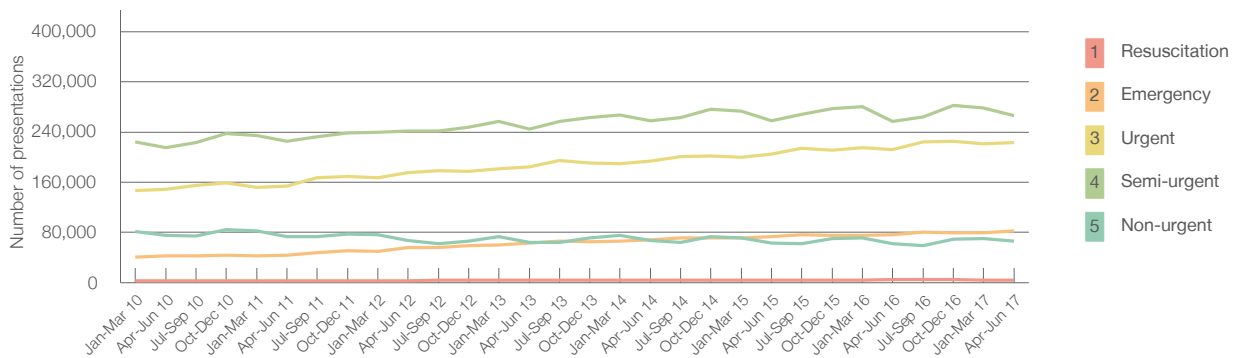
April to June 2017

All presentations:¹ 663,942 patients

Emergency presentations² by triage category: 641,423 patients



Emergency presentations² by quarter, April 2012 to June 2017



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	3,062	3,106	3,358	3,747	3,983	4,005	4,472	4,329
Emergency	42,199	43,955	55,635	62,815	68,706	73,337	76,454	82,220
Urgent	148,290	154,100	175,540	184,368	193,774	204,400	212,449	223,431
Semi-urgent	215,450	225,555	241,681	244,763	258,206	258,260	257,261	265,688
Non-urgent	75,216	73,534	67,289	63,732	67,055	63,480	62,552	65,755
All emergency presentations	484,217	500,250	543,503	559,425	591,724	603,482	613,188	641,423

New South Wales: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 133,345 patients

ED Transfer of care time



New South Wales: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 82,220

Number of triage 2 patients used to calculate waiting time:³ 81,230

Median time to start treatment⁴ ■ 8 minutes

90th percentile time to start treatment⁵ ■ 26 minutes

Same period last year

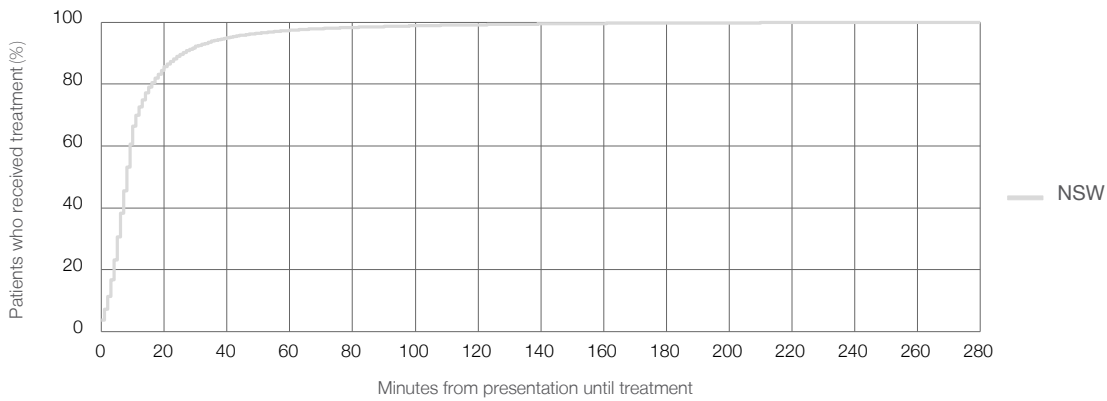
76,454

75,664

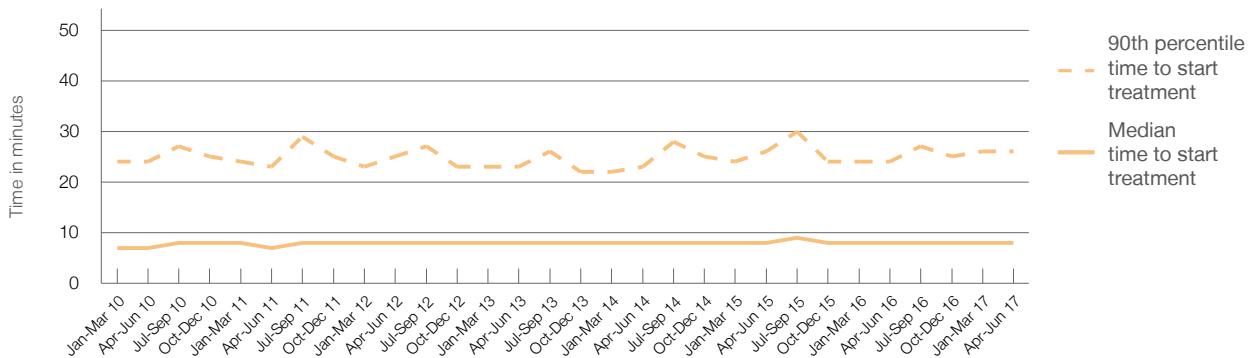
8 minutes

24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	7	7	8	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	24	23	25	23	23	26	24	26

New South Wales: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 223,431

Number of triage 3 patients used to calculate waiting time:³ 218,197

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 67 minutes

Same period last year

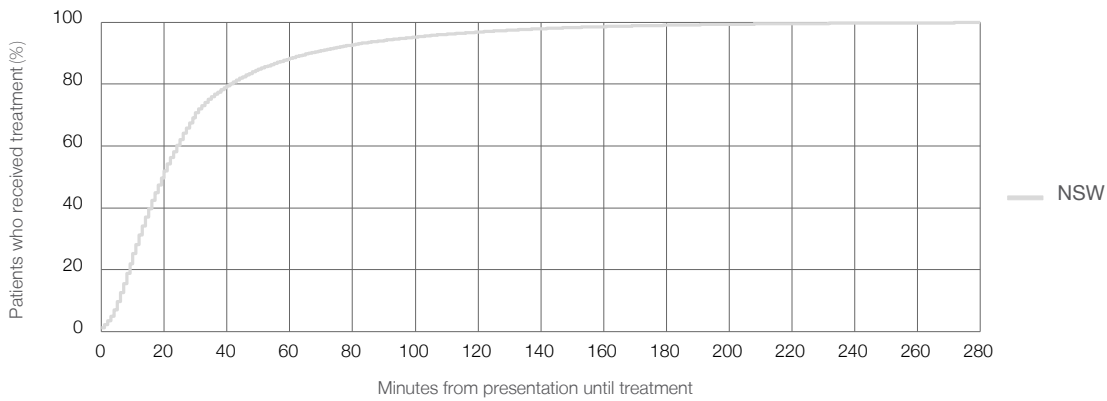
212,449

207,390

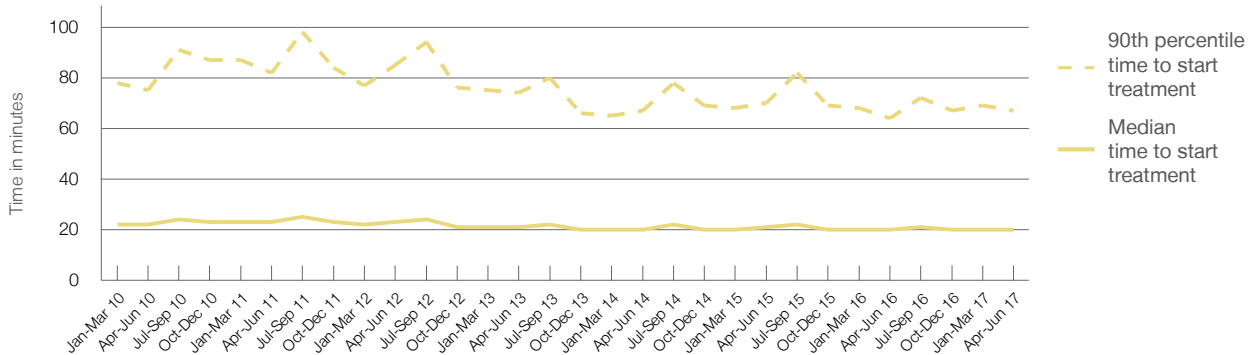
20 minutes

64 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	22	23	23	21	20	21	20	20
90th percentile time to start treatment ⁵ (minutes)	75	82	85	74	67	70	64	67

New South Wales: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 265,688

Number of triage 4 patients used to calculate waiting time:³ 247,682

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 99 minutes

Same period last year

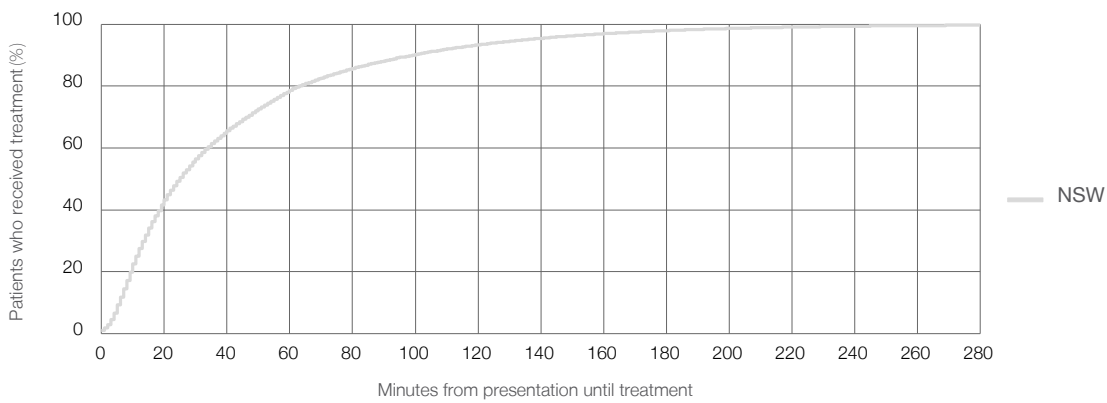
257,261

240,729

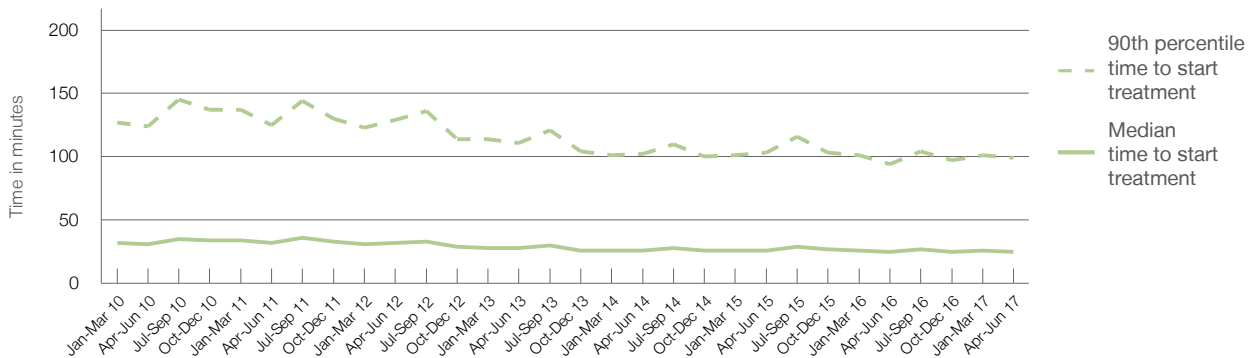
25 minutes

94 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	31	32	32	28	26	26	25	25
90th percentile time to start treatment ⁵ (minutes)	124	125	129	111	102	103	94	99

New South Wales: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 65,755

Number of triage 5 patients used to calculate waiting time:³ 56,731

Median time to start treatment⁴ 23 minutes

90th percentile time to start treatment⁵ 101 minutes

Same period last year

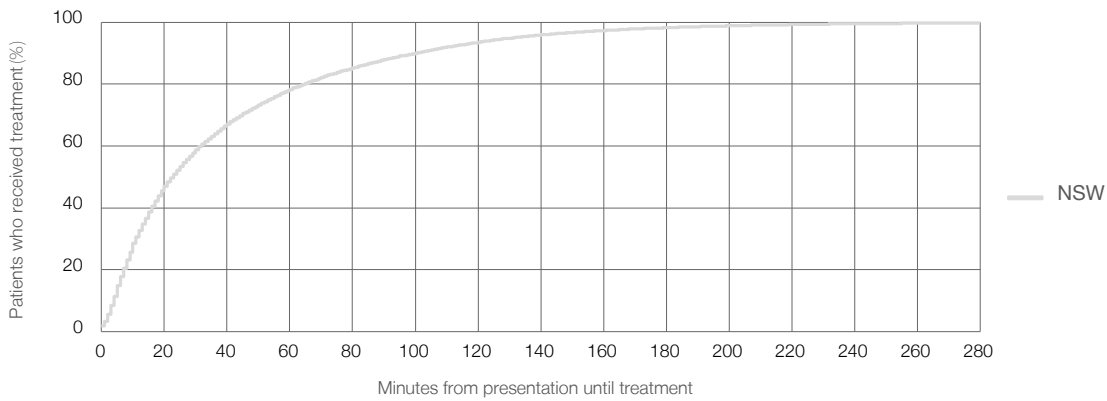
62,552

53,735

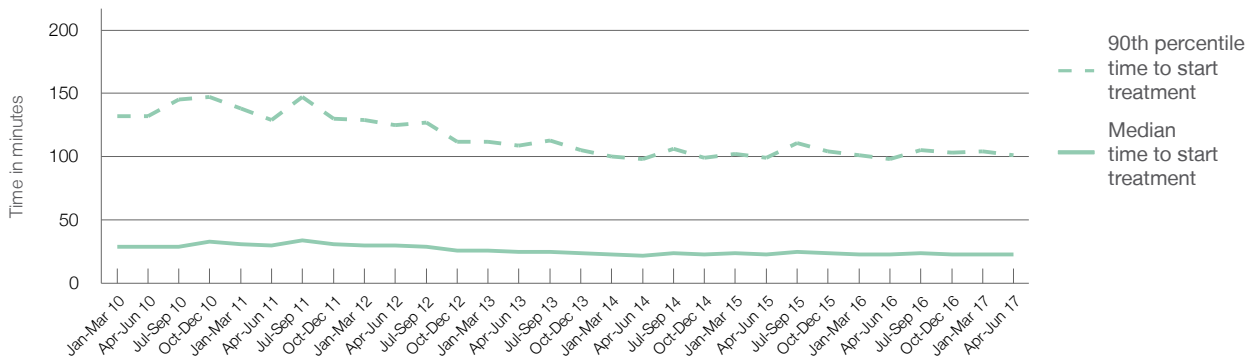
23 minutes

98 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	29	30	30	25	22	23	23	23
90th percentile time to start treatment ⁵ (minutes)	132	129	125	109	98	99	98	101

New South Wales: Time patients spent in the ED

April to June 2017

All presentations:¹ 663,942 patients

Presentations used to calculate time to leaving the ED:⁶ 663,831 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

90th percentile time spent in the ED⁹ 7 hours and 5 minutes

Same period last year

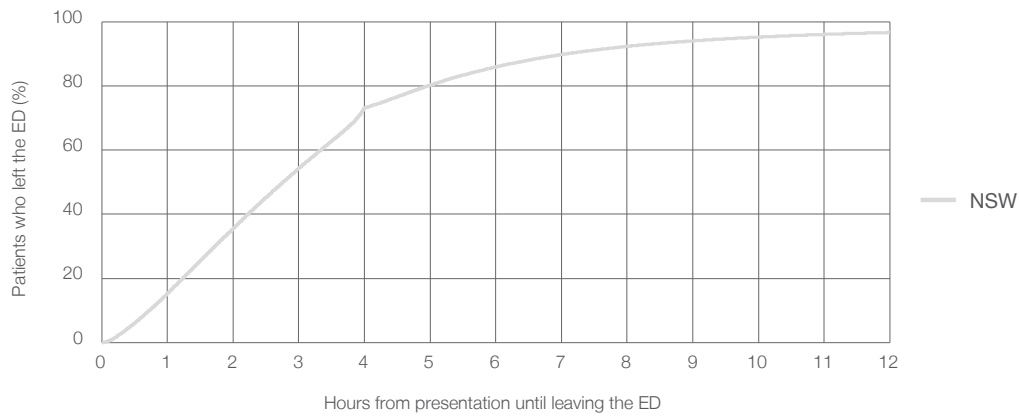
637,207

637,153

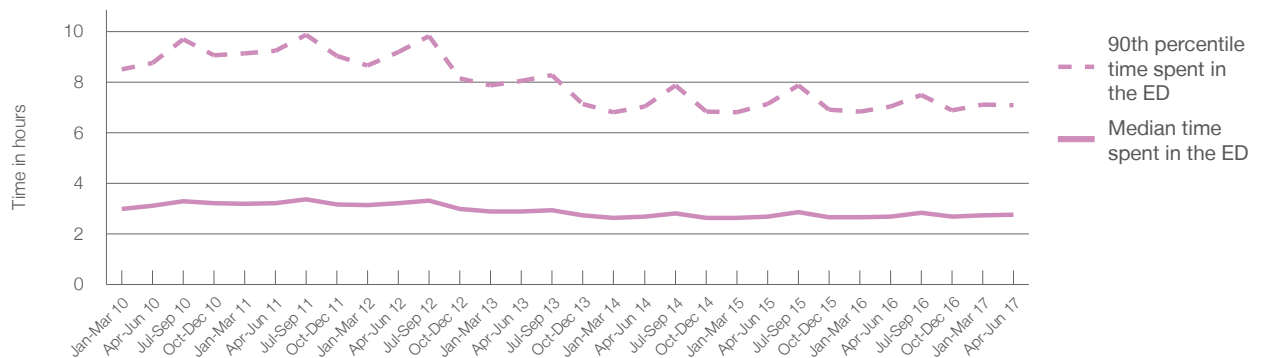
2 hours and 42 minutes

7 hours and 2 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{††}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time spent in the ED ⁸ (hours, minutes)	3h 8m	3h 13m	3h 14m	2h 54m	2h 41m	2h 42m	2h 42m	2h 46m
90th percentile time spent in the ED ⁹ (hours, minutes)	8h 46m	9h 15m	9h 11m	8h 3m	7h 3m	7h 8m	7h 2m	7h 5m

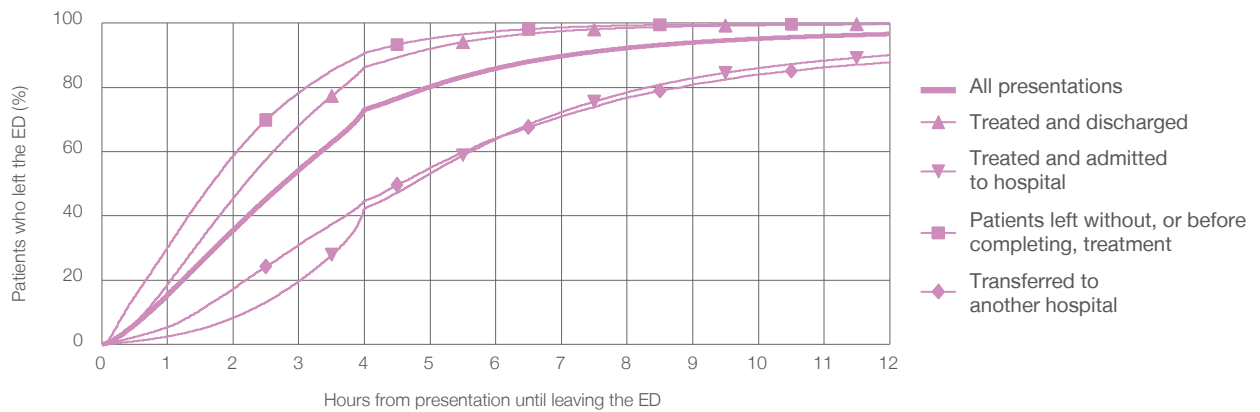
New South Wales: Time spent in the ED
By mode of separation
April to June 2017

All presentations:¹ 663,942 patients

Presentations used to calculate time spent in the ED:⁶ 663,831 patients

Treated and discharged	412,401 (62.1%)
Treated and admitted to hospital	192,903 (29.1%)
Patient left without, or before completing, treatment	31,019 (4.7%)
Transferred to another hospital	14,009 (2.1%)
Other	13,610 (2.0%)

Percentage of patients who left the ED by time and mode of separation, April to June 2017



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	18.8%	45.6%	68.3%	86.3%	95.6%	98.5%	99.4%	99.7%
Treated and admitted to hospital	2.4%	8.3%	19.7%	42.3%	64.0%	78.5%	86.0%	90.1%
Patient left without, or before completing, treatment	30.2%	58.8%	78.4%	90.8%	97.5%	99.3%	99.7%	99.8%
Transferred to another hospital	5.4%	17.3%	31.1%	44.7%	64.2%	76.8%	84.0%	87.9%
All presentations	15.5%	35.7%	54.4%	73.1%	85.9%	92.3%	95.2%	96.6%

New South Wales: Time spent in the ED

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

April to June 2017

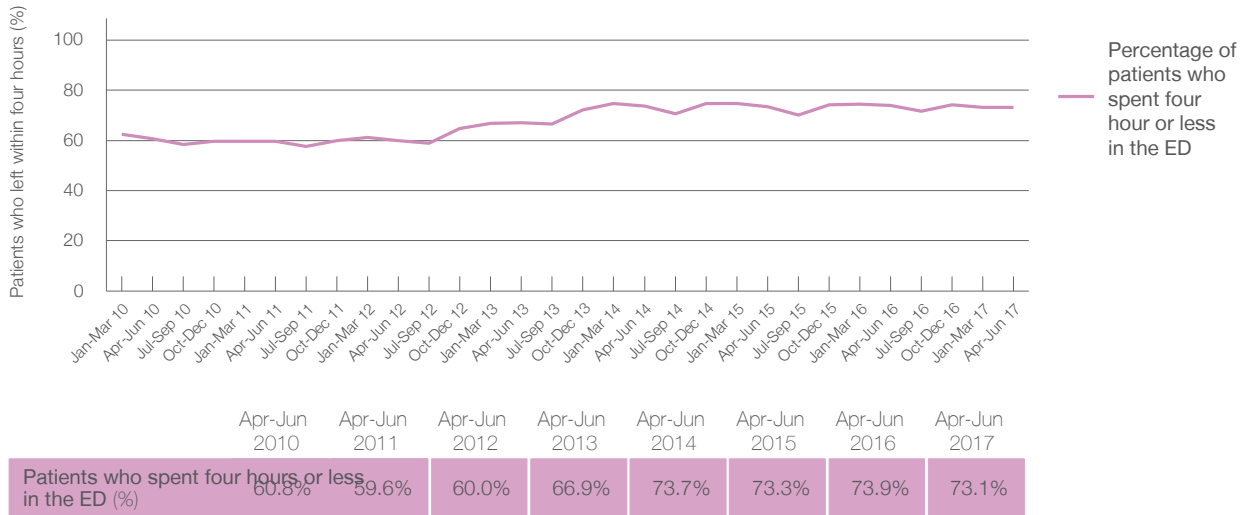
All presentations at the emergency department:¹ 663,942 patients

Presentations used to calculate time to leaving the ED:⁶ 663,831 patients

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



Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017



* 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*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System(extracted 21 July 2017).