

## South East Regional Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 4,187 patients  
 Emergency presentations:<sup>2</sup> 3,932 patients

Same period last year	Change since one year ago
3,122	34.1%
2,819	39.5%

## South East Regional Hospital: Time patients waited to start treatment <sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 339 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 95th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,153 patients

Median time to start treatment<sup>4</sup> 27 minutes  
 95th percentile time to start treatment<sup>5</sup> 125 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,746 patients

Median time to start treatment<sup>4</sup> 48 minutes  
 95th percentile time to start treatment<sup>5</sup> 206 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 684 patients

Median time to start treatment<sup>4</sup> 54 minutes  
 95th percentile time to start treatment<sup>5</sup> 200 minutes

Same period last year	NSW (this period)
239	
6 minutes	8 minutes
24 minutes	41 minutes
792	
21 minutes	21 minutes
83 minutes	103 minutes
1,410	
33 minutes	27 minutes
146 minutes	139 minutes
378	
36 minutes	24 minutes
176 minutes	138 minutes

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

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,186 patients

Percentage of patients who spent four hours or less in the ED 69.1%

Same period last year	Change since one year ago
3,122	34.1%
83.0%	

\* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

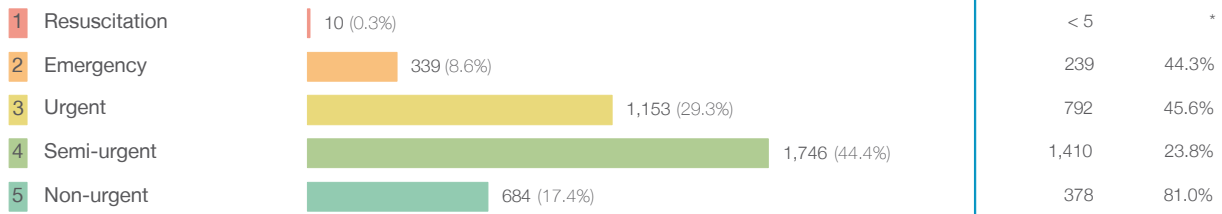
**Source:** Health Information Exchange, NSW Health (extracted 20 October 2016).

## South East Regional Hospital: Patients presenting to the emergency department

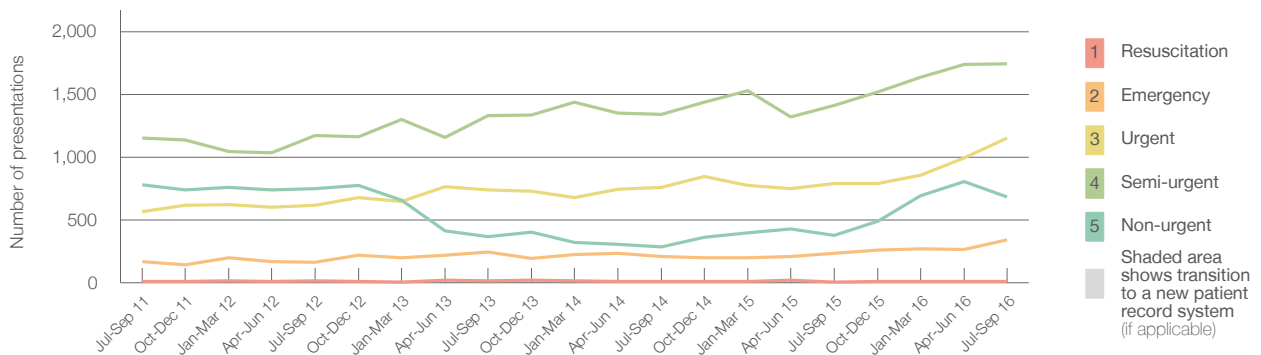
July to September 2016

All presentations:<sup>1</sup> 4,187 patients

Emergency presentations<sup>2</sup> by triage category: 3,932 patients



Emergency presentations<sup>2</sup> by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	8	14	16	7	< 5	10
Emergency	169	163	242	208	239	339
Urgent	568	616	738	760	792	1,153
Semi-urgent	1,152	1,170	1,332	1,341	1,410	1,746
Non-urgent	780	747	365	286	378	684
All emergency presentations	2,677	2,710	2,693	2,602	2,819	3,932

## South East Regional Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 683 patients

ED Transfer of care time



(†) 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 2016

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

Number of triage 2 patients: 339

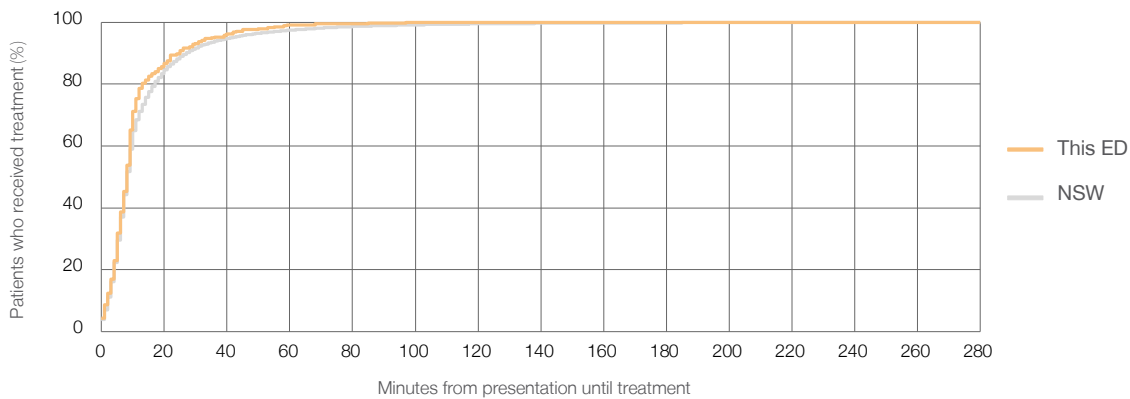
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 336

Median time to start treatment<sup>4</sup>  8 minutes

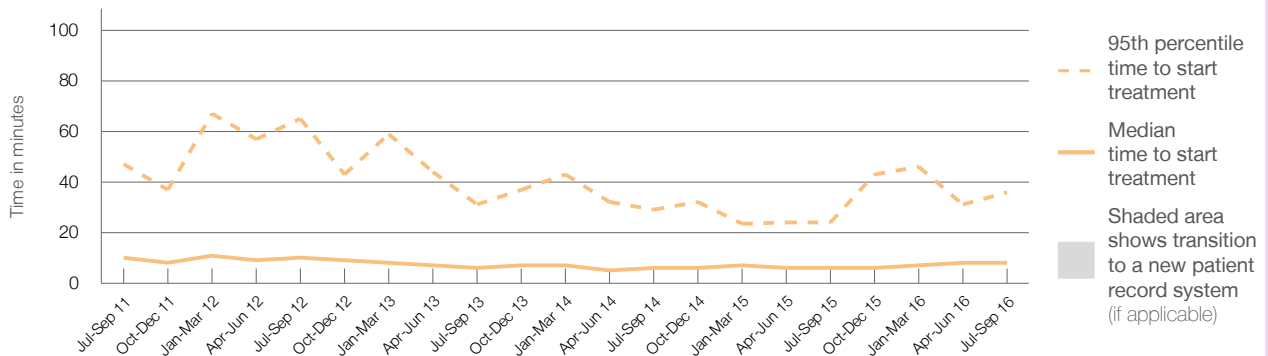
95th percentile time to start treatment<sup>5</sup>  36 minutes

Same period last year	NSW (this period)
239	233
6 minutes	8 minutes
24 minutes	41 minutes

### Percentage of triage 2 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	10	10	6	6	6	8
95th percentile time to start treatment <sup>5</sup> (minutes)	47	65	31	29	24	36

(†) 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 2016

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

Number of triage 3 patients: 1,153

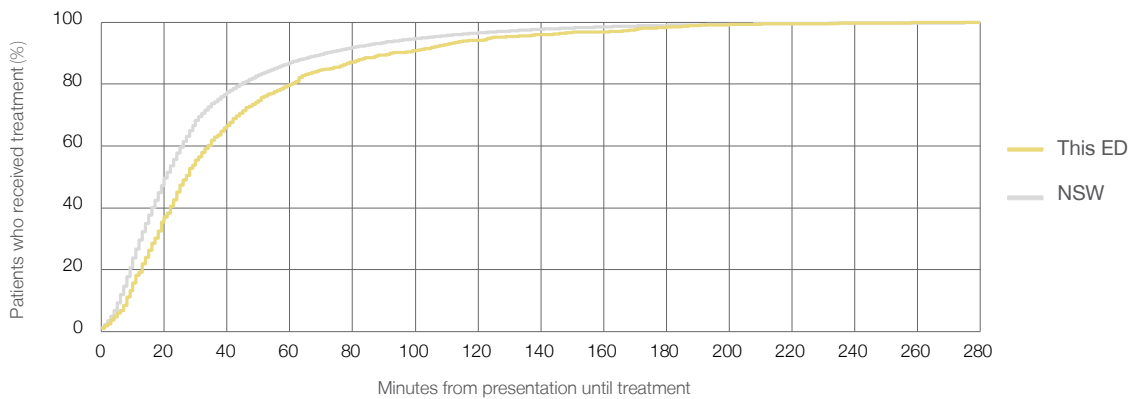
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,125

Median time to start treatment<sup>4</sup> 27 minutes

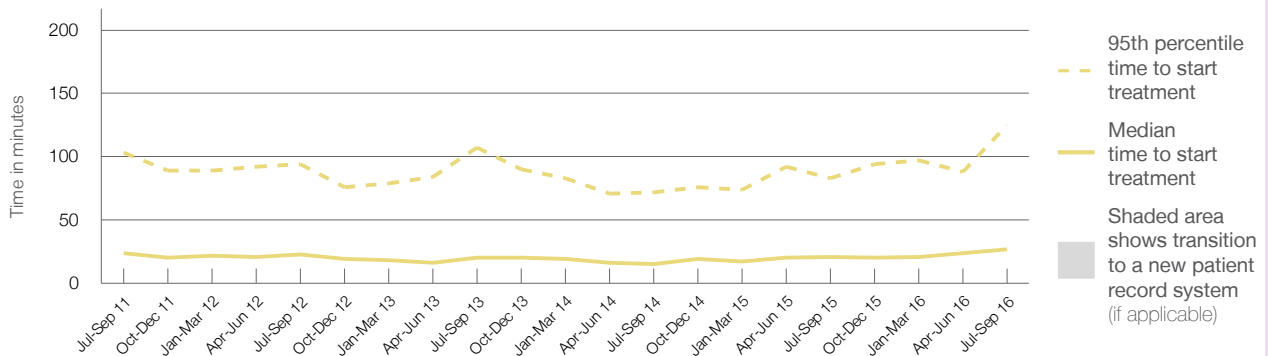
95th percentile time to start treatment<sup>5</sup> 125 minutes

Same period last year	NSW (this period)
792	779
21 minutes	21 minutes
83 minutes	103 minutes

### Percentage of triage 3 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	24	23	20	15	21	27
95th percentile time to start treatment <sup>5</sup> (minutes)	103	94	107	72	83	125

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## South East Regional Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 1,746

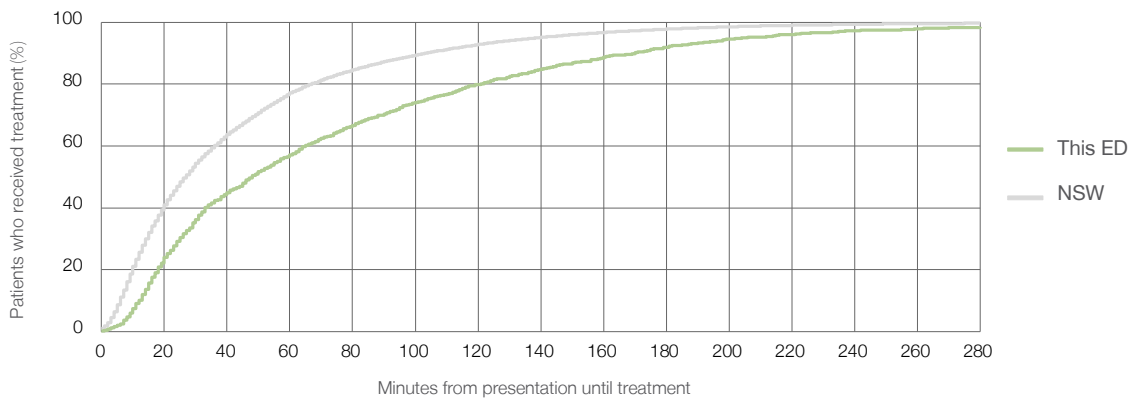
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,578

Median time to start treatment<sup>4</sup> 48 minutes

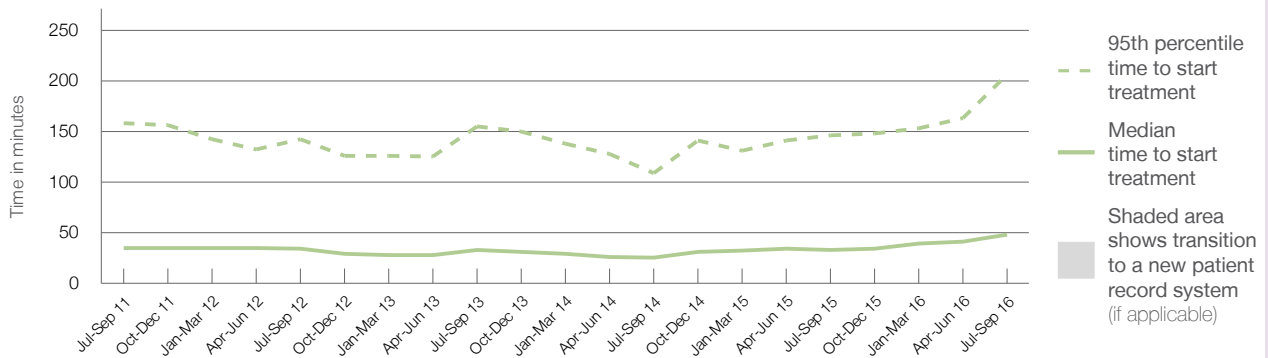
95th percentile time to start treatment<sup>5</sup> 206 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,410	1,289
Median time to start treatment <sup>4</sup>	33 minutes	27 minutes
95th percentile time to start treatment <sup>5</sup>	146 minutes	139 minutes

### Percentage of triage 4 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	35	34	33	25	33	48
95th percentile time to start treatment <sup>5</sup> (minutes)	158	142	155	109	146	206

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## South East Regional Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 684

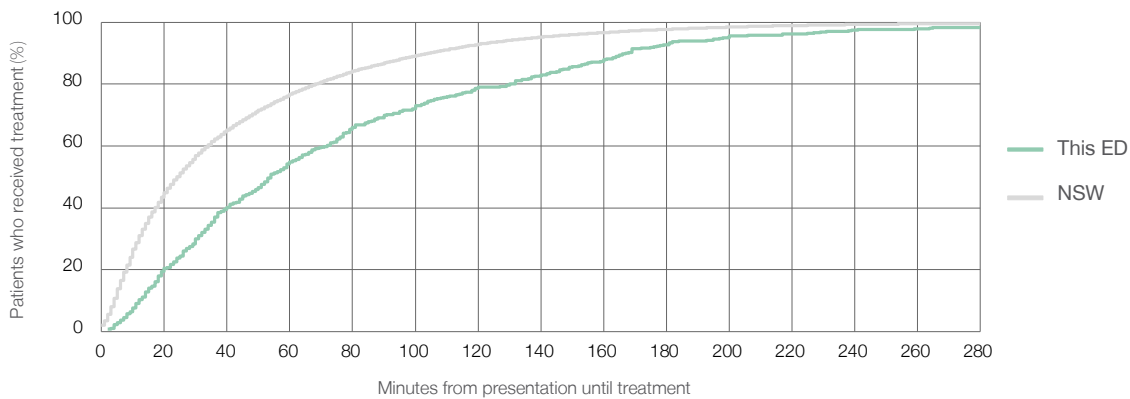
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 554

Median time to start treatment<sup>4</sup> 54 minutes

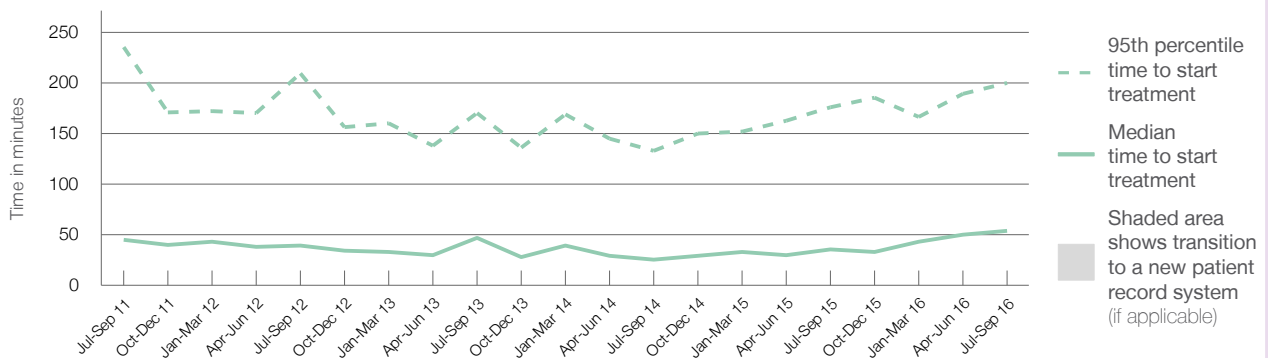
95th percentile time to start treatment<sup>5</sup> 200 minutes

Same period last year	NSW (this period)
378	316
36 minutes	24 minutes
176 minutes	138 minutes

### Percentage of triage 5 patients who received treatment by time, July to September 2016



### Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	45	39	47	25	36	54
95th percentile time to start treatment <sup>5</sup> (minutes)	235	209	170	133	176	200

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## South East Regional Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 4,187 patients

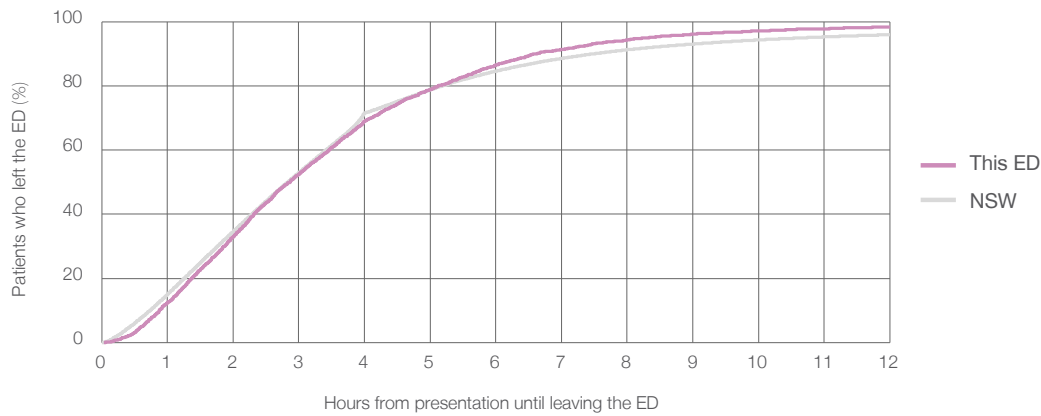
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,186 patients

Median time spent in the ED<sup>8</sup>  2 hours and 52 minutes

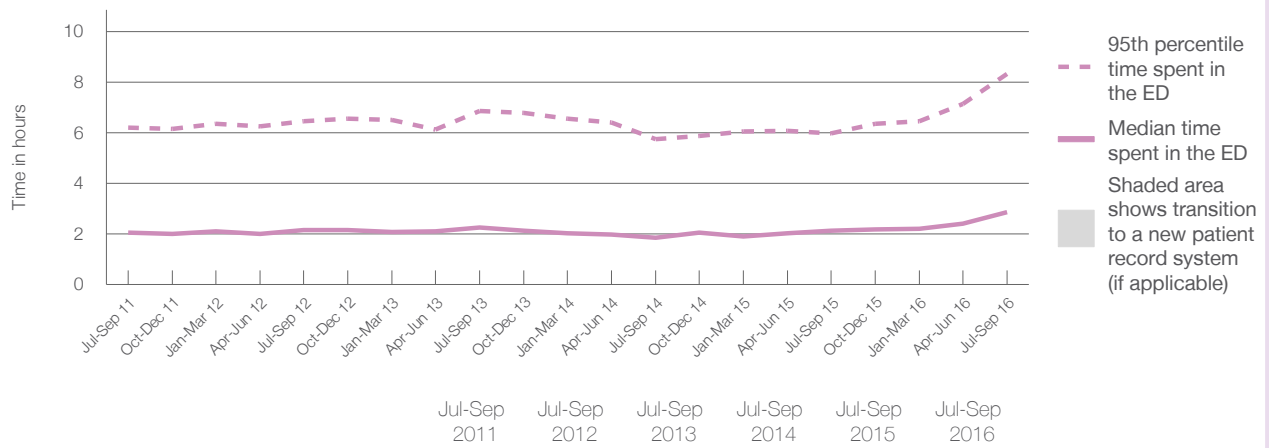
95th percentile time spent in the ED<sup>9</sup>  8 hours and 20 minutes

Same period last year	NSW (this period)
3,122	3,122
2 hours and 8 minutes	2 hours and 50 minutes
5 hours and 59 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 4m	2h 9m	2h 15m	1h 52m	2h 8m	2h 52m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 13m	6h 28m	6h 52m	5h 45m	5h 59m	8h 20m

(†) 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 2016

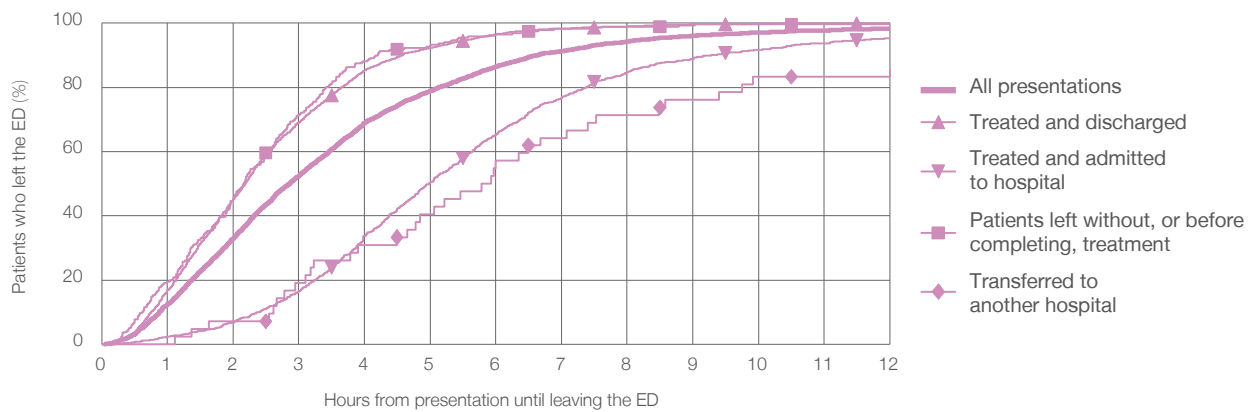
All presentations:<sup>1</sup> 4,187 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,186 patients

Treated and discharged	2,546 (60.8%)
Treated and admitted to hospital	1,300 (31.0%)
Patient left without, or before completing, treatment	287 (6.9%)
Transferred to another hospital	42 (1.0%)
Other	12 (0.3%)

Same period last year	Change since one year ago
3,122	34.1%
1,889	34.8%
987	31.7%
199	44.2%
38	10.5%
9	33.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 <sup>†‡</sup>



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

Treated and discharged	16.9%	45.2%	69.0%	85.4%	96.5%	99.0%	99.8%	99.9%
Treated and admitted to hospital	2.4%	6.8%	16.5%	33.8%	65.3%	84.7%	91.8%	95.3%
Patient left without, or before completing, treatment	19.5%	45.3%	71.4%	88.2%	96.5%	99.0%	99.7%	99.7%
Transferred to another hospital	0%	7.1%	19.0%	31.0%	57.1%	71.4%	83.3%	85.7%
All presentations	12.6%	33.1%	52.4%	69.1%	86.5%	94.3%	97.1%	98.3%

(†) 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 2016

All presentations at the emergency department: <sup>1</sup> 4,187 patients

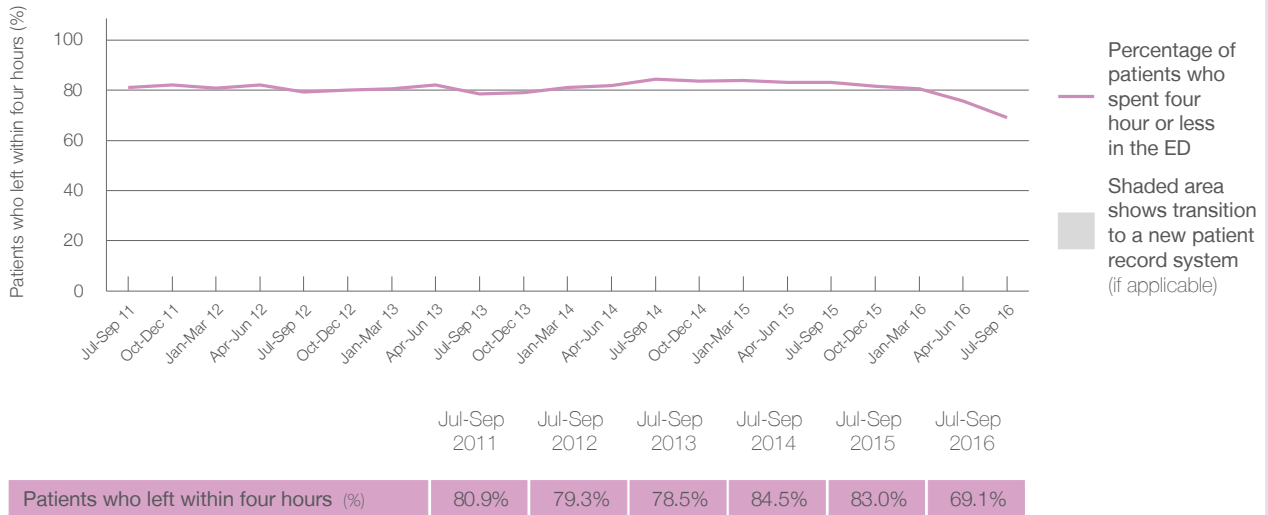
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,186 patients

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	3,122	34.1%
Presentations used to calculate time to leaving the ED	3,122	34.1%
Percentage of patients who spent four hours or less in the ED	83.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



\* 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, 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 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 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 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 are rounded and therefore percentages may not add to 100%.

**Sources:** ED data from Health Information Exchange, NSW Health (extracted 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).