

Byron Central Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 4,748 patients
 Emergency presentations:² 4,694 patients

Same period last year	Change since one year ago
4,370	9%
4,299	9%

Byron Central Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 453 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,494 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,060 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 679 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
503	
8 minutes	8 minutes
24 minutes	24 minutes
1,468	
15 minutes	19 minutes
50 minutes	63 minutes
1,746	
24 minutes	24 minutes
89 minutes	95 minutes
561	
25 minutes	21 minutes
100 minutes	96 minutes

Byron Central Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 4,745 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
4,370	9%
80%	

* 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.

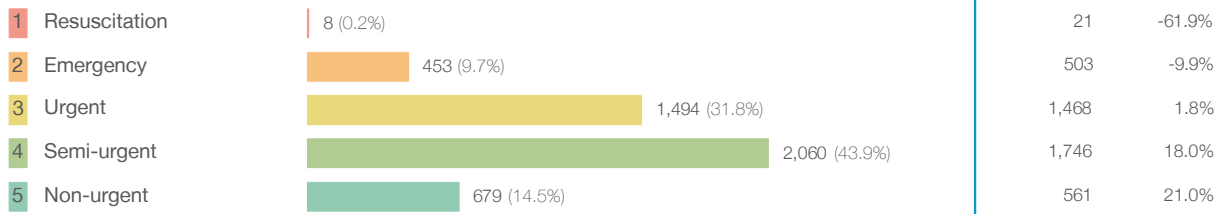
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Byron Central Hospital: Patients presenting to the emergency department

April to June 2018

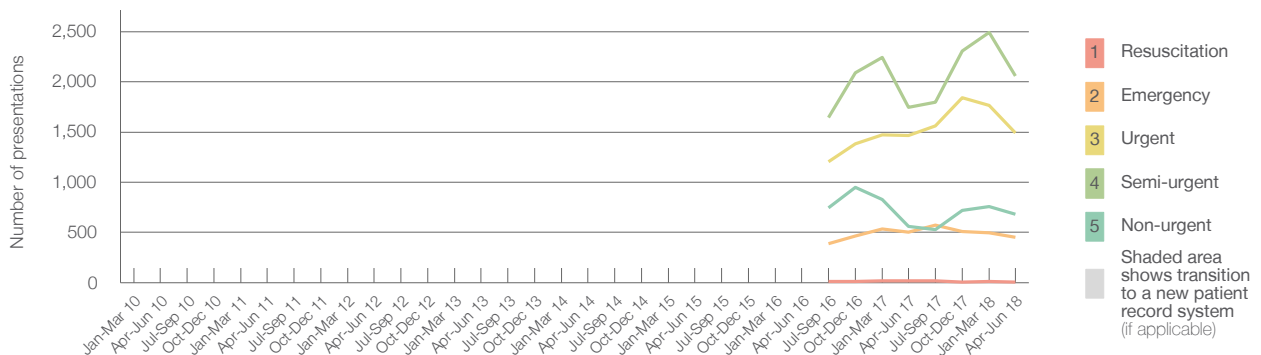
All presentations:¹ 4,748 patients

Emergency presentations² by triage category: 4,694 patients



	Same period last year	Change since one year ago
All presentations	4,370	9%
Emergency presentations	4,299	9%
1 Resuscitation	21	-61.9%
2 Emergency	503	-9.9%
3 Urgent	1,468	1.8%
4 Semi-urgent	1,746	18.0%
5 Non-urgent	561	21.0%

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	8
Emergency								503	453
Urgent								1,468	1,494
Semi-urgent								1,746	2,060
Non-urgent								561	679
All emergency presentations								4,299	4,694

Byron Central Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 310 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	272	
Median time	8 minutes	0 minutes
90th percentile time	18 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.

(§) 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.

Byron Central 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: 453

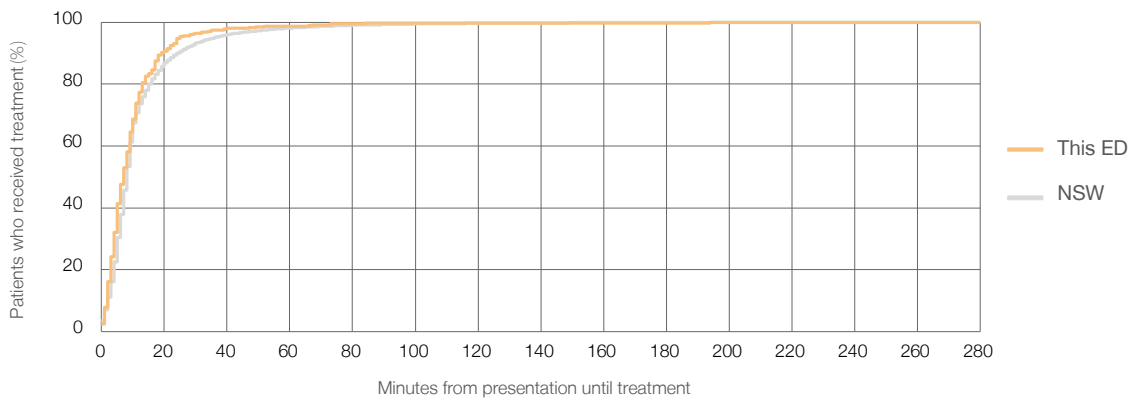
Number of triage 2 patients used to calculate waiting time:³ 451

Median time to start treatment⁴ 7 minutes

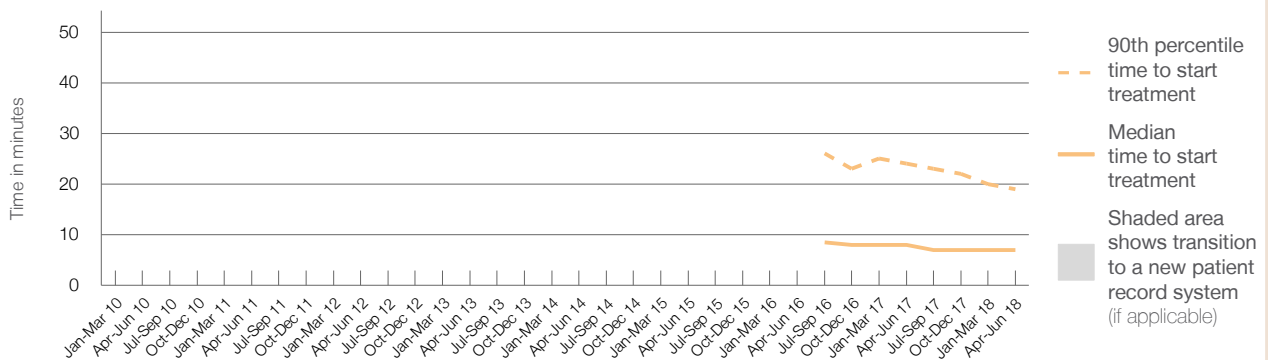
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
503	500
8 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)								8	7
90th percentile time to start treatment ⁵ (minutes)								24	19

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Byron Central 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: 1,494

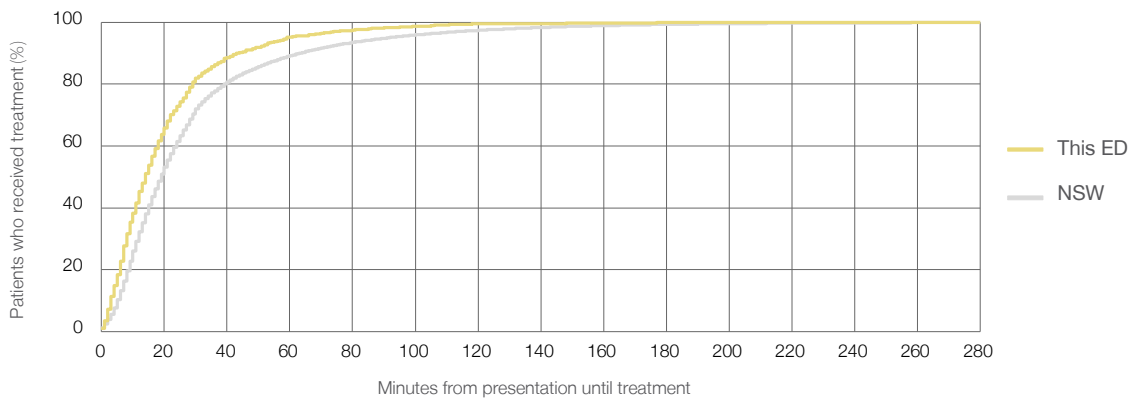
Number of triage 3 patients used to calculate waiting time:³ 1,483

Median time to start treatment⁴ 14 minutes

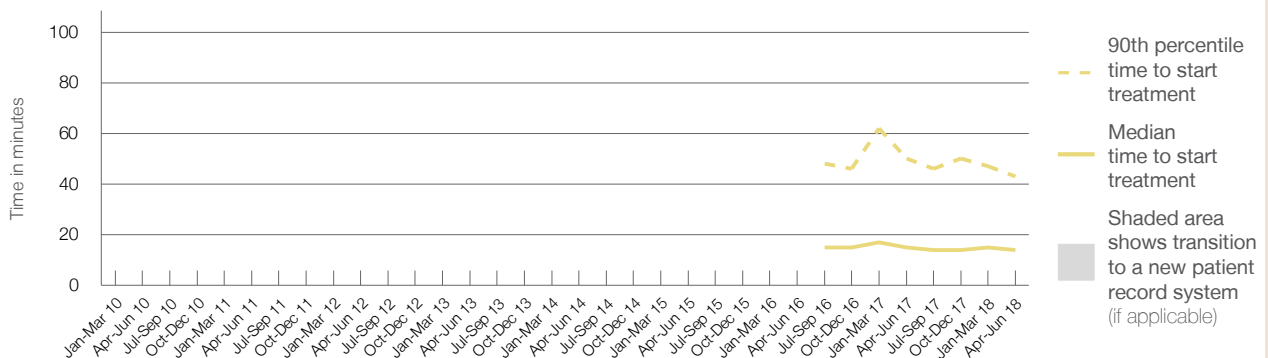
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
1,468	1,455
15 minutes	19 minutes
50 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)								15	14
90th percentile time to start treatment ⁵ (minutes)								50	43

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Byron Central 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: 2,060

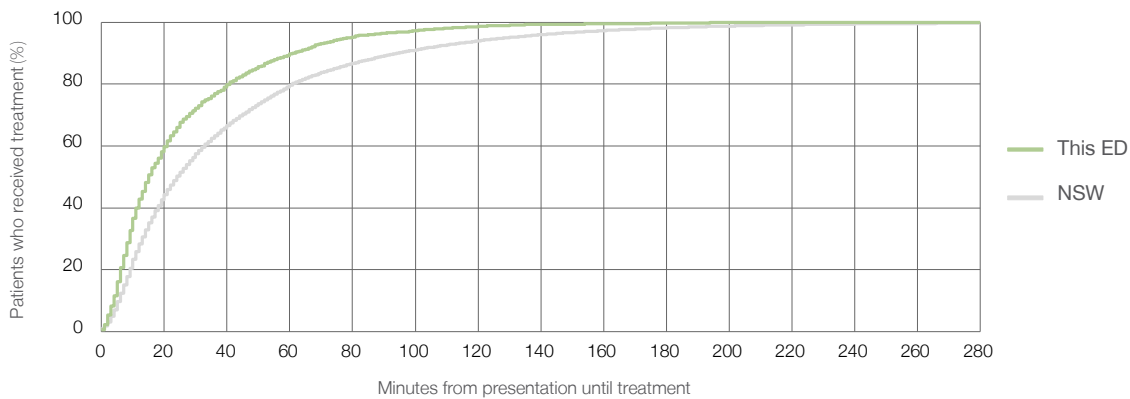
Number of triage 4 patients used to calculate waiting time:³ 2,020

Median time to start treatment⁴ 15 minutes

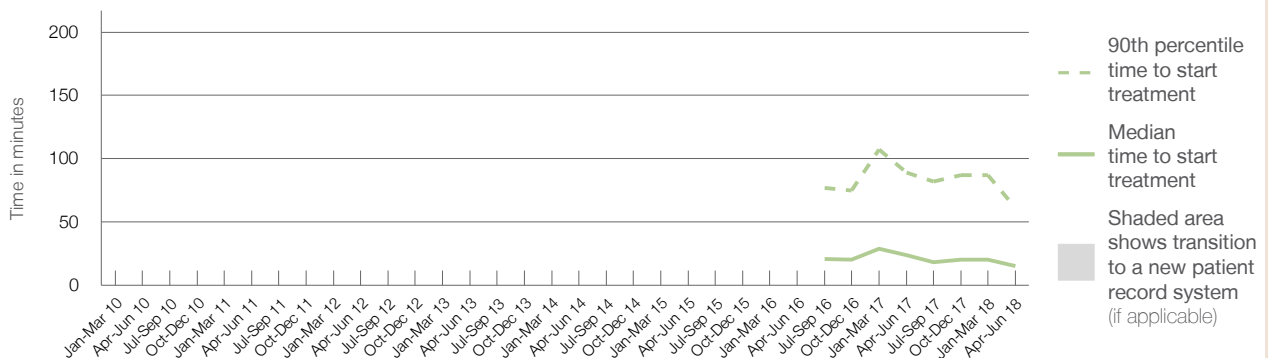
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
1,746	1,685
24 minutes	24 minutes
89 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)								24	15
90th percentile time to start treatment ⁵ (minutes)								89	61

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Byron Central 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: 679

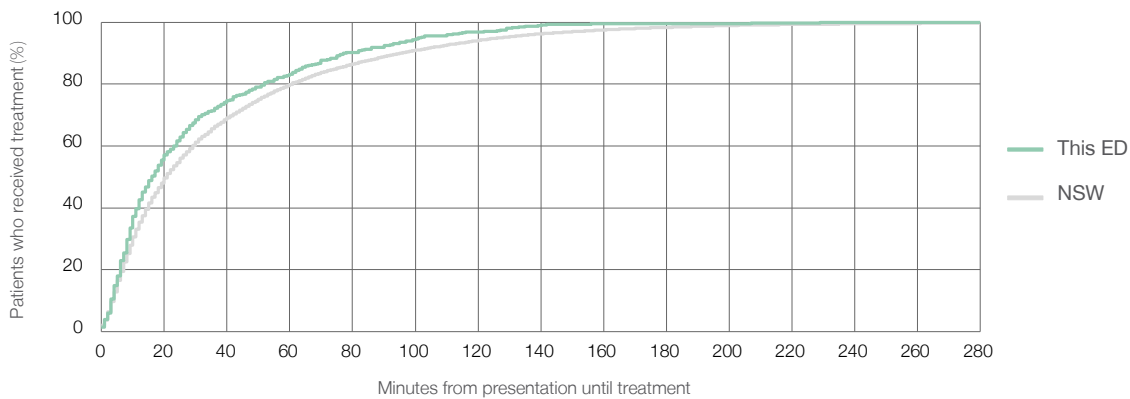
Number of triage 5 patients used to calculate waiting time:³ 646

Median time to start treatment⁴ 16 minutes

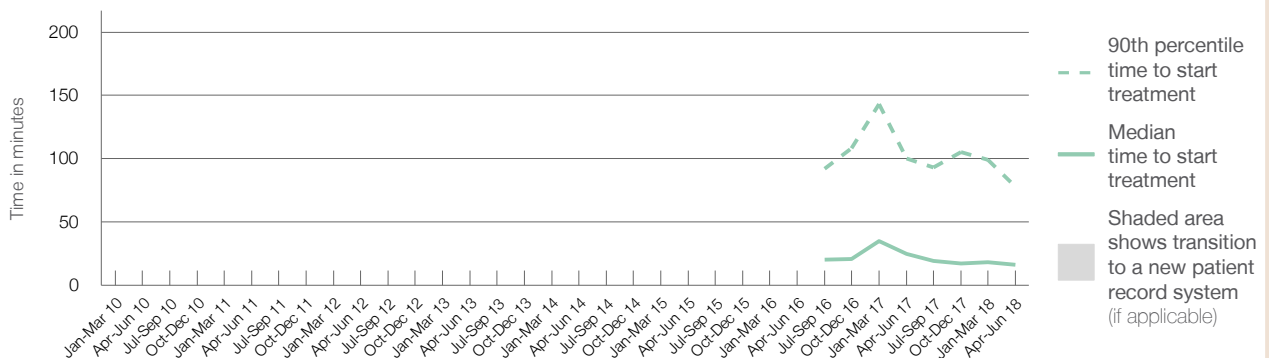
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
561	508
25 minutes	21 minutes
100 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)								25	16
90th percentile time to start treatment ⁵ (minutes)								100	78

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Byron Central Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 4,748 patients

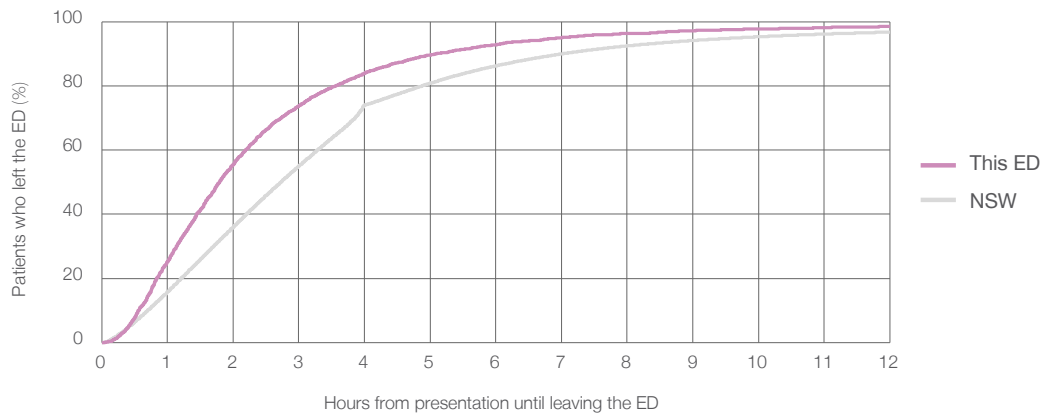
Presentations used to calculate time to leaving the ED:⁶ 4,745 patients

Median time spent in the ED⁸ 1 hours and 48 minutes

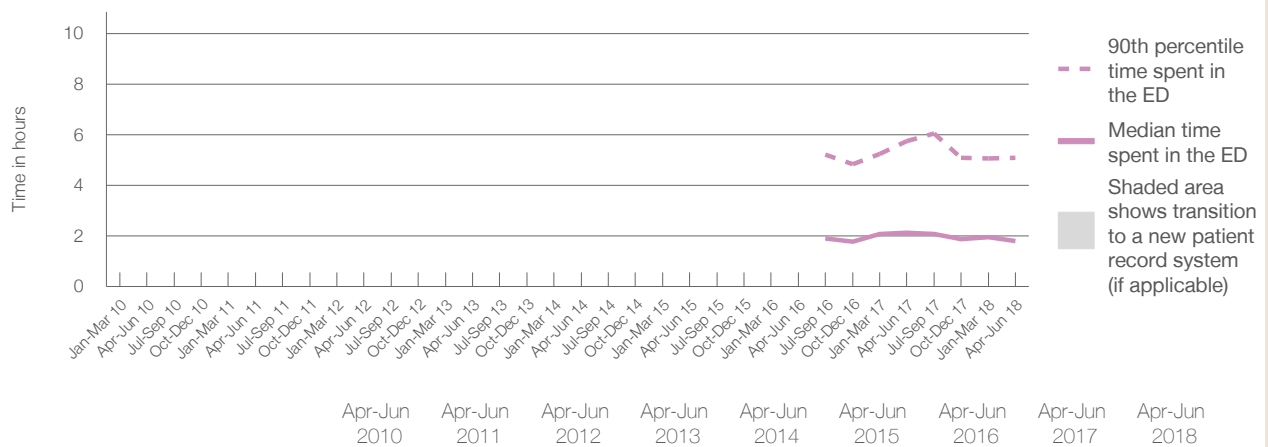
90th percentile time spent in the ED⁹ 5 hours and 6 minutes

Same period last year	NSW (this period)
4,370	4,370
2 hours and 8 minutes	2 hours and 44 minutes
5 hours and 45 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 8m	1h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)								5h 45m	5h 6m

(†) 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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Byron Central Hospital: Time patients spent in the ED
By mode of separation
April to June 2018

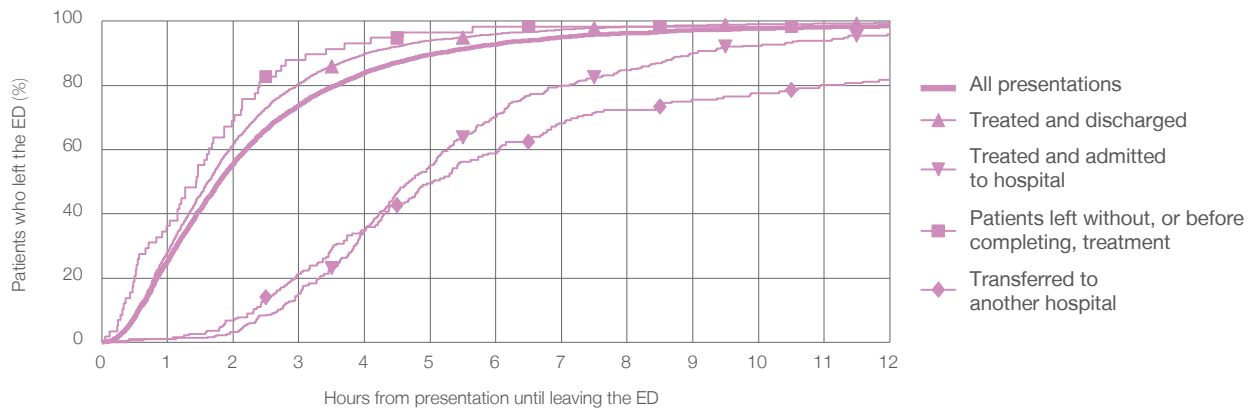
All presentations:¹ 4,748 patients

Presentations used to calculate time to leaving the ED:⁶ 4,745 patients

Treated and discharged	4,173 (87.9%)
Treated and admitted to hospital	315 (6.6%)
Patient left without, or before completing, treatment	58 (1.2%)
Transferred to another hospital	192 (4.0%)
Other	10 (0.2%)

Same period last year	Change since one year ago
4,370	9%
3,612	15.5%
396	-20.5%
96	-39.6%
260	-26.2%
6	66.7%

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%	61.8%	80.6%	89.9%	96.0%	98.3%	99.1%	99.5%
Treated and admitted to hospital	1.0%	3.2%	14.9%	34.9%	70.2%	84.8%	92.4%	95.9%
Patient left without, or before completing, treatment	36.2%	69.0%	87.9%	93.1%	98.3%	98.3%	98.3%	98.3%
Transferred to another hospital	1.0%	6.8%	21.4%	34.9%	58.9%	72.4%	77.6%	81.8%
All presentations	25.3%	55.7%	73.9%	84.0%	92.8%	96.3%	97.7%	98.5%

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Byron Central 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 4,748 patients

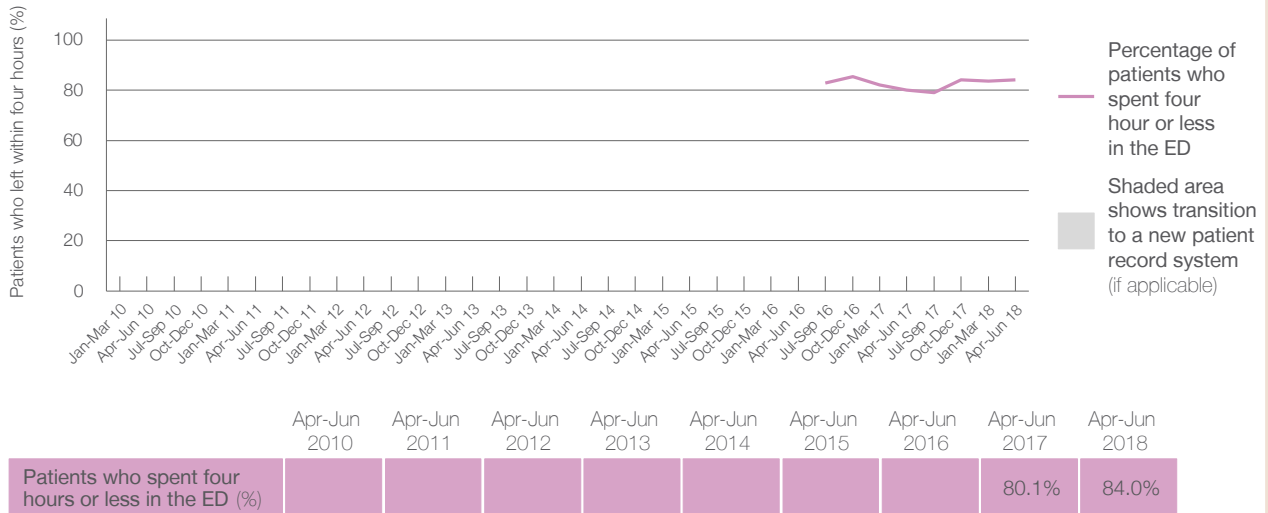
Presentations used to calculate time to leaving the ED: ⁶ 4,745 patients

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 4,748 patients	4,370	9%
Presentations used to calculate time to leaving the ED: ⁶ 4,745 patients	4,370	9%
Percentage of patients who spent four hours or less in the ED	80.1%	

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*.
 § 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).