

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,440 patients
 Emergency presentations:² 4,137 patients

Same period last year	Change since one year ago
3,351	32.5%
3,065	35.0%

South East Regional Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 414 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,258 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,745 patients

Median time to start treatment⁴ 32 minutes
 90th percentile time to start treatment⁵ 137 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 706 patients

Median time to start treatment⁴ 46 minutes
 90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
259	
6 minutes	8 minutes
25 minutes	26 minutes
788	
20 minutes	20 minutes
69 minutes	67 minutes
1,521	
34 minutes	25 minutes
115 minutes	97 minutes
488	
33 minutes	24 minutes
134 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,439 patients

Percentage of patients who spent four hours or less in the ED 72.3%

Same period last year	Change since one year ago
3,350	32.5%
81.6%	

* 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 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.

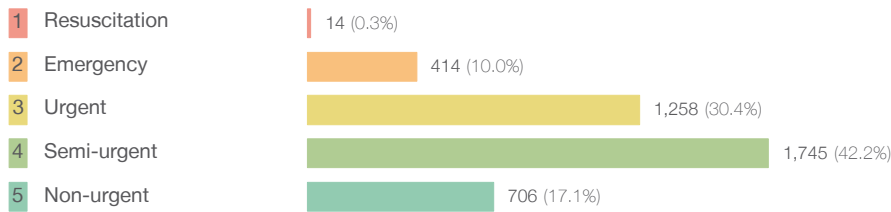
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Patients presenting to the emergency department October to December 2016

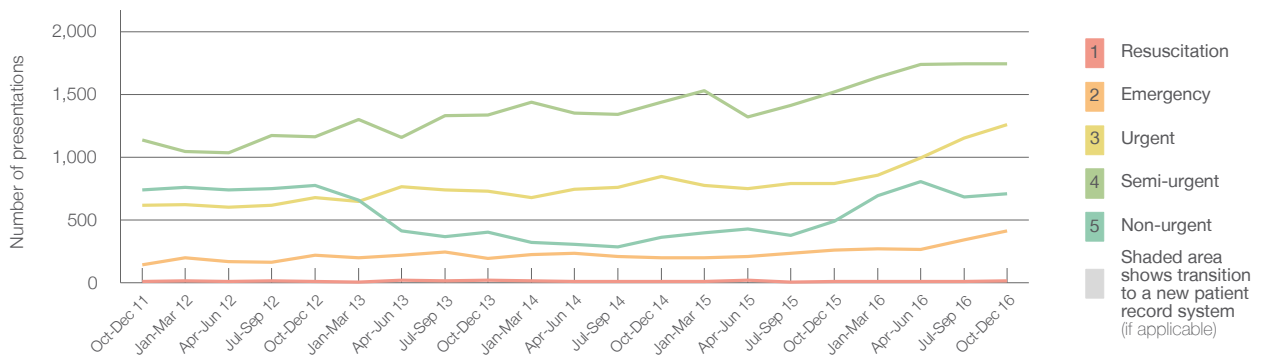
All presentations:¹ 4,440 patients

Emergency presentations² by triage category: 4,137 patients



Same period last year	Change since one year ago
3,351	32.5%
3,065	35.0%
9	55.6%
259	59.8%
788	59.6%
1,521	14.7%
488	44.7%

Emergency presentations² by quarter, October 2011 to December 2016 †



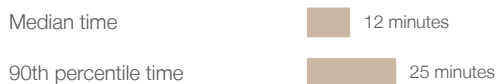
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	7	8	19	12	9	14
Emergency	141	218	194	198	259	414
Urgent	619	678	728	848	788	1,258
Semi-urgent	1,136	1,163	1,337	1,436	1,521	1,745
Non-urgent	737	776	402	359	488	706
All emergency presentations	2,640	2,843	2,680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

South East Regional Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 880 patients

ED Transfer of care time



Same period last year	Change since one year ago
594	
12 minutes	0 minutes
34 minutes	-9 minutes

(†) 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 trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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South East Regional Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 414

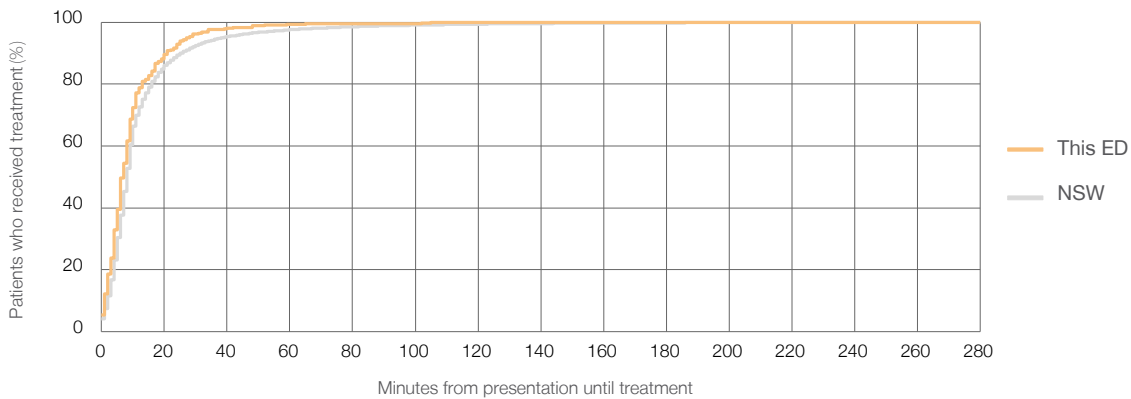
Number of triage 2 patients used to calculate waiting time:³ 410

Median time to start treatment⁴ 7 minutes

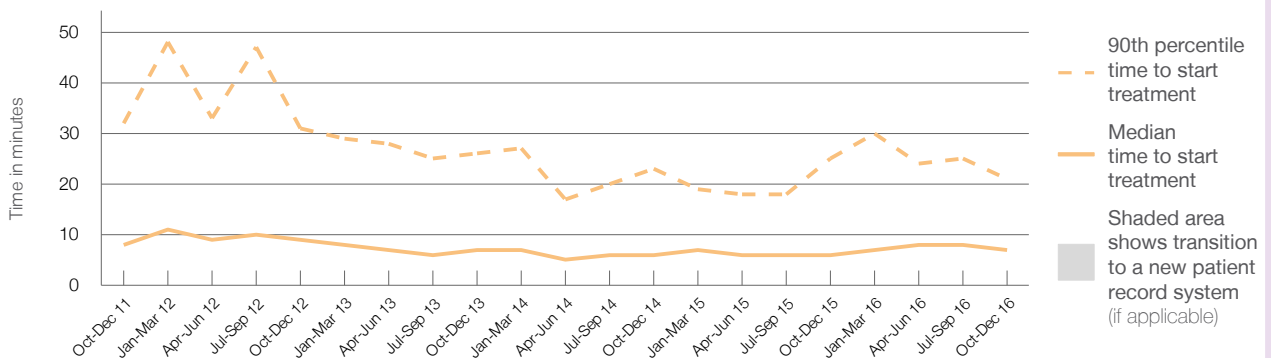
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
259	
256	
6 minutes	8 minutes
25 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	8	9	7	6	6	7
90th percentile time to start treatment ⁵ (minutes)	32	31	26	23	25	21

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,258

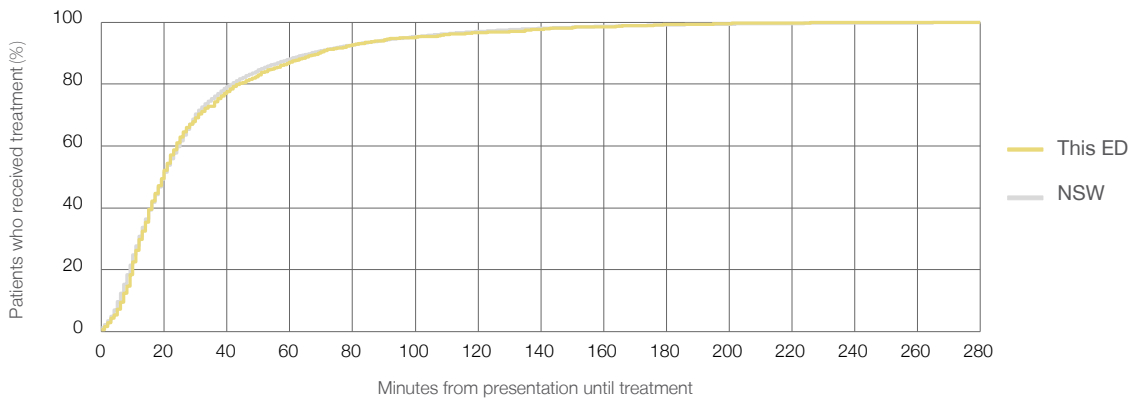
Number of triage 3 patients used to calculate waiting time:³ 1,232

Median time to start treatment⁴ 20 minutes

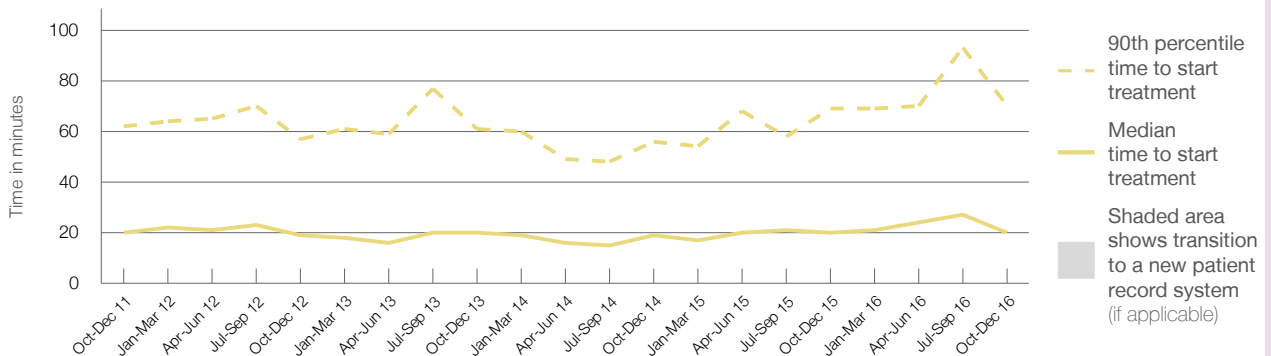
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
788	766
20 minutes	20 minutes
69 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	20	19	20	19	20	20
90th percentile time to start treatment ⁵ (minutes)	62	57	61	56	69	70

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 1,745

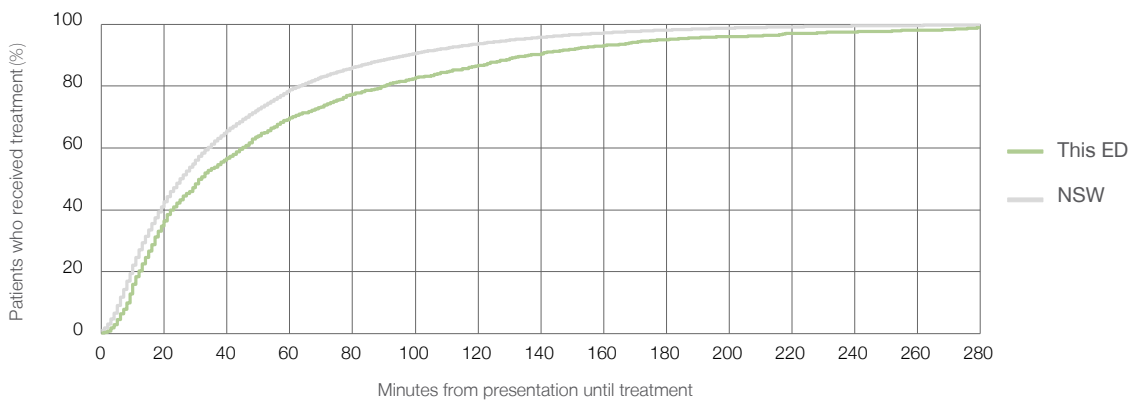
Number of triage 4 patients used to calculate waiting time:³ 1,574

Median time to start treatment⁴ 32 minutes

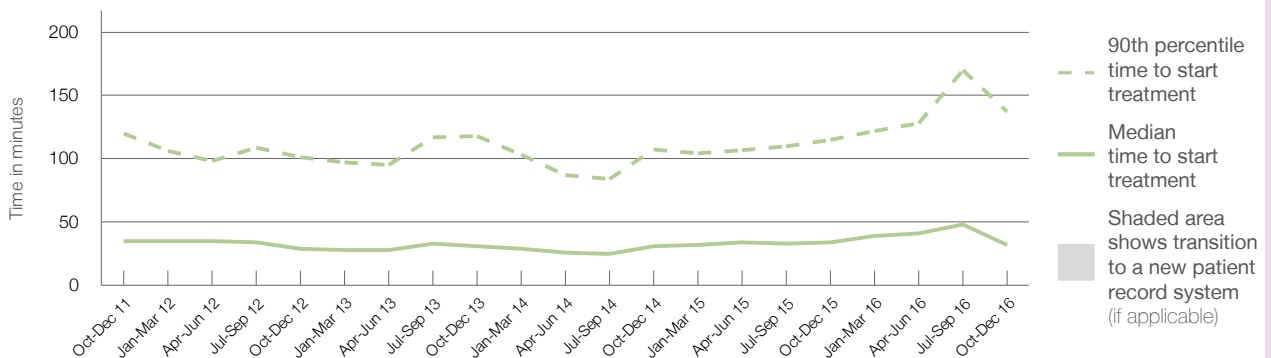
90th percentile time to start treatment⁵ 137 minutes

Same period last year	NSW (this period)
1,521	
1,404	
34 minutes	25 minutes
115 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	35	29	31	31	34	32
90th percentile time to start treatment ⁵ (minutes)	120	101	118	107	115	137

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 706

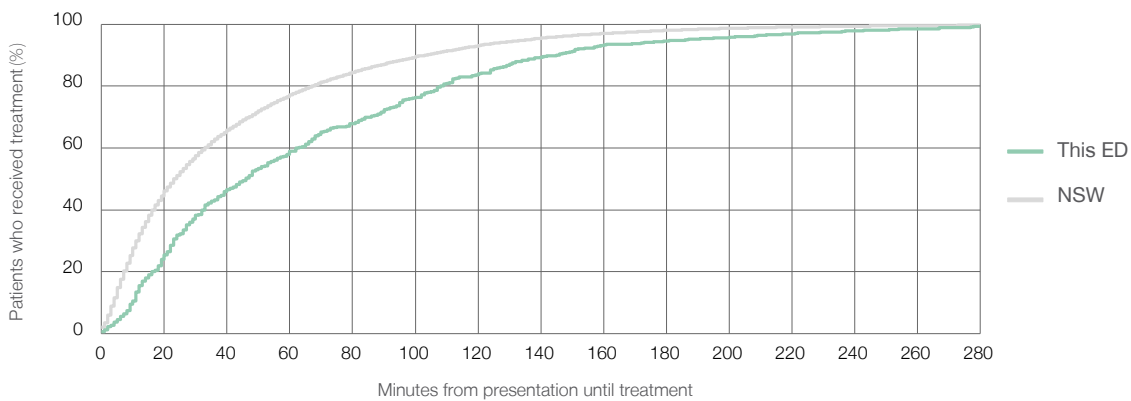
Number of triage 5 patients used to calculate waiting time:³ 547

Median time to start treatment⁴ 46 minutes

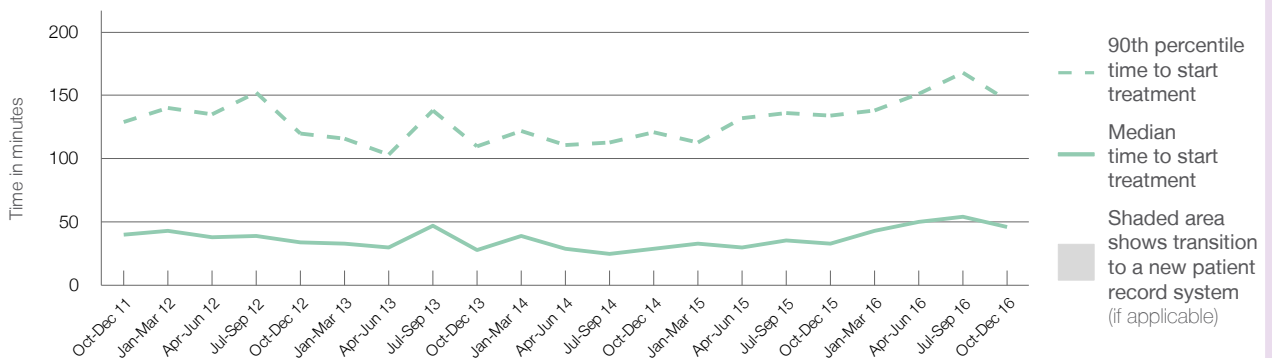
90th percentile time to start treatment⁵ 146 minutes

Same period last year	NSW (this period)
488	
411	
33 minutes	24 minutes
134 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016^{†‡}



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	40	34	28	29	33	46
90th percentile time to start treatment ⁵ (minutes)	129	120	110	121	134	146

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 4,440 patients

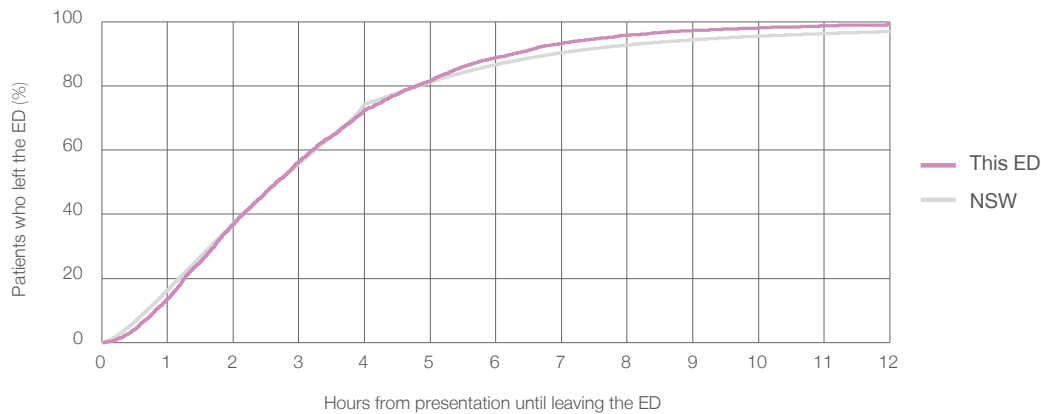
Presentations used to calculate time to leaving the ED:⁶ 4,439 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

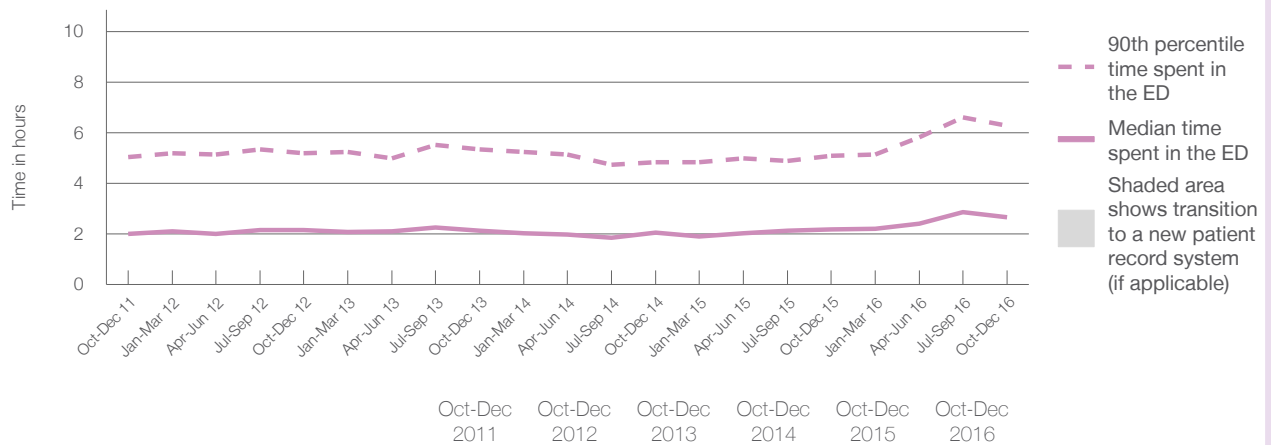
90th percentile time spent in the ED⁹ 6 hours and 17 minutes

Same period last year	NSW (this period)
3,351	
3,350	
2 hours and 11 minutes	2 hours and 41 minutes
5 hours and 6 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



Time patients spent in the ED, by quarter, October 2011 to December 2016^{††}



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

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

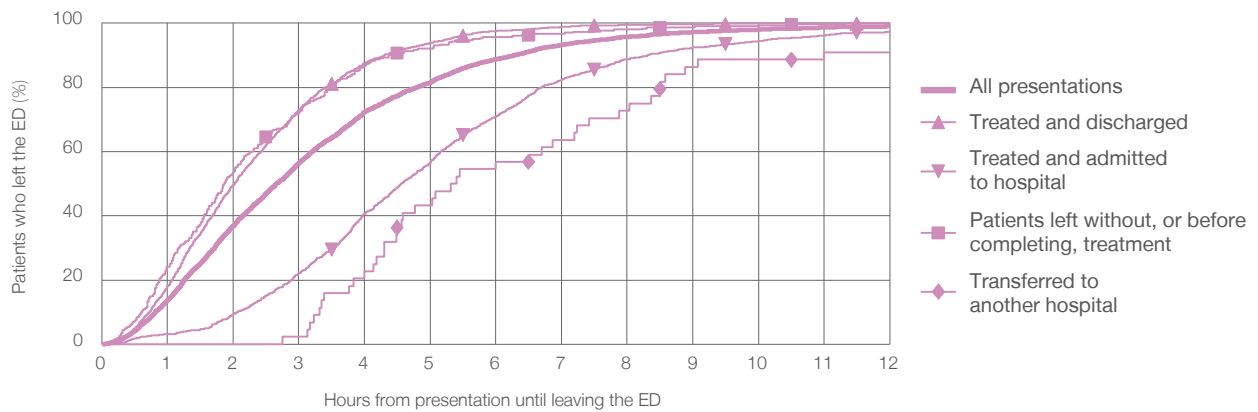
All presentations:¹ 4,440 patients

Presentations used to calculate time to leaving the ED:⁶ 4,439 patients

Treated and discharged	2,702 (60.9%)
Treated and admitted to hospital	1,384 (31.2%)
Patient left without, or before completing, treatment	302 (6.8%)
Transferred to another hospital	44 (1.0%)
Other	8 (0.2%)

Same period last year	Change since one year ago
3,350	32.5%
2,057	31.4%
1,020	35.7%
211	43.1%
47	-6.4%
16	-50.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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	18.1%	49.6%	72.9%	87.6%	97.6%	99.4%	99.9%	99.9%
Treated and admitted to hospital	3.1%	9.4%	22.1%	40.8%	71.0%	88.8%	94.5%	97.4%
Patient left without, or before completing, treatment	24.2%	53.6%	72.2%	86.8%	95.7%	98.0%	99.3%	100%
Transferred to another hospital	0%	0%	2.3%	22.7%	56.8%	72.7%	88.6%	90.9%
All presentations	13.8%	36.9%	56.4%	72.3%	88.8%	95.8%	98.1%	99.1%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

South East Regional Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 4,440 patients

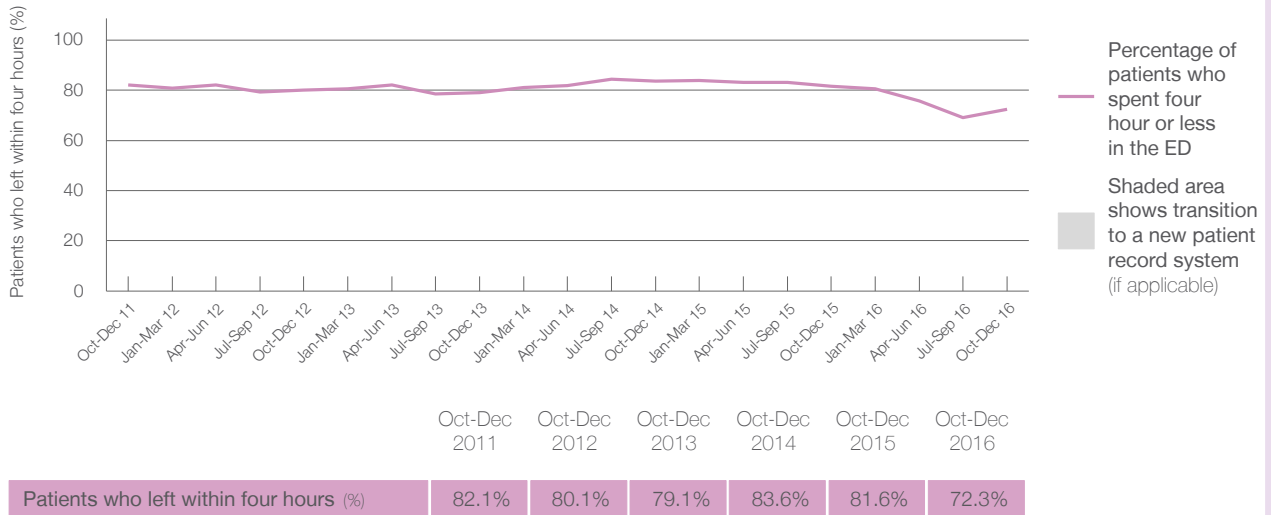
Presentations used to calculate time to leaving the ED:⁶ 4,439 patients

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	3,351	32.5%
Presentations used to calculate time to leaving the ED: ⁶	3,350	32.5%
Percentage of patients who spent four hours or less in the ED	81.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016^{†‡}



* 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, January to March 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).