

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

July to September 2017

All presentations:<sup>1</sup> 21,178 patients

Emergency presentations:<sup>2</sup> 21,041 patients

Same period last year	Change since one year ago
19,062	11.1%
18,958	11.0%

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

July to September 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 2,328 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 9,251 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 90th percentile time to start treatment<sup>5</sup> 87 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 8,105 patients

Median time to start treatment<sup>4</sup> 43 minutes  
 90th percentile time to start treatment<sup>5</sup> 106 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,178 patients

Median time to start treatment<sup>4</sup> 43 minutes  
 90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
2,565	
10 minutes	9 minutes
27 minutes	29 minutes
8,632	
27 minutes	23 minutes
70 minutes	83 minutes
6,640	
35 minutes	30 minutes
85 minutes	121 minutes
946	
37 minutes	26 minutes
100 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 21,173 patients

Percentage of patients who spent four hours or less in the ED 59.3%

Same period last year	Change since one year ago
19,062	11.1%
60.6%	

\* 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.

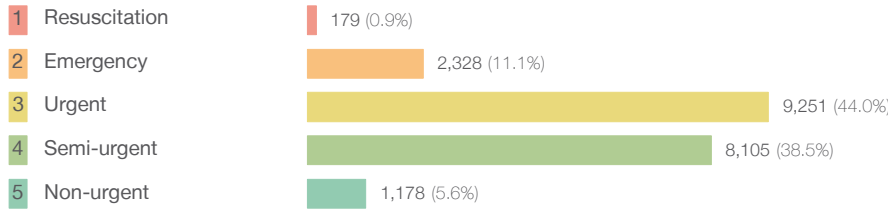
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 17 October 2017).

## St George Hospital: Patients presenting to the emergency department July to September 2017

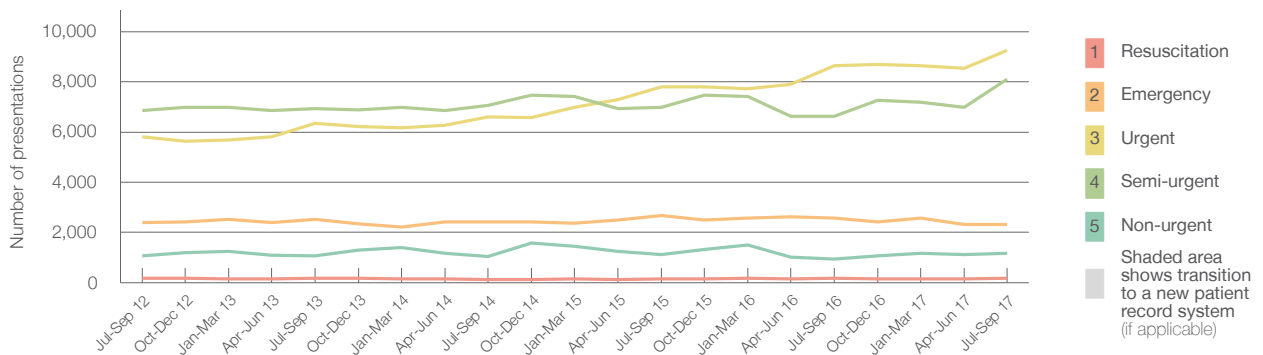
All presentations:<sup>1</sup> 21,178 patients

Emergency presentations<sup>2</sup> by triage category: 21,041 patients



Same period last year	Change since one year ago
19,062	11.1%
18,958	11.0%
175	2.3%
2,565	-9.2%
8,632	7.2%
6,640	22.1%
946	24.5%

Emergency presentations<sup>2</sup> by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	164	168	133	150	175	179
Emergency	2,395	2,529	2,417	2,662	2,565	2,328
Urgent	5,805	6,356	6,611	7,792	8,632	9,251
Semi-urgent	6,853	6,932	7,062	6,990	6,640	8,105
Non-urgent	1,060	1,064	1,053	1,116	946	1,178
All emergency presentations	16,277	17,049	17,276	18,710	18,958	21,041

## St George Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 5,533 patients

ED Transfer of care time



Same period last year	Change since one year ago
5,271	
11 minutes	2 minutes
23 minutes	14 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 July to September 2017

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

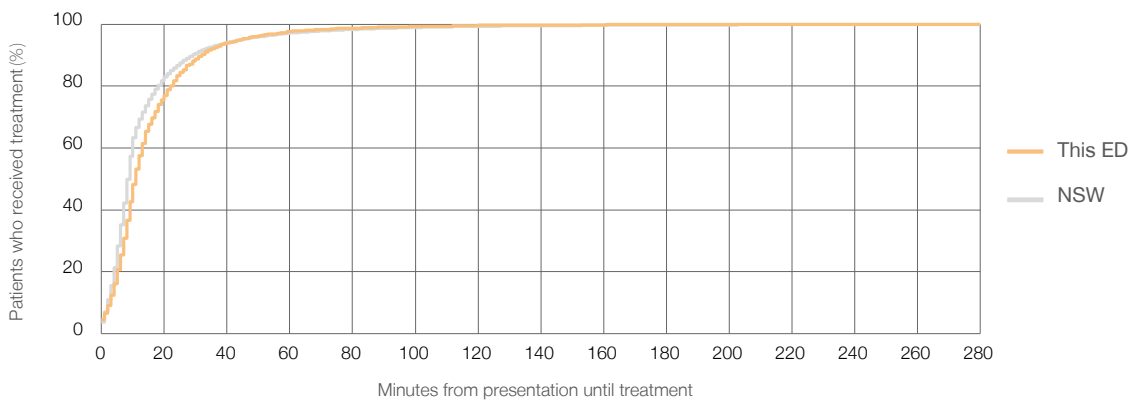
Number of triage 2 patients: 2,328

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 2,321

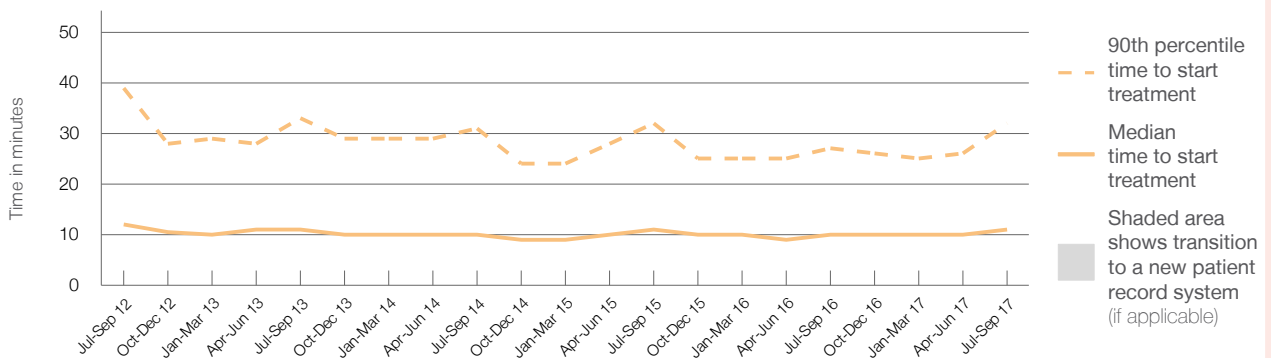
Median time to start treatment<sup>4</sup> ■ 11 minutes  
 90th percentile time to start treatment<sup>5</sup> ■ 32 minutes

Same period last year	NSW (this period)
2,565	2,562
10 minutes	9 minutes
27 minutes	29 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	12	11	10	11	10	11
90th percentile time to start treatment <sup>5</sup> (minutes)	39	33	31	32	27	32

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## St George Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 9,251

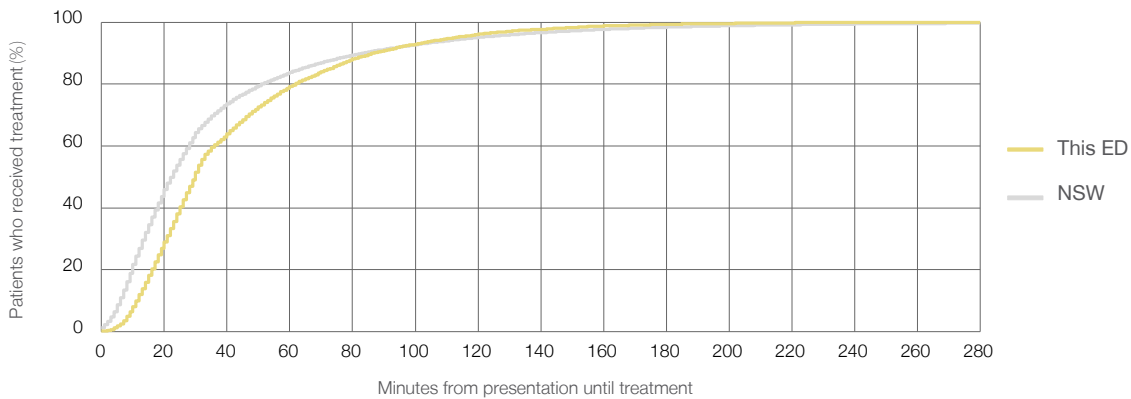
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 9,049

Median time to start treatment<sup>4</sup>  30 minutes

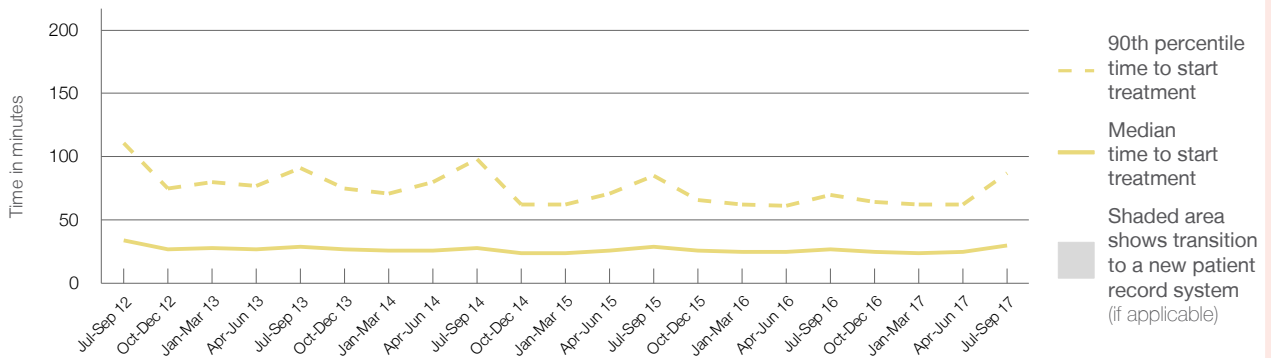
90th percentile time to start treatment<sup>5</sup>  87 minutes

Same period last year	NSW (this period)
8,632	8,531
27 minutes	23 minutes
70 minutes	83 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	34	29	28	29	27	30
90th percentile time to start treatment <sup>5</sup> (minutes)	111	91	98	85	70	87

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## St George Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 8,105

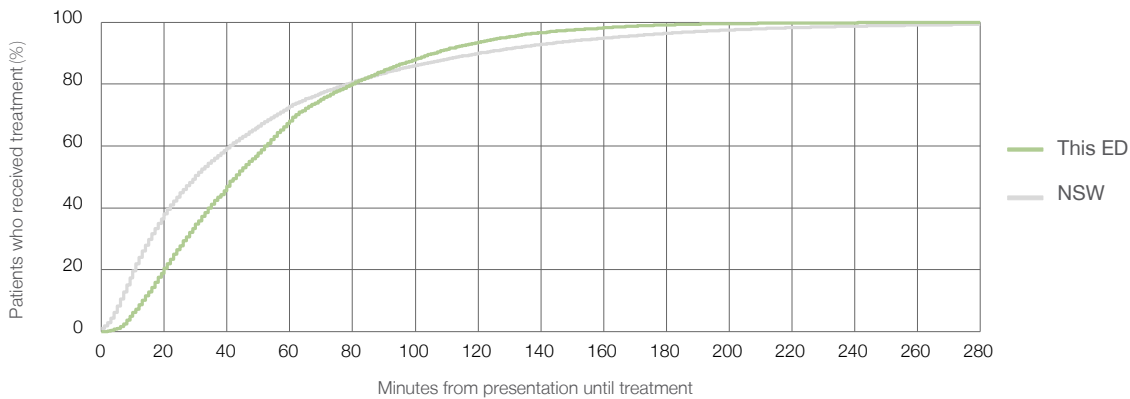
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 7,765

Median time to start treatment<sup>4</sup> 43 minutes

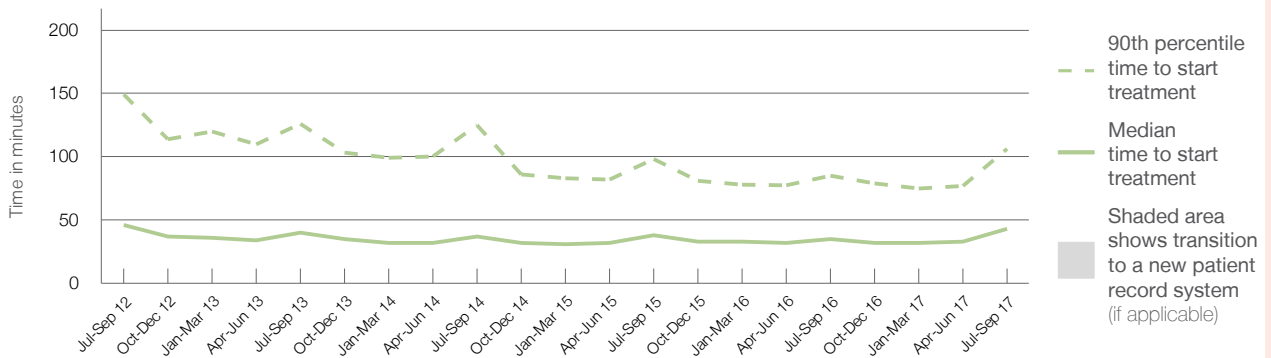
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
6,640	
6,469	
35 minutes	30 minutes
85 minutes	121 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	46	40	37	38	35	43
90th percentile time to start treatment <sup>5</sup> (minutes)	149	126	125	98	85	106

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## St George Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 1,178

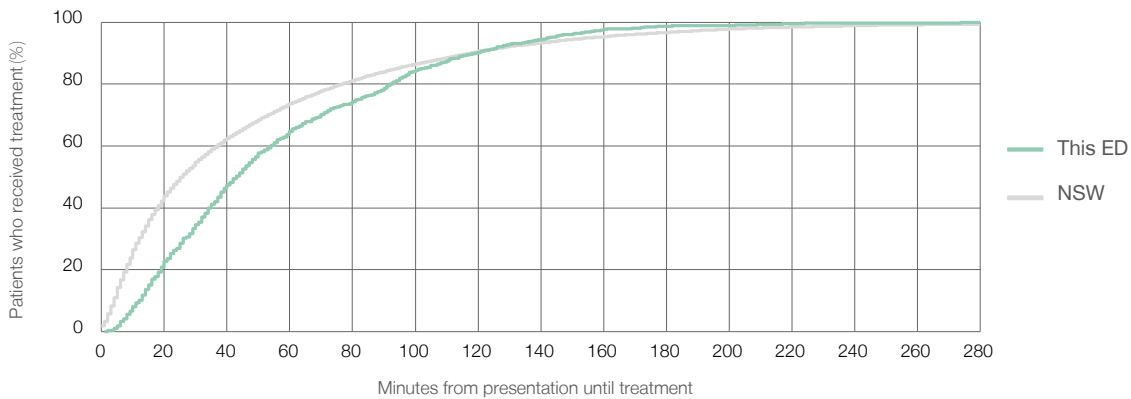
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 982

Median time to start treatment<sup>4</sup> 43 minutes

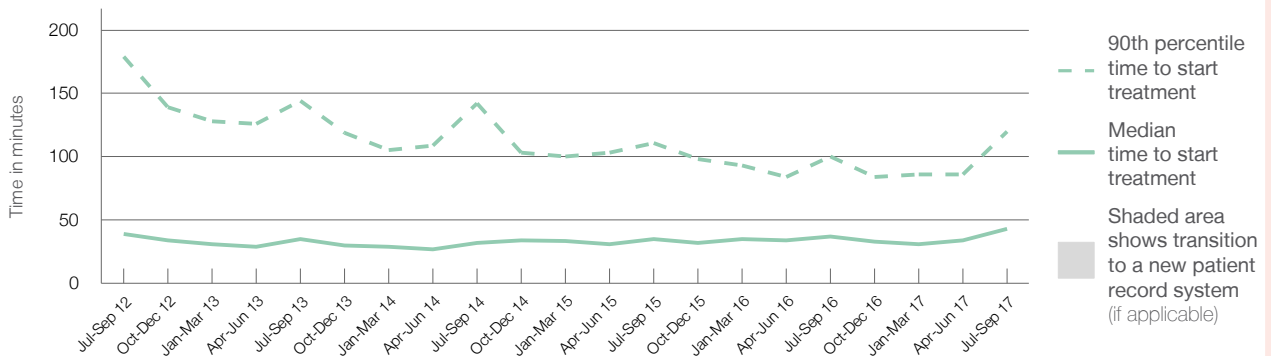
90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
946	878
37 minutes	26 minutes
100 minutes	118 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment <sup>4</sup> (minutes)	39	35	32	35	37	43
90th percentile time to start treatment <sup>5</sup> (minutes)	179	144	142	111	100	120

(†) 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

July to September 2017

All presentations:<sup>1</sup> 21,178 patients

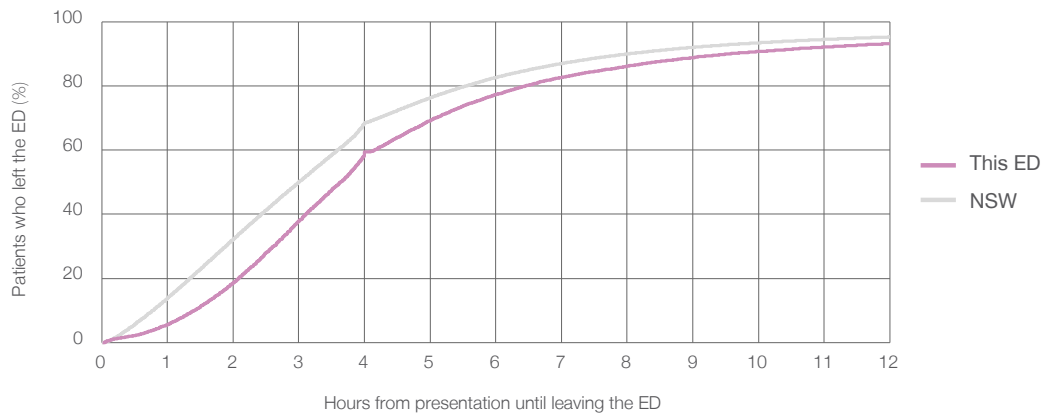
Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,173 patients

Median time spent in the ED<sup>8</sup> 3 hours and 38 minutes

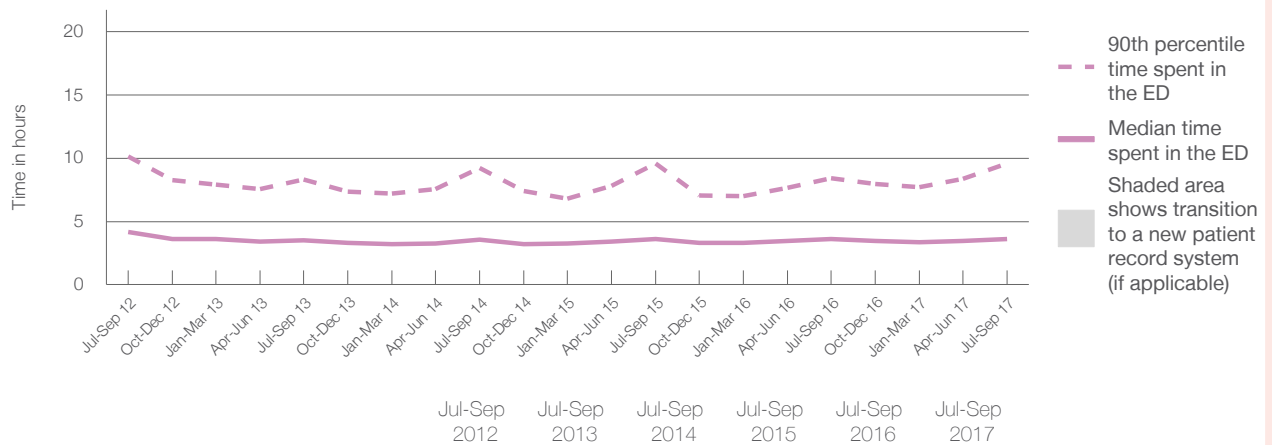
90th percentile time spent in the ED<sup>9</sup> 9 hours and 34 minutes

Same period last year	NSW (this period)
19,062	19,062
3 hours and 37 minutes	3 hours and 0 minutes
8 hours and 26 minutes	8 hours and 2 minutes

### Percentage of patients who left the ED by time, July to September 2017



### Time patients spent in the ED, by quarter, July 2012 to September 2017<sup>†‡</sup>



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 10m	3h 32m	3h 35m	3h 38m	3h 37m	3h 38m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 9m	8h 19m	9h 14m	9h 34m	8h 26m	9h 34m

(†) 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

July to September 2017

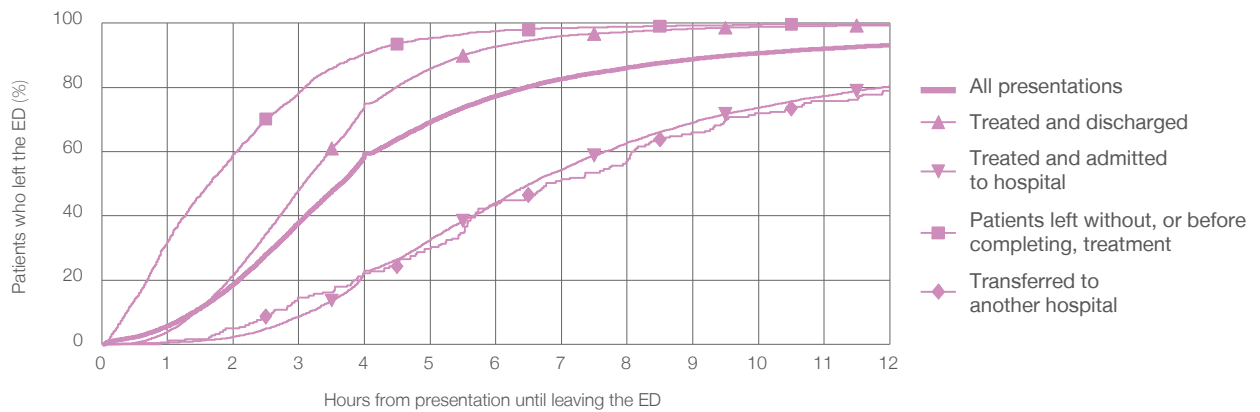
All presentations:<sup>1</sup> 21,178 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,173 patients

Treated and discharged	12,587 (59.4%)
Treated and admitted to hospital	6,709 (31.7%)
Patient left without, or before completing, treatment	1,444 (6.8%)
Transferred to another hospital	185 (0.9%)
Other	253 (1.2%)

Same period last year	Change since one year ago
19,062	11.1%
10,918	15.3%
6,910	-2.9%
972	48.6%
219	-15.5%
43	488.4%

Percentage of patients who left the ED by time and mode of separation, July to September 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	3.9%	21.5%	48.1%	74.9%	92.7%	97.3%	98.8%	99.3%
Treated and admitted to hospital	0.4%	2.3%	8.6%	23.0%	44.1%	62.8%	73.7%	80.3%
Patient left without, or before completing, treatment	31.9%	59.1%	78.4%	90.7%	97.5%	98.9%	99.6%	99.7%
Transferred to another hospital	0.5%	4.9%	14.6%	22.2%	43.2%	57.3%	71.9%	78.9%
All presentations	5.7%	18.6%	37.9%	59.3%	77.3%	86.2%	90.7%	93.2%

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**St George Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 July to September 2017

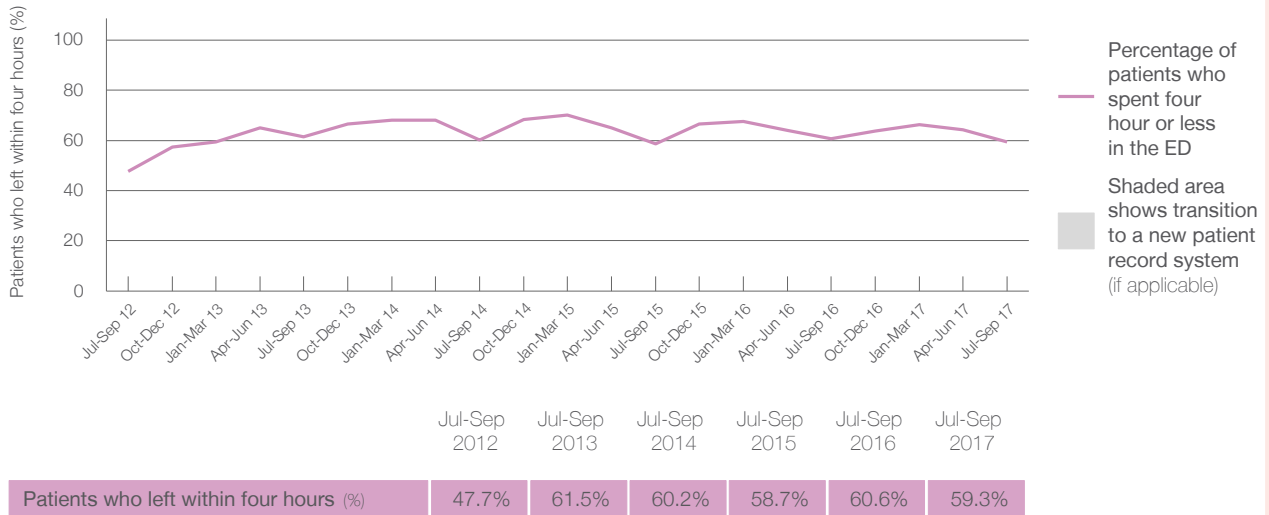
All presentations at the emergency department:<sup>1</sup> 21,178 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 21,173 patients

Percentage of patients who spent four hours or less in the ED  59.3%

Same period last year	Change since one year ago
19,062	11.1%
19,062	11.1%
60.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017\*\*



\* 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 17 October 2017).  
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).