More information is available on BHI’s interactive portal at www.bhi.nsw.gov.au/healthcare_observer

South East Regional Hospital: Emergency department (ED) overview
July to September 2017

<table>
<thead>
<tr>
<th>Presentation Type</th>
<th>Total Presentations</th>
<th>July to September 2017 Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>All presentations</td>
<td>4,343 patients</td>
<td>4,188</td>
</tr>
<tr>
<td>Emergency</td>
<td>4,124 patients</td>
<td>3,933</td>
</tr>
</tbody>
</table>

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.
4. 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.
5. 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.
6. All attendances that have a departure time.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).
South East Regional Hospital: Patients presenting to the emergency department
July to September 2017

All presentations: 4,343 patients

Emergency presentations by triage category: 4,124 patients

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>July to September 2017</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All presentations</td>
<td>4,188</td>
<td>3.7%</td>
</tr>
<tr>
<td></td>
<td>Emergency presentations</td>
<td>3,903</td>
<td>4.9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>Resuscitation</th>
<th>Emergency</th>
<th>Urgent</th>
<th>Semi-urgent</th>
<th>Non-urgent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients</td>
<td>18 (0.4%)</td>
<td>480 (1.1%)</td>
<td>1,450 (35.2%)</td>
<td>1,679 (40.7%)</td>
<td>497 (12.1%)</td>
</tr>
</tbody>
</table>

Emergency presentations by quarter, July 2012 to September 2017

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

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.
**South East Regional Hospital:** Time patients waited to start treatment, triage 2  
**July to September 2017**

<table>
<thead>
<tr>
<th>Triage 2</th>
<th>Emergency (e.g. chest pain, severe burns)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of triage 2 patients: 480</td>
<td></td>
</tr>
<tr>
<td>Number of triage 2 patients used to calculate waiting time: 478</td>
<td></td>
</tr>
<tr>
<td>Median time to start treatment: 9 minutes</td>
<td></td>
</tr>
<tr>
<td>90th percentile time to start treatment: 25 minutes</td>
<td></td>
</tr>
</tbody>
</table>

**Percentage of triage 2 patients who received treatment by time, July to September 2017**

**Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017**

<table>
<thead>
<tr>
<th>Median time to start treatment</th>
<th>10</th>
<th>6</th>
<th>6</th>
<th>6</th>
<th>8</th>
<th>9</th>
</tr>
</thead>
<tbody>
<tr>
<td>90th percentile time to start treatment</td>
<td>47</td>
<td>25</td>
<td>20</td>
<td>18</td>
<td>25</td>
<td>25</td>
</tr>
</tbody>
</table>

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

(†) 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.
South East Regional Hospital: Time patients waited to start treatment, triage 3
July to September 2017

Triage 3  | Urgent (e.g. moderate blood loss, dehydration)
---|---
Number of triage 3 patients: 1,450
Number of triage 3 patients used to calculate waiting time: 1,419
Median time to start treatment: 20 minutes
90th percentile time to start treatment: 66 minutes

Same period last year: NSW (this period)
| Median | 1,153 | 1,125 |
| 90th percentile | 27 minutes | 23 minutes |

Percentage of triage 3 patients who received treatment by time, July to September 2017

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

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.
South East Regional Hospital: Time patients waited to start treatment, triage 4
July to September 2017

Triage 4  Semi-urgent  (e.g. sprained ankle, earache)
Number of triage 4 patients: 1,679
Number of triage 4 patients used to calculate waiting time: 1,564
Median time to start treatment: 32 minutes
90th percentile time to start treatment: 124 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017

Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017

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

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.
South East Regional Hospital: Time patients waited to start treatment, triage 5
July to September 2017

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

<table>
<thead>
<tr>
<th>Same period last year</th>
<th>NSW (this period)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Number of triage 5 patients: 497
Number of triage 5 patients used to calculate waiting time: 417
Median time to start treatment: 35 minutes
90th percentile time to start treatment: 145 minutes

<table>
<thead>
<tr>
<th>Time in minutes</th>
<th>Median time to start treatment</th>
<th>90th percentile time to start treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>35 minutes</td>
<td>145 minutes</td>
</tr>
</tbody>
</table>

Percentage of triage 5 patients who received treatment by time, July to September 2017

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

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.
South East Regional Hospital: Time patients spent in the ED
July to September 2017

All presentations: 4,343 patients
Presentations used to calculate time to leaving the ED: 4,339 patients

Median time spent in the ED
90th percentile time spent in the ED

Percentages of patients who left the ED by time, July to September 2017

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

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.
South East Regional Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

All presentations: 4,343 patients
Presentations used to calculate time to leaving the ED: 4,339 patients

Treated and discharged: 3,064 (70.6%)
Treated and admitted to hospital: 1,037 (23.9%)
Patient left without, or before completing, treatment: 190 (4.4%)
Transferred to another hospital: 34 (0.8%)
Other: 18 (0.4%)

Percentage of patients who left the ED by time and mode of separation, July to September 2017

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

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.
South East Regional Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
July to September 2017

All presentations at the emergency department: 4,343 patients
Presentations used to calculate time to leaving the ED: 4,339 patients

<table>
<thead>
<tr>
<th>Percentage of patients who spent four hours or less in the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>72.5%</td>
</tr>
</tbody>
</table>

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

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† 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.
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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.
8. 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.
9. 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.

Note: 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.

Sources:
1. ED data from Health Information Exchange, NSW Health(extracted 17 October 2017).
2. Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).