

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

All presentations:¹ 9,048 patients
 Emergency presentations:² 8,940 patients

Same period last year	Change since one year ago
9,401	-3.8%
9,239	-3.2%

Sydney Children's Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 347 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,634 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,688 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 209 patients

Median time to start treatment⁴ 38 minutes
 90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
401	
9 minutes	8 minutes
22 minutes	26 minutes
1,566	
22 minutes	20 minutes
55 minutes	67 minutes
6,882	
41 minutes	25 minutes
133 minutes	97 minutes
330	
42 minutes	24 minutes
107 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 9,047 patients

Percentage of patients who spent four hours or less in the ED 78.5%

Same period last year	Change since one year ago
9,401	-3.8%
74.8%	

* 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 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.

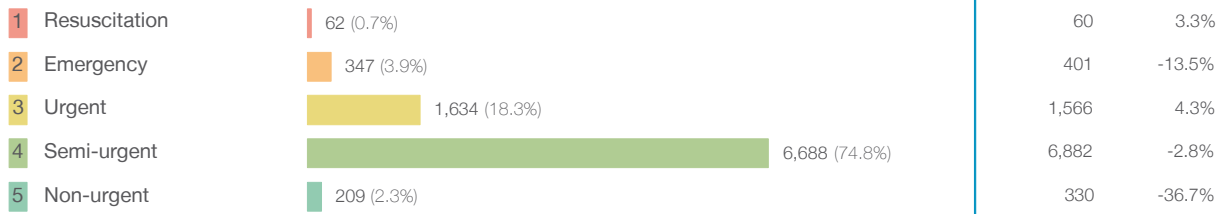
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

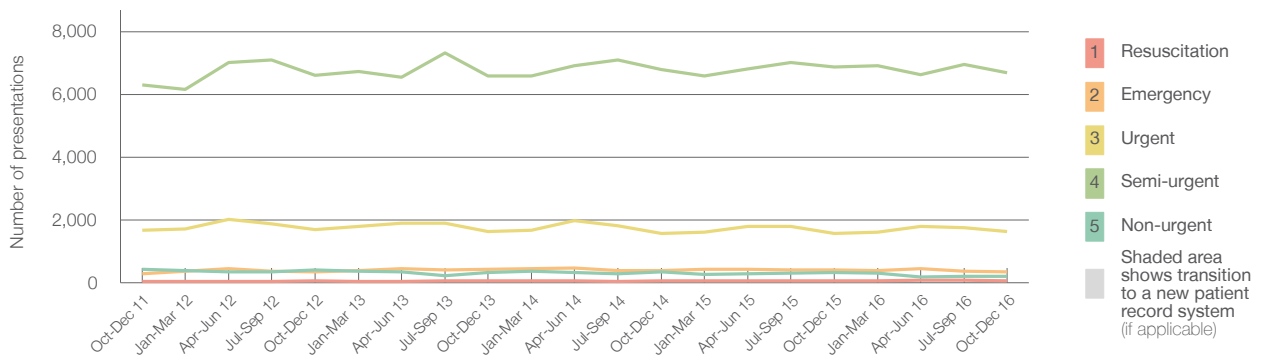
All presentations:¹ 9,048 patients

Emergency presentations² by triage category: 8,940 patients



Same period last year	Change since one year ago
9,401	-3.8%
9,239	-3.2%
60	3.3%
401	-13.5%
1,566	4.3%
6,882	-2.8%
330	-36.7%

Emergency presentations² 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

Arrivals used to calculate transfer of care time:⁷ 613 patients

ED Transfer of care time



Same period last year	Change since one year ago
581	
9 minutes	-1 minute
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.

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)

Number of triage 2 patients: 347

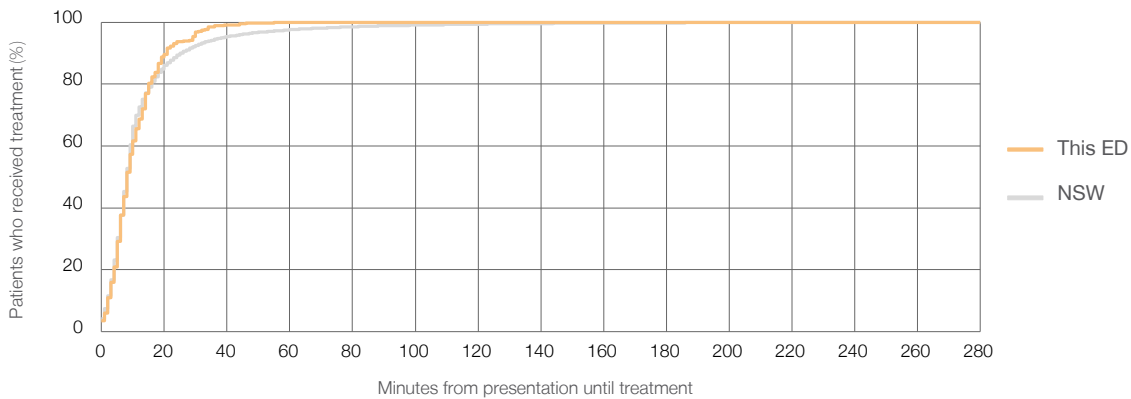
Number of triage 2 patients used to calculate waiting time:³ 346

Median time to start treatment⁴ 8 minutes

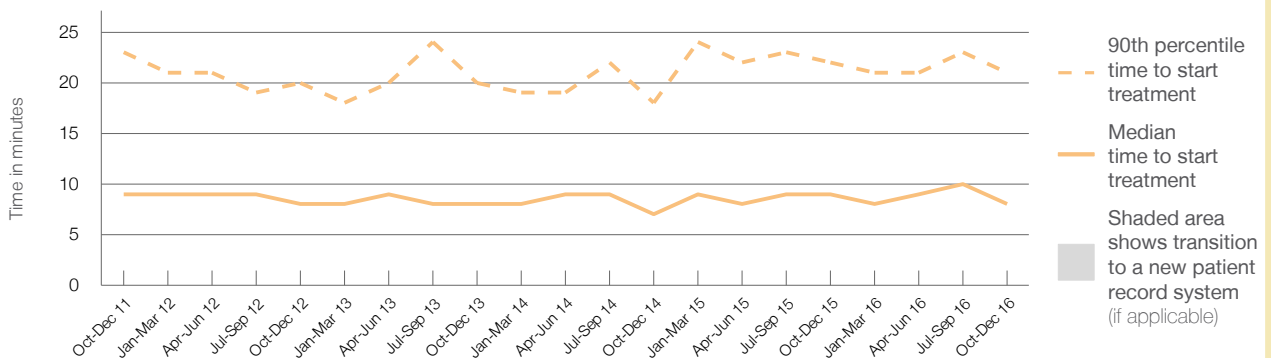
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
401	401
9 minutes	8 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

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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

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

Number of triage 3 patients: 1,634

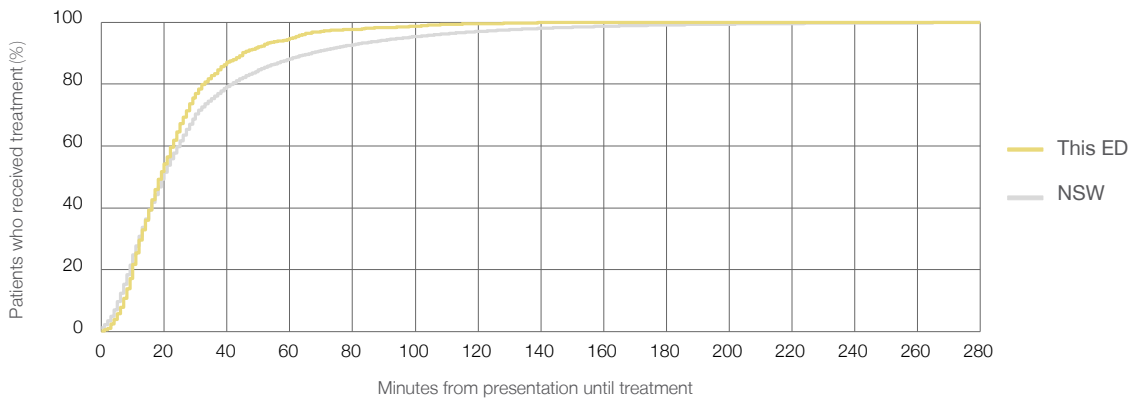
Number of triage 3 patients used to calculate waiting time:³ 1,633

Median time to start treatment⁴ 19 minutes

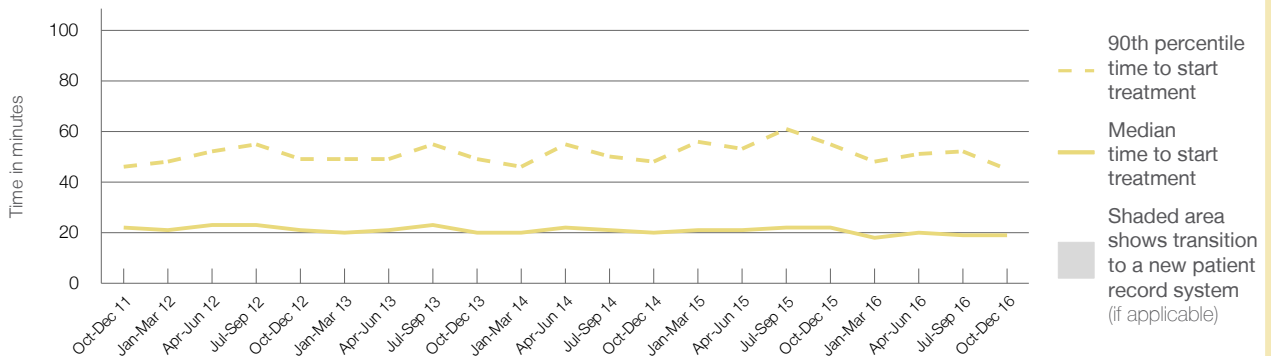
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
1,566	
1,564	
22 minutes	20 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

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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)

Number of triage 4 patients: 6,688

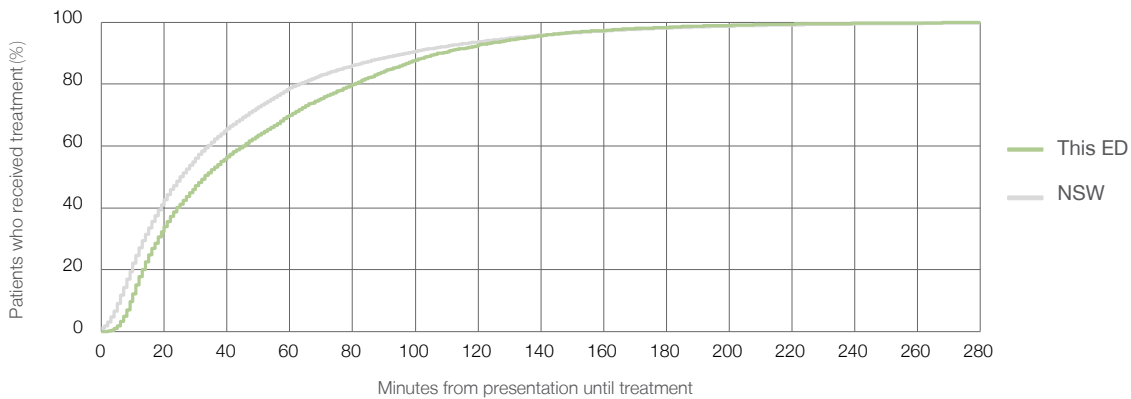
Number of triage 4 patients used to calculate waiting time:³ 6,479

Median time to start treatment⁴ 33 minutes

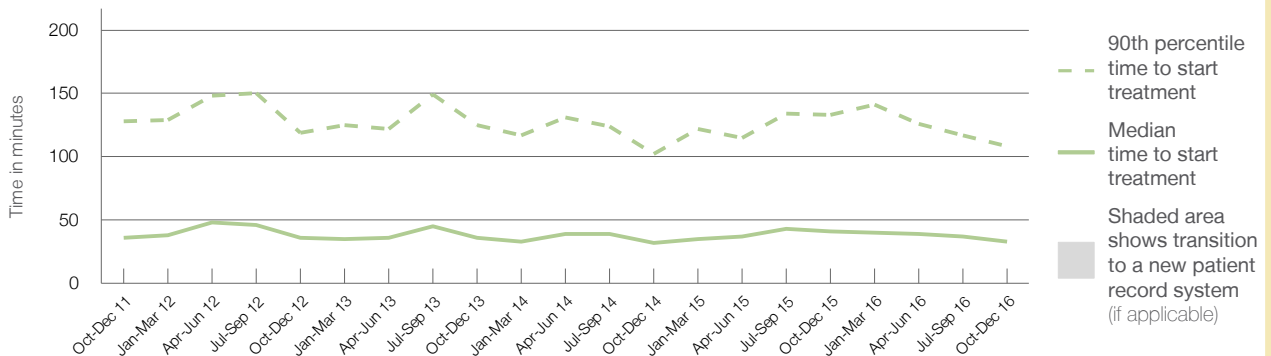
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
6,882	
6,595	
41 minutes	25 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

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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)

Number of triage 5 patients: 209

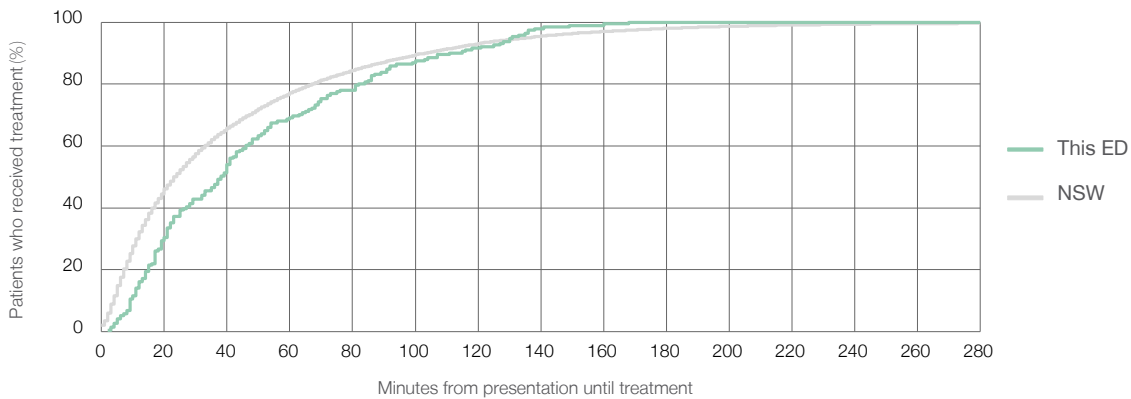
Number of triage 5 patients used to calculate waiting time:³ 191

Median time to start treatment⁴ 38 minutes

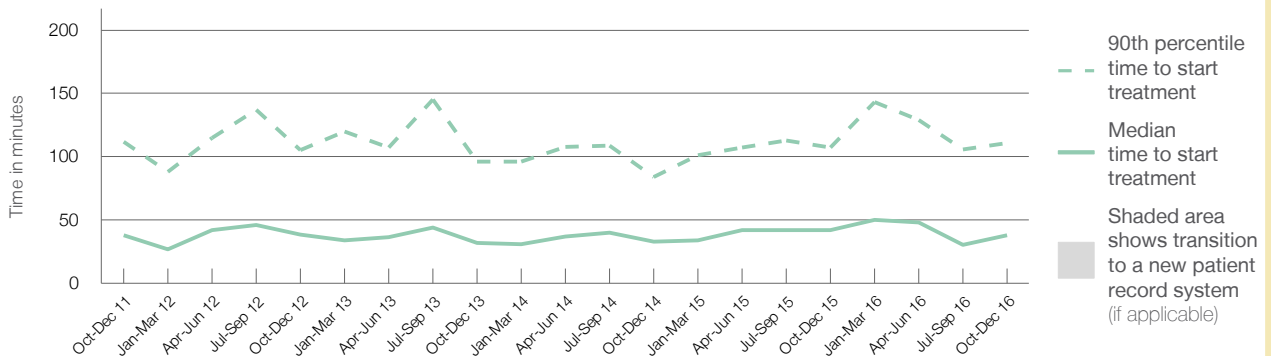
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
330	
304	
42 minutes	24 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

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(‡) 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.

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

October to December 2016

All presentations:¹ 9,048 patients

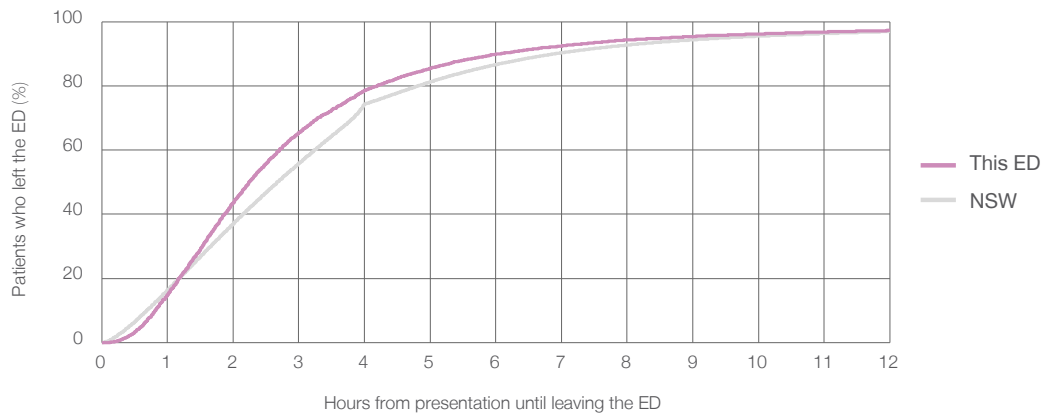
Presentations used to calculate time to leaving the ED:⁶ 9,047 patients

Median time spent in the ED⁸ 2 hours and 15 minutes

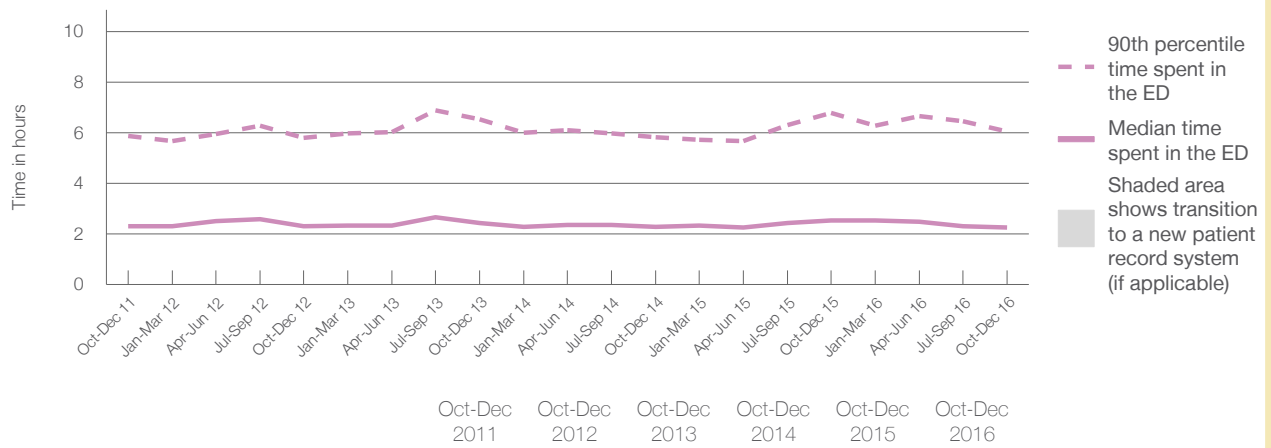
90th percentile time spent in the ED⁹ 6 hours and 4 minutes

Same period last year	NSW (this period)
9,401	9,401
2 hours and 32 minutes	2 hours and 41 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

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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

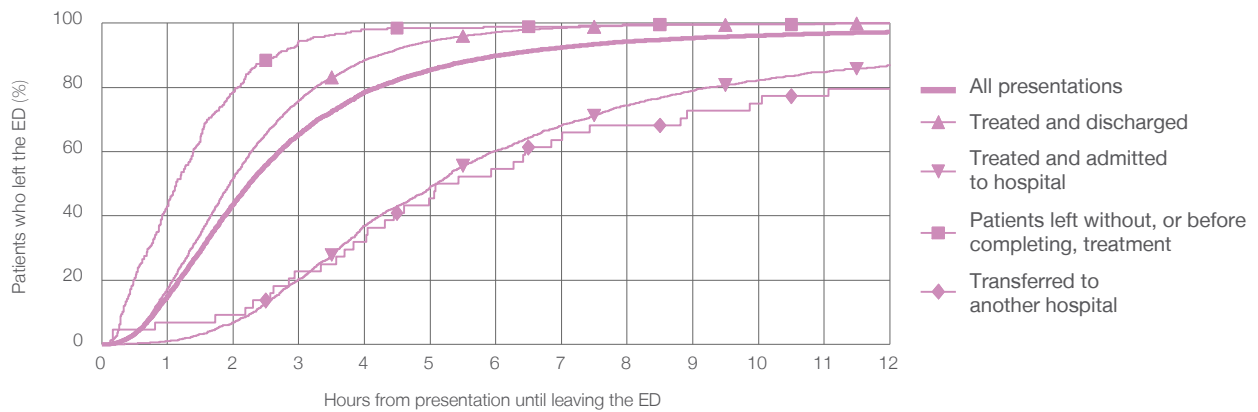
All presentations:¹ 9,048 patients

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

Treated and discharged	6,957 (76.9%)
Treated and admitted to hospital	1,759 (19.4%)
Patient left without, or before completing, treatment	276 (3.1%)
Transferred to another hospital	44 (0.5%)
Other	12 (0.1%)

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

	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%

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(‡) 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.

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

All presentations at the emergency department:¹ 9,048 patients

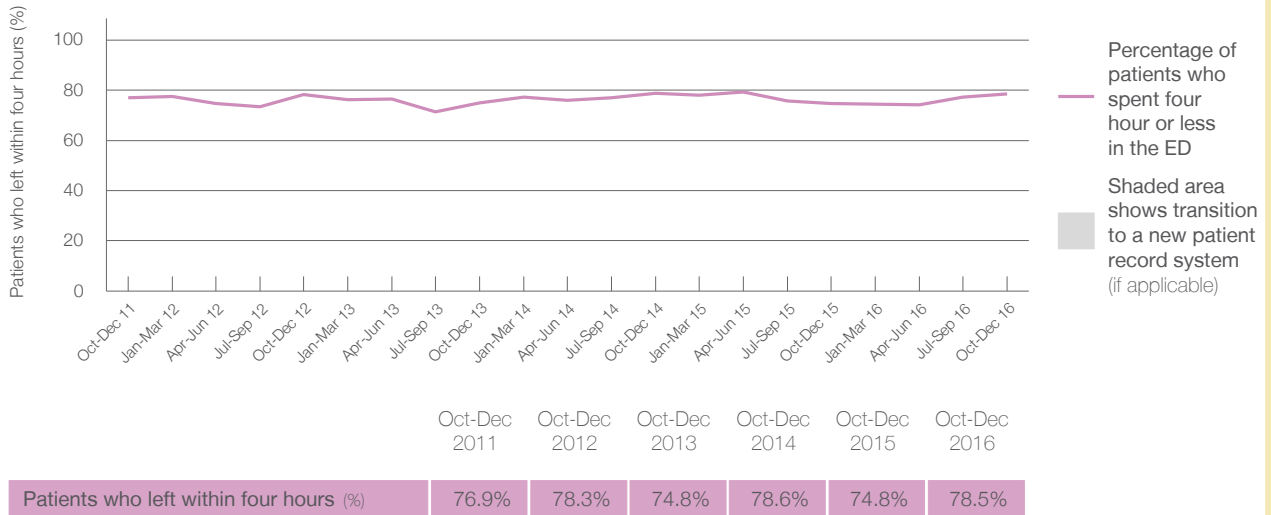
Presentations used to calculate time to leaving the ED:⁶ 9,047 patients

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	9,401	-3.8%
Presentations used to calculate time to leaving the ED	9,401	-3.8%
Percentage of patients who spent four hours or less in the ED	74.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 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.

‡ 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, 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).