

Grafton Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,806 patients
Emergency presentations:² 6,310 patients

Same period last year	Change since one year ago
6,301	8.0%
5,844	8.0%

Grafton Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 617 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,910 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,934 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 109 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 818 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
552	
9 minutes	9 minutes
30 minutes	29 minutes
1,958	
23 minutes	23 minutes
74 minutes	83 minutes
2,617	
32 minutes	30 minutes
91 minutes	121 minutes
689	
33 minutes	26 minutes
94 minutes	118 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,805 patients

Percentage of patients who spent four hours or less in the ED 75.3%

Same period last year	Change since one year ago
6,301	8.0%
75.5%	

* 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.

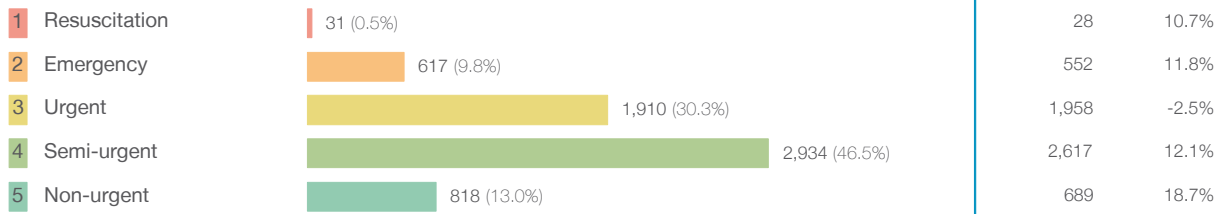
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

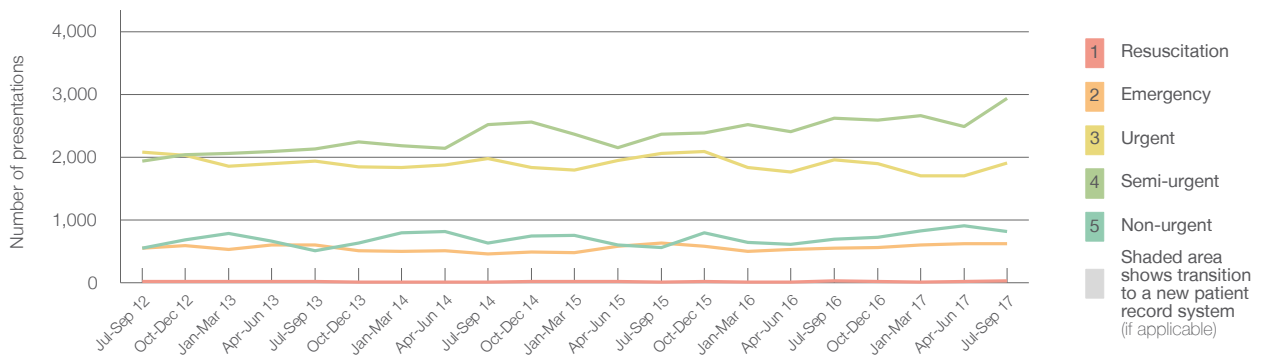
Grafton Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 6,806 patients

Emergency presentations² by triage category: 6,310 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	22	17	13	7	28	31
Emergency	551	603	454	633	552	617
Urgent	2,077	1,936	1,975	2,059	1,958	1,910
Semi-urgent	1,941	2,134	2,518	2,365	2,617	2,934
Non-urgent	548	506	633	560	689	818
All emergency presentations	5,139	5,196	5,593	5,624	5,844	6,310

Grafton Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 644 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.

Grafton Base Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 617

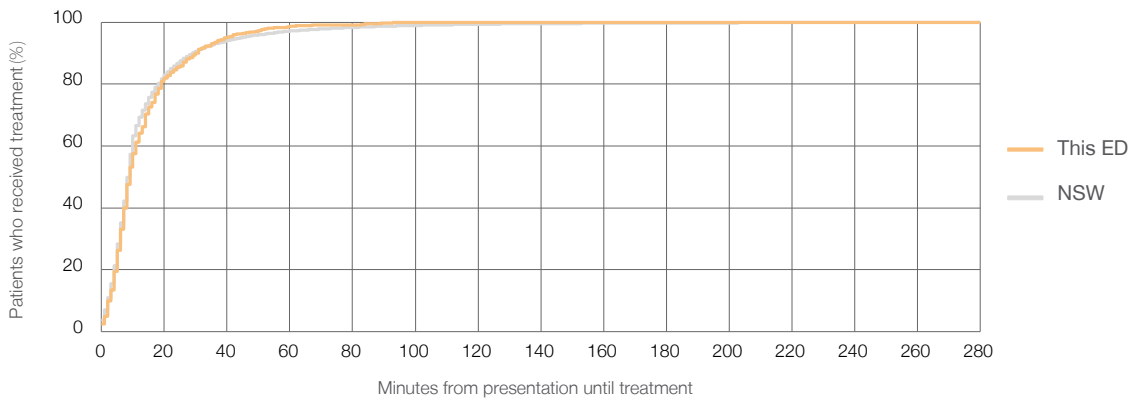
Number of triage 2 patients used to calculate waiting time:³ 615

Median time to start treatment⁴ 9 minutes

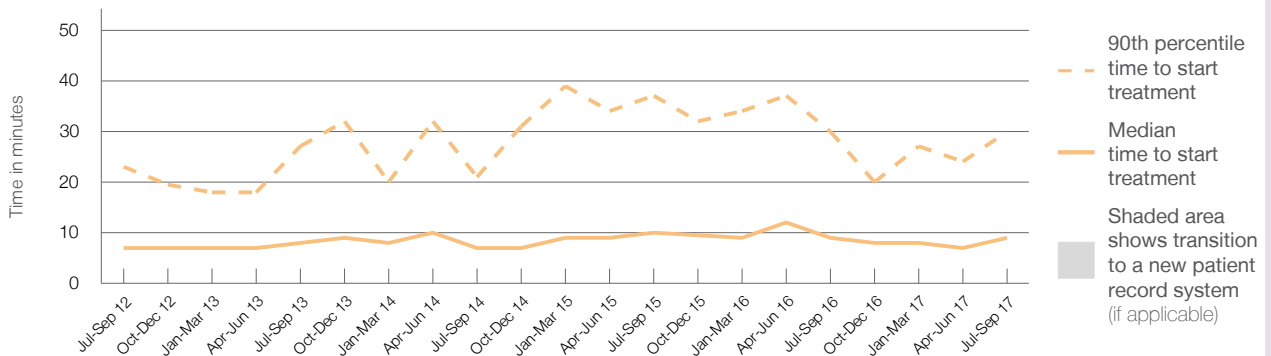
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
552	
550	
9 minutes	9 minutes
30 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 2 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	7	8	7	10	9	9
90th percentile time to start treatment ⁵ (minutes)	23	27	21	37	30	30

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Grafton Base Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,910

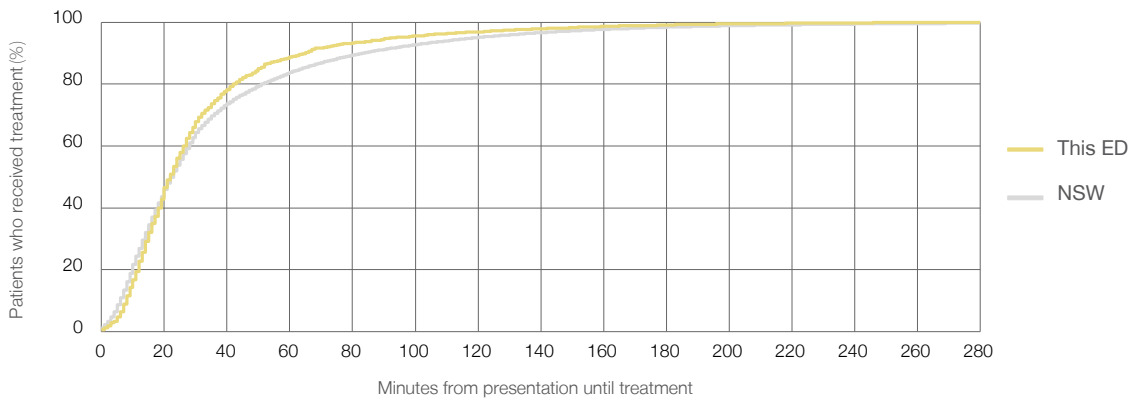
Number of triage 3 patients used to calculate waiting time:³ 1,872

Median time to start treatment⁴ 22 minutes

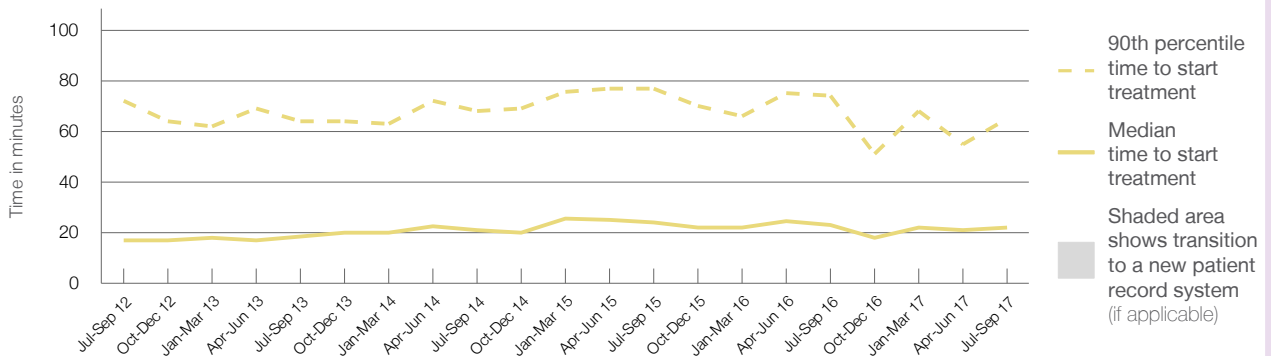
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
1,958	
1,922	
23 minutes	23 minutes
74 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 3 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	17	19	21	24	23	22
90th percentile time to start treatment ⁵ (minutes)	72	64	68	77	74	65

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Grafton Base Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 2,934

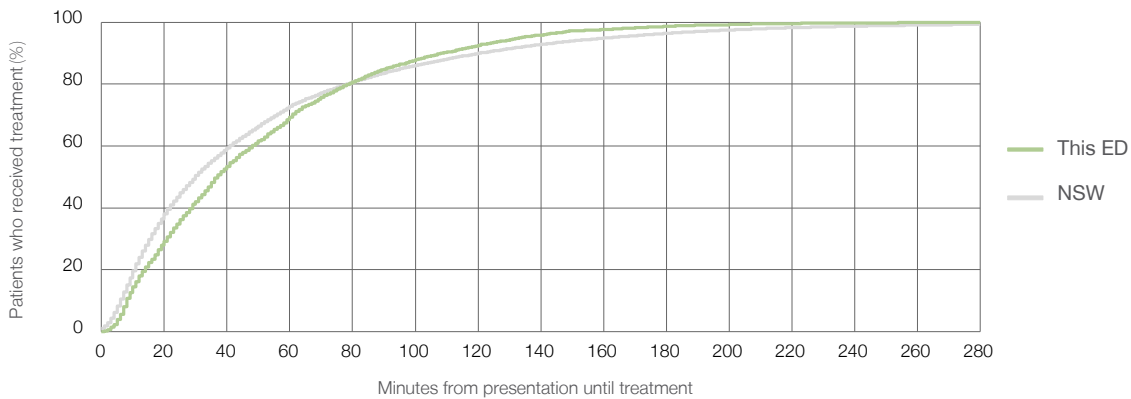
Number of triage 4 patients used to calculate waiting time:³ 2,788

Median time to start treatment⁴ 37 minutes

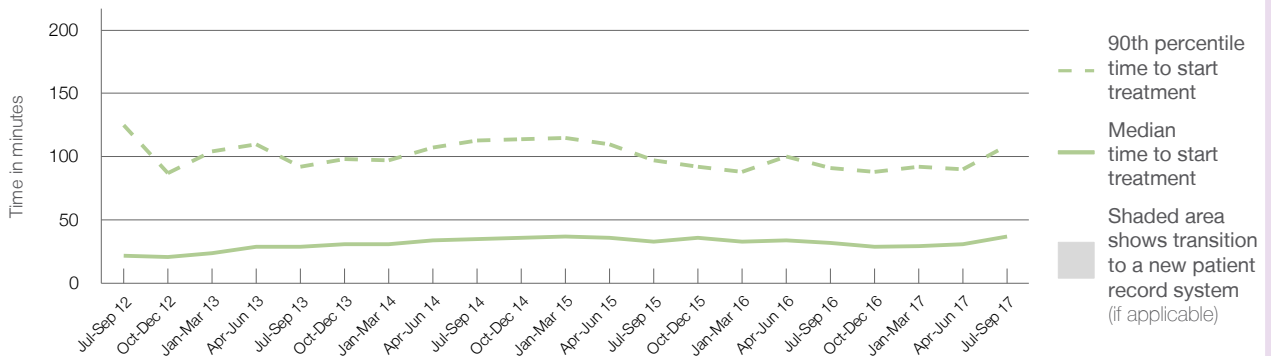
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,617	2,494
32 minutes	30 minutes
91 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 4 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	22	29	35	33	32	37
90th percentile time to start treatment ⁵ (minutes)	125	92	113	97	91	109

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Grafton Base Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 818

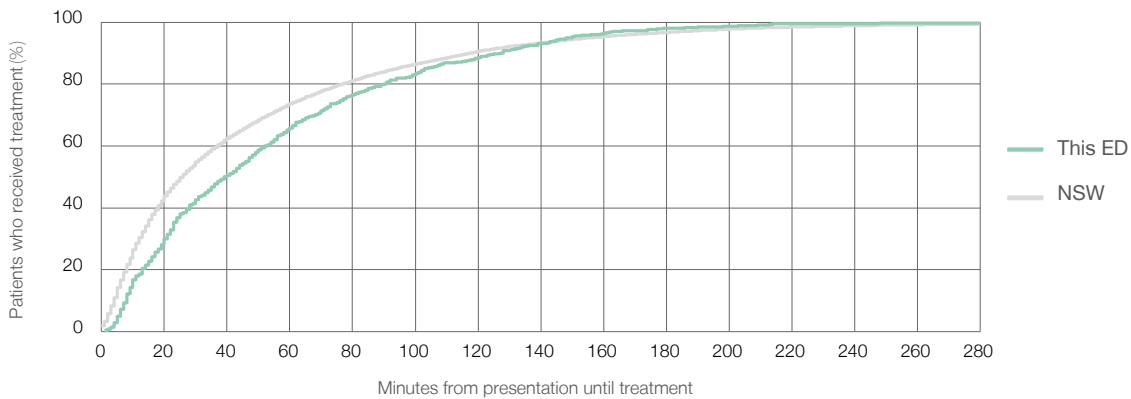
Number of triage 5 patients used to calculate waiting time:³ 700

Median time to start treatment⁴ 39 minutes

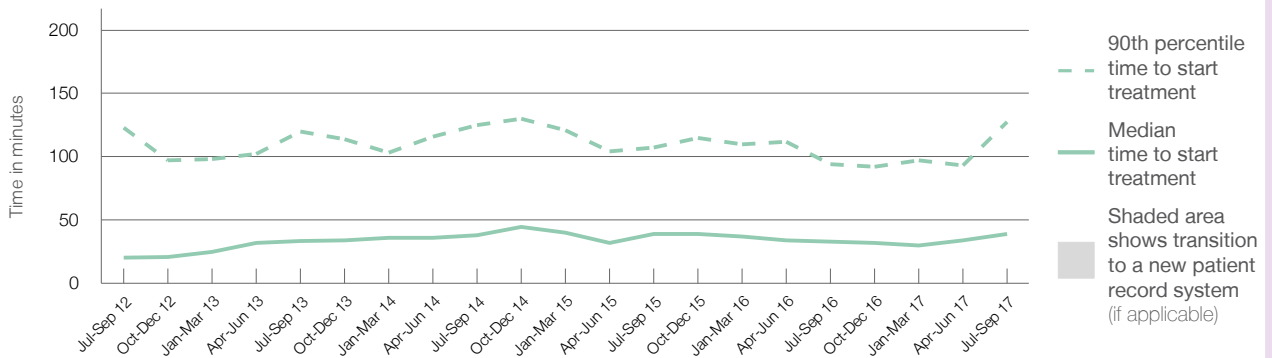
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
689	
612	
33 minutes	26 minutes
94 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



Time patients waited to start treatment (minutes) for triage 5 patients, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	20	34	38	39	33	39
90th percentile time to start treatment ⁵ (minutes)	123	120	125	107	94	128

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Grafton Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,806 patients

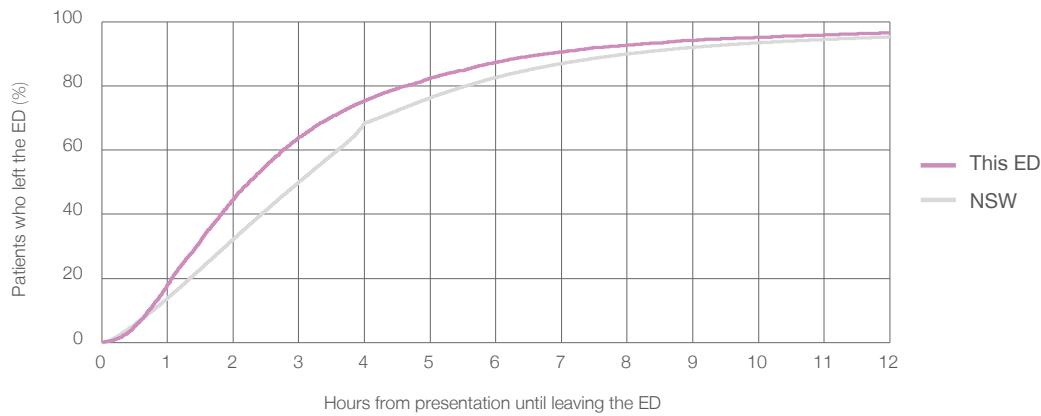
Presentations used to calculate time to leaving the ED:⁶ 6,805 patients

Median time spent in the ED⁸ 2 hours and 15 minutes

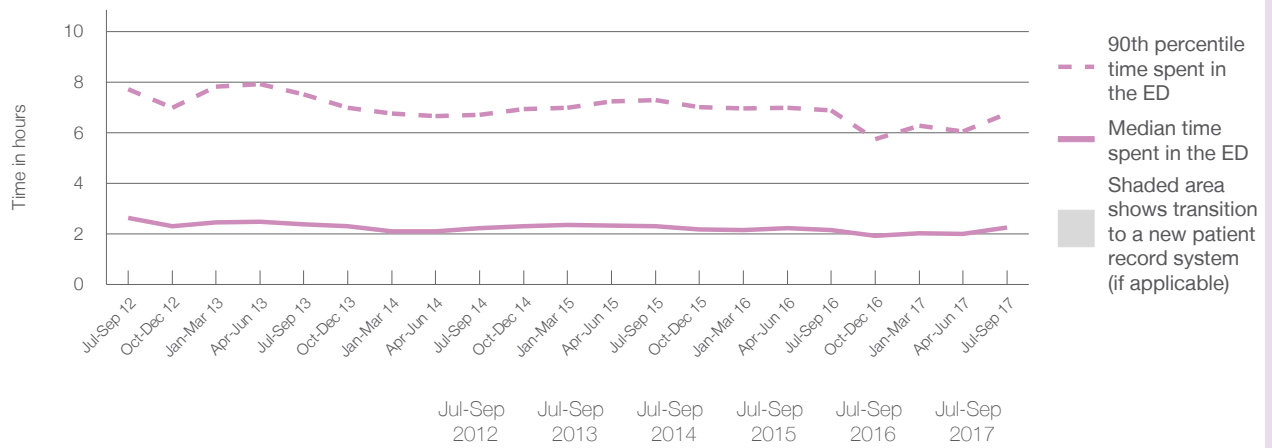
90th percentile time spent in the ED⁹ 6 hours and 46 minutes

Same period last year	NSW (this period)
6,301	6,301
2 hours and 10 minutes	3 hours and 0 minutes
6 hours and 54 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



Time patients spent in the ED, by quarter, July 2012 to September 2017^{†‡}



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 38m	2h 24m	2h 14m	2h 19m	2h 10m	2h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 43m	7h 31m	6h 43m	7h 17m	6h 54m	6h 46m

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Grafton Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

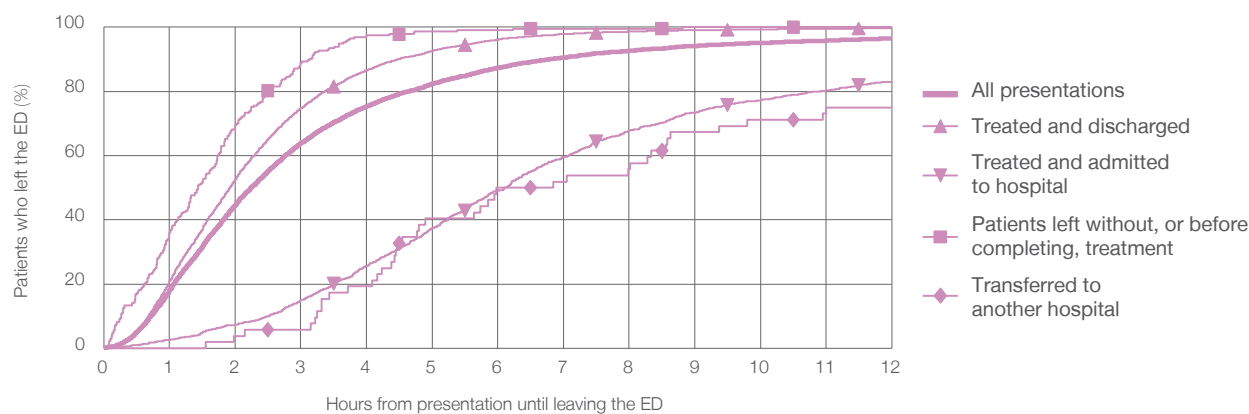
All presentations:¹ 6,806 patients

Presentations used to calculate time to leaving the ED:⁶ 6,805 patients

Treated and discharged	5,261 (77.3%)
Treated and admitted to hospital	1,241 (18.2%)
Patient left without, or before completing, treatment	233 (3.4%)
Transferred to another hospital	52 (0.8%)
Other	19 (0.3%)

Same period last year	Change since one year ago
6,301	8.0%
4,807	9.4%
1,263	-1.7%
167	39.5%
47	10.6%
17	11.8%

Percentage of patients who left the ED by time and mode of separation, July to September 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	20.9%	52.6%	74.8%	86.5%	96.1%	98.6%	99.4%	99.7%
Treated and admitted to hospital	2.7%	7.4%	15.1%	25.7%	49.1%	67.8%	77.4%	83.1%
Patient left without, or before completing, treatment	36.1%	69.5%	88.8%	97.4%	99.1%	99.6%	100%	100%
Transferred to another hospital	0%	3.8%	5.8%	19.2%	50.0%	55.8%	71.2%	75.0%
All presentations	18.1%	44.7%	63.9%	75.3%	87.3%	92.7%	95.2%	96.5%

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Grafton Base Hospital: Time spent in the ED

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

July to September 2017

All presentations at the emergency department:¹ 6,806 patients

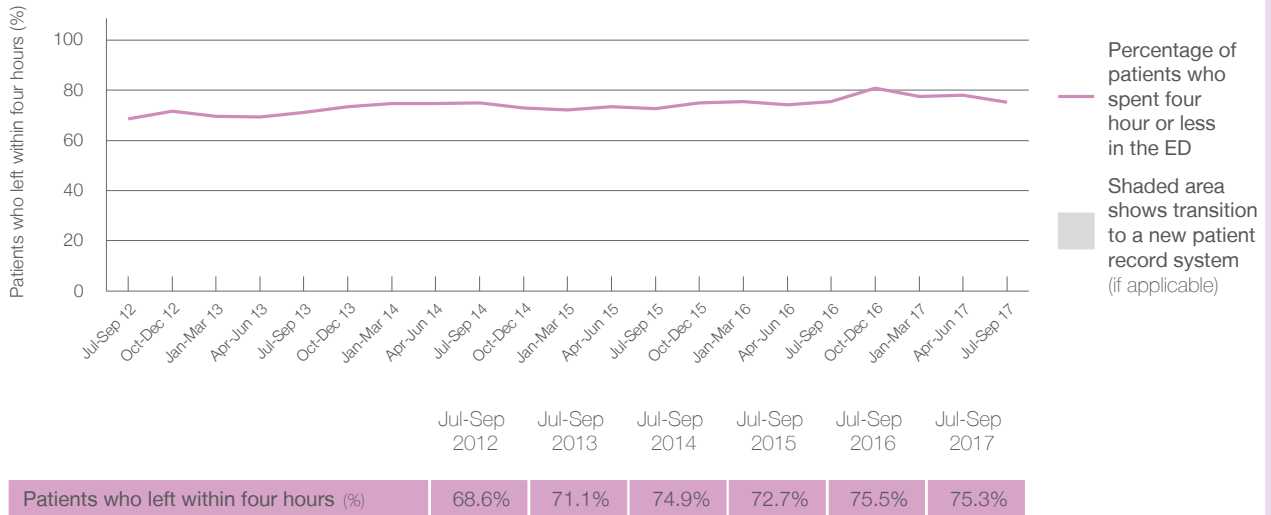
Presentations used to calculate time to leaving the ED:⁶ 6,805 patients

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 6,806 patients	6,301	8.0%
Presentations used to calculate time to leaving the ED: ⁶ 6,805 patients	6,301	8.0%
Percentage of patients who spent four hours or less in the ED	75.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	68.6%	71.1%	74.9%	72.7%	75.5%	75.3%

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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- 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 17 October 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).