

Healthcare Quarterly

# Emergency department

Northern NSW Local Health District  
Performance Profiles

April to June 2018

## Ballina District Hospital: Emergency department (ED) overview

April to June 2018



All presentations:<sup>1</sup> 4,034 patients  
Emergency presentations:<sup>2</sup> 3,811 patients

Same period last year	Change since one year ago
3,992	1%
3,759	1%



## Ballina District Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018



**Triage 2** Emergency (e.g. chest pain, severe burns): 277 patients

Median time to start treatment<sup>4</sup>  7 minutes  
90th percentile time to start treatment<sup>5</sup>  15 minutes



**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,125 patients

Median time to start treatment<sup>4</sup>  15 minutes  
90th percentile time to start treatment<sup>5</sup>  39 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,086 patients

Median time to start treatment<sup>4</sup>  17 minutes  
90th percentile time to start treatment<sup>5</sup>  73 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 317 patients

Median time to start treatment<sup>4</sup>  16 minutes  
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
365	
7 minutes	8 minutes
15 minutes	24 minutes
1,180	
19 minutes	19 minutes
53 minutes	63 minutes
1,938	
23 minutes	24 minutes
85 minutes	95 minutes
271	
23 minutes	21 minutes
108 minutes	96 minutes

## Ballina District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,034 patients

Percentage of patients who spent four hours or less in the ED  82%

Same period last year	Change since one year ago
3,992	1%
75%	

\* 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, January to March 2018*.
- 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.

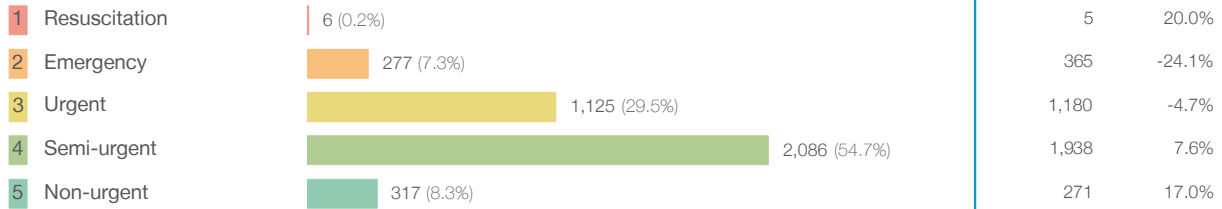
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Ballina District Hospital: Patients presenting to the emergency department

April to June 2018

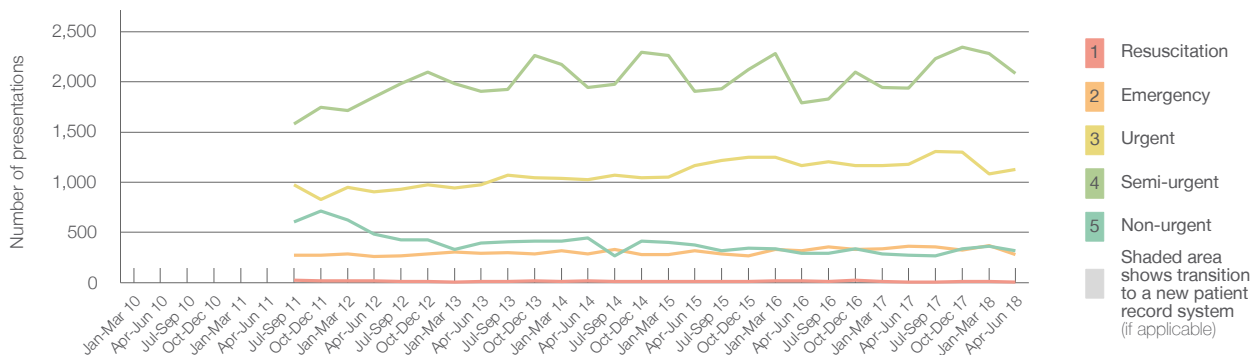
All presentations:<sup>1</sup> 4,034 patients

Emergency presentations<sup>2</sup> by triage category: 3,811 patients



Same period last year	Change since one year ago
3,992	1%
3,759	1%
5	20.0%
365	-24.1%
1,180	-4.7%
1,938	7.6%
271	17.0%

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			18	15	18	15	21	5	6
Emergency			261	294	283	316	319	365	277
Urgent			904	975	1,026	1,168	1,165	1,180	1,125
Semi-urgent			1,847	1,908	1,945	1,908	1,791	1,938	2,086
Non-urgent			483	395	445	373	290	271	317
All emergency presentations			3,513	3,587	3,717	3,780	3,586	3,759	3,811

## Ballina District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 363 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
355	
12 minutes	-1 minute
27 minutes	0 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

April to June 2018

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

Number of triage 2 patients: 277

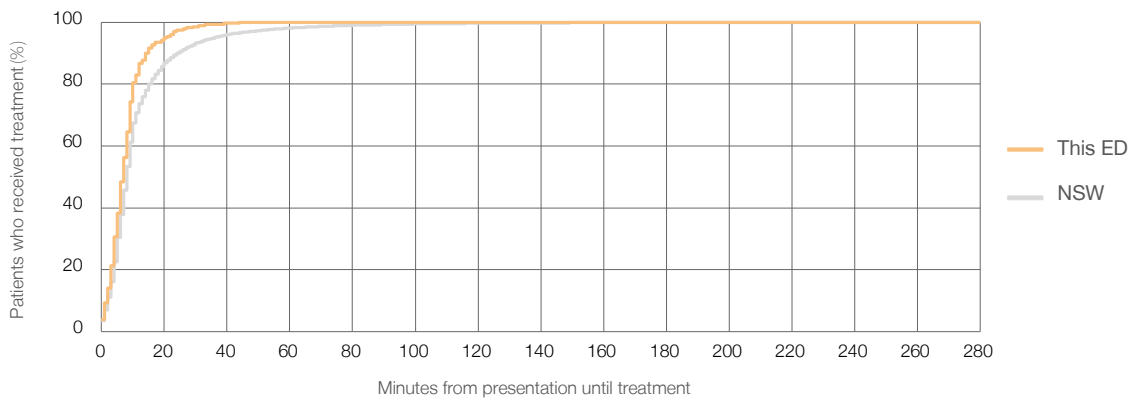
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 277

Median time to start treatment<sup>4</sup>  7 minutes

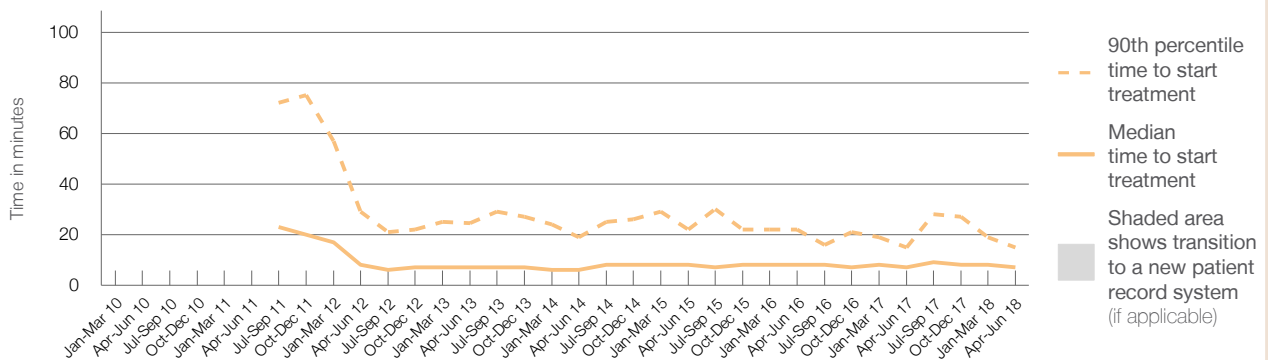
90th percentile time to start treatment<sup>5</sup>  15 minutes

Same period last year	NSW (this period)
365	360
7 minutes	8 minutes
15 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)			8	7	6	8	8	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)			29	25	19	22	22	15	15

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(§) 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.

## Ballina District Hospital: 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: 1,125

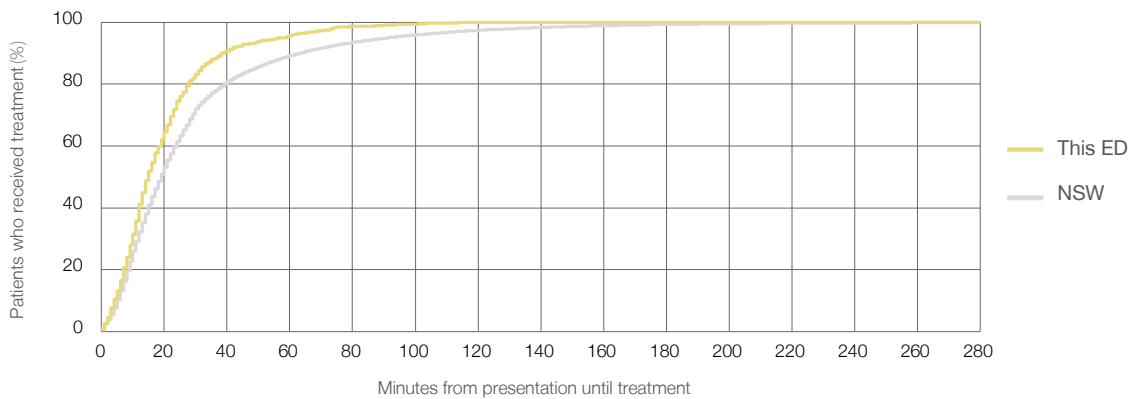
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,109

Median time to start treatment<sup>4</sup> 15 minutes

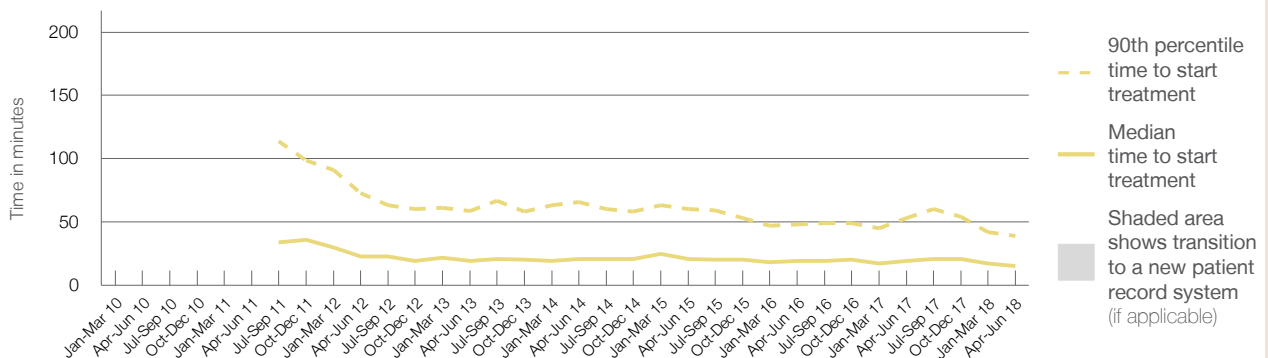
90th percentile time to start treatment<sup>5</sup> 39 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,180	1,159
Median time to start treatment <sup>4</sup>	19 minutes	19 minutes
90th percentile time to start treatment <sup>5</sup>	53 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)			23	19	21	21	19	19	15
90th percentile time to start treatment <sup>5</sup> (minutes)			73	59	66	60	48	53	39

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## Ballina District Hospital: 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: 2,086

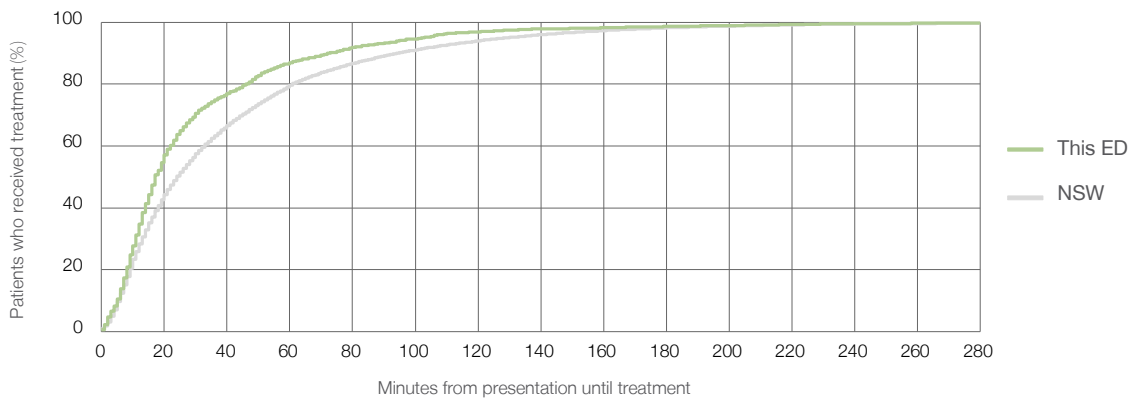
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,960

Median time to start treatment<sup>4</sup>  17 minutes

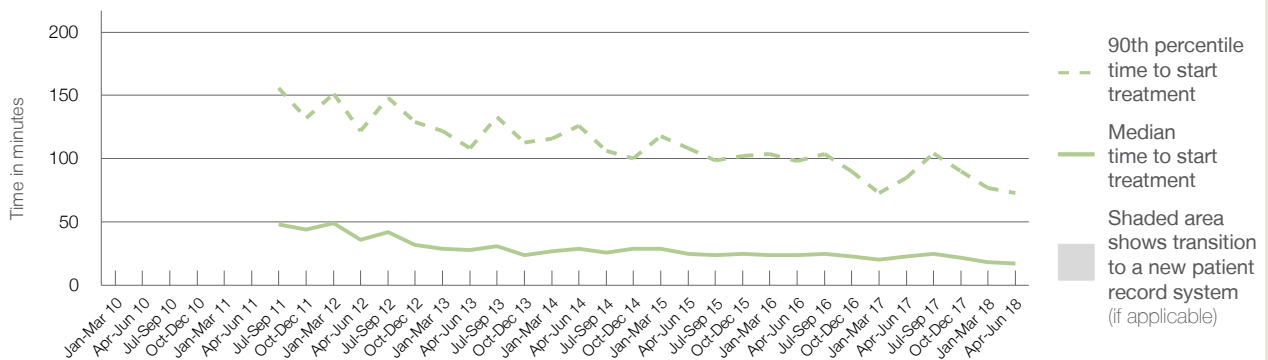
90th percentile time to start treatment<sup>5</sup>  73 minutes

Same period last year	NSW (this period)
1,938	1,779
23 minutes	24 minutes
85 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)			36	28	29	25	24	23	17
90th percentile time to start treatment <sup>5</sup> (minutes)			122	108	126	108	98	85	73

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## Ballina District Hospital: 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: 317

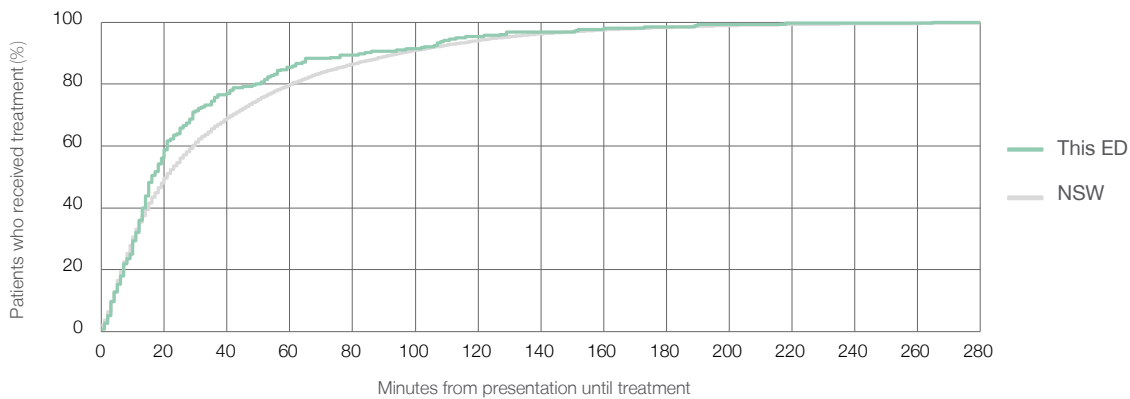
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 255

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

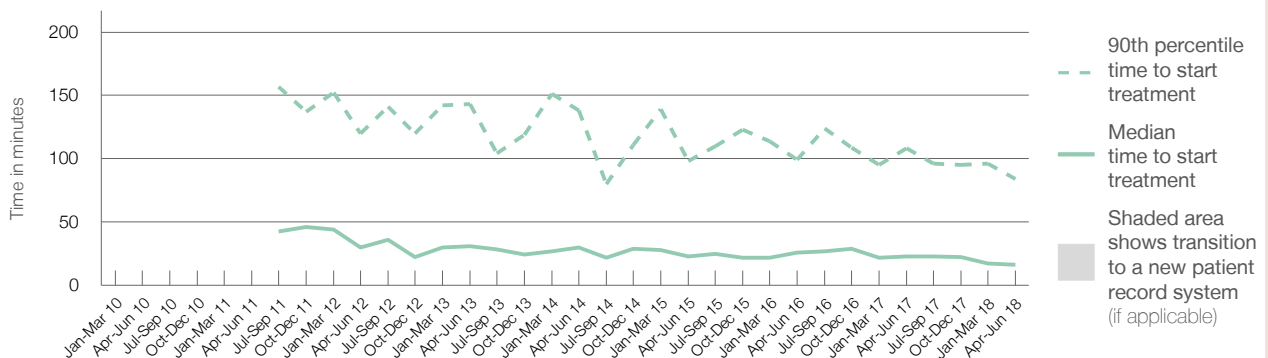
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
271	
194	
23 minutes	21 minutes
108 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	31	30	23	26	23	16
90th percentile time to start treatment <sup>5</sup> (minutes)			120	143	138	98	99	108	84

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## Ballina District Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 4,034 patients

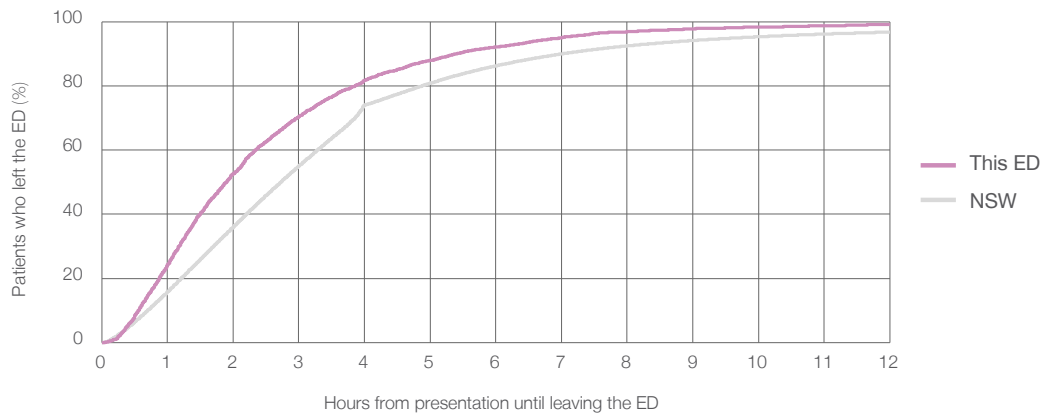
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,034 patients

Median time spent in the ED<sup>8</sup> 1 hours and 54 minutes

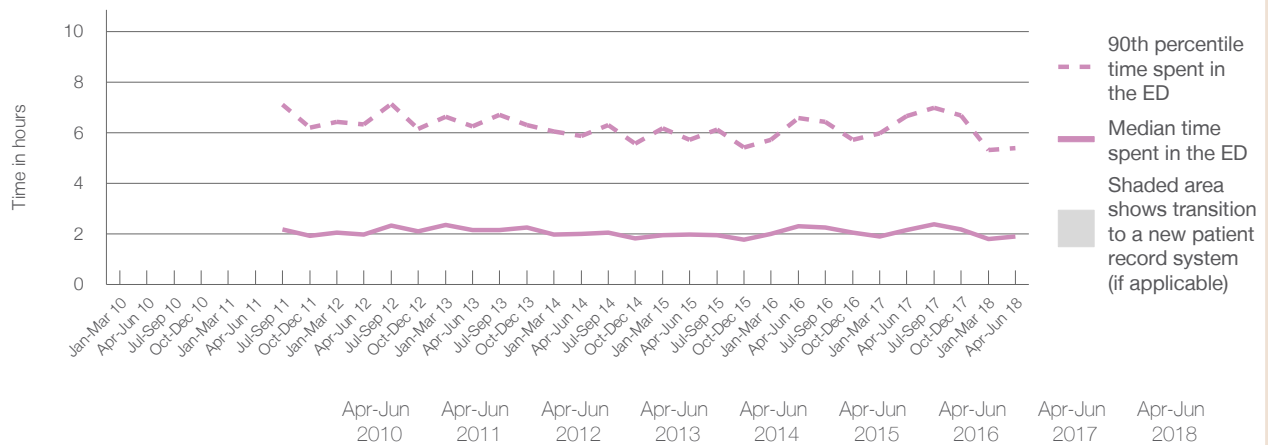
90th percentile time spent in the ED<sup>9</sup> 5 hours and 24 minutes

Same period last year	NSW (this period)
3,992	
3,992	
2 hours and 10 minutes	2 hours and 44 minutes
6 hours and 39 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)			1h 59m	2h 9m	2h 0m	1h 59m	2h 18m	2h 10m	1h 54m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)			6h 20m	6h 16m	5h 52m	5h 43m	6h 35m	6h 39m	5h 24m

(†) 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.

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**Ballina District Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

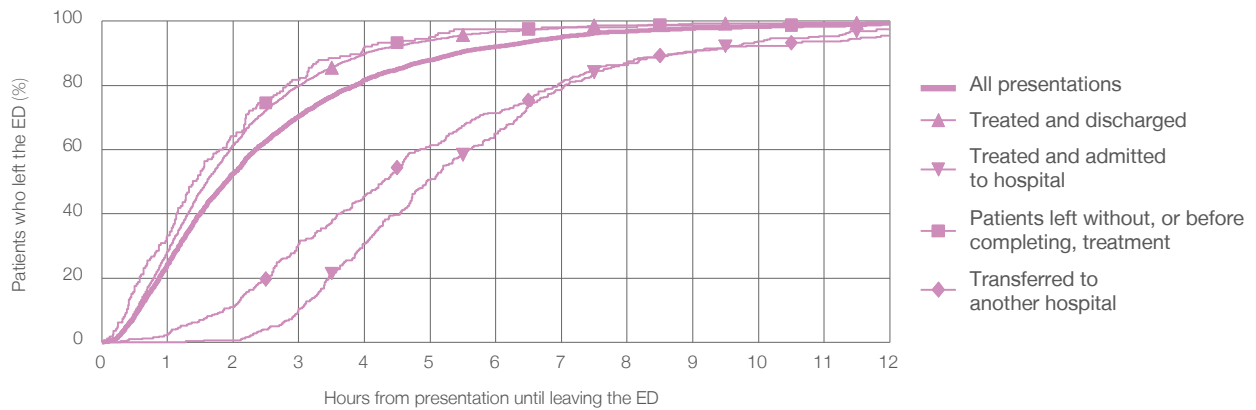
All presentations:<sup>1</sup> 4,034 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,034 patients

Treated and discharged	3,214 (79.7%)
Treated and admitted to hospital	322 (8.0%)
Patient left without, or before completing, treatment	165 (4.1%)
Transferred to another hospital	329 (8.2%)
Other	4 (0.1%)

Same period last year	Change since one year ago
3,992	1%
3,251	-1.1%
299	7.7%
185	-10.8%
242	36.0%
15	-73.3%

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

Treated and discharged	28.4%	61.5%	79.9%	89.9%	96.7%	98.8%	99.4%	99.8%
Treated and admitted to hospital	0%	0.6%	10.2%	30.7%	64.9%	87.3%	93.8%	97.5%
Patient left without, or before completing, treatment	33.3%	64.2%	81.8%	92.1%	97.6%	98.2%	98.8%	99.4%
Transferred to another hospital	2.4%	10.9%	30.7%	45.6%	71.4%	86.3%	92.4%	95.4%
All presentations	24.2%	52.6%	70.4%	81.7%	92.1%	96.8%	98.3%	99.2%

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**Ballina District Hospital: 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> 4,034 patients

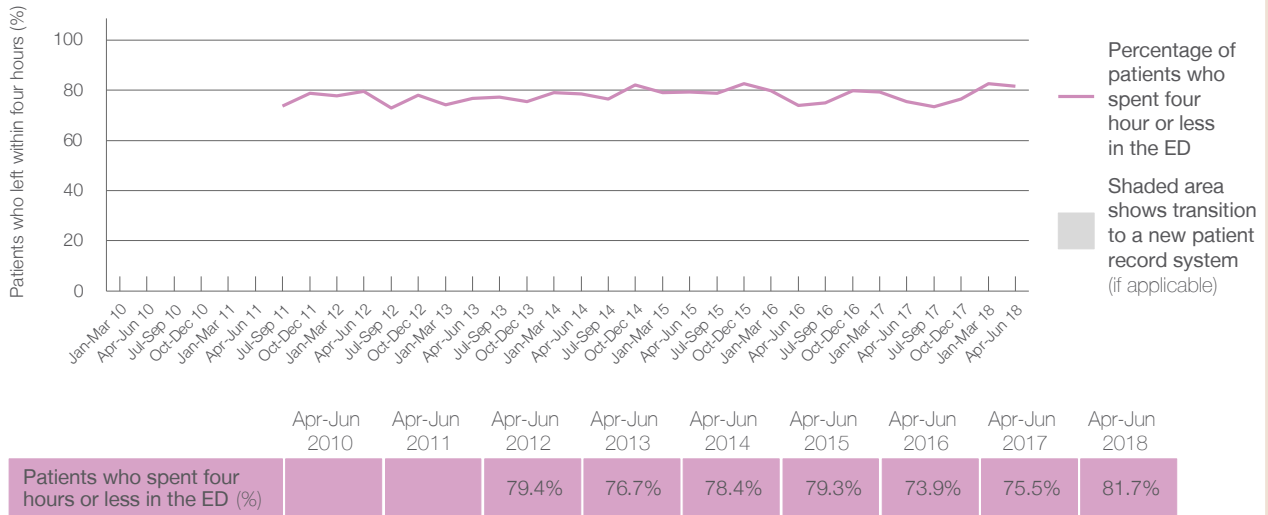
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,034 patients

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: <sup>1</sup> 4,034 patients	3,992	1%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,034 patients	3,992	1%
Percentage of patients who spent four hours or less in the ED	75.5%	

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*.  
 § 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, 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).

## Byron Central Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 4,748 patients  
Emergency presentations:<sup>2</sup> 4,694 patients

Same period last year	Change since one year ago
4,370	9%
4,299	9%

## Byron Central Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 453 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,494 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 43 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,060 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 61 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 679 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 78 minutes

Same period last year	NSW (this period)
503	
8 minutes	8 minutes
24 minutes	24 minutes
1,468	
15 minutes	19 minutes
50 minutes	63 minutes
1,746	
24 minutes	24 minutes
89 minutes	95 minutes
561	
25 minutes	21 minutes
100 minutes	96 minutes

## Byron Central Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,745 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
4,370	9%
80%	

\* 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, January to March 2018*.
- 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 18 July 2018).

## Byron Central Hospital: Patients presenting to the emergency department

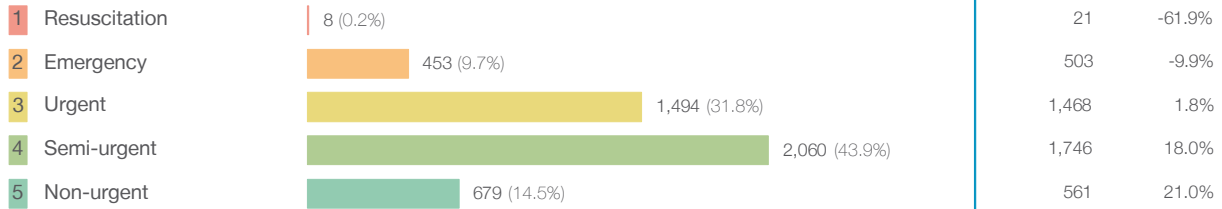
April to June 2018

All presentations:<sup>1</sup> 4,748 patients

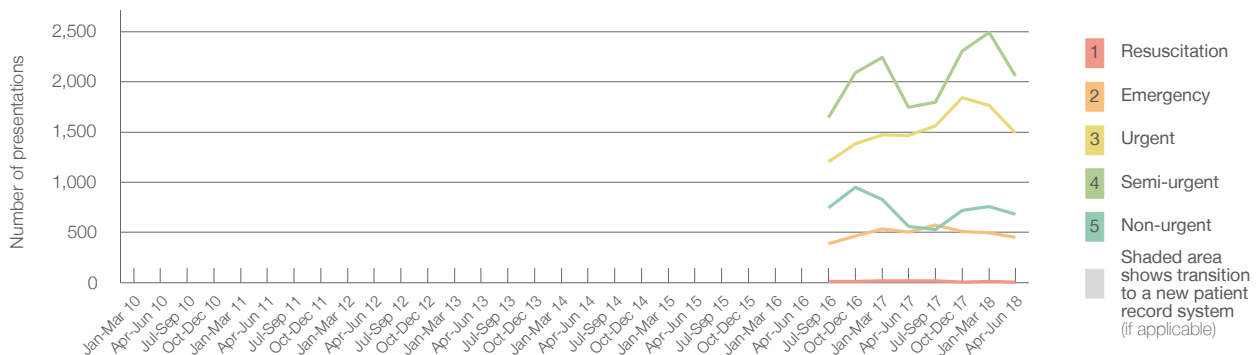
Same period last year: 4,370  
Change since one year ago: 9%

Emergency presentations<sup>2</sup> by triage category: 4,694 patients

4,299  
9%



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								21	8
Emergency								503	453
Urgent								1,468	1,494
Semi-urgent								1,746	2,060
Non-urgent								561	679
All emergency presentations								4,299	4,694

## Byron Central Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 310 patients \*\*

Same period last year: 272  
Change since one year ago:

ED Transfer of care time



8 minutes  
18 minutes  
0 minutes  
1 minute

(†) 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.

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

## Byron Central Hospital: 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: 453

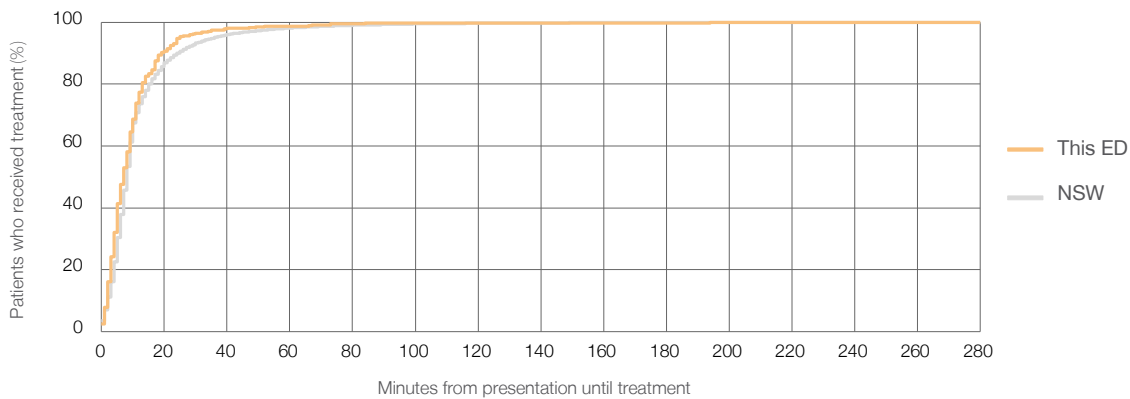
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 451

Median time to start treatment<sup>4</sup>  7 minutes

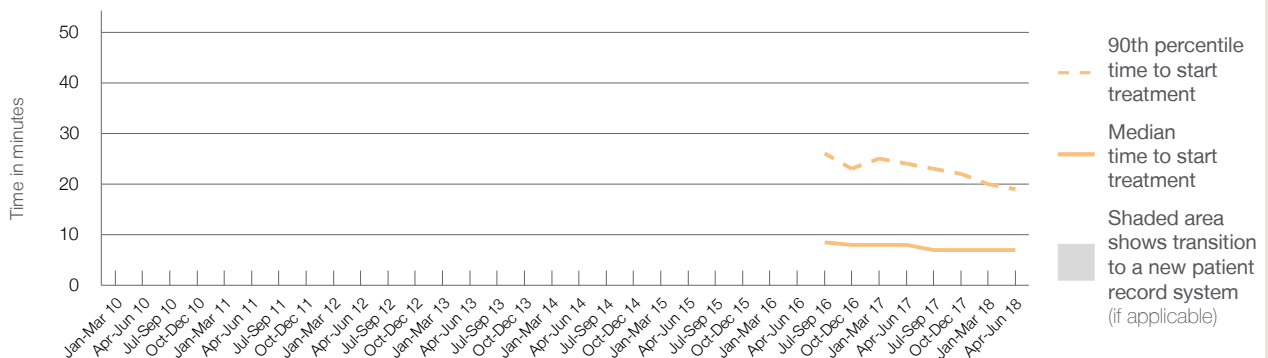
90th percentile time to start treatment<sup>5</sup>  19 minutes

Same period last year	NSW (this period)
503	500
8 minutes	8 minutes
24 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)								8	7
90th percentile time to start treatment <sup>5</sup> (minutes)								24	19

(†) 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.

## Byron Central Hospital: 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: 1,494

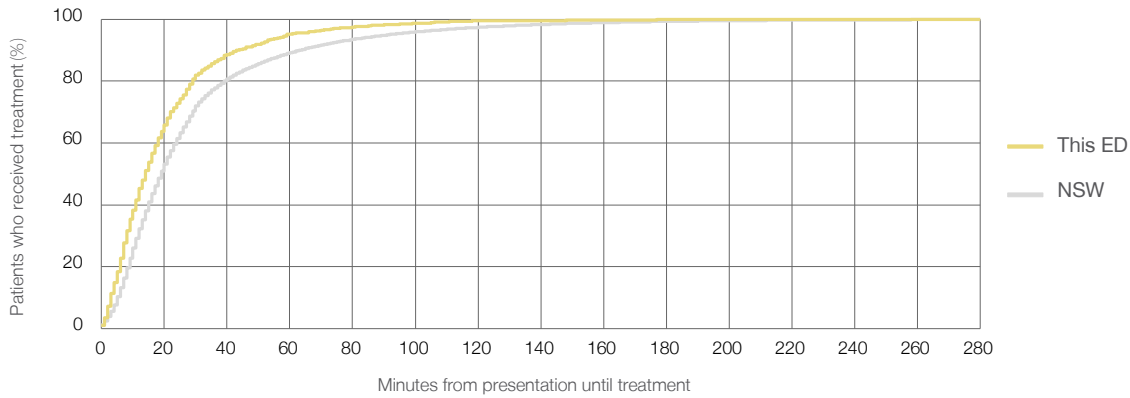
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,483

Median time to start treatment<sup>4</sup> 14 minutes

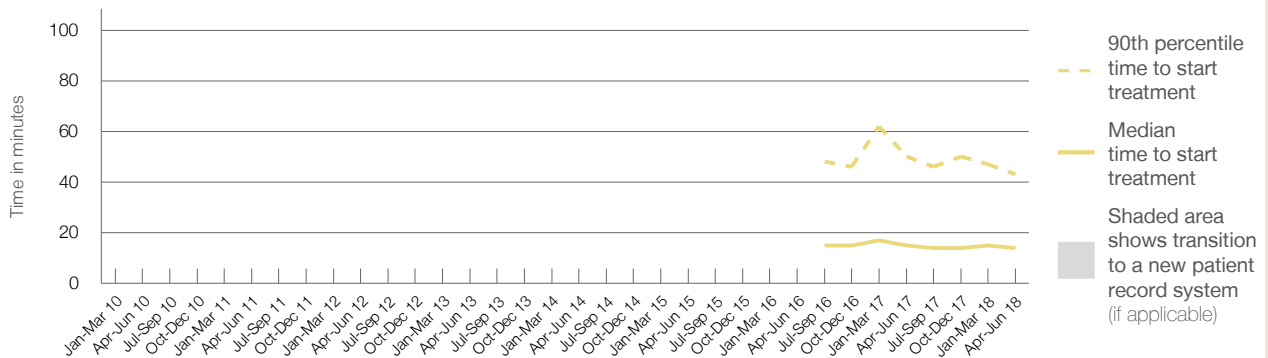
90th percentile time to start treatment<sup>5</sup> 43 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,468	1,455
Median time to start treatment <sup>4</sup>	15 minutes	19 minutes
90th percentile time to start treatment <sup>5</sup>	50 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)								15	14
90th percentile time to start treatment <sup>5</sup> (minutes)								50	43

(†) 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.

## Byron Central Hospital: 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: 2,060

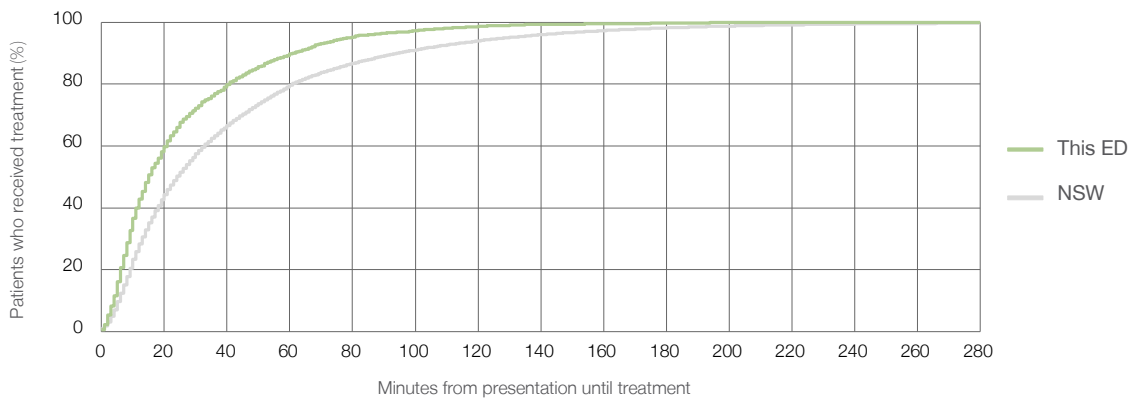
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,020

Median time to start treatment<sup>4</sup>  15 minutes

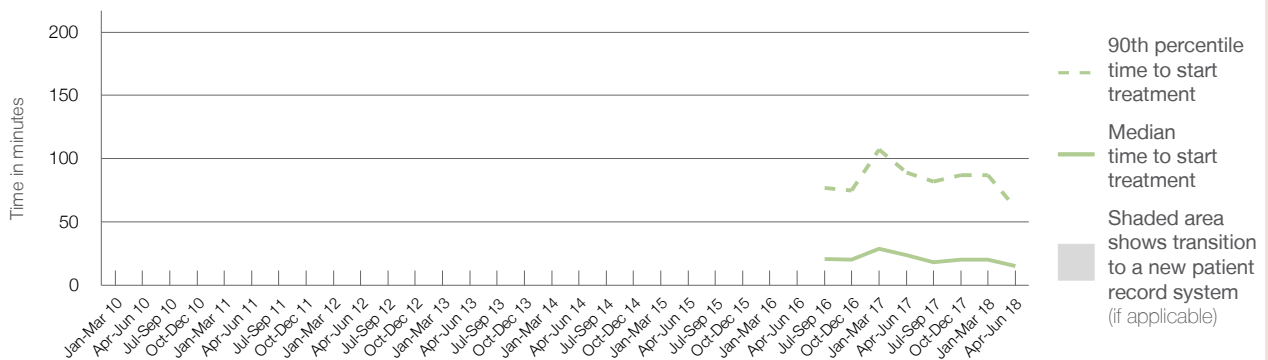
90th percentile time to start treatment<sup>5</sup>  61 minutes

	Same period last year	NSW (this period)
	1,746	
	1,685	
	24 minutes	24 minutes
	89 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)								24	15
90th percentile time to start treatment <sup>5</sup> (minutes)								89	61

(†) 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.

## Byron Central Hospital: 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: 679

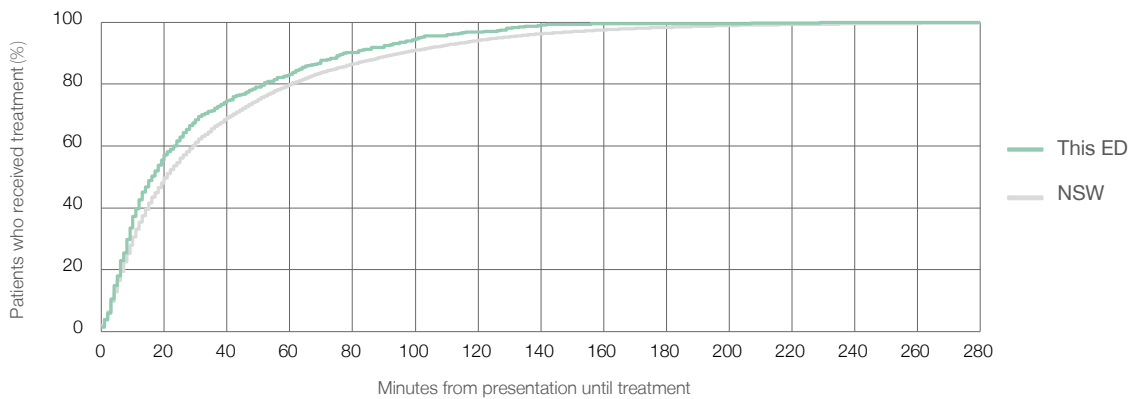
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 646

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

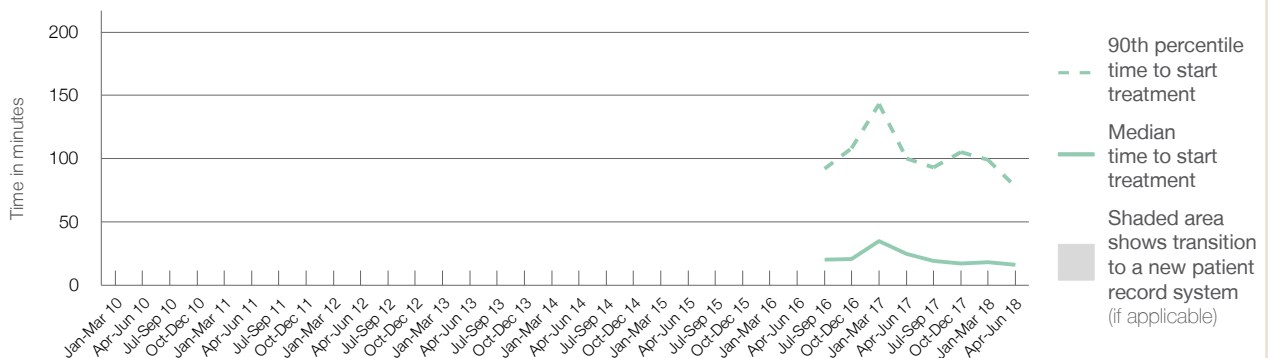
90th percentile time to start treatment<sup>5</sup>  78 minutes

Same period last year	NSW (this period)
561	508
25 minutes	21 minutes
100 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)								25	16
90th percentile time to start treatment <sup>5</sup> (minutes)								100	78

(†) 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.



## Byron Central Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 4,748 patients

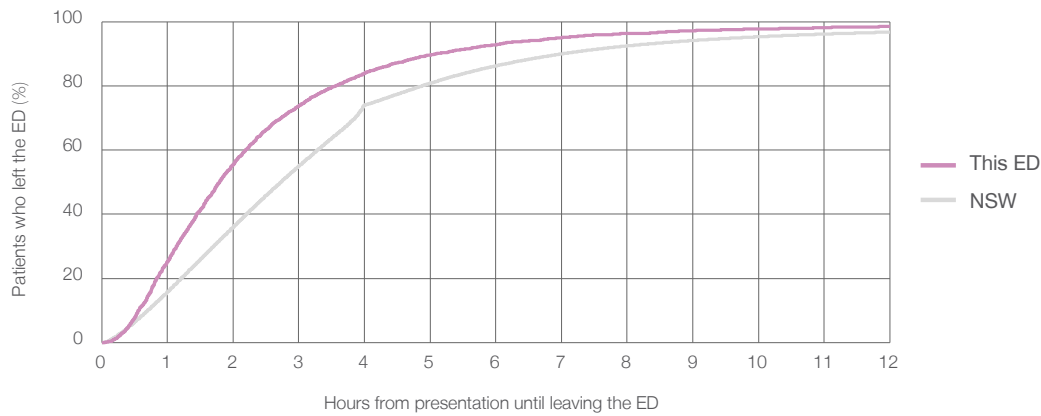
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,745 patients

Median time spent in the ED<sup>8</sup> 1 hours and 48 minutes

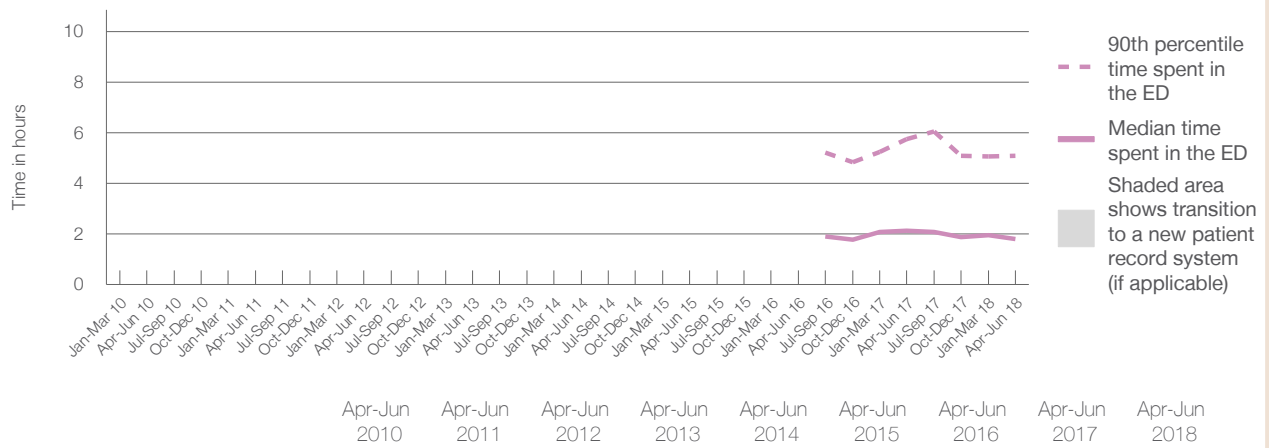
90th percentile time spent in the ED<sup>9</sup> 5 hours and 6 minutes

Same period last year	NSW (this period)
4,370	4,370
2 hours and 8 minutes	2 hours and 44 minutes
5 hours and 45 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)								2h 8m	1h 48m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)								5h 45m	5h 6m

(†) 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.

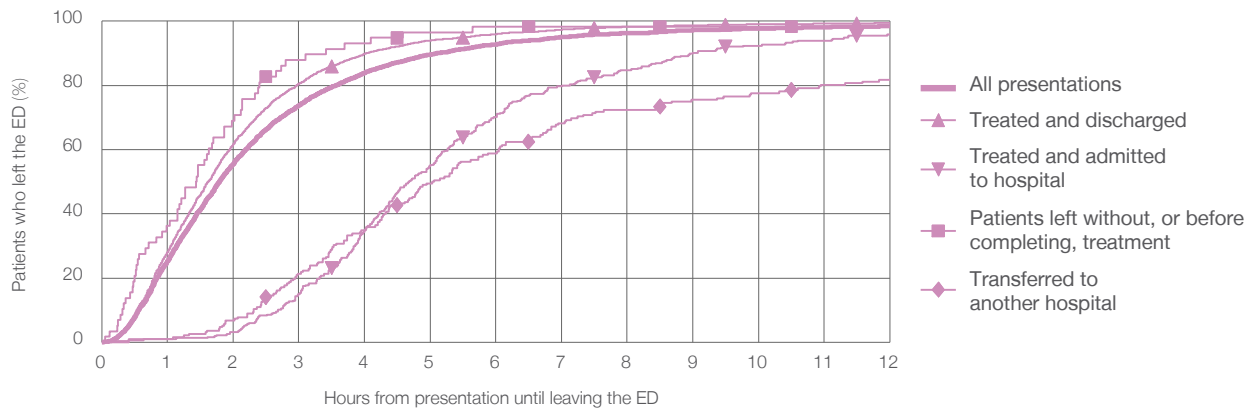
**Byron Central Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

All presentations:<sup>1</sup> 4,748 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,745 patients

		Same period last year	Change since one year ago
Treated and discharged	4,173 (87.9%)	3,612	15.5%
Treated and admitted to hospital	315 (6.6%)	396	-20.5%
Patient left without, or before completing, treatment	58 (1.2%)	96	-39.6%
Transferred to another hospital	192 (4.0%)	260	-26.2%
Other	10 (0.2%)	6	66.7%

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

Treated and discharged	28.1%	61.8%	80.6%	89.9%	96.0%	98.3%	99.1%	99.5%
Treated and admitted to hospital	1.0%	3.2%	14.9%	34.9%	70.2%	84.8%	92.4%	95.9%
Patient left without, or before completing, treatment	36.2%	69.0%	87.9%	93.1%	98.3%	98.3%	98.3%	98.3%
Transferred to another hospital	1.0%	6.8%	21.4%	34.9%	58.9%	72.4%	77.6%	81.8%
All presentations	25.3%	55.7%	73.9%	84.0%	92.8%	96.3%	97.7%	98.5%

(†) 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.

**Byron Central Hospital: 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> 4,748 patients

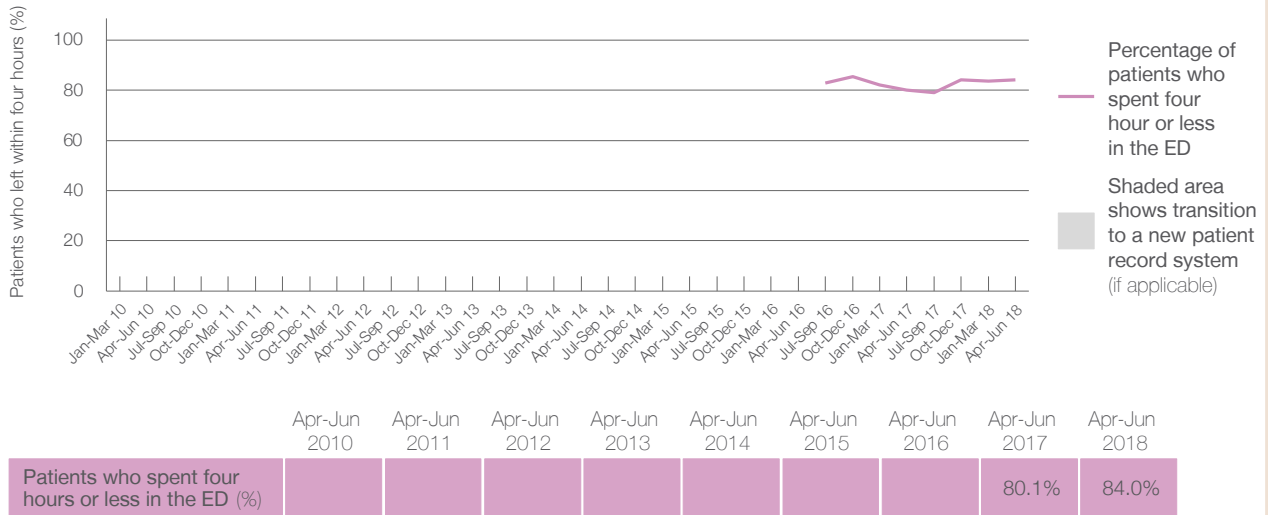
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,745 patients

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: <sup>1</sup> 4,748 patients	4,370	9%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,745 patients	4,370	9%
Percentage of patients who spent four hours or less in the ED	80.1%	

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*.  
 § 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, 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).

## Casino & District Memorial Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 3,113 patients  
 Emergency presentations:<sup>2</sup> 2,926 patients

Same period last year	Change since one year ago
3,577	-13%
3,372	-13%

## Casino & District Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 373 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,055 patients

Median time to start treatment<sup>4</sup> 19 minutes  
 90th percentile time to start treatment<sup>5</sup> 65 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,250 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 111 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 243 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
324	
8 minutes	8 minutes
23 minutes	24 minutes
1,172	
22 minutes	19 minutes
69 minutes	63 minutes
1,494	
37 minutes	24 minutes
135 minutes	95 minutes
382	
30 minutes	21 minutes
131 minutes	96 minutes

## Casino & District Memorial Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,111 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
3,576	-13%
87%	

\* 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, January to March 2018*.
- 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.

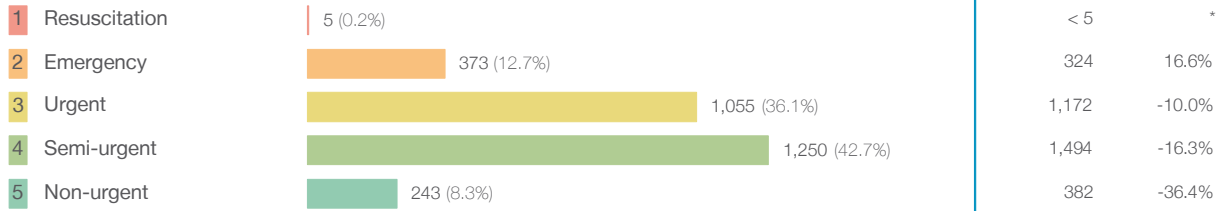
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Casino & District Memorial Hospital: Patients presenting to the emergency department

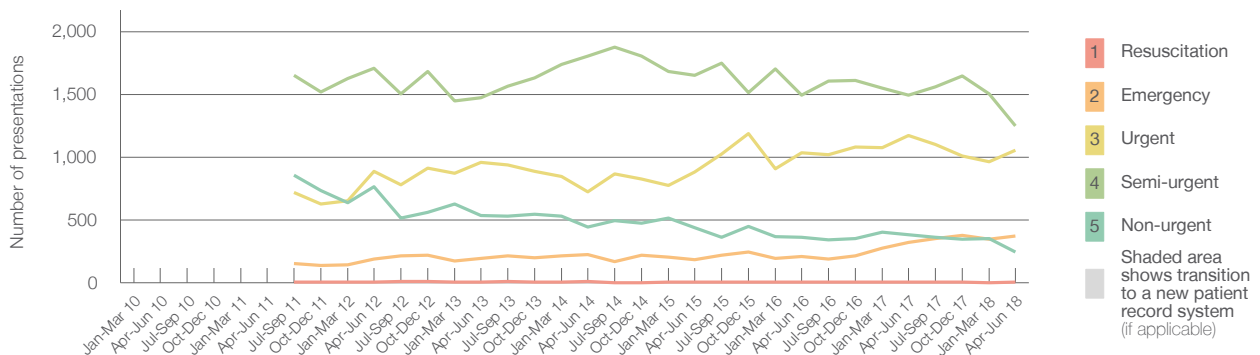
April to June 2018

All presentations:<sup>1</sup> 3,113 patients

Emergency presentations<sup>2</sup> by triage category: 2,926 patients



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



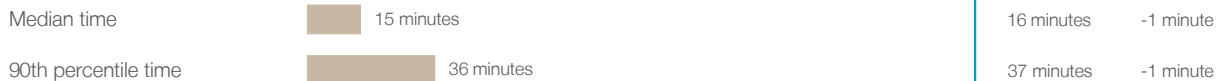
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation			< 5	5	7	5	< 5	< 5	5
Emergency			193	194	224	185	210	324	373
Urgent			886	957	723	880	1,034	1,172	1,055
Semi-urgent			1,706	1,474	1,807	1,650	1,493	1,494	1,250
Non-urgent			763	536	445	438	360	382	243
All emergency presentations			3,548	3,166	3,206	3,158	3,097	3,372	2,926

## Casino & District Memorial Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 315 patients

ED Transfer of care time



(†) 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.

## Casino & District Memorial Hospital: 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: 373

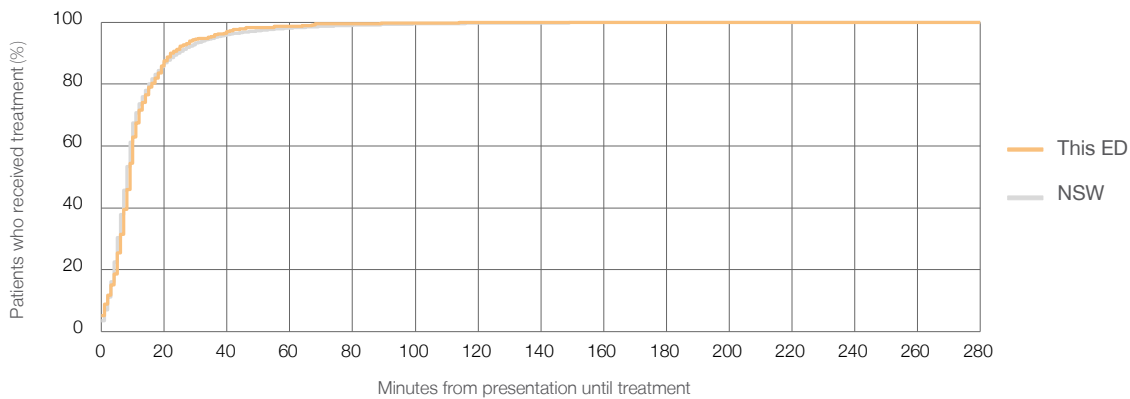
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 366

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

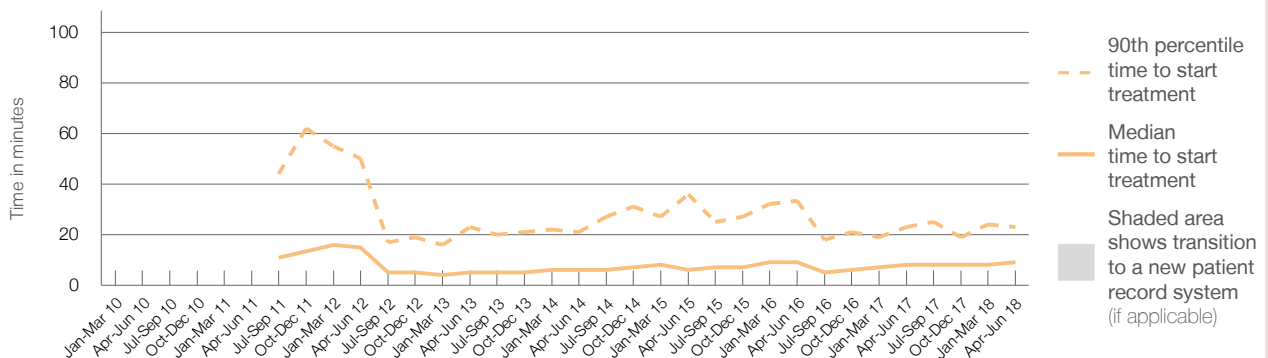
90th percentile time to start treatment<sup>5</sup>  23 minutes

Same period last year	NSW (this period)
324	
304	
8 minutes	8 minutes
23 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)			15	5	6	6	9	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)			50	23	21	36	34	23	23

(†) 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.

## Casino & District Memorial Hospital: 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: 1,055

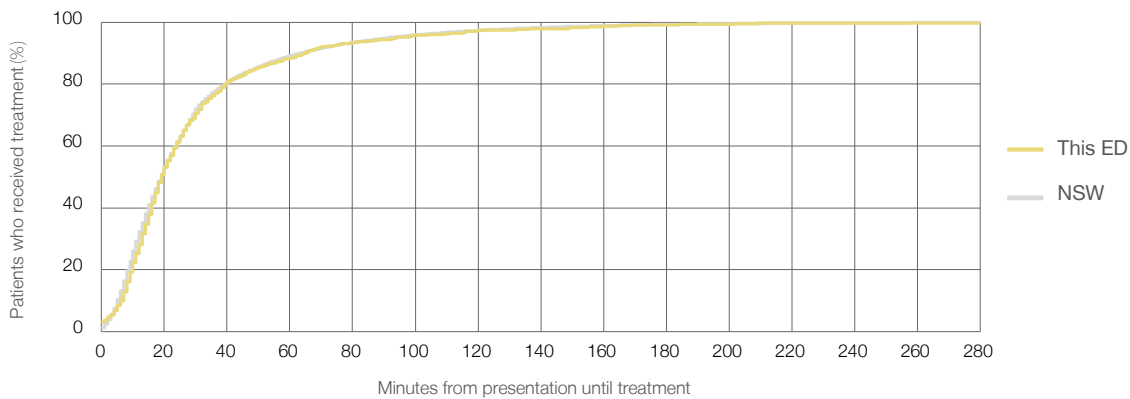
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,020

Median time to start treatment<sup>4</sup>  19 minutes

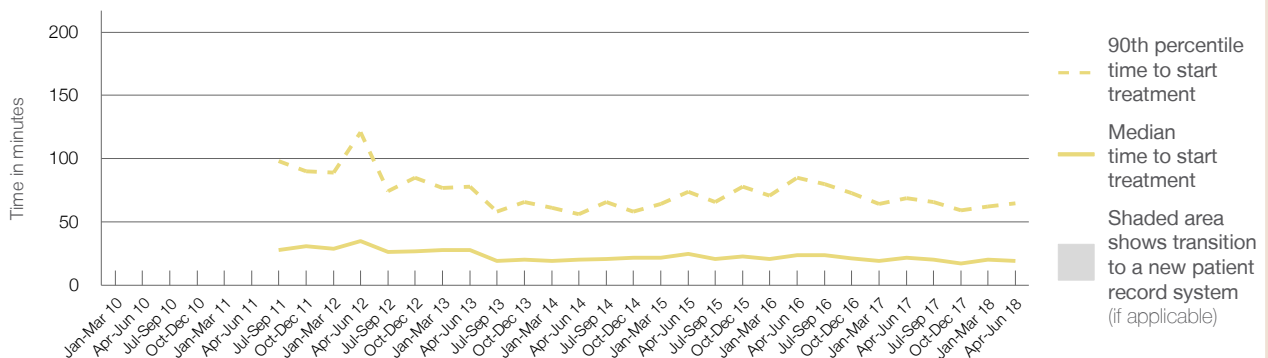
90th percentile time to start treatment<sup>5</sup>  65 minutes

Same period last year	NSW (this period)
1,172	1,100
22 minutes	19 minutes
69 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)			35	28	20	25	24	22	19
90th percentile time to start treatment <sup>5</sup> (minutes)			121	78	56	74	85	69	65

(†) 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.

## Casino & District Memorial Hospital: 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: 1,250

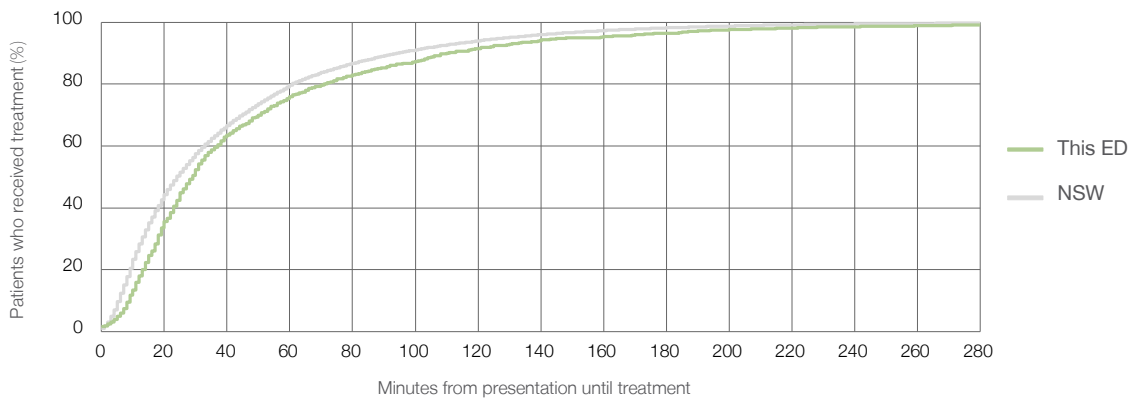
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,127

Median time to start treatment<sup>4</sup>  29 minutes

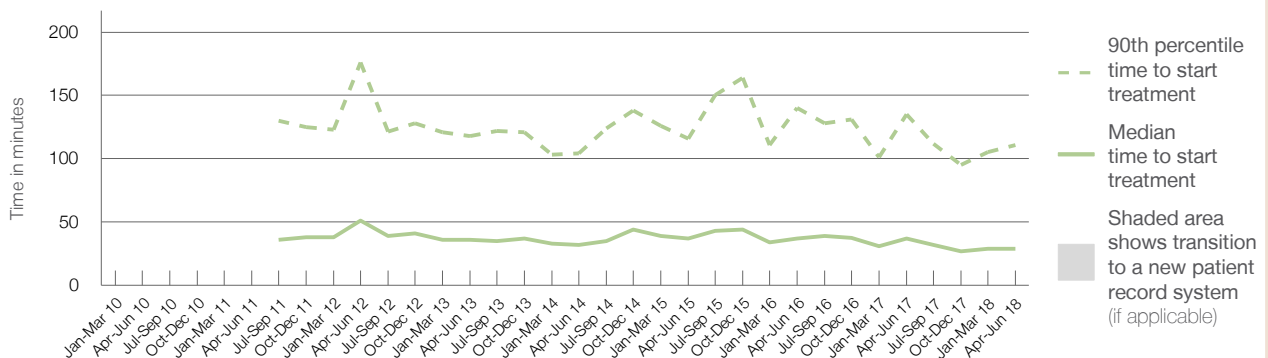
90th percentile time to start treatment<sup>5</sup>  111 minutes

Same period last year	NSW (this period)
1,494	
1,324	
37 minutes	24 minutes
135 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)			51	36	32	37	37	37	29
90th percentile time to start treatment <sup>5</sup> (minutes)			176	118	104	116	140	135	111

(†) 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.



## Casino & District Memorial Hospital: 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: 243

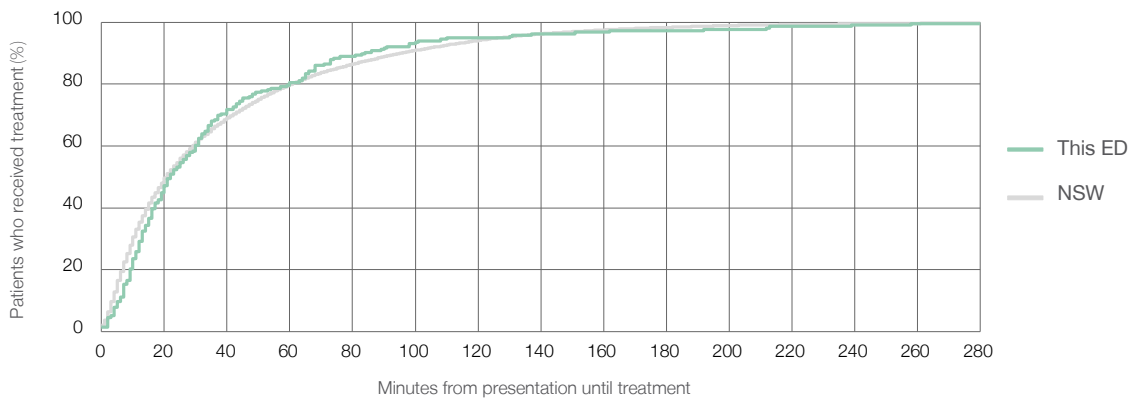
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 216

Median time to start treatment<sup>4</sup>  22 minutes

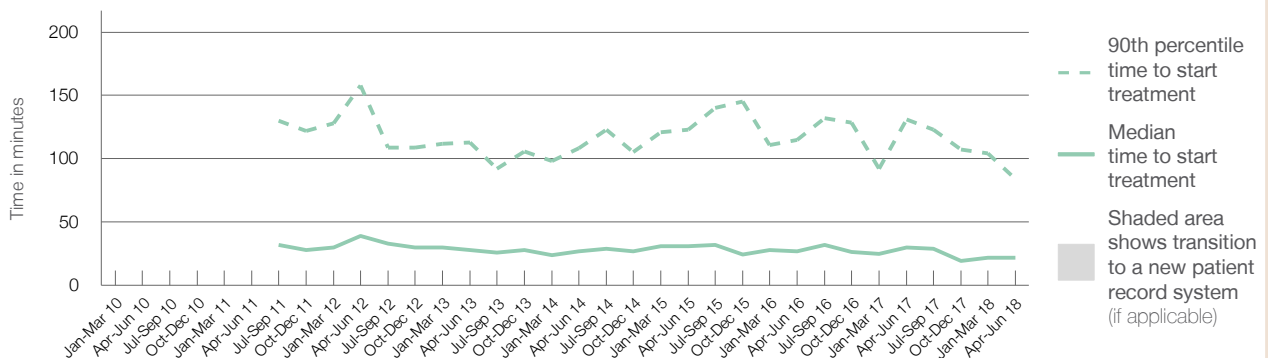
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
382	291
30 minutes	21 minutes
131 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)			39	28	27	31	27	30	22
90th percentile time to start treatment <sup>5</sup> (minutes)			158	113	108	123	115	131	84

(†) 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.

## Casino & District Memorial Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 3,113 patients

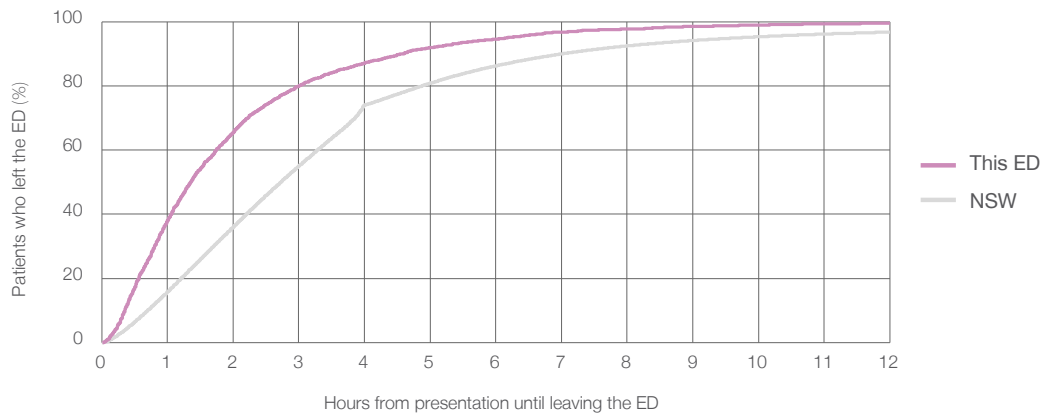
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,111 patients

Median time spent in the ED<sup>8</sup> 1 hours and 22 minutes

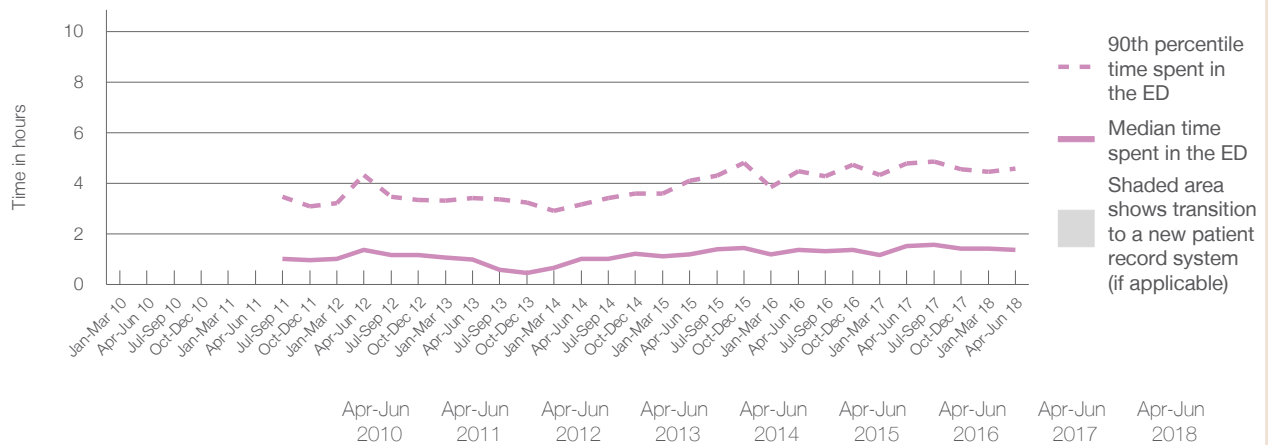
90th percentile time spent in the ED<sup>9</sup> 4 hours and 35 minutes

Same period last year	NSW (this period)
3,577	
3,576	
1 hours and 31 minutes	2 hours and 44 minutes
4 hours and 48 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)			1h 23m	1h 0m	1h 2m	1h 12m	1h 22m	1h 31m	1h 22m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)			4h 20m	3h 26m	3h 11m	4h 6m	4h 29m	4h 48m	4h 35m

(†) 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.

**Casino & District Memorial Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

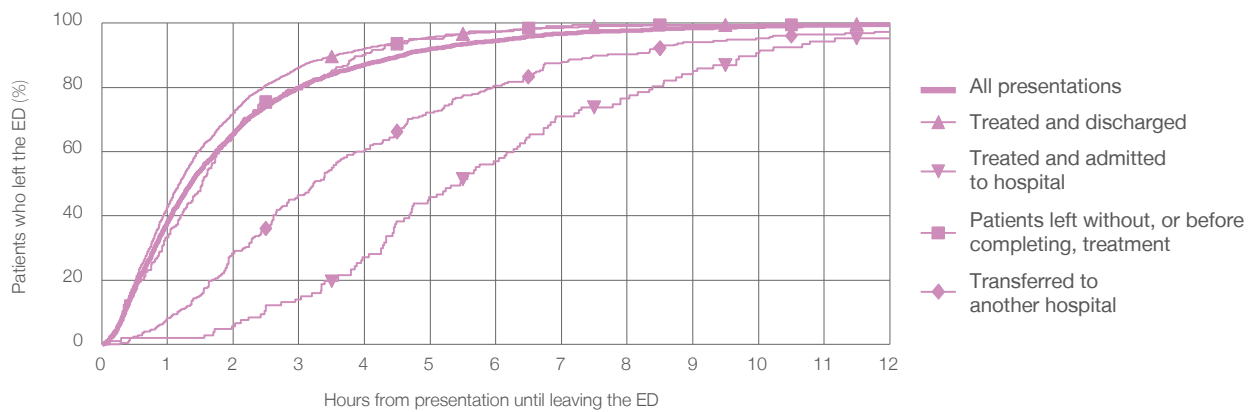
All presentations:<sup>1</sup> 3,113 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,111 patients

Treated and discharged	2,501 (80.3%)
Treated and admitted to hospital	107 (3.4%)
Patient left without, or before completing, treatment	204 (6.6%)
Transferred to another hospital	258 (8.3%)
Other	43 (1.4%)

Same period last year	Change since one year ago
3,576	-13%
2,943	-15.0%
129	-17.1%
259	-21.2%
186	38.7%
60	-28.3%

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

Treated and discharged	42.9%	72.0%	86.2%	92.1%	97.4%	99.2%	99.6%	99.8%
Treated and admitted to hospital	1.9%	5.6%	14.0%	27.1%	57.0%	76.6%	90.7%	95.3%
Patient left without, or before completing, treatment	33.3%	65.2%	79.4%	90.2%	97.5%	99.5%	99.5%	99.5%
Transferred to another hospital	8.1%	28.3%	46.5%	60.5%	80.6%	90.3%	95.3%	97.3%
All presentations	38.1%	65.6%	79.9%	87.1%	94.6%	97.7%	98.9%	99.5%

(†) 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.

**Casino & District Memorial Hospital: 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> 3,113 patients

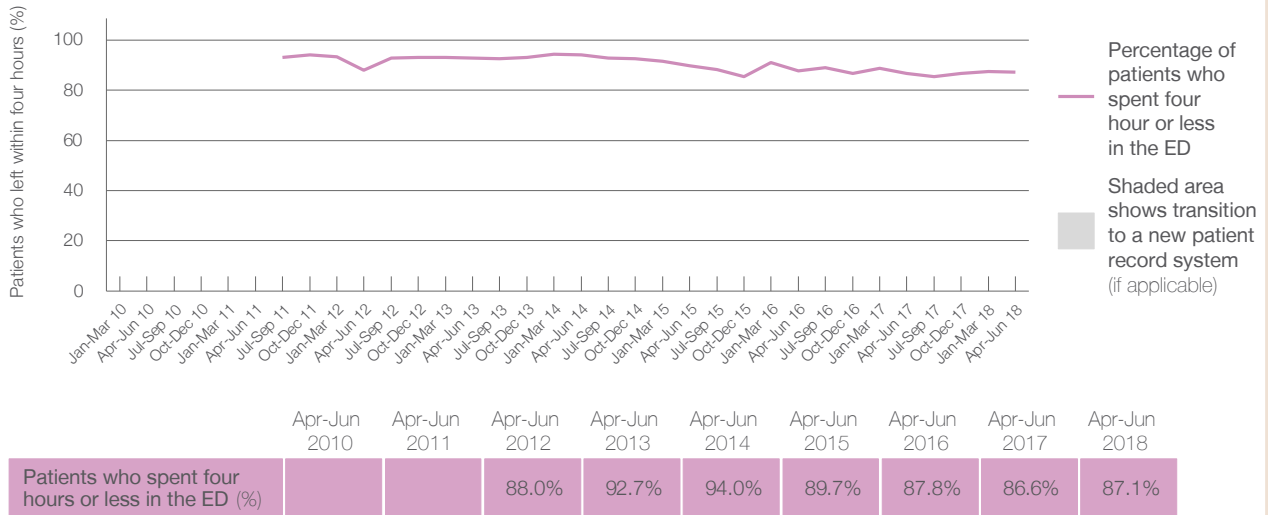
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,111 patients

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	3,577	-13%
Presentations used to calculate time to leaving the ED	3,576	-13%
Percentage of patients who spent four hours or less in the ED	86.6%	

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*.

§ 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, 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).

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

April to June 2018



All presentations:<sup>1</sup> 6,314 patients  
Emergency presentations:<sup>2</sup> 5,855 patients

Same period last year	Change since one year ago
6,251	1%
5,740	2%



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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 627 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  23 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,673 patients

Median time to start treatment<sup>4</sup>  20 minutes  
90th percentile time to start treatment<sup>5</sup>  52 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,704 patients

Median time to start treatment<sup>4</sup>  27 minutes  
90th percentile time to start treatment<sup>5</sup>  79 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 797 patients

Median time to start treatment<sup>4</sup>  31 minutes  
90th percentile time to start treatment<sup>5</sup>  92 minutes

Same period last year	NSW (this period)
619	
7 minutes	8 minutes
24 minutes	24 minutes
1,704	
21 minutes	19 minutes
55 minutes	63 minutes
2,491	
31 minutes	24 minutes
90 minutes	95 minutes
902	
34 minutes	21 minutes
93 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,314 patients

Percentage of patients who spent four hours or less in the ED  79%

Same period last year	Change since one year ago
6,251	1%
78%	

\* 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, January to March 2018*.
- 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.

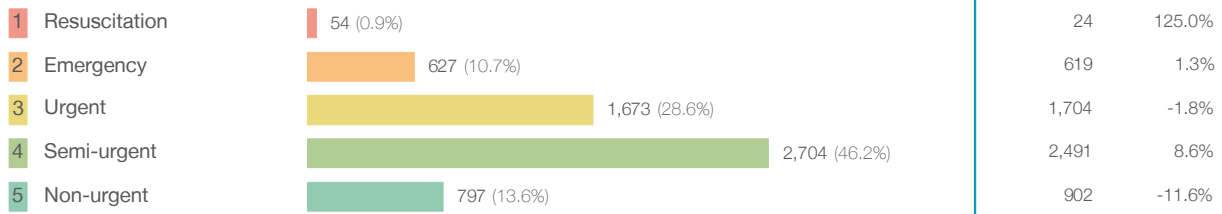
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Grafton Base Hospital: Patients presenting to the emergency department

April to June 2018

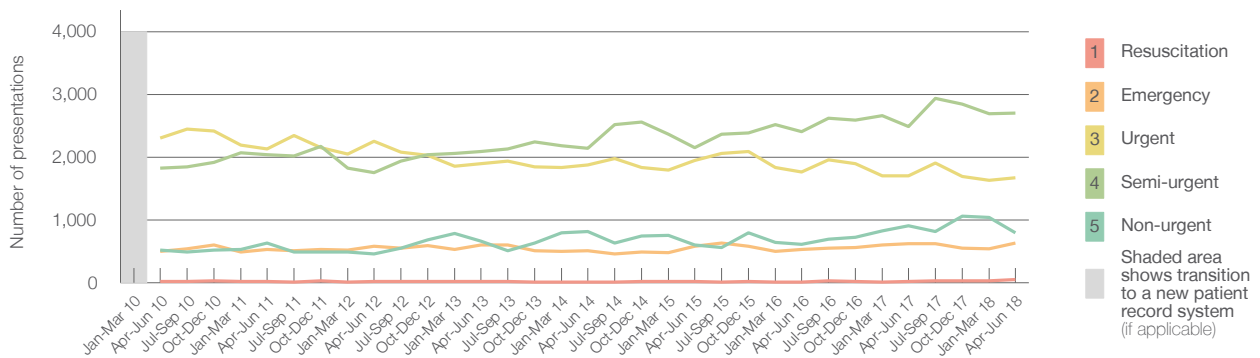
All presentations:<sup>1</sup> 6,314 patients

Emergency presentations<sup>2</sup> by triage category: 5,855 patients



Same period last year	Change since one year ago
6,251	1%
5,740	2%
24	125.0%
619	1.3%
1,704	-1.8%
2,491	8.6%
902	-11.6%

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	21	21	22	17	13	15	13	24	54
Emergency	499	525	582	604	505	579	533	619	627
Urgent	2,309	2,130	2,254	1,901	1,877	1,949	1,766	1,704	1,673
Semi-urgent	1,821	2,034	1,750	2,090	2,136	2,155	2,407	2,491	2,704
Non-urgent	517	628	457	661	810	598	613	902	797
All emergency presentations	5,167	5,338	5,065	5,273	5,341	5,296	5,332	5,740	5,855

## Grafton Base Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 577 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
500	
14 minutes	-1 minutes
26 minutes	0 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

April to June 2018

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

Number of triage 2 patients: 627

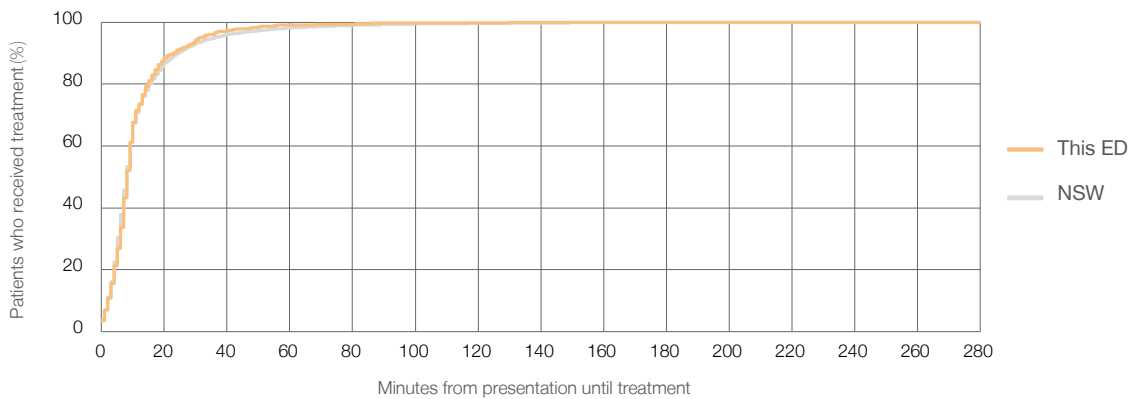
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 625

Median time to start treatment<sup>4</sup> 8 minutes

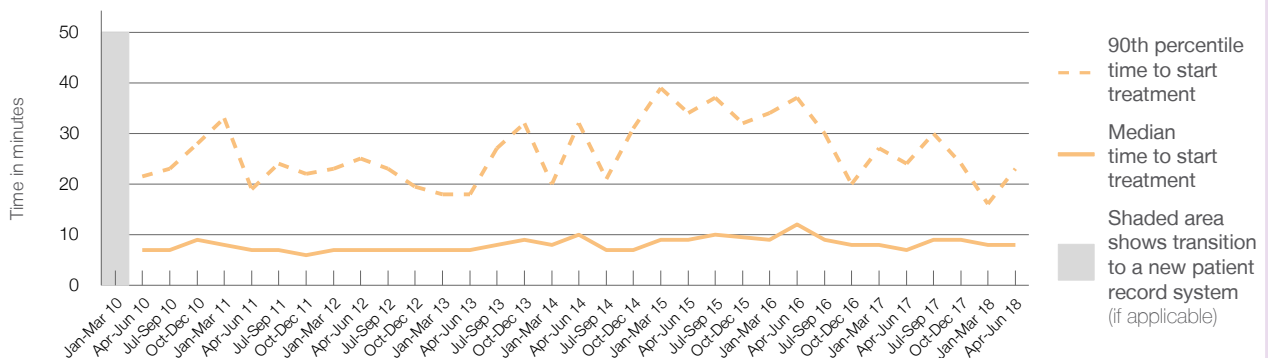
90th percentile time to start treatment<sup>5</sup> 23 minutes

Same period last year	NSW (this period)
619	
618	
7 minutes	8 minutes
24 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)	7	7	7	7	10	9	12	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)	22	19	25	18	32	34	37	24	23

(†) 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.

## Grafton Base Hospital: 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: 1,673

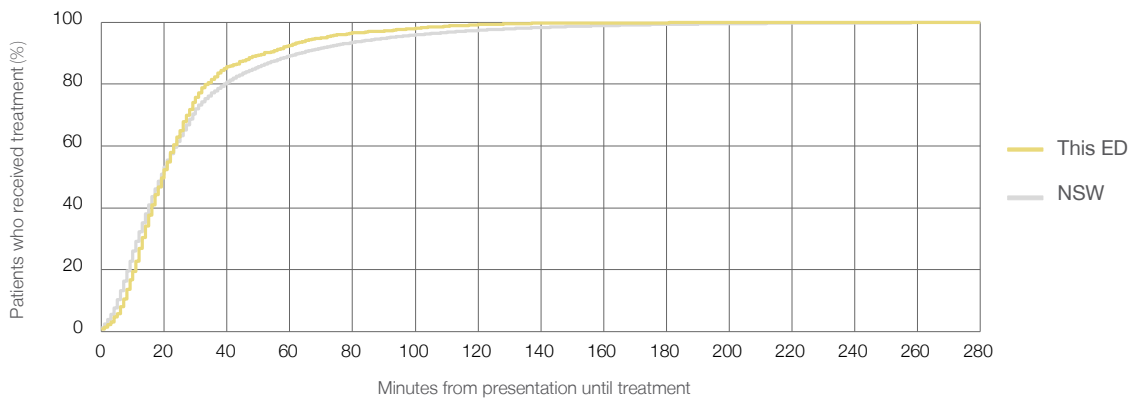
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,661

Median time to start treatment<sup>4</sup>  20 minutes

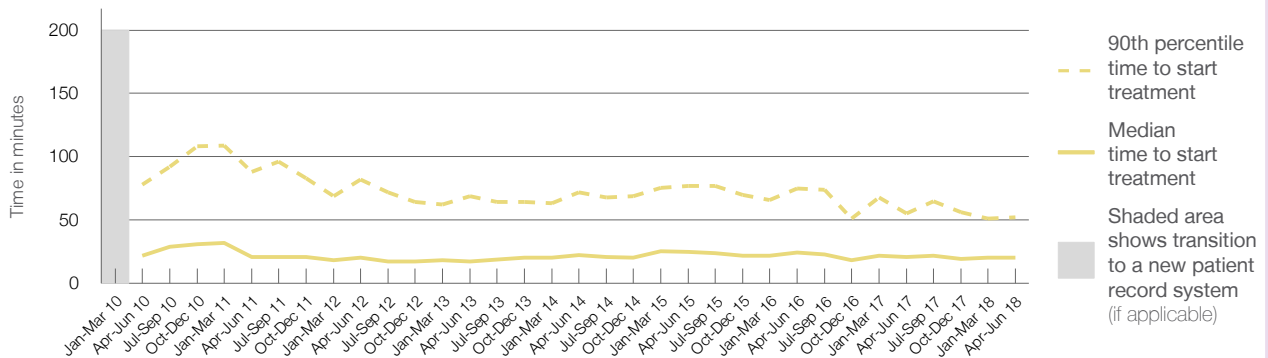
90th percentile time to start treatment<sup>5</sup>  52 minutes

Same period last year	NSW (this period)
1,704	
1,676	
21 minutes	19 minutes
55 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)	22	21	20	17	23	25	25	21	20
90th percentile time to start treatment <sup>5</sup> (minutes)	78	88	82	69	72	77	75	55	52

(†) 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.



## Grafton Base Hospital: 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: 2,704

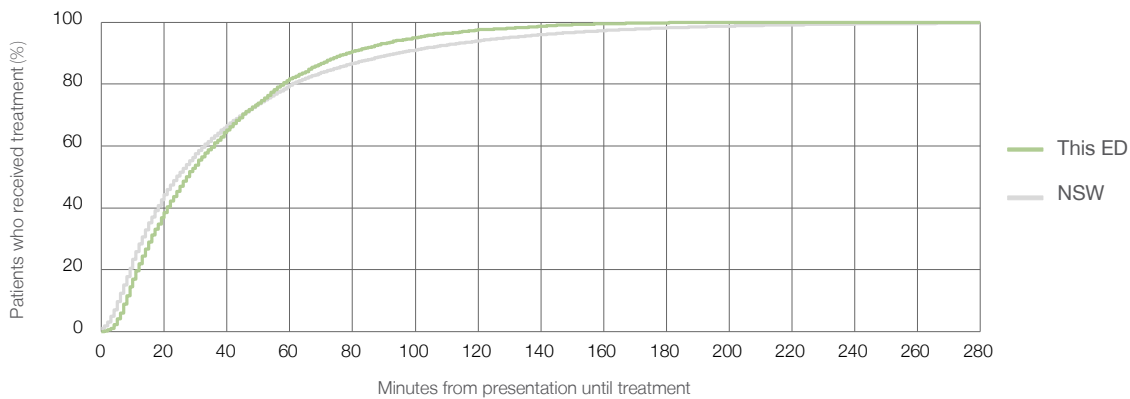
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,611

Median time to start treatment<sup>4</sup>  27 minutes

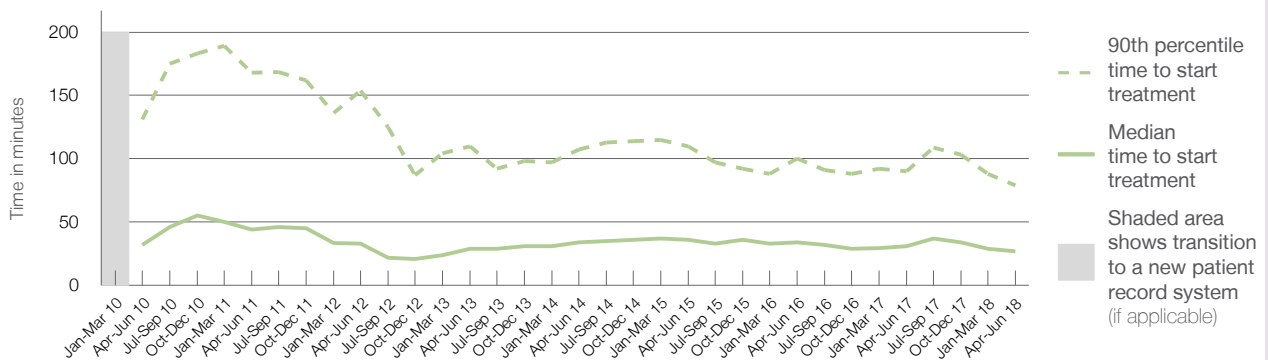
90th percentile time to start treatment<sup>5</sup>  79 minutes

Same period last year	NSW (this period)
2,491	2,386
31 minutes	24 minutes
90 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)	32	44	33	29	34	36	34	31	27
90th percentile time to start treatment <sup>5</sup> (minutes)	131	168	154	110	107	110	100	90	79

(†) 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.

## Grafton Base Hospital: 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: 797

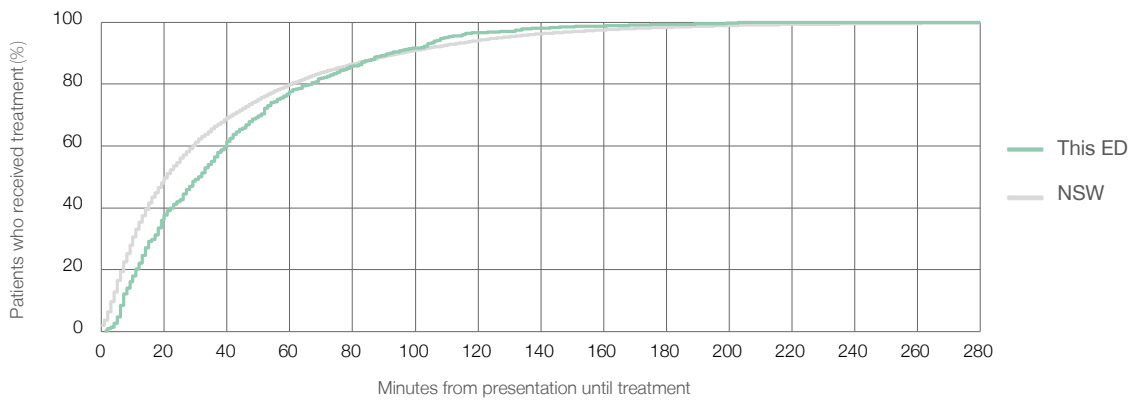
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 724

Median time to start treatment<sup>4</sup> 31 minutes

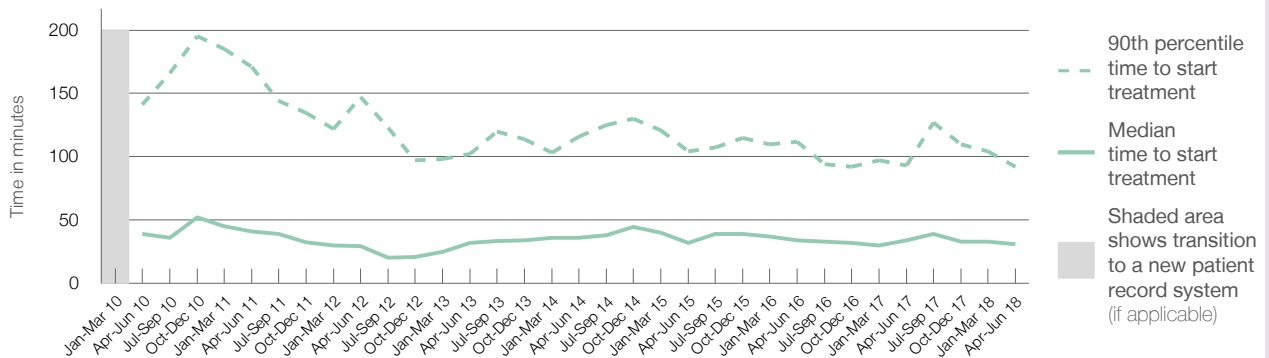
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
902	
785	
34 minutes	21 minutes
93 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)	39	41	30	32	36	32	34	34	31
90th percentile time to start treatment <sup>5</sup> (minutes)	141	171	147	102	116	104	112	93	92

(†) 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.

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

April to June 2018

All presentations:<sup>1</sup> 6,314 patients

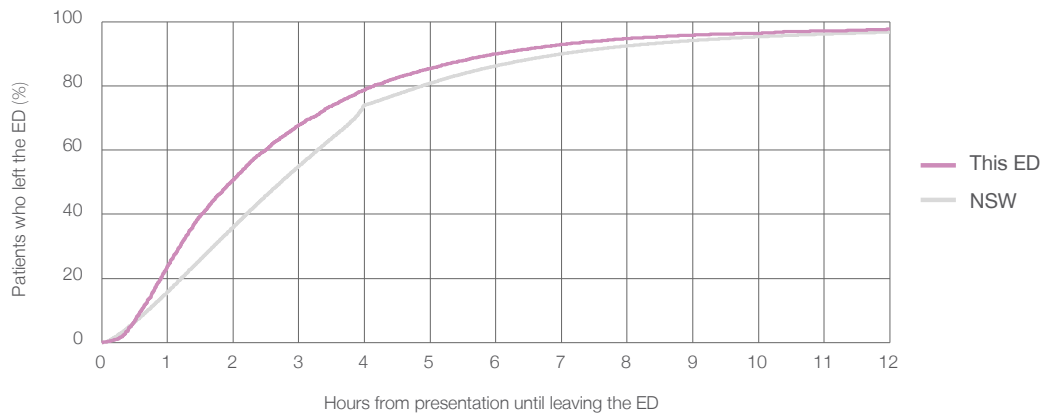
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,314 patients

Median time spent in the ED<sup>8</sup> 1 hours and 58 minutes

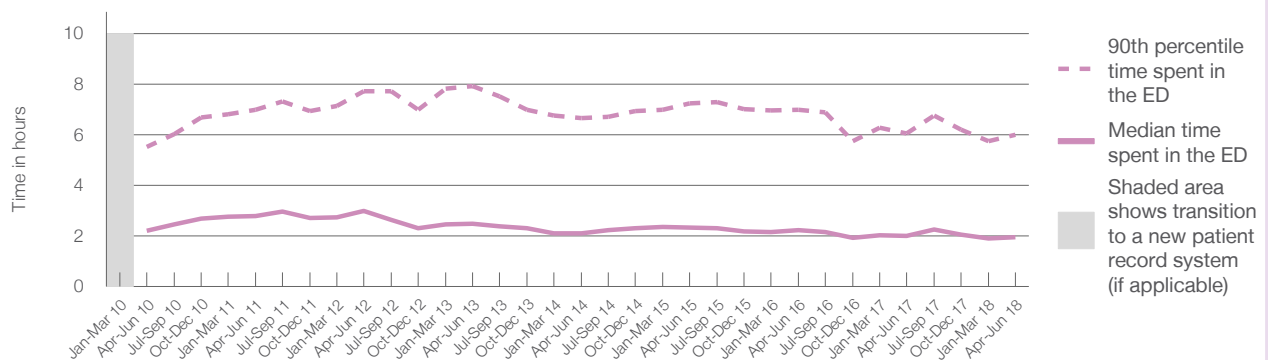
90th percentile time spent in the ED<sup>9</sup> 6 hours and 0 minutes

Same period last year	NSW (this period)
6,251	6,251
2 hours and 0 minutes	2 hours and 44 minutes
6 hours and 4 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)	2h 13m	2h 48m	2h 59m	2h 29m	2h 7m	2h 20m	2h 14m	2h 0m	1h 58m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	5h 32m	6h 59m	7h 44m	7h 55m	6h 40m	7h 14m	6h 59m	6h 4m	6h 0m

(†) 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.

**Grafton Base Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

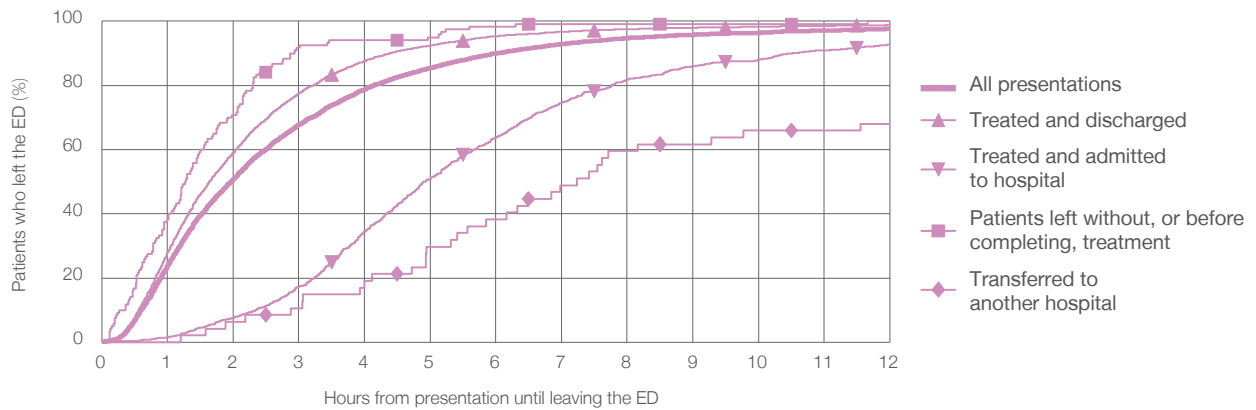
All presentations:<sup>1</sup> 6,314 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,314 patients

Treated and discharged	5,131 (81.3%)
Treated and admitted to hospital	1,004 (15.9%)
Patient left without, or before completing, treatment	120 (1.9%)
Transferred to another hospital	47 (0.7%)
Other	12 (0.2%)

Same period last year	Change since one year ago
6,251	1%
5,099	0.6%
959	4.7%
141	-14.9%
36	30.6%
16	-25.0%

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

Treated and discharged	28.1%	59.1%	77.6%	87.6%	95.4%	97.5%	98.2%	98.8%
Treated and admitted to hospital	1.6%	7.6%	17.3%	34.5%	63.8%	81.8%	87.9%	92.7%
Patient left without, or before completing, treatment	38.3%	70.8%	91.7%	94.2%	98.3%	99.2%	99.2%	100%
Transferred to another hospital	0%	6.4%	10.6%	19.1%	38.3%	59.6%	66.0%	68.1%
All presentations	24.0%	50.8%	67.8%	78.8%	90.0%	94.8%	96.4%	97.7%

(†) 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.

**Grafton Base Hospital: 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> 6,314 patients

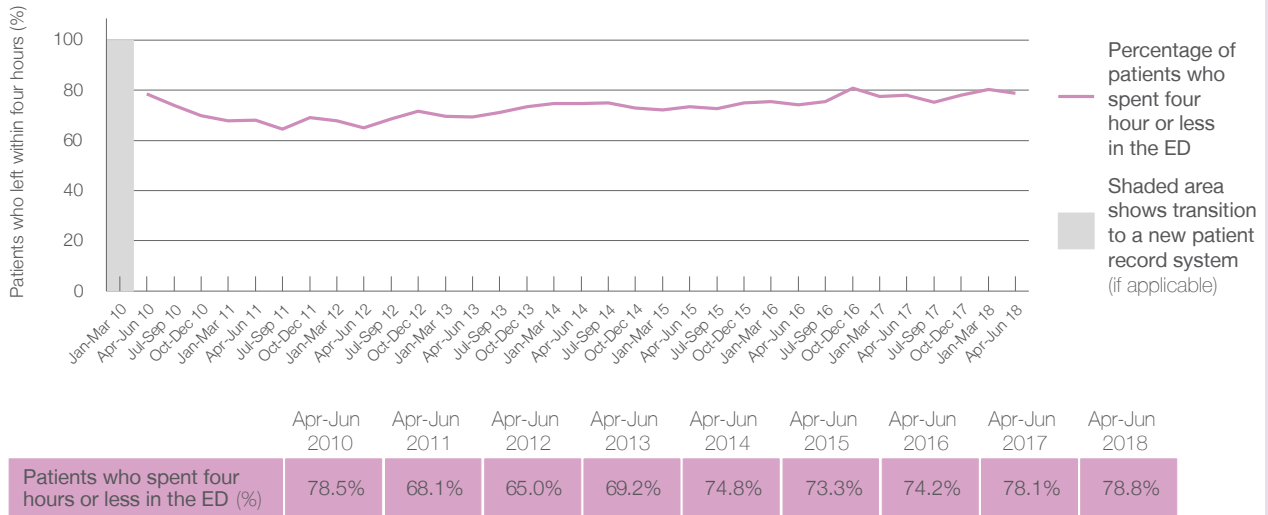
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,314 patients

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: <sup>1</sup> 6,314 patients	6,251	1%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,314 patients	6,251	1%
Percentage of patients who spent four hours or less in the ED	78.1%	

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*.
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- 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).

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

April to June 2018



All presentations:<sup>1</sup> 8,950 patients  
Emergency presentations:<sup>2</sup> 8,679 patients

Same period last year	Change since one year ago
8,618	4%
8,343	4%



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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 802 patients

Median time to start treatment<sup>4</sup>  6 minutes  
90th percentile time to start treatment<sup>5</sup>  14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,971 patients

Median time to start treatment<sup>4</sup>  17 minutes  
90th percentile time to start treatment<sup>5</sup>  47 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,909 patients

Median time to start treatment<sup>4</sup>  24 minutes  
90th percentile time to start treatment<sup>5</sup>  87 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 962 patients

Median time to start treatment<sup>4</sup>  19 minutes  
90th percentile time to start treatment<sup>5</sup>  79 minutes

Same period last year	NSW (this period)
827	
7 minutes	8 minutes
15 minutes	24 minutes
2,959	
21 minutes	19 minutes
62 minutes	63 minutes
3,563	
33 minutes	24 minutes
110 minutes	95 minutes
957	
40 minutes	21 minutes
119 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,949 patients

Percentage of patients who spent four hours or less in the ED  70%

Same period last year	Change since one year ago
8,618	4%
67%	

\* 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, January to March 2018*.
- 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 18 July 2018).

## Lismore Base Hospital: Patients presenting to the emergency department

April to June 2018

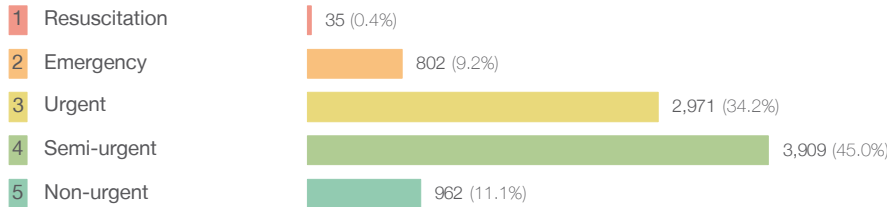
All presentations:<sup>1</sup> 8,950 patients

Same period last year  
Change since one year ago

8,618 4%

Emergency presentations<sup>2</sup> by triage category: 8,679 patients

8,343 4%



37 -5.4%

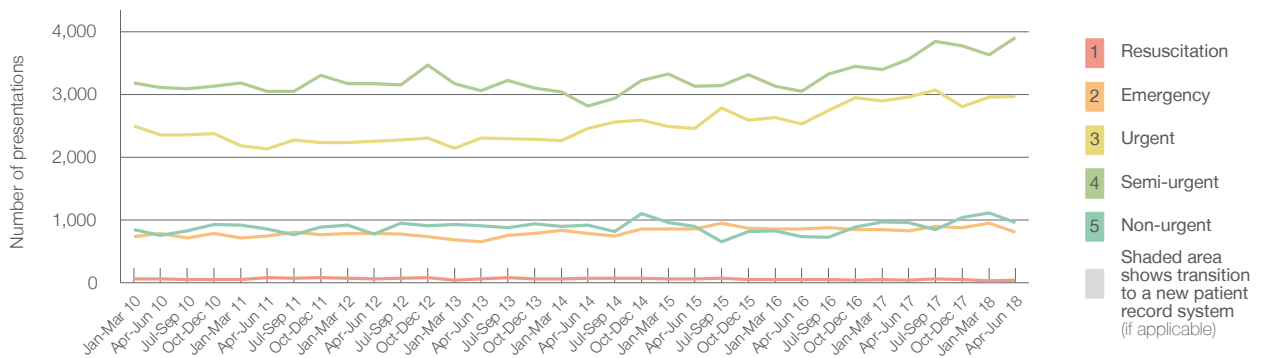
827 -3.0%

2,959 0.4%

3,563 9.7%

957 0.5%

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	60	83	58	57	67	56	46	37	35
Emergency	788	745	784	654	782	860	854	827	802
Urgent	2,360	2,129	2,256	2,301	2,462	2,456	2,530	2,959	2,971
Semi-urgent	3,111	3,053	3,172	3,057	2,818	3,126	3,050	3,563	3,909
Non-urgent	750	858	778	904	916	892	738	957	962
All emergency presentations	7,069	6,868	7,048	6,973	7,045	7,390	7,218	8,343	8,679

## Lismore Base Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,672 patients

Same period last year  
Change since one year ago

1,685

ED Transfer of care time

Median time 11 minutes

14 minutes -3 minutes

90th percentile time 28 minutes

36 minutes -8 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

April to June 2018

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

Number of triage 2 patients: 802

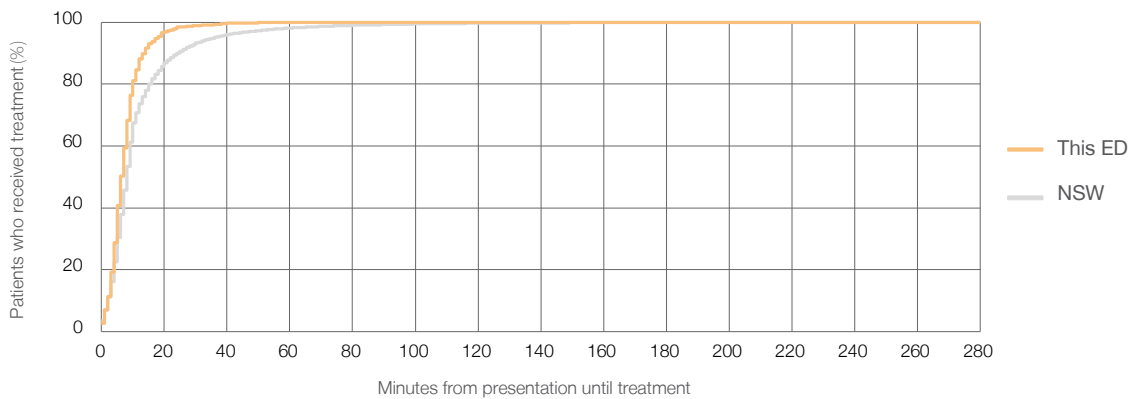
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 801

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

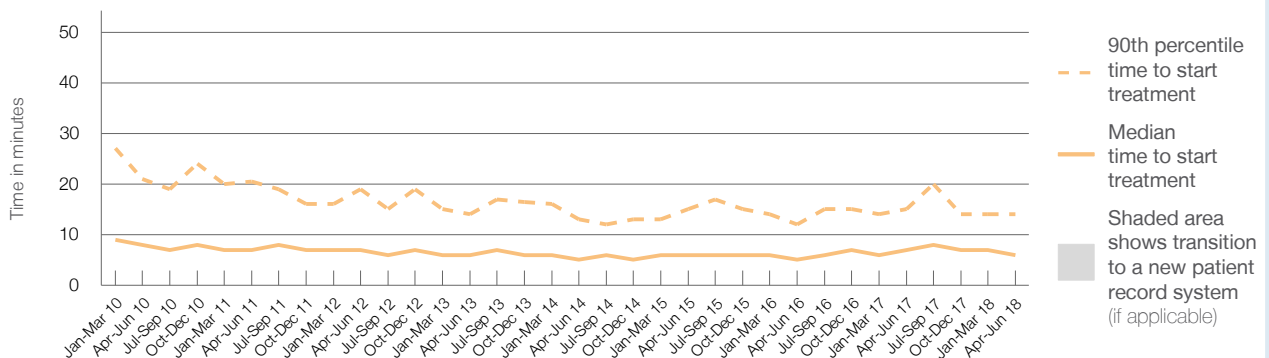
90th percentile time to start treatment<sup>5</sup>  14 minutes

Same period last year	NSW (this period)
827	822
7 minutes	8 minutes
15 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)	8	7	7	6	5	6	5	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	21	21	19	14	13	15	12	15	14

(†) 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 3

April to June 2018

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

Number of triage 3 patients: 2,971

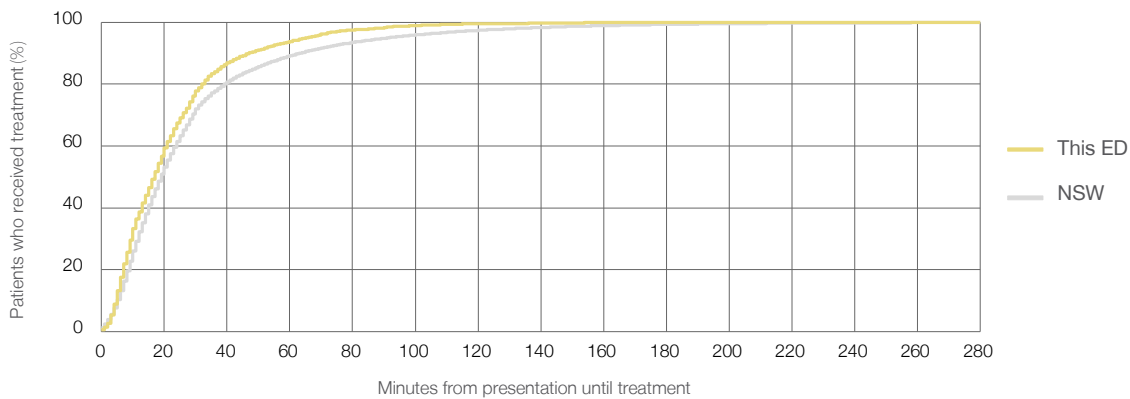
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,942

Median time to start treatment<sup>4</sup> 17 minutes

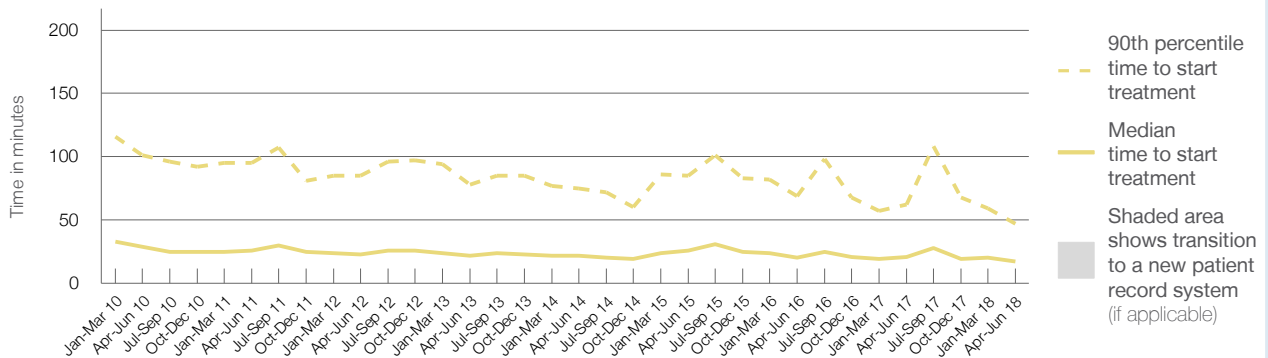
90th percentile time to start treatment<sup>5</sup> 47 minutes

Same period last year	NSW (this period)
2,959	2,913
21 minutes	19 minutes
62 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)	29	26	23	22	22	26	20	21	17
90th percentile time to start treatment <sup>5</sup> (minutes)	101	95	85	78	75	85	69	62	47

(†) 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 4

April to June 2018

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

Number of triage 4 patients: 3,909

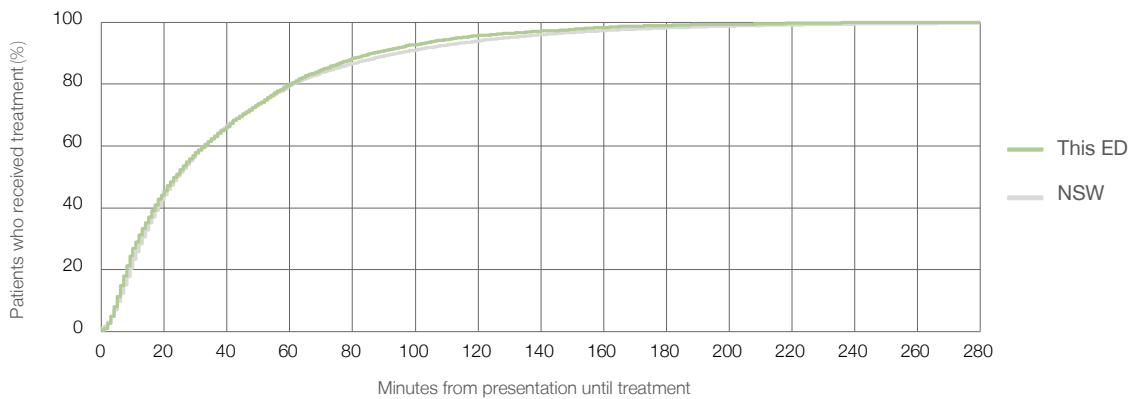
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,789

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

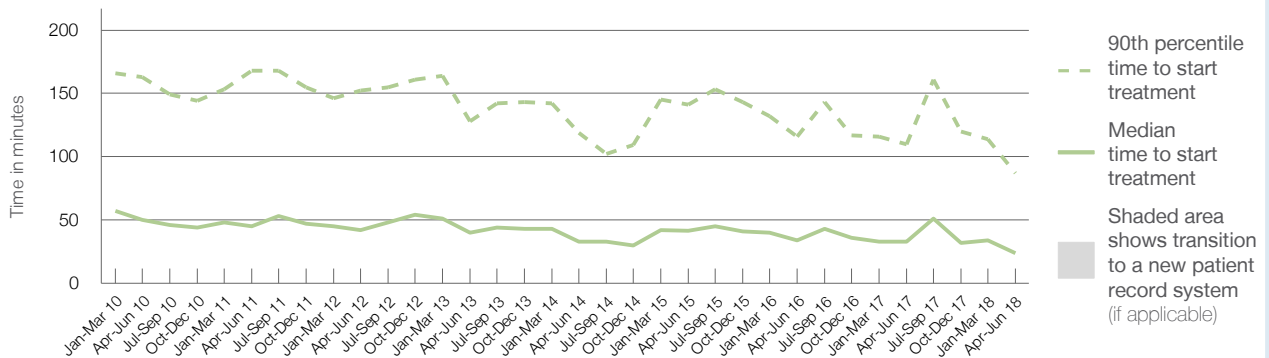
90th percentile time to start treatment<sup>5</sup> 87 minutes

Same period last year	NSW (this period)
3,563	
3,402	
33 minutes	24 minutes
110 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)	50	45	42	40	33	42	34	33	24
90th percentile time to start treatment <sup>5</sup> (minutes)	163	168	152	128	119	141	116	110	87

(†) 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 5

April to June 2018

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

Number of triage 5 patients: 962

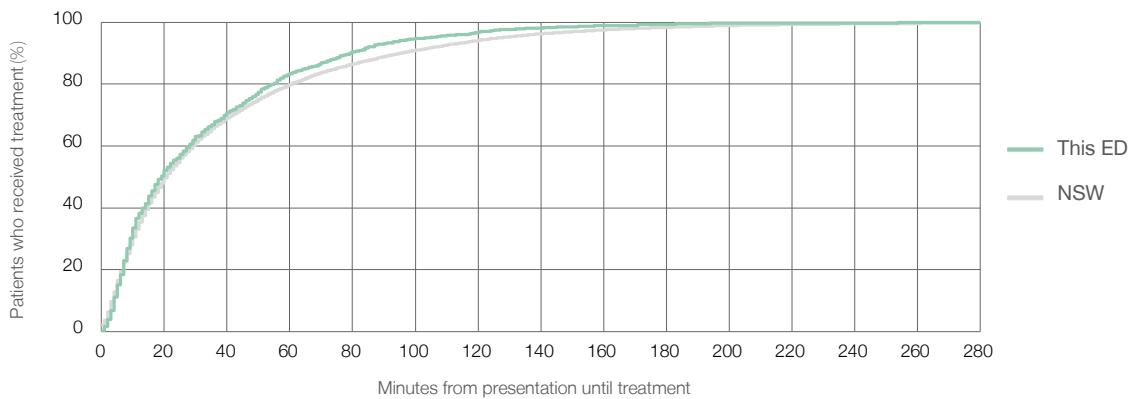
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 887

Median time to start treatment<sup>4</sup>  19 minutes

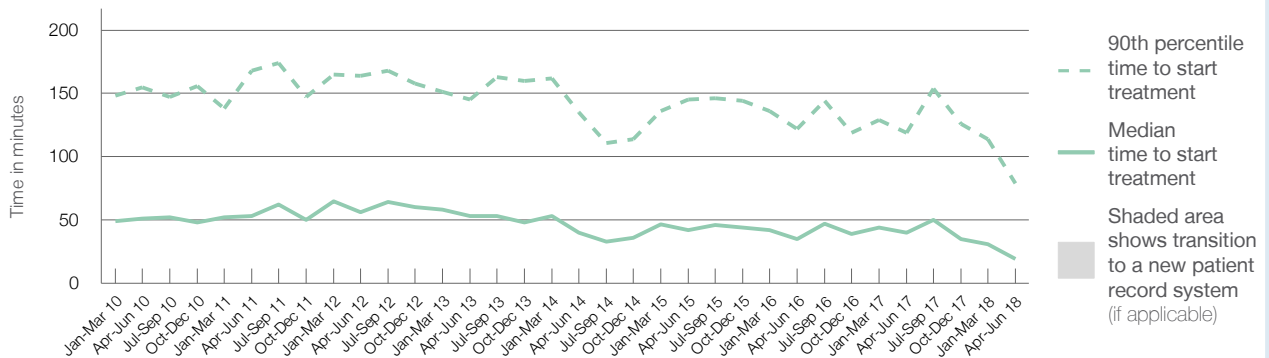
90th percentile time to start treatment<sup>5</sup>  79 minutes

Same period last year	NSW (this period)
957	852
40 minutes	21 minutes
119 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)	51	53	56	53	40	42	35	40	19
90th percentile time to start treatment <sup>5</sup> (minutes)	155	168	164	145	135	145	122	119	79

(†) 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 spent in the ED

April to June 2018

All presentations:<sup>1</sup> 8,950 patients

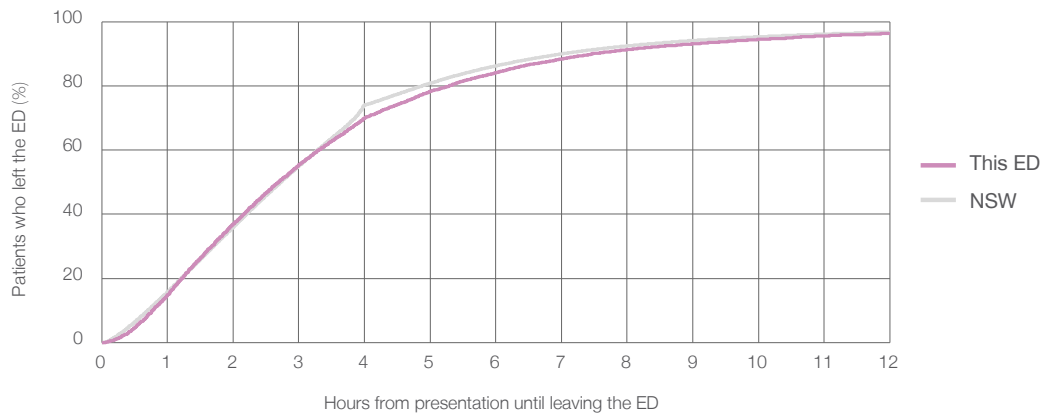
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,949 patients

Median time spent in the ED<sup>8</sup>  2 hours and 41 minutes

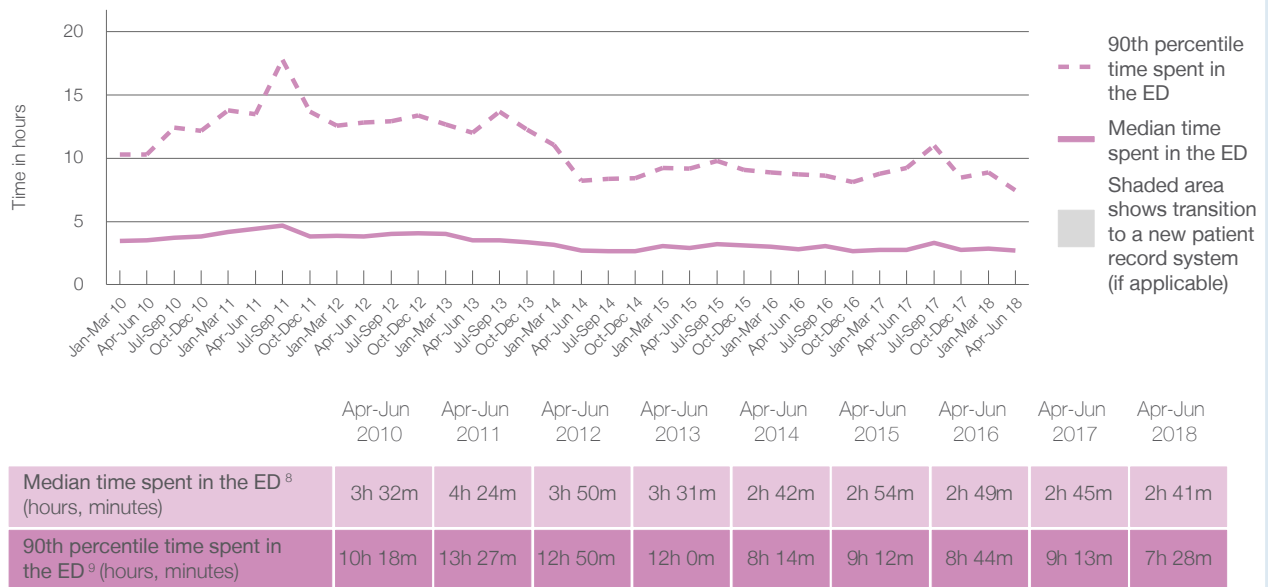
90th percentile time spent in the ED<sup>9</sup>  7 hours and 28 minutes

Same period last year	NSW (this period)
8,618	8,618
2 hours and 45 minutes	2 hours and 44 minutes
9 hours and 13 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>



(†) 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 spent in the ED

### By mode of separation

April to June 2018

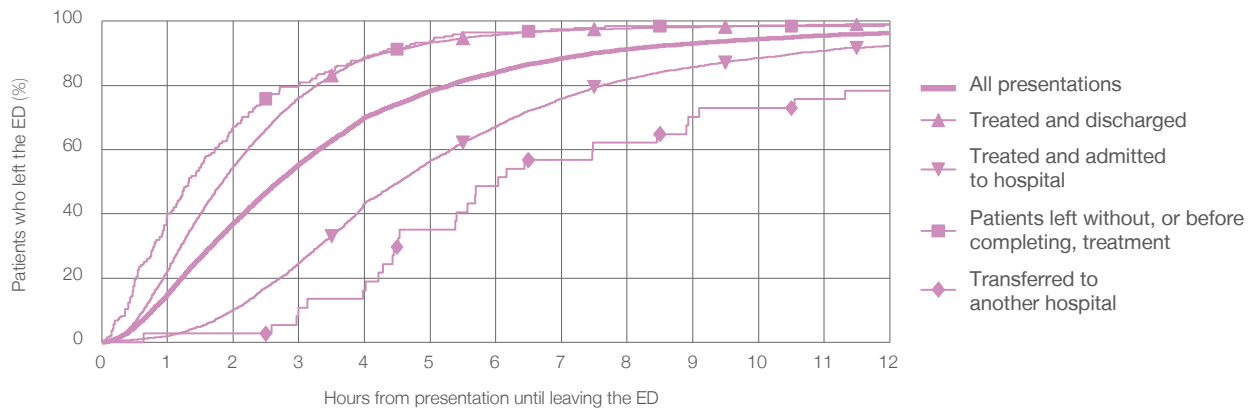
All presentations:<sup>1</sup> 8,950 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,949 patients

Treated and discharged	5,060 (56.5%)
Treated and admitted to hospital	3,600 (40.2%)
Patient left without, or before completing, treatment	195 (2.2%)
Transferred to another hospital	37 (0.4%)
Other	58 (0.6%)

Same period last year	Change since one year ago
8,618	4%
4,728	7.0%
3,568	0.9%
230	-15.2%
23	60.9%
69	-15.9%

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	22.3%	54.7%	76.2%	88.4%	95.8%	97.8%	98.6%	99.2%
Treated and admitted to hospital	2.0%	10.1%	24.7%	43.3%	67.3%	81.9%	88.6%	92.4%
Patient left without, or before completing, treatment	40.0%	67.2%	80.0%	88.7%	96.4%	98.5%	98.5%	99.0%
Transferred to another hospital	2.7%	2.7%	10.8%	16.2%	48.6%	62.2%	73.0%	78.4%
All presentations	14.9%	37.1%	55.4%	70.0%	84.1%	91.3%	94.5%	96.3%

(†) 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.



## Maclean District Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 2,932 patients  
Emergency presentations:<sup>2</sup> 2,786 patients

Same period last year	Change since one year ago
2,823	4%
2,711	3%

## Maclean District Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 318 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 21 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 879 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 56 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,295 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 84 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 286 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
335	
7 minutes	8 minutes
22 minutes	24 minutes
991	
14 minutes	19 minutes
60 minutes	63 minutes
1,003	
19 minutes	24 minutes
93 minutes	95 minutes
374	
19 minutes	21 minutes
102 minutes	96 minutes

## Maclean District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,931 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
2,823	4%
82%	

\* 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, January to March 2018*.
- 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 18 July 2018).

## Maclean District Hospital: Patients presenting to the emergency department

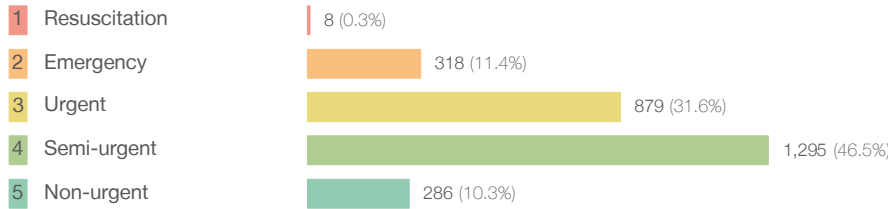
April to June 2018

All presentations:<sup>1</sup> 2,932 patients

Same period last year	Change since one year ago
2,823	4%

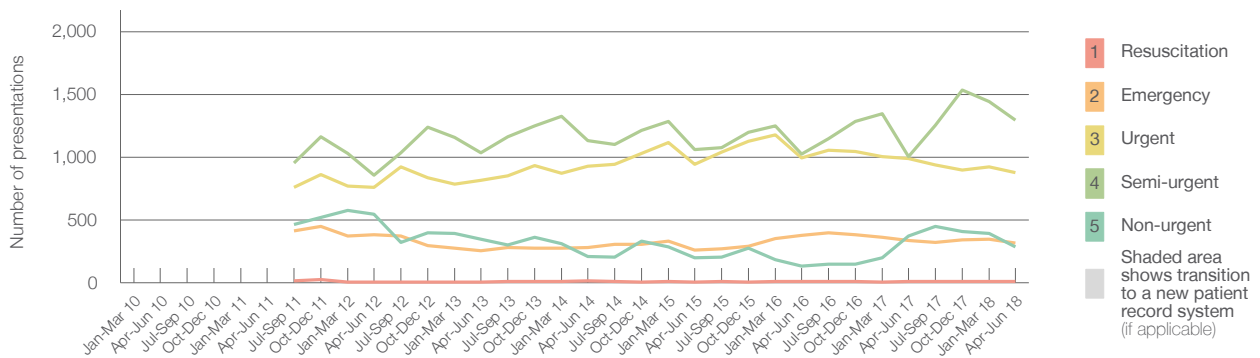
Emergency presentations<sup>2</sup> by triage category: 2,786 patients

Same period last year	Change since one year ago
2,711	3%



Same period last year	Change since one year ago
8	0.0%
335	-5.1%
991	-11.3%
1,003	29.1%
374	-23.5%

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			6	5	16	6	9	8	8
Emergency			383	254	279	260	376	335	318
Urgent			761	814	929	944	996	991	879
Semi-urgent			858	1,033	1,134	1,062	1,024	1,003	1,295
Non-urgent			544	347	206	199	131	374	286
All emergency presentations			2,552	2,453	2,564	2,471	2,536	2,711	2,786

## Maclean District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 351 patients

Same period last year	Change since one year ago
361	

ED Transfer of care time



Same period last year	Change since one year ago
15 minutes	-3 minutes
32 minutes	-3 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.



## Maclean District Hospital: 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: 318

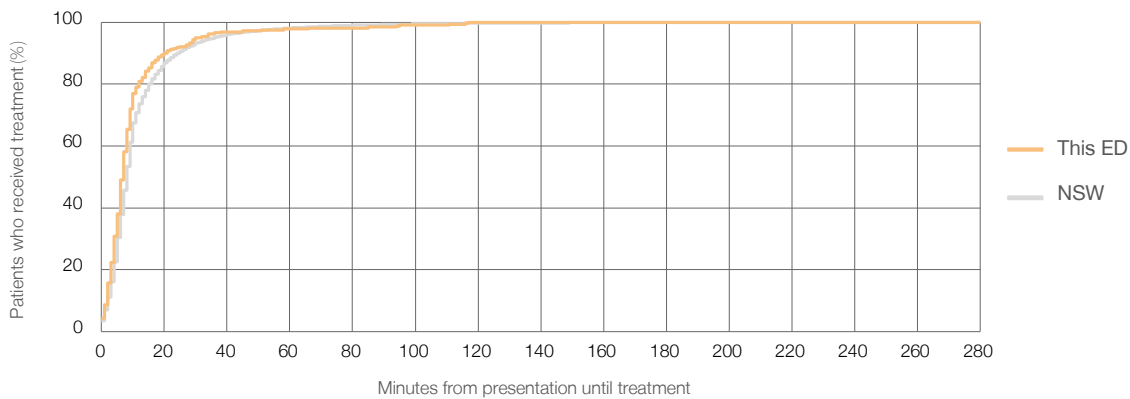
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 318

Median time to start treatment<sup>4</sup>  7 minutes

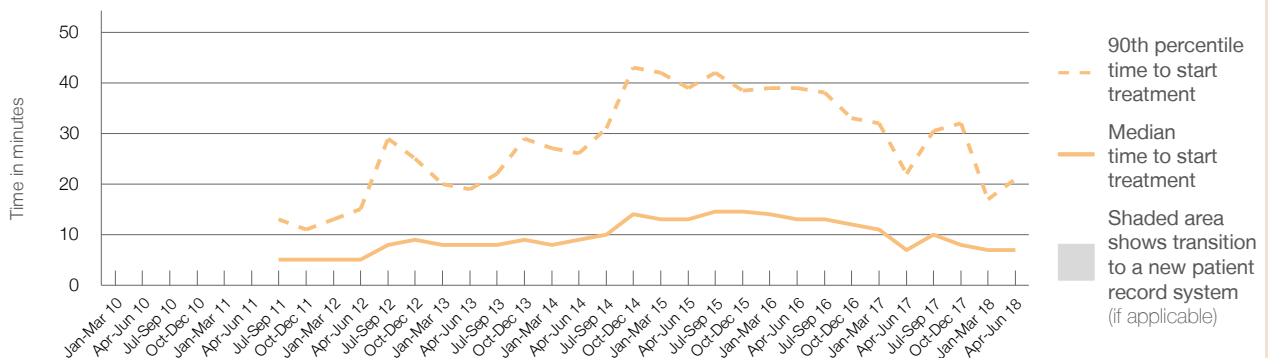
90th percentile time to start treatment<sup>5</sup>  21 minutes

Same period last year	NSW (this period)
335	334
7 minutes	8 minutes
22 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)			5	8	9	13	13	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)			15	19	26	39	39	22	21

(†) 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.

## Maclean District Hospital: 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: 879

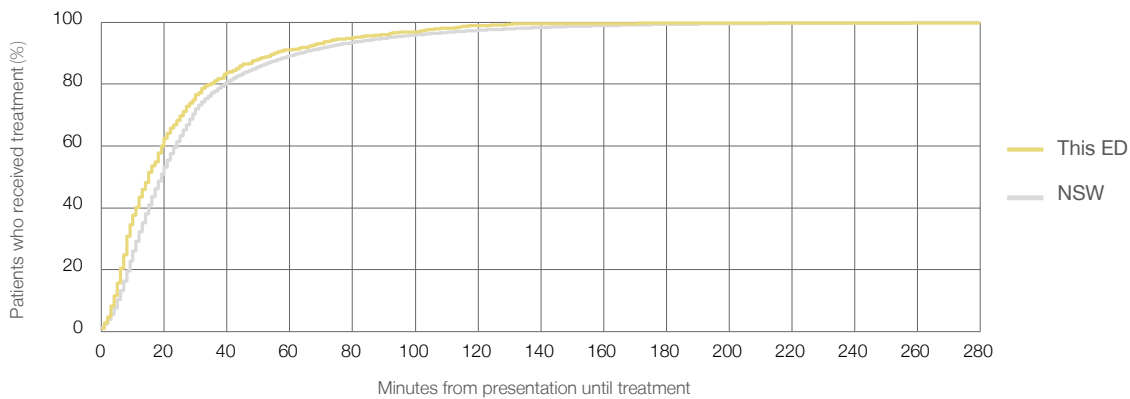
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 866

Median time to start treatment<sup>4</sup>  15 minutes

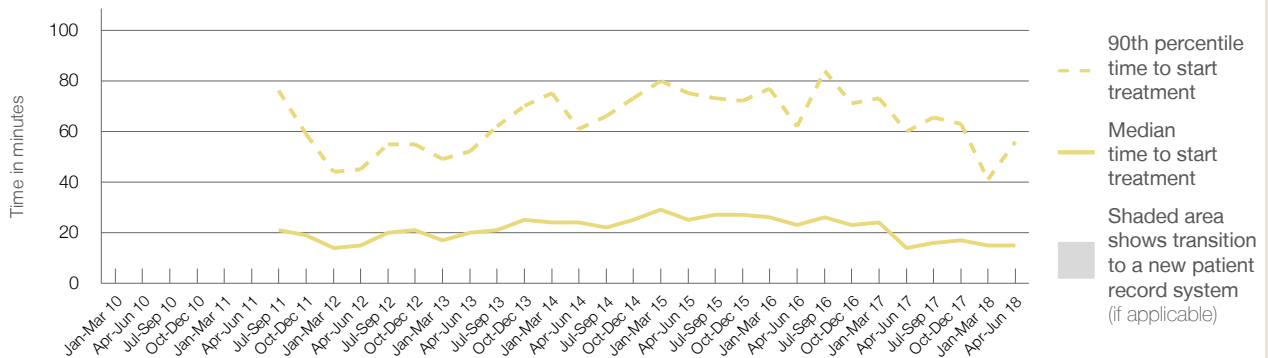
90th percentile time to start treatment<sup>5</sup>  56 minutes

Same period last year	NSW (this period)
991	
964	
14 minutes	19 minutes
60 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)			15	20	24	25	23	14	15
90th percentile time to start treatment <sup>5</sup> (minutes)			45	52	61	75	62	60	56

(†) 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.

## Maclean District Hospital: 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: 1,295

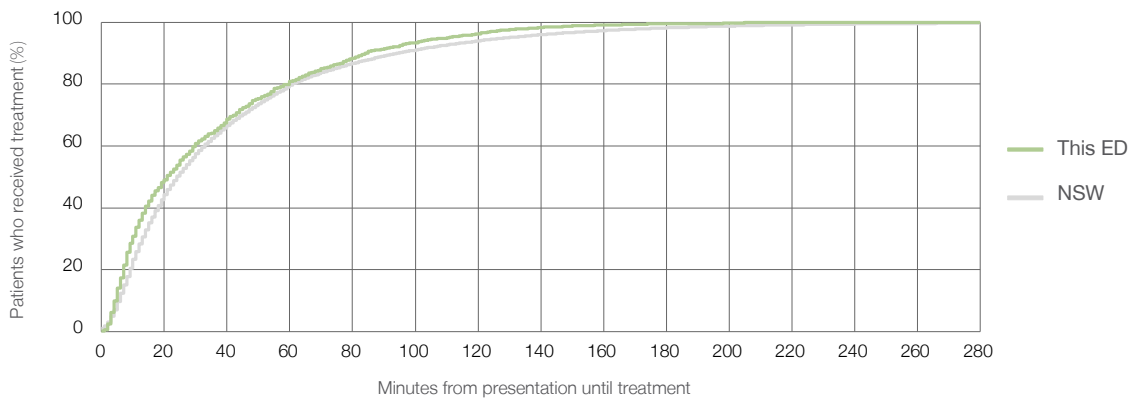
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,236

Median time to start treatment<sup>4</sup>  21 minutes

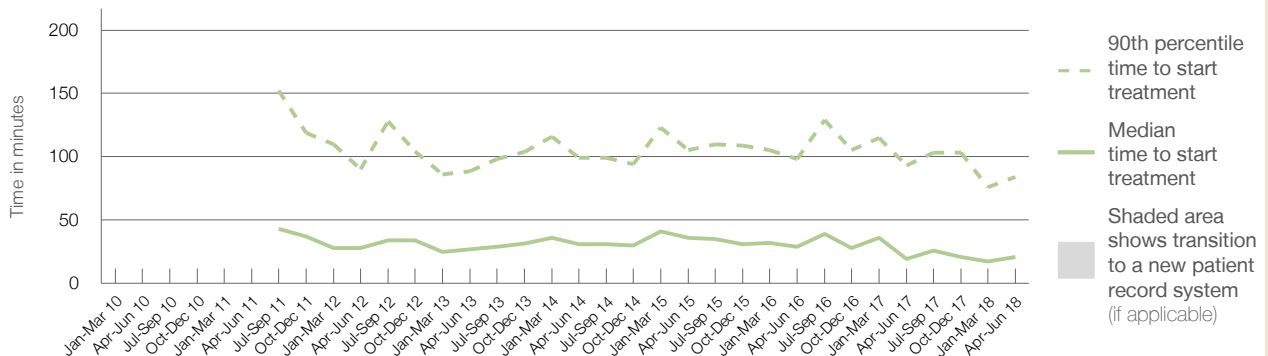
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
1,003	908
19 minutes	24 minutes
93 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)			28	27	31	36	29	19	21
90th percentile time to start treatment <sup>5</sup> (minutes)			90	89	99	105	98	93	84

(†) 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.

## Maclean District Hospital: 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: 286

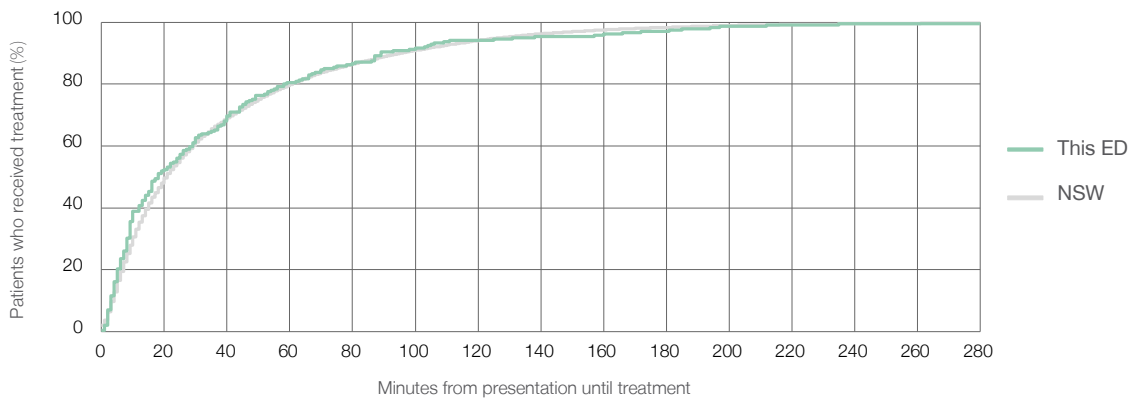
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 241

Median time to start treatment<sup>4</sup> 18 minutes

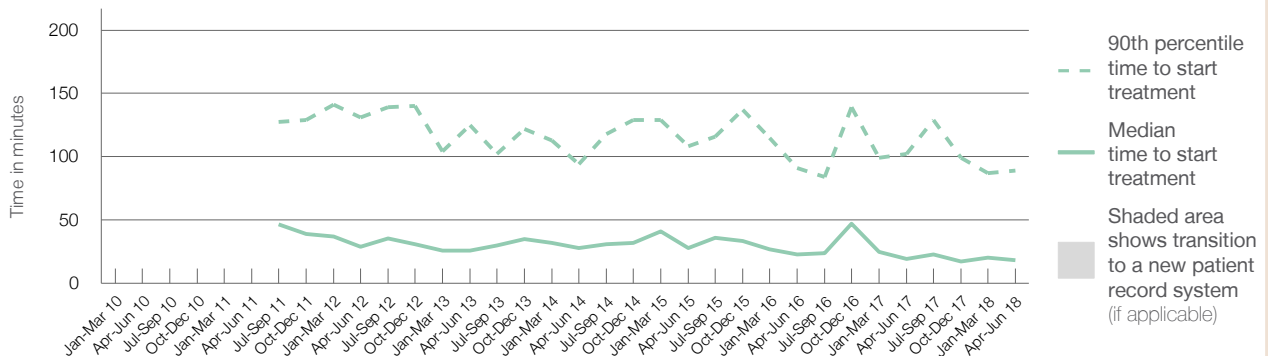
90th percentile time to start treatment<sup>5</sup> 89 minutes

Same period last year	NSW (this period)
374	316
19 minutes	21 minutes
102 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)			29	26	28	28	23	19	18
90th percentile time to start treatment <sup>5</sup> (minutes)			131	125	94	108	91	102	89

(†) 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.

## Maclean District Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 2,932 patients

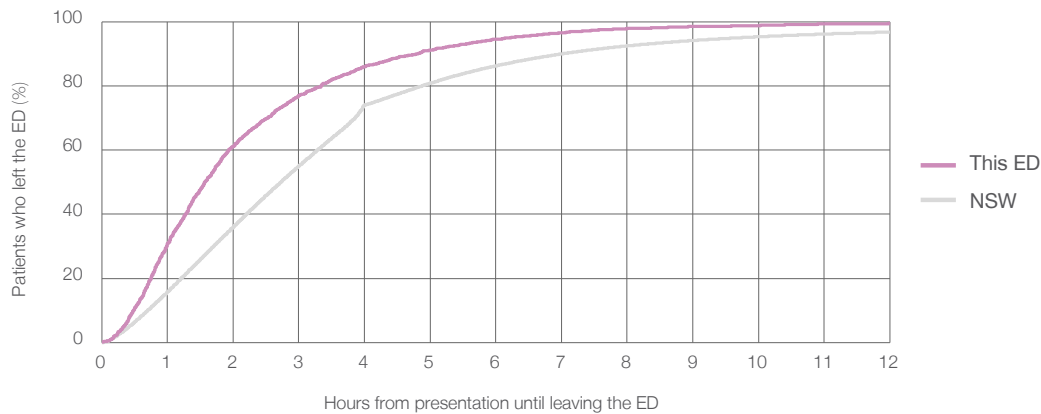
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,931 patients

Median time spent in the ED<sup>8</sup>  1 hours and 35 minutes

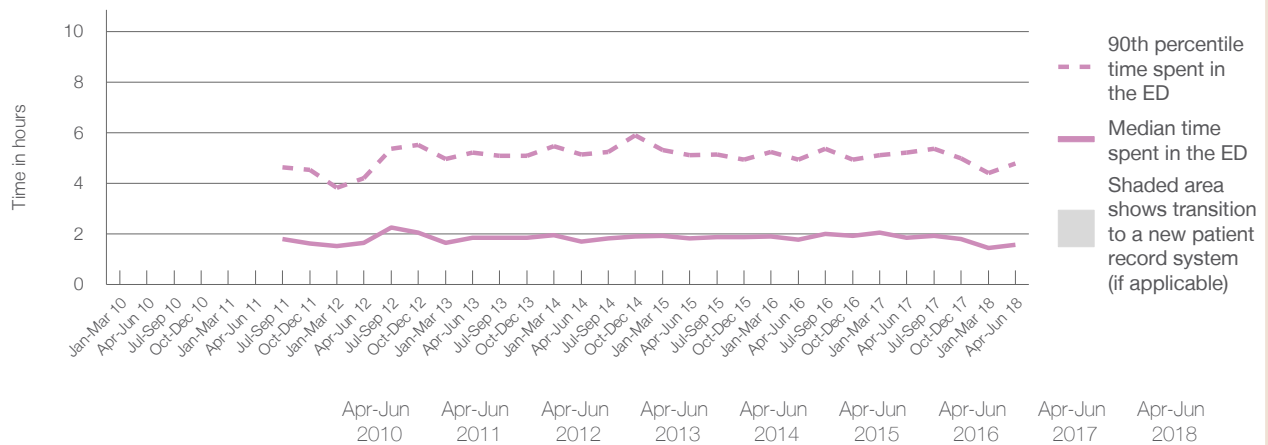
90th percentile time spent in the ED<sup>9</sup>  4 hours and 48 minutes

Same period last year	NSW (this period)
2,823	2,823
1 hours and 52 minutes	2 hours and 44 minutes
5 hours and 13 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)			1h 40m	1h 51m	1h 42m	1h 50m	1h 47m	1h 52m	1h 35m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)			4h 13m	5h 13m	5h 8m	5h 7m	4h 56m	5h 13m	4h 48m

(†) 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.

**Maclean District Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

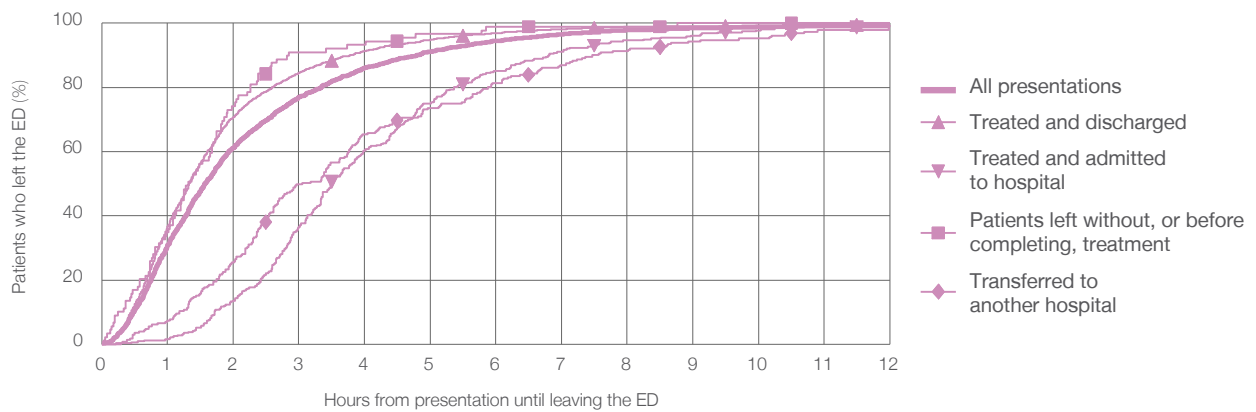
All presentations:<sup>1</sup> 2,932 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,931 patients

Treated and discharged	2,285 (77.9%)
Treated and admitted to hospital	316 (10.8%)
Patient left without, or before completing, treatment	89 (3.0%)
Transferred to another hospital	231 (7.9%)
Other	11 (0.4%)

Same period last year	Change since one year ago
2,823	4%
2,134	7.1%
306	3.3%
135	-34.1%
238	-2.9%
10	10.0%

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

Treated and discharged	36.8%	70.8%	84.6%	91.3%	96.9%	98.9%	99.3%	99.6%
Treated and admitted to hospital	1.6%	13.6%	36.4%	60.4%	85.1%	94.6%	97.8%	98.7%
Patient left without, or before completing, treatment	34.8%	74.2%	91.0%	93.3%	98.9%	98.9%	100%	100%
Transferred to another hospital	7.4%	25.5%	49.8%	65.4%	81.4%	91.3%	95.2%	98.3%
All presentations	30.8%	61.2%	76.9%	86.0%	94.5%	97.9%	98.8%	99.4%

(†) 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.

**Maclean District Hospital: 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> 2,932 patients

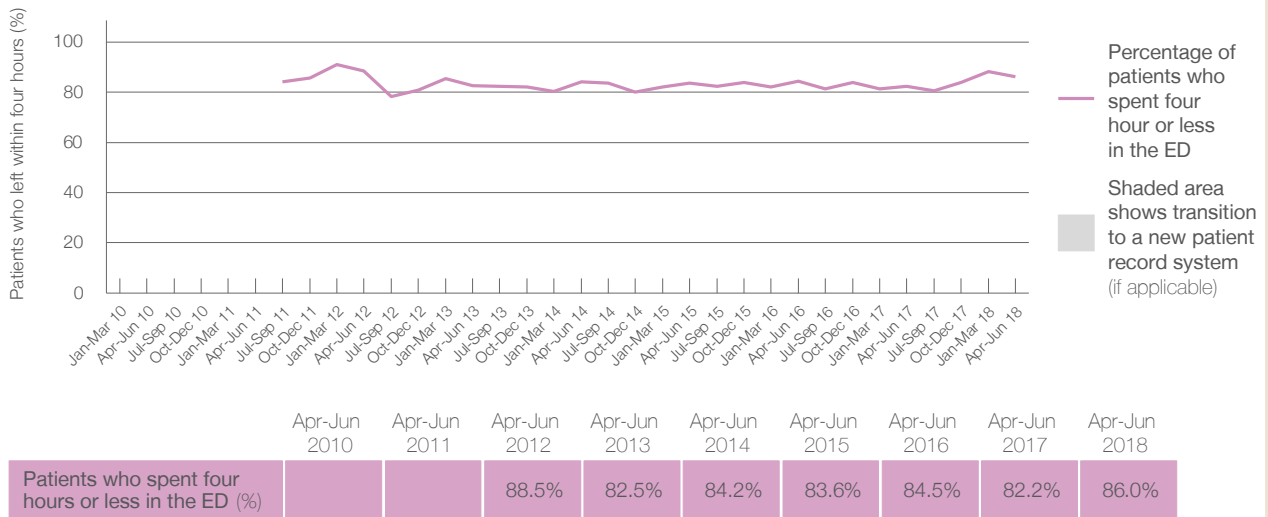
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,931 patients

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: <sup>1</sup> 2,932 patients	2,823	4%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,931 patients	2,823	4%
Percentage of patients who spent four hours or less in the ED	82.2%	

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*.  
 § 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, 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).

## Murwillumbah District Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 4,311 patients  
Emergency presentations:<sup>2</sup> 3,916 patients

Same period last year	Change since one year ago
4,359	-1%
3,950	-1%

## Murwillumbah District Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 287 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,231 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,117 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 56 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 270 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
296	
6 minutes	8 minutes
13 minutes	24 minutes
1,238	
13 minutes	19 minutes
30 minutes	63 minutes
2,077	
18 minutes	24 minutes
66 minutes	95 minutes
333	
15 minutes	21 minutes
75 minutes	96 minutes

## Murwillumbah District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,310 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
4,358	-1%
89%	

\* 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, January to March 2018*.
- 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 18 July 2018).

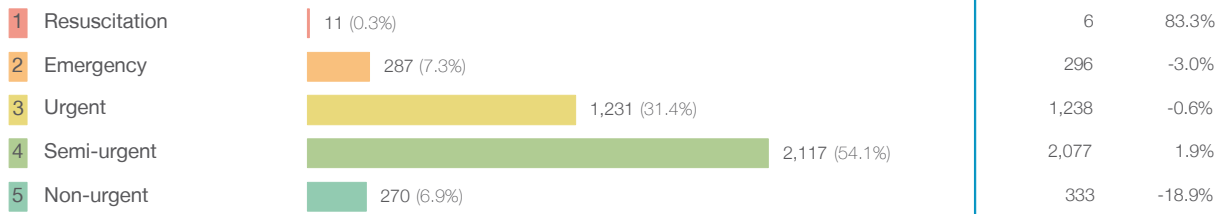


## Murwillumbah District Hospital: Patients presenting to the emergency department

April to June 2018

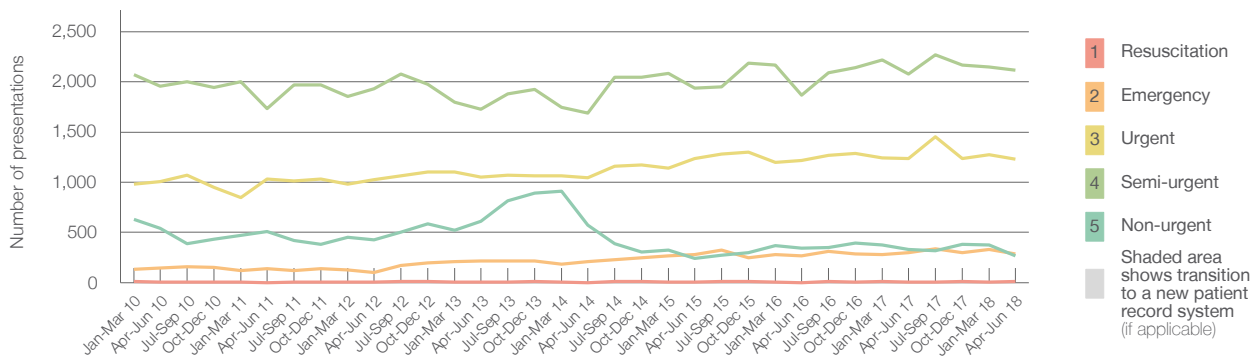
All presentations:<sup>1</sup> 4,311 patients

Emergency presentations<sup>2</sup> by triage category: 3,916 patients



Same period last year	Change since one year ago
4,359	-1%
3,950	-1%
6	83.3%
296	-3.0%
1,238	-0.6%
2,077	1.9%
333	-18.9%

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	< 5	< 5	6	6	< 5	7	< 5	6	11
Emergency	149	140	104	218	210	281	271	296	287
Urgent	1,009	1,031	1,024	1,053	1,043	1,233	1,214	1,238	1,231
Semi-urgent	1,958	1,734	1,928	1,729	1,689	1,939	1,867	2,077	2,117
Non-urgent	539	509	428	611	575	244	345	333	270
All emergency presentations	3,655	3,414	3,490	3,617	3,517	3,704	3,697	3,950	3,916

## Murwillumbah District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 205 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
219	
12 minutes	-2 minutes
23 minutes	-3 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.

## Murwillumbah District Hospital: 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: 287

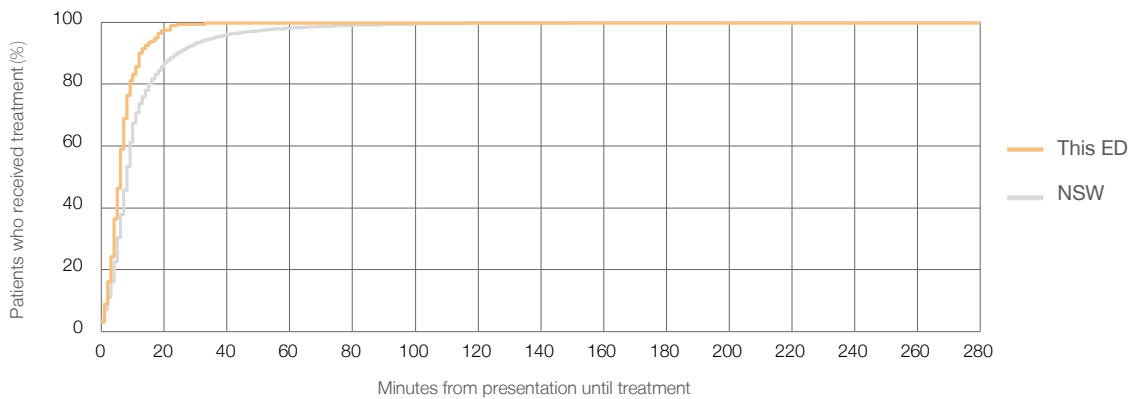
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 280

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

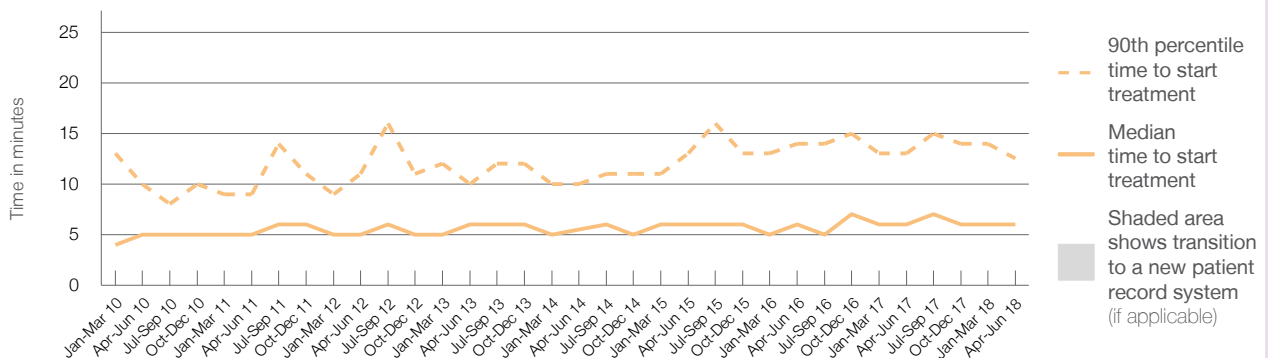
90th percentile time to start treatment<sup>5</sup>  13 minutes

Same period last year	NSW (this period)
296	296
6 minutes	8 minutes
13 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)	5	5	5	6	6	6	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	10	9	11	10	10	13	14	13	13

(†) 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.

## Murwillumbah District Hospital: 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: 1,231

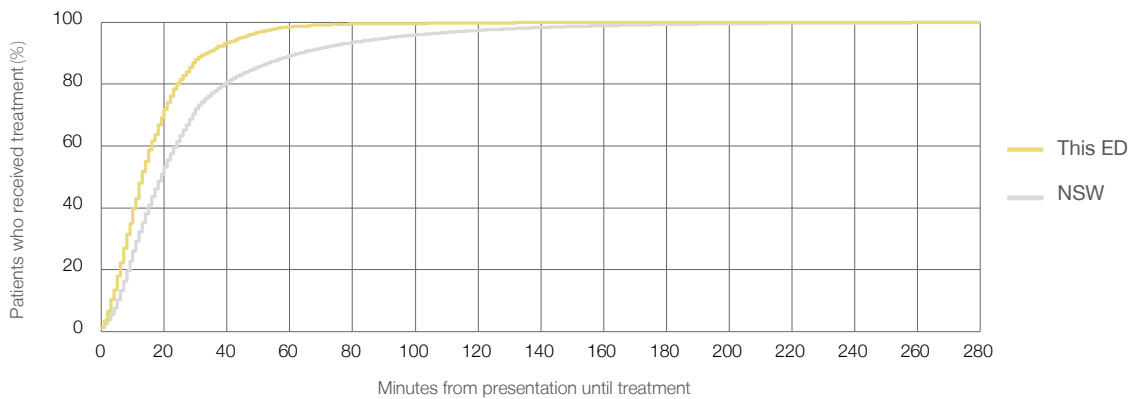
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,215

Median time to start treatment<sup>4</sup> 13 minutes

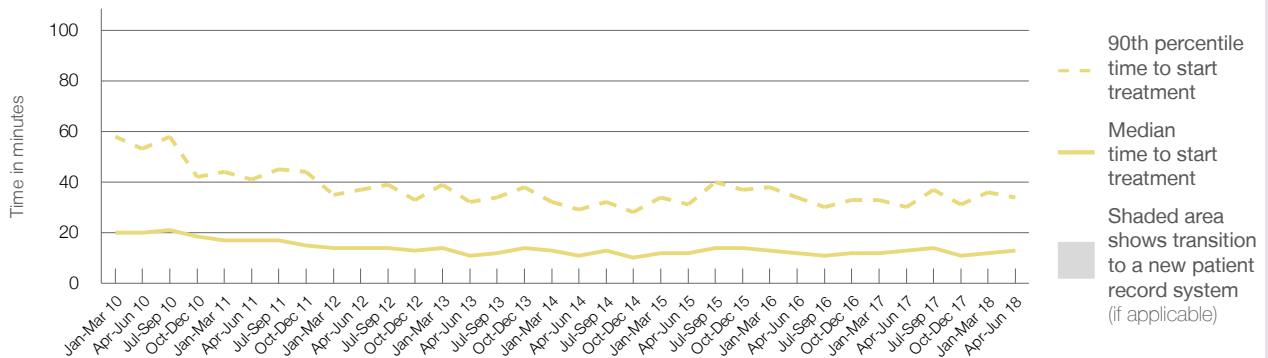
90th percentile time to start treatment<sup>5</sup> 34 minutes

Same period last year	NSW (this period)
1,238	1,236
13 minutes	19 minutes
30 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)	20	17	14	11	11	12	12	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	53	41	37	32	29	31	34	30	34

(†) 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.

## Murwillumbah District Hospital: 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: 2,117

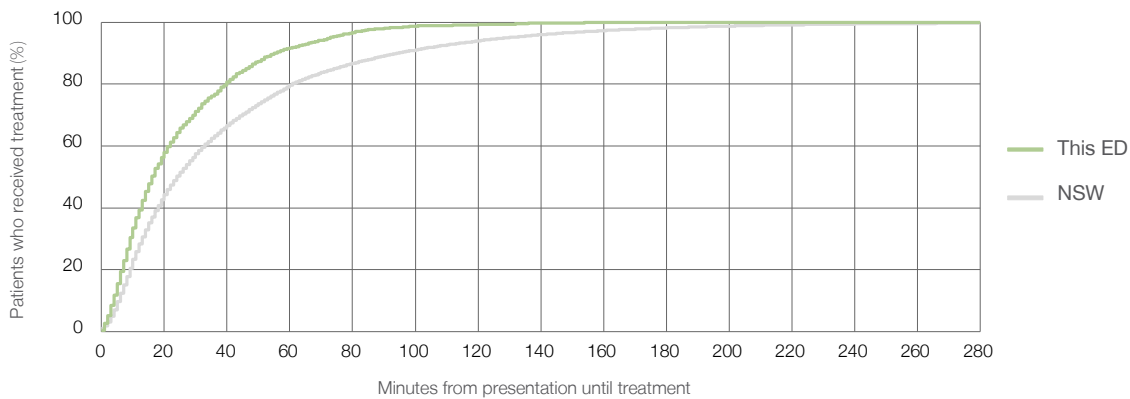
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,064

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

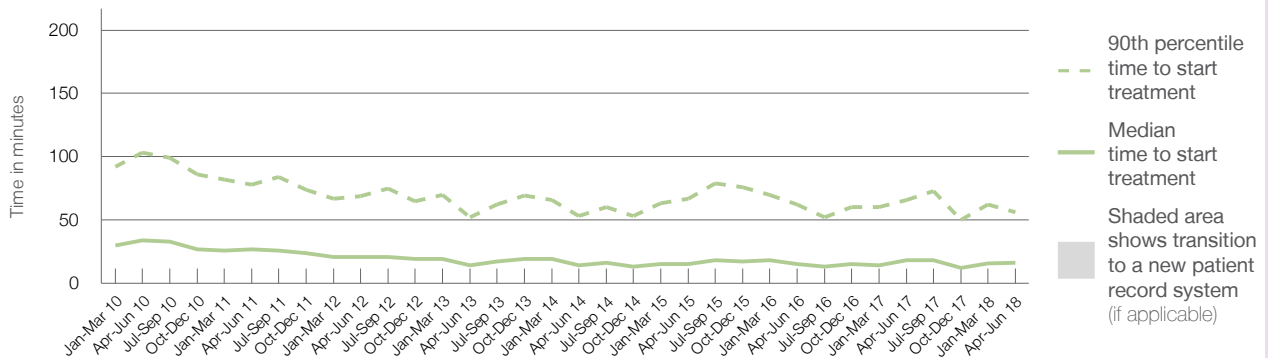
90th percentile time to start treatment<sup>5</sup>  56 minutes

Same period last year	NSW (this period)
2,077	2,039
18 minutes	24 minutes
66 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)	34	27	21	14	14	15	15	18	16
90th percentile time to start treatment <sup>5</sup> (minutes)	103	78	69	52	53	67	62	66	56

(†) 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.

## Murwillumbah District Hospital: 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: 270

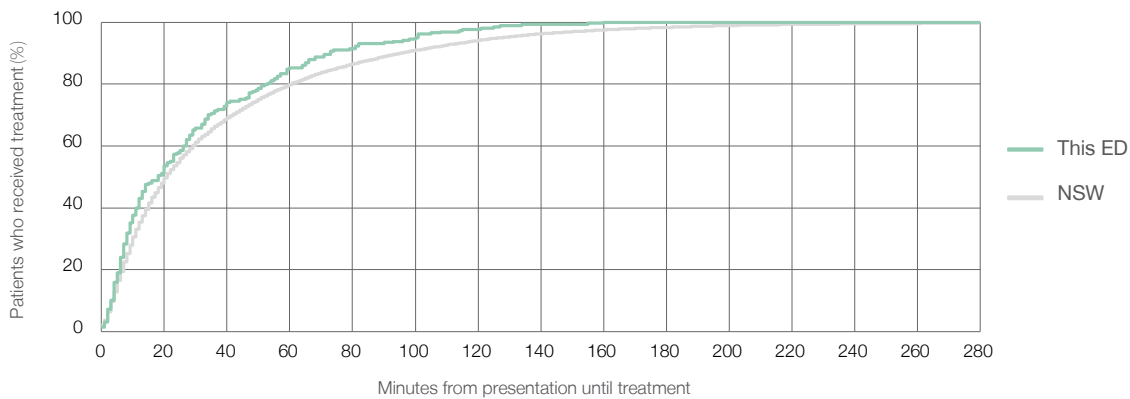
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 258

Median time to start treatment<sup>4</sup> 18 minutes

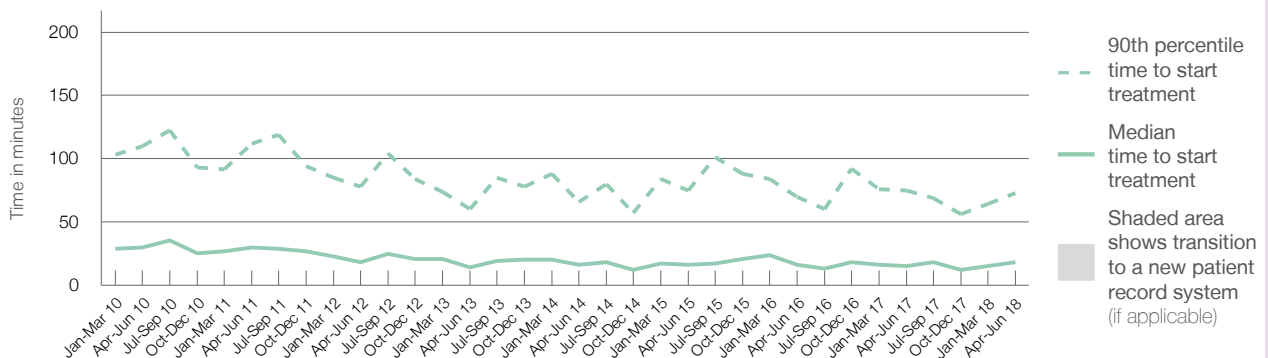
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
333	
305	
15 minutes	21 minutes
75 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	30	18	14	16	16	16	15	18
90th percentile time to start treatment <sup>5</sup> (minutes)	110	112	78	60	66	75	70	75	73

(†) 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.

## Murwillumbah District Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 4,311 patients

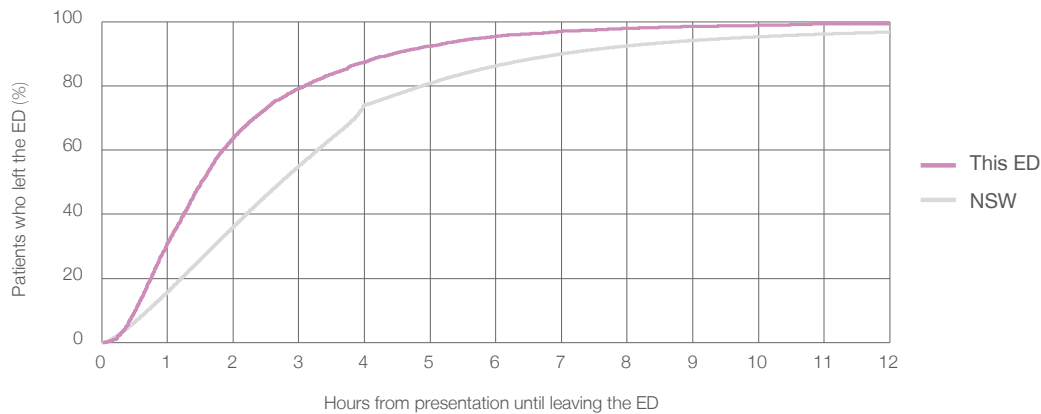
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,310 patients

Median time spent in the ED<sup>8</sup> 1 hours and 31 minutes

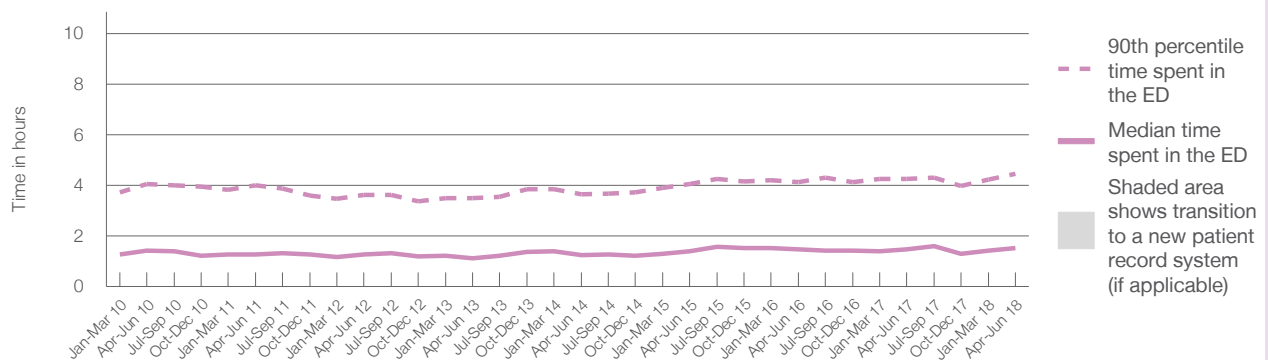
90th percentile time spent in the ED<sup>9</sup> 4 hours and 27 minutes

Same period last year	NSW (this period)
4,359	
4,358	
1 hours and 28 minutes	2 hours and 44 minutes
4 hours and 16 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)	1h 25m	1h 17m	1h 16m	1h 8m	1h 15m	1h 24m	1h 28m	1h 28m	1h 31m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 3m	4h 1m	3h 37m	3h 30m	3h 39m	4h 4m	4h 8m	4h 16m	4h 27m

(†) 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.

**Murwillumbah District Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

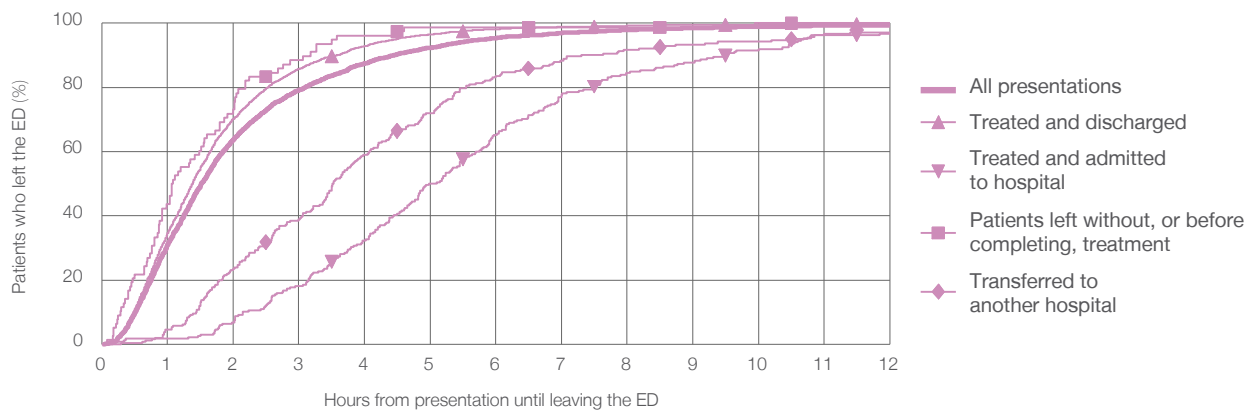
All presentations:<sup>1</sup> 4,311 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,310 patients

Treated and discharged	3,727 (86.5%)
Treated and admitted to hospital	238 (5.5%)
Patient left without, or before completing, treatment	78 (1.8%)
Transferred to another hospital	242 (5.6%)
Other	26 (0.6%)

Same period last year	Change since one year ago
4,358	-1%
3,746	-0.5%
262	-9.2%
71	9.9%
276	-12.3%
4	550.0%

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

Treated and discharged	34.7%	70.2%	85.7%	92.9%	98.1%	99.2%	99.6%	99.7%
Treated and admitted to hospital	1.7%	6.7%	18.1%	32.4%	65.1%	84.5%	92.0%	96.6%
Patient left without, or before completing, treatment	43.6%	73.1%	88.5%	96.2%	98.7%	98.7%	100%	100%
Transferred to another hospital	4.5%	23.6%	38.8%	59.1%	83.5%	91.7%	94.2%	97.1%
All presentations	31.1%	63.8%	79.2%	87.4%	95.4%	97.9%	98.9%	99.4%

(†) 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.

## Murwillumbah District Hospital: 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> 4,311 patients

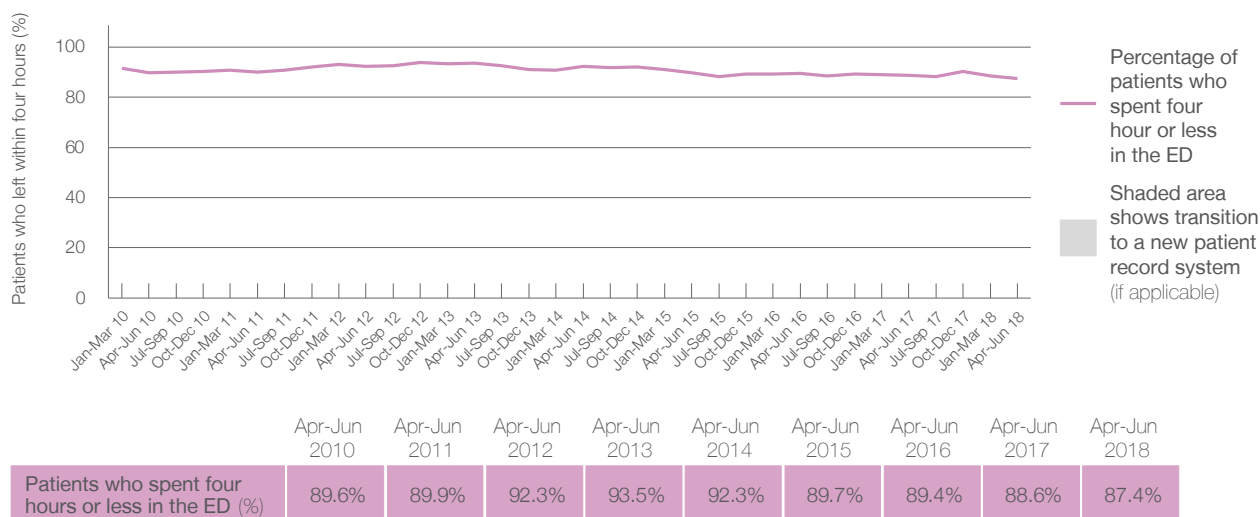
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,310 patients

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	4,359	-1%
Presentations used to calculate time to leaving the ED	4,358	-1%
Percentage of patients who spent four hours or less in the ED	88.6%	

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).



## The Tweed Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 12,475 patients

Emergency presentations:<sup>2</sup> 12,034 patients

Same period last year	Change since one year ago
12,622	-1%
12,268	-2%

## The Tweed Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,599 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,390 patients

Median time to start treatment<sup>4</sup> 14 minutes  
 90th percentile time to start treatment<sup>5</sup> 39 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,874 patients

Median time to start treatment<sup>4</sup> 13 minutes  
 90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,114 patients

Median time to start treatment<sup>4</sup> 11 minutes  
 90th percentile time to start treatment<sup>5</sup> 60 minutes

Same period last year	NSW (this period)
1,795	
5 minutes	8 minutes
13 minutes	24 minutes
5,496	
15 minutes	19 minutes
44 minutes	63 minutes
3,965	
16 minutes	24 minutes
72 minutes	95 minutes
949	
12 minutes	21 minutes
79 minutes	96 minutes

## The Tweed Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 12,475 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
12,621	-1%
83%	

\* 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, January to March 2018*.
- 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.

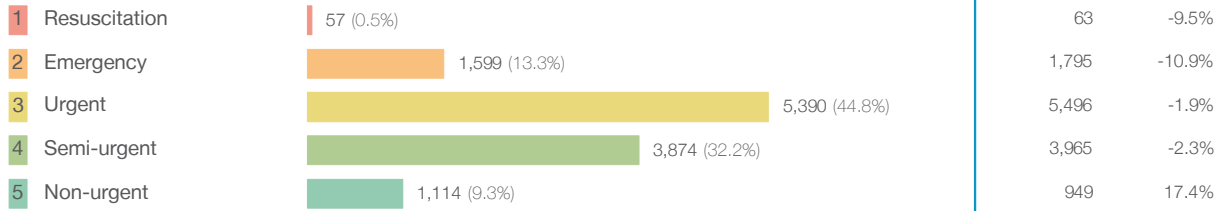
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## The Tweed Hospital: Patients presenting to the emergency department

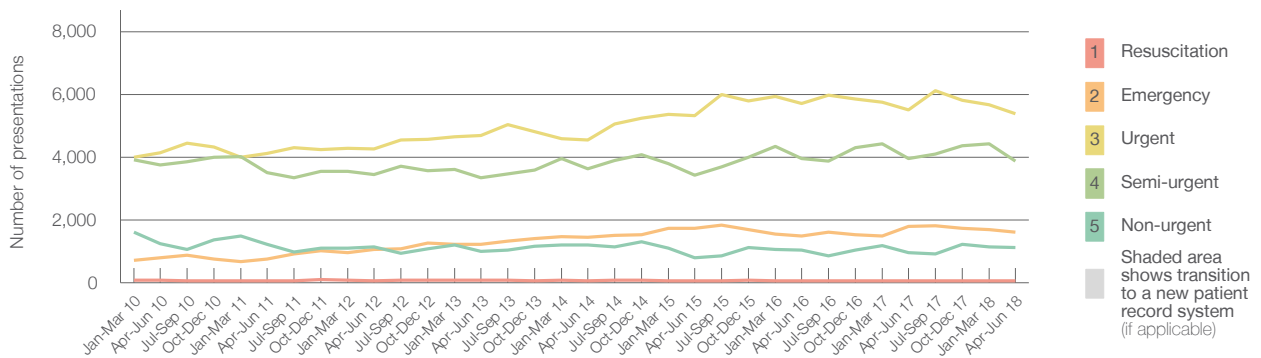
April to June 2018

All presentations:<sup>1</sup> 12,475 patients

Emergency presentations<sup>2</sup> by triage category: 12,034 patients



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	72	66	59	83	63	65	52	63	57
Emergency	788	755	1,067	1,224	1,447	1,734	1,493	1,795	1,599
Urgent	4,129	4,110	4,269	4,697	4,548	5,332	5,701	5,496	5,390
Semi-urgent	3,760	3,512	3,451	3,335	3,625	3,429	3,964	3,965	3,874
Non-urgent	1,242	1,222	1,132	993	1,209	799	1,041	949	1,114
All emergency presentations	9,991	9,665	9,978	10,332	10,892	11,359	12,251	12,268	12,034

## The Tweed Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,843 patients

ED Transfer of care time



(†) 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.

## The Tweed Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

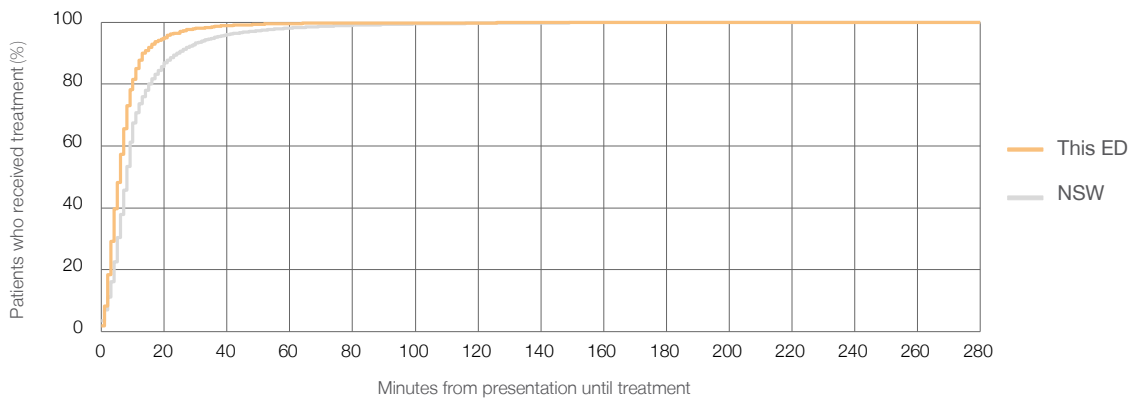
Number of triage 2 patients: 1,599

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,592

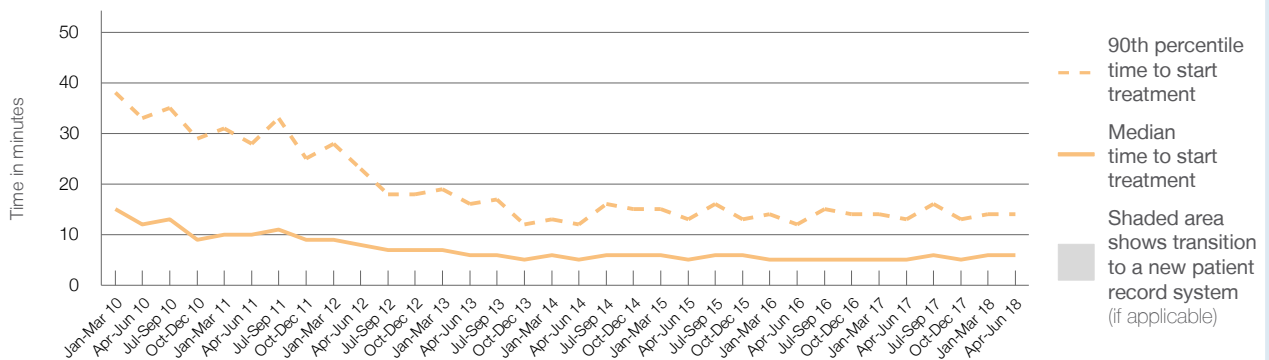
Median time to start treatment<sup>4</sup> ■ 6 minutes  
 90th percentile time to start treatment<sup>5</sup> ■ 14 minutes

Same period last year	NSW (this period)
1,795	1,791
5 minutes	8 minutes
13 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)	12	10	8	6	5	5	5	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)	33	28	23	16	12	13	12	13	14

(†) 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.

## The Tweed Hospital: 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: 5,390

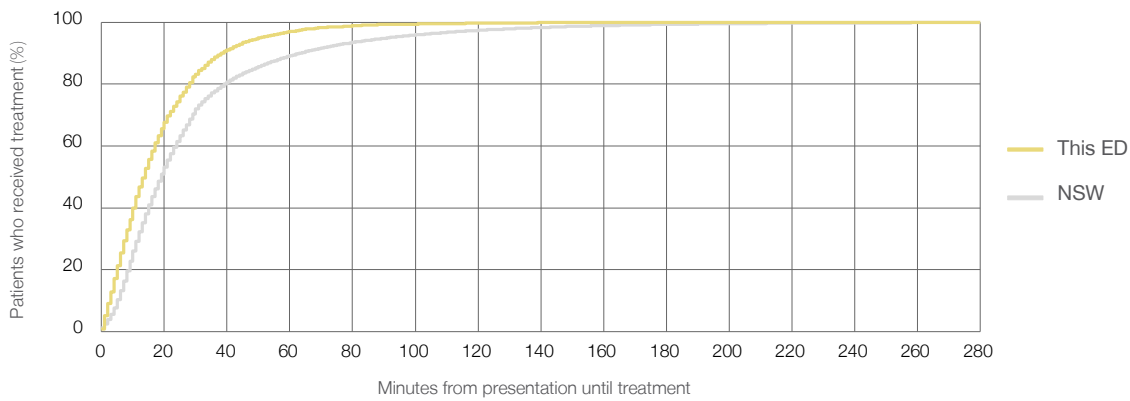
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,345

Median time to start treatment<sup>4</sup> 14 minutes

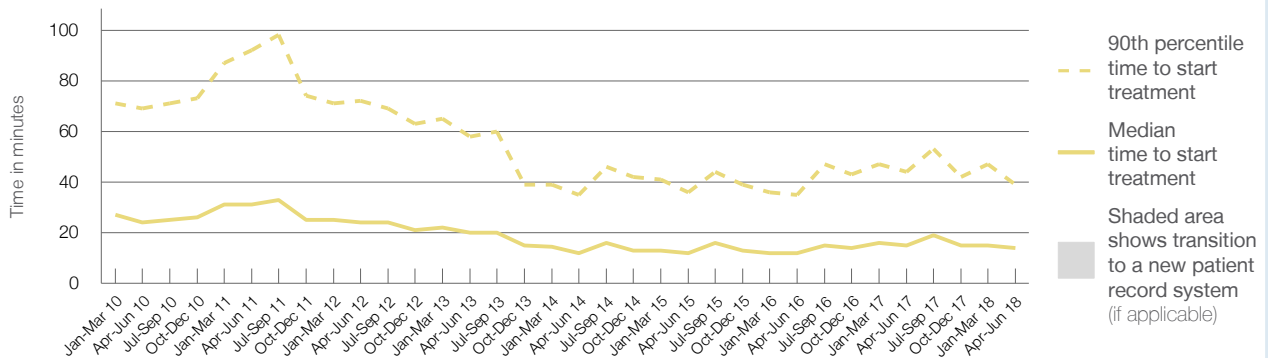
90th percentile time to start treatment<sup>5</sup> 39 minutes

Same period last year	NSW (this period)
5,496	5,439
15 minutes	19 minutes
44 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)	24	31	24	20	12	12	12	15	14
90th percentile time to start treatment <sup>5</sup> (minutes)	69	92	72	58	35	36	35	44	39

(†) 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.

## The Tweed Hospital: 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: 3,874

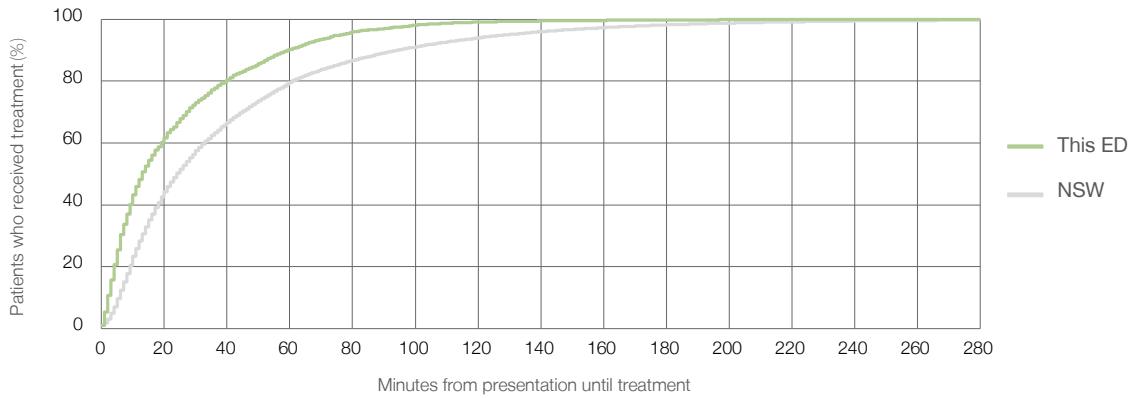
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,791

Median time to start treatment<sup>4</sup>  13 minutes

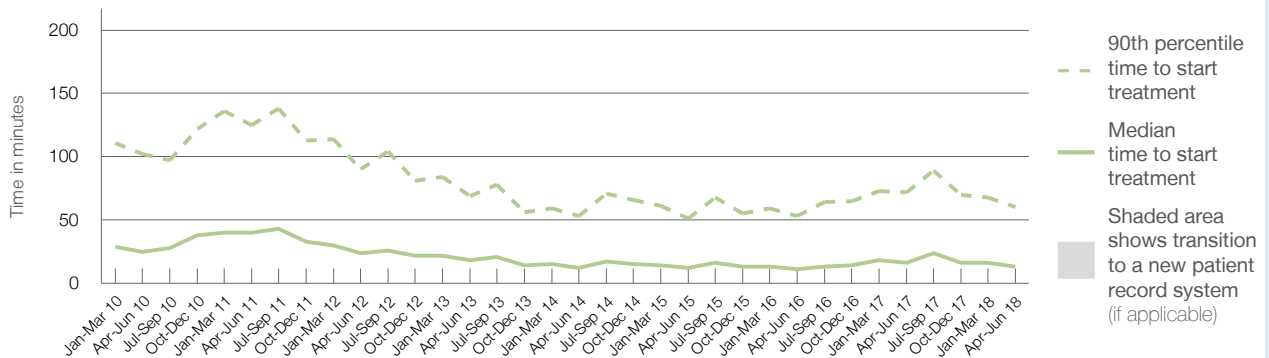
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
3,965	3,850
16 minutes	24 minutes
72 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)	25	40	24	18	12	12	11	16	13
90th percentile time to start treatment <sup>5</sup> (minutes)	102	125	90	69	53	51	53	72	60

(†) 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.

## The Tweed Hospital: 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: 1,114

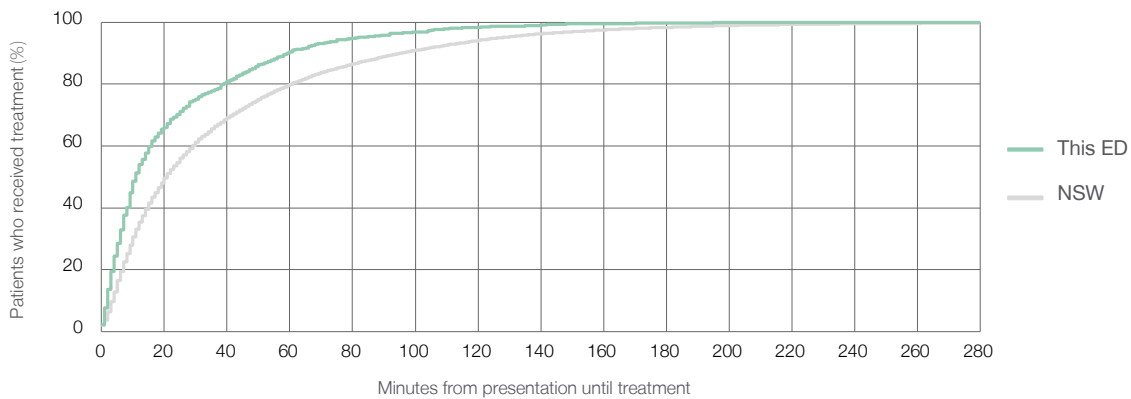
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,060

Median time to start treatment<sup>4</sup>  11 minutes

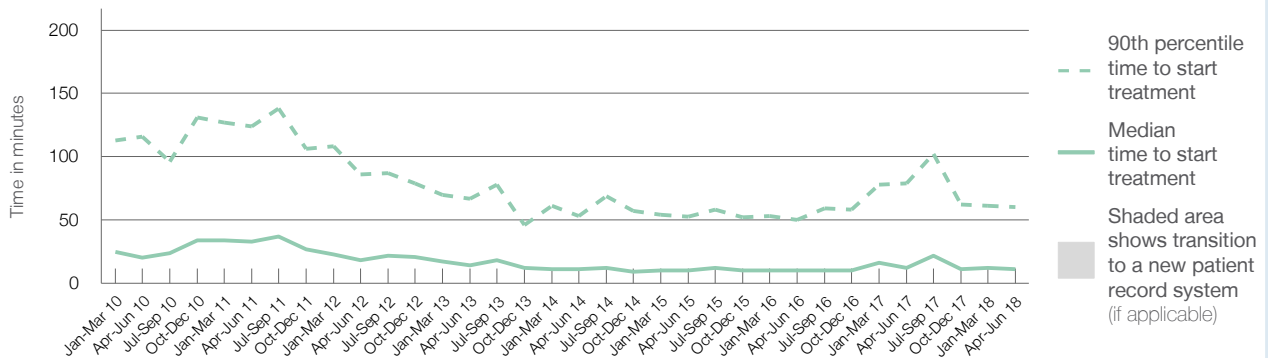
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
949	885
12 minutes	21 minutes
79 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)	20	33	18	14	11	10	10	12	11
90th percentile time to start treatment <sup>5</sup> (minutes)	116	124	86	67	53	53	50	79	60

(†) 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.

## The Tweed Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 12,475 patients

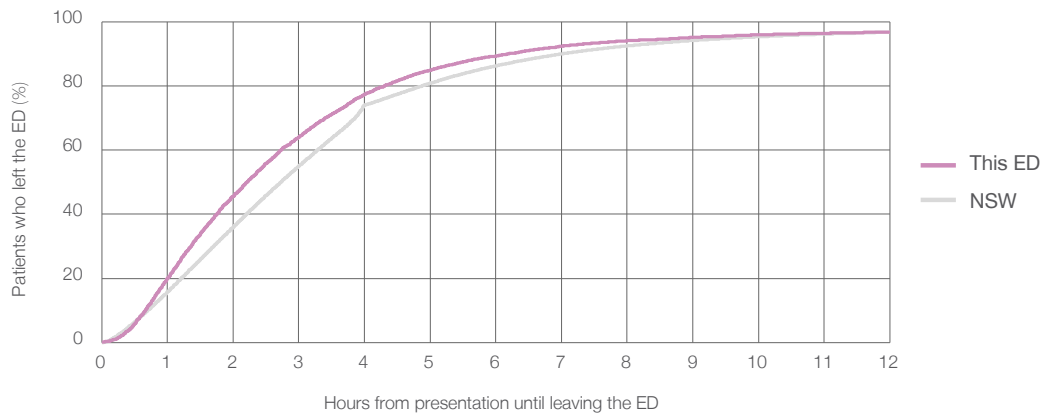
Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,475 patients

Median time spent in the ED<sup>8</sup>  2 hours and 13 minutes

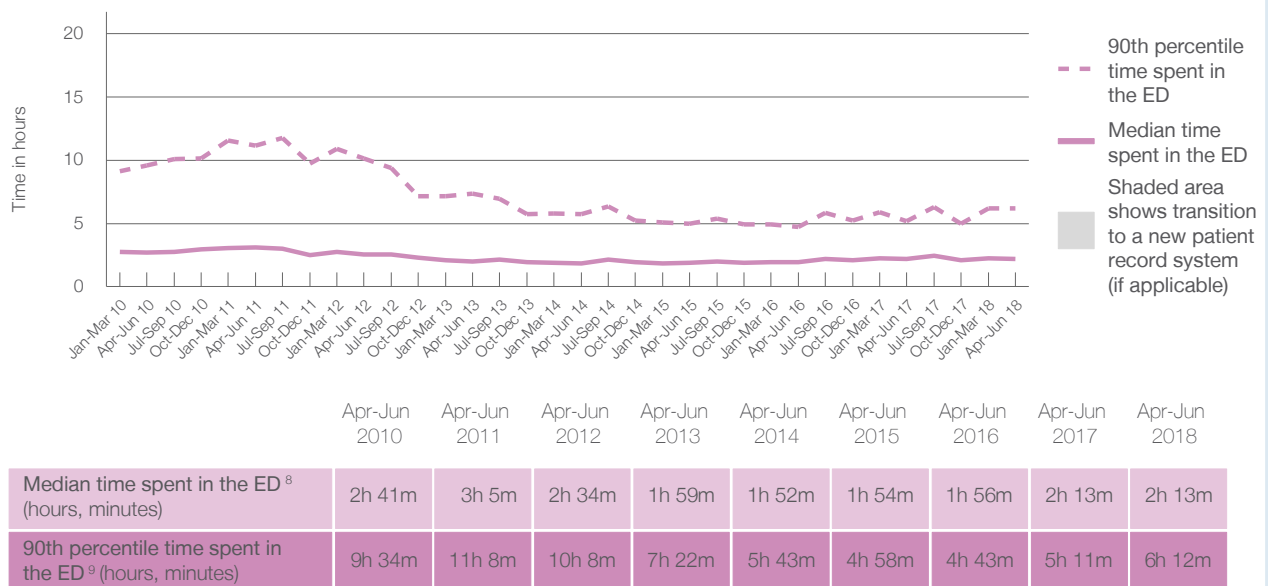
90th percentile time spent in the ED<sup>9</sup>  6 hours and 12 minutes

Same period last year	NSW (this period)
12,622	
12,621	
2 hours and 13 minutes	2 hours and 44 minutes
5 hours and 11 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>



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**The Tweed Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

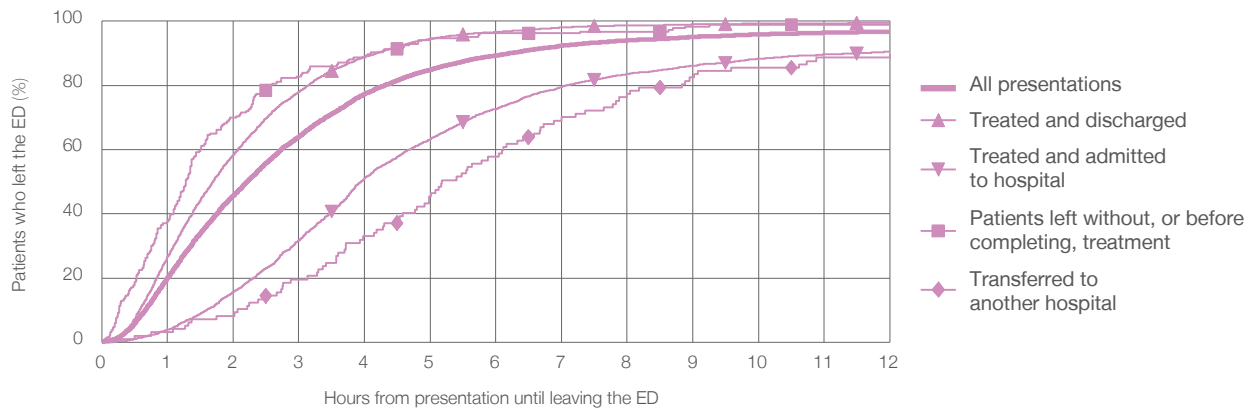
All presentations:<sup>1</sup> 12,475 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 12,475 patients

Treated and discharged	8,481 (68.0%)
Treated and admitted to hospital	3,677 (29.5%)
Patient left without, or before completing, treatment	186 (1.5%)
Transferred to another hospital	97 (0.8%)
Other	34 (0.3%)

Same period last year	Change since one year ago
12,621	-1%
7,909	7.2%
4,334	-15.2%
222	-16.2%
118	-17.8%
39	-12.8%

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

Treated and discharged	26.7%	58.4%	78.0%	89.0%	96.6%	98.7%	99.2%	99.5%
Treated and admitted to hospital	3.9%	15.7%	31.7%	51.2%	72.7%	83.6%	88.3%	90.5%
Patient left without, or before completing, treatment	37.6%	69.9%	82.8%	88.7%	96.2%	96.8%	98.9%	98.9%
Transferred to another hospital	3.1%	8.2%	19.6%	33.0%	57.7%	77.3%	85.6%	89.7%
All presentations	20.2%	45.7%	64.1%	77.4%	89.3%	94.1%	95.9%	96.8%

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**The Tweed Hospital: 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> 12,475 patients

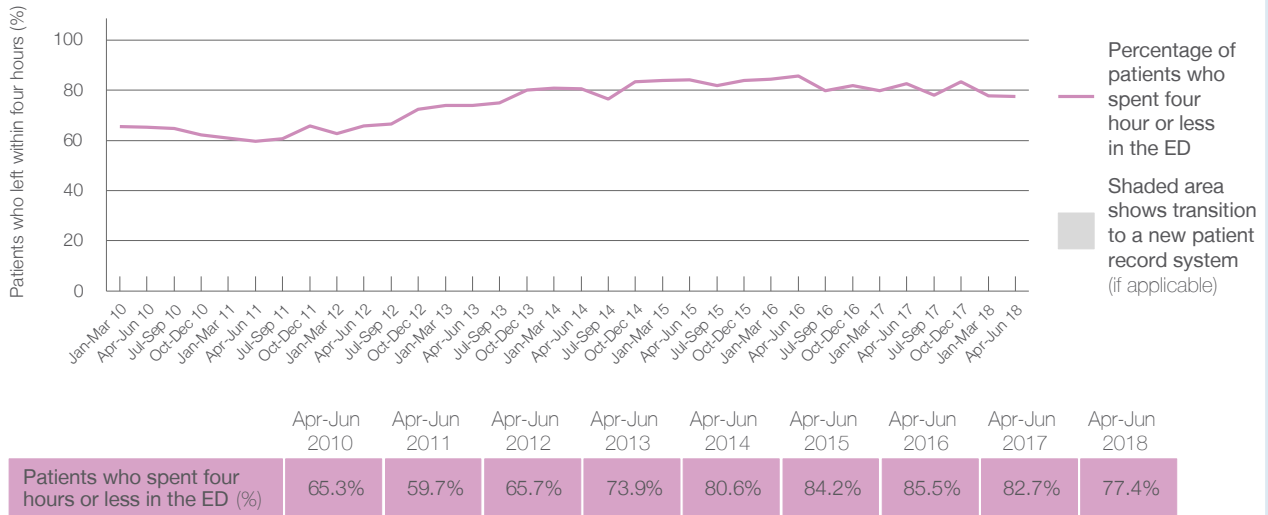
Presentations used to calculate time to leaving the ED: <sup>6</sup> 12,475 patients

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	12,622	-1%
Presentations used to calculate time to leaving the ED	12,621	-1%
Percentage of patients who spent four hours or less in the ED	82.7%	

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.

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- 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.
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**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).