

Healthcare Quarterly

# Emergency department

Northern NSW Local Health District  
Performance Profiles

October to December 2018

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

October to December 2018

All presentations:<sup>1</sup> 4,576 patients  
 Emergency presentations:<sup>2</sup> 4,314 patients

Same period last year	Change since one year ago
4,605	-1%
4,314	0%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 360 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 20 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,277 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 41 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,335 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 82 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 338 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
327	
8 minutes	8 minutes
27 minutes	26 minutes
1,299	
21 minutes	20 minutes
54 minutes	72 minutes
2,343	
22 minutes	26 minutes
90 minutes	104 minutes
334	
23 minutes	23 minutes
95 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,576 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
4,605	-1%
76%	

\* 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: October to December 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.

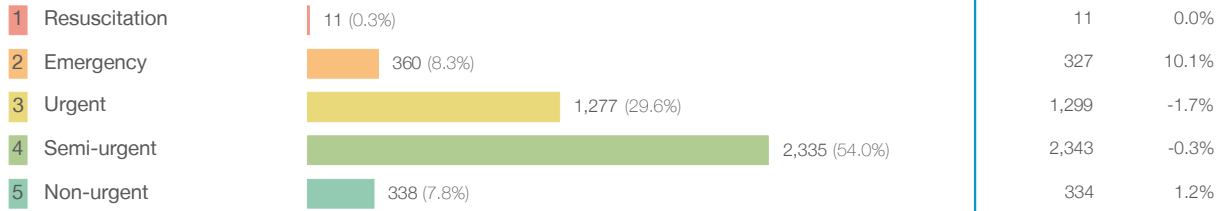
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

## Ballina District Hospital: Patients presenting to the emergency department October to December 2018

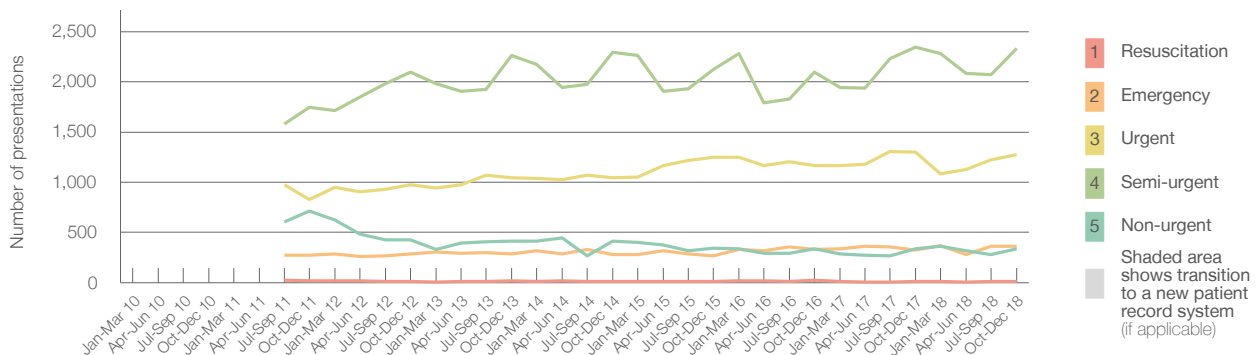
All presentations:<sup>1</sup> 4,576 patients

Emergency presentations<sup>2</sup> by triage category: 4,321 patients



Same period last year	Change since one year ago
4,605	-1%
4,314	0%
11	0.0%
327	10.1%
1,299	-1.7%
2,343	-0.3%
334	1.2%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		16	13	21	12	12	23	11	11
Emergency		275	286	285	281	268	332	327	360
Urgent		830	977	1,044	1,046	1,250	1,163	1,299	1,277
Semi-urgent		1,745	2,096	2,262	2,292	2,125	2,094	2,343	2,335
Non-urgent		712	425	415	415	343	336	334	338
All emergency presentations		3,578	3,797	4,027	4,046	3,998	3,948	4,314	4,321

## Ballina District Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 416 patients <sup>\*\*</sup>

ED Transfer of care time



Same period last year	Change since one year ago
329	
13 minutes	0 minutes
29 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

## Ballina District Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 360

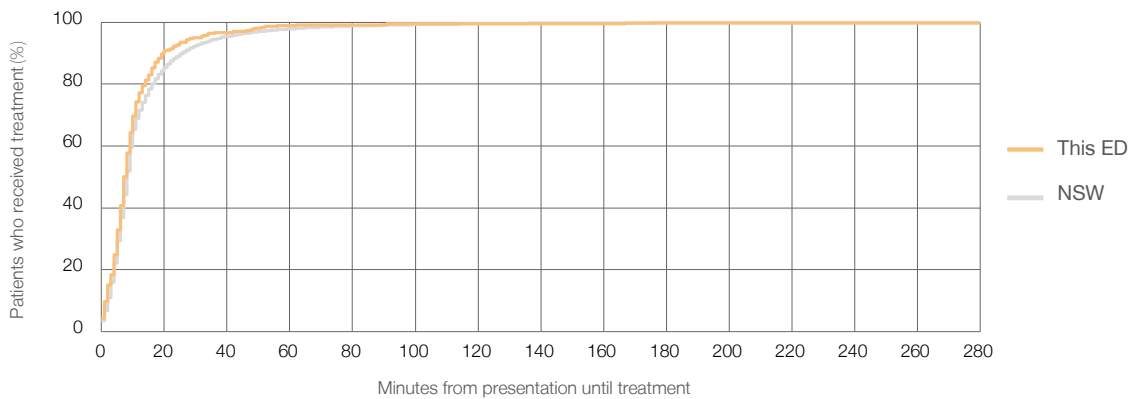
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 359

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

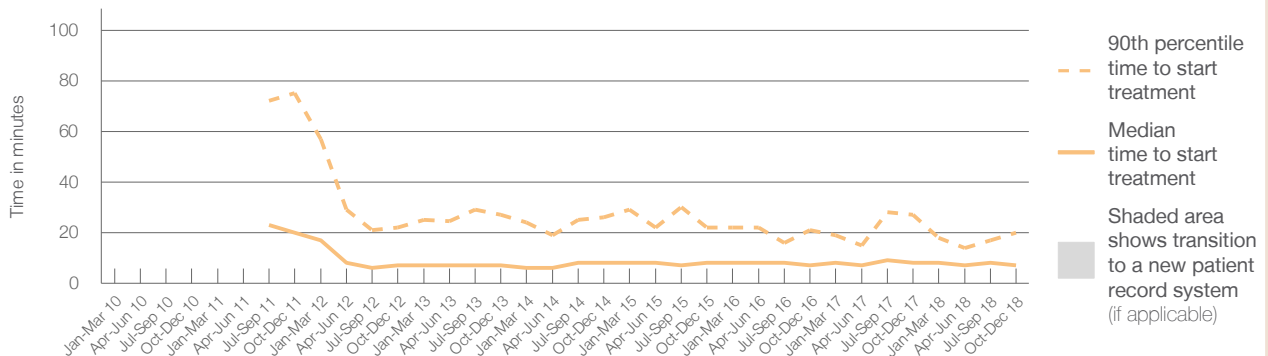
90th percentile time to start treatment<sup>5</sup>  20 minutes

Same period last year	NSW (this period)
327	
325	
8 minutes	8 minutes
27 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)		20	7	7	8	8	7	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)		75	22	27	26	22	21	27	20

(†) 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.

## Ballina District Hospital: Time patients waited to start treatment, triage 3 October to December 2018

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

Number of triage 3 patients: 1,277

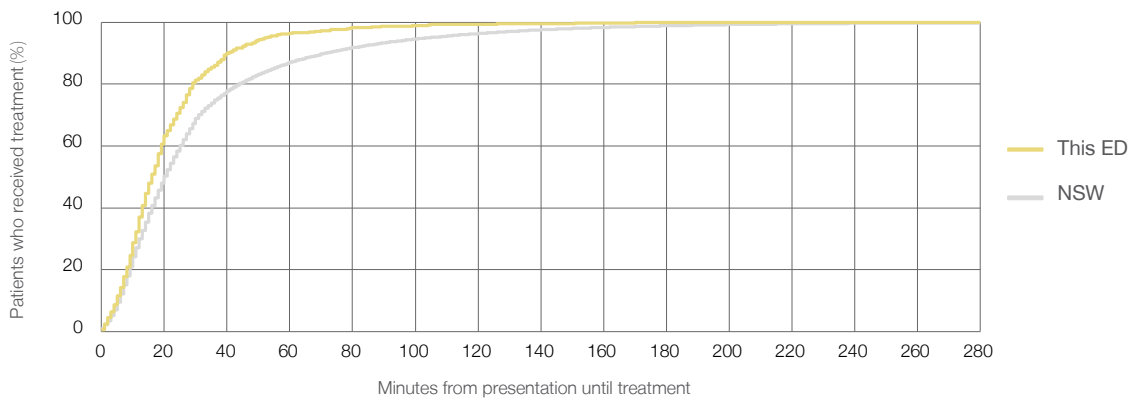
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,268

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

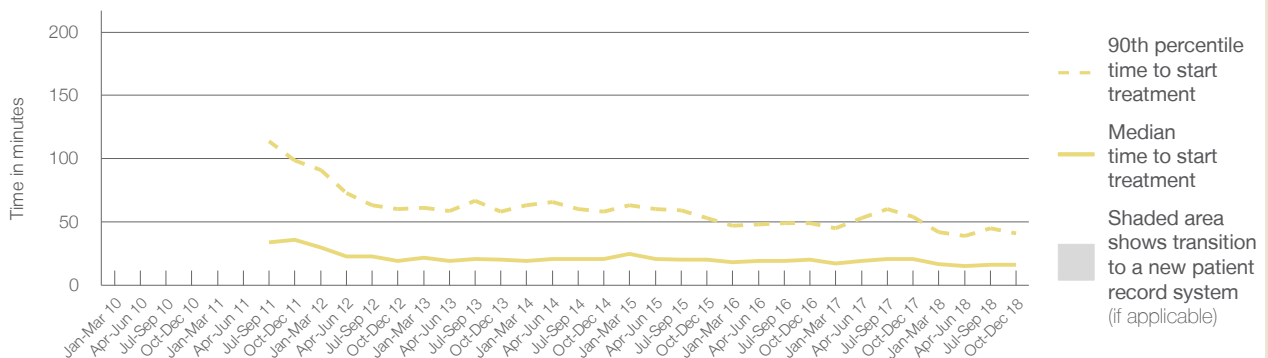
90th percentile time to start treatment<sup>5</sup>  41 minutes

Same period last year	NSW (this period)
1,299	
1,272	
21 minutes	20 minutes
54 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)		36	19	20	21	20	20	21	16
90th percentile time to start treatment <sup>5</sup> (minutes)		99	60	58	58	53	49	54	41

(†) 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.

**Ballina District Hospital: Time patients waited to start treatment, triage 4**  
October to December 2018

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

Number of triage 4 patients: 2,335

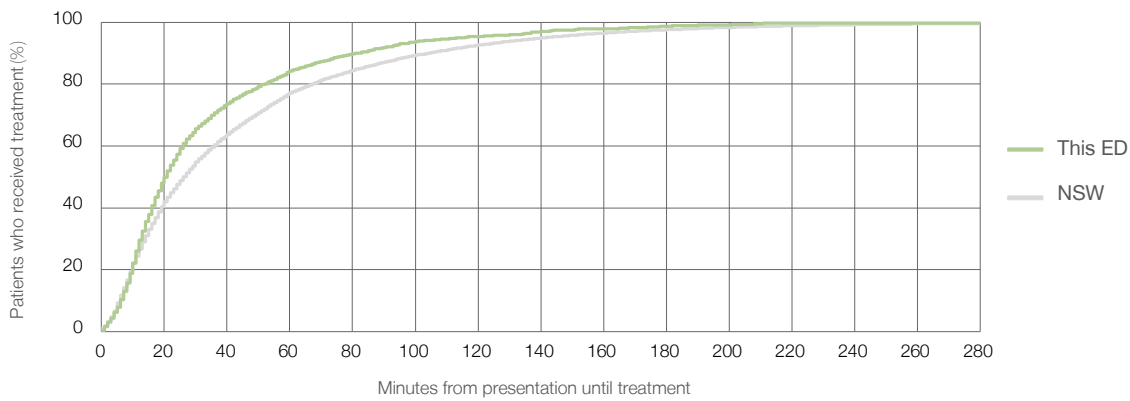
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,218

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

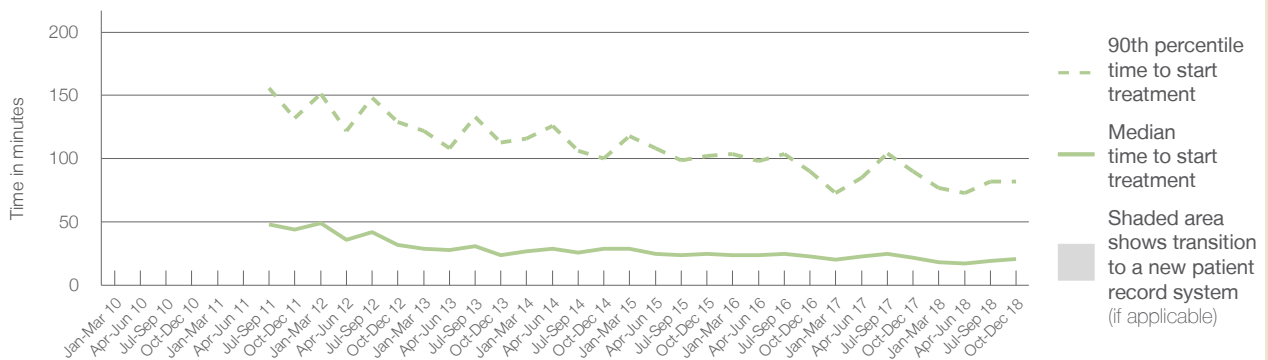
90th percentile time to start treatment<sup>5</sup>  82 minutes

Same period last year	NSW (this period)
2,343	2,149
22 minutes	26 minutes
90 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)		44	32	24	29	25	23	22	21
90th percentile time to start treatment <sup>5</sup> (minutes)		132	129	113	100	102	90	90	82

(†) 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.

**Ballina District Hospital: Time patients waited to start treatment, triage 5**  
October to December 2018

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

Number of triage 5 patients: 338

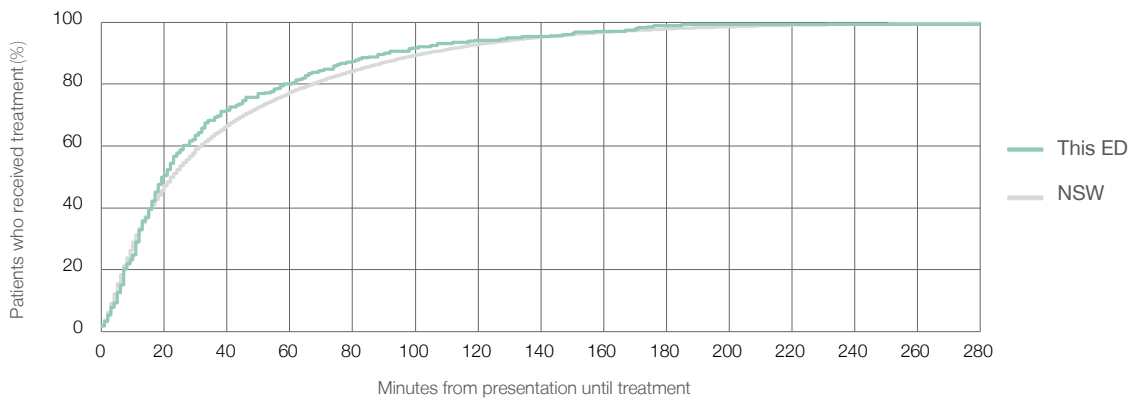
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 277

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

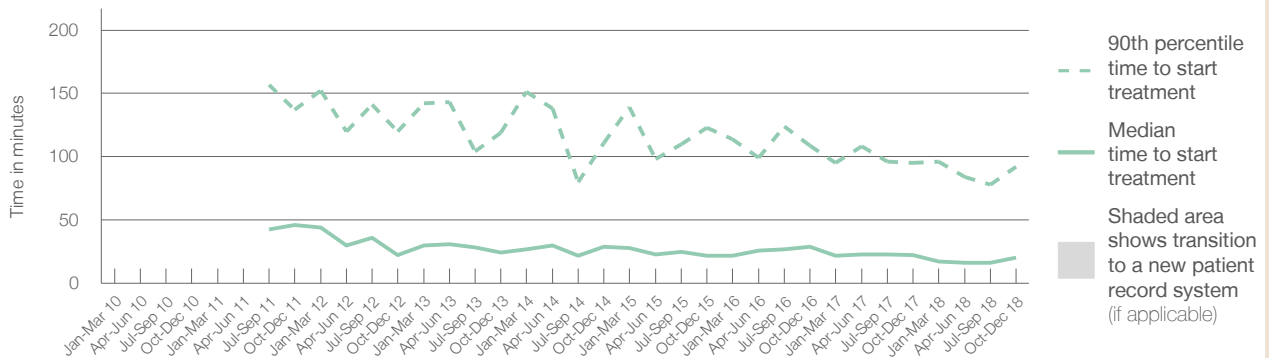
90th percentile time to start treatment<sup>5</sup>  92 minutes

Same period last year	NSW (this period)
334	
212	
23 minutes	23 minutes
95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)		46	23	25	29	22	29	23	20
90th percentile time to start treatment <sup>5</sup> (minutes)		137	120	119	111	123	109	95	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.

(§) 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 spent in the ED October to December 2018

All presentations:<sup>1</sup> 4,576 patients

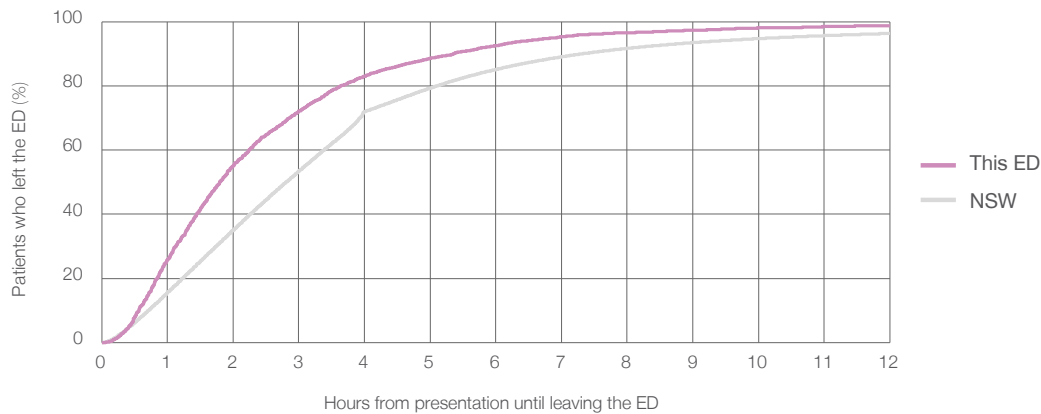
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,576 patients

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

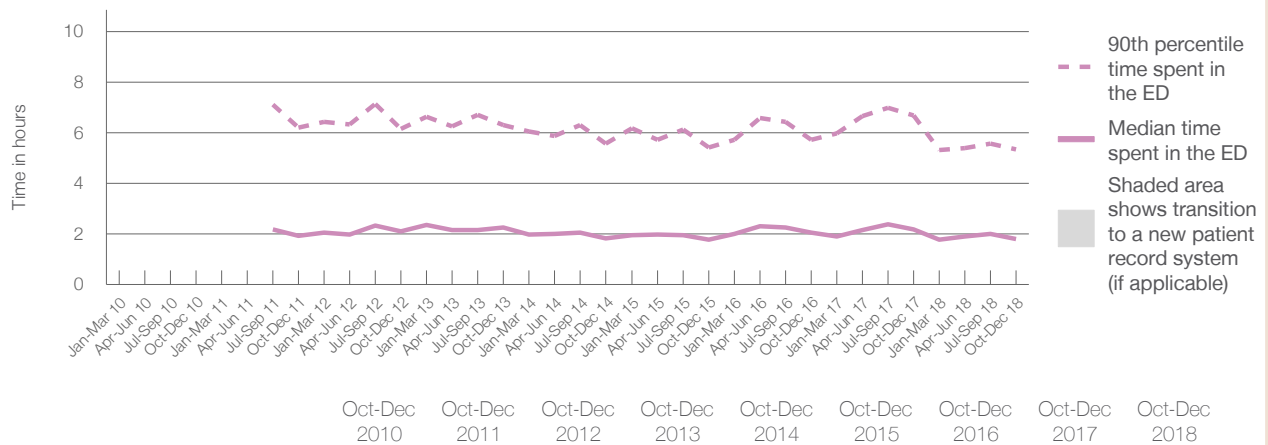
90th percentile time spent in the ED<sup>9</sup> 5 hours and 21 minutes

Same period last year	NSW (this period)
4,605	4,605
2 hours and 11 minutes	2 hours and 49 minutes
6 hours and 41 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)		1h 56m	2h 6m	2h 16m	1h 50m	1h 47m	2h 4m	2h 11m	1h 48m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		6h 13m	6h 10m	6h 18m	5h 34m	5h 25m	5h 44m	6h 41m	5h 21m

(†) 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.



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

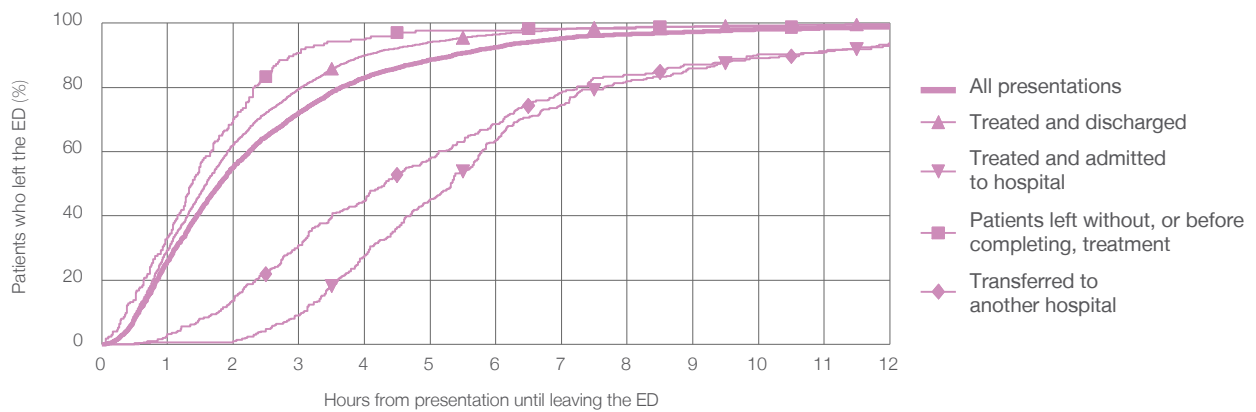
All presentations:<sup>1</sup> 4,576 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,576 patients

Treated and discharged	3,792 (82.9%)
Treated and admitted to hospital	299 (6.5%)
Patient left without, or before completing, treatment	174 (3.8%)
Transferred to another hospital	311 (6.8%)
Other	0 (0%)

Same period last year	Change since one year ago
4,605	-1%
3,718	2.0%
337	-11.3%
216	-19.4%
325	-4.3%
9	-100.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡§</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	29.4%	62.3%	79.6%	89.9%	96.5%	98.7%	99.3%	99.7%
Treated and admitted to hospital	0.7%	1.0%	9.0%	27.8%	63.5%	81.9%	90.3%	93.6%
Patient left without, or before completing, treatment	33.3%	70.1%	90.8%	94.8%	97.7%	98.3%	98.9%	99.4%
Transferred to another hospital	3.2%	13.5%	30.9%	44.7%	68.5%	83.9%	89.1%	92.9%
All presentations	25.9%	55.2%	72.1%	83.0%	92.5%	96.6%	98.0%	98.8%

(†) 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.

**Ballina District Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2018

All presentations at the emergency department: <sup>1</sup> 4,576 patients

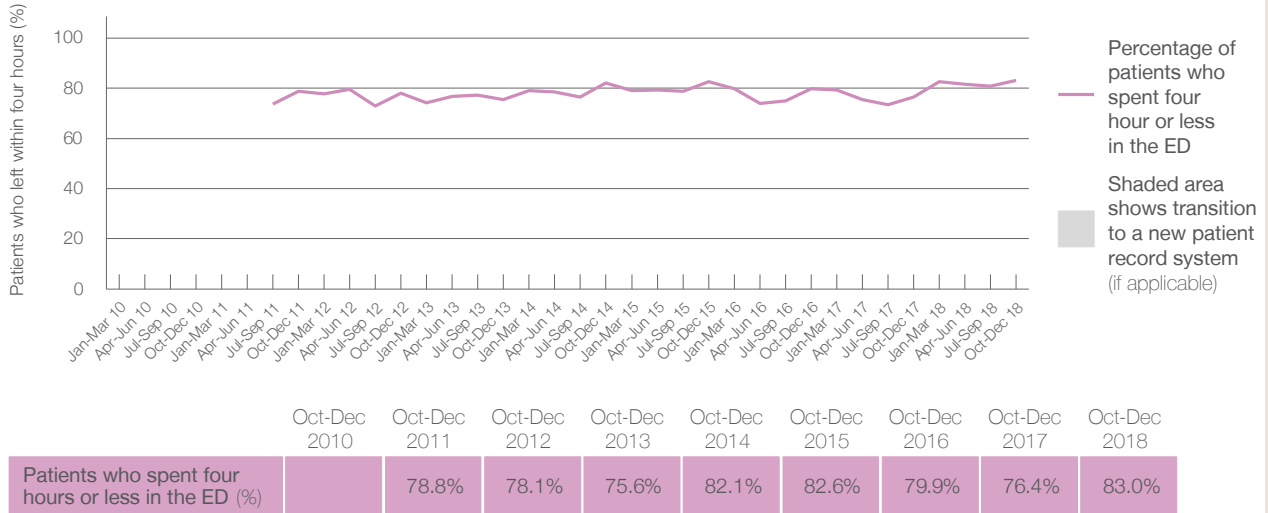
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,576 patients

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	4,605	-1%
Presentations used to calculate time to leaving the ED	4,605	-1%
Percentage of patients who spent four hours or less in the ED	76.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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, October to December 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 22 January 2019).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

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

October to December 2018

All presentations:<sup>1</sup> 5,739 patients  
 Emergency presentations:<sup>2</sup> 5,683 patients

Same period last year	Change since one year ago
5,473	5%
5,391	5%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 576 patients

Median time to start treatment<sup>4</sup> 8 minutes  
 90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,837 patients

Median time to start treatment<sup>4</sup> 17 minutes  
 90th percentile time to start treatment<sup>5</sup> 48 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,517 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 76 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 753 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 91 minutes

Same period last year	NSW (this period)
510	
7 minutes	8 minutes
22 minutes	26 minutes
1,843	
14 minutes	20 minutes
50 minutes	72 minutes
2,310	
20 minutes	26 minutes
87 minutes	104 minutes
720	
17 minutes	23 minutes
105 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 5,736 patients

Percentage of patients who spent four hours or less in the ED 83%

Same period last year	Change since one year ago
5,473	5%
84%	

\* 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: October to December 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 22 January 2019).

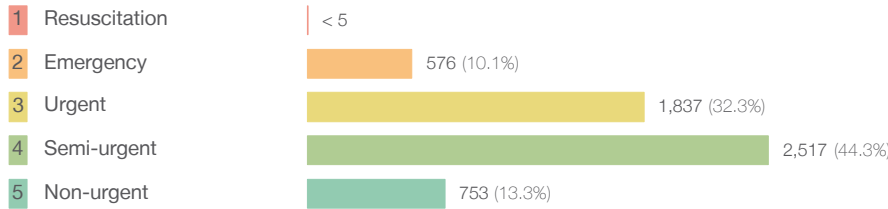
## Byron Central Hospital: Patients presenting to the emergency department October to December 2018

All presentations:<sup>1</sup> 5,739 patients

Same period last year	Change since one year ago
5,473	5%

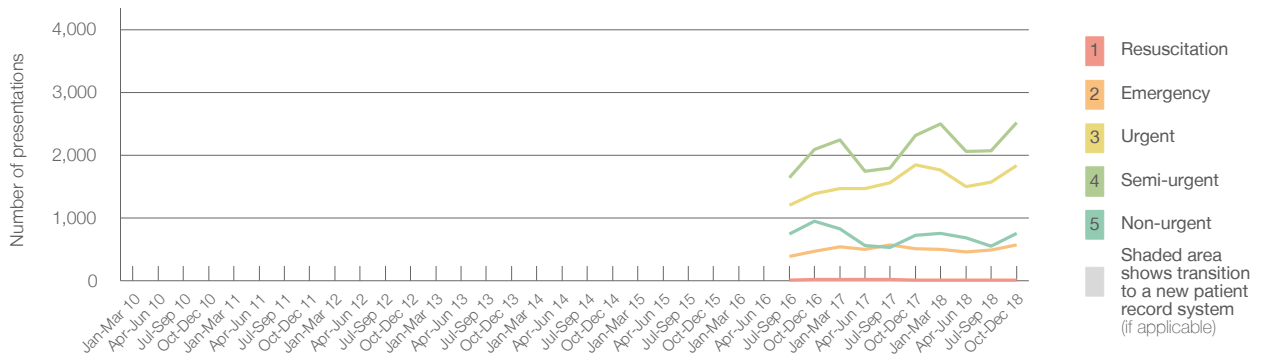
Emergency presentations<sup>2</sup> by triage category: 5,683 patients

Same period last year	Change since one year ago
5,391	5%



Same period last year	Change since one year ago
8	*
510	12.2%
1,843	-0.3%
2,310	9.0%
720	4.6%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation							14	8	< 5
Emergency							465	510	576
Urgent							1,381	1,843	1,837
Semi-urgent							2,088	2,310	2,517
Non-urgent							947	720	753
All emergency presentations							4,895	5,391	5,683

## Byron Central Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 391 patients

Same period last year	Change since one year ago
336	

ED Transfer of care time



Same period last year	Change since one year ago
8 minutes	0 minutes
21 minutes	-2 minutes

- (†) Data points are not shown in graphs for quarters when patient numbers are too small.
- (‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.
- (§) 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 2 October to December 2018

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

Number of triage 2 patients: 576

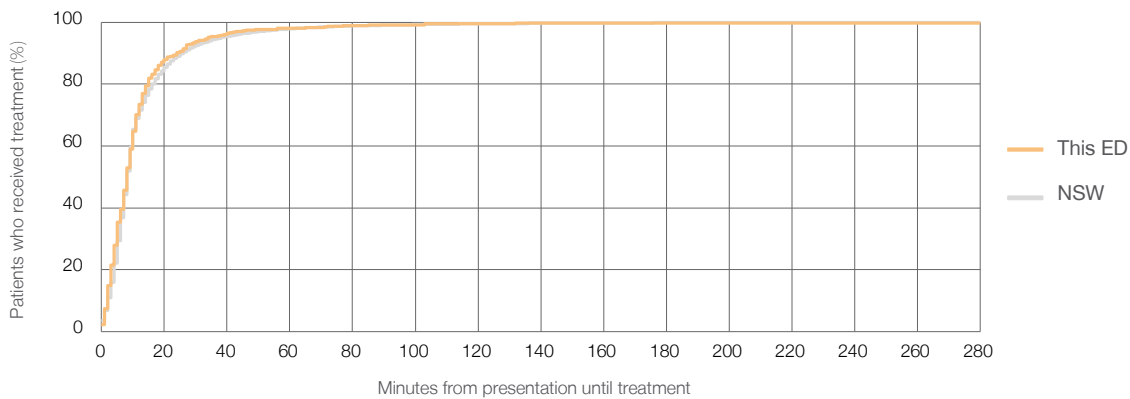
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 569

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

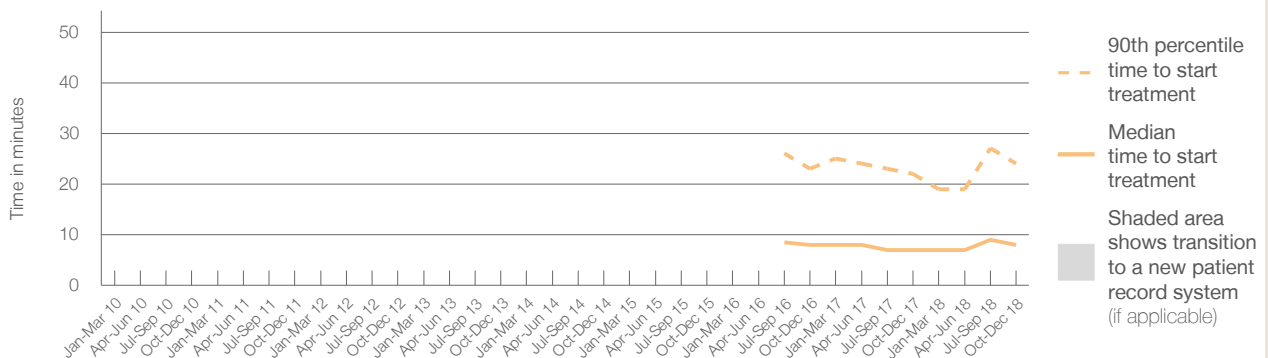
90th percentile time to start treatment<sup>5</sup>  24 minutes

Same period last year	NSW (this period)
510	
506	
7 minutes	8 minutes
22 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)							8	7	8
90th percentile time to start treatment <sup>5</sup> (minutes)							23	22	24

(†) 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 October to December 2018

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

Number of triage 3 patients: 1,837

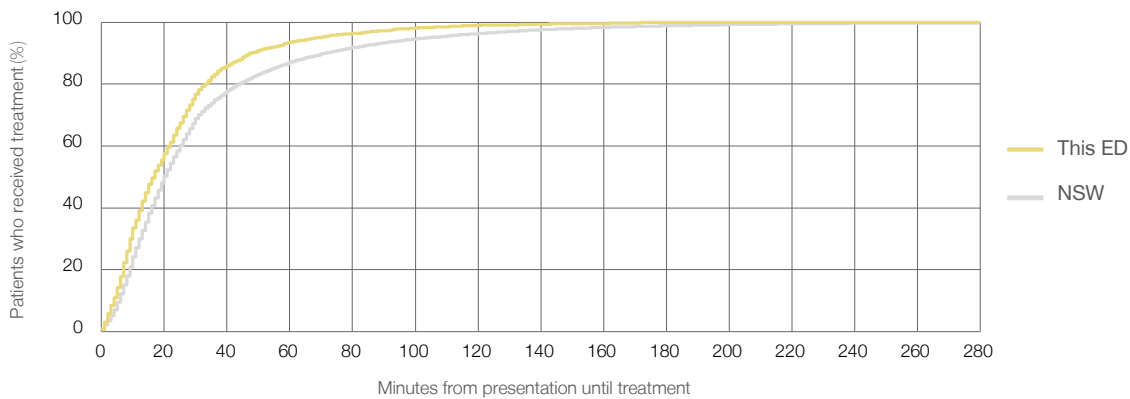
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,793

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

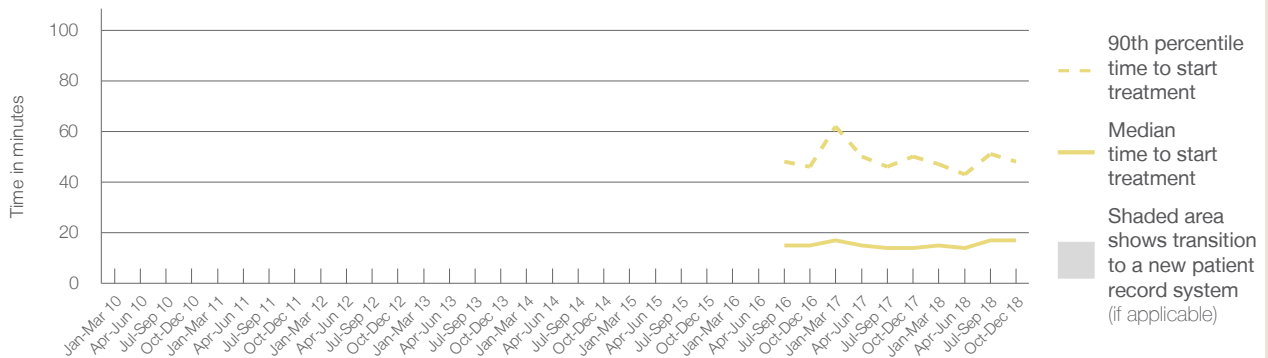
90th percentile time to start treatment<sup>5</sup>  48 minutes

Same period last year	NSW (this period)
1,843	1,830
14 minutes	20 minutes
50 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)							15	14	17
90th percentile time to start treatment <sup>5</sup> (minutes)							46	50	48

(†) 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 October to December 2018

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

Number of triage 4 patients: 2,517

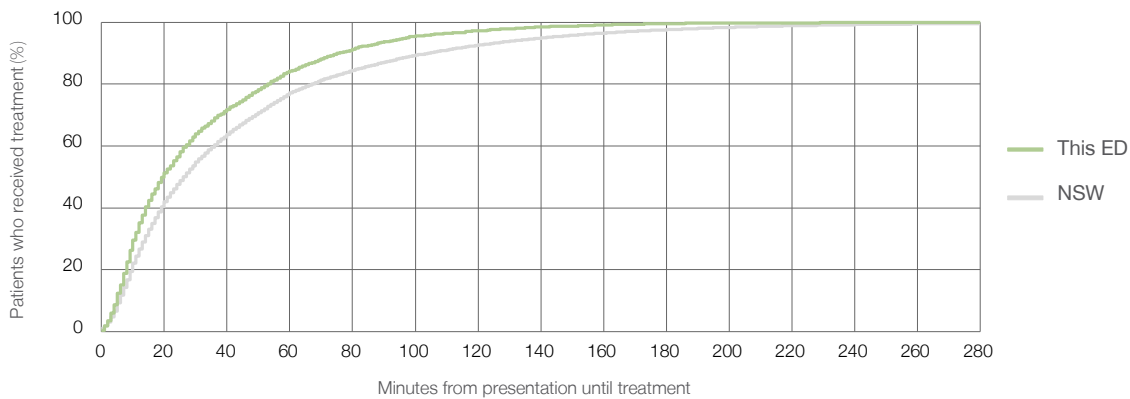
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,427

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

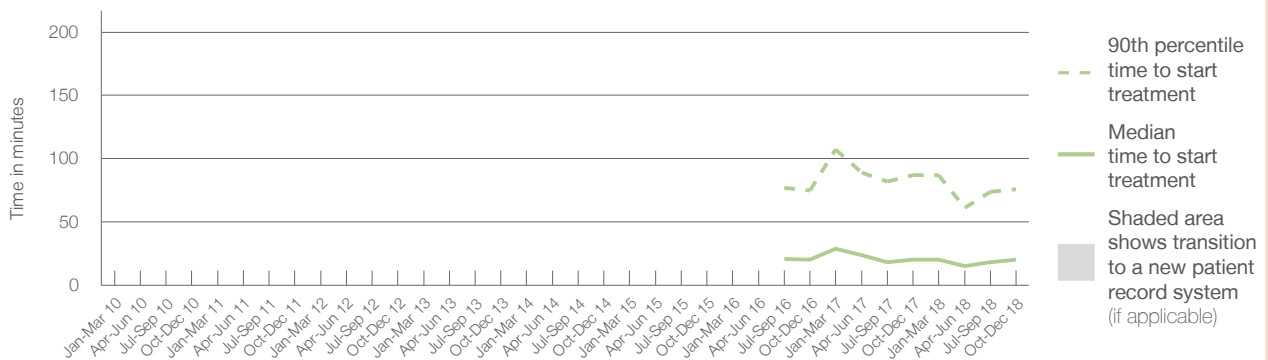
90th percentile time to start treatment<sup>5</sup>  76 minutes

Same period last year	NSW (this period)
2,310	
2,240	
20 minutes	26 minutes
87 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)							20	20	20
90th percentile time to start treatment <sup>5</sup> (minutes)							75	87	76

(†) 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 October to December 2018

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

Number of triage 5 patients: 753

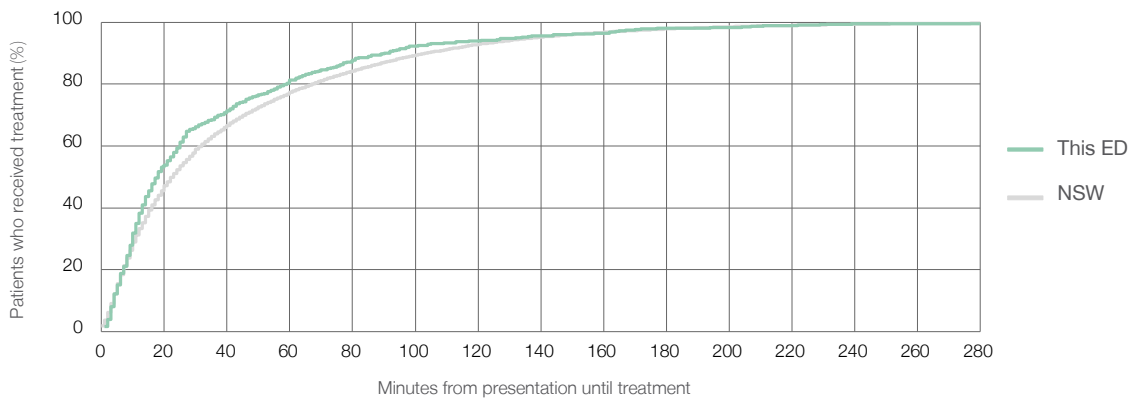
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 693

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

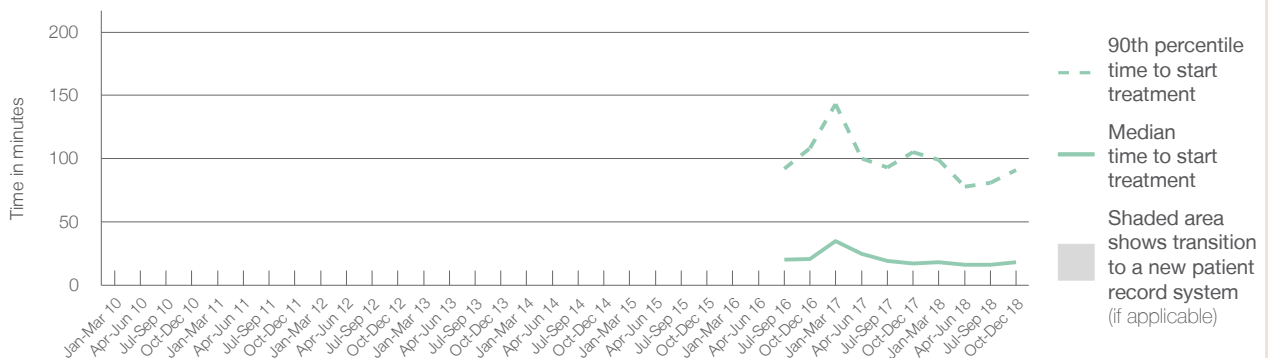
90th percentile time to start treatment<sup>5</sup>  91 minutes

Same period last year	NSW (this period)
720	657
17 minutes	23 minutes
105 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)							21	17	18
90th percentile time to start treatment <sup>5</sup> (minutes)							108	105	91

(†) 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

October to December 2018

All presentations:<sup>1</sup> 5,739 patients

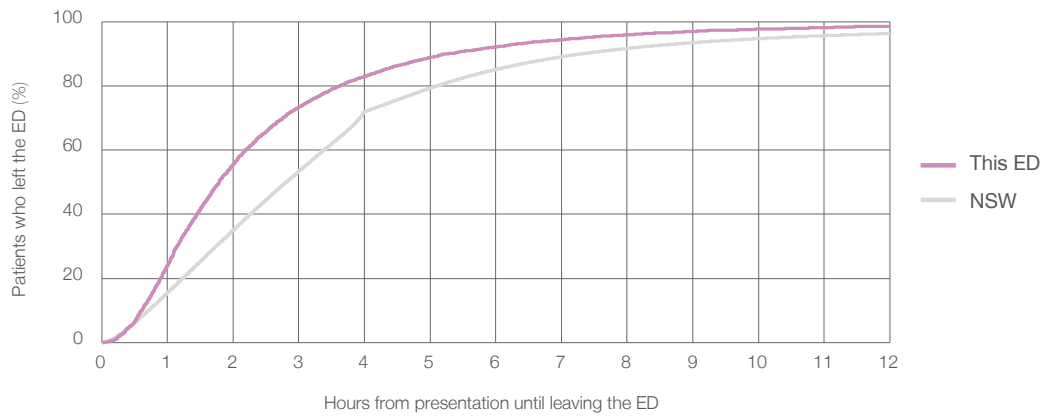
Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,736 patients

Median time spent in the ED<sup>8</sup>  1 hours and 47 minutes

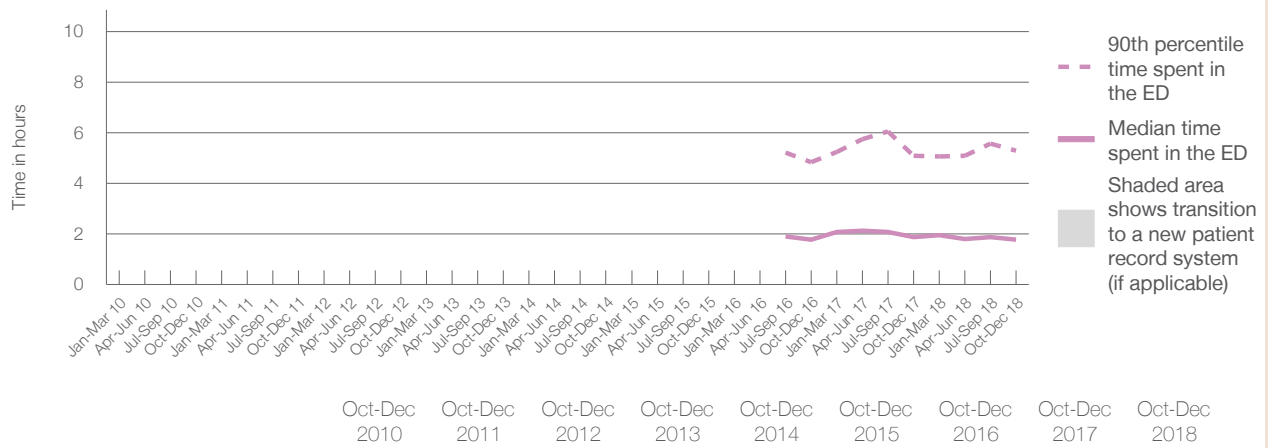
90th percentile time spent in the ED<sup>9</sup>  5 hours and 17 minutes

Same period last year	NSW (this period)
5,473	5,473
1 hours and 53 minutes	2 hours and 49 minutes
5 hours and 6 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)							1h 47m	1h 53m	1h 47m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)							4h 51m	5h 6m	5h 17m

(†) 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  
October to December 2018

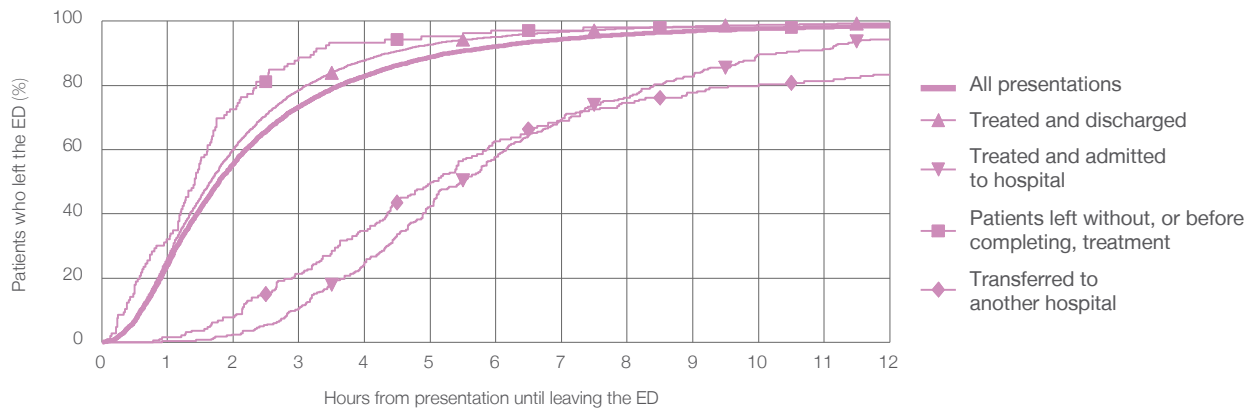
All presentations:<sup>1</sup> 5,739 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 5,736 patients

Treated and discharged	5,115 (89.1%)
Treated and admitted to hospital	285 (5.0%)
Patient left without, or before completing, treatment	106 (1.8%)
Transferred to another hospital	193 (3.4%)
Other	40 (0.7%)

Same period last year	Change since one year ago
5,473	5%
4,656	9.9%
476	-40.1%
115	-7.8%
222	-13.1%
4	900.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡§</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	26.3%	60.1%	78.6%	87.8%	95.1%	97.7%	98.8%	99.4%
Treated and admitted to hospital	0.4%	2.5%	10.5%	24.9%	57.9%	76.1%	89.8%	94.4%
Patient left without, or before completing, treatment	32.1%	72.6%	88.7%	93.4%	97.2%	98.1%	98.1%	98.1%
Transferred to another hospital	1.6%	7.8%	21.2%	34.7%	62.7%	74.6%	80.3%	83.4%
All presentations	24.2%	55.6%	73.4%	82.9%	92.2%	95.9%	97.7%	98.6%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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

October to December 2018

All presentations at the emergency department: <sup>1</sup> 5,739 patients

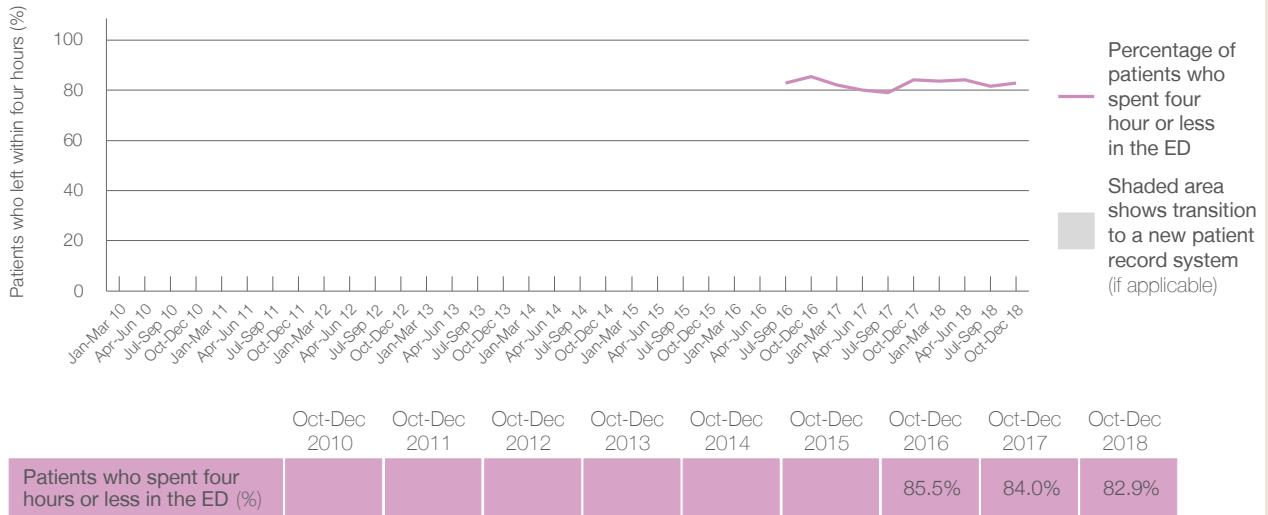
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,736 patients

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> 5,739 patients	5,473	5%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 5,736 patients	5,473	5%
Percentage of patients who spent four hours or less in the ED	84.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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, October to December 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 22 January 2019).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

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

October to December 2018

All presentations:<sup>1</sup> 3,528 patients  
 Emergency presentations:<sup>2</sup> 3,347 patients

Same period last year	Change since one year ago
3,599	-2%
3,376	-1%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 381 patients

Median time to start treatment<sup>4</sup> 9 minutes  
 90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,086 patients

Median time to start treatment<sup>4</sup> 20 minutes  
 90th percentile time to start treatment<sup>5</sup> 67 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,486 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 90th percentile time to start treatment<sup>5</sup> 111 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 394 patients

Median time to start treatment<sup>4</sup> 30 minutes  
 90th percentile time to start treatment<sup>5</sup> 132 minutes

Same period last year	NSW (this period)
377	
8 minutes	8 minutes
19 minutes	26 minutes
1,007	
17 minutes	20 minutes
59 minutes	72 minutes
1,646	
27 minutes	26 minutes
95 minutes	104 minutes
346	
19 minutes	23 minutes
107 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,526 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
3,599	-2%
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: October to December 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.

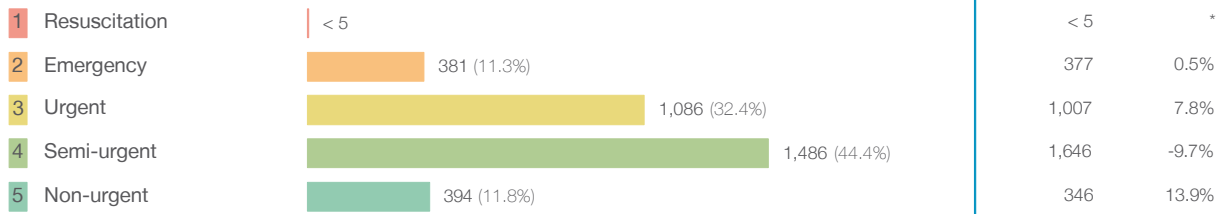
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

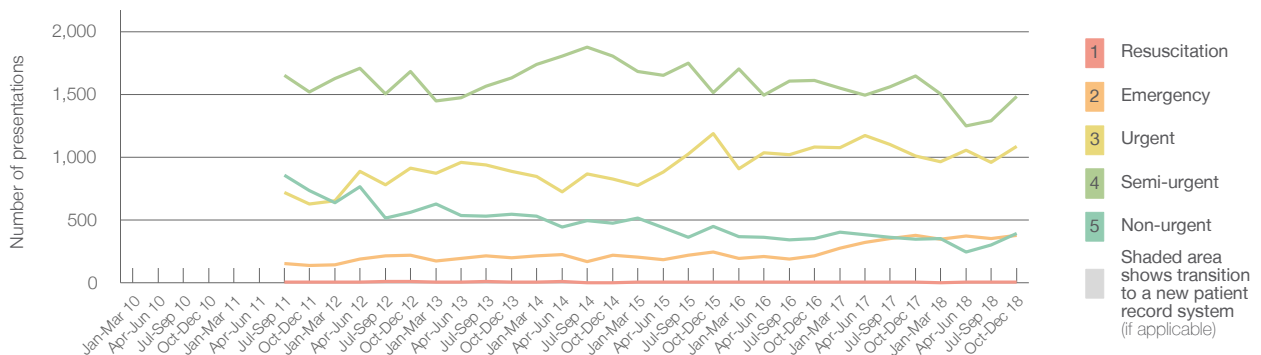
## Casino & District Memorial Hospital: Patients presenting to the emergency department October to December 2018

All presentations:<sup>1</sup> 3,528 patients

Emergency presentations<sup>2</sup> by triage category: 3,347 patients



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		5	9	< 5	< 5	6	6	< 5	< 5
Emergency		139	217	200	220	243	216	377	381
Urgent		627	913	889	827	1,187	1,079	1,007	1,086
Semi-urgent		1,517	1,684	1,629	1,807	1,515	1,612	1,646	1,486
Non-urgent		736	561	543	473	450	353	346	394
All emergency presentations		3,024	3,384	3,261	3,327	3,401	3,266	3,376	3,347

## Casino & District Memorial Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 339 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 October to December 2018

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

Number of triage 2 patients: 381

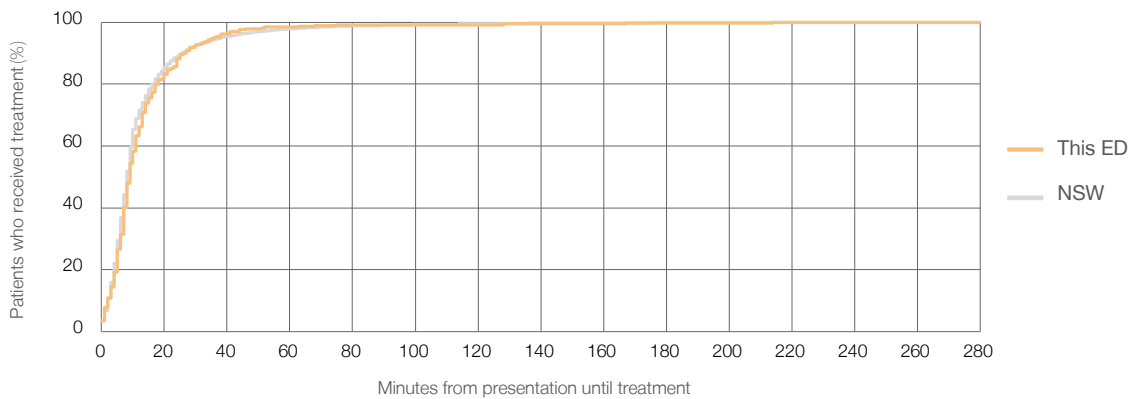
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 368

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

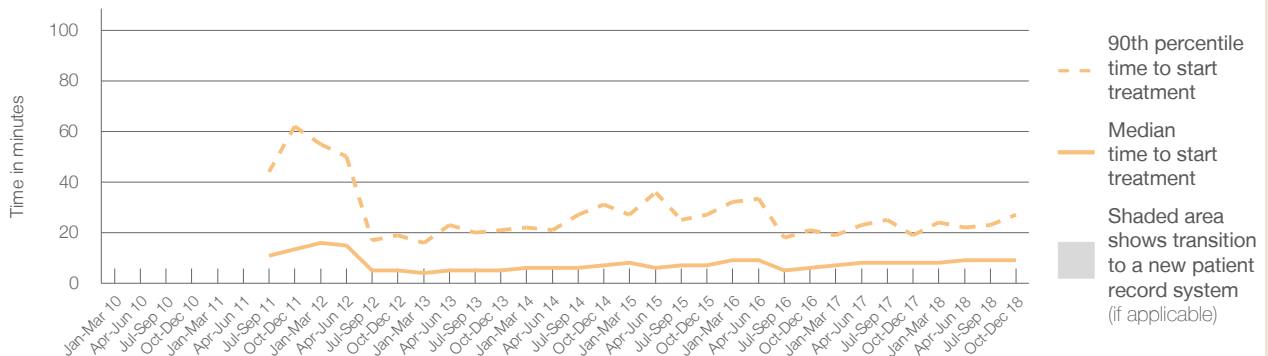
90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
377	
340	
8 minutes	8 minutes
19 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)		14	5	5	7	7	6	8	9
90th percentile time to start treatment <sup>5</sup> (minutes)		62	19	21	31	27	21	19	27

(†) 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 October to December 2018

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

Number of triage 3 patients: 1,086

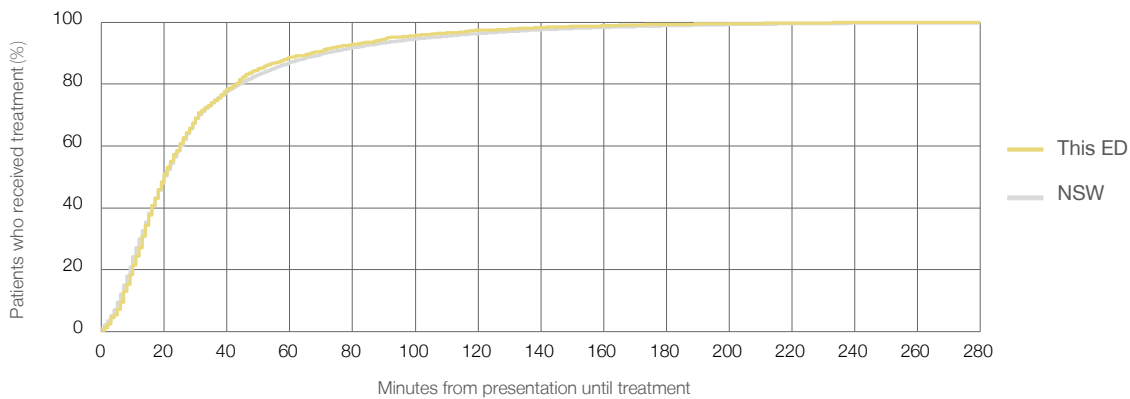
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,019

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

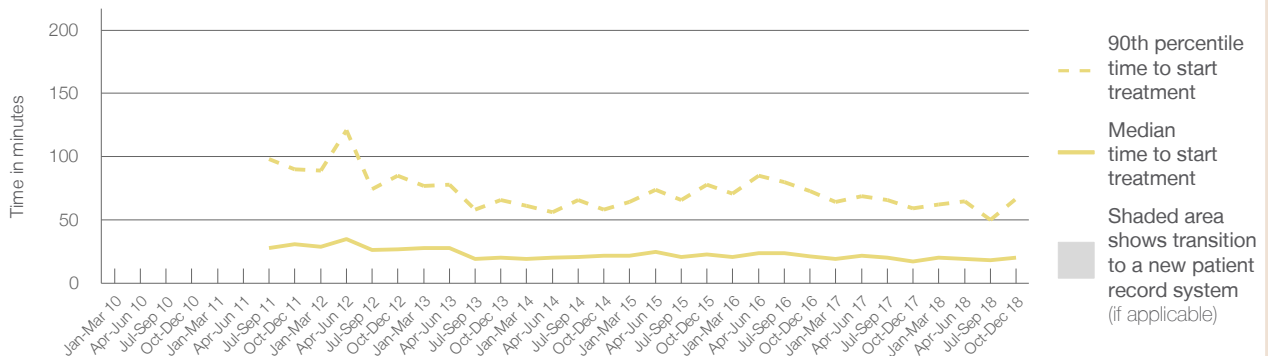
90th percentile time to start treatment<sup>5</sup>  67 minutes

Same period last year	NSW (this period)
1,007	
924	
17 minutes	20 minutes
59 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)		31	27	20	22	23	22	17	20
90th percentile time to start treatment <sup>5</sup> (minutes)		90	85	66	58	78	73	59	67

(†) 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 October to December 2018

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

Number of triage 4 patients: 1,486

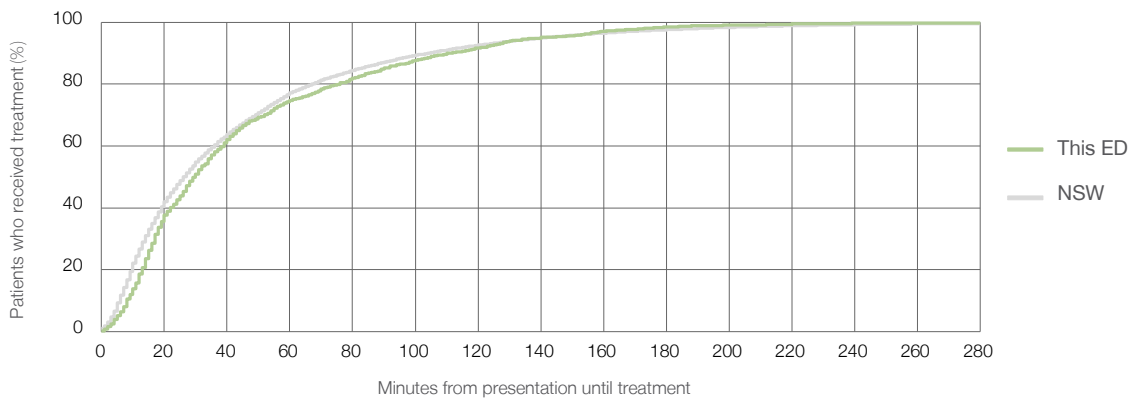
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,316

Median time to start treatment<sup>4</sup>  30 minutes

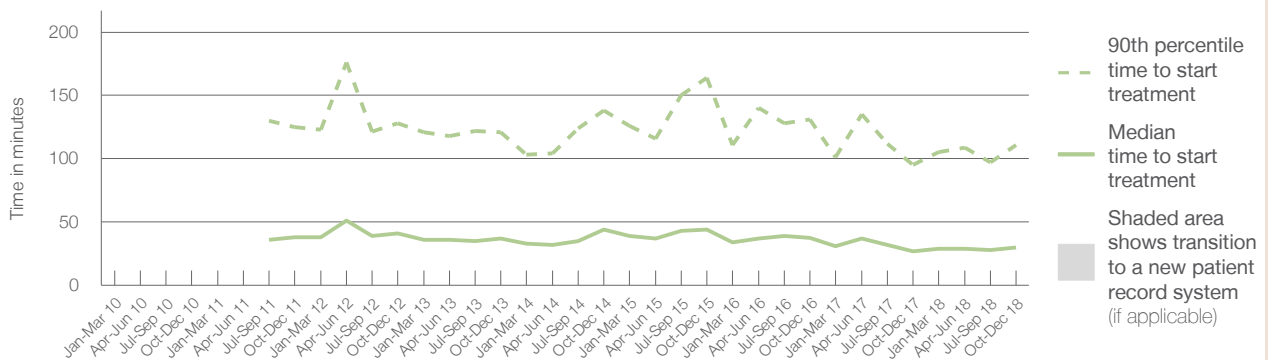
90th percentile time to start treatment<sup>5</sup>  111 minutes

Same period last year	NSW (this period)
1,646	1,463
27 minutes	26 minutes
95 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)		38	41	37	44	44	38	27	30
90th percentile time to start treatment <sup>5</sup> (minutes)		125	128	121	138	164	131	95	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 October to December 2018

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

Number of triage 5 patients: 394

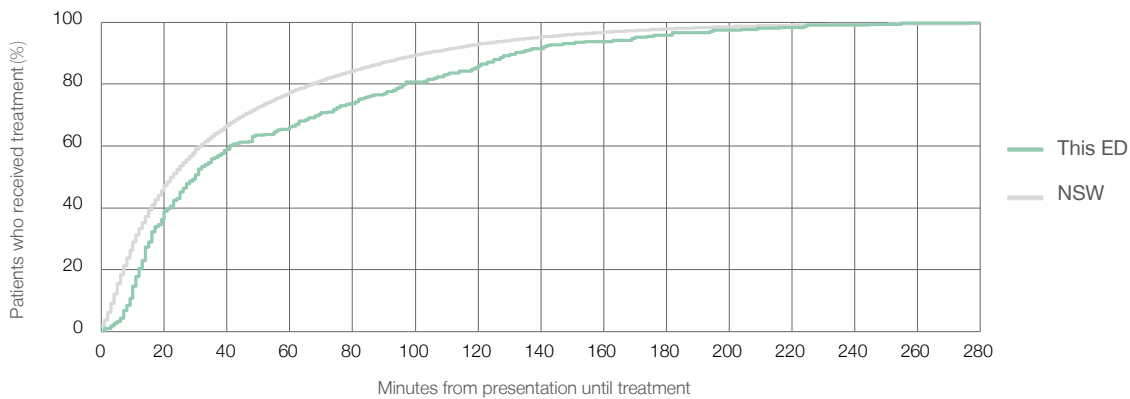
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 304

Median time to start treatment<sup>4</sup>  30 minutes

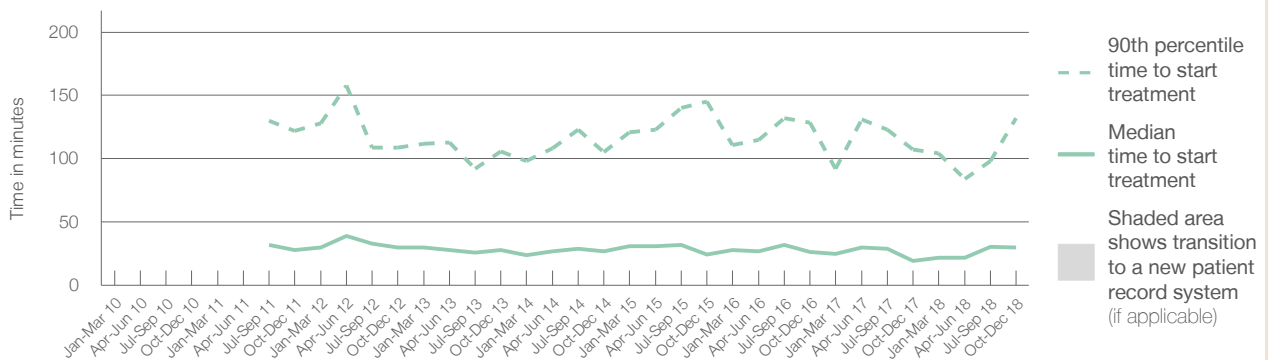
90th percentile time to start treatment<sup>5</sup>  132 minutes

Same period last year	NSW (this period)
346	
261	
19 minutes	23 minutes
107 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)		28	30	28	27	25	27	19	30
90th percentile time to start treatment <sup>5</sup> (minutes)		122	109	106	105	145	129	107	132

(†) 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

October to December 2018

All presentations:<sup>1</sup> 3,528 patients

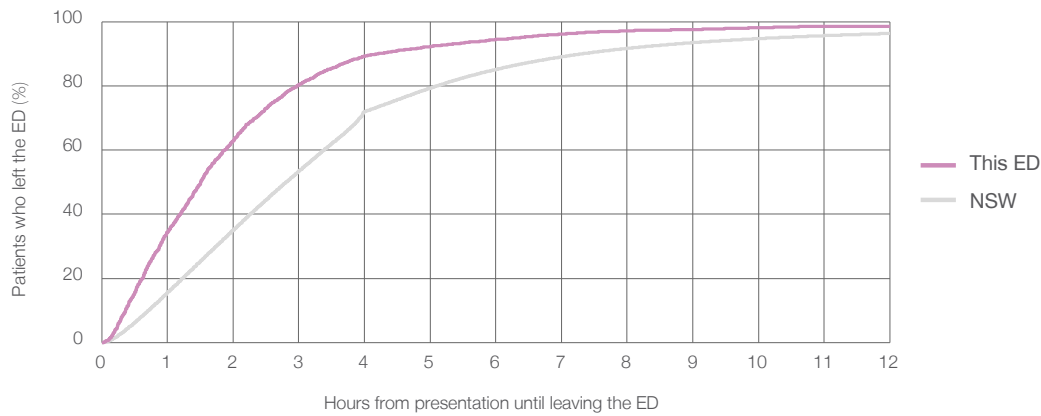
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,526 patients

Median time spent in the ED<sup>8</sup> 1 hours and 30 minutes

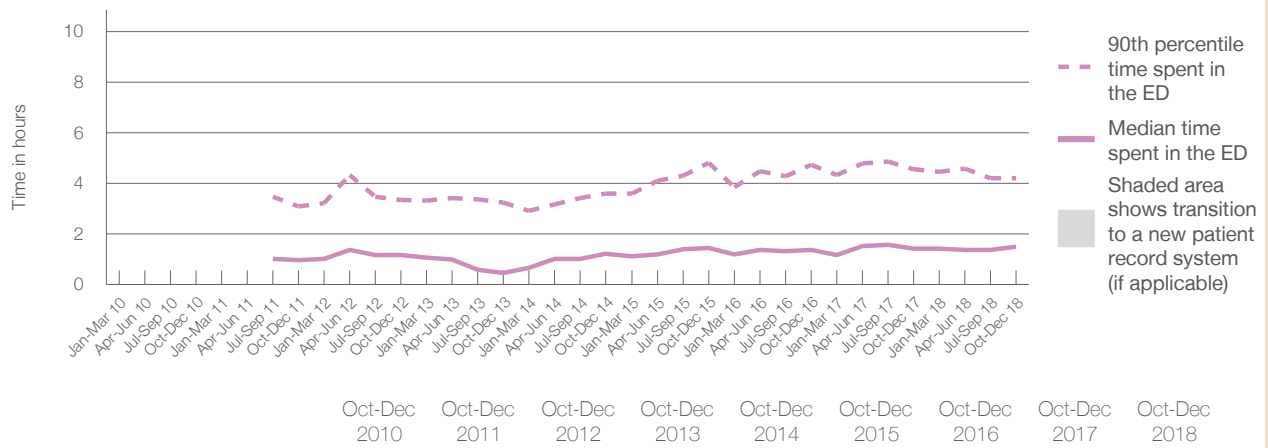
90th percentile time spent in the ED<sup>9</sup> 4 hours and 13 minutes

Same period last year	NSW (this period)
3,599	
3,599	
1 hours and 26 minutes	2 hours and 49 minutes
4 hours and 34 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)		0h 59m	1h 10m	0h 28m	1h 14m	1h 27m	1h 22m	1h 26m	1h 30m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		3h 5m	3h 21m	3h 15m	3h 36m	4h 49m	4h 44m	4h 34m	4h 13m

(†) 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  
October to December 2018

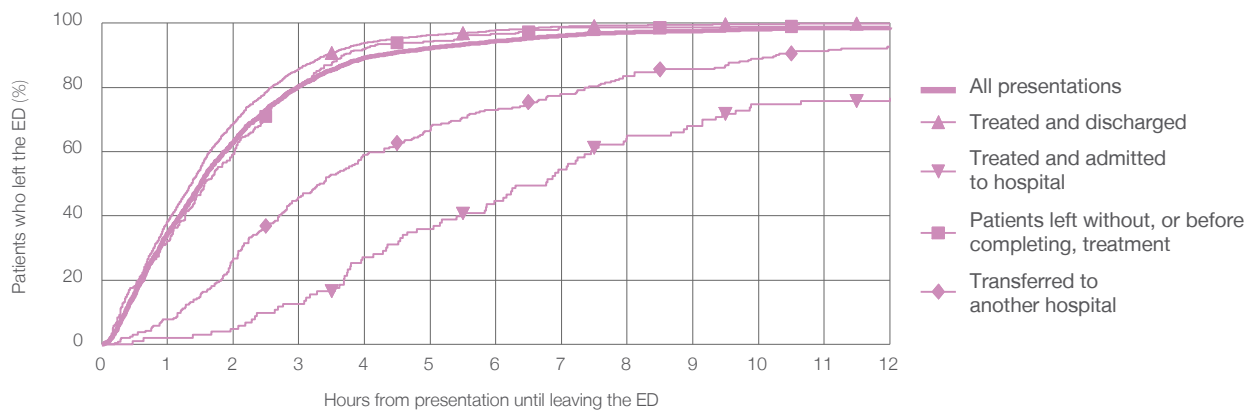
All presentations:<sup>1</sup> 3,528 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,526 patients

Treated and discharged	2,861 (81.1%)
Treated and admitted to hospital	103 (2.9%)
Patient left without, or before completing, treatment	297 (8.4%)
Transferred to another hospital	244 (6.9%)
Other	23 (0.7%)

Same period last year	Change since one year ago
3,599	-2%
2,963	-3.4%
113	-8.8%
216	37.5%
207	17.9%
100	-77.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡§</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	38.3%	68.8%	85.8%	93.9%	97.8%	99.3%	99.7%	99.9%
Treated and admitted to hospital	1.9%	4.9%	12.6%	27.2%	44.7%	65.0%	74.8%	76.7%
Patient left without, or before completing, treatment	32.0%	59.3%	80.5%	91.9%	96.6%	98.7%	99.0%	99.0%
Transferred to another hospital	7.8%	26.6%	45.9%	59.0%	73.0%	83.6%	88.9%	92.6%
All presentations	34.5%	63.0%	80.3%	89.3%	94.5%	97.2%	98.2%	98.6%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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 October to December 2018

All presentations at the emergency department: <sup>1</sup> 3,528 patients

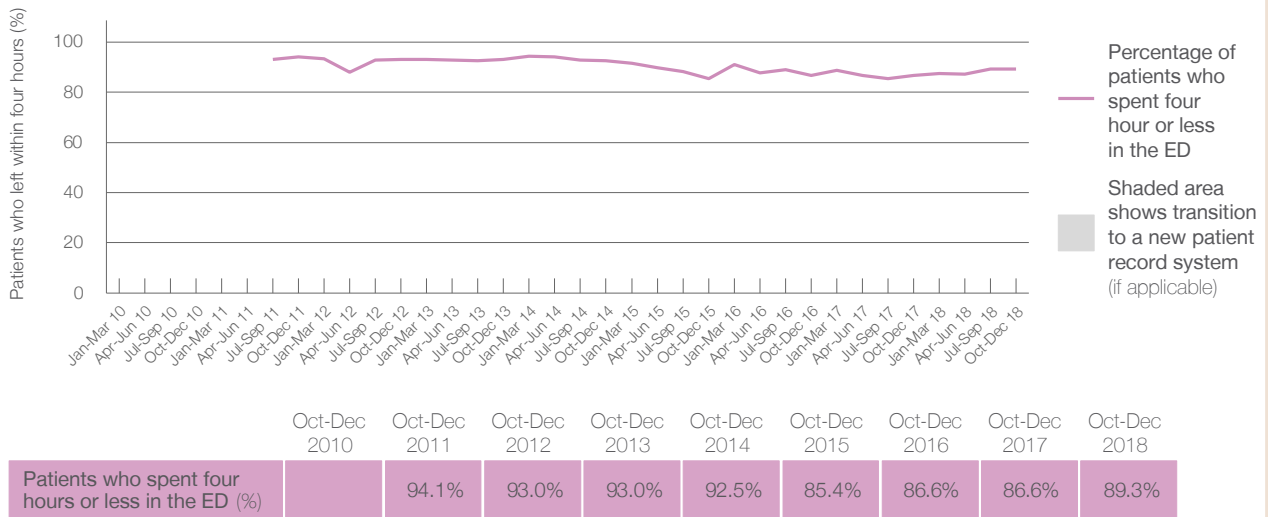
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,526 patients

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	3,599	-2%
Presentations used to calculate time to leaving the ED	3,599	-2%
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 December 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, October to December 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 22 January 2019).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

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

October to December 2018

All presentations:<sup>1</sup> 6,881 patients  
Emergency presentations:<sup>2</sup> 6,418 patients

Same period last year	Change since one year ago
6,675	3%
6,178	4%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 755 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,848 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 41 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,027 patients

Median time to start treatment<sup>4</sup> 36 minutes  
90th percentile time to start treatment<sup>5</sup> 99 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 734 patients

Median time to start treatment<sup>4</sup> 42 minutes  
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
554	
9 minutes	8 minutes
24 minutes	26 minutes
1,688	
19 minutes	20 minutes
56 minutes	72 minutes
2,845	
34 minutes	26 minutes
103 minutes	104 minutes
1,063	
33 minutes	23 minutes
110 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,879 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
6,675	3%
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: October to December 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.

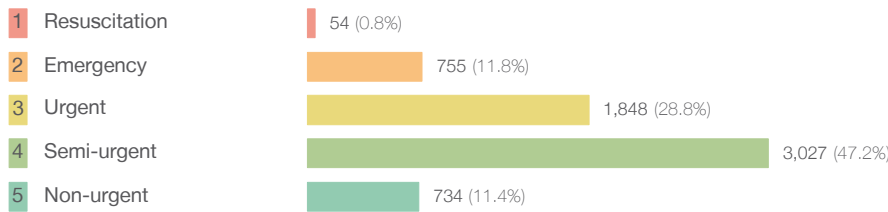
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

## Grafton Base Hospital: Patients presenting to the emergency department October to December 2018

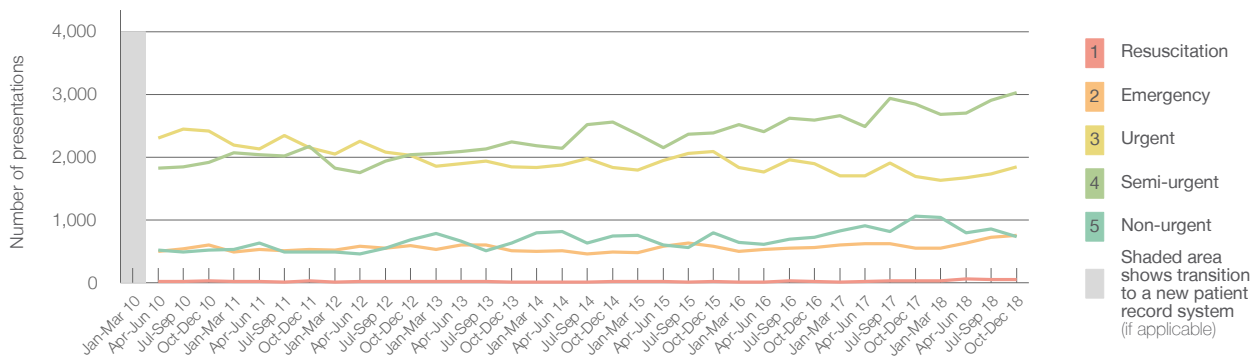
All presentations:<sup>1</sup> 6,881 patients

Emergency presentations<sup>2</sup> by triage category: 6,418 patients



Same period last year	Change since one year ago
6,675	3%
6,178	4%
28	92.9%
554	36.3%
1,688	9.5%
2,845	6.4%
1,063	-31.0%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	28	30	24	8	19	16	18	28	54
Emergency	602	529	593	513	484	579	563	554	755
Urgent	2,413	2,148	2,030	1,848	1,838	2,085	1,901	1,688	1,848
Semi-urgent	1,921	2,176	2,035	2,241	2,564	2,383	2,590	2,845	3,027
Non-urgent	516	486	677	634	746	792	721	1,063	734
All emergency presentations	5,480	5,369	5,359	5,244	5,651	5,855	5,793	6,178	6,418

## Grafton Base Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 668 patients

ED Transfer of care time



Same period last year	Change since one year ago
560	
13 minutes	0 minutes
28 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.

## Grafton Base Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 755

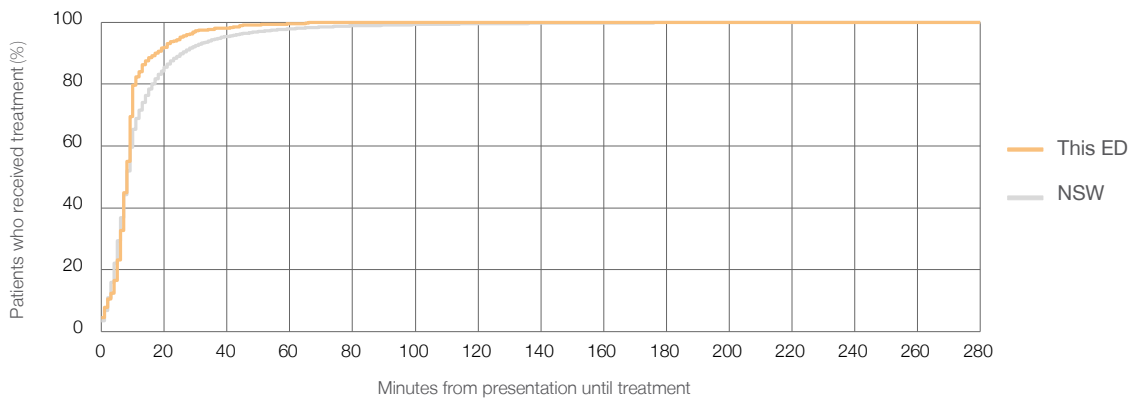
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 753

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

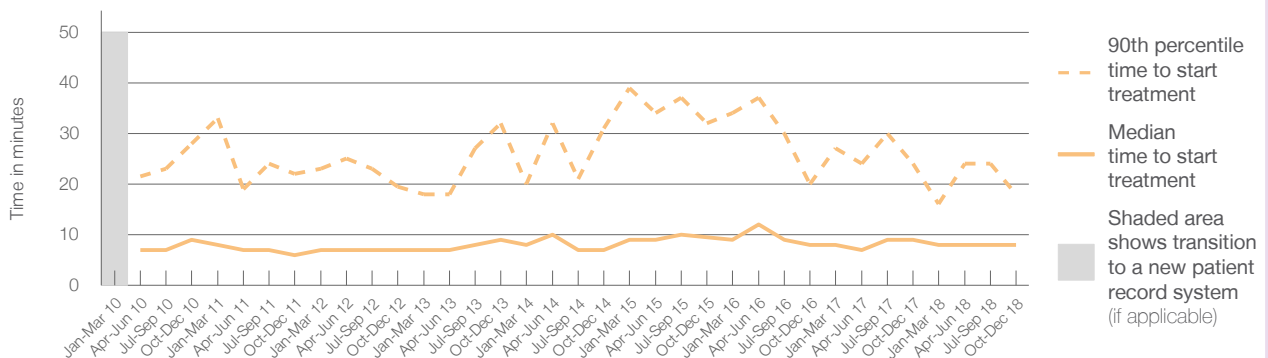
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
554	
551	
9 minutes	8 minutes
24 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	9	6	7	9	7	10	8	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	28	22	20	32	31	32	20	24	18

(†) 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 October to December 2018

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

Number of triage 3 patients: 1,848

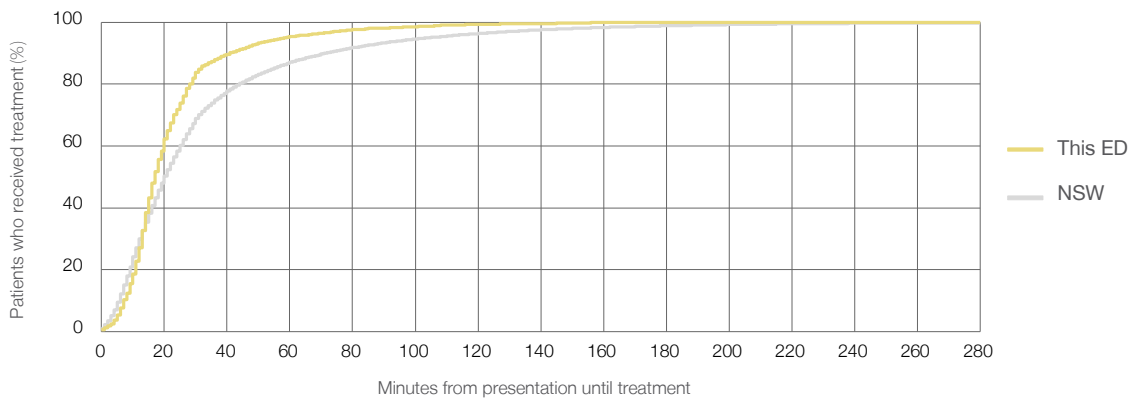
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,812

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

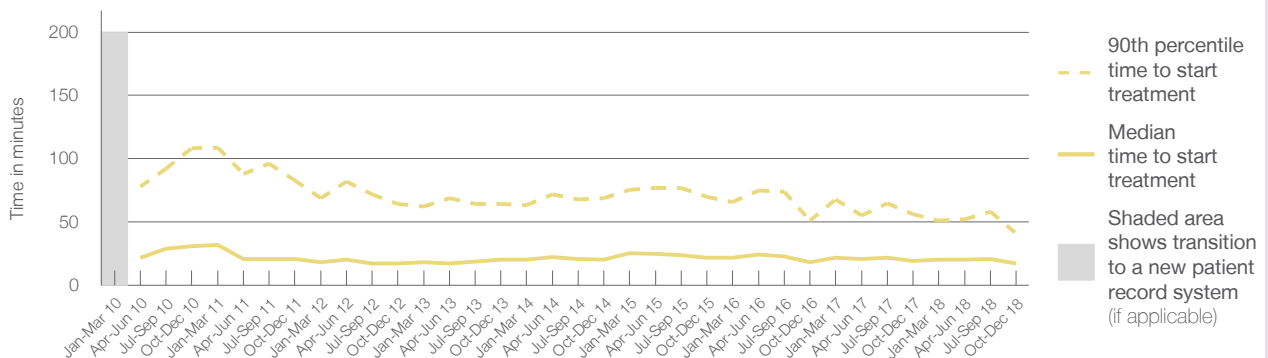
90th percentile time to start treatment<sup>5</sup> 41 minutes

Same period last year	NSW (this period)
1,688	
1,657	
19 minutes	20 minutes
56 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	31	21	17	20	20	22	18	19	17
90th percentile time to start treatment <sup>5</sup> (minutes)	108	83	64	64	69	70	51	56	41

(†) 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 October to December 2018

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

Number of triage 4 patients: 3,027

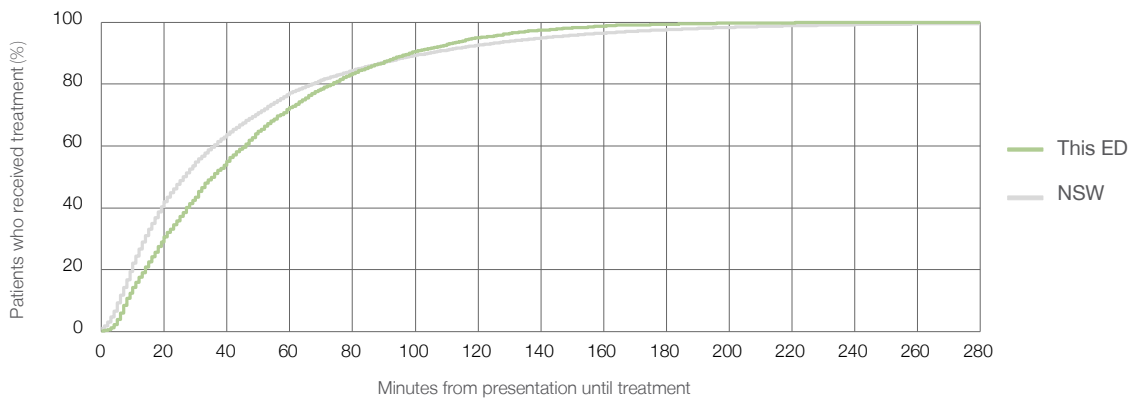
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,882

Median time to start treatment<sup>4</sup> 36 minutes

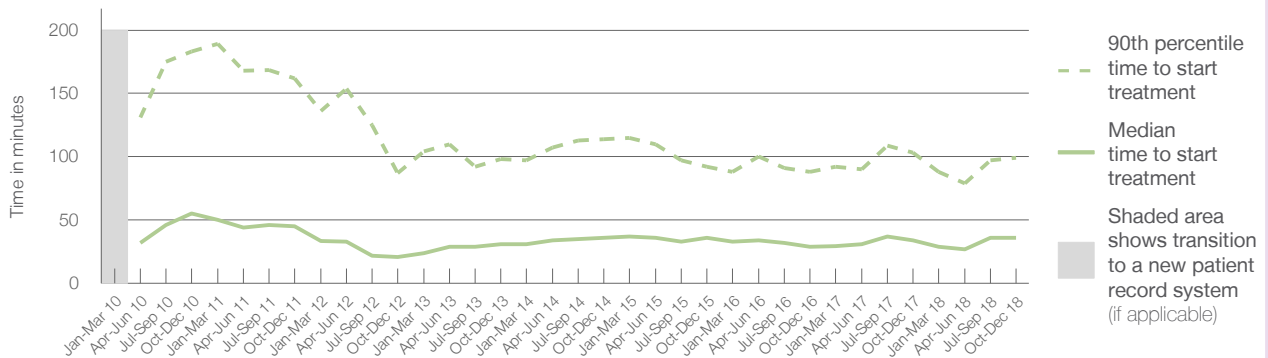
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
2,845	2,715
34 minutes	26 minutes
103 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	55	45	21	31	36	36	29	34	36
90th percentile time to start treatment <sup>5</sup> (minutes)	183	162	87	98	114	92	88	103	99

(†) 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 October to December 2018

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

Number of triage 5 patients: 734

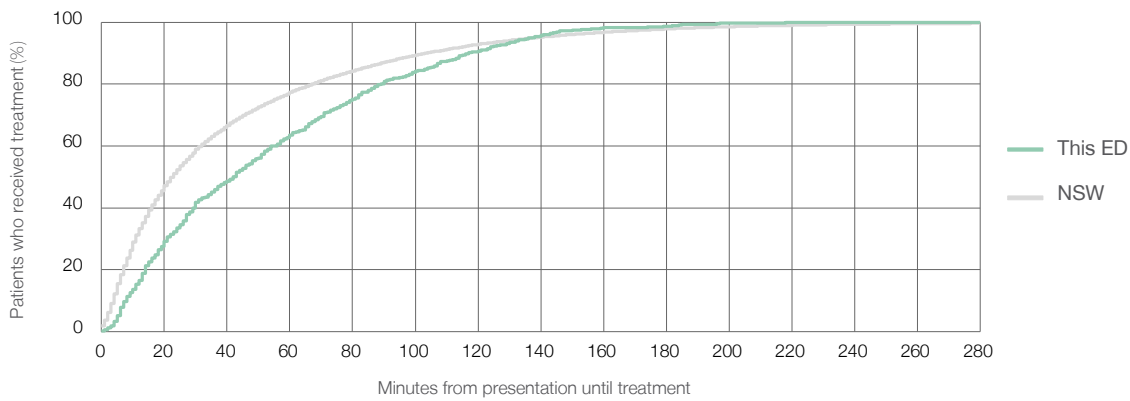
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 661

Median time to start treatment<sup>4</sup> 42 minutes

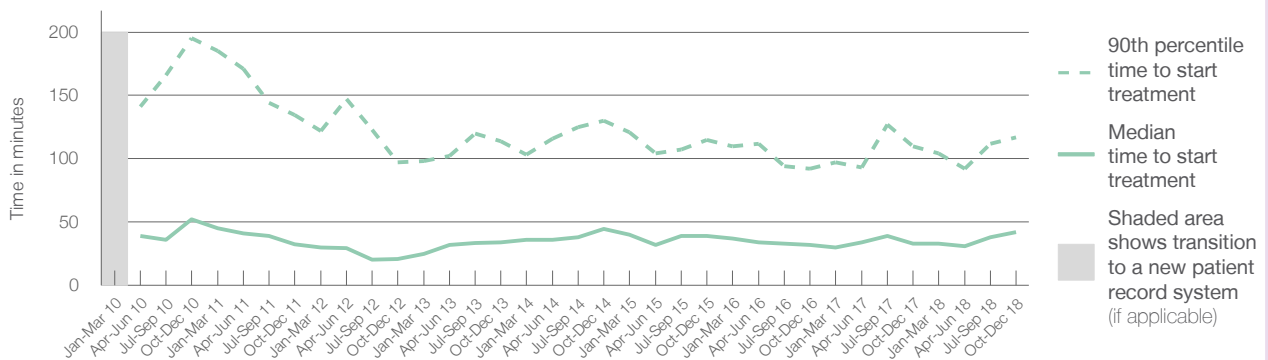
90th percentile time to start treatment<sup>5</sup> 117 minutes

Same period last year	NSW (this period)
1,063	942
33 minutes	23 minutes
110 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	52	33	21	34	45	39	32	33	42
90th percentile time to start treatment <sup>5</sup> (minutes)	195	135	97	114	130	115	92	110	117

(†) 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

October to December 2018

All presentations:<sup>1</sup> 6,881 patients

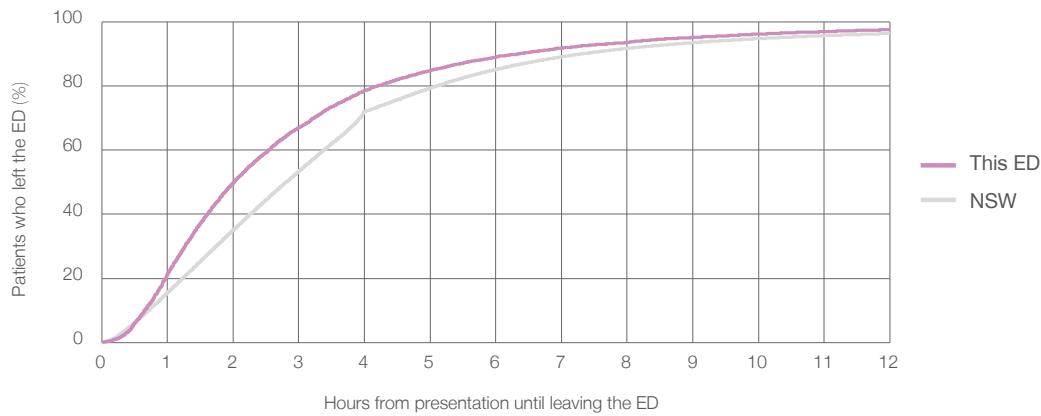
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,879 patients

Median time spent in the ED<sup>8</sup>  2 hours and 1 minutes

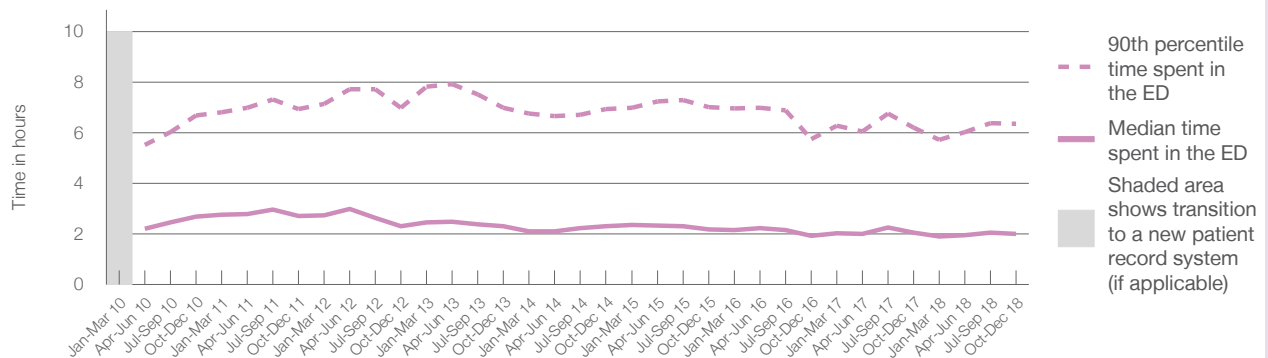
90th percentile time spent in the ED<sup>9</sup>  6 hours and 21 minutes

Same period last year	NSW (this period)
6,675	6,675
2 hours and 3 minutes	2 hours and 49 minutes
6 hours and 13 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 41m	2h 43m	2h 19m	2h 18m	2h 18m	2h 11m	1h 56m	2h 3m	2h 1m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	6h 41m	6h 56m	6h 59m	6h 59m	6h 57m	7h 1m	5h 45m	6h 13m	6h 21m

(†) 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  
October to December 2018

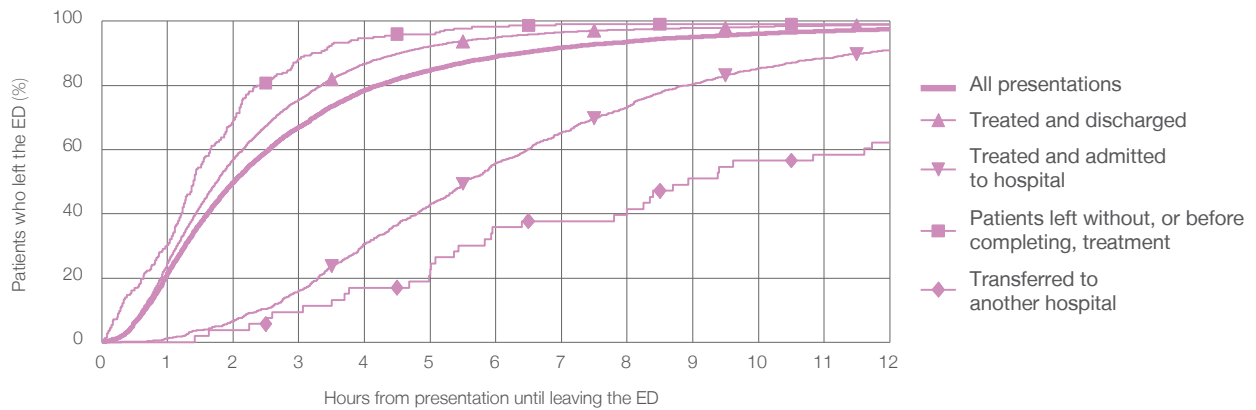
All presentations:<sup>1</sup> 6,881 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,879 patients

Treated and discharged	5,607 (81.5%)
Treated and admitted to hospital	979 (14.2%)
Patient left without, or before completing, treatment	224 (3.3%)
Transferred to another hospital	53 (0.8%)
Other	18 (0.3%)

Same period last year	Change since one year ago
6,675	3%
5,556	0.9%
883	10.9%
187	19.8%
39	35.9%
10	80.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	24.6%	57.0%	75.6%	86.7%	94.9%	97.4%	98.3%	98.9%
Treated and admitted to hospital	1.2%	6.6%	16.0%	30.6%	55.9%	73.2%	85.3%	91.0%
Patient left without, or before completing, treatment	30.4%	69.2%	88.4%	94.6%	98.2%	99.1%	99.1%	99.1%
Transferred to another hospital	0%	3.8%	9.4%	17.0%	35.8%	41.5%	56.6%	62.3%
All presentations	21.4%	49.9%	67.0%	78.5%	89.0%	93.6%	96.1%	97.5%

(†) 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.

**Grafton Base Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2018

All presentations at the emergency department: <sup>1</sup> 6,881 patients

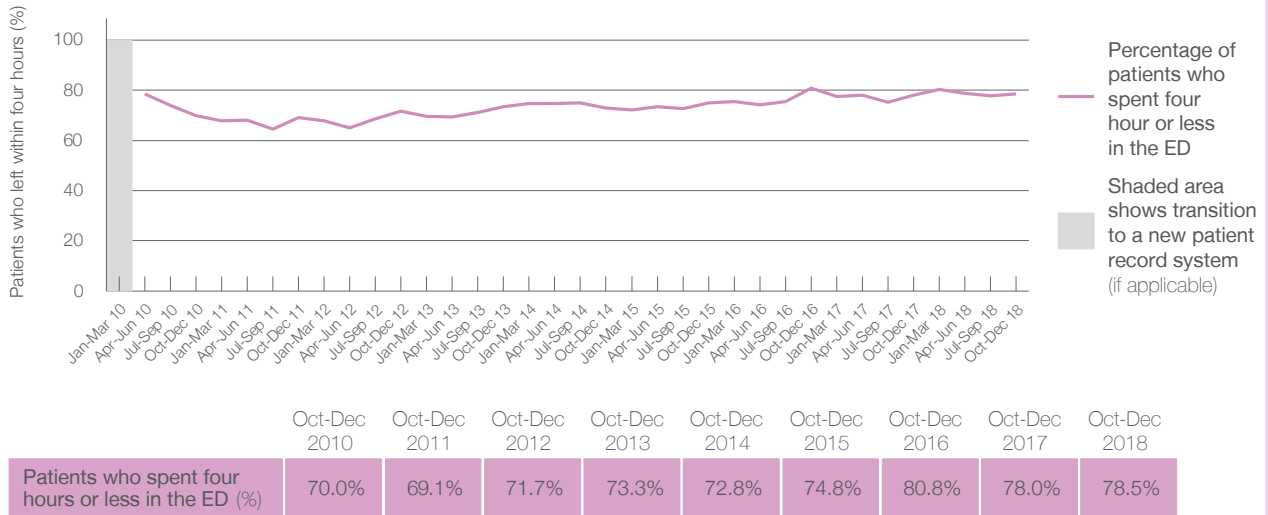
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,879 patients

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> 6,881 patients	6,675	3%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,879 patients	6,675	3%
Percentage of patients who spent four hours or less in the ED	78.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019). Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

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

October to December 2018

All presentations:<sup>1</sup> 10,018 patients  
Emergency presentations:<sup>2</sup> 9,835 patients

Same period last year	Change since one year ago
8,909	12%
8,576	15%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,065 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,251 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 81 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,406 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 99 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,064 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
883	
7 minutes	8 minutes
14 minutes	26 minutes
2,829	
20 minutes	20 minutes
68 minutes	72 minutes
3,779	
32 minutes	26 minutes
120 minutes	104 minutes
1,039	
35 minutes	23 minutes
126 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,015 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
8,908	12%
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: October to December 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.

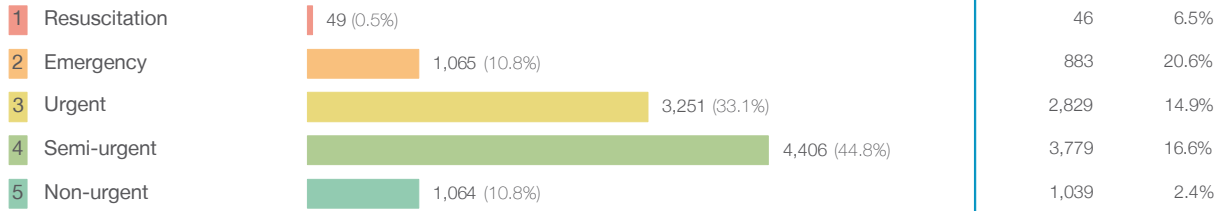
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

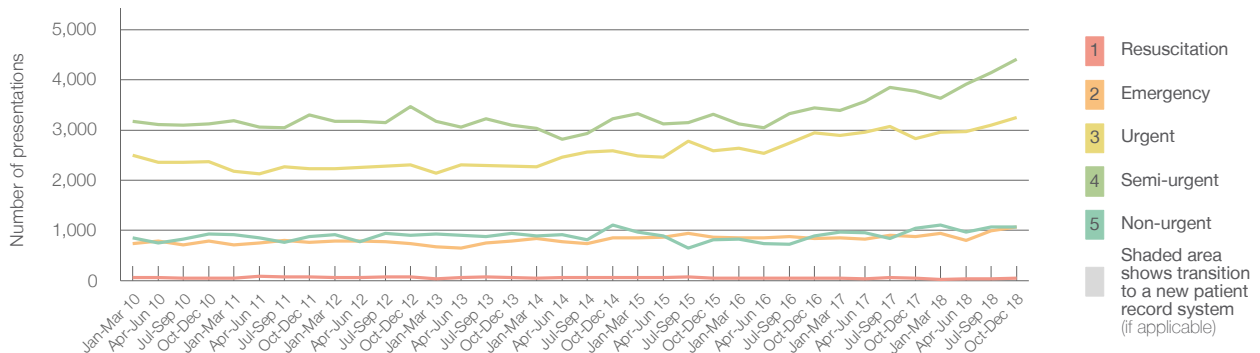
## Lismore Base Hospital: Patients presenting to the emergency department October to December 2018

All presentations:<sup>1</sup> 10,018 patients

Emergency presentations<sup>2</sup> by triage category: 9,835 patients



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	53	77	77	61	68	50	44	46	49
Emergency	788	768	733	787	855	864	845	883	1,065
Urgent	2,371	2,228	2,306	2,284	2,589	2,587	2,950	2,829	3,251
Semi-urgent	3,126	3,300	3,462	3,095	3,221	3,315	3,442	3,779	4,406
Non-urgent	931	882	907	941	1,104	815	887	1,039	1,064
All emergency presentations	7,269	7,255	7,485	7,168	7,837	7,631	8,168	8,576	9,835

## Lismore Base Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,967 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.

## Lismore Base Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 1,065

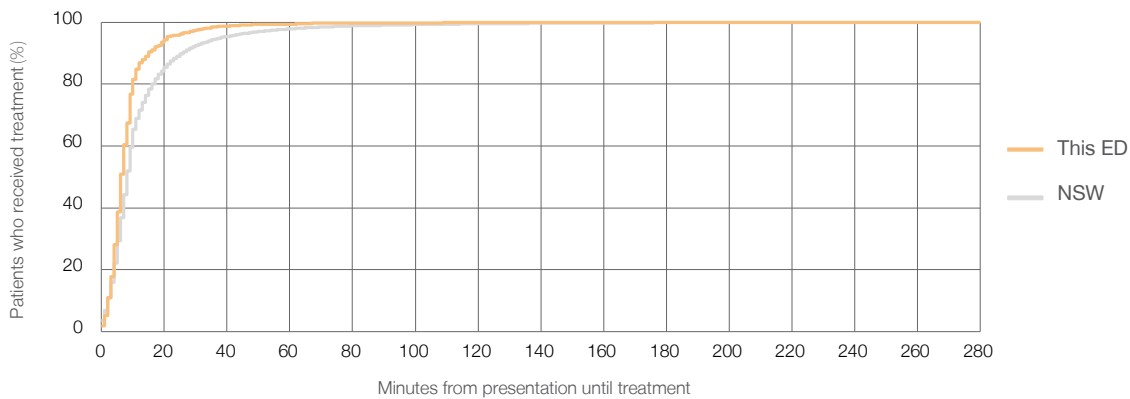
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,061

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

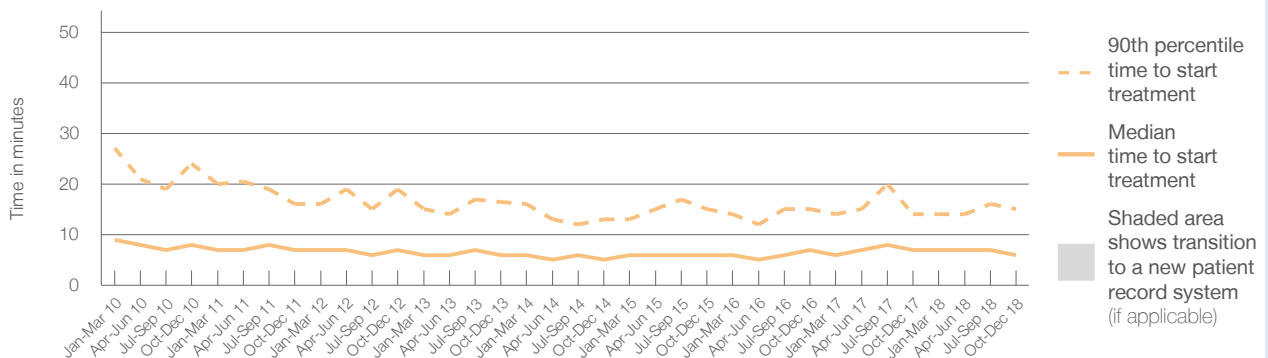
90th percentile time to start treatment<sup>5</sup>  15 minutes

Same period last year	NSW (this period)
883	
877	
7 minutes	8 minutes
14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	8	7	7	6	5	6	7	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	24	16	19	17	13	15	15	14	15

(†) 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 October to December 2018

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

Number of triage 3 patients: 3,251

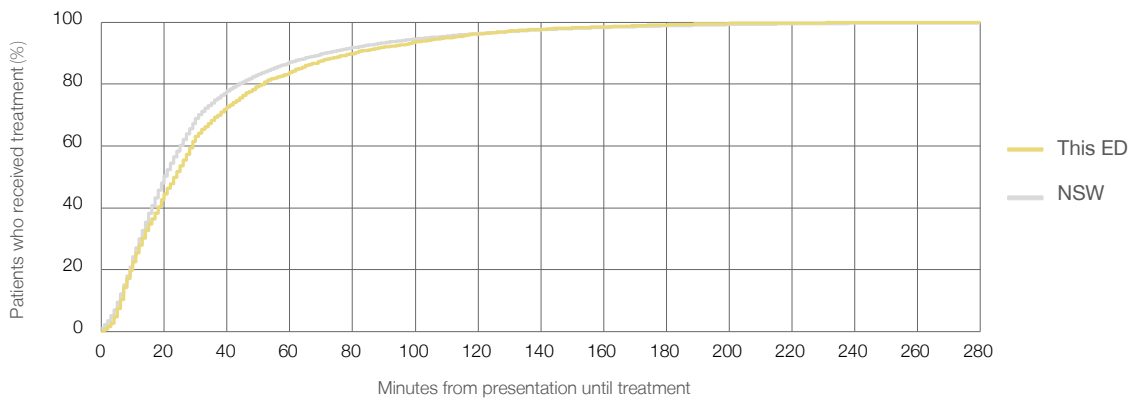
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,172

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

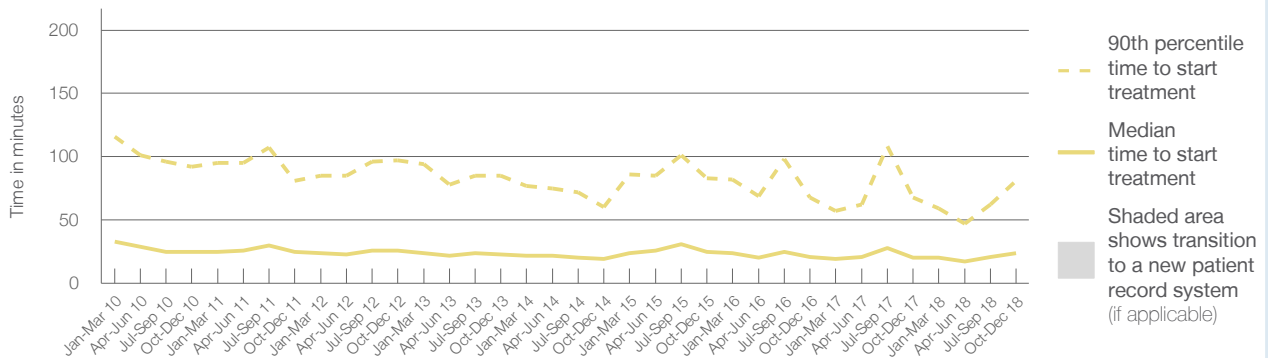
90th percentile time to start treatment<sup>5</sup>  81 minutes

Same period last year	NSW (this period)
2,829	
2,771	
20 minutes	20 minutes
68 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	25	25	26	23	19	25	21	20	24
90th percentile time to start treatment <sup>5</sup> (minutes)	92	81	97	85	60	83	68	68	81

(†) 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 October to December 2018

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

Number of triage 4 patients: 4,406

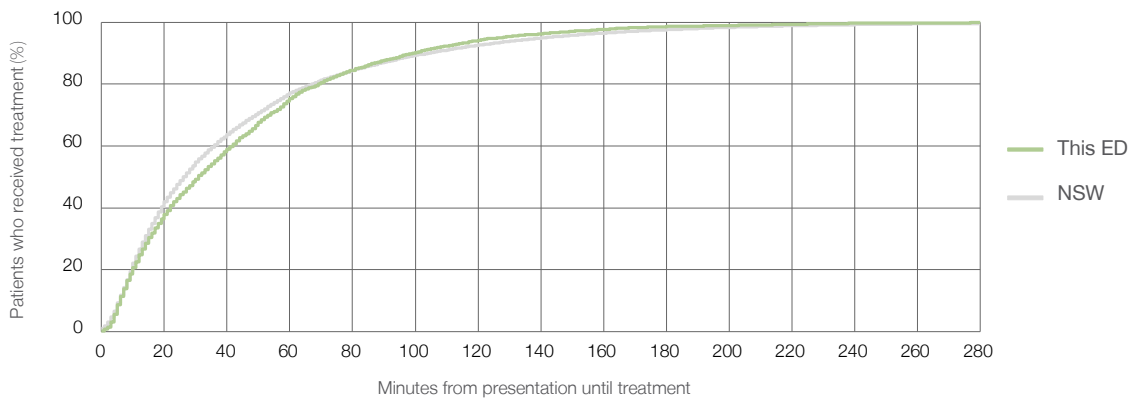
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,207

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

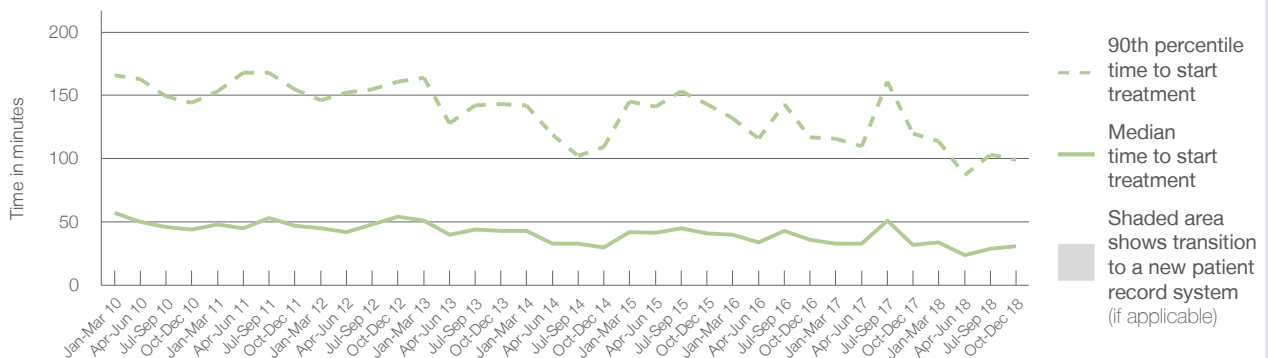
90th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
3,779	
3,568	
32 minutes	26 minutes
120 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	44	47	54	43	30	41	36	32	31
90th percentile time to start treatment <sup>5</sup> (minutes)	144	155	161	143	110	143	117	120	99

(†) 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 October to December 2018

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

Number of triage 5 patients: 1,064

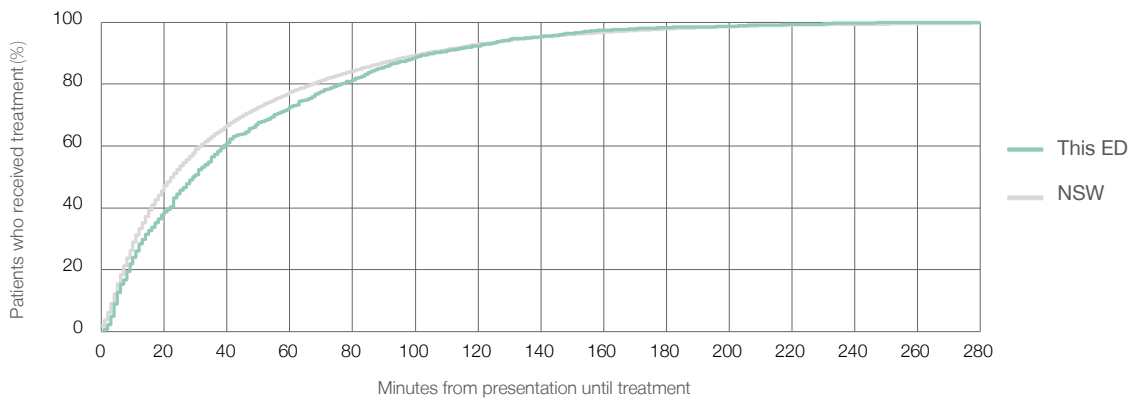
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 971

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

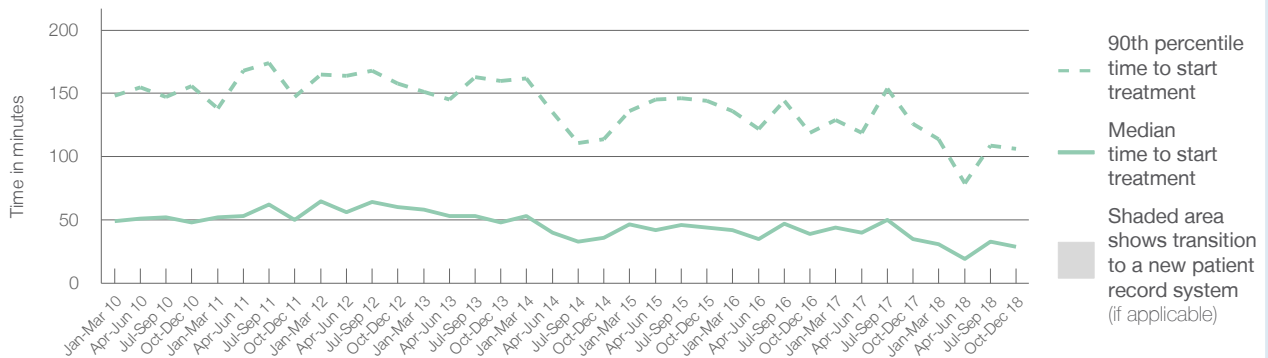
90th percentile time to start treatment<sup>5</sup> 106 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,039	909
Median time to start treatment <sup>4</sup>	35 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup>	126 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	48	50	60	48	36	44	39	35	29
90th percentile time to start treatment <sup>5</sup> (minutes)	156	147	158	160	114	144	119	126	106

(†) 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

October to December 2018

All presentations:<sup>1</sup> 10,018 patients

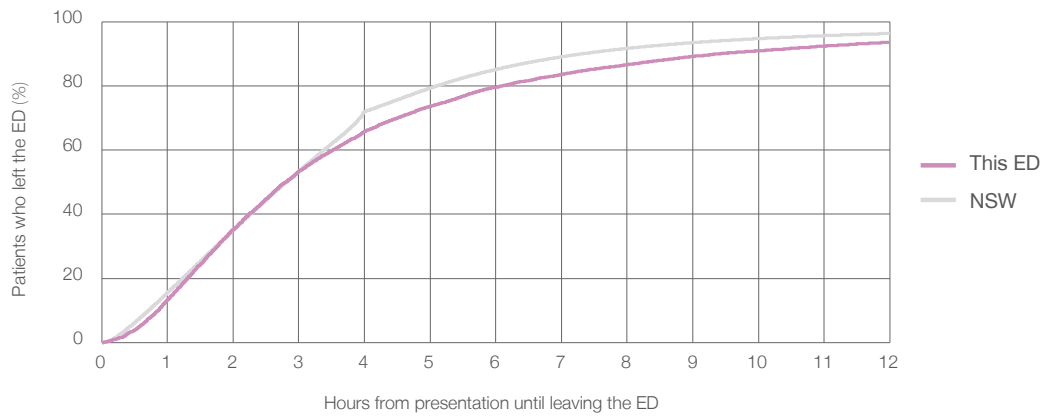
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,015 patients

Median time spent in the ED<sup>8</sup> 2 hours and 48 minutes

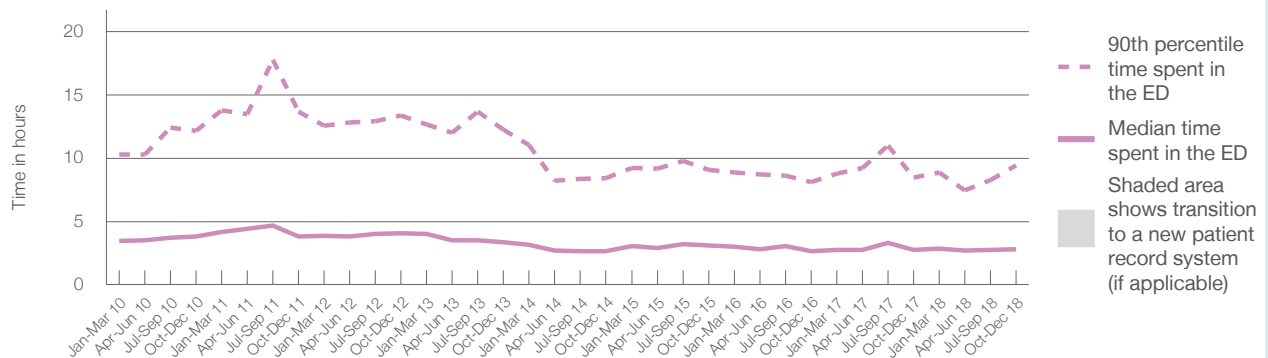
90th percentile time spent in the ED<sup>9</sup> 9 hours and 26 minutes

Same period last year	NSW (this period)
8,909	
8,908	
2 hours and 46 minutes	2 hours and 49 minutes
8 hours and 29 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	3h 49m	3h 49m	4h 4m	3h 22m	2h 39m	3h 5m	2h 39m	2h 46m	2h 48m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	12h 11m	13h 41m	13h 21m	12h 16m	8h 25m	9h 5m	8h 7m	8h 29m	9h 26m

(†) 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

October to December 2018

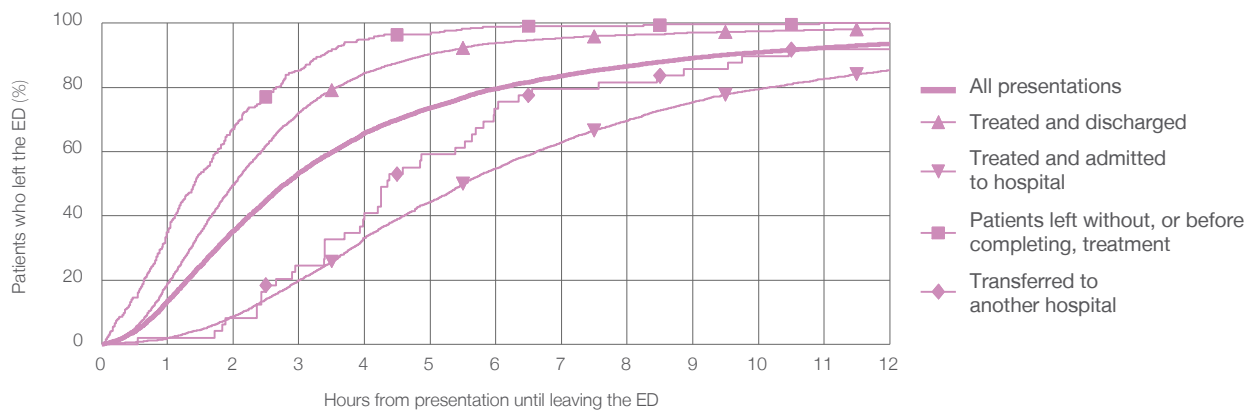
All presentations:<sup>1</sup> 10,018 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,015 patients

Treated and discharged	5,912 (59.0%)
Treated and admitted to hospital	3,672 (36.7%)
Patient left without, or before completing, treatment	336 (3.4%)
Transferred to another hospital	49 (0.5%)
Other	49 (0.5%)

Same period last year	Change since one year ago
8,908	12%
4,711	25.5%
3,804	-3.5%
307	9.4%
39	25.6%
48	2.1%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	18.9%	49.7%	72.2%	84.5%	93.8%	96.3%	97.5%	98.3%
Treated and admitted to hospital	1.9%	8.7%	20.0%	33.1%	54.7%	69.7%	79.4%	85.4%
Patient left without, or before completing, treatment	34.8%	67.0%	85.4%	94.9%	98.8%	99.1%	99.7%	100%
Transferred to another hospital	2.0%	8.2%	24.5%	40.8%	73.5%	81.6%	89.8%	91.8%
All presentations	13.4%	35.2%	53.4%	65.8%	79.6%	86.6%	90.9%	93.6%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

**Lismore Base Hospital: Time spent in the ED**  
 Percentage of patients who spent four hours or less in the ED  
 October to December 2018

All presentations at the emergency department: <sup>1</sup> 10,018 patients

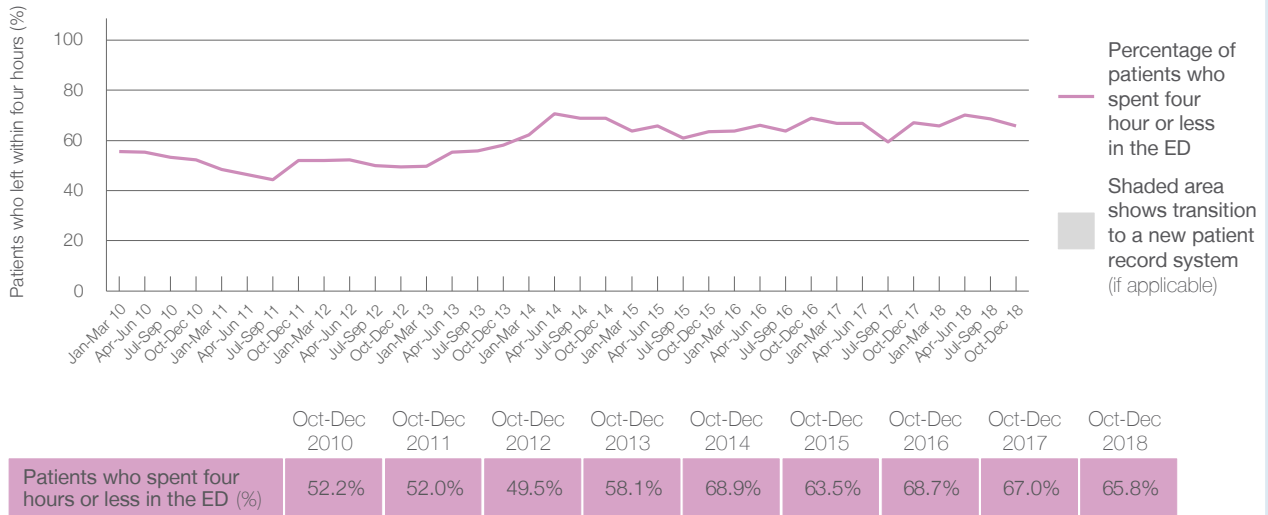
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,015 patients

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	8,909	12%
Presentations used to calculate time to leaving the ED	8,908	12%
Percentage of patients who spent four hours or less in the ED	67.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

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

October to December 2018

All presentations:<sup>1</sup> 3,580 patients  
Emergency presentations:<sup>2</sup> 3,453 patients

Same period last year	Change since one year ago
3,300	8%
3,189	8%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 289 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,028 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 49 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,731 patients

Median time to start treatment<sup>4</sup> 35 minutes  
90th percentile time to start treatment<sup>5</sup> 113 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 391 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 130 minutes

Same period last year	NSW (this period)
343	
8 minutes	8 minutes
32 minutes	26 minutes
895	
17 minutes	20 minutes
63 minutes	72 minutes
1,534	
21 minutes	26 minutes
103 minutes	104 minutes
408	
17 minutes	23 minutes
99 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,579 patients

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

Same period last year	Change since one year ago
3,300	8%
84%	

\* 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: October to December 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 22 January 2019).

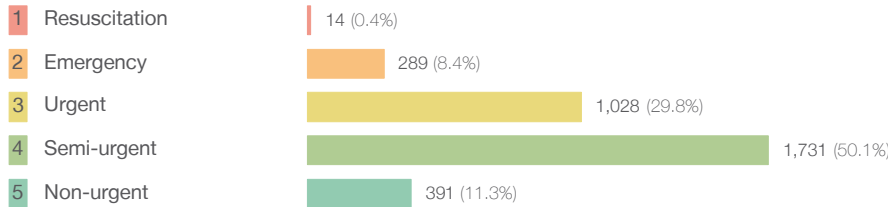
## Maclean District Hospital: Patients presenting to the emergency department October to December 2018

All presentations:<sup>1</sup> 3,580 patients

Same period last year	Change since one year ago
3,300	8%

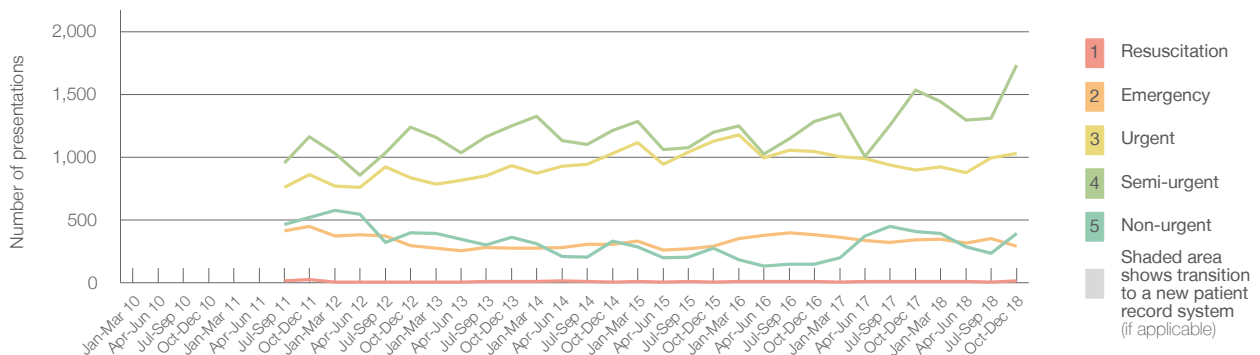
Emergency presentations<sup>2</sup> by triage category: 3,453 patients

3,189	8%
-------	----



9	55.6%
343	-15.7%
895	14.9%
1,534	12.8%
408	-4.2%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		23	6	9	< 5	< 5	10	9	14
Emergency		450	296	273	310	295	380	343	289
Urgent		863	835	931	1,028	1,128	1,044	895	1,028
Semi-urgent		1,160	1,237	1,247	1,211	1,200	1,287	1,534	1,731
Non-urgent		520	399	361	330	274	149	408	391
All emergency presentations		3,016	2,773	2,821	2,879	2,897	2,870	3,189	3,453

## Maclean District Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 380 patients

325	
-----	--

ED Transfer of care time



14 minutes	0 minutes
34 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 October to December 2018

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

Number of triage 2 patients: 289

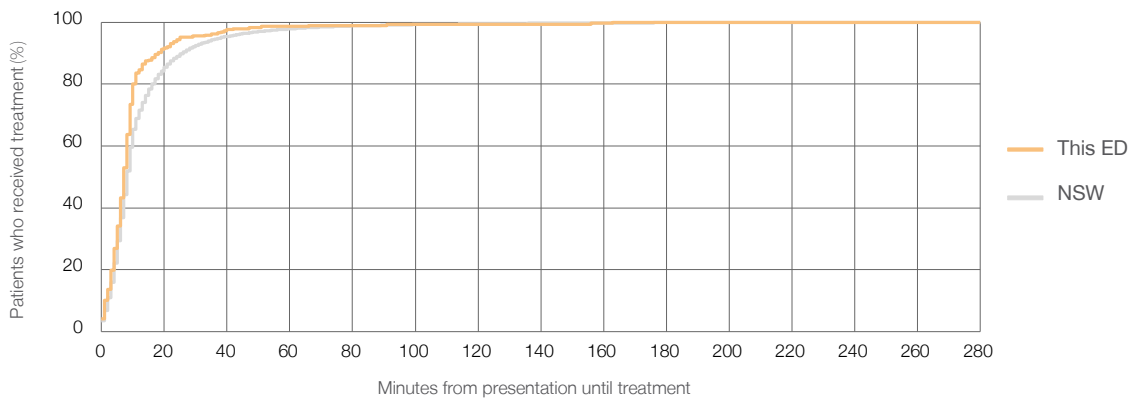
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 287

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

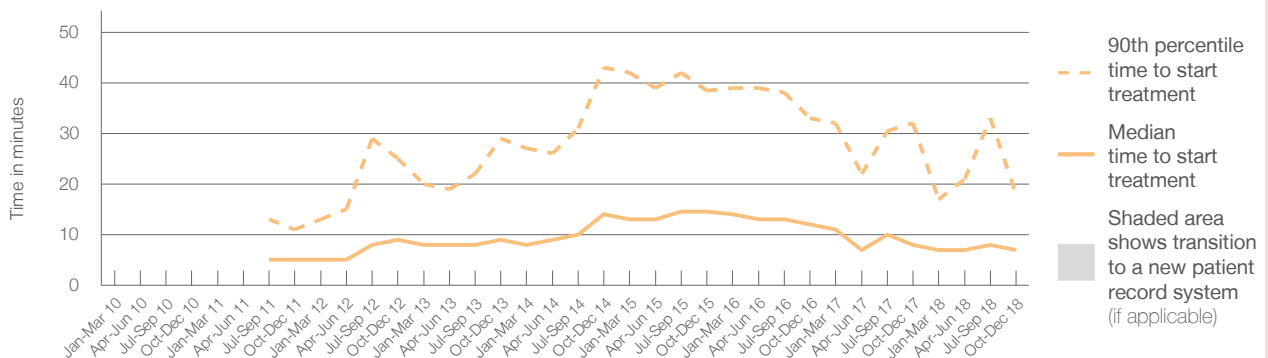
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
343	
339	
8 minutes	8 minutes
32 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)		5	9	9	14	15	12	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)		11	25	29	43	39	33	32	18

(†) 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 October to December 2018

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

Number of triage 3 patients: 1,028

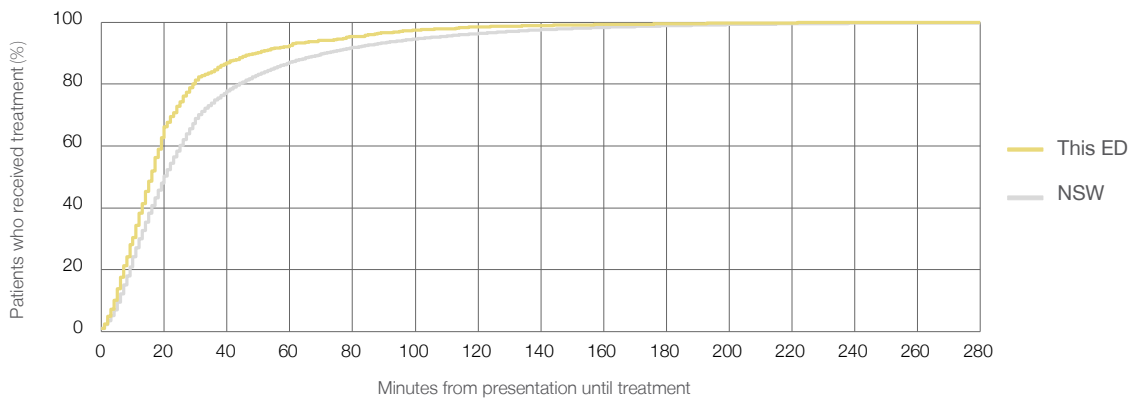
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,017

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

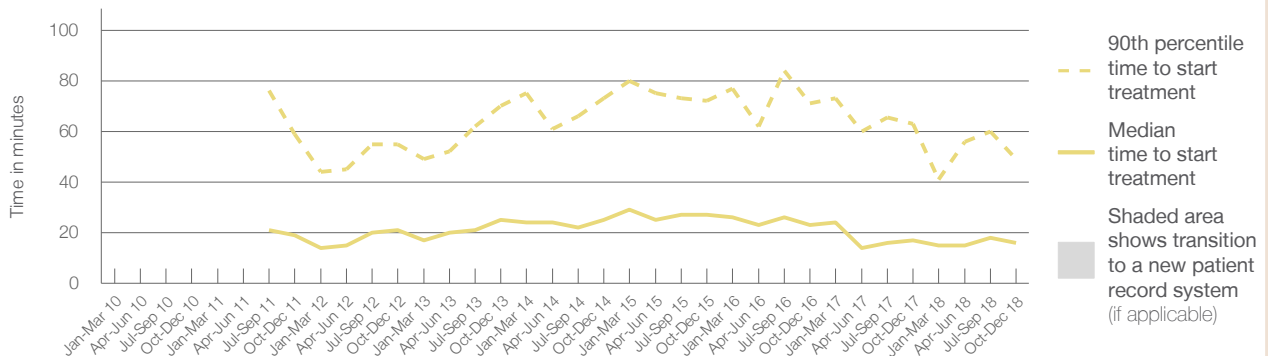
90th percentile time to start treatment<sup>5</sup>  49 minutes

Same period last year	NSW (this period)
895	
879	
17 minutes	20 minutes
63 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)		19	21	25	25	27	23	17	16
90th percentile time to start treatment <sup>5</sup> (minutes)		59	55	70	73	72	71	63	49

(†) 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 October to December 2018

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

Number of triage 4 patients: 1,731

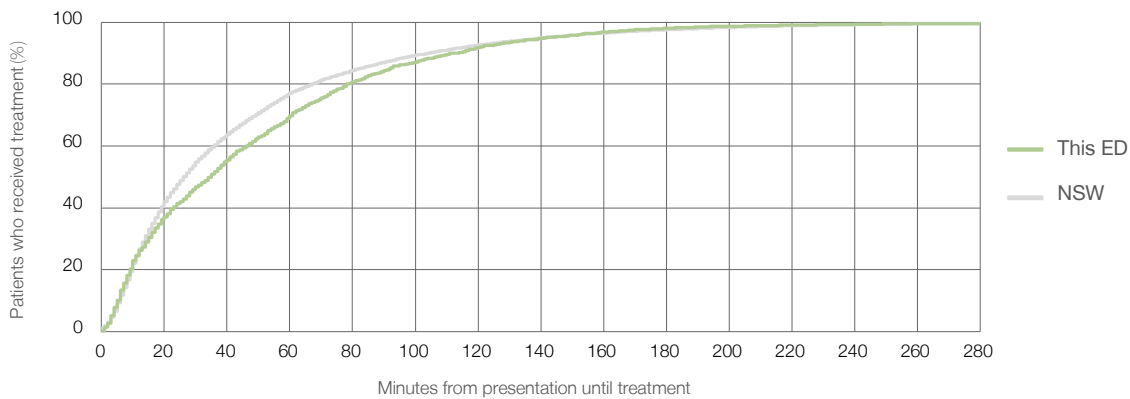
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,627

Median time to start treatment<sup>4</sup>  35 minutes

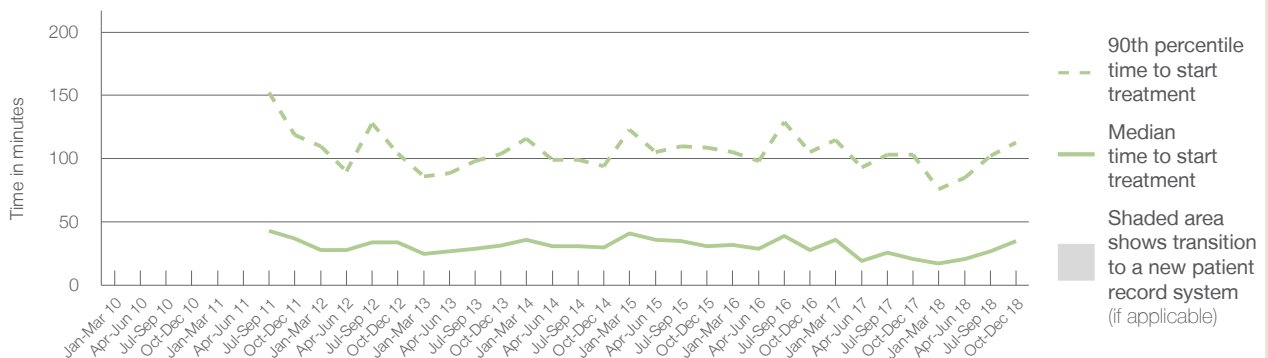
90th percentile time to start treatment<sup>5</sup>  113 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,534	1,731
Number of triage 4 patients used to calculate waiting time: <sup>3</sup>	1,460	1,627
Median time to start treatment <sup>4</sup>	21 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	103 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)		37	34	32	30	31	28	21	35
90th percentile time to start treatment <sup>5</sup> (minutes)		119	104	104	94	109	105	103	113

(†) 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 October to December 2018

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

Number of triage 5 patients: 391

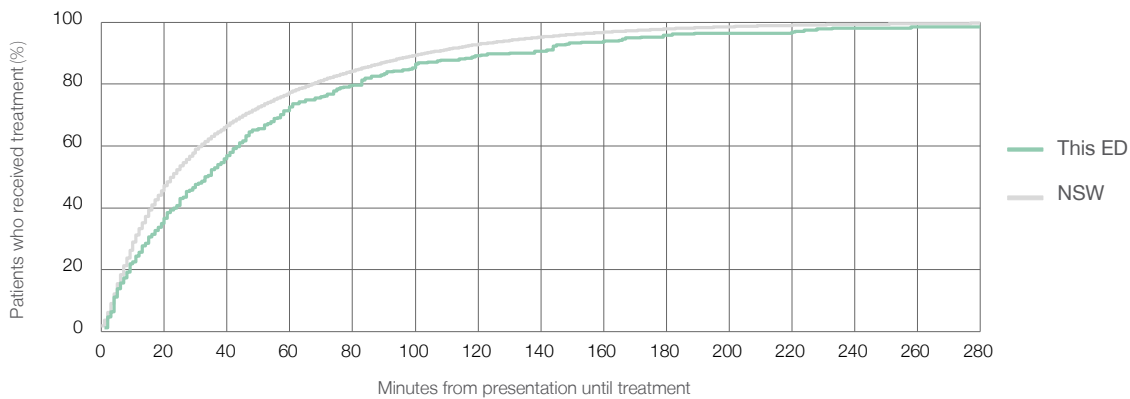
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 311

Median time to start treatment<sup>4</sup>  33 minutes

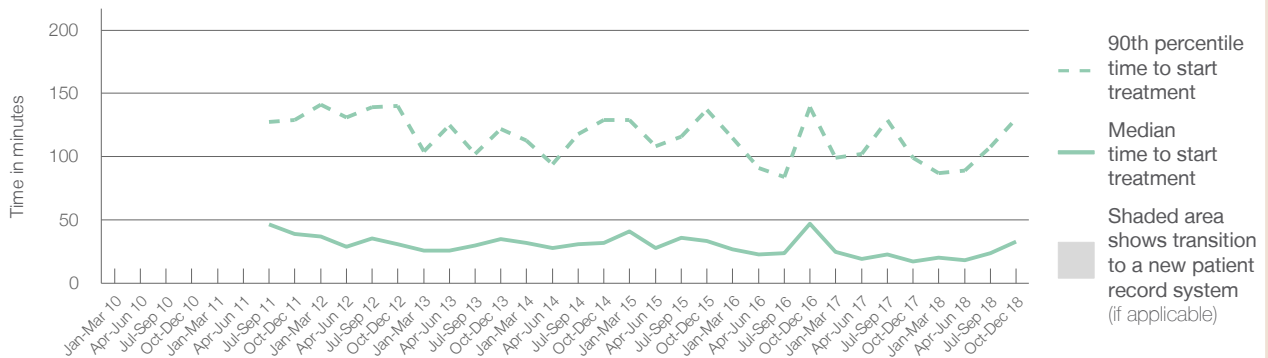
90th percentile time to start treatment<sup>5</sup>  130 minutes

Same period last year	NSW (this period)
408	354
17 minutes	23 minutes
99 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)		39	31	35	32	34	47	17	33
90th percentile time to start treatment <sup>5</sup> (minutes)		129	140	122	129	137	139	99	130

(†) 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 October to December 2018

All presentations:<sup>1</sup> 3,580 patients

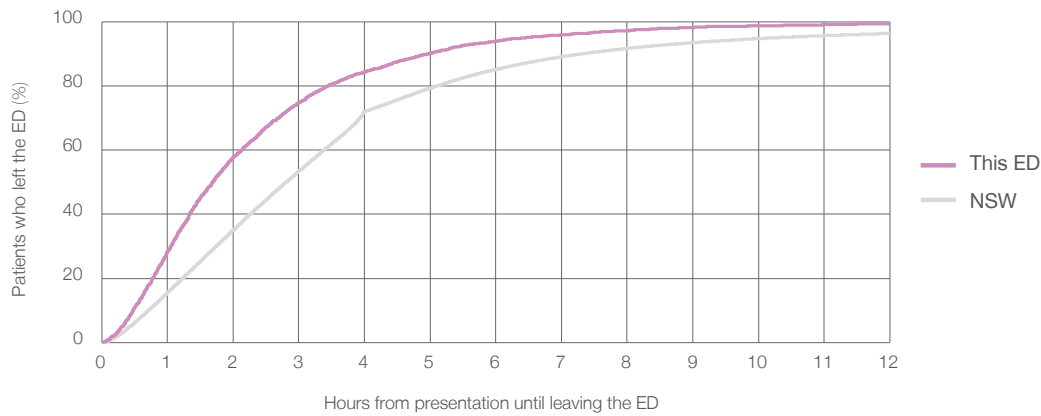
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,579 patients

Median time spent in the ED<sup>8</sup> 1 hours and 42 minutes

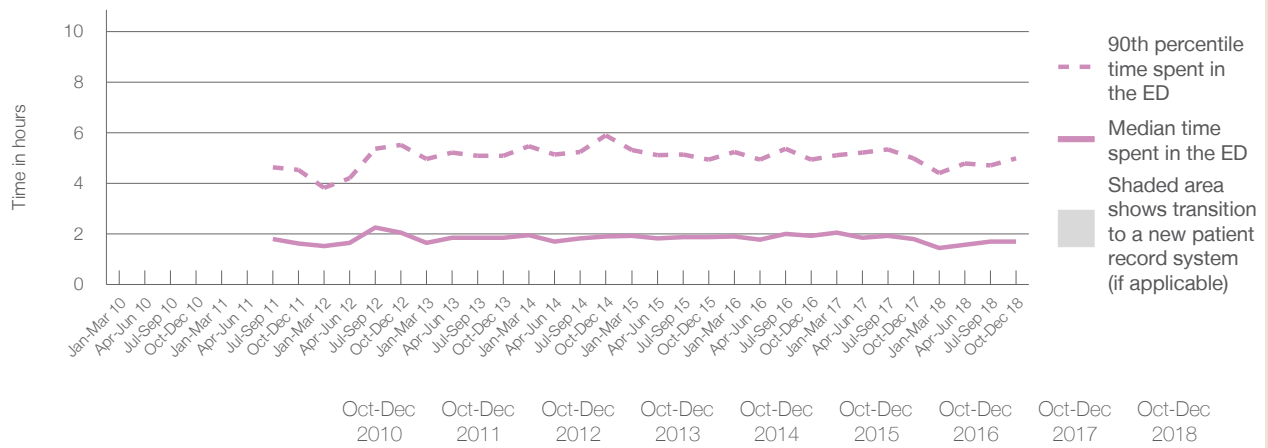
90th percentile time spent in the ED<sup>9</sup> 4 hours and 59 minutes

Same period last year	NSW (this period)
3,300	3,300
1 hours and 48 minutes	2 hours and 49 minutes
5 hours and 0 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)		1h 38m	2h 4m	1h 52m	1h 55m	1h 53m	1h 56m	1h 48m	1h 42m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		4h 33m	5h 32m	5h 6m	5h 54m	4h 57m	4h 56m	5h 0m	4h 59m

(†) 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  
October to December 2018

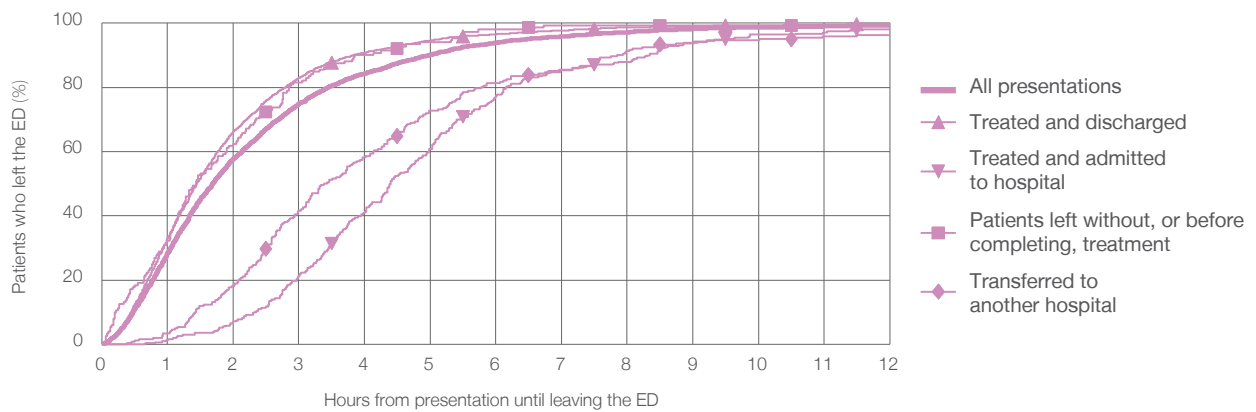
All presentations:<sup>1</sup> 3,580 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,579 patients

Treated and discharged	2,866 (80.1%)
Treated and admitted to hospital	309 (8.6%)
Patient left without, or before completing, treatment	152 (4.2%)
Transferred to another hospital	242 (6.8%)
Other	11 (0.3%)

Same period last year	Change since one year ago
3,300	8%
2,636	8.7%
297	4.0%
126	20.6%
228	6.1%
13	-15.4%

Percentage of patients who left the ED by time and mode of separation, October to December 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	33.1%	66.4%	83.0%	90.8%	96.6%	98.6%	99.3%	99.7%
Treated and admitted to hospital	1.3%	7.1%	21.4%	41.1%	77.3%	88.0%	96.4%	98.1%
Patient left without, or before completing, treatment	32.2%	62.5%	81.6%	90.1%	98.0%	99.3%	99.3%	99.3%
Transferred to another hospital	3.3%	18.2%	41.7%	58.3%	81.4%	91.3%	94.6%	96.3%
All presentations	28.4%	57.9%	74.9%	84.3%	93.9%	97.2%	98.7%	99.3%

(†) 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.

(§) 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  
 October to December 2018

All presentations at the emergency department: <sup>1</sup> 3,580 patients

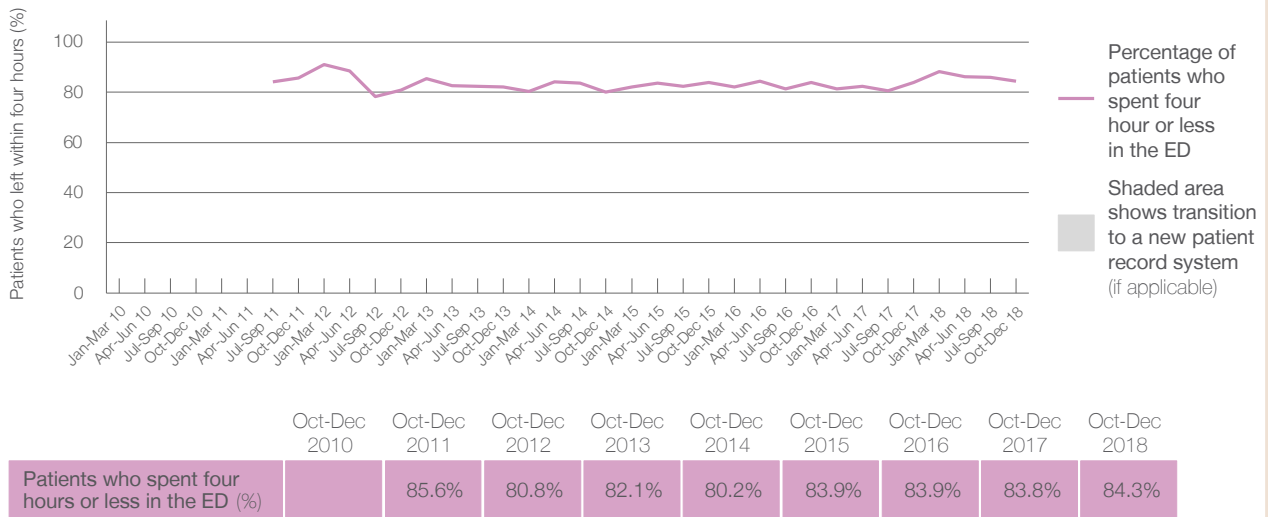
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,579 patients

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> 3,580 patients	3,300	8%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 3,579 patients	3,300	8%
Percentage of patients who spent four hours or less in the ED	83.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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, October to December 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 22 January 2019).  
 Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).

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

October to December 2018

All presentations:<sup>1</sup> 4,783 patients  
Emergency presentations:<sup>2</sup> 4,369 patients

Same period last year	Change since one year ago
4,478	7%
4,095	7%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 366 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,397 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 36 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,210 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 396 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 69 minutes

Same period last year	NSW (this period)
299	
6 minutes	8 minutes
14 minutes	26 minutes
1,236	
11 minutes	20 minutes
31 minutes	72 minutes
2,165	
12 minutes	26 minutes
50 minutes	104 minutes
380	
12 minutes	23 minutes
56 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,780 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
4,478	7%
90%	

\* 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: October to December 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 22 January 2019).



## Murwillumbah District Hospital: Patients presenting to the emergency department October to December 2018

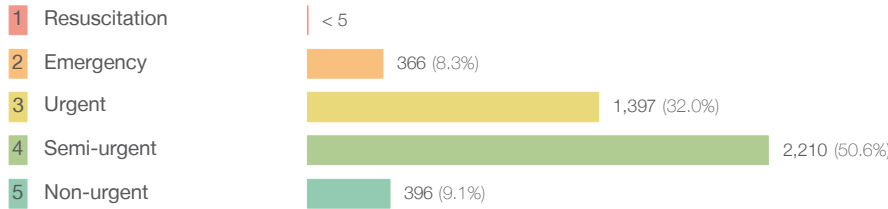
All presentations:<sup>1</sup> 4,783 patients

Same period last year  
Change since one year ago

4,478 7%

Emergency presentations<sup>2</sup> by triage category: 4,369 patients

4,095 7%



15 \*

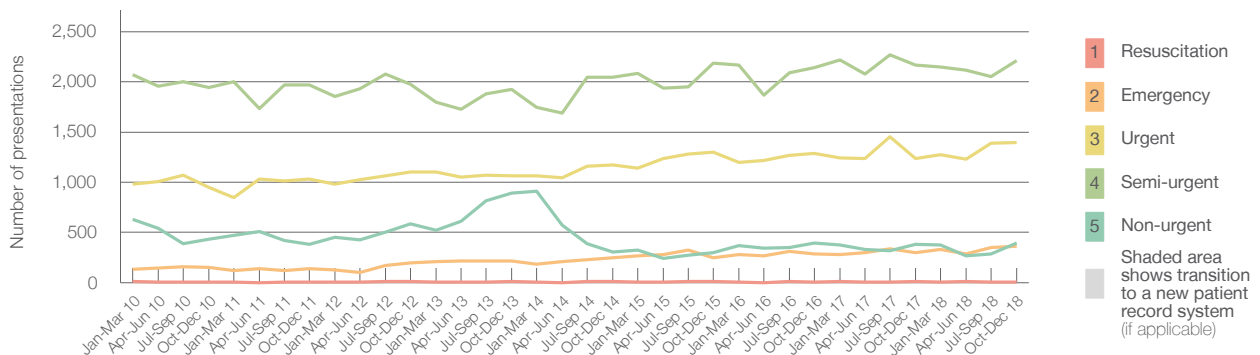
299 21.1%

1,236 13.0%

2,165 2.1%

380 4.2%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	5	< 5	13	14	12	11	5	15	< 5
Emergency	155	143	194	214	249	249	285	299	366
Urgent	946	1,035	1,099	1,061	1,171	1,297	1,288	1,236	1,397
Semi-urgent	1,945	1,971	1,977	1,922	2,044	2,189	2,139	2,165	2,210
Non-urgent	435	381	588	891	306	301	396	380	396
All emergency presentations	3,486	3,530	3,871	4,102	3,782	4,047	4,113	4,095	4,369

## Murwillumbah District Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 231 patients \*\*

Same period last year  
Change since one year ago

181

ED Transfer of care time

Median time 10 minutes

9 minutes 1 minute

90th percentile time 19 minutes

18 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.

(\*\*) 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 October to December 2018

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

Number of triage 2 patients: 366

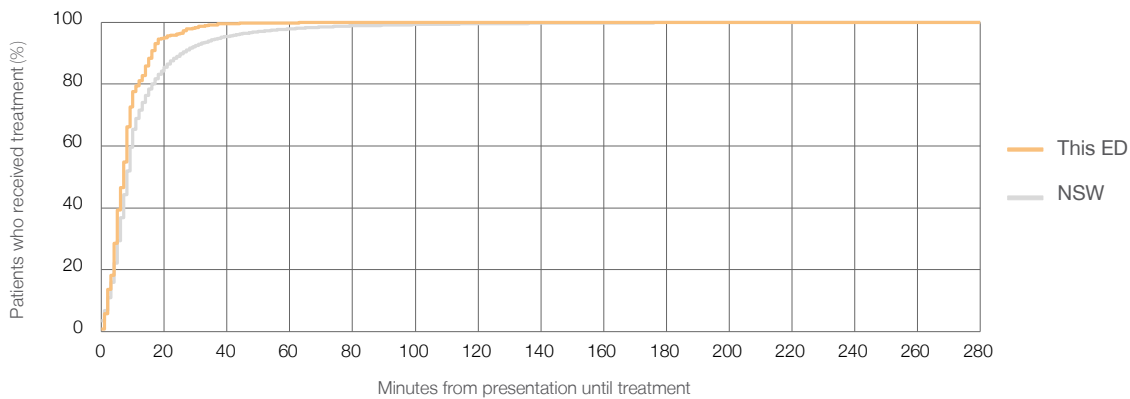
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 361

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

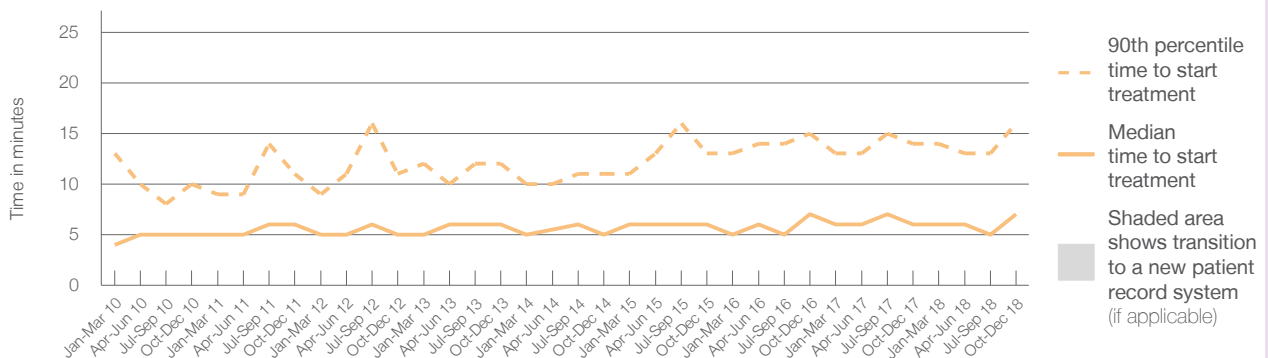
90th percentile time to start treatment<sup>5</sup>  16 minutes

Same period last year	NSW (this period)
299	299
6 minutes	8 minutes
14 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	5	6	5	6	5	6	7	6	7
90th percentile time to start treatment <sup>5</sup> (minutes)	10	11	11	12	11	13	15	14	16

(†) 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 October to December 2018

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

Number of triage 3 patients: 1,397

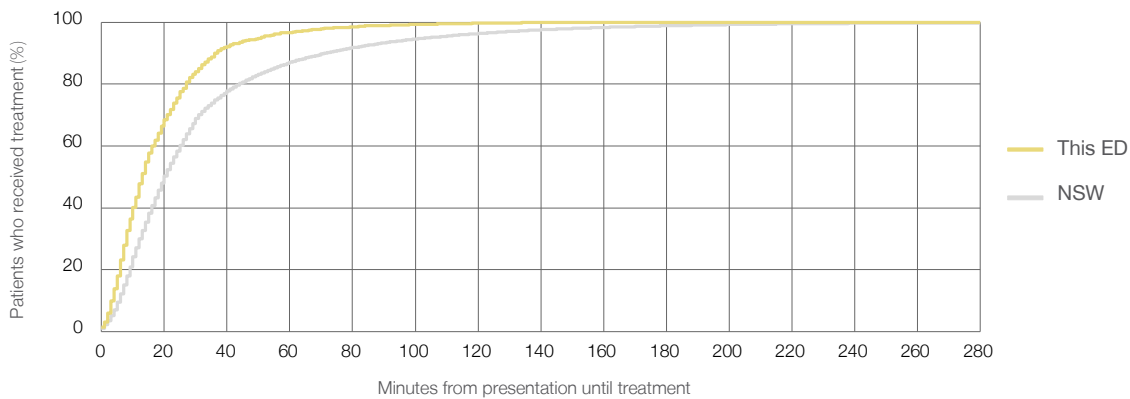
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,381

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

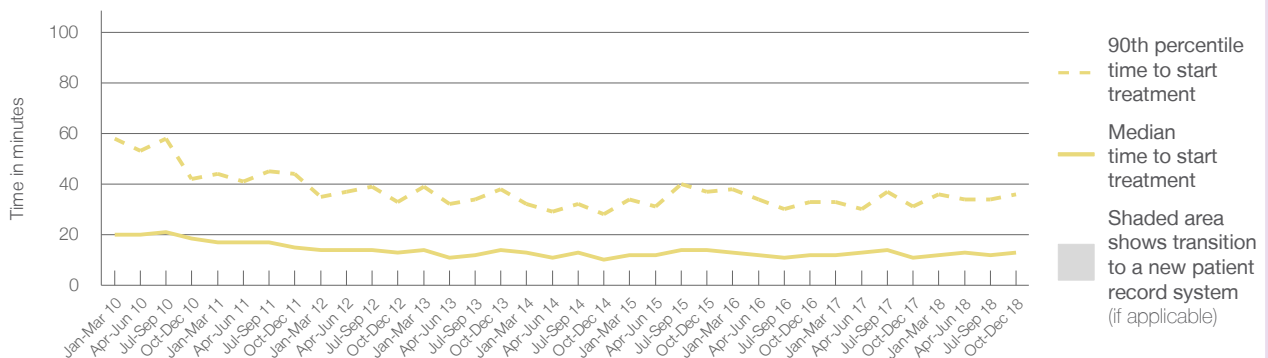
90th percentile time to start treatment<sup>5</sup>  36 minutes

Same period last year	NSW (this period)
1,236	
1,231	
11 minutes	20 minutes
31 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	19	15	13	14	10	14	12	11	13
90th percentile time to start treatment <sup>5</sup> (minutes)	42	44	33	38	28	37	33	31	36

(†) 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 October to December 2018

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

Number of triage 4 patients: 2,210

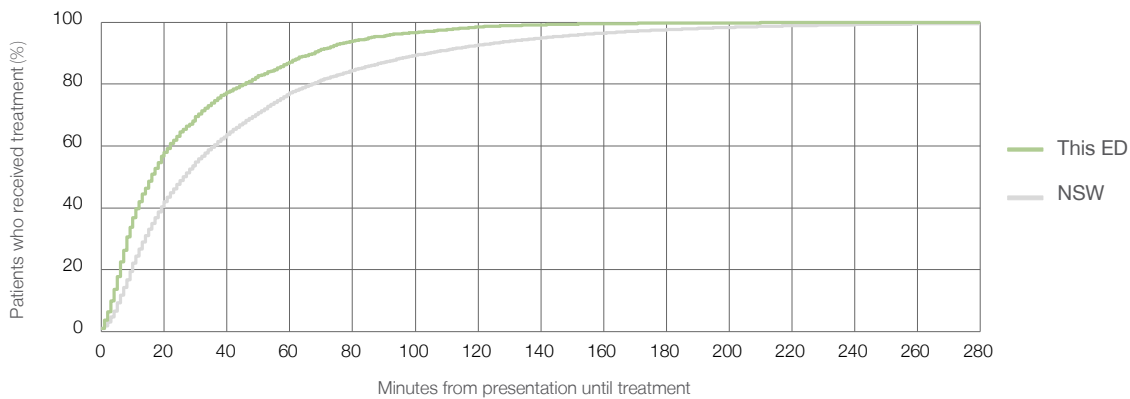
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,161

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

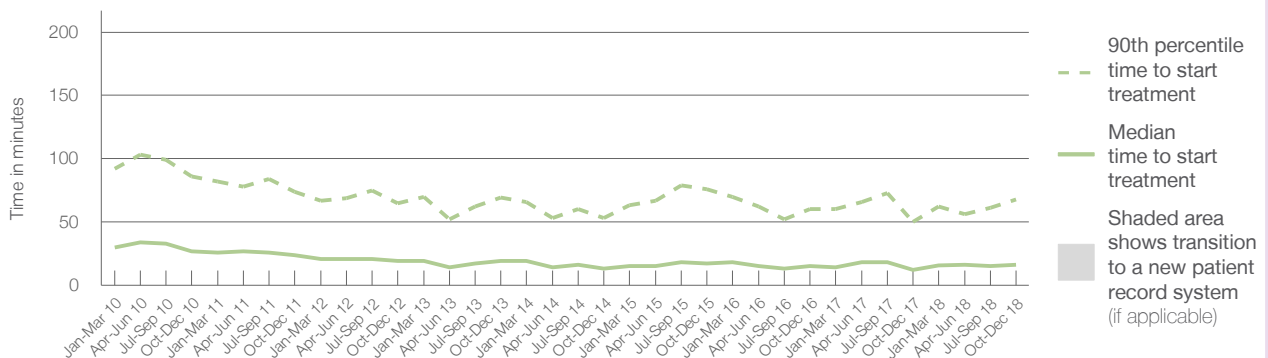
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
2,165	2,127
12 minutes	26 minutes
50 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	27	24	19	19	13	17	15	12	16
90th percentile time to start treatment <sup>5</sup> (minutes)	86	74	65	70	53	76	60	50	68

(†) 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 October to December 2018

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

Number of triage 5 patients: 396

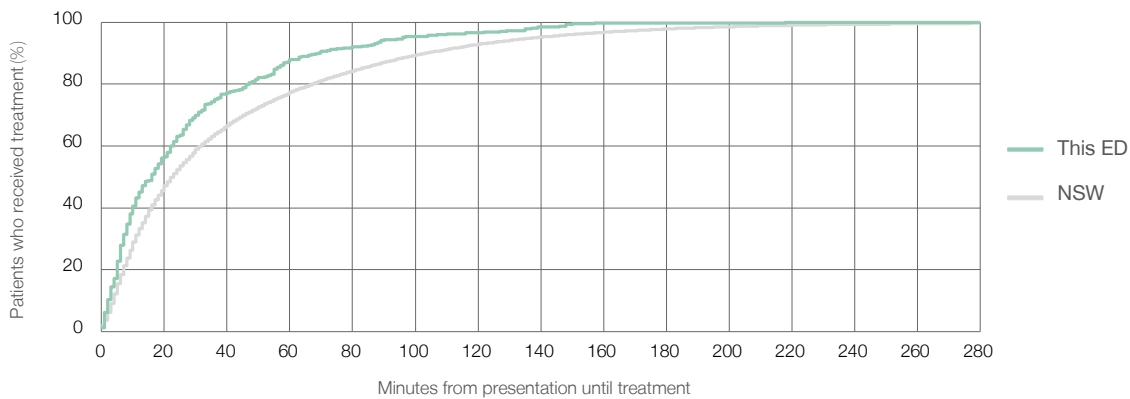
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 373

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

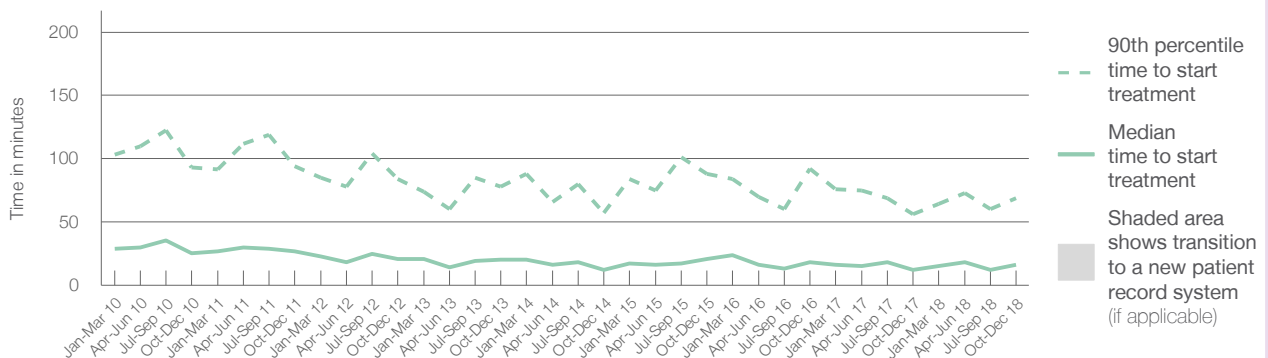
90th percentile time to start treatment<sup>5</sup>  69 minutes

Same period last year	NSW (this period)
380	359
12 minutes	23 minutes
56 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	26	27	21	20	12	21	18	12	16
90th percentile time to start treatment <sup>5</sup> (minutes)	93	94	84	78	57	88	92	56	69

(†) 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

October to December 2018

All presentations:<sup>1</sup> 4,783 patients

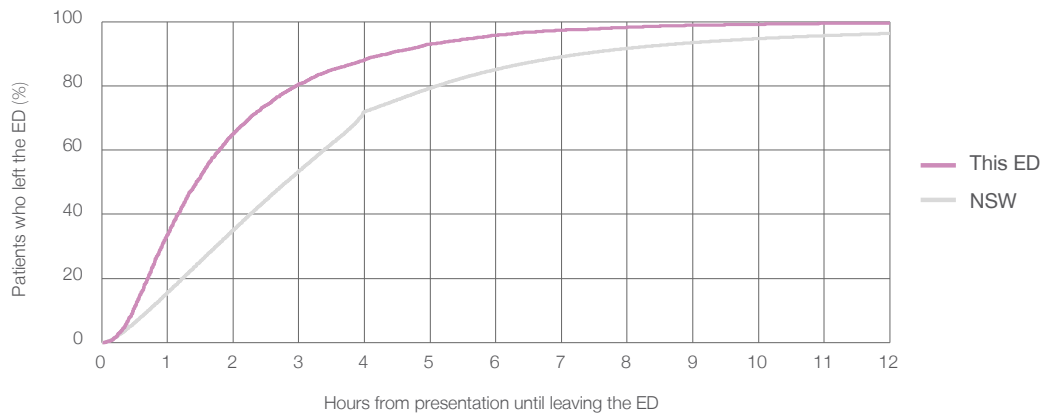
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,780 patients

Median time spent in the ED<sup>8</sup>  1 hours and 27 minutes

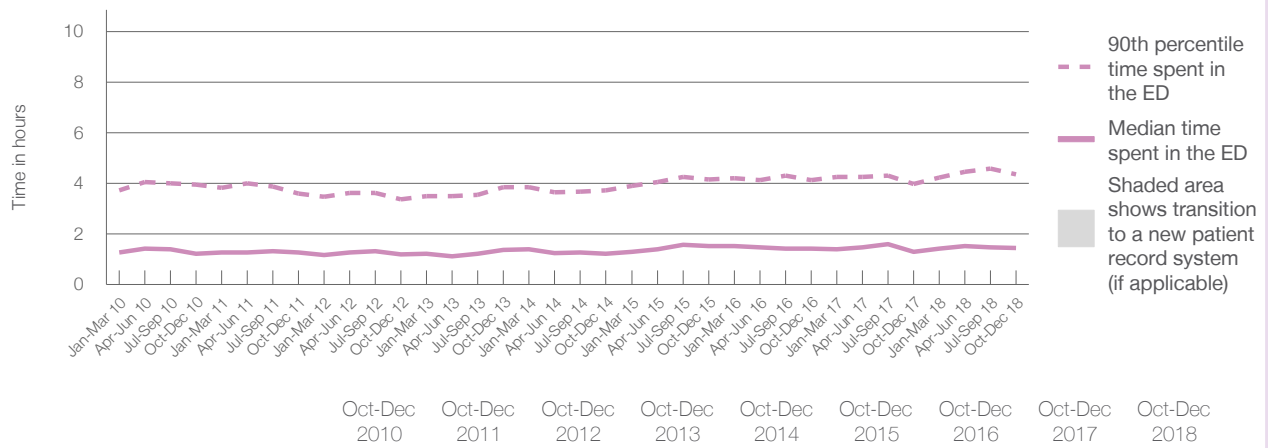
90th percentile time spent in the ED<sup>9</sup>  4 hours and 21 minutes

Same period last year	NSW (this period)
4,478	4,478
1 hours and 18 minutes	2 hours and 49 minutes
3 hours and 59 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 14m	1h 17m	1h 12m	1h 23m	1h 14m	1h 31m	1h 25m	1h 18m	1h 27m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	3h 57m	3h 36m	3h 23m	3h 52m	3h 44m	4h 10m	4h 8m	3h 59m	4h 21m

(†) 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

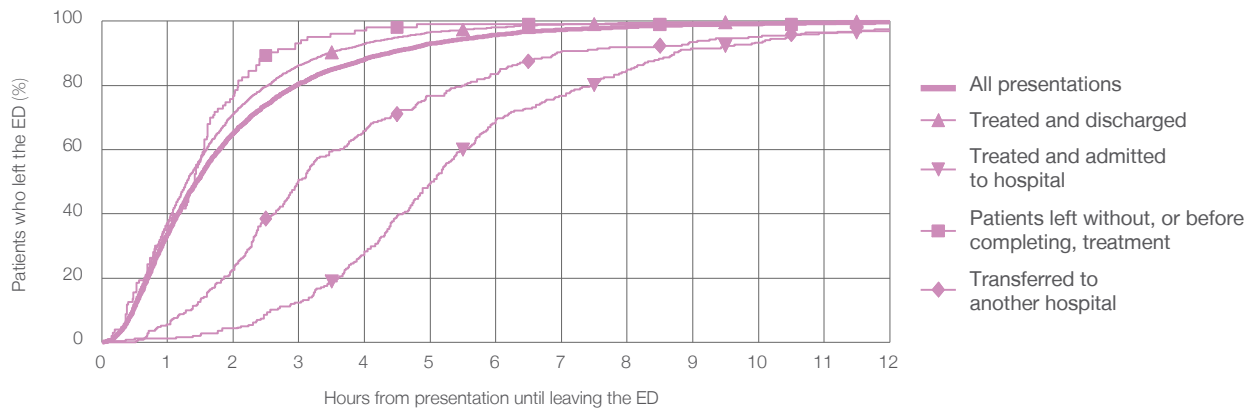
October to December 2018

All presentations:<sup>1</sup> 4,783 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,780 patients

		Same period last year	Change since one year ago
Treated and discharged	4,165 (87.1%)	3,901	6.8%
Treated and admitted to hospital	259 (5.4%)	279	-7.2%
Patient left without, or before completing, treatment	103 (2.2%)	69	49.3%
Transferred to another hospital	249 (5.2%)	225	10.7%
Other	7 (0.1%)	4	75.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	37.4%	71.3%	86.3%	93.0%	98.1%	99.4%	99.8%	99.9%
Treated and admitted to hospital	1.2%	4.3%	12.4%	28.3%	69.4%	84.9%	93.4%	96.9%
Patient left without, or before completing, treatment	35.9%	76.7%	93.2%	97.1%	99.0%	99.0%	99.0%	100%
Transferred to another hospital	5.6%	22.5%	50.6%	65.9%	83.5%	92.0%	95.2%	97.6%
All presentations	33.7%	65.2%	80.6%	88.2%	95.8%	98.2%	99.2%	99.6%

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

## Murwillumbah District Hospital: Time spent in the ED

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

#### October to December 2018

All presentations at the emergency department: <sup>1</sup> 4,783 patients

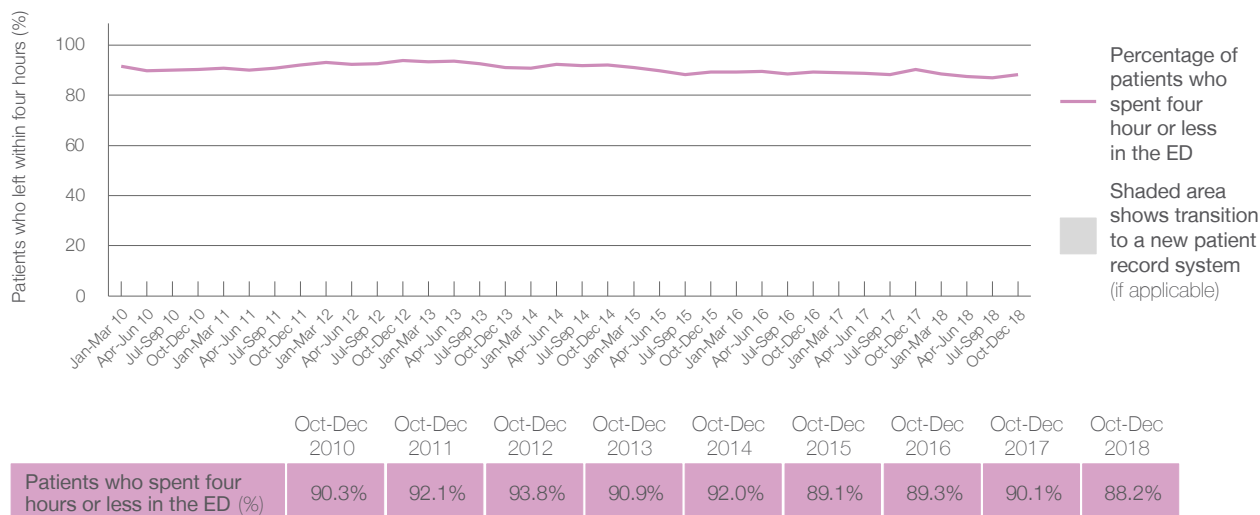
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,780 patients

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	4,478	7%
Presentations used to calculate time to leaving the ED	4,478	7%
Percentage of patients who spent four hours or less in the ED	90.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).



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

October to December 2018

All presentations:<sup>1</sup> 13,726 patients

Emergency presentations:<sup>2</sup> 13,328 patients

Same period last year	Change since one year ago
13,661	0%
13,192	1%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,772 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 18 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 6,141 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 56 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,361 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 77 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 976 patients

Median time to start treatment<sup>4</sup> 15 minutes  
 90th percentile time to start treatment<sup>5</sup> 84 minutes

Same period last year	NSW (this period)
1,738	
5 minutes	8 minutes
13 minutes	26 minutes
5,820	
15 minutes	20 minutes
42 minutes	72 minutes
4,360	
16 minutes	26 minutes
70 minutes	104 minutes
1,218	
11 minutes	23 minutes
62 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,725 patients

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

Same period last year	Change since one year ago
13,661	0%
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: October to December 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.

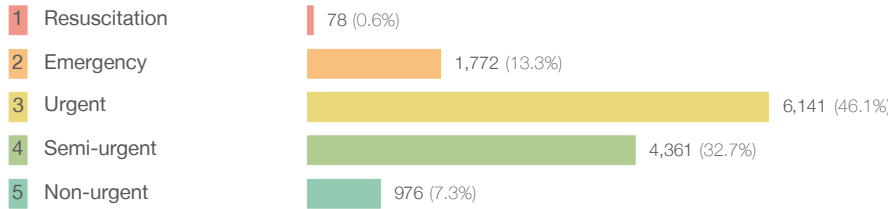
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

**Source:** Health Information Exchange, NSW Health (extracted 22 January 2019).

## The Tweed Hospital: Patients presenting to the emergency department October to December 2018

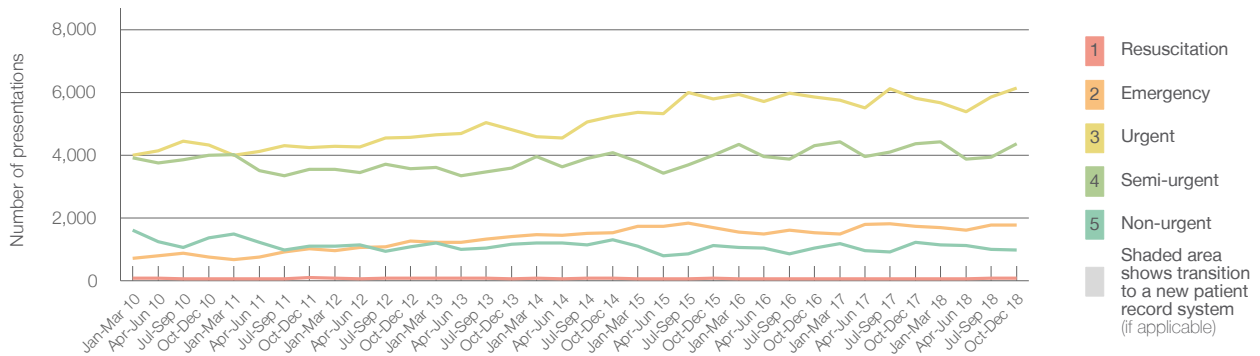
All presentations:<sup>1</sup> 13,726 patients

Emergency presentations<sup>2</sup> by triage category: 13,328 patients



Same period last year	Change since one year ago
13,661	0%
13,192	1%
56	39.3%
1,738	2.0%
5,820	5.5%
4,360	0.0%
1,218	-19.9%

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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	55	108	84	68	86	72	59	56	78
Emergency	755	1,014	1,270	1,398	1,525	1,686	1,537	1,738	1,772
Urgent	4,313	4,233	4,568	4,812	5,235	5,784	5,849	5,820	6,141
Semi-urgent	3,988	3,550	3,573	3,593	4,081	3,997	4,306	4,360	4,361
Non-urgent	1,370	1,105	1,081	1,165	1,293	1,120	1,042	1,218	976
All emergency presentations	10,481	10,010	10,576	11,036	12,220	12,659	12,793	13,192	13,328

## The Tweed Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,008 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,835	
8 minutes	2 minutes
20 minutes	15 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.

## The Tweed Hospital: Time patients waited to start treatment, triage 2 October to December 2018

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

Number of triage 2 patients: 1,772

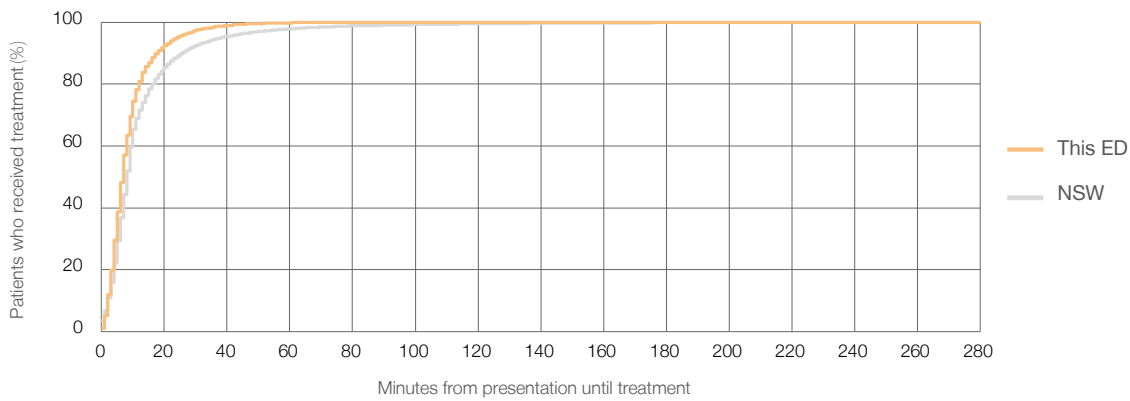
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,768

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

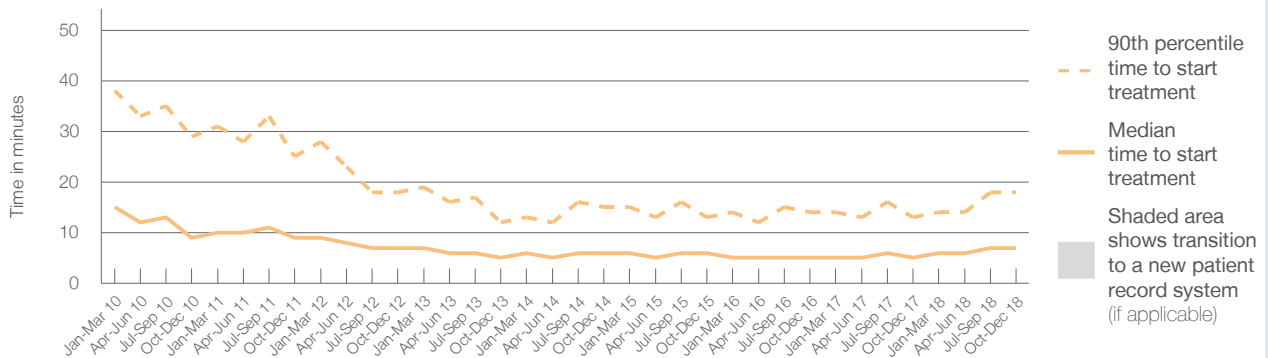
90th percentile time to start treatment<sup>5</sup>  18 minutes

Same period last year	NSW (this period)
1,738	1,733
5 minutes	8 minutes
13 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	9	9	7	5	6	6	5	5	7
90th percentile time to start treatment <sup>5</sup> (minutes)	29	25	18	12	15	13	14	13	18

(†) 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 October to December 2018

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

Number of triage 3 patients: 6,141

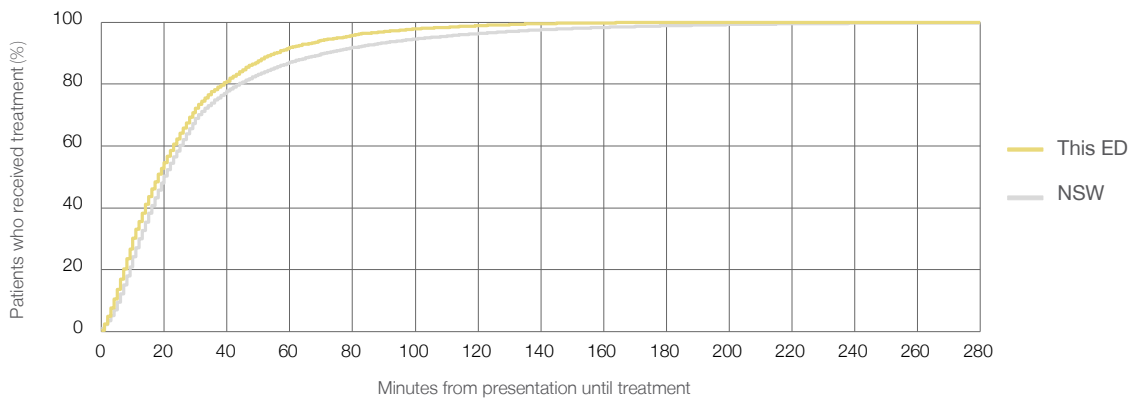
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 6,034

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

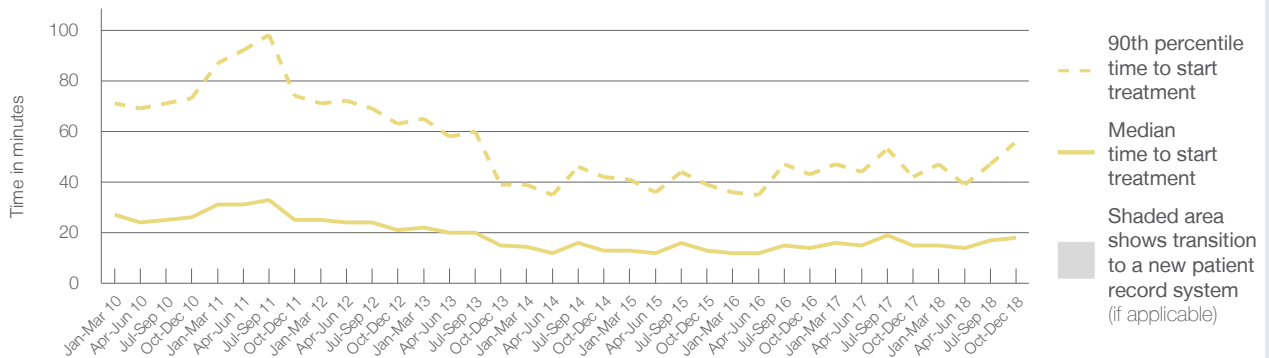
90th percentile time to start treatment<sup>5</sup>  56 minutes

Same period last year	NSW (this period)
5,820	
5,764	
15 minutes	20 minutes
42 minutes	72 minutes

### Percentage of triage 3 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	26	25	21	15	13	13	14	15	18
90th percentile time to start treatment <sup>5</sup> (minutes)	73	74	63	39	42	39	43	42	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.

## The Tweed Hospital: Time patients waited to start treatment, triage 4 October to December 2018

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

Number of triage 4 patients: 4,361

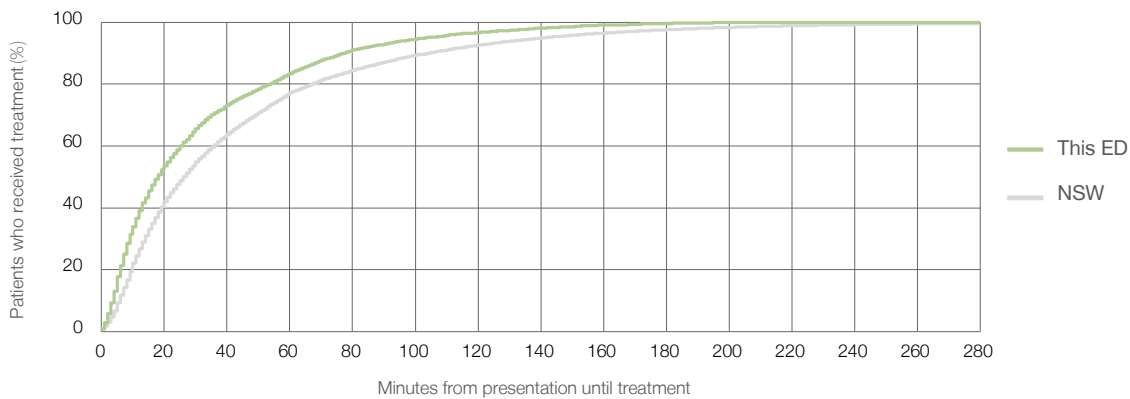
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,187

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

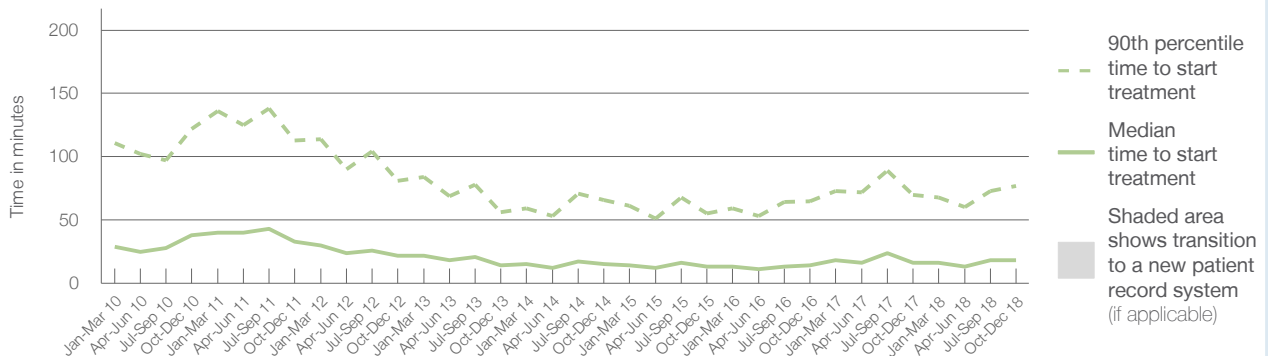
90th percentile time to start treatment<sup>5</sup>  77 minutes

Same period last year	NSW (this period)
4,360	4,190
16 minutes	26 minutes
70 minutes	104 minutes

### Percentage of triage 4 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	38	33	22	14	15	13	14	16	18
90th percentile time to start treatment <sup>5</sup> (minutes)	122	113	81	56	66	55	65	70	77

(†) 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 October to December 2018

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

Number of triage 5 patients: 976

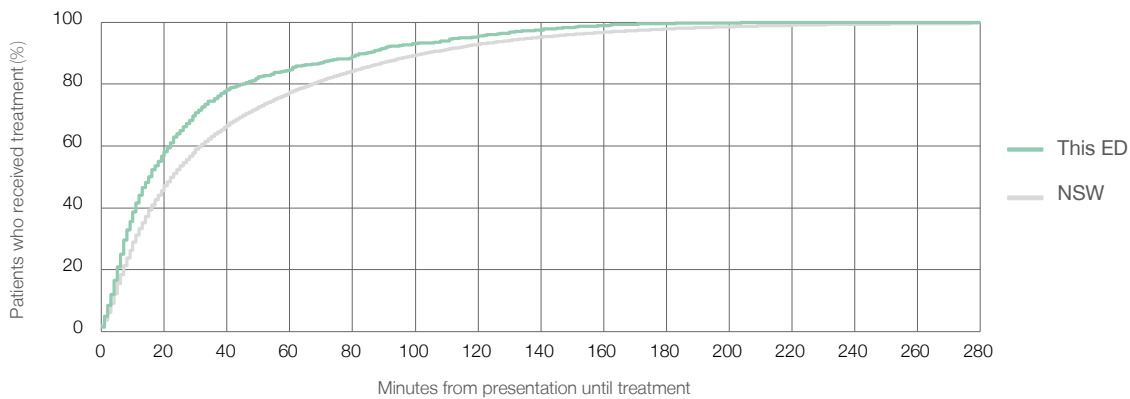
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 914

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

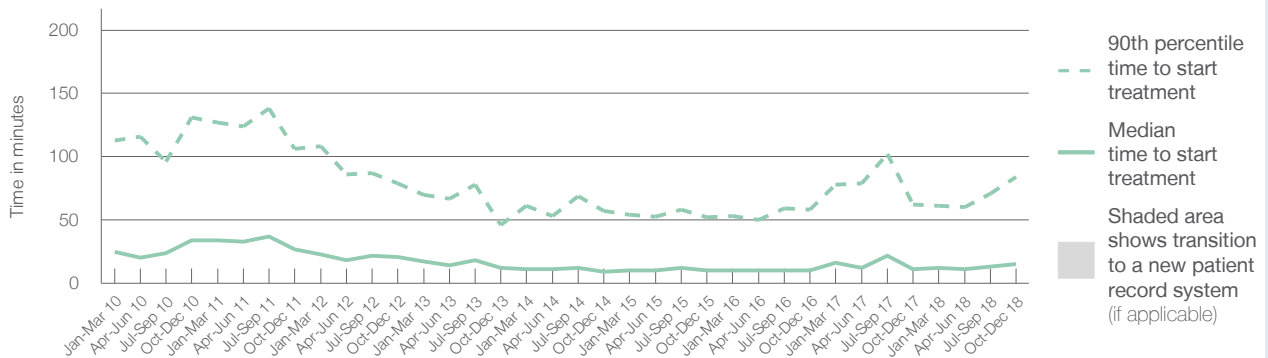
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
1,218	1,129
11 minutes	23 minutes
62 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment <sup>4</sup> (minutes)	34	27	21	12	9	10	10	11	15
90th percentile time to start treatment <sup>5</sup> (minutes)	131	106	79	46	57	52	58	62	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.

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

October to December 2018

All presentations:<sup>1</sup> 13,726 patients

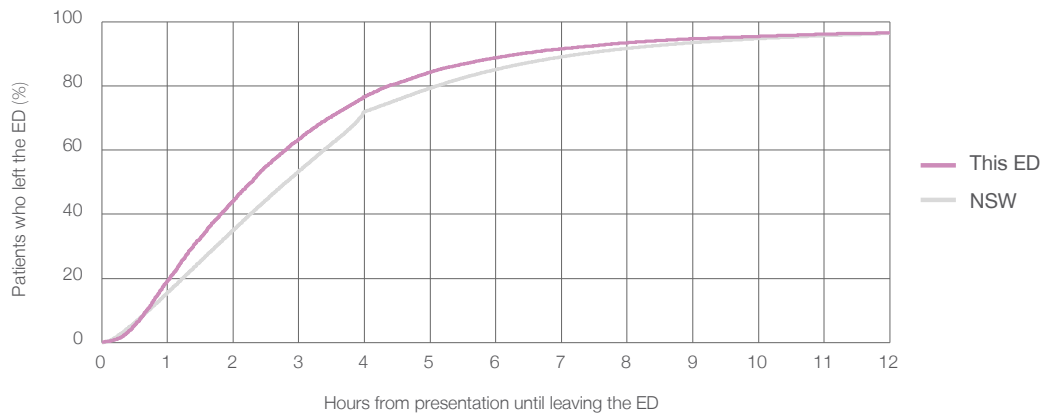
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,725 patients

Median time spent in the ED<sup>8</sup>  2 hours and 17 minutes

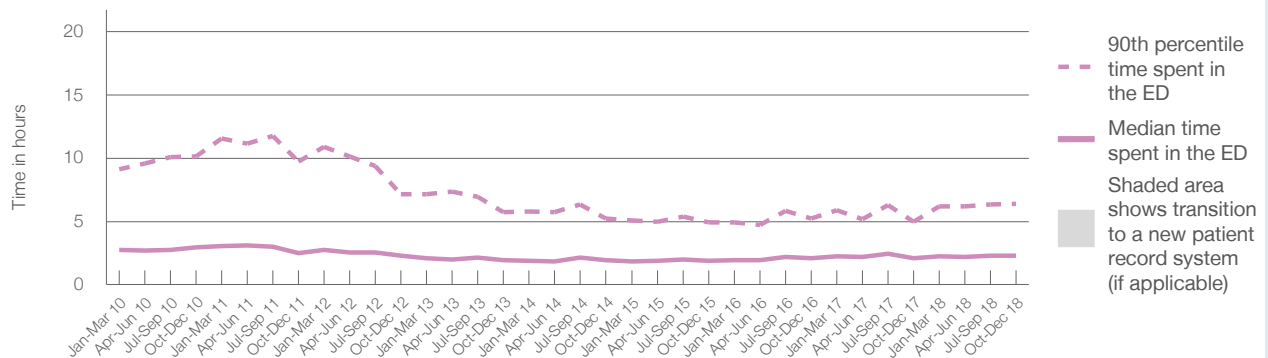
90th percentile time spent in the ED<sup>9</sup>  6 hours and 23 minutes

Same period last year	NSW (this period)
13,661	13,661
2 hours and 7 minutes	2 hours and 49 minutes
4 hours and 59 minutes	7 hours and 19 minutes

### Percentage of patients who left the ED by time, October to December 2018



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 56m	2h 30m	2h 19m	1h 57m	1h 57m	1h 55m	2h 7m	2h 7m	2h 17m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	10h 7m	9h 43m	7h 8m	5h 44m	5h 14m	4h 57m	5h 15m	4h 59m	6h 23m

(†) 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**  
By mode of separation  
October to December 2018

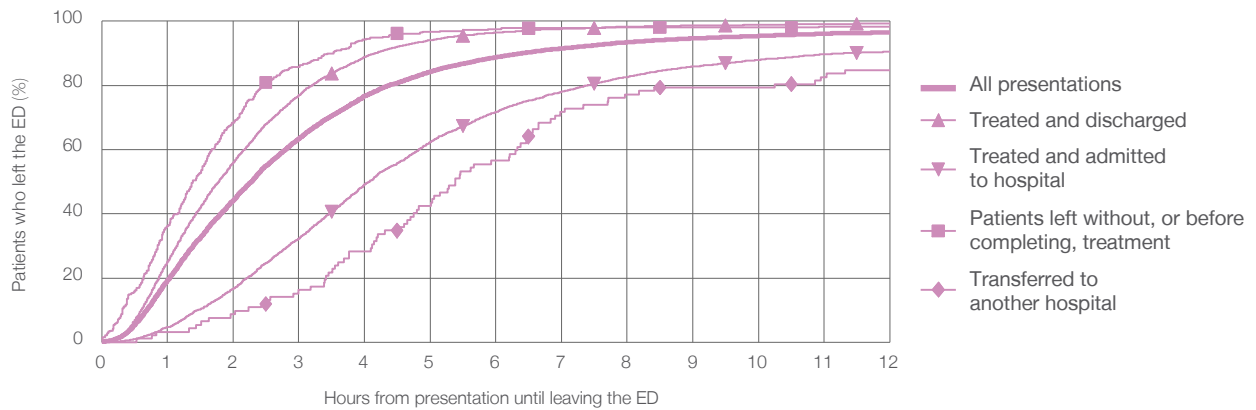
All presentations:<sup>1</sup> 13,726 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,725 patients

Treated and discharged	9,090 (66.2%)
Treated and admitted to hospital	4,138 (30.1%)
Patient left without, or before completing, treatment	367 (2.7%)
Transferred to another hospital	92 (0.7%)
Other	39 (0.3%)

Same period last year	Change since one year ago
13,661	0%
9,070	0.2%
4,194	-1.3%
279	31.5%
87	5.7%
31	25.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2018<sup>†‡</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	25.1%	56.1%	76.9%	88.9%	96.4%	98.3%	98.9%	99.3%
Treated and admitted to hospital	4.7%	16.7%	32.3%	49.2%	71.7%	82.6%	88.0%	90.5%
Patient left without, or before completing, treatment	36.2%	68.4%	85.8%	94.3%	97.5%	98.1%	98.1%	98.4%
Transferred to another hospital	3.3%	8.7%	16.3%	28.3%	56.5%	77.2%	79.3%	84.8%
All presentations	19.3%	44.3%	63.4%	76.7%	88.7%	93.4%	95.4%	96.5%

(†) 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.



## The Tweed Hospital: Time spent in the ED

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

#### October to December 2018

All presentations at the emergency department: <sup>1</sup> 13,726 patients

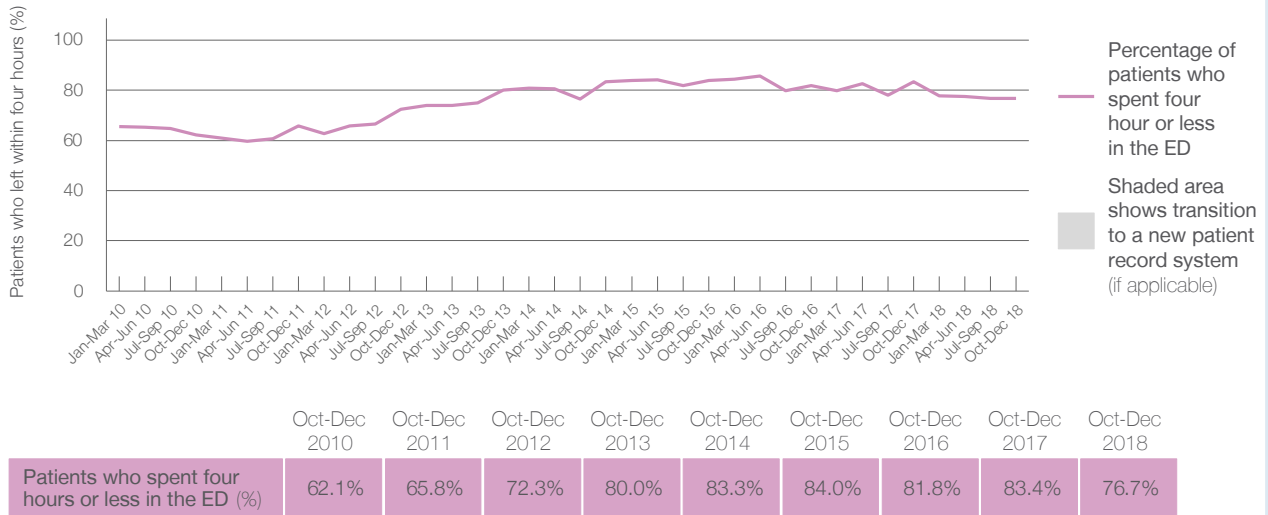
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,725 patients

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	13,661	0%
Presentations used to calculate time to leaving the ED	13,661	0%
Percentage of patients who spent four hours or less in the ED	83.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 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: October to December 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 22 January 2019).  
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).