

Prince of Wales Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 15,877 patients

Emergency presentations:² 14,895 patients

Same period last year	Change since one year ago
15,061	5%
14,171	5%

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

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,462 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,916 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,702 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 558 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,201	
8 minutes	8 minutes
23 minutes	23 minutes
6,872	
20 minutes	20 minutes
60 minutes	65 minutes
5,342	
18 minutes	25 minutes
88 minutes	98 minutes
575	
19 minutes	22 minutes
122 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 15,875 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
15,060	5%
71%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

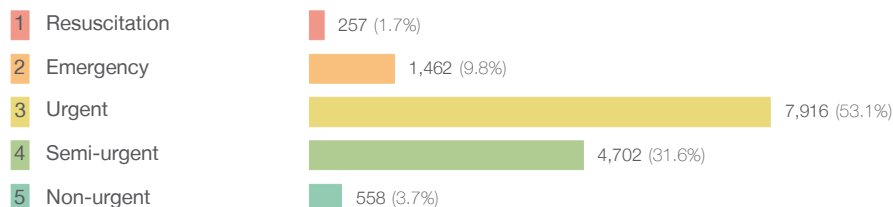
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Prince of Wales Hospital: Patients presenting to the emergency department

January to March 2018

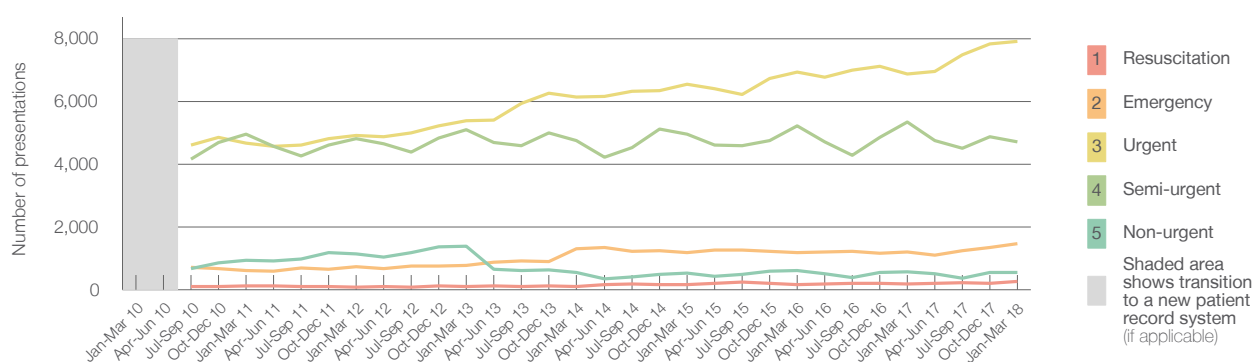
All presentations:¹ 15,877 patients

Emergency presentations² by triage category: 14,895 patients



Same period last year	Change since one year ago
15,061	5%
14,171	5%
181	42.0%
1,201	21.7%
6,872	15.2%
5,342	-12.0%
575	-3.0%

Emergency presentations² by quarter, January 2010 to March 2018 [‡]



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation		113	77	109	91	163	155	181	257
Emergency		619	740	770	1,296	1,180	1,185	1,201	1,462
Urgent		4,669	4,916	5,381	6,140	6,544	6,938	6,872	7,916
Semi-urgent		4,956	4,803	5,104	4,748	4,950	5,225	5,342	4,702
Non-urgent		940	1,143	1,388	545	521	605	575	558
All emergency presentations		11,297	11,679	12,752	12,820	13,358	14,108	14,171	14,895

Prince of Wales Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 3,697 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,349	
10 minutes	0 minutes
22 minutes	5 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.

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

January to March 2018

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

Number of triage 2 patients: 1,462

Number of triage 2 patients used to calculate waiting time: ³ 1,436

Median time to start treatment ⁴

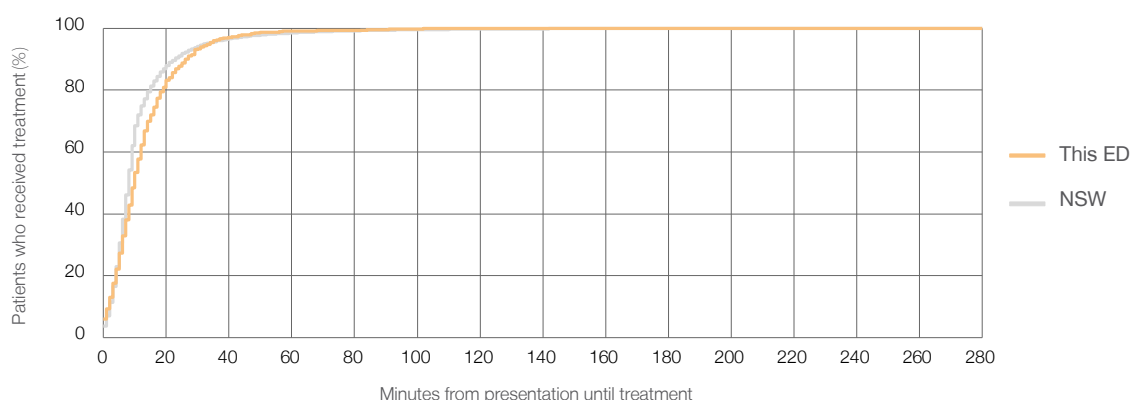
10 minutes

90th percentile time to start treatment ⁵

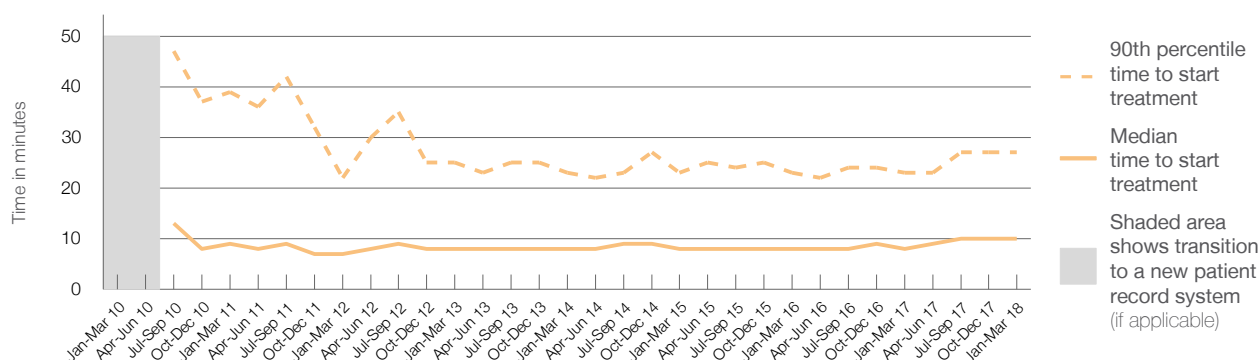
27 minutes

Same period last year	NSW (this period)
1,201	
1,176	
8 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)		9	7	8	8	8	8	8	10
90th percentile time to start treatment ⁵ (minutes)		39	22	25	23	23	23	23	27

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

January to March 2018

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

Number of triage 3 patients: 7,916

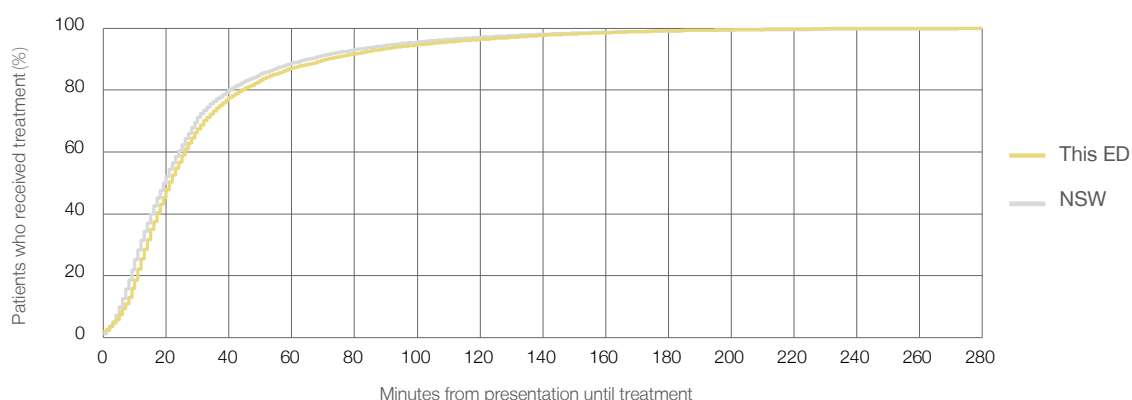
Number of triage 3 patients used to calculate waiting time: ³ 7,794

Median time to start treatment ⁴ 21 minutes

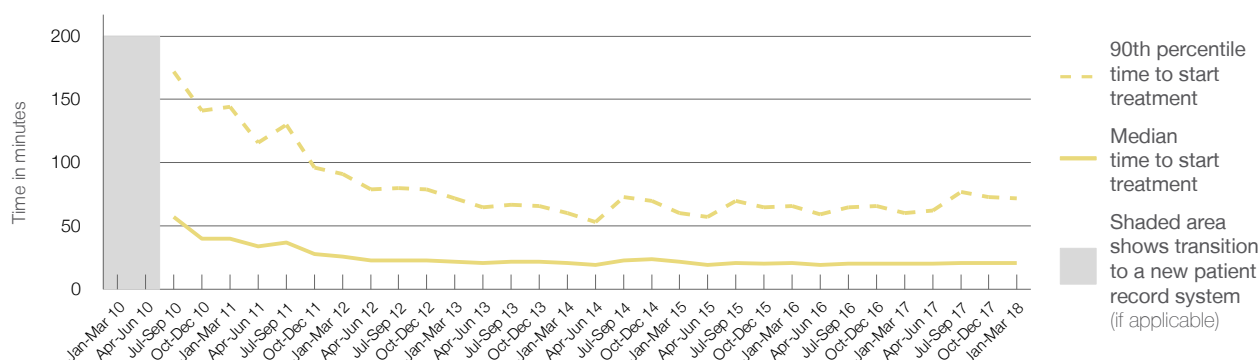
90th percentile time to start treatment ⁵ 72 minutes

Same period last year	NSW (this period)
6,872	
6,764	
20 minutes	20 minutes
60 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018 ^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)		40	26	22	21	22	21	20	21
90th percentile time to start treatment ⁵ (minutes)		144	91	72	60	60	66	60	72

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

January to March 2018

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

Number of triage 4 patients: 4,702

Number of triage 4 patients used to calculate waiting time:³ 4,567

Median time to start treatment⁴

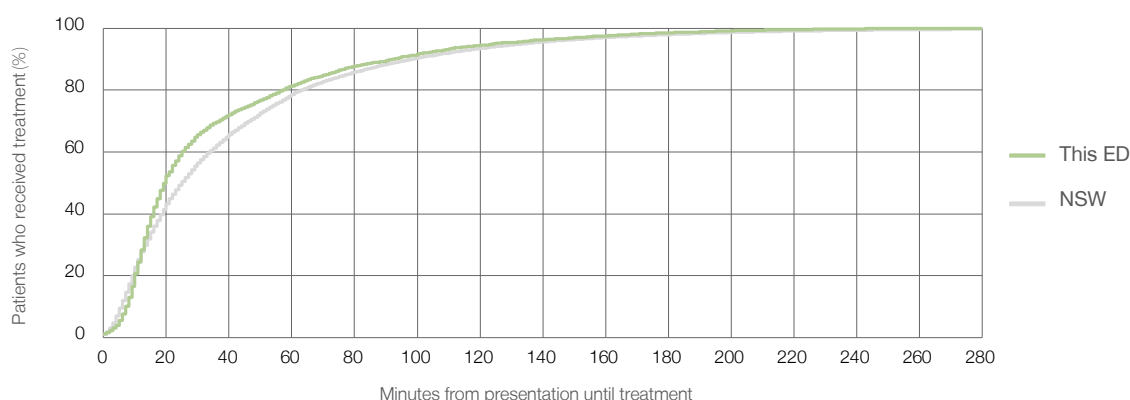
20 minutes

90th percentile time to start treatment⁵

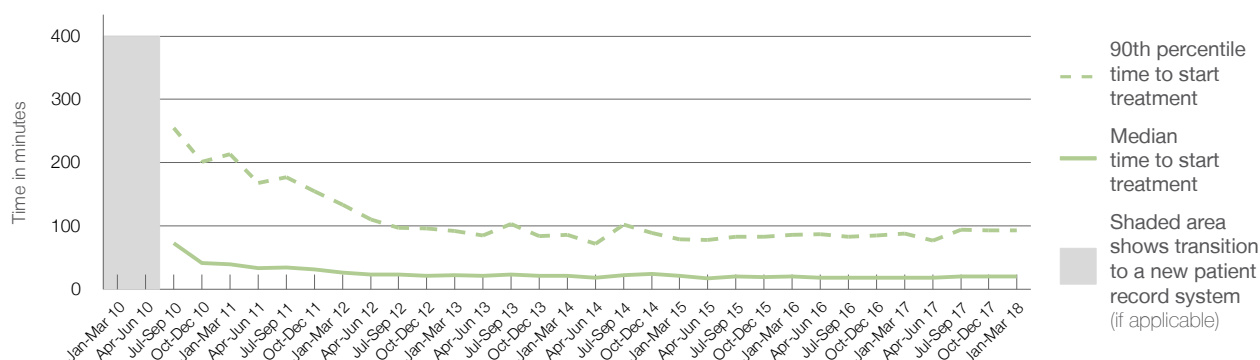
93 minutes

Same period last year	NSW (this period)
5,342	
5,187	
18 minutes	25 minutes
88 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)		39	26	22	21	21	20	18	20
90th percentile time to start treatment ⁵ (minutes)		213	134	92	86	79	86	88	93

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

January to March 2018

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

Number of triage 5 patients: 558

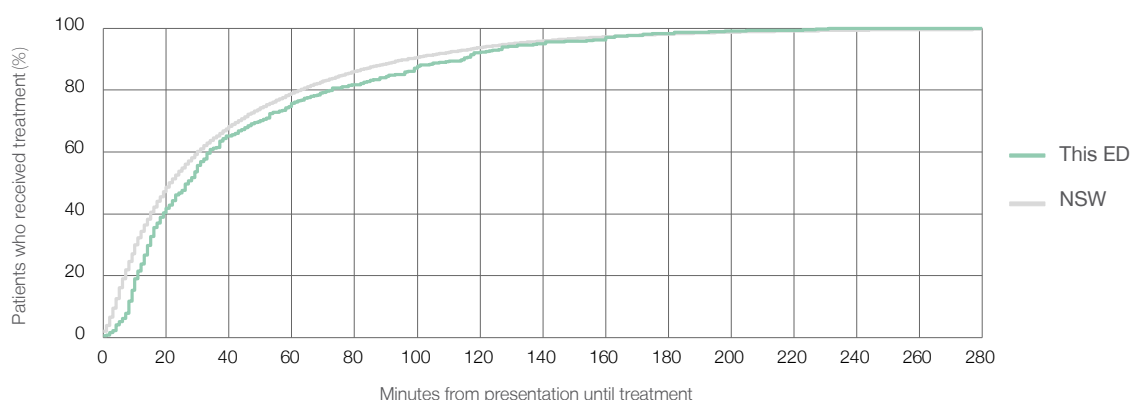
Number of triage 5 patients used to calculate waiting time:³ 423

Median time to start treatment⁴ 27 minutes

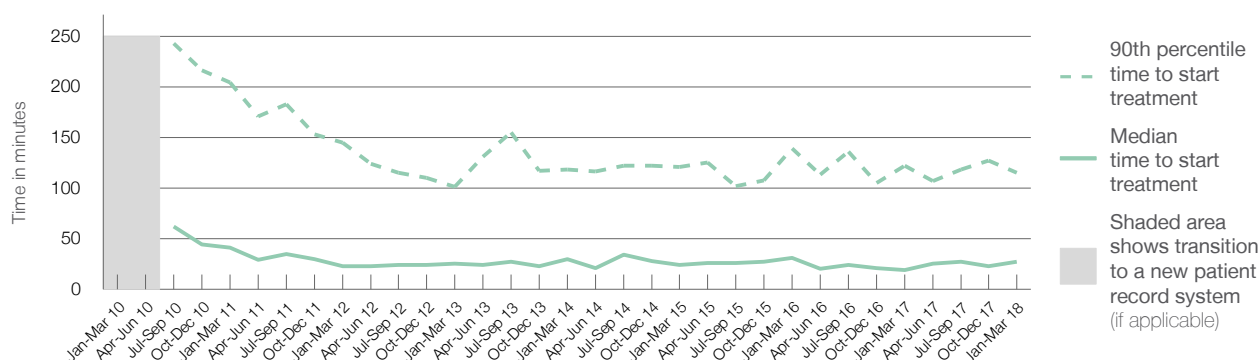
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
575	
447	
19 minutes	22 minutes
122 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)		41	23	25	30	24	31	19	27
90th percentile time to start treatment ⁵ (minutes)		204	145	101	118	121	139	122	115

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Prince of Wales Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 15,877 patients

Presentations used to calculate time to leaving the ED:⁶ 15,875 patients

Median time spent in the ED⁸

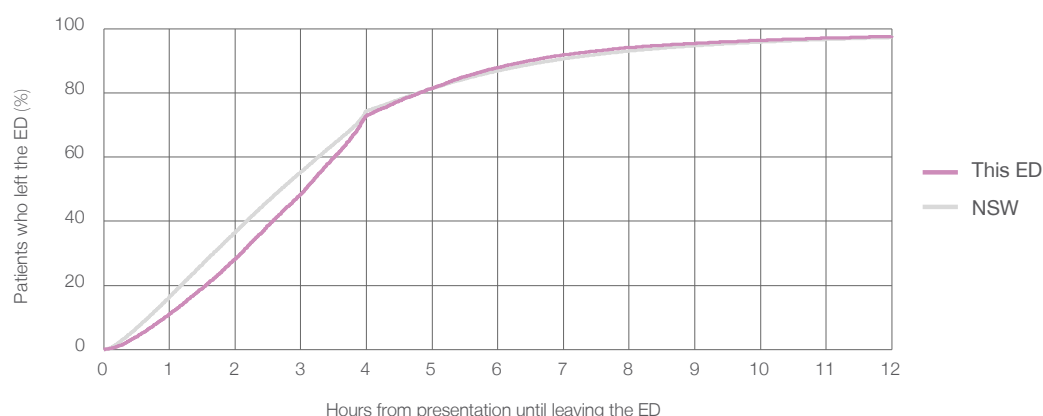
3 hours and 4 minutes

90th percentile time spent in the ED⁹

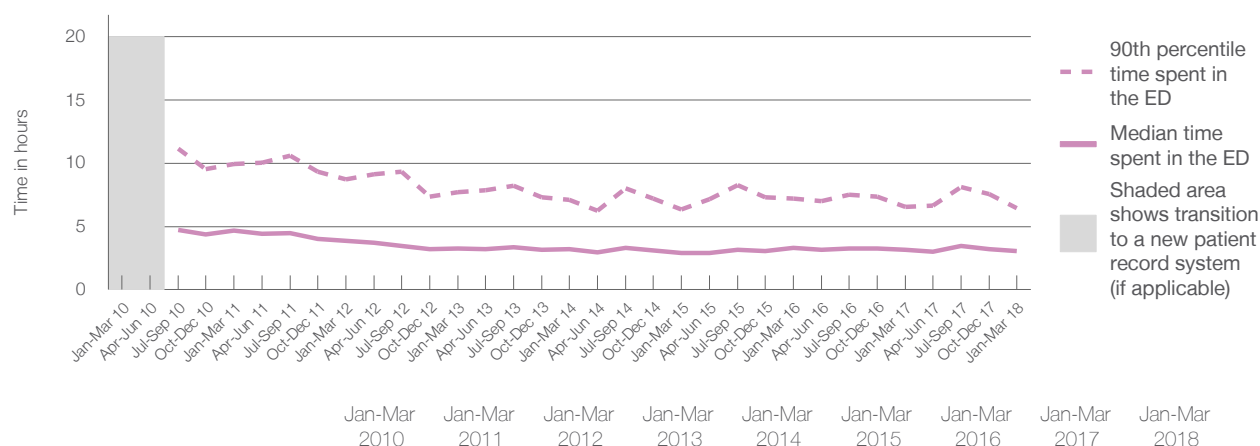
6 hours and 28 minutes

Same period last year	NSW (this period)
15,061	
15,060	
3 hours and 10 minutes	2 hours and 42 minutes
6 hours and 32 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



Time patients spent in the ED, by quarter, January 2010 to March 2018^{†‡}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)		4h 42m	3h 53m	3h 17m	3h 14m	2h 54m	3h 19m	3h 10m	3h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)		9h 55m	8h 43m	7h 42m	7h 5m	6h 21m	7h 13m	6h 32m	6h 28m

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Prince of Wales Hospital: Time patients spent in the ED

By mode of separation

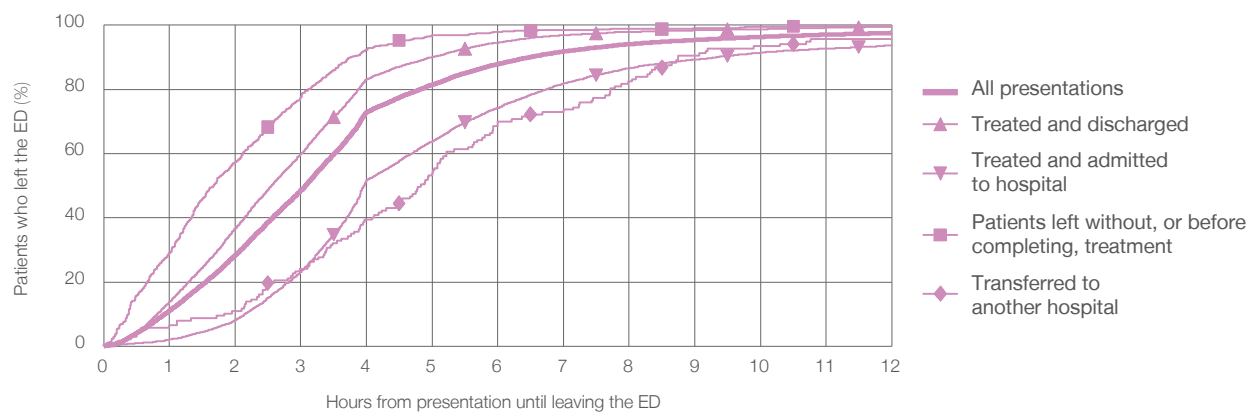
January to March 2018

All presentations:[†] 15,877 patients

Presentations used to calculate time to leaving the ED:[‡] 15,875 patients

		Same period last year	Change since one year ago
		15,060	5%
Treated and discharged	9,705 (61.1%)	8,720	11.3%
Treated and admitted to hospital	5,231 (32.9%)	5,323	-1.7%
Patient left without, or before completing, treatment	697 (4.4%)	748	-6.8%
Transferred to another hospital	137 (0.9%)	201	-31.8%
Other	107 (0.7%)	69	55.1%

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



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

Treated and discharged	13.9%	36.8%	59.9%	83.2%	94.6%	97.9%	98.8%	99.5%
Treated and admitted to hospital	2.1%	8.1%	23.2%	51.8%	74.3%	86.6%	91.5%	93.9%
Patient left without, or before completing, treatment	29.1%	57.4%	77.5%	92.4%	97.8%	98.9%	99.4%	99.7%
Transferred to another hospital	6.6%	10.9%	24.1%	39.4%	70.1%	82.5%	93.4%	95.6%
All presentations	11.1%	28.4%	48.5%	73.0%	87.9%	94.1%	96.4%	97.6%

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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

January to March 2018

All presentations at the emergency department: ¹ 15,877 patients

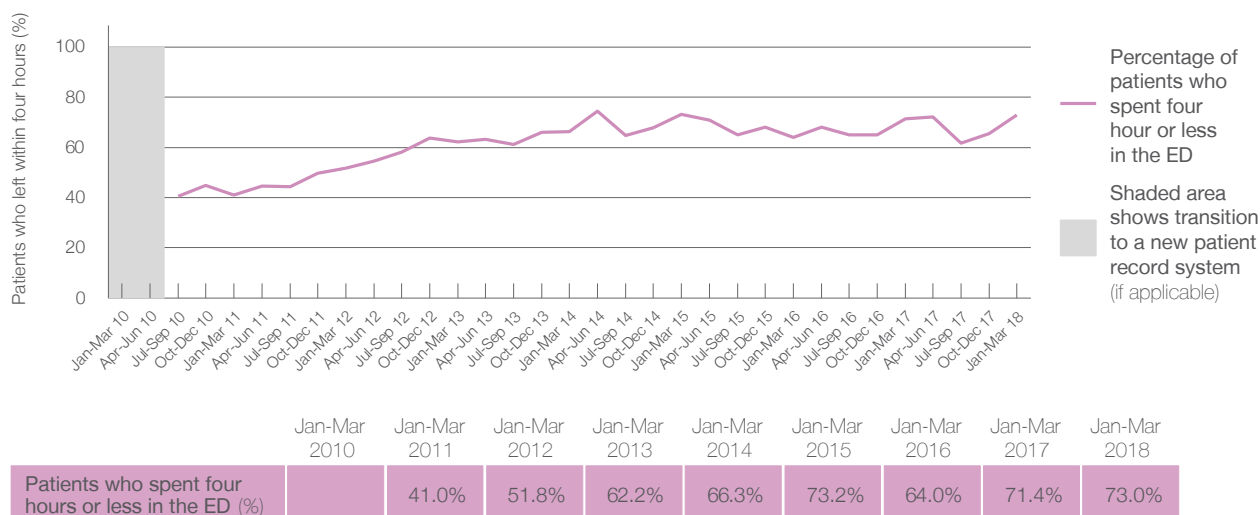
Presentations used to calculate time to leaving the ED: ⁶ 15,875 patients

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



Same period last year	Change since one year ago
15,061	5%
15,060	5%
71.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. 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*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).