

St George Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 19,249 patients

Emergency presentations:² 19,133 patients

Same period last year	Change since one year ago
18,395	4.6%
18,298	4.6%

St George Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 2,313 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): 8,543 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 6,995 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,126 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
2,617	
9 minutes	8 minutes
25 minutes	26 minutes
7,890	
25 minutes	20 minutes
61 minutes	67 minutes
6,627	
32 minutes	25 minutes
78 minutes	99 minutes
1,018	
34 minutes	23 minutes
84 minutes	101 minutes

St George Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 19,243 patients

Percentage of patients who spent four hours or less in the ED 64.2%

Same period last year	Change since one year ago
18,393	4.6%
64.1%	

* 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.

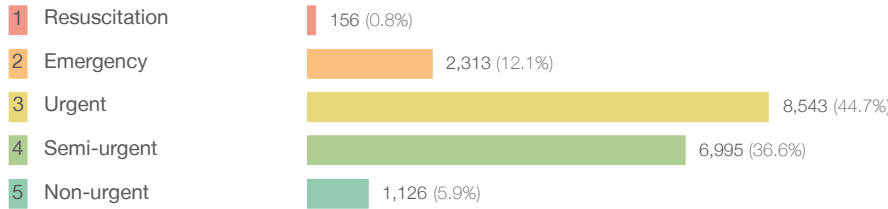
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

St George Hospital: Patients presenting to the emergency department

April to June 2017

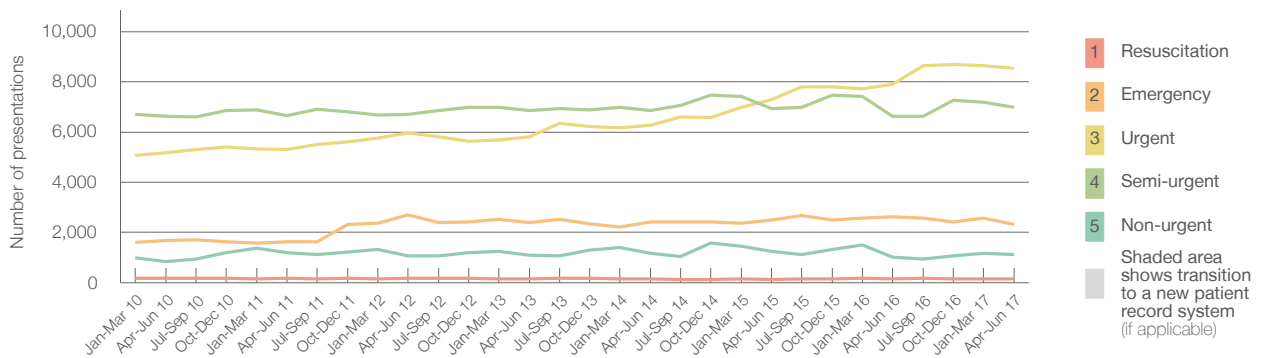
All presentations:¹ 19,249 patients

Emergency presentations² by triage category: 19,133 patients



	Same period last year	Change since one year ago
All presentations	18,395	4.6%
Emergency presentations	18,298	4.6%
1 Resuscitation	146	6.8%
2 Emergency	2,617	-11.6%
3 Urgent	7,890	8.3%
4 Semi-urgent	6,627	5.6%
5 Non-urgent	1,018	10.6%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	175	183	173	152	141	136	146	156
Emergency	1,688	1,627	2,707	2,390	2,411	2,505	2,617	2,313
Urgent	5,169	5,301	5,965	5,800	6,265	7,298	7,890	8,543
Semi-urgent	6,640	6,661	6,711	6,852	6,849	6,943	6,627	6,995
Non-urgent	850	1,203	1,062	1,097	1,166	1,243	1,018	1,126
All emergency presentations	14,522	14,975	16,618	16,291	16,832	18,125	18,298	19,133

St George Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 4,969 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	4,938	
Median time	10 minutes	0 minutes
90th percentile time	19 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.

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

April to June 2017

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

Number of triage 2 patients: 2,313

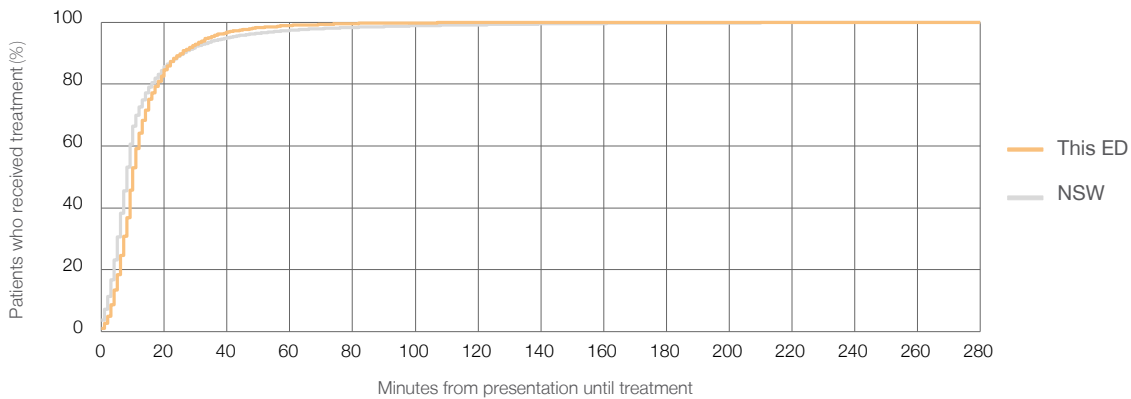
Number of triage 2 patients used to calculate waiting time:³ 2,305

Median time to start treatment⁴ 10 minutes

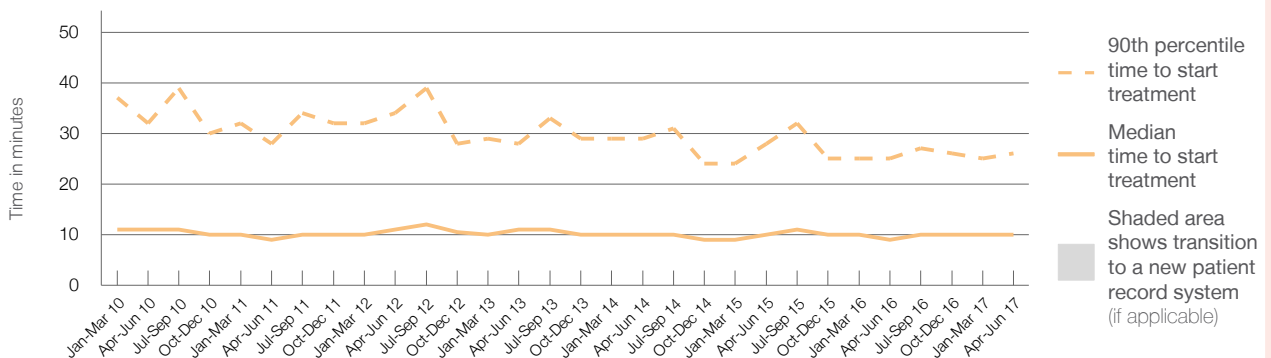
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
2,617	2,615
9 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	11	9	11	11	10	10	9	10
90th percentile time to start treatment ⁵ (minutes)	32	28	34	28	29	28	25	26

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

April to June 2017

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

Number of triage 3 patients: 8,543

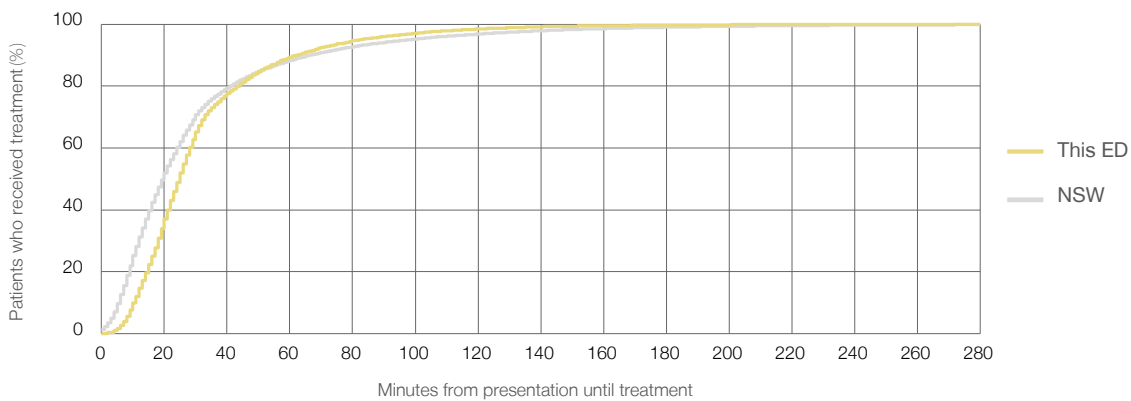
Number of triage 3 patients used to calculate waiting time:³ 8,426

Median time to start treatment⁴ 25 minutes

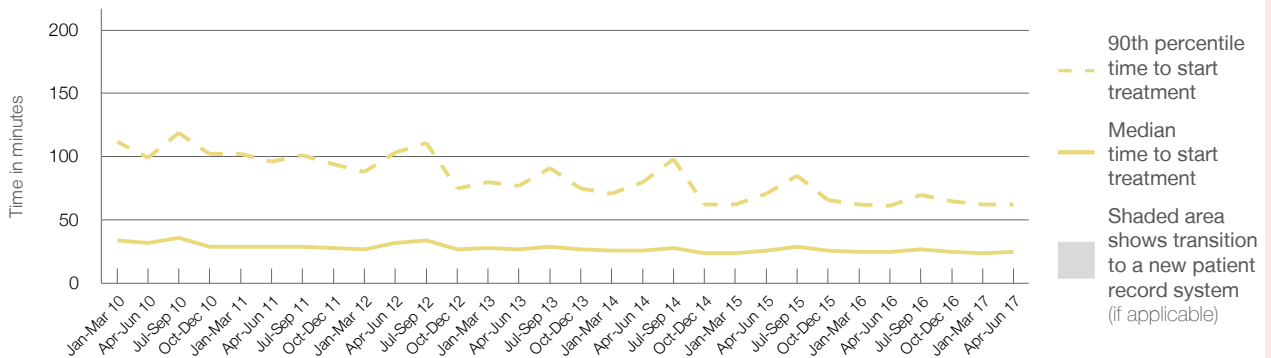
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
7,890	7,826
25 minutes	20 minutes
61 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	32	29	32	27	26	26	25	25
90th percentile time to start treatment ⁵ (minutes)	99	96	103	77	80	71	61	62

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St George Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 6,995

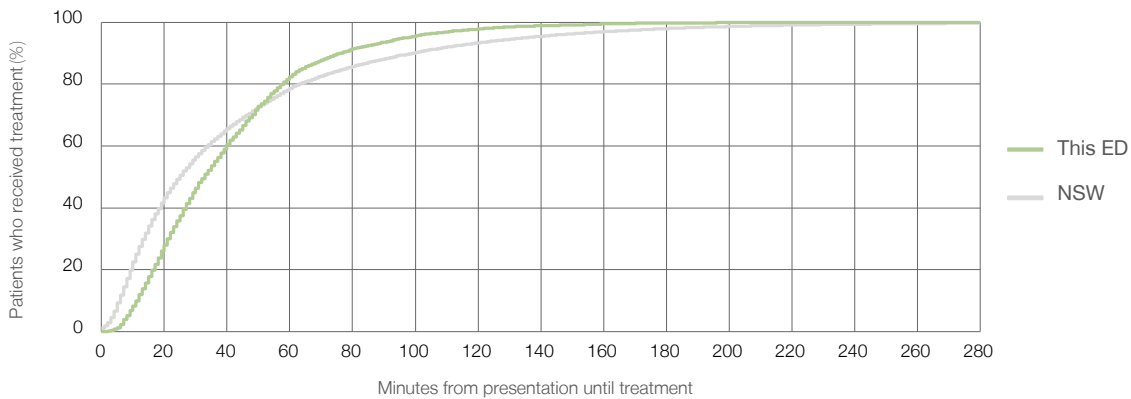
Number of triage 4 patients used to calculate waiting time:³ 6,790

Median time to start treatment⁴ 33 minutes

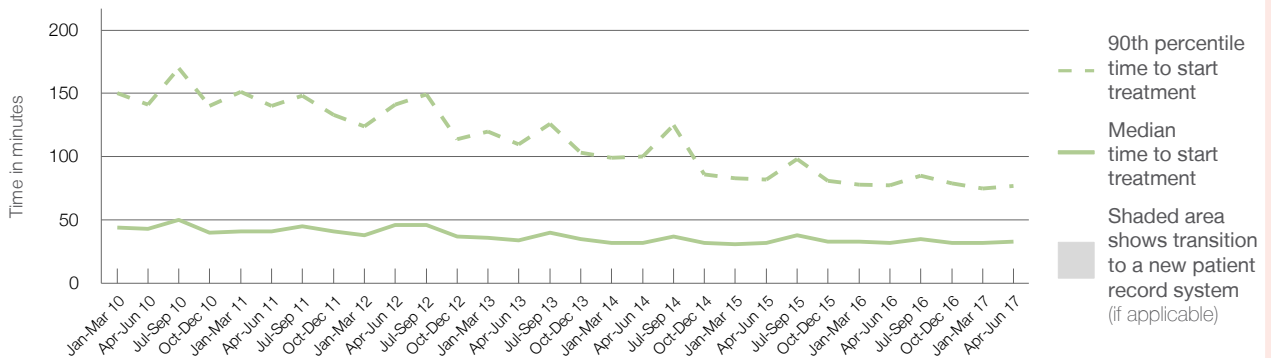
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
6,627	6,480
32 minutes	25 minutes
78 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	43	41	46	34	32	32	32	33
90th percentile time to start treatment ⁵ (minutes)	141	140	141	110	100	82	78	77

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

April to June 2017

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

Number of triage 5 patients: 1,126

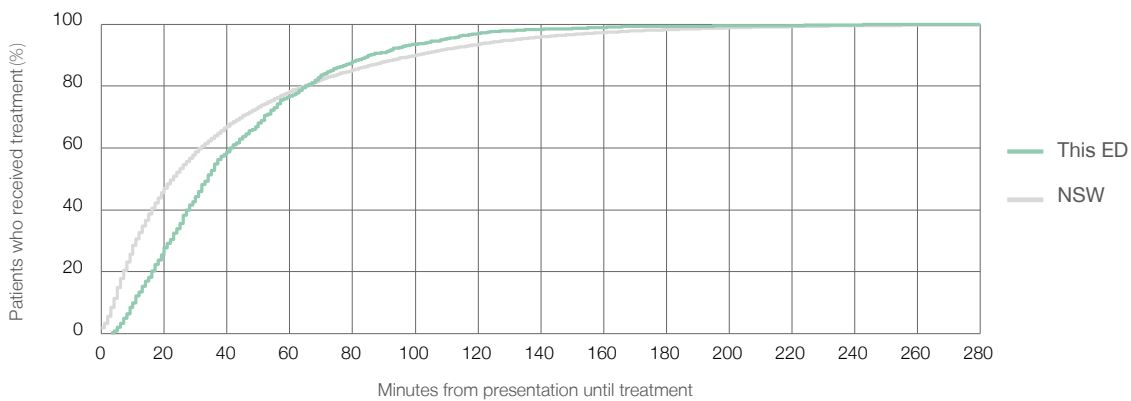
Number of triage 5 patients used to calculate waiting time:³ 952

Median time to start treatment⁴ 34 minutes

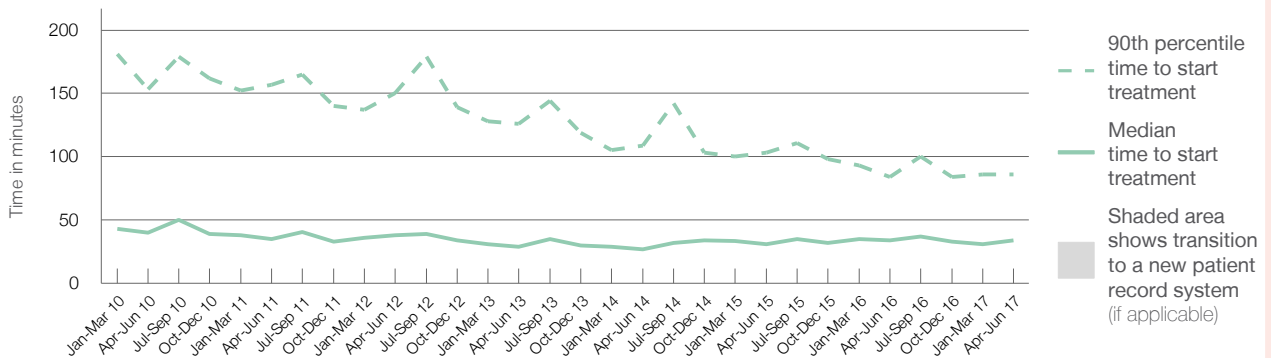
90th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
1,018	946
34 minutes	23 minutes
84 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	40	35	38	29	27	31	34	34
90th percentile time to start treatment ⁵ (minutes)	153	157	150	126	109	103	84	86

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St George Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 19,249 patients

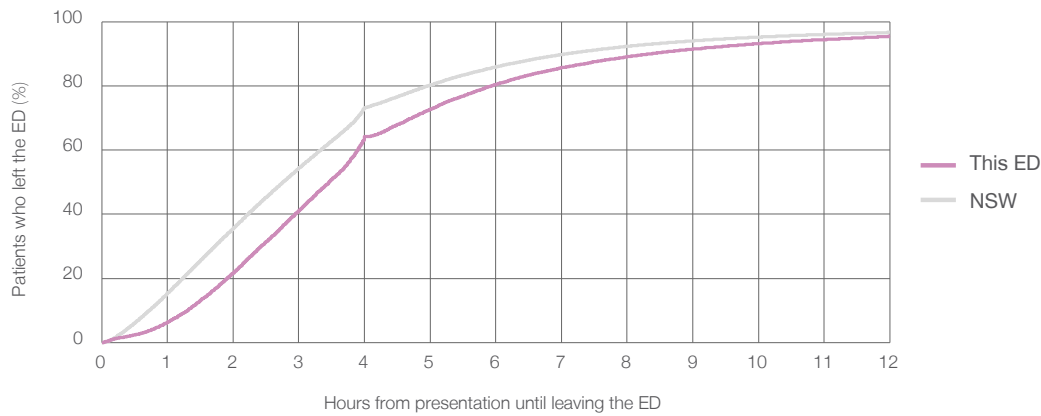
Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

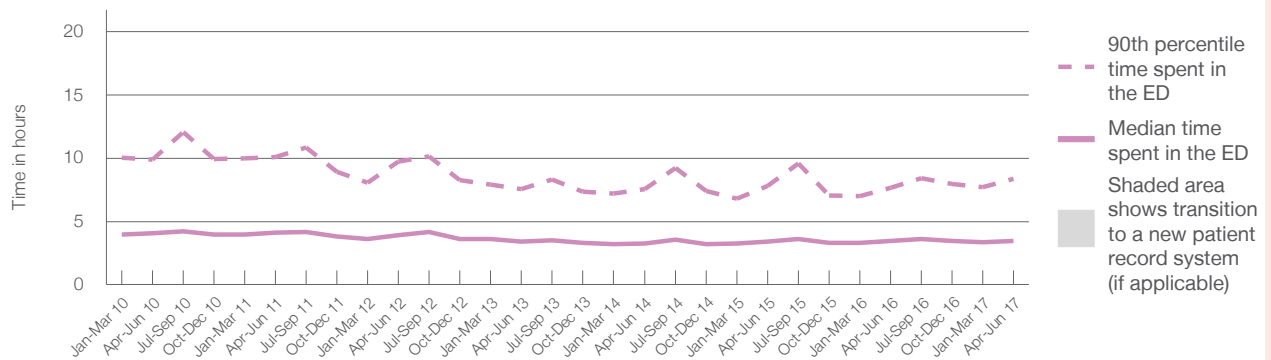
90th percentile time spent in the ED⁹ 8 hours and 21 minutes

Same period last year	NSW (this period)
18,395	18,393
3 hours and 27 minutes	2 hours and 46 minutes
7 hours and 38 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



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



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	4h 4m	4h 6m	3h 56m	3h 24m	3h 16m	3h 24m	3h 27m	3h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 54m	10h 5m	9h 43m	7h 33m	7h 34m	7h 50m	7h 38m	8h 21m

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St George Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

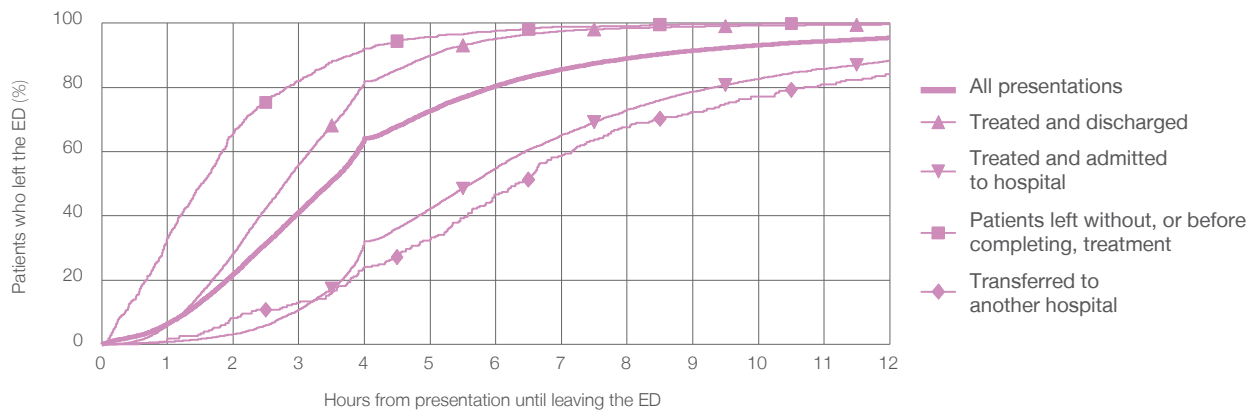
All presentations:¹ 19,249 patients

Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

Treated and discharged	10,992 (57.1%)
Treated and admitted to hospital	6,837 (35.5%)
Patient left without, or before completing, treatment	950 (4.9%)
Transferred to another hospital	232 (1.2%)
Other	238 (1.2%)

Same period last year	Change since one year ago
18,393	4.6%
10,741	2.3%
6,659	2.7%
810	17.3%
147	57.8%
38	526.3%

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



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	5.9%	28.4%	56.0%	81.9%	95.2%	98.4%	99.3%	99.6%
Treated and admitted to hospital	0.8%	3.1%	10.7%	32.1%	54.8%	73.1%	82.6%	88.4%
Patient left without, or before completing, treatment	33.1%	65.8%	82.0%	92.1%	97.7%	99.2%	99.8%	99.9%
Transferred to another hospital	1.7%	8.2%	12.9%	24.1%	46.6%	67.7%	77.2%	84.1%
All presentations	6.5%	21.8%	41.1%	64.2%	80.4%	89.1%	93.1%	95.5%

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St George Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 19,249 patients

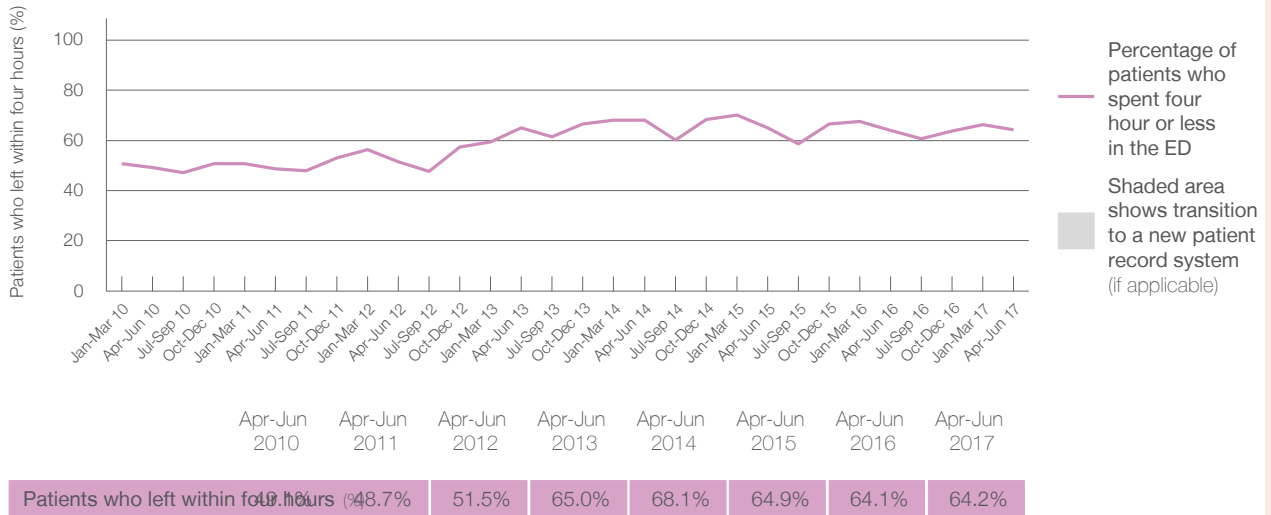
Presentations used to calculate time to leaving the ED:⁶ 19,243 patients

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	18,395	4.6%
Presentations used to calculate time to leaving the ED	18,393	4.6%
Percentage of patients who spent four hours or less in the ED	64.1%	

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



* 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).