

The Tweed Hospital: Emergency department (ED) overview

October to December 2018

All presentations:¹ 13,726 patients

Emergency presentations:² 13,328 patients

Same period last year	Change since one year ago
13,661	0%
13,192	1%

The Tweed Hospital: Time patients waited to start treatment³

October to December 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,772 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,141 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,361 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 976 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,738	
5 minutes	8 minutes
13 minutes	26 minutes
5,820	
15 minutes	20 minutes
42 minutes	72 minutes
4,360	
16 minutes	26 minutes
70 minutes	104 minutes
1,218	
11 minutes	23 minutes
62 minutes	104 minutes

The Tweed Hospital: Time from presentation until leaving the ED

October to December 2018

Attendances used to calculate time to leaving the ED:⁶ 13,725 patients

Percentage of patients who spent four hours or less in the ED 77%

Same period last year	Change since one year ago
13,661	0%
83%	

* 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.

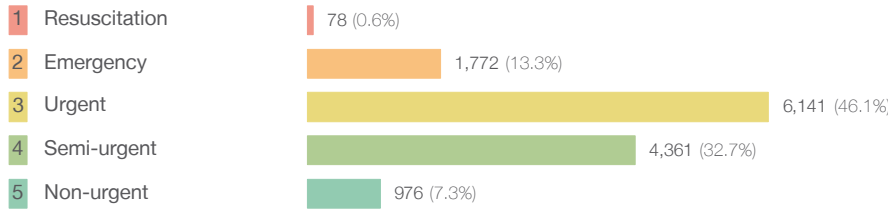
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

The Tweed Hospital: Patients presenting to the emergency department October to December 2018

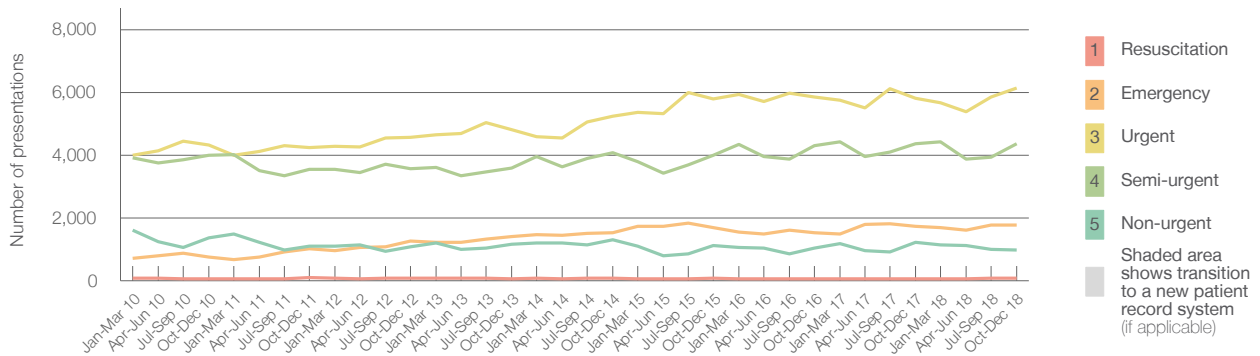
All presentations:¹ 13,726 patients

Emergency presentations² by triage category: 13,328 patients



	Same period last year	Change since one year ago
All presentations	13,661	0%
Emergency presentations	13,192	1%
1 Resuscitation	56	39.3%
2 Emergency	1,738	2.0%
3 Urgent	5,820	5.5%
4 Semi-urgent	4,360	0.0%
5 Non-urgent	1,218	-19.9%

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	55	108	84	68	86	72	59	56	78
Emergency	755	1,014	1,270	1,398	1,525	1,686	1,537	1,738	1,772
Urgent	4,313	4,233	4,568	4,812	5,235	5,784	5,849	5,820	6,141
Semi-urgent	3,988	3,550	3,573	3,593	4,081	3,997	4,306	4,360	4,361
Non-urgent	1,370	1,105	1,081	1,165	1,293	1,120	1,042	1,218	976
All emergency presentations	10,481	10,010	10,576	11,036	12,220	12,659	12,793	13,192	13,328

The Tweed Hospital: Patients arriving by ambulance October to December 2018

Arrivals used to calculate transfer of care time:⁷ 2,008 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,835	
ED Transfer of care time		
Median time	8 minutes	2 minutes
90th percentile time	20 minutes	15 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.

The Tweed 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: 1,772

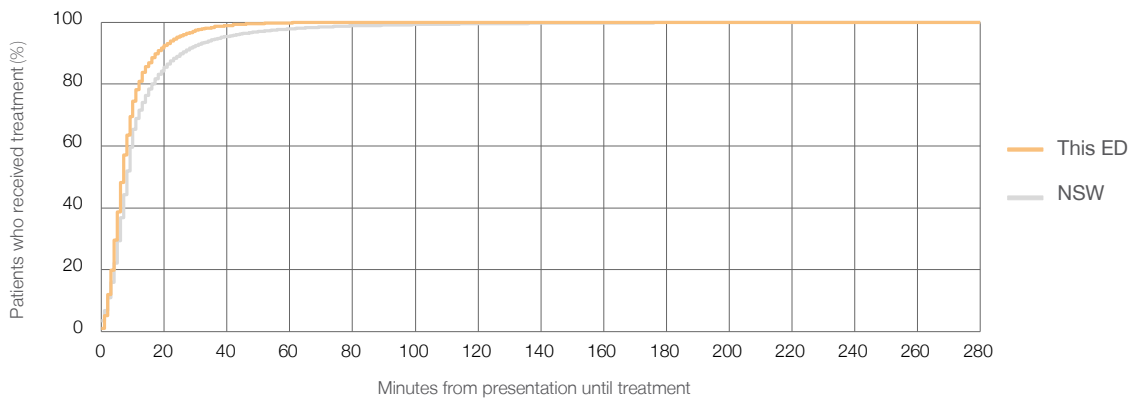
Number of triage 2 patients used to calculate waiting time:³ 1,768

Median time to start treatment⁴ 7 minutes

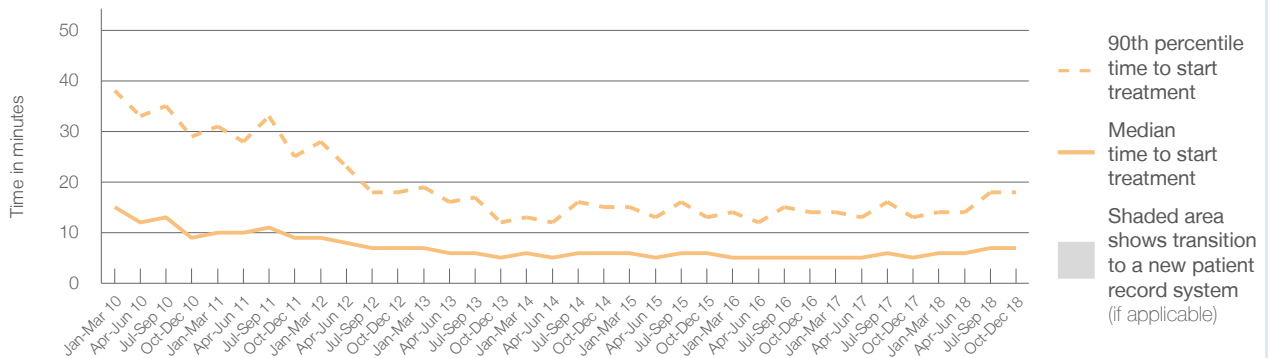
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,738	1,733
5 minutes	8 minutes
13 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)	9	9	7	5	6	6	5	5	7
90th percentile time to start treatment ⁵ (minutes)	29	25	18	12	15	13	14	13	18

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The Tweed 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: 6,141

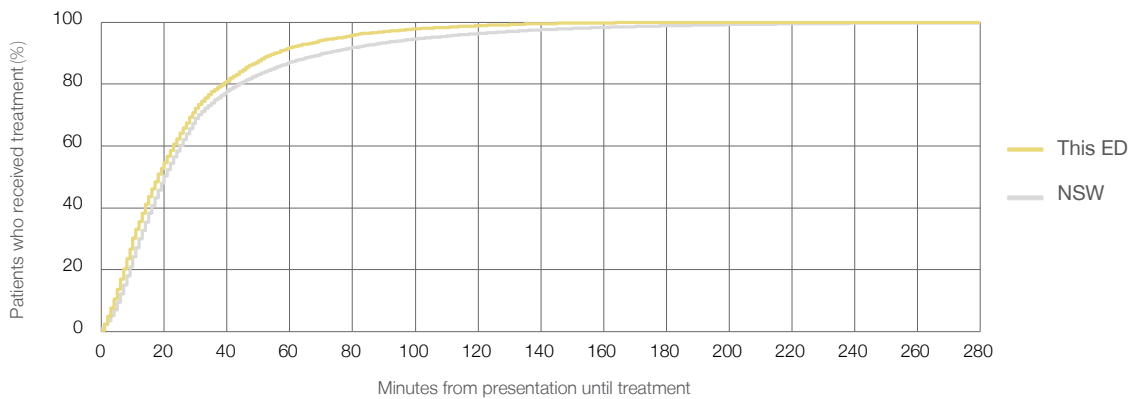
Number of triage 3 patients used to calculate waiting time:³ 6,034

Median time to start treatment⁴ 18 minutes

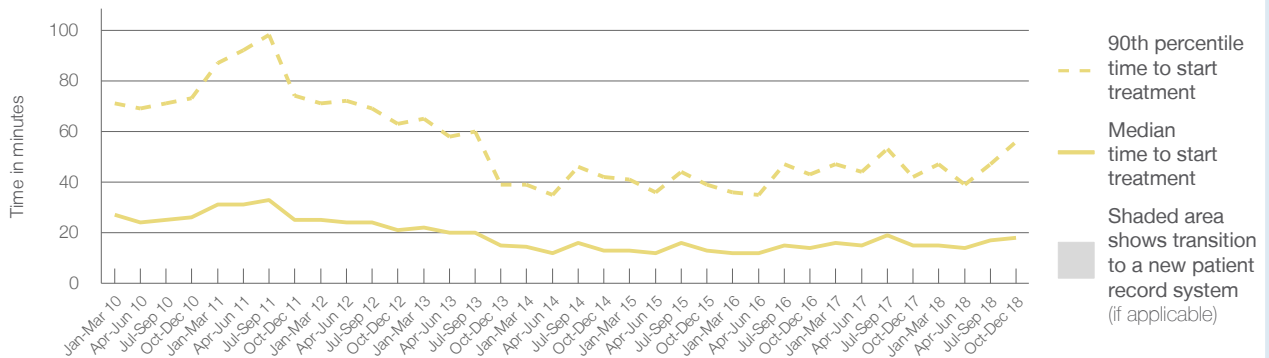
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
5,820	
5,764	
15 minutes	20 minutes
42 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)	26	25	21	15	13	13	14	15	18
90th percentile time to start treatment ⁵ (minutes)	73	74	63	39	42	39	43	42	56

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The Tweed 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: 4,361

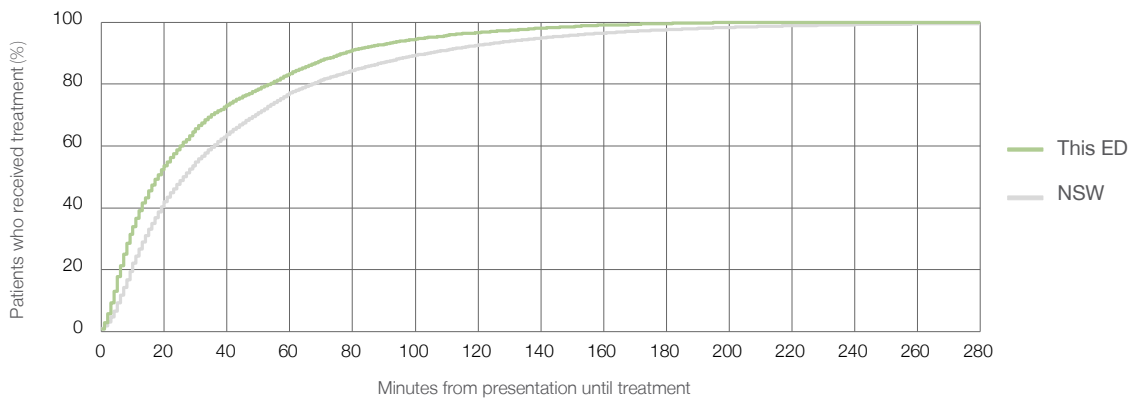
Number of triage 4 patients used to calculate waiting time:³ 4,187

Median time to start treatment⁴ 18 minutes

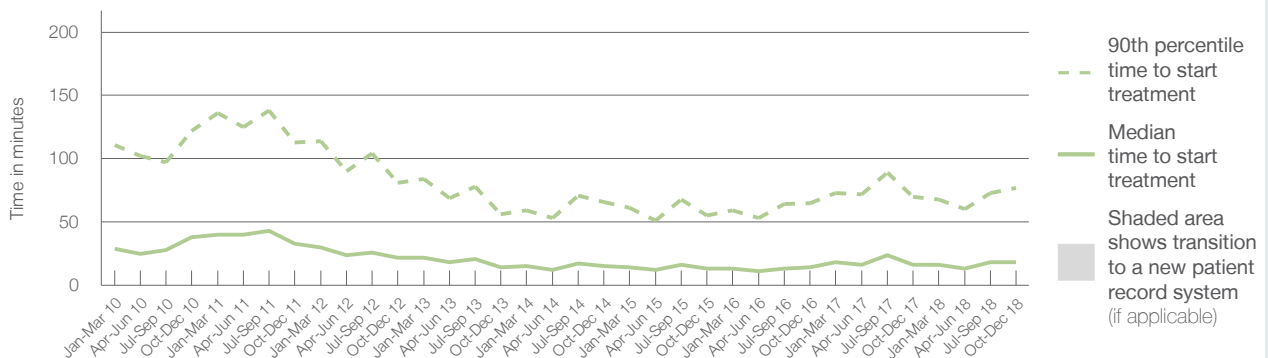
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
4,360	4,190
16 minutes	26 minutes
70 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)	38	33	22	14	15	13	14	16	18
90th percentile time to start treatment ⁵ (minutes)	122	113	81	56	66	55	65	70	77

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The Tweed 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: 976

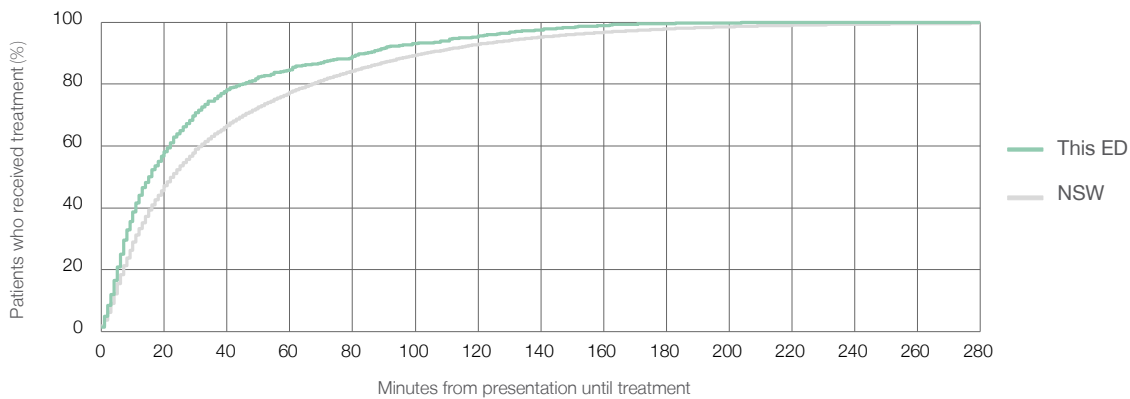
Number of triage 5 patients used to calculate waiting time:³ 914

Median time to start treatment⁴ 15 minutes

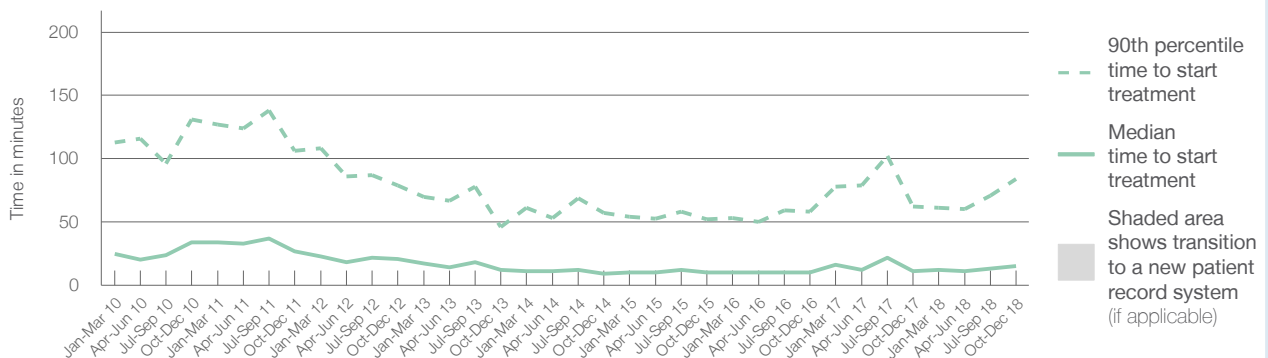
90th percentile time to start treatment⁵ 84 minutes

Same period last year	NSW (this period)
1,218	1,129
11 minutes	23 minutes
62 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)	34	27	21	12	9	10	10	11	15
90th percentile time to start treatment ⁵ (minutes)	131	106	79	46	57	52	58	62	84

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The Tweed Hospital: Time patients spent in the ED

October to December 2018

All presentations:¹ 13,726 patients

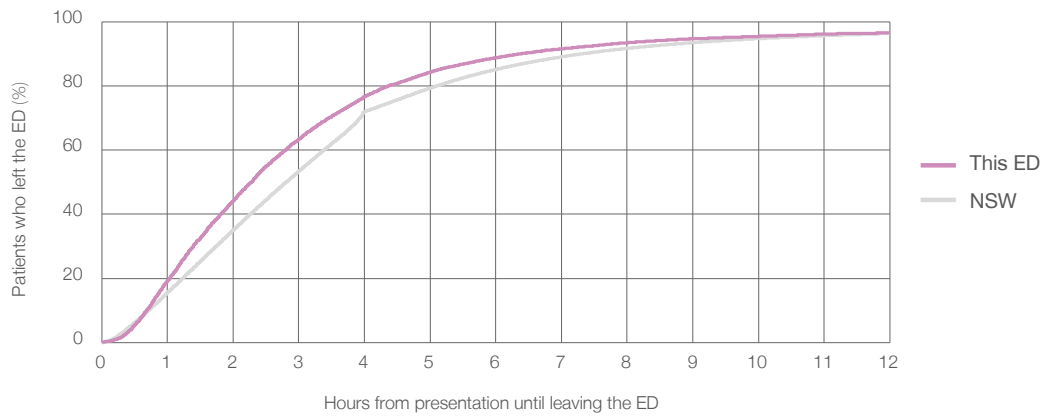
Presentations used to calculate time to leaving the ED:⁶ 13,725 patients

Median time spent in the ED⁸ 2 hours and 17 minutes

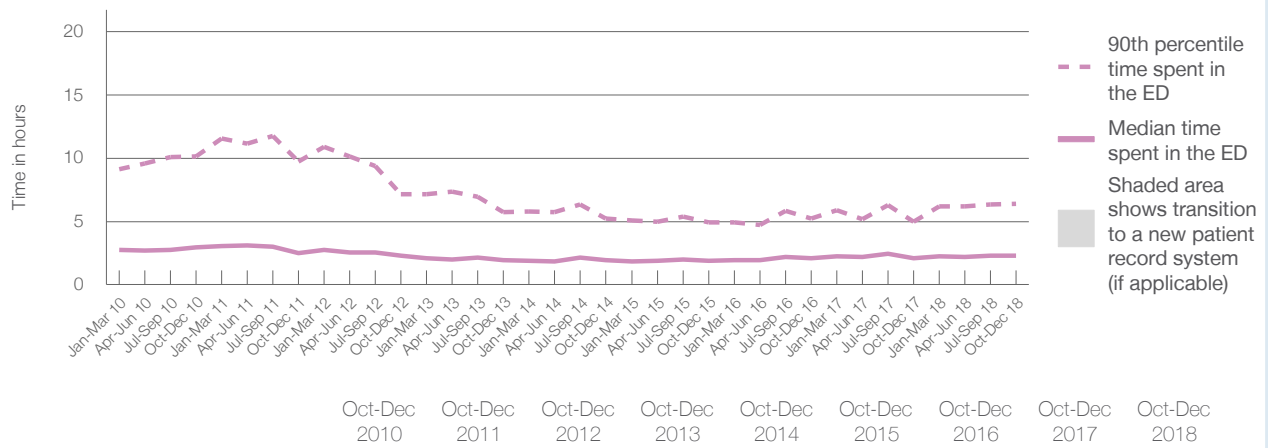
90th percentile time spent in the ED⁹ 6 hours and 23 minutes

Same period last year	NSW (this period)
13,661	13,661
2 hours and 7 minutes	2 hours and 49 minutes
4 hours and 59 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)	2h 56m	2h 30m	2h 19m	1h 57m	1h 57m	1h 55m	2h 7m	2h 7m	2h 17m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 7m	9h 43m	7h 8m	5h 44m	5h 14m	4h 57m	5h 15m	4h 59m	6h 23m

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The Tweed Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

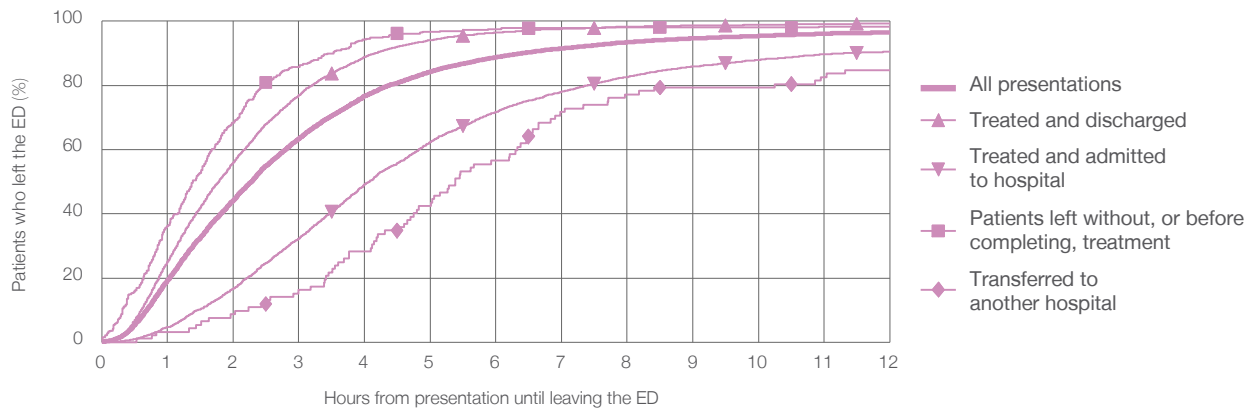
All presentations:¹ 13,726 patients

Presentations used to calculate time to leaving the ED:⁶ 13,725 patients

Treated and discharged	9,090 (66.2%)
Treated and admitted to hospital	4,138 (30.1%)
Patient left without, or before completing, treatment	367 (2.7%)
Transferred to another hospital	92 (0.7%)
Other	39 (0.3%)

Same period last year	Change since one year ago
13,661	0%
9,070	0.2%
4,194	-1.3%
279	31.5%
87	5.7%
31	25.8%

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	25.1%	56.1%	76.9%	88.9%	96.4%	98.3%	98.9%	99.3%
Treated and admitted to hospital	4.7%	16.7%	32.3%	49.2%	71.7%	82.6%	88.0%	90.5%
Patient left without, or before completing, treatment	36.2%	68.4%	85.8%	94.3%	97.5%	98.1%	98.1%	98.4%
Transferred to another hospital	3.3%	8.7%	16.3%	28.3%	56.5%	77.2%	79.3%	84.8%
All presentations	19.3%	44.3%	63.4%	76.7%	88.7%	93.4%	95.4%	96.5%

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The Tweed 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 13,726 patients

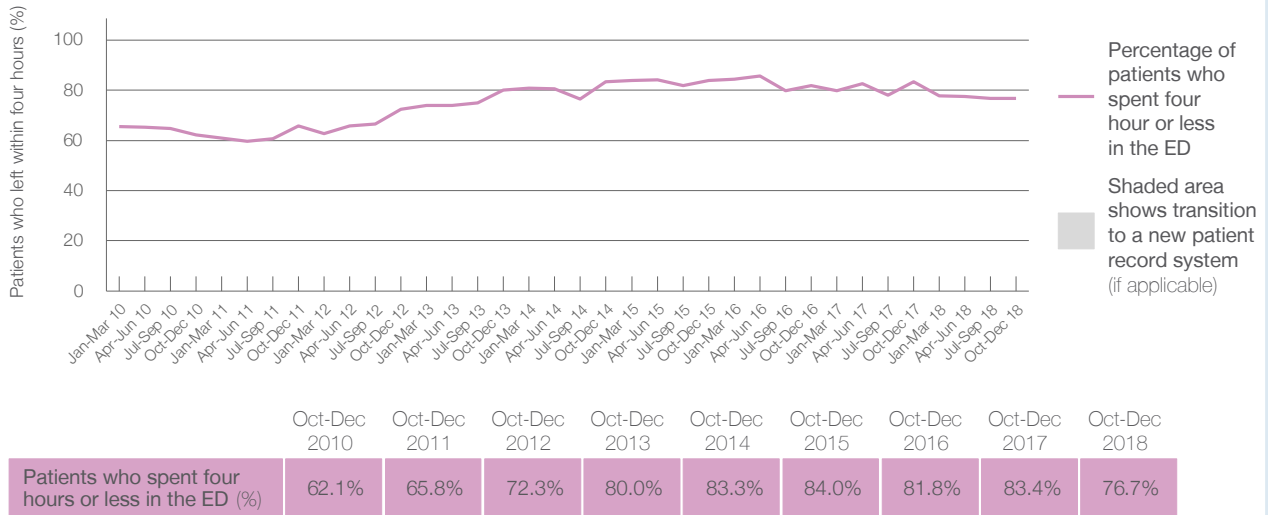
Presentations used to calculate time to leaving the ED: ⁶ 13,725 patients

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 13,726 patients	13,661	0%
Presentations used to calculate time to leaving the ED: ⁶ 13,725 patients	13,661	0%
Percentage of patients who spent four hours or less in the ED	83.4%	

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.

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‡ 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).