Grafton Base Hospital: Emergency department (ED) overview
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	6,881 patients	6,675	3%
Emergency presentations:[2]	6,418 patients	6,178	4%

Grafton Base Hospital: Time patients waited to start treatment [3]
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 755 patients		554	
Median time to start treatment[4]	8 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5]	18 minutes	24 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,848 patients		1,688	
Median time to start treatment[4]	17 minutes	19 minutes	20 minutes
90th percentile time to start treatment[5]	41 minutes	56 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,027 patients		2,845	
Median time to start treatment[4]	36 minutes	34 minutes	26 minutes
90th percentile time to start treatment[5]	99 minutes	103 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 734 patients		1,063	
Median time to start treatment[4]	42 minutes	33 minutes	23 minutes
90th percentile time to start treatment[5]	117 minutes	110 minutes	104 minutes

Grafton Base Hospital: Time from presentation until leaving the ED
October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 6,879 patients		6,675	3%
Percentage of patients who spent four hours or less in the ED	78%	78%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
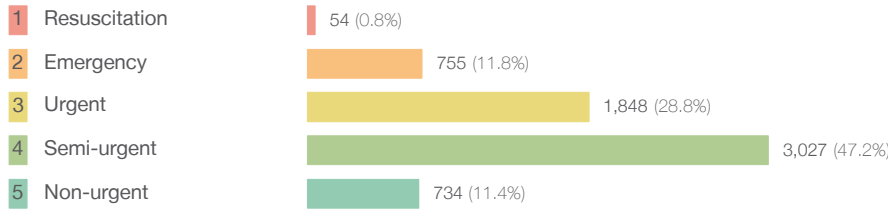6. All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Grafton Base Hospital

District group 1 hospitals (C1)
Northern NSW Local Health District

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

		Same period last year	Change since one year ago
All presentations:[1] 6,881 patients		6,675	3%
Emergency presentations[2] by triage category: 6,418 patients		6,178	4%
1 Resuscitation	54 (0.8%)	28	92.9%
2 Emergency	755 (11.8%)	554	36.3%
3 Urgent	1,848 (28.8%)	1,688	9.5%
4 Semi-urgent	3,027 (47.2%)	2,845	6.4%
5 Non-urgent	734 (11.4%)	1,063	-31.0%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡
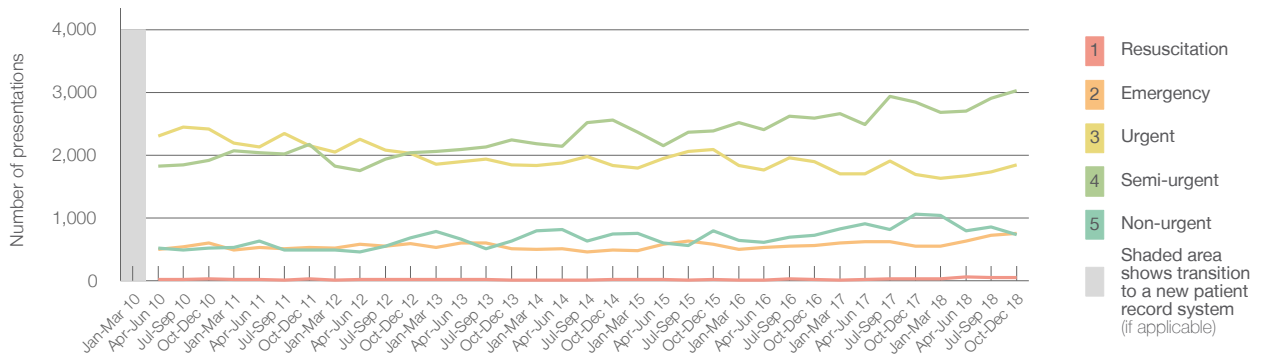
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation	28	30	24	8	19	16	18	28	54
Emergency	602	529	593	513	484	579	563	554	755
Urgent	2,413	2,148	2,030	1,848	1,838	2,085	1,901	1,688	1,848
Semi-urgent	1,921	2,176	2,035	2,241	2,564	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

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 668 patients		560	
ED Transfer of care time			
Median time	13 minutes	13 minutes	0 minutes
90th percentile time	27 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

District group 1 hospitals (C1)
Northern NSW Local Health District

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

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)		
Number of triage 2 patients: 755	554	
Number of triage 2 patients used to calculate waiting time:[3] 753	551	
Median time to start treatment[4] ▮ 8 minutes	9 minutes	8 minutes
90th percentile time to start treatment[5] ▮ 18 minutes	24 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018
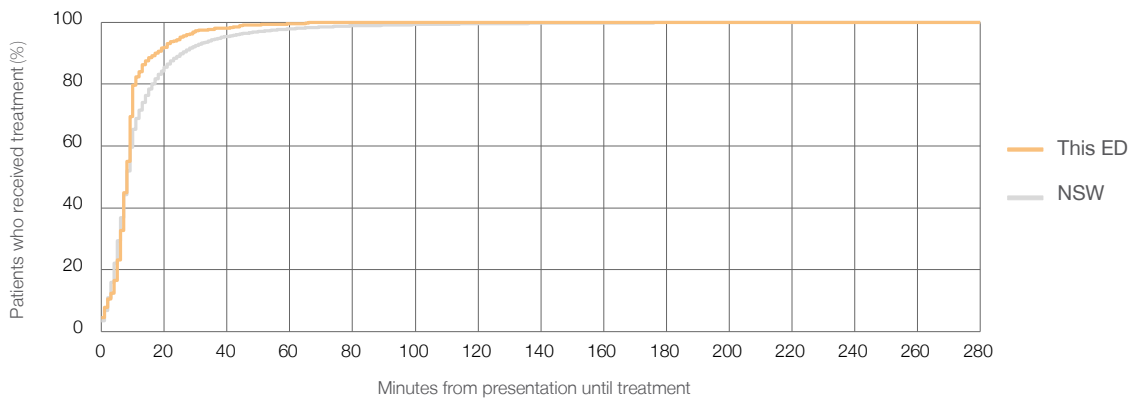
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 [†][‡]
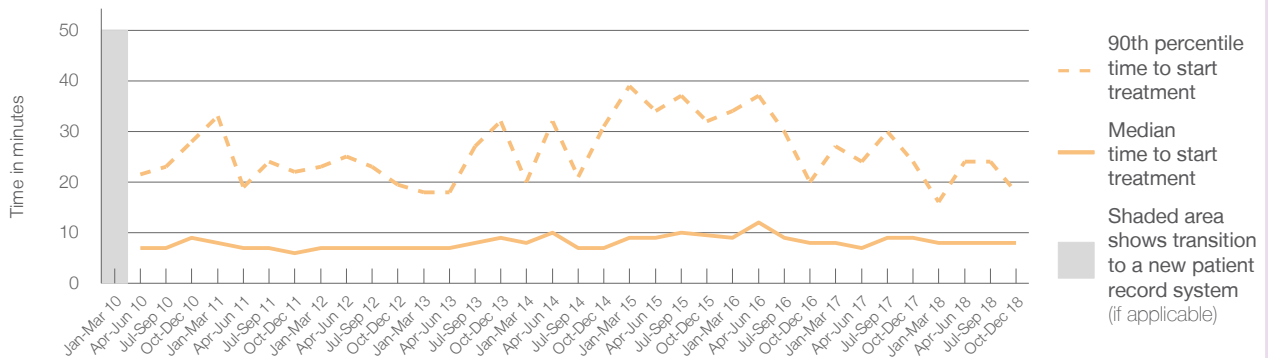
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	9	6	7	9	7	10	8	9	8
90th percentile time to start treatment[5] (minutes)	28	22	20	32	31	32	20	24	18

(†) 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

District group 1 hospitals (C1)
Northern NSW Local Health District

Grafton Base Hospital: Time patients waited to start treatment, triage 3
October to December 2018

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,848		1,688	
Number of triage 3 patients used to calculate waiting time:[3] 1,812		1,657	
Median time to start treatment[4]	17 minutes	19 minutes	20 minutes
90th percentile time to start treatment[5]	41 minutes	56 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018
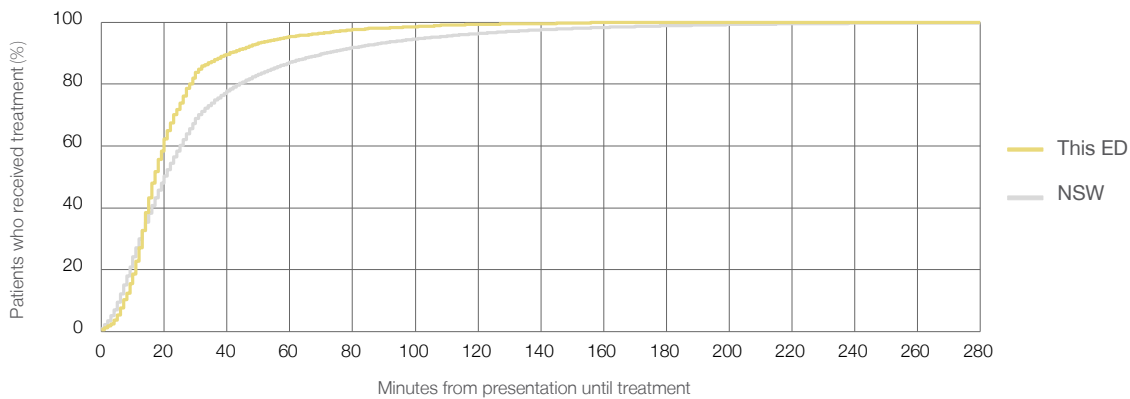
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 [†‡]
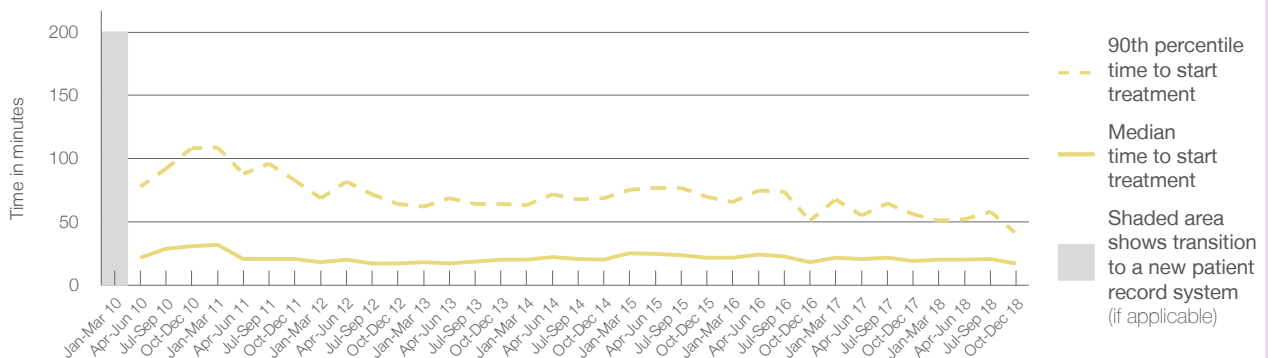
- - 90th percentile time to start treatment
— Median time to start treatment
■ Shaded area shows transition to a new patient record system (if applicable)

	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[4] (minutes)	31	21	17	20	20	22	18	19	17
90th percentile time to start treatment[5] (minutes)	108	83	64	64	69	70	51	56	41

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

Grafton Base Hospital: Time patients waited to start treatment, triage 4
October to December 2018

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 3,027			2,845	
Number of triage 4 patients used to calculate waiting time:[3] 2,882			2,715	
Median time to start treatment[4]		36 minutes	34 minutes	26 minutes
90th percentile time to start treatment[5]		99 minutes	103 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018
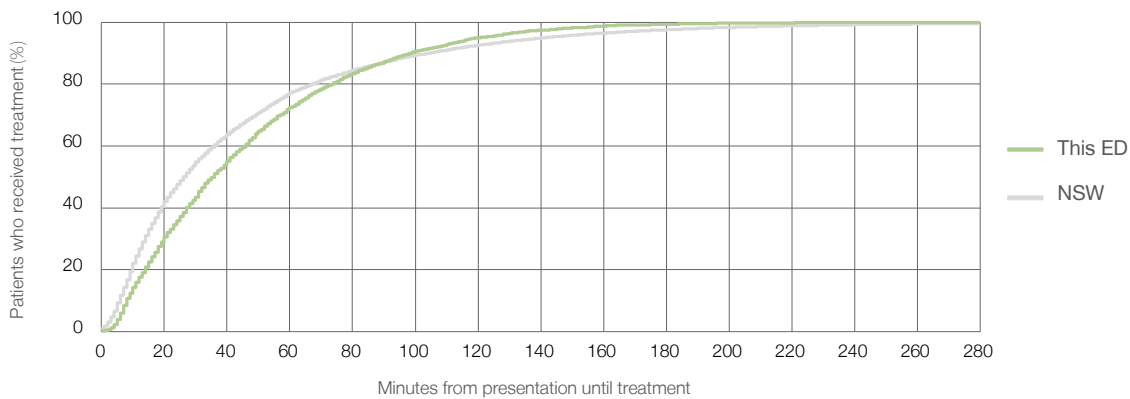
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 [†‡]
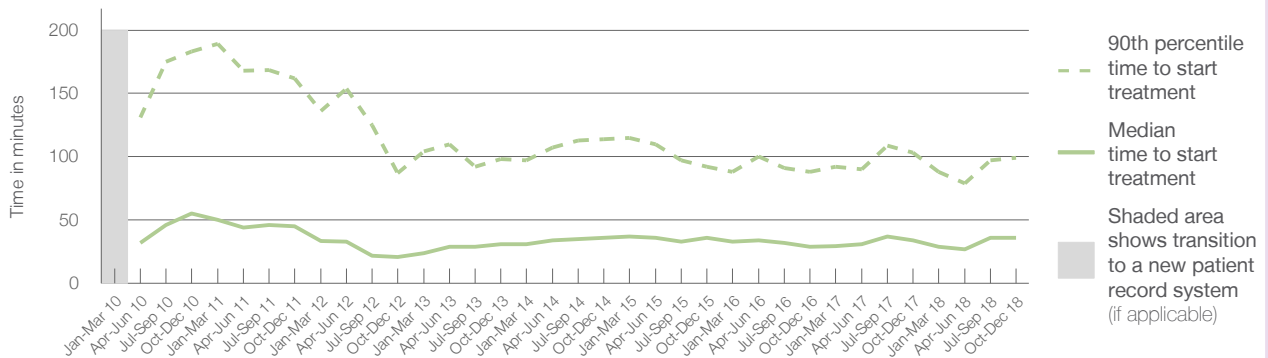
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)	55	45	21	31	36	36	29	34	36
90th percentile time to start treatment[5] (minutes)	183	162	87	98	114	92	88	103	99

(†) 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

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 734		1,063	
Number of triage 5 patients used to calculate waiting time: [3] 661		942	
Median time to start treatment [4]	42 minutes	33 minutes	23 minutes
90th percentile time to start treatment [5]	117 minutes	110 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018
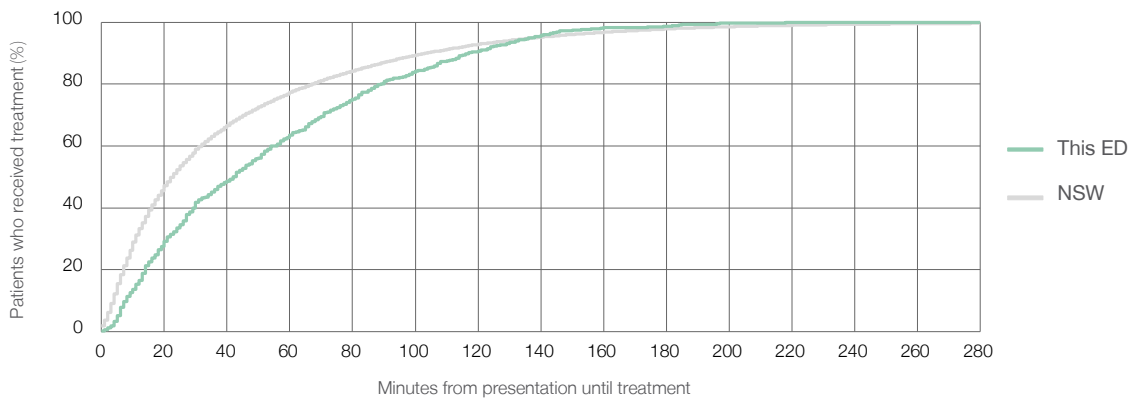
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 [†‡]
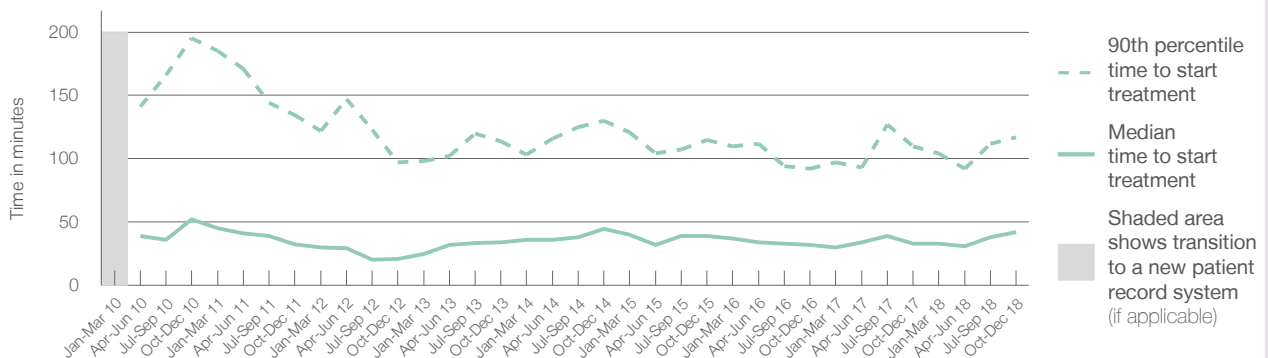
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)	52	33	21	34	45	39	32	33	42
90th percentile time to start treatment [5] (minutes)	195	135	97	114	130	115	92	110	117

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

Grafton Base Hospital: Time patients spent in the ED
October to December 2018

|		Same period last year	NSW (this period)
All presentations:[1] 6,881 patients		6,675	
Presentations used to calculate time to leaving the ED: [6] 6,879 patients		6,675	
Median time spent in the ED [8]	2 hours and 1 minutes	2 hours and 3 minutes	2 hours and 49 minutes
90th percentile time spent in the ED [9]	6 hours and 21 minutes	6 hours and 13 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018
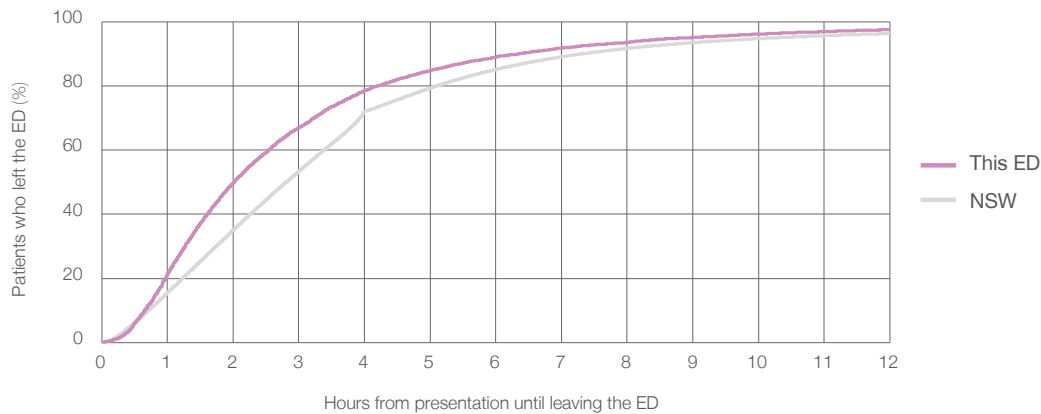
Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡]
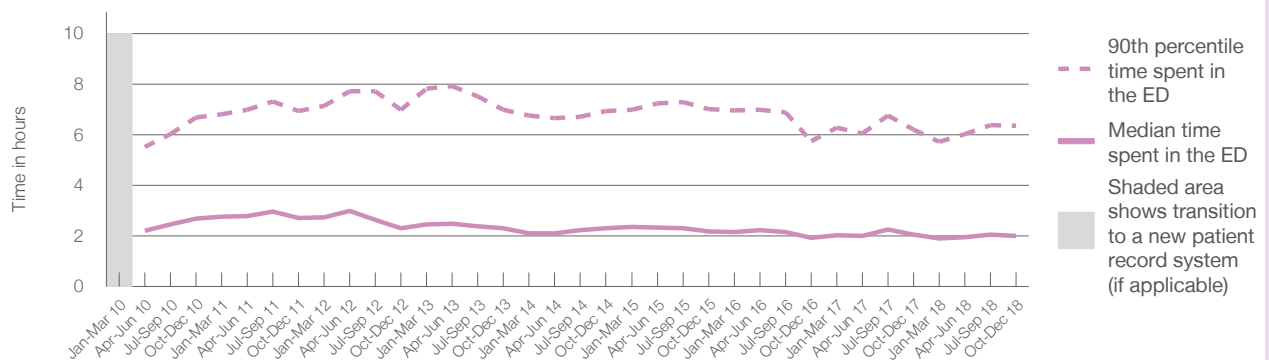
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)	2h 41m	2h 43m	2h 19m	2h 18m	2h 18m	2h 11m	1h 56m	2h 3m	2h 1m
90th percentile time spent in the ED [9] (hours, minutes)	6h 41m	6h 56m	6h 59m	6h 59m	6h 57m	7h 1m	5h 45m	6h 13m	6h 21m

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(†)   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
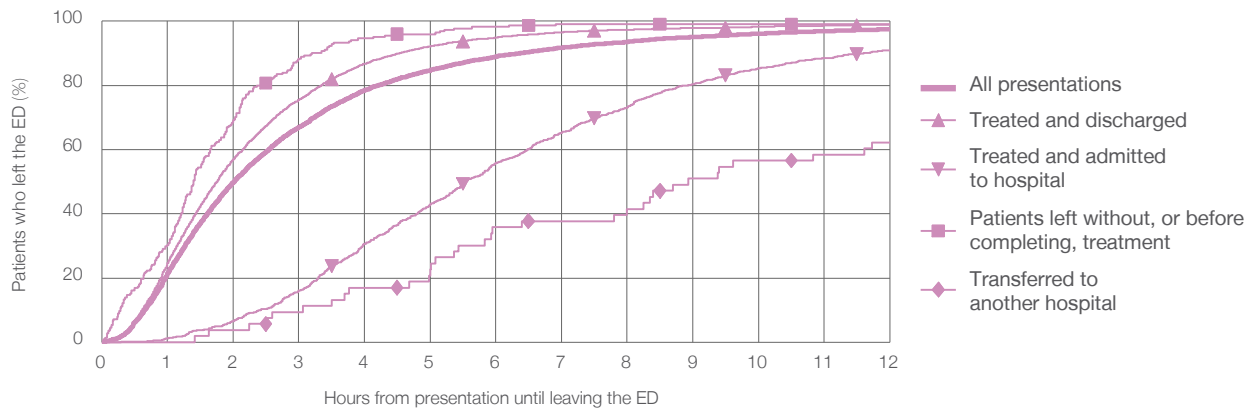By mode of separation
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 6,881 patients			
Presentations used to calculate time to leaving the ED:[6] 6,879 patients		6,675	3%
Treated and discharged	5,607 (81.5%)	5,556	0.9%
Treated and admitted to hospital	979 (14.2%)	883	10.9%
Patient left without, or before completing, treatment	224 (3.3%)	187	19.8%
Transferred to another hospital	53 (0.8%)	39	35.9%
Other	18 (0.3%)	10	80.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018 [†‡]

Hours from presentation until leaving the ED

Legend:
- All presentations
- Treated and discharged
- Treated and admitted to hospital
- Patients left without, or before completing, treatment
- Transferred to another hospital

	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%

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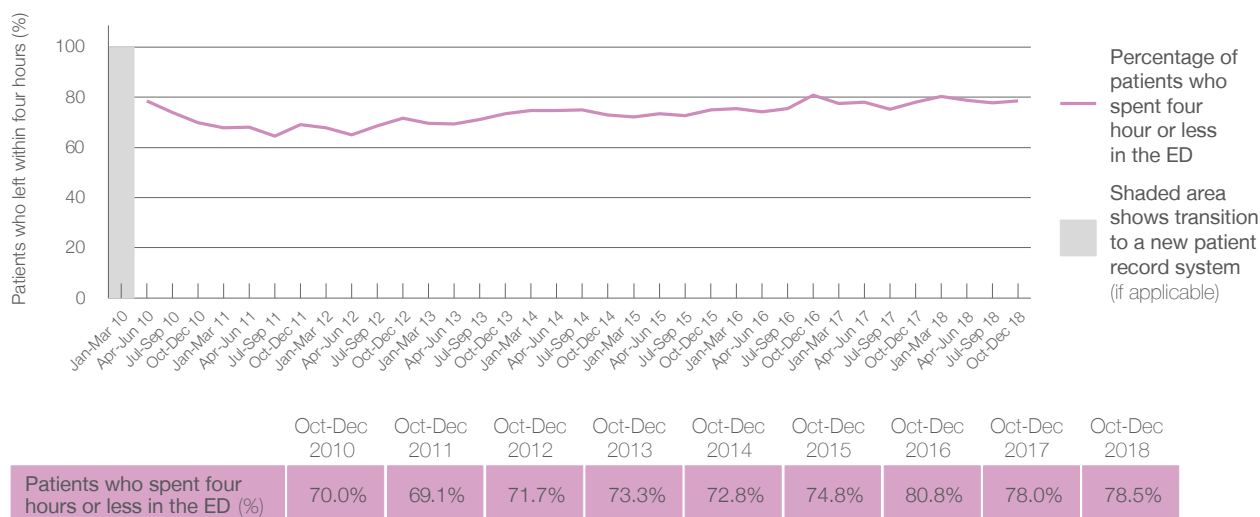October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1] 6,881 patients		6,675	3%
Presentations used to calculate time to leaving the ED: [6] 6,879 patients		6,675	3%
Percentage of patients who spent four hours or less in the ED	78.5%	78.0%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)

	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
Patients who spent four hours or less in the ED (%)	70.0%	69.1%	71.7%	73.3%	72.8%	74.8%	80.8%	78.0%	78.5%

*   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.*
1.   All emergency and non-emergency presentations at the emergency department (ED).
2.   All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3.   Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: October to December 2018.*
4.   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.
5.   The 90th percentile is the time by which 90% of patients started treatment. The final105% of patients took equal to or longer than this time.
6.   All presentations that have a departure time.
7.   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.*
8.   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.
9.   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

District group 1 hospitals (C1)
Northern NSW Local Health District