

## Royal Prince Alfred Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 19,584 patients

Emergency presentations:<sup>2</sup> 19,132 patients

Same period last year	Change since one year ago
19,682	0%
19,158	0%

## Royal Prince Alfred Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 3,293 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 9,973 patients

Median time to start treatment<sup>4</sup> 26 minutes  
 90th percentile time to start treatment<sup>5</sup> 88 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,163 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 106 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 513 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
3,243	
12 minutes	8 minutes
26 minutes	28 minutes
10,370	
29 minutes	21 minutes
94 minutes	72 minutes
4,925	
36 minutes	26 minutes
125 minutes	105 minutes
471	
32 minutes	22 minutes
126 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,584 patients

Percentage of patients who spent four hours or less in the ED 62%

Same period last year	Change since one year ago
19,680	0%
61%	

\* 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 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.

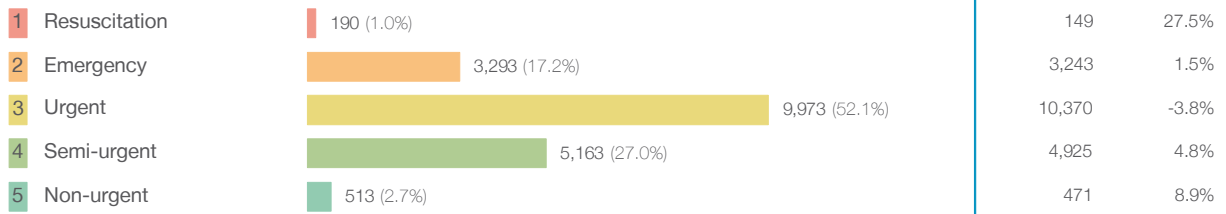
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 16 October 2018).

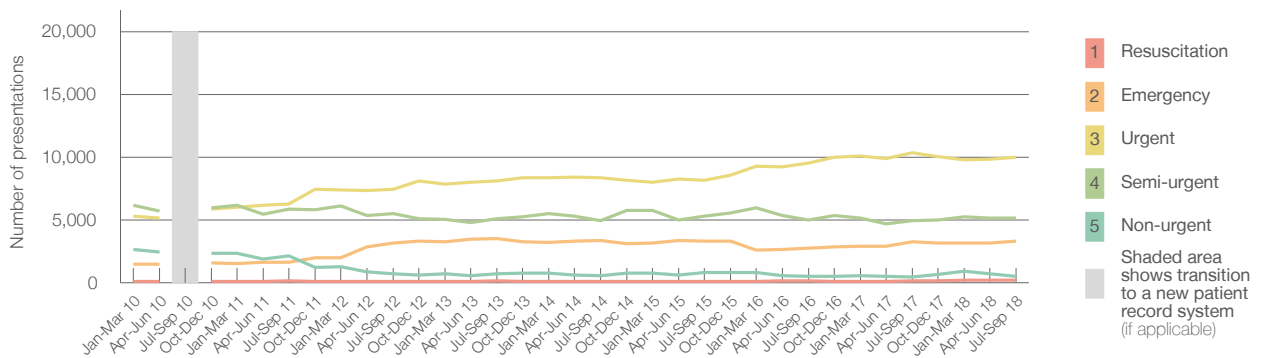
## Royal Prince Alfred Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 19,584 patients

Emergency presentations<sup>2</sup> by triage category: 19,132 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		121	118	131	119	102	127	149	190
Emergency		1,635	3,172	3,519	3,338	3,301	2,744	3,243	3,293
Urgent		6,290	7,455	8,125	8,342	8,167	9,524	10,370	9,973
Semi-urgent		5,855	5,516	5,097	4,957	5,280	5,009	4,925	5,163
Non-urgent		2,113	713	687	532	820	490	471	513
All emergency presentations		16,014	16,974	17,559	17,288	17,670	17,894	19,158	19,132

## Royal Prince Alfred Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,221 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.

## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

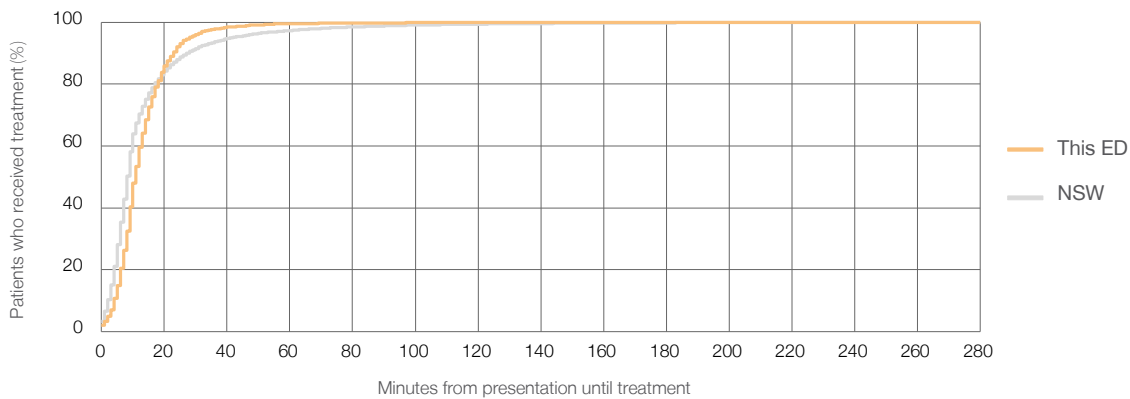
Number of triage 2 patients: 3,293

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 3,287

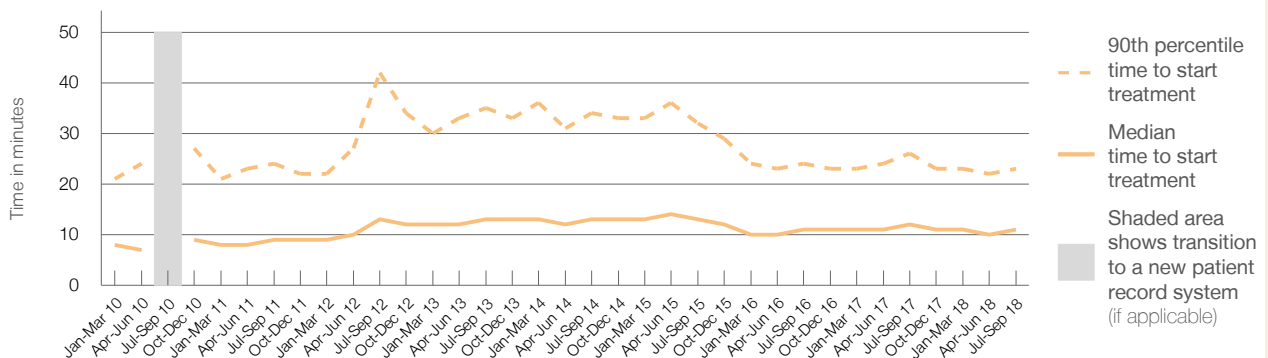
Median time to start treatment<sup>4</sup> ■ 11 minutes  
 90th percentile time to start treatment<sup>5</sup> ■ 23 minutes

Same period last year	NSW (this period)
3,243	
3,237	
12 minutes	8 minutes
26 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)		9	13	13	13	13	11	12	11
90th percentile time to start treatment <sup>5</sup> (minutes)		24	42	35	34	32	24	26	23

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## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 9,973

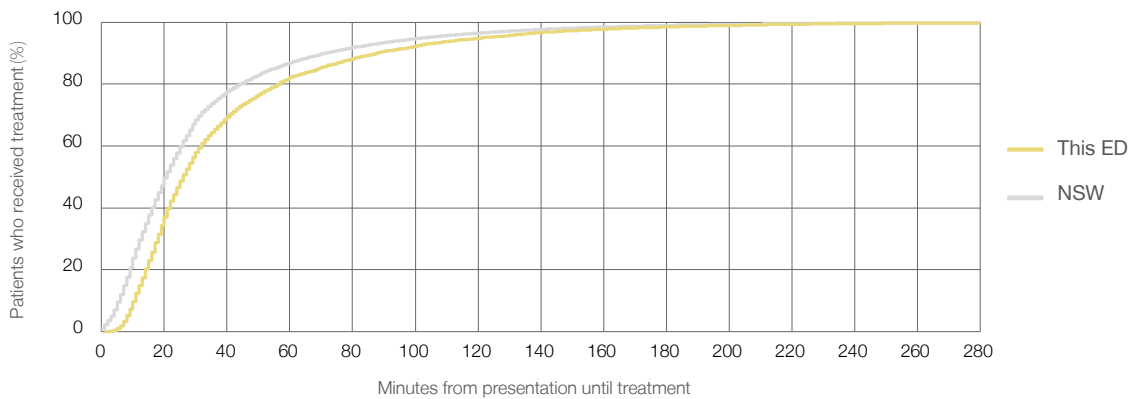
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 9,787

Median time to start treatment<sup>4</sup>  26 minutes

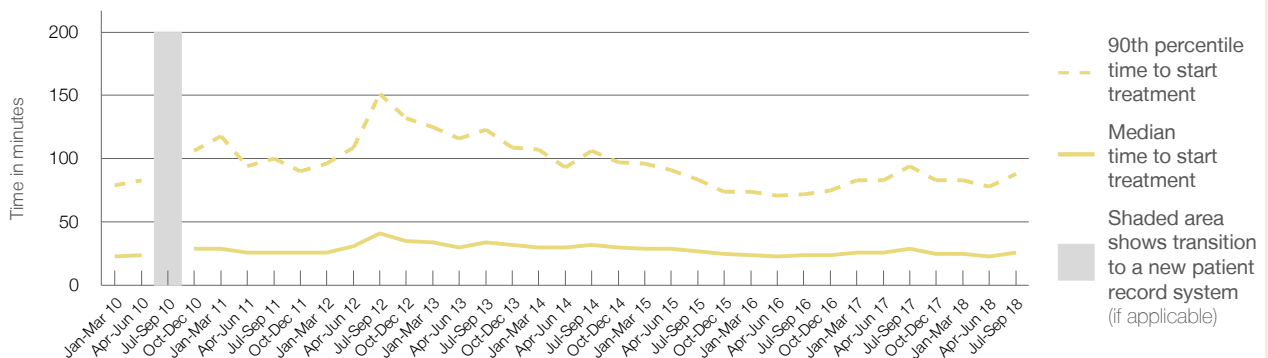
90th percentile time to start treatment<sup>5</sup>  88 minutes

Same period last year	NSW (this period)
10,370	10,145
29 minutes	21 minutes
94 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)		26	41	34	32	27	24	29	26
90th percentile time to start treatment <sup>5</sup> (minutes)		100	151	123	106	84	72	94	88

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## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 5,163

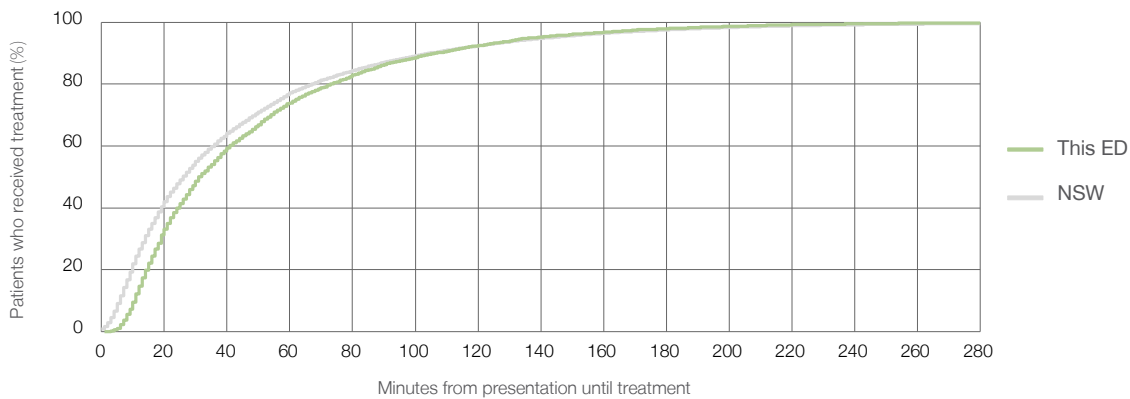
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,910

Median time to start treatment<sup>4</sup>  32 minutes

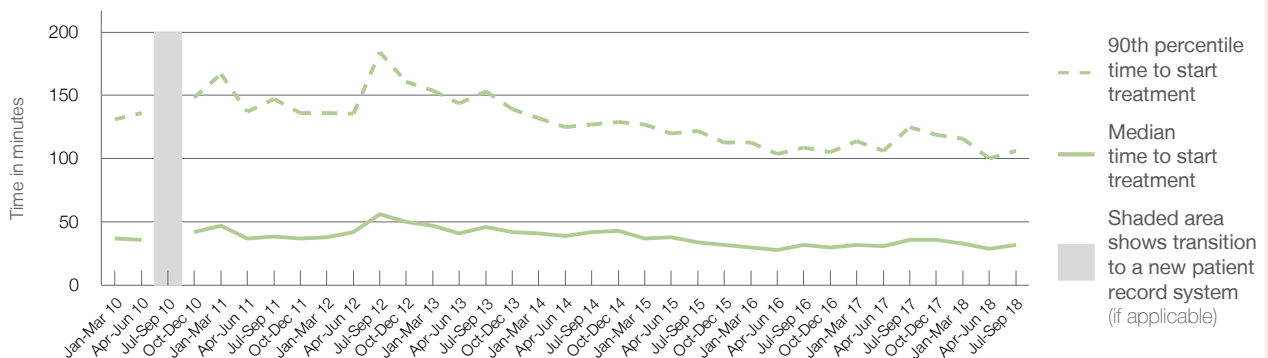
90th percentile time to start treatment<sup>5</sup>  106 minutes

Same period last year	NSW (this period)
4,925	4,652
36 minutes	26 minutes
125 minutes	105 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)		39	56	46	42	34	32	36	32
90th percentile time to start treatment <sup>5</sup> (minutes)		147	184	153	127	122	109	125	106

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## Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 513

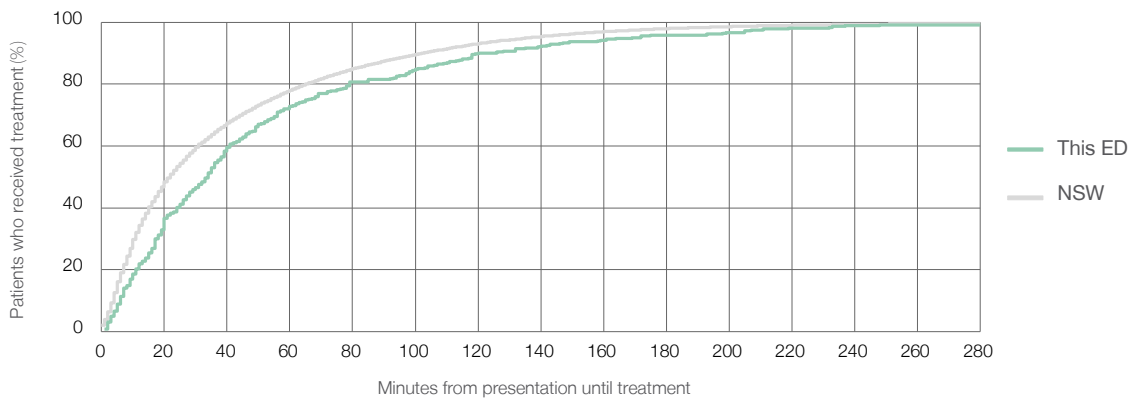
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 361

Median time to start treatment<sup>4</sup> 34 minutes

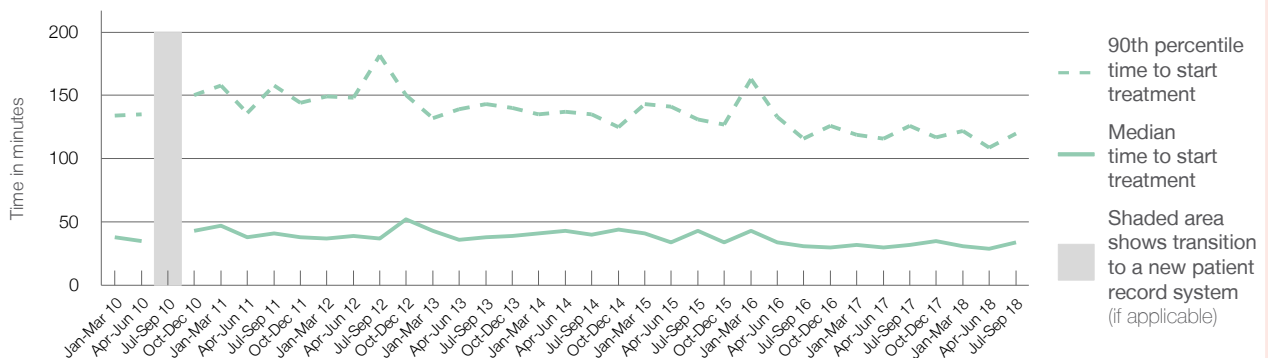
90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
471	322
32 minutes	22 minutes
126 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment <sup>4</sup> (minutes)		41	37	38	40	43	31	32	34
90th percentile time to start treatment <sup>5</sup> (minutes)		158	182	143	135	131	116	126	120

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## Royal Prince Alfred Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 19,584 patients

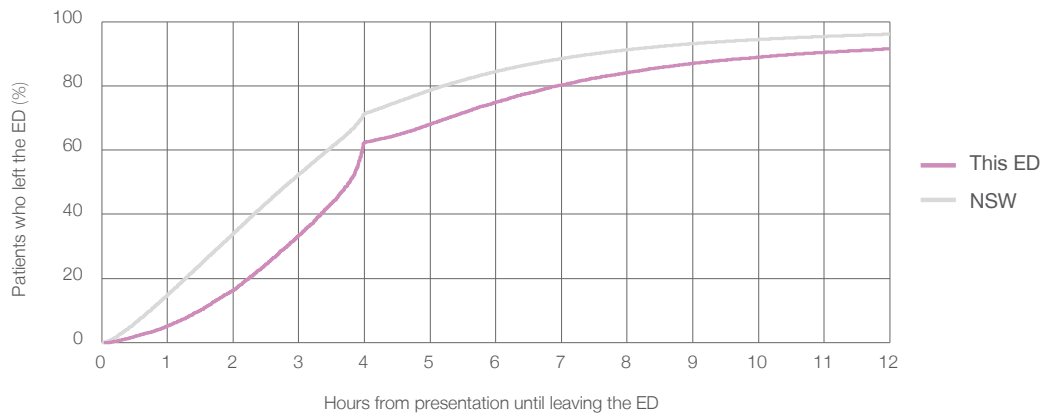
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,584 patients

Median time spent in the ED<sup>8</sup> 3 hours and 46 minutes

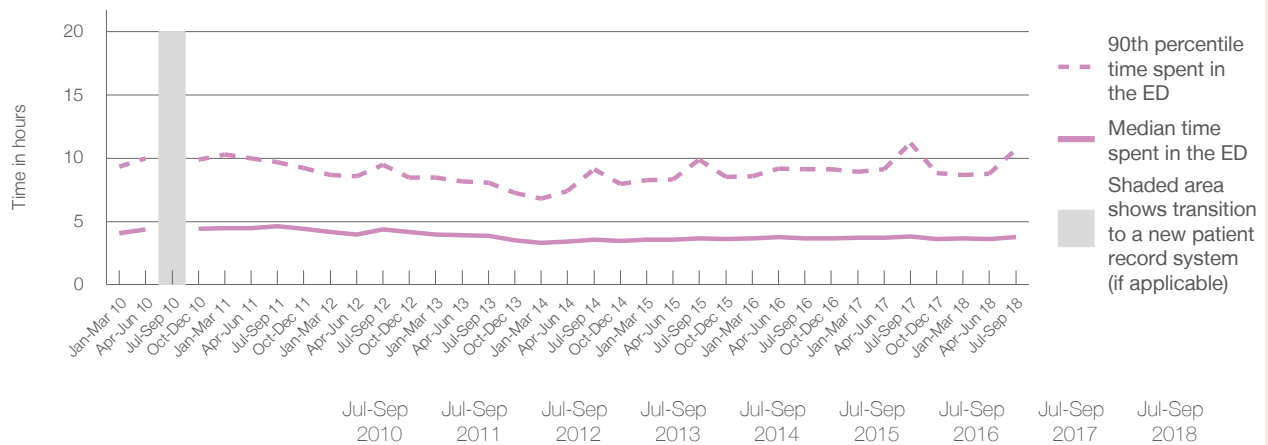
90th percentile time spent in the ED<sup>9</sup> 10 hours and 41 minutes

Same period last year	NSW (this period)
19,682	19,680
3 hours and 48 minutes	2 hours and 52 minutes
11 hours and 12 minutes	7 hours and 30 minutes

### Percentage of patients who left the ED by time, July to September 2018



### Time patients spent in the ED, by quarter, January 2010 to September 2018<sup>†‡</sup>



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 36m	4h 23m	3h 51m	3h 35m	3h 39m	3h 41m	3h 48m	3h 46m	3h 46m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 40m	9h 30m	8h 3m	9h 6m	9h 52m	9h 6m	11h 12m	10h 41m	10h 41m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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## Royal Prince Alfred Hospital: Time patients spent in the ED By mode of separation July to September 2018

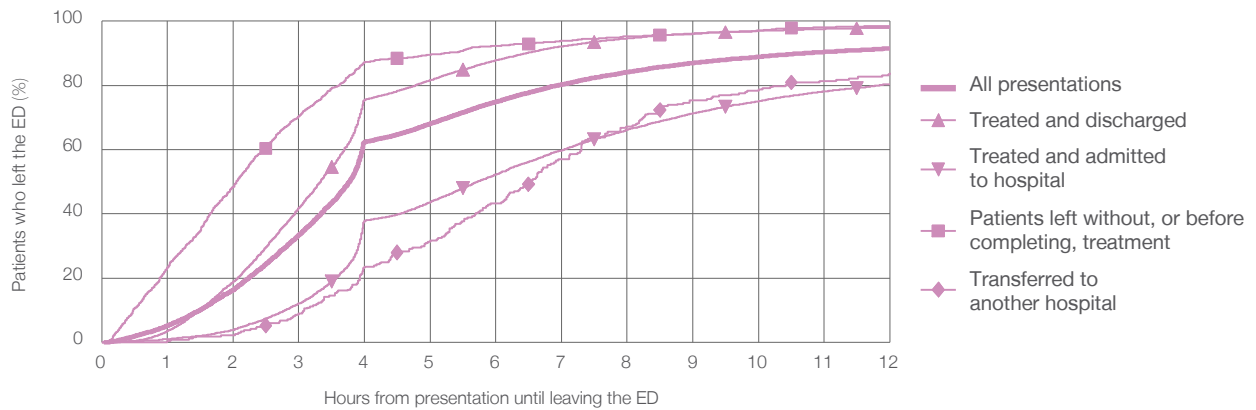
All presentations:<sup>1</sup> 19,584 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,584 patients

Treated and discharged	10,707 (54.7%)
Treated and admitted to hospital	7,052 (36.0%)
Patient left without, or before completing, treatment	1,218 (6.2%)
Transferred to another hospital	268 (1.4%)
Other	339 (1.7%)

Same period last year	Change since one year ago
19,680	0%
10,517	1.8%
7,163	-1.5%
1,282	-5.0%
258	3.9%
462	-26.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<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	3.6%	18.9%	41.9%	75.5%	87.8%	94.6%	97.0%	98.0%
Treated and admitted to hospital	1.0%	3.9%	12.1%	37.9%	52.3%	66.2%	75.1%	80.4%
Patient left without, or before completing, treatment	23.3%	48.5%	70.4%	87.3%	92.4%	95.4%	97.0%	98.5%
Transferred to another hospital	0.4%	2.2%	9.0%	23.5%	43.3%	67.2%	78.7%	84.0%
All presentations	5.2%	16.4%	33.5%	62.4%	74.9%	84.2%	88.9%	91.6%

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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  
 July to September 2018

All presentations at the emergency department: <sup>1</sup> 19,584 patients

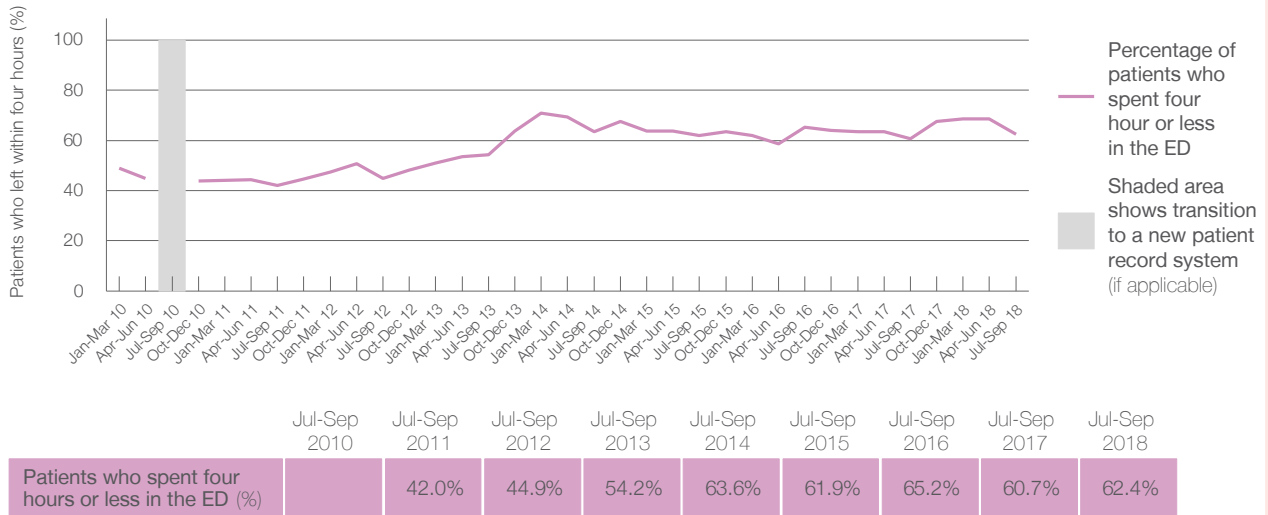
Presentations used to calculate time to leaving the ED: <sup>6</sup> 19,584 patients

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



Same period last year	Change since one year ago
19,682	0%
19,680	0%
60.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <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, January to March 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).