

Lismore Base Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 8,950 patients
Emergency presentations:² 8,679 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,618 | 4% |
| 8,343 | 4% |

Lismore Base Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 802 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,971 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,909 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 962 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 79 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 827 | |
| 7 minutes | 8 minutes |
| 15 minutes | 24 minutes |
| 2,959 | |
| 21 minutes | 19 minutes |
| 62 minutes | 63 minutes |
| 3,563 | |
| 33 minutes | 24 minutes |
| 110 minutes | 95 minutes |
| 957 | |
| 40 minutes | 21 minutes |
| 119 minutes | 96 minutes |

Lismore Base Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 8,949 patients

Percentage of patients who spent four hours or less in the ED 70%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,618 | 4% |
| 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: 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.

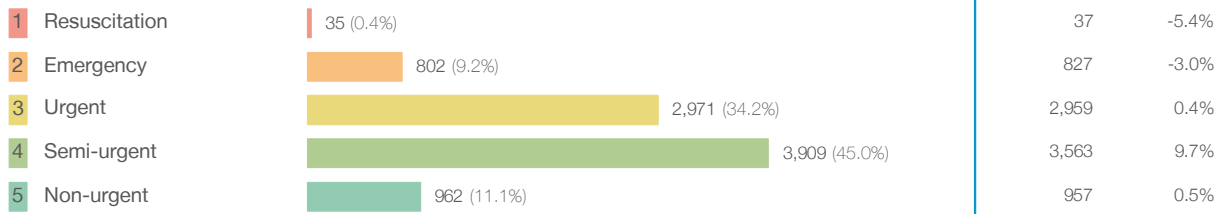
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

Lismore Base Hospital: Patients presenting to the emergency department

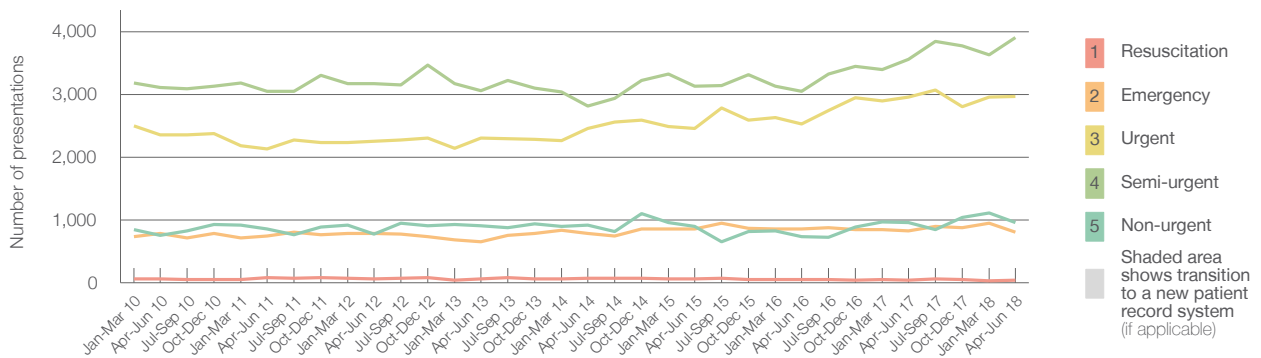
April to June 2018

All presentations:¹ 8,950 patients

Emergency presentations² by triage category: 8,679 patients



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 | 60 | 83 | 58 | 57 | 67 | 56 | 46 | 37 | 35 |
| Emergency | 788 | 745 | 784 | 654 | 782 | 860 | 854 | 827 | 802 |
| Urgent | 2,360 | 2,129 | 2,256 | 2,301 | 2,462 | 2,456 | 2,530 | 2,959 | 2,971 |
| Semi-urgent | 3,111 | 3,053 | 3,172 | 3,057 | 2,818 | 3,126 | 3,050 | 3,563 | 3,909 |
| Non-urgent | 750 | 858 | 778 | 904 | 916 | 892 | 738 | 957 | 962 |
| All emergency presentations | 7,069 | 6,868 | 7,048 | 6,973 | 7,045 | 7,390 | 7,218 | 8,343 | 8,679 |

Lismore Base Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 1,672 patients

ED Transfer of care time



(†) 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

April to June 2018

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

Number of triage 2 patients: 802

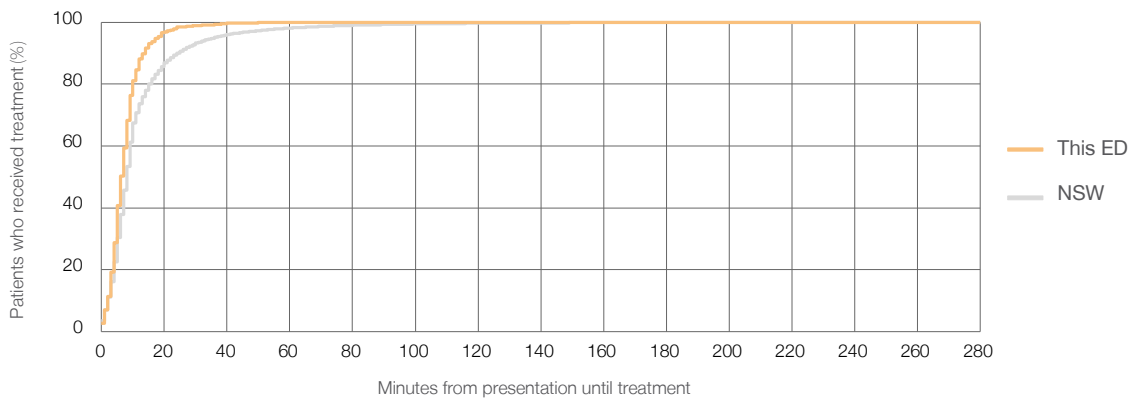
Number of triage 2 patients used to calculate waiting time:³ 801

Median time to start treatment⁴ 6 minutes

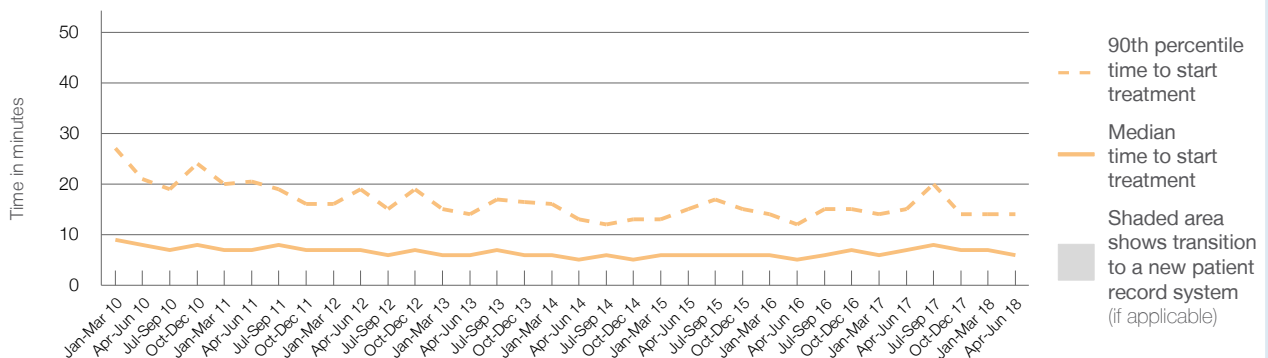
90th percentile time to start treatment⁵ 14 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 827 | |
| 822 | |
| 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^{†‡}



| | 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 | 7 | 6 | 5 | 6 | 5 | 7 | 6 |
| 90th percentile time to start treatment ⁵ (minutes) | 21 | 21 | 19 | 14 | 13 | 15 | 12 | 15 | 14 |

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Lismore Base 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: 2,971

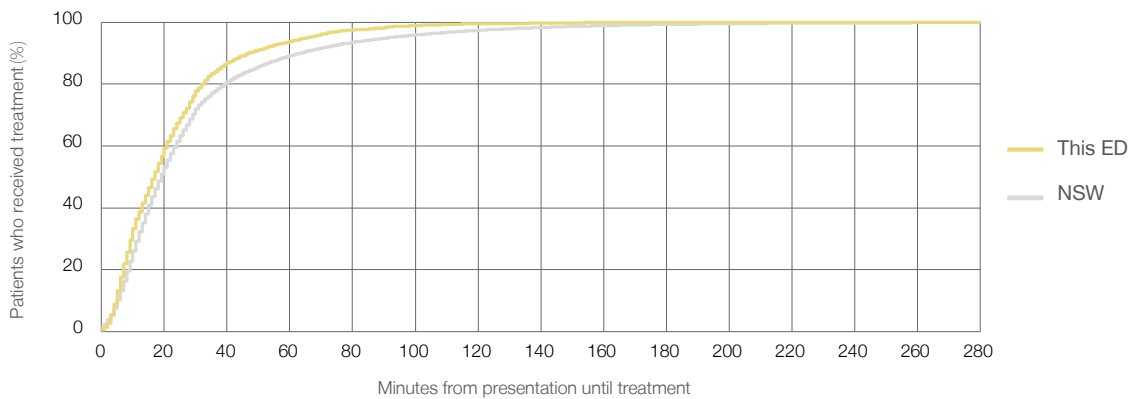
Number of triage 3 patients used to calculate waiting time:³ 2,942

Median time to start treatment⁴ 17 minutes

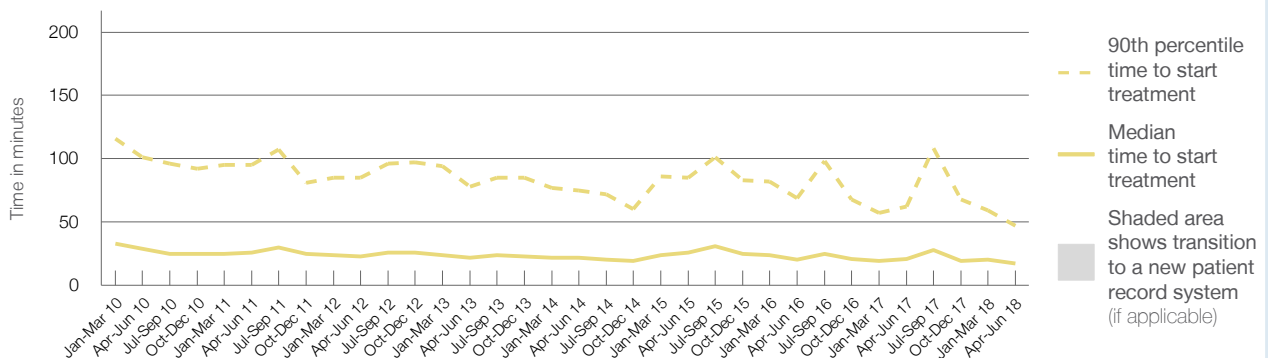
90th percentile time to start treatment⁵ 47 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,959 | 2,913 |
| 21 minutes | 19 minutes |
| 62 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) | 29 | 26 | 23 | 22 | 22 | 26 | 20 | 21 | 17 |
| 90th percentile time to start treatment ⁵ (minutes) | 101 | 95 | 85 | 78 | 75 | 85 | 69 | 62 | 47 |

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Lismore Base 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: 3,909

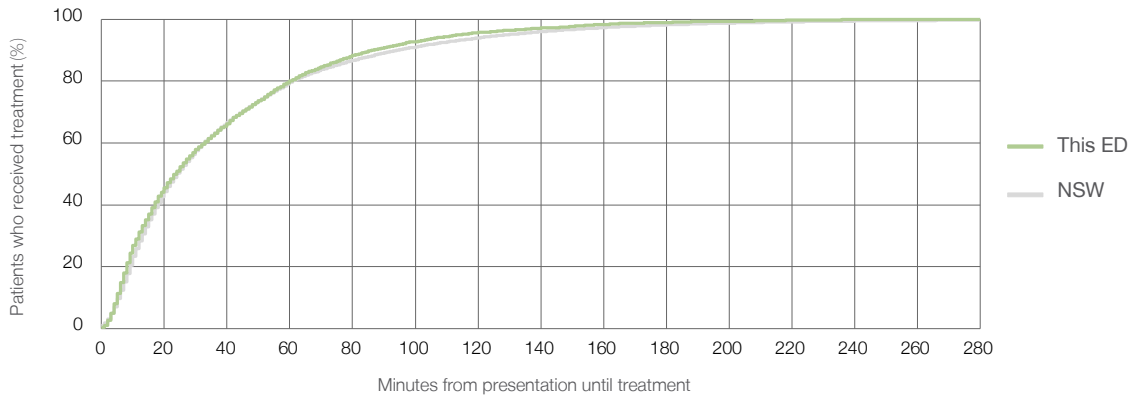
Number of triage 4 patients used to calculate waiting time:³ 3,789

Median time to start treatment⁴ 24 minutes

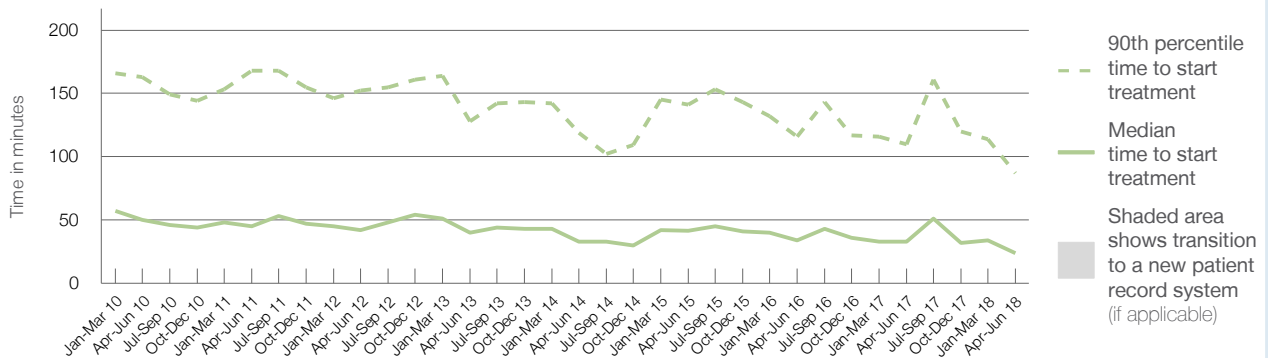
90th percentile time to start treatment⁵ 87 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 3,563 | |
| 3,402 | |
| 33 minutes | 24 minutes |
| 110 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) | 50 | 45 | 42 | 40 | 33 | 42 | 34 | 33 | 24 |
| 90th percentile time to start treatment ⁵ (minutes) | 163 | 168 | 152 | 128 | 119 | 141 | 116 | 110 | 87 |

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Lismore Base 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: 962

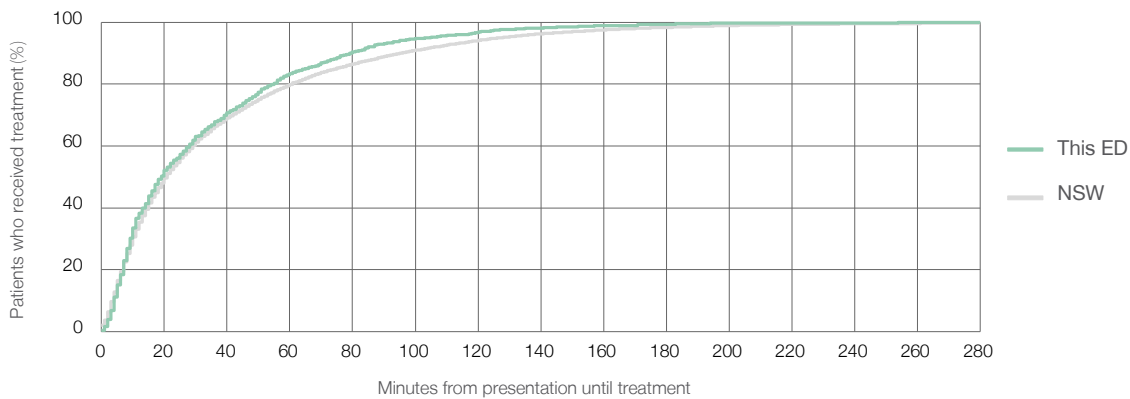
Number of triage 5 patients used to calculate waiting time:³ 887

Median time to start treatment⁴ 19 minutes

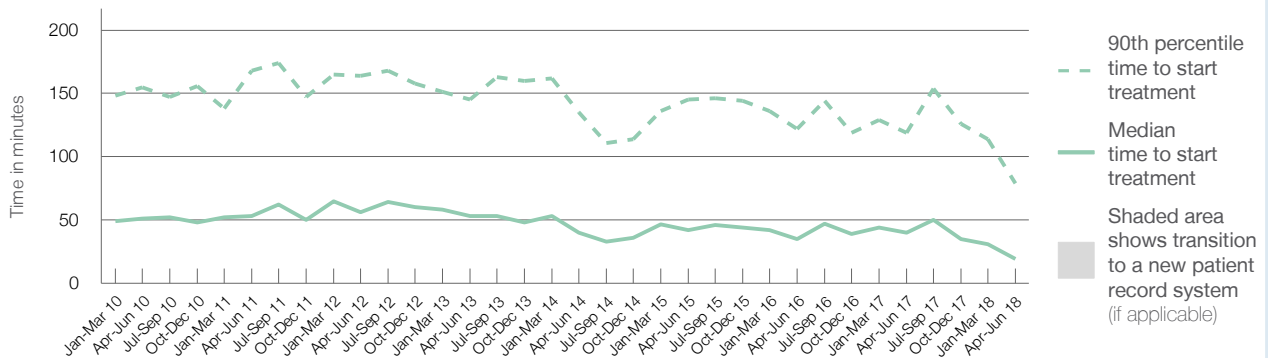
90th percentile time to start treatment⁵ 79 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 957 | |
| 852 | |
| 40 minutes | 21 minutes |
| 119 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) | 51 | 53 | 56 | 53 | 40 | 42 | 35 | 40 | 19 |
| 90th percentile time to start treatment ⁵ (minutes) | 155 | 168 | 164 | 145 | 135 | 145 | 122 | 119 | 79 |

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Lismore Base Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 8,950 patients

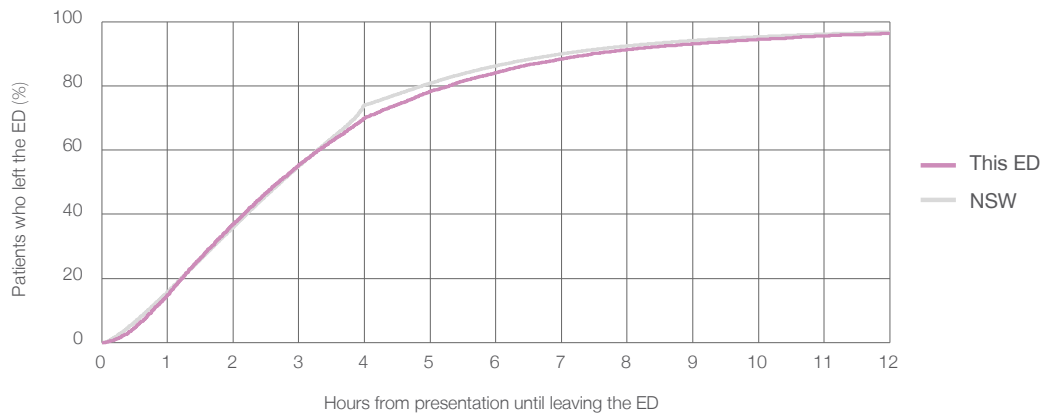
Presentations used to calculate time to leaving the ED:⁶ 8,949 patients

Median time spent in the ED⁸ 2 hours and 41 minutes

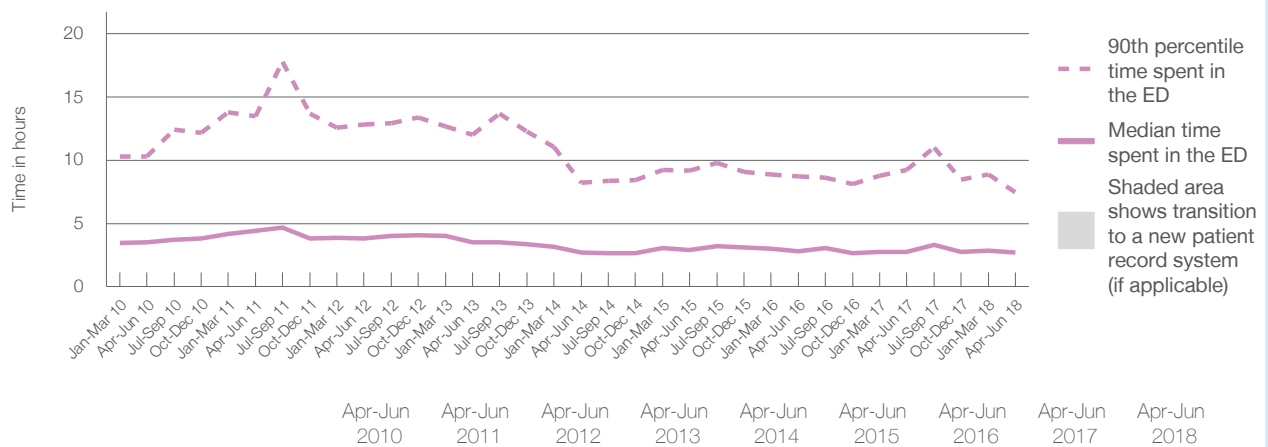
90th percentile time spent in the ED⁹ 7 hours and 28 minutes

| Same period last year | NSW (this period) |
|------------------------|------------------------|
| 8,618 | 8,618 |
| 2 hours and 45 minutes | 2 hours and 44 minutes |
| 9 hours and 13 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) | 3h 32m | 4h 24m | 3h 50m | 3h 31m | 2h 42m | 2h 54m | 2h 49m | 2h 45m | 2h 41m |
| 90th percentile time spent in the ED ⁹ (hours, minutes) | 10h 18m | 13h 27m | 12h 50m | 12h 0m | 8h 14m | 9h 12m | 8h 44m | 9h 13m | 7h 28m |

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Lismore Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2018

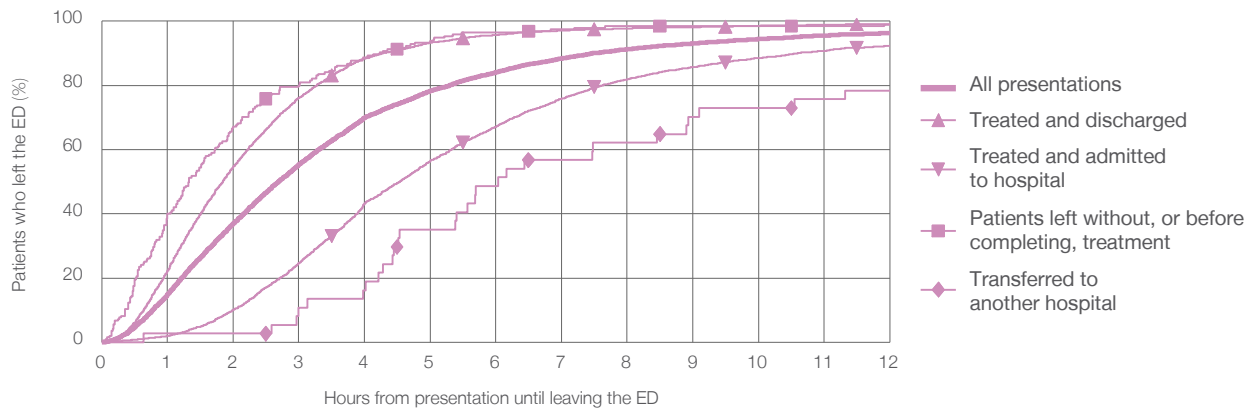
All presentations:¹ 8,950 patients

Presentations used to calculate time to leaving the ED:⁶ 8,949 patients

| | |
|---|---------------|
| Treated and discharged | 5,060 (56.5%) |
| Treated and admitted to hospital | 3,600 (40.2%) |
| Patient left without, or before completing, treatment | 195 (2.2%) |
| Transferred to another hospital | 37 (0.4%) |
| Other | 58 (0.6%) |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 8,618 | 4% |
| 4,728 | 7.0% |
| 3,568 | 0.9% |
| 230 | -15.2% |
| 23 | 60.9% |
| 69 | -15.9% |

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

| | 1 hour | 2 hours | 3 hours | 4 hours | 6 hours | 8 hours | 10 hours | 12 hours |
|---|--------|---------|---------|---------|---------|---------|----------|----------|
| Treated and discharged | 22.3% | 54.7% | 76.2% | 88.4% | 95.8% | 97.8% | 98.6% | 99.2% |
| Treated and admitted to hospital | 2.0% | 10.1% | 24.7% | 43.3% | 67.3% | 81.9% | 88.6% | 92.4% |
| Patient left without, or before completing, treatment | 40.0% | 67.2% | 80.0% | 88.7% | 96.4% | 98.5% | 98.5% | 99.0% |
| Transferred to another hospital | 2.7% | 2.7% | 10.8% | 16.2% | 48.6% | 62.2% | 73.0% | 78.4% |
| All presentations | 14.9% | 37.1% | 55.4% | 70.0% | 84.1% | 91.3% | 94.5% | 96.3% |

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