

## Prince of Wales Hospital: Emergency department (ED) overview

April to June 2017

All presentations:<sup>1</sup> 14,289 patients

Emergency presentations:<sup>2</sup> 13,511 patients

Same period last year	Change since one year ago
14,227	0.4%
13,360	1.1%

## Prince of Wales Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,100 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,959 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 63 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,742 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 77 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 514 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
1,194	
8 minutes	8 minutes
22 minutes	26 minutes
6,762	
19 minutes	20 minutes
59 minutes	67 minutes
4,705	
18 minutes	25 minutes
87 minutes	99 minutes
515	
21 minutes	23 minutes
113 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 14,279 patients

Percentage of patients who spent four hours or less in the ED 72.0%

Same period last year	Change since one year ago
14,223	0.4%
68.2%	

\* 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.

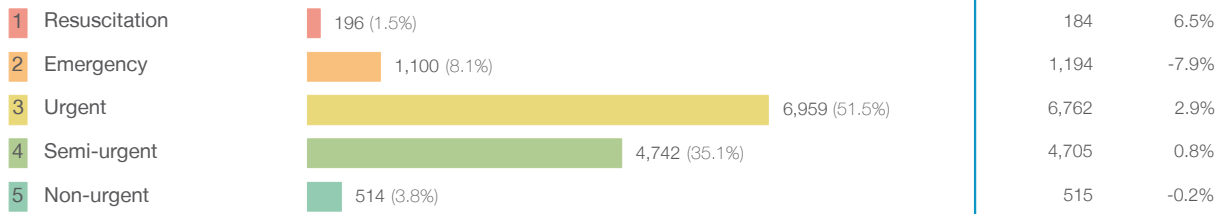
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Prince of Wales Hospital: Patients presenting to the emergency department

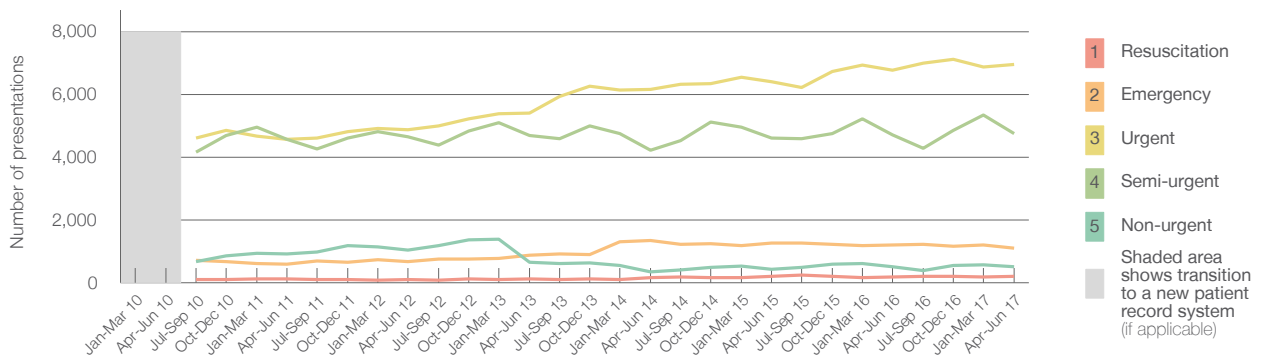
April to June 2017

All presentations:<sup>1</sup> 14,289 patients

Emergency presentations<sup>2</sup> by triage category: 13,511 patients



Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation		121	107	113	155	206	184	196
Emergency		589	679	875	1,353	1,269	1,194	1,100
Urgent		4,576	4,870	5,401	6,161	6,407	6,762	6,959
Semi-urgent		4,576	4,649	4,685	4,218	4,611	4,705	4,742
Non-urgent		916	1,029	649	345	430	515	514
All emergency presentations		10,778	11,334	11,723	12,232	12,923	13,360	13,511

## Prince of Wales Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,457 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

April to June 2017

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

Number of triage 2 patients: 1,100

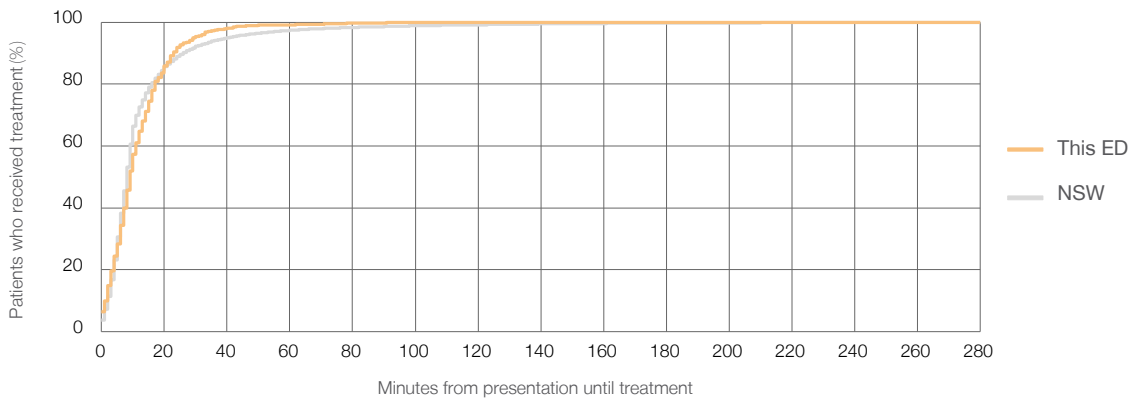
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,083

Median time to start treatment<sup>4</sup> 9 minutes

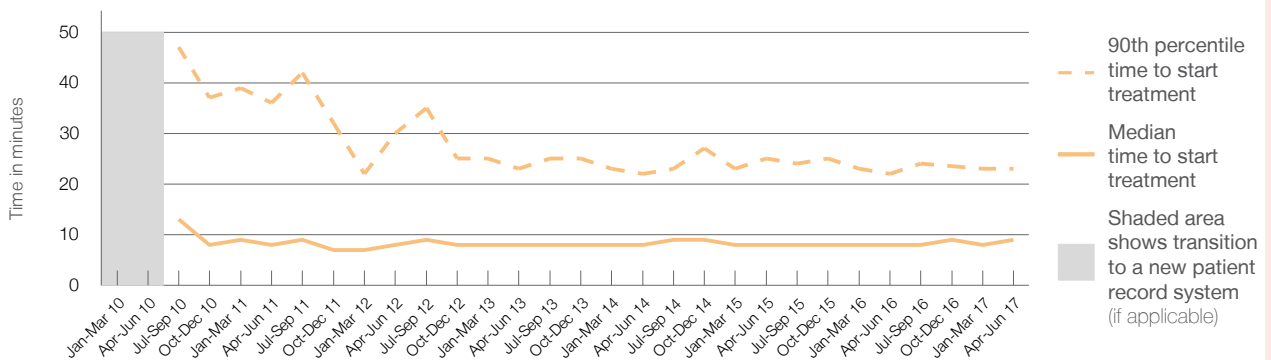
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
1,194	1,186
8 minutes	8 minutes
22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		8	8	8	8	8	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)		36	30	23	22	25	22	23

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

April to June 2017

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

Number of triage 3 patients: 6,959

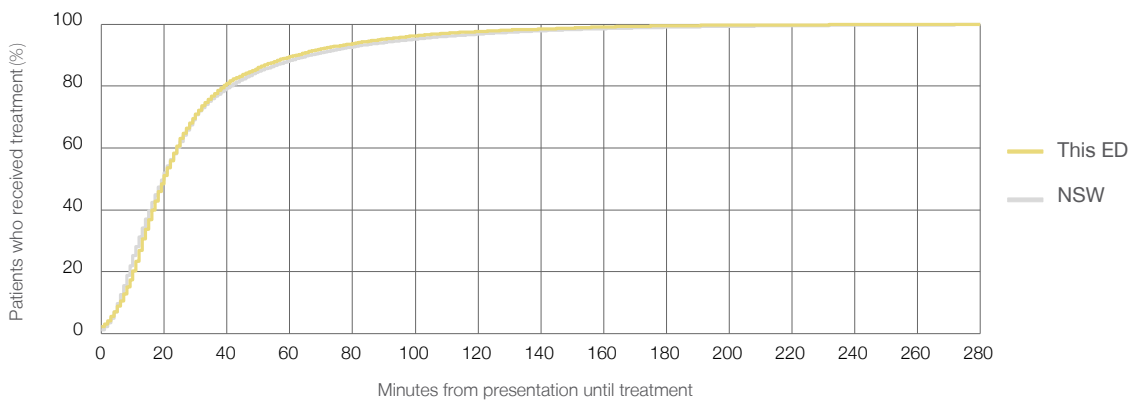
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,855

Median time to start treatment<sup>4</sup>  20 minutes

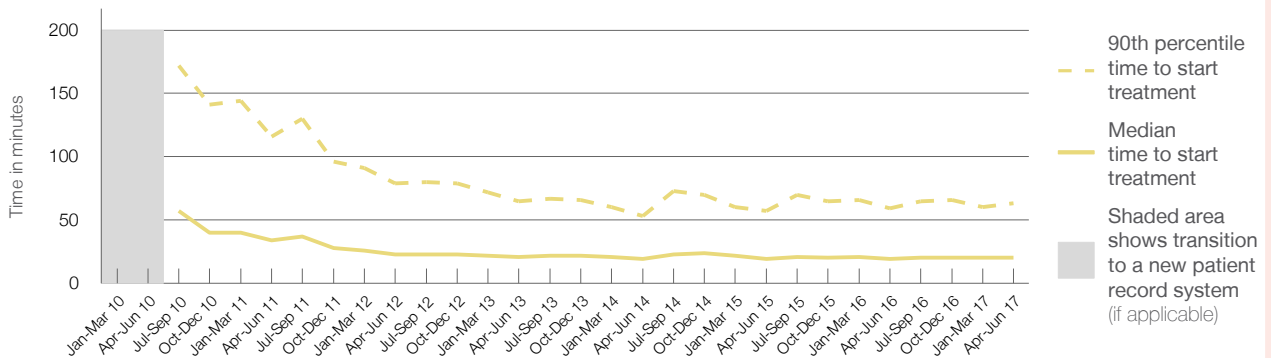
90th percentile time to start treatment<sup>5</sup>  63 minutes

Same period last year	NSW (this period)
6,762	
6,656	
19 minutes	20 minutes
59 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		34	23	21	19	19	19	20
90th percentile time to start treatment <sup>5</sup> (minutes)		116	79	65	53	57	59	63

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## Prince of Wales Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 4,742

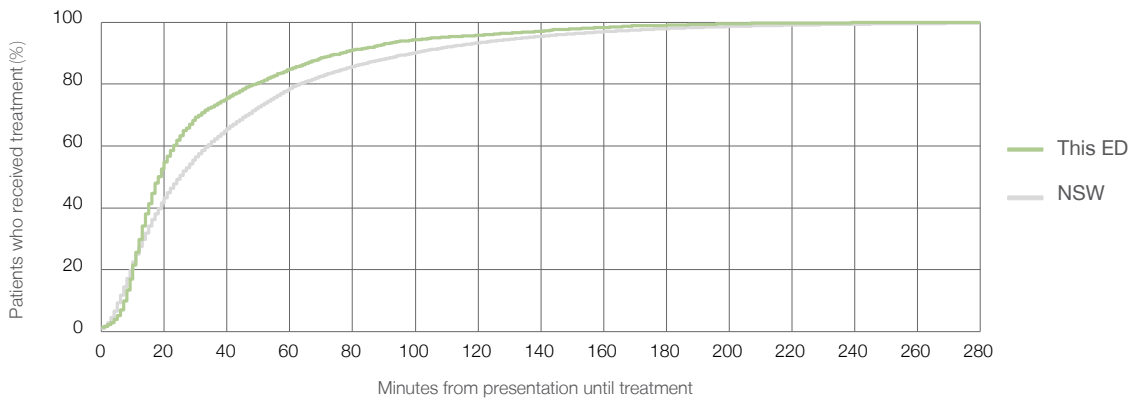
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,626

Median time to start treatment<sup>4</sup>  18 minutes

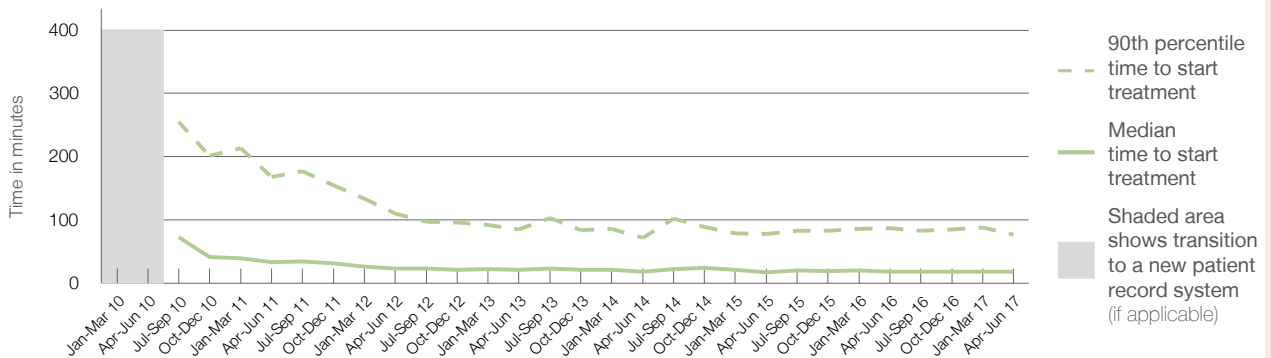
90th percentile time to start treatment<sup>5</sup>  77 minutes

Same period last year	NSW (this period)
4,705	4,560
18 minutes	25 minutes
87 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		33	23	21	18	17	18	18
90th percentile time to start treatment <sup>5</sup> (minutes)		168	110	85	72	78	87	77

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

April to June 2017

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

Number of triage 5 patients: 514

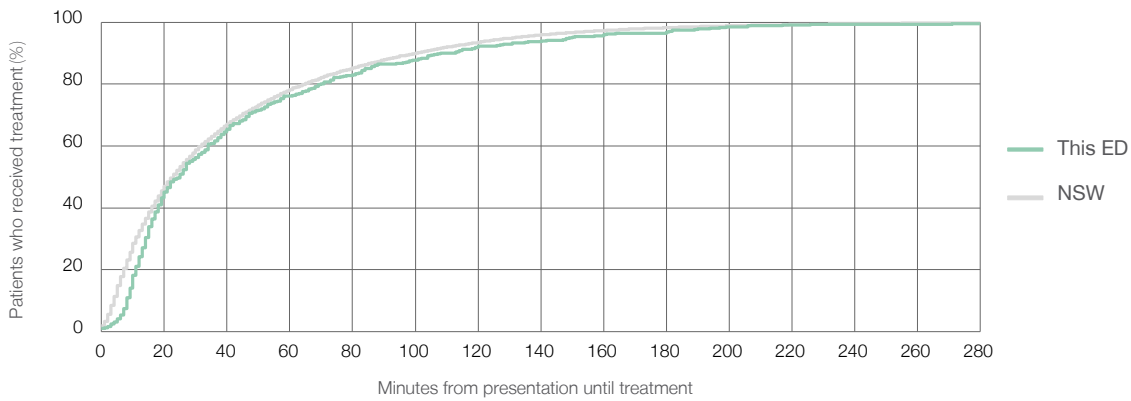
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 413

Median time to start treatment<sup>4</sup> 25 minutes

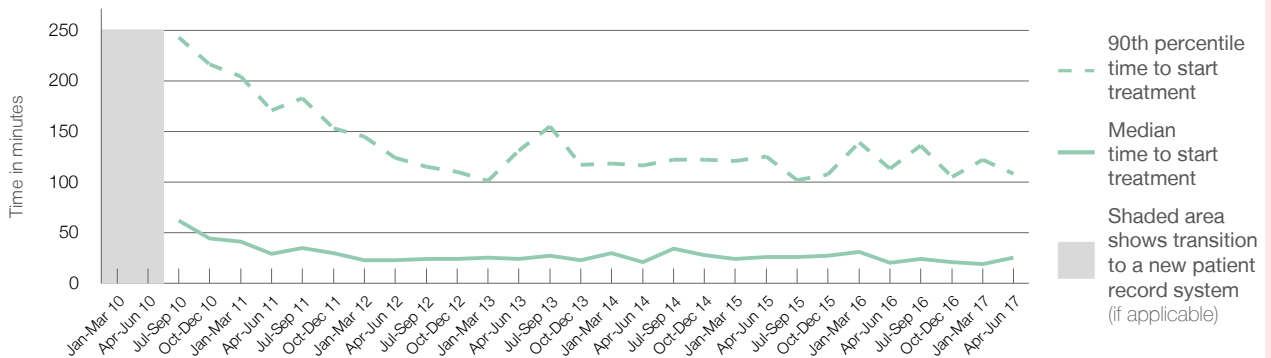
90th percentile time to start treatment<sup>5</sup> 108 minutes

Same period last year	NSW (this period)
515	408
21 minutes	23 minutes
113 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		29	23	24	21	26	21	25
90th percentile time to start treatment <sup>5</sup> (minutes)		171	124	131	117	125	113	108

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## Prince of Wales Hospital: Time patients spent in the ED

April to June 2017

All presentations:<sup>1</sup> 14,289 patients

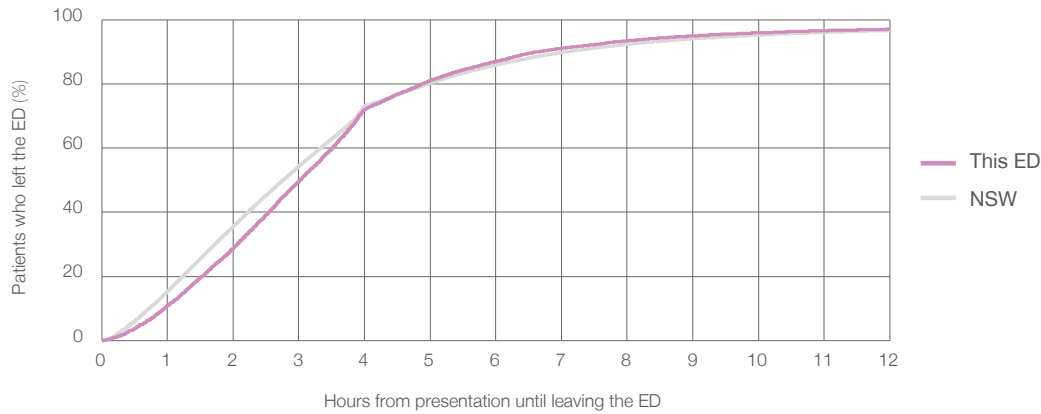
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,279 patients

Median time spent in the ED<sup>8</sup> 3 hours and 1 minutes

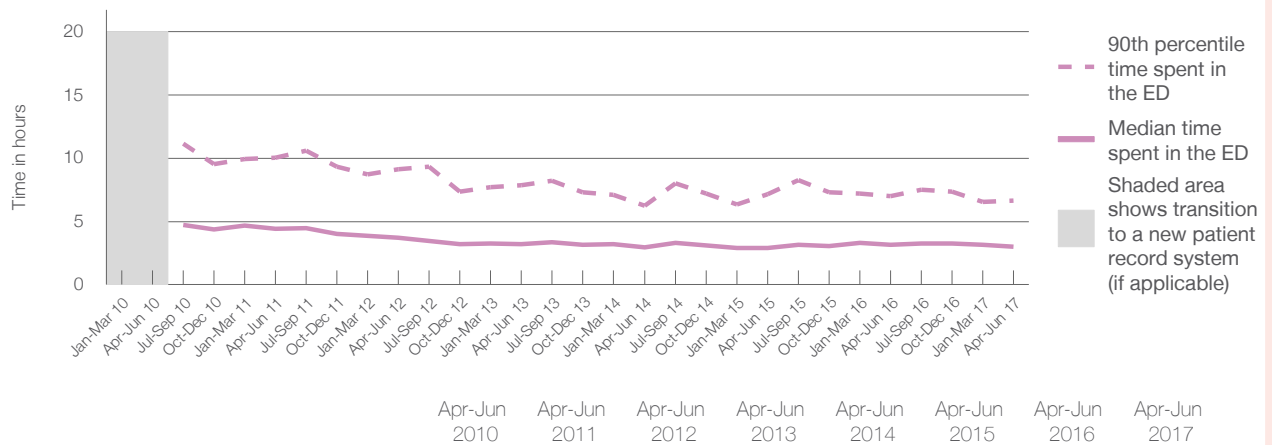
90th percentile time spent in the ED<sup>9</sup> 6 hours and 39 minutes

Same period last year	NSW (this period)
14,227	14,223
3 hours and 10 minutes	2 hours and 46 minutes
6 hours and 59 minutes	7 hours and 5 minutes

### Percentage of patients who left the ED by time, April to June 2017



### Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)		4h 24m	3h 43m	3h 14m	2h 56m	2h 55m	3h 10m	3h 1m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		10h 2m	9h 6m	7h 52m	6h 14m	7h 9m	6h 59m	6h 39m

(†) 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  
April to June 2017

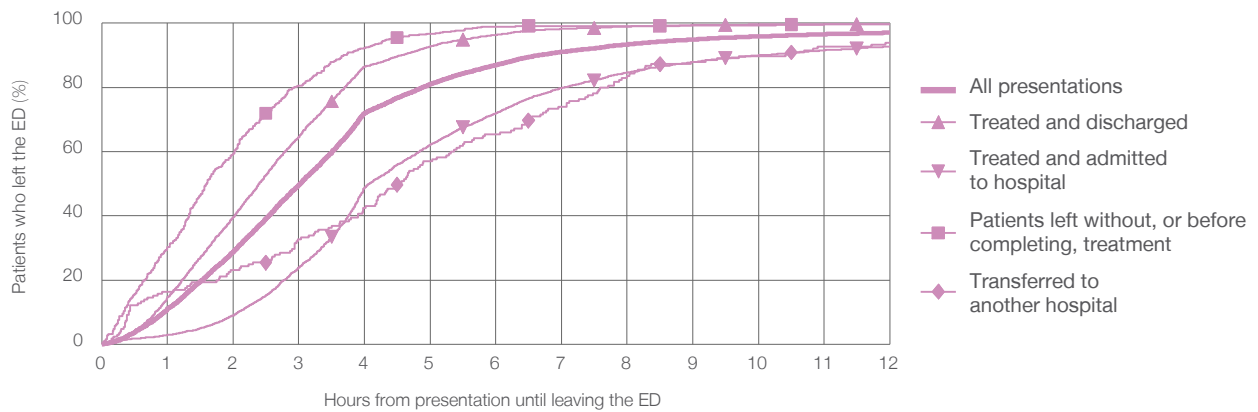
All presentations:<sup>1</sup> 14,289 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,279 patients

Treated and discharged	8,219 (57.5%)
Treated and admitted to hospital	5,370 (37.6%)
Patient left without, or before completing, treatment	485 (3.4%)
Transferred to another hospital	165 (1.2%)
Other	50 (0.3%)

Same period last year	Change since one year ago
14,223	0.4%
8,124	1.2%
5,195	3.4%
630	-23.0%
213	-22.5%
65	-23.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2017<sup>††</sup>



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	14.6%	39.6%	64.7%	86.4%	96.4%	99.0%	99.7%	99.8%
Treated and admitted to hospital	2.9%	9.0%	23.9%	48.8%	72.0%	84.6%	90.0%	92.7%
Patient left without, or before completing, treatment	30.3%	59.4%	80.6%	92.4%	99.0%	99.2%	99.4%	99.8%
Transferred to another hospital	16.4%	23.0%	32.7%	42.4%	65.5%	83.6%	89.7%	93.9%
All presentations	11.0%	28.8%	49.6%	72.0%	87.0%	93.4%	95.9%	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 2017

All presentations at the emergency department:<sup>1</sup> 14,289 patients

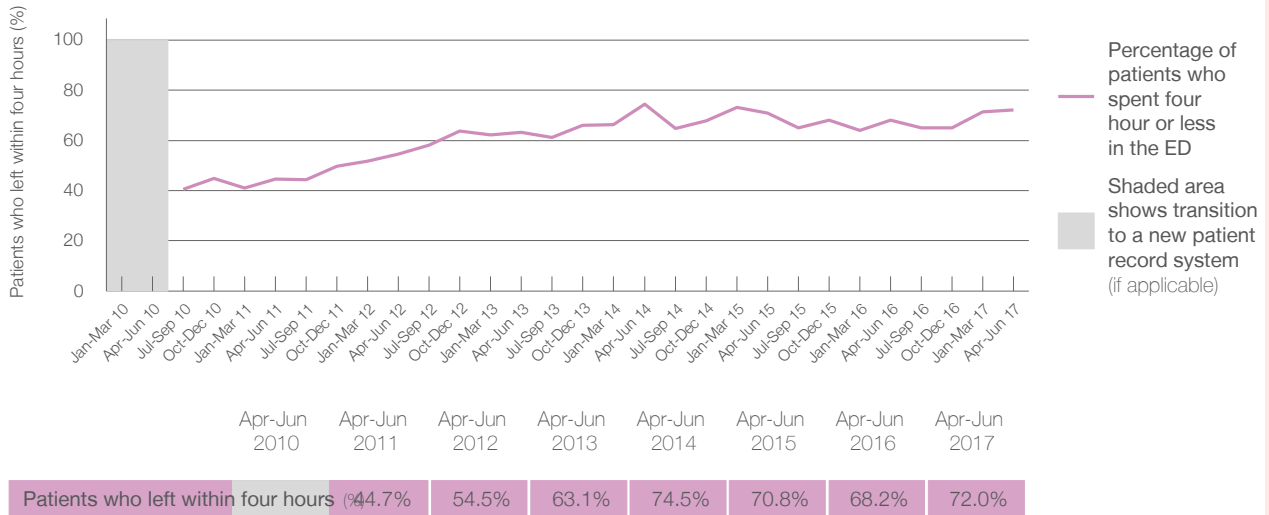
Presentations used to calculate time to leaving the ED:<sup>6</sup> 14,279 patients

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: <sup>1</sup>	14,227	0.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	14,223	0.4%
Percentage of patients who spent four hours or less in the ED	68.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



\* 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, 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 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).