

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

January to March 2018

All presentations:<sup>1</sup> 19,926 patients

Emergency presentations:<sup>2</sup> 19,749 patients

Same period last year	Change since one year ago
19,828	0%
19,726	0%

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

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,092 patients

Median time to start treatment<sup>4</sup> 9 minutes  
90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 8,062 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 56 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,150 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,330 patients

Median time to start treatment<sup>4</sup> 32 minutes  
90th percentile time to start treatment<sup>5</sup> 82 minutes

Same period last year	NSW (this period)
2,581	
10 minutes	8 minutes
25 minutes	23 minutes
8,650	
24 minutes	20 minutes
62 minutes	65 minutes
7,176	
32 minutes	25 minutes
75 minutes	98 minutes
1,177	
31 minutes	22 minutes
86 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 19,924 patients

Percentage of patients who spent four hours or less in the ED 67%

Same period last year	Change since one year ago
19,824	1%
66%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. 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.

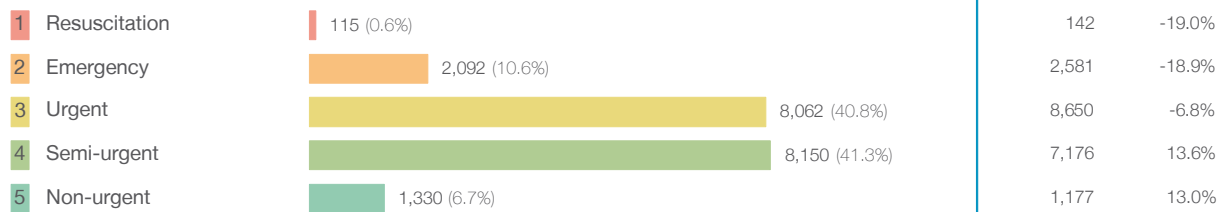
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

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

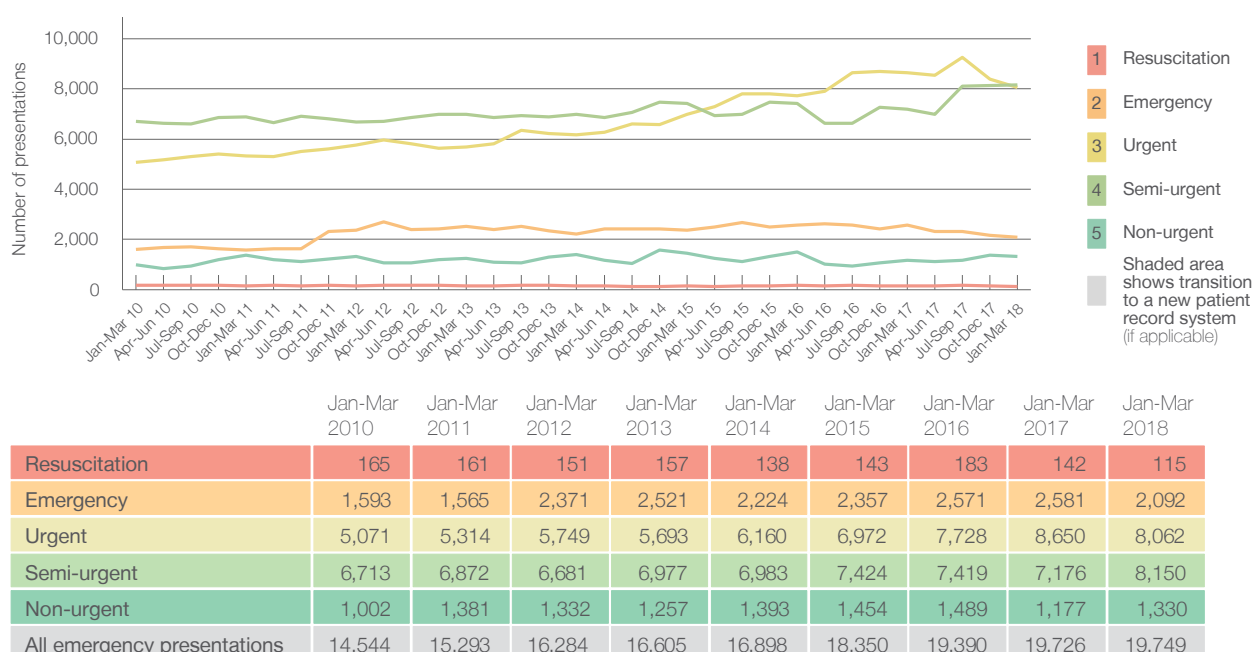
January to March 2018

All presentations:<sup>1</sup> 19,926 patients

Emergency presentations<sup>2</sup> by triage category: 19,749 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## St George Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 4,813 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

January to March 2018

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

Number of triage 2 patients: 2,092

Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 2,083

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

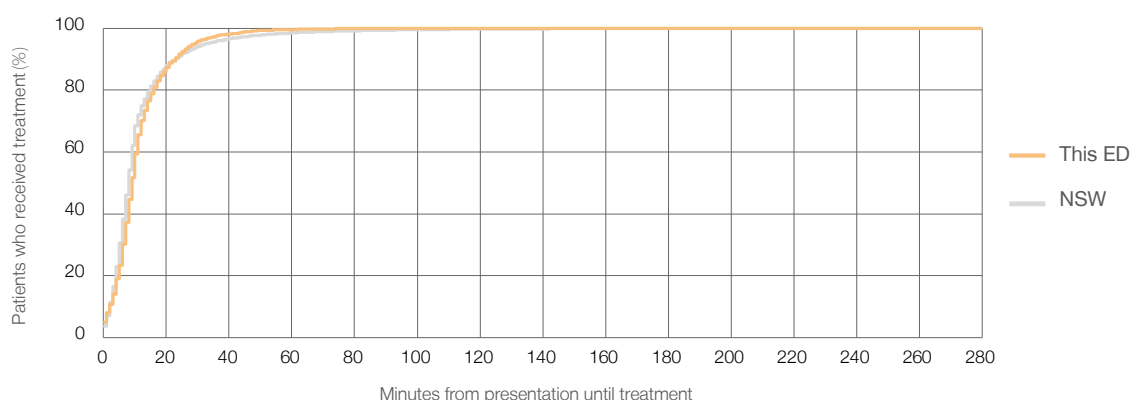
9 minutes

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

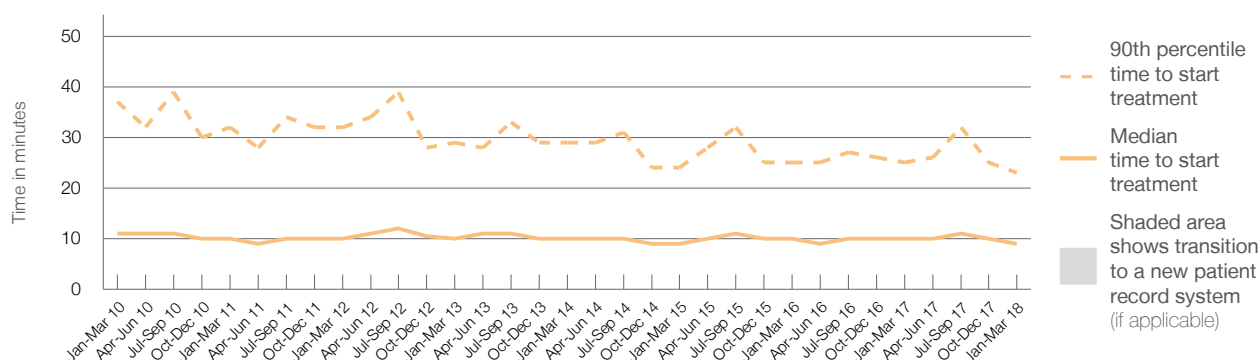
23 minutes

Same period last year	NSW (this period)
2,581	
2,567	
10 minutes	8 minutes
25 minutes	23 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	11	10	10	10	10	9	10	10	9
90th percentile time to start treatment <sup>5</sup> (minutes)	37	32	32	29	29	24	25	25	23

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

January to March 2018

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

Number of triage 3 patients: 8,062

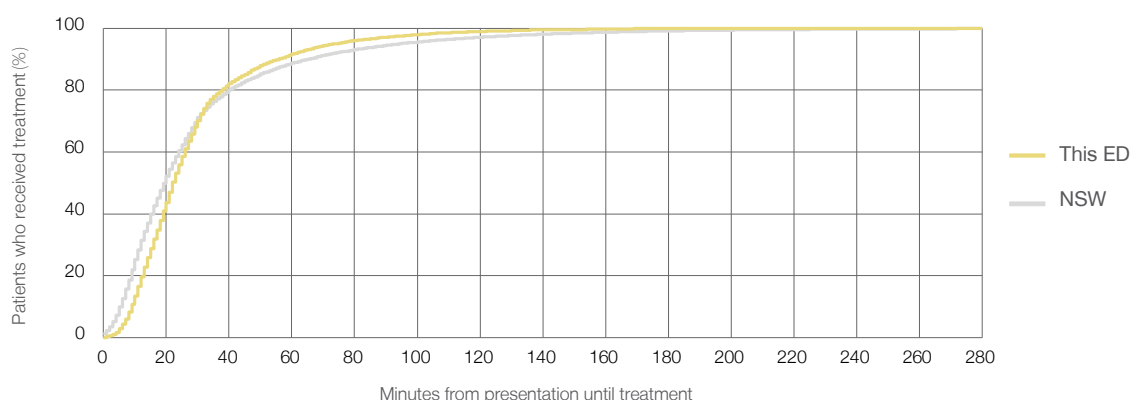
Number of triage 3 patients used to calculate waiting time: <sup>3</sup> 7,904

Median time to start treatment <sup>4</sup> 22 minutes

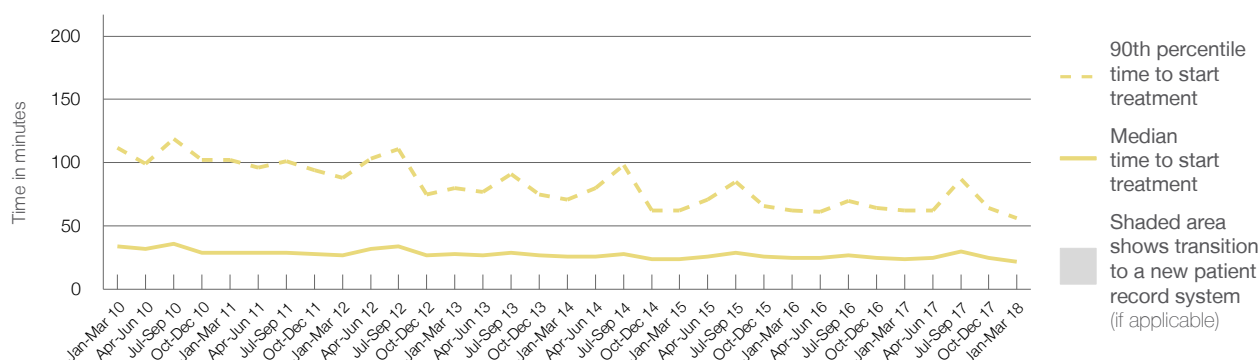
90th percentile time to start treatment <sup>5</sup> 56 minutes

Same period last year	NSW (this period)
8,650	
8,528	
24 minutes	20 minutes
62 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	34	29	27	28	26	24	25	24	22
90th percentile time to start treatment <sup>5</sup> (minutes)	112	102	88	80	71	62	62	62	56

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

January to March 2018

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

Number of triage 4 patients: 8,150

Number of triage 4 patients used to calculate waiting time: <sup>3</sup> 7,939

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

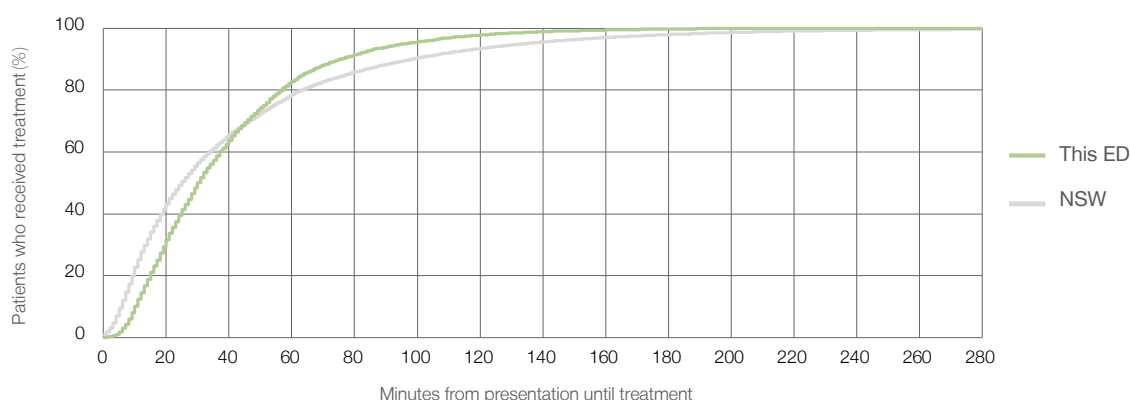
30 minutes

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

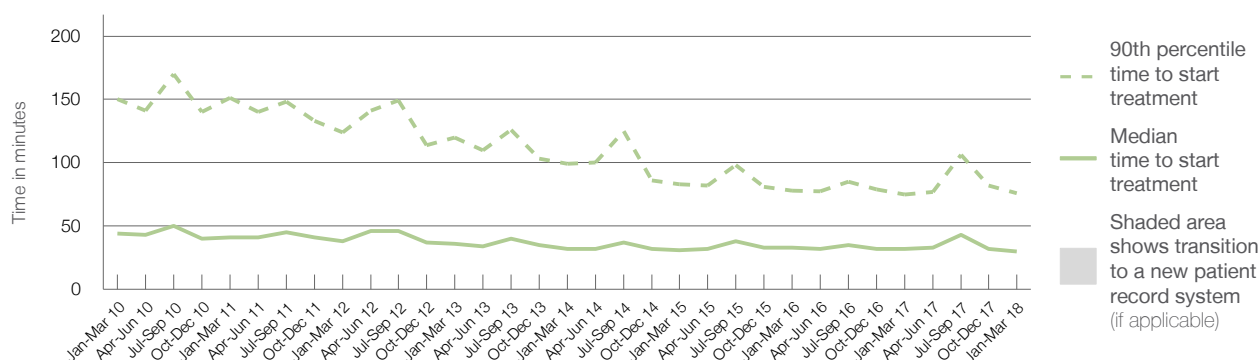
76 minutes

Same period last year	NSW (this period)
7,176	
6,945	
32 minutes	25 minutes
75 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	44	41	38	36	32	31	33	32	30
90th percentile time to start treatment <sup>5</sup> (minutes)	150	151	124	120	99	83	78	75	76

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

January to March 2018

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

Number of triage 5 patients: 1,330

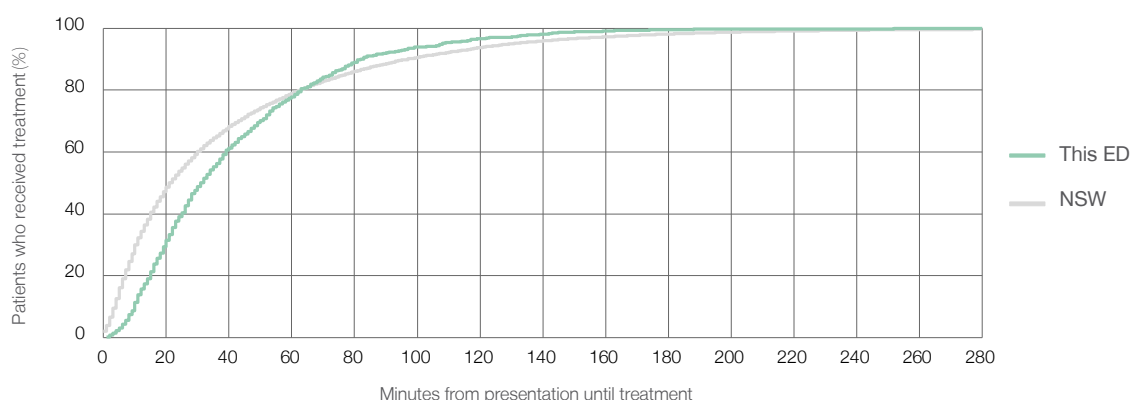
Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,138

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

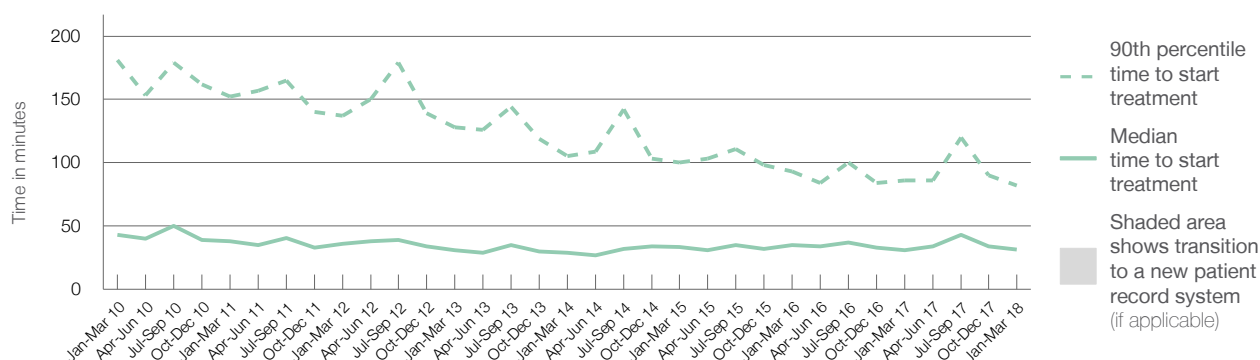
90th percentile time to start treatment <sup>5</sup> 82 minutes

Same period last year	NSW (this period)
1,177	
992	
31 minutes	22 minutes
86 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	43	38	36	31	29	34	35	31	32
90th percentile time to start treatment <sup>5</sup> (minutes)	181	152	137	128	105	100	93	86	82

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

January to March 2018

All presentations:<sup>1</sup> 19,926 patients

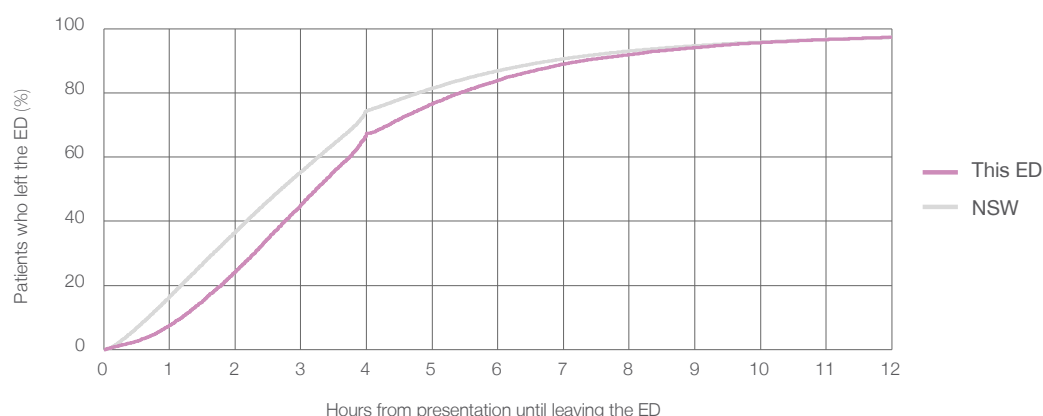
Presentations used to calculate time to leaving the ED:<sup>6</sup> 19,924 patients

Median time spent in the ED<sup>8</sup> 3 hours and 14 minutes

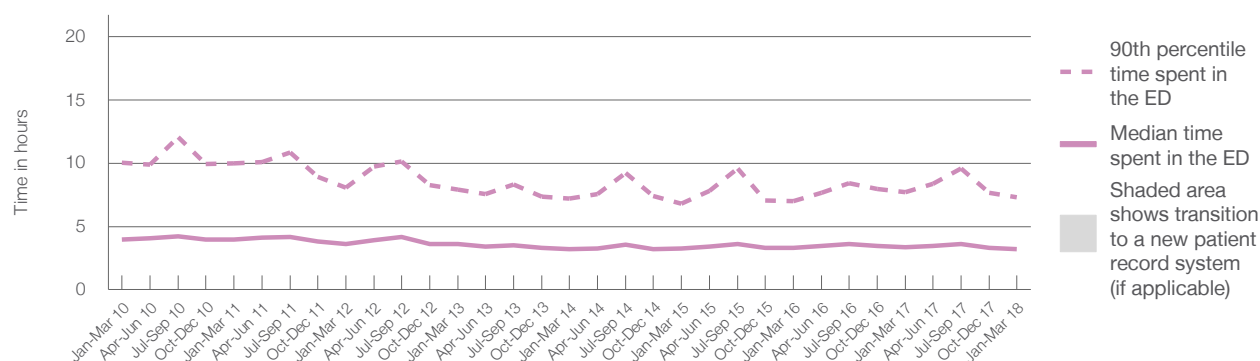
90th percentile time spent in the ED<sup>9</sup> 7 hours and 18 minutes

Same period last year	NSW (this period)
19,828	
19,824	
3 hours and 22 minutes	2 hours and 42 minutes
7 hours and 42 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 57m	3h 58m	3h 37m	3h 37m	3h 14m	3h 15m	3h 19m	3h 22m	3h 14m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 1m	9h 58m	8h 4m	7h 55m	7h 12m	6h 49m	6h 59m	7h 42m	7h 18m

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

By mode of separation

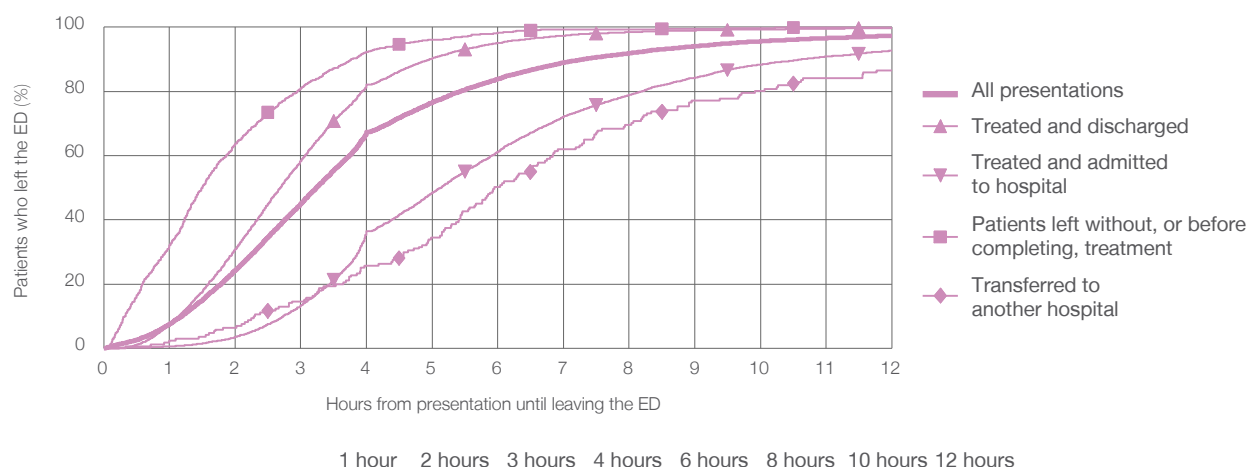
January to March 2018

All presentations:<sup>†</sup> 19,926 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 19,924 patients

		Same period last year	Change since one year ago
		19,824	1%
Treated and discharged	11,911 (59.8%)	11,377	4.7%
Treated and admitted to hospital	6,479 (32.5%)	6,934	-6.6%
Patient left without, or before completing, treatment	1,106 (5.6%)	1,076	2.8%
Transferred to another hospital	171 (0.9%)	182	-6.0%
Other	259 (1.3%)	259	0.0%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



Treated and discharged	7.5%	30.9%	58.5%	82.1%	95.1%	98.5%	99.3%	99.7%
Treated and admitted to hospital	0.6%	3.5%	13.2%	36.4%	61.3%	79.0%	88.3%	92.7%
Patient left without, or before completing, treatment	32.1%	63.7%	80.9%	92.3%	98.3%	99.3%	99.7%	99.9%
Transferred to another hospital	2.3%	6.4%	14.6%	25.7%	50.3%	69.6%	80.1%	86.5%
All presentations	7.6%	24.3%	45.1%	67.4%	83.9%	91.9%	95.6%	97.3%

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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 2018

All presentations at the emergency department: <sup>1</sup> 19,926 patients

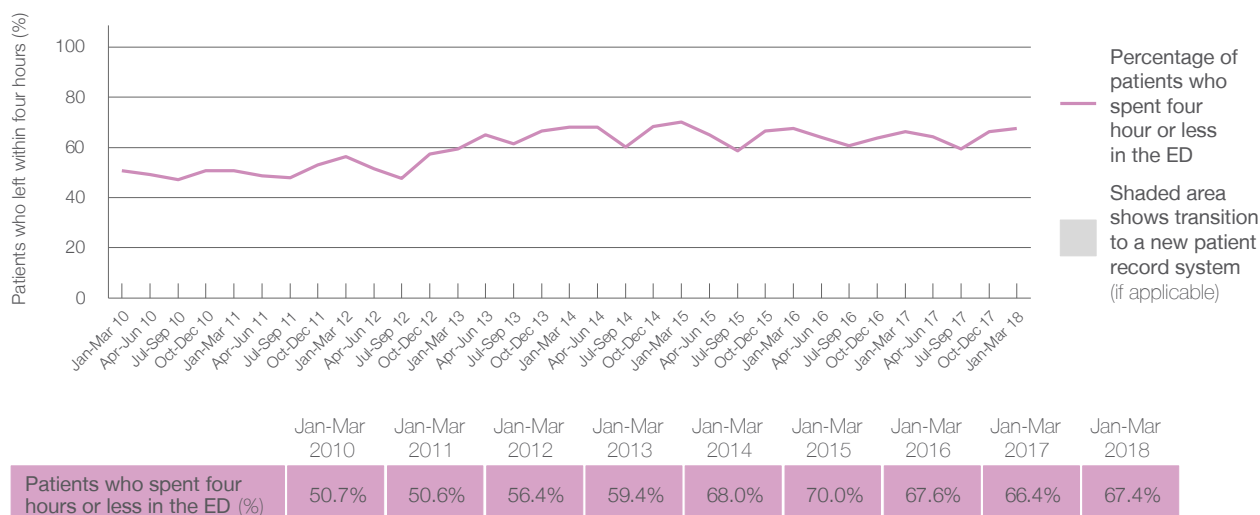
Presentations used to calculate time to leaving the ED: <sup>6</sup> 19,924 patients

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



Same period last year	Change since one year ago
19,828	0%
19,824	1%
66.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 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*.
1. All emergency and non-emergency presentations at the emergency department (ED).
  2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
  3. 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*.
  4. 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.
  5. 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.
  6. All presentations that have a departure time.
  7. 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*.
  8. 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.
  9. 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 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).