

Prince of Wales Hospital: Emergency department (ED) overview

April to June 2016

All presentations:¹ 14,240 patients

Emergency presentations:² 13,364 patients

Same period last year	Change since one year ago
13,730	3.7%
12,924	3.4%

Prince of Wales Hospital: Time patients waited to start treatment³

April to June 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,195 patients

Median time to start treatment⁴ 8 minutes
 95th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,763 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 91 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,707 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 126 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 515 patients

Median time to start treatment⁴ 21 minutes
 95th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
1,269	
8 minutes	8 minutes
34 minutes	36 minutes
6,407	
19 minutes	20 minutes
80 minutes	92 minutes
4,611	
17 minutes	25 minutes
108 minutes	128 minutes
430	
26 minutes	23 minutes
156 minutes	132 minutes

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

April to June 2016

Attendances used to calculate time to leaving the ED:⁶ 14,236 patients

Percentage of patients who spent four hours or less in the ED 68.1%

Same period last year	Change since one year ago
13,729	3.7%
70.8%	

* 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 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.

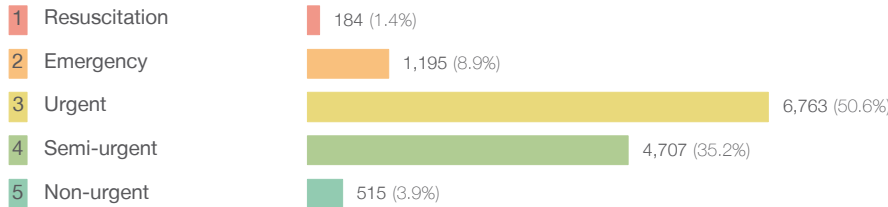
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

Prince of Wales Hospital: Patients presenting to the emergency department

April to June 2016

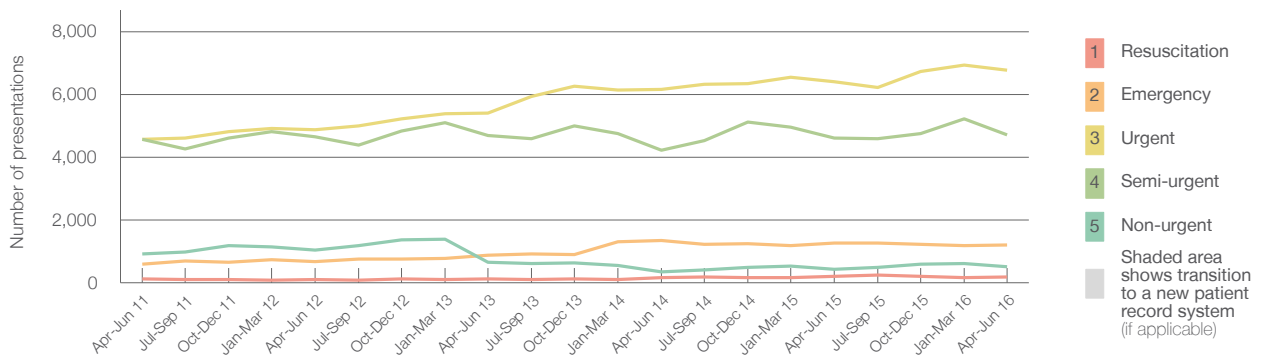
All presentations:¹ 14,240 patients

Emergency presentations² by triage category: 13,364 patients



Same period last year	Change since one year ago
13,730	3.7%
12,924	3.4%
207	-11.1%
1,269	-5.8%
6,407	5.6%
4,611	2.1%
430	19.8%

Emergency presentations² by quarter, April 2011 to June 2016 †



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Resuscitation	121	107	113	155	207	184
Emergency	589	679	875	1,353	1,269	1,195
Urgent	4,576	4,870	5,401	6,161	6,407	6,763
Semi-urgent	4,576	4,649	4,685	4,218	4,611	4,707
Non-urgent	916	1,029	649	345	430	515
All emergency presentations	10,778	11,334	11,723	12,232	12,924	13,364

Prince of Wales Hospital: Patients arriving by ambulance

April to June 2016

Arrivals used to calculate transfer of care time:⁷ 3,299 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,258	
13 minutes	-3 minutes
72 minutes	-40 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

April to June 2016

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

Number of triage 2 patients: 1,195

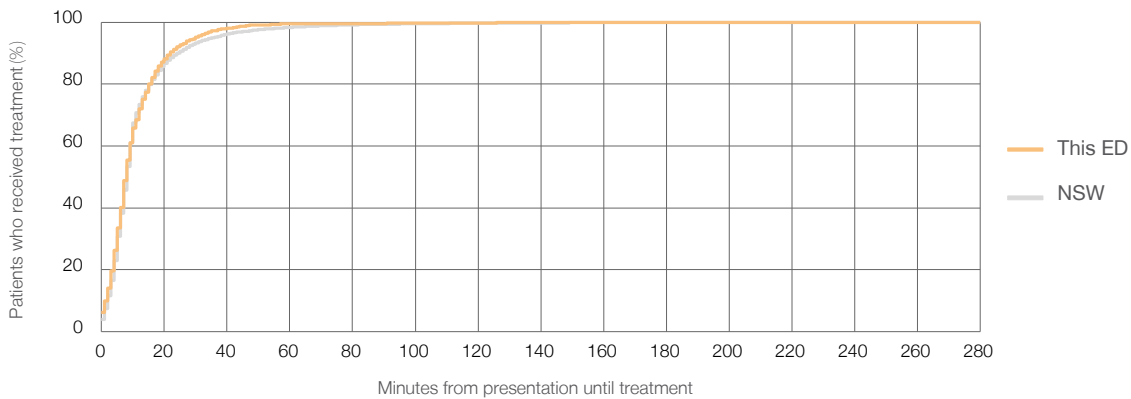
Number of triage 2 patients used to calculate waiting time:³ 1,186

Median time to start treatment⁴ 8 minutes

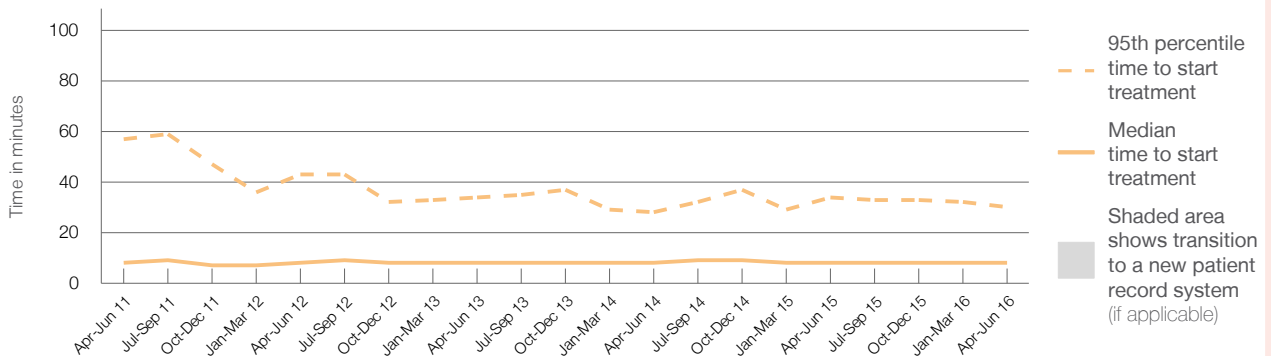
95th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
1,269	
1,263	
8 minutes	8 minutes
34 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	8	8	8	8	8	8
95th percentile time to start treatment ⁵ (minutes)	57	43	34	28	34	30

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Prince of Wales Hospital: Time patients waited to start treatment, triage 3

April to June 2016

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

Number of triage 3 patients: 6,763

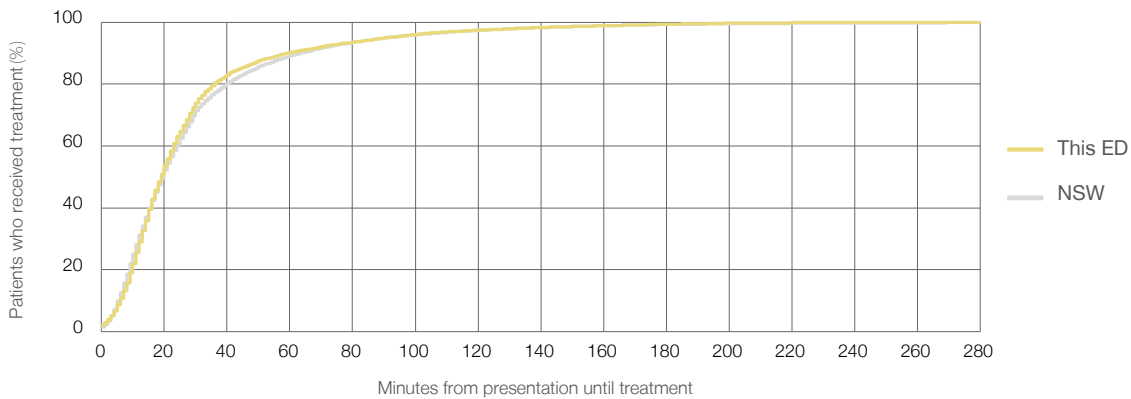
Number of triage 3 patients used to calculate waiting time:³ 6,657

Median time to start treatment⁴ 19 minutes

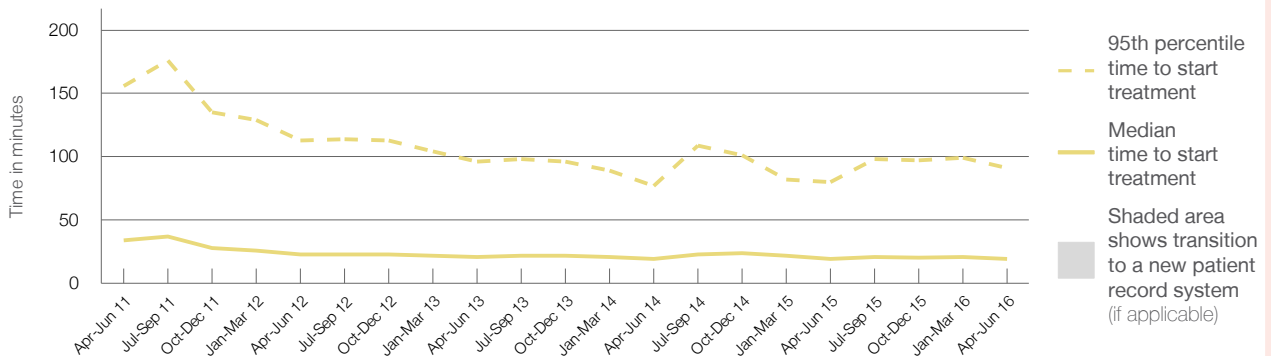
95th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
6,407	
6,326	
19 minutes	20 minutes
80 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	34	23	21	19	19	19
95th percentile time to start treatment ⁵ (minutes)	156	113	96	77	80	91

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Prince of Wales Hospital: Time patients waited to start treatment, triage 4 April to June 2016

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

Number of triage 4 patients: 4,707

Number of triage 4 patients used to calculate waiting time:³ 4,562

Median time to start treatment⁴

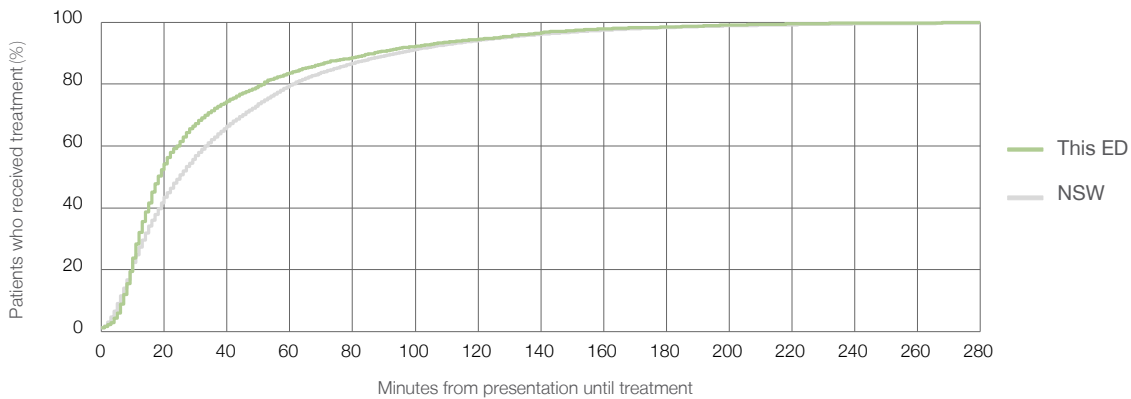
18 minutes

95th percentile time to start treatment⁵

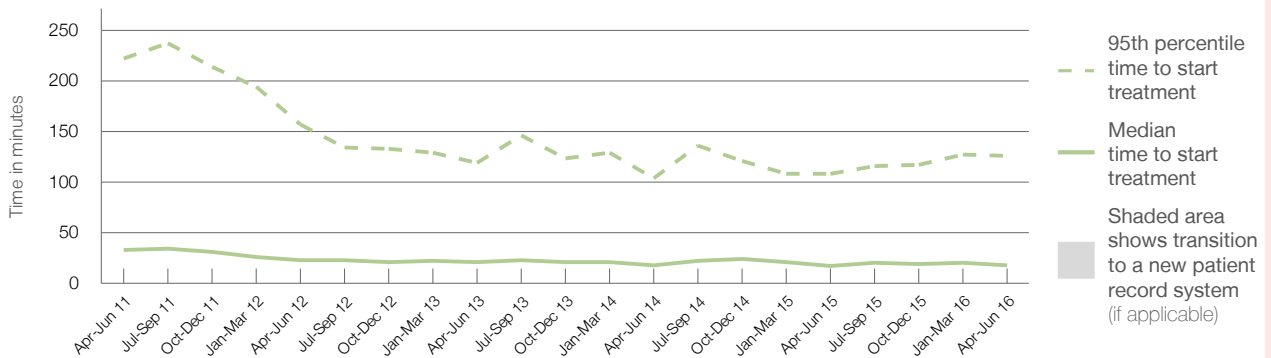
126 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,611	4,473
Median time to start treatment ⁴	17 minutes	25 minutes
95th percentile time to start treatment ⁵	108 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	33	23	21	18	17	18
95th percentile time to start treatment ⁵ (minutes)	222	157	119	104	108	126

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Prince of Wales Hospital: Time patients waited to start treatment, triage 5

April to June 2016

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

Number of triage 5 patients: 515

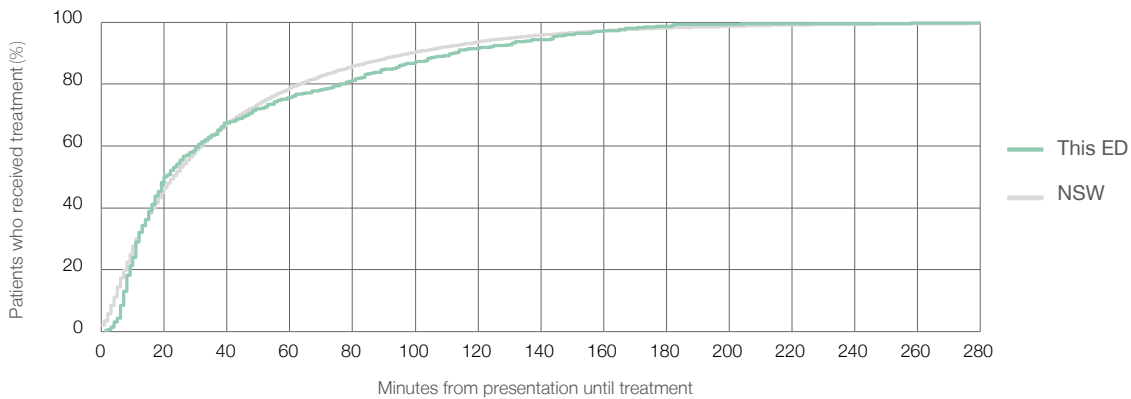
Number of triage 5 patients used to calculate waiting time:³ 408

Median time to start treatment⁴ 21 minutes

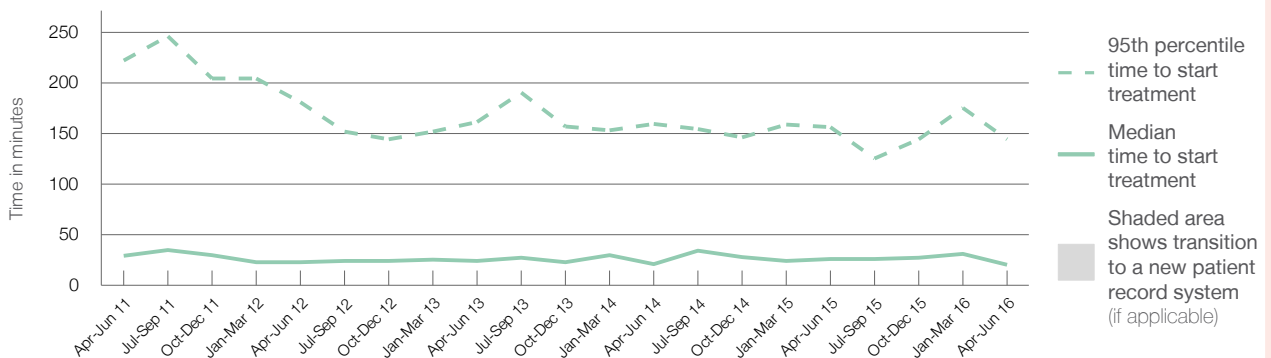
95th percentile time to start treatment⁵ 144 minutes

Same period last year	NSW (this period)
430	
348	
26 minutes	23 minutes
156 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment ⁴ (minutes)	29	23	24	21	26	21
95th percentile time to start treatment ⁵ (minutes)	222	181	161	160	156	144

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Prince of Wales Hospital: Time patients spent in the ED

April to June 2016

All presentations:¹ 14,240 patients

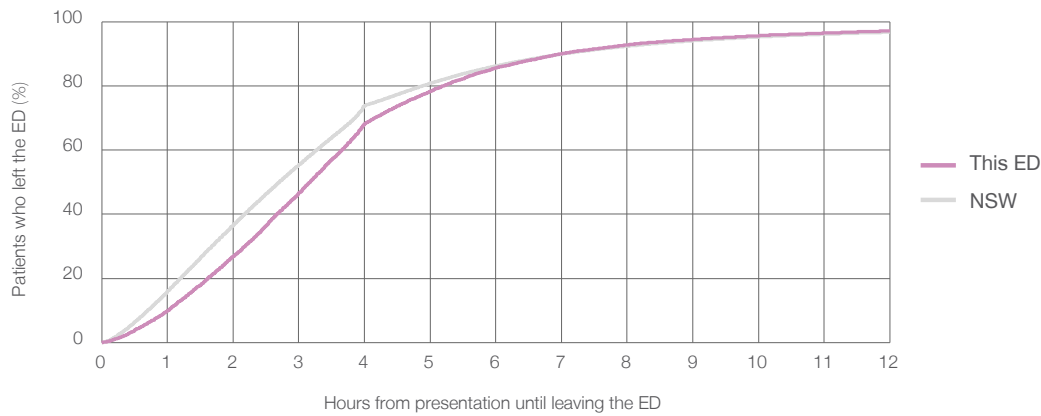
Presentations used to calculate time to leaving the ED:⁶ 14,236 patients

Median time spent in the ED⁸ 3 hours and 10 minutes

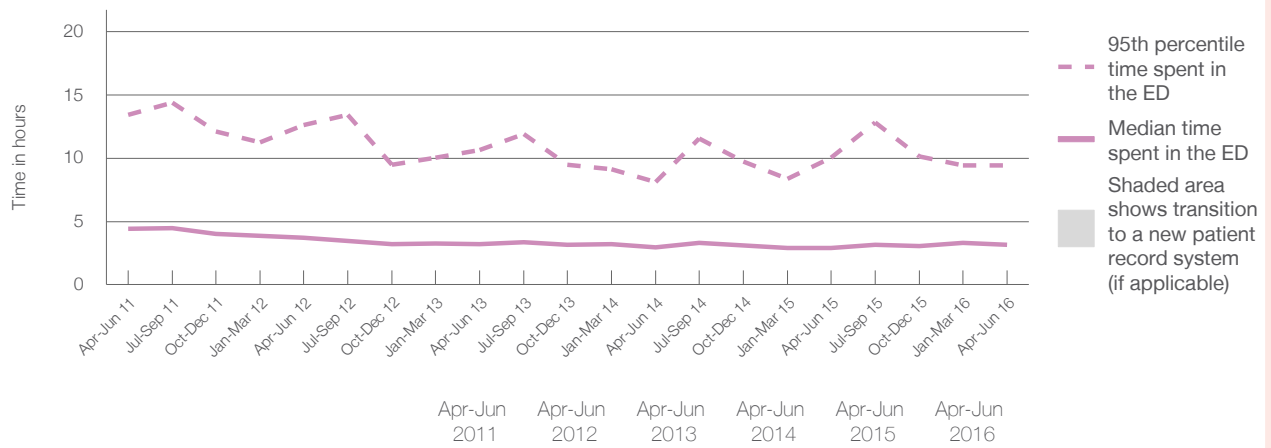
95th percentile time spent in the ED⁹ 9 hours and 27 minutes

Same period last year	NSW (this period)
13,730	13,729
2 hours and 55 minutes	2 hours and 42 minutes
10 hours and 3 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016^{†‡}



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 24m	3h 43m	3h 14m	2h 56m	2h 55m	3h 10m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 26m	12h 36m	10h 40m	8h 7m	10h 3m	9h 27m

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Prince of Wales Hospital: Time patients spent in the ED
By mode of separation
April to June 2016

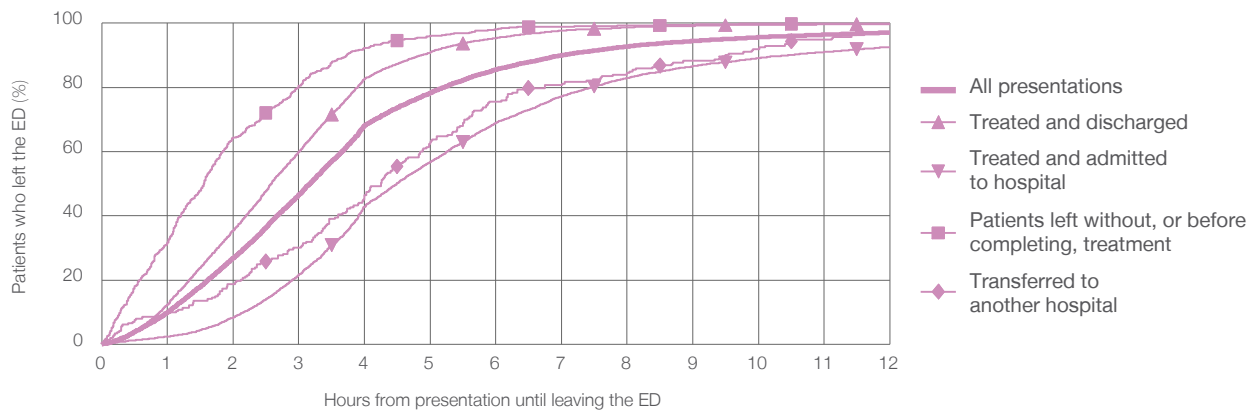
All presentations:¹ 14,240 patients

Presentations used to calculate time to leaving the ED:⁶ 14,236 patients

Treated and discharged	8,129 (57.1%)
Treated and admitted to hospital	5,202 (36.5%)
Patient left without, or before completing, treatment	630 (4.4%)
Transferred to another hospital	213 (1.5%)
Other	66 (0.5%)

Same period last year	Change since one year ago
13,729	3.7%
8,098	0.4%
4,969	4.7%
439	43.5%
172	23.8%
52	26.9%

Percentage of patients who left the ED by time and mode of separation, April to June 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	12.3%	35.5%	60.0%	82.7%	95.4%	98.7%	99.5%	99.7%
Treated and admitted to hospital	2.4%	8.4%	21.6%	42.9%	68.9%	83.0%	89.1%	92.6%
Patient left without, or before completing, treatment	31.6%	64.4%	80.5%	92.2%	98.1%	99.4%	99.8%	99.8%
Transferred to another hospital	9.9%	18.8%	30.0%	46.5%	75.6%	84.5%	92.0%	96.7%
All presentations	9.9%	26.9%	46.6%	68.1%	85.6%	92.7%	95.6%	97.1%

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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

April to June 2016

All presentations at the emergency department:¹ 14,240 patients

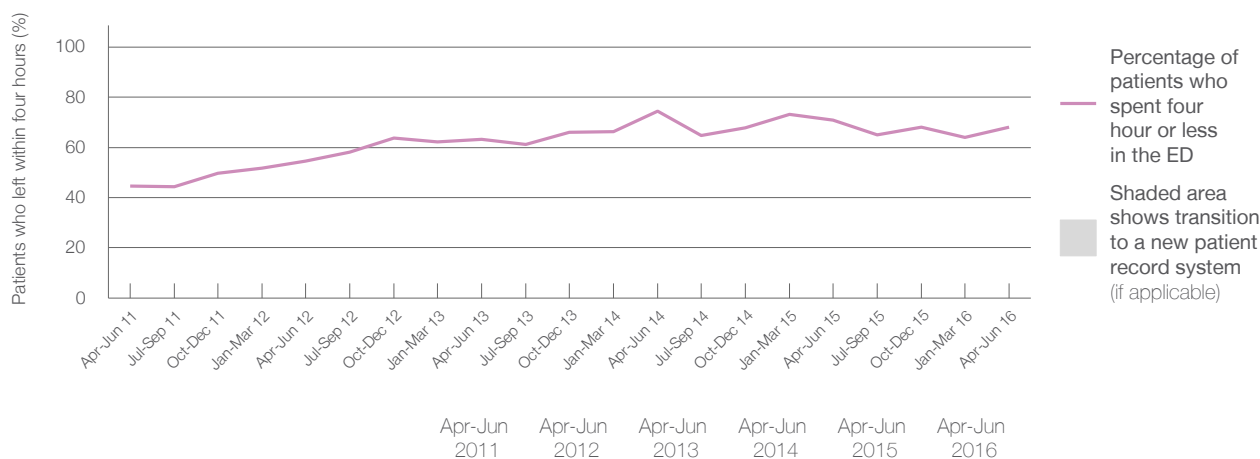
Presentations used to calculate time to leaving the ED:⁶ 14,236 patients

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



Same period last year	Change since one year ago
13,730	3.7%
13,729	3.7%
70.8%	

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



Patients who left within four hours (%)	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
	44.7%	54.5%	63.1%	74.5%	70.8%	68.1%

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- 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 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).