

Royal Prince Alfred Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 19,682 patients

Emergency presentations:² 19,160 patients

Same period last year	Change since one year ago
18,420	6.9%
17,894	7.1%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,243 patients

Median time to start treatment⁴ 12 minutes

90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,367 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 94 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,927 patients

Median time to start treatment⁴ 36 minutes

90th percentile time to start treatment⁵ 125 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 474 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
2,744	
11 minutes	9 minutes
24 minutes	29 minutes
9,524	
24 minutes	23 minutes
72 minutes	83 minutes
5,009	
32 minutes	30 minutes
109 minutes	121 minutes
490	
31 minutes	26 minutes
116 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 19,680 patients

Percentage of patients who spent four hours or less in the ED 60.8%

Same period last year	Change since one year ago
18,420	6.8%
65.2%	

* 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.

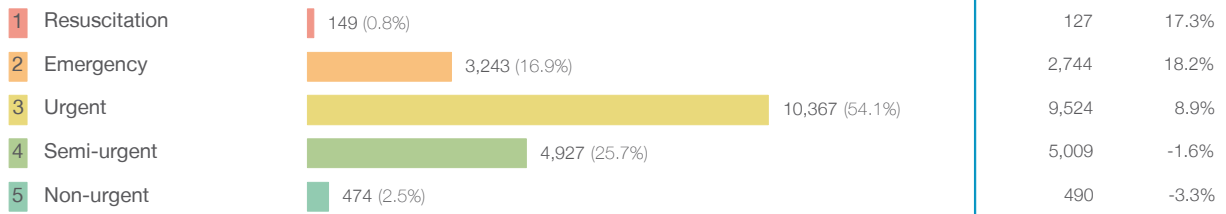
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

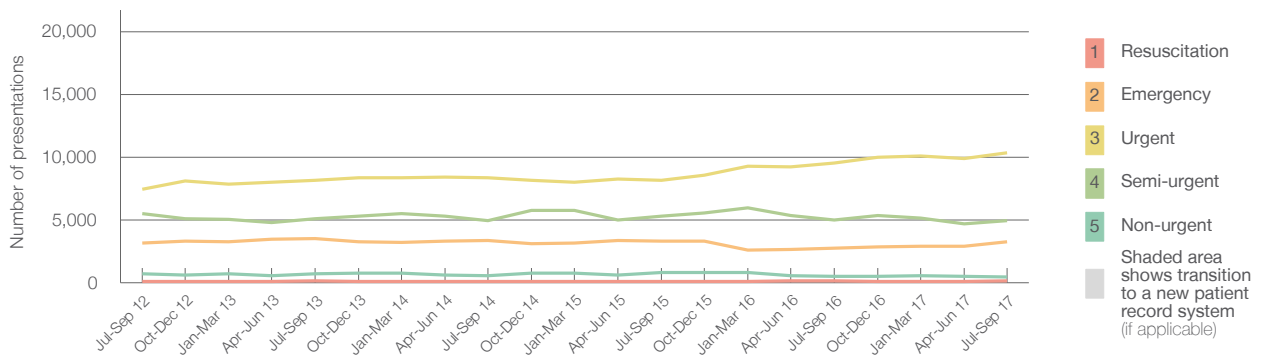
Royal Prince Alfred Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 19,682 patients

Emergency presentations² by triage category: 19,160 patients



Emergency presentations² by quarter, July 2012 to September 2017 †

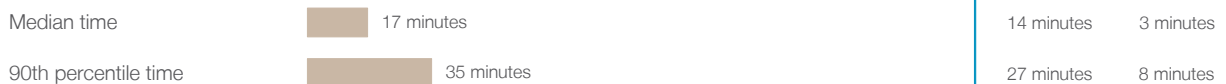


	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	118	132	119	102	127	149
Emergency	3,172	3,519	3,338	3,301	2,744	3,243
Urgent	7,455	8,129	8,342	8,167	9,524	10,367
Semi-urgent	5,516	5,100	4,957	5,280	5,009	4,927
Non-urgent	713	687	532	820	490	474
All emergency presentations	16,974	17,567	17,288	17,670	17,894	19,160

Royal Prince Alfred Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 5,320 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 2017

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

Number of triage 2 patients: 3,243

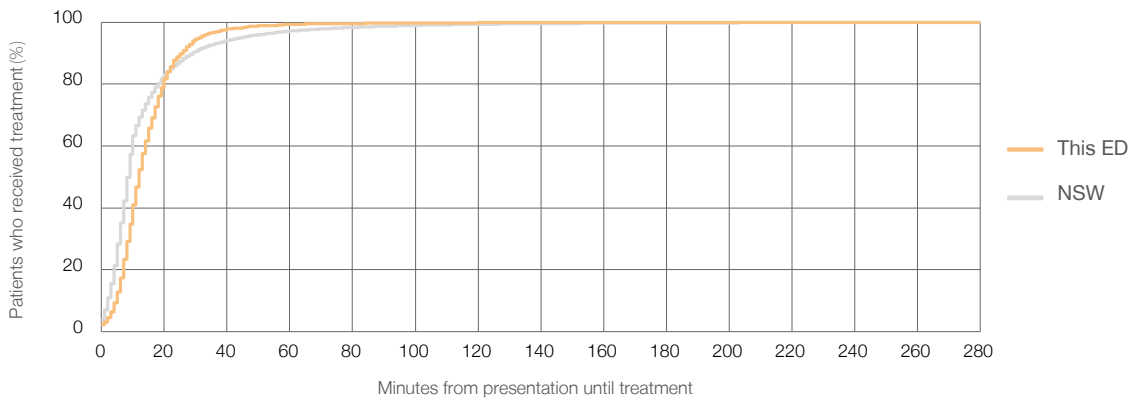
Number of triage 2 patients used to calculate waiting time:³ 3,233

Median time to start treatment⁴ 12 minutes

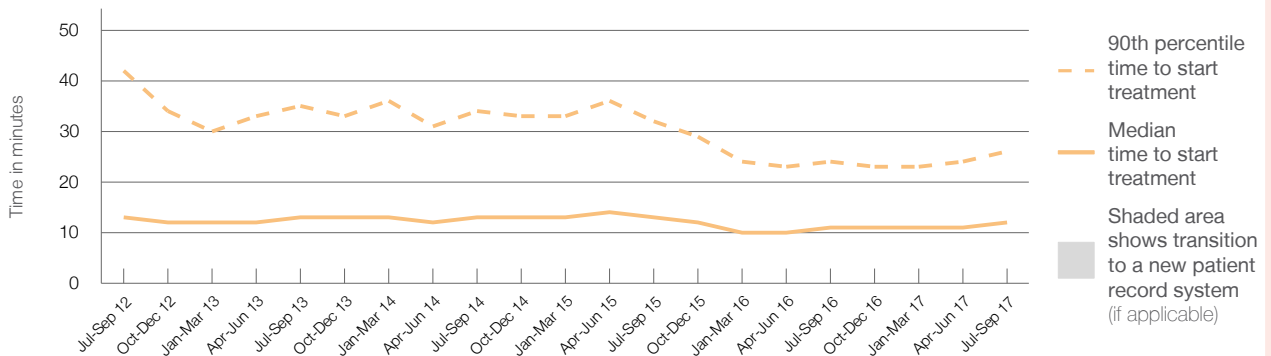
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
2,744	
2,737	
11 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)	13	13	13	13	11	12
90th percentile time to start treatment ⁵ (minutes)	42	35	34	32	24	26

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Royal Prince Alfred 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: 10,367

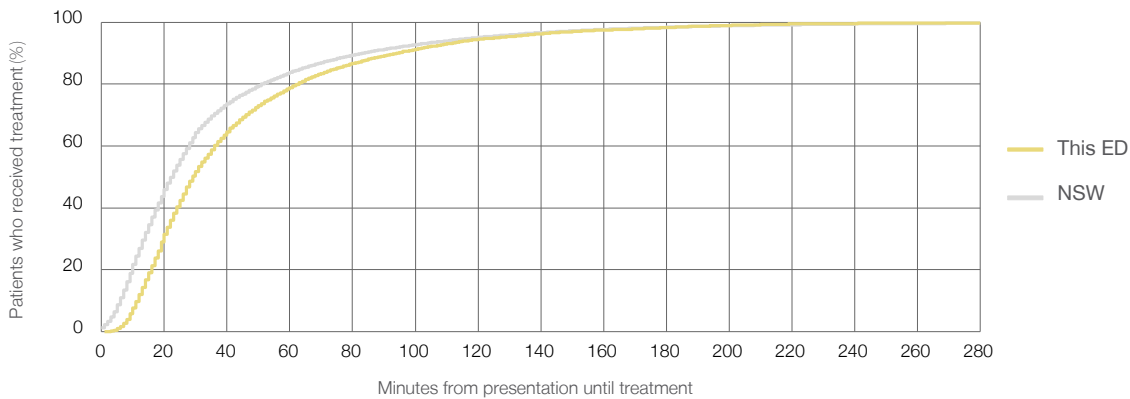
Number of triage 3 patients used to calculate waiting time:³ 10,138

Median time to start treatment⁴ 29 minutes

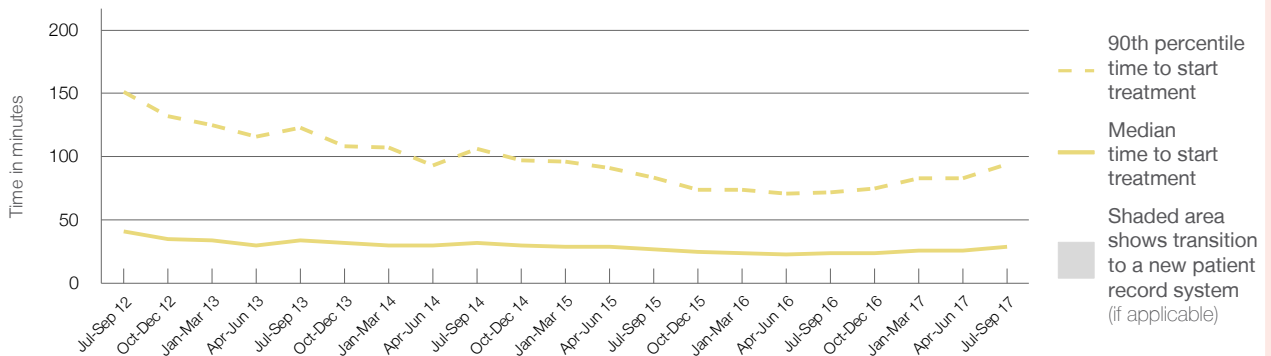
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
9,524	9,365
24 minutes	23 minutes
72 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)	41	34	32	27	24	29
90th percentile time to start treatment ⁵ (minutes)	151	123	106	84	72	94

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Royal Prince Alfred 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: 4,927

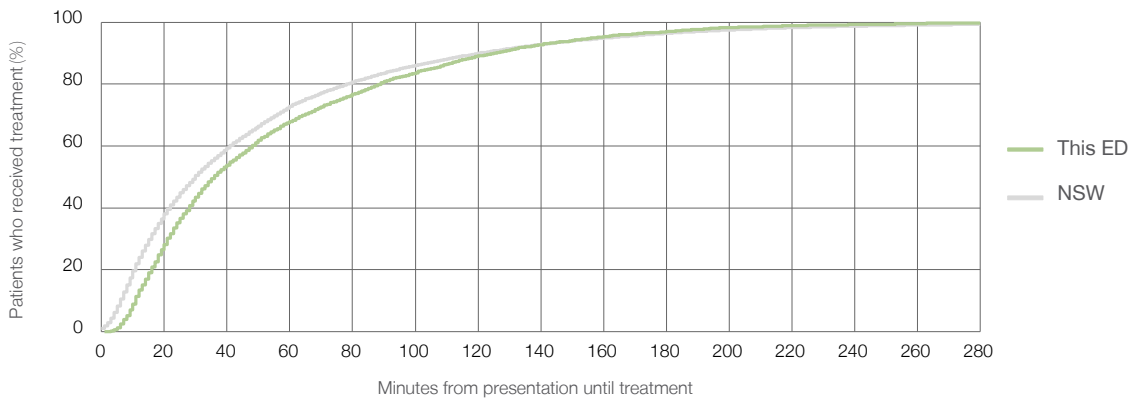
Number of triage 4 patients used to calculate waiting time:³ 4,652

Median time to start treatment⁴ 36 minutes

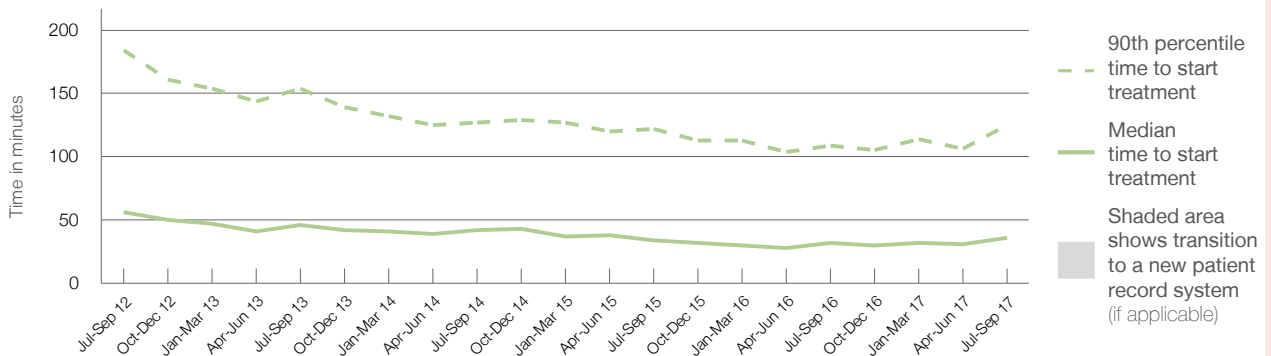
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
5,009	4,755
32 minutes	30 minutes
109 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)	56	46	42	34	32	36
90th percentile time to start treatment ⁵ (minutes)	184	154	127	122	109	125

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Royal Prince Alfred 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: 474

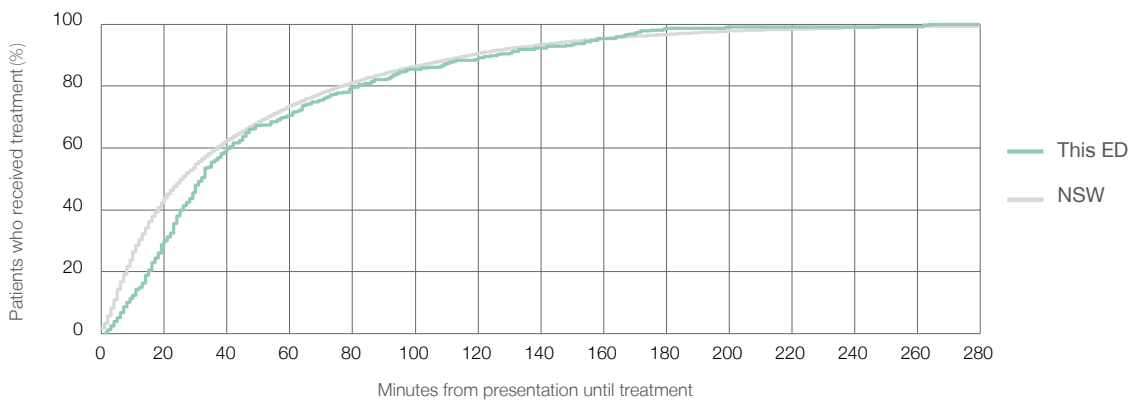
Number of triage 5 patients used to calculate waiting time:³ 323

Median time to start treatment⁴ 32 minutes

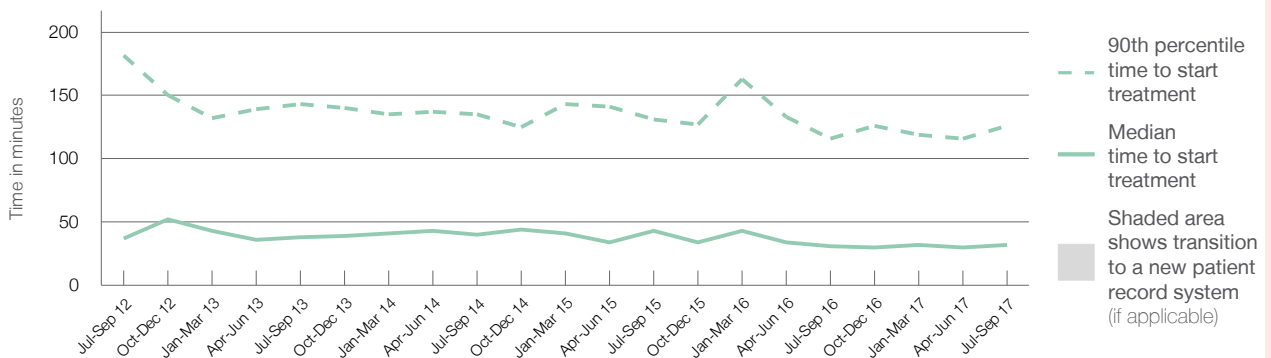
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
490	341
31 minutes	26 minutes
116 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)	37	38	40	43	31	32
90th percentile time to start treatment ⁵ (minutes)	182	143	135	131	116	126

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Royal Prince Alfred Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 19,682 patients

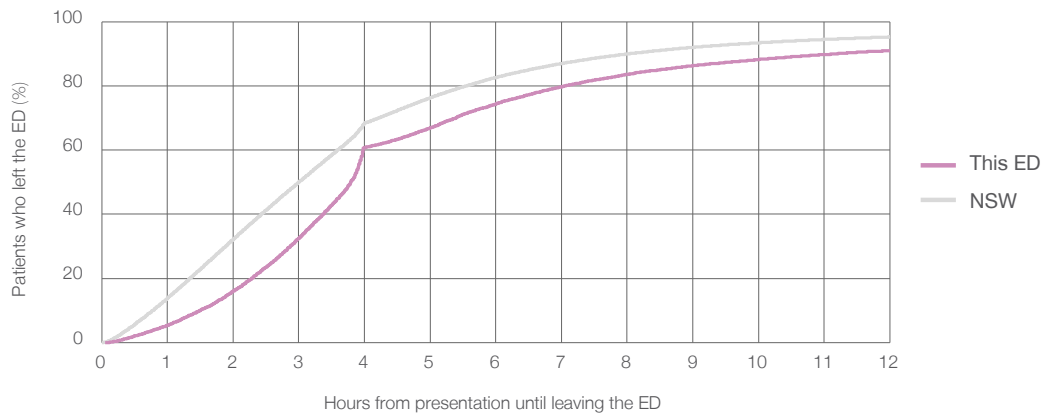
Presentations used to calculate time to leaving the ED:⁶ 19,680 patients

Median time spent in the ED⁸ 3 hours and 48 minutes

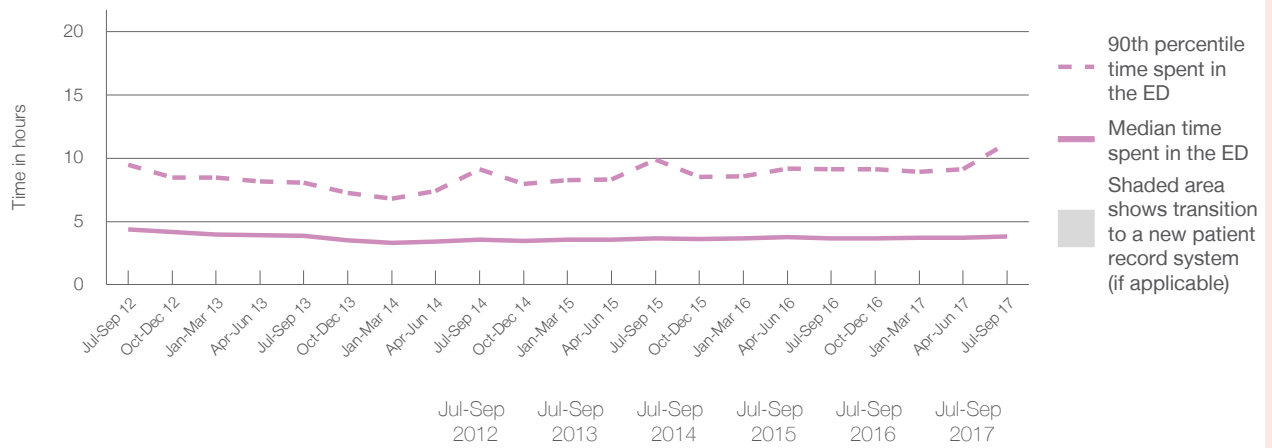
90th percentile time spent in the ED⁹ 11 hours and 12 minutes

Same period last year	NSW (this period)
18,420	18,420
3 hours and 41 minutes	3 hours and 0 minutes
9 hours and 6 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)	4h 23m	3h 51m	3h 35m	3h 39m	3h 41m	3h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 30m	8h 3m	9h 6m	9h 52m	9h 6m	11h 12m

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Royal Prince Alfred Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

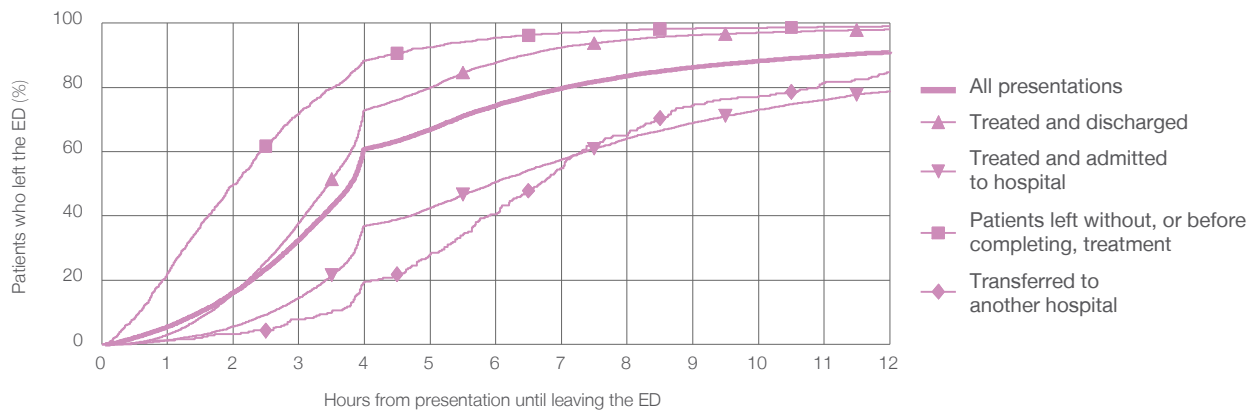
All presentations:¹ 19,682 patients

Presentations used to calculate time to leaving the ED:⁶ 19,680 patients

Treated and discharged	10,518 (53.4%)
Treated and admitted to hospital	7,163 (36.4%)
Patient left without, or before completing, treatment	1,282 (6.5%)
Transferred to another hospital	257 (1.3%)
Other	462 (2.3%)

Same period last year	Change since one year ago
18,420	6.8%
9,413	11.7%
7,218	-0.8%
1,116	14.9%
255	0.8%
418	10.5%

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	3.0%	15.9%	37.8%	73.0%	87.7%	94.8%	97.1%	98.0%
Treated and admitted to hospital	1.2%	5.5%	14.4%	36.9%	50.6%	64.1%	73.1%	79.0%
Patient left without, or before completing, treatment	22.2%	49.8%	71.8%	88.4%	95.5%	97.9%	98.6%	99.1%
Transferred to another hospital	1.2%	3.1%	7.8%	19.5%	40.5%	65.0%	77.4%	84.8%
All presentations	5.5%	16.1%	32.6%	60.8%	74.4%	83.6%	88.2%	91.0%

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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 2017

All presentations at the emergency department:¹ 19,682 patients

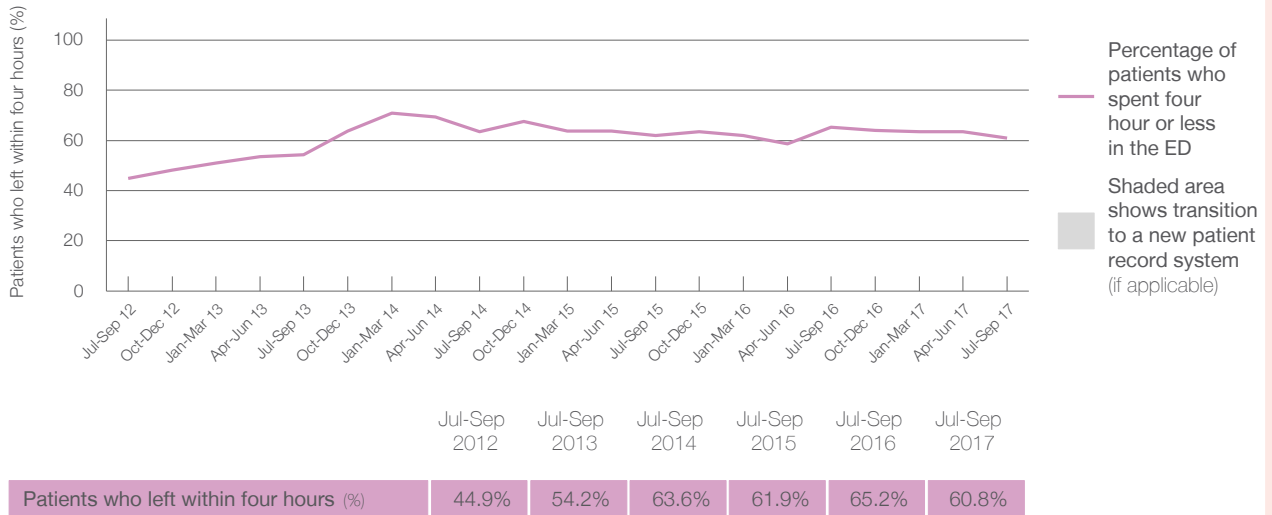
Presentations used to calculate time to leaving the ED:⁶ 19,680 patients

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	18,420	6.9%
Presentations used to calculate time to leaving the ED	18,420	6.8%
Percentage of patients who spent four hours or less in the ED	65.2%	

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.
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- 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).