Royal North Shore Hospital: Emergency department (ED) overview
October to December 2017

	Same period last year	Change since one year ago
All presentations:[1] 22,609 patients	21,160	6.8%
Emergency presentations:[2] 22,536 patients	21,023	7.2%

Royal North Shore Hospital: Time patients waited to start treatment [3]
October to December 2017

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 4,339 patients	4,335	
Median time to start treatment[4] 7 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5] 15 minutes	18 minutes	23 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,212 patients	5,946	
Median time to start treatment[4] 18 minutes	19 minutes	20 minutes
90th percentile time to start treatment[5] 44 minutes	50 minutes	65 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 8,535 patients	7,620	
Median time to start treatment[4] 26 minutes	28 minutes	26 minutes
90th percentile time to start treatment[5] 70 minutes	80 minutes	99 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 3,074 patients	2,714	
Median time to start treatment[4] 28 minutes	34 minutes	23 minutes
90th percentile time to start treatment[5] 101 minutes	113 minutes	103 minutes

Royal North Shore Hospital: Time from presentation until leaving the ED
October to December 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 22,609 patients	21,160	6.8%
Percentage of patients who spent four hours or less in the ED 65.8%	63.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances 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, July to September 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.
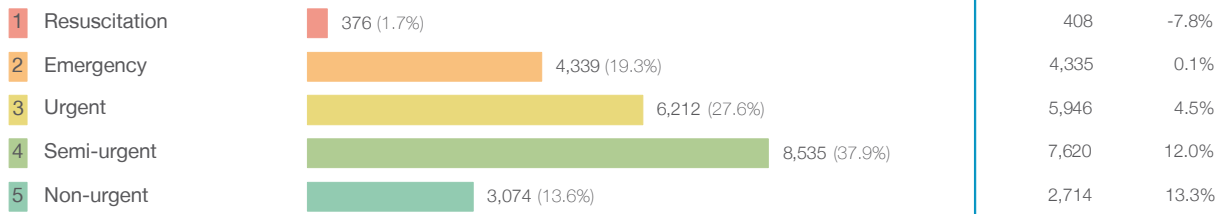6. All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient<s presenting problems.
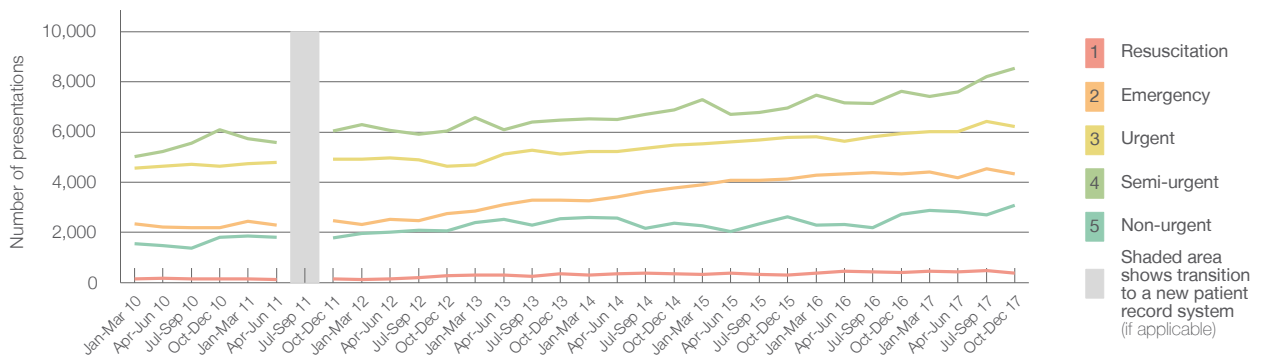Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Royal North Shore Hospital

Principal referral hospitals (A1)
Northern Sydney Local Health District

Royal North Shore Hospital: Patients presenting to the emergency department
October to December 2017

		Same period last year	Change since one year ago
All presentations:[1] 22,609 patients		21,160	6.8%
Emergency presentations[2] by triage category: 22,536 patients		21,023	7.2%
1 Resuscitation	376 (1.7%)	408	-7.8%
2 Emergency	4,339 (19.3%)	4,335	0.1%
3 Urgent	6,212 (27.6%)	5,946	4.5%
4 Semi-urgent	8,535 (37.9%)	7,620	12.0%
5 Non-urgent	3,074 (13.6%)	2,714	13.3%

Emergency presentations[2] by quarter, January 2010 to December 2017 ‡

Legend:
1 Resuscitation
2 Emergency
3 Urgent
4 Semi-urgent
5 Non-urgent
Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	143	137	285	354	341	314	408	376
Emergency	2,195	2,478	2,756	3,286	3,759	4,131	4,335	4,339
Urgent	4,635	4,913	4,638	5,133	5,485	5,774	5,946	6,212
Semi-urgent	6,089	6,030	6,048	6,483	6,884	6,951	7,620	8,535
Non-urgent	1,798	1,777	2,060	2,556	2,376	2,630	2,714	3,074
All emergency presentations	14,860	15,335	15,787	17,812	18,845	19,800	21,023	22,536

Royal North Shore Hospital: Patients arriving by ambulance
October to December 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 4,865 patients		4,504	
ED Transfer of care time			
Median time	13 minutes	15 minutes	-2 minutes
90th percentile time	28 minutes	32 minutes	-4 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 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.

Royal North Shore Hospital

Principal referral hospitals (A1)
Northern Sydney Local Health District

Royal North Shore Hospital: Time patients waited to start treatment, triage 2
October to December 2017

			Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 4,339			4,335	
Number of triage 2 patients used to calculate waiting time:[3] 4,314			4,317	
Median time to start treatment [4]		7 minutes	8 minutes	8 minutes
90th percentile time to start treatment [5]		15 minutes	18 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017

Patients who received treatment(%)

Minutes from presentation until treatment

— This ED
— NSW
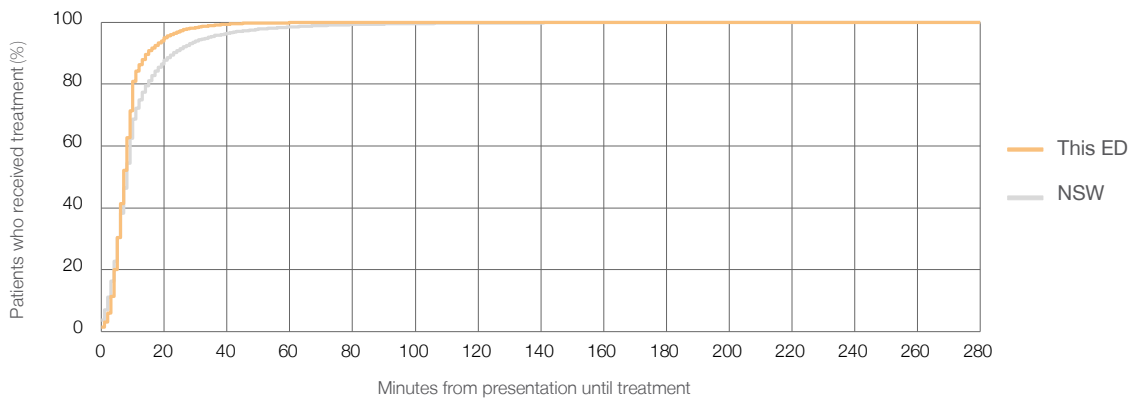
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017 [†‡]
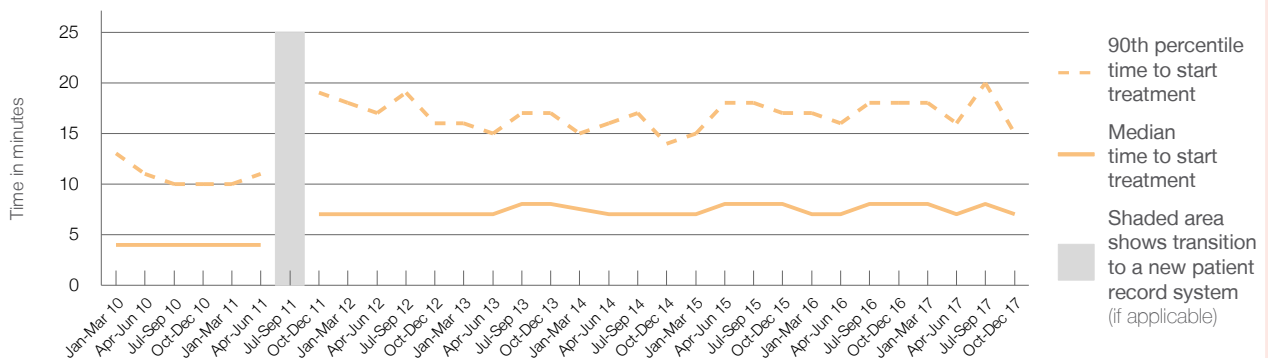
Time in minutes

90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment [4] (minutes)	4	7	7	8	7	8	8	7
90th percentile time to start treatment [5] (minutes)	10	19	16	17	14	17	18	15

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Royal North Shore Hospital

Principal referral hospitals (A1)
Northern Sydney Local Health District

Royal North Shore Hospital: Time patients waited to start treatment, triage 3
October to December 2017

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 6,212			5,946	
Number of triage 3 patients used to calculate waiting time:[3] 6,157			5,875	
Median time to start treatment[4]		18 minutes	19 minutes	20 minutes
90th percentile time to start treatment[5]		44 minutes	50 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017
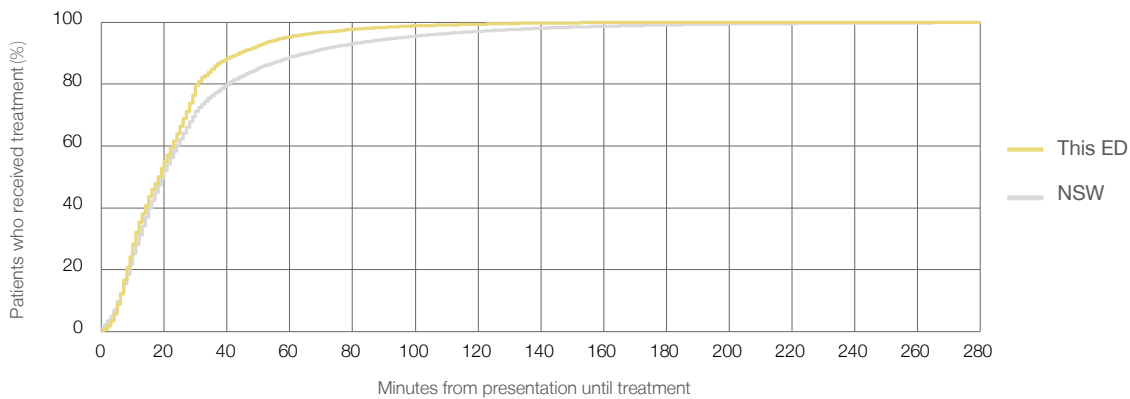
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017 [†‡]
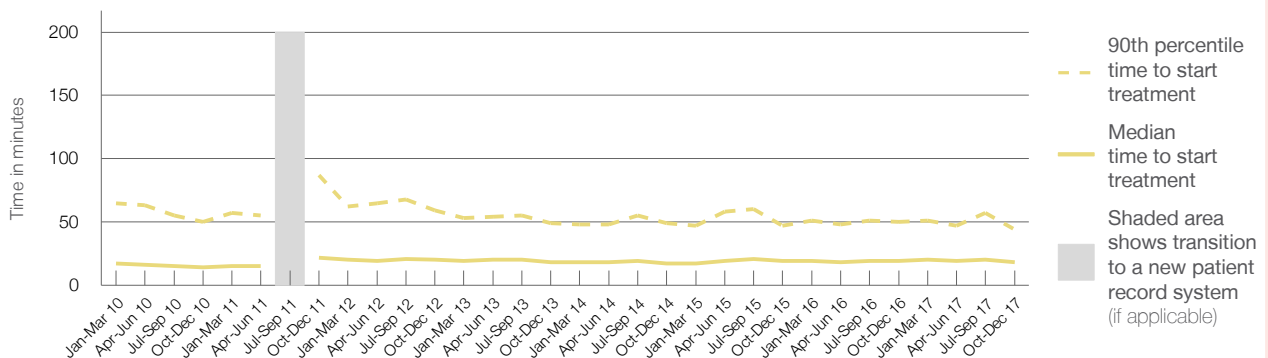
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment[4] (minutes)	14	22	20	18	17	19	19	18
90th percentile time to start treatment[5] (minutes)	50	87	59	49	49	47	50	44

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Royal North Shore Hospital

Principal referral hospitals (A1)
Northern Sydney Local Health District

Royal North Shore Hospital: Time patients waited to start treatment, triage 4
October to December 2017

			Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)				
Number of triage 4 patients: 8,535			7,620	
Number of triage 4 patients used to calculate waiting time: [3] 8,290			7,373	
Median time to start treatment [4]		26 minutes	28 minutes	26 minutes
90th percentile time to start treatment [5]		70 minutes	80 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017
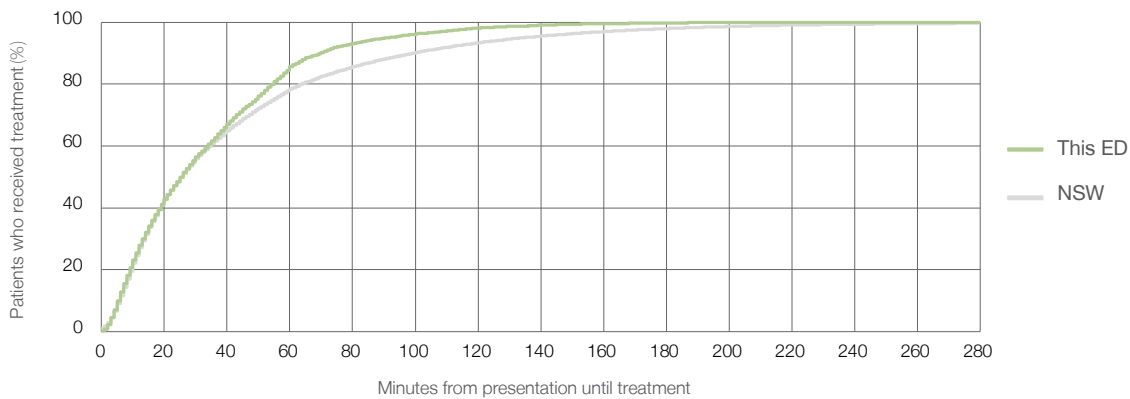
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017 [†‡]
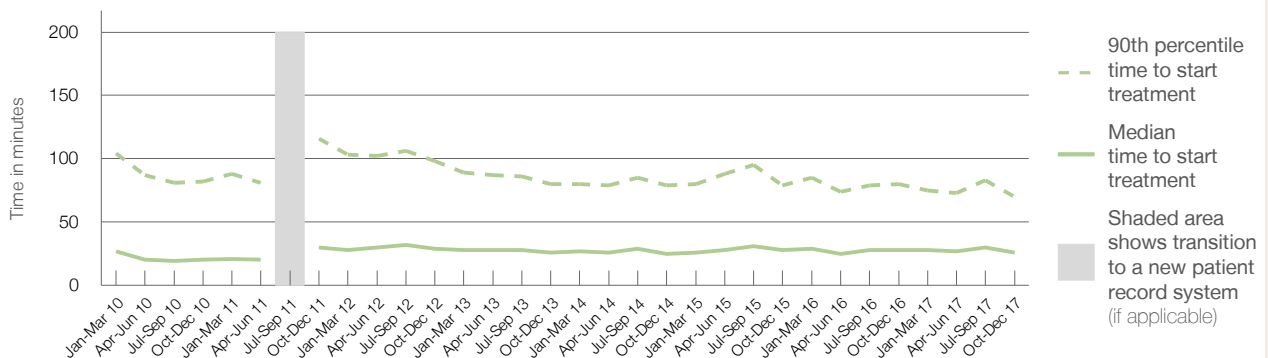
- - - 90th percentile time to start treatment

— Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment [4] (minutes)	20	30	29	26	25	28	28	26
90th percentile time to start treatment [5] (minutes)	82	116	98	80	79	79	80	70

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Royal North Shore Hospital

Principal referral hospitals (A1)
Northern Sydney Local Health District

Royal North Shore Hospital: Time patients waited to start treatment, triage 5
October to December 2017

			Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 3,074			2,714	
Number of triage 5 patients used to calculate waiting time:[3] 2,772			2,432	
Median time to start treatment[4]		28 minutes	34 minutes	23 minutes
90th percentile time to start treatment[5]		101 minutes	113 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017
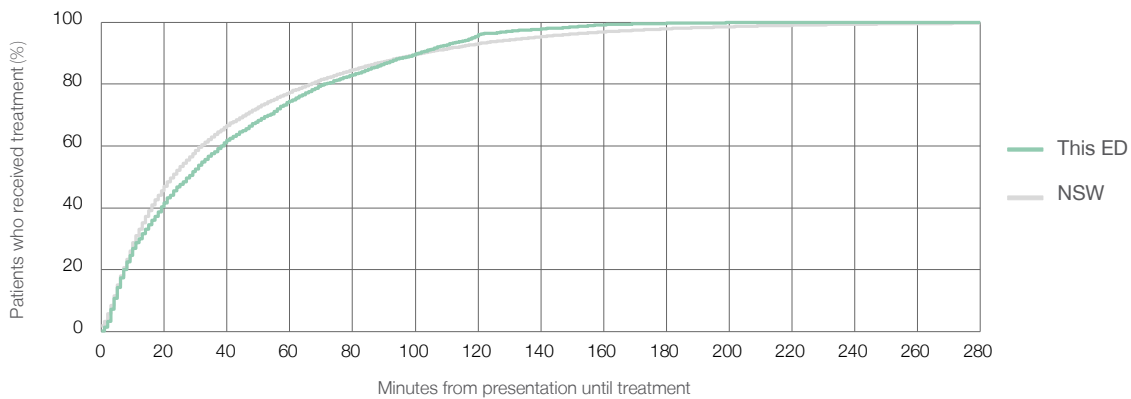
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017 [†‡]
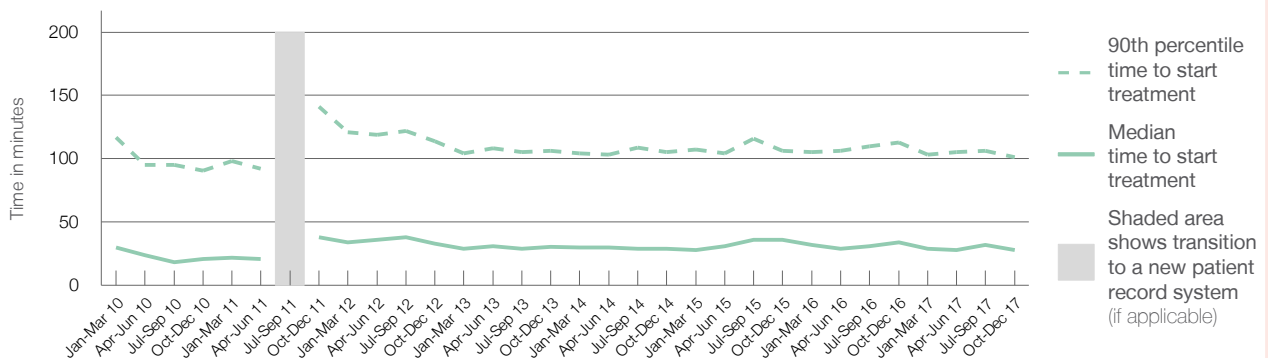
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment[4] (minutes)	21	38	33	31	29	36	34	28
90th percentile time to start treatment[5] (minutes)	91	141	114	106	105	106	113	101

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Royal North Shore Hospital: Time patients spent in the ED
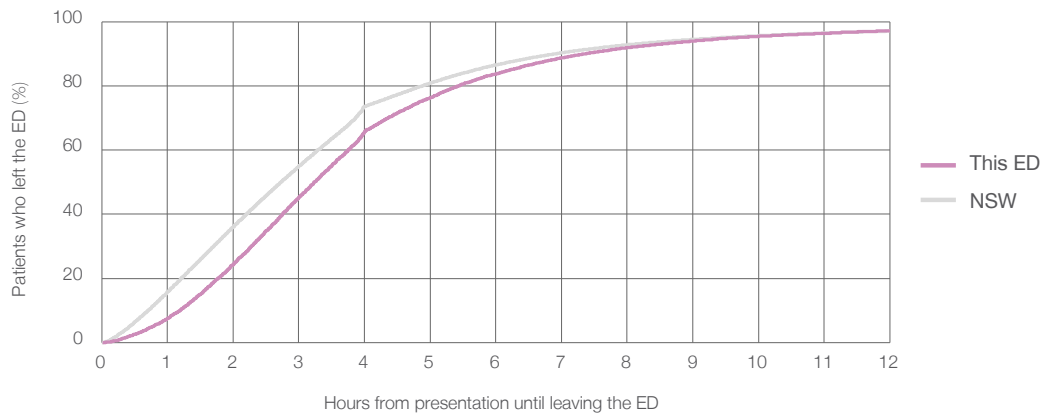October to December 2017

			Same period last year	NSW (this period)
All presentations:[1] 22,609 patients			21,160	
Presentations used to calculate time to leaving the ED:[6] 22,609 patients			21,160	
Median time spent in the ED [8]		3 hours and 15 minutes	3 hours and 24 minutes	2 hours and 44 minutes
90th percentile time spent in the ED [9]		7 hours and 22 minutes	7 hours and 37 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017

Time patients spent in the ED, by quarter, January 2010 to December 2017 [†‡]
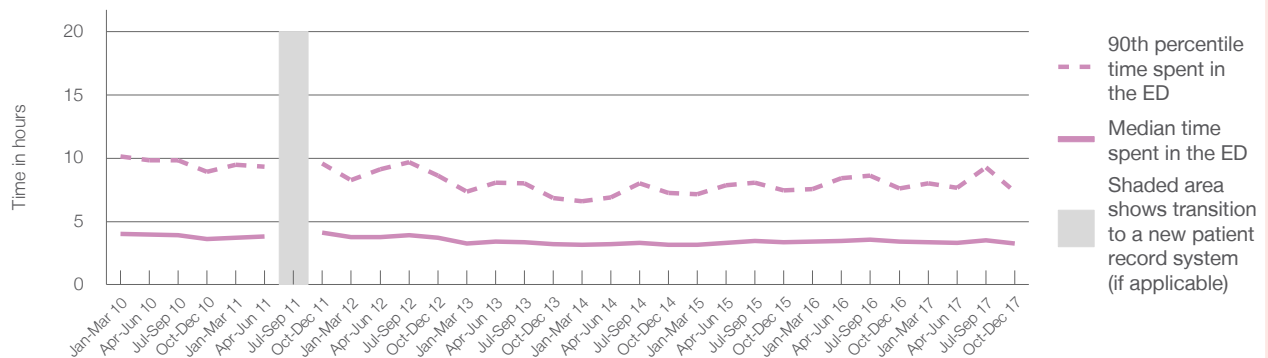
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED [8] (hours, minutes)	3h 38m	4h 8m	3h 42m	3h 12m	3h 9m	3h 21m	3h 24m	3h 15m
90th percentile time to leaving the ED [9] (hours, minutes)	8h 56m	9h 34m	8h 36m	6h 52m	7h 15m	7h 26m	7h 37m	7h 22m

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Royal North Shore Hospital

Principal referral hospitals (A1)
Northern Sydney Local Health District

Royal North Shore Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

		Same period last year	Change since one year ago
All presentations:[1] 22,609 patients			
Presentations used to calculate time to leaving the ED:[6] 22,609 patients		21,160	6.8%
Treated and discharged	12,468 (55.1%)	11,611	7.4%
Treated and admitted to hospital	9,164 (40.5%)	8,536	7.4%
Patient left without, or before completing, treatment	426 (1.9%)	581	-26.7%
Transferred to another hospital	136 (0.6%)	107	27.1%
Other	415 (1.8%)	325	27.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017 [†‡]
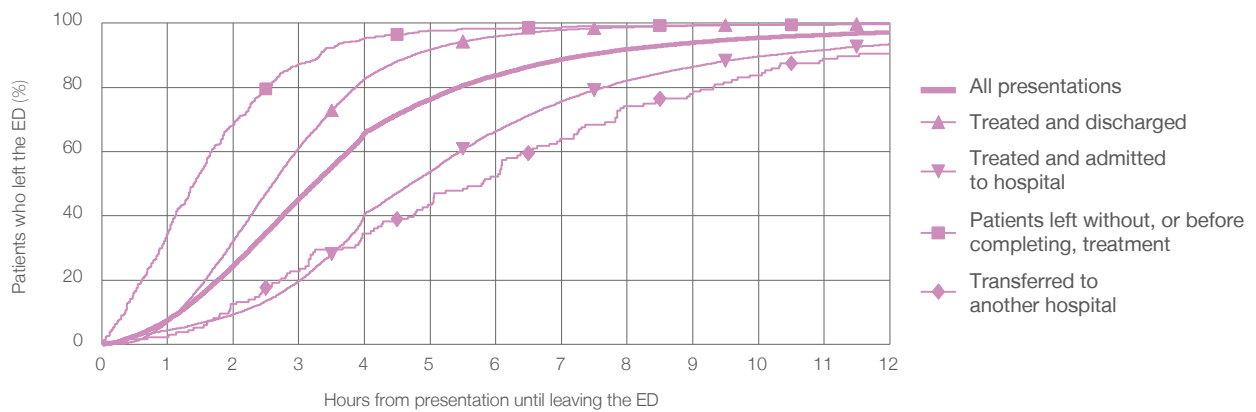
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	7.0%	32.3%	61.3%	82.7%	95.9%	98.7%	99.5%	99.8%
Treated and admitted to hospital	4.4%	9.3%	19.8%	40.6%	66.3%	82.1%	89.7%	93.5%
Patient left without, or before completing, treatment	34.5%	68.3%	87.3%	95.3%	98.4%	99.1%	99.5%	100%
Transferred to another hospital	2.2%	12.5%	22.8%	34.6%	52.2%	74.3%	83.8%	90.4%
All presentations	7.6%	24.5%	45.3%	65.8%	83.8%	91.9%	95.4%	97.2%

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

Royal North Shore Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
October to December 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 22,609 patients		21,160	6.8%
Presentations used to calculate time to leaving the ED:[6] 22,609 patients		21,160	6.8%
Percentage of patients who spent four hours or less in the ED	65.8%	63.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Patients who spent four hours or less in the ED (%)	55.1%	48.3%	54.6%	67.0%	67.4%	63.9%	63.8%	65.8%
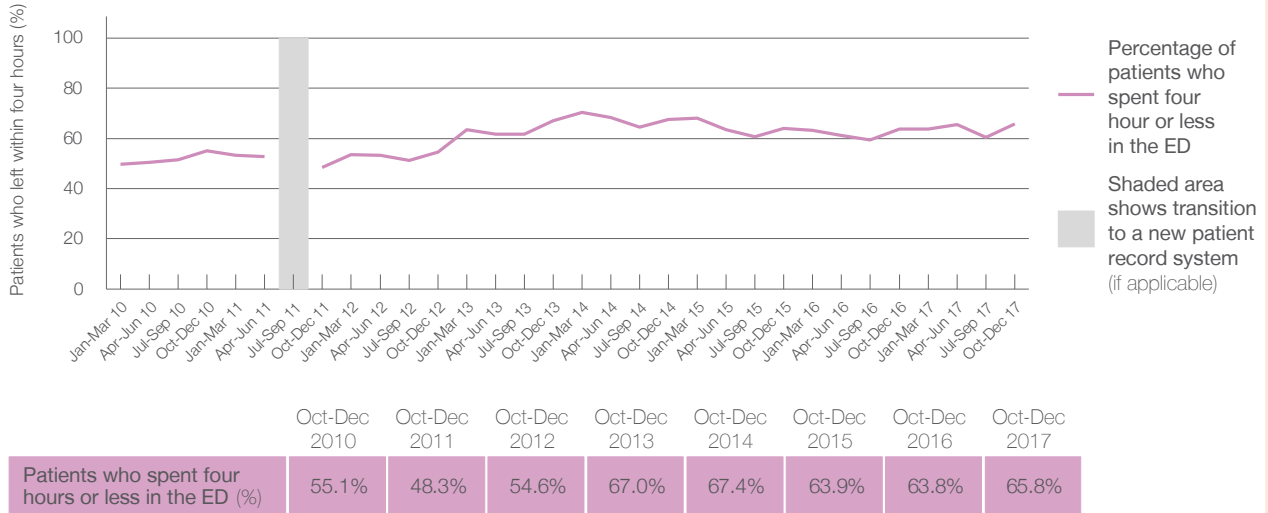
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† Data points are not shown in graphs for quarters when patient numbers were too small.
‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before 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.*
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, July to September 2016.*
4. 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.
5. The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.*
8. 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.
9. 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Royal North Shore Hospital

Principal referral hospitals (A1)
Northern Sydney Local Health District