

The Tweed Hospital: Emergency department (ED) overview

April to June 2018

All presentations:¹ 12,475 patients

Emergency presentations:² 12,034 patients

Same period last year	Change since one year ago
12,622	-1%
12,268	-2%

The Tweed Hospital: Time patients waited to start treatment³

April to June 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,599 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): 5,390 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 39 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,874 patients

Median time to start treatment⁴ 13 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,114 patients

Median time to start treatment⁴ 11 minutes
 90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,795	
5 minutes	8 minutes
13 minutes	24 minutes
5,496	
15 minutes	19 minutes
44 minutes	63 minutes
3,965	
16 minutes	24 minutes
72 minutes	95 minutes
949	
12 minutes	21 minutes
79 minutes	96 minutes

The Tweed Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:⁶ 12,475 patients

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

Same period last year	Change since one year ago
12,621	-1%
83%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

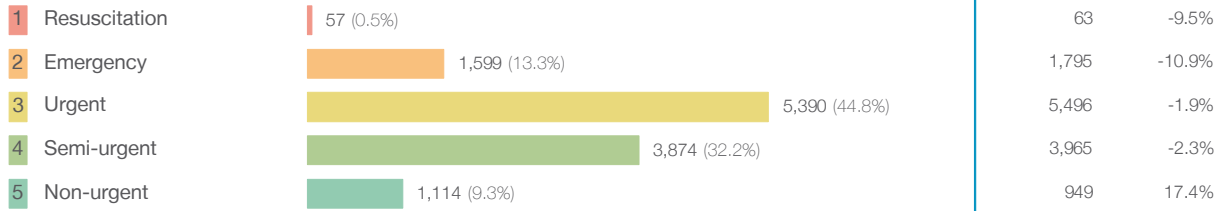
Source: Health Information Exchange, NSW Health (extracted 18 July 2018).

The Tweed Hospital: Patients presenting to the emergency department

April to June 2018

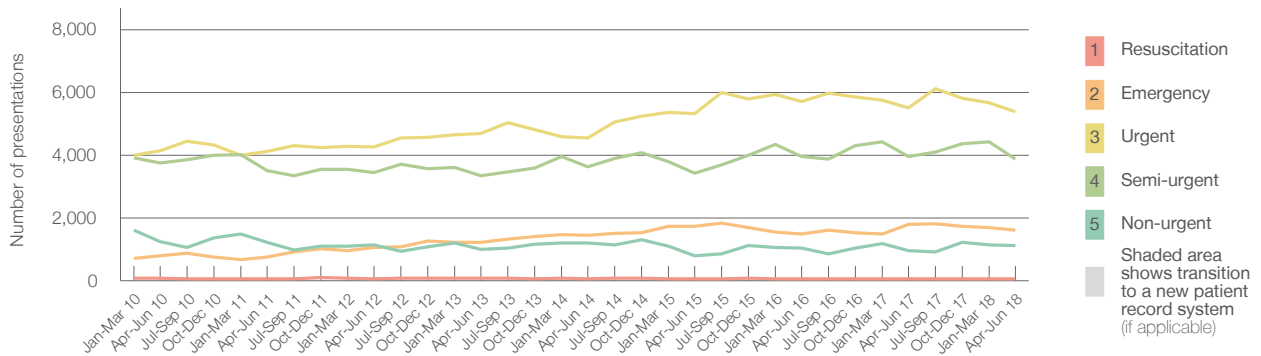
All presentations:¹ 12,475 patients

Emergency presentations² by triage category: 12,034 patients



Same period last year	Change since one year ago
12,622	-1%
12,268	-2%
63	-9.5%
1,795	-10.9%
5,496	-1.9%
3,965	-2.3%
949	17.4%

Emergency presentations² by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	72	66	59	83	63	65	52	63	57
Emergency	788	755	1,067	1,224	1,447	1,734	1,493	1,795	1,599
Urgent	4,129	4,110	4,269	4,697	4,548	5,332	5,701	5,496	5,390
Semi-urgent	3,760	3,512	3,451	3,335	3,625	3,429	3,964	3,965	3,874
Non-urgent	1,242	1,222	1,132	993	1,209	799	1,041	949	1,114
All emergency presentations	9,991	9,665	9,978	10,332	10,892	11,359	12,251	12,268	12,034

The Tweed Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:⁷ 1,843 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,819	
8 minutes	1 minute
20 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.

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

April to June 2018

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

Number of triage 2 patients: 1,599

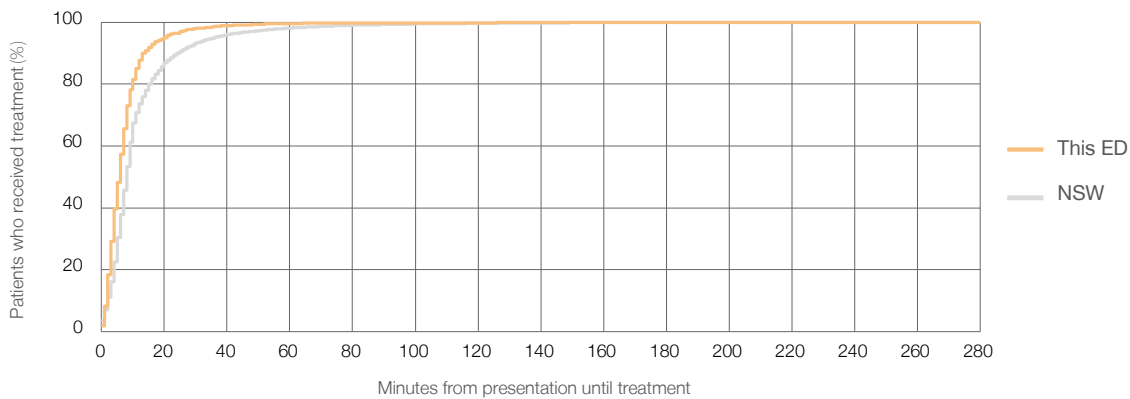
Number of triage 2 patients used to calculate waiting time:³ 1,592

Median time to start treatment⁴ 6 minutes

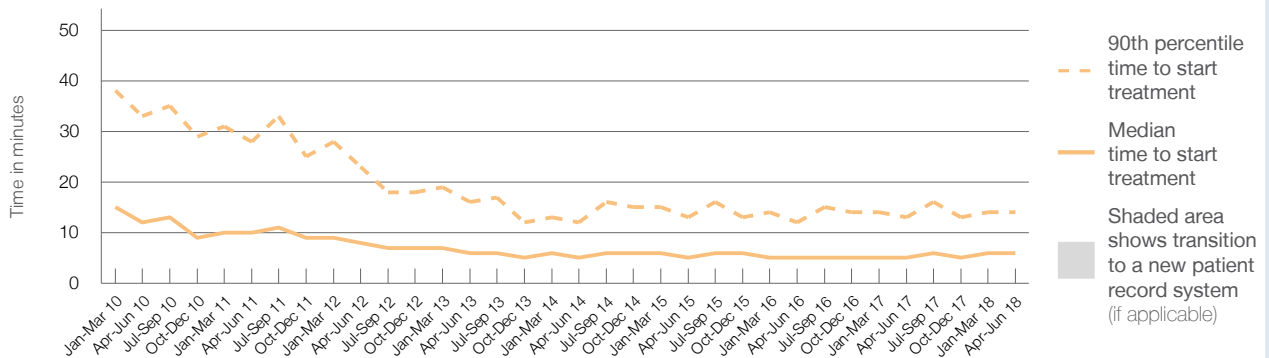
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
1,795	1,791
5 minutes	8 minutes
13 minutes	24 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	12	10	8	6	5	5	5	5	6
90th percentile time to start treatment ⁵ (minutes)	33	28	23	16	12	13	12	13	14

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The Tweed Hospital: Time patients waited to start treatment, triage 3

April to June 2018

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

Number of triage 3 patients: 5,390

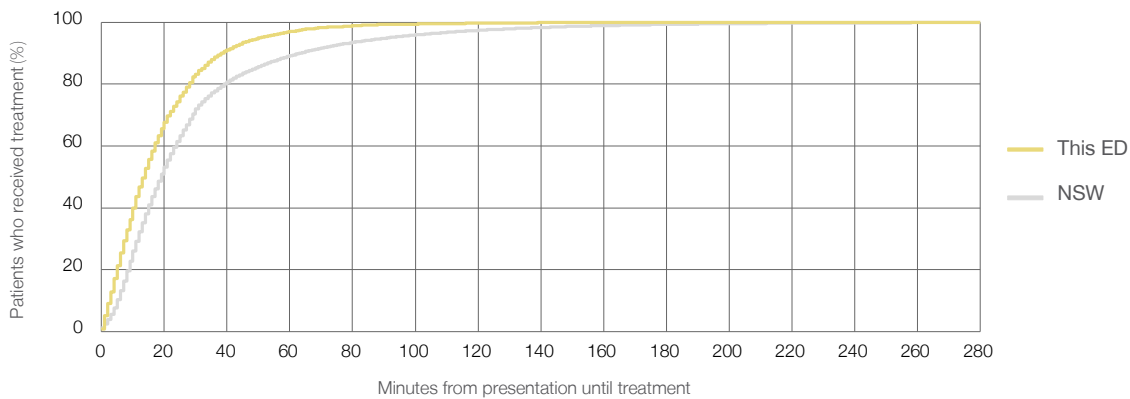
Number of triage 3 patients used to calculate waiting time:³ 5,345

Median time to start treatment⁴ 14 minutes

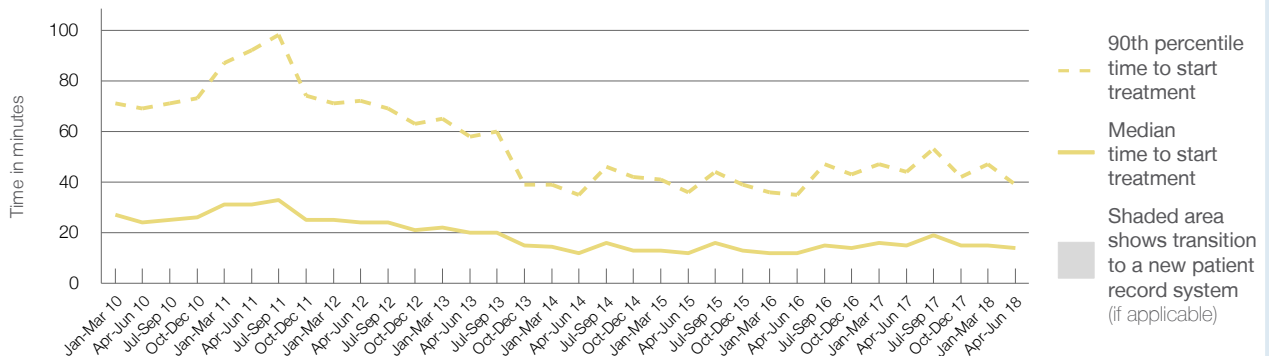
90th percentile time to start treatment⁵ 39 minutes

Same period last year	NSW (this period)
5,496	5,439
15 minutes	19 minutes
44 minutes	63 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	24	31	24	20	12	12	12	15	14
90th percentile time to start treatment ⁵ (minutes)	69	92	72	58	35	36	35	44	39

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The Tweed Hospital: Time patients waited to start treatment, triage 4

April to June 2018

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

Number of triage 4 patients: 3,874

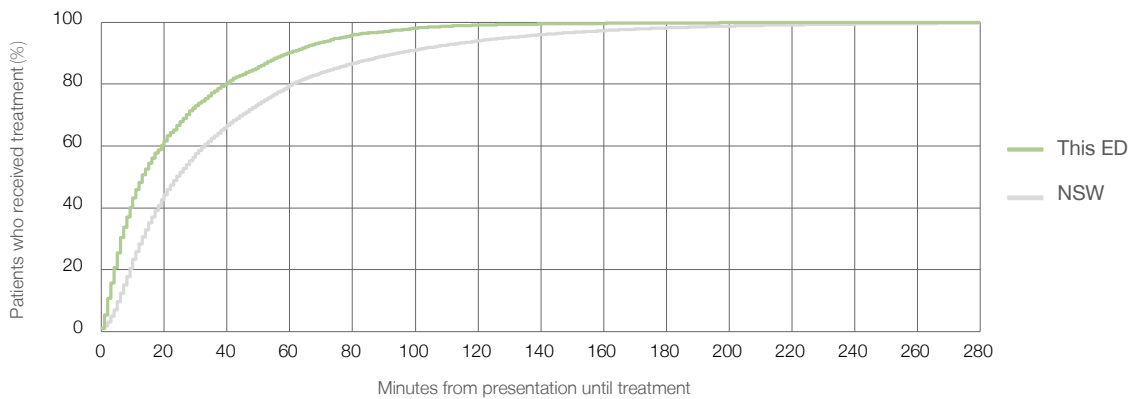
Number of triage 4 patients used to calculate waiting time:³ 3,791

Median time to start treatment⁴ 13 minutes

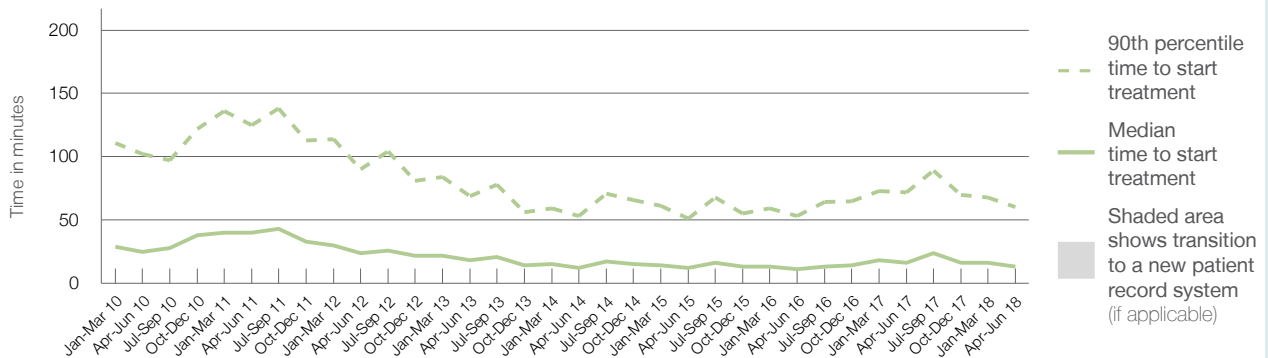
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
3,965	3,850
16 minutes	24 minutes
72 minutes	95 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	25	40	24	18	12	12	11	16	13
90th percentile time to start treatment ⁵ (minutes)	102	125	90	69	53	51	53	72	60

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The Tweed Hospital: Time patients waited to start treatment, triage 5

April to June 2018

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

Number of triage 5 patients: 1,114

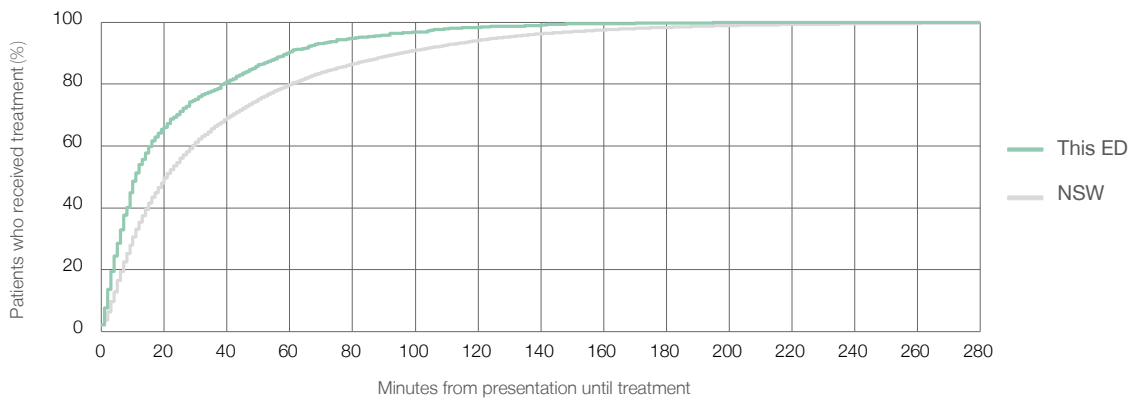
Number of triage 5 patients used to calculate waiting time:³ 1,060

Median time to start treatment⁴ 11 minutes

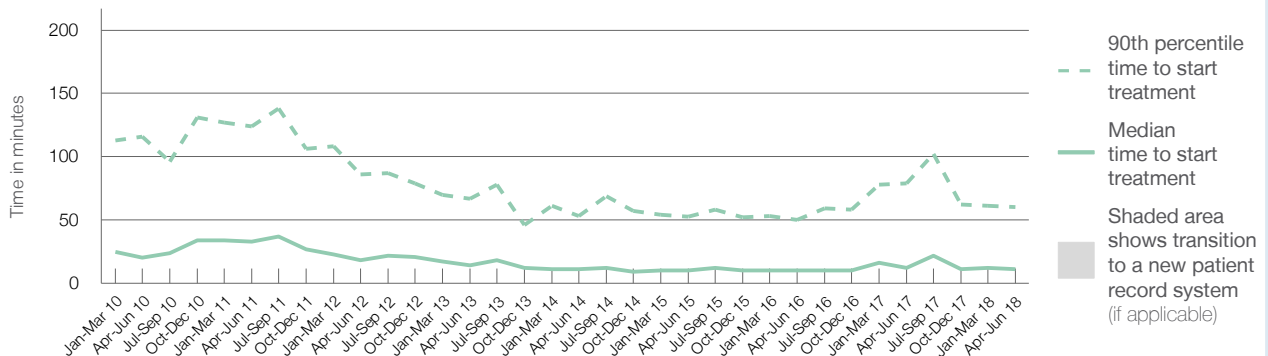
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
949	885
12 minutes	21 minutes
79 minutes	96 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment ⁴ (minutes)	20	33	18	14	11	10	10	12	11
90th percentile time to start treatment ⁵ (minutes)	116	124	86	67	53	53	50	79	60

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The Tweed Hospital: Time patients spent in the ED

April to June 2018

All presentations:¹ 12,475 patients

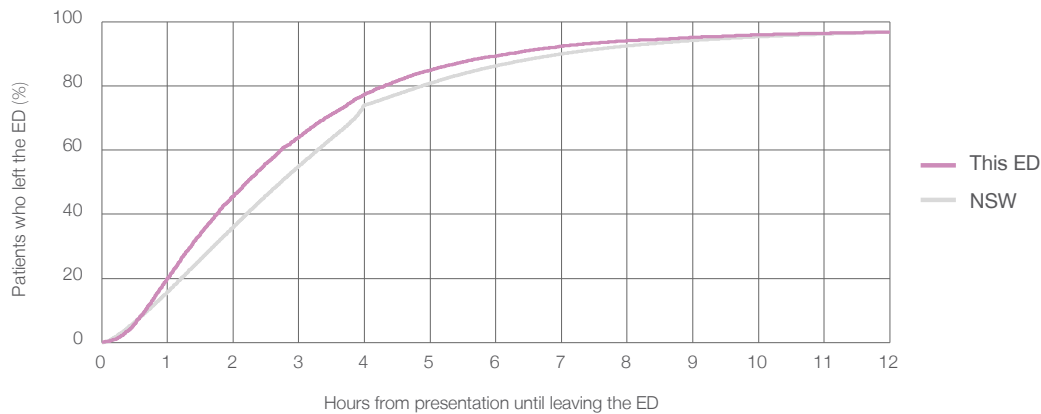
Presentations used to calculate time to leaving the ED:⁶ 12,475 patients

Median time spent in the ED⁸ 2 hours and 13 minutes

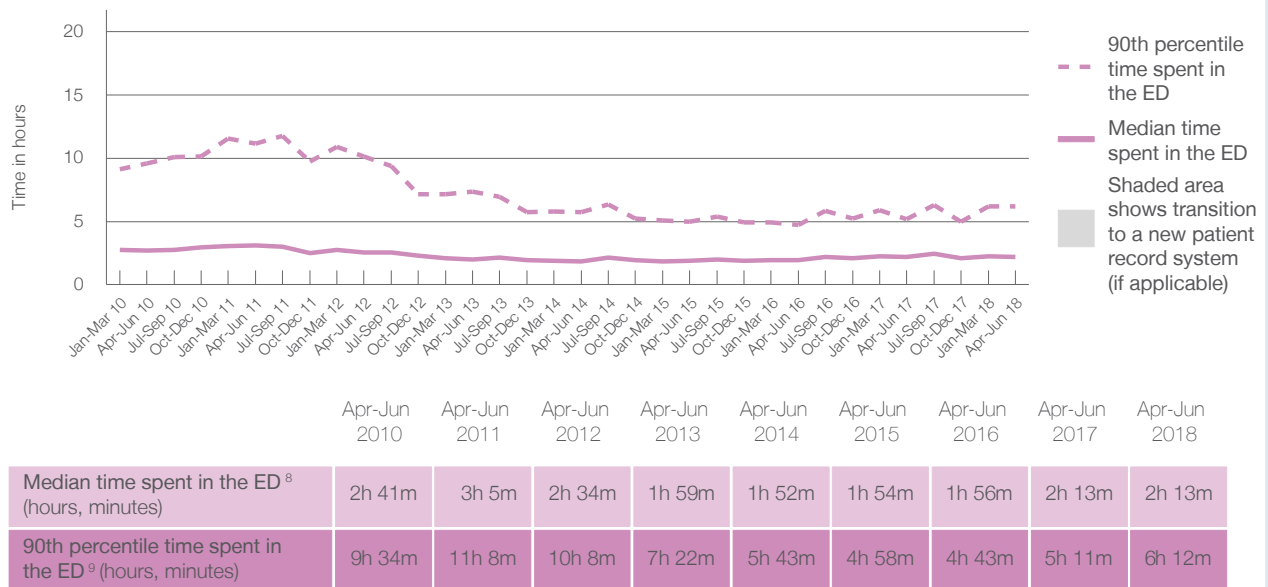
90th percentile time spent in the ED⁹ 6 hours and 12 minutes

Same period last year	NSW (this period)
12,622	
12,621	
2 hours and 13 minutes	2 hours and 44 minutes
5 hours and 11 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018^{†‡}



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

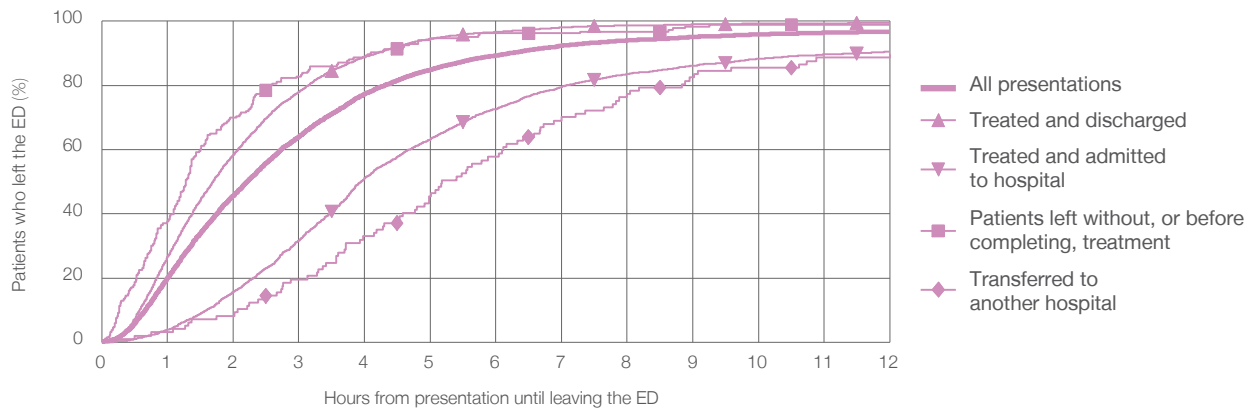
All presentations:¹ 12,475 patients

Presentations used to calculate time to leaving the ED:⁶ 12,475 patients

Treated and discharged	8,481 (68.0%)
Treated and admitted to hospital	3,677 (29.5%)
Patient left without, or before completing, treatment	186 (1.5%)
Transferred to another hospital	97 (0.8%)
Other	34 (0.3%)

Same period last year	Change since one year ago
12,621	-1%
7,909	7.2%
4,334	-15.2%
222	-16.2%
118	-17.8%
39	-12.8%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	26.7%	58.4%	78.0%	89.0%	96.6%	98.7%	99.2%	99.5%
Treated and admitted to hospital	3.9%	15.7%	31.7%	51.2%	72.7%	83.6%	88.3%	90.5%
Patient left without, or before completing, treatment	37.6%	69.9%	82.8%	88.7%	96.2%	96.8%	98.9%	98.9%
Transferred to another hospital	3.1%	8.2%	19.6%	33.0%	57.7%	77.3%	85.6%	89.7%
All presentations	20.2%	45.7%	64.1%	77.4%	89.3%	94.1%	95.9%	96.8%

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The Tweed Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 April to June 2018

All presentations at the emergency department: ¹ 12,475 patients

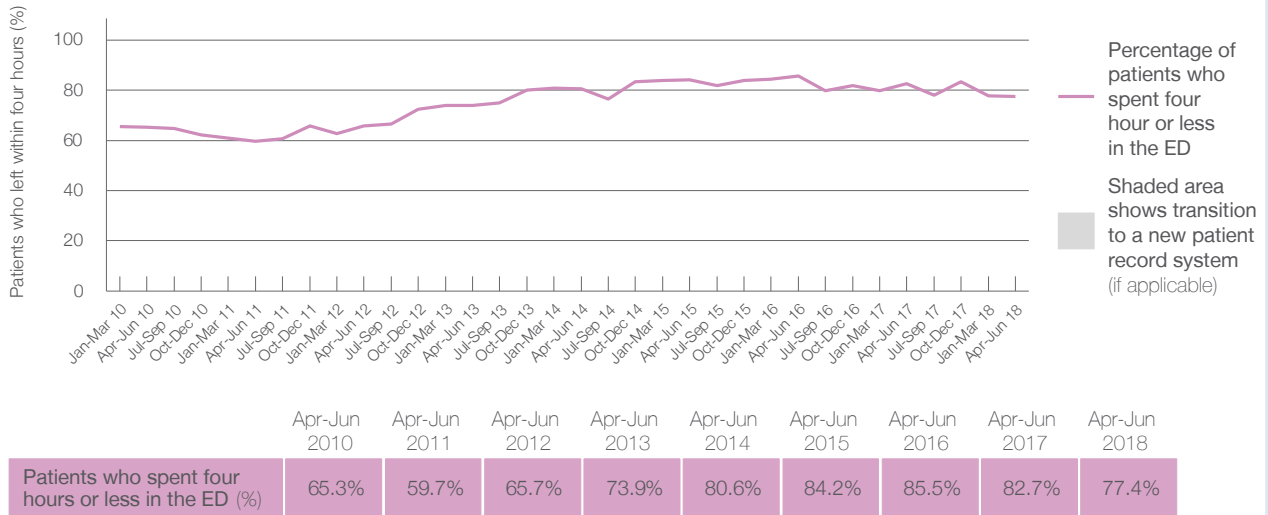
Presentations used to calculate time to leaving the ED: ⁶ 12,475 patients

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



Same period last year	Change since one year ago
12,622	-1%
12,621	-1%
82.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 ^{†‡}



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

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- 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, January to March 2018*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 18 July 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).