

## Royal Prince Alfred Hospital: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 20,664 patients  
 Emergency presentations:<sup>2</sup> 20,285 patients

Same period last year	Change since one year ago
19,371	7%
18,960	7%

## Royal Prince Alfred Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,538 patients

Median time to start treatment<sup>4</sup> 12 minutes  
 90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 10,456 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,555 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 90th percentile time to start treatment<sup>5</sup> 105 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 529 patients

Median time to start treatment<sup>4</sup> 28 minutes  
 90th percentile time to start treatment<sup>5</sup> 95 minutes

Same period last year	NSW (this period)
3,155	
11 minutes	8 minutes
23 minutes	26 minutes
10,023	
25 minutes	20 minutes
83 minutes	72 minutes
5,004	
36 minutes	26 minutes
119 minutes	104 minutes
640	
35 minutes	23 minutes
117 minutes	104 minutes

## Royal Prince Alfred Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 20,664 patients

Percentage of patients who spent four hours or less in the ED 64%

Same period last year	Change since one year ago
19,371	7%
68%	

\* 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: October to December 2018*.
- 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.

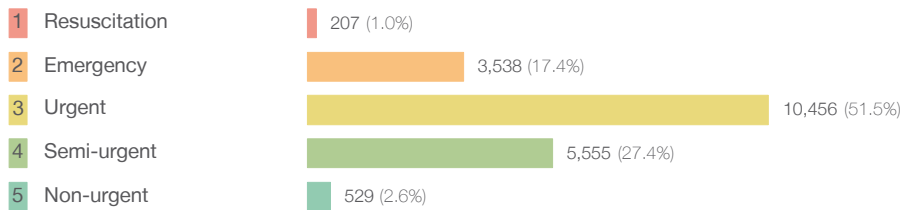
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

## Royal Prince Alfred Hospital: Patients presenting to the emergency department October to December 2018

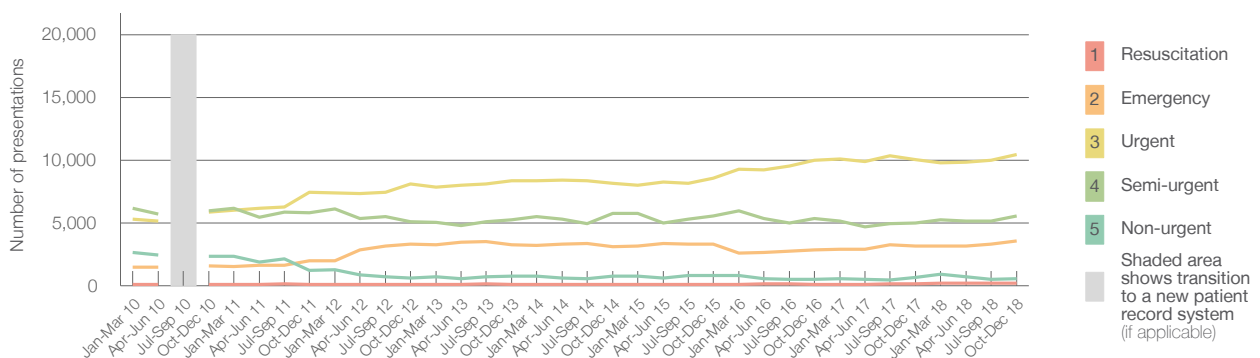
All presentations:<sup>1</sup> 20,664 patients

Emergency presentations<sup>2</sup> by triage category: 20,285 patients



Same period last year	Change since one year ago
19,371	7%
18,960	7%
138	50.0%
3,155	12.1%
10,023	4.3%
5,004	11.0%
640	-17.3%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	82	103	119	119	80	78	104	138	207
Emergency	1,599	1,980	3,304	3,236	3,118	3,303	2,842	3,155	3,538
Urgent	5,856	7,449	8,110	8,365	8,177	8,539	9,965	10,023	10,456
Semi-urgent	5,949	5,824	5,119	5,271	5,758	5,559	5,366	5,004	5,555
Non-urgent	2,341	1,233	620	774	739	799	488	640	529
All emergency presentations	15,827	16,589	17,272	17,765	17,872	18,278	18,765	18,960	20,285

## Royal Prince Alfred Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,550 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,007	
15 minutes	0 minutes
29 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 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 Prince Alfred Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 3,538

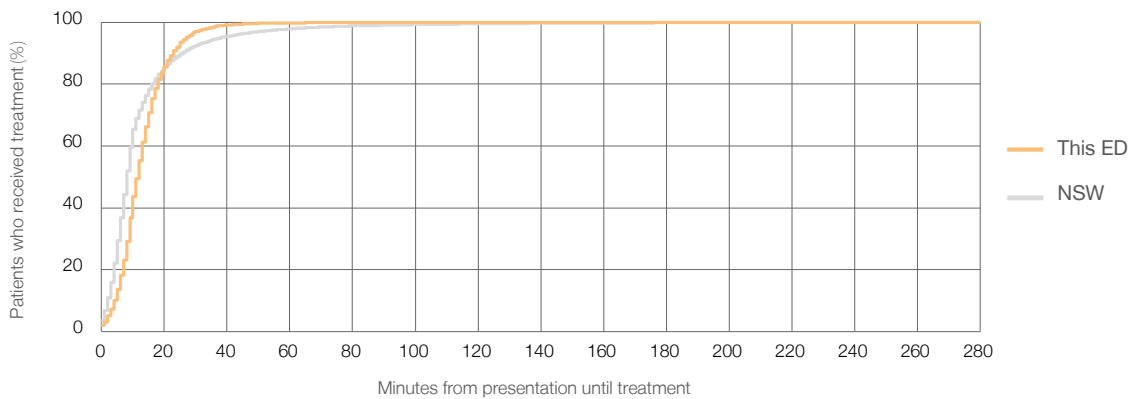
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,534

Median time to start treatment<sup>4</sup> ■ 12 minutes

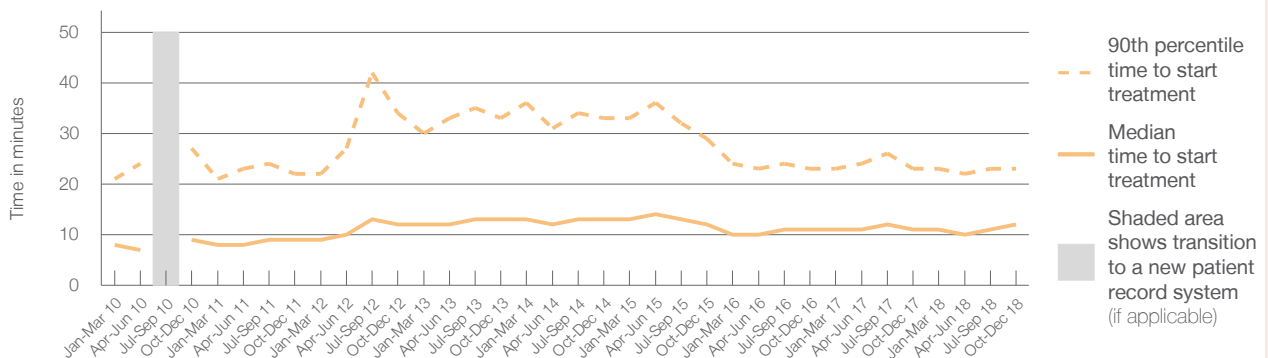
90th percentile time to start treatment<sup>5</sup> ■ 23 minutes

Same period last year	NSW (this period)
3,155	
3,149	
11 minutes	8 minutes
23 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	9	9	12	13	13	12	11	11	12
90th percentile time to start treatment <sup>5</sup> (minutes)	27	22	34	33	33	29	23	23	23

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## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 10,456

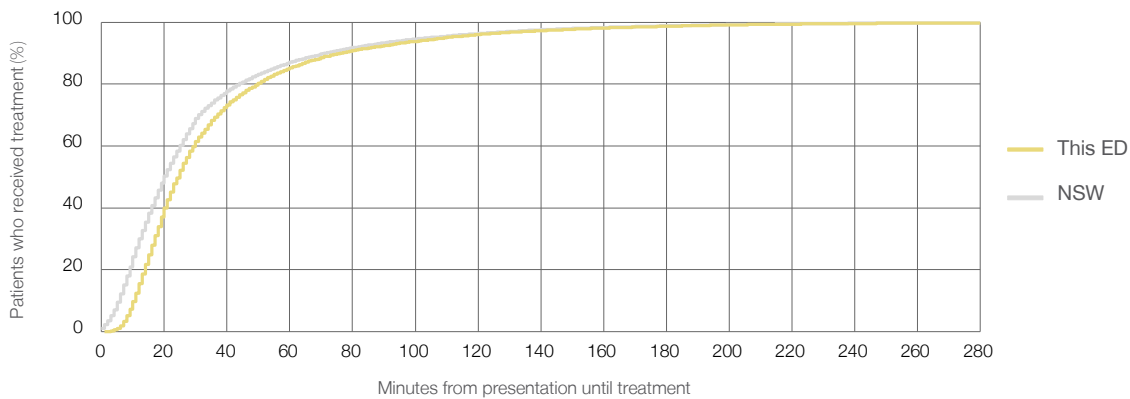
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 10,265

Median time to start treatment<sup>4</sup>  25 minutes

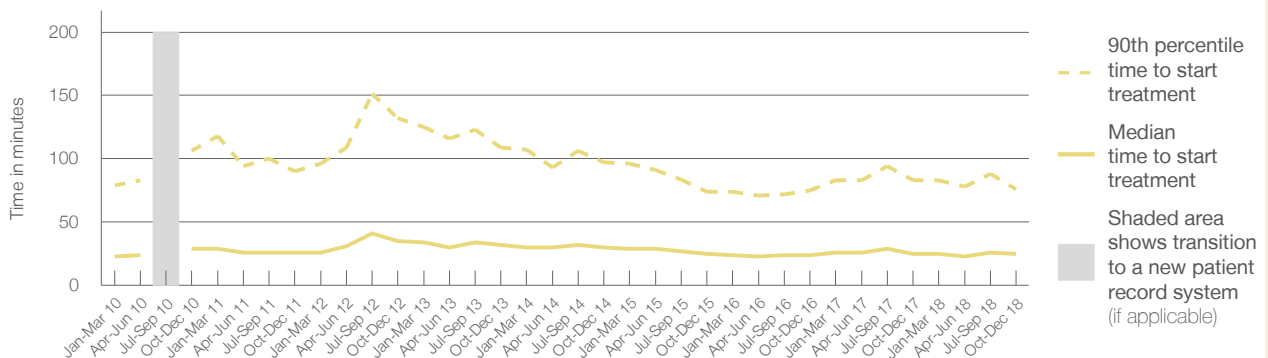
90th percentile time to start treatment<sup>5</sup>  76 minutes

Same period last year	NSW (this period)
10,023	9,818
25 minutes	20 minutes
83 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	29	26	35	32	30	25	24	25	25
90th percentile time to start treatment <sup>5</sup> (minutes)	106	90	132	109	97	74	75	83	76

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## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 5,555

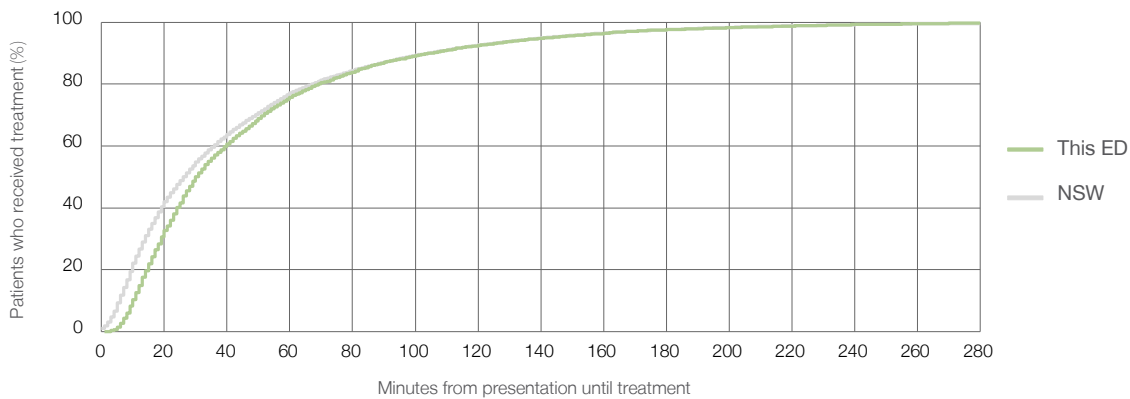
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,299

Median time to start treatment<sup>4</sup>  30 minutes

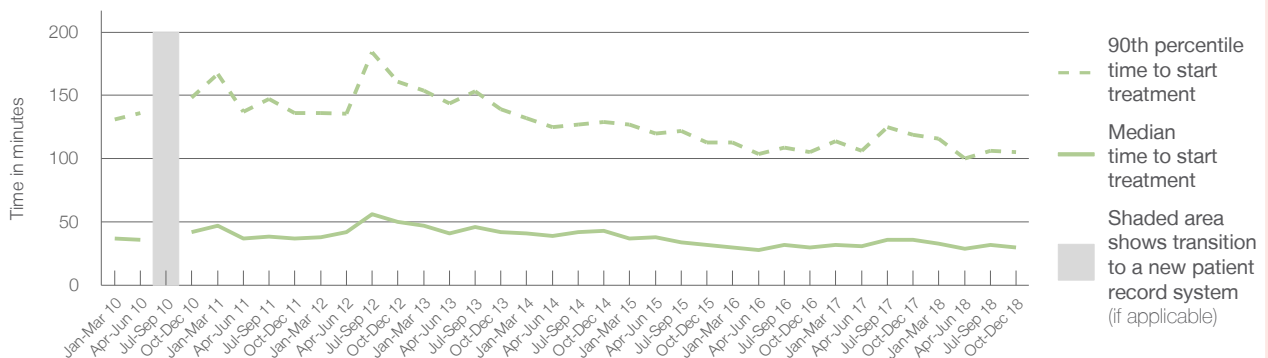
90th percentile time to start treatment<sup>5</sup>  105 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	5,004	4,729
Median time to start treatment <sup>4</sup>	36 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	119 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	42	37	50	42	43	32	30	36	30
90th percentile time to start treatment <sup>5</sup> (minutes)	148	136	161	139	129	113	105	119	105

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## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 529

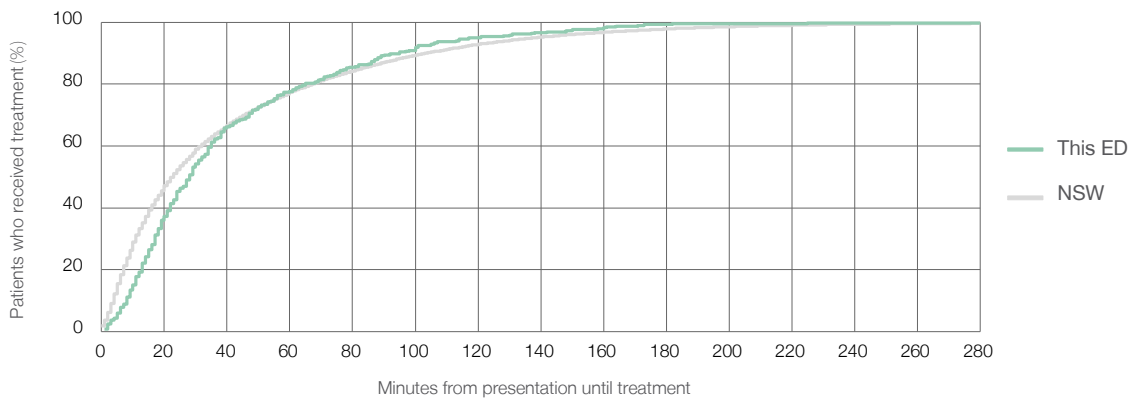
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 384

Median time to start treatment<sup>4</sup>  28 minutes

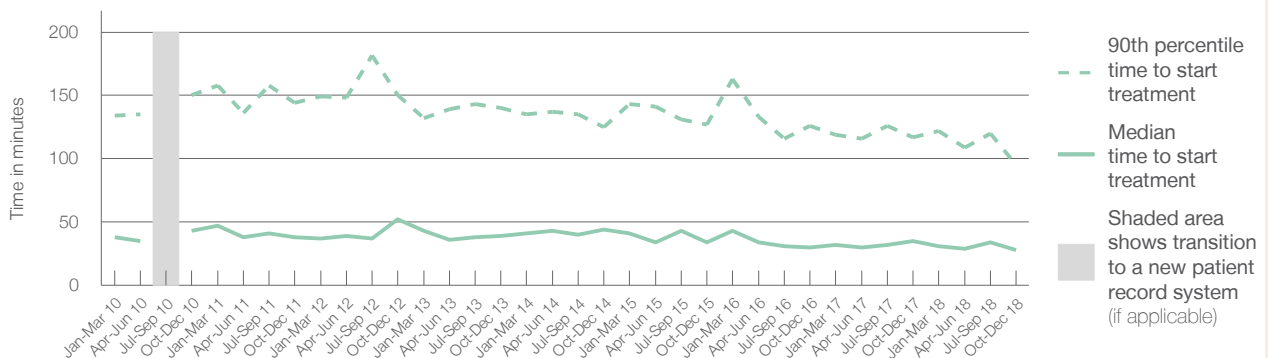
90th percentile time to start treatment<sup>5</sup>  95 minutes

Same period last year	NSW (this period)
640	
428	
35 minutes	23 minutes
117 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	43	38	52	39	44	34	30	35	28
90th percentile time to start treatment <sup>5</sup> (minutes)	150	144	150	140	125	127	126	117	95

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## Royal Prince Alfred Hospital: Time patients spent in the ED October to December 2018

All presentations:<sup>1</sup> 20,664 patients

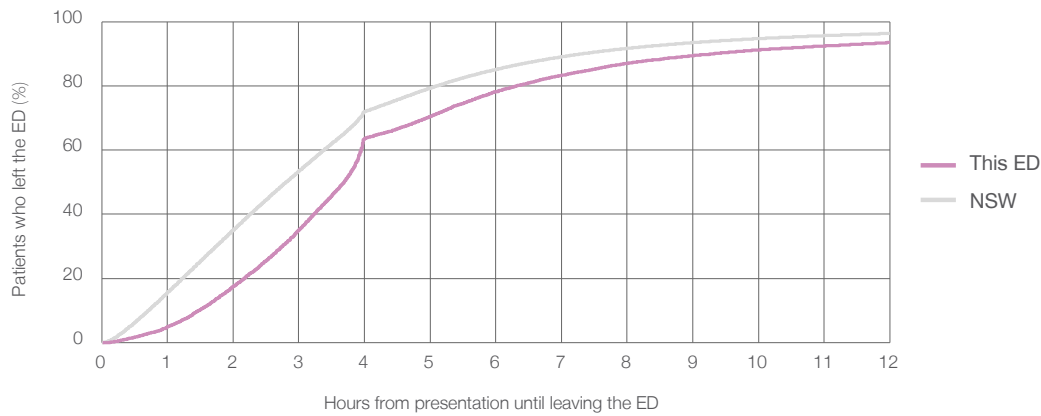
Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,664 patients

Median time spent in the ED<sup>8</sup> 3 hours and 41 minutes

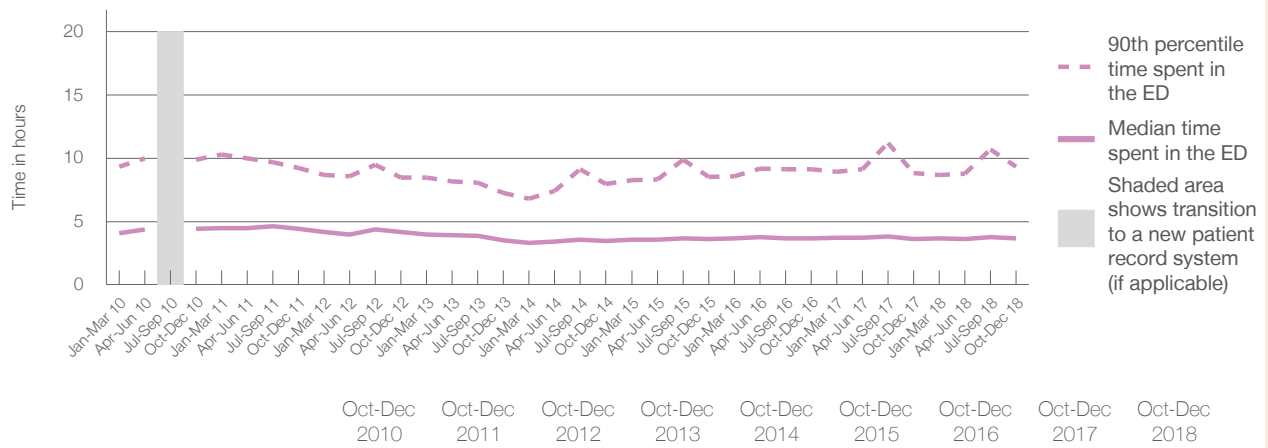
90th percentile time spent in the ED<sup>9</sup> 9 hours and 19 minutes

Same period last year	NSW (this period)
19,371	19,371
3 hours and 36 minutes	2 hours and 49 minutes
8 hours and 49 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



### Time patients spent in the ED, by quarter, January 2010 to December 2018<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 26m	4h 24m	4h 9m	3h 30m	3h 27m	3h 36m	3h 41m	3h 36m	3h 41m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 52m	9h 13m	8h 28m	7h 14m	7h 59m	8h 31m	9h 7m	8h 49m	9h 19m

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## Royal Prince Alfred Hospital: Time patients spent in the ED

### By mode of separation

October to December 2018

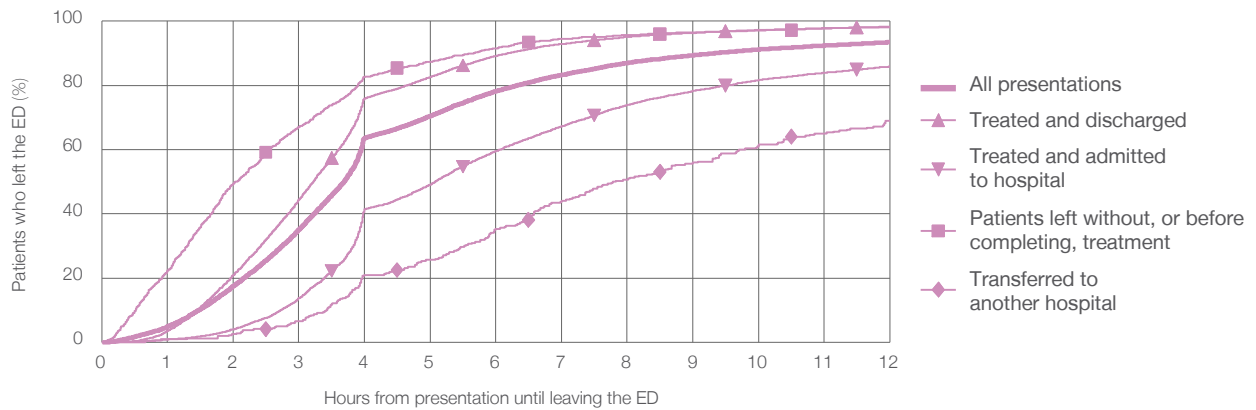
All presentations:<sup>1</sup> 20,664 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,664 patients

Treated and discharged	11,450 (55.4%)
Treated and admitted to hospital	7,303 (35.3%)
Patient left without, or before completing, treatment	1,312 (6.3%)
Transferred to another hospital	320 (1.5%)
Other	279 (1.4%)

Same period last year	Change since one year ago
19,371	7%
10,382	10.3%
7,111	2.7%
1,247	5.2%
227	41.0%
404	-30.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<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	3.6%	20.9%	44.4%	75.9%	89.2%	95.1%	97.2%	98.3%
Treated and admitted to hospital	0.8%	4.0%	13.7%	41.5%	59.6%	73.9%	81.7%	85.9%
Patient left without, or before completing, treatment	22.3%	49.5%	67.0%	82.7%	91.6%	95.7%	97.1%	98.1%
Transferred to another hospital	0.9%	2.5%	6.6%	20.9%	35.3%	50.6%	61.6%	69.1%
All presentations	4.9%	17.5%	35.1%	63.7%	78.2%	87.0%	91.2%	93.5%

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## Royal Prince Alfred Hospital: Time spent in the ED

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

#### October to December 2018

All presentations at the emergency department: <sup>1</sup> 20,664 patients

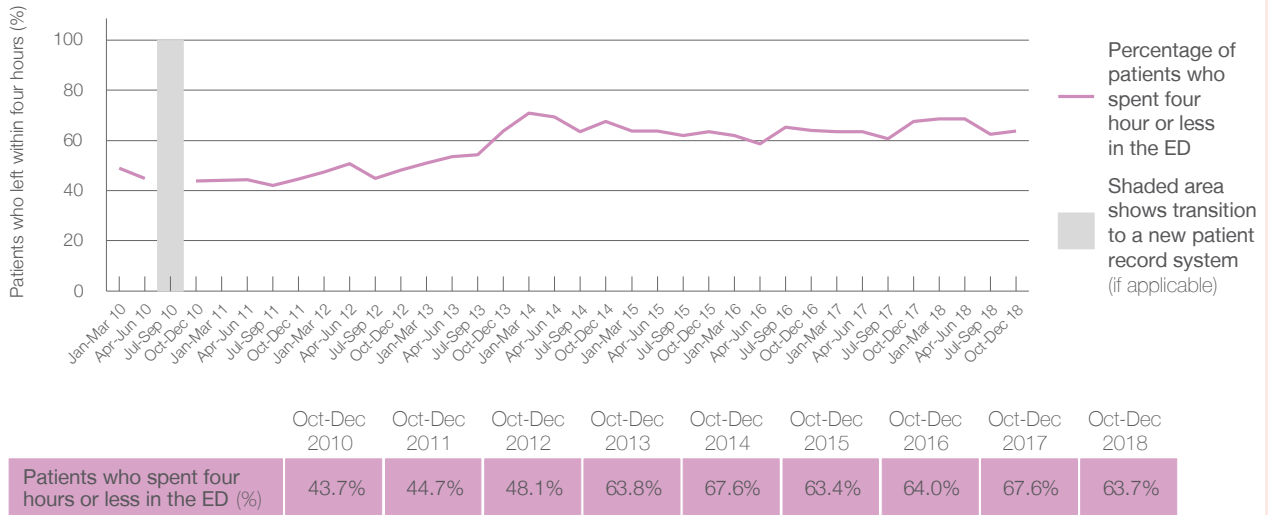
Presentations used to calculate time to leaving the ED: <sup>6</sup> 20,664 patients

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



Same period last year	Change since one year ago
19,371	7%
19,371	7%
67.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 <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: October to December 2018*.
- 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 22 January 2019).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).