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

Sydney Children's Hospital, Randwick: Emergency department (ED) overview

January to March 2018

	Same period last year	Change since one year ago
All presentations:[1] 8,542 patients	9,098	-6%
Emergency presentations:[2] 8,447 patients	9,026	-6%

Sydney Children's Hospital, Randwick: Time patients waited to start treatment[3]

January to March 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 430 patients		402	
Median time to start treatment[4]	7 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	19 minutes	21 minutes	23 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,860 patients		1,708	
Median time to start treatment[4]	20 minutes	21 minutes	20 minutes
90th percentile time to start treatment[5]	51 minutes	51 minutes	65 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,990 patients		6,711	
Median time to start treatment[4]	39 minutes	40 minutes	25 minutes
90th percentile time to start treatment[5]	127 minutes	135 minutes	98 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 116 patients		159	
Median time to start treatment[4]	33 minutes	38 minutes	22 minutes
90th percentile time to start treatment[5]	*	118 minutes	97 minutes

Sydney Children's Hospital, Randwick: Time from presentation until leaving the ED

January to March 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 8,541 patients		9,097	-6%
Percentage of patients who spent four hours or less in the ED	75%	74%	

* 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, January to March 2018.*
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.

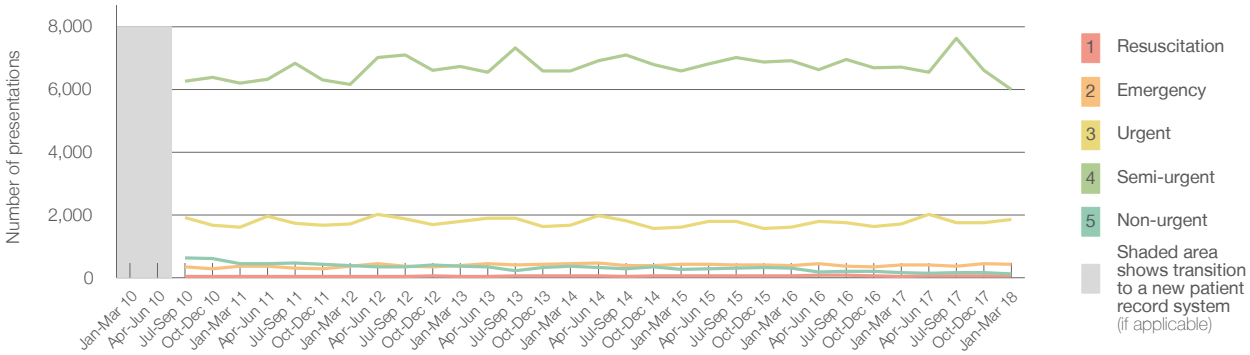
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Sydney Children's Hospital, Randwick: Patients presenting to the emergency department

January to March 2018

		Same period last year	Change since one year ago
All presentations:[1] 8,542 patients		9,098	-6%
Emergency presentations[2] by triage category: 8,447 patients		9,026	-6%
1 Resuscitation	51 (0.6%)	46	10.9%
2 Emergency	430 (5.1%)	402	7.0%
3 Urgent	1,860 (22.0%)	1,708	8.9%
4 Semi-urgent	5,990 (70.9%)	6,711	-10.7%
5 Non-urgent	116 (1.4%)	159	-27.0%

Emergency presentations[2] by quarter, January 2010 to March 2018 ‡



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation		43	35	34	50	61	66	46	51
Emergency		356	369	379	440	432	394	402	430
Urgent		1,618	1,708	1,796	1,664	1,609	1,609	1,708	1,860
Semi-urgent		6,204	6,157	6,724	6,594	6,584	6,919	6,711	5,990
Non-urgent		442	381	368	366	260	294	159	116
All emergency presentations		8,663	8,650	9,301	9,114	8,946	9,282	9,026	8,447

Sydney Children's Hospital, Randwick: Patients arriving by ambulance

January to March 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 568 patients		548	
ED Transfer of care time			
Median time	9 minutes	8 minutes	1 minute
90th percentile time	19 minutes	17 minutes	2 minutes

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

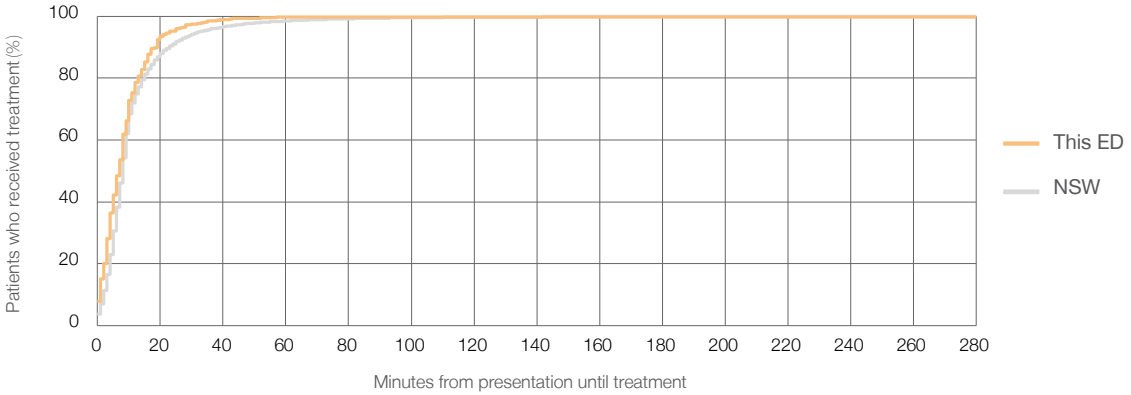
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital, Randwick: Time patients waited to start treatment, triage 2

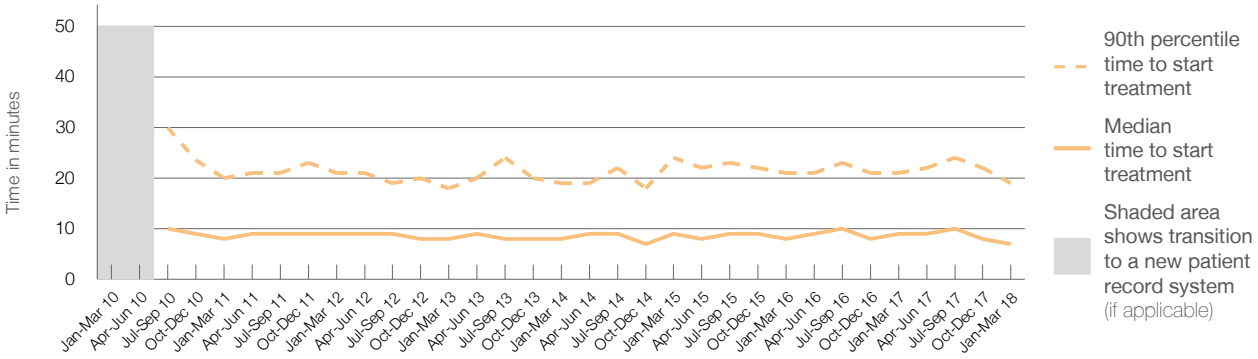
January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns)		Same period last year	NSW (this period)
Number of triage 2 patients: 430		402	
Number of triage 2 patients used to calculate waiting time:[3] 429		401	
Median time to start treatment[4]	7 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	19 minutes	21 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 [†‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment[4] (minutes)		8	9	8	8	9	8	9	7
90th percentile time to start treatment[5] (minutes)		20	21	18	19	24	21	21	19

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

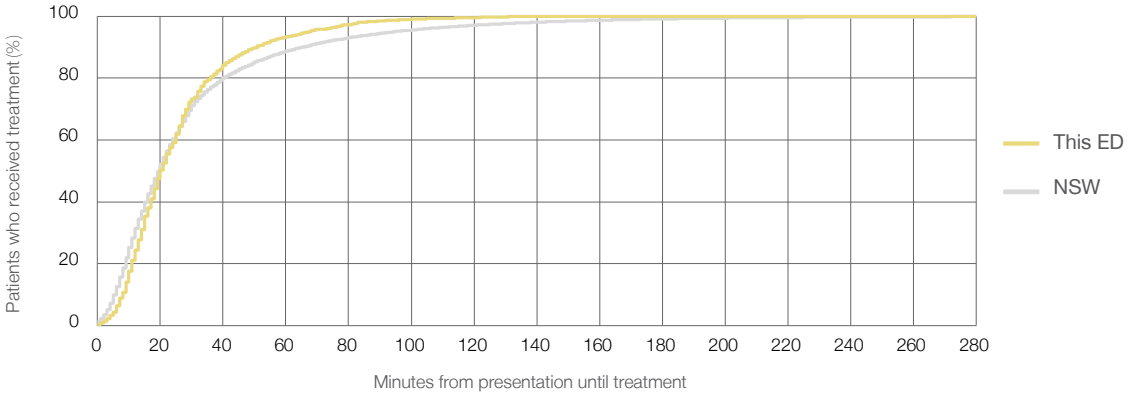
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital, Randwick: Time patients waited to start treatment, triage 3

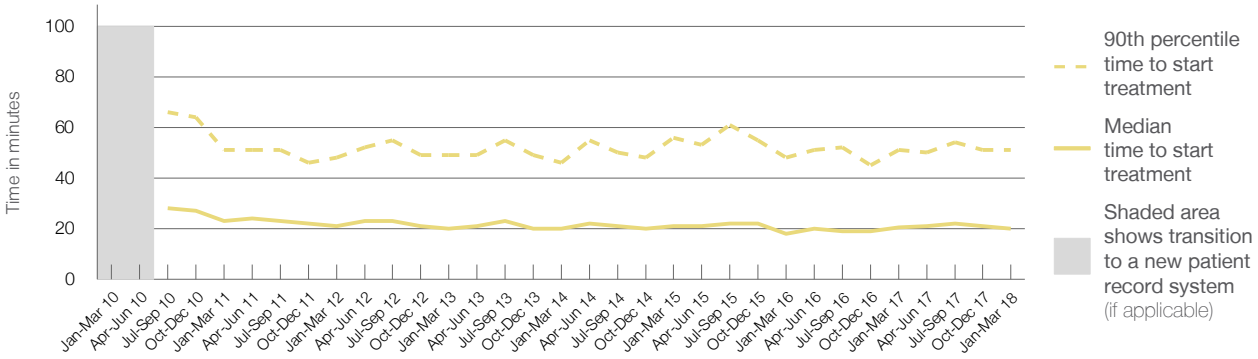
January to March 2018

Triage 3 Urgent (e.g. moderate blood loss, dehydration)		Same period last year	NSW (this period)
Number of triage 3 patients: 1,860		1,708	
Number of triage 3 patients used to calculate waiting time:[3] 1,858		1,706	
Median time to start treatment[4]	20 minutes	21 minutes	20 minutes
90th percentile time to start treatment[5]	51 minutes	51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 [†‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment[4] (minutes)		23	21	20	20	21	18	21	20
90th percentile time to start treatment[5] (minutes)		51	48	49	46	56	48	51	51

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

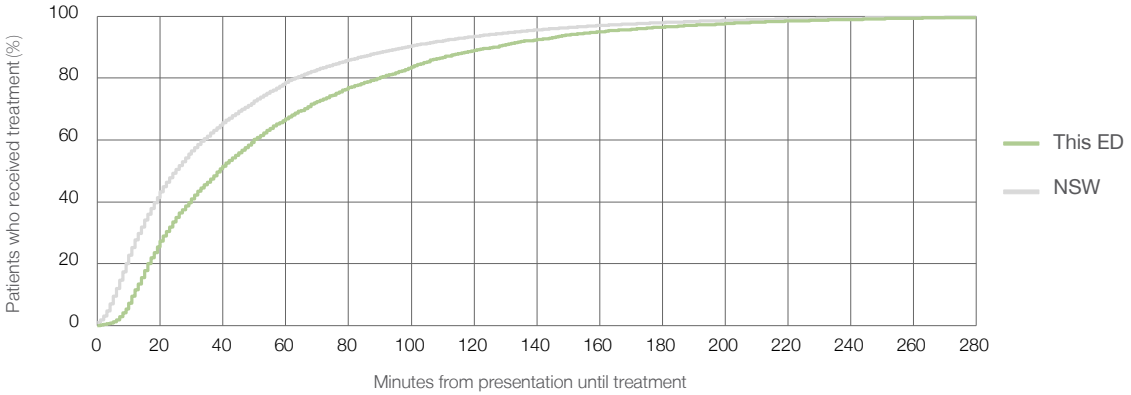
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital, Randwick: Time patients waited to start treatment, triage 4

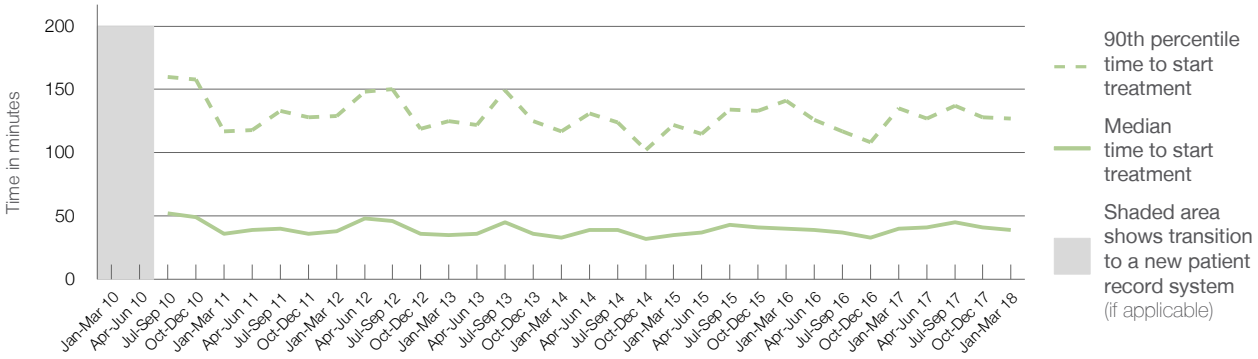
January to March 2018

Triage 4 Semi-urgent (e.g. sprained ankle, earache)		Same period last year	NSW (this period)
Number of triage 4 patients: 5,990		6,711	
Number of triage 4 patients used to calculate waiting time:[3] 5,683		6,411	
Median time to start treatment[4]	39 minutes	40 minutes	25 minutes
90th percentile time to start treatment[5]	127 minutes	135 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 †‡



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment[4] (minutes)		36	38	35	33	35	40	40	39
90th percentile time to start treatment[5] (minutes)		117	129	125	117	122	141	135	127

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

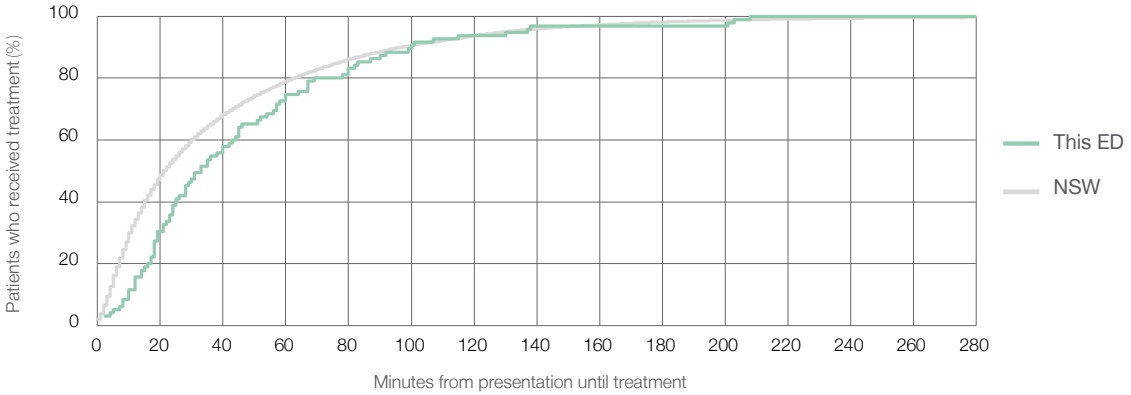
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Sydney Children's Hospital, Randwick: Time patients waited to start treatment, triage 5

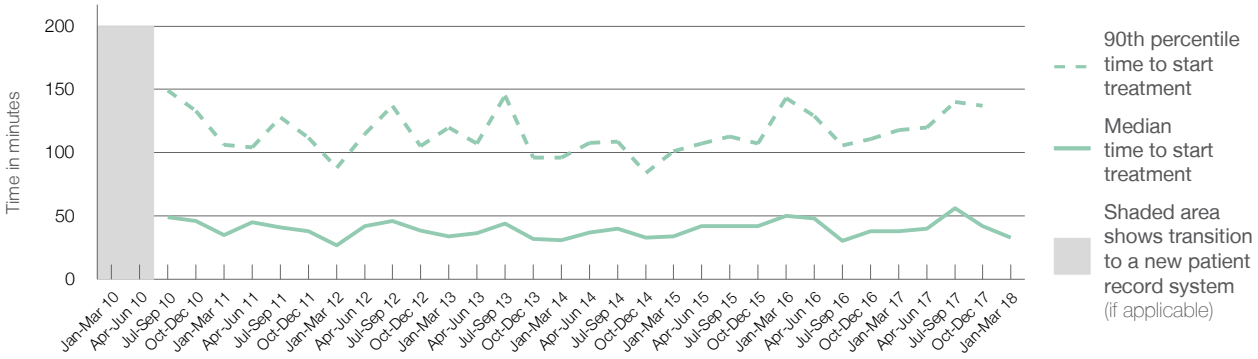
January to March 2018

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients:	116	159	
Number of triage 5 patients used to calculate waiting time:[3]	95	145	
Median time to start treatment[4]	33 minutes	38 minutes	22 minutes
90th percentile time to start treatment[5]	*	118 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 †‡



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment[4] (minutes)		35	27	34	31	34	50	38	33
90th percentile time to start treatment[5] (minutes)		106	88	120	96	101	143	118	*

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

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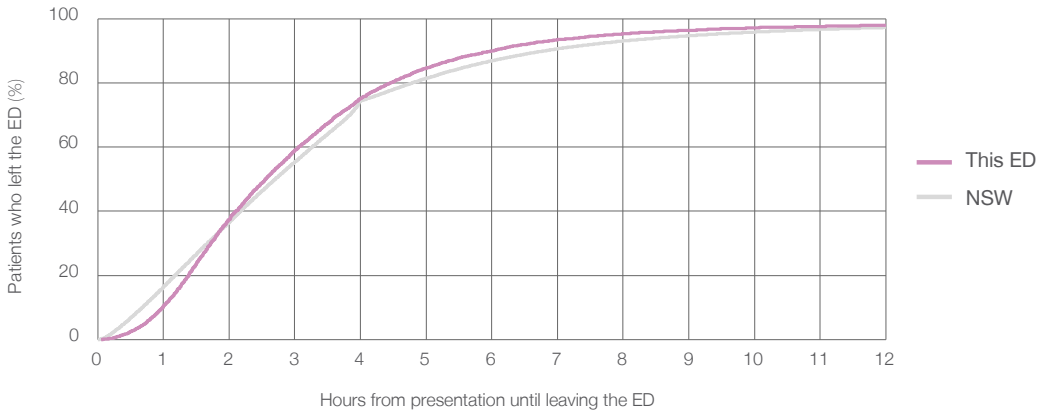
Sydney Children's Hospital, Randwick: Time patients spent in the ED

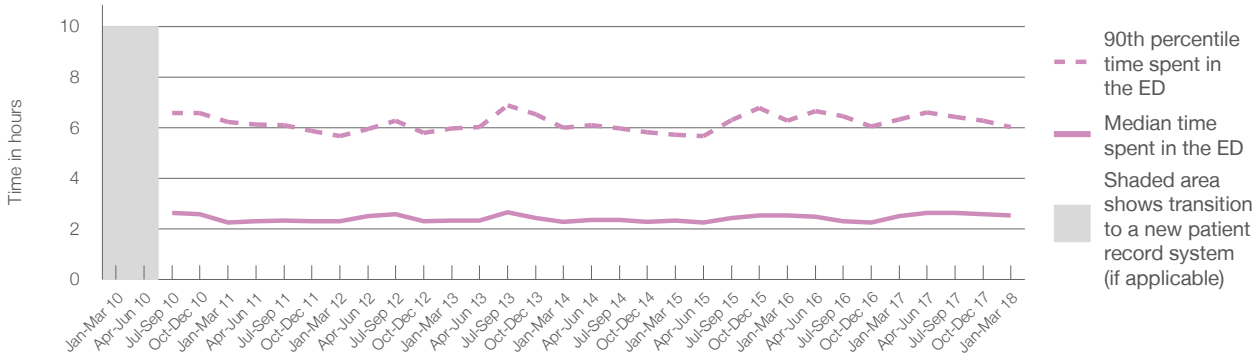
January to March 2018

		Same period last year	NSW (this period)
All presentations:[1]	8,542 patients	9,098	
Presentations used to calculate time to leaving the ED:[6]	8,541 patients	9,097	
Median time spent in the ED[8]	2 hours and 33 minutes	2 hours and 31 minutes	2 hours and 42 minutes
90th percentile time spent in the ED[9]	6 hours and 1 minutes	6 hours and 20 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018[†‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED[8] (hours, minutes)		2h 15m	2h 19m	2h 21m	2h 17m	2h 21m	2h 32m	2h 31m	2h 33m
90th percentile time spent in the ED[9] (hours, minutes)		6h 14m	5h 40m	5h 59m	6h 0m	5h 44m	6h 17m	6h 20m	6h 1m

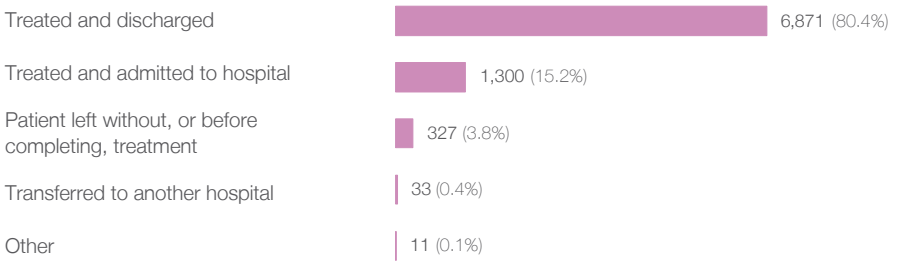
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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.

Sydney Children's Hospital, Randwick: Time patients spent in the ED
By mode of separation
January to March 2018

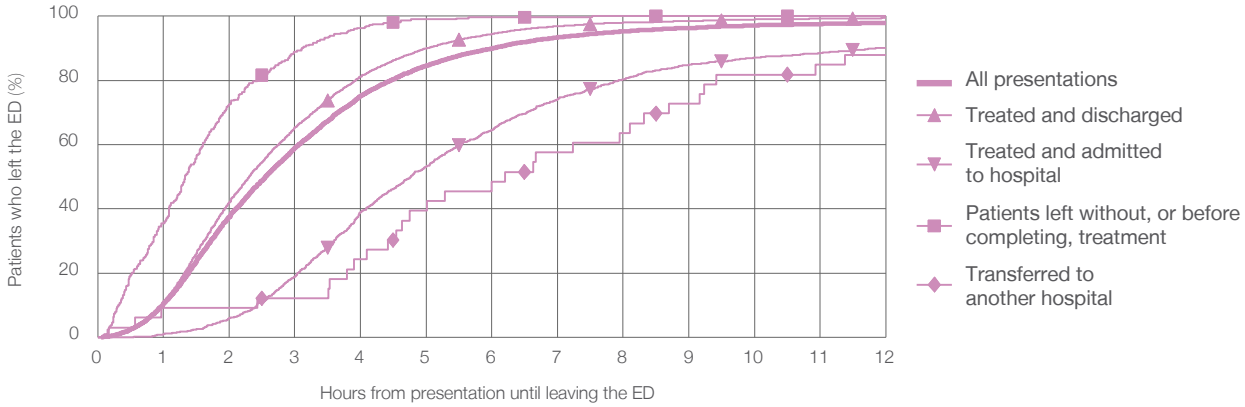
All presentations:[1] 8,542 patients

Presentations used to calculate time to leaving the ED: [6] 8,541 patients



	Same period last year	Change since one year ago
	9,097	-6%
Treated and discharged	7,356	-6.6%
Treated and admitted to hospital	1,276	1.9%
Patient left without, or before completing, treatment	415	-21.2%
Transferred to another hospital	41	-19.5%
Other	10	10.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018 †‡



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	11.1%	42.0%	65.3%	81.2%	94.5%	98.0%	99.0%	99.4%
Treated and admitted to hospital	1.0%	5.9%	19.0%	39.1%	64.6%	80.4%	87.1%	90.1%
Patient left without, or before completing, treatment	35.5%	72.5%	89.0%	96.3%	99.7%	100%	100%	100%
Transferred to another hospital	9.1%	9.1%	12.1%	24.2%	48.5%	63.6%	81.8%	87.9%
All presentations	10.5%	37.6%	59.0%	75.2%	90.0%	95.3%	97.2%	98.0%

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

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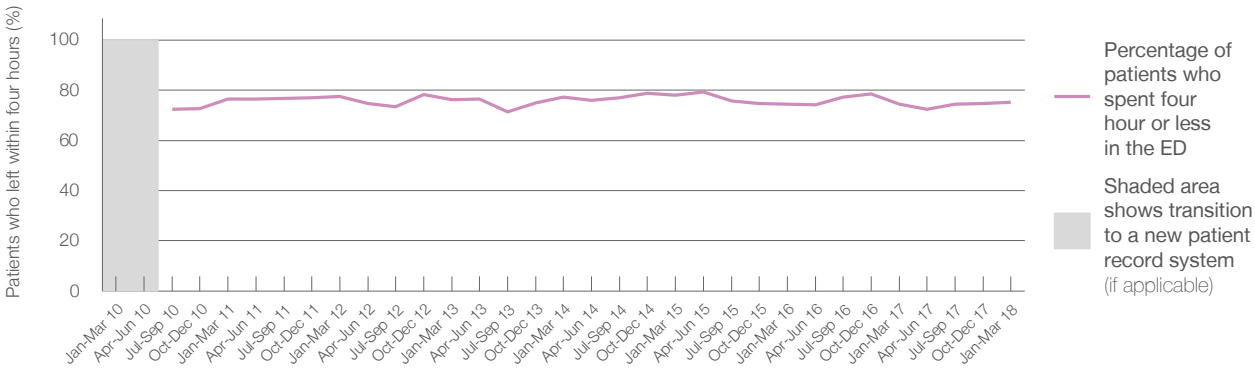
Sydney Children's Hospital, Randwick: Time spent in the ED

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

January to March 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1]	8,542 patients	9,098	-6%
Presentations used to calculate time to leaving the ED: [6]	8,541 patients	9,097	-6%
Percentage of patients who spent four hours or less in the ED	75.2%	74.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 †‡



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Patients who spent four hours or less in the ED (%)		76.6%	77.5%	76.3%	77.2%	77.9%	74.4%	74.5%	75.2%

* 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, January to March 2018.*
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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).