bureau of health information

Hospital Quarterly

Performance Profiles

Emergency Department

St Vincent's Health Network

April to June 2016

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

April to June 2016

	Same period last year	Change since one year ago
All presentations:[1] 11,504 patients	11,373	1.2%
Emergency presentations:[2] 11,368 patients	11,181	1.7%

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

April to June 2016

		Same period last year	NSW (this period)
Triage 2	Emergency (e.g. chest pain, severe burns): 1,353 patients	1,196	
Median time to start treatment[4]	4 minutes	4 minutes	8 minutes
95th percentile time to start treatment[5]	20 minutes	23 minutes	36 minutes
Triage 3	Urgent (e.g. moderate blood loss, dehydration): 5,371 patients	5,207	
Median time to start treatment[4]	13 minutes	13 minutes	20 minutes
95th percentile time to start treatment[5]	81 minutes	80 minutes	92 minutes
Triage 4	Semi-urgent (e.g. sprained ankle, earache): 3,893 patients	3,895	
Median time to start treatment[4]	16 minutes	16 minutes	25 minutes
95th percentile time to start treatment[5]	135 minutes	110 minutes	128 minutes
Triage 5	Non-urgent (e.g. small cuts or abrasions): 464 patients	606	
Median time to start treatment[4]	14 minutes	9 minutes	23 minutes
95th percentile time to start treatment[5]	162 minutes	116 minutes	132 minutes

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

April to June 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 11,504 patients		11,373	1.2%
Percentage of patients who spent four hours or less in the ED	65.3%	65.7%	

* 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 2016.*
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

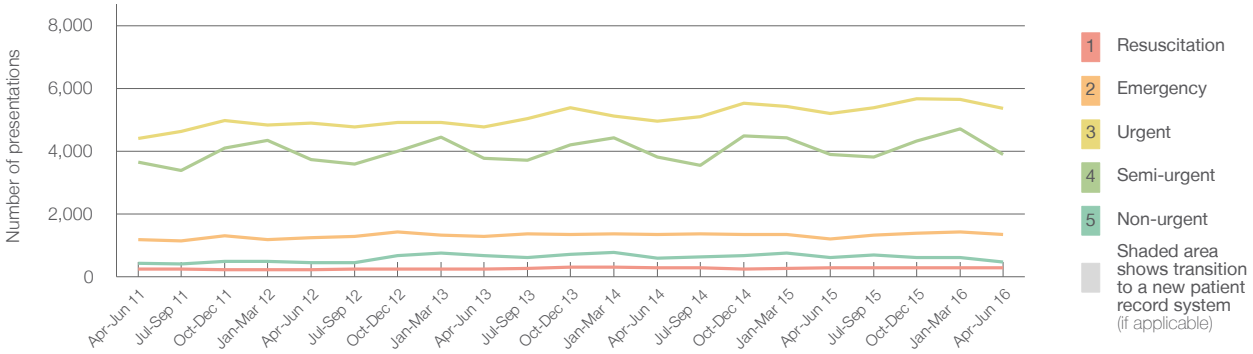
Source: Health Information Exchange, NSW Health (extracted 19 July 2016).

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

April to June 2016

		Same period last year	Change since one year ago
All presentations:[1]	11,504 patients	11,373	1.2%
Emergency presentations[2] by triage category:	11,368 patients	11,181	1.7%
1 Resuscitation	287 (2.5%)	277	3.6%
2 Emergency	1,353 (11.9%)	1,196	13.1%
3 Urgent	5,371 (47.2%)	5,207	3.1%
4 Semi-urgent	3,893 (34.2%)	3,895	-0.1%
5 Non-urgent	464 (4.1%)	606	-23.4%

Emergency presentations[2] by quarter, April 2011 to June 2016 ‡ §



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

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

April to June 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7]	3,402 patients	3,702	
ED Transfer of care time			
Median time	14 minutes	14 minutes	0 minutes
95th percentile time	62 minutes	84 minutes	-22 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.

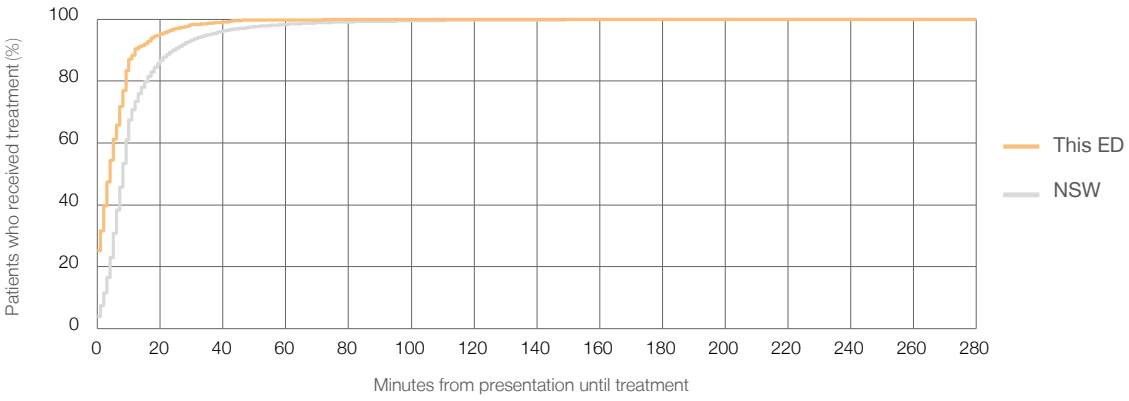
(§) This hospital does not use one of the two major information systems implemented in NSW emergency departments. Caution is advised when comparing results from this emergency department to others. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

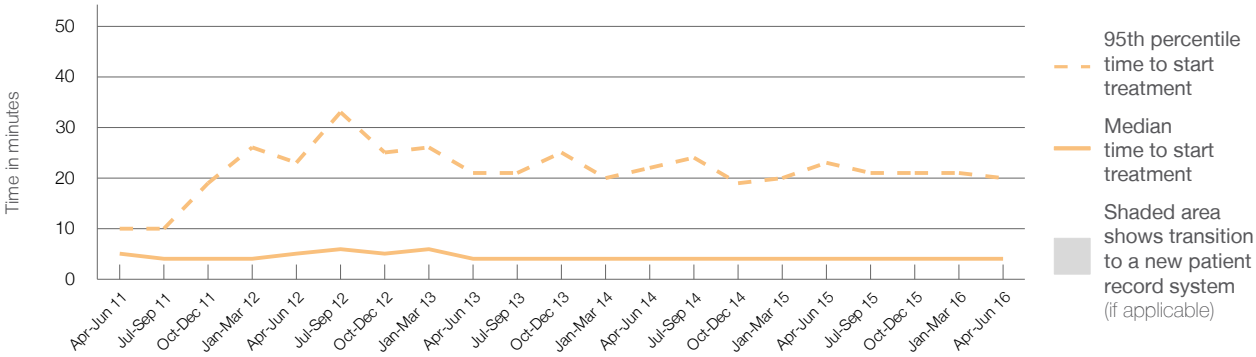
April to June 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 1,353		1,196	
Number of triage 2 patients used to calculate waiting time:[3] 1,351		1,193	
Median time to start treatment[4]	4 minutes	4 minutes	8 minutes
95th percentile time to start treatment[5]	20 minutes	23 minutes	36 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 2 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	5	5	4	4	4	4
95th percentile time to start treatment[5] (minutes)	10	23	21	22	23	20

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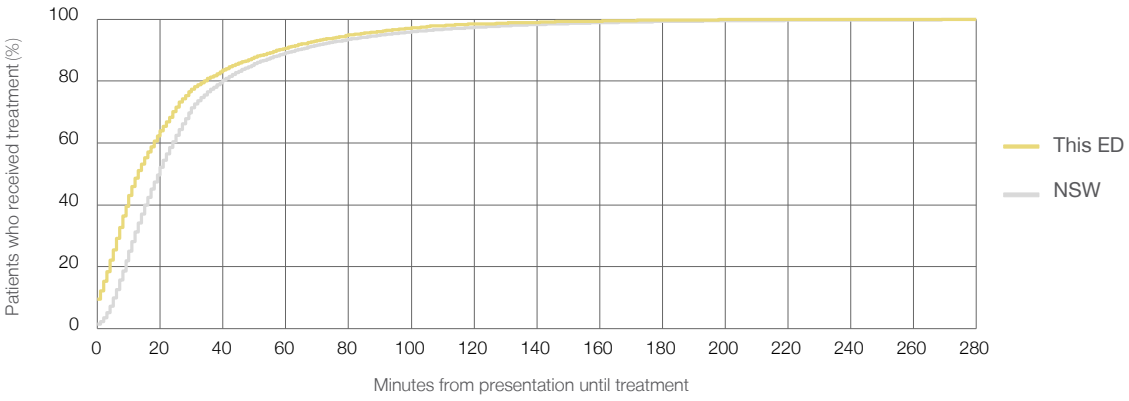
St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 3

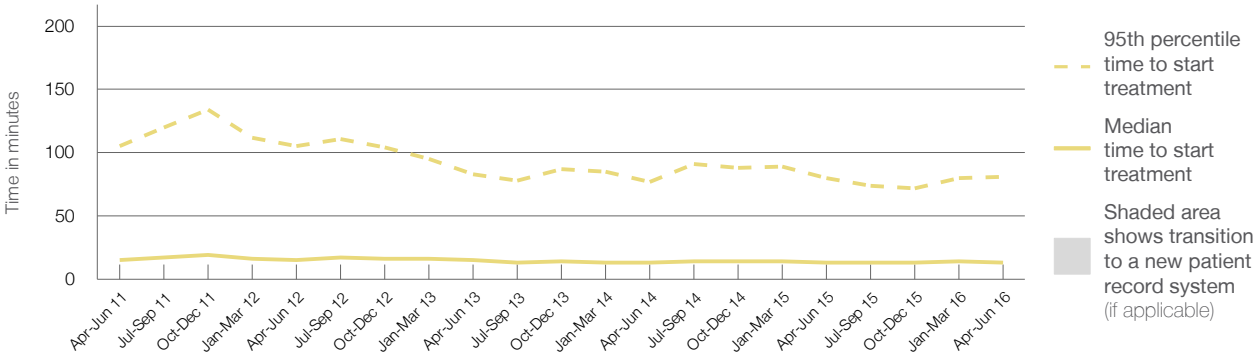
April to June 2016

		Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)		
Number of triage 3 patients:	5,371	5,207	
Number of triage 3 patients used to calculate waiting time:[3]	5,211	5,095	
Median time to start treatment[4]	13 minutes	13 minutes	20 minutes
95th percentile time to start treatment[5]	81 minutes	80 minutes	92 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 3 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	15	15	15	13	13	13
95th percentile time to start treatment[5] (minutes)	105	105	83	77	80	81

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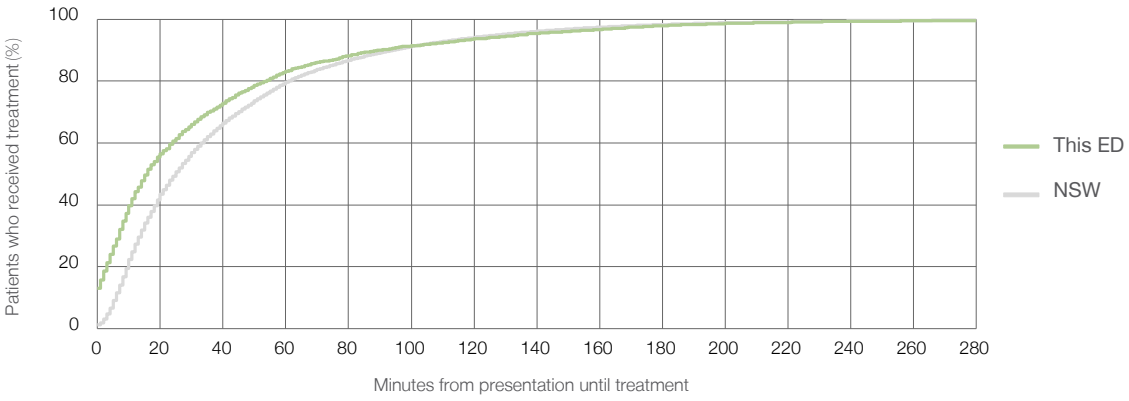
St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 4

April to June 2016

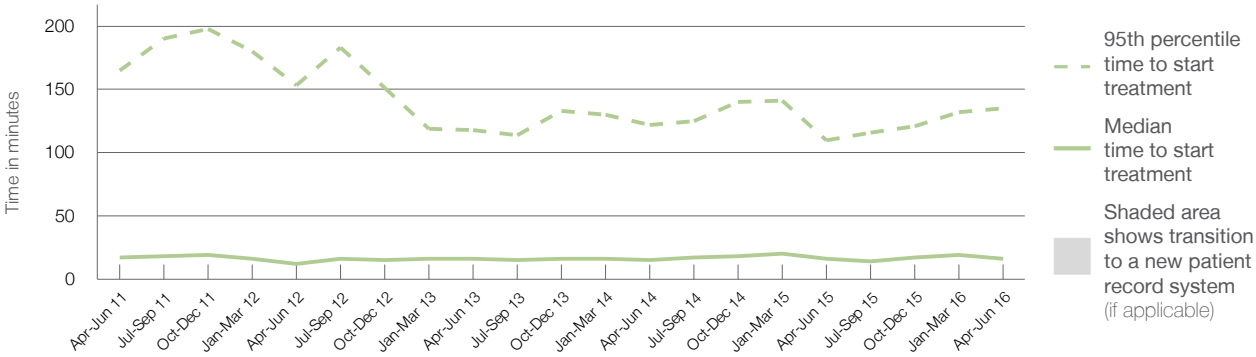
Triage 4 Semi-urgent (e.g. sprained ankle, earache)

		Same period last year	NSW (this period)
Number of triage 4 patients:	3,893	3,895	
Number of triage 4 patients used to calculate waiting time:[3]	3,478	3,600	
Median time to start treatment[4]	16 minutes	16 minutes	25 minutes
95th percentile time to start treatment[5]	135 minutes	110 minutes	128 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 4 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	17	12	16	15	16	16
95th percentile time to start treatment[5] (minutes)	165	153	118	122	110	135

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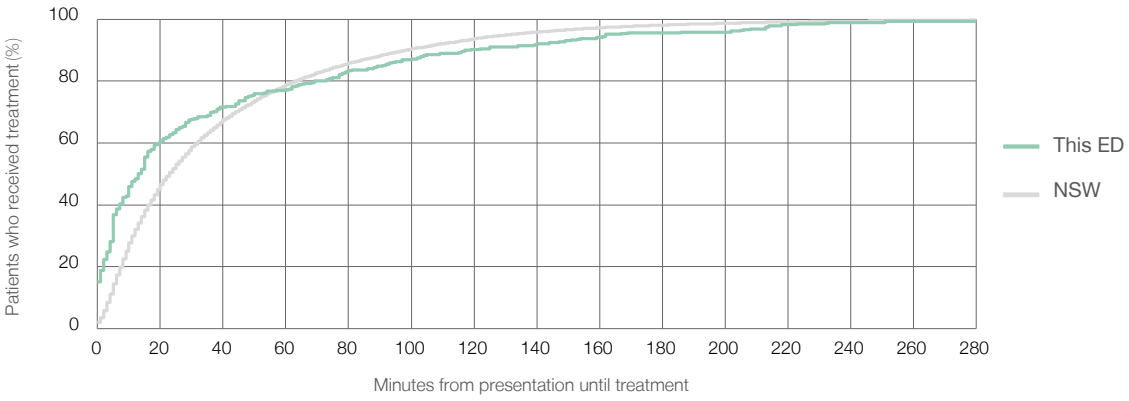
St Vincent's Hospital, Darlinghurst: Time patients waited to start treatment, triage 5

April to June 2016

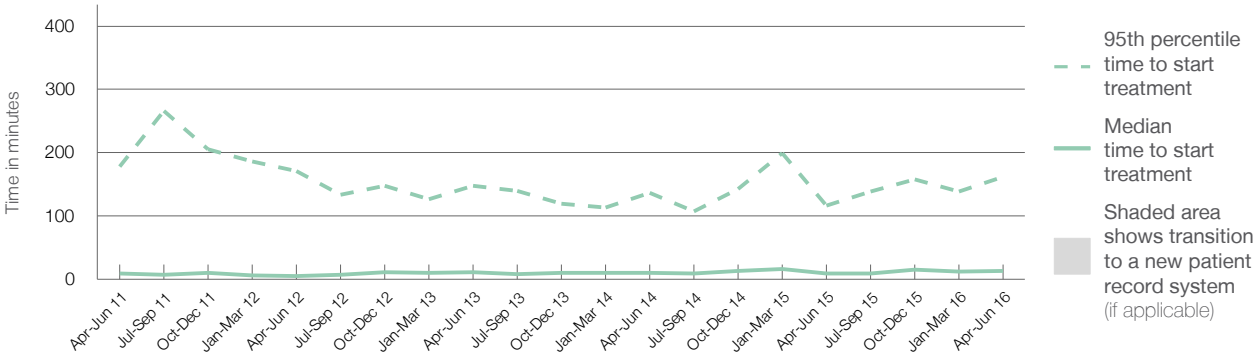
Triage 5 Non-urgent (e.g. small cuts or abrasions)

		Same period last year	NSW (this period)
Number of triage 5 patients: 464		606	
Number of triage 5 patients used to calculate waiting time:[3] 386		525	
Median time to start treatment[4]	14 minutes	9 minutes	23 minutes
95th percentile time to start treatment[5]	162 minutes	116 minutes	132 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2016



Time patients waited to start treatment (minutes) for triage 5 patients, April 2011 to June 2016 †‡§



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to start treatment[4] (minutes)	9	5	11	10	9	14
95th percentile time to start treatment[5] (minutes)	178	171	148	137	116	162

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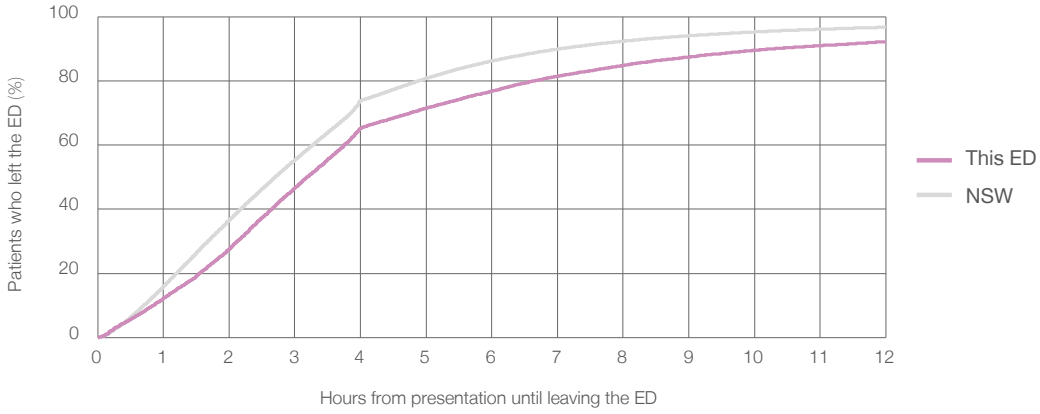
St Vincent's Hospital, Darlinghurst: Time patients spent in the ED

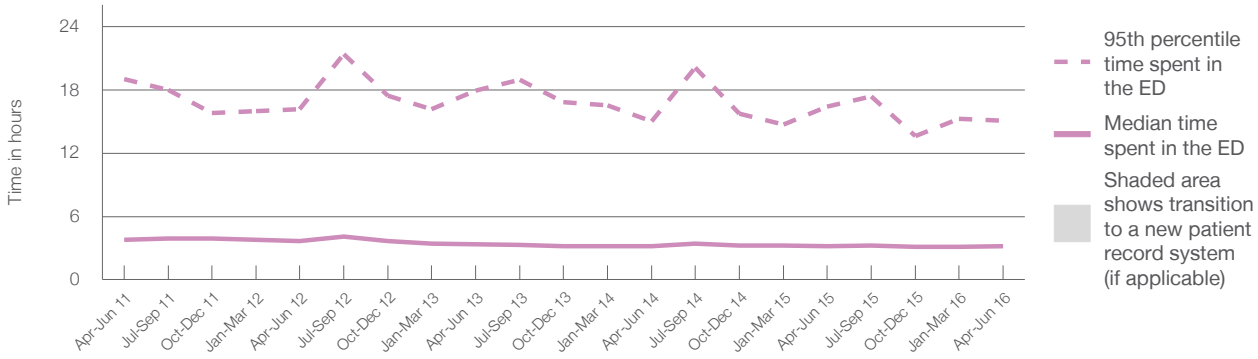
April to June 2016

		Same period last year	NSW (this period)
All presentations:[1]	11,504 patients	11,373	
Presentations used to calculate time to leaving the ED:[6]	11,504 patients	11,373	
Median time spent in the ED[8]	3 hours and 11 minutes	3 hours and 12 minutes	2 hours and 42 minutes
95th percentile time spent in the ED[9]	15 hours and 3 minutes	16 hours and 24 minutes	9 hours and 47 minutes

Percentage of patients who left the ED by time, April to June 2016



Time patients spent in the ED, by quarter, April 2011 to June 2016[†‡§]



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Median time to leaving the ED[8] (hours, minutes)	3h 49m	3h 40m	3h 22m	3h 10m	3h 12m	3h 11m
95th percentile time to leaving the ED[9] (hours, minutes)	19h 1m	16h 9m	17h 54m	15h 2m	16h 24m	15h 3m

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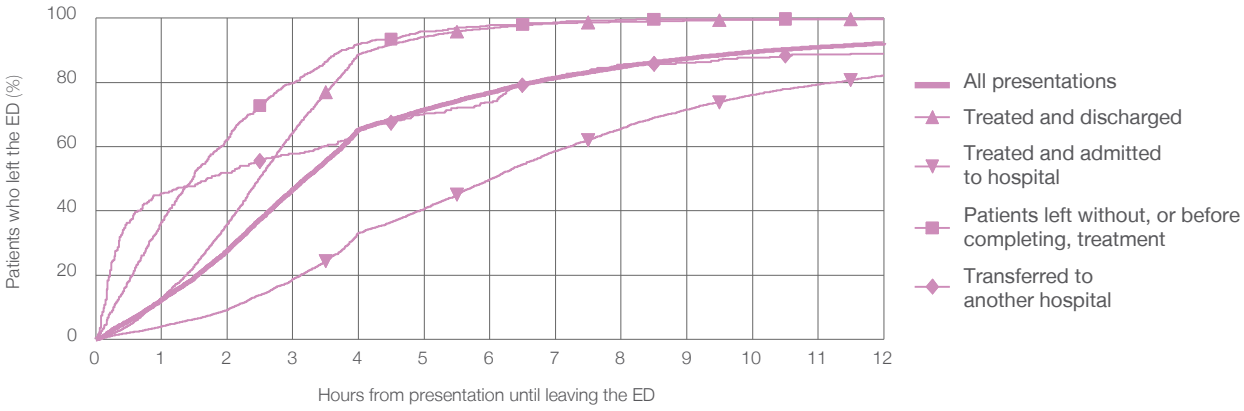
St Vincent's Hospital, Darlinghurst: Time patients spent in the ED
By mode of separation
April to June 2016

All presentations:[1] 11,504 patients

Presentations used to calculate time to leaving the ED:[6] 11,504 patients

		Same period last year	Change since one year ago
Treated and discharged	5,423 (47.1%)	5,307	2.2%
Treated and admitted to hospital	4,764 (41.4%)	4,841	-1.6%
Patient left without, or before completing, treatment	918 (8.0%)	891	3.0%
Transferred to another hospital	317 (2.8%)	207	53.1%
Other	82 (0.7%)	127	-35.4%
		11,373	1.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2016 †‡§



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.8%	35.9%	64.5%	88.7%	96.9%	98.9%	99.5%	99.8%
Treated and admitted to hospital	4.0%	9.2%	18.6%	33.1%	49.8%	65.7%	76.1%	82.2%
Patient left without, or before completing, treatment	36.5%	62.2%	79.8%	91.9%	97.8%	99.5%	99.8%	99.8%
Transferred to another hospital	45.4%	51.7%	57.7%	65.3%	73.8%	85.5%	87.7%	89.0%
All presentations	12.3%	27.6%	46.7%	65.3%	76.8%	84.8%	89.5%	92.2%

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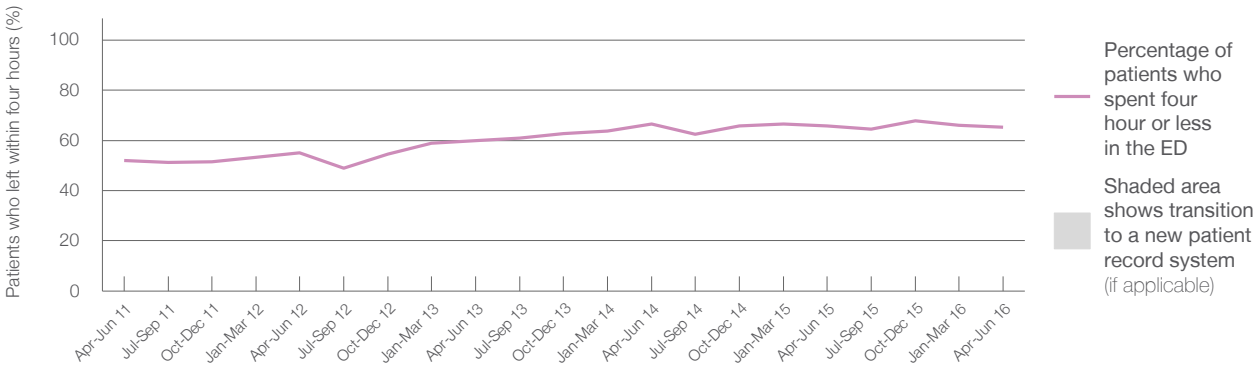
St Vincent's Hospital, Darlinghurst: Time spent in the ED

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

April to June 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1]	11,504 patients	11,373	1.2%
Presentations used to calculate time to leaving the ED:[6]	11,504 patients	11,373	1.2%
Percentage of patients who spent four hours or less in the ED	65.3%	65.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2011 to June 2016 †‡



	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016
Patients who left within four hours (%)	52.1%	55.0%	59.8%	66.6%	65.7%	65.3%

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

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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 2016.*
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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 19 July 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 15 July 2016).