

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

## Liverpool Hospital: Emergency department (ED) overview

October to December 2016

All presentations:<sup>1</sup> 21,176 patients

Emergency presentations:<sup>2</sup> 20,799 patients

Same period last year	Change since one year ago
20,531	3.1%
20,238	2.8%

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

October to December 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,527 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 26 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 10,813 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 52 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,092 patients

Median time to start treatment<sup>4</sup> 17 minutes  
 90th percentile time to start treatment<sup>5</sup> 66 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,203 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 59 minutes

Same period last year	NSW (this period)
3,203	
11 minutes	8 minutes
38 minutes	26 minutes
10,184	
21 minutes	20 minutes
74 minutes	67 minutes
5,106	
31 minutes	25 minutes
99 minutes	97 minutes
1,598	
28 minutes	24 minutes
101 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 21,172 patients

Percentage of patients who spent four hours or less in the ED 51.9%

Same period last year	Change since one year ago
20,531	3.1%
53.5%	

\* 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.

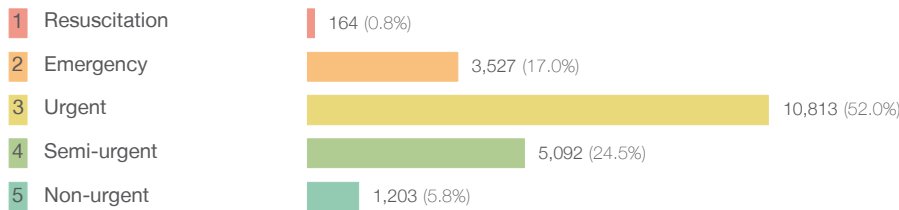
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

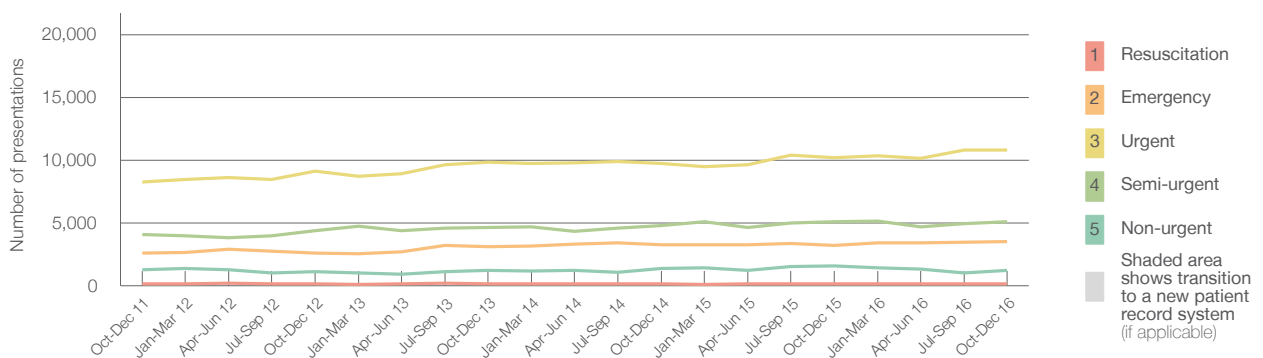
All presentations:<sup>1</sup> 21,176 patients

Emergency presentations<sup>2</sup> by triage category: 20,799 patients



Same period last year	Change since one year ago
20,531	3.1%
20,238	2.8%
147	11.6%
3,203	10.1%
10,184	6.2%
5,106	-0.3%
1,598	-24.7%

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	150	155	133	162	147	164
Emergency	2,591	2,593	3,091	3,274	3,203	3,527
Urgent	8,269	9,133	9,818	9,746	10,184	10,813
Semi-urgent	4,095	4,388	4,638	4,805	5,106	5,092
Non-urgent	1,254	1,103	1,193	1,385	1,598	1,203
All emergency presentations	16,359	17,372	18,873	19,372	20,238	20,799

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

Arrivals used to calculate transfer of care time:<sup>7</sup> 6,770 patients

ED Transfer of care time



Same period last year	Change since one year ago
6,504	
12 minutes	1 minute
26 minutes	13 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.

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## Liverpool Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

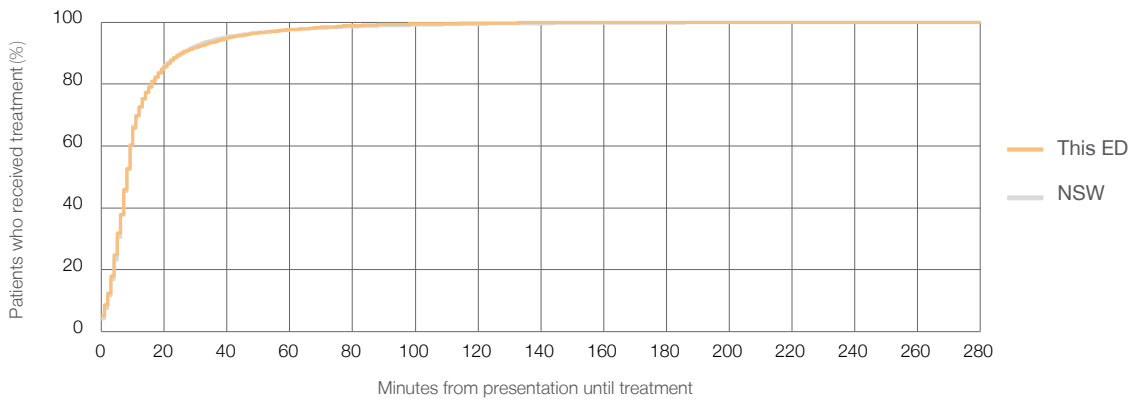
Number of triage 2 patients: 3,527

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,501

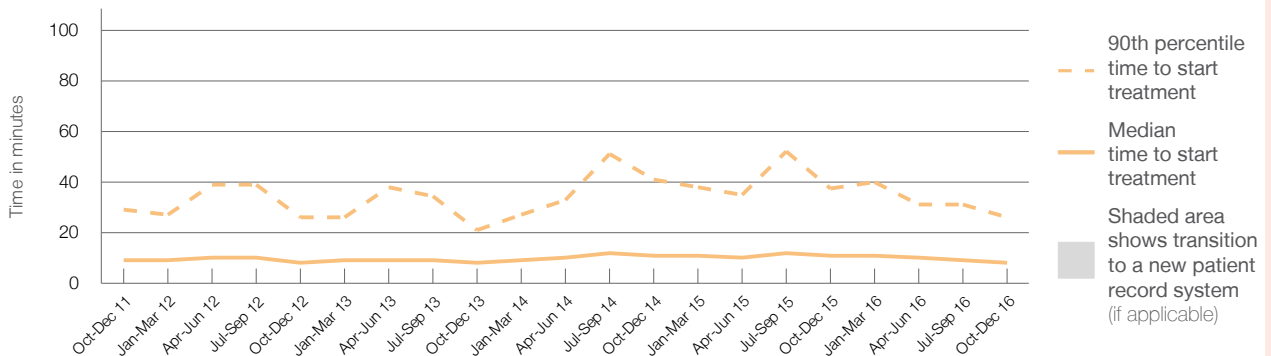
Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  26 minutes

Same period last year	NSW (this period)
3,203	
3,180	
11 minutes	8 minutes
38 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)	9	8	8	11	11	8
90th percentile time to start treatment <sup>5</sup> (minutes)	29	26	21	41	38	26

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## Liverpool 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: 10,813

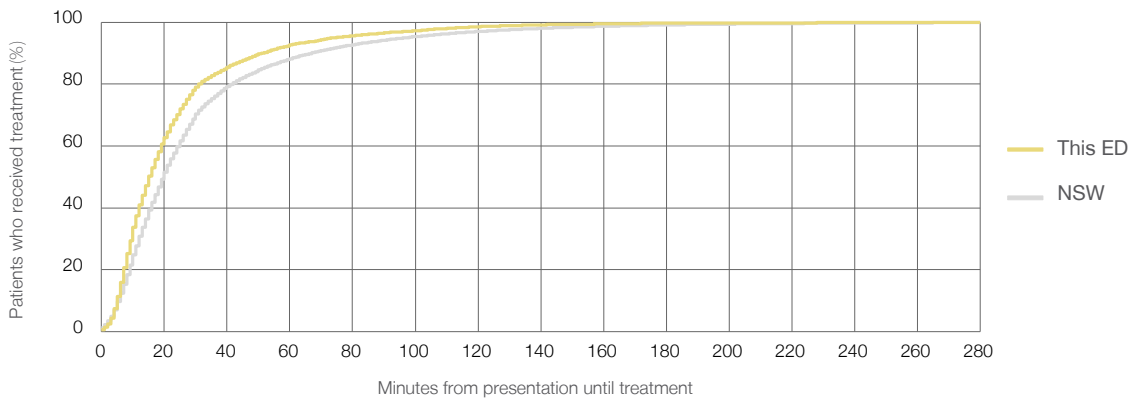
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 10,414

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

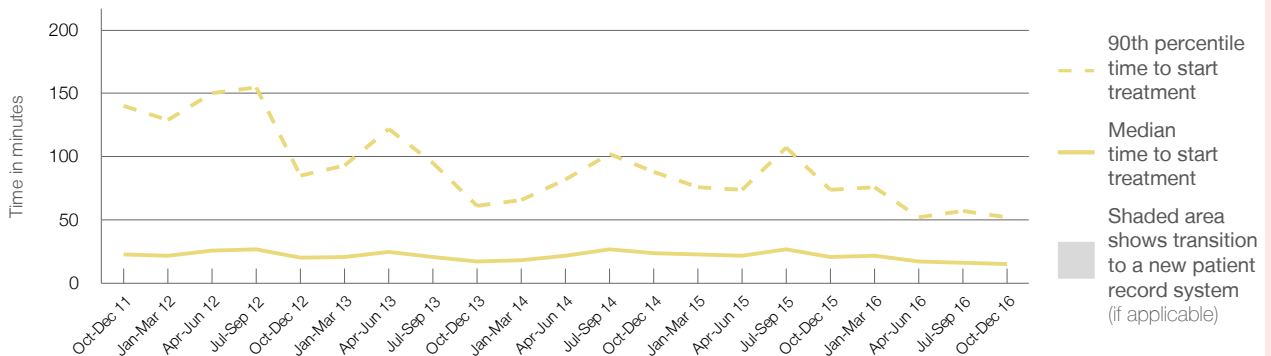
90th percentile time to start treatment<sup>5</sup> 52 minutes

Same period last year	NSW (this period)
10,184	9,833
21 minutes	20 minutes
74 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)	23	20	17	24	21	15
90th percentile time to start treatment <sup>5</sup> (minutes)	140	85	61	88	74	52

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## Liverpool 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: 5,092

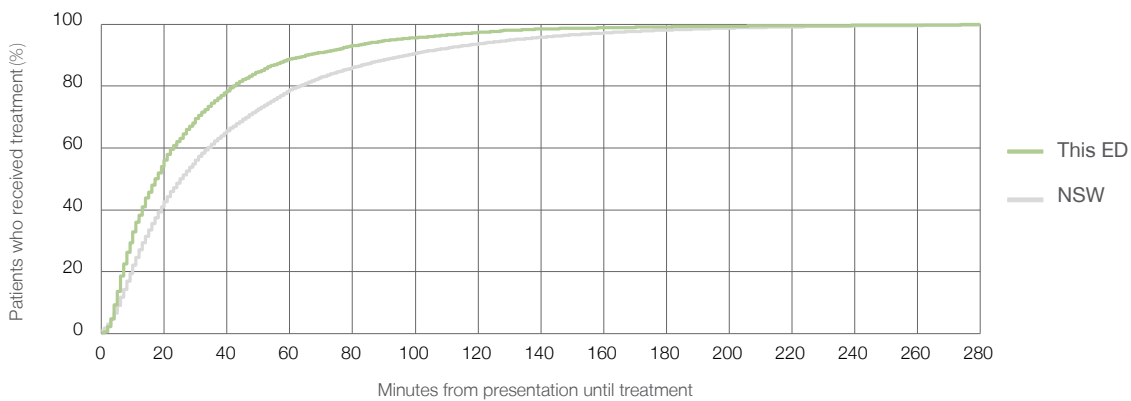
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,540

Median time to start treatment<sup>4</sup>  17 minutes

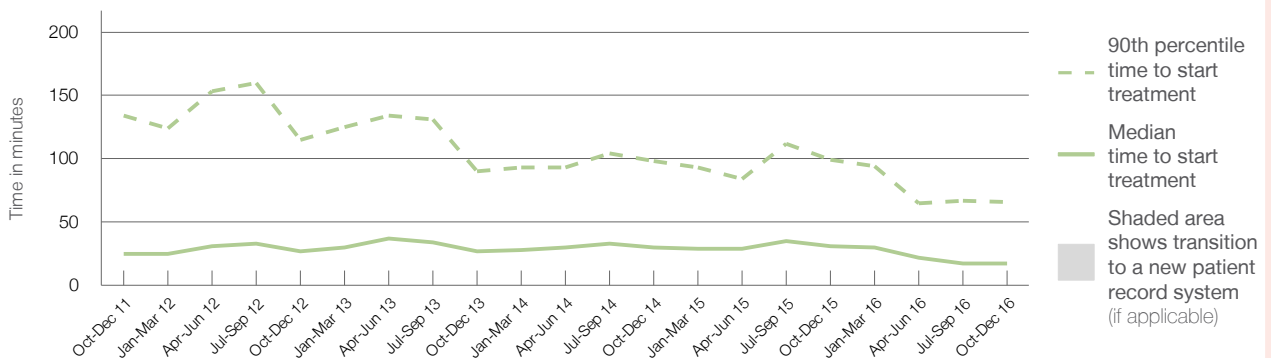
90th percentile time to start treatment<sup>5</sup>  66 minutes

Same period last year	NSW (this period)
5,106	
4,638	
31 minutes	25 minutes
99 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)	25	27	27	30	31	17
90th percentile time to start treatment <sup>5</sup> (minutes)	134	115	90	98	99	66

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## Liverpool 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: 1,203

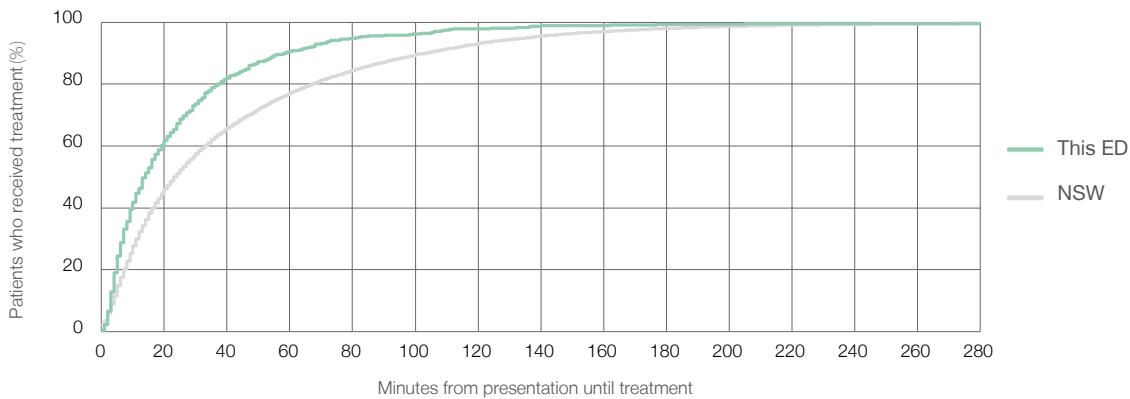
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 942

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

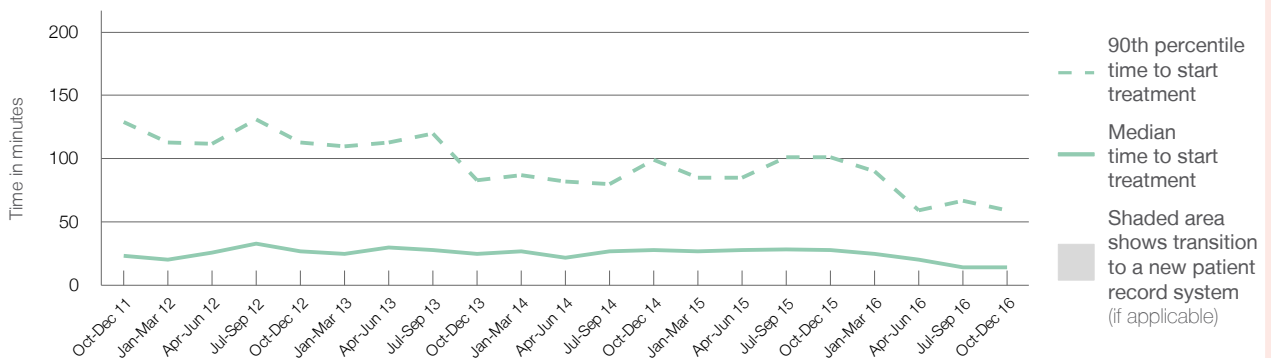
90th percentile time to start treatment<sup>5</sup> 59 minutes

Same period last year	NSW (this period)
1,598	1,185
28 minutes	24 minutes
101 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)	24	27	25	28	28	14
90th percentile time to start treatment <sup>5</sup> (minutes)	129	113	83	99	101	59

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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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## Liverpool Hospital: Time patients spent in the ED

October to December 2016

All presentations:<sup>1</sup> 21,176 patients

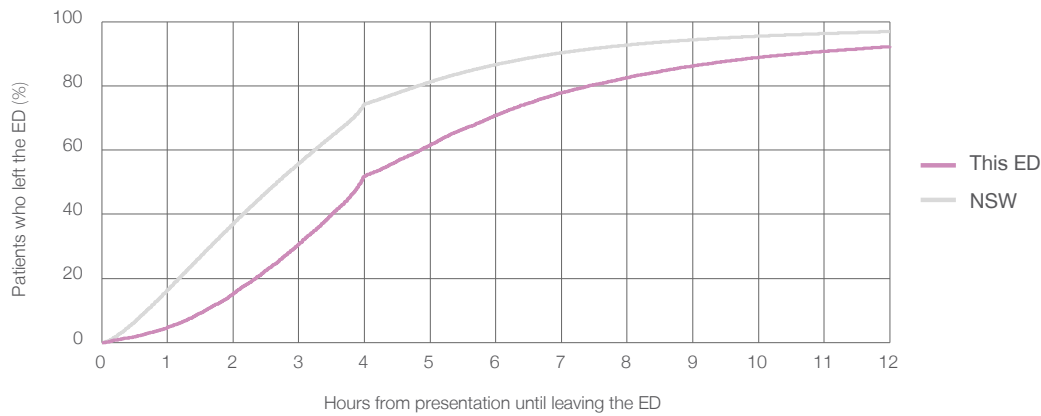
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,172 patients

Median time spent in the ED<sup>8</sup> 3 hours and 57 minutes

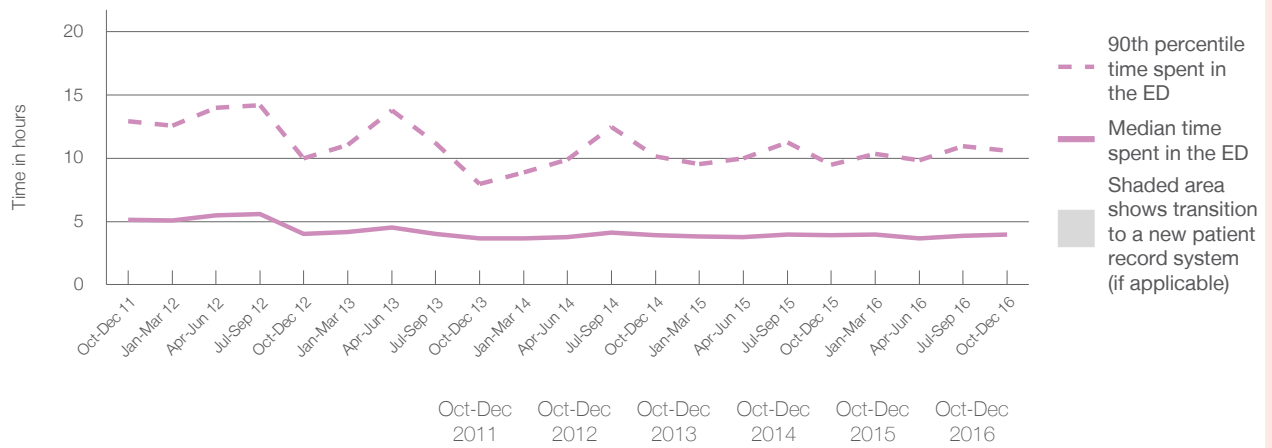
90th percentile time spent in the ED<sup>9</sup> 10 hours and 35 minutes

Same period last year	NSW (this period)
20,531	20,531
3 hours and 54 minutes	2 hours and 41 minutes
9 hours and 30 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)	5h 7m	4h 0m	3h 40m	3h 55m	3h 54m	3h 57m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 54m	10h 0m	7h 59m	10h 8m	9h 30m	10h 35m

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

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## Liverpool Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

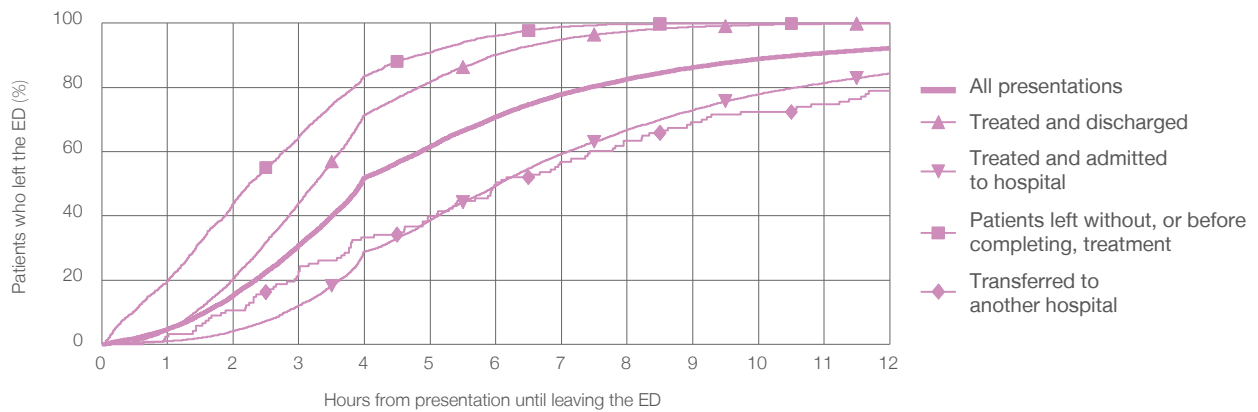
All presentations:<sup>1</sup> 21,176 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,172 patients

Treated and discharged	8,404 (39.7%)
Treated and admitted to hospital	10,271 (48.5%)
Patient left without, or before completing, treatment	2,224 (10.5%)
Transferred to another hospital	123 (0.6%)
Other	154 (0.7%)

Same period last year	Change since one year ago
20,531	3.1%
9,084	-7.5%
9,240	11.2%
1,916	16.1%
88	39.8%
203	-24.1%

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	4.5%	20.5%	44.0%	71.4%	90.2%	97.4%	99.5%	99.9%
Treated and admitted to hospital	1.0%	4.1%	12.0%	28.8%	49.5%	66.8%	77.9%	84.4%
Patient left without, or before completing, treatment	19.8%	43.9%	64.7%	83.5%	96.1%	99.8%	99.9%	100%
Transferred to another hospital	2.4%	10.6%	22.8%	33.3%	50.4%	63.4%	72.4%	78.9%
All presentations	4.7%	15.3%	30.8%	51.9%	70.8%	82.6%	88.9%	92.2%

(†) 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.



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## Liverpool Hospital: Time spent in the ED

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

#### October to December 2016

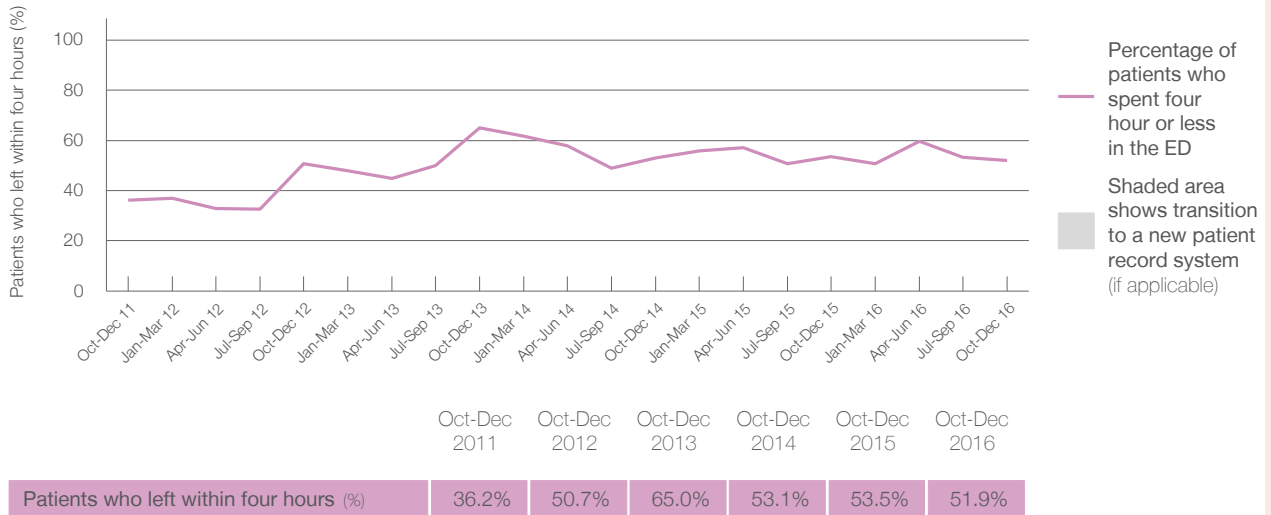
All presentations at the emergency department:<sup>1</sup> 21,176 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,172 patients

Percentage of patients who spent four hours or less in the ED  51.9%

Same period last year	Change since one year ago
20,531	3.1%
20,531	3.1%
53.5%	

#### 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).