

Prince of Wales Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 15,980 patients

Emergency presentations:² 15,192 patients

Same period last year	Change since one year ago
15,705	2%
14,800	3%

Prince of Wales Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,555 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,328 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,579 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 495 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
1,342	
10 minutes	8 minutes
27 minutes	26 minutes
7,842	
21 minutes	20 minutes
73 minutes	72 minutes
4,866	
20 minutes	26 minutes
93 minutes	104 minutes
541	
23 minutes	23 minutes
127 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 15,972 patients

Percentage of patients who spent four hours or less in the ED 60%

Same period last year	Change since one year ago
15,705	2%
65%	

* 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.

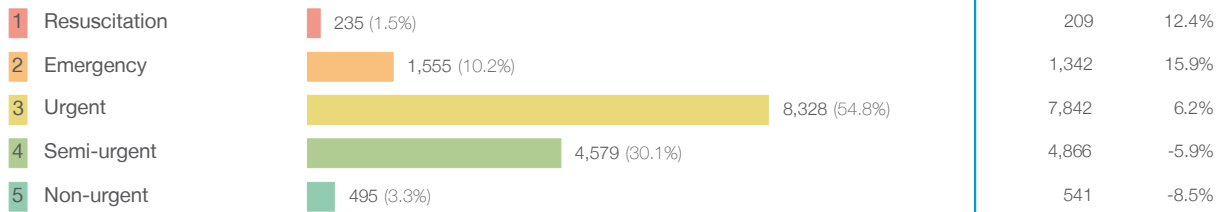
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

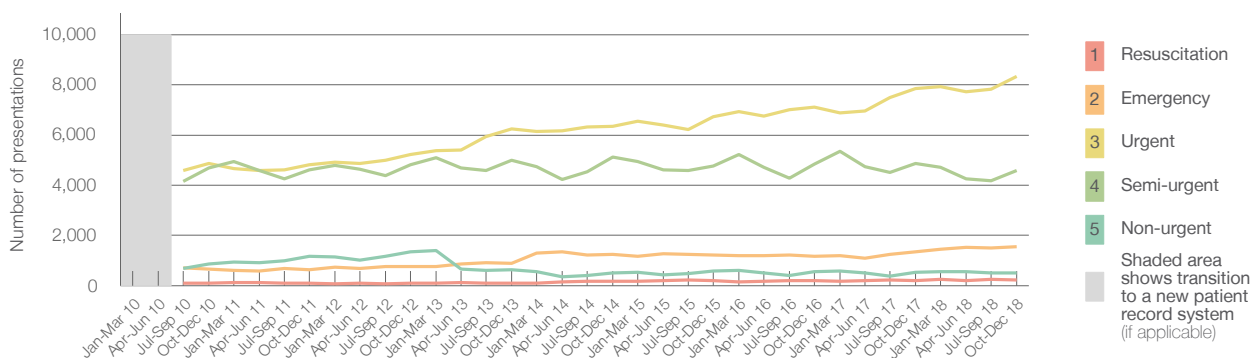
Prince of Wales Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 15,980 patients

Emergency presentations² by triage category: 15,192 patients



Emergency presentations² 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	100	92	111	110	163	197	194	209	235
Emergency	662	642	754	900	1,249	1,222	1,158	1,342	1,555
Urgent	4,860	4,821	5,229	6,253	6,343	6,736	7,115	7,842	8,328
Semi-urgent	4,697	4,605	4,824	5,006	5,110	4,759	4,852	4,866	4,579
Non-urgent	854	1,174	1,360	627	495	595	547	541	495
All emergency presentations	11,173	11,334	12,278	12,896	13,360	13,509	13,866	14,800	15,192

Prince of Wales Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 3,995 patients

ED Transfer of care time



(†) 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 2018

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

Number of triage 2 patients: 1,555

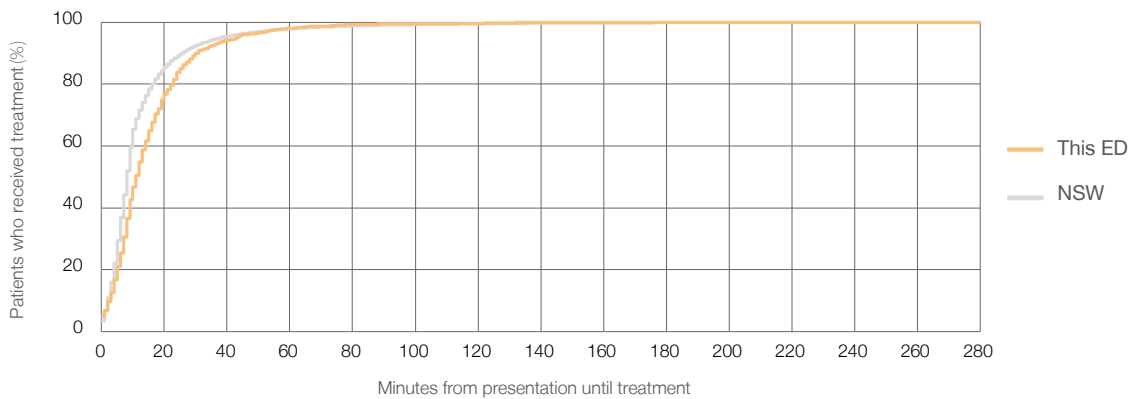
Number of triage 2 patients used to calculate waiting time:³ 1,520

Median time to start treatment⁴ 11 minutes

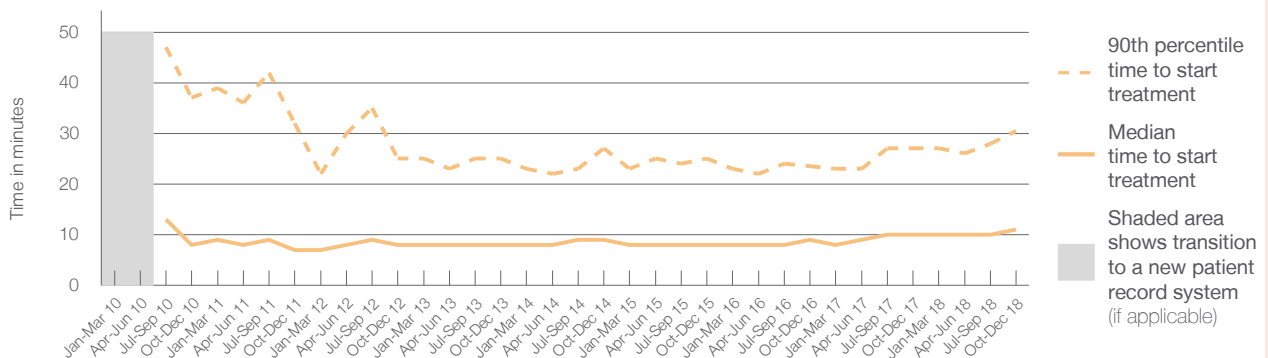
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
1,342	1,312
10 minutes	8 minutes
27 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^{†‡}



	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 ⁴ (minutes)	8	7	8	8	9	8	9	10	11
90th percentile time to start treatment ⁵ (minutes)	37	32	25	25	27	25	24	27	31

(†) 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 3 October to December 2018

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

Number of triage 3 patients: 8,328

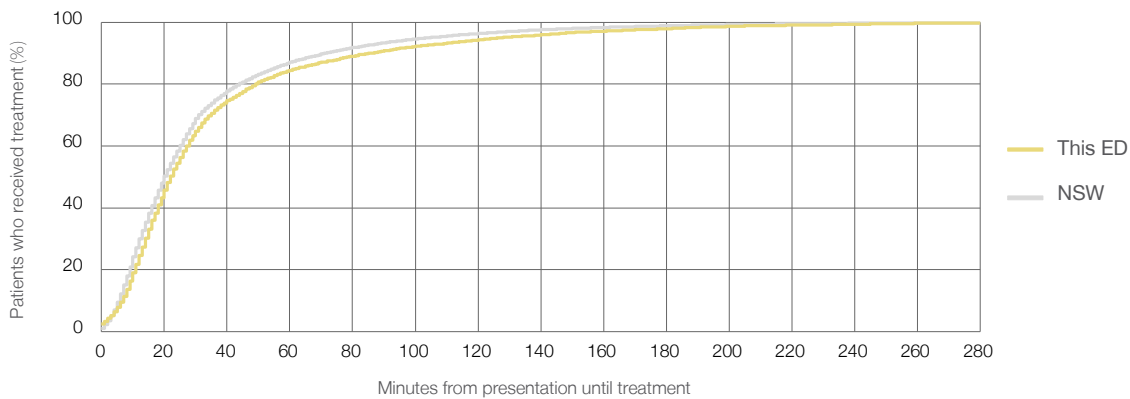
Number of triage 3 patients used to calculate waiting time:³ 8,127

Median time to start treatment⁴ 22 minutes

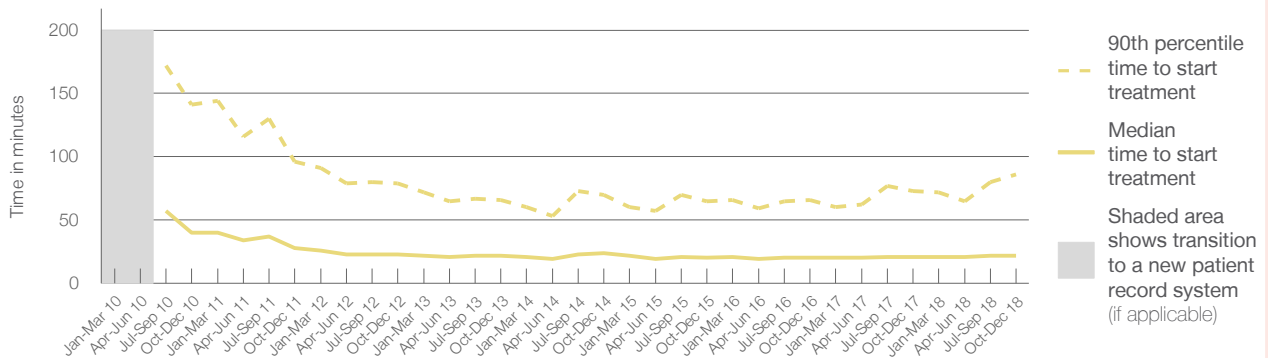
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
7,842	
7,681	
21 minutes	20 minutes
73 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^{†‡}



	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 ⁴ (minutes)	40	28	23	22	24	20	20	21	22
90th percentile time to start treatment ⁵ (minutes)	141	96	79	66	70	65	66	73	86

(†) 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 4 October to December 2018

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

Number of triage 4 patients: 4,579

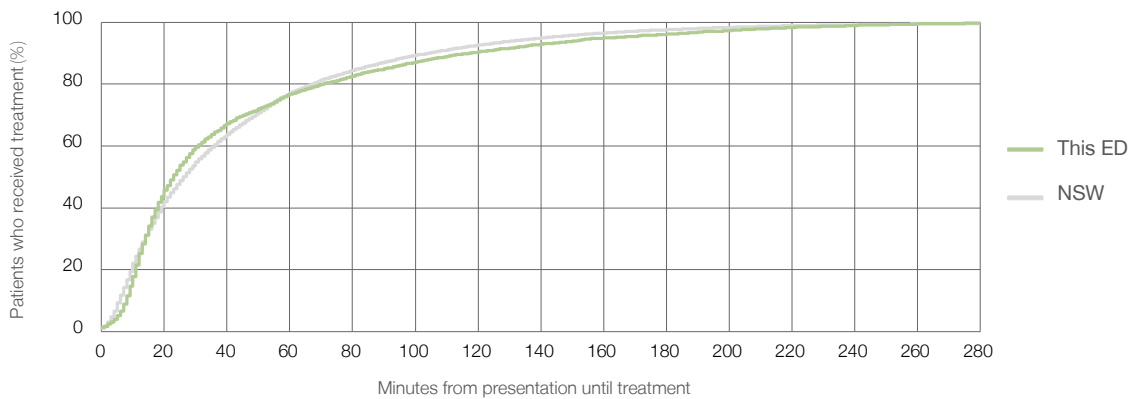
Number of triage 4 patients used to calculate waiting time:³ 4,400

Median time to start treatment⁴ 23 minutes

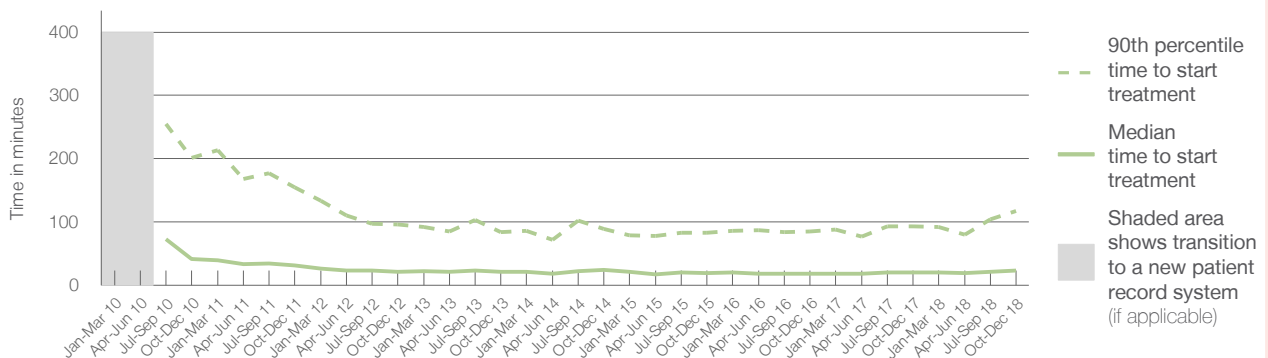
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
4,866	4,698
20 minutes	26 minutes
93 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^{†‡}



	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 ⁴ (minutes)	42	31	21	21	24	19	18	20	23
90th percentile time to start treatment ⁵ (minutes)	201	155	96	84	89	83	85	93	117

(†) 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 5 October to December 2018

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

Number of triage 5 patients: 495

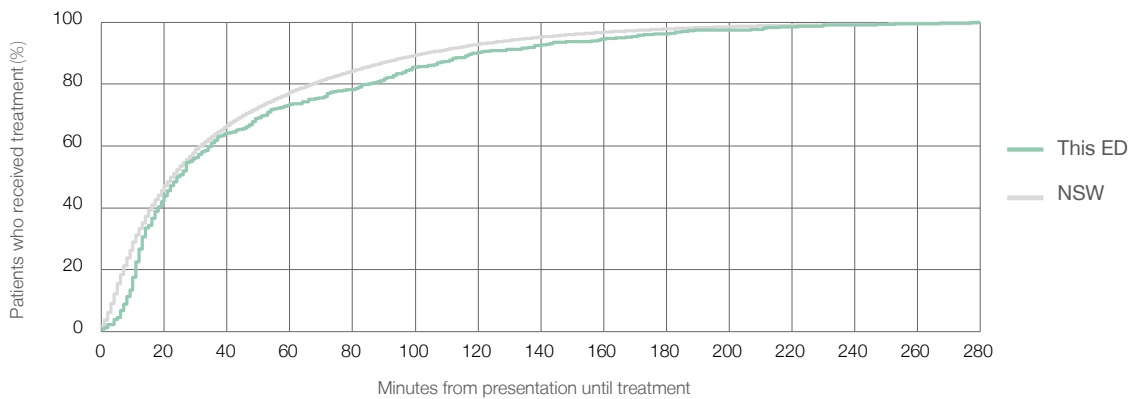
Number of triage 5 patients used to calculate waiting time:³ 396

Median time to start treatment⁴ 25 minutes

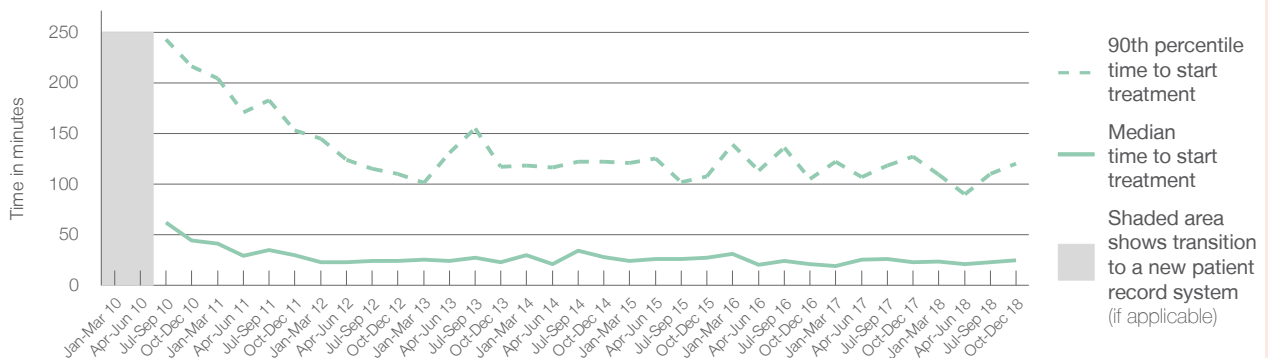
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
541	
432	
23 minutes	23 minutes
127 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^{†‡}



	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 ⁴ (minutes)	44	30	24	23	28	27	21	23	25
90th percentile time to start treatment ⁵ (minutes)	216	153	110	117	122	108	105	127	120

(†) 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 spent in the ED

October to December 2018

All presentations:¹ 15,980 patients

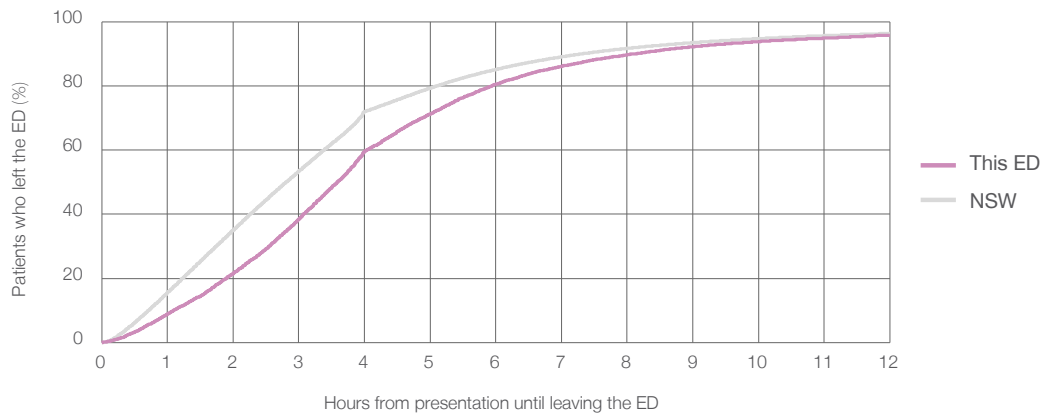
Presentations used to calculate time to leaving the ED:⁶ 15,972 patients

Median time spent in the ED⁸ 3 hours and 35 minutes

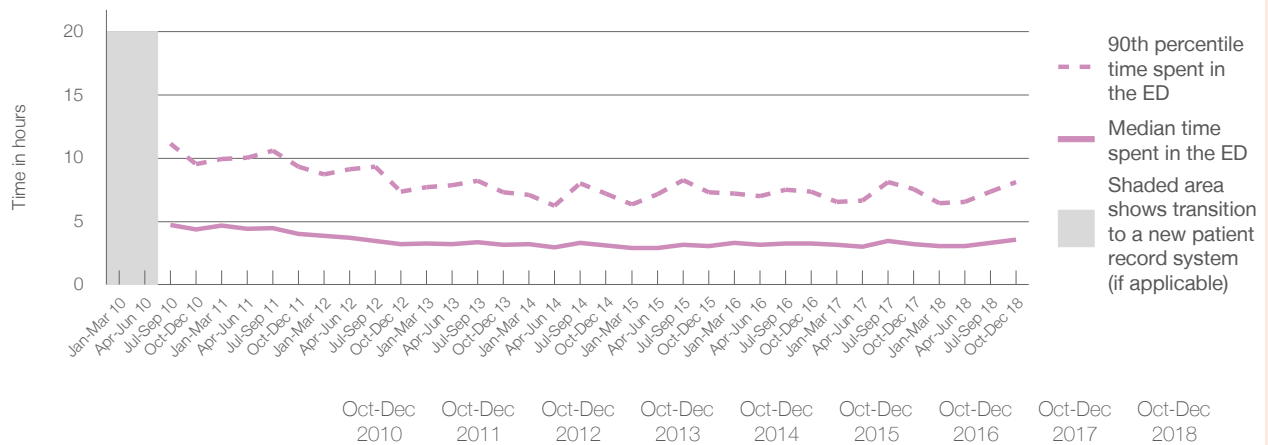
90th percentile time spent in the ED⁹ 8 hours and 7 minutes

Same period last year	NSW (this period)
15,705	15,705
3 hours and 13 minutes	2 hours and 49 minutes
7 hours and 33 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^{†‡}



	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 ⁸ (hours, minutes)	4h 22m	4h 2m	3h 13m	3h 10m	3h 6m	3h 4m	3h 16m	3h 13m	3h 35m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 31m	9h 20m	7h 21m	7h 18m	7h 11m	7h 17m	7h 20m	7h 33m	8h 7m

(†) 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 spent in the ED

By mode of separation

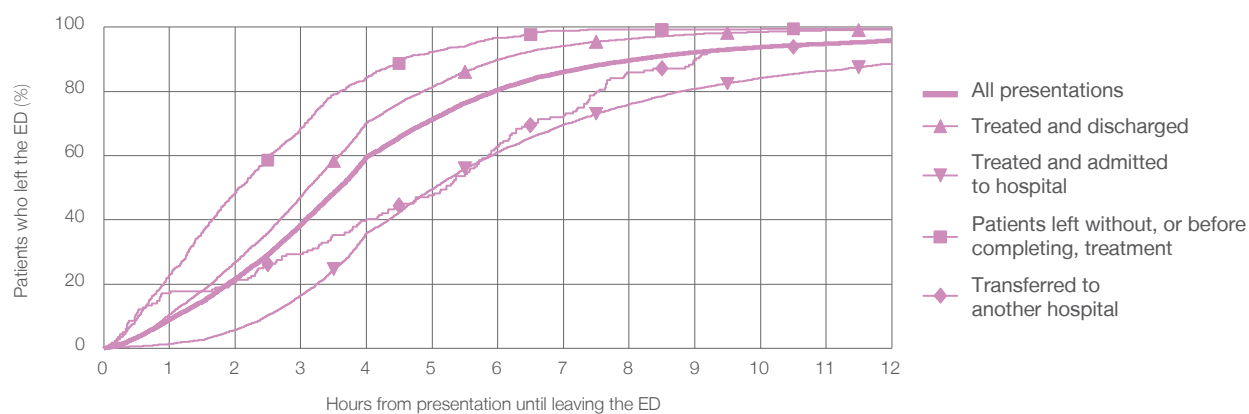
October to December 2018

All presentations:¹ 15,980 patients

Presentations used to calculate time to leaving the ED:⁶ 15,972 patients

		Same period last year	Change since one year ago
Treated and discharged	9,433 (59.0%)	9,540	-1.1%
Treated and admitted to hospital	5,307 (33.2%)	5,116	3.7%
Patient left without, or before completing, treatment	928 (5.8%)	754	23.1%
Transferred to another hospital	164 (1.0%)	163	0.6%
Other	148 (0.9%)	132	12.1%

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



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

Treated and discharged	10.5%	26.9%	47.3%	70.2%	89.9%	96.4%	98.5%	99.4%
Treated and admitted to hospital	1.4%	5.7%	16.5%	35.8%	61.1%	76.0%	84.1%	88.6%
Patient left without, or before completing, treatment	22.8%	48.5%	68.6%	84.4%	96.7%	99.2%	99.4%	99.5%
Transferred to another hospital	17.1%	20.7%	29.3%	40.2%	62.8%	86.0%	93.9%	96.3%
All presentations	9.0%	21.7%	38.6%	59.6%	80.5%	89.7%	93.8%	95.8%

(†) 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 spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

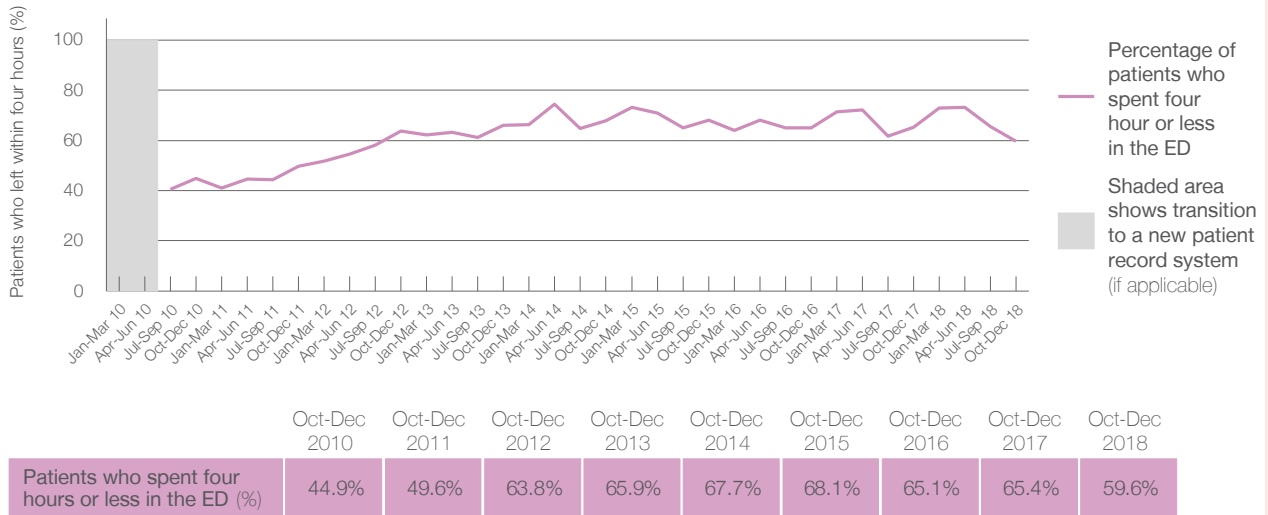
All presentations at the emergency department: ¹ 15,980 patients

Presentations used to calculate time to leaving the ED: ⁶ 15,972 patients

Percentage of patients who spent four hours or less in the ED 59.6%

	Same period last year	Change since one year ago
All presentations at the emergency department	15,705	2%
Presentations used to calculate time to leaving the ED	15,705	2%
Percentage of patients who spent four hours or less in the ED	65.4%	

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



* 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).