

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 19,721 patients

Emergency presentations:² 19,592 patients

Same period last year	Change since one year ago
19,396	1.7%
19,269	1.7%

St George Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 2,431 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): 8,702 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 7,254 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,056 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
2,504	
10 minutes	8 minutes
25 minutes	26 minutes
7,804	
26 minutes	20 minutes
66 minutes	67 minutes
7,478	
33 minutes	25 minutes
81 minutes	97 minutes
1,330	
32 minutes	24 minutes
98 minutes	103 minutes

St George Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 19,714 patients

Percentage of patients who spent four hours or less in the ED 63.6%

Same period last year	Change since one year ago
19,396	1.6%
66.6%	

* 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, January to March 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.

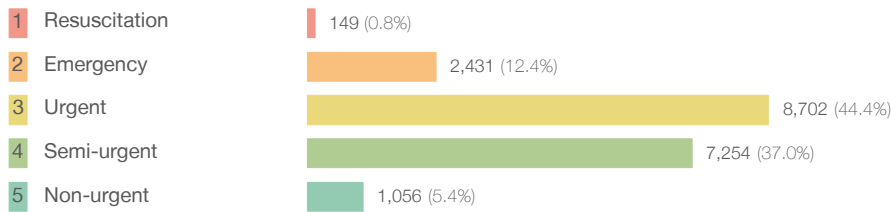
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Patients presenting to the emergency department October to December 2016

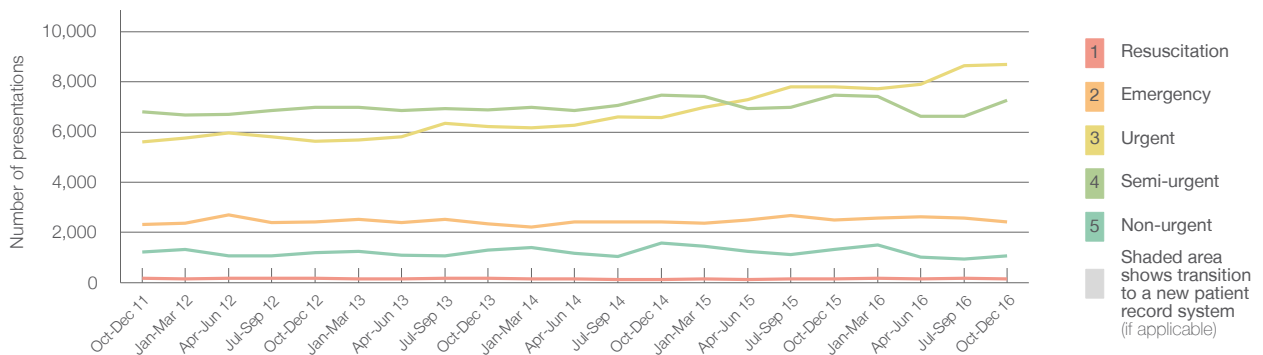
All presentations:¹ 19,721 patients

Emergency presentations² by triage category: 19,592 patients



Same period last year	Change since one year ago
19,396	1.7%
19,269	1.7%
153	-2.6%
2,504	-2.9%
7,804	11.5%
7,478	-3.0%
1,330	-20.6%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	164	174	171	128	153	149
Emergency	2,307	2,422	2,337	2,420	2,504	2,431
Urgent	5,603	5,642	6,223	6,587	7,804	8,702
Semi-urgent	6,802	6,997	6,872	7,462	7,478	7,254
Non-urgent	1,233	1,191	1,293	1,567	1,330	1,056
All emergency presentations	16,109	16,426	16,896	18,164	19,269	19,592

St George Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 5,053 patients

ED Transfer of care time



Same period last year	Change since one year ago
4,733	
11 minutes	0 minutes
20 minutes	1 minute

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

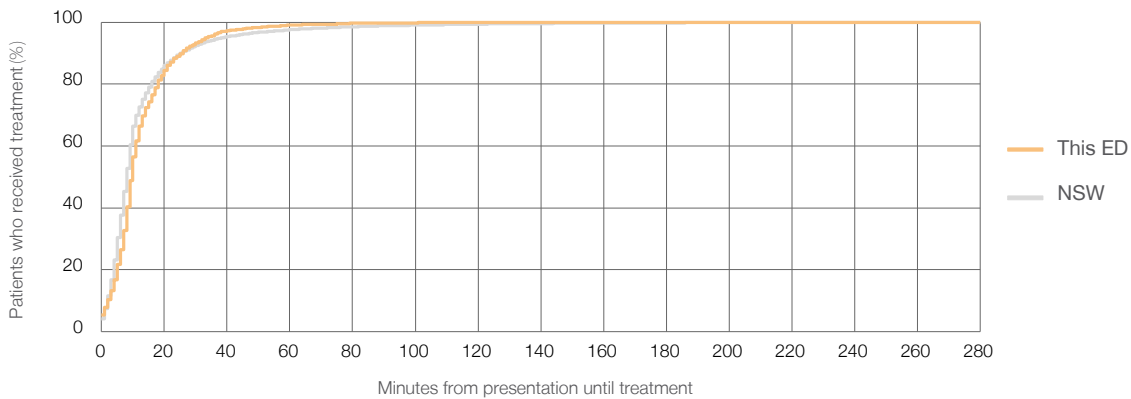
Number of triage 2 patients: 2,431

Number of triage 2 patients used to calculate waiting time:³ 2,425

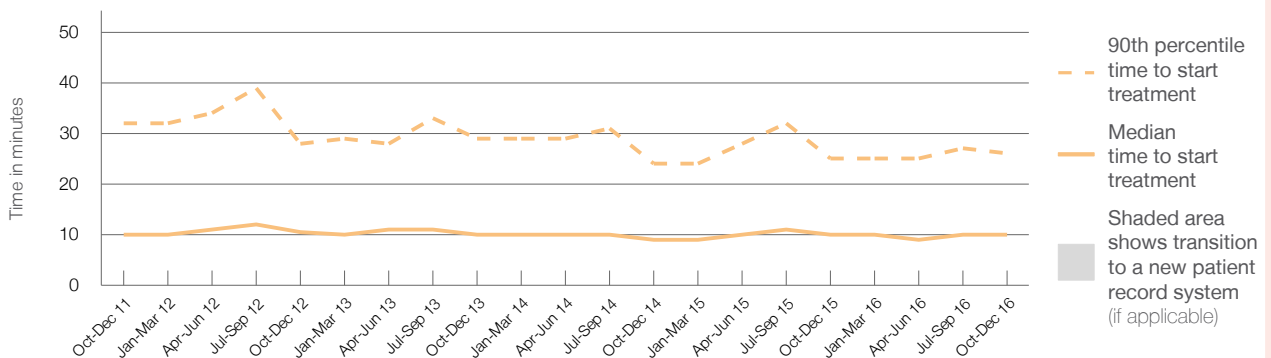
Median time to start treatment⁴ ■ 10 minutes
90th percentile time to start treatment⁵ ■ 26 minutes

Same period last year	NSW (this period)
2,504	2,500
10 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	10	11	10	9	10	10
90th percentile time to start treatment ⁵ (minutes)	32	28	29	24	25	26

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 8,702

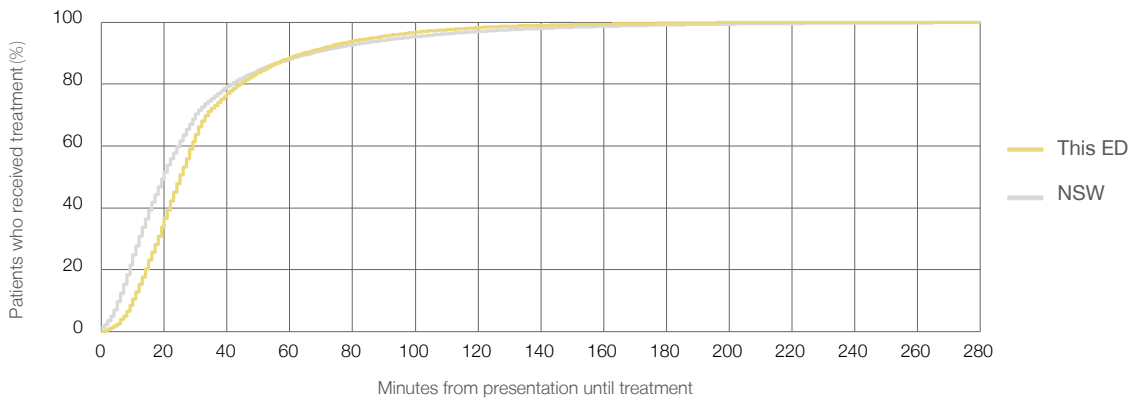
Number of triage 3 patients used to calculate waiting time:³ 8,578

Median time to start treatment⁴ 25 minutes

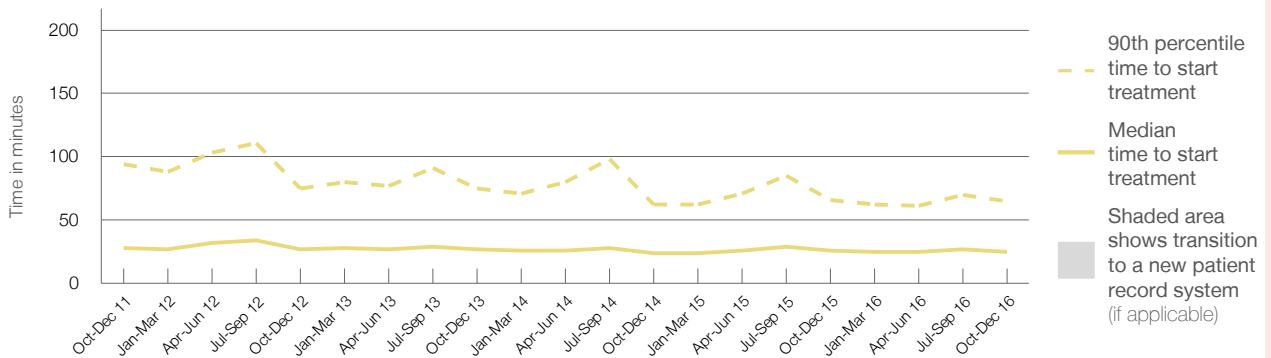
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
7,804	
7,732	
26 minutes	20 minutes
66 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	27	27	24	26	25
90th percentile time to start treatment ⁵ (minutes)	94	75	75	62	66	65

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St George Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 7,254

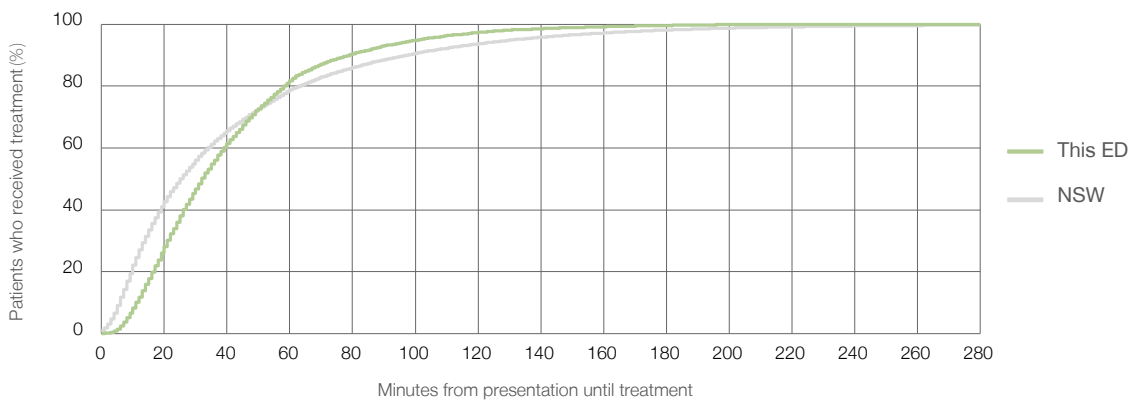
Number of triage 4 patients used to calculate waiting time:³ 7,065

Median time to start treatment⁴ 32 minutes

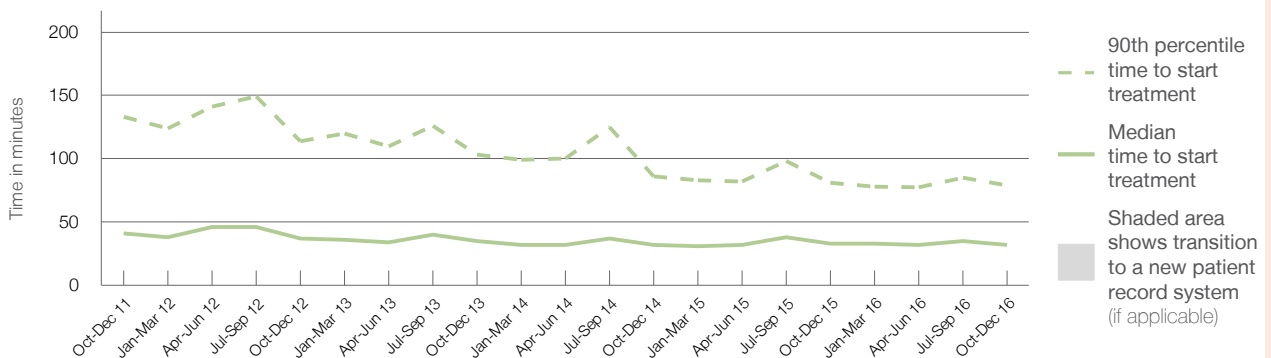
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
7,478	
7,270	
33 minutes	25 minutes
81 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	41	37	35	32	33	32
90th percentile time to start treatment ⁵ (minutes)	133	114	103	86	81	79

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 1,056

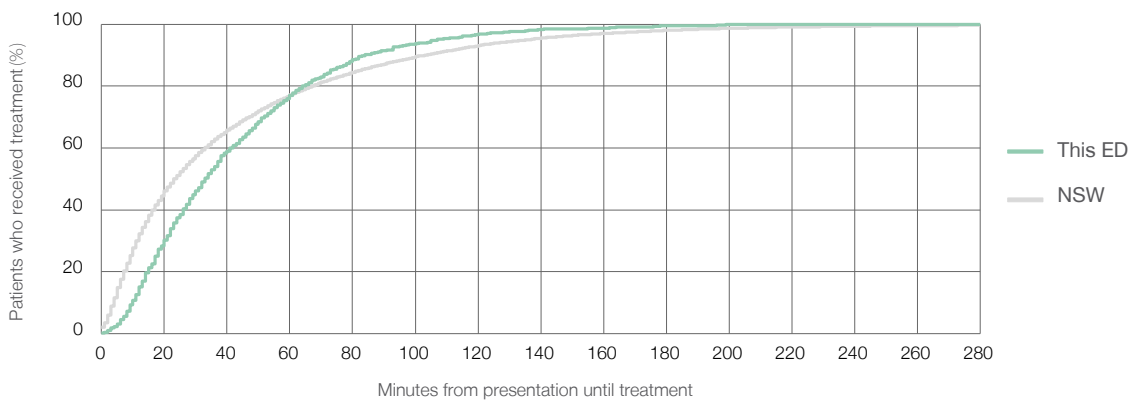
Number of triage 5 patients used to calculate waiting time:³ 950

Median time to start treatment⁴ 33 minutes

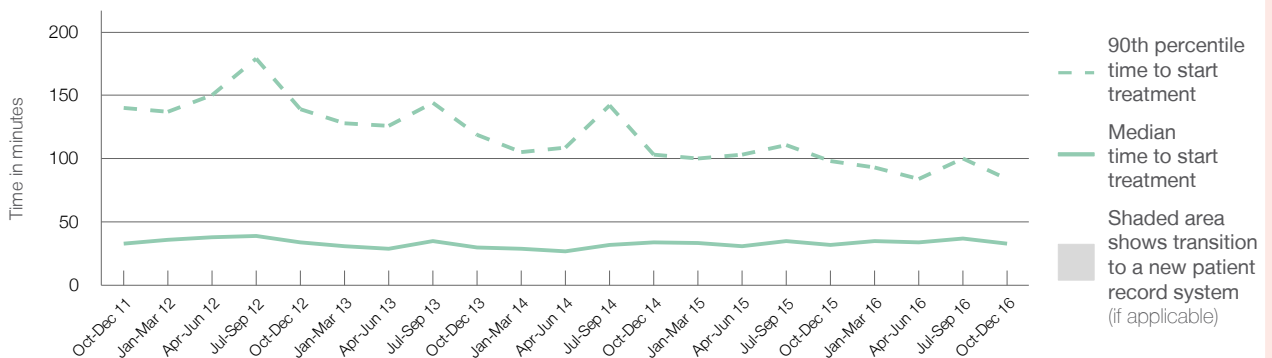
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,330	
1,220	
32 minutes	24 minutes
98 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	33	34	30	34	32	33
90th percentile time to start treatment ⁵ (minutes)	140	139	119	103	98	84

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St George Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 19,721 patients

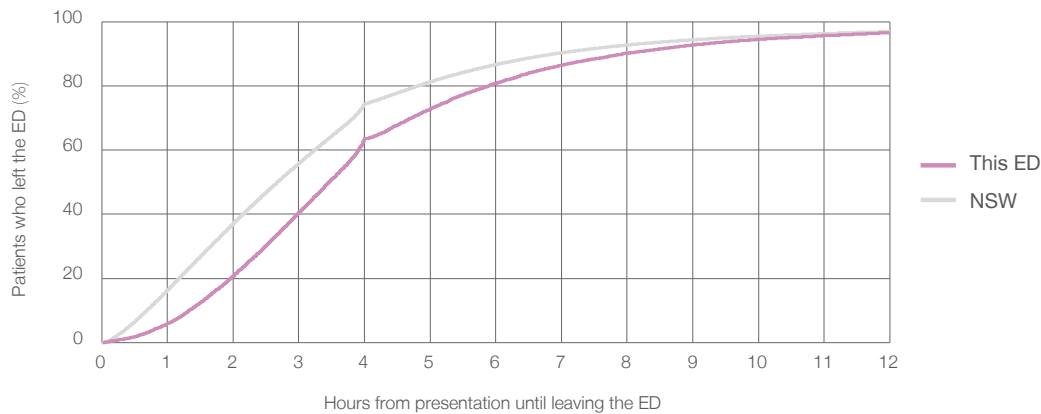
Presentations used to calculate time to leaving the ED:⁶ 19,714 patients

Median time spent in the ED⁸ 3 hours and 28 minutes

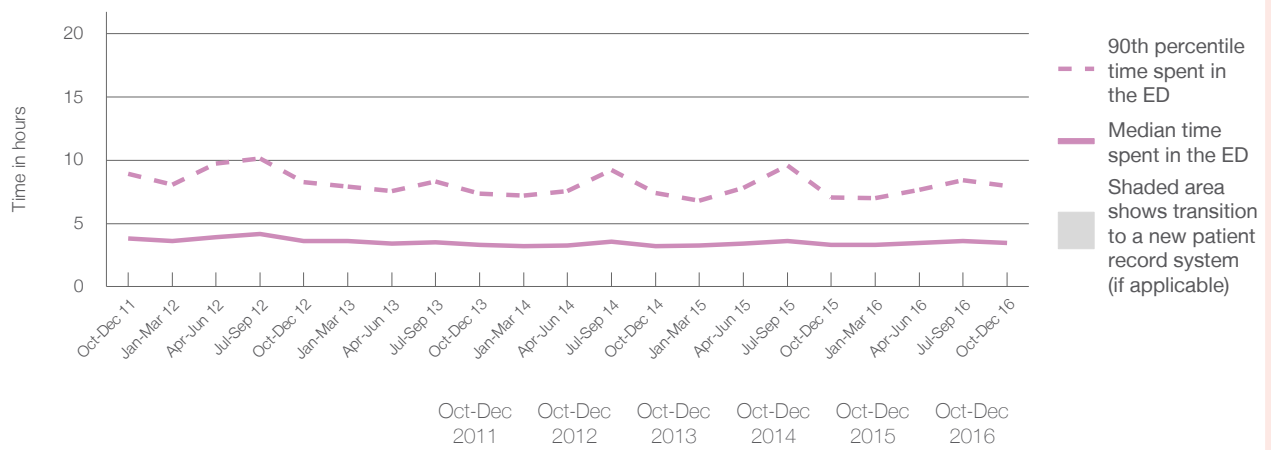
90th percentile time spent in the ED⁹ 7 hours and 57 minutes

Same period last year	NSW (this period)
19,396	19,396
3 hours and 18 minutes	2 hours and 41 minutes
7 hours and 4 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 48m	3h 37m	3h 19m	3h 14m	3h 18m	3h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	8h 55m	8h 16m	7h 22m	7h 23m	7h 4m	7h 57m

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

St George Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

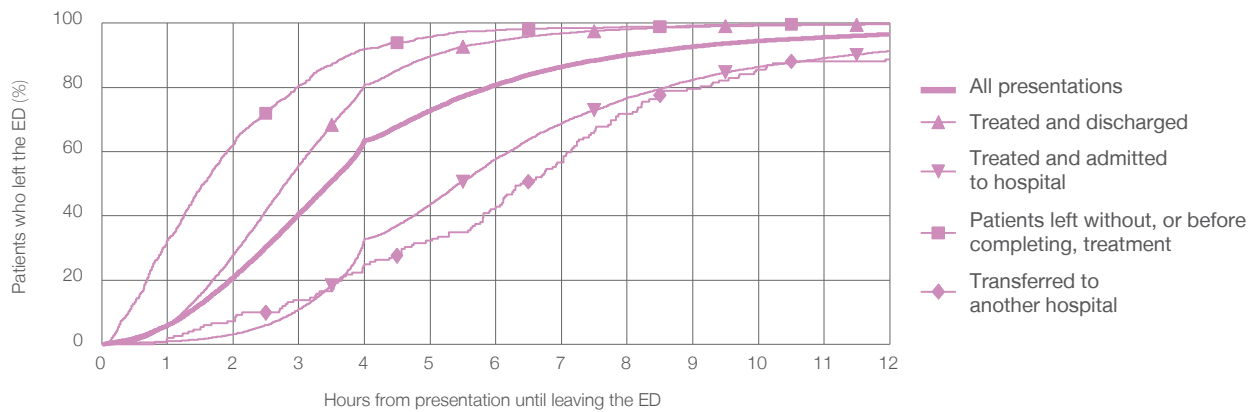
All presentations:¹ 19,721 patients

Presentations used to calculate time to leaving the ED:⁶ 19,714 patients

Treated and discharged	11,234 (57.0%)
Treated and admitted to hospital	7,199 (36.5%)
Patient left without, or before completing, treatment	1,016 (5.2%)
Transferred to another hospital	152 (0.8%)
Other	120 (0.6%)

Same period last year	Change since one year ago
19,396	1.6%
11,421	-1.6%
6,609	8.9%
1,171	-13.2%
142	7.0%
53	126.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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	6.1%	27.8%	55.8%	80.9%	94.4%	98.1%	99.3%	99.7%
Treated and admitted to hospital	0.9%	3.1%	10.9%	32.8%	57.7%	76.7%	86.4%	91.4%
Patient left without, or before completing, treatment	32.5%	62.3%	80.5%	91.9%	97.8%	98.8%	99.7%	99.8%
Transferred to another hospital	2.0%	7.2%	13.8%	25.0%	42.8%	71.7%	85.5%	88.8%
All presentations	6.0%	20.8%	40.6%	63.6%	80.8%	90.2%	94.5%	96.6%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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St George Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 19,721 patients

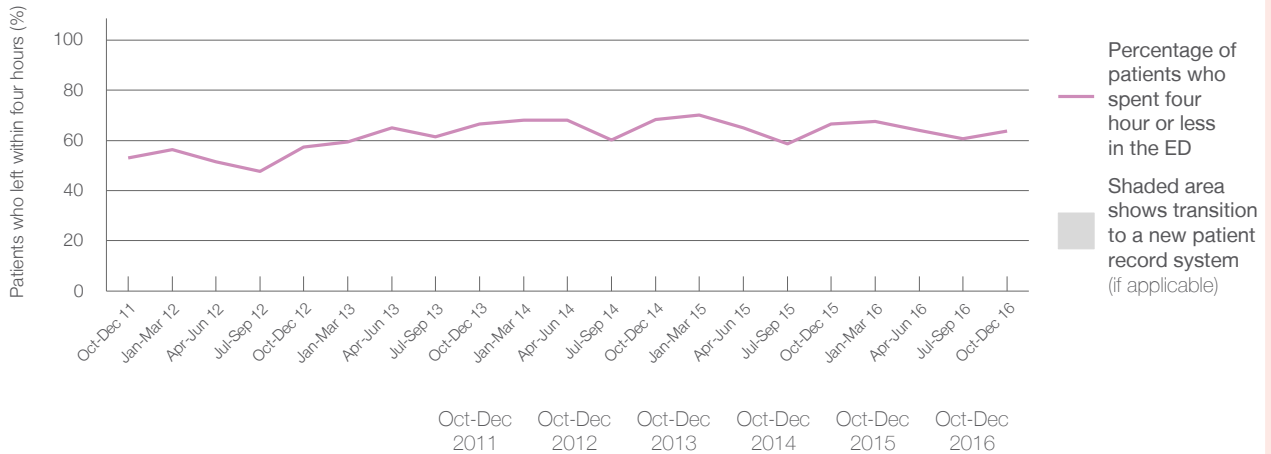
Presentations used to calculate time to leaving the ED:⁶ 19,714 patients

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	19,396	1.7%
Presentations used to calculate time to leaving the ED	19,396	1.6%
Percentage of patients who spent four hours or less in the ED	66.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	52.9%	57.2%	66.5%	68.4%	66.6%	63.6%

* 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, 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 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).