

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

South East Regional Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 4,231 patients
Emergency presentations:² 3,985 patients

Same period last year	Change since one year ago
3,718	13.8%
3,467	14.9%

South East Regional Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 436 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 26 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,291 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,703 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 149 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 535 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
268	
7 minutes	8 minutes
30 minutes	26 minutes
856	
21 minutes	20 minutes
69 minutes	69 minutes
1,637	
39 minutes	26 minutes
122 minutes	101 minutes
694	
43 minutes	23 minutes
138 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 4,231 patients

Percentage of patients who spent four hours or less in the ED 69.2%

Same period last year	Change since one year ago
3,718	13.8%
80.6%	

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

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

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 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.

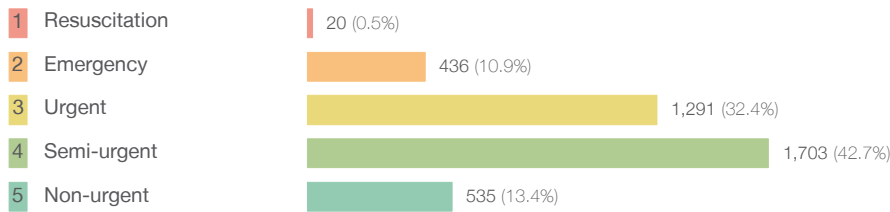
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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South East Regional Hospital: Patients presenting to the emergency department January to March 2017

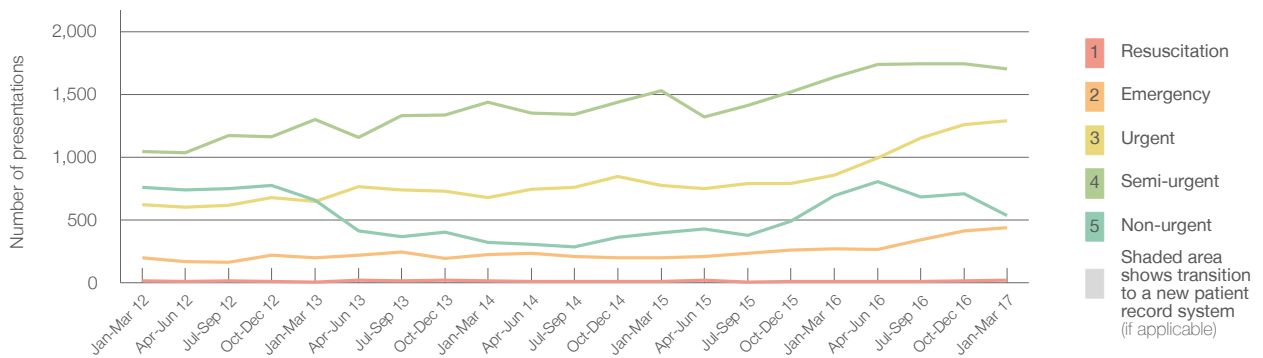
All presentations:¹ 4,231 patients

Emergency presentations² by triage category: 3,985 patients



Same period last year	Change since one year ago
3,718	13.8%
3,467	14.9%
12	66.7%
268	62.7%
856	50.8%
1,637	4.0%
694	-22.9%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	14	5	15	11	12	20
Emergency	198	197	226	200	268	436
Urgent	622	646	676	774	856	1,291
Semi-urgent	1,046	1,302	1,436	1,527	1,637	1,703
Non-urgent	758	658	320	399	694	535
All emergency presentations	2,638	2,808	2,673	2,911	3,467	3,985

South East Regional Hospital: Patients arriving by ambulance January to March 2017

January to March 2017

Arrivals used to calculate transfer of care time:⁷ 881 patients

ED Transfer of care time



Same period last year	Change since one year ago
643	
12 minutes	0 minutes
30 minutes	-8 minutes

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South East Regional Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 436

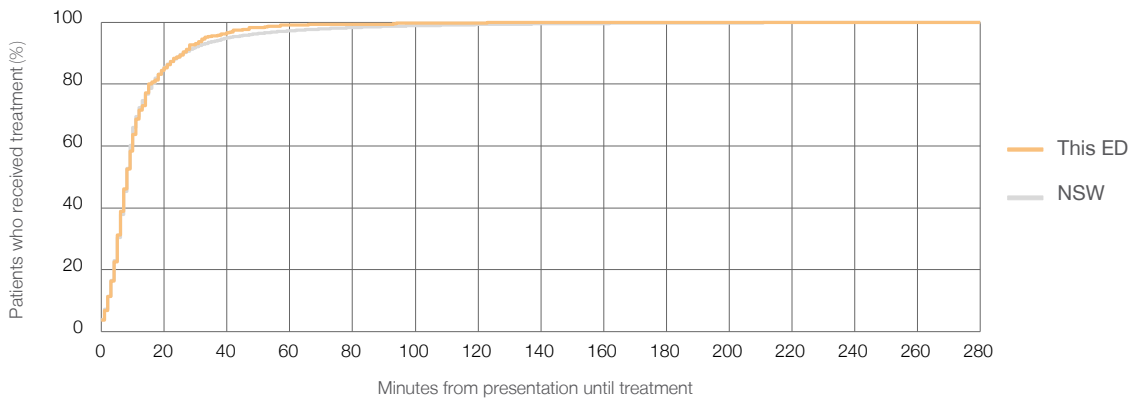
Number of triage 2 patients used to calculate waiting time:³ 435

Median time to start treatment⁴ 8 minutes

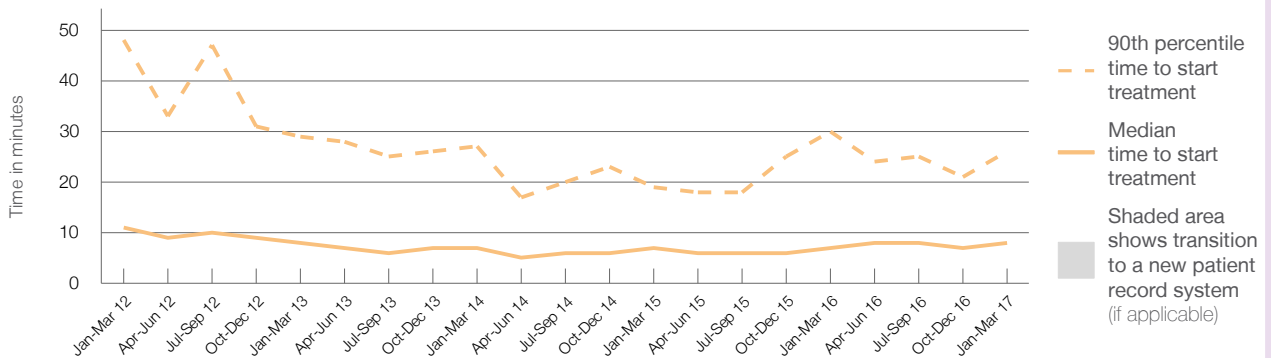
90th percentile time to start treatment⁵ 26 minutes

Same period last year	NSW (this period)
268	268
7 minutes	8 minutes
30 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	11	8	7	7	7	8
90th percentile time to start treatment ⁵ (minutes)	48	29	27	19	30	26

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South East Regional Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,291

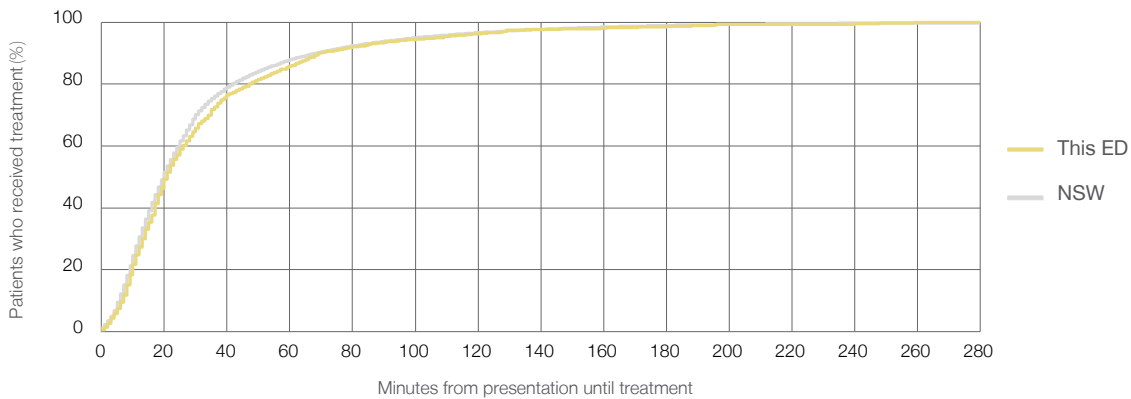
Number of triage 3 patients used to calculate waiting time:³ 1,259

Median time to start treatment⁴ 21 minutes

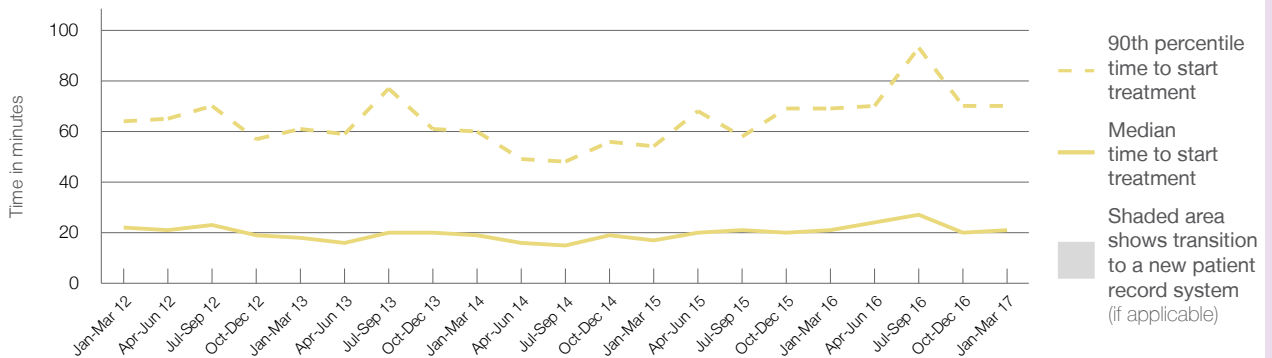
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
856	843
21 minutes	20 minutes
69 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	18	19	17	21	21
90th percentile time to start treatment ⁵ (minutes)	64	61	60	54	69	70

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South East Regional Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,703

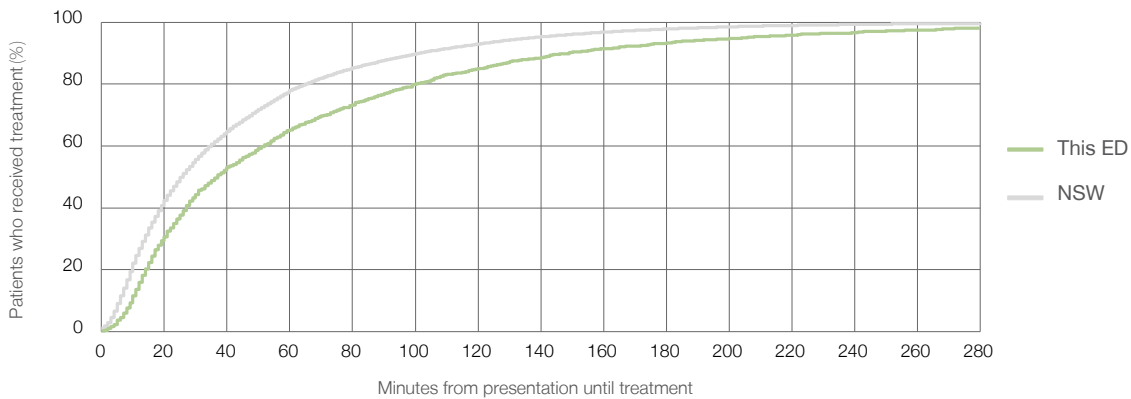
Number of triage 4 patients used to calculate waiting time:³ 1,571

Median time to start treatment⁴ 37 minutes

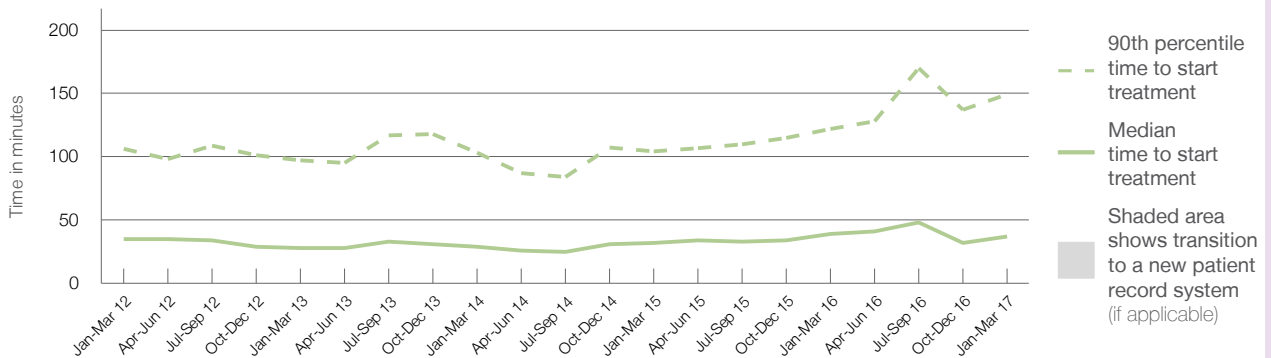
90th percentile time to start treatment⁵ 149 minutes

Same period last year	NSW (this period)
1,637	1,522
39 minutes	26 minutes
122 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	35	28	29	32	39	37
90th percentile time to start treatment ⁵ (minutes)	106	97	103	104	122	149

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South East Regional Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 535

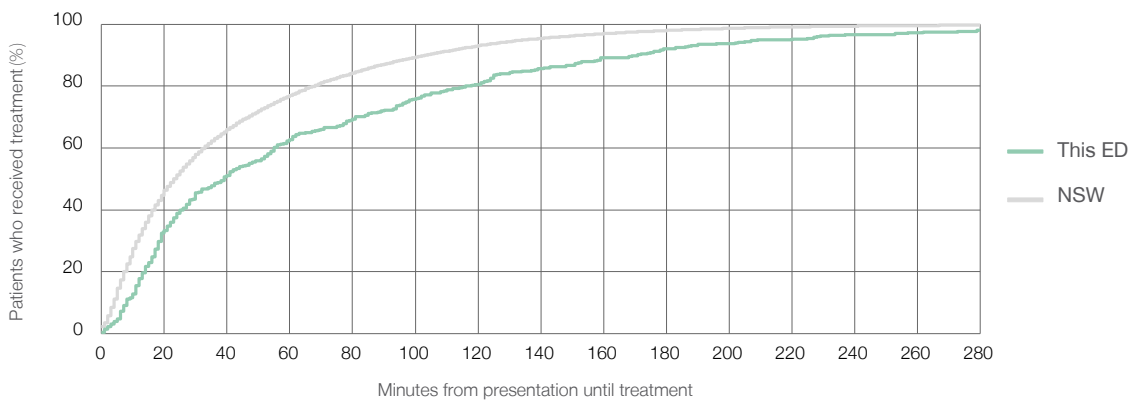
Number of triage 5 patients used to calculate waiting time:³ 395

Median time to start treatment⁴ 39 minutes

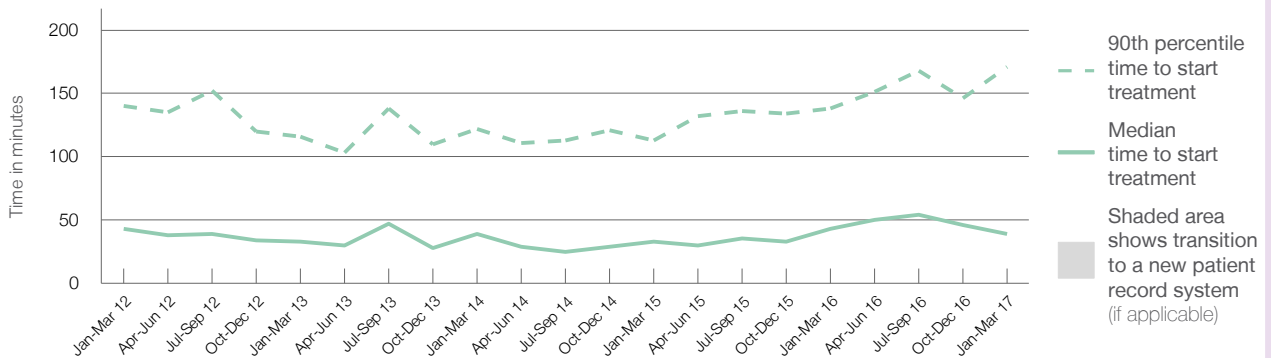
90th percentile time to start treatment⁵ 171 minutes

Same period last year	NSW (this period)
694	
592	
43 minutes	23 minutes
138 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



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



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	43	33	39	33	43	39
90th percentile time to start treatment ⁵ (minutes)	140	116	122	113	138	171

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South East Regional Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 4,231 patients

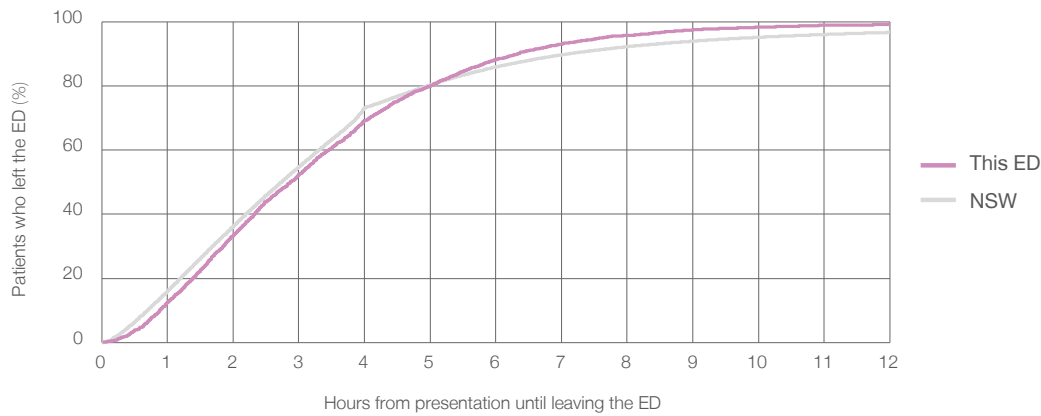
Presentations used to calculate time to leaving the ED:⁶ 4,231 patients

Median time spent in the ED⁸ 2 hours and 52 minutes

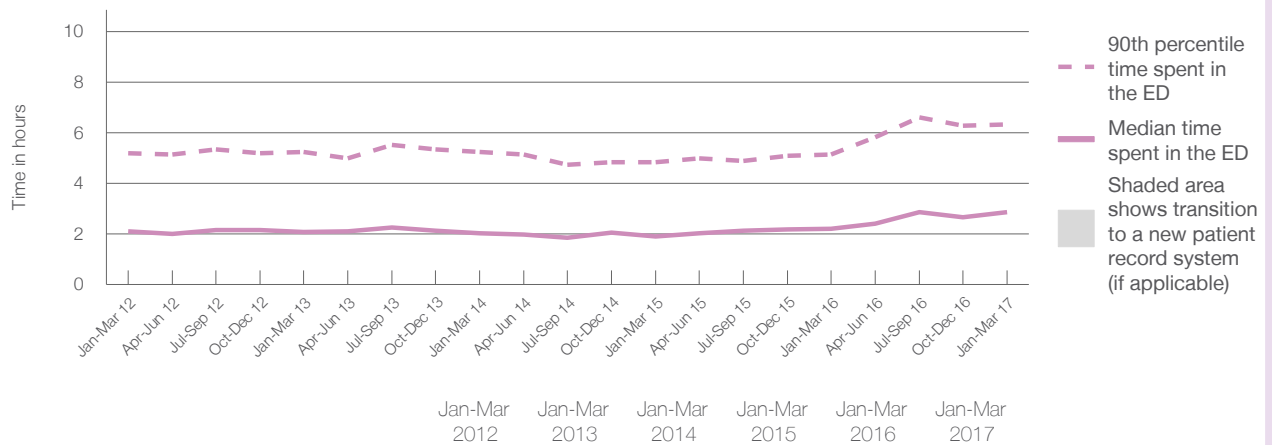
90th percentile time spent in the ED⁹ 6 hours and 20 minutes

Same period last year	NSW (this period)
3,718	3,718
2 hours and 12 minutes	2 hours and 44 minutes
5 hours and 9 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



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



Median time to leaving the ED ⁸ (hours, minutes)	2h 7m	2h 5m	2h 2m	1h 55m	2h 12m	2h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 11m	5h 14m	5h 15m	4h 50m	5h 9m	6h 20m

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South East Regional Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

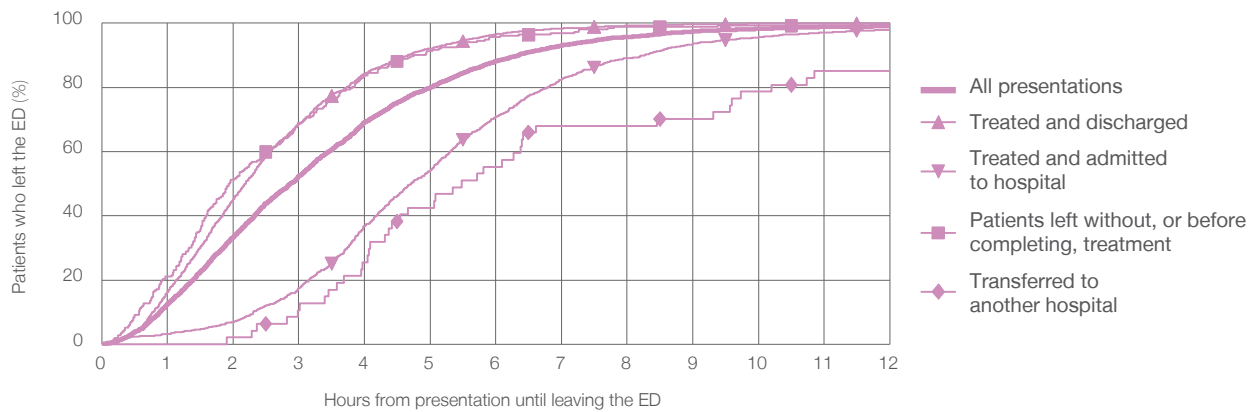
All presentations:¹ 4,231 patients

Presentations used to calculate time to leaving the ED:⁶ 4,231 patients

Treated and discharged	2,631 (62.2%)
Treated and admitted to hospital	1,295 (30.6%)
Patient left without, or before completing, treatment	252 (6.0%)
Transferred to another hospital	47 (1.1%)
Other	6 (0.1%)

Same period last year	Change since one year ago
3,718	13.8%
2,428	8.4%
1,021	26.8%
223	13.0%
42	11.9%
4	50.0%

Percentage of patients who left the ED by time and mode of separation, January to March 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	16.4%	45.3%	68.6%	84.4%	96.5%	99.2%	99.8%	99.9%
Treated and admitted to hospital	3.2%	7.0%	17.5%	36.9%	71.0%	89.1%	95.7%	97.8%
Patient left without, or before completing, treatment	21.0%	51.2%	69.0%	83.7%	95.6%	98.8%	99.2%	99.2%
Transferred to another hospital	0%	2.1%	10.6%	25.5%	55.3%	68.1%	78.7%	85.1%
All presentations	12.6%	33.5%	52.4%	69.2%	88.2%	95.8%	98.3%	99.1%

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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

January to March 2017

All presentations at the emergency department:¹ 4,231 patients

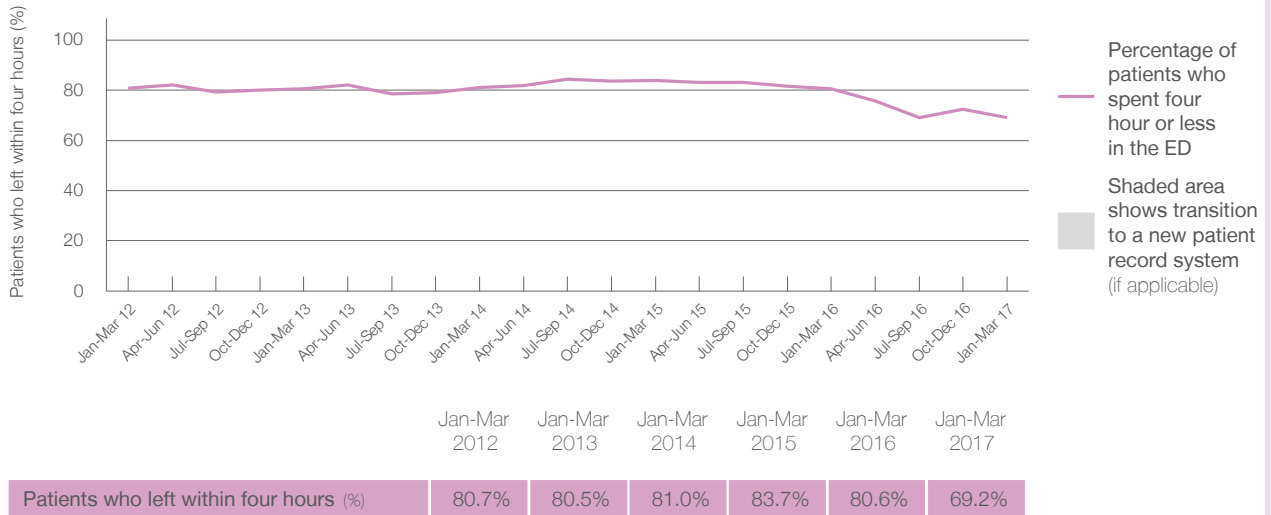
Presentations used to calculate time to leaving the ED:⁶ 4,231 patients

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 4,231 patients	3,718	13.8%
Presentations used to calculate time to leaving the ED: ⁶ 4,231 patients	3,718	13.8%
Percentage of patients who spent four hours or less in the ED	80.6%	

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



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* 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).