

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

Prince of Wales Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 15,061 patients

Emergency presentations:² 14,164 patients

Same period last year	Change since one year ago
15,320	-1.7%
14,108	0.4%

Prince of Wales Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,199 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,870 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,341 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 574 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
1,185	
8 minutes	8 minutes
23 minutes	26 minutes
6,938	
21 minutes	20 minutes
66 minutes	69 minutes
5,225	
20 minutes	26 minutes
86 minutes	101 minutes
605	
31 minutes	23 minutes
139 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 15,057 patients

Percentage of patients who spent four hours or less in the ED 71.4%

Same period last year	Change since one year ago
15,306	-1.6%
64.0%	

* 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.

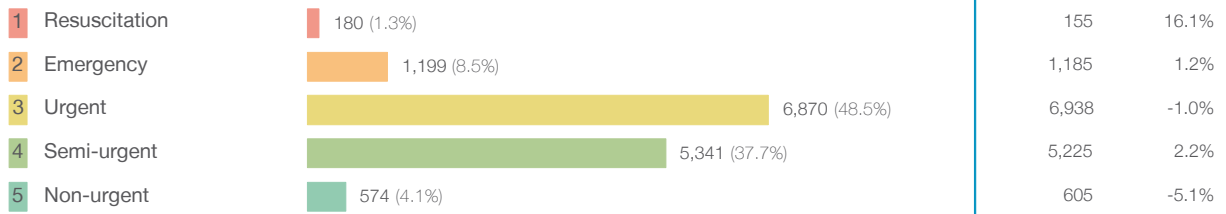
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

Prince of Wales Hospital: Patients presenting to the emergency department January to March 2017

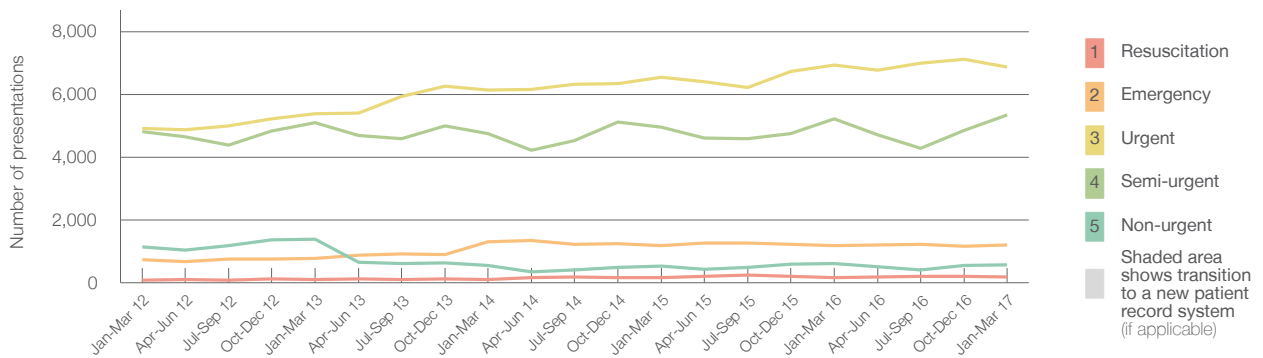
All presentations:¹ 15,061 patients

Emergency presentations² by triage category: 14,164 patients



Same period last year	Change since one year ago
15,320	-1.7%
14,108	0.4%
155	16.1%
1,185	1.2%
6,938	-1.0%
5,225	2.2%
605	-5.1%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	77	109	91	163	155	180
Emergency	740	770	1,296	1,180	1,185	1,199
Urgent	4,916	5,381	6,140	6,544	6,938	6,870
Semi-urgent	4,803	5,104	4,748	4,950	5,225	5,341
Non-urgent	1,143	1,388	545	521	605	574
All emergency presentations	11,679	12,752	12,820	13,358	14,108	14,164

Prince of Wales Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 3,469 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,262	
10 minutes	-1 minute
24 minutes	-2 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.

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,199

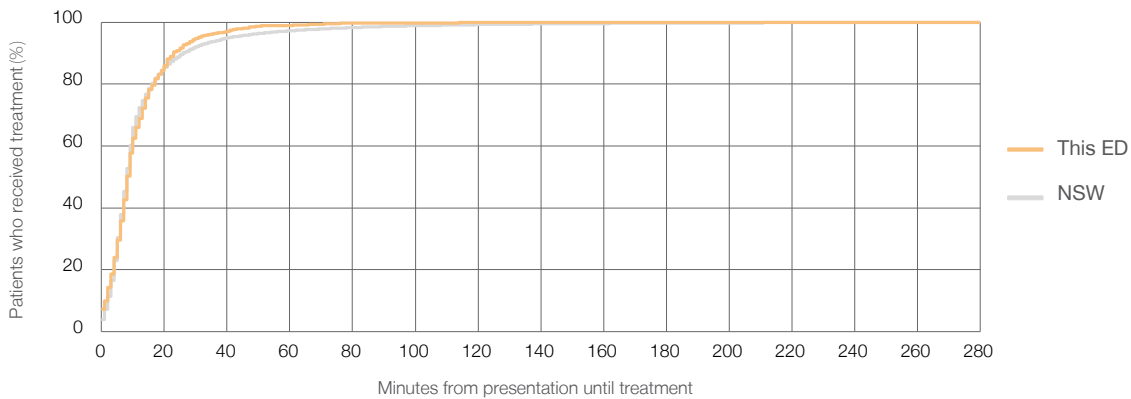
Number of triage 2 patients used to calculate waiting time:³ 1,176

Median time to start treatment⁴ 8 minutes

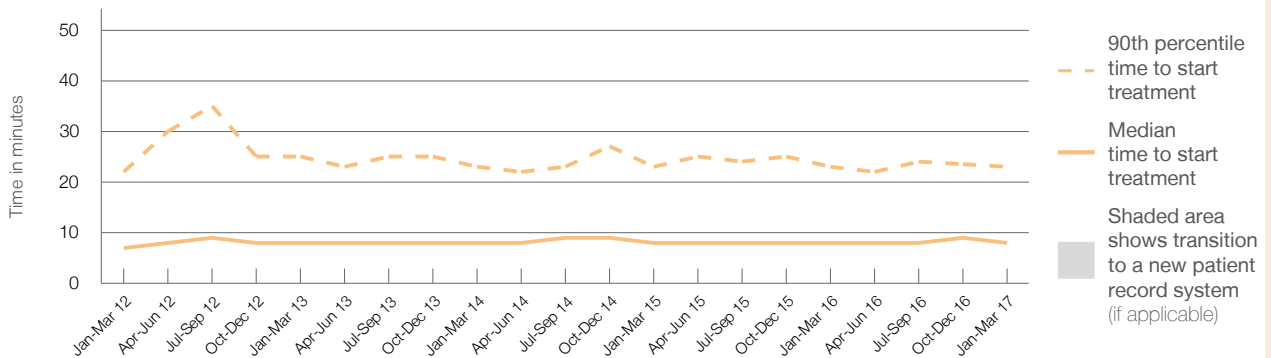
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
1,185	
1,177	
8 minutes	8 minutes
23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	7	8	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)	22	25	23	23	23	23

(†) 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.

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 6,870

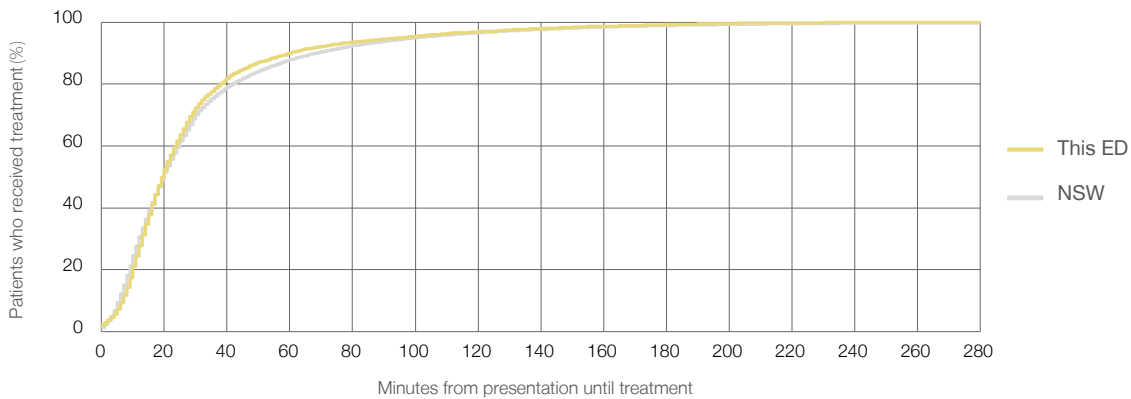
Number of triage 3 patients used to calculate waiting time:³ 6,762

Median time to start treatment⁴ 20 minutes

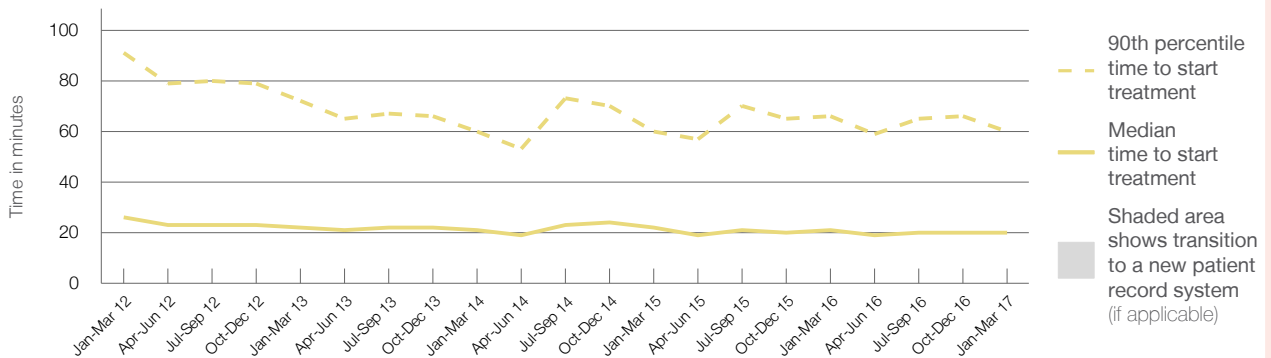
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
6,938	
6,830	
21 minutes	20 minutes
66 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	22	21	22	21	20
90th percentile time to start treatment ⁵ (minutes)	91	72	60	60	66	60

(†) 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.

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 5,341

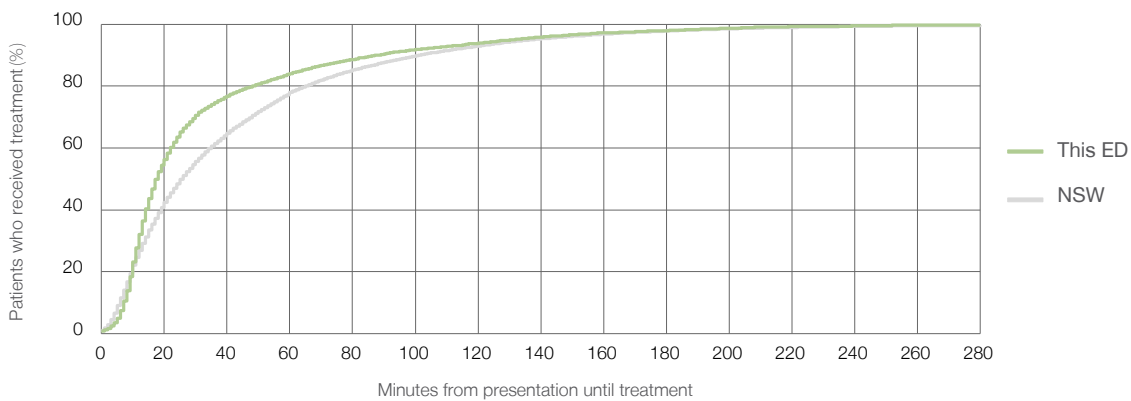
Number of triage 4 patients used to calculate waiting time:³ 5,183

Median time to start treatment⁴ 18 minutes

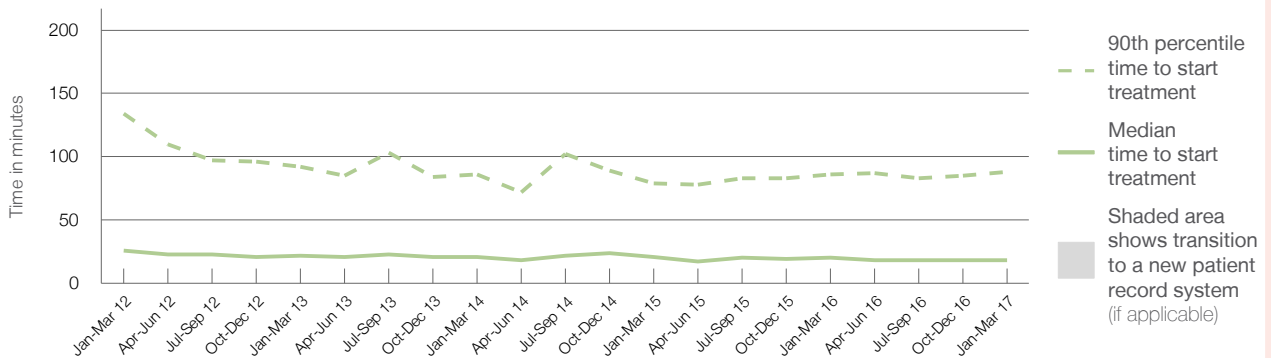
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
5,225	5,024
20 minutes	26 minutes
86 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	26	22	21	21	20	18
90th percentile time to start treatment ⁵ (minutes)	134	92	86	79	86	88

(†) 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.

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

Prince of Wales Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 574

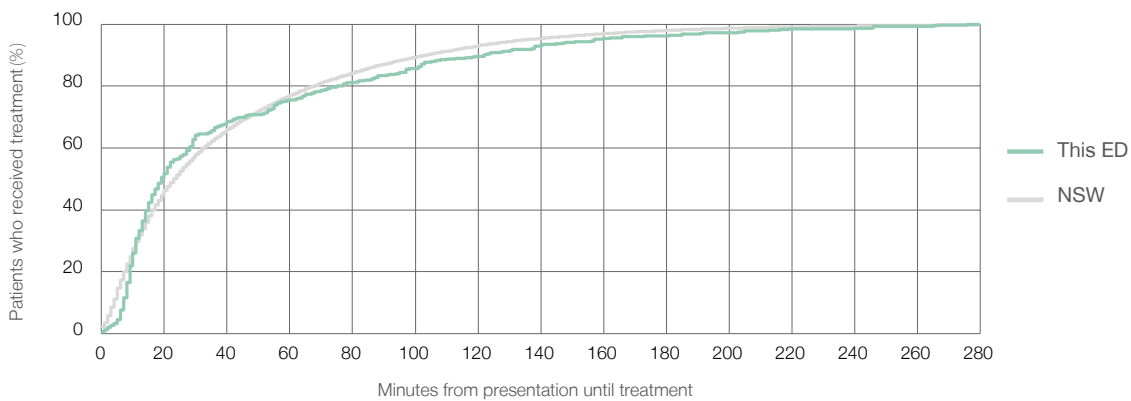
Number of triage 5 patients used to calculate waiting time:³ 445

Median time to start treatment⁴ 19 minutes

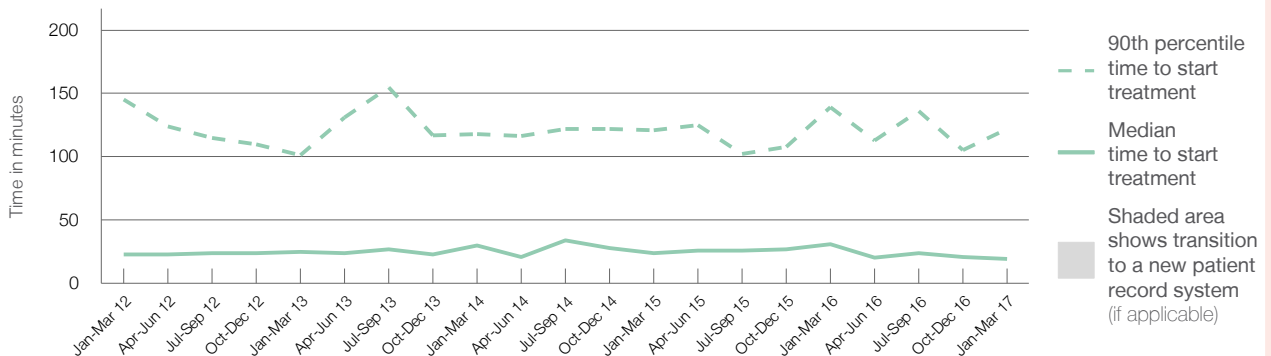
90th percentile time to start treatment⁵ 122 minutes

Same period last year	NSW (this period)
605	
465	
31 minutes	23 minutes
139 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	23	25	30	24	31	19
90th percentile time to start treatment ⁵ (minutes)	145	101	118	121	139	122

(†) 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.

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

Prince of Wales Hospital: Time patients spent in the ED January to March 2017

All presentations:¹ 15,061 patients

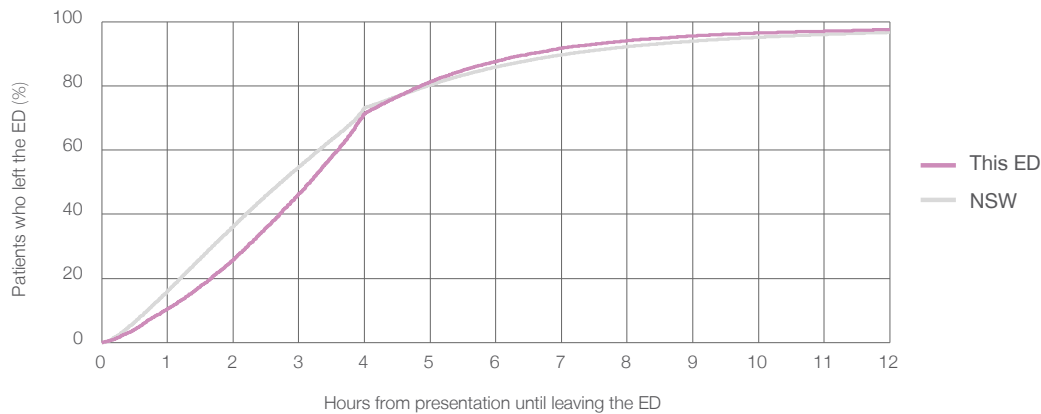
Presentations used to calculate time to leaving the ED:⁶ 15,057 patients

Median time spent in the ED⁸ 3 hours and 10 minutes

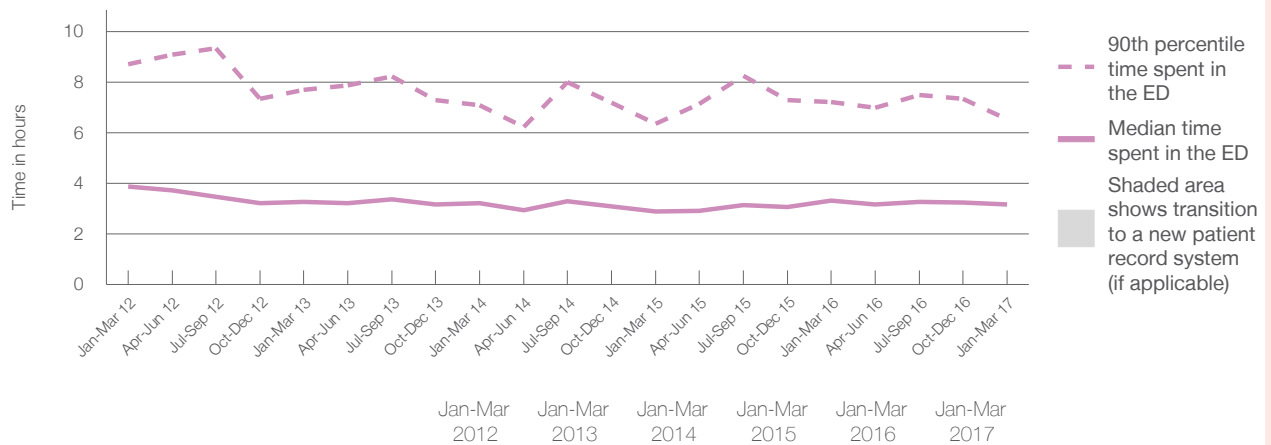
90th percentile time spent in the ED⁹ 6 hours and 32 minutes

Same period last year	NSW (this period)
15,320	
15,306	
3 hours and 19 minutes	2 hours and 44 minutes
7 hours and 13 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 53m	3h 17m	3h 14m	2h 54m	3h 19m	3h 10m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 43m	7h 42m	7h 5m	6h 21m	7h 13m	6h 32m

(†) 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.

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

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

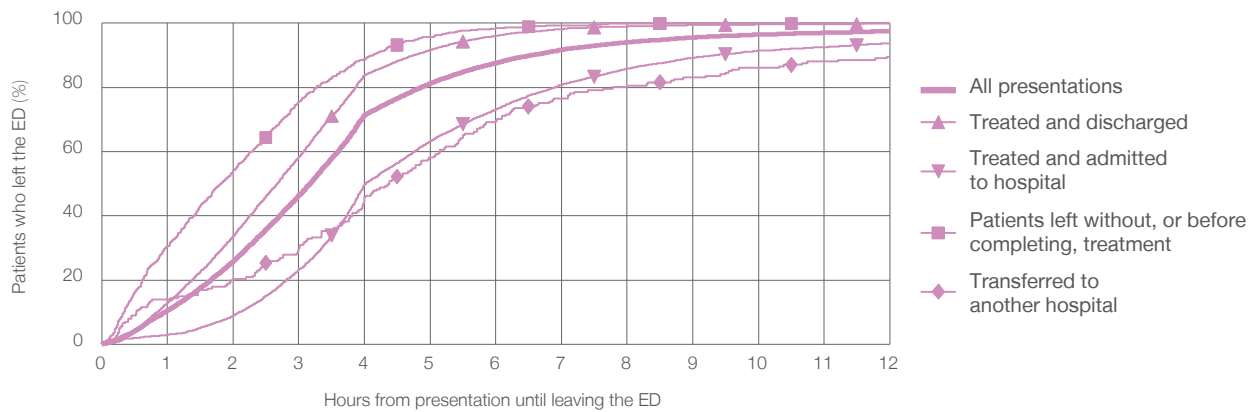
All presentations:¹ 15,061 patients

Presentations used to calculate time to leaving the ED:⁶ 15,057 patients

Treated and discharged	8,635 (57.3%)
Treated and admitted to hospital	5,419 (36.0%)
Patient left without, or before completing, treatment	739 (4.9%)
Transferred to another hospital	201 (1.3%)
Other	67 (0.4%)

Same period last year	Change since one year ago
15,306	-1.6%
9,029	-4.4%
5,034	7.6%
950	-22.2%
223	-9.9%
84	-20.2%

Percentage of patients who left the ED by time and mode of separation, January to March 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	13.0%	33.6%	58.3%	83.8%	96.1%	99.0%	99.6%	99.9%
Treated and admitted to hospital	3.0%	9.0%	23.3%	49.8%	73.1%	85.9%	91.5%	93.8%
Patient left without, or before completing, treatment	30.4%	54.3%	75.5%	88.8%	98.5%	99.9%	99.9%	100%
Transferred to another hospital	13.9%	20.4%	29.9%	45.8%	69.7%	80.6%	86.1%	89.6%
All presentations	10.6%	25.9%	46.4%	71.4%	87.6%	94.1%	96.5%	97.5%

(†) 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.

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

Prince of Wales Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 15,061 patients

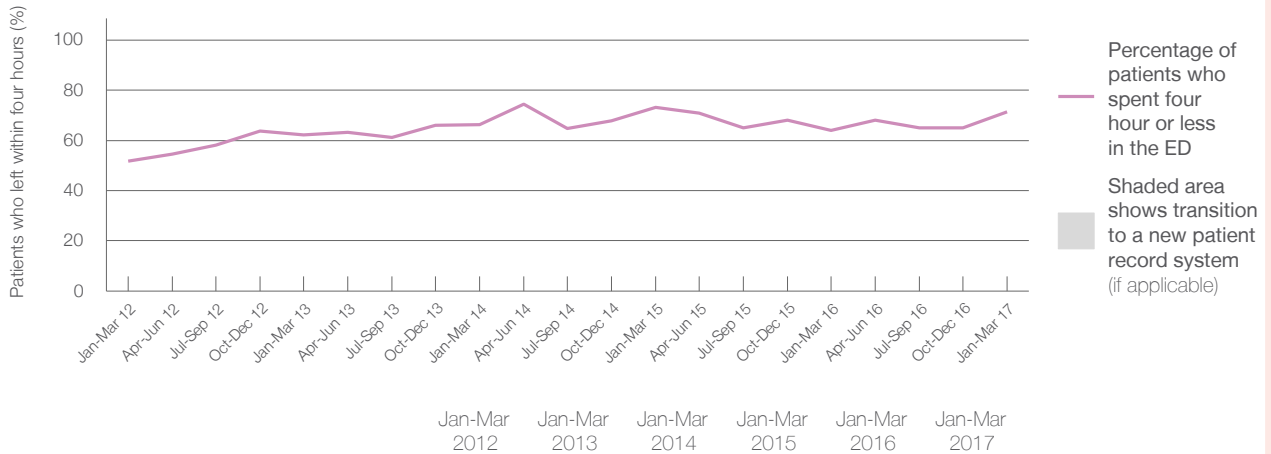
Presentations used to calculate time to leaving the ED:⁶ 15,057 patients

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	15,320	-1.7%
Presentations used to calculate time to leaving the ED: ⁶	15,306	-1.6%
Percentage of patients who spent four hours or less in the ED	64.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	51.8%	62.2%	66.3%	73.2%	64.0%	71.4%
---	-------	-------	-------	-------	-------	-------

* 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).