

Healthcare Quarterly

Performance Profiles

Emergency Department

Northern NSW Local Health District

October to December 2017

Ballina District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 4,606 patients
 Emergency presentations:² 4,315 patients

Same period last year	Change since one year ago
4,170	10.5%
3,948	9.3%

Ballina District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 327 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,299 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 54 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,343 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 90 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 335 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
332	
7 minutes	8 minutes
21 minutes	23 minutes
1,163	
20 minutes	20 minutes
49 minutes	65 minutes
2,094	
23 minutes	26 minutes
90 minutes	99 minutes
336	
29 minutes	23 minutes
109 minutes	103 minutes

Ballina District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 4,606 patients

Percentage of patients who spent four hours or less in the ED 76.4%

Same period last year	Change since one year ago
4,170	10.5%
79.9%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

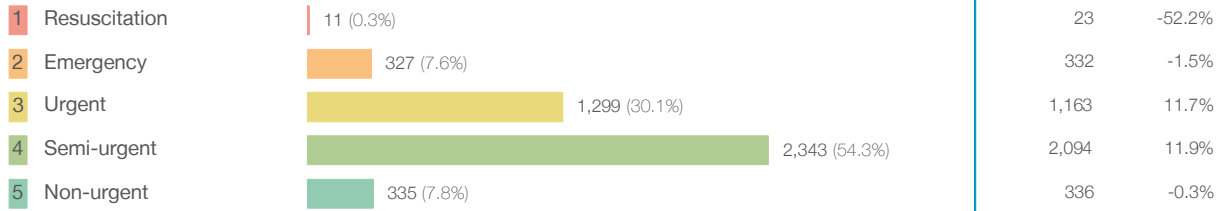
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Ballina District Hospital: Patients presenting to the emergency department October to December 2017

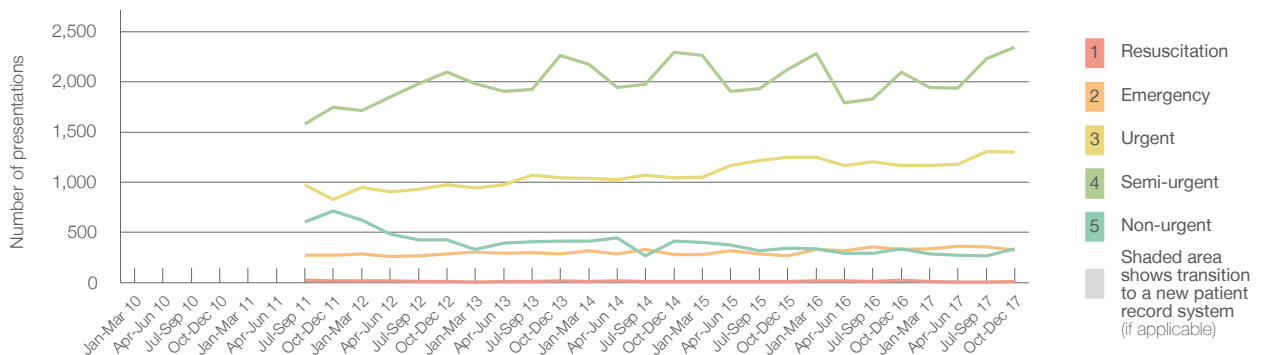
All presentations:¹ 4,606 patients

Emergency presentations² by triage category: 4,315 patients



Same period last year	Change since one year ago
4,170	10.5%
3,948	9.3%
23	-52.2%
332	-1.5%
1,163	11.7%
2,094	11.9%
336	-0.3%

Emergency presentations² by quarter, January 2010 to December 2017 † §



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation		16	13	21	12	12	23	11
Emergency		275	286	285	281	268	332	327
Urgent		830	977	1,044	1,046	1,250	1,163	1,299
Semi-urgent		1,745	2,096	2,262	2,292	2,125	2,094	2,343
Non-urgent		712	425	415	415	343	336	335
All emergency presentations		3,578	3,797	4,027	4,046	3,998	3,948	4,315

Ballina District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 340 patients **

ED Transfer of care time



Same period last year	Change since one year ago
328	
12 minutes	1 minute
29 minutes	-1 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) 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 October to December 2017

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

Number of triage 2 patients: 327

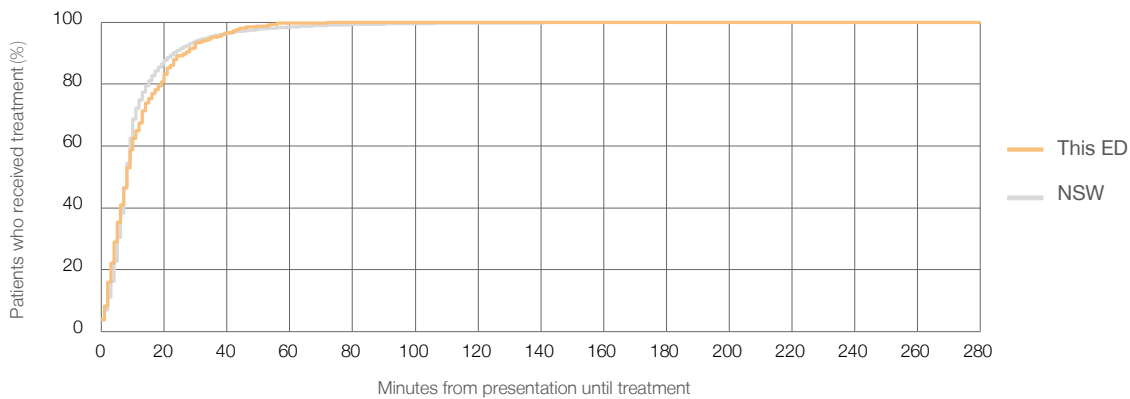
Number of triage 2 patients used to calculate waiting time:³ 325

Median time to start treatment⁴ 8 minutes

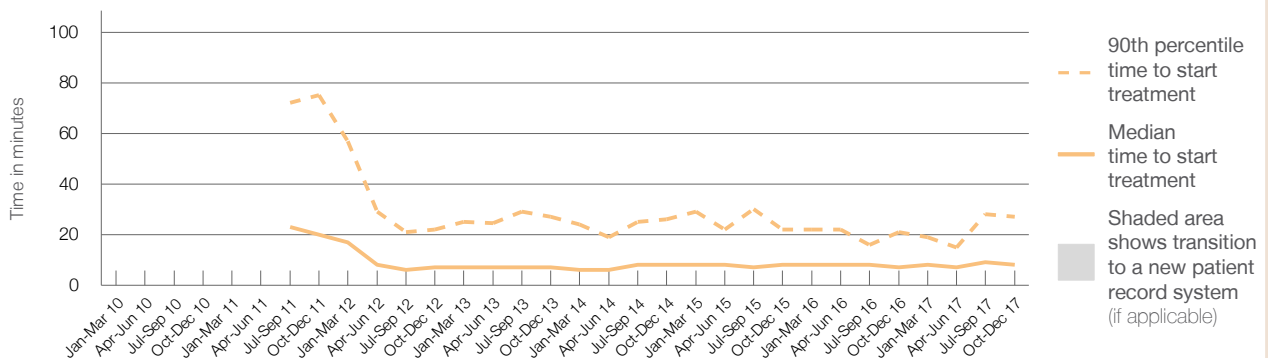
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
332	328
7 minutes	8 minutes
21 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		20	7	7	8	8	7	8
90th percentile time to start treatment ⁵ (minutes)		75	22	27	26	22	21	27

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Ballina District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,299

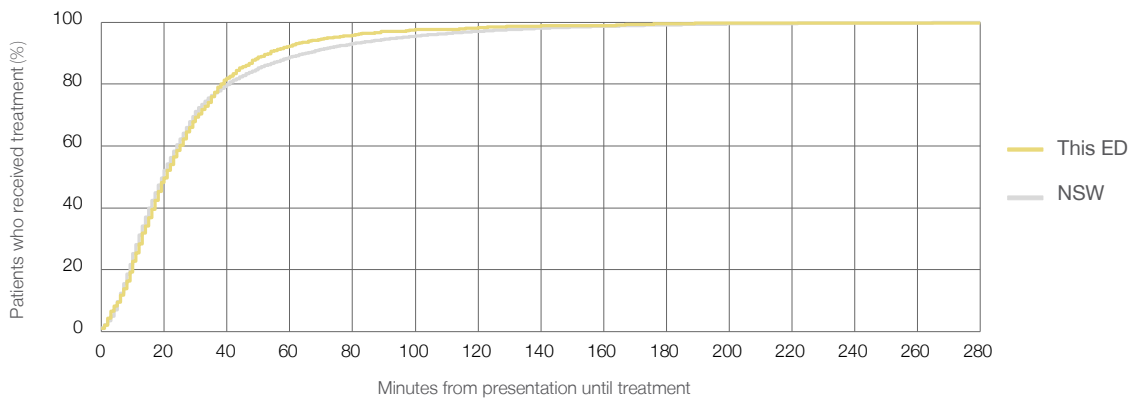
Number of triage 3 patients used to calculate waiting time:³ 1,273

Median time to start treatment⁴ 21 minutes

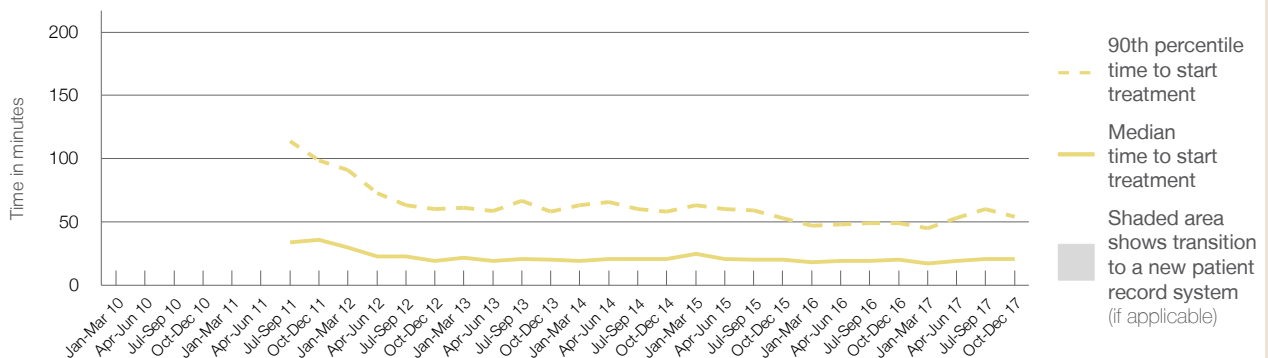
90th percentile time to start treatment⁵ 54 minutes

Same period last year	NSW (this period)
1,163	1,139
20 minutes	20 minutes
49 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		36	19	20	21	20	20	21
90th percentile time to start treatment ⁵ (minutes)		99	60	58	58	53	49	54

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Ballina District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,343

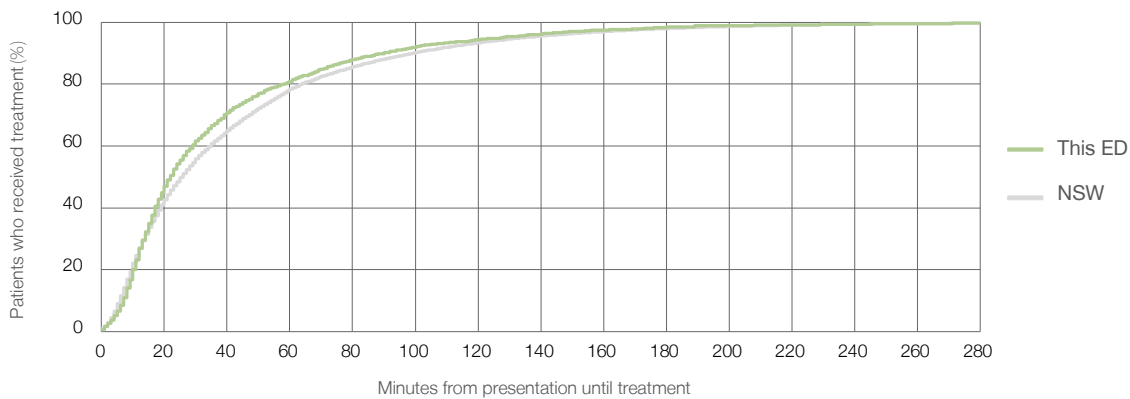
Number of triage 4 patients used to calculate waiting time:³ 2,150

Median time to start treatment⁴ 22 minutes

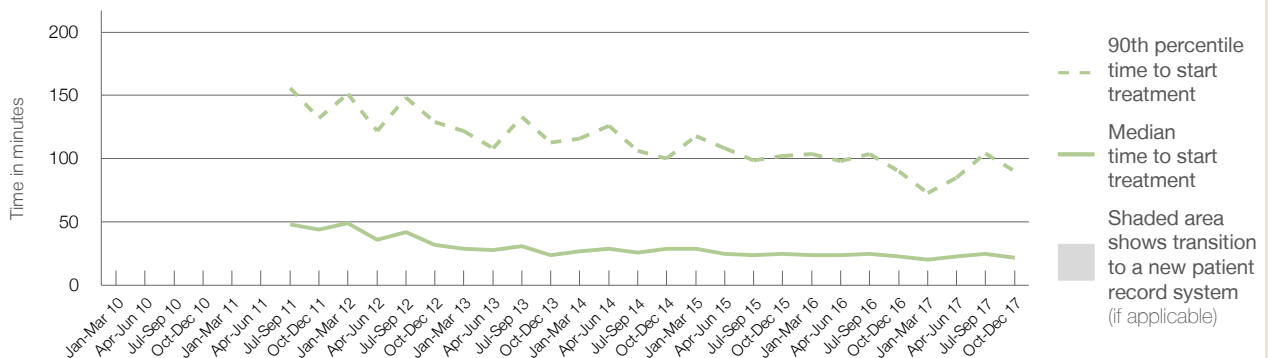
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
2,094	1,918
23 minutes	26 minutes
90 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		44	32	24	29	25	23	22
90th percentile time to start treatment ⁵ (minutes)		132	129	113	100	102	90	90

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Ballina District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 335

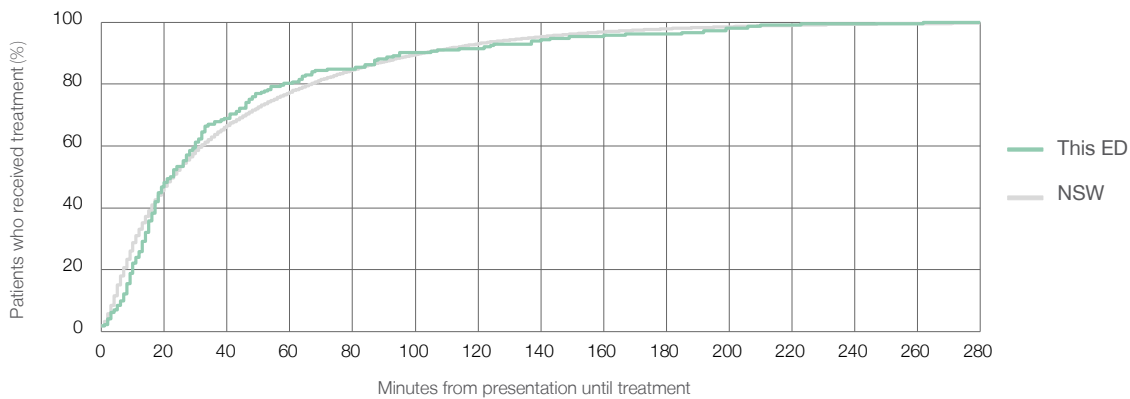
Number of triage 5 patients used to calculate waiting time:³ 212

Median time to start treatment⁴ 23 minutes

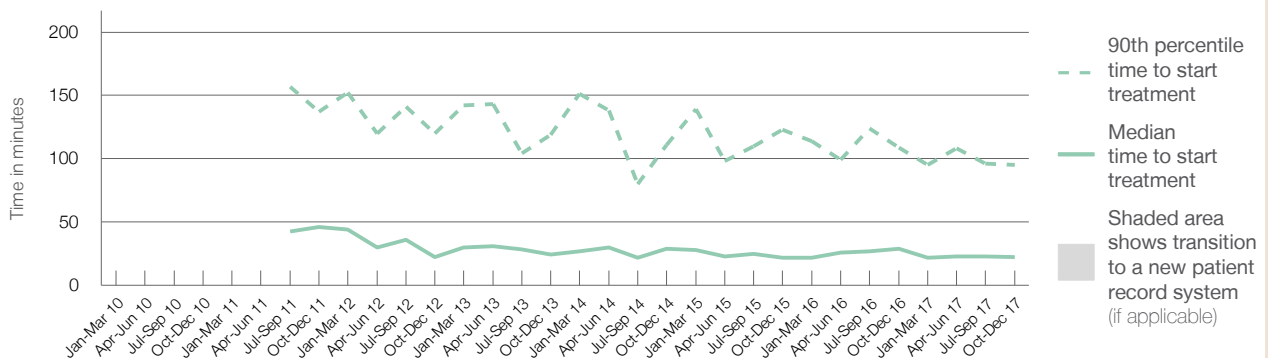
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
336	
243	
29 minutes	23 minutes
109 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		46	23	25	29	22	29	23
90th percentile time to start treatment ⁵ (minutes)		137	120	119	111	123	109	95

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Ballina District Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 4,606 patients

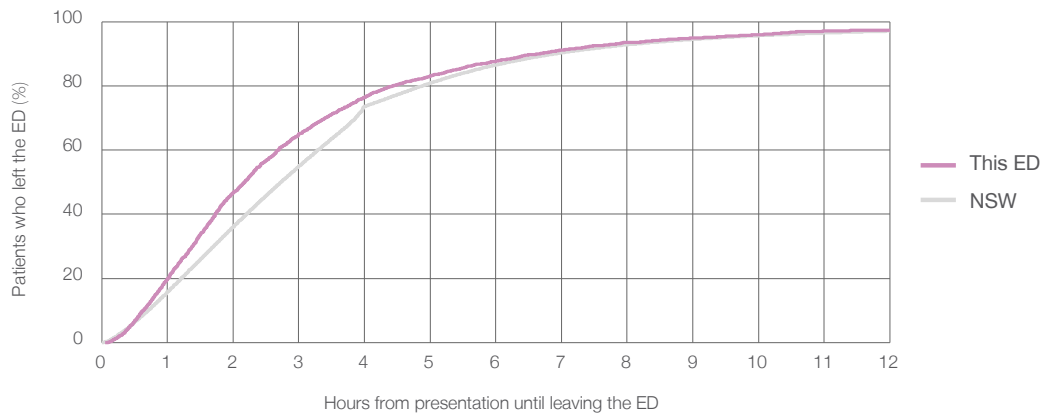
Presentations used to calculate time to leaving the ED:⁶ 4,606 patients

Median time spent in the ED⁸ 2 hours and 11 minutes

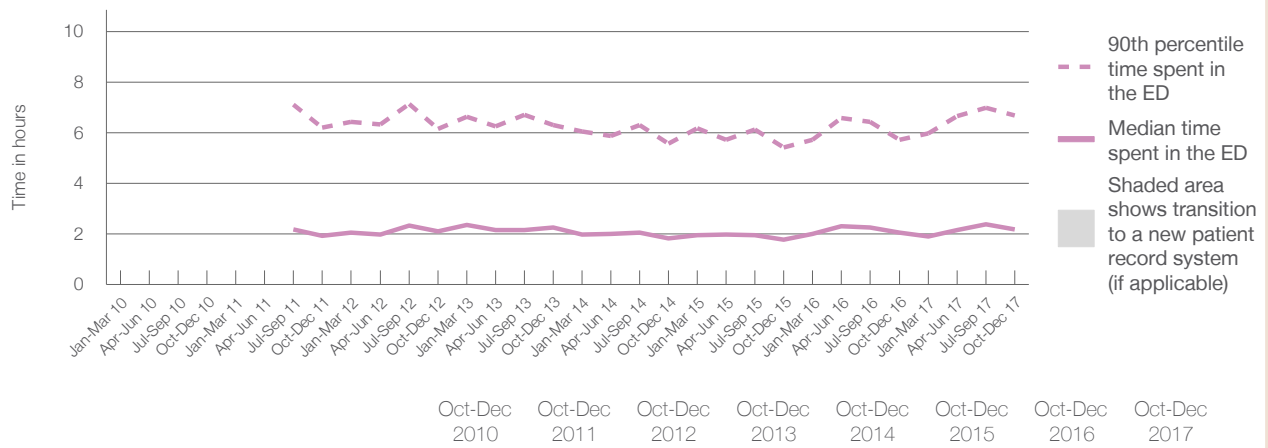
90th percentile time spent in the ED⁹ 6 hours and 41 minutes

Same period last year	NSW (this period)
4,170	4,170
2 hours and 4 minutes	2 hours and 44 minutes
5 hours and 44 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)		1h 56m	2h 6m	2h 16m	1h 50m	1h 47m	2h 4m	2h 11m
90th percentile time to leaving the ED ⁹ (hours, minutes)		6h 13m	6h 10m	6h 18m	5h 34m	5h 25m	5h 44m	6h 41m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

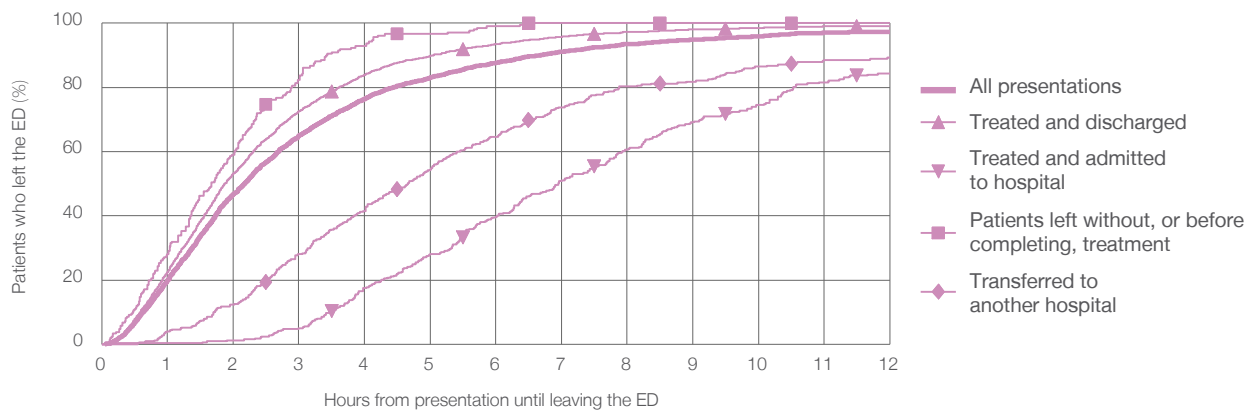
All presentations:¹ 4,606 patients

Presentations used to calculate time to leaving the ED:⁶ 4,606 patients

Treated and discharged	3,725 (80.9%)
Treated and admitted to hospital	337 (7.3%)
Patient left without, or before completing, treatment	210 (4.6%)
Transferred to another hospital	325 (7.1%)
Other	9 (0.2%)

Same period last year	Change since one year ago
4,170	10.5%
2,958	25.9%
905	-62.8%
211	-0.5%
78	316.7%
18	-50.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡§}



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

Treated and discharged	22.5%	53.2%	72.6%	83.9%	93.4%	97.2%	98.5%	99.1%
Treated and admitted to hospital	0.3%	1.2%	5.0%	17.5%	39.8%	60.5%	74.5%	84.3%
Patient left without, or before completing, treatment	28.1%	59.0%	82.4%	92.9%	99.0%	100%	100%	100%
Transferred to another hospital	4.0%	12.3%	28.0%	41.5%	64.6%	80.3%	86.5%	89.2%
All presentations	19.9%	46.8%	64.9%	76.4%	87.7%	93.5%	96.0%	97.4%

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Ballina District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 4,606 patients

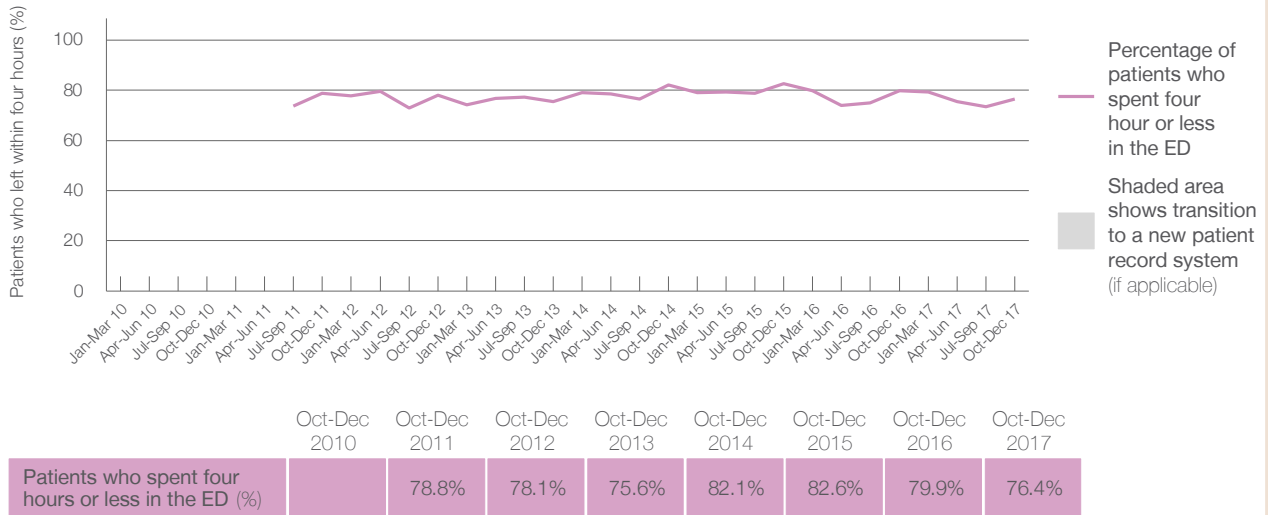
Presentations used to calculate time to leaving the ED: ⁶ 4,606 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 4,606 patients	4,170	10.5%
Presentations used to calculate time to leaving the ED: ⁶ 4,606 patients	4,170	10.5%
Percentage of patients who spent four hours or less in the ED	79.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡§}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Byron Central Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 5,481 patients
Emergency presentations:² 5,392 patients

Same period last year	Change since one year ago
4,958	10.5%
4,895	10.2%

Byron Central Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 510 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,843 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,310 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 87 minutes

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

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
465	
8 minutes	8 minutes
23 minutes	23 minutes
1,381	
15 minutes	20 minutes
46 minutes	65 minutes
2,088	
20 minutes	26 minutes
75 minutes	99 minutes
947	
21 minutes	23 minutes
108 minutes	103 minutes

Byron Central Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 5,476 patients

Percentage of patients who spent four hours or less in the ED 84.0%

Same period last year	Change since one year ago
4,958	10.4%
85.5%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

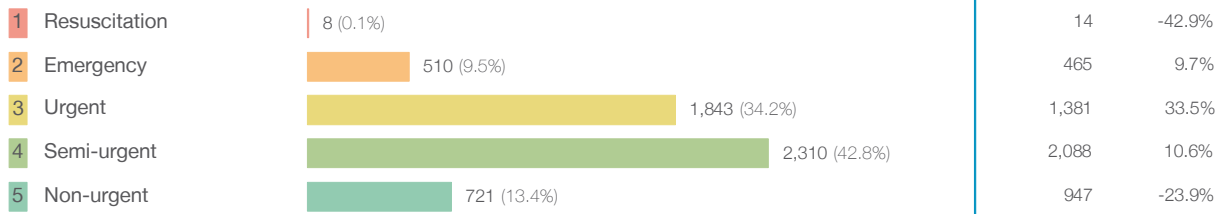
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

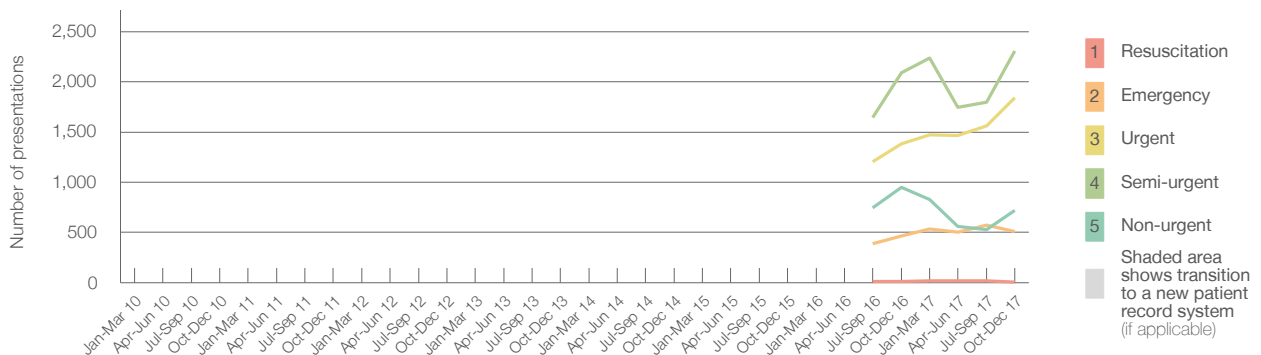
Byron Central Hospital: Patients presenting to the emergency department October to December 2017

All presentations:¹ 5,481 patients

Emergency presentations² by triage category: 5,392 patients



Emergency presentations² by quarter, January 2010 to December 2017 ^{† §}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation							14	8
Emergency							465	510
Urgent							1,381	1,843
Semi-urgent							2,088	2,310
Non-urgent							947	721
All emergency presentations							4,895	5,392

Byron Central Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 349 patients

ED Transfer of care time



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Byron Central Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 510

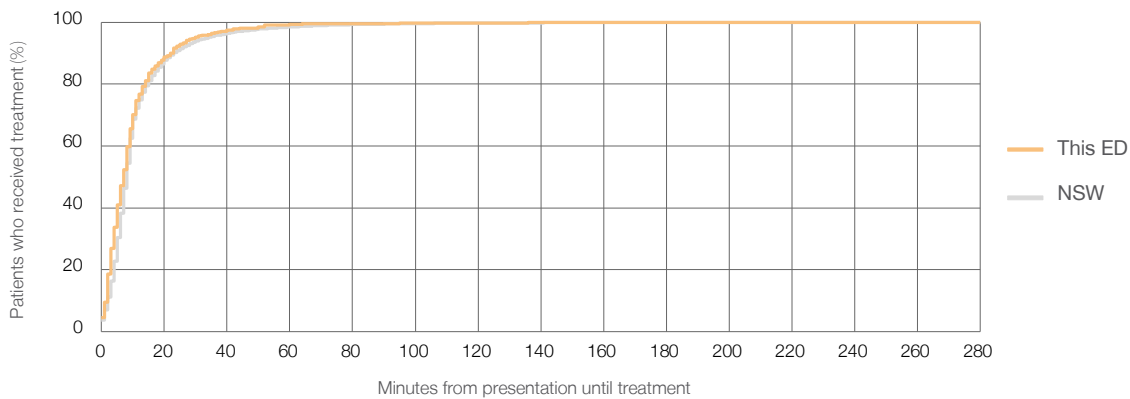
Number of triage 2 patients used to calculate waiting time:³ 503

Median time to start treatment⁴ 7 minutes

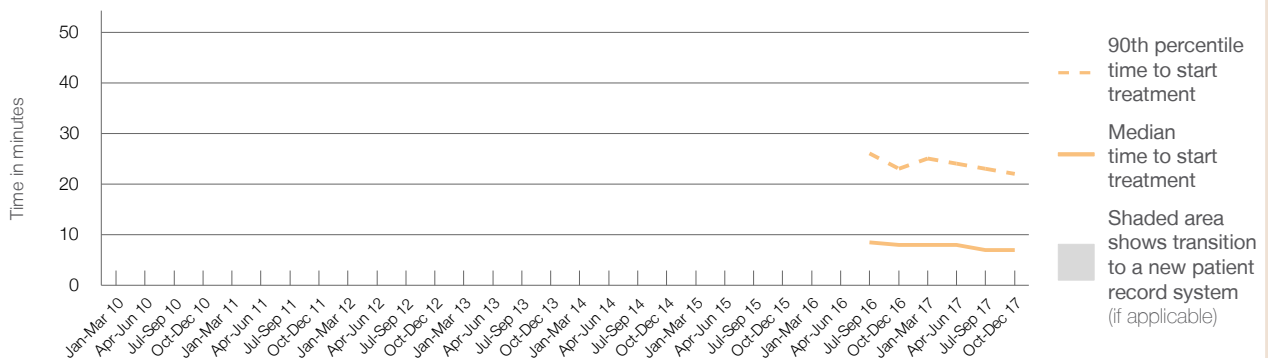
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
465	
464	
8 minutes	8 minutes
23 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							8	7
90th percentile time to start treatment ⁵ (minutes)							23	22

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

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,843

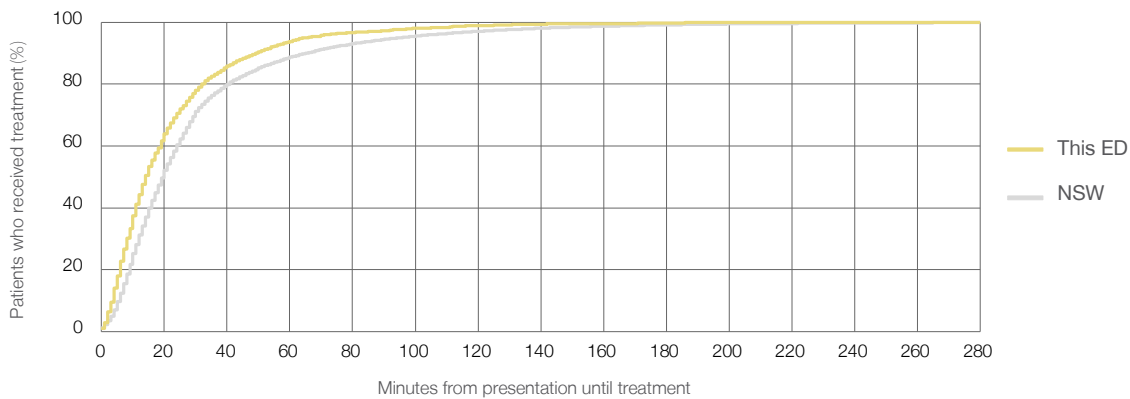
Number of triage 3 patients used to calculate waiting time:³ 1,829

Median time to start treatment⁴ 14 minutes

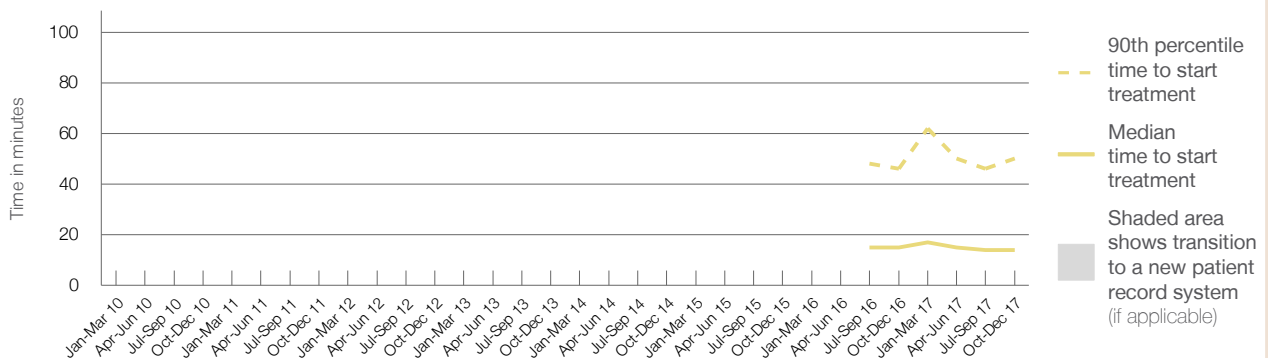
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
1,381	1,363
15 minutes	20 minutes
46 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							15	14
90th percentile time to start treatment ⁵ (minutes)							46	50

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,310

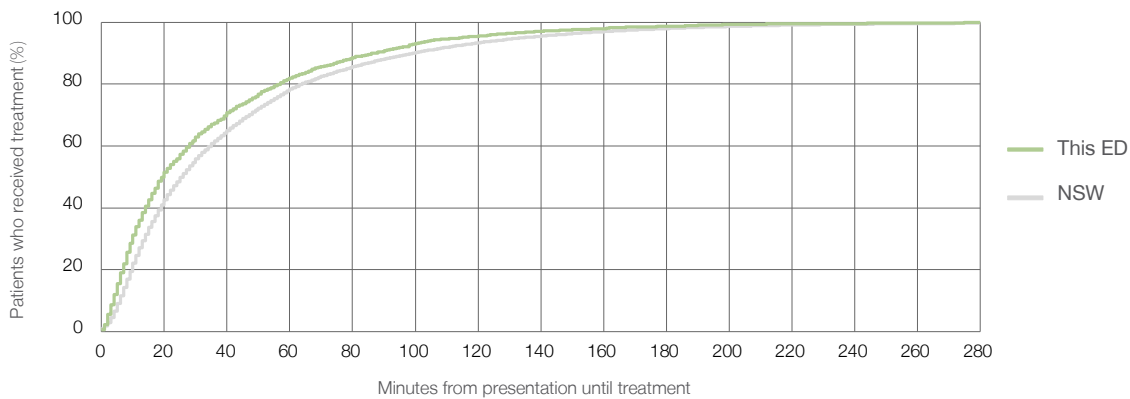
Number of triage 4 patients used to calculate waiting time:³ 2,239

Median time to start treatment⁴ 20 minutes

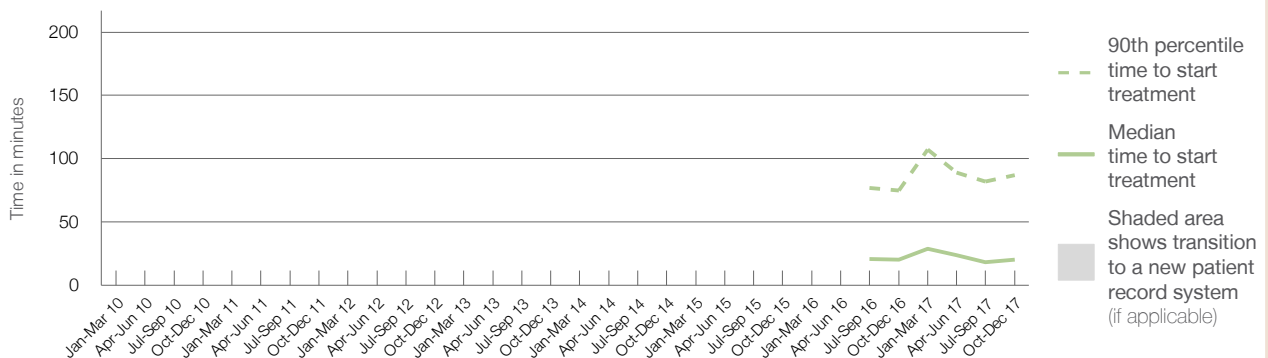
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
2,088	2,026
20 minutes	26 minutes
75 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							20	20
90th percentile time to start treatment ⁵ (minutes)							75	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 721

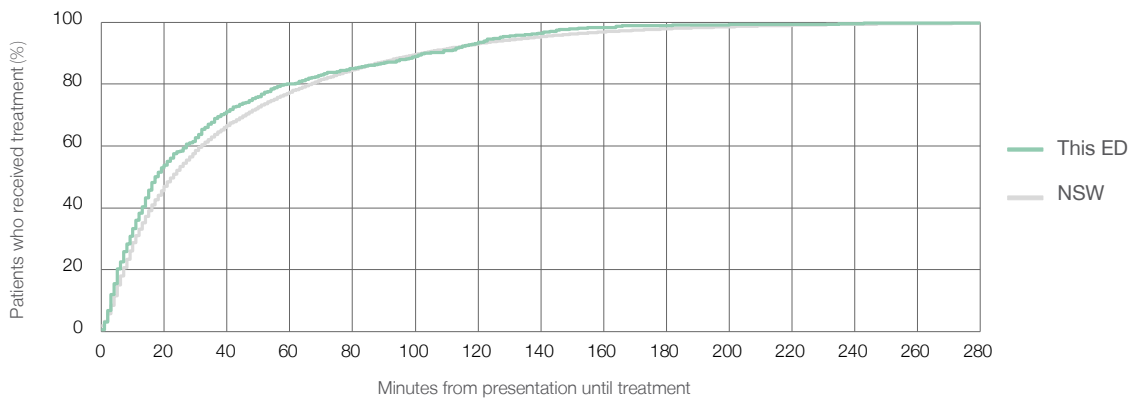
Number of triage 5 patients used to calculate waiting time:³ 657

Median time to start treatment⁴ 17 minutes

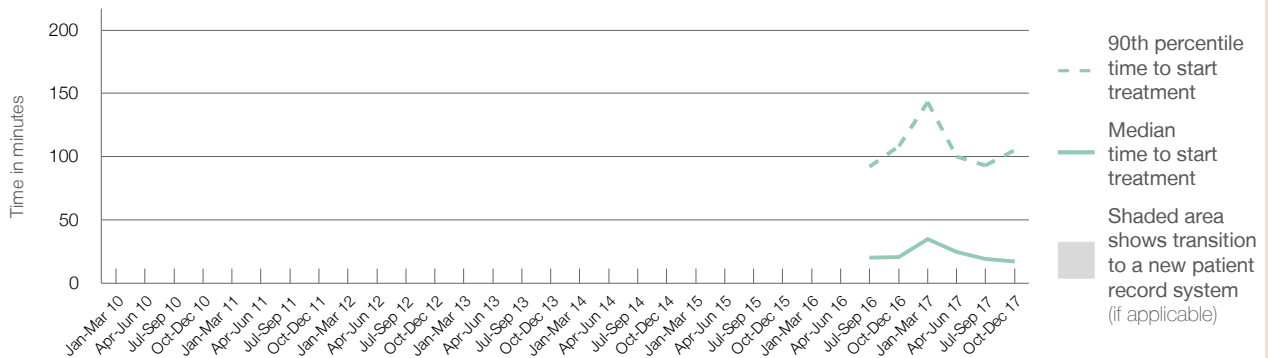
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
947	855
21 minutes	23 minutes
108 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							21	17
90th percentile time to start treatment ⁵ (minutes)							108	105

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 5,481 patients

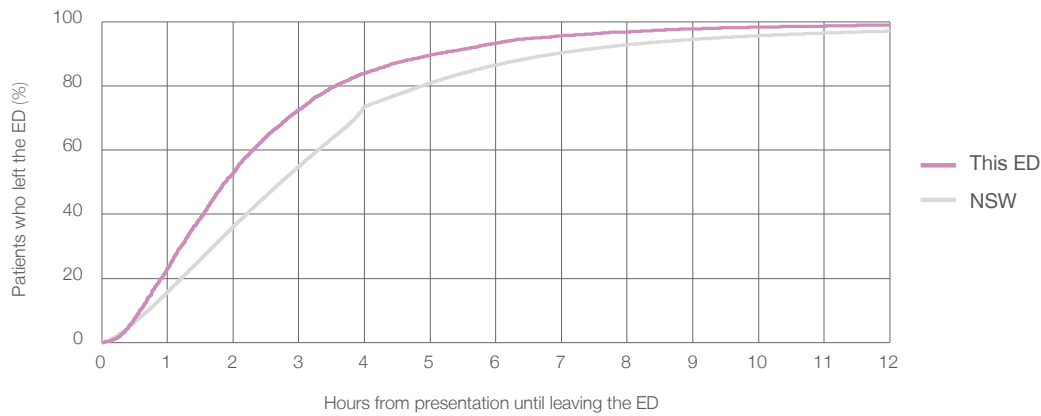
Presentations used to calculate time to leaving the ED:⁶ 5,476 patients

Median time spent in the ED⁸ 1 hours and 53 minutes

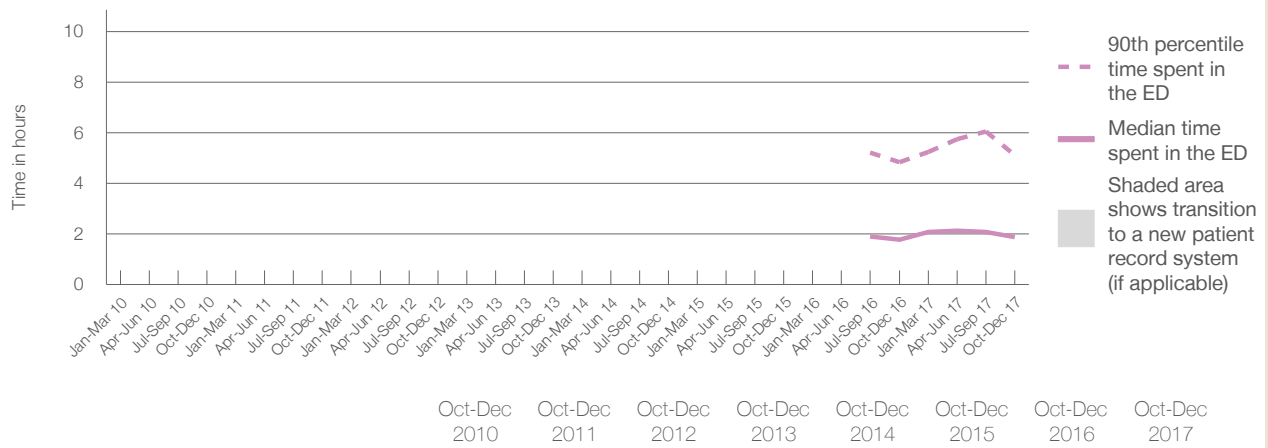
90th percentile time spent in the ED⁹ 5 hours and 7 minutes

Same period last year	NSW (this period)
4,958	4,958
1 hours and 47 minutes	2 hours and 44 minutes
4 hours and 51 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)							1h 47m	1h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)							4h 51m	5h 7m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

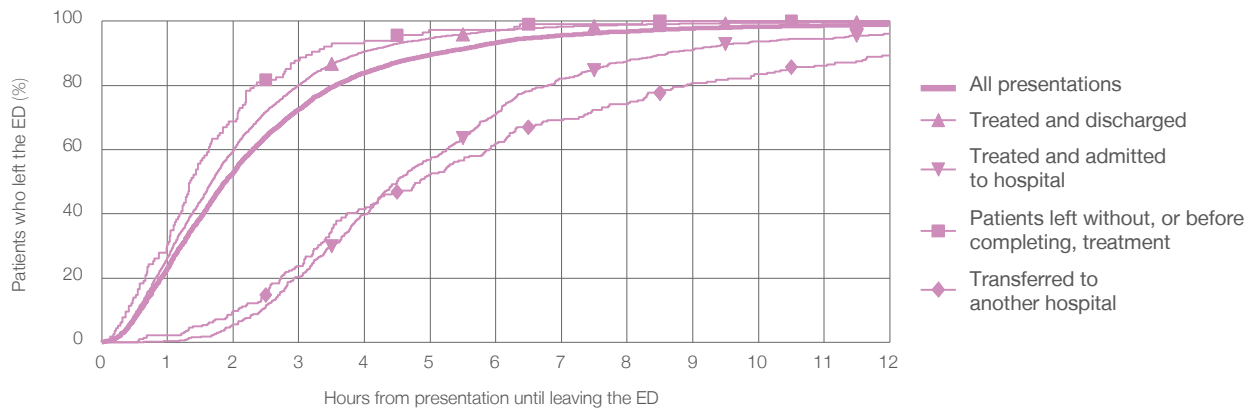
All presentations:¹ 5,481 patients

Presentations used to calculate time to leaving the ED:⁶ 5,476 patients

Mode of separation	Count	Percentage
Treated and discharged	4,628	84.4%
Treated and admitted to hospital	499	9.1%
Patient left without, or before completing, treatment	115	2.1%
Transferred to another hospital	224	4.1%
Other	15	0.3%

Mode of separation	Same period last year	Change since one year ago
All presentations	4,958	10.4%
Treated and discharged	4,251	8.9%
Treated and admitted to hospital	410	21.7%
Patient left without, or before completing, treatment	76	51.3%
Transferred to another hospital	212	5.7%
Other	9	66.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡§}



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	26.5%	59.9%	80.2%	90.6%	97.1%	98.9%	99.5%	99.8%
Treated and admitted to hospital	0.4%	5.6%	20.2%	39.9%	71.1%	87.8%	93.8%	96.2%
Patient left without, or before completing, treatment	30.4%	68.7%	87.8%	93.9%	97.4%	99.1%	100%	100%
Transferred to another hospital	2.2%	9.8%	23.7%	41.5%	62.1%	74.1%	83.5%	89.3%
All presentations	23.2%	53.0%	72.5%	84.0%	93.3%	96.8%	98.3%	99.0%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 5,481 patients

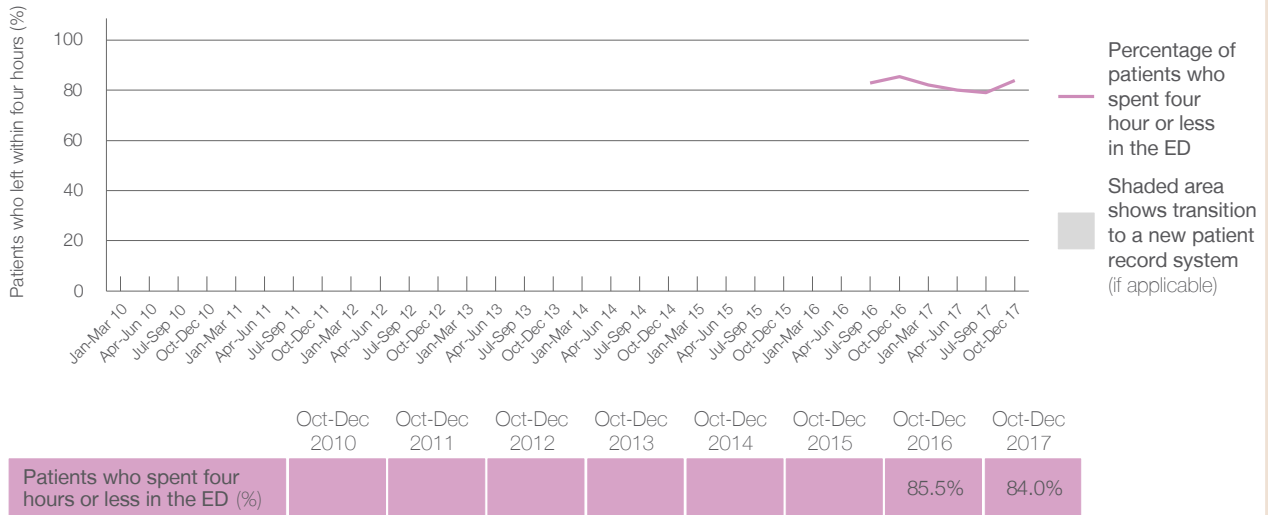
Presentations used to calculate time to leaving the ED: ⁶ 5,476 patients

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	4,958	10.5%
Presentations used to calculate time to leaving the ED	4,958	10.4%
Percentage of patients who spent four hours or less in the ED	85.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡§}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

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

October to December 2017

All presentations:¹ 3,602 patients

Emergency presentations:² 3,376 patients

	Same period last year	Change since one year ago
All presentations: ¹ 3,602 patients	3,471	3.8%
Emergency presentations: ² 3,376 patients	3,266	3.4%

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

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 377 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,007 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,646 patients

Median time to start treatment⁴ 27 minutes
 90th percentile time to start treatment⁵ 95 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 346 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 107 minutes

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 377 patients	216	
Median time to start treatment ⁴ 8 minutes	6 minutes	8 minutes
90th percentile time to start treatment ⁵ 19 minutes	21 minutes	23 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,007 patients	1,079	
Median time to start treatment ⁴ 17 minutes	22 minutes	20 minutes
90th percentile time to start treatment ⁵ 59 minutes	73 minutes	65 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,646 patients	1,612	
Median time to start treatment ⁴ 27 minutes	38 minutes	26 minutes
90th percentile time to start treatment ⁵ 95 minutes	131 minutes	99 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 346 patients	353	
Median time to start treatment ⁴ 19 minutes	27 minutes	23 minutes
90th percentile time to start treatment ⁵ 107 minutes	129 minutes	103 minutes

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

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 3,599 patients

Percentage of patients who spent four hours or less in the ED 86.6%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 3,599 patients	3,471	3.7%
Percentage of patients who spent four hours or less in the ED 86.6%	86.6%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

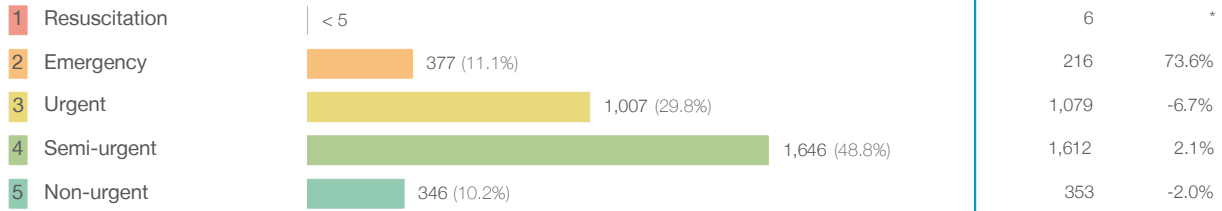
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Casino and District Memorial Hospital: Patients presenting to the emergency department October to December 2017

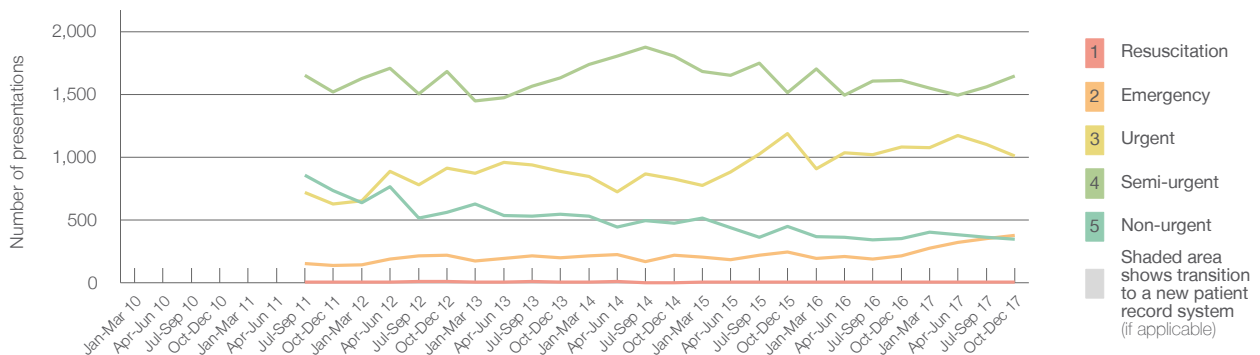
All presentations:¹ 3,602 patients

Emergency presentations² by triage category: 3,376 patients



	Same period last year	Change since one year ago
All presentations	3,471	3.8%
Emergency presentations	3,266	3.4%
1 Resuscitation	6	*
2 Emergency	216	73.6%
3 Urgent	1,079	-6.7%
4 Semi-urgent	1,612	2.1%
5 Non-urgent	353	-2.0%

Emergency presentations² by quarter, January 2010 to December 2017 [†] [‡] [§]

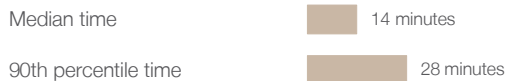


	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation		5	9	< 5	< 5	6	6	< 5
Emergency		139	217	200	220	243	216	377
Urgent		627	913	889	827	1,187	1,079	1,007
Semi-urgent		1,517	1,684	1,629	1,807	1,515	1,612	1,646
Non-urgent		736	561	543	473	450	353	346
All emergency presentations		3,024	3,384	3,261	3,327	3,401	3,266	3,376

Casino and District Memorial Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 324 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	319	
Median time	17 minutes	-3 minutes
90th percentile time	46 minutes	-18 minutes

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Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 377

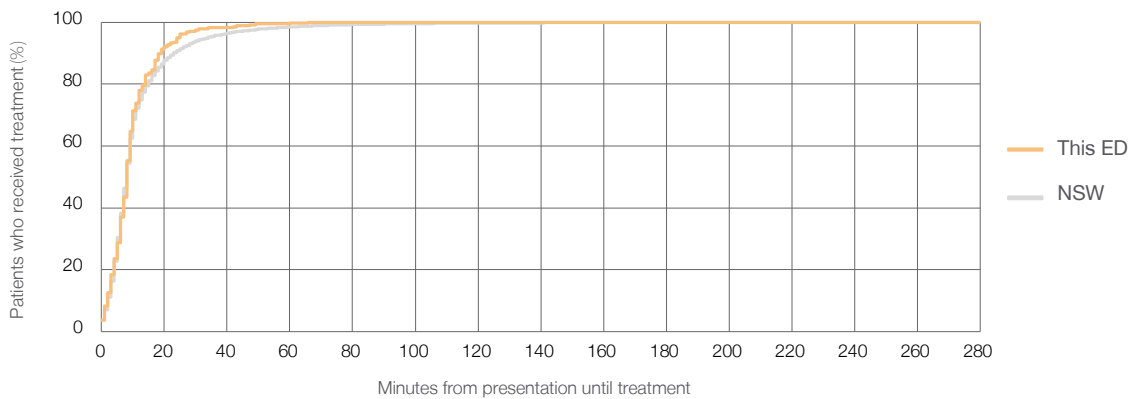
Number of triage 2 patients used to calculate waiting time:³ 340

Median time to start treatment⁴ 8 minutes

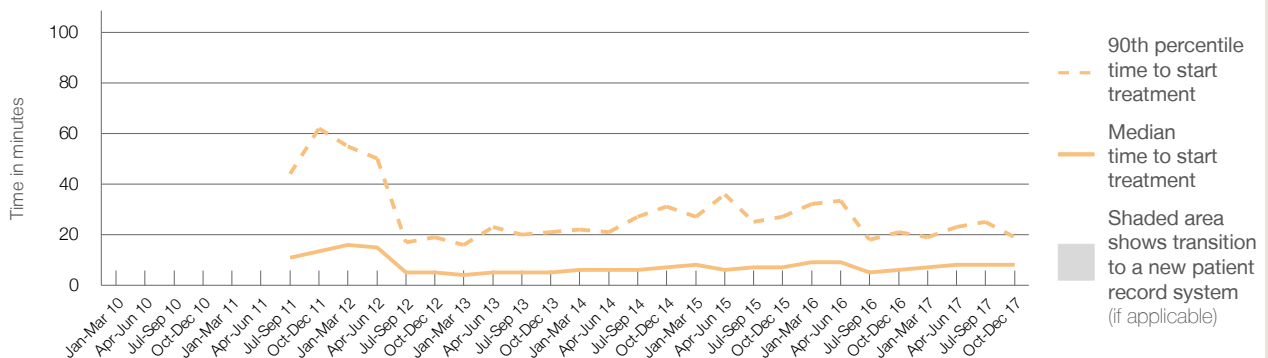
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
216	
206	
6 minutes	8 minutes
21 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		14	5	5	7	7	6	8
90th percentile time to start treatment ⁵ (minutes)		62	19	21	31	27	21	19

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,007

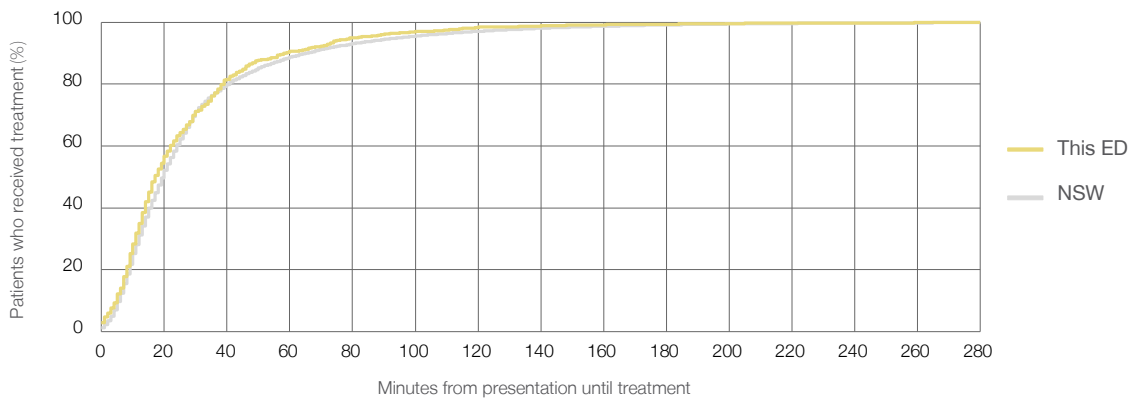
Number of triage 3 patients used to calculate waiting time:³ 923

Median time to start treatment⁴ 17 minutes

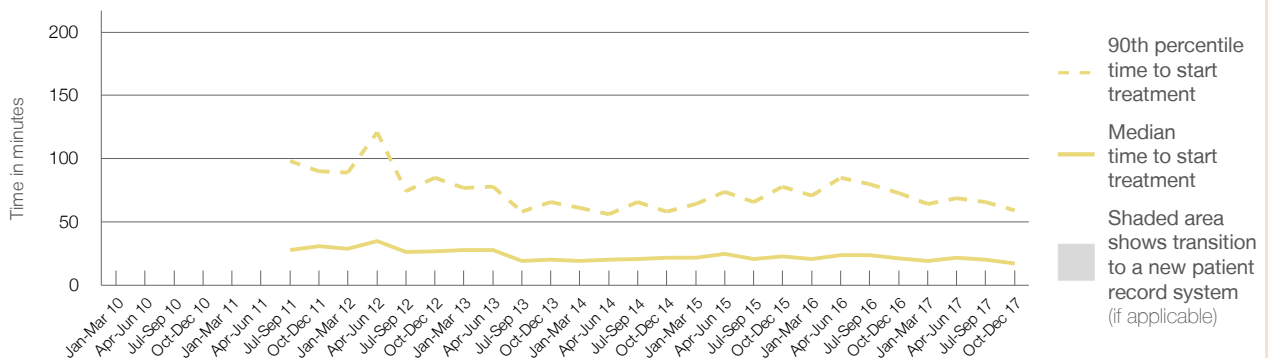
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
1,079	1,012
22 minutes	20 minutes
73 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		31	27	20	22	23	22	17
90th percentile time to start treatment ⁵ (minutes)		90	85	66	58	78	73	59

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,646

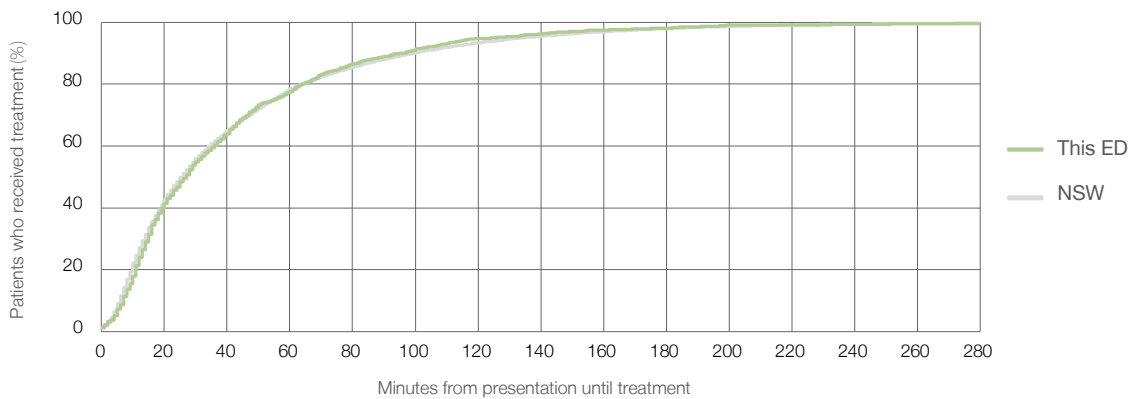
Number of triage 4 patients used to calculate waiting time:³ 1,463

Median time to start treatment⁴ 27 minutes

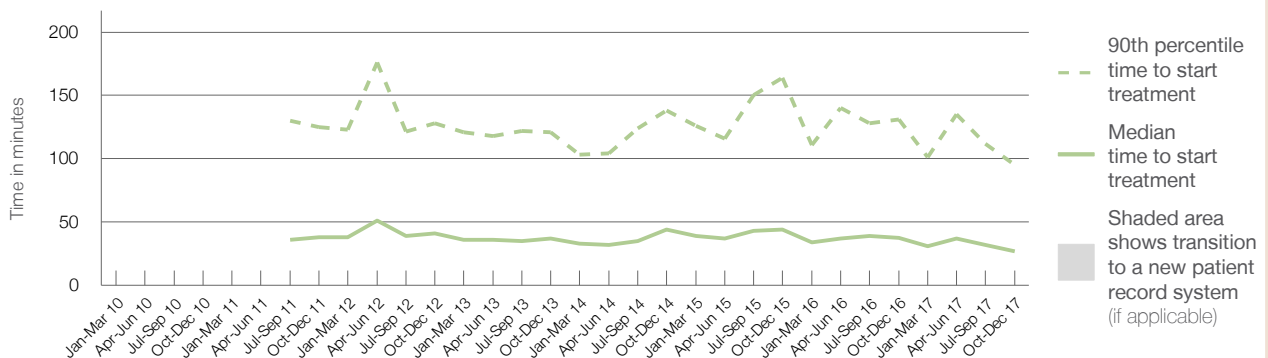
90th percentile time to start treatment⁵ 95 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,612	1,446
Median time to start treatment ⁴	38 minutes	26 minutes
90th percentile time to start treatment ⁵	131 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		38	41	37	44	44	38	27
90th percentile time to start treatment ⁵ (minutes)		125	128	121	138	164	131	95

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 346

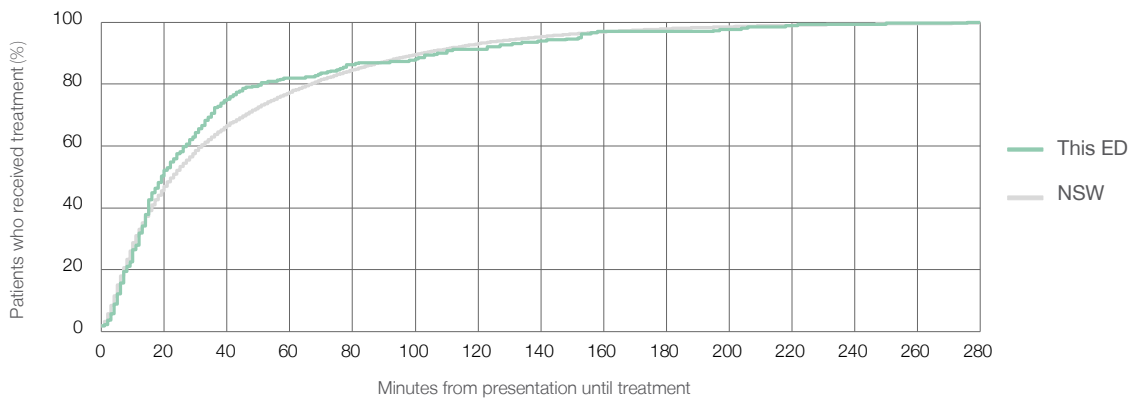
Number of triage 5 patients used to calculate waiting time:³ 261

Median time to start treatment⁴ 19 minutes

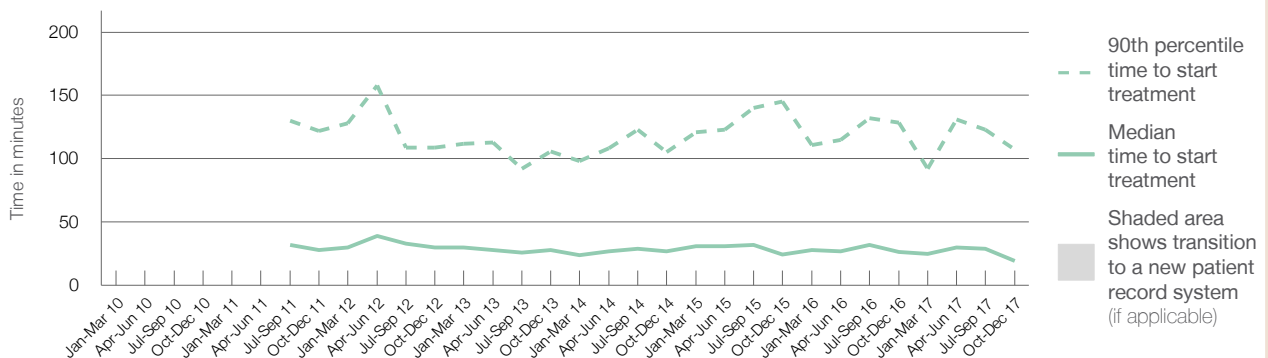
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
353	
280	
27 minutes	23 minutes
129 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		28	30	28	27	25	27	19
90th percentile time to start treatment ⁵ (minutes)		122	109	106	105	145	129	107

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 3,602 patients

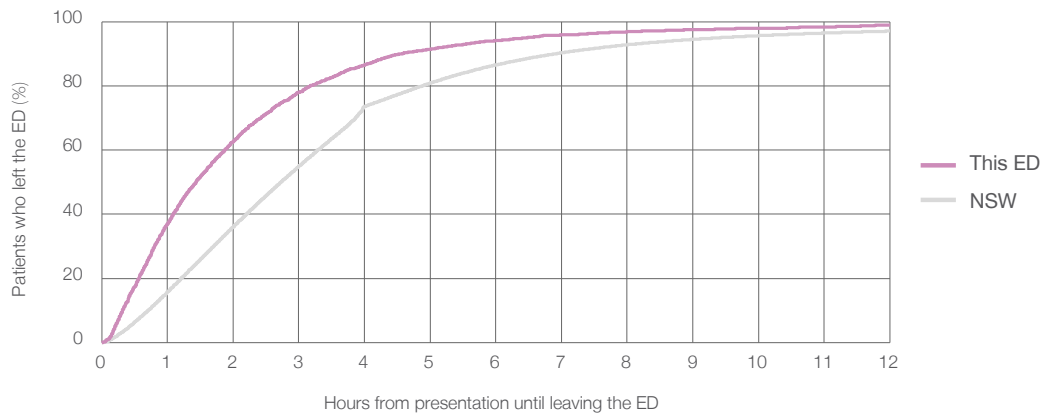
Presentations used to calculate time to leaving the ED:⁶ 3,599 patients

Median time spent in the ED⁸ 1 hours and 26 minutes

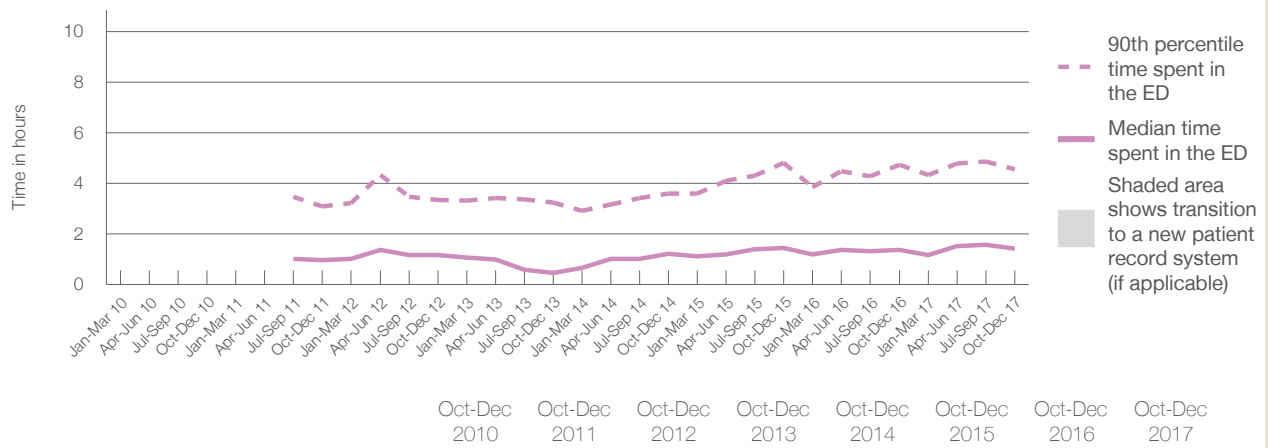
90th percentile time spent in the ED⁹ 4 hours and 34 minutes

Same period last year	NSW (this period)
3,471	3,471
1 hours and 22 minutes	2 hours and 44 minutes
4 hours and 44 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)		0h 59m	1h 10m	0h 28m	1h 14m	1h 27m	1h 22m	1h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)		3h 5m	3h 21m	3h 15m	3h 36m	4h 49m	4h 44m	4h 34m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

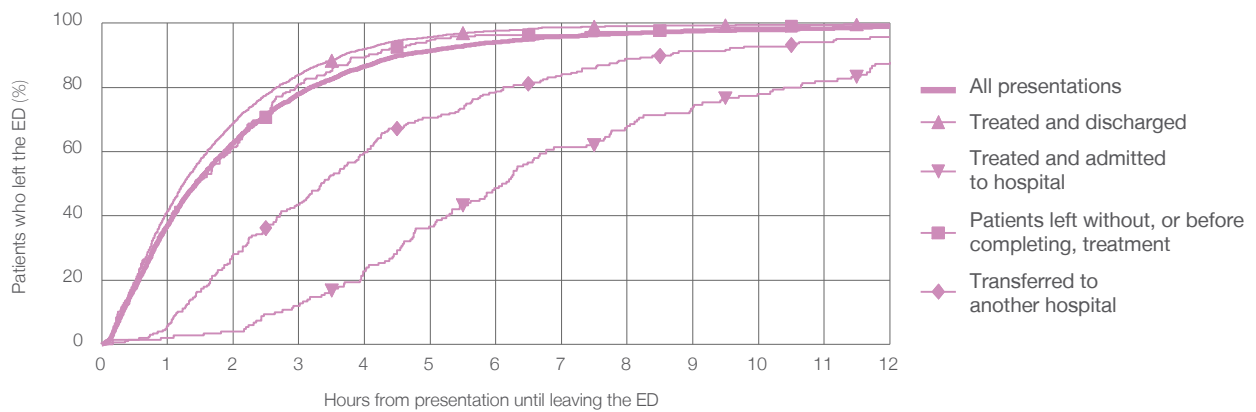
All presentations:¹ 3,602 patients

Presentations used to calculate time to leaving the ED:⁶ 3,599 patients

Mode of separation	Count	Percentage
Treated and discharged	2,926	(81.2%)
Treated and admitted to hospital	150	(4.2%)
Patient left without, or before completing, treatment	215	(6.0%)
Transferred to another hospital	207	(5.7%)
Other	104	(2.9%)

Same period last year	Change since one year ago
3,471	3.7%
2,822	3.7%
258	-41.9%
188	14.4%
147	40.8%
56	85.7%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡§}



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

Mode of separation	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	41.5%	68.9%	84.0%	92.0%	97.6%	99.0%	99.4%	99.7%
Treated and admitted to hospital	2.0%	4.0%	12.0%	22.7%	48.7%	68.0%	78.0%	88.0%
Patient left without, or before completing, treatment	37.7%	61.4%	80.9%	89.3%	96.3%	97.2%	98.6%	99.5%
Transferred to another hospital	5.8%	28.0%	43.5%	59.9%	78.7%	88.9%	92.8%	95.7%
All presentations	37.1%	62.8%	78.0%	86.6%	94.1%	96.8%	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino and District Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED October to December 2017

All presentations at the emergency department: ¹ 3,602 patients

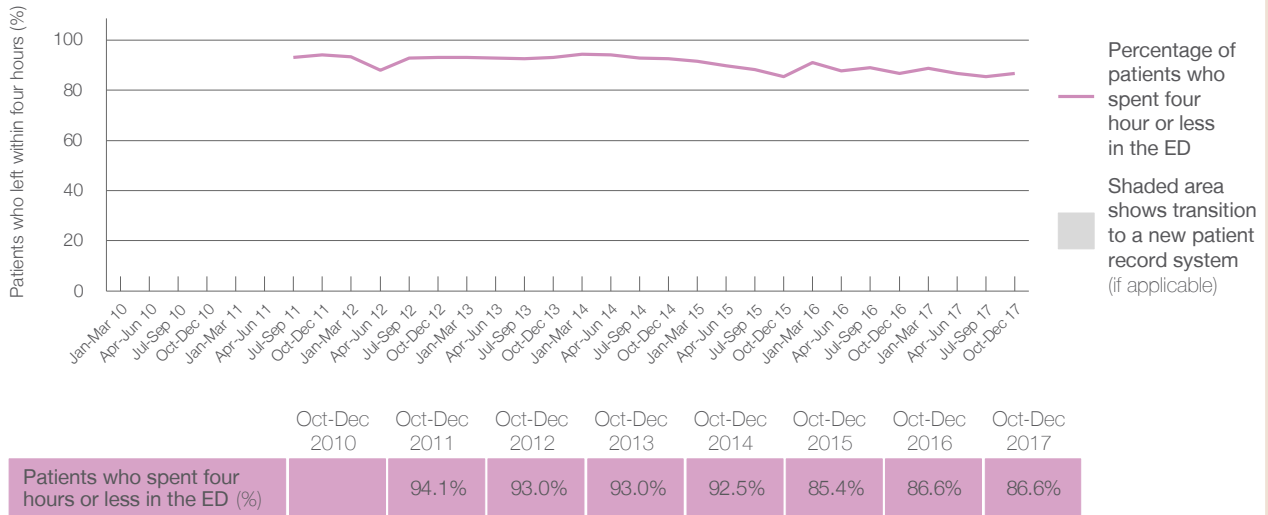
Presentations used to calculate time to leaving the ED: ⁶ 3,599 patients

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	3,471	3.8%
Presentations used to calculate time to leaving the ED	3,471	3.7%
Percentage of patients who spent four hours or less in the ED	86.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡§}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Grafton Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 6,679 patients
 Emergency presentations:² 6,180 patients

Same period last year	Change since one year ago
6,313	5.8%
5,793	6.7%

Grafton Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 554 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,688 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,845 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,065 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
563	
8 minutes	8 minutes
20 minutes	23 minutes
1,901	
18 minutes	20 minutes
51 minutes	65 minutes
2,590	
29 minutes	26 minutes
88 minutes	99 minutes
721	
32 minutes	23 minutes
92 minutes	103 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 6,679 patients

Percentage of patients who spent four hours or less in the ED 78.0%

Same period last year	Change since one year ago
6,313	5.8%
80.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

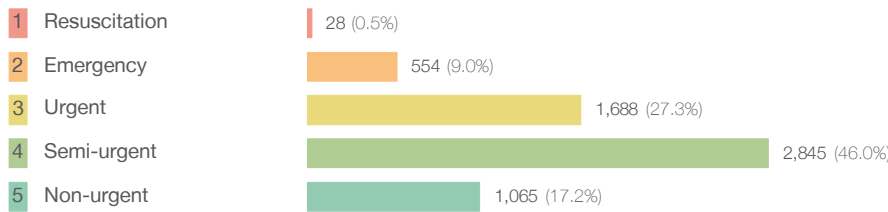
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Grafton Base Hospital: Patients presenting to the emergency department October to December 2017

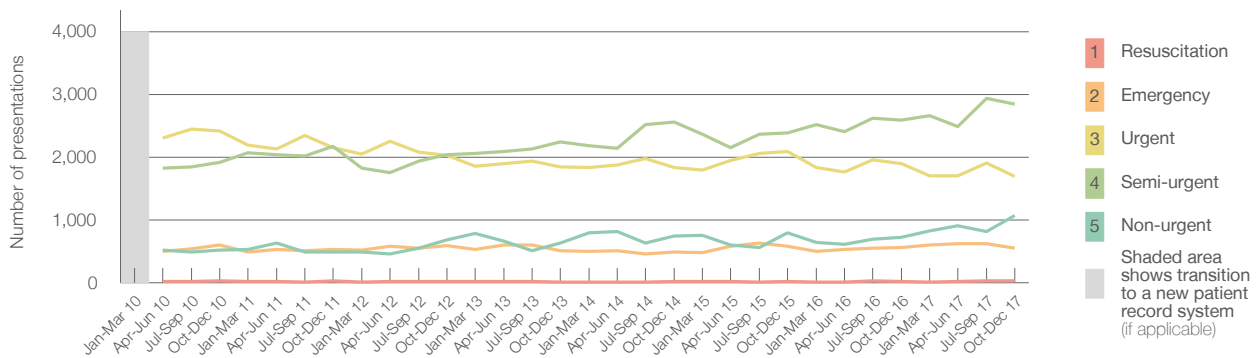
All presentations:¹ 6,679 patients

Emergency presentations² by triage category: 6,180 patients



Same period last year	Change since one year ago
6,313	5.8%
5,793	6.7%
18	55.6%
563	-1.6%
1,901	-11.2%
2,590	9.8%
721	47.7%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	28	30	24	8	19	16	18	28
Emergency	602	529	593	513	484	579	563	554
Urgent	2,413	2,148	2,030	1,848	1,838	2,085	1,901	1,688
Semi-urgent	1,921	2,176	2,035	2,241	2,564	2,383	2,590	2,845
Non-urgent	516	486	677	634	746	792	721	1,065
All emergency presentations	5,480	5,369	5,359	5,244	5,651	5,855	5,793	6,180

Grafton Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 580 patients

ED Transfer of care time



Same period last year	Change since one year ago
586	
13 minutes	0 minutes
28 minutes	0 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 554

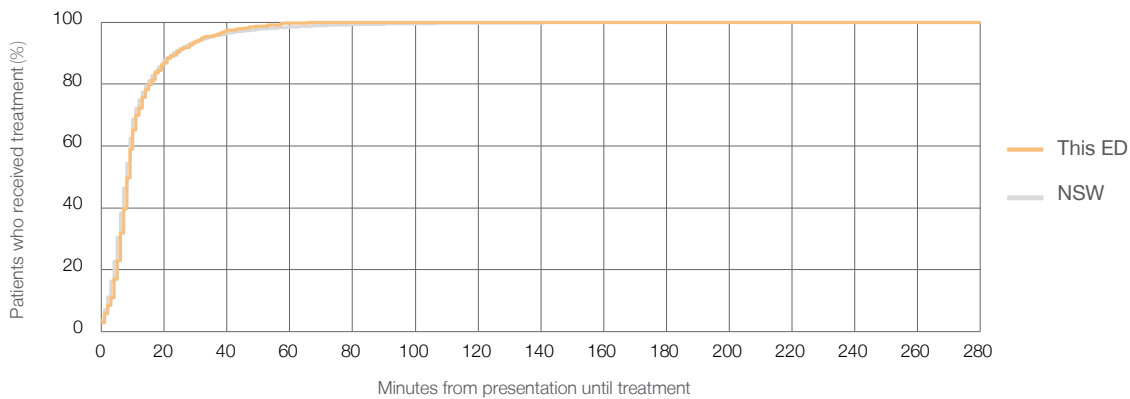
Number of triage 2 patients used to calculate waiting time:³ 551

Median time to start treatment⁴ 9 minutes

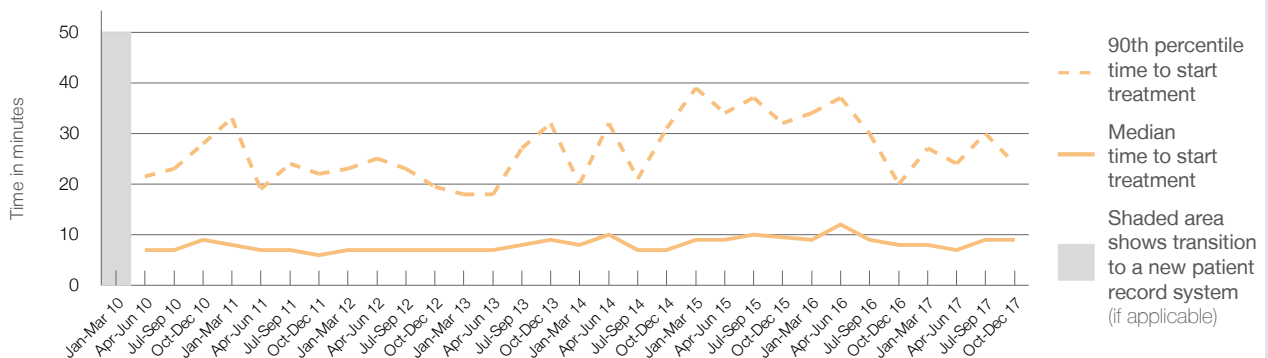
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
563	
561	
8 minutes	8 minutes
20 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	6	7	9	7	10	8	9
90th percentile time to start treatment ⁵ (minutes)	28	22	20	32	31	32	20	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.

Grafton Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,688

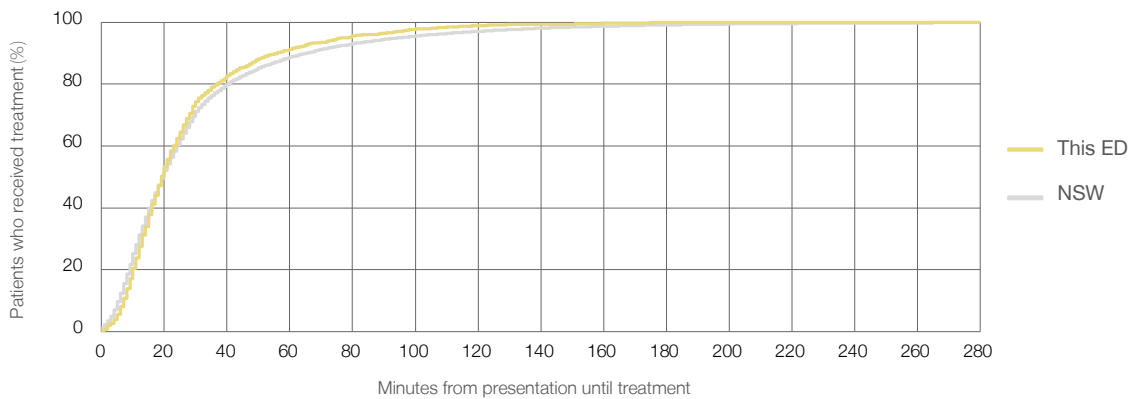
Number of triage 3 patients used to calculate waiting time:³ 1,657

Median time to start treatment⁴ 19 minutes

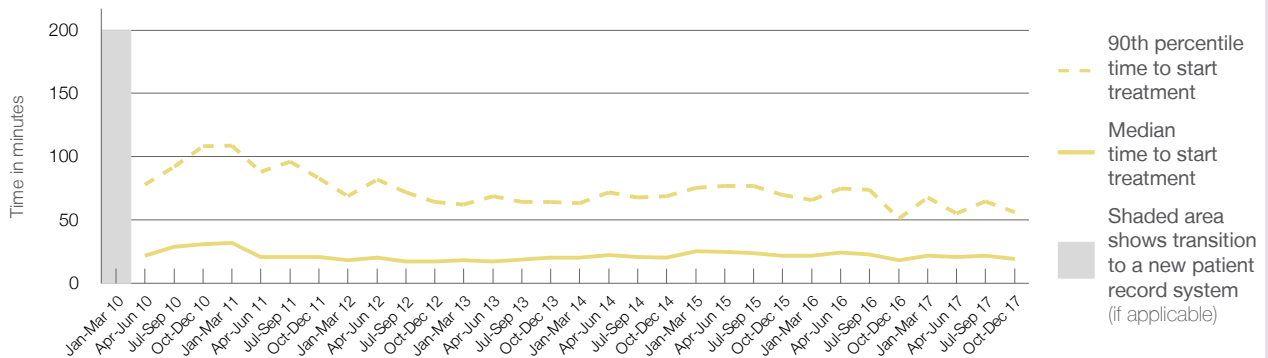
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
1,901	
1,868	
18 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	31	21	17	20	20	22	18	19
90th percentile time to start treatment ⁵ (minutes)	108	83	64	64	69	70	51	56

(†) 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 October to December 2017

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

Number of triage 4 patients: 2,845

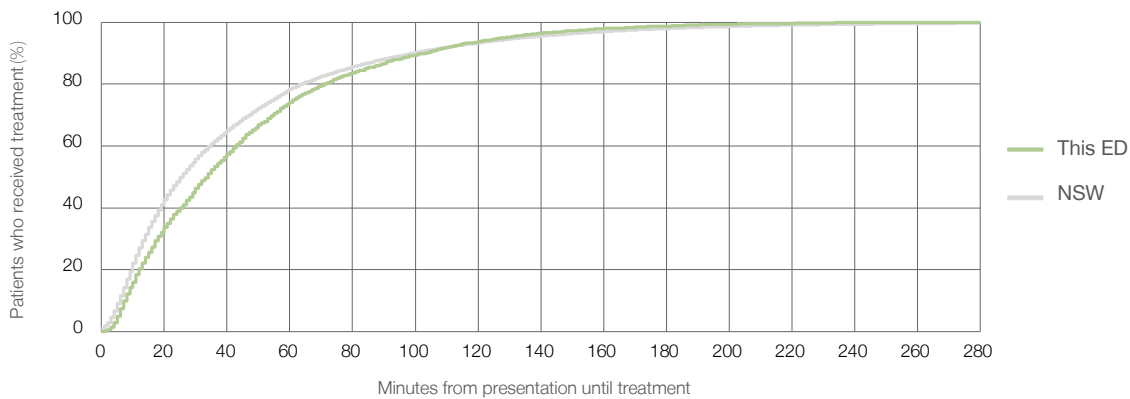
Number of triage 4 patients used to calculate waiting time:³ 2,717

Median time to start treatment⁴ 34 minutes

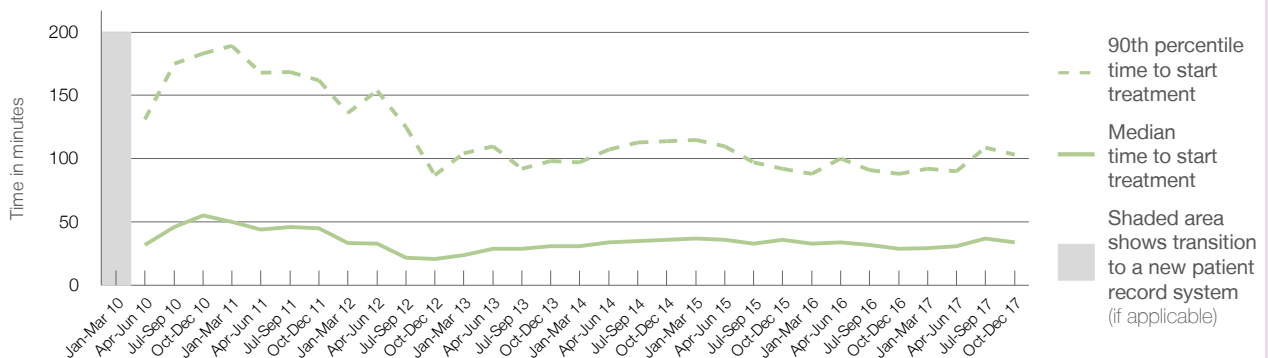
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
2,590	2,476
29 minutes	26 minutes
88 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	55	45	21	31	36	36	29	34
90th percentile time to start treatment ⁵ (minutes)	183	162	87	98	114	92	88	103

(†) 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 October to December 2017

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

Number of triage 5 patients: 1,065

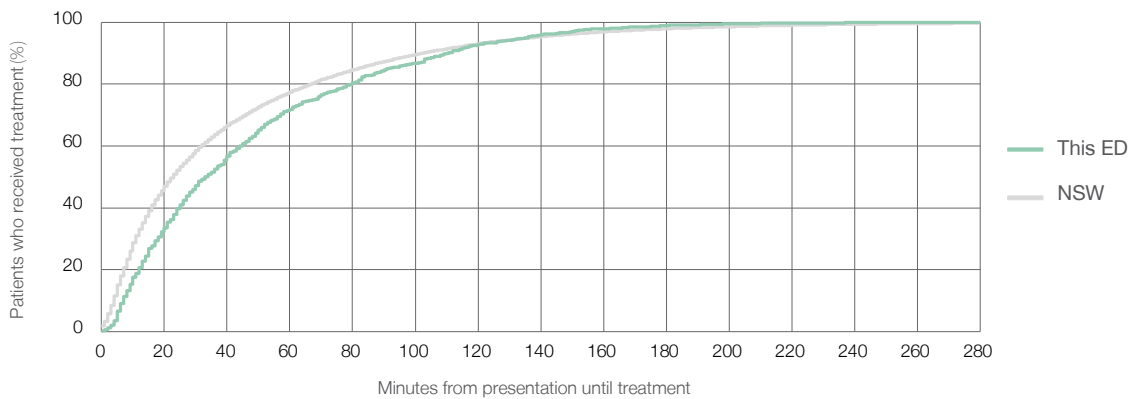
Number of triage 5 patients used to calculate waiting time:³ 942

Median time to start treatment⁴ 33 minutes

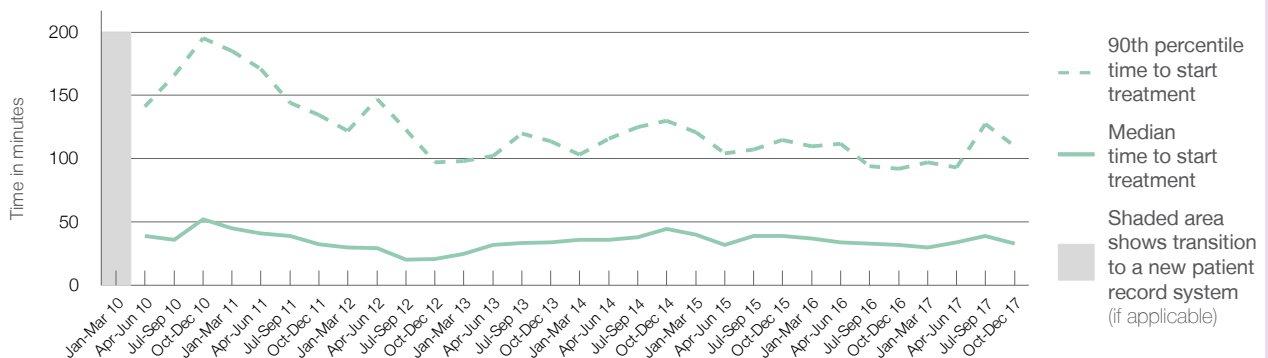
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
721	
638	
32 minutes	23 minutes
92 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	52	33	21	34	45	39	32	33
90th percentile time to start treatment ⁵ (minutes)	195	135	97	114	130	115	92	110

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Grafton Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 6,679 patients

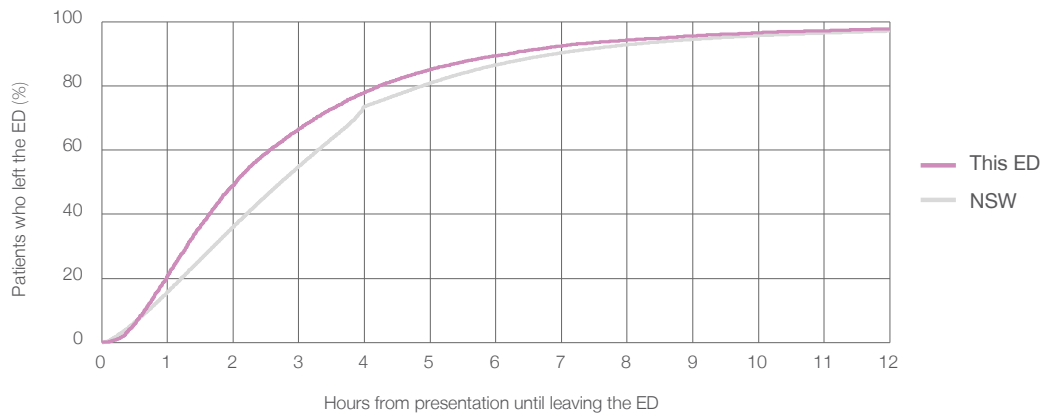
Presentations used to calculate time to leaving the ED:⁶ 6,679 patients

Median time spent in the ED⁸ 2 hours and 3 minutes

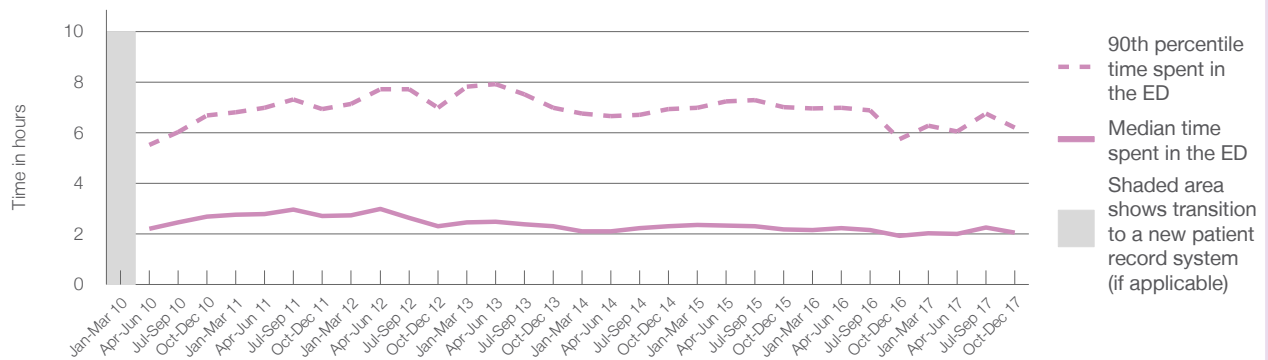
90th percentile time spent in the ED⁹ 6 hours and 13 minutes

Same period last year	NSW (this period)
6,313	6,313
1 hours and 56 minutes	2 hours and 44 minutes
5 hours and 45 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 41m	2h 43m	2h 19m	2h 18m	2h 18m	2h 11m	1h 56m	2h 3m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 41m	6h 56m	6h 59m	6h 59m	6h 57m	7h 1m	5h 45m	6h 13m

(†) 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
By mode of separation
October to December 2017

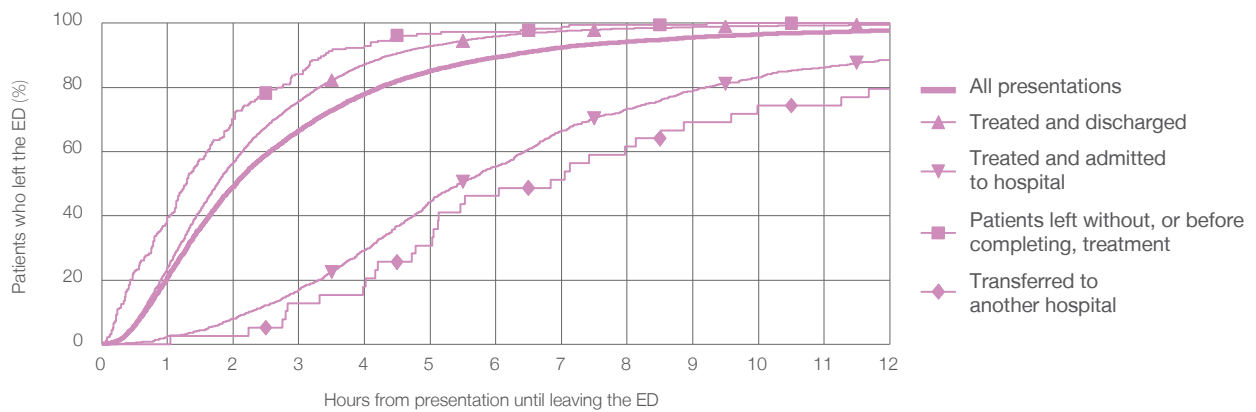
All presentations:¹ 6,679 patients

Presentations used to calculate time to leaving the ED:⁶ 6,679 patients

Treated and discharged	5,404 (80.9%)
Treated and admitted to hospital	1,038 (15.5%)
Patient left without, or before completing, treatment	184 (2.8%)
Transferred to another hospital	39 (0.6%)
Other	14 (0.2%)

Same period last year	Change since one year ago
6,313	5.8%
4,946	9.3%
1,174	-11.6%
135	36.3%
39	0.0%
19	-26.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	23.9%	56.6%	75.8%	87.2%	95.9%	98.3%	99.1%	99.6%
Treated and admitted to hospital	2.5%	7.9%	16.9%	29.3%	55.4%	73.3%	83.2%	88.4%
Patient left without, or before completing, treatment	39.7%	70.1%	84.2%	92.9%	97.3%	99.5%	100%	100%
Transferred to another hospital	0%	2.6%	12.8%	17.9%	46.2%	61.5%	74.4%	79.5%
All presentations	21.0%	49.1%	66.6%	78.0%	89.4%	94.3%	96.6%	97.7%

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Grafton Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

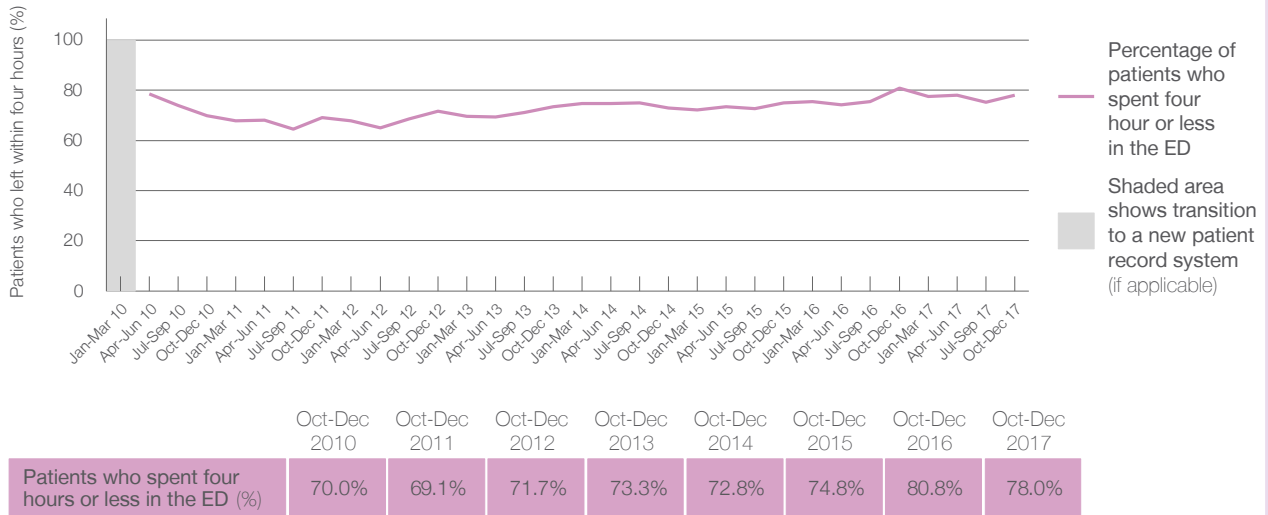
All presentations at the emergency department: ¹ 6,679 patients
 Presentations used to calculate time to leaving the ED: ⁶ 6,679 patients

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	6,313	5.8%
Presentations used to calculate time to leaving the ED	6,313	5.8%
Percentage of patients who spent four hours or less in the ED	80.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
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- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Lismore Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,877 patients
Emergency presentations:² 8,546 patients

Same period last year	Change since one year ago
8,441	5.2%
8,168	4.6%

Lismore Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 878 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,809 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,771 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,041 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
845	
7 minutes	8 minutes
15 minutes	23 minutes
2,950	
21 minutes	20 minutes
68 minutes	65 minutes
3,442	
36 minutes	26 minutes
117 minutes	99 minutes
887	
39 minutes	23 minutes
119 minutes	103 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,876 patients

Percentage of patients who spent four hours or less in the ED 67.1%

Same period last year	Change since one year ago
8,441	5.2%
68.7%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

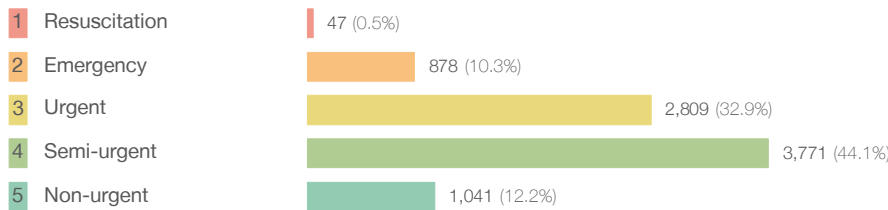
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Lismore Base Hospital: Patients presenting to the emergency department October to December 2017

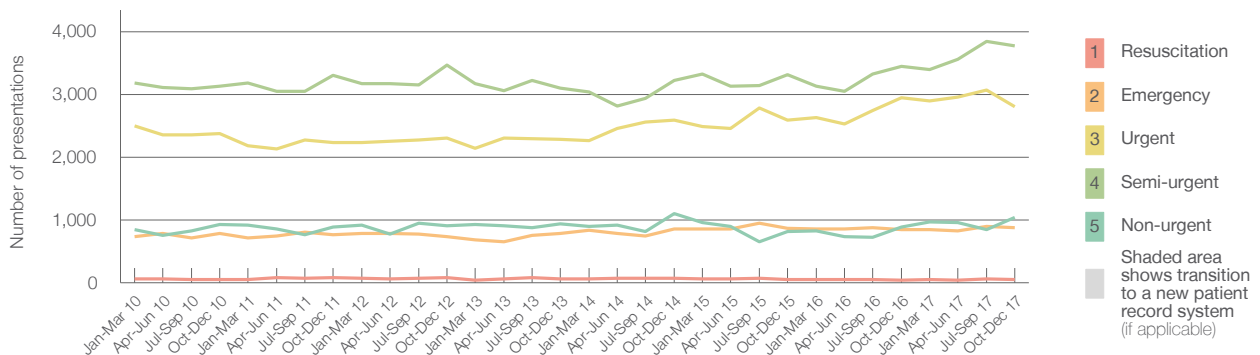
All presentations:¹ 8,877 patients

Emergency presentations² by triage category: 8,546 patients



	Same period last year	Change since one year ago
All presentations	8,441	5.2%
Emergency presentations	8,168	4.6%
1 Resuscitation	44	6.8%
2 Emergency	845	3.9%
3 Urgent	2,950	-4.8%
4 Semi-urgent	3,442	9.6%
5 Non-urgent	887	17.4%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	53	77	77	61	68	50	44	47
Emergency	788	768	733	787	855	864	845	878
Urgent	2,371	2,228	2,306	2,284	2,589	2,587	2,950	2,809
Semi-urgent	3,126	3,300	3,462	3,095	3,221	3,315	3,442	3,771
Non-urgent	931	882	907	941	1,104	815	887	1,041
All emergency presentations	7,269	7,255	7,485	7,168	7,837	7,631	8,168	8,546

Lismore Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,752 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,752	
ED Transfer of care time	13 minutes	-1 minute
90th percentile time	37 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 878

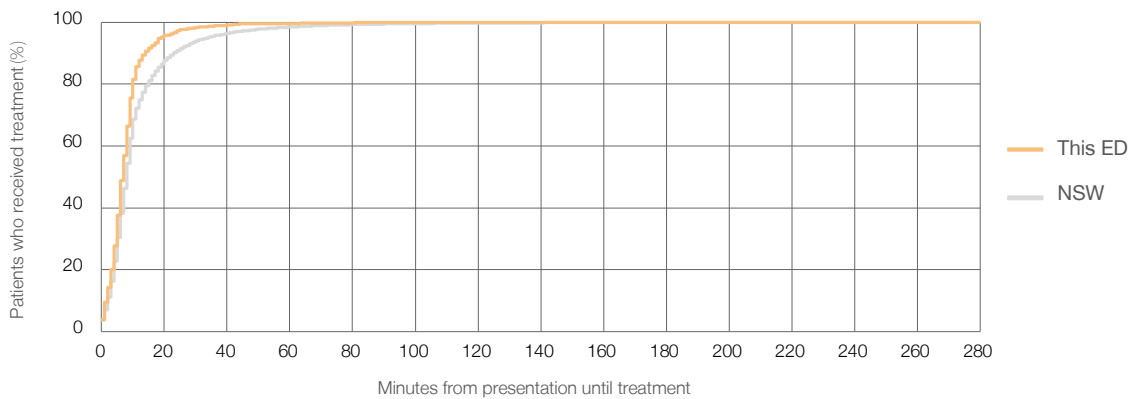
Number of triage 2 patients used to calculate waiting time:³ 872

Median time to start treatment⁴ 7 minutes

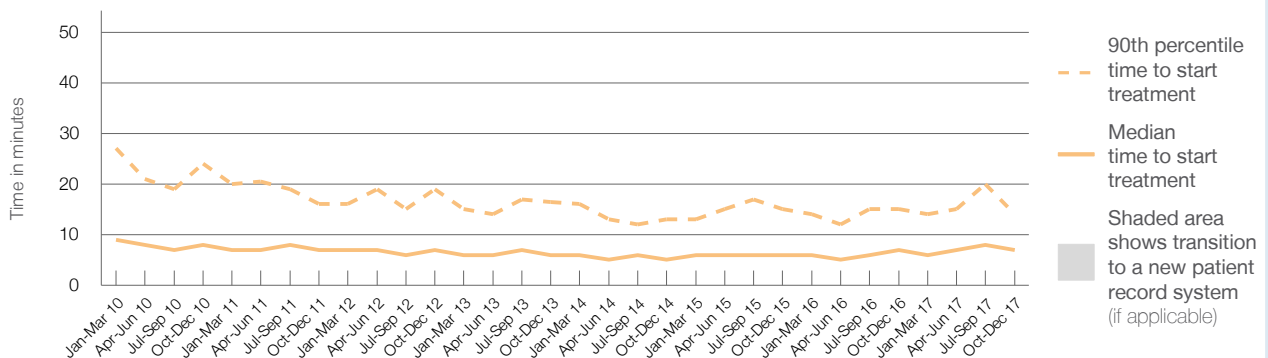
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
845	
842	
7 minutes	8 minutes
15 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	8	7	7	6	5	6	7	7
90th percentile time to start treatment ⁵ (minutes)	24	16	19	17	13	15	15	14

(†) 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 October to December 2017

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

Number of triage 3 patients: 2,809

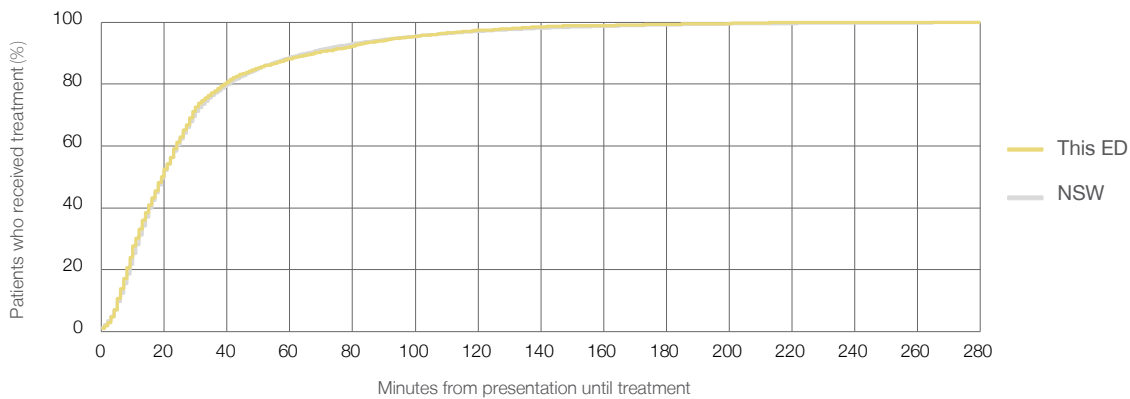
Number of triage 3 patients used to calculate waiting time:³ 2,751

Median time to start treatment⁴ 19 minutes

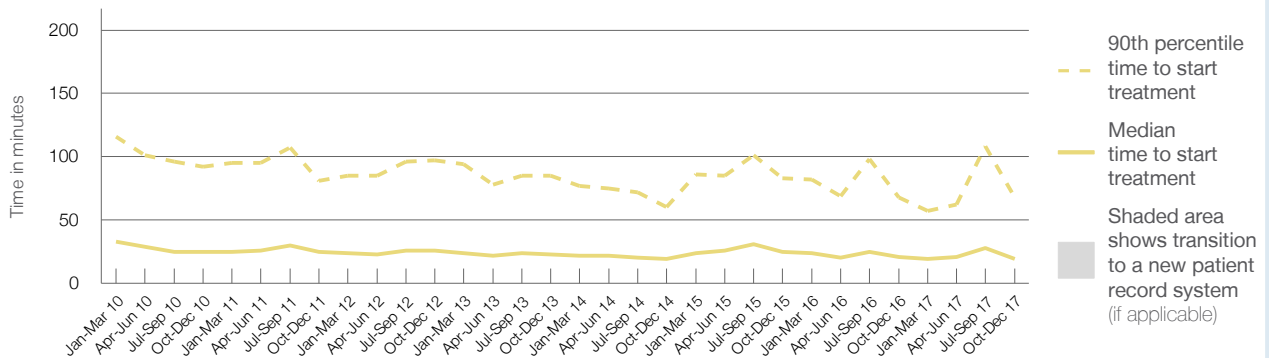
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
2,950	
2,895	
21 minutes	20 minutes
68 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	25	25	26	23	19	25	21	19
90th percentile time to start treatment ⁵ (minutes)	92	81	97	85	60	83	68	68

(†) 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 October to December 2017

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

Number of triage 4 patients: 3,771

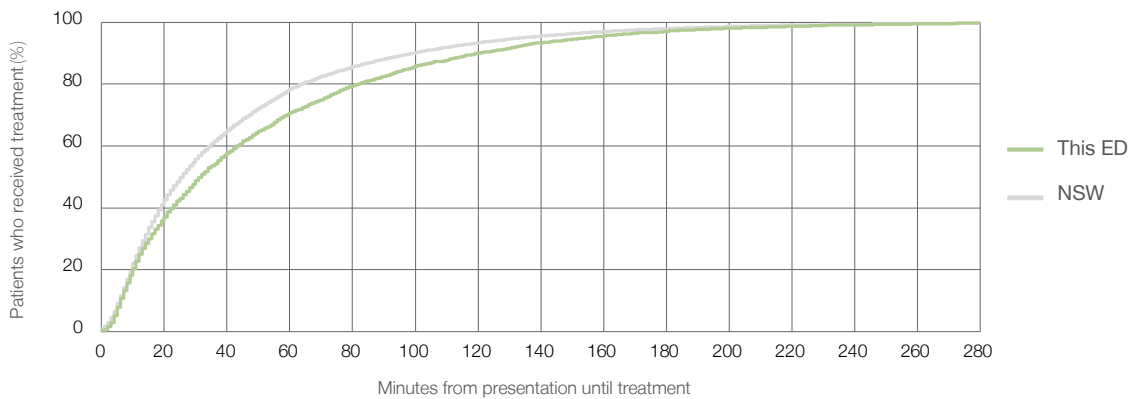
Number of triage 4 patients used to calculate waiting time:³ 3,560

Median time to start treatment⁴ 32 minutes

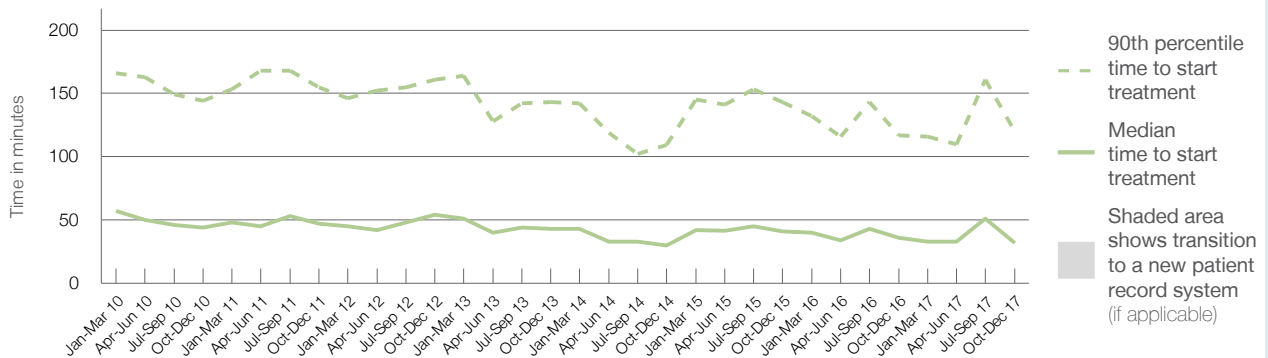
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
3,442	
3,237	
36 minutes	26 minutes
117 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	44	47	54	43	30	41	36	32
90th percentile time to start treatment ⁵ (minutes)	144	155	161	143	110	143	117	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.

Lismore Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,041

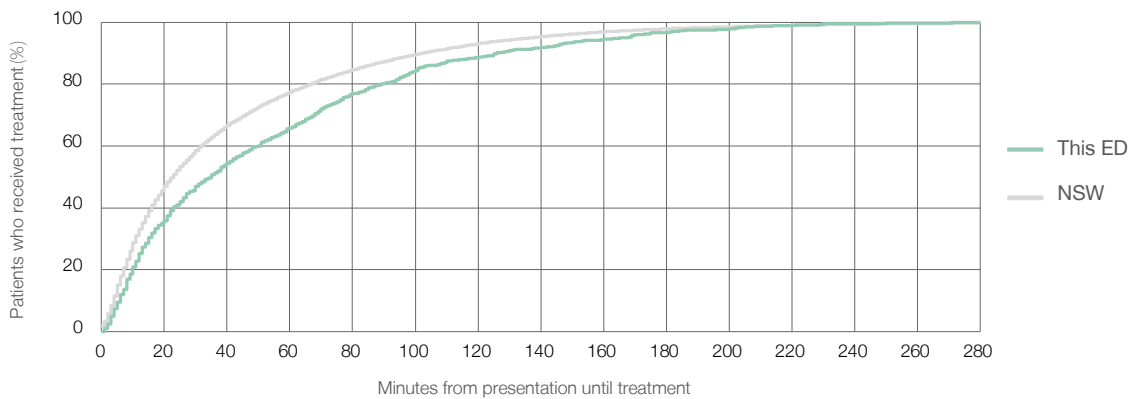
Number of triage 5 patients used to calculate waiting time:³ 909

Median time to start treatment⁴ 35 minutes

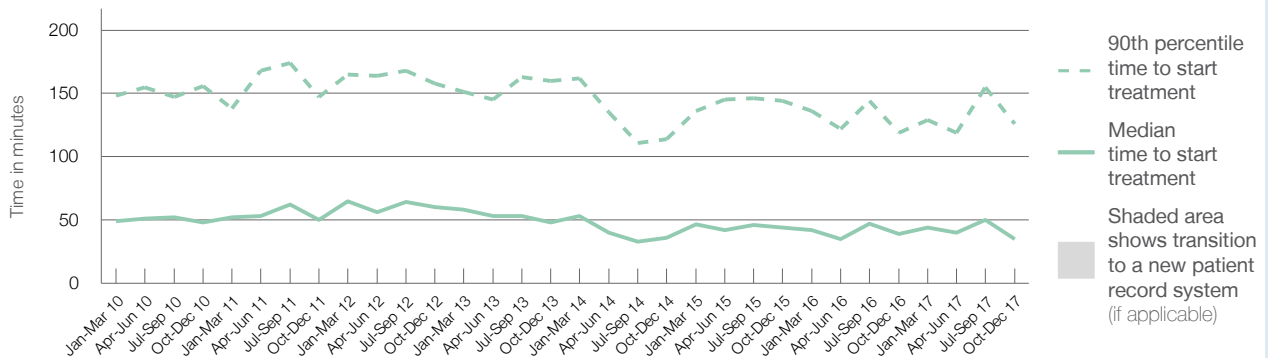
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
887	788
39 minutes	23 minutes
119 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	48	50	60	48	36	44	39	35
90th percentile time to start treatment ⁵ (minutes)	156	147	158	160	114	144	119	126

(†) 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

October to December 2017

All presentations:¹ 8,877 patients

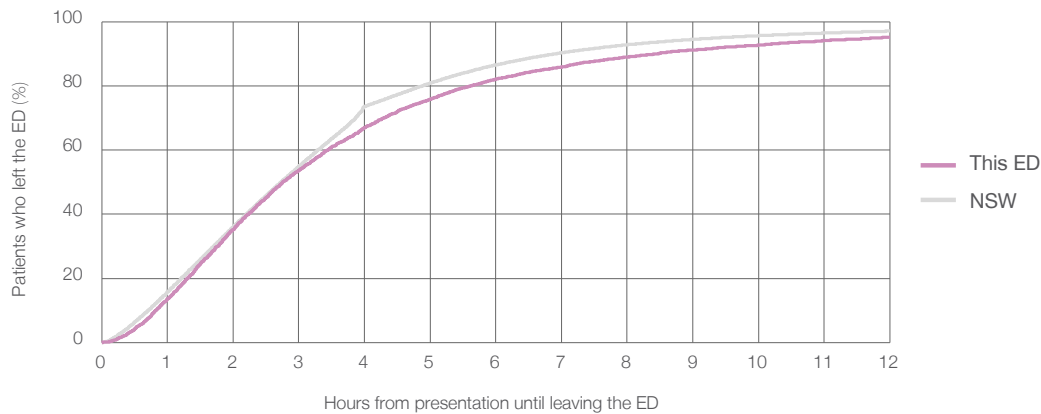
Presentations used to calculate time to leaving the ED:⁶ 8,876 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

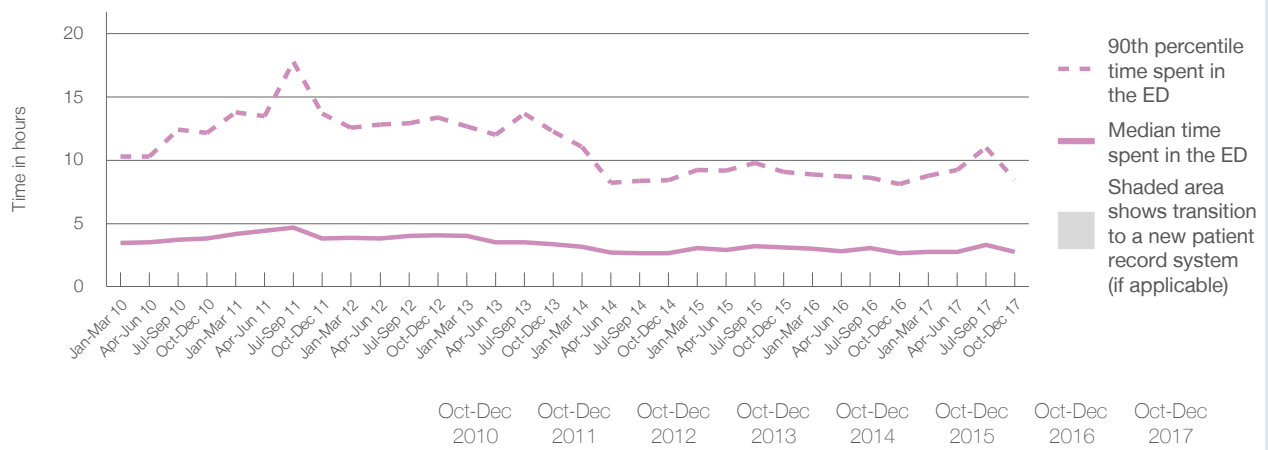
90th percentile time spent in the ED⁹ 8 hours and 27 minutes

Same period last year	NSW (this period)
8,441	8,441
2 hours and 39 minutes	2 hours and 44 minutes
8 hours and 7 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 49m	3h 49m	4h 4m	3h 22m	2h 39m	3h 5m	2h 39m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 11m	13h 41m	13h 21m	12h 16m	8h 25m	9h 5m	8h 7m	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.

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

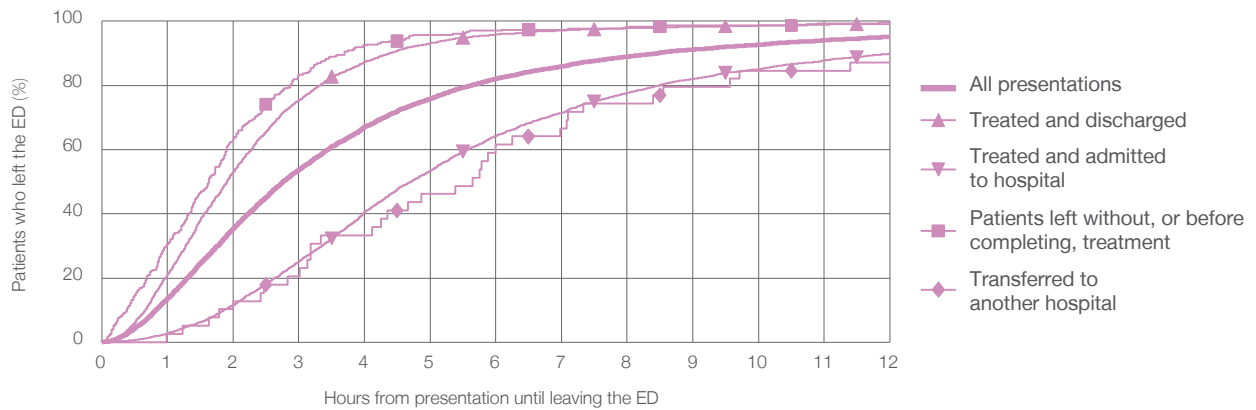
All presentations:¹ 8,877 patients

Presentations used to calculate time to leaving the ED:⁶ 8,876 patients

Treated and discharged	4,641 (52.3%)
Treated and admitted to hospital	3,842 (43.3%)
Patient left without, or before completing, treatment	306 (3.4%)
Transferred to another hospital	39 (0.4%)
Other	49 (0.6%)

Same period last year	Change since one year ago
8,441	5.2%
4,571	1.5%
3,492	10.0%
295	3.7%
28	39.3%
55	-10.9%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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	21.1%	53.1%	75.3%	87.4%	95.9%	97.8%	98.6%	99.2%
Treated and admitted to hospital	2.8%	11.5%	25.2%	40.6%	64.3%	77.7%	85.1%	89.8%
Patient left without, or before completing, treatment	30.4%	63.4%	83.3%	92.5%	97.1%	98.0%	98.7%	99.7%
Transferred to another hospital	2.6%	12.8%	20.5%	33.3%	61.5%	74.4%	84.6%	87.2%
All presentations	13.7%	35.4%	53.7%	67.1%	82.1%	89.0%	92.7%	95.1%

(†) 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.

Lismore Base Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 8,877 patients

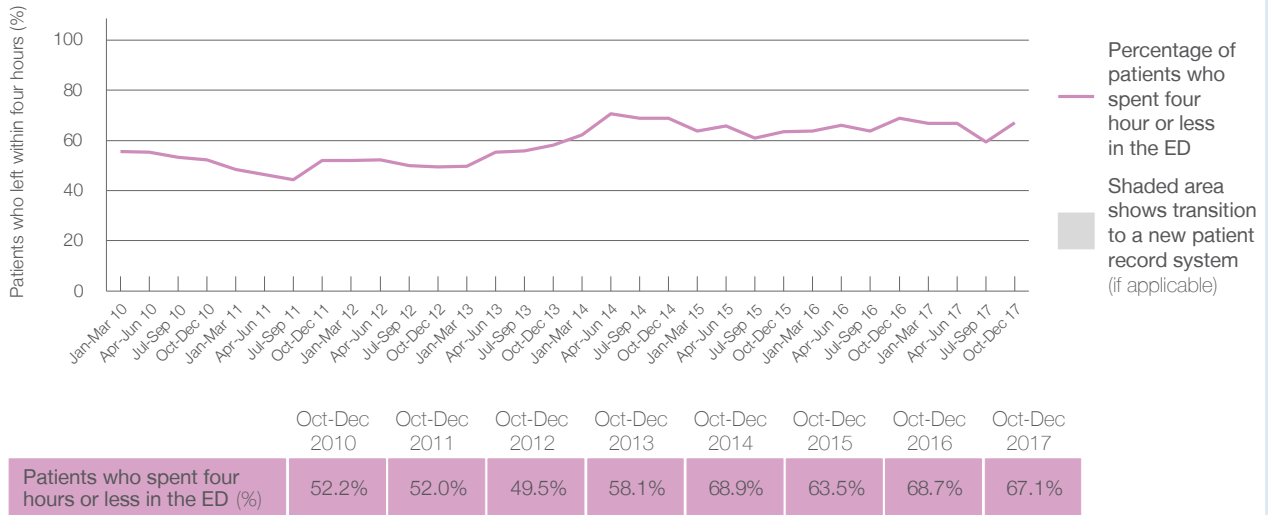
Presentations used to calculate time to leaving the ED: ⁶ 8,876 patients

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	8,441	5.2%
Presentations used to calculate time to leaving the ED	8,441	5.2%
Percentage of patients who spent four hours or less in the ED	68.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Maclean District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 3,304 patients
 Emergency presentations:² 3,190 patients

Same period last year	Change since one year ago
3,066	7.8%
2,870	11.1%

Maclean District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 343 patients

Median time to start treatment⁴ 8 minutes
 90th percentile time to start treatment⁵ 32 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 895 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 63 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,534 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 408 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
380	
12 minutes	8 minutes
33 minutes	23 minutes
1,044	
23 minutes	20 minutes
71 minutes	65 minutes
1,287	
28 minutes	26 minutes
105 minutes	99 minutes
149	
47 minutes	23 minutes
139 minutes	103 minutes

Maclean District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 3,303 patients

Percentage of patients who spent four hours or less in the ED 83.8%

Same period last year	Change since one year ago
3,065	7.8%
83.9%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

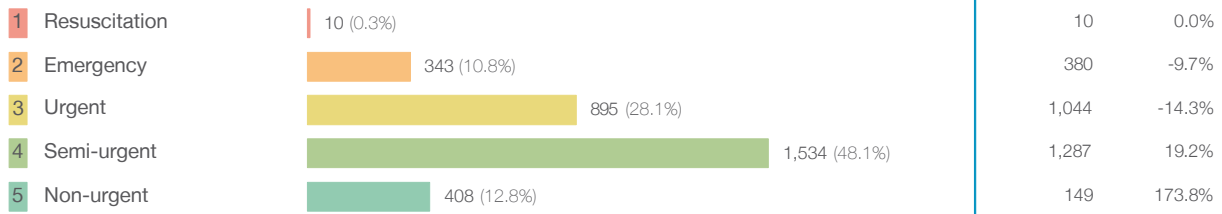
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Maclean District Hospital: Patients presenting to the emergency department October to December 2017

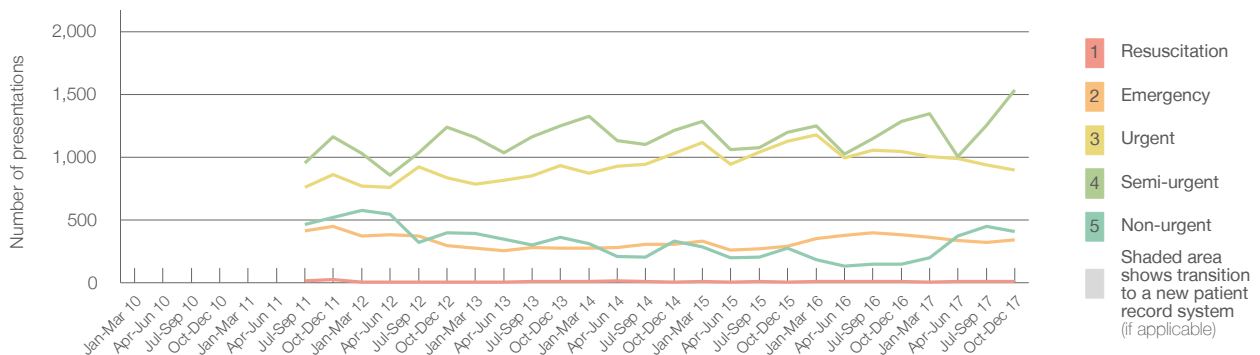
All presentations:¹ 3,304 patients

Emergency presentations² by triage category: 3,190 patients



	Same period last year	Change since one year ago
All presentations	3,066	7.8%
Emergency presentations	2,870	11.1%
1 Resuscitation	10	0.0%
2 Emergency	380	-9.7%
3 Urgent	1,044	-14.3%
4 Semi-urgent	1,287	19.2%
5 Non-urgent	149	173.8%

Emergency presentations² by quarter, January 2010 to December 2017 [†] [‡] [§]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation		23	6	9	< 5	< 5	10	10
Emergency		450	296	273	310	295	380	343
Urgent		863	835	931	1,028	1,128	1,044	895
Semi-urgent		1,160	1,237	1,247	1,211	1,200	1,287	1,534
Non-urgent		520	399	361	330	274	149	408
All emergency presentations		3,016	2,773	2,821	2,879	2,897	2,870	3,190

Maclean District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time: ⁷ 330 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	380	
ED Transfer of care time		
Median time	12 minutes	2 minutes
90th percentile time	29 minutes	6 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 343

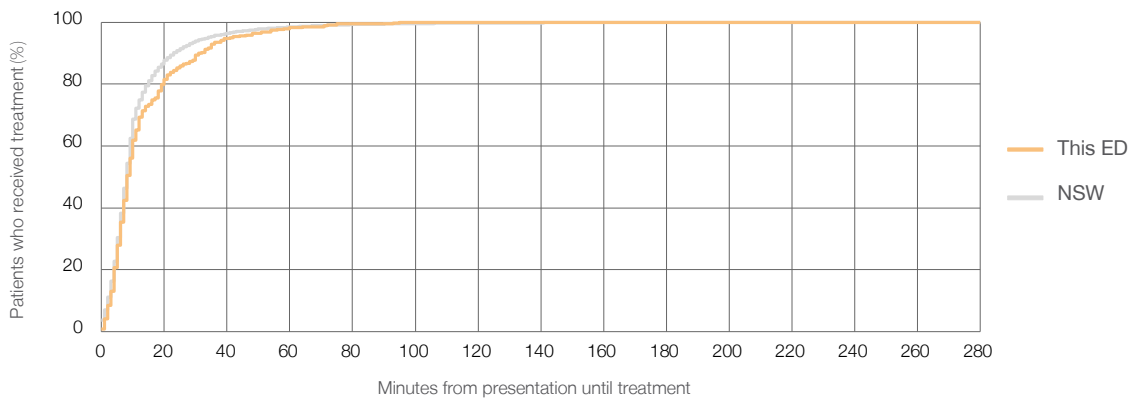
Number of triage 2 patients used to calculate waiting time:³ 339

Median time to start treatment⁴ 8 minutes

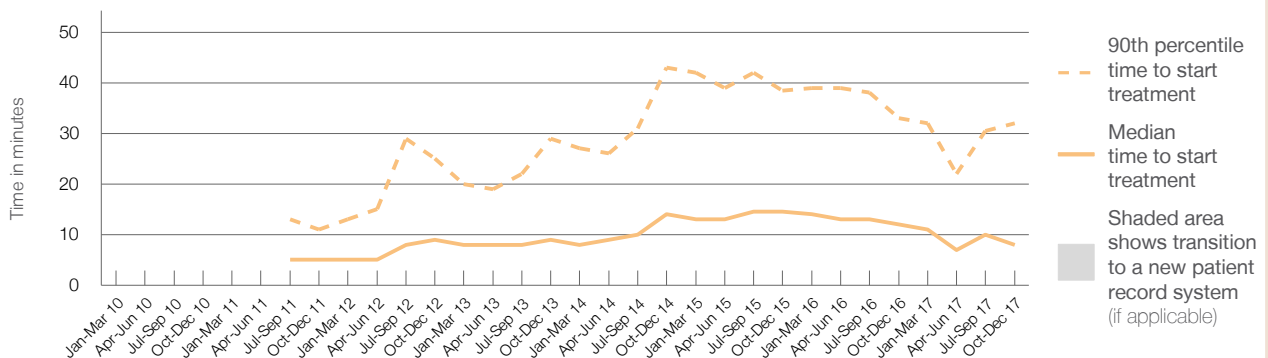
90th percentile time to start treatment⁵ 32 minutes

Same period last year	NSW (this period)
380	376
12 minutes	8 minutes
33 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		5	9	9	14	15	12	8
90th percentile time to start treatment ⁵ (minutes)		11	25	29	43	39	33	32

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 895

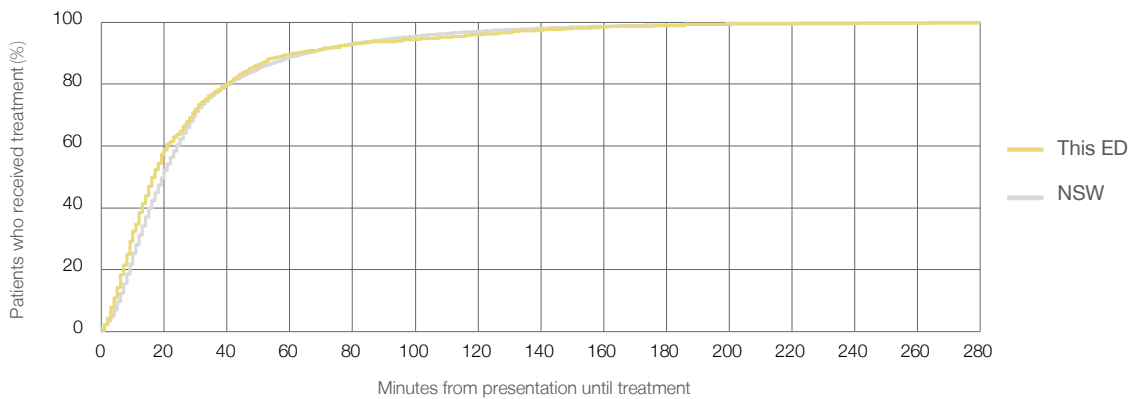
Number of triage 3 patients used to calculate waiting time:³ 879

Median time to start treatment⁴ 17 minutes

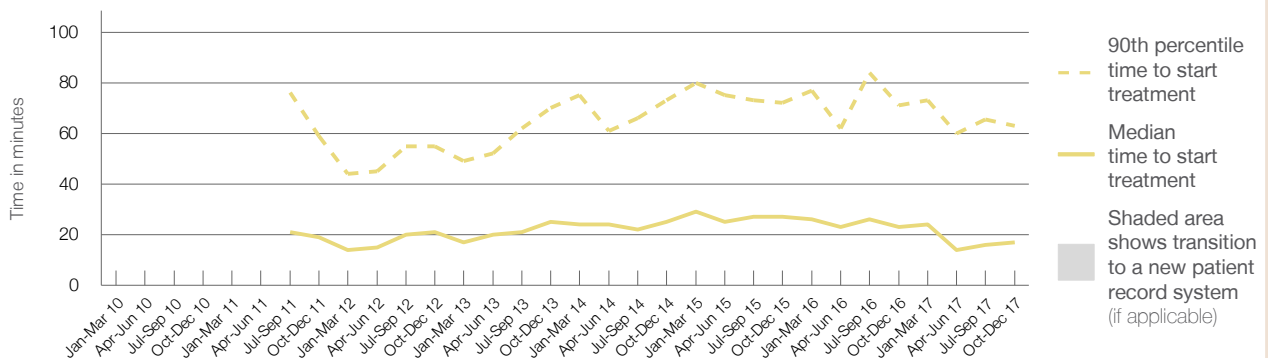
90th percentile time to start treatment⁵ 63 minutes

Same period last year	NSW (this period)
1,044	1,026
23 minutes	20 minutes
71 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		19	21	25	25	27	23	17
90th percentile time to start treatment ⁵ (minutes)		59	55	70	73	72	71	63

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 1,534

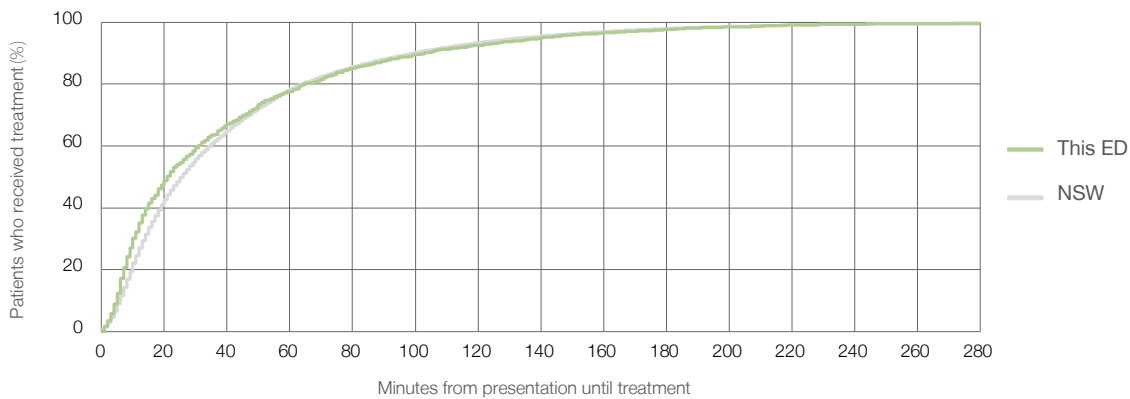
Number of triage 4 patients used to calculate waiting time:³ 1,460

Median time to start treatment⁴ 21 minutes

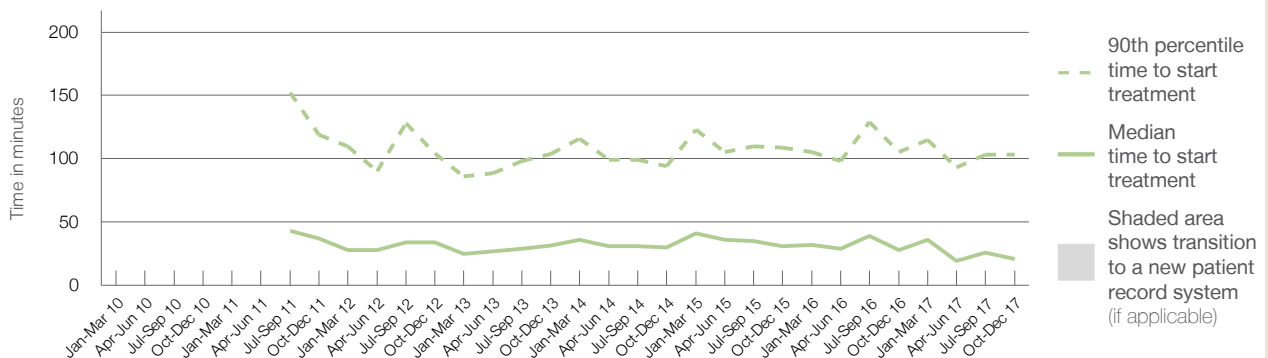
90th percentile time to start treatment⁵ 103 minutes

	Same period last year	NSW (this period)
	1,287	
	1,201	
	28 minutes	26 minutes
	105 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		37	34	32	30	31	28	21
90th percentile time to start treatment ⁵ (minutes)		119	104	104	94	109	105	103

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 408

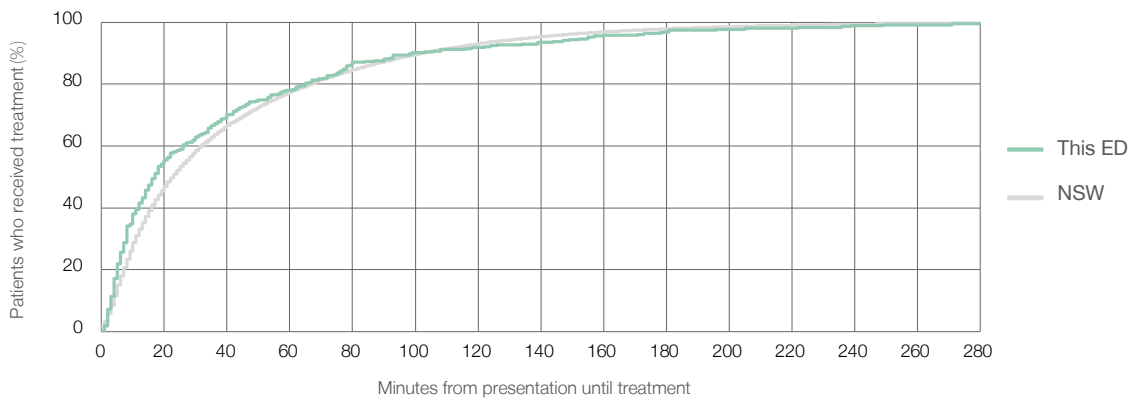
Number of triage 5 patients used to calculate waiting time:³ 354

Median time to start treatment⁴ 17 minutes

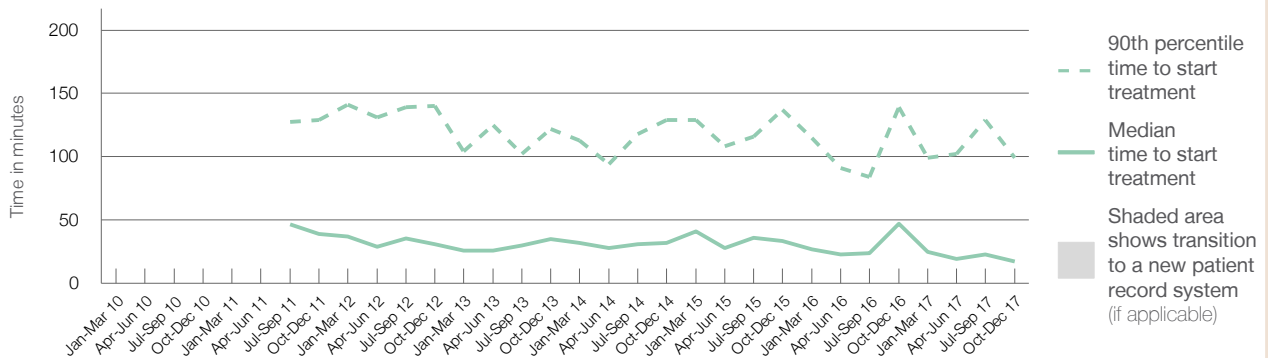
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
149	
128	
47 minutes	23 minutes
139 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)		39	31	35	32	34	47	17
90th percentile time to start treatment ⁵ (minutes)		129	140	122	129	137	139	99

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients spent in the ED October to December 2017

All presentations:¹ 3,304 patients

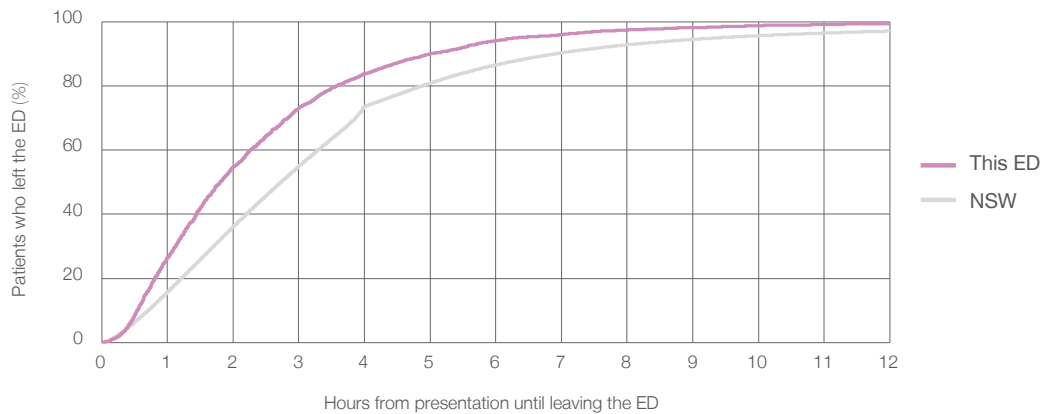
Presentations used to calculate time to leaving the ED:⁶ 3,303 patients

Median time spent in the ED⁸ 1 hours and 48 minutes

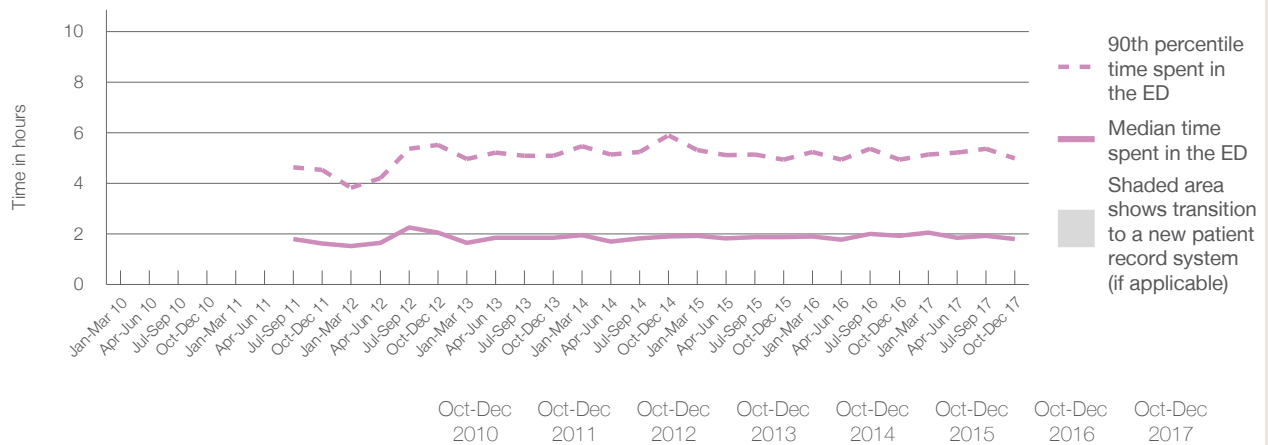
90th percentile time spent in the ED⁹ 5 hours and 0 minutes

Same period last year	NSW (this period)
3,066	
3,065	
1 hours and 56 minutes	2 hours and 44 minutes
4 hours and 56 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡§}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)		1h 38m	2h 4m	1h 52m	1h 55m	1h 53m	1h 56m	1h 48m
90th percentile time to leaving the ED ⁹ (hours, minutes)		4h 33m	5h 32m	5h 6m	5h 54m	4h 57m	4h 56m	5h 0m

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

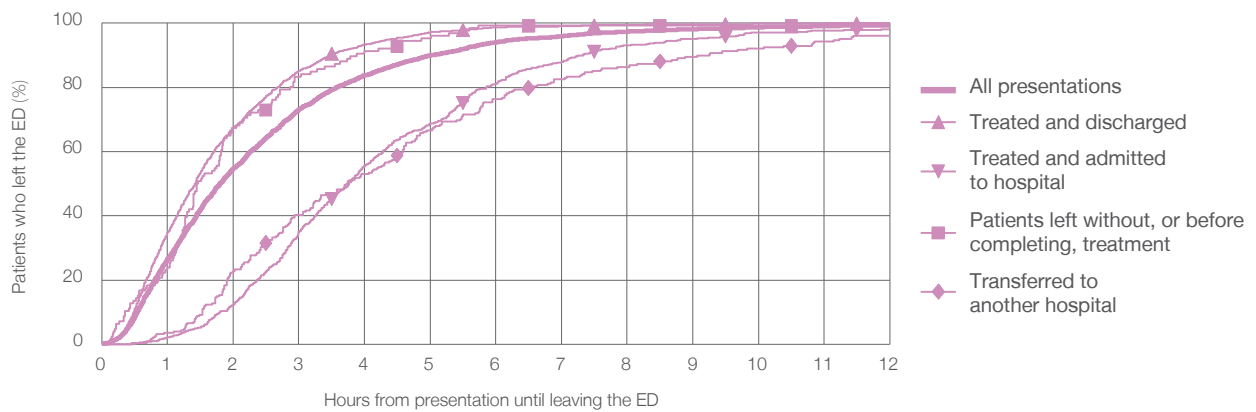
All presentations:¹ 3,304 patients

Presentations used to calculate time to leaving the ED:⁶ 3,303 patients

Treated and discharged	2,359 (71.4%)
Treated and admitted to hospital	575 (17.4%)
Patient left without, or before completing, treatment	126 (3.8%)
Transferred to another hospital	228 (6.9%)
Other	16 (0.5%)

	Same period last year	Change since one year ago
	3,065	7.8%
	2,002	17.8%
	701	-18.0%
	139	-9.4%
	216	5.6%
	8	100.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡§}



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

Treated and discharged	34.8%	67.5%	85.1%	93.3%	98.6%	99.5%	99.8%	100%
Treated and admitted to hospital	2.1%	12.3%	35.1%	55.7%	81.2%	93.0%	97.0%	98.1%
Patient left without, or before completing, treatment	23.8%	67.5%	83.3%	91.3%	99.2%	99.2%	99.2%	100%
Transferred to another hospital	3.5%	22.8%	40.4%	53.1%	76.3%	86.4%	92.1%	96.1%
All presentations	26.6%	54.8%	73.2%	83.8%	94.0%	97.4%	98.8%	99.4%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Maclean District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 3,304 patients

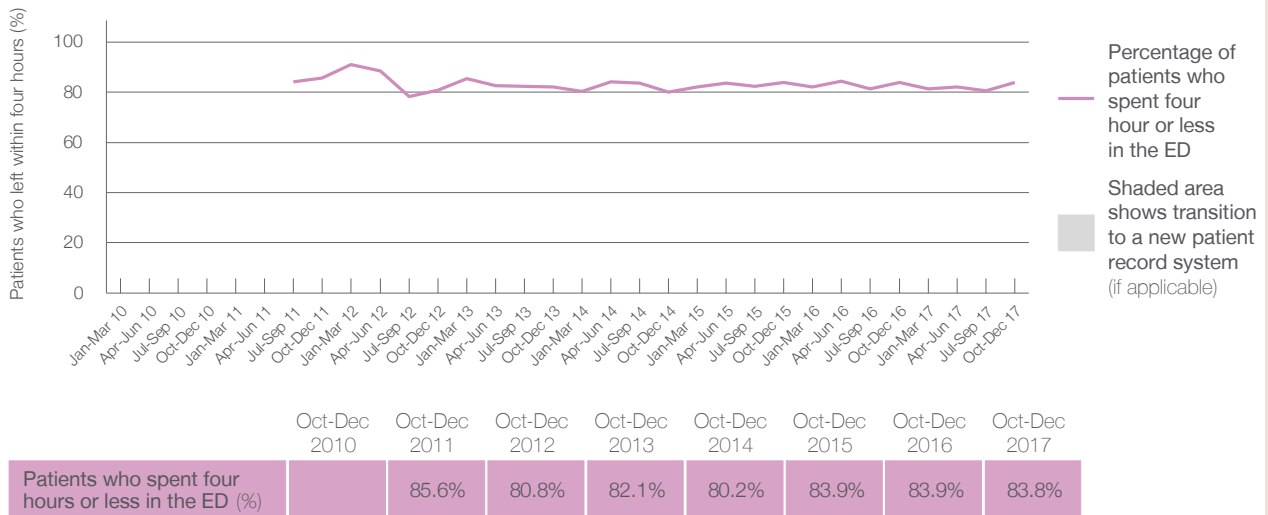
Presentations used to calculate time to leaving the ED: ⁶ 3,303 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: ¹ 3,304 patients	3,066	7.8%
Presentations used to calculate time to leaving the ED: ⁶ 3,303 patients	3,065	7.8%
Percentage of patients who spent four hours or less in the ED	83.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡§}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
 † Data points are not shown in graphs for quarters when patient numbers were too small.
 ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process.
 Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

Murwillumbah District Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 4,482 patients
Emergency presentations:² 4,094 patients

Same period last year	Change since one year ago
4,564	-1.8%
4,113	-0.5%

Murwillumbah District Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 299 patients

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

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,236 patients

Median time to start treatment⁴ 11 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,164 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 50 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 380 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
285	
7 minutes	8 minutes
15 minutes	23 minutes
1,288	
12 minutes	20 minutes
33 minutes	65 minutes
2,139	
15 minutes	26 minutes
60 minutes	99 minutes
396	
18 minutes	23 minutes
92 minutes	103 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 4,480 patients

Percentage of patients who spent four hours or less in the ED 90.1%

Same period last year	Change since one year ago
4,563	-1.8%
89.3%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

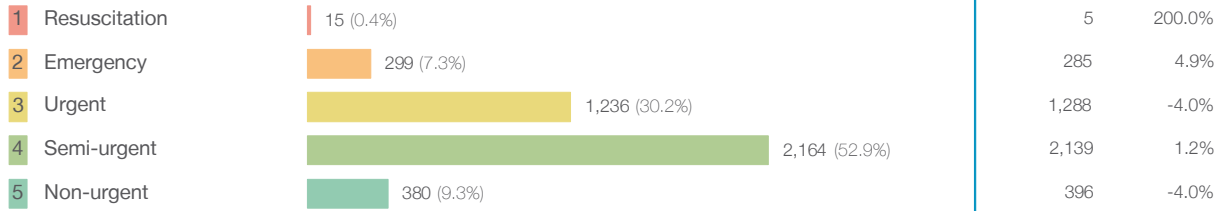
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Murwillumbah District Hospital: Patients presenting to the emergency department October to December 2017

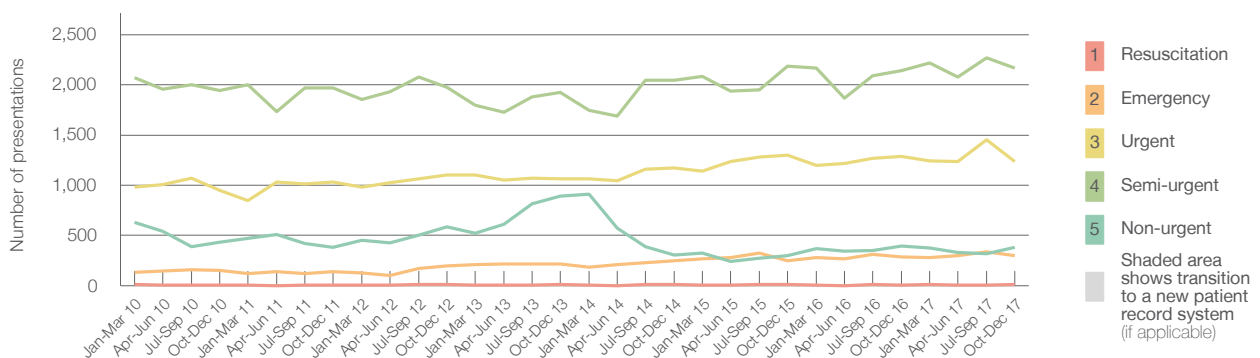
All presentations:¹ 4,482 patients

Emergency presentations² by triage category: 4,094 patients



Same period last year	Change since one year ago
4,564	-1.8%
4,113	-0.5%
5	200.0%
285	4.9%
1,288	-4.0%
2,139	1.2%
396	-4.0%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	5	< 5	13	14	12	11	5	15
Emergency	155	143	194	214	249	249	285	299
Urgent	946	1,035	1,099	1,061	1,171	1,297	1,288	1,236
Semi-urgent	1,945	1,971	1,977	1,922	2,044	2,189	2,139	2,164
Non-urgent	435	381	588	891	306	301	396	380
All emergency presentations	3,486	3,530	3,871	4,102	3,782	4,047	4,113	4,094

Murwillumbah District Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 187 patients **

ED Transfer of care time



Same period last year	Change since one year ago
189	
11 minutes	-2 minutes
22 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.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 299

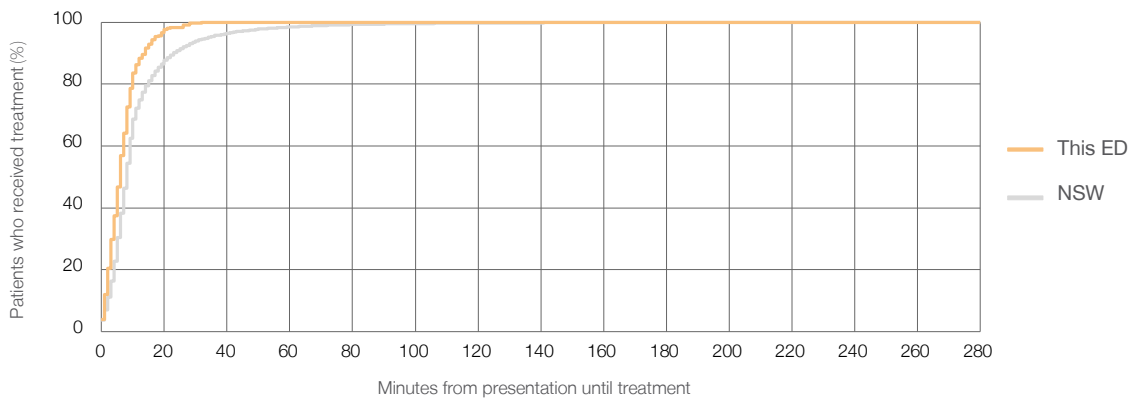
Number of triage 2 patients used to calculate waiting time:³ 299

Median time to start treatment⁴ 6 minutes

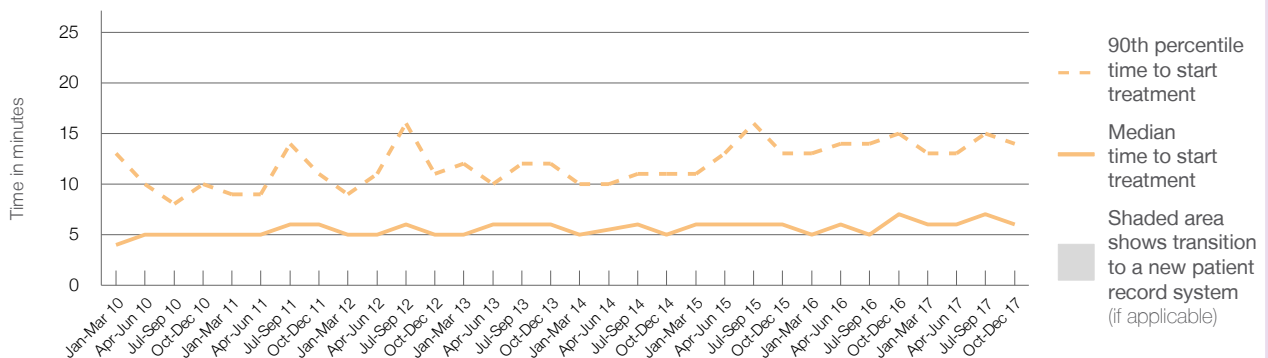
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
285	
284	
7 minutes	8 minutes
15 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	5	6	5	6	5	6	7	6
90th percentile time to start treatment ⁵ (minutes)	10	11	11	12	11	13	15	14

(†) 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 October to December 2017

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

Number of triage 3 patients: 1,236

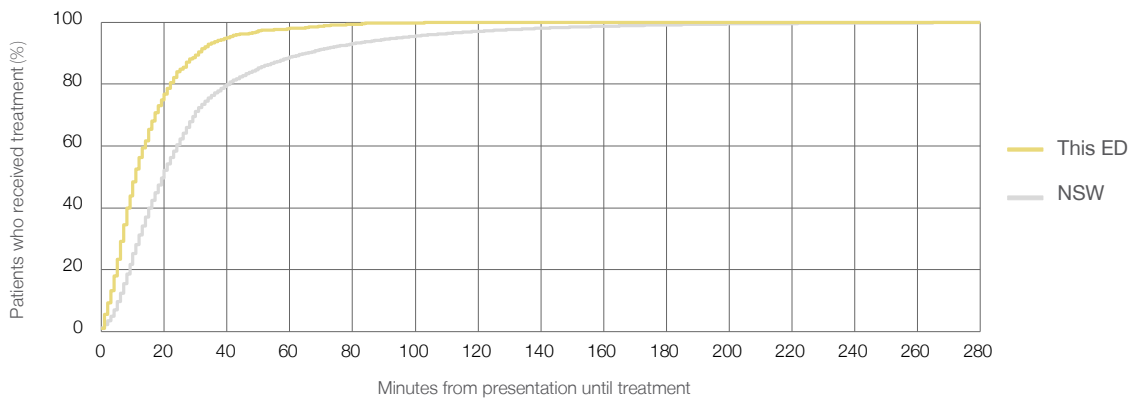
Number of triage 3 patients used to calculate waiting time:³ 1,231

Median time to start treatment⁴ 11 minutes

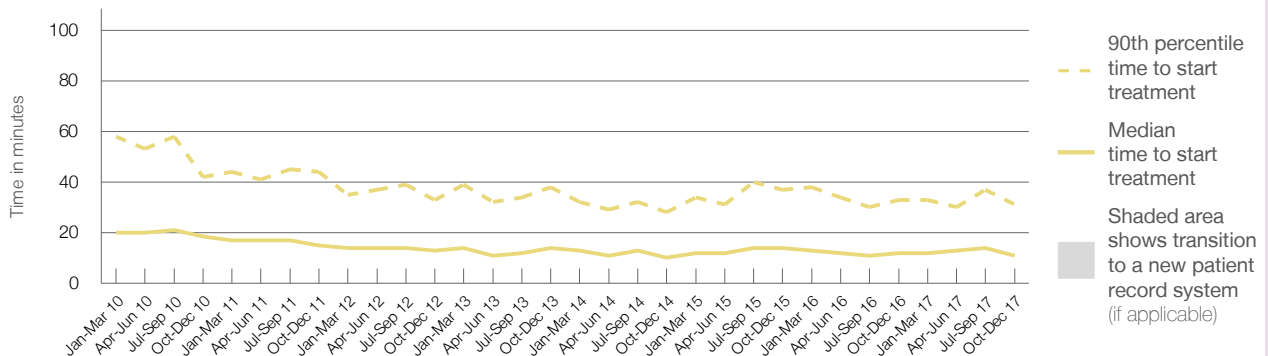
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
1,288	1,276
12 minutes	20 minutes
33 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	19	15	13	14	10	14	12	11
90th percentile time to start treatment ⁵ (minutes)	42	44	33	38	28	37	33	31

(†) 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 October to December 2017

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

Number of triage 4 patients: 2,164

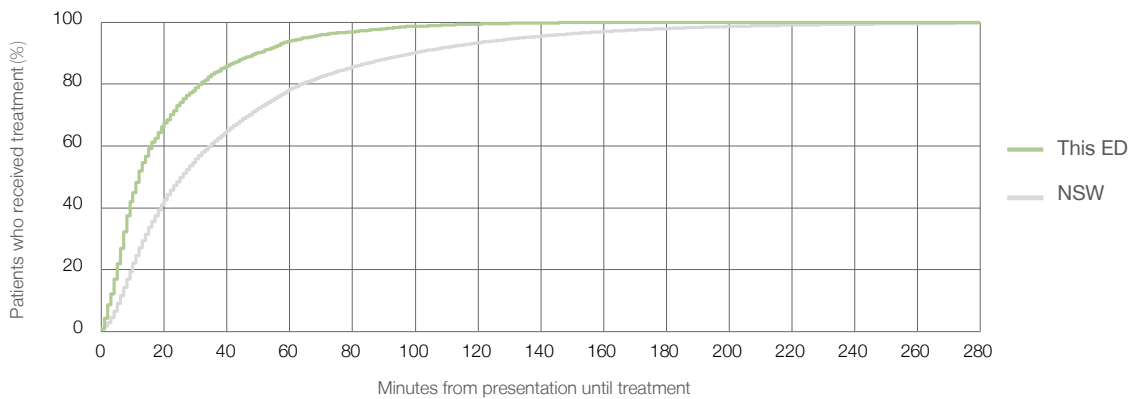
Number of triage 4 patients used to calculate waiting time:³ 2,126

Median time to start treatment⁴ 12 minutes

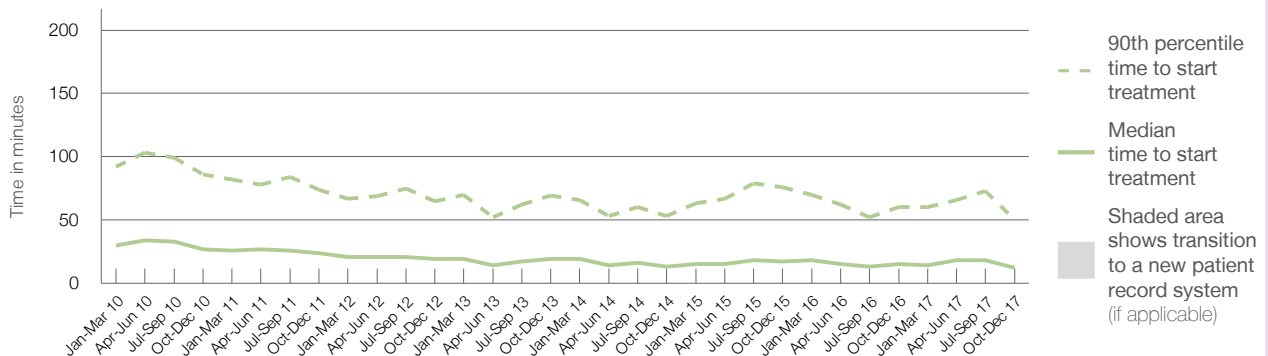
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
2,139	
2,086	
15 minutes	26 minutes
60 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	27	24	19	19	13	17	15	12
90th percentile time to start treatment ⁵ (minutes)	86	74	65	70	53	76	60	50

(†) 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 October to December 2017

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

Number of triage 5 patients: 380

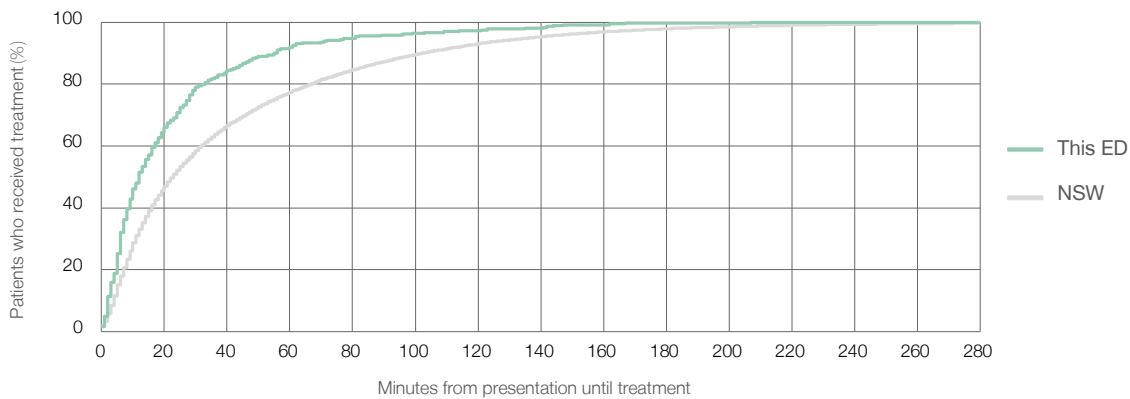
Number of triage 5 patients used to calculate waiting time:³ 359

Median time to start treatment⁴ 12 minutes

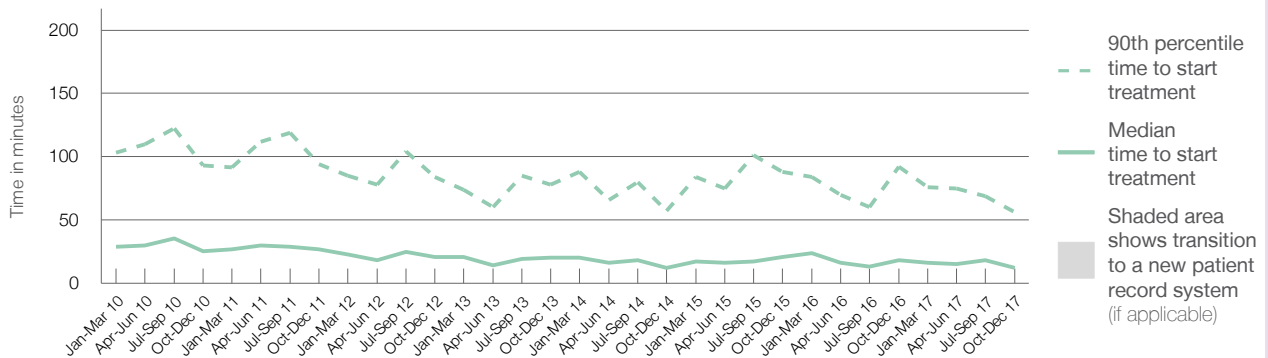
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
396	371
18 minutes	23 minutes
92 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	26	27	21	20	12	21	18	12
90th percentile time to start treatment ⁵ (minutes)	93	94	84	78	57	88	92	56

(†) 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

October to December 2017

All presentations:¹ 4,482 patients

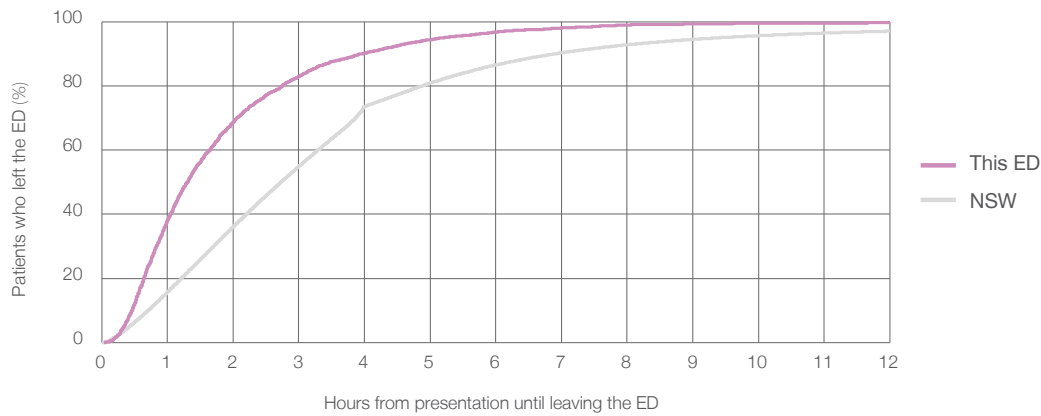
Presentations used to calculate time to leaving the ED:⁶ 4,480 patients

Median time spent in the ED⁸ 1 hours and 18 minutes

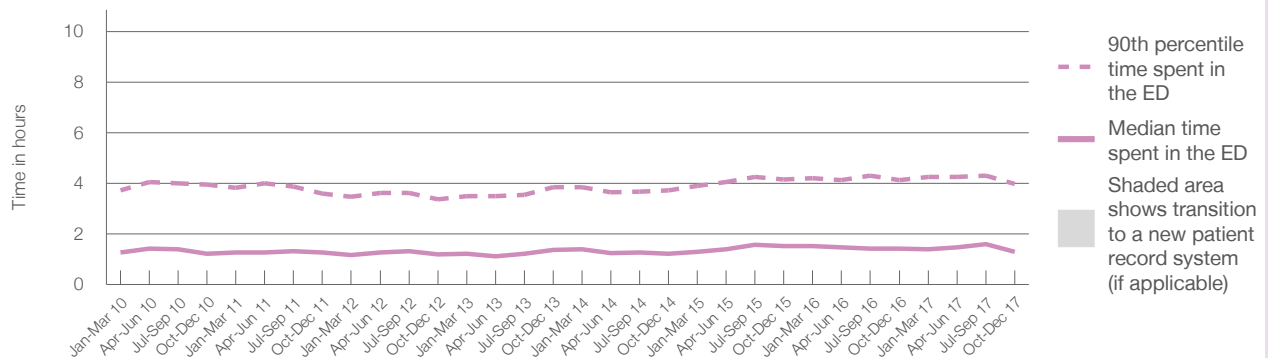
90th percentile time spent in the ED⁹ 3 hours and 59 minutes

Same period last year	NSW (this period)
4,564	
4,563	
1 hours and 25 minutes	2 hours and 44 minutes
4 hours and 8 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	1h 14m	1h 17m	1h 12m	1h 23m	1h 14m	1h 31m	1h 25m	1h 18m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 57m	3h 36m	3h 23m	3h 52m	3h 44m	4h 10m	4h 8m	3h 59m

(†) 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.

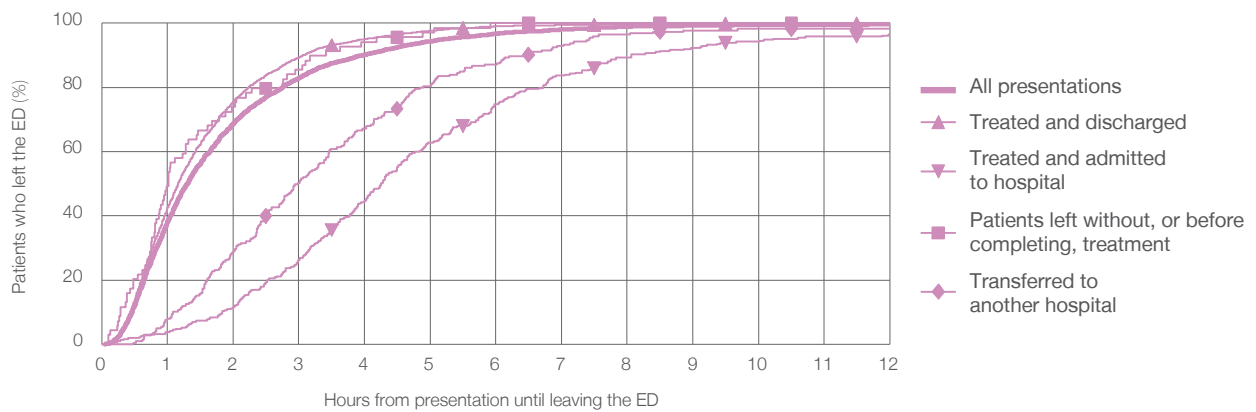
Murwillumbah District Hospital: Time patients spent in the ED
By mode of separation
October to December 2017

All presentations:¹ 4,482 patients

Presentations used to calculate time to leaving the ED:⁶ 4,480 patients

		Same period last year	Change since one year ago
Treated and discharged	3,869 (86.3%)	3,813	1.5%
Treated and admitted to hospital	312 (7.0%)	380	-17.9%
Patient left without, or before completing, treatment	69 (1.5%)	106	-34.9%
Transferred to another hospital	225 (5.0%)	262	-14.1%
Other	7 (0.2%)	3	133.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	42.7%	75.7%	89.4%	95.1%	99.0%	99.8%	99.9%	100%
Treated and admitted to hospital	3.8%	11.5%	26.3%	44.6%	74.7%	89.4%	94.2%	96.5%
Patient left without, or before completing, treatment	49.3%	73.9%	85.5%	94.2%	100%	100%	100%	100%
Transferred to another hospital	8.0%	28.9%	50.2%	67.1%	87.1%	96.4%	98.2%	98.2%
All presentations	38.3%	68.8%	83.0%	90.1%	96.7%	98.9%	99.5%	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

October to December 2017

All presentations at the emergency department: ¹ 4,482 patients

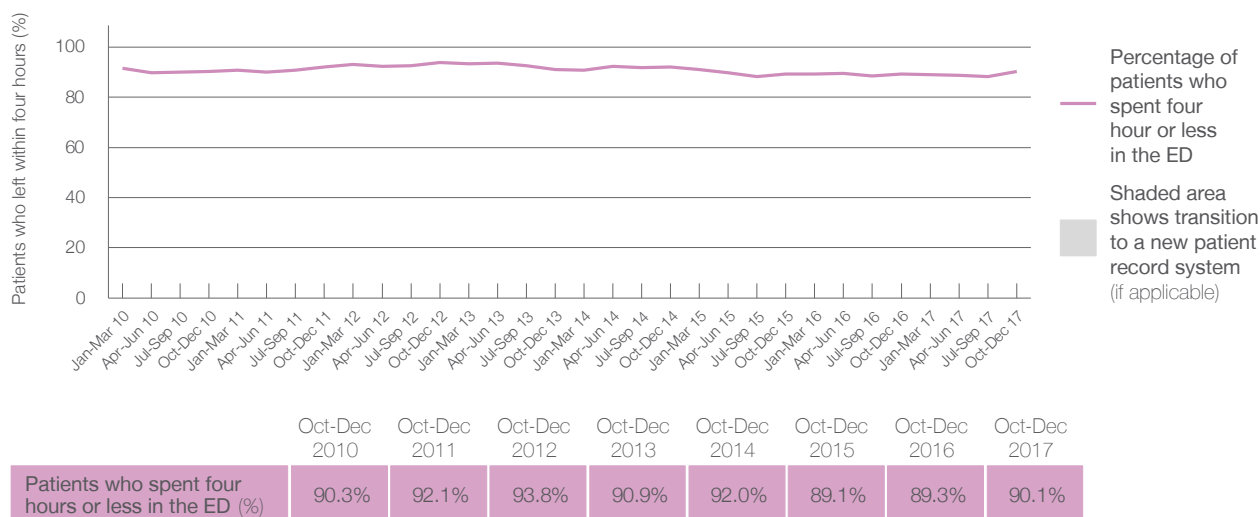
Presentations used to calculate time to leaving the ED: ⁶ 4,480 patients

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	4,564	-1.8%
Presentations used to calculate time to leaving the ED	4,563	-1.8%
Percentage of patients who spent four hours or less in the ED	89.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).

The Tweed Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 13,661 patients

Emergency presentations:² 13,186 patients

Same period last year	Change since one year ago
13,175	3.7%
12,793	3.1%

The Tweed Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,738 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,816 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,358 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 70 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,218 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,537	
5 minutes	8 minutes
14 minutes	23 minutes
5,849	
14 minutes	20 minutes
43 minutes	65 minutes
4,306	
14 minutes	26 minutes
65 minutes	99 minutes
1,042	
10 minutes	23 minutes
58 minutes	103 minutes

The Tweed Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 13,661 patients

Percentage of patients who spent four hours or less in the ED 83.4%

Same period last year	Change since one year ago
13,173	3.7%
81.8%	

* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

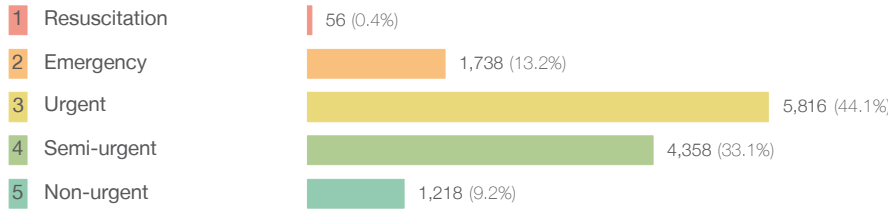
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

The Tweed Hospital: Patients presenting to the emergency department October to December 2017

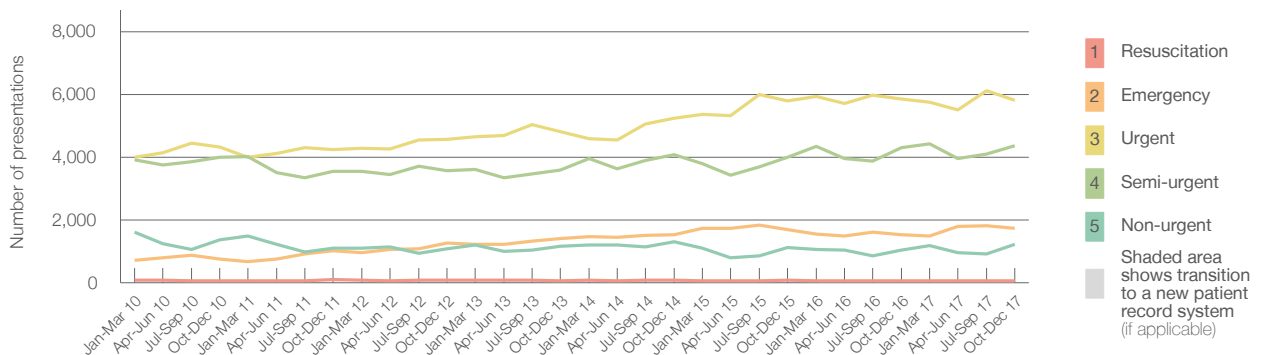
All presentations:¹ 13,661 patients

Emergency presentations² by triage category: 13,186 patients



Same period last year	Change since one year ago
13,175	3.7%
12,793	3.1%
59	-5.1%
1,537	13.1%
5,849	-0.6%
4,306	1.2%
1,042	16.9%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	55	108	84	68	86	72	59	56
Emergency	755	1,014	1,270	1,398	1,525	1,686	1,537	1,738
Urgent	4,313	4,233	4,568	4,812	5,235	5,784	5,849	5,816
Semi-urgent	3,988	3,550	3,573	3,593	4,081	3,997	4,306	4,358
Non-urgent	1,370	1,105	1,081	1,165	1,293	1,120	1,042	1,218
All emergency presentations	10,481	10,010	10,576	11,036	12,220	12,659	12,793	13,186

The Tweed Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 1,979 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,877	
8 minutes	0 minutes
19 minutes	1 minute

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Tweed Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 1,738

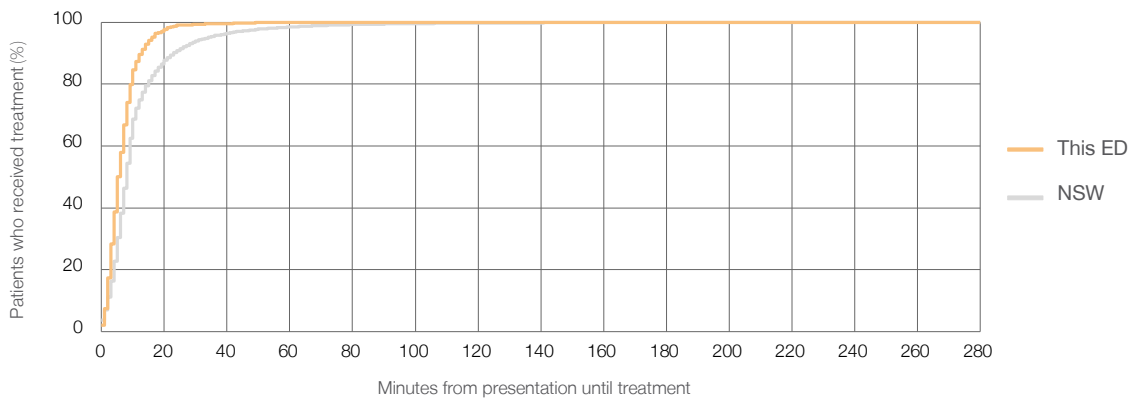
Number of triage 2 patients used to calculate waiting time:³ 1,733

Median time to start treatment⁴ ■ 5 minutes

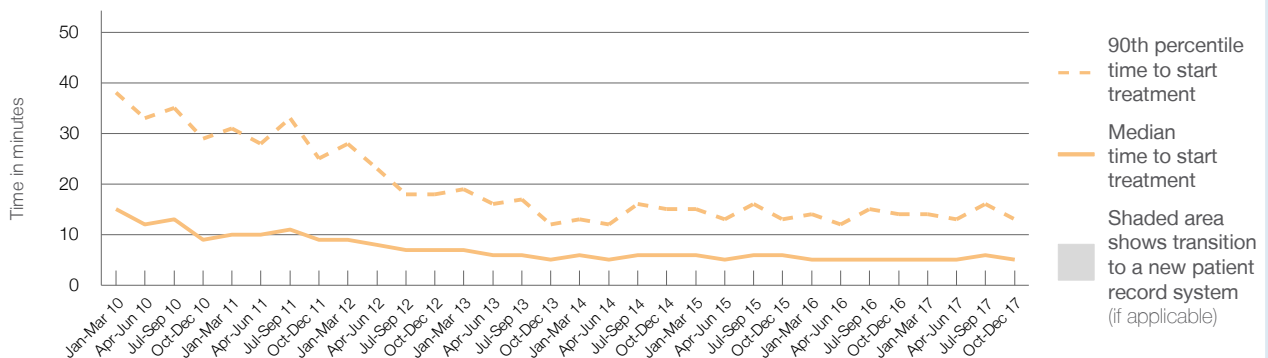
90th percentile time to start treatment⁵ ■ 13 minutes

Same period last year	NSW (this period)
1,537	1,533
5 minutes	8 minutes
14 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	9	7	5	6	6	5	5
90th percentile time to start treatment ⁵ (minutes)	29	25	18	12	15	13	14	13

(†) 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 October to December 2017

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

Number of triage 3 patients: 5,816

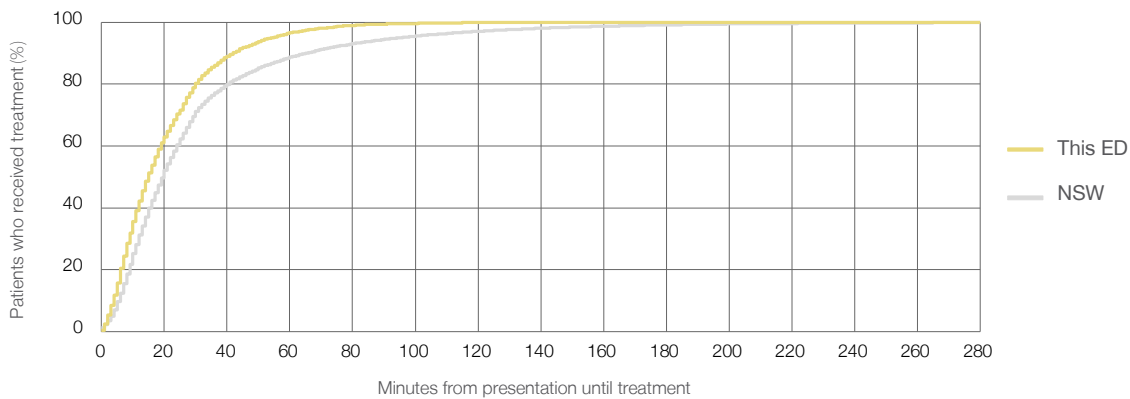
Number of triage 3 patients used to calculate waiting time:³ 5,760

Median time to start treatment⁴ 15 minutes

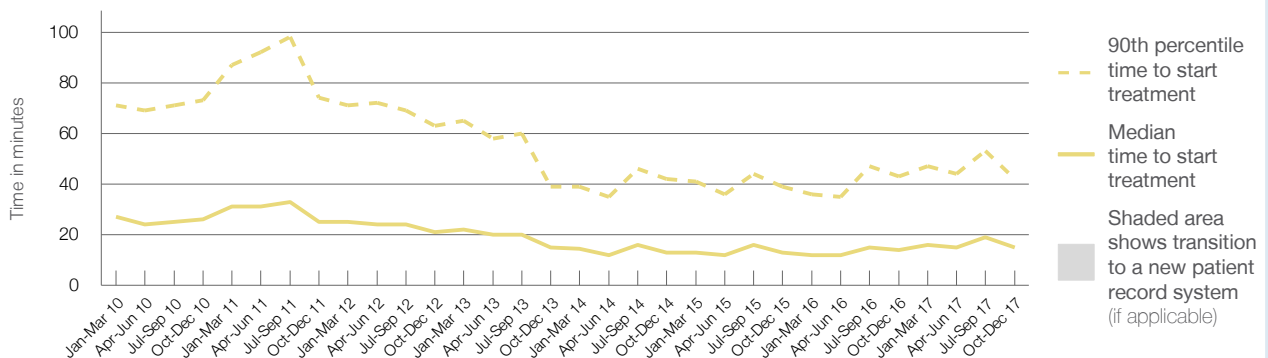
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
5,849	5,778
14 minutes	20 minutes
43 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	26	25	21	15	13	13	14	15
90th percentile time to start treatment ⁵ (minutes)	73	74	63	39	42	39	43	42

(†) 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 October to December 2017

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

Number of triage 4 patients: 4,358

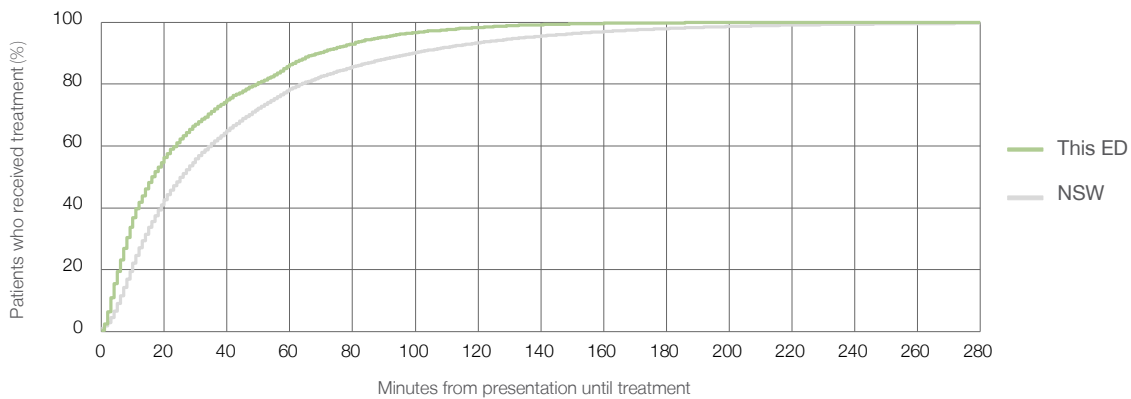
Number of triage 4 patients used to calculate waiting time:³ 4,188

Median time to start treatment⁴ 16 minutes

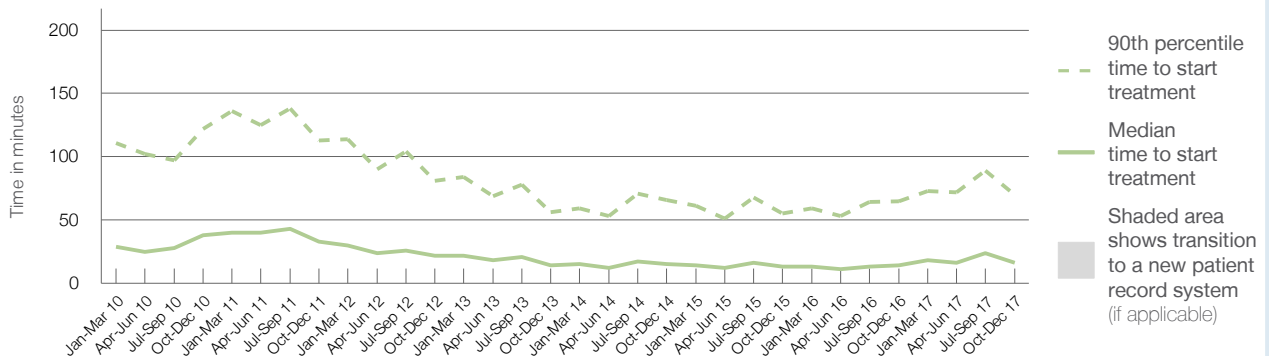
90th percentile time to start treatment⁵ 70 minutes

Same period last year	NSW (this period)
4,306	4,167
14 minutes	26 minutes
65 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	38	33	22	14	15	13	14	16
90th percentile time to start treatment ⁵ (minutes)	122	113	81	56	66	55	65	70

(†) 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 October to December 2017

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

Number of triage 5 patients: 1,218

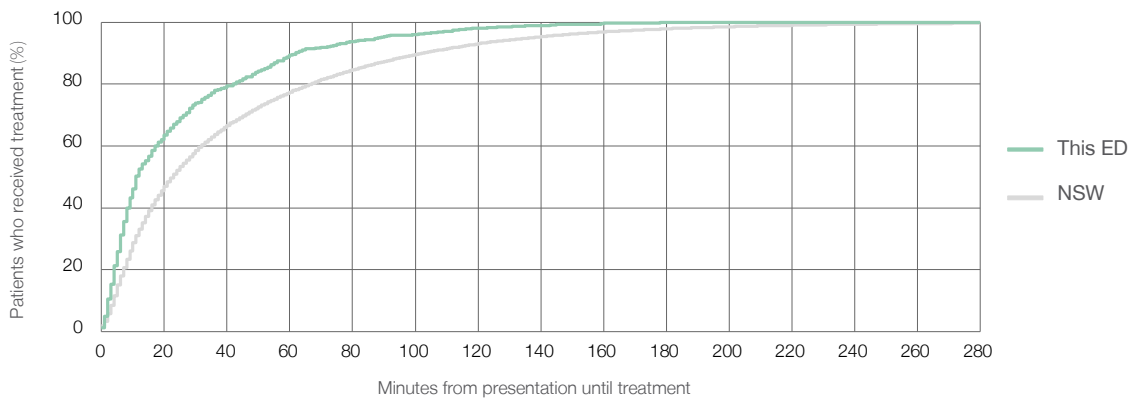
Number of triage 5 patients used to calculate waiting time:³ 1,129

Median time to start treatment⁴ 11 minutes

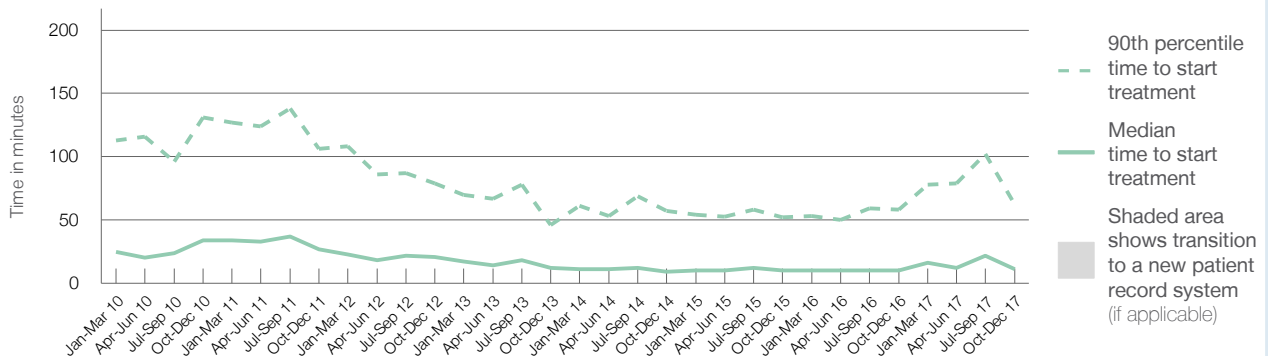
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,042	997
10 minutes	23 minutes
58 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	34	27	21	12	9	10	10	11
90th percentile time to start treatment ⁵ (minutes)	131	106	79	46	57	52	58	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 spent in the ED

October to December 2017

All presentations:¹ 13,661 patients

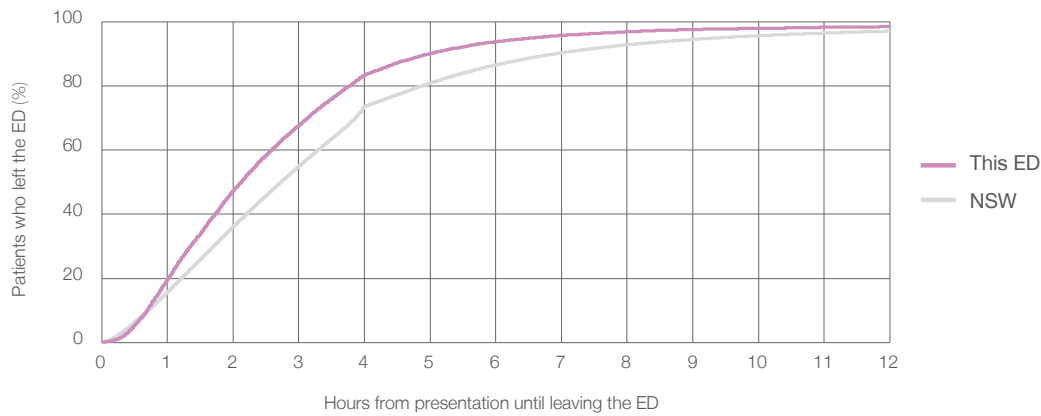
Presentations used to calculate time to leaving the ED:⁶ 13,661 patients

Median time spent in the ED⁸ 2 hours and 7 minutes

90th percentile time spent in the ED⁹ 4 hours and 59 minutes

Same period last year	NSW (this period)
13,175	13,173
2 hours and 7 minutes	2 hours and 44 minutes
5 hours and 15 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 56m	2h 30m	2h 19m	1h 57m	1h 57m	1h 55m	2h 7m	2h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 7m	9h 43m	7h 8m	5h 44m	5h 14m	4h 57m	5h 15m	4h 59m

(†) 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
October to December 2017

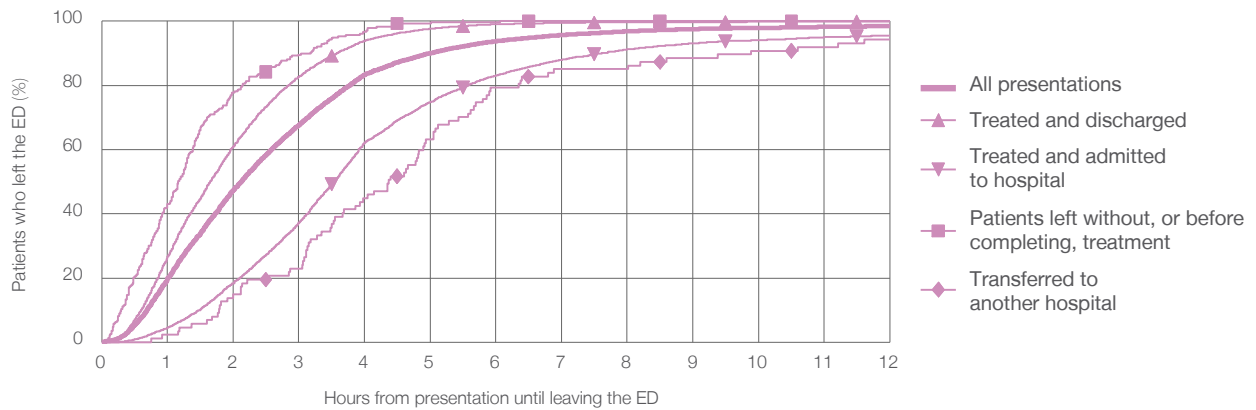
All presentations:¹ 13,661 patients

Presentations used to calculate time to leaving the ED:⁶ 13,661 patients

Treated and discharged	8,829 (64.6%)
Treated and admitted to hospital	4,435 (32.5%)
Patient left without, or before completing, treatment	279 (2.0%)
Transferred to another hospital	87 (0.6%)
Other	31 (0.2%)

Same period last year	Change since one year ago
13,173	3.7%
8,302	6.3%
4,465	-0.7%
239	16.7%
128	-32.0%
41	-24.4%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



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

Treated and discharged	26.7%	61.1%	82.6%	94.0%	99.1%	99.7%	99.8%	99.9%
Treated and admitted to hospital	4.6%	18.4%	37.2%	62.3%	83.1%	91.2%	94.1%	95.5%
Patient left without, or before completing, treatment	43.0%	77.8%	89.6%	96.8%	99.6%	100%	100%	100%
Transferred to another hospital	2.3%	14.9%	23.0%	44.8%	79.3%	85.1%	90.8%	94.3%
All presentations	19.9%	47.4%	67.7%	83.4%	93.8%	96.9%	97.9%	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.

The Tweed Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 October to December 2017

All presentations at the emergency department: ¹ 13,661 patients

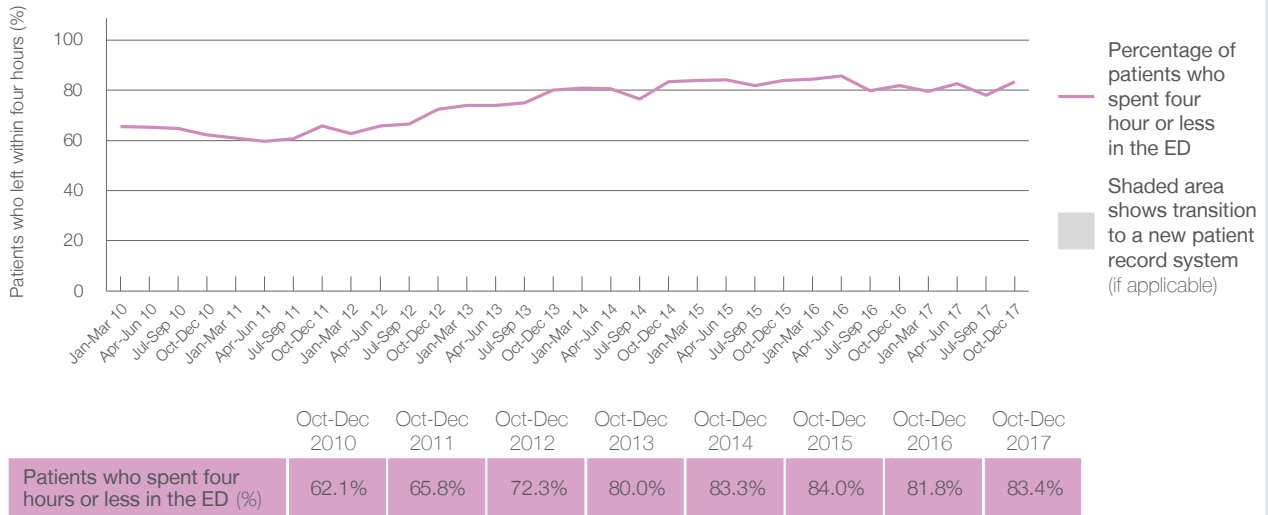
Presentations used to calculate time to leaving the ED: ⁶ 13,661 patients

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	13,175	3.7%
Presentations used to calculate time to leaving the ED	13,173	3.7%
Percentage of patients who spent four hours or less in the ED	81.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* 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 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018). Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).