



Healthcare Quarterly

Performance Profiles

Emergency Department

St Vincent's Health Network

July to September 2017

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

July to September 2017

All presentations:¹ 11,834 patients

Emergency presentations:² 11,684 patients

Same period last year	Change since one year ago
11,181	5.8%
11,049	5.7%

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

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,533 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,829 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,596 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 435 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
1,361	
4 minutes	9 minutes
14 minutes	29 minutes
5,338	
14 minutes	23 minutes
60 minutes	83 minutes
3,605	
17 minutes	30 minutes
89 minutes	121 minutes
484	
13 minutes	26 minutes
107 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 11,833 patients

Percentage of patients who spent four hours or less in the ED 64.0%

Same period last year	Change since one year ago
11,181	5.8%
65.3%	

* 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.

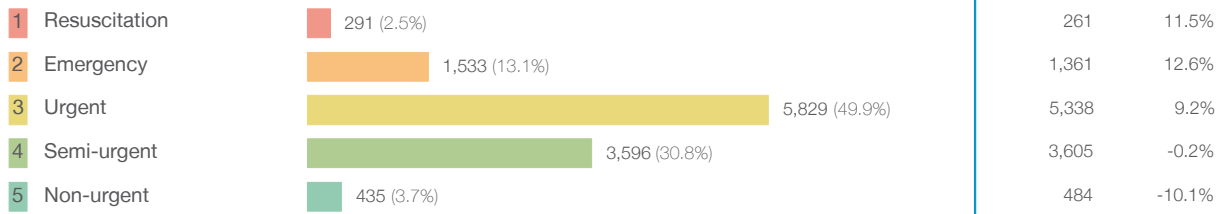
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

St Vincent's Hospital, Darlinghurst: Patients presenting to the emergency department July to September 2017

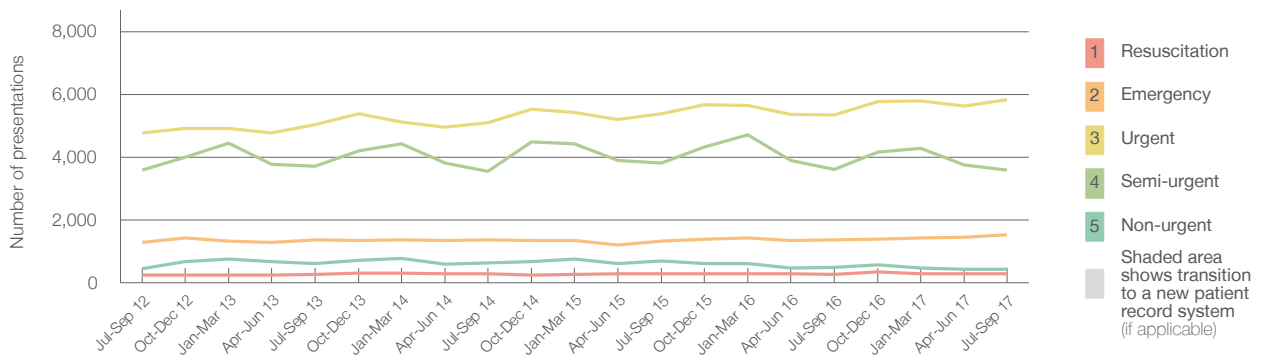
All presentations:¹ 11,834 patients

Emergency presentations² by triage category: 11,684 patients



Same period last year	Change since one year ago
11,181	5.8%
11,049	5.7%
261	11.5%
1,361	12.6%
5,338	9.2%
3,605	-0.2%
484	-10.1%

Emergency presentations² by quarter, July 2012 to September 2017 † §



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	239	255	282	277	261	291
Emergency	1,273	1,373	1,369	1,333	1,361	1,533
Urgent	4,766	5,027	5,088	5,382	5,338	5,829
Semi-urgent	3,591	3,701	3,547	3,806	3,605	3,596
Non-urgent	448	608	621	695	484	435
All emergency presentations	10,317	10,964	10,907	11,493	11,049	11,684

St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 3,624 patients

ED Transfer of care time



Same period last year	Change since one year ago
3,439	
13 minutes	1 minute
38 minutes	0 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

July to September 2017

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

Number of triage 2 patients: 1,533

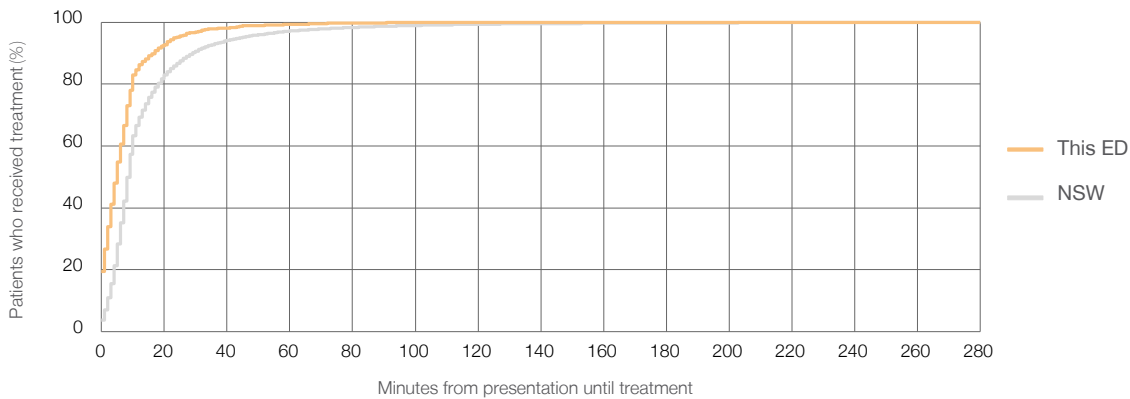
Number of triage 2 patients used to calculate waiting time:³ 1,526

Median time to start treatment⁴ ■ 5 minutes

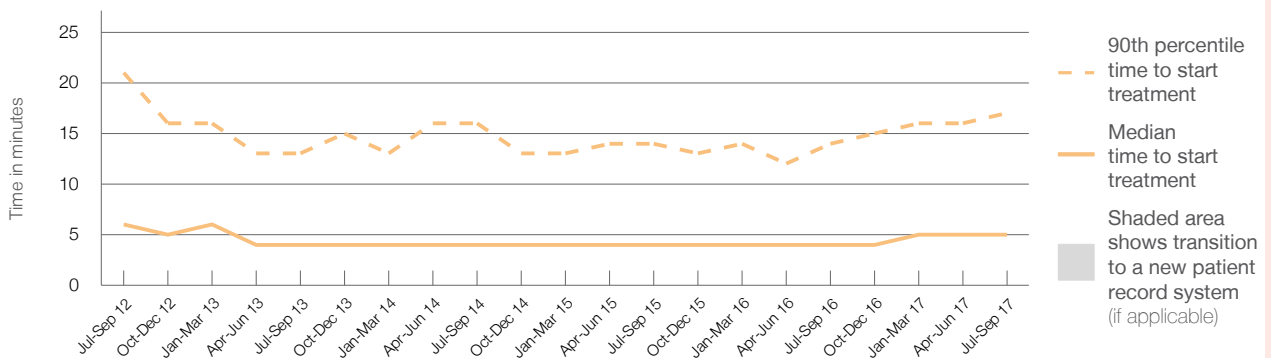
90th percentile time to start treatment⁵ ■ 17 minutes

Same period last year	NSW (this period)
1,361	1,357
4 minutes	9 minutes
14 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	4	4	4	4	5
90th percentile time to start treatment ⁵ (minutes)	21	13	16	14	14	17

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

July to September 2017

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

Number of triage 3 patients: 5,829

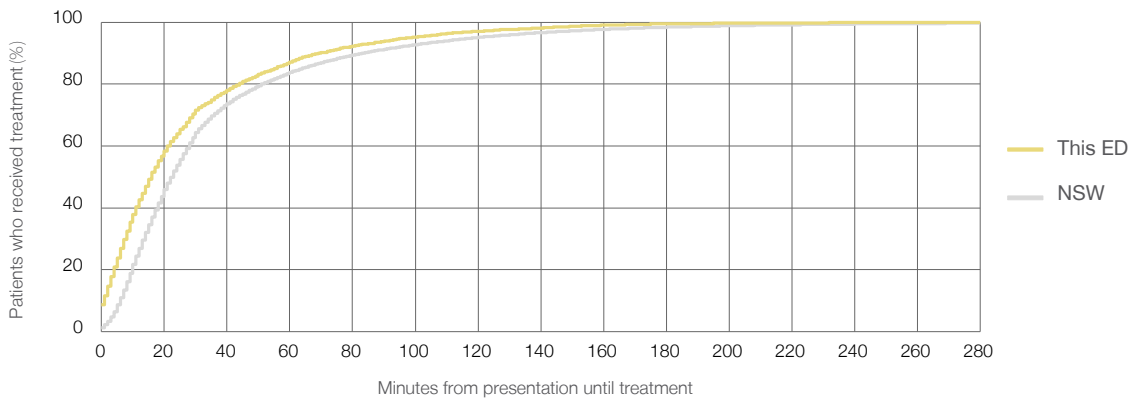
Number of triage 3 patients used to calculate waiting time:³ 5,646

Median time to start treatment⁴ 16 minutes

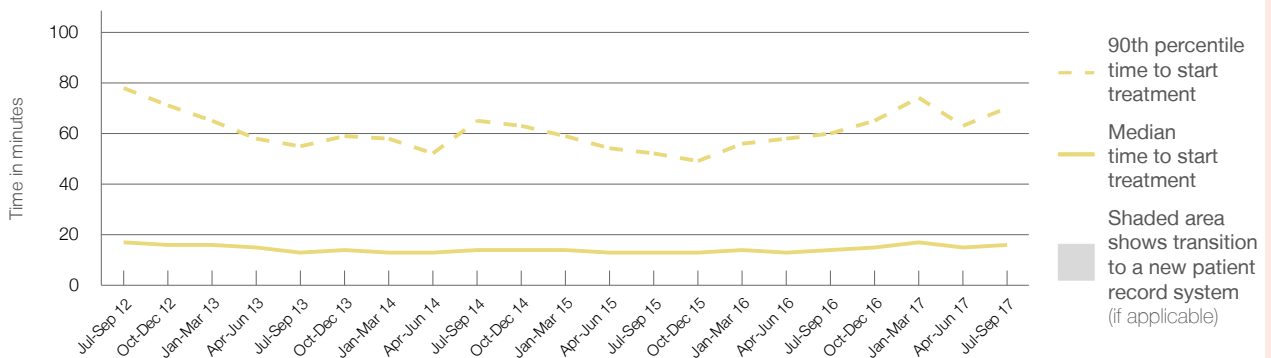
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
5,338	
5,162	
14 minutes	23 minutes
60 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	17	13	14	13	14	16
90th percentile time to start treatment ⁵ (minutes)	78	55	65	52	60	70

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

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

Number of triage 4 patients: 3,596

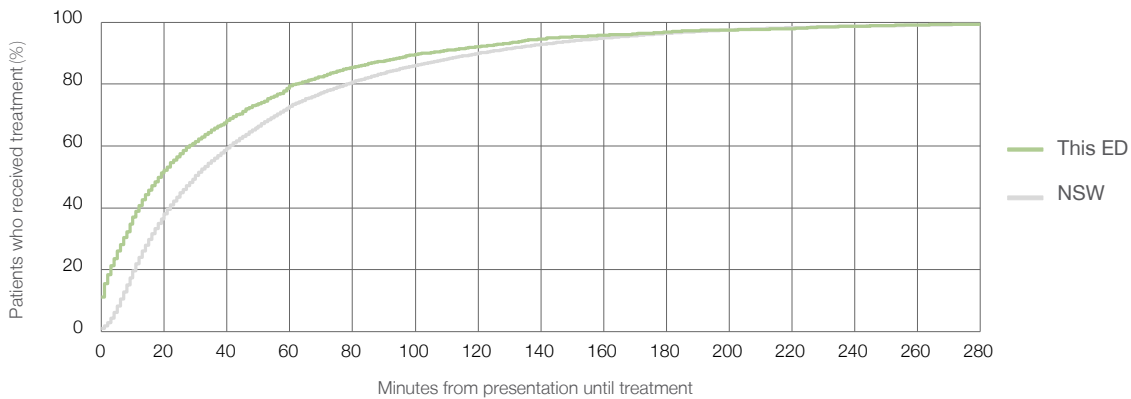
Number of triage 4 patients used to calculate waiting time:³ 3,107

Median time to start treatment⁴ 19 minutes

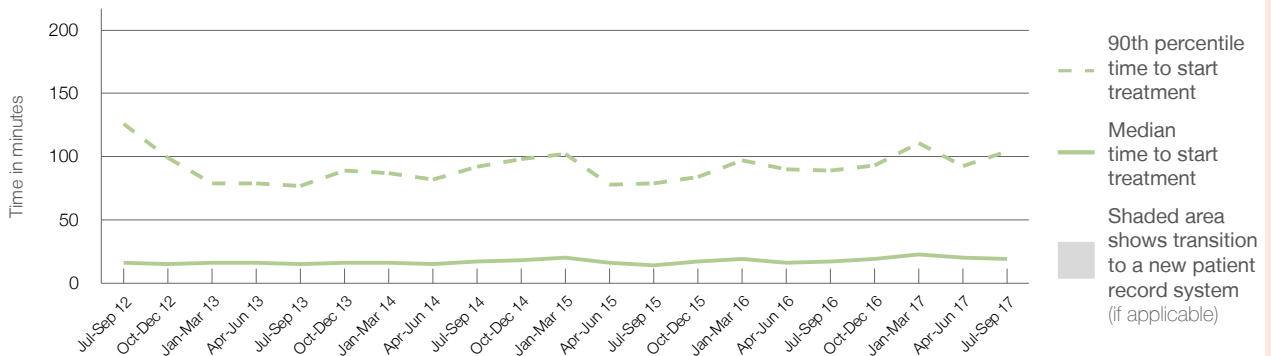
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
3,605	3,176
17 minutes	30 minutes
89 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	16	15	17	14	17	19
90th percentile time to start treatment ⁵ (minutes)	126	77	92	79	89	104

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

July to September 2017

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

Number of triage 5 patients: 435

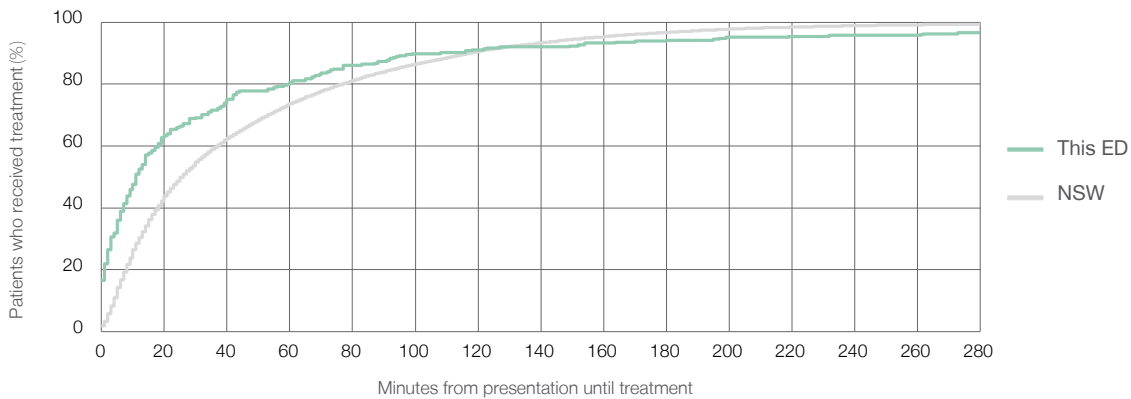
Number of triage 5 patients used to calculate waiting time:³ 324

Median time to start treatment⁴ 11 minutes

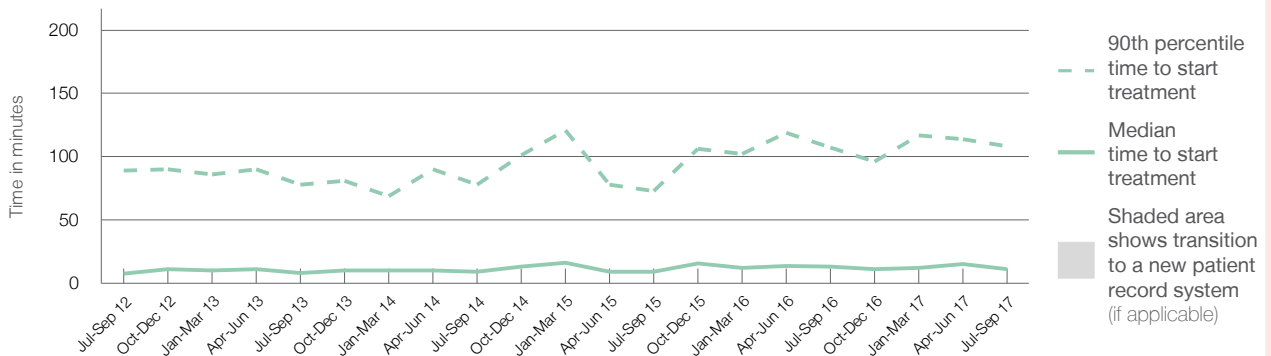
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
484	388
13 minutes	26 minutes
107 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	8	9	9	13	11
90th percentile time to start treatment ⁵ (minutes)	89	78	78	73	107	108

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

July to September 2017

All presentations:¹ 11,834 patients

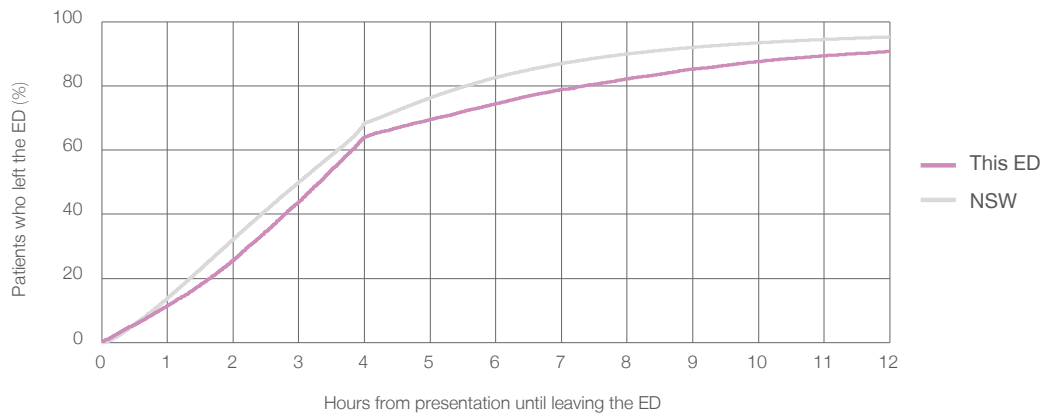
Presentations used to calculate time to leaving the ED:⁶ 11,833 patients

Median time spent in the ED⁸ 3 hours and 19 minutes

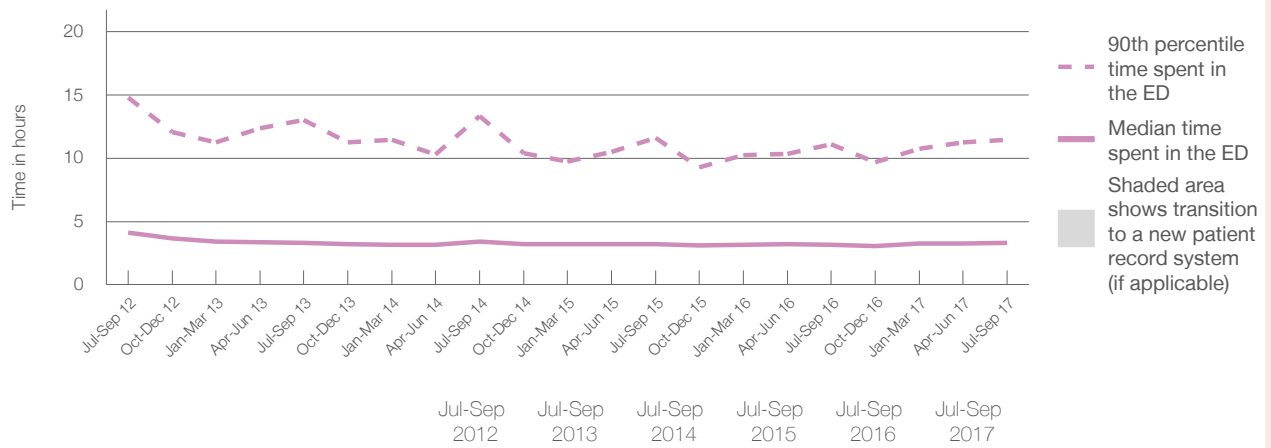
90th percentile time spent in the ED⁹ 11 hours and 26 minutes

Same period last year	NSW (this period)
11,181	11,181
3 hours and 9 minutes	3 hours and 0 minutes
11 hours and 6 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡§}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 6m	3h 19m	3h 24m	3h 13m	3h 9m	3h 19m
90th percentile time to leaving the ED ⁹ (hours, minutes)	14h 47m	13h 2m	13h 19m	11h 36m	11h 6m	11h 26m

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

By mode of separation

July to September 2017

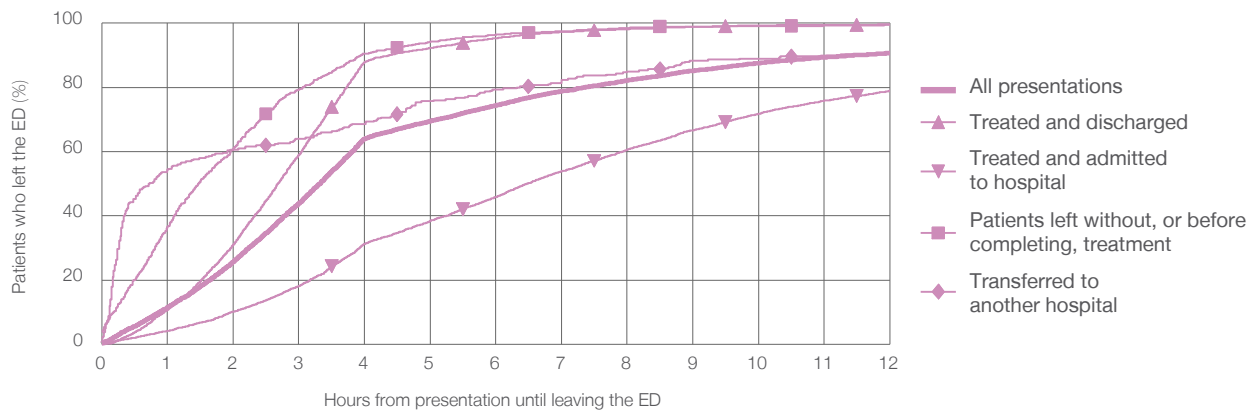
All presentations:¹ 11,834 patients

Presentations used to calculate time to leaving the ED:⁶ 11,833 patients

Treated and discharged	5,566 (47.0%)
Treated and admitted to hospital	4,937 (41.7%)
Patient left without, or before completing, treatment	983 (8.3%)
Transferred to another hospital	300 (2.5%)
Other	48 (0.4%)

	Same period last year	Change since one year ago
	11,181	5.8%
	5,145	8.2%
	4,663	5.9%
	932	5.5%
	375	-20.0%
	66	-27.3%

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



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	10.8%	31.1%	59.0%	87.9%	95.3%	98.2%	99.4%	99.6%
Treated and admitted to hospital	4.1%	10.1%	18.2%	31.3%	45.9%	60.5%	71.8%	79.0%
Patient left without, or before completing, treatment	36.6%	61.0%	79.5%	90.5%	96.4%	98.6%	99.1%	99.5%
Transferred to another hospital	54.3%	60.7%	64.0%	68.7%	79.3%	85.0%	89.0%	90.3%
All presentations	11.5%	25.8%	43.9%	64.0%	74.4%	82.2%	87.6%	90.7%

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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
 July to September 2017

All presentations at the emergency department:¹ 11,834 patients

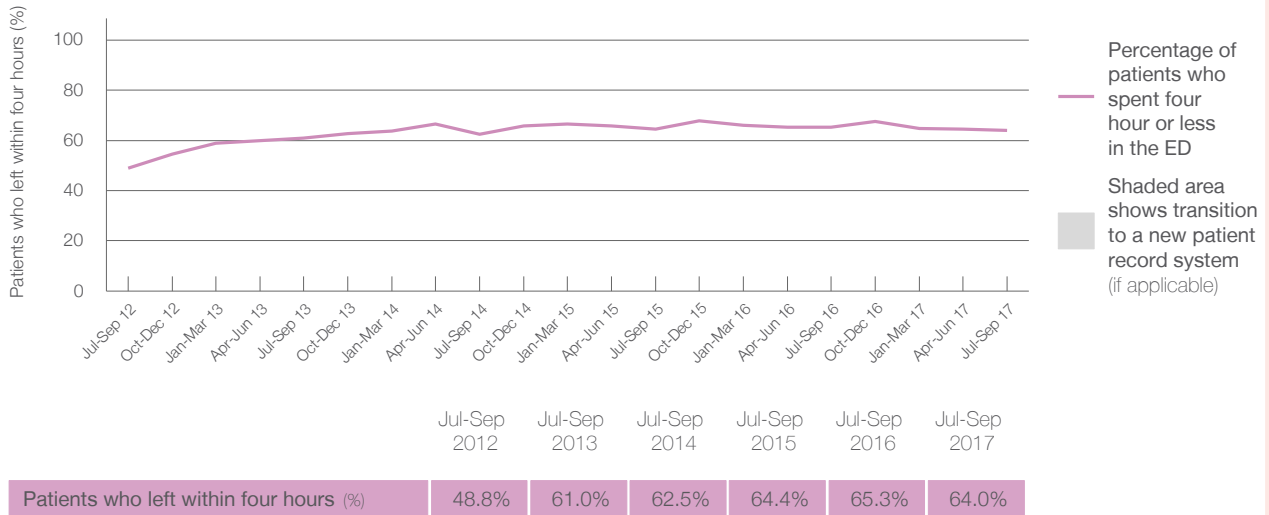
Presentations used to calculate time to leaving the ED:⁶ 11,833 patients

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	11,181	5.8%
Presentations used to calculate time to leaving the ED	11,181	5.8%
Percentage of patients who spent four hours or less in the ED	65.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



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

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- 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).