

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

The Tweed Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 13,175 patients

Emergency presentations:² 12,793 patients

Same period last year	Change since one year ago
12,940	1.8%
12,659	1.1%

The Tweed Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,537 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,849 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,306 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,042 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,686	
6 minutes	8 minutes
13 minutes	26 minutes
5,784	
13 minutes	20 minutes
39 minutes	67 minutes
3,997	
13 minutes	25 minutes
55 minutes	97 minutes
1,120	
10 minutes	24 minutes
52 minutes	103 minutes

The Tweed Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 13,173 patients

Percentage of patients who spent four hours or less in the ED 81.8%

Same period last year	Change since one year ago
12,940	1.8%
84.0%	

* 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.

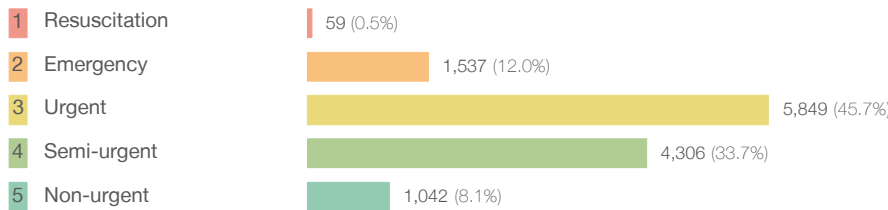
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

The Tweed Hospital: Patients presenting to the emergency department October to December 2016

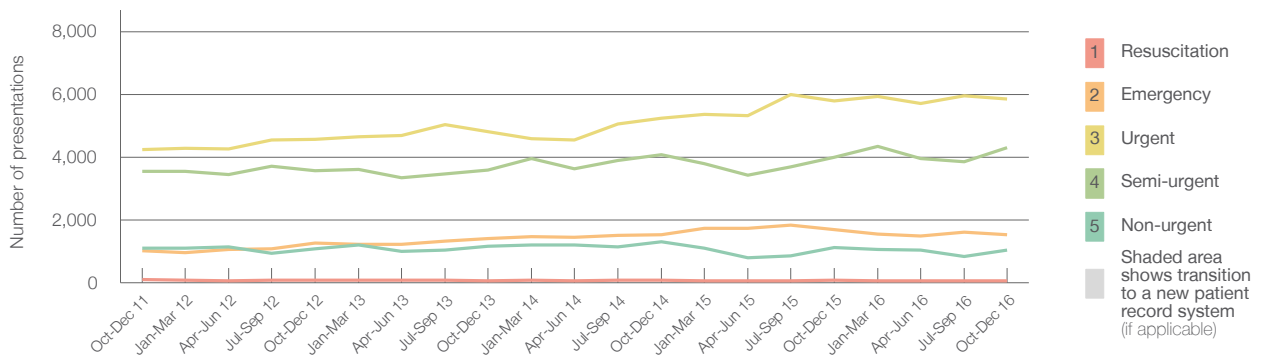
All presentations:¹ 13,175 patients

Emergency presentations² by triage category: 12,793 patients



Same period last year	Change since one year ago
12,940	1.8%
12,659	1.1%
72	-18.1%
1,686	-8.8%
5,784	1.1%
3,997	7.7%
1,120	-7.0%

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	108	84	68	86	72	59
Emergency	1,014	1,270	1,398	1,525	1,686	1,537
Urgent	4,233	4,568	4,812	5,235	5,784	5,849
Semi-urgent	3,550	3,573	3,593	4,081	3,997	4,306
Non-urgent	1,105	1,081	1,165	1,293	1,120	1,042
All emergency presentations	10,010	10,576	11,036	12,220	12,659	12,793

The Tweed Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,877 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,944	
8 minutes	0 minutes
19 minutes	0 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 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.

The Tweed 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: 1,537

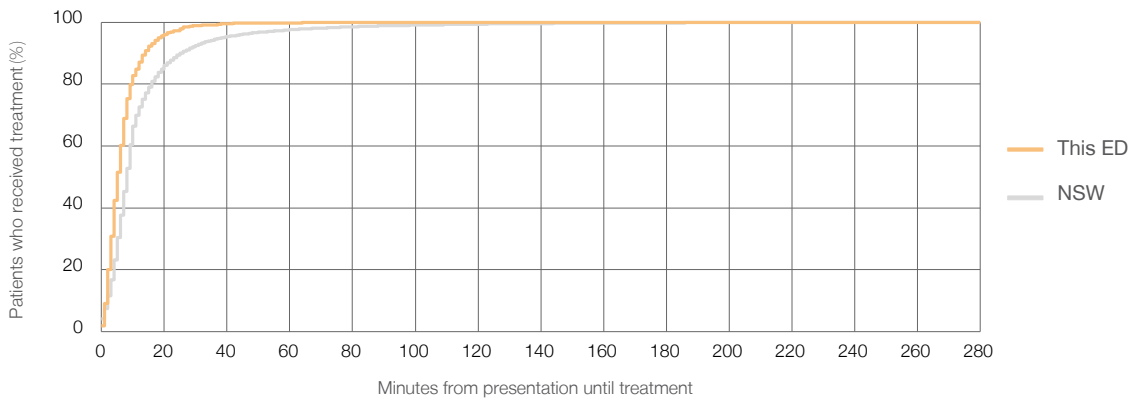
Number of triage 2 patients used to calculate waiting time:³ 1,533

Median time to start treatment⁴ 5 minutes

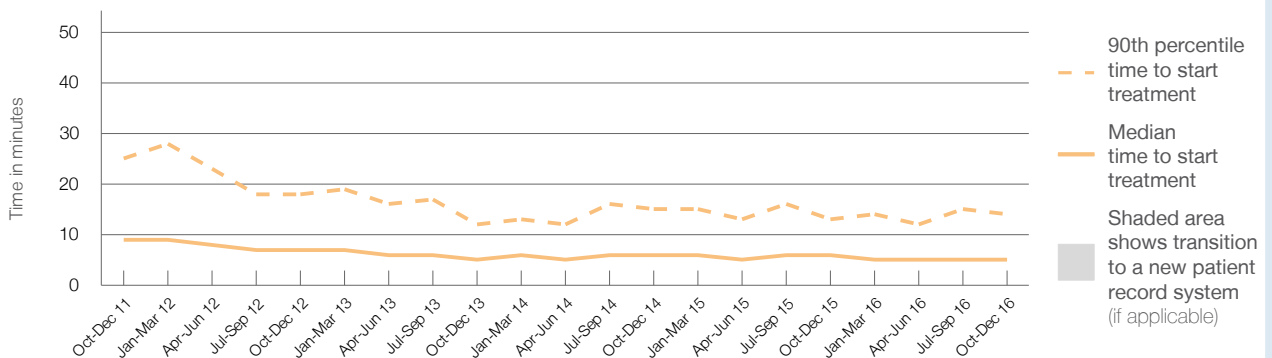
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
1,686	
1,680	
6 minutes	8 minutes
13 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	7	5	6	6	5
90th percentile time to start treatment ⁵ (minutes)	25	18	12	15	13	14

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

The Tweed 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: 5,849

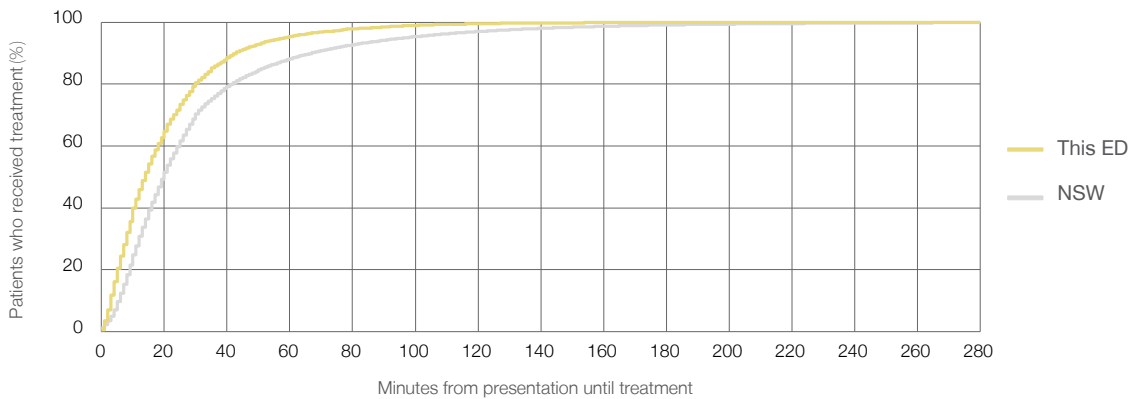
Number of triage 3 patients used to calculate waiting time:³ 5,778

Median time to start treatment⁴ 14 minutes

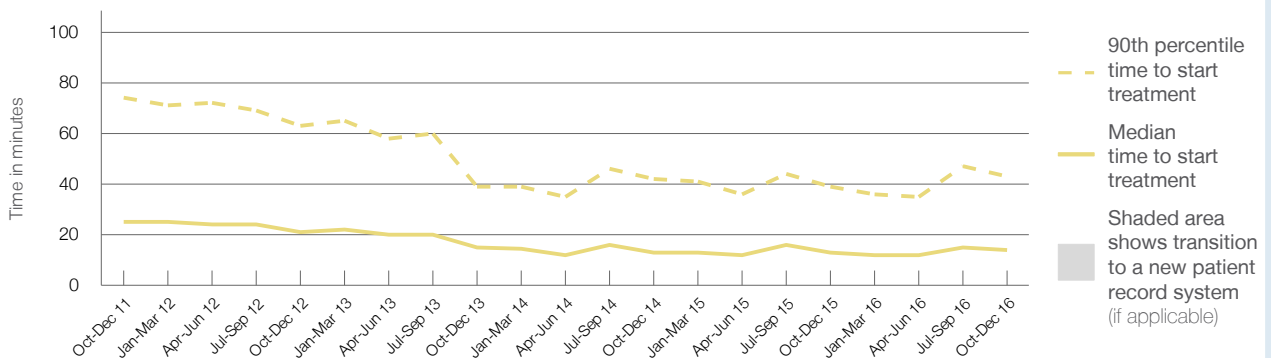
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
5,784	5,735
13 minutes	20 minutes
39 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	21	15	13	13	14
90th percentile time to start treatment ⁵ (minutes)	74	63	39	42	39	43

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

The Tweed 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: 4,306

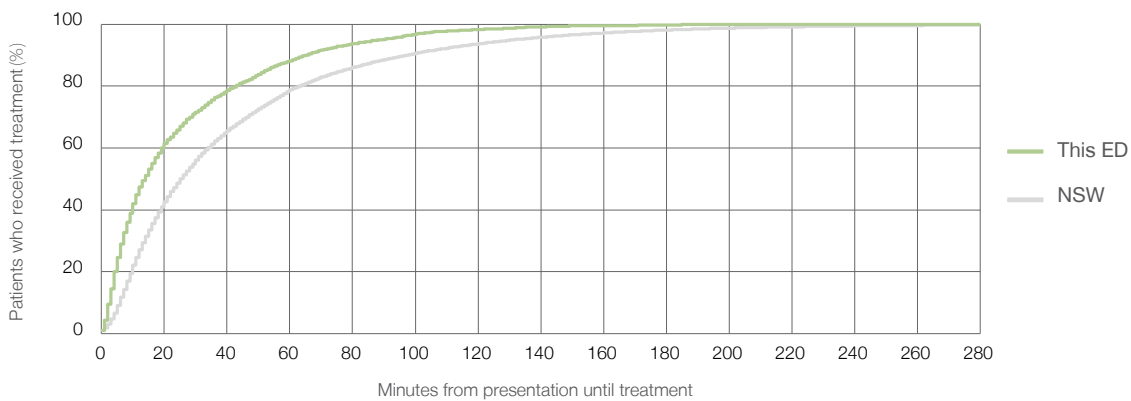
Number of triage 4 patients used to calculate waiting time:³ 4,167

Median time to start treatment⁴ 14 minutes

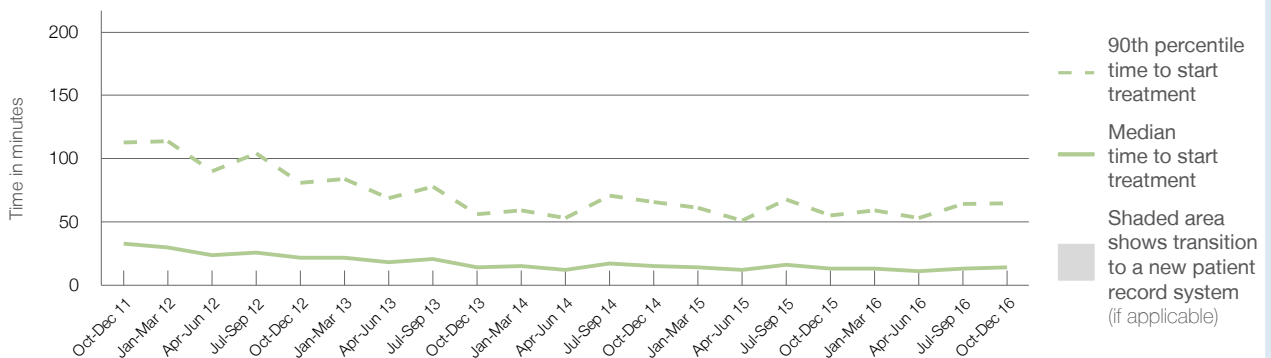
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
3,997	3,900
13 minutes	25 minutes
55 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)	33	22	14	15	13	14
90th percentile time to start treatment ⁵ (minutes)	113	81	56	66	55	65

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The Tweed 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: 1,042

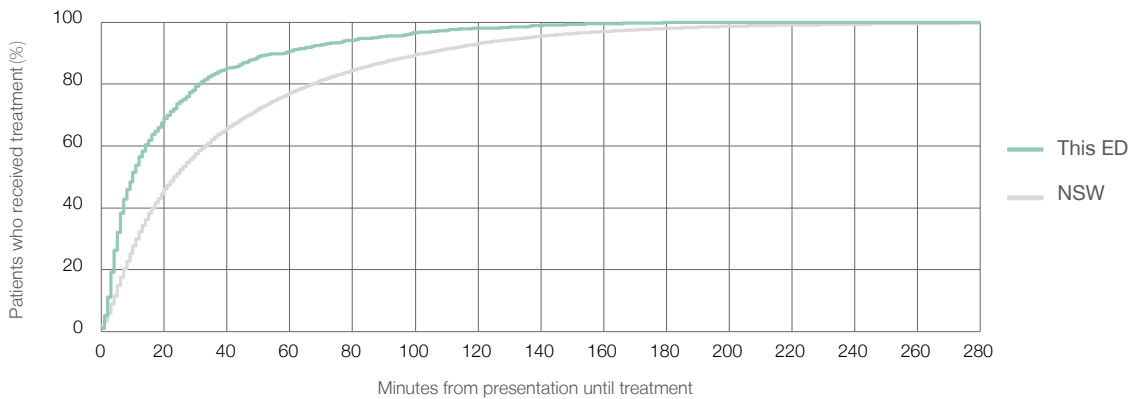
Number of triage 5 patients used to calculate waiting time:³ 997

Median time to start treatment⁴ 10 minutes

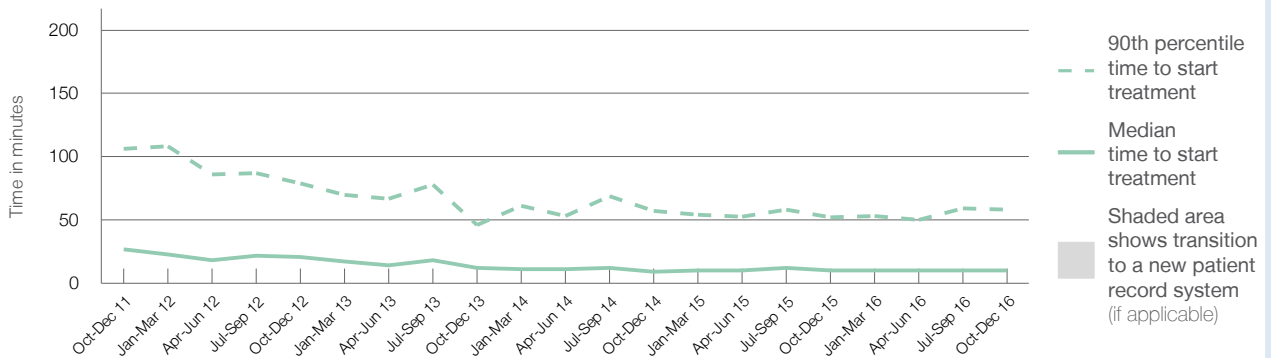
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,120	1,078
10 minutes	24 minutes
52 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)	27	21	12	9	10	10
90th percentile time to start treatment ⁵ (minutes)	106	79	46	57	52	58

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

The Tweed Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 13,175 patients

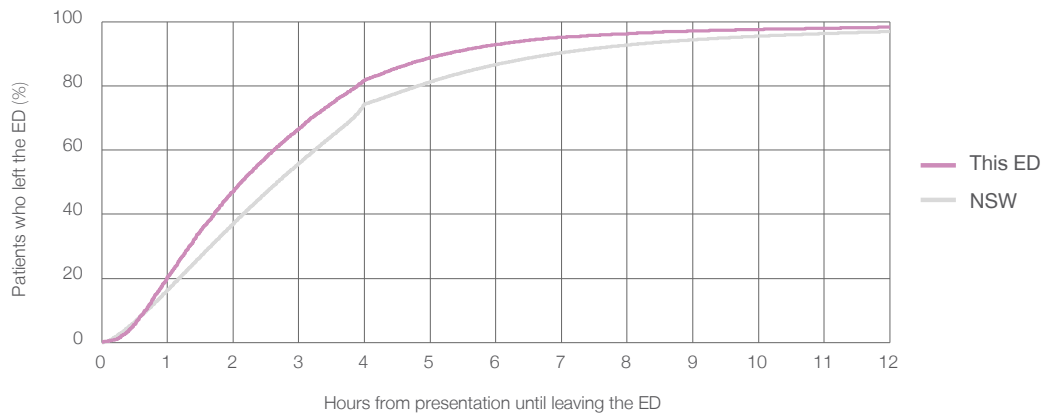
Presentations used to calculate time to leaving the ED:⁶ 13,173 patients

Median time spent in the ED⁸ 2 hours and 7 minutes

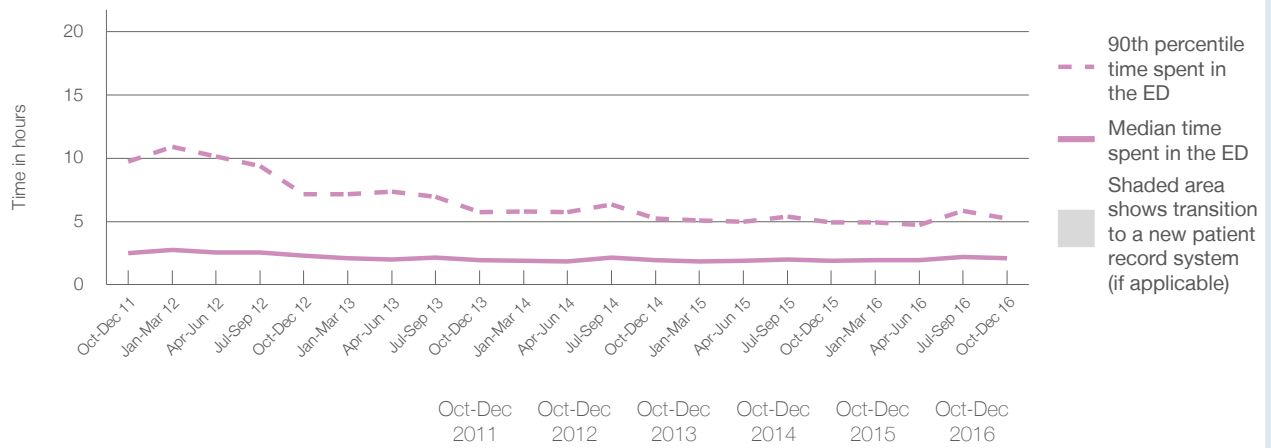
90th percentile time spent in the ED⁹ 5 hours and 15 minutes

Same period last year	NSW (this period)
12,940	12,940
1 hours and 55 minutes	2 hours and 41 minutes
4 hours and 57 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)	2h 30m	2h 19m	1h 57m	1h 57m	1h 55m	2h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 43m	7h 8m	5h 44m	5h 14m	4h 57m	5h 15m

(†) 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.

The Tweed Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

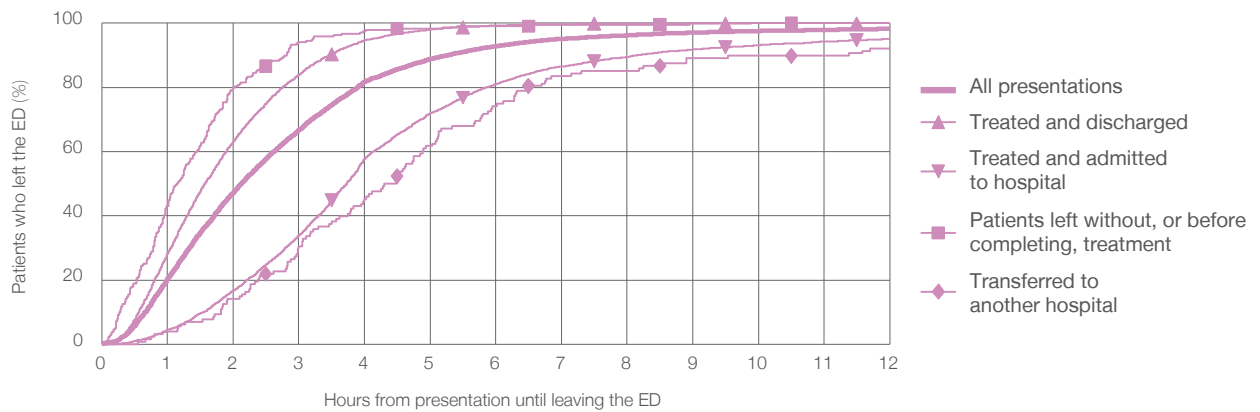
All presentations:¹ 13,175 patients

Presentations used to calculate time to leaving the ED:⁶ 13,173 patients

Treated and discharged	8,302 (63.0%)
Treated and admitted to hospital	4,465 (33.9%)
Patient left without, or before completing, treatment	239 (1.8%)
Transferred to another hospital	128 (1.0%)
Other	41 (0.3%)

Same period last year	Change since one year ago
12,940	1.8%
8,221	1.0%
4,344	2.8%
199	20.1%
141	-9.2%
35	17.1%

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	28.4%	63.1%	84.0%	94.7%	99.3%	99.9%	100%	100%
Treated and admitted to hospital	4.5%	16.8%	33.9%	57.8%	81.1%	89.4%	93.2%	95.1%
Patient left without, or before completing, treatment	43.1%	79.9%	94.1%	97.5%	99.2%	99.6%	100%	100%
Transferred to another hospital	3.9%	14.1%	30.5%	45.3%	74.2%	85.2%	89.8%	92.2%
All presentations	20.5%	47.3%	66.7%	81.8%	92.9%	96.2%	97.6%	98.3%

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The Tweed 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 13,175 patients

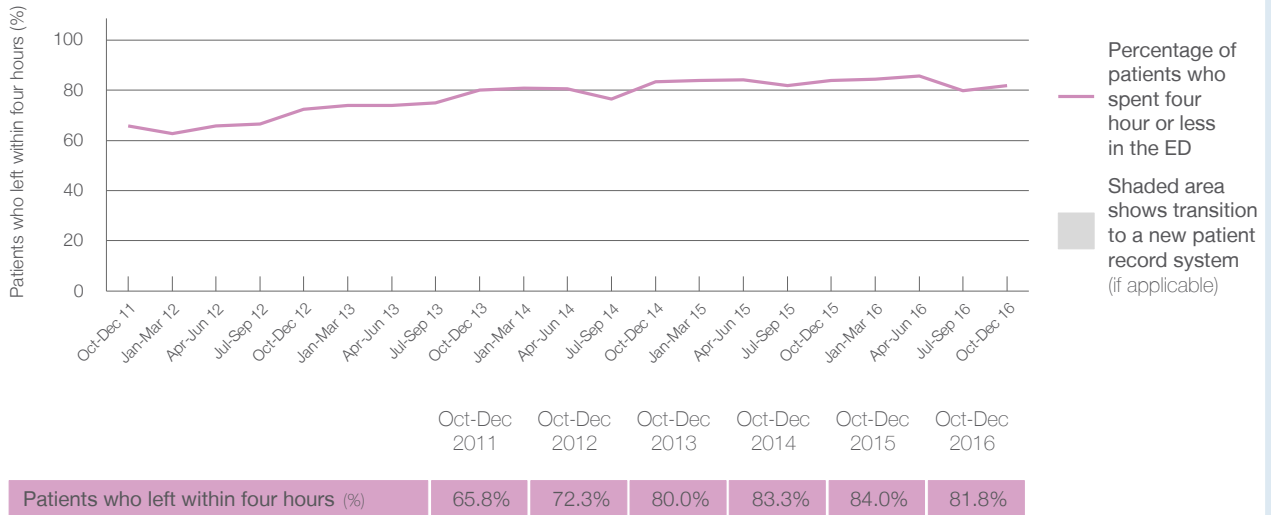
Presentations used to calculate time to leaving the ED:⁶ 13,173 patients

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



Same period last year	Change since one year ago
12,940	1.8%
12,940	1.8%
84.0%	

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



* 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).