

South East Regional Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,343 patients
Emergency presentations:² 4,124 patients

Same period last year	Change since one year ago
4,188	3.7%
3,933	4.9%

South East Regional Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 480 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 25 minutes

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

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,679 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 124 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 497 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
340	
8 minutes	9 minutes
25 minutes	29 minutes
1,153	
27 minutes	23 minutes
93 minutes	83 minutes
1,746	
48 minutes	30 minutes
170 minutes	121 minutes
684	
54 minutes	26 minutes
168 minutes	118 minutes

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

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,339 patients

Percentage of patients who spent four hours or less in the ED 72.5%

Same period last year	Change since one year ago
4,187	3.6%
69.1%	

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.

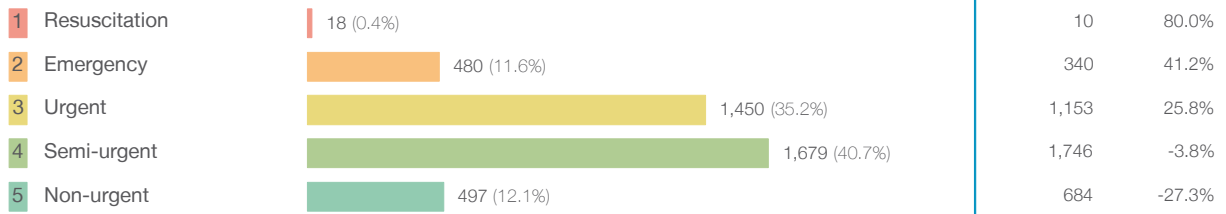
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

South East Regional Hospital: Patients presenting to the emergency department July to September 2017

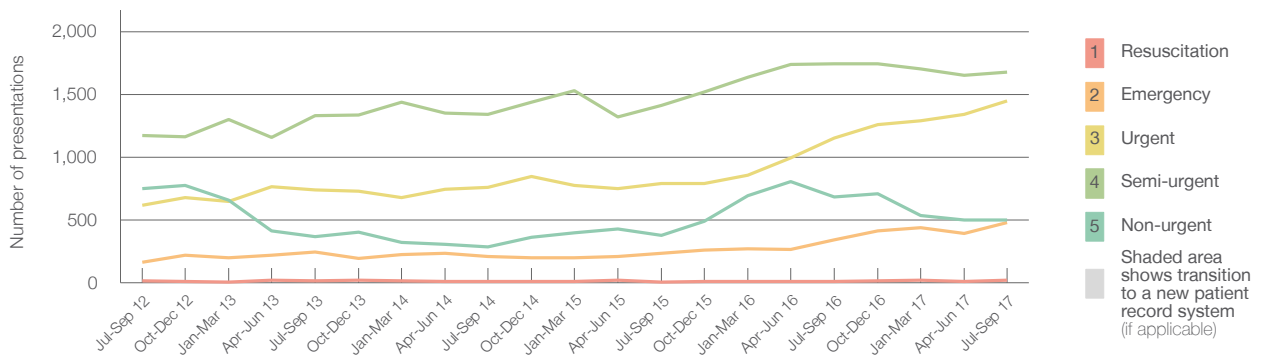
All presentations:¹ 4,343 patients

Emergency presentations² by triage category: 4,124 patients



Same period last year	Change since one year ago
4,188	3.7%
3,933	4.9%
10	80.0%
340	41.2%
1,153	25.8%
1,746	-3.8%
684	-27.3%

Emergency presentations² by quarter, July 2012 to September 2017[‡]



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	14	16	7	< 5	10	18
Emergency	163	242	208	239	340	480
Urgent	616	738	760	792	1,153	1,450
Semi-urgent	1,170	1,332	1,341	1,410	1,746	1,679
Non-urgent	747	365	286	378	684	497
All emergency presentations	2,710	2,693	2,602	2,819	3,933	4,124

South East Regional Hospital: Patients arriving by ambulance July to September 2017

July to September 2017

Arrivals used to calculate transfer of care time:⁷ 987 patients

ED Transfer of care time



Same period last year	Change since one year ago
683	
14 minutes	-3 minutes
30 minutes	-9 minutes

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South East Regional Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 480

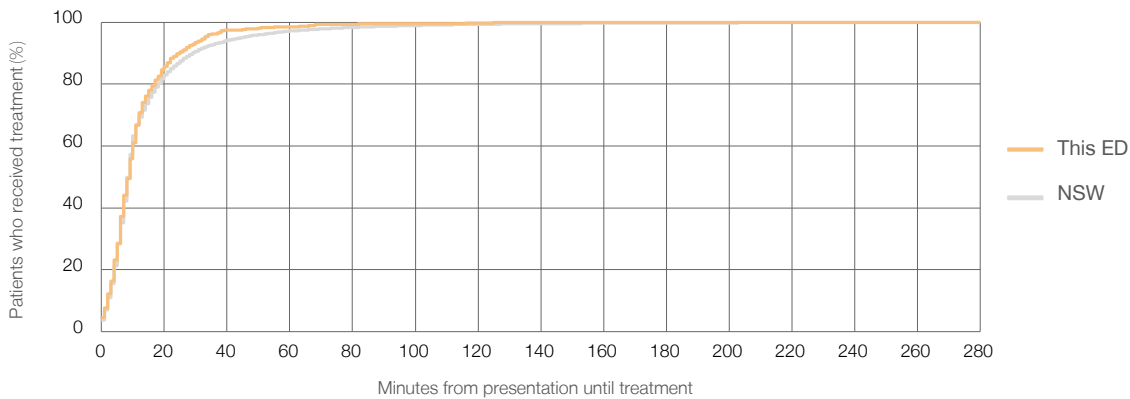
Number of triage 2 patients used to calculate waiting time:³ 478

Median time to start treatment⁴ 9 minutes

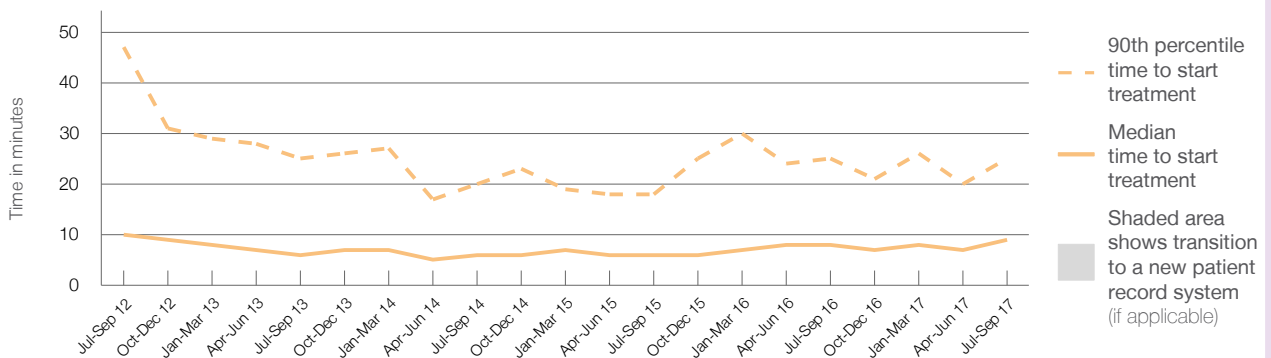
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
340	
337	
8 minutes	9 minutes
25 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



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

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South East Regional Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,450

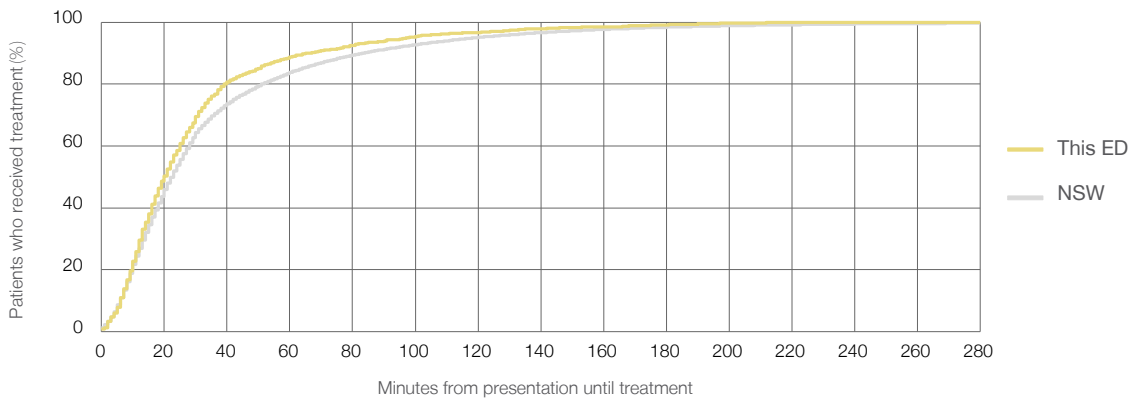
Number of triage 3 patients used to calculate waiting time:³ 1,419

Median time to start treatment⁴ 20 minutes

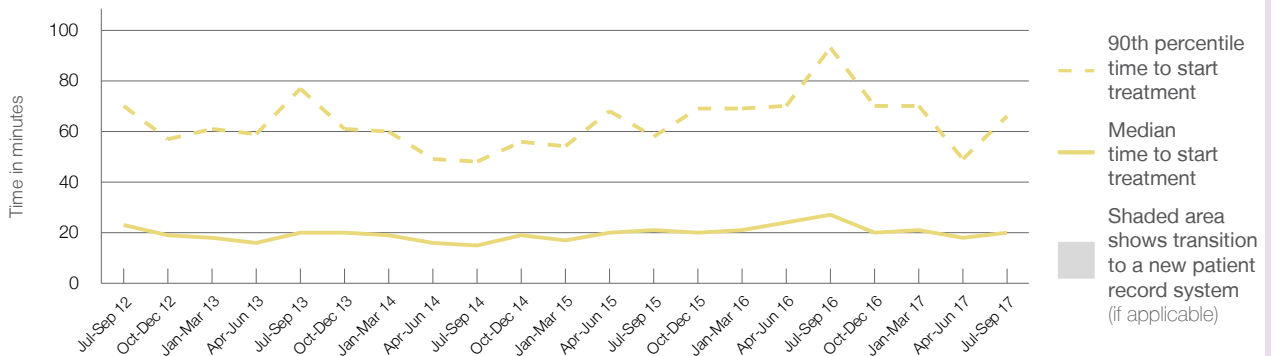
90th percentile time to start treatment⁵ 66 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,153	1,125
Median time to start treatment ⁴	27 minutes	23 minutes
90th percentile time to start treatment ⁵	93 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



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

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South East Regional Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 1,679

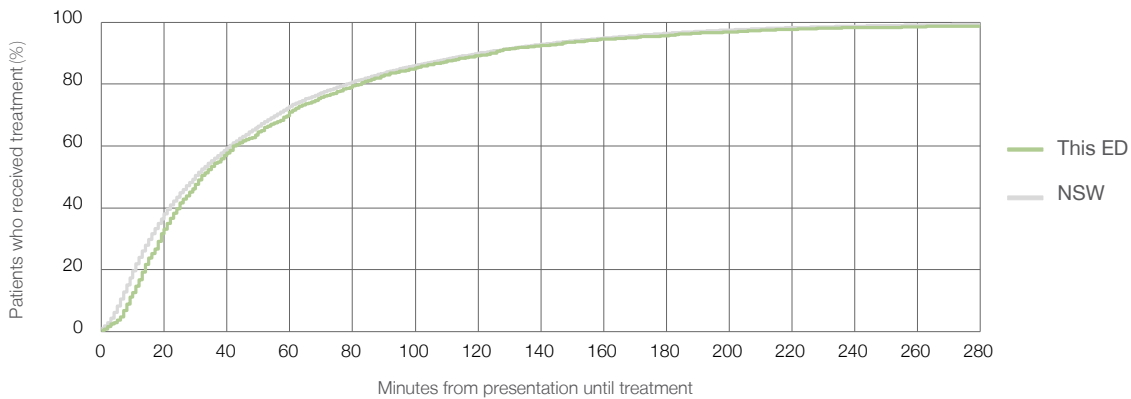
Number of triage 4 patients used to calculate waiting time:³ 1,564

Median time to start treatment⁴ 32 minutes

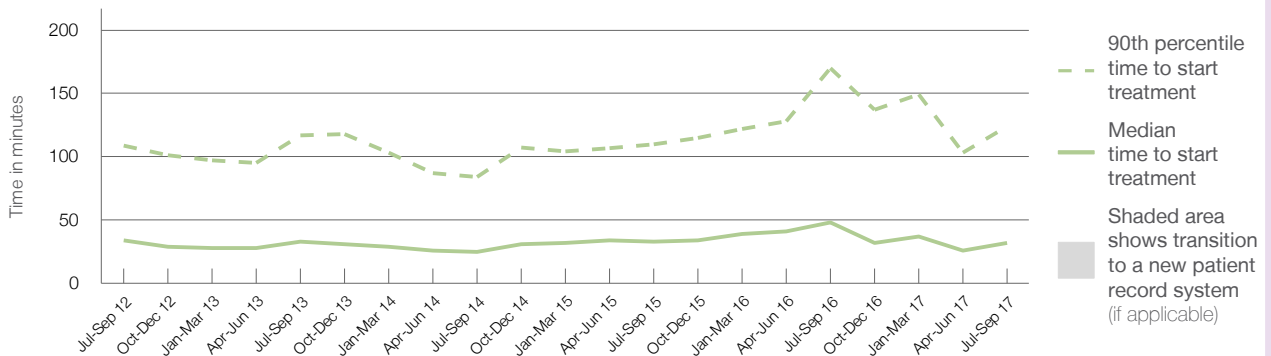
90th percentile time to start treatment⁵ 124 minutes

Same period last year	NSW (this period)
1,746	1,578
48 minutes	30 minutes
170 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



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

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South East Regional Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 497

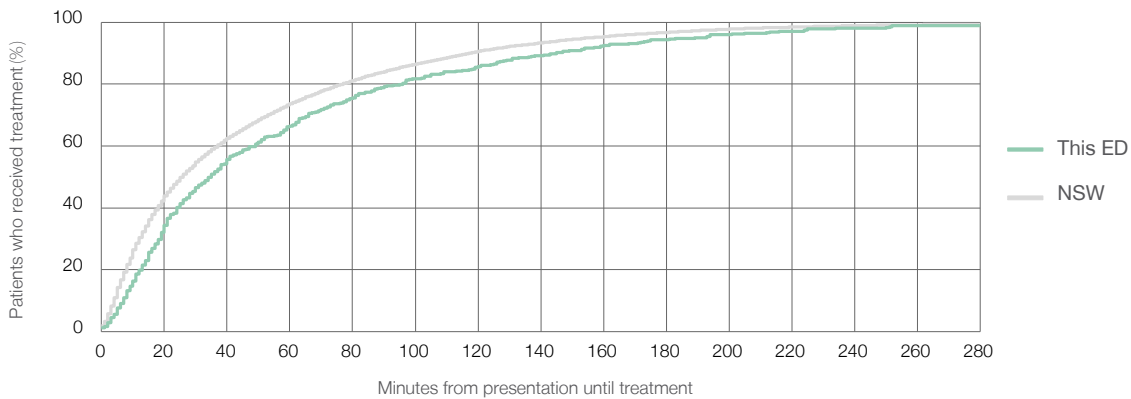
Number of triage 5 patients used to calculate waiting time:³ 417

Median time to start treatment⁴ 35 minutes

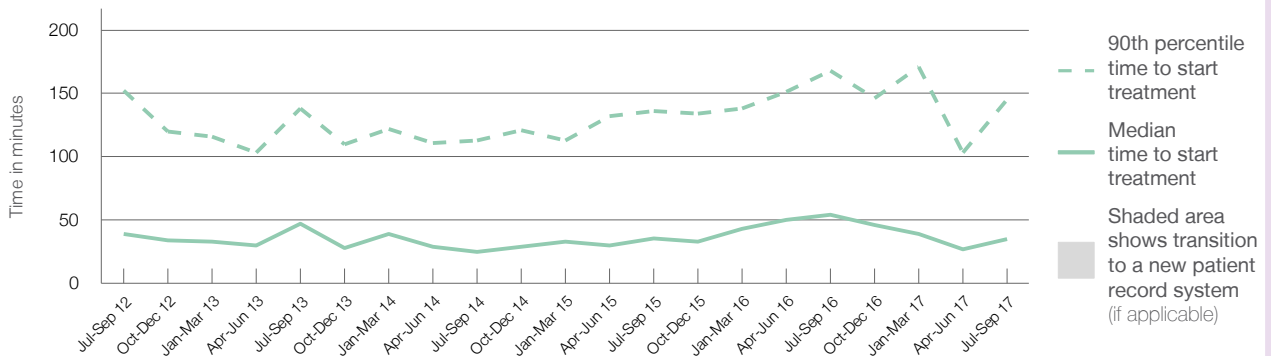
90th percentile time to start treatment⁵ 145 minutes

Same period last year	NSW (this period)
684	
554	
54 minutes	26 minutes
168 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



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

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South East Regional Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,343 patients

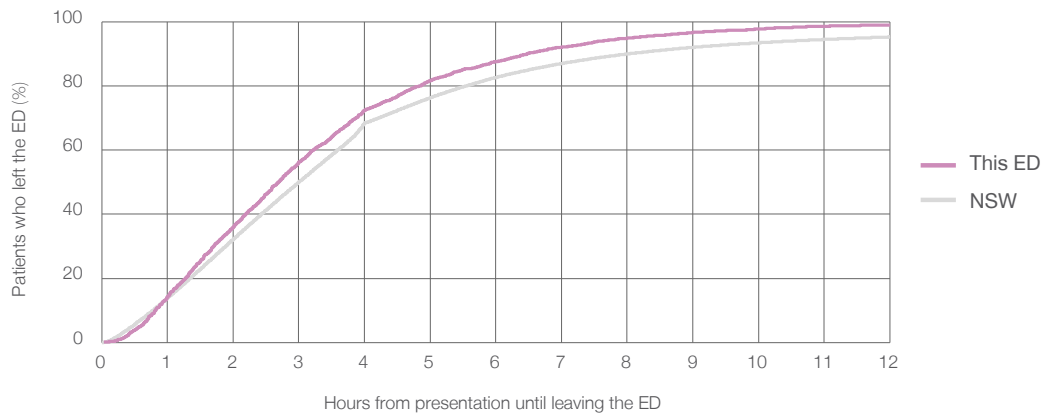
Presentations used to calculate time to leaving the ED:⁶ 4,339 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

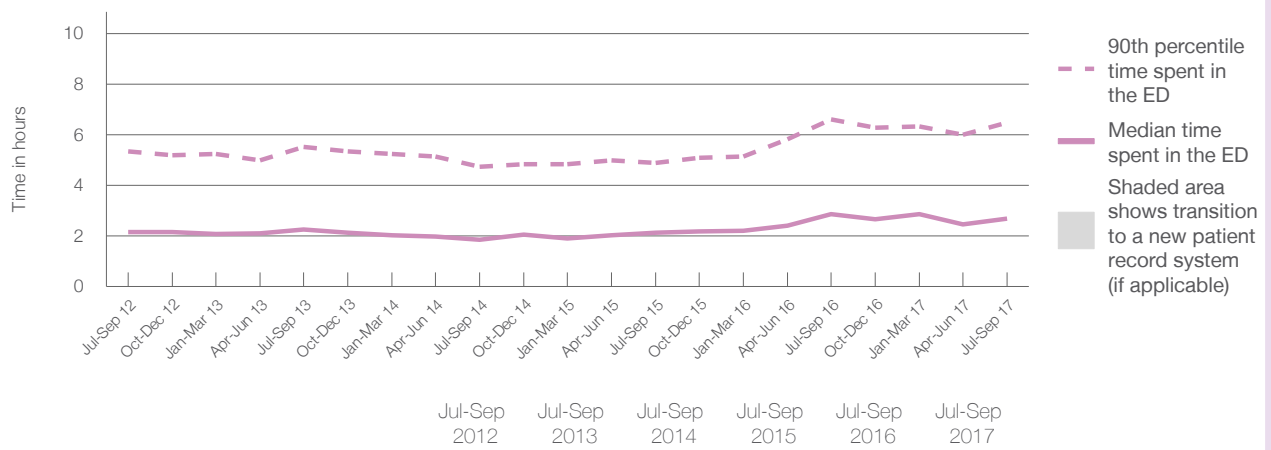
90th percentile time spent in the ED⁹ 6 hours and 29 minutes

Same period last year	NSW (this period)
4,188	4,187
2 hours and 52 minutes	3 hours and 0 minutes
6 hours and 37 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 9m	2h 15m	1h 52m	2h 8m	2h 52m	2h 41m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 21m	5h 32m	4h 45m	4h 54m	6h 37m	6h 29m

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South East Regional Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

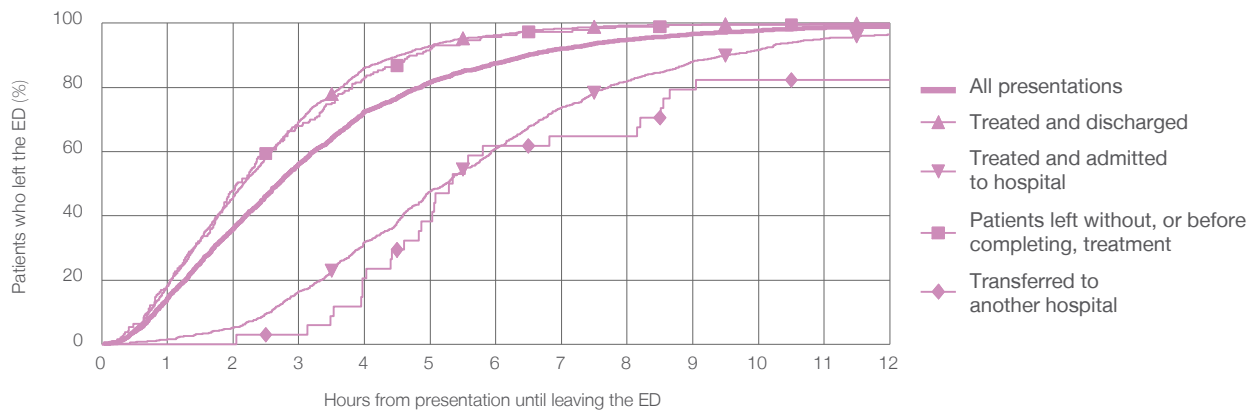
All presentations:¹ 4,343 patients

Presentations used to calculate time to leaving the ED:⁶ 4,339 patients

Treated and discharged	3,064 (70.6%)
Treated and admitted to hospital	1,037 (23.9%)
Patient left without, or before completing, treatment	190 (4.4%)
Transferred to another hospital	34 (0.8%)
Other	18 (0.4%)

Same period last year	Change since one year ago
4,187	3.6%
2,547	20.3%
1,300	-20.2%
287	-33.8%
42	-19.0%
12	50.0%

Percentage of patients who left the ED by time and mode of separation, July to September 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	18.2%	46.0%	69.5%	86.1%	96.3%	99.3%	99.8%	99.9%
Treated and admitted to hospital	1.5%	5.2%	16.5%	31.8%	60.9%	82.0%	91.8%	96.4%
Patient left without, or before completing, treatment	18.4%	47.9%	67.9%	83.2%	95.8%	98.9%	99.5%	99.5%
Transferred to another hospital	0%	0%	2.9%	20.6%	61.8%	64.7%	82.4%	82.4%
All presentations	14.3%	36.1%	56.2%	72.5%	87.5%	94.8%	97.7%	98.9%

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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

July to September 2017

All presentations at the emergency department:¹ 4,343 patients

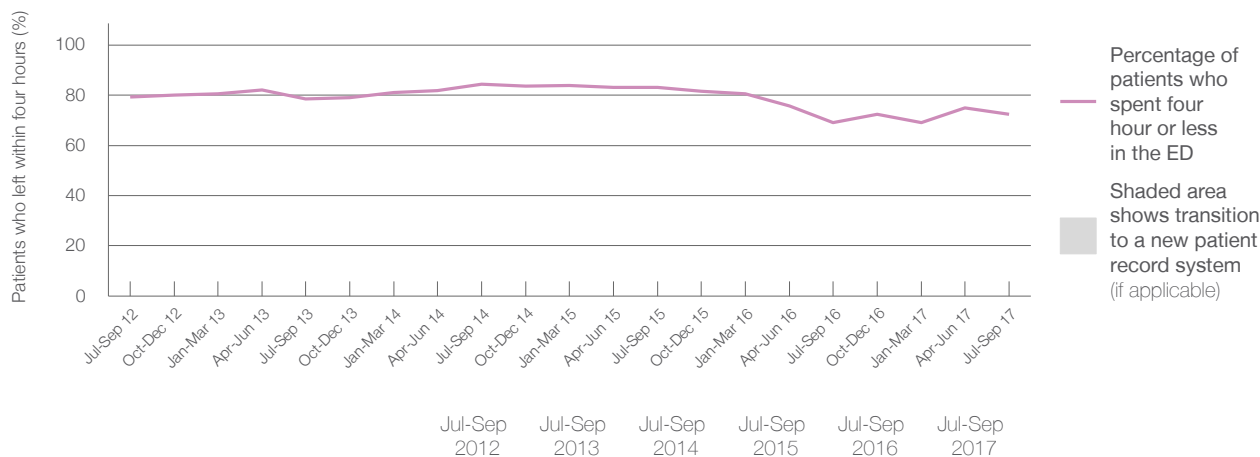
Presentations used to calculate time to leaving the ED:⁶ 4,339 patients

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	4,188	3.7%
Presentations used to calculate time to leaving the ED: ⁶	4,187	3.6%
Percentage of patients who spent four hours or less in the ED	69.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	79.3%	78.5%	84.5%	83.0%	69.1%	72.5%

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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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).