Royal Prince Alfred Hospital: Emergency department (ED) overview
April to June 2017

		Same period last year	Change since one year ago
All presentations:[1]	18,644 patients	18,443	1.1%
Emergency presentations:[2]	18,115 patients	17,907	1.2%

Royal Prince Alfred Hospital: Time patients waited to start treatment [3]
April to June 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 2,910 patients		2,625	
Median time to start treatment[4]	11 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]	24 minutes	23 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,887 patients		9,243	
Median time to start treatment[4]	26 minutes	23 minutes	20 minutes
90th percentile time to start treatment[5]	83 minutes	71 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,703 patients		5,335	
Median time to start treatment[4]	31 minutes	28 minutes	25 minutes
90th percentile time to start treatment[5]	106 minutes	104 minutes	99 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 497 patients		577	
Median time to start treatment[4]	30 minutes	34 minutes	23 minutes
90th percentile time to start treatment[5]	116 minutes	133 minutes	101 minutes

Royal Prince Alfred Hospital: Time from presentation until leaving the ED
April to June 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 18,643 patients		18,443	1.1%
Percentage of patients who spent four hours or less in the ED	63.4%	58.6%	

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*   Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1.   All emergency and non-emergency attendances at the emergency department (ED).
2.   All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3.   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.*
4.   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.
5.   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.
6.   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.
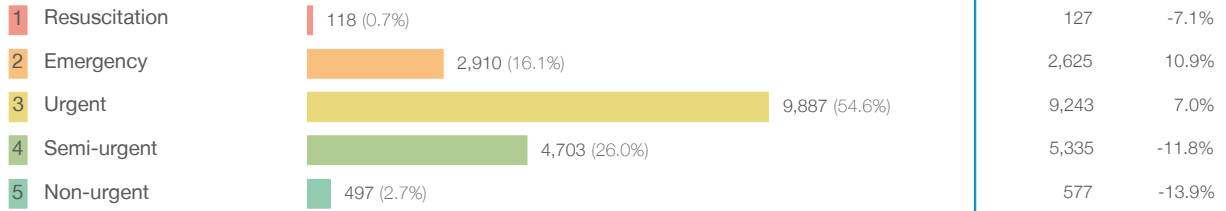Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

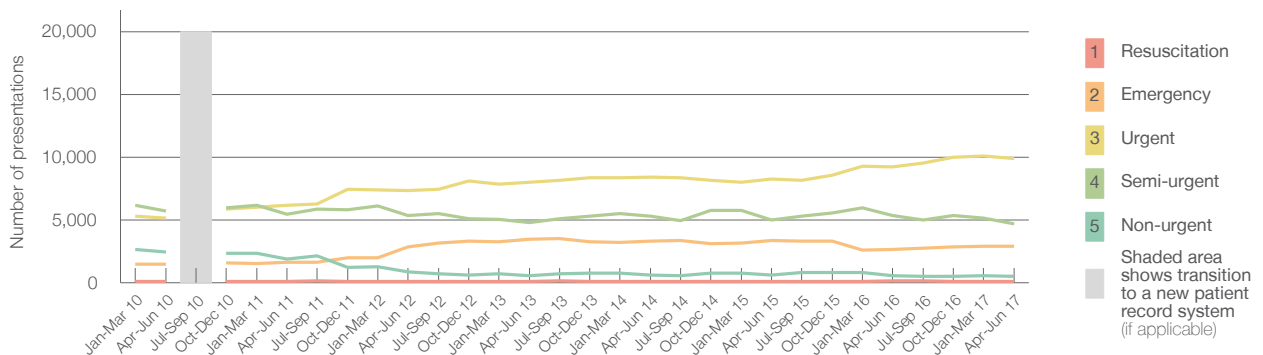## Royal Prince Alfred Hospital: Patients presenting to the emergency department
April to June 2017

		Same period last year	Change since one year ago
All presentations:[1] 18,644 patients		18,443	1.1%
Emergency presentations[2] by triage category: 18,115 patients		17,907	1.2%
1 Resuscitation	118 (0.7%)	127	-7.1%
2 Emergency	2,910 (16.1%)	2,625	10.9%
3 Urgent	9,887 (54.6%)	9,243	7.0%
4 Semi-urgent	4,703 (26.0%)	5,335	-11.8%
5 Non-urgent	497 (2.7%)	577	-13.9%

Emergency presentations[2] by quarter, April 2012 to June 2017 [‡]

Legend:
1 Resuscitation
2 Emergency
3 Urgent
4 Semi-urgent
5 Non-urgent
Shaded area shows transition to a new patient record system (if applicable)

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	110	84	90	110	107	91	127	118
Emergency	1,489	1,630	2,855	3,460	3,321	3,365	2,625	2,910
Urgent	5,147	6,149	7,326	8,006	8,428	8,259	9,243	9,887
Semi-urgent	5,716	5,473	5,358	4,775	5,276	4,999	5,335	4,703
Non-urgent	2,435	1,899	877	550	592	582	577	497
All emergency presentations	14,897	15,235	16,506	16,901	17,724	17,296	17,907	18,115

Royal Prince Alfred Hospital: Patients arriving by ambulance
April to June 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 5,146 patients		5,046	
ED Transfer of care time			
Median time	14 minutes	14 minutes	0 minutes
90th percentile time	26 minutes	26 minutes	0 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
April to June 2017

			Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 2,910			2,625	
Number of triage 2 patients used to calculate waiting time:[3] 2,904			2,621	
Median time to start treatment[4]		11 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]		24 minutes	23 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017
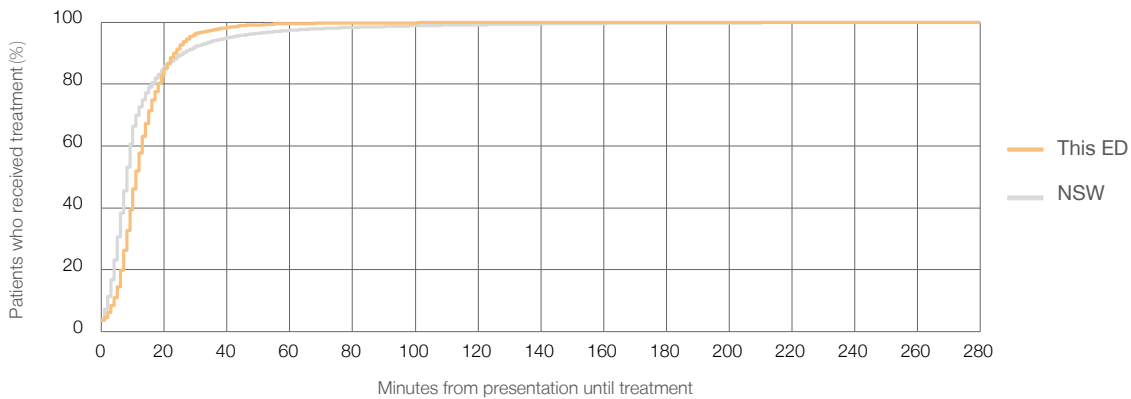
Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017[†‡]
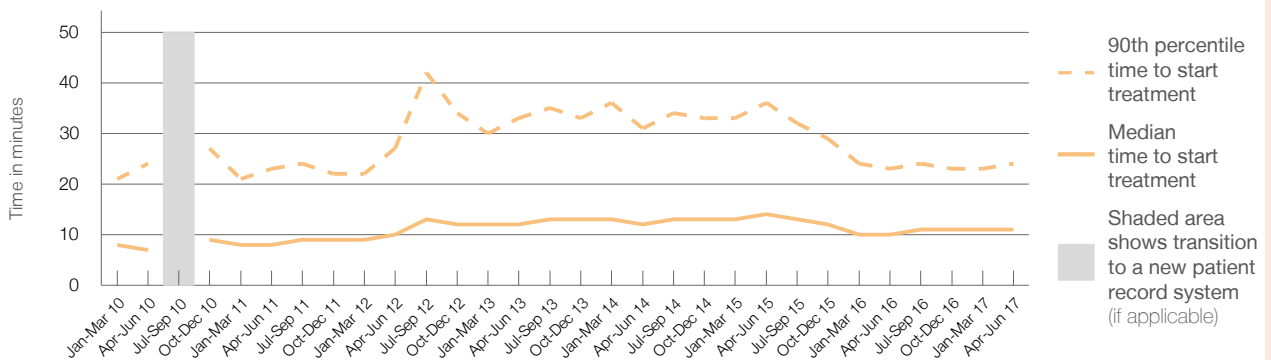
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)	7	8	10	12	12	14	10	11
90th percentile time to start treatment[5] (minutes)	24	23	27	33	31	36	23	24

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Royal Prince Alfred Hospital

Principal referral hospitals (A1)
Sydney Local Health District

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 3
April to June 2017

	Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients: 9,887	9,243	
Number of triage 3 patients used to calculate waiting time:[3] 9,731	9,072	
Median time to start treatment[4] 26 minutes	23 minutes	20 minutes
90th percentile time to start treatment[5] 83 minutes	71 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017
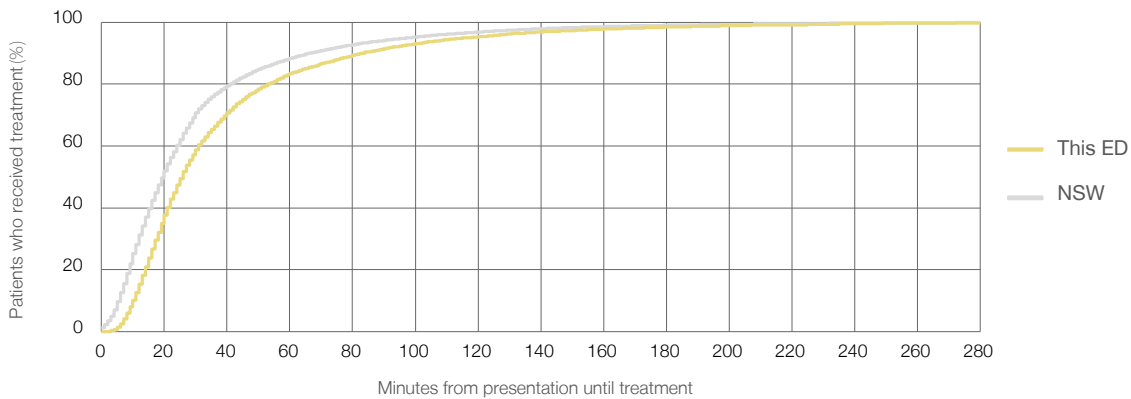
Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017[†‡]
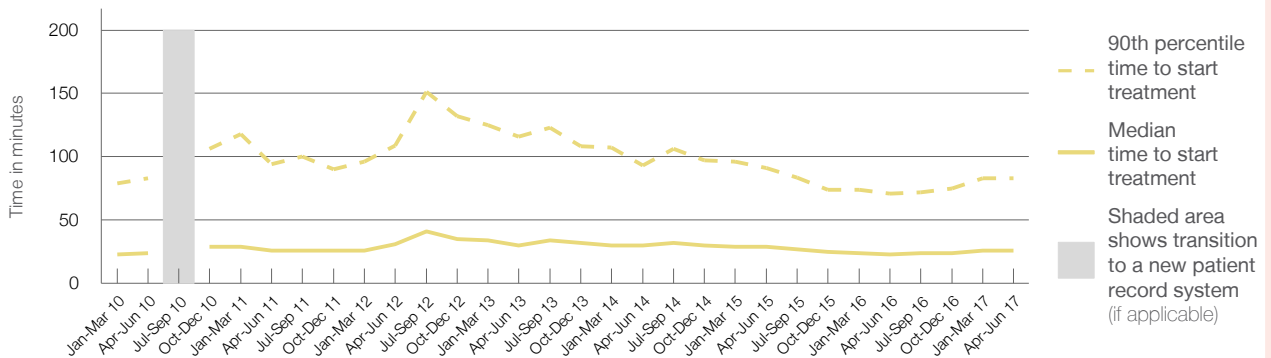
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)	24	26	31	30	30	29	23	26
90th percentile time to start treatment[5] (minutes)	83	94	109	116	93	91	71	83

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Royal Prince Alfred Hospital

Principal referral hospitals (A1)
Sydney Local Health District

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

April to June 2017

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 4,703		5,335	
Number of triage 4 patients used to calculate waiting time:[3] 4,449		5,050	
Median time to start treatment[4]	31 minutes	28 minutes	25 minutes
90th percentile time to start treatment[5]	106 minutes	104 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017
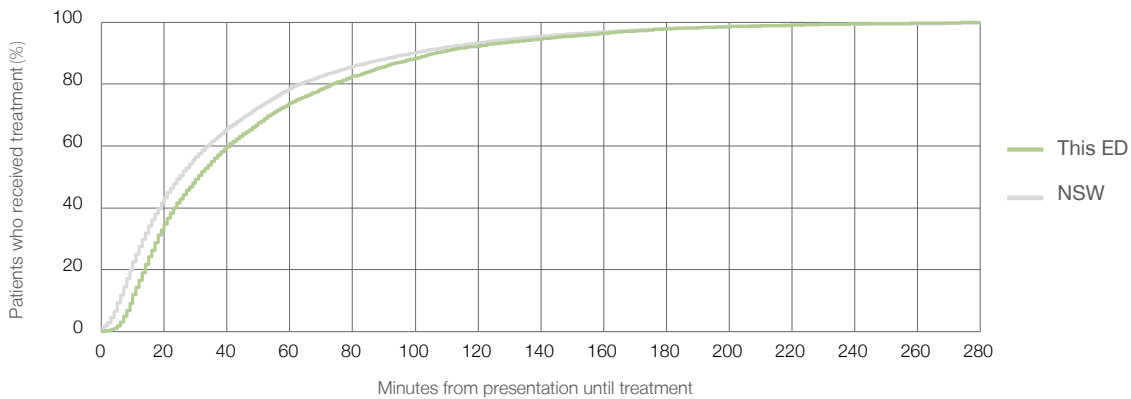
Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017[†‡]
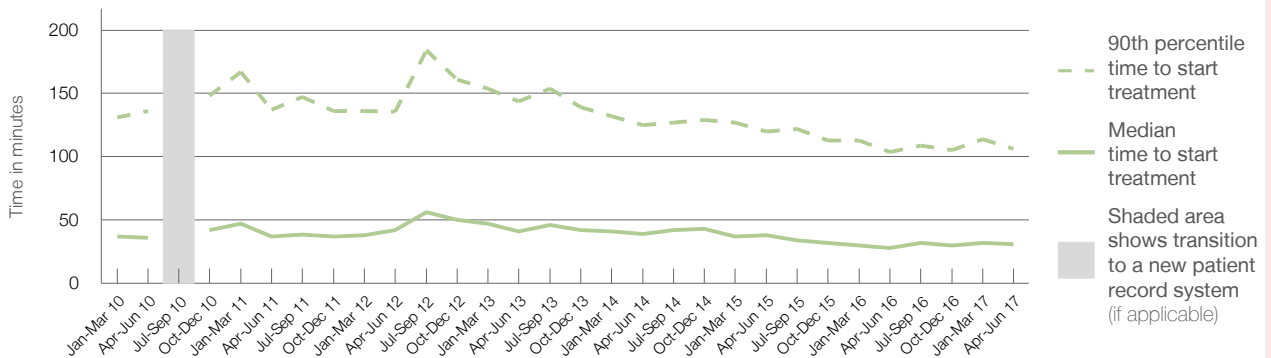
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)	36	37	42	41	39	38	28	31
90th percentile time to start treatment[5] (minutes)	136	137	136	144	125	120	104	106

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Royal Prince Alfred Hospital

Principal referral hospitals (A1)
Sydney Local Health District

Royal Prince Alfred Hospital: Time patients waited to start treatment, triage 5
April to June 2017

			Same period last year	NSW (this period)
Triage 5	Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 497			577	
Number of triage 5 patients used to calculate waiting time:[3] 353			401	
Median time to start treatment[4]	30 minutes		34 minutes	23 minutes
90th percentile time to start treatment[5]	116 minutes		133 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017
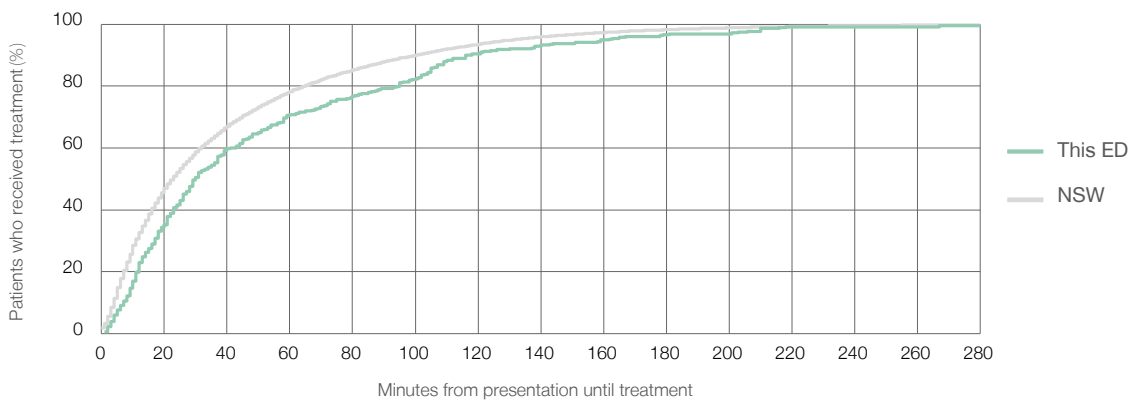
Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017 [†‡]
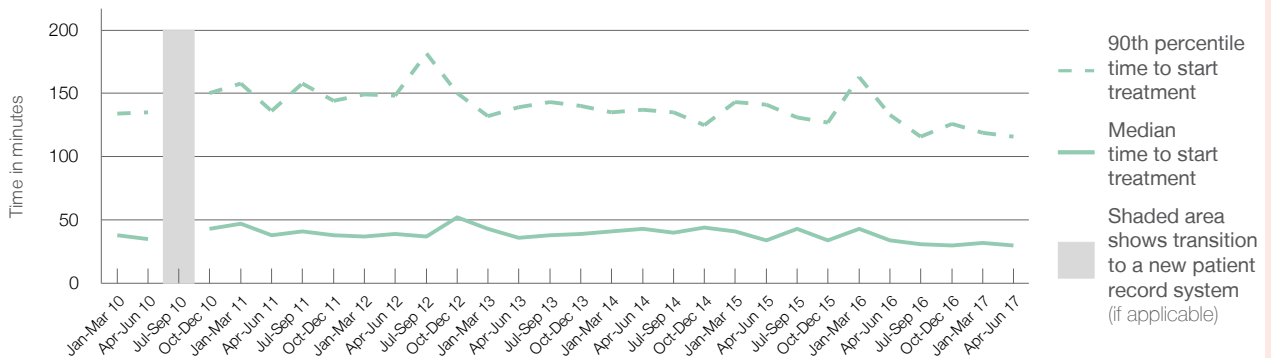
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)	35	38	39	36	43	34	34	30
90th percentile time to start treatment[5] (minutes)	135	136	148	139	137	141	133	116

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Royal Prince Alfred Hospital

Principal referral hospitals (A1)
Sydney Local Health District

Royal Prince Alfred Hospital: Time patients spent in the ED
April to June 2017

		Same period last year	NSW (this period)
All presentations:[1] 18,644 patients		18,443	
Presentations used to calculate time to leaving the ED:[6] 18,643 patients		18,443	
Median time spent in the ED [8]	3 hours and 44 minutes	3 hours and 45 minutes	2 hours and 46 minutes
90th percentile time spent in the ED [9]	9 hours and 6 minutes	9 hours and 10 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017

Patients who left the ED (%) / Hours from presentation until leaving the ED

— This ED
— NSW
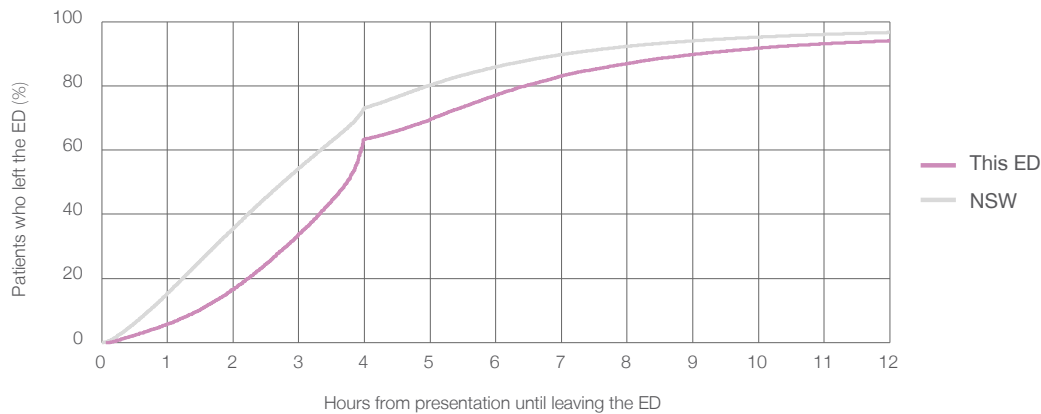
Time patients spent in the ED, by quarter, April 2012 to June 2017 [†‡]
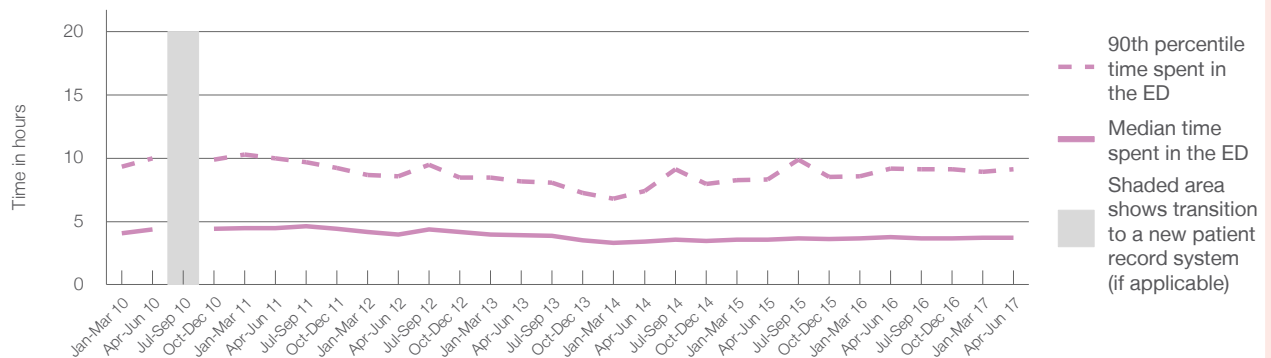
Time in hours

- - - 90th percentile time spent in the ED
— Median time spent in the ED
▮ Shaded area shows transition to a new patient record system (if applicable)

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED [8] (hours, minutes)	4h 23m	4h 27m	3h 57m	3h 54m	3h 24m	3h 34m	3h 45m	3h 44m
90th percentile time to leaving the ED [9] (hours, minutes)	10h 0m	9h 59m	8h 33m	8h 11m	7h 25m	8h 18m	9h 10m	9h 6m

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Royal Prince Alfred Hospital

Principal referral hospitals (A1)
Sydney Local Health District

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

		Same period last year	Change since one year ago
All presentations:[1] 18,644 patients			
Presentations used to calculate time to leaving the ED:[6] 18,643 patients		18,443	1.1%
Treated and discharged	9,573 (51.3%)	9,695	-1.3%
Treated and admitted to hospital	7,308 (39.2%)	6,769	8.0%
Patient left without, or before completing, treatment	1,081 (5.8%)	1,296	-16.6%
Transferred to another hospital	260 (1.4%)	295	-11.9%
Other	422 (2.3%)	388	8.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2017[†‡]

Hours from presentation until leaving the ED

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital
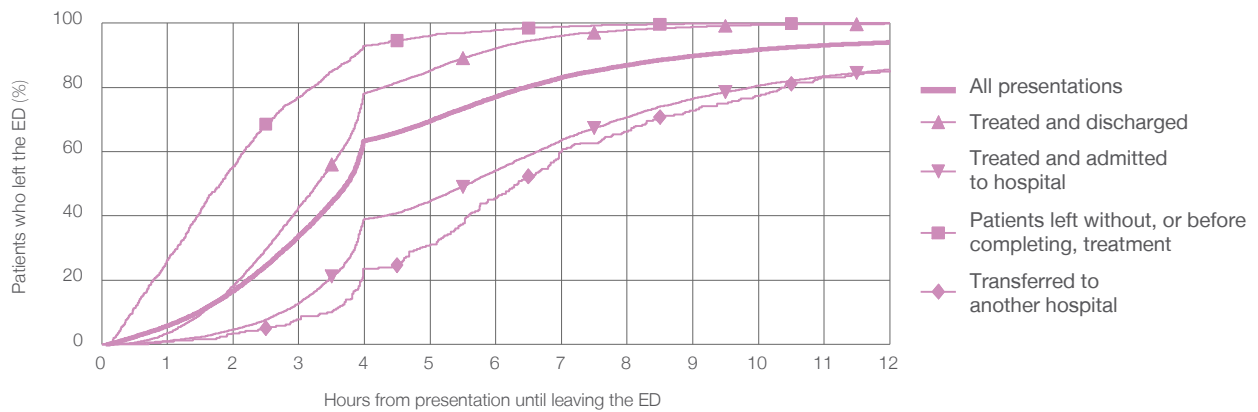
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	3.5%	18.2%	42.8%	78.2%	92.2%	97.9%	99.4%	99.8%
Treated and admitted to hospital	1.0%	4.5%	12.8%	39.0%	54.1%	70.7%	80.6%	85.6%
Patient left without, or before completing, treatment	26.4%	55.4%	77.1%	92.9%	98.0%	99.4%	99.9%	100%
Transferred to another hospital	0.8%	3.5%	7.7%	23.5%	45.4%	66.2%	77.3%	85.4%
All presentations	5.8%	16.6%	33.8%	63.4%	77.1%	86.9%	91.8%	94.0%

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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
April to June 2017

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 18,644 patients		18,443	1.1%
Presentations used to calculate time to leaving the ED:[6] 18,643 patients		18,443	1.1%
Percentage of patients who spent four hours or less in the ED	63.4%	58.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017 [†‡]

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Patients who left within four hours (%)	44.9%	44.2%	50.8%	53.4%	69.3%	63.7%	58.6%	63.4%
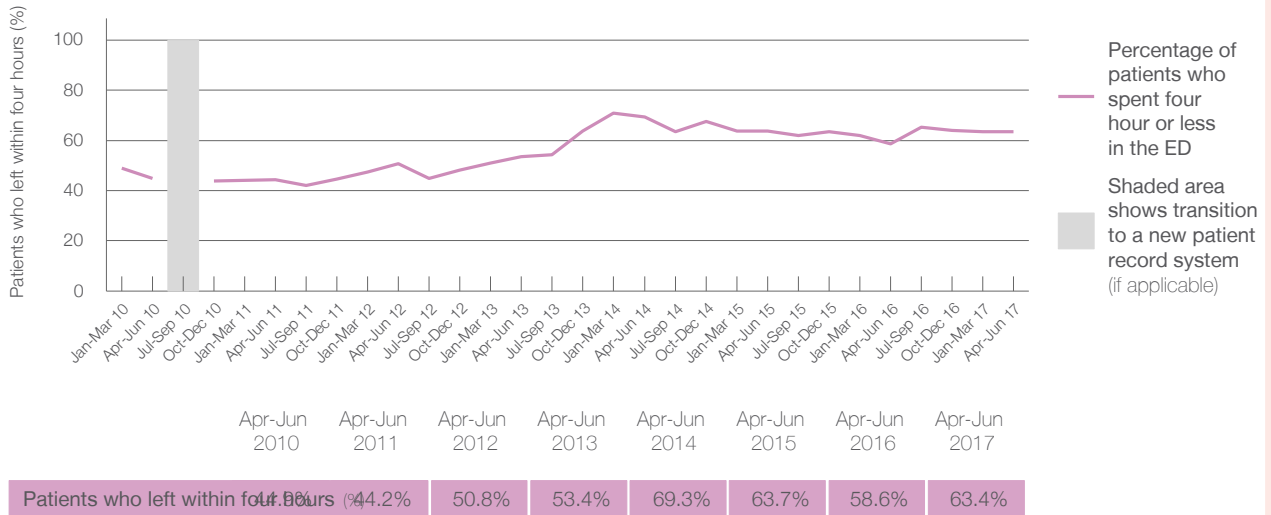
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† Data points are not shown in graphs for quarters when patient numbers were too small.
‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before 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.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.*
4. 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.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.*
8. 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.
9. 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Royal Prince Alfred Hospital

Principal referral hospitals (A1)
Sydney Local Health District