

St George Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 19,537 patients
 Emergency attendances:² 19,389 patients

Same period last year	Change since one year ago
18,493	6%
18,350	6%

St George Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,571 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 34 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 7,728 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 83 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,419 patients

Median time to start treatment⁴ 33 minutes
 95th percentile time to start treatment⁵ 100 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,488 patients

Median time to start treatment⁴ 35 minutes
 95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
2,357	
9 minutes	8 minutes
30 minutes	35 minutes
6,972	
24 minutes	20 minutes
86 minutes	99 minutes
7,424	
31 minutes	26 minutes
106 minutes	137 minutes
1,454	
34 minutes	23 minutes
123 minutes	135 minutes

St George Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 19,537 patients

Percentage of patients who left the ED within four hours 68%

Same period last year	Change since one year ago
18,493	6%
70%	

* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

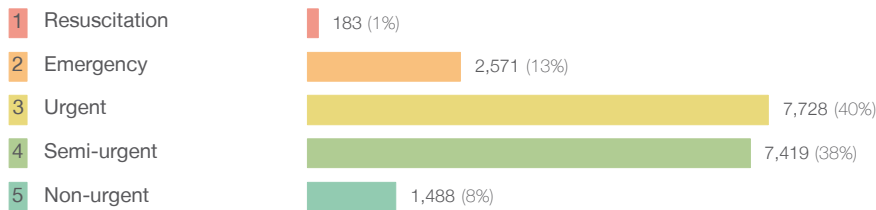
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

St George Hospital: Patients attending the emergency department January to March 2016

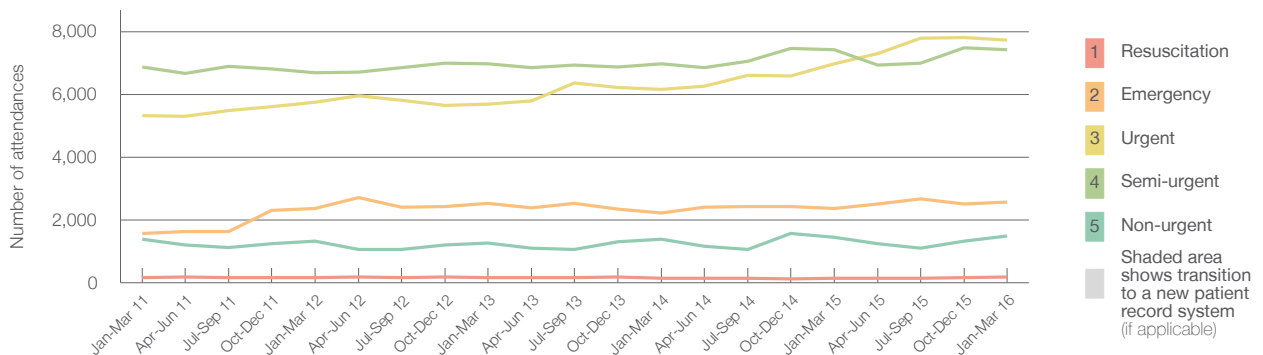
All attendances:¹ 19,537 patients

Emergency attendances² by triage category: 19,389 patients



Same period last year	Change since one year ago
18,493	6%
18,350	6%
143	28%
2,357	9%
6,972	11%
7,424	0%
1,454	2%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	161	151	157	138	143	183
Emergency	1,565	2,371	2,521	2,224	2,357	2,571
Urgent	5,314	5,749	5,693	6,160	6,972	7,728
Semi-urgent	6,872	6,681	6,977	6,983	7,424	7,419
Non-urgent	1,381	1,332	1,257	1,393	1,454	1,488
All emergency attendances	15,293	16,284	16,605	16,898	18,350	19,389

St George Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 4,816 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
4,860	
11 minutes	-1 minute
24 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

St George Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 2,571

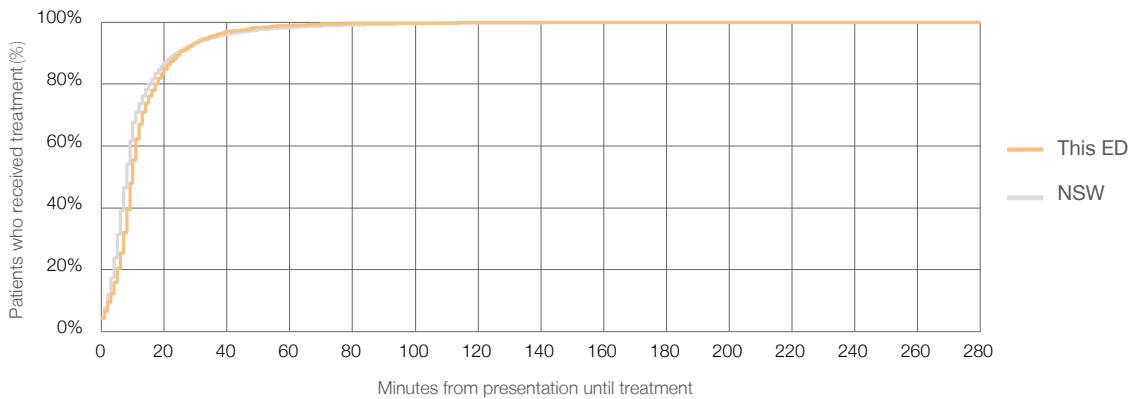
Number of triage 2 patients used to calculate waiting time:³ 2,547

Median time to start treatment⁴ 10 minutes

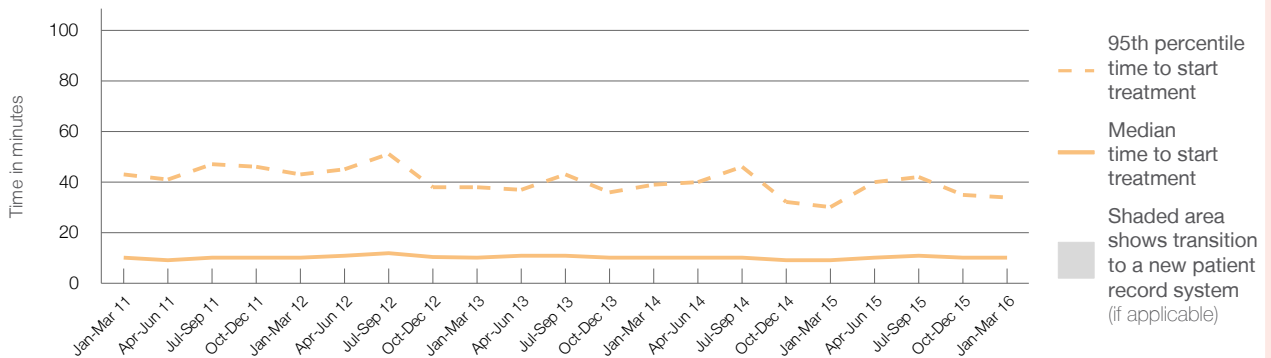
95th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
2,357	
2,352	
9 minutes	8 minutes
30 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	10	10	10	10	9	10
95th percentile time to start treatment ⁵ (minutes)	43	43	38	39	30	34

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St George Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 7,728

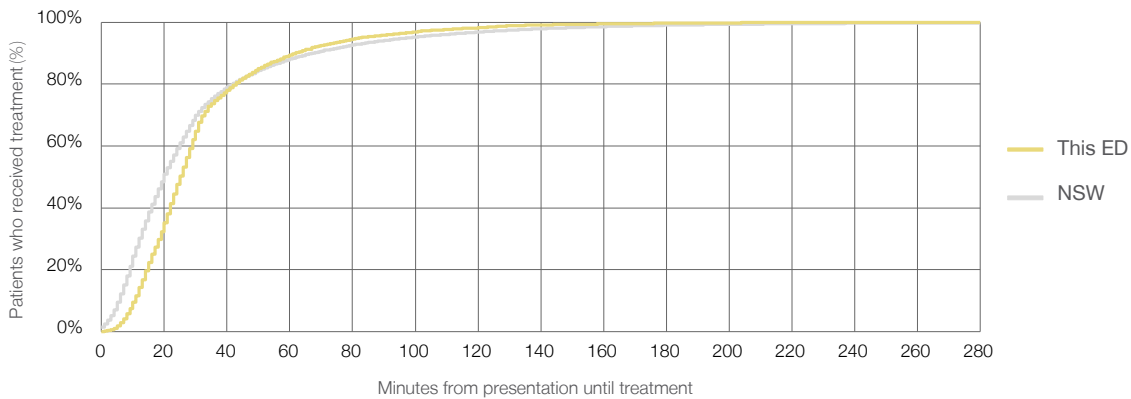
Number of triage 3 patients used to calculate waiting time:³ 7,614

Median time to start treatment⁴ 25 minutes

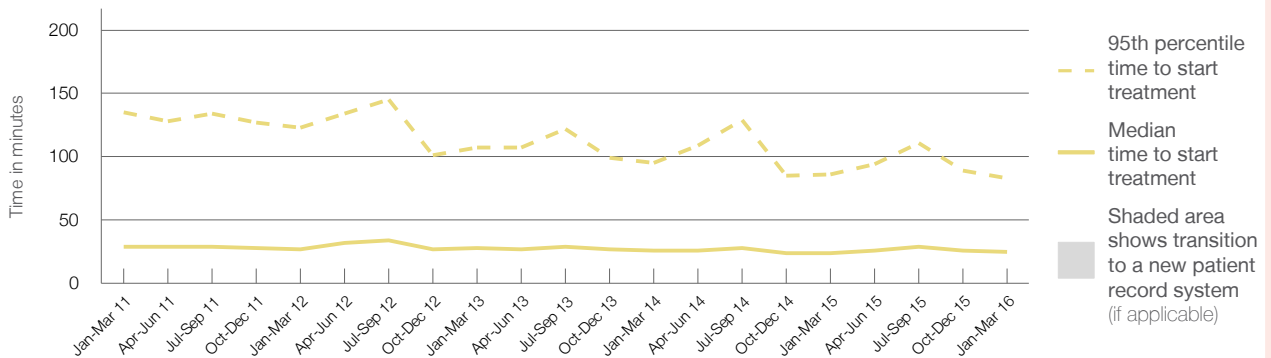
95th percentile time to start treatment⁵ 83 minutes

Same period last year	NSW (this period)
6,972	
6,918	
24 minutes	20 minutes
86 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	29	27	28	26	24	25
95th percentile time to start treatment ⁵ (minutes)	135	123	107	95	86	83

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St George Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 7,419

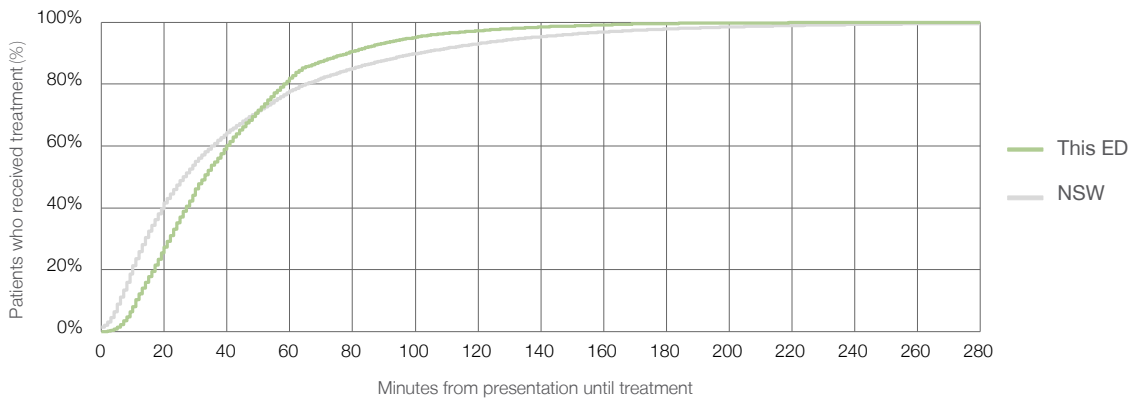
Number of triage 4 patients used to calculate waiting time:³ 7,225

Median time to start treatment⁴ 33 minutes

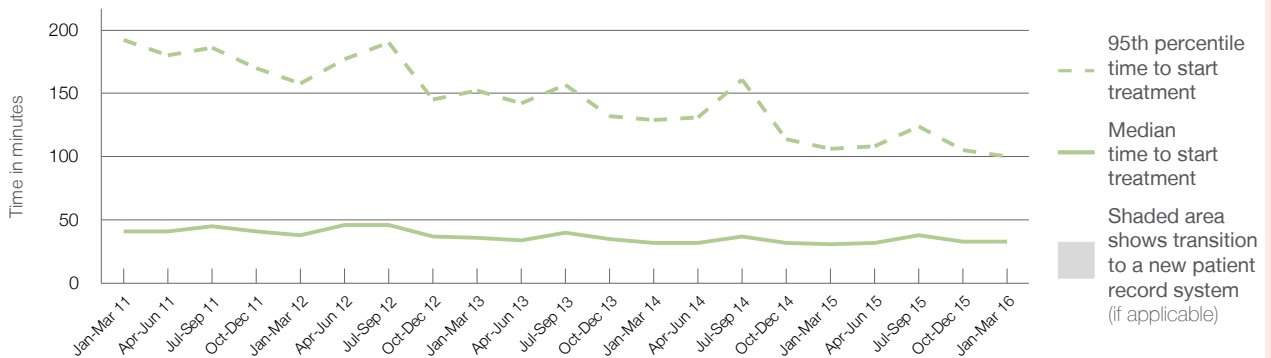
95th percentile time to start treatment⁵ 100 minutes

Same period last year	NSW (this period)
7,424	7,248
31 minutes	26 minutes
106 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	41	38	36	32	31	33
95th percentile time to start treatment ⁵ (minutes)	192	158	152	129	106	100

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St George Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 1,488

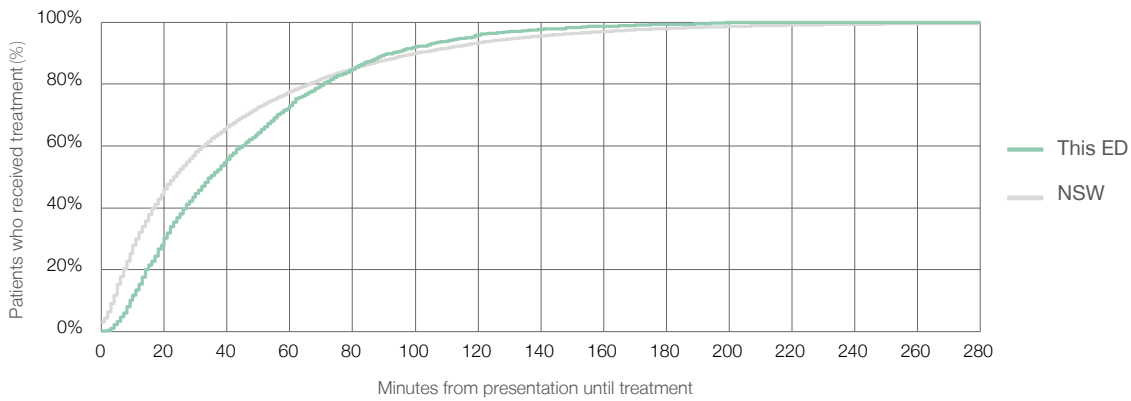
Number of triage 5 patients used to calculate waiting time:³ 1,365

Median time to start treatment⁴ 35 minutes

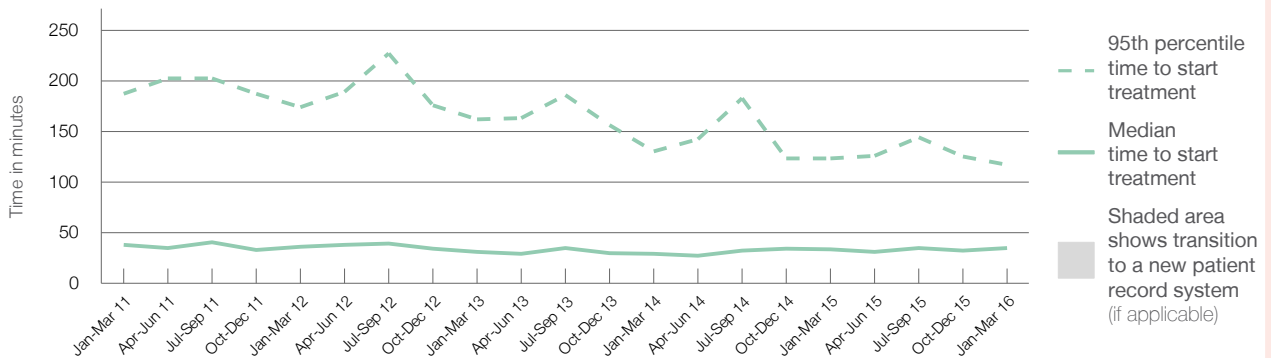
95th percentile time to start treatment⁵ 117 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,454	
Number of triage 5 patients used to calculate waiting time ³	1,372	
Median time to start treatment ⁴	34 minutes	23 minutes
95th percentile time to start treatment ⁵	123 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	38	36	31	29	34	35
95th percentile time to start treatment ⁵ (minutes)	187	174	162	130	123	117

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St George Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 19,537 patients

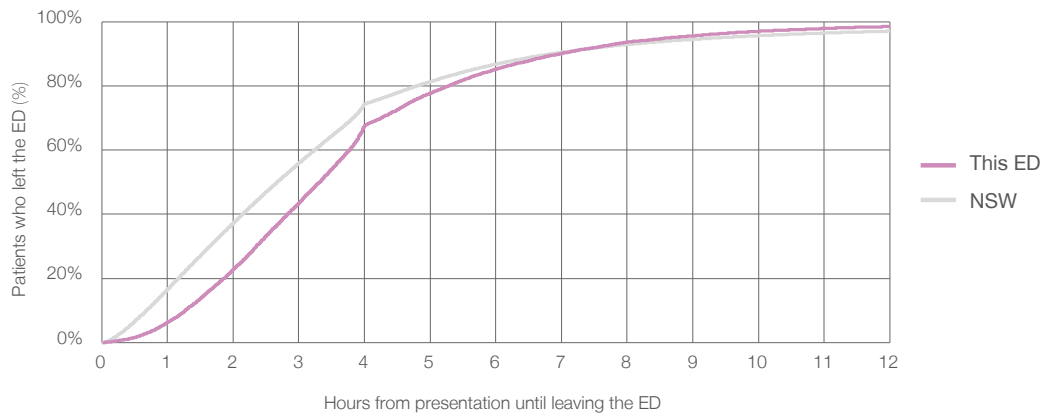
Attendances used to calculate time to leaving the ED:⁶ 19,537 patients

Median time to leaving the ED⁸ 3 hours and 19 minutes

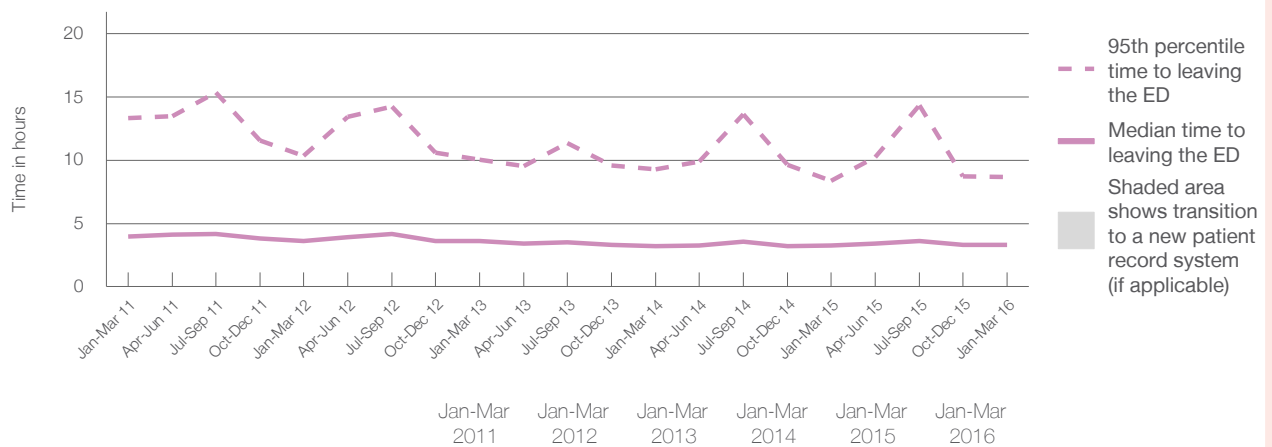
95th percentile time to leaving the ED⁹ 8 hours and 39 minutes

Same period last year	NSW (this period)
18,493	18,493
3 hours and 15 minutes	2 hours and 40 minutes
8 hours and 23 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{††}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 58m	3h 37m	3h 37m	3h 14m	3h 15m	3h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	13h 18m	10h 19m	10h 3m	9h 16m	8h 23m	8h 39m

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St George Hospital: Time from presentation until leaving the ED
 By mode of separation
 January to March 2016

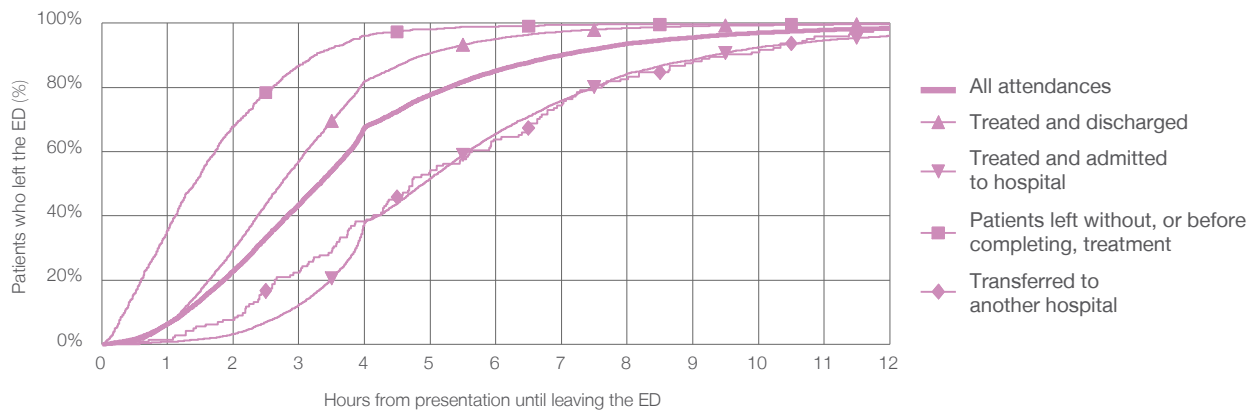
All attendances:¹ 19,537 patients

Attendances used to calculate time to leaving the ED:⁶ 19,537 patients

Treated and discharged	11,623 (59%)
Treated and admitted to hospital	6,513 (33%)
Patient left without, or before completing, treatment	1,103 (6%)
Transferred to another hospital	144 (1%)
Other	154 (1%)

Same period last year	Change since one year ago
18,493	6%
11,094	5%
6,217	5%
950	16%
158	-9%
74	108%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

Treated and discharged	6%	30%	57%	82%	95%	98%	99%	100%
Treated and admitted to hospital	1%	3%	12%	38%	66%	84%	92%	96%
Patient left without, or before completing, treatment	36%	68%	87%	96%	99%	100%	100%	100%
Transferred to another hospital	1%	8%	22%	38%	64%	83%	91%	98%
All attendances	6%	23%	44%	68%	85%	94%	97%	98%

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St George Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances:¹ 19,537 patients

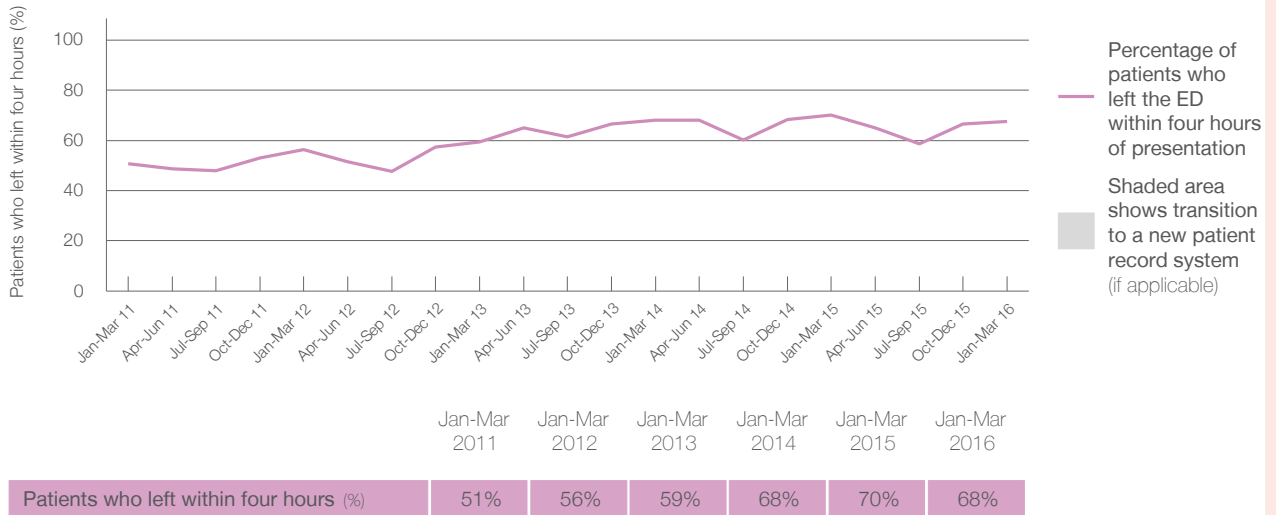
Attendances used to calculate time to leaving the ED:⁶ 19,537 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
18,493	6%
18,493	6%
70%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



* 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.

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- 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).