

Lismore Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 7,897 patients
 Emergency presentations:² 7,682 patients

Same period last year	Change since one year ago
7,807	1.2%
7,594	1.2%

Lismore Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 876 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,732 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 136 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,302 patients

Median time to start treatment⁴ 43 minutes
 95th percentile time to start treatment⁵ 181 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 721 patients

Median time to start treatment⁴ 47 minutes
 95th percentile time to start treatment⁵ 174 minutes

Same period last year	NSW (this period)
947	
6 minutes	8 minutes
23 minutes	41 minutes
2,781	
31 minutes	21 minutes
137 minutes	103 minutes
3,143	
45 minutes	27 minutes
195 minutes	139 minutes
653	
46 minutes	24 minutes
196 minutes	138 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 7,888 patients

Percentage of patients who spent four hours or less in the ED 63.5%

Same period last year	Change since one year ago
7,804	1.1%
61.0%	

* 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.

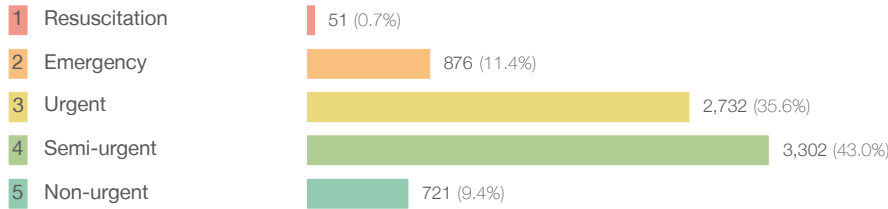
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

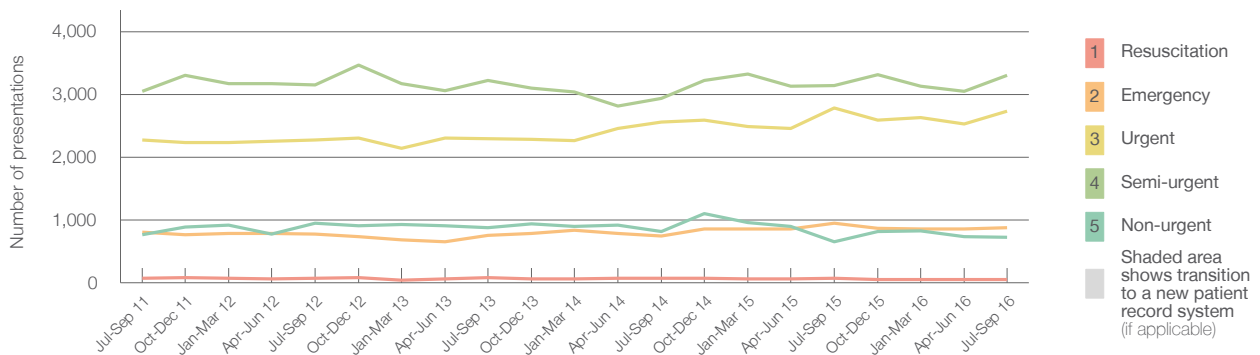
All presentations:¹ 7,897 patients

Emergency presentations² by triage category: 7,682 patients



Same period last year	Change since one year ago
7,807	1.2%
7,594	1.2%
70	-27.1%
947	-7.5%
2,781	-1.8%
3,143	5.1%
653	10.4%

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	75	73	78	66	70	51
Emergency	800	773	751	741	947	876
Urgent	2,272	2,278	2,296	2,558	2,781	2,732
Semi-urgent	3,051	3,148	3,226	2,932	3,143	3,302
Non-urgent	768	948	877	817	653	721
All emergency presentations	6,966	7,220	7,228	7,114	7,594	7,682

Lismore Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,668 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,570	
18 minutes	-4 minutes
88 minutes	-16 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.

Lismore 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: 876

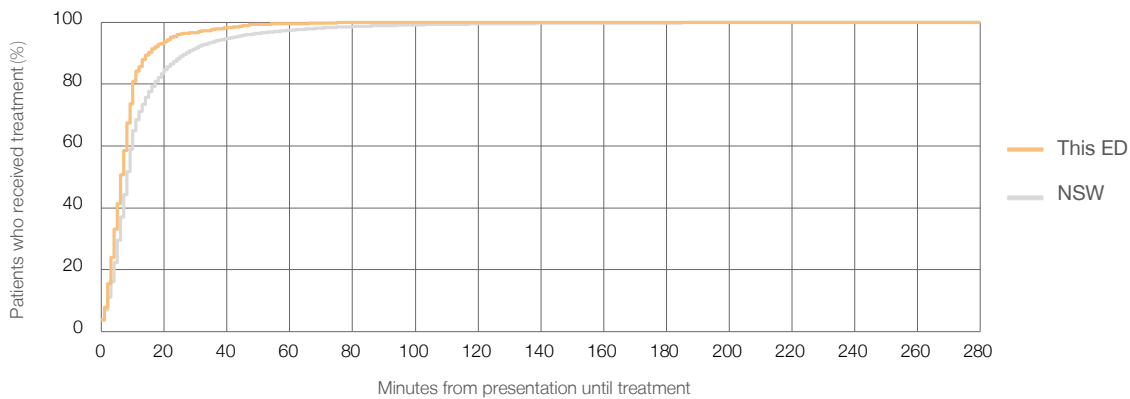
Number of triage 2 patients used to calculate waiting time:³ 872

Median time to start treatment⁴ 6 minutes

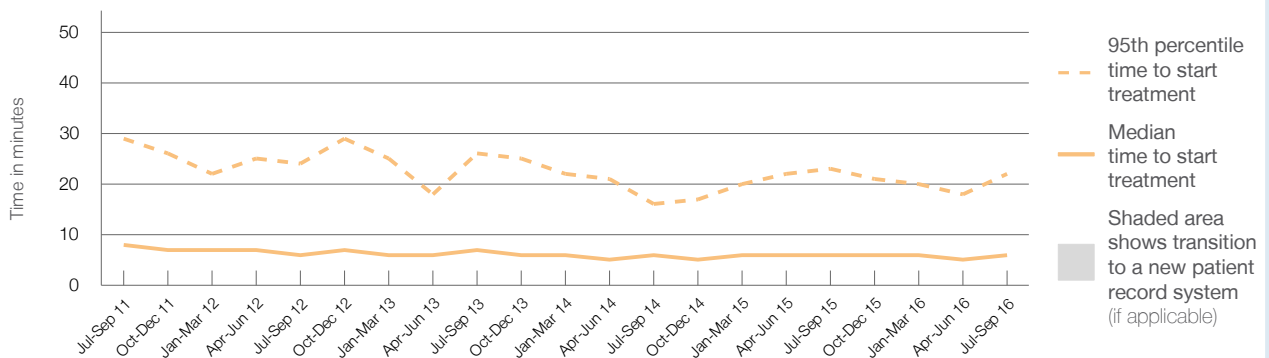
95th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
947	941
6 minutes	8 minutes
23 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)	8	6	7	6	6	6
95th percentile time to start treatment ⁵ (minutes)	29	24	26	16	23	22

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Lismore 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: 2,732

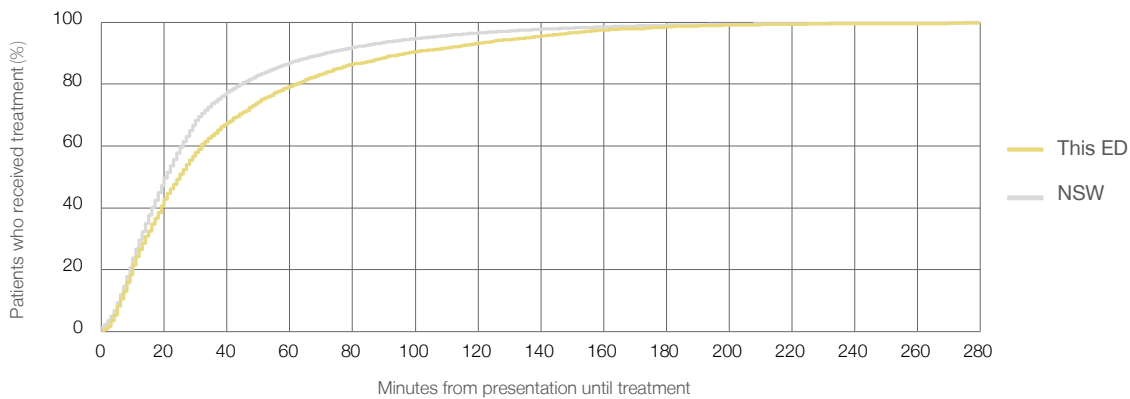
Number of triage 3 patients used to calculate waiting time:³ 2,663

Median time to start treatment⁴ 25 minutes

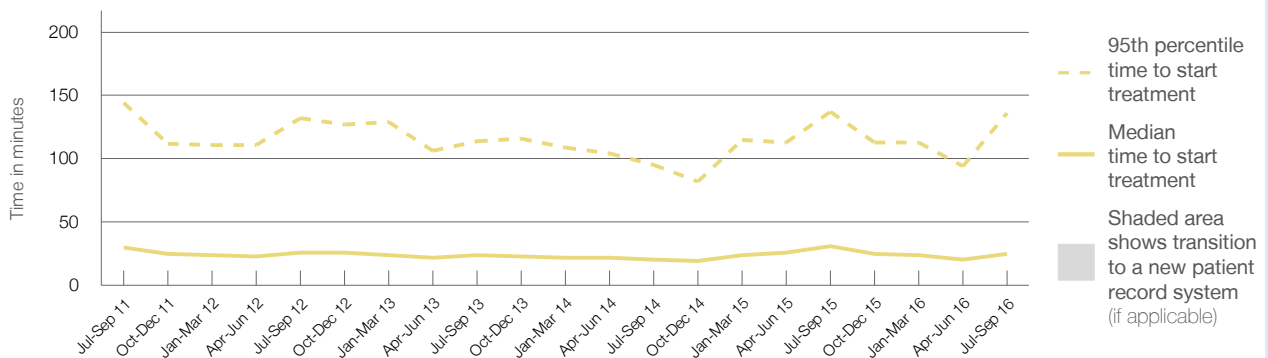
95th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
2,781	2,688
31 minutes	21 minutes
137 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	26	24	20	31	25
95th percentile time to start treatment ⁵ (minutes)	144	132	114	95	137	136

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Lismore 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: 3,302

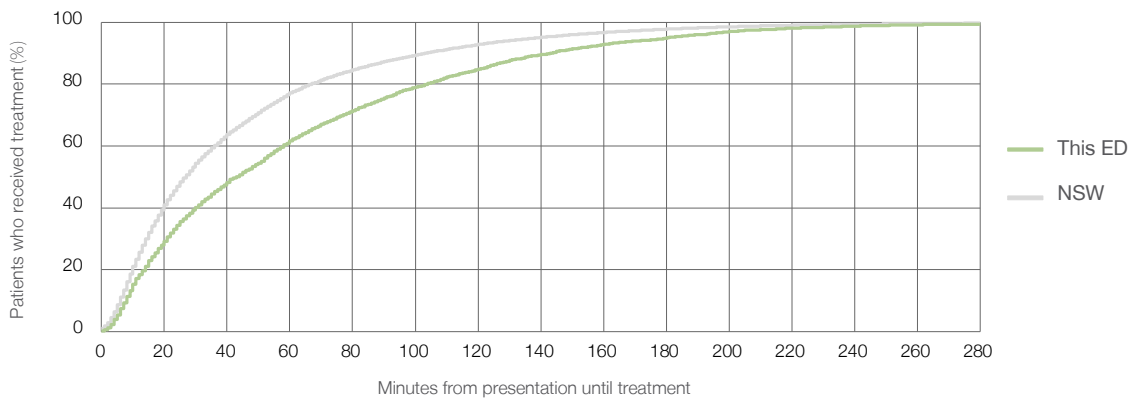
Number of triage 4 patients used to calculate waiting time:³ 3,015

Median time to start treatment⁴ 43 minutes

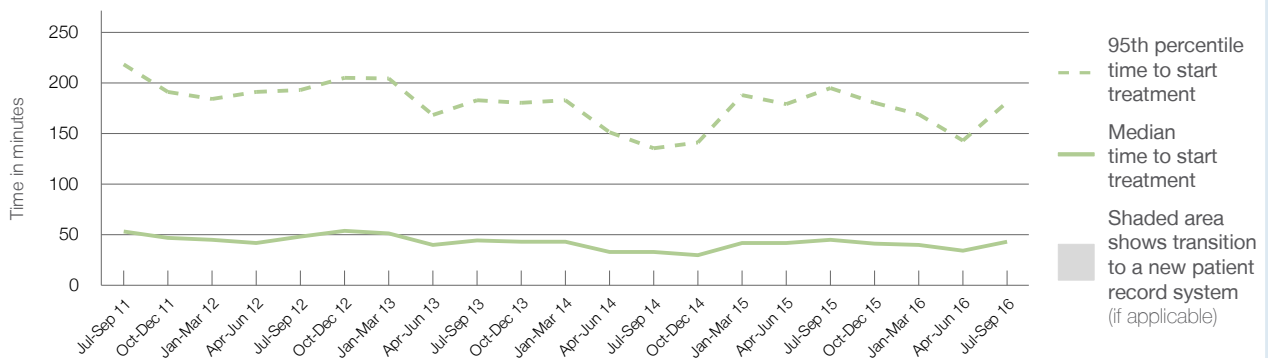
95th percentile time to start treatment⁵ 181 minutes

Same period last year	NSW (this period)
3,143	2,751
45 minutes	27 minutes
195 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)	53	48	44	33	45	43
95th percentile time to start treatment ⁵ (minutes)	218	193	183	135	195	181

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Lismore 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: 721

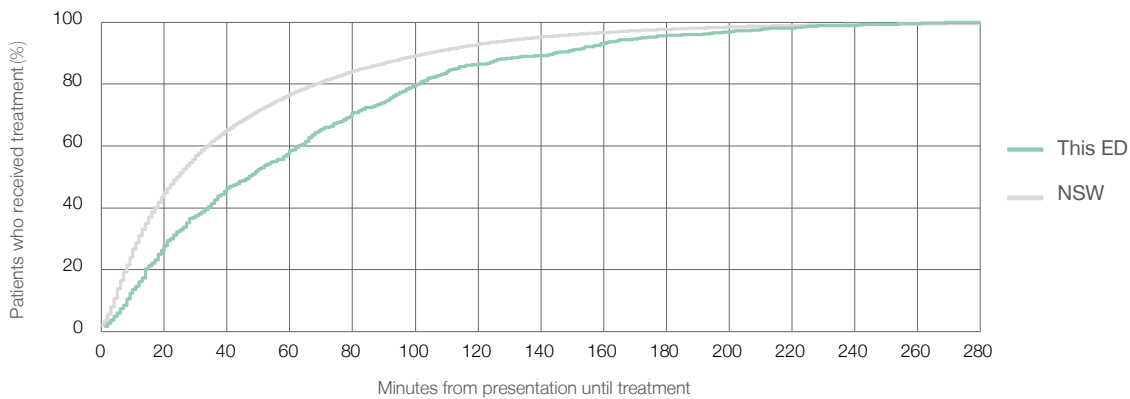
Number of triage 5 patients used to calculate waiting time:³ 610

Median time to start treatment⁴ 47 minutes

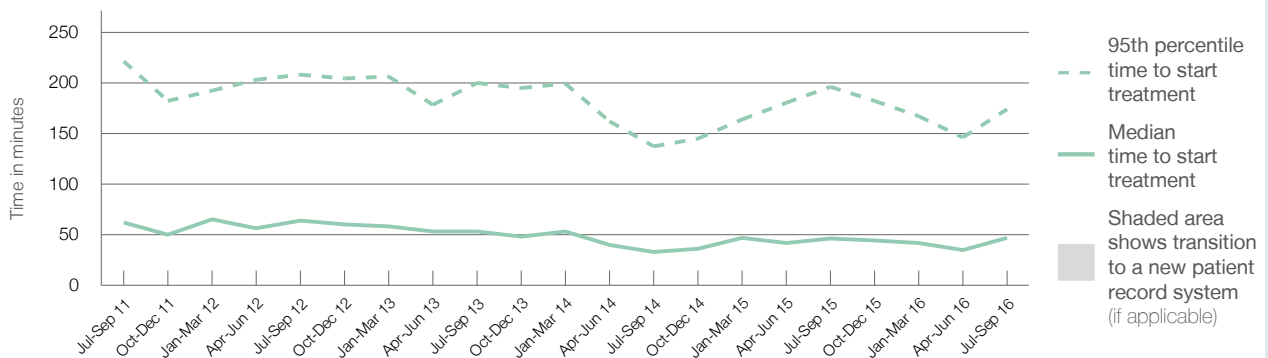
95th percentile time to start treatment⁵ 174 minutes

Same period last year	NSW (this period)
653	510
46 minutes	24 minutes
196 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)	62	64	53	33	46	47
95th percentile time to start treatment ⁵ (minutes)	221	208	200	137	196	174

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Lismore Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 7,897 patients

Presentations used to calculate time to leaving the ED:⁶ 7,888 patients

Median time spent in the ED⁸

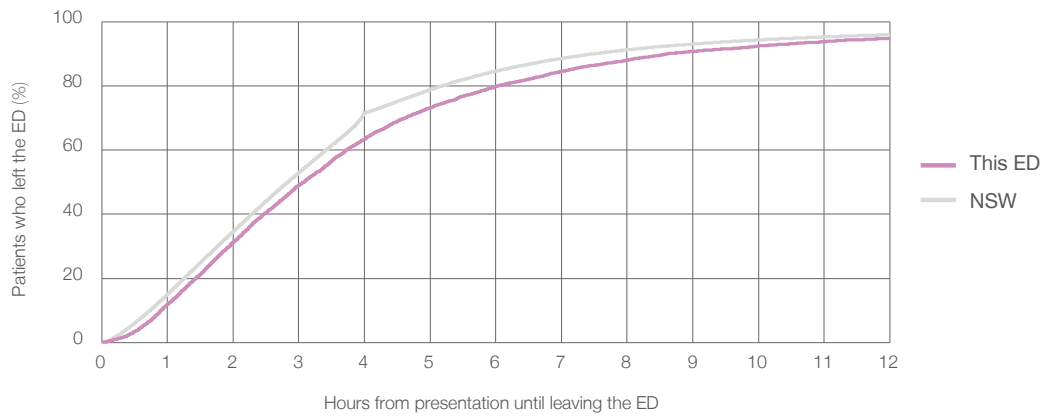
3 hours and 5 minutes

95th percentile time spent in the ED⁹

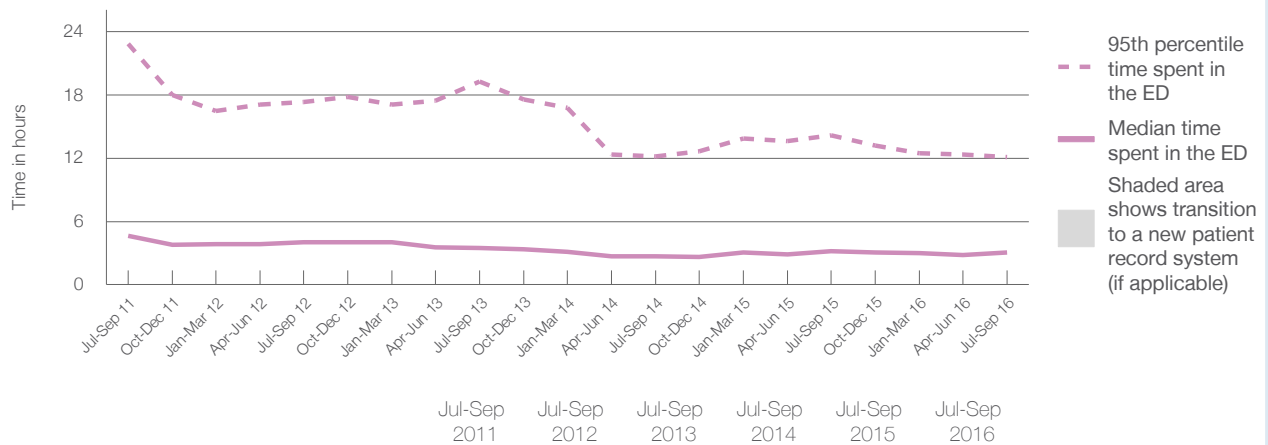
12 hours and 6 minutes

Same period last year	NSW (this period)
7,807	
7,804	
3 hours and 12 minutes	2 hours and 50 minutes
14 hours and 9 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^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 39m	4h 1m	3h 30m	2h 40m	3h 12m	3h 5m
95th percentile time to leaving the ED ⁹ (hours, minutes)	22h 49m	17h 18m	19h 17m	12h 10m	14h 9m	12h 6m

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Lismore Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

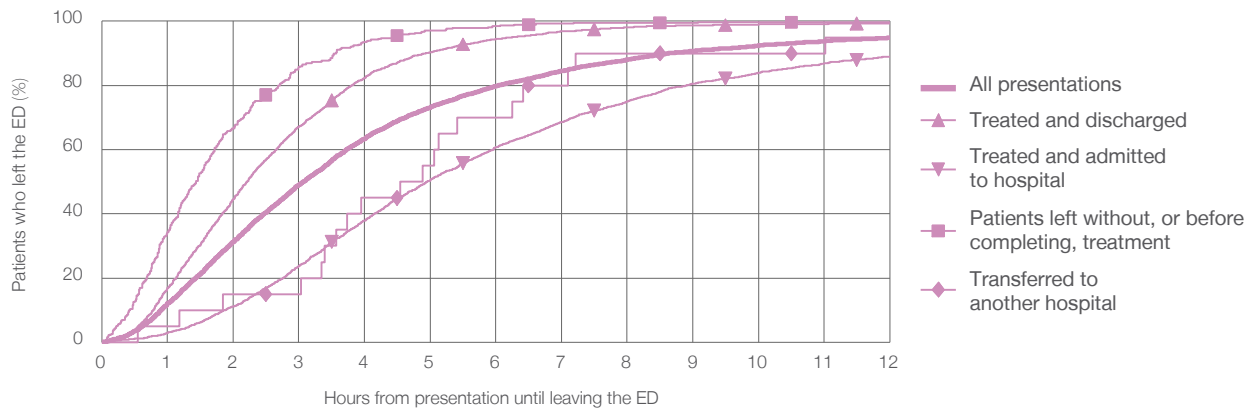
All presentations:¹ 7,897 patients

Presentations used to calculate time to leaving the ED:⁶ 7,888 patients

Treated and discharged	3,969 (50.3%)
Treated and admitted to hospital	3,457 (43.8%)
Patient left without, or before completing, treatment	384 (4.9%)
Transferred to another hospital	20 (0.3%)
Other	67 (0.8%)

Same period last year	Change since one year ago
7,804	1.1%
3,750	5.8%
3,426	0.9%
531	-27.7%
36	-44.4%
64	4.7%

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	16.9%	44.6%	67.2%	82.4%	94.4%	98.1%	99.0%	99.4%
Treated and admitted to hospital	2.9%	11.2%	23.7%	38.0%	60.7%	75.0%	84.0%	89.0%
Patient left without, or before completing, treatment	34.4%	66.7%	85.7%	93.5%	98.4%	99.5%	99.7%	99.7%
Transferred to another hospital	5.0%	15.0%	15.0%	45.0%	70.0%	90.0%	90.0%	95.0%
All presentations	12.0%	31.3%	49.1%	63.5%	79.8%	88.0%	92.4%	94.8%

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Lismore 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 7,897 patients

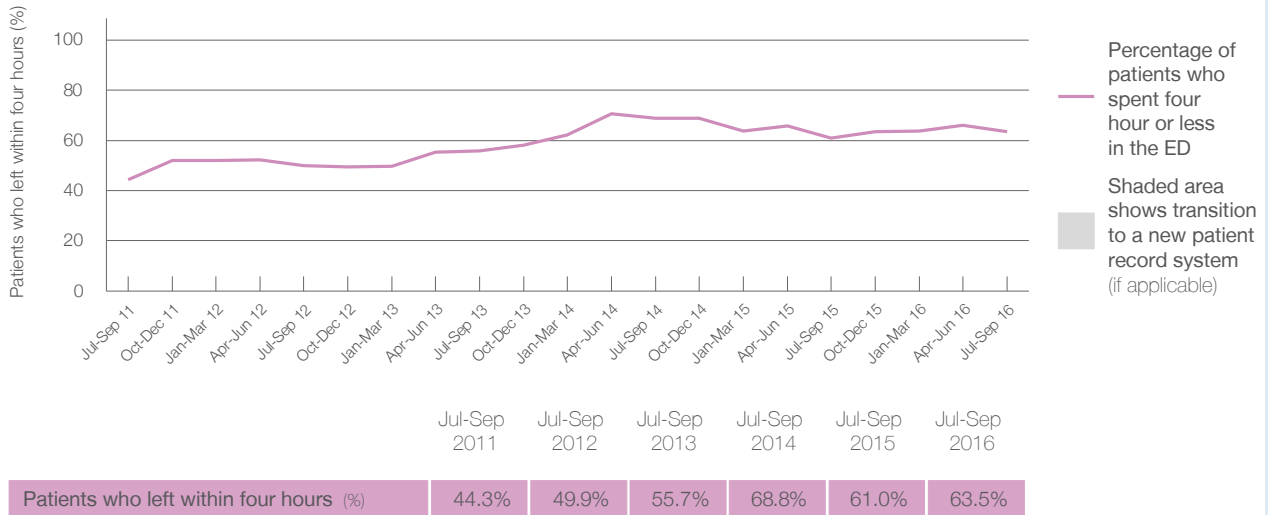
Presentations used to calculate time to leaving the ED: ⁶ 7,888 patients

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	7,807	1.2%
Presentations used to calculate time to leaving the ED	7,804	1.1%
Percentage of patients who spent four hours or less in the ED	61.0%	

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).