

Lismore Base Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 8,877 patients
Emergency presentations:² 8,546 patients

Same period last year	Change since one year ago
8,441	5.2%
8,168	4.6%

Lismore Base Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 878 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,809 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,771 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 120 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,041 patients

Median time to start treatment⁴ 35 minutes
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
845	
7 minutes	8 minutes
15 minutes	23 minutes
2,950	
21 minutes	20 minutes
68 minutes	65 minutes
3,442	
36 minutes	26 minutes
117 minutes	99 minutes
887	
39 minutes	23 minutes
119 minutes	103 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 8,876 patients

Percentage of patients who spent four hours or less in the ED 67.1%

Same period last year	Change since one year ago
8,441	5.2%
68.7%	

* 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.

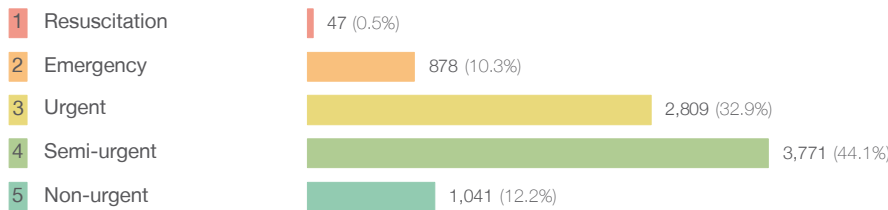
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

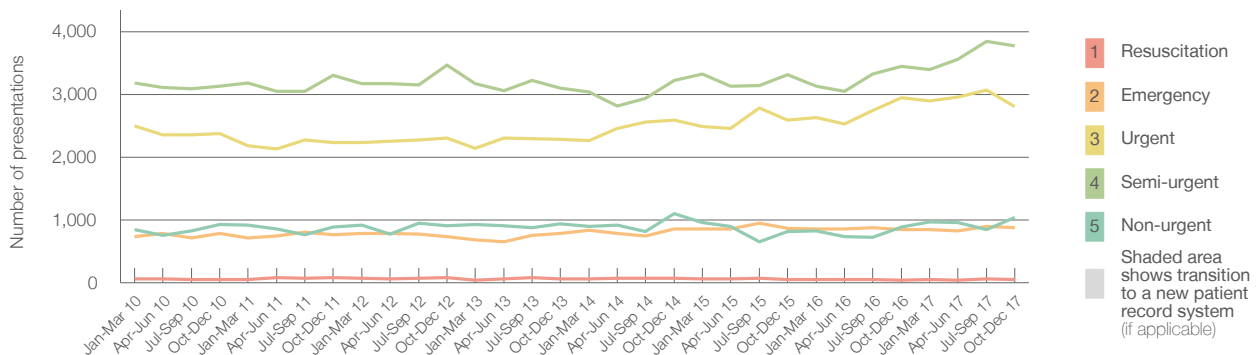
All presentations:¹ 8,877 patients

Emergency presentations² by triage category: 8,546 patients



	Same period last year	Change since one year ago
All presentations	8,441	5.2%
Emergency presentations	8,168	4.6%
1 Resuscitation	44	6.8%
2 Emergency	845	3.9%
3 Urgent	2,950	-4.8%
4 Semi-urgent	3,442	9.6%
5 Non-urgent	887	17.4%

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	53	77	77	61	68	50	44	47
Emergency	788	768	733	787	855	864	845	878
Urgent	2,371	2,228	2,306	2,284	2,589	2,587	2,950	2,809
Semi-urgent	3,126	3,300	3,462	3,095	3,221	3,315	3,442	3,771
Non-urgent	931	882	907	941	1,104	815	887	1,041
All emergency presentations	7,269	7,255	7,485	7,168	7,837	7,631	8,168	8,546

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

Arrivals used to calculate transfer of care time:⁷ 1,752 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,752	
ED Transfer of care time		
Median time	13 minutes	-1 minute
90th percentile time	37 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 October to December 2017

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

Number of triage 2 patients: 878

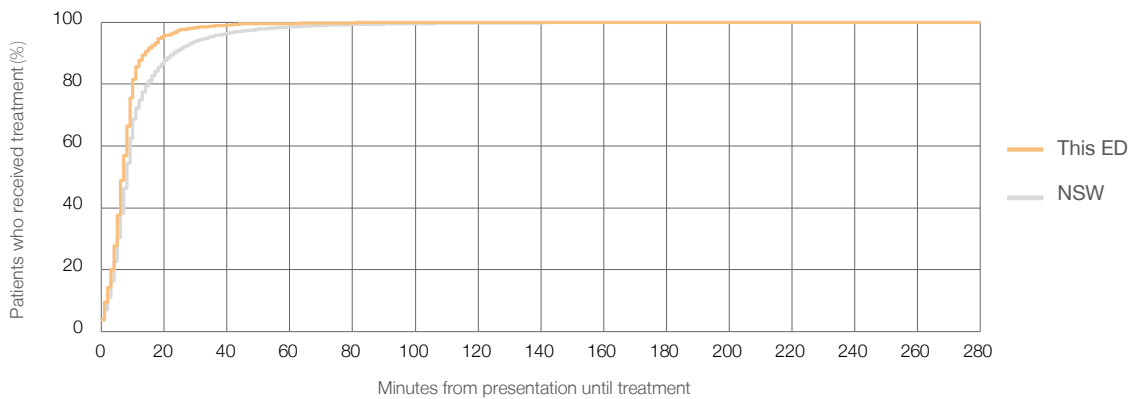
Number of triage 2 patients used to calculate waiting time:³ 872

Median time to start treatment⁴ 7 minutes

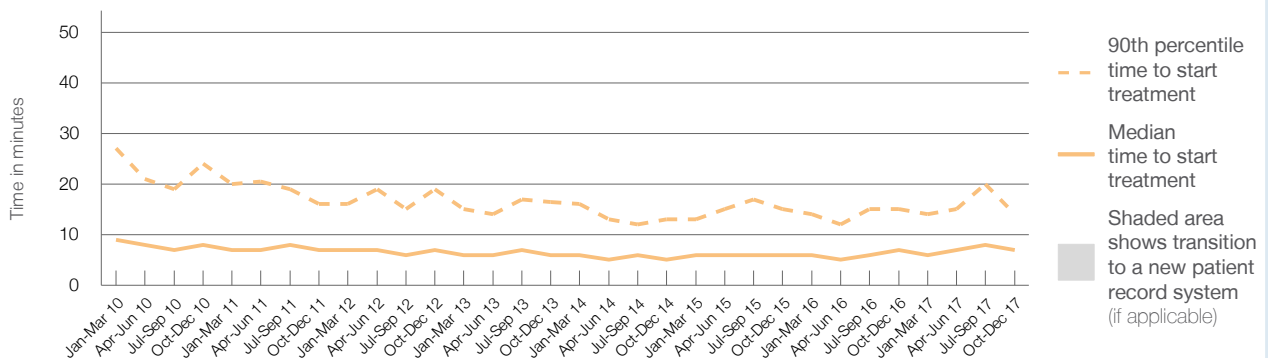
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
845	
842	
7 minutes	8 minutes
15 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)	8	7	7	6	5	6	7	7
90th percentile time to start treatment ⁵ (minutes)	24	16	19	17	13	15	15	14

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Lismore 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: 2,809

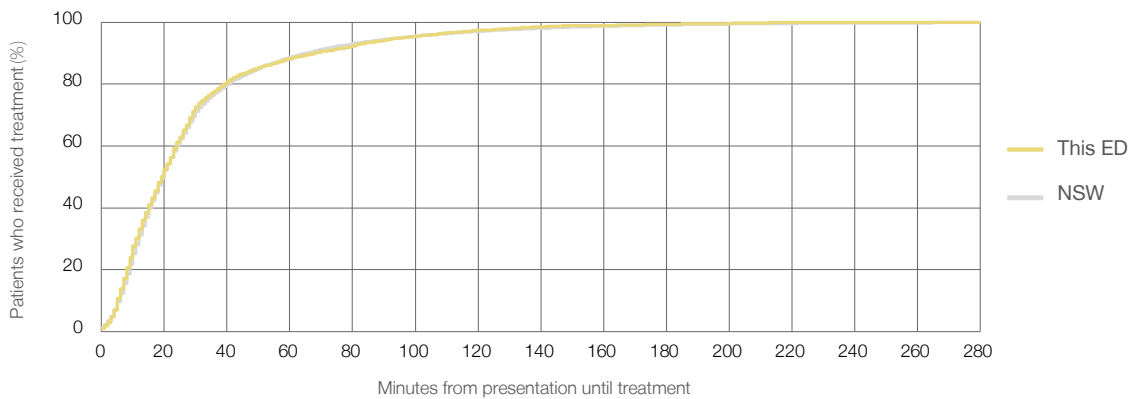
Number of triage 3 patients used to calculate waiting time:³ 2,751

Median time to start treatment⁴ 19 minutes

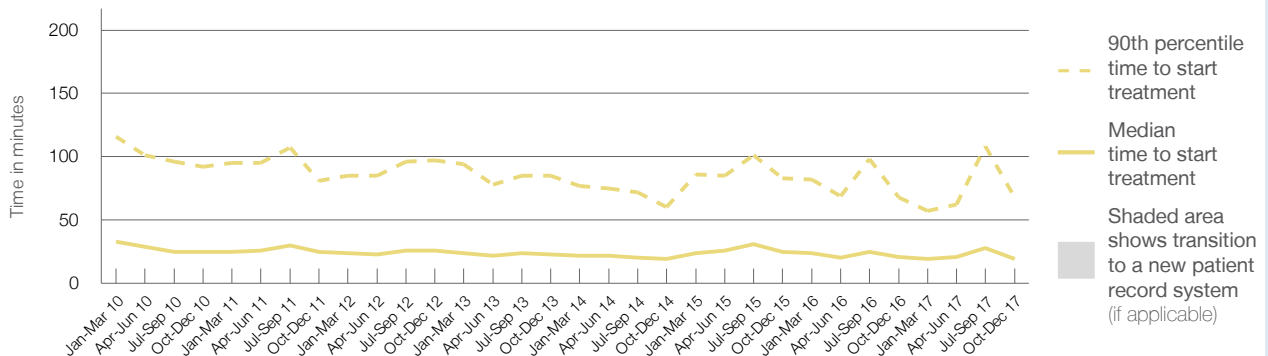
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
2,950	
2,895	
21 minutes	20 minutes
68 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)	25	25	26	23	19	25	21	19
90th percentile time to start treatment ⁵ (minutes)	92	81	97	85	60	83	68	68

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Lismore 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: 3,771

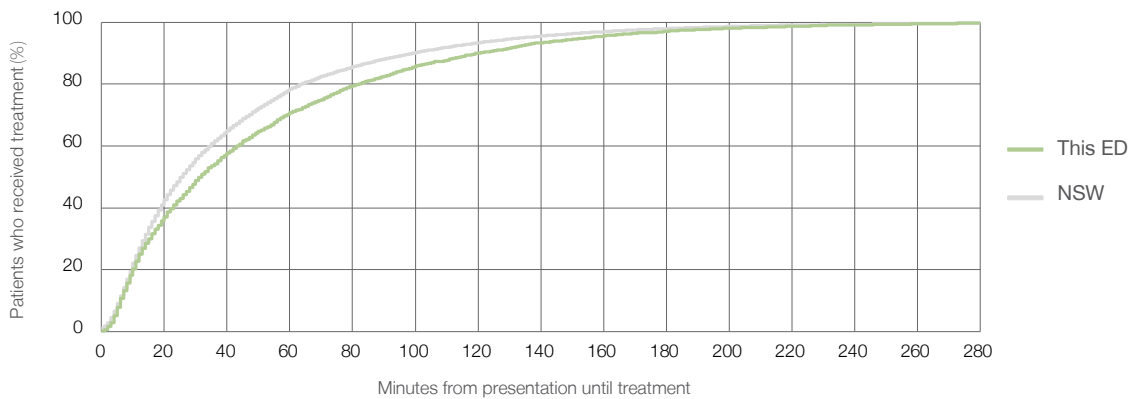
Number of triage 4 patients used to calculate waiting time:³ 3,560

Median time to start treatment⁴ 32 minutes

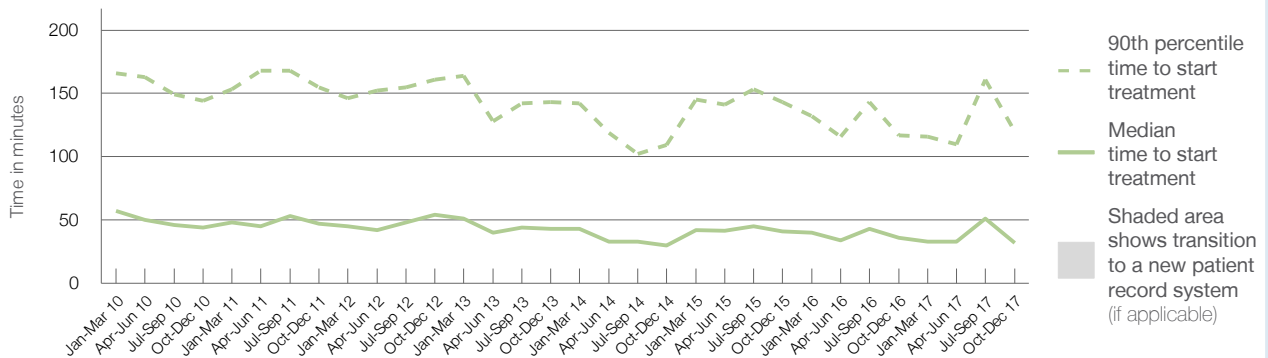
90th percentile time to start treatment⁵ 120 minutes

Same period last year	NSW (this period)
3,442	3,237
36 minutes	26 minutes
117 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)	44	47	54	43	30	41	36	32
90th percentile time to start treatment ⁵ (minutes)	144	155	161	143	110	143	117	120

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Lismore 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: 1,041

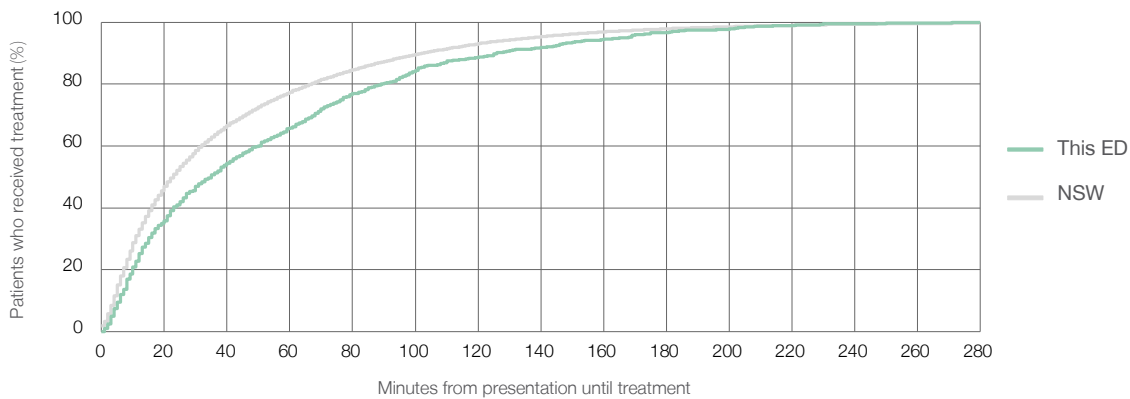
Number of triage 5 patients used to calculate waiting time:³ 909

Median time to start treatment⁴ 35 minutes

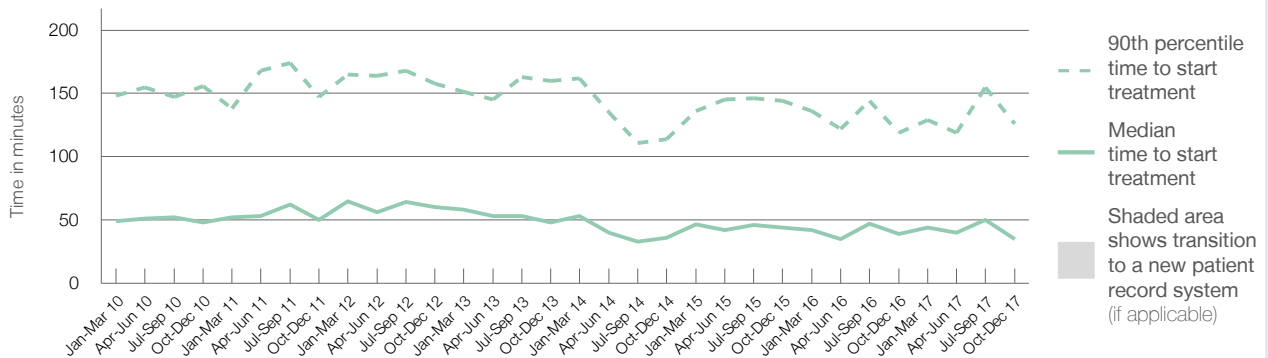
90th percentile time to start treatment⁵ 126 minutes

Same period last year	NSW (this period)
887	788
39 minutes	23 minutes
119 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)	48	50	60	48	36	44	39	35
90th percentile time to start treatment ⁵ (minutes)	156	147	158	160	114	144	119	126

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Lismore Base Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 8,877 patients

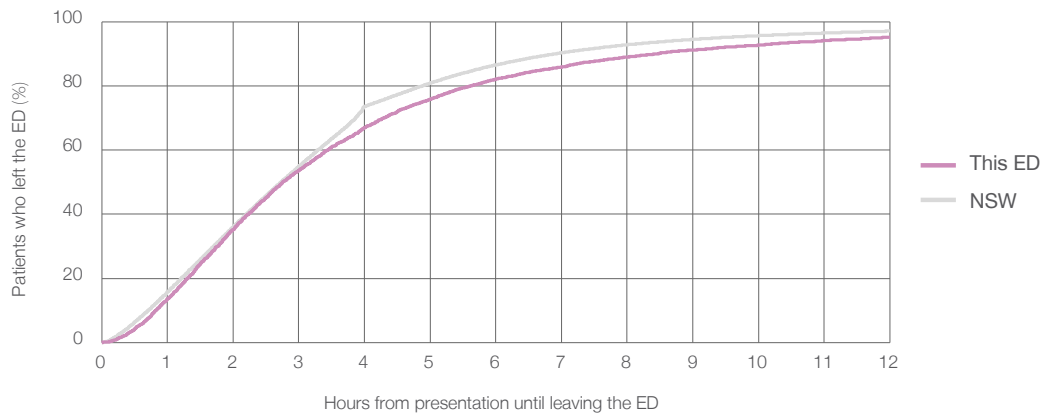
Presentations used to calculate time to leaving the ED:⁶ 8,876 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

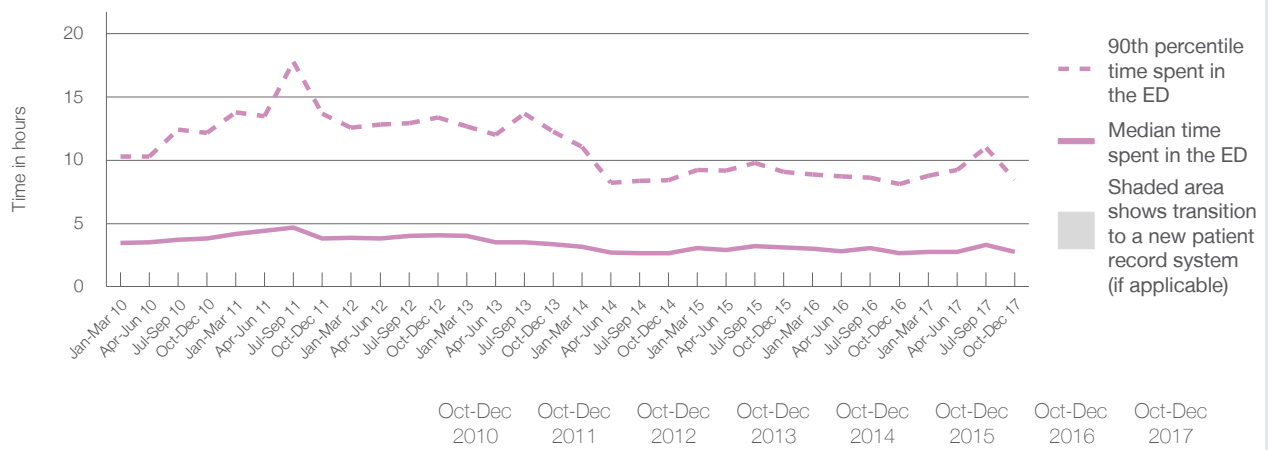
90th percentile time spent in the ED⁹ 8 hours and 27 minutes

Same period last year	NSW (this period)
8,441	8,441
2 hours and 39 minutes	2 hours and 44 minutes
8 hours and 7 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)	3h 49m	3h 49m	4h 4m	3h 22m	2h 39m	3h 5m	2h 39m	2h 46m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 11m	13h 41m	13h 21m	12h 16m	8h 25m	9h 5m	8h 7m	8h 27m

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Lismore Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2017

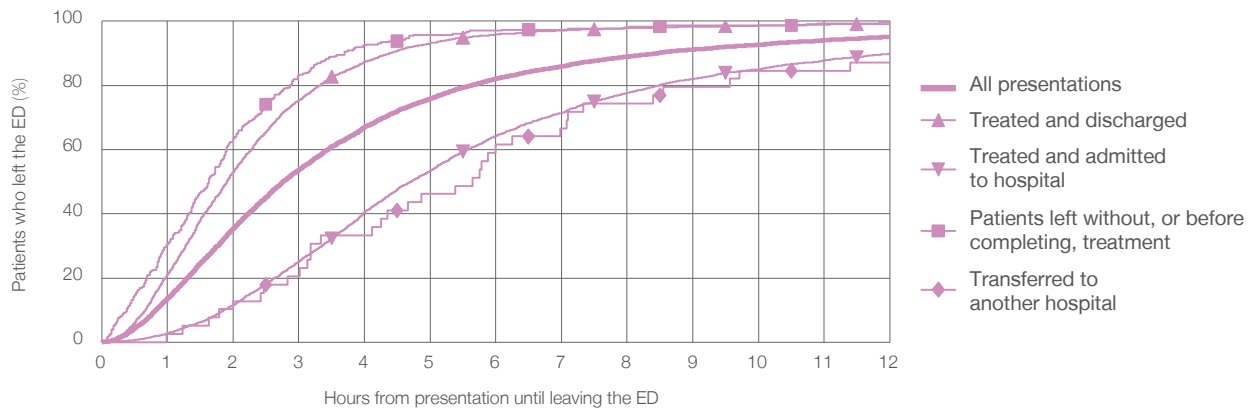
All presentations:¹ 8,877 patients

Presentations used to calculate time to leaving the ED:⁶ 8,876 patients

Treated and discharged	4,641 (52.3%)
Treated and admitted to hospital	3,842 (43.3%)
Patient left without, or before completing, treatment	306 (3.4%)
Transferred to another hospital	39 (0.4%)
Other	49 (0.6%)

Same period last year	Change since one year ago
8,441	5.2%
4,571	1.5%
3,492	10.0%
295	3.7%
28	39.3%
55	-10.9%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	21.1%	53.1%	75.3%	87.4%	95.9%	97.8%	98.6%	99.2%
Treated and admitted to hospital	2.8%	11.5%	25.2%	40.6%	64.3%	77.7%	85.1%	89.8%
Patient left without, or before completing, treatment	30.4%	63.4%	83.3%	92.5%	97.1%	98.0%	98.7%	99.7%
Transferred to another hospital	2.6%	12.8%	20.5%	33.3%	61.5%	74.4%	84.6%	87.2%
All presentations	13.7%	35.4%	53.7%	67.1%	82.1%	89.0%	92.7%	95.1%

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Lismore 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 8,877 patients

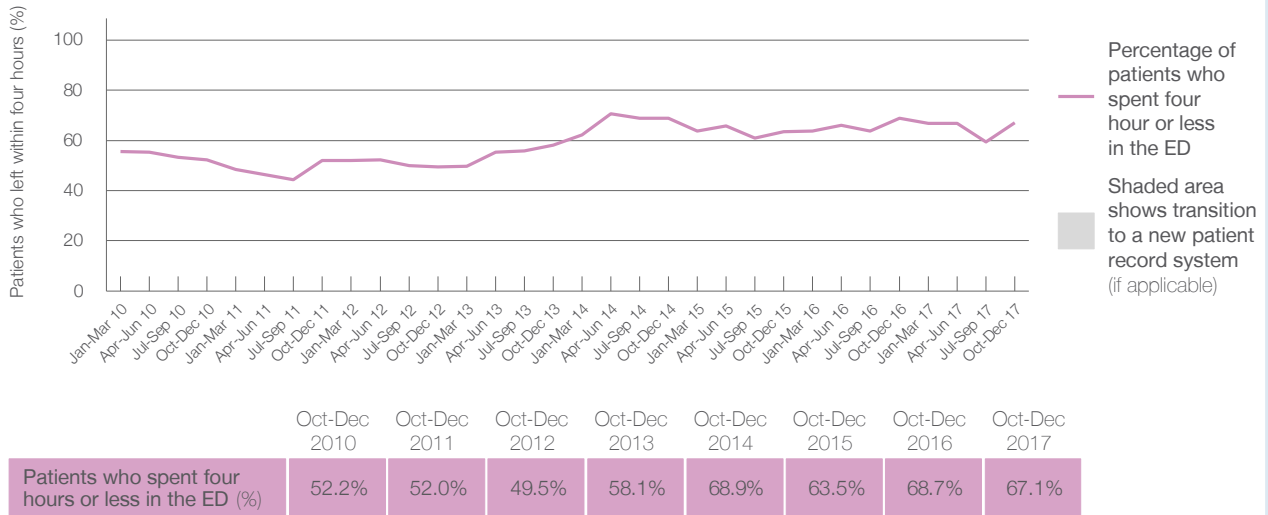
Presentations used to calculate time to leaving the ED: ⁶ 8,876 patients

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	8,441	5.2%
Presentations used to calculate time to leaving the ED	8,441	5.2%
Percentage of patients who spent four hours or less in the ED	68.7%	

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).