

## The Tweed Hospital: Emergency department (ED) overview

January to March 2018

All presentations:<sup>1</sup> 13,501 patients

Emergency presentations:<sup>2</sup> 12,983 patients

Same period last year	Change since one year ago
13,346	1%
12,906	1%

## The Tweed Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,690 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,661 patients

Median time to start treatment<sup>4</sup> 15 minutes  
90th percentile time to start treatment<sup>5</sup> 47 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,421 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,146 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 61 minutes

Same period last year	NSW (this period)
1,496	
5 minutes	8 minutes
14 minutes	23 minutes
5,751	
16 minutes	20 minutes
47 minutes	65 minutes
4,428	
18 minutes	25 minutes
73 minutes	98 minutes
1,172	
16 minutes	22 minutes
78 minutes	97 minutes

## The Tweed Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,501 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
13,345	1%
80%	

\* 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, January to March 2018*.
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.

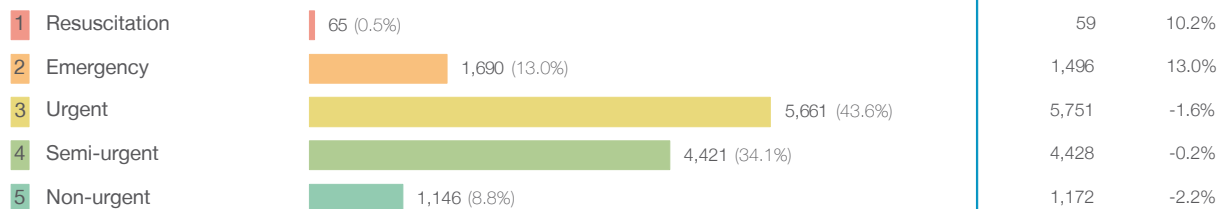
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## The Tweed Hospital: Patients presenting to the emergency department

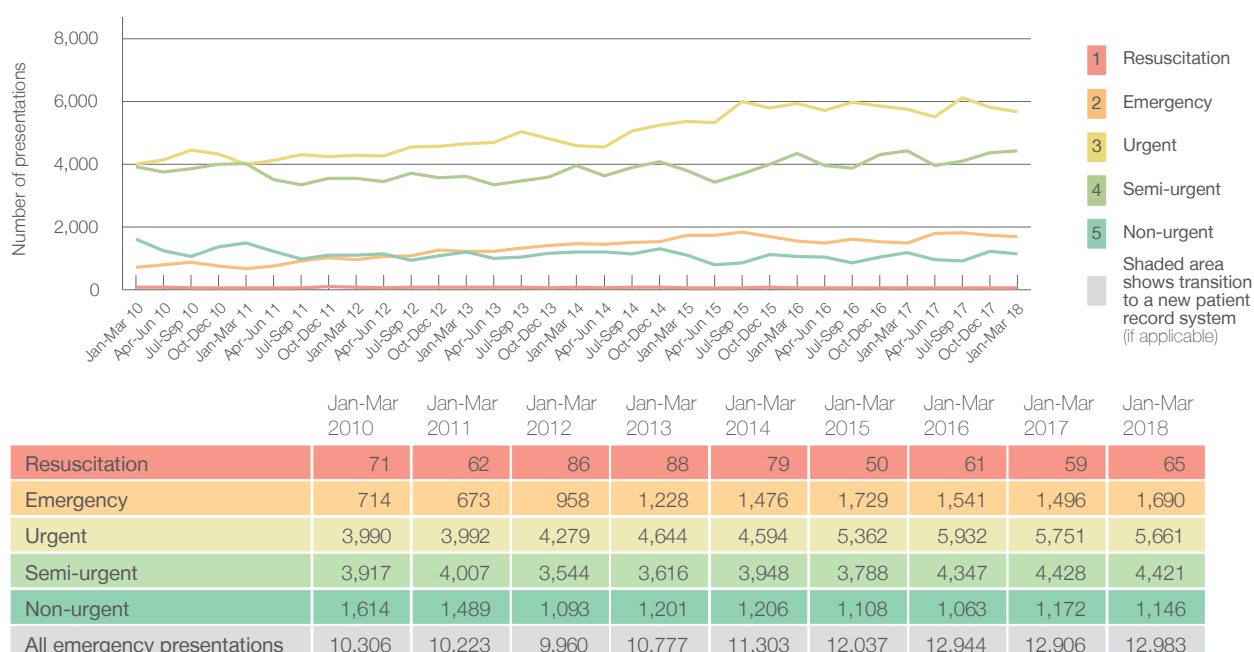
January to March 2018

All presentations:<sup>1</sup> 13,501 patients

Emergency presentations<sup>2</sup> by triage category: 12,983 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>‡</sup>



## The Tweed Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 1,804 patients

ED Transfer of care time



(†) 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

January to March 2018

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

Number of triage 2 patients: 1,690

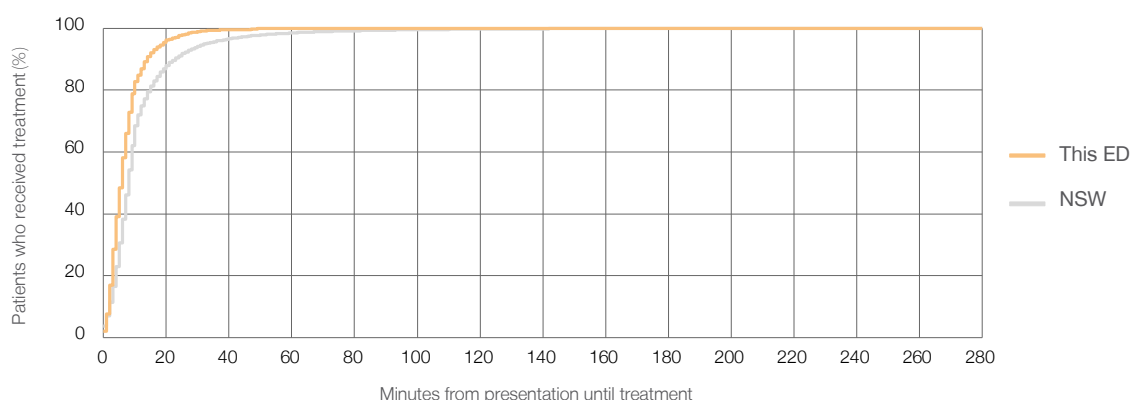
Number of triage 2 patients used to calculate waiting time: <sup>3</sup> 1,685

Median time to start treatment <sup>4</sup> 6 minutes

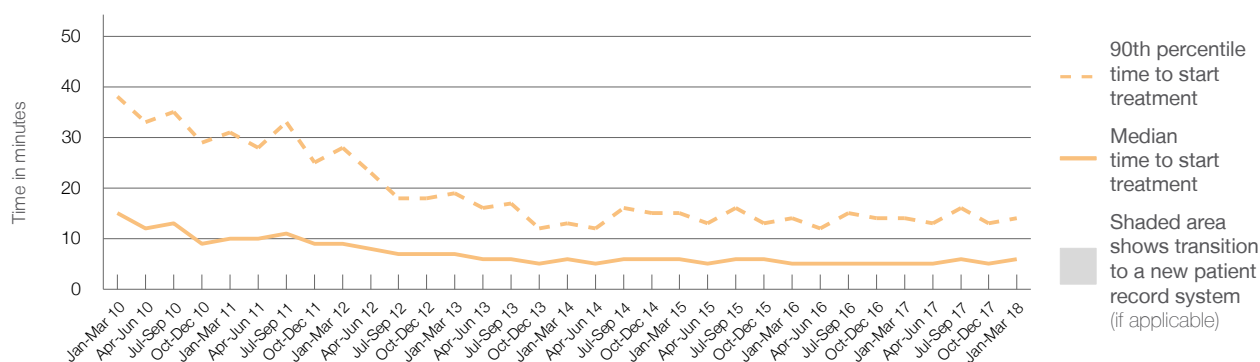
90th percentile time to start treatment <sup>5</sup> 14 minutes

Same period last year	NSW (this period)
1,496	
1,490	
5 minutes	8 minutes
14 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	15	10	9	7	6	6	5	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)	38	31	28	19	13	15	14	14	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.

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

January to March 2018

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

Number of triage 3 patients: 5,661

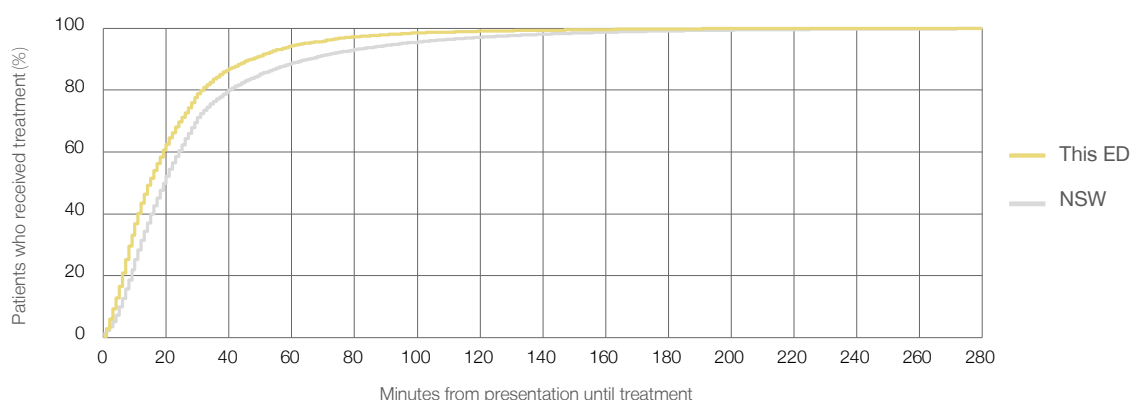
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,597

Median time to start treatment<sup>4</sup> 15 minutes

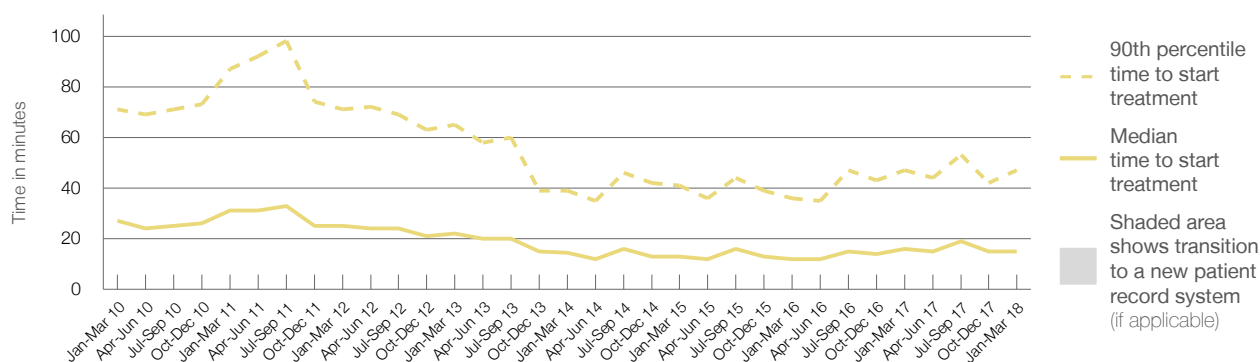
90th percentile time to start treatment<sup>5</sup> 47 minutes

Same period last year	NSW (this period)
5,751	
5,682	
16 minutes	20 minutes
47 minutes	65 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	27	31	25	22	15	13	12	16	15
90th percentile time to start treatment <sup>5</sup> (minutes)	71	87	71	65	39	41	36	47	47

(†) 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

January to March 2018

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

Number of triage 4 patients: 4,421

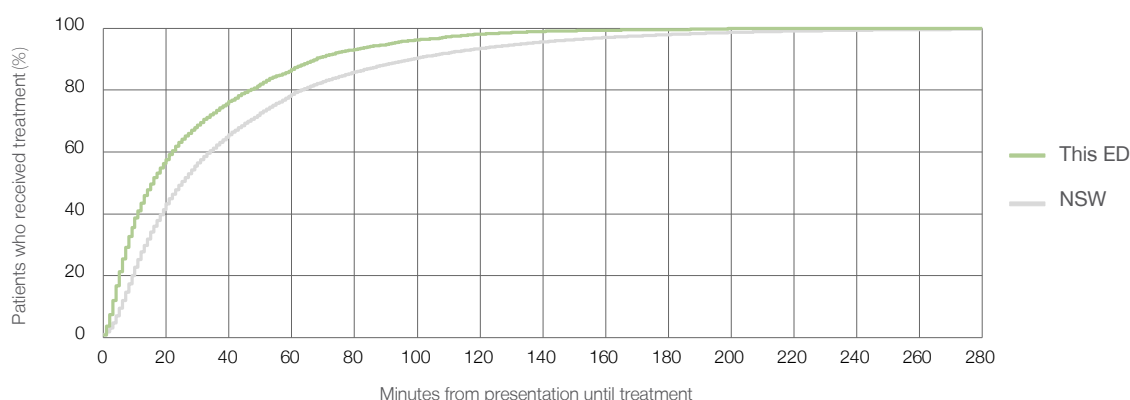
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,282

Median time to start treatment<sup>4</sup> 16 minutes

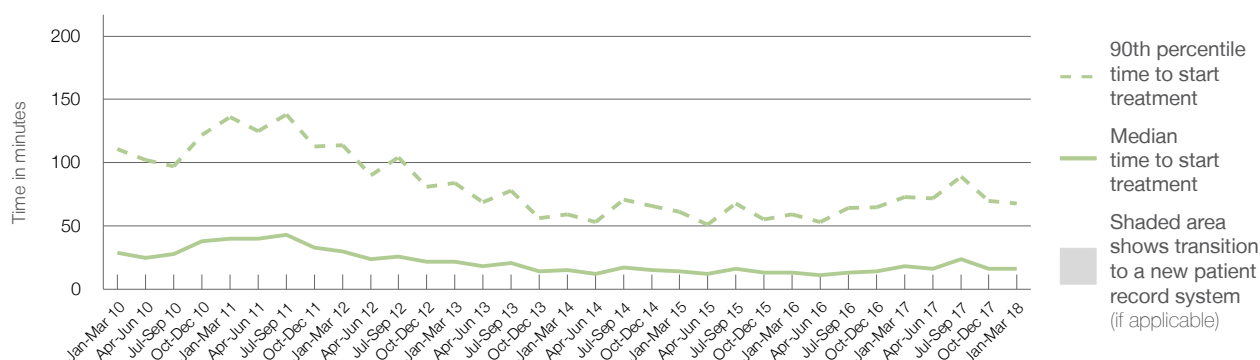
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
4,428	
4,269	
18 minutes	25 minutes
73 minutes	98 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	29	40	30	22	15	14	13	18	16
90th percentile time to start treatment <sup>5</sup> (minutes)	111	136	114	84	59	61	59	73	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.

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

January to March 2018

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

Number of triage 5 patients: 1,146

Number of triage 5 patients used to calculate waiting time: <sup>3</sup> 1,078

Median time to start treatment <sup>4</sup>

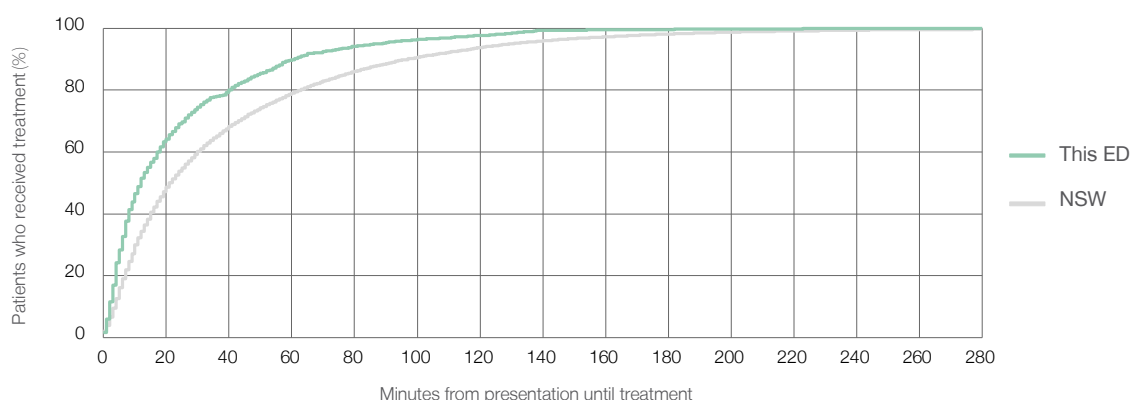
12 minutes

90th percentile time to start treatment <sup>5</sup>

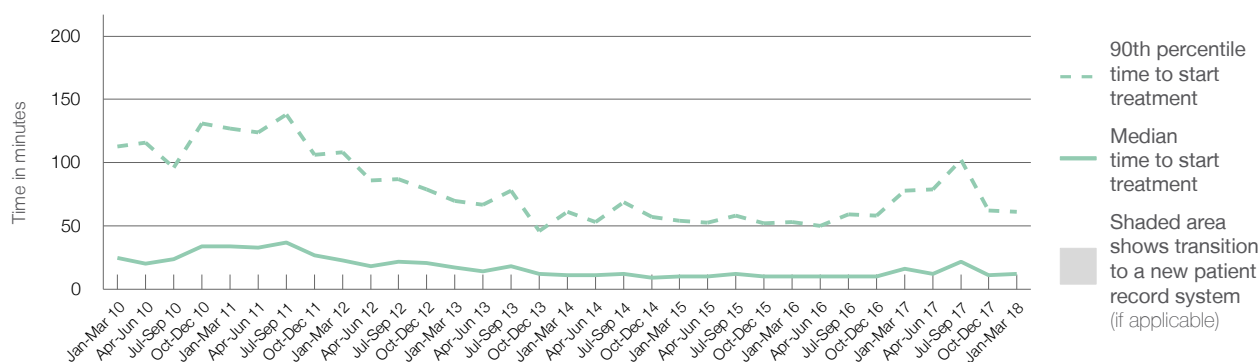
61 minutes

Same period last year	NSW (this period)
1,172	
1,103	
16 minutes	22 minutes
78 minutes	97 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to March 2018 <sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment <sup>4</sup> (minutes)	25	34	23	17	11	10	10	16	12
90th percentile time to start treatment <sup>5</sup> (minutes)	113	127	108	70	61	54	53	78	61

(†) 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

January to March 2018

All presentations:<sup>1</sup> 13,501 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,501 patients

Median time spent in the ED<sup>8</sup>

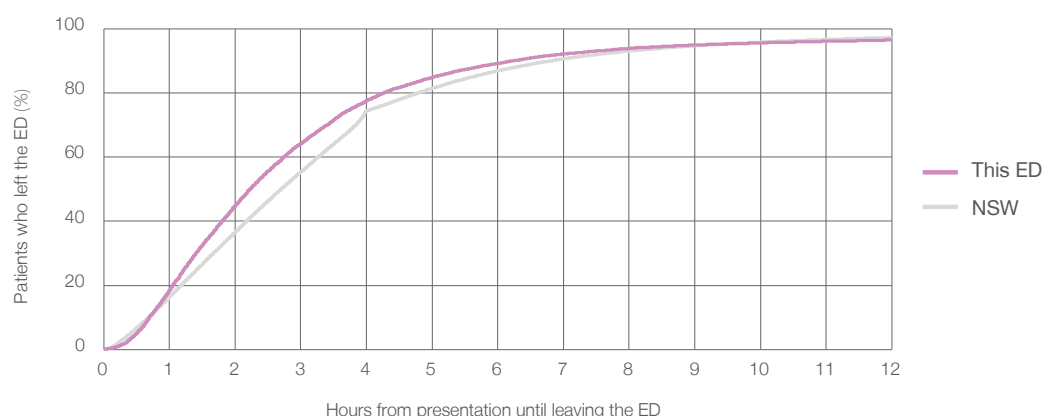
2 hours and 14 minutes

90th percentile time spent in the ED<sup>9</sup>

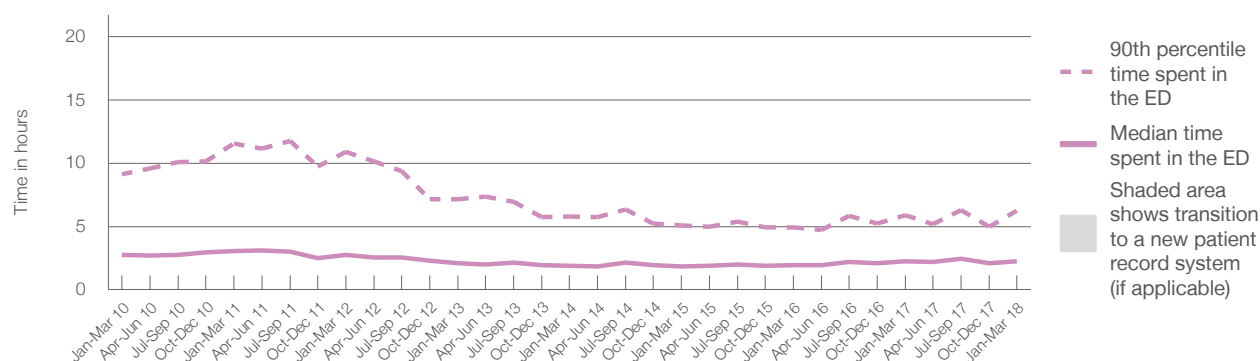
6 hours and 14 minutes

Same period last year	NSW (this period)
13,346	
13,345	
2 hours and 16 minutes	2 hours and 42 minutes
5 hours and 54 minutes	6 hours and 49 minutes

### Percentage of patients who left the ED by time, January to March 2018



### Time patients spent in the ED, by quarter, January 2010 to March 2018<sup>†‡</sup>



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	2h 44m	3h 4m	2h 46m	2h 7m	1h 55m	1h 51m	1h 56m	2h 16m	2h 14m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	9h 8m	11h 34m	10h 54m	7h 9m	5h 48m	5h 5m	4h 57m	5h 54m	6h 14m

(†) 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

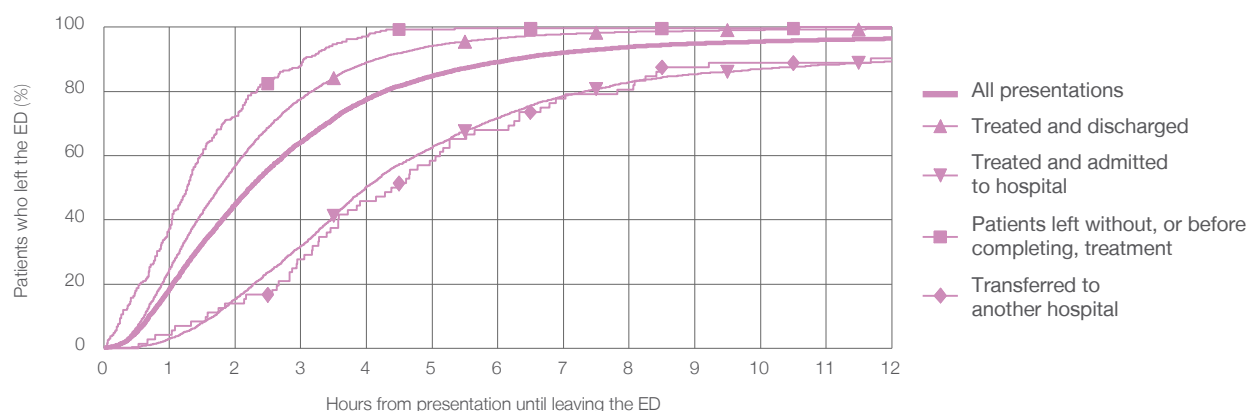
January to March 2018

All presentations:<sup>†</sup> 13,501 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 13,501 patients

		Same period last year	Change since one year ago
		13,345	1%
Treated and discharged	9,160 (67.8%)	8,853	3.5%
Treated and admitted to hospital	3,967 (29.4%)	4,032	-1.6%
Patient left without, or before completing, treatment	268 (2.0%)	301	-11.0%
Transferred to another hospital	72 (0.5%)	131	-45.0%
Other	34 (0.3%)	29	17.2%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	24.6%	57.0%	77.7%	89.1%	96.5%	98.5%	99.2%	99.4%
Treated and admitted to hospital	3.0%	15.4%	31.9%	50.3%	71.8%	82.9%	87.0%	89.4%
Patient left without, or before completing, treatment	37.3%	72.4%	88.1%	97.0%	99.6%	99.6%	99.6%	100%
Transferred to another hospital	4.2%	13.9%	27.8%	45.8%	68.1%	80.6%	88.9%	90.3%
All presentations	18.6%	45.0%	64.2%	77.7%	89.2%	93.9%	95.5%	96.4%

(†) 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

January to March 2018

All presentations at the emergency department: <sup>1</sup> 13,501 patients

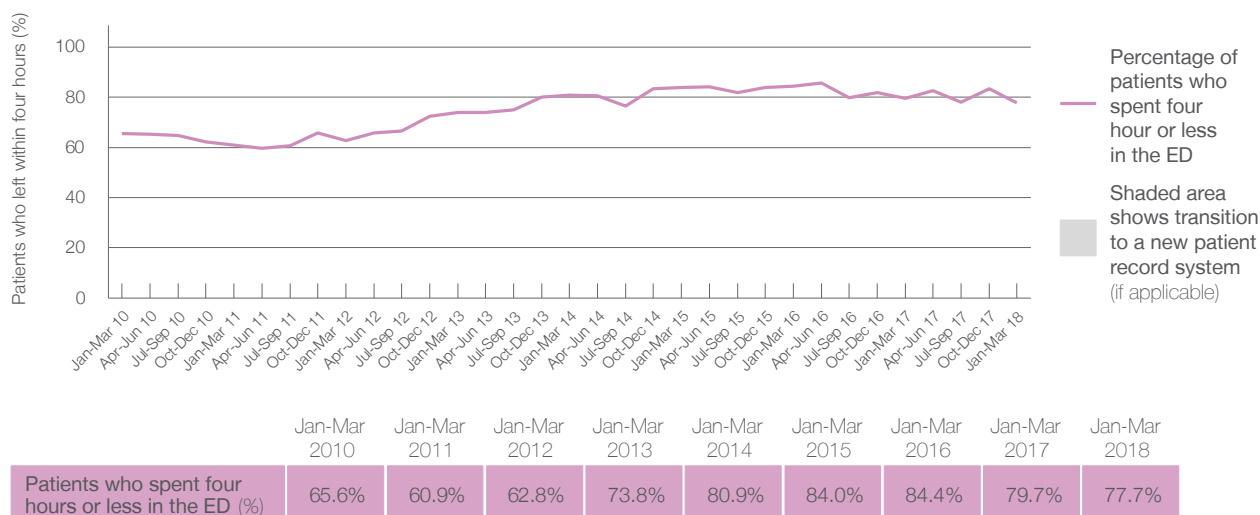
Presentations used to calculate time to leaving the ED: <sup>6</sup> 13,501 patients

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



Same period last year	Change since one year ago
13,346	1%
13,345	1%
79.7%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <sup>†‡</sup>



- \* 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, January to March 2018*.
  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 10% 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 17 April 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).