



Hospital Quarterly

Performance Profiles

Emergency Department

St Vincent's Health Network

October to December 2016

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

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

October to December 2016

All presentations:¹ 12,418 patients

Emergency presentations:² 12,216 patients

Same period last year	Change since one year ago
12,447	-0.2%
12,265	-0.4%

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,386 patients

Median time to start treatment⁴ 4 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,773 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,163 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 562 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
1,376	
4 minutes	8 minutes
13 minutes	26 minutes
5,675	
13 minutes	20 minutes
49 minutes	67 minutes
4,315	
17 minutes	25 minutes
84 minutes	97 minutes
615	
16 minutes	24 minutes
106 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 12,418 patients

Percentage of patients who spent four hours or less in the ED 67.5%

Same period last year	Change since one year ago
12,447	-0.2%
67.7%	

* 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.

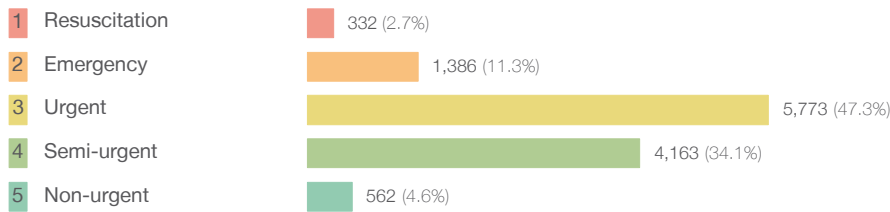
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department October to December 2016

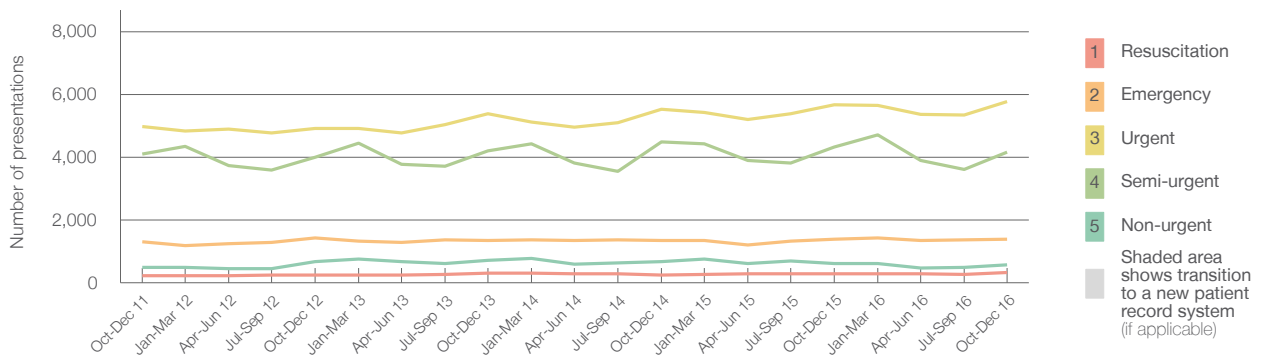
All presentations:¹ 12,418 patients

Emergency presentations² by triage category: 12,216 patients



	Same period last year	Change since one year ago
All presentations	12,447	-0.2%
Emergency presentations	12,265	-0.4%
Resuscitation	284	16.9%
Emergency	1,376	0.7%
Urgent	5,675	1.7%
Semi-urgent	4,315	-3.5%
Non-urgent	615	-8.6%

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	229	242	293	246	284	332
Emergency	1,312	1,421	1,337	1,338	1,376	1,386
Urgent	4,970	4,924	5,393	5,536	5,675	5,773
Semi-urgent	4,107	4,003	4,209	4,480	4,315	4,163
Non-urgent	481	672	718	671	615	562
All emergency presentations	11,099	11,262	11,950	12,271	12,265	12,216

St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 3,728 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,779	
ED Transfer of care time		
Median time	13 minutes	0 minutes
90th percentile time	31 minutes	5 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 trans 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.

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

St Vincent's Hospital, Darlinghurst: 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: 1,386

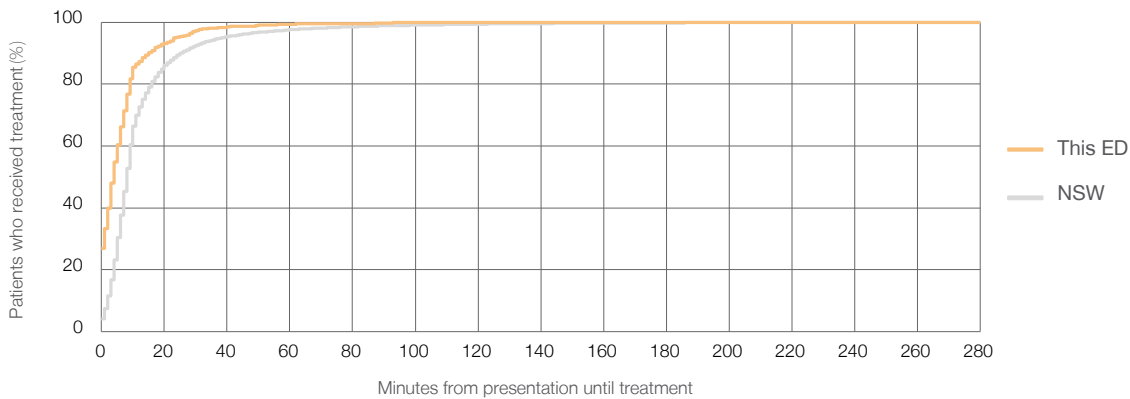
Number of triage 2 patients used to calculate waiting time:³ 1,381

Median time to start treatment⁴ 4 minutes

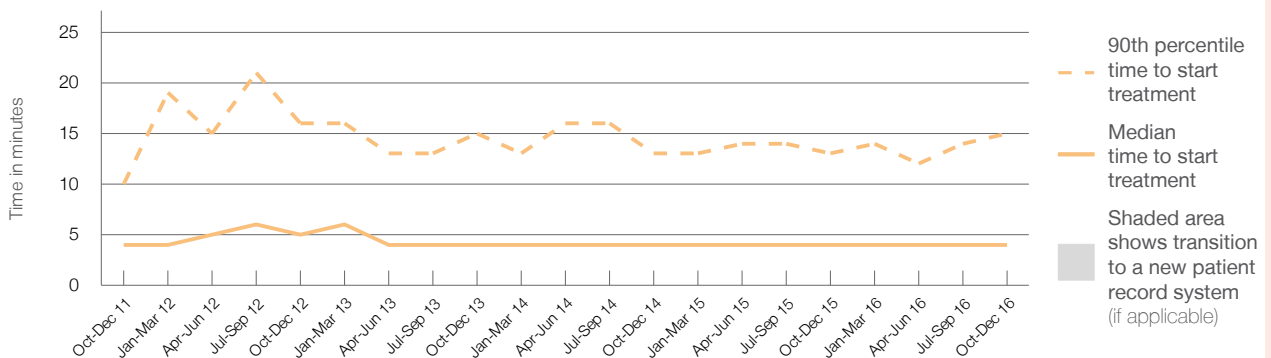
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
1,376	
1,374	
4 minutes	8 minutes
13 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)	4	5	4	4	4	4
90th percentile time to start treatment ⁵ (minutes)	10	16	15	13	13	15

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St Vincent's Hospital, Darlinghurst: 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: 5,773

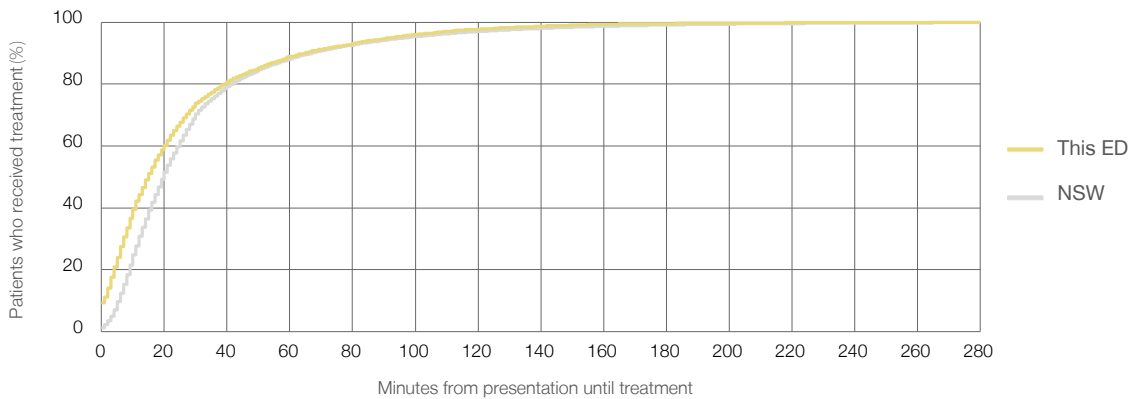
Number of triage 3 patients used to calculate waiting time:³ 5,603

Median time to start treatment⁴ 15 minutes

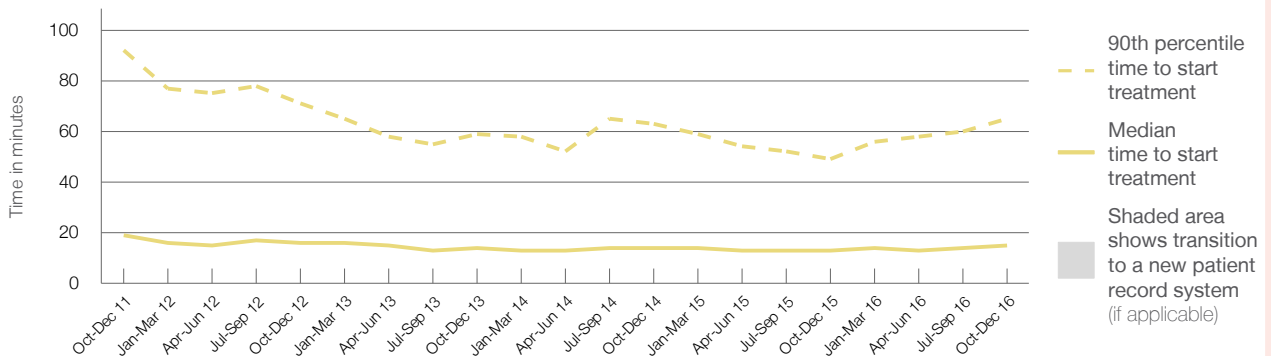
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
5,675	5,577
13 minutes	20 minutes
49 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)	19	16	14	14	13	15
90th percentile time to start treatment ⁵ (minutes)	92	71	59	63	49	65

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

St Vincent's Hospital, Darlinghurst: 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: 4,163

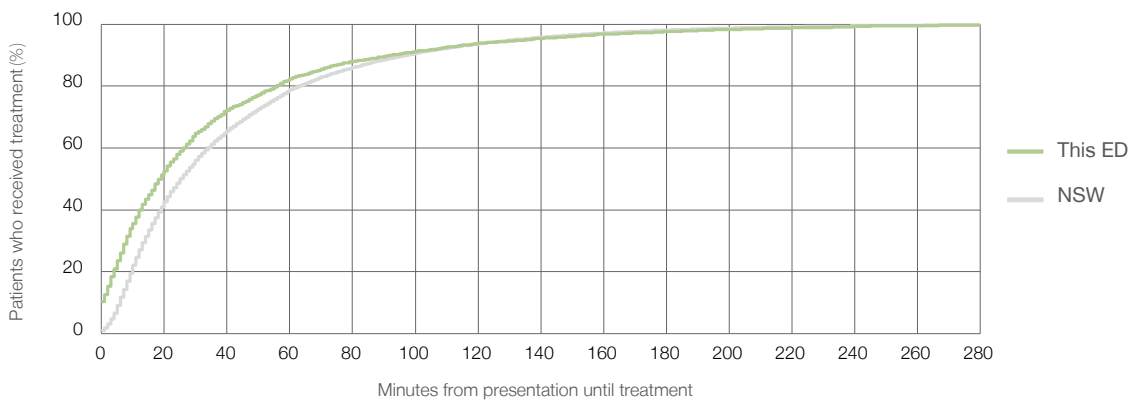
Number of triage 4 patients used to calculate waiting time:³ 3,566

Median time to start treatment⁴ 19 minutes

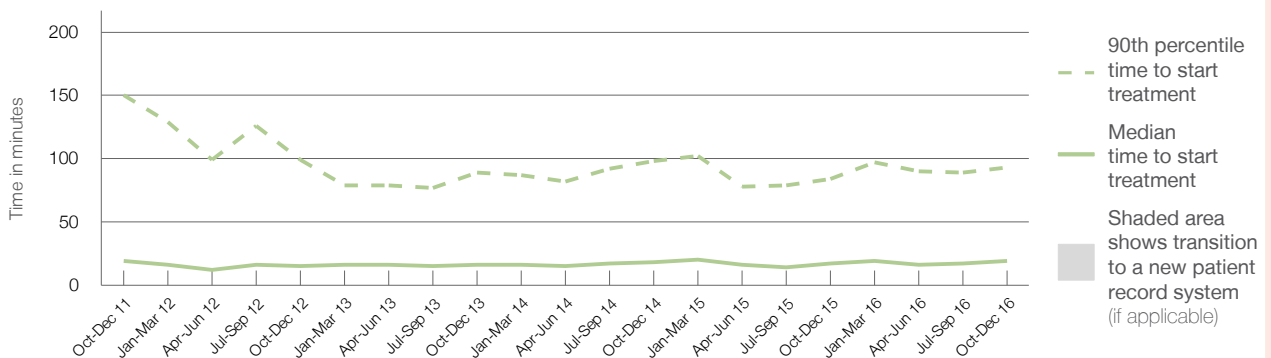
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
4,315	
3,970	
17 minutes	25 minutes
84 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)	19	15	16	18	17	19
90th percentile time to start treatment ⁵ (minutes)	150	99	89	98	84	93

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

St Vincent's Hospital, Darlinghurst: 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: 562

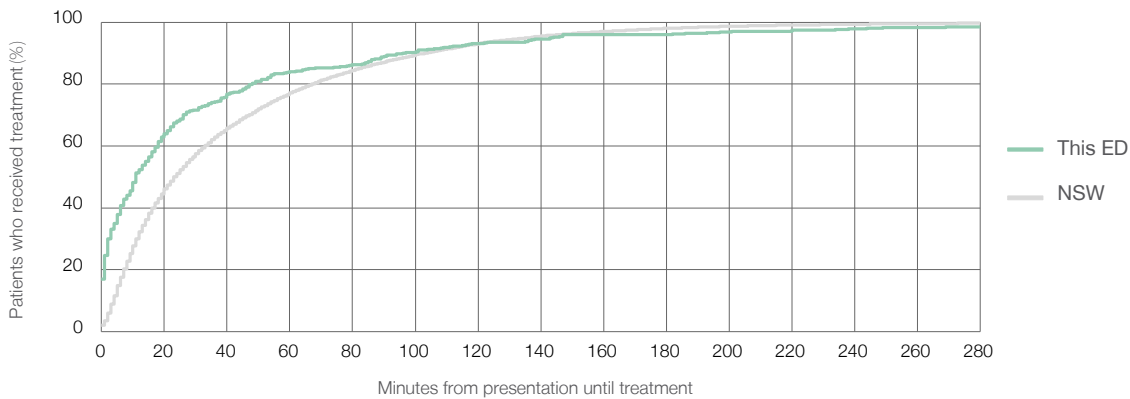
Number of triage 5 patients used to calculate waiting time:³ 452

Median time to start treatment⁴ 11 minutes

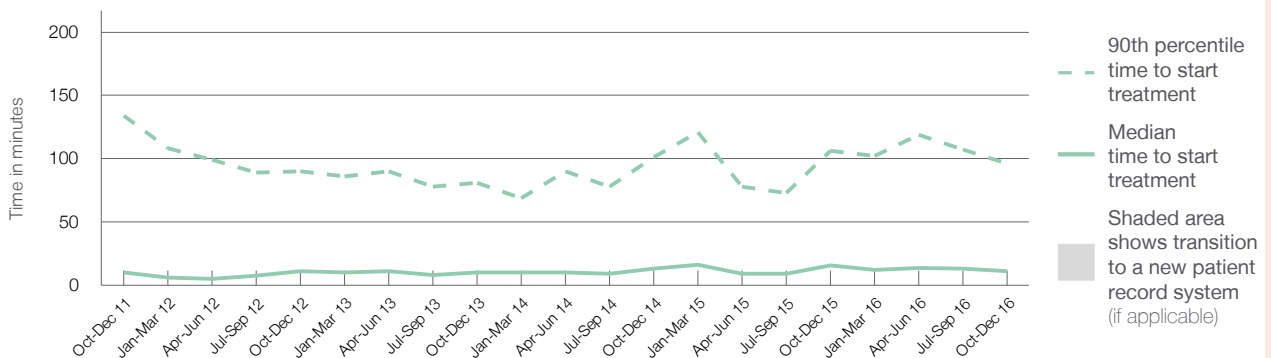
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
615	
516	
16 minutes	24 minutes
106 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)	10	11	10	13	16	11
90th percentile time to start treatment ⁵ (minutes)	134	90	81	101	106	96

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St Vincent's Hospital, Darlinghurst: Time patients spent in the ED October to December 2016

All presentations:¹ 12,418 patients

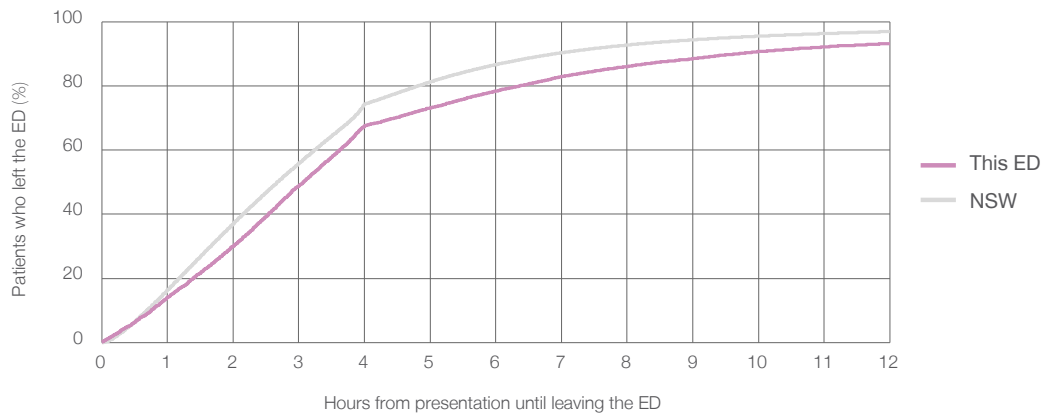
Presentations used to calculate time to leaving the ED:⁶ 12,418 patients

Median time spent in the ED⁸ 3 hours and 4 minutes

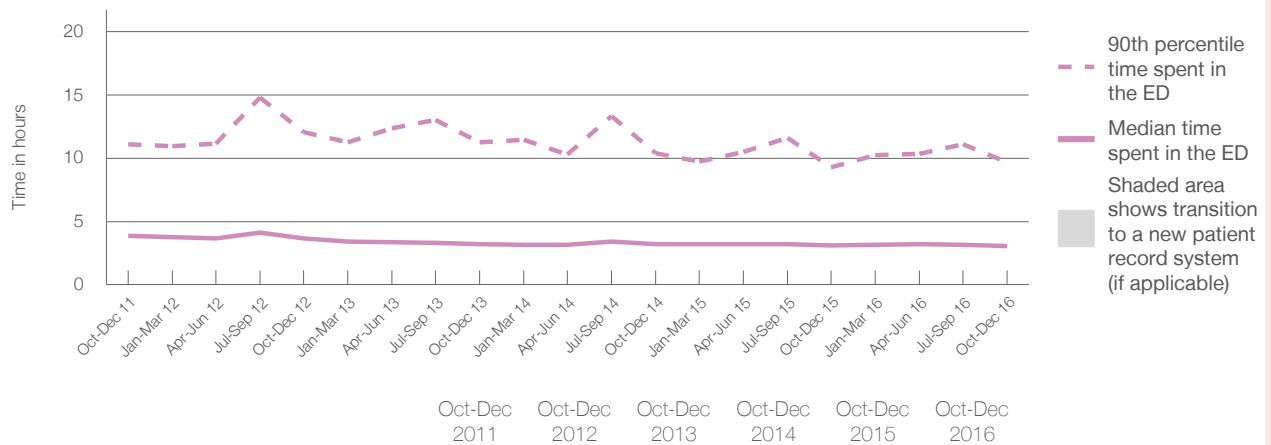
90th percentile time spent in the ED⁹ 9 hours and 41 minutes

Same period last year	NSW (this period)
12,447	12,447
3 hours and 6 minutes	2 hours and 41 minutes
9 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)	3h 53m	3h 40m	3h 11m	3h 14m	3h 6m	3h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 5m	12h 2m	11h 16m	10h 24m	9h 17m	9h 41m

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St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

By mode of separation

October to December 2016

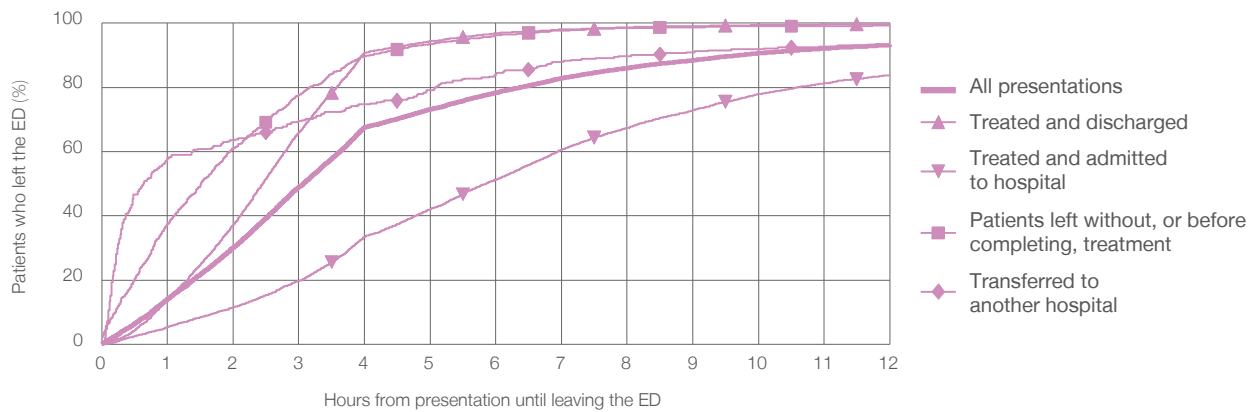
All presentations:¹ 12,418 patients

Presentations used to calculate time to leaving the ED:⁶ 12,418 patients

Treated and discharged	5,970 (48.1%)
Treated and admitted to hospital	4,926 (39.7%)
Patient left without, or before completing, treatment	1,144 (9.2%)
Transferred to another hospital	332 (2.7%)
Other	46 (0.4%)

Same period last year	Change since one year ago
12,447	-0.2%
5,840	2.2%
5,209	-5.4%
1,080	5.9%
198	67.7%
120	-61.7%

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	14.0%	37.2%	66.1%	90.7%	96.8%	98.7%	99.4%	99.7%
Treated and admitted to hospital	5.4%	11.6%	19.7%	33.5%	51.3%	67.4%	77.9%	83.9%
Patient left without, or before completing, treatment	37.4%	61.1%	77.7%	89.7%	96.3%	98.4%	99.1%	99.2%
Transferred to another hospital	57.8%	63.6%	69.6%	74.7%	84.3%	89.8%	91.9%	93.4%
All presentations	14.1%	30.1%	48.9%	67.5%	78.4%	86.0%	90.7%	93.2%

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

St Vincent's Hospital, Darlinghurst: 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 12,418 patients

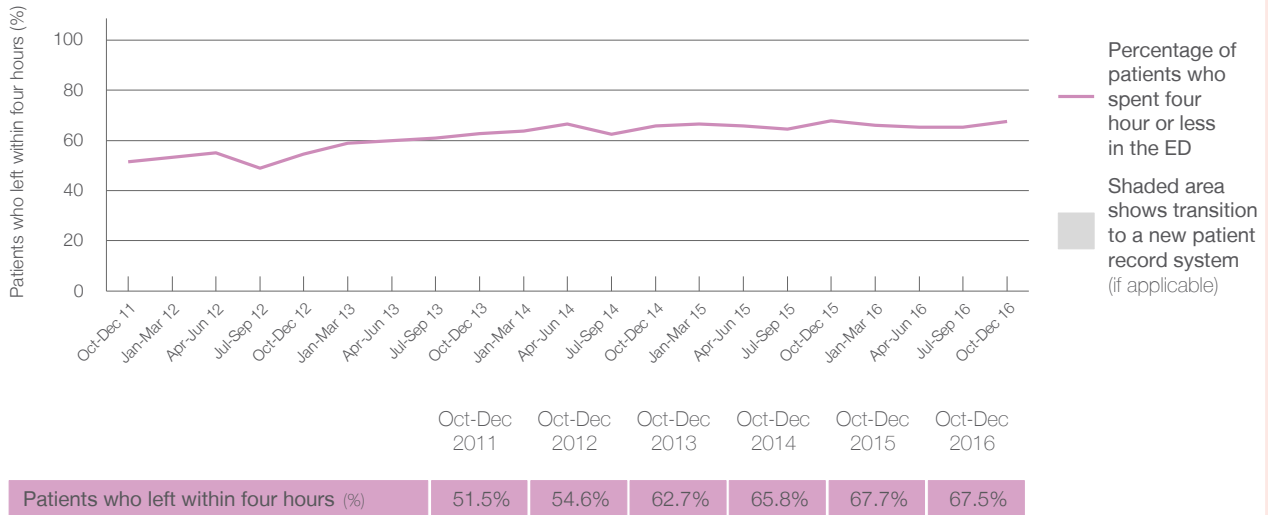
Presentations used to calculate time to leaving the ED:⁶ 12,418 patients

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: ¹	12,447	-0.2%
Presentations used to calculate time to leaving the ED: ⁶	12,447	-0.2%
Percentage of patients who spent four hours or less in the ED	67.7%	

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).