



Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

St Vincent's Health Network

January to March 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: Emergency department (ED) overview

January to March 2017

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 12,377 patients	12,812	-3.4%
Emergency presentations: <sup>2</sup> 12,246 patients	12,686	-3.5%

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

January to March 2017

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 1,430 patients	1,423	
Median time to start treatment <sup>4</sup> 5 minutes	4 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup> 16 minutes	14 minutes	26 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 5,792 patients	5,659	
Median time to start treatment <sup>4</sup> 17 minutes	14 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup> 74 minutes	56 minutes	69 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 4,272 patients	4,712	
Median time to start treatment <sup>4</sup> 23 minutes	19 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup> 111 minutes	97 minutes	101 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 467 patients	616	
Median time to start treatment <sup>4</sup> 12 minutes	12 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup> 117 minutes	102 minutes	104 minutes

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

January to March 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 12,377 patients	12,812	-3.4%
Percentage of patients who spent four hours or less in the ED 64.8%	66.1%	

\* 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, 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 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.

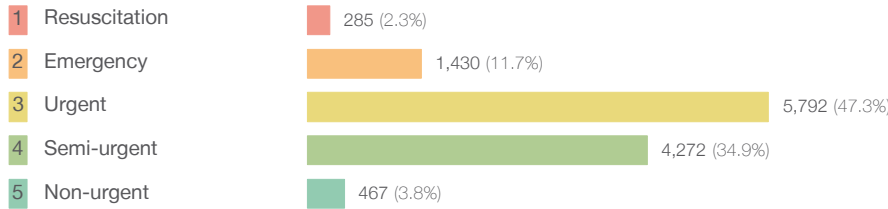
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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## St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department January to March 2017

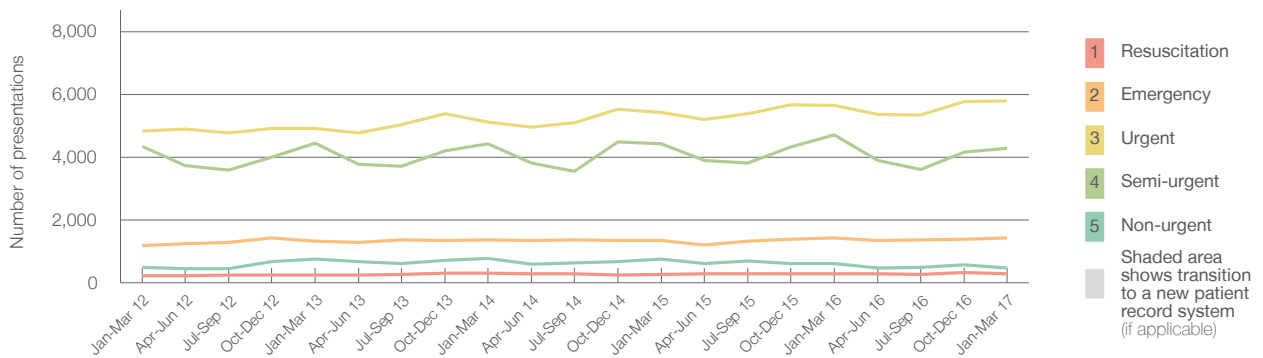
All presentations:<sup>1</sup> 12,377 patients

Emergency presentations<sup>2</sup> by triage category: 12,246 patients



	Same period last year	Change since one year ago
All presentations	12,812	-3.4%
Emergency presentations	12,686	-3.5%
Resuscitation	276	3.3%
Emergency	1,423	0.5%
Urgent	5,659	2.4%
Semi-urgent	4,712	-9.3%
Non-urgent	616	-24.2%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 \* §



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	219	248	297	256	276	285
Emergency	1,183	1,331	1,355	1,340	1,423	1,430
Urgent	4,838	4,919	5,121	5,416	5,659	5,792
Semi-urgent	4,351	4,437	4,434	4,426	4,712	4,272
Non-urgent	485	759	767	756	616	467
All emergency presentations	11,076	11,694	11,974	12,194	12,686	12,246

## St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,606 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,741	
ED Transfer of care time		
Median time	13 minutes	1 minute
90th percentile time	36 minutes	8 minutes

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(§) 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.

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## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,430

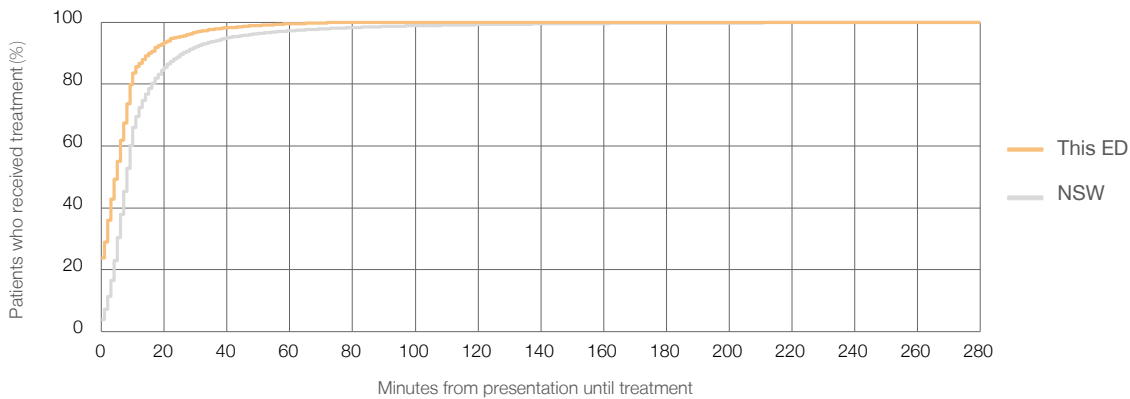
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,427

Median time to start treatment<sup>4</sup> 5 minutes

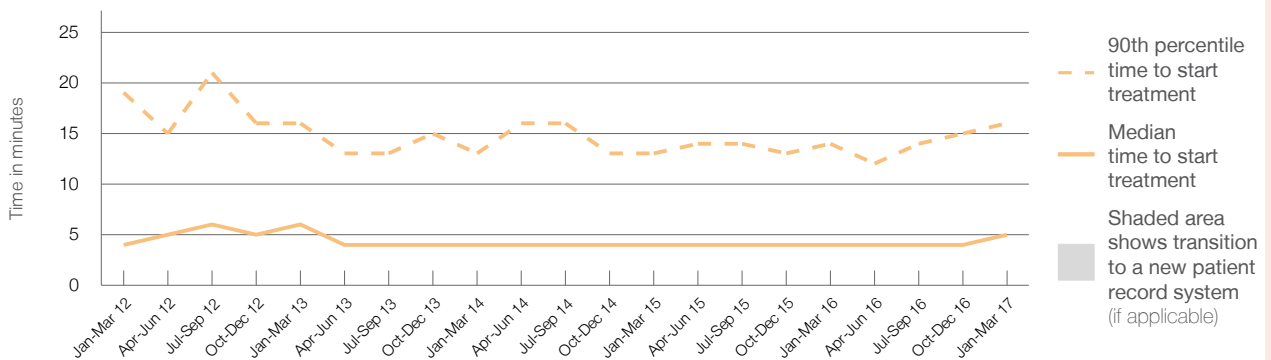
90th percentile time to start treatment<sup>5</sup> 16 minutes

Same period last year	NSW (this period)
1,423	
1,420	
4 minutes	8 minutes
14 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	4	6	4	4	4	5
90th percentile time to start treatment <sup>5</sup> (minutes)	19	16	13	13	14	16

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## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 5,792

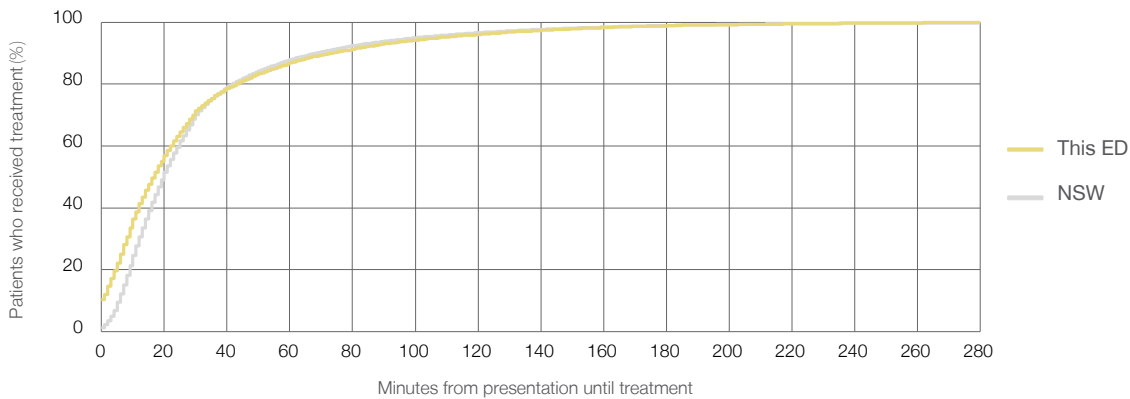
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,559

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

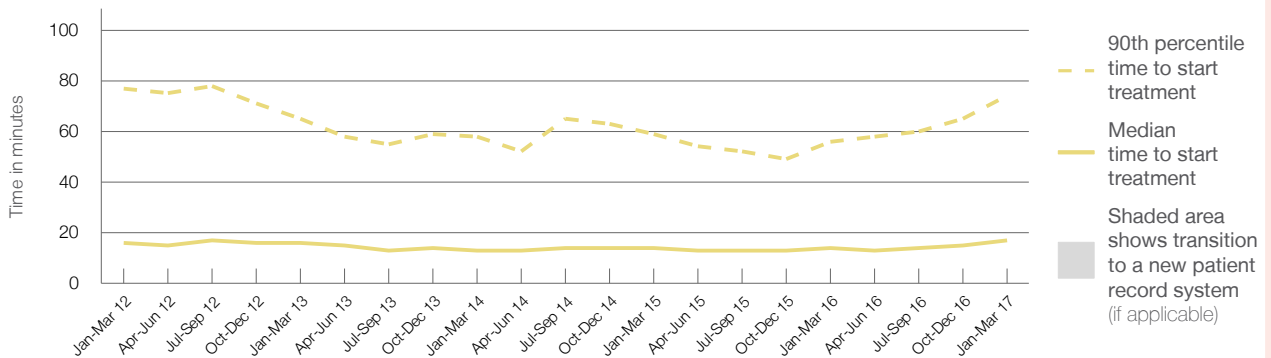
90th percentile time to start treatment<sup>5</sup> 74 minutes

	Same period last year	NSW (this period)
	5,659	
	5,519	
	14 minutes	20 minutes
	56 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	16	16	13	14	14	17
90th percentile time to start treatment <sup>5</sup> (minutes)	77	65	58	59	56	74

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## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,272

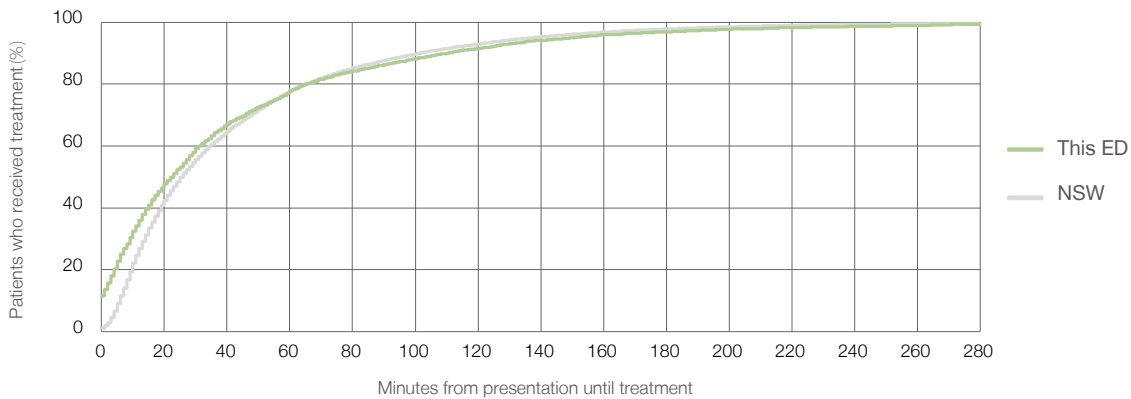
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,636

Median time to start treatment<sup>4</sup> 23 minutes

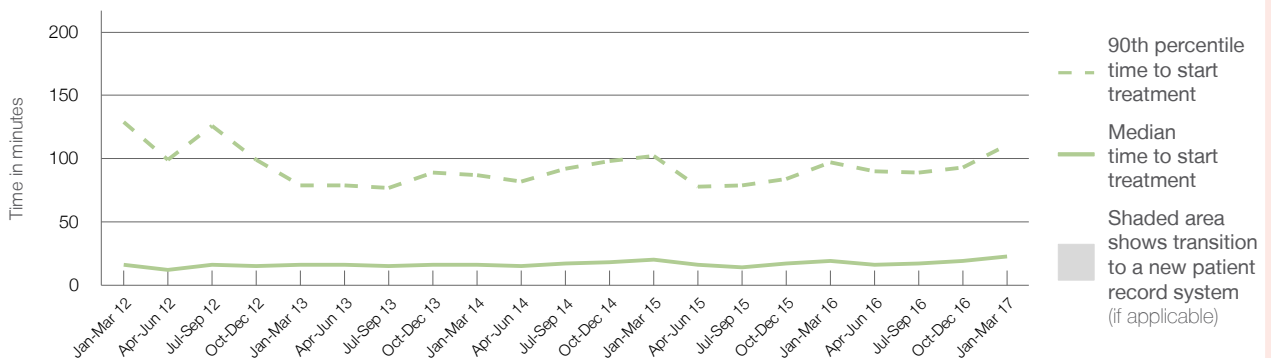
90th percentile time to start treatment<sup>5</sup> 111 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,712	
Number of triage 4 patients used to calculate waiting time <sup>3</sup>	4,237	
Median time to start treatment <sup>4</sup>	19 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	97 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	16	16	16	20	19	23
90th percentile time to start treatment <sup>5</sup> (minutes)	129	79	87	102	97	111

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## St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 467

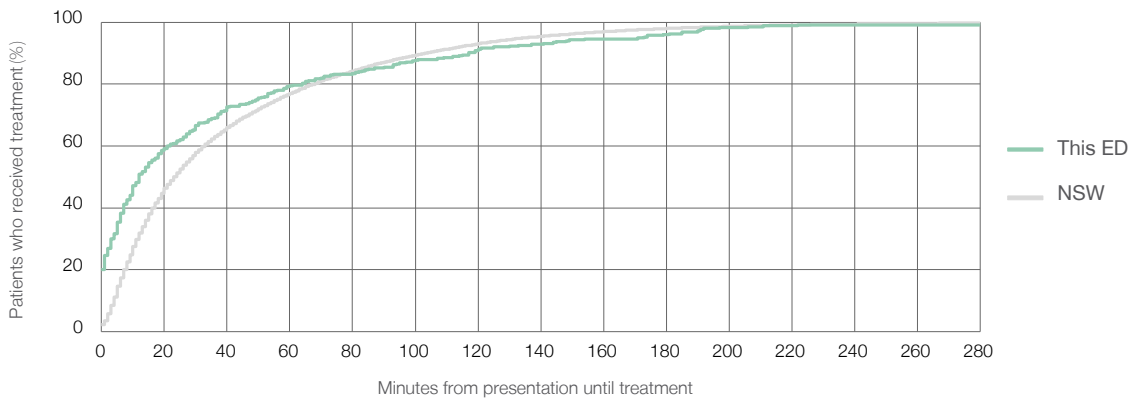
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 350

Median time to start treatment<sup>4</sup> 12 minutes

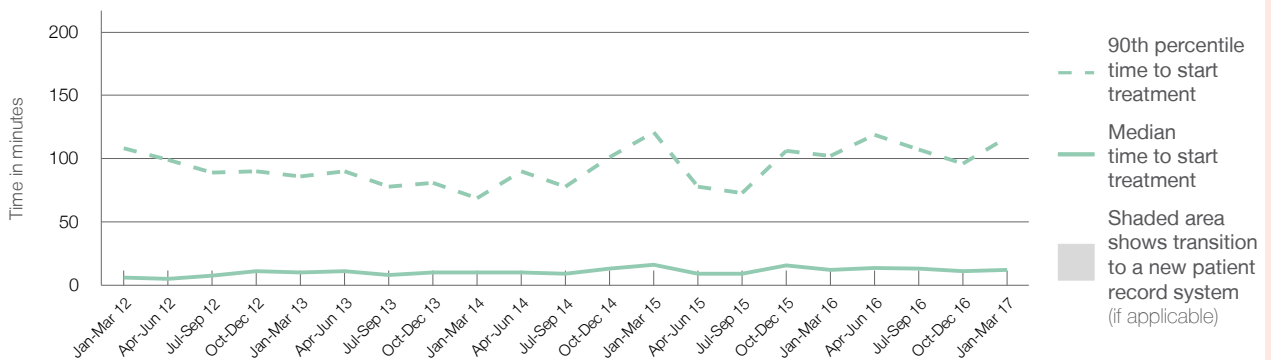
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
616	487
12 minutes	23 minutes
102 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†§</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	6	10	10	16	12	12
90th percentile time to start treatment <sup>5</sup> (minutes)	108	86	69	121	102	117

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

January to March 2017

All presentations:<sup>1</sup> 12,377 patients

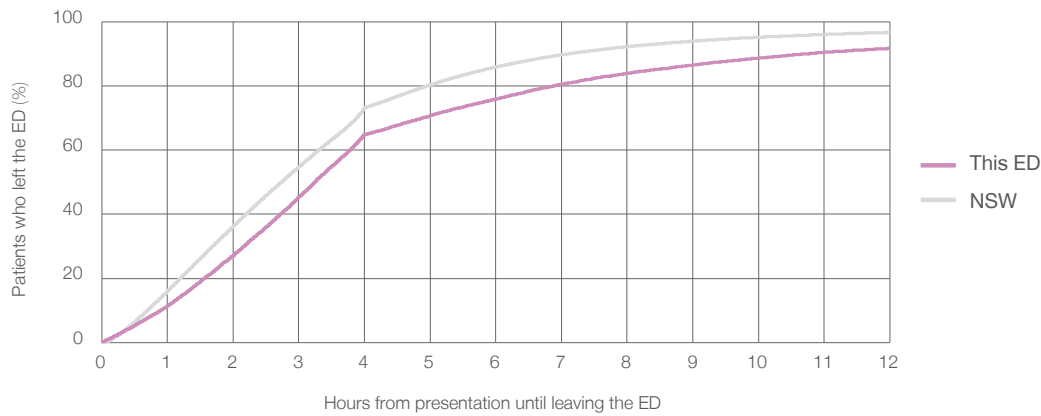
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,377 patients

Median time spent in the ED<sup>8</sup> 3 hours and 15 minutes

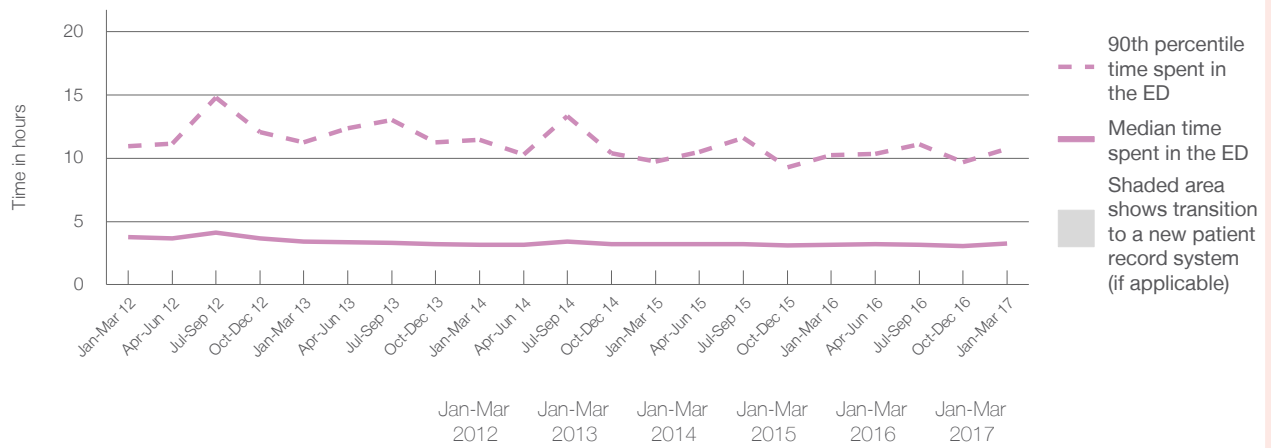
90th percentile time spent in the ED<sup>9</sup> 10 hours and 45 minutes

Same period last year	NSW (this period)
12,812	12,812
3 hours and 8 minutes	2 hours and 44 minutes
10 hours and 13 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡§</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 46m	3h 26m	3h 10m	3h 13m	3h 8m	3h 15m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 58m	11h 16m	11h 27m	9h 44m	10h 13m	10h 45m

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

By mode of separation

January to March 2017

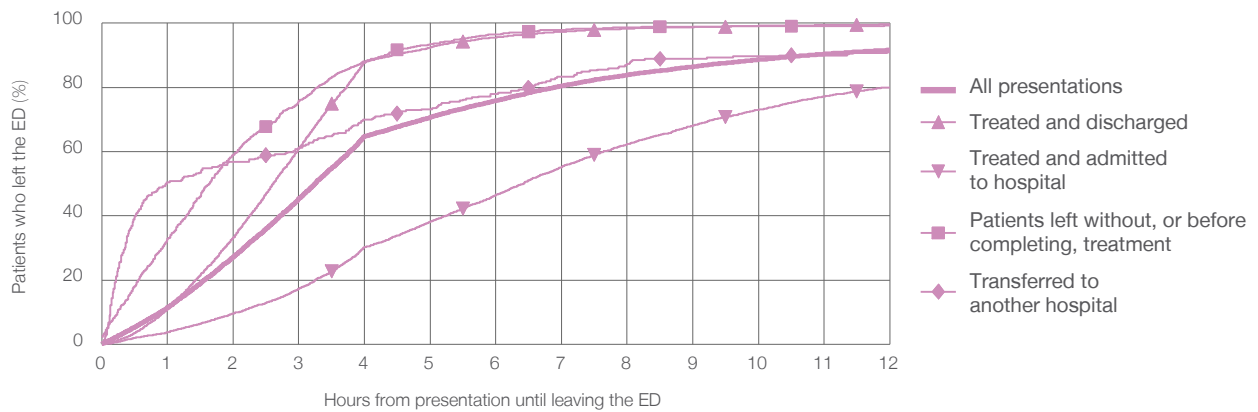
All presentations:<sup>1</sup> 12,377 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,377 patients

Treated and discharged	5,919 (47.8%)
Treated and admitted to hospital	4,881 (39.4%)
Patient left without, or before completing, treatment	1,237 (10.0%)
Transferred to another hospital	299 (2.4%)
Other	41 (0.3%)

Same period last year	Change since one year ago
12,812	-3.4%
6,212	-4.7%
5,084	-4.0%
1,159	6.7%
235	27.2%
122	-66.4%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>††§</sup>



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	10.9%	33.2%	61.0%	87.8%	95.6%	98.4%	99.2%	99.6%
Treated and admitted to hospital	3.9%	9.6%	17.4%	30.3%	46.5%	62.3%	73.1%	80.0%
Patient left without, or before completing, treatment	32.8%	59.1%	75.8%	88.2%	96.6%	98.6%	99.1%	99.3%
Transferred to another hospital	50.5%	56.9%	61.2%	69.9%	77.9%	87.3%	89.6%	91.0%
All presentations	11.5%	27.2%	45.4%	64.8%	75.9%	83.9%	88.7%	91.7%

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

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 12,377 patients

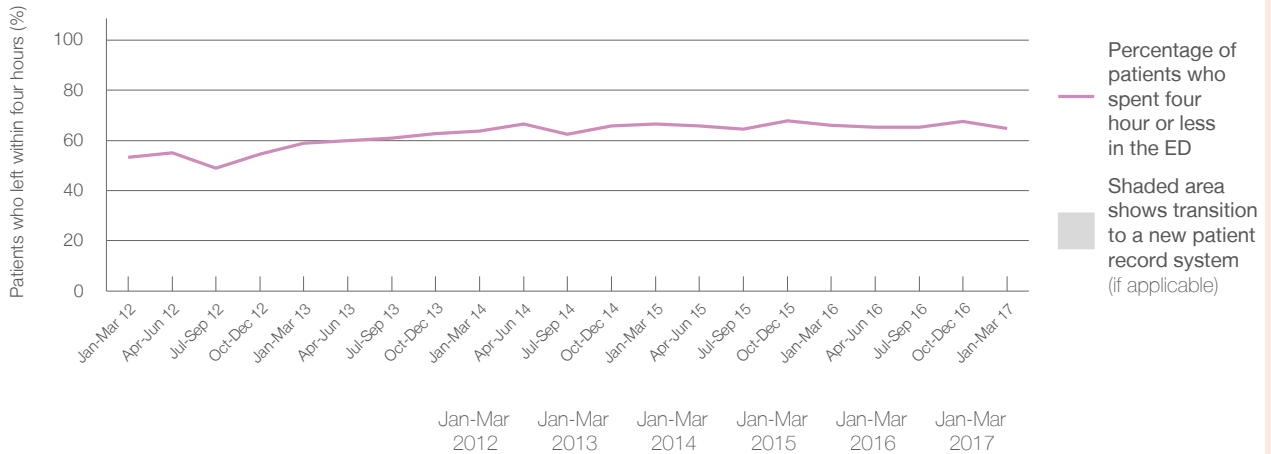
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,377 patients

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: <sup>1</sup> 12,377 patients	12,812	-3.4%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 12,377 patients	12,812	-3.4%
Percentage of patients who spent four hours or less in the ED	66.1%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	53.2%	59.0%	63.7%	66.6%	66.1%	64.8%
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- 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 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).