

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

January to March 2016

All attendances:<sup>1</sup> 15,350 patients  
Emergency attendances:<sup>2</sup> 14,118 patients

Same period last year	Change since one year ago
14,356	7%
13,358	6%

## Prince of Wales Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,187 patients

Median time to start treatment<sup>4</sup> 8 minutes  
95th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,942 patients

Median time to start treatment<sup>4</sup> 20 minutes  
95th percentile time to start treatment<sup>5</sup> 99 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 5,227 patients

Median time to start treatment<sup>4</sup> 20 minutes  
95th percentile time to start treatment<sup>5</sup> 127 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 605 patients

Median time to start treatment<sup>4</sup> 31 minutes  
95th percentile time to start treatment<sup>5</sup> 175 minutes

Same period last year	NSW (this period)
1,180	
8 minutes	8 minutes
29 minutes	35 minutes
6,544	
22 minutes	20 minutes
82 minutes	99 minutes
4,950	
21 minutes	26 minutes
108 minutes	137 minutes
521	
24 minutes	23 minutes
159 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,323 patients

Percentage of patients who left the ED within four hours 64%

Same period last year	Change since one year ago
14,355	7%
73%	

\* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

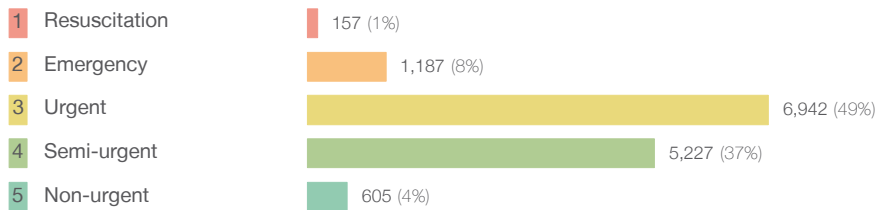
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 April 2016).

## Prince of Wales Hospital: Patients attending the emergency department January to March 2016

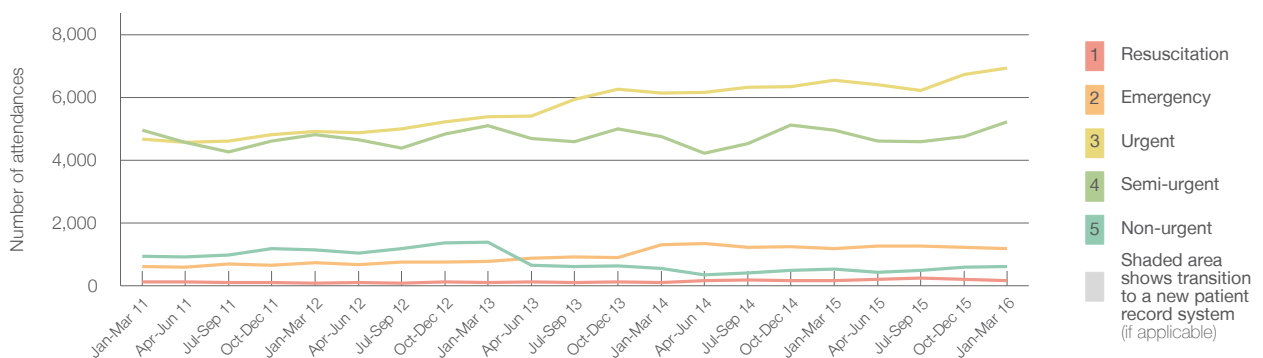
All attendances:<sup>1</sup> 15,350 patients

Emergency attendances<sup>2</sup> by triage category: 14,118 patients



Same period last year	Change since one year ago
14,356	7%
13,358	6%
163	-4%
1,180	1%
6,544	6%
4,950	6%
521	16%

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	113	77	109	91	163	157
Emergency	619	740	770	1,296	1,180	1,187
Urgent	4,669	4,916	5,381	6,140	6,544	6,942
Semi-urgent	4,956	4,803	5,104	4,748	4,950	5,227
Non-urgent	940	1,143	1,388	545	521	605
All emergency attendances	11,297	11,679	12,752	12,820	13,358	14,118

## Prince of Wales Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,262 patients

ED Transfer of care time<sup>§</sup>



Same period last year	Change since one year ago
3,124	
12 minutes	-2 minutes
46 minutes	-13 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

## Prince of Wales Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 1,187

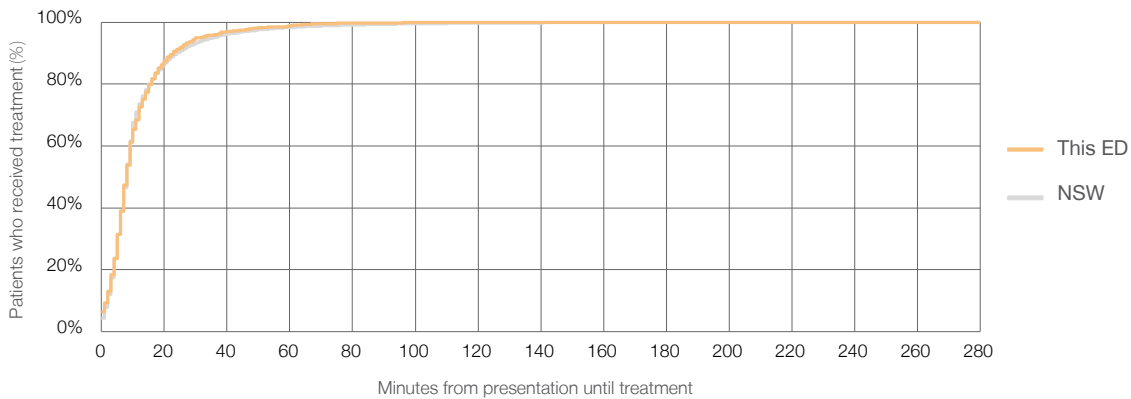
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,161

Median time to start treatment<sup>4</sup> 8 minutes

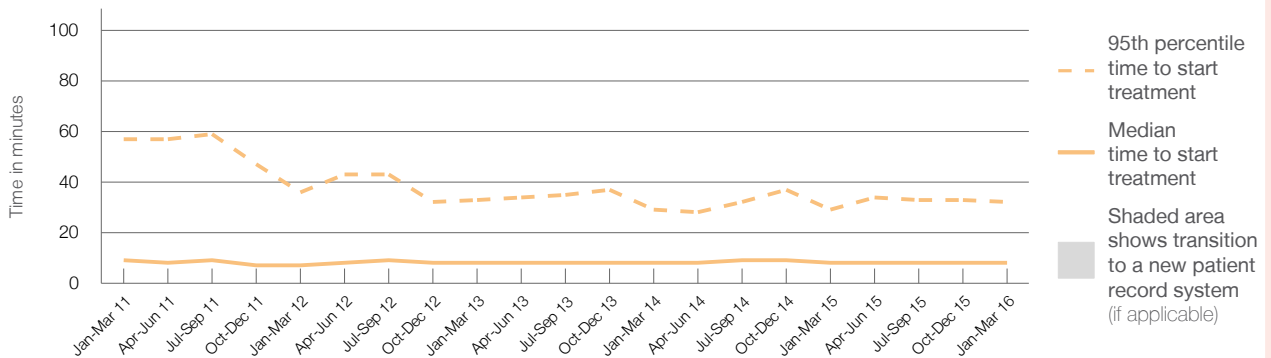
95th percentile time to start treatment<sup>5</sup> 32 minutes

Same period last year	NSW (this period)
1,180	1,173
8 minutes	8 minutes
29 minutes	35 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	9	7	8	8	8	8
95th percentile time to start treatment <sup>5</sup> (minutes)	57	36	33	29	29	32

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## Prince of Wales Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 6,942

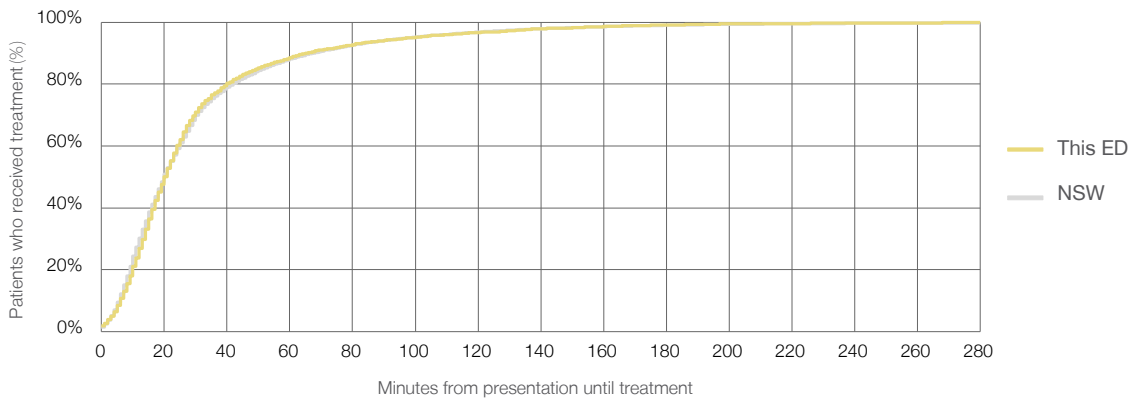
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,780

Median time to start treatment<sup>4</sup> 20 minutes

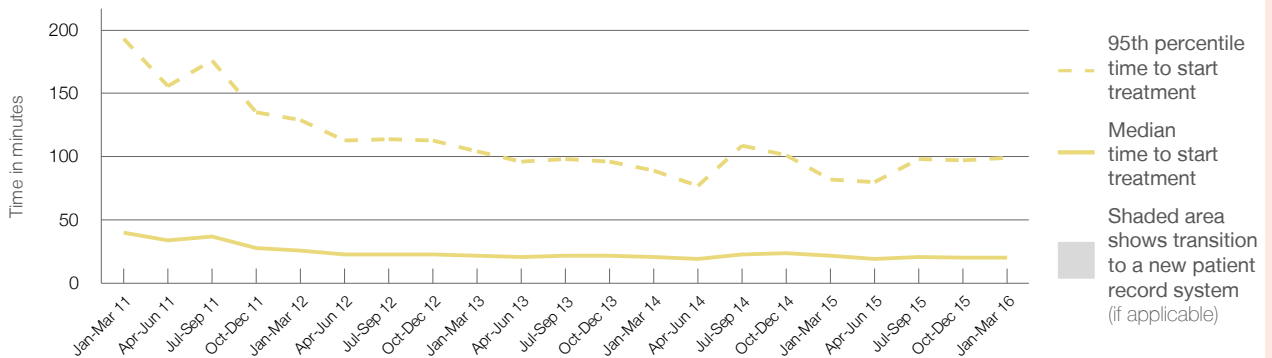
95th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
6,544	
6,433	
22 minutes	20 minutes
82 minutes	99 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	40	26	22	21	22	20
95th percentile time to start treatment <sup>5</sup> (minutes)	193	129	104	89	82	99

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## Prince of Wales Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 5,227

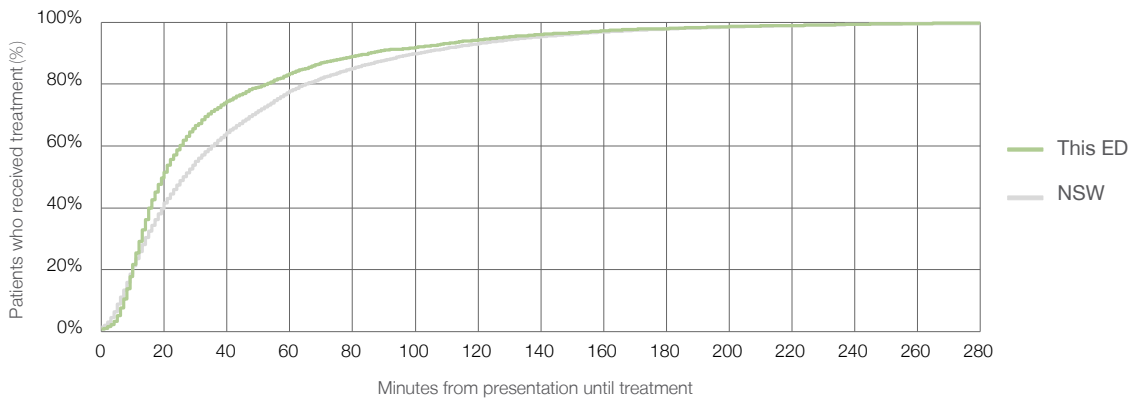
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 5,016

Median time to start treatment<sup>4</sup>  20 minutes

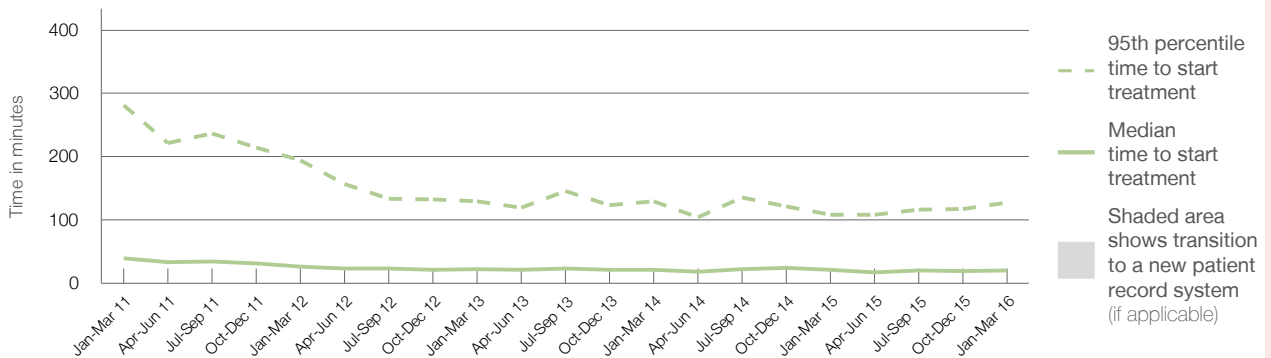
95th percentile time to start treatment<sup>5</sup>  127 minutes

	Same period last year	NSW (this period)
Number of patients	4,950	4,802
Median time to start treatment <sup>4</sup>	21 minutes	26 minutes
95th percentile time to start treatment <sup>5</sup>	108 minutes	137 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	39	26	22	21	21	20
95th percentile time to start treatment <sup>5</sup> (minutes)	281	194	129	129	108	127

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## Prince of Wales Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 605

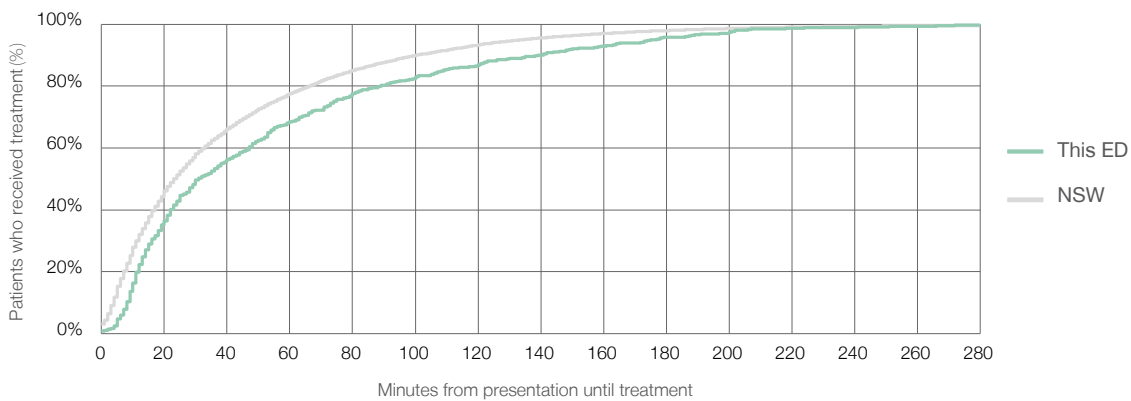
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 464

Median time to start treatment<sup>4</sup> 31 minutes

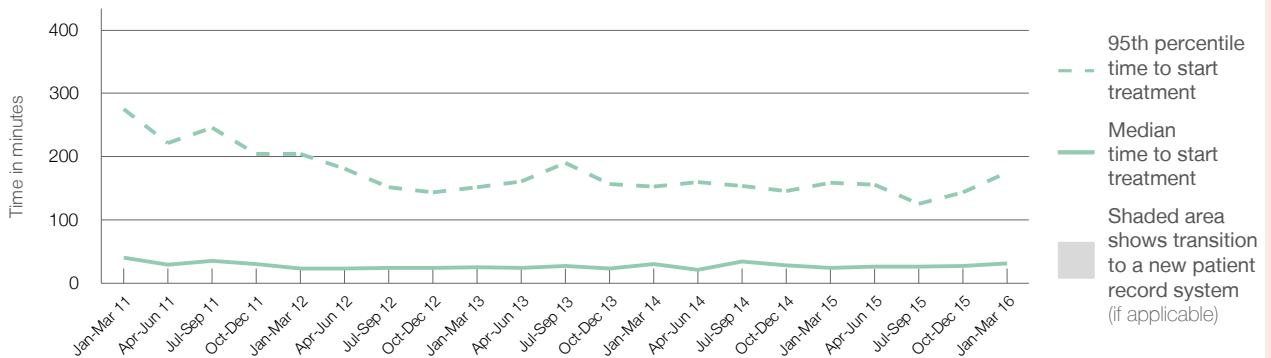
95th percentile time to start treatment<sup>5</sup> 175 minutes

	Same period last year	NSW (this period)
	521	
	420	
	24 minutes	23 minutes
	159 minutes	135 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2016



### Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016<sup>†‡</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment <sup>4</sup> (minutes)	41	23	25	30	24	31
95th percentile time to start treatment <sup>5</sup> (minutes)	275	204	152	153	159	175

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

January to March 2016

All attendances:<sup>1</sup> 15,350 patients

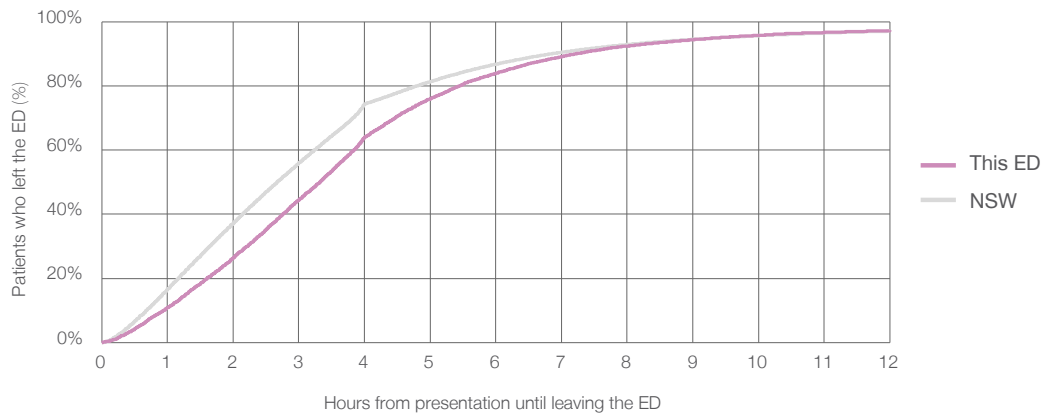
Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,323 patients

Median time to leaving the ED<sup>8</sup> 3 hours and 19 minutes

95th percentile time to leaving the ED<sup>9</sup> 9 hours and 24 minutes

Same period last year	NSW (this period)
14,356	
14,355	
2 hours and 54 minutes	2 hours and 40 minutes
8 hours and 22 minutes	9 hours and 25 minutes

### Percentage of patients who left the ED by time, January to March 2016



### Time from presentation until leaving the ED, by quarter, January 2011 to March 2016<sup>††</sup>



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 42m	3h 53m	3h 17m	3h 14m	2h 54m	3h 19m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 34m	11h 14m	10h 1m	9h 7m	8h 22m	9h 24m

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**Prince of Wales Hospital: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

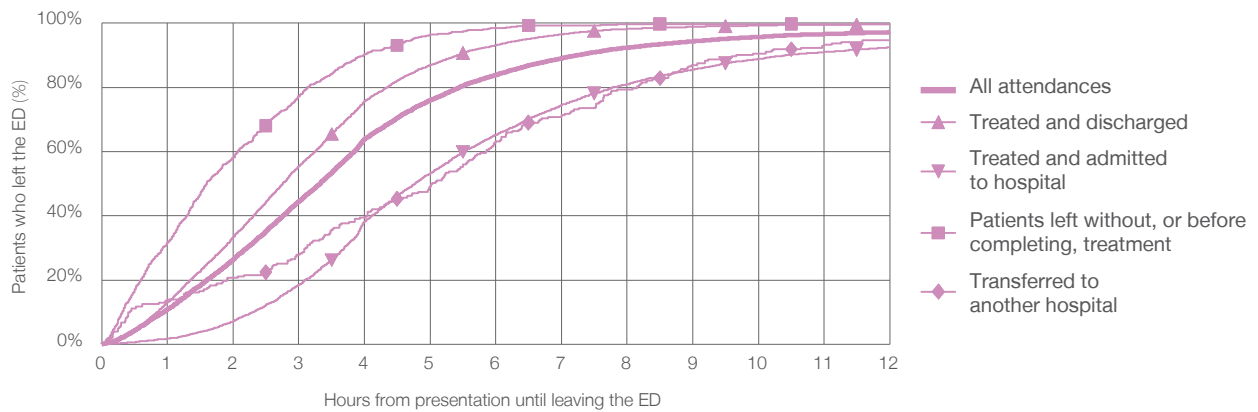
All attendances:<sup>1</sup> 15,350 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,323 patients

Treated and discharged	9,028 (59%)
Treated and admitted to hospital	4,978 (32%)
Patient left without, or before completing, treatment	949 (6%)
Transferred to another hospital	224 (1%)
Other	171 (1%)

Same period last year	Change since one year ago
14,355	7%
8,446	7%
4,995	0%
682	39%
169	33%
64	167%

Percentage of patients who left the ED by time and mode of separation, January to March 2016<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	13%	33%	56%	76%	93%	98%	99%	100%
Treated and admitted to hospital	2%	7%	19%	38%	65%	81%	89%	93%
Patient left without, or before completing, treatment	32%	58%	77%	90%	98%	100%	100%	100%
Transferred to another hospital	14%	21%	28%	39%	63%	79%	91%	95%
All attendances	11%	26%	45%	64%	84%	92%	96%	97%

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## Prince of Wales Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances:<sup>1</sup> 15,350 patients

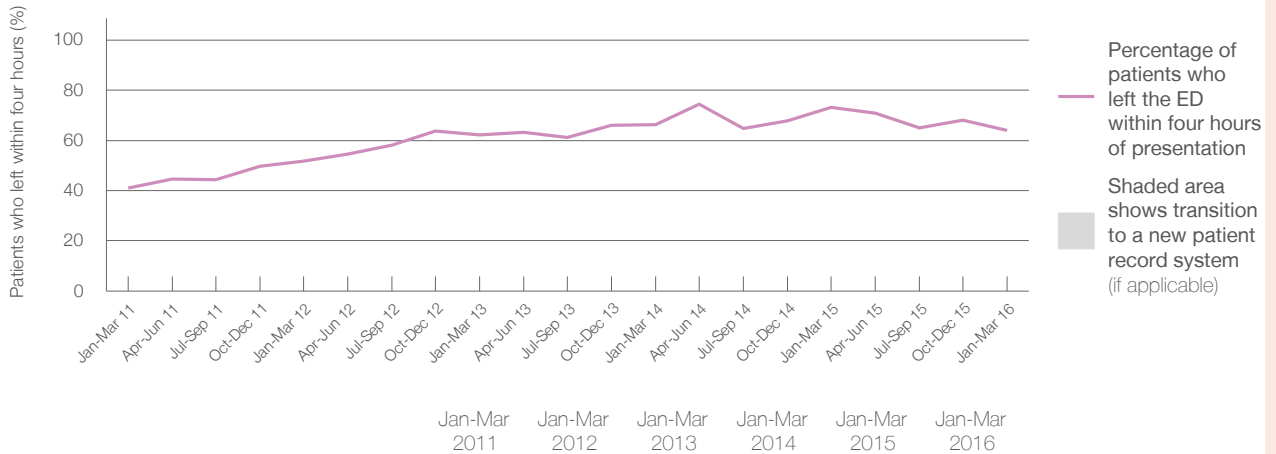
Attendances used to calculate time to leaving the ED:<sup>6</sup> 15,323 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
14,356	7%
14,355	7%
73%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



Patients who left within four hours (%)	41%	52%	62%	66%	73%	64%
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\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).