

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

October to December 2016

All presentations:¹ 10,055 patients
Emergency presentations:² 9,727 patients

Same period last year	Change since one year ago
9,370	7.3%
9,092	7.0%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,019 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): 3,154 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,974 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,527 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
845	
6 minutes	8 minutes
10 minutes	26 minutes
2,747	
14 minutes	20 minutes
41 minutes	67 minutes
3,727	
24 minutes	25 minutes
99 minutes	97 minutes
1,703	
28 minutes	24 minutes
106 minutes	103 minutes

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

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 10,054 patients

Percentage of patients who spent four hours or less in the ED 72.3%

Same period last year	Change since one year ago
9,369	7.3%
74.4%	

* 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, January to March 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.

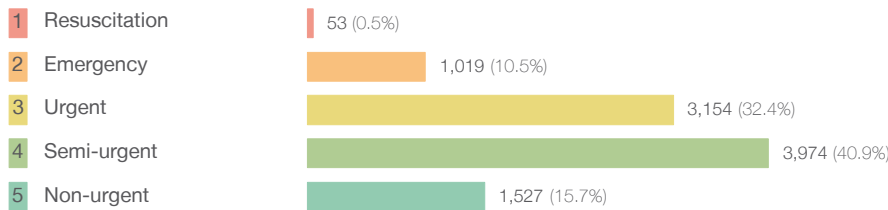
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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 October to December 2016

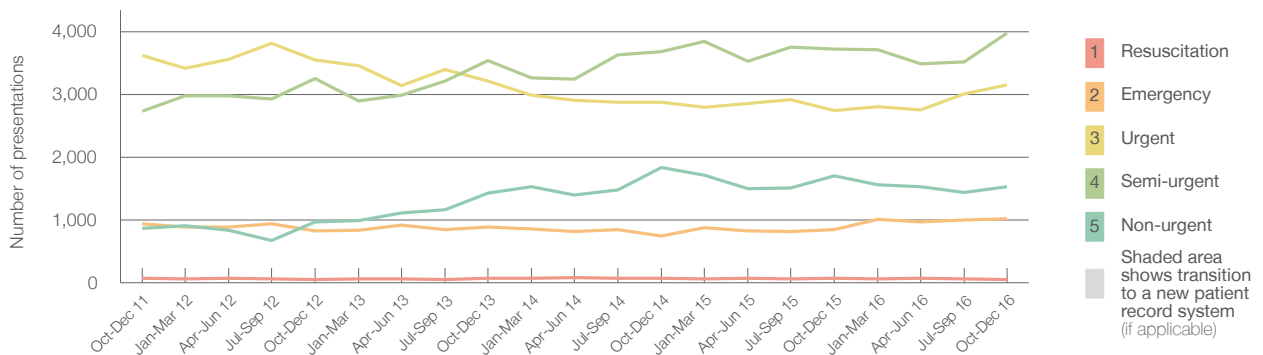
All presentations:¹ 10,055 patients

Emergency presentations² by triage category: 9,727 patients



Same period last year	Change since one year ago
9,370	7.3%
9,092	7.0%
70	-24.3%
845	20.6%
2,747	14.8%
3,727	6.6%
1,703	-10.3%

Emergency presentations² by quarter, October 2011 to December 2016 †



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	69	51	72	66	70	53
Emergency	937	825	886	748	845	1,019
Urgent	3,623	3,551	3,214	2,878	2,747	3,154
Semi-urgent	2,733	3,250	3,542	3,683	3,727	3,974
Non-urgent	863	970	1,424	1,839	1,703	1,527
All emergency presentations	8,225	8,647	9,138	9,214	9,092	9,727

Coffs Harbour Base Hospital: Patients arriving by ambulance October to December 2016

October to December 2016

Arrivals used to calculate transfer of care time:⁷ 2,394 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,194	
12 minutes	0 minutes
28 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 trans 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 October to December 2016

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

Number of triage 2 patients: 1,019

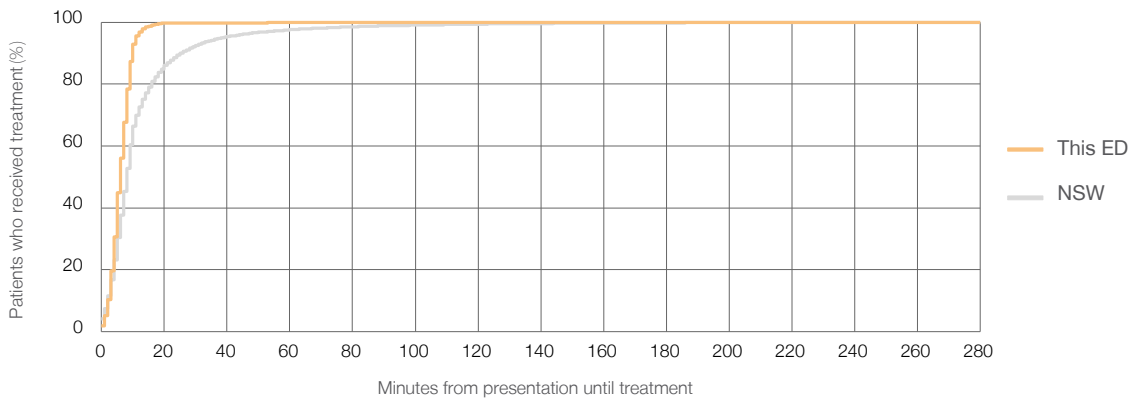
Number of triage 2 patients used to calculate waiting time:³ 1,017

Median time to start treatment⁴ 6 minutes

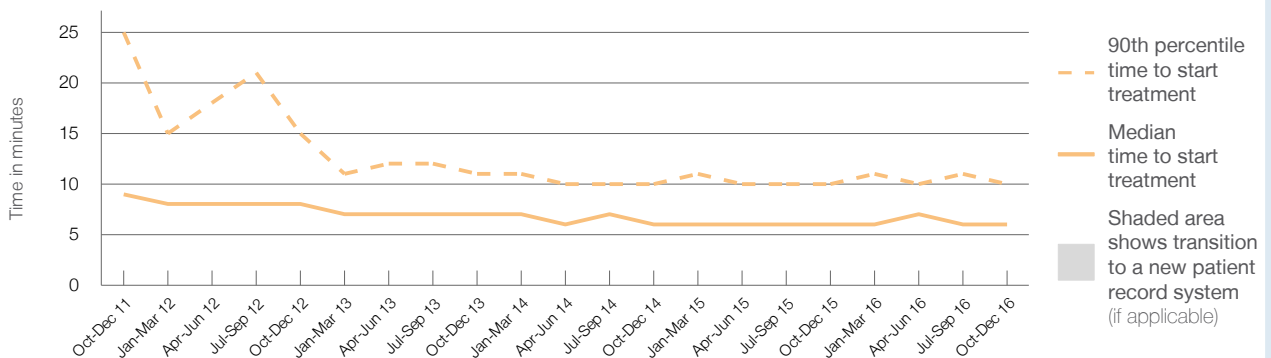
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
845	
842	
6 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	9	8	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)	25	15	11	10	10	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 October to December 2016

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

Number of triage 3 patients: 3,154

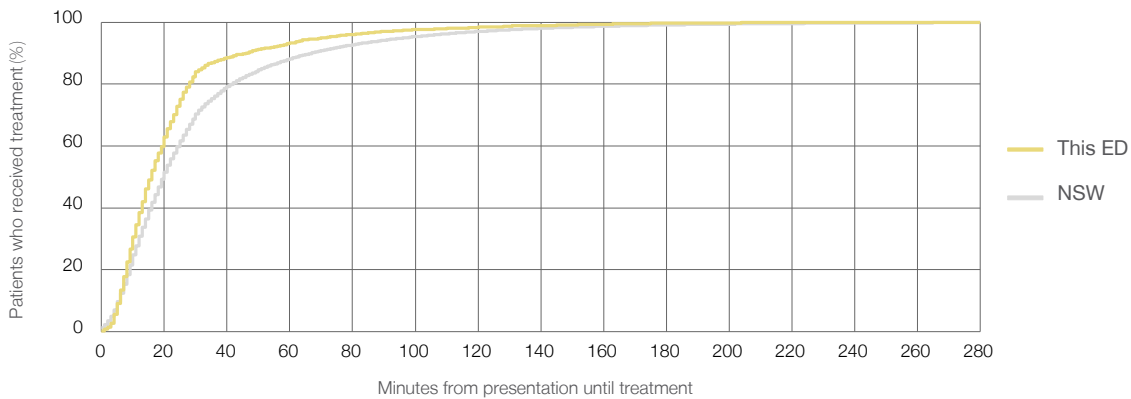
Number of triage 3 patients used to calculate waiting time:³ 3,088

Median time to start treatment⁴ 16 minutes

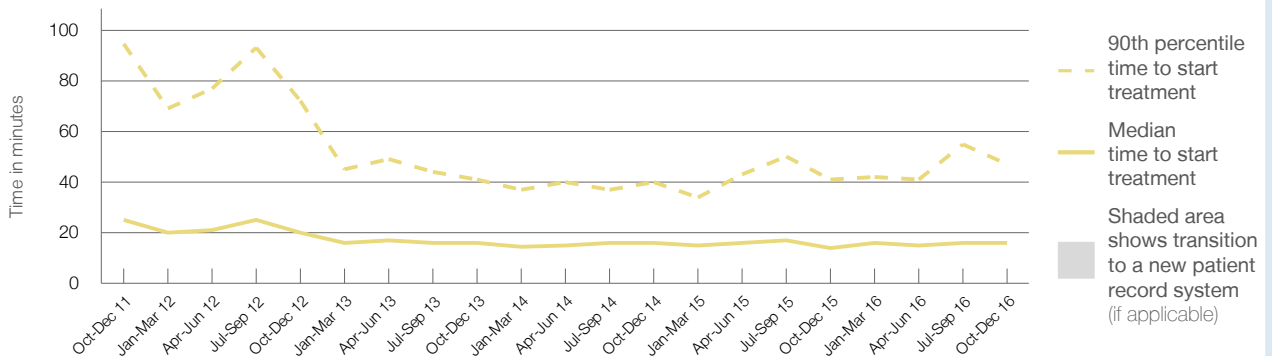
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
2,747	
2,708	
14 minutes	20 minutes
41 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	25	20	16	16	14	16
90th percentile time to start treatment ⁵ (minutes)	95	72	41	40	41	47

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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 October to December 2016

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

Number of triage 4 patients: 3,974

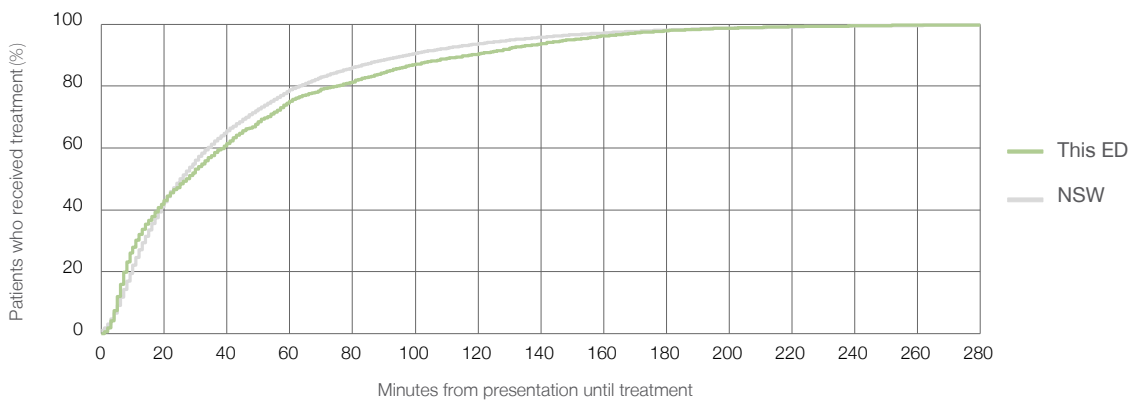
Number of triage 4 patients used to calculate waiting time:³ 3,624

Median time to start treatment⁴ 27 minutes

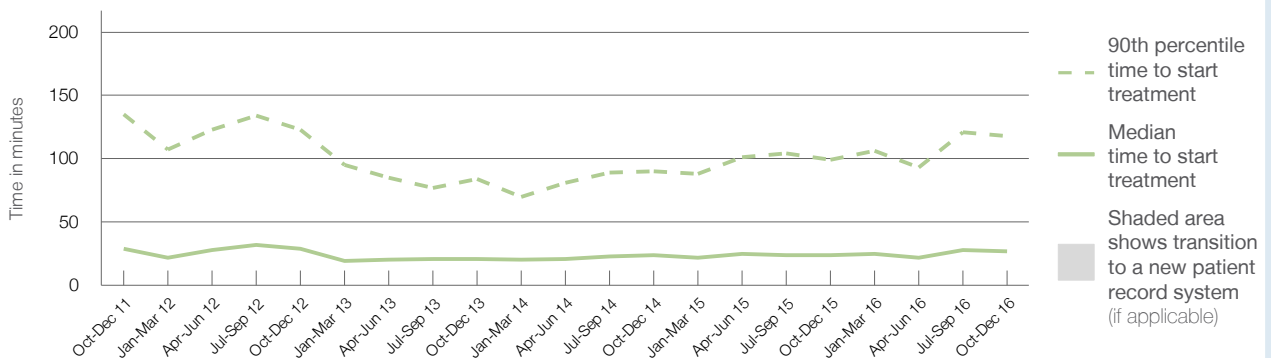
90th percentile time to start treatment⁵ 118 minutes

Same period last year	NSW (this period)
3,727	
3,439	
24 minutes	25 minutes
99 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	29	29	21	24	24	27
90th percentile time to start treatment ⁵ (minutes)	135	123	84	90	99	118

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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 5 October to December 2016

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

Number of triage 5 patients: 1,527

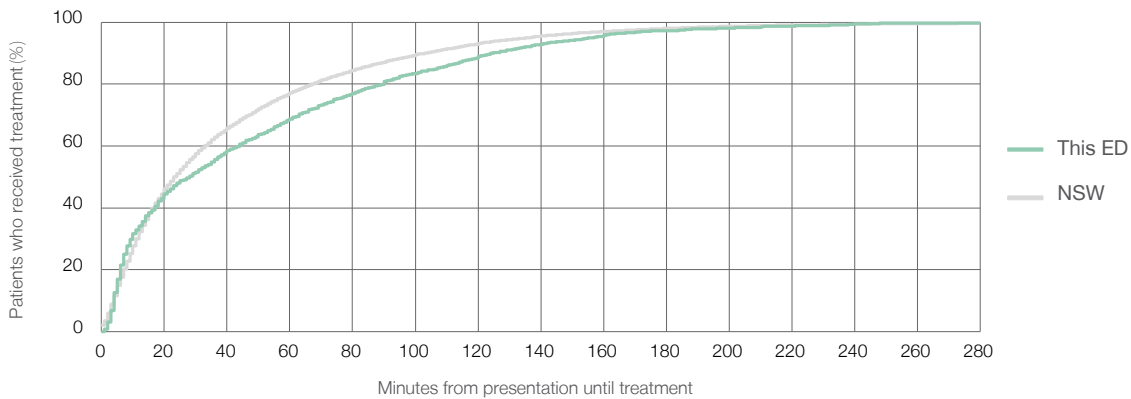
Number of triage 5 patients used to calculate waiting time:³ 1,385

Median time to start treatment⁴ 28 minutes

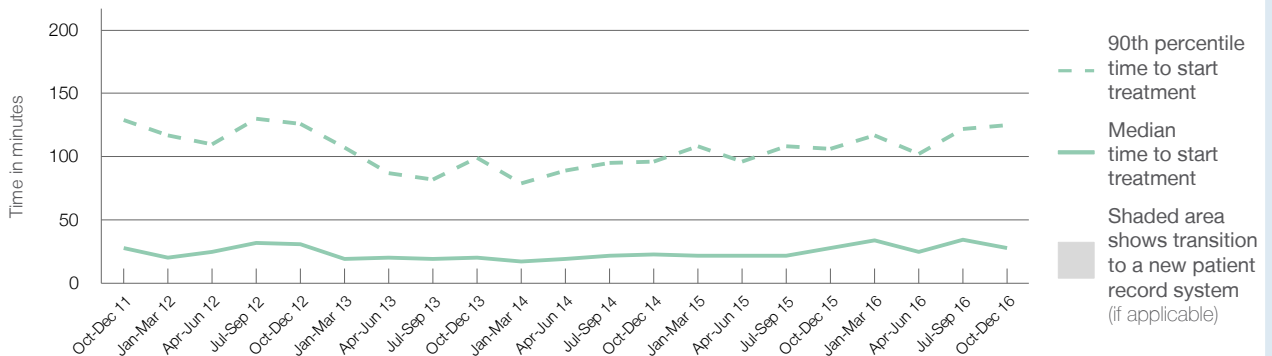
90th percentile time to start treatment⁵ 125 minutes

Same period last year	NSW (this period)
1,703	
1,581	
28 minutes	24 minutes
106 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment ⁴ (minutes)	28	31	20	23	28	28
90th percentile time to start treatment ⁵ (minutes)	129	126	99	96	106	125

(†) 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 trans 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 spent in the ED

October to December 2016

All presentations:¹ 10,055 patients

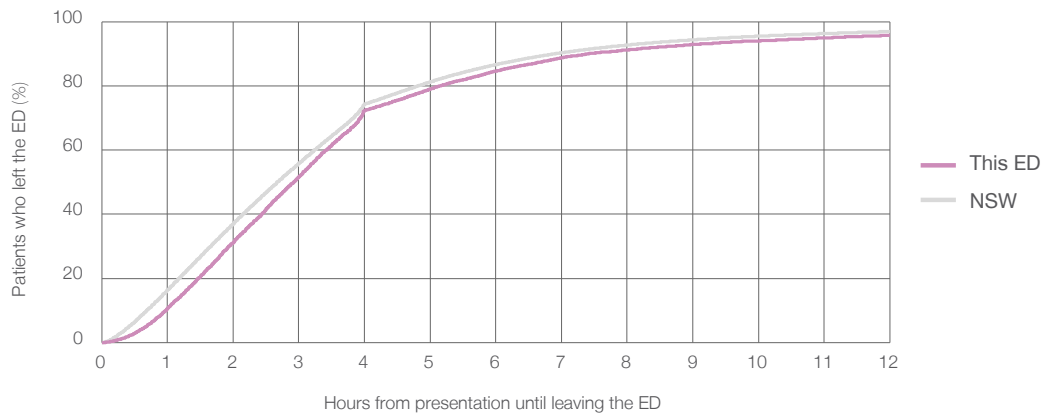
Presentations used to calculate time to leaving the ED:⁶ 10,054 patients

Median time spent in the ED⁸ 2 hours and 55 minutes

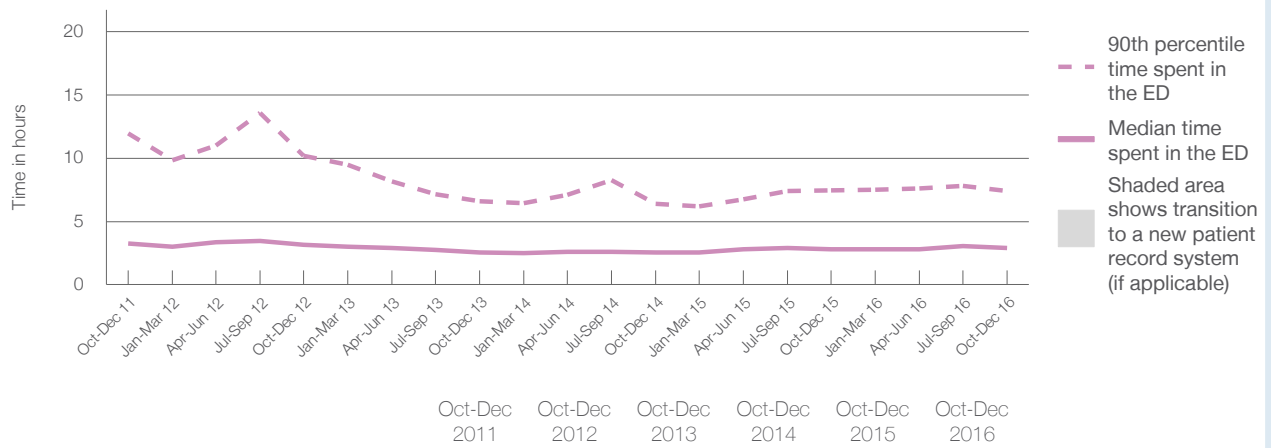
90th percentile time spent in the ED⁹ 7 hours and 24 minutes

Same period last year	NSW (this period)
9,370	
9,369	
2 hours and 47 minutes	2 hours and 41 minutes
7 hours and 26 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016



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



	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 15m	3h 10m	2h 34m	2h 34m	2h 47m	2h 55m
90th percentile time to leaving the ED ⁹ (hours, minutes)	11h 58m	10h 10m	6h 35m	6h 23m	7h 26m	7h 24m

(†) 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 trans 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 spent in the ED

By mode of separation

October to December 2016

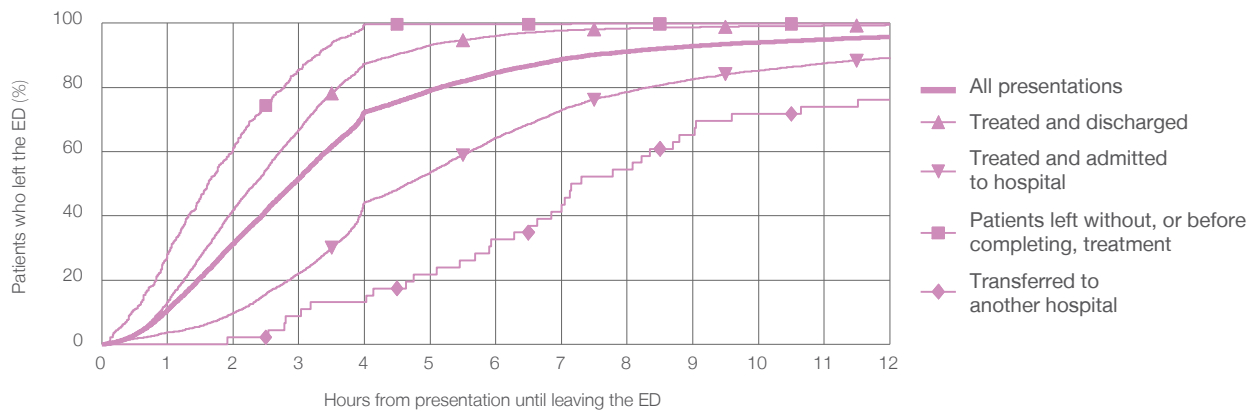
All presentations:¹ 10,055 patients

Presentations used to calculate time to leaving the ED:⁶ 10,054 patients

Treated and discharged	5,821 (57.9%)
Treated and admitted to hospital	3,592 (35.7%)
Patient left without, or before completing, treatment	577 (5.7%)
Transferred to another hospital	46 (0.5%)
Other	19 (0.2%)

Same period last year	Change since one year ago
9,369	7.3%
5,599	4.0%
3,252	10.5%
469	23.0%
26	76.9%
24	-20.8%

Percentage of patients who left the ED by time and mode of separation, October to December 2016^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	13.1%	41.8%	66.8%	87.4%	96.1%	98.4%	99.0%	99.4%
Treated and admitted to hospital	3.7%	9.7%	22.1%	44.2%	64.3%	78.6%	85.2%	89.3%
Patient left without, or before completing, treatment	28.1%	61.2%	85.6%	99.7%	99.7%	99.8%	99.8%	99.8%
Transferred to another hospital	0%	2.2%	8.7%	13.0%	32.6%	54.3%	71.7%	76.1%
All presentations	10.7%	31.4%	51.7%	72.3%	84.6%	91.2%	94.0%	95.7%

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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 spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 10,055 patients

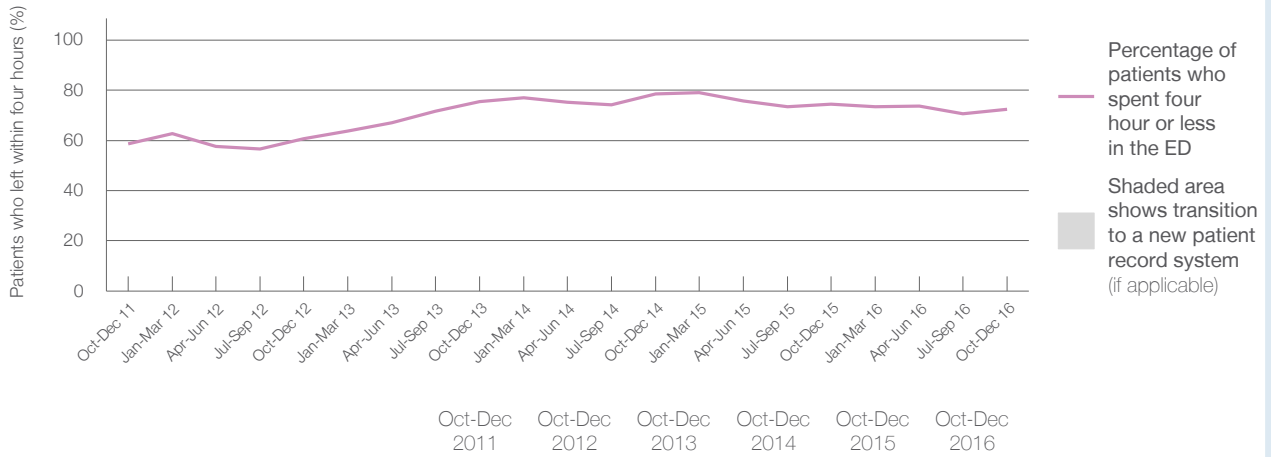
Presentations used to calculate time to leaving the ED:⁶ 10,054 patients

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 10,055 patients	9,370	7.3%
Presentations used to calculate time to leaving the ED: ⁶ 10,054 patients	9,369	7.3%
Percentage of patients who spent four hours or less in the ED	74.4%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	58.5%	60.7%	75.5%	78.6%	74.4%	72.3%

* 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, January to March 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).