

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

April to June 2018



All presentations:<sup>1</sup> 4,034 patients  
Emergency presentations:<sup>2</sup> 3,811 patients

Same period last year	Change since one year ago
3,992	1%
3,759	1%



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

April to June 2018



**Triage 2** Emergency (e.g. chest pain, severe burns): 277 patients

Median time to start treatment<sup>4</sup>  7 minutes  
90th percentile time to start treatment<sup>5</sup>  15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,125 patients

Median time to start treatment<sup>4</sup>  15 minutes  
90th percentile time to start treatment<sup>5</sup>  39 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,086 patients

Median time to start treatment<sup>4</sup>  17 minutes  
90th percentile time to start treatment<sup>5</sup>  73 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 317 patients

Median time to start treatment<sup>4</sup>  16 minutes  
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
365	
7 minutes	8 minutes
15 minutes	24 minutes
1,180	
19 minutes	19 minutes
53 minutes	63 minutes
1,938	
23 minutes	24 minutes
85 minutes	95 minutes
271	
23 minutes	21 minutes
108 minutes	96 minutes

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

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,034 patients

Percentage of patients who spent four hours or less in the ED  82%

Same period last year	Change since one year ago
3,992	1%
75%	

\* 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.

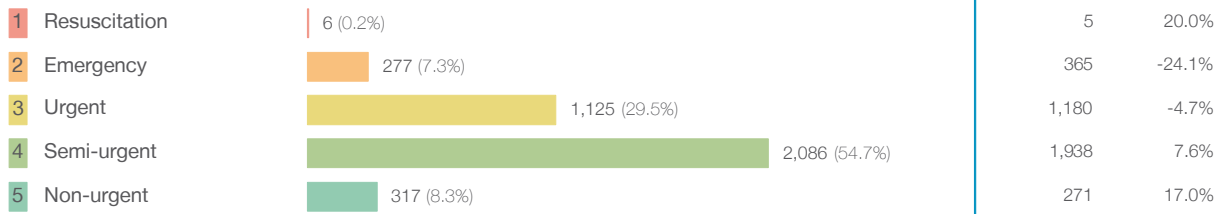
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Ballina District Hospital: Patients presenting to the emergency department April to June 2018

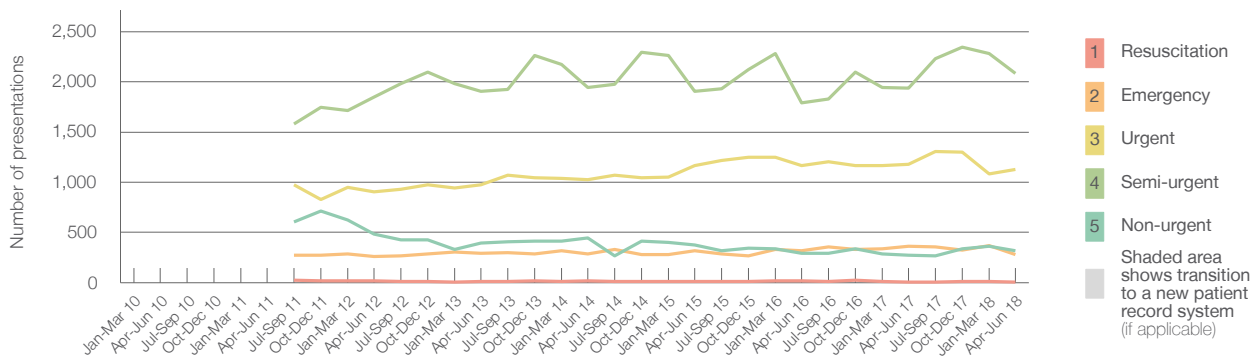
All presentations:<sup>1</sup> 4,034 patients

Emergency presentations<sup>2</sup> by triage category: 3,811 patients



Same period last year	Change since one year ago
3,992	1%
3,759	1%
5	20.0%
365	-24.1%
1,180	-4.7%
1,938	7.6%
271	17.0%

Emergency presentations<sup>2</sup> 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			18	15	18	15	21	5	6
Emergency			261	294	283	316	319	365	277
Urgent			904	975	1,026	1,168	1,165	1,180	1,125
Semi-urgent			1,847	1,908	1,945	1,908	1,791	1,938	2,086
Non-urgent			483	395	445	373	290	271	317
All emergency presentations			3,513	3,587	3,717	3,780	3,586	3,759	3,811

## Ballina District Hospital: Patients arriving by ambulance April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 363 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
355	
12 minutes	-1 minute
27 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.

(§) 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

April to June 2018

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

Number of triage 2 patients: 277

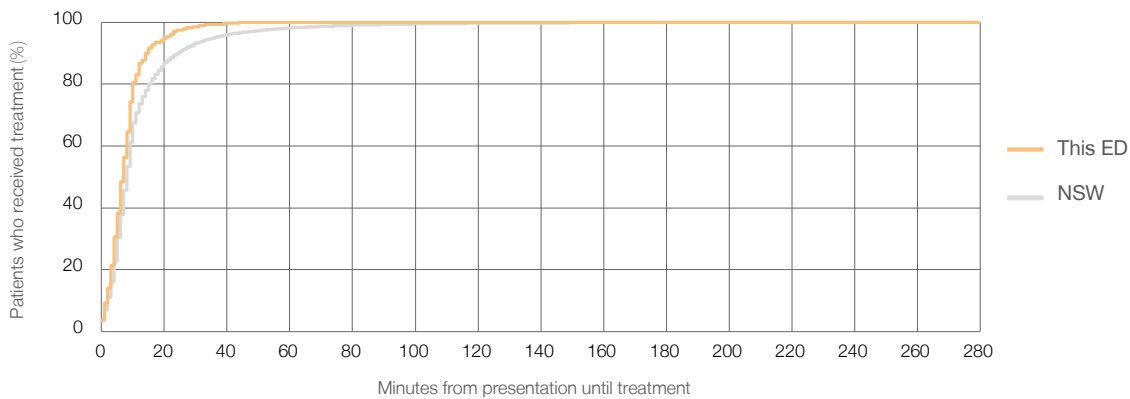
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 277

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

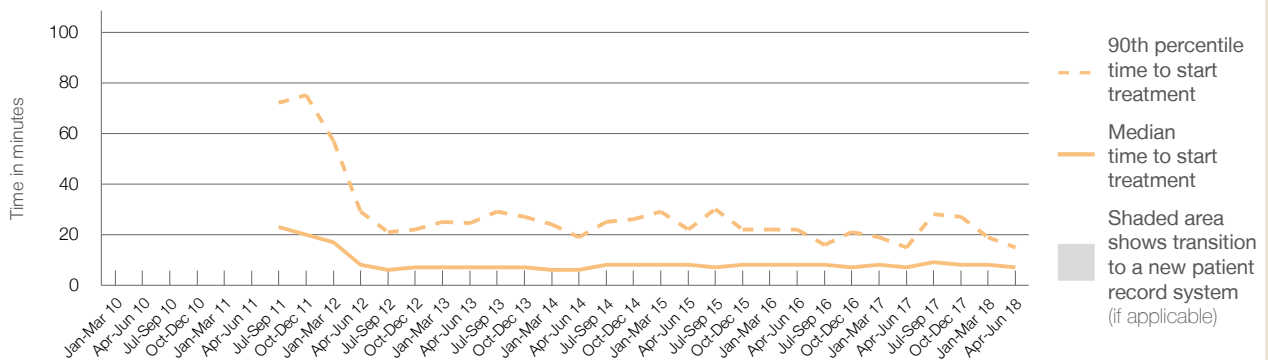
90th percentile time to start treatment<sup>5</sup>  15 minutes

Same period last year	NSW (this period)
365	360
7 minutes	8 minutes
15 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)			8	7	6	8	8	7	7
90th percentile time to start treatment <sup>5</sup> (minutes)			29	25	19	22	22	15	15

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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 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: 1,125

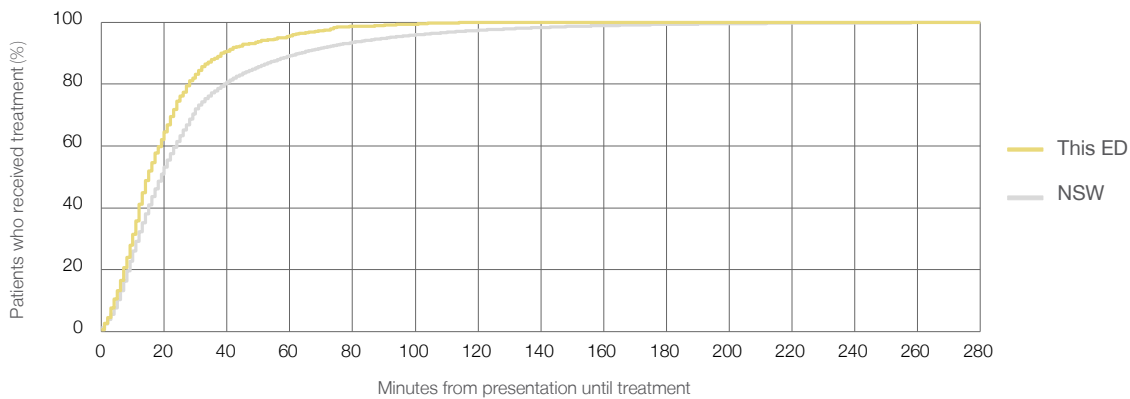
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,109

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

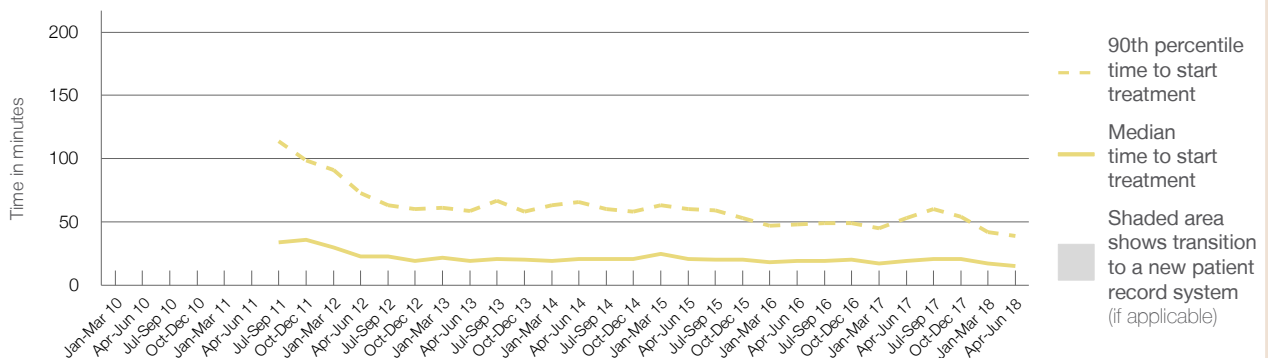
90th percentile time to start treatment<sup>5</sup>  39 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,180	1,159
Median time to start treatment <sup>4</sup>	19 minutes	19 minutes
90th percentile time to start treatment <sup>5</sup>	53 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)			23	19	21	21	19	19	15
90th percentile time to start treatment <sup>5</sup> (minutes)			73	59	66	60	48	53	39

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## Ballina District 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: 2,086

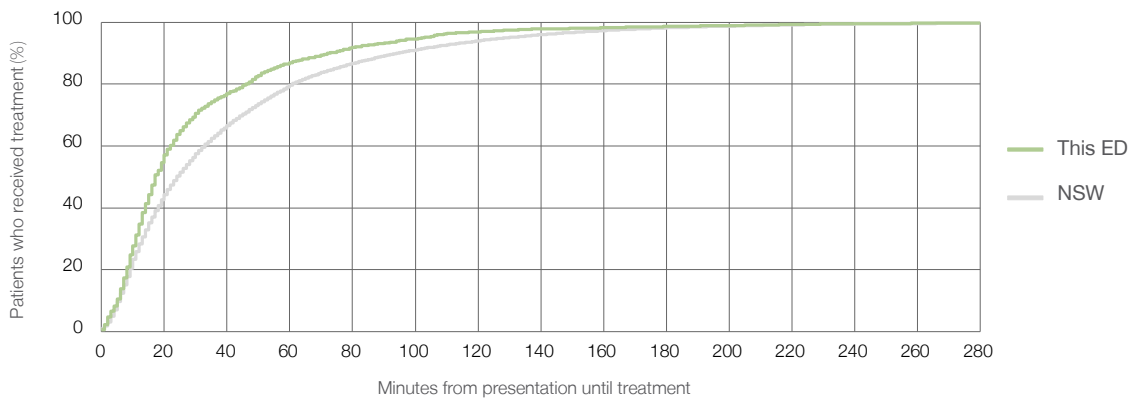
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,960

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

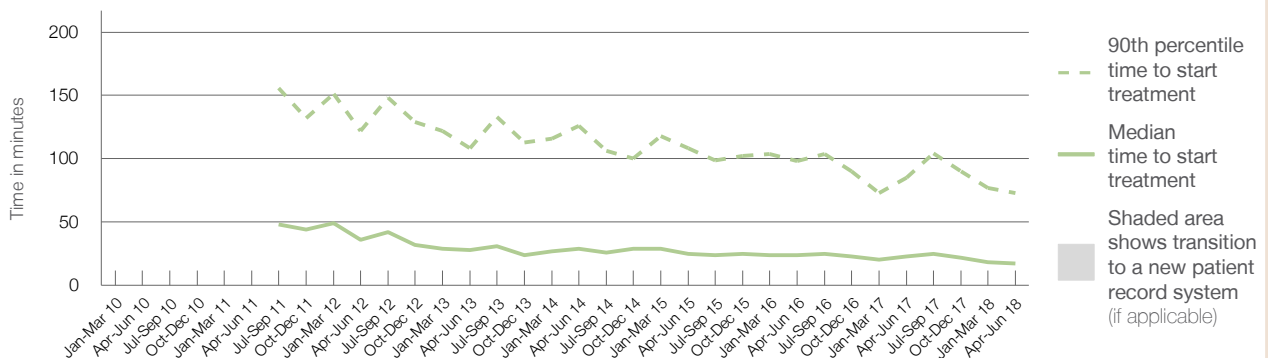
90th percentile time to start treatment<sup>5</sup>  73 minutes

Same period last year	NSW (this period)
1,938	1,779
23 minutes	24 minutes
85 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)			36	28	29	25	24	23	17
90th percentile time to start treatment <sup>5</sup> (minutes)			122	108	126	108	98	85	73

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## Ballina District 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: 317

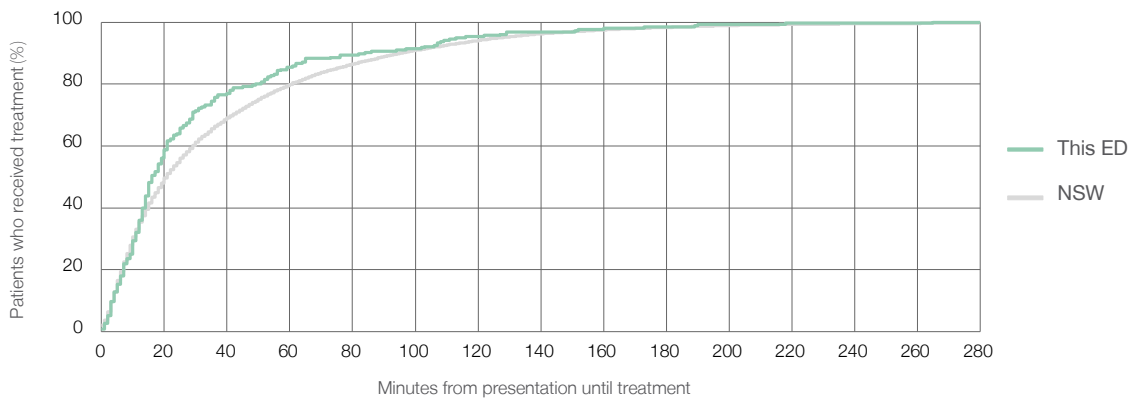
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 255

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

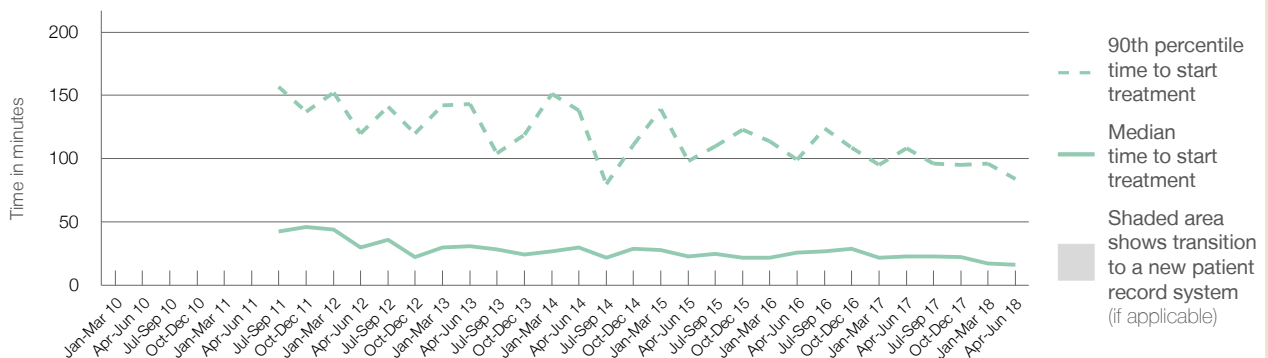
90th percentile time to start treatment<sup>5</sup>  84 minutes

Same period last year	NSW (this period)
271	
194	
23 minutes	21 minutes
108 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<sup>†‡§</sup>



	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 <sup>4</sup> (minutes)			30	31	30	23	26	23	16
90th percentile time to start treatment <sup>5</sup> (minutes)			120	143	138	98	99	108	84

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## Ballina District Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 4,034 patients

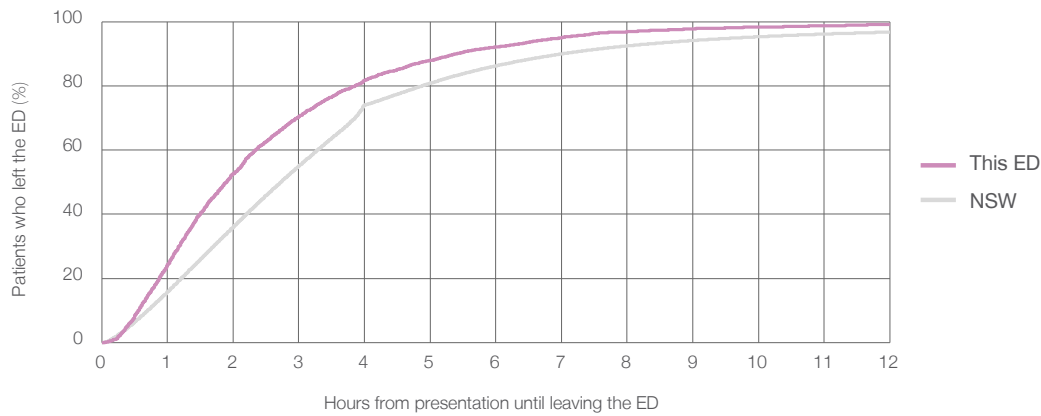
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,034 patients

Median time spent in the ED<sup>8</sup> 1 hours and 54 minutes

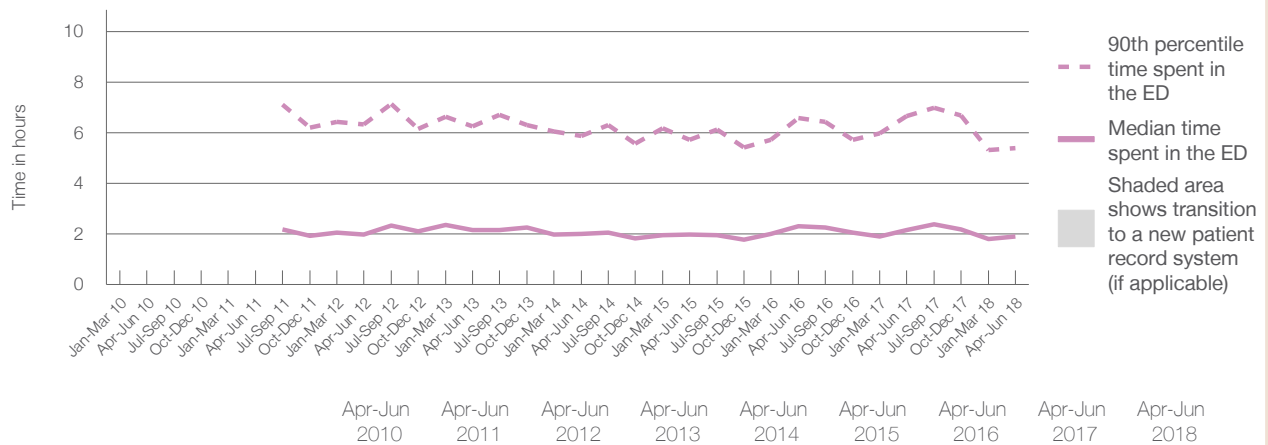
90th percentile time spent in the ED<sup>9</sup> 5 hours and 24 minutes

Same period last year	NSW (this period)
3,992	
3,992	
2 hours and 10 minutes	2 hours and 44 minutes
6 hours and 39 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<sup>†‡§</sup>



	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 <sup>8</sup> (hours, minutes)			1h 59m	2h 9m	2h 0m	1h 59m	2h 18m	2h 10m	1h 54m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)			6h 20m	6h 16m	5h 52m	5h 43m	6h 35m	6h 39m	5h 24m

(†) 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.

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

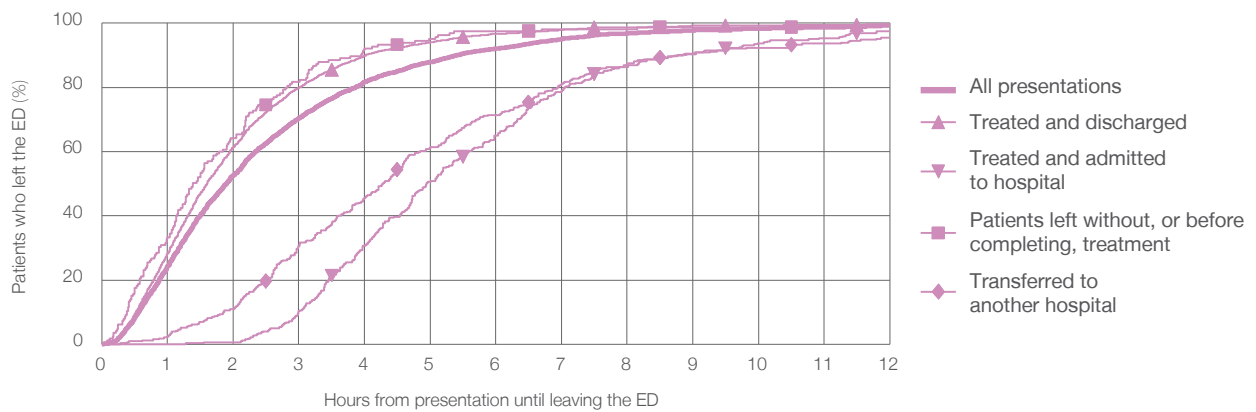
All presentations:<sup>1</sup> 4,034 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,034 patients

Treated and discharged	3,214 (79.7%)
Treated and admitted to hospital	322 (8.0%)
Patient left without, or before completing, treatment	165 (4.1%)
Transferred to another hospital	329 (8.2%)
Other	4 (0.1%)

Same period last year	Change since one year ago
3,992	1%
3,251	-1.1%
299	7.7%
185	-10.8%
242	36.0%
15	-73.3%

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



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

Treated and discharged	28.4%	61.5%	79.9%	89.9%	96.7%	98.8%	99.4%	99.8%
Treated and admitted to hospital	0%	0.6%	10.2%	30.7%	64.9%	87.3%	93.8%	97.5%
Patient left without, or before completing, treatment	33.3%	64.2%	81.8%	92.1%	97.6%	98.2%	98.8%	99.4%
Transferred to another hospital	2.4%	10.9%	30.7%	45.6%	71.4%	86.3%	92.4%	95.4%
All presentations	24.2%	52.6%	70.4%	81.7%	92.1%	96.8%	98.3%	99.2%

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**Ballina District 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: <sup>1</sup> 4,034 patients

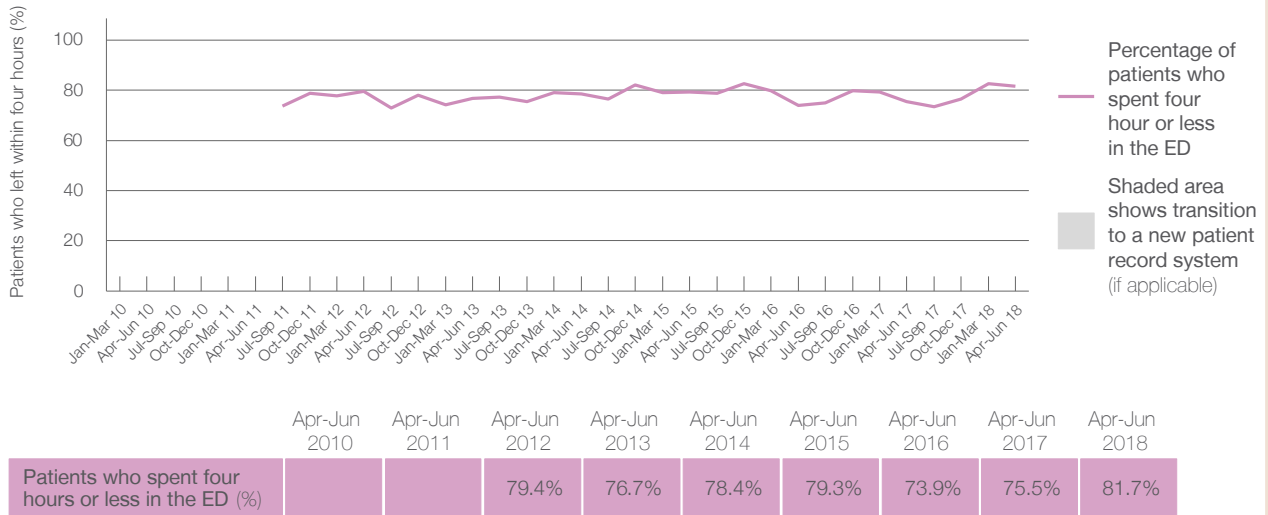
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,034 patients

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> 4,034 patients	3,992	1%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,034 patients	3,992	1%
Percentage of patients who spent four hours or less in the ED	75.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 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, 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).