

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

July to September 2018

All presentations:<sup>1</sup> 15,030 patients

Emergency presentations:<sup>2</sup> 14,228 patients

Same period last year	Change since one year ago
14,500	4%
13,843	3%

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

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,491 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 28 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 7,814 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 80 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,175 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 104 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 502 patients

Median time to start treatment<sup>4</sup> 24 minutes  
 90th percentile time to start treatment<sup>5</sup> 113 minutes

Same period last year	NSW (this period)
1,246	
10 minutes	8 minutes
27 minutes	28 minutes
7,484	
21 minutes	21 minutes
77 minutes	72 minutes
4,515	
20 minutes	26 minutes
94 minutes	105 minutes
374	
26 minutes	22 minutes
118 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,025 patients

Percentage of patients who spent four hours or less in the ED 65%

Same period last year	Change since one year ago
14,498	4%
62%	

\* 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.

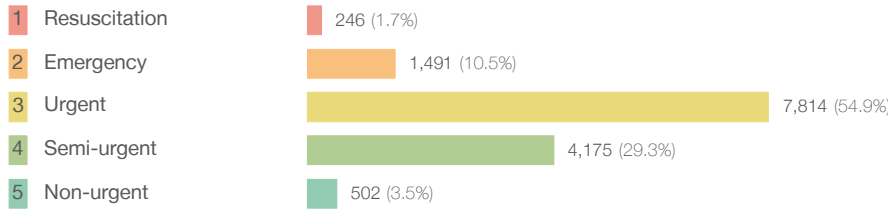
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Prince of Wales Hospital: Patients presenting to the emergency department July to September 2018

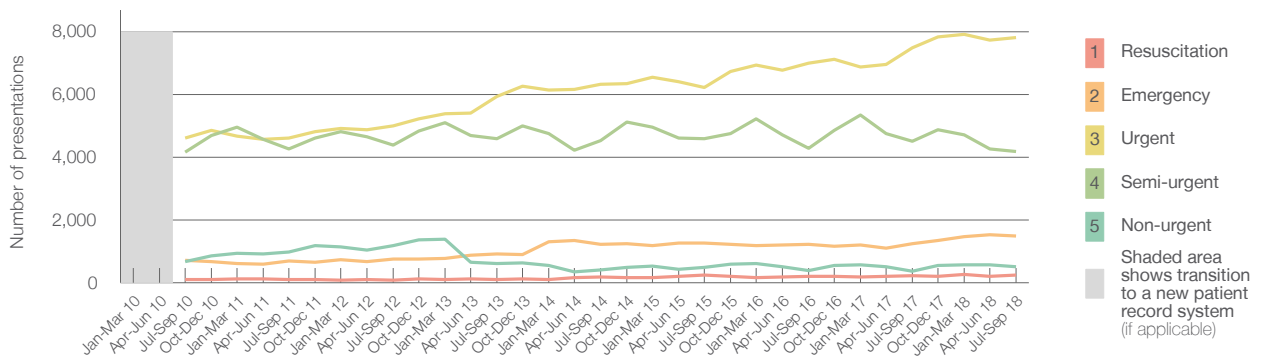
All presentations:<sup>1</sup> 15,030 patients

Emergency presentations<sup>2</sup> by triage category: 14,228 patients



	Same period last year	Change since one year ago
All presentations	14,500	4%
Emergency presentations	13,843	3%
1 Resuscitation	224	9.8%
2 Emergency	1,246	19.7%
3 Urgent	7,484	4.4%
4 Semi-urgent	4,515	-7.5%
5 Non-urgent	374	34.2%

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	98	109	84	91	182	233	206	224	246
Emergency	704	688	756	923	1,225	1,258	1,222	1,246	1,491
Urgent	4,599	4,614	5,001	5,927	6,329	6,220	7,000	7,484	7,814
Semi-urgent	4,154	4,255	4,389	4,593	4,525	4,593	4,287	4,515	4,175
Non-urgent	673	981	1,172	611	402	477	394	374	502
All emergency presentations	10,228	10,647	11,402	12,145	12,663	12,781	13,109	13,843	14,228

## Prince of Wales Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,937 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,500	
ED Transfer of care time		
Median time	13 minutes	-2 minutes
90th percentile time	51 minutes	-19 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 2018

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

Number of triage 2 patients: 1,491

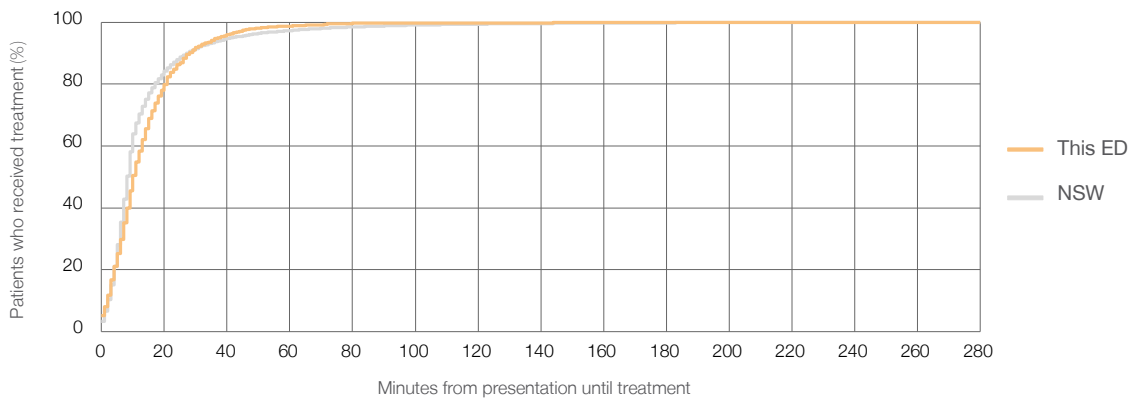
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,456

Median time to start treatment<sup>4</sup>  10 minutes

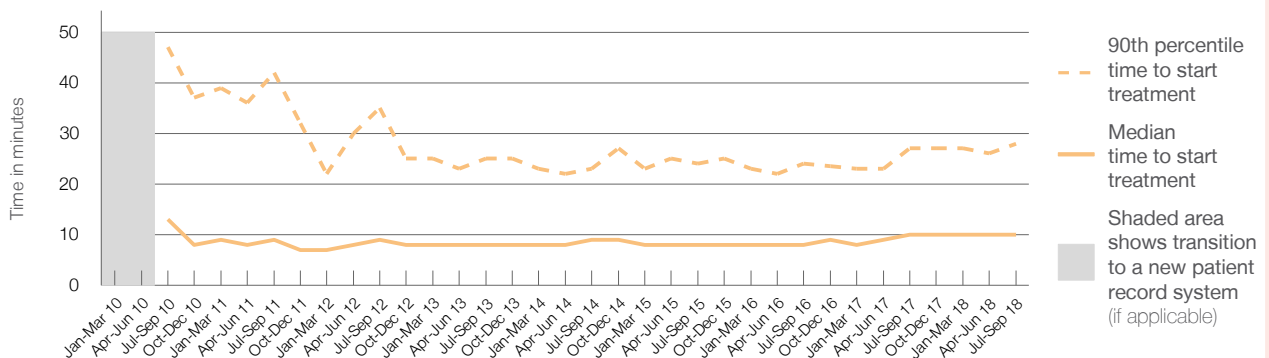
90th percentile time to start treatment<sup>5</sup>  28 minutes

Same period last year	NSW (this period)
1,246	1,217
10 minutes	8 minutes
27 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)	13	9	9	8	9	8	8	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	47	42	35	25	23	24	24	27	28

(†) 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 3 July to September 2018

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

Number of triage 3 patients: 7,814

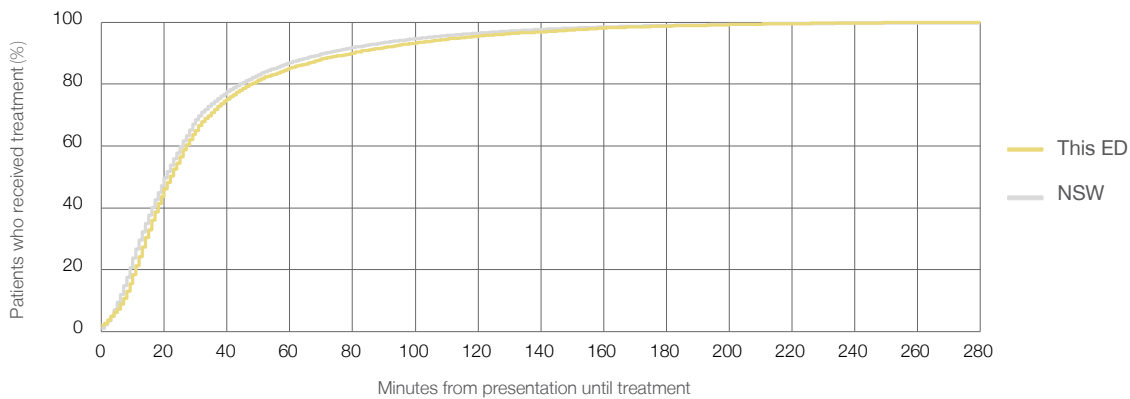
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 7,680

Median time to start treatment<sup>4</sup>  22 minutes

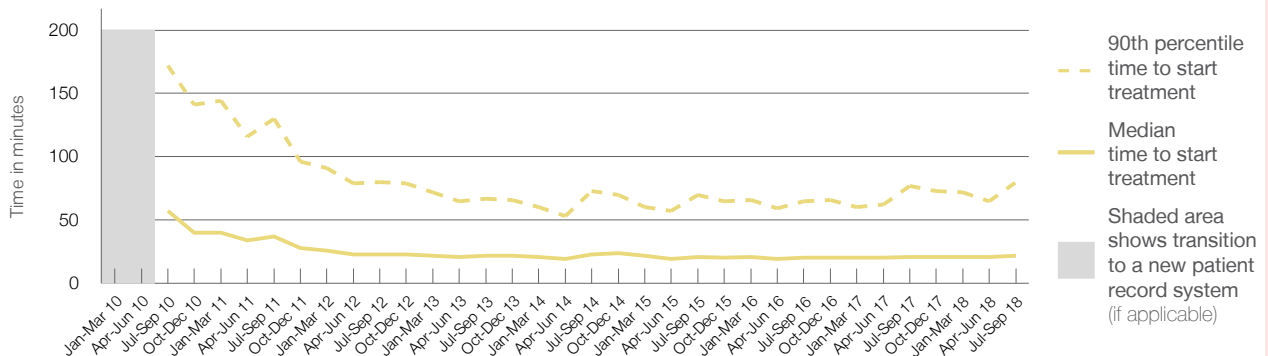
90th percentile time to start treatment<sup>5</sup>  80 minutes

Same period last year	NSW (this period)
7,484	
7,354	
21 minutes	21 minutes
77 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)	57	37	23	22	23	21	20	21	22
90th percentile time to start treatment <sup>5</sup> (minutes)	172	130	80	67	73	70	65	77	80

(†) 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 4 July to September 2018

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

Number of triage 4 patients: 4,175

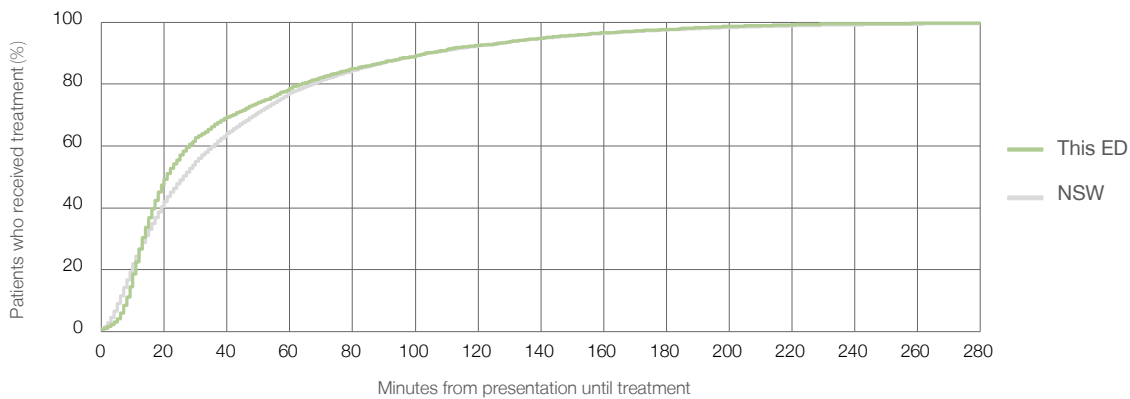
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,030

Median time to start treatment<sup>4</sup> 21 minutes

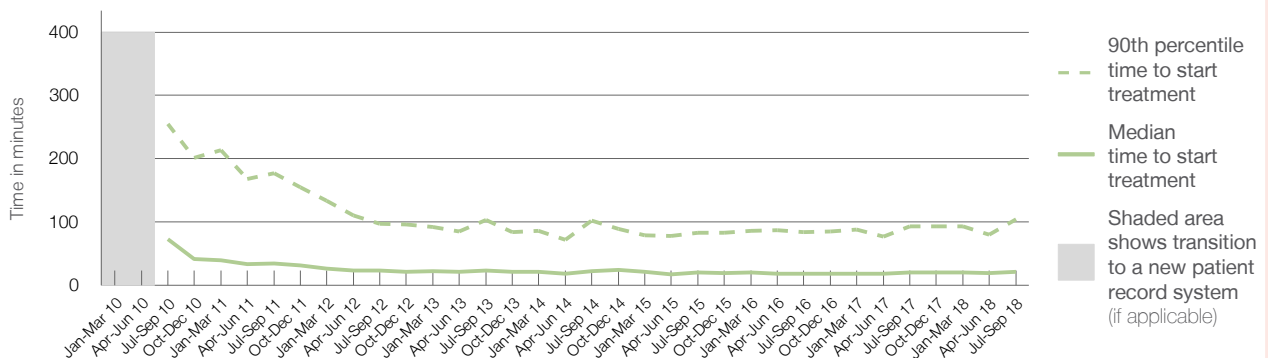
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
4,515	4,350
20 minutes	26 minutes
94 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)	73	34	23	23	22	20	18	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)	255	177	97	103	102	83	84	94	104

(†) 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 5 July to September 2018

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

Number of triage 5 patients: 502

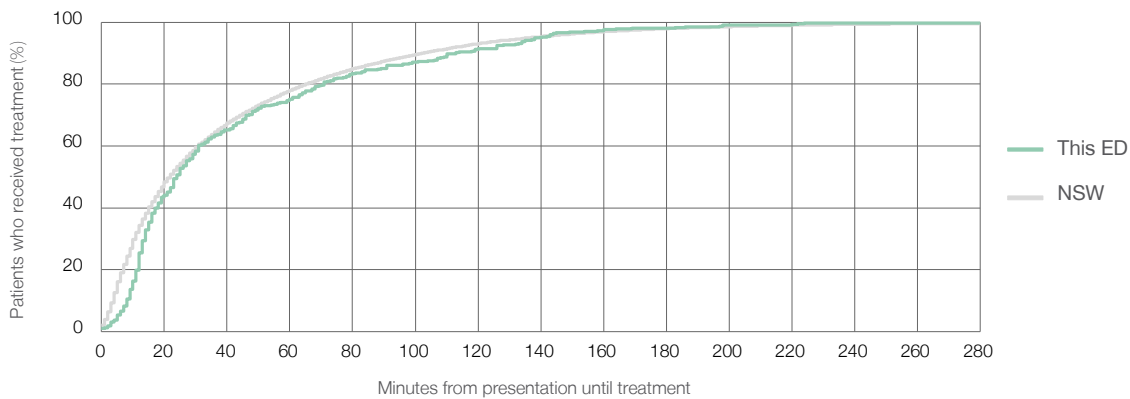
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 408

Median time to start treatment<sup>4</sup>  24 minutes

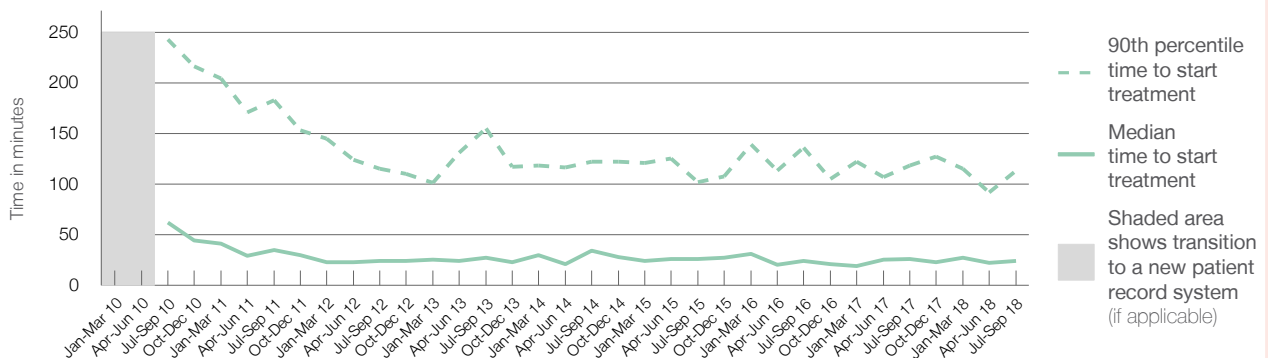
90th percentile time to start treatment<sup>5</sup>  113 minutes

Same period last year	NSW (this period)
374	283
26 minutes	22 minutes
118 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)	62	35	24	27	34	26	24	26	24
90th percentile time to start treatment <sup>5</sup> (minutes)	243	183	115	155	122	102	136	118	113

(†) 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

July to September 2018

All presentations:<sup>1</sup> 15,030 patients

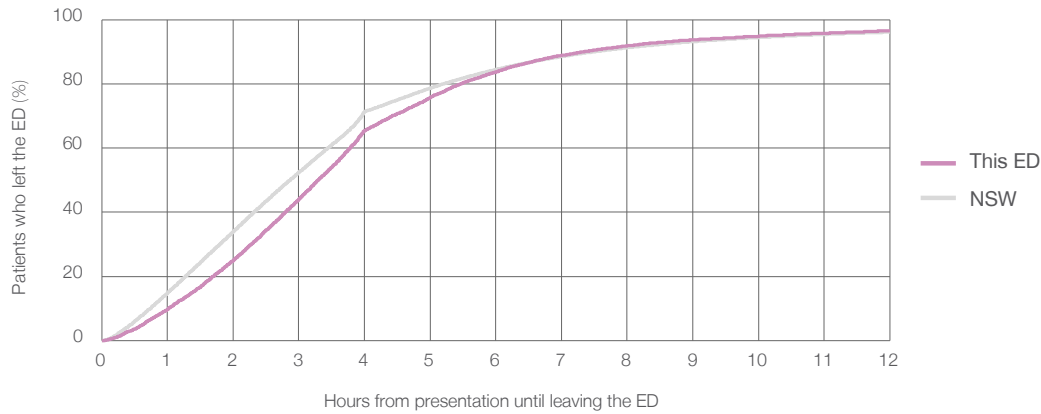
Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,025 patients

Median time spent in the ED<sup>8</sup> 3 hours and 18 minutes

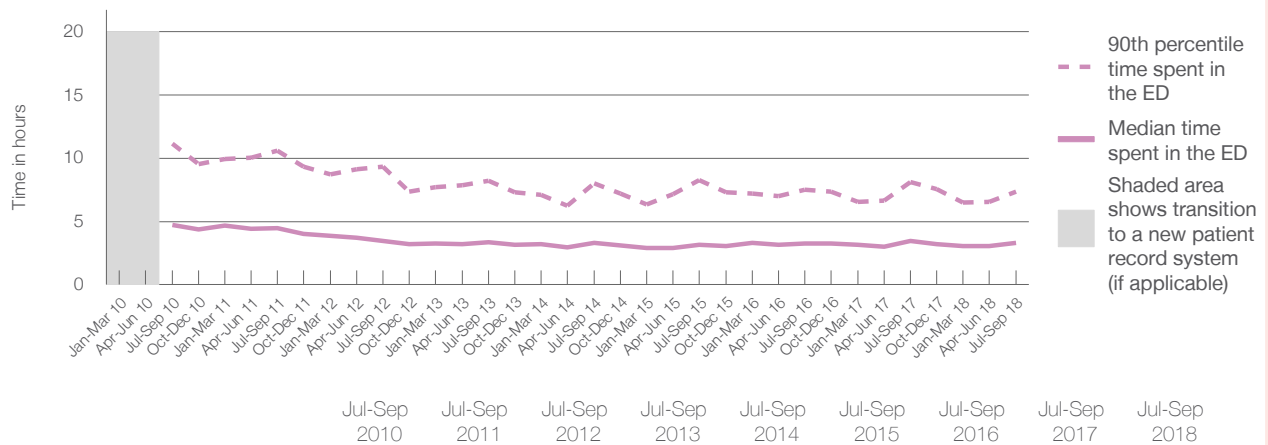
90th percentile time spent in the ED<sup>9</sup> 7 hours and 20 minutes

Same period last year	NSW (this period)
14,500	
14,498	
3 hours and 28 minutes	2 hours and 52 minutes
8 hours and 6 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 45m	4h 27m	3h 29m	3h 23m	3h 18m	3h 9m	3h 16m	3h 28m	3h 18m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	11h 10m	10h 35m	9h 20m	8h 13m	8h 0m	8h 15m	7h 29m	8h 6m	7h 20m

(†) 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  
July to September 2018

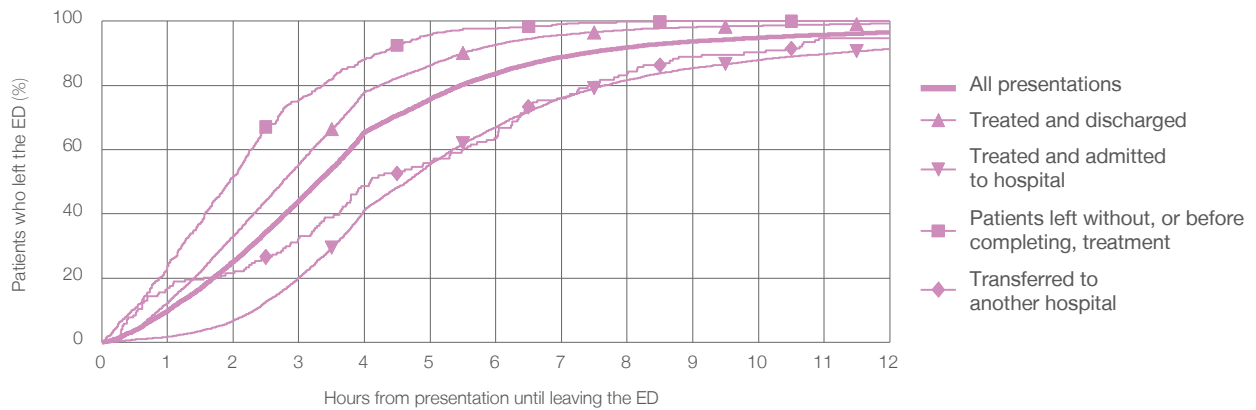
All presentations:<sup>1</sup> 15,030 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 15,025 patients

Treated and discharged	8,903 (59.2%)
Treated and admitted to hospital	5,244 (34.9%)
Patient left without, or before completing, treatment	589 (3.9%)
Transferred to another hospital	154 (1.0%)
Other	140 (0.9%)

Same period last year	Change since one year ago
14,498	4%
8,401	6.0%
5,116	2.5%
709	-16.9%
150	2.7%
124	12.9%

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	12.2%	33.1%	55.5%	77.9%	92.6%	97.3%	98.6%	99.3%
Treated and admitted to hospital	1.7%	6.7%	20.2%	41.3%	67.1%	81.7%	87.9%	91.4%
Patient left without, or before completing, treatment	23.8%	51.6%	75.4%	88.1%	97.8%	99.8%	100%	100%
Transferred to another hospital	16.9%	21.4%	32.5%	48.7%	63.6%	83.8%	90.3%	94.8%
All presentations	9.8%	25.1%	44.1%	65.5%	83.7%	91.9%	94.8%	96.5%

(†) 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.



**Prince of Wales 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> 15,030 patients

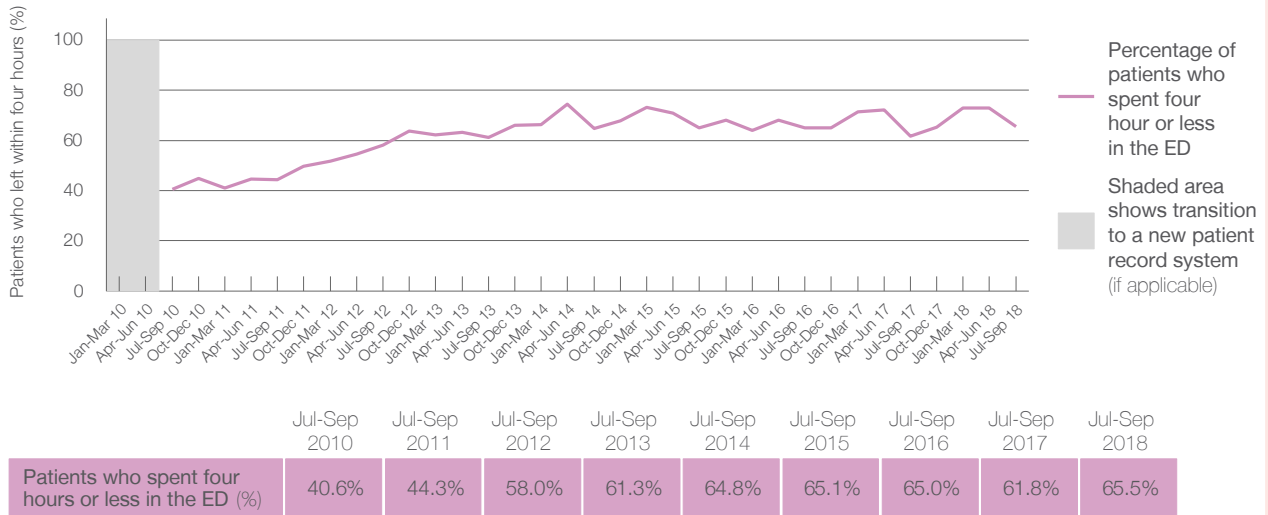
Presentations used to calculate time to leaving the ED: <sup>6</sup> 15,025 patients

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	14,500	4%
Presentations used to calculate time to leaving the ED	14,498	4%
Percentage of patients who spent four hours or less in the ED	61.8%	

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).