

Ballina District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 4,606 patients
 Emergency presentations:² 4,315 patients

Same period last year	Change since one year ago
4,170	10.5%
3,948	9.3%

Ballina District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 327 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,299 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,343 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 90 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 335 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
332	
7 minutes	8 minutes
21 minutes	23 minutes
1,163	
20 minutes	20 minutes
49 minutes	65 minutes
2,094	
23 minutes	26 minutes
90 minutes	99 minutes
336	
29 minutes	23 minutes
109 minutes	103 minutes

Ballina District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 4,606 patients

Percentage of patients who spent four hours or less in the ED 76.4%

Same period last year	Change since one year ago
4,170	10.5%
79.9%	

* 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.

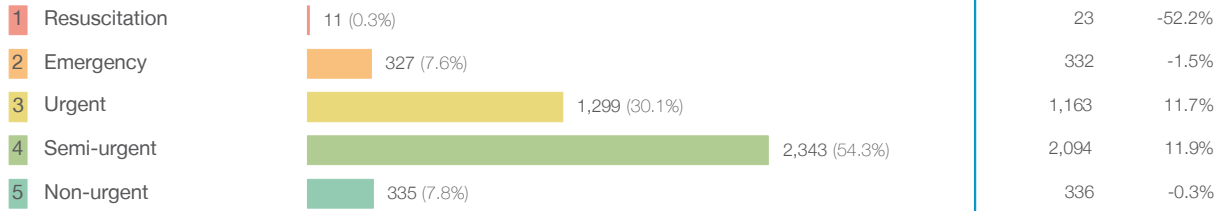
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Ballina District Hospital: Patients presenting to the emergency department October to December 2017

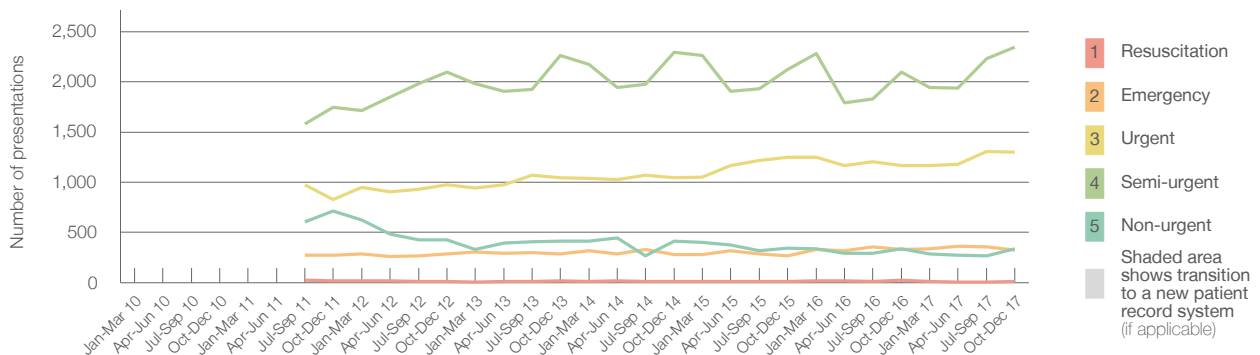
All presentations:¹ 4,606 patients

Emergency presentations² by triage category: 4,315 patients



	Same period last year	Change since one year ago
All presentations	4,170	10.5%
Emergency presentations	3,948	9.3%
Resuscitation	23	-52.2%
Emergency	332	-1.5%
Urgent	1,163	11.7%
Semi-urgent	2,094	11.9%
Non-urgent	336	-0.3%

Emergency presentations² by quarter, January 2010 to December 2017 † §



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation		16	13	21	12	12	23	11
Emergency		275	286	285	281	268	332	327
Urgent		830	977	1,044	1,046	1,250	1,163	1,299
Semi-urgent		1,745	2,096	2,262	2,292	2,125	2,094	2,343
Non-urgent		712	425	415	415	343	336	335
All emergency presentations		3,578	3,797	4,027	4,046	3,998	3,948	4,315

Ballina District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 340 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	328	
ED Transfer of care time	12 minutes	1 minute
90th percentile time	29 minutes	-1 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.
 (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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.

Ballina District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 327

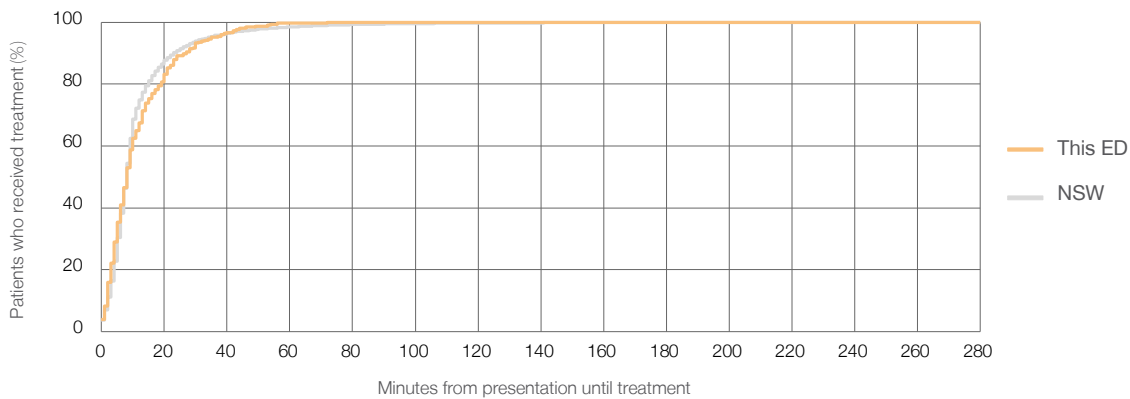
Number of triage 2 patients used to calculate waiting time:³ 325

Median time to start treatment⁴ 8 minutes

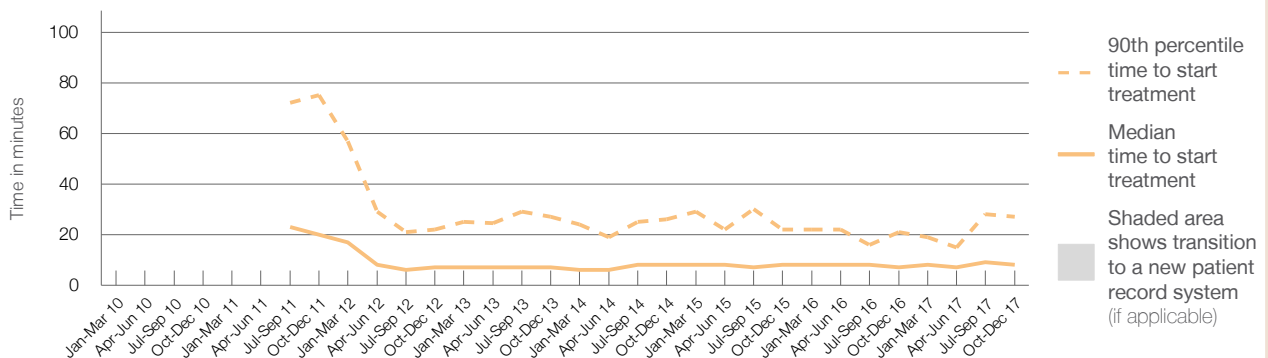
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
332	
328	
7 minutes	8 minutes
21 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		20	7	7	8	8	7	8
90th percentile time to start treatment ⁵ (minutes)		75	22	27	26	22	21	27

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Ballina District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,299

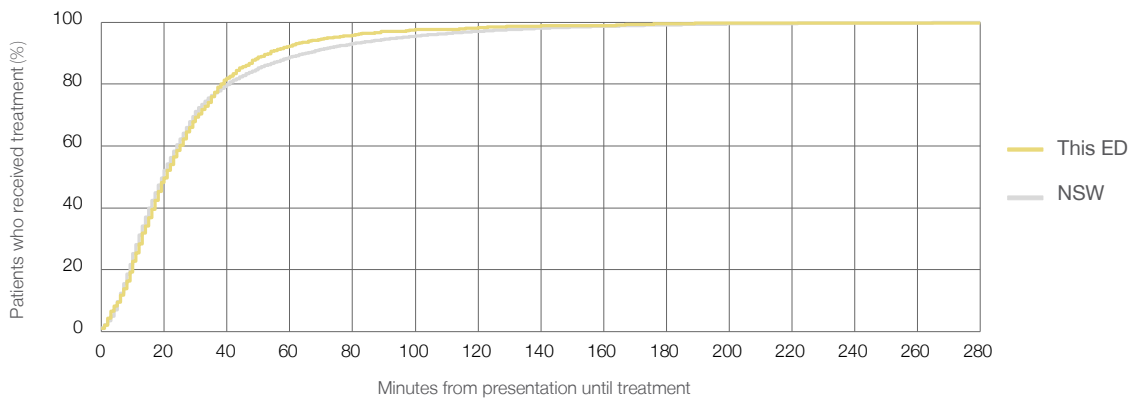
Number of triage 3 patients used to calculate waiting time:³ 1,273

Median time to start treatment⁴ 21 minutes

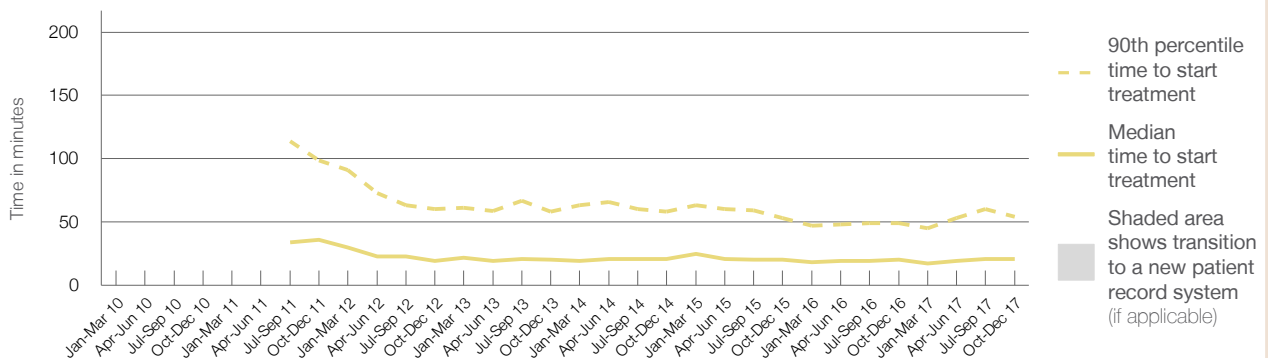
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
1,163	1,139
20 minutes	20 minutes
49 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		36	19	20	21	20	20	21
90th percentile time to start treatment ⁵ (minutes)		99	60	58	58	53	49	54

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Ballina District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,343

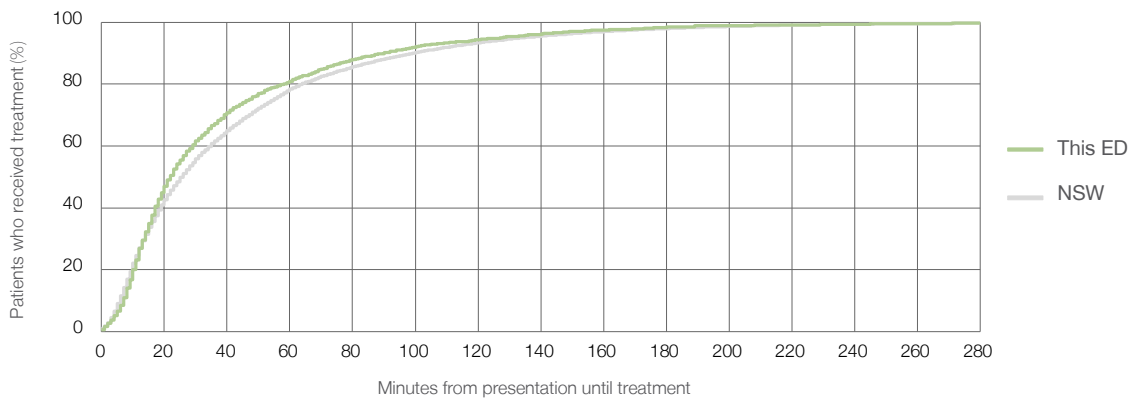
Number of triage 4 patients used to calculate waiting time:³ 2,150

Median time to start treatment⁴ 22 minutes

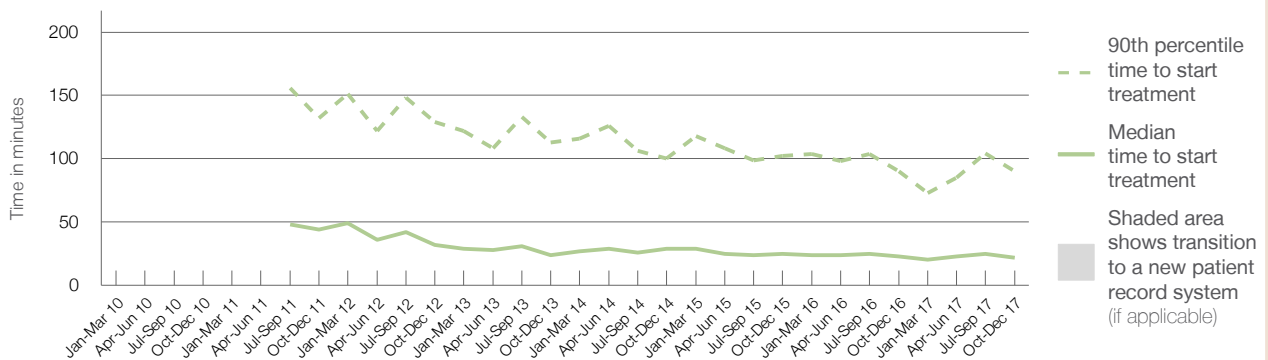
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
2,094	1,918
23 minutes	26 minutes
90 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		44	32	24	29	25	23	22
90th percentile time to start treatment ⁵ (minutes)		132	129	113	100	102	90	90

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Ballina District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 335

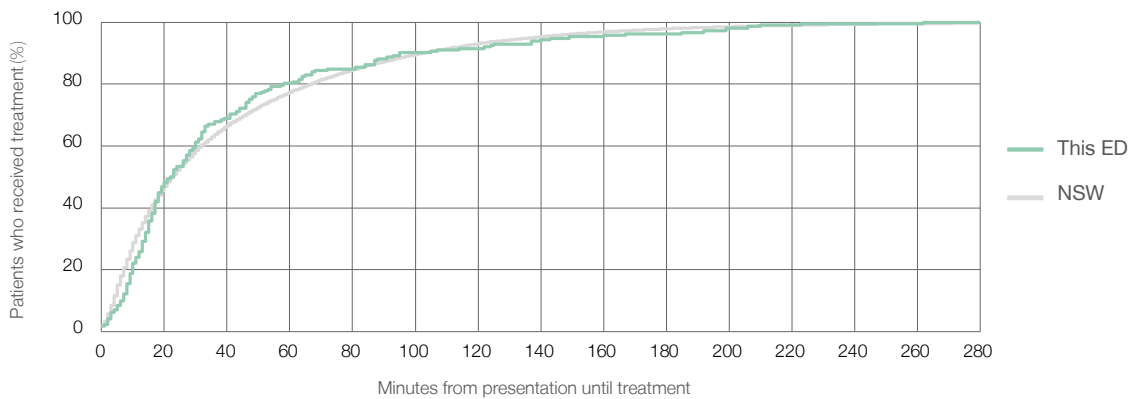
Number of triage 5 patients used to calculate waiting time:³ 212

Median time to start treatment⁴ 23 minutes

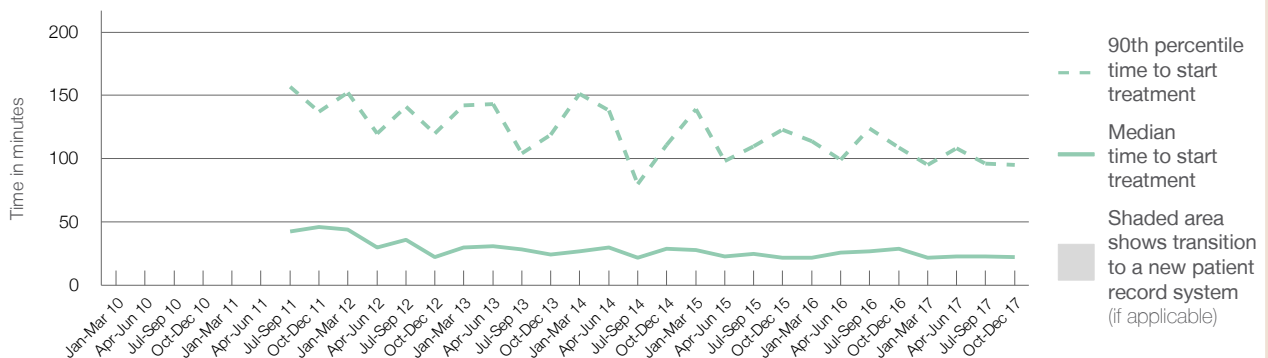
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
336	
243	
29 minutes	23 minutes
109 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		46	23	25	29	22	29	23
90th percentile time to start treatment ⁵ (minutes)		137	120	119	111	123	109	95

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Ballina District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 4,606 patients

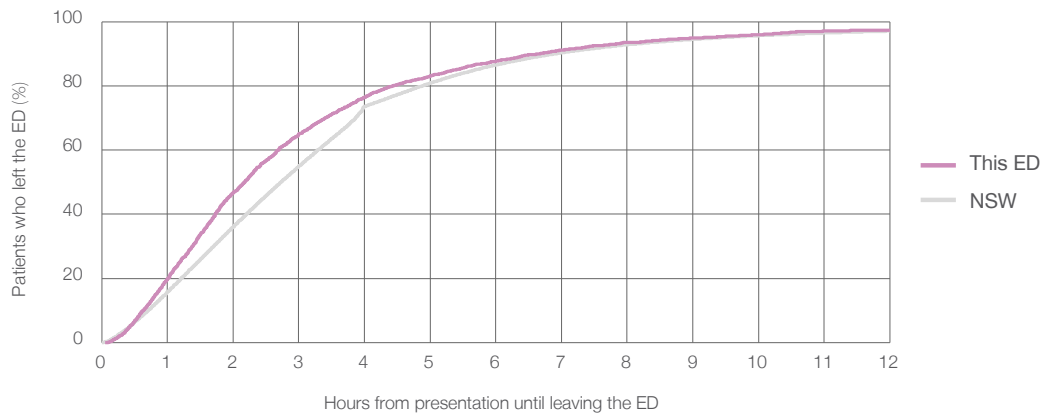
Presentations used to calculate time to leaving the ED:⁶ 4,606 patients

Median time spent in the ED⁸ 2 hours and 11 minutes

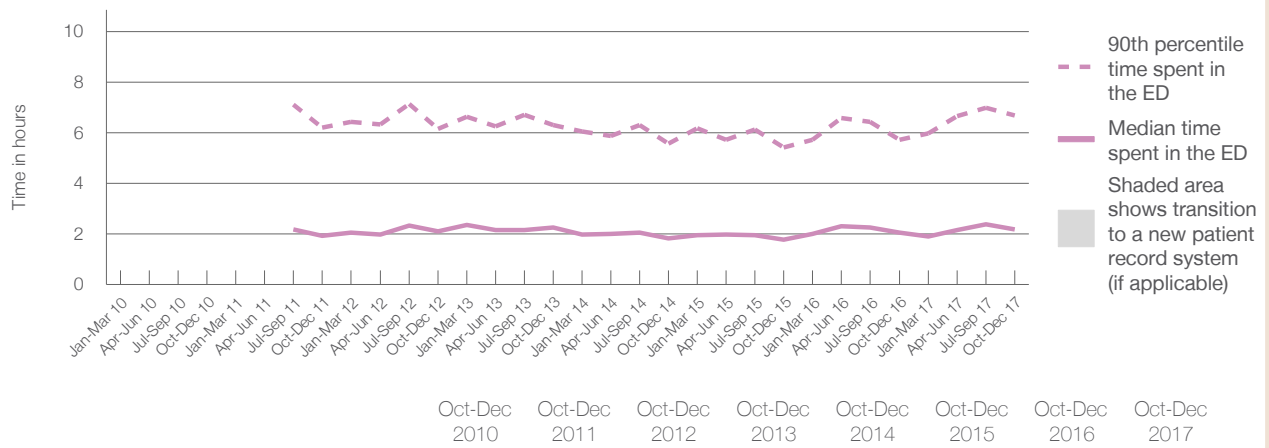
90th percentile time spent in the ED⁹ 6 hours and 41 minutes

Same period last year	NSW (this period)
4,170	4,170
2 hours and 4 minutes	2 hours and 44 minutes
5 hours and 44 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)		1h 56m	2h 6m	2h 16m	1h 50m	1h 47m	2h 4m	2h 11m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 13m	6h 10m	6h 18m	5h 34m	5h 25m	5h 44m	6h 41m

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Ballina District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

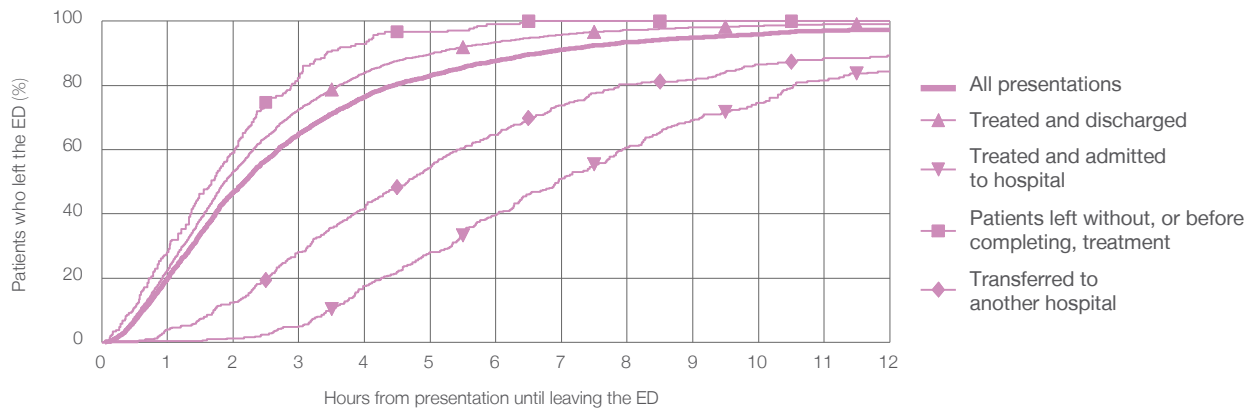
All presentations:¹ 4,606 patients

Presentations used to calculate time to leaving the ED:⁶ 4,606 patients

Treated and discharged	3,725 (80.9%)
Treated and admitted to hospital	337 (7.3%)
Patient left without, or before completing, treatment	210 (4.6%)
Transferred to another hospital	325 (7.1%)
Other	9 (0.2%)

Same period last year	Change since one year ago
4,170	10.5%
2,958	25.9%
905	-62.8%
211	-0.5%
78	316.7%
18	-50.0%

Percentage of patients who left the ED by time and mode of separation, October to December 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	22.5%	53.2%	72.6%	83.9%	93.4%	97.2%	98.5%	99.1%
Treated and admitted to hospital	0.3%	1.2%	5.0%	17.5%	39.8%	60.5%	74.5%	84.3%
Patient left without, or before completing, treatment	28.1%	59.0%	82.4%	92.9%	99.0%	100%	100%	100%
Transferred to another hospital	4.0%	12.3%	28.0%	41.5%	64.6%	80.3%	86.5%	89.2%
All presentations	19.9%	46.8%	64.9%	76.4%	87.7%	93.5%	96.0%	97.4%

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Ballina District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 4,606 patients

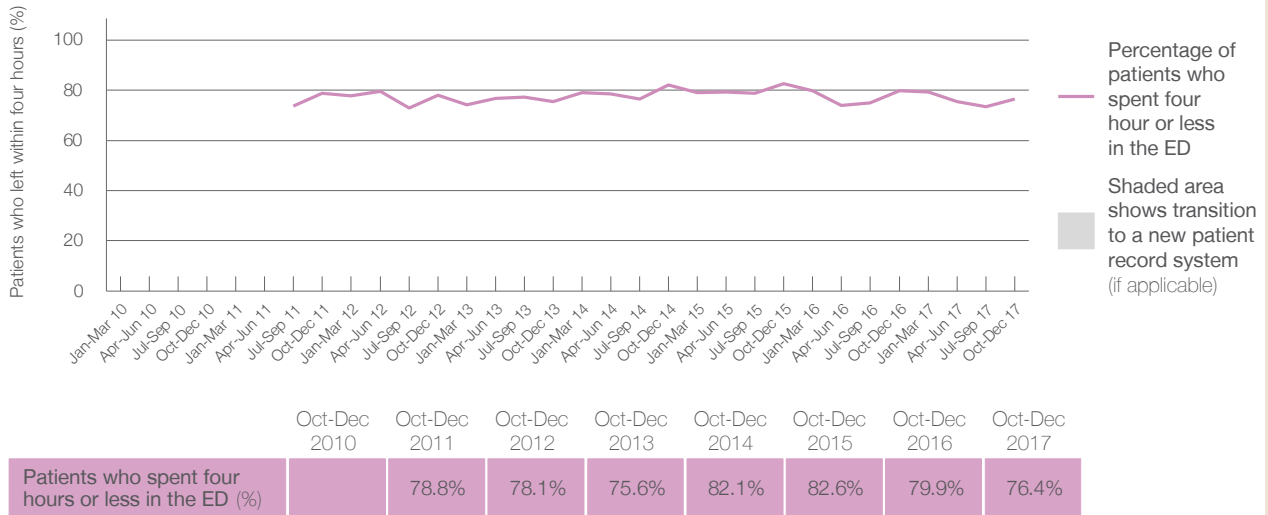
Presentations used to calculate time to leaving the ED: ⁶ 4,606 patients

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 4,606 patients	4,170	10.5%
Presentations used to calculate time to leaving the ED: ⁶ 4,606 patients	4,170	10.5%
Percentage of patients who spent four hours or less in the ED	79.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡§}



* 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*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).