

Healthcare Quarterly

Performance Profiles

Emergency Department

Northern NSW Local Health District

April to June 2017

Ballina District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 3,993 patients
Emergency presentations:² 3,758 patients

Same period last year	Change since one year ago
3,823	4.4%
3,586	4.8%

Ballina District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 365 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,179 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,938 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 85 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 271 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
319	
8 minutes	8 minutes
22 minutes	26 minutes
1,165	
19 minutes	20 minutes
48 minutes	67 minutes
1,791	
24 minutes	25 minutes
98 minutes	99 minutes
290	
26 minutes	23 minutes
99 minutes	101 minutes

Ballina District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,993 patients

Percentage of patients who spent four hours or less in the ED 75.5%

Same period last year	Change since one year ago
3,823	4.4%
73.9%	

* 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.

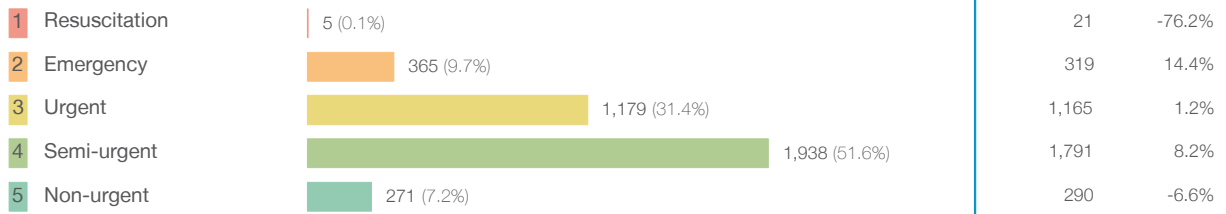
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

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

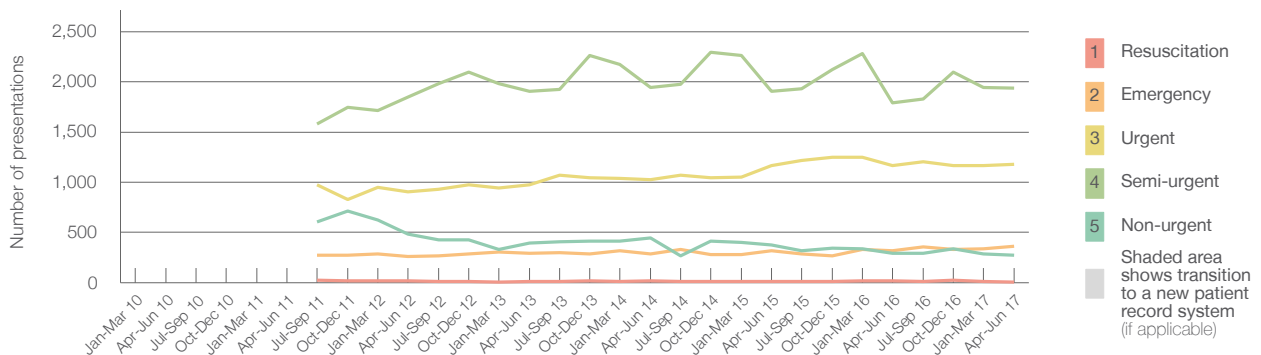
All presentations:¹ 3,993 patients

Emergency presentations² by triage category: 3,758 patients



Same period last year	Change since one year ago
3,823	4.4%
3,586	4.8%
21	-76.2%
319	14.4%
1,165	1.2%
1,791	8.2%
290	-6.6%

Emergency presentations² 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

Arrivals used to calculate transfer of care time:⁷ 363 patients **

ED Transfer of care time



Same period last year	Change since one year ago
211	
12 minutes	0 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

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

Number of triage 2 patients: 365

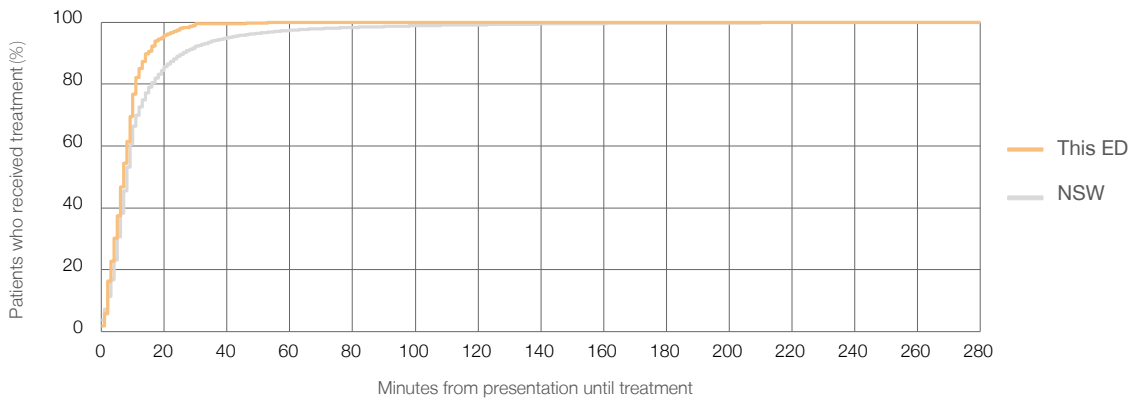
Number of triage 2 patients used to calculate waiting time:³ 360

Median time to start treatment⁴ 7 minutes

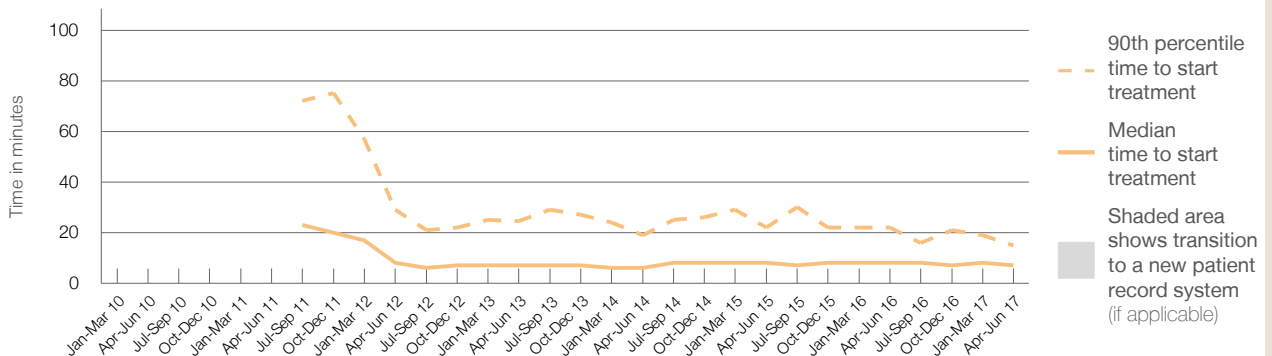
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
319	
317	
8 minutes	8 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: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 1,179

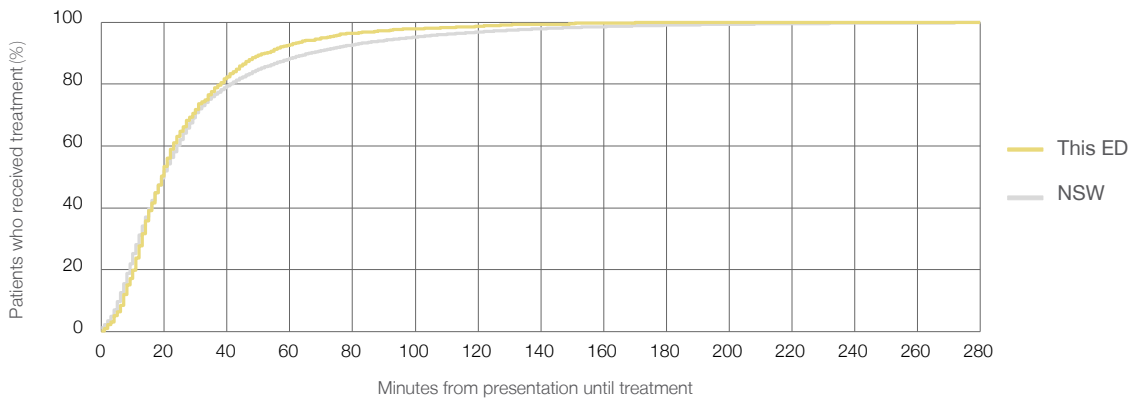
Number of triage 3 patients used to calculate waiting time:³ 1,158

Median time to start treatment⁴ 19 minutes

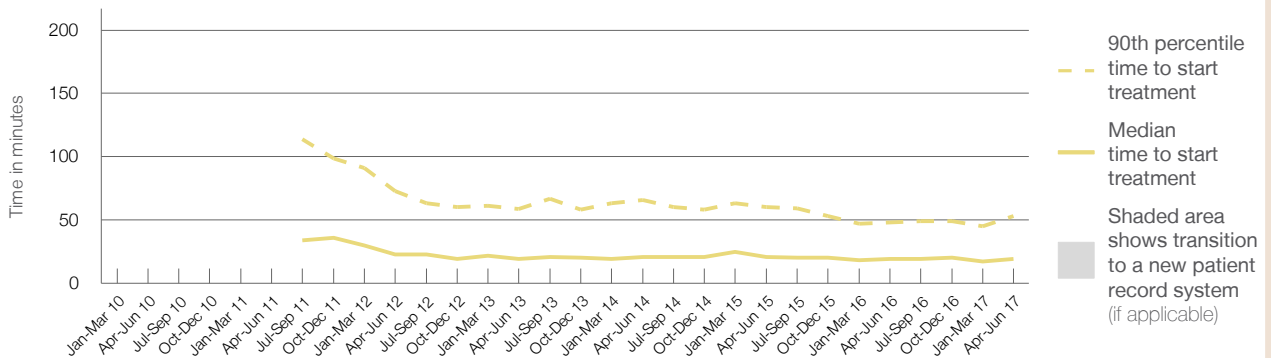
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
1,165	1,128
19 minutes	20 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

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

Number of triage 4 patients: 1,938

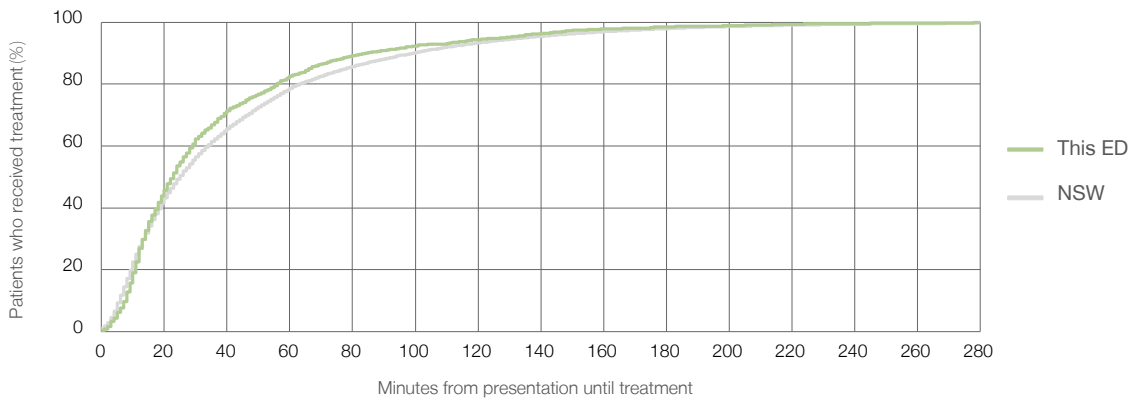
Number of triage 4 patients used to calculate waiting time:³ 1,779

Median time to start treatment⁴ 23 minutes

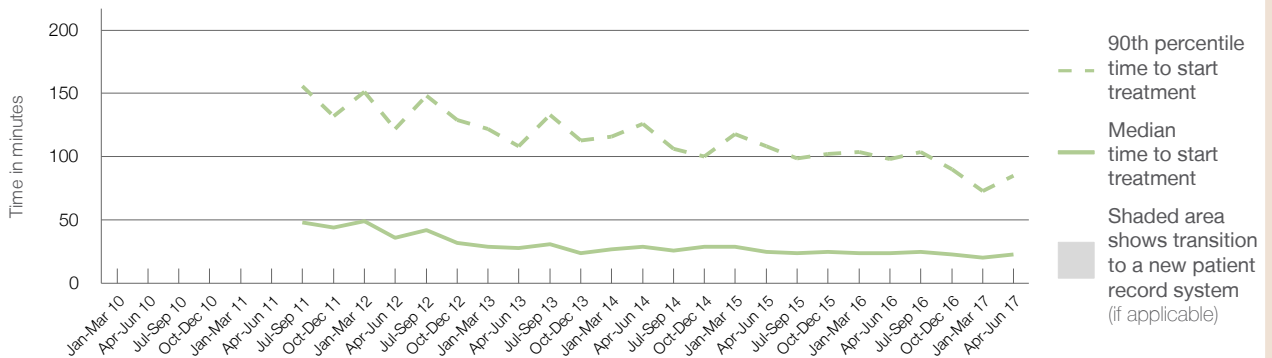
90th percentile time to start treatment⁵ 85 minutes

Same period last year	NSW (this period)
1,791	1,588
24 minutes	25 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: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 271

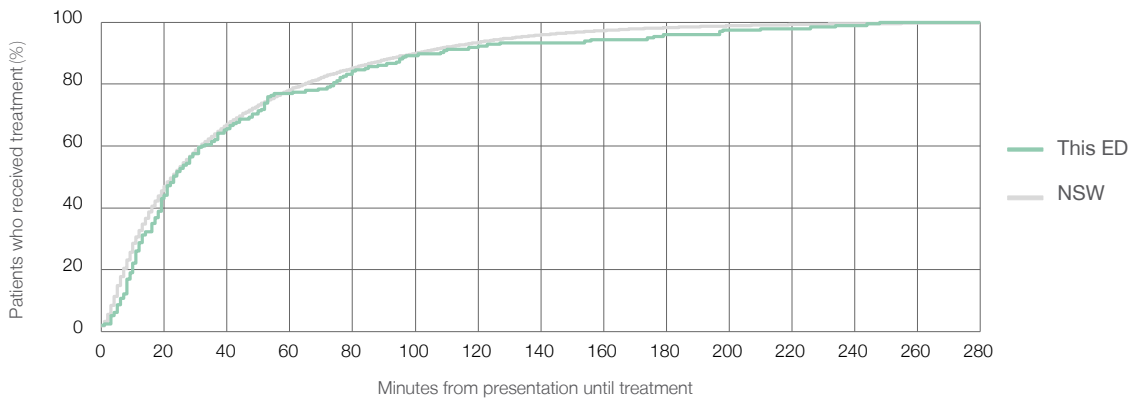
Number of triage 5 patients used to calculate waiting time:³ 195

Median time to start treatment⁴ 23 minutes

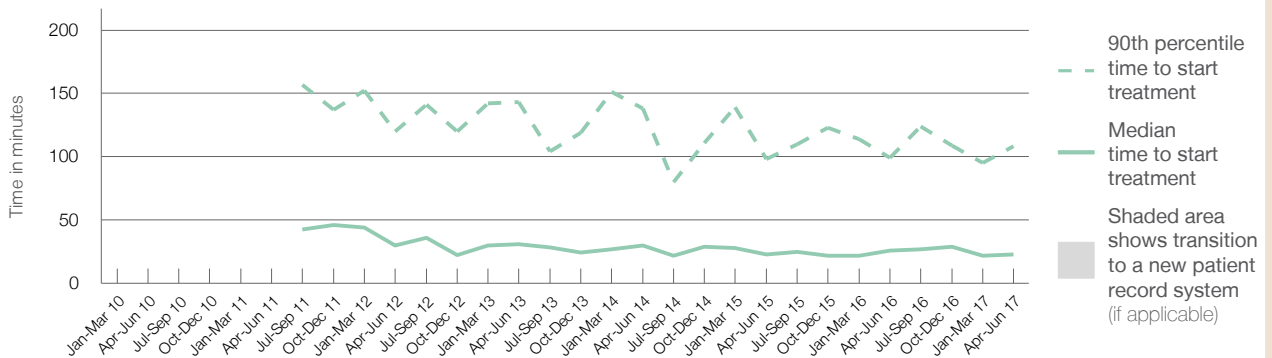
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
290	203
26 minutes	23 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^{†‡}



	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: Time patients spent in the ED

April to June 2017

All presentations:¹ 3,993 patients

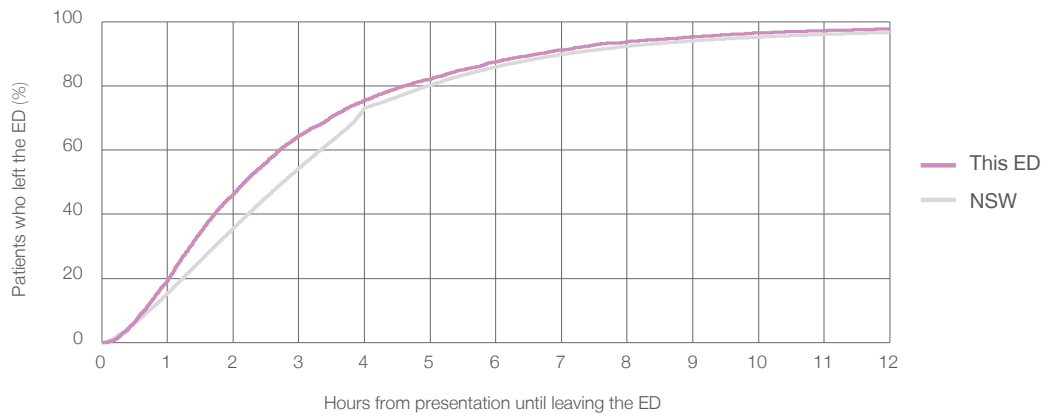
Presentations used to calculate time to leaving the ED:⁶ 3,993 patients

Median time spent in the ED⁸ 2 hours and 10 minutes

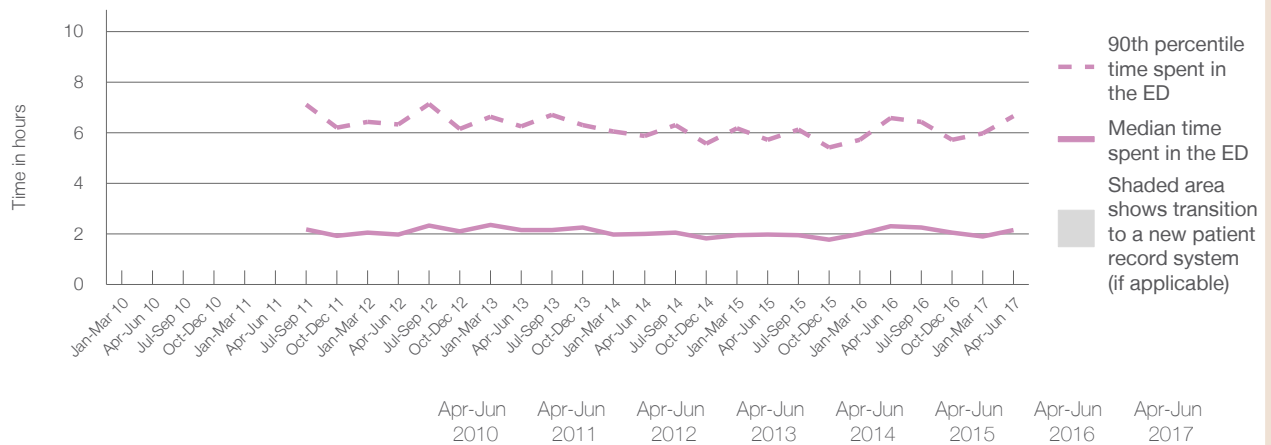
90th percentile time spent in the ED⁹ 6 hours and 39 minutes

Same period last year	NSW (this period)
3,823	3,823
2 hours and 18 minutes	2 hours and 46 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

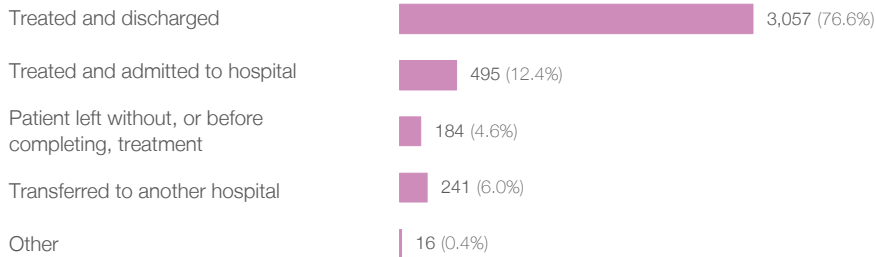
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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: Time patients spent in the ED
By mode of separation
April to June 2017

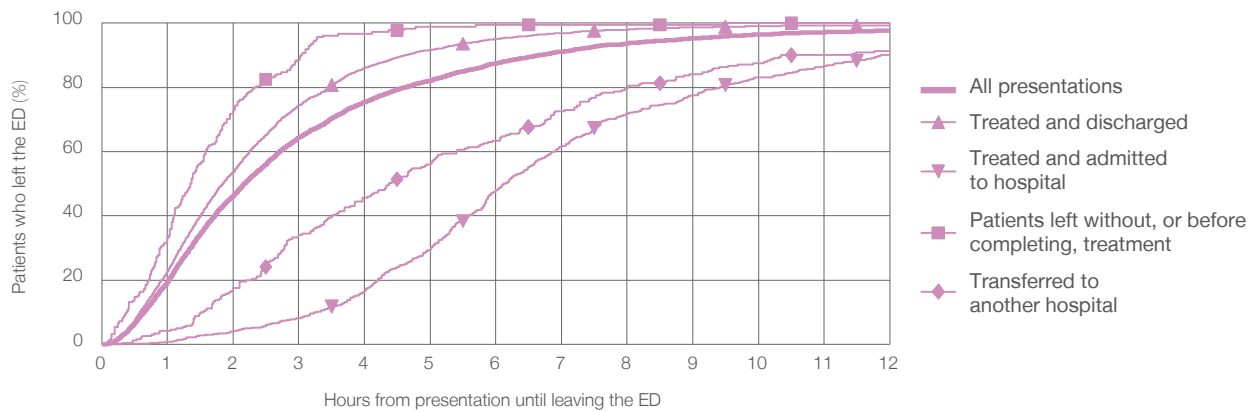
All presentations:¹ 3,993 patients

Presentations used to calculate time to leaving the ED:⁶ 3,993 patients



	Same period last year	Change since one year ago
	3,823	4.4%
Treated and discharged	2,503	22.1%
Treated and admitted to hospital	956	-48.2%
Patient left without, or before completing, treatment	233	-21.0%
Transferred to another hospital	113	113.3%
Other	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

All presentations at the emergency department:¹ 3,993 patients

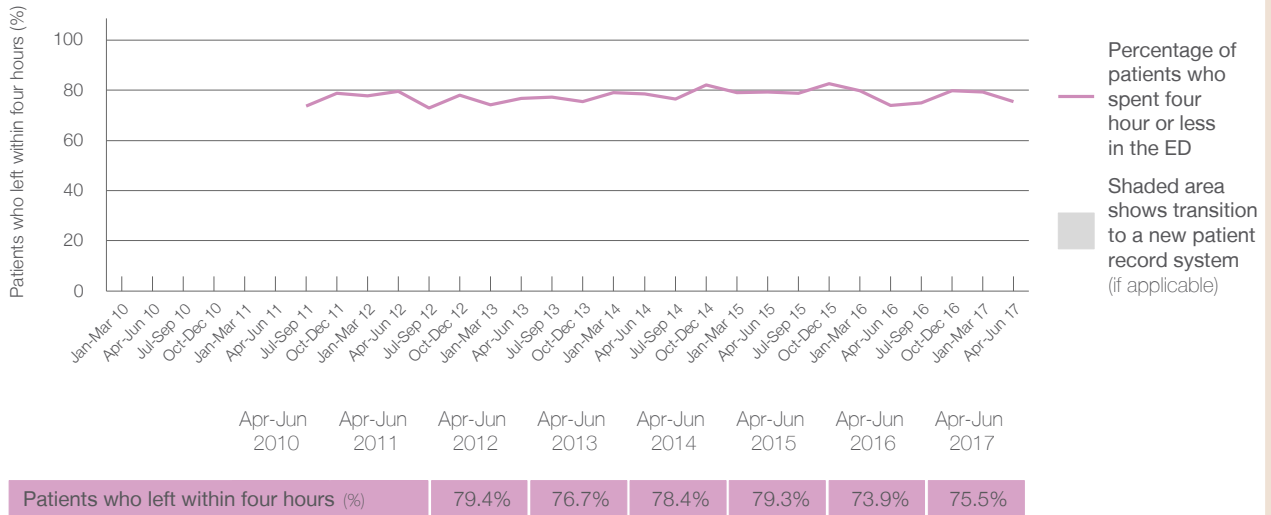
Presentations used to calculate time to leaving the ED:⁶ 3,993 patients

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	3,823	4.4%
Presentations used to calculate time to leaving the ED: ⁶	3,823	4.4%
Percentage of patients who spent four hours or less in the ED	73.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 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*.

- 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 21 July 2017). Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Casino and District Memorial Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 3,581 patients
Emergency presentations:² 3,372 patients

Same period last year	Change since one year ago
3,282	9.1%
3,097	8.9%

Casino and District Memorial Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 324 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,171 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 69 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,495 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 135 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 382 patients

Median time to start treatment⁴ 30 minutes
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
210	
9 minutes	8 minutes
34 minutes	26 minutes
1,034	
24 minutes	20 minutes
85 minutes	67 minutes
1,493	
37 minutes	25 minutes
140 minutes	99 minutes
360	
27 minutes	23 minutes
115 minutes	101 minutes

Casino and District Memorial Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 3,576 patients

Percentage of patients who spent four hours or less in the ED 86.6%

Same period last year	Change since one year ago
3,282	9.0%
87.8%	

* 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.

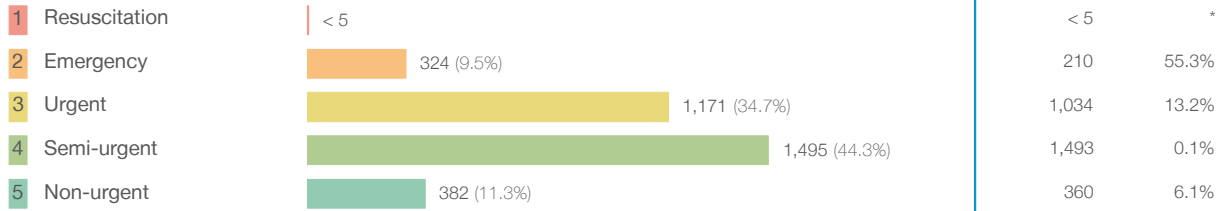
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Casino and District Memorial Hospital: Patients presenting to the emergency department

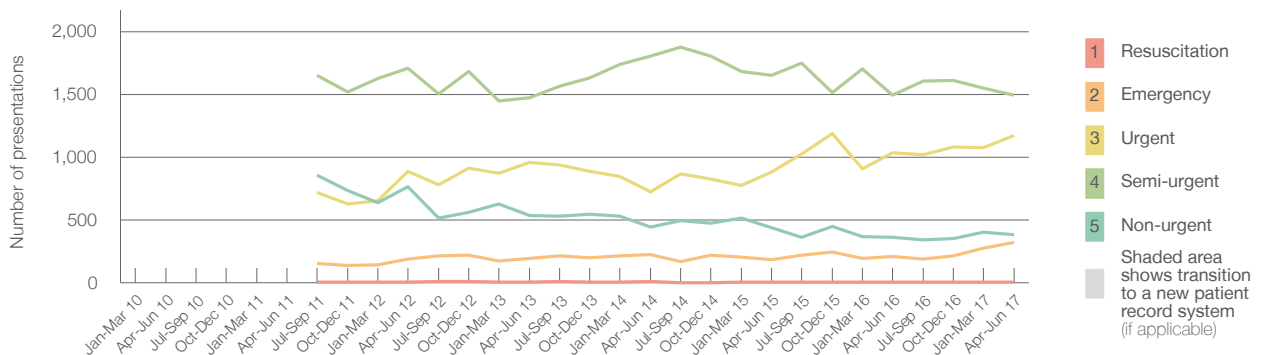
April to June 2017

All presentations:¹ 3,581 patients

Emergency presentations² by triage category: 3,372 patients



Emergency presentations² 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			< 5	5	7	5	< 5	< 5
Emergency			193	194	224	185	210	324
Urgent			886	957	723	880	1,034	1,171
Semi-urgent			1,706	1,474	1,807	1,650	1,493	1,495
Non-urgent			763	536	445	438	360	382
All emergency presentations			3,548	3,166	3,206	3,158	3,097	3,372

Casino and District Memorial Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 357 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.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2 April to June 2017

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

Number of triage 2 patients: 324

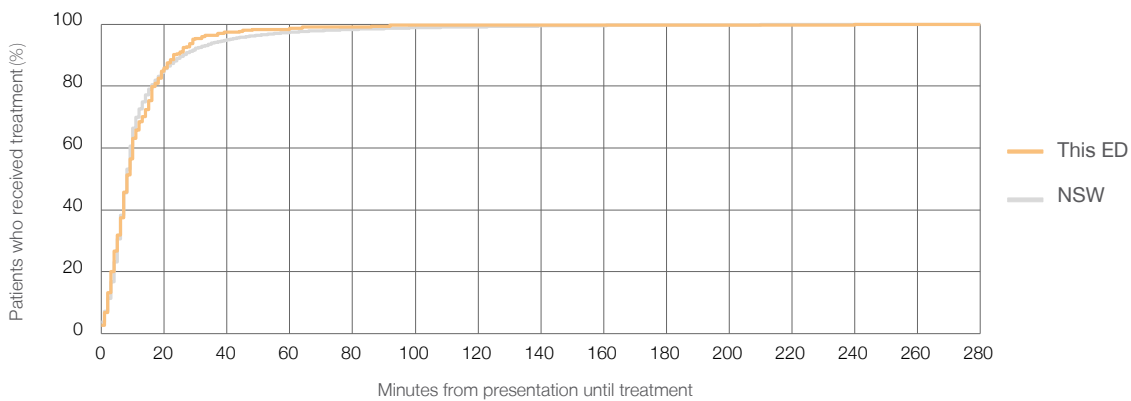
Number of triage 2 patients used to calculate waiting time:³ 304

Median time to start treatment⁴ 8 minutes

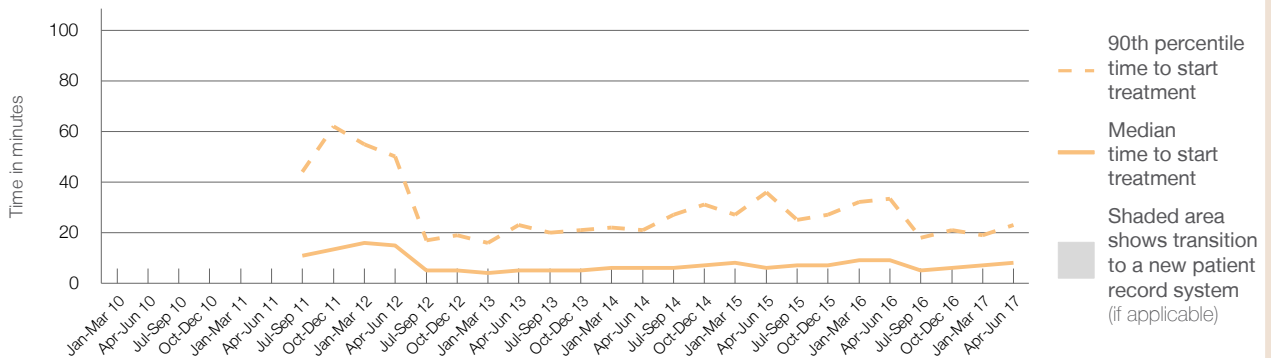
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
210	
190	
9 minutes	8 minutes
34 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)			15	5	6	6	9	8
90th percentile time to start treatment ⁵ (minutes)			50	23	21	36	34	23

(†) 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.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 1,171

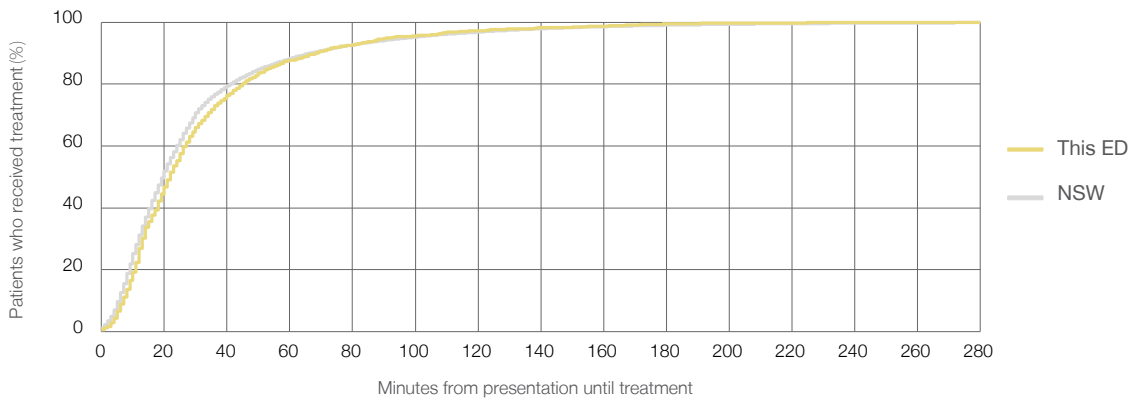
Number of triage 3 patients used to calculate waiting time:³ 1,099

Median time to start treatment⁴ 22 minutes

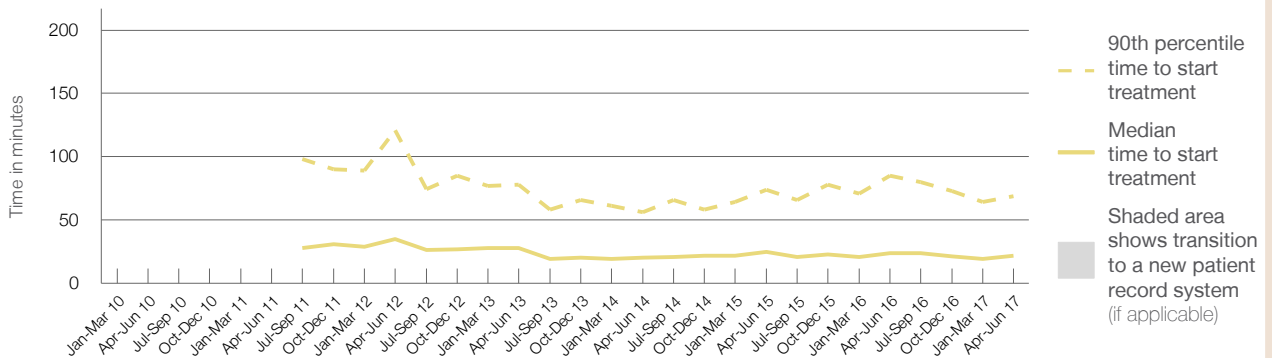
90th percentile time to start treatment⁵ 69 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,034	
Number of triage 3 patients used to calculate waiting time	953	
Median time to start treatment	24 minutes	20 minutes
90th percentile time to start treatment	85 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)			35	28	20	25	24	22
90th percentile time to start treatment ⁵ (minutes)			121	78	56	74	85	69

(†) 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.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 1,495

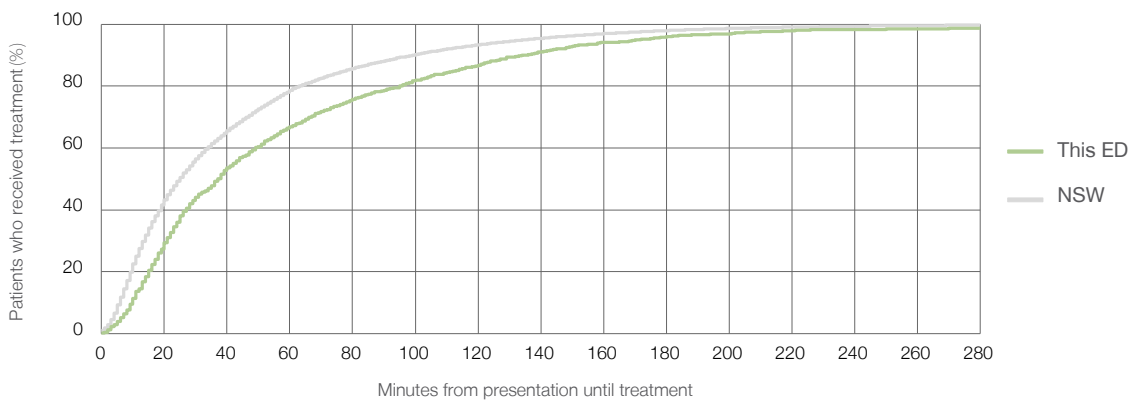
Number of triage 4 patients used to calculate waiting time:³ 1,324

Median time to start treatment⁴ 37 minutes

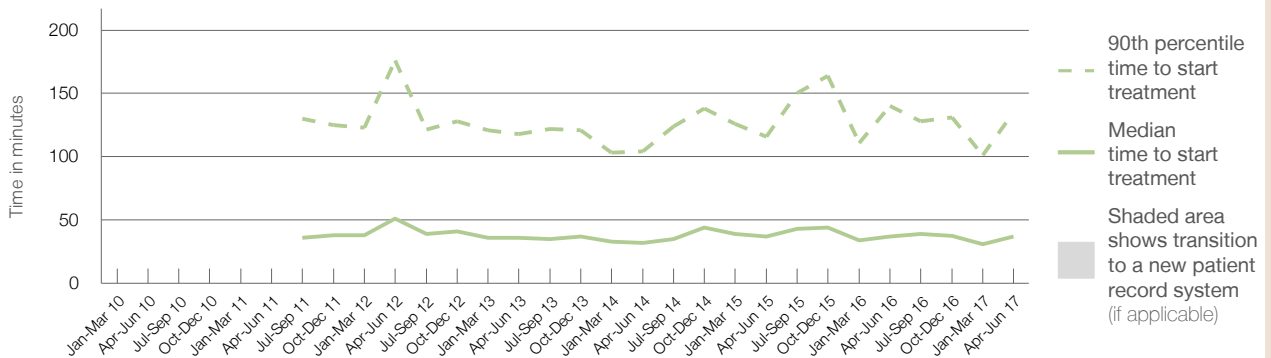
90th percentile time to start treatment⁵ 135 minutes

Same period last year	NSW (this period)
1,493	1,333
37 minutes	25 minutes
140 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)			51	36	32	37	37	37
90th percentile time to start treatment ⁵ (minutes)			176	118	104	116	140	135

(†) 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.

Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 382

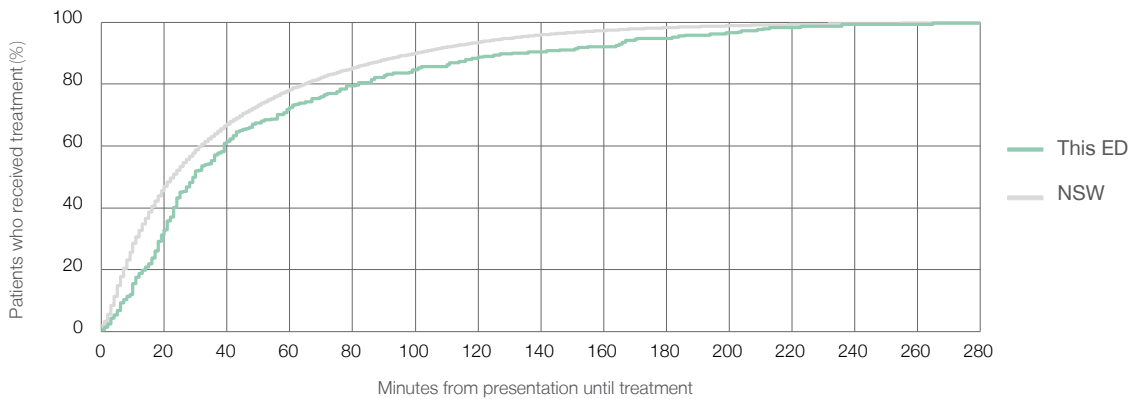
Number of triage 5 patients used to calculate waiting time:³ 291

Median time to start treatment⁴ 30 minutes

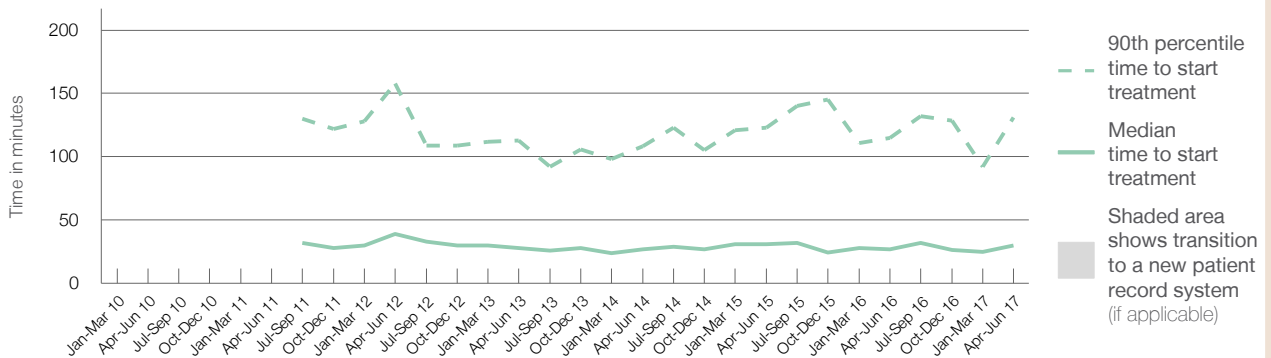
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
360	258
27 minutes	23 minutes
115 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^{†‡}



	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)			39	28	27	31	27	30
90th percentile time to start treatment ⁵ (minutes)			158	113	108	123	115	131

(†) 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.

Casino and District Memorial Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 3,581 patients

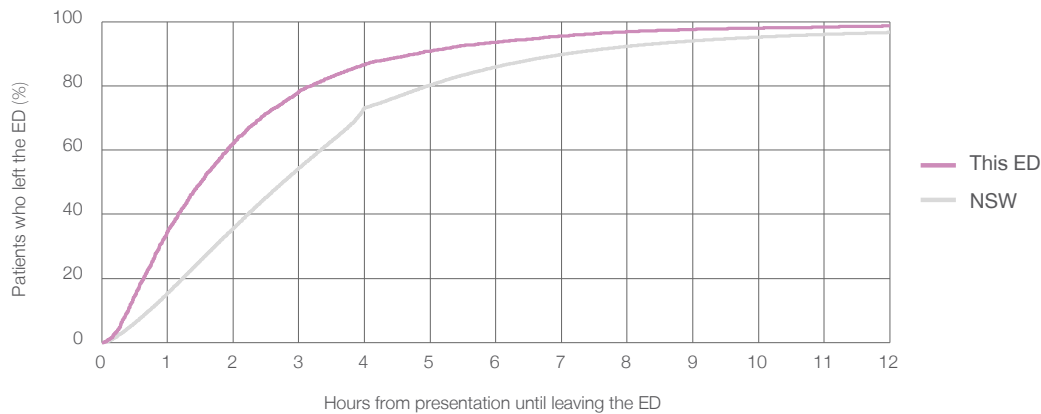
Presentations used to calculate time to leaving the ED:⁶ 3,576 patients

Median time spent in the ED⁸ 1 hours and 31 minutes

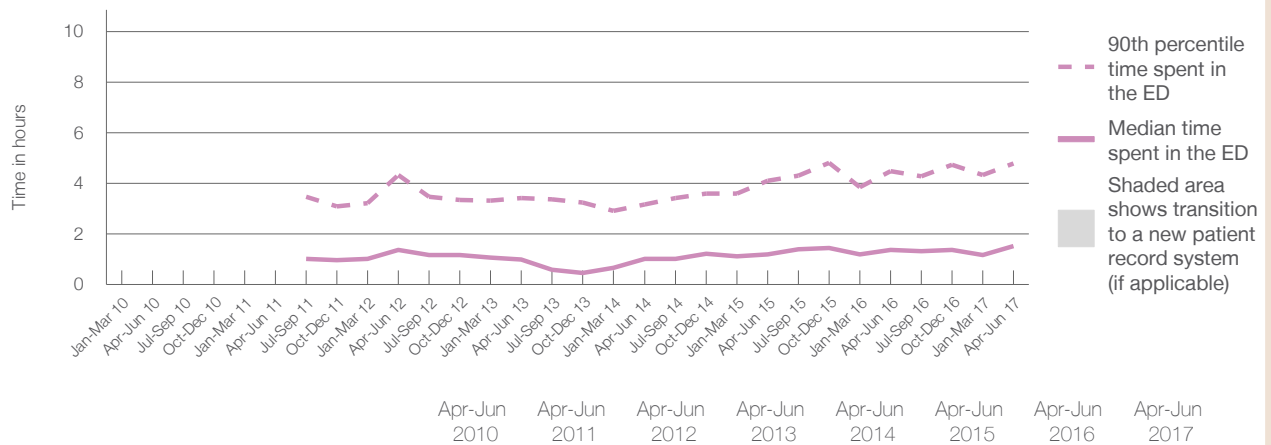
90th percentile time spent in the ED⁹ 4 hours and 48 minutes

Same period last year	NSW (this period)
3,282	3,282
1 hours and 22 minutes	2 hours and 46 minutes
4 hours and 29 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 23m	1h 0m	1h 2m	1h 12m	1h 22m	1h 31m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 20m	3h 26m	3h 11m	4h 6m	4h 29m	4h 48m

(†) 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.

Casino and District Memorial Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

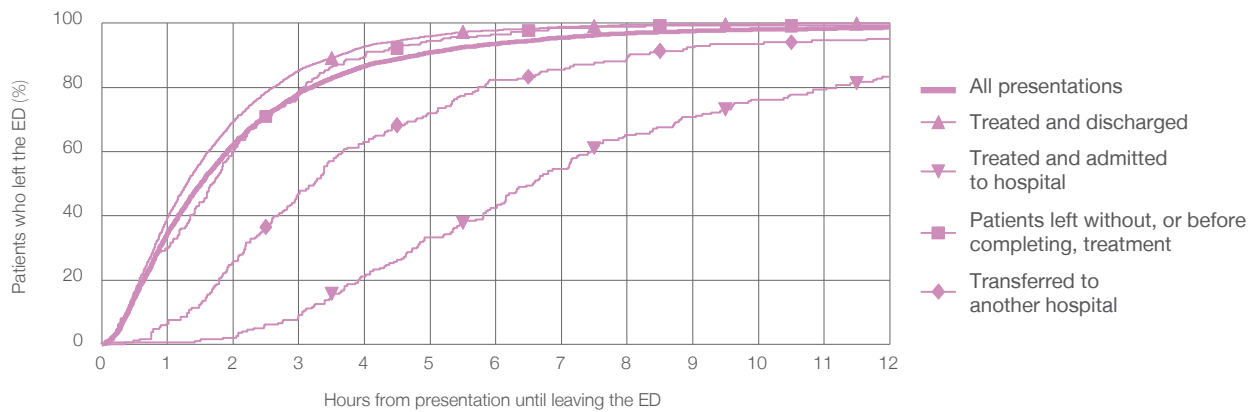
All presentations:¹ 3,581 patients

Presentations used to calculate time to leaving the ED:⁶ 3,576 patients

Treated and discharged	2,874 (80.3%)
Treated and admitted to hospital	198 (5.5%)
Patient left without, or before completing, treatment	258 (7.2%)
Transferred to another hospital	186 (5.2%)
Other	65 (1.8%)

Same period last year	Change since one year ago
3,282	9.0%
2,569	11.9%
261	-24.1%
228	13.2%
167	11.4%
57	14.0%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	39.6%	69.4%	85.2%	92.7%	97.8%	99.4%	99.8%	99.9%
Treated and admitted to hospital	0.5%	2.0%	9.1%	21.2%	42.4%	65.2%	76.3%	83.3%
Patient left without, or before completing, treatment	29.8%	60.1%	78.3%	89.5%	96.5%	98.8%	99.2%	99.2%
Transferred to another hospital	6.5%	25.8%	46.8%	62.9%	82.3%	89.2%	93.5%	95.2%
All presentations	34.7%	62.2%	78.1%	86.6%	93.5%	96.9%	98.0%	98.6%

(†) 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.

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

All presentations at the emergency department:¹ 3,581 patients

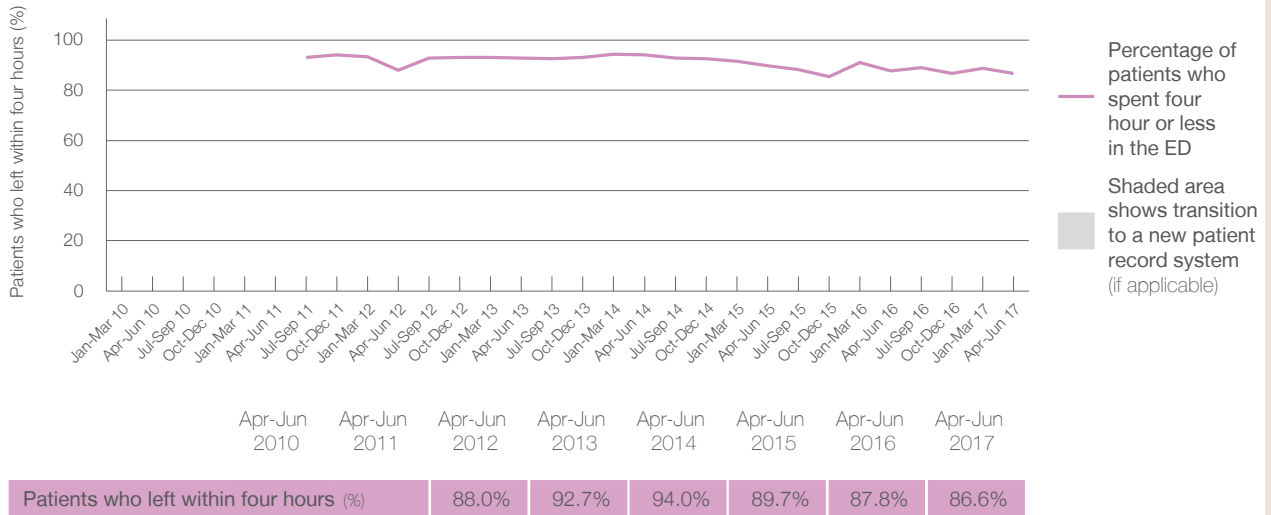
Presentations used to calculate time to leaving the ED:⁶ 3,576 patients

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 3,581 patients	3,282	9.1%
Presentations used to calculate time to leaving the ED: ⁶ 3,576 patients	3,282	9.0%
Percentage of patients who spent four hours or less in the ED	87.8%	

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



* 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, 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Grafton Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 6,251 patients
Emergency presentations:² 5,740 patients

Same period last year	Change since one year ago
5,728	9.1%
5,332	7.7%

Grafton Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 619 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,704 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 55 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,491 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 90 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 902 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
533	
12 minutes	8 minutes
37 minutes	26 minutes
1,766	
25 minutes	20 minutes
75 minutes	67 minutes
2,407	
34 minutes	25 minutes
100 minutes	99 minutes
613	
34 minutes	23 minutes
112 minutes	101 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 6,251 patients

Percentage of patients who spent four hours or less in the ED 78.1%

Same period last year	Change since one year ago
5,727	9.1%
74.2%	

* 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.

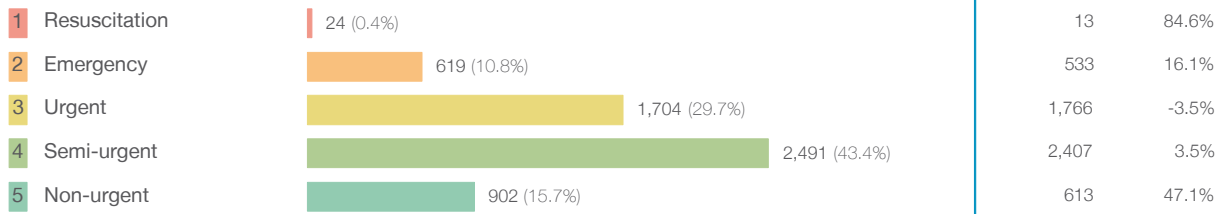
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Grafton Base Hospital: Patients presenting to the emergency department

April to June 2017

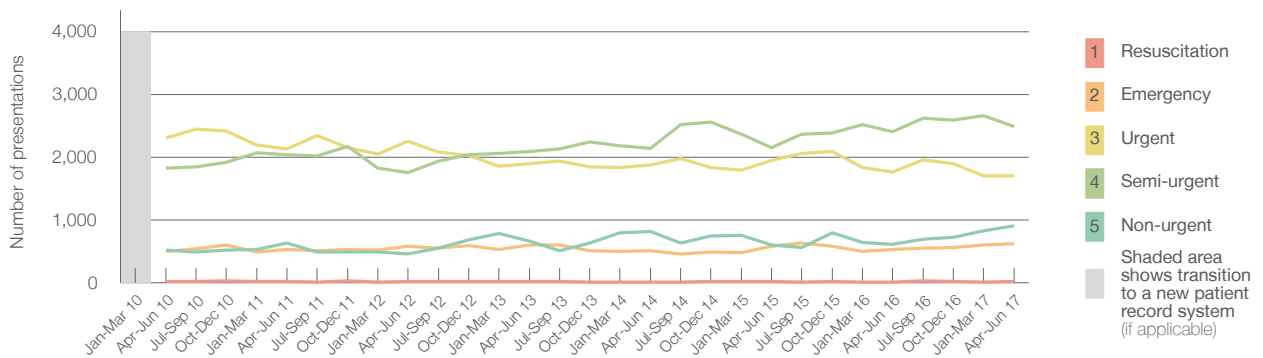
All presentations:¹ 6,251 patients

Emergency presentations² by triage category: 5,740 patients



Same period last year	Change since one year ago
5,728	9.1%
5,332	7.7%
13	84.6%
533	16.1%
1,766	-3.5%
2,407	3.5%
613	47.1%

Emergency presentations² 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	21	21	22	17	13	15	13	24
Emergency	499	525	582	604	505	579	533	619
Urgent	2,309	2,130	2,254	1,901	1,877	1,949	1,766	1,704
Semi-urgent	1,821	2,034	1,750	2,090	2,136	2,155	2,407	2,491
Non-urgent	517	628	457	661	810	598	613	902
All emergency presentations	5,167	5,338	5,065	5,273	5,341	5,296	5,332	5,740

Grafton Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 524 patients **

ED Transfer of care time



Same period last year	Change since one year ago
508	
14 minutes	-1 minute
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.

Grafton Base Hospital: Time patients waited to start treatment, triage 2 April to June 2017

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

Number of triage 2 patients: 619

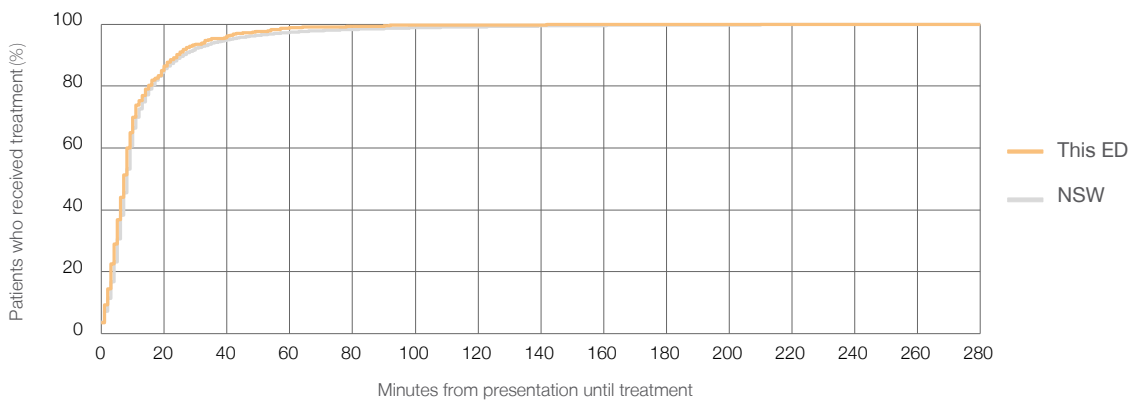
Number of triage 2 patients used to calculate waiting time:³ 618

Median time to start treatment⁴ 7 minutes

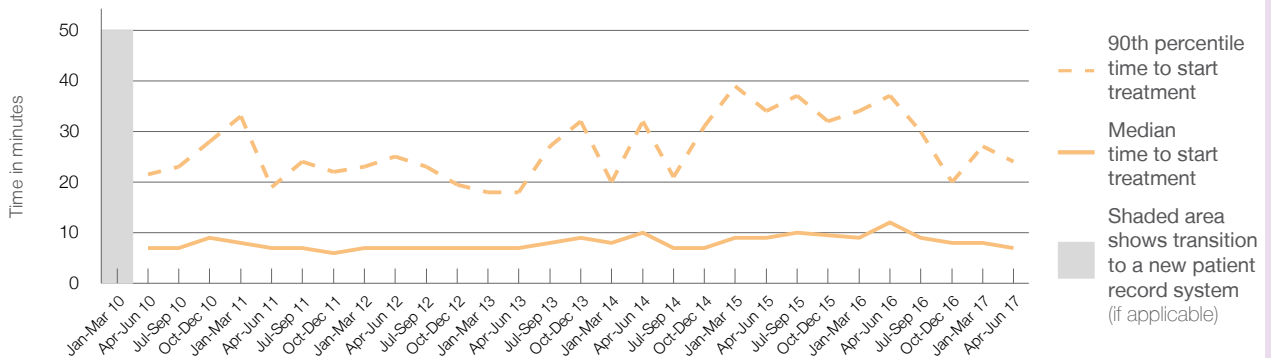
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
533	
527	
12 minutes	8 minutes
37 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)	7	7	7	7	10	9	12	7
90th percentile time to start treatment ⁵ (minutes)	22	19	25	18	32	34	37	24

(†) 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 1,704

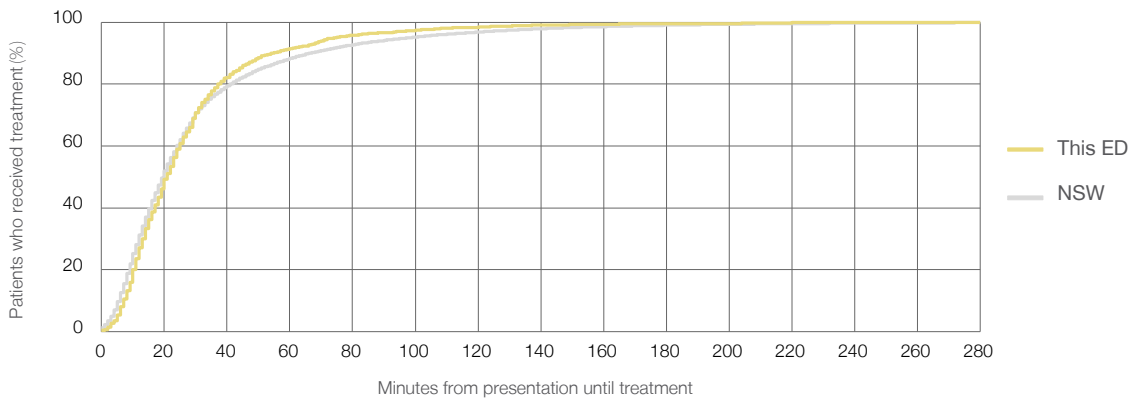
Number of triage 3 patients used to calculate waiting time:³ 1,676

Median time to start treatment⁴ 21 minutes

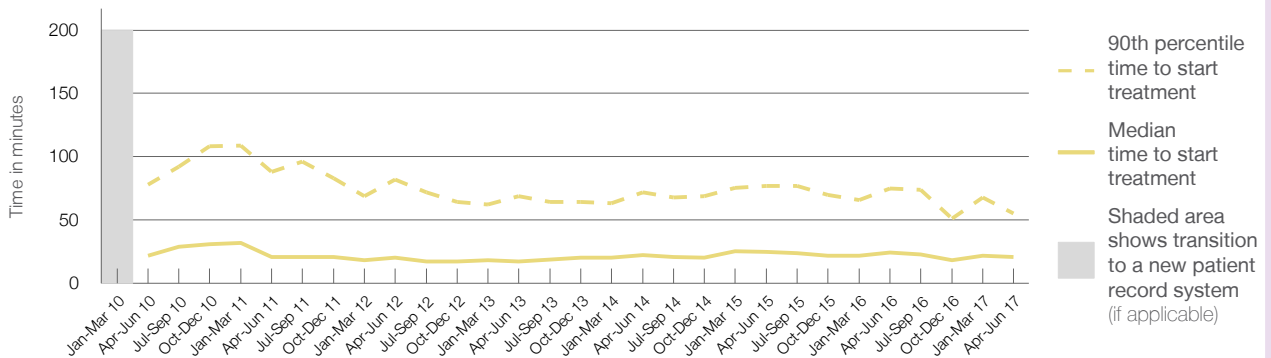
90th percentile time to start treatment⁵ 55 minutes

Same period last year	NSW (this period)
1,766	1,740
25 minutes	20 minutes
75 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)	22	21	20	17	23	25	25	21
90th percentile time to start treatment ⁵ (minutes)	78	88	82	69	72	77	75	55

(†) 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 2,491

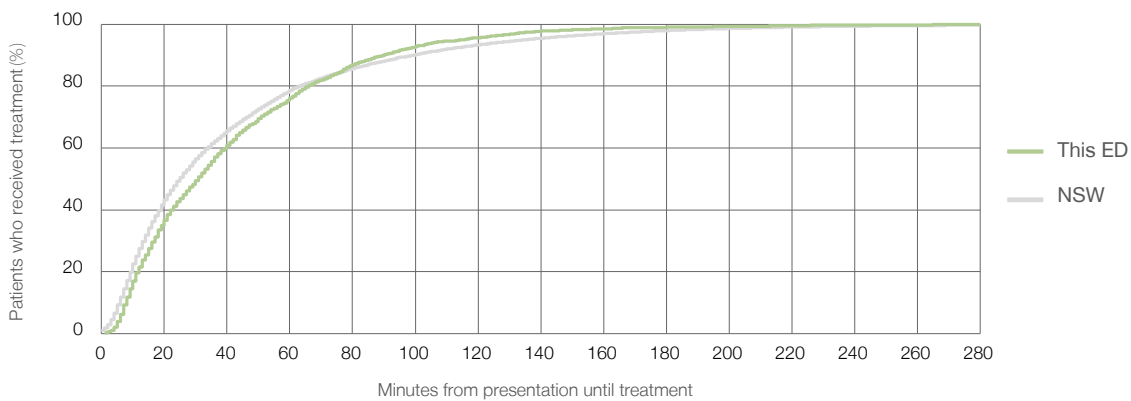
Number of triage 4 patients used to calculate waiting time:³ 2,386

Median time to start treatment⁴ 31 minutes

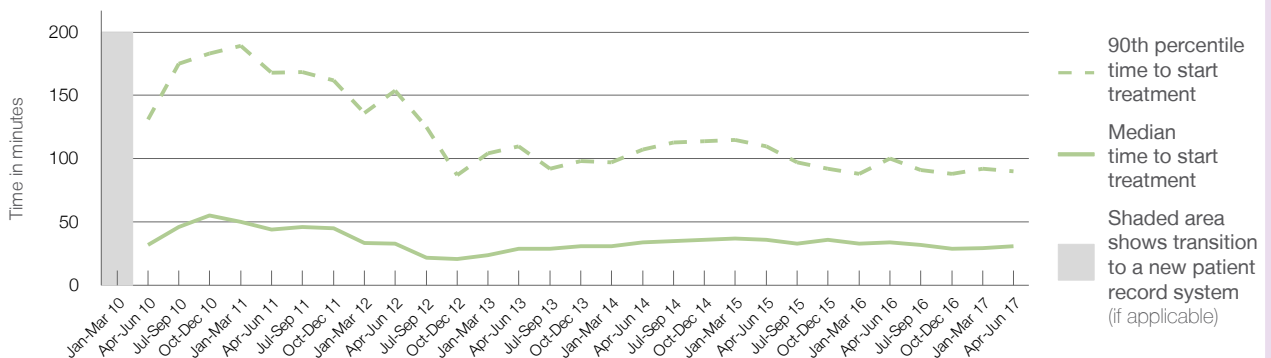
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
2,407	
2,291	
34 minutes	25 minutes
100 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)	32	44	33	29	34	36	34	31
90th percentile time to start treatment ⁵ (minutes)	131	168	154	110	107	110	100	90

(†) 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 902

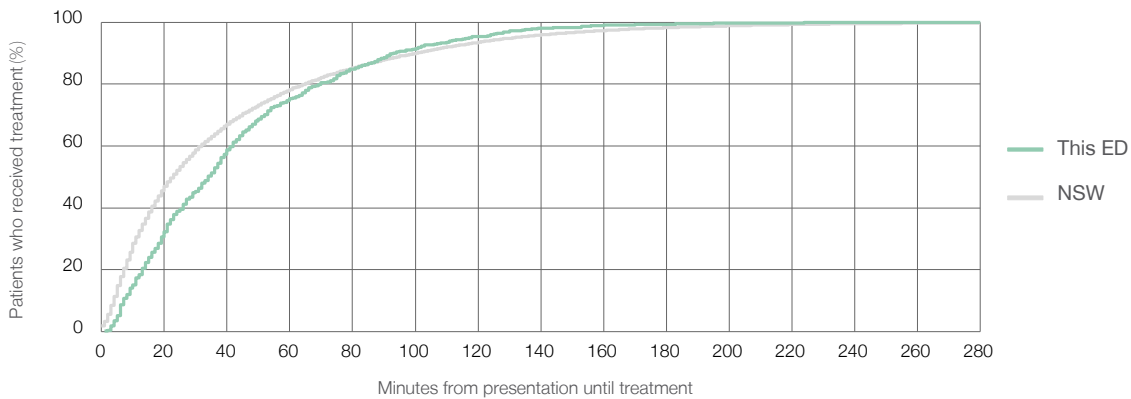
Number of triage 5 patients used to calculate waiting time:³ 785

Median time to start treatment⁴ 34 minutes

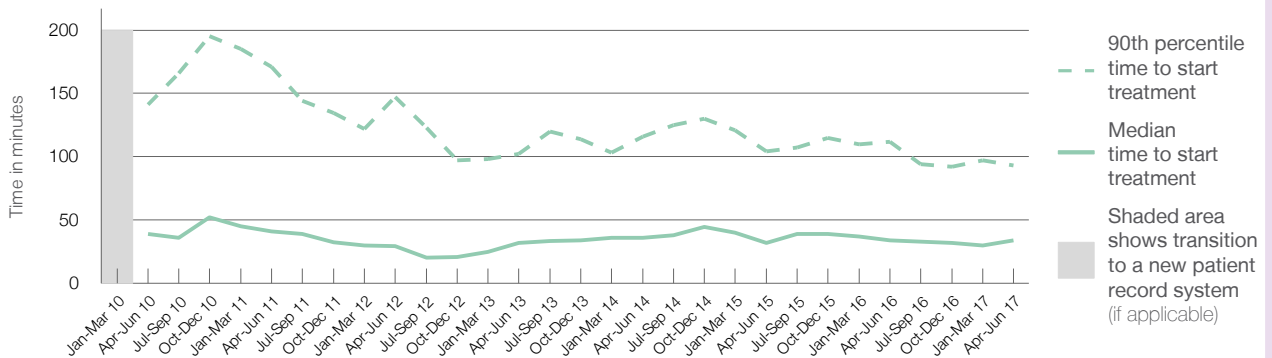
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
613	
537	
34 minutes	23 minutes
112 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^{†‡}



	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)	39	41	30	32	36	32	34	34
90th percentile time to start treatment ⁵ (minutes)	141	171	147	102	116	104	112	93

(†) 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.

Grafton Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 6,251 patients

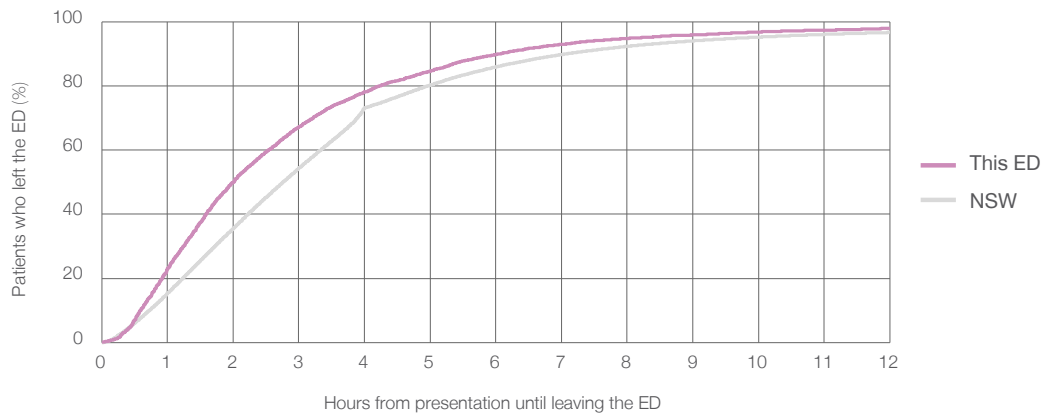
Presentations used to calculate time to leaving the ED:⁶ 6,251 patients

Median time spent in the ED⁸ 2 hours and 0 minutes

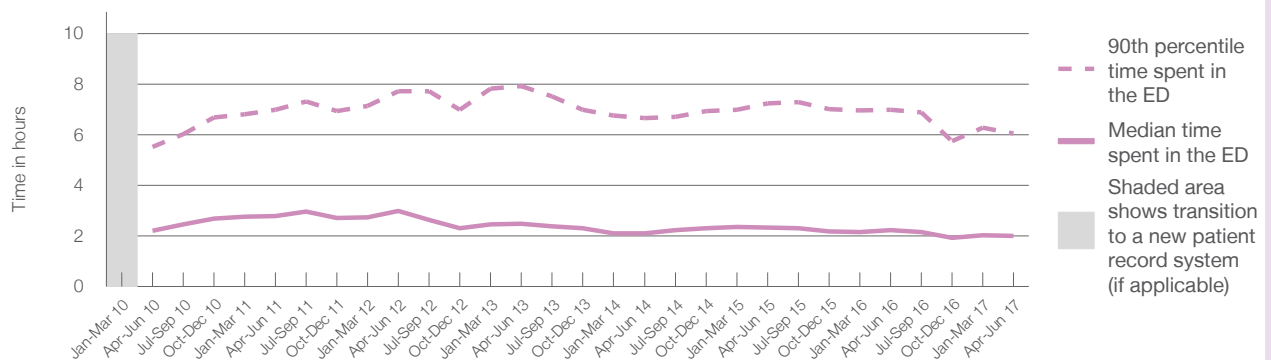
90th percentile time spent in the ED⁹ 6 hours and 4 minutes

Same period last year	NSW (this period)
5,728	
5,727	
2 hours and 14 minutes	2 hours and 46 minutes
6 hours and 59 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)	2h 13m	2h 48m	2h 59m	2h 29m	2h 7m	2h 20m	2h 14m	2h 0m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 32m	6h 59m	7h 44m	7h 55m	6h 40m	7h 14m	6h 59m	6h 4m

(†) 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.

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

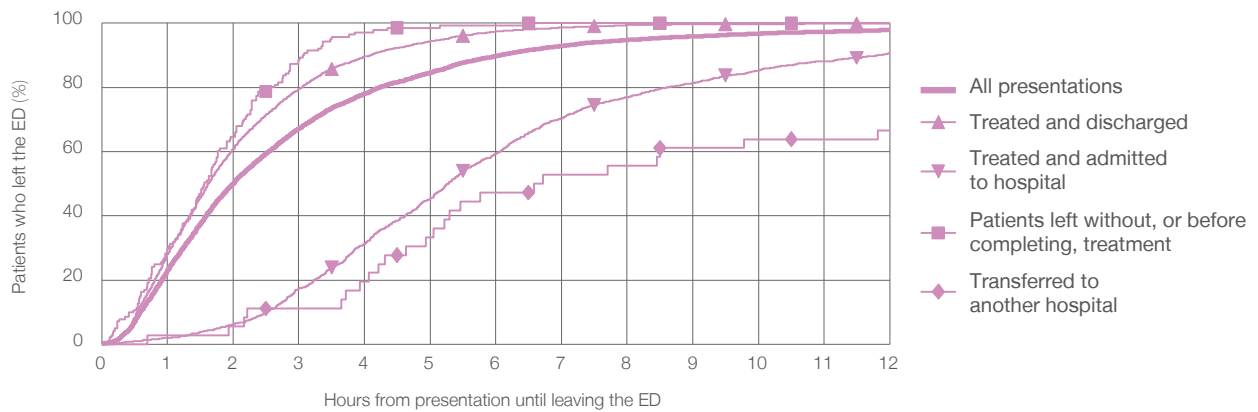
All presentations:¹ 6,251 patients

Presentations used to calculate time to leaving the ED:⁶ 6,251 patients

Treated and discharged	4,841 (77.4%)
Treated and admitted to hospital	1,216 (19.5%)
Patient left without, or before completing, treatment	141 (2.3%)
Transferred to another hospital	36 (0.6%)
Other	17 (0.3%)

Same period last year	Change since one year ago
5,727	9.1%
4,363	11.0%
1,164	4.5%
139	1.4%
43	-16.3%
19	-10.5%

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	28.1%	60.9%	79.5%	89.6%	97.4%	99.4%	99.8%	99.9%
Treated and admitted to hospital	2.1%	6.2%	17.3%	31.3%	59.4%	77.0%	85.4%	90.7%
Patient left without, or before completing, treatment	29.8%	64.5%	88.7%	97.2%	99.3%	100%	100%	100%
Transferred to another hospital	2.8%	5.6%	11.1%	19.4%	47.2%	55.6%	63.9%	66.7%
All presentations	23.1%	50.1%	67.2%	78.1%	89.8%	94.8%	96.8%	97.9%

(†) 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.

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

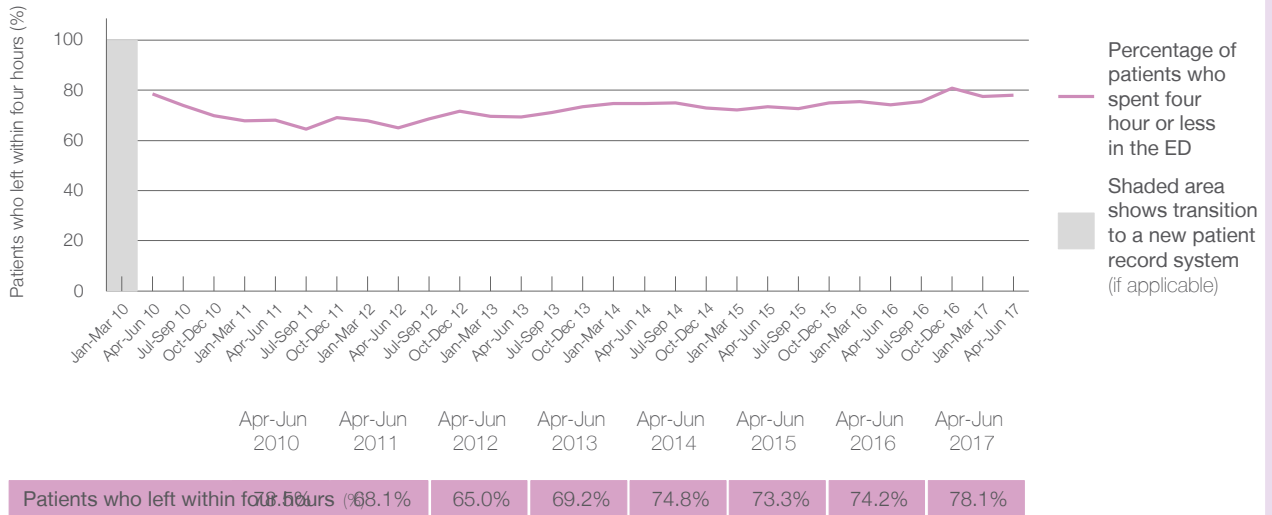
All presentations at the emergency department:¹ 6,251 patients
 Presentations used to calculate time to leaving the ED:⁶ 6,251 patients

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	5,728	9.1%
Presentations used to calculate time to leaving the ED	5,727	9.1%
Percentage of patients who spent four hours or less in the ED	74.2%	

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



* 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, 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Lismore Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 8,619 patients
Emergency presentations:² 8,344 patients

Same period last year	Change since one year ago
7,477	15.3%
7,218	15.6%

Lismore Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 828 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,959 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,563 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 110 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 957 patients

Median time to start treatment⁴ 40 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
854	
5 minutes	8 minutes
12 minutes	26 minutes
2,530	
20 minutes	20 minutes
69 minutes	67 minutes
3,050	
34 minutes	25 minutes
116 minutes	99 minutes
738	
35 minutes	23 minutes
122 minutes	101 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 8,618 patients

Percentage of patients who spent four hours or less in the ED 66.7%

Same period last year	Change since one year ago
7,477	15.3%
66.1%	

* 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.

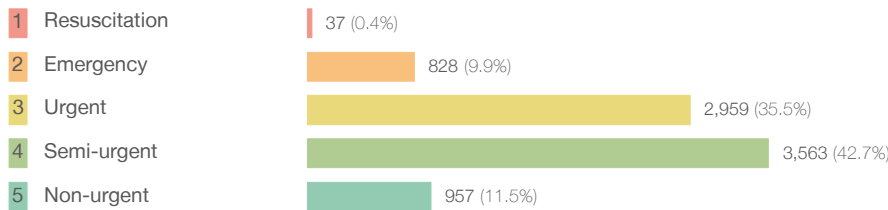
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Lismore Base Hospital: Patients presenting to the emergency department

April to June 2017

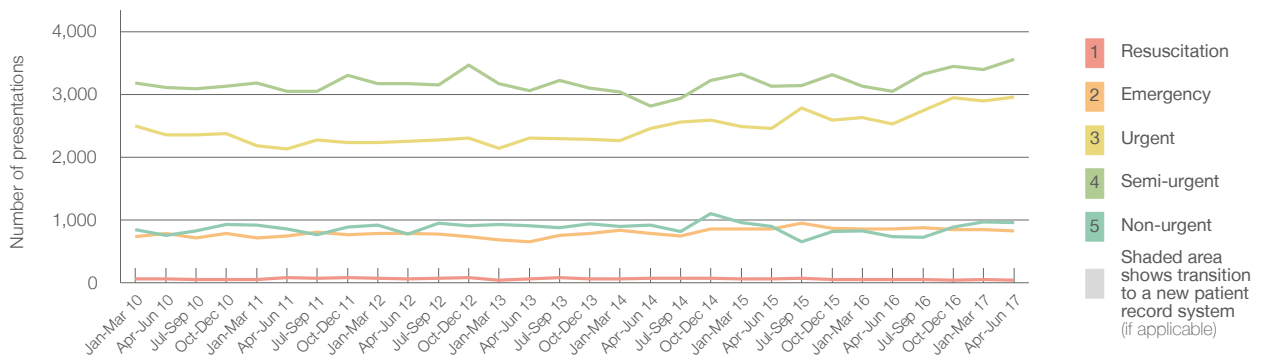
All presentations:¹ 8,619 patients

Emergency presentations² by triage category: 8,344 patients



Same period last year	Change since one year ago
7,477	15.3%
7,218	15.6%
46	-19.6%
854	-3.0%
2,530	17.0%
3,050	16.8%
738	29.7%

Emergency presentations² 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	60	83	58	57	67	56	46	37
Emergency	788	745	784	654	782	860	854	828
Urgent	2,360	2,129	2,256	2,301	2,462	2,456	2,530	2,959
Semi-urgent	3,111	3,053	3,172	3,057	2,818	3,126	3,050	3,563
Non-urgent	750	858	778	904	916	892	738	957
All emergency presentations	7,069	6,868	7,048	6,973	7,045	7,390	7,218	8,344

Lismore Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,730 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,647	
15 minutes	-2 minutes
58 minutes	-23 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 828

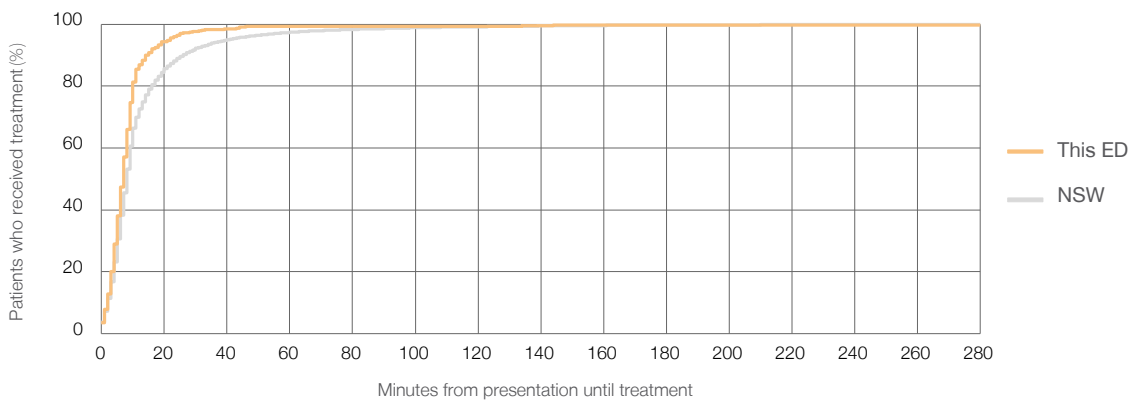
Number of triage 2 patients used to calculate waiting time:³ 822

Median time to start treatment⁴ 7 minutes

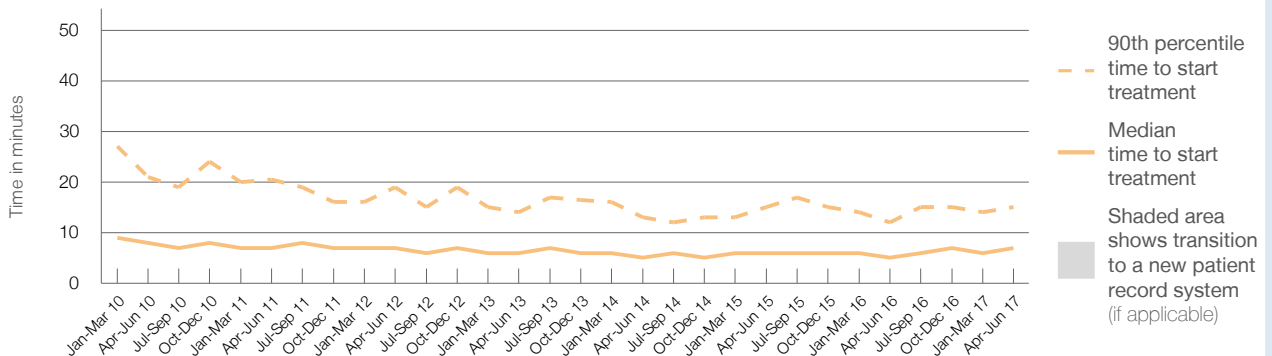
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
854	
849	
5 minutes	8 minutes
12 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	7	6	5	6	5	7
90th percentile time to start treatment ⁵ (minutes)	21	21	19	14	13	15	12	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.

Lismore Base Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 2,959

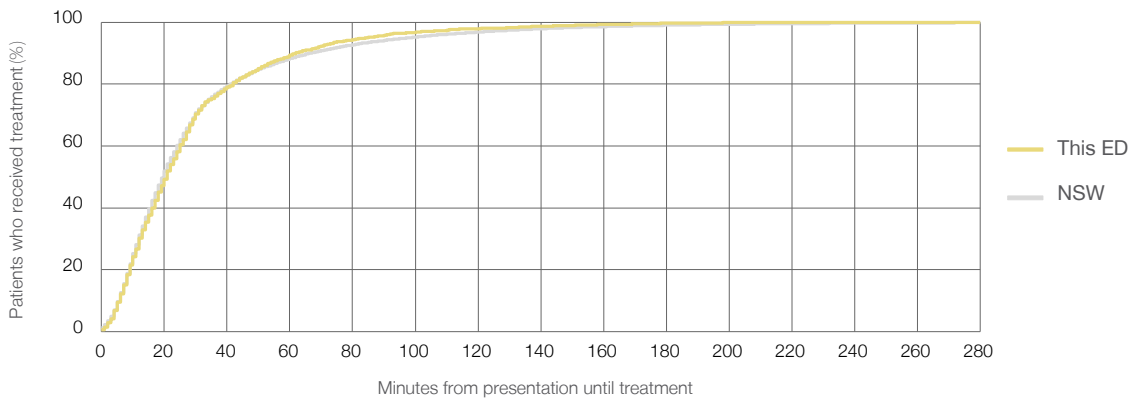
Number of triage 3 patients used to calculate waiting time:³ 2,913

Median time to start treatment⁴ 21 minutes

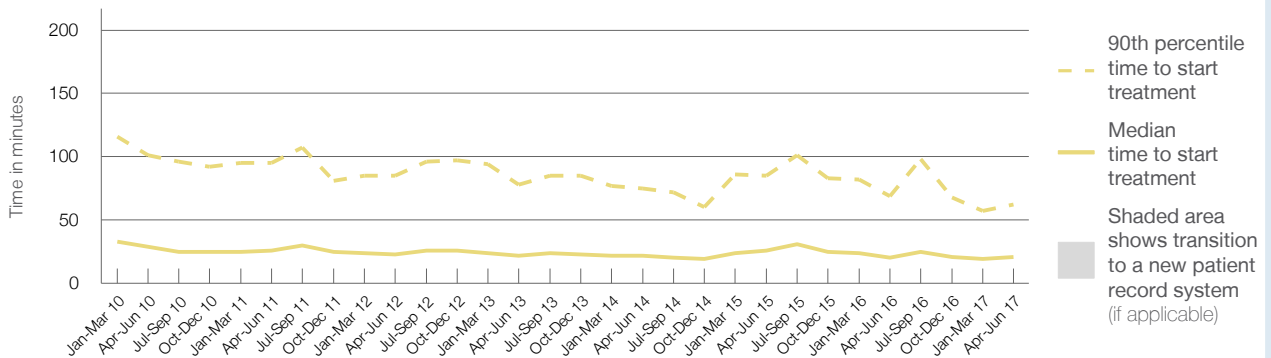
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
2,530	2,487
20 minutes	20 minutes
69 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)	29	26	23	22	22	26	20	21
90th percentile time to start treatment ⁵ (minutes)	101	95	85	78	75	85	69	62

(†) 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 3,563

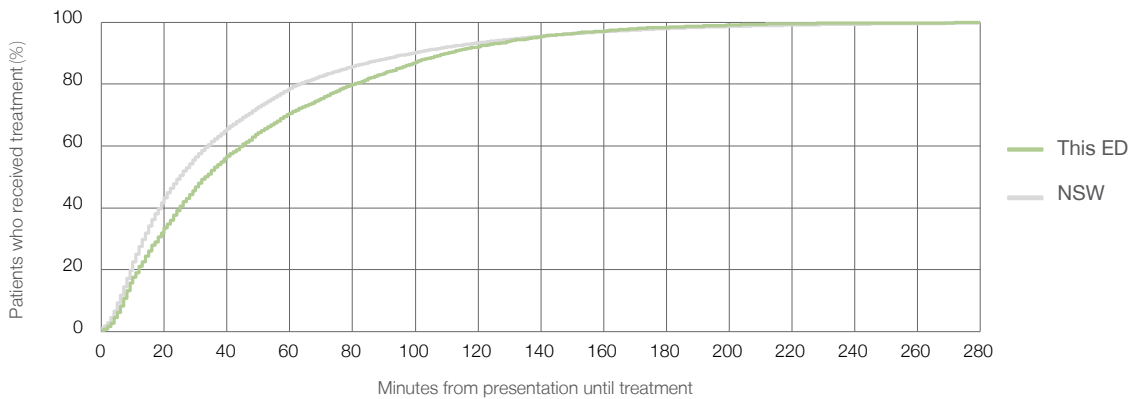
Number of triage 4 patients used to calculate waiting time:³ 3,402

Median time to start treatment⁴ 33 minutes

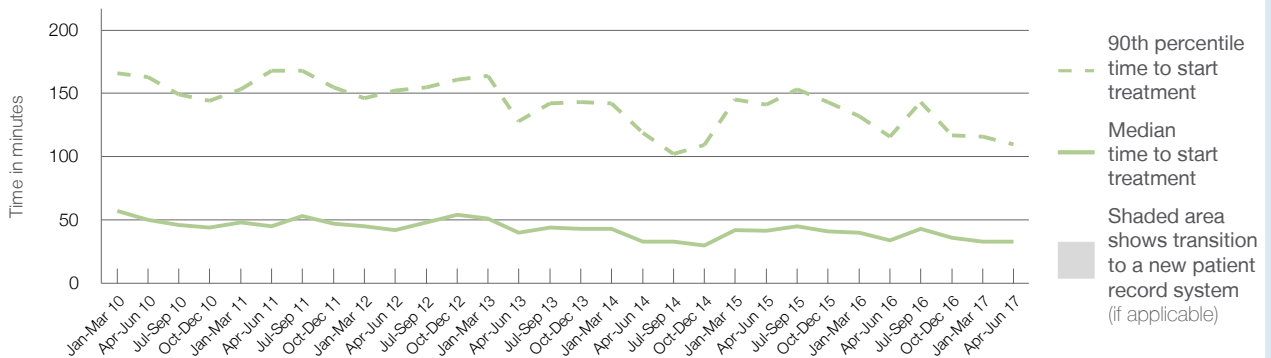
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
3,050	2,844
34 minutes	25 minutes
116 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)	50	45	42	40	33	42	34	33
90th percentile time to start treatment ⁵ (minutes)	163	168	152	128	119	141	116	110

(†) 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 957

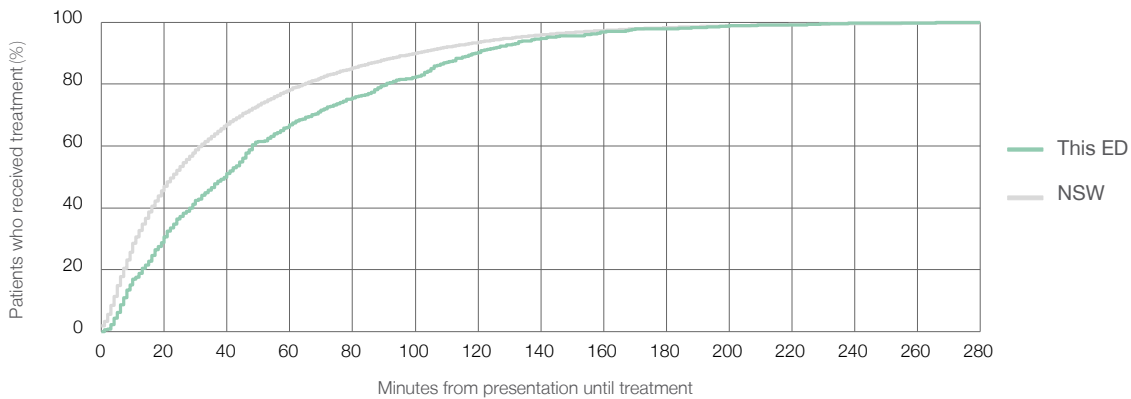
Number of triage 5 patients used to calculate waiting time:³ 852

Median time to start treatment⁴ 40 minutes

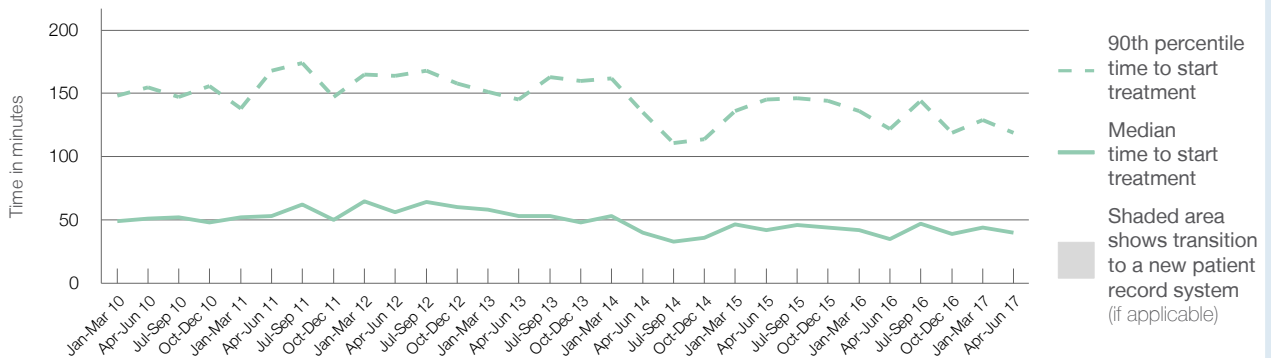
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
738	635
35 minutes	23 minutes
122 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^{†‡}



	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)	51	53	56	53	40	42	35	40
90th percentile time to start treatment ⁵ (minutes)	155	168	164	145	135	145	122	119

(†) 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.

Lismore Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 8,619 patients

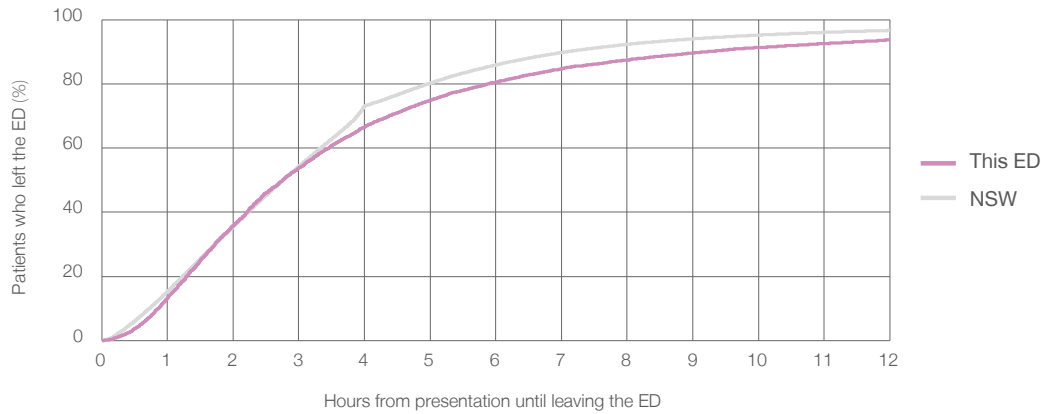
Presentations used to calculate time to leaving the ED:⁶ 8,618 patients

Median time spent in the ED⁸ 2 hours and 45 minutes

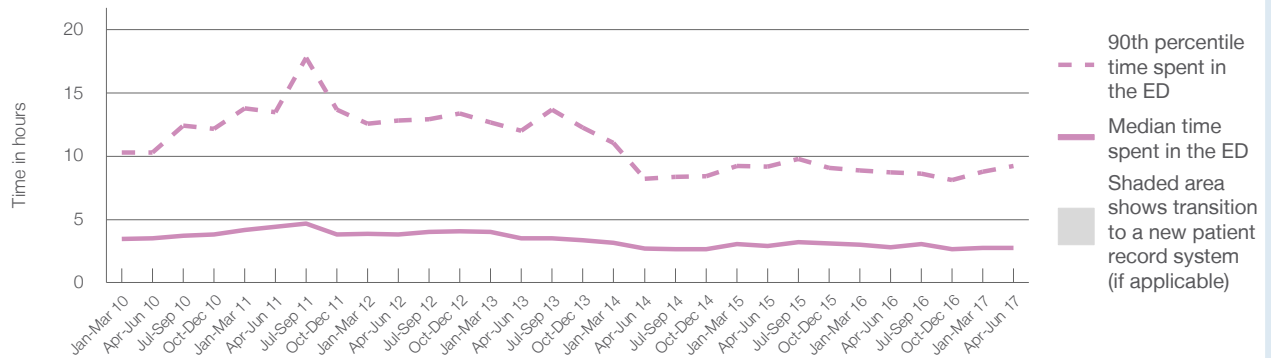
90th percentile time spent in the ED⁹ 9 hours and 13 minutes

Same period last year	NSW (this period)
7,477	7,477
2 hours and 49 minutes	2 hours and 46 minutes
8 hours and 44 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)	3h 32m	4h 24m	3h 50m	3h 31m	2h 42m	2h 54m	2h 49m	2h 45m
90th percentile time to leaving the ED ⁹ (hours, minutes)	10h 18m	13h 27m	12h 50m	12h 0m	8h 14m	9h 12m	8h 44m	9h 13m

(†) 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.

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

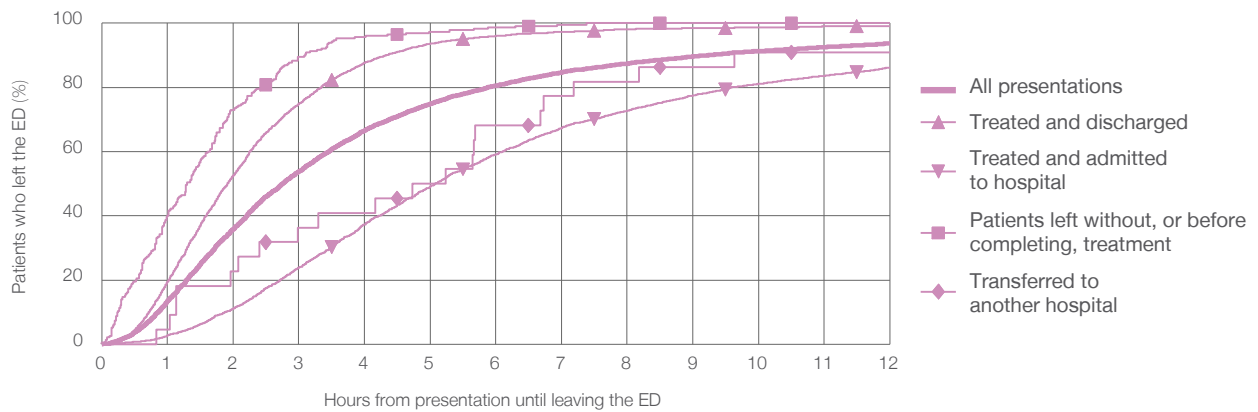
All presentations:¹ 8,619 patients

Presentations used to calculate time to leaving the ED:⁶ 8,618 patients

Treated and discharged	4,673 (54.2%)
Treated and admitted to hospital	3,624 (42.0%)
Patient left without, or before completing, treatment	230 (2.7%)
Transferred to another hospital	22 (0.3%)
Other	70 (0.8%)

Same period last year	Change since one year ago
7,477	15.3%
3,756	24.4%
3,350	8.2%
310	-25.8%
18	22.2%
43	62.8%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.6%	52.6%	74.9%	87.8%	96.1%	98.1%	98.7%	99.2%
Treated and admitted to hospital	2.7%	11.1%	23.9%	37.4%	59.2%	72.7%	81.1%	86.2%
Patient left without, or before completing, treatment	40.0%	73.0%	89.6%	95.7%	98.7%	100%	100%	100%
Transferred to another hospital	4.5%	22.7%	36.4%	40.9%	68.2%	81.8%	90.9%	90.9%
All presentations	13.4%	35.9%	53.8%	66.7%	80.6%	87.4%	91.3%	93.7%

(†) 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.

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

All presentations at the emergency department:¹ 8,619 patients

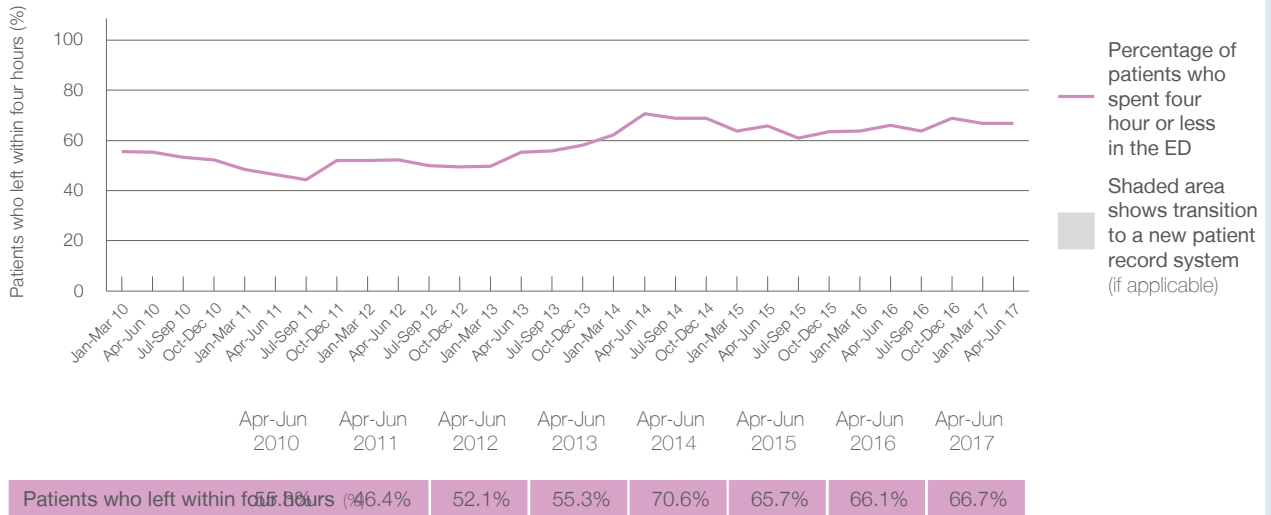
Presentations used to calculate time to leaving the ED:⁶ 8,618 patients

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



Same period last year	Change since one year ago
7,477	15.3%
7,477	15.3%
66.1%	

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



Patients who left within four hours (%)
46.4%
52.1%
55.3%
70.6%
65.7%
66.1%
66.7%

* 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, 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Maclean District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 2,826 patients
Emergency presentations:² 2,711 patients

Same period last year	Change since one year ago
2,697	4.8%
2,536	6.9%

Maclean District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 335 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 991 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,004 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 373 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
376	
13 minutes	8 minutes
39 minutes	26 minutes
996	
23 minutes	20 minutes
62 minutes	67 minutes
1,024	
29 minutes	25 minutes
98 minutes	99 minutes
131	
23 minutes	23 minutes
91 minutes	101 minutes

Maclean District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 2,826 patients

Percentage of patients who spent four hours or less in the ED 82.2%

Same period last year	Change since one year ago
2,697	4.8%
84.5%	

* 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.

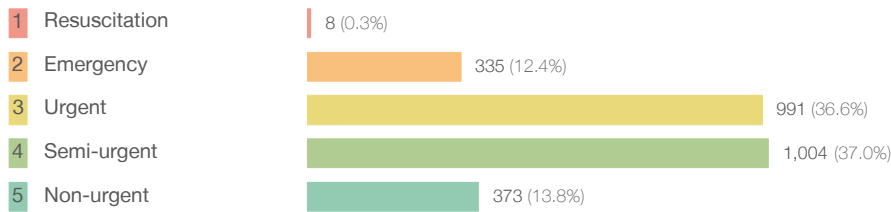
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Maclean District Hospital: Patients presenting to the emergency department

April to June 2017

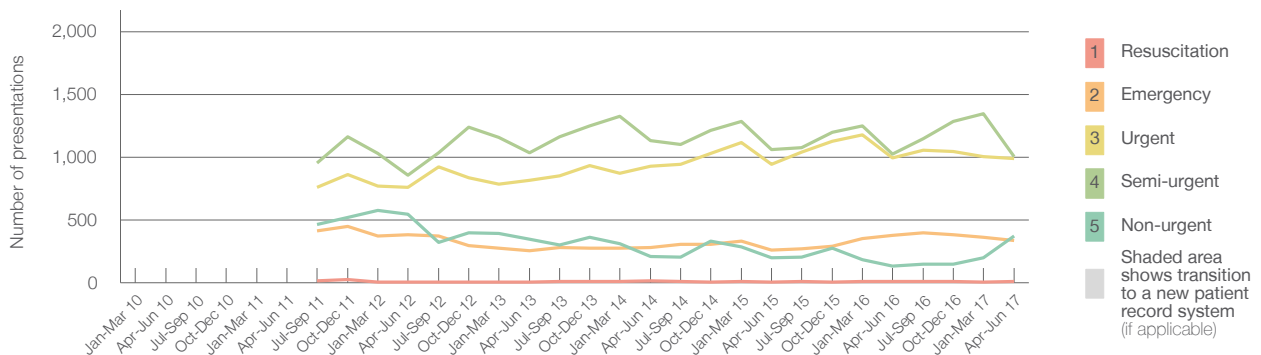
All presentations:¹ 2,826 patients

Emergency presentations² by triage category: 2,711 patients



	Same period last year	Change since one year ago
All presentations	2,697	4.8%
Emergency presentations	2,536	6.9%
1 Resuscitation	9	-11.1%
2 Emergency	376	-10.9%
3 Urgent	996	-0.5%
4 Semi-urgent	1,024	-2.0%
5 Non-urgent	131	184.7%

Emergency presentations² 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			6	5	16	6	9	8
Emergency			383	254	279	260	376	335
Urgent			761	814	929	944	996	991
Semi-urgent			858	1,033	1,134	1,062	1,024	1,004
Non-urgent			544	347	206	199	131	373
All emergency presentations			2,552	2,453	2,564	2,471	2,536	2,711

Maclean District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 370 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	391	
ED Transfer of care time	12 minutes	2 minutes
90th percentile time	34 minutes	-3 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.

Maclean District Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 335

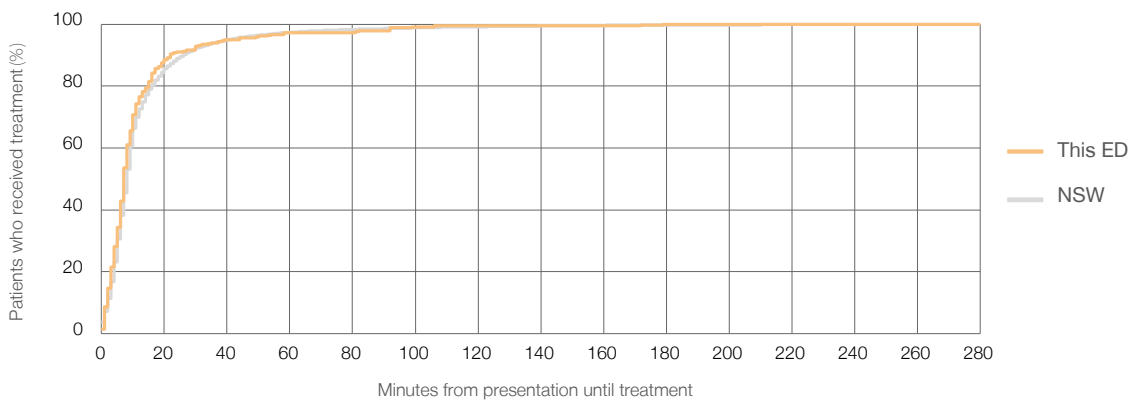
Number of triage 2 patients used to calculate waiting time:³ 334

Median time to start treatment⁴ 7 minutes

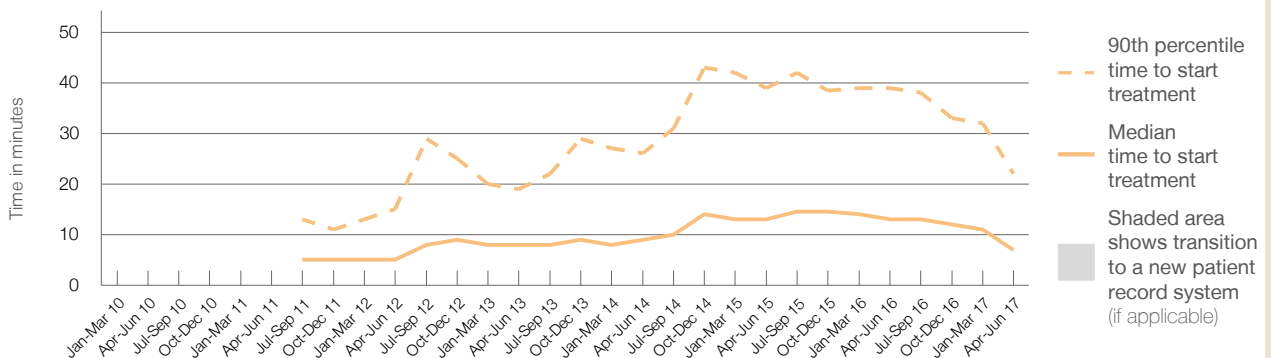
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
376	
375	
13 minutes	8 minutes
39 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)			5	8	9	13	13	7
90th percentile time to start treatment ⁵ (minutes)			15	19	26	39	39	22

(†) 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.

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

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

Number of triage 3 patients: 991

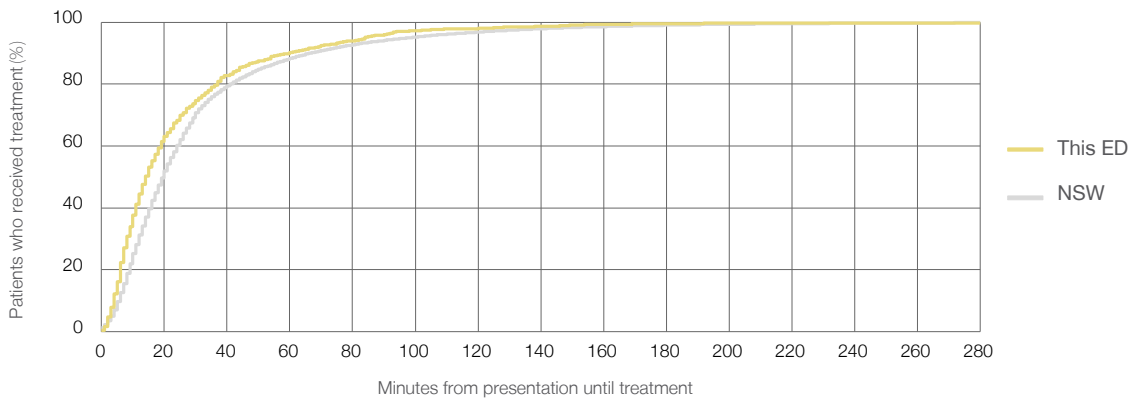
Number of triage 3 patients used to calculate waiting time:³ 964

Median time to start treatment⁴ 14 minutes

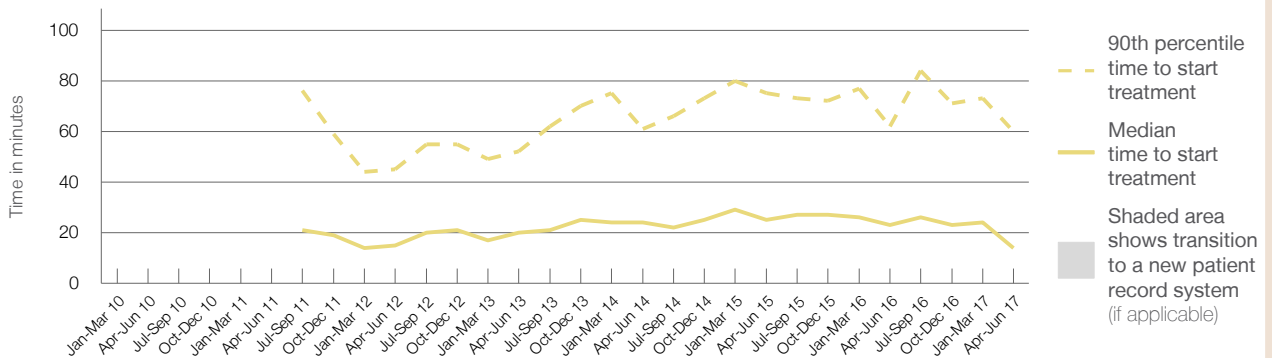
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
996	966
23 minutes	20 minutes
62 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)			15	20	24	25	23	14
90th percentile time to start treatment ⁵ (minutes)			45	52	61	75	62	60

(†) 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.

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

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

Number of triage 4 patients: 1,004

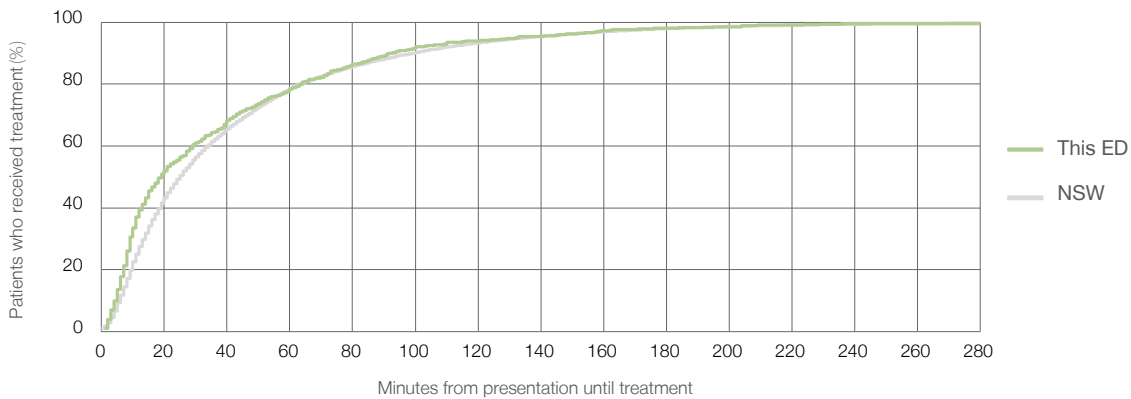
Number of triage 4 patients used to calculate waiting time:³ 908

Median time to start treatment⁴ 19 minutes

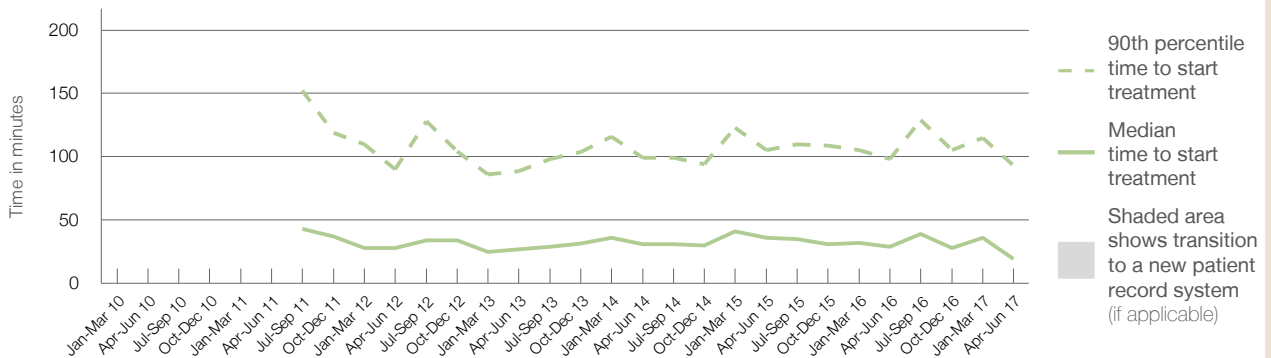
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
1,024	962
29 minutes	25 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)			28	27	31	36	29	19
90th percentile time to start treatment ⁵ (minutes)			90	89	99	105	98	93

(†) 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.

Maclean District Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 373

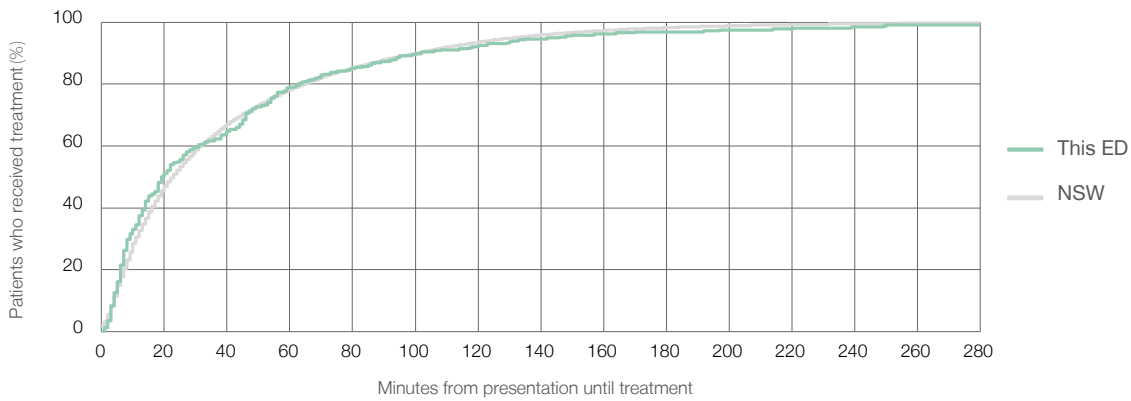
Number of triage 5 patients used to calculate waiting time:³ 315

Median time to start treatment⁴ 19 minutes

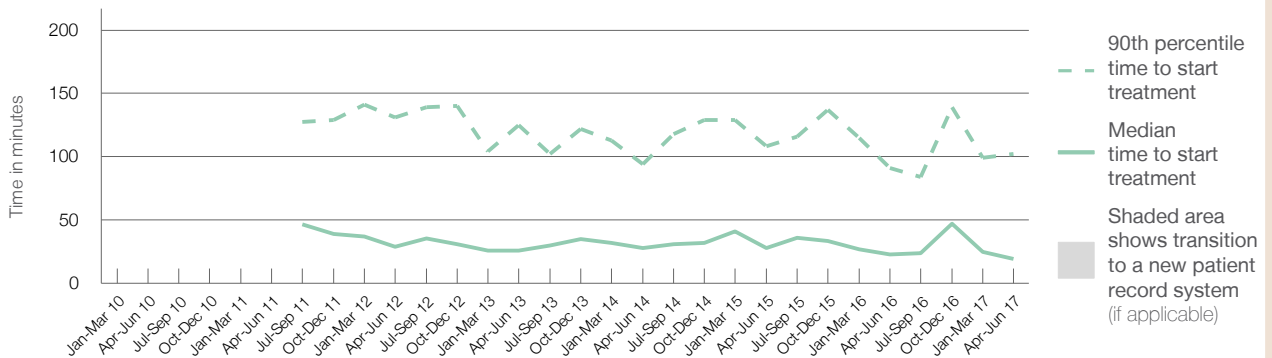
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
131	
109	
23 minutes	23 minutes
91 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^{†‡}



	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)			29	26	28	28	23	19
90th percentile time to start treatment ⁵ (minutes)			131	125	94	108	91	102

(†) 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.

Maclean District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 2,826 patients

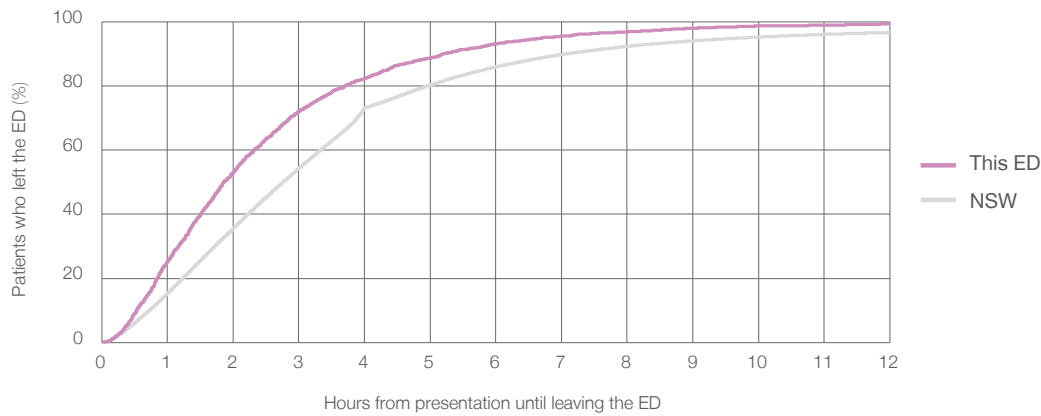
Presentations used to calculate time to leaving the ED:⁶ 2,826 patients

Median time spent in the ED⁸ 1 hours and 52 minutes

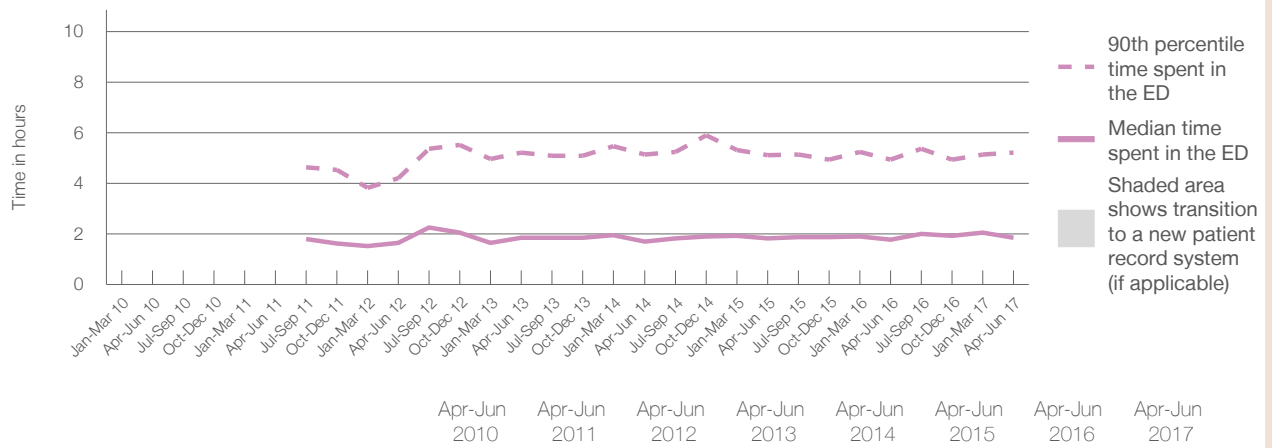
90th percentile time spent in the ED⁹ 5 hours and 13 minutes

Same period last year	NSW (this period)
2,697	2,697
1 hours and 47 minutes	2 hours and 46 minutes
4 hours and 56 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 40m	1h 51m	1h 42m	1h 50m	1h 47m	1h 52m
90th percentile time to leaving the ED ⁹ (hours, minutes)			4h 13m	5h 13m	5h 8m	5h 7m	4h 56m	5h 13m

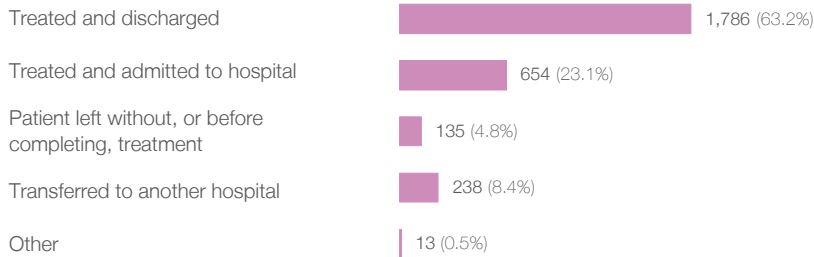
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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.

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

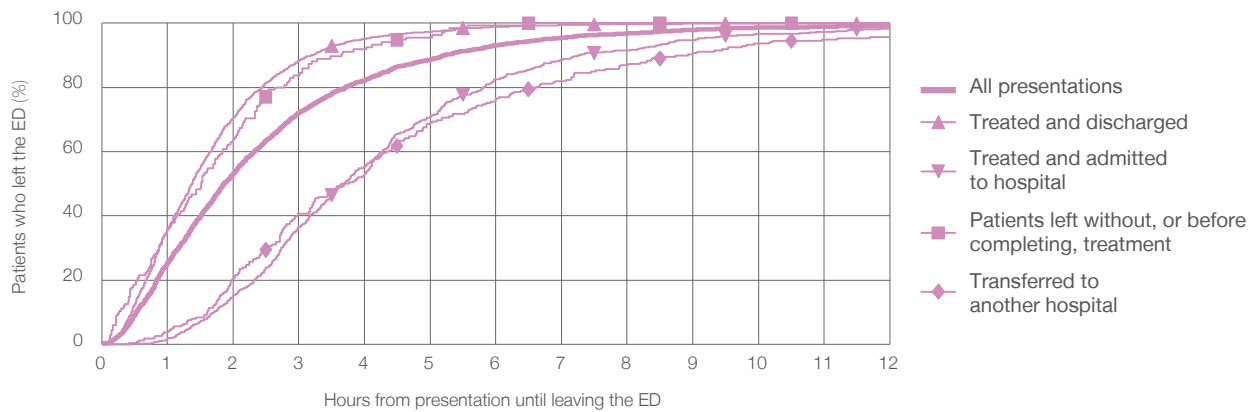
All presentations:¹ 2,826 patients

Presentations used to calculate time to leaving the ED:⁶ 2,826 patients



	Same period last year	Change since one year ago
	2,697	4.8%
Treated and discharged	1,673	6.8%
Treated and admitted to hospital	719	-9.0%
Patient left without, or before completing, treatment	102	32.4%
Transferred to another hospital	199	19.6%
Other	4	225.0%

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	35.7%	70.6%	88.3%	95.1%	98.8%	99.8%	99.9%	99.9%
Treated and admitted to hospital	1.7%	15.1%	36.5%	55.4%	82.6%	91.6%	96.6%	98.3%
Patient left without, or before completing, treatment	36.3%	63.7%	83.7%	91.9%	99.3%	100%	100%	100%
Transferred to another hospital	3.8%	20.6%	40.8%	52.9%	76.5%	87.0%	93.7%	95.8%
All presentations	25.4%	53.3%	72.1%	82.2%	93.2%	96.8%	98.7%	99.2%

(†) 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.

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

All presentations at the emergency department:¹ 2,826 patients

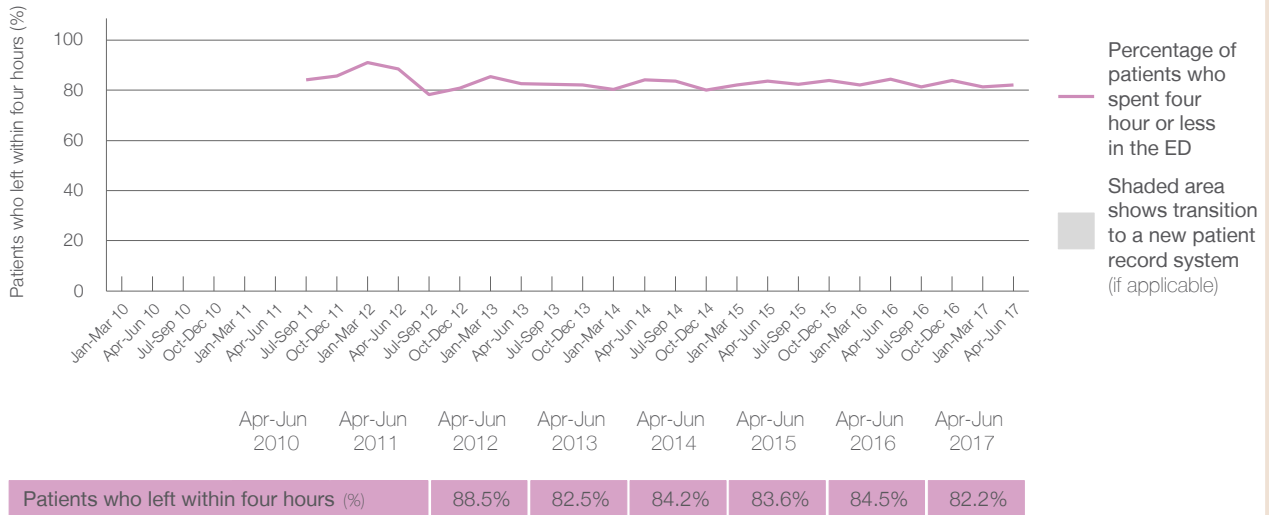
Presentations used to calculate time to leaving the ED:⁶ 2,826 patients

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	2,697	4.8%
Presentations used to calculate time to leaving the ED: ⁶	2,697	4.8%
Percentage of patients who spent four hours or less in the ED	84.5%	

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



* 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, 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

Murwillumbah District Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 4,360 patients
Emergency presentations:² 3,950 patients

Same period last year	Change since one year ago
4,092	6.5%
3,697	6.8%

Murwillumbah District Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 296 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,238 patients

Median time to start treatment⁴ 13 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,077 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 333 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
271	
6 minutes	8 minutes
14 minutes	26 minutes
1,214	
12 minutes	20 minutes
34 minutes	67 minutes
1,867	
15 minutes	25 minutes
62 minutes	99 minutes
345	
16 minutes	23 minutes
70 minutes	101 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 4,359 patients

Percentage of patients who spent four hours or less in the ED 88.6%

Same period last year	Change since one year ago
4,088	6.6%
89.4%	

* 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, 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.

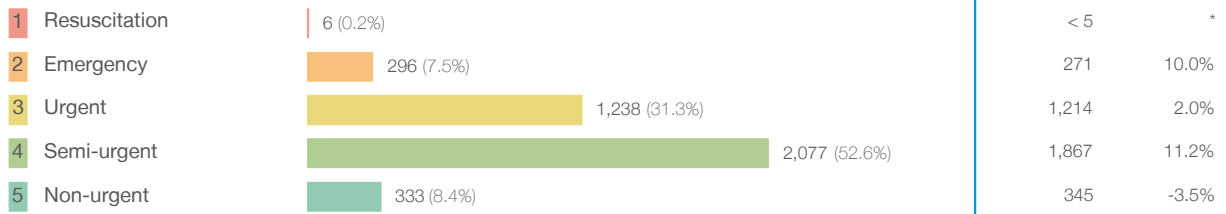
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Murwillumbah District Hospital: Patients presenting to the emergency department

April to June 2017

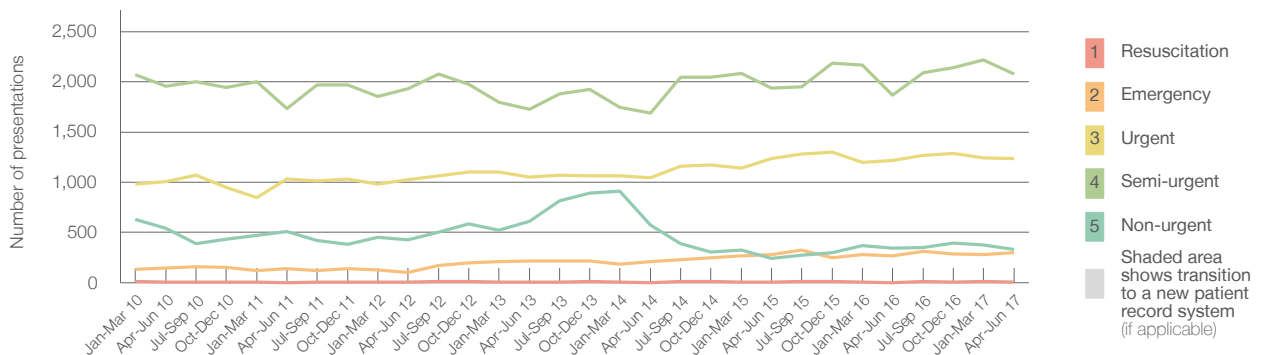
All presentations:¹ 4,360 patients

Emergency presentations² by triage category: 3,950 patients



	Same period last year	Change since one year ago
All presentations	4,092	6.5%
Emergency presentations	3,697	6.8%
1 Resuscitation	< 5	*
2 Emergency	271	10.0%
3 Urgent	1,214	2.0%
4 Semi-urgent	1,867	11.2%
5 Non-urgent	345	-3.5%

Emergency presentations² 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	< 5	< 5	6	6	< 5	7	< 5	6
Emergency	149	140	104	218	210	281	271	296
Urgent	1,009	1,031	1,024	1,053	1,043	1,233	1,214	1,238
Semi-urgent	1,958	1,734	1,928	1,729	1,689	1,939	1,867	2,077
Non-urgent	539	509	428	611	575	244	345	333
All emergency presentations	3,655	3,414	3,490	3,617	3,517	3,704	3,697	3,950

Murwillumbah District Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 226 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	202	
Median time	10 minutes	2 minutes
90th percentile time	26 minutes	-3 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.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 296

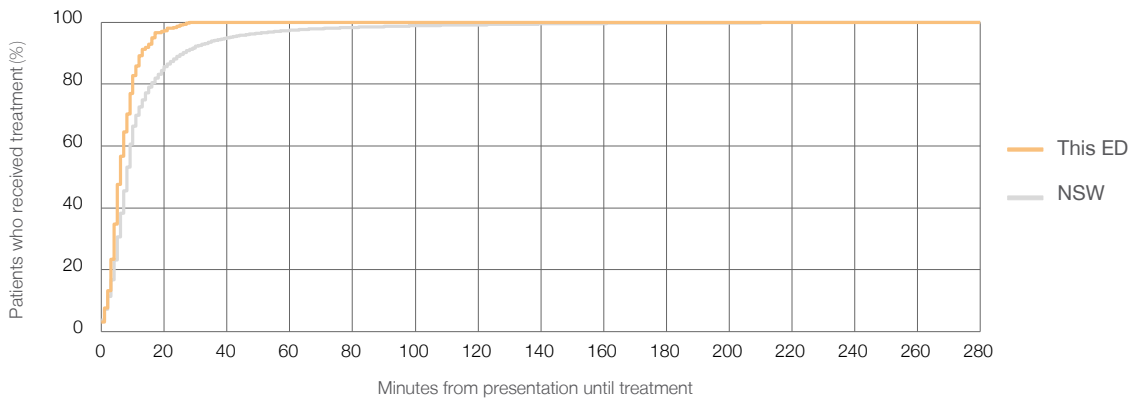
Number of triage 2 patients used to calculate waiting time:³ 296

Median time to start treatment⁴ 6 minutes

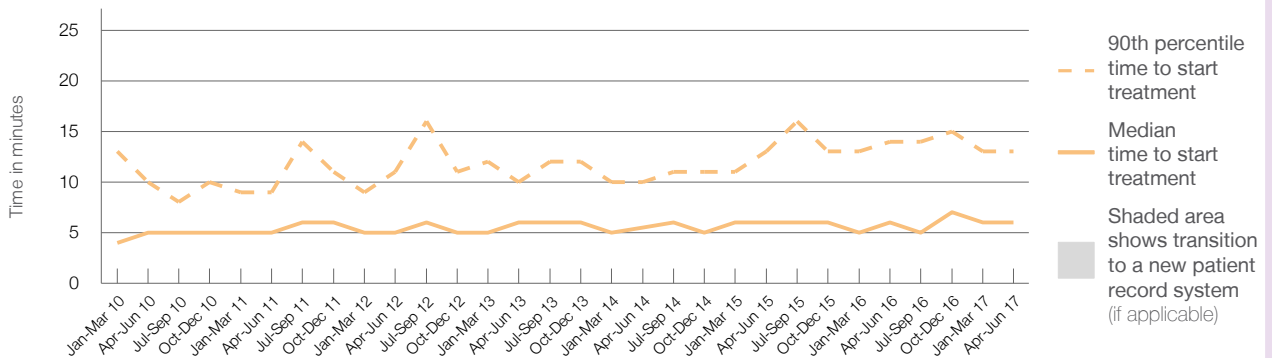
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
271	269
6 minutes	8 minutes
14 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)	5	5	5	6	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	10	9	11	10	10	13	14	13

(†) 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.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 3

April to June 2017

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

Number of triage 3 patients: 1,238

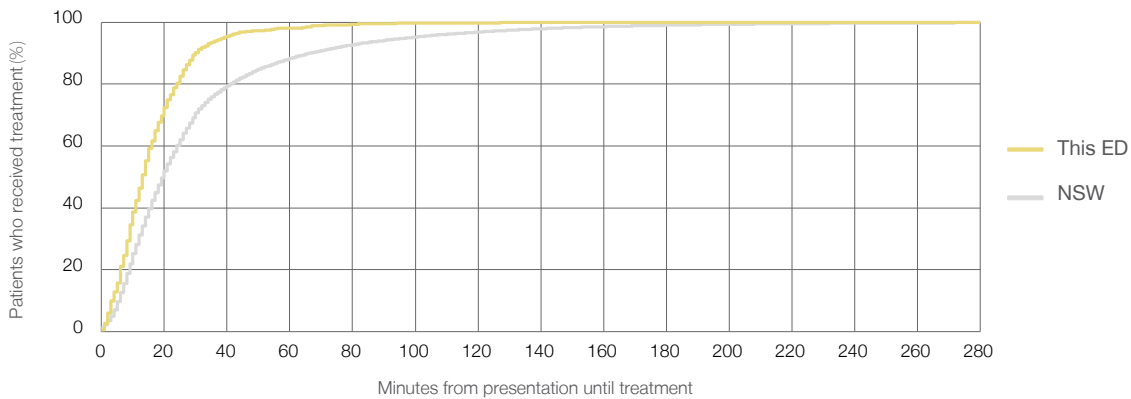
Number of triage 3 patients used to calculate waiting time:³ 1,236

Median time to start treatment⁴ 13 minutes

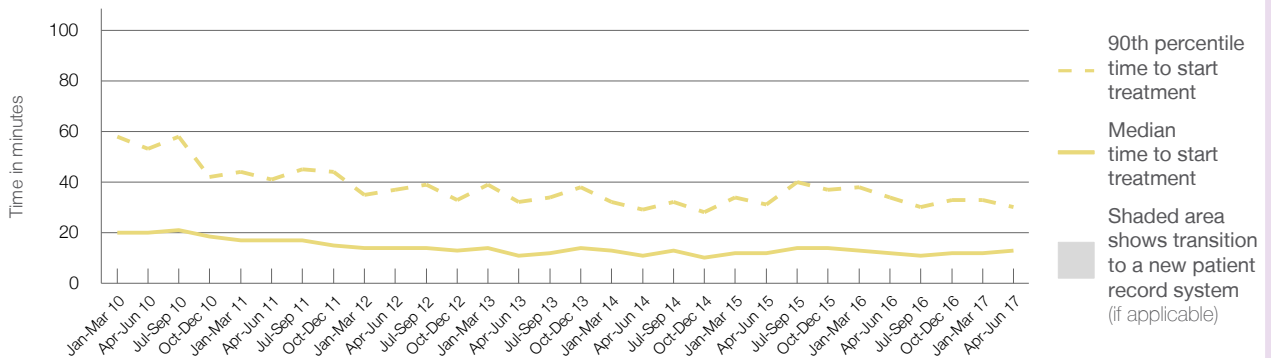
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
1,214	
1,202	
12 minutes	20 minutes
34 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)	20	17	14	11	11	12	12	13
90th percentile time to start treatment ⁵ (minutes)	53	41	37	32	29	31	34	30

(†) 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.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 2,077

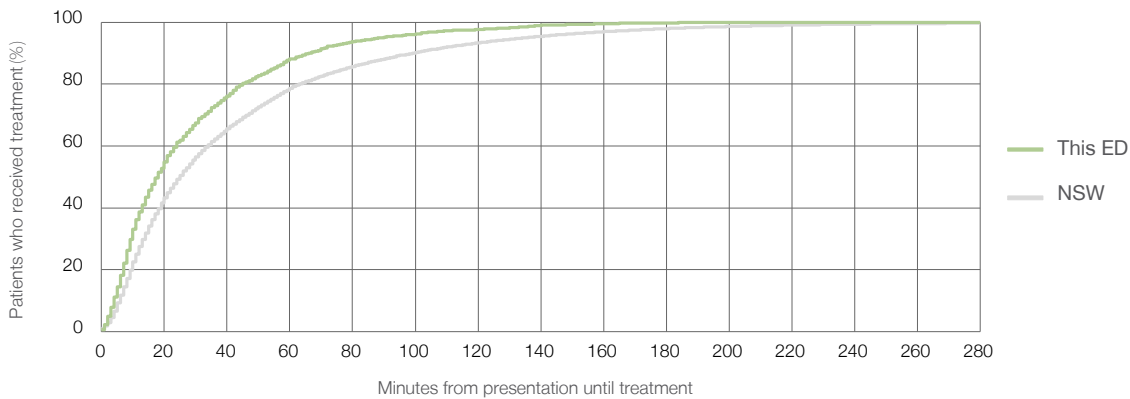
Number of triage 4 patients used to calculate waiting time:³ 2,039

Median time to start treatment⁴ 18 minutes

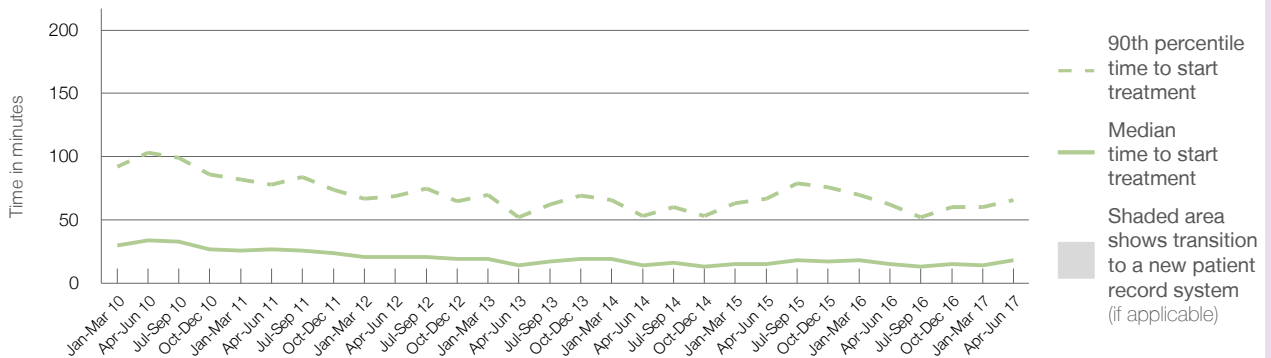
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,867	1,823
15 minutes	25 minutes
62 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)	34	27	21	14	14	15	15	18
90th percentile time to start treatment ⁵ (minutes)	103	78	69	52	53	67	62	66

(†) 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.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 333

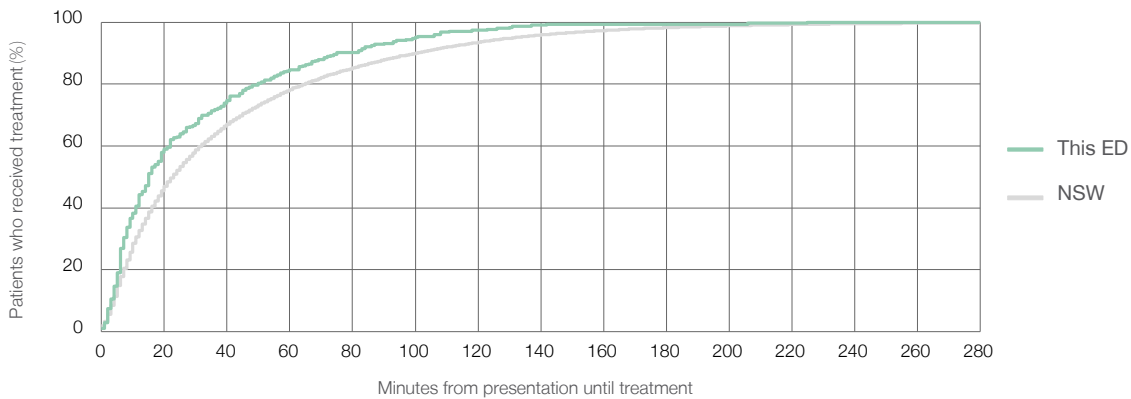
Number of triage 5 patients used to calculate waiting time:³ 305

Median time to start treatment⁴ 15 minutes

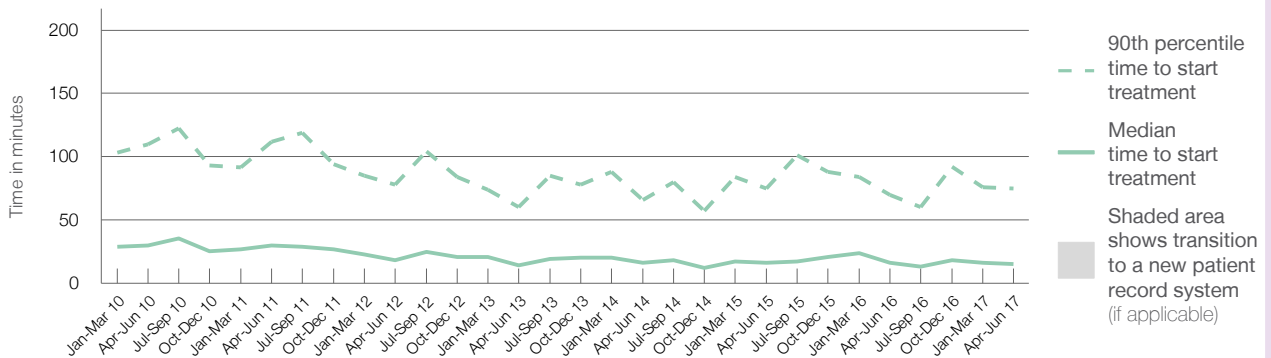
90th percentile time to start treatment⁵ 75 minutes

Same period last year	NSW (this period)
345	
315	
16 minutes	23 minutes
70 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^{†‡}



	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	30	18	14	16	16	16	15
90th percentile time to start treatment ⁵ (minutes)	110	112	78	60	66	75	70	75

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 4,360 patients

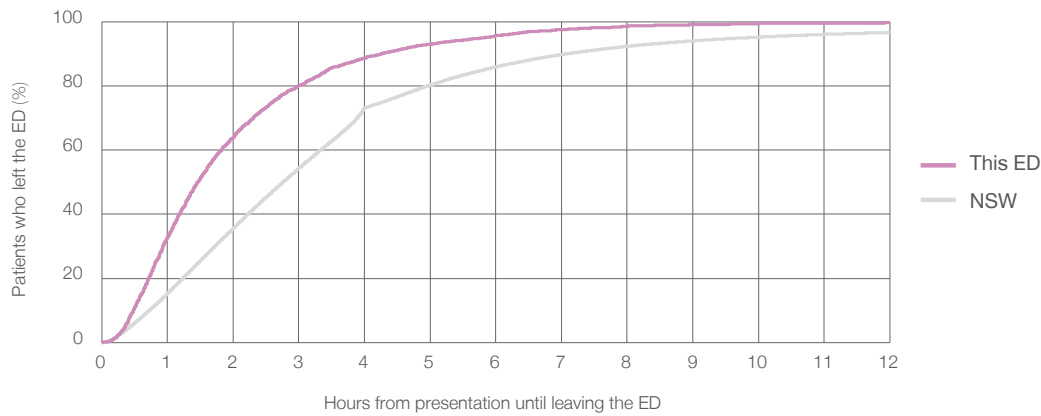
Presentations used to calculate time to leaving the ED:⁶ 4,359 patients

Median time spent in the ED⁸ 1 hours and 28 minutes

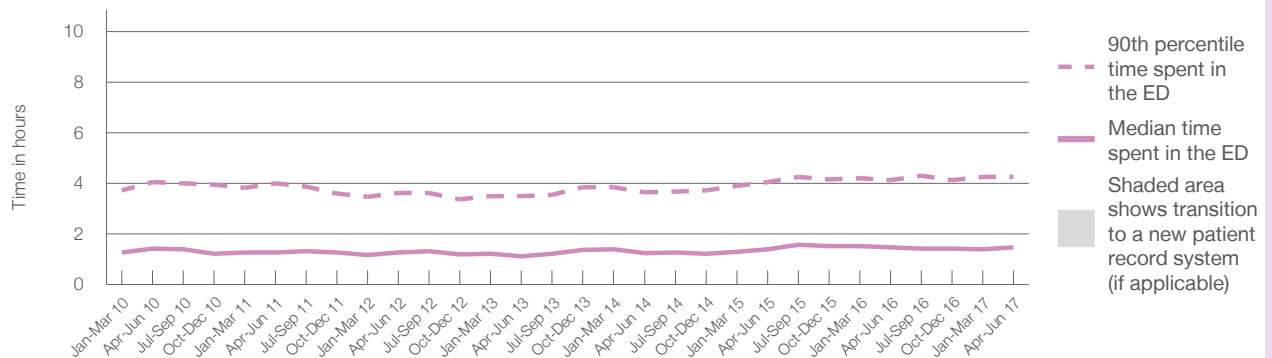
90th percentile time spent in the ED⁹ 4 hours and 16 minutes

Same period last year	NSW (this period)
4,092	4,088
1 hours and 28 minutes	2 hours and 46 minutes
4 hours and 8 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 25m	1h 17m	1h 16m	1h 8m	1h 15m	1h 24m	1h 28m	1h 28m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 3m	4h 1m	3h 37m	3h 30m	3h 39m	4h 4m	4h 8m	4h 16m

(†) 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.

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

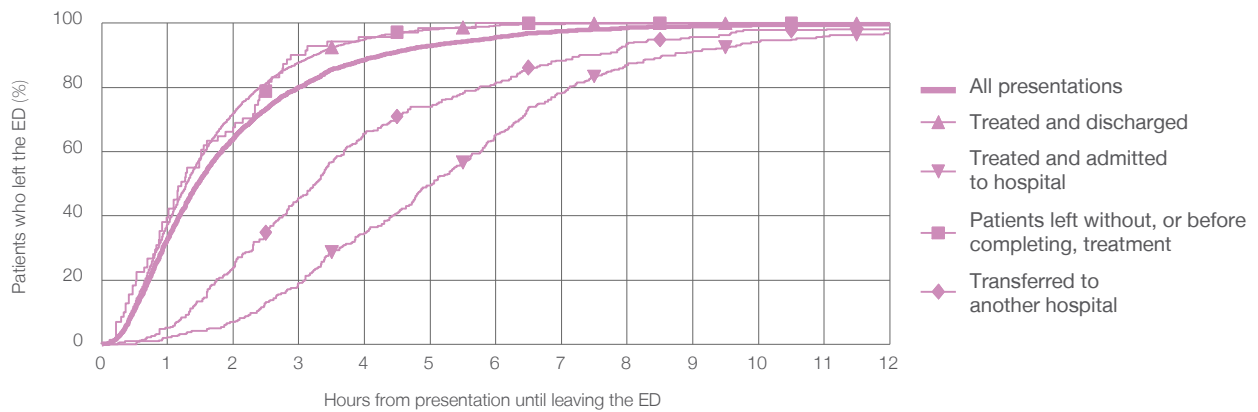
All presentations:¹ 4,360 patients

Presentations used to calculate time to leaving the ED:⁶ 4,359 patients

Treated and discharged	3,688 (84.6%)
Treated and admitted to hospital	320 (7.3%)
Patient left without, or before completing, treatment	71 (1.6%)
Transferred to another hospital	276 (6.3%)
Other	5 (0.1%)

Same period last year	Change since one year ago
4,088	6.6%
3,339	10.5%
373	-14.2%
100	-29.0%
273	1.1%
7	-28.6%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	37.4%	72.0%	87.8%	94.9%	99.3%	99.9%	100%	100%
Treated and admitted to hospital	2.2%	6.9%	19.1%	34.7%	65.3%	86.9%	94.1%	96.9%
Patient left without, or before completing, treatment	39.4%	67.6%	90.1%	95.8%	100%	100%	100%	100%
Transferred to another hospital	5.1%	23.9%	45.7%	65.6%	81.5%	93.5%	97.8%	98.2%
All presentations	32.8%	64.1%	80.1%	88.6%	95.7%	98.6%	99.4%	99.6%

(†) 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.

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

All presentations at the emergency department:¹ 4,360 patients

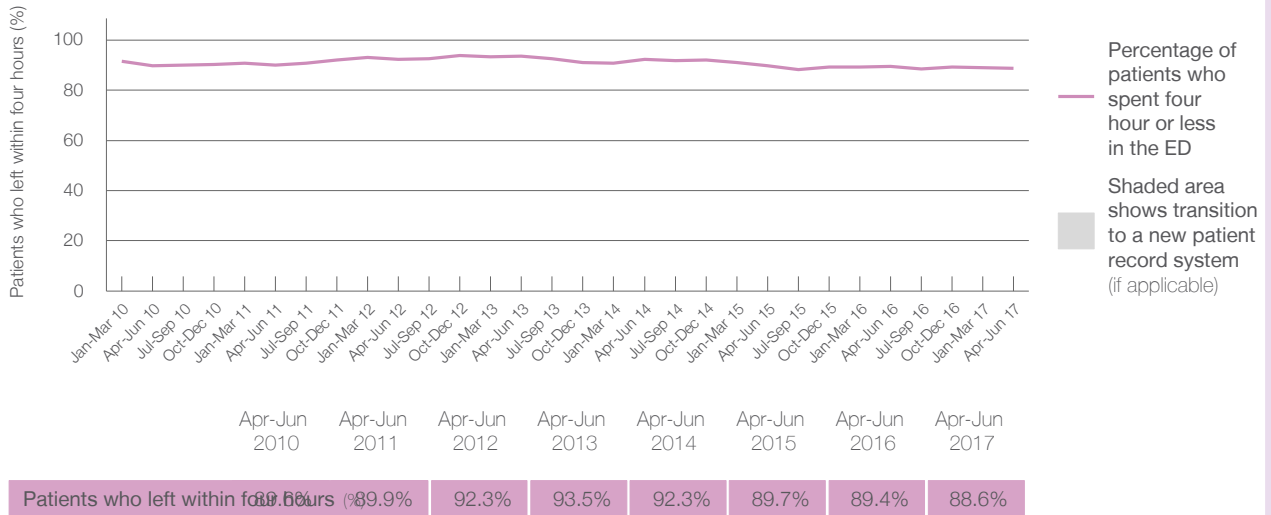
Presentations used to calculate time to leaving the ED:⁶ 4,359 patients

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	4,092	6.5%
Presentations used to calculate time to leaving the ED	4,088	6.6%
Percentage of patients who spent four hours or less in the ED	89.4%	

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



Patients who left within four hours	89.9%	92.3%	93.5%	92.3%	89.7%	89.4%	88.6%
-------------------------------------	-------	-------	-------	-------	-------	-------	-------

* 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, 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).

The Tweed Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 12,622 patients

Emergency presentations:² 12,268 patients

Same period last year	Change since one year ago
12,602	0.2%
12,251	0.1%

The Tweed Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,795 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,496 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 44 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,965 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 949 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
1,493	
5 minutes	8 minutes
12 minutes	26 minutes
5,701	
12 minutes	20 minutes
35 minutes	67 minutes
3,964	
11 minutes	25 minutes
53 minutes	99 minutes
1,041	
10 minutes	23 minutes
50 minutes	101 minutes

The Tweed Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 12,621 patients

Percentage of patients who spent four hours or less in the ED 82.7%

Same period last year	Change since one year ago
12,602	0.2%
85.5%	

* 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.

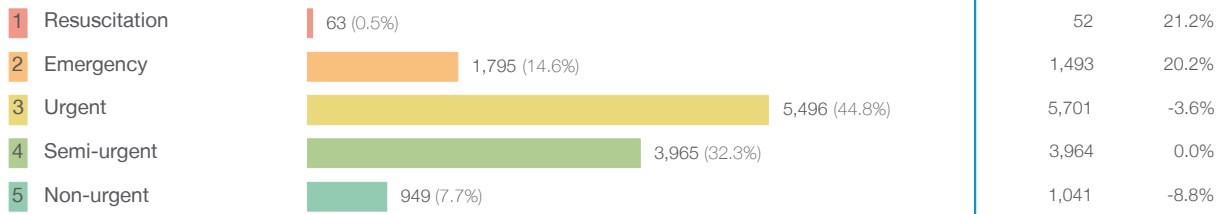
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

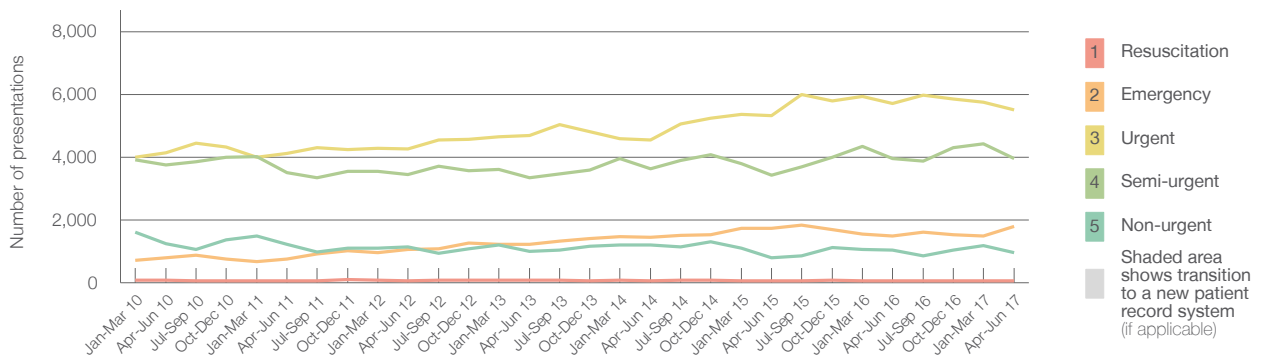
The Tweed Hospital: Patients presenting to the emergency department April to June 2017

All presentations:¹ 12,622 patients

Emergency presentations² by triage category: 12,268 patients



Emergency presentations² 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	72	66	59	83	63	65	52	63
Emergency	788	755	1,067	1,224	1,447	1,734	1,493	1,795
Urgent	4,129	4,110	4,269	4,697	4,548	5,332	5,701	5,496
Semi-urgent	3,760	3,512	3,451	3,335	3,625	3,429	3,964	3,965
Non-urgent	1,242	1,222	1,132	993	1,209	799	1,041	949
All emergency presentations	9,991	9,665	9,978	10,332	10,892	11,359	12,251	12,268

The Tweed Hospital: Patients arriving by ambulance April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,912 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

April to June 2017

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

Number of triage 2 patients: 1,795

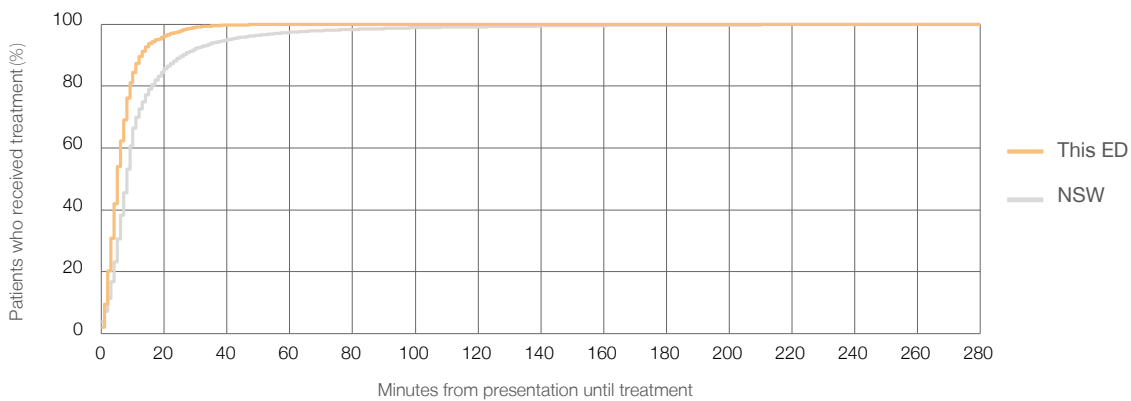
Number of triage 2 patients used to calculate waiting time:³ 1,791

Median time to start treatment⁴ 5 minutes

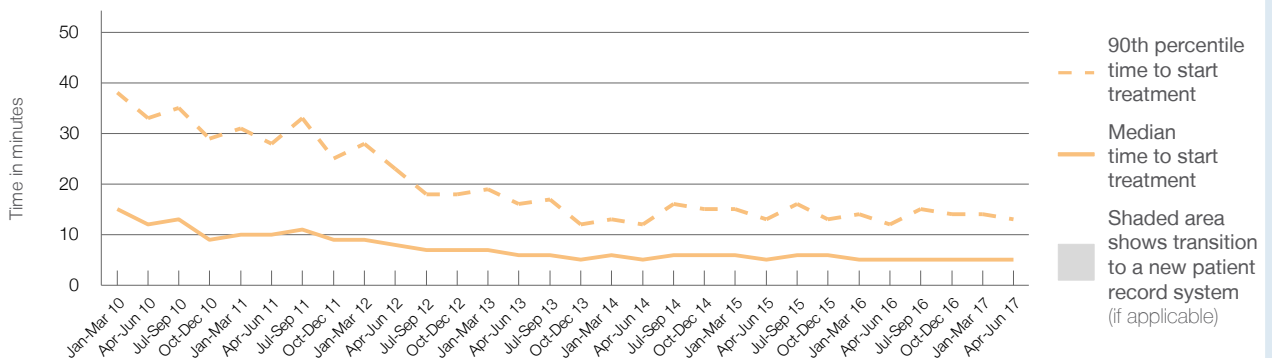
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
1,493	1,488
5 minutes	8 minutes
12 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)	12	10	8	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	33	28	23	16	12	13	12	13

(†) 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

April to June 2017

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

Number of triage 3 patients: 5,496

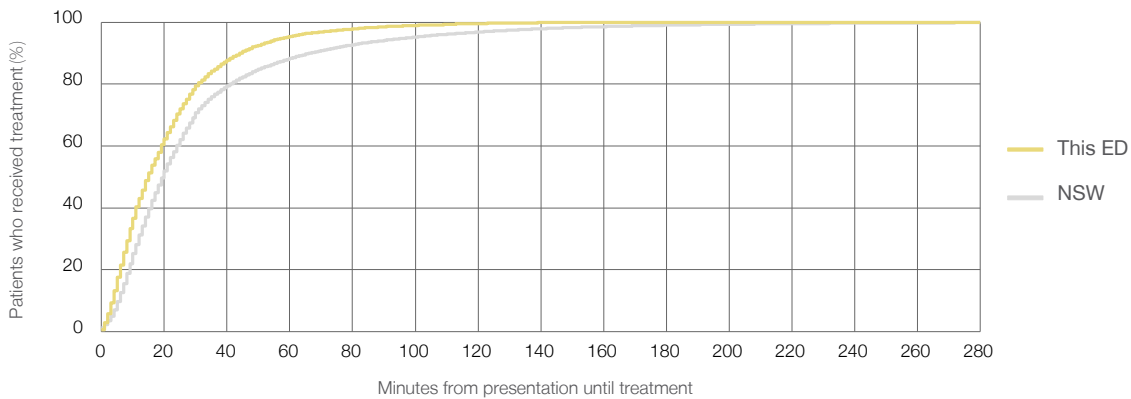
Number of triage 3 patients used to calculate waiting time:³ 5,439

Median time to start treatment⁴ 15 minutes

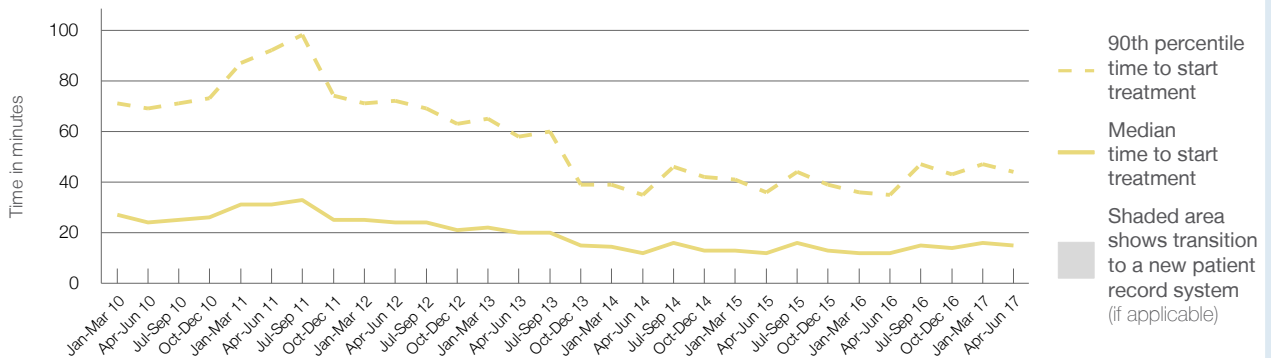
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
5,701	
5,674	
12 minutes	20 minutes
35 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)	24	31	24	20	12	12	12	15
90th percentile time to start treatment ⁵ (minutes)	69	92	72	58	35	36	35	44

(†) 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

April to June 2017

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

Number of triage 4 patients: 3,965

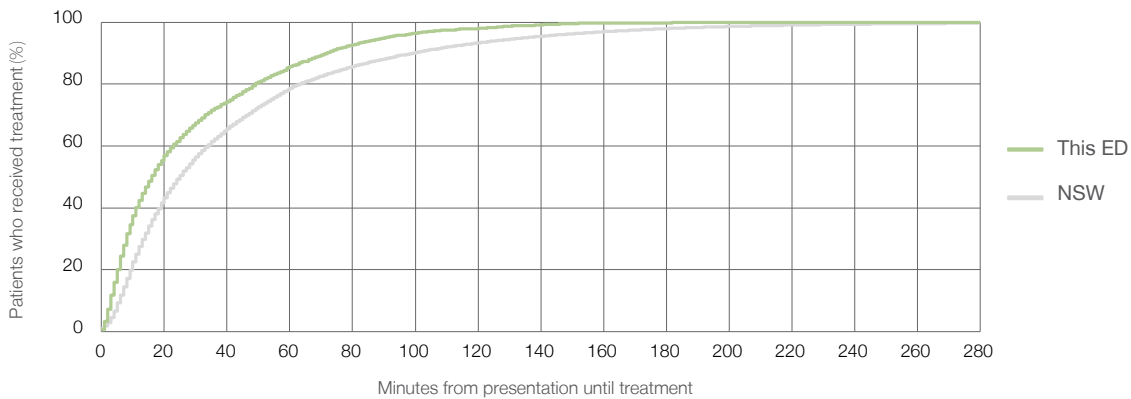
Number of triage 4 patients used to calculate waiting time:³ 3,850

Median time to start treatment⁴ 16 minutes

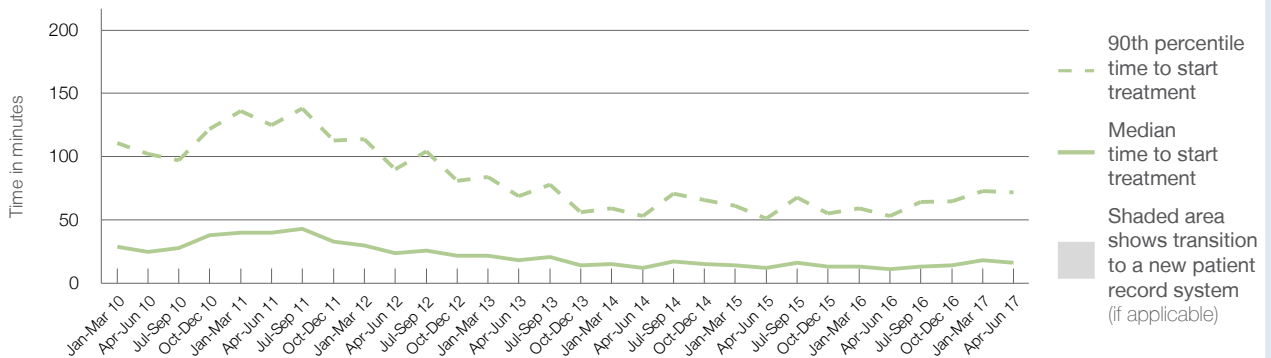
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
3,964	3,885
11 minutes	25 minutes
53 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)	25	40	24	18	12	12	11	16
90th percentile time to start treatment ⁵ (minutes)	102	125	90	69	53	51	53	72

(†) 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

April to June 2017

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

Number of triage 5 patients: 949

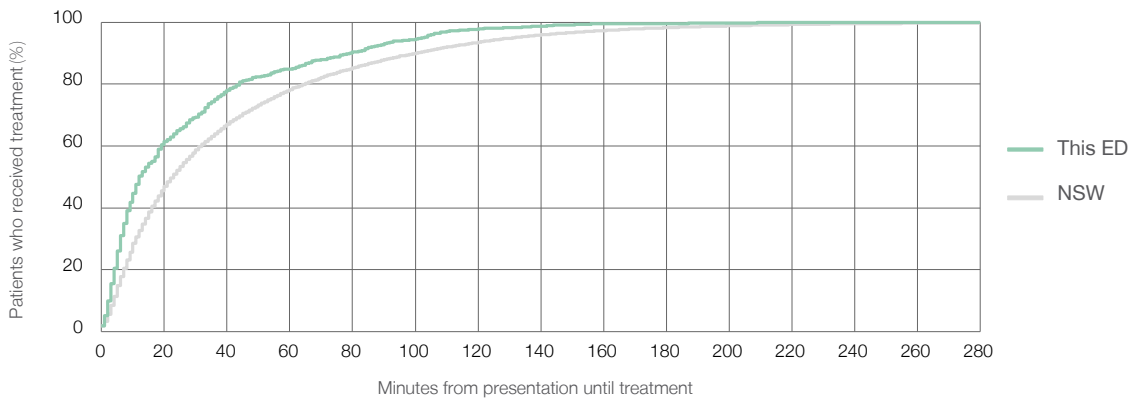
Number of triage 5 patients used to calculate waiting time:³ 885

Median time to start treatment⁴ 12 minutes

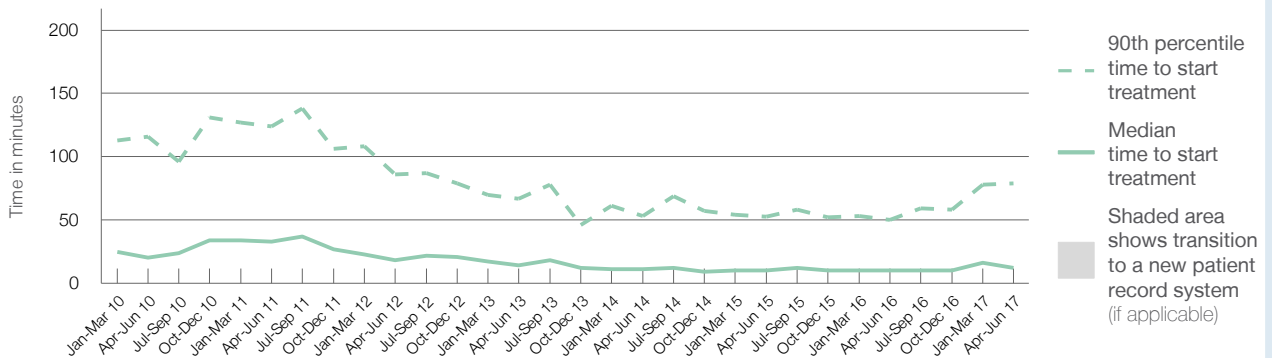
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
1,041	
1,007	
10 minutes	23 minutes
50 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^{†‡}



	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)	20	33	18	14	11	10	10	12
90th percentile time to start treatment ⁵ (minutes)	116	124	86	67	53	53	50	79

(†) 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

April to June 2017

All presentations:¹ 12,622 patients

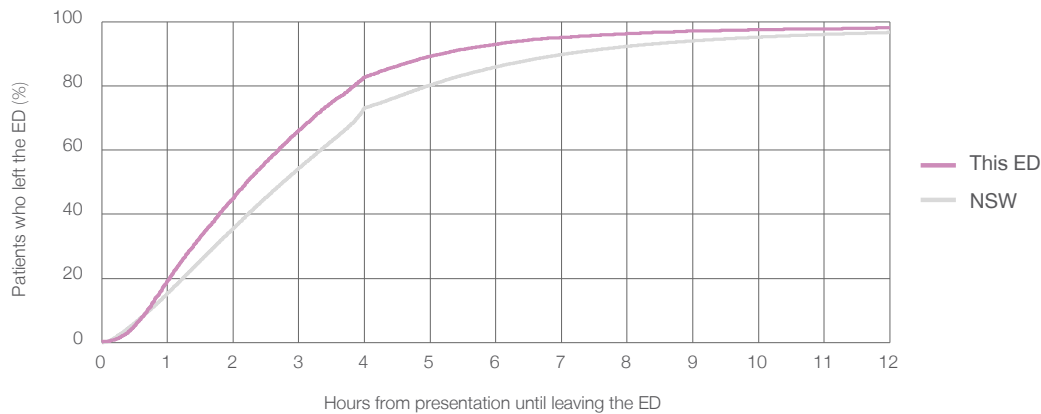
Presentations used to calculate time to leaving the ED:⁶ 12,621 patients

Median time spent in the ED⁸ 2 hours and 13 minutes

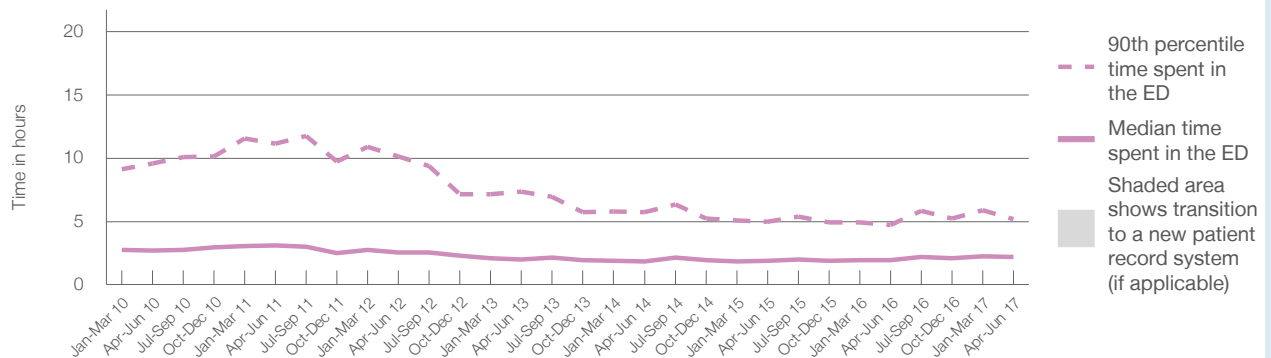
90th percentile time spent in the ED⁹ 5 hours and 11 minutes

Same period last year	NSW (this period)
12,602	12,602
1 hours and 56 minutes	2 hours and 46 minutes
4 hours and 43 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)	2h 41m	3h 5m	2h 34m	1h 59m	1h 52m	1h 54m	1h 56m	2h 13m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 34m	11h 8m	10h 8m	7h 22m	5h 43m	4h 58m	4h 43m	5h 11m

(†) 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
April to June 2017

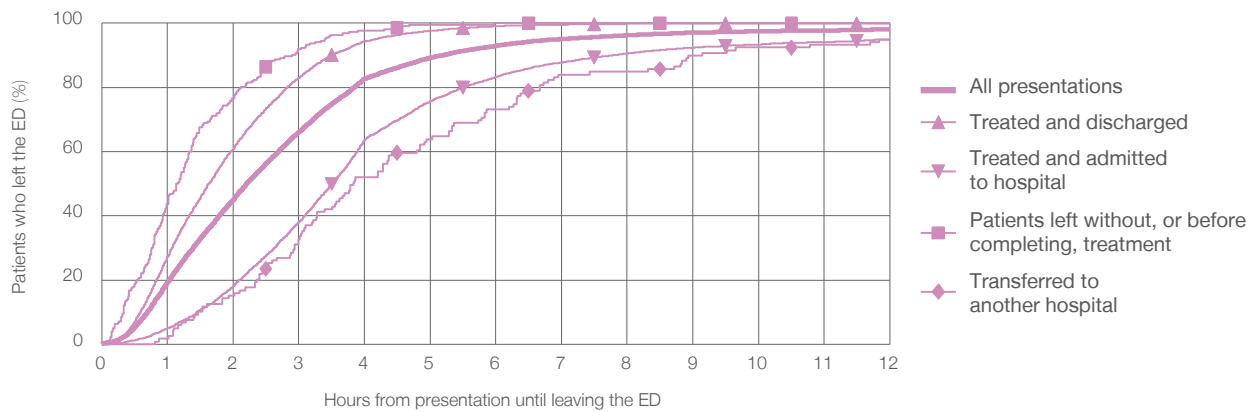
All presentations:¹ 12,622 patients

Presentations used to calculate time to leaving the ED:⁶ 12,621 patients

Treated and discharged	7,567 (60.0%)
Treated and admitted to hospital	4,675 (37.0%)
Patient left without, or before completing, treatment	222 (1.8%)
Transferred to another hospital	119 (0.9%)
Other	39 (0.3%)

Same period last year	Change since one year ago
12,602	0.2%
8,112	-6.7%
4,222	10.7%
139	59.7%
94	26.6%
35	11.4%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.4%	60.9%	83.0%	94.3%	99.1%	99.8%	100%	100%
Treated and admitted to hospital	5.0%	18.1%	38.1%	63.7%	83.3%	90.6%	93.4%	95.0%
Patient left without, or before completing, treatment	43.7%	76.6%	91.9%	97.7%	100%	100%	100%	100%
Transferred to another hospital	1.7%	15.1%	32.8%	52.1%	73.1%	84.9%	92.4%	95.0%
All presentations	19.3%	45.0%	66.1%	82.7%	93.0%	96.3%	97.5%	98.1%

(†) 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
 April to June 2017

All presentations at the emergency department:¹ 12,622 patients

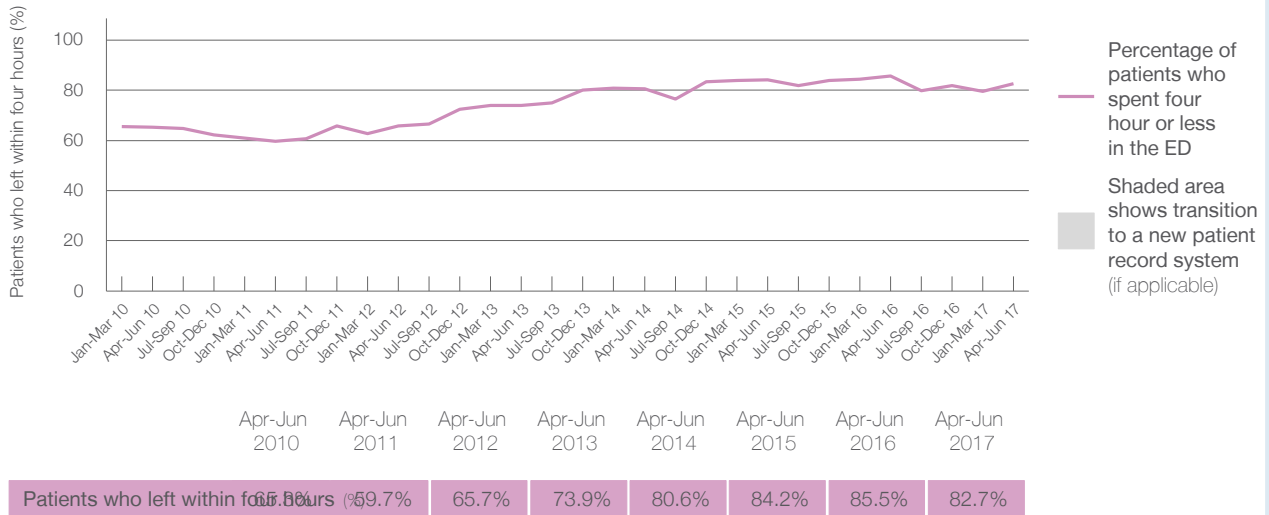
Presentations used to calculate time to leaving the ED:⁶ 12,602 patients

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	12,602	0.2%
Presentations used to calculate time to leaving the ED: ⁶	12,602	0.2%
Percentage of patients who spent four hours or less in the ED	85.5%	

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



Patients who left within four hours	2010	2011	2012	2013	2014	2015	2016	2017
Percentage	65.0%	65.7%	73.9%	80.6%	84.2%	85.5%	82.7%	82.7%

* 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, 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 21 July 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).