

## Grafton Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:<sup>1</sup> 6,248 patients  
Emergency presentations:<sup>2</sup> 5,798 patients

Same period last year	Change since one year ago
6,048	3.3%
5,624	3.1%

## Grafton Base Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 551 patients

Median time to start treatment<sup>4</sup> 9 minutes  
95th percentile time to start treatment<sup>5</sup> 41 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,943 patients

Median time to start treatment<sup>4</sup> 23 minutes  
95th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,590 patients

Median time to start treatment<sup>4</sup> 32 minutes  
95th percentile time to start treatment<sup>5</sup> 113 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 686 patients

Median time to start treatment<sup>4</sup> 33 minutes  
95th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
633	
10 minutes	8 minutes
49 minutes	41 minutes
2,059	
24 minutes	21 minutes
115 minutes	103 minutes
2,365	
33 minutes	27 minutes
125 minutes	139 minutes
560	
39 minutes	24 minutes
134 minutes	138 minutes

## Grafton Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,243 patients

Percentage of patients who spent four hours or less in the ED 75.4%

Same period last year	Change since one year ago
6,045	3.3%
72.7%	

\* 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.

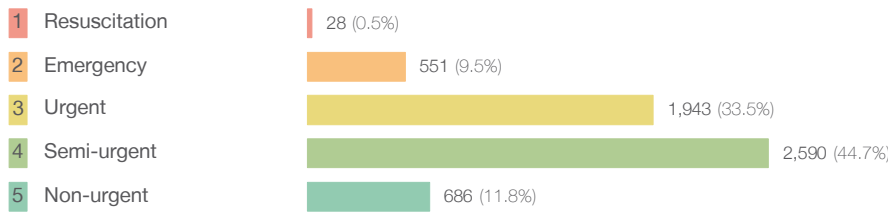
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Grafton Base Hospital: Patients presenting to the emergency department July to September 2016

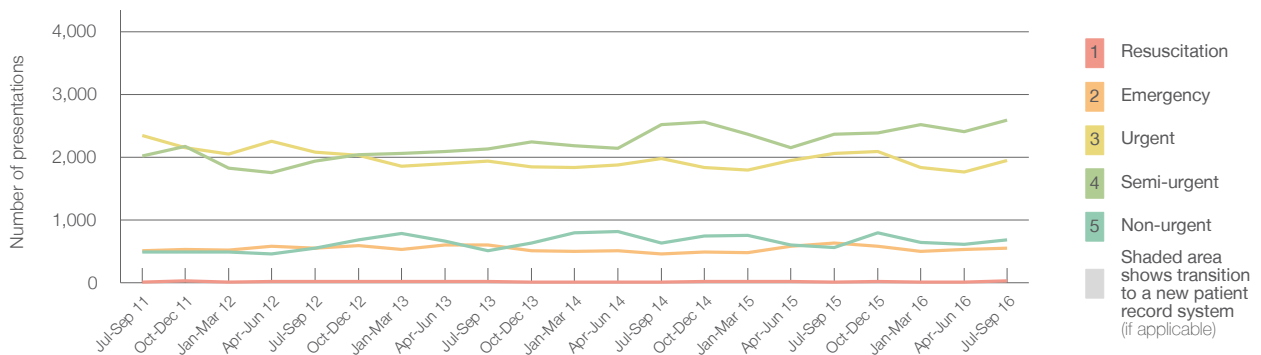
All presentations:<sup>1</sup> 6,248 patients

Emergency presentations<sup>2</sup> by triage category: 5,798 patients



Same period last year	Change since one year ago
6,048	3.3%
5,624	3.1%
7	300.0%
633	-13.0%
2,059	-5.6%
2,365	9.5%
560	22.5%

Emergency presentations<sup>2</sup> 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	10	22	17	13	7	28
Emergency	507	551	603	454	633	551
Urgent	2,347	2,077	1,936	1,975	2,059	1,943
Semi-urgent	2,016	1,941	2,134	2,518	2,365	2,590
Non-urgent	492	548	506	633	560	686
All emergency presentations	5,372	5,139	5,196	5,593	5,624	5,798

## Grafton Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 579 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
503	
16 minutes	-1 minute
47 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 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.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

## Grafton 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: 551

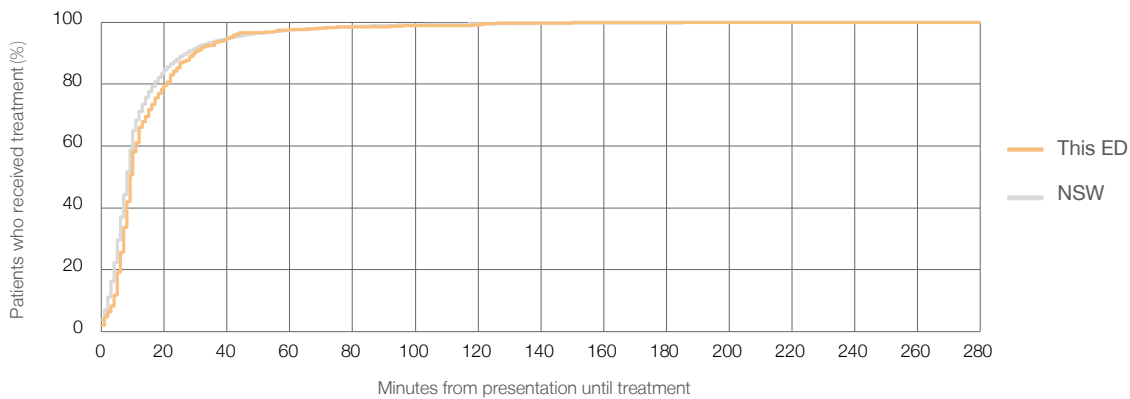
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 549

Median time to start treatment<sup>4</sup>  9 minutes

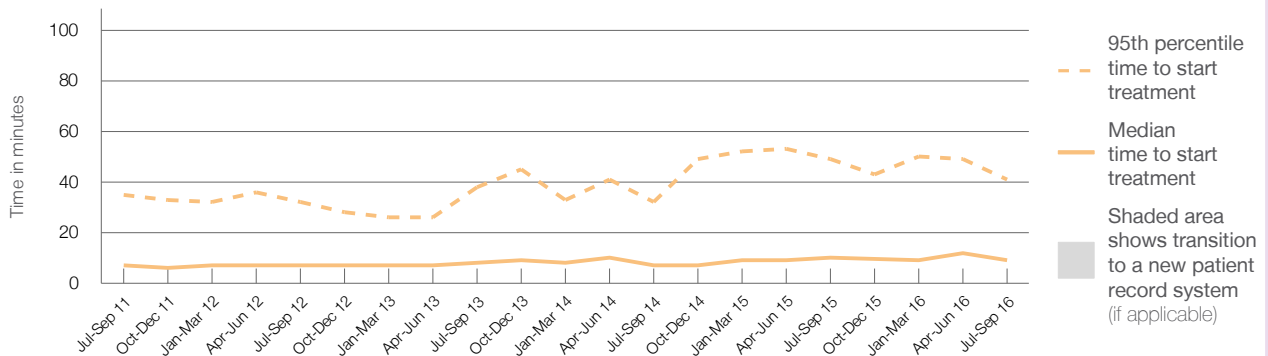
95th percentile time to start treatment<sup>5</sup>  41 minutes

Same period last year	NSW (this period)
633	629
10 minutes	8 minutes
49 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	7	7	8	7	10	9
95th percentile time to start treatment <sup>5</sup> (minutes)	35	32	38	32	49	41

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## Grafton 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: 1,943

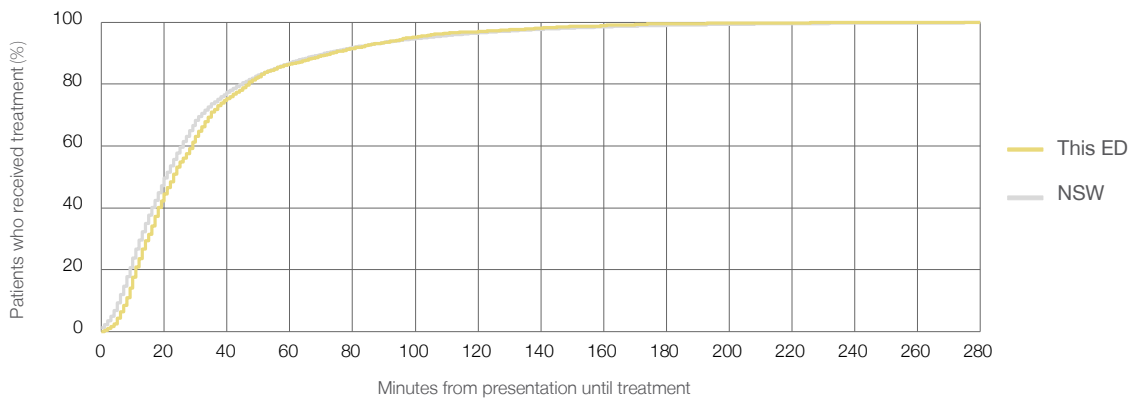
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,905

Median time to start treatment<sup>4</sup>  23 minutes

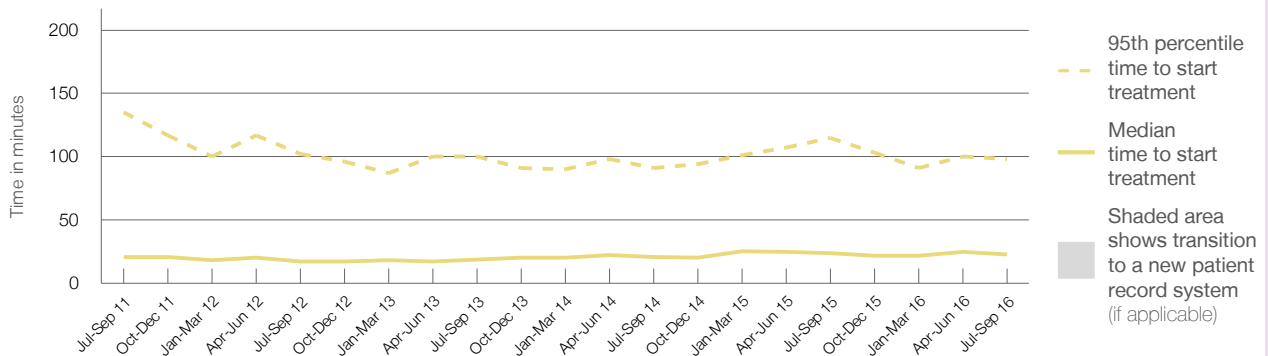
95th percentile time to start treatment<sup>5</sup>  98 minutes

Same period last year	NSW (this period)
2,059	2,019
24 minutes	21 minutes
115 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	21	17	19	21	24	23
95th percentile time to start treatment <sup>5</sup> (minutes)	135	102	100	91	115	98

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## Grafton 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: 2,590

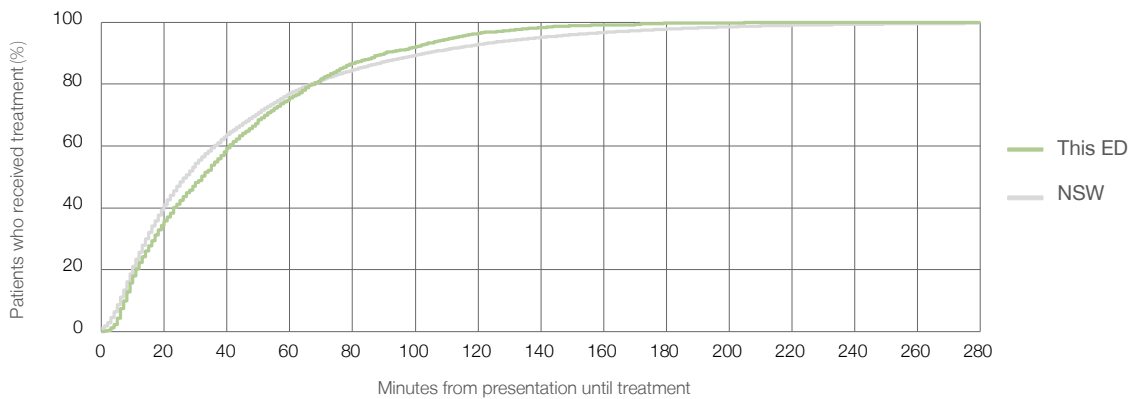
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,464

Median time to start treatment<sup>4</sup>  32 minutes

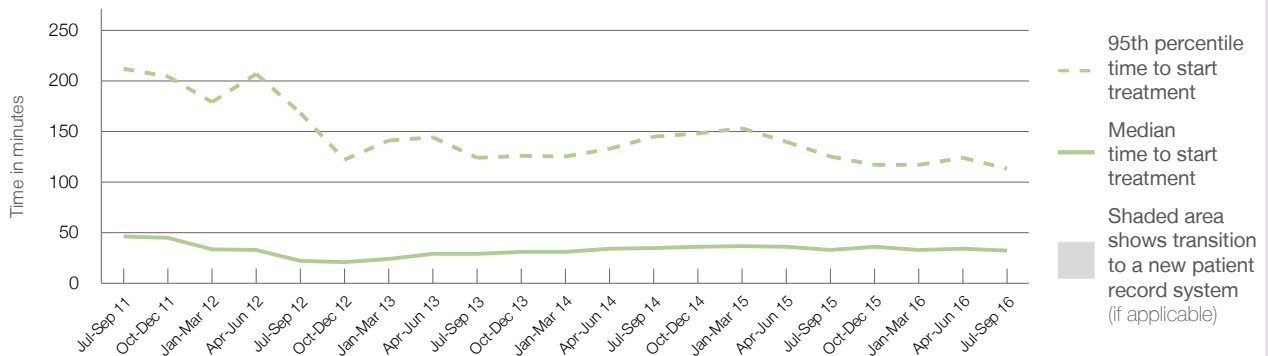
95th percentile time to start treatment<sup>5</sup>  113 minutes

Same period last year	NSW (this period)
2,365	2,227
33 minutes	27 minutes
125 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	46	22	29	35	33	32
95th percentile time to start treatment <sup>5</sup> (minutes)	212	168	124	145	125	113

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## Grafton 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: 686

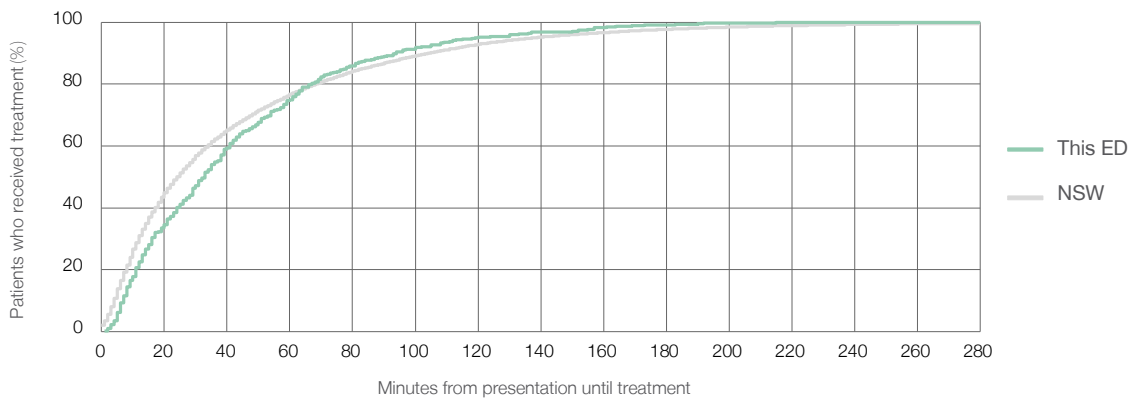
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 609

Median time to start treatment<sup>4</sup> 33 minutes

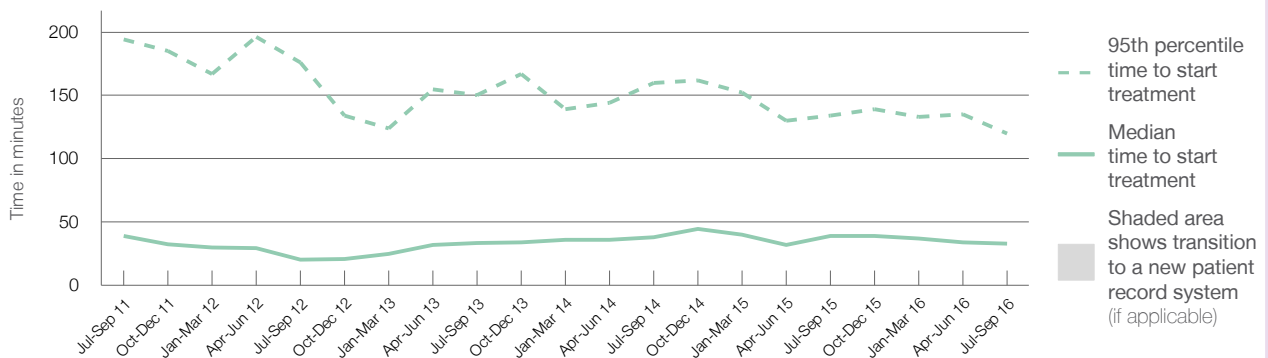
95th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
560	477
39 minutes	24 minutes
134 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment <sup>4</sup> (minutes)	39	20	34	38	39	33
95th percentile time to start treatment <sup>5</sup> (minutes)	194	176	150	160	134	120

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## Grafton Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:<sup>1</sup> 6,248 patients

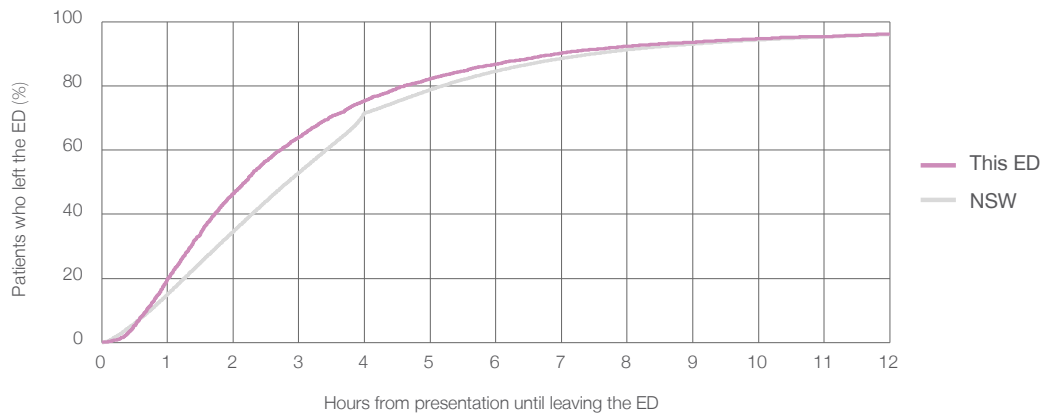
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,243 patients

Median time spent in the ED<sup>8</sup> 2 hours and 11 minutes

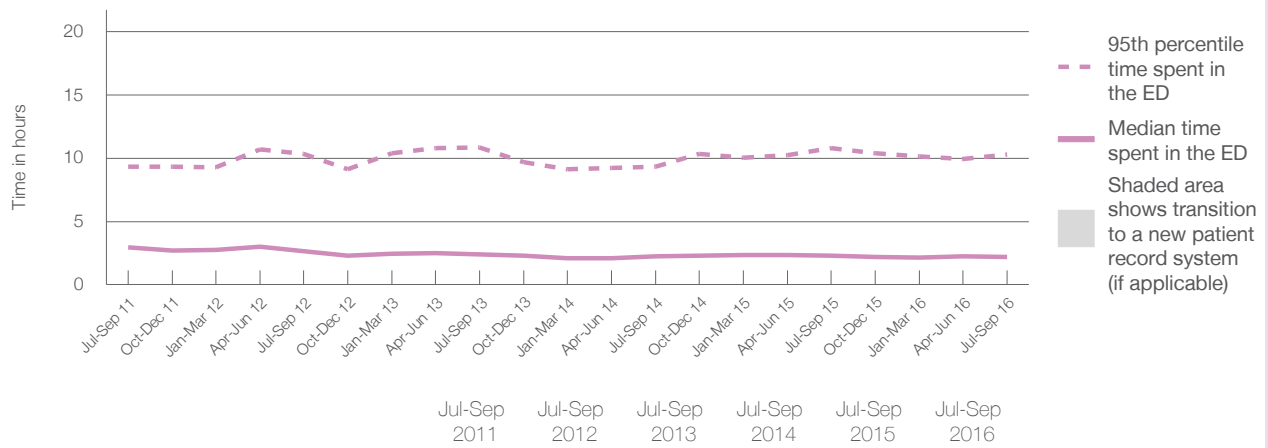
95th percentile time spent in the ED<sup>9</sup> 10 hours and 18 minutes

Same period last year	NSW (this period)
6,048	6,045
2 hours and 19 minutes	2 hours and 50 minutes
10 hours and 47 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<sup>†‡</sup>



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 58m	2h 38m	2h 24m	2h 14m	2h 19m	2h 11m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	9h 21m	10h 19m	10h 52m	9h 20m	10h 47m	10h 18m

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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## Grafton Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

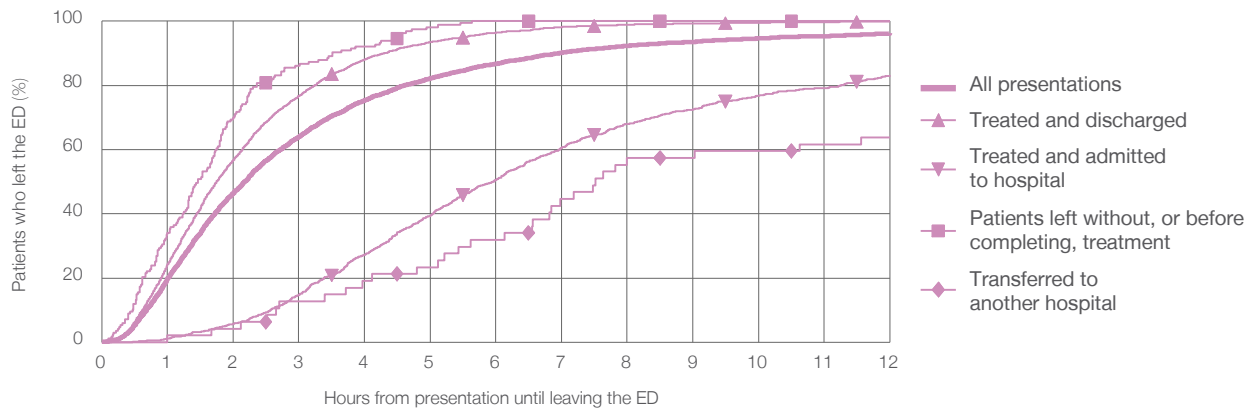
All presentations:<sup>1</sup> 6,248 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,243 patients

Treated and discharged	4,749 (76.0%)
Treated and admitted to hospital	1,263 (20.2%)
Patient left without, or before completing, treatment	167 (2.7%)
Transferred to another hospital	47 (0.8%)
Other	22 (0.4%)

Same period last year	Change since one year ago
6,045	3.3%
4,475	6.1%
1,308	-3.4%
195	-14.4%
51	-7.8%
19	15.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2016<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	24.3%	56.9%	76.7%	88.1%	96.4%	98.9%	99.6%	99.9%
Treated and admitted to hospital	1.1%	5.7%	14.7%	27.4%	50.7%	68.0%	76.8%	83.1%
Patient left without, or before completing, treatment	34.1%	70.1%	86.2%	92.2%	100%	100%	100%	100%
Transferred to another hospital	2.1%	4.3%	12.8%	19.1%	31.9%	57.4%	59.6%	63.8%
All presentations	19.9%	46.5%	64.0%	75.4%	86.8%	92.3%	94.7%	96.2%

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**Grafton 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: <sup>1</sup> 6,248 patients

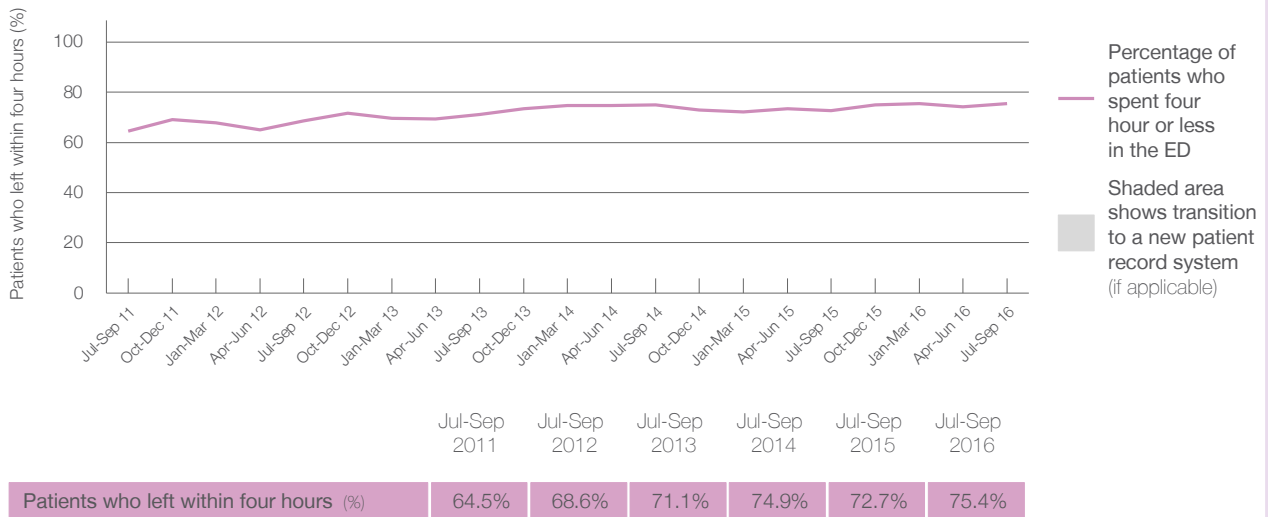
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,243 patients

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	6,048	3.3%
Presentations used to calculate time to leaving the ED	6,045	3.3%
Percentage of patients who spent four hours or less in the ED	72.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 <sup>†‡</sup>



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	64.5%	68.6%	71.1%	74.9%	72.7%	75.4%

\* 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 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).