Ballina District Hospital

Ballina District Hospital: Emergency department (ED) overview
January to March 2016

	Same period last year	Change since one year ago
All attendances:[1] 4,483 patients	4,196	7%
Emergency attendances:[2] 4,212 patients	4,002	5%

Ballina District Hospital: Time from presentation to treatment [3]
January to March 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 330 patients	279	
Median time to start treatment[4] 8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5] 29 minutes	38 minutes	35 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,247 patients	1,049	
Median time to start treatment[4] 18 minutes	25 minutes	20 minutes
95th percentile time to start treatment[5] 66 minutes	84 minutes	99 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,280 patients	2,261	
Median time to start treatment[4] 24 minutes	29 minutes	26 minutes
95th percentile time to start treatment[5] 150 minutes	156 minutes	137 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 338 patients	400	
Median time to start treatment[4] 22 minutes	28 minutes	23 minutes
95th percentile time to start treatment[5] 157 minutes	192 minutes	135 minutes

Ballina District Hospital: Time from presentation until leaving the ED
January to March 2016

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 4,483 patients	4,195	7%
Percentage of patients who left the ED within four hours 80%	79%	

* 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: Emergency department measures, January to March 2016*.
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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
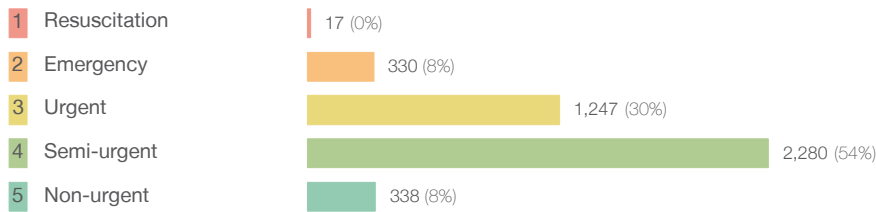6. All attendances that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

District group 2 hospitals (C2)
Northern NSW Local Health District

Ballina District Hospital: Patients attending the emergency department
January to March 2016

	Same period last year	Change since one year ago
All attendances:[1] 4,483 patients	4,196	7%
Emergency attendances[2] by triage category: 4,212 patients	4,002	5%

		Same period last year	Change since one year ago
1 Resuscitation	17 (0%)	13	31%
2 Emergency	330 (8%)	279	18%
3 Urgent	1,247 (30%)	1,049	19%
4 Semi-urgent	2,280 (54%)	2,261	1%
5 Non-urgent	338 (8%)	400	-16%

Emergency attendances[2] by quarter, January 2011 to March 2016 [‡][§]

Legend:
1 Resuscitation
2 Emergency
3 Urgent
4 Semi-urgent
5 Non-urgent
Shaded area shows transition to a new patient record system (if applicable)
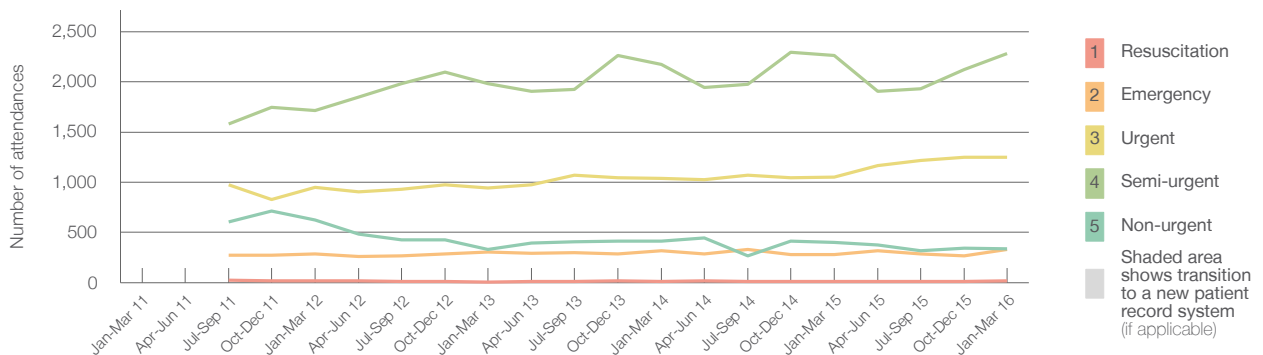
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation		16	8	12	13	17
Emergency		287	308	317	279	330
Urgent		946	941	1,037	1,049	1,247
Semi-urgent		1,717	1,981	2,176	2,261	2,280
Non-urgent		621	328	411	400	338
All emergency attendances		3,587	3,566	3,953	4,002	4,212

Ballina District Hospital: Patients arriving by ambulance
January to March 2016

	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 315 patients **	299 **	

ED Transfer of care time[§]

		Same period last year	Change since one year ago
Median time	13 minutes	14 minutes	-1 minute
95th percentile time	43 minutes	39 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.

(§)   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.

(§)   For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Ballina District Hospital: Time from presentation to treatment, triage 2
January to March 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)			
Number of triage 2 patients: 330		279	
Number of triage 2 patients used to calculate waiting time:[3] 329		271	
Median time to start treatment[4]	8 minutes	8 minutes	8 minutes
95th percentile time to start treatment[5]	29 minutes	38 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016
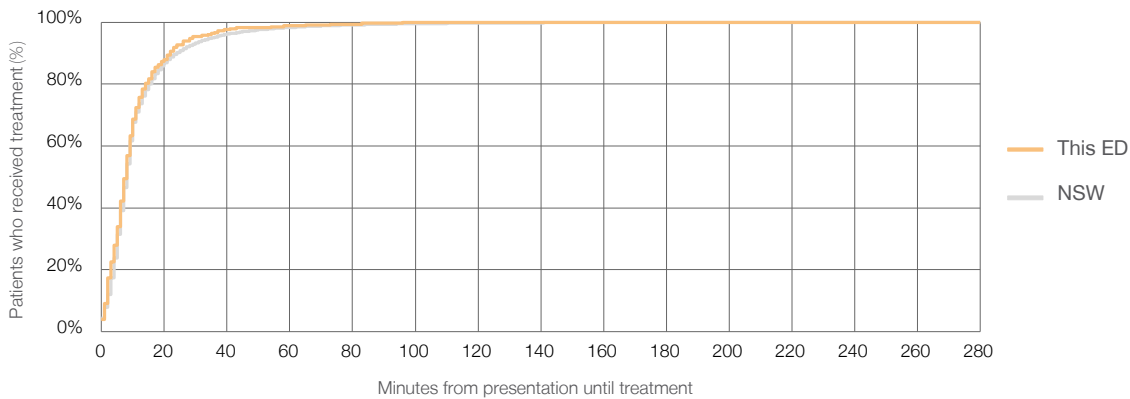
Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016 [†‡§]
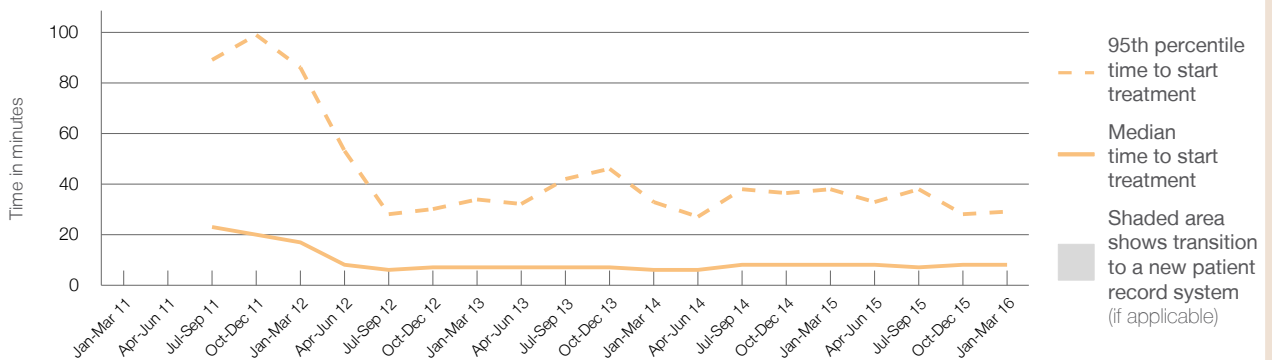
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment[4] (minutes)		17	7	6	8	8
95th percentile time to start treatment[5] (minutes)		86	34	33	38	29

(†) 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 from presentation to treatment, triage 3
January to March 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,247		1,049	
Number of triage 3 patients used to calculate waiting time:[3] 1,221		1,012	
Median time to start treatment[4] 18 minutes		25 minutes	20 minutes
95th percentile time to start treatment[5] 66 minutes		84 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016
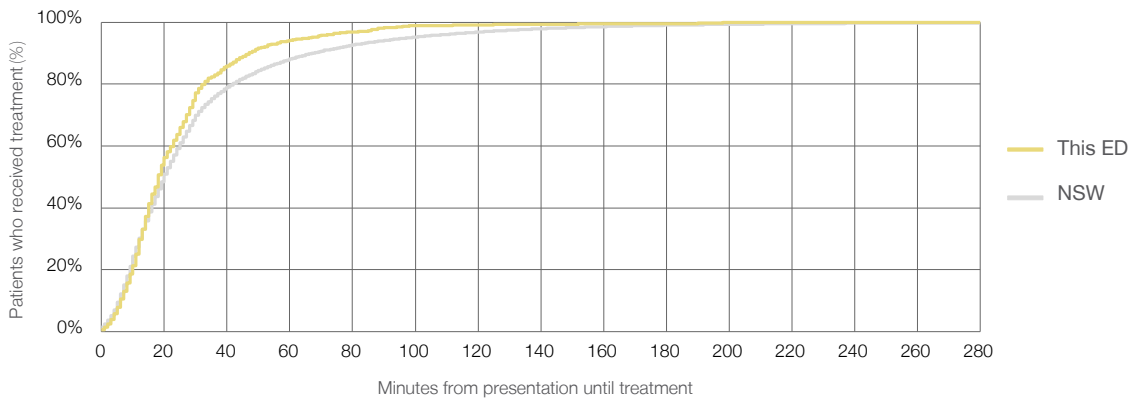
Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016 [†‡§]
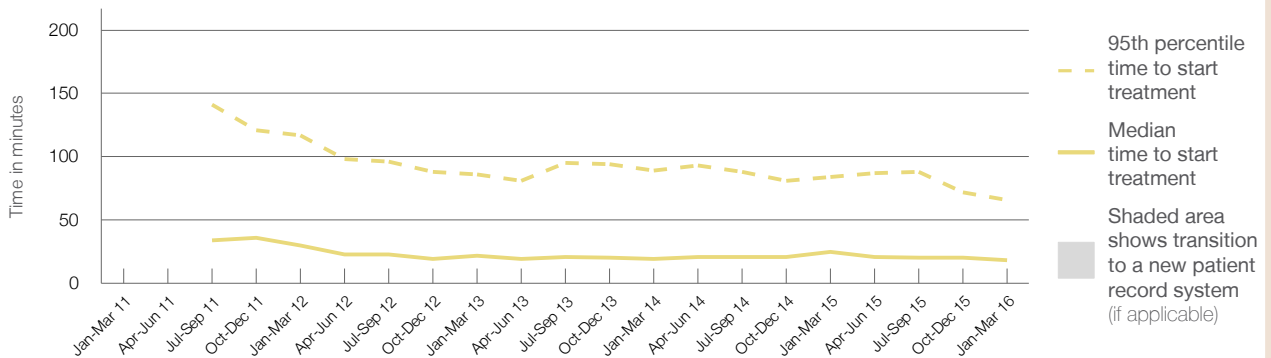
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment[4] (minutes)		30	22	19	25	18
95th percentile time to start treatment[5] (minutes)		117	86	89	84	66

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

Ballina District Hospital: Time from presentation to treatment, triage 4
January to March 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 2,280		2,261	
Number of triage 4 patients used to calculate waiting time:[3] 2,060		2,002	
Median time to start treatment[4] 24 minutes		29 minutes	26 minutes
95th percentile time to start treatment[5] 150 minutes		156 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016
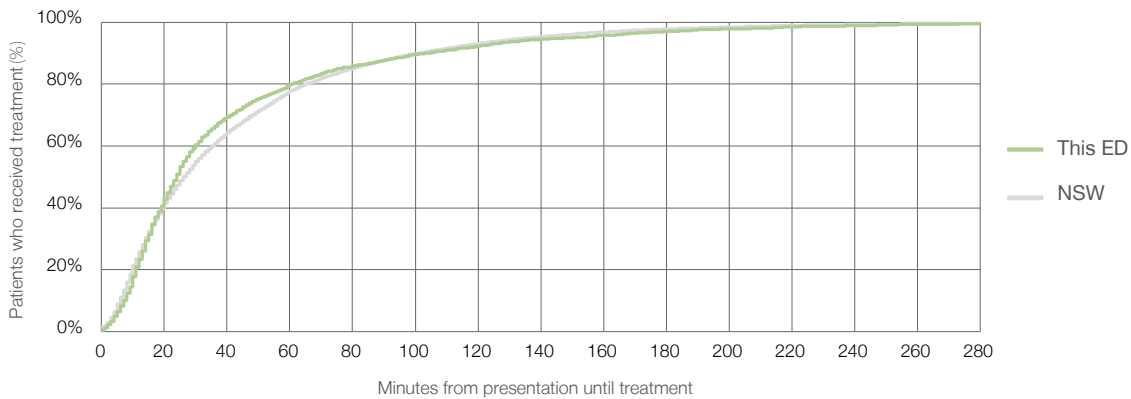
Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016 [†‡§]

	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment[4] (minutes)		49	29	27	29	24
95th percentile time to start treatment[5] (minutes)		189	168	155	156	150

(†)   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

District group 2 hospitals (C2)
Northern NSW Local Health District

Ballina District Hospital: Time from presentation to treatment, triage 5

January to March 2016

Triage 5	Non-urgent (e.g. small cuts or abrasions)		Same period last year	NSW (this period)

Number of triage 5 patients: 338   400

Number of triage 5 patients used to calculate waiting time:[3] 265   257
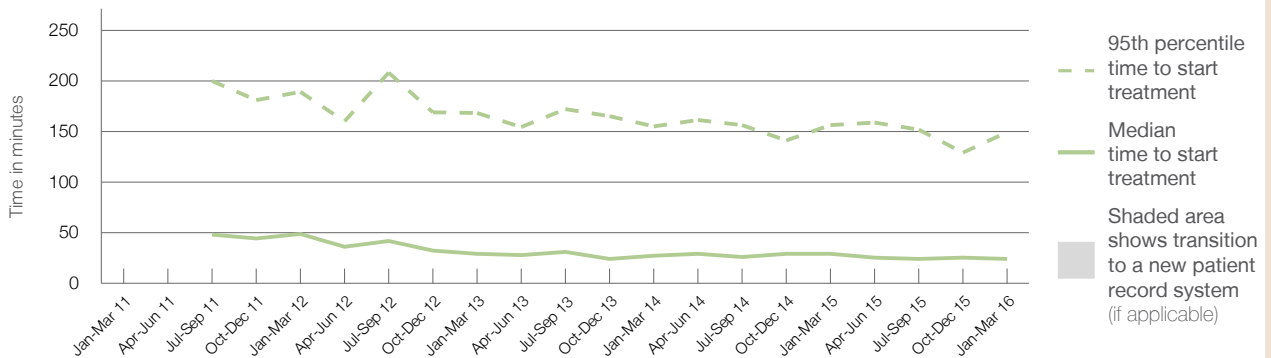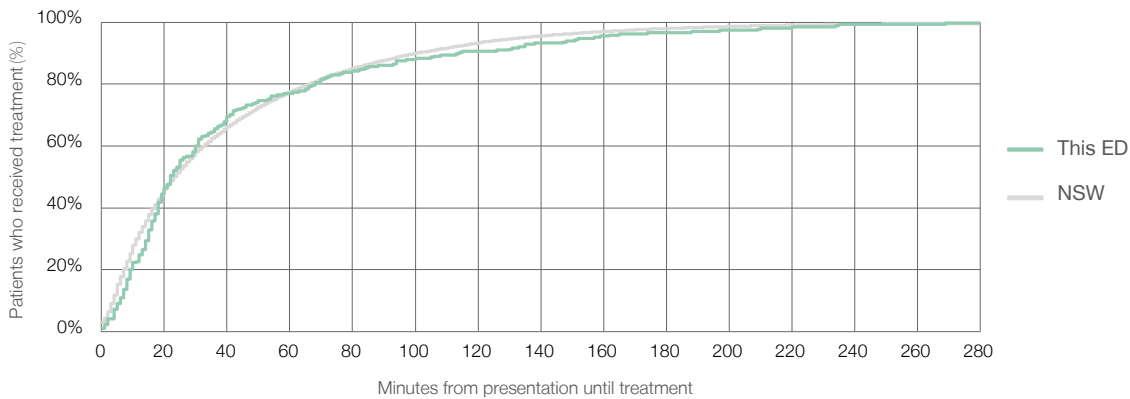
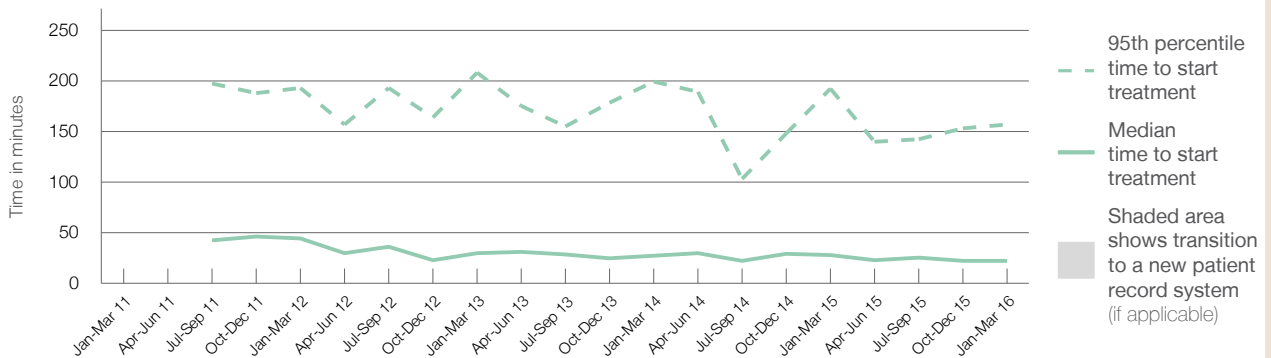Median time to start treatment[4]   22 minutes   28 minutes   23 minutes

95th percentile time to start treatment[5]   157 minutes   192 minutes   135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016

Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016 [†‡§]

	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment[4] (minutes)		44	30	27	28	22
95th percentile time to start treatment[5] (minutes)		193	208	199	192	157

(†)   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

District group 2 hospitals (C2)
Northern NSW Local Health District

Ballina District Hospital: Time from presentation until leaving the ED
January to March 2016

		Same period last year	NSW (this period)
All attendances:[1] 4,483 patients		4,196	
Attendances used to calculate time to leaving the ED:[6] 4,483 patients		4,195	
Median time to leaving the ED[8]	2 hours and 1 minutes	1 hours and 58 minutes	2 hours and 40 minutes
95th percentile time to leaving the ED[9]	7 hours and 34 minutes	8 hours and 26 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016

Hours from presentation until leaving the ED

- This ED
- NSW
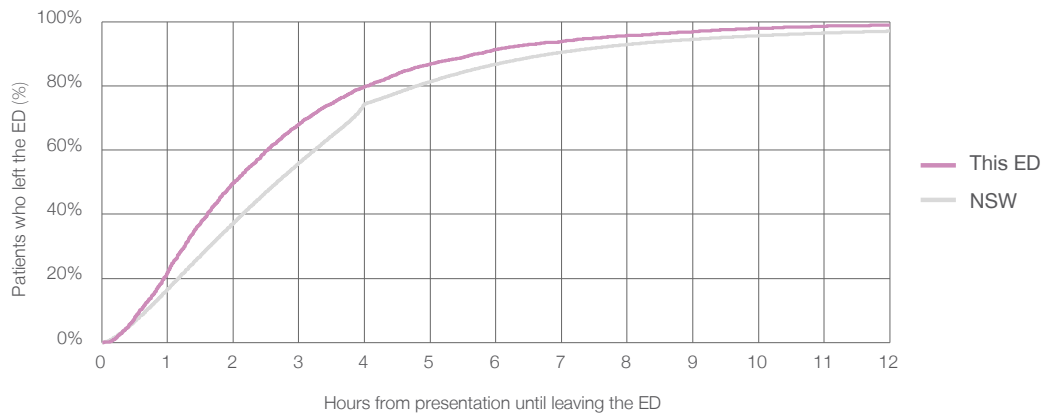
Time from presentation until leaving the ED, by quarter, January 2011 to March 2016 [†‡§]

- 95th percentile time to leaving the ED
- Median time to leaving the ED
- Shaded area shows transition to a new patient record system (if applicable)
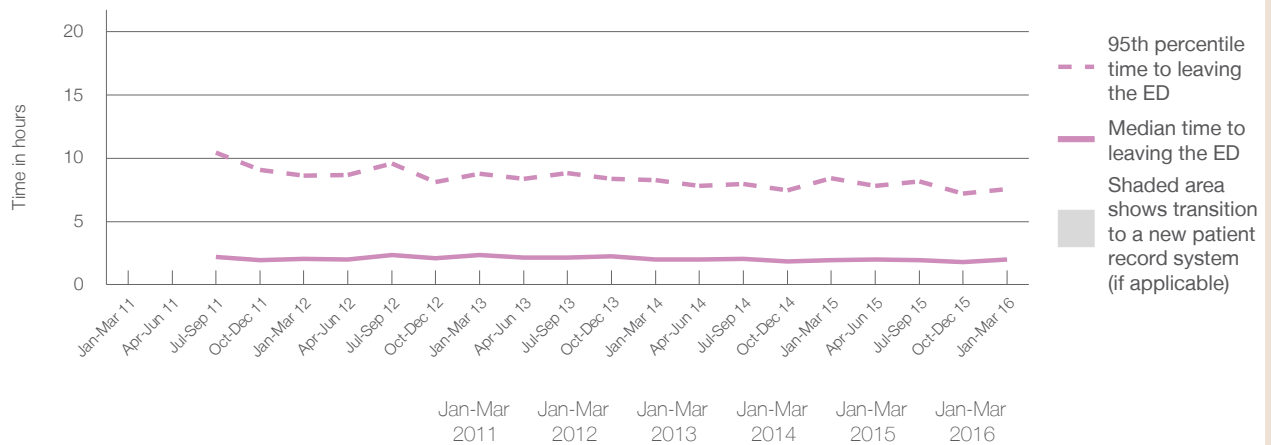
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED[8] (hours, minutes)		2h 3m	2h 22m	1h 59m	1h 58m	2h 1m
95th percentile time to leaving the ED[9] (hours, minutes)		8h 37m	8h 46m	8h 16m	8h 26m	7h 34m

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

Ballina District Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

		Same period last year	Change since one year ago
All attendances:[1] 4,483 patients			
Attendances used to calculate time to leaving the ED:[6] 4,483 patients		4,195	7%
Treated and discharged	3,209 (72%)	2,956	9%
Treated and admitted to hospital	881 (20%)	772	14%
Patient left without, or before completing, treatment	231 (5%)	251	-8%
Transferred to another hospital	143 (3%)	197	-27%
Other	19 (0%)	20	-5%

Percentage of patients who left the ED by time and mode of separation, January to March 2016 [†‡§]
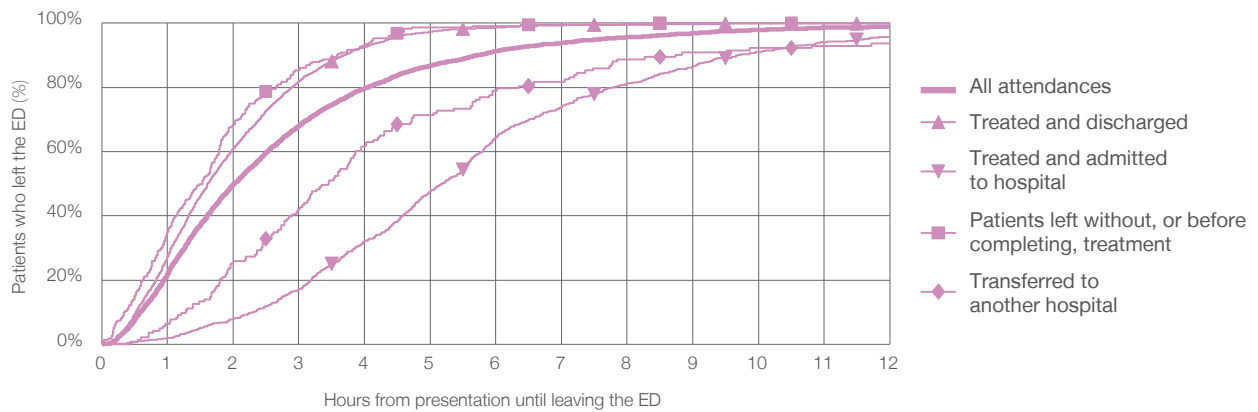
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27%	61%	82%	93%	99%	100%	100%	100%
Treated and admitted to hospital	2%	8%	17%	32%	64%	81%	91%	96%
Patient left without, or before completing, treatment	35%	68%	85%	93%	99%	100%	100%	100%
Transferred to another hospital	6%	26%	42%	62%	79%	89%	92%	94%
All attendances	22%	50%	68%	80%	91%	96%	98%	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.

(§)　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 from presentation until leaving the ED
Percentage of patients who left the ED within four hours of presentation
January to March 2016

|	Same period last year	Change since one year ago
All attendances:[1] 4,483 patients	4,196	7%
Attendances used to calculate time to leaving the ED:[6] 4,483 patients	4,195	7%
Percentage of patients who left the ED within four hours	80%	79%

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 [†‡§]

Percentage of patients who left the ED within four hours of presentation

Shaded area shows transition to a new patient record system (if applicable)
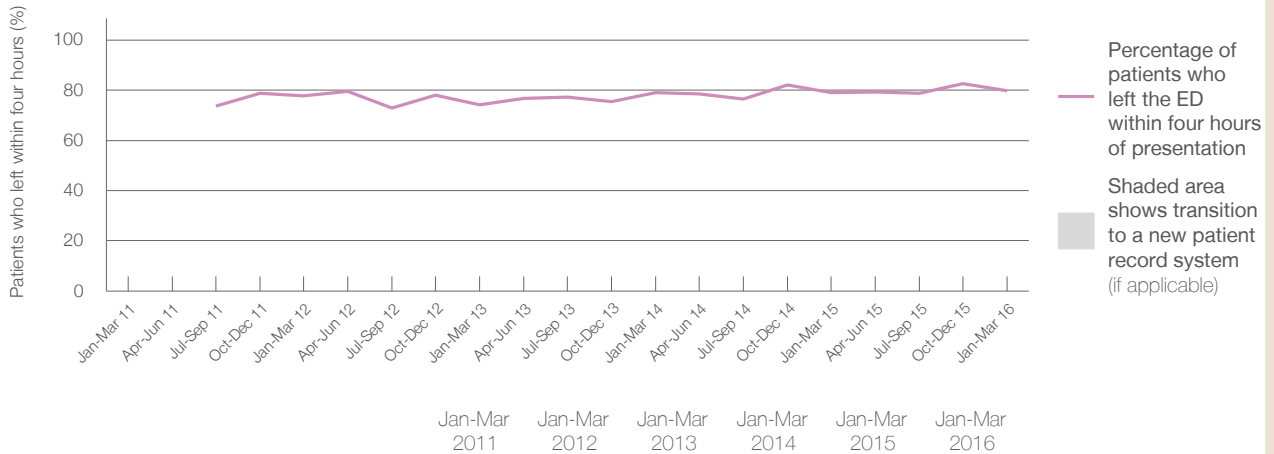
	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Patients who left within four hours (%)		78%	74%	79%	79%	80%

* 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.*
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: Emergency department measures, January to March 2016.*
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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
6. All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.
Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).