

Hospital Quarterly

Performance Profiles

Emergency Department

St Vincent's Health Network

January to March 2016

St Vincent's Hospital, Darlinghurst: Emergency department (ED) overview

January to March 2016

All attendances:¹ 12,812 patients
 Emergency attendances:² 12,686 patients

Same period last year	Change since one year ago
12,367	4%
12,194	4%

St Vincent's Hospital, Darlinghurst: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,423 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): 5,659 patients

Median time to start treatment⁴ 14 minutes
 95th percentile time to start treatment⁵ 80 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,712 patients

Median time to start treatment⁴ 19 minutes
 95th percentile time to start treatment⁵ 132 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 616 patients

Median time to start treatment⁴ 12 minutes
 95th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
1,340	
4 minutes	8 minutes
20 minutes	35 minutes
5,416	
14 minutes	20 minutes
89 minutes	99 minutes
4,426	
20 minutes	26 minutes
141 minutes	137 minutes
756	
16 minutes	23 minutes
199 minutes	135 minutes

St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 12,812 patients

Percentage of patients who left the ED within four hours 66%

Same period last year	Change since one year ago
12,367	4%
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: 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.

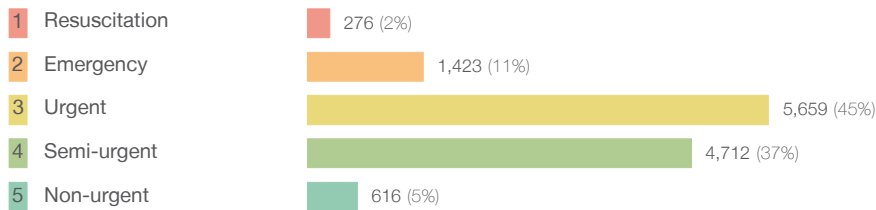
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

St Vincent's Hospital, Darlinghurst: Patients attending the emergency department

January to March 2016

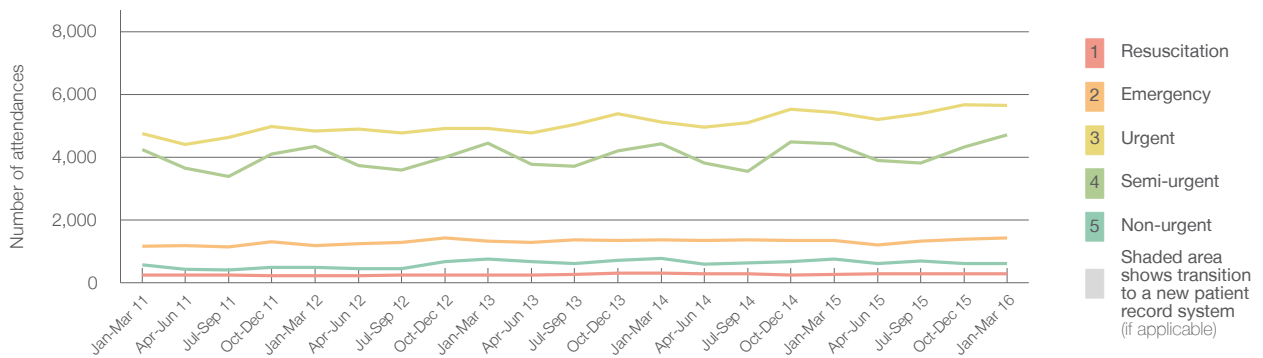
All attendances:¹ 12,812 patients

Emergency attendances² by triage category: 12,686 patients



Same period last year	Change since one year ago
12,367	4%
12,194	4%
256	8%
1,340	6%
5,416	4%
4,426	6%
756	-19%

Emergency attendances² by quarter, January 2011 to March 2016^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	248	219	248	297	256	276
Emergency	1,168	1,183	1,331	1,355	1,340	1,423
Urgent	4,749	4,838	4,919	5,121	5,416	5,659
Semi-urgent	4,248	4,351	4,437	4,434	4,426	4,712
Non-urgent	571	485	759	767	756	616
All emergency attendances	10,984	11,076	11,694	11,974	12,194	12,686

St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance

January to March 2016

Arrivals used to calculate transfer of care time:⁷ 3,741 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
3,801	
14 minutes	-1 minute
66 minutes	-15 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.

(§) 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.

St Vincent's Hospital, Darlinghurst: 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: 1,423

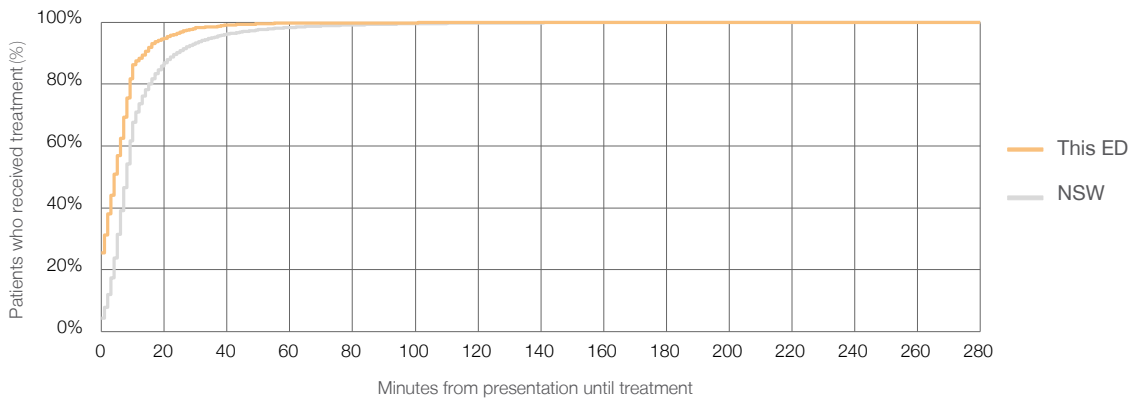
Number of triage 2 patients used to calculate waiting time:³ 1,420

Median time to start treatment⁴ 4 minutes

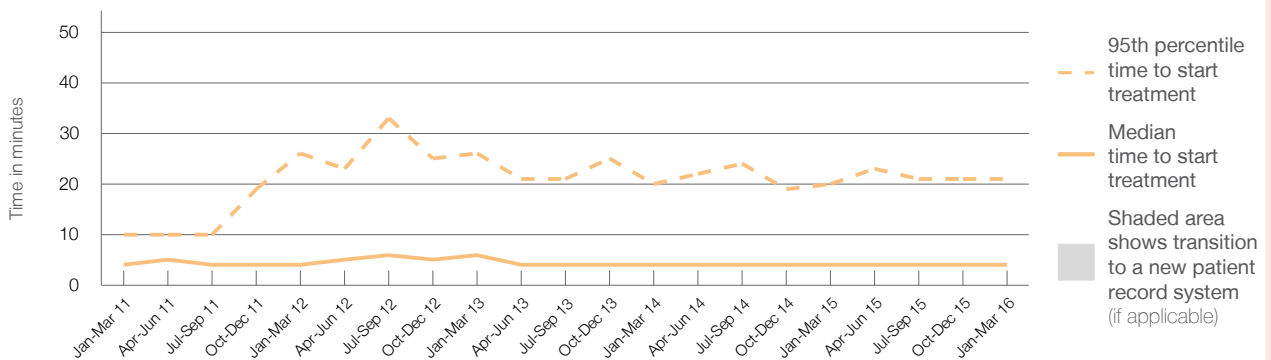
95th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
1,340	1,339
4 minutes	8 minutes
20 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	4	4	6	4	4	4
95th percentile time to start treatment ⁵ (minutes)	10	26	26	20	20	21

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St Vincent's Hospital, Darlinghurst: 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: 5,659

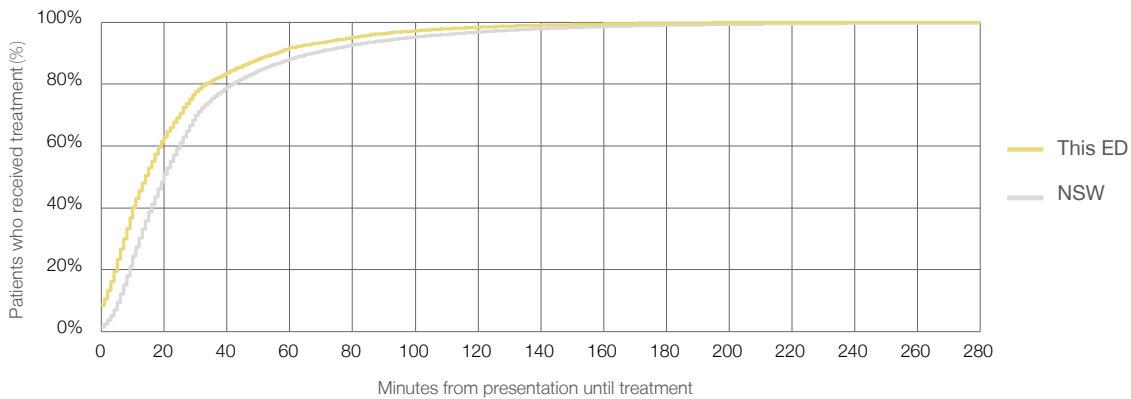
Number of triage 3 patients used to calculate waiting time:³ 5,519

Median time to start treatment⁴ 14 minutes

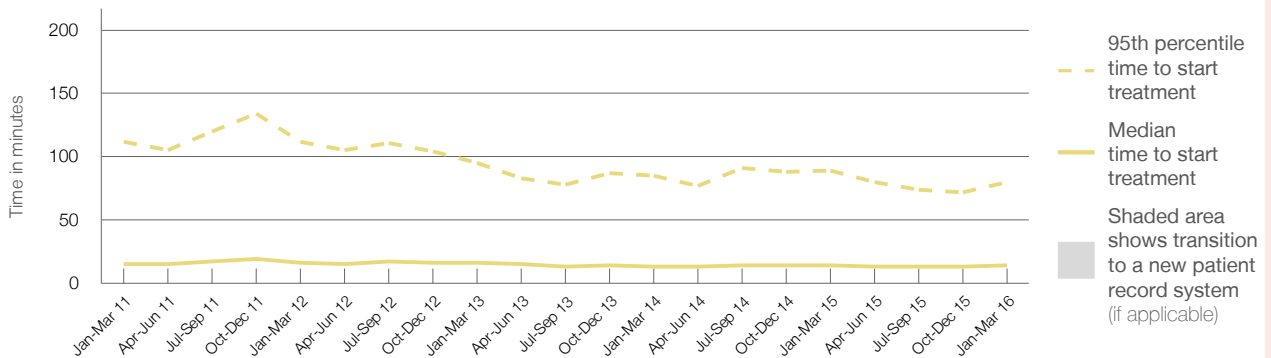
95th percentile time to start treatment⁵ 80 minutes

Same period last year	NSW (this period)
5,416	
5,316	
14 minutes	20 minutes
89 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^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	15	16	16	13	14	14
95th percentile time to start treatment ⁵ (minutes)	112	112	95	85	89	80

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St Vincent's Hospital, Darlinghurst: 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: 4,712

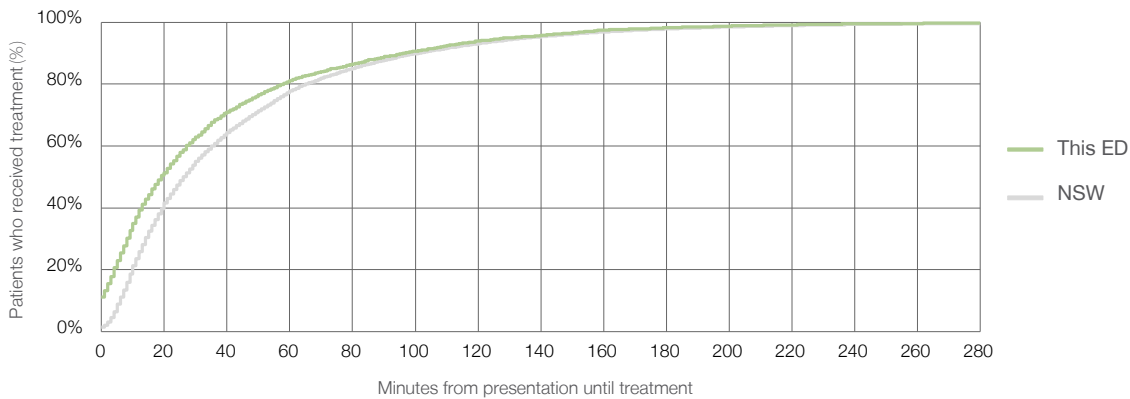
Number of triage 4 patients used to calculate waiting time:³ 4,237

Median time to start treatment⁴ 19 minutes

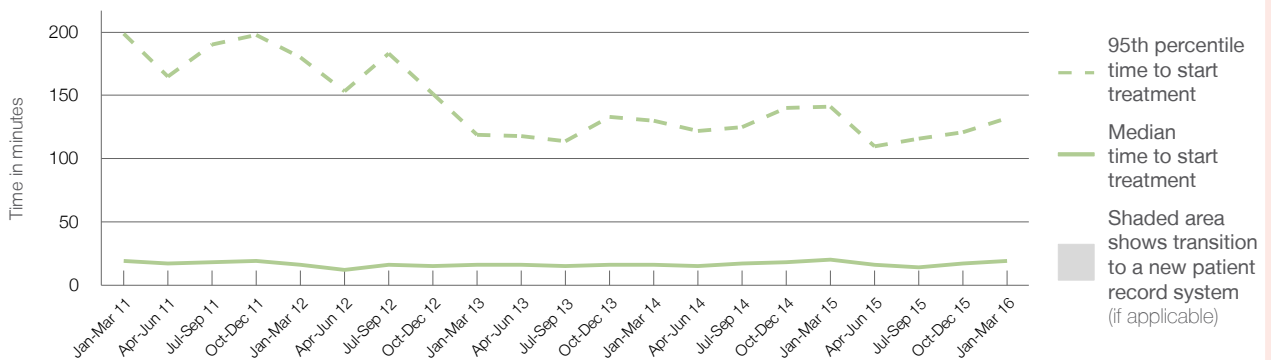
95th percentile time to start treatment⁵ 132 minutes

	Same period last year	NSW (this period)
	4,426	
	4,042	
	20 minutes	26 minutes
	141 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	19	16	16	16	20	19
95th percentile time to start treatment ⁵ (minutes)	199	180	119	130	141	132

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St Vincent's Hospital, Darlinghurst: 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: 616

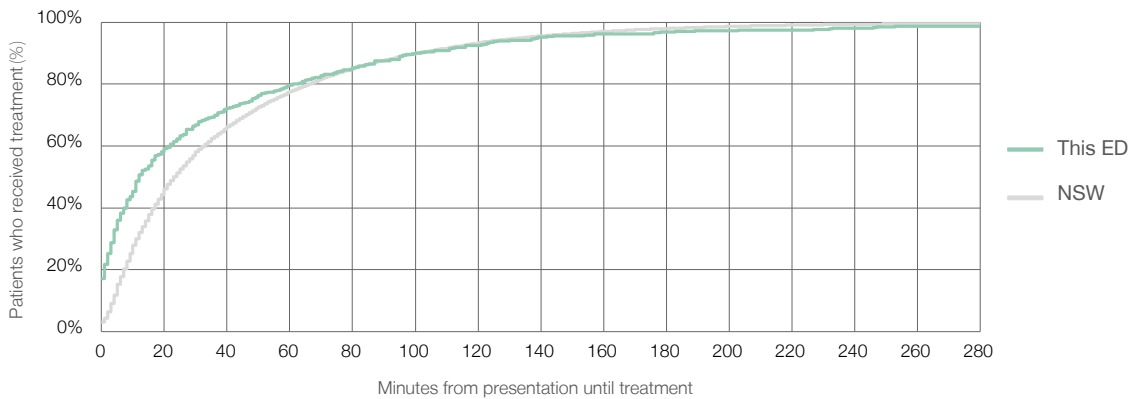
Number of triage 5 patients used to calculate waiting time:³ 487

Median time to start treatment⁴ 12 minutes

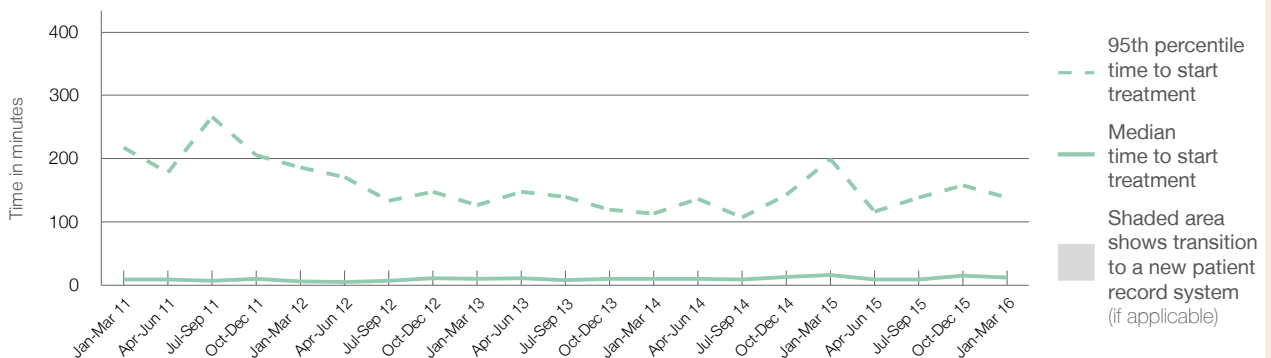
95th percentile time to start treatment⁵ 139 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	756	651
Median time to start treatment ⁴	16 minutes	23 minutes
95th percentile time to start treatment ⁵	199 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^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	9	6	10	10	16	12
95th percentile time to start treatment ⁵ (minutes)	218	186	127	113	199	139

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St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 12,812 patients

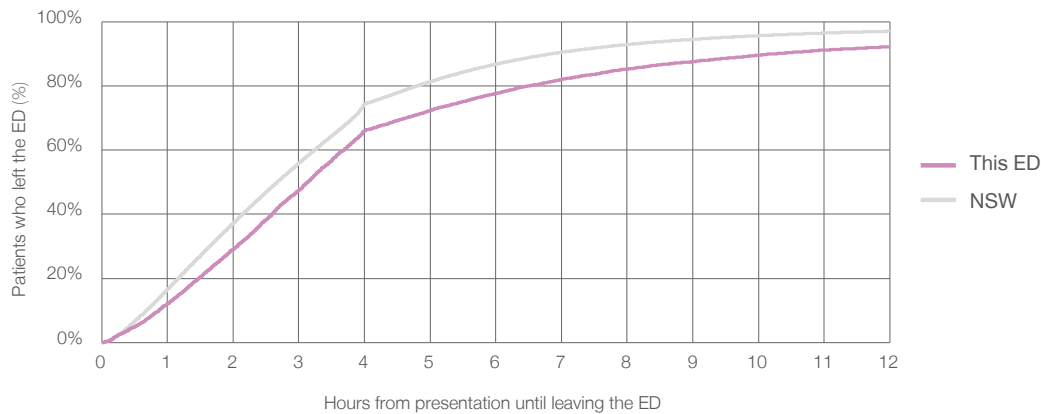
Attendances used to calculate time to leaving the ED:⁶ 12,812 patients

Median time to leaving the ED⁸ 3 hours and 8 minutes

95th percentile time to leaving the ED⁹ 15 hours and 17 minutes

Same period last year	NSW (this period)
12,367	12,367
3 hours and 13 minutes	2 hours and 40 minutes
14 hours and 42 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^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)	3h 52m	3h 46m	3h 26m	3h 10m	3h 13m	3h 8m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 17m	16h 0m	16h 11m	16h 32m	14h 42m	15h 17m

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St Vincent's Hospital, Darlinghurst: Time from presentation until leaving the ED

By mode of separation

January to March 2016

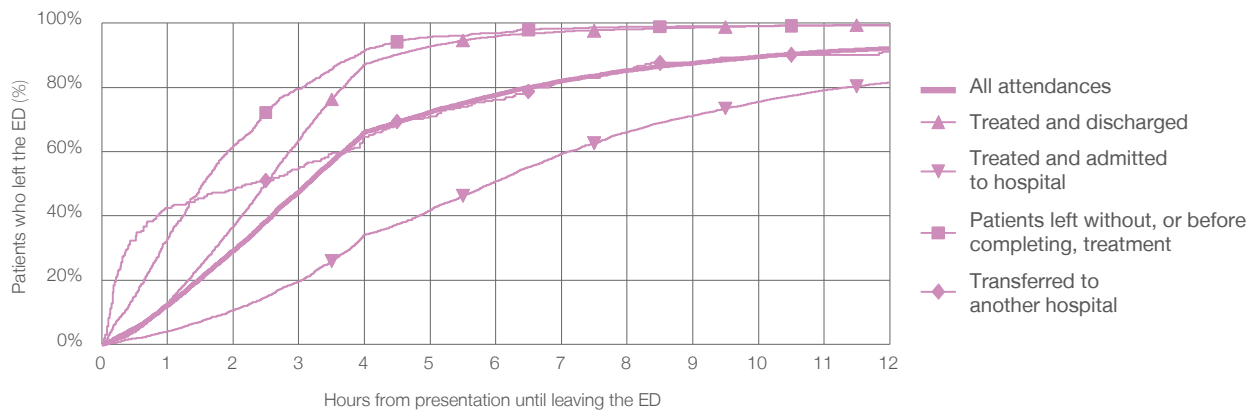
All attendances:¹ 12,812 patients

Attendances used to calculate time to leaving the ED:⁶ 12,812 patients

Treated and discharged	6,212 (48%)
Treated and admitted to hospital	5,084 (40%)
Patient left without, or before completing, treatment	1,159 (9%)
Transferred to another hospital	235 (2%)
Other	122 (1%)

Same period last year	Change since one year ago
12,367	4%
5,758	8%
5,186	-2%
1,119	4%
203	16%
101	21%

Percentage of patients who left the ED by time and mode of separation, January to March 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%	37%	64%	87%	96%	98%	99%	99%
Treated and admitted to hospital	4%	11%	20%	34%	51%	66%	76%	82%
Patient left without, or before completing, treatment	33%	62%	80%	91%	97%	99%	99%	99%
Transferred to another hospital	43%	48%	55%	65%	76%	86%	89%	91%
All attendances	12%	29%	48%	66%	78%	85%	90%	92%

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St Vincent's Hospital, Darlinghurst: 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:¹ 12,812 patients

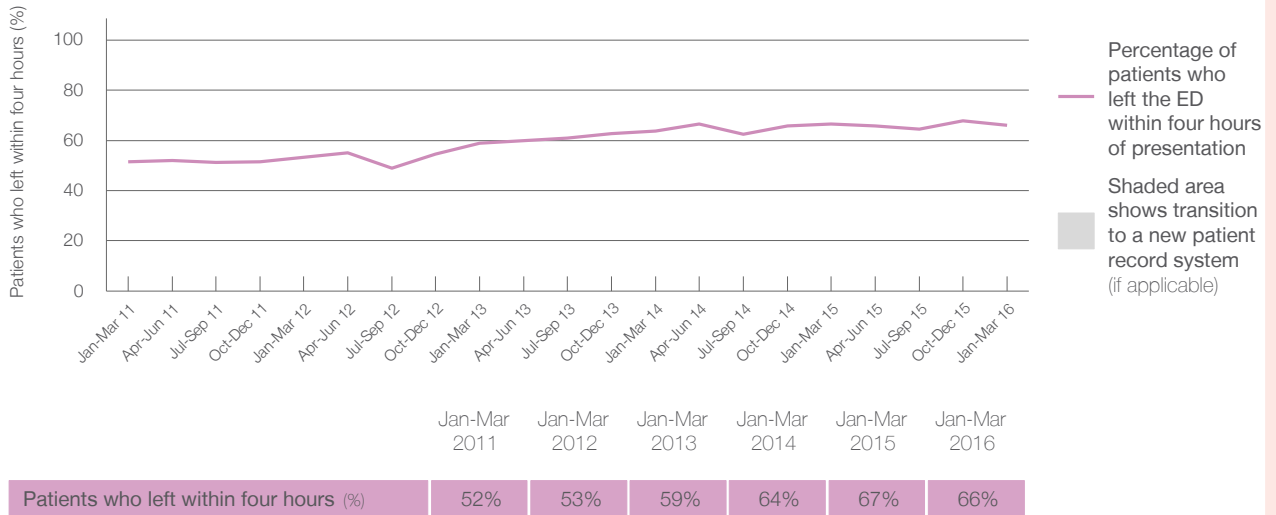
Attendances used to calculate time to leaving the ED:⁶ 12,812 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	12,367	4%
Attendances used to calculate time to leaving the ED	12,367	4%
Percentage of patients who left the ED within four hours	67%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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‡ 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 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).