

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 19,828 patients

Emergency presentations:² 19,725 patients

Same period last year	Change since one year ago
19,524	1.6%
19,390	1.7%

St George Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,581 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 8,649 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,176 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 75 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,177 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
2,571	
10 minutes	8 minutes
25 minutes	26 minutes
7,728	
25 minutes	20 minutes
62 minutes	69 minutes
7,419	
33 minutes	26 minutes
78 minutes	101 minutes
1,489	
35 minutes	23 minutes
93 minutes	104 minutes

St George Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 19,822 patients

Percentage of patients who spent four hours or less in the ED 66.4%

Same period last year	Change since one year ago
19,524	1.5%
67.6%	

* 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.

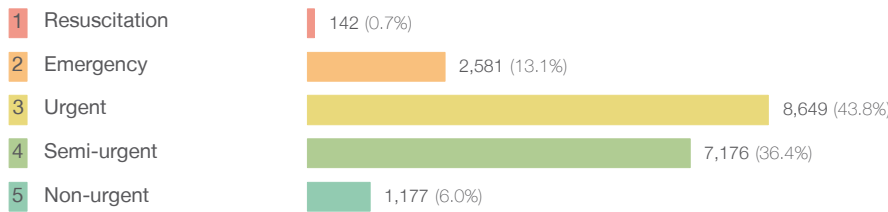
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Patients presenting to the emergency department January to March 2017

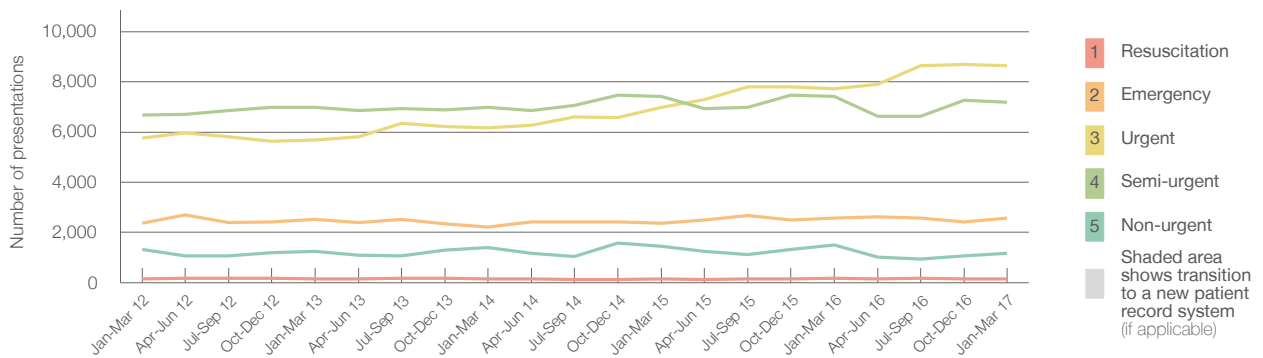
All presentations:¹ 19,828 patients

Emergency presentations² by triage category: 19,725 patients



Same period last year	Change since one year ago
19,524	1.6%
19,390	1.7%
183	-22.4%
2,571	0.4%
7,728	11.9%
7,419	-3.3%
1,489	-21.0%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	151	157	138	143	183	142
Emergency	2,371	2,521	2,224	2,357	2,571	2,581
Urgent	5,749	5,693	6,160	6,972	7,728	8,649
Semi-urgent	6,681	6,977	6,983	7,424	7,419	7,176
Non-urgent	1,332	1,257	1,393	1,454	1,489	1,177
All emergency presentations	16,284	16,605	16,898	18,350	19,390	19,725

St George Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 5,031 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,816	
10 minutes	0 minutes
18 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.

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St George Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

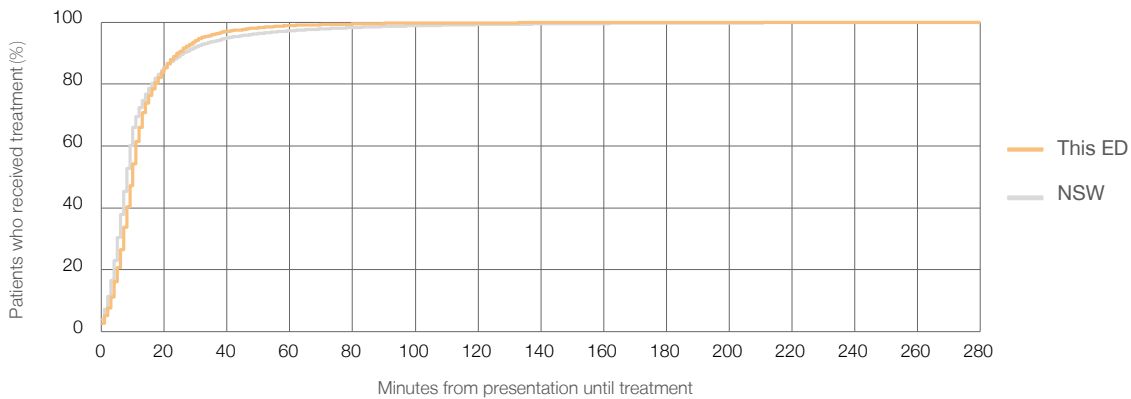
Number of triage 2 patients: 2,581

Number of triage 2 patients used to calculate waiting time:³ 2,566

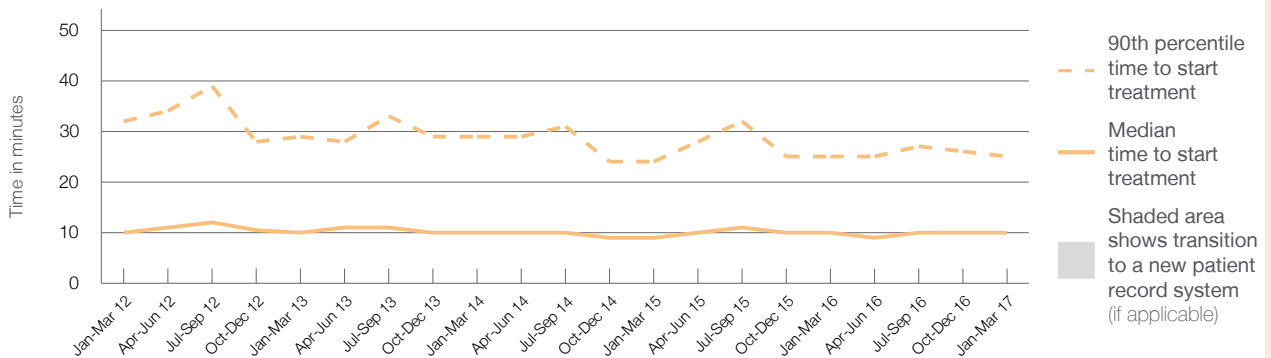
Median time to start treatment⁴ ■ 10 minutes
90th percentile time to start treatment⁵ ■ 25 minutes

Same period last year	NSW (this period)
2,571	
2,566	
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	10	10	10	9	10	10
90th percentile time to start treatment ⁵ (minutes)	32	29	29	24	25	25

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 8,649

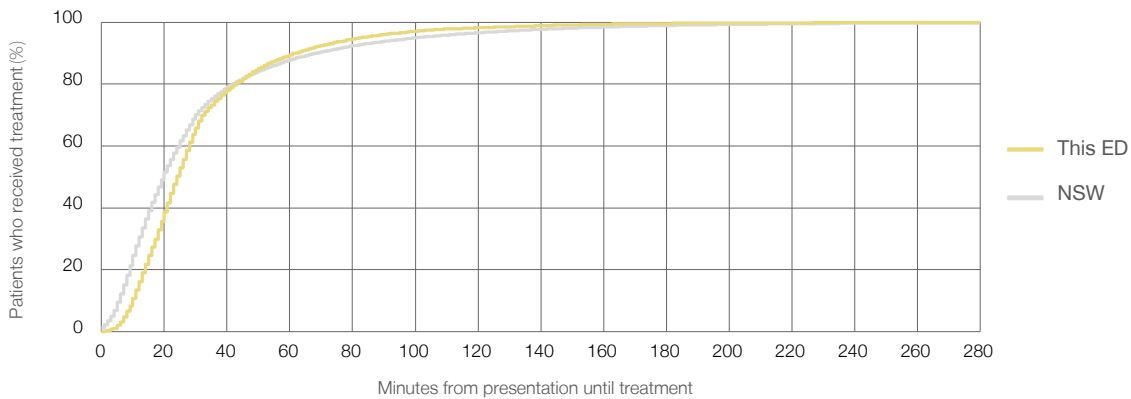
Number of triage 3 patients used to calculate waiting time:³ 8,526

Median time to start treatment⁴ 24 minutes

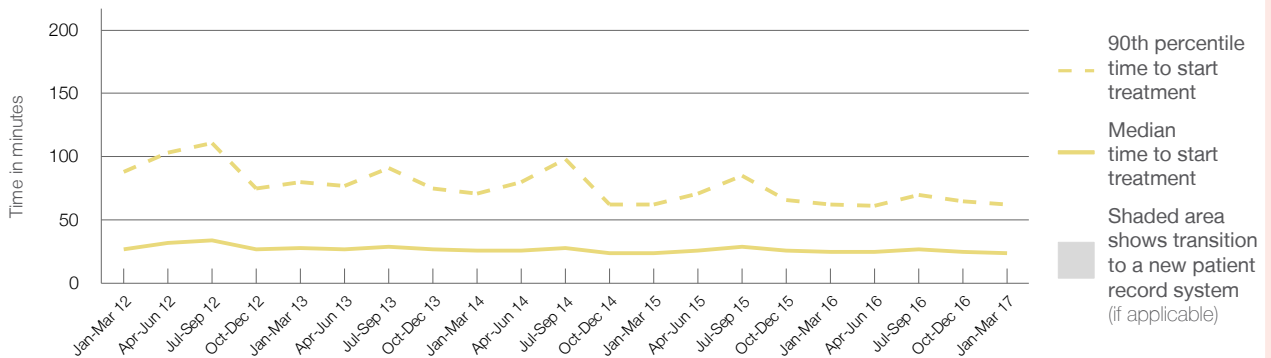
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
7,728	
7,660	
25 minutes	20 minutes
62 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	27	28	26	24	25	24
90th percentile time to start treatment ⁵ (minutes)	88	80	71	62	62	62

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 7,176

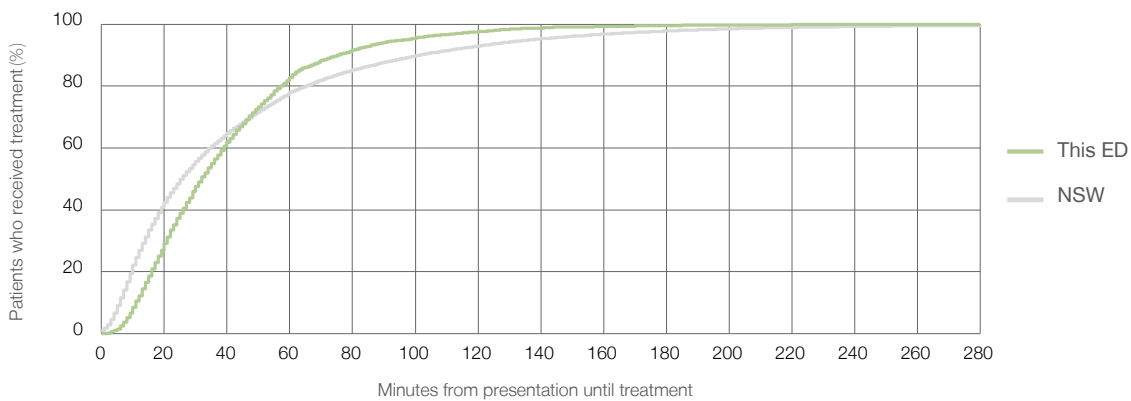
Number of triage 4 patients used to calculate waiting time:³ 6,945

Median time to start treatment⁴ 32 minutes

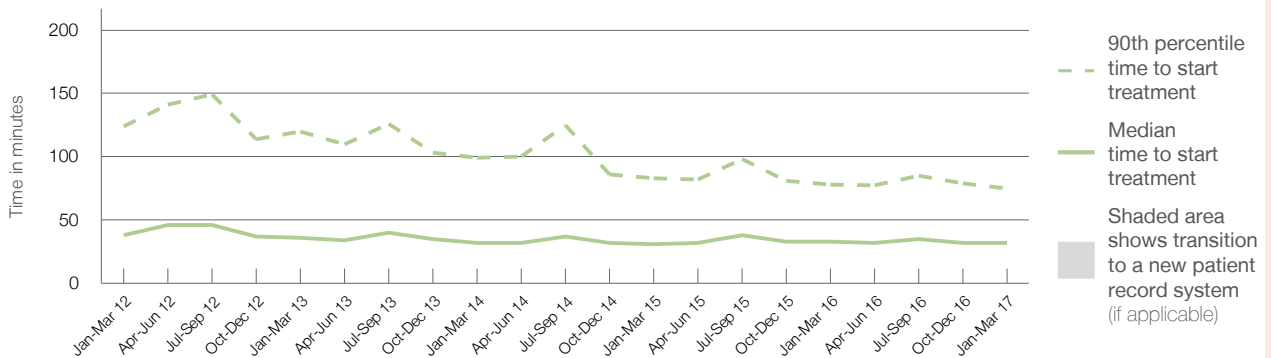
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
7,419	
7,254	
33 minutes	26 minutes
78 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	38	36	32	31	33	32
90th percentile time to start treatment ⁵ (minutes)	124	120	99	83	78	75

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,177

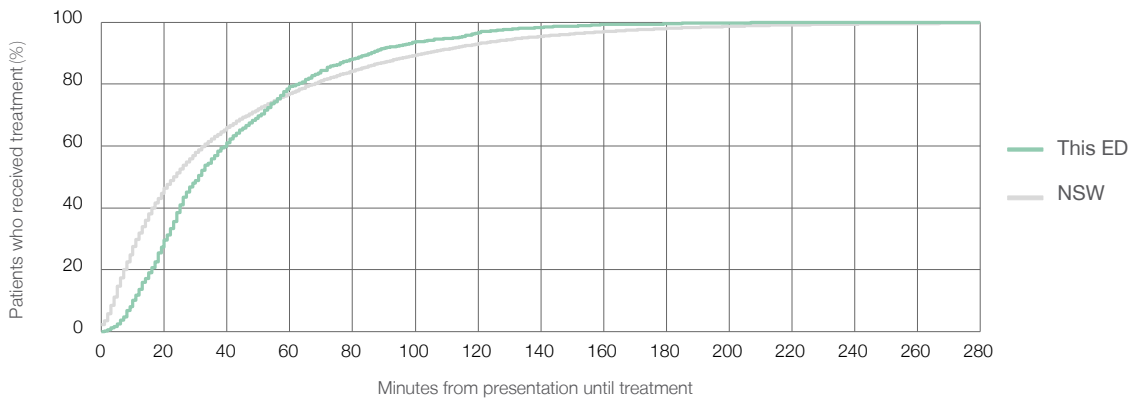
Number of triage 5 patients used to calculate waiting time:³ 992

Median time to start treatment⁴ 31 minutes

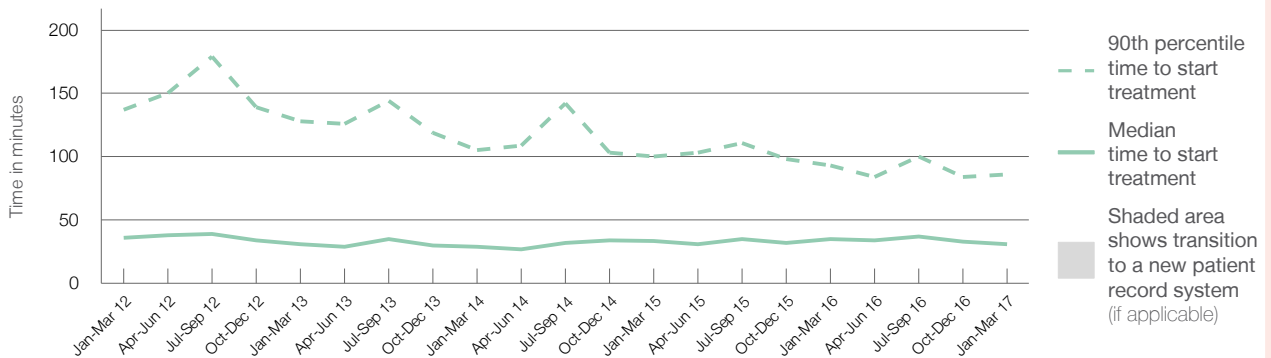
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
1,489	
1,365	
35 minutes	23 minutes
93 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	36	31	29	34	35	31
90th percentile time to start treatment ⁵ (minutes)	137	128	105	100	93	86

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 19,828 patients

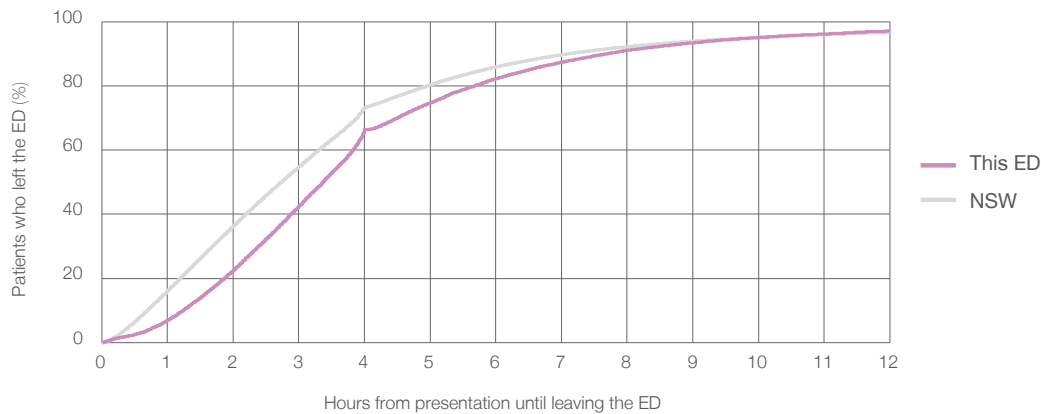
Presentations used to calculate time to leaving the ED:⁶ 19,822 patients

Median time spent in the ED⁸ 3 hours and 22 minutes

90th percentile time spent in the ED⁹ 7 hours and 42 minutes

Same period last year	NSW (this period)
19,524	19,524
3 hours and 19 minutes	2 hours and 44 minutes
6 hours and 59 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 37m	3h 37m	3h 14m	3h 15m	3h 19m	3h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 4m	7h 55m	7h 12m	6h 49m	6h 59m	7h 42m

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St George Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

All presentations:¹ 19,828 patients

Presentations used to calculate time to leaving the ED:⁶ 19,822 patients

Treated and discharged 11,124 (56.1%)

Treated and admitted to hospital 7,187 (36.2%)

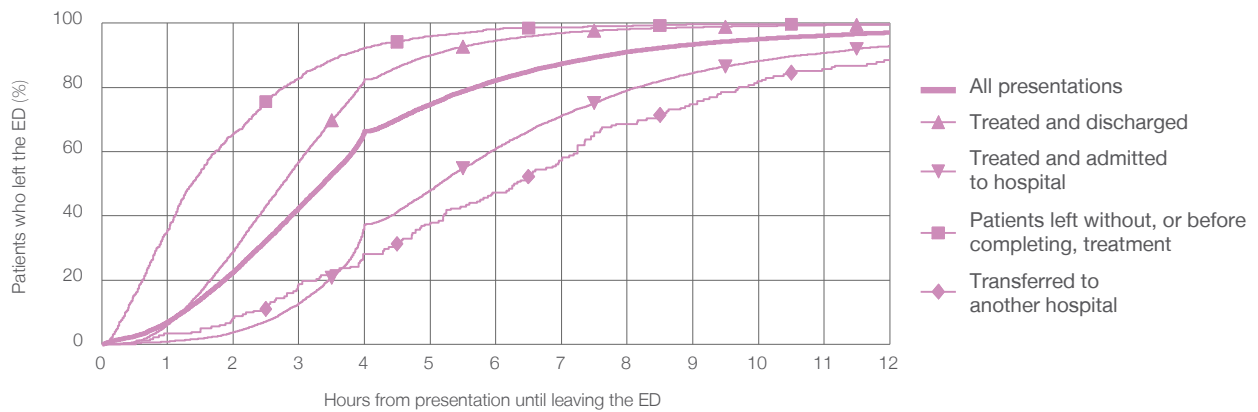
Patient left without, or before completing, treatment 1,076 (5.4%)

Transferred to another hospital 182 (0.9%)

Other 259 (1.3%)

Same period last year	Change since one year ago
19,524	1.5%
11,638	-4.4%
6,577	9.3%
1,120	-3.9%
144	26.4%
45	475.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017^{††}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	6.1%	29.0%	56.9%	82.5%	94.6%	98.2%	99.1%	99.6%
Treated and admitted to hospital	0.8%	3.7%	12.7%	37.3%	61.0%	79.1%	88.2%	92.9%
Patient left without, or before completing, treatment	35.5%	65.6%	82.8%	92.4%	98.1%	99.2%	99.7%	99.7%
Transferred to another hospital	3.3%	8.2%	18.7%	28.0%	47.3%	68.7%	81.9%	88.5%
All presentations	6.9%	22.5%	42.5%	66.4%	82.2%	91.1%	95.1%	97.1%

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St George Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 19,828 patients

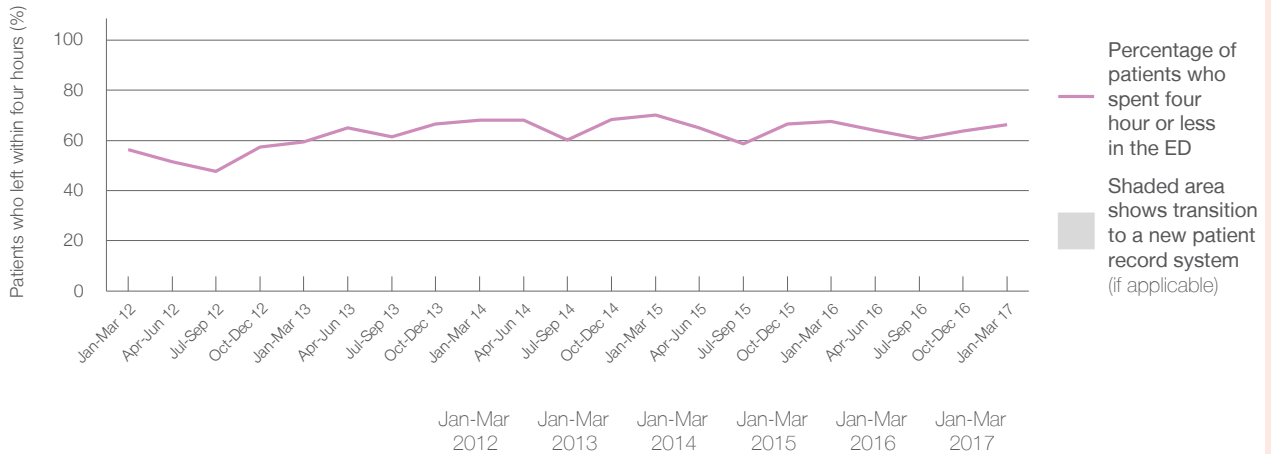
Presentations used to calculate time to leaving the ED:⁶ 19,822 patients

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: ¹	19,524	1.6%
Presentations used to calculate time to leaving the ED: ⁶	19,524	1.5%
Percentage of patients who spent four hours or less in the ED	67.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	56.4%	59.4%	68.0%	70.0%	67.6%	66.4%

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

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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 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 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).