

## Coffs Harbour Health Campus: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 9,727 patients  
Emergency presentations:<sup>2</sup> 9,280 patients

Same period last year	Change since one year ago
9,602	1%
9,259	0%

## Coffs Harbour Health Campus: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,100 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 11 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,130 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,783 patients

Median time to start treatment<sup>4</sup> 23 minutes  
90th percentile time to start treatment<sup>5</sup> 107 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,191 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 129 minutes

Same period last year	NSW (this period)
1,030	
6 minutes	8 minutes
10 minutes	24 minutes
2,997	
15 minutes	19 minutes
45 minutes	63 minutes
3,617	
23 minutes	24 minutes
101 minutes	95 minutes
1,550	
24 minutes	21 minutes
107 minutes	96 minutes

## Coffs Harbour Health Campus: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,727 patients

Percentage of patients who spent four hours or less in the ED 69%

Same period last year	Change since one year ago
9,602	1%
74%	

\* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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 18 July 2018).

## Coffs Harbour Health Campus: Patients presenting to the emergency department

April to June 2018

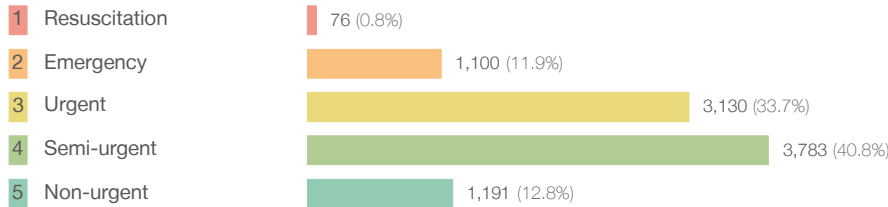
All presentations:<sup>1</sup> 9,727 patients

Same period last year  
Change since one year ago

9,602 1%

Emergency presentations<sup>2</sup> by triage category: 9,280 patients

9,259 0%



65 16.9%

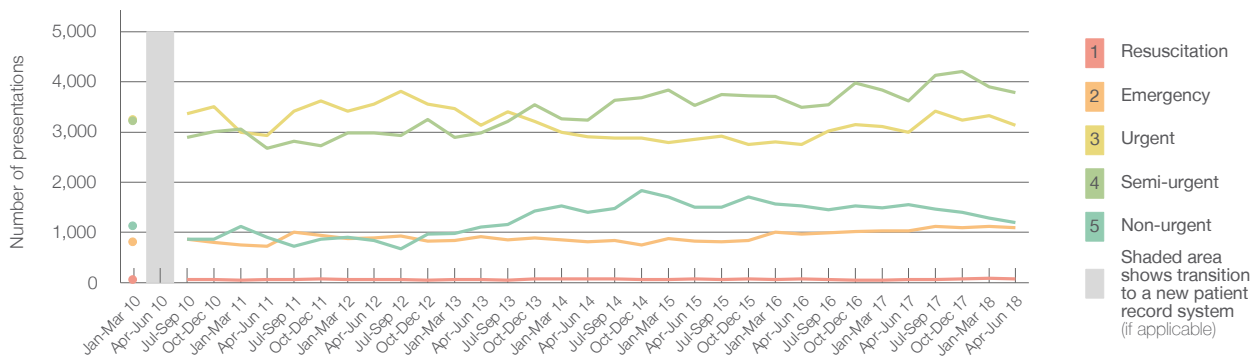
1,030 6.8%

2,997 4.4%

3,617 4.6%

1,550 -23.2%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation		61	67	61	79	75	71	65	76
Emergency		724	891	916	817	828	972	1,030	1,100
Urgent		2,929	3,556	3,136	2,905	2,860	2,758	2,997	3,130
Semi-urgent		2,679	2,982	2,987	3,242	3,532	3,488	3,617	3,783
Non-urgent		902	839	1,110	1,398	1,497	1,528	1,550	1,191
All emergency presentations		7,295	8,335	8,210	8,441	8,792	8,817	9,259	9,280

## Coffs Harbour Health Campus: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,266 patients

Same period last year  
Change since one year ago

2,197

ED Transfer of care time

Median time 12 minutes

11 minutes 1 minute

90th percentile time 30 minutes

25 minutes 5 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 Health Campus: Time patients waited to start treatment, triage 2 April to June 2018

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

Number of triage 2 patients: 1,100

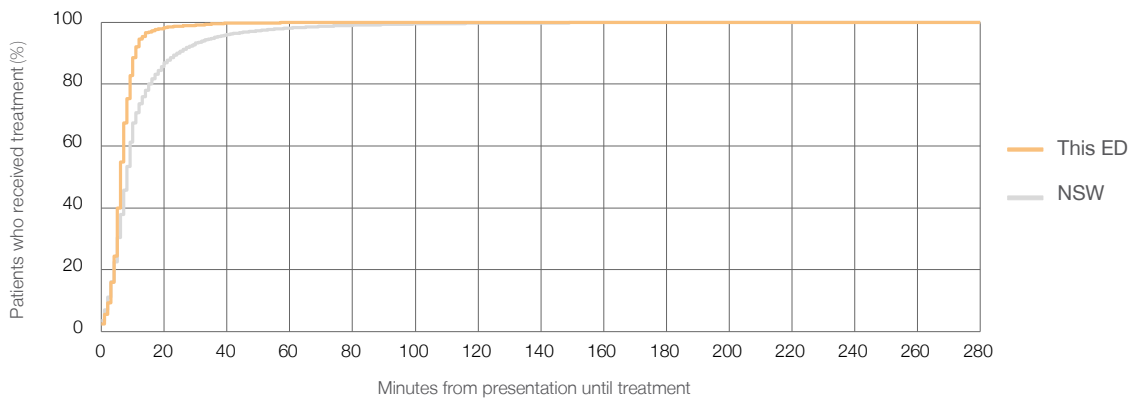
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,097

Median time to start treatment<sup>4</sup> ■ 6 minutes

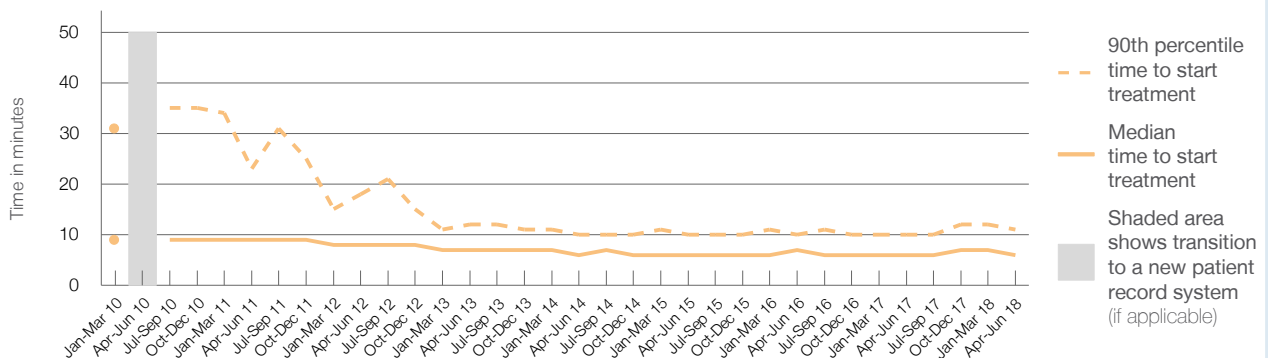
90th percentile time to start treatment<sup>5</sup> ■ 11 minutes

Same period last year	NSW (this period)
1,030	1,030
6 minutes	8 minutes
10 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		9	8	7	6	6	7	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)		23	18	12	10	10	10	10	11

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

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## Coffs Harbour Health Campus: Time patients waited to start treatment, triage 3 April to June 2018

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

Number of triage 3 patients: 3,130

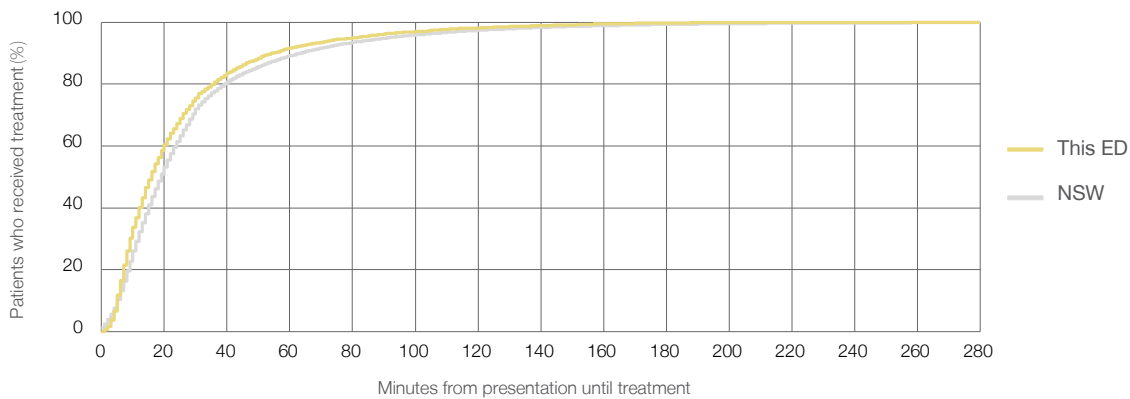
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,086

Median time to start treatment<sup>4</sup>  16 minutes

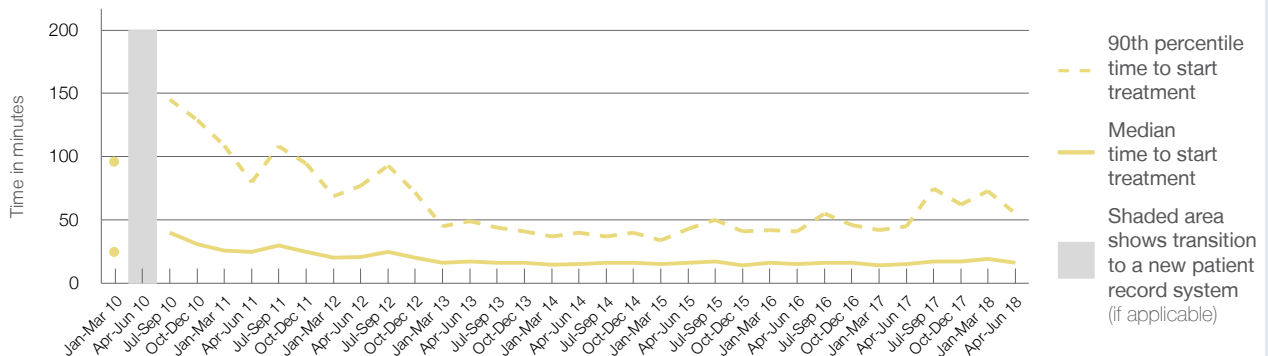
90th percentile time to start treatment<sup>5</sup>  55 minutes

Same period last year	NSW (this period)
2,997	
2,956	
15 minutes	19 minutes
45 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		25	21	17	15	16	15	15	16
90th percentile time to start treatment <sup>5</sup> (minutes)		80	77	49	40	43	41	45	55

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## Coffs Harbour Health Campus: Time patients waited to start treatment, triage 4 April to June 2018

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

Number of triage 4 patients: 3,783

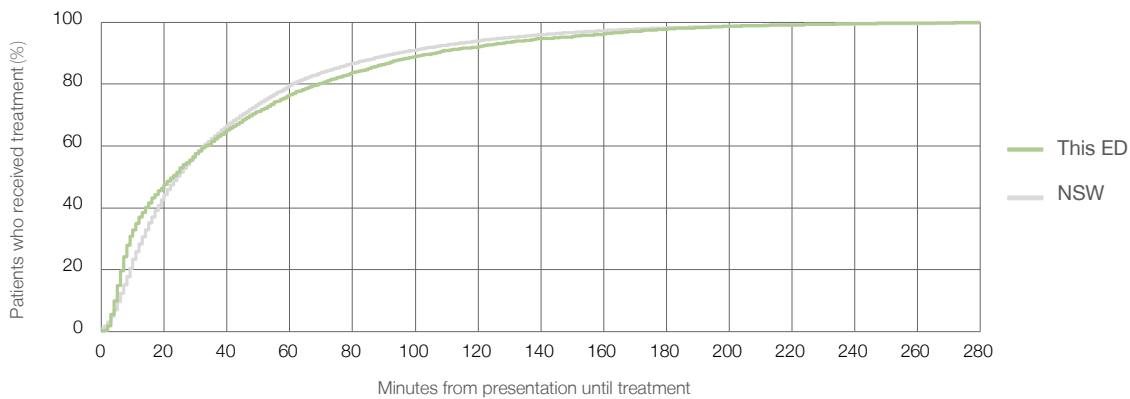
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,543

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

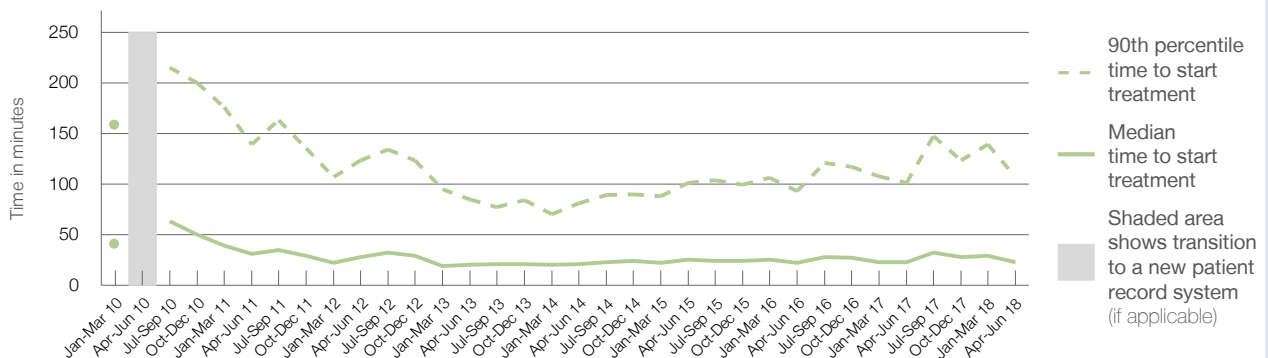
90th percentile time to start treatment<sup>5</sup>  107 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,617	3,400
Median time to start treatment <sup>4</sup>	23 minutes	24 minutes
90th percentile time to start treatment <sup>5</sup>	101 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		31	28	20	21	25	22	23	23
90th percentile time to start treatment <sup>5</sup> (minutes)		139	123	85	81	101	93	101	107

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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.

## Coffs Harbour Health Campus: Time patients waited to start treatment, triage 5 April to June 2018

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

Number of triage 5 patients: 1,191

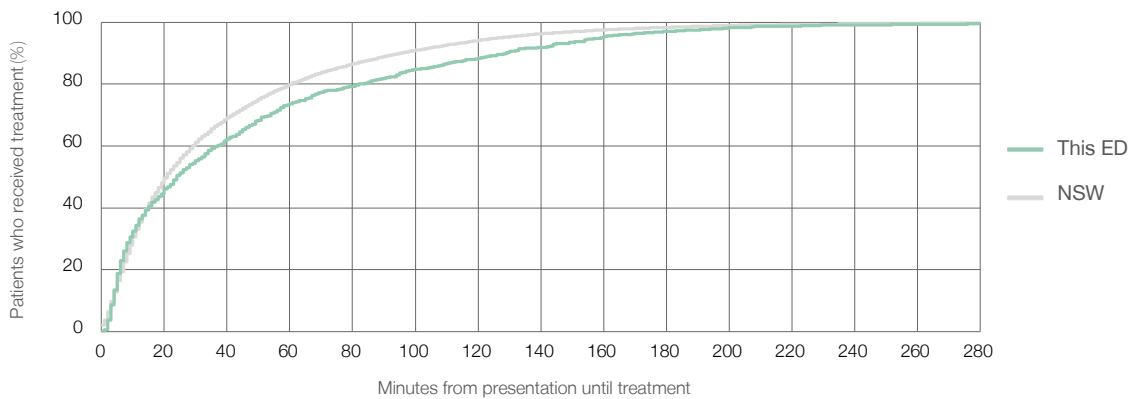
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,097

Median time to start treatment<sup>4</sup> 24 minutes

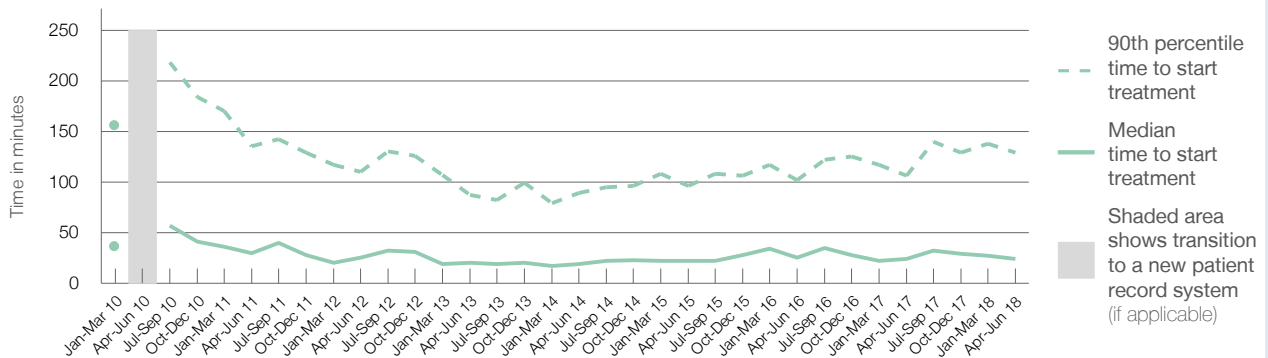
90th percentile time to start treatment<sup>5</sup> 129 minutes

Same period last year	NSW (this period)
1,550	1,420
24 minutes	21 minutes
107 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)		30	25	20	19	22	25	24	24
90th percentile time to start treatment <sup>5</sup> (minutes)		135	110	87	89	96	102	107	129

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

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## Coffs Harbour Health Campus: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 9,727 patients

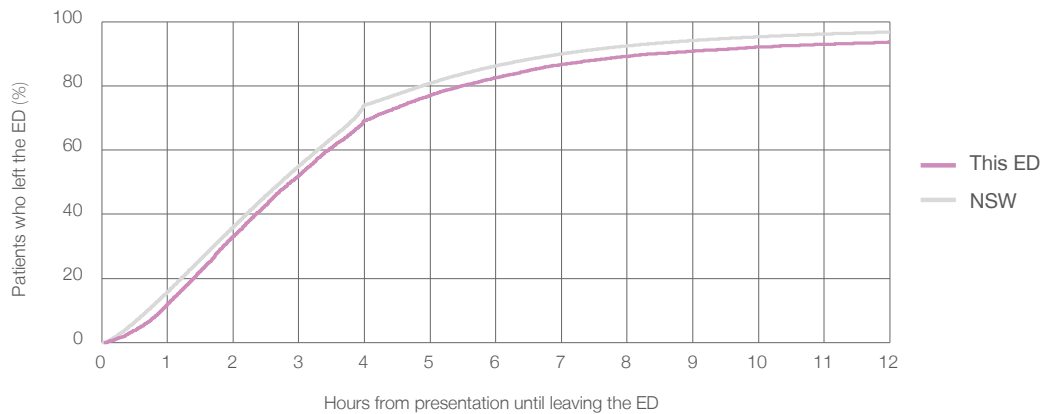
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,727 patients

Median time spent in the ED<sup>8</sup>  2 hours and 53 minutes

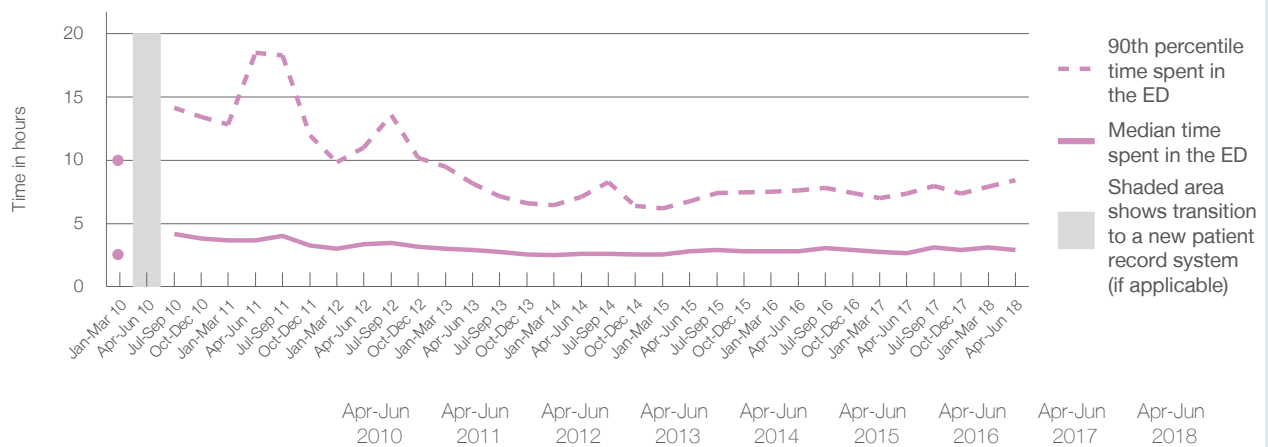
90th percentile time spent in the ED<sup>9</sup>  8 hours and 25 minutes

Same period last year	NSW (this period)
9,602	9,602
2 hours and 40 minutes	2 hours and 44 minutes
7 hours and 21 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)		3h 39m	3h 21m	2h 53m	2h 37m	2h 47m	2h 49m	2h 40m	2h 53m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		18h 28m	10h 59m	8h 9m	7h 7m	6h 45m	7h 37m	7h 21m	8h 25m

(†) 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 Health Campus: Time patients spent in the ED By mode of separation April to June 2018

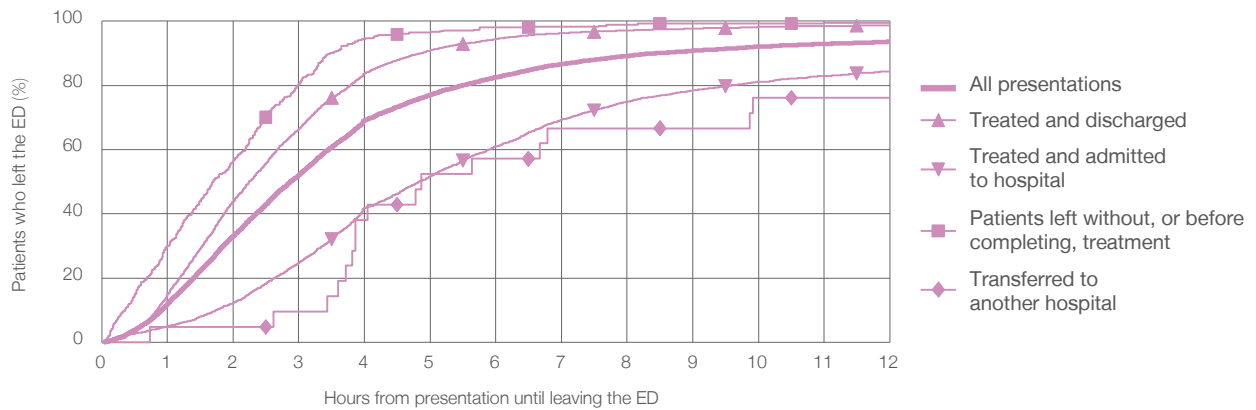
All presentations:<sup>1</sup> 9,727 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,727 patients

Treated and discharged	5,796 (59.6%)
Treated and admitted to hospital	3,479 (35.8%)
Patient left without, or before completing, treatment	418 (4.3%)
Transferred to another hospital	21 (0.2%)
Other	13 (0.1%)

Same period last year	Change since one year ago
9,602	1%
5,871	-1.3%
3,279	6.1%
398	5.0%
27	-22.2%
27	-51.9%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<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	14.9%	43.9%	66.5%	83.7%	94.4%	97.2%	98.2%	98.8%
Treated and admitted to hospital	5.0%	12.2%	24.7%	41.8%	61.0%	74.9%	81.1%	84.4%
Patient left without, or before completing, treatment	30.1%	56.7%	80.4%	94.5%	98.1%	98.8%	99.3%	99.5%
Transferred to another hospital	4.8%	4.8%	9.5%	38.1%	57.1%	66.7%	76.2%	76.2%
All presentations	12.1%	33.1%	52.1%	69.1%	82.6%	89.2%	92.1%	93.6%

(†) 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 Health Campus: Time spent in the ED

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

April to June 2018

All presentations at the emergency department: <sup>1</sup> 9,727 patients

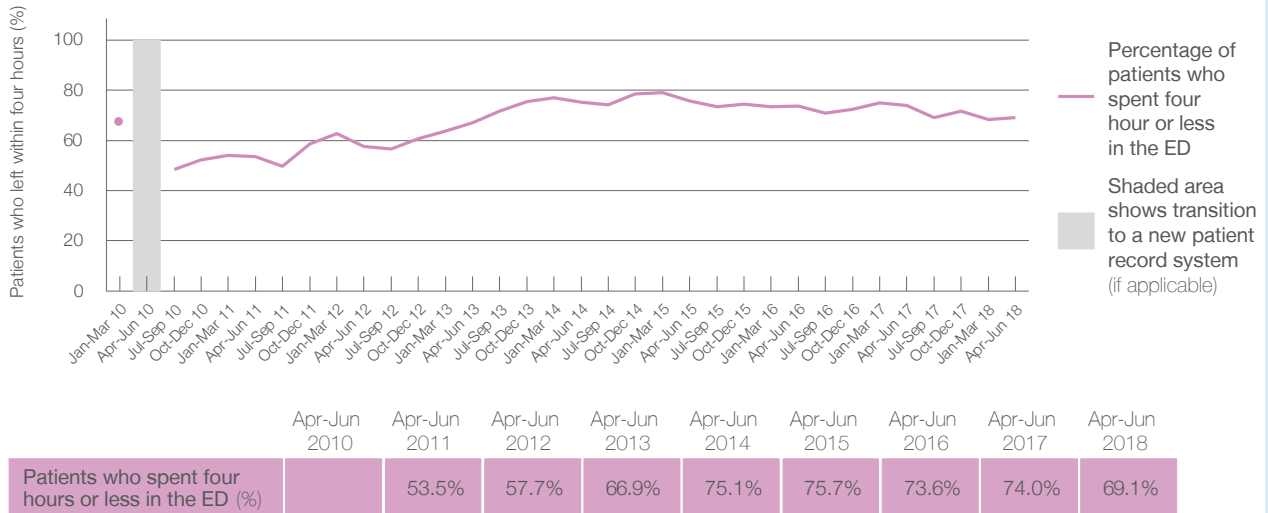
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,727 patients

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	9,602	1%
Presentations used to calculate time to leaving the ED	9,602	1%
Percentage of patients who spent four hours or less in the ED	74.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



\* 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, January to March 2018*.
- 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 18 July 2018). Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).