

Liverpool Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 20,777 patients
Emergency attendances:² 20,469 patients

Same period last year	Change since one year ago
19,750	5%
19,392	6%

Liverpool Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 3,403 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 55 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,362 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 107 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,133 patients

Median time to start treatment⁴ 30 minutes
95th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,445 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
3,278	
11 minutes	8 minutes
52 minutes	35 minutes
9,490	
23 minutes	20 minutes
106 minutes	99 minutes
5,098	
29 minutes	26 minutes
130 minutes	137 minutes
1,422	
27 minutes	23 minutes
112 minutes	135 minutes

Liverpool Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 20,777 patients

Percentage of patients who left the ED within four hours 51%

Same period last year	Change since one year ago
19,750	5%
56%	

* 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.

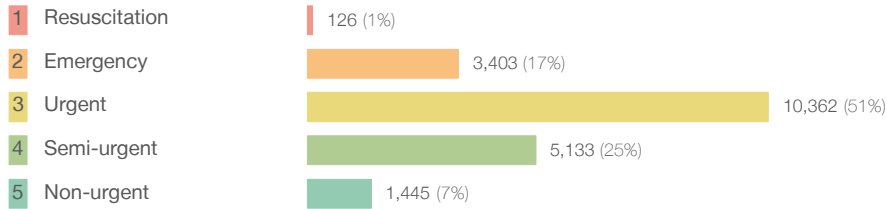
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

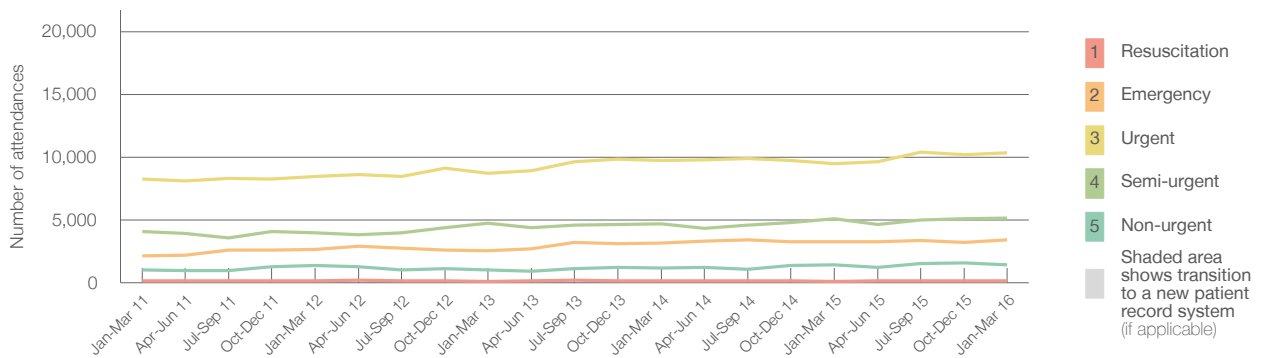
All attendances:¹ 20,777 patients

Emergency attendances² by triage category: 20,469 patients



Same period last year	Change since one year ago
19,750	5%
19,392	6%
104	21%
3,278	4%
9,490	9%
5,098	1%
1,422	2%

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	122	145	101	153	104	126
Emergency	2,160	2,649	2,545	3,138	3,278	3,403
Urgent	8,237	8,438	8,726	9,722	9,490	10,362
Semi-urgent	4,080	3,996	4,740	4,662	5,098	5,133
Non-urgent	1,011	1,393	999	1,144	1,422	1,445
All emergency attendances	15,610	16,621	17,111	18,819	19,392	20,469

Liverpool Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 6,765 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
6,604	
14 minutes	-1 minute
62 minutes	-18 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.

Liverpool 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: 3,403

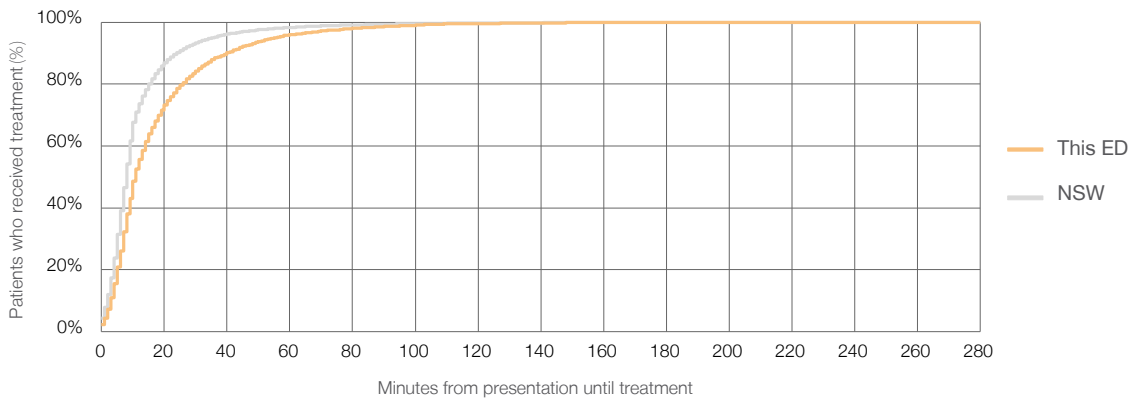
Number of triage 2 patients used to calculate waiting time:³ 3,385

Median time to start treatment⁴ 11 minutes

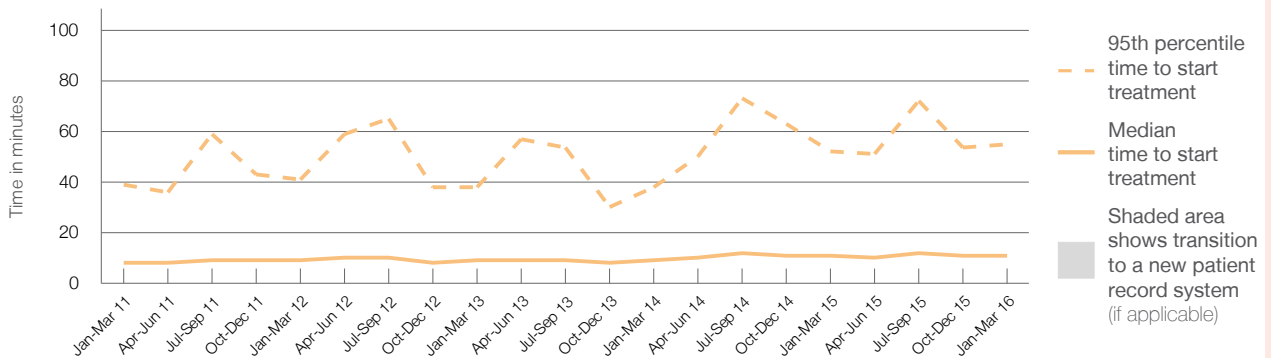
95th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
3,278	3,269
11 minutes	8 minutes
52 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	9	9	11	11
95th percentile time to start treatment ⁵ (minutes)	39	41	38	38	52	55

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Liverpool 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: 10,362

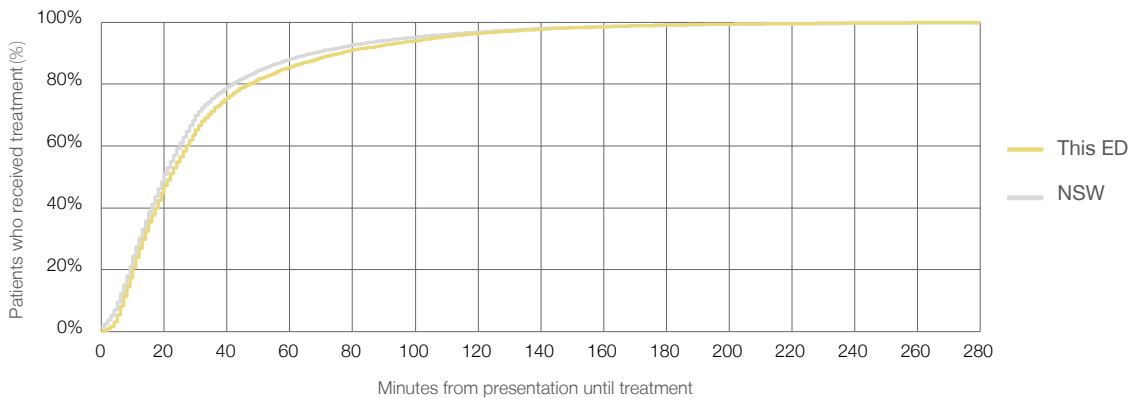
Number of triage 3 patients used to calculate waiting time:³ 10,008

Median time to start treatment⁴ 22 minutes

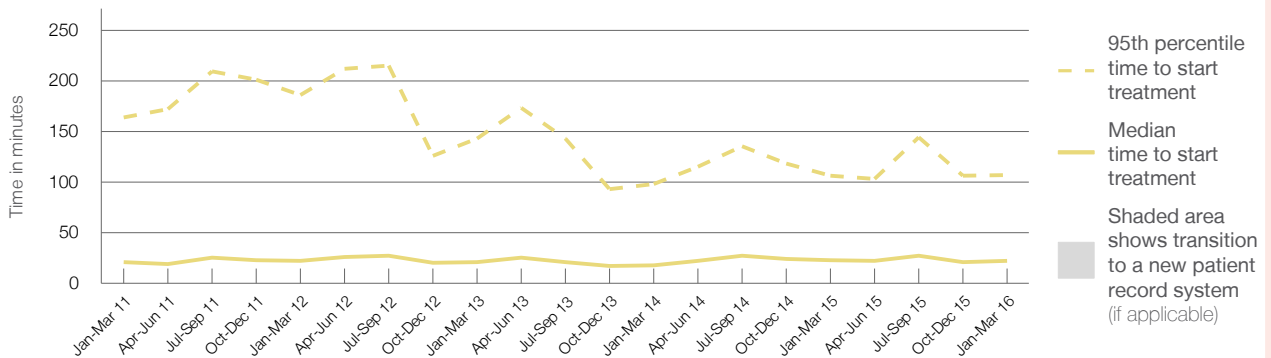
95th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
9,490	9,141
23 minutes	20 minutes
106 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)	21	22	21	18	23	22
95th percentile time to start treatment ⁵ (minutes)	164	186	143	98	106	107

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Liverpool 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: 5,133

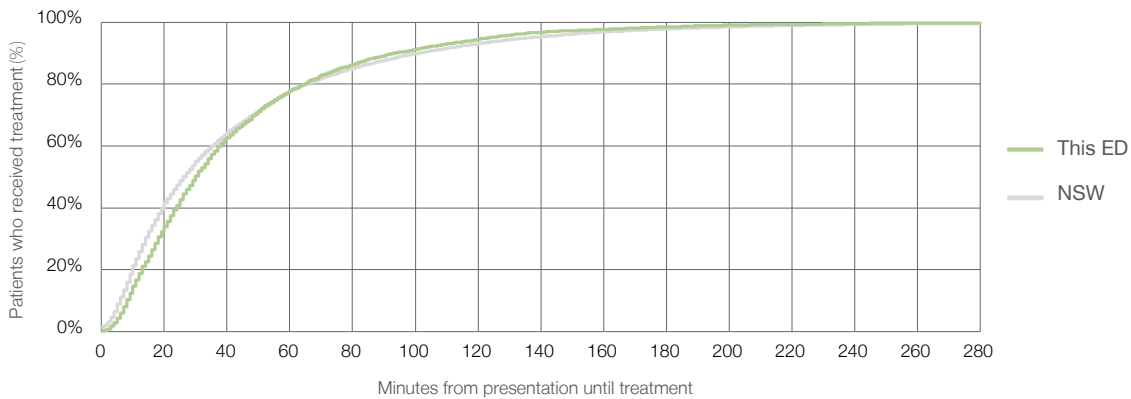
Number of triage 4 patients used to calculate waiting time:³ 4,596

Median time to start treatment⁴ 30 minutes

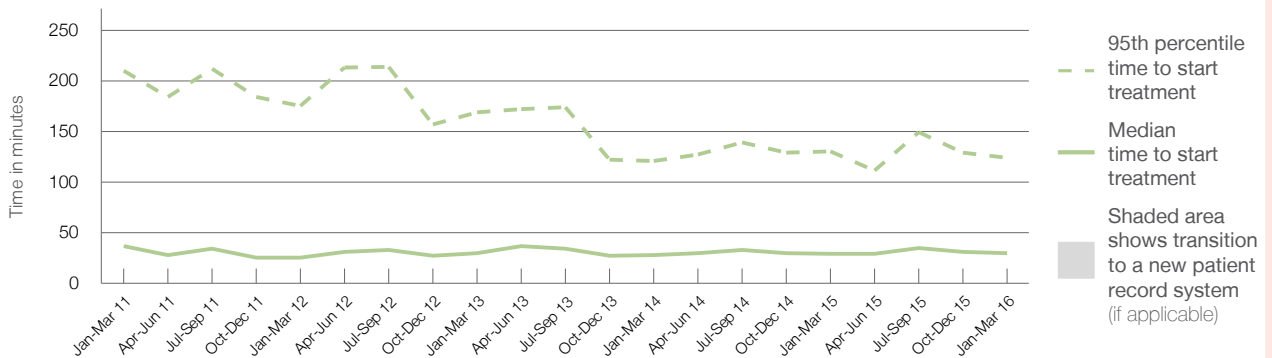
95th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
5,098	
4,610	
29 minutes	26 minutes
130 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)	37	25	30	28	29	30
95th percentile time to start treatment ⁵ (minutes)	210	175	169	121	130	124

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Liverpool 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: 1,445

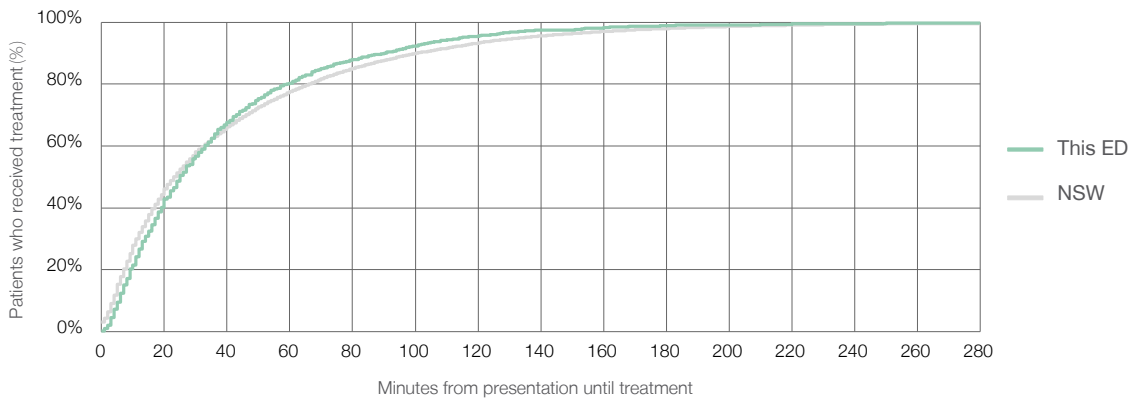
Number of triage 5 patients used to calculate waiting time:³ 988

Median time to start treatment⁴ 25 minutes

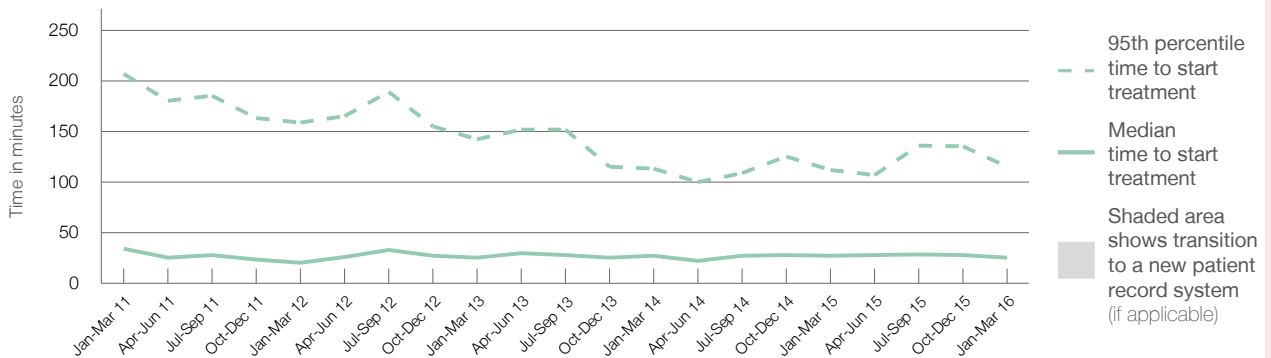
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,422	1,033
27 minutes	23 minutes
112 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)	34	20	25	27	27	25
95th percentile time to start treatment ⁵ (minutes)	207	159	142	113	112	115

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Liverpool Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 20,777 patients

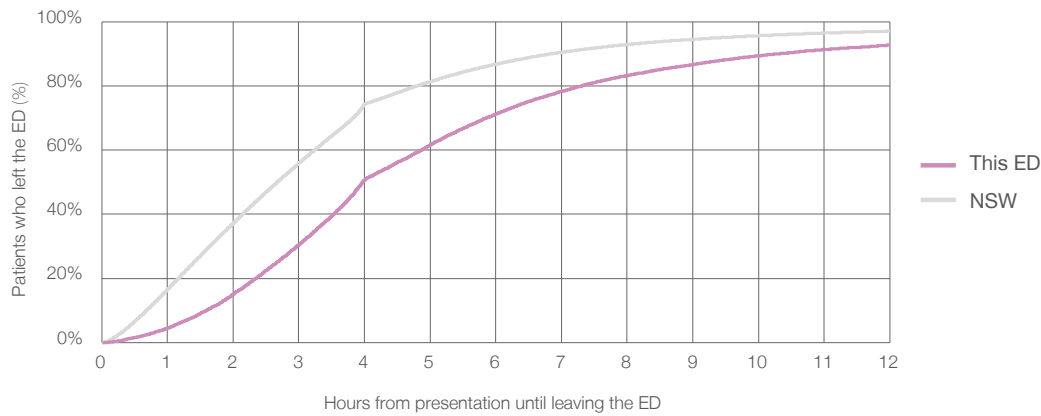
Attendances used to calculate time to leaving the ED:⁶ 20,777 patients

Median time to leaving the ED⁸ 3 hours and 59 minutes

95th percentile time to leaving the ED⁹ 14 hours and 21 minutes

Same period last year	NSW (this period)
19,750	19,750
3 hours and 50 minutes	2 hours and 40 minutes
13 hours and 17 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^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	5h 12m	5h 5m	4h 11m	3h 40m	3h 50m	3h 59m
95th percentile time to leaving the ED ⁹ (hours, minutes)	17h 31m	16h 53m	15h 35m	12h 14m	13h 17m	14h 21m

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Liverpool Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

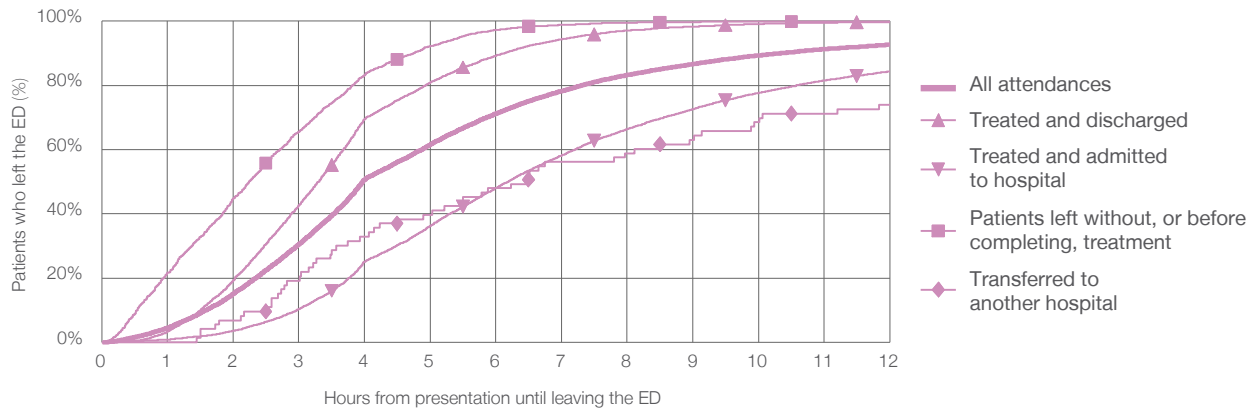
All attendances:¹ 20,777 patients

Attendances used to calculate time to leaving the ED:⁶ 20,777 patients

Treated and discharged	8,998 (43%)
Treated and admitted to hospital	9,468 (46%)
Patient left without, or before completing, treatment	2,028 (10%)
Transferred to another hospital	73 (0%)
Other	210 (1%)

Same period last year	Change since one year ago
19,750	5%
8,823	2%
8,993	5%
1,597	27%
60	22%
277	-24%

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	3%	19%	43%	70%	89%	97%	99%	100%
Treated and admitted to hospital	1%	4%	10%	25%	48%	66%	78%	84%
Patient left without, or before completing, treatment	22%	45%	66%	83%	97%	100%	100%	100%
Transferred to another hospital	0%	7%	19%	33%	48%	59%	68%	74%
All attendances	5%	15%	31%	51%	71%	83%	89%	93%

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

All attendances:¹ 20,777 patients

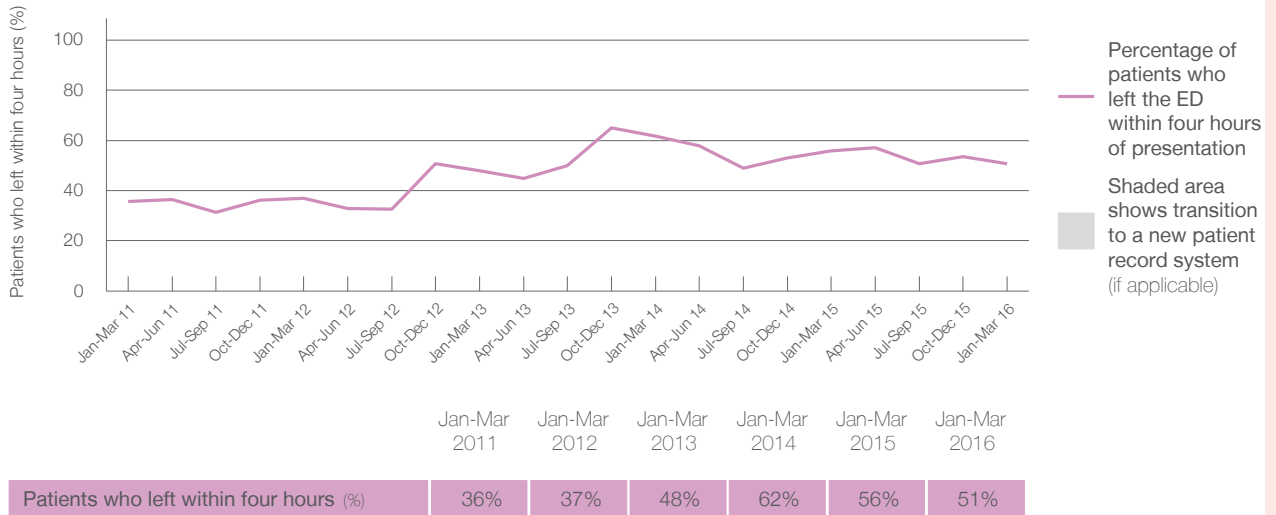
Attendances used to calculate time to leaving the ED:⁶ 20,777 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	19,750	5%
Attendances used to calculate time to leaving the ED	19,750	5%
Percentage of patients who left the ED within four hours	56%	

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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- All emergency and non-emergency attendances at the emergency department (ED).
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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).