

Coffs Harbour Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 10,262 patients

Emergency presentations:² 10,032 patients

Same period last year	Change since one year ago
10,055	2.1%
9,728	3.1%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,092 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,244 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,210 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 123 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,407 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,019	
6 minutes	8 minutes
10 minutes	23 minutes
3,154	
16 minutes	20 minutes
46 minutes	65 minutes
3,974	
27 minutes	26 minutes
118 minutes	99 minutes
1,527	
28 minutes	23 minutes
125 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 10,262 patients

Percentage of patients who spent four hours or less in the ED 71.4%

Same period last year	Change since one year ago
10,054	2.1%
72.5%	

* 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 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.

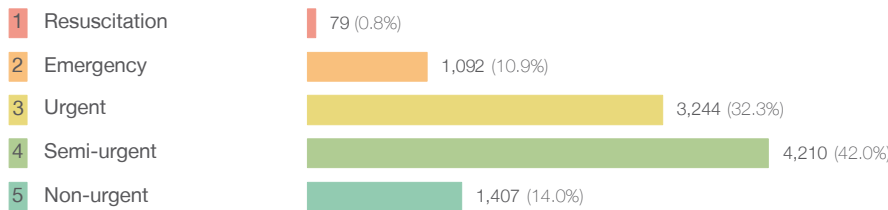
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Coffs Harbour Base Hospital: Patients presenting to the emergency department October to December 2017

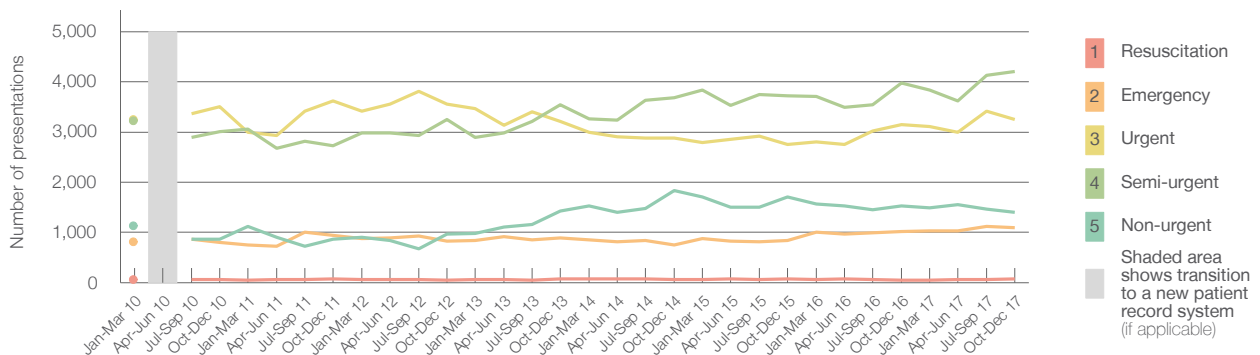
All presentations:¹ 10,262 patients

Emergency presentations² by triage category: 10,032 patients



	Same period last year	Change since one year ago
All presentations	10,055	2.1%
Emergency presentations	9,728	3.1%
1 Resuscitation	54	46.3%
2 Emergency	1,019	7.2%
3 Urgent	3,154	2.9%
4 Semi-urgent	3,974	5.9%
5 Non-urgent	1,527	-7.9%

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	65	69	51	72	66	70	54	79
Emergency	805	937	825	886	748	845	1,019	1,092
Urgent	3,502	3,623	3,551	3,214	2,878	2,747	3,154	3,244
Semi-urgent	3,005	2,733	3,250	3,542	3,683	3,727	3,974	4,210
Non-urgent	863	863	970	1,424	1,839	1,703	1,527	1,407
All emergency presentations	8,240	8,225	8,647	9,138	9,214	9,092	9,728	10,032

Coffs Harbour Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 2,356 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,394	
ED Transfer of care time		
Median time	12 minutes	-1 minute
90th percentile time	27 minutes	-2 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 October to December 2017

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

Number of triage 2 patients: 1,092

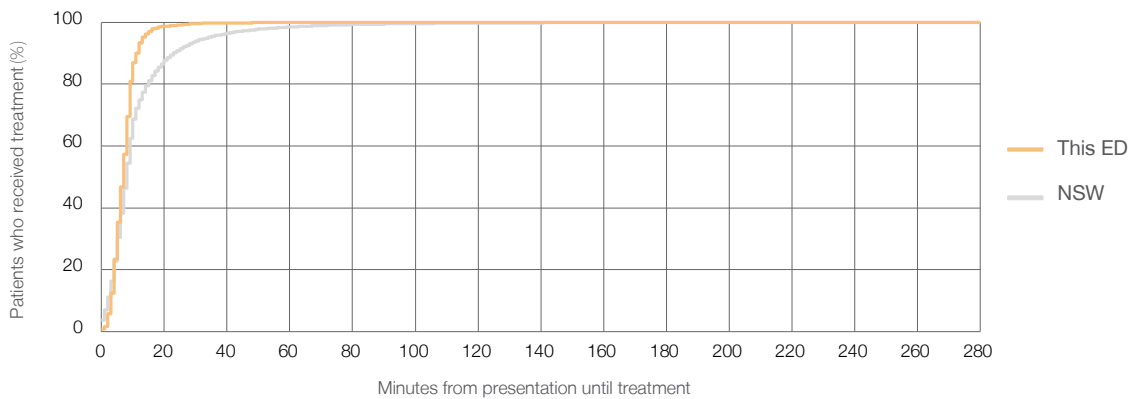
Number of triage 2 patients used to calculate waiting time:³ 1,091

Median time to start treatment⁴ ■ 7 minutes

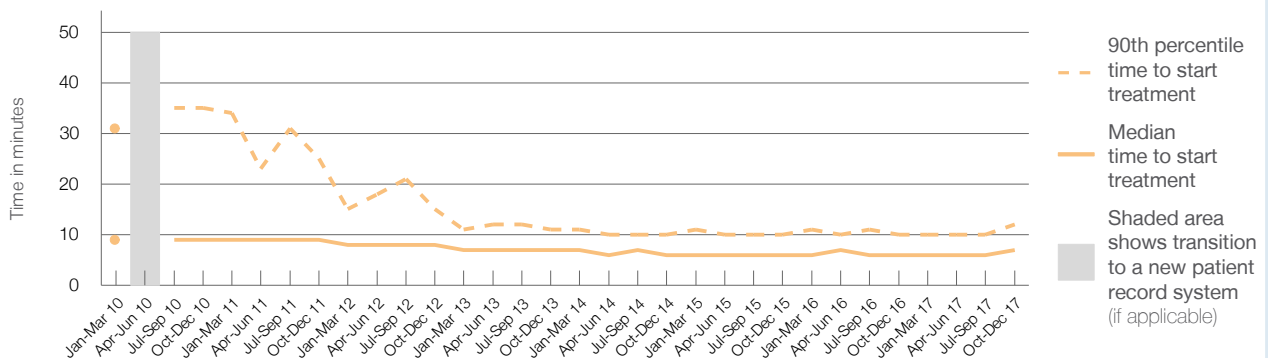
90th percentile time to start treatment⁵ ■ 12 minutes

Same period last year	NSW (this period)
1,019	
1,017	
6 minutes	8 minutes
10 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)	9	9	8	7	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	35	25	15	11	10	10	10	12

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Coffs Harbour Base 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: 3,244

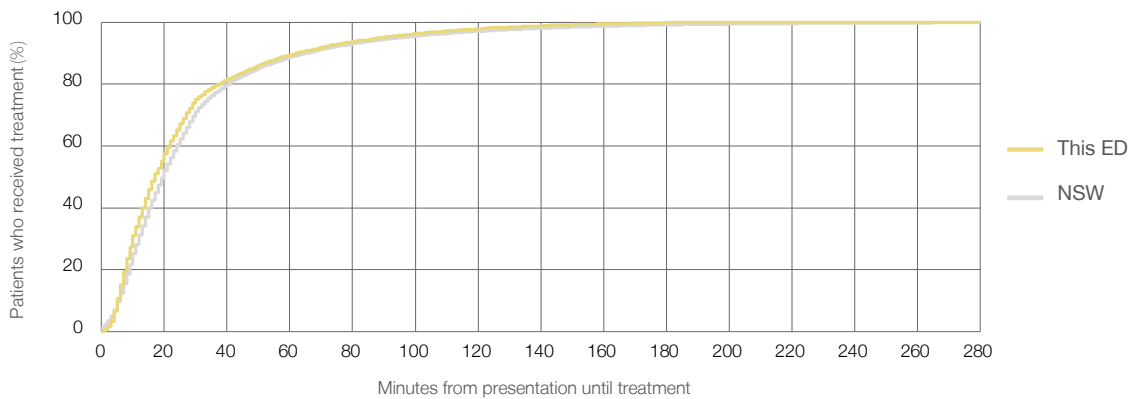
Number of triage 3 patients used to calculate waiting time:³ 3,167

Median time to start treatment⁴ 17 minutes

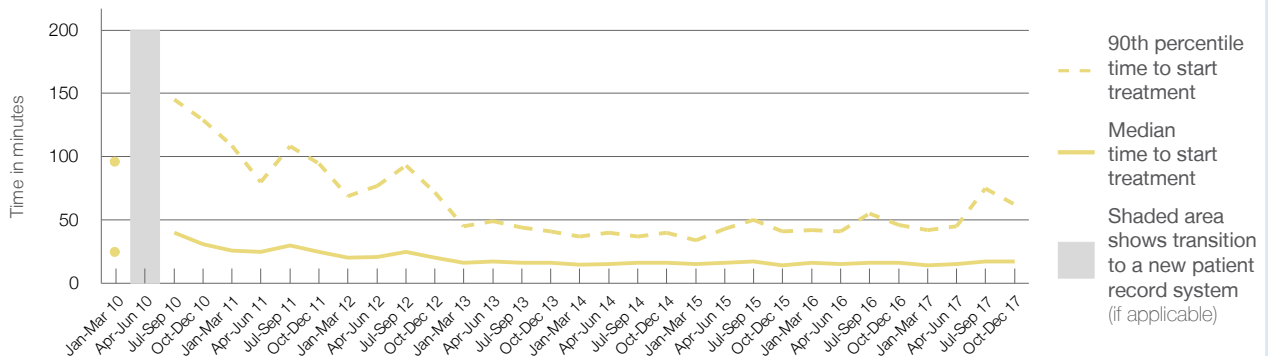
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
3,154	
3,088	
16 minutes	20 minutes
46 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)	31	25	20	16	16	14	16	17
90th percentile time to start treatment ⁵ (minutes)	129	95	72	41	40	41	46	62

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Coffs Harbour Base 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: 4,210

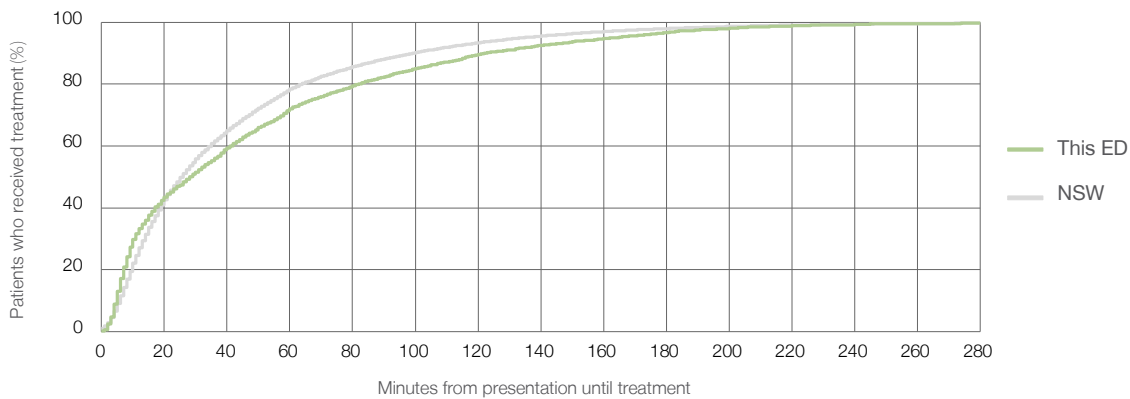
Number of triage 4 patients used to calculate waiting time:³ 3,831

Median time to start treatment⁴ 28 minutes

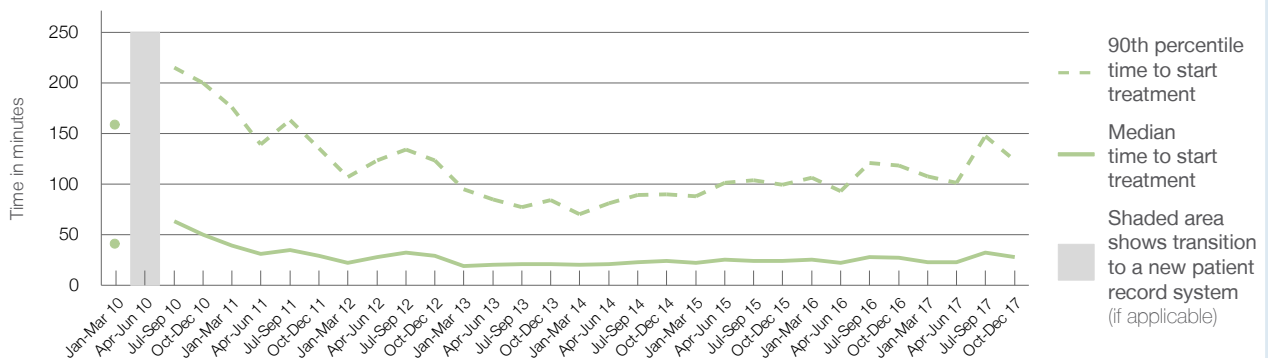
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
3,974	
3,624	
27 minutes	26 minutes
118 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)	50	29	29	21	24	24	27	28
90th percentile time to start treatment ⁵ (minutes)	200	135	123	84	90	99	118	123

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Coffs Harbour Base 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: 1,407

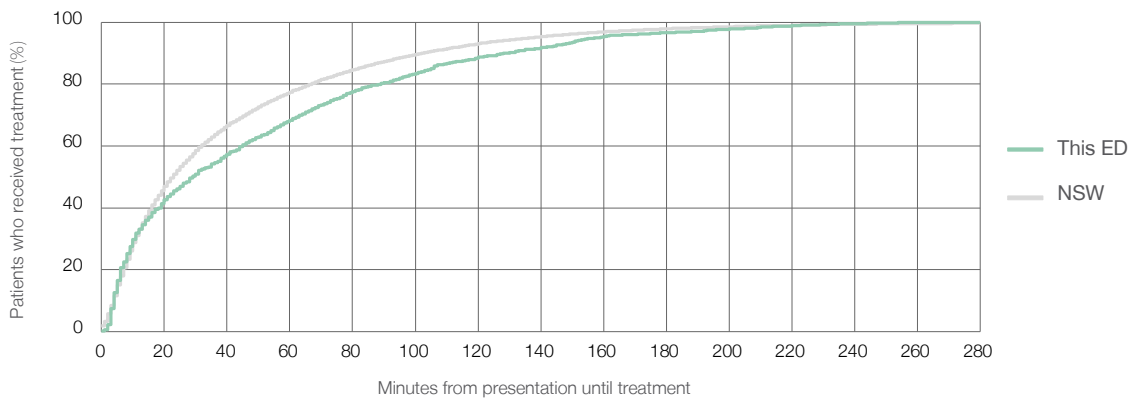
Number of triage 5 patients used to calculate waiting time:³ 1,275

Median time to start treatment⁴ 29 minutes

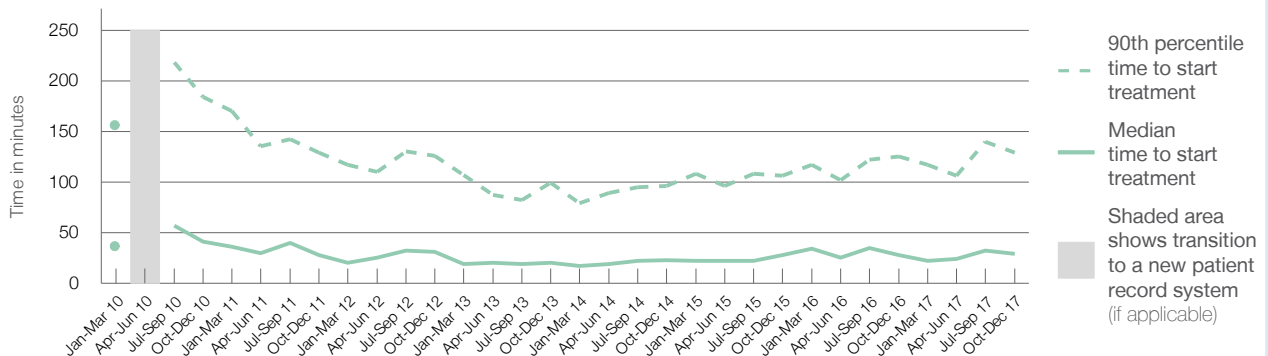
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
1,527	1,385
28 minutes	23 minutes
125 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)	41	28	31	20	23	28	28	29
90th percentile time to start treatment ⁵ (minutes)	184	129	126	99	96	106	125	129

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Coffs Harbour Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 10,262 patients

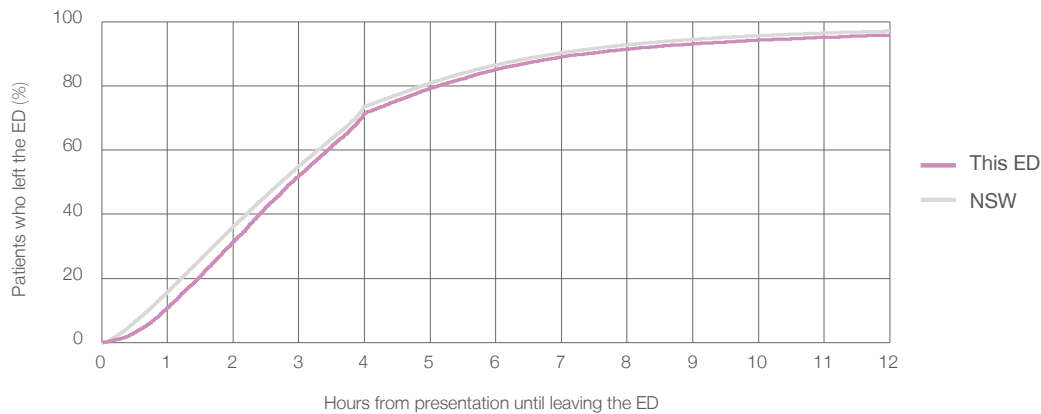
Presentations used to calculate time to leaving the ED:⁶ 10,262 patients

Median time spent in the ED⁸ 2 hours and 54 minutes

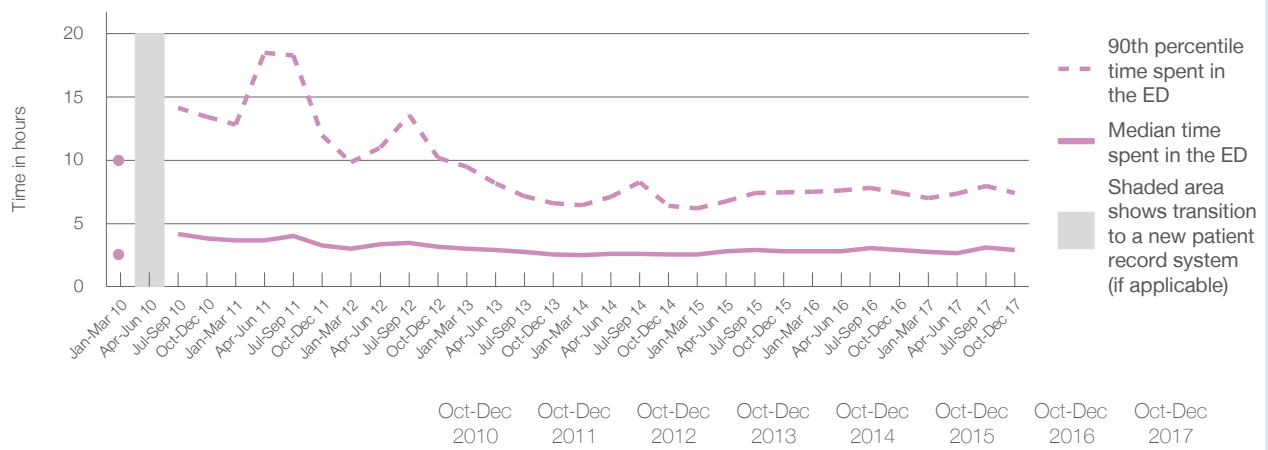
90th percentile time spent in the ED⁹ 7 hours and 23 minutes

Same period last year	NSW (this period)
10,055	10,054
2 hours and 55 minutes	2 hours and 44 minutes
7 hours and 23 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)	3h 49m	3h 15m	3h 10m	2h 34m	2h 34m	2h 47m	2h 55m	2h 54m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 26m	11h 58m	10h 10m	6h 35m	6h 23m	7h 26m	7h 23m	7h 23m

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

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Coffs Harbour Base Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

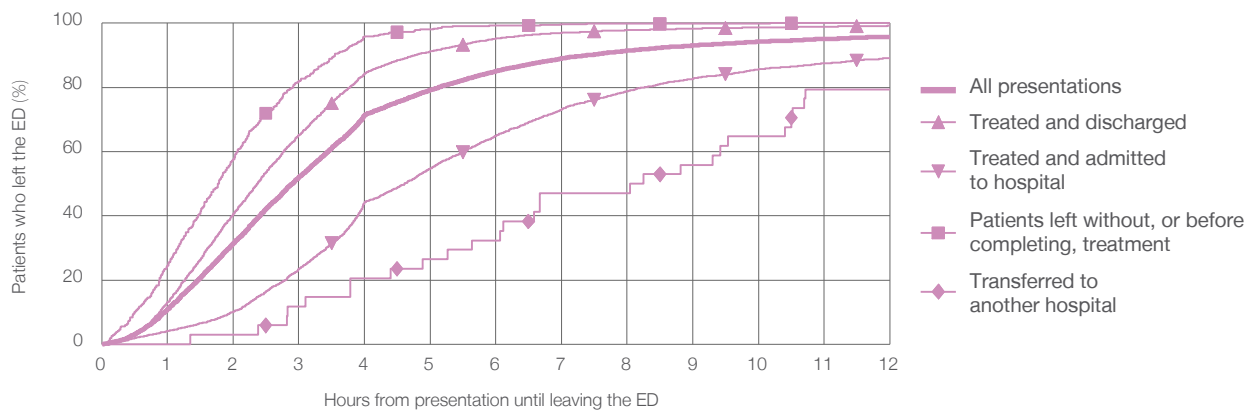
All presentations:¹ 10,262 patients

Presentations used to calculate time to leaving the ED:⁶ 10,262 patients

Treated and discharged	6,152 (59.9%)
Treated and admitted to hospital	3,439 (33.5%)
Patient left without, or before completing, treatment	606 (5.9%)
Transferred to another hospital	34 (0.3%)
Other	31 (0.3%)

Same period last year	Change since one year ago
10,054	2.1%
5,821	5.7%
3,592	-4.3%
577	5.0%
46	-26.1%
19	63.2%

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

Treated and discharged	13.1%	40.6%	65.2%	84.4%	95.2%	97.8%	98.7%	99.2%
Treated and admitted to hospital	4.2%	10.2%	23.5%	44.3%	65.0%	78.8%	85.7%	89.1%
Patient left without, or before completing, treatment	24.4%	57.6%	82.0%	95.9%	99.3%	99.8%	99.8%	100%
Transferred to another hospital	0%	2.9%	11.8%	20.6%	32.4%	47.1%	64.7%	79.4%
All presentations	10.9%	31.4%	52.1%	71.4%	85.1%	91.4%	94.3%	95.8%

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

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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
 October to December 2017

All presentations at the emergency department: ¹ 10,262 patients

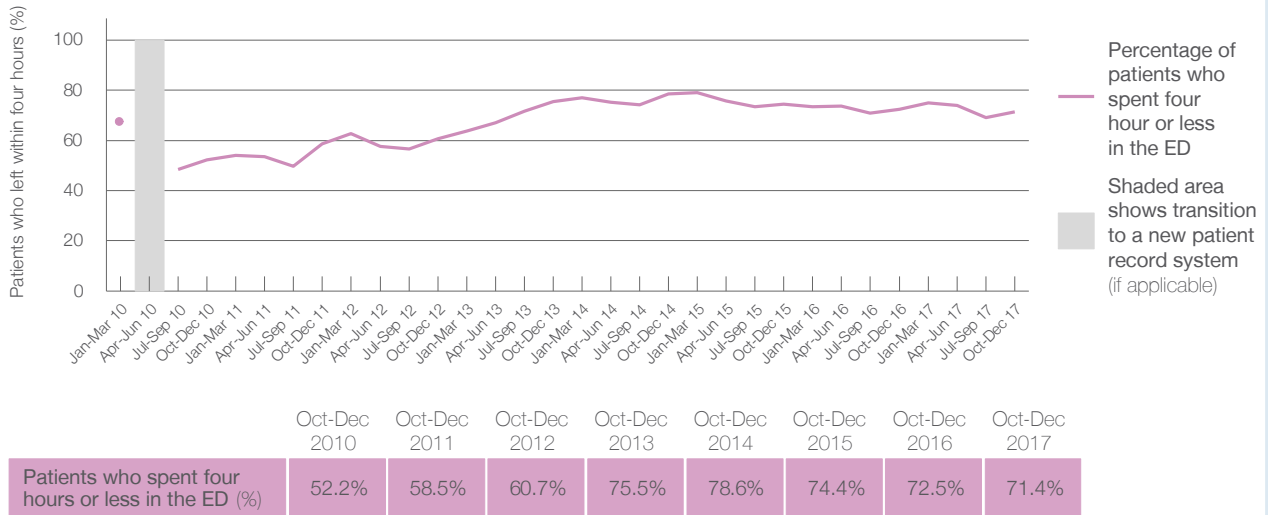
Presentations used to calculate time to leaving the ED: ⁶ 10,262 patients

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 10,262 patients	10,055	2.1%
Presentations used to calculate time to leaving the ED: ⁶ 10,262 patients	10,054	2.1%
Percentage of patients who spent four hours or less in the ED	72.5%	

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.

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‡ 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 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).