

Grafton Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 6,679 patients
 Emergency presentations:² 6,180 patients

Same period last year	Change since one year ago
6,313	5.8%
5,793	6.7%

Grafton Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 554 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,688 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 56 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,845 patients

Median time to start treatment⁴ 34 minutes
 90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,065 patients

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

Same period last year	NSW (this period)
563	
8 minutes	8 minutes
20 minutes	23 minutes
1,901	
18 minutes	20 minutes
51 minutes	65 minutes
2,590	
29 minutes	26 minutes
88 minutes	99 minutes
721	
32 minutes	23 minutes
92 minutes	103 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 6,679 patients

Percentage of patients who spent four hours or less in the ED 78.0%

Same period last year	Change since one year ago
6,313	5.8%
80.8%	

* 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.

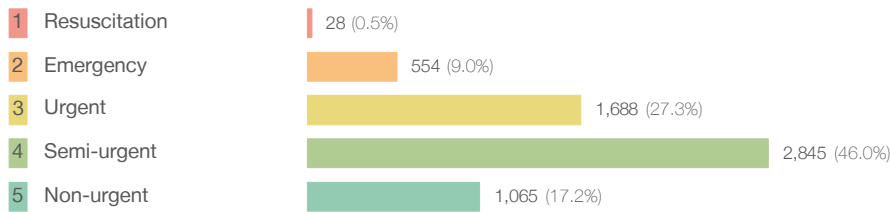
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 23 January 2018).

Grafton Base Hospital: Patients presenting to the emergency department October to December 2017

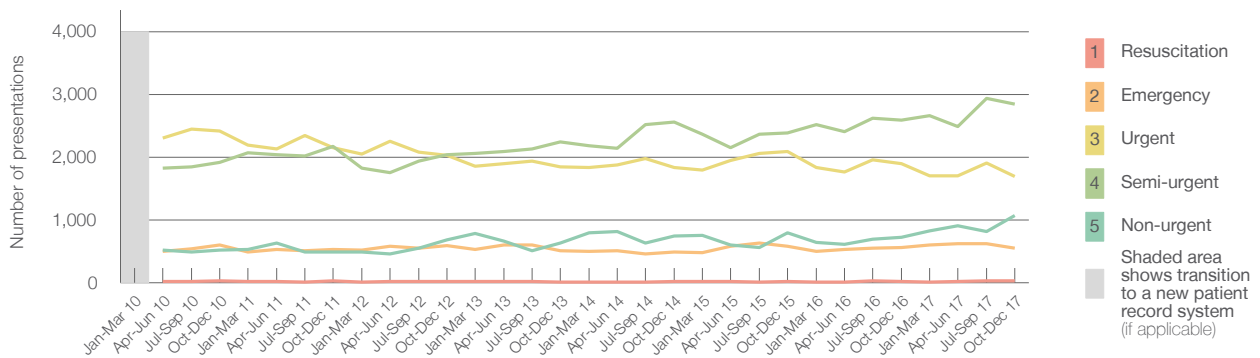
All presentations:¹ 6,679 patients

Emergency presentations² by triage category: 6,180 patients



	Same period last year	Change since one year ago
All presentations	6,313	5.8%
Emergency presentations	5,793	6.7%
1 Resuscitation	18	55.6%
2 Emergency	563	-1.6%
3 Urgent	1,901	-11.2%
4 Semi-urgent	2,590	9.8%
5 Non-urgent	721	47.7%

Emergency presentations² by quarter, January 2010 to December 2017 †



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation	28	30	24	8	19	16	18	28
Emergency	602	529	593	513	484	579	563	554
Urgent	2,413	2,148	2,030	1,848	1,838	2,085	1,901	1,688
Semi-urgent	1,921	2,176	2,035	2,241	2,564	2,383	2,590	2,845
Non-urgent	516	486	677	634	746	792	721	1,065
All emergency presentations	5,480	5,369	5,359	5,244	5,651	5,855	5,793	6,180

Grafton Base Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 580 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	586	
ED Transfer of care time		
Median time	13 minutes	0 minutes
90th percentile time	28 minutes	0 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after 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 October to December 2017

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

Number of triage 2 patients: 554

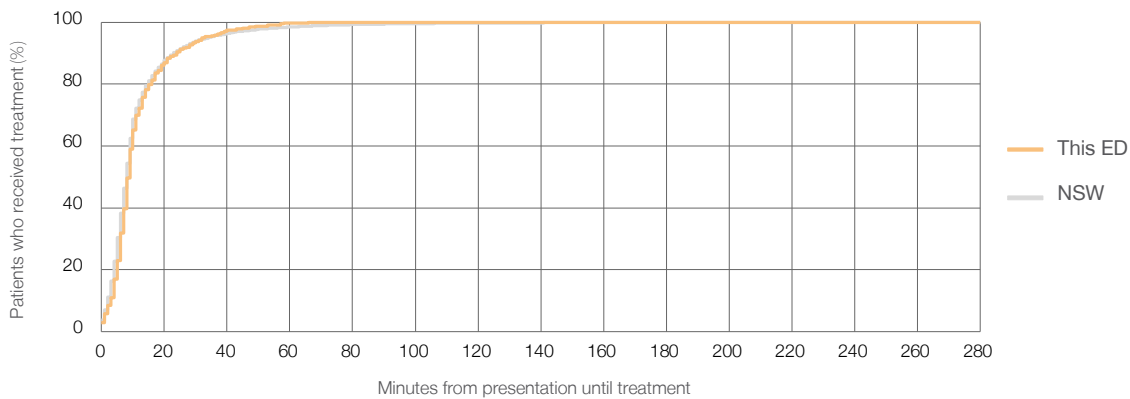
Number of triage 2 patients used to calculate waiting time:³ 551

Median time to start treatment⁴ 9 minutes

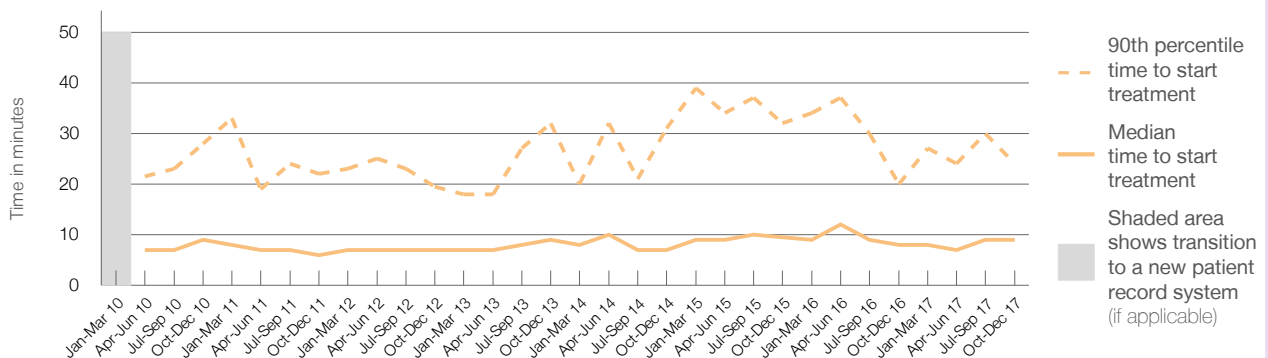
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
563	
561	
8 minutes	8 minutes
20 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	9	6	7	9	7	10	8	9
90th percentile time to start treatment ⁵ (minutes)	28	22	20	32	31	32	20	24

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Grafton Base Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,688

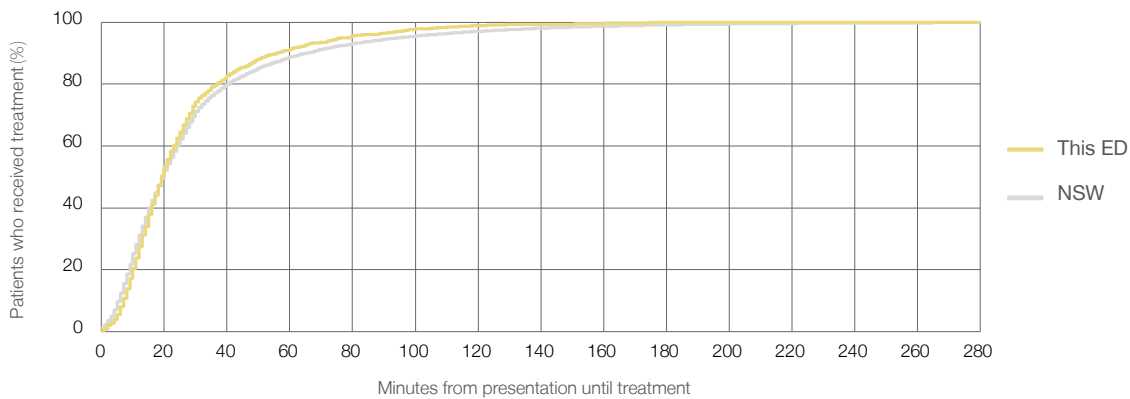
Number of triage 3 patients used to calculate waiting time:³ 1,657

Median time to start treatment⁴ 19 minutes

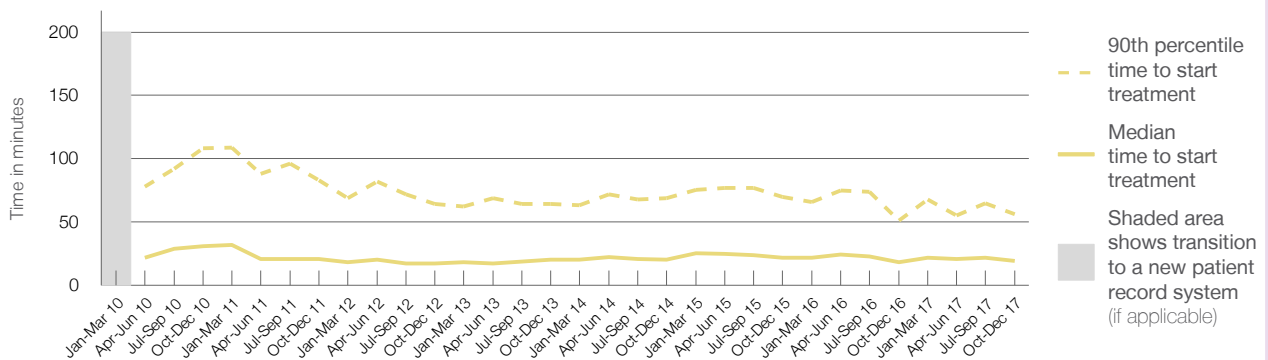
90th percentile time to start treatment⁵ 56 minutes

Same period last year	NSW (this period)
1,901	
1,868	
18 minutes	20 minutes
51 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	31	21	17	20	20	22	18	19
90th percentile time to start treatment ⁵ (minutes)	108	83	64	64	69	70	51	56

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Grafton Base Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,845

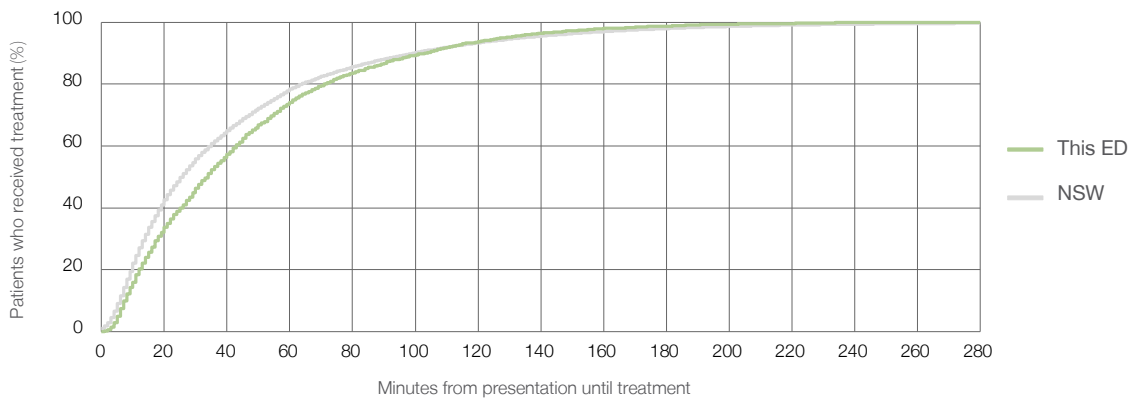
Number of triage 4 patients used to calculate waiting time:³ 2,717

Median time to start treatment⁴ 34 minutes

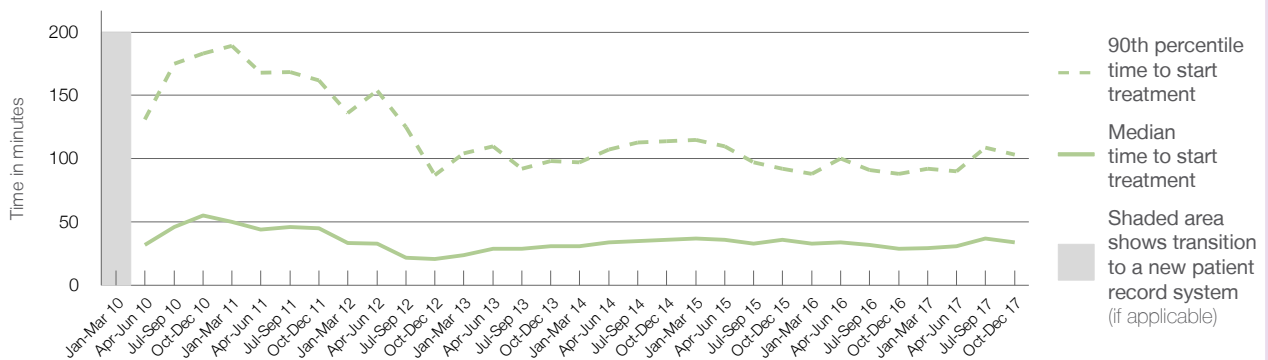
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
2,590	2,476
29 minutes	26 minutes
88 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	55	45	21	31	36	36	29	34
90th percentile time to start treatment ⁵ (minutes)	183	162	87	98	114	92	88	103

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Grafton Base Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 1,065

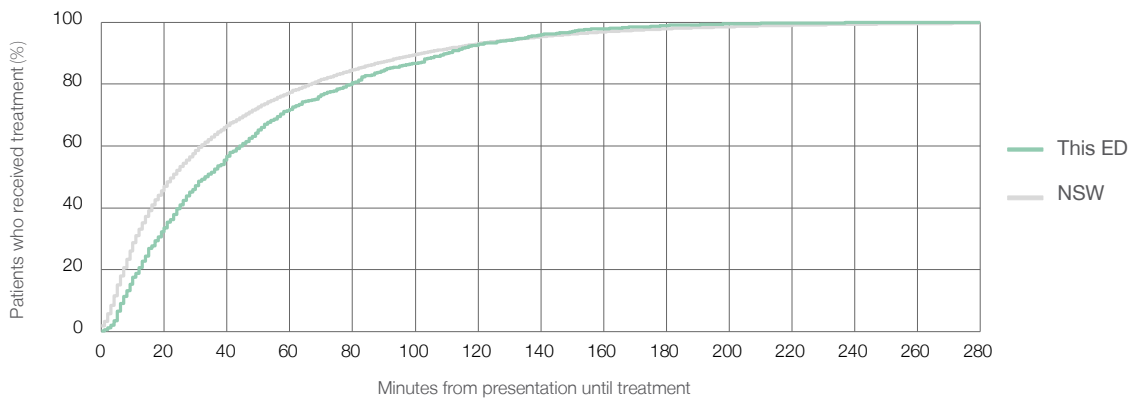
Number of triage 5 patients used to calculate waiting time:³ 942

Median time to start treatment⁴ 33 minutes

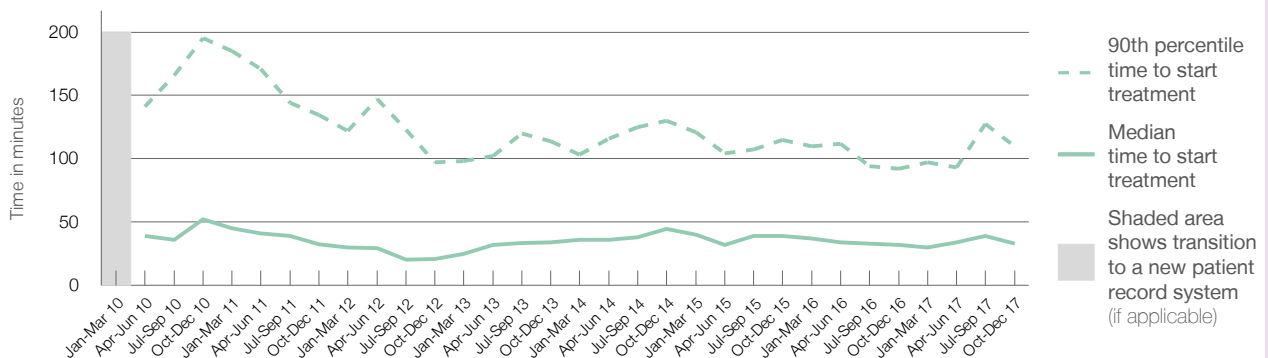
90th percentile time to start treatment⁵ 110 minutes

Same period last year	NSW (this period)
721	
638	
32 minutes	23 minutes
92 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2017



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)	52	33	21	34	45	39	32	33
90th percentile time to start treatment ⁵ (minutes)	195	135	97	114	130	115	92	110

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Grafton Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 6,679 patients

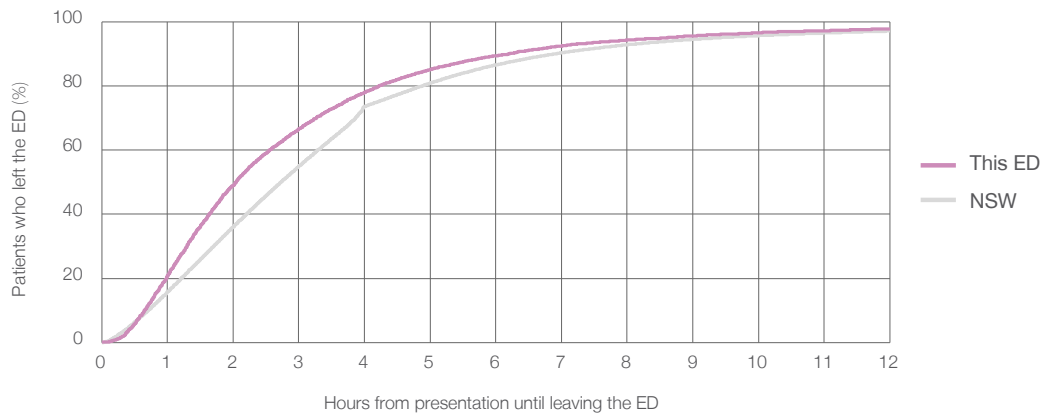
Presentations used to calculate time to leaving the ED:⁶ 6,679 patients

Median time spent in the ED⁸ 2 hours and 3 minutes

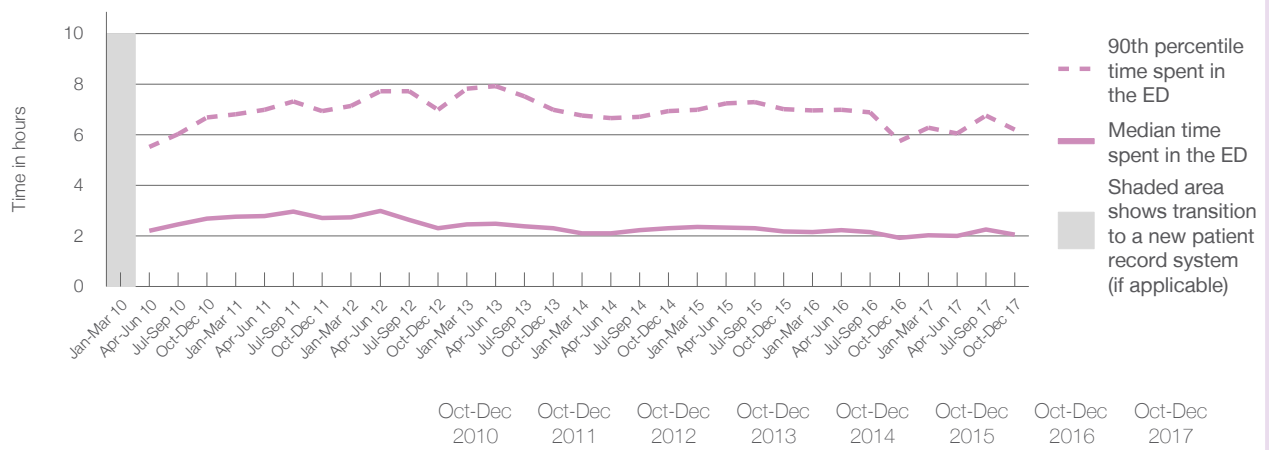
90th percentile time spent in the ED⁹ 6 hours and 13 minutes

Same period last year	NSW (this period)
6,313	6,313
1 hours and 56 minutes	2 hours and 44 minutes
5 hours and 45 minutes	6 hours and 55 minutes

Percentage of patients who left the ED by time, October to December 2017



Time patients spent in the ED, by quarter, January 2010 to December 2017^{†‡}



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 41m	2h 43m	2h 19m	2h 18m	2h 18m	2h 11m	1h 56m	2h 3m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 41m	6h 56m	6h 59m	6h 59m	6h 57m	7h 1m	5h 45m	6h 13m

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

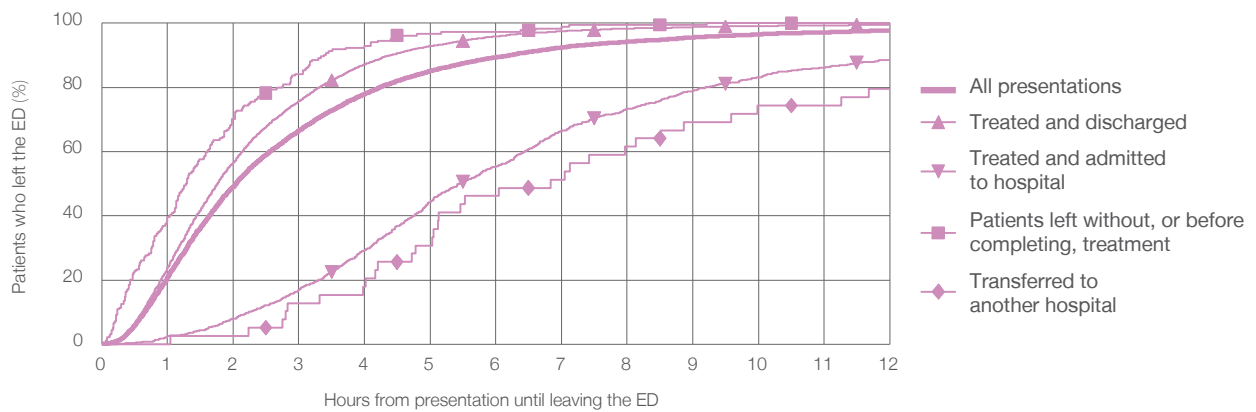
All presentations:¹ 6,679 patients

Presentations used to calculate time to leaving the ED:⁶ 6,679 patients

Treated and discharged	5,404 (80.9%)
Treated and admitted to hospital	1,038 (15.5%)
Patient left without, or before completing, treatment	184 (2.8%)
Transferred to another hospital	39 (0.6%)
Other	14 (0.2%)

Same period last year	Change since one year ago
6,313	5.8%
4,946	9.3%
1,174	-11.6%
135	36.3%
39	0.0%
19	-26.3%

Percentage of patients who left the ED by time and mode of separation, October to December 2017^{†‡}



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	23.9%	56.6%	75.8%	87.2%	95.9%	98.3%	99.1%	99.6%
Treated and admitted to hospital	2.5%	7.9%	16.9%	29.3%	55.4%	73.3%	83.2%	88.4%
Patient left without, or before completing, treatment	39.7%	70.1%	84.2%	92.9%	97.3%	99.5%	100%	100%
Transferred to another hospital	0%	2.6%	12.8%	17.9%	46.2%	61.5%	74.4%	79.5%
All presentations	21.0%	49.1%	66.6%	78.0%	89.4%	94.3%	96.6%	97.7%

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

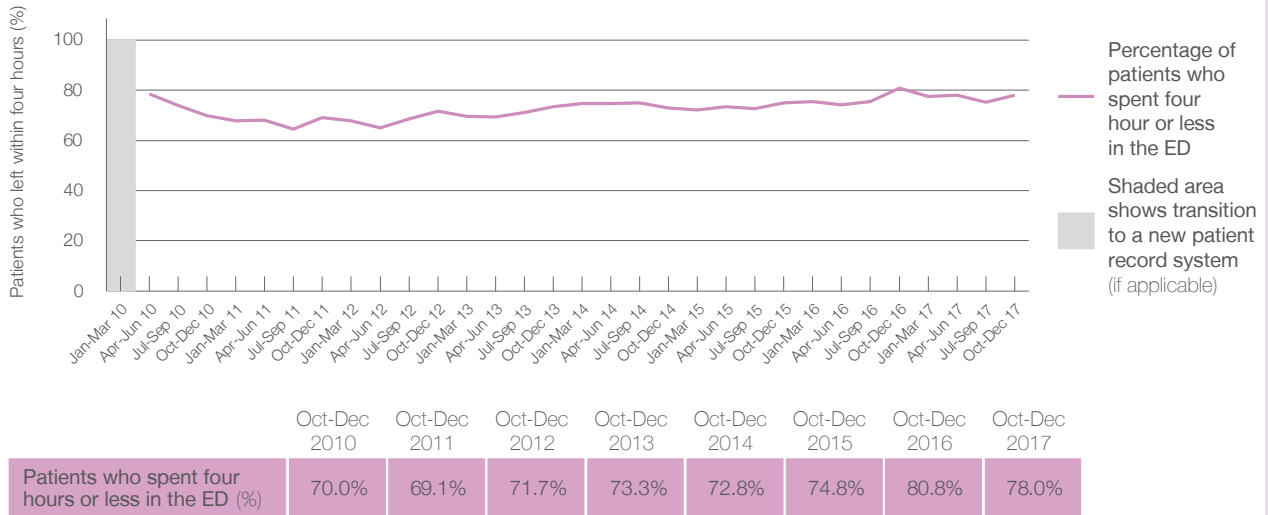
All presentations at the emergency department: ¹ 6,679 patients
 Presentations used to calculate time to leaving the ED: ⁶ 6,679 patients

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	6,313	5.8%
Presentations used to calculate time to leaving the ED	6,313	5.8%
Percentage of patients who spent four hours or less in the ED	80.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2017 ^{†‡}



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
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 ‡ 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 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).