



Hospital Quarterly

Performance Profiles

Emergency Department

St Vincent's Health Network

July to September 2016

St Vincent's Health Sydney: Emergency department (ED) overview

July to September 2016

All presentations:¹ 11,181 patients

Emergency presentations:² 11,048 patients

Same period last year	Change since one year ago
11,638	-3.9%
11,493	-3.9%

St Vincent's Health Sydney: Time patients waited to start treatment ³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,361 patients

Median time to start treatment⁴ 4 minutes
 95th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,338 patients

Median time to start treatment⁴ 14 minutes
 95th percentile time to start treatment⁵ 86 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,605 patients

Median time to start treatment⁴ 17 minutes
 95th percentile time to start treatment⁵ 127 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 484 patients

Median time to start treatment⁴ 13 minutes
 95th percentile time to start treatment⁵ 181 minutes

Same period last year	NSW (this period)
1,333	
4 minutes	8 minutes
21 minutes	41 minutes
5,382	
13 minutes	21 minutes
74 minutes	103 minutes
3,806	
14 minutes	27 minutes
116 minutes	139 minutes
695	
9 minutes	24 minutes
139 minutes	138 minutes

St Vincent's Health Sydney: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 11,181 patients

Percentage of patients who spent four hours or less in the ED 65.3%

Same period last year	Change since one year ago
11,638	-3.9%
64.4%	

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

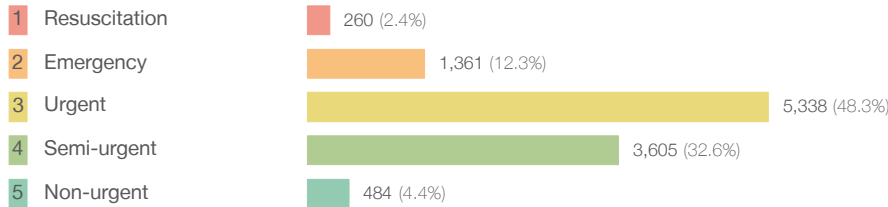
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

St Vincent's Health Sydney: Patients presenting to the emergency department July to September 2016

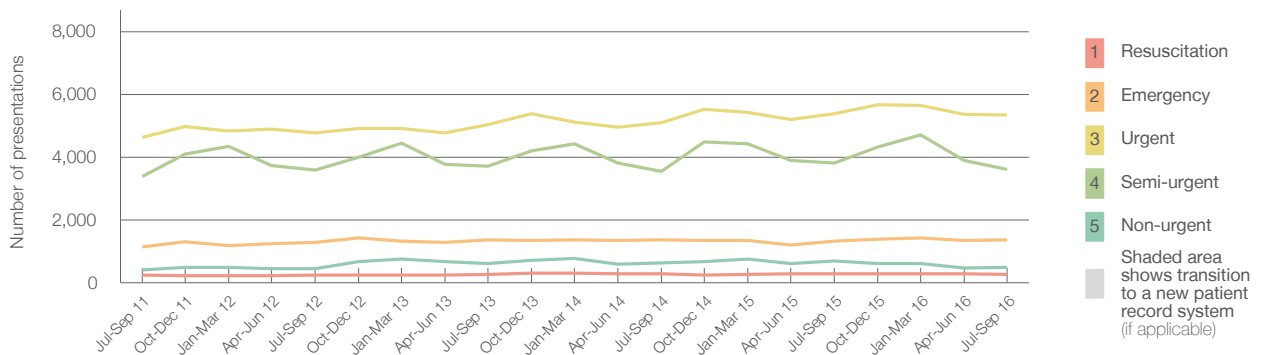
All presentations:¹ 11,181 patients

Emergency presentations² by triage category: 11,048 patients



Same period last year	Change since one year ago
11,638	-3.9%
11,493	-3.9%
277	-6.1%
1,333	2.1%
5,382	-0.8%
3,806	-5.3%
695	-30.4%

Emergency presentations² by quarter, July 2011 to September 2016 ^{† §}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	249	239	255	282	277	260
Emergency	1,136	1,273	1,373	1,369	1,333	1,361
Urgent	4,621	4,766	5,027	5,088	5,382	5,338
Semi-urgent	3,388	3,591	3,701	3,547	3,806	3,605
Non-urgent	402	448	608	621	695	484
All emergency presentations	9,796	10,317	10,964	10,907	11,493	11,048

St Vincent's Health Sydney: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 3,439 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,813	
14 minutes	-1 minute
88 minutes	-29 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.

(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

St Vincent's Health Sydney: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 1,361

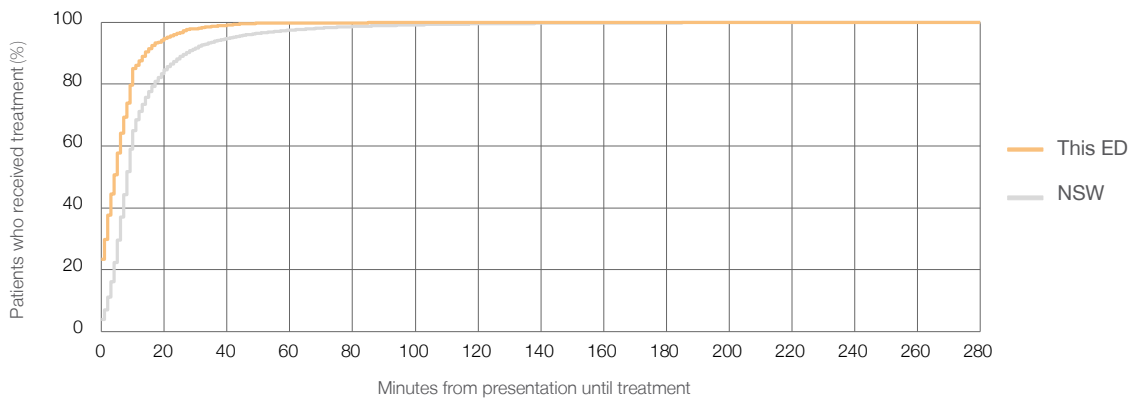
Number of triage 2 patients used to calculate waiting time:³ 1,357

Median time to start treatment⁴ 4 minutes

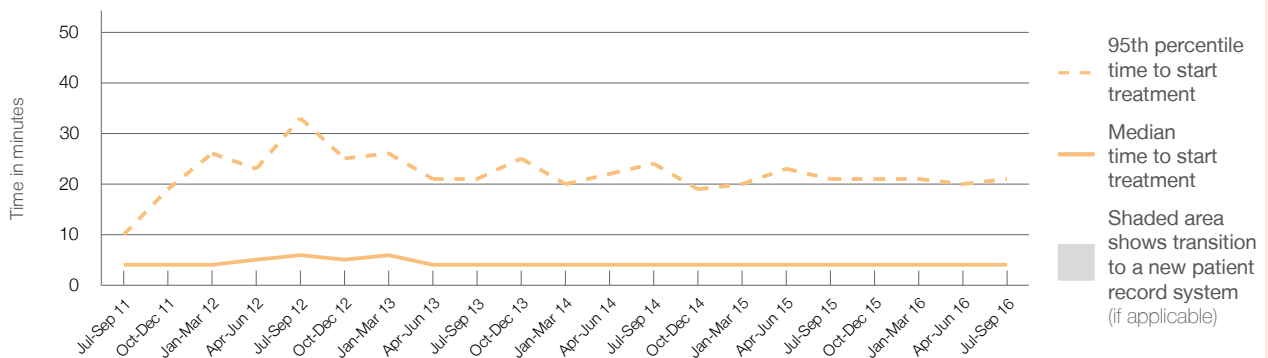
95th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,333	1,330
4 minutes	8 minutes
21 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	4	6	4	4	4	4
95th percentile time to start treatment ⁵ (minutes)	10	33	21	24	21	21

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St Vincent's Health Sydney: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 5,338

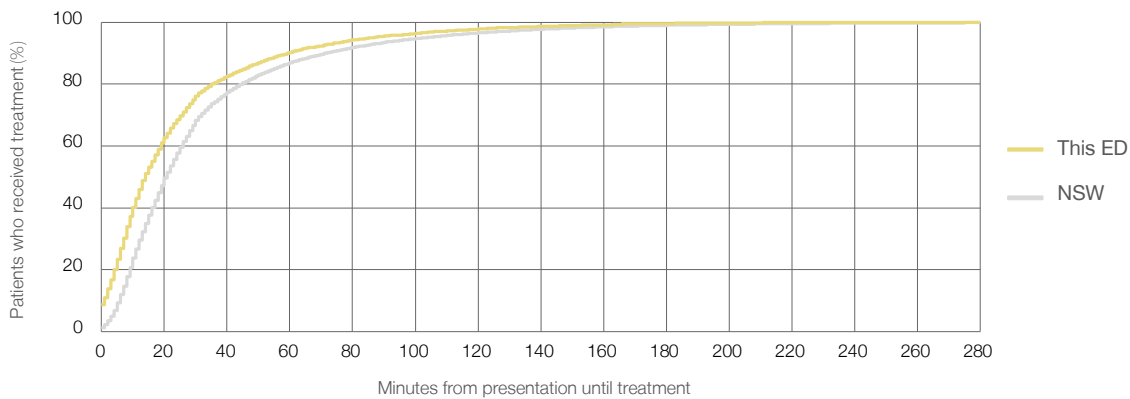
Number of triage 3 patients used to calculate waiting time:³ 5,162

Median time to start treatment⁴ 14 minutes

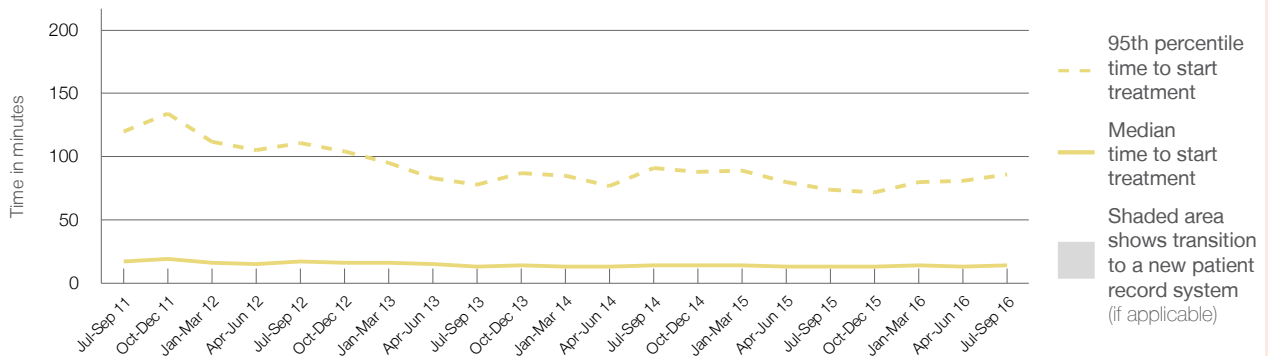
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
5,382	5,260
13 minutes	21 minutes
74 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	17	17	13	14	13	14
95th percentile time to start treatment ⁵ (minutes)	120	111	78	91	74	86

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St Vincent's Health Sydney: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,605

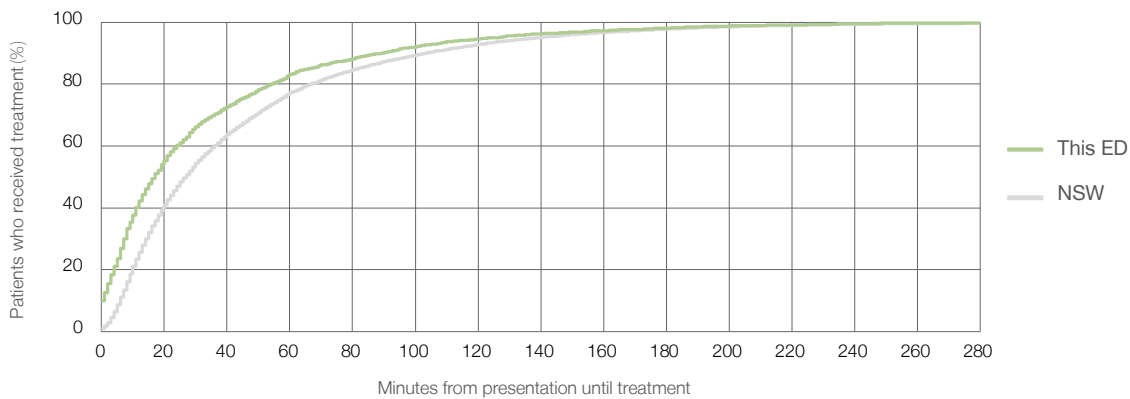
Number of triage 4 patients used to calculate waiting time:³ 3,176

Median time to start treatment⁴ 17 minutes

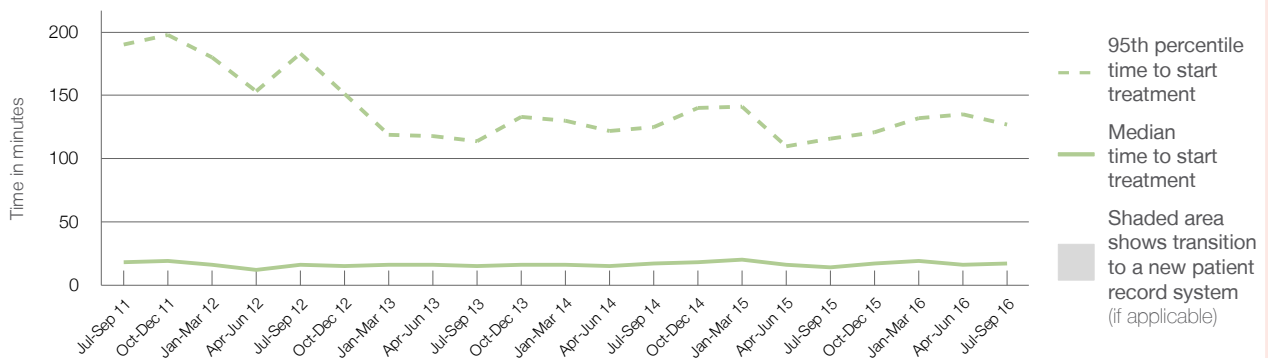
95th percentile time to start treatment⁵ 127 minutes

Same period last year	NSW (this period)
3,806	3,517
14 minutes	27 minutes
116 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	16	15	17	14	17
95th percentile time to start treatment ⁵ (minutes)	190	183	114	125	116	127

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St Vincent's Health Sydney: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 484

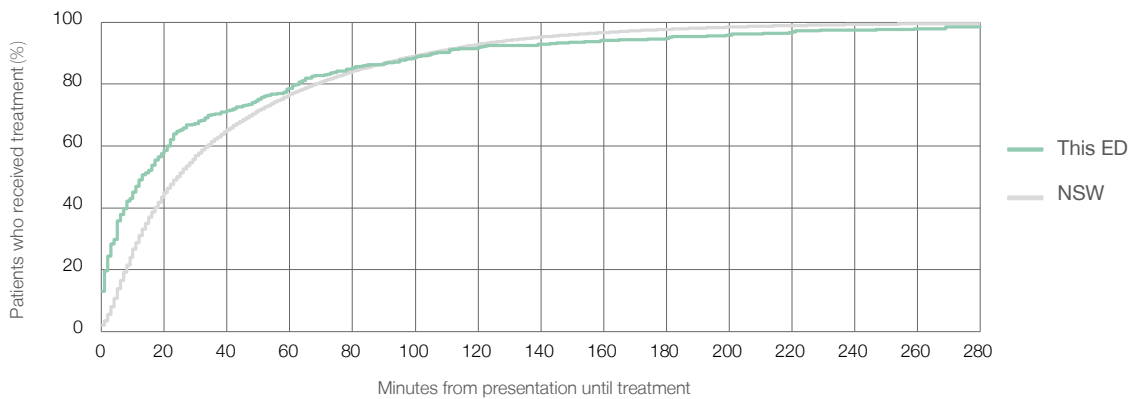
Number of triage 5 patients used to calculate waiting time:³ 388

Median time to start treatment⁴ 13 minutes

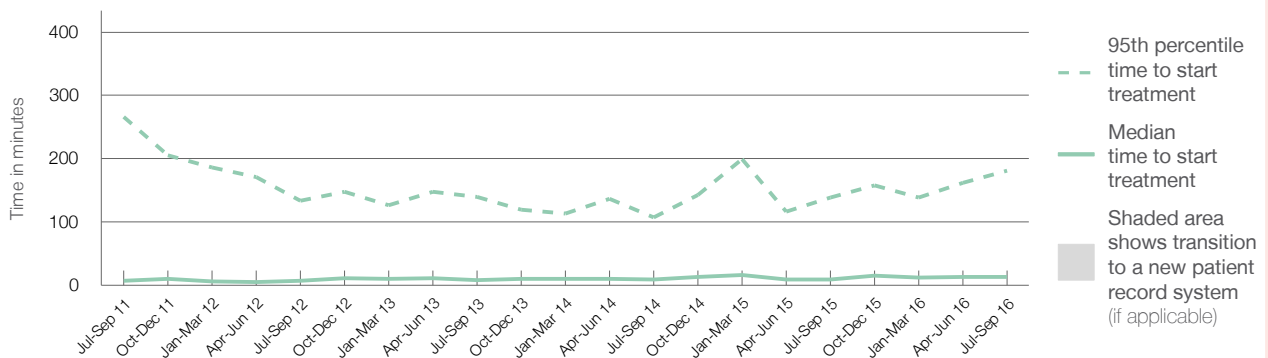
95th percentile time to start treatment⁵ 181 minutes

Same period last year	NSW (this period)
695	577
9 minutes	24 minutes
139 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	7	8	8	9	9	13
95th percentile time to start treatment ⁵ (minutes)	266	134	140	107	139	181

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St Vincent's Health Sydney: Time patients spent in the ED

July to September 2016

All presentations:¹ 11,181 patients

Presentations used to calculate time to leaving the ED:⁶ 11,181 patients

Median time spent in the ED⁸

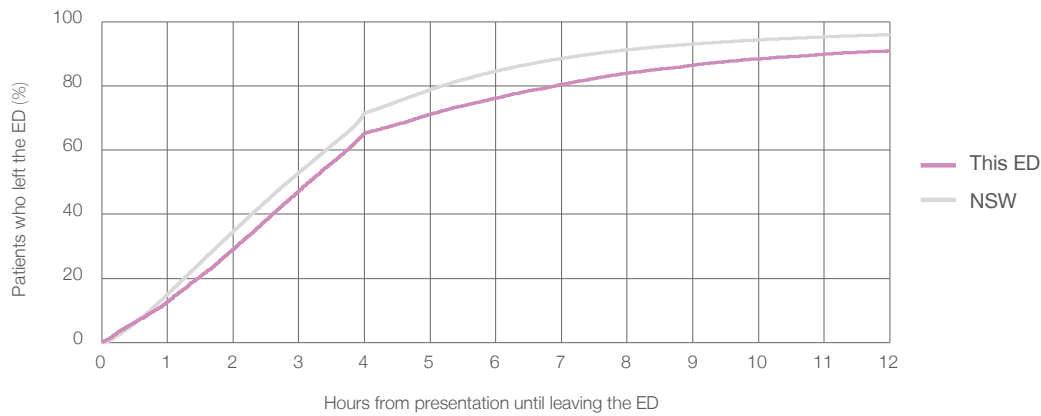
3 hours and 9 minutes

95th percentile time spent in the ED⁹

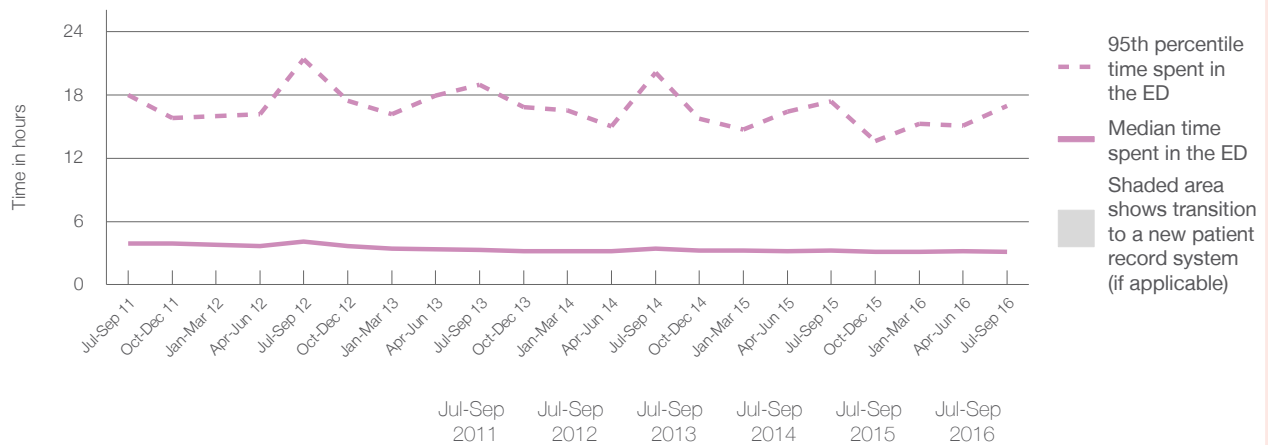
16 hours and 56 minutes

Same period last year	NSW (this period)
11,638	11,638
3 hours and 13 minutes	2 hours and 50 minutes
17 hours and 22 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡§}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 54m	4h 6m	3h 19m	3h 24m	3h 13m	3h 9m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 0m	21h 23m	18h 56m	20h 5m	17h 22m	16h 56m

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St Vincent's Health Sydney: Time patients spent in the ED
By mode of separation
July to September 2016

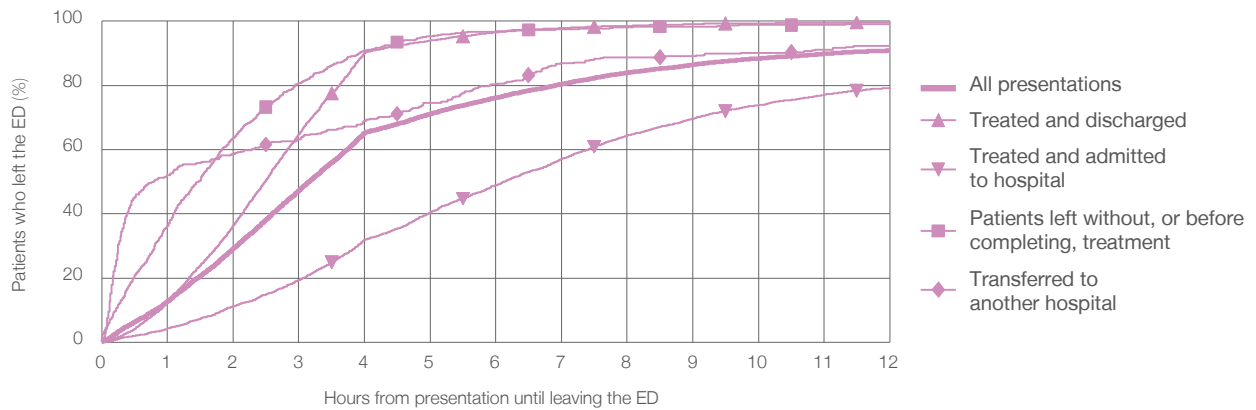
All presentations:¹ 11,181 patients

Presentations used to calculate time to leaving the ED:⁶ 11,181 patients

Treated and discharged	5,148 (46.0%)
Treated and admitted to hospital	4,660 (41.7%)
Patient left without, or before completing, treatment	932 (8.3%)
Transferred to another hospital	375 (3.4%)
Other	66 (0.6%)

Same period last year	Change since one year ago
11,638	-3.9%
5,199	-1.0%
5,176	-10.0%
940	-0.9%
224	67.4%
99	-33.3%

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



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	12.7%	36.4%	64.8%	90.1%	96.5%	98.6%	99.4%	99.7%
Treated and admitted to hospital	4.3%	11.2%	19.4%	31.9%	48.9%	64.4%	73.9%	79.3%
Patient left without, or before completing, treatment	36.3%	63.6%	80.7%	90.9%	96.8%	98.1%	98.8%	99.1%
Transferred to another hospital	52.0%	58.7%	63.2%	69.1%	80.3%	88.8%	90.1%	92.3%
All presentations	12.8%	29.2%	47.3%	65.3%	76.1%	83.9%	88.4%	90.9%

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St Vincent's Health Sydney: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 11,181 patients

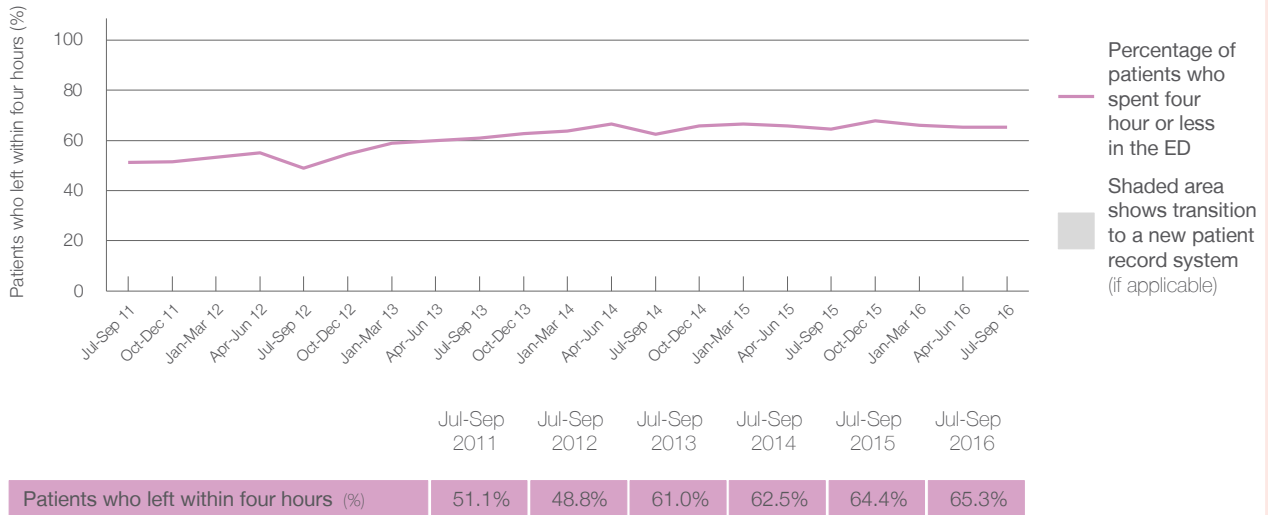
Presentations used to calculate time to leaving the ED: ⁶ 11,181 patients

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	11,638	-3.9%
Presentations used to calculate time to leaving the ED	11,638	-3.9%
Percentage of patients who spent four hours or less in the ED	64.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 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, 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 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 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 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 are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).