

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

October to December 2017

All presentations:<sup>1</sup> 4,626 patients  
 Emergency presentations:<sup>2</sup> 4,401 patients

Same period last year	Change since one year ago
4,440	4.2%
4,137	6.4%

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

October to December 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 479 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,450 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,879 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 123 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 572 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 90th percentile time to start treatment<sup>5</sup> 135 minutes

Same period last year	NSW (this period)
414	
7 minutes	8 minutes
21 minutes	23 minutes
1,258	
20 minutes	20 minutes
70 minutes	65 minutes
1,745	
32 minutes	26 minutes
137 minutes	99 minutes
706	
46 minutes	23 minutes
146 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,626 patients

Percentage of patients who spent four hours or less in the ED 72.9%

Same period last year	Change since one year ago
4,439	4.2%
72.3%	

\* 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 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.

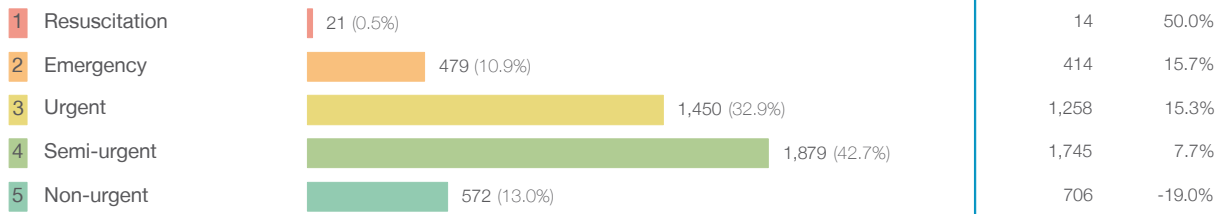
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 23 January 2018).

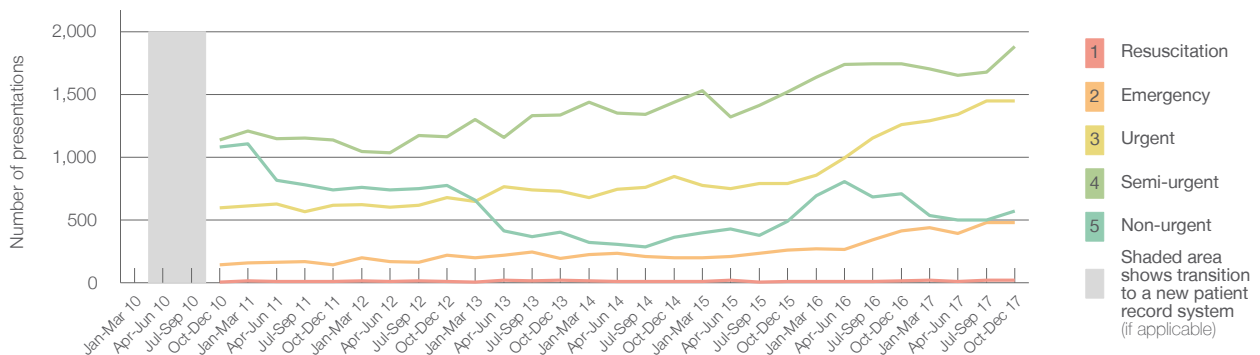
## South East Regional Hospital: Patients presenting to the emergency department October to December 2017

All presentations:<sup>1</sup> 4,626 patients

Emergency presentations<sup>2</sup> by triage category: 4,401 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to December 2017 <sup>‡ §</sup>



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

## South East Regional Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 987 patients

ED Transfer of care time



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 2017

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

Number of triage 2 patients: 479

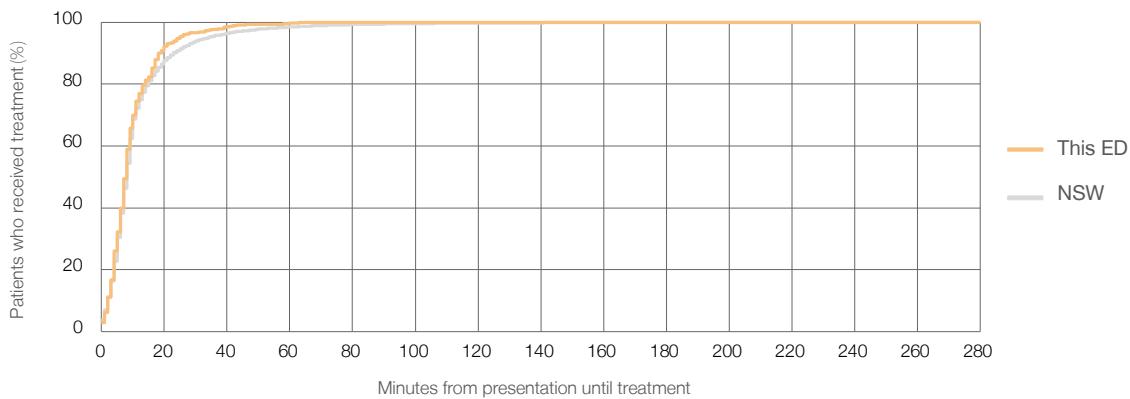
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 478

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

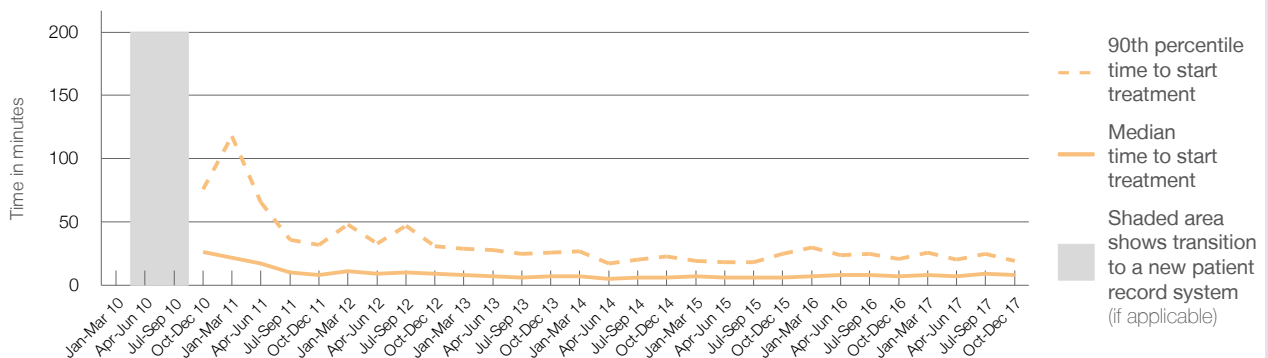
90th percentile time to start treatment<sup>5</sup>  19 minutes

Same period last year	NSW (this period)
414	
410	
7 minutes	8 minutes
21 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017<sup>†‡§</sup>



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

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## South East Regional Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,450

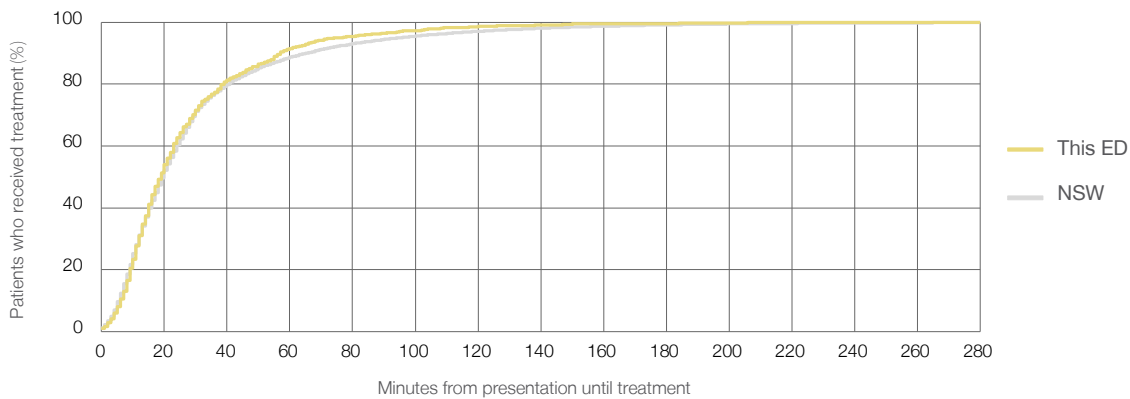
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,427

Median time to start treatment<sup>4</sup>  19 minutes

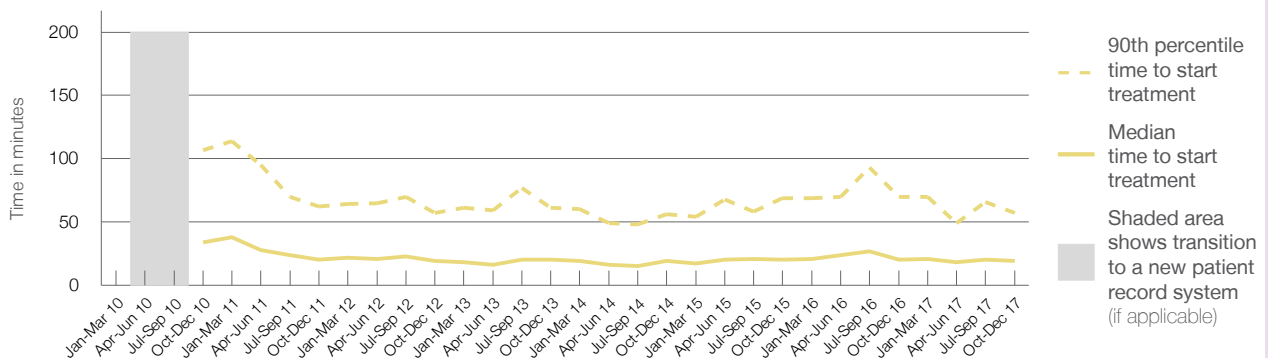
90th percentile time to start treatment<sup>5</sup>  57 minutes

Same period last year	NSW (this period)
1,258	1,232
20 minutes	20 minutes
70 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017<sup>†‡§</sup>



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

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## South East Regional Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,879

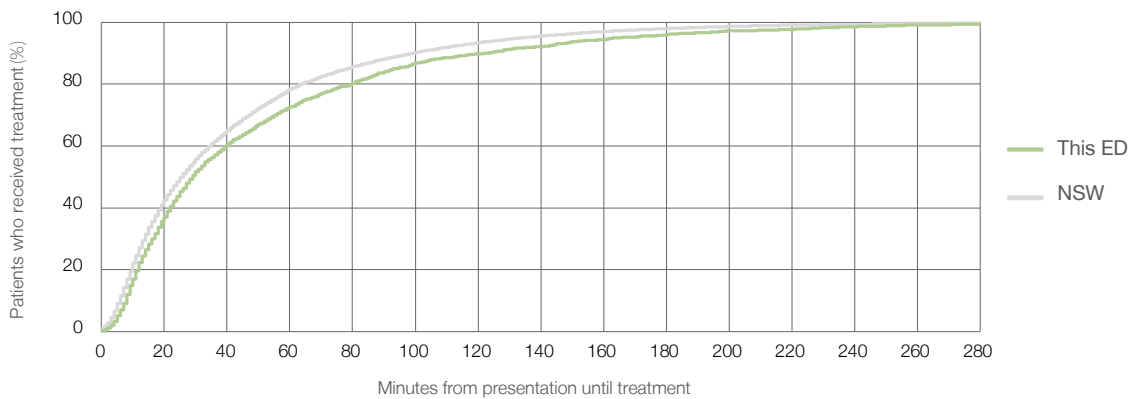
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,793

Median time to start treatment<sup>4</sup>  29 minutes

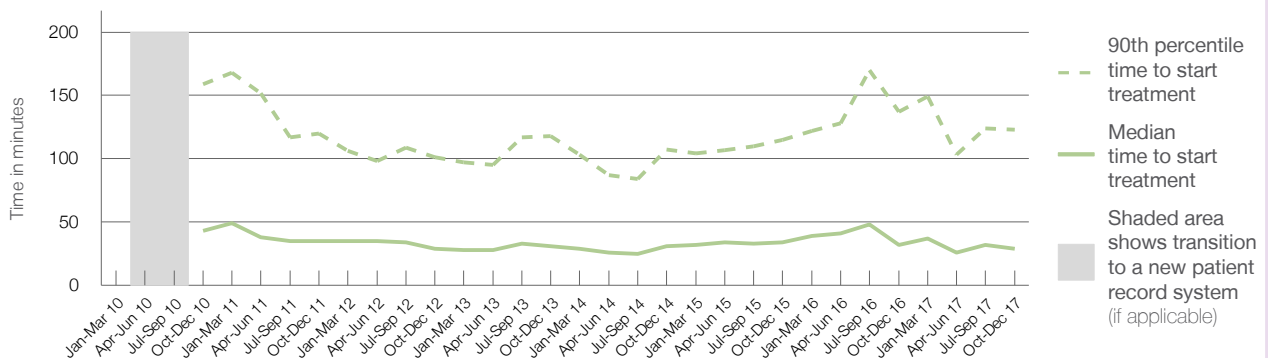
90th percentile time to start treatment<sup>5</sup>  123 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,745	1,574
Median time to start treatment <sup>4</sup>	32 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	137 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017<sup>†‡§</sup>



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

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## South East Regional Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 572

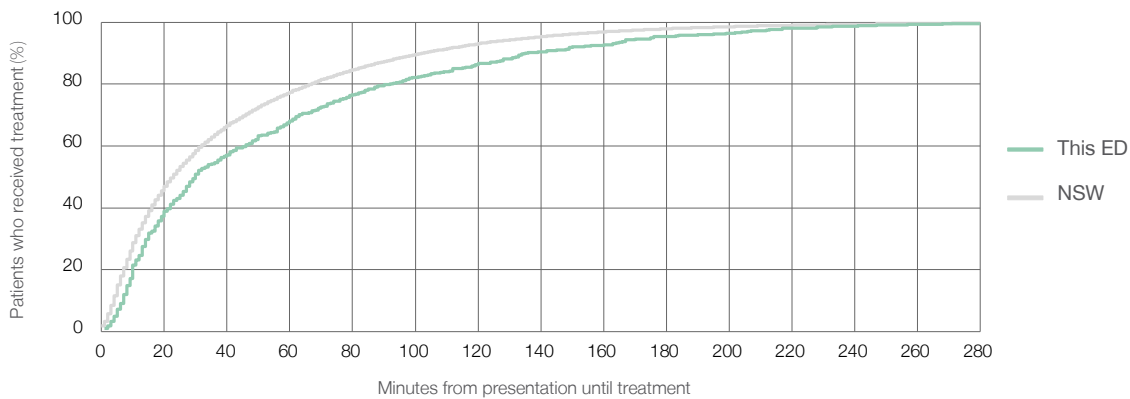
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 493

Median time to start treatment<sup>4</sup>  30 minutes

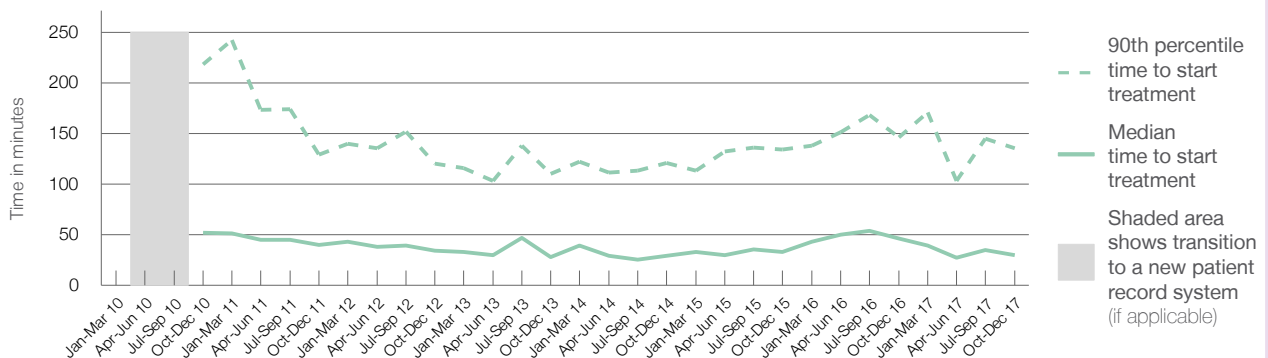
90th percentile time to start treatment<sup>5</sup>  135 minutes

Same period last year	NSW (this period)
706	
547	
46 minutes	23 minutes
146 minutes	103 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017<sup>†‡§</sup>



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

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## South East Regional Hospital: Time patients spent in the ED October to December 2017

All presentations:<sup>1</sup> 4,626 patients

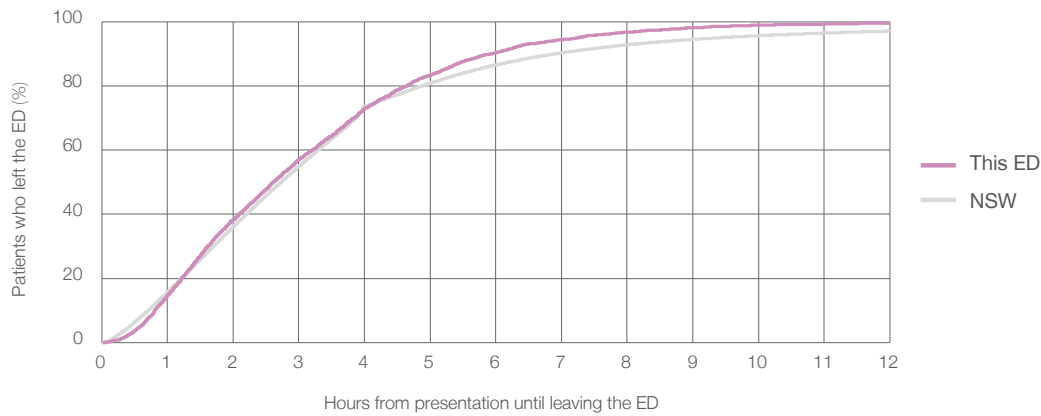
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,626 patients

Median time spent in the ED<sup>8</sup> 2 hours and 37 minutes

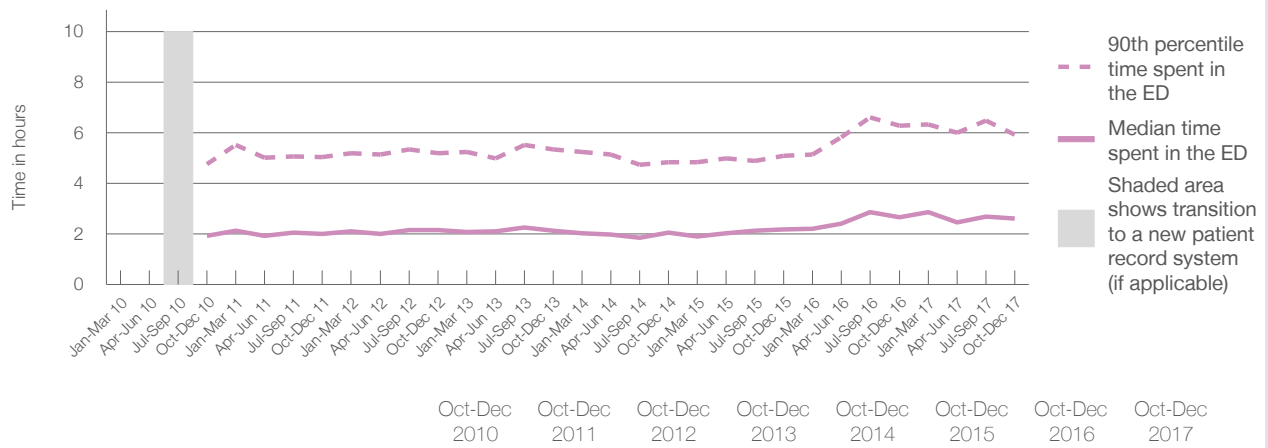
90th percentile time spent in the ED<sup>9</sup> 5 hours and 56 minutes

Same period last year	NSW (this period)
4,440	4,439
2 hours and 40 minutes	2 hours and 44 minutes
6 hours and 17 minutes	6 hours and 55 minutes

### Percentage of patients who left the ED by time, October to December 2017



### Time patients spent in the ED, by quarter, January 2010 to December 2017<sup>†‡§</sup>



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

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**South East Regional Hospital: Time patients spent in the ED**  
By mode of separation  
October to December 2017

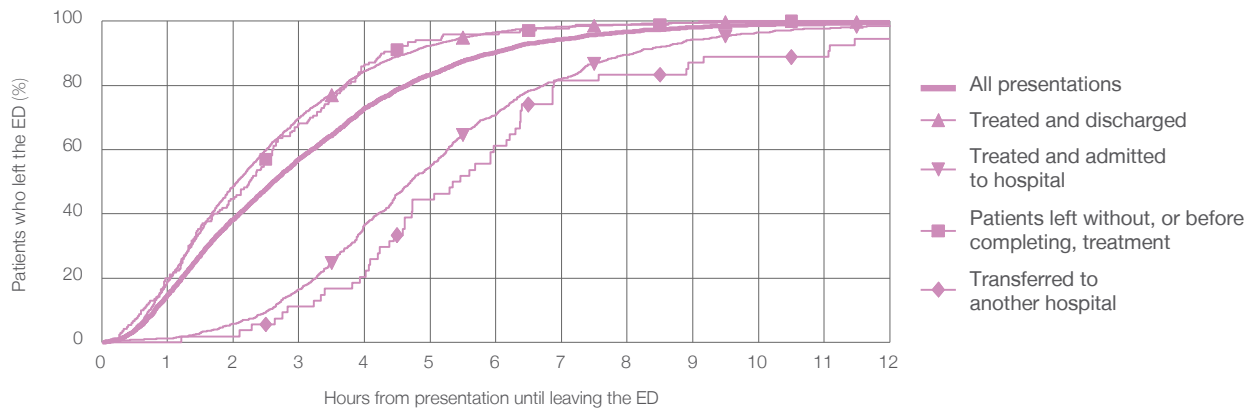
All presentations:<sup>1</sup> 4,626 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,626 patients

Treated and discharged	3,334 (72.1%)
Treated and admitted to hospital	1,055 (22.8%)
Patient left without, or before completing, treatment	170 (3.7%)
Transferred to another hospital	54 (1.2%)
Other	13 (0.3%)

Same period last year	Change since one year ago
4,439	4.2%
2,702	23.4%
1,384	-23.8%
302	-43.7%
44	22.7%
8	62.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2017<sup>†‡§</sup>



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

Treated and discharged	18.8%	48.6%	69.9%	84.5%	96.6%	99.0%	99.8%	99.9%
Treated and admitted to hospital	1.1%	5.7%	16.5%	36.6%	70.9%	89.5%	96.5%	98.7%
Patient left without, or before completing, treatment	20.0%	44.7%	68.2%	86.5%	95.9%	98.8%	100%	100%
Transferred to another hospital	0%	1.9%	11.1%	20.4%	61.1%	83.3%	88.9%	94.4%
All presentations	14.8%	38.2%	57.0%	72.9%	90.3%	96.6%	98.9%	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 2017

All presentations at the emergency department: <sup>1</sup> 4,626 patients

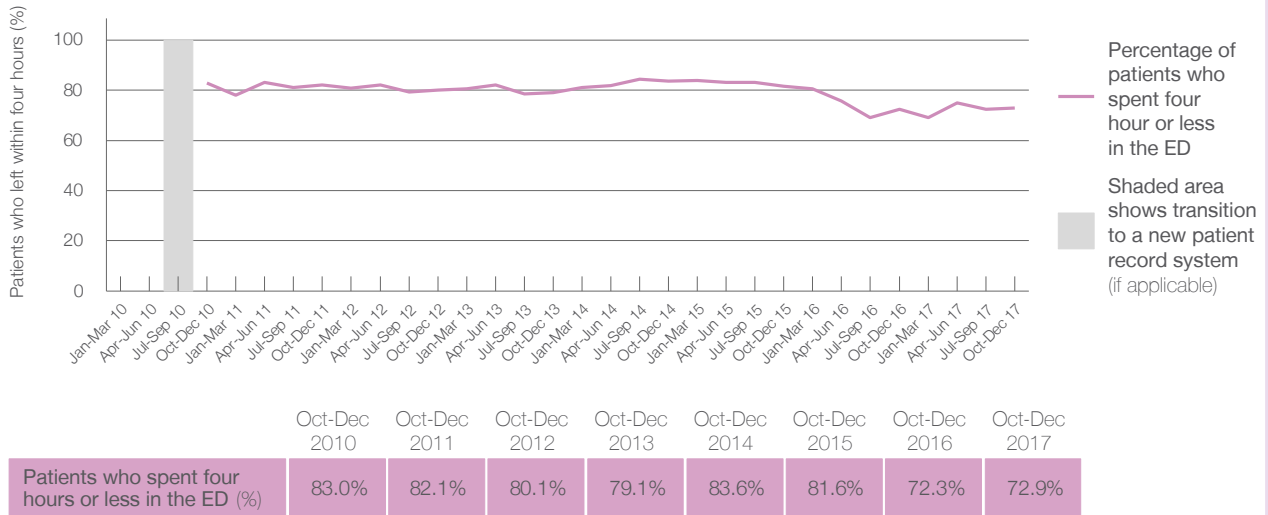
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,626 patients

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: <sup>1</sup> 4,626 patients	4,440	4.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,626 patients	4,439	4.2%
Percentage of patients who spent four hours or less in the ED	72.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 <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*.

§ 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, 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 23 January 2018).  
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).