

Royal Prince Alfred Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 19,495 patients



Emergency presentations:² 19,056 patients

Same period last year	Change since one year ago
18,644	5%
18,116	5%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 3,160 patients

Median time to start treatment⁴  10 minutes
90th percentile time to start treatment⁵  22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,839 patients

Median time to start treatment⁴  23 minutes
90th percentile time to start treatment⁵  78 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,126 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 728 patients

Median time to start treatment⁴  29 minutes
90th percentile time to start treatment⁵  109 minutes

Same period last year	NSW (this period)
2,910	
11 minutes	8 minutes
24 minutes	24 minutes
9,889	
26 minutes	19 minutes
83 minutes	63 minutes
4,703	
31 minutes	24 minutes
106 minutes	95 minutes
496	
30 minutes	21 minutes
116 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 19,493 patients

Percentage of patients who spent four hours or less in the ED  69%

Same period last year	Change since one year ago
18,644	5%
63%	

* 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 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 18 July 2018).

Royal Prince Alfred Hospital: Patients presenting to the emergency department

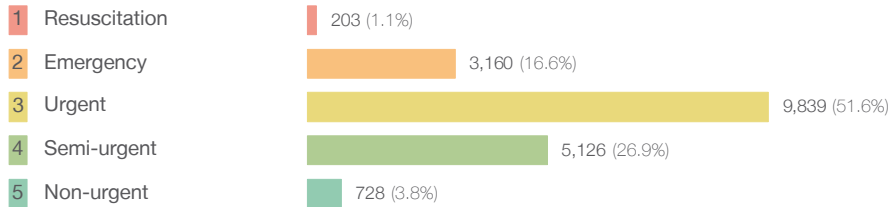
April to June 2018

All presentations:¹ 19,495 patients

Same period last year	Change since one year ago
18,644	5%

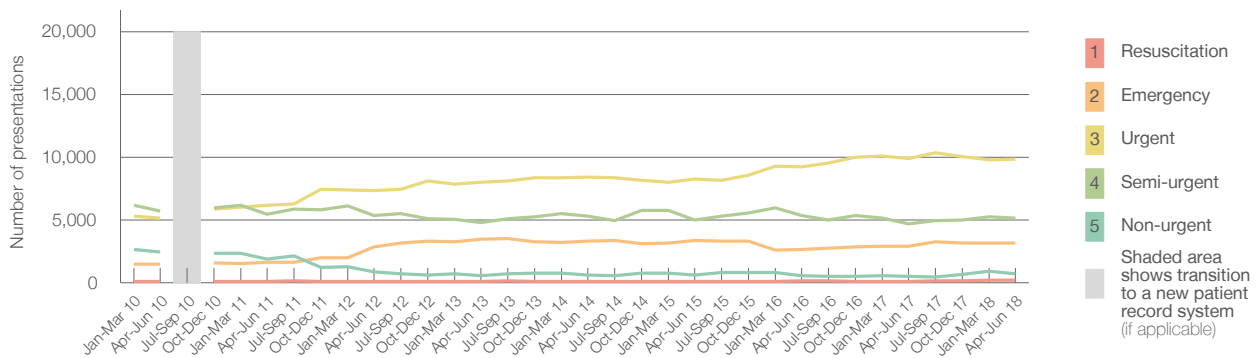
Emergency presentations² by triage category: 19,056 patients

Same period last year	Change since one year ago
18,116	5%



Same period last year	Change since one year ago
118	72.0%
2,910	8.6%
9,889	-0.5%
4,703	9.0%
496	46.8%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	110	84	90	110	107	91	127	118	203
Emergency	1,489	1,630	2,855	3,460	3,321	3,365	2,625	2,910	3,160
Urgent	5,148	6,149	7,326	8,006	8,428	8,259	9,243	9,889	9,839
Semi-urgent	5,716	5,473	5,358	4,775	5,276	4,999	5,335	4,703	5,126
Non-urgent	2,435	1,899	877	550	592	582	577	496	728
All emergency presentations	14,898	15,235	16,506	16,901	17,724	17,296	17,907	18,116	19,056

Royal Prince Alfred Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 5,294 patients

Same period last year	Change since one year ago
4,977	

ED Transfer of care time



Same period last year	Change since one year ago
14 minutes	0 minutes
26 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

April to June 2018

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

Number of triage 2 patients: 3,160

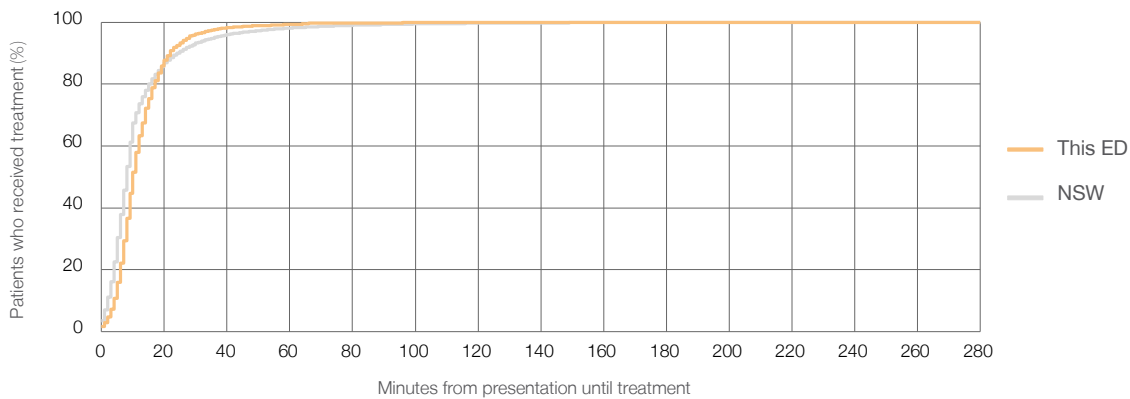
Number of triage 2 patients used to calculate waiting time:³ 3,155

Median time to start treatment⁴ ■ 10 minutes

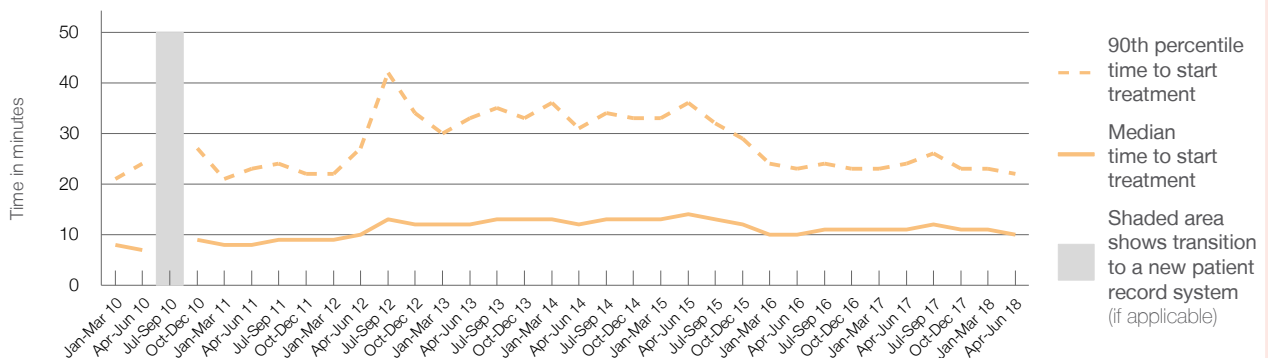
90th percentile time to start treatment⁵ ■ 22 minutes

Same period last year	NSW (this period)
2,910	2,904
11 minutes	8 minutes
24 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	7	8	10	12	12	14	10	11	10
90th percentile time to start treatment ⁵ (minutes)	24	23	27	33	31	36	23	24	22

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Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 9,839

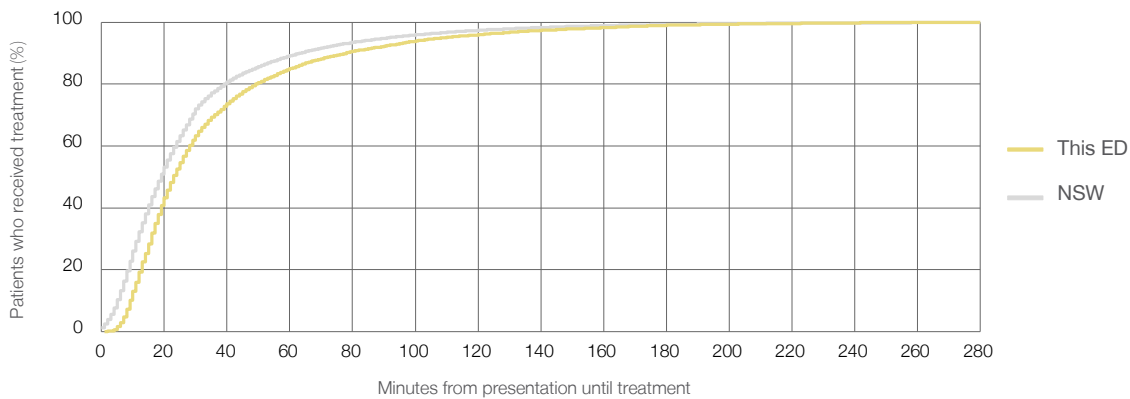
Number of triage 3 patients used to calculate waiting time:³ 9,682

Median time to start treatment⁴ 23 minutes

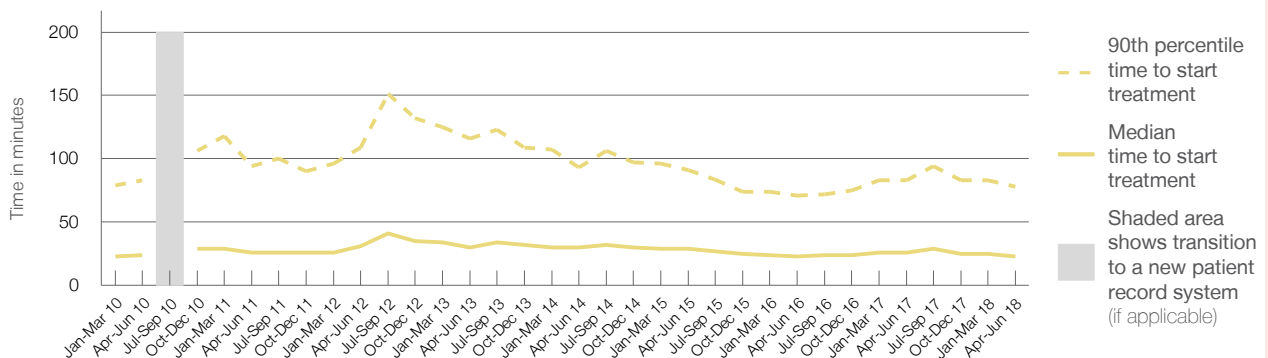
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
9,889	9,736
26 minutes	19 minutes
83 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	24	26	31	30	30	29	23	26	23
90th percentile time to start treatment ⁵ (minutes)	83	94	109	116	93	91	71	83	78

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Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 5,126

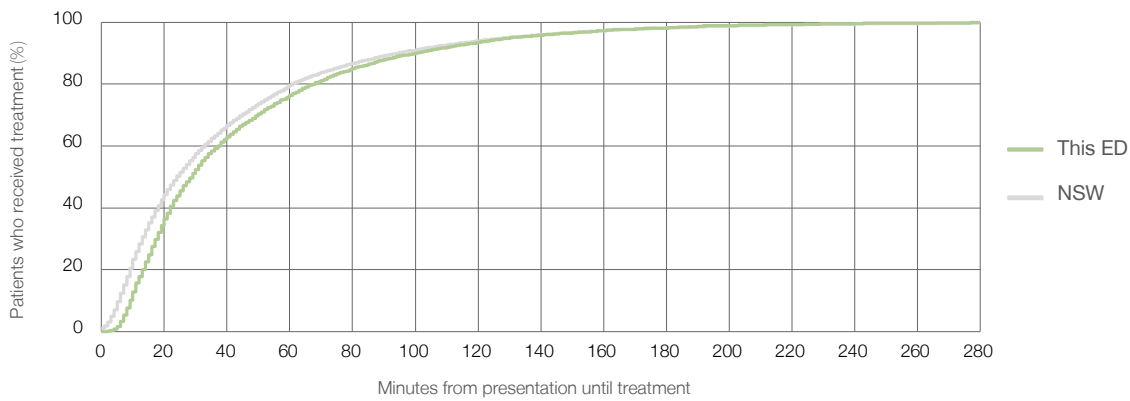
Number of triage 4 patients used to calculate waiting time:³ 4,958

Median time to start treatment⁴ 29 minutes

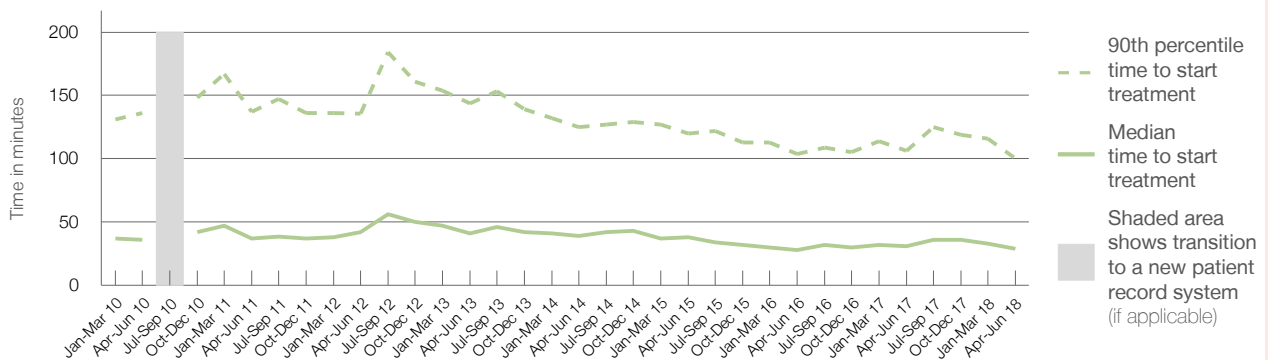
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
4,703	4,450
31 minutes	24 minutes
106 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	36	37	42	41	39	38	28	31	29
90th percentile time to start treatment ⁵ (minutes)	136	137	136	144	125	120	104	106	100

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Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 728

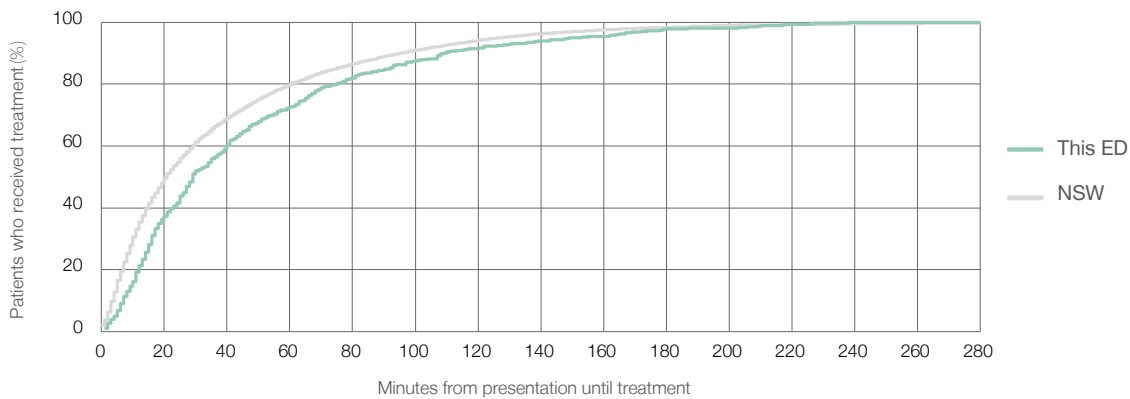
Number of triage 5 patients used to calculate waiting time:³ 593

Median time to start treatment⁴ 29 minutes

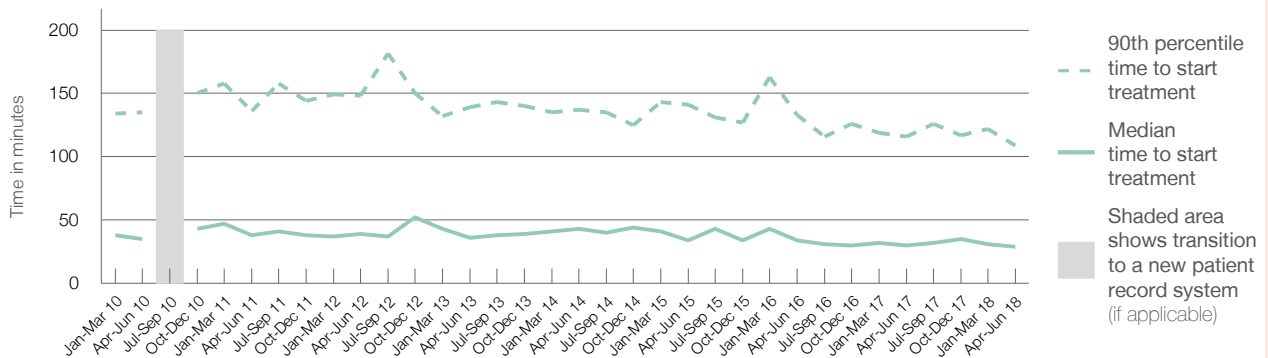
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
496	353
30 minutes	21 minutes
116 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	35	38	39	36	43	34	34	30	29
90th percentile time to start treatment ⁵ (minutes)	135	136	148	139	137	141	133	116	109

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Royal Prince Alfred Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 19,495 patients

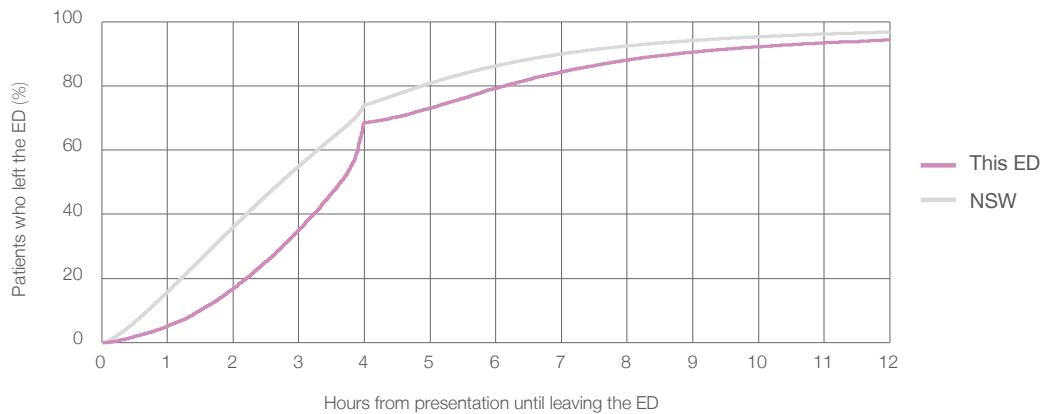
Presentations used to calculate time to leaving the ED:⁶ 19,493 patients

Median time spent in the ED⁸ 3 hours and 38 minutes

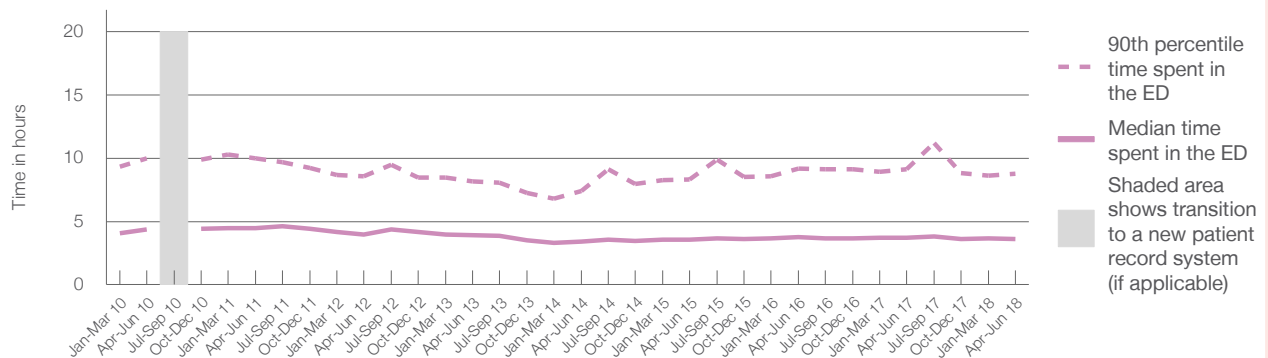
90th percentile time spent in the ED⁹ 8 hours and 45 minutes

Same period last year	NSW (this period)
18,644	18,644
3 hours and 44 minutes	2 hours and 44 minutes
9 hours and 6 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	4h 23m	4h 27m	3h 57m	3h 54m	3h 24m	3h 34m	3h 45m	3h 44m	3h 38m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 0m	9h 59m	8h 33m	8h 11m	7h 25m	8h 18m	9h 10m	9h 6m	8h 45m

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

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Royal Prince Alfred Hospital: Time patients spent in the ED By mode of separation April to June 2018

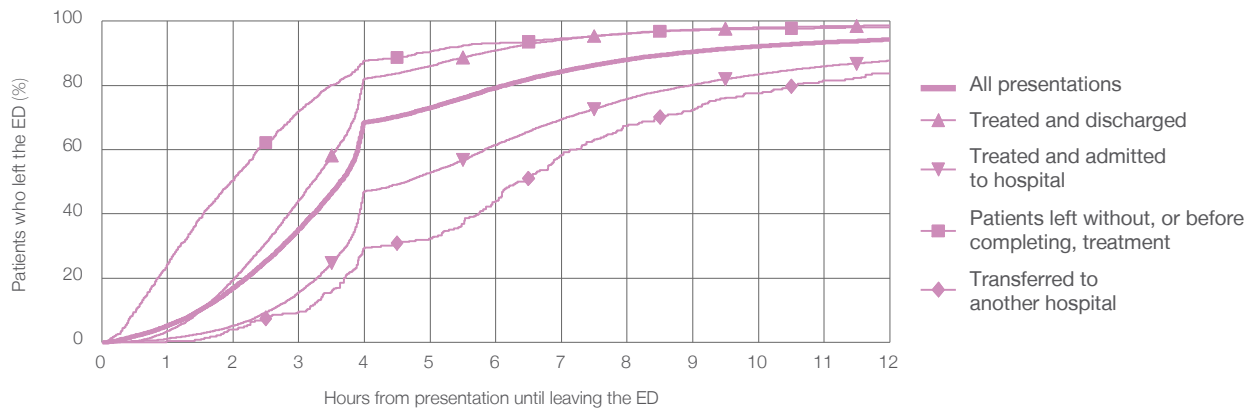
All presentations:¹ 19,495 patients

Presentations used to calculate time to leaving the ED:⁶ 19,493 patients

Treated and discharged	10,365 (53.2%)
Treated and admitted to hospital	7,462 (38.3%)
Patient left without, or before completing, treatment	1,038 (5.3%)
Transferred to another hospital	282 (1.4%)
Other	348 (1.8%)

Same period last year	Change since one year ago
18,644	5%
10,110	2.5%
6,770	10.2%
1,081	-4.0%
260	8.5%
423	-17.7%

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

Treated and discharged	3.5%	19.5%	44.2%	82.1%	90.9%	96.2%	98.0%	98.8%
Treated and admitted to hospital	1.1%	5.2%	15.5%	47.1%	61.5%	75.8%	83.5%	87.7%
Patient left without, or before completing, treatment	24.4%	50.5%	72.1%	87.7%	93.2%	96.1%	97.7%	98.2%
Transferred to another hospital	0.4%	3.9%	9.6%	29.4%	44.0%	67.4%	77.7%	83.7%
All presentations	5.2%	16.8%	35.2%	68.5%	79.2%	88.0%	92.2%	94.3%

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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
 April to June 2018

All presentations at the emergency department: ¹ 19,495 patients

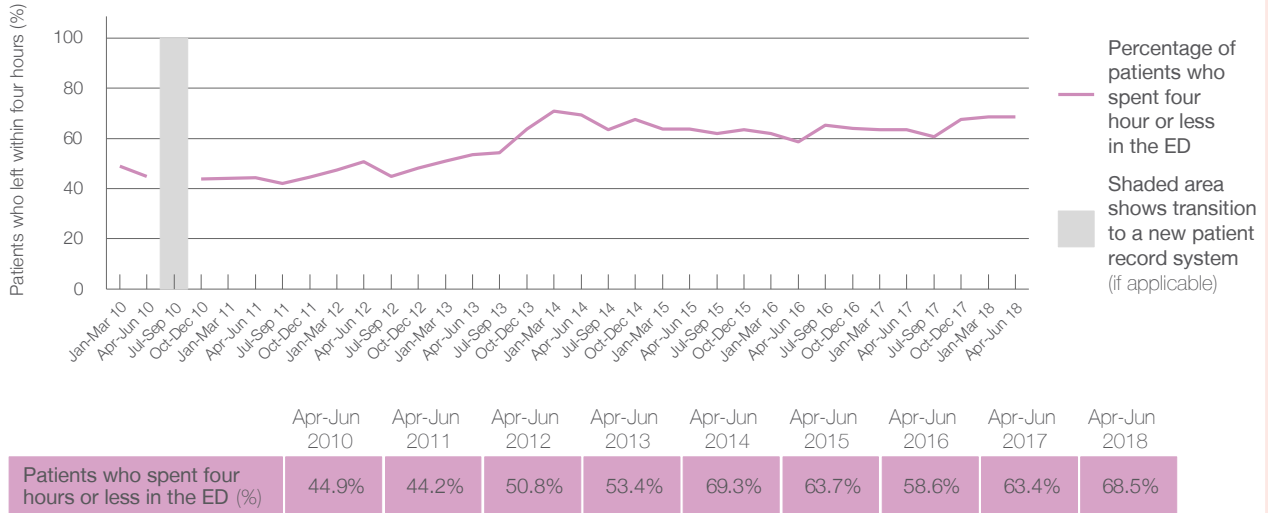
Presentations used to calculate time to leaving the ED: ⁶ 19,493 patients

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



Same period last year	Change since one year ago
18,644	5%
18,644	5%
63.4%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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‡ 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 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 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).