

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

January to March 2017

| | Same period last year | Change since one year ago |
|---|-----------------------|---------------------------|
| All presentations: ¹ 13,971 patients | 13,955 | 0.1% |
| Emergency presentations: ² 13,775 patients | 13,752 | 0.2% |

The Children's Hospital at Westmead: Time patients waited to start treatment³

January to March 2017

| | Same period last year | NSW (this period) |
|--|-----------------------|-------------------|
| Triage 2 Emergency (e.g. chest pain, severe burns): 525 patients | 428 | |
| 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): 3,513 patients | 3,391 | |
| Median time to start treatment ⁴ 22 minutes | 21 minutes | 20 minutes |
| 90th percentile time to start treatment ⁵ 61 minutes | 54 minutes | 69 minutes |
| Triage 4 Semi-urgent (e.g. sprained ankle, earache): 9,507 patients | 9,699 | |
| Median time to start treatment ⁴ 43 minutes | 43 minutes | 26 minutes |
| 90th percentile time to start treatment ⁵ 163 minutes | 156 minutes | 101 minutes |
| Triage 5 Non-urgent (e.g. small cuts or abrasions): 110 patients | 116 | |
| Median time to start treatment ⁴ 65 minutes | 52 minutes | 23 minutes |
| 90th percentile time to start treatment ⁵ 152 minutes | 161 minutes | 104 minutes |

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

January to March 2017

| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Attendances used to calculate time to leaving the ED: ⁶ 13,971 patients | 13,955 | 0.1% |
| Percentage of patients who spent four hours or less in the ED 67.7% | 71.0% | |

* 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, 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.

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.

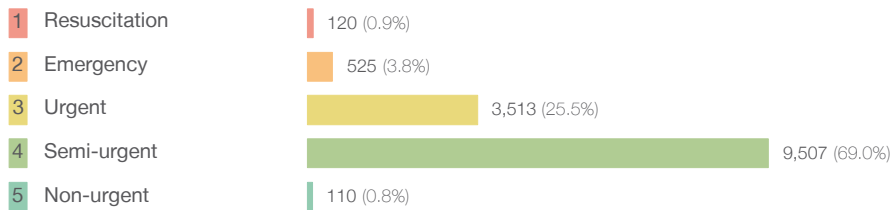
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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The Children's Hospital at Westmead: Patients presenting to the emergency department January to March 2017

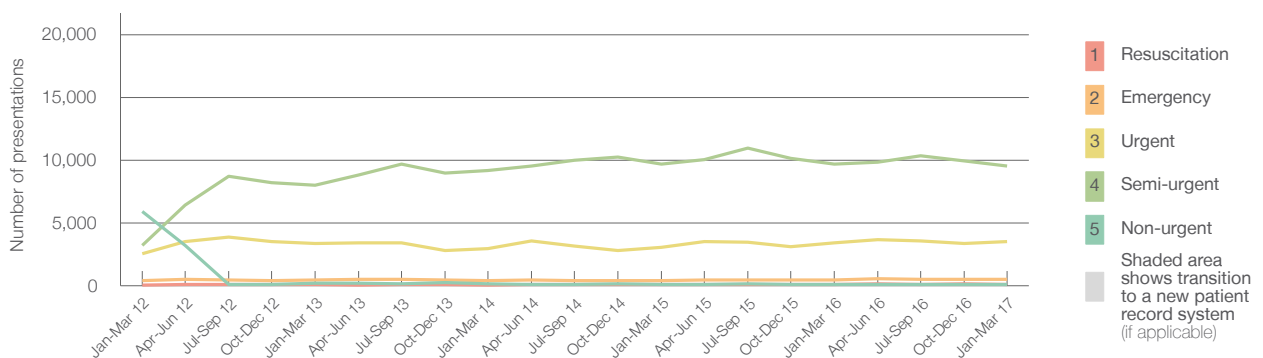
All presentations:¹ 13,971 patients

Emergency presentations² by triage category: 13,775 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,955 | 0.1% |
| 13,752 | 0.2% |
| 118 | 1.7% |
| 428 | 22.7% |
| 3,391 | 3.6% |
| 9,699 | -2.0% |
| 116 | -5.2% |

Emergency presentations² by quarter, January 2012 to March 2017 †Ω



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation | 69 | 72 | 61 | 80 | 118 | 120 |
| Emergency | 411 | 462 | 388 | 415 | 428 | 525 |
| Urgent | 2,550 | 3,380 | 2,926 | 3,052 | 3,391 | 3,513 |
| Semi-urgent | 3,231 | 8,005 | 9,196 | 9,665 | 9,699 | 9,507 |
| Non-urgent | 5,905 | 184 | 161 | 114 | 116 | 110 |
| All emergency presentations | 12,166 | 12,103 | 12,732 | 13,326 | 13,752 | 13,775 |

The Children's Hospital at Westmead: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 1,085 patients

ED Transfer of care time



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 962 | |
| 6 minutes | 0 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 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.

(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.

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 January to March 2017

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

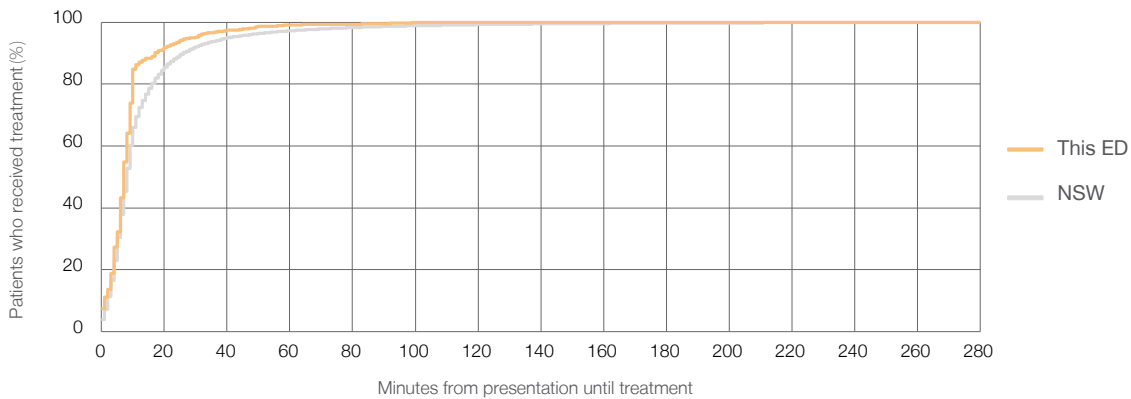
Number of triage 2 patients: 525

Number of triage 2 patients used to calculate waiting time:³ 525

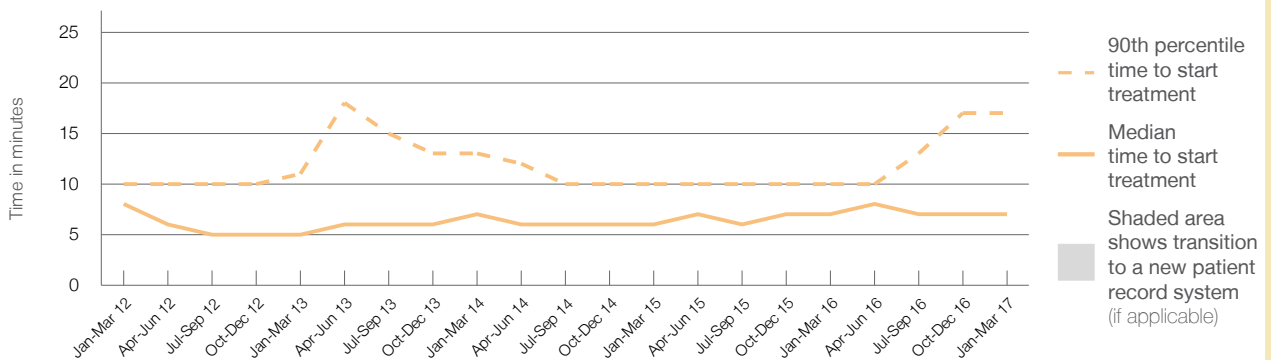
Median time to start treatment⁴ ■ 7 minutes
90th percentile time to start treatment⁵ ■ 17 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 428 | 428 |
| 7 minutes | 8 minutes |
| 10 minutes | 26 minutes |

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡§}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 8 | 5 | 7 | 6 | 7 | 7 |
| 90th percentile time to start treatment ⁵ (minutes) | 10 | 11 | 13 | 10 | 10 | 17 |

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(‡) 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.

(§) 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.

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The Children's Hospital at Westmead: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 3,513

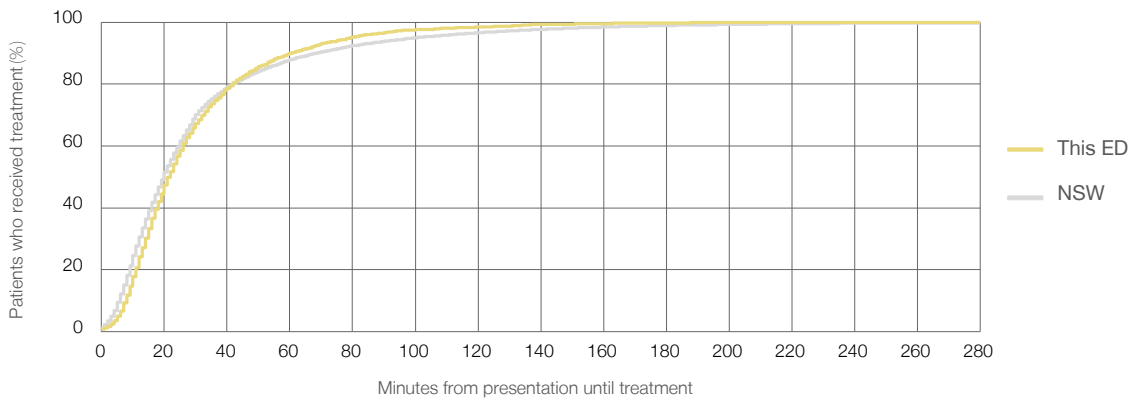
Number of triage 3 patients used to calculate waiting time:³ 3,502

Median time to start treatment⁴ 22 minutes

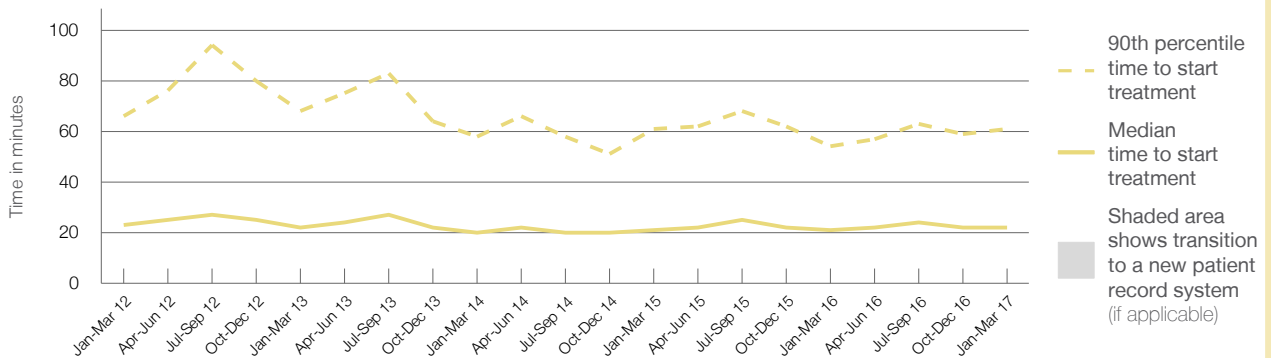
90th percentile time to start treatment⁵ 61 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,391 | |
| 3,385 | |
| 21 minutes | 20 minutes |
| 54 minutes | 69 minutes |

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†§}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 23 | 22 | 20 | 21 | 21 | 22 |
| 90th percentile time to start treatment ⁵ (minutes) | 66 | 68 | 58 | 61 | 54 | 61 |

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The Children's Hospital at Westmead: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 9,507

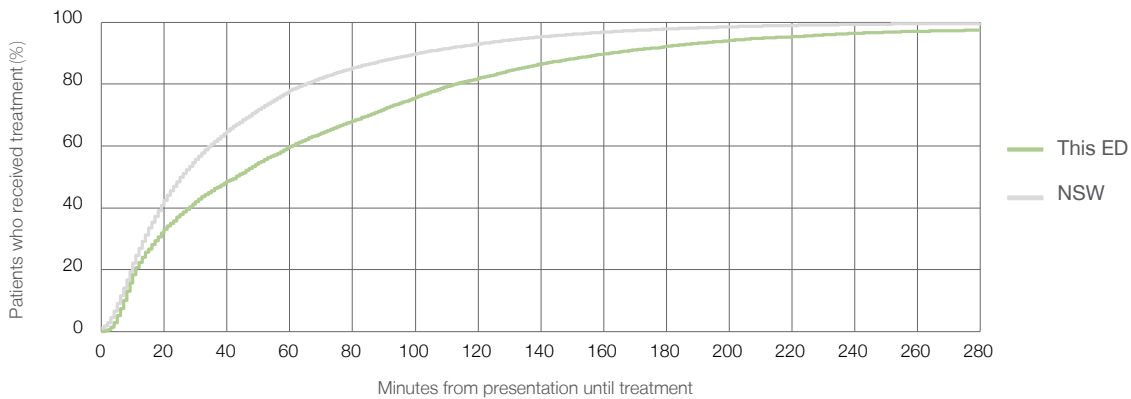
Number of triage 4 patients used to calculate waiting time:³ 7,993

Median time to start treatment⁴ 43 minutes

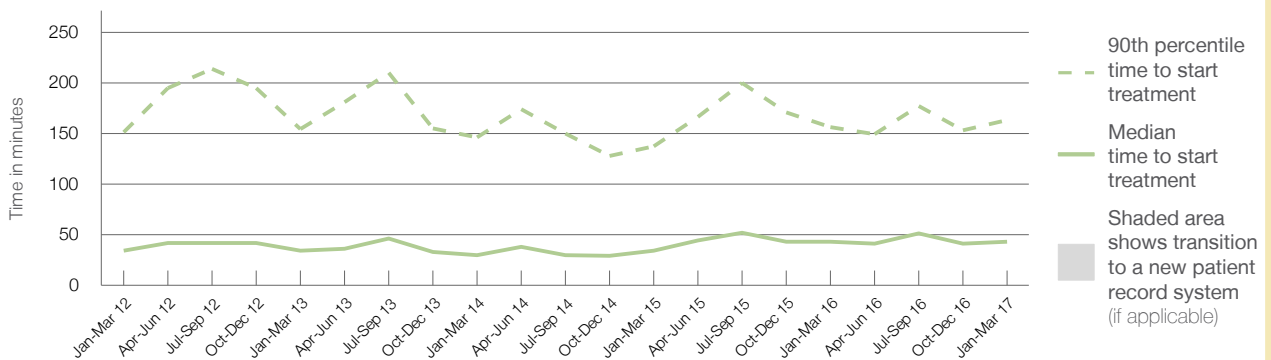
90th percentile time to start treatment⁵ 163 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 9,699 | 8,350 |
| 43 minutes | 26 minutes |
| 156 minutes | 101 minutes |

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡§}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 34 | 34 | 30 | 34 | 43 | 43 |
| 90th percentile time to start treatment ⁵ (minutes) | 151 | 154 | 146 | 137 | 156 | 163 |

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The Children's Hospital at Westmead: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 110

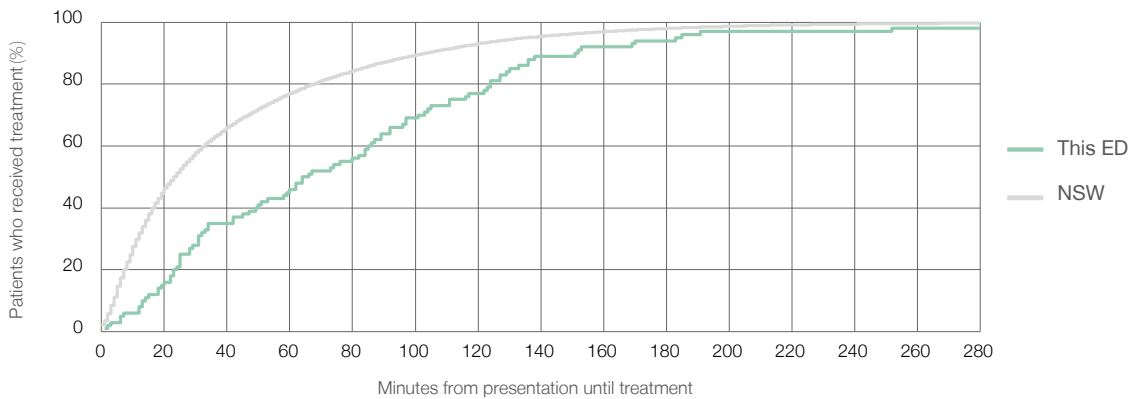
Number of triage 5 patients used to calculate waiting time:³ 100

Median time to start treatment⁴ 65 minutes

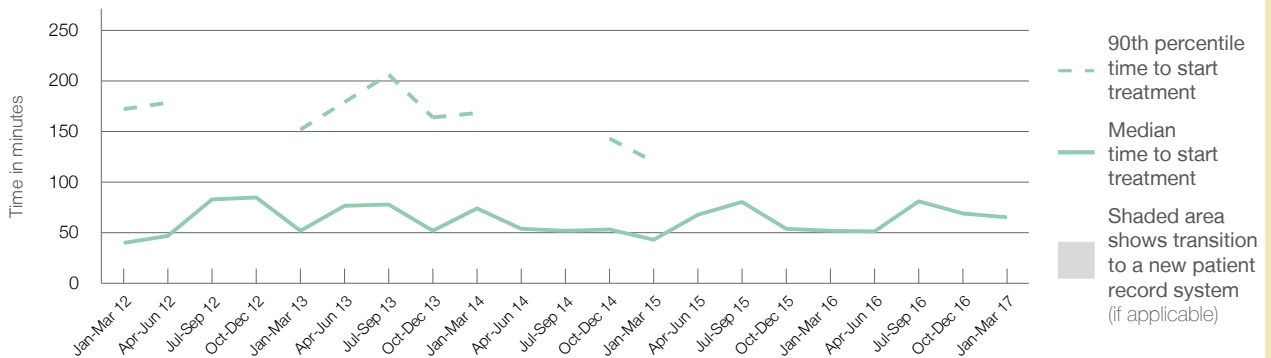
90th percentile time to start treatment⁵ 152 minutes

| | Same period last year | NSW (this period) |
|--|-----------------------|-------------------|
| Number of triage 5 patients | 116 | |
| Number of triage 5 patients used to calculate waiting time | 102 | |
| Median time to start treatment | 52 minutes | 23 minutes |
| 90th percentile time to start treatment | 161 minutes | 104 minutes |

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†§}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment ⁴ (minutes) | 40 | 52 | 74 | 43 | 52 | 65 |
| 90th percentile time to start treatment ⁵ (minutes) | 172 | 152 | 168 | 120 | 161 | 152 |

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The Children's Hospital at Westmead: Time patients spent in the ED January to March 2017

All presentations:¹ 13,971 patients

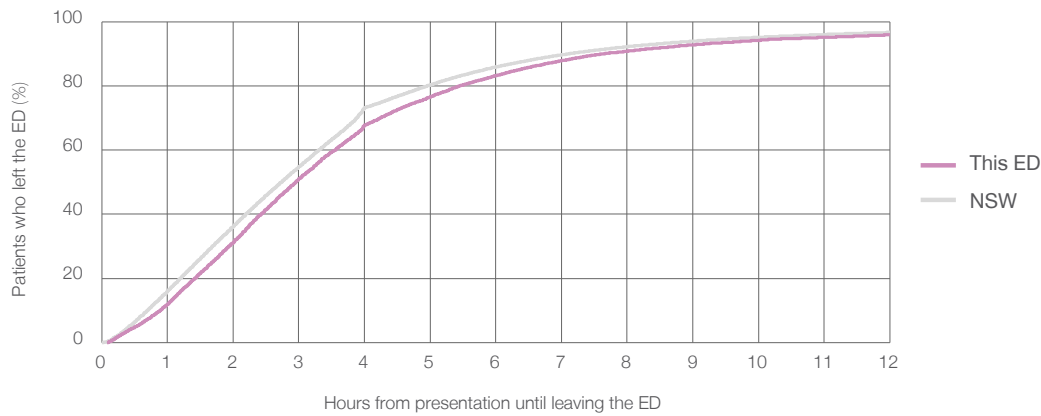
Presentations used to calculate time to leaving the ED:⁶ 13,971 patients

Median time spent in the ED⁸ 2 hours and 57 minutes

90th percentile time spent in the ED⁹ 7 hours and 39 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 13,955 | 13,955 |
| 2 hours and 54 minutes | 2 hours and 44 minutes |
| 6 hours and 47 minutes | 7 hours and 7 minutes |

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡§}



| | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED ⁸ (hours, minutes) | 3h 14m | 3h 8m | 2h 59m | 2h 45m | 2h 54m | 2h 57m |
| 90th percentile time to leaving the ED ⁹ (hours, minutes) | 7h 26m | 7h 10m | 6h 46m | 6h 8m | 6h 47m | 7h 39m |

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

By mode of separation

January to March 2017

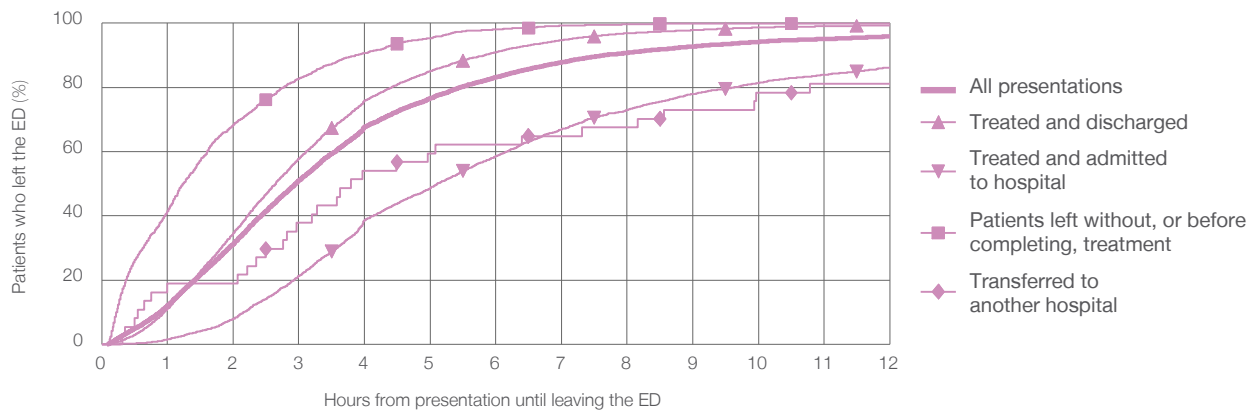
All presentations:¹ 13,971 patients

Presentations used to calculate time to leaving the ED:⁶ 13,971 patients

| | |
|---|---------------|
| Treated and discharged | 8,660 (62.0%) |
| Treated and admitted to hospital | 3,684 (26.4%) |
| Patient left without, or before completing, treatment | 1,590 (11.4%) |
| Transferred to another hospital | 37 (0.3%) |
| Other | 0 (0%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 13,955 | 0.1% |
| 8,924 | -3.0% |
| 3,596 | 2.4% |
| 1,397 | 13.8% |
| 38 | -2.6% |
| 0 | |

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††§}



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 | 11.1% | 34.6% | 57.9% | 75.9% | 91.0% | 96.8% | 98.6% | 99.3% |
| Treated and admitted to hospital | 1.5% | 7.9% | 21.3% | 38.7% | 58.6% | 73.0% | 81.4% | 86.2% |
| Patient left without, or before completing, treatment | 41.5% | 68.4% | 82.8% | 90.8% | 98.1% | 99.7% | 99.9% | 99.9% |
| Transferred to another hospital | 18.9% | 18.9% | 37.8% | 54.1% | 62.2% | 67.6% | 78.4% | 81.1% |
| All presentations | 12.0% | 31.4% | 51.0% | 67.7% | 83.2% | 90.8% | 94.2% | 95.9% |

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The Children's Hospital at Westmead: Time spent in the ED Percentage of patients who spent four hours or less in the ED January to March 2017

All presentations at the emergency department:¹ 13,971 patients

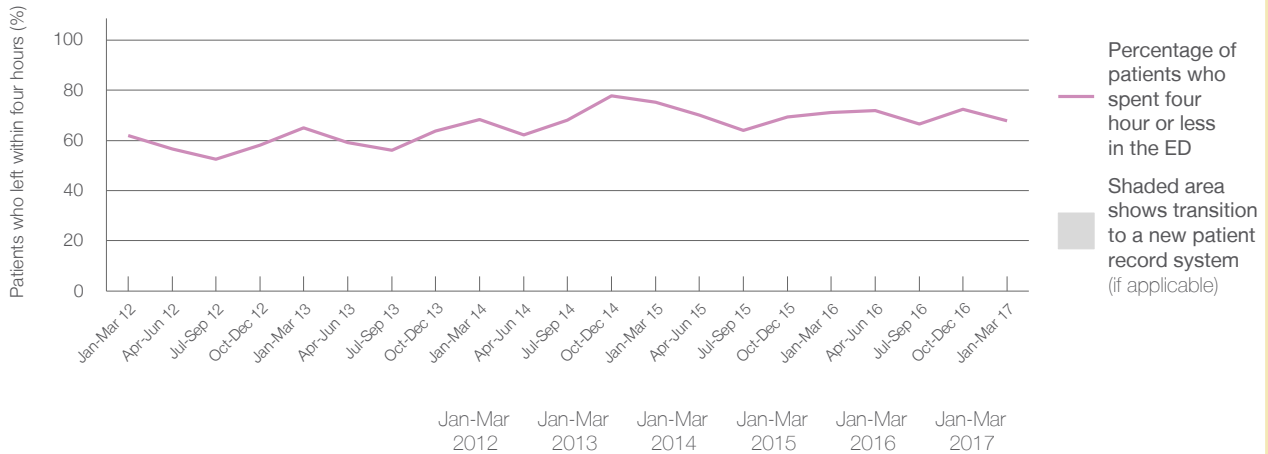
Presentations used to calculate time to leaving the ED:⁶ 13,971 patients

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



| | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| All presentations at the emergency department: ¹ | 13,955 | 0.1% |
| Presentations used to calculate time to leaving the ED: ⁶ | 13,955 | 0.1% |
| Percentage of patients who spent four hours or less in the ED | 71.0% | |

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



| Patients who left within four hours (%) | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 | Jan-Mar 2017 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
| | 62.0% | 65.0% | 68.2% | 75.3% | 71.0% | 67.7% |

* 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 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 took 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 took 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).