Ballina District Hospital: Emergency department (ED) overview
April to June 2017

		Same period last year	Change since one year ago
All presentations:[1]	3,993 patients	3,823	4.4%
Emergency presentations:[2]	3,758 patients	3,586	4.8%

Ballina District Hospital: Time patients waited to start treatment[3]
April to June 2017

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 365 patients			319	
Median time to start treatment[4]		7 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]		15 minutes	22 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,179 patients			1,165	
Median time to start treatment[4]		19 minutes	19 minutes	20 minutes
90th percentile time to start treatment[5]		53 minutes	48 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,938 patients			1,791	
Median time to start treatment[4]		23 minutes	24 minutes	25 minutes
90th percentile time to start treatment[5]		85 minutes	98 minutes	99 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 271 patients			290	
Median time to start treatment[4]		23 minutes	26 minutes	23 minutes
90th percentile time to start treatment[5]		108 minutes	99 minutes	101 minutes

Ballina District Hospital: Time from presentation until leaving the ED
April to June 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 3,993 patients		3,823	4.4%
Percentage of patients who spent four hours or less in the ED	75.5%	73.9%	

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* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.*
4. 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.
5. 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.
6. 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.
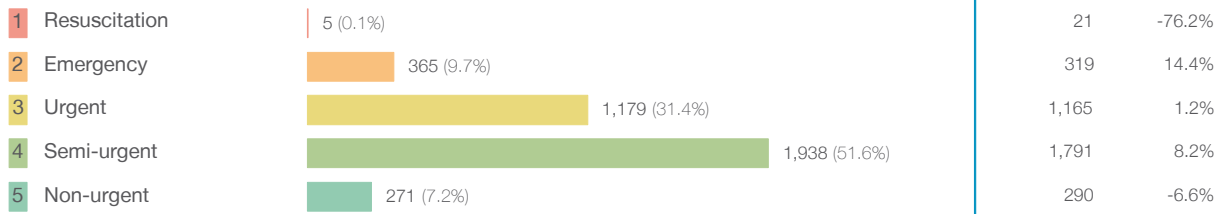Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Ballina District Hospital: Patients presenting to the emergency department
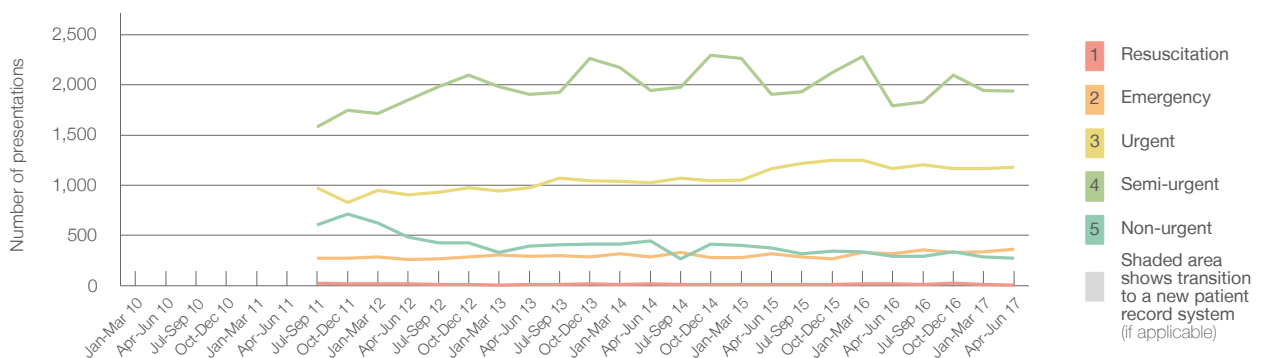### April to June 2017

			Same period last year	Change since one year ago
All presentations:[1] 3,993 patients			3,823	4.4%
Emergency presentations[2] by triage category: 3,758 patients			3,586	4.8%
1 Resuscitation		5 (0.1%)	21	-76.2%
2 Emergency		365 (9.7%)	319	14.4%
3 Urgent		1,179 (31.4%)	1,165	1.2%
4 Semi-urgent		1,938 (51.6%)	1,791	8.2%
5 Non-urgent		271 (7.2%)	290	-6.6%

Emergency presentations[2] by quarter, April 2012 to June 2017 ‡

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation			18	15	18	15	21	5
Emergency			261	294	283	316	319	365
Urgent			904	975	1,026	1,168	1,165	1,179
Semi-urgent			1,847	1,908	1,945	1,908	1,791	1,938
Non-urgent			483	395	445	373	290	271
All emergency presentations			3,513	3,587	3,717	3,780	3,586	3,758

Ballina District Hospital: Patients arriving by ambulance
April to June 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 363 patients **		211	
ED Transfer of care time			
Median time	12 minutes	12 minutes	0 minutes
90th percentile time	27 minutes	33 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.

(**) 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
April to June 2017

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 365			319	
Number of triage 2 patients used to calculate waiting time:[3] 360			317	
Median time to start treatment[4]		7 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]		15 minutes	22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017
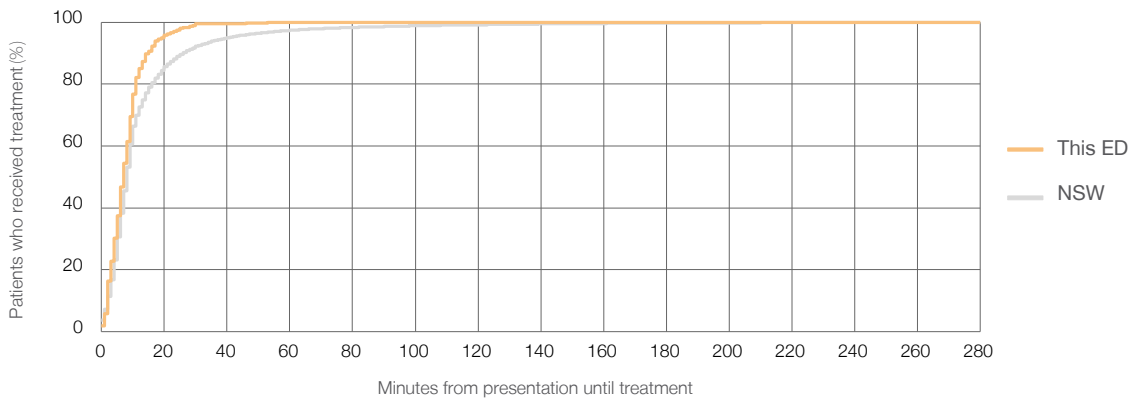
Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017[†‡]
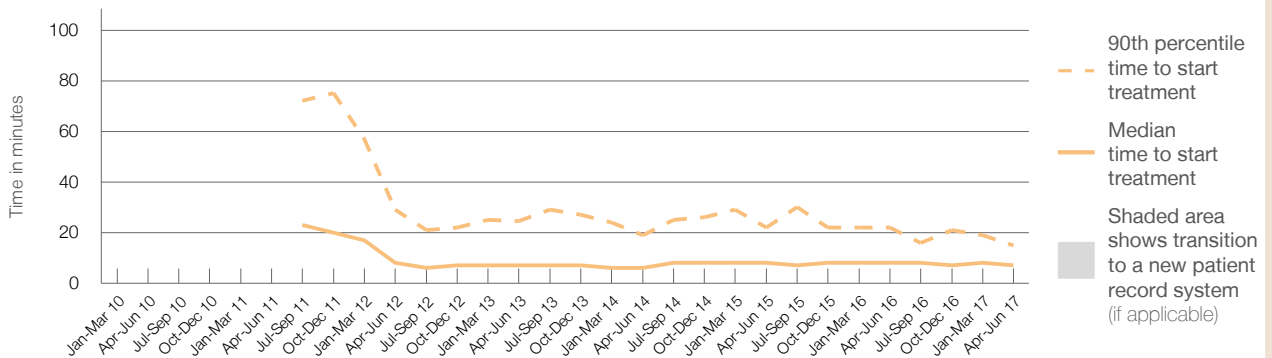
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)			8	7	6	8	8	7
90th percentile time to start treatment[5] (minutes)			29	25	19	22	22	15

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

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

Ballina District Hospital

District group 2 hospitals (C2)
Northern NSW Local Health District

Ballina District Hospital: Time patients waited to start treatment, triage 3
April to June 2017

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 1,179			1,165	
Number of triage 3 patients used to calculate waiting time:[3] 1,158			1,128	
Median time to start treatment[4]		19 minutes	19 minutes	20 minutes
90th percentile time to start treatment[5]		53 minutes	48 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017
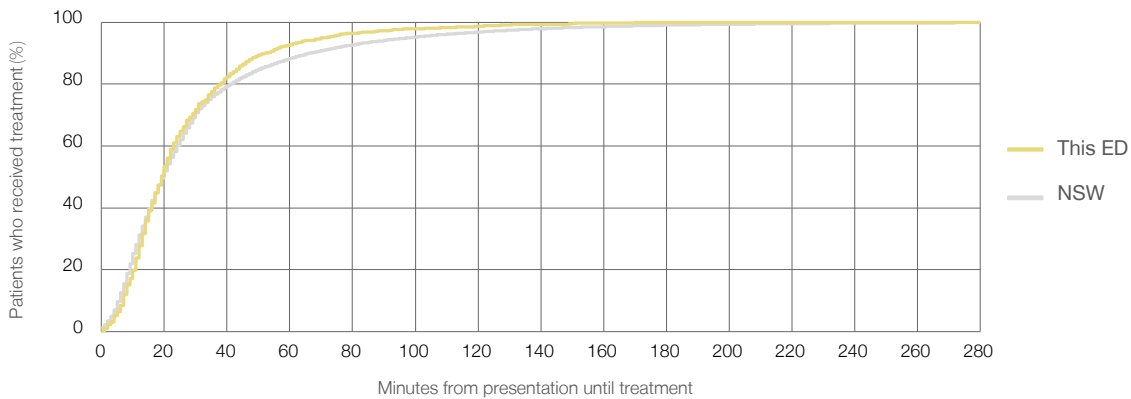
Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017[†‡]
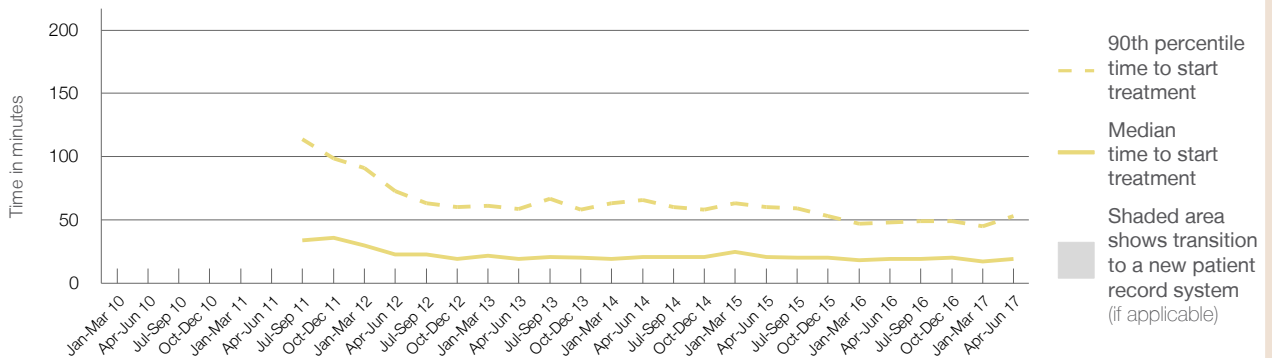
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)			23	19	21	21	19	19
90th percentile time to start treatment[5] (minutes)			73	59	66	60	48	53

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

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

Ballina District Hospital: Time patients waited to start treatment, triage 4
April to June 2017

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 1,938			1,791	
Number of triage 4 patients used to calculate waiting time:[3] 1,779			1,588	
Median time to start treatment[4]		23 minutes	24 minutes	25 minutes
90th percentile time to start treatment[5]		85 minutes	98 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017
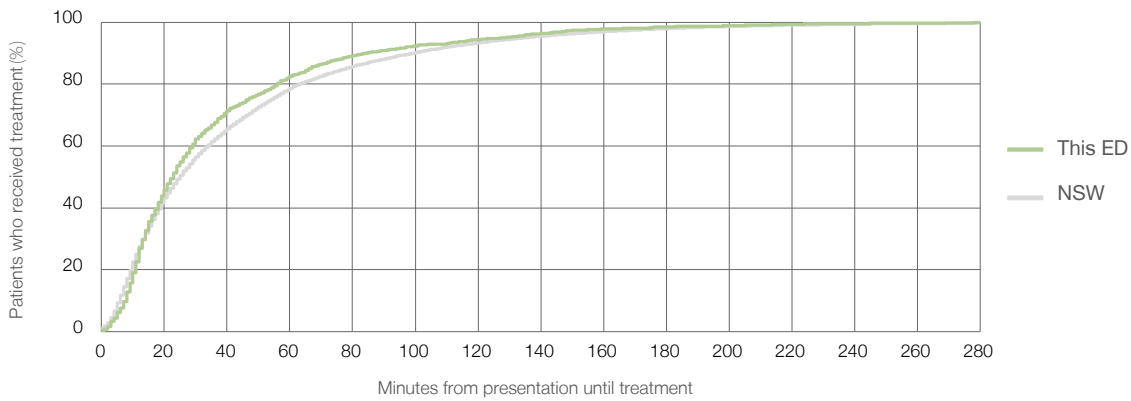
Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017[†‡]
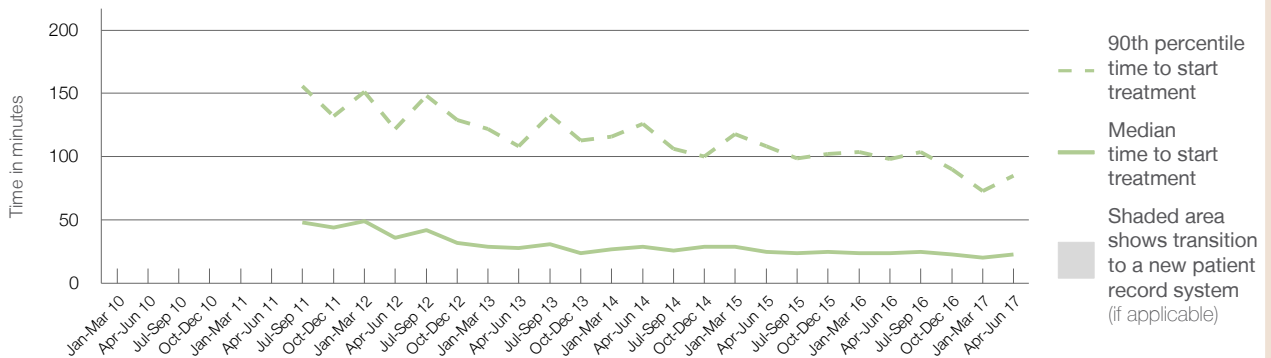
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)			36	28	29	25	24	23
90th percentile time to start treatment[5] (minutes)			122	108	126	108	98	85

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

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

Ballina District Hospital

District group 2 hospitals (C2)
Northern NSW Local Health District

Ballina District Hospital: Time patients waited to start treatment, triage 5
April to June 2017

		Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)			
Number of triage 5 patients: 271		290	
Number of triage 5 patients used to calculate waiting time:[3] 195		203	
Median time to start treatment[4]	23 minutes	26 minutes	23 minutes
90th percentile time to start treatment[5]	108 minutes	99 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017
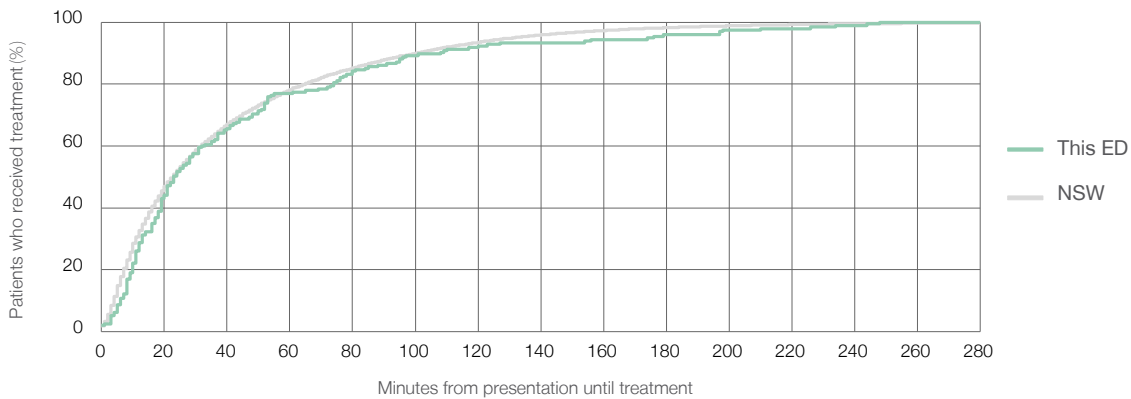
Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017[†‡]
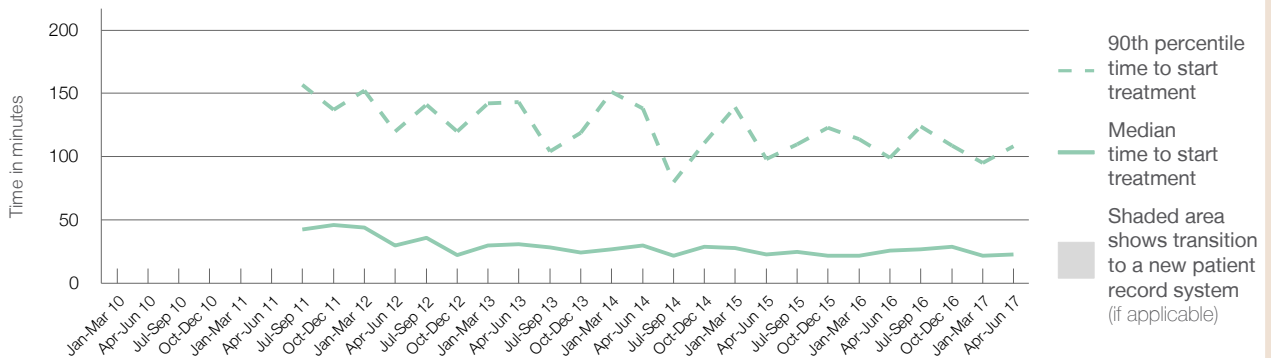
90th percentile time to start treatment

Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment[4] (minutes)			30	31	30	23	26	23
90th percentile time to start treatment[5] (minutes)			120	143	138	98	99	108

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

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

Ballina District Hospital

District group 2 hospitals (C2)
Northern NSW Local Health District

Ballina District Hospital: Time patients spent in the ED
April to June 2017

		Same period last year	NSW (this period)
All presentations:[1] 3,993 patients		3,823	
Presentations used to calculate time to leaving the ED:[6] 3,993 patients		3,823	
Median time spent in the ED [8]	2 hours and 10 minutes	2 hours and 18 minutes	2 hours and 46 minutes
90th percentile time spent in the ED [9]	6 hours and 39 minutes	6 hours and 35 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017
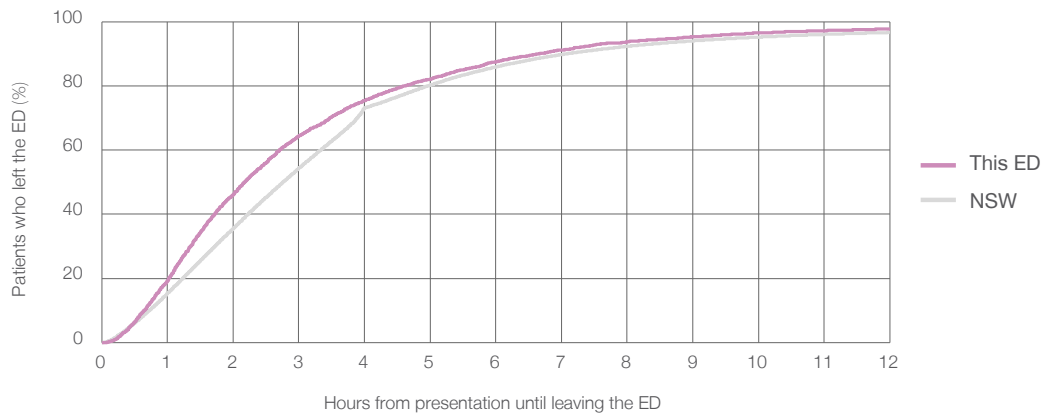
Time patients spent in the ED, by quarter, April 2012 to June 2017 [†‡]
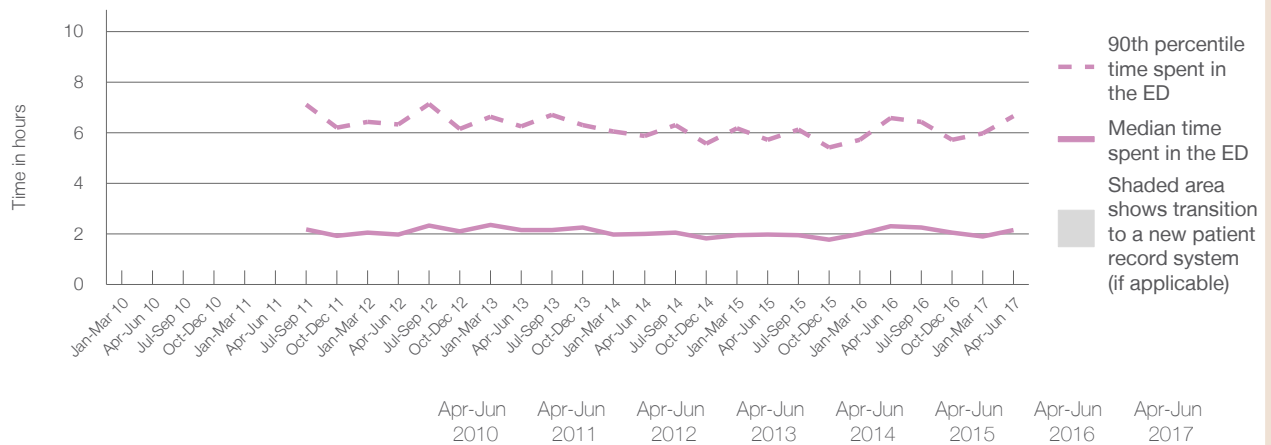
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED [8] (hours, minutes)			1h 59m	2h 9m	2h 0m	1h 59m	2h 18m	2h 10m
90th percentile time to leaving the ED [9] (hours, minutes)			6h 20m	6h 16m	5h 52m	5h 43m	6h 35m	6h 39m

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

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

Ballina District Hospital

District group 2 hospitals (C2)
Northern NSW Local Health District

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

		Same period last year	Change since one year ago
All presentations:[1] 3,993 patients			
Presentations used to calculate time to leaving the ED:[6] 3,993 patients		3,823	4.4%
Treated and discharged	3,057 (76.6%)	2,503	22.1%
Treated and admitted to hospital	495 (12.4%)	956	-48.2%
Patient left without, or before completing, treatment	184 (4.6%)	233	-21.0%
Transferred to another hospital	241 (6.0%)	113	113.3%
Other	16 (0.4%)	18	-11.1%

Percentage of patients who left the ED by time and mode of separation, April to June 2017 [†‡]
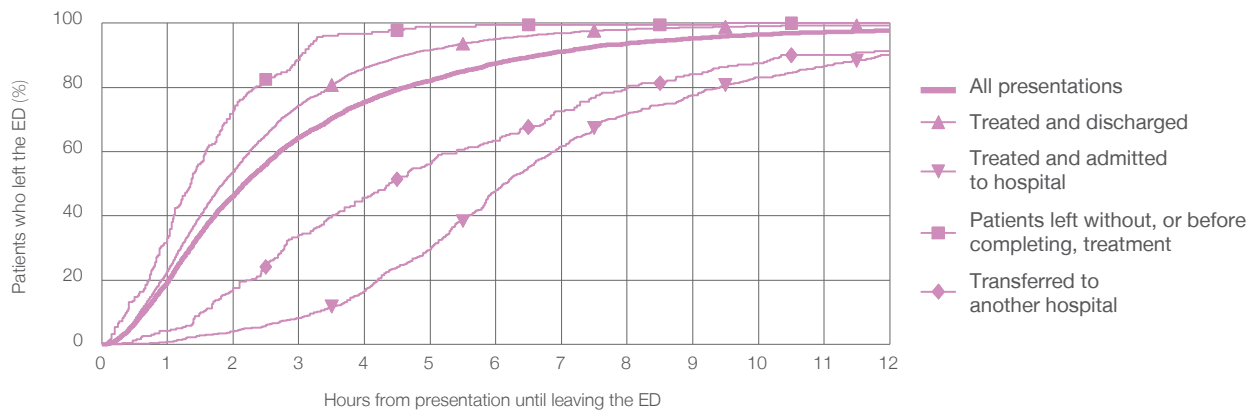
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	22.7%	53.7%	74.4%	86.1%	95.1%	98.0%	99.1%	99.3%
Treated and admitted to hospital	0.8%	4.0%	8.1%	16.6%	48.1%	71.7%	83.2%	90.1%
Patient left without, or before completing, treatment	33.2%	72.8%	88.6%	96.7%	99.5%	99.5%	100%	100%
Transferred to another hospital	4.1%	17.4%	34.0%	45.6%	63.5%	79.7%	87.6%	91.3%
All presentations	19.4%	46.2%	64.4%	75.5%	87.6%	93.7%	96.5%	97.7%

(†) 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.

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

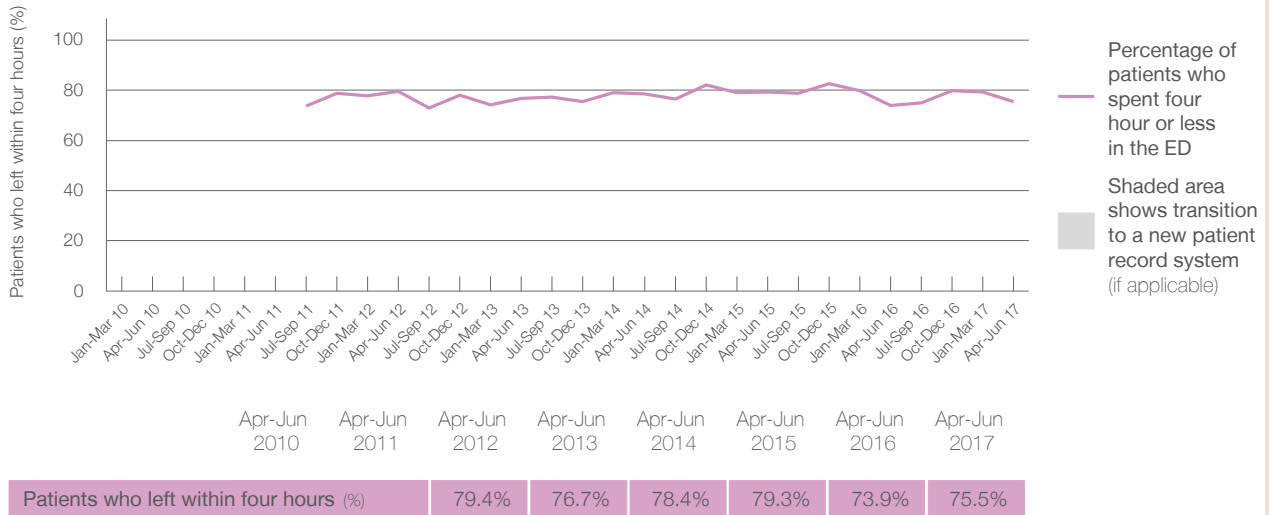|	Same period last year	Change since one year ago
All presentations at the emergency department:[1] 3,993 patients	3,823	4.4%
Presentations used to calculate time to leaving the ED:[6] 3,993 patients	3,823	4.4%
Percentage of patients who spent four hours or less in the ED	75.5%	73.9%

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017 [†‡]

	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Patients who left within four hours (%)			79.4%	76.7%	78.4%	79.3%	73.9%	75.5%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† Data points are not shown in graphs for quarters when patient numbers were too small.
‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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.*
4. 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.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. 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.*
8. 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.
9. 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Ballina District Hospital

District group 2 hospitals (C2)
Northern NSW Local Health District