

Prince of Wales Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 15,708 patients

Emergency presentations:² 14,799 patients

Same period last year	Change since one year ago
14,880	5.6%
13,865	6.7%

Prince of Wales Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,342 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,841 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,865 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 543 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
1,159	
9 minutes	8 minutes
24 minutes	23 minutes
7,114	
20 minutes	20 minutes
66 minutes	65 minutes
4,862	
18 minutes	26 minutes
85 minutes	99 minutes
547	
21 minutes	23 minutes
105 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 15,707 patients

Percentage of patients who spent four hours or less in the ED 65.4%

Same period last year	Change since one year ago
14,873	5.6%
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 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.

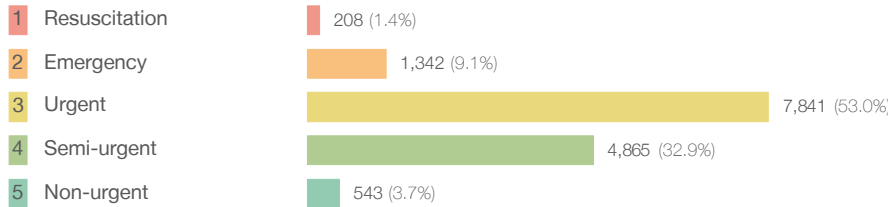
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Prince of Wales Hospital: Patients presenting to the emergency department October to December 2017

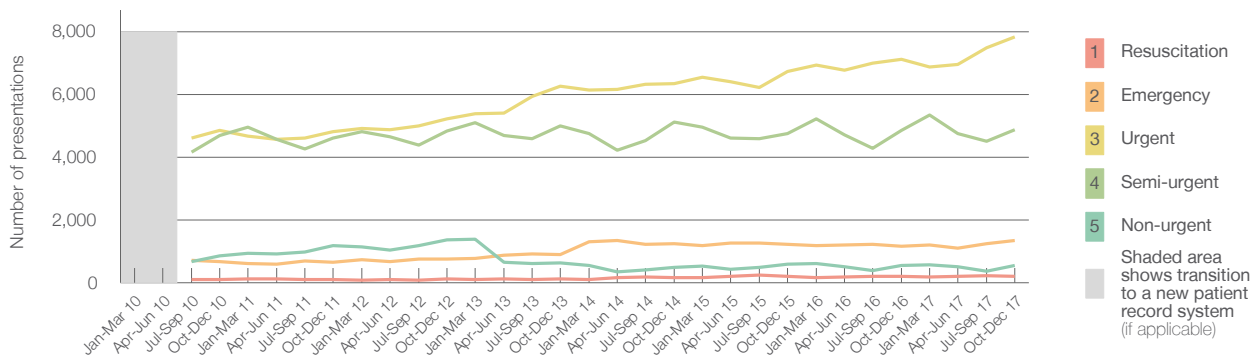
All presentations:¹ 15,708 patients

Emergency presentations² by triage category: 14,799 patients



	Same period last year	Change since one year ago
All presentations	14,880	5.6%
Emergency presentations	13,865	6.7%
1 Resuscitation	193	7.8%
2 Emergency	1,159	15.8%
3 Urgent	7,114	10.2%
4 Semi-urgent	4,852	0.3%
5 Non-urgent	547	-0.7%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	100	92	111	110	163	197	193	208
Emergency	662	642	754	900	1,249	1,222	1,159	1,342
Urgent	4,860	4,821	5,229	6,253	6,343	6,736	7,114	7,841
Semi-urgent	4,697	4,605	4,824	5,006	5,110	4,759	4,852	4,865
Non-urgent	854	1,174	1,360	627	495	595	547	543
All emergency presentations	11,173	11,334	12,278	12,896	13,360	13,509	13,865	14,799

Prince of Wales Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 3,724 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,422	
ED Transfer of care time		
Median time	10 minutes	1 minute
90th percentile time	25 minutes	9 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 October to December 2017

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

Number of triage 2 patients: 1,342

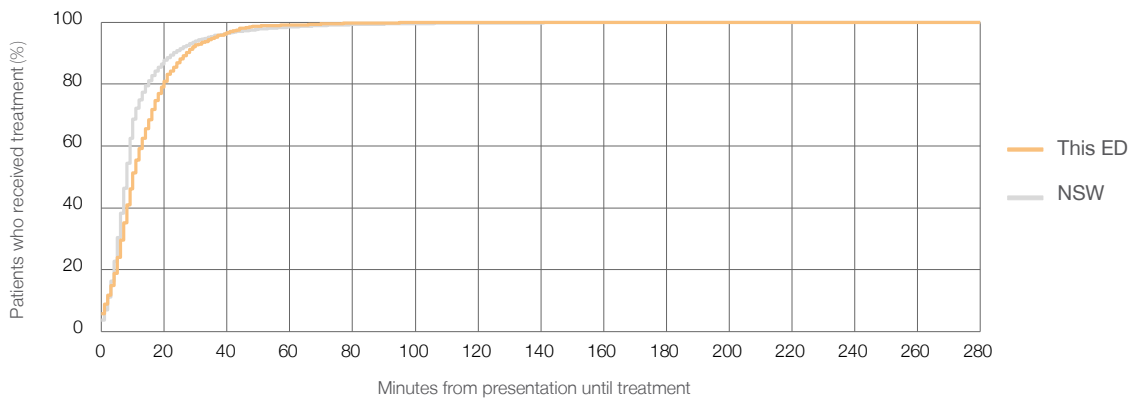
Number of triage 2 patients used to calculate waiting time:³ 1,311

Median time to start treatment⁴ 10 minutes

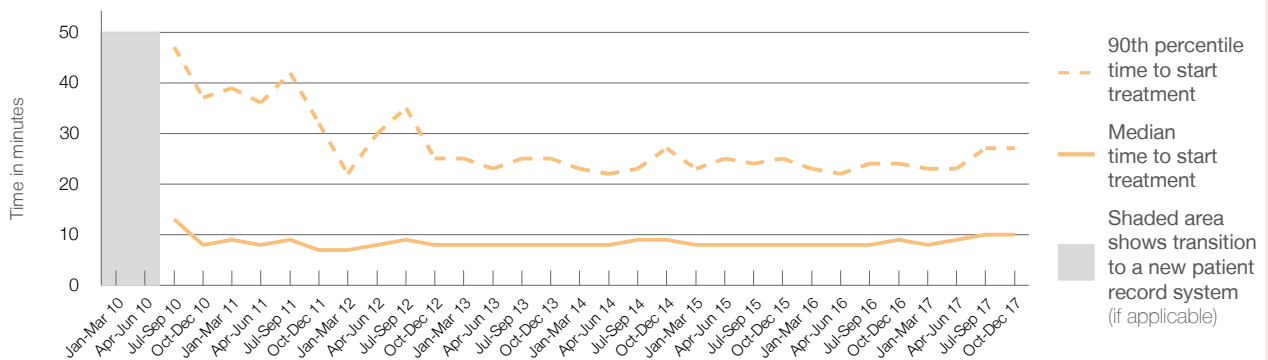
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,159	
1,141	
9 minutes	8 minutes
24 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	8	7	8	8	9	8	9	10
90th percentile time to start treatment ⁵ (minutes)	37	32	25	25	27	25	24	27

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Prince of Wales Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 7,841

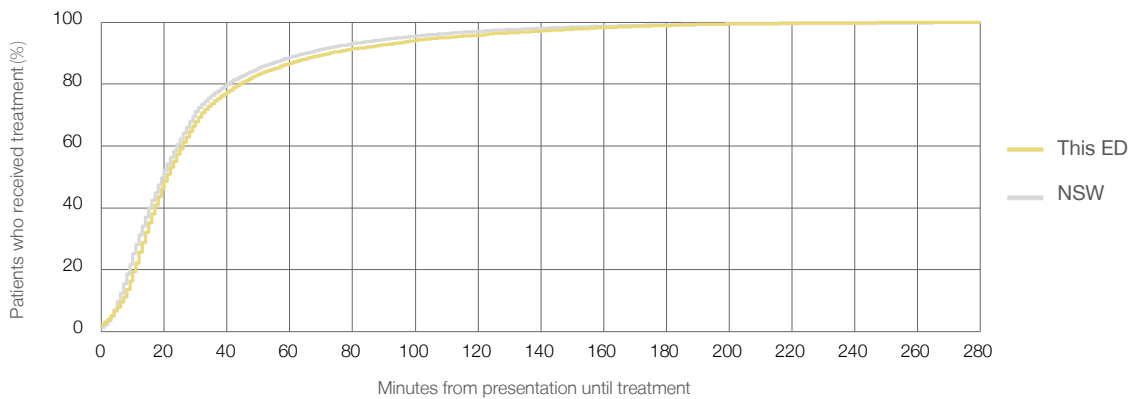
Number of triage 3 patients used to calculate waiting time:³ 7,680

Median time to start treatment⁴ 21 minutes

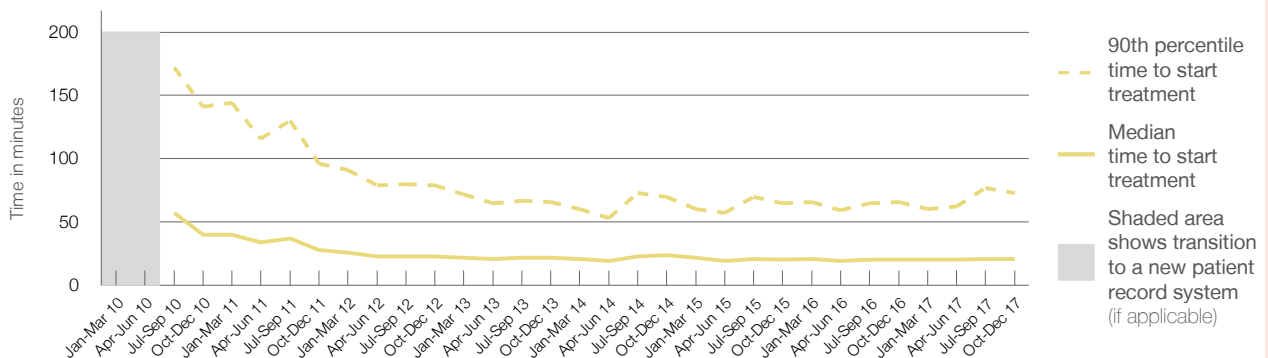
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
7,114	
6,998	
20 minutes	20 minutes
66 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	40	28	23	22	24	20	20	21
90th percentile time to start treatment ⁵ (minutes)	141	96	79	66	70	65	66	73

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Prince of Wales Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 4,865

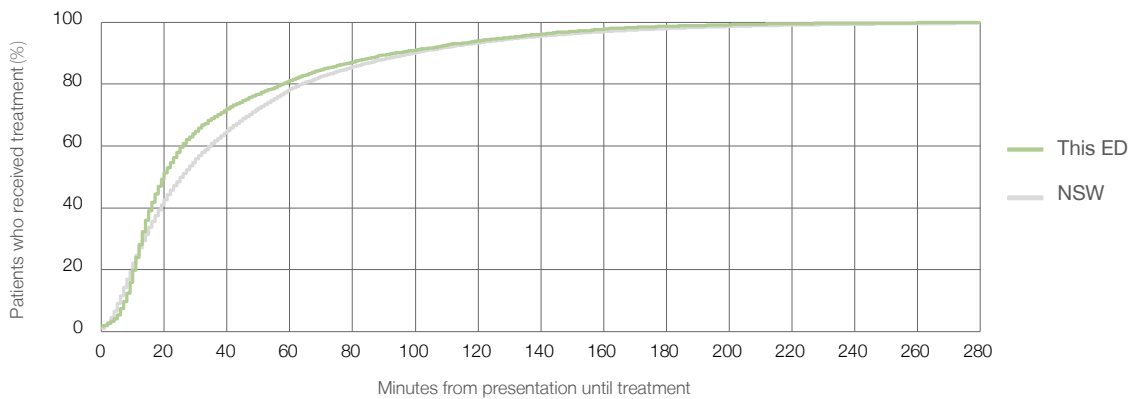
Number of triage 4 patients used to calculate waiting time:³ 4,697

Median time to start treatment⁴ 20 minutes

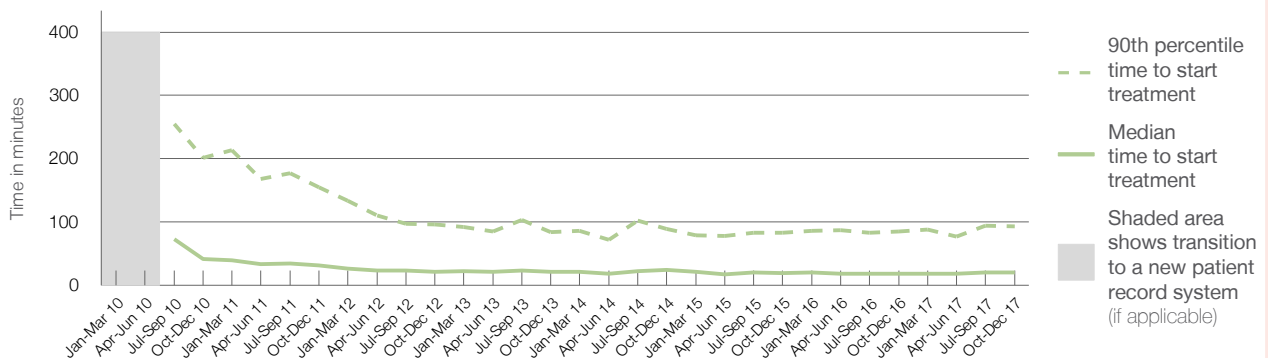
90th percentile time to start treatment⁵ 93 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,852	4,675
Median time to start treatment ⁴	18 minutes	26 minutes
90th percentile time to start treatment ⁵	85 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	42	31	21	21	24	19	18	20
90th percentile time to start treatment ⁵ (minutes)	201	155	96	84	89	83	85	93

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Prince of Wales Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 543

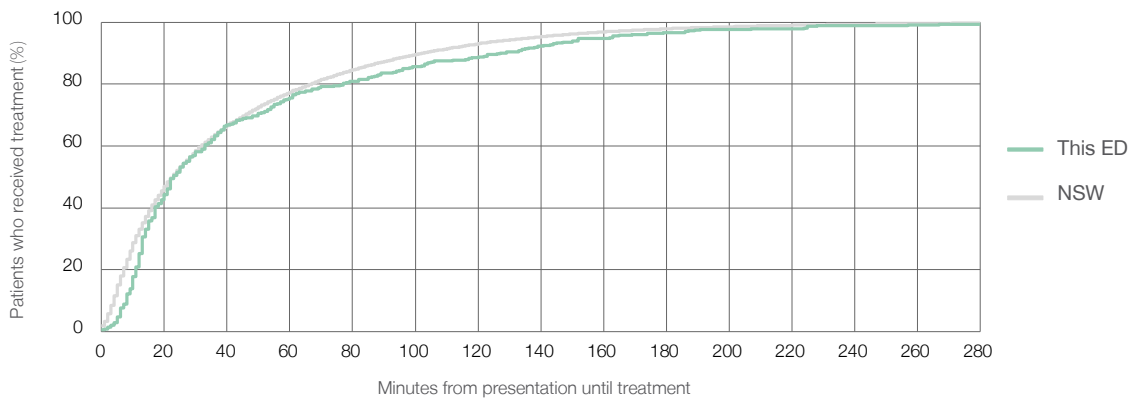
Number of triage 5 patients used to calculate waiting time:³ 434

Median time to start treatment⁴ 23 minutes

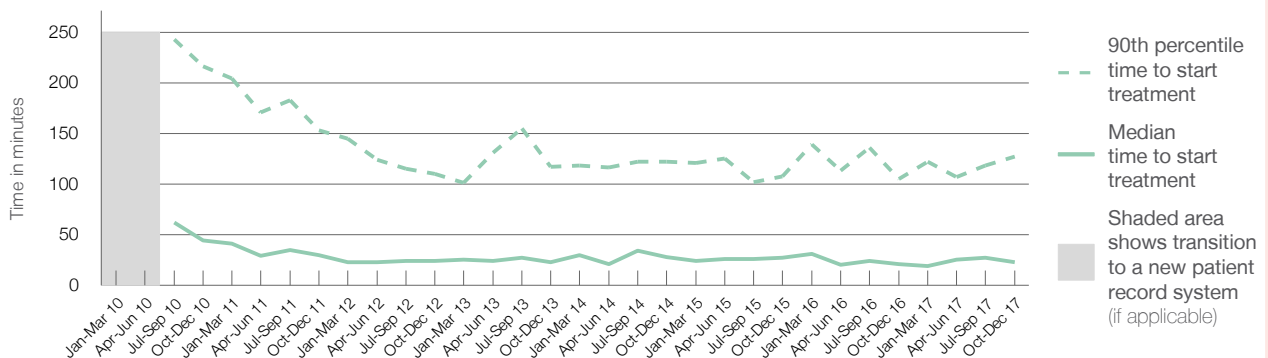
90th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
547	
417	
21 minutes	23 minutes
105 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	44	30	24	23	28	27	21	23
90th percentile time to start treatment ⁵ (minutes)	216	153	110	117	122	108	105	127

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Prince of Wales Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 15,708 patients

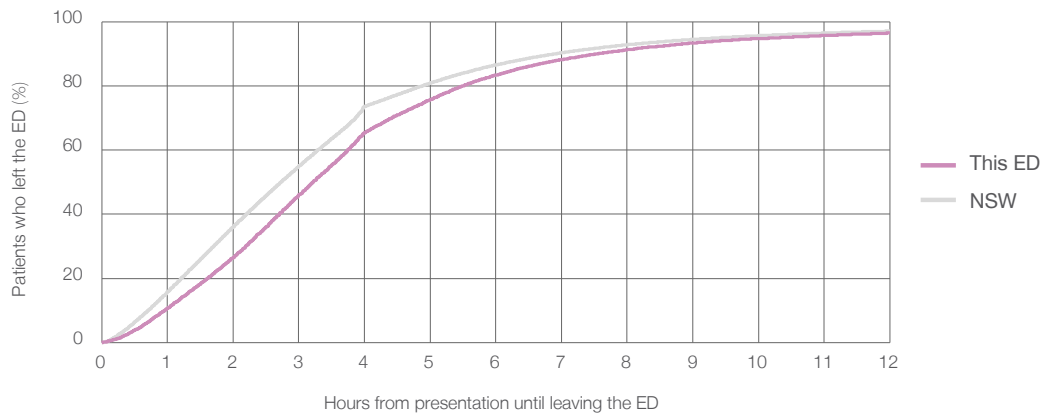
Presentations used to calculate time to leaving the ED:⁶ 15,707 patients

Median time spent in the ED⁸ 3 hours and 13 minutes

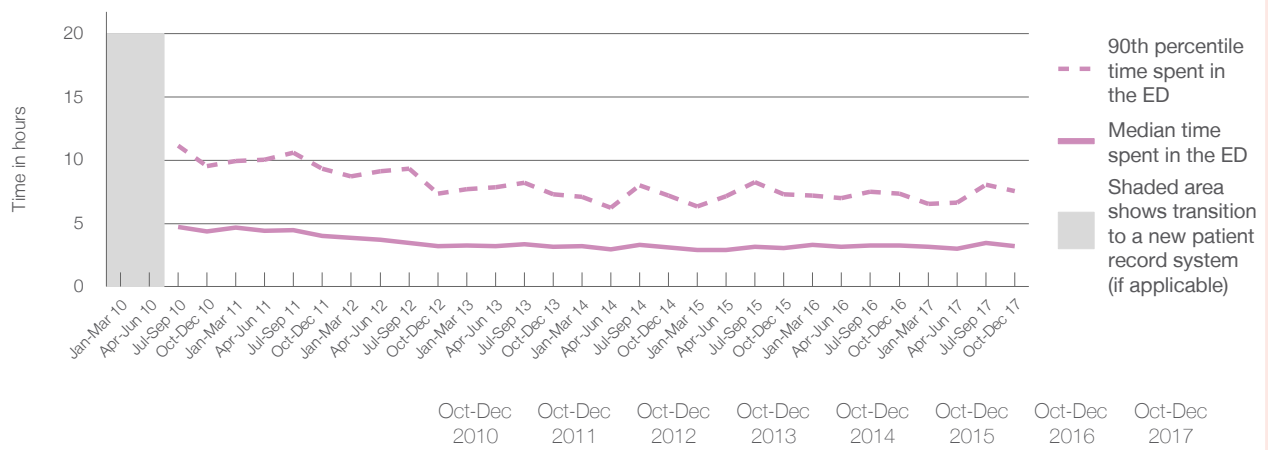
90th percentile time spent in the ED⁹ 7 hours and 33 minutes

Same period last year	NSW (this period)
14,880	14,873
3 hours and 15 minutes	2 hours and 44 minutes
7 hours and 20 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 22m	4h 2m	3h 13m	3h 10m	3h 6m	3h 4m	3h 15m	3h 13m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 31m	9h 20m	7h 21m	7h 18m	7h 11m	7h 17m	7h 20m	7h 33m

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Prince of Wales Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

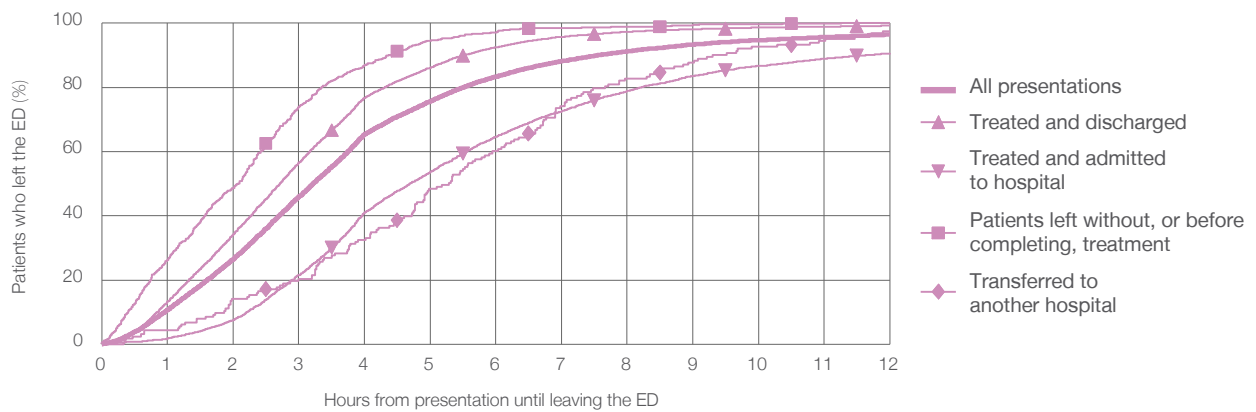
All presentations:¹ 15,708 patients

Presentations used to calculate time to leaving the ED:⁶ 15,707 patients

Treated and discharged	9,539 (60.7%)
Treated and admitted to hospital	5,116 (32.6%)
Patient left without, or before completing, treatment	758 (4.8%)
Transferred to another hospital	163 (1.0%)
Other	132 (0.8%)

Same period last year	Change since one year ago
14,873	5.6%
8,615	10.7%
5,192	-1.5%
765	-0.9%
259	-37.1%
49	169.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	13.2%	34.2%	56.5%	76.8%	92.5%	97.3%	98.6%	99.2%
Treated and admitted to hospital	1.9%	7.5%	21.6%	41.1%	64.6%	78.9%	86.7%	90.7%
Patient left without, or before completing, treatment	26.4%	48.7%	74.0%	86.9%	97.1%	98.8%	99.7%	100%
Transferred to another hospital	4.3%	14.1%	20.2%	32.5%	60.1%	82.8%	92.6%	97.5%
All presentations	10.7%	26.6%	46.0%	65.4%	83.3%	91.2%	94.7%	96.5%

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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
 October to December 2017

All presentations at the emergency department: ¹ 15,708 patients

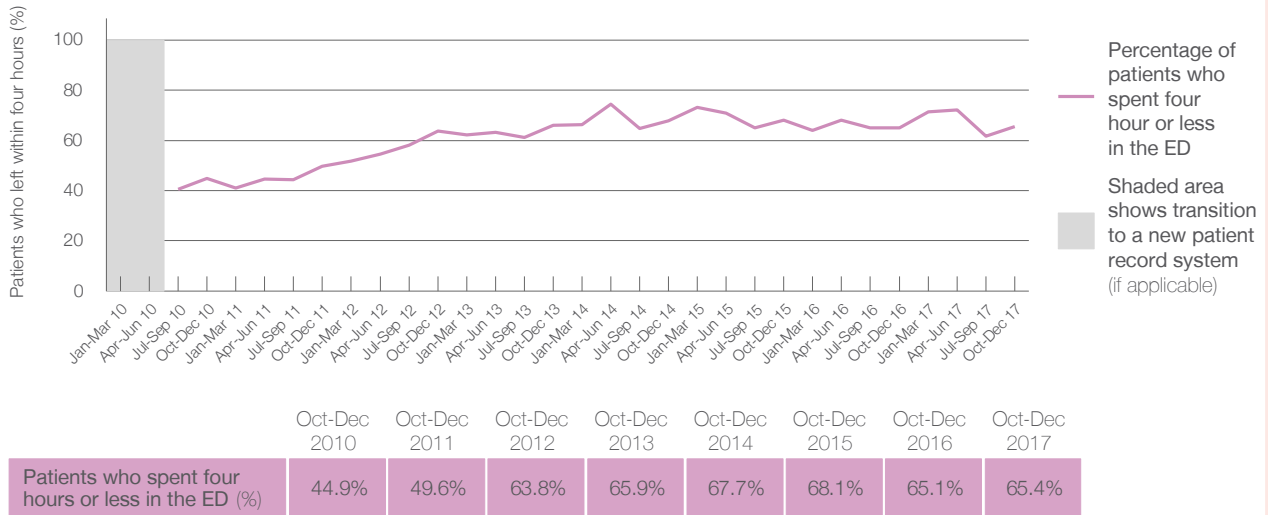
Presentations used to calculate time to leaving the ED: ⁶ 15,707 patients

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	14,880	5.6%
Presentations used to calculate time to leaving the ED	14,873	5.6%
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, January 2010 to December 2017 ^{†‡}



* 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, 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).