

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Ryde Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 6,758 patients  
 Emergency presentations:<sup>2</sup> 6,669 patients

Same period last year	Change since one year ago
6,914	-2.3%
6,821	-2.2%

## Ryde Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 904 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,347 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,035 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 356 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 74 minutes

Same period last year	NSW (this period)
978	
7 minutes	8 minutes
12 minutes	26 minutes
2,703	
13 minutes	20 minutes
34 minutes	67 minutes
2,887	
15 minutes	25 minutes
75 minutes	97 minutes
219	
20 minutes	24 minutes
83 minutes	103 minutes

## Ryde Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,758 patients

Percentage of patients who spent four hours or less in the ED 83.8%

Same period last year	Change since one year ago
6,914	-2.3%
80.5%	

\* 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.

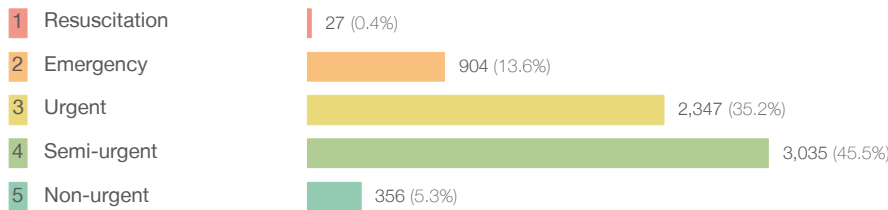
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Ryde Hospital: Patients presenting to the emergency department October to December 2016

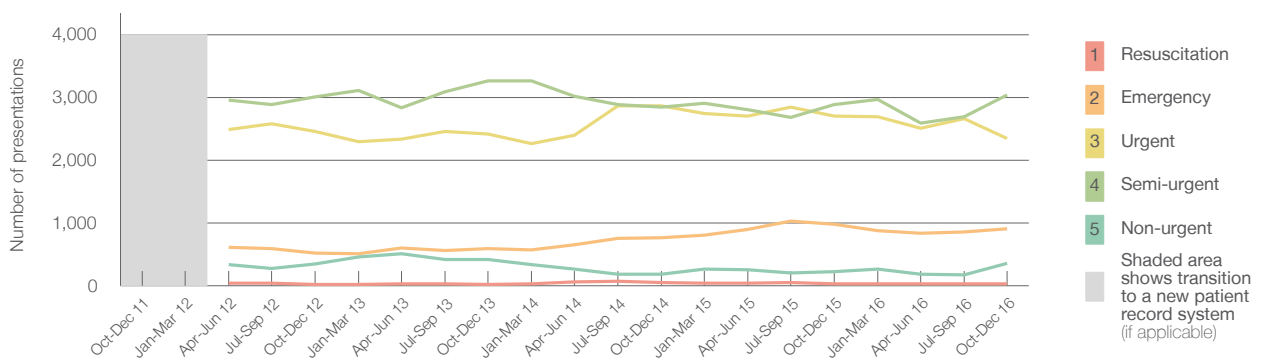
All presentations:<sup>1</sup> 6,758 patients

Emergency presentations<sup>2</sup> by triage category: 6,669 patients



Same period last year	Change since one year ago
6,914	-2.3%
6,821	-2.2%
34	-20.6%
978	-7.6%
2,703	-13.2%
2,887	5.1%
219	62.6%

Emergency presentations<sup>2</sup> 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		17	20	52	34	27
Emergency		520	595	763	978	904
Urgent		2,461	2,414	2,867	2,703	2,347
Semi-urgent		3,006	3,265	2,841	2,887	3,035
Non-urgent		347	414	182	219	356
All emergency presentations		6,351	6,708	6,705	6,821	6,669

## Ryde Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,440 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,591	
10 minutes	0 minutes
18 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.

## Ryde 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: 904

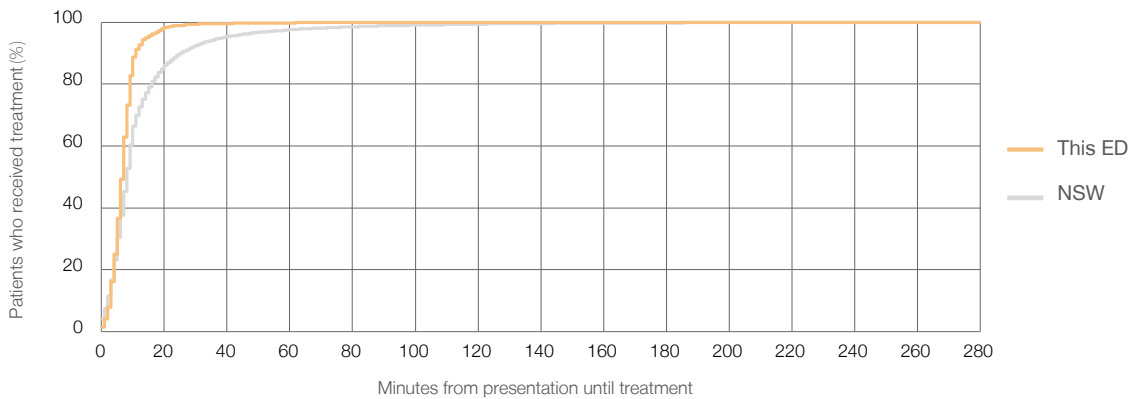
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 903

Median time to start treatment<sup>4</sup> 7 minutes

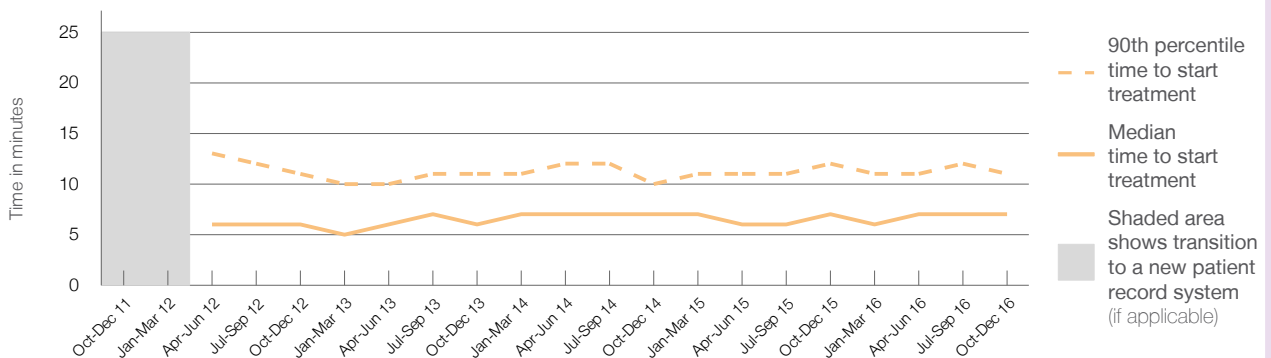
90th percentile time to start treatment<sup>5</sup> 11 minutes

Same period last year	NSW (this period)
978	978
7 minutes	8 minutes
12 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		6	6	7	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)		11	11	10	12	11

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Ryde 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: 2,347

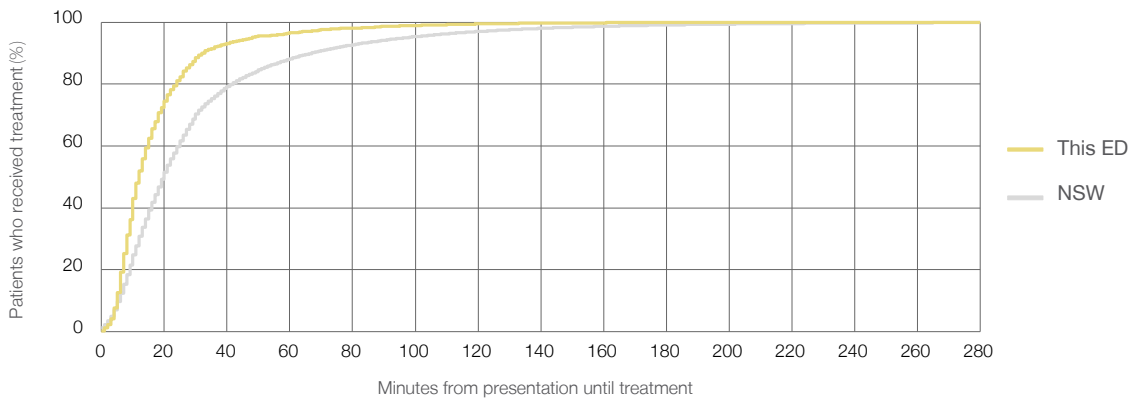
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,321

Median time to start treatment<sup>4</sup> 12 minutes

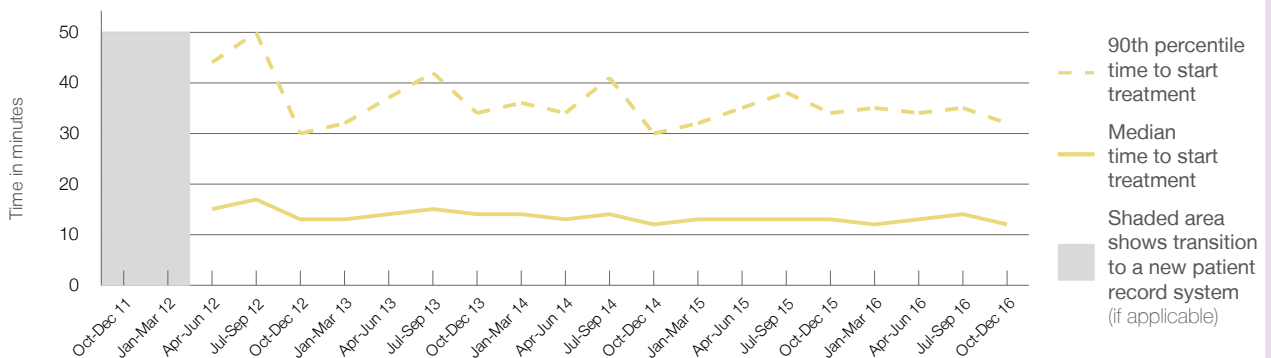
90th percentile time to start treatment<sup>5</sup> 32 minutes

Same period last year	NSW (this period)
2,703	
2,680	
13 minutes	20 minutes
34 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		13	14	12	13	12
90th percentile time to start treatment <sup>5</sup> (minutes)		30	34	30	34	32

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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## Ryde 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: 3,035

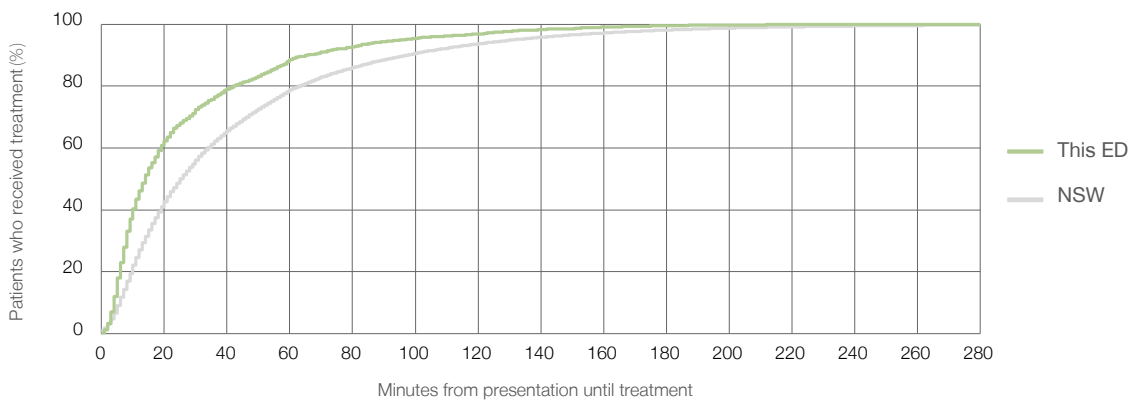
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,933

Median time to start treatment<sup>4</sup> 14 minutes

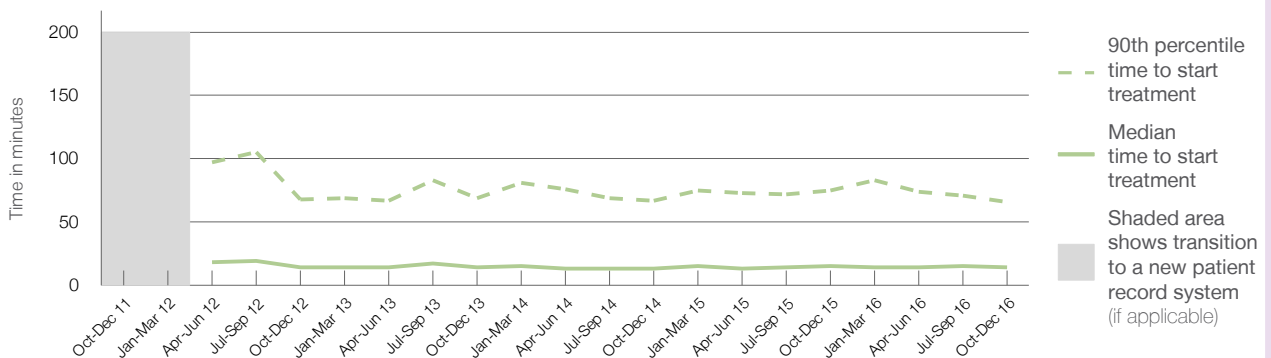
90th percentile time to start treatment<sup>5</sup> 66 minutes

Same period last year	NSW (this period)
2,887	
2,809	
15 minutes	25 minutes
75 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		14	14	13	15	14
90th percentile time to start treatment <sup>5</sup> (minutes)		68	69	67	75	66

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Ryde 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: 356

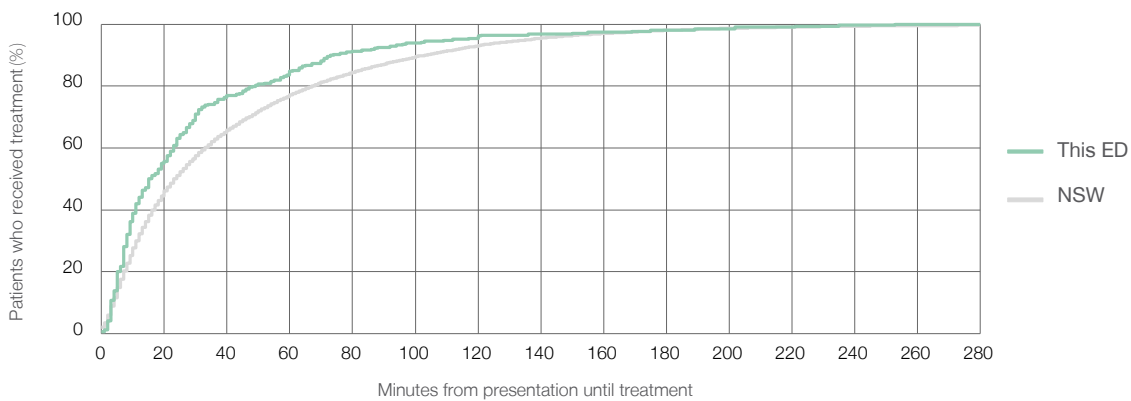
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 309

Median time to start treatment<sup>4</sup> 15 minutes

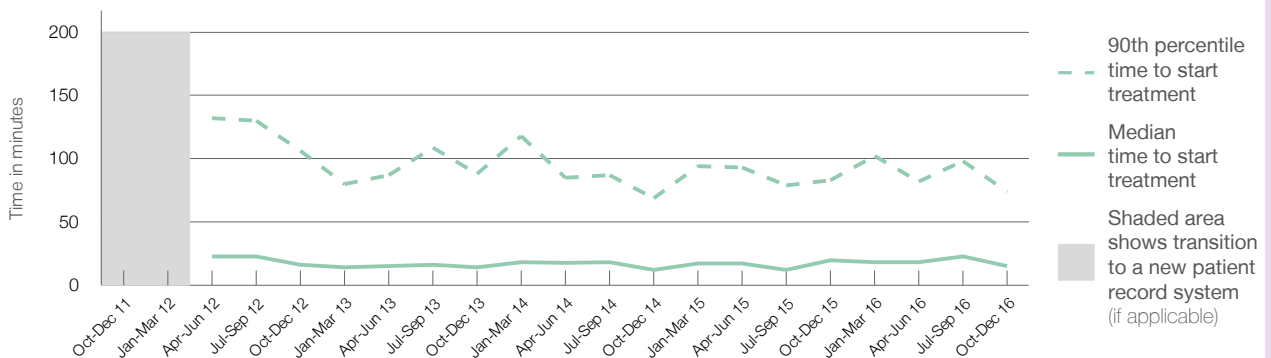
90th percentile time to start treatment<sup>5</sup> 74 minutes

Same period last year	NSW (this period)
219	
198	
20 minutes	24 minutes
83 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<sup>†‡</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment <sup>4</sup> (minutes)		16	14	12	20	15
90th percentile time to start treatment <sup>5</sup> (minutes)		106	88	69	83	74

(†) 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.

## Ryde Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 6,758 patients

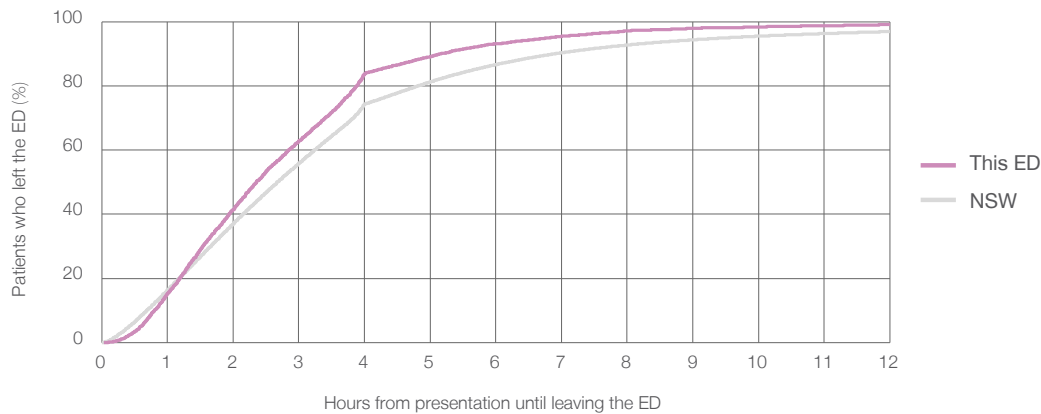
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,758 patients

Median time spent in the ED<sup>8</sup> 2 hours and 21 minutes

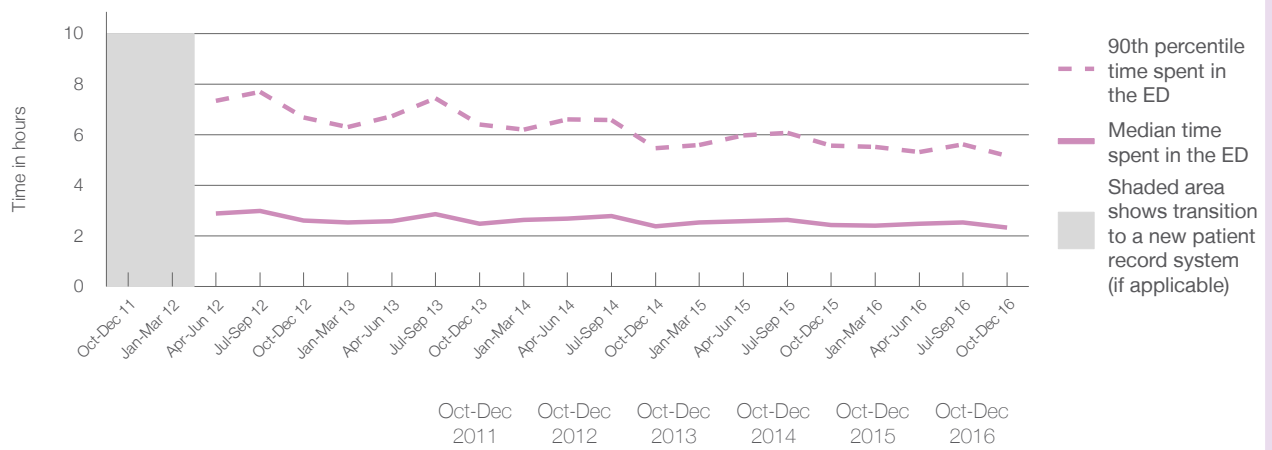
90th percentile time spent in the ED<sup>9</sup> 5 hours and 10 minutes

Same period last year	NSW (this period)
6,914	6,914
2 hours and 27 minutes	2 hours and 41 minutes
5 hours and 35 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<sup>††</sup>



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)		2h 37m	2h 29m	2h 24m	2h 27m	2h 21m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		6h 41m	6h 25m	5h 29m	5h 35m	5h 10m

(†) 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.

## Ryde Hospital: Time patients spent in the ED By mode of separation October to December 2016

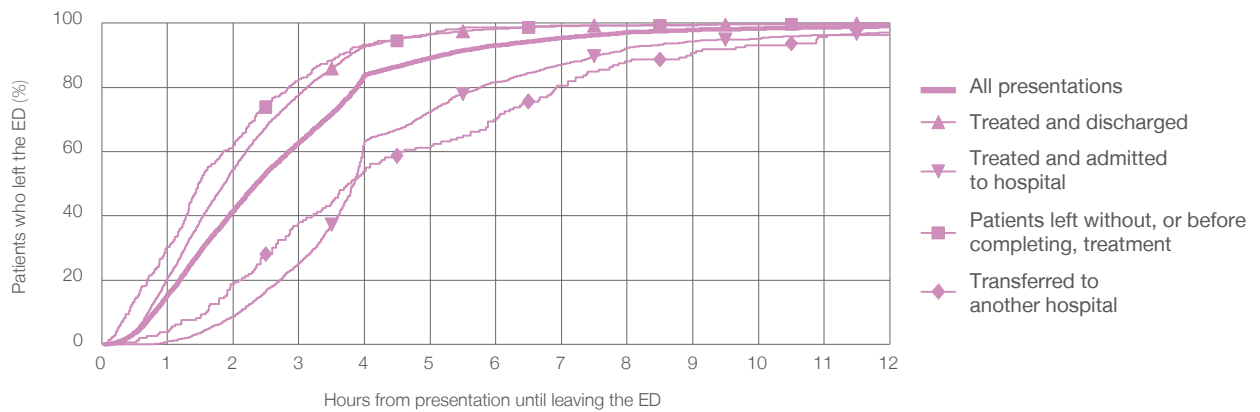
All presentations:<sup>1</sup> 6,758 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,758 patients

Treated and discharged	4,443 (65.7%)
Treated and admitted to hospital	1,834 (27.1%)
Patient left without, or before completing, treatment	310 (4.6%)
Transferred to another hospital	160 (2.4%)
Other	11 (0.2%)

Same period last year	Change since one year ago
6,914	-2.3%
4,585	-3.1%
1,865	-1.7%
260	19.2%
202	-20.8%
2	450.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016<sup>†‡</sup>



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	20.6%	54.4%	77.8%	92.7%	98.2%	99.4%	99.7%	99.9%
Treated and admitted to hospital	0.9%	8.6%	25.2%	63.1%	81.6%	92.3%	95.2%	97.1%
Patient left without, or before completing, treatment	30.3%	61.9%	82.6%	93.2%	98.7%	99.4%	99.7%	99.7%
Transferred to another hospital	3.8%	18.8%	38.1%	53.8%	70.0%	88.1%	93.1%	96.3%
All presentations	15.4%	41.5%	62.8%	83.8%	93.1%	97.2%	98.3%	99.0%

(†) 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.

## Ryde 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:<sup>1</sup> 6,758 patients

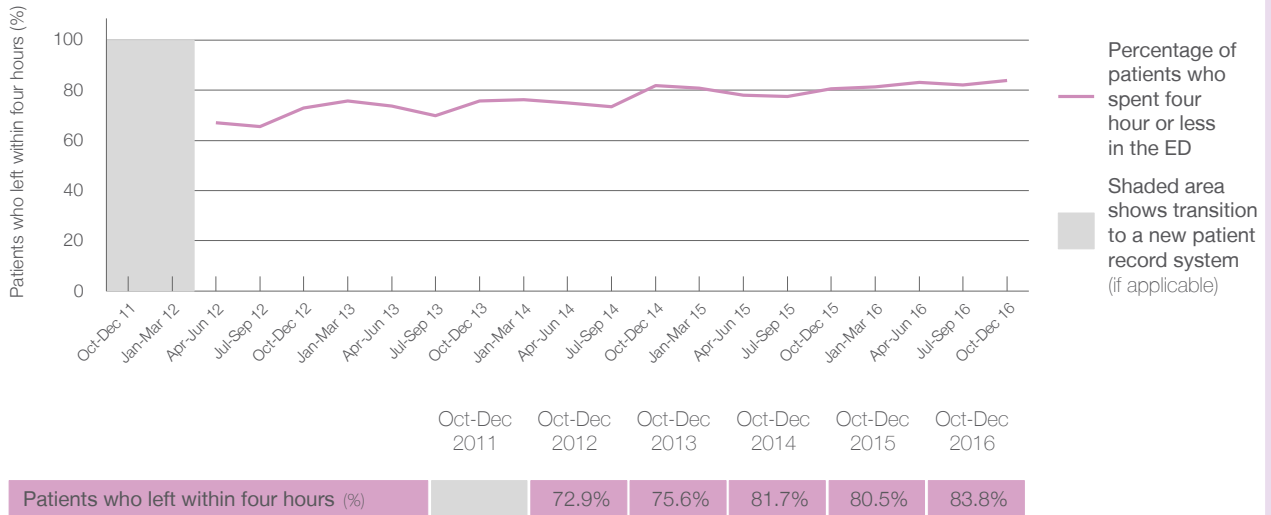
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,758 patients

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	6,914	-2.3%
Presentations used to calculate time to leaving the ED	6,914	-2.3%
Percentage of patients who spent four hours or less in the ED	80.5%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016<sup>†‡</sup>



\* 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).