

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

Royal North Shore Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 21,164 patients

Emergency presentations:² 21,024 patients

Same period last year	Change since one year ago
19,866	6.5%
19,801	6.2%

Royal North Shore Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 4,335 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,947 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,620 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 81 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 2,716 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
4,131	
8 minutes	8 minutes
17 minutes	26 minutes
5,774	
19 minutes	20 minutes
47 minutes	67 minutes
6,951	
29 minutes	25 minutes
80 minutes	97 minutes
2,631	
36 minutes	24 minutes
106 minutes	103 minutes

Royal North Shore Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 21,164 patients

Percentage of patients who spent four hours or less in the ED 63.8%

Same period last year	Change since one year ago
19,866	6.5%
63.9%	

* 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.

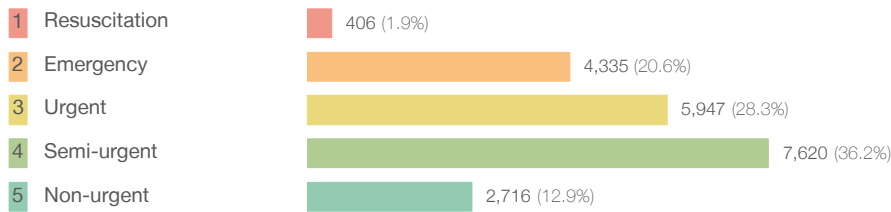
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Royal North Shore Hospital: Patients presenting to the emergency department October to December 2016

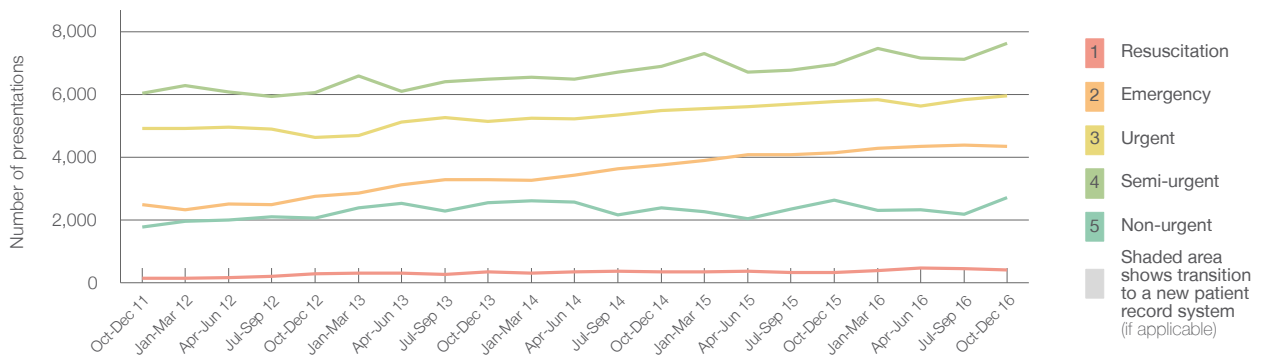
All presentations:¹ 21,164 patients

Emergency presentations² by triage category: 21,024 patients



	Same period last year	Change since one year ago
All presentations	19,866	6.5%
Emergency presentations	19,801	6.2%
Resuscitation	314	29.3%
Emergency	4,131	4.9%
Urgent	5,774	3.0%
Semi-urgent	6,951	9.6%
Non-urgent	2,631	3.2%

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	137	285	354	341	314	406
Emergency	2,478	2,756	3,286	3,759	4,131	4,335
Urgent	4,913	4,638	5,133	5,485	5,774	5,947
Semi-urgent	6,030	6,048	6,483	6,884	6,951	7,620
Non-urgent	1,777	2,060	2,556	2,376	2,631	2,716
All emergency presentations	15,335	15,787	17,812	18,845	19,801	21,024

Royal North Shore Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 4,504 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,246	
ED Transfer of care time		
Median time	14 minutes	1 minute
90th percentile time	32 minutes	0 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Royal North Shore 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: 4,335

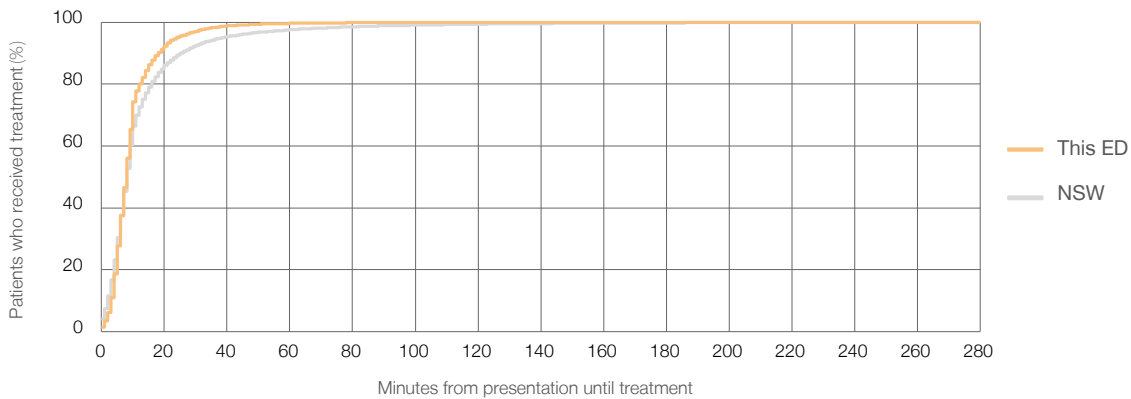
Number of triage 2 patients used to calculate waiting time:³ 4,311

Median time to start treatment⁴ 8 minutes

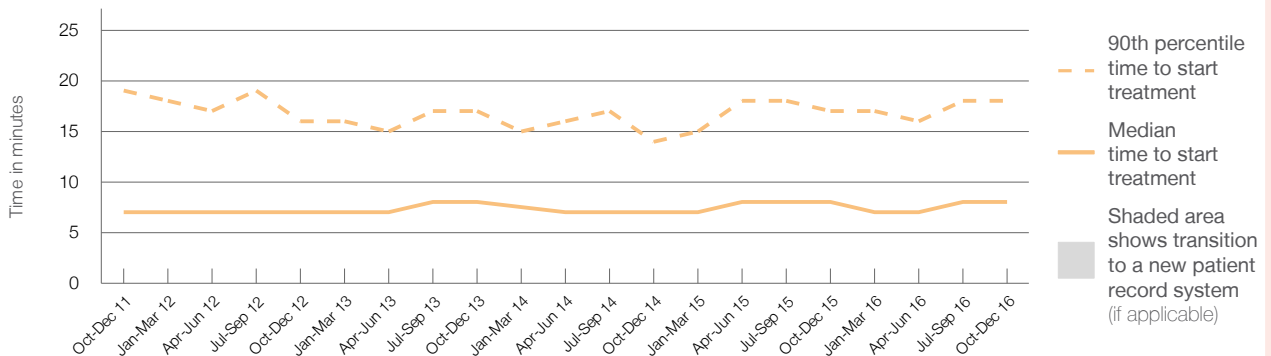
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
4,131	
4,120	
8 minutes	8 minutes
17 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^{†‡}



	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)	7	7	8	7	8	8
90th percentile time to start treatment ⁵ (minutes)	19	16	17	14	17	18

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

Royal North Shore 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: 5,947

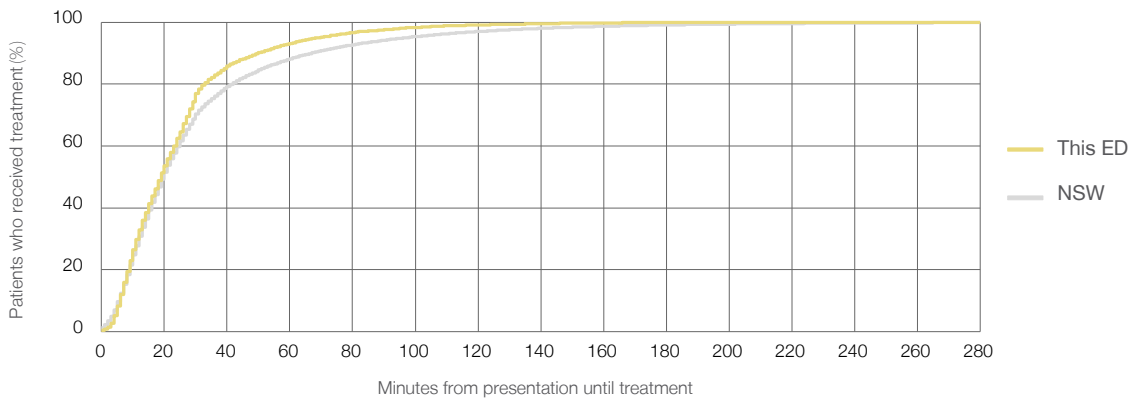
Number of triage 3 patients used to calculate waiting time:³ 5,835

Median time to start treatment⁴ 19 minutes

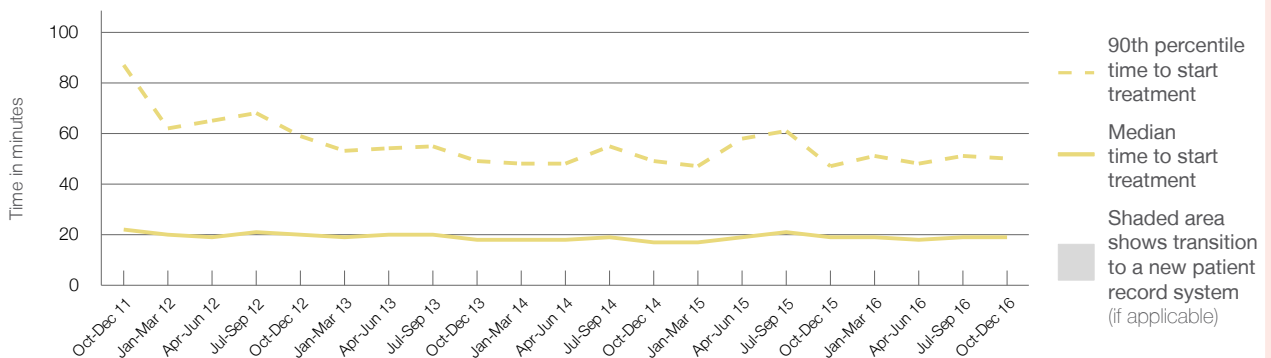
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
5,774	
5,671	
19 minutes	20 minutes
47 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^{†‡}



	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)	22	20	18	17	19	19
90th percentile time to start treatment ⁵ (minutes)	87	59	49	49	47	50

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

Royal North Shore 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: 7,620

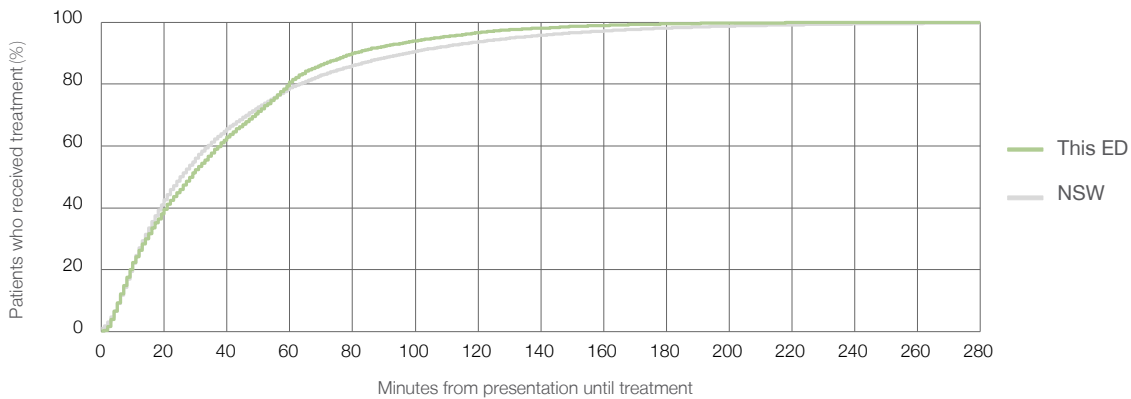
Number of triage 4 patients used to calculate waiting time:³ 7,291

Median time to start treatment⁴ 29 minutes

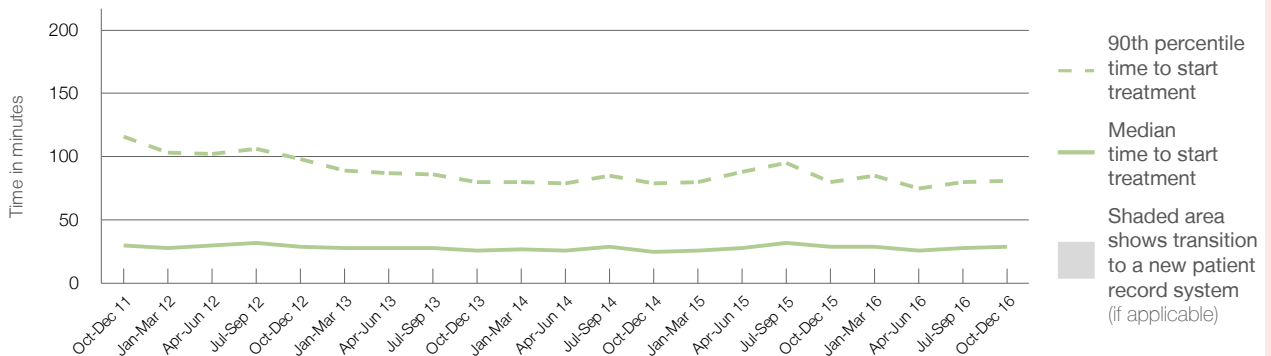
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
6,951	
6,668	
29 minutes	25 minutes
80 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^{†‡}



	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)	30	29	26	25	29	29
90th percentile time to start treatment ⁵ (minutes)	116	98	80	79	80	81

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Royal North Shore 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: 2,716

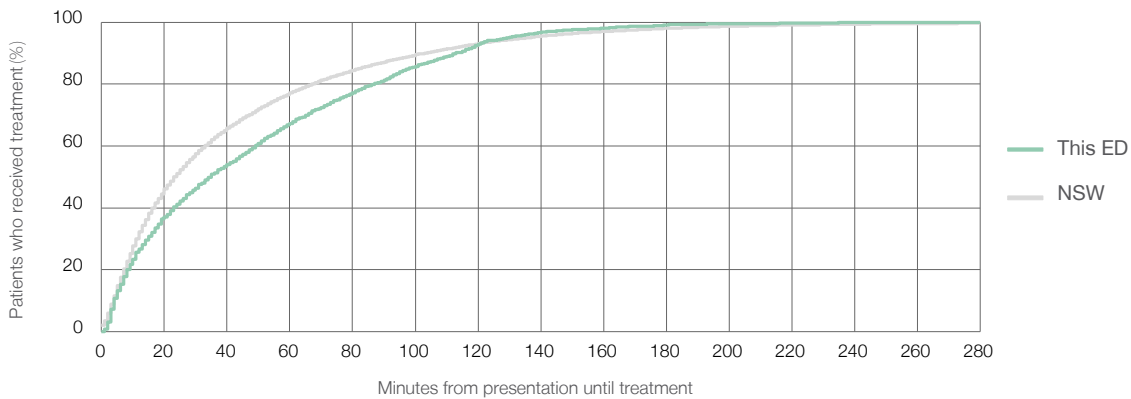
Number of triage 5 patients used to calculate waiting time:³ 2,421

Median time to start treatment⁴ 35 minutes

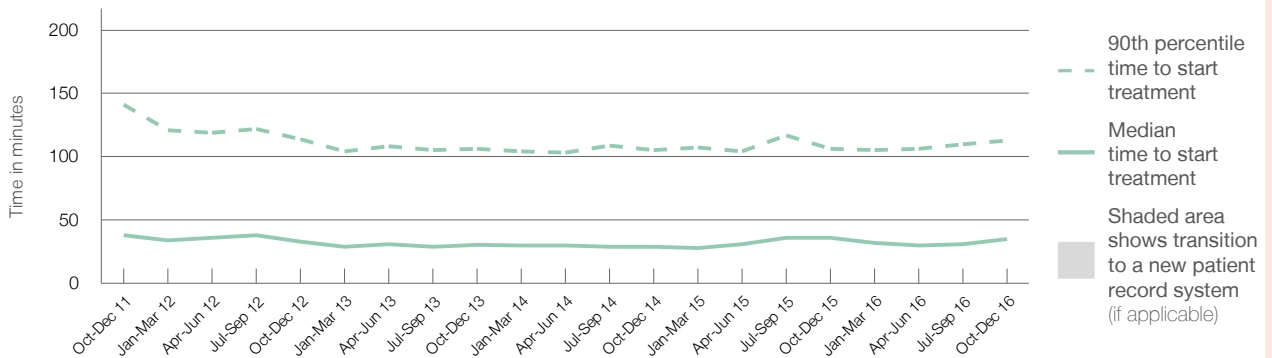
90th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
2,631	
2,384	
36 minutes	24 minutes
106 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^{†‡}



	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)	38	33	31	29	36	35
90th percentile time to start treatment ⁵ (minutes)	141	114	106	105	106	113

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

Royal North Shore Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 21,164 patients

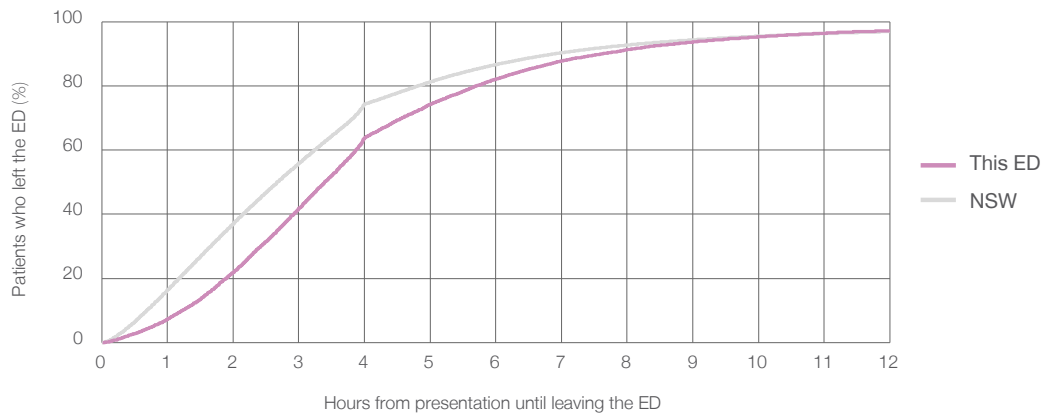
Presentations used to calculate time to leaving the ED:⁶ 21,164 patients

Median time spent in the ED⁸ 3 hours and 24 minutes

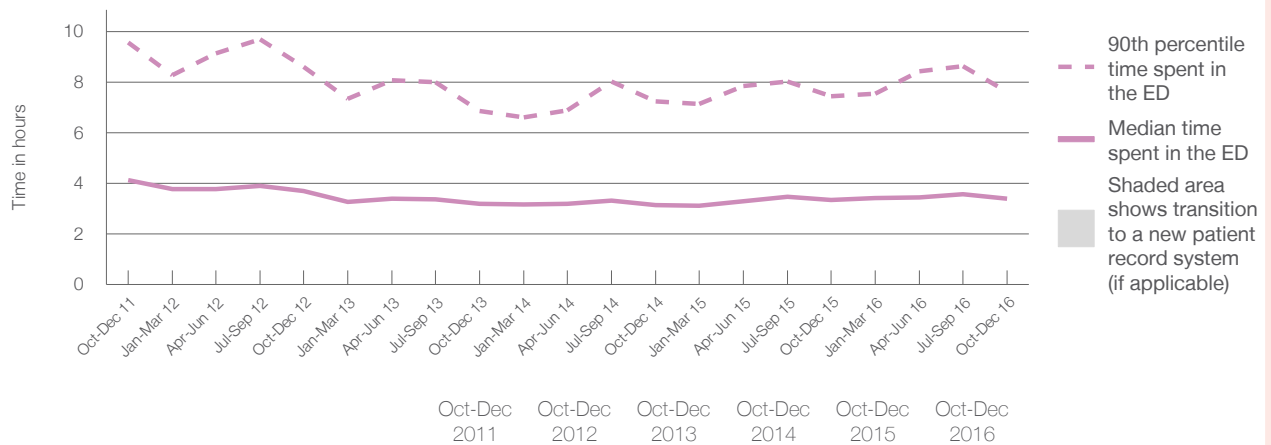
90th percentile time spent in the ED⁹ 7 hours and 37 minutes

Same period last year	NSW (this period)
19,866	19,866
3 hours and 21 minutes	2 hours and 41 minutes
7 hours and 26 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^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 8m	3h 42m	3h 12m	3h 9m	3h 21m	3h 24m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 34m	8h 36m	6h 52m	7h 15m	7h 26m	7h 37m

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

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Royal North Shore Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

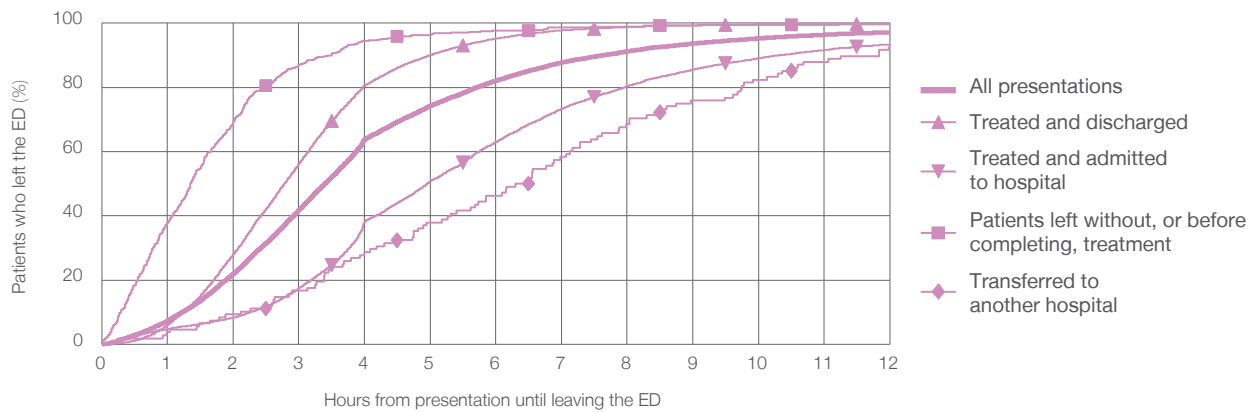
All presentations:¹ 21,164 patients

Presentations used to calculate time to leaving the ED:⁶ 21,164 patients

Treated and discharged	11,611 (54.9%)
Treated and admitted to hospital	8,539 (40.3%)
Patient left without, or before completing, treatment	581 (2.7%)
Transferred to another hospital	108 (0.5%)
Other	325 (1.5%)

Same period last year	Change since one year ago
19,866	6.5%
11,360	2.2%
7,671	11.3%
465	24.9%
136	-20.6%
234	38.9%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	6.1%	28.1%	56.2%	80.6%	95.2%	98.9%	99.6%	99.8%
Treated and admitted to hospital	4.7%	8.3%	17.5%	38.1%	63.1%	80.4%	89.1%	93.4%
Patient left without, or before completing, treatment	37.9%	69.4%	87.1%	94.5%	97.8%	99.0%	99.5%	99.7%
Transferred to another hospital	3.7%	9.3%	16.7%	28.7%	46.3%	68.5%	82.4%	92.6%
All presentations	7.4%	22.0%	41.8%	63.8%	82.1%	91.3%	95.3%	97.2%

(†) 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.

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

Royal North Shore 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:¹ 21,164 patients

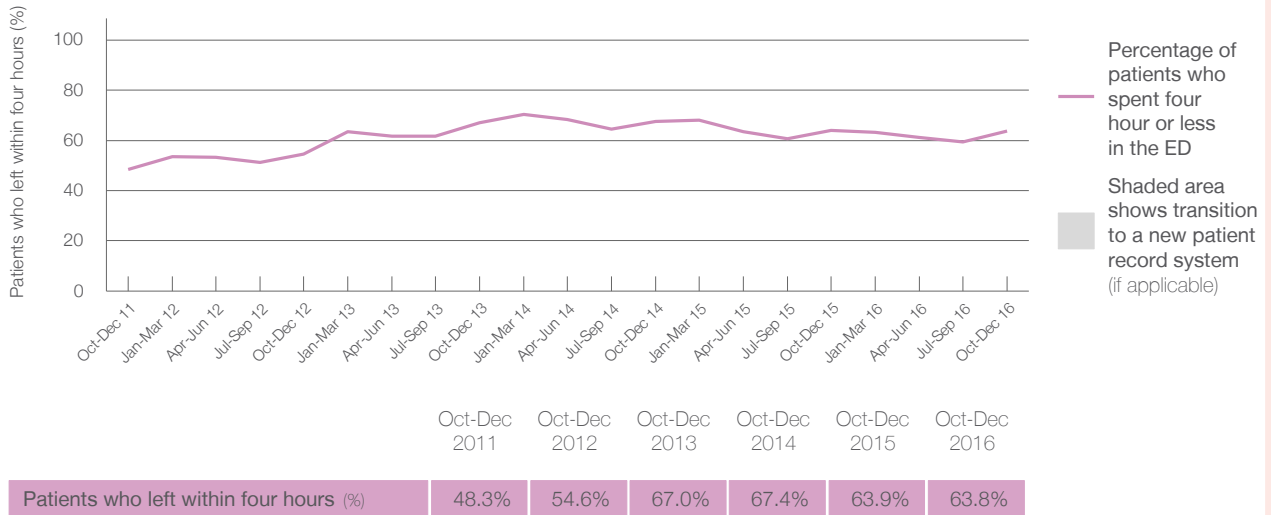
Presentations used to calculate time to leaving the ED:⁶ 21,164 patients

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: ¹	19,866	6.5%
Presentations used to calculate time to leaving the ED: ⁶	19,866	6.5%
Percentage of patients who spent four hours or less in the ED	63.9%	

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



* 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).