

Coffs Harbour Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 9,420 patients

Emergency presentations:² 9,027 patients

Same period last year	Change since one year ago
9,283	1.5%
9,043	-0.2%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 998 patients

Median time to start treatment⁴ 6 minutes

95th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,008 patients

Median time to start treatment⁴ 16 minutes

95th percentile time to start treatment⁵ 81 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,517 patients

Median time to start treatment⁴ 28 minutes

95th percentile time to start treatment⁵ 159 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,442 patients

Median time to start treatment⁴ 35 minutes

95th percentile time to start treatment⁵ 151 minutes

Same period last year	NSW (this period)
813	
6 minutes	8 minutes
12 minutes	41 minutes
2,915	
17 minutes	21 minutes
76 minutes	103 minutes
3,753	
24 minutes	27 minutes
141 minutes	139 minutes
1,505	
22 minutes	24 minutes
142 minutes	138 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 9,413 patients

Percentage of patients who spent four hours or less in the ED 70.3%

Same period last year	Change since one year ago
9,279	1.4%
73.5%	

* 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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.

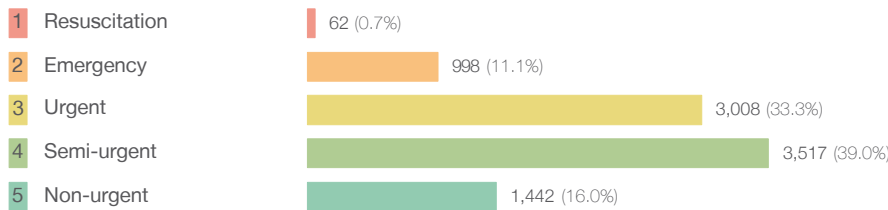
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Coffs Harbour Base Hospital: Patients presenting to the emergency department

July to September 2016

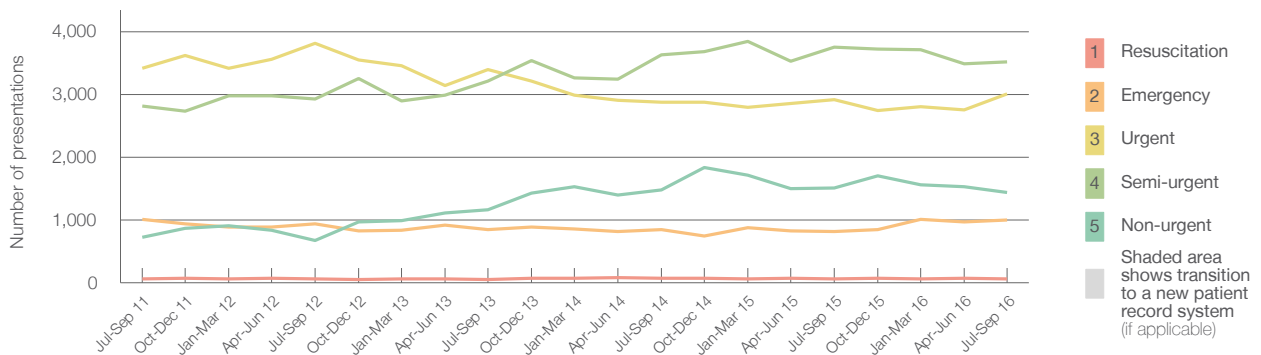
All presentations:¹ 9,420 patients

Emergency presentations² by triage category: 9,027 patients



	Same period last year	Change since one year ago
All presentations	9,283	1.5%
Emergency presentations	9,043	-0.2%
Resuscitation	57	8.8%
Emergency	813	22.8%
Urgent	2,915	3.2%
Semi-urgent	3,753	-6.3%
Non-urgent	1,505	-4.2%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	63	61	51	69	57	62
Emergency	1,010	935	850	843	813	998
Urgent	3,419	3,810	3,398	2,879	2,915	3,008
Semi-urgent	2,818	2,928	3,211	3,629	3,753	3,517
Non-urgent	726	675	1,164	1,473	1,505	1,442
All emergency presentations	8,036	8,409	8,674	8,893	9,043	9,027

Coffs Harbour Base Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 2,288 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,190	
ED Transfer of care time	11 minutes	1 minute
95th percentile time	36 minutes	0 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 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.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 998

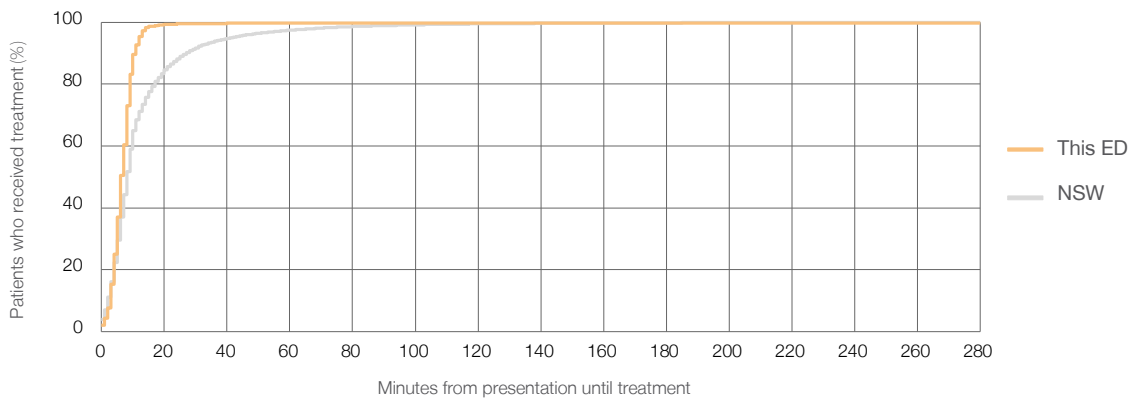
Number of triage 2 patients used to calculate waiting time:³ 997

Median time to start treatment⁴ ■ 6 minutes

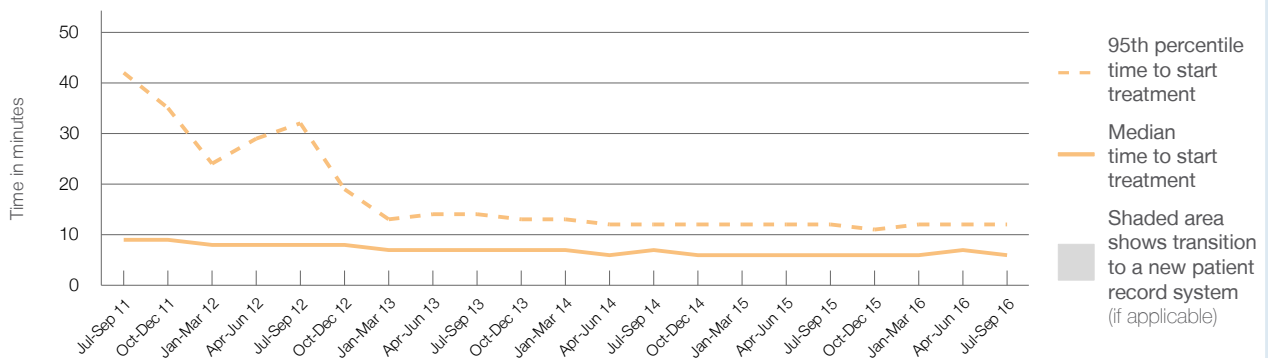
95th percentile time to start treatment⁵ ■ 12 minutes

Same period last year	NSW (this period)
813	
812	
6 minutes	8 minutes
12 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	9	8	7	7	6	6
95th percentile time to start treatment ⁵ (minutes)	42	32	14	12	12	12

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Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

Number of triage 3 patients: 3,008

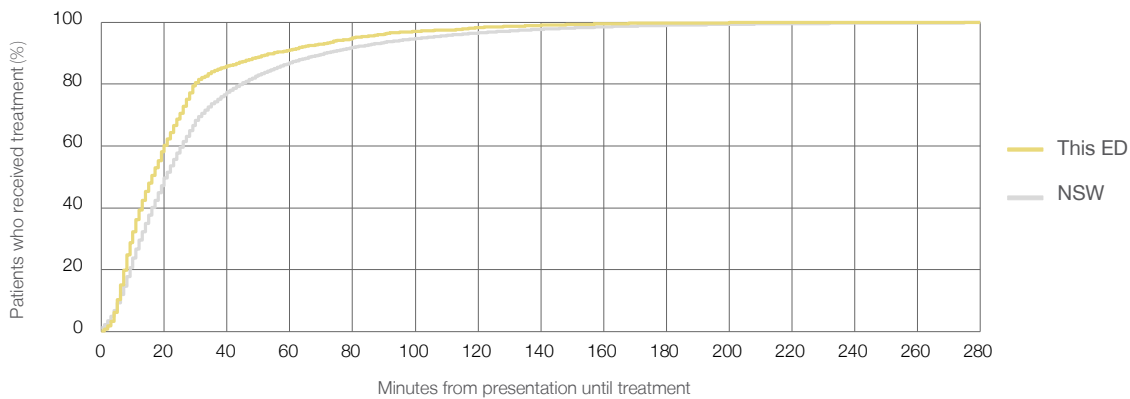
Number of triage 3 patients used to calculate waiting time:³ 2,947

Median time to start treatment⁴ 16 minutes

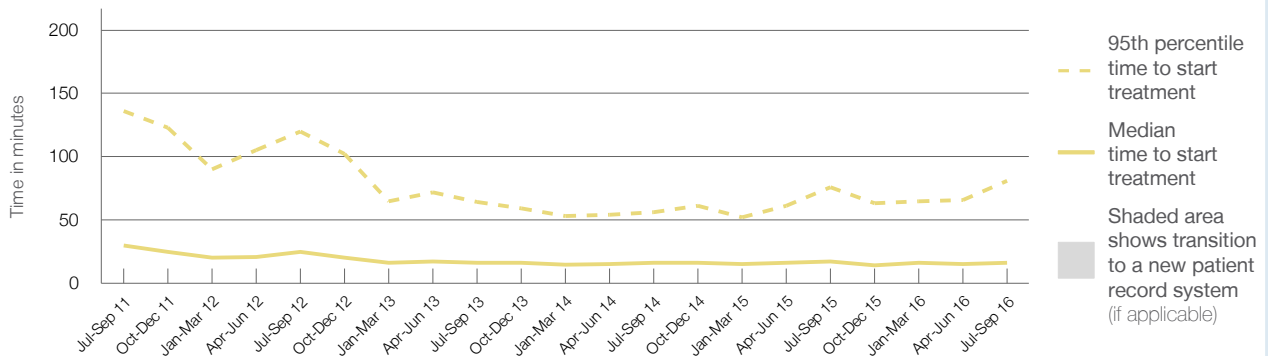
95th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
2,915	
2,867	
17 minutes	21 minutes
76 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	30	25	16	16	17	16
95th percentile time to start treatment ⁵ (minutes)	136	120	64	56	76	81

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Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 3,517

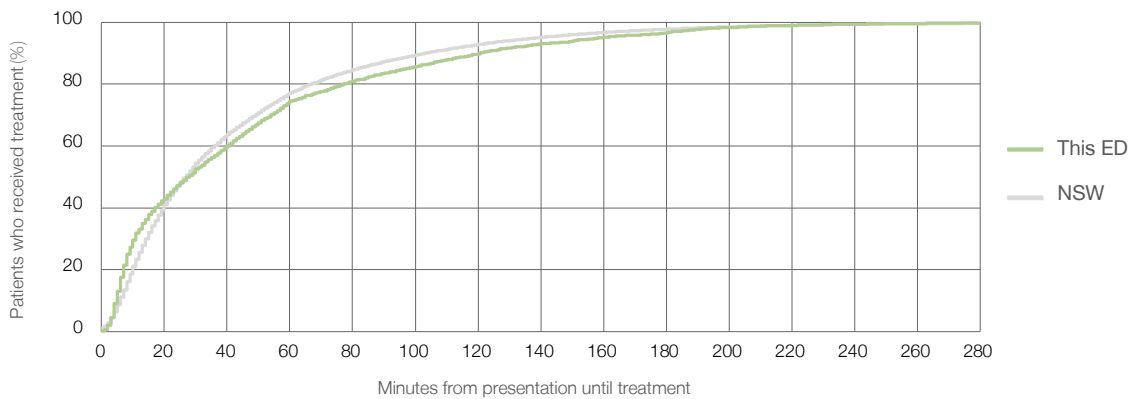
Number of triage 4 patients used to calculate waiting time:³ 3,234

Median time to start treatment⁴ 28 minutes

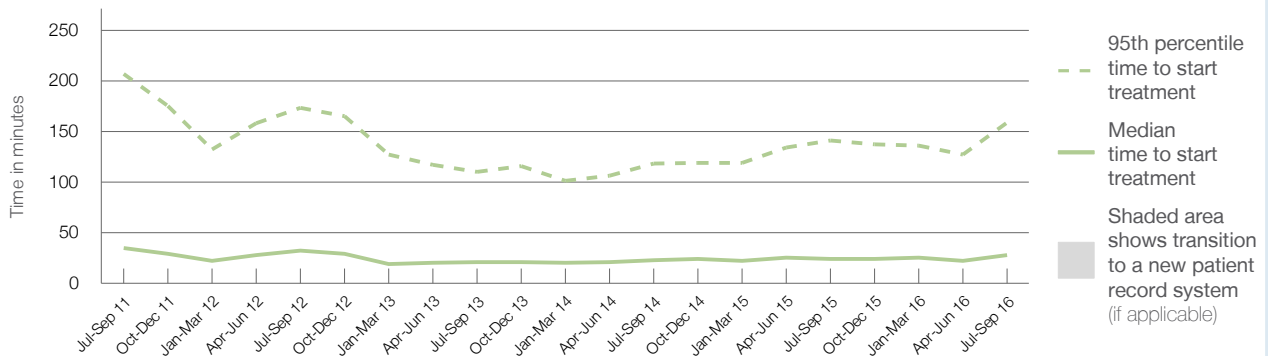
95th percentile time to start treatment⁵ 159 minutes

Same period last year	NSW (this period)
3,753	3,445
24 minutes	27 minutes
141 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	35	32	21	23	24	28
95th percentile time to start treatment ⁵ (minutes)	207	173	110	118	141	159

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Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5 July to September 2016

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

Number of triage 5 patients: 1,442

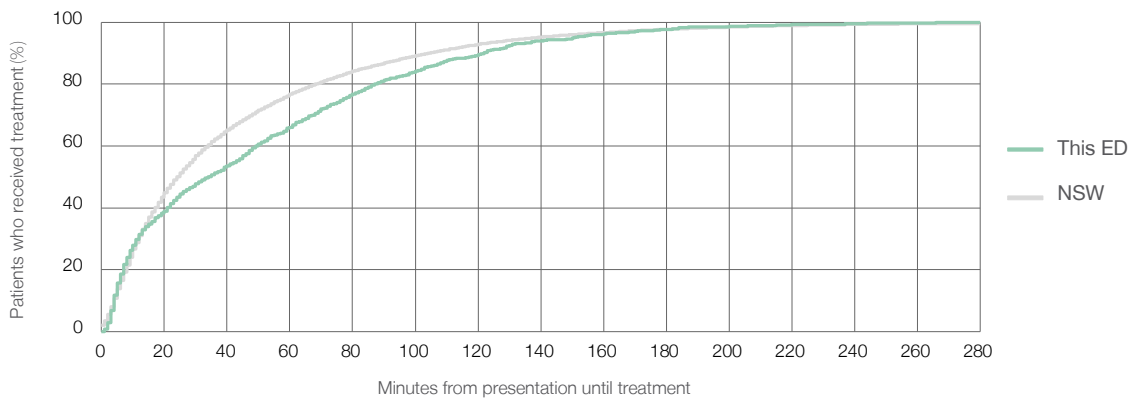
Number of triage 5 patients used to calculate waiting time:³ 1,328

Median time to start treatment⁴ 35 minutes

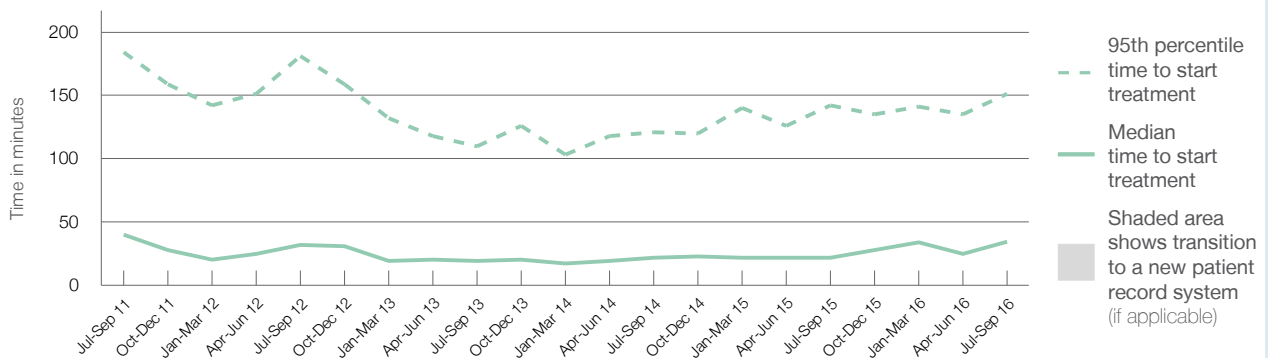
95th percentile time to start treatment⁵ 151 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,505	1,370
Median time to start treatment ⁴	22 minutes	24 minutes
95th percentile time to start treatment ⁵	142 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



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



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	40	32	19	22	22	35
95th percentile time to start treatment ⁵ (minutes)	184	181	110	121	142	151

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Coffs Harbour Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 9,420 patients

Presentations used to calculate time to leaving the ED:⁶ 9,413 patients

Median time spent in the ED⁸

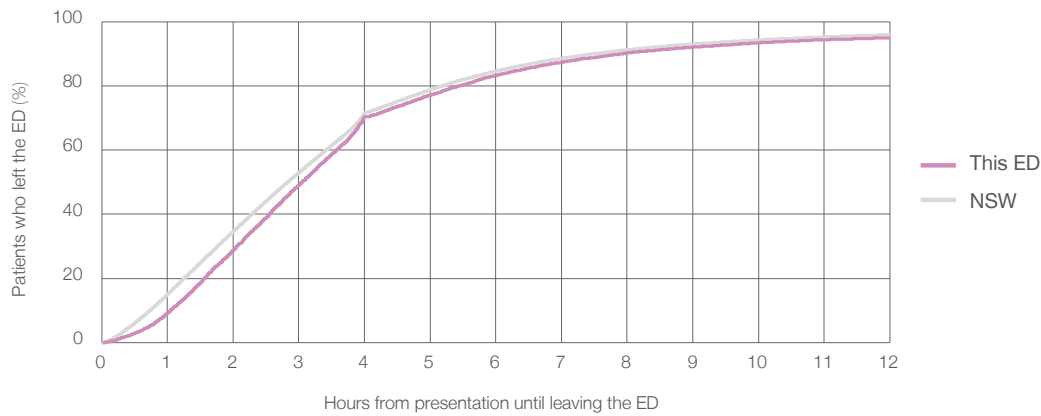
3 hours and 3 minutes

95th percentile time spent in the ED⁹

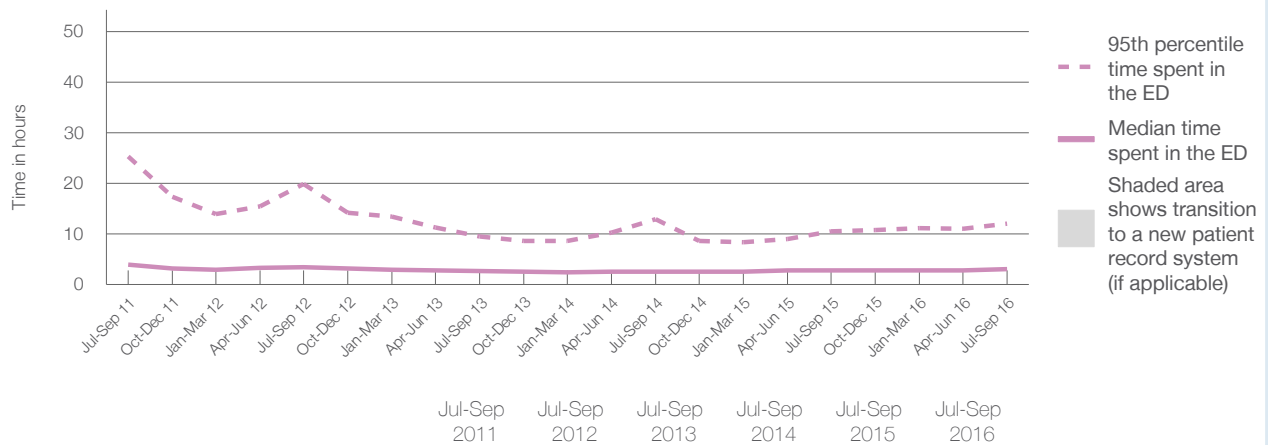
12 hours and 3 minutes

Same period last year	NSW (this period)
9,283	
9,279	
2 hours and 53 minutes	2 hours and 50 minutes
10 hours and 30 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



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Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

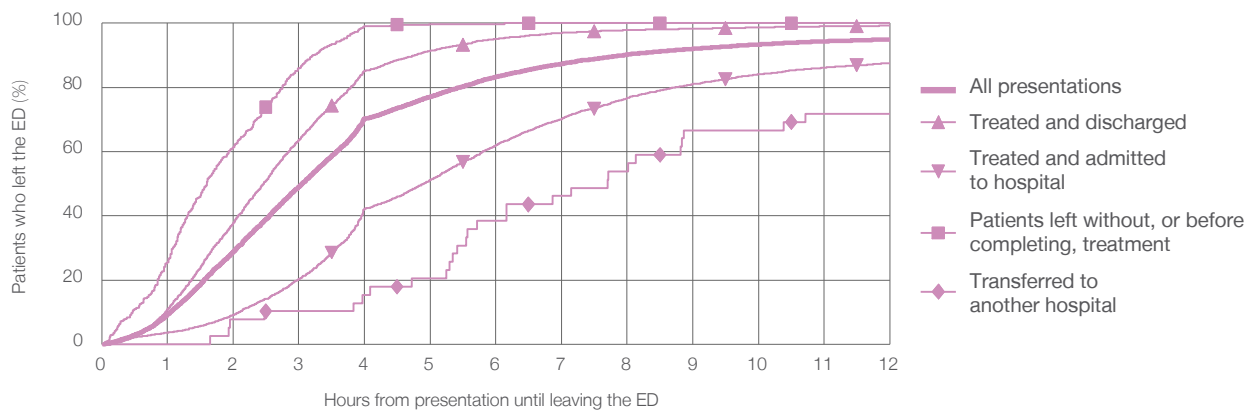
All presentations:¹ 9,420 patients

Presentations used to calculate time to leaving the ED:⁶ 9,413 patients

Treated and discharged	5,493 (58.3%)
Treated and admitted to hospital	3,374 (35.8%)
Patient left without, or before completing, treatment	479 (5.1%)
Transferred to another hospital	39 (0.4%)
Other	35 (0.4%)

Same period last year	Change since one year ago
9,279	1.4%
5,521	-0.5%
3,219	4.8%
497	-3.6%
23	69.6%
23	52.2%

Percentage of patients who left the ED by time and mode of separation, July to September 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	11.0%	37.8%	63.7%	85.2%	95.1%	97.9%	98.7%	99.3%
Treated and admitted to hospital	3.6%	9.2%	20.2%	42.3%	62.0%	76.7%	84.1%	87.5%
Patient left without, or before completing, treatment	25.5%	61.4%	86.0%	99.2%	99.8%	100%	100%	100%
Transferred to another hospital	0%	7.7%	10.3%	15.4%	38.5%	53.8%	66.7%	71.8%
All presentations	9.3%	28.8%	49.1%	70.3%	83.2%	90.2%	93.4%	95.0%

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Coffs Harbour Base Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 9,420 patients

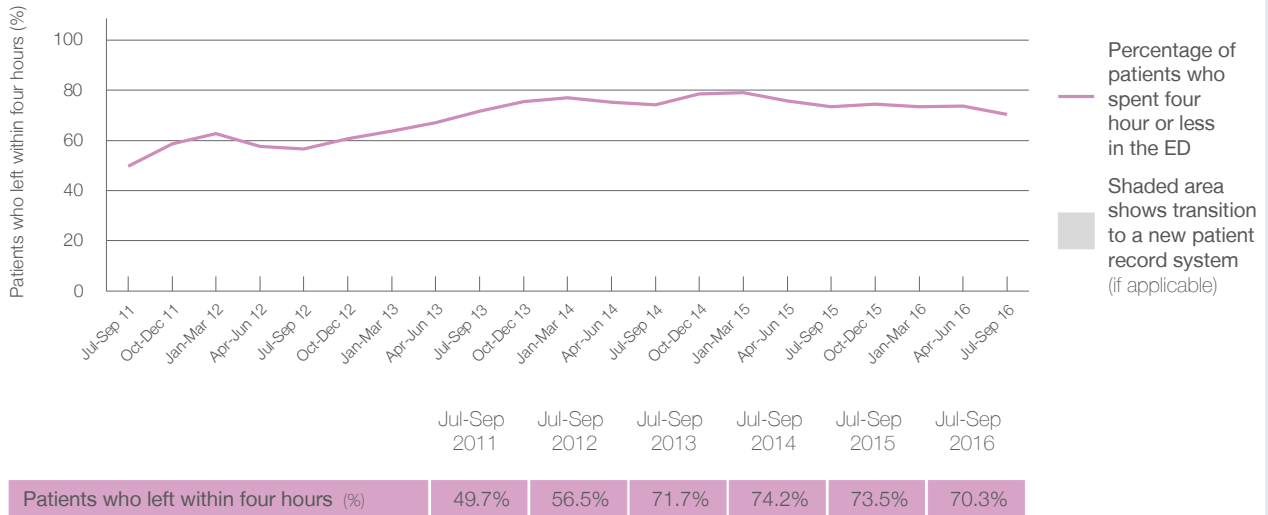
Presentations used to calculate time to leaving the ED: ⁶ 9,413 patients

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	9,283	1.5%
Presentations used to calculate time to leaving the ED	9,279	1.4%
Percentage of patients who spent four hours or less in the ED	73.5%	

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



* 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.
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- The 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).