

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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

New South Wales: Emergency department (ED) overview
October to December 2016

All presentations:¹ 684,740 patients
Emergency presentations:² 661,013 patients

Same period last year	Change since one year ago
664,923	3.0%
638,930	3.5%

New South Wales: Time patients waited to start treatment³
October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 79,091 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 225,304 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 67 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 282,449 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 97 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 69,643 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 103 minutes

Same period last year

8 minutes
24 minutes

20 minutes
69 minutes

27 minutes
103 minutes

24 minutes
104 minutes

New South Wales: Time patients spent in the ED
October to December 2016

Presentations used to calculate time to leaving the ED:⁶ 684,601 patients

Percentage of patients who spent four hours or less in the ED 74.3%

Same period last year

74.1%

1. All emergency and non-emergency presentations at the emergency department (ED).
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 2016*.
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.

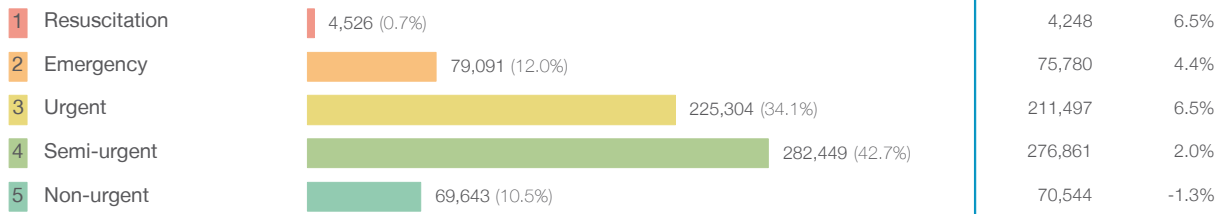
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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New South Wales: Patients presenting to the emergency department October to December 2016

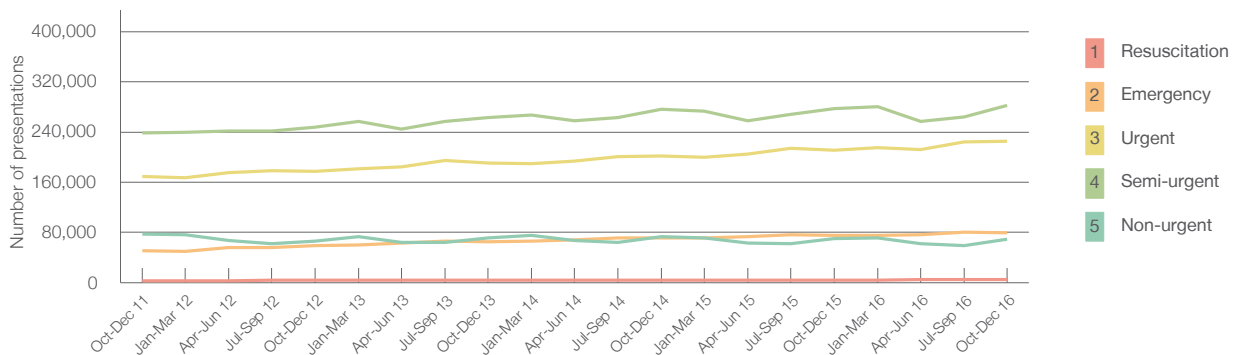
All presentations:¹ 684,740 patients

Emergency presentations² by triage category: 661,013 patients



Same period last year	Change since one year ago
664,923	3.0%
638,930	3.5%
4,248	6.5%
75,780	4.4%
211,497	6.5%
276,861	2.0%
70,544	-1.3%

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	3,198	3,648	4,021	4,168	4,248	4,526
Emergency	50,586	58,827	65,420	71,471	75,780	79,091
Urgent	168,723	177,773	190,687	201,615	211,497	225,304
Semi-urgent	238,506	248,174	262,766	276,037	276,861	282,449
Non-urgent	77,141	65,796	71,227	73,514	70,544	69,643
All emergency presentations	538,154	554,218	594,121	626,805	638,930	661,013

New South Wales: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 132,800 patients

ED Transfer of care time



Same period last year	Change since one year ago
126,096	
12 minutes	-1 minute
29 minutes	-3 minutes

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New South Wales: Time patients waited to start treatment, triage 2 October to December 2016

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

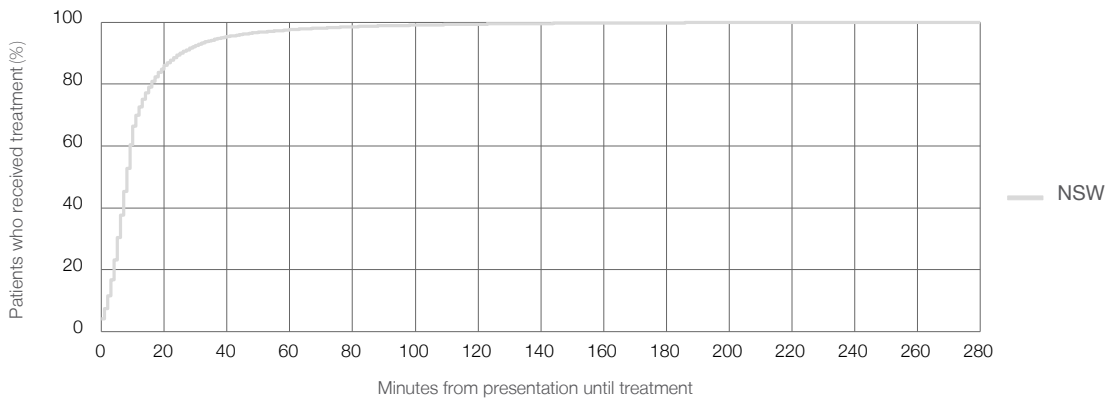
Number of triage 2 patients: 79,091

Number of triage 2 patients used to calculate waiting time:³ 78,153

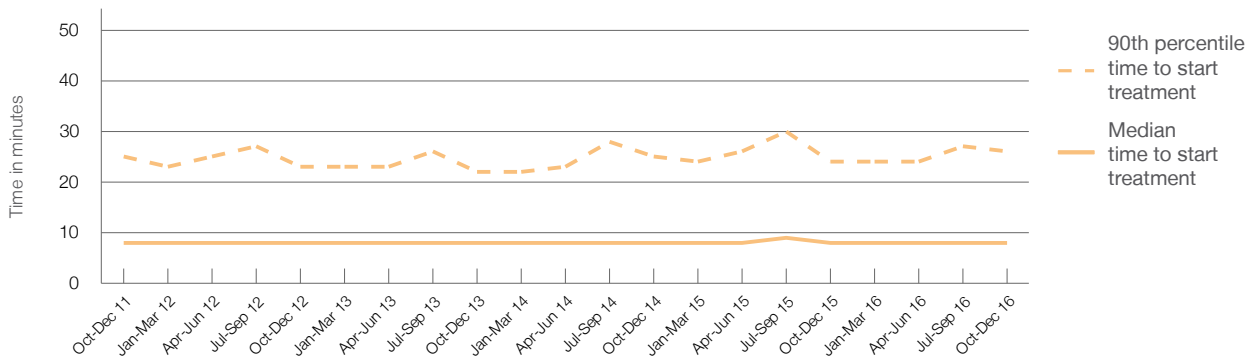
Median time to start treatment⁴ ■ 8 minutes
 90th percentile time to start treatment⁵ ■ 26 minutes

Same period last year
 75,780
 74,831
 8 minutes
 24 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)	8	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	25	23	22	25	24	26

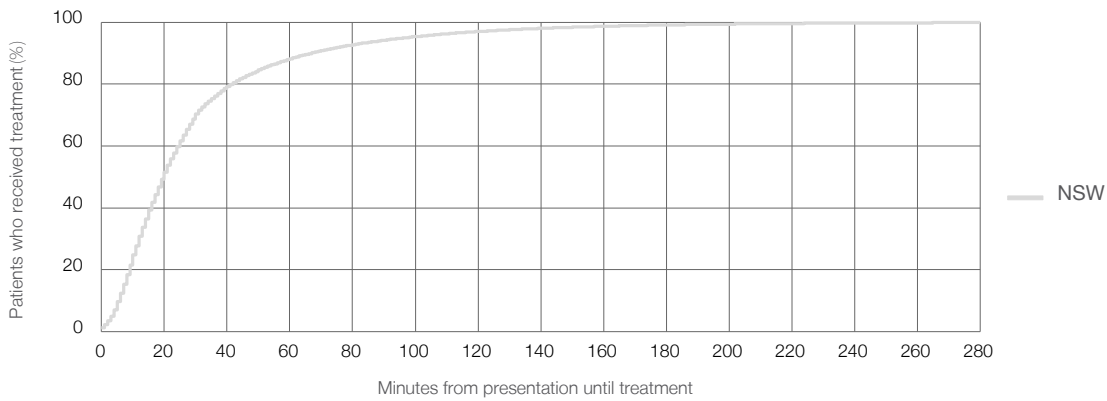
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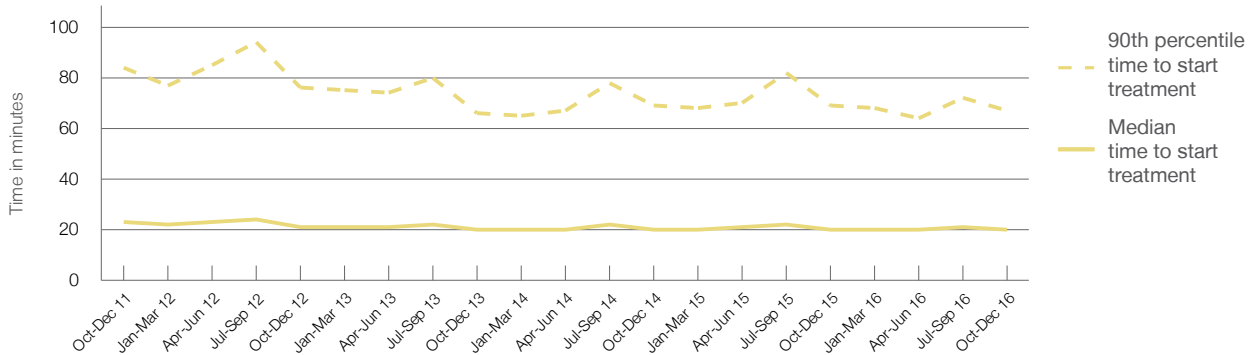
New South Wales: Time patients waited to start treatment, triage 3
October to December 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		Same period last year
Number of triage 3 patients: 225,304		211,497
Number of triage 3 patients used to calculate waiting time: ³ 219,515		205,847
Median time to start treatment ⁴	20 minutes	20 minutes
90th percentile time to start treatment ⁵	67 minutes	69 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)	23	21	20	20	20	20
90th percentile time to start treatment ⁵ (minutes)	84	76	66	69	69	67

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

New South Wales: 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: 282,449

Number of triage 4 patients used to calculate waiting time:³ 262,395

Median time to start treatment⁴ 25 minutes

90th percentile time to start treatment⁵ 97 minutes

Same period last year

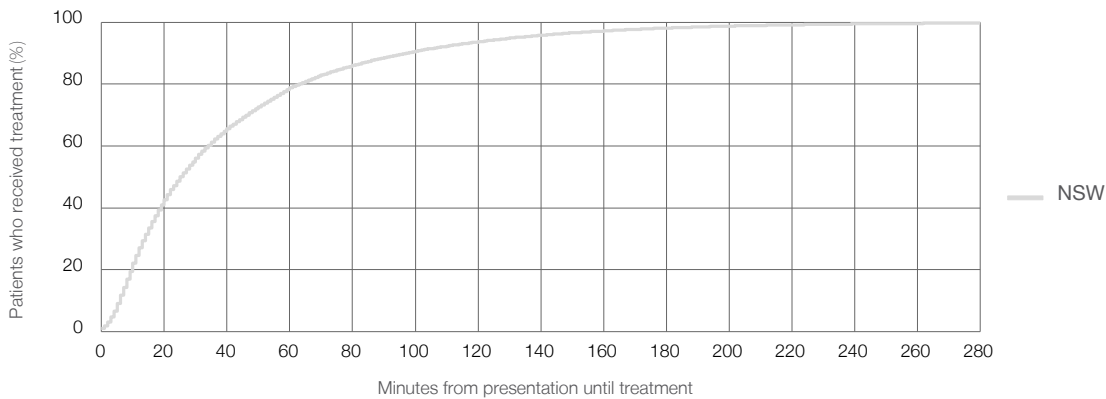
276,861

257,396

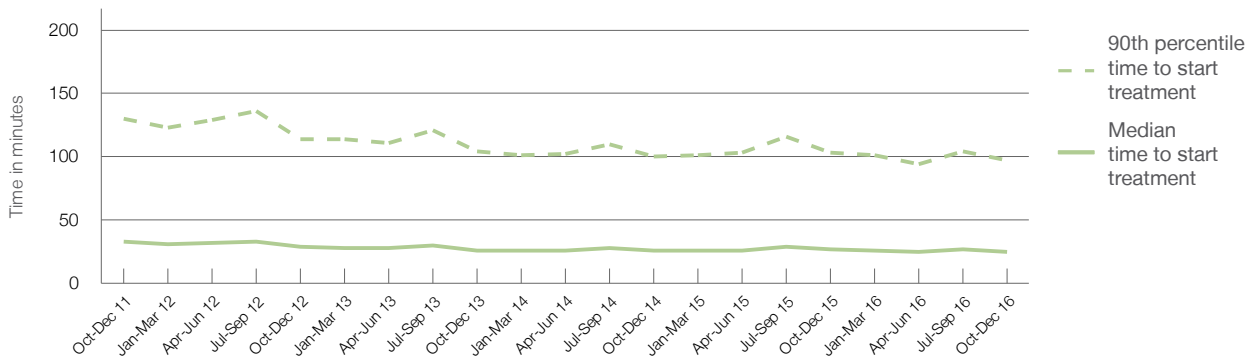
27 minutes

103 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)	33	29	26	26	27	25
90th percentile time to start treatment ⁵ (minutes)	130	114	104	100	103	97

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New South Wales: 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: 69,643

Number of triage 5 patients used to calculate waiting time:³ 59,340

Median time to start treatment⁴ 24 minutes

90th percentile time to start treatment⁵ 103 minutes

Same period last year

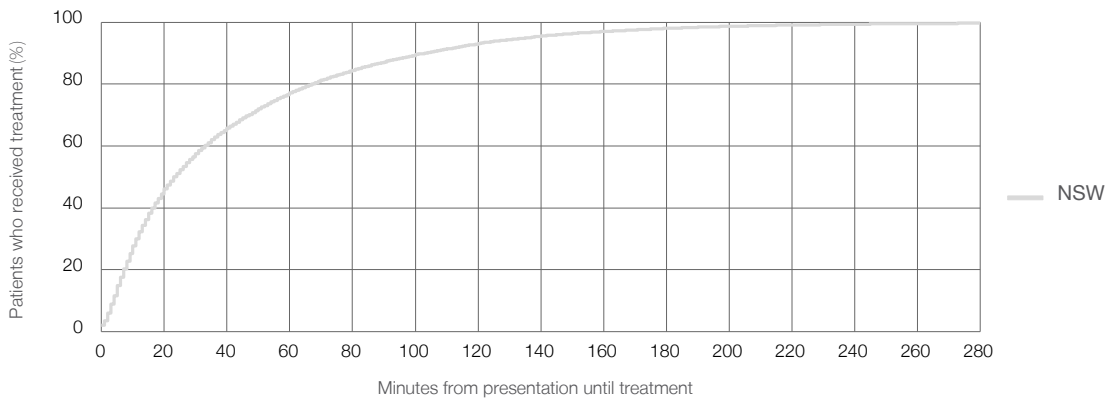
70,544

60,982

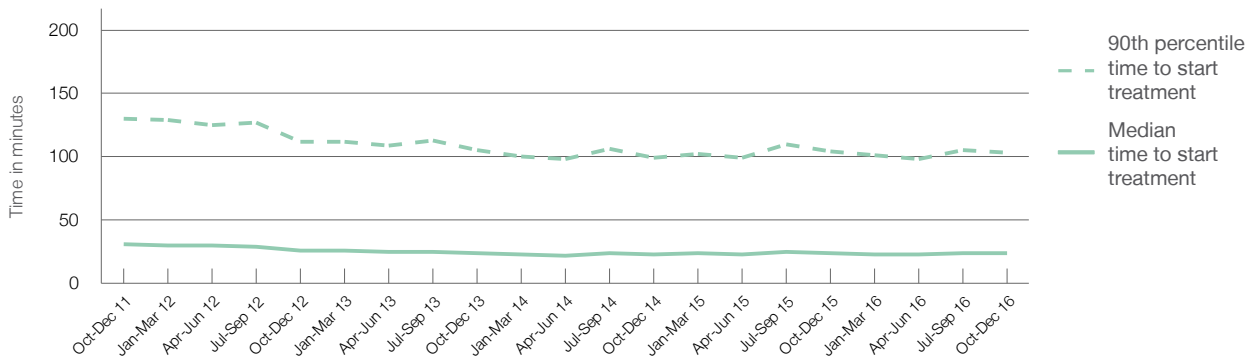
24 minutes

104 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)	31	26	24	23	24	24
90th percentile time to start treatment ⁵ (minutes)	130	112	105	99	104	103

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

New South Wales: Time patients spent in the ED

October to December 2016

All presentations:¹ 684,740 patients

Presentations used to calculate time to leaving the ED:⁶ 684,601 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

90th percentile time spent in the ED⁹ 6 hours and 54 minutes

Same period last year

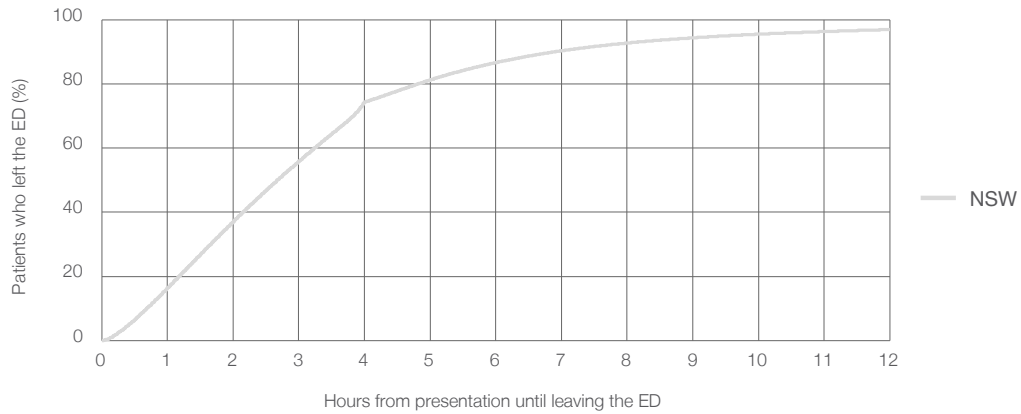
664,923

664,879

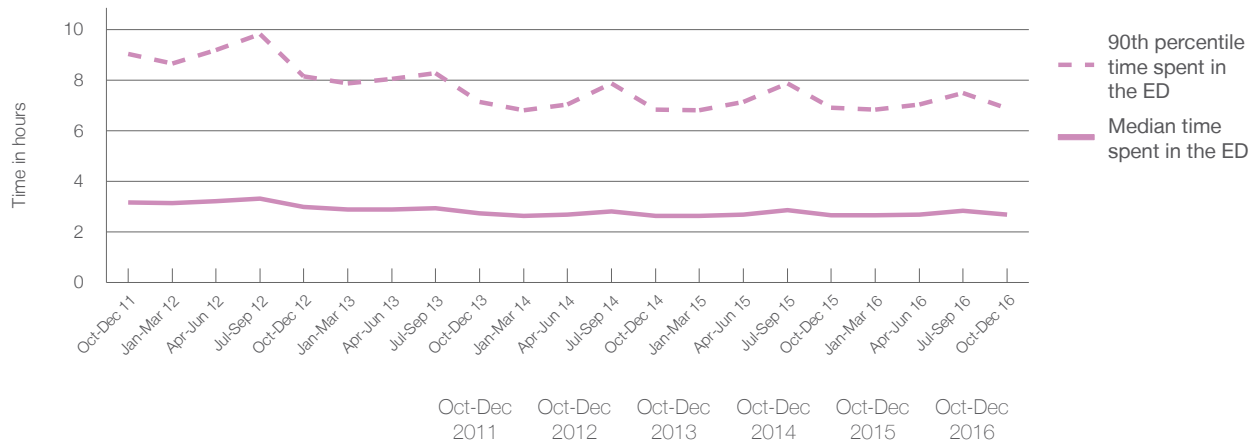
2 hours and 40 minutes

6 hours and 55 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 spent in the ED ⁸ (hours, minutes)	3h 11m	3h 0m	2h 44m	2h 38m	2h 40m	2h 41m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 2m	8h 9m	7h 8m	6h 50m	6h 55m	6h 54m

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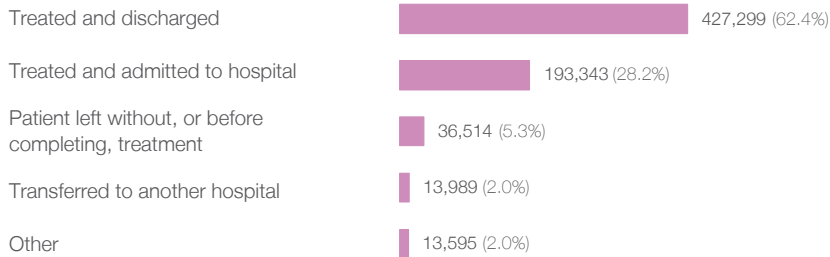
New South Wales: Time spent in the ED

By mode of separation

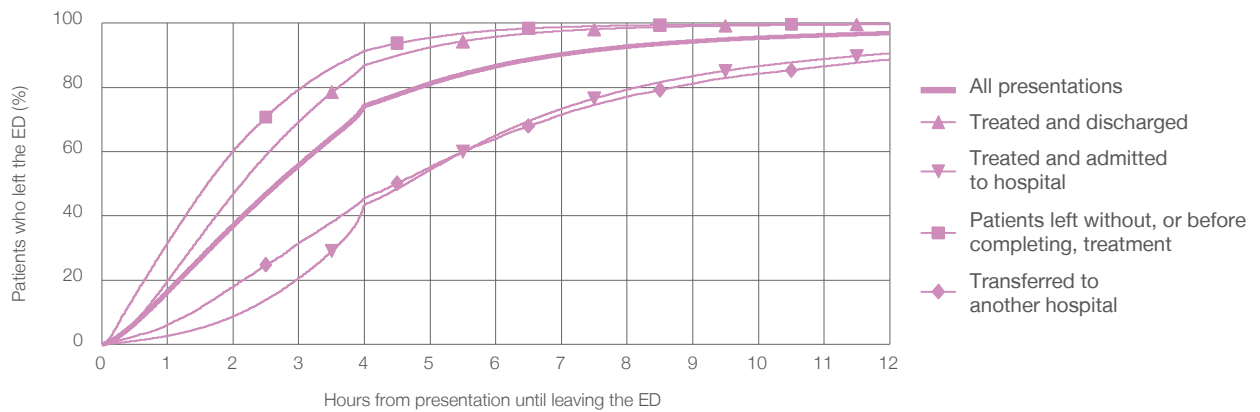
October to December 2016

All presentations:¹ 684,740 patients

Presentations used to calculate time spent in the ED:⁶ 684,601 patients



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

Treated and discharged	19.8%	47.0%	69.4%	87.0%	95.8%	98.5%	99.4%	99.7%
Treated and admitted to hospital	2.7%	8.7%	20.7%	43.5%	65.1%	79.4%	86.6%	90.6%
Patient left without, or before completing, treatment	31.6%	60.2%	79.4%	91.4%	97.8%	99.3%	99.7%	99.8%
Transferred to another hospital	6.2%	18.0%	31.6%	45.6%	64.0%	77.1%	84.3%	88.7%
All presentations	16.5%	37.1%	55.9%	74.3%	86.6%	92.7%	95.5%	96.9%

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New South Wales: 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:¹ 684,740 patients

Presentations used to calculate time to leaving the ED:⁶ 684,601 patients

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



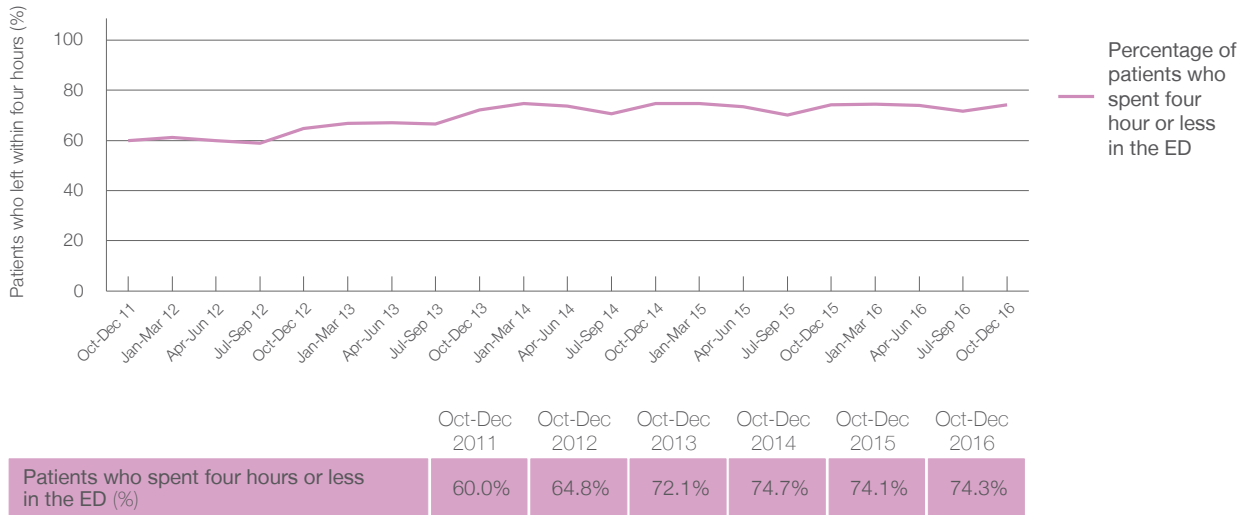
Same period last year

664,923

664,879

74.1%

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016



Patients who spent four hours or less in the ED (%)

Oct-Dec 2011 Oct-Dec 2012 Oct-Dec 2013 Oct-Dec 2014 Oct-Dec 2015 Oct-Dec 2016

Patients who spent four hours or less in the ED (%)	60.0%	64.8%	72.1%	74.7%	74.1%	74.3%
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* 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 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.
- 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).