

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

April to June 2017

All presentations:<sup>1</sup> 4,109 patients  
Emergency presentations:<sup>2</sup> 3,816 patients

Same period last year	Change since one year ago
4,003	2.6%
3,816	2.0%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 392 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,340 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 49 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,653 patients

Median time to start treatment<sup>4</sup> 26 minutes  
90th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 498 patients

Median time to start treatment<sup>4</sup> 27 minutes  
90th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
263	
8 minutes	8 minutes
24 minutes	26 minutes
996	
24 minutes	20 minutes
70 minutes	67 minutes
1,738	
41 minutes	25 minutes
128 minutes	99 minutes
807	
50 minutes	23 minutes
151 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,109 patients

Percentage of patients who spent four hours or less in the ED 74.9%

Same period last year	Change since one year ago
4,002	2.7%
75.8%	

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.

- 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.

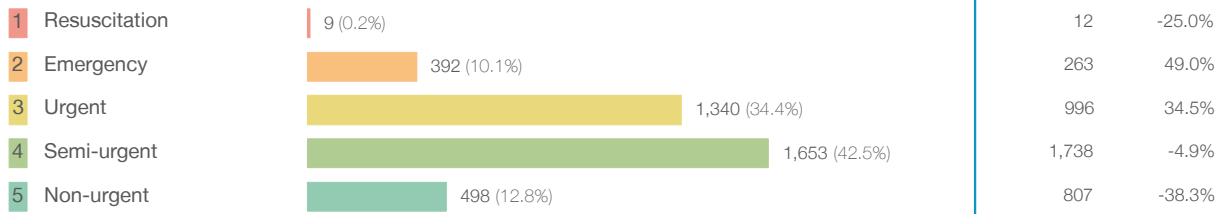
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

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

April to June 2017

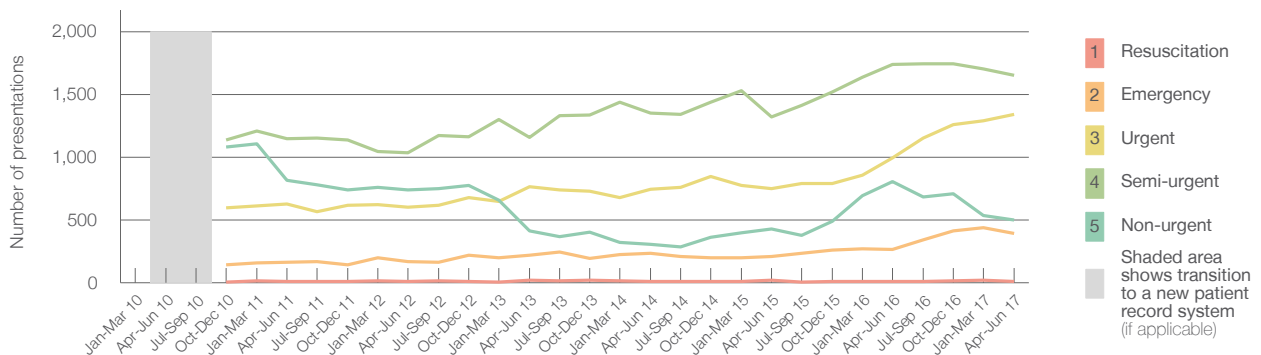
All presentations:<sup>1</sup> 4,109 patients

Emergency presentations<sup>2</sup> by triage category: 3,892 patients



Same period last year	Change since one year ago
4,003	2.6%
3,816	2.0%
12	-25.0%
263	49.0%
996	34.5%
1,738	-4.9%
807	-38.3%

Emergency presentations<sup>2</sup> by quarter, April 2012 to June 2017<sup>‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation		8	11	21	12	18	12	9
Emergency		164	168	221	236	210	263	392
Urgent		629	599	763	745	750	996	1,340
Semi-urgent		1,149	1,037	1,157	1,352	1,322	1,738	1,653
Non-urgent		817	740	414	304	430	807	498
All emergency presentations		2,767	2,555	2,576	2,649	2,730	3,816	3,892

## South East Regional Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 959 patients

ED Transfer of care time



Same period last year	Change since one year ago
625	
13 minutes	-2 minutes
29 minutes	-9 minutes

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(†) 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

April to June 2017

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

Number of triage 2 patients: 392

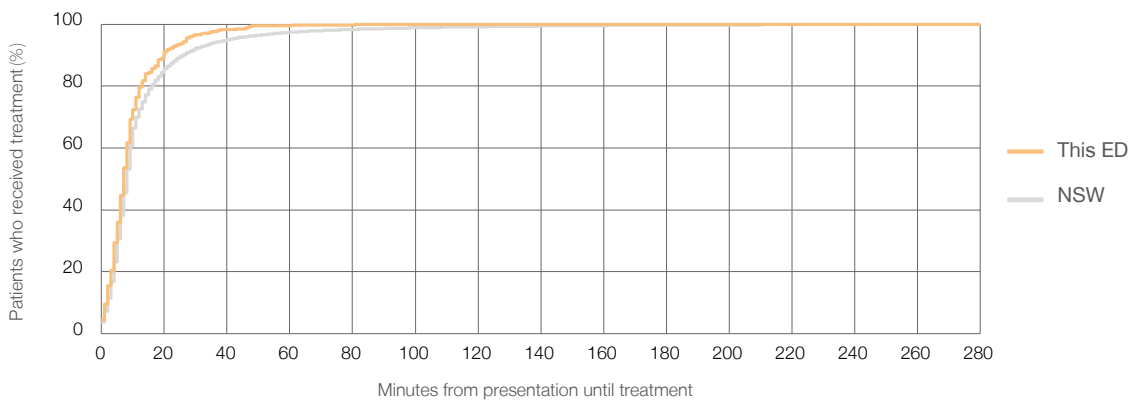
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 392

Median time to start treatment<sup>4</sup>  7 minutes

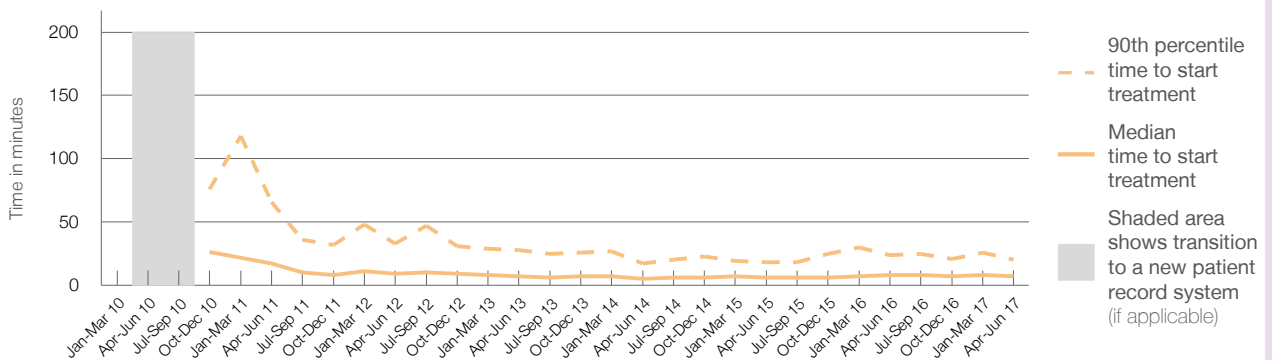
90th percentile time to start treatment<sup>5</sup>  20 minutes

Same period last year	NSW (this period)
263	
263	
8 minutes	8 minutes
24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		17	9	7	5	6	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)		66	33	28	17	18	24	20

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

April to June 2017

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

Number of triage 3 patients: 1,340

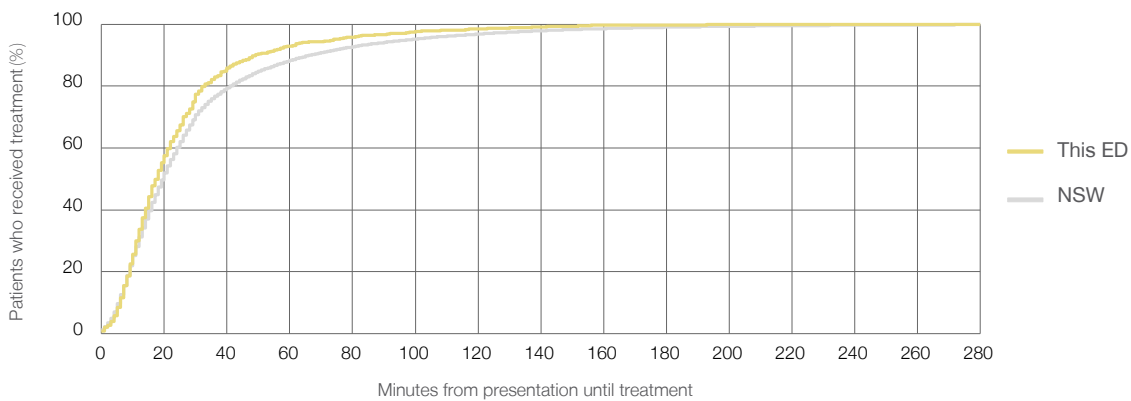
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,326

Median time to start treatment<sup>4</sup> 18 minutes

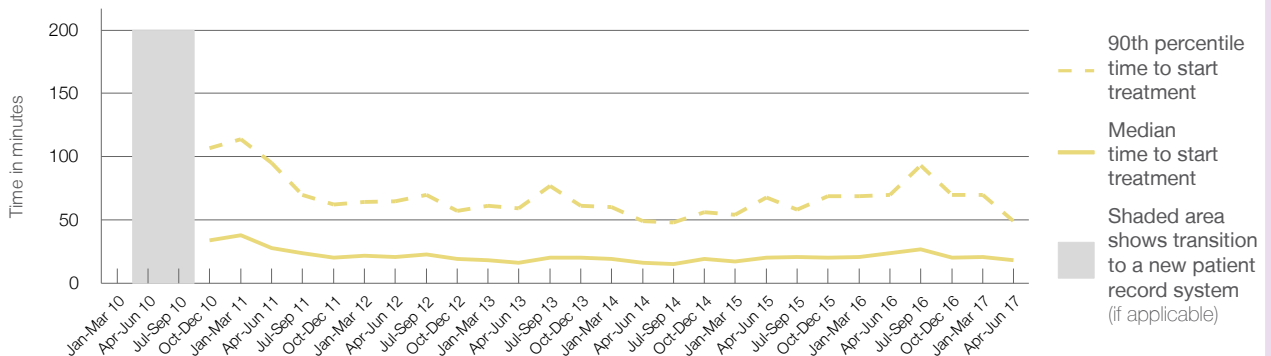
90th percentile time to start treatment<sup>5</sup> 49 minutes

Same period last year	NSW (this period)
996	
978	
24 minutes	20 minutes
70 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		28	21	16	16	20	24	18
90th percentile time to start treatment <sup>5</sup> (minutes)		95	65	59	49	68	70	49

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

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

Number of triage 4 patients: 1,653

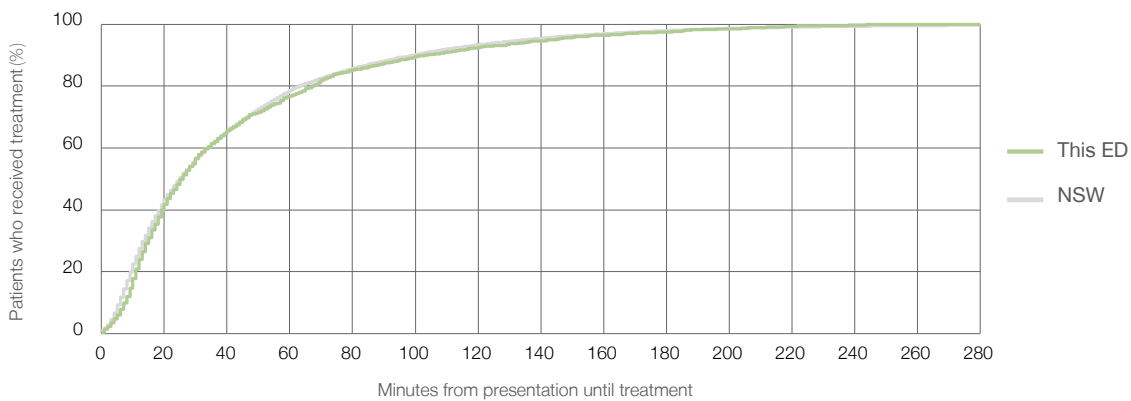
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,585

Median time to start treatment<sup>4</sup> 26 minutes

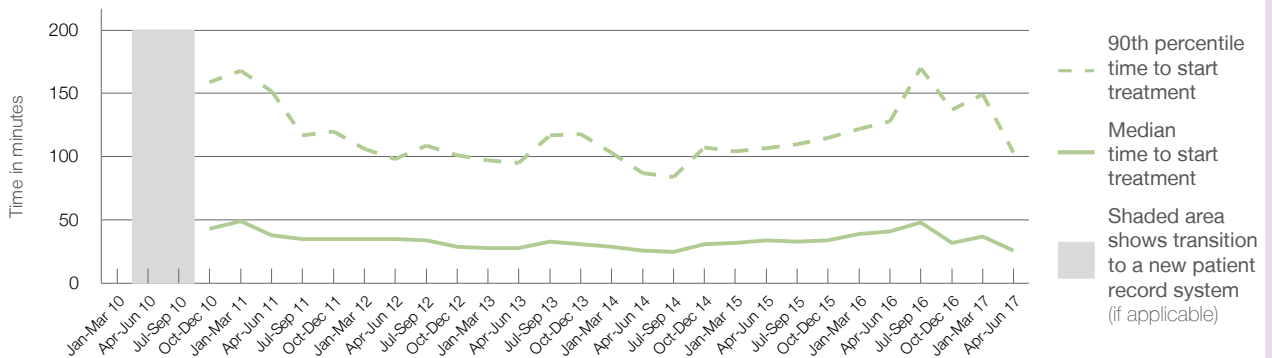
90th percentile time to start treatment<sup>5</sup> 103 minutes

Same period last year	NSW (this period)
1,738	
1,602	
41 minutes	25 minutes
128 minutes	99 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		38	35	28	26	34	41	26
90th percentile time to start treatment <sup>5</sup> (minutes)		152	98	95	87	107	128	103

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

April to June 2017

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

Number of triage 5 patients: 498

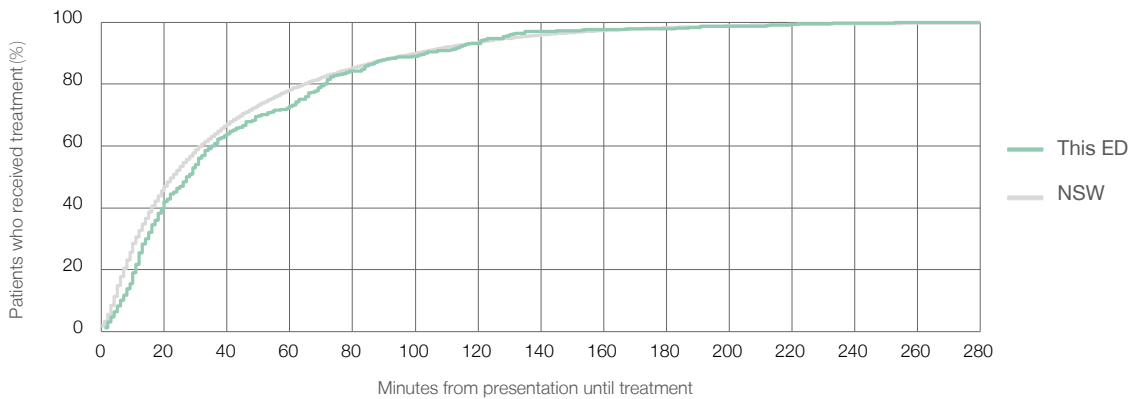
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 423

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

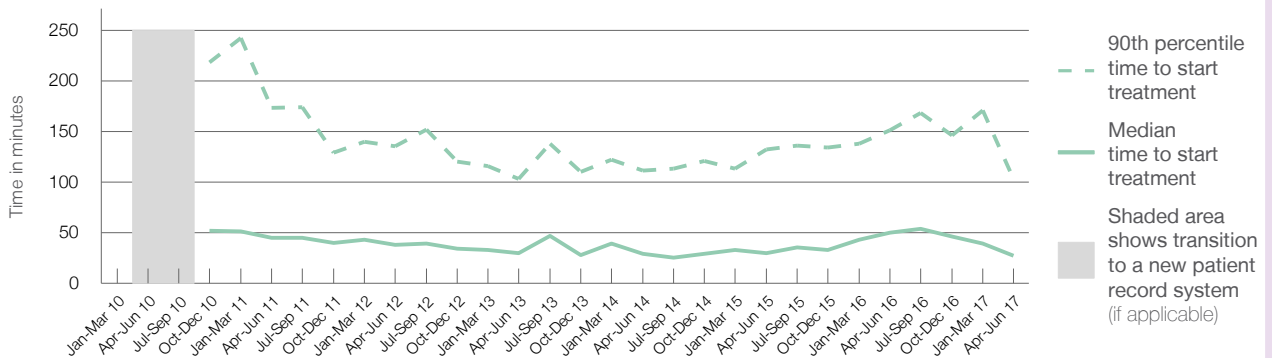
90th percentile time to start treatment<sup>5</sup>  103 minutes

Same period last year	NSW (this period)
807	671
50 minutes	23 minutes
151 minutes	101 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment <sup>4</sup> (minutes)		45	38	30	29	30	50	27
90th percentile time to start treatment <sup>5</sup> (minutes)		173	135	103	111	132	151	103

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

April to June 2017

All presentations:<sup>1</sup> 4,109 patients

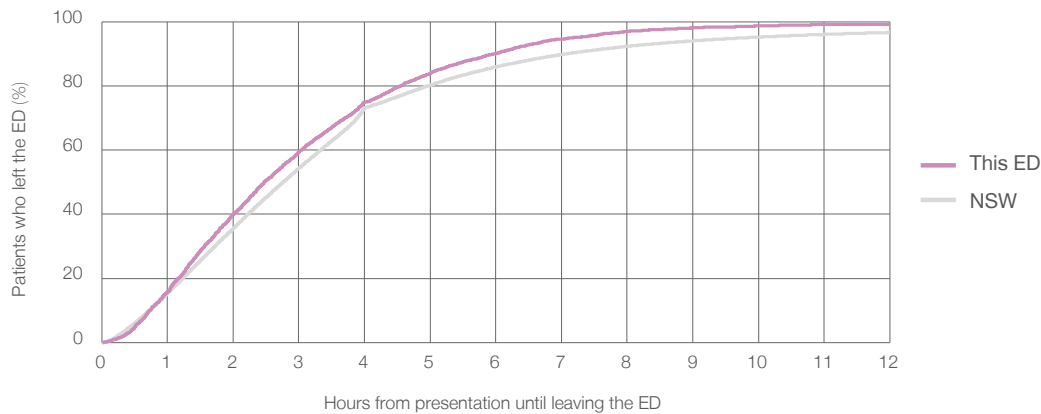
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,109 patients

Median time spent in the ED<sup>8</sup>  2 hours and 28 minutes

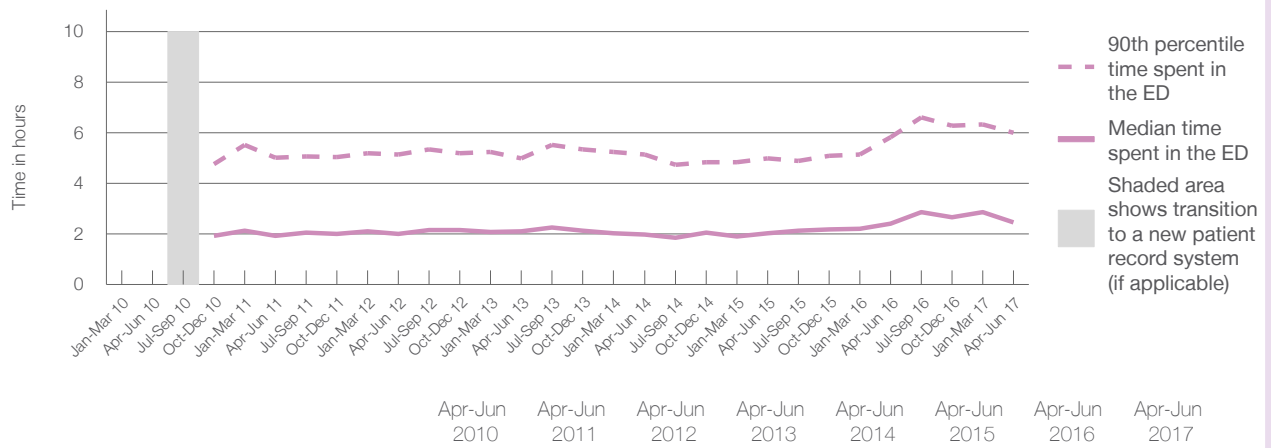
90th percentile time spent in the ED<sup>9</sup>  6 hours and 0 minutes

Same period last year	NSW (this period)
4,003	
4,002	
2 hours and 25 minutes	2 hours and 46 minutes
5 hours and 49 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)		1h 56m	2h 0m	2h 6m	1h 59m	2h 2m	2h 25m	2h 28m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)		5h 1m	5h 8m	4h 59m	5h 9m	5h 0m	5h 49m	6h 0m

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

By mode of separation

April to June 2017

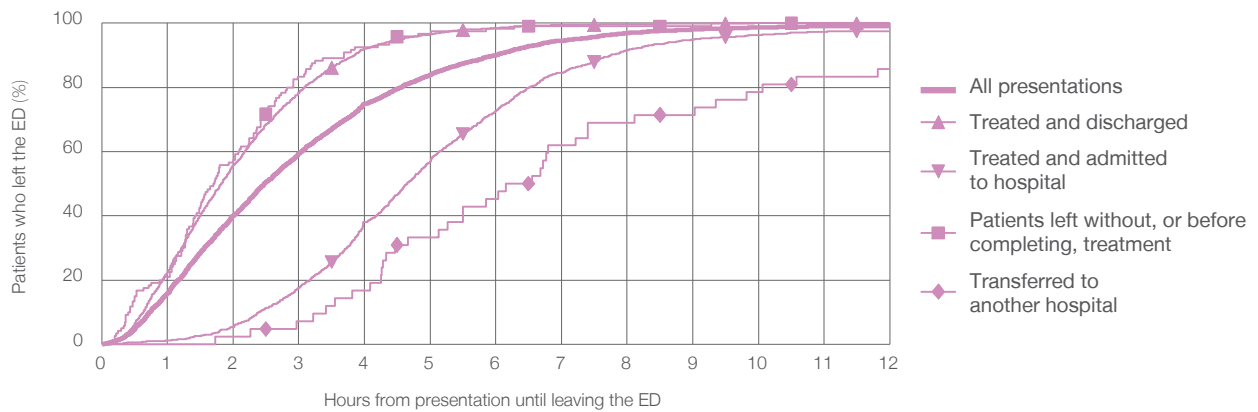
All presentations:<sup>1</sup> 4,109 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,109 patients

Treated and discharged	2,689 (65.4%)
Treated and admitted to hospital	1,249 (30.4%)
Patient left without, or before completing, treatment	120 (2.9%)
Transferred to another hospital	42 (1.0%)
Other	9 (0.2%)

Same period last year	Change since one year ago
4,002	2.7%
2,579	4.3%
1,123	11.2%
249	-51.8%
43	-2.3%
9	0.0%

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



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	22.6%	55.8%	78.4%	92.1%	98.5%	99.8%	100%	100%
Treated and admitted to hospital	1.2%	5.4%	17.5%	38.0%	72.7%	91.6%	96.4%	97.6%
Patient left without, or before completing, treatment	20.8%	57.5%	83.3%	92.5%	98.3%	99.2%	100%	100%
Transferred to another hospital	0%	2.4%	7.1%	16.7%	45.2%	69.0%	78.6%	85.7%
All presentations	15.9%	40.1%	59.4%	74.9%	90.1%	96.9%	98.7%	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  
 April to June 2017

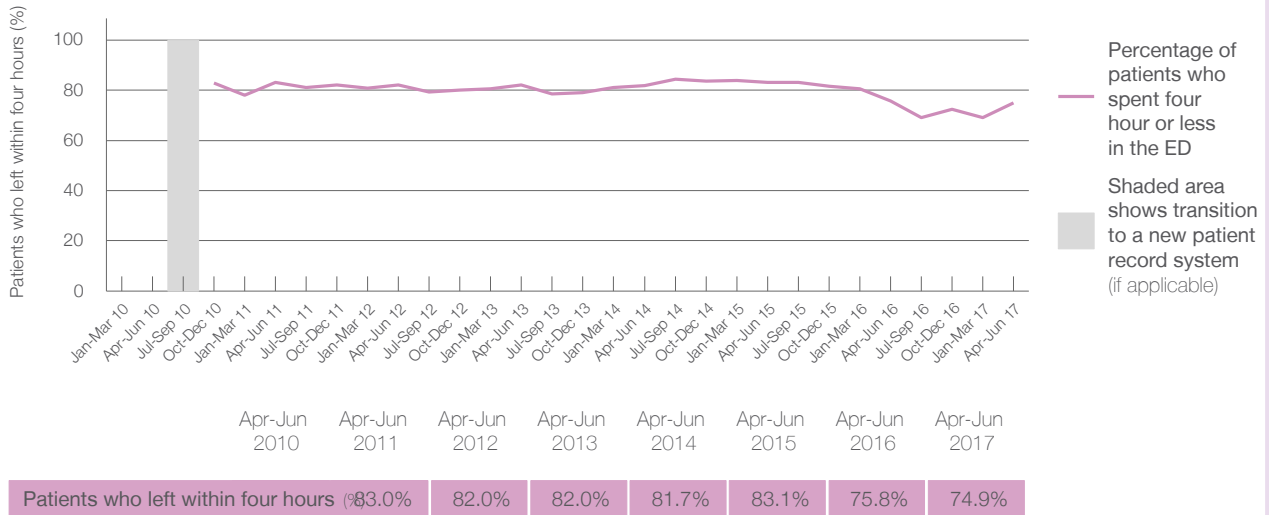
All presentations at the emergency department:<sup>1</sup> 4,109 patients  
 Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,109 patients

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	4,003	2.6%
Presentations used to calculate time to leaving the ED	4,002	2.7%
Percentage of patients who spent four hours or less in the ED	75.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017<sup>††</sup>



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\* 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 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 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).