

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

April to June 2018

All presentations:<sup>1</sup> 19,707 patients



Emergency presentations:<sup>2</sup> 19,548 patients

Same period last year	Change since one year ago
19,248	2%
19,134	2%



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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,324 patients

Median time to start treatment<sup>4</sup>  10 minutes  
90th percentile time to start treatment<sup>5</sup>  22 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 8,602 patients

Median time to start treatment<sup>4</sup>  23 minutes  
90th percentile time to start treatment<sup>5</sup>  55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 7,441 patients

Median time to start treatment<sup>4</sup>  29 minutes  
90th percentile time to start treatment<sup>5</sup>  68 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,028 patients

Median time to start treatment<sup>4</sup>  31 minutes  
90th percentile time to start treatment<sup>5</sup>  77 minutes

Same period last year	NSW (this period)
2,312	
10 minutes	8 minutes
26 minutes	24 minutes
8,543	
25 minutes	19 minutes
62 minutes	63 minutes
6,996	
33 minutes	24 minutes
77 minutes	95 minutes
1,126	
34 minutes	21 minutes
86 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,702 patients

Percentage of patients who spent four hours or less in the ED  71%

Same period last year	Change since one year ago
19,247	2%
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.

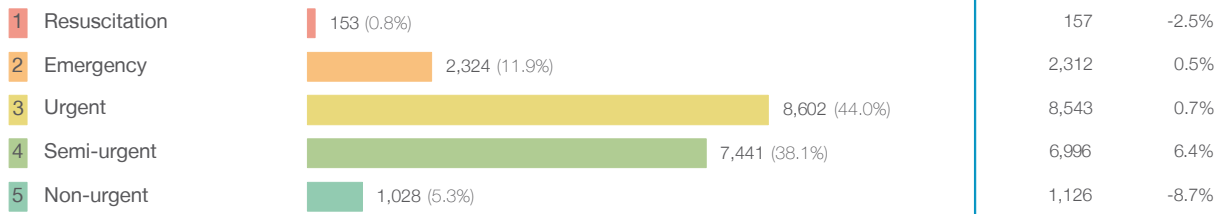
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## St George Hospital: Patients presenting to the emergency department

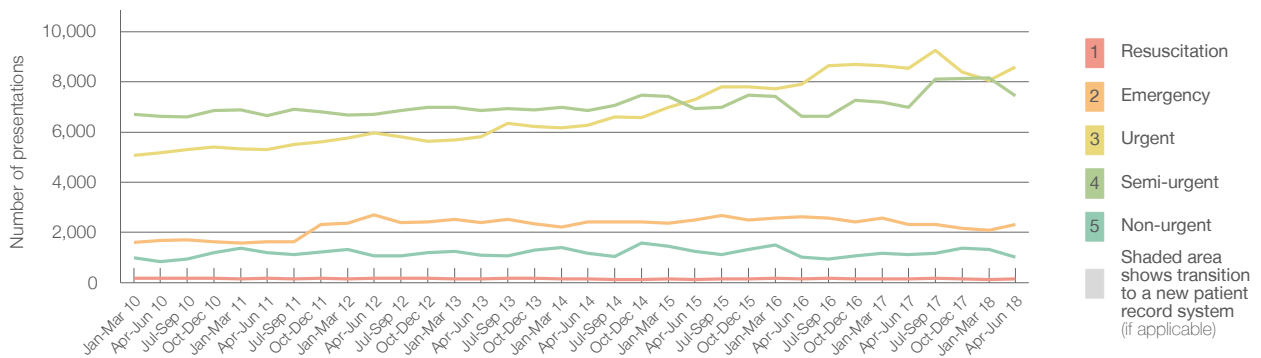
April to June 2018

All presentations:<sup>1</sup> 19,707 patients

Emergency presentations<sup>2</sup> by triage category: 19,548 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



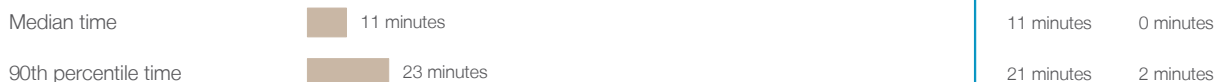
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	175	183	173	152	141	136	146	157	153
Emergency	1,688	1,627	2,707	2,390	2,411	2,505	2,617	2,312	2,324
Urgent	5,169	5,302	5,965	5,800	6,265	7,298	7,890	8,543	8,602
Semi-urgent	6,640	6,660	6,711	6,852	6,849	6,943	6,627	6,996	7,441
Non-urgent	850	1,203	1,062	1,097	1,166	1,243	1,018	1,126	1,028
All emergency presentations	14,522	14,975	16,618	16,291	16,832	18,125	18,298	19,134	19,548

## St George Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 4,970 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

April to June 2018

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

Number of triage 2 patients: 2,324

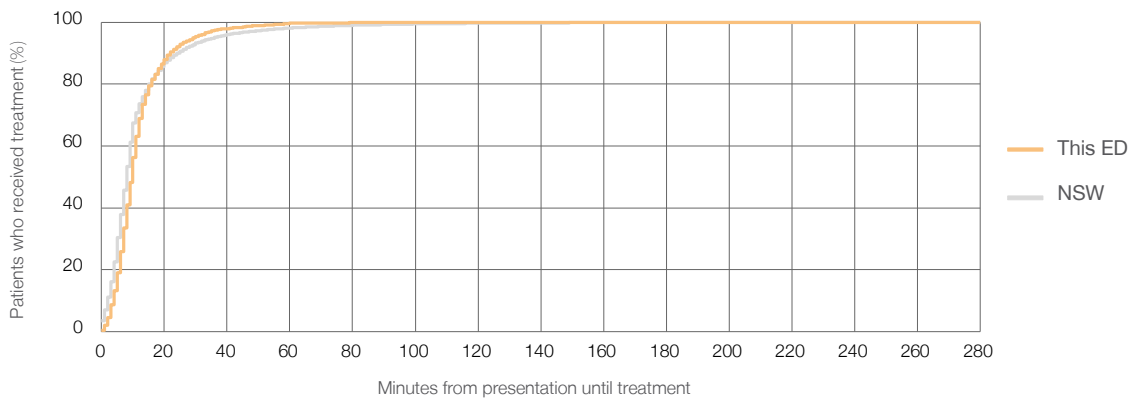
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,317

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

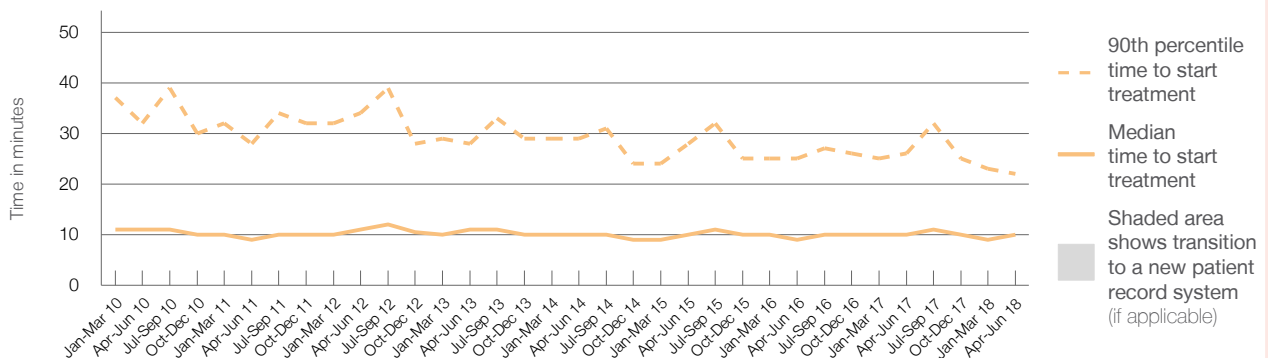
90th percentile time to start treatment<sup>5</sup>  22 minutes

Same period last year	NSW (this period)
2,312	
2,307	
10 minutes	8 minutes
26 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	11	9	11	11	10	10	9	10	10
90th percentile time to start treatment <sup>5</sup> (minutes)	32	28	34	28	29	28	25	26	22

(†) 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 3

April to June 2018

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

Number of triage 3 patients: 8,602

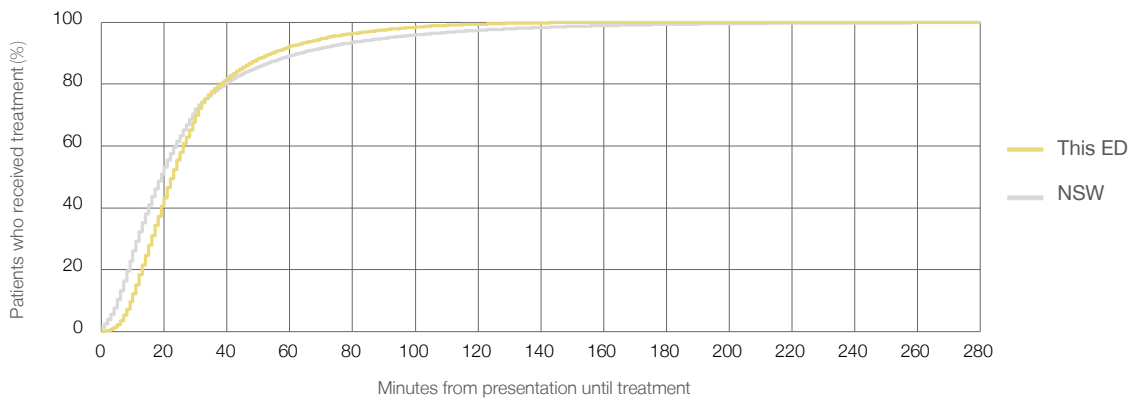
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 8,462

Median time to start treatment<sup>4</sup> 23 minutes

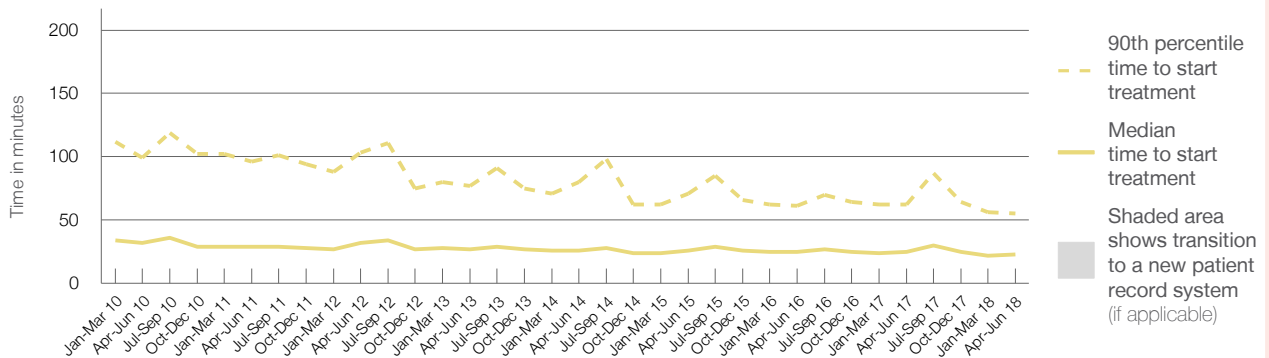
90th percentile time to start treatment<sup>5</sup> 55 minutes

Same period last year	NSW (this period)
8,543	
8,429	
25 minutes	19 minutes
62 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	32	29	32	27	26	26	25	25	23
90th percentile time to start treatment <sup>5</sup> (minutes)	99	96	103	77	80	71	61	62	55

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

April to June 2018

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

Number of triage 4 patients: 7,441

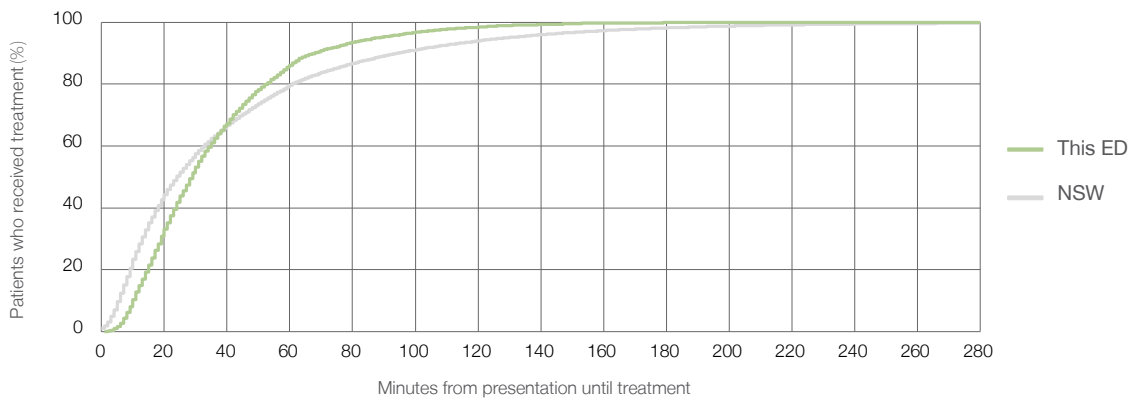
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,259

Median time to start treatment<sup>4</sup> 29 minutes

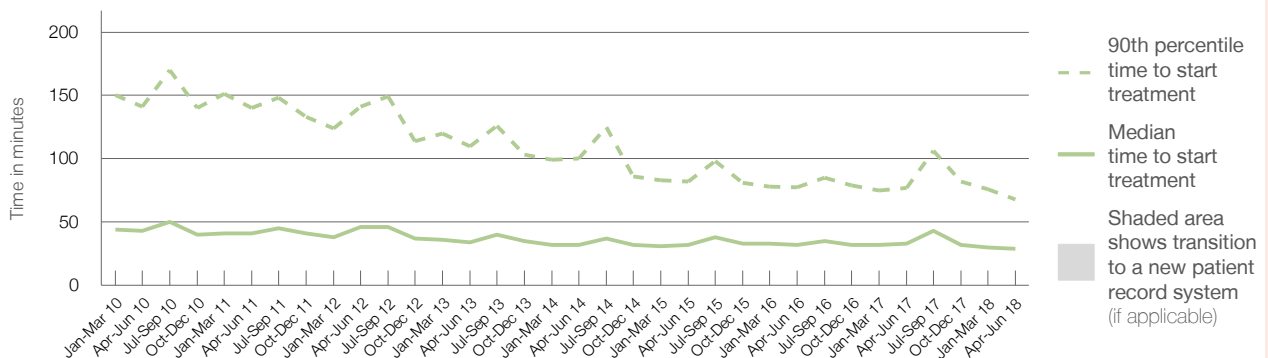
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
6,996	
6,791	
33 minutes	24 minutes
77 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	43	41	46	34	32	32	32	33	29
90th percentile time to start treatment <sup>5</sup> (minutes)	141	140	141	110	100	82	78	77	68

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

April to June 2018

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

Number of triage 5 patients: 1,028

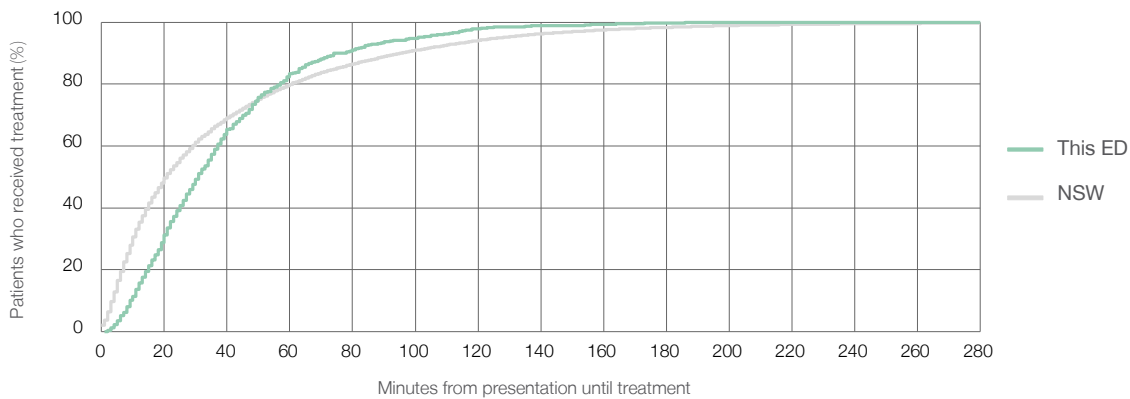
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 880

Median time to start treatment<sup>4</sup>  31 minutes

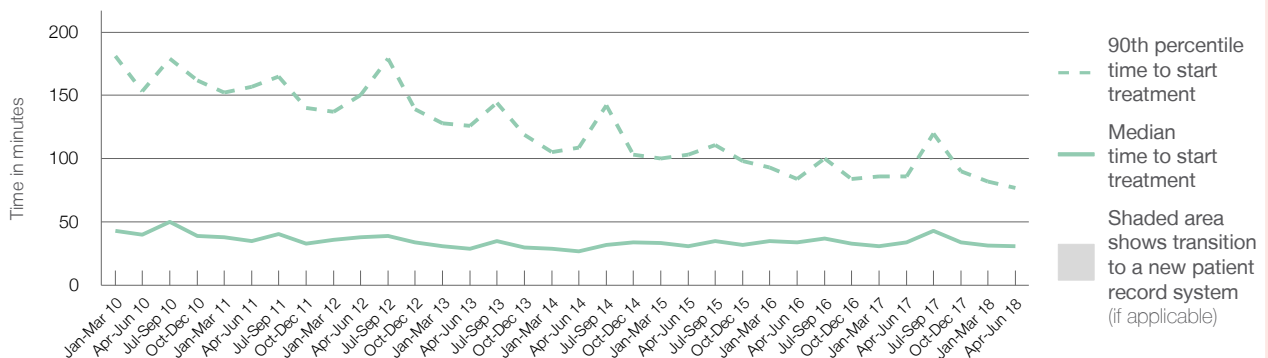
90th percentile time to start treatment<sup>5</sup>  77 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,126	952
Median time to start treatment <sup>4</sup>	34 minutes	21 minutes
90th percentile time to start treatment <sup>5</sup>	86 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	40	35	38	29	27	31	34	34	31
90th percentile time to start treatment <sup>5</sup> (minutes)	153	157	150	126	109	103	84	86	77

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

April to June 2018

All presentations:<sup>1</sup> 19,707 patients

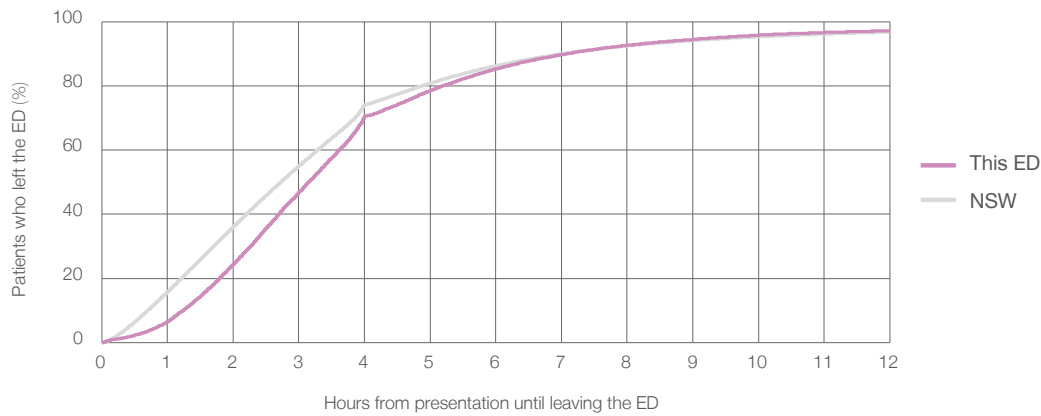
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,702 patients

Median time spent in the ED<sup>8</sup> 3 hours and 9 minutes

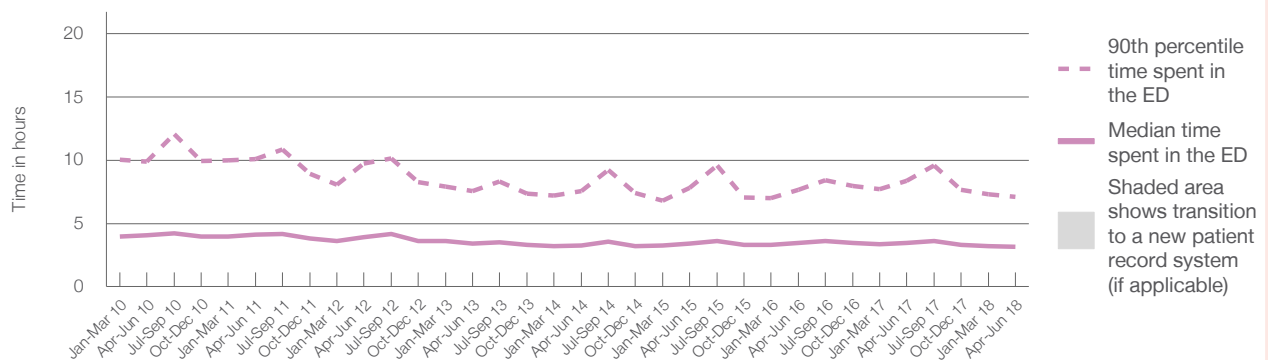
90th percentile time spent in the ED<sup>9</sup> 7 hours and 6 minutes

Same period last year	NSW (this period)
19,248	19,247
3 hours and 28 minutes	2 hours and 44 minutes
8 hours and 22 minutes	7 hours and 1 minutes

### Percentage of patients who left the ED by time, April to June 2018



### Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	4h 4m	4h 6m	3h 56m	3h 24m	3h 16m	3h 24m	3h 27m	3h 28m	3h 9m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 54m	10h 5m	9h 43m	7h 33m	7h 34m	7h 50m	7h 38m	8h 22m	7h 6m

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**St George Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

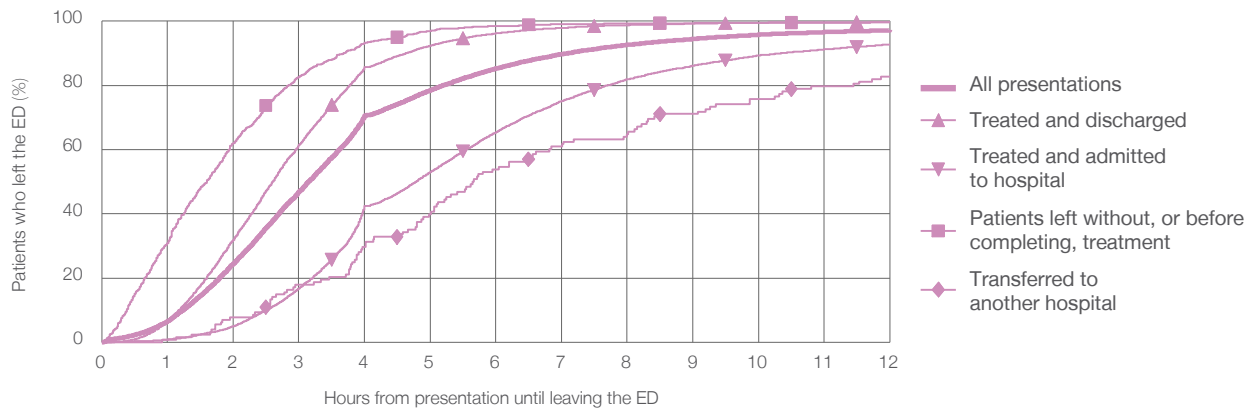
All presentations:<sup>1</sup> 19,707 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,702 patients

Treated and discharged	11,468 (58.2%)
Treated and admitted to hospital	6,893 (35.0%)
Patient left without, or before completing, treatment	965 (4.9%)
Transferred to another hospital	128 (0.6%)
Other	253 (1.3%)

Same period last year	Change since one year ago
19,247	2%
11,252	1.9%
6,577	4.8%
950	1.6%
232	-44.8%
237	6.8%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<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	6.4%	31.9%	61.3%	85.7%	96.2%	98.8%	99.6%	99.8%
Treated and admitted to hospital	0.8%	5.0%	16.8%	42.4%	65.4%	81.9%	89.4%	92.8%
Patient left without, or before completing, treatment	30.9%	62.1%	82.6%	93.3%	98.4%	99.4%	99.6%	99.7%
Transferred to another hospital	0.8%	7.8%	18.0%	29.7%	53.9%	64.8%	75.8%	82.8%
All presentations	6.5%	24.4%	46.8%	70.7%	85.3%	92.7%	95.8%	97.2%

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## St George Hospital: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 19,707 patients

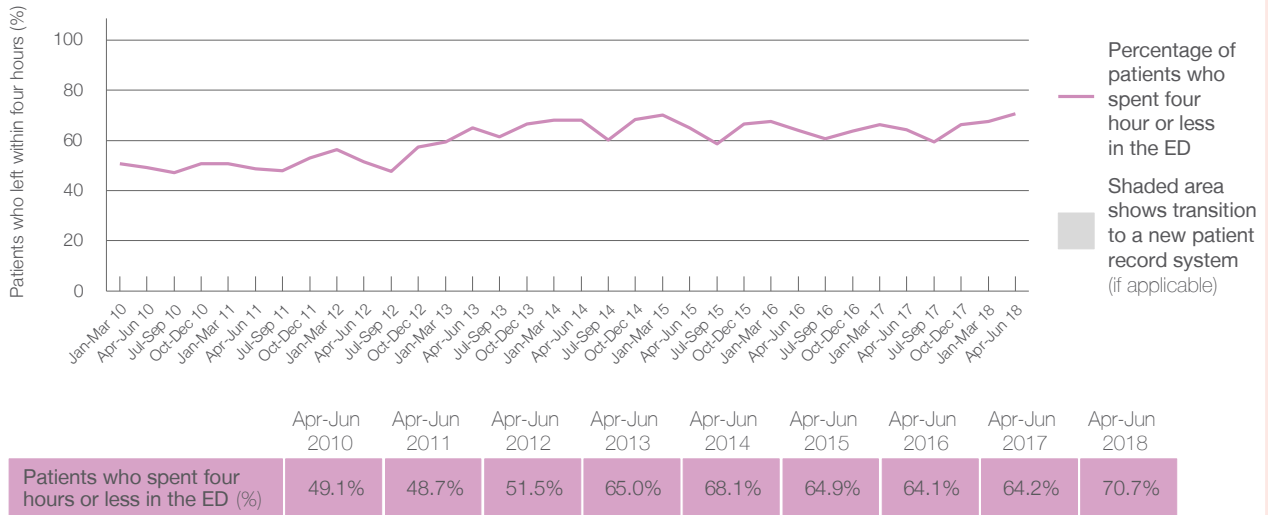
Presentations used to calculate time to leaving the ED: <sup>6</sup> 19,702 patients

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	19,248	2%
Presentations used to calculate time to leaving the ED	19,247	2%
Percentage of patients who spent four hours or less in the ED	64.2%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <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, 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 18 July 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).