

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Prince of Wales Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 14,878 patients

Emergency presentations:² 13,863 patients

Same period last year	Change since one year ago
14,696	1.2%
13,509	2.6%

Prince of Wales Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,157 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,113 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,851 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 548 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,222	
8 minutes	8 minutes
25 minutes	26 minutes
6,736	
20 minutes	20 minutes
65 minutes	67 minutes
4,759	
19 minutes	25 minutes
83 minutes	97 minutes
595	
27 minutes	24 minutes
108 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 14,864 patients

Percentage of patients who spent four hours or less in the ED 65.1%

Same period last year	Change since one year ago
14,695	1.2%
68.1%	

* 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 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.

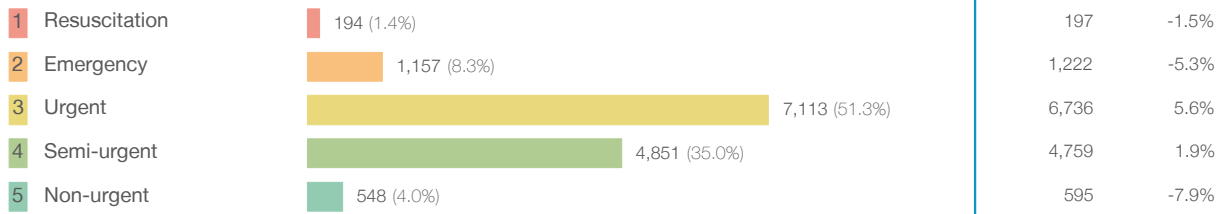
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Prince of Wales Hospital: Patients presenting to the emergency department October to December 2016

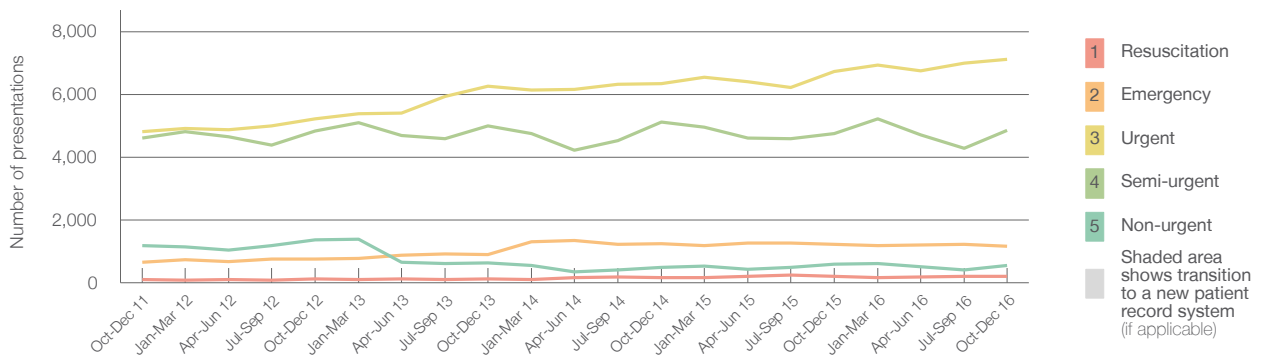
All presentations:¹ 14,878 patients

Emergency presentations² by triage category: 13,863 patients



Same period last year	Change since one year ago
14,696	1.2%
13,509	2.6%
197	-1.5%
1,222	-5.3%
6,736	5.6%
4,759	1.9%
595	-7.9%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	92	111	110	163	197	194
Emergency	642	754	900	1,249	1,222	1,157
Urgent	4,821	5,229	6,253	6,343	6,736	7,113
Semi-urgent	4,605	4,824	5,006	5,110	4,759	4,851
Non-urgent	1,174	1,360	627	495	595	548
All emergency presentations	11,334	12,278	12,896	13,360	13,509	13,863

Prince of Wales Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,422 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,305	
11 minutes	-1 minute
26 minutes	-1 minute

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Prince of Wales Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 1,157

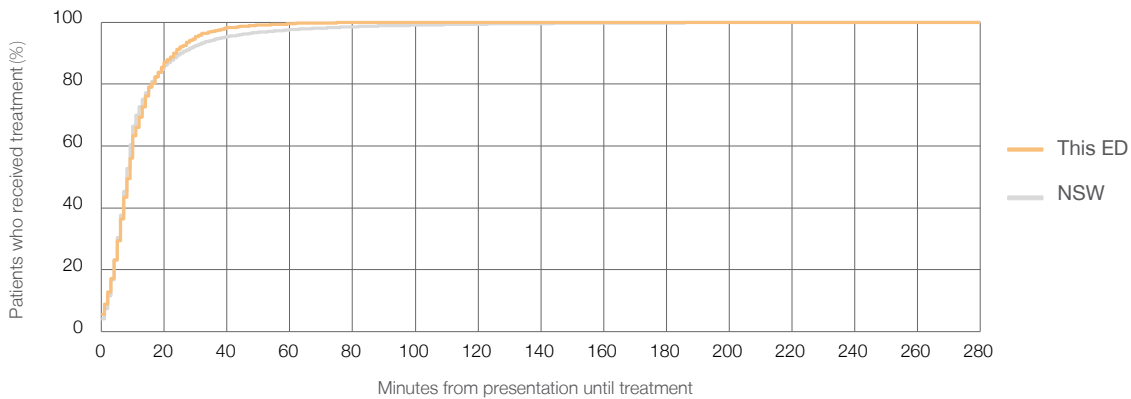
Number of triage 2 patients used to calculate waiting time:³ 1,140

Median time to start treatment⁴ 9 minutes

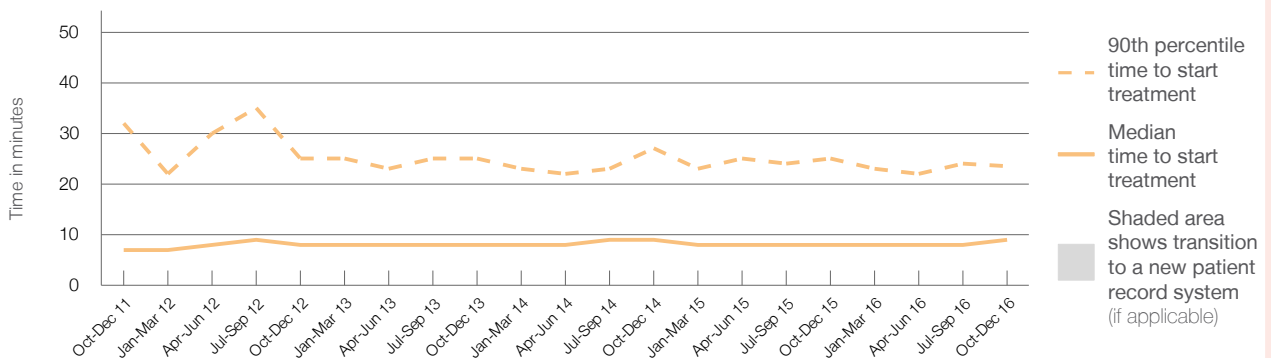
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
1,222	1,216
8 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	7	8	8	9	8	9
90th percentile time to start treatment ⁵ (minutes)	32	25	25	27	25	24

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Prince of Wales Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 7,113

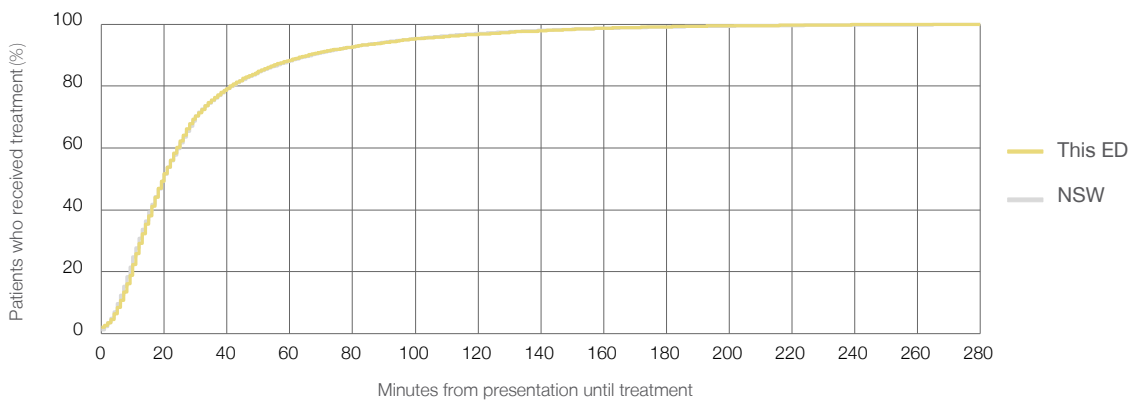
Number of triage 3 patients used to calculate waiting time:³ 6,996

Median time to start treatment⁴ 20 minutes

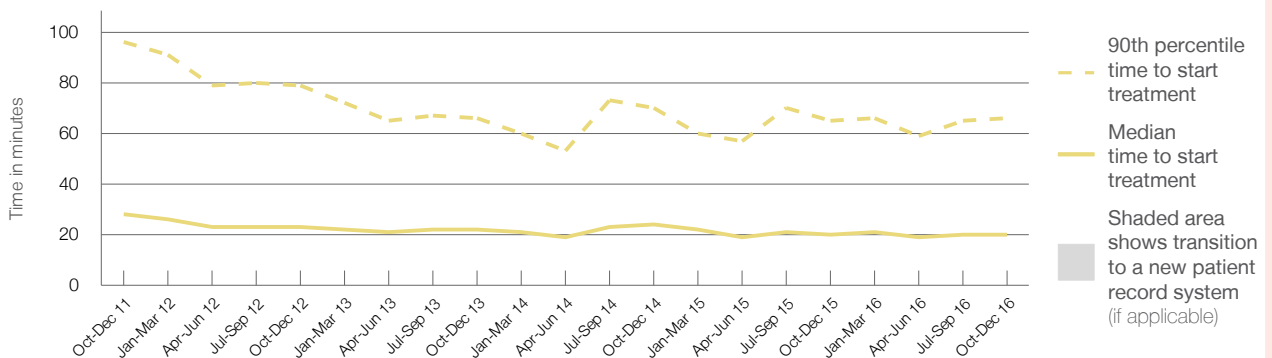
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
6,736	
6,623	
20 minutes	20 minutes
65 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	23	22	24	20	20
90th percentile time to start treatment ⁵ (minutes)	96	79	66	70	65	66

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Prince of Wales Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 4,851

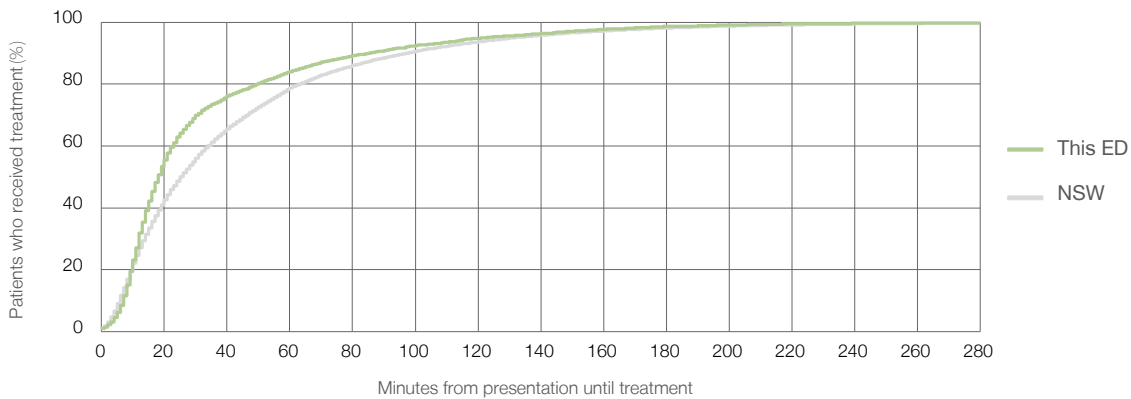
Number of triage 4 patients used to calculate waiting time:³ 4,674

Median time to start treatment⁴ 18 minutes

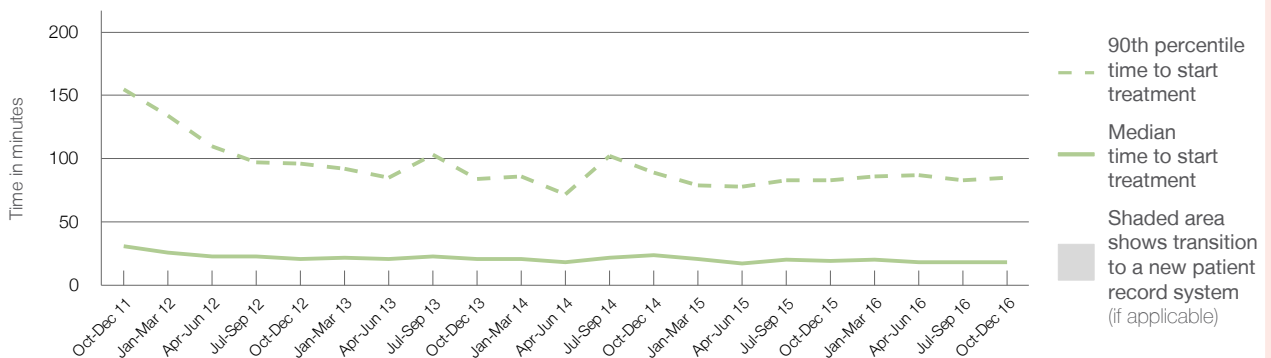
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
4,759	4,592
19 minutes	25 minutes
83 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	31	21	21	24	19	18
90th percentile time to start treatment ⁵ (minutes)	155	96	84	89	83	85

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Prince of Wales Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 548

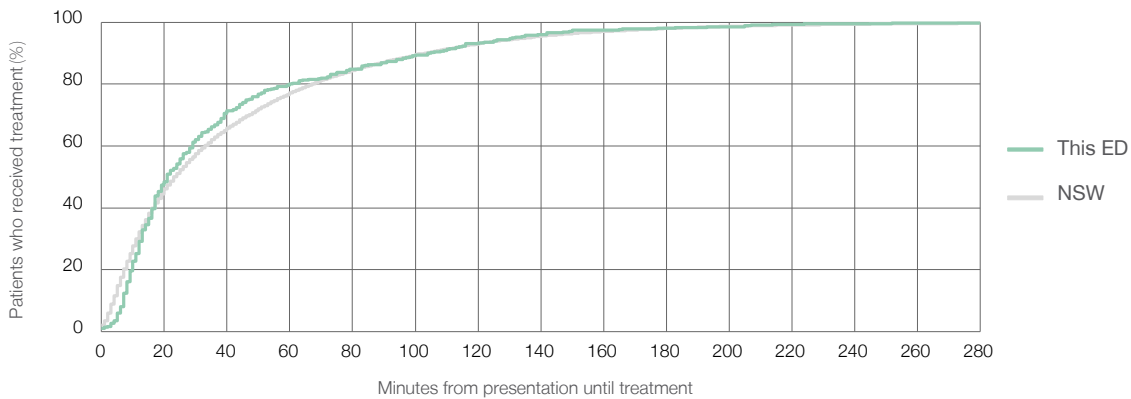
Number of triage 5 patients used to calculate waiting time:³ 417

Median time to start treatment⁴ 21 minutes

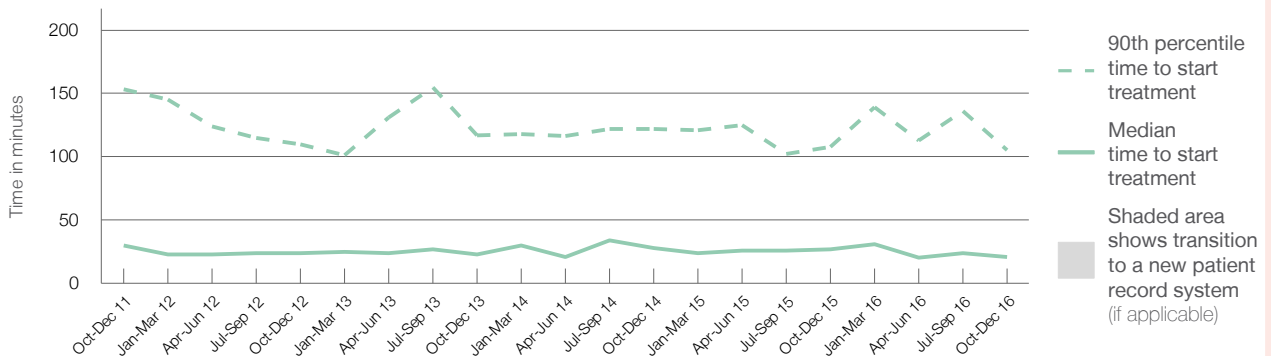
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
595	
460	
27 minutes	24 minutes
108 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	30	24	23	28	27	21
90th percentile time to start treatment ⁵ (minutes)	153	110	117	122	108	105

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Prince of Wales Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 14,878 patients

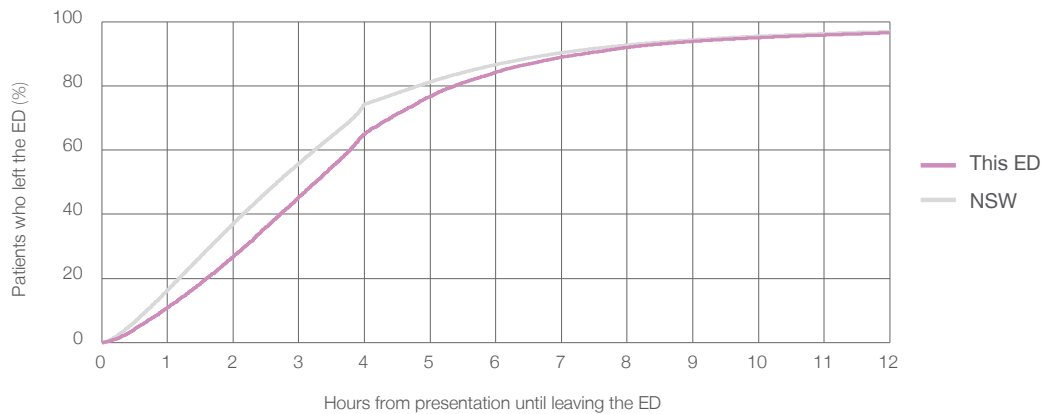
Presentations used to calculate time to leaving the ED:⁶ 14,864 patients

Median time spent in the ED⁸ 3 hours and 15 minutes

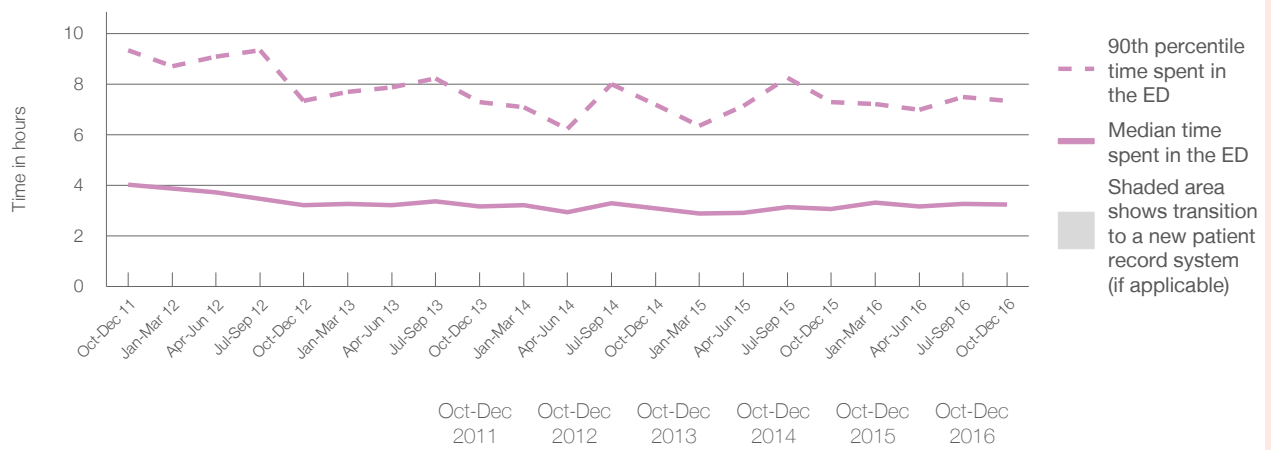
90th percentile time spent in the ED⁹ 7 hours and 20 minutes

Same period last year	NSW (this period)
14,696	14,695
3 hours and 4 minutes	2 hours and 41 minutes
7 hours and 17 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 2m	3h 13m	3h 10m	3h 6m	3h 4m	3h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 20m	7h 21m	7h 18m	7h 11m	7h 17m	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Prince of Wales Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

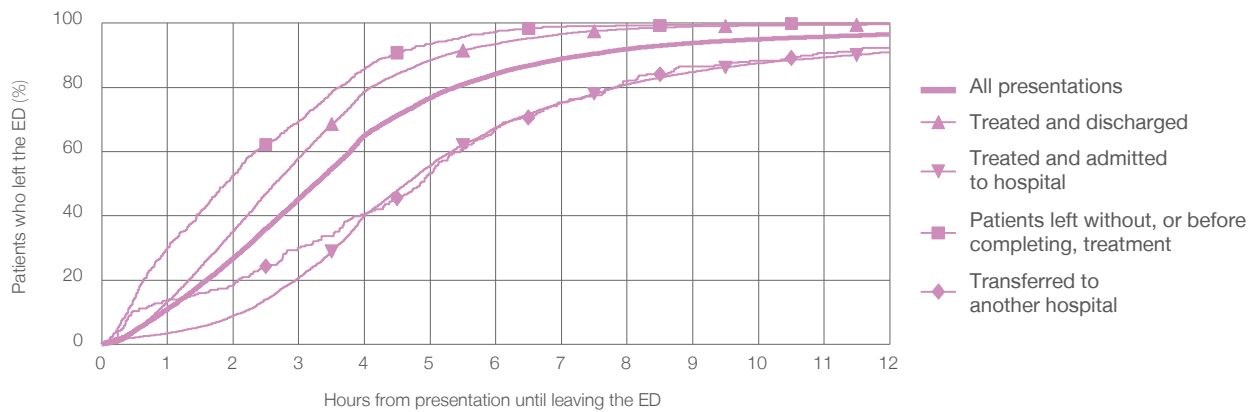
All presentations:¹ 14,878 patients

Presentations used to calculate time to leaving the ED:⁶ 14,864 patients

Treated and discharged	8,616 (57.9%)
Treated and admitted to hospital	5,189 (34.9%)
Patient left without, or before completing, treatment	765 (5.1%)
Transferred to another hospital	259 (1.7%)
Other	49 (0.3%)

Same period last year	Change since one year ago
14,695	1.2%
8,778	-1.8%
4,998	3.8%
658	16.3%
190	36.3%
72	-31.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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	13.4%	35.2%	58.2%	78.8%	93.6%	98.2%	99.2%	99.6%
Treated and admitted to hospital	3.4%	8.9%	20.8%	40.1%	67.6%	80.9%	87.5%	91.0%
Patient left without, or before completing, treatment	30.1%	52.5%	69.7%	85.8%	97.4%	99.2%	99.7%	99.9%
Transferred to another hospital	13.9%	18.5%	30.1%	40.5%	67.2%	81.9%	88.4%	92.3%
All presentations	11.0%	26.9%	45.4%	65.1%	84.3%	92.0%	95.0%	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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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Prince of Wales Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 14,878 patients

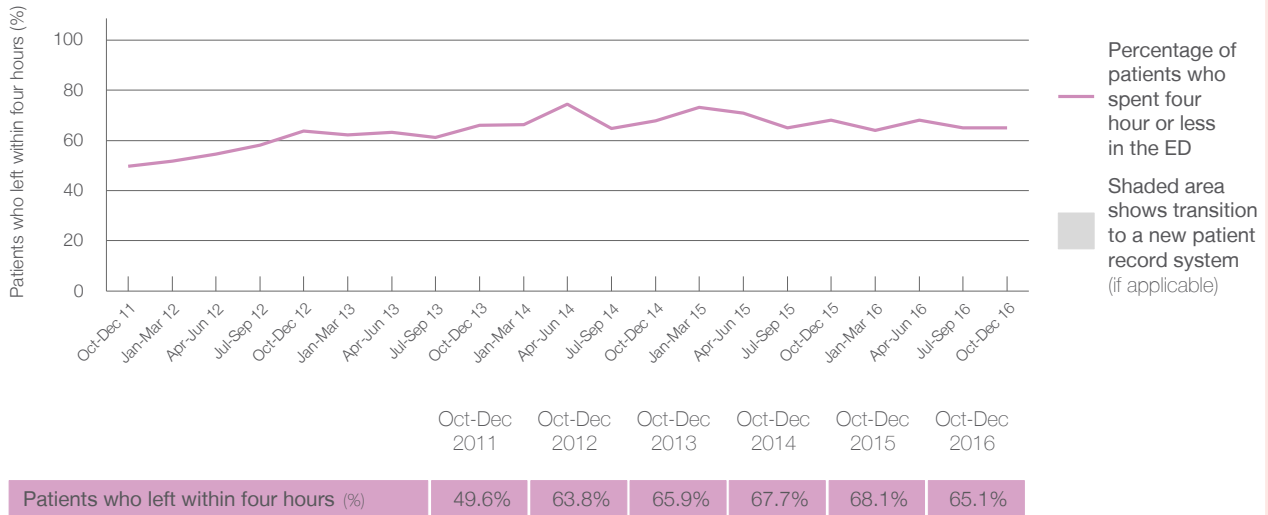
Presentations used to calculate time to leaving the ED:⁶ 14,864 patients

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	14,696	1.2%
Presentations used to calculate time to leaving the ED	14,695	1.2%
Percentage of patients who spent four hours or less in the ED	68.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).