

Byron Central Hospital: Emergency department (ED) overview

October to December 2018



All presentations:¹ 5,739 patients
 Emergency presentations:² 5,683 patients

Same period last year	Change since one year ago
5,473	5%
5,391	5%



Byron Central Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 576 patients

Median time to start treatment⁴  8 minutes
 90th percentile time to start treatment⁵  24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,837 patients

Median time to start treatment⁴  17 minutes
 90th percentile time to start treatment⁵  48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,517 patients

Median time to start treatment⁴  20 minutes
 90th percentile time to start treatment⁵  76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 753 patients

Median time to start treatment⁴  18 minutes
 90th percentile time to start treatment⁵  91 minutes

Same period last year	NSW (this period)
510	
7 minutes	8 minutes
22 minutes	26 minutes
1,843	
14 minutes	20 minutes
50 minutes	72 minutes
2,310	
20 minutes	26 minutes
87 minutes	104 minutes
720	
17 minutes	23 minutes
105 minutes	104 minutes

Byron Central Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 5,736 patients

Percentage of patients who spent four hours or less in the ED  83%

Same period last year	Change since one year ago
5,473	5%
84%	

* 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).

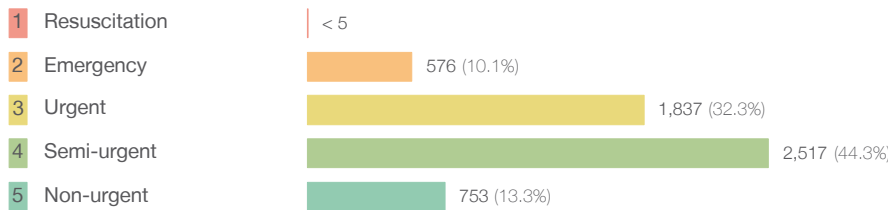
Byron Central Hospital: Patients presenting to the emergency department October to December 2018

All presentations:¹ 5,739 patients

Same period last year	Change since one year ago
5,473	5%

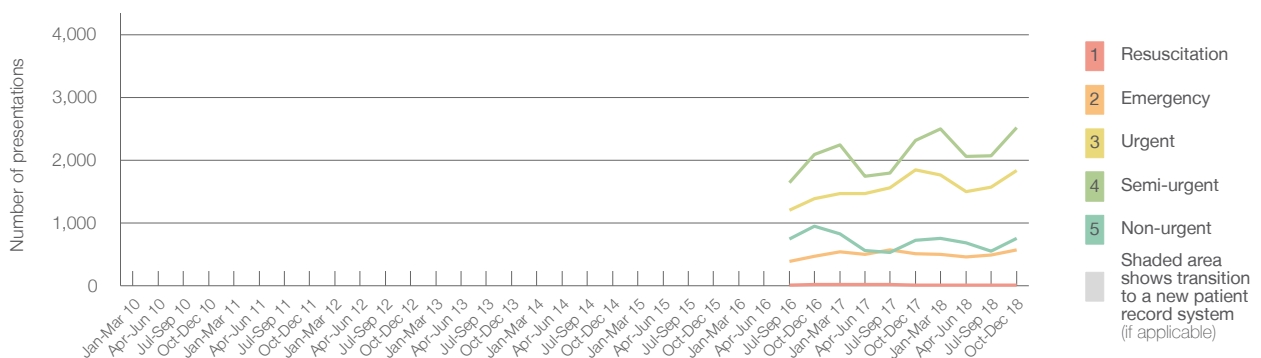
Emergency presentations² by triage category: 5,683 patients

Same period last year	Change since one year ago
5,391	5%



Same period last year	Change since one year ago
8	*
510	12.2%
1,843	-0.3%
2,310	9.0%
720	4.6%

Emergency presentations² 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							14	8	< 5
Emergency							465	510	576
Urgent							1,381	1,843	1,837
Semi-urgent							2,088	2,310	2,517
Non-urgent							947	720	753
All emergency presentations							4,895	5,391	5,683

Byron Central Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 391 patients

Same period last year	Change since one year ago
336	

ED Transfer of care time



Same period last year	Change since one year ago
8 minutes	0 minutes
21 minutes	-2 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.

Byron Central 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: 576

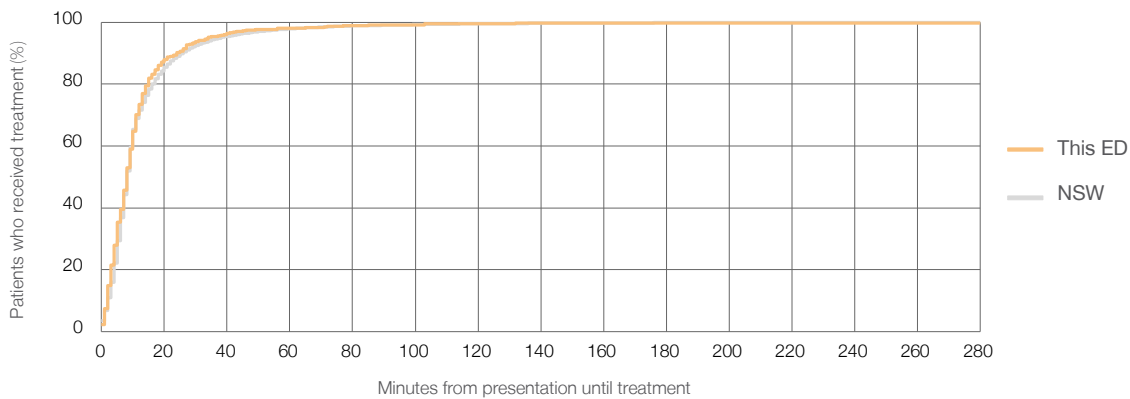
Number of triage 2 patients used to calculate waiting time:³ 569

Median time to start treatment⁴ 8 minutes

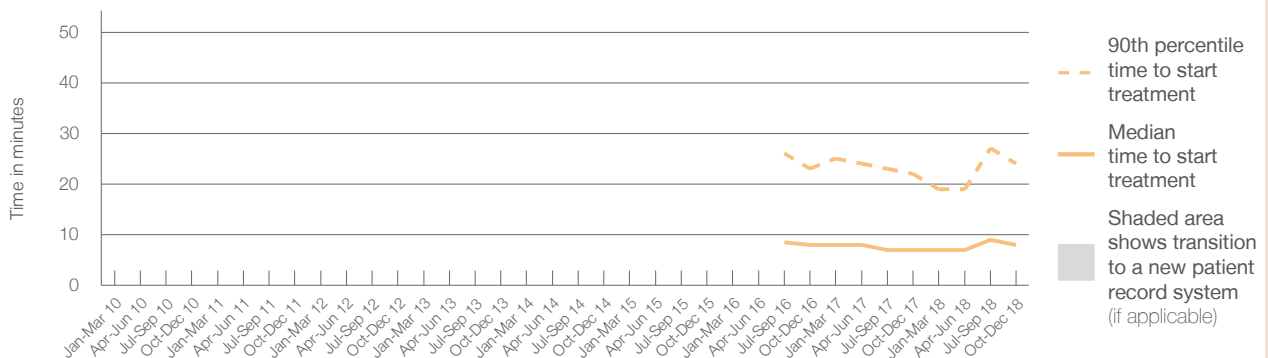
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
510	
506	
7 minutes	8 minutes
22 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^{†‡§}



	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 ⁴ (minutes)							8	7	8
90th percentile time to start treatment ⁵ (minutes)							23	22	24

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Byron Central 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: 1,837

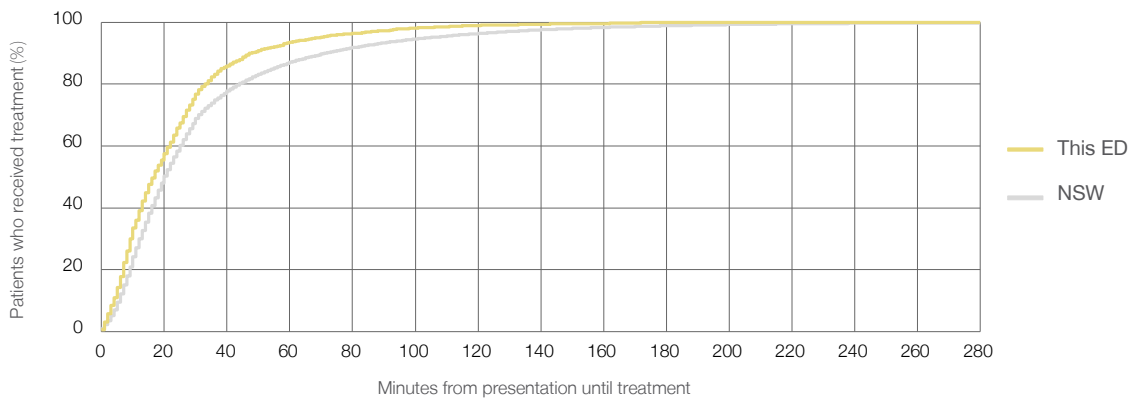
Number of triage 3 patients used to calculate waiting time:³ 1,793

Median time to start treatment⁴ 17 minutes

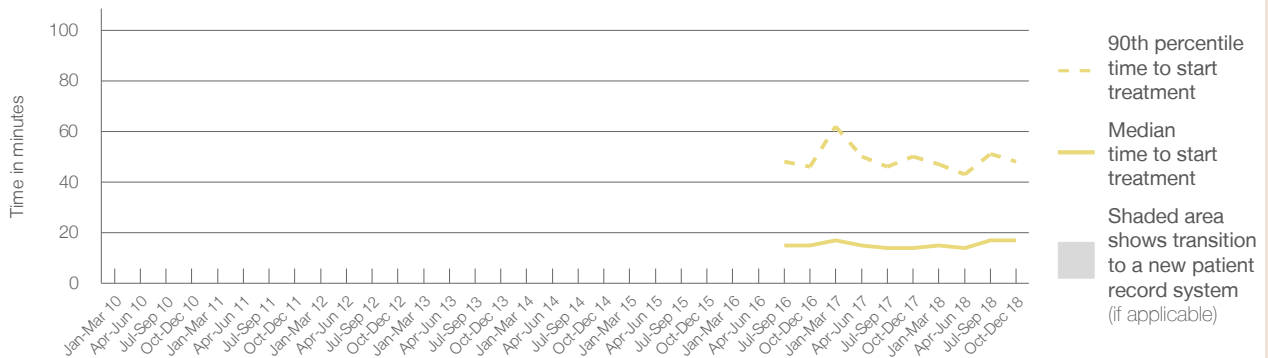
90th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
1,843	
1,830	
14 minutes	20 minutes
50 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^{†‡§}



	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 ⁴ (minutes)							15	14	17
90th percentile time to start treatment ⁵ (minutes)							46	50	48

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Byron Central 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: 2,517

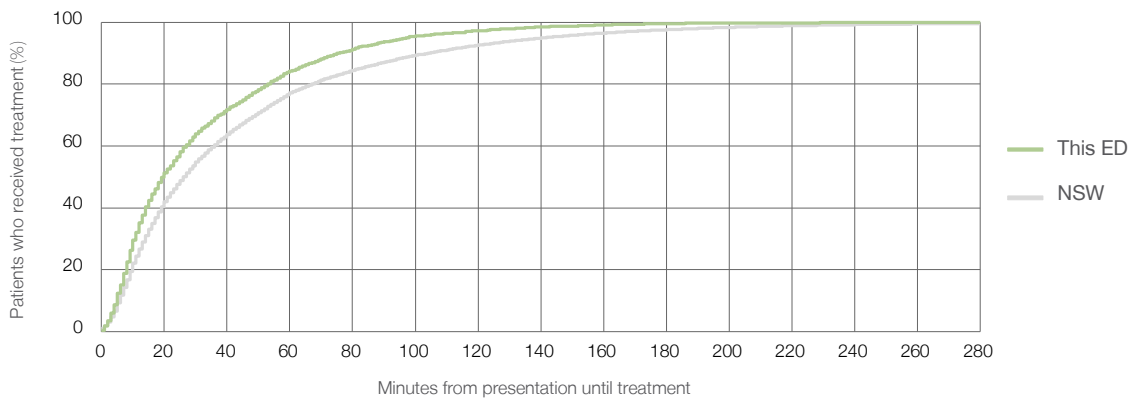
Number of triage 4 patients used to calculate waiting time:³ 2,427

Median time to start treatment⁴ 20 minutes

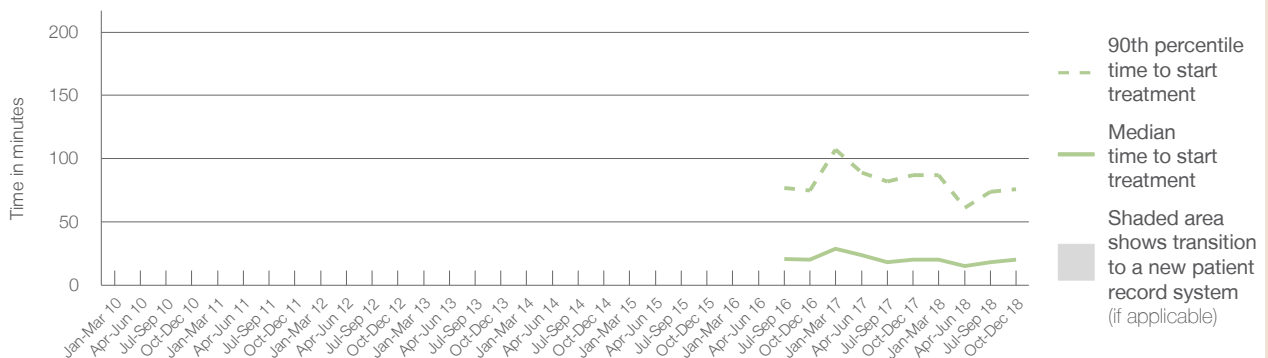
90th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
2,310	
2,240	
20 minutes	26 minutes
87 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^{†‡§}



	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 ⁴ (minutes)							20	20	20
90th percentile time to start treatment ⁵ (minutes)							75	87	76

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Byron Central 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: 753

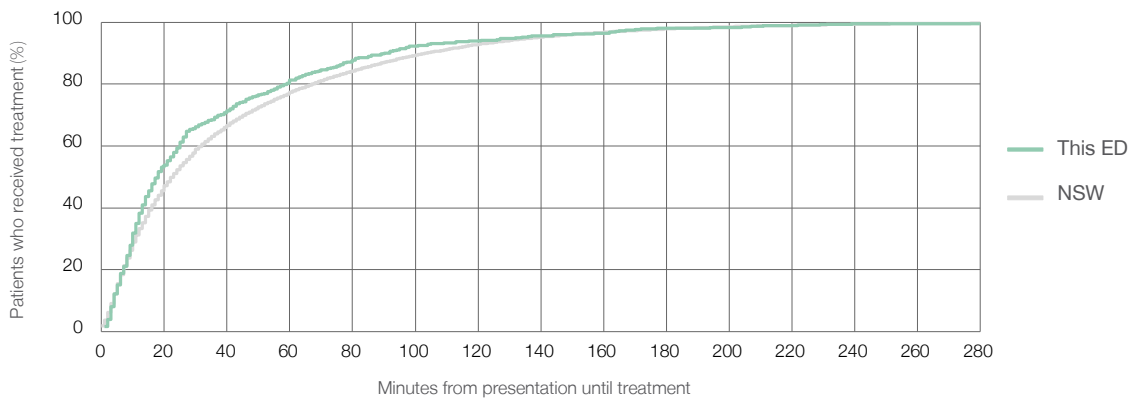
Number of triage 5 patients used to calculate waiting time:³ 693

Median time to start treatment⁴ 18 minutes

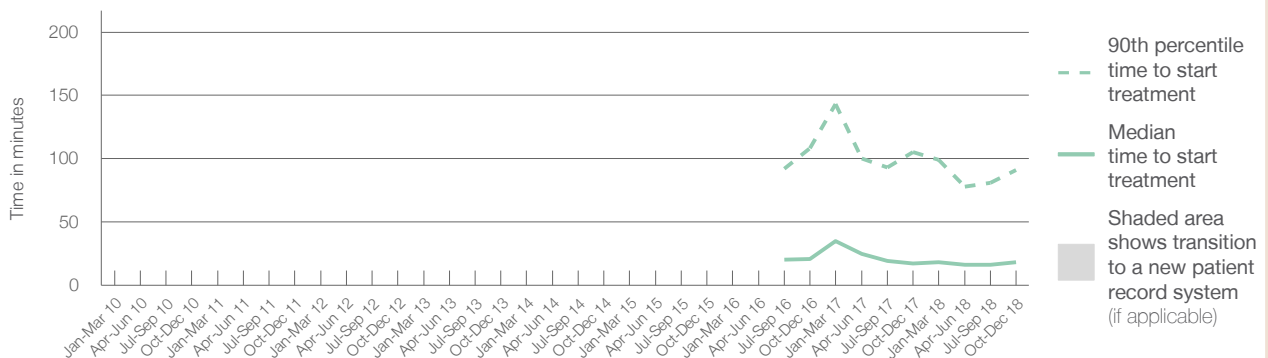
90th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
720	657
17 minutes	23 minutes
105 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^{†‡§}



	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 ⁴ (minutes)							21	17	18
90th percentile time to start treatment ⁵ (minutes)							108	105	91

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Byron Central Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 5,739 patients

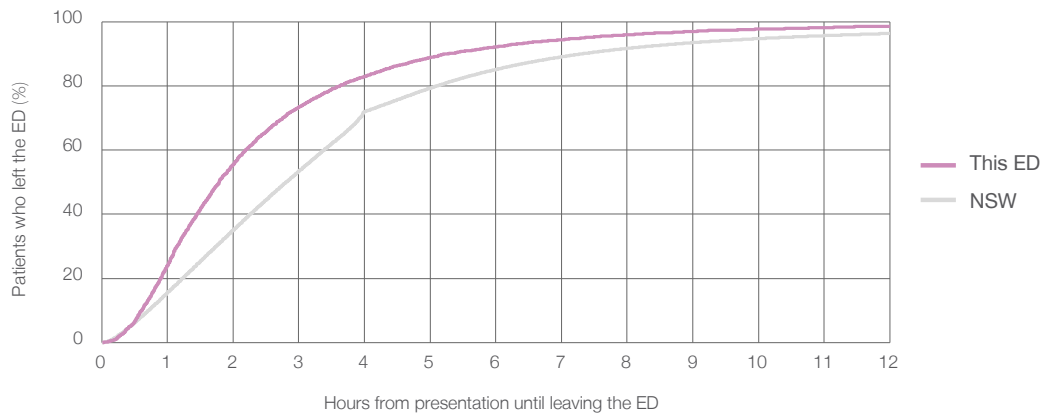
Presentations used to calculate time to leaving the ED:⁶ 5,736 patients

Median time spent in the ED⁸ 1 hours and 47 minutes

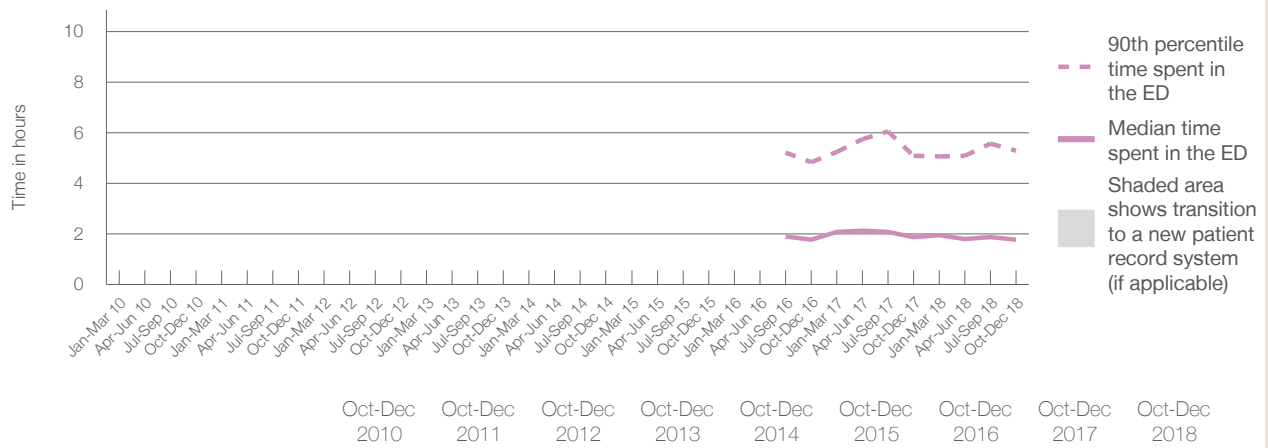
90th percentile time spent in the ED⁹ 5 hours and 17 minutes

Same period last year	NSW (this period)
5,473	5,473
1 hours and 53 minutes	2 hours and 49 minutes
5 hours and 6 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^{†‡§}



	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 ⁸ (hours, minutes)							1h 47m	1h 53m	1h 47m
90th percentile time spent in the ED ⁹ (hours, minutes)							4h 51m	5h 6m	5h 17m

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Byron Central Hospital: Time patients spent in the ED

By mode of separation

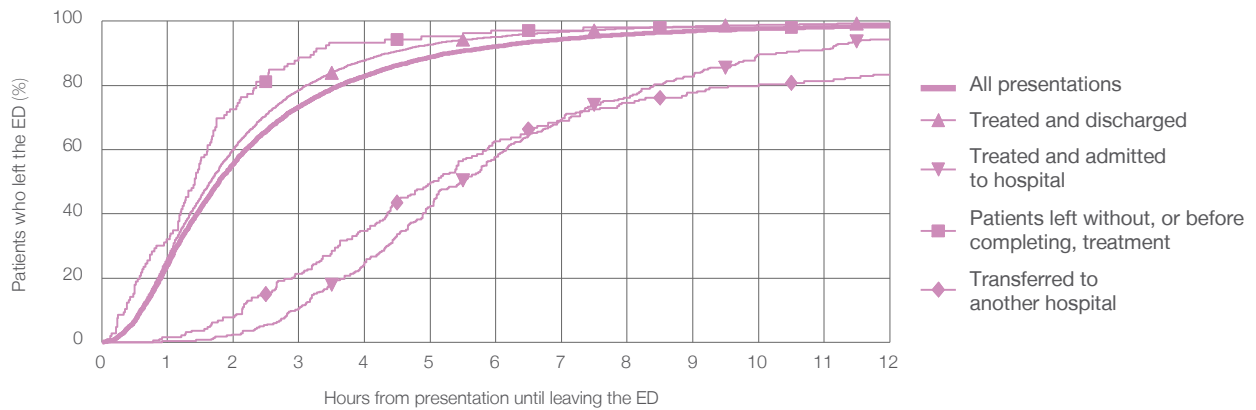
October to December 2018

All presentations:¹ 5,739 patients

Presentations used to calculate time to leaving the ED:⁶ 5,736 patients

		Same period last year	Change since one year ago
Treated and discharged	5,115 (89.1%)	4,656	9.9%
Treated and admitted to hospital	285 (5.0%)	476	-40.1%
Patient left without, or before completing, treatment	106 (1.8%)	115	-7.8%
Transferred to another hospital	193 (3.4%)	222	-13.1%
Other	40 (0.7%)	4	900.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018^{†‡§}



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

Treated and discharged	26.3%	60.1%	78.6%	87.8%	95.1%	97.7%	98.8%	99.4%
Treated and admitted to hospital	0.4%	2.5%	10.5%	24.9%	57.9%	76.1%	89.8%	94.4%
Patient left without, or before completing, treatment	32.1%	72.6%	88.7%	93.4%	97.2%	98.1%	98.1%	98.1%
Transferred to another hospital	1.6%	7.8%	21.2%	34.7%	62.7%	74.6%	80.3%	83.4%
All presentations	24.2%	55.6%	73.4%	82.9%	92.2%	95.9%	97.7%	98.6%

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Byron Central 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: ¹ 5,739 patients

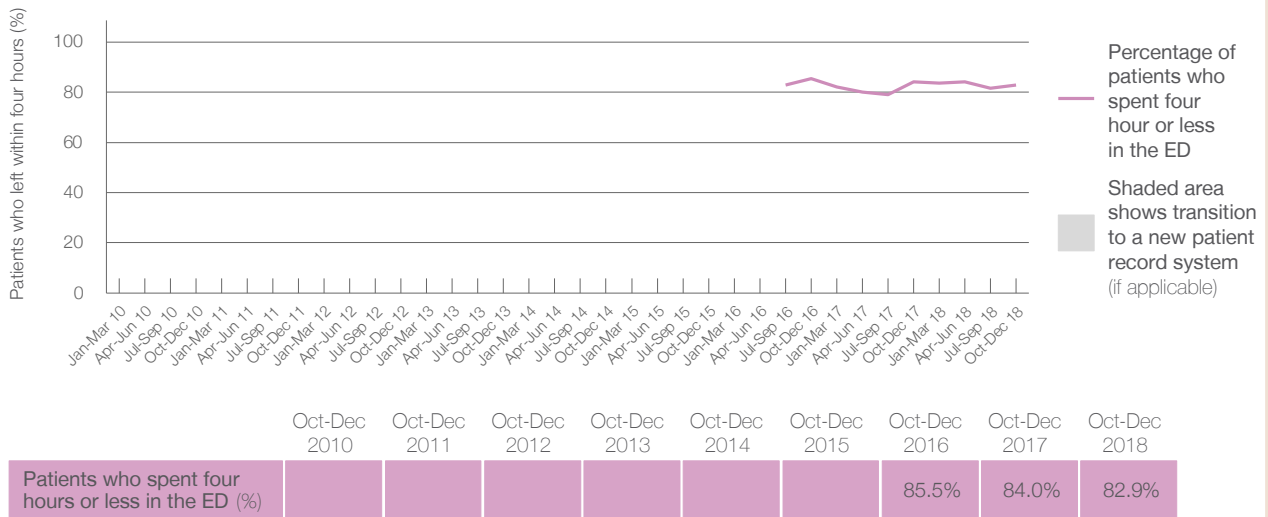
Presentations used to calculate time to leaving the ED: ⁶ 5,736 patients

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 5,739 patients	5,473	5%
Presentations used to calculate time to leaving the ED: ⁶ 5,736 patients	5,473	5%
Percentage of patients who spent four hours or less in the ED	84.0%	

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