

Grafton Base Hospital: Emergency department (ED) overview

April to June 2018



All presentations:¹ 6,314 patients
Emergency presentations:² 5,855 patients

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



Grafton Base Hospital: Time patients waited to start treatment³

April to June 2018

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

Median time to start treatment⁴  8 minutes
90th percentile time to start treatment⁵  23 minutes

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

Median time to start treatment⁴  20 minutes
90th percentile time to start treatment⁵  52 minutes

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

Median time to start treatment⁴  27 minutes
90th percentile time to start treatment⁵  79 minutes

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

Median time to start treatment⁴  31 minutes
90th percentile time to start treatment⁵  92 minutes

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

Grafton Base Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 6,314 patients

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

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

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

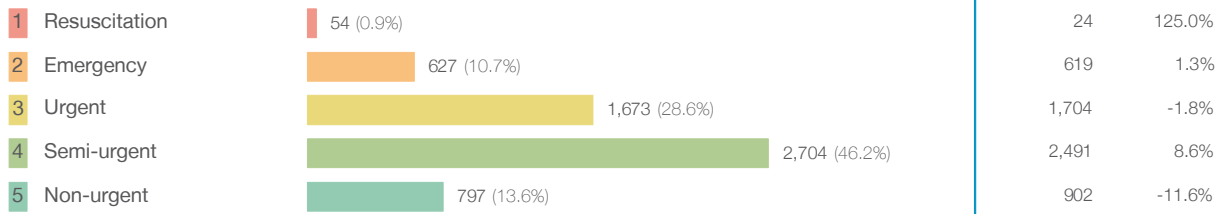
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Grafton Base Hospital: Patients presenting to the emergency department

April to June 2018

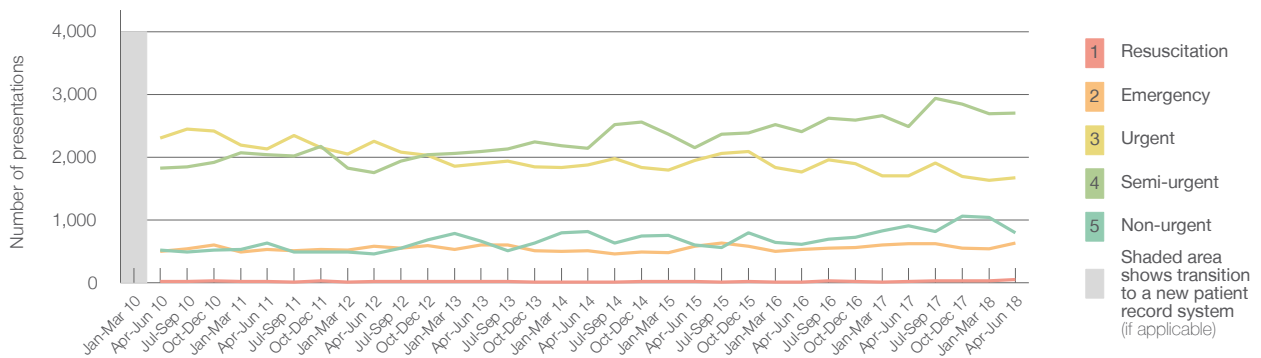
All presentations:¹ 6,314 patients

Emergency presentations² by triage category: 5,855 patients



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

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	21	21	22	17	13	15	13	24	54
Emergency	499	525	582	604	505	579	533	619	627
Urgent	2,309	2,130	2,254	1,901	1,877	1,949	1,766	1,704	1,673
Semi-urgent	1,821	2,034	1,750	2,090	2,136	2,155	2,407	2,491	2,704
Non-urgent	517	628	457	661	810	598	613	902	797
All emergency presentations	5,167	5,338	5,065	5,273	5,341	5,296	5,332	5,740	5,855

Grafton Base Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 577 patients **

ED Transfer of care time



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

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

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

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

Grafton Base Hospital: Time patients waited to start treatment, triage 2

April to June 2018

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

Number of triage 2 patients: 627

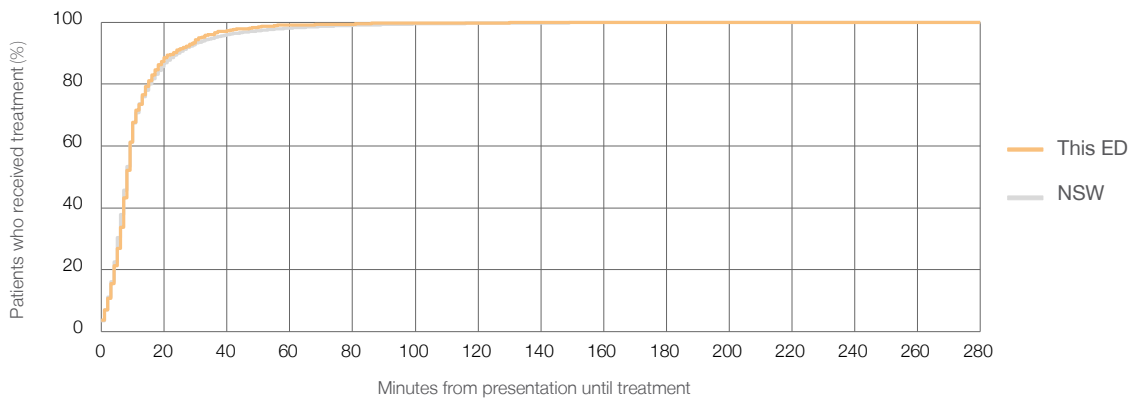
Number of triage 2 patients used to calculate waiting time:³ 625

Median time to start treatment⁴ 8 minutes

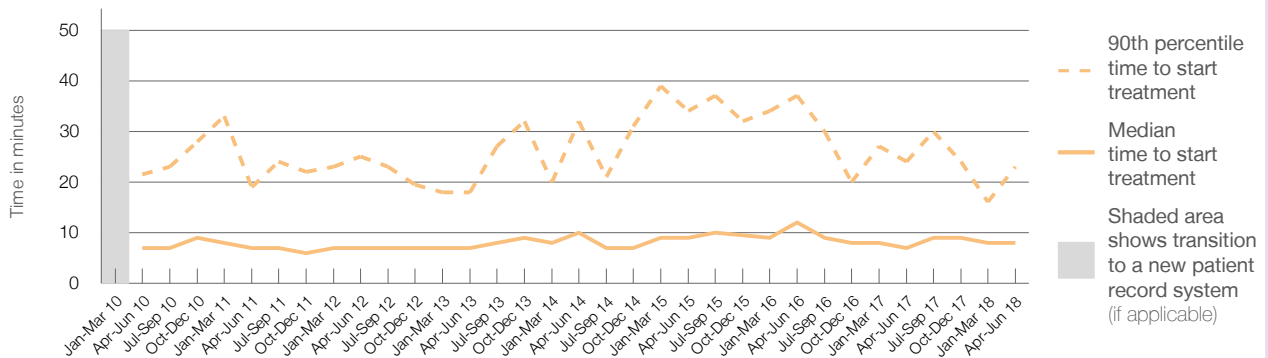
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
619	
618	
7 minutes	8 minutes
24 minutes	24 minutes

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



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	7	7	7	7	10	9	12	7	8
90th percentile time to start treatment ⁵ (minutes)	22	19	25	18	32	34	37	24	23

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Grafton Base Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 1,673

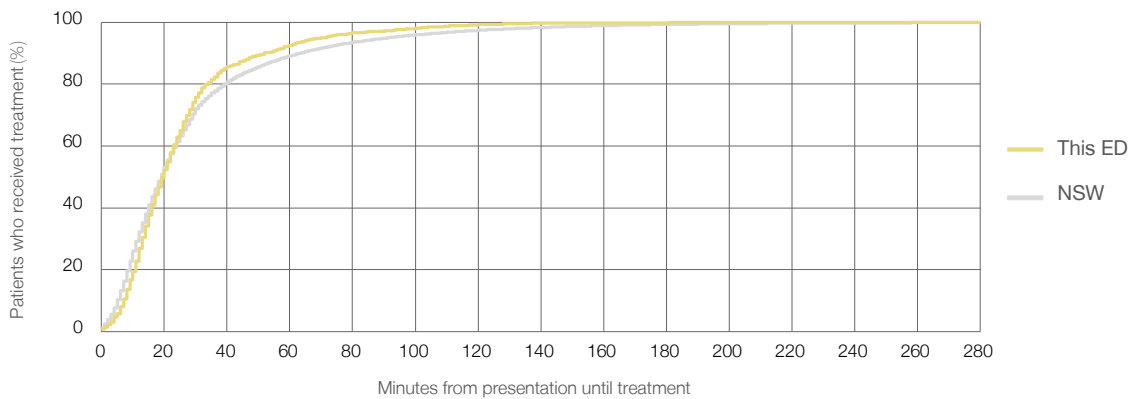
Number of triage 3 patients used to calculate waiting time:³ 1,661

Median time to start treatment⁴ 20 minutes

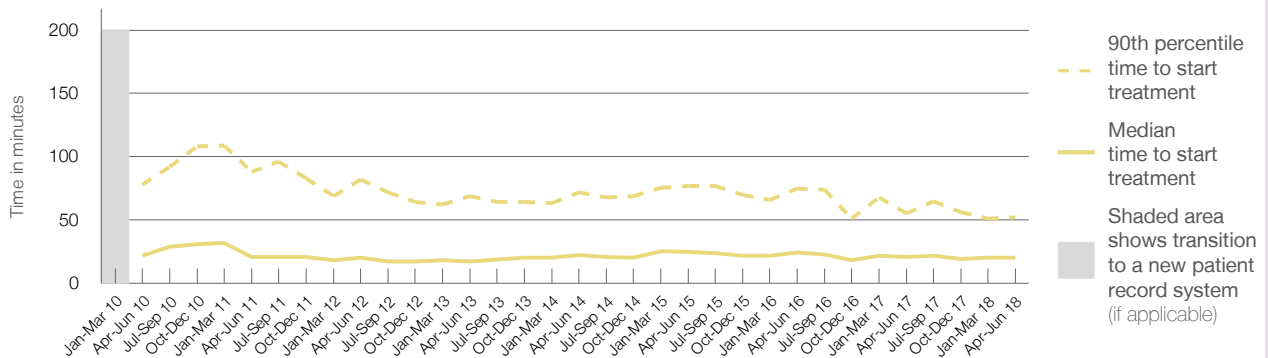
90th percentile time to start treatment⁵ 52 minutes

Same period last year	NSW (this period)
1,704	
1,676	
21 minutes	19 minutes
55 minutes	63 minutes

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



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	22	21	20	17	23	25	25	21	20
90th percentile time to start treatment ⁵ (minutes)	78	88	82	69	72	77	75	55	52

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Grafton Base Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 2,704

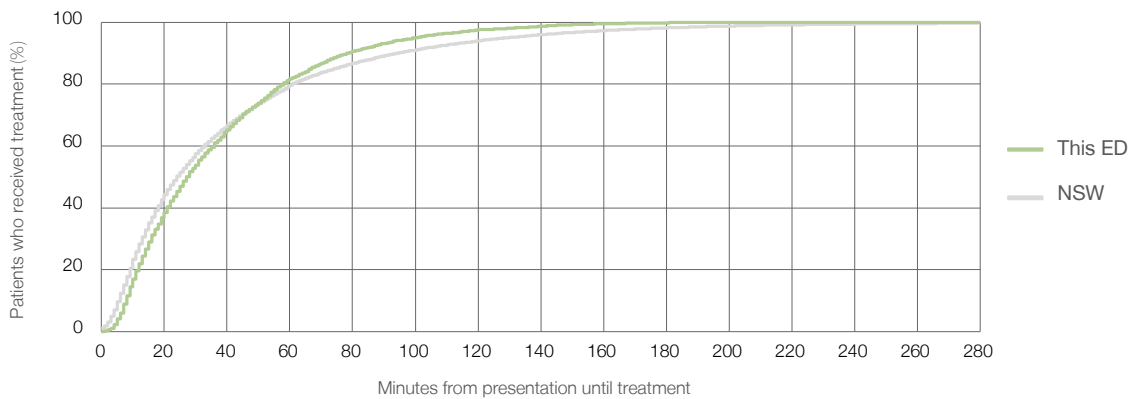
Number of triage 4 patients used to calculate waiting time:³ 2,611

Median time to start treatment⁴ 27 minutes

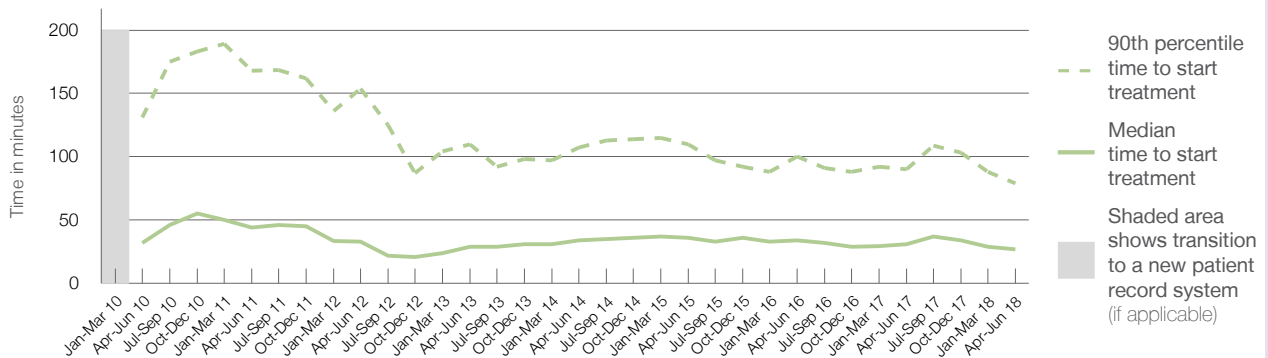
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
2,491	2,386
31 minutes	24 minutes
90 minutes	95 minutes

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



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	32	44	33	29	34	36	34	31	27
90th percentile time to start treatment ⁵ (minutes)	131	168	154	110	107	110	100	90	79

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Grafton Base Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 797

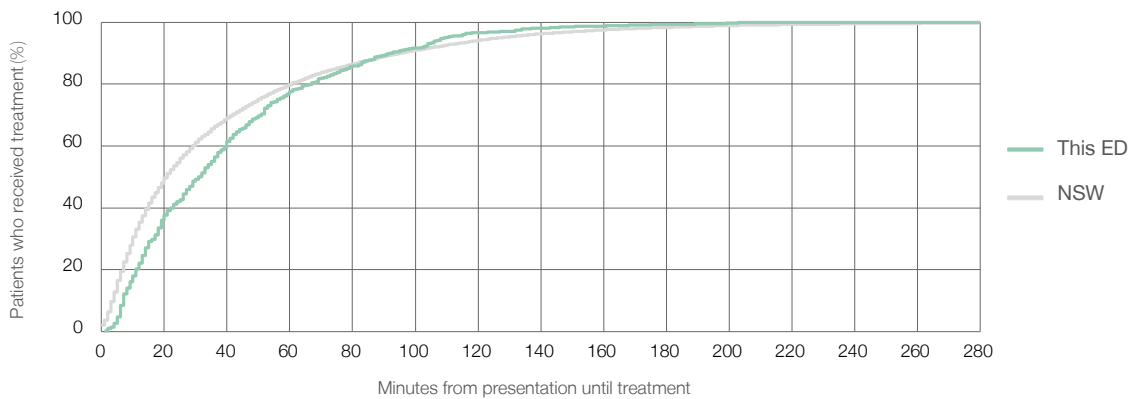
Number of triage 5 patients used to calculate waiting time:³ 724

Median time to start treatment⁴ 31 minutes

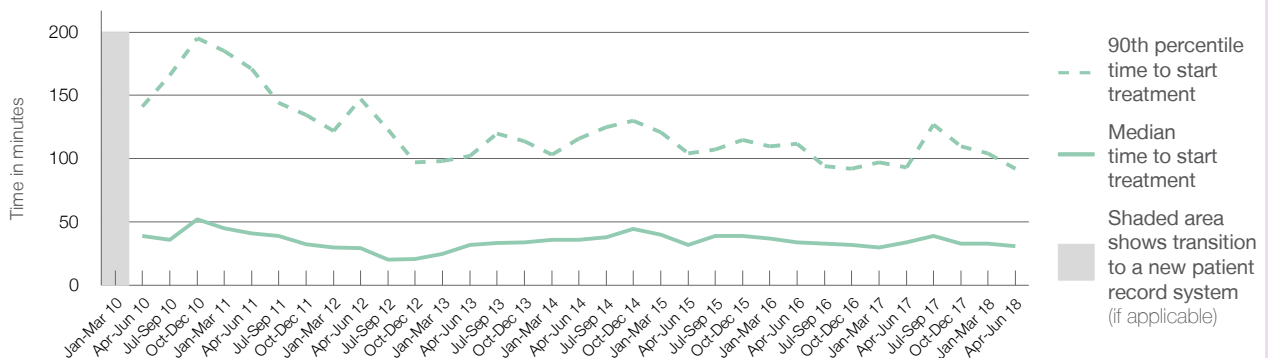
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
902	
785	
34 minutes	21 minutes
93 minutes	96 minutes

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



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	39	41	30	32	36	32	34	34	31
90th percentile time to start treatment ⁵ (minutes)	141	171	147	102	116	104	112	93	92

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Grafton Base Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 6,314 patients

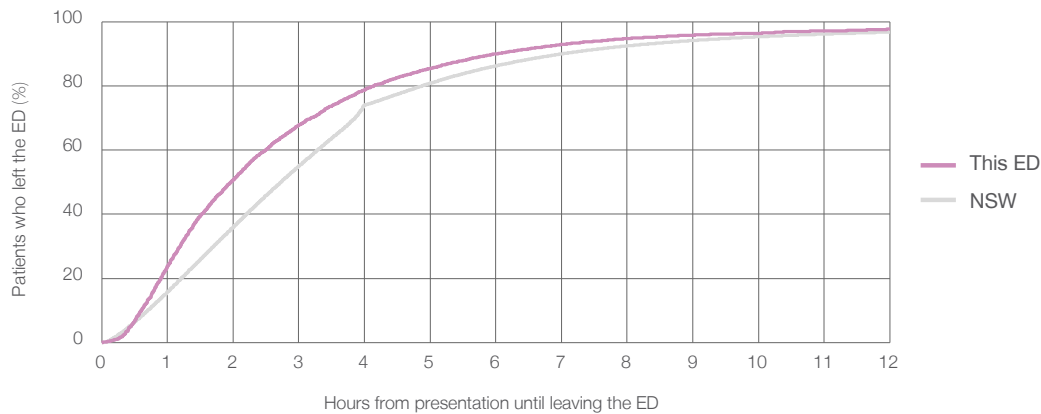
Presentations used to calculate time to leaving the ED:⁶ 6,314 patients

Median time spent in the ED⁸ 1 hours and 58 minutes

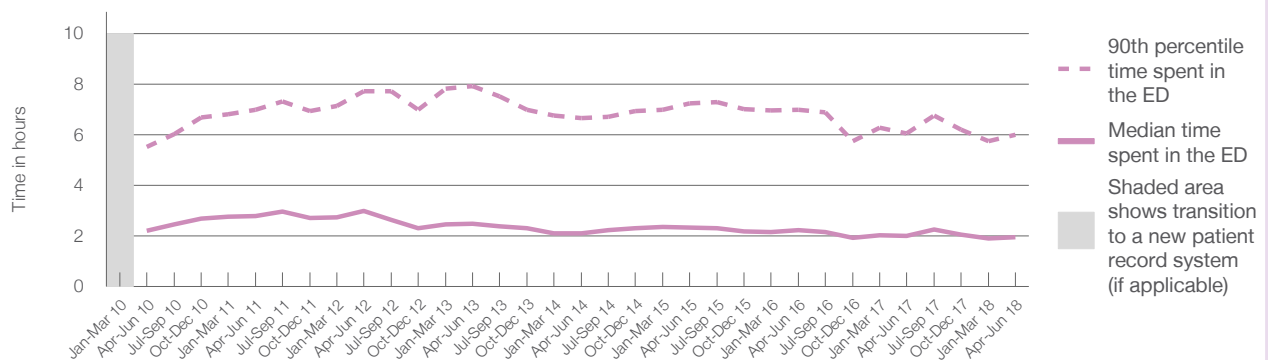
90th percentile time spent in the ED⁹ 6 hours and 0 minutes

Same period last year	NSW (this period)
6,251	6,251
2 hours and 0 minutes	2 hours and 44 minutes
6 hours and 4 minutes	7 hours and 1 minutes

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



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 13m	2h 48m	2h 59m	2h 29m	2h 7m	2h 20m	2h 14m	2h 0m	1h 58m
90th percentile time spent in the ED ⁹ (hours, minutes)	5h 32m	6h 59m	7h 44m	7h 55m	6h 40m	7h 14m	6h 59m	6h 4m	6h 0m

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

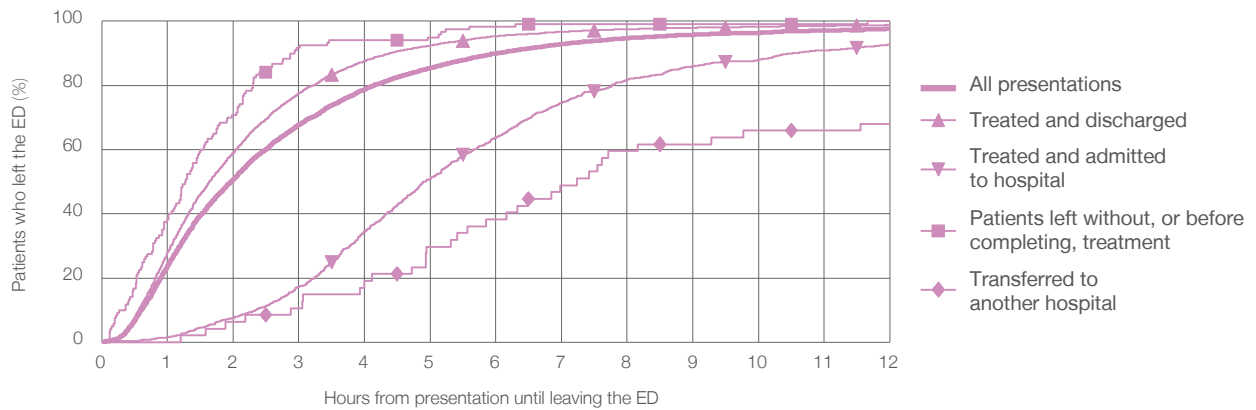
All presentations:¹ 6,314 patients

Presentations used to calculate time to leaving the ED:⁶ 6,314 patients

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

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

Percentage of patients who left the ED by time and mode of separation, April to June 2018^{†‡}



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

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

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Grafton Base Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 6,314 patients

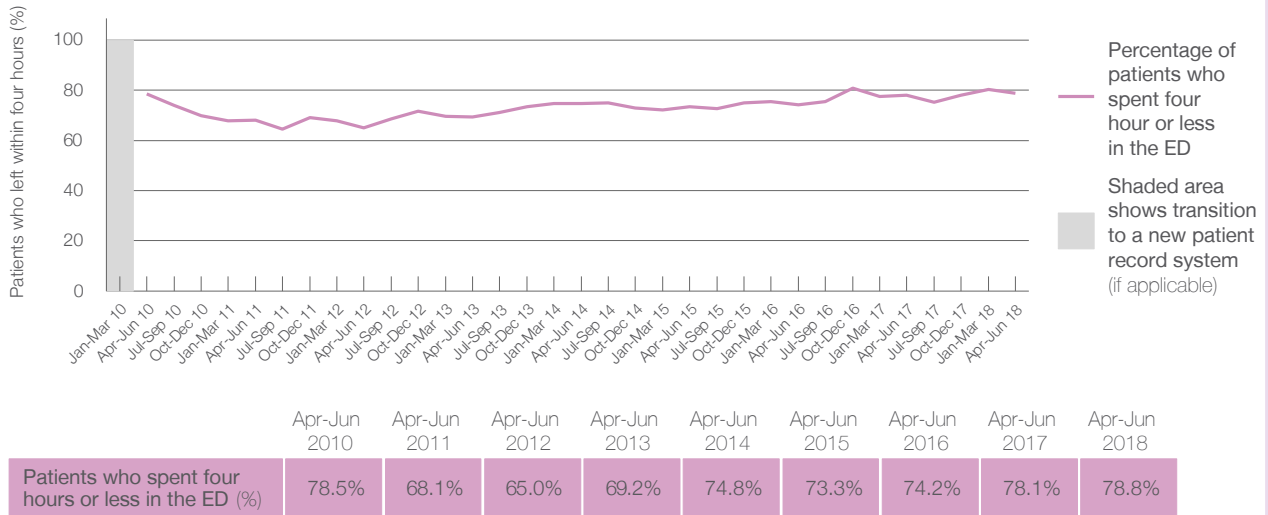
Presentations used to calculate time to leaving the ED: ⁶ 6,314 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 6,314 patients	6,251	1%
Presentations used to calculate time to leaving the ED: ⁶ 6,314 patients	6,251	1%
Percentage of patients who spent four hours or less in the ED	78.1%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

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

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).