

## St George Hospital: Emergency department (ED) overview

October to December 2017

All presentations:<sup>1</sup> 20,353 patients

Emergency presentations:<sup>2</sup> 20,206 patients

Same period last year	Change since one year ago
19,717	3.2%
19,595	3.1%

## St George Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,169 patients

Median time to start treatment<sup>4</sup> 10 minutes  
 90th percentile time to start treatment<sup>5</sup> 25 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 8,376 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 64 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,129 patients

Median time to start treatment<sup>4</sup> 32 minutes  
 90th percentile time to start treatment<sup>5</sup> 83 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,376 patients

Median time to start treatment<sup>4</sup> 34 minutes  
 90th percentile time to start treatment<sup>5</sup> 90 minutes

Same period last year	NSW (this period)
2,430	
10 minutes	8 minutes
26 minutes	23 minutes
8,702	
25 minutes	20 minutes
64 minutes	65 minutes
7,255	
32 minutes	26 minutes
79 minutes	99 minutes
1,056	
33 minutes	23 minutes
84 minutes	103 minutes

## St George Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 20,350 patients

Percentage of patients who spent four hours or less in the ED 66.3%

Same period last year	Change since one year ago
19,714	3.2%
63.6%	

\* 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.

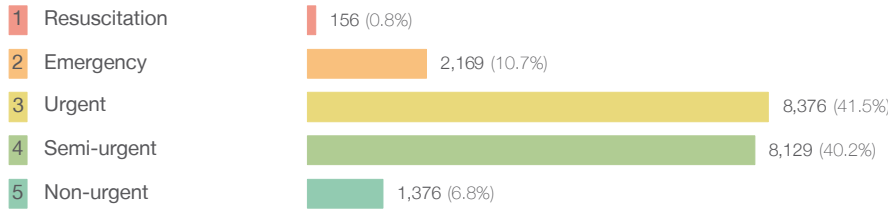
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

## St George Hospital: Patients presenting to the emergency department October to December 2017

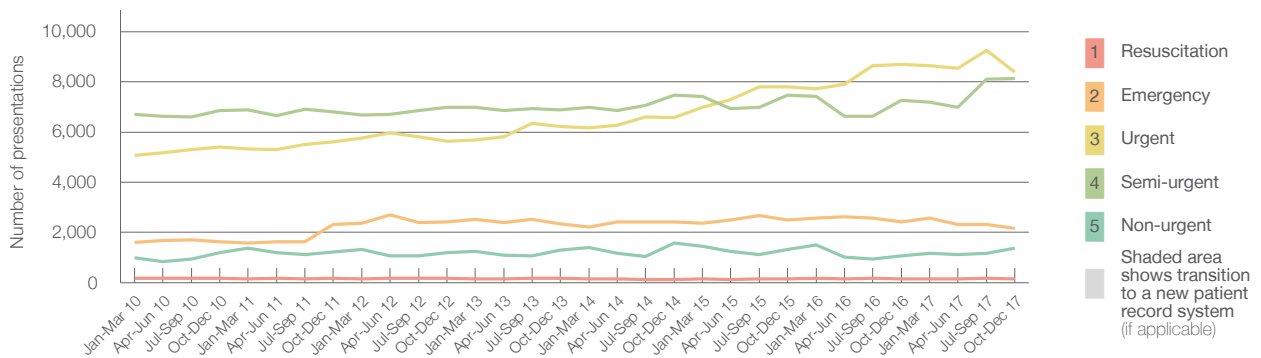
All presentations:<sup>1</sup> 20,353 patients

Emergency presentations<sup>2</sup> by triage category: 20,206 patients



Same period last year	Change since one year ago
19,717	3.2%
19,595	3.1%
152	2.6%
2,430	-10.7%
8,702	-3.7%
7,255	12.0%
1,056	30.3%

Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	166	164	174	171	128	153	152	156
Emergency	1,616	2,307	2,422	2,337	2,420	2,504	2,430	2,169
Urgent	5,403	5,603	5,642	6,223	6,587	7,804	8,702	8,376
Semi-urgent	6,851	6,802	6,997	6,872	7,462	7,478	7,255	8,129
Non-urgent	1,193	1,233	1,191	1,293	1,567	1,330	1,056	1,376
All emergency presentations	15,229	16,109	16,426	16,896	18,164	19,269	19,595	20,206

## St George Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,006 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,053	
11 minutes	0 minutes
21 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.

## St George Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 2,169

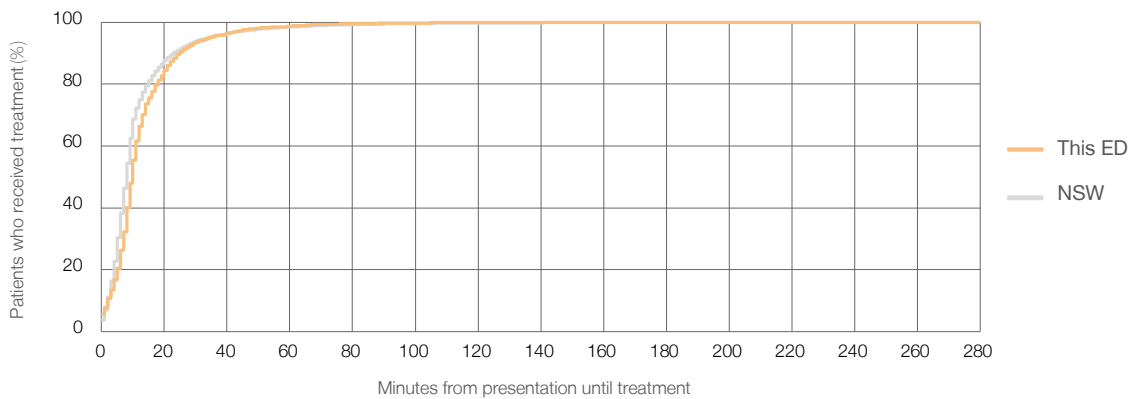
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,159

Median time to start treatment<sup>4</sup>  10 minutes

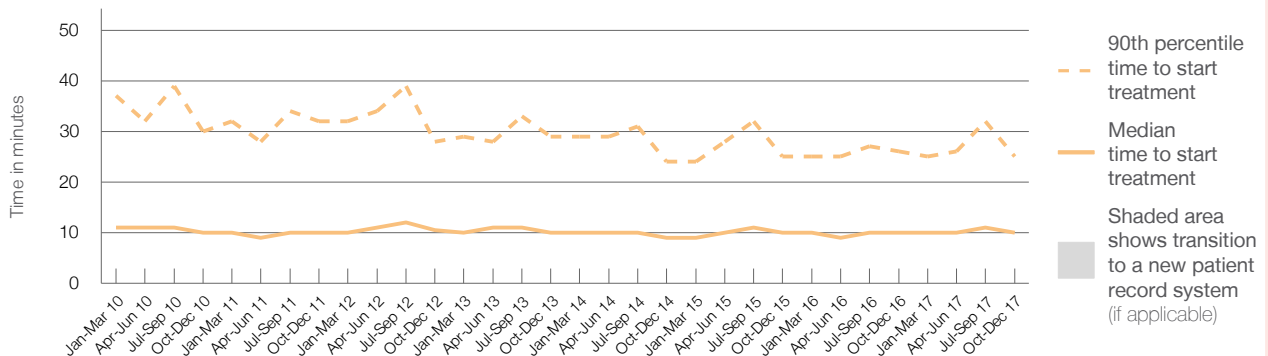
90th percentile time to start treatment<sup>5</sup>  25 minutes

Same period last year	NSW (this period)
2,430	2,425
10 minutes	8 minutes
26 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	10	10	11	10	9	10	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	30	32	28	29	24	25	26	25

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## St George Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 8,376

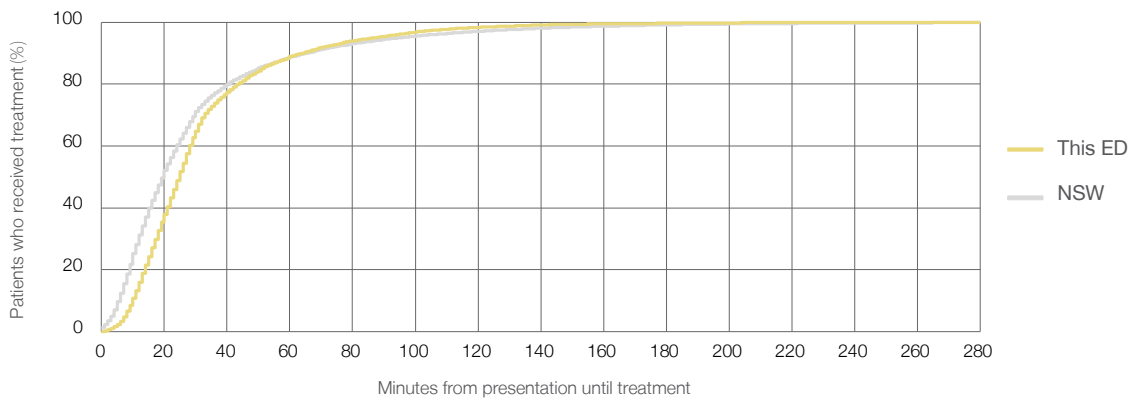
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 8,245

Median time to start treatment<sup>4</sup>  25 minutes

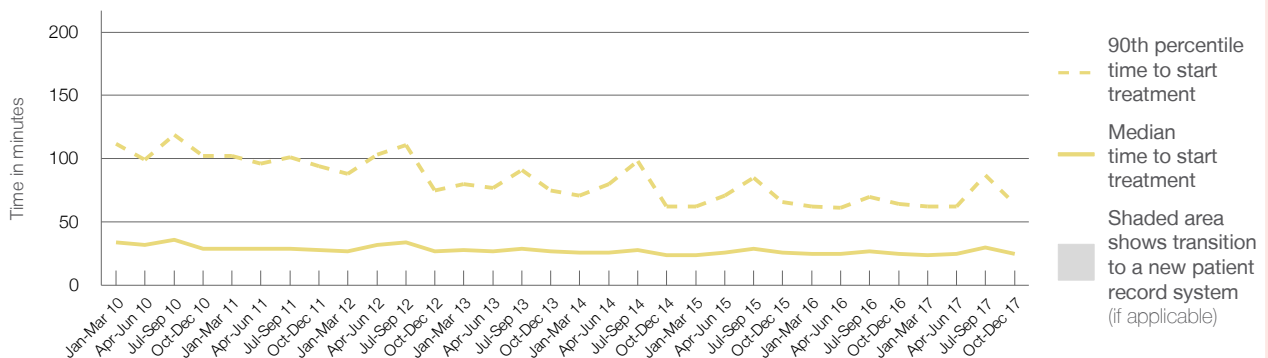
90th percentile time to start treatment<sup>5</sup>  64 minutes

Same period last year	NSW (this period)
8,702	8,579
25 minutes	20 minutes
64 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	29	28	27	27	24	26	25	25
90th percentile time to start treatment <sup>5</sup> (minutes)	102	94	75	75	62	66	64	64

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## St George Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 8,129

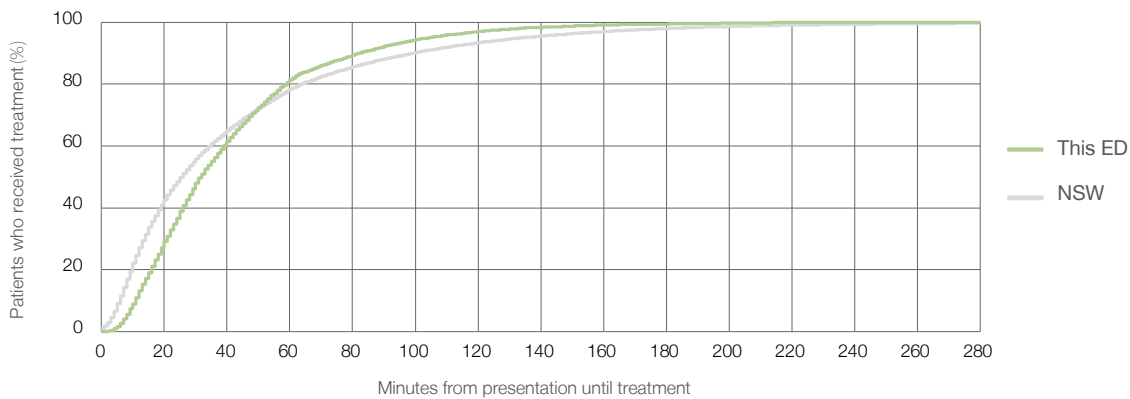
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,880

Median time to start treatment<sup>4</sup>  32 minutes

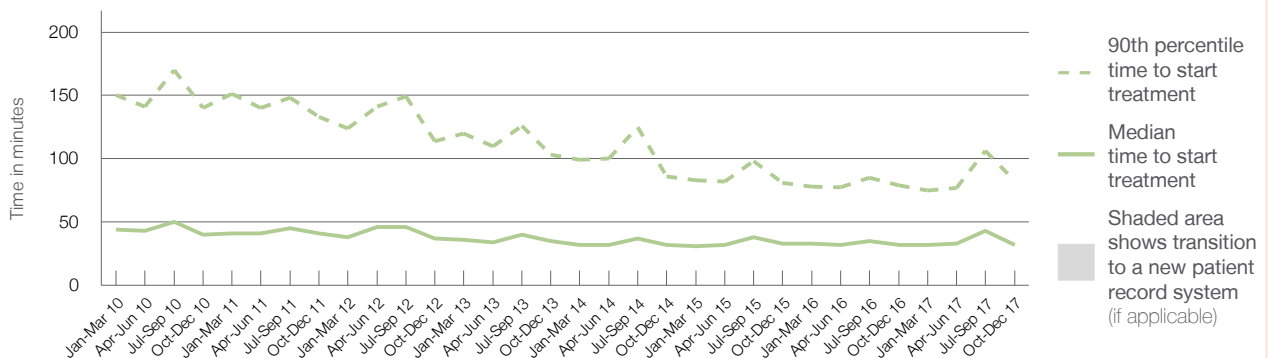
90th percentile time to start treatment<sup>5</sup>  83 minutes

Same period last year	NSW (this period)
7,255	7,067
32 minutes	26 minutes
79 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	40	41	37	35	32	33	32	32
90th percentile time to start treatment <sup>5</sup> (minutes)	140	133	114	103	86	81	79	83

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## St George Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,376

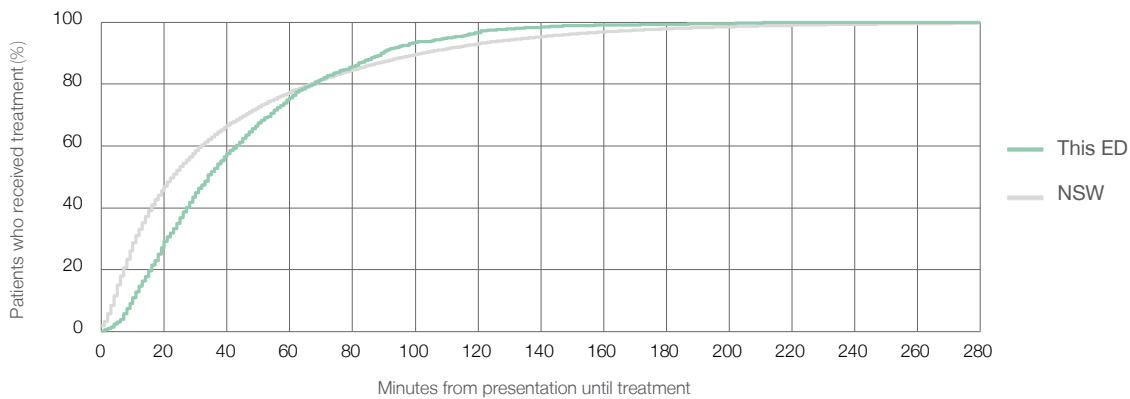
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,151

Median time to start treatment<sup>4</sup>  34 minutes

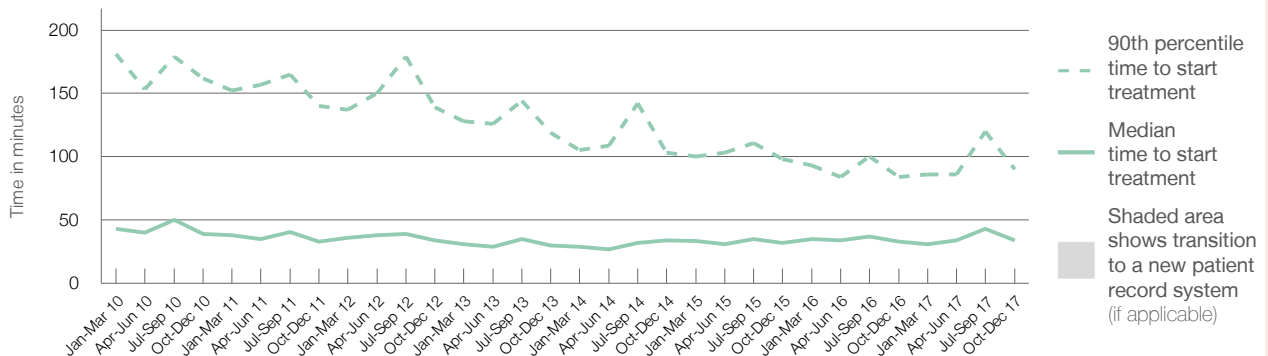
90th percentile time to start treatment<sup>5</sup>  90 minutes

Same period last year	NSW (this period)
1,056	950
33 minutes	23 minutes
84 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment <sup>4</sup> (minutes)	39	33	34	30	34	32	33	34
90th percentile time to start treatment <sup>5</sup> (minutes)	162	140	139	119	103	98	84	90

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## St George Hospital: Time patients spent in the ED

October to December 2017

All presentations:<sup>1</sup> 20,353 patients

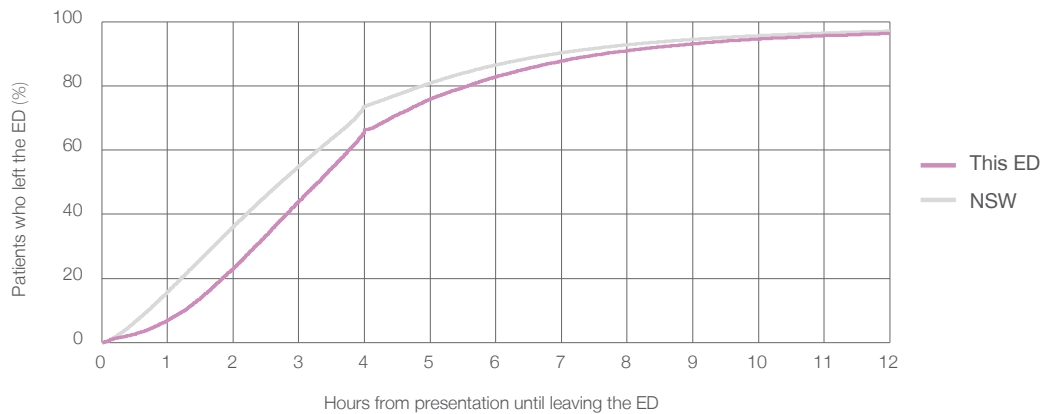
Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,350 patients

Median time spent in the ED<sup>8</sup> 3 hours and 18 minutes

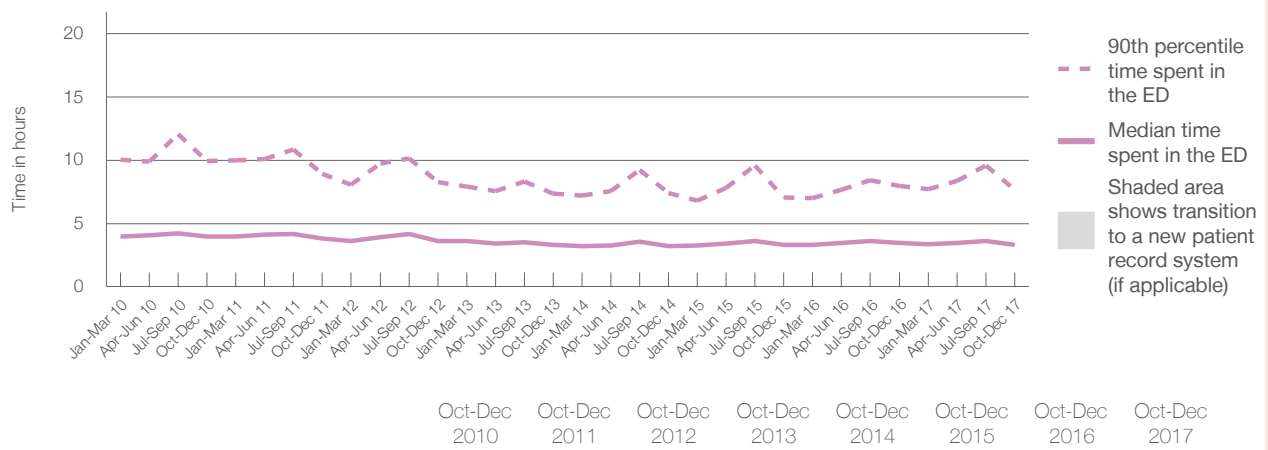
90th percentile time spent in the ED<sup>9</sup> 7 hours and 39 minutes

Same period last year	NSW (this period)
19,717	
19,714	
3 hours and 28 minutes	2 hours and 44 minutes
7 hours and 57 minutes	6 hours and 55 minutes

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡</sup>



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 57m	3h 48m	3h 37m	3h 19m	3h 14m	3h 18m	3h 28m	3h 18m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 55m	8h 55m	8h 16m	7h 22m	7h 23m	7h 4m	7h 57m	7h 39m

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## St George Hospital: Time patients spent in the ED By mode of separation October to December 2017

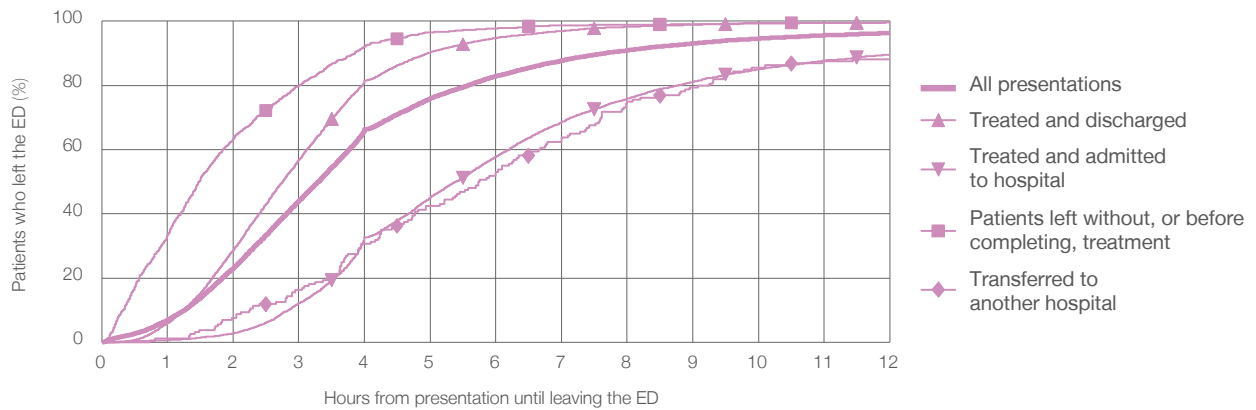
All presentations:<sup>1</sup> 20,353 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 20,350 patients

Treated and discharged	12,207 (60.0%)
Treated and admitted to hospital	6,521 (32.0%)
Patient left without, or before completing, treatment	1,197 (5.9%)
Transferred to another hospital	160 (0.8%)
Other	268 (1.3%)

Same period last year	Change since one year ago
19,714	3.2%
11,234	8.7%
7,199	-9.4%
1,016	17.8%
152	5.3%
116	131.0%

Percentage of patients who left the ED by time and mode of separation, October to December 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	6.0%	28.8%	56.8%	81.6%	94.8%	98.3%	99.3%	99.6%
Treated and admitted to hospital	0.7%	2.8%	12.1%	32.7%	57.9%	75.9%	85.0%	89.6%
Patient left without, or before completing, treatment	33.4%	63.3%	79.9%	92.1%	97.7%	99.0%	99.4%	99.7%
Transferred to another hospital	1.3%	7.5%	16.3%	30.6%	53.1%	75.0%	85.6%	88.1%
All presentations	6.9%	23.1%	44.1%	66.3%	82.9%	91.0%	94.6%	96.3%

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(‡) 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 spent in the ED

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

October to December 2017

All presentations at the emergency department: <sup>1</sup> 20,353 patients

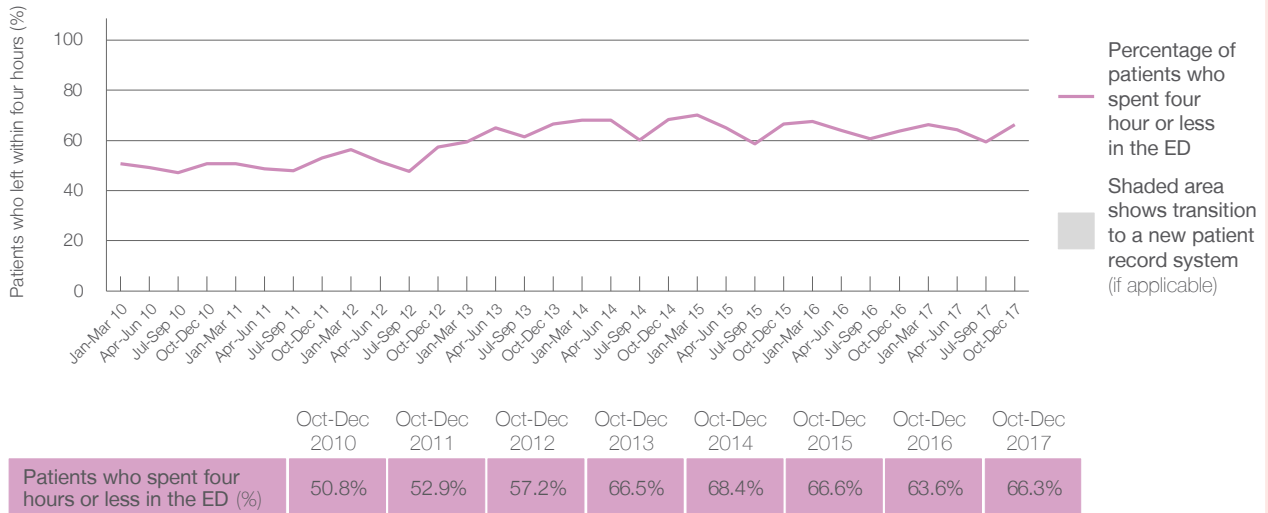
Presentations used to calculate time to leaving the ED: <sup>6</sup> 20,350 patients

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



Same period last year	Change since one year ago
19,717	3.2%
19,714	3.2%
63.6%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).