

St George Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 20,298 patients



Emergency presentations:² 20,142 patients

Same period last year	Change since one year ago
21,172	-4%
21,039	-4%

St George Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 2,269 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): 9,213 patients

Median time to start treatment⁴  26 minutes
90th percentile time to start treatment⁵  71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,534 patients

Median time to start treatment⁴  35 minutes
90th percentile time to start treatment⁵  87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 937 patients

Median time to start treatment⁴  40 minutes
90th percentile time to start treatment⁵  99 minutes

Same period last year	NSW (this period)
2,328	
11 minutes	8 minutes
32 minutes	28 minutes
9,250	
30 minutes	21 minutes
87 minutes	72 minutes
8,103	
43 minutes	26 minutes
106 minutes	105 minutes
1,178	
43 minutes	22 minutes
120 minutes	103 minutes

St George Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 20,289 patients

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

Same period last year	Change since one year ago
21,172	-4%
59%	

* 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.

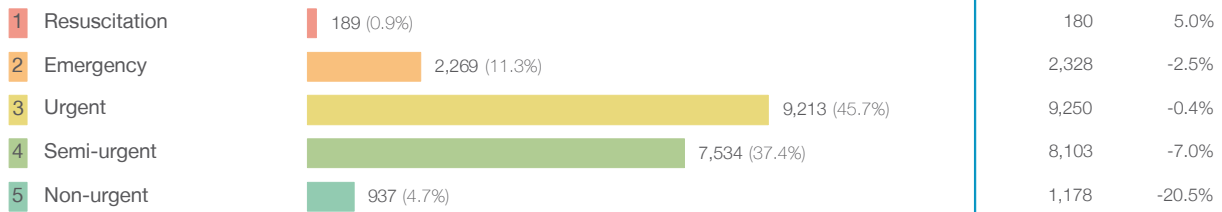
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

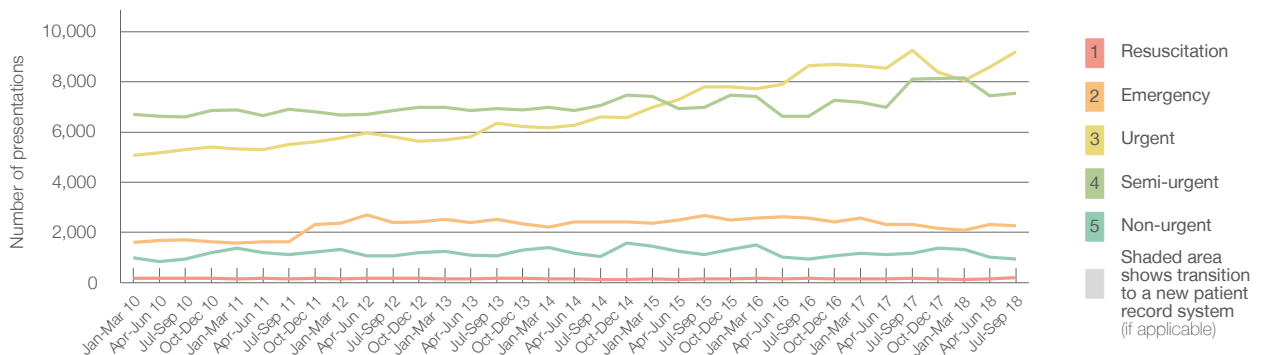
St George Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 20,298 patients

Emergency presentations² by triage category: 20,142 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	172	162	164	168	133	150	175	180	189
Emergency	1,697	1,627	2,395	2,529	2,417	2,662	2,566	2,328	2,269
Urgent	5,311	5,493	5,805	6,356	6,611	7,792	8,633	9,250	9,213
Semi-urgent	6,610	6,903	6,853	6,932	7,062	6,990	6,640	8,103	7,534
Non-urgent	943	1,115	1,060	1,064	1,053	1,116	946	1,178	937
All emergency presentations	14,733	15,300	16,277	17,049	17,276	18,710	18,960	21,039	20,142

St George Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 5,274 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

July to September 2018

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

Number of triage 2 patients: 2,269

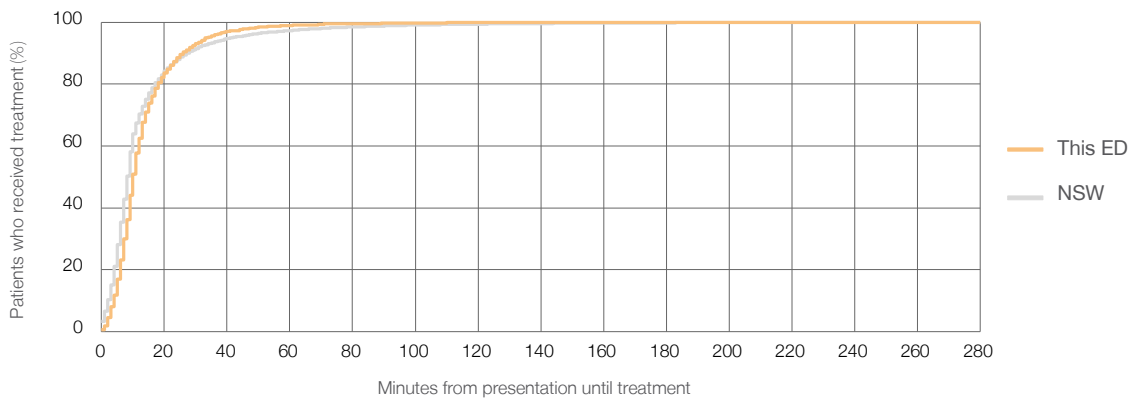
Number of triage 2 patients used to calculate waiting time:³ 2,261

Median time to start treatment⁴ 10 minutes

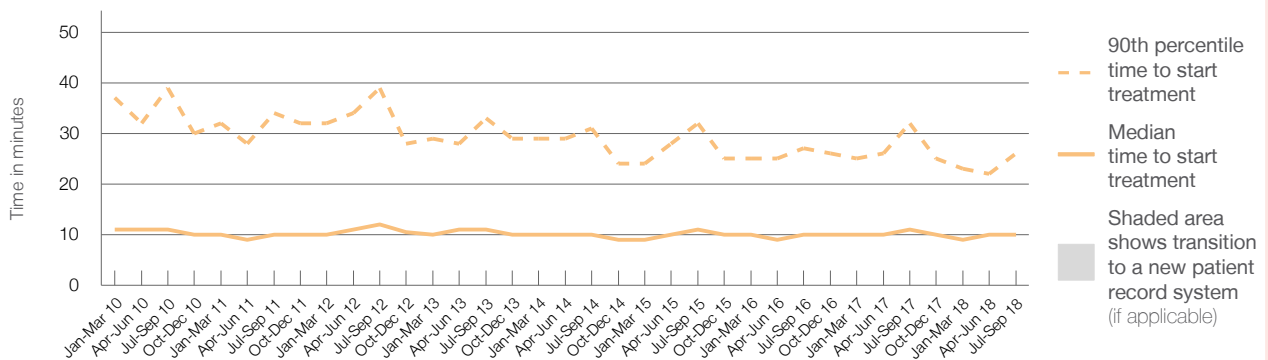
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
2,328	
2,321	
11 minutes	8 minutes
32 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	11	10	12	11	10	11	10	11	10
90th percentile time to start treatment ⁵ (minutes)	39	34	39	33	31	32	27	32	26

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St George Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 9,213

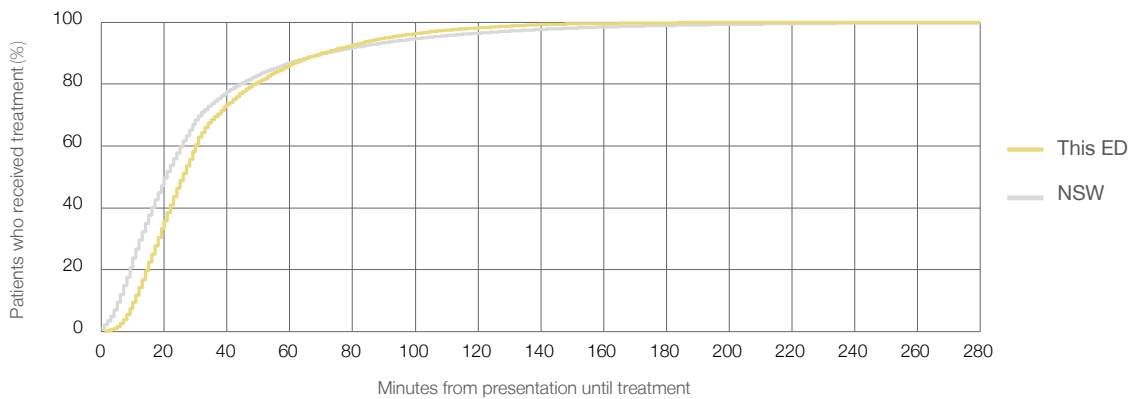
Number of triage 3 patients used to calculate waiting time:³ 9,037

Median time to start treatment⁴ 26 minutes

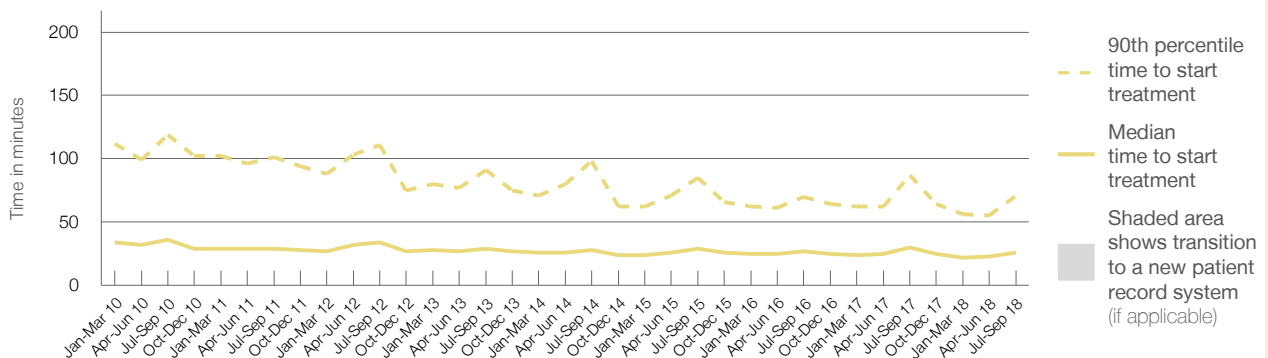
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
9,250	9,050
30 minutes	21 minutes
87 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	36	29	34	29	28	29	27	30	26
90th percentile time to start treatment ⁵ (minutes)	119	101	111	91	98	85	70	87	71

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St George Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 7,534

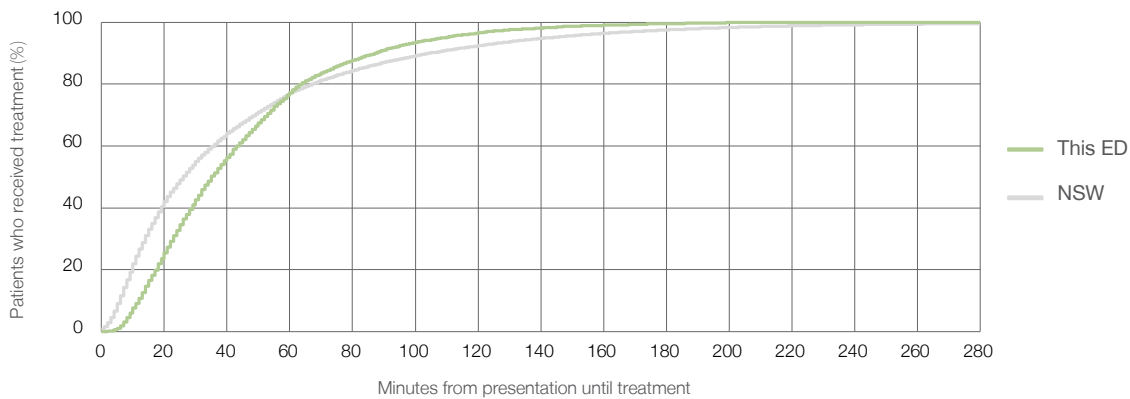
Number of triage 4 patients used to calculate waiting time:³ 7,292

Median time to start treatment⁴ 35 minutes

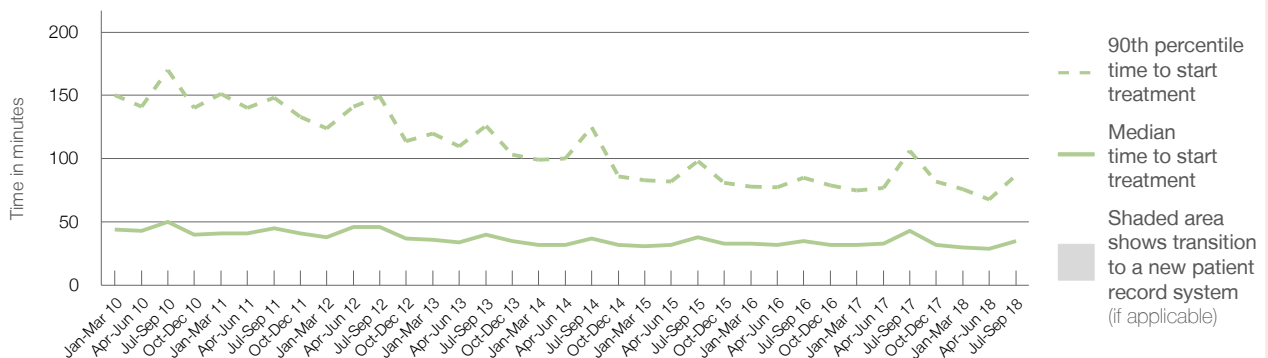
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
8,103	
7,765	
43 minutes	26 minutes
106 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	50	45	46	40	37	38	35	43	35
90th percentile time to start treatment ⁵ (minutes)	170	148	149	126	125	98	85	106	87

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

July to September 2018

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

Number of triage 5 patients: 937

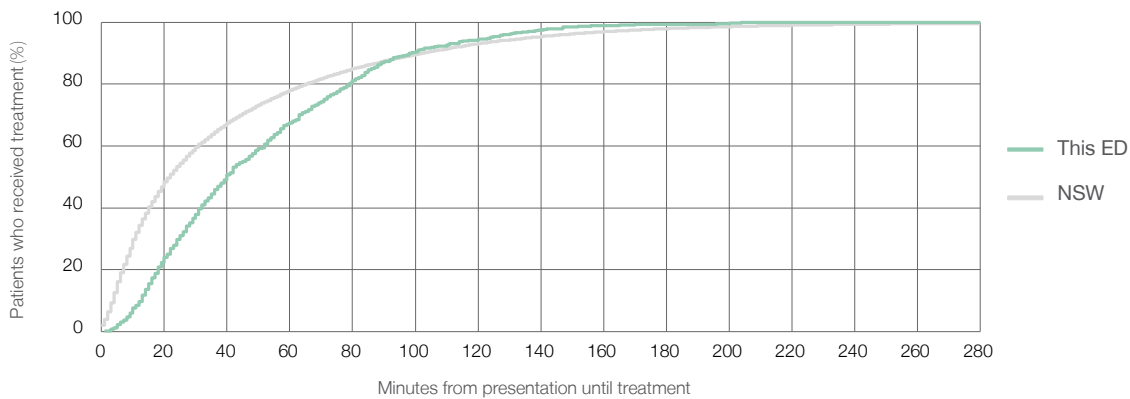
Number of triage 5 patients used to calculate waiting time:³ 757

Median time to start treatment⁴ 40 minutes

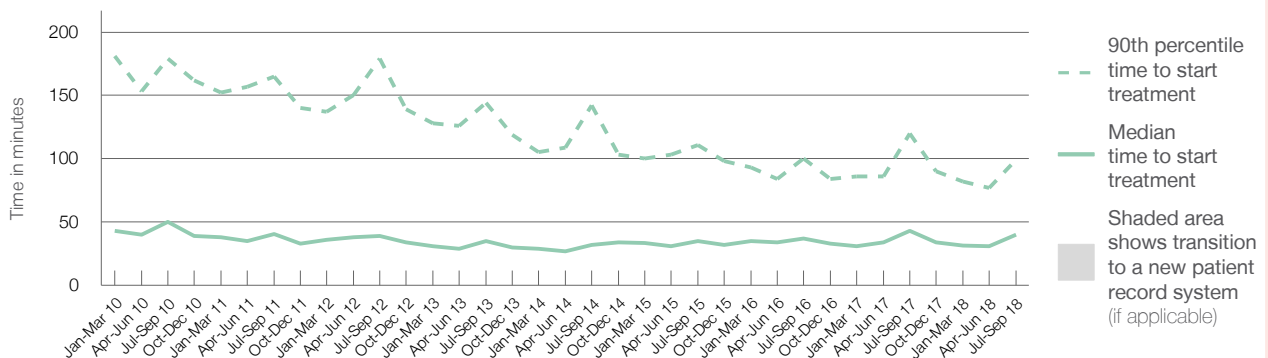
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
1,178	
982	
43 minutes	22 minutes
120 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	50	41	39	35	32	35	37	43	40
90th percentile time to start treatment ⁵ (minutes)	179	165	179	144	142	111	100	120	99

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St George Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 20,298 patients

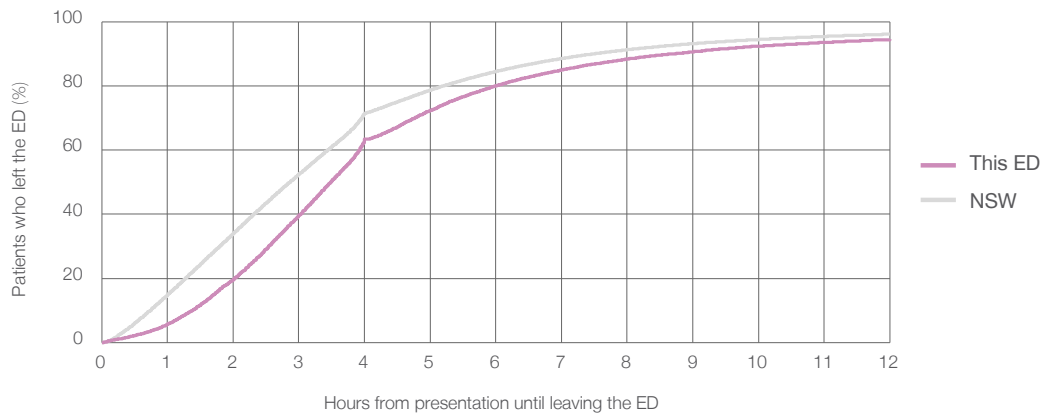
Presentations used to calculate time to leaving the ED:⁶ 20,289 patients

Median time spent in the ED⁸ 3 hours and 29 minutes

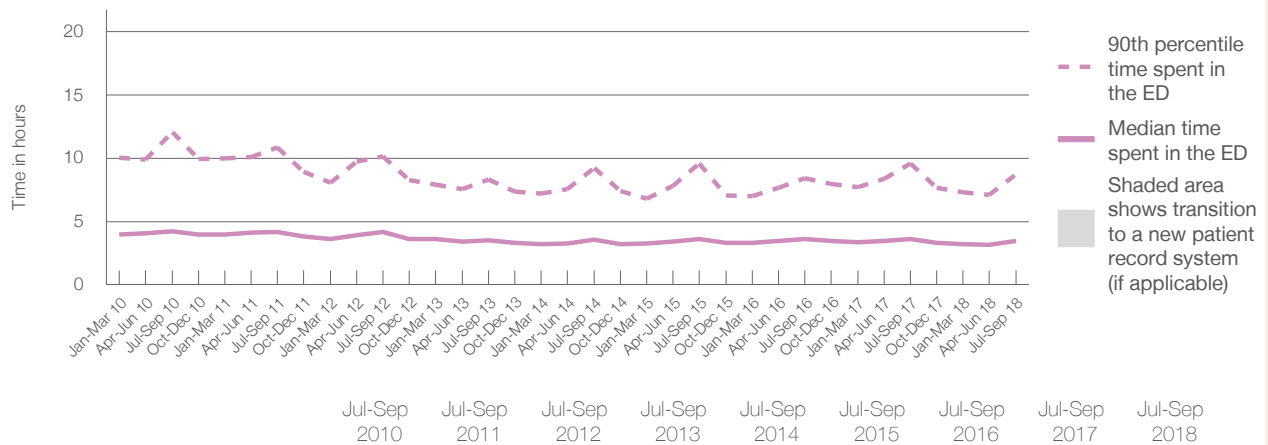
90th percentile time spent in the ED⁹ 8 hours and 42 minutes

Same period last year	NSW (this period)
21,172	21,172
3 hours and 38 minutes	2 hours and 52 minutes
9 hours and 34 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



Median time spent in the ED ⁸ (hours, minutes)	4h 13m	4h 10m	4h 10m	3h 32m	3h 35m	3h 38m	3h 37m	3h 38m	3h 29m
90th percentile time spent in the ED ⁹ (hours, minutes)	12h 4m	10h 50m	10h 9m	8h 19m	9h 14m	9h 34m	8h 26m	9h 34m	8h 42m

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St George Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

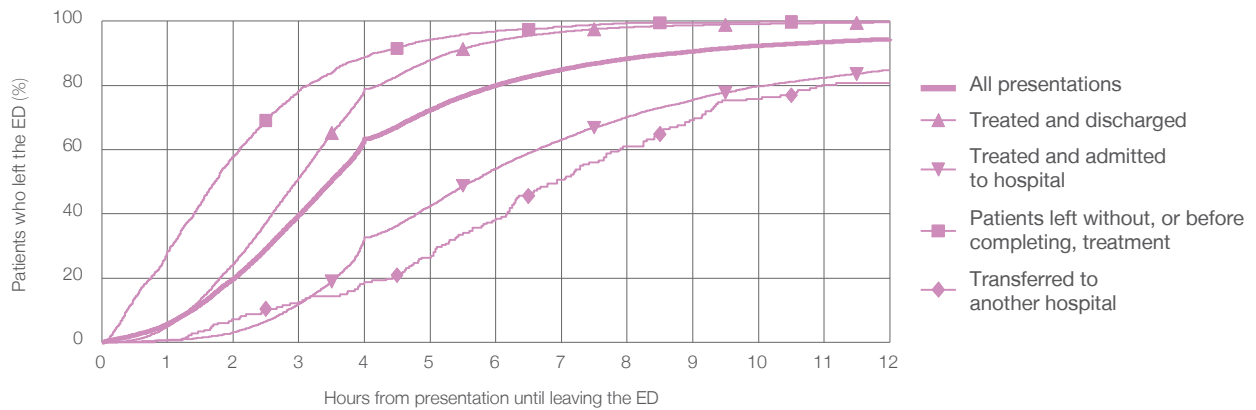
All presentations:¹ 20,298 patients

Presentations used to calculate time to leaving the ED:⁶ 20,289 patients

Treated and discharged	11,713 (57.7%)
Treated and admitted to hospital	6,916 (34.1%)
Patient left without, or before completing, treatment	1,248 (6.1%)
Transferred to another hospital	182 (0.9%)
Other	239 (1.2%)

Same period last year	Change since one year ago
21,172	-4%
12,587	-6.9%
6,704	3.2%
1,443	-13.5%
185	-1.6%
253	-5.5%

Percentage of patients who left the ED by time and mode of separation, July to September 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	4.9%	24.3%	51.2%	78.9%	93.8%	98.1%	99.2%	99.6%
Treated and admitted to hospital	0.6%	3.1%	12.0%	32.6%	54.1%	70.2%	79.7%	84.8%
Patient left without, or before completing, treatment	28.2%	57.8%	78.4%	88.9%	97.0%	99.4%	99.8%	99.8%
Transferred to another hospital	0.5%	7.1%	12.6%	18.7%	38.5%	61.0%	75.8%	80.8%
All presentations	5.7%	19.7%	39.6%	63.4%	80.0%	88.4%	92.4%	94.4%

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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 2018

All presentations at the emergency department: ¹ 20,298 patients

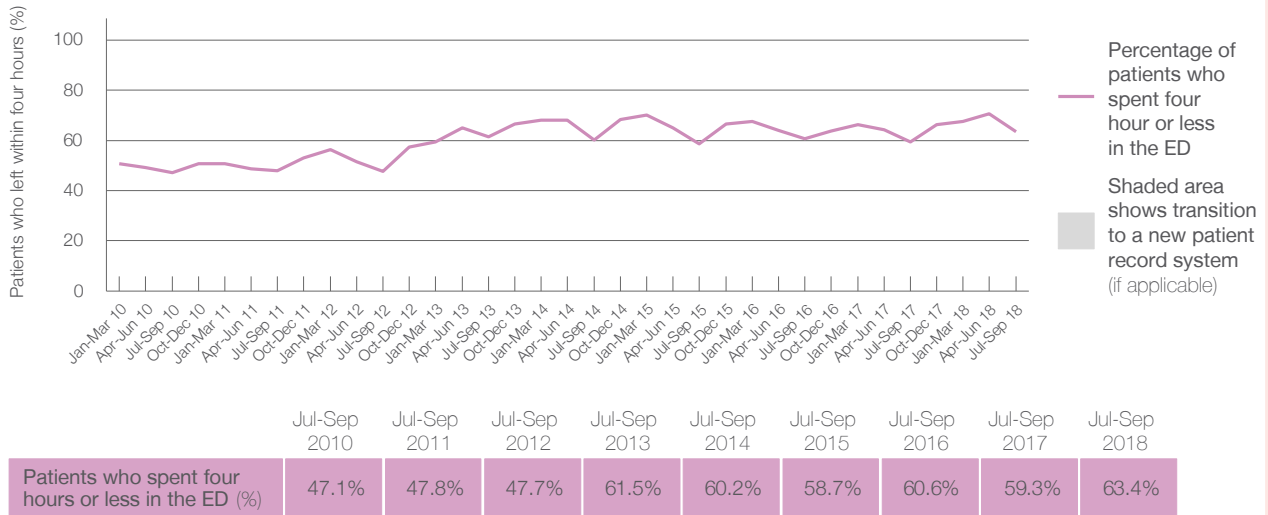
Presentations used to calculate time to leaving the ED: ⁶ 20,289 patients

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	21,172	-4%
Presentations used to calculate time to leaving the ED	21,172	-4%
Percentage of patients who spent four hours or less in the ED	59.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 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: 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).