

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Royal Prince Alfred Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,243 patients

Emergency presentations:² 18,762 patients

Same period last year	Change since one year ago
18,691	3.0%
18,278	2.6%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,842 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,963 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,364 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 489 patients

Median time to start treatment⁴ 30 minutes
 90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
3,303	
12 minutes	8 minutes
29 minutes	26 minutes
8,539	
25 minutes	20 minutes
74 minutes	67 minutes
5,559	
32 minutes	25 minutes
113 minutes	97 minutes
799	
34 minutes	24 minutes
127 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,243 patients

Percentage of patients who spent four hours or less in the ED 64.0%

Same period last year	Change since one year ago
18,691	3.0%
63.4%	

* 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 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.

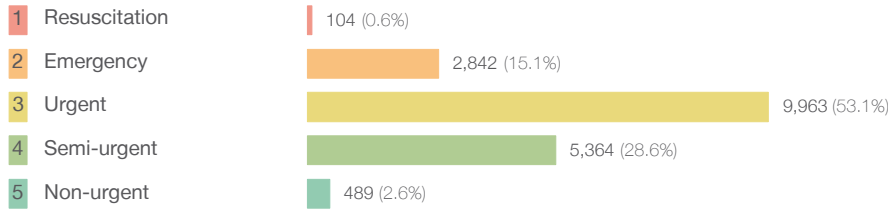
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Royal Prince Alfred Hospital: Patients presenting to the emergency department October to December 2016

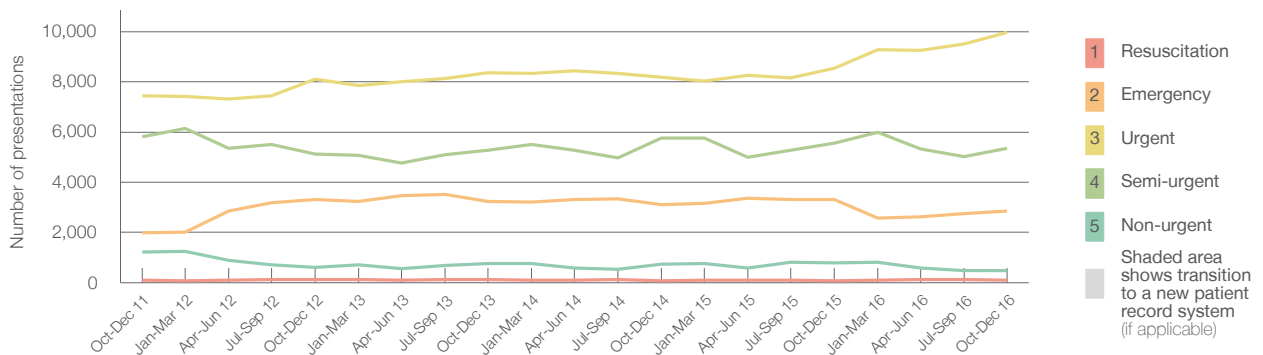
All presentations:¹ 19,243 patients

Emergency presentations² by triage category: 18,762 patients



Same period last year	Change since one year ago
18,691	3.0%
18,278	2.6%
78	33.3%
3,303	-14.0%
8,539	16.7%
5,559	-3.5%
799	-38.8%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	103	119	120	80	78	104
Emergency	1,980	3,304	3,239	3,118	3,303	2,842
Urgent	7,449	8,110	8,369	8,177	8,539	9,963
Semi-urgent	5,824	5,119	5,273	5,759	5,559	5,364
Non-urgent	1,233	620	774	739	799	489
All emergency presentations	16,589	17,272	17,775	17,873	18,278	18,762

Royal Prince Alfred Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,183 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,097	
15 minutes	-1 minute
29 minutes	-4 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 2,842

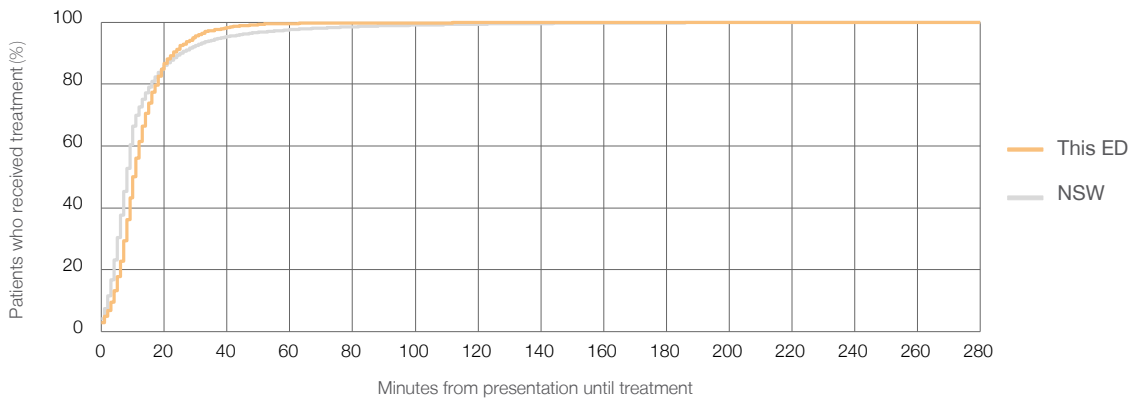
Number of triage 2 patients used to calculate waiting time:³ 2,837

Median time to start treatment⁴ 11 minutes

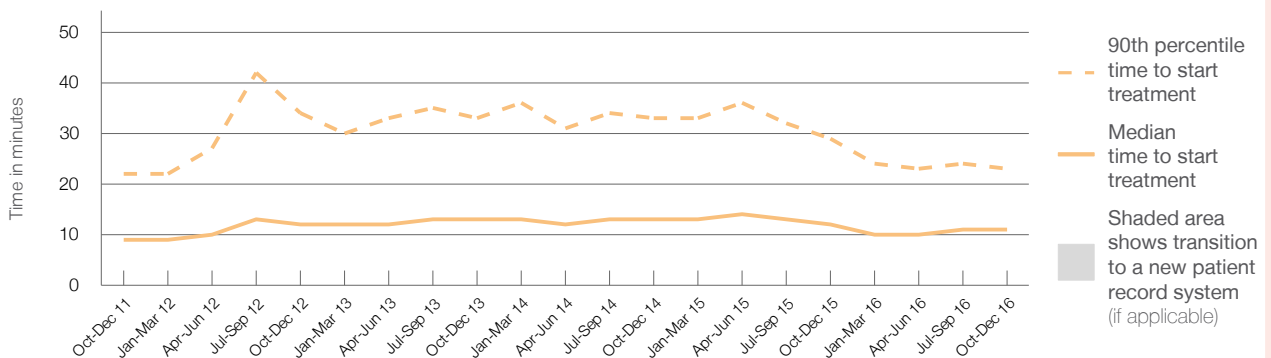
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
3,303	
3,295	
12 minutes	8 minutes
29 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	12	13	13	12	11
90th percentile time to start treatment ⁵ (minutes)	22	34	33	33	29	23

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 9,963

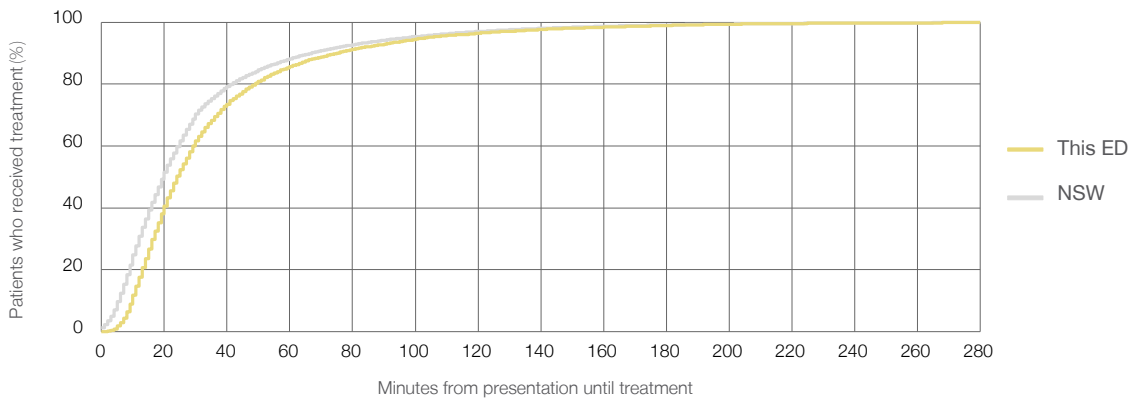
Number of triage 3 patients used to calculate waiting time:³ 9,769

Median time to start treatment⁴ 24 minutes

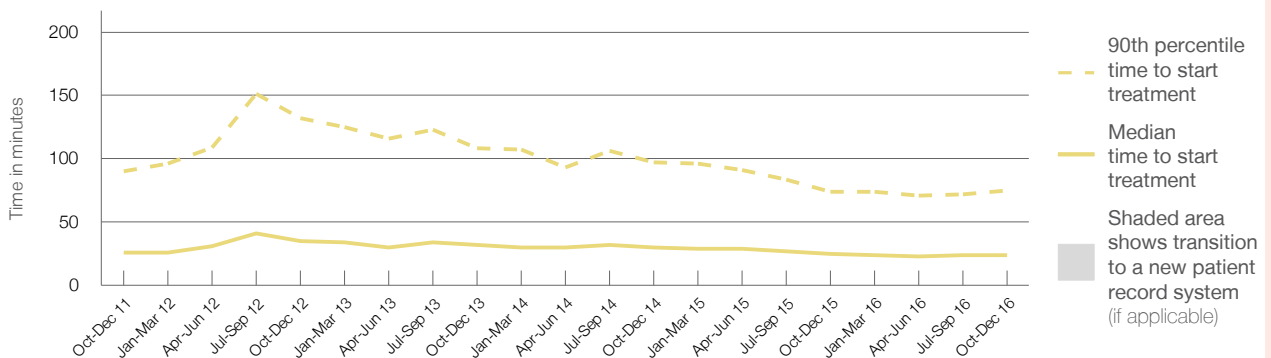
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
8,539	
8,393	
25 minutes	20 minutes
74 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	26	35	32	30	25	24
90th percentile time to start treatment ⁵ (minutes)	90	132	108	97	74	75

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 5,364

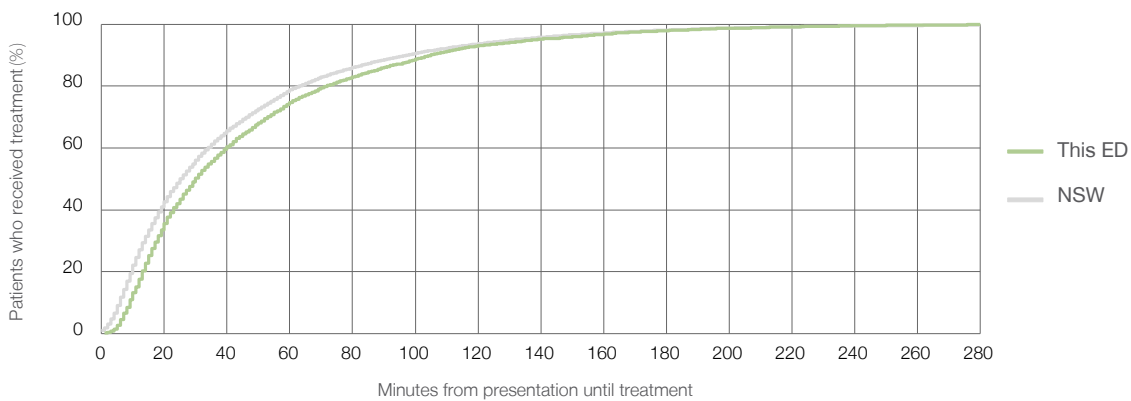
Number of triage 4 patients used to calculate waiting time:³ 5,039

Median time to start treatment⁴ 30 minutes

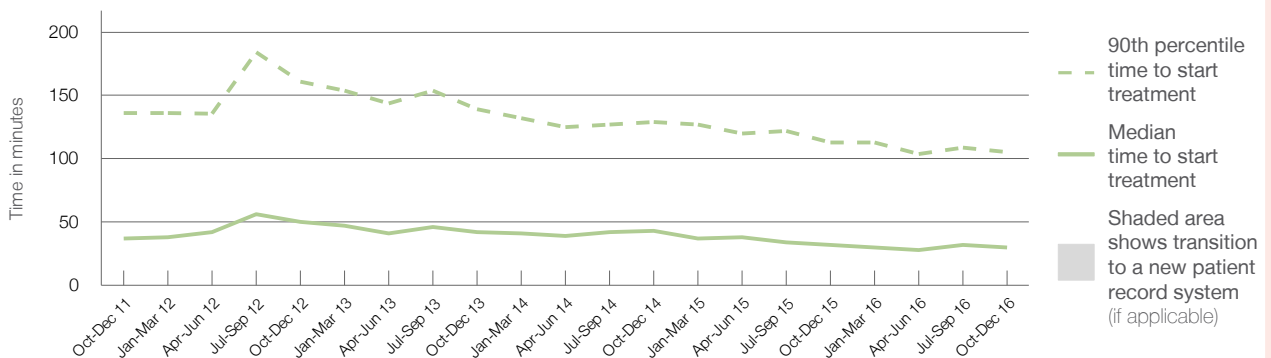
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
5,559	5,238
32 minutes	25 minutes
113 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	37	50	42	43	32	30
90th percentile time to start treatment ⁵ (minutes)	136	161	139	129	113	105

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 489

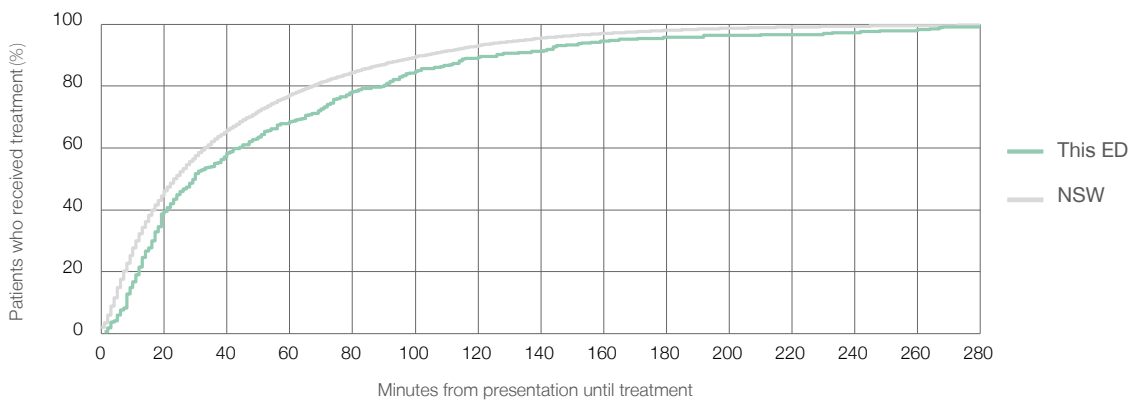
Number of triage 5 patients used to calculate waiting time:³ 329

Median time to start treatment⁴ 30 minutes

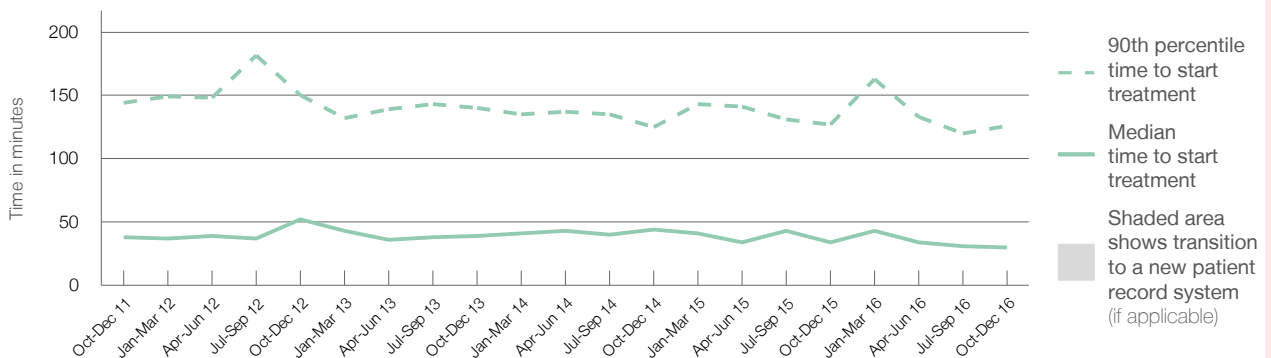
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
799	598
34 minutes	24 minutes
127 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	38	52	39	44	34	30
90th percentile time to start treatment ⁵ (minutes)	144	150	140	125	127	126

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Royal Prince Alfred Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 19,243 patients

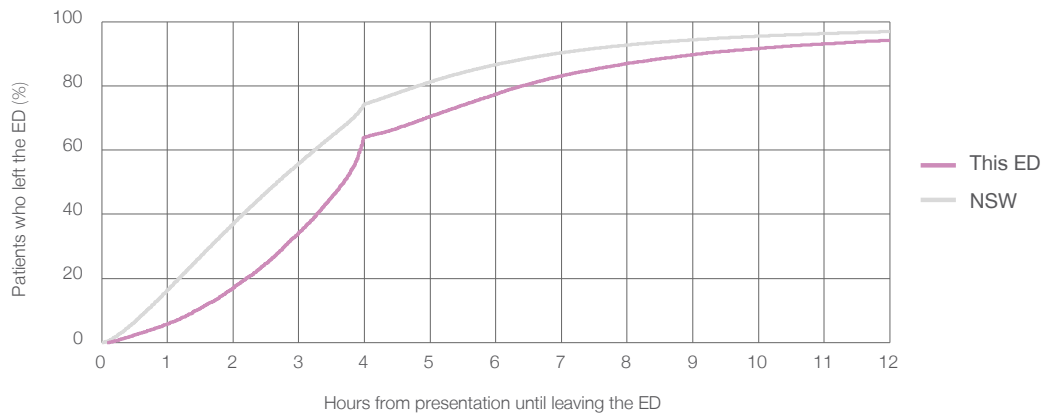
Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

Median time spent in the ED⁸ 3 hours and 41 minutes

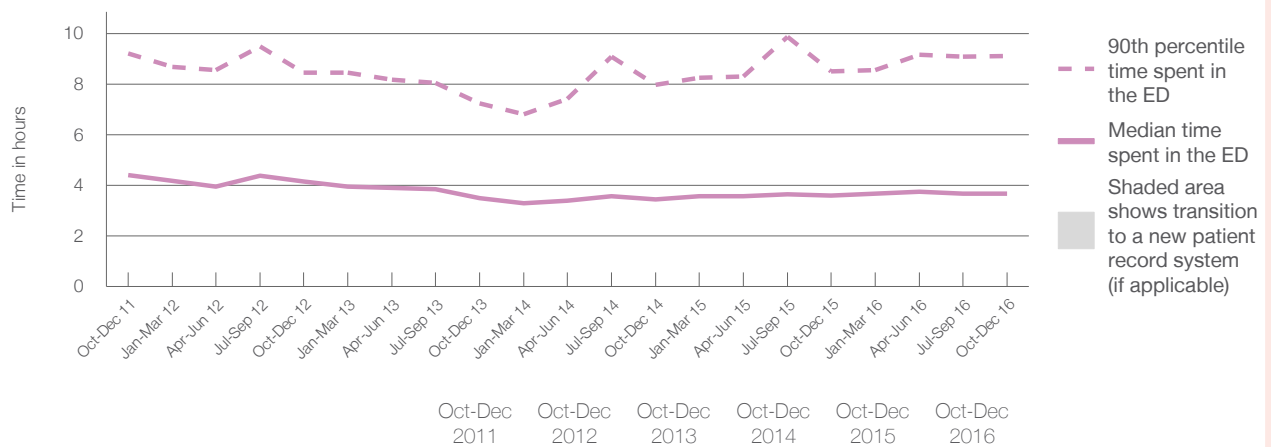
90th percentile time spent in the ED⁹ 9 hours and 7 minutes

Same period last year	NSW (this period)
18,691	18,691
3 hours and 36 minutes	2 hours and 41 minutes
8 hours and 31 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 24m	4h 9m	3h 30m	3h 27m	3h 36m	3h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 13m	8h 28m	7h 14m	7h 59m	8h 31m	9h 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

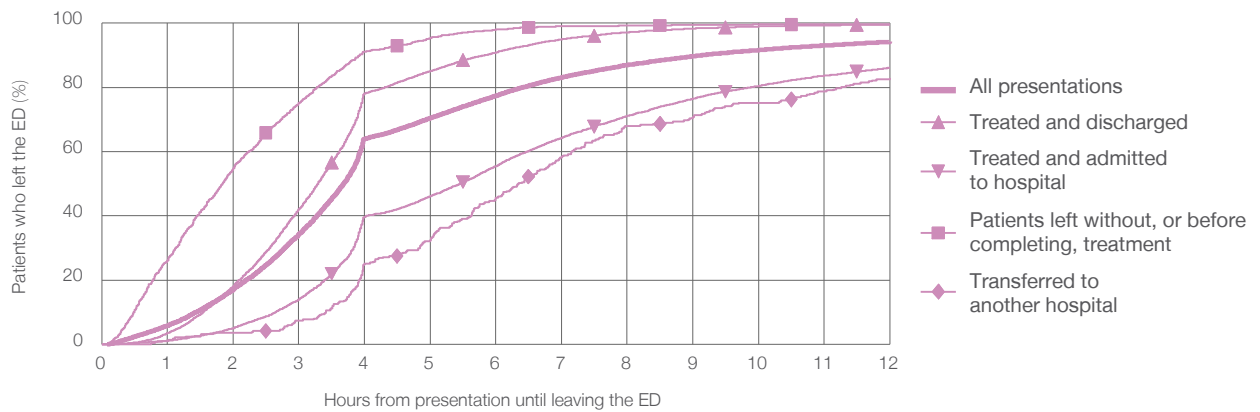
All presentations:¹ 19,243 patients

Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

Treated and discharged	9,910 (51.5%)
Treated and admitted to hospital	7,339 (38.1%)
Patient left without, or before completing, treatment	1,321 (6.9%)
Transferred to another hospital	287 (1.5%)
Other	386 (2.0%)

Same period last year	Change since one year ago
18,691	3.0%
10,015	-1.0%
6,758	8.6%
1,297	1.9%
294	-2.4%
327	18.0%

Percentage of patients who left the ED by time and mode of separation, October to December 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	3.5%	18.2%	42.1%	78.1%	90.9%	97.2%	99.0%	99.6%
Treated and admitted to hospital	1.1%	5.1%	14.0%	39.7%	55.5%	71.1%	80.4%	86.1%
Patient left without, or before completing, treatment	26.1%	54.9%	75.1%	91.2%	98.0%	99.2%	99.6%	99.8%
Transferred to another hospital	1.0%	3.5%	7.3%	25.1%	45.6%	67.9%	75.3%	82.9%
All presentations	5.8%	17.1%	34.3%	64.0%	77.4%	87.0%	91.6%	94.2%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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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

October to December 2016

All presentations at the emergency department:¹ 19,243 patients

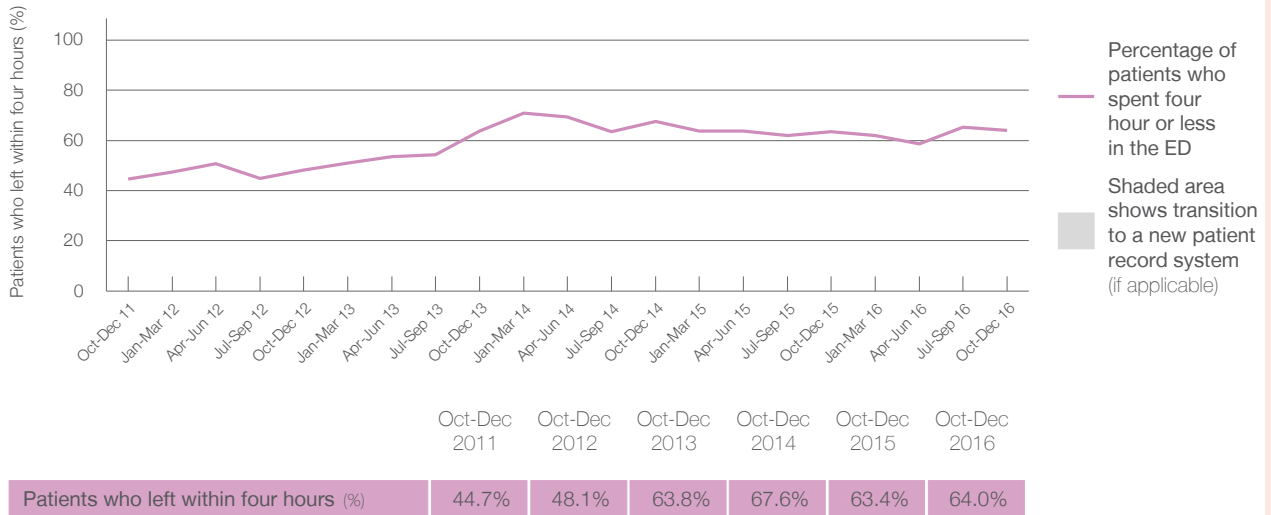
Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

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: ¹	18,691	3.0%
Presentations used to calculate time to leaving the ED: ⁶	18,691	3.0%
Percentage of patients who spent four hours or less in the ED	63.4%	

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



* 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, 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).