

Hospital Quarterly

Performance Profiles

Emergency Department

Northern NSW Local Health District

July to September 2016

Ballina District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,882 patients
Emergency presentations:² 3,666 patients

Same period last year	Change since one year ago
3,969	-2.2%
3,760	-2.5%

Ballina District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 353 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,198 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,813 patients

Median time to start treatment⁴ 25 minutes
95th percentile time to start treatment⁵ 142 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 290 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 180 minutes

Same period last year	NSW (this period)
288	
7 minutes	8 minutes
38 minutes	41 minutes
1,214	
20 minutes	21 minutes
88 minutes	103 minutes
1,930	
24 minutes	27 minutes
152 minutes	139 minutes
315	
25 minutes	24 minutes
142 minutes	138 minutes

Ballina District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,881 patients

Percentage of patients who spent four hours or less in the ED 74.7%

Same period last year	Change since one year ago
3,969	-2.2%
78.7%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

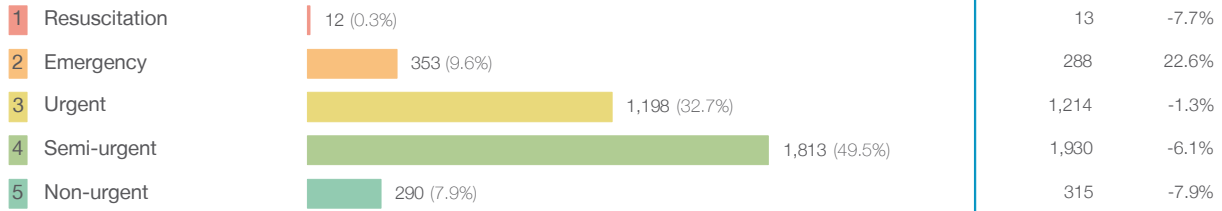
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Ballina District Hospital: Patients presenting to the emergency department July to September 2016

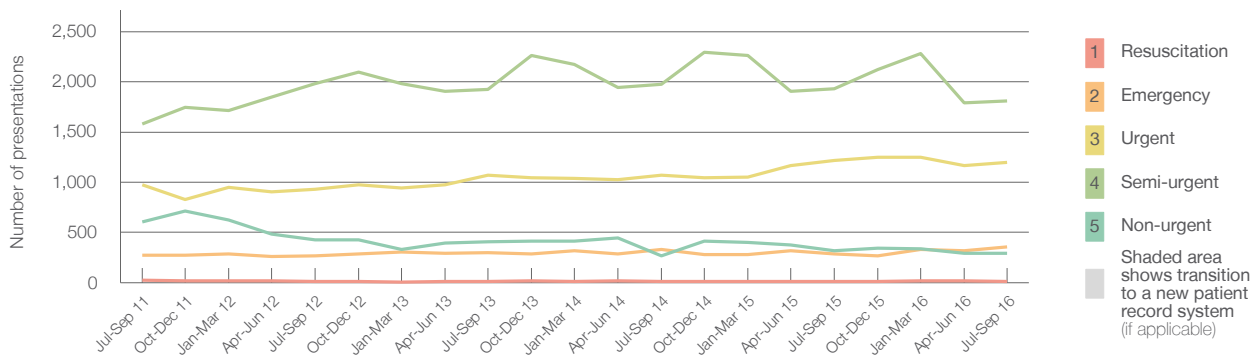
All presentations:¹ 3,882 patients

Emergency presentations² by triage category: 3,666 patients



Same period last year	Change since one year ago
3,969	-2.2%
3,760	-2.5%
13	-7.7%
288	22.6%
1,214	-1.3%
1,930	-6.1%
315	-7.9%

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	27	14	13	13	13	12
Emergency	275	270	301	328	288	353
Urgent	977	933	1,072	1,070	1,214	1,198
Semi-urgent	1,579	1,985	1,927	1,976	1,930	1,813
Non-urgent	607	426	410	270	315	290
All emergency presentations	3,465	3,628	3,723	3,657	3,760	3,666

Ballina District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 252 patients **

ED Transfer of care time



Same period last year	Change since one year ago
257	
14 minutes	-1 minute
44 minutes	-4 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Ballina District 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: 353

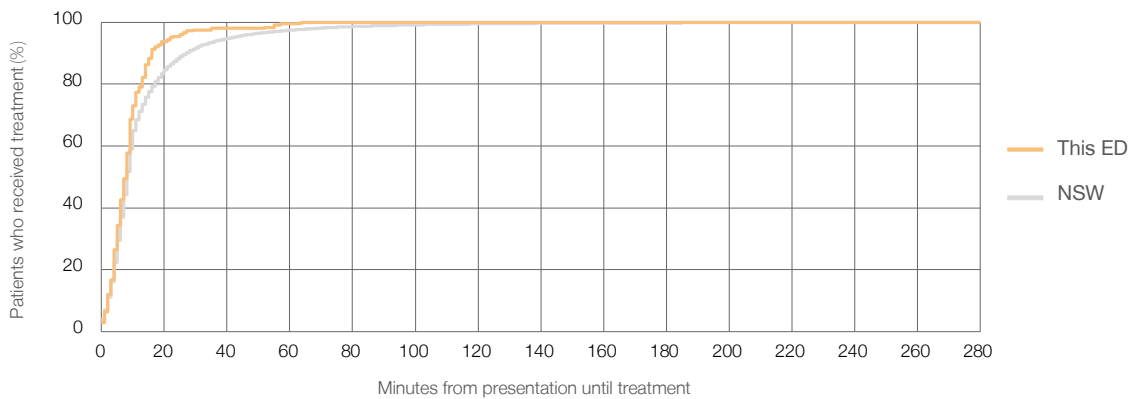
Number of triage 2 patients used to calculate waiting time:³ 352

Median time to start treatment⁴ 8 minutes

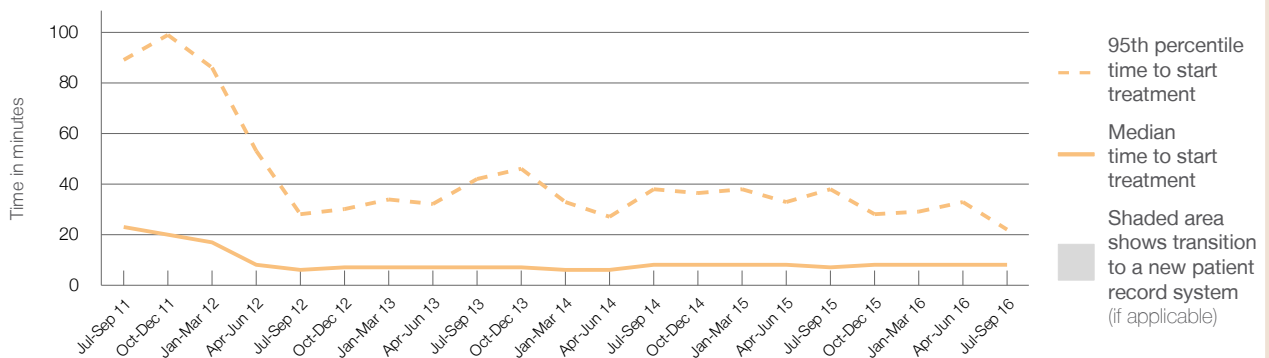
95th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
288	287
7 minutes	8 minutes
38 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)	23	6	7	8	7	8
95th percentile time to start treatment ⁵ (minutes)	89	28	42	38	38	22

(†) 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.

Ballina District 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: 1,198

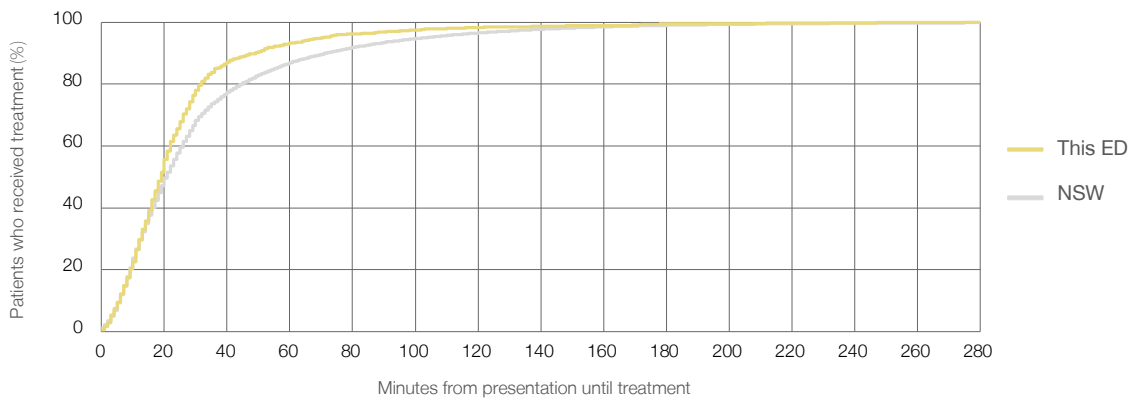
Number of triage 3 patients used to calculate waiting time:³ 1,166

Median time to start treatment⁴ 19 minutes

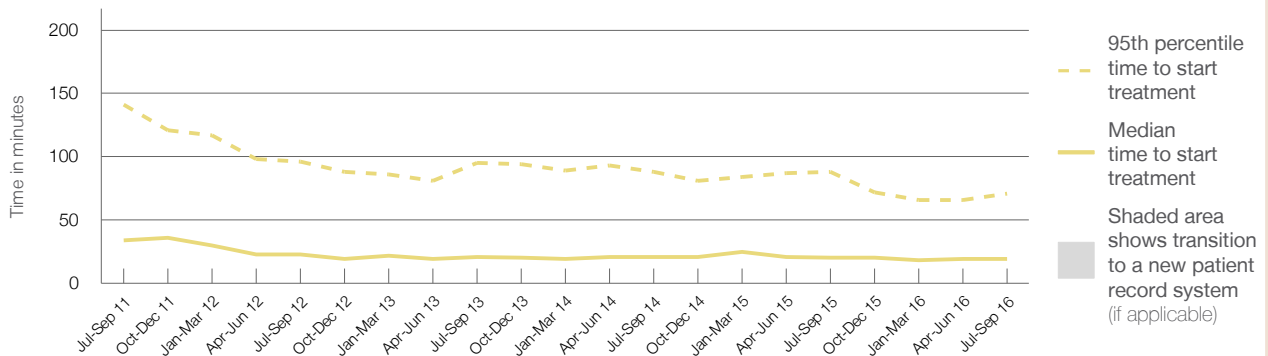
95th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
1,214	1,177
20 minutes	21 minutes
88 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)	34	23	21	21	20	19
95th percentile time to start treatment ⁵ (minutes)	141	96	95	88	88	71

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Ballina District 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: 1,813

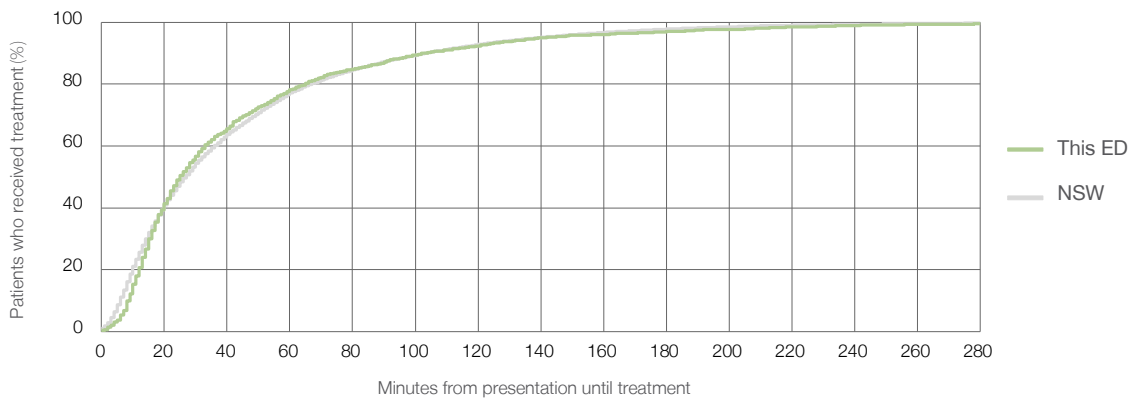
Number of triage 4 patients used to calculate waiting time:³ 1,598

Median time to start treatment⁴ 25 minutes

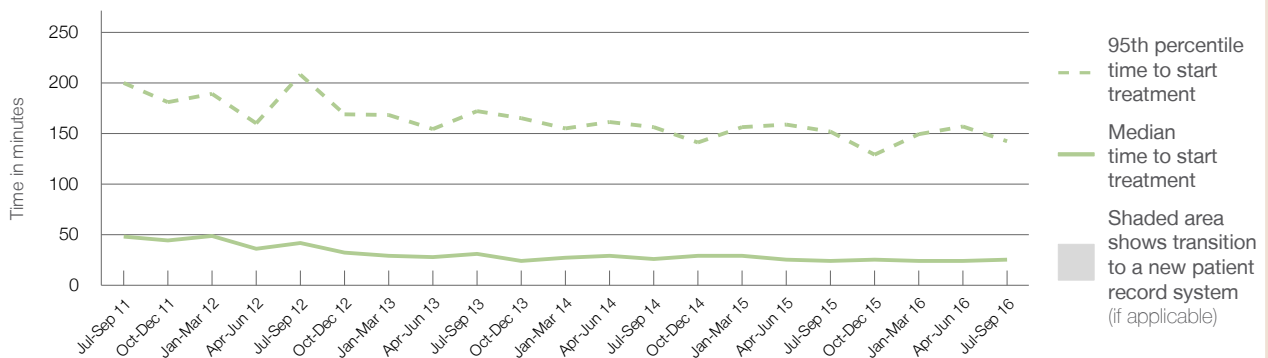
95th percentile time to start treatment⁵ 142 minutes

Same period last year	NSW (this period)
1,930	1,720
24 minutes	27 minutes
152 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)	48	42	31	26	24	25
95th percentile time to start treatment ⁵ (minutes)	200	208	172	156	152	142

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Ballina District 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: 290

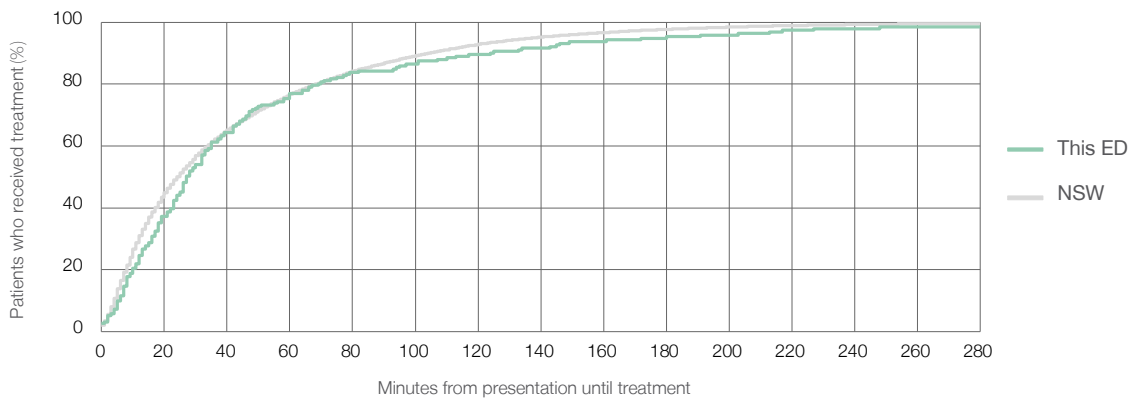
Number of triage 5 patients used to calculate waiting time:³ 191

Median time to start treatment⁴ 27 minutes

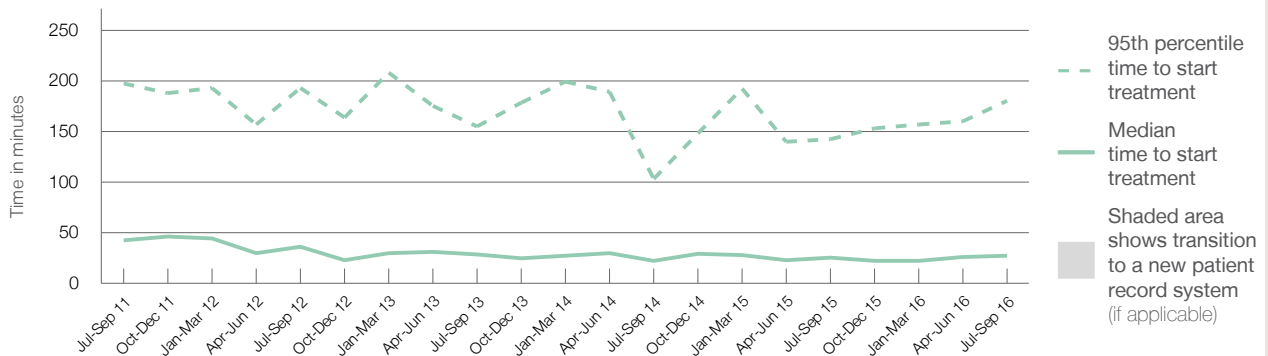
95th percentile time to start treatment⁵ 180 minutes

Same period last year	NSW (this period)
315	208
25 minutes	24 minutes
142 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)	43	36	29	22	25	27
95th percentile time to start treatment ⁵ (minutes)	197	193	155	103	142	180

(†) Data points are not shown in graphs for quarters when patient numbers are too small.

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Ballina District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 3,882 patients

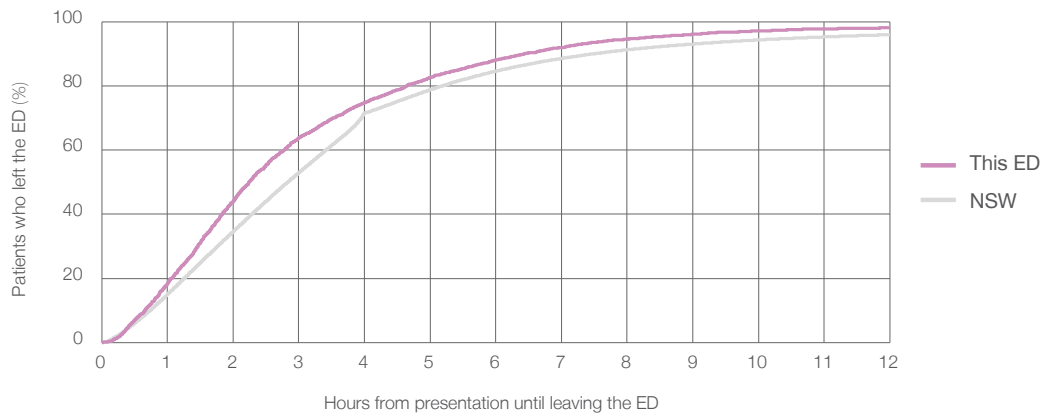
Presentations used to calculate time to leaving the ED:⁶ 3,881 patients

Median time spent in the ED⁸ 2 hours and 15 minutes

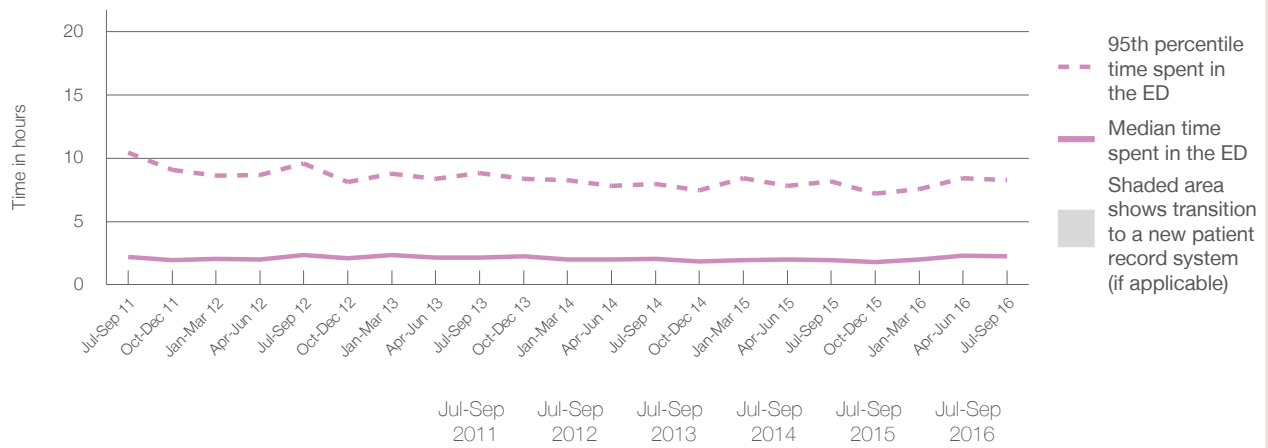
95th percentile time spent in the ED⁹ 8 hours and 16 minutes

Same period last year	NSW (this period)
3,969	3,969
1 hours and 57 minutes	2 hours and 50 minutes
8 hours and 10 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)	2h 11m	2h 20m	2h 10m	2h 3m	1h 57m	2h 15m
95th percentile time to leaving the ED ⁹ (hours, minutes)	10h 25m	9h 36m	8h 49m	7h 57m	8h 10m	8h 16m

(†) 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.

Ballina District Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

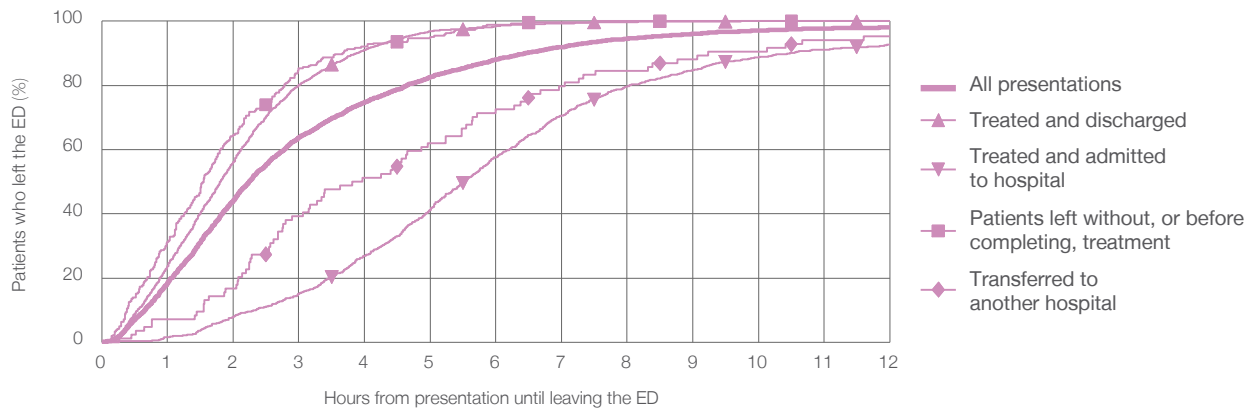
All presentations:¹ 3,882 patients

Presentations used to calculate time to leaving the ED:⁶ 3,881 patients

Treated and discharged	2,580 (66.5%)
Treated and admitted to hospital	936 (24.1%)
Patient left without, or before completing, treatment	265 (6.8%)
Transferred to another hospital	84 (2.2%)
Other	17 (0.4%)

Same period last year	Change since one year ago
3,969	-2.2%
2,727	-5.4%
884	5.9%
219	21.0%
125	-32.8%
14	21.4%

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	23.7%	56.2%	80.1%	91.0%	98.4%	99.7%	100%	100%
Treated and admitted to hospital	1.5%	8.0%	15.1%	26.9%	57.7%	79.7%	88.7%	92.7%
Patient left without, or before completing, treatment	31.3%	64.5%	85.3%	92.1%	98.9%	100%	100%	100%
Transferred to another hospital	7.1%	16.7%	39.3%	51.2%	72.6%	84.5%	90.5%	95.2%
All presentations	18.5%	44.2%	63.8%	74.7%	88.1%	94.6%	97.1%	98.1%

(†) 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.

Ballina District 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 3,882 patients

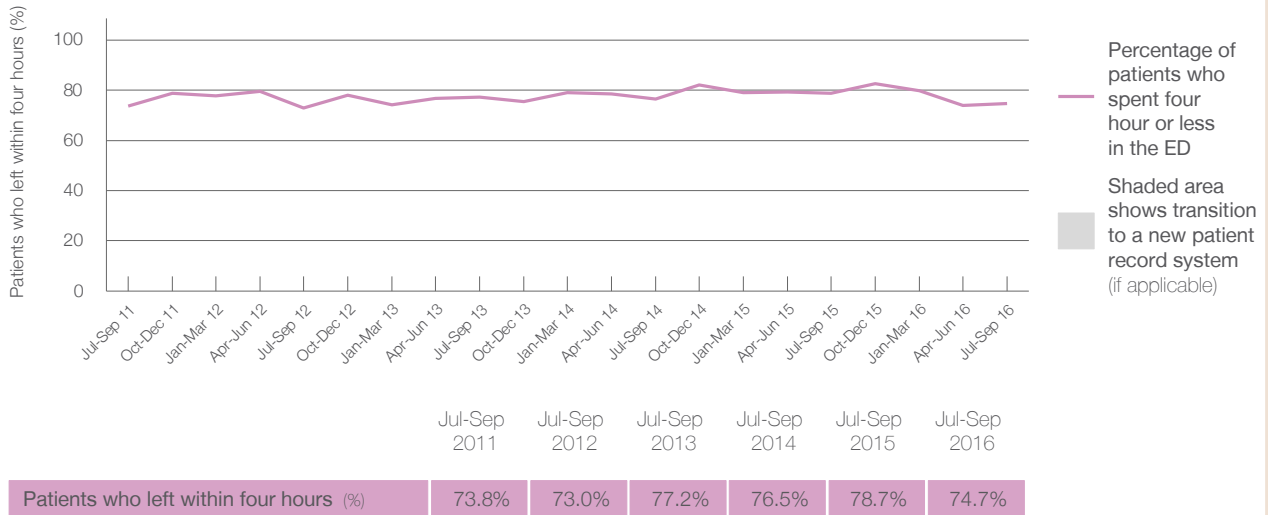
Presentations used to calculate time to leaving the ED: ⁶ 3,881 patients

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	3,969	-2.2%
Presentations used to calculate time to leaving the ED	3,969	-2.2%
Percentage of patients who spent four hours or less in the ED	78.7%	

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).

Casino and District Memorial Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 3,378 patients

Emergency presentations:² 3,146 patients

Same period last year	Change since one year ago
3,543	-4.7%
3,359	-6.3%

Casino and District Memorial Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 189 patients

Median time to start treatment⁴ 5 minutes

95th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,017 patients

Median time to start treatment⁴ 24 minutes

95th percentile time to start treatment⁵ 121 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,596 patients

Median time to start treatment⁴ 39 minutes

95th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 339 patients

Median time to start treatment⁴ 32 minutes

95th percentile time to start treatment⁵ 185 minutes

Same period last year	NSW (this period)
220	
7 minutes	8 minutes
34 minutes	41 minutes
1,022	
21 minutes	21 minutes
94 minutes	103 minutes
1,749	
43 minutes	27 minutes
193 minutes	139 minutes
362	
32 minutes	24 minutes
167 minutes	138 minutes

Casino and District Memorial Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 3,376 patients

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

88.9%

Same period last year	Change since one year ago
3,542	-4.7%
88.2%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

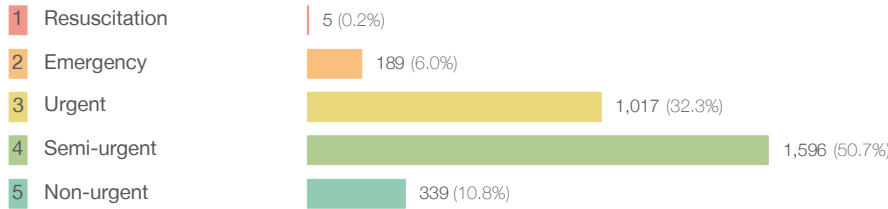
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Casino and District Memorial Hospital: Patients presenting to the emergency department July to September 2016

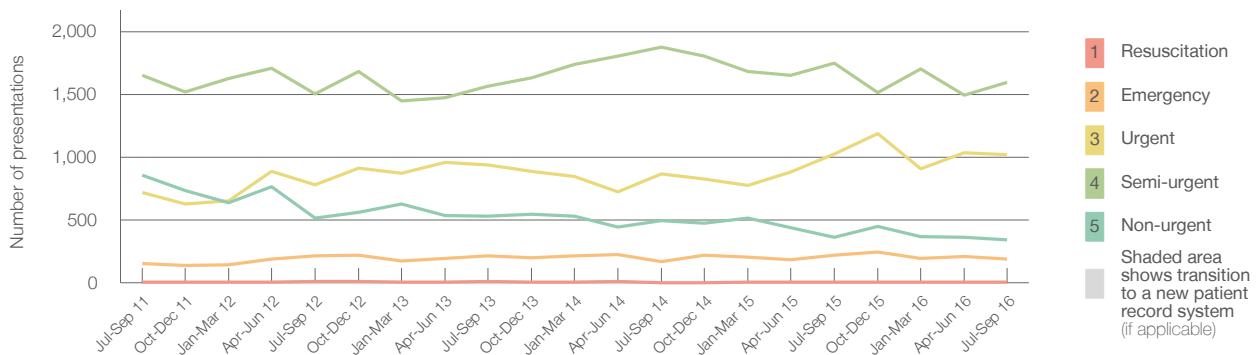
All presentations:¹ 3,378 patients

Emergency presentations² by triage category: 3,146 patients



	Same period last year	Change since one year ago
All presentations	3,543	-4.7%
Emergency presentations	3,359	-6.3%
Resuscitation	6	-16.7%
Emergency	220	-14.1%
Urgent	1,022	-0.5%
Semi-urgent	1,749	-8.7%
Non-urgent	362	-6.4%

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	< 5	8	8	< 5	6	5
Emergency	153	215	214	167	220	189
Urgent	716	782	939	868	1,022	1,017
Semi-urgent	1,650	1,506	1,563	1,878	1,749	1,596
Non-urgent	855	514	532	494	362	339
All emergency presentations	3,374	3,025	3,256	3,407	3,359	3,146

Casino and District Memorial Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 299 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	308	
Median time	16 minutes	2 minutes
95th percentile time	56 minutes	4 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.

Casino and District Memorial 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: 189

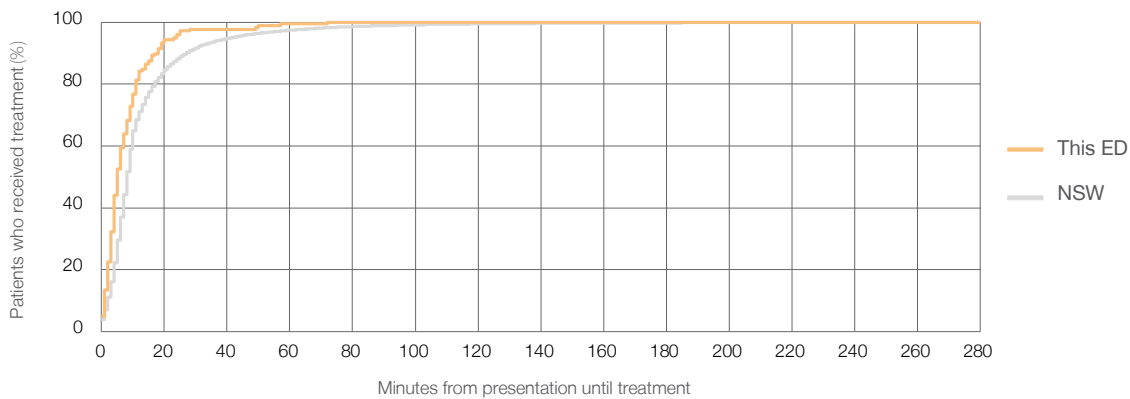
Number of triage 2 patients used to calculate waiting time:³ 177

Median time to start treatment⁴ 5 minutes

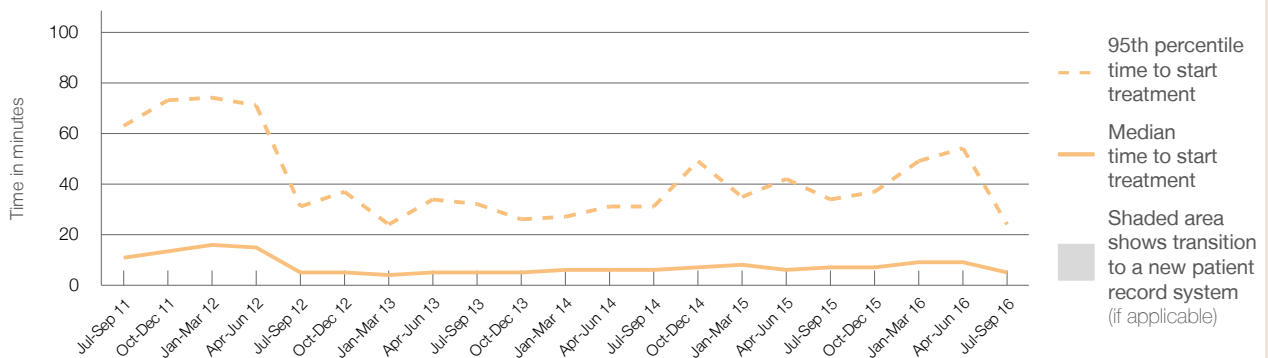
95th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
220	214
7 minutes	8 minutes
34 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	5	5	6	7	5
95th percentile time to start treatment ⁵ (minutes)	63	31	32	31	34	24

(†) 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.

Casino and District Memorial 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: 1,017

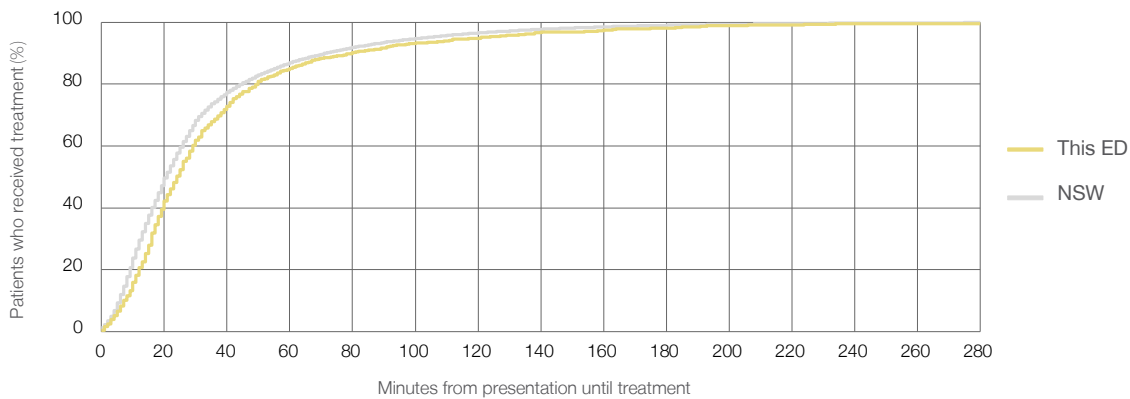
Number of triage 3 patients used to calculate waiting time:³ 965

Median time to start treatment⁴ 24 minutes

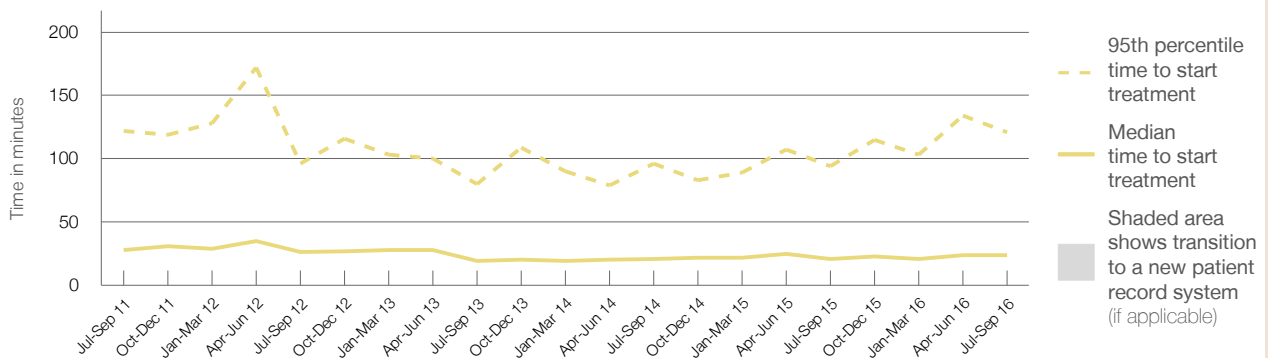
95th percentile time to start treatment⁵ 121 minutes

Same period last year	NSW (this period)
1,022	982
21 minutes	21 minutes
94 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)	28	27	19	21	21	24
95th percentile time to start treatment ⁵ (minutes)	122	96	80	96	94	121

(†) 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.

Casino and District Memorial 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: 1,596

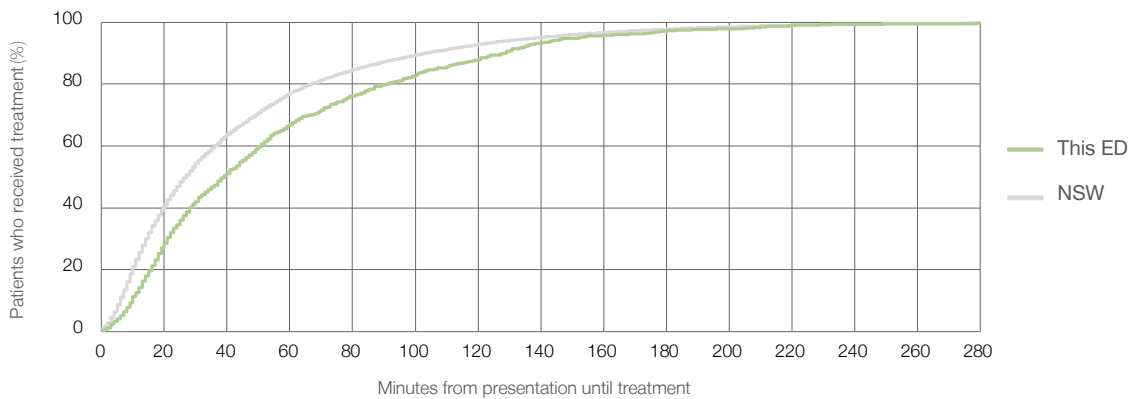
Number of triage 4 patients used to calculate waiting time:³ 1,416

Median time to start treatment⁴ 39 minutes

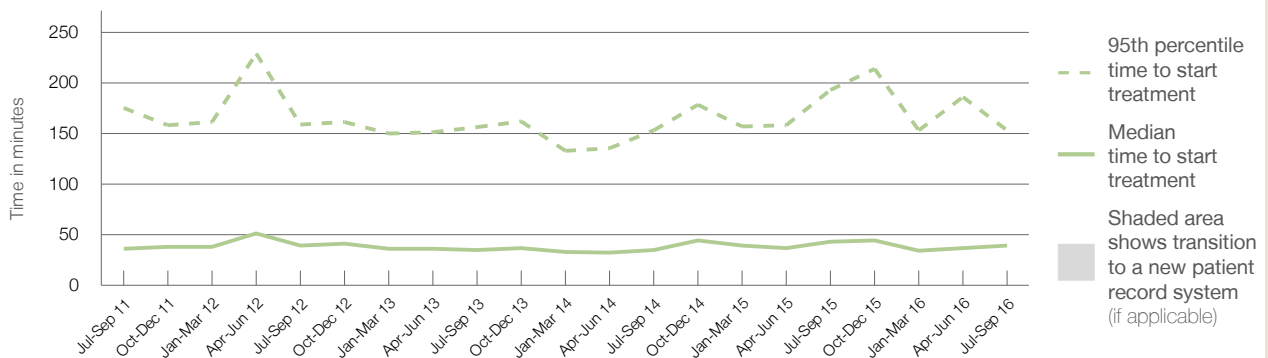
95th percentile time to start treatment⁵ 153 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,749	1,596
Median time to start treatment ⁴	43 minutes	27 minutes
95th percentile time to start treatment ⁵	193 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)	36	39	35	35	43	39
95th percentile time to start treatment ⁵ (minutes)	175	159	156	153	193	153

(†) 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.

Casino and District Memorial 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: 339

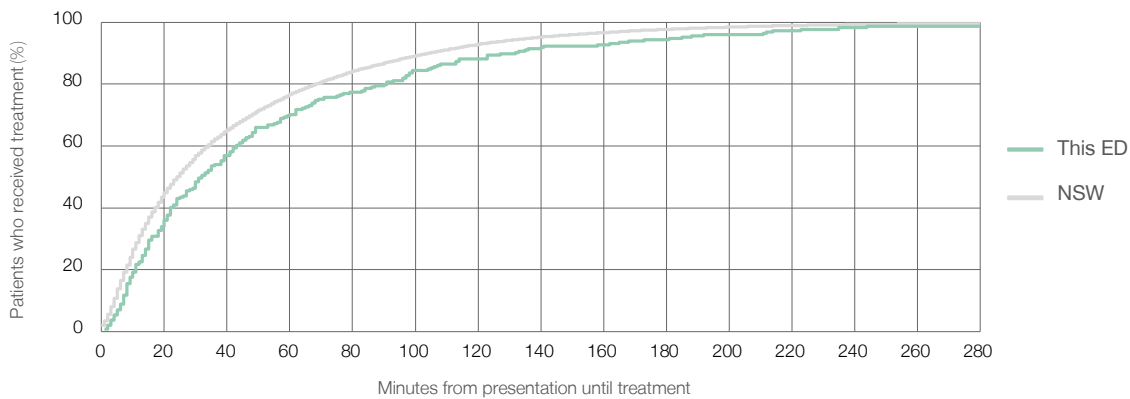
Number of triage 5 patients used to calculate waiting time:³ 244

Median time to start treatment⁴ 32 minutes

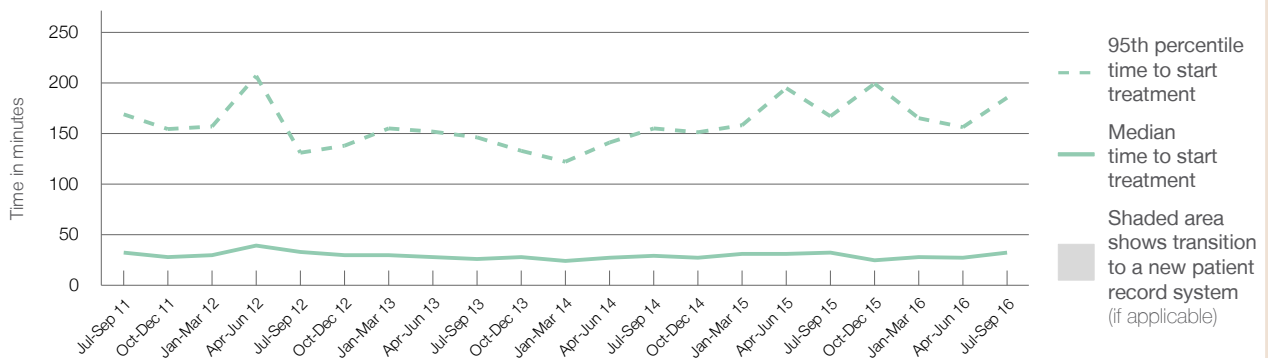
95th percentile time to start treatment⁵ 185 minutes

Same period last year	NSW (this period)
362	314
32 minutes	24 minutes
167 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)	32	33	26	29	32	32
95th percentile time to start treatment ⁵ (minutes)	169	131	146	155	167	185

(†) 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.

Casino and District Memorial Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 3,378 patients

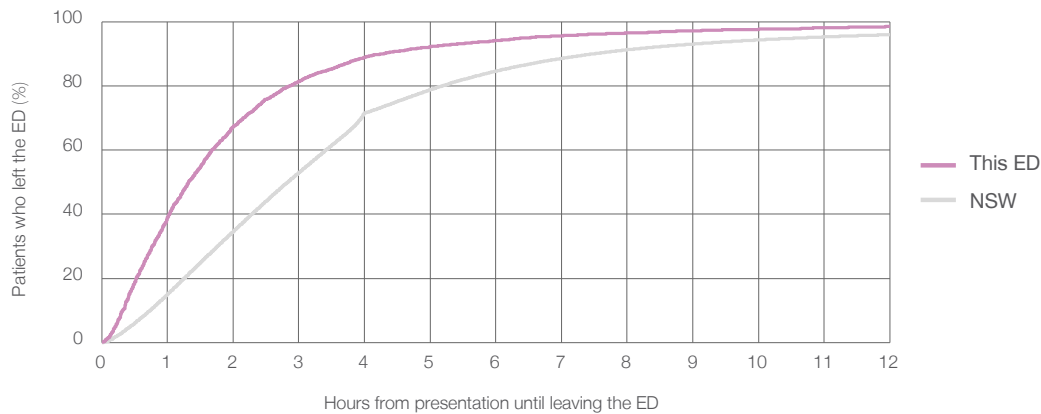
Presentations used to calculate time to leaving the ED:⁶ 3,376 patients

Median time spent in the ED⁸ 1 hours and 19 minutes

95th percentile time spent in the ED⁹ 6 hours and 32 minutes

Same period last year	NSW (this period)
3,543	3,542
1 hours and 24 minutes	2 hours and 50 minutes
5 hours and 47 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)	1h 2m	1h 11m	0h 36m	1h 2m	1h 24m	1h 19m
95th percentile time to leaving the ED ⁹ (hours, minutes)	4h 43m	4h 32m	5h 0m	4h 44m	5h 47m	6h 32m

(†) 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.

Casino and District Memorial Hospital: Time patients spent in the ED By mode of separation July to September 2016

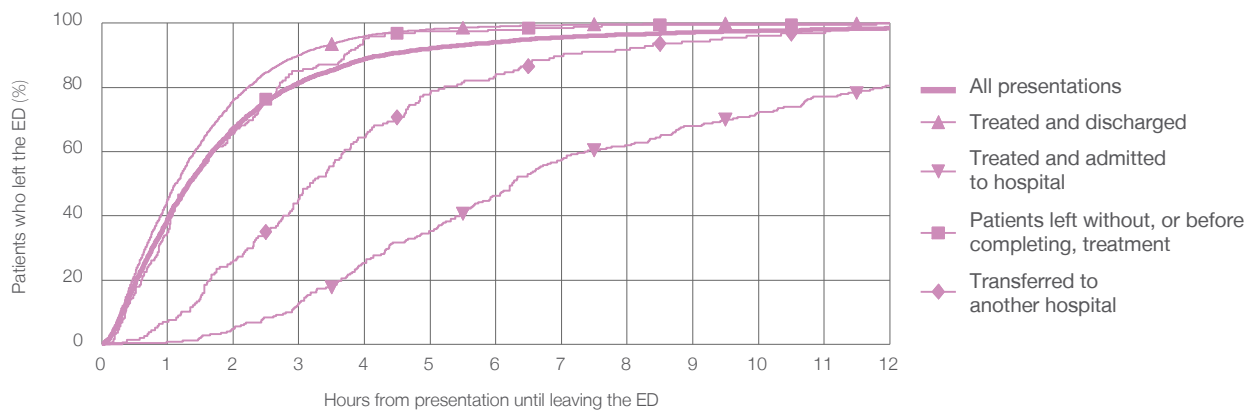
All presentations:¹ 3,378 patients

Presentations used to calculate time to leaving the ED:⁶ 3,376 patients

Treated and discharged	2,722 (80.6%)
Treated and admitted to hospital	253 (7.5%)
Patient left without, or before completing, treatment	195 (5.8%)
Transferred to another hospital	157 (4.6%)
Other	51 (1.5%)

Same period last year	Change since one year ago
3,542	-4.7%
2,893	-5.9%
247	2.4%
210	-7.1%
155	1.3%
38	34.2%

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	45.1%	76.1%	90.1%	96.0%	98.9%	99.8%	99.9%	100%
Treated and admitted to hospital	0.8%	4.7%	12.6%	25.3%	46.2%	62.1%	72.3%	80.6%
Patient left without, or before completing, treatment	34.9%	65.6%	85.1%	95.4%	97.9%	99.5%	99.5%	100%
Transferred to another hospital	7.0%	26.1%	45.2%	64.3%	84.1%	91.7%	96.2%	98.1%
All presentations	39.0%	67.4%	81.5%	88.9%	94.1%	96.4%	97.6%	98.4%

(†) 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.

Casino and District Memorial 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 3,378 patients

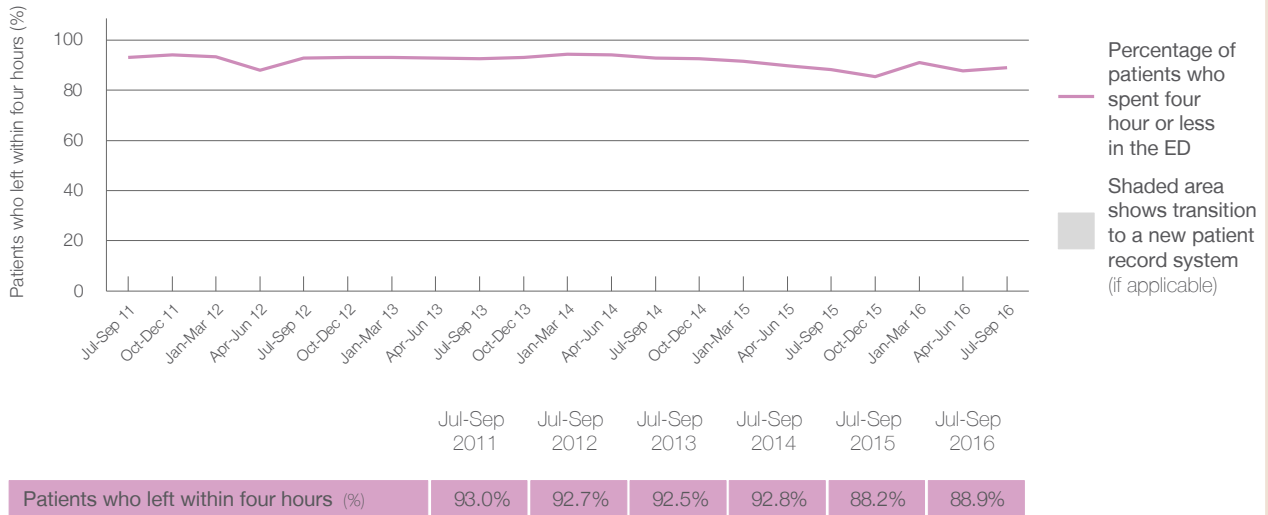
Presentations used to calculate time to leaving the ED: ⁶ 3,376 patients

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	3,543	-4.7%
Presentations used to calculate time to leaving the ED	3,542	-4.7%
Percentage of patients who spent four hours or less in the ED	88.2%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	93.0%	92.7%	92.5%	92.8%	88.2%	88.9%

* 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).

Grafton Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 6,248 patients



Emergency presentations:² 5,798 patients

Same period last year	Change since one year ago
6,048	3.3%
5,624	3.1%

Grafton Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 551 patients

Median time to start treatment⁴  9 minutes
95th percentile time to start treatment⁵  41 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,943 patients

Median time to start treatment⁴  23 minutes
95th percentile time to start treatment⁵  98 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,590 patients

Median time to start treatment⁴  32 minutes
95th percentile time to start treatment⁵  113 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 686 patients

Median time to start treatment⁴  33 minutes
95th percentile time to start treatment⁵  120 minutes

Same period last year	NSW (this period)
633	
10 minutes	8 minutes
49 minutes	41 minutes
2,059	
24 minutes	21 minutes
115 minutes	103 minutes
2,365	
33 minutes	27 minutes
125 minutes	139 minutes
560	
39 minutes	24 minutes
134 minutes	138 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 6,243 patients

Percentage of patients who spent four hours or less in the ED  75.4%

Same period last year	Change since one year ago
6,045	3.3%
72.7%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

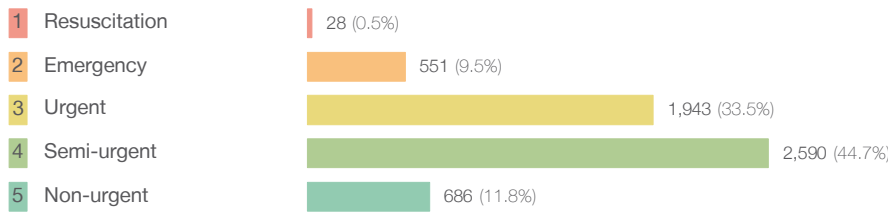
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Grafton Base Hospital: Patients presenting to the emergency department July to September 2016

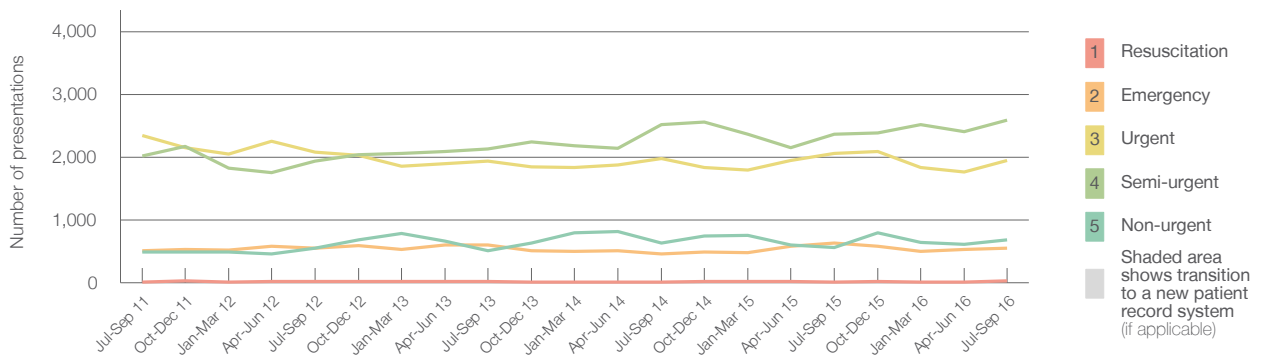
All presentations:¹ 6,248 patients

Emergency presentations² by triage category: 5,798 patients



Same period last year	Change since one year ago
6,048	3.3%
5,624	3.1%
7	300.0%
633	-13.0%
2,059	-5.6%
2,365	9.5%
560	22.5%

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	10	22	17	13	7	28
Emergency	507	551	603	454	633	551
Urgent	2,347	2,077	1,936	1,975	2,059	1,943
Semi-urgent	2,016	1,941	2,134	2,518	2,365	2,590
Non-urgent	492	548	506	633	560	686
All emergency presentations	5,372	5,139	5,196	5,593	5,624	5,798

Grafton Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 579 patients **

ED Transfer of care time



Same period last year	Change since one year ago
503	
16 minutes	-1 minute
47 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Grafton Base 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: 551

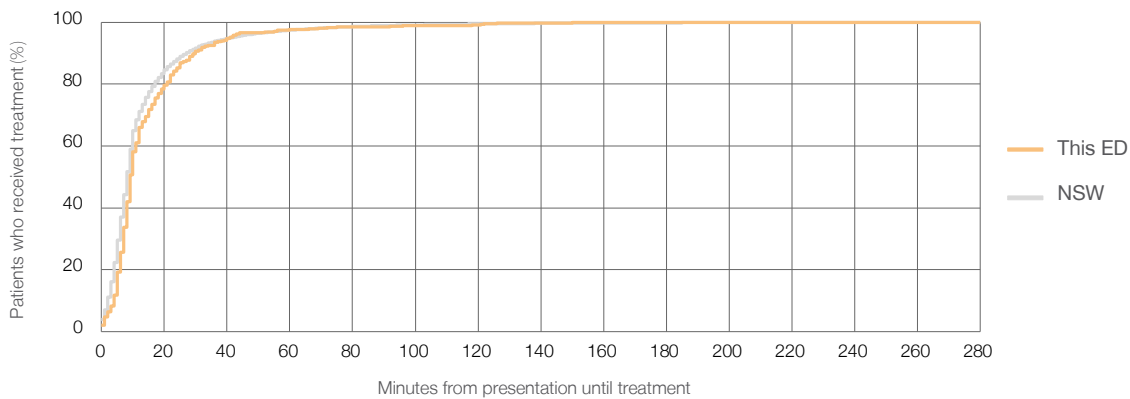
Number of triage 2 patients used to calculate waiting time:³ 549

Median time to start treatment⁴ 9 minutes

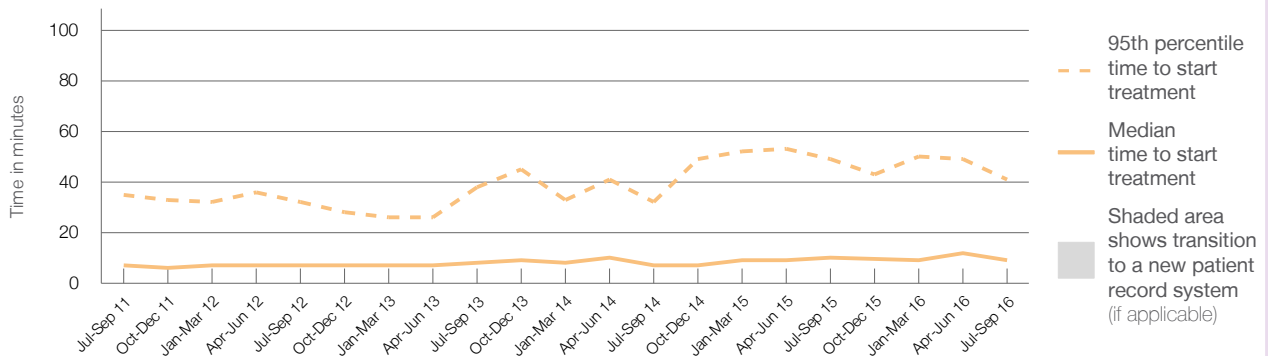
95th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
633	629
10 minutes	8 minutes
49 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)	7	7	8	7	10	9
95th percentile time to start treatment ⁵ (minutes)	35	32	38	32	49	41

(†) 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.

Grafton Base 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: 1,943

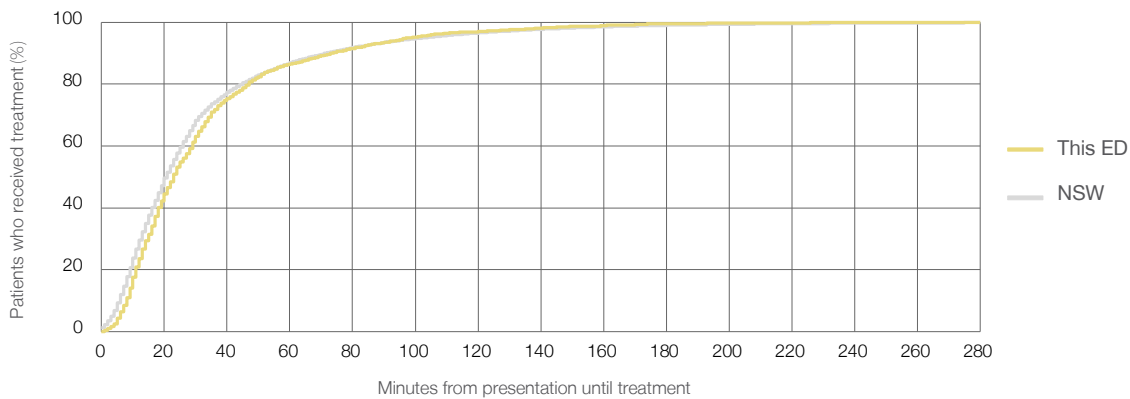
Number of triage 3 patients used to calculate waiting time:³ 1,905

Median time to start treatment⁴ 23 minutes

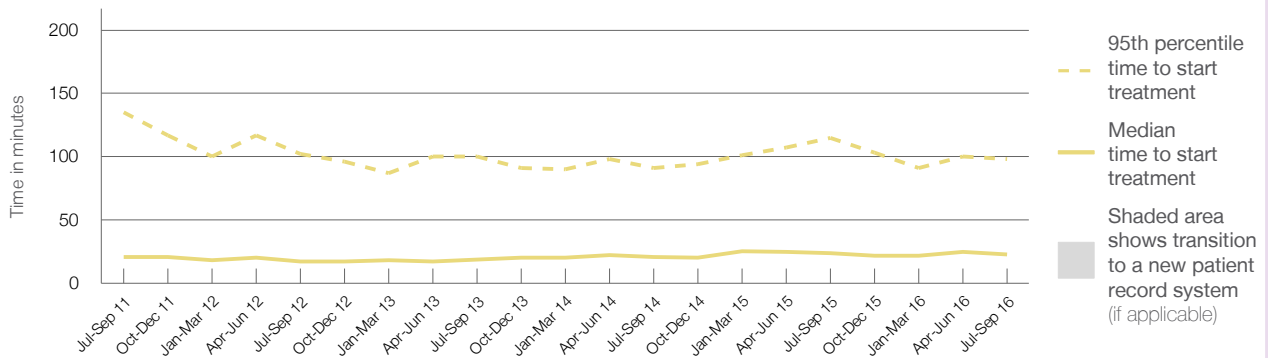
95th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
2,059	2,019
24 minutes	21 minutes
115 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)	21	17	19	21	24	23
95th percentile time to start treatment ⁵ (minutes)	135	102	100	91	115	98

(†) 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.

Grafton Base 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: 2,590

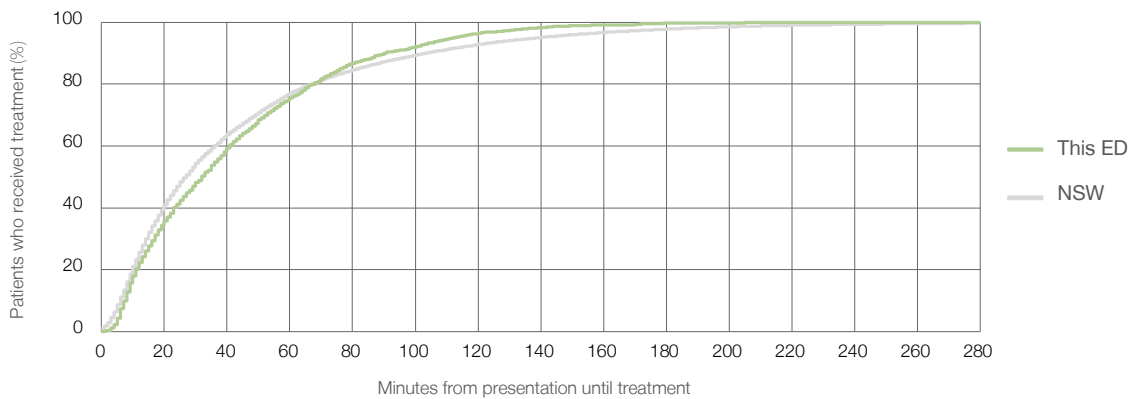
Number of triage 4 patients used to calculate waiting time:³ 2,464

Median time to start treatment⁴ 32 minutes

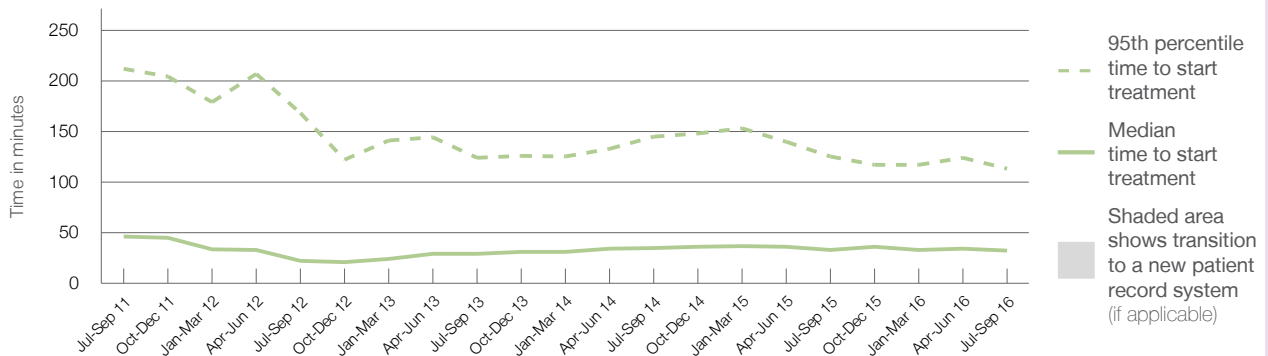
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
2,365	2,227
33 minutes	27 minutes
125 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)	46	22	29	35	33	32
95th percentile time to start treatment ⁵ (minutes)	212	168	124	145	125	113

(†) 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.

Grafton Base 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: 686

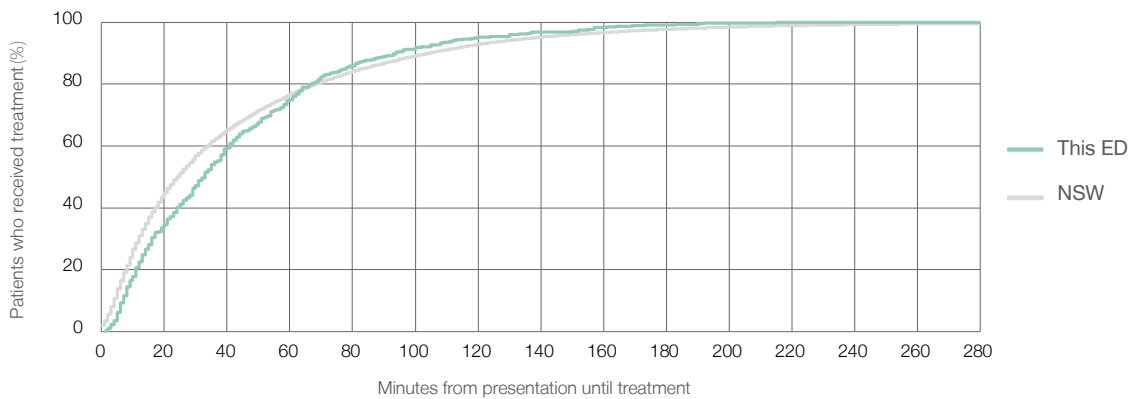
Number of triage 5 patients used to calculate waiting time:³ 609

Median time to start treatment⁴ 33 minutes

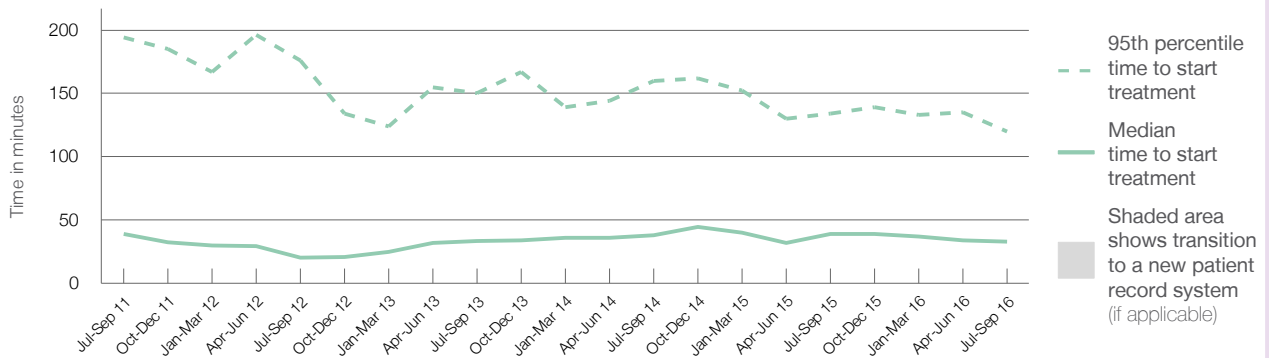
95th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
560	477
39 minutes	24 minutes
134 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)	39	20	34	38	39	33
95th percentile time to start treatment ⁵ (minutes)	194	176	150	160	134	120

(†) 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.

Grafton Base Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 6,248 patients

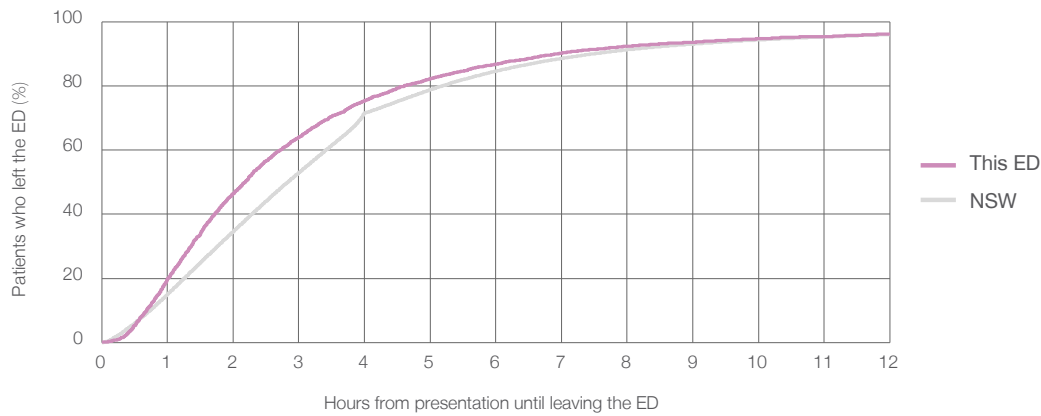
Presentations used to calculate time to leaving the ED:⁶ 6,243 patients

Median time spent in the ED⁸ 2 hours and 11 minutes

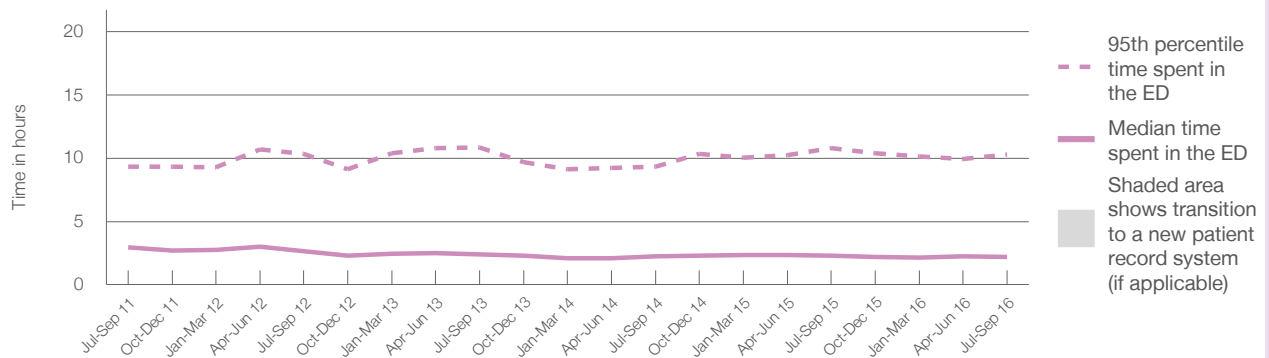
95th percentile time spent in the ED⁹ 10 hours and 18 minutes

Same period last year	NSW (this period)
6,048	6,045
2 hours and 19 minutes	2 hours and 50 minutes
10 hours and 47 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)	2h 58m	2h 38m	2h 24m	2h 14m	2h 19m	2h 11m
95th percentile time to leaving the ED ⁹ (hours, minutes)	9h 21m	10h 19m	10h 52m	9h 20m	10h 47m	10h 18m

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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.

Grafton Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

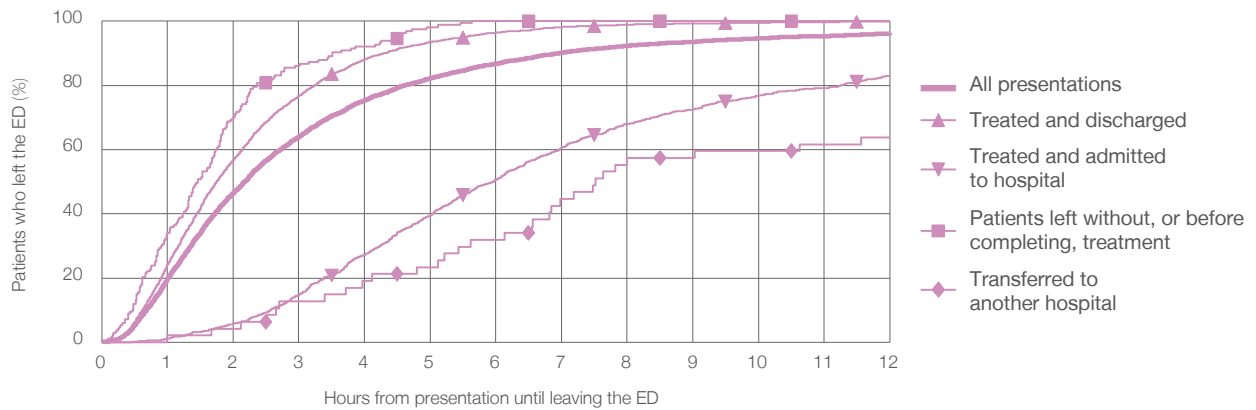
All presentations:¹ 6,248 patients

Presentations used to calculate time to leaving the ED:⁶ 6,243 patients

Treated and discharged	4,749 (76.0%)
Treated and admitted to hospital	1,263 (20.2%)
Patient left without, or before completing, treatment	167 (2.7%)
Transferred to another hospital	47 (0.8%)
Other	22 (0.4%)

Same period last year	Change since one year ago
6,045	3.3%
4,475	6.1%
1,308	-3.4%
195	-14.4%
51	-7.8%
19	15.8%

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	24.3%	56.9%	76.7%	88.1%	96.4%	98.9%	99.6%	99.9%
Treated and admitted to hospital	1.1%	5.7%	14.7%	27.4%	50.7%	68.0%	76.8%	83.1%
Patient left without, or before completing, treatment	34.1%	70.1%	86.2%	92.2%	100%	100%	100%	100%
Transferred to another hospital	2.1%	4.3%	12.8%	19.1%	31.9%	57.4%	59.6%	63.8%
All presentations	19.9%	46.5%	64.0%	75.4%	86.8%	92.3%	94.7%	96.2%

(†) 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.

Grafton Base 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 6,248 patients

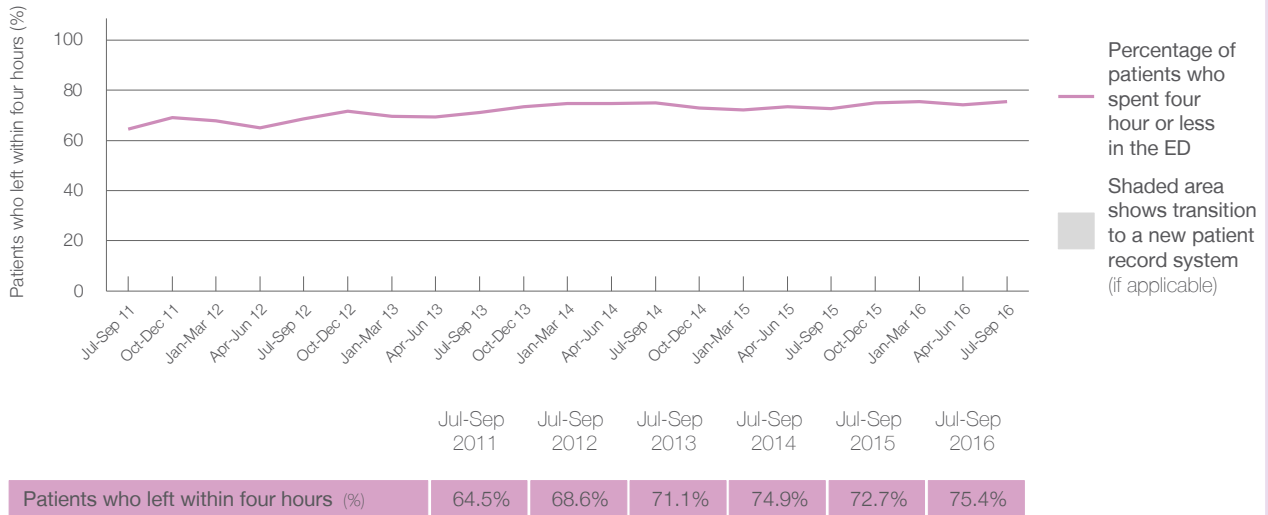
Presentations used to calculate time to leaving the ED: ⁶ 6,243 patients

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	6,048	3.3%
Presentations used to calculate time to leaving the ED	6,045	3.3%
Percentage of patients who spent four hours or less in the ED	72.7%	

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.

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- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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- 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.
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- 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).

Lismore Base Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 7,897 patients
 Emergency presentations:² 7,682 patients

Same period last year	Change since one year ago
7,807	1.2%
7,594	1.2%

Lismore Base Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 876 patients

Median time to start treatment⁴ 6 minutes
 95th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,732 patients

Median time to start treatment⁴ 25 minutes
 95th percentile time to start treatment⁵ 136 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,302 patients

Median time to start treatment⁴ 43 minutes
 95th percentile time to start treatment⁵ 181 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 721 patients

Median time to start treatment⁴ 47 minutes
 95th percentile time to start treatment⁵ 174 minutes

Same period last year	NSW (this period)
947	
6 minutes	8 minutes
23 minutes	41 minutes
2,781	
31 minutes	21 minutes
137 minutes	103 minutes
3,143	
45 minutes	27 minutes
195 minutes	139 minutes
653	
46 minutes	24 minutes
196 minutes	138 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 7,888 patients

Percentage of patients who spent four hours or less in the ED 63.5%

Same period last year	Change since one year ago
7,804	1.1%
61.0%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

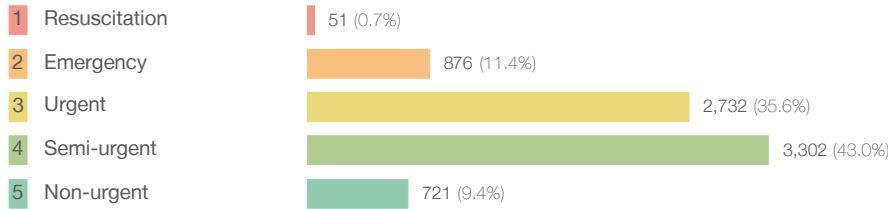
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Lismore Base Hospital: Patients presenting to the emergency department July to September 2016

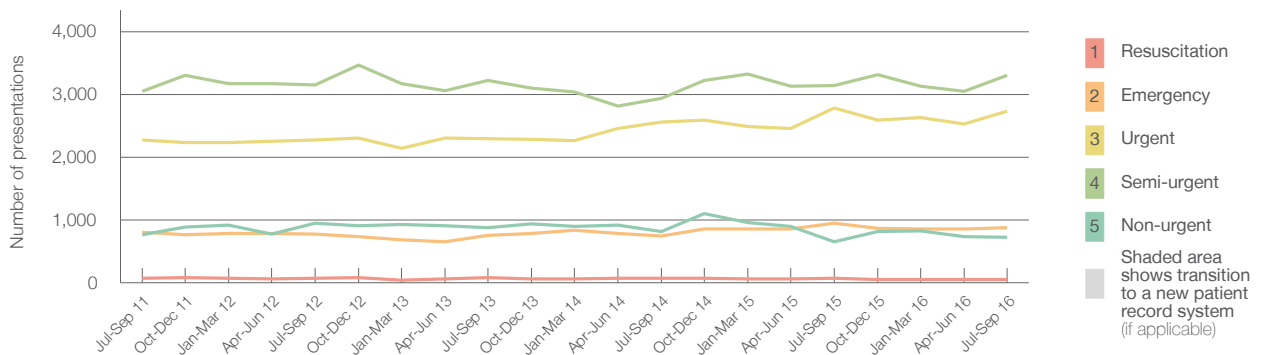
All presentations:¹ 7,897 patients

Emergency presentations² by triage category: 7,682 patients



Same period last year	Change since one year ago
7,807	1.2%
7,594	1.2%
70	-27.1%
947	-7.5%
2,781	-1.8%
3,143	5.1%
653	10.4%

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	75	73	78	66	70	51
Emergency	800	773	751	741	947	876
Urgent	2,272	2,278	2,296	2,558	2,781	2,732
Semi-urgent	3,051	3,148	3,226	2,932	3,143	3,302
Non-urgent	768	948	877	817	653	721
All emergency presentations	6,966	7,220	7,228	7,114	7,594	7,682

Lismore Base Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 1,668 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,570	
18 minutes	-4 minutes
88 minutes	-16 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 July to September 2016

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

Number of triage 2 patients: 876

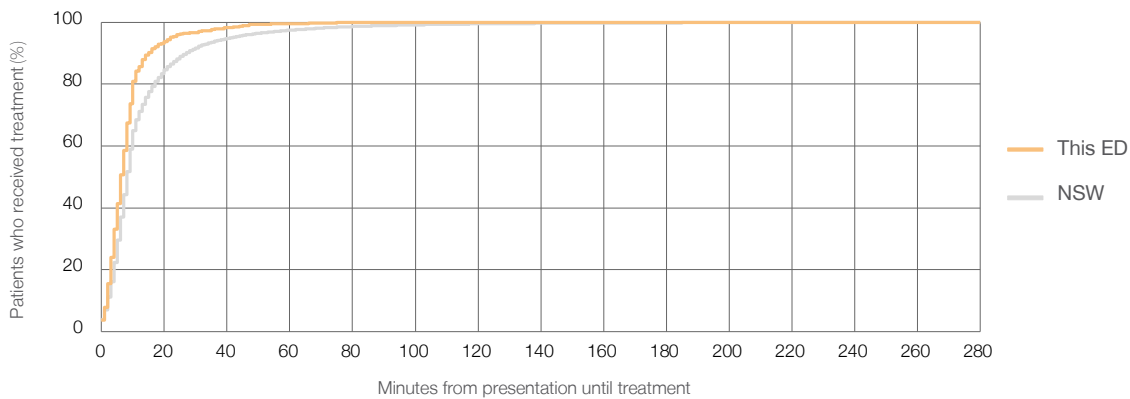
Number of triage 2 patients used to calculate waiting time:³ 872

Median time to start treatment⁴ 6 minutes

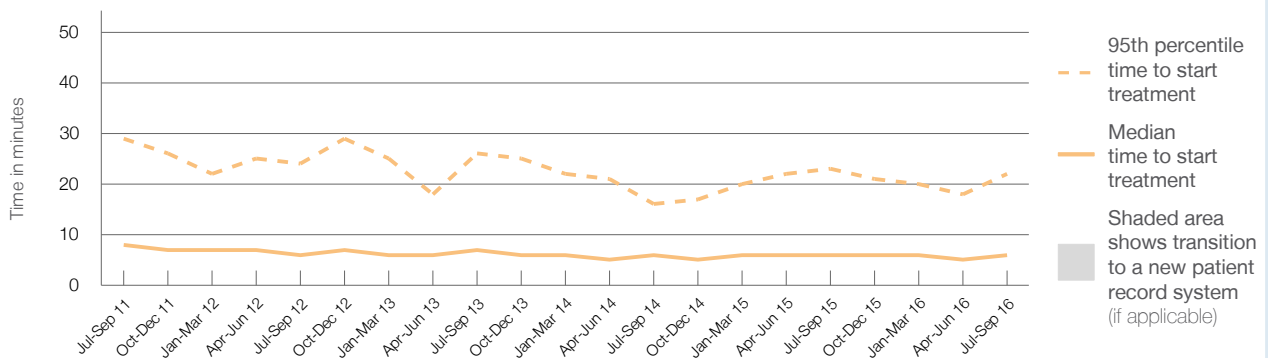
95th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
947	941
6 minutes	8 minutes
23 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)	8	6	7	6	6	6
95th percentile time to start treatment ⁵ (minutes)	29	24	26	16	23	22

(†) 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 3 July to September 2016

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

Number of triage 3 patients: 2,732

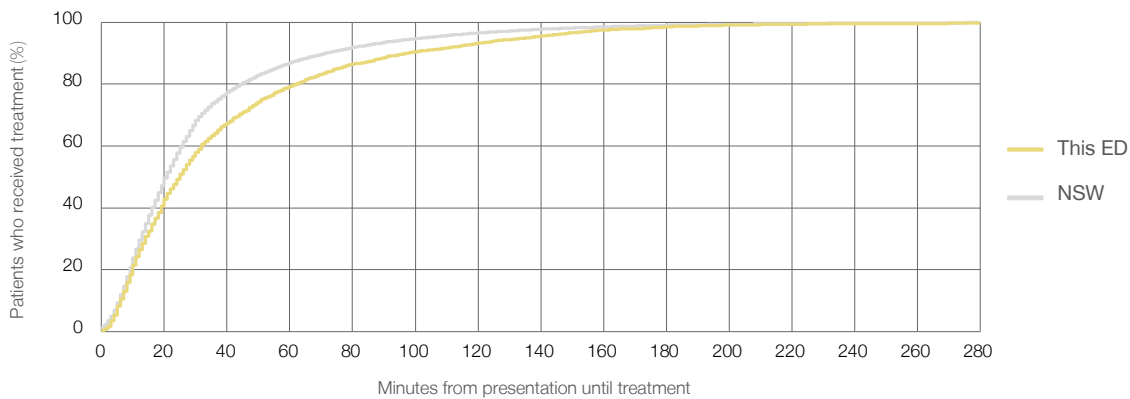
Number of triage 3 patients used to calculate waiting time:³ 2,663

Median time to start treatment⁴ 25 minutes

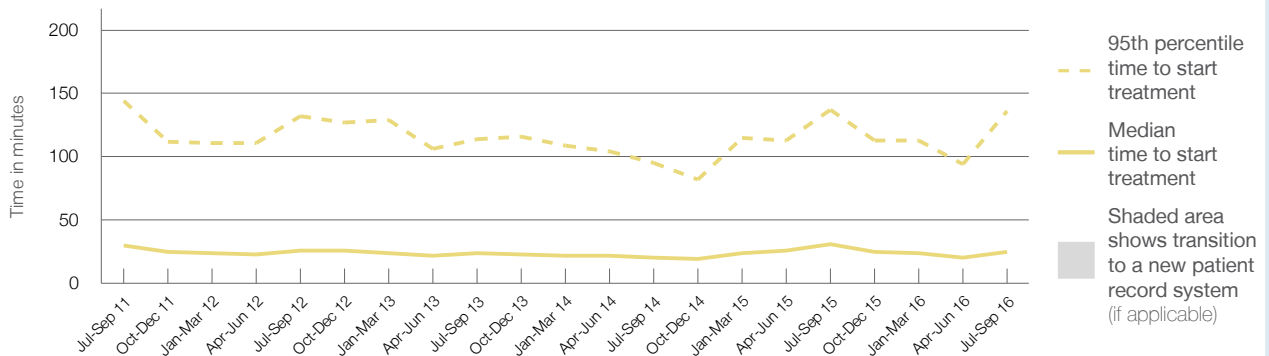
95th percentile time to start treatment⁵ 136 minutes

Same period last year	NSW (this period)
2,781	2,688
31 minutes	21 minutes
137 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)	30	26	24	20	31	25
95th percentile time to start treatment ⁵ (minutes)	144	132	114	95	137	136

(†) 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 4 July to September 2016

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

Number of triage 4 patients: 3,302

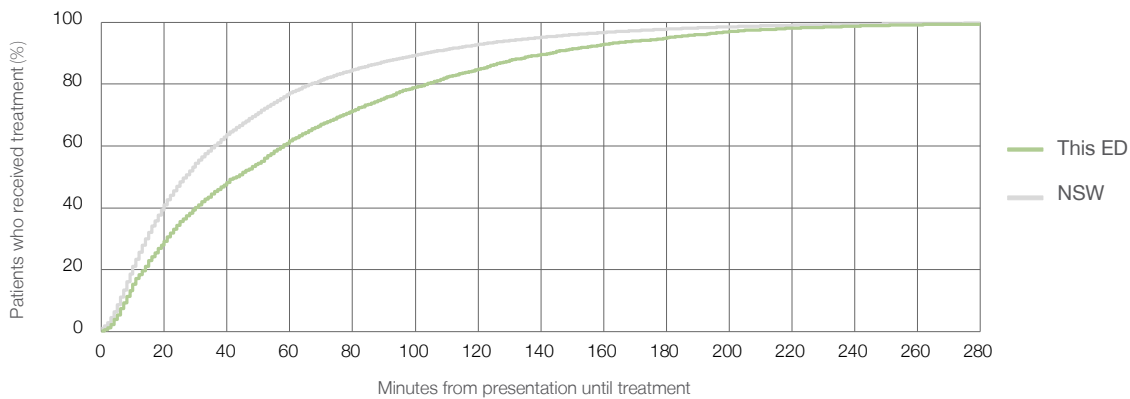
Number of triage 4 patients used to calculate waiting time:³ 3,015

Median time to start treatment⁴ 43 minutes

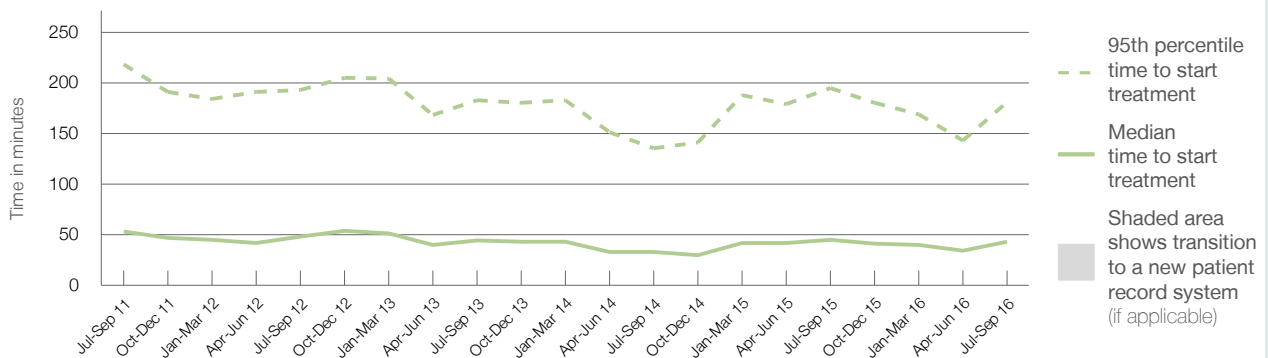
95th percentile time to start treatment⁵ 181 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	3,143	2,751
Median time to start treatment ⁴	45 minutes	27 minutes
95th percentile time to start treatment ⁵	195 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)	53	48	44	33	45	43
95th percentile time to start treatment ⁵ (minutes)	218	193	183	135	195	181

(†) 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 5 July to September 2016

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

Number of triage 5 patients: 721

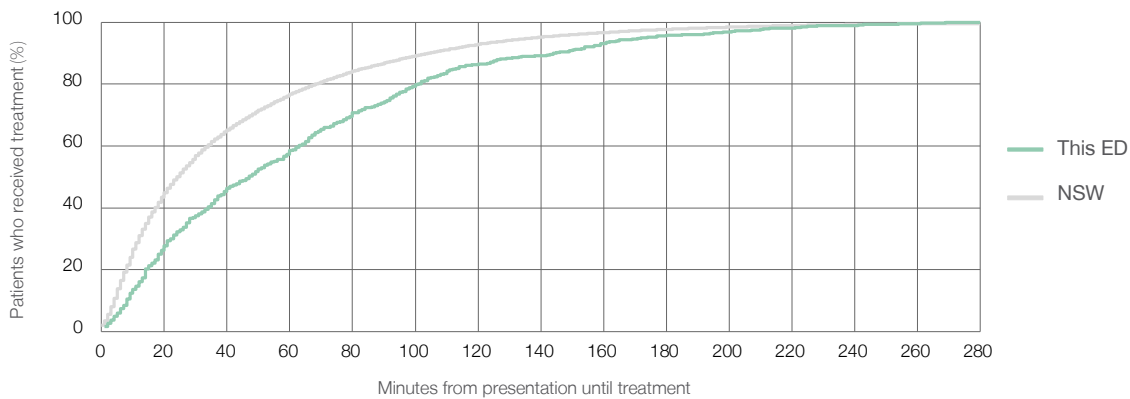
Number of triage 5 patients used to calculate waiting time:³ 610

Median time to start treatment⁴ 47 minutes

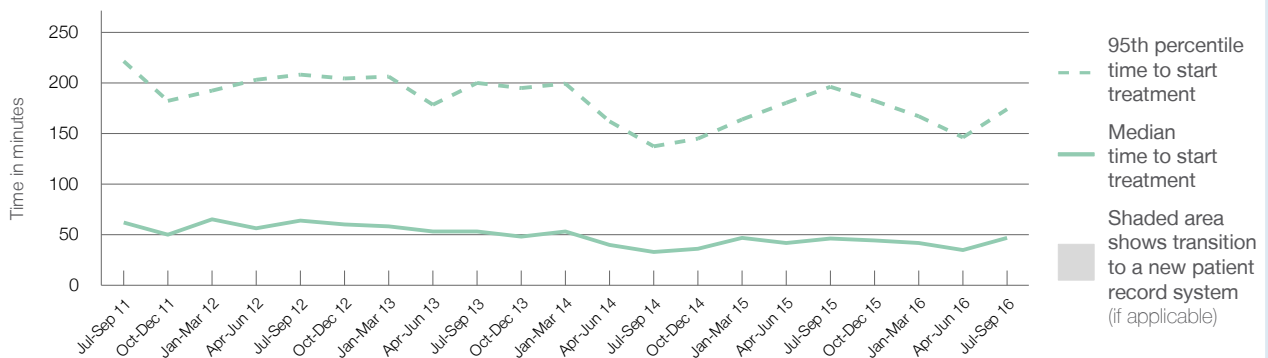
95th percentile time to start treatment⁵ 174 minutes

Same period last year	NSW (this period)
653	510
46 minutes	24 minutes
196 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)	62	64	53	33	46	47
95th percentile time to start treatment ⁵ (minutes)	221	208	200	137	196	174

(†) 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 spent in the ED

July to September 2016

All presentations:¹ 7,897 patients

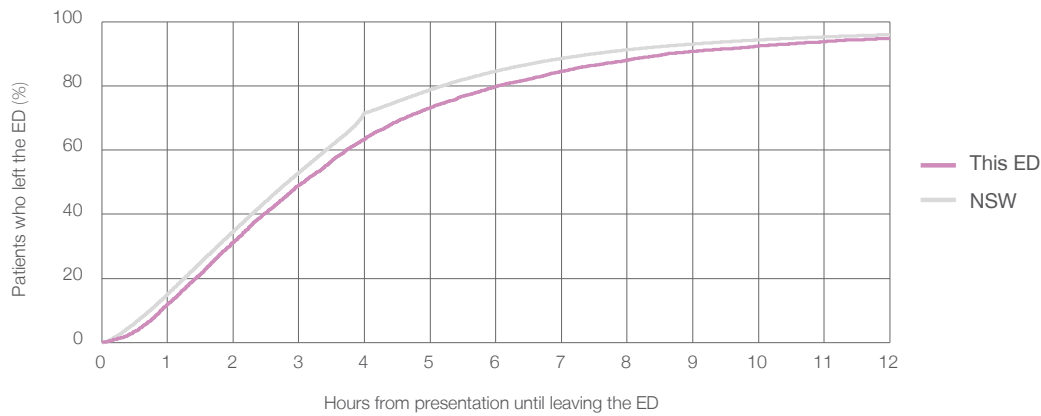
Presentations used to calculate time to leaving the ED:⁶ 7,888 patients

Median time spent in the ED⁸ 3 hours and 5 minutes

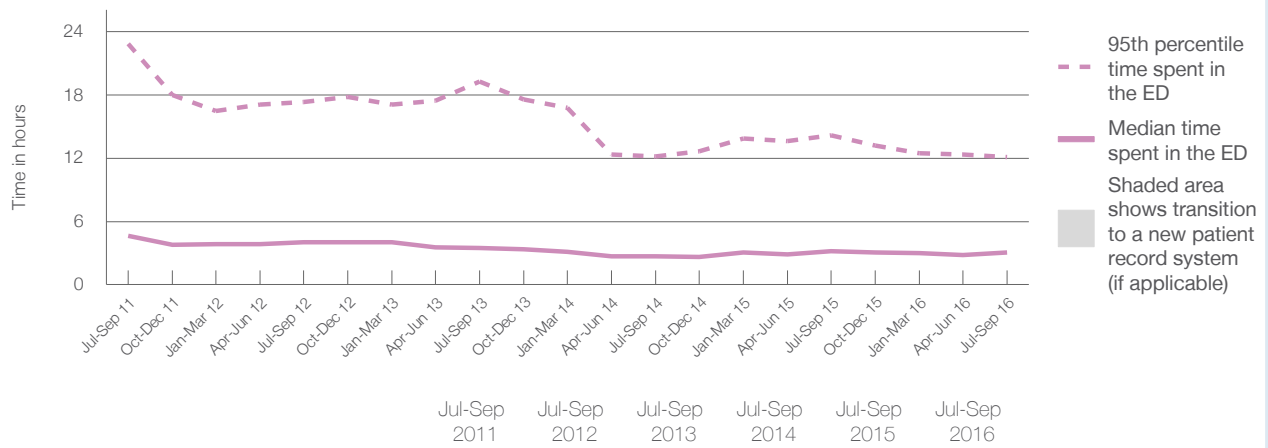
95th percentile time spent in the ED⁹ 12 hours and 6 minutes

Same period last year	NSW (this period)
7,807	
7,804	
3 hours and 12 minutes	2 hours and 50 minutes
14 hours and 9 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)	4h 39m	4h 1m	3h 30m	2h 40m	3h 12m	3h 5m
95th percentile time to leaving the ED ⁹ (hours, minutes)	22h 49m	17h 18m	19h 17m	12h 10m	14h 9m	12h 6m

(†) 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 spent in the ED

By mode of separation

July to September 2016

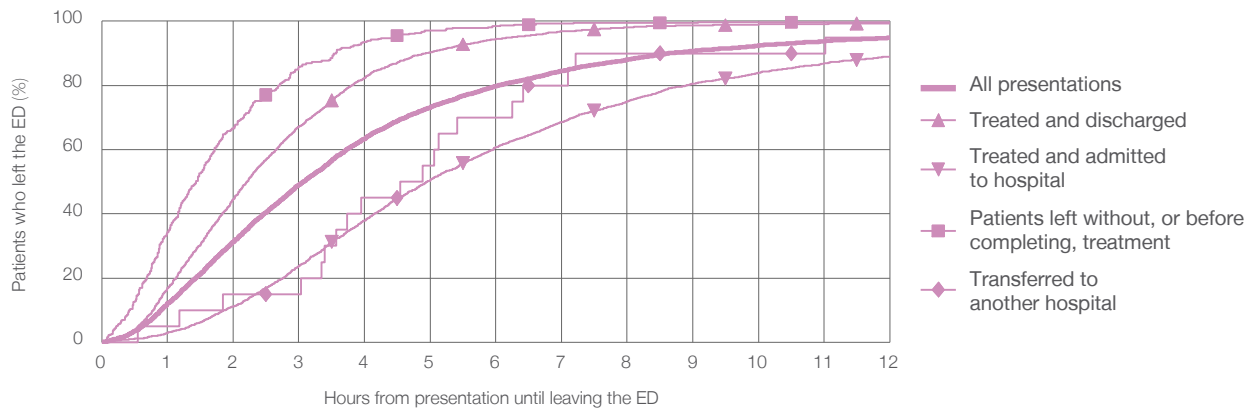
All presentations:¹ 7,897 patients

Presentations used to calculate time to leaving the ED:⁶ 7,888 patients

Treated and discharged	3,969 (50.3%)
Treated and admitted to hospital	3,457 (43.8%)
Patient left without, or before completing, treatment	384 (4.9%)
Transferred to another hospital	20 (0.3%)
Other	67 (0.8%)

Same period last year	Change since one year ago
7,804	1.1%
3,750	5.8%
3,426	0.9%
531	-27.7%
36	-44.4%
64	4.7%

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	16.9%	44.6%	67.2%	82.4%	94.4%	98.1%	99.0%	99.4%
Treated and admitted to hospital	2.9%	11.2%	23.7%	38.0%	60.7%	75.0%	84.0%	89.0%
Patient left without, or before completing, treatment	34.4%	66.7%	85.7%	93.5%	98.4%	99.5%	99.7%	99.7%
Transferred to another hospital	5.0%	15.0%	15.0%	45.0%	70.0%	90.0%	90.0%	95.0%
All presentations	12.0%	31.3%	49.1%	63.5%	79.8%	88.0%	92.4%	94.8%

(†) 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 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 7,897 patients

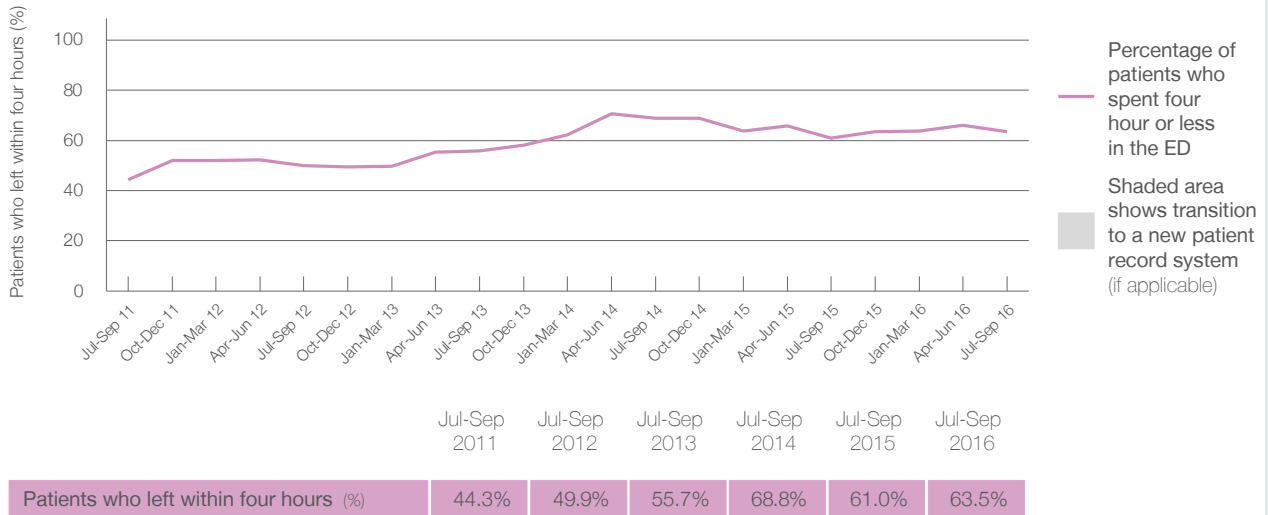
Presentations used to calculate time to leaving the ED: ⁶ 7,888 patients

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	7,807	1.2%
Presentations used to calculate time to leaving the ED	7,804	1.1%
Percentage of patients who spent four hours or less in the ED	61.0%	

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).

Maclean District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,932 patients
Emergency presentations:² 2,737 patients

Same period last year	Change since one year ago
2,773	5.7%
2,595	5.5%

Maclean District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 396 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 53 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,050 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 111 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,141 patients

Median time to start treatment⁴ 39 minutes
95th percentile time to start treatment⁵ 163 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 141 patients

Median time to start treatment⁴ 23 minutes
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
268	
15 minutes	8 minutes
57 minutes	41 minutes
1,040	
27 minutes	21 minutes
96 minutes	103 minutes
1,077	
35 minutes	27 minutes
142 minutes	139 minutes
202	
36 minutes	24 minutes
173 minutes	138 minutes

Maclean District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,931 patients

Percentage of patients who spent four hours or less in the ED 81.1%

Same period last year	Change since one year ago
2,772	5.7%
82.4%	

* 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

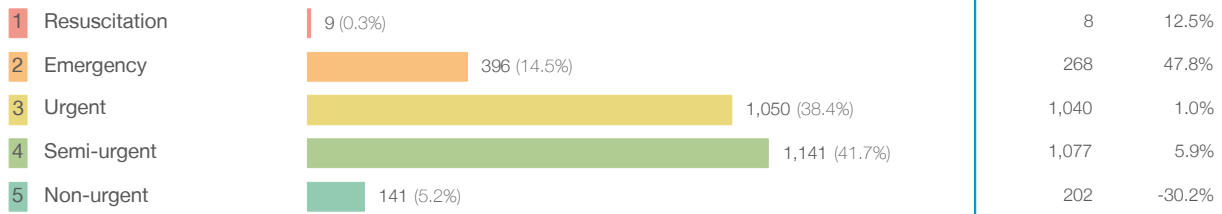
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Maclean District Hospital: Patients presenting to the emergency department July to September 2016

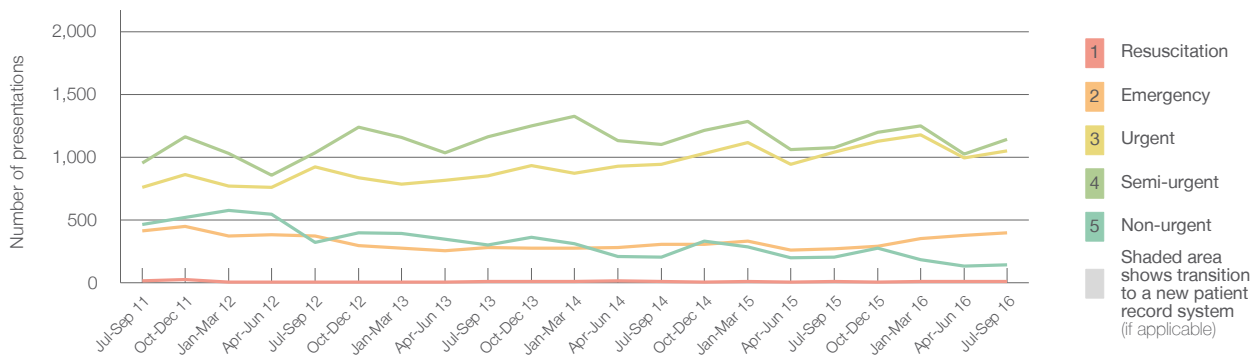
All presentations:¹ 2,932 patients

Emergency presentations² by triage category: 2,737 patients



Same period last year	Change since one year ago
2,773	5.7%
2,595	5.5%
8	12.5%
268	47.8%
1,040	1.0%
1,077	5.9%
202	-30.2%

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	16	< 5	8	8	8	9
Emergency	411	374	280	307	268	396
Urgent	760	922	851	942	1,040	1,050
Semi-urgent	955	1,033	1,164	1,099	1,077	1,141
Non-urgent	466	320	302	201	202	141
All emergency presentations	2,608	2,649	2,605	2,557	2,595	2,737

Maclean District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 450 patients

ED Transfer of care time



Same period last year	Change since one year ago
421	
15 minutes	-3 minutes
49 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.

Maclean District 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: 396

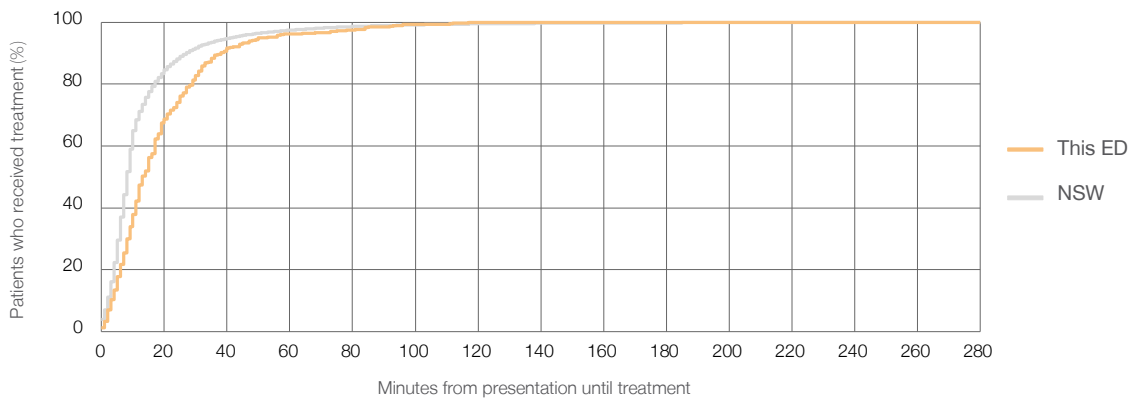
Number of triage 2 patients used to calculate waiting time:³ 394

Median time to start treatment⁴ 13 minutes

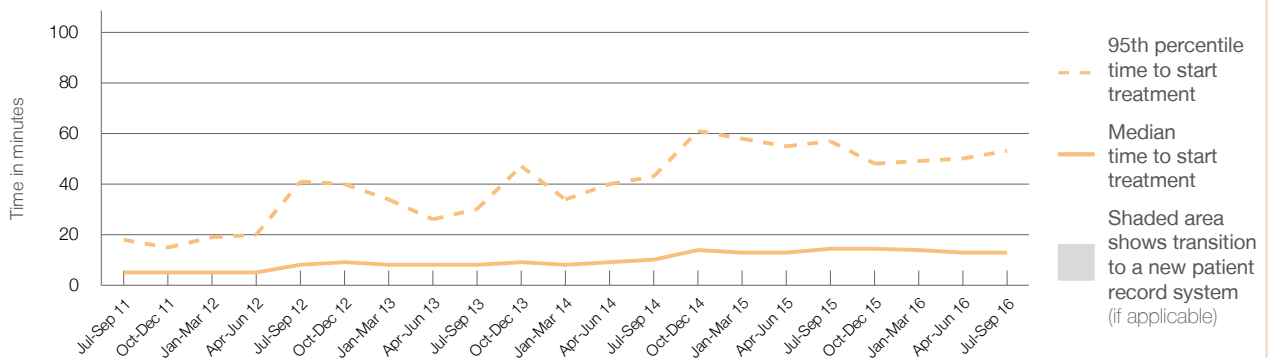
95th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
268	268
15 minutes	8 minutes
57 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)	5	8	8	10	15	13
95th percentile time to start treatment ⁵ (minutes)	18	41	30	43	57	53

(†) 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.

Maclean District 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: 1,050

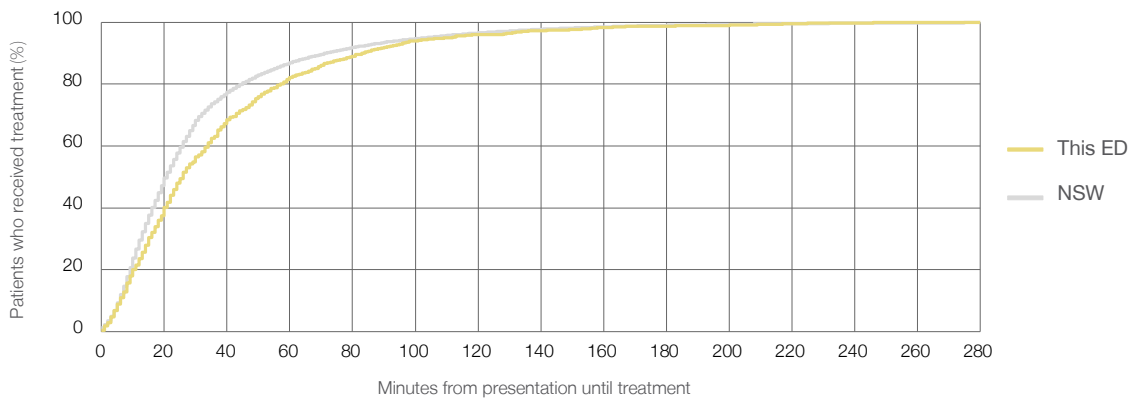
Number of triage 3 patients used to calculate waiting time:³ 1,022

Median time to start treatment⁴ 26 minutes

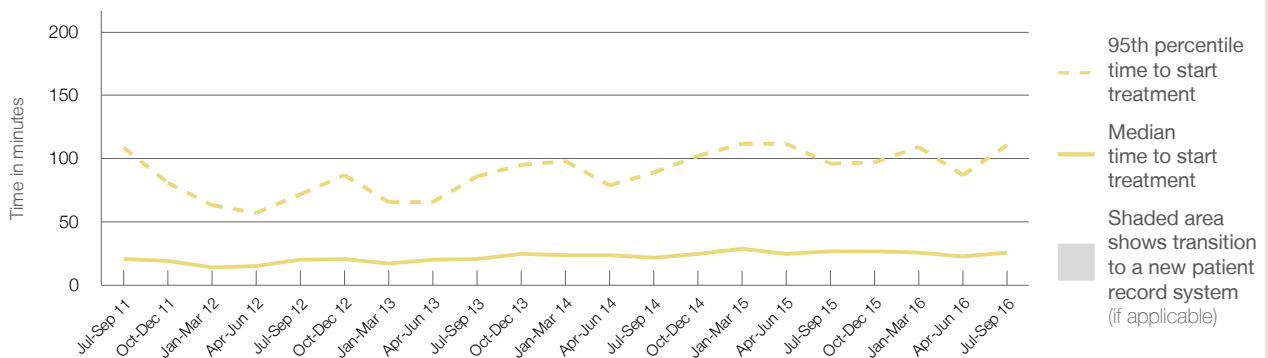
95th percentile time to start treatment⁵ 111 minutes

Same period last year	NSW (this period)
1,040	1,022
27 minutes	21 minutes
96 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)	21	20	21	22	27	26
95th percentile time to start treatment ⁵ (minutes)	109	72	86	89	96	111

(†) 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.

Maclean District 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: 1,141

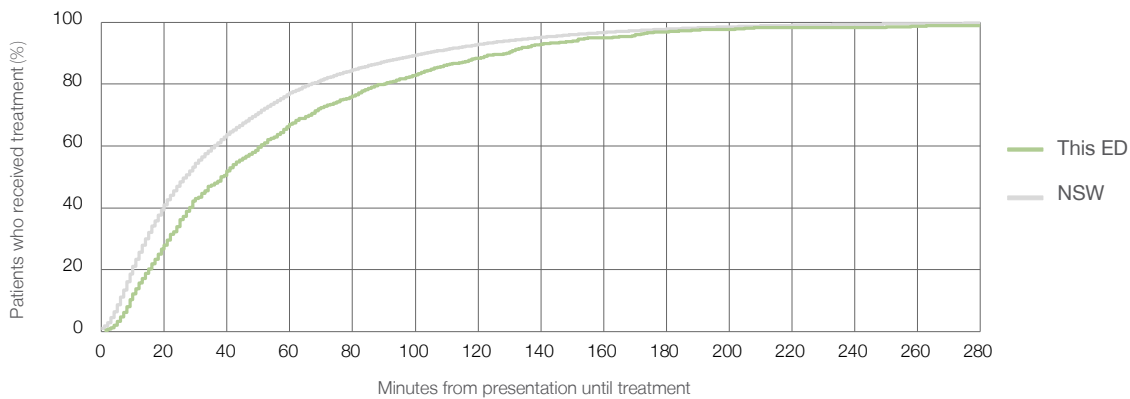
Number of triage 4 patients used to calculate waiting time:³ 1,036

Median time to start treatment⁴ 39 minutes

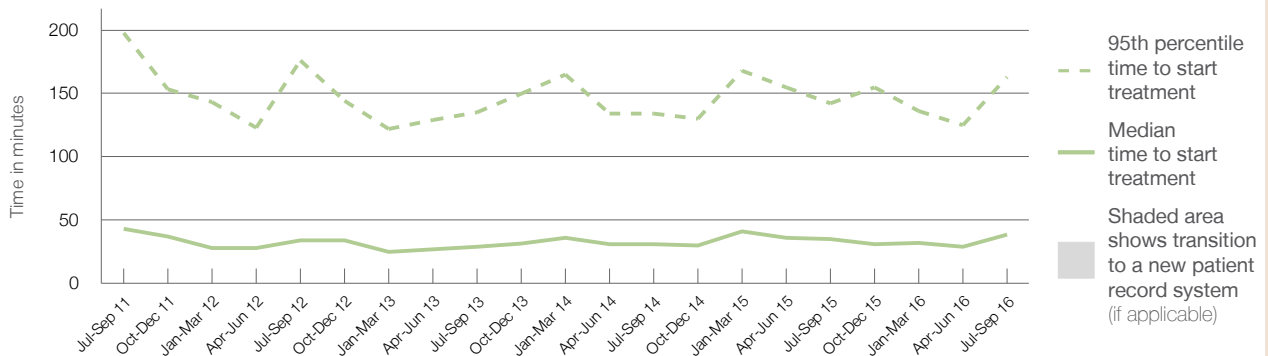
95th percentile time to start treatment⁵ 163 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,077	1,004
Median time to start treatment ⁴	35 minutes	27 minutes
95th percentile time to start treatment ⁵	142 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	34	29	31	35	39
95th percentile time to start treatment ⁵ (minutes)	198	176	135	134	142	163

(†) 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.

Maclean District 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: 141

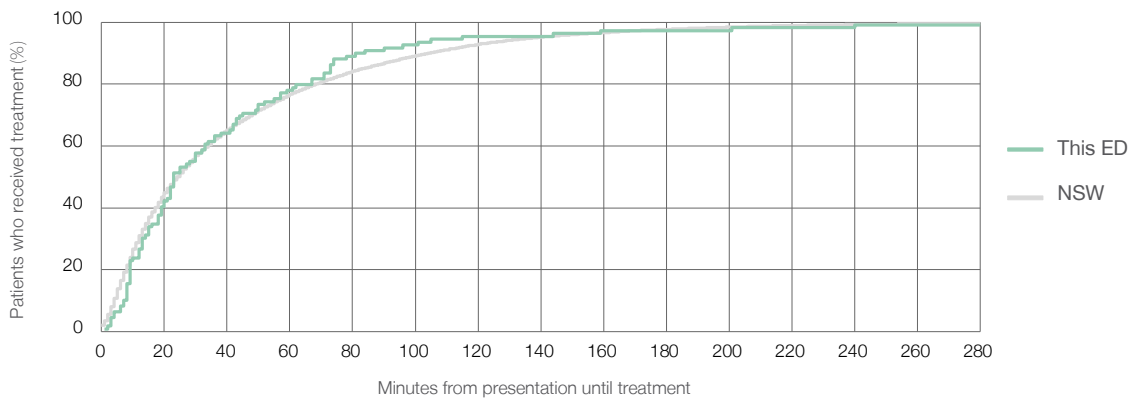
Number of triage 5 patients used to calculate waiting time:³ 109

Median time to start treatment⁴ 23 minutes

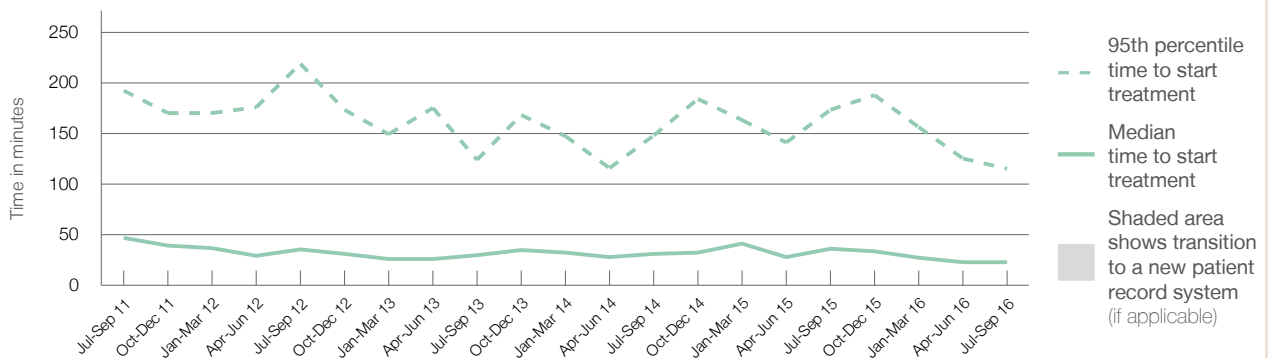
95th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
202	169
36 minutes	24 minutes
173 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)	47	36	30	31	36	23
95th percentile time to start treatment ⁵ (minutes)	193	219	124	148	173	115

(†) 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.

Maclean District Hospital: Time patients spent in the ED July to September 2016

All presentations:¹ 2,932 patients

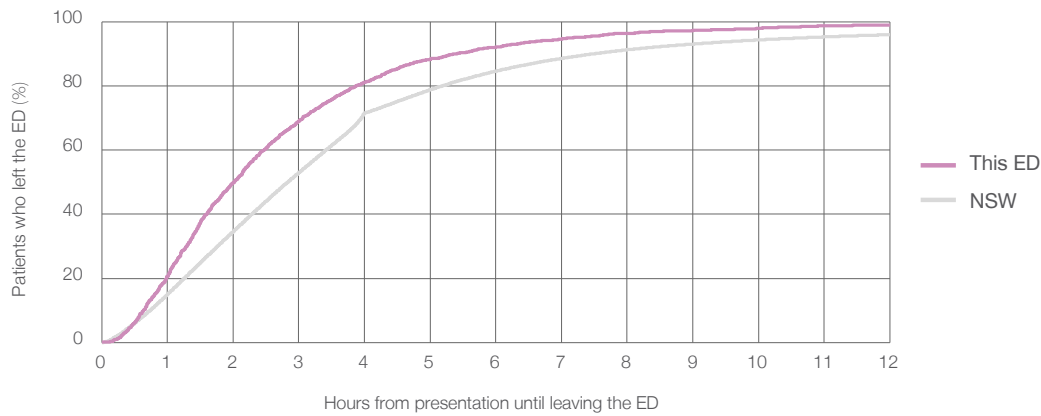
Presentations used to calculate time to leaving the ED:⁶ 2,931 patients

Median time spent in the ED⁸ 2 hours and 1 minutes

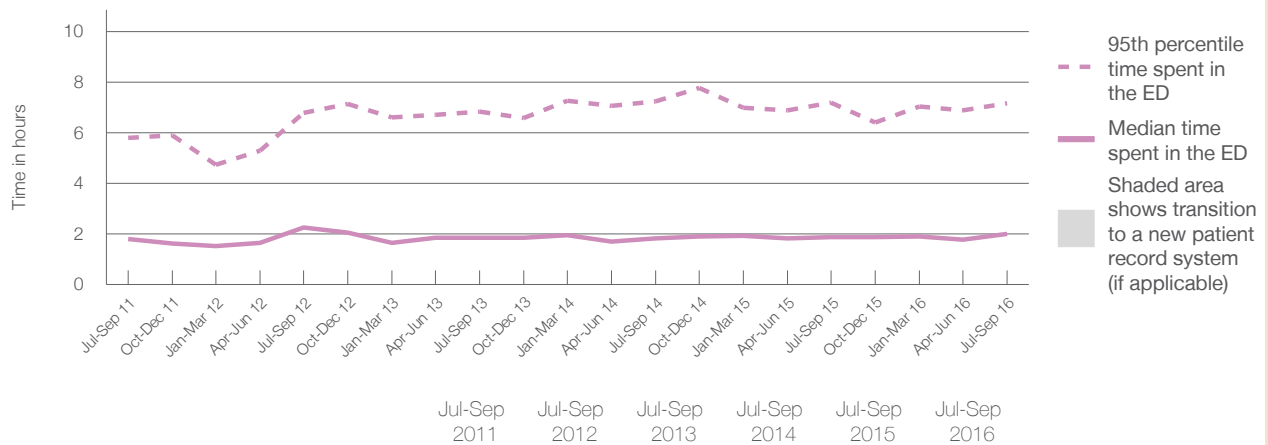
95th percentile time spent in the ED⁹ 7 hours and 10 minutes

Same period last year	NSW (this period)
2,773	
2,772	
1 hours and 53 minutes	2 hours and 50 minutes
7 hours and 11 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)	1h 49m	2h 16m	1h 51m	1h 50m	1h 53m	2h 1m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 48m	6h 48m	6h 50m	7h 15m	7h 11m	7h 10m

(†) 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.

Maclean District Hospital: Time patients spent in the ED

By mode of separation

July to September 2016

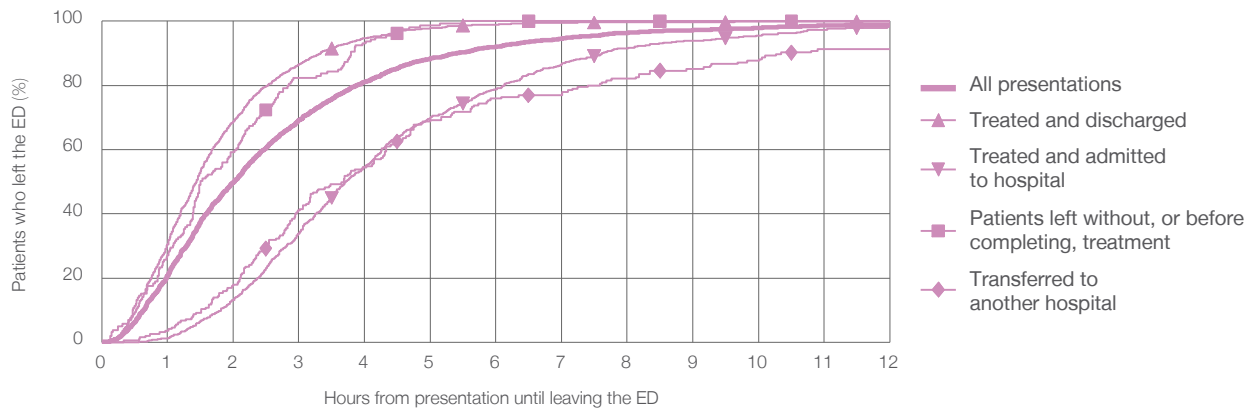
All presentations:¹ 2,932 patients

Presentations used to calculate time to leaving the ED:⁶ 2,931 patients

Treated and discharged	1,780 (60.7%)
Treated and admitted to hospital	794 (27.1%)
Patient left without, or before completing, treatment	159 (5.4%)
Transferred to another hospital	195 (6.7%)
Other	4 (0.1%)

Same period last year	Change since one year ago
2,772	5.7%
1,778	0.1%
644	23.3%
126	26.2%
217	-10.1%
8	-50.0%

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	30.6%	68.8%	86.6%	94.7%	99.0%	99.7%	99.8%	99.9%
Treated and admitted to hospital	1.3%	13.2%	33.9%	54.7%	78.8%	91.6%	95.5%	98.2%
Patient left without, or before completing, treatment	27.0%	59.1%	82.4%	93.1%	100%	100%	100%	100%
Transferred to another hospital	3.6%	17.9%	41.0%	54.4%	75.9%	82.1%	87.7%	91.3%
All presentations	20.7%	49.9%	69.1%	81.1%	92.1%	96.3%	97.9%	98.9%

(†) 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.

Maclean District 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 2,932 patients

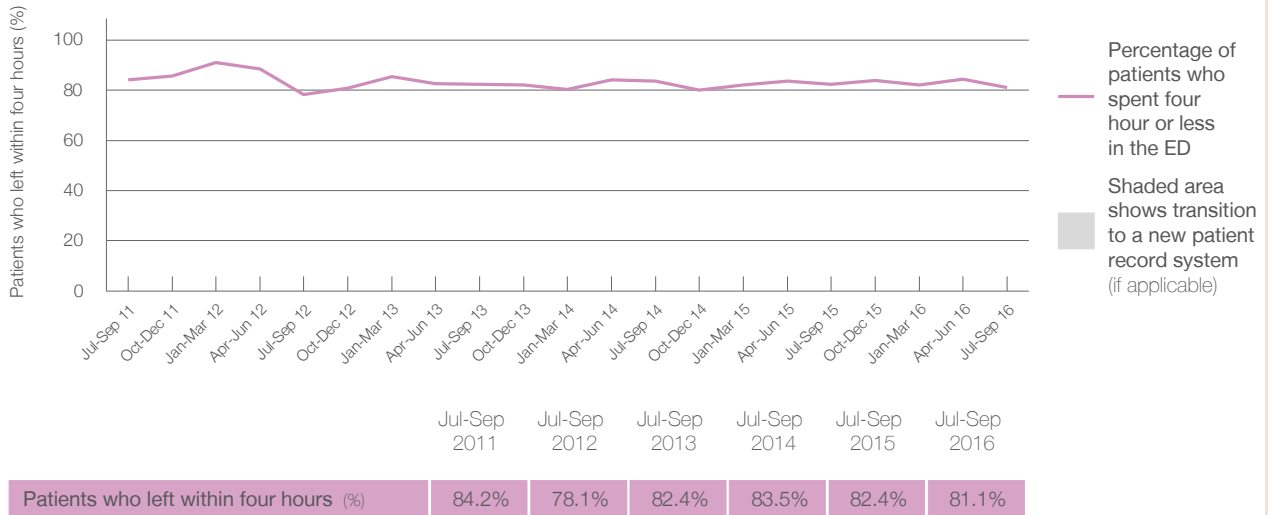
Presentations used to calculate time to leaving the ED: ⁶ 2,931 patients

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	2,773	5.7%
Presentations used to calculate time to leaving the ED	2,772	5.7%
Percentage of patients who spent four hours or less in the ED	82.4%	

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).

Murwillumbah District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 4,366 patients
Emergency presentations:² 4,016 patients

Same period last year	Change since one year ago
4,130	5.7%
3,839	4.6%

Murwillumbah District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 310 patients

Median time to start treatment⁴ 5 minutes
95th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,266 patients

Median time to start treatment⁴ 11 minutes
95th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,083 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 347 patients

Median time to start treatment⁴ 13 minutes
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
326	
6 minutes	8 minutes
23 minutes	41 minutes
1,280	
14 minutes	21 minutes
55 minutes	103 minutes
1,949	
18 minutes	27 minutes
106 minutes	139 minutes
275	
17 minutes	24 minutes
128 minutes	138 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 4,364 patients

Percentage of patients who spent four hours or less in the ED 88.5%

Same period last year	Change since one year ago
4,127	5.7%
88.3%	

* 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, July to September 2016.
- 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 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.
- 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.

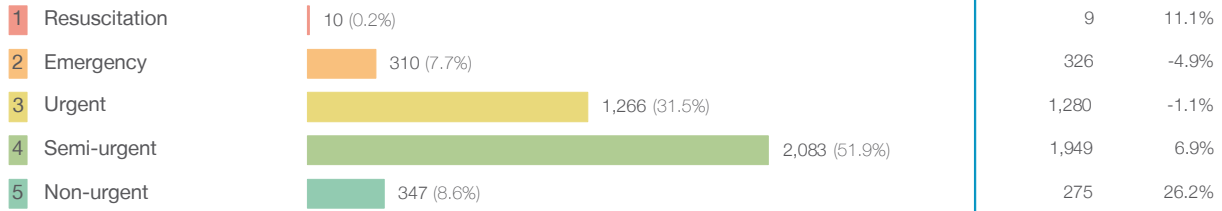
Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Murwillumbah District Hospital: Patients presenting to the emergency department

July to September 2016

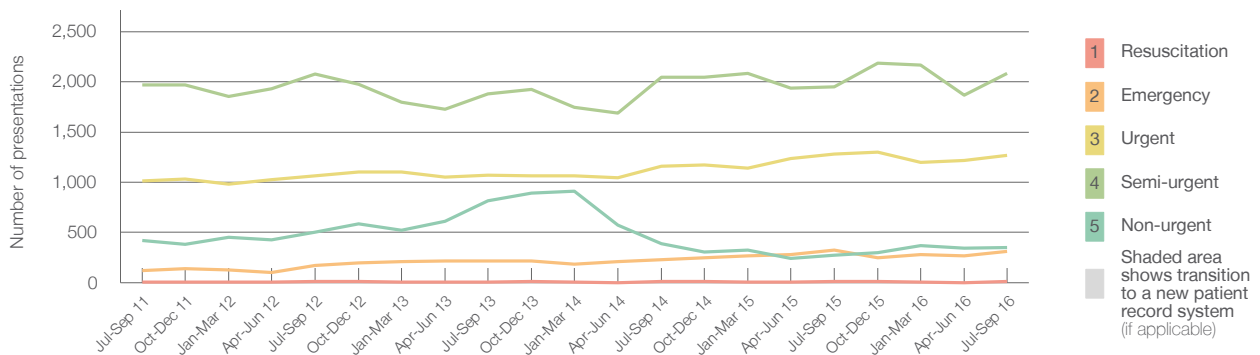
All presentations:¹ 4,366 patients

Emergency presentations² by triage category: 4,016 patients



Same period last year	Change since one year ago
4,130	5.7%
3,839	4.6%
9	11.1%
326	-4.9%
1,280	-1.1%
1,949	6.9%
275	26.2%

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	7	9	7	9	9	10
Emergency	122	173	219	229	326	310
Urgent	1,010	1,065	1,069	1,161	1,280	1,266
Semi-urgent	1,971	2,075	1,878	2,047	1,949	2,083
Non-urgent	423	503	813	391	275	347
All emergency presentations	3,533	3,825	3,986	3,837	3,839	4,016

Murwillumbah District Hospital: Patients arriving by ambulance

July to September 2016

Arrivals used to calculate transfer of care time:⁷ 179 patients **

ED Transfer of care time



Same period last year	Change since one year ago
200	
12 minutes	-1 minute
34 minutes	-8 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Murwillumbah District 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: 310

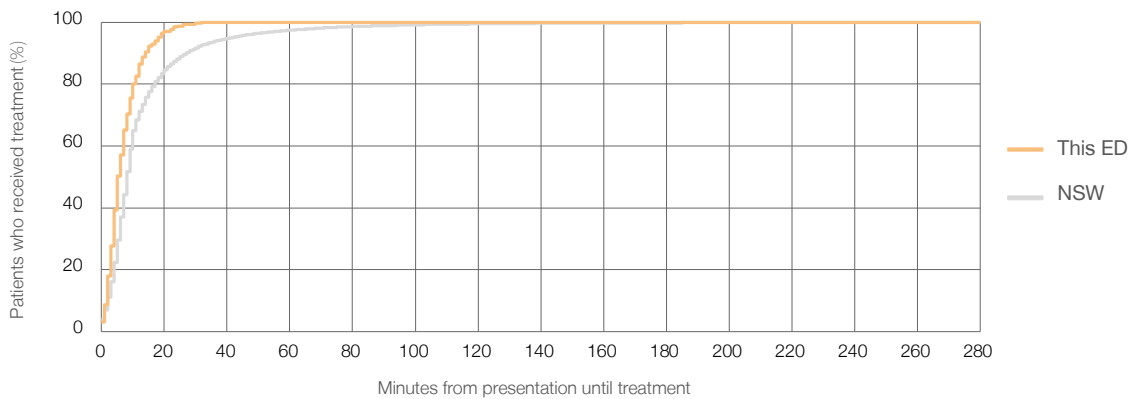
Number of triage 2 patients used to calculate waiting time:³ 310

Median time to start treatment⁴ 5 minutes

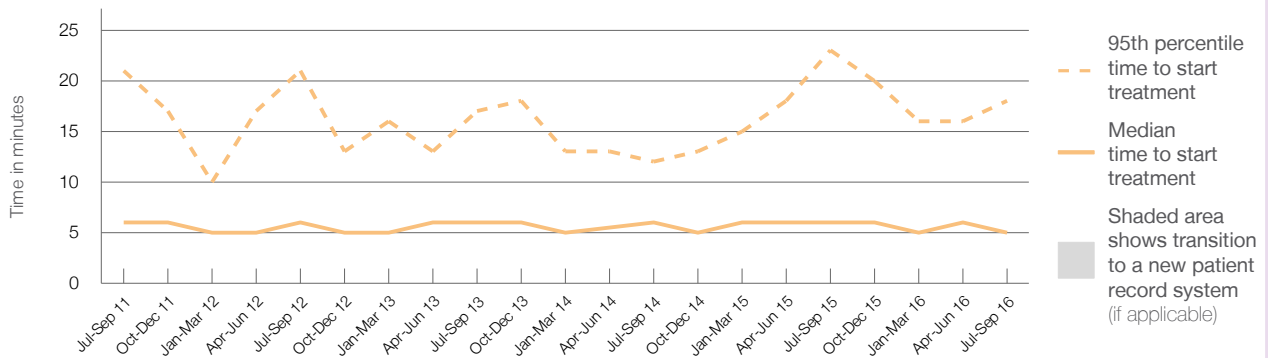
95th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
326	
324	
6 minutes	8 minutes
23 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)	6	6	6	6	6	5
95th percentile time to start treatment ⁵ (minutes)	21	21	17	12	23	18

(†) 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.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 3 July to September 2016

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

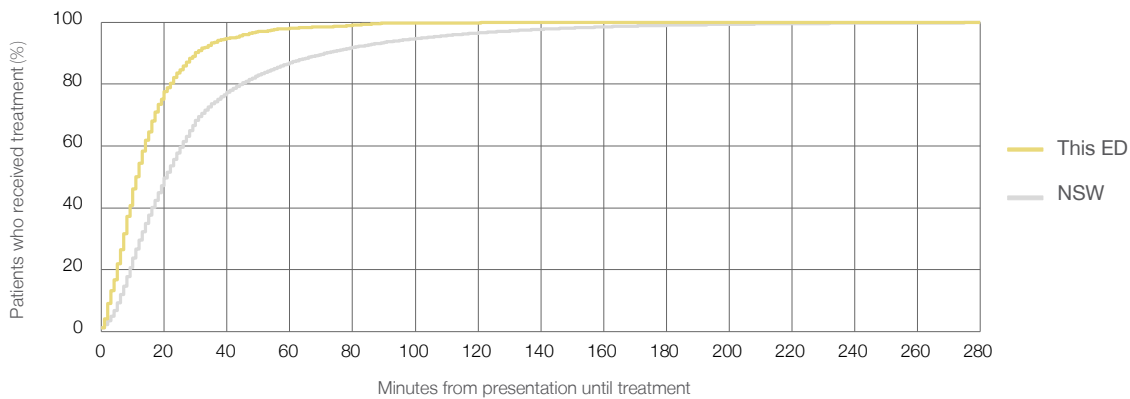
Number of triage 3 patients: 1,266

Number of triage 3 patients used to calculate waiting time:³ 1,251

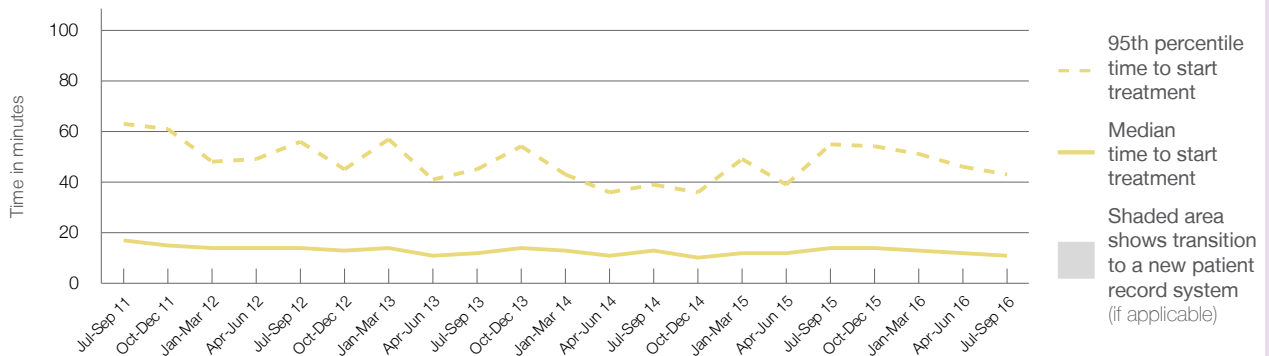
Median time to start treatment⁴ 11 minutes
 95th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
1,280	1,267
14 minutes	21 minutes
55 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)	17	14	12	13	14	11
95th percentile time to start treatment ⁵ (minutes)	63	56	45	39	55	43

(†) 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.

Murwillumbah District 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: 2,083

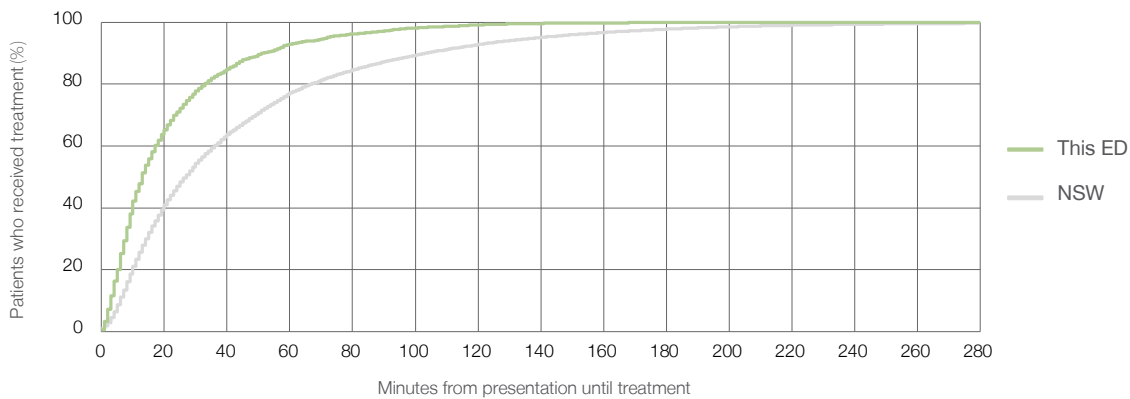
Number of triage 4 patients used to calculate waiting time:³ 2,034

Median time to start treatment⁴ 13 minutes

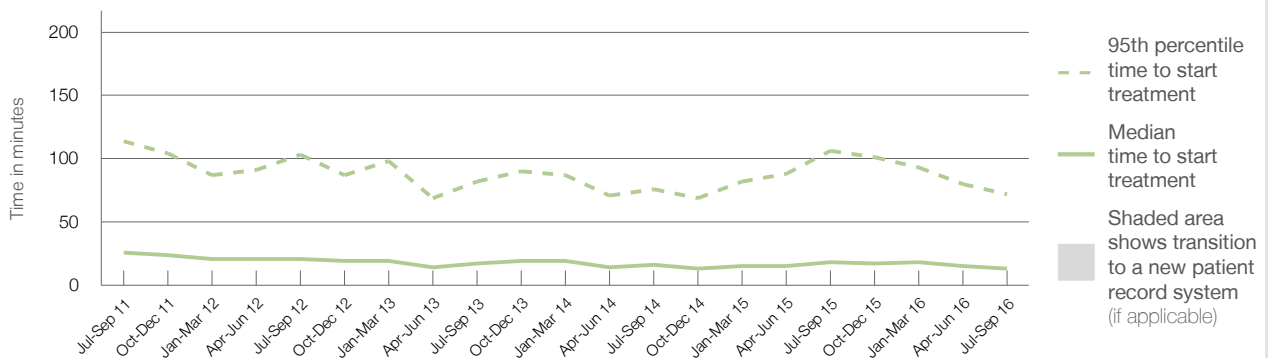
95th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
1,949	
1,892	
18 minutes	27 minutes
106 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)	26	21	17	16	18	13
95th percentile time to start treatment ⁵ (minutes)	114	103	82	76	106	72

(†) 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.

Murwillumbah District 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: 347

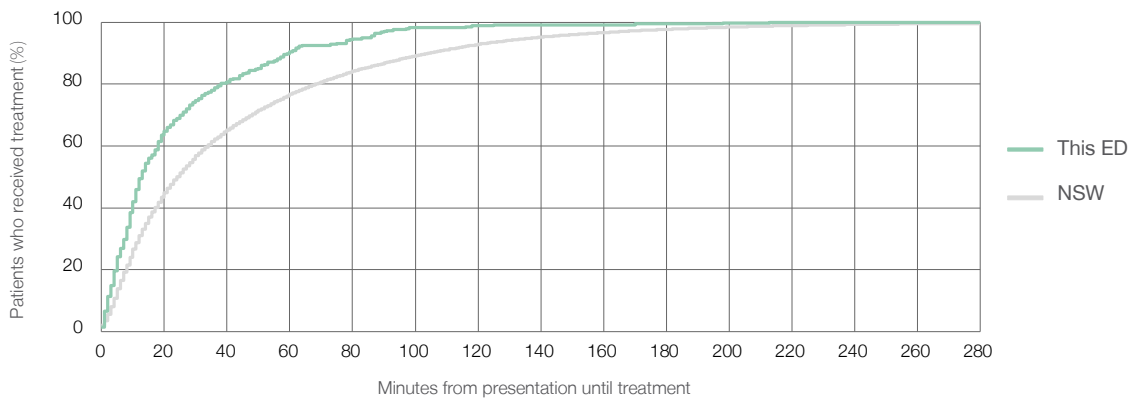
Number of triage 5 patients used to calculate waiting time:³ 335

Median time to start treatment⁴ 13 minutes

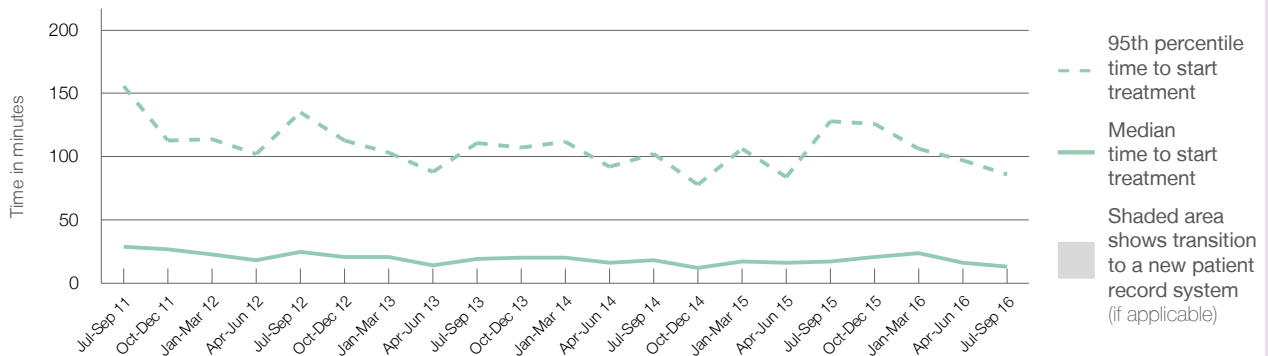
95th percentile time to start treatment⁵ 86 minutes

Same period last year	NSW (this period)
275	257
17 minutes	24 minutes
128 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)	29	25	19	18	17	13
95th percentile time to start treatment ⁵ (minutes)	156	135	111	102	128	86

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 4,366 patients

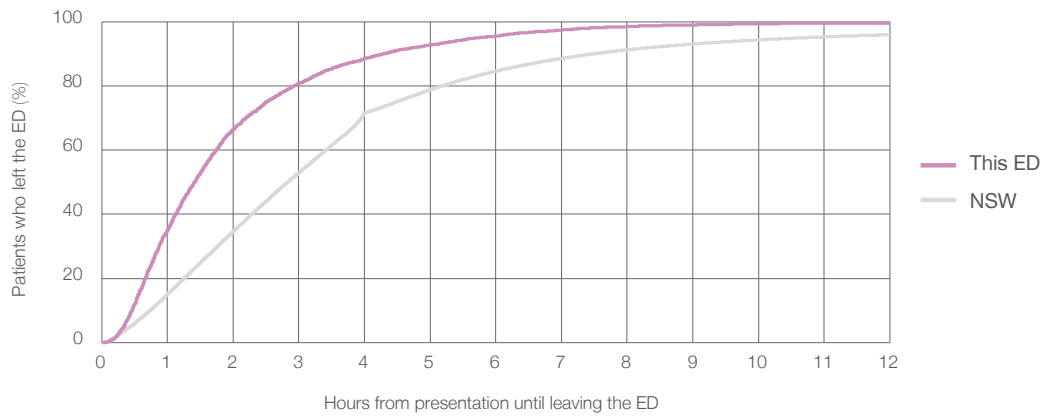
Presentations used to calculate time to leaving the ED:⁶ 4,364 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

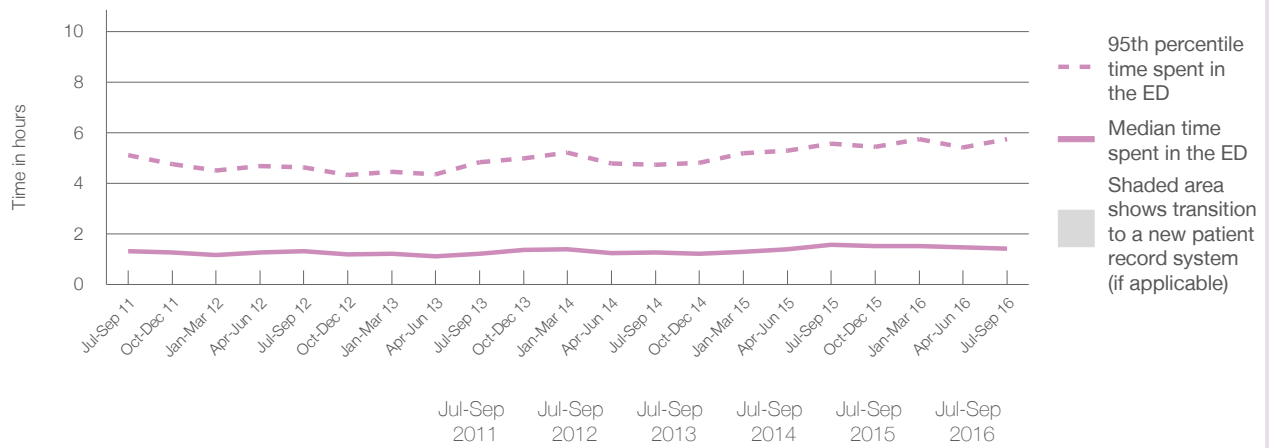
95th percentile time spent in the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
4,130	4,127
1 hours and 34 minutes	2 hours and 50 minutes
5 hours and 35 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)	1h 19m	1h 20m	1h 14m	1h 16m	1h 34m	1h 25m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 7m	4h 39m	4h 50m	4h 44m	5h 35m	5h 45m

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED By mode of separation July to September 2016

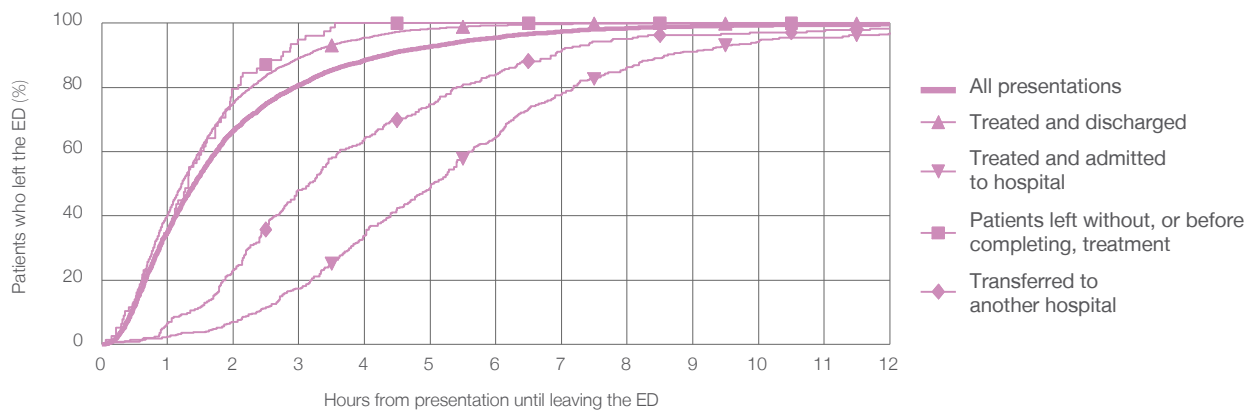
All presentations:¹ 4,366 patients

Presentations used to calculate time to leaving the ED:⁶ 4,364 patients

Treated and discharged	3,662 (83.9%)
Treated and admitted to hospital	375 (8.6%)
Patient left without, or before completing, treatment	78 (1.8%)
Transferred to another hospital	246 (5.6%)
Other	5 (0.1%)

Same period last year	Change since one year ago
4,127	5.7%
3,324	10.2%
422	-11.1%
91	-14.3%
286	-14.0%
7	-28.6%

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	40.3%	75.2%	89.2%	95.5%	99.3%	99.9%	100%	100%
Treated and admitted to hospital	2.4%	6.9%	17.3%	33.9%	64.5%	86.4%	94.4%	97.1%
Patient left without, or before completing, treatment	35.9%	79.5%	94.9%	100%	100%	100%	100%	100%
Transferred to another hospital	6.5%	23.2%	48.0%	64.2%	84.1%	95.1%	97.2%	98.4%
All presentations	35.1%	66.5%	80.8%	88.5%	95.5%	98.5%	99.3%	99.7%

(†) 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.

Murwillumbah District 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 4,366 patients

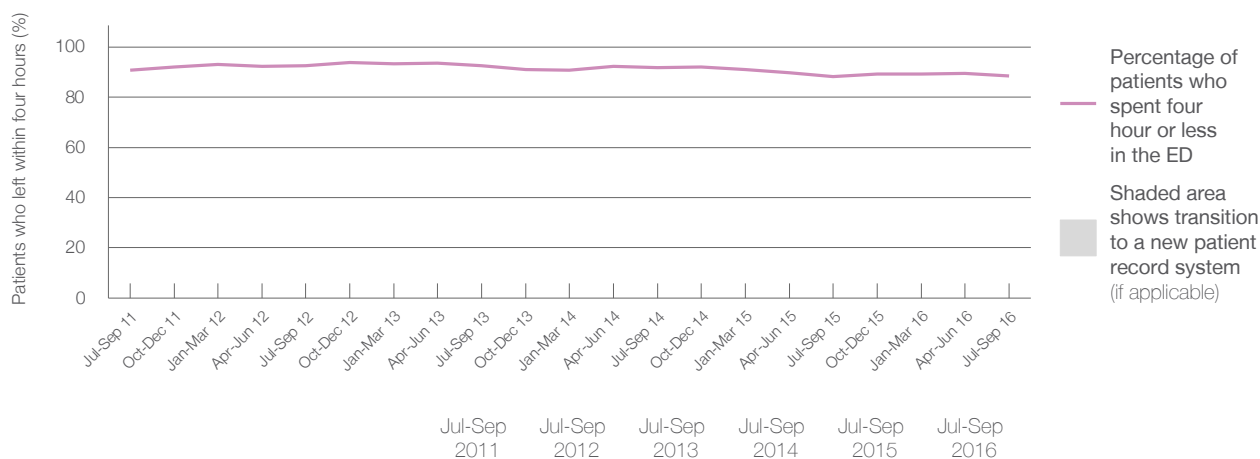
Presentations used to calculate time to leaving the ED: ⁶ 4,364 patients

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	4,130	5.7%
Presentations used to calculate time to leaving the ED	4,127	5.7%
Percentage of patients who spent four hours or less in the ED	88.3%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	90.7%	92.4%	92.6%	91.8%	88.3%	88.5%

* 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.
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- 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).

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.

- 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, July to September 2016.
- 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 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.
- All presentations that have a departure time.

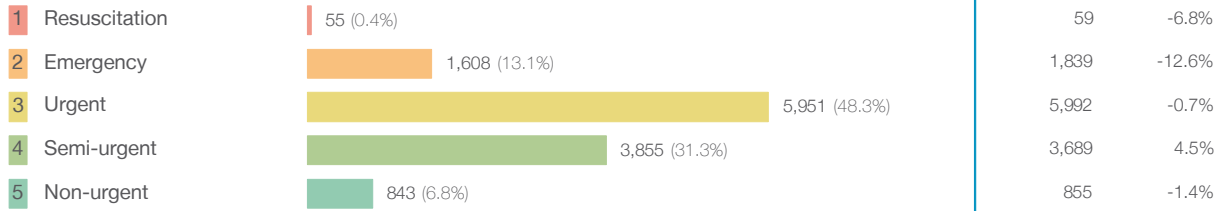
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

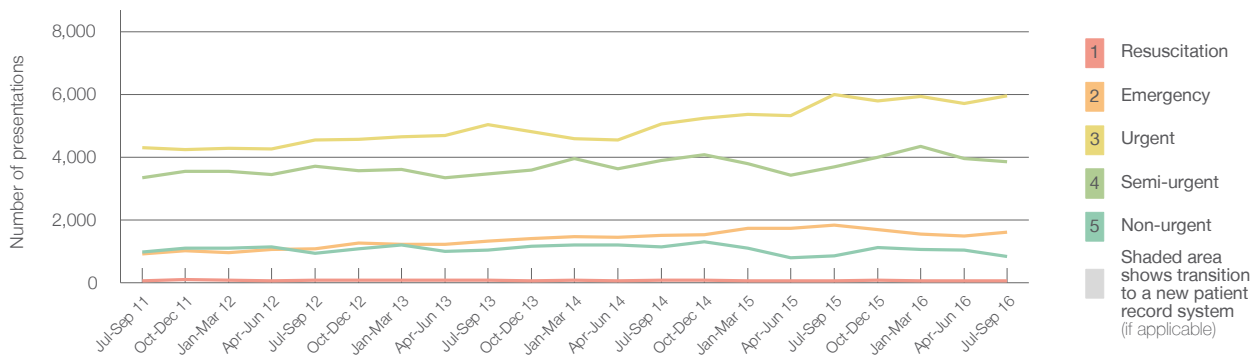
The Tweed Hospital: Patients presenting to the emergency department July to September 2016

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

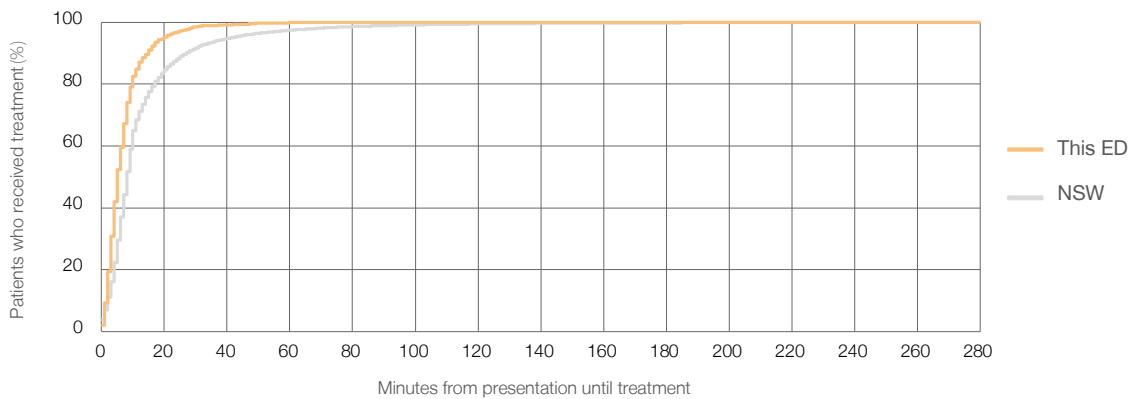
Number of triage 2 patients used to calculate waiting time:³ 1,603

Median time to start treatment⁴ 5 minutes

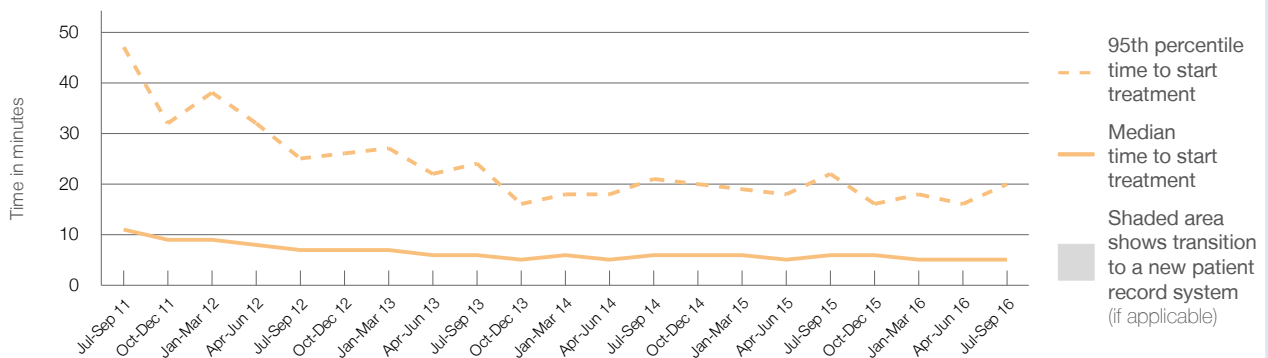
95th percentile time to start treatment⁵ 20 minutes

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

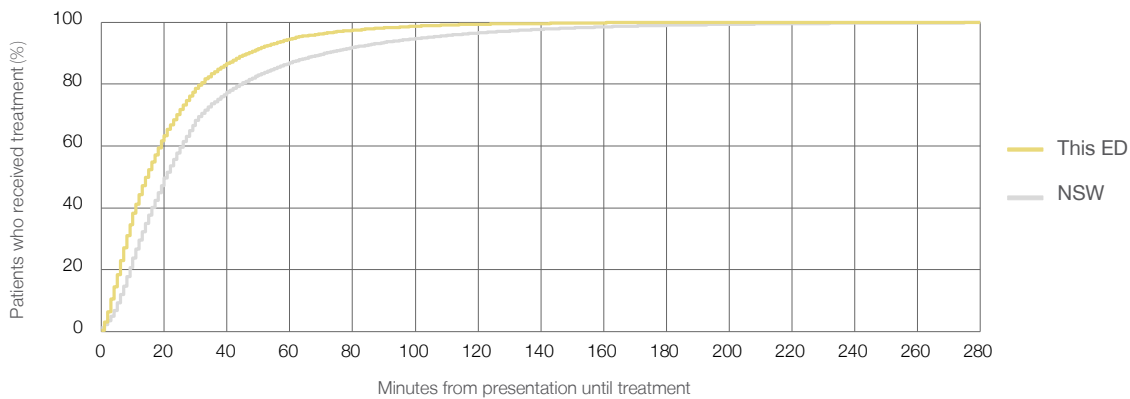
Number of triage 3 patients used to calculate waiting time:³ 5,887

Median time to start treatment⁴ 15 minutes

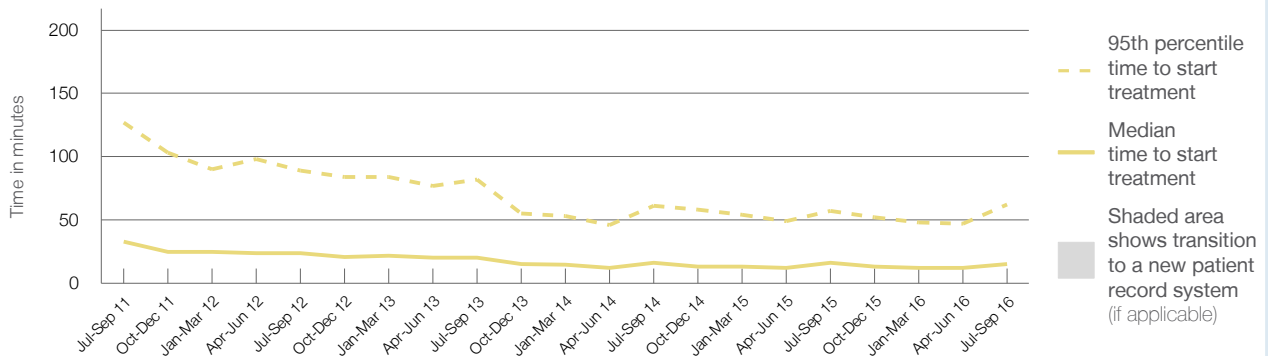
95th percentile time to start treatment⁵ 62 minutes

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

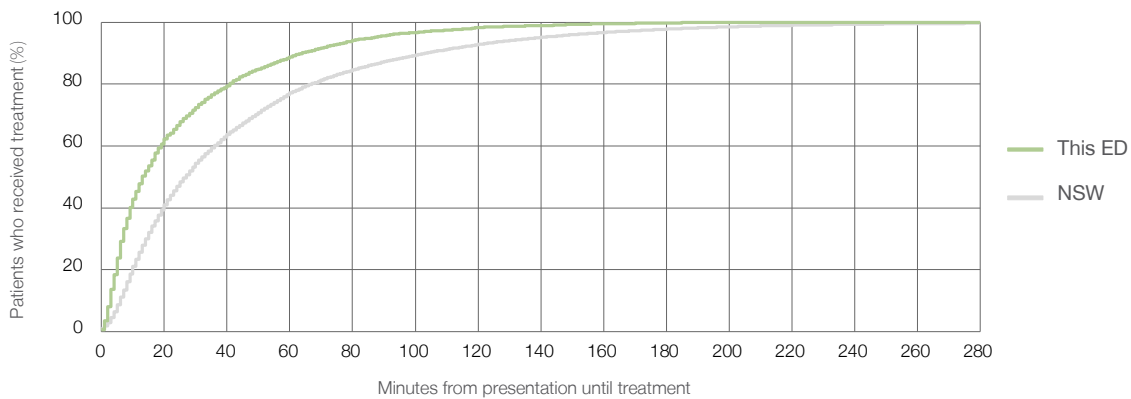
Number of triage 4 patients used to calculate waiting time:³ 3,739

Median time to start treatment⁴ 13 minutes

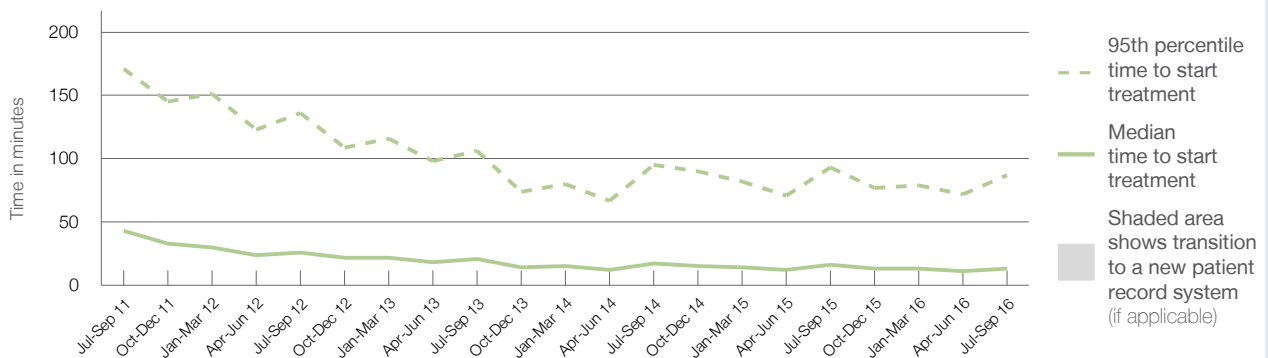
95th percentile time to start treatment⁵ 87 minutes

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

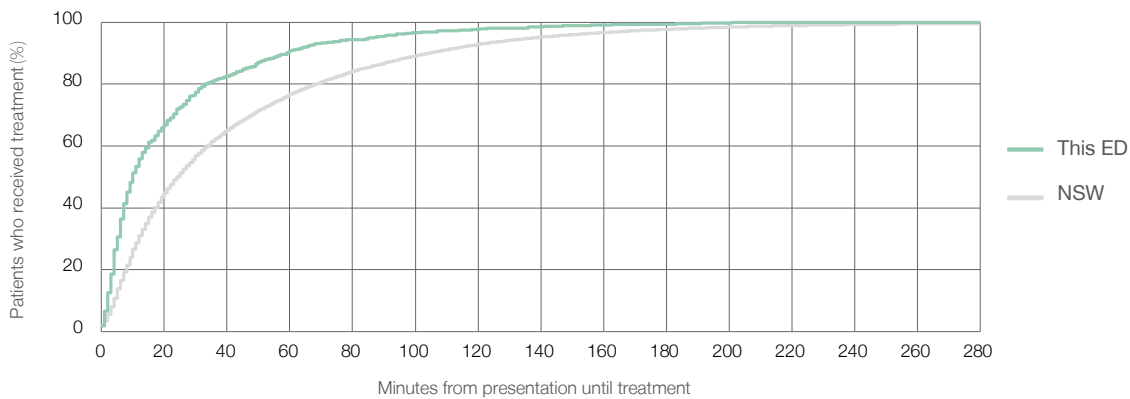
10 minutes

95th percentile time to start treatment⁵

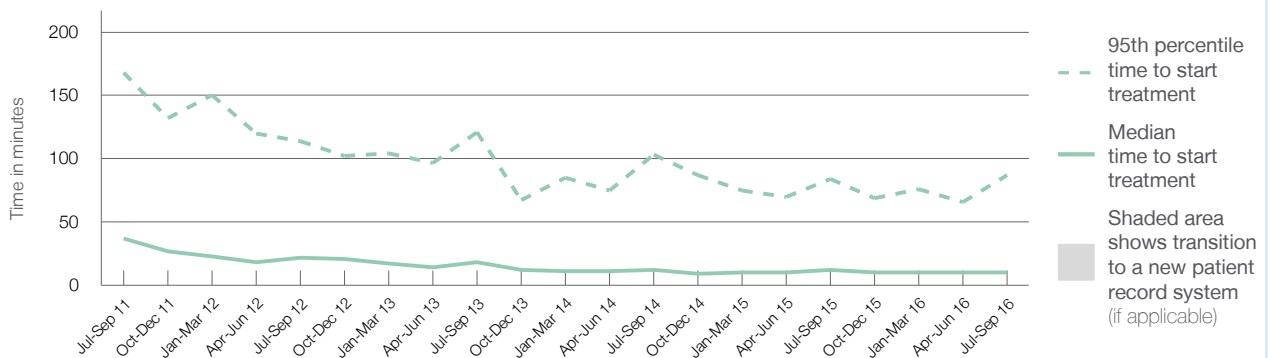
87 minutes

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

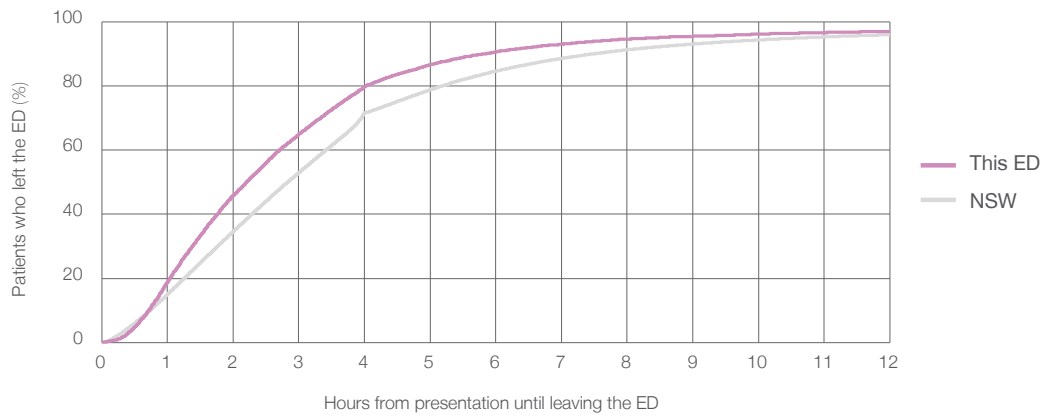
Presentations used to calculate time to leaving the ED:⁶ 12,616 patients

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

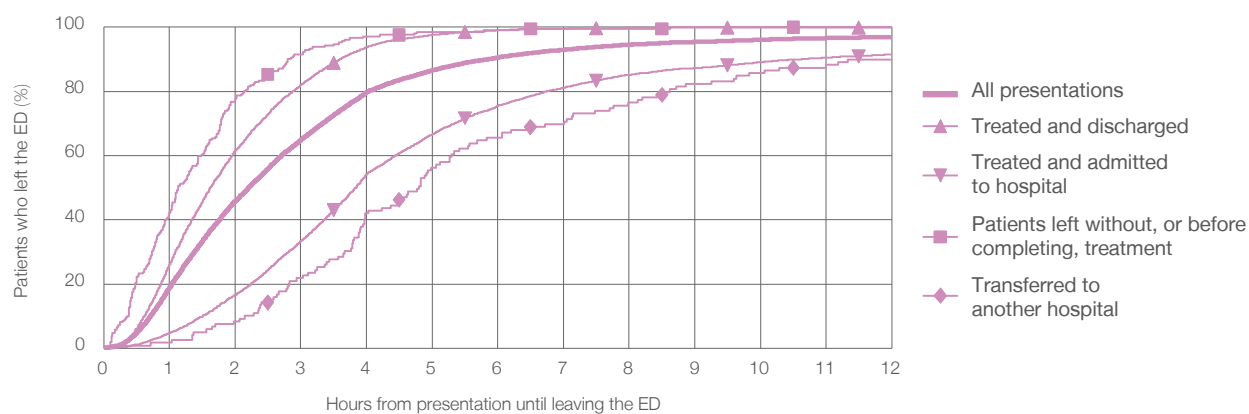
All presentations:¹ 12,626 patients

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

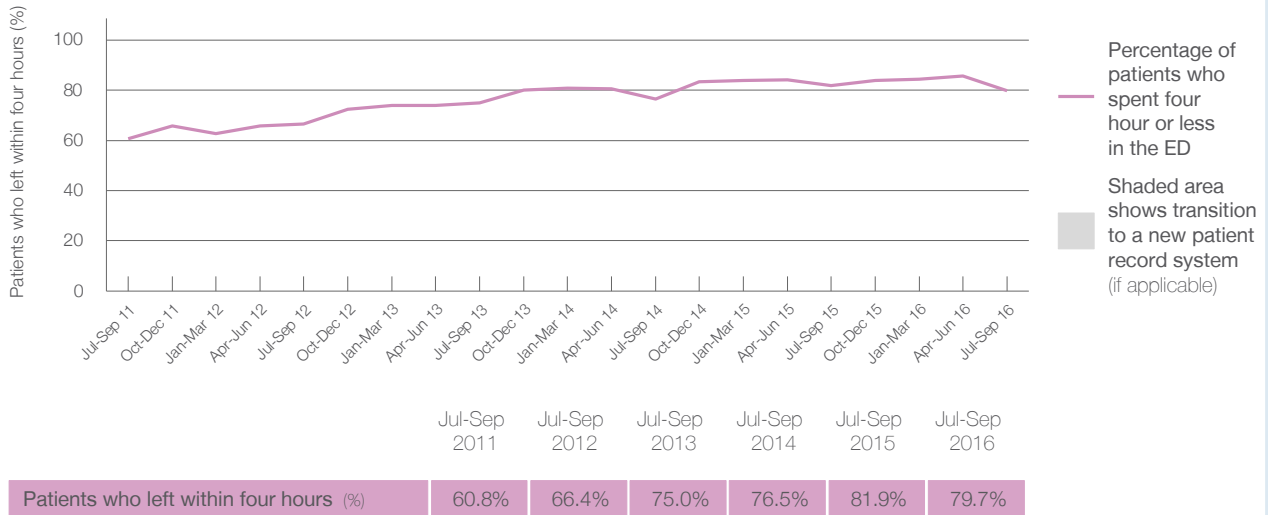
Presentations used to calculate time to leaving the ED: ⁶ 12,616 patients

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).