

The Tweed Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 12,626 patients

Emergency presentations:² 12,312 patients

Same period last year	Change since one year ago
12,698	-0.6%
12,434	-1.0%

The Tweed Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,608 patients

Median time to start treatment⁴ 5 minutes
 95th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,951 patients

Median time to start treatment⁴ 15 minutes
 95th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,855 patients

Median time to start treatment⁴ 13 minutes
 95th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 843 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
1,839	
6 minutes	8 minutes
22 minutes	41 minutes
5,992	
16 minutes	21 minutes
57 minutes	103 minutes
3,689	
16 minutes	27 minutes
93 minutes	139 minutes
855	
12 minutes	24 minutes
84 minutes	138 minutes

The Tweed Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 12,616 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
12,698	-0.6%
81.9%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the Technical Supplement: Emergency department measures, July to September 2016.
4. 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.
5. The 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

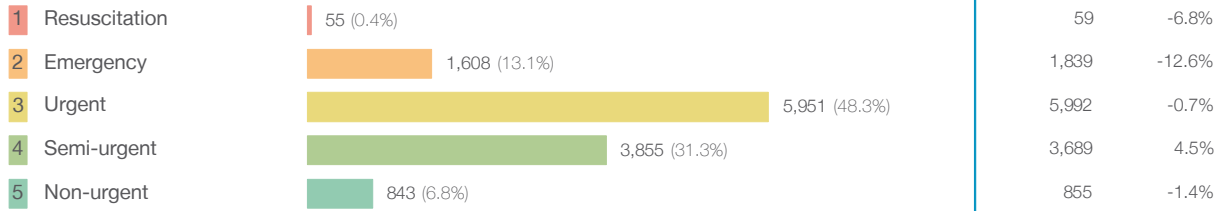
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

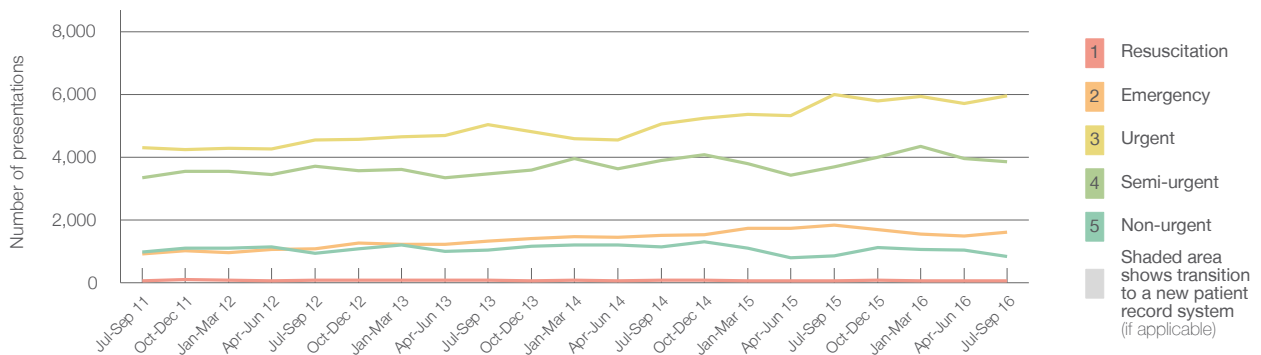
The Tweed Hospital: Patients presenting to the emergency department July to September 2016

All presentations:¹ 12,626 patients

Emergency presentations² by triage category: 12,312 patients



Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	67	86	78	74	59	55
Emergency	925	1,083	1,322	1,503	1,839	1,608
Urgent	4,295	4,544	5,036	5,061	5,992	5,951
Semi-urgent	3,341	3,709	3,462	3,887	3,689	3,855
Non-urgent	974	943	1,036	1,140	855	843
All emergency presentations	9,602	10,365	10,934	11,665	12,434	12,312

The Tweed Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,925 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.

The Tweed Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 1,608

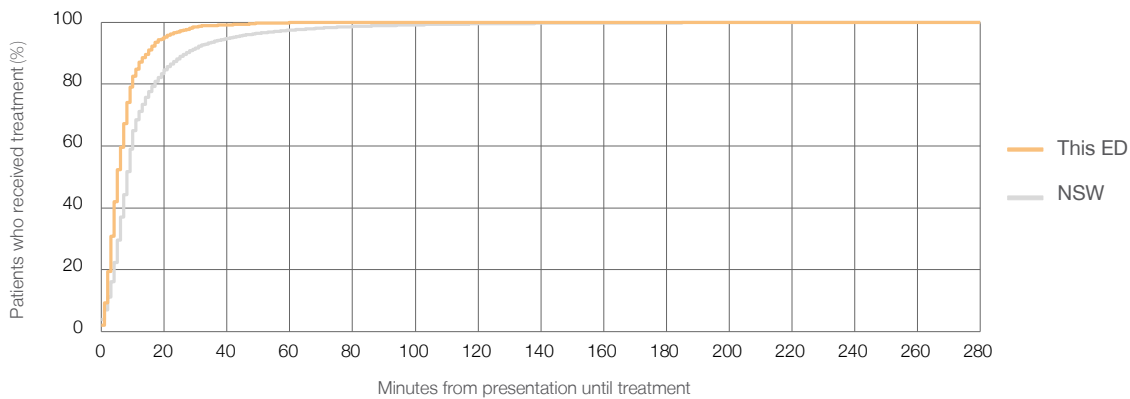
Number of triage 2 patients used to calculate waiting time:³ 1,603

Median time to start treatment⁴ 5 minutes

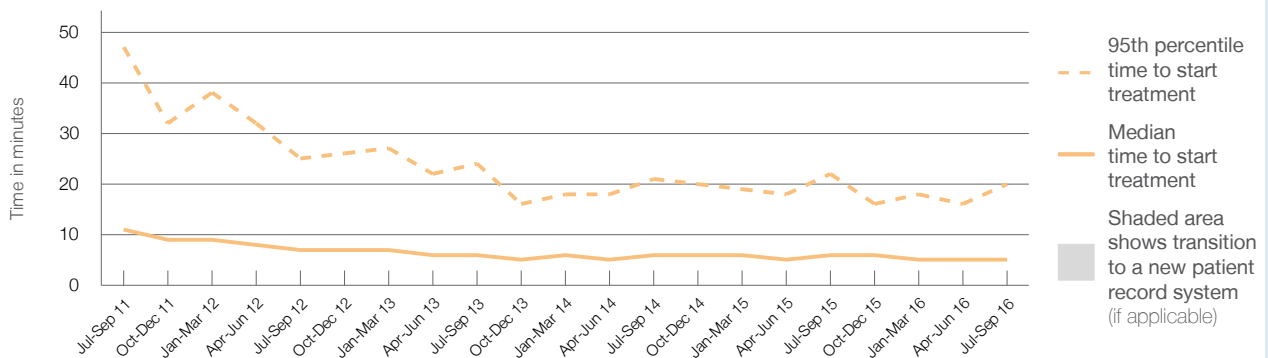
95th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
1,839	1,835
6 minutes	8 minutes
22 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	11	7	6	6	6	5
95th percentile time to start treatment ⁵ (minutes)	47	25	24	21	22	20

(†) 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 3 July to September 2016

Triage 3 Urgent (e.g. moderate blood loss, dehydration)

Number of triage 3 patients: 5,951

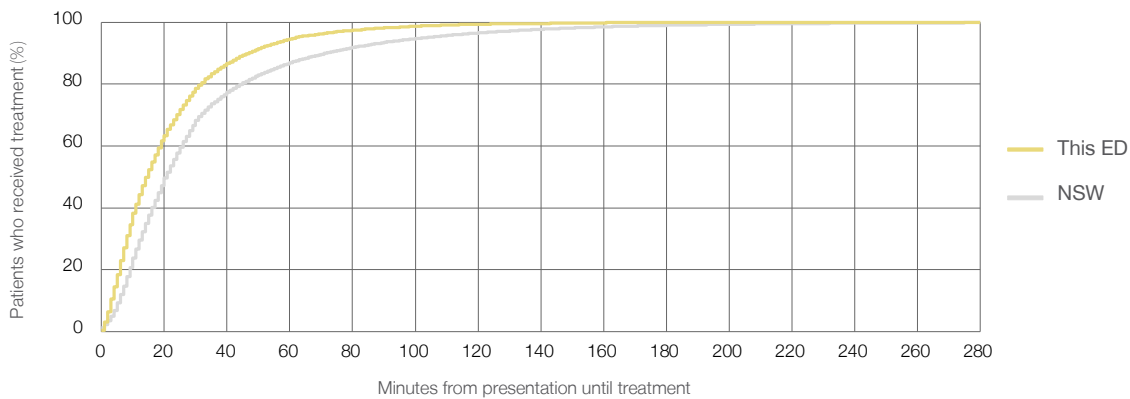
Number of triage 3 patients used to calculate waiting time:³ 5,887

Median time to start treatment⁴ 15 minutes

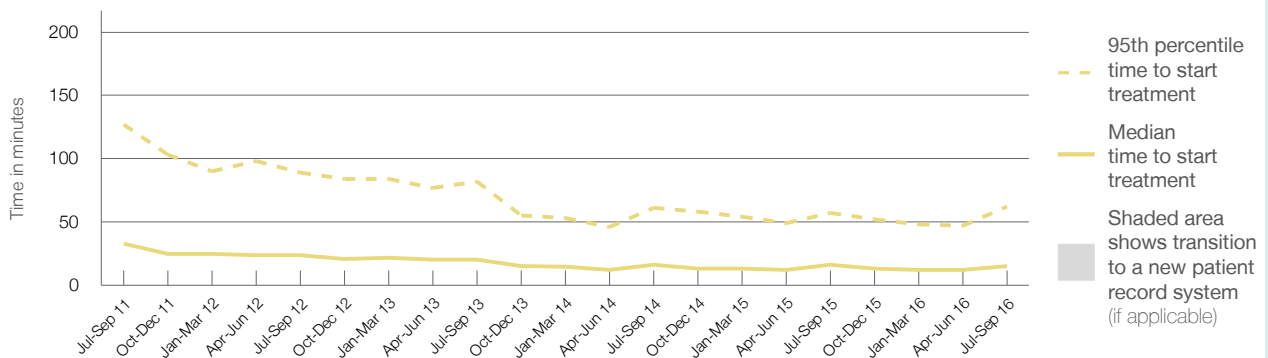
95th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
5,992	5,936
16 minutes	21 minutes
57 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	33	24	20	16	16	15
95th percentile time to start treatment ⁵ (minutes)	127	89	82	61	57	62

(†) 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 4 July to September 2016

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

Number of triage 4 patients: 3,855

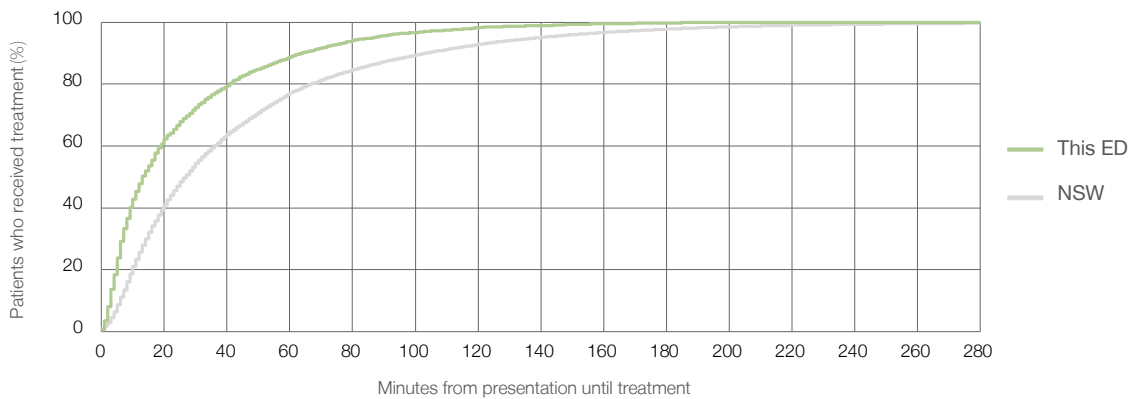
Number of triage 4 patients used to calculate waiting time:³ 3,739

Median time to start treatment⁴ 13 minutes

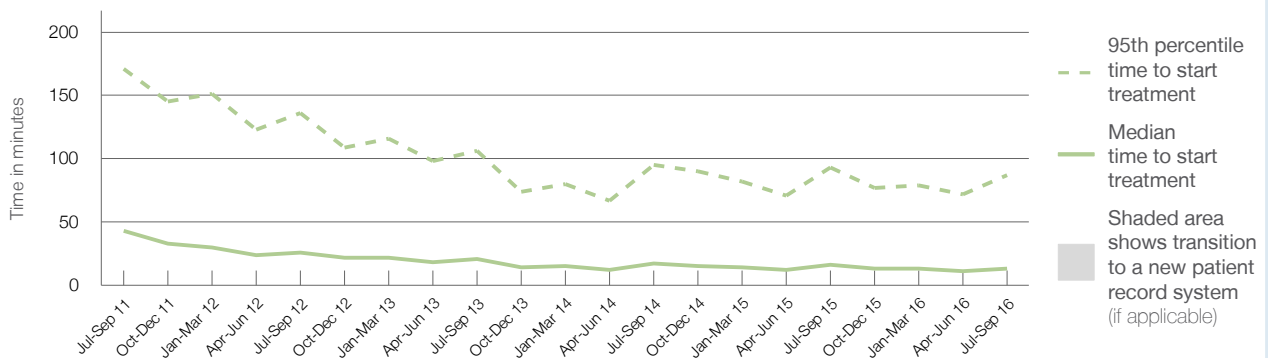
95th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
3,689	3,591
16 minutes	27 minutes
93 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	43	26	21	17	16	13
95th percentile time to start treatment ⁵ (minutes)	171	136	106	95	93	87

(†) 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 5

July to September 2016

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

Number of triage 5 patients: 843

Number of triage 5 patients used to calculate waiting time:³ 801

Median time to start treatment⁴

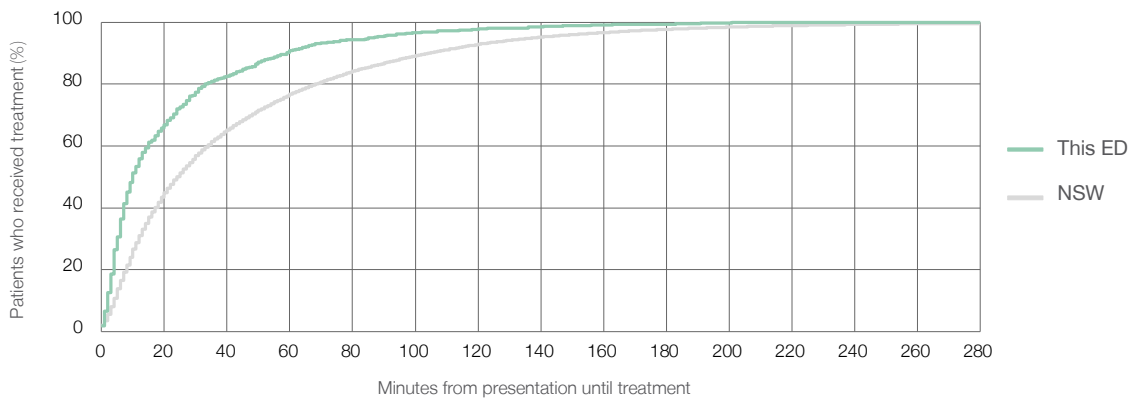
10 minutes

95th percentile time to start treatment⁵

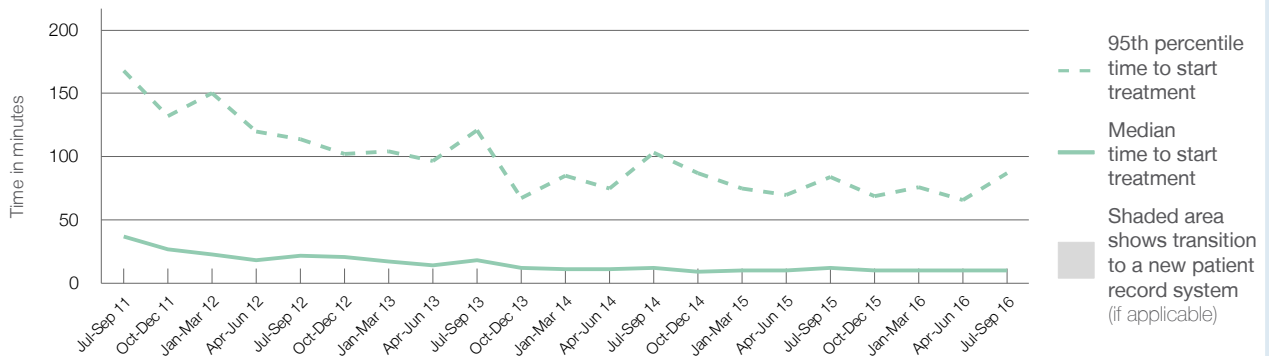
87 minutes

Same period last year	NSW (this period)
855	
814	
12 minutes	24 minutes
84 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	37	22	18	12	12	10
95th percentile time to start treatment ⁵ (minutes)	168	114	121	103	84	87

(†) 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 spent in the ED

July to September 2016

All presentations:¹ 12,626 patients

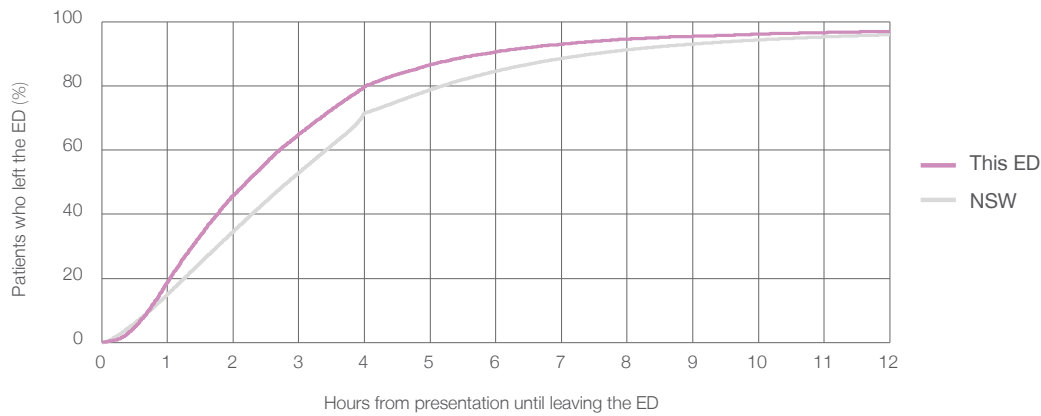
Presentations used to calculate time to leaving the ED:⁶ 12,616 patients

Median time spent in the ED⁸ 2 hours and 12 minutes

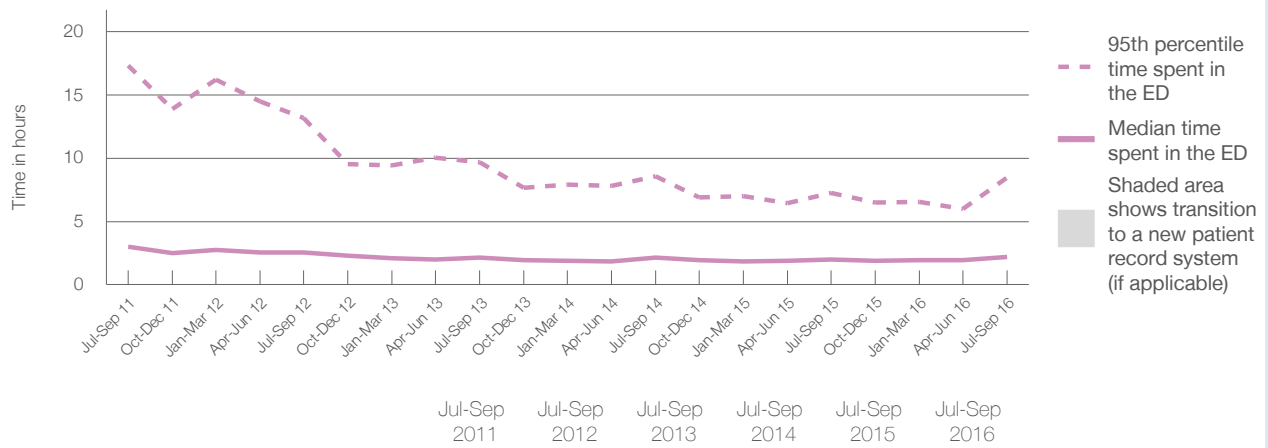
95th percentile time spent in the ED⁹ 8 hours and 27 minutes

Same period last year	NSW (this period)
12,698	12,698
2 hours and 1 minutes	2 hours and 50 minutes
7 hours and 16 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 1m	2h 33m	2h 9m	2h 10m	2h 1m	2h 12m
95th percentile time to leaving the ED ⁹ (hours, minutes)	17h 19m	13h 9m	9h 41m	8h 35m	7h 16m	8h 27m

(†) 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 spent in the ED
By mode of separation
July to September 2016

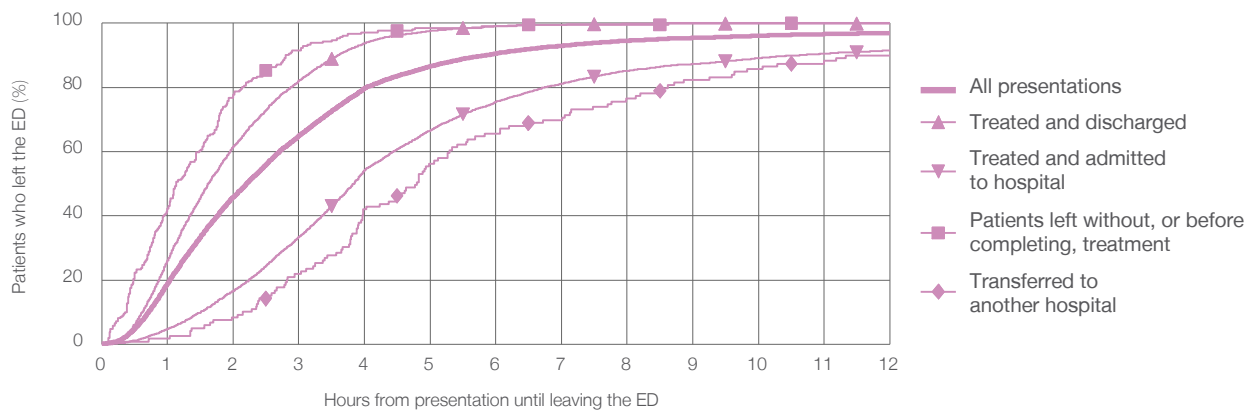
All presentations:¹ 12,626 patients

Presentations used to calculate time to leaving the ED:⁶ 12,616 patients

Treated and discharged	7,914 (62.7%)
Treated and admitted to hospital	4,339 (34.4%)
Patient left without, or before completing, treatment	211 (1.7%)
Transferred to another hospital	119 (0.9%)
Other	43 (0.3%)

Same period last year	Change since one year ago
12,698	-0.6%
8,044	-1.6%
4,256	2.0%
185	14.1%
175	-32.0%
38	13.2%

Percentage of patients who left the ED by time and mode of separation, July to September 2016 ^{††}



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	26.2%	61.6%	82.1%	93.8%	99.0%	99.8%	100%	100%
Treated and admitted to hospital	4.8%	16.6%	33.5%	54.2%	75.5%	85.2%	89.1%	91.6%
Patient left without, or before completing, treatment	42.2%	77.7%	91.5%	97.2%	99.1%	99.5%	100%	100%
Transferred to another hospital	1.7%	8.4%	21.8%	42.0%	65.5%	76.5%	85.7%	89.9%
All presentations	19.0%	45.9%	65.0%	79.7%	90.6%	94.6%	96.1%	97.0%

(†) 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 spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2016

All presentations at the emergency department: ¹ 12,626 patients

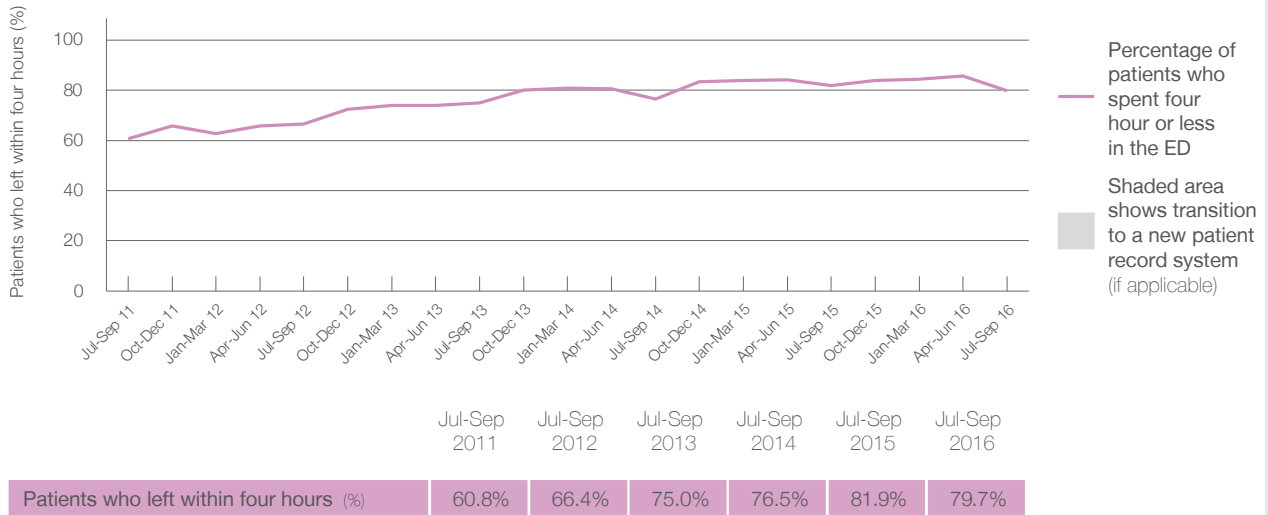
Presentations used to calculate time to leaving the ED: ⁶ 12,616 patients

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	12,698	-0.6%
Presentations used to calculate time to leaving the ED	12,698	-0.6%
Percentage of patients who spent four hours or less in the ED	81.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2011 to September 2016 ^{†‡}



* 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: Emergency department measures, July to September 2016.
- 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).