

South East Regional Hospital: Emergency department (ED) overview

July to September 2018



All presentations:¹ 4,285 patients
 Emergency presentations:² 4,097 patients

Same period last year	Change since one year ago
4,342	-1%
4,123	-1%

South East Regional Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 428 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,397 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  57 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,618 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 643 patients

Median time to start treatment⁴  26 minutes
 90th percentile time to start treatment⁵  112 minutes

Same period last year	NSW (this period)
479	
9 minutes	8 minutes
25 minutes	28 minutes
1,450	
20 minutes	21 minutes
66 minutes	72 minutes
1,679	
32 minutes	26 minutes
124 minutes	105 minutes
497	
35 minutes	22 minutes
145 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,283 patients

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

Same period last year	Change since one year ago
4,338	-1%
72%	

* 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, January to March 2018*.
- 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.

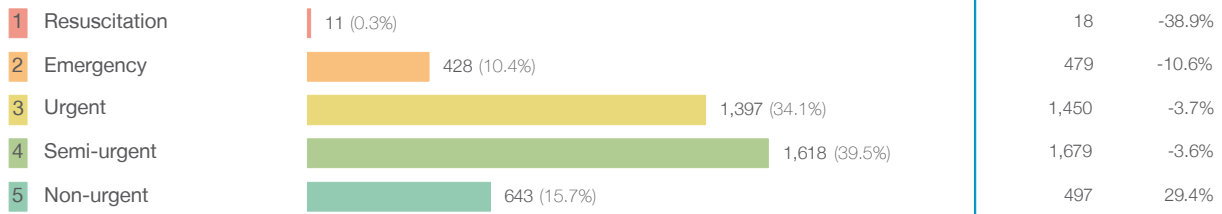
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

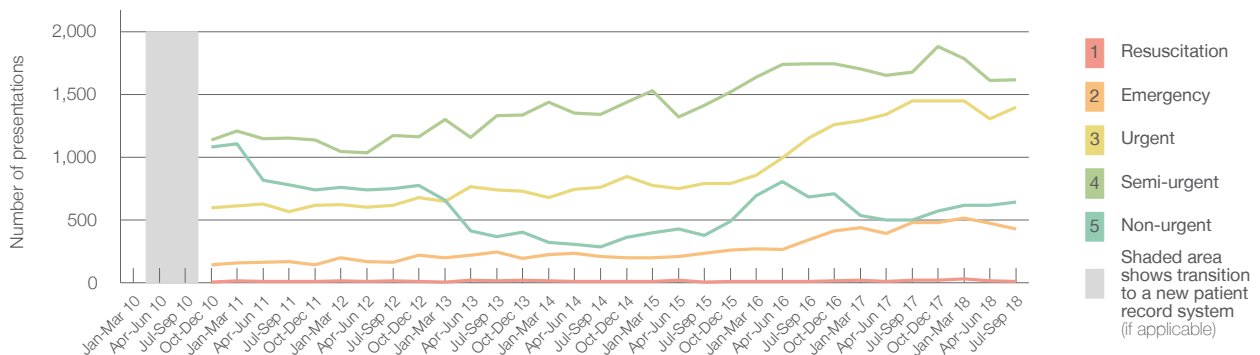
South East Regional Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 4,285 patients

Emergency presentations² by triage category: 4,097 patients



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		8	14	16	7	< 5	10	18	11
Emergency		169	163	242	208	239	340	479	428
Urgent		568	616	738	760	792	1,153	1,450	1,397
Semi-urgent		1,152	1,170	1,332	1,341	1,410	1,746	1,679	1,618
Non-urgent		780	747	365	286	378	684	497	643
All emergency presentations		2,677	2,710	2,693	2,602	2,819	3,933	4,123	4,097

South East Regional Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 927 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 July to September 2018

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

Number of triage 2 patients: 428

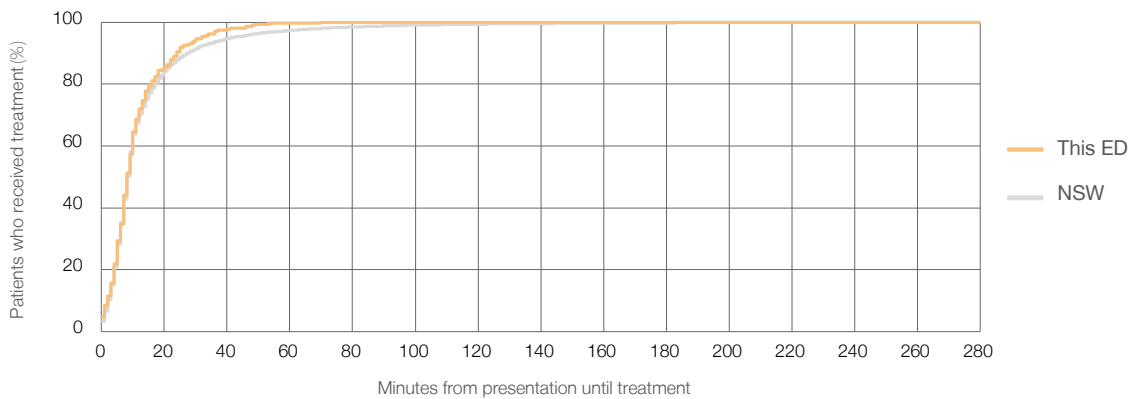
Number of triage 2 patients used to calculate waiting time:³ 425

Median time to start treatment⁴ 8 minutes

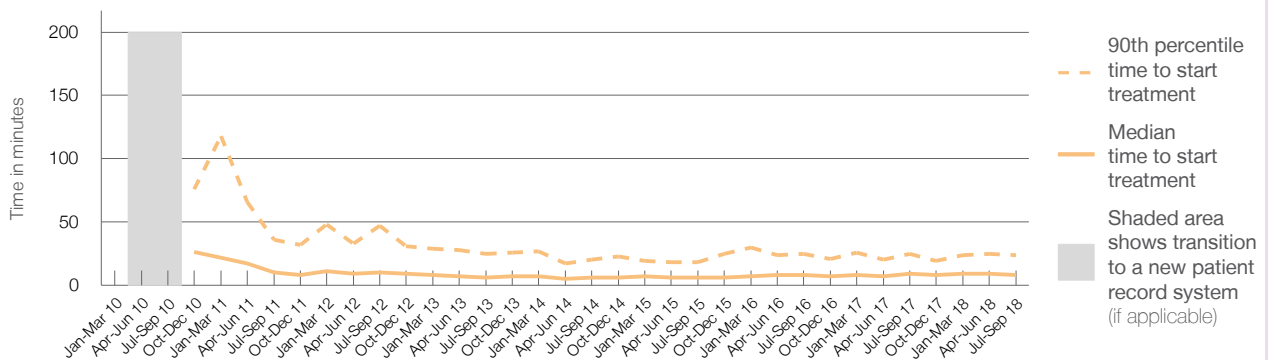
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
479	
477	
9 minutes	8 minutes
25 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		10	10	6	6	6	8	9	8
90th percentile time to start treatment ⁵ (minutes)		36	47	25	20	18	25	25	24

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South East Regional Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,397

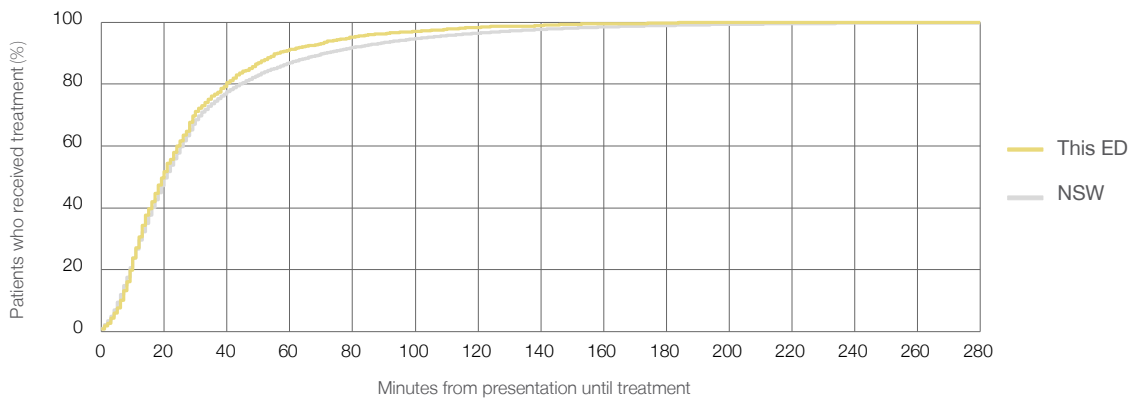
Number of triage 3 patients used to calculate waiting time:³ 1,378

Median time to start treatment⁴ 20 minutes

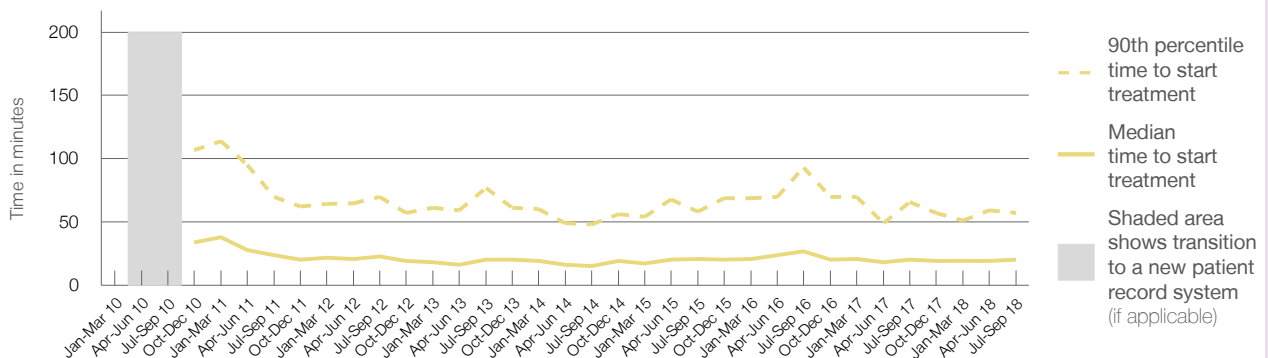
90th percentile time to start treatment⁵ 57 minutes

Same period last year	NSW (this period)
1,450	1,419
20 minutes	21 minutes
66 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		24	23	20	15	21	27	20	20
90th percentile time to start treatment ⁵ (minutes)		70	70	77	48	58	93	66	57

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South East Regional Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,618

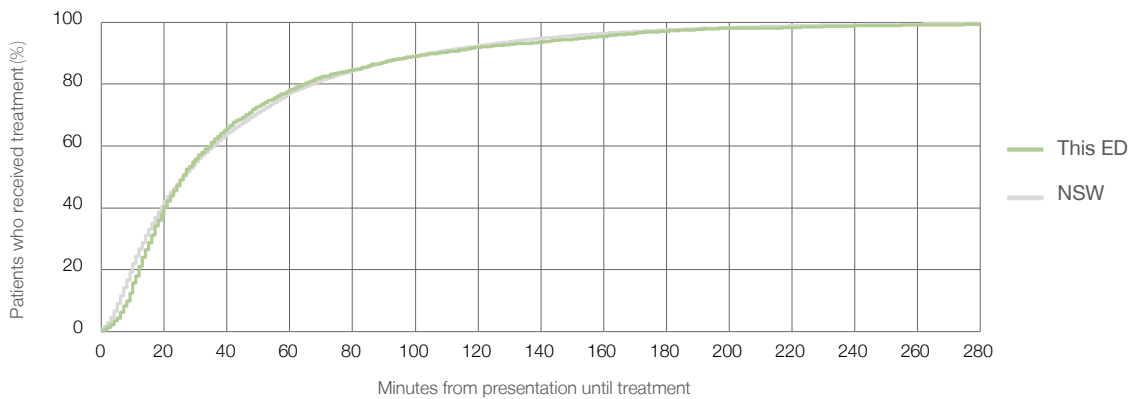
Number of triage 4 patients used to calculate waiting time:³ 1,542

Median time to start treatment⁴ 26 minutes

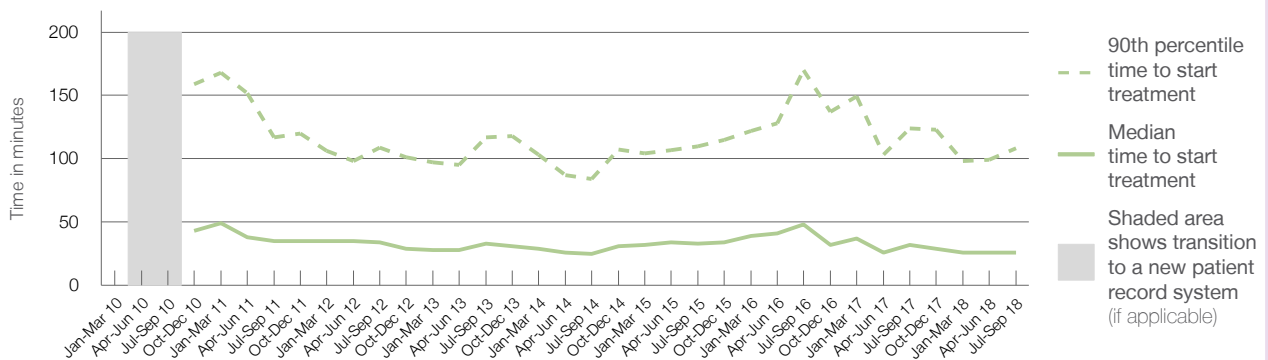
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
1,679	1,564
32 minutes	26 minutes
124 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		35	34	33	25	33	48	32	26
90th percentile time to start treatment ⁵ (minutes)		117	109	117	84	110	170	124	108

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South East Regional Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 643

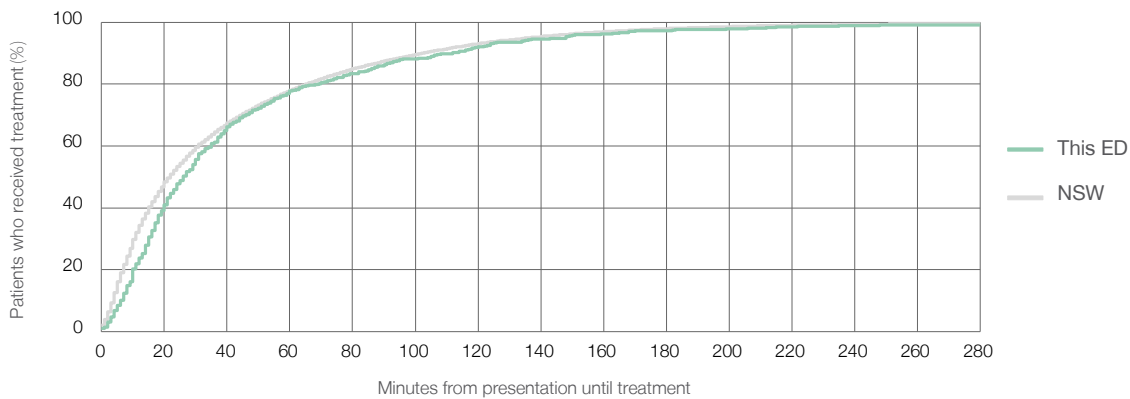
Number of triage 5 patients used to calculate waiting time:³ 562

Median time to start treatment⁴ 26 minutes

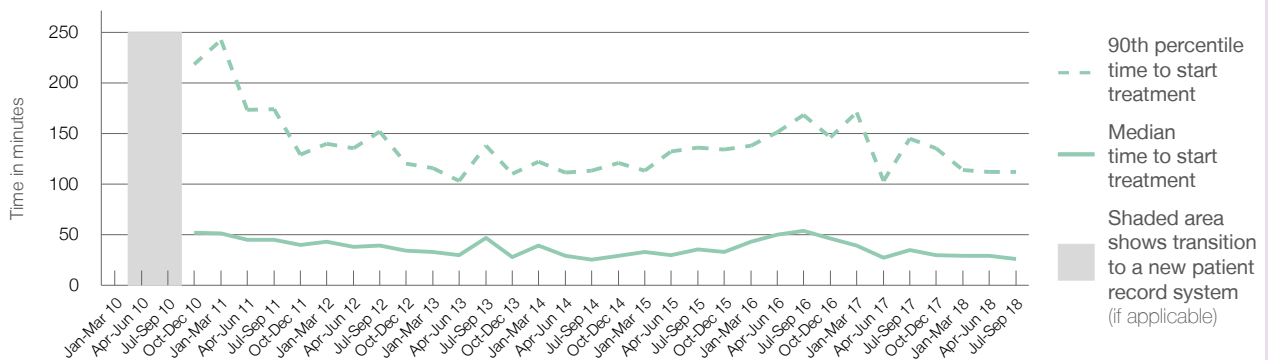
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
497	
417	
35 minutes	22 minutes
145 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		45	39	47	25	36	54	35	26
90th percentile time to start treatment ⁵ (minutes)		174	152	138	113	136	168	145	112

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South East Regional Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,285 patients

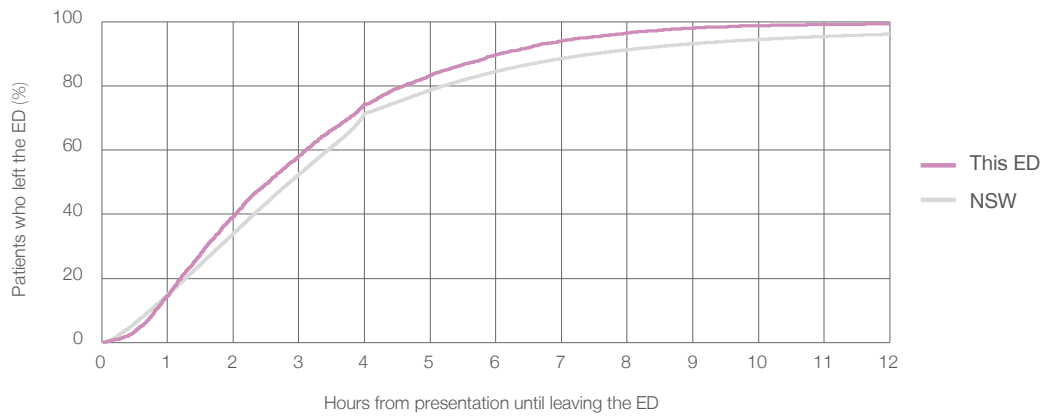
Presentations used to calculate time to leaving the ED:⁶ 4,283 patients

Median time spent in the ED⁸ 2 hours and 33 minutes

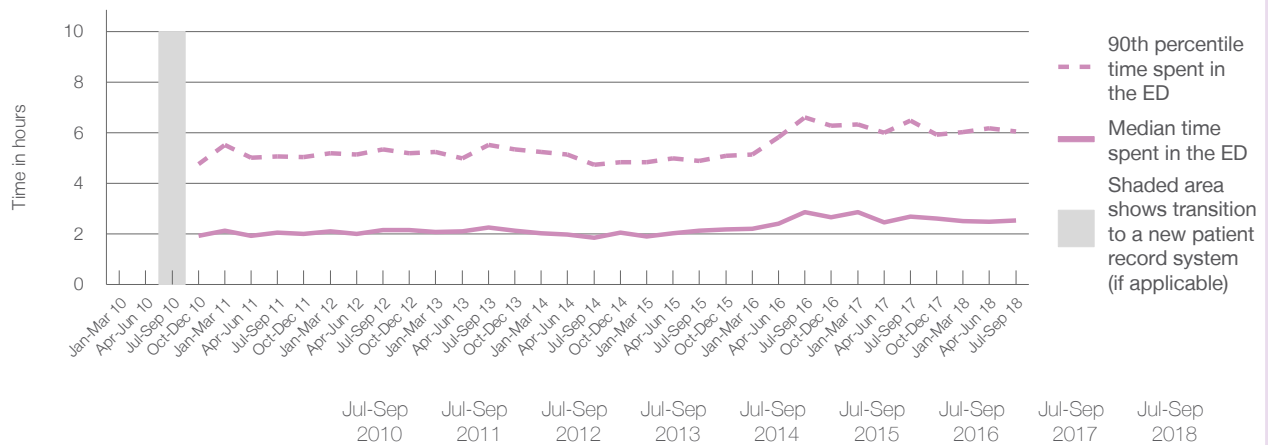
90th percentile time spent in the ED⁹ 6 hours and 3 minutes

Same period last year	NSW (this period)
4,342	
4,338	
2 hours and 42 minutes	2 hours and 52 minutes
6 hours and 29 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



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



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)		2h 4m	2h 9m	2h 15m	1h 52m	2h 8m	2h 52m	2h 42m	2h 33m
90th percentile time spent in the ED ⁹ (hours, minutes)		5h 4m	5h 21m	5h 32m	4h 45m	4h 54m	6h 37m	6h 29m	6h 3m

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South East Regional Hospital: Time patients spent in the ED By mode of separation July to September 2018

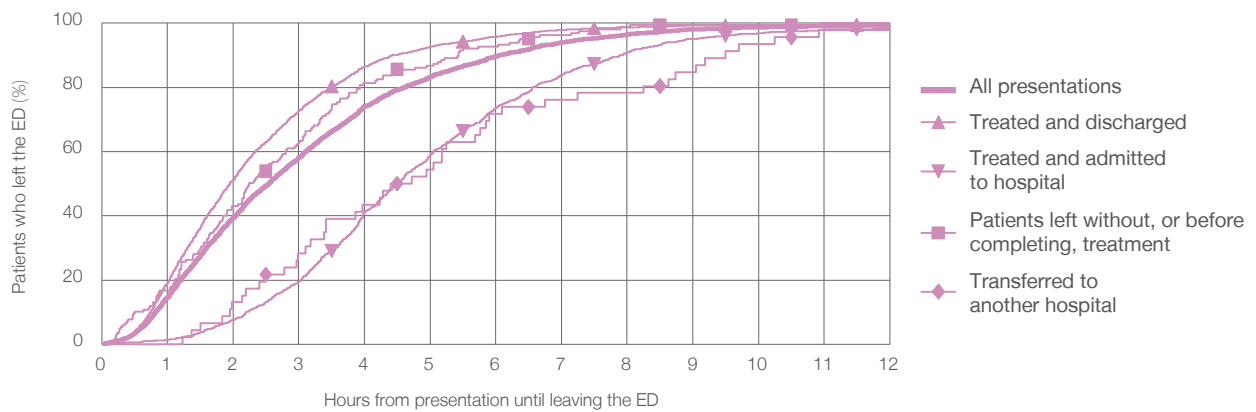
All presentations:¹ 4,285 patients

Presentations used to calculate time to leaving the ED:⁶ 4,283 patients

Treated and discharged	2,940 (68.6%)
Treated and admitted to hospital	1,115 (26.0%)
Patient left without, or before completing, treatment	167 (3.9%)
Transferred to another hospital	46 (1.1%)
Other	17 (0.4%)

Same period last year	Change since one year ago
4,338	-1%
3,065	-4.1%
1,035	7.7%
190	-12.1%
34	35.3%
18	-5.6%

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



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	19.2%	51.3%	72.8%	86.5%	95.8%	98.7%	99.4%	99.7%
Treated and admitted to hospital	1.4%	7.5%	19.5%	41.2%	73.6%	90.8%	96.9%	98.5%
Patient left without, or before completing, treatment	16.8%	43.1%	62.9%	81.4%	92.8%	98.8%	99.4%	100%
Transferred to another hospital	0%	13.0%	28.3%	43.5%	71.7%	78.3%	93.5%	97.8%
All presentations	14.6%	39.4%	58.2%	74.1%	89.7%	96.5%	98.7%	99.4%

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- (§) 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 spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 4,285 patients

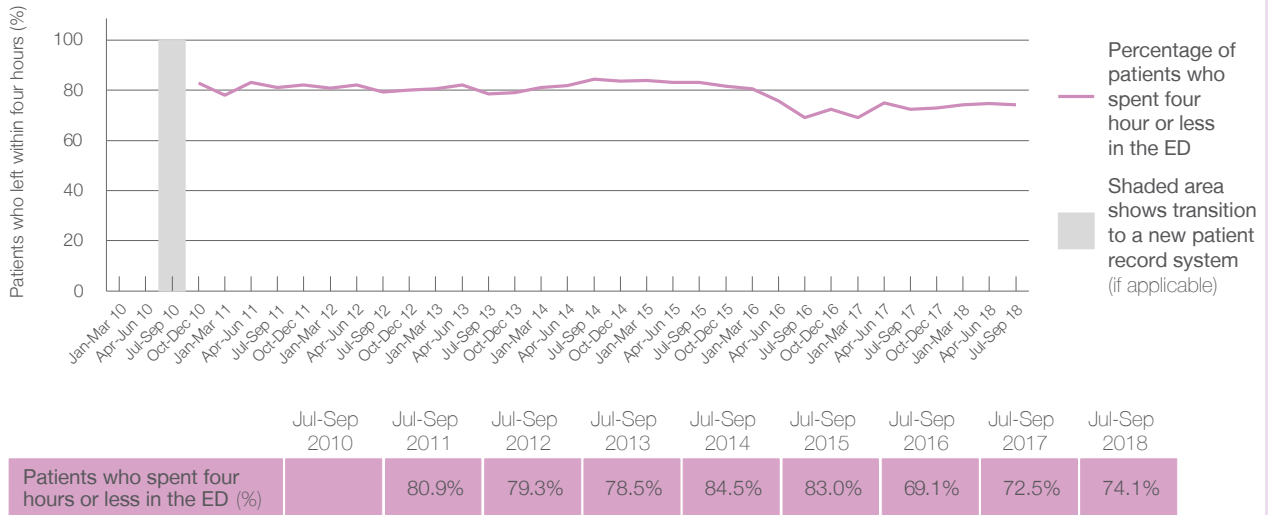
Presentations used to calculate time to leaving the ED: ⁶ 4,283 patients

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	4,342	-1%
Presentations used to calculate time to leaving the ED	4,338	-1%
Percentage of patients who spent four hours or less in the ED	72.5%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 ‡ 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, January to March 2018*.
- 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 16 October 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).