

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

St Vincent's Health Network

**January to March 2018**

## St Vincent's Hospital Sydney: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 12,383 patients

Emergency presentations:<sup>2</sup> 12,234 patients

Same period last year	Change since one year ago
12,377	0%
12,248	0%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,432 patients

Median time to start treatment<sup>4</sup> 4 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,911 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,191 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 111 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 376 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
1,430	
5 minutes	8 minutes
16 minutes	23 minutes
5,793	
17 minutes	20 minutes
74 minutes	65 minutes
4,272	
23 minutes	25 minutes
111 minutes	98 minutes
467	
12 minutes	22 minutes
117 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 12,383 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
12,377	0%
65%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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 April 2018).

## St Vincent's Hospital Sydney: Patients presenting to the emergency department

January to March 2018

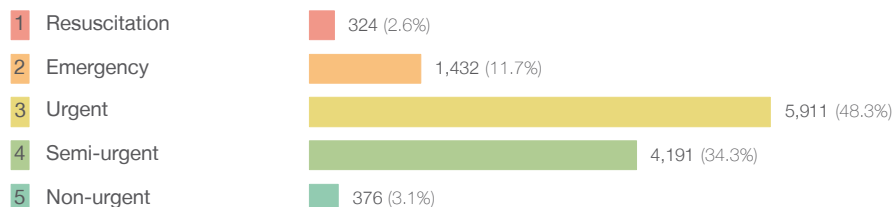
All presentations:<sup>1</sup> 12,383 patients

Same period last year Change since one year ago

12,377 0%

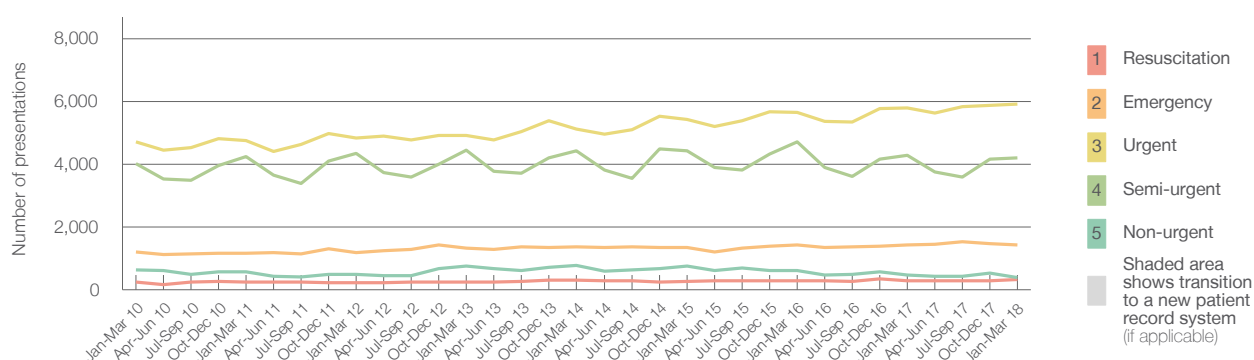
Emergency presentations<sup>2</sup> by triage category: 12,234 patients

12,248 0%



286 13.3%  
1,430 0.1%  
5,793 2.0%  
4,272 -1.9%  
467 -19.5%

Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>†§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	244	248	219	248	297	256	276	286	324
Emergency	1,208	1,168	1,183	1,331	1,355	1,340	1,423	1,430	1,432
Urgent	4,714	4,749	4,838	4,919	5,121	5,416	5,659	5,793	5,911
Semi-urgent	4,019	4,248	4,351	4,437	4,434	4,426	4,712	4,272	4,191
Non-urgent	628	571	485	759	767	756	616	467	376
All emergency presentations	10,813	10,984	11,076	11,694	11,974	12,194	12,686	12,248	12,234

## St Vincent's Hospital Sydney: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 3,566 patients

Same period last year Change since one year ago

3,453

ED Transfer of care time

Median time 15 minutes

14 minutes 1 minute

90th percentile time 55 minutes

45 minutes 10 minutes

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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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.

## St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,432

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,426

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

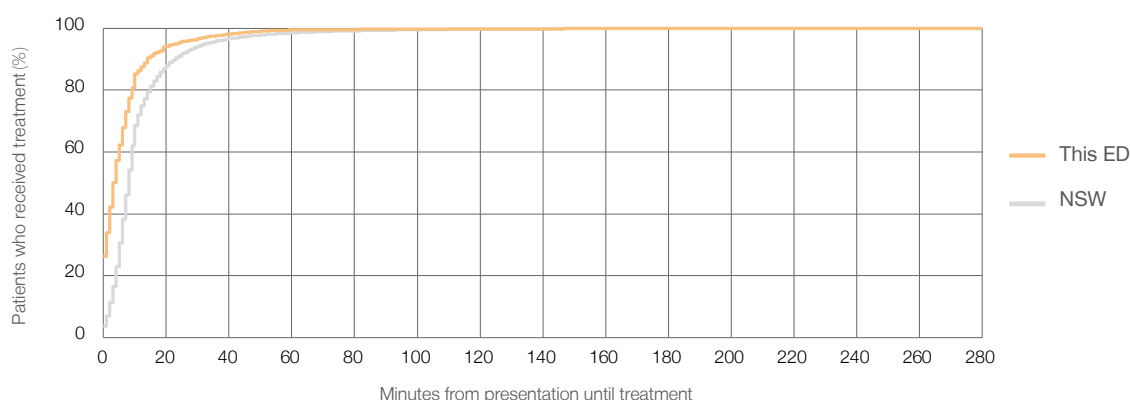
4 minutes

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

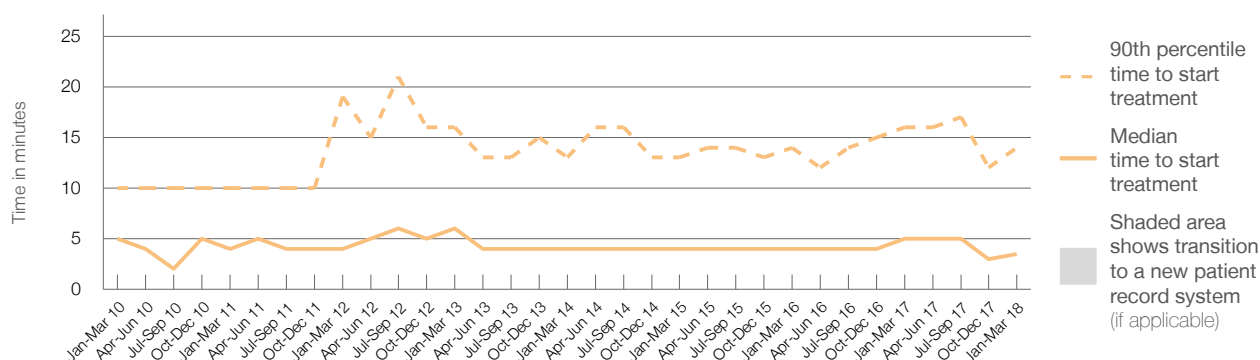
14 minutes

Same period last year	NSW (this period)
1,430	
1,427	
5 minutes	8 minutes
16 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	5	4	4	6	4	4	4	5	4
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	19	16	13	13	14	16	14

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

January to March 2018

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

Number of triage 3 patients: 5,911

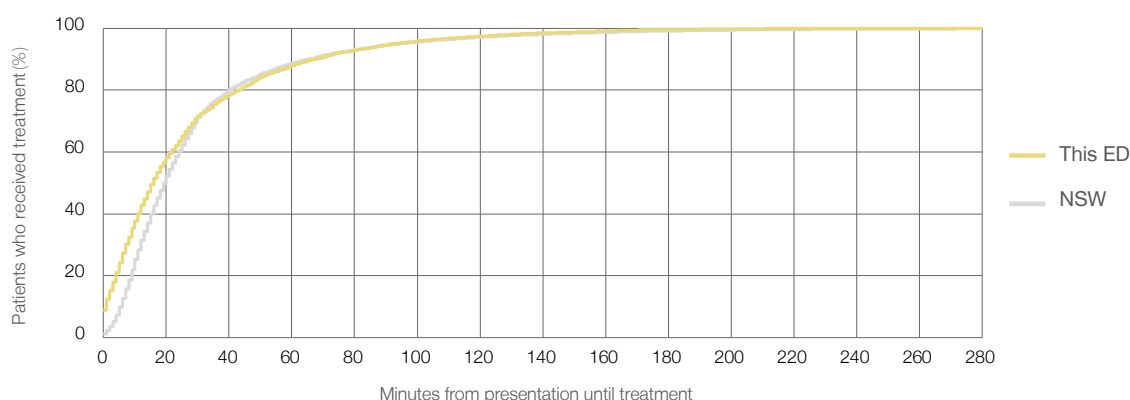
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,658

Median time to start treatment<sup>4</sup> 16 minutes

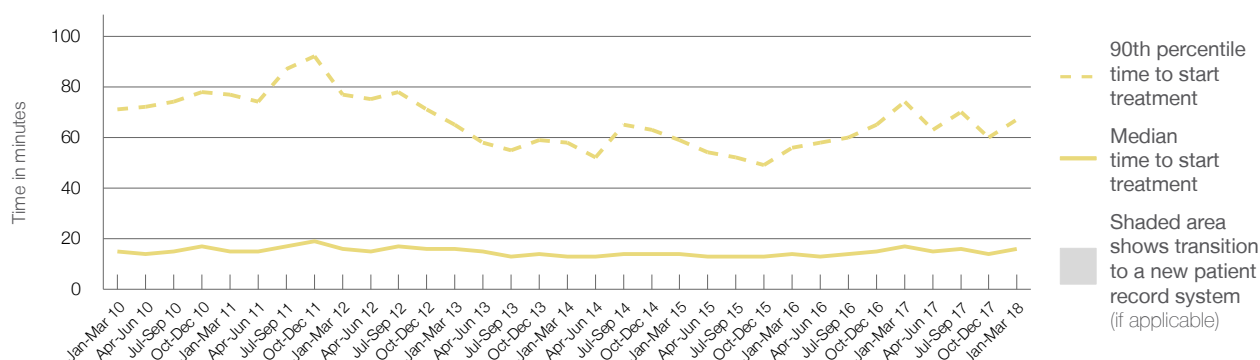
90th percentile time to start treatment<sup>5</sup> 67 minutes

Same period last year	NSW (this period)
5,793	
5,560	
17 minutes	20 minutes
74 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	15	15	16	16	13	14	14	17	16
90th percentile time to start treatment <sup>5</sup> (minutes)	71	77	77	65	58	59	56	74	67

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## St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 4,191

Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 3,623

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

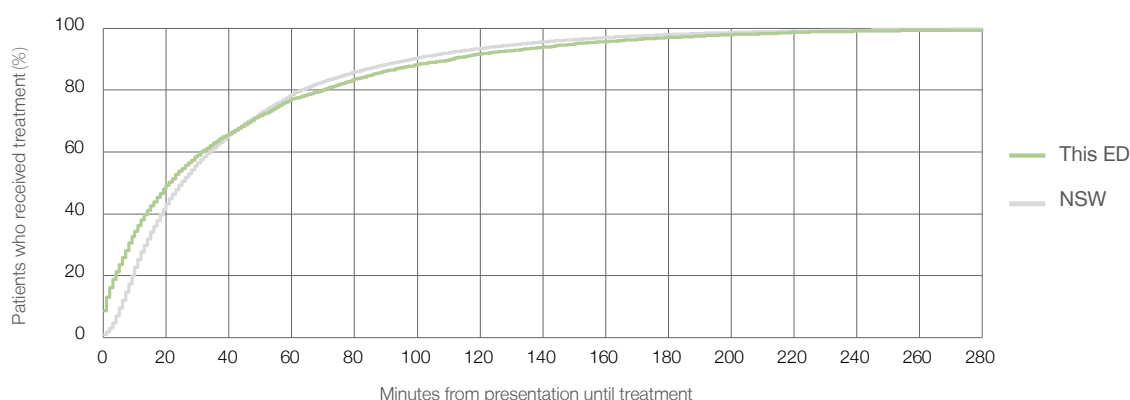
21 minutes

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

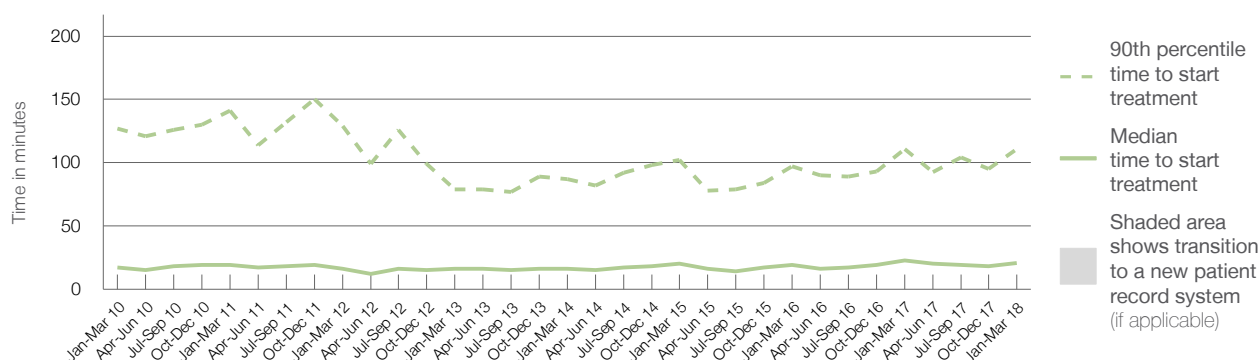
111 minutes

Same period last year	NSW (this period)
4,272	
3,636	
23 minutes	25 minutes
111 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018 <sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	17	19	16	16	16	20	19	23	21
90th percentile time to start treatment <sup>5</sup> (minutes)	127	141	129	79	87	102	97	111	111

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

January to March 2018

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

Number of triage 5 patients: 376

Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 303

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

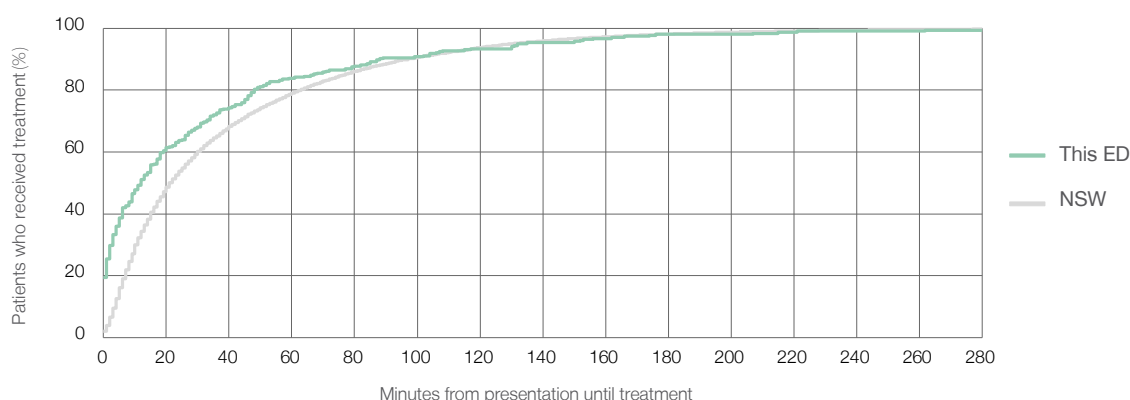
12 minutes

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

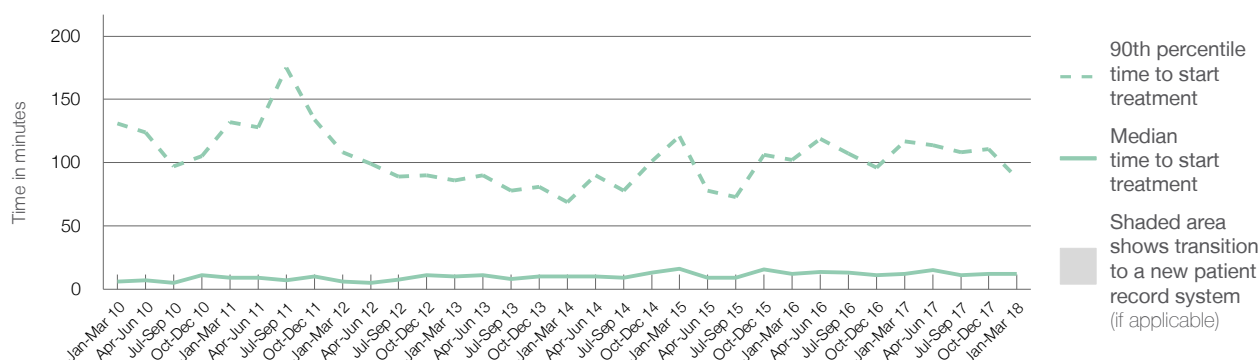
88 minutes

Same period last year	NSW (this period)
467	
350	
12 minutes	22 minutes
117 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	6	9	6	10	10	16	12	12	12
90th percentile time to start treatment <sup>5</sup> (minutes)	131	132	108	86	69	121	102	117	88

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

January to March 2018

All presentations:<sup>1</sup> 12,383 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,383 patients

Median time spent in the ED<sup>8</sup>

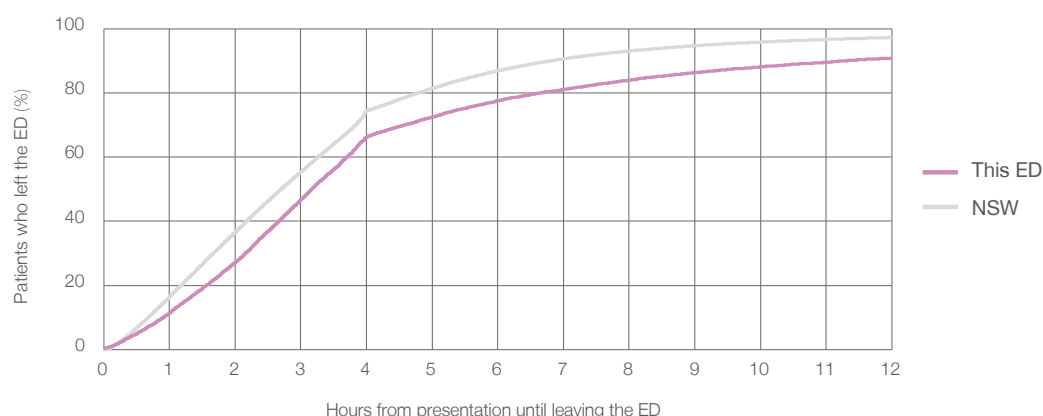
3 hours and 10 minutes

90th percentile time spent in the ED<sup>9</sup>

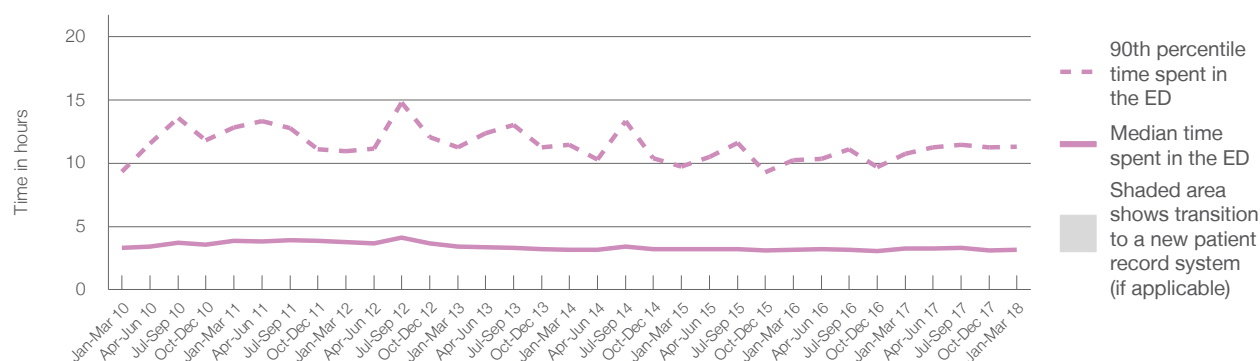
11 hours and 18 minutes

Same period last year	NSW (this period)
12,377	12,377
3 hours and 15 minutes	2 hours and 42 minutes
10 hours and 44 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡§</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 19m	3h 52m	3h 46m	3h 26m	3h 10m	3h 13m	3h 8m	3h 15m	3h 10m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 19m	12h 48m	10h 58m	11h 16m	11h 27m	9h 44m	10h 13m	10h 44m	11h 18m

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

By mode of separation

January to March 2018

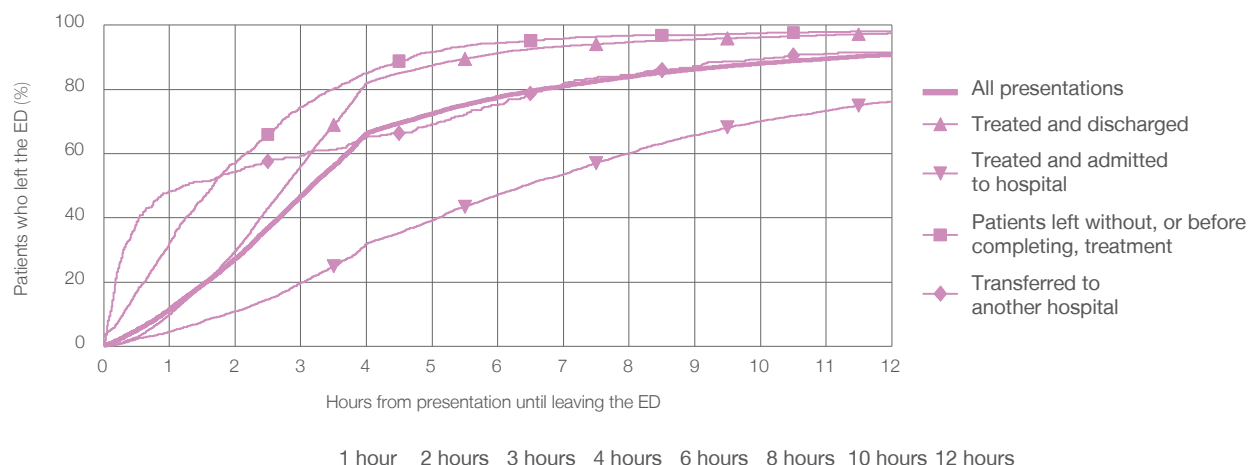
All presentations:<sup>†</sup> 12,383 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 12,383 patients

Treated and discharged	6,991 (56.5%)
Treated and admitted to hospital	3,829 (30.9%)
Patient left without, or before completing, treatment	1,188 (9.6%)
Transferred to another hospital	330 (2.7%)
Other	45 (0.4%)

Same period last year	Change since one year ago
12,377	0%
6,536	7.0%
4,264	-10.2%
1,237	-4.0%
299	10.4%
41	9.8%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡§</sup>



Treated and discharged	9.9%	29.7%	56.3%	82.0%	91.3%	94.7%	96.2%	97.5%
Treated and admitted to hospital	4.5%	10.9%	19.7%	31.9%	47.2%	60.0%	70.1%	76.2%
Patient left without, or before completing, treatment	32.2%	57.1%	74.5%	85.0%	94.5%	96.8%	97.6%	98.1%
Transferred to another hospital	48.2%	54.2%	59.4%	65.2%	75.2%	84.5%	89.4%	91.5%
All presentations	11.5%	27.3%	46.8%	66.3%	77.5%	83.9%	88.1%	90.8%

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

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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 12,383 patients

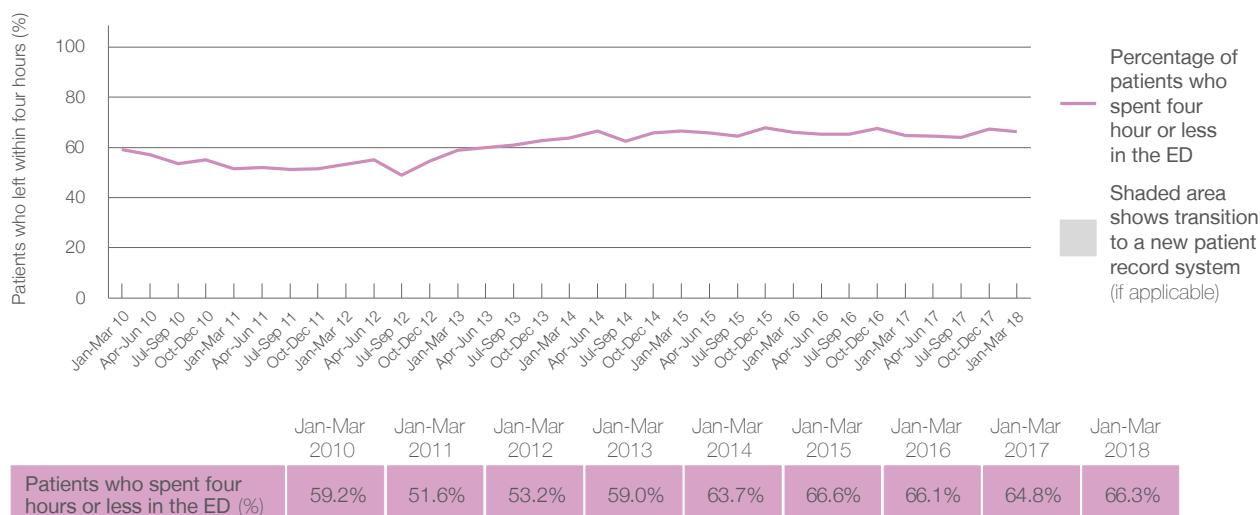
Presentations used to calculate time to leaving the ED: <sup>6</sup> 12,383 patients

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



Same period last year	Change since one year ago
12,377	0%
12,377	0%
64.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



\* 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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*.
8. 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.
9. 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 April 2018).

Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).