

Royal Prince Alfred Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 19,373 patients

Emergency presentations:² 18,955 patients

Same period last year	Change since one year ago
19,246	0.7%
18,765	1.0%

Royal Prince Alfred Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 3,154 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 10,021 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 5,002 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 119 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 640 patients

Median time to start treatment⁴ 35 minutes
 90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
2,842	
11 minutes	8 minutes
23 minutes	23 minutes
9,965	
24 minutes	20 minutes
75 minutes	65 minutes
5,366	
30 minutes	26 minutes
105 minutes	99 minutes
488	
30 minutes	23 minutes
126 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 19,373 patients

Percentage of patients who spent four hours or less in the ED 67.6%

Same period last year	Change since one year ago
19,246	0.7%
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.

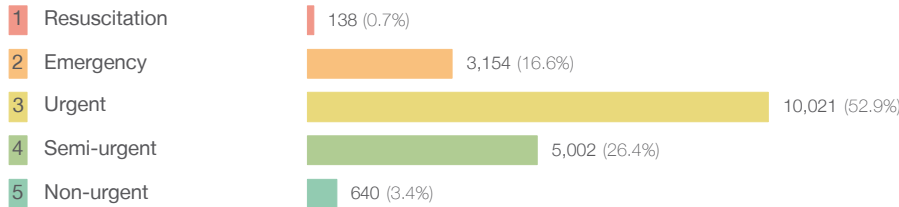
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Royal Prince Alfred Hospital: Patients presenting to the emergency department October to December 2017

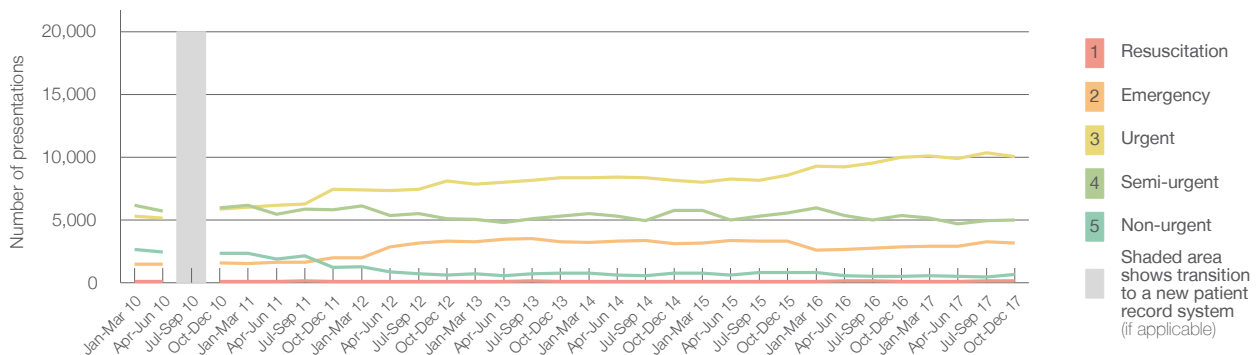
All presentations:¹ 19,373 patients

Emergency presentations² by triage category: 18,955 patients



	Same period last year	Change since one year ago
All presentations	19,246	0.7%
Emergency presentations	18,765	1.0%
1 Resuscitation	104	32.7%
2 Emergency	2,842	11.0%
3 Urgent	9,965	0.6%
4 Semi-urgent	5,366	-6.8%
5 Non-urgent	488	31.1%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	82	103	119	120	80	78	104	138
Emergency	1,599	1,980	3,304	3,239	3,118	3,303	2,842	3,154
Urgent	5,856	7,449	8,110	8,369	8,177	8,539	9,965	10,021
Semi-urgent	5,949	5,824	5,119	5,273	5,759	5,559	5,366	5,002
Non-urgent	2,341	1,233	620	774	739	799	488	640
All emergency presentations	15,827	16,589	17,272	17,775	17,873	18,278	18,765	18,955

Royal Prince Alfred Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 5,186 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	5,183	
ED Transfer of care time		
Median time	14 minutes	1 minute
90th percentile time	25 minutes	4 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.

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

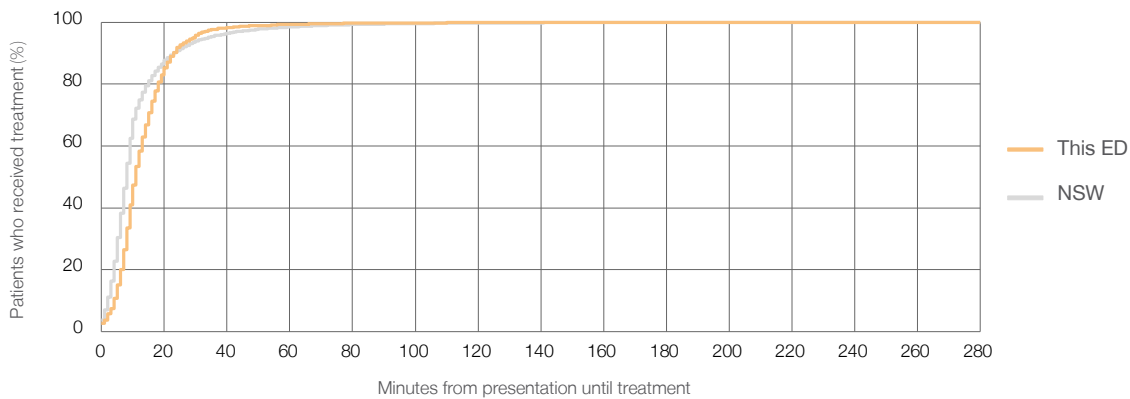
Number of triage 2 patients: 3,154

Number of triage 2 patients used to calculate waiting time:³ 3,146

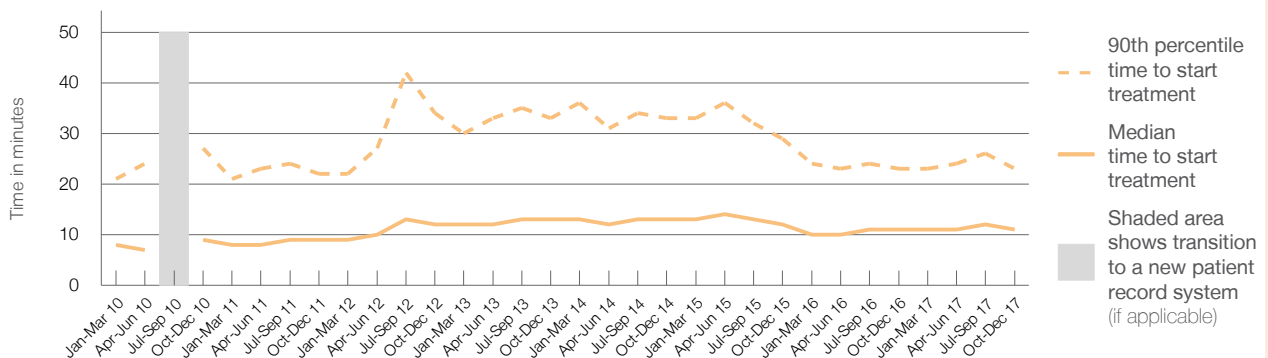
Median time to start treatment⁴ ■ 11 minutes
 90th percentile time to start treatment⁵ ■ 23 minutes

Same period last year	NSW (this period)
2,842	2,837
11 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	9	12	13	13	12	11	11
90th percentile time to start treatment ⁵ (minutes)	27	22	34	33	33	29	23	23

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Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 10,021

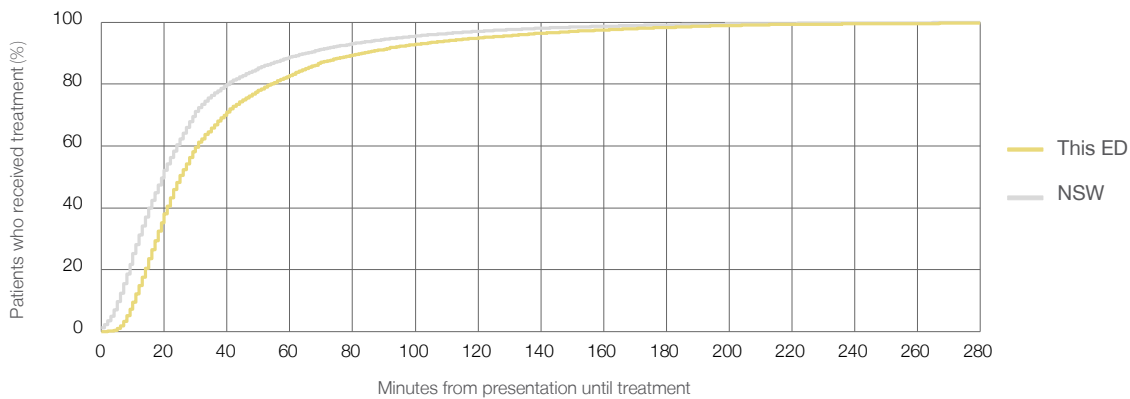
Number of triage 3 patients used to calculate waiting time:³ 9,805

Median time to start treatment⁴ 25 minutes

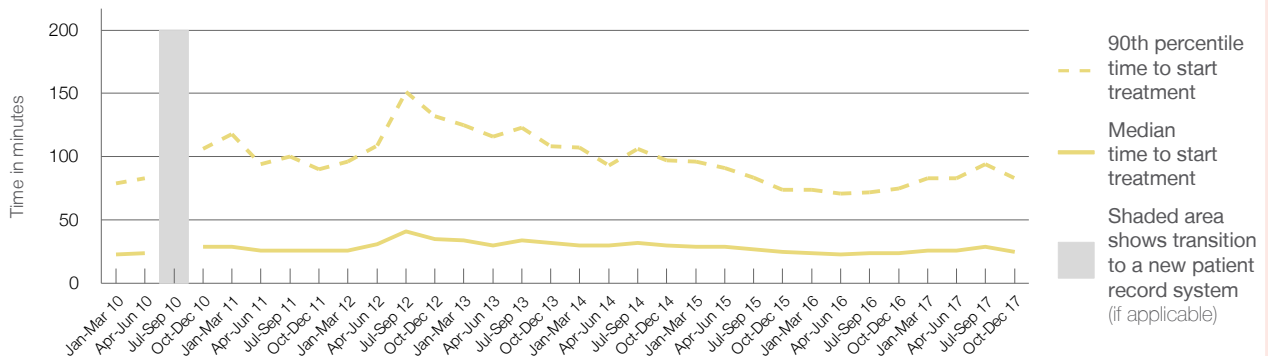
90th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
9,965	9,774
24 minutes	20 minutes
75 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	29	26	35	32	30	25	24	25
90th percentile time to start treatment ⁵ (minutes)	106	90	132	108	97	74	75	83

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Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 5,002

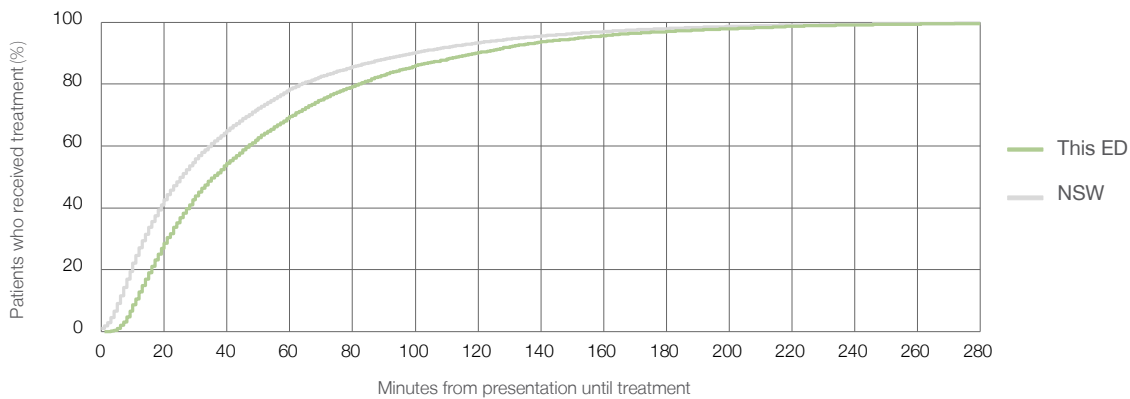
Number of triage 4 patients used to calculate waiting time:³ 4,722

Median time to start treatment⁴ 36 minutes

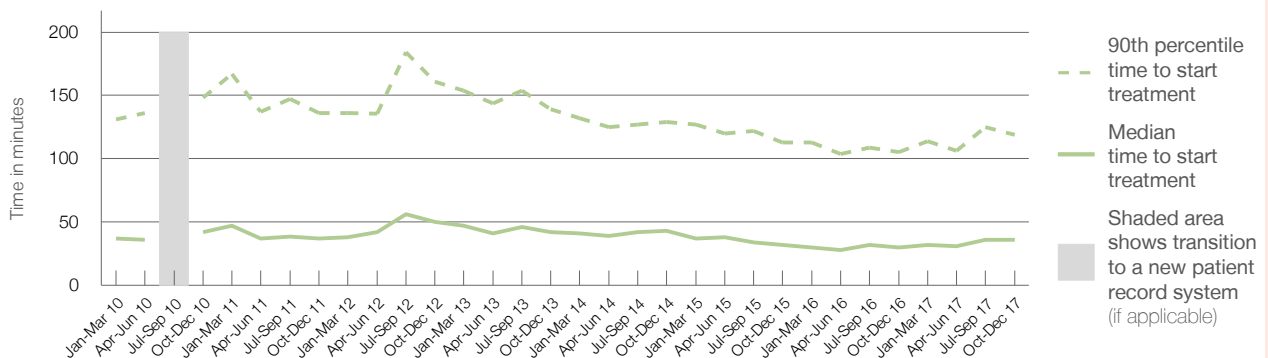
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
5,366	5,042
30 minutes	26 minutes
105 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	42	37	50	42	43	32	30	36
90th percentile time to start treatment ⁵ (minutes)	148	136	161	139	129	113	105	119

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Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 640

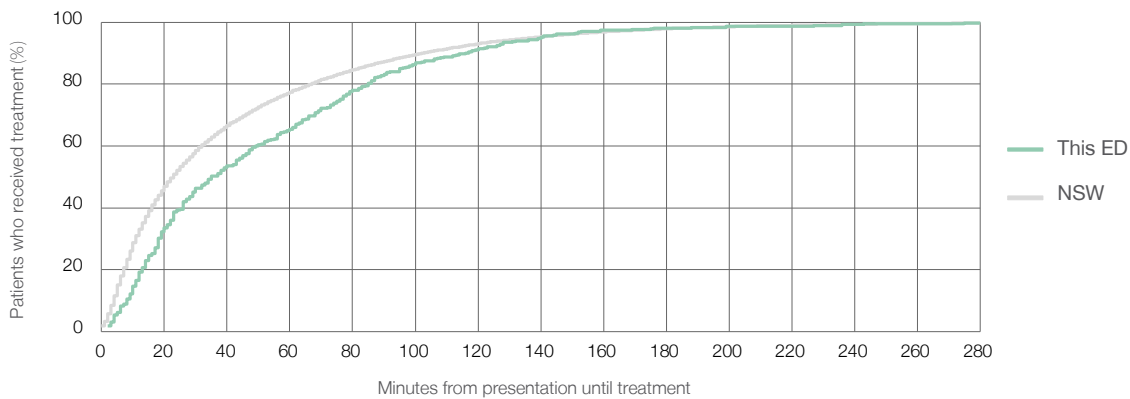
Number of triage 5 patients used to calculate waiting time:³ 427

Median time to start treatment⁴ 35 minutes

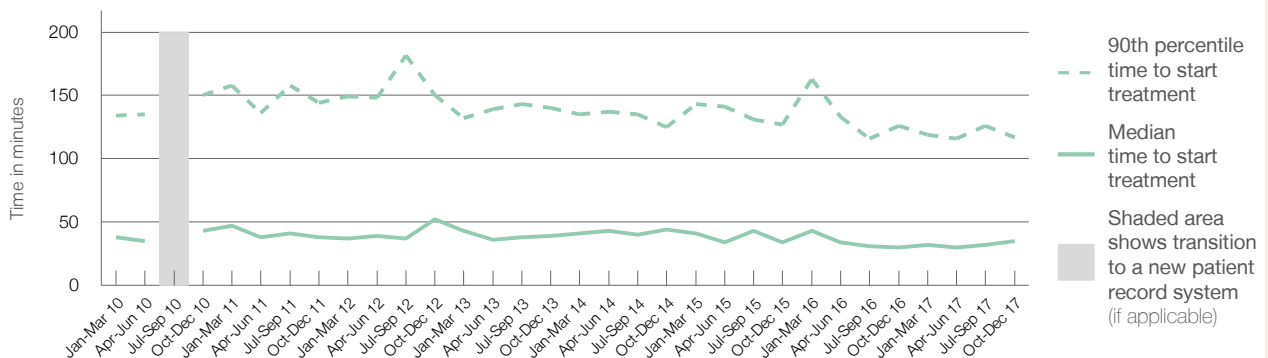
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
488	329
30 minutes	23 minutes
126 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	43	38	52	39	44	34	30	35
90th percentile time to start treatment ⁵ (minutes)	150	144	150	140	125	127	126	117

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Royal Prince Alfred Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 19,373 patients

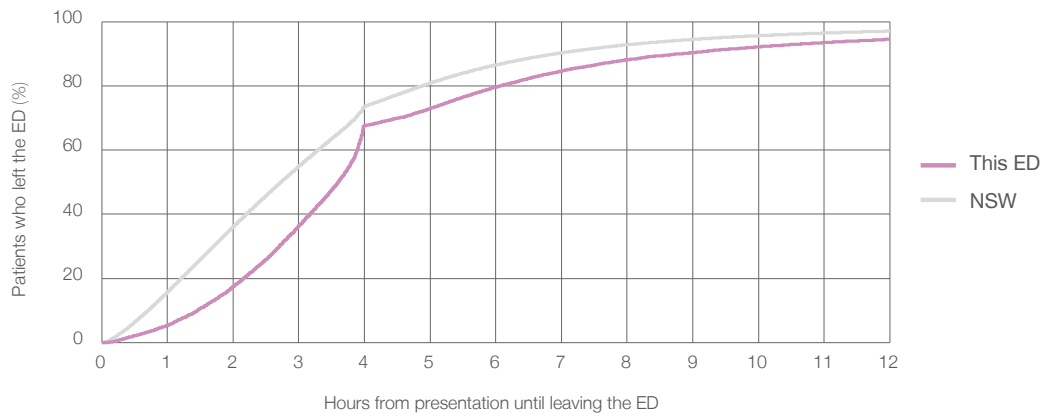
Presentations used to calculate time to leaving the ED:⁶ 19,373 patients

Median time spent in the ED⁸ 3 hours and 36 minutes

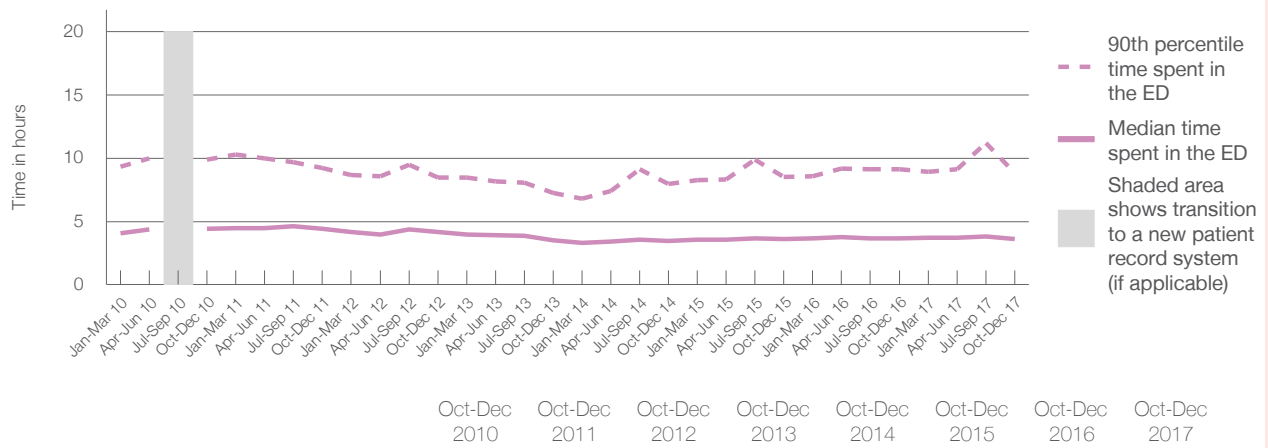
90th percentile time spent in the ED⁹ 8 hours and 49 minutes

Same period last year	NSW (this period)
19,246	19,246
3 hours and 41 minutes	2 hours and 44 minutes
9 hours and 7 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 26m	4h 24m	4h 9m	3h 30m	3h 27m	3h 36m	3h 41m	3h 36m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 52m	9h 13m	8h 28m	7h 14m	7h 59m	8h 31m	9h 7m	8h 49m

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Royal Prince Alfred Hospital: Time patients spent in the ED By mode of separation October to December 2017

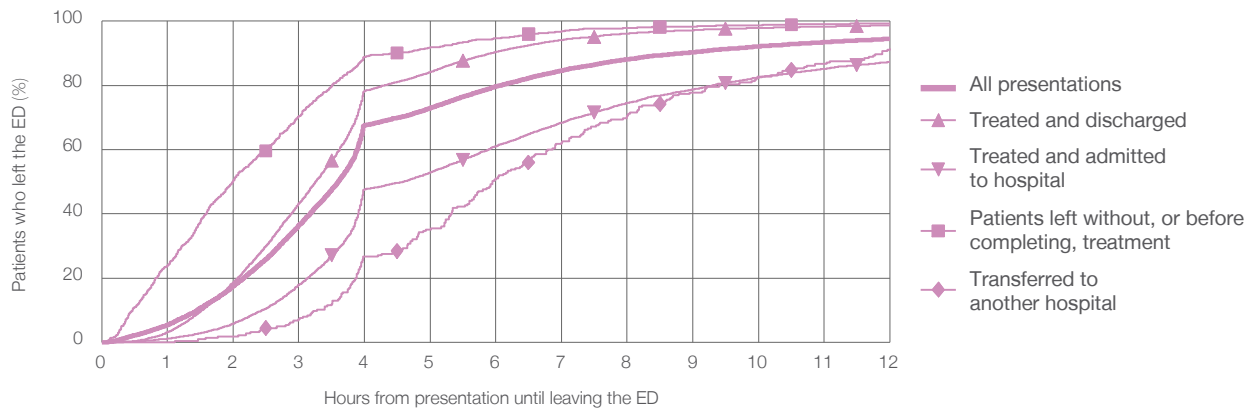
All presentations:¹ 19,373 patients

Presentations used to calculate time to leaving the ED:⁶ 19,373 patients

Treated and discharged	10,373 (53.5%)
Treated and admitted to hospital	7,113 (36.7%)
Patient left without, or before completing, treatment	1,247 (6.4%)
Transferred to another hospital	225 (1.2%)
Other	415 (2.1%)

Same period last year	Change since one year ago
19,246	0.7%
9,912	4.7%
7,338	-3.1%
1,322	-5.7%
288	-21.9%
386	7.5%

Percentage of patients who left the ED by time and mode of separation, October to December 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	3.1%	18.8%	43.3%	78.3%	90.4%	96.2%	97.9%	98.7%
Treated and admitted to hospital	1.1%	5.8%	17.9%	47.6%	61.1%	74.6%	82.5%	87.3%
Patient left without, or before completing, treatment	23.9%	50.5%	70.3%	88.9%	94.6%	98.0%	98.8%	99.3%
Transferred to another hospital	0%	1.8%	7.1%	26.7%	51.1%	70.7%	82.7%	91.6%
All presentations	5.4%	17.5%	36.5%	67.6%	79.7%	88.1%	92.2%	94.5%

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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

October to December 2017

All presentations at the emergency department: ¹ 19,373 patients

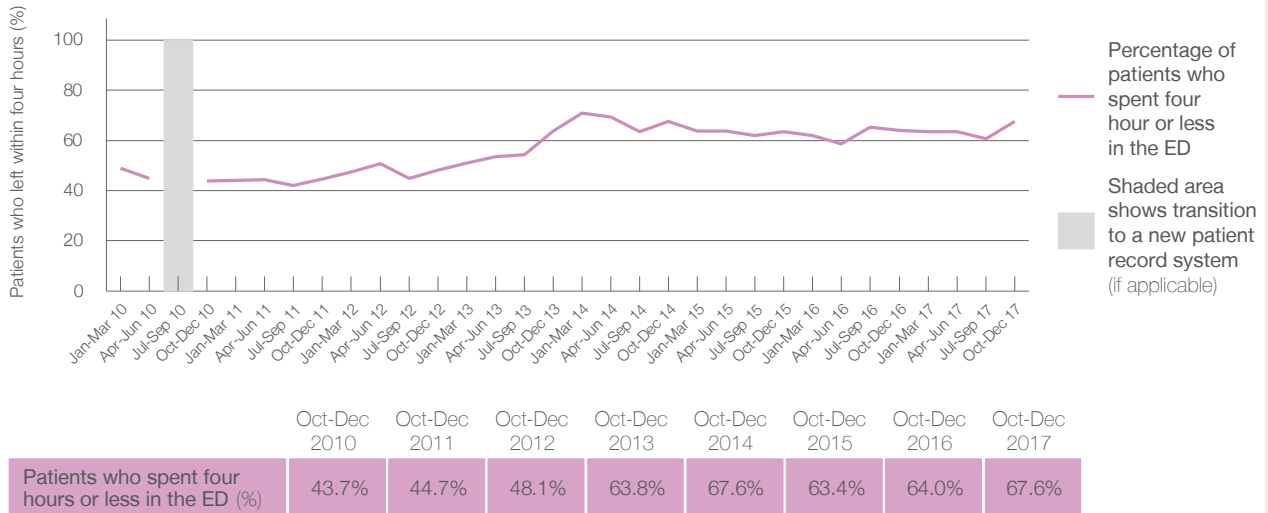
Presentations used to calculate time to leaving the ED: ⁶ 19,373 patients

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



Same period last year	Change since one year ago
19,246	0.7%
19,246	0.7%
64.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).