

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

October to December 2018

All presentations:<sup>1</sup> 10,775 patients

Emergency presentations:<sup>2</sup> 10,047 patients

Same period last year	Change since one year ago
10,261	5%
10,031	0%

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

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,105 patients

Median time to start treatment<sup>4</sup> 6 minutes  
 90th percentile time to start treatment<sup>5</sup> 12 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,247 patients

Median time to start treatment<sup>4</sup> 17 minutes  
 90th percentile time to start treatment<sup>5</sup> 59 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,280 patients

Median time to start treatment<sup>4</sup> 25 minutes  
 90th percentile time to start treatment<sup>5</sup> 116 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,345 patients

Median time to start treatment<sup>4</sup> 22 minutes  
 90th percentile time to start treatment<sup>5</sup> 120 minutes

Same period last year	NSW (this period)
1,092	
7 minutes	8 minutes
12 minutes	26 minutes
3,243	
17 minutes	20 minutes
62 minutes	72 minutes
4,210	
28 minutes	26 minutes
123 minutes	104 minutes
1,407	
29 minutes	23 minutes
129 minutes	104 minutes

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

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,775 patients

Percentage of patients who spent four hours or less in the ED 71%

Same period last year	Change since one year ago
10,261	5%
72%	

\* 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.

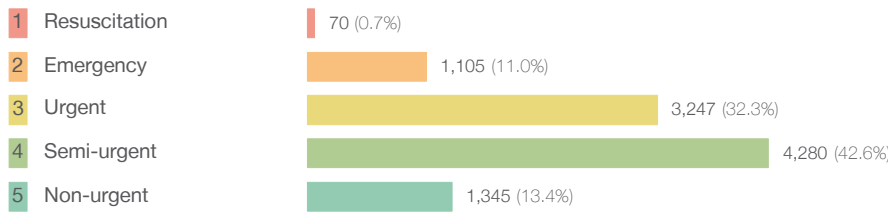
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Coffs Harbour Health Campus: Patients presenting to the emergency department October to December 2018

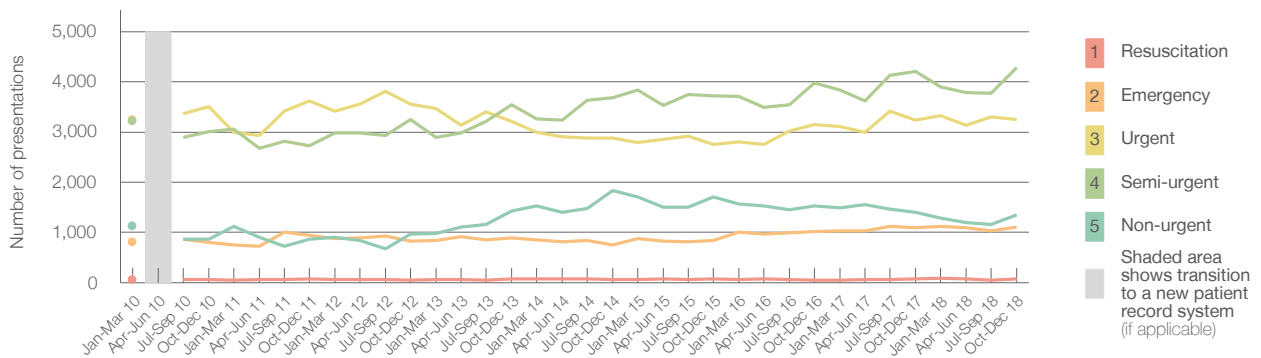
All presentations:<sup>1</sup> 10,775 patients

Emergency presentations<sup>2</sup> by triage category: 10,047 patients



	Same period last year	Change since one year ago
All presentations	10,261	5%
Emergency presentations	10,031	0%
1 Resuscitation	79	-11.4%
2 Emergency	1,092	1.2%
3 Urgent	3,243	0.1%
4 Semi-urgent	4,210	1.7%
5 Non-urgent	1,407	-4.4%

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	65	69	51	72	66	70	54	79	70
Emergency	805	937	825	886	748	845	1,019	1,092	1,105
Urgent	3,502	3,623	3,551	3,214	2,878	2,747	3,154	3,243	3,247
Semi-urgent	3,005	2,733	3,250	3,542	3,683	3,727	3,973	4,210	4,280
Non-urgent	863	863	970	1,424	1,839	1,703	1,527	1,407	1,345
All emergency presentations	8,240	8,225	8,647	9,138	9,214	9,092	9,727	10,031	10,047

## Coffs Harbour Health Campus: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,419 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,290	
Median time	11 minutes	0 minutes
90th percentile time	25 minutes	4 minutes

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

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

## Coffs Harbour Health Campus: Time patients waited to start treatment, triage 2 October to December 2018

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

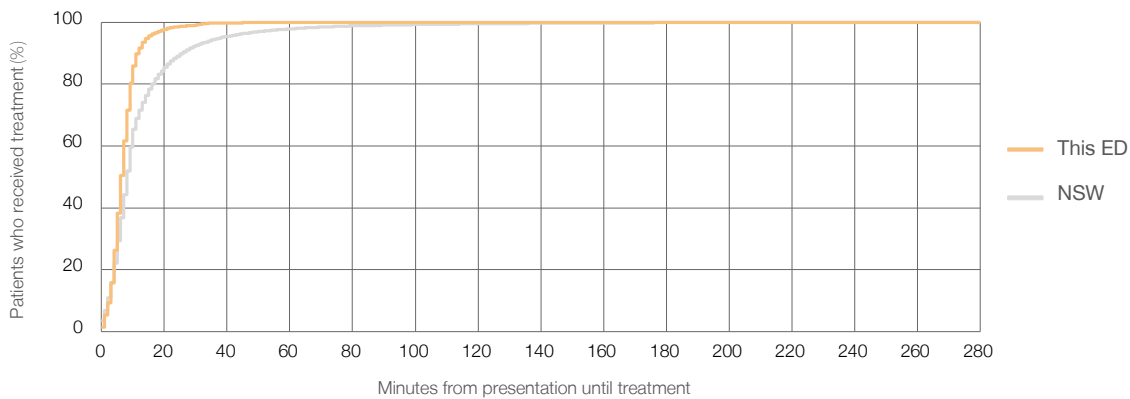
Number of triage 2 patients: 1,105

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,105

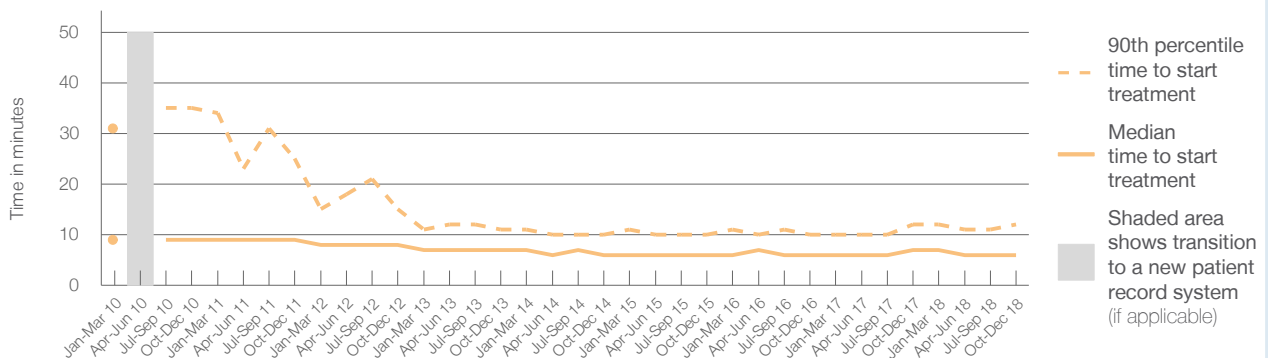
Median time to start treatment<sup>4</sup> ■ 6 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 12 minutes

Same period last year	NSW (this period)
1,092	
1,091	
7 minutes	8 minutes
12 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	8	7	6	6	6	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	35	25	15	11	10	10	10	12	12

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

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

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

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

Number of triage 3 patients: 3,247

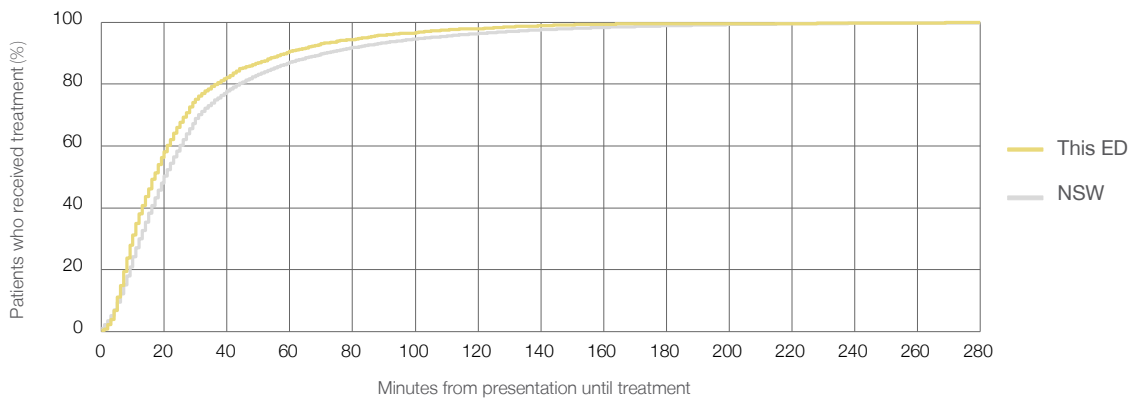
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,196

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

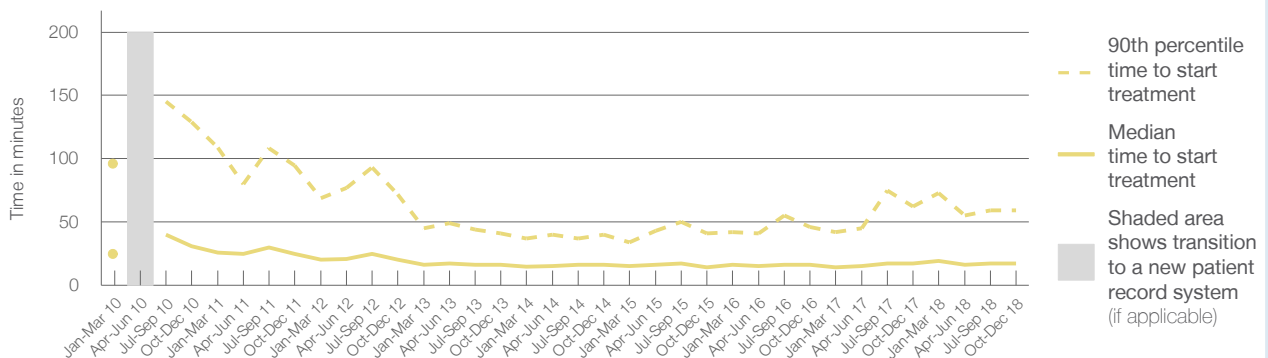
90th percentile time to start treatment<sup>5</sup>  59 minutes

Same period last year	NSW (this period)
3,243	3,167
17 minutes	20 minutes
62 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	25	20	16	16	14	16	17	17
90th percentile time to start treatment <sup>5</sup> (minutes)	129	95	72	41	40	41	46	62	59

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

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

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

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

Number of triage 4 patients: 4,280

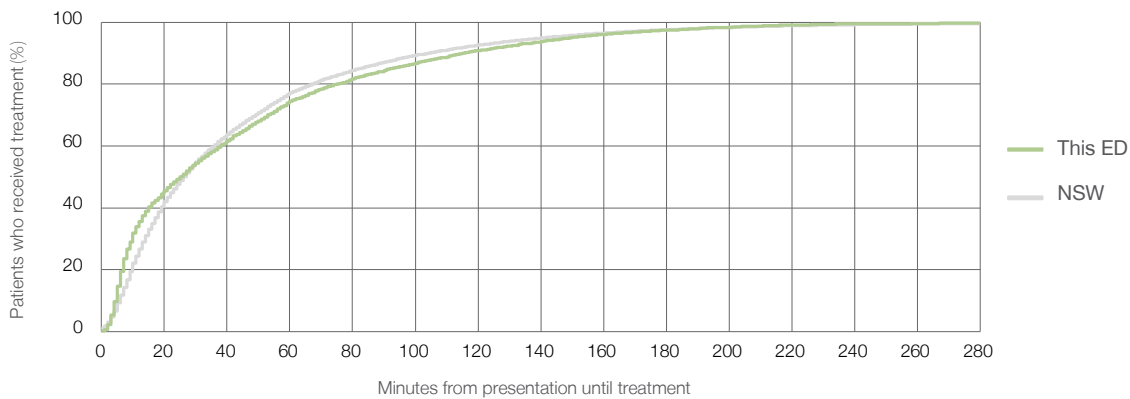
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,918

Median time to start treatment<sup>4</sup>  25 minutes

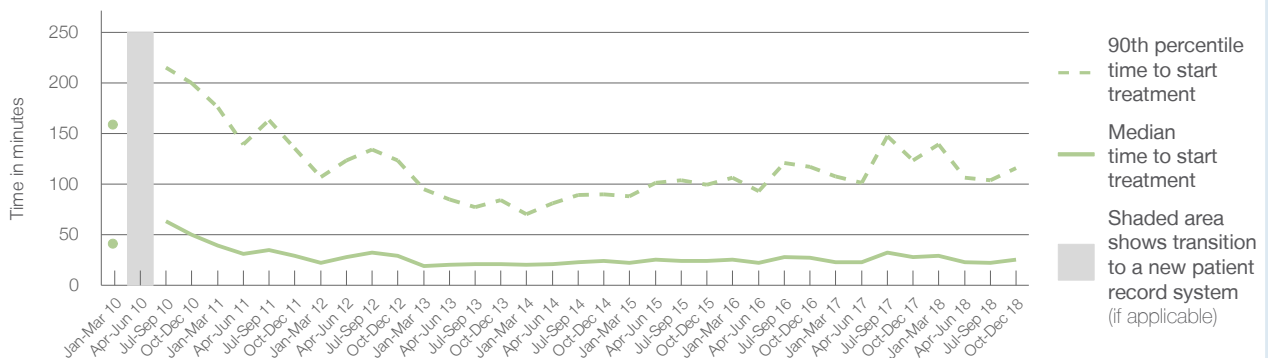
90th percentile time to start treatment<sup>5</sup>  116 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	4,210	4,280
Number of triage 4 patients used to calculate waiting time <sup>3</sup>	3,831	3,918
Median time to start treatment <sup>4</sup>	28 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	123 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)	50	29	29	21	24	24	27	28	25
90th percentile time to start treatment <sup>5</sup> (minutes)	200	135	123	84	90	99	117	123	116

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

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

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

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

Number of triage 5 patients: 1,345

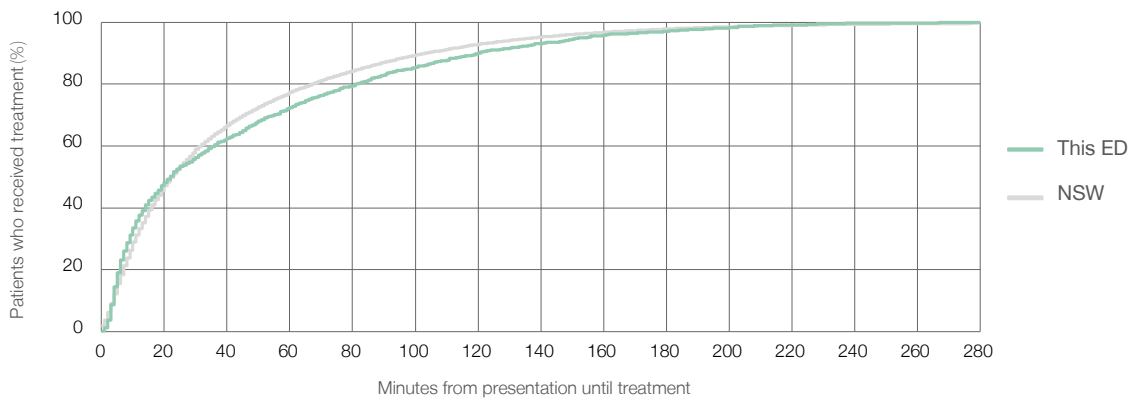
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,217

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

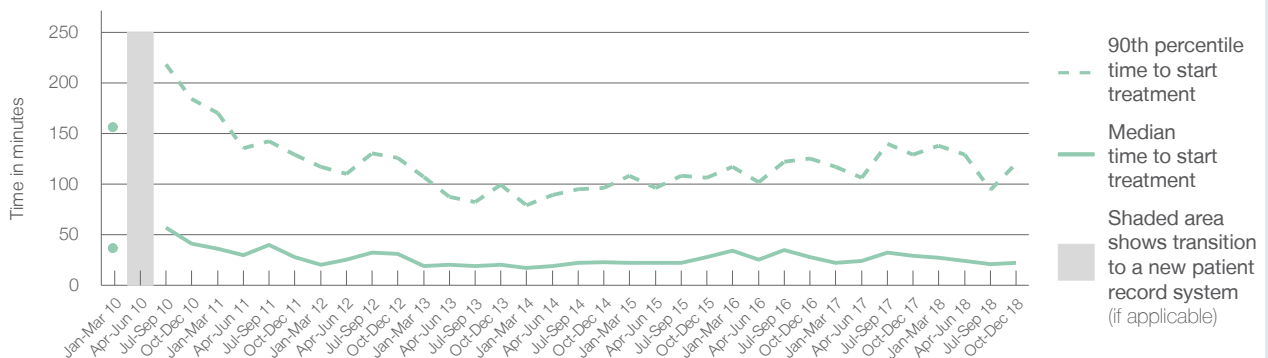
90th percentile time to start treatment<sup>5</sup>  120 minutes

Same period last year	NSW (this period)
1,407	1,275
29 minutes	23 minutes
129 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)	41	28	31	20	23	28	28	29	22
90th percentile time to start treatment <sup>5</sup> (minutes)	184	129	126	99	96	106	125	129	120

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

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

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

October to December 2018

All presentations:<sup>1</sup> 10,775 patients

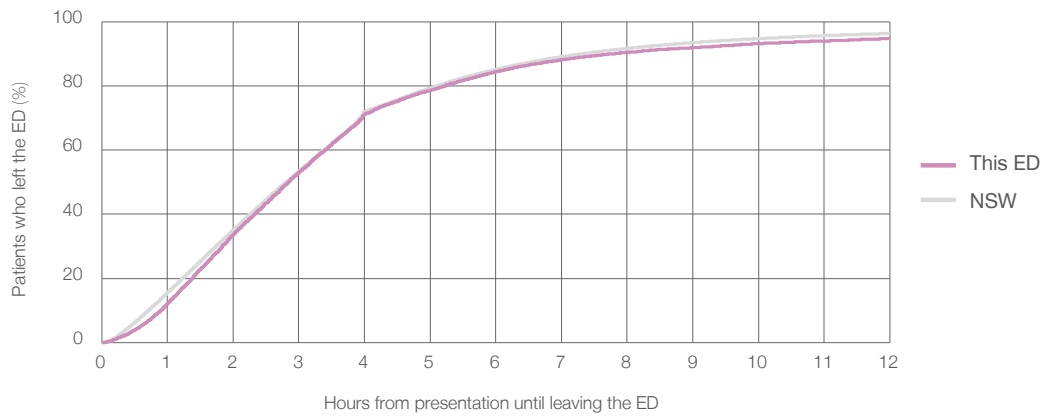
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,775 patients

Median time spent in the ED<sup>8</sup> 2 hours and 51 minutes

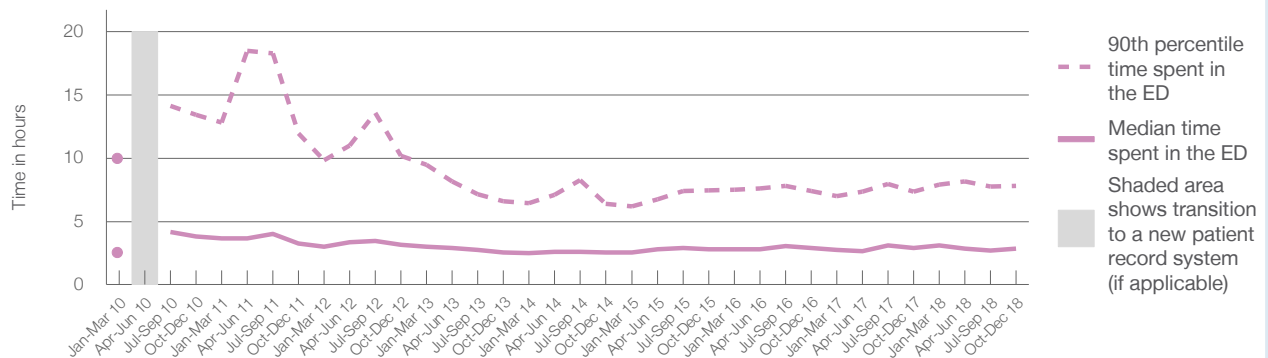
90th percentile time spent in the ED<sup>9</sup> 7 hours and 48 minutes

Same period last year	NSW (this period)
10,261	10,261
2 hours and 54 minutes	2 hours and 49 minutes
7 hours and 21 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 15m	3h 10m	2h 34m	2h 34m	2h 47m	2h 55m	2h 54m	2h 51m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	13h 26m	11h 58m	10h 10m	6h 35m	6h 23m	7h 26m	7h 23m	7h 21m	7h 48m

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

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

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

### By mode of separation

October to December 2018

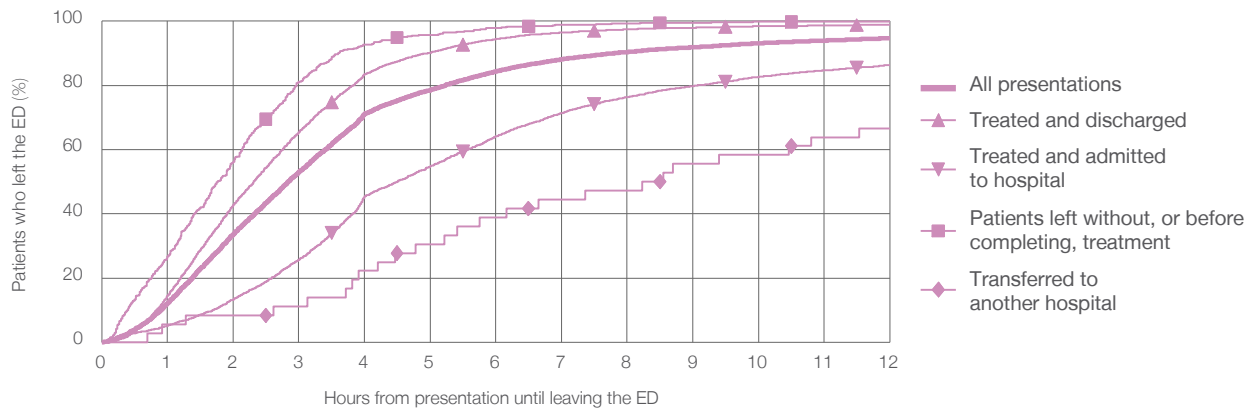
All presentations:<sup>1</sup> 10,775 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,775 patients

Treated and discharged	6,560 (60.9%)
Treated and admitted to hospital	3,576 (33.2%)
Patient left without, or before completing, treatment	570 (5.3%)
Transferred to another hospital	36 (0.3%)
Other	33 (0.3%)

Same period last year	Change since one year ago
10,261	5%
6,241	5.1%
3,348	6.8%
606	-5.9%
36	0.0%
30	10.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	14.5%	42.8%	65.5%	83.4%	94.5%	97.5%	98.4%	99.0%
Treated and admitted to hospital	5.1%	13.4%	25.8%	45.4%	64.1%	76.4%	82.7%	86.4%
Patient left without, or before completing, treatment	26.7%	56.3%	81.1%	92.8%	97.9%	99.3%	99.8%	99.8%
Transferred to another hospital	5.6%	8.3%	11.1%	22.2%	38.9%	47.2%	58.3%	66.7%
All presentations	12.2%	33.8%	53.0%	71.2%	84.4%	90.4%	93.2%	94.7%

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

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



## Coffs Harbour Health Campus: 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> 10,775 patients

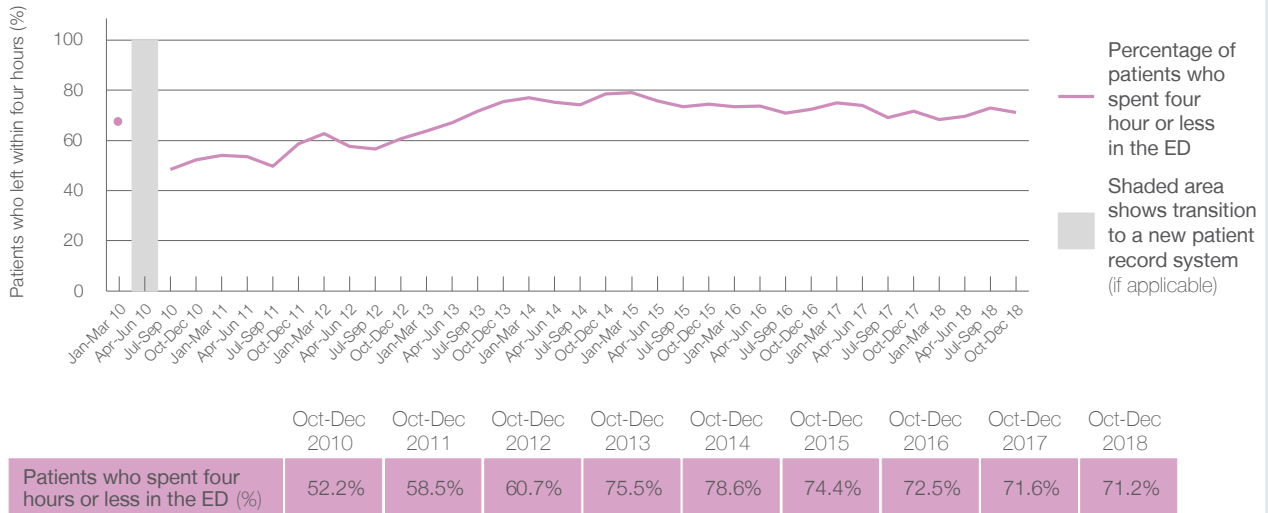
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,775 patients

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	10,261	5%
Presentations used to calculate time to leaving the ED	10,261	5%
Percentage of patients who spent four hours or less in the ED	71.6%	

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*.

- 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).