

Healthcare Quarterly

Emergency department

St Vincent's Health Network
Performance Profiles

July to September 2018

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

July to September 2018

All presentations:¹ 11,776 patients

Emergency presentations:² 11,631 patients

Same period last year	Change since one year ago
11,832	0%
11,684	0%

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

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,420 patients

Median time to start treatment⁴ 3 minutes
 90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,766 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,737 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 381 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
1,533	
5 minutes	8 minutes
17 minutes	28 minutes
5,829	
16 minutes	21 minutes
70 minutes	72 minutes
3,596	
19 minutes	26 minutes
104 minutes	105 minutes
435	
11 minutes	22 minutes
99 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 11,776 patients

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

Same period last year	Change since one year ago
11,832	0%
64%	

* 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, January to March 2018*.
- 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.

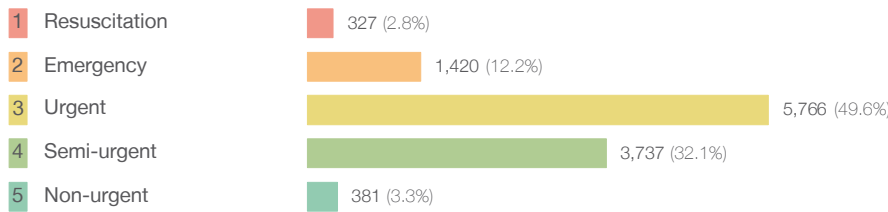
Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

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

July to September 2018

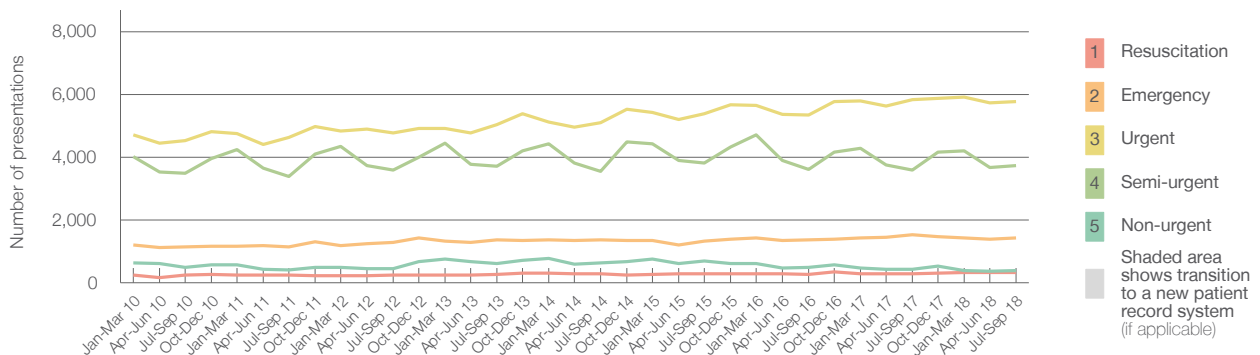
All presentations:¹ 11,776 patients

Emergency presentations² by triage category: 11,631 patients



	Same period last year	Change since one year ago
All presentations	11,832	0%
Emergency presentations	11,684	0%
1 Resuscitation	291	12.4%
2 Emergency	1,533	-7.4%
3 Urgent	5,829	-1.1%
4 Semi-urgent	3,596	3.9%
5 Non-urgent	435	-12.4%

Emergency presentations² by quarter, January 2010 to September 2018 ^{† §}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	238	249	239	255	282	277	261	291	327
Emergency	1,144	1,136	1,273	1,373	1,369	1,333	1,361	1,533	1,420
Urgent	4,524	4,621	4,766	5,027	5,088	5,382	5,338	5,829	5,766
Semi-urgent	3,492	3,388	3,591	3,701	3,547	3,806	3,605	3,596	3,737
Non-urgent	483	402	448	608	621	695	484	435	381
All emergency presentations	9,881	9,796	10,317	10,964	10,907	11,493	11,049	11,684	11,631

St Vincent's Hospital Sydney: Patients arriving by ambulance

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 3,585 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	3,496	
ED Transfer of care time		
Median time	14 minutes	0 minutes
90th percentile time	39 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 Sydney: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,420

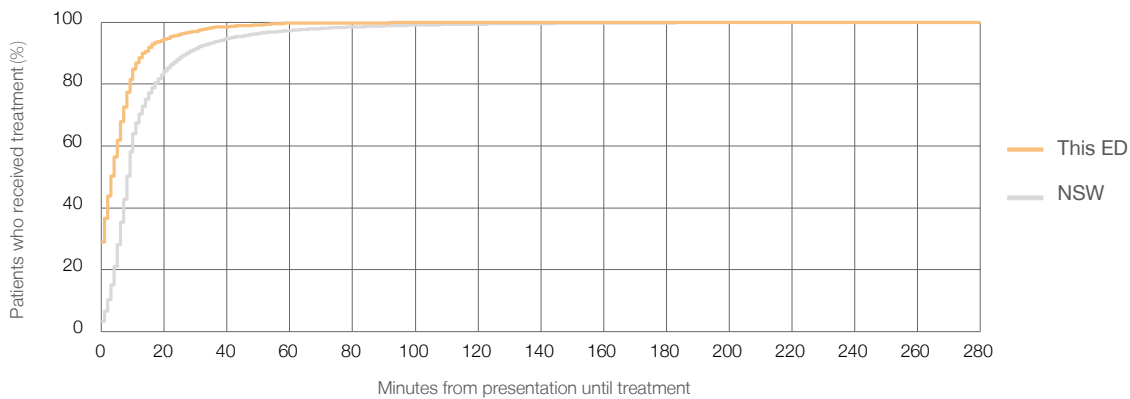
Number of triage 2 patients used to calculate waiting time:³ 1,416

Median time to start treatment⁴ 3 minutes

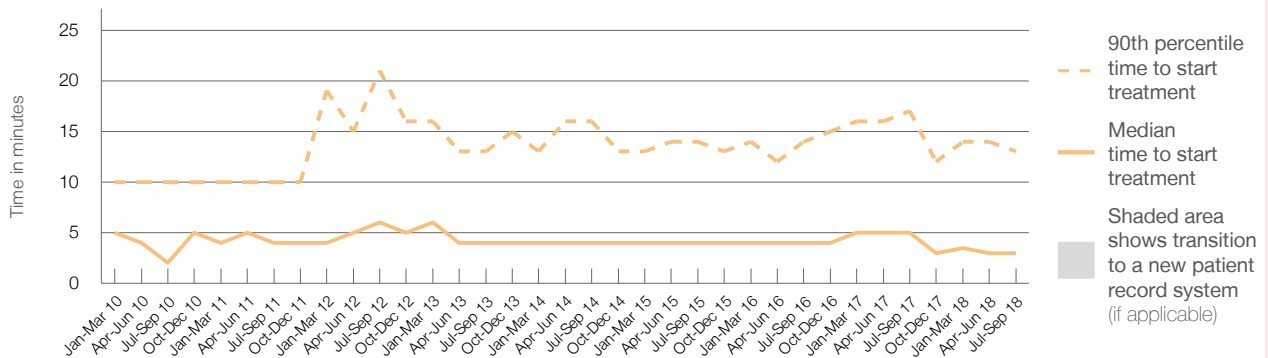
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
1,533	1,526
5 minutes	8 minutes
17 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	2	4	6	4	4	4	4	5	3
90th percentile time to start treatment ⁵ (minutes)	10	10	21	13	16	14	14	17	13

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St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 5,766

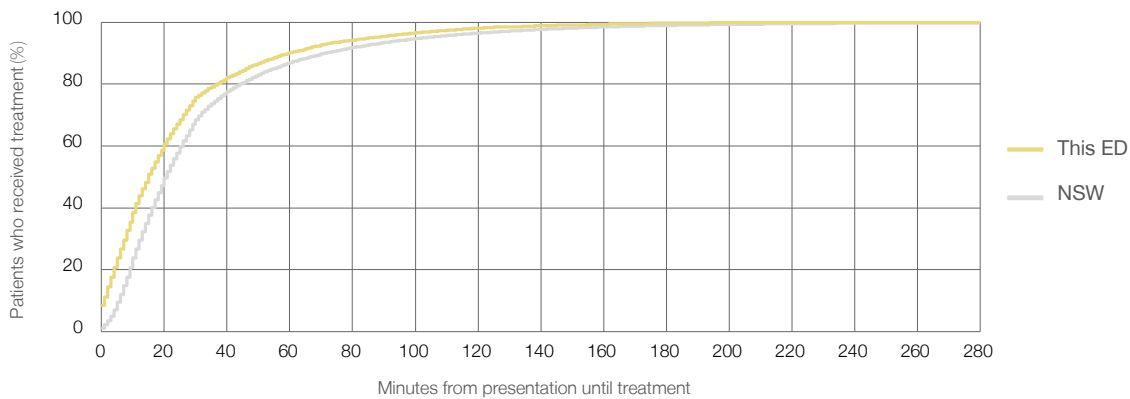
Number of triage 3 patients used to calculate waiting time:³ 5,577

Median time to start treatment⁴ 15 minutes

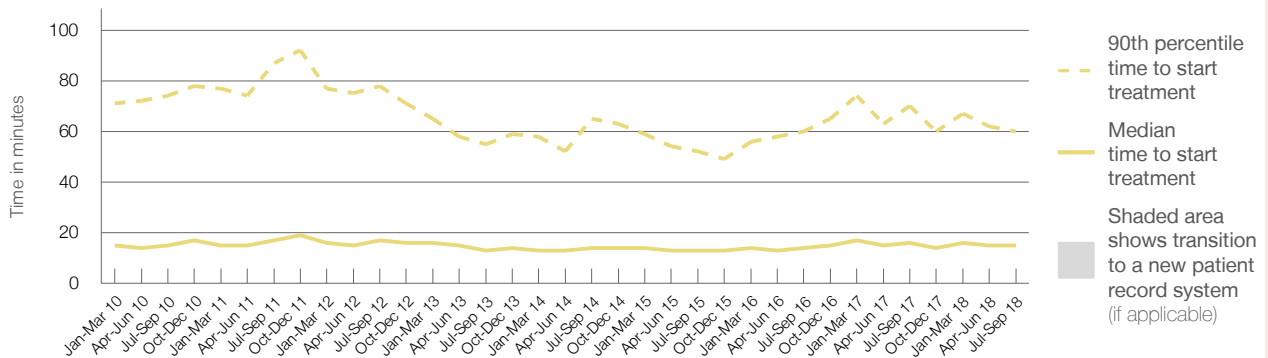
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
5,829	5,646
16 minutes	21 minutes
70 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	15	17	17	13	14	13	14	16	15
90th percentile time to start treatment ⁵ (minutes)	74	87	78	55	65	52	60	70	60

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St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 3,737

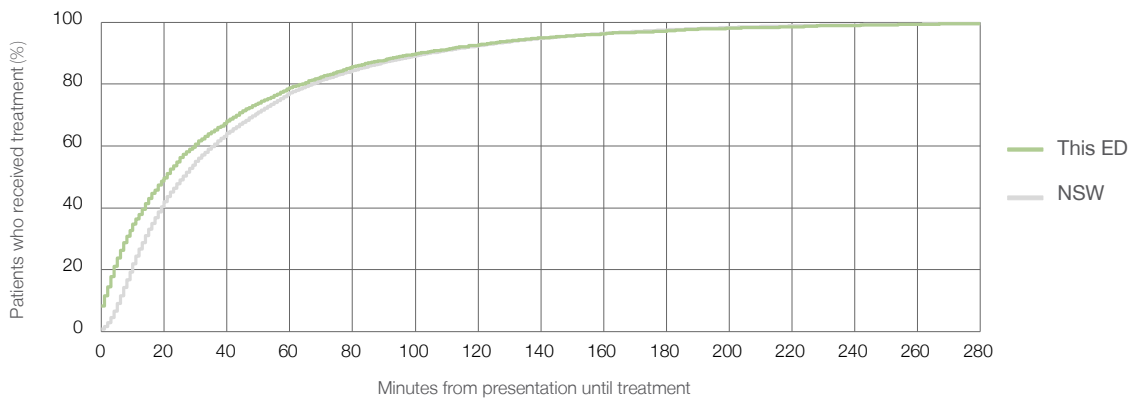
Number of triage 4 patients used to calculate waiting time:³ 3,265

Median time to start treatment⁴ 21 minutes

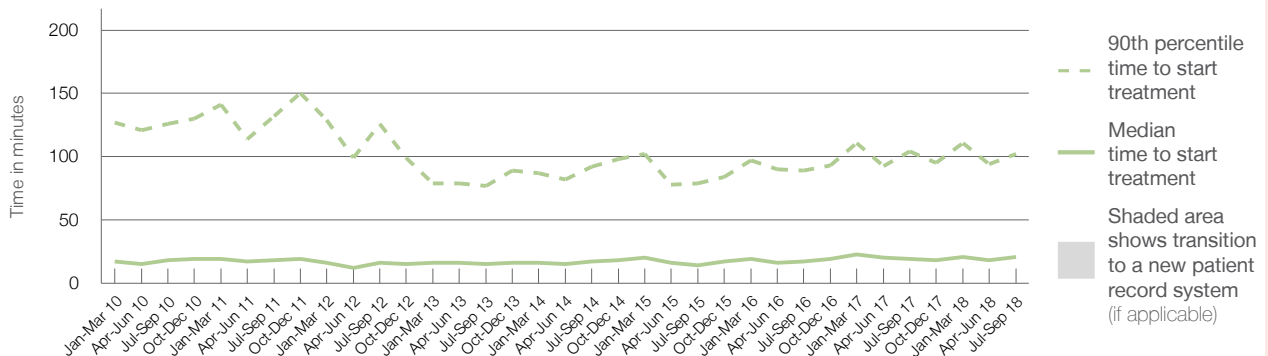
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
3,596	3,108
19 minutes	26 minutes
104 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	18	18	16	15	17	14	17	19	21
90th percentile time to start treatment ⁵ (minutes)	126	132	126	77	92	79	89	104	102

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St Vincent's Hospital Sydney: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 381

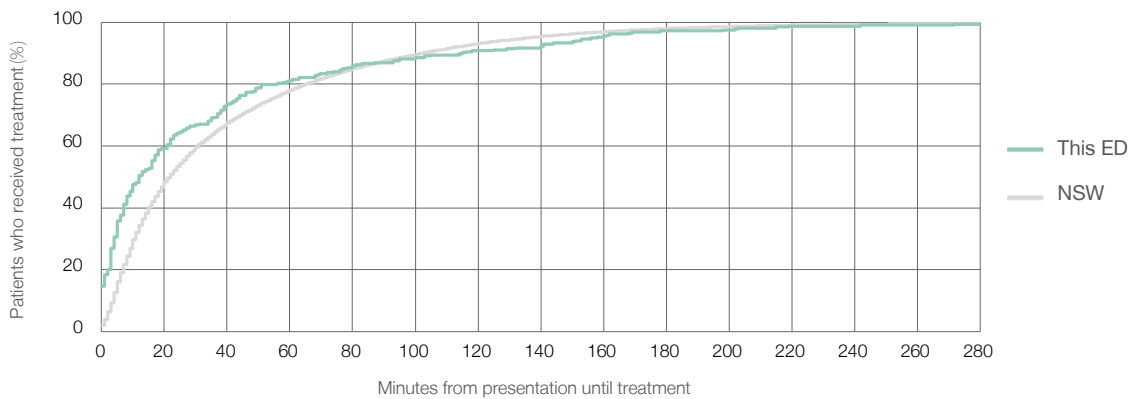
Number of triage 5 patients used to calculate waiting time:³ 313

Median time to start treatment⁴ 12 minutes

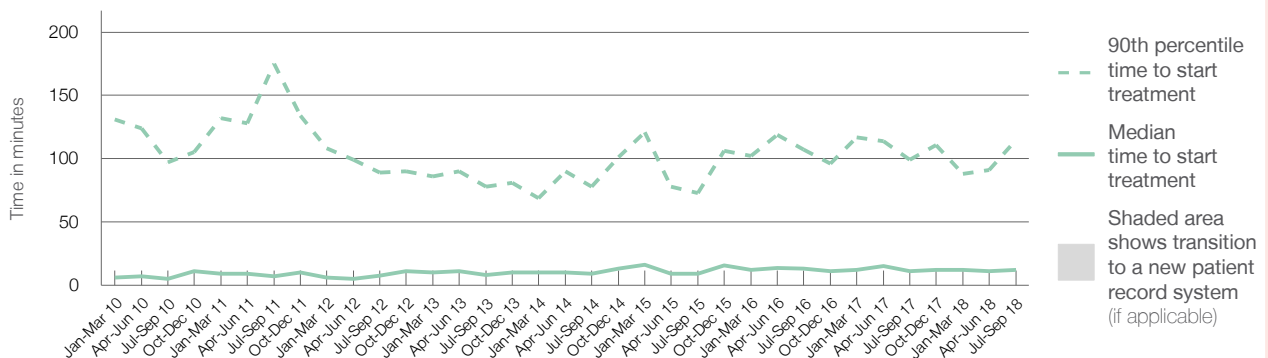
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
435	
324	
11 minutes	22 minutes
99 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	5	7	8	8	9	9	13	11	12
90th percentile time to start treatment ⁵ (minutes)	97	175	89	78	78	73	107	99	115

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

July to September 2018

All presentations:¹ 11,776 patients

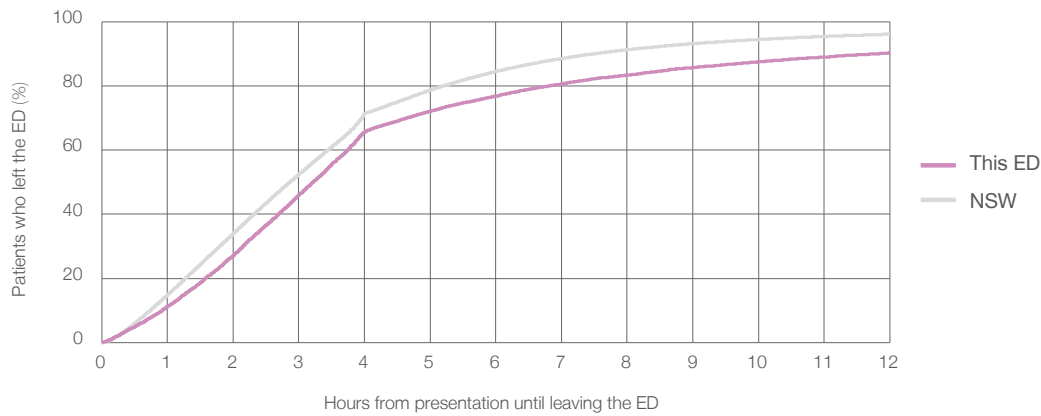
Presentations used to calculate time to leaving the ED:⁶ 11,776 patients

Median time spent in the ED⁸ 3 hours and 13 minutes

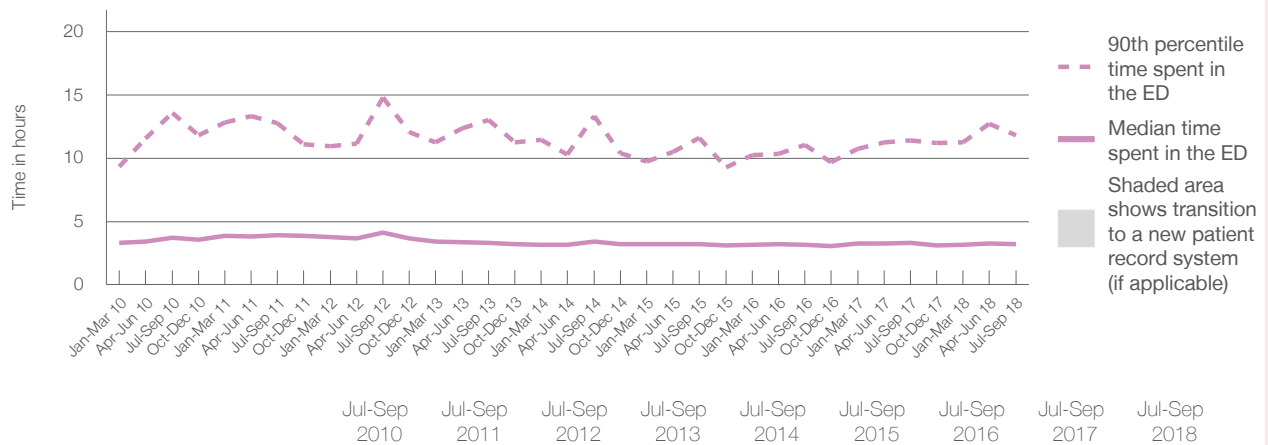
90th percentile time spent in the ED⁹ 11 hours and 48 minutes

Same period last year	NSW (this period)
11,832	11,832
3 hours and 19 minutes	2 hours and 52 minutes
11 hours and 25 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{††§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 44m	3h 54m	4h 6m	3h 19m	3h 24m	3h 13m	3h 9m	3h 19m	3h 13m
90th percentile time spent in the ED ⁹ (hours, minutes)	13h 33m	12h 45m	14h 47m	13h 2m	13h 19m	11h 36m	11h 3m	11h 25m	11h 48m

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

By mode of separation

July to September 2018

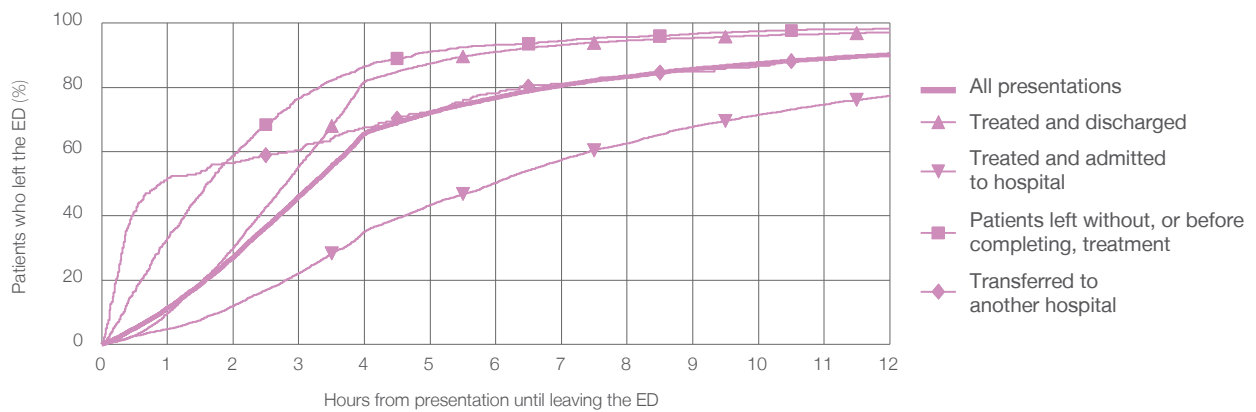
All presentations:¹ 11,776 patients

Presentations used to calculate time to leaving the ED:⁶ 11,776 patients

Treated and discharged	6,271 (53.3%)
Treated and admitted to hospital	4,089 (34.7%)
Patient left without, or before completing, treatment	1,109 (9.4%)
Transferred to another hospital	280 (2.4%)
Other	27 (0.2%)

Same period last year	Change since one year ago
11,832	0%
6,113	2.6%
4,390	-6.9%
980	13.2%
301	-7.0%
48	-43.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2018 ^{†‡§}



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	9.6%	30.0%	55.5%	81.8%	91.1%	94.6%	96.2%	97.2%
Treated and admitted to hospital	4.7%	12.0%	22.2%	35.1%	50.3%	62.6%	71.5%	77.5%
Patient left without, or before completing, treatment	33.1%	58.7%	76.6%	86.5%	93.3%	95.8%	97.5%	98.3%
Transferred to another hospital	51.8%	56.4%	60.4%	67.5%	78.2%	83.6%	86.8%	89.6%
All presentations	11.3%	27.2%	46.1%	65.7%	76.8%	83.4%	87.5%	90.3%

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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
 July to September 2018

All presentations at the emergency department: ¹ 11,776 patients

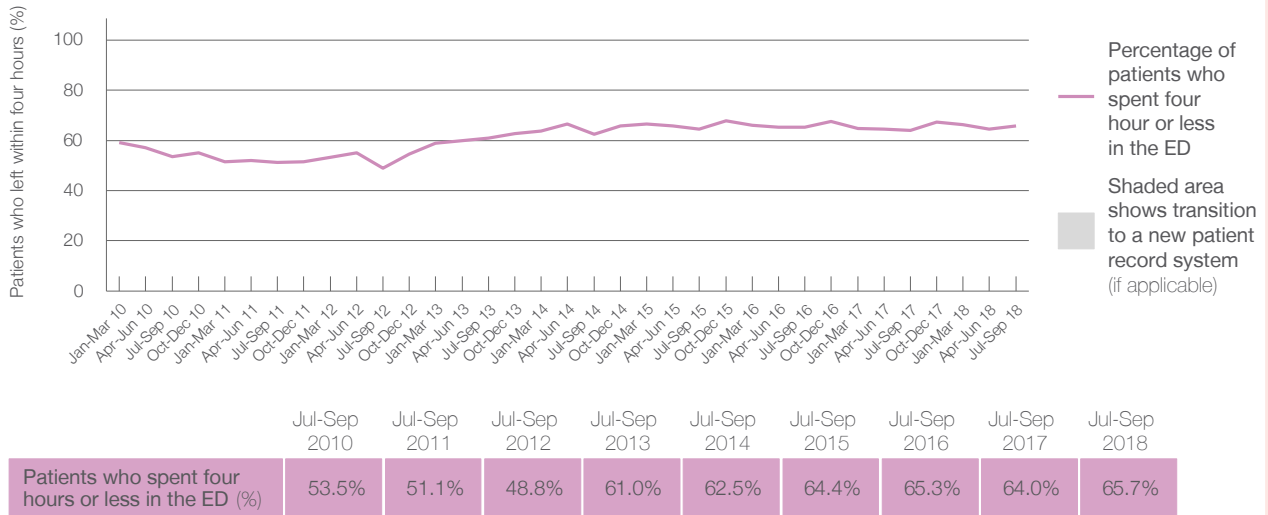
Presentations used to calculate time to leaving the ED: ⁶ 11,776 patients

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	11,832	0%
Presentations used to calculate time to leaving the ED	11,832	0%
Percentage of patients who spent four hours or less in the ED	64.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).