

South East Regional Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 4,607 patients
Emergency presentations:² 4,394 patients

Same period last year	Change since one year ago
4,231	9%
3,986	10%

South East Regional Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 514 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,448 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,787 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 98 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 617 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
436	
8 minutes	8 minutes
26 minutes	23 minutes
1,291	
21 minutes	20 minutes
70 minutes	65 minutes
1,704	
37 minutes	25 minutes
149 minutes	98 minutes
535	
39 minutes	22 minutes
171 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,607 patients

Percentage of patients who spent four hours or less in the ED 74%

Same period last year	Change since one year ago
4,231	9%
69%	

* 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, January to March 2018*.
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 17 April 2018).

South East Regional Hospital: Patients presenting to the emergency department

January to March 2018

All presentations:¹ 4,607 patients

Same period
last year

4,231

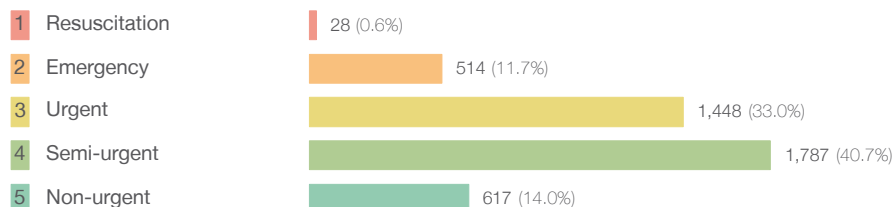
Change since
one year ago

9%

Emergency presentations² by triage category: 4,394 patients

3,986

10%



20

40.0%

436

17.9%

1,291

12.2%

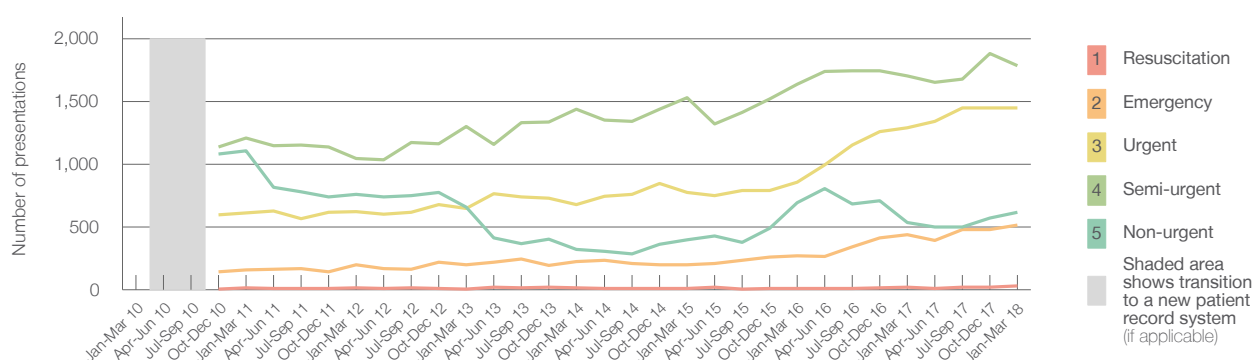
1,704

4.9%

535

15.3%

Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation		14	14	5	15	11	12	20	28
Emergency		159	198	197	226	200	268	436	514
Urgent		609	622	646	676	774	856	1,291	1,448
Semi-urgent		1,207	1,046	1,302	1,436	1,527	1,637	1,704	1,787
Non-urgent		1,107	758	658	320	399	694	535	617
All emergency presentations		3,096	2,638	2,808	2,673	2,911	3,467	3,986	4,394

South East Regional Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 947 patients

Same period
last year

847

Change since
one year ago

ED Transfer of care time

Median time 12 minutes

12 minutes

0 minutes

90th percentile time 22 minutes

22 minutes

0 minutes

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.

(§) 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.

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

January to March 2018

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

Number of triage 2 patients: 514

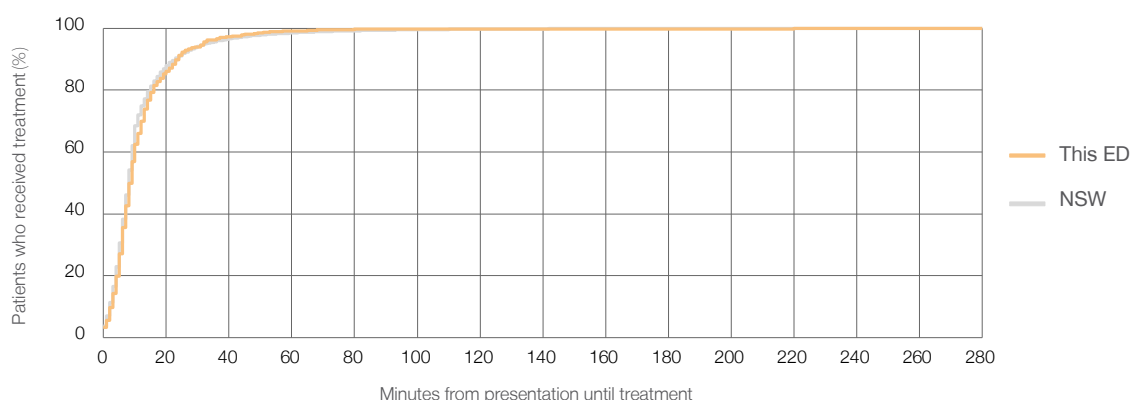
Number of triage 2 patients used to calculate waiting time:³ 513

Median time to start treatment⁴ 9 minutes

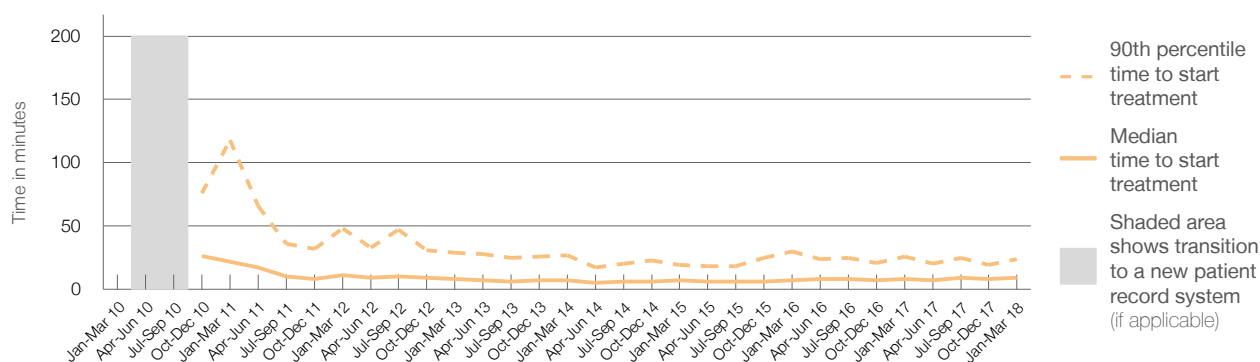
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
436	
435	
8 minutes	8 minutes
26 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)		22	11	8	7	7	7	8	9
90th percentile time to start treatment ⁵ (minutes)		118	48	29	27	19	30	26	24

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

January to March 2018

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

Number of triage 3 patients: 1,448

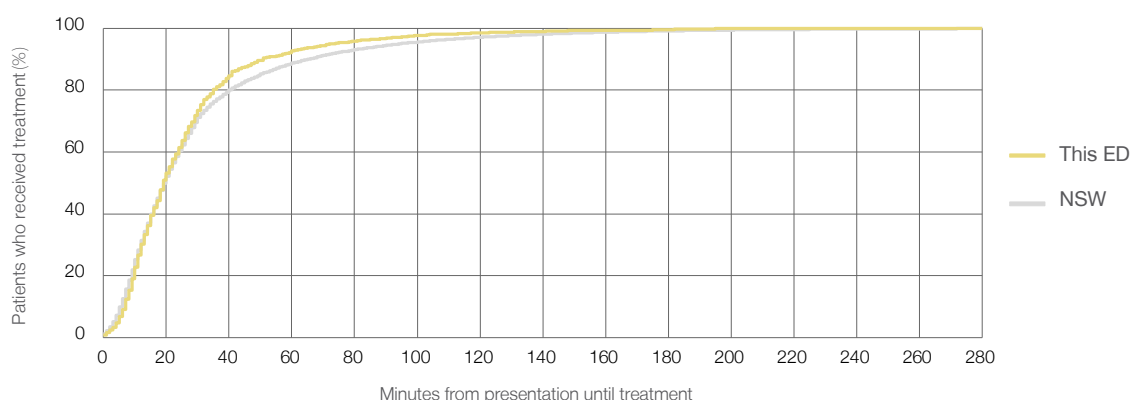
Number of triage 3 patients used to calculate waiting time: ³ 1,436

Median time to start treatment ⁴ 19 minutes

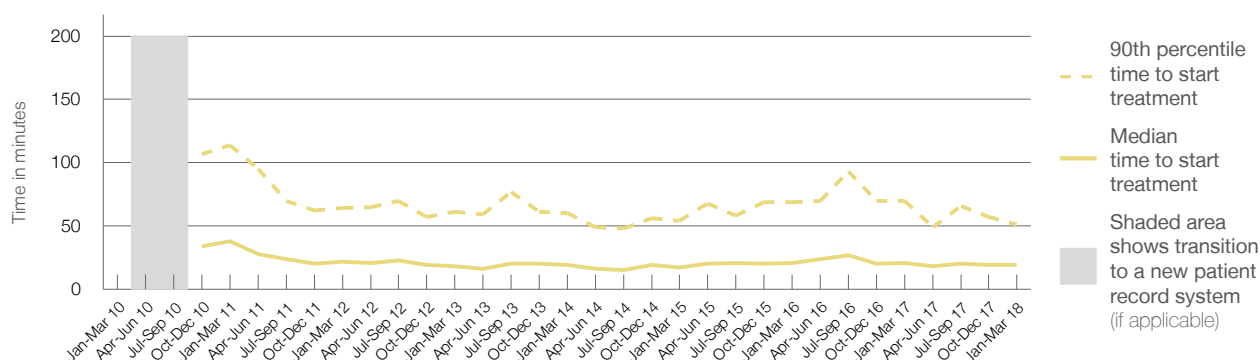
90th percentile time to start treatment ⁵ 51 minutes

Same period last year	NSW (this period)
1,291	
1,259	
21 minutes	20 minutes
70 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)		38	22	18	19	17	21	21	19
90th percentile time to start treatment ⁵ (minutes)		114	64	61	60	54	69	70	51

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

January to March 2018

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

Number of triage 4 patients: 1,787

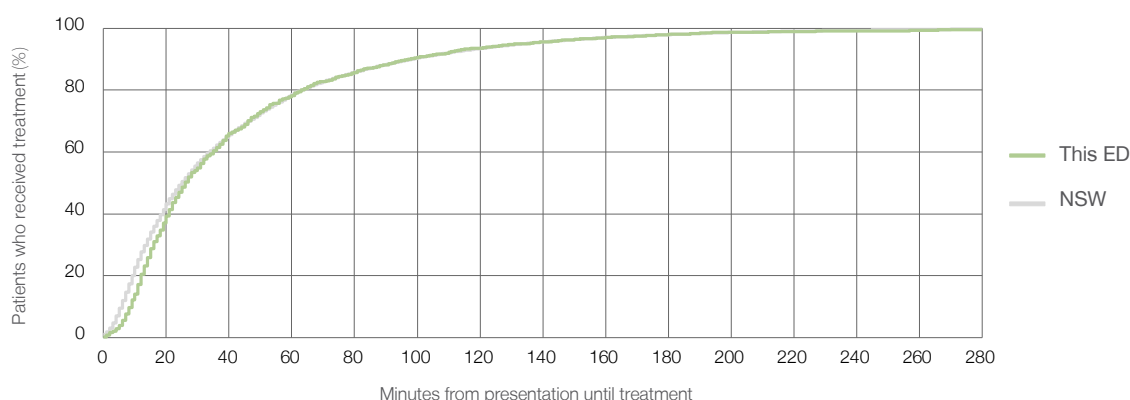
Number of triage 4 patients used to calculate waiting time:³ 1,719

Median time to start treatment⁴ 26 minutes

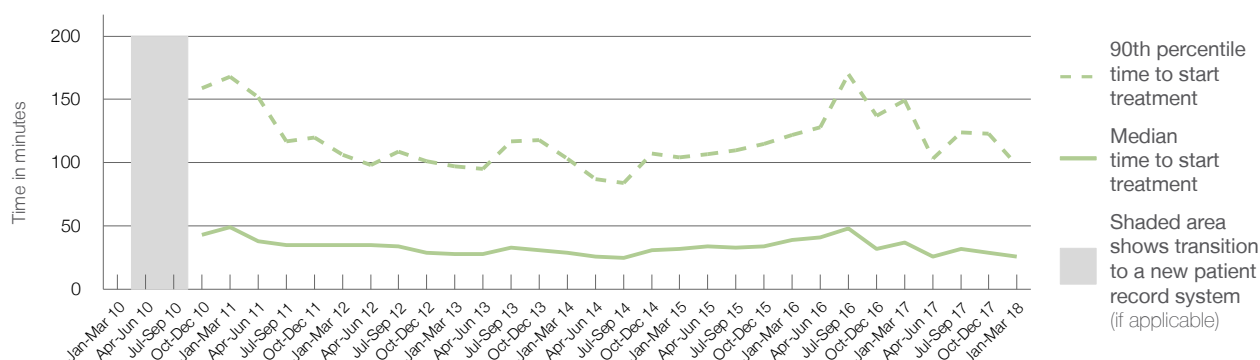
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
1,704	
1,572	
37 minutes	25 minutes
149 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)		49	35	28	29	32	39	37	26
90th percentile time to start treatment ⁵ (minutes)		168	106	97	103	104	122	149	98

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

January to March 2018

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

Number of triage 5 patients: 617

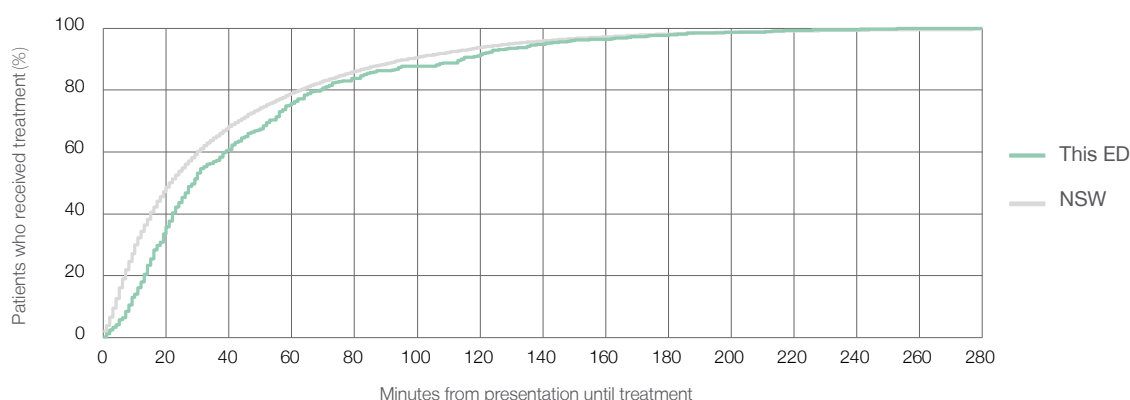
Number of triage 5 patients used to calculate waiting time:³ 541

Median time to start treatment⁴ 29 minutes

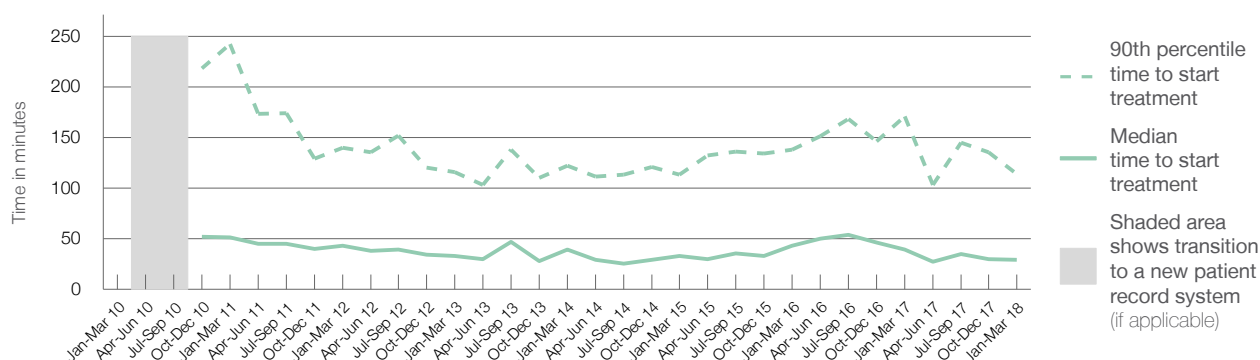
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
535	
395	
39 minutes	22 minutes
171 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)		51	43	33	39	33	43	39	29
90th percentile time to start treatment ⁵ (minutes)		242	140	116	122	113	138	171	114

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South East Regional Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 4,607 patients

Presentations used to calculate time to leaving the ED:⁶ 4,607 patients

Median time spent in the ED⁸

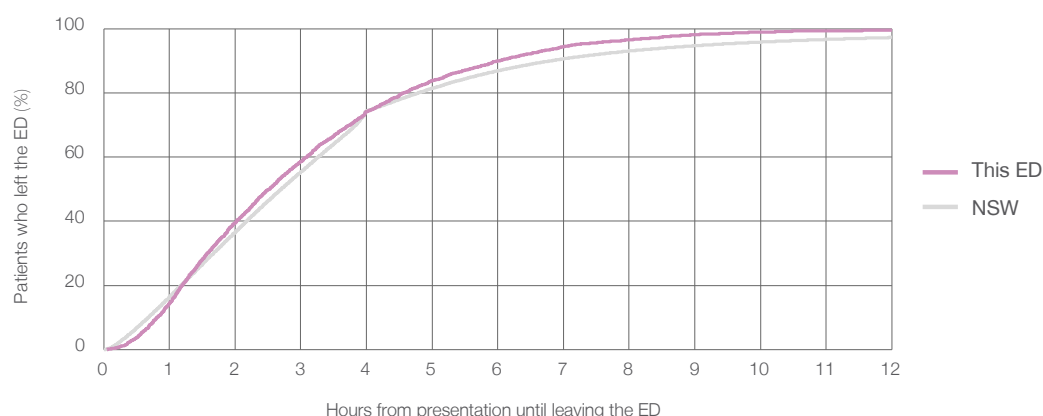
2 hours and 31 minutes

90th percentile time spent in the ED⁹

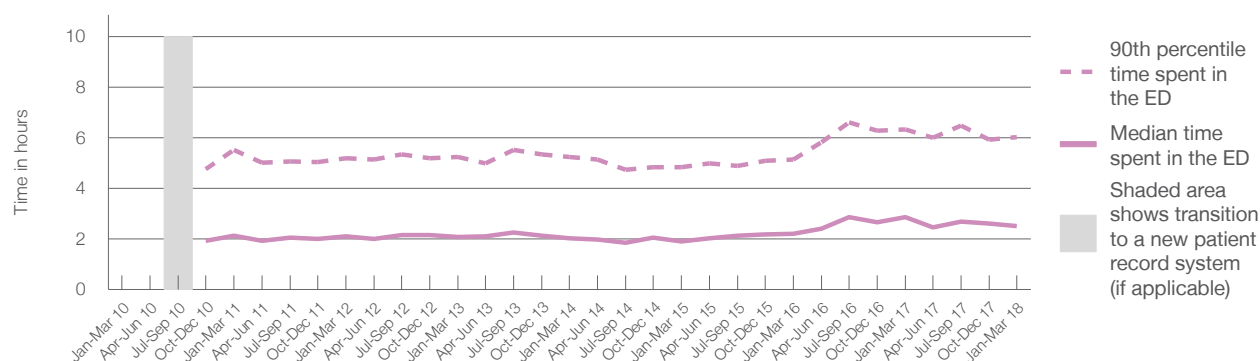
6 hours and 1 minutes

Same period last year	NSW (this period)
4,231	
4,231	
2 hours and 52 minutes	2 hours and 42 minutes
6 hours and 20 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)		2h 8m	2h 7m	2h 5m	2h 2m	1h 55m	2h 12m	2h 52m	2h 31m
90th percentile time spent in the ED ⁹ (hours, minutes)		5h 31m	5h 11m	5h 14m	5h 15m	4h 50m	5h 9m	6h 20m	6h 1m

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South East Regional Hospital: Time patients spent in the ED

By mode of separation

January to March 2018

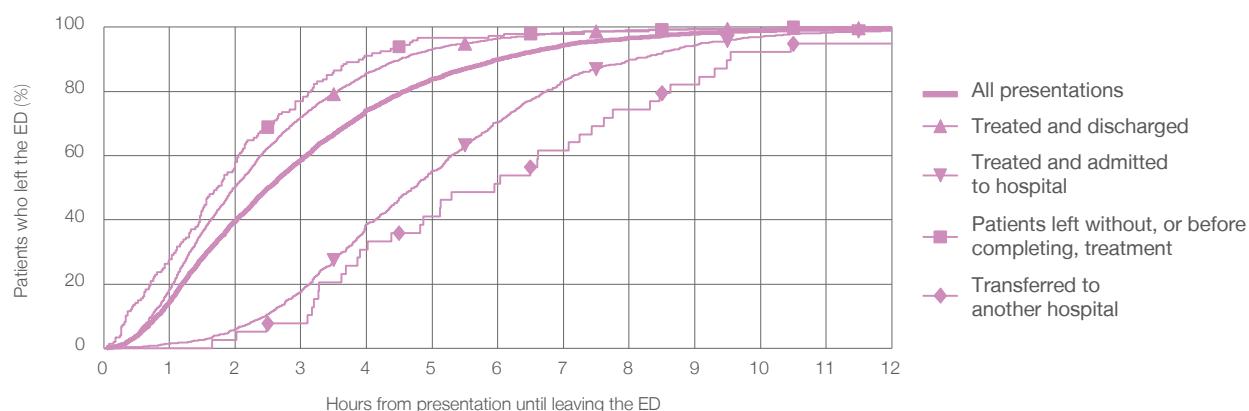
All presentations:[†] 4,607 patients

Presentations used to calculate time to leaving the ED:[‡] 4,607 patients

Treated and discharged	3,316 (72.0%)
Treated and admitted to hospital	1,097 (23.8%)
Patient left without, or before completing, treatment	148 (3.2%)
Transferred to another hospital	39 (0.8%)
Other	7 (0.2%)

Same period last year	Change since one year ago
4,231	9%
2,975	11.5%
951	15.4%
252	-41.3%
47	-17.0%
6	16.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2018^{†‡§}



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

Treated and discharged	18.3%	50.4%	72.0%	85.6%	96.5%	99.0%	99.6%	99.8%
Treated and admitted to hospital	1.5%	6.0%	17.5%	38.7%	70.3%	89.9%	97.0%	98.9%
Patient left without, or before completing, treatment	27.7%	58.1%	77.0%	91.2%	97.3%	98.6%	99.3%	100%
Transferred to another hospital	0%	2.6%	7.7%	30.8%	51.3%	74.4%	92.3%	94.9%
All presentations	14.5%	39.7%	58.6%	74.2%	89.9%	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

January to March 2018

All presentations at the emergency department: ¹ 4,607 patients

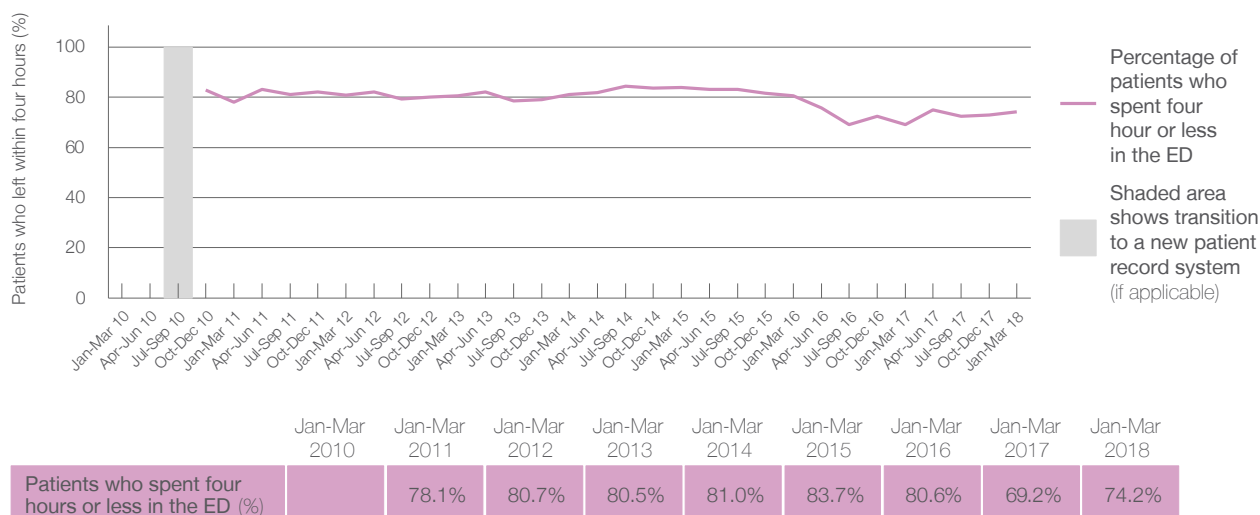
Presentations used to calculate time to leaving the ED: ⁶ 4,607 patients

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



Same period last year	Change since one year ago
4,231	9%
4,231	9%
69.2%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 ^{†‡§}



- * 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*.
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, January to March 2018*.
 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. 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 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).