

St George Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 20,642 patients

Emergency presentations:² 20,460 patients

Same period last year	Change since one year ago
20,352	1%
20,208	1%

St George Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,438 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 9,509 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 72 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,328 patients

Median time to start treatment⁴ 36 minutes
 90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,015 patients

Median time to start treatment⁴ 37 minutes
 90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
2,169	
10 minutes	8 minutes
25 minutes	26 minutes
8,376	
25 minutes	20 minutes
64 minutes	72 minutes
8,129	
32 minutes	26 minutes
82 minutes	104 minutes
1,376	
34 minutes	23 minutes
90 minutes	104 minutes

St George Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 20,635 patients

Percentage of patients who spent four hours or less in the ED 63%

Same period last year	Change since one year ago
20,352	1%
66%	

* 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: October to December 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.

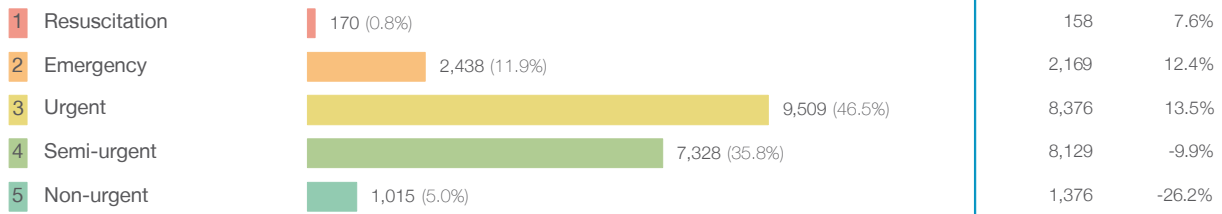
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

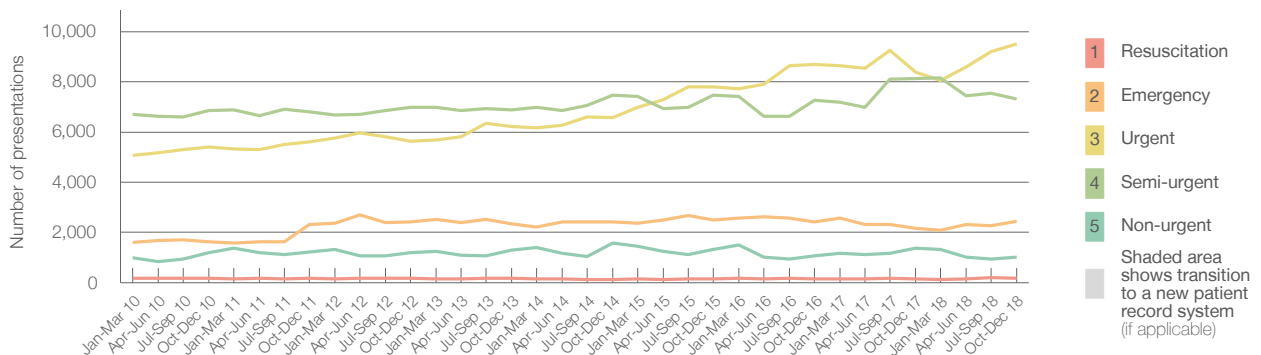
St George Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 20,642 patients

Emergency presentations² by triage category: 20,460 patients



Emergency presentations² by quarter, January 2010 to December 2018 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	166	164	174	171	128	153	152	158	170
Emergency	1,616	2,307	2,422	2,337	2,420	2,504	2,430	2,169	2,438
Urgent	5,403	5,603	5,642	6,223	6,587	7,804	8,702	8,376	9,509
Semi-urgent	6,851	6,802	6,997	6,872	7,462	7,478	7,255	8,129	7,328
Non-urgent	1,193	1,233	1,191	1,293	1,567	1,330	1,056	1,376	1,015
All emergency presentations	15,229	16,109	16,426	16,896	18,164	19,269	19,595	20,208	20,460

St George Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 5,044 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 October to December 2018

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

Number of triage 2 patients: 2,438

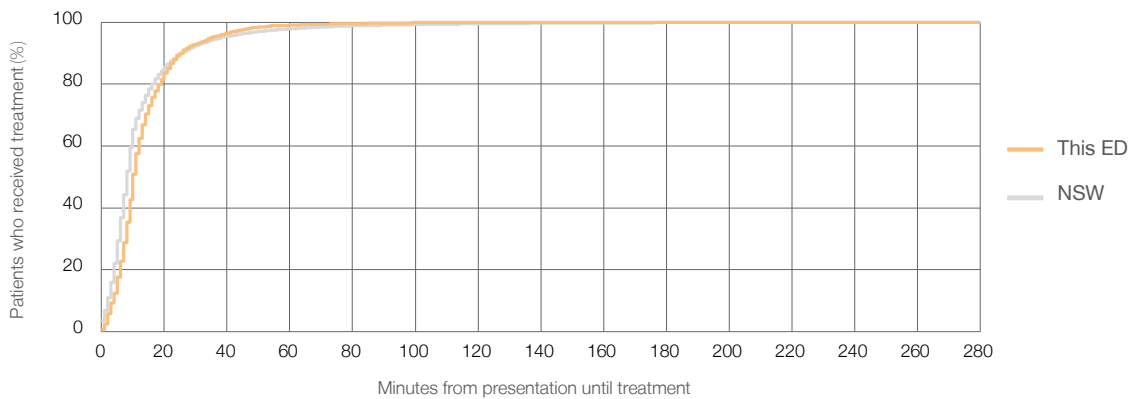
Number of triage 2 patients used to calculate waiting time:³ 2,425

Median time to start treatment⁴ 10 minutes

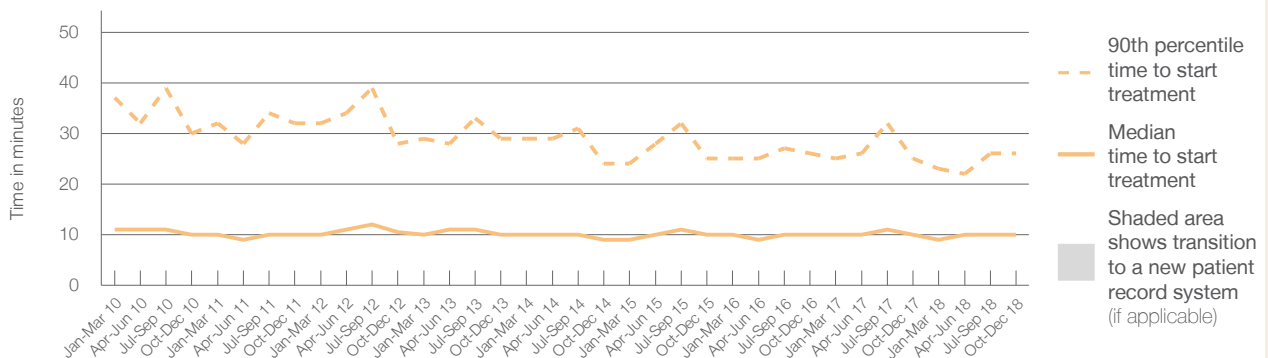
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
2,169	2,159
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	10	10	11	10	9	10	10	10	10
90th percentile time to start treatment ⁵ (minutes)	30	32	28	29	24	25	26	25	26

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St George Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 9,509

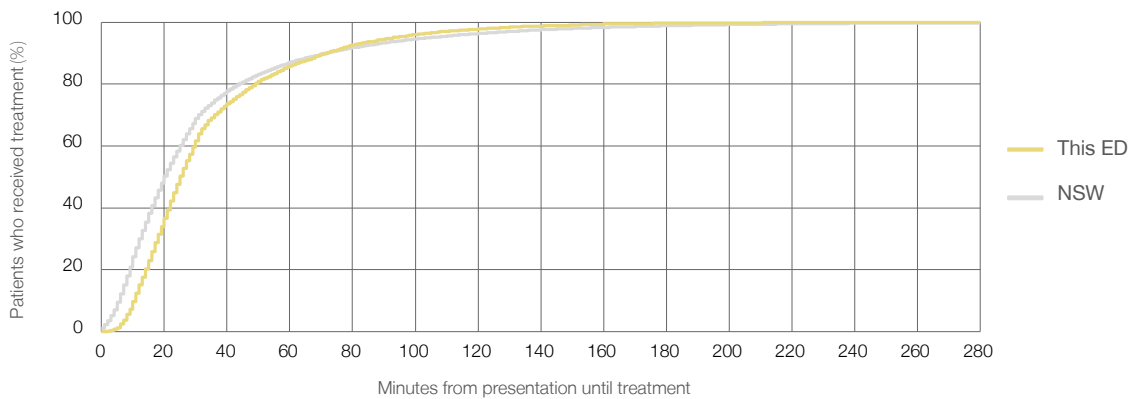
Number of triage 3 patients used to calculate waiting time:³ 9,318

Median time to start treatment⁴ 25 minutes

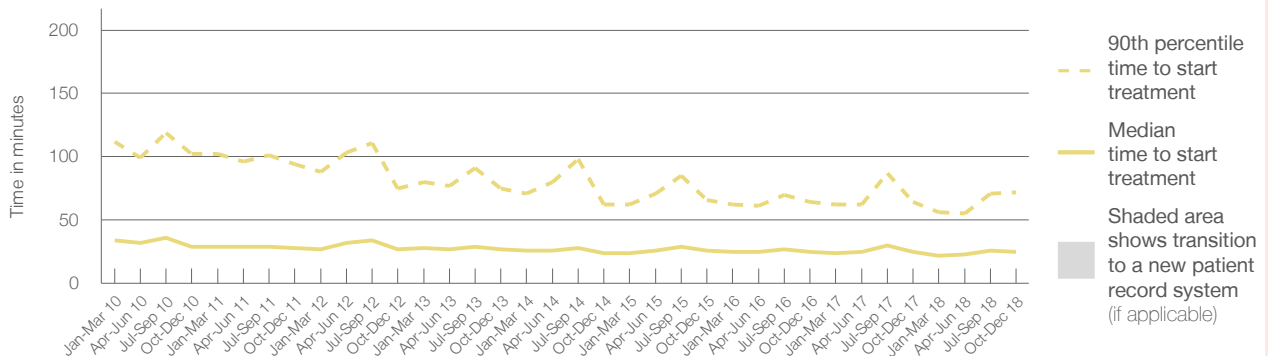
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
8,376	8,247
25 minutes	20 minutes
64 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	29	28	27	27	24	26	25	25	25
90th percentile time to start treatment ⁵ (minutes)	102	94	75	75	62	66	64	64	72

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St George Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 7,328

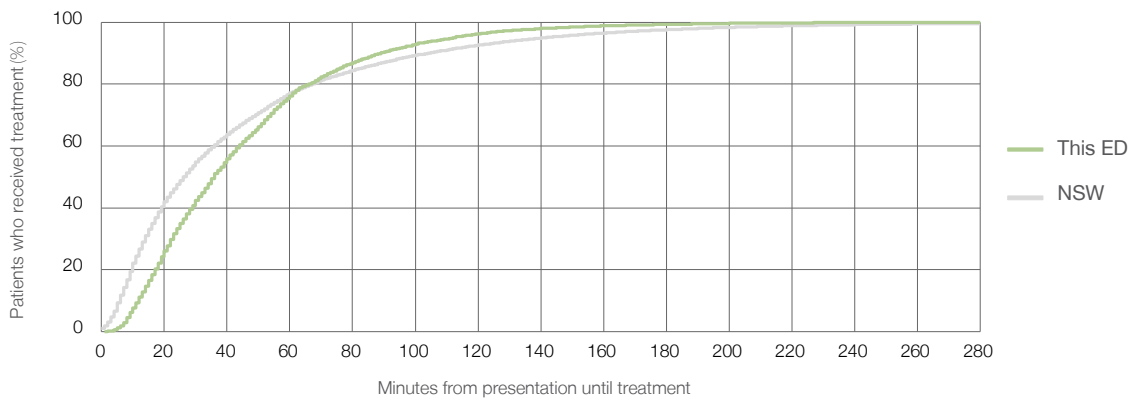
Number of triage 4 patients used to calculate waiting time:³ 7,067

Median time to start treatment⁴ 36 minutes

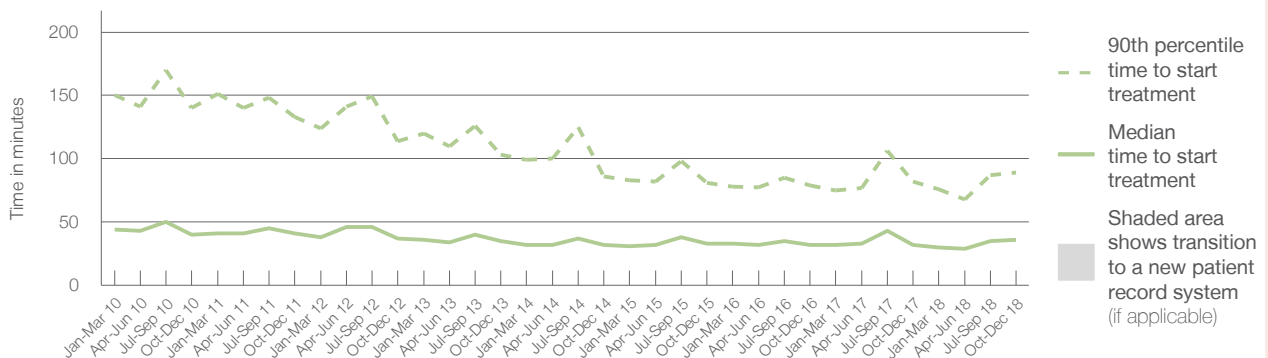
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
8,129	7,881
32 minutes	26 minutes
82 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	40	41	37	35	32	33	32	32	36
90th percentile time to start treatment ⁵ (minutes)	140	133	114	103	86	81	79	82	89

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St George Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 1,015

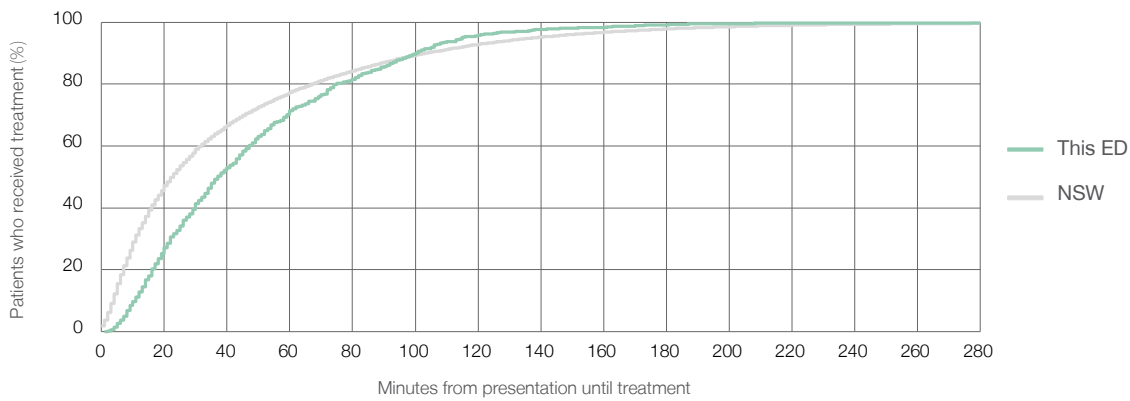
Number of triage 5 patients used to calculate waiting time:³ 855

Median time to start treatment⁴ 37 minutes

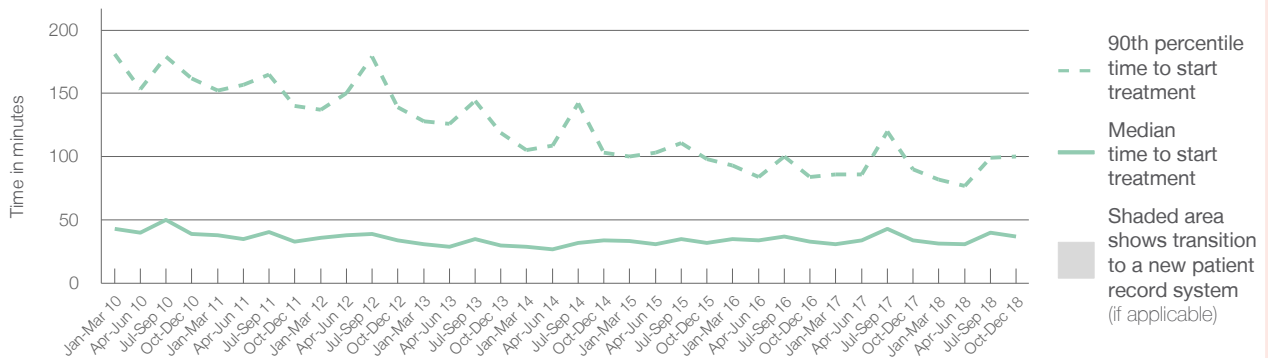
90th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
1,376	1,151
34 minutes	23 minutes
90 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	39	33	34	30	34	32	33	34	37
90th percentile time to start treatment ⁵ (minutes)	162	140	139	119	103	98	84	90	100

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St George Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 20,642 patients

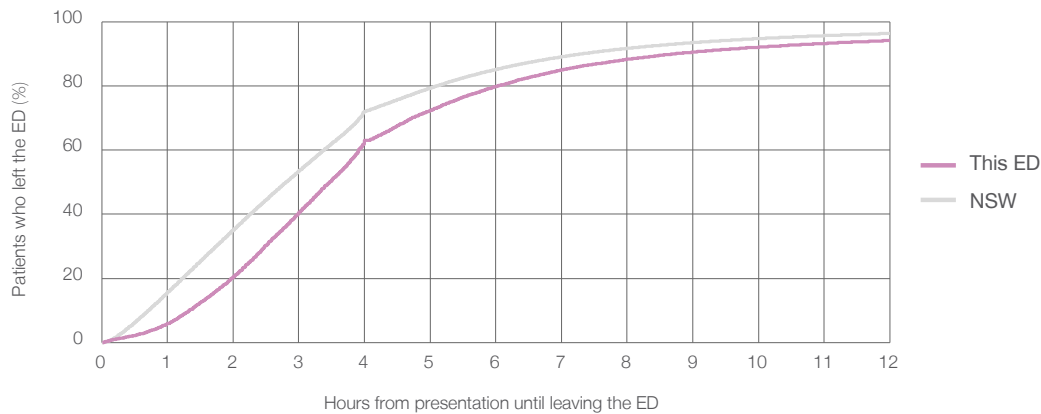
Presentations used to calculate time to leaving the ED:⁶ 20,635 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

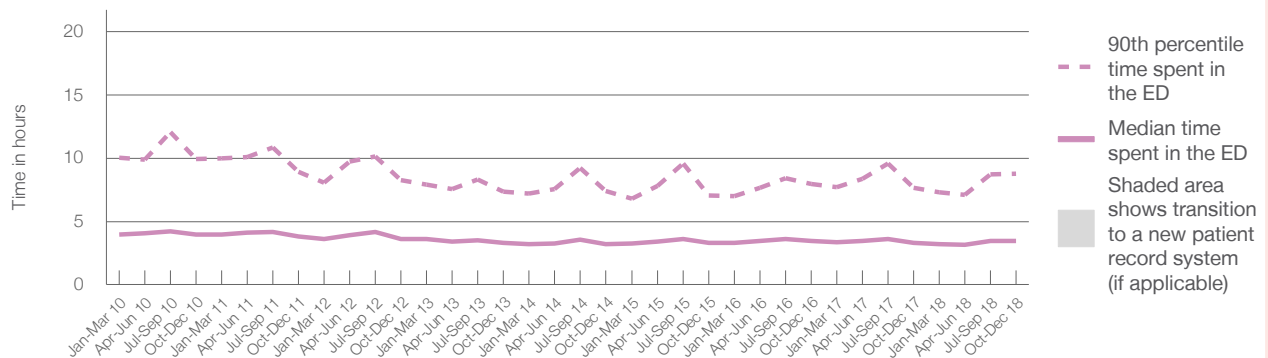
90th percentile time spent in the ED⁹ 8 hours and 45 minutes

Same period last year	NSW (this period)
20,352	20,352
3 hours and 18 minutes	2 hours and 49 minutes
7 hours and 39 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 57m	3h 48m	3h 37m	3h 19m	3h 14m	3h 18m	3h 28m	3h 18m	3h 28m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 55m	8h 55m	8h 16m	7h 22m	7h 23m	7h 4m	7h 57m	7h 39m	8h 45m

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

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St George Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

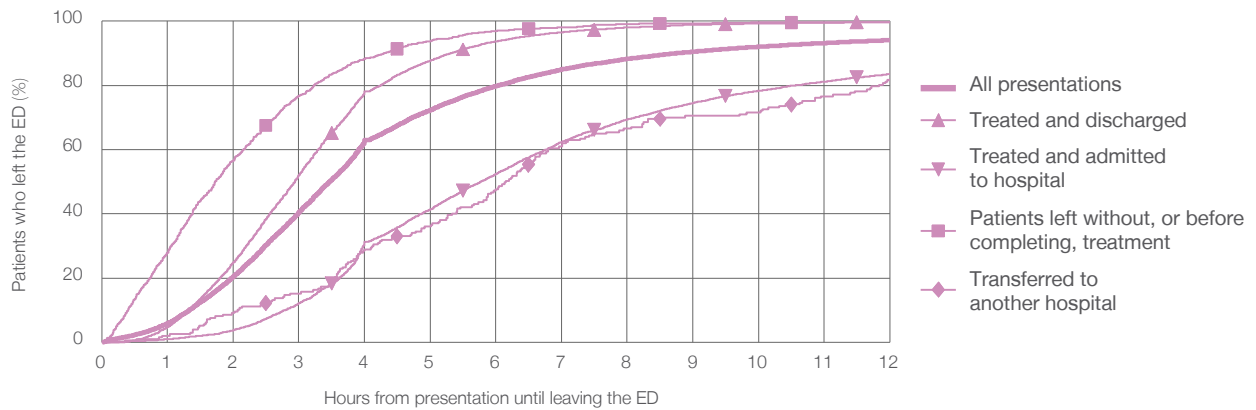
All presentations:¹ 20,642 patients

Presentations used to calculate time to leaving the ED:⁶ 20,635 patients

Treated and discharged	12,006 (58.2%)
Treated and admitted to hospital	6,875 (33.3%)
Patient left without, or before completing, treatment	1,332 (6.5%)
Transferred to another hospital	197 (1.0%)
Other	232 (1.1%)

Same period last year	Change since one year ago
20,352	1%
12,207	-1.6%
6,520	5.4%
1,197	11.3%
160	23.1%
268	-13.4%

Percentage of patients who left the ED by time and mode of separation, October to December 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	4.8%	24.8%	52.1%	78.1%	93.8%	98.0%	99.3%	99.7%
Treated and admitted to hospital	1.0%	3.7%	12.1%	31.3%	52.5%	69.4%	78.3%	83.5%
Patient left without, or before completing, treatment	27.9%	56.7%	76.7%	88.4%	97.0%	99.1%	99.6%	99.8%
Transferred to another hospital	2.0%	9.1%	15.2%	28.9%	47.7%	66.5%	71.6%	81.7%
All presentations	5.9%	20.4%	40.5%	62.9%	79.8%	88.3%	92.0%	94.1%

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St George Hospital: Time spent in the ED

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

October to December 2018

All presentations at the emergency department: ¹ 20,642 patients

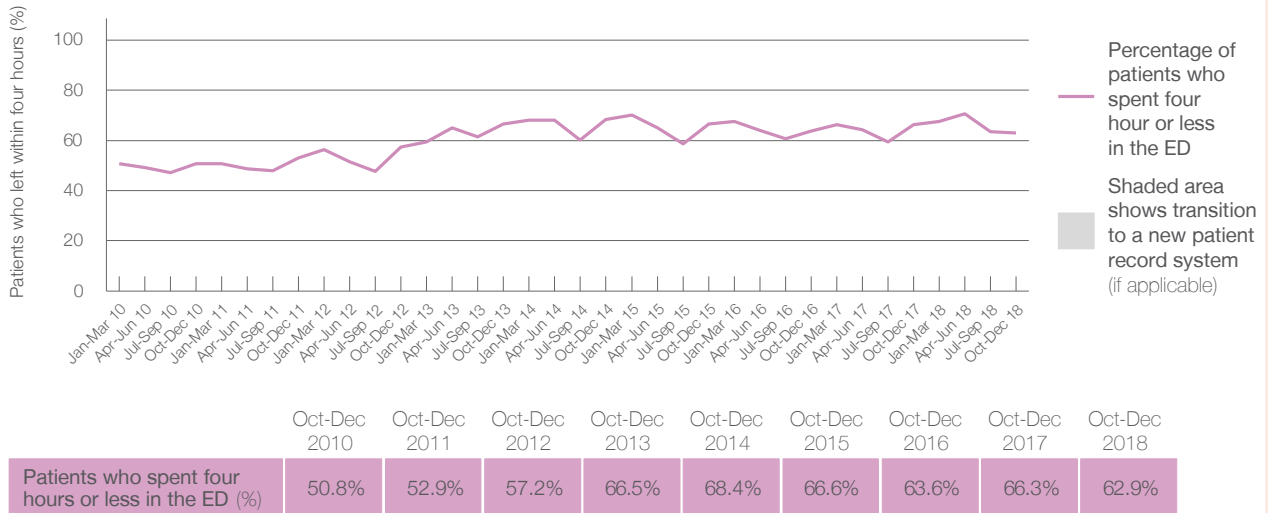
Presentations used to calculate time to leaving the ED: ⁶ 20,635 patients

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



Same period last year	Change since one year ago
20,352	1%
20,352	1%
66.3%	

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



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

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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*.

- 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: October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).