

Liverpool Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 22,030 patients

Emergency presentations:² 21,948 patients

Same period last year	Change since one year ago
20,701	6%
20,332	8%

Liverpool Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 4,194 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 11,346 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,005 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,187 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
3,749	
8 minutes	8 minutes
25 minutes	23 minutes
10,321	
14 minutes	20 minutes
48 minutes	65 minutes
4,811	
16 minutes	25 minutes
57 minutes	98 minutes
1,297	
13 minutes	22 minutes
54 minutes	97 minutes

Liverpool Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 22,030 patients

Percentage of patients who spent four hours or less in the ED 57%

Same period last year	Change since one year ago
20,700	6%
53%	

* 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 2018*.
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.

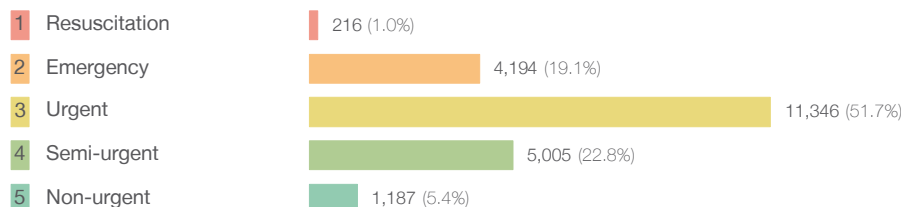
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Liverpool Hospital: Patients presenting to the emergency department

January to March 2018

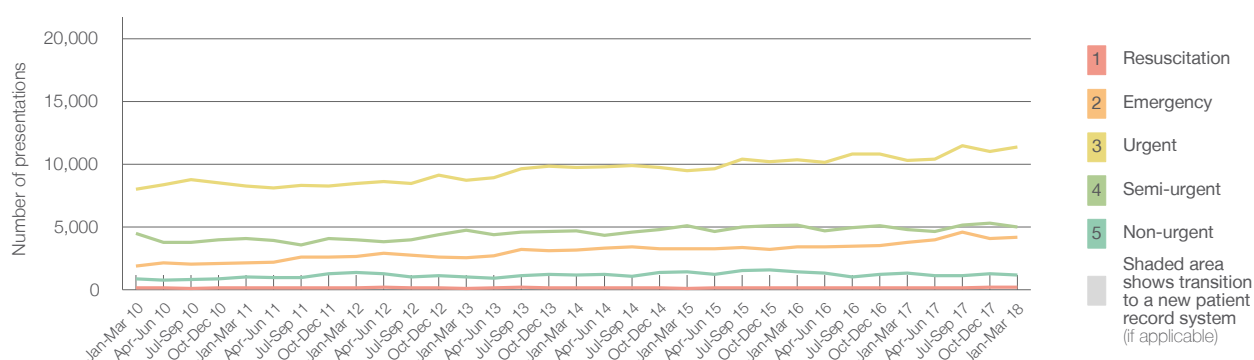
All presentations:¹ 22,030 patients

Emergency presentations² by triage category: 21,948 patients



Same period last year	Change since one year ago
20,701	6%
20,332	8%
154	40.3%
3,749	11.9%
10,321	9.9%
4,811	4.0%
1,297	-8.5%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	122	122	145	101	153	104	126	154	216
Emergency	1,901	2,160	2,649	2,545	3,138	3,278	3,403	3,749	4,194
Urgent	7,993	8,237	8,438	8,726	9,722	9,490	10,362	10,321	11,346
Semi-urgent	4,493	4,080	3,996	4,740	4,662	5,098	5,133	4,811	5,005
Non-urgent	874	1,011	1,393	999	1,144	1,422	1,445	1,297	1,187
All emergency presentations	15,383	15,610	16,621	17,111	18,819	19,392	20,469	20,332	21,948

Liverpool Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 6,438 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,170	
13 minutes	-1 minute
40 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 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.

Liverpool Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 4,194

Number of triage 2 patients used to calculate waiting time: ³ 4,167

Median time to start treatment ⁴

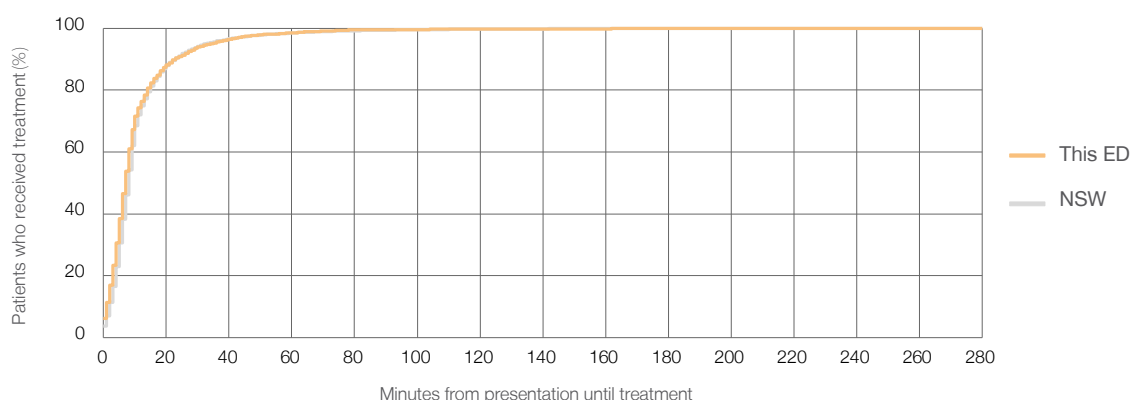
7 minutes

90th percentile time to start treatment ⁵

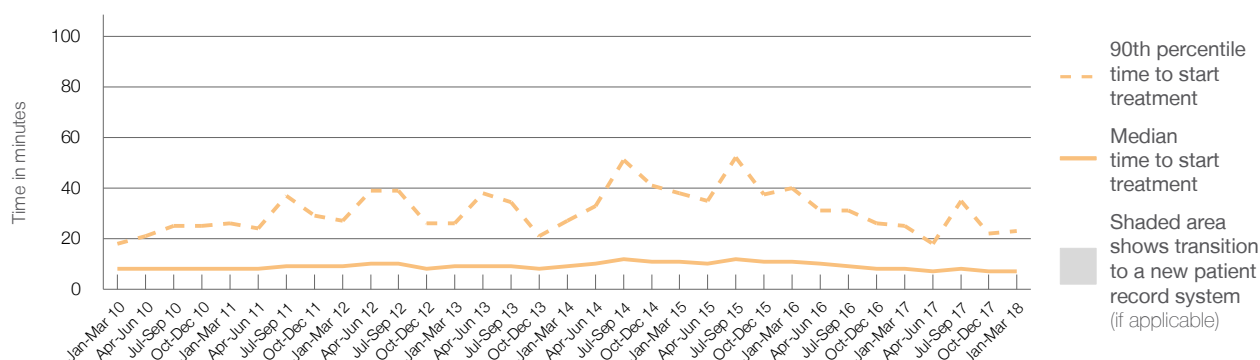
23 minutes

Same period last year	NSW (this period)
3,749	
3,723	
8 minutes	8 minutes
25 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	8	8	9	9	9	11	11	8	7
90th percentile time to start treatment ⁵ (minutes)	18	26	27	26	27	38	40	25	23

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Liverpool Hospital: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 11,346

Number of triage 3 patients used to calculate waiting time:³ 11,002

Median time to start treatment⁴

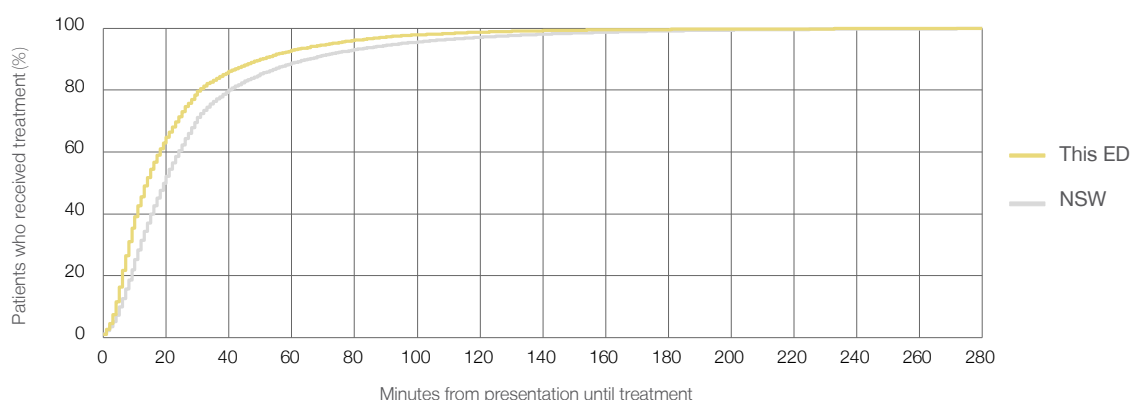
14 minutes

90th percentile time to start treatment⁵

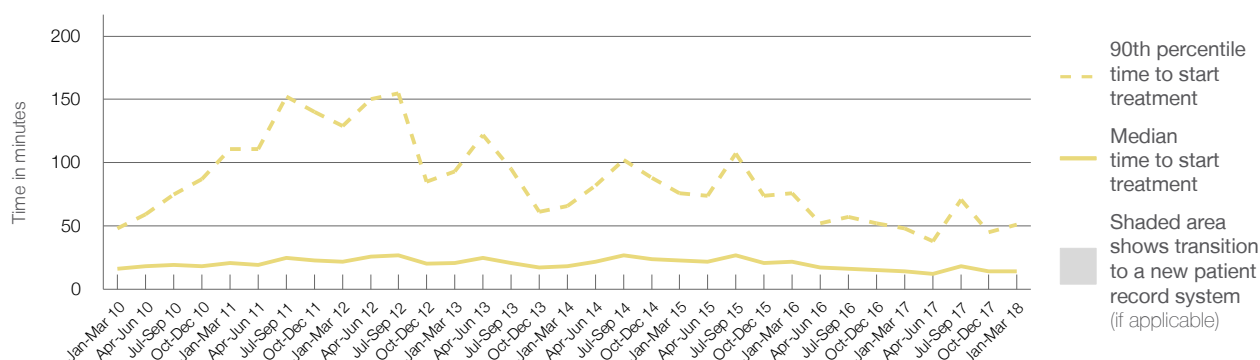
51 minutes

Same period last year	NSW (this period)
10,321	
10,014	
14 minutes	20 minutes
48 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	16	21	22	21	18	23	22	14	14
90th percentile time to start treatment ⁵ (minutes)	48	111	129	93	66	76	76	48	51

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Liverpool Hospital: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 5,005

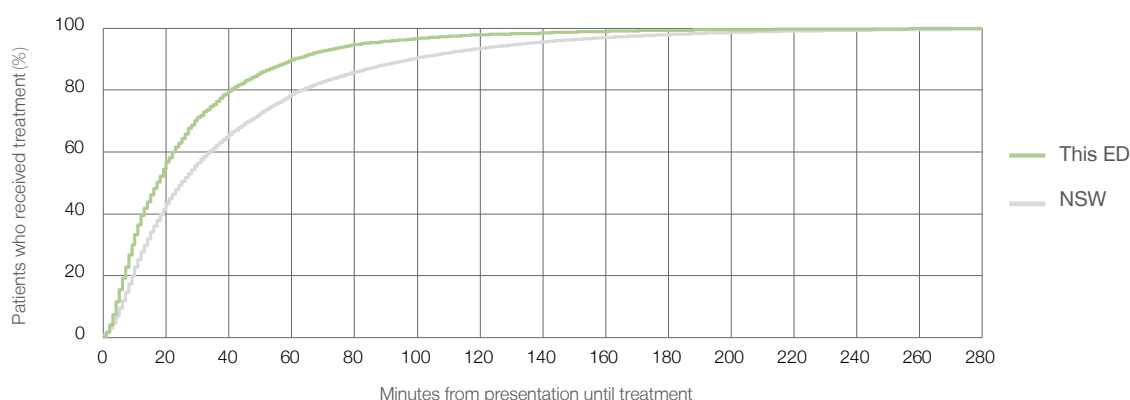
Number of triage 4 patients used to calculate waiting time:³ 4,626

Median time to start treatment⁴ 17 minutes

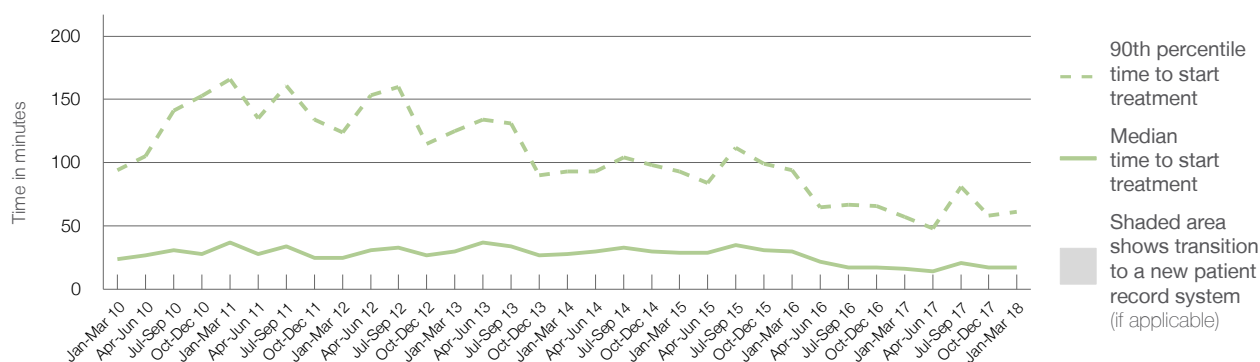
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
4,811	
4,396	
16 minutes	25 minutes
57 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	24	37	25	30	28	29	30	16	17
90th percentile time to start treatment ⁵ (minutes)	94	166	124	125	93	93	94	57	61

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Liverpool Hospital: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,187

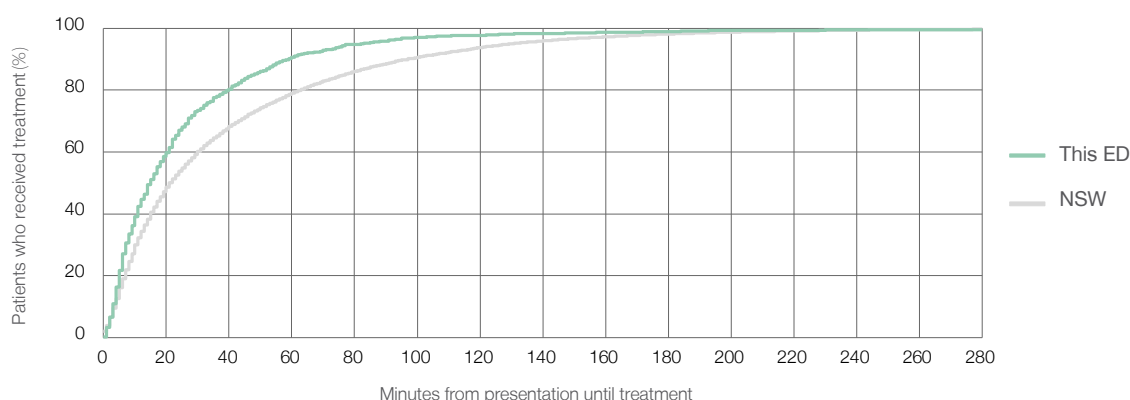
Number of triage 5 patients used to calculate waiting time:³ 982

Median time to start treatment⁴ 15 minutes

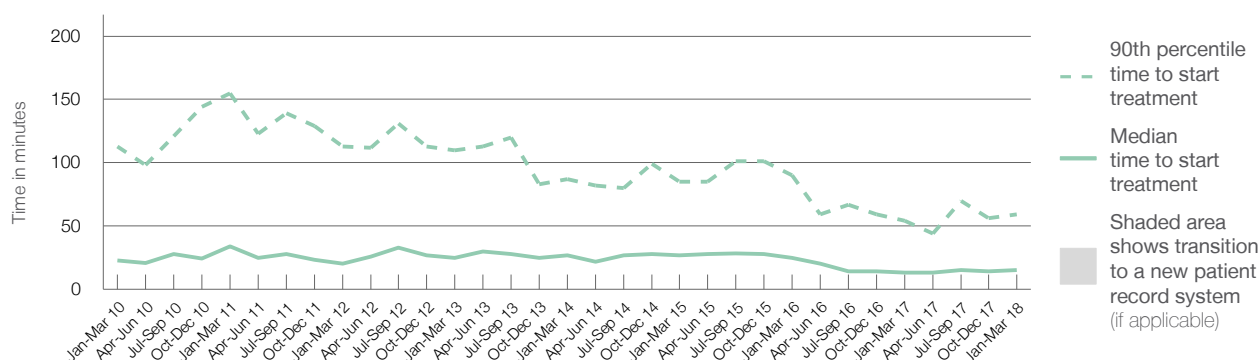
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,297	
1,069	
13 minutes	22 minutes
54 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	23	34	20	25	27	27	25	13	15
90th percentile time to start treatment ⁵ (minutes)	113	155	113	110	87	85	90	54	59

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Liverpool Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 22,030 patients

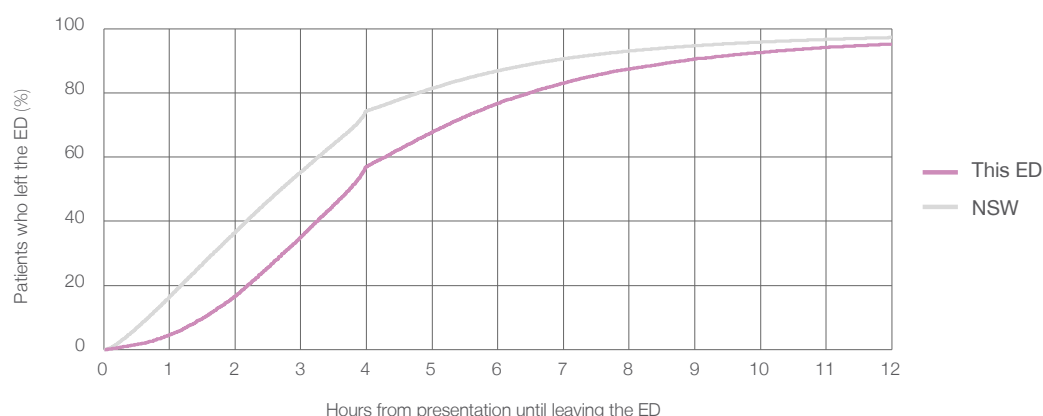
Presentations used to calculate time to leaving the ED:⁶ 22,030 patients

Median time spent in the ED⁸ 3 hours and 45 minutes

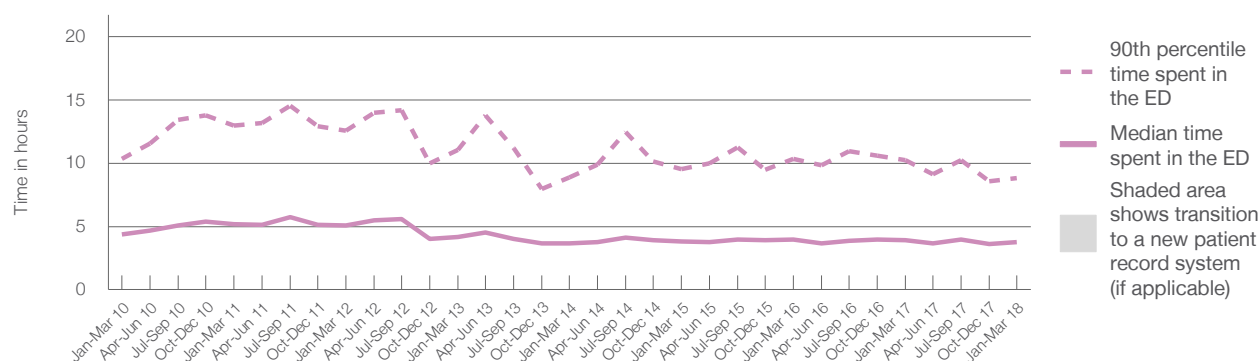
90th percentile time spent in the ED⁹ 8 hours and 50 minutes

Same period last year	NSW (this period)
20,701	
20,700	
3 hours and 55 minutes	2 hours and 42 minutes
10 hours and 14 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 21m	5h 12m	5h 5m	4h 11m	3h 40m	3h 50m	3h 59m	3h 55m	3h 45m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 20m	12h 59m	12h 33m	11h 4m	8h 52m	9h 33m	10h 19m	10h 14m	8h 50m

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Liverpool Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

All presentations:¹ 22,030 patients

Presentations used to calculate time to leaving the ED:⁶ 22,030 patients

Treated and discharged 10,887 (49.4%)

Treated and admitted to hospital 9,090 (41.3%)

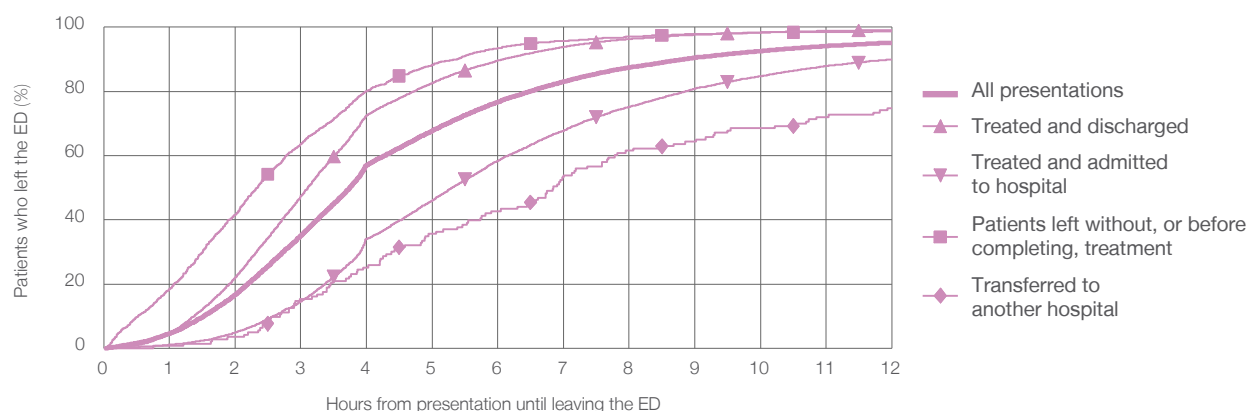
Patient left without, or before completing, treatment 1,783 (8.1%)

Transferred to another hospital 143 (0.6%)

Other 127 (0.6%)

Same period last year	Change since one year ago
20,700	6%
9,981	9.1%
8,704	4.4%
1,778	0.3%
80	78.8%
158	-19.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{††}



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

Treated and discharged	4.8%	22.1%	47.4%	72.6%	89.6%	96.3%	98.4%	99.2%
Treated and admitted to hospital	1.1%	4.9%	14.6%	34.1%	58.4%	75.2%	84.7%	90.0%
Patient left without, or before completing, treatment	18.5%	41.7%	63.6%	80.1%	93.5%	97.0%	98.4%	98.7%
Transferred to another hospital	0.7%	3.5%	15.4%	25.2%	42.7%	61.5%	68.5%	74.8%
All presentations	4.6%	16.7%	35.2%	57.1%	76.8%	87.4%	92.6%	95.2%

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Liverpool Hospital: Time spent in the ED

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

January to March 2018

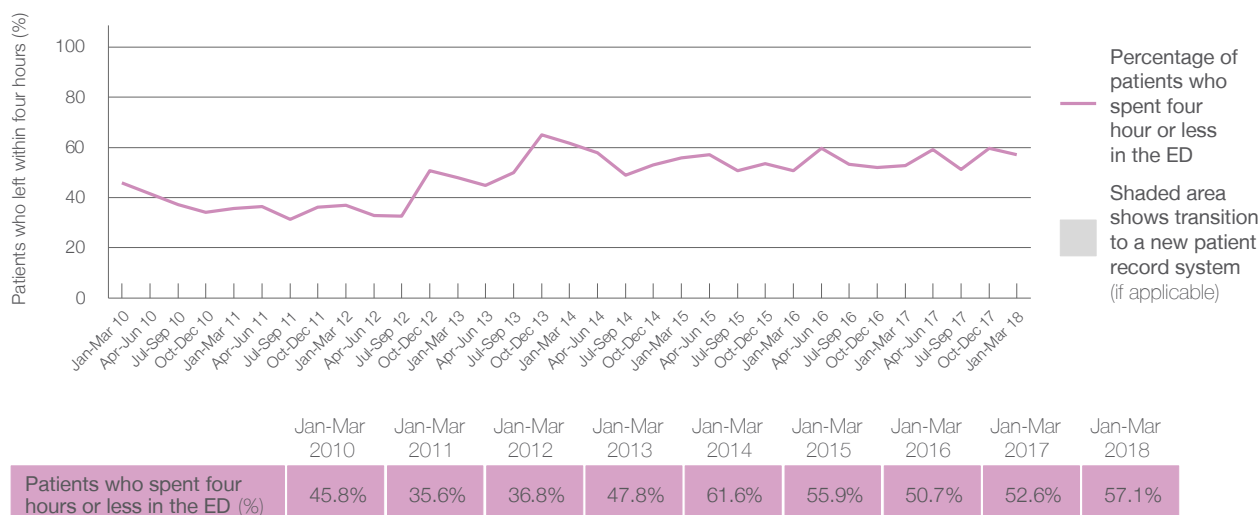
All presentations at the emergency department: ¹ 22,030 patients

Presentations used to calculate time to leaving the ED: ⁶ 22,030 patients

Percentage of patients who spent four hours or less in the ED 57.1%

Same period last year	Change since one year ago
20,701	6%
20,700	6%
52.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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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 2018*.
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 final 10% 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 17 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).