

Healthcare Quarterly

# Emergency department

St Vincent's Health Network  
Performance Profiles

October to December 2018

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

October to December 2018

All presentations:<sup>1</sup> 13,086 patients

Emergency presentations:<sup>2</sup> 12,948 patients

Same period last year	Change since one year ago
12,516	5%
12,308	5%

## St Vincent's Hospital Sydney: Time patients waited to start treatment<sup>3</sup>

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,711 patients

Median time to start treatment<sup>4</sup> 3 minutes  
 90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,046 patients

Median time to start treatment<sup>4</sup> 17 minutes  
 90th percentile time to start treatment<sup>5</sup> 70 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,410 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 114 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 452 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
1,464	
3 minutes	8 minutes
12 minutes	26 minutes
5,875	
14 minutes	20 minutes
60 minutes	72 minutes
4,156	
18 minutes	26 minutes
95 minutes	104 minutes
520	
12 minutes	23 minutes
111 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,086 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
12,516	5%
67%	

\* 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: October to December 2018*.
- 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.

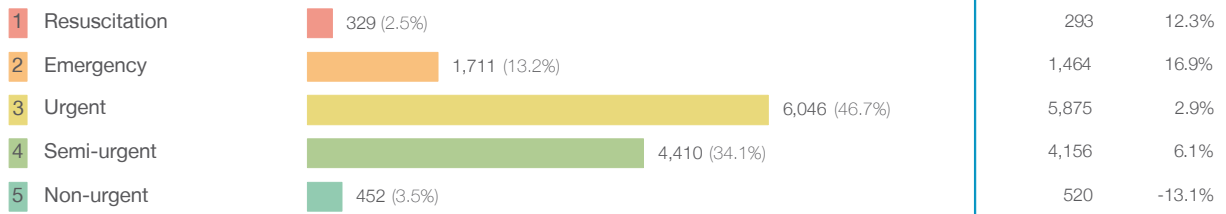
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

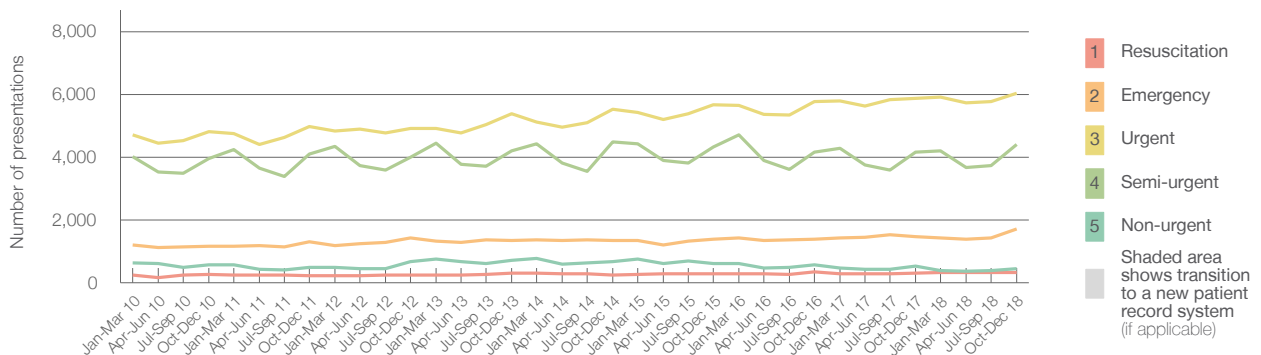
## St Vincent's Hospital Sydney: Patients presenting to the emergency department October to December 2018

All presentations:<sup>1</sup> 13,086 patients

Emergency presentations<sup>2</sup> by triage category: 12,948 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2018 † §



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	271	229	242	293	246	284	336	293	329
Emergency	1,157	1,312	1,421	1,337	1,338	1,376	1,386	1,464	1,711
Urgent	4,812	4,970	4,924	5,393	5,536	5,675	5,773	5,875	6,046
Semi-urgent	3,949	4,107	4,003	4,209	4,480	4,315	4,163	4,156	4,410
Non-urgent	565	481	672	718	671	615	562	520	452
All emergency presentations	10,754	11,099	11,262	11,950	12,271	12,265	12,220	12,308	12,948

## St Vincent's Hospital Sydney: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,902 patients

ED Transfer of care time



(†) 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 Hospital Sydney: Time patients waited to start treatment, triage 2 October to December 2018

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

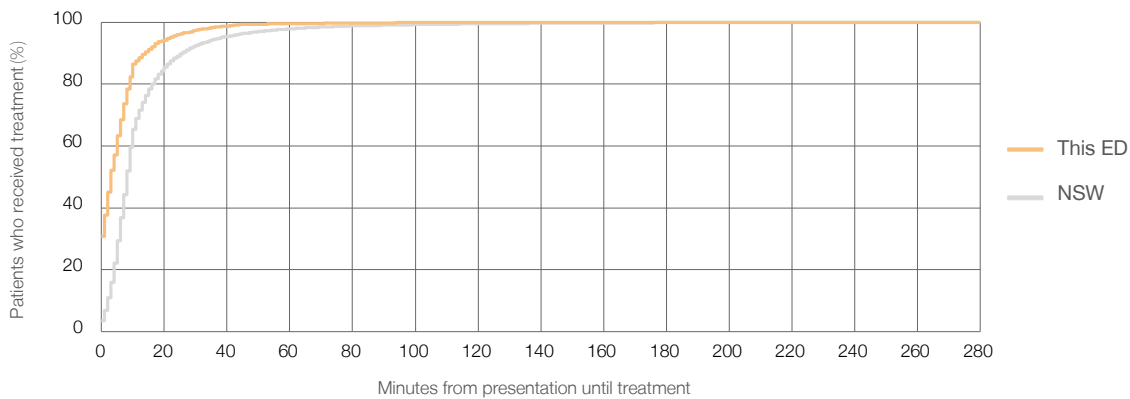
Number of triage 2 patients: 1,711

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,708

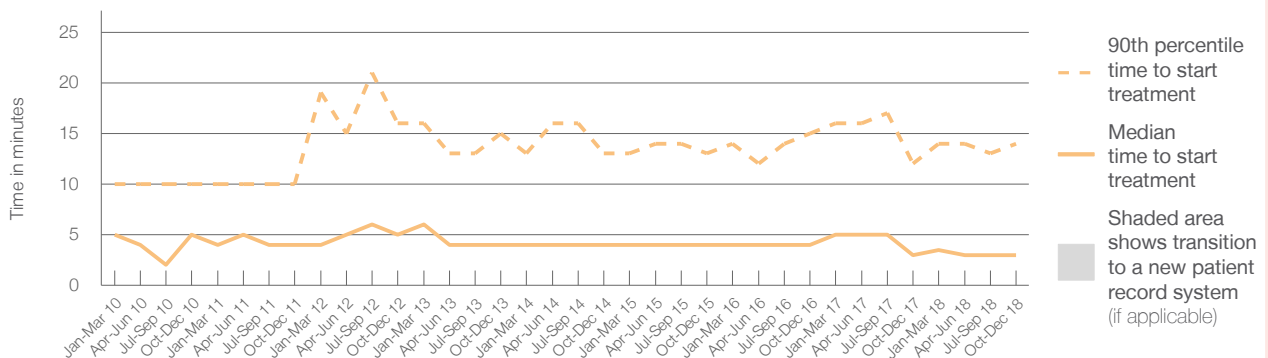
Median time to start treatment<sup>4</sup> █ 3 minutes  
90th percentile time to start treatment<sup>5</sup> █ 14 minutes

Same period last year	NSW (this period)
1,464	1,456
3 minutes	8 minutes
12 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	5	4	5	4	4	4	4	3	3
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	16	15	13	13	15	12	14

(†) 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 Hospital Sydney: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 6,046

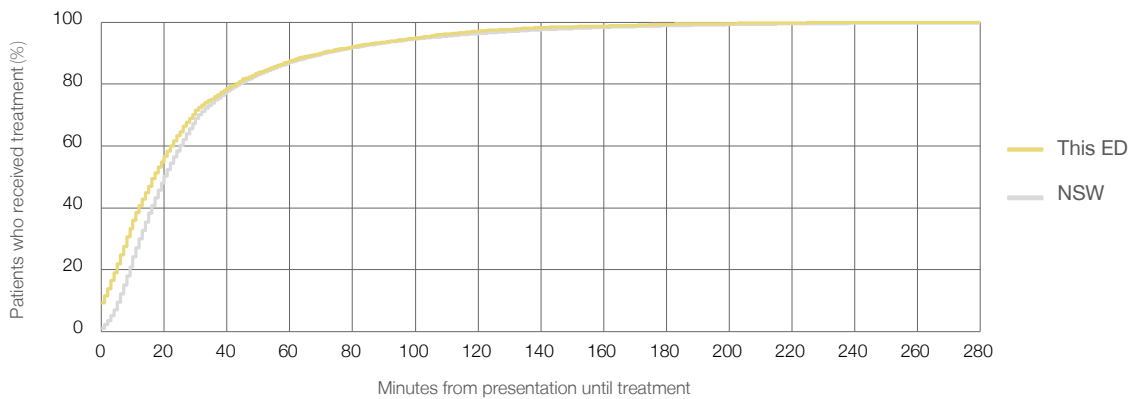
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,781

Median time to start treatment<sup>4</sup>  17 minutes

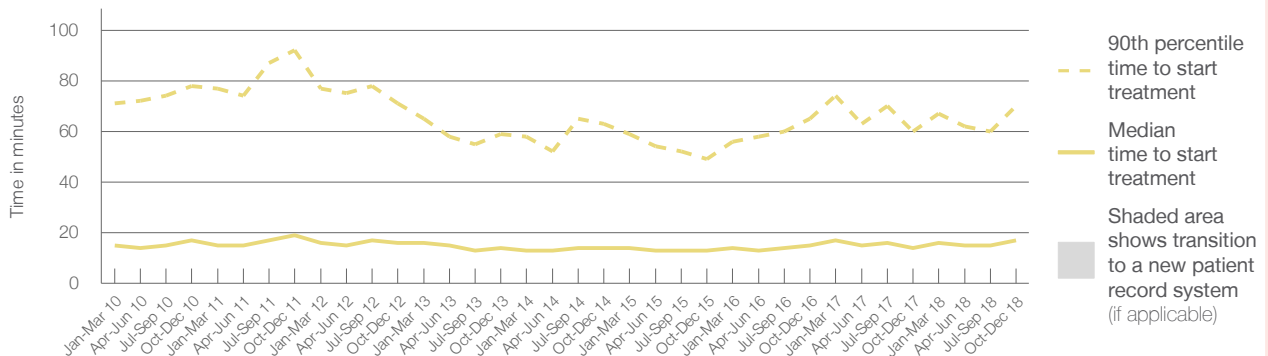
90th percentile time to start treatment<sup>5</sup>  70 minutes

Same period last year	NSW (this period)
5,875	5,649
14 minutes	20 minutes
60 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	17	19	16	14	14	13	15	14	17
90th percentile time to start treatment <sup>5</sup> (minutes)	78	92	71	59	63	49	65	60	70

(†) 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 Hospital Sydney: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 4,410

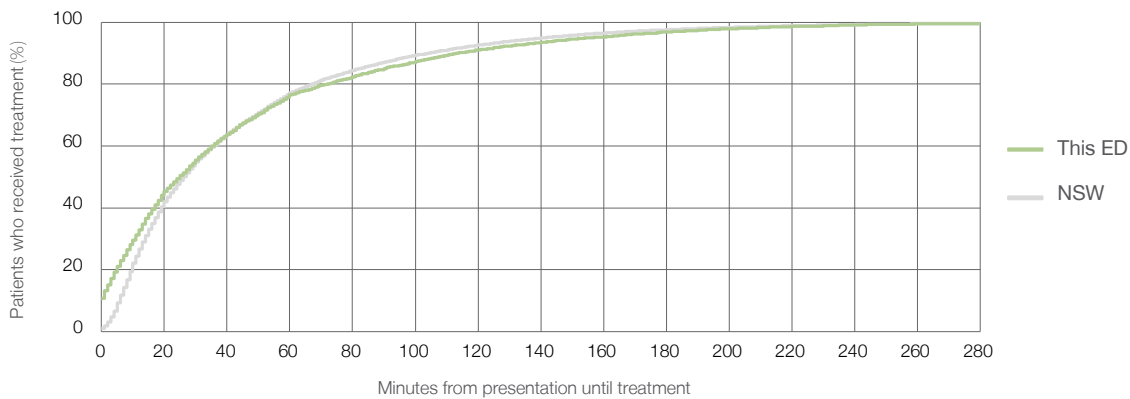
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,772

Median time to start treatment<sup>4</sup>  25 minutes

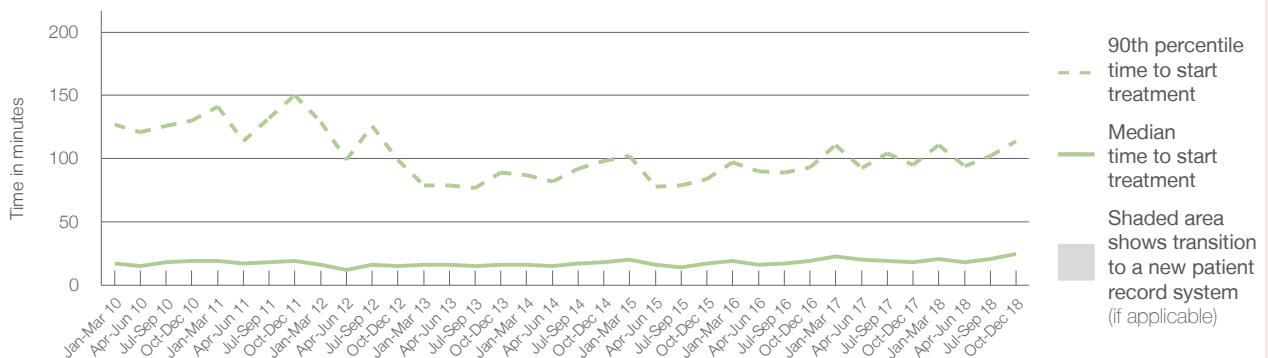
90th percentile time to start treatment<sup>5</sup>  114 minutes

Same period last year	NSW (this period)
4,156	3,609
18 minutes	26 minutes
95 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	19	19	15	16	18	17	19	18	25
90th percentile time to start treatment <sup>5</sup> (minutes)	130	150	99	89	98	84	93	95	114

(†) 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 Hospital Sydney: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 452

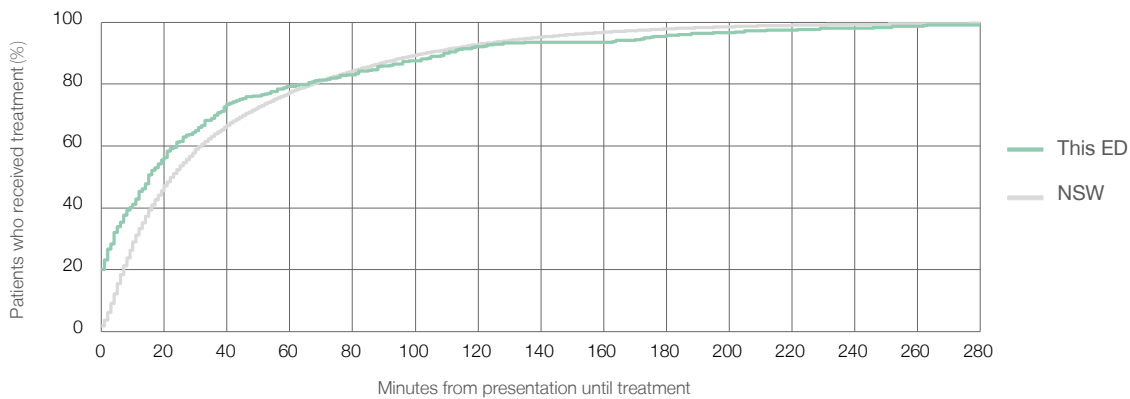
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 353

Median time to start treatment<sup>4</sup> 15 minutes

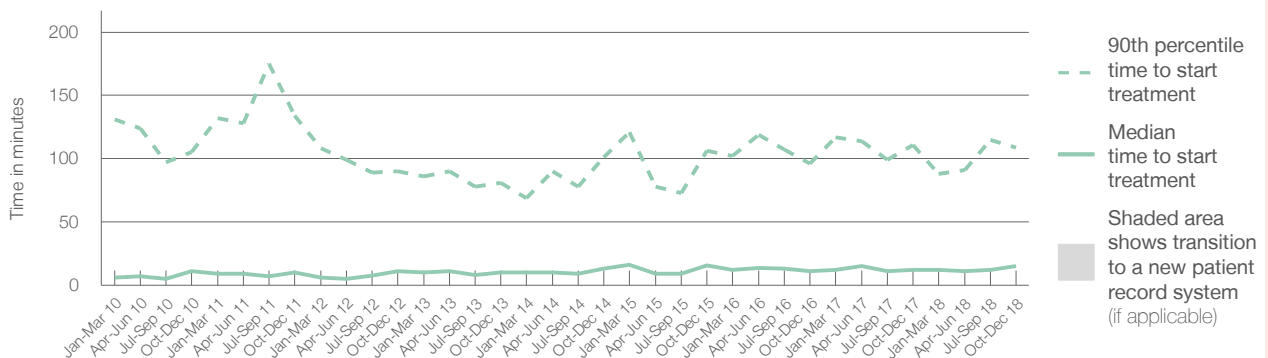
90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
520	398
12 minutes	23 minutes
111 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	11	10	11	10	13	16	11	12	15
90th percentile time to start treatment <sup>5</sup> (minutes)	105	134	90	81	101	106	96	111	109

(†) 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 Hospital Sydney: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 13,086 patients

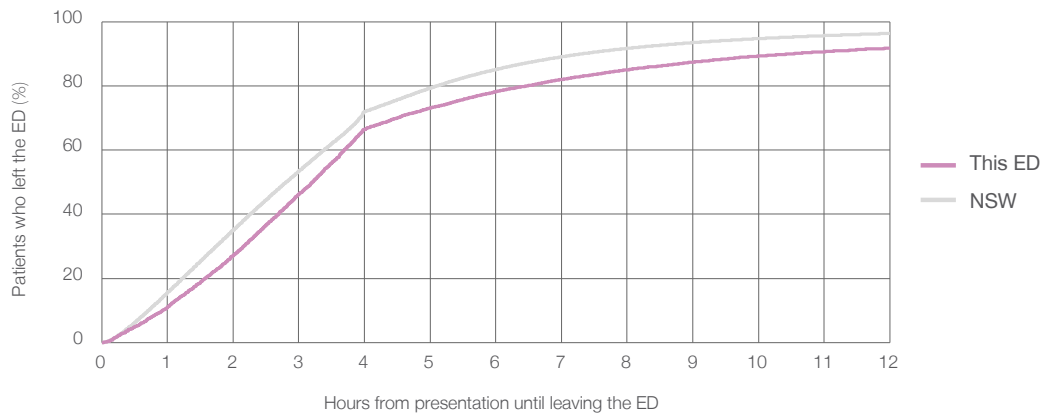
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,086 patients

Median time spent in the ED<sup>8</sup> 3 hours and 13 minutes

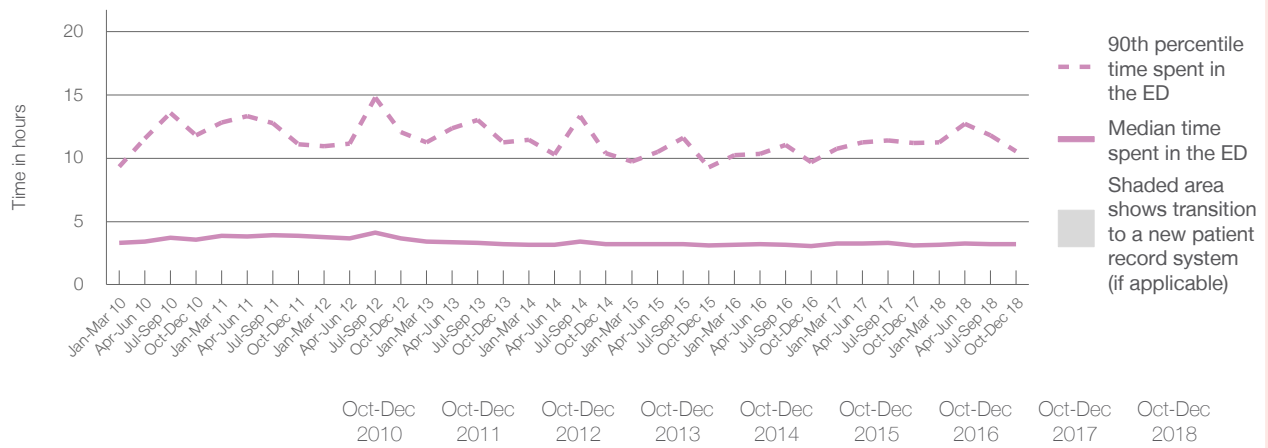
90th percentile time spent in the ED<sup>9</sup> 10 hours and 31 minutes

Same period last year	NSW (this period)
12,516	12,516
3 hours and 7 minutes	2 hours and 49 minutes
11 hours and 12 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



### Time patients spent in the ED, by quarter, January 2010 to December 2018<sup>†‡§</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 35m	3h 53m	3h 40m	3h 11m	3h 14m	3h 6m	3h 4m	3h 7m	3h 13m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	11h 49m	11h 5m	12h 2m	11h 16m	10h 24m	9h 17m	9h 41m	11h 12m	10h 31m

(†) 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 Hospital Sydney: Time patients spent in the ED**  
 By mode of separation  
 October to December 2018

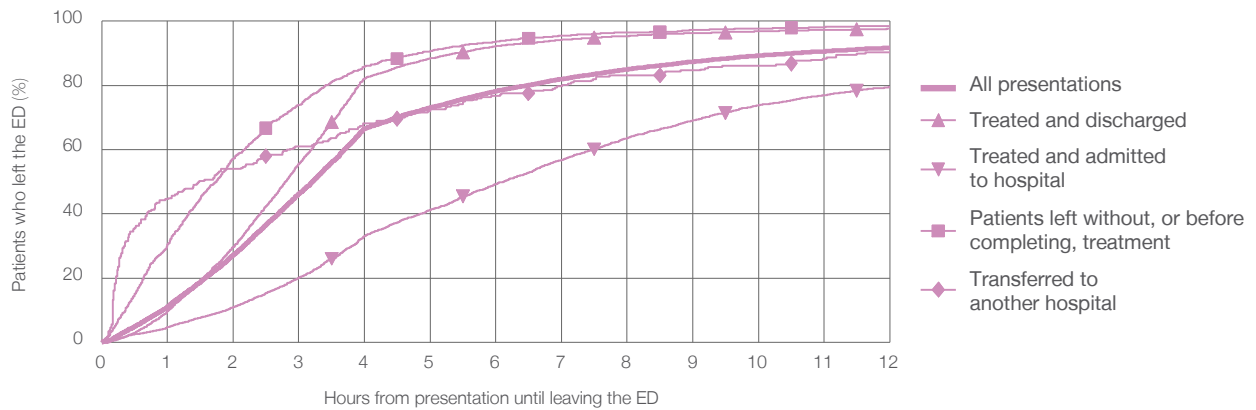
All presentations:<sup>1</sup> 13,086 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,086 patients

Treated and discharged	7,167 (54.8%)
Treated and admitted to hospital	4,221 (32.3%)
Patient left without, or before completing, treatment	1,395 (10.7%)
Transferred to another hospital	267 (2.0%)
Other	36 (0.3%)

Same period last year	Change since one year ago
12,516	5%
6,833	4.9%
4,161	1.4%
1,163	19.9%
316	-15.5%
43	-16.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡§</sup>



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

Treated and discharged	9.8%	29.8%	55.7%	82.2%	92.2%	95.4%	96.8%	97.6%
Treated and admitted to hospital	4.7%	10.9%	20.1%	33.1%	49.3%	63.6%	73.8%	79.5%
Patient left without, or before completing, treatment	30.5%	57.2%	73.9%	85.9%	93.6%	96.4%	97.8%	98.5%
Transferred to another hospital	44.6%	53.9%	61.0%	68.2%	76.8%	83.1%	86.1%	90.3%
All presentations	11.2%	27.2%	46.3%	66.5%	78.2%	85.0%	89.3%	91.7%

(†) 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 Hospital Sydney: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: <sup>1</sup> 13,086 patients

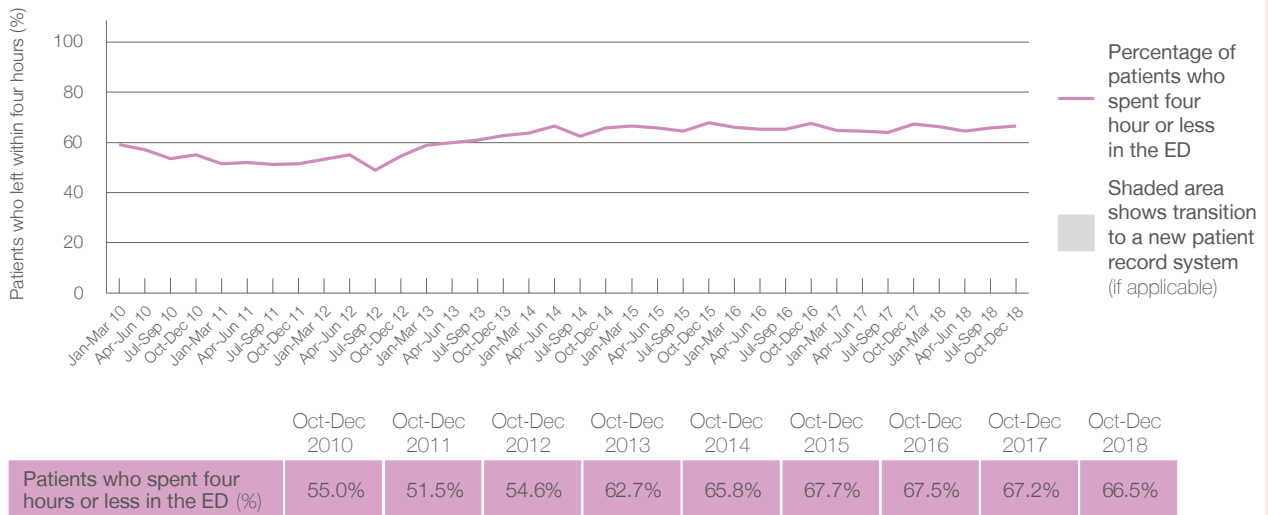
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,086 patients

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	12,516	5%
Presentations used to calculate time to leaving the ED	12,516	5%
Percentage of patients who spent four hours or less in the ED	67.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 <sup>†‡</sup>



\* 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: October to December 2018*.
- 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 22 January 2019).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).