

South East Regional Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 5,024 patients
Emergency presentations:² 4,761 patients

Same period last year	Change since one year ago
4,626	9%
4,401	8%

South East Regional Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 494 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,523 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,906 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 130 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 822 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
479	
8 minutes	8 minutes
19 minutes	26 minutes
1,450	
19 minutes	20 minutes
57 minutes	72 minutes
1,879	
29 minutes	26 minutes
123 minutes	104 minutes
572	
30 minutes	23 minutes
135 minutes	104 minutes

South East Regional Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,023 patients

Percentage of patients who spent four hours or less in the ED 73%

Same period last year	Change since one year ago
4,626	9%
73%	

* 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: October to December 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 22 January 2019).

South East Regional Hospital: Patients presenting to the emergency department October to December 2018

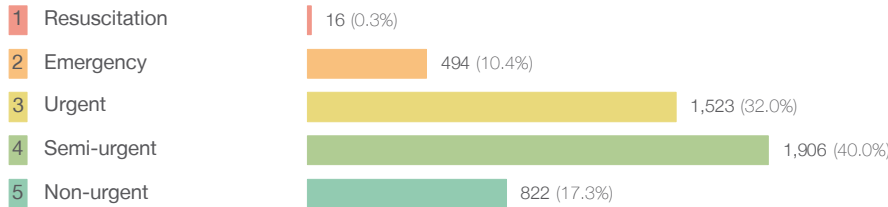
All presentations:¹ 5,024 patients

Same period last year
Change since one year ago

4,626 9%

Emergency presentations² by triage category: 4,761 patients

4,401 8%



21 -23.8%

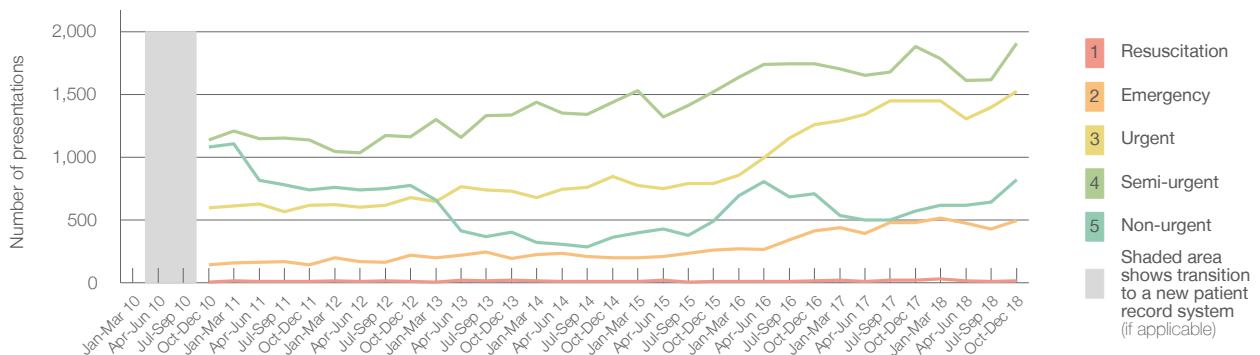
479 3.1%

1,450 5.0%

1,879 1.4%

572 43.7%

Emergency presentations² by quarter, January 2010 to December 2018 ^{‡ §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	< 5	7	8	19	12	9	14	21	16
Emergency	146	141	218	194	198	259	414	479	494
Urgent	598	619	678	728	848	788	1,258	1,450	1,523
Semi-urgent	1,136	1,136	1,163	1,337	1,436	1,521	1,745	1,879	1,906
Non-urgent	1,079	737	776	402	359	488	706	572	822
All emergency presentations	2,959	2,640	2,843	2,680	2,853	3,065	4,137	4,401	4,761

South East Regional Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time: ⁷ 978 patients

Same period last year
Change since one year ago

949

ED Transfer of care time



11 minutes 1 minute

20 minutes 5 minutes

Comparisons should be made with caution – South East Regional Hospital replaced Bega District Hospital, which provided different services.

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South East Regional Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

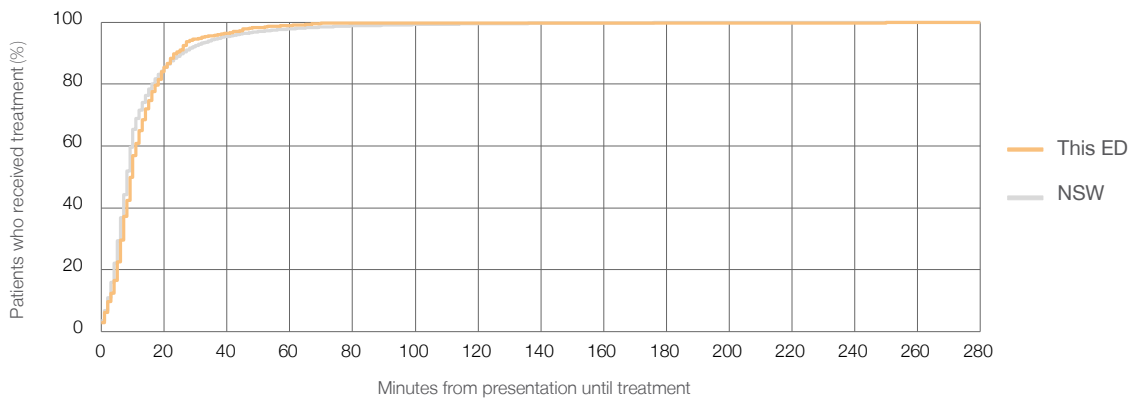
Number of triage 2 patients: 494

Number of triage 2 patients used to calculate waiting time:³ 492

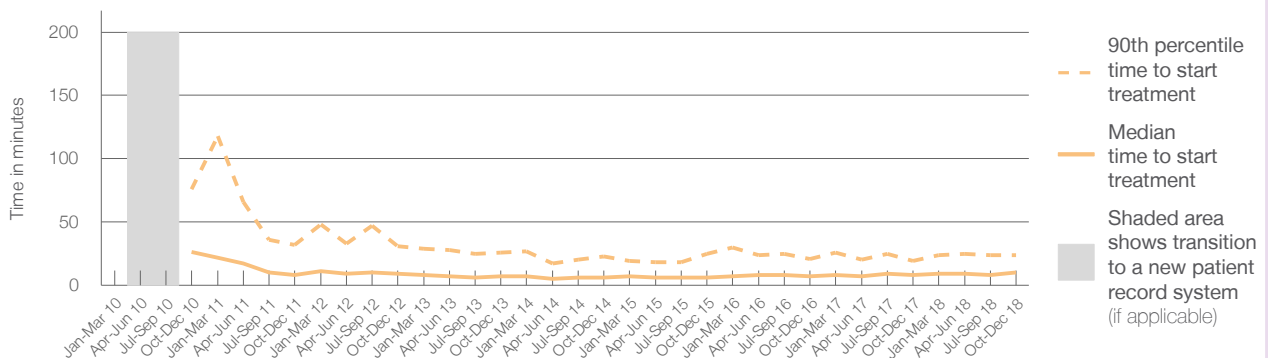
Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
479	
478	
8 minutes	8 minutes
19 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	27	8	9	7	6	6	7	8	10
90th percentile time to start treatment ⁵ (minutes)	76	32	31	26	23	25	21	19	24

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South East Regional Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,523

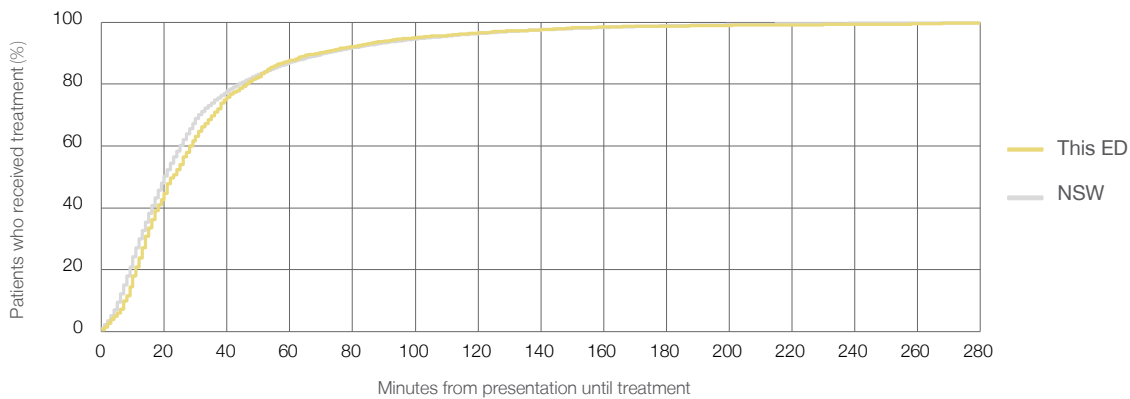
Number of triage 3 patients used to calculate waiting time:³ 1,502

Median time to start treatment⁴ 23 minutes

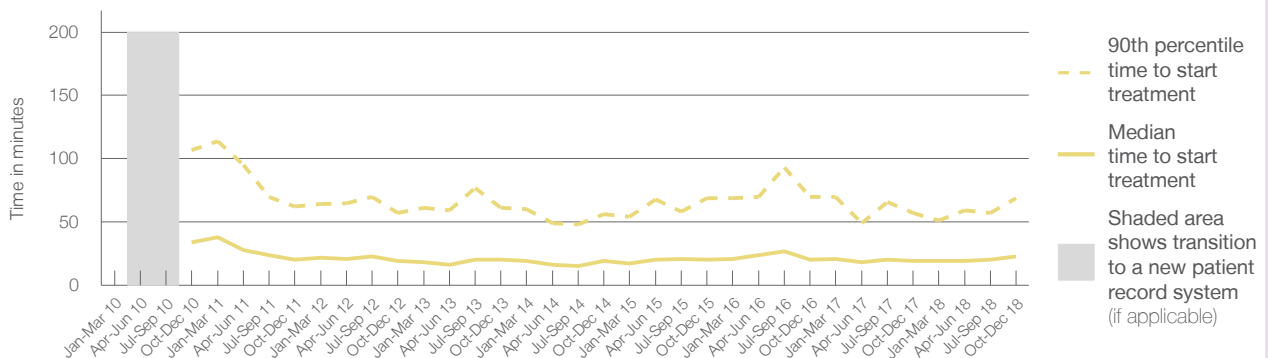
90th percentile time to start treatment⁵ 69 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,450	1,427
Median time to start treatment ⁴	19 minutes	20 minutes
90th percentile time to start treatment ⁵	57 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	34	20	19	20	19	20	20	19	23
90th percentile time to start treatment ⁵ (minutes)	107	62	57	61	56	69	70	57	69

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South East Regional Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 1,906

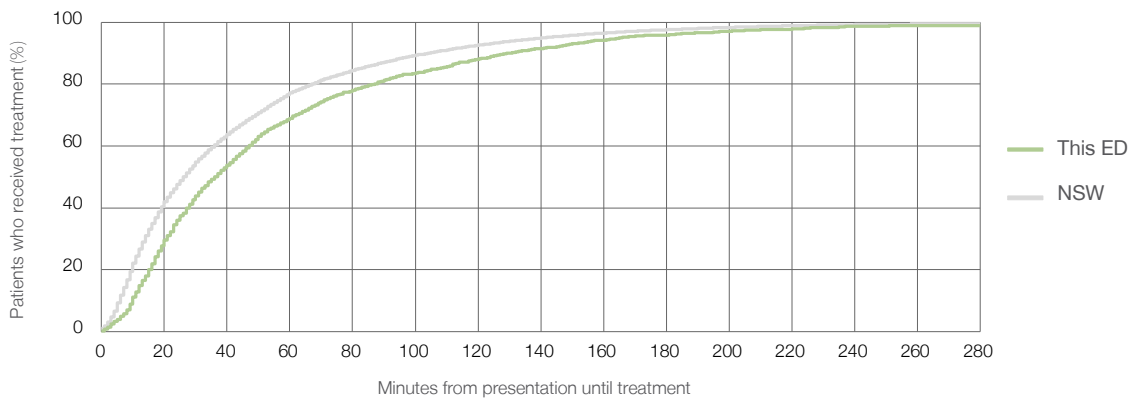
Number of triage 4 patients used to calculate waiting time:³ 1,761

Median time to start treatment⁴ 36 minutes

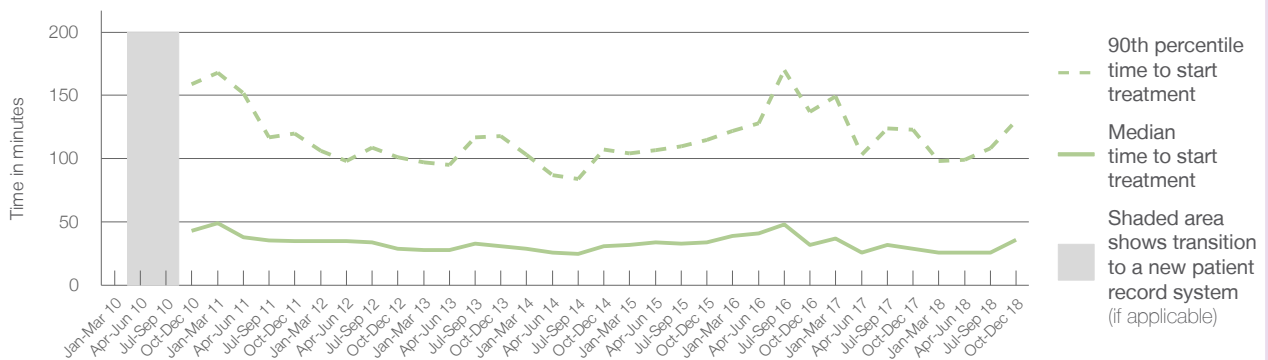
90th percentile time to start treatment⁵ 130 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,879	1,793
Median time to start treatment ⁴	29 minutes	26 minutes
90th percentile time to start treatment ⁵	123 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	43	35	29	31	31	34	32	29	36
90th percentile time to start treatment ⁵ (minutes)	159	120	101	118	107	115	137	123	130

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South East Regional Hospital: Time patients waited to start treatment, triage 5 October to December 2018

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

Number of triage 5 patients: 822

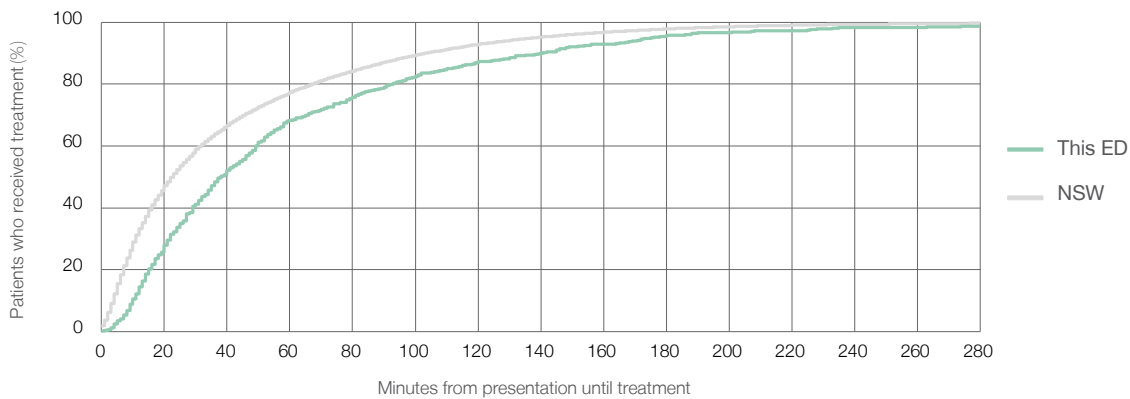
Number of triage 5 patients used to calculate waiting time:³ 711

Median time to start treatment⁴ 38 minutes

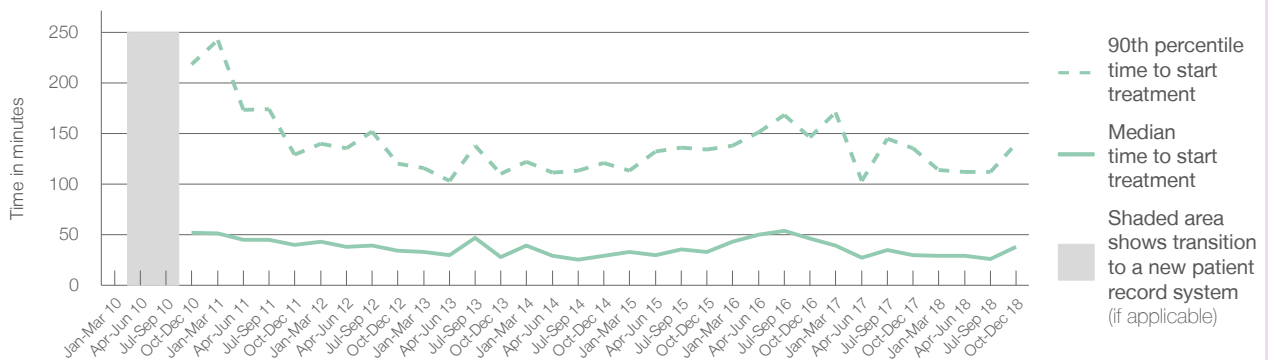
90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
572	
493	
30 minutes	23 minutes
135 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment ⁴ (minutes)	52	40	34	28	29	33	46	30	38
90th percentile time to start treatment ⁵ (minutes)	218	129	120	110	121	134	146	135	140

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South East Regional Hospital: Time patients spent in the ED October to December 2018

All presentations:¹ 5,024 patients

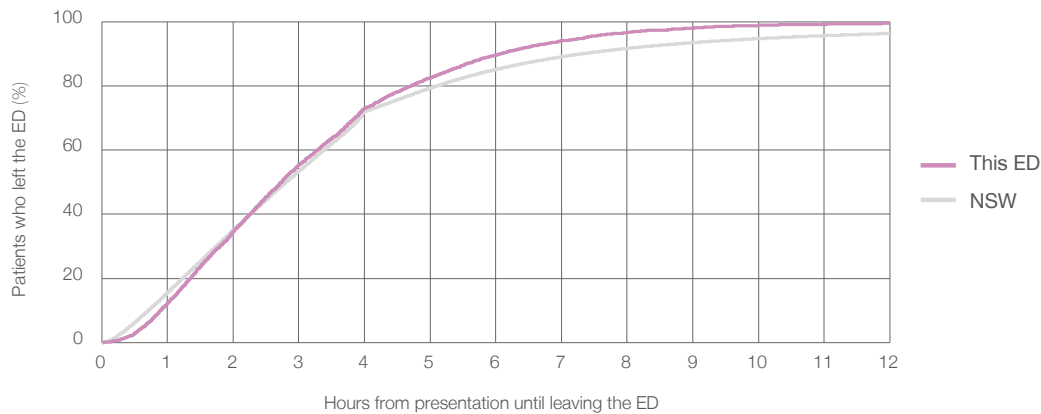
Presentations used to calculate time to leaving the ED:⁶ 5,023 patients

Median time spent in the ED⁸ 2 hours and 44 minutes

90th percentile time spent in the ED⁹ 6 hours and 4 minutes

Same period last year	NSW (this period)
4,626	4,626
2 hours and 37 minutes	2 hours and 49 minutes
5 hours and 56 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 56m	2h 1m	2h 9m	2h 8m	2h 3m	2h 11m	2h 40m	2h 37m	2h 44m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 46m	5h 2m	5h 12m	5h 21m	4h 51m	5h 6m	6h 17m	5h 56m	6h 4m

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South East Regional Hospital: Time patients spent in the ED By mode of separation October to December 2018

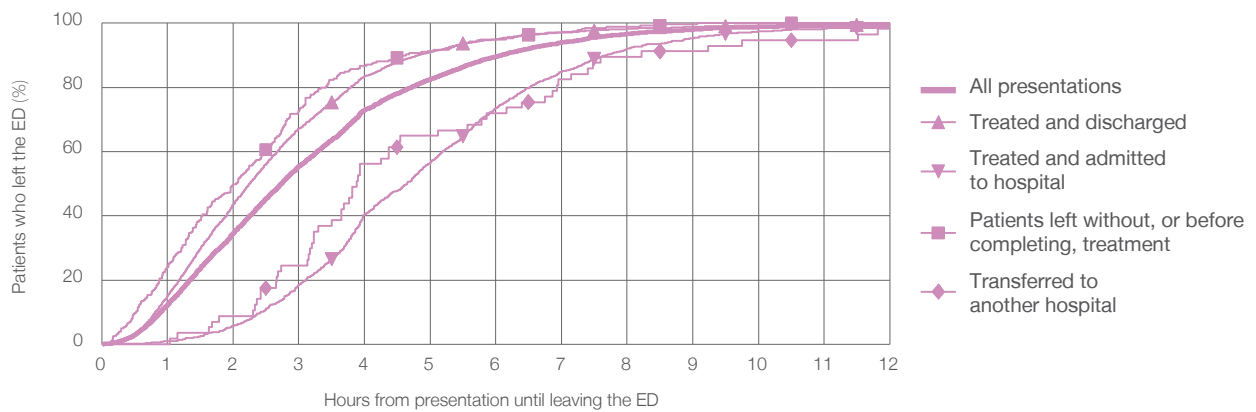
All presentations:¹ 5,024 patients

Presentations used to calculate time to leaving the ED:⁶ 5,023 patients

Treated and discharged	3,461 (68.9%)
Treated and admitted to hospital	1,205 (24.0%)
Patient left without, or before completing, treatment	279 (5.6%)
Transferred to another hospital	57 (1.1%)
Other	22 (0.4%)

Same period last year	Change since one year ago
4,626	9%
3,334	3.8%
1,055	14.2%
170	64.1%
54	5.6%
13	69.2%

Percentage of patients who left the ED by time and mode of separation, October to December 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	15.1%	43.6%	67.1%	83.5%	95.0%	98.2%	99.3%	99.7%
Treated and admitted to hospital	0.9%	5.7%	18.5%	40.5%	73.6%	92.1%	97.4%	98.8%
Patient left without, or before completing, treatment	24.0%	49.8%	72.8%	86.7%	95.0%	98.9%	100%	100%
Transferred to another hospital	0%	8.8%	24.6%	56.1%	71.9%	89.5%	94.7%	98.2%
All presentations	12.3%	34.6%	55.4%	73.1%	89.6%	96.7%	98.8%	99.5%

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South East Regional Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2018

All presentations at the emergency department: ¹ 5,024 patients

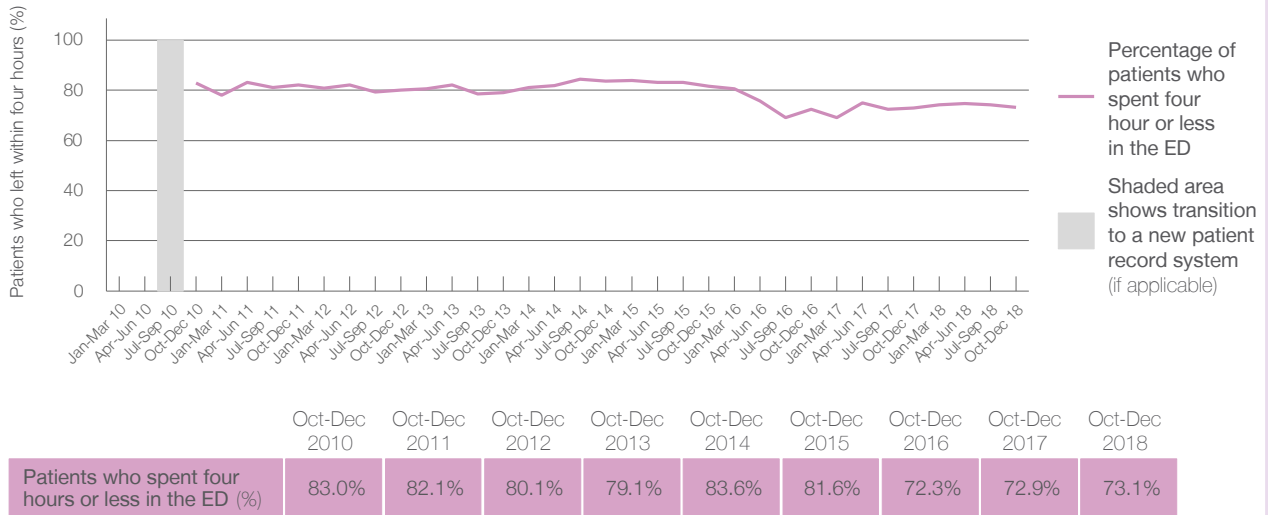
Presentations used to calculate time to leaving the ED: ⁶ 5,023 patients

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: ¹ 5,024 patients	4,626	9%
Presentations used to calculate time to leaving the ED: ⁶ 5,023 patients	4,626	9%
Percentage of patients who spent four hours or less in the ED	72.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, October to December 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 22 January 2019).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).