



Healthcare Quarterly

Performance Profiles

Emergency Department

St Vincent's Health Network

October to December 2017

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

October to December 2017

All presentations:¹ 12,516 patients

Emergency presentations:² 12,307 patients

Same period last year	Change since one year ago
12,418	0.8%
12,220	0.7%

St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment ³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,464 patients

Median time to start treatment⁴ 3 minutes
 90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,875 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,156 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 520 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,386	
4 minutes	8 minutes
15 minutes	23 minutes
5,773	
15 minutes	20 minutes
65 minutes	65 minutes
4,163	
19 minutes	26 minutes
93 minutes	99 minutes
562	
11 minutes	23 minutes
96 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 12,516 patients

Percentage of patients who spent four hours or less in the ED 67.2%

Same period last year	Change since one year ago
12,418	0.8%
67.5%	

* 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.

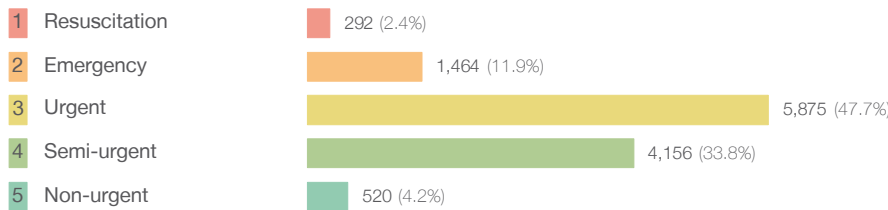
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department October to December 2017

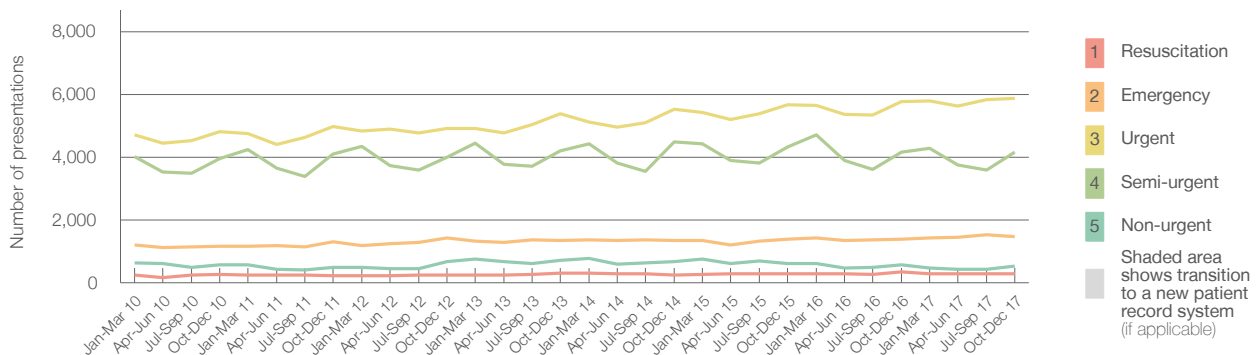
All presentations:¹ 12,516 patients

Emergency presentations² by triage category: 12,307 patients



	Same period last year	Change since one year ago
All presentations	12,418	0.8%
Emergency presentations	12,220	0.7%
1 Resuscitation	336	-13.1%
2 Emergency	1,386	5.6%
3 Urgent	5,773	1.8%
4 Semi-urgent	4,163	-0.2%
5 Non-urgent	562	-7.5%

Emergency presentations² by quarter, January 2010 to December 2017 † §



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	271	229	242	293	246	284	336	292
Emergency	1,157	1,312	1,421	1,337	1,338	1,376	1,386	1,464
Urgent	4,812	4,970	4,924	5,393	5,536	5,675	5,773	5,875
Semi-urgent	3,949	4,107	4,003	4,209	4,480	4,315	4,163	4,156
Non-urgent	565	481	672	718	671	615	562	520
All emergency presentations	10,754	11,099	11,262	11,950	12,271	12,265	12,220	12,307

St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 3,712 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,728	
Median time	13 minutes	0 minutes
90th percentile time	36 minutes	-2 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 Hospital, Darlinghurst: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,464

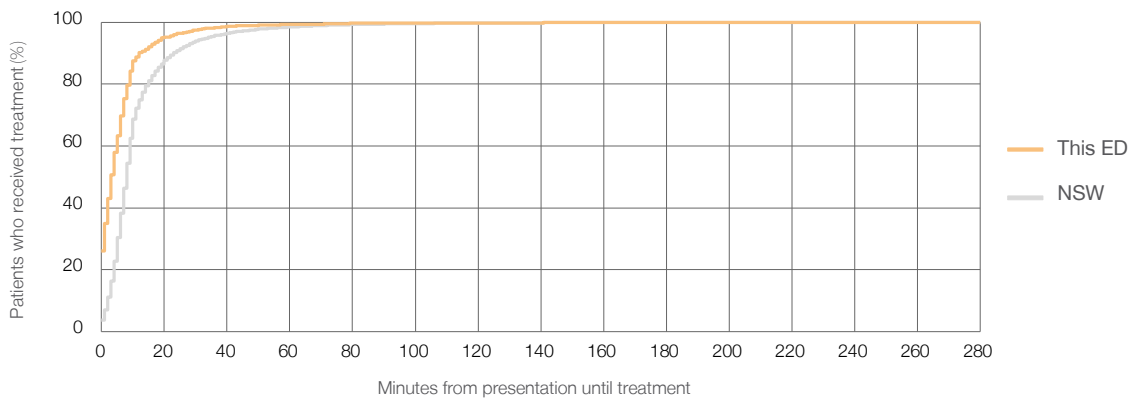
Number of triage 2 patients used to calculate waiting time:³ 1,456

Median time to start treatment⁴ 3 minutes

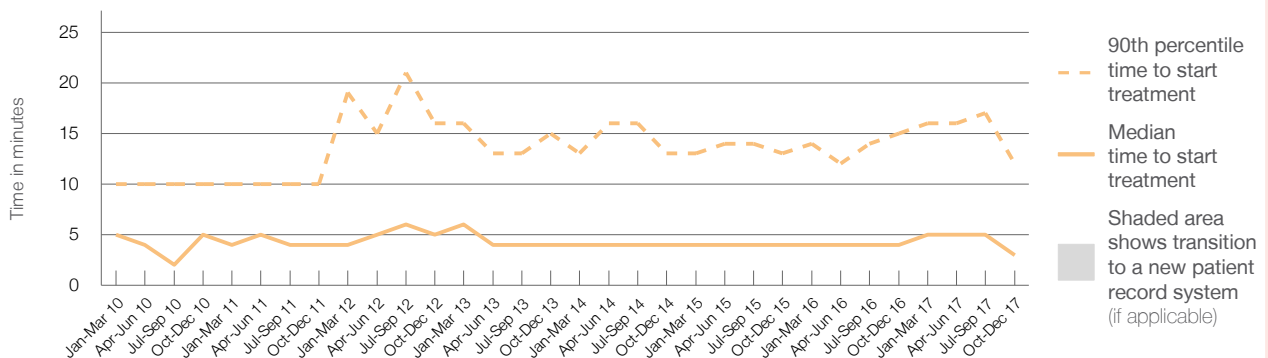
90th percentile time to start treatment⁵ 12 minutes

Same period last year	NSW (this period)
1,386	
1,381	
4 minutes	8 minutes
15 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



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

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St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 5,875

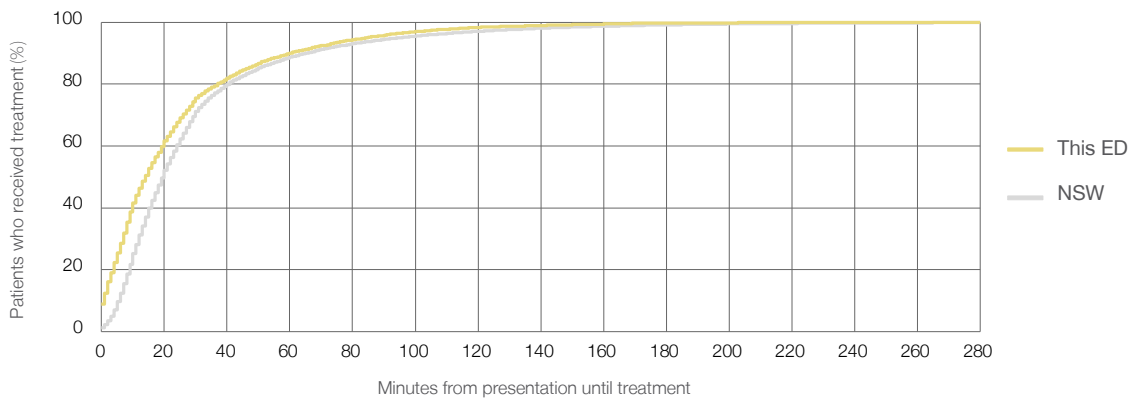
Number of triage 3 patients used to calculate waiting time:³ 5,649

Median time to start treatment⁴ 14 minutes

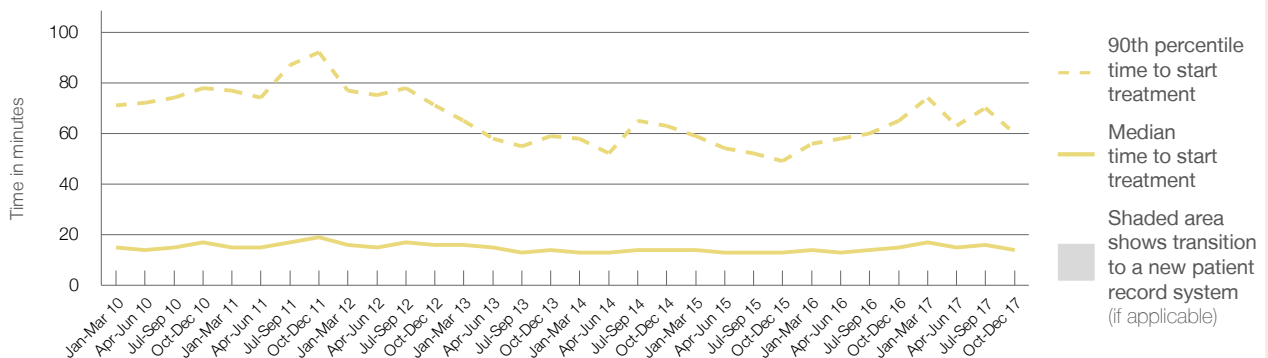
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
5,773	5,603
15 minutes	20 minutes
65 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



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

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St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 4,156

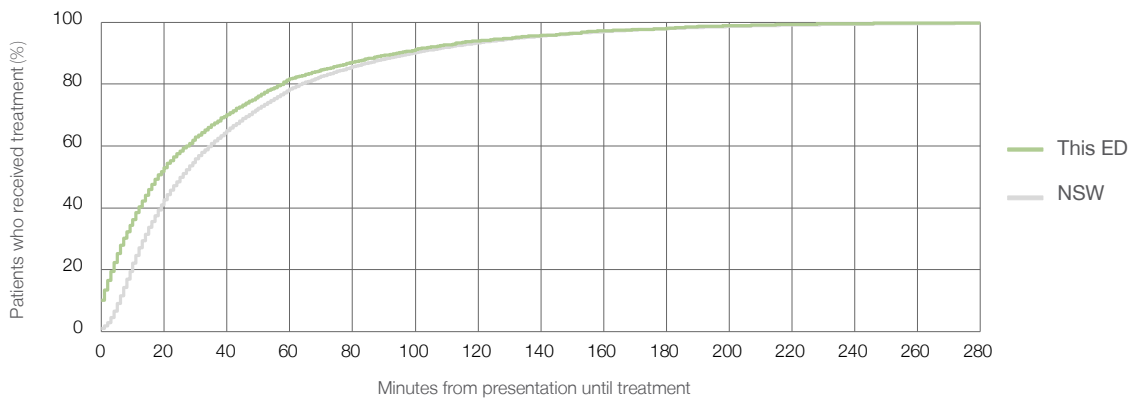
Number of triage 4 patients used to calculate waiting time:³ 3,609

Median time to start treatment⁴ 18 minutes

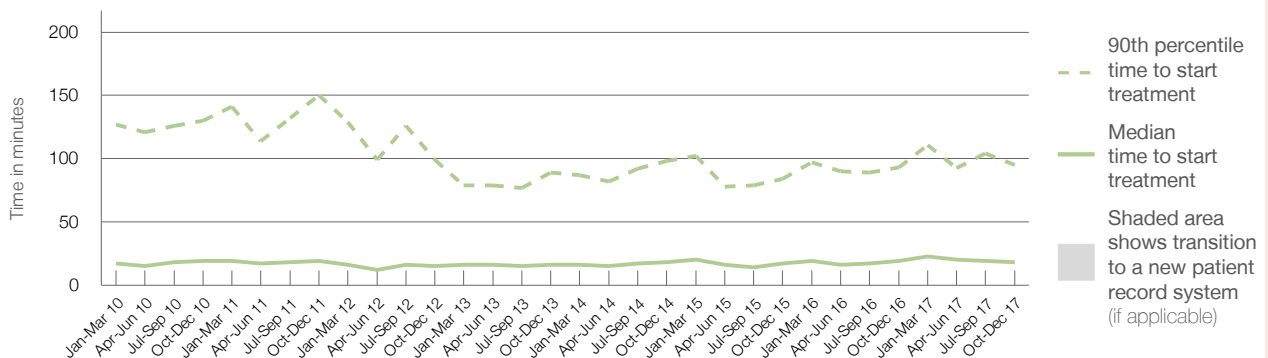
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
4,163	
3,566	
19 minutes	26 minutes
93 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



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

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St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 520

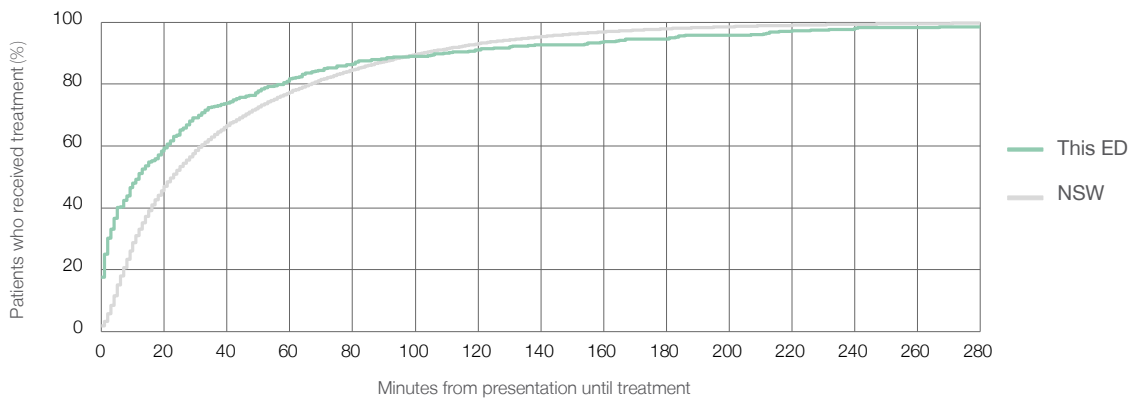
Number of triage 5 patients used to calculate waiting time:³ 398

Median time to start treatment⁴ 12 minutes

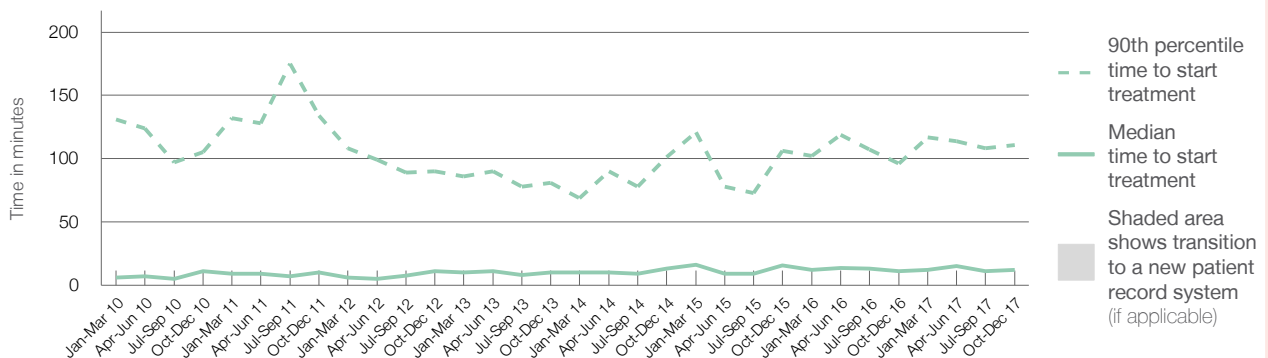
90th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
562	
452	
11 minutes	23 minutes
96 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



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

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

October to December 2017

All presentations:¹ 12,516 patients

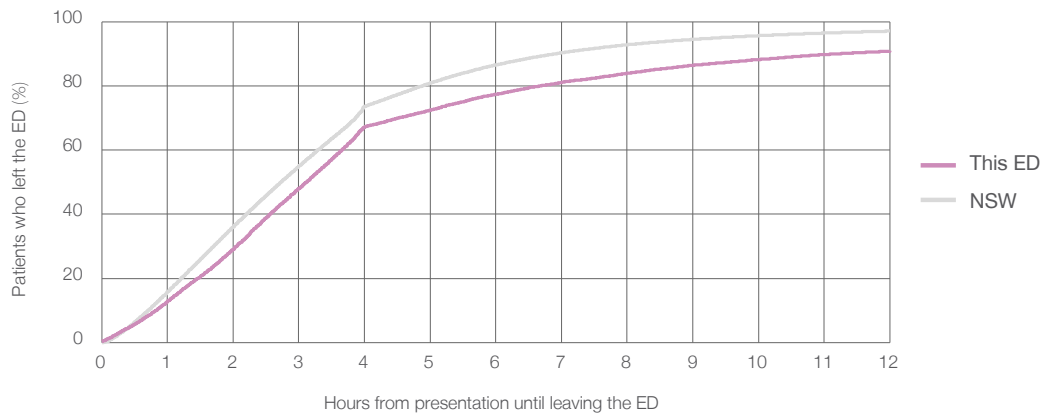
Presentations used to calculate time to leaving the ED:⁶ 12,516 patients

Median time spent in the ED⁸ 3 hours and 7 minutes

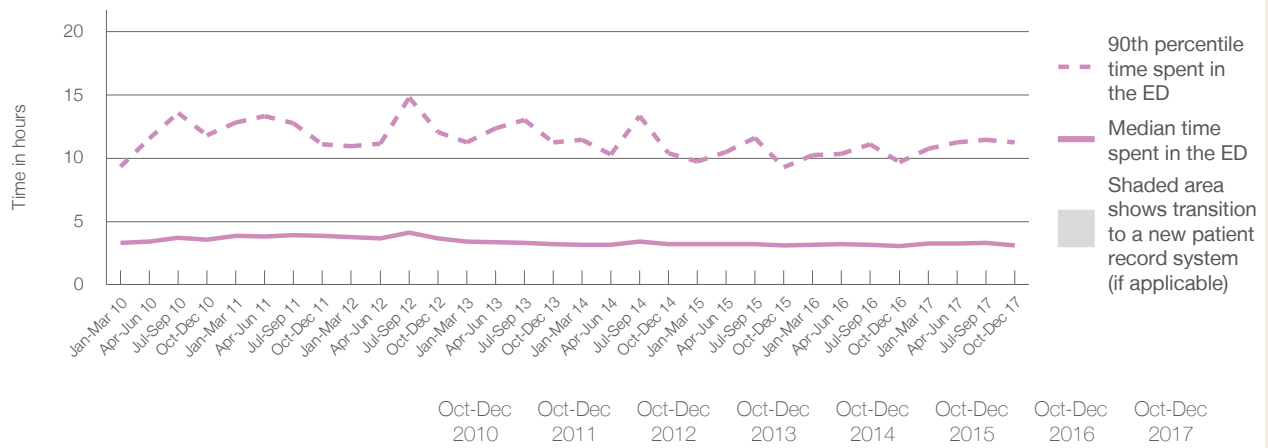
90th percentile time spent in the ED⁹ 11 hours and 15 minutes

Same period last year	NSW (this period)
12,418	12,418
3 hours and 4 minutes	2 hours and 44 minutes
9 hours and 41 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 35m	3h 53m	3h 40m	3h 11m	3h 14m	3h 6m	3h 4m	3h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 49m	11h 5m	12h 2m	11h 16m	10h 24m	9h 17m	9h 41m	11h 15m

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St Vincent's Hospital, Darlinghurst: Time patients spent in the ED
By mode of separation
October to December 2017

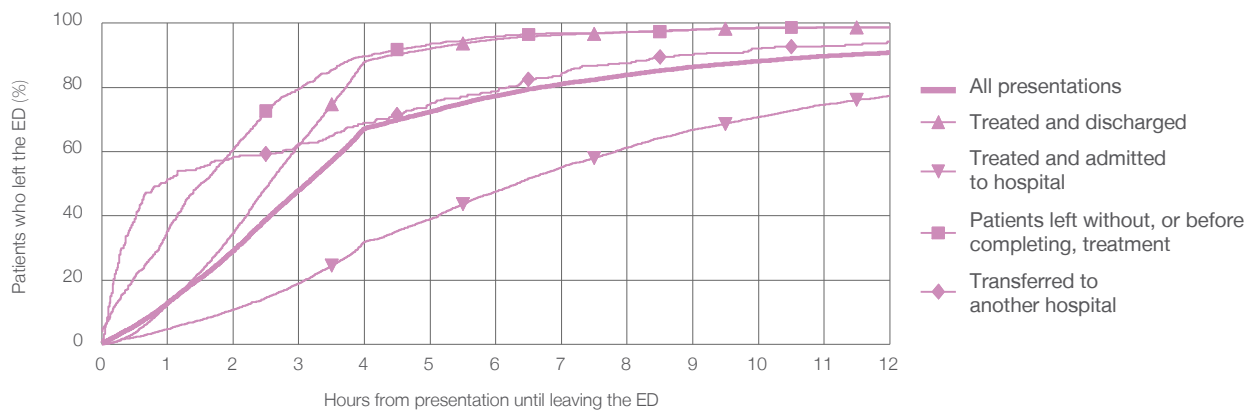
All presentations:¹ 12,516 patients

Presentations used to calculate time to leaving the ED:⁶ 12,516 patients

Treated and discharged	6,430 (51.4%)
Treated and admitted to hospital	4,566 (36.5%)
Patient left without, or before completing, treatment	1,161 (9.3%)
Transferred to another hospital	315 (2.5%)
Other	44 (0.4%)

Same period last year	Change since one year ago
12,418	0.8%
5,970	7.7%
4,926	-7.3%
1,144	1.5%
332	-5.1%
46	-4.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡§}



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

Treated and discharged	12.4%	34.7%	62.1%	87.9%	95.0%	97.3%	98.4%	98.8%
Treated and admitted to hospital	4.7%	10.8%	19.0%	31.9%	47.6%	61.3%	70.7%	77.4%
Patient left without, or before completing, treatment	35.2%	60.9%	79.5%	89.8%	96.0%	97.2%	98.6%	98.8%
Transferred to another hospital	51.4%	58.4%	62.5%	68.9%	78.7%	87.6%	92.1%	94.3%
All presentations	12.9%	29.2%	48.1%	67.2%	77.4%	83.9%	88.2%	90.9%

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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
 October to December 2017

All presentations at the emergency department: ¹ 12,516 patients

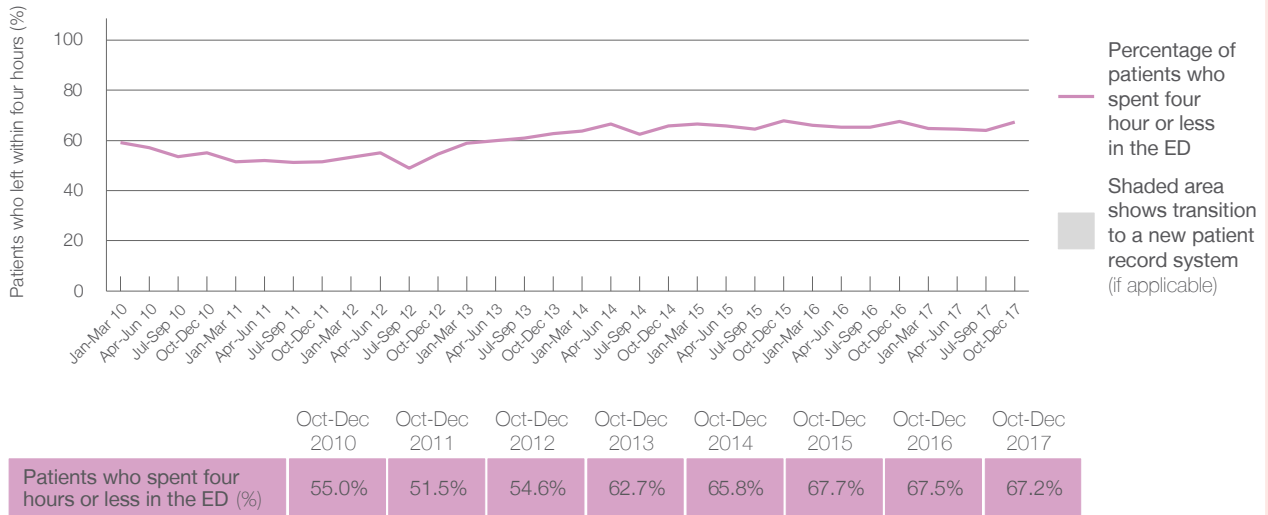
Presentations used to calculate time to leaving the ED: ⁶ 12,516 patients

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 12,516 patients	12,418	0.8%
Presentations used to calculate time to leaving the ED: ⁶ 12,516 patients	12,418	0.8%
Percentage of patients who spent four hours or less in the ED	67.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).