

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

Ballina District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:¹ 3,988 patients
Emergency presentations:² 3,746 patients

Same period last year	Change since one year ago
4,484	-11.1%
4,213	-11.1%

Ballina District Hospital: Time patients waited to start treatment³

January to March 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 336 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,164 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,943 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 288 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
331	
8 minutes	8 minutes
22 minutes	26 minutes
1,247	
18 minutes	20 minutes
47 minutes	69 minutes
2,280	
24 minutes	26 minutes
104 minutes	101 minutes
338	
22 minutes	23 minutes
114 minutes	104 minutes

Ballina District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:⁶ 3,988 patients

Percentage of patients who spent four hours or less in the ED 79.2%

Same period last year	Change since one year ago
4,484	-11.1%
79.7%	

* 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.

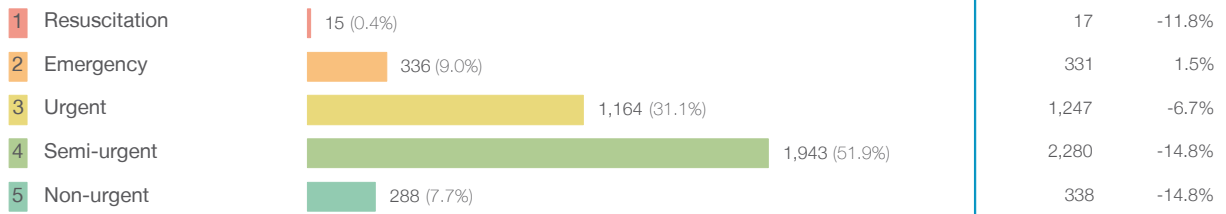
Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

Ballina District Hospital: Patients presenting to the emergency department January to March 2017

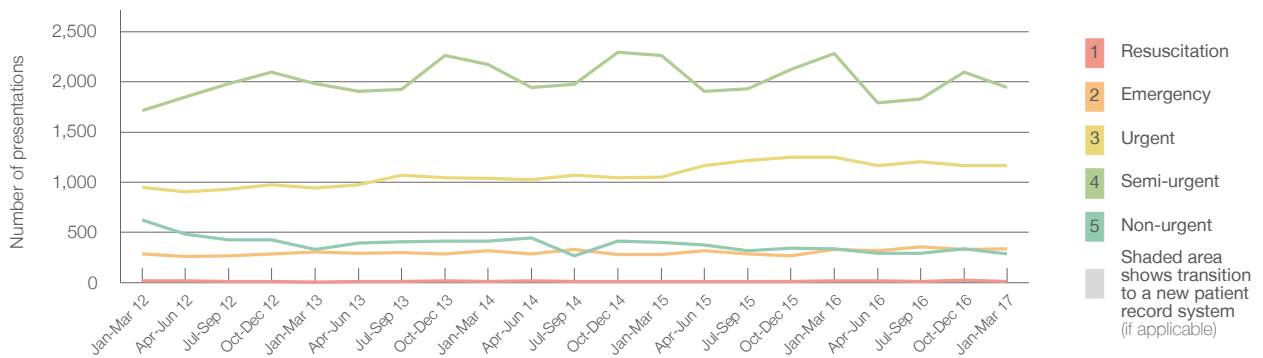
All presentations:¹ 3,988 patients

Emergency presentations² by triage category: 3,746 patients



Same period last year	Change since one year ago
4,484	-11.1%
4,213	-11.1%
17	-11.8%
331	1.5%
1,247	-6.7%
2,280	-14.8%
338	-14.8%

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	16	8	12	13	17	15
Emergency	287	308	317	279	331	336
Urgent	946	941	1,037	1,049	1,247	1,164
Semi-urgent	1,717	1,981	2,176	2,261	2,280	1,943
Non-urgent	621	328	411	400	338	288
All emergency presentations	3,587	3,566	3,953	4,002	4,213	3,746

Ballina District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:⁷ 275 patients^{**}

ED Transfer of care time



Same period last year	Change since one year ago
315	
13 minutes	-2 minutes
30 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.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

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

Ballina District 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: 336

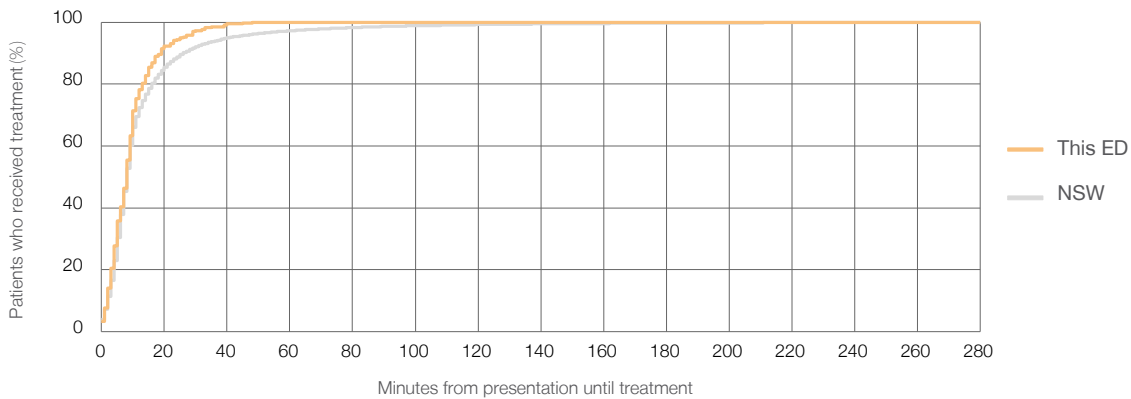
Number of triage 2 patients used to calculate waiting time:³ 335

Median time to start treatment⁴ ■ 8 minutes

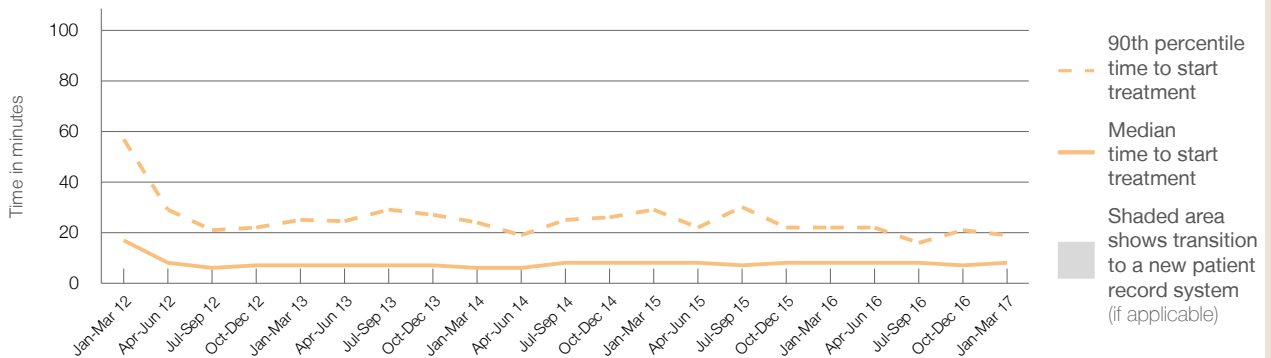
90th percentile time to start treatment⁵ ■ 19 minutes

Same period last year	NSW (this period)
331	
330	
8 minutes	8 minutes
22 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)	17	7	6	8	8	8
90th percentile time to start treatment ⁵ (minutes)	57	25	24	29	22	19

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

Ballina District 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: 1,164

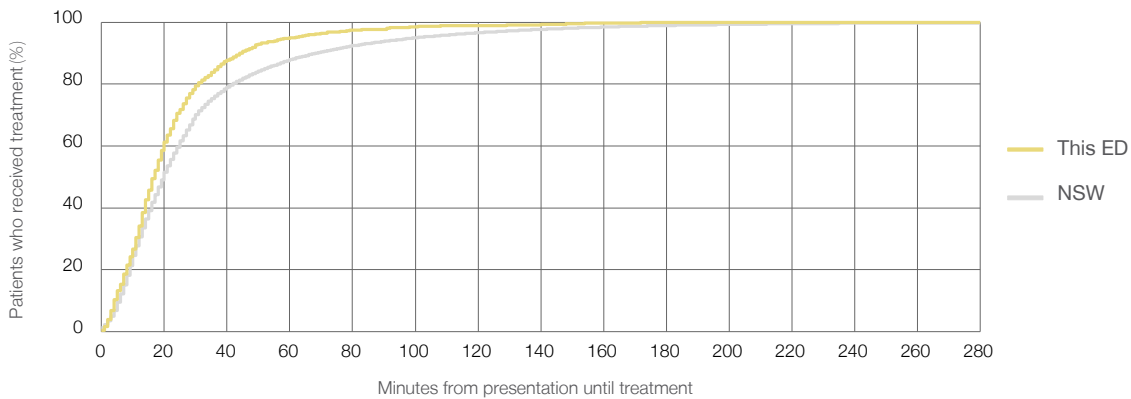
Number of triage 3 patients used to calculate waiting time:³ 1,147

Median time to start treatment⁴ 17 minutes

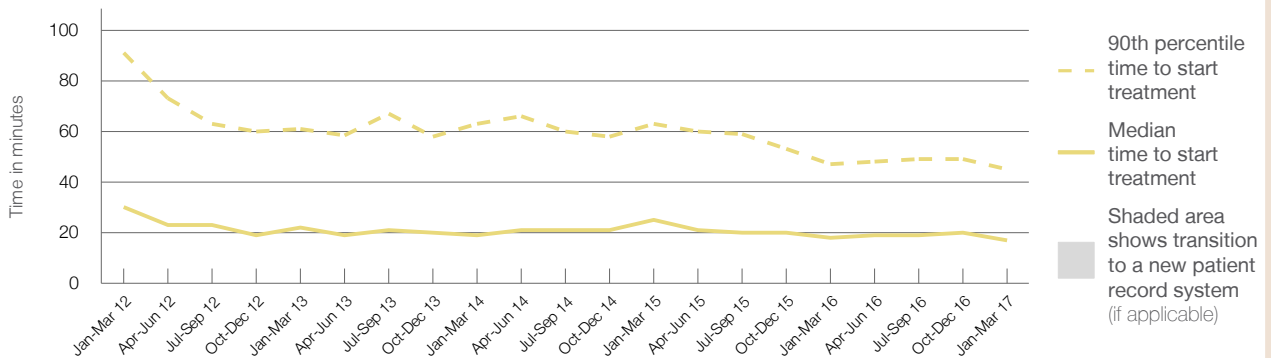
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
1,247	
1,221	
18 minutes	20 minutes
47 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)	30	22	19	25	18	17
90th percentile time to start treatment ⁵ (minutes)	91	61	63	63	47	45

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

Ballina District 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: 1,943

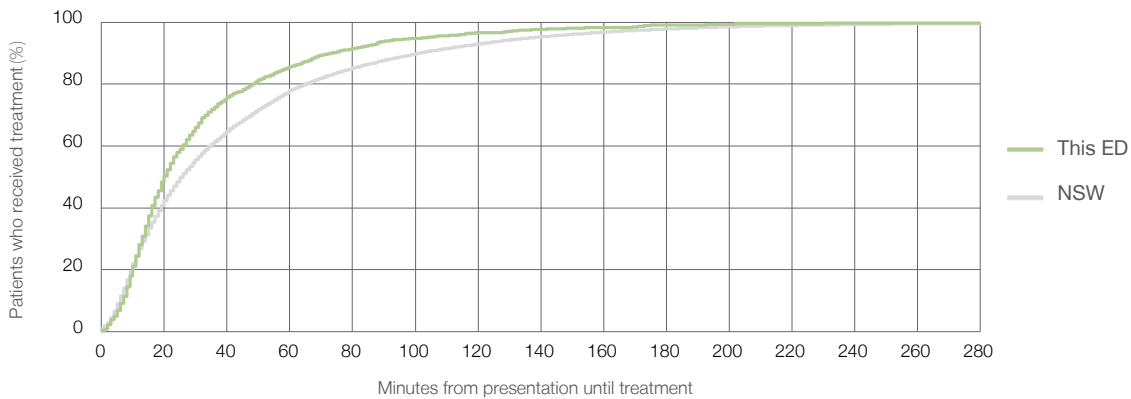
Number of triage 4 patients used to calculate waiting time:³ 1,817

Median time to start treatment⁴ 20 minutes

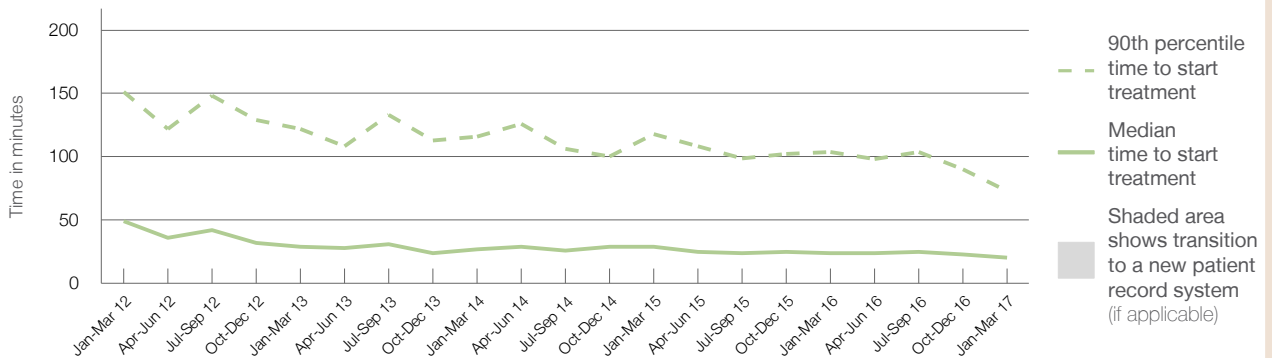
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
2,280	
2,060	
24 minutes	26 minutes
104 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)	49	29	27	29	24	20
90th percentile time to start treatment ⁵ (minutes)	151	122	116	118	104	73

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

Ballina District 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: 288

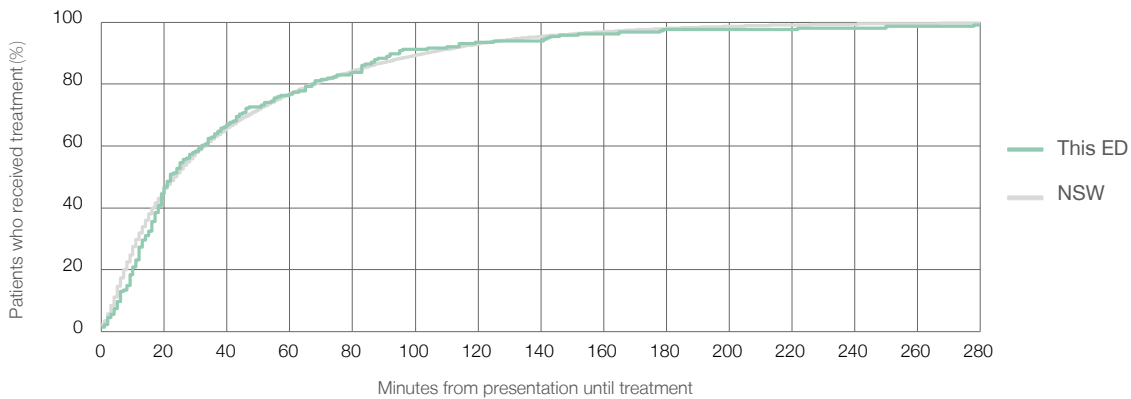
Number of triage 5 patients used to calculate waiting time:³ 216

Median time to start treatment⁴ 22 minutes

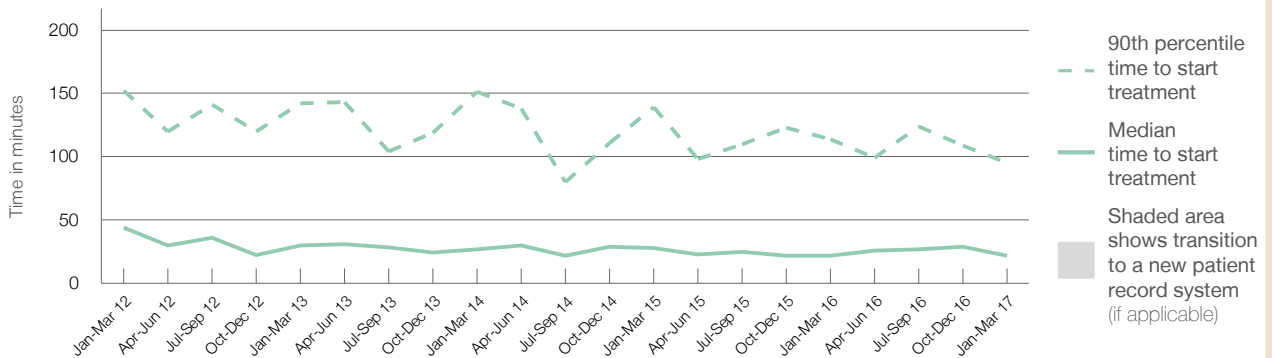
90th percentile time to start treatment⁵ 95 minutes

Same period last year	NSW (this period)
338	
265	
22 minutes	23 minutes
114 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)	44	30	27	28	22	22
90th percentile time to start treatment ⁵ (minutes)	152	142	151	139	114	95

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

Ballina District Hospital: Time patients spent in the ED

January to March 2017

All presentations:¹ 3,988 patients

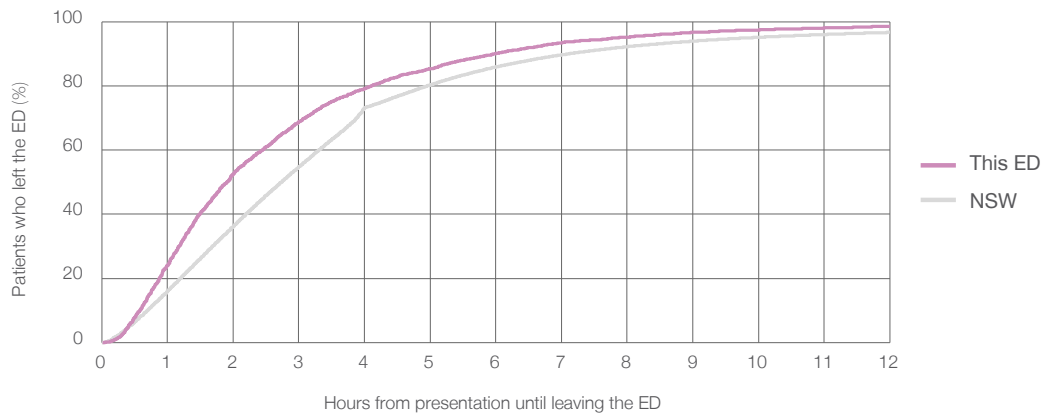
Presentations used to calculate time to leaving the ED:⁶ 3,988 patients

Median time spent in the ED⁸ 1 hours and 55 minutes

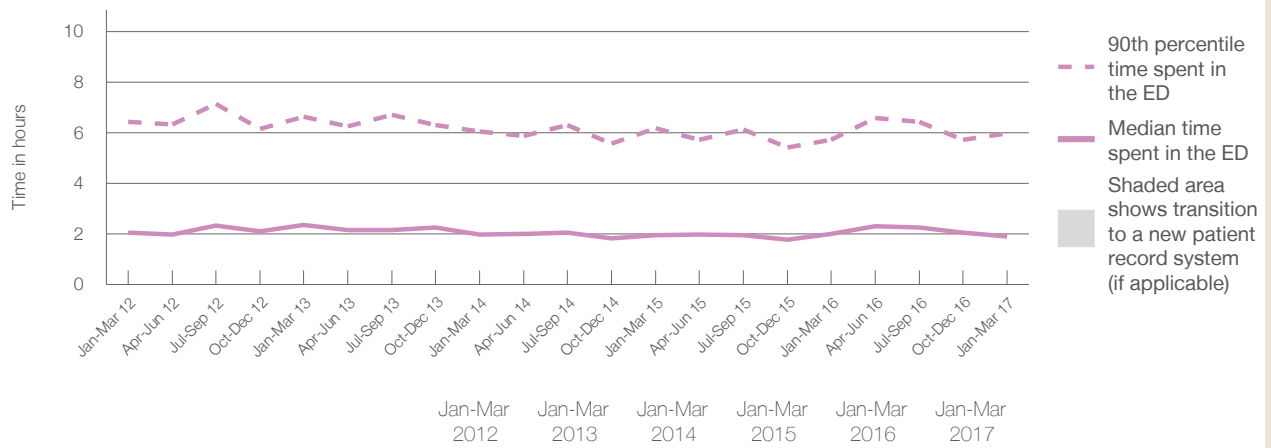
90th percentile time spent in the ED⁹ 5 hours and 59 minutes

Same period last year	NSW (this period)
4,484	4,484
2 hours and 1 minutes	2 hours and 44 minutes
5 hours and 43 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^{†‡}



Median time to leaving the ED ⁸ (hours, minutes)	2h 3m	2h 22m	1h 59m	1h 58m	2h 1m	1h 55m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 26m	6h 38m	6h 3m	6h 11m	5h 43m	5h 59m

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Ballina District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

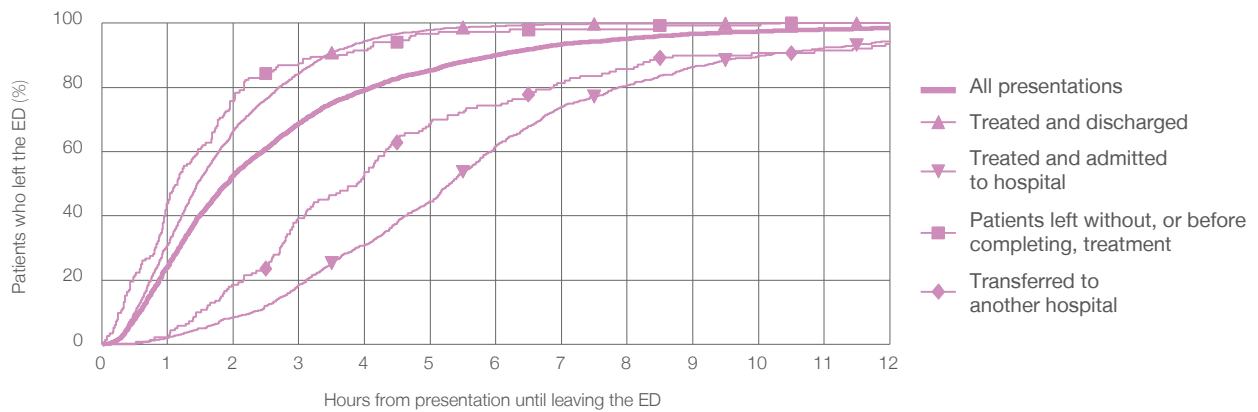
All presentations:¹ 3,988 patients

Presentations used to calculate time to leaving the ED:⁶ 3,988 patients

Treated and discharged	2,826 (70.9%)
Treated and admitted to hospital	858 (21.5%)
Patient left without, or before completing, treatment	153 (3.8%)
Transferred to another hospital	140 (3.5%)
Other	11 (0.3%)

Same period last year	Change since one year ago
4,484	-11.1%
3,208	-11.9%
883	-2.8%
231	-33.8%
143	-2.1%
19	-42.1%

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	30.9%	66.5%	84.4%	94.4%	99.1%	99.9%	100%	100%
Treated and admitted to hospital	2.0%	8.3%	18.5%	30.9%	61.9%	80.7%	89.7%	94.5%
Patient left without, or before completing, treatment	43.8%	75.8%	87.6%	91.5%	97.4%	98.0%	99.3%	100%
Transferred to another hospital	2.1%	18.6%	39.3%	53.6%	74.3%	85.7%	90.7%	93.6%
All presentations	24.2%	52.7%	68.8%	79.2%	90.1%	95.2%	97.4%	98.6%

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Ballina District 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 3,988 patients

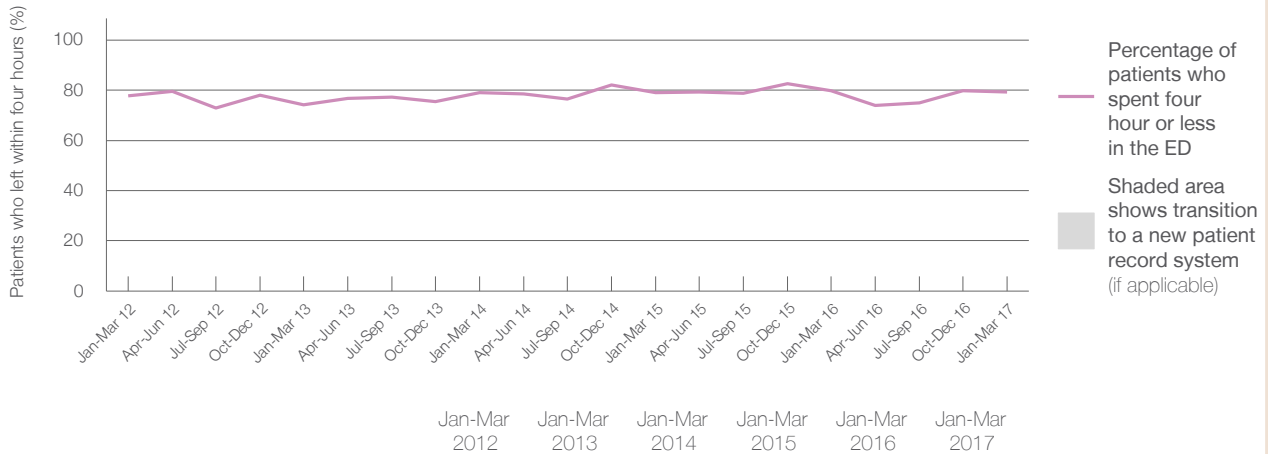
Presentations used to calculate time to leaving the ED:⁶ 3,988 patients

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	4,484	-11.1%
Presentations used to calculate time to leaving the ED	4,484	-11.1%
Percentage of patients who spent four hours or less in the ED	79.7%	

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



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	77.7%	74.3%	79.0%	79.0%	79.7%	79.2%

* 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).