

## Prince of Wales Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 13,921 patients

Emergency presentations:<sup>2</sup> 13,108 patients

Same period last year	Change since one year ago
13,683	1.7%
12,781	2.6%

## Prince of Wales Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,223 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 95th percentile time to start treatment<sup>5</sup> 31 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,999 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 95th percentile time to start treatment<sup>5</sup> 96 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,285 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 95th percentile time to start treatment<sup>5</sup> 117 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 396 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 95th percentile time to start treatment<sup>5</sup> 158 minutes

Same period last year	NSW (this period)
1,258	
8 minutes	8 minutes
33 minutes	41 minutes
6,220	
21 minutes	21 minutes
98 minutes	103 minutes
4,593	
20 minutes	27 minutes
116 minutes	139 minutes
477	
26 minutes	24 minutes
125 minutes	138 minutes

## Prince of Wales Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,917 patients

Percentage of patients who spent four hours or less in the ED 65.0%

Same period last year	Change since one year ago
13,683	1.7%
65.1%	

\* 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

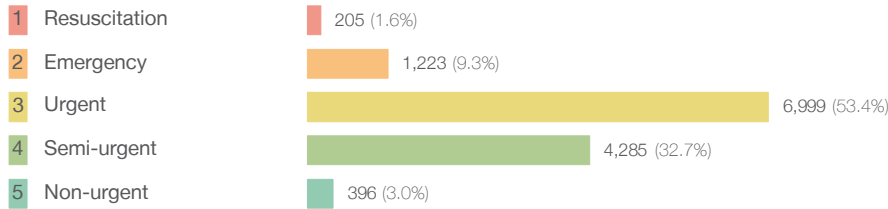
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## Prince of Wales Hospital: Patients presenting to the emergency department July to September 2016

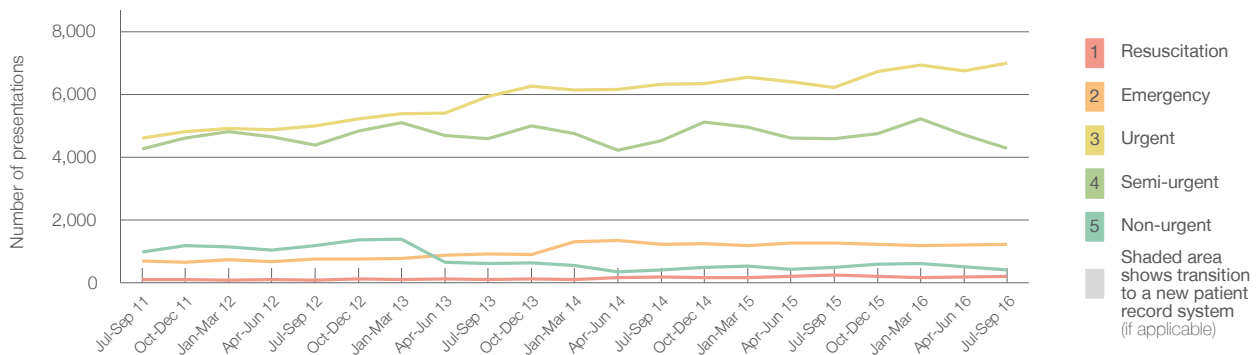
All presentations:<sup>1</sup> 13,921 patients

Emergency presentations<sup>2</sup> by triage category: 13,108 patients



	Same period last year	Change since one year ago
All presentations	13,683	1.7%
Emergency presentations	12,781	2.6%
Resuscitation	233	-12.0%
Emergency	1,258	-2.8%
Urgent	6,220	12.5%
Semi-urgent	4,593	-6.7%
Non-urgent	477	-17.0%

Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	109	84	91	182	233	205
Emergency	688	756	923	1,225	1,258	1,223
Urgent	4,614	5,001	5,927	6,329	6,220	6,999
Semi-urgent	4,255	4,389	4,593	4,525	4,593	4,285
Non-urgent	981	1,172	611	402	477	396
All emergency presentations	10,647	11,402	12,145	12,663	12,781	13,108

## Prince of Wales Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,521 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,312	
ED Transfer of care time		
Median time	14 minutes	-4 minutes
95th percentile time	105 minutes	-61 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.

## Prince of Wales Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 1,223

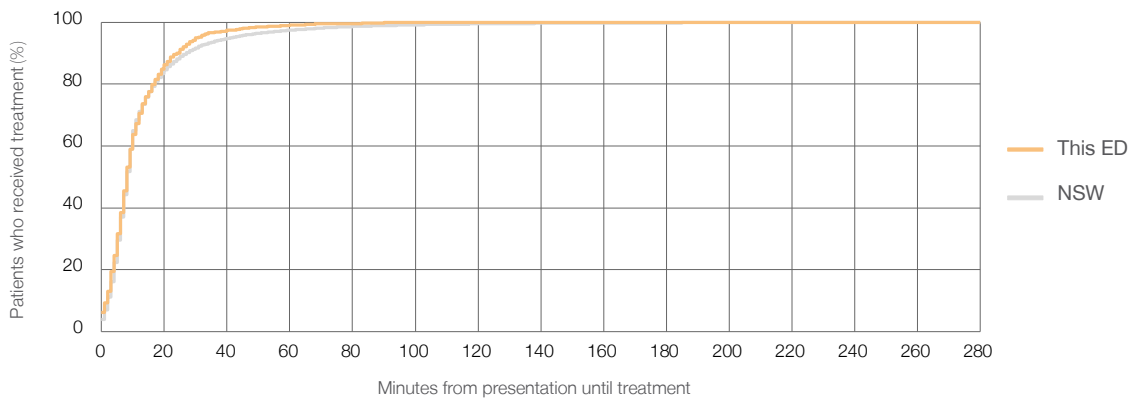
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,209

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

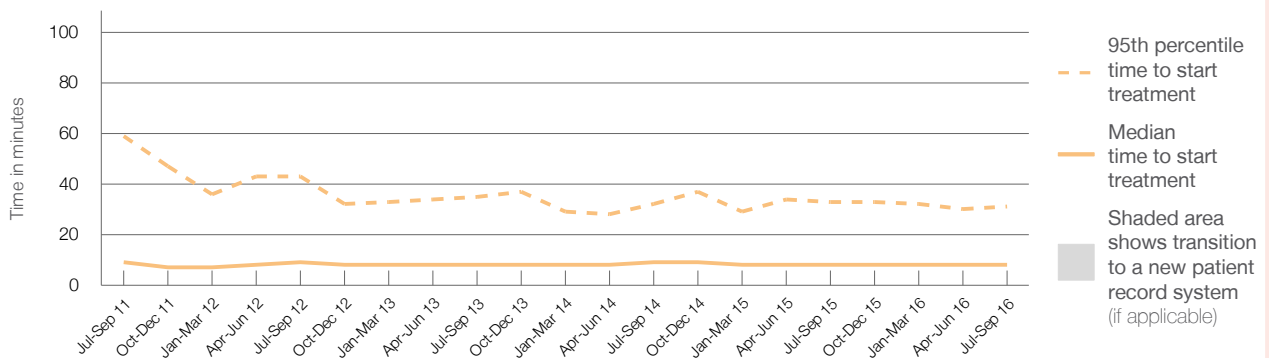
95th percentile time to start treatment<sup>5</sup>  31 minutes

Same period last year	NSW (this period)
1,258	1,252
8 minutes	8 minutes
33 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	9	9	8	9	8	8
95th percentile time to start treatment <sup>5</sup> (minutes)	59	43	35	32	33	31

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## Prince of Wales Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 6,999

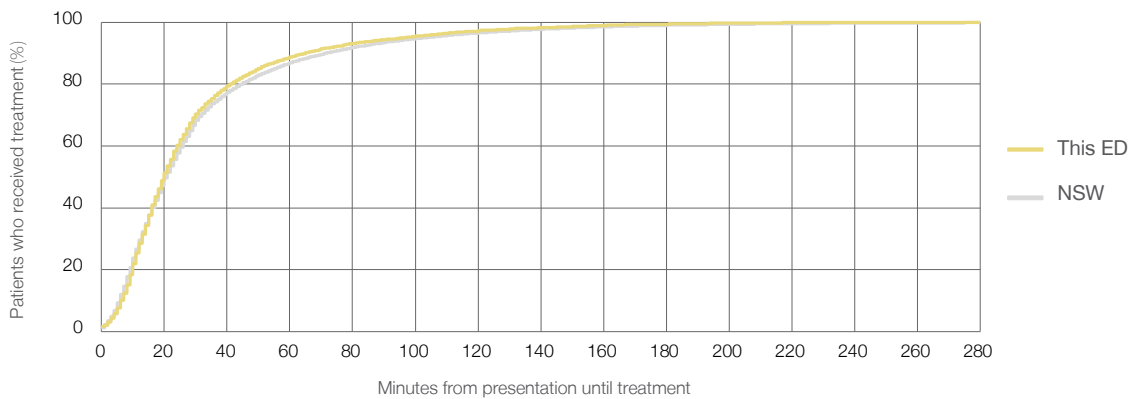
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,897

Median time to start treatment<sup>4</sup> 20 minutes

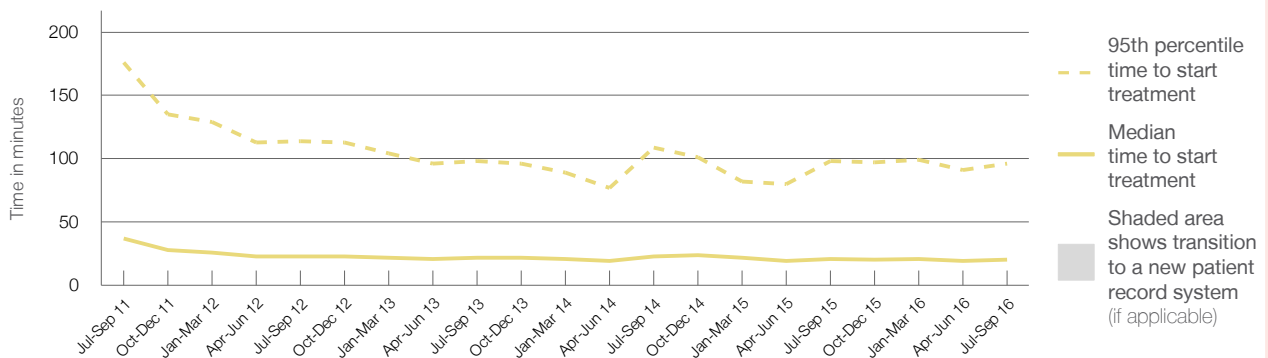
95th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
6,220	6,144
21 minutes	21 minutes
98 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	37	23	22	23	21	20
95th percentile time to start treatment <sup>5</sup> (minutes)	176	114	98	109	98	96

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## Prince of Wales Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 4,285

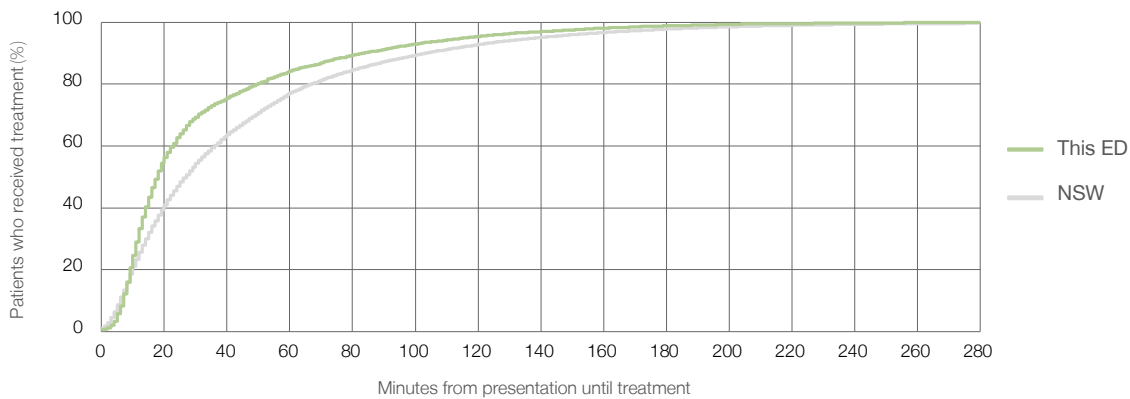
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,156

Median time to start treatment<sup>4</sup> 18 minutes

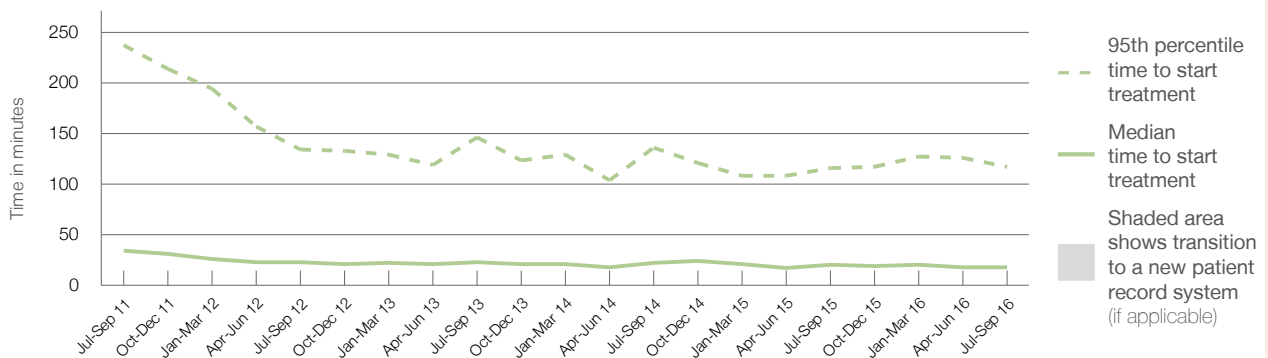
95th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
4,593	4,436
20 minutes	27 minutes
116 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	34	23	23	22	20	18
95th percentile time to start treatment <sup>5</sup> (minutes)	237	134	146	136	116	117

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## Prince of Wales Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 396

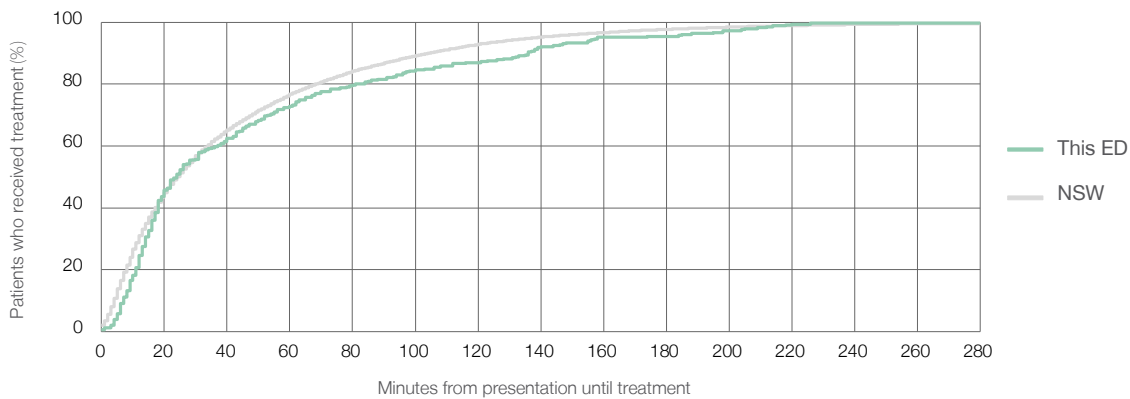
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 330

Median time to start treatment<sup>4</sup> 24 minutes

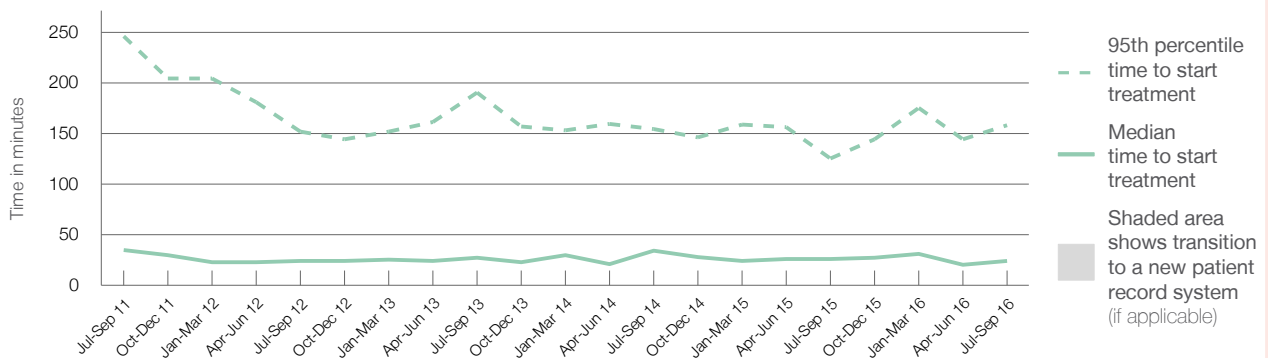
95th percentile time to start treatment<sup>5</sup> 158 minutes

Same period last year	NSW (this period)
477	
393	
26 minutes	24 minutes
125 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	35	24	27	34	26	24
95th percentile time to start treatment <sup>5</sup> (minutes)	246	152	190	154	125	158

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## Prince of Wales Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 13,921 patients

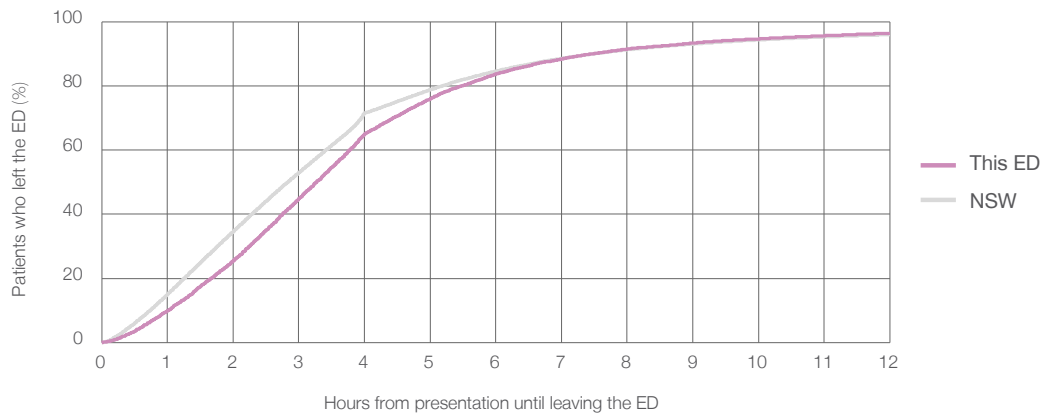
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,917 patients

Median time spent in the ED<sup>8</sup> 3 hours and 16 minutes

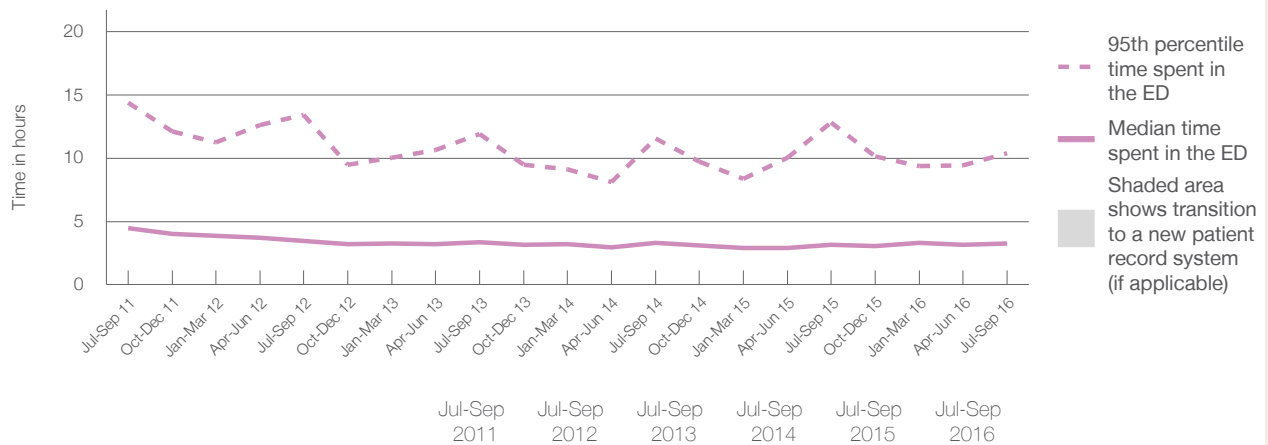
95th percentile time spent in the ED<sup>9</sup> 10 hours and 22 minutes

Same period last year	NSW (this period)
13,683	13,683
3 hours and 9 minutes	2 hours and 50 minutes
12 hours and 49 minutes	10 hours and 43 minutes

### Percentage of patients who left the ED by time, July to September 2016



### Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 27m	3h 29m	3h 23m	3h 18m	3h 9m	3h 16m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	14h 22m	13h 25m	11h 53m	11h 34m	12h 49m	10h 22m

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

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**Prince of Wales Hospital: Time patients spent in the ED**  
By mode of separation  
July to September 2016

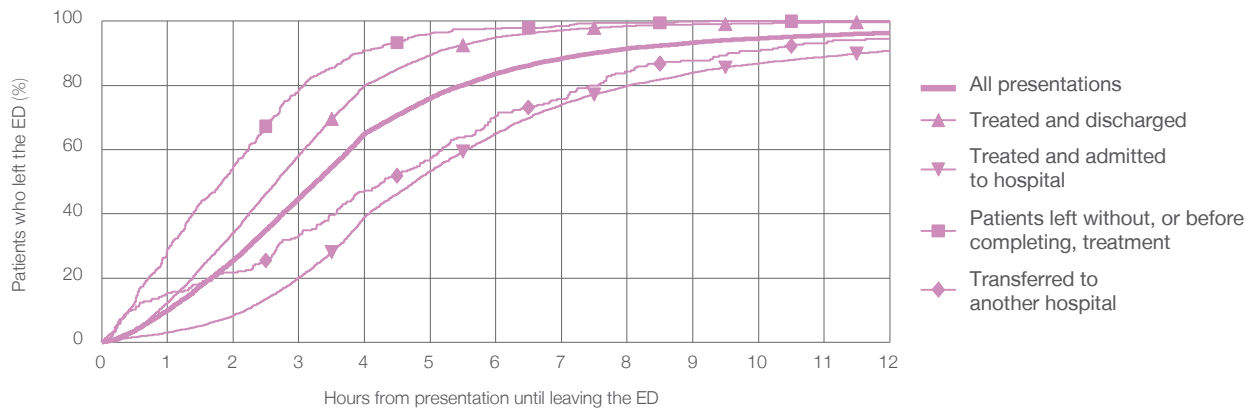
All presentations:<sup>1</sup> 13,921 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,917 patients

Treated and discharged	7,962 (57.2%)
Treated and admitted to hospital	5,105 (36.7%)
Patient left without, or before completing, treatment	551 (4.0%)
Transferred to another hospital	235 (1.7%)
Other	68 (0.5%)

Same period last year	Change since one year ago
13,683	1.7%
8,090	-1.6%
4,855	5.1%
502	9.8%
176	33.5%
60	13.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016<sup>†‡</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	12.3%	34.1%	58.3%	80.0%	95.0%	98.4%	99.3%	99.8%
Treated and admitted to hospital	3.0%	8.3%	20.2%	39.1%	65.1%	79.9%	86.9%	90.8%
Patient left without, or before completing, treatment	29.0%	54.8%	78.6%	90.9%	97.6%	99.5%	100%	100%
Transferred to another hospital	15.3%	21.7%	33.2%	47.2%	70.6%	84.3%	90.6%	94.5%
All presentations	10.0%	25.6%	44.9%	65.0%	83.7%	91.5%	94.6%	96.4%

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## Prince of Wales Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: <sup>1</sup> 13,921 patients

Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,917 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	13,683	1.7%
Presentations used to calculate time to leaving the ED	13,683	1.7%
Percentage of patients who spent four hours or less in the ED	65.1%	

### Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	44.3%	58.0%	61.3%	64.8%	65.1%	65.0%

\* 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).