

Prince of Wales Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 14,498 patients

Emergency presentations:² 13,842 patients

Same period last year	Change since one year ago
13,920	4.2%
13,108	5.6%

Prince of Wales Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,246 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): 7,483 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,514 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 94 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 374 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
1,222	
8 minutes	9 minutes
24 minutes	29 minutes
7,000	
20 minutes	23 minutes
65 minutes	83 minutes
4,286	
18 minutes	30 minutes
83 minutes	121 minutes
394	
24 minutes	26 minutes
136 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 14,491 patients

Percentage of patients who spent four hours or less in the ED 61.8%

Same period last year	Change since one year ago
13,917	4.1%
65.0%	

* 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.

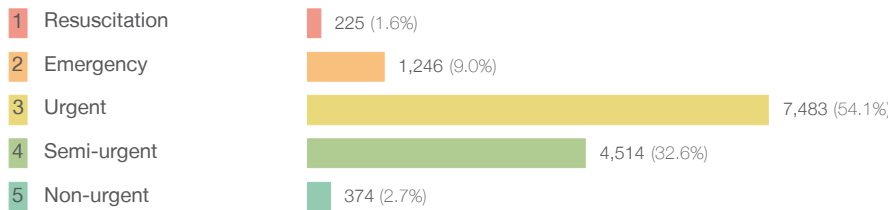
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Prince of Wales Hospital: Patients presenting to the emergency department July to September 2017

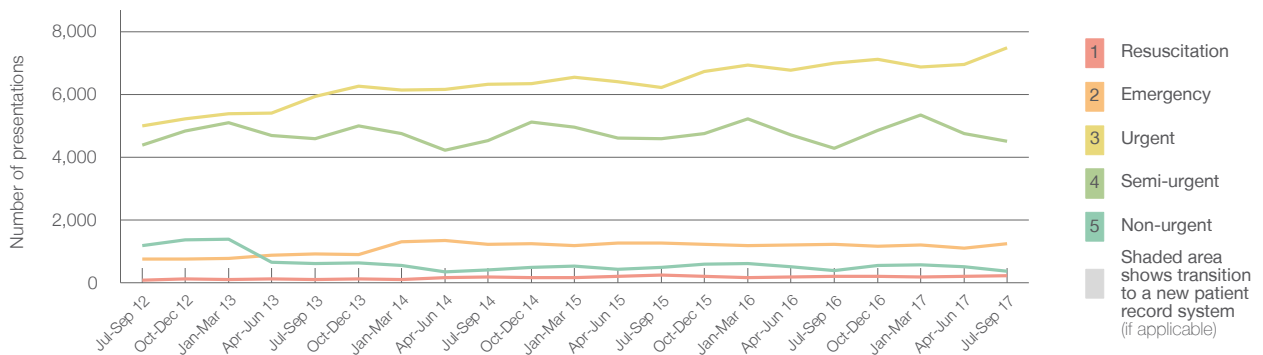
All presentations:¹ 14,498 patients

Emergency presentations² by triage category: 13,842 patients



Same period last year	Change since one year ago
13,920	4.2%
13,108	5.6%
206	9.2%
1,222	2.0%
7,000	6.9%
4,286	5.3%
394	-5.1%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	84	91	182	233	206	225
Emergency	756	923	1,225	1,258	1,222	1,246
Urgent	5,001	5,927	6,329	6,220	7,000	7,483
Semi-urgent	4,389	4,593	4,525	4,593	4,286	4,514
Non-urgent	1,172	611	402	477	394	374
All emergency presentations	11,402	12,145	12,663	12,781	13,108	13,842

Prince of Wales Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 3,604 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,521	
10 minutes	2 minutes
27 minutes	24 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 July to September 2017

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

Number of triage 2 patients: 1,246

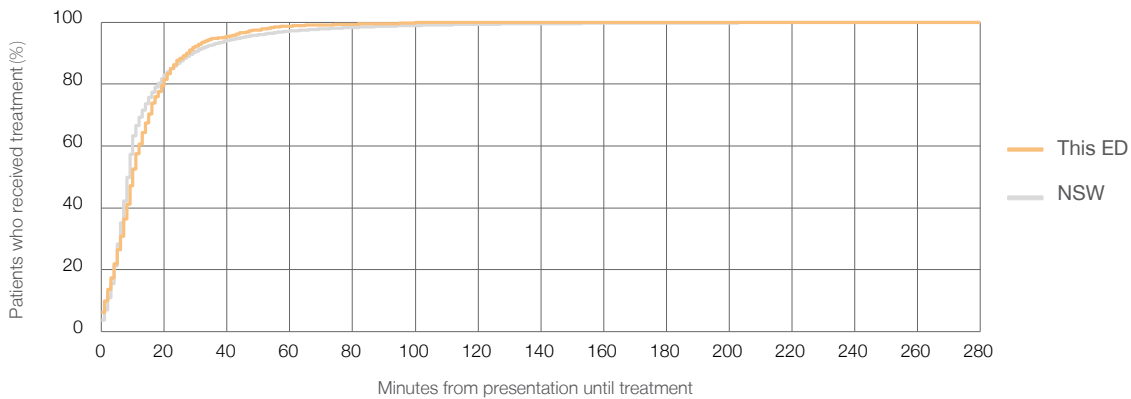
Number of triage 2 patients used to calculate waiting time:³ 1,216

Median time to start treatment⁴ 10 minutes

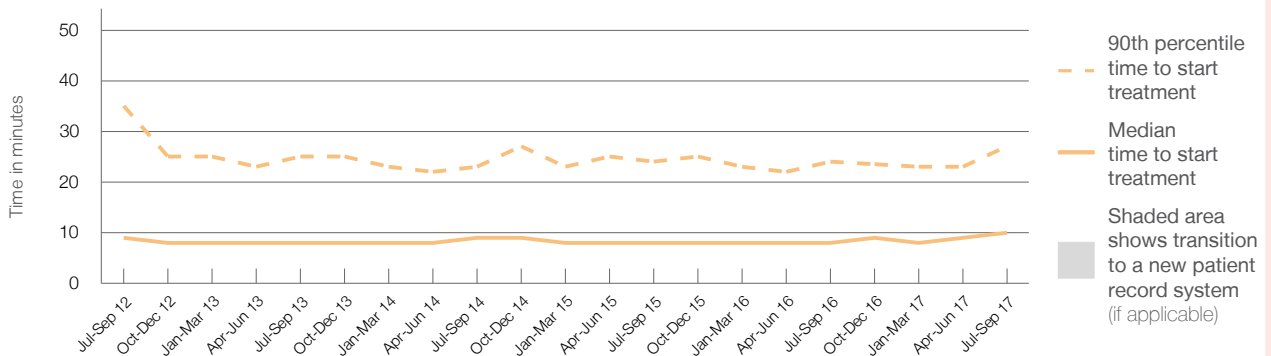
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
1,222	
1,208	
8 minutes	9 minutes
24 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	9	8	9	8	8	10
90th percentile time to start treatment ⁵ (minutes)	35	25	23	24	24	27

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Prince of Wales Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 7,483

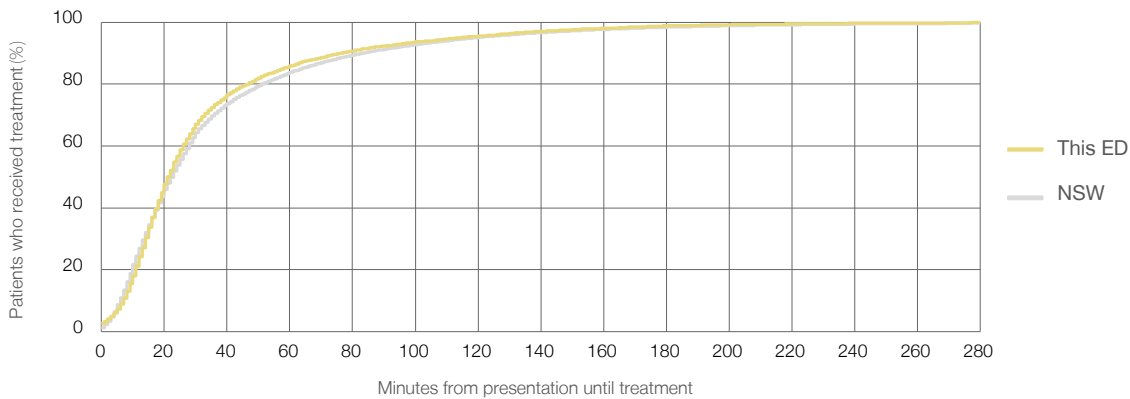
Number of triage 3 patients used to calculate waiting time:³ 7,351

Median time to start treatment⁴ 21 minutes

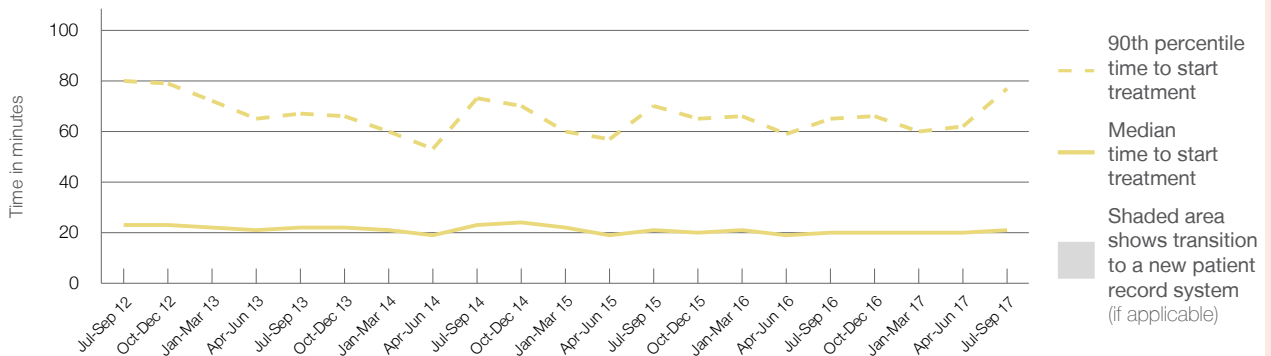
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
7,000	
6,898	
20 minutes	23 minutes
65 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	22	23	21	20	21
90th percentile time to start treatment ⁵ (minutes)	80	67	73	70	65	77

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Prince of Wales Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 4,514

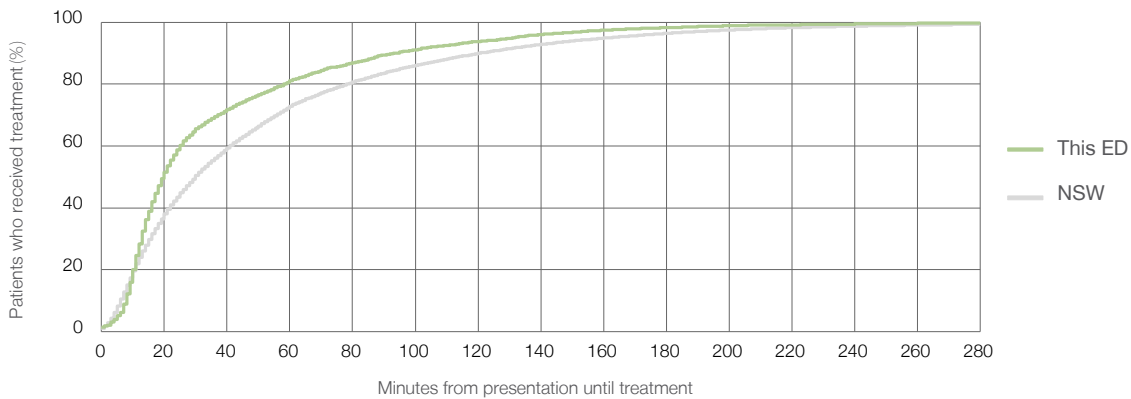
Number of triage 4 patients used to calculate waiting time:³ 4,349

Median time to start treatment⁴ 20 minutes

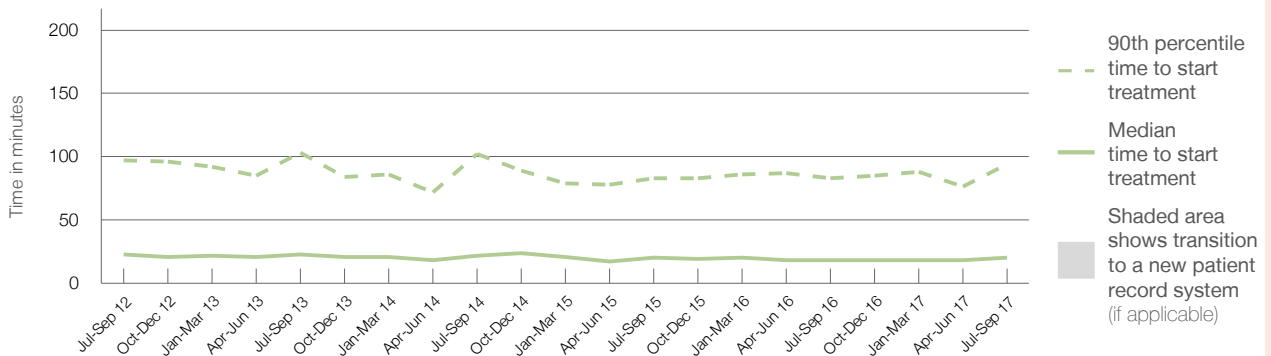
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
4,286	
4,157	
18 minutes	30 minutes
83 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	23	22	20	18	20
90th percentile time to start treatment ⁵ (minutes)	97	103	102	83	83	94

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Prince of Wales Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 374

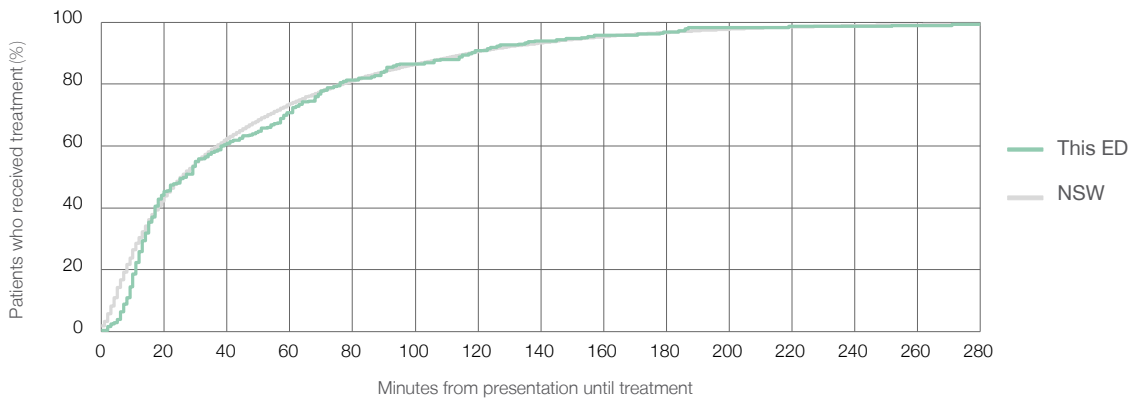
Number of triage 5 patients used to calculate waiting time:³ 283

Median time to start treatment⁴ 27 minutes

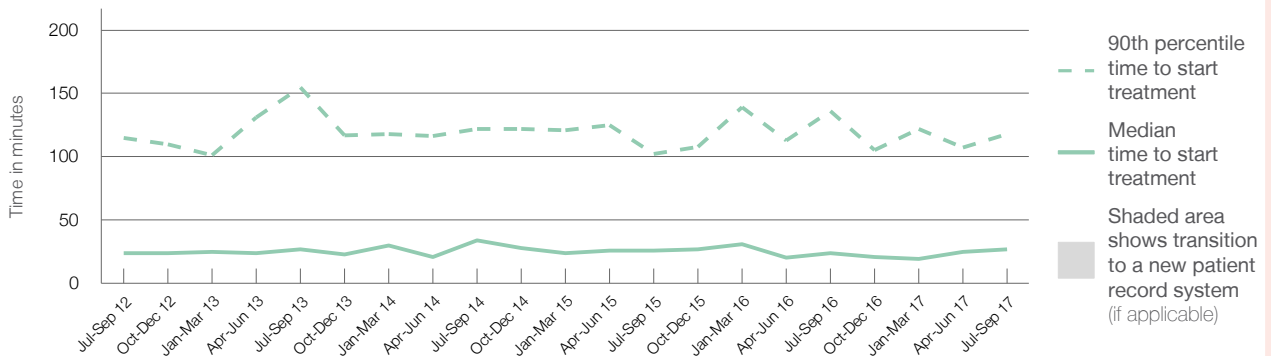
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
394	330
24 minutes	26 minutes
136 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	24	27	34	26	24	27
90th percentile time to start treatment ⁵ (minutes)	115	155	122	102	136	118

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Prince of Wales Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 14,498 patients

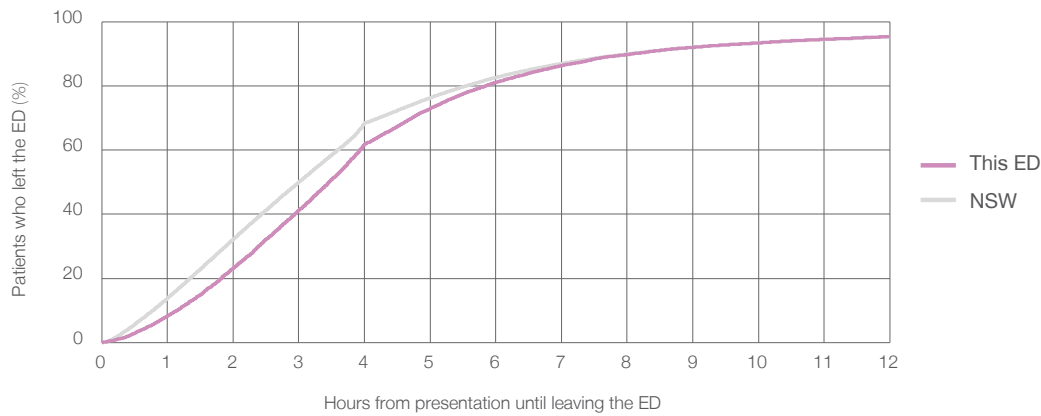
Presentations used to calculate time to leaving the ED:⁶ 14,491 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

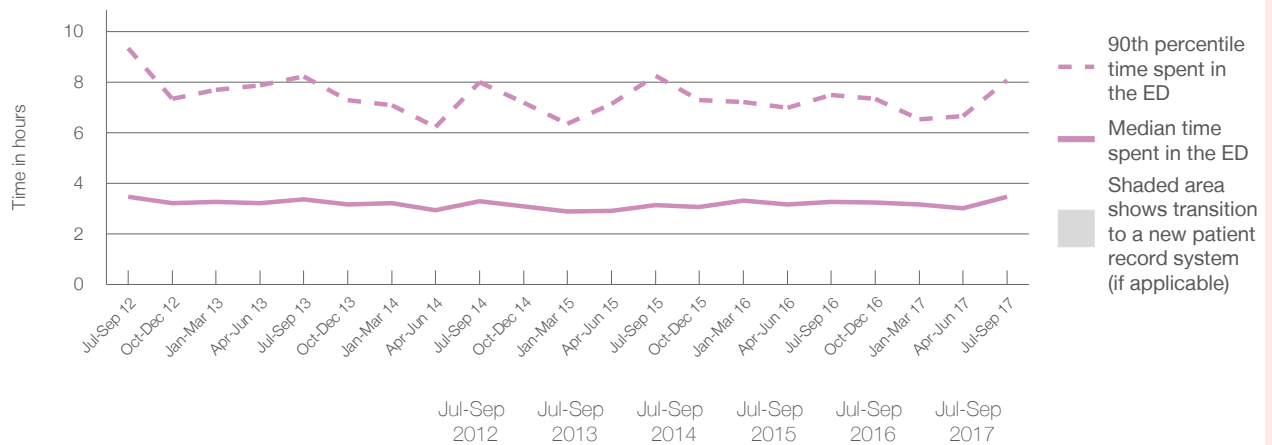
90th percentile time spent in the ED⁹ 8 hours and 5 minutes

Same period last year	NSW (this period)
13,920	
13,917	
3 hours and 16 minutes	3 hours and 0 minutes
7 hours and 29 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 29m	3h 23m	3h 18m	3h 9m	3h 16m	3h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 20m	8h 13m	8h 0m	8h 15m	7h 29m	8h 5m

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

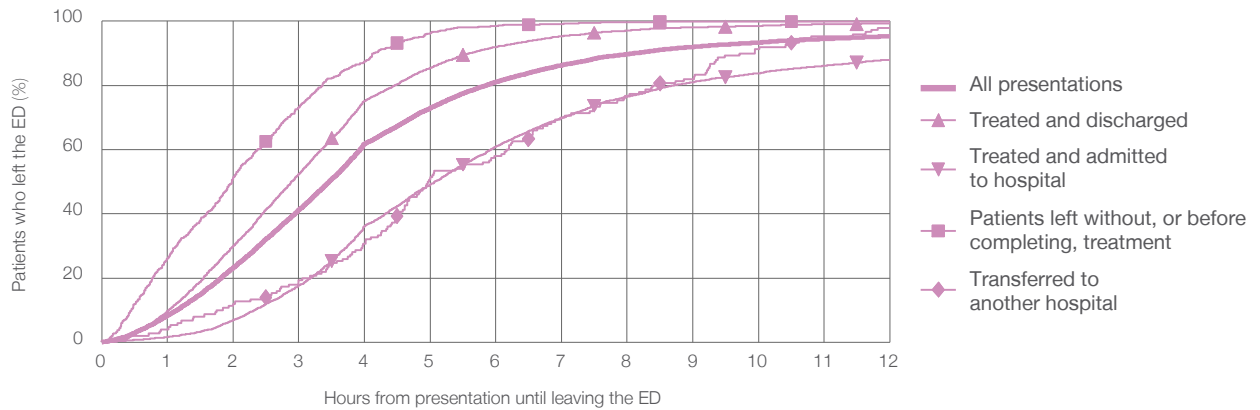
All presentations:¹ 14,498 patients

Presentations used to calculate time to leaving the ED:⁶ 14,491 patients

Treated and discharged	8,396 (57.9%)
Treated and admitted to hospital	5,119 (35.3%)
Patient left without, or before completing, treatment	709 (4.9%)
Transferred to another hospital	150 (1.0%)
Other	124 (0.9%)

Same period last year	Change since one year ago
13,917	4.1%
7,961	5.5%
5,106	0.3%
550	28.9%
235	-36.2%
68	82.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2017^{†‡}



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

Treated and discharged	9.8%	30.1%	52.5%	75.2%	92.0%	97.1%	98.6%	99.3%
Treated and admitted to hospital	1.6%	6.9%	17.7%	36.2%	61.1%	76.5%	83.8%	88.0%
Patient left without, or before completing, treatment	26.1%	51.5%	73.2%	87.4%	98.6%	99.7%	99.9%	99.9%
Transferred to another hospital	4.0%	12.0%	19.3%	30.7%	58.0%	76.7%	91.3%	98.0%
All presentations	8.4%	23.3%	41.3%	61.8%	81.1%	89.7%	93.3%	95.3%

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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
 July to September 2017

All presentations at the emergency department:¹ 14,498 patients

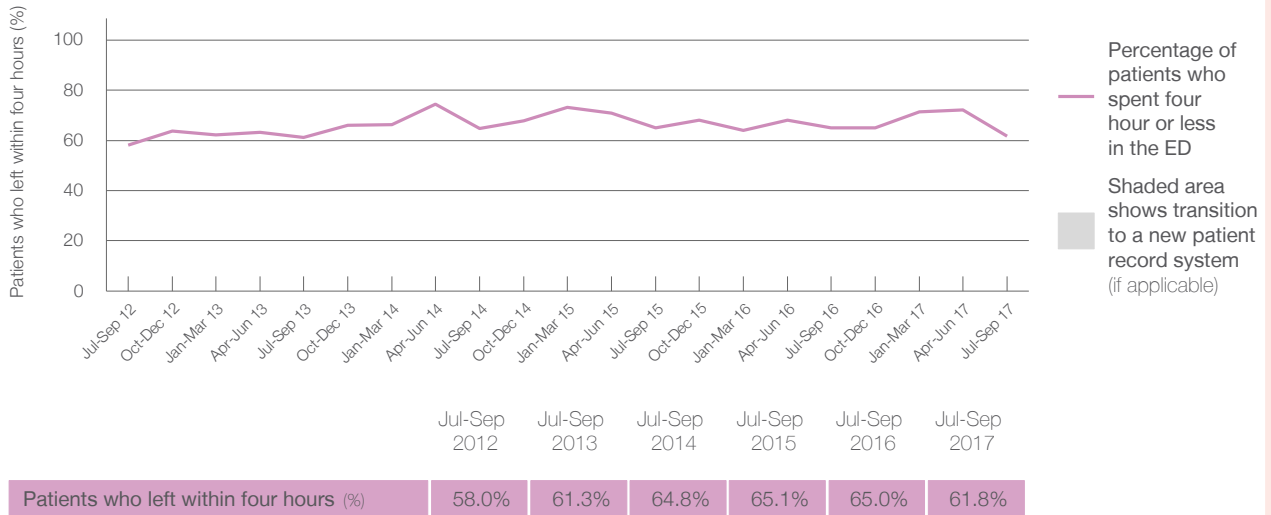
Presentations used to calculate time to leaving the ED:⁶ 14,491 patients

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	13,920	4.2%
Presentations used to calculate time to leaving the ED: ⁶	13,917	4.1%
Percentage of patients who spent four hours or less in the ED	65.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).