

## Lismore Base Hospital: Emergency department (ED) overview

October to December 2018

All presentations:<sup>1</sup> 10,018 patients  
Emergency presentations:<sup>2</sup> 9,835 patients

Same period last year	Change since one year ago
8,909	12%
8,576	15%

## Lismore Base Hospital: Time patients waited to start treatment<sup>3</sup>

October to December 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,065 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,251 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 81 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,406 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 99 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,064 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
883	
7 minutes	8 minutes
14 minutes	26 minutes
2,829	
20 minutes	20 minutes
68 minutes	72 minutes
3,779	
32 minutes	26 minutes
120 minutes	104 minutes
1,039	
35 minutes	23 minutes
126 minutes	104 minutes

## Lismore Base Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 10,015 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
8,908	12%
67%	

\* 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.

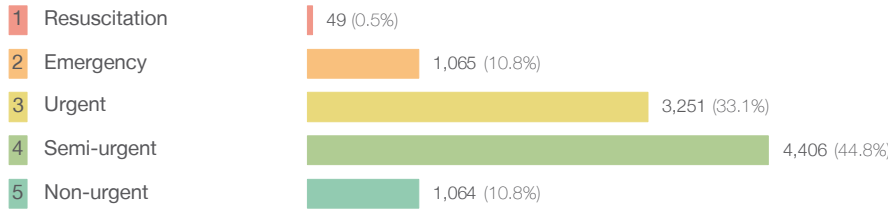
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

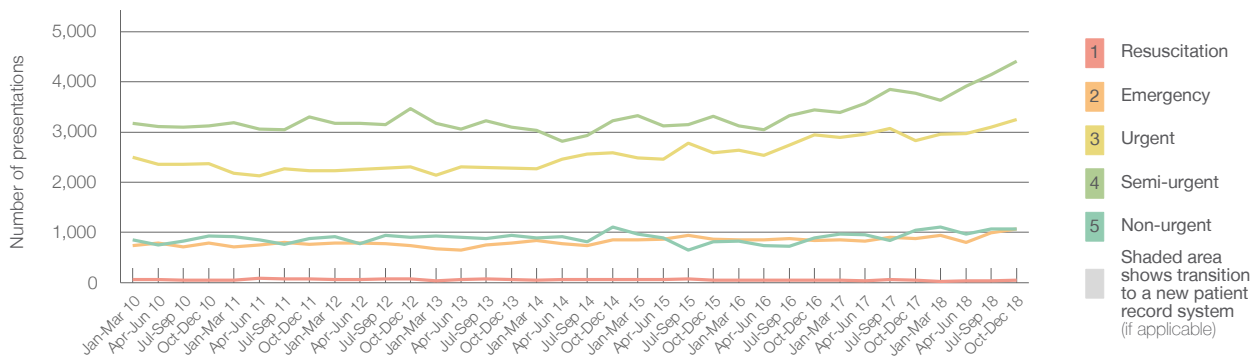
All presentations:<sup>1</sup> 10,018 patients

Emergency presentations<sup>2</sup> by triage category: 9,835 patients



	Same period last year	Change since one year ago
All presentations	8,909	12%
Emergency presentations	8,576	15%
1 Resuscitation	46	6.5%
2 Emergency	883	20.6%
3 Urgent	2,829	14.9%
4 Semi-urgent	3,779	16.6%
5 Non-urgent	1,039	2.4%

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	53	77	77	61	68	50	44	46	49
Emergency	788	768	733	787	855	864	845	883	1,065
Urgent	2,371	2,228	2,306	2,284	2,589	2,587	2,950	2,829	3,251
Semi-urgent	3,126	3,300	3,462	3,095	3,221	3,315	3,442	3,779	4,406
Non-urgent	931	882	907	941	1,104	815	887	1,039	1,064
All emergency presentations	7,269	7,255	7,485	7,168	7,837	7,631	8,168	8,576	9,835

## Lismore Base Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,967 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,704	
ED Transfer of care time		
Median time	12 minutes	0 minutes
90th percentile time	36 minutes	9 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.

## Lismore Base Hospital: 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: 1,065

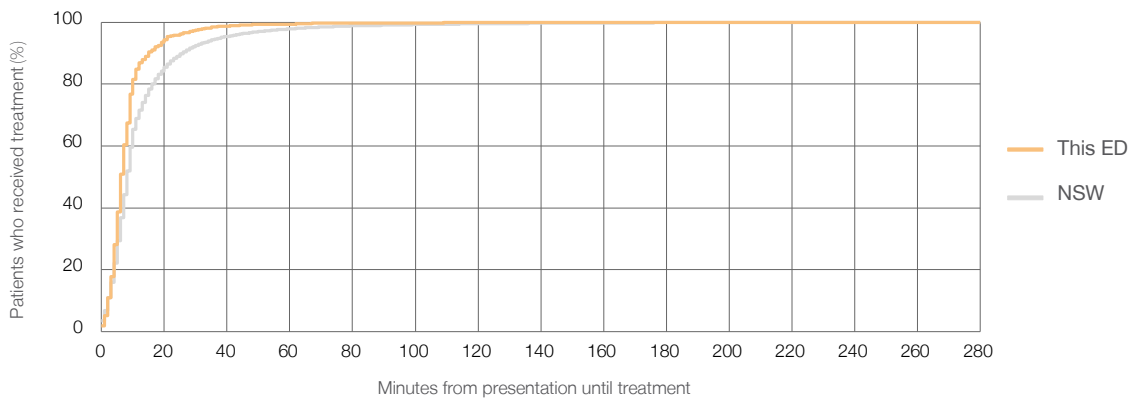
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,061

Median time to start treatment<sup>4</sup>  6 minutes

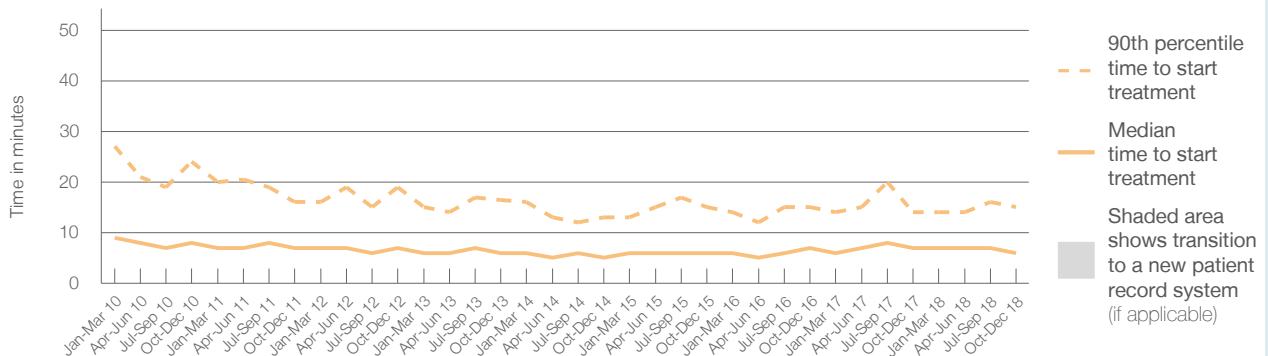
90th percentile time to start treatment<sup>5</sup>  15 minutes

Same period last year	NSW (this period)
883	
877	
7 minutes	8 minutes
14 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)	8	7	7	6	5	6	7	7	6
90th percentile time to start treatment <sup>5</sup> (minutes)	24	16	19	17	13	15	15	14	15

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## Lismore Base Hospital: 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: 3,251

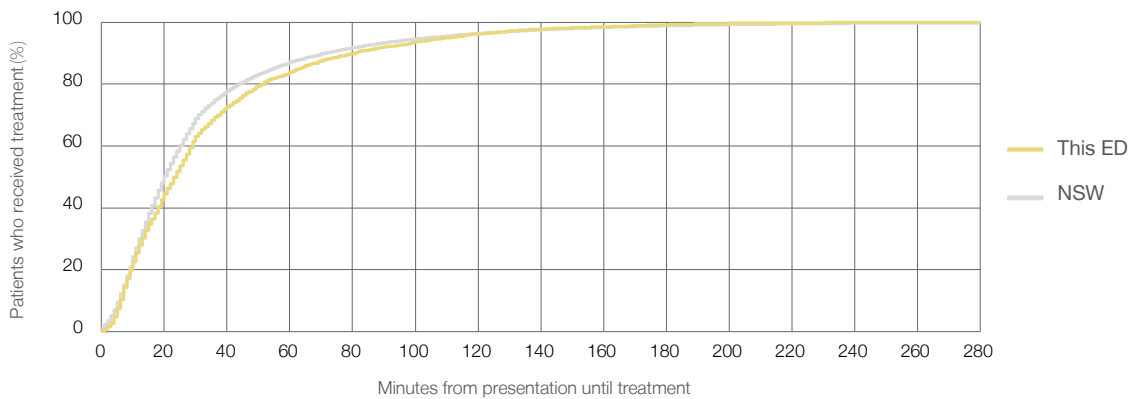
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,172

Median time to start treatment<sup>4</sup>  24 minutes

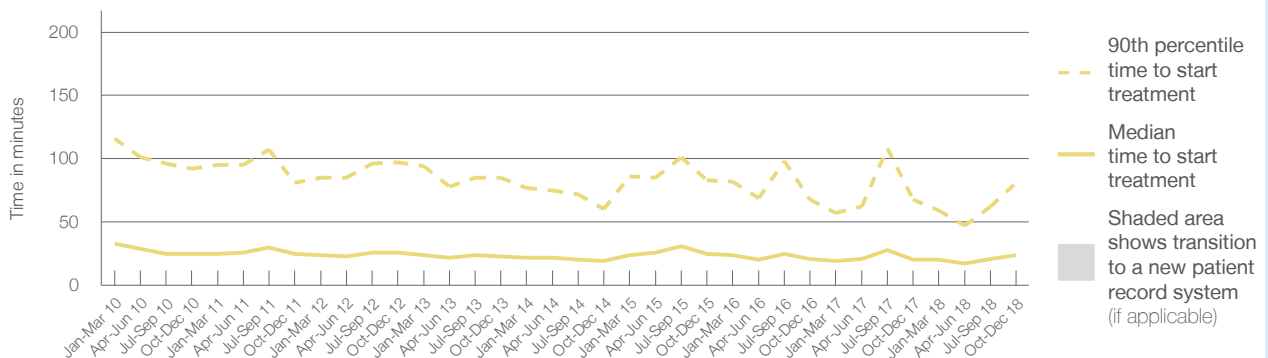
90th percentile time to start treatment<sup>5</sup>  81 minutes

Same period last year	NSW (this period)
2,829	
2,771	
20 minutes	20 minutes
68 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)	25	25	26	23	19	25	21	20	24
90th percentile time to start treatment <sup>5</sup> (minutes)	92	81	97	85	60	83	68	68	81

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## Lismore Base Hospital: 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: 4,406

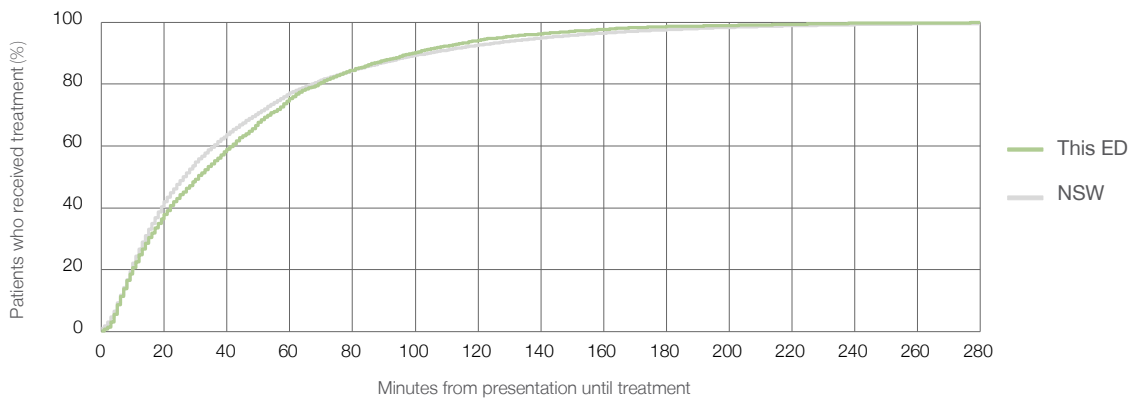
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,207

Median time to start treatment<sup>4</sup>  31 minutes

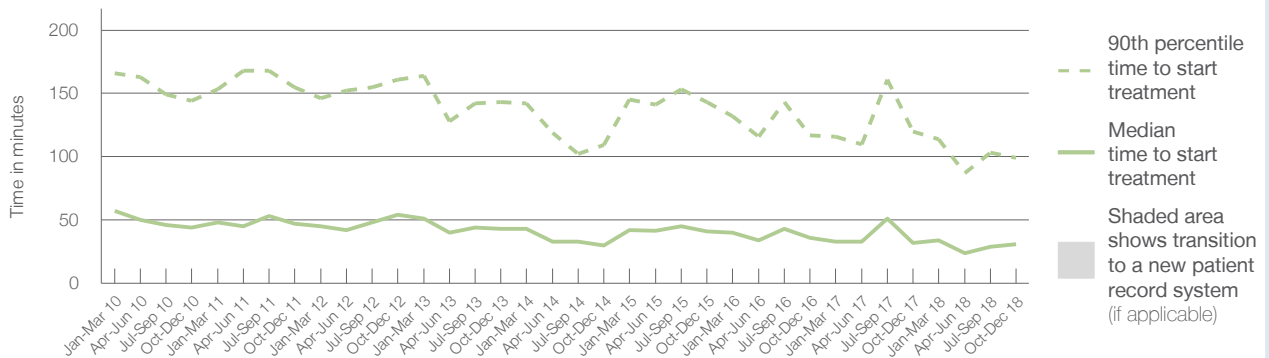
90th percentile time to start treatment<sup>5</sup>  99 minutes

Same period last year	NSW (this period)
3,779	3,568
32 minutes	26 minutes
120 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)	44	47	54	43	30	41	36	32	31
90th percentile time to start treatment <sup>5</sup> (minutes)	144	155	161	143	110	143	117	120	99

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## Lismore Base Hospital: 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: 1,064

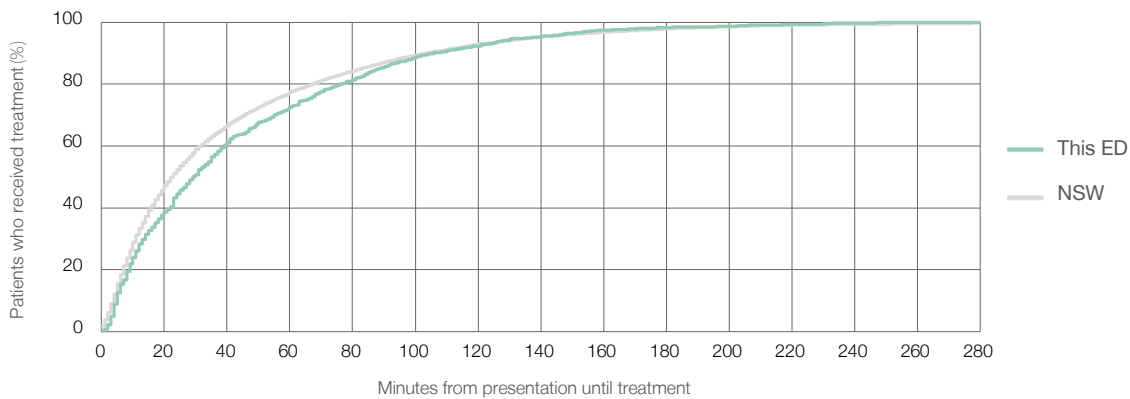
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 971

Median time to start treatment<sup>4</sup> 29 minutes

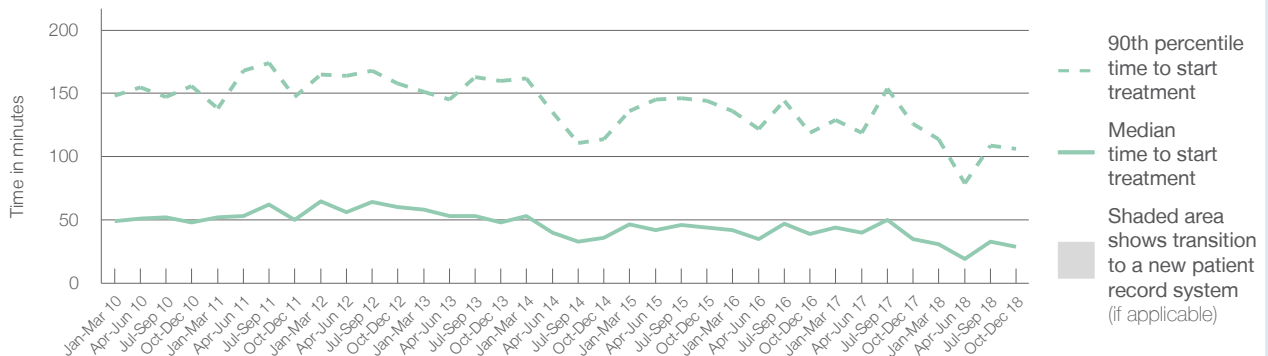
90th percentile time to start treatment<sup>5</sup> 106 minutes

Same period last year	NSW (this period)
1,039	909
35 minutes	23 minutes
126 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)	48	50	60	48	36	44	39	35	29
90th percentile time to start treatment <sup>5</sup> (minutes)	156	147	158	160	114	144	119	126	106

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## Lismore Base Hospital: Time patients spent in the ED

October to December 2018

All presentations:<sup>1</sup> 10,018 patients

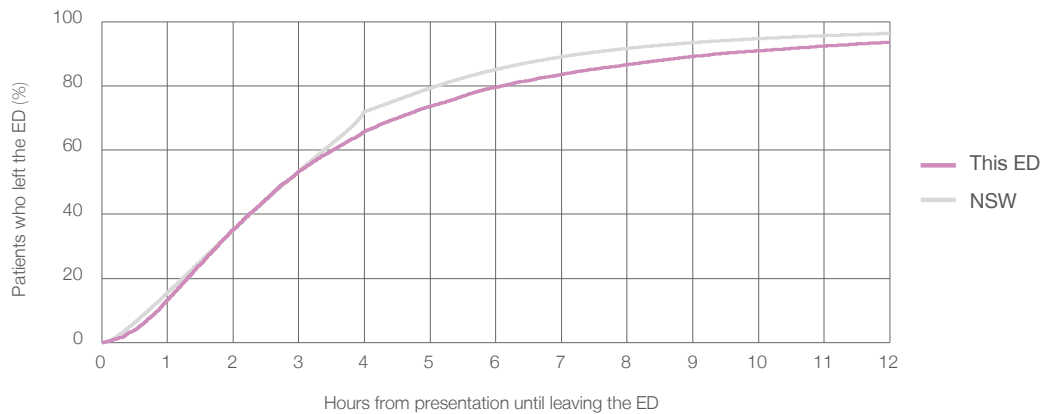
Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,015 patients

Median time spent in the ED<sup>8</sup> 2 hours and 48 minutes

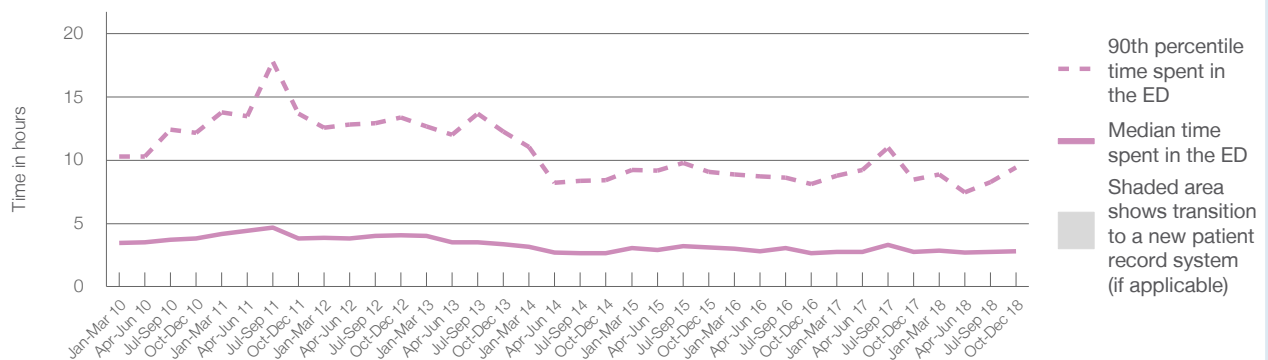
90th percentile time spent in the ED<sup>9</sup> 9 hours and 26 minutes

Same period last year	NSW (this period)
8,909	
8,908	
2 hours and 46 minutes	2 hours and 49 minutes
8 hours and 29 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 49m	4h 4m	3h 22m	2h 39m	3h 5m	2h 39m	2h 46m	2h 48m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	12h 11m	13h 41m	13h 21m	12h 16m	8h 25m	9h 5m	8h 7m	8h 29m	9h 26m

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## Lismore Base Hospital: Time patients spent in the ED

### By mode of separation

October to December 2018

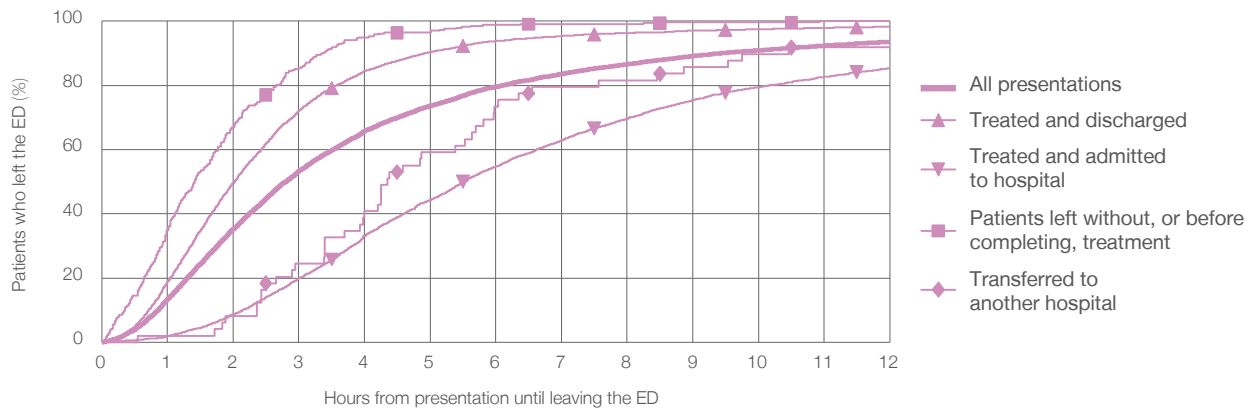
All presentations:<sup>1</sup> 10,018 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 10,015 patients

Treated and discharged	5,912 (59.0%)
Treated and admitted to hospital	3,672 (36.7%)
Patient left without, or before completing, treatment	336 (3.4%)
Transferred to another hospital	49 (0.5%)
Other	49 (0.5%)

Same period last year	Change since one year ago
8,908	12%
4,711	25.5%
3,804	-3.5%
307	9.4%
39	25.6%
48	2.1%

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	18.9%	49.7%	72.2%	84.5%	93.8%	96.3%	97.5%	98.3%
Treated and admitted to hospital	1.9%	8.7%	20.0%	33.1%	54.7%	69.7%	79.4%	85.4%
Patient left without, or before completing, treatment	34.8%	67.0%	85.4%	94.9%	98.8%	99.1%	99.7%	100%
Transferred to another hospital	2.0%	8.2%	24.5%	40.8%	73.5%	81.6%	89.8%	91.8%
All presentations	13.4%	35.2%	53.4%	65.8%	79.6%	86.6%	90.9%	93.6%

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**Lismore Base Hospital: 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> 10,018 patients

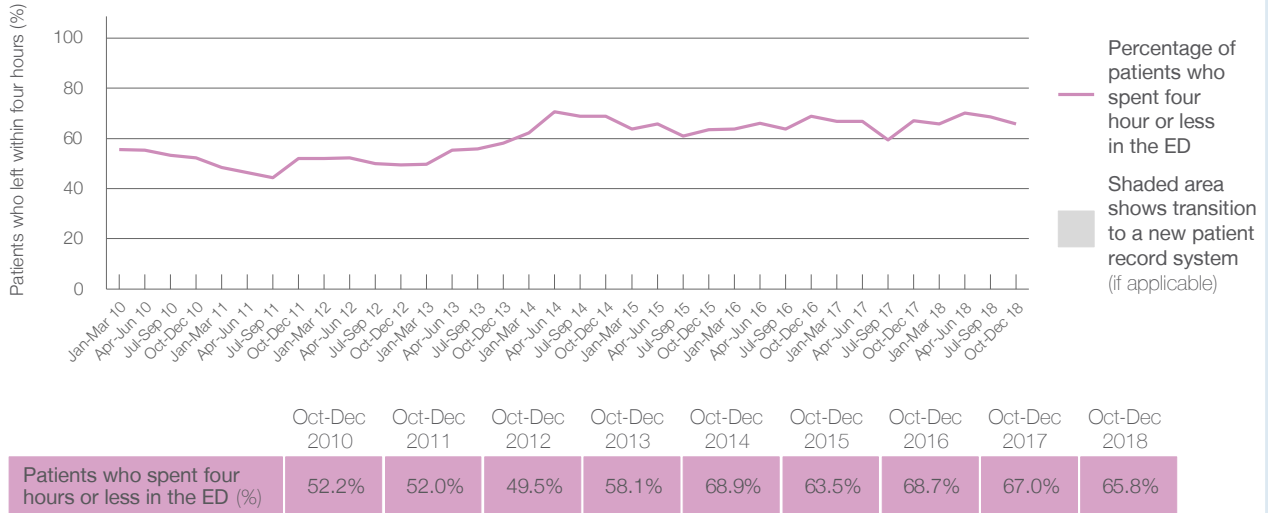
Presentations used to calculate time to leaving the ED: <sup>6</sup> 10,015 patients

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	8,909	12%
Presentations used to calculate time to leaving the ED	8,908	12%
Percentage of patients who spent four hours or less in the ED	67.0%	

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).