

Lismore Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,039 patients
Emergency presentations:² 8,714 patients

Same period last year	Change since one year ago
7,929	14.0%
7,714	13.0%

Lismore Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 898 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,069 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,844 patients

Median time to start treatment⁴ 51 minutes
90th percentile time to start treatment⁵ 161 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 845 patients

Median time to start treatment⁴ 50 minutes
90th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
877	
6 minutes	9 minutes
15 minutes	29 minutes
2,739	
25 minutes	23 minutes
98 minutes	83 minutes
3,322	
43 minutes	30 minutes
143 minutes	121 minutes
725	
47 minutes	26 minutes
144 minutes	118 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,038 patients

Percentage of patients who spent four hours or less in the ED 59.5%

Same period last year	Change since one year ago
7,929	14.0%
63.6%	

* 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.

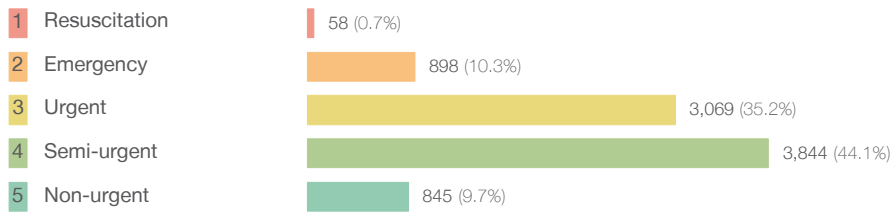
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

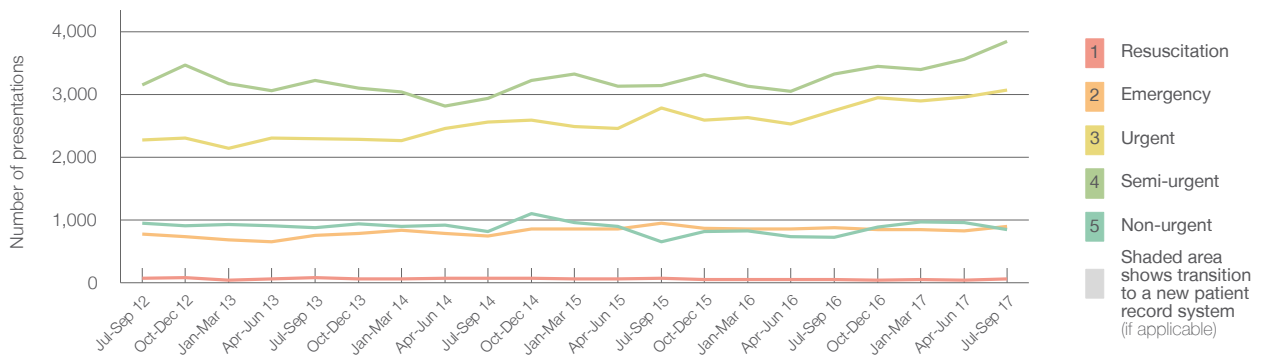
All presentations:¹ 9,039 patients

Emergency presentations² by triage category: 8,714 patients



	Same period last year	Change since one year ago
All presentations	7,929	14.0%
Emergency presentations	7,714	13.0%
1 Resuscitation	51	13.7%
2 Emergency	877	2.4%
3 Urgent	2,739	12.0%
4 Semi-urgent	3,322	15.7%
5 Non-urgent	725	16.6%

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	73	78	66	70	51	58
Emergency	773	751	741	947	877	898
Urgent	2,278	2,296	2,558	2,781	2,739	3,069
Semi-urgent	3,148	3,226	2,932	3,143	3,322	3,844
Non-urgent	948	877	817	653	725	845
All emergency presentations	7,220	7,228	7,114	7,594	7,714	8,714

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

Arrivals used to calculate transfer of care time:⁷ 1,898 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,668	
ED Transfer of care time		
Median time	15 minutes	2 minutes
90th percentile time	53 minutes	2 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 July to September 2017

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

Number of triage 2 patients: 898

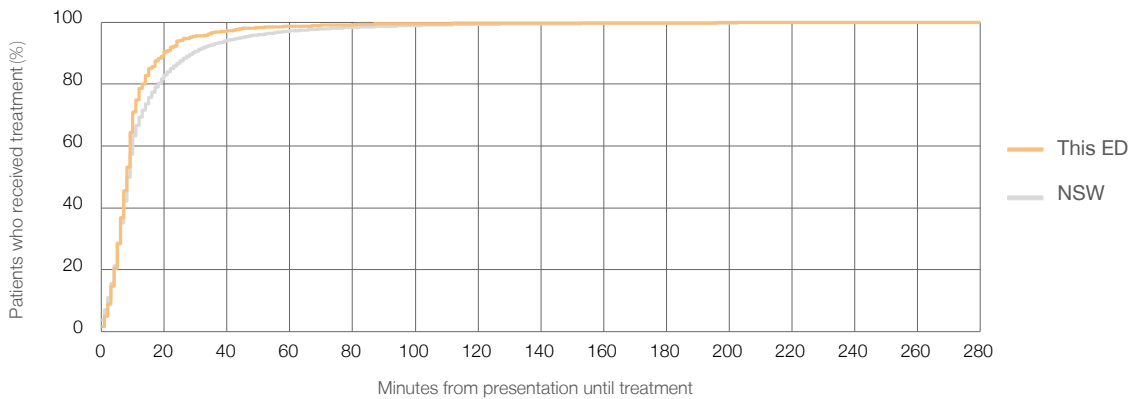
Number of triage 2 patients used to calculate waiting time:³ 890

Median time to start treatment⁴ 8 minutes

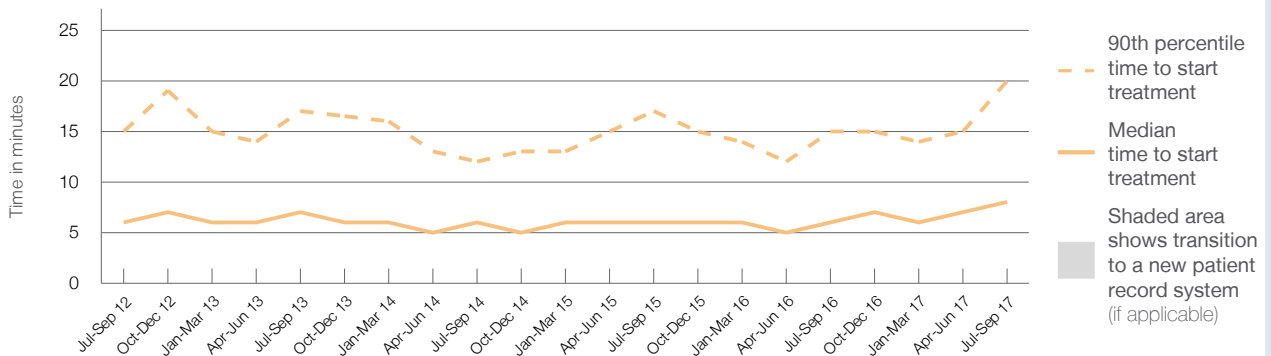
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
877	
873	
6 minutes	9 minutes
15 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)	6	7	6	6	6	8
90th percentile time to start treatment ⁵ (minutes)	15	17	12	17	15	20

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Lismore 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: 3,069

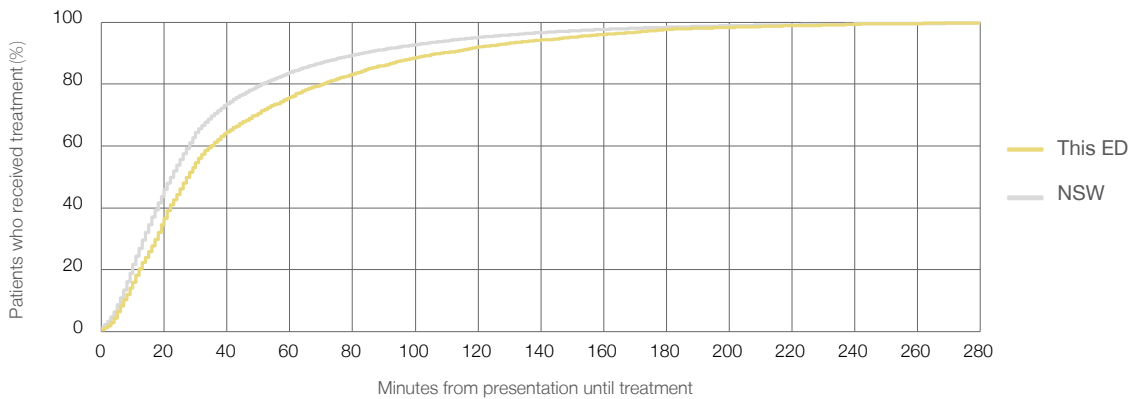
Number of triage 3 patients used to calculate waiting time:³ 2,983

Median time to start treatment⁴ 28 minutes

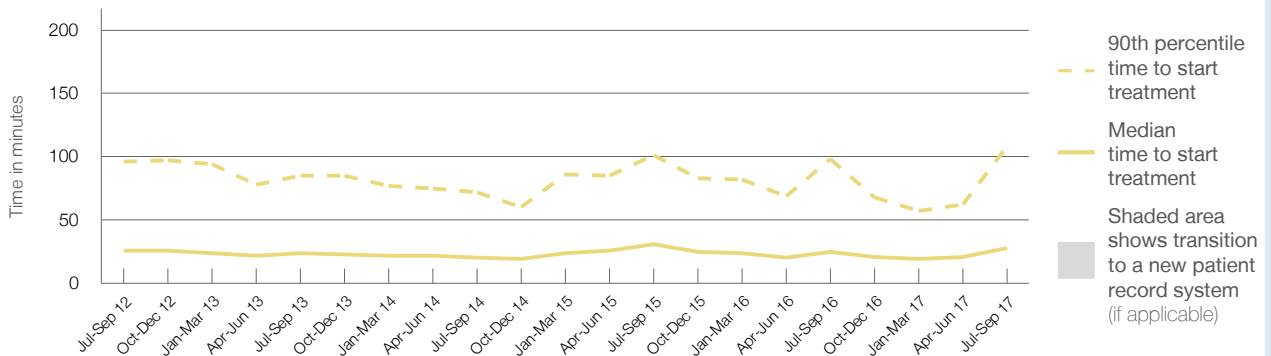
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
2,739	2,677
25 minutes	23 minutes
98 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)	26	24	20	31	25	28
90th percentile time to start treatment ⁵ (minutes)	96	85	72	101	98	108

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Lismore 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: 3,844

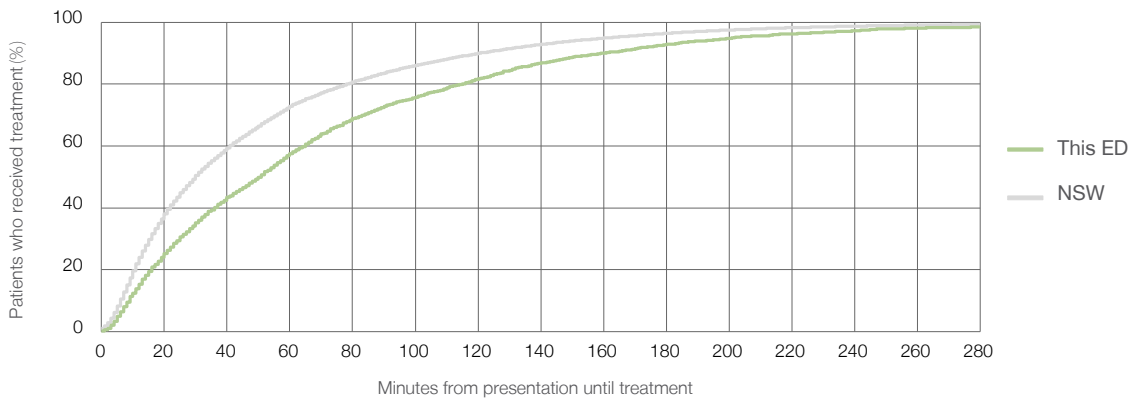
Number of triage 4 patients used to calculate waiting time:³ 3,486

Median time to start treatment⁴ 51 minutes

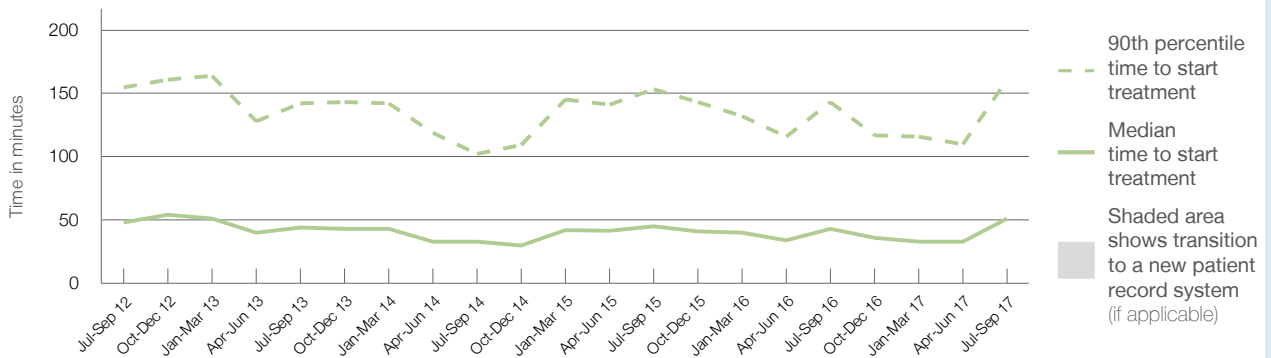
90th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
3,322	3,038
43 minutes	30 minutes
143 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)	48	44	33	45	43	51
90th percentile time to start treatment ⁵ (minutes)	155	142	102	153	143	161

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Lismore 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: 845

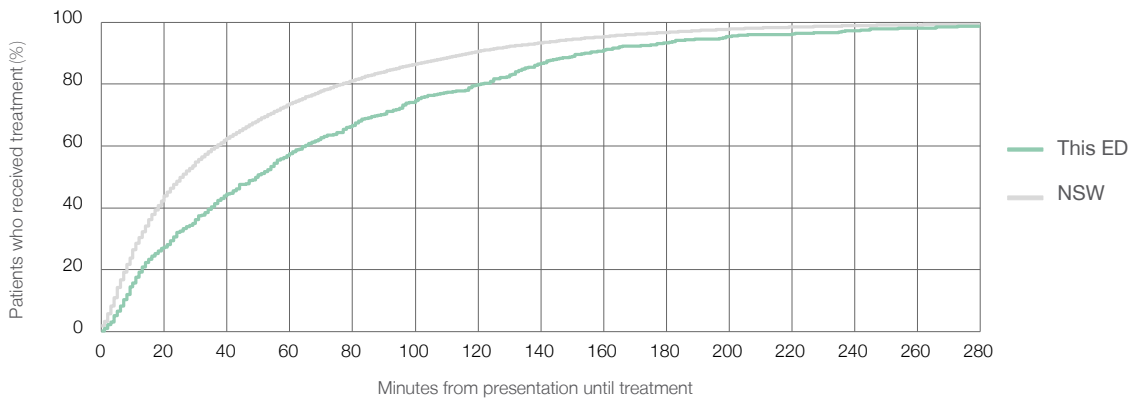
Number of triage 5 patients used to calculate waiting time:³ 703

Median time to start treatment⁴ 50 minutes

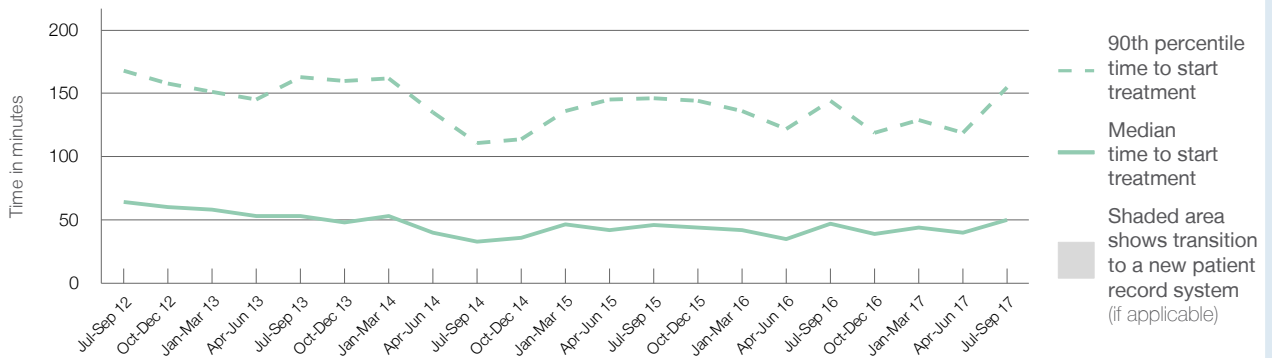
90th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
725	614
47 minutes	26 minutes
144 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)	64	53	33	46	47	50
90th percentile time to start treatment ⁵ (minutes)	168	163	111	146	144	155

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Lismore Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 9,039 patients

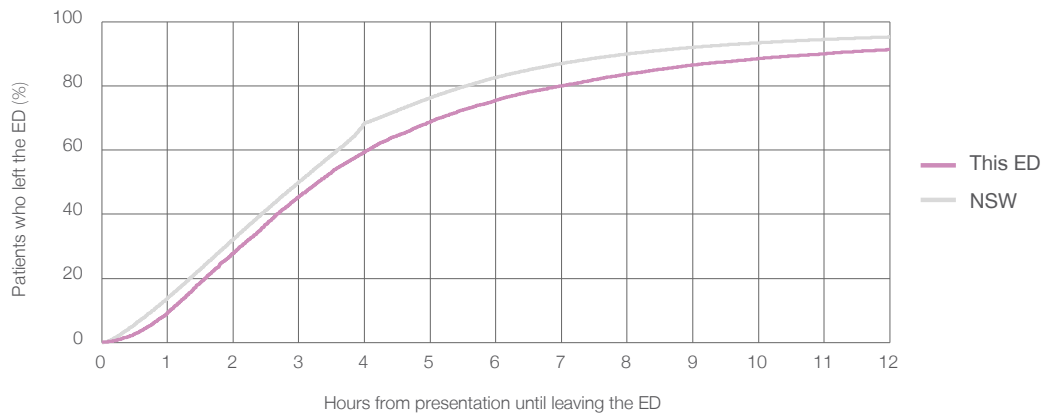
Presentations used to calculate time to leaving the ED:⁶ 9,038 patients

Median time spent in the ED⁸ 3 hours and 18 minutes

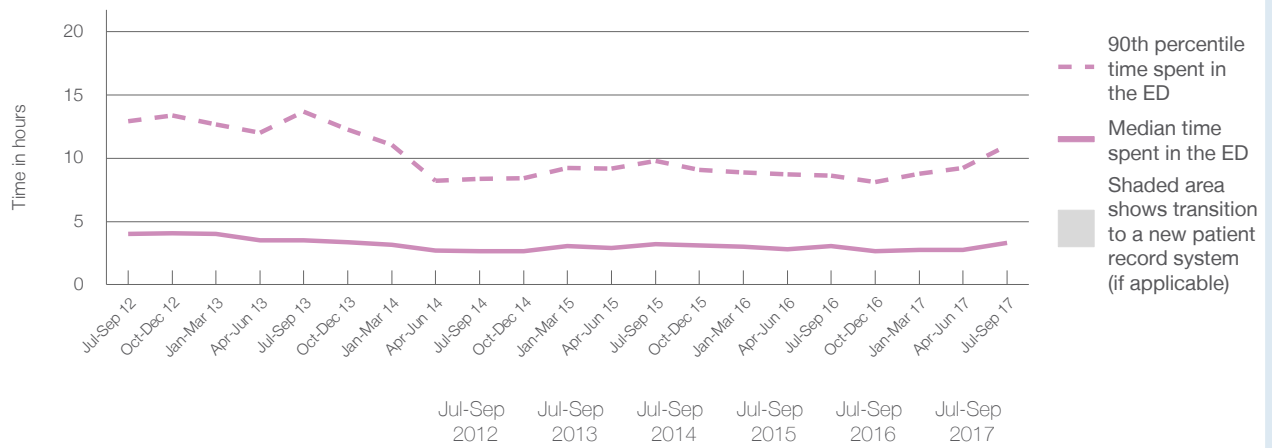
90th percentile time spent in the ED⁹ 11 hours and 0 minutes

Same period last year	NSW (this period)
7,929	7,929
3 hours and 4 minutes	3 hours and 0 minutes
8 hours and 37 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)	4h 1m	3h 30m	2h 40m	3h 12m	3h 4m	3h 18m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	13h 40m	8h 23m	9h 48m	8h 37m	11h 0m

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

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Lismore Base Hospital: Time patients spent in the ED By mode of separation July to September 2017

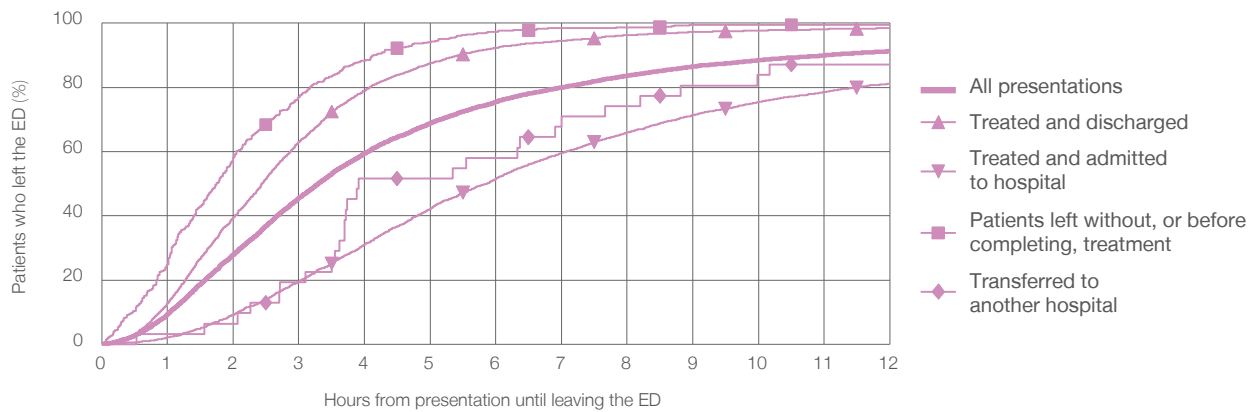
All presentations:¹ 9,039 patients

Presentations used to calculate time to leaving the ED:⁶ 9,038 patients

Treated and discharged	4,706 (52.1%)
Treated and admitted to hospital	3,775 (41.8%)
Patient left without, or before completing, treatment	462 (5.1%)
Transferred to another hospital	31 (0.3%)
Other	65 (0.7%)

Same period last year	Change since one year ago
7,929	14.0%
4,011	17.3%
3,457	9.2%
384	20.3%
20	55.0%
57	14.0%

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	12.8%	39.5%	63.0%	79.0%	92.4%	96.3%	97.8%	98.5%
Treated and admitted to hospital	2.1%	9.2%	19.6%	31.1%	51.6%	65.9%	75.5%	81.2%
Patient left without, or before completing, treatment	24.9%	58.2%	77.1%	88.3%	97.4%	98.7%	99.6%	99.6%
Transferred to another hospital	3.2%	6.5%	19.4%	51.6%	58.1%	74.2%	83.9%	87.1%
All presentations	9.3%	28.0%	45.6%	59.5%	75.5%	83.7%	88.5%	91.3%

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Lismore 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 9,039 patients

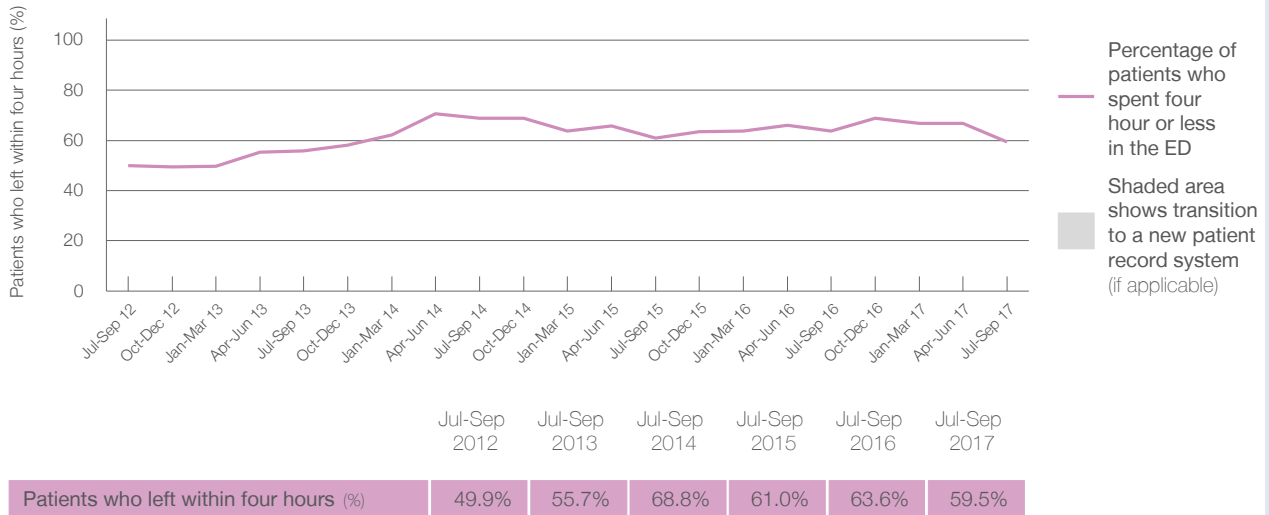
Presentations used to calculate time to leaving the ED:⁶ 9,038 patients

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	7,929	14.0%
Presentations used to calculate time to leaving the ED	7,929	14.0%
Percentage of patients who spent four hours or less in the ED	63.6%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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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).