

St George Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 19,061 patients

Emergency presentations:² 18,946 patients

Same period last year	Change since one year ago
18,844	1.2%
18,710	1.3%

St George Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,564 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 38 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,631 patients

Median time to start treatment⁴ 27 minutes
 95th percentile time to start treatment⁵ 92 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,640 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 107 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 936 patients

Median time to start treatment⁴ 37 minutes
 95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
2,662	
11 minutes	8 minutes
42 minutes	41 minutes
7,792	
29 minutes	21 minutes
111 minutes	103 minutes
6,990	
38 minutes	27 minutes
124 minutes	139 minutes
1,116	
35 minutes	24 minutes
144 minutes	138 minutes

St George Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 19,056 patients

Percentage of patients who spent four hours or less in the ED 60.6%

Same period last year	Change since one year ago
18,844	1.1%
58.7%	

* 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 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.
- All presentations that have a departure time.

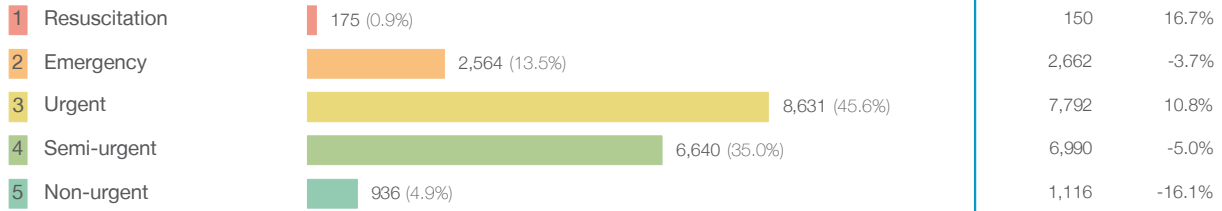
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

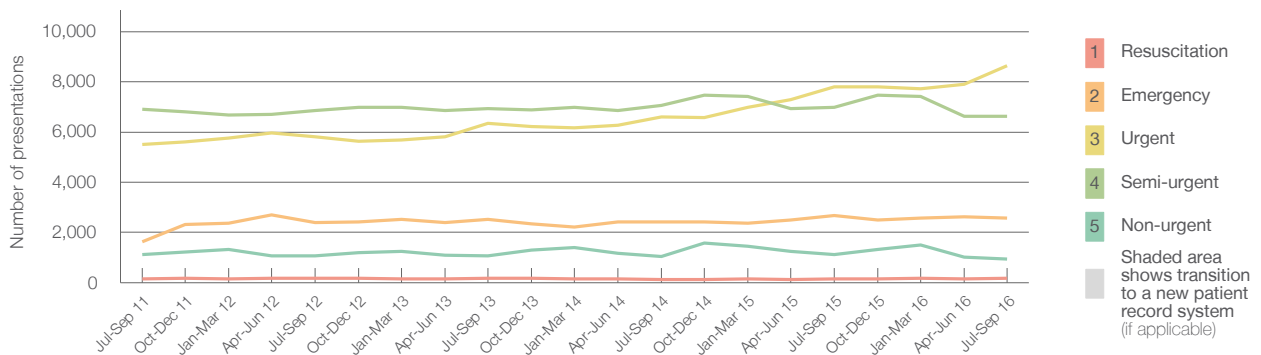
St George Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 19,061 patients

Emergency presentations² by triage category: 18,946 patients



Emergency presentations² by quarter, July 2011 to September 2016 †

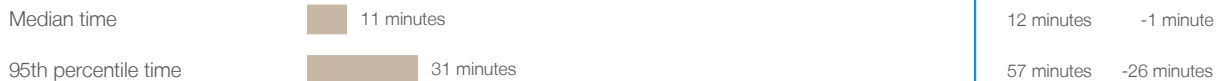


	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	162	164	168	133	150	175
Emergency	1,627	2,395	2,529	2,417	2,662	2,564
Urgent	5,493	5,805	6,356	6,611	7,792	8,631
Semi-urgent	6,903	6,853	6,932	7,062	6,990	6,640
Non-urgent	1,115	1,060	1,064	1,053	1,116	936
All emergency presentations	15,300	16,277	17,049	17,276	18,710	18,946

St George Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 5,271 patients

ED Transfer of care time



(†) 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.

St George Hospital: Time patients waited to start treatment, triage 2

July to September 2016

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

Number of triage 2 patients: 2,564

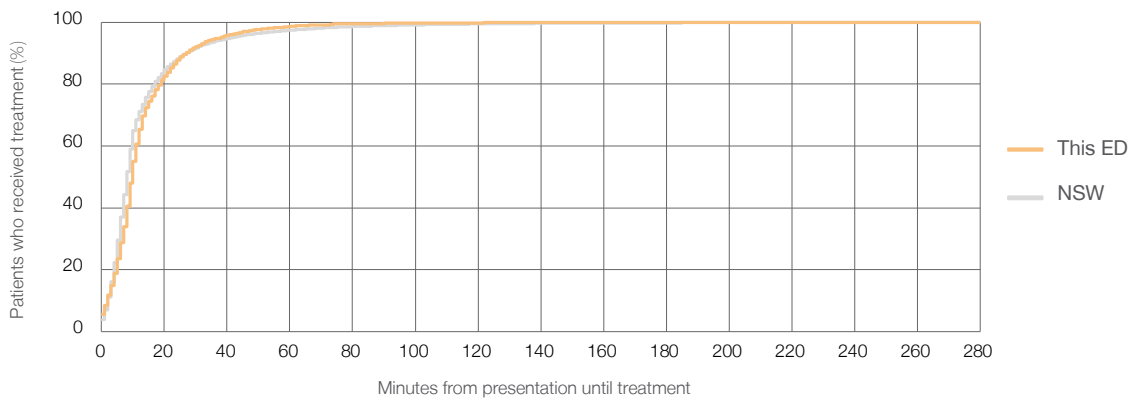
Number of triage 2 patients used to calculate waiting time:³ 2,561

Median time to start treatment⁴ 10 minutes

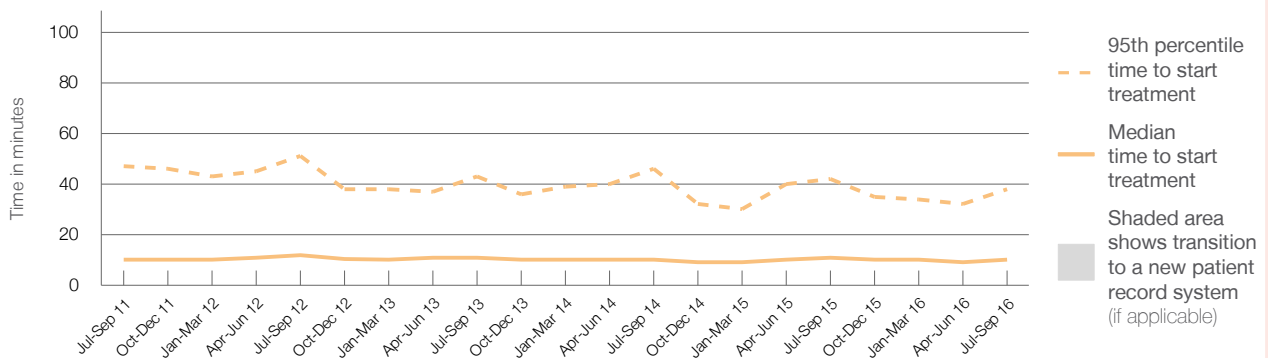
95th percentile time to start treatment⁵ 38 minutes

Same period last year	NSW (this period)
2,662	2,660
11 minutes	8 minutes
42 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	10	12	11	10	11	10
95th percentile time to start treatment ⁵ (minutes)	47	51	43	46	42	38

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St George Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 8,631

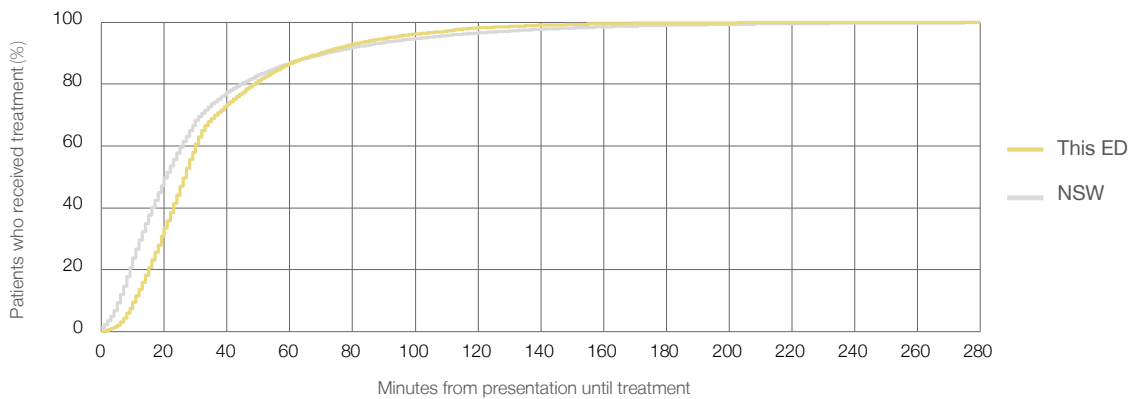
Number of triage 3 patients used to calculate waiting time:³ 8,527

Median time to start treatment⁴ 27 minutes

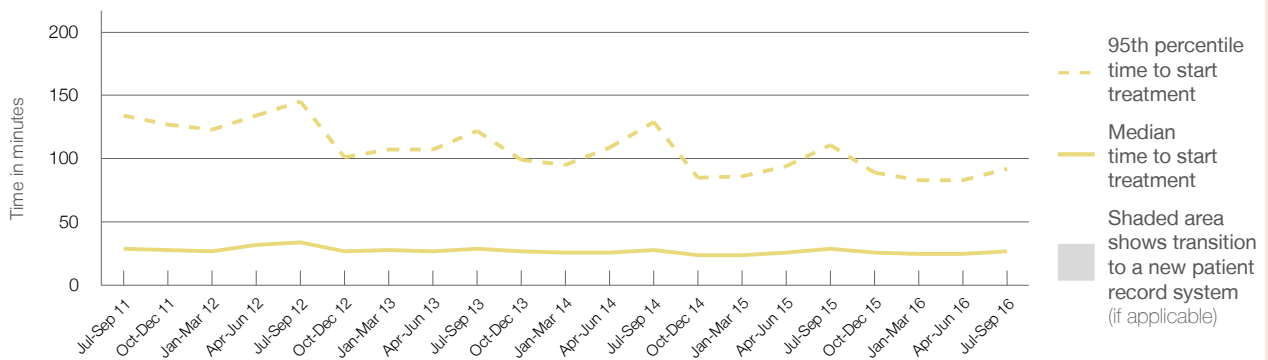
95th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
7,792	7,698
29 minutes	21 minutes
111 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	34	29	28	29	27
95th percentile time to start treatment ⁵ (minutes)	134	145	122	129	111	92

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St George Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 6,640

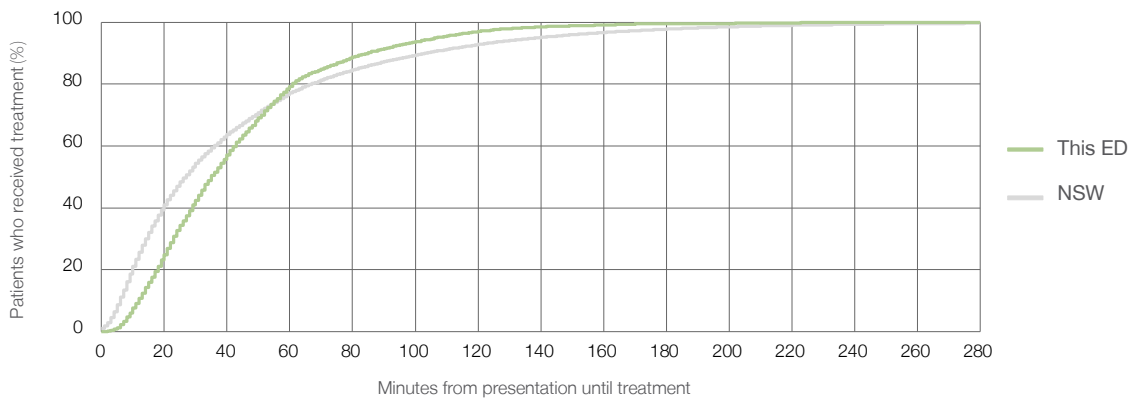
Number of triage 4 patients used to calculate waiting time:³ 6,468

Median time to start treatment⁴ 35 minutes

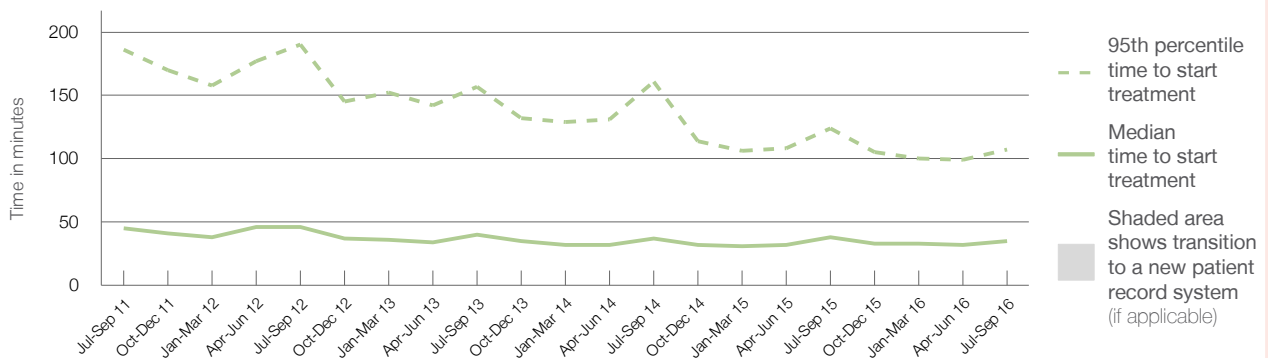
95th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
6,990	6,792
38 minutes	27 minutes
124 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	45	46	40	37	38	35
95th percentile time to start treatment ⁵ (minutes)	186	190	157	161	124	107

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St George Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 936

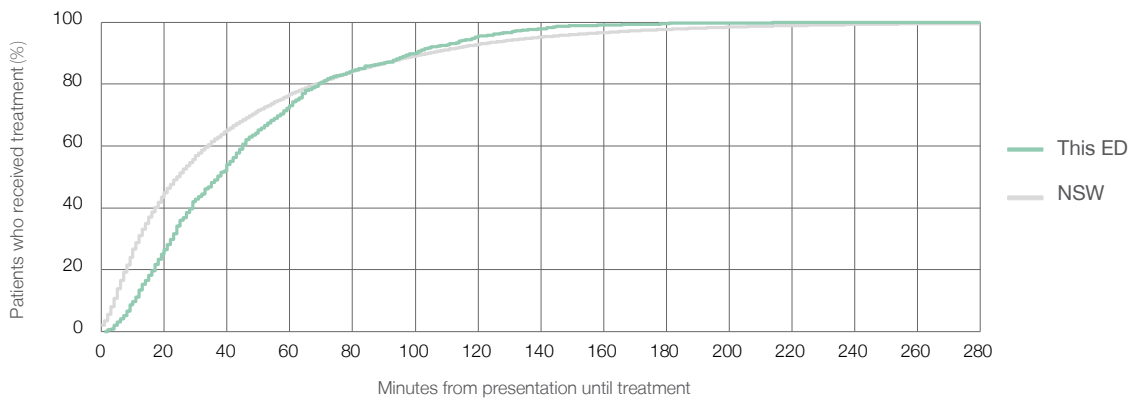
Number of triage 5 patients used to calculate waiting time:³ 877

Median time to start treatment⁴ 37 minutes

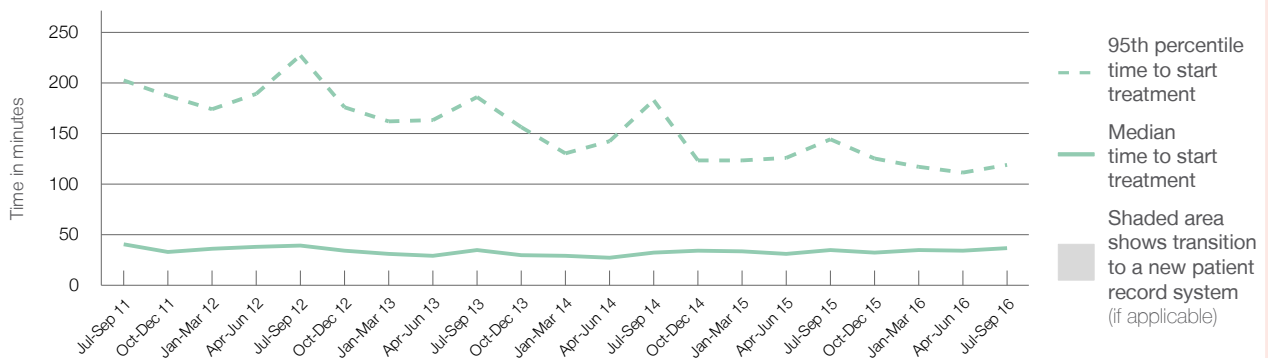
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
1,116	998
35 minutes	24 minutes
144 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	41	39	35	32	35	37
95th percentile time to start treatment ⁵ (minutes)	202	227	186	183	144	119

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St George Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 19,061 patients

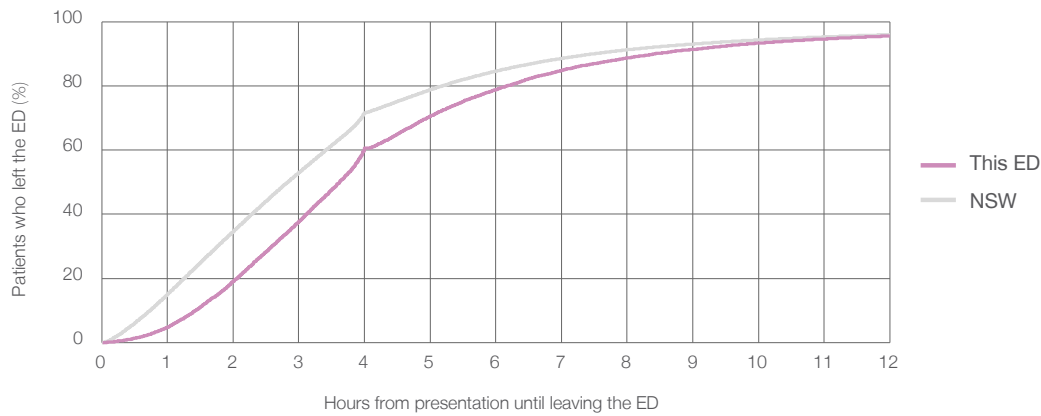
Presentations used to calculate time to leaving the ED:⁶ 19,056 patients

Median time spent in the ED⁸ 3 hours and 37 minutes

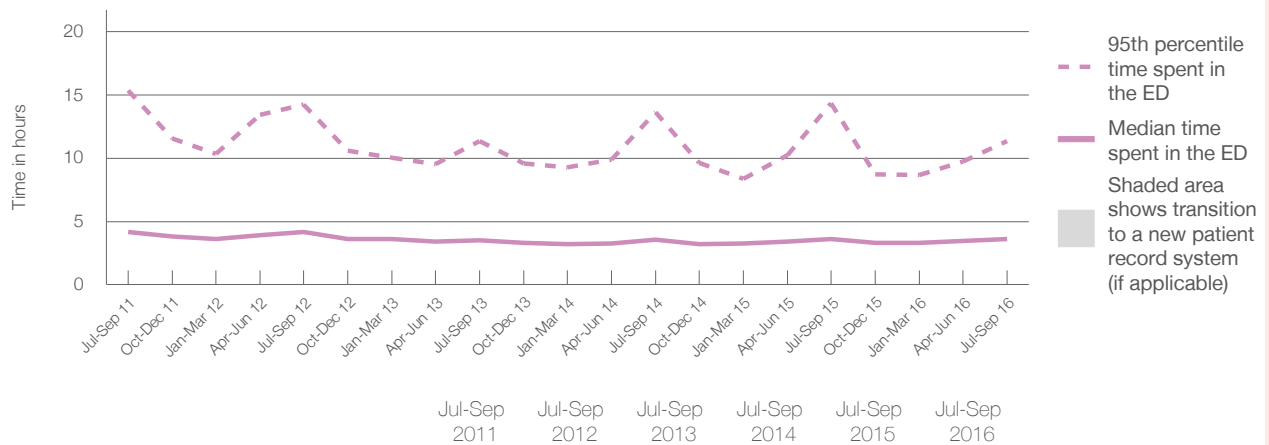
95th percentile time spent in the ED⁹ 11 hours and 21 minutes

Same period last year	NSW (this period)
18,844	18,844
3 hours and 38 minutes	2 hours and 50 minutes
14 hours and 20 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 10m	4h 10m	3h 32m	3h 35m	3h 38m	3h 37m
95th percentile time to leaving the ED ⁹ (hours, minutes)	15h 20m	14h 13m	11h 20m	13h 39m	14h 20m	11h 21m

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St George Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

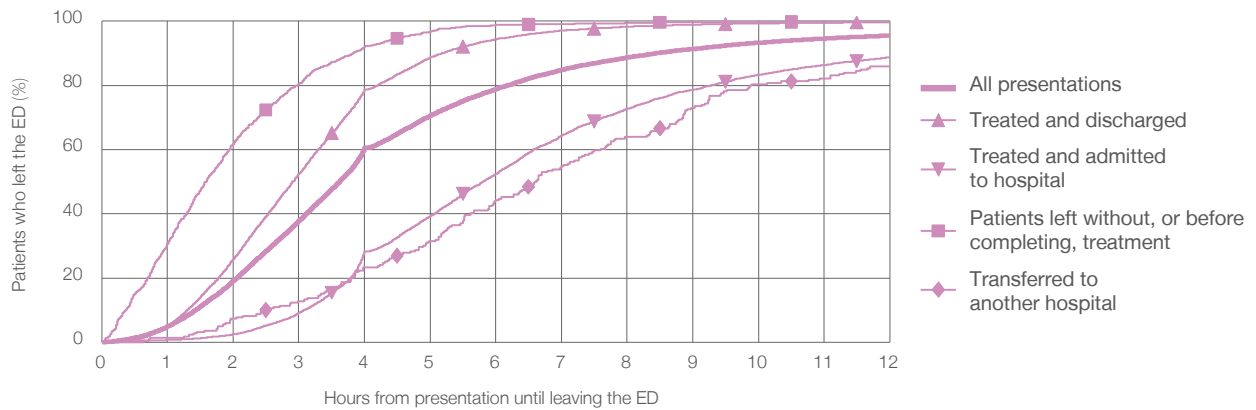
All presentations:¹ 19,061 patients

Presentations used to calculate time to leaving the ED:⁶ 19,056 patients

Treated and discharged	10,918 (57.3%)
Treated and admitted to hospital	6,906 (36.2%)
Patient left without, or before completing, treatment	972 (5.1%)
Transferred to another hospital	219 (1.1%)
Other	46 (0.2%)

Same period last year	Change since one year ago
18,844	1.1%
10,810	1.0%
6,660	3.7%
1,119	-13.1%
192	14.1%
63	-27.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2016^{†‡}



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	5.1%	25.9%	52.4%	78.8%	94.4%	98.3%	99.3%	99.7%
Treated and admitted to hospital	0.7%	2.5%	9.1%	28.3%	52.4%	72.7%	83.3%	88.8%
Patient left without, or before completing, treatment	30.8%	61.8%	80.5%	92.2%	98.9%	99.5%	99.8%	99.8%
Transferred to another hospital	1.4%	7.3%	12.8%	23.3%	44.3%	63.9%	80.4%	85.8%
All presentations	4.9%	19.1%	37.8%	60.6%	78.8%	88.7%	93.3%	95.6%

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St George Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 19,061 patients

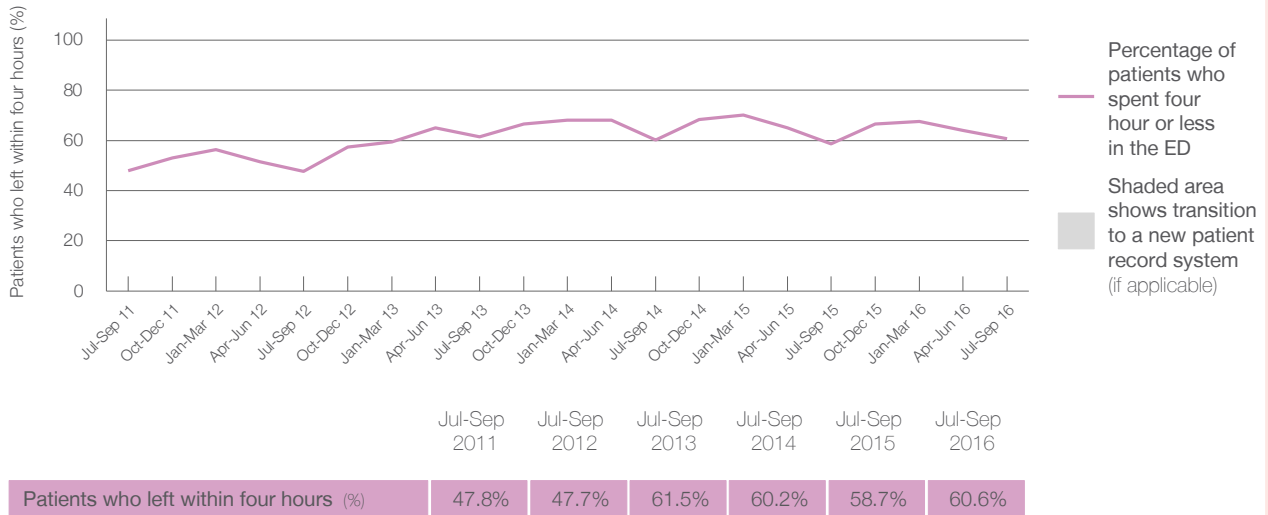
Presentations used to calculate time to leaving the ED: ⁶ 19,056 patients

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	18,844	1.2%
Presentations used to calculate time to leaving the ED	18,844	1.1%
Percentage of patients who spent four hours or less in the ED	58.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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.

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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 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.
- 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 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).