

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

St Vincent's Health Network

**April to June 2017**

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

April to June 2017

All presentations:<sup>1</sup> 11,219 patients

Emergency presentations:<sup>2</sup> 11,063 patients

Same period last year	Change since one year ago
11,504	-2.5%
11,368	-2.7%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,387 patients

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

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,401 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,601 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 89 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 413 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
1,353	
4 minutes	8 minutes
12 minutes	26 minutes
5,371	
13 minutes	20 minutes
58 minutes	67 minutes
3,893	
16 minutes	25 minutes
90 minutes	99 minutes
464	
14 minutes	23 minutes
119 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 11,219 patients

Percentage of patients who spent four hours or less in the ED 64.7%

Same period last year	Change since one year ago
11,504	-2.5%
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.

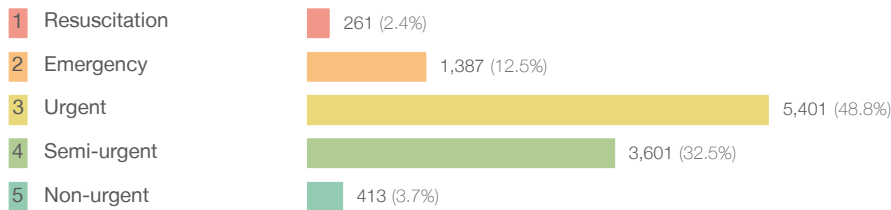
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

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

April to June 2017

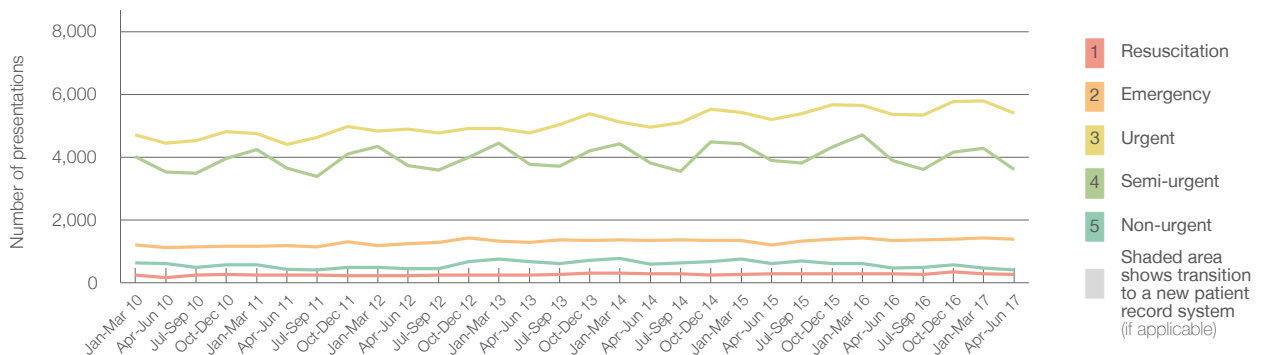
All presentations:<sup>1</sup> 11,219 patients

Emergency presentations<sup>2</sup> by triage category: 11,063 patients



	Same period last year	Change since one year ago
All presentations	11,504	-2.5%
Emergency presentations	11,368	-2.7%
Resuscitation	287	-9.1%
Emergency	1,353	2.5%
Urgent	5,371	0.6%
Semi-urgent	3,893	-7.5%
Non-urgent	464	-11.0%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017 † §



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	168	237	221	250	274	277	287	261
Emergency	1,114	1,174	1,238	1,284	1,348	1,196	1,353	1,387
Urgent	4,450	4,403	4,903	4,779	4,952	5,207	5,371	5,401
Semi-urgent	3,522	3,658	3,738	3,771	3,816	3,895	3,893	3,601
Non-urgent	604	422	438	676	595	606	464	413
All emergency presentations	9,858	9,894	10,538	10,760	10,985	11,181	11,368	11,063

## St Vincent's Hospital, Darlinghurst: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 3,516 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,423	
ED Transfer of care time		
Median time	14 minutes	-1 minute
90th percentile time	41 minutes	-6 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

April to June 2017

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

Number of triage 2 patients: 1,387

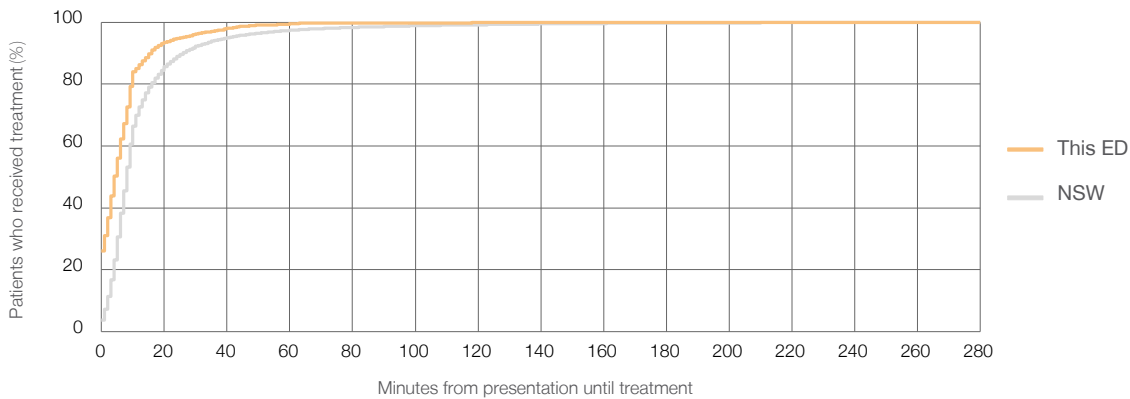
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,384

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

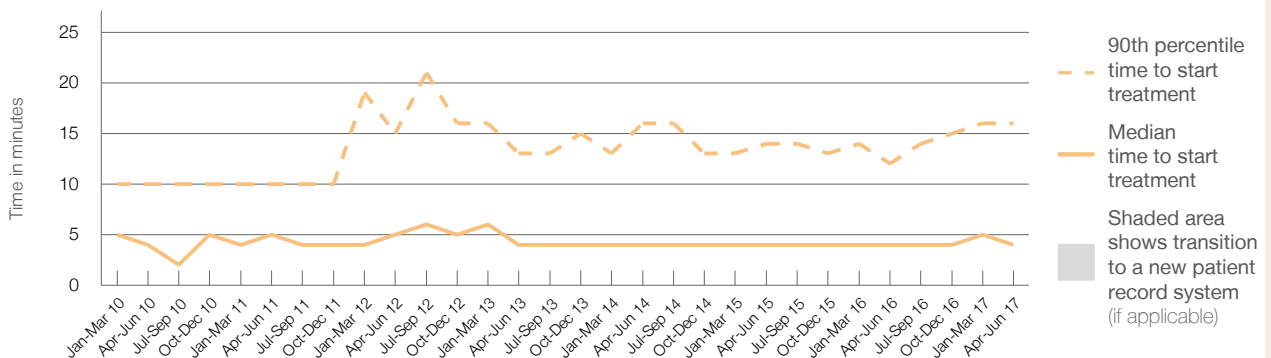
90th percentile time to start treatment<sup>5</sup> 16 minutes

Same period last year	NSW (this period)
1,353	
1,351	
4 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	4	5	5	4	4	4	4	4
90th percentile time to start treatment <sup>5</sup> (minutes)	10	10	15	13	16	14	12	16

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

April to June 2017

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

Number of triage 3 patients: 5,401

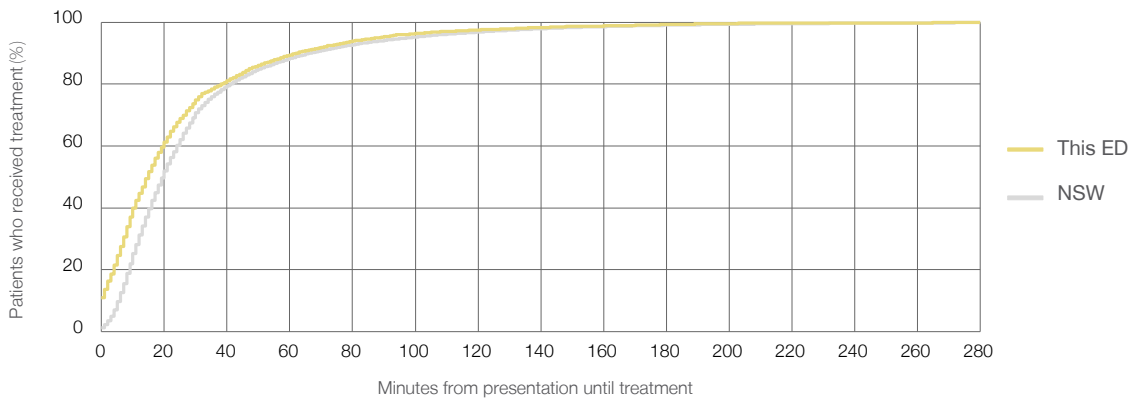
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,208

Median time to start treatment<sup>4</sup> 15 minutes

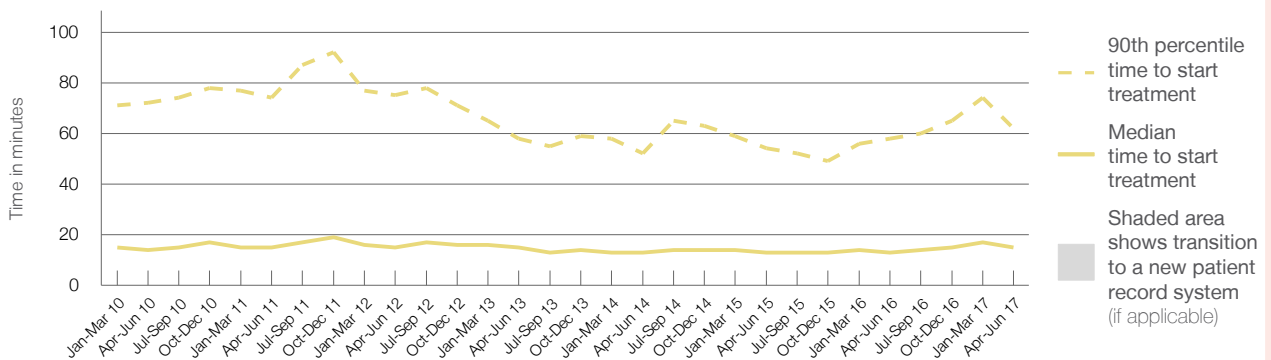
90th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
5,371	
5,211	
13 minutes	20 minutes
58 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	14	15	15	15	13	13	13	15
90th percentile time to start treatment <sup>5</sup> (minutes)	72	74	75	58	52	54	58	62

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

April to June 2017

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

Number of triage 4 patients: 3,601

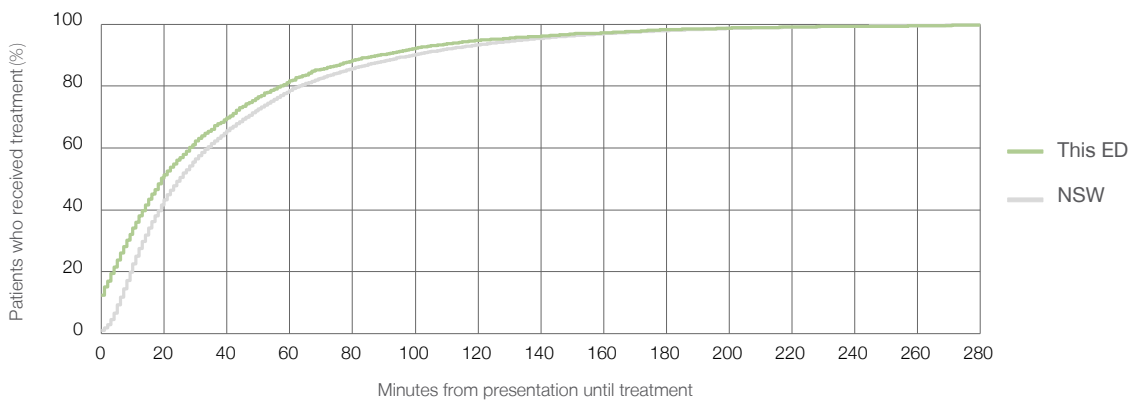
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,121

Median time to start treatment<sup>4</sup>  19 minutes

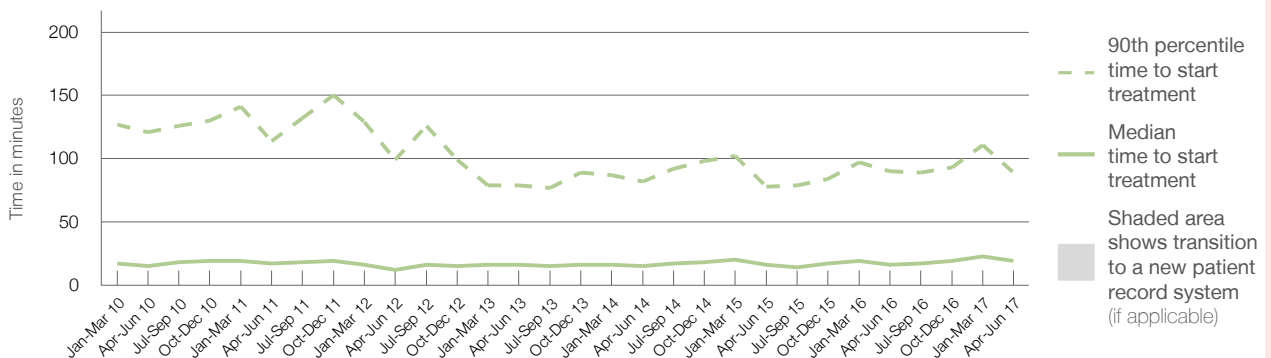
90th percentile time to start treatment<sup>5</sup>  89 minutes

Same period last year	NSW (this period)
3,893	
3,478	
16 minutes	25 minutes
90 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	15	17	12	16	15	16	16	19
90th percentile time to start treatment <sup>5</sup> (minutes)	121	114	99	79	82	78	90	89

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

April to June 2017

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

Number of triage 5 patients: 413

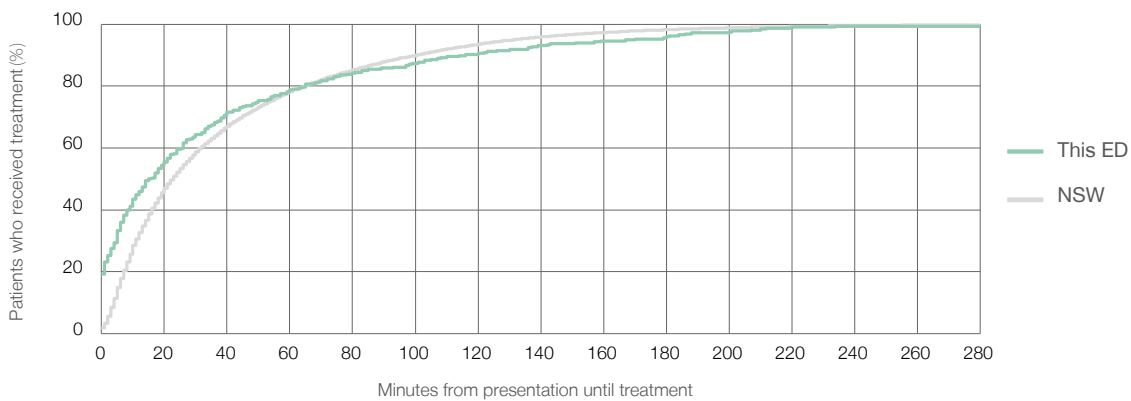
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 316

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

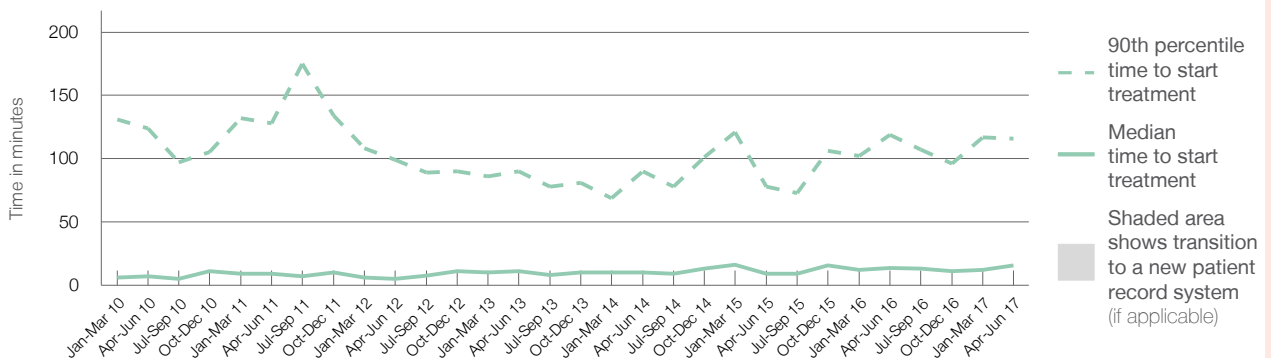
90th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
464	
386	
14 minutes	23 minutes
119 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)	7	9	5	11	10	9	14	16
90th percentile time to start treatment <sup>5</sup> (minutes)	124	128	99	90	90	78	119	116

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

April to June 2017

All presentations:<sup>1</sup> 11,219 patients

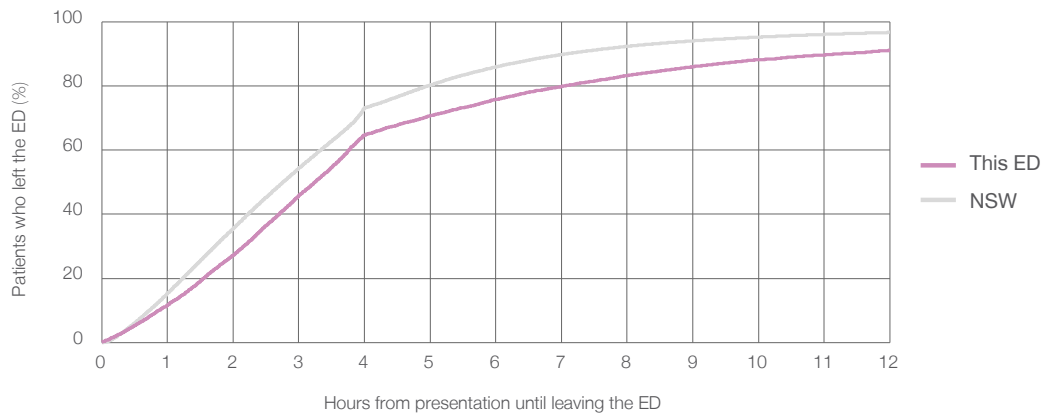
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,219 patients

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

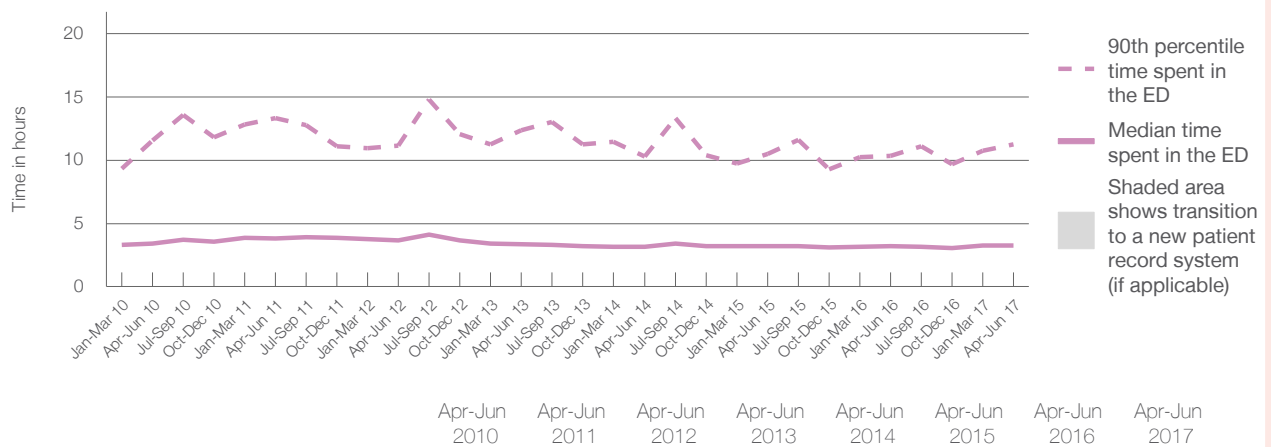
90th percentile time spent in the ED<sup>9</sup> 11 hours and 15 minutes

Same period last year	NSW (this period)
11,504	11,504
3 hours and 11 minutes	2 hours and 46 minutes
10 hours and 19 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡§</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 25m	3h 49m	3h 40m	3h 22m	3h 10m	3h 12m	3h 11m	3h 15m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	11h 32m	13h 18m	11h 10m	12h 21m	10h 17m	10h 30m	10h 19m	11h 15m

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

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

By mode of separation

April to June 2017

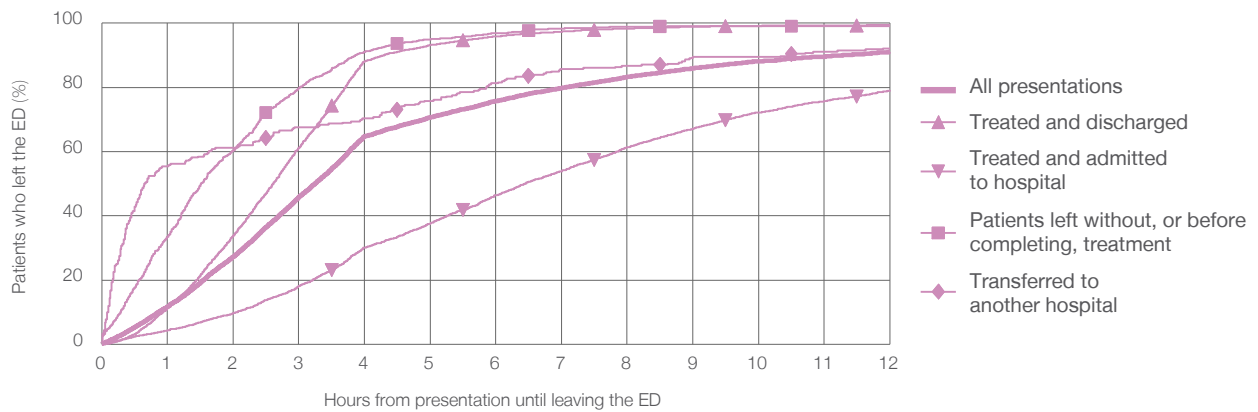
All presentations:<sup>†</sup> 11,219 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 11,219 patients

Treated and discharged	5,420 (48.3%)
Treated and admitted to hospital	4,492 (40.0%)
Patient left without, or before completing, treatment	986 (8.8%)
Transferred to another hospital	294 (2.6%)
Other	27 (0.2%)

	Same period last year	Change since one year ago
	11,504	-2.5%
Treated and discharged	5,423	-0.1%
Treated and admitted to hospital	4,764	-5.7%
Patient left without, or before completing, treatment	918	7.4%
Transferred to another hospital	317	-7.3%
Other	82	-67.1%

Percentage of patients who left the ED by time and mode of separation, April to June 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	11.4%	33.9%	61.2%	88.1%	95.9%	98.3%	99.2%	99.5%
Treated and admitted to hospital	4.4%	9.7%	18.1%	30.1%	46.5%	61.4%	72.2%	79.1%
Patient left without, or before completing, treatment	33.6%	60.4%	79.8%	91.1%	97.0%	98.9%	99.1%	99.1%
Transferred to another hospital	55.4%	61.2%	67.7%	70.4%	81.3%	86.7%	89.5%	92.2%
All presentations	11.8%	27.4%	45.8%	64.7%	75.8%	83.3%	88.1%	91.1%

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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 April to June 2017

All presentations at the emergency department:<sup>1</sup> 11,219 patients

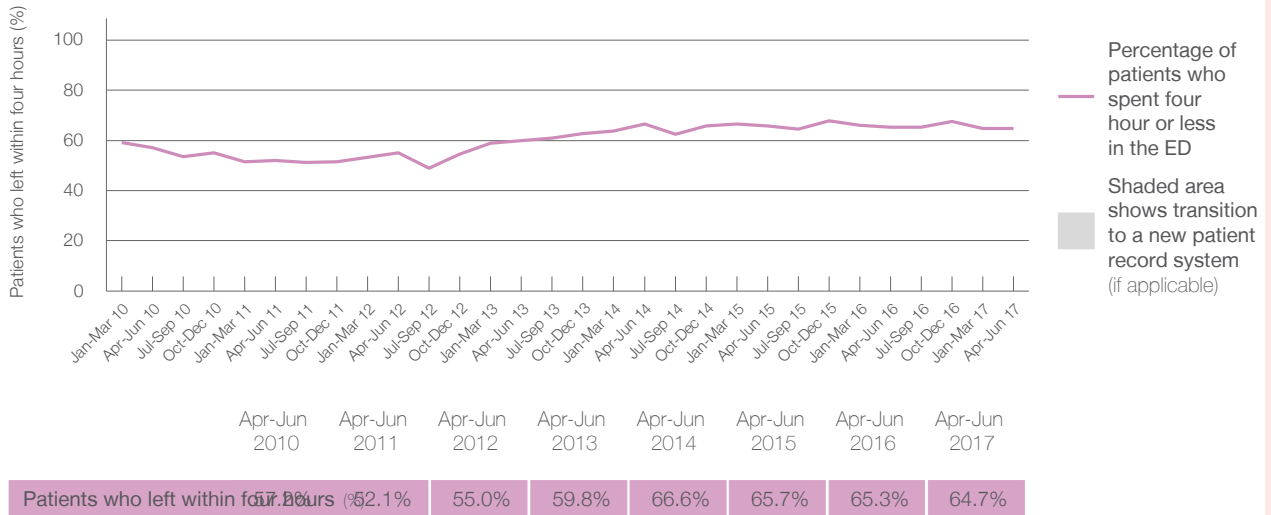
Presentations used to calculate time to leaving the ED:<sup>6</sup> 11,219 patients

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	11,504	-2.5%
Presentations used to calculate time to leaving the ED	11,504	-2.5%
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, April 2012 to June 2017<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*.

- 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 21 July 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).