

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 9,818 patients
Emergency presentations:² 9,511 patients

Same period last year	Change since one year ago
9,463	3.8%
9,150	3.9%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,028 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,107 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,833 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,488 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,010	
6 minutes	8 minutes
11 minutes	26 minutes
2,804	
16 minutes	20 minutes
42 minutes	69 minutes
3,714	
25 minutes	26 minutes
106 minutes	101 minutes
1,564	
34 minutes	23 minutes
117 minutes	104 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 9,818 patients

Percentage of patients who spent four hours or less in the ED 74.8%

Same period last year	Change since one year ago
9,461	3.8%
73.4%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 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.

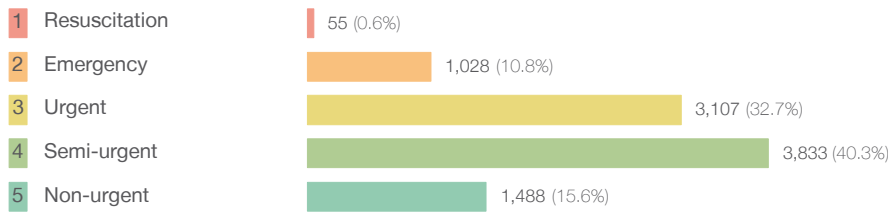
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Patients presenting to the emergency department January to March 2017

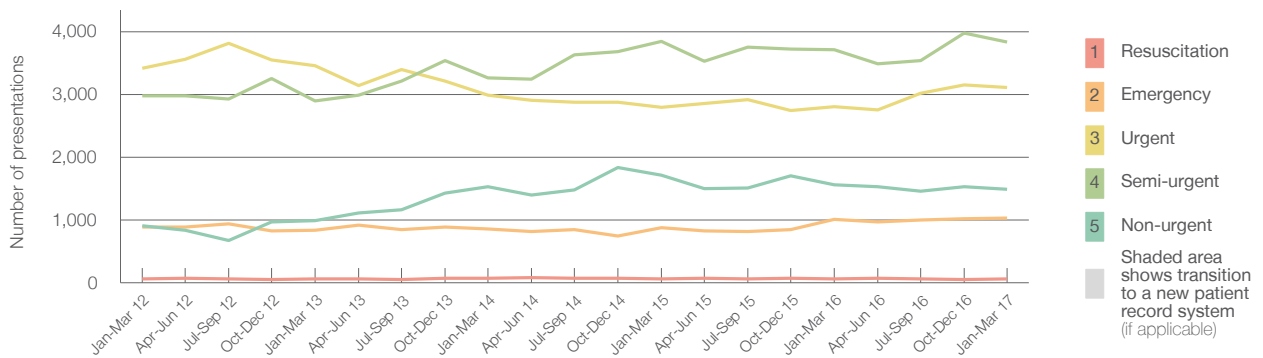
All presentations:¹ 9,818 patients

Emergency presentations² by triage category: 9,511 patients



Same period last year	Change since one year ago
9,463	3.8%
9,150	3.9%
58	-5.2%
1,010	1.8%
2,804	10.8%
3,714	3.2%
1,564	-4.9%

Emergency presentations² by quarter, January 2012 to March 2017[‡]



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	56	62	69	63	58	55
Emergency	883	836	851	874	1,010	1,028
Urgent	3,418	3,461	2,991	2,790	2,804	3,107
Semi-urgent	2,981	2,894	3,261	3,841	3,714	3,833
Non-urgent	902	986	1,529	1,709	1,564	1,488
All emergency presentations	8,240	8,239	8,701	9,277	9,150	9,511

Coffs Harbour Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 2,202 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,220	
12 minutes	-1 minute
28 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,028

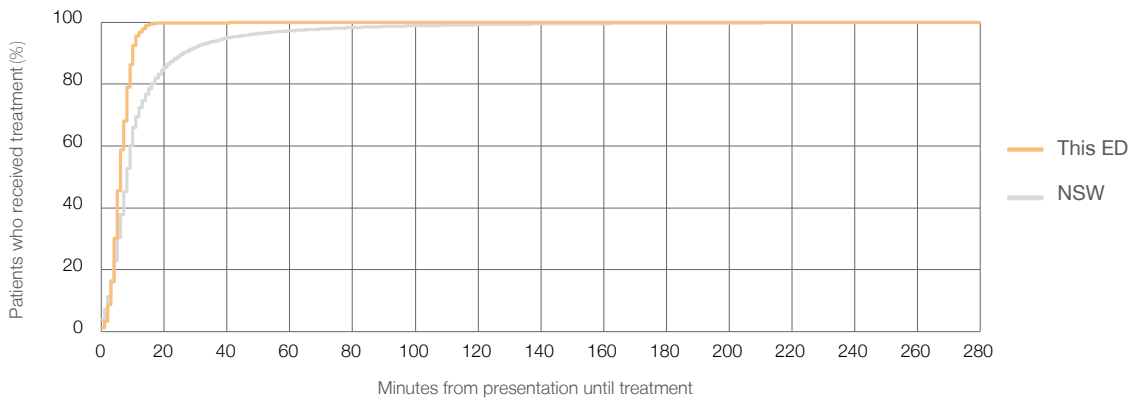
Number of triage 2 patients used to calculate waiting time:³ 1,027

Median time to start treatment⁴ 6 minutes

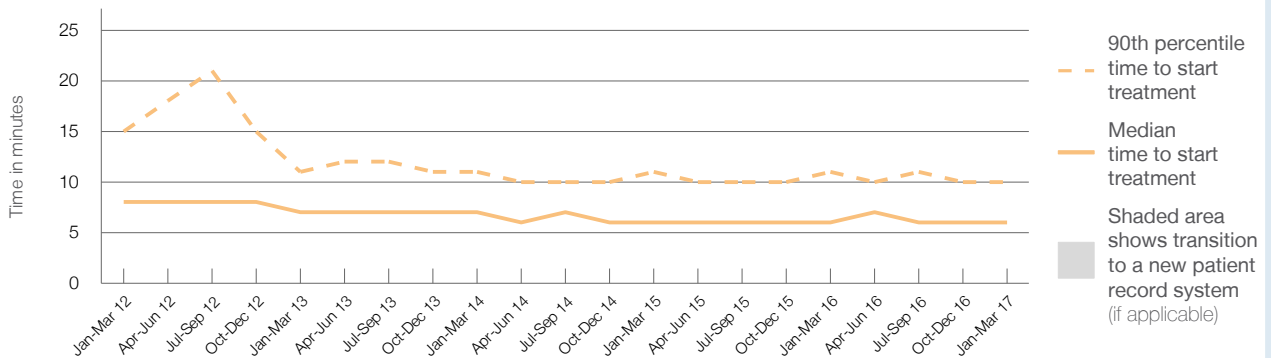
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
1,010	
1,008	
6 minutes	8 minutes
11 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	8	7	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)	15	11	11	11	11	10

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 3,107

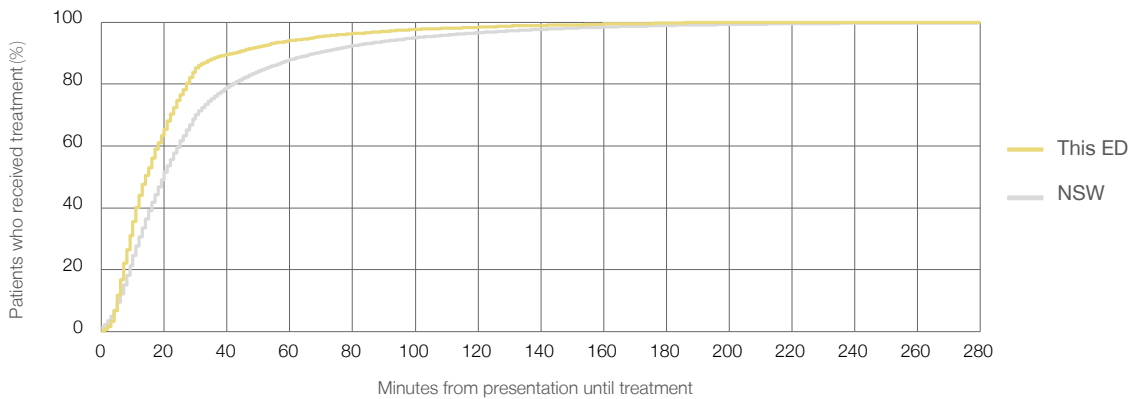
Number of triage 3 patients used to calculate waiting time:³ 3,067

Median time to start treatment⁴ 14 minutes

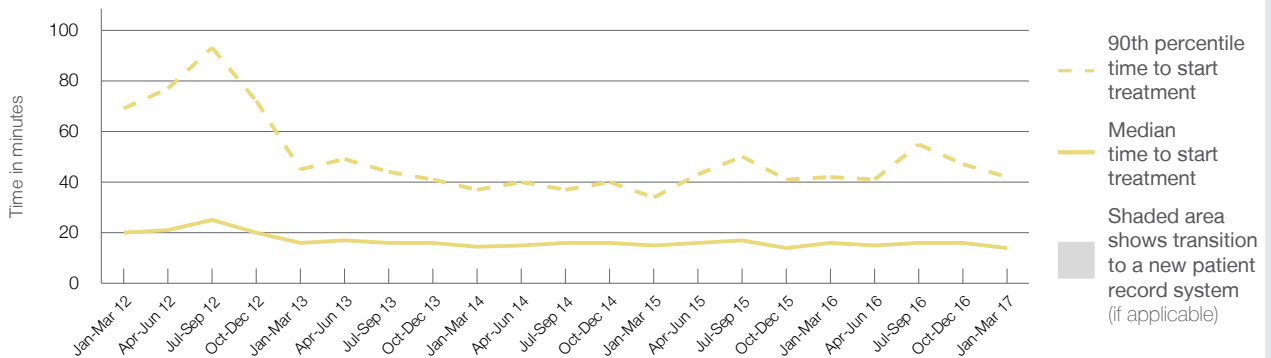
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
2,804	
2,759	
16 minutes	20 minutes
42 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	16	15	15	16	14
90th percentile time to start treatment ⁵ (minutes)	69	45	37	34	42	42

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,833

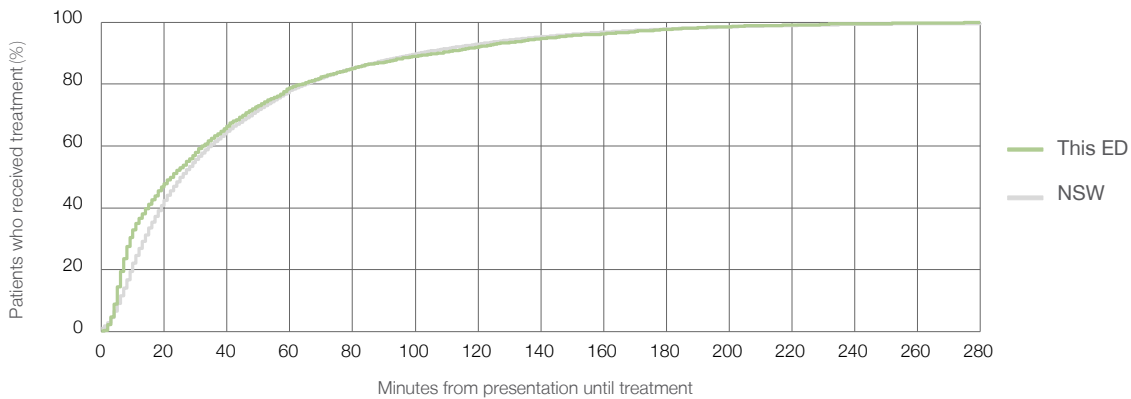
Number of triage 4 patients used to calculate waiting time:³ 3,550

Median time to start treatment⁴ 23 minutes

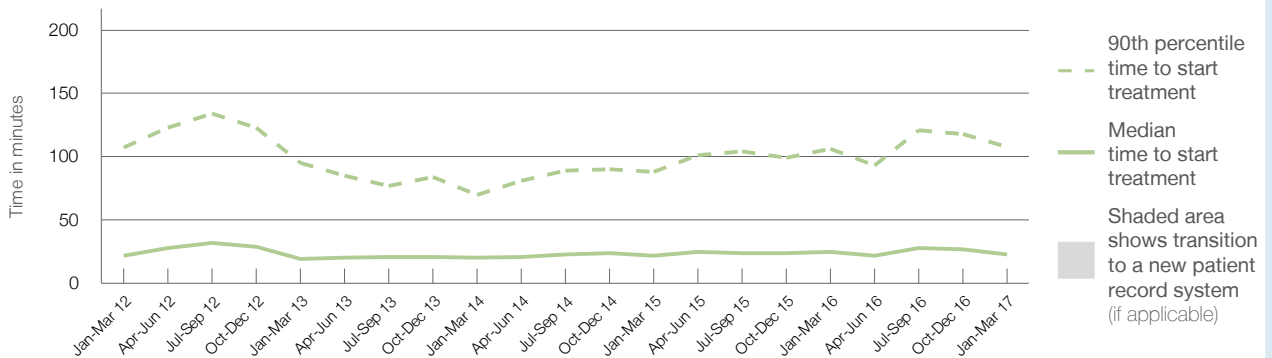
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
3,714	
3,462	
25 minutes	26 minutes
106 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	22	19	20	22	25	23
90th percentile time to start treatment ⁵ (minutes)	107	95	70	88	106	108

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,488

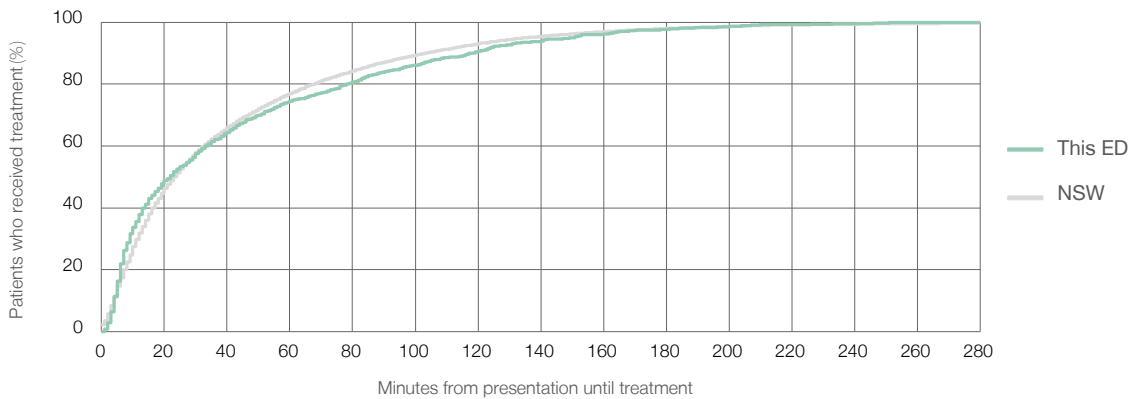
Number of triage 5 patients used to calculate waiting time:³ 1,370

Median time to start treatment⁴ 22 minutes

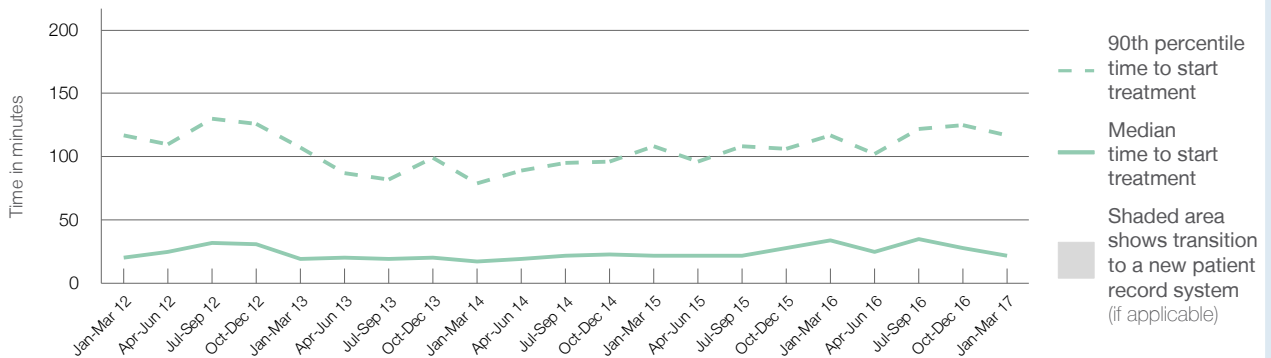
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
1,564	
1,421	
34 minutes	23 minutes
117 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment ⁴ (minutes)	20	19	17	22	34	22
90th percentile time to start treatment ⁵ (minutes)	117	107	79	108	117	117

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Coffs Harbour Base Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 9,818 patients

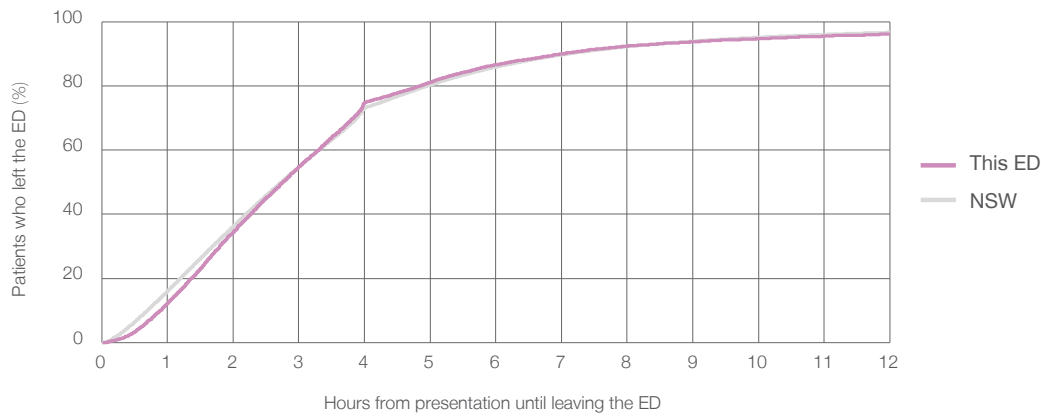
Presentations used to calculate time to leaving the ED:⁶ 9,818 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

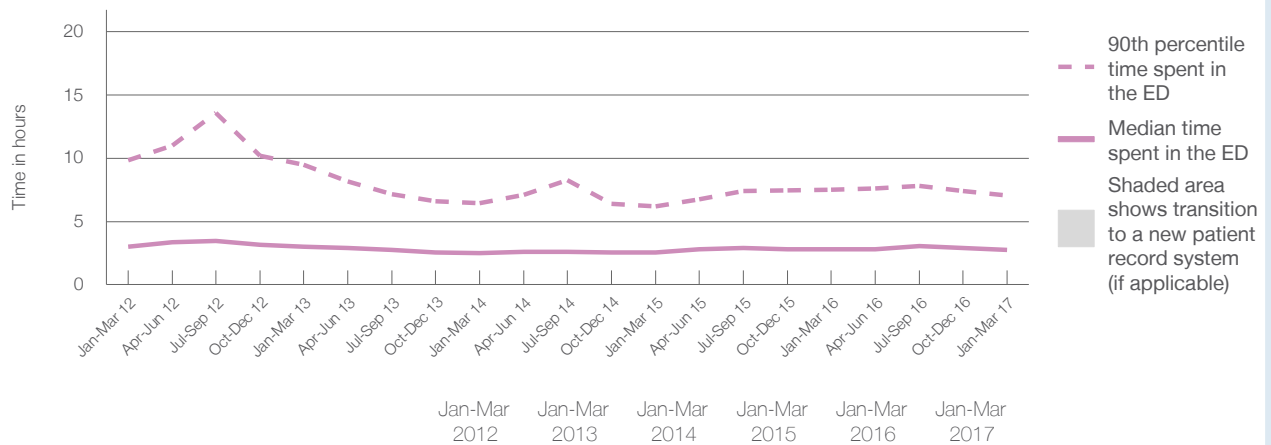
90th percentile time spent in the ED⁹ 7 hours and 2 minutes

Same period last year	NSW (this period)
9,463	
9,461	
2 hours and 48 minutes	2 hours and 44 minutes
7 hours and 31 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017



Time patients spent in the ED, by quarter, January 2012 to March 2017^{†‡}



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 0m	2h 59m	2h 29m	2h 34m	2h 48m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 50m	9h 29m	6h 27m	6h 11m	7h 31m	7h 2m

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Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

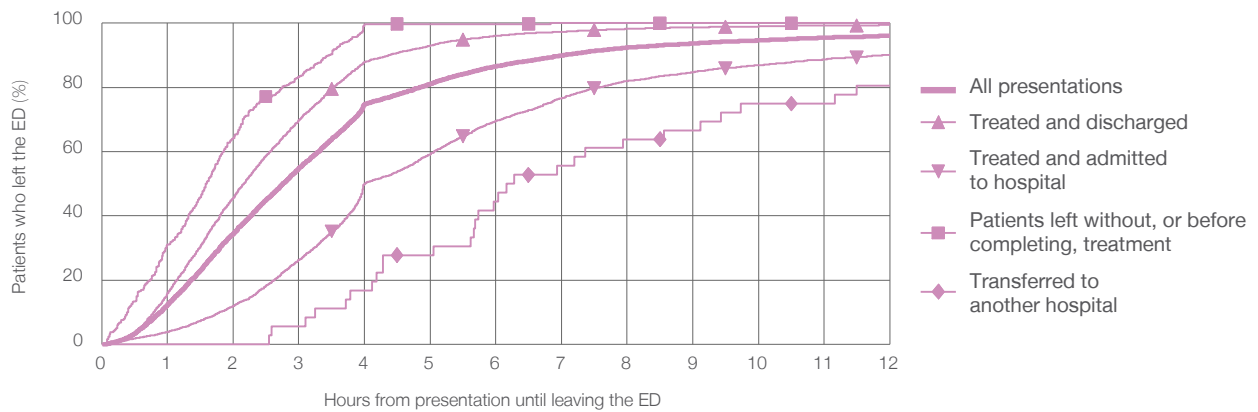
All presentations:¹ 9,818 patients

Presentations used to calculate time to leaving the ED:⁶ 9,818 patients

Treated and discharged	5,812 (59.2%)
Treated and admitted to hospital	3,497 (35.6%)
Patient left without, or before completing, treatment	456 (4.6%)
Transferred to another hospital	36 (0.4%)
Other	17 (0.2%)

Same period last year	Change since one year ago
9,461	3.8%
5,725	1.5%
3,216	8.7%
437	4.3%
37	-2.7%
48	-64.6%

Percentage of patients who left the ED by time and mode of separation, January to March 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	15.8%	45.7%	69.8%	88.0%	96.0%	98.2%	99.0%	99.4%
Treated and admitted to hospital	3.8%	11.9%	26.4%	50.1%	69.5%	82.0%	86.9%	90.2%
Patient left without, or before completing, treatment	31.1%	64.3%	83.3%	99.8%	99.8%	100%	100%	100%
Transferred to another hospital	0%	0%	5.6%	16.7%	44.4%	63.9%	75.0%	80.6%
All presentations	12.4%	34.4%	54.8%	74.8%	86.6%	92.4%	94.7%	96.1%

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Coffs Harbour Base Hospital: Time spent in the ED

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

January to March 2017

All presentations at the emergency department:¹ 9,818 patients

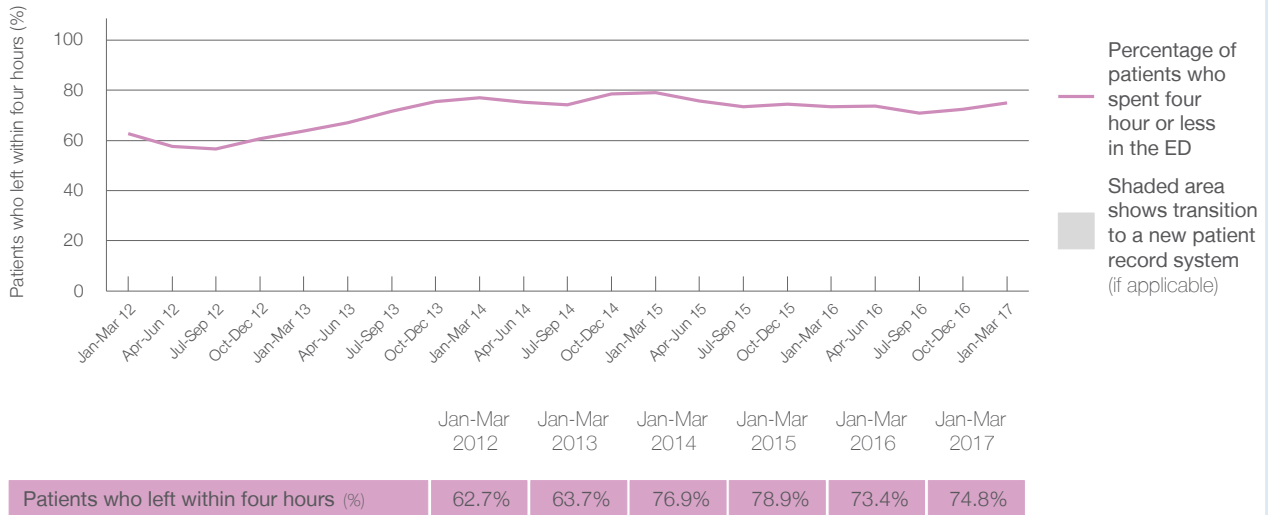
Presentations used to calculate time to leaving the ED:⁶ 9,818 patients

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 9,818 patients	9,463	3.8%
Presentations used to calculate time to leaving the ED: ⁶ 9,818 patients	9,461	3.8%
Percentage of patients who spent four hours or less in the ED	73.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017^{†‡}



* 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, 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).