

Hospital Quarterly

# Performance Profiles

## **Emergency Department**

Paediatric specialist hospitals  
(A2) peer group

**October to December 2016**

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:<sup>1</sup> 9,048 patients  
 Emergency presentations:<sup>2</sup> 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 treatment<sup>3</sup>

October to December 2016

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

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 21 minutes

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

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 45 minutes

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

Median time to start treatment<sup>4</sup> 33 minutes  
 90th percentile time to start treatment<sup>5</sup> 108 minutes

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

Median time to start treatment<sup>4</sup> 38 minutes  
 90th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

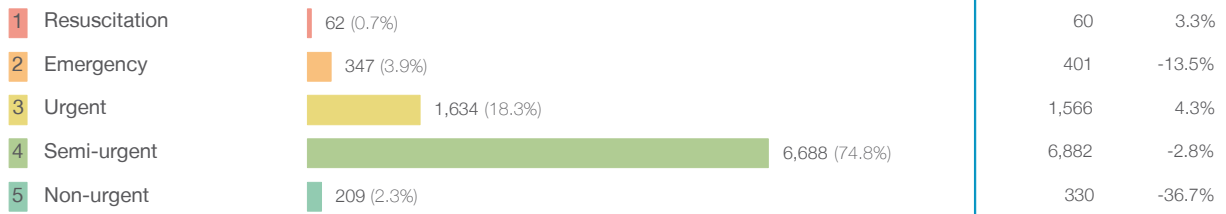
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

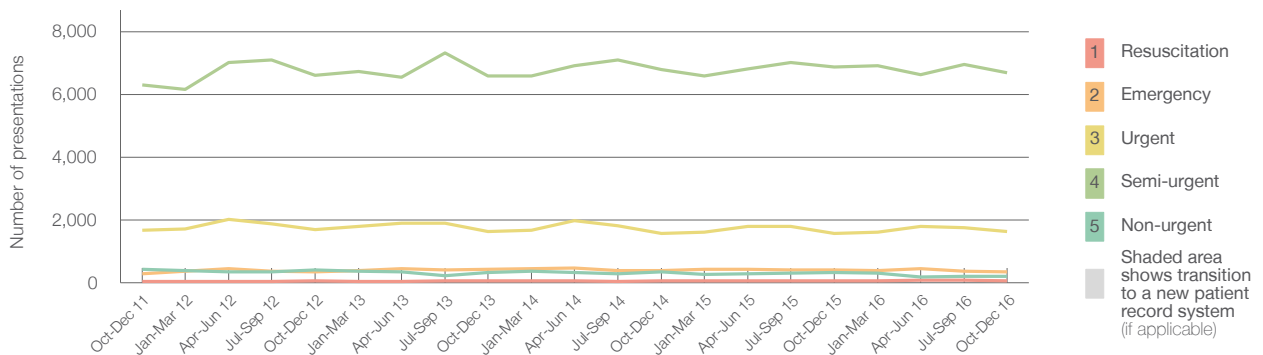
## Sydney Children's Hospital: Patients presenting to the emergency department October to December 2016

All presentations:<sup>1</sup> 9,048 patients

Emergency presentations<sup>2</sup> by triage category: 8,940 patients



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               | 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:<sup>7</sup> 613 patients

ED Transfer of care time



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

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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 2 October to December 2016

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

Number of triage 2 patients: 347

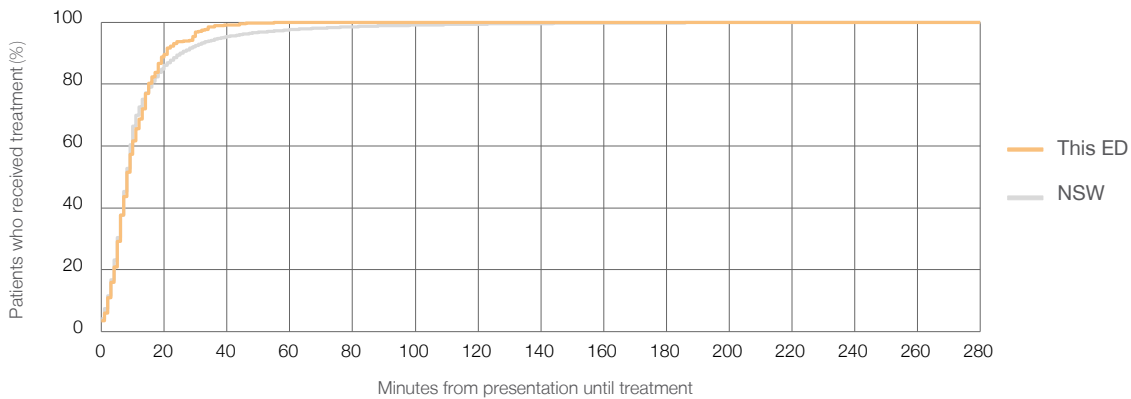
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 346

Median time to start treatment<sup>4</sup> 8 minutes

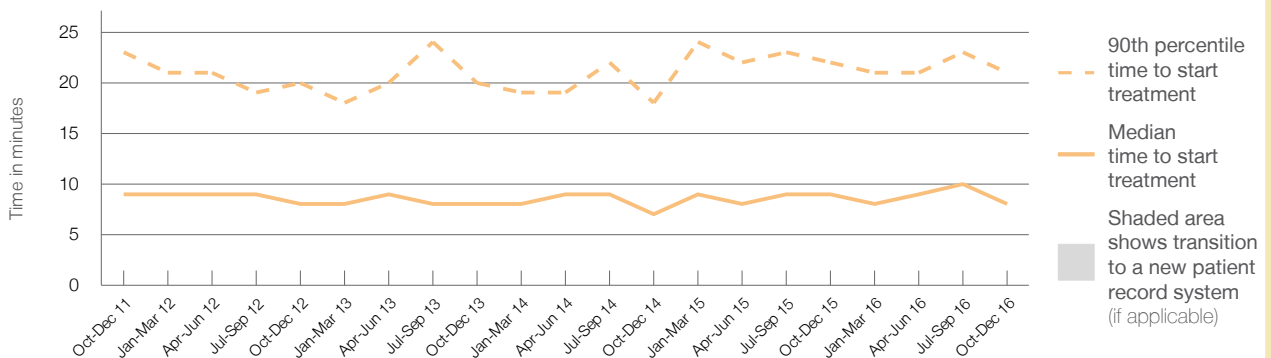
90th percentile time to start treatment<sup>5</sup> 21 minutes

| 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<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            | 7            | 9            | 8            |
| 90th percentile time to start treatment <sup>5</sup> (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

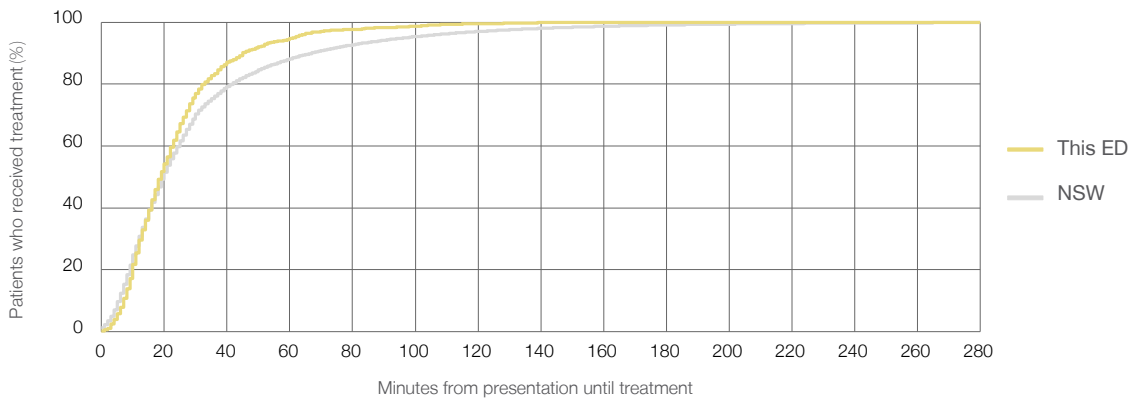
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,633

Median time to start treatment<sup>4</sup> 19 minutes

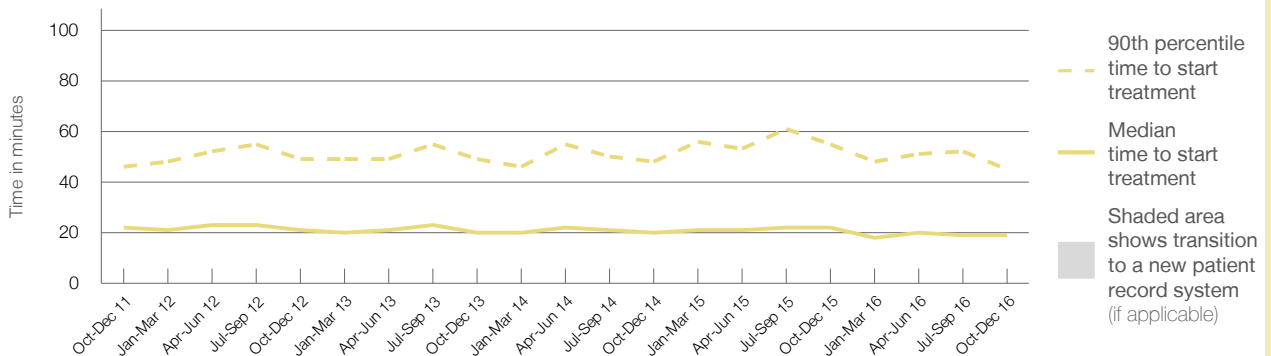
90th percentile time to start treatment<sup>5</sup> 45 minutes

| 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<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)          | 22           | 21           | 20           | 20           | 22           | 19           |
| 90th percentile time to start treatment <sup>5</sup> (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

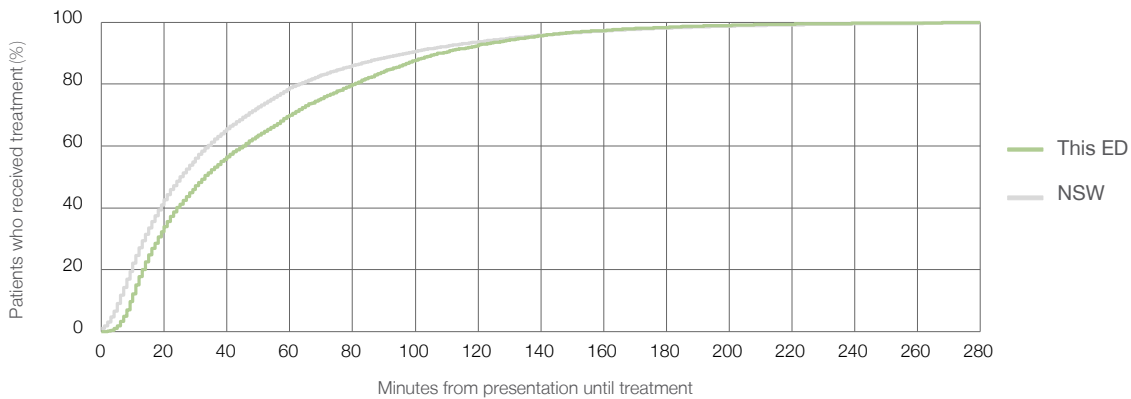
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 6,479

Median time to start treatment<sup>4</sup> 33 minutes

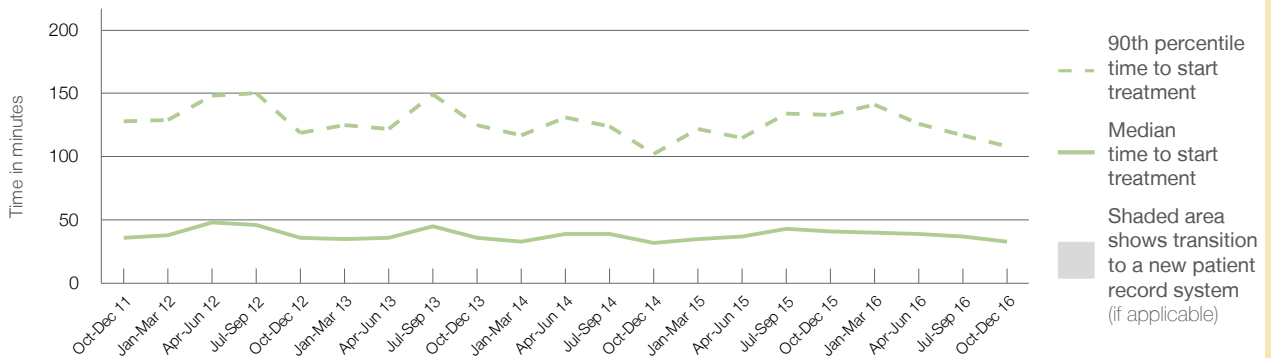
90th percentile time to start treatment<sup>5</sup> 108 minutes

| 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<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)          | 36           | 36           | 36           | 32           | 41           | 33           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 128          | 119          | 125          | 102          | 133          | 108          |

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

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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

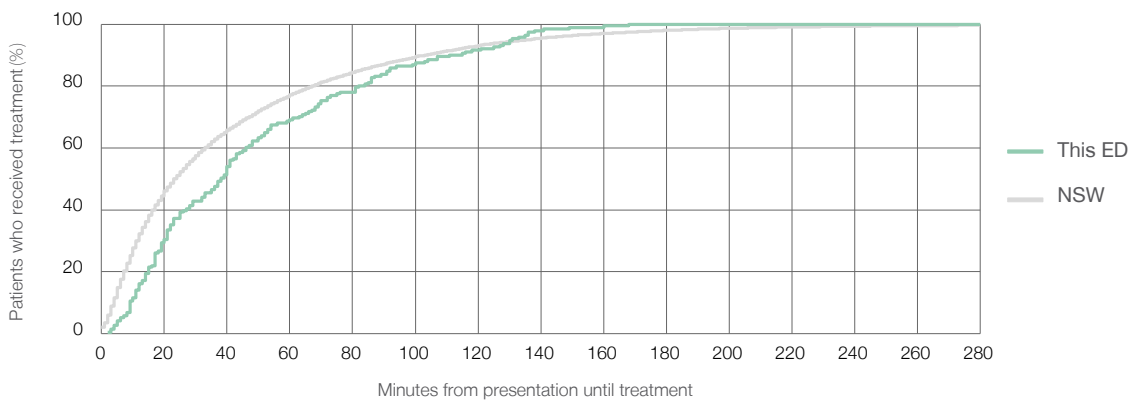
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 191

Median time to start treatment<sup>4</sup> 38 minutes

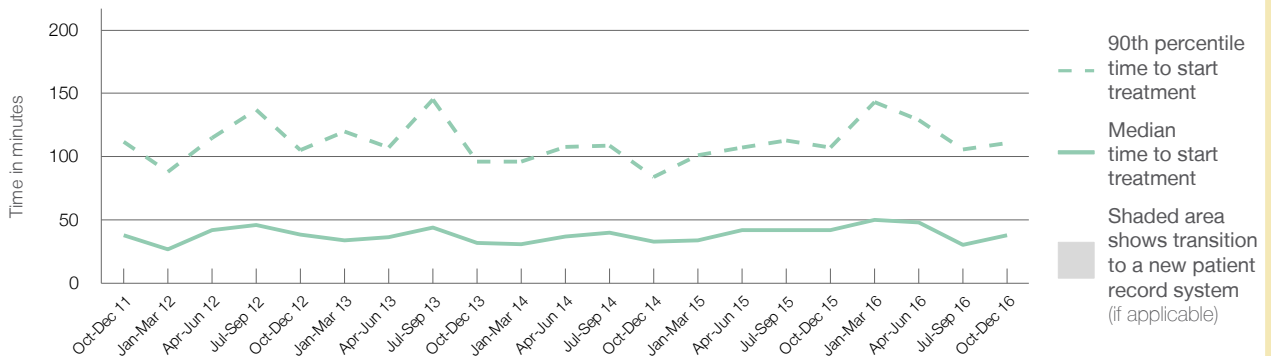
90th percentile time to start treatment<sup>5</sup> 111 minutes

| 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<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)          | 38           | 39           | 32           | 33           | 42           | 38           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 112          | 105          | 96           | 84           | 107          | 111          |

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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

October to December 2016

All presentations:<sup>1</sup> 9,048 patients

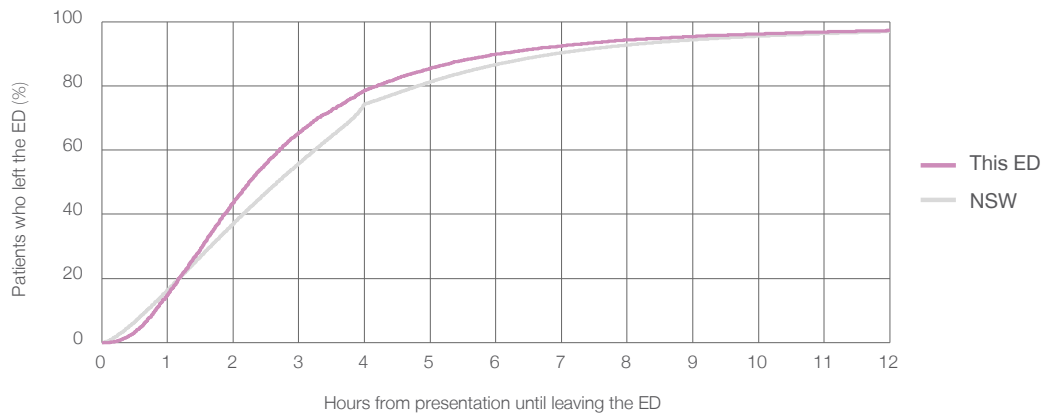
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,047 patients

Median time spent in the ED<sup>8</sup>  2 hours and 15 minutes

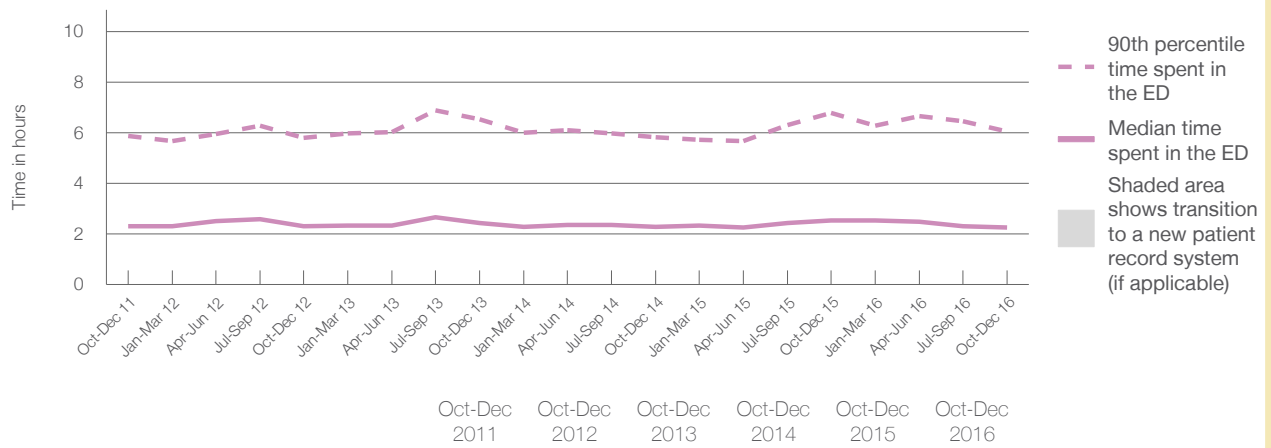
90th percentile time spent in the ED<sup>9</sup>  6 hours and 4 minutes

| 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<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 18m       | 2h 19m       | 2h 26m       | 2h 17m       | 2h 32m       | 2h 15m       |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 5h 52m       | 5h 48m       | 6h 32m       | 5h 49m       | 6h 47m       | 6h 4m        |

(†) 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 spent in the ED

### By mode of separation

October to December 2016

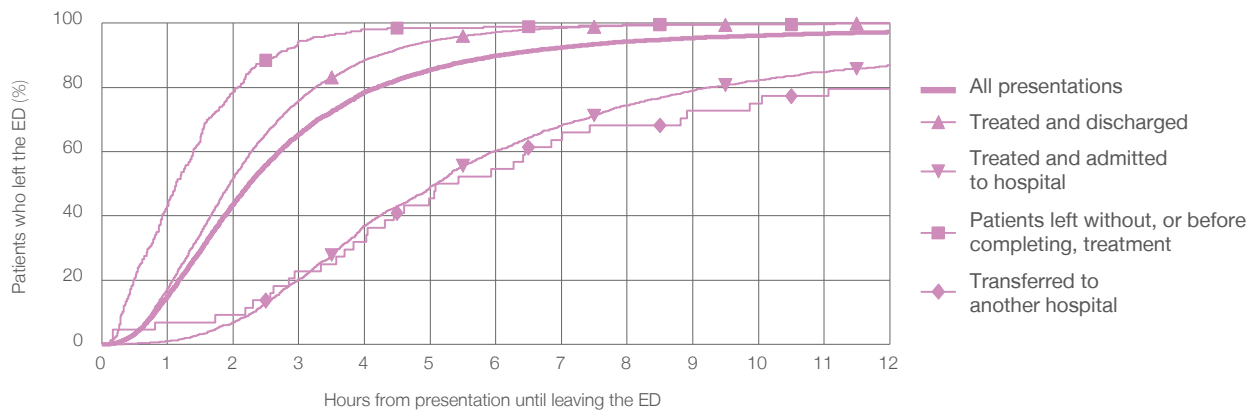
All presentations:<sup>1</sup> 9,048 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 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<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                                | 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%    |

(†) 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 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> 9,048 patients

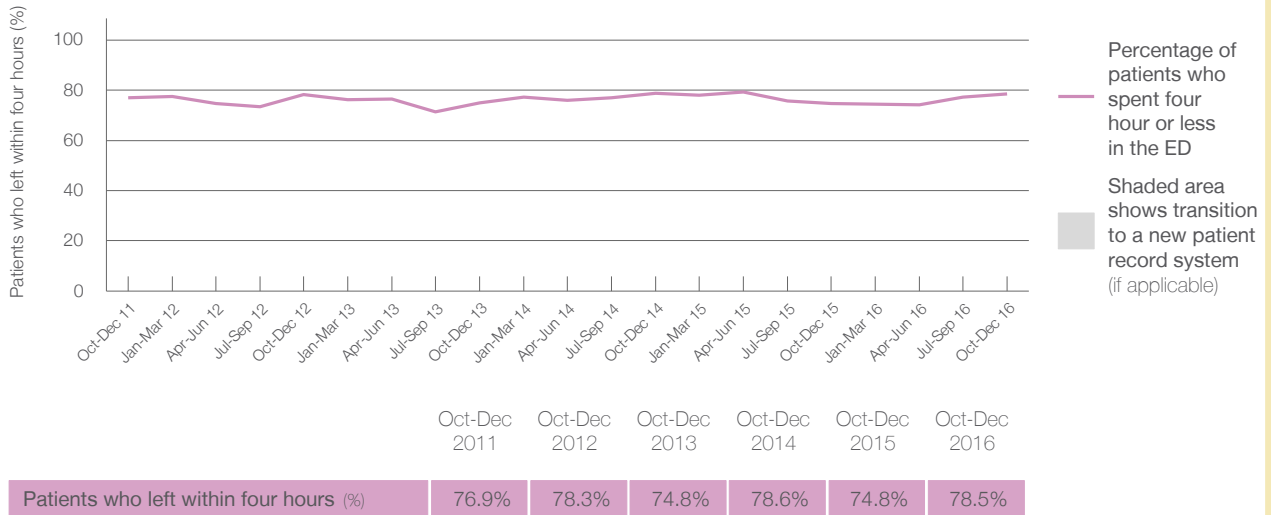
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,047 patients

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<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).

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

October to December 2016

|   | Same period last year | Change since one year ago |
|---|-----------------------|---------------------------|
| All presentations: <sup>1</sup> 14,210 patients       | 14,129                | 0.6%                      |
| Emergency presentations: <sup>2</sup> 14,040 patients | 13,923                | 0.8%                      |

## The Children's Hospital at Westmead: Time patients waited to start treatment<sup>3</sup>

October to December 2016

|  | Same period last year | NSW (this period) |
|--|-----------------------|-------------------|
| <b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 492 patients        | 463                   |                   |
| Median time to start treatment <sup>4</sup> 7 minutes                          | 7 minutes             | 8 minutes         |
| 90th percentile time to start treatment <sup>5</sup> 17 minutes                | 10 minutes            | 26 minutes        |
| <b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 3,370 patients | 3,102                 |                   |
| Median time to start treatment <sup>4</sup> 22 minutes                         | 22 minutes            | 20 minutes        |
| 90th percentile time to start treatment <sup>5</sup> 59 minutes                | 62 minutes            | 67 minutes        |
| <b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 9,939 patients     | 10,142                |                   |
| Median time to start treatment <sup>4</sup> 41 minutes                         | 43 minutes            | 25 minutes        |
| 90th percentile time to start treatment <sup>5</sup> 153 minutes               | 171 minutes           | 97 minutes        |
| <b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 101 patients        | 100                   |                   |
| Median time to start treatment <sup>4</sup> 69 minutes                         | 54 minutes            | 24 minutes        |
| 90th percentile time to start treatment <sup>5</sup> *                         | *                     | 103 minutes       |

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

October to December 2016

|  | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| Attendances used to calculate time to leaving the ED: <sup>6</sup> 14,210 patients | 14,129                | 0.6%                      |
| Percentage of patients who spent four hours or less in the ED 72.4%                | 69.2%                 |                           |

\* 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.

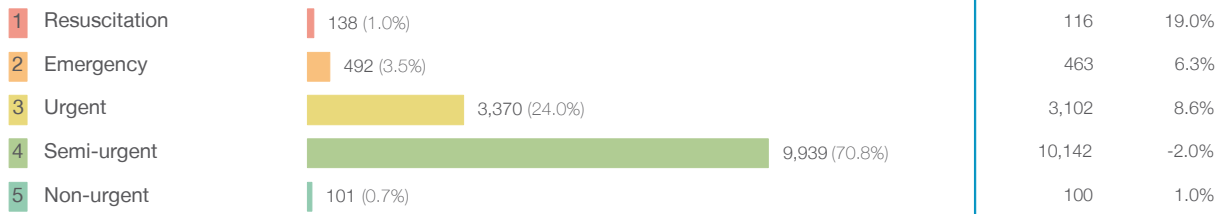
**Source:** Health Information Exchange, NSW Health (extracted 24 January 2017).

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

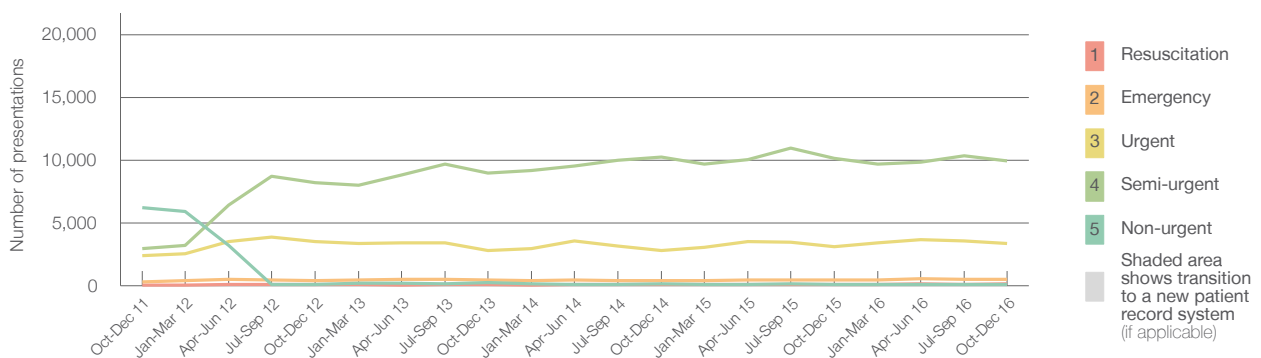
## The Children's Hospital at Westmead: Patients presenting to the emergency department October to December 2016

All presentations:<sup>1</sup> 14,210 patients

Emergency presentations<sup>2</sup> by triage category: 14,040 patients



Emergency presentations<sup>2</sup> by quarter, October 2011 to December 2016 <sup>†</sup> <sup>‡</sup> <sup>Ω</sup>



|                             | Oct-Dec 2011 | Oct-Dec 2012 | Oct-Dec 2013 | Oct-Dec 2014 | Oct-Dec 2015 | Oct-Dec 2016 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation               | 59           | 78           | 72           | 98           | 116          | 138          |
| Emergency                   | 322          | 416          | 428          | 395          | 463          | 492          |
| Urgent                      | 2,413        | 3,499        | 2,773        | 2,795        | 3,102        | 3,370        |
| Semi-urgent                 | 2,945        | 8,220        | 8,988        | 10,235       | 10,142       | 9,939        |
| Non-urgent                  | 6,205        | 107          | 237          | 134          | 100          | 101          |
| All emergency presentations | 11,944       | 12,320       | 12,498       | 13,657       | 13,923       | 14,040       |

## The Children's Hospital at Westmead: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,072 patients

ED Transfer of care time



(†) 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.

(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 October to December 2016

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

Number of triage 2 patients: 492

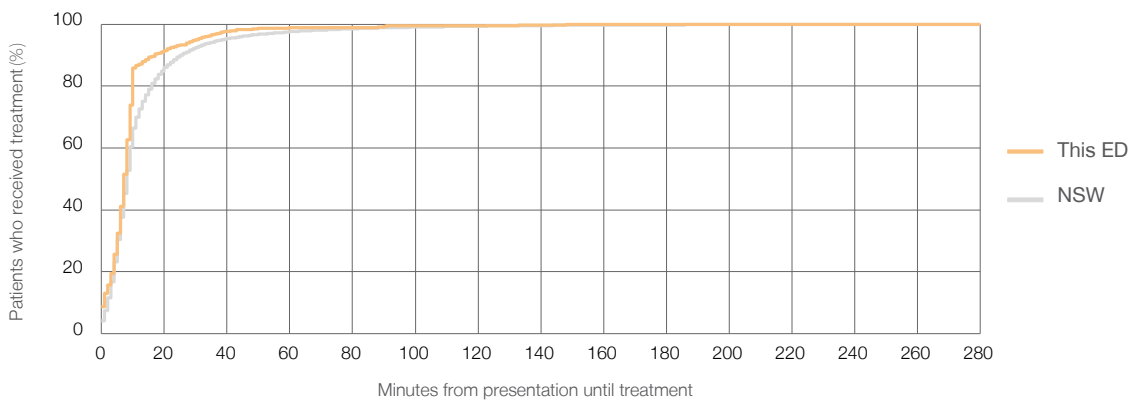
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 492

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

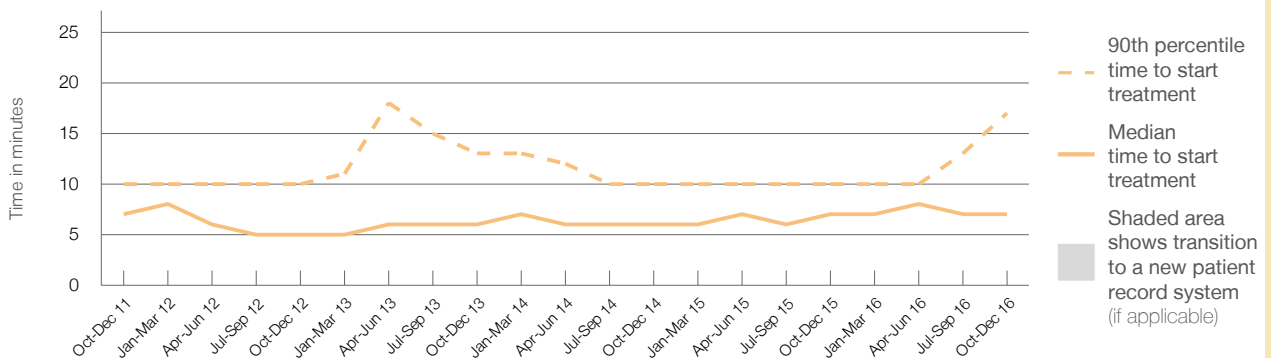
90th percentile time to start treatment<sup>5</sup> ■ 17 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 463                   | 463               |
| 7 minutes             | 8 minutes         |
| 10 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)          | 7            | 5            | 6            | 6            | 7            | 7            |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 10           | 10           | 13           | 10           | 10           | 17           |

(†) 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.

(§) 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.

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 3 October to December 2016

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

Number of triage 3 patients: 3,370

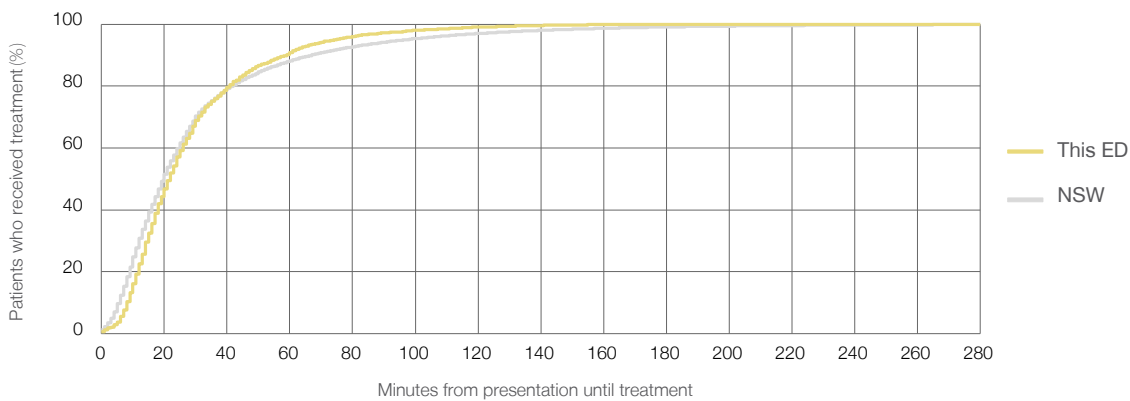
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,361

Median time to start treatment<sup>4</sup> 22 minutes

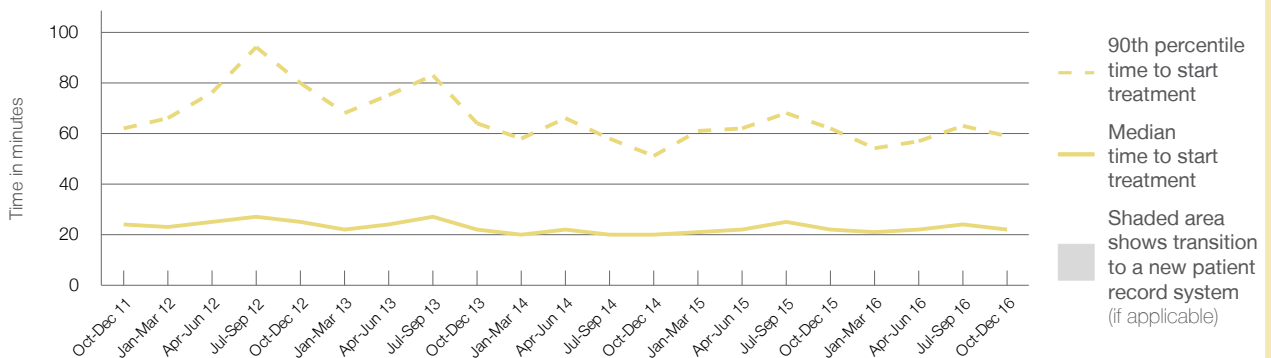
90th percentile time to start treatment<sup>5</sup> 59 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,102                 |                   |
| 3,093                 |                   |
| 22 minutes            | 20 minutes        |
| 62 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)          | 24           | 25           | 22           | 20           | 22           | 22           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 62           | 80           | 64           | 51           | 62           | 59           |

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(§) 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 4 October to December 2016

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

Number of triage 4 patients: 9,939

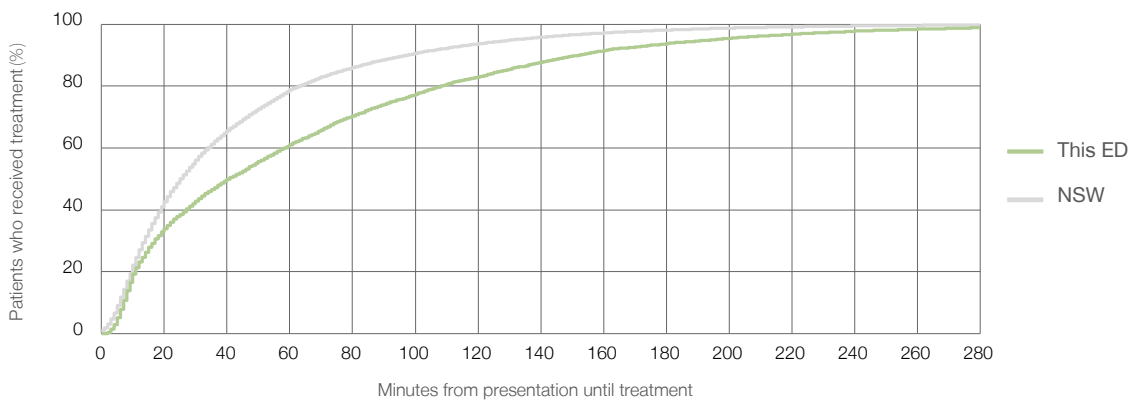
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 8,650

Median time to start treatment<sup>4</sup> 41 minutes

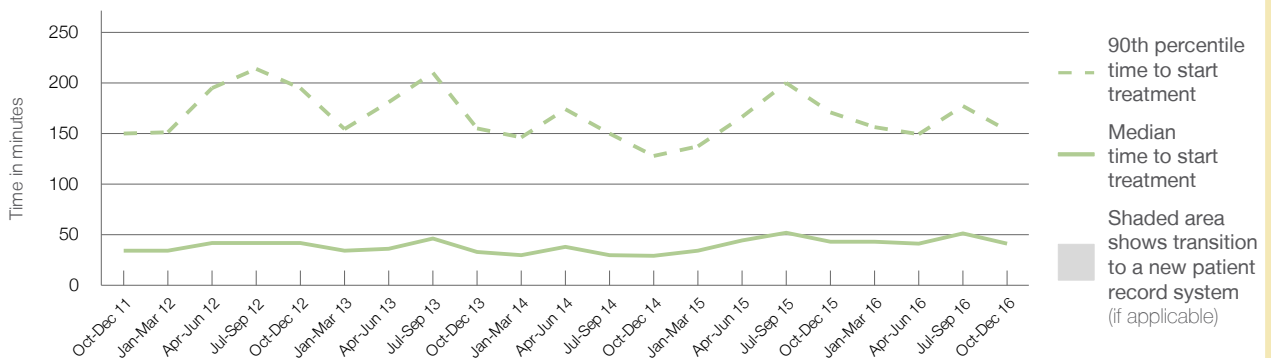
90th percentile time to start treatment<sup>5</sup> 153 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 10,142                | 8,609             |
| 43 minutes            | 25 minutes        |
| 171 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)          | 34           | 42           | 33           | 29           | 43           | 41           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 150          | 195          | 155          | 128          | 171          | 153          |

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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.

(§) 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 5 October to December 2016

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

Number of triage 5 patients: 101

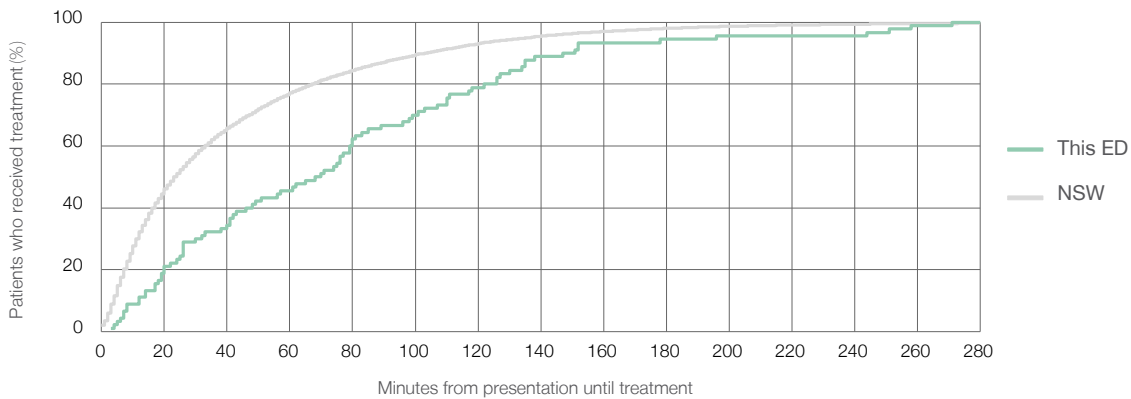
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 90

Median time to start treatment<sup>4</sup> 69 minutes

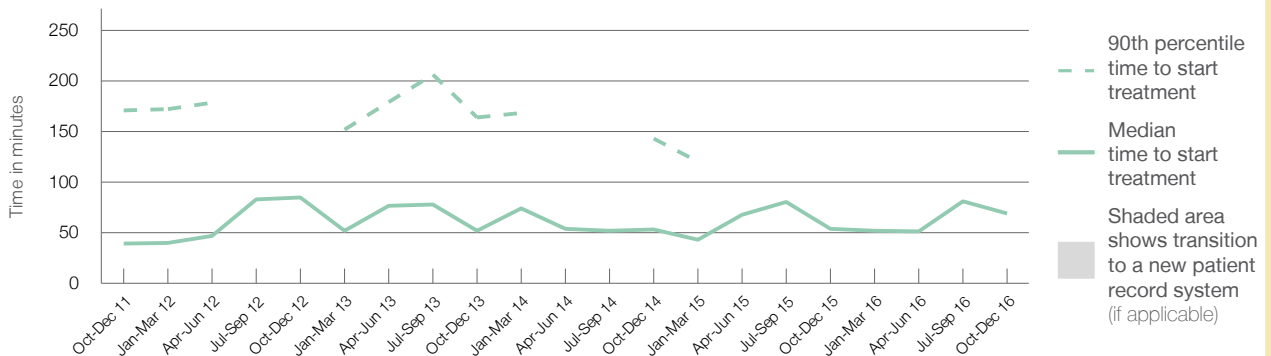
90th percentile time to start treatment<sup>5</sup> \*

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 100                   | 72                |
| 54 minutes            | 24 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)          | 39           | 85           | 52           | 53           | 54           | 69           |
| 90th percentile time to start treatment <sup>5</sup> (minutes) | 171          | *            | 164          | 143          | *            | *            |

(†) 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.

(§) 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.



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 spent in the ED October to December 2016

All presentations:<sup>1</sup> 14,210 patients

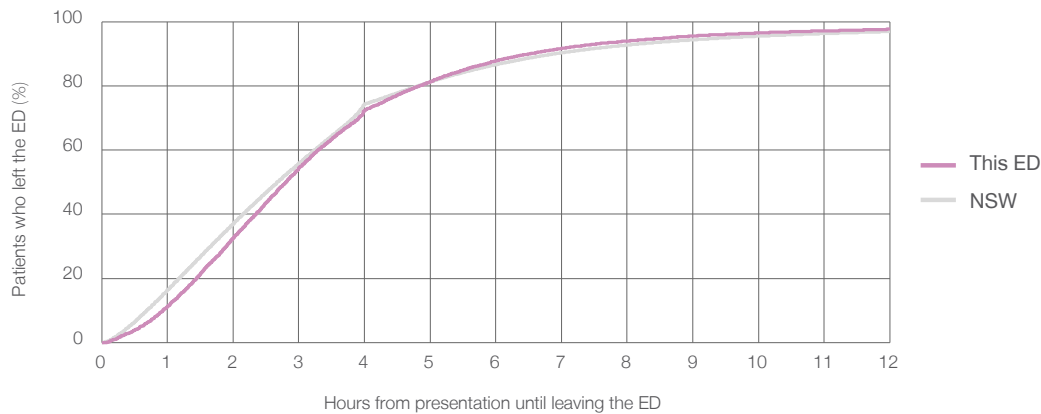
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,210 patients

Median time spent in the ED<sup>8</sup>  2 hours and 48 minutes

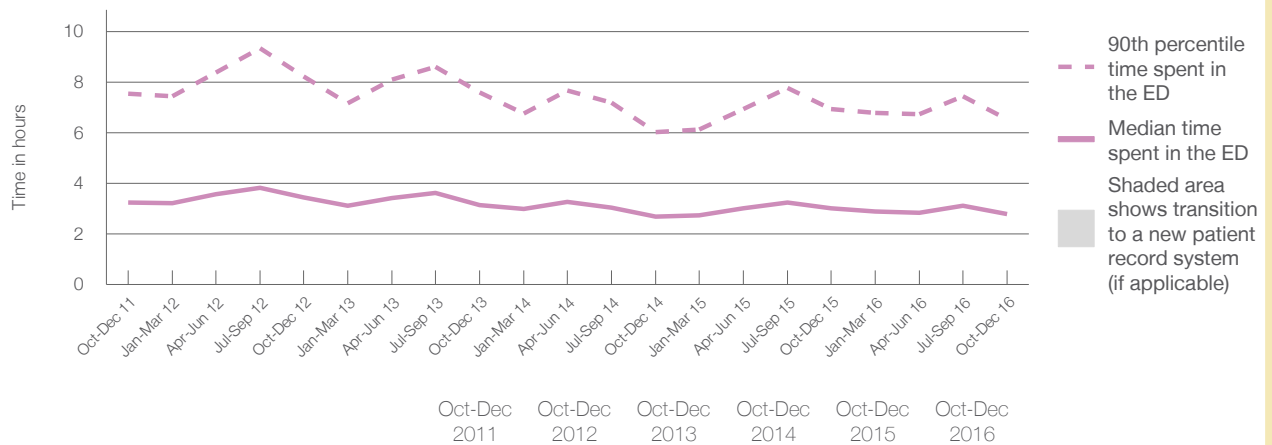
90th percentile time spent in the ED<sup>9</sup>  6 hours and 32 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 14,129                 | 14,129                 |
| 3 hours and 1 minutes  | 2 hours and 41 minutes |
| 6 hours and 56 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>



|  |        |        |        |        |        |        |
|--|--------|--------|--------|--------|--------|--------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 3h 15m | 3h 27m | 3h 9m  | 2h 42m | 3h 1m  | 2h 48m |
| 90th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 7h 33m | 8h 14m | 7h 36m | 6h 1m  | 6h 56m | 6h 32m |

(†) 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.

(§) 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.

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 spent in the ED

By mode of separation

October to December 2016

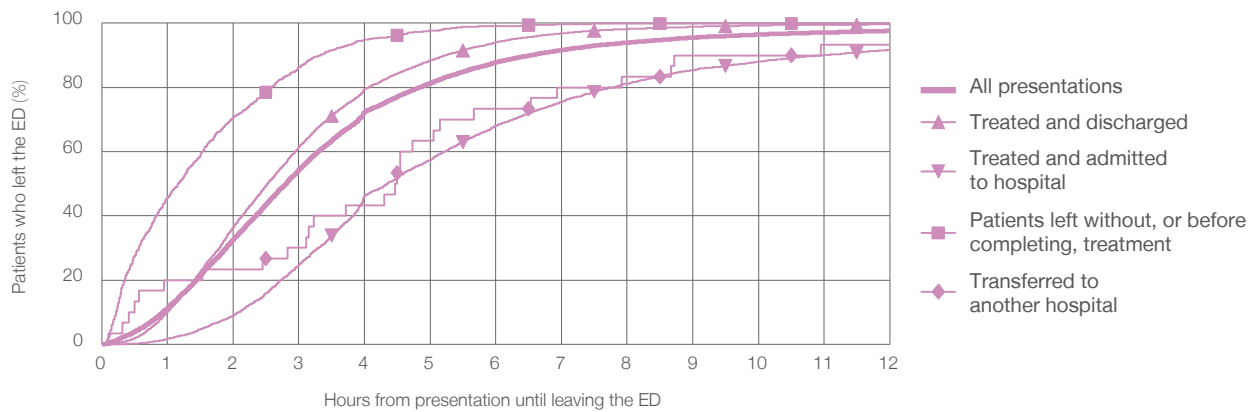
All presentations:<sup>1</sup> 14,210 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,210 patients

|   |               |
|---|---------------|
| Treated and discharged                                | 9,204 (64.8%) |
| Treated and admitted to hospital                      | 3,632 (25.6%) |
| Patient left without, or before completing, treatment | 1,343 (9.5%)  |
| Transferred to another hospital                       | 30 (0.2%)     |
| Other   | 1 (0%)        |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 14,129                | 0.6%                      |
| 9,038                 | 1.8%                      |
| 3,474                 | 4.5%                      |
| 1,586                 | -15.3%                    |
| 31                    | -3.2%                     |
| 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                                | 10.1%  | 36.5%   | 61.4%   | 79.5%   | 94.0%   | 98.2%   | 99.3%    | 99.7%    |
| Treated and admitted to hospital                      | 1.7%   | 9.0%    | 24.8%   | 46.3%   | 68.0%   | 81.2%   | 88.1%    | 91.7%    |
| Patient left without, or before completing, treatment | 45.7%  | 70.7%   | 86.3%   | 94.9%   | 99.1%   | 99.9%   | 99.9%    | 100%     |
| Transferred to another hospital                       | 20.0%  | 23.3%   | 30.0%   | 43.3%   | 73.3%   | 83.3%   | 90.0%    | 93.3%    |
| All presentations                                     | 11.3%  | 32.7%   | 54.3%   | 72.4%   | 87.8%   | 94.0%   | 96.5%    | 97.6%    |

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

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(§) 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 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> 14,210 patients

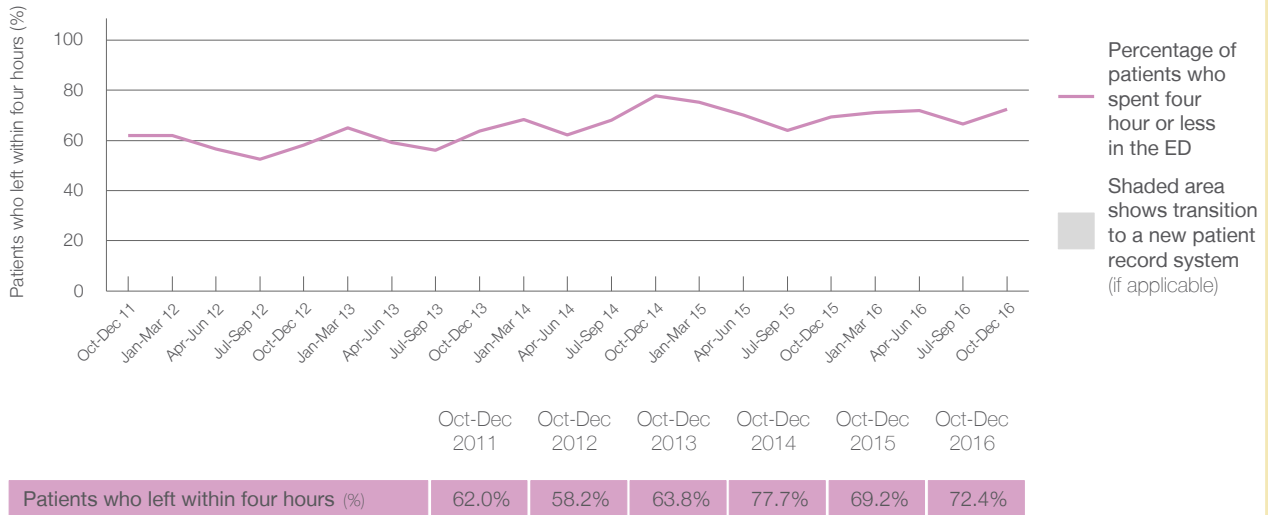
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,210 patients

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



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 14,129                | 0.6%                      |
| 14,129                | 0.6%                      |
| 69.2%                 |                           |

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).