

Healthcare Quarterly

Emergency department

Northern NSW Local Health District
Performance Profiles

July to September 2018

Ballina District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 4,166 patients
Emergency presentations:² 3,947 patients

Same period last year	Change since one year ago
4,382	-5%
4,157	-5%

Ballina District Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 362 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,221 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,072 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 282 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
359	
9 minutes	8 minutes
28 minutes	28 minutes
1,304	
21 minutes	21 minutes
60 minutes	72 minutes
2,228	
25 minutes	26 minutes
104 minutes	105 minutes
266	
23 minutes	22 minutes
96 minutes	103 minutes

Ballina District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,166 patients

Percentage of patients who spent four hours or less in the ED 81%

Same period last year	Change since one year ago
4,382	-5%
73%	

* 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, January to March 2018*.
- 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.

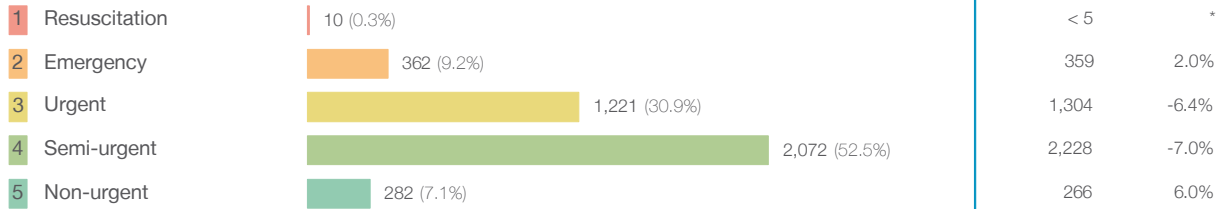
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Ballina District Hospital: Patients presenting to the emergency department July to September 2018

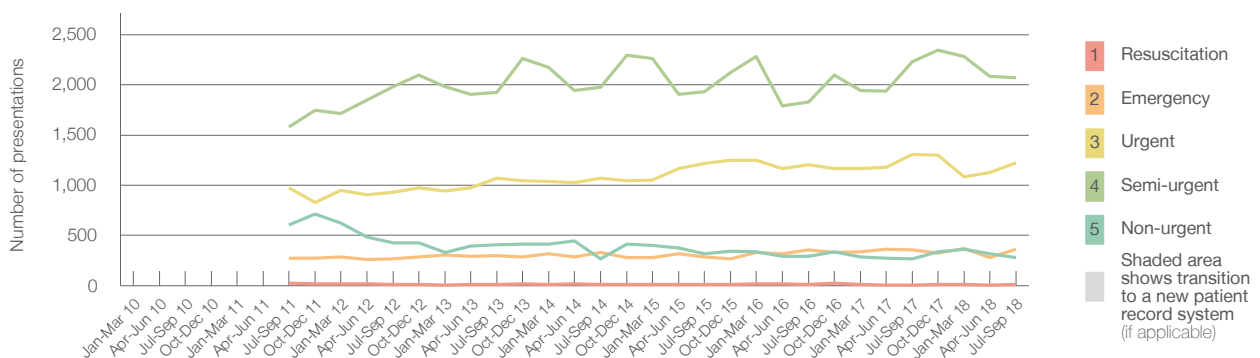
All presentations:¹ 4,166 patients

Emergency presentations² by triage category: 3,947 patients



	Same period last year	Change since one year ago
All presentations	4,382	-5%
Emergency presentations	4,157	-5%
1 Resuscitation	< 5	*
2 Emergency	359	2.0%
3 Urgent	1,304	-6.4%
4 Semi-urgent	2,228	-7.0%
5 Non-urgent	266	6.0%

Emergency presentations² by quarter, January 2010 to September 2018 † §



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		27	14	13	13	13	12	< 5	10
Emergency		275	270	301	328	288	353	359	362
Urgent		977	933	1,072	1,070	1,214	1,202	1,304	1,221
Semi-urgent		1,579	1,985	1,927	1,976	1,930	1,827	2,228	2,072
Non-urgent		607	426	410	270	315	292	266	282
All emergency presentations		3,465	3,628	3,723	3,657	3,760	3,686	4,157	3,947

Ballina District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 421 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	310	
Median time	13 minutes	0 minutes
90th percentile time	32 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 July to September 2018

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

Number of triage 2 patients: 362

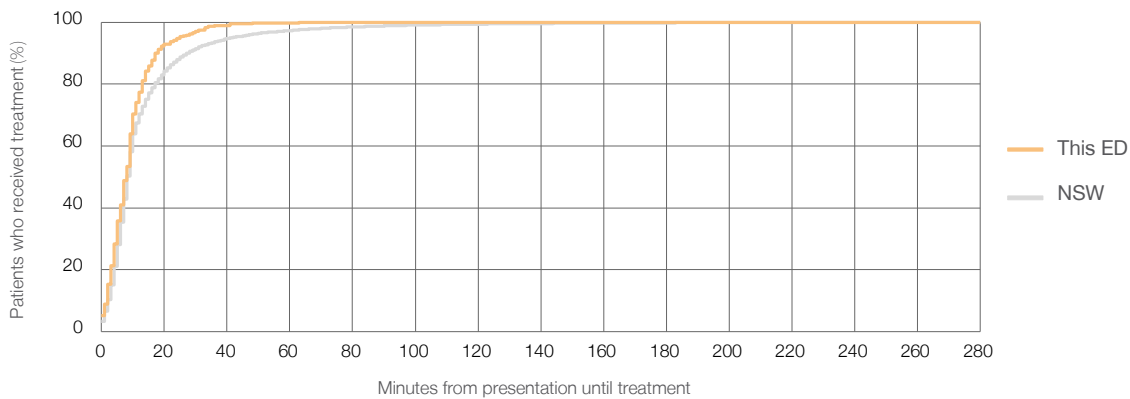
Number of triage 2 patients used to calculate waiting time:³ 361

Median time to start treatment⁴ 8 minutes

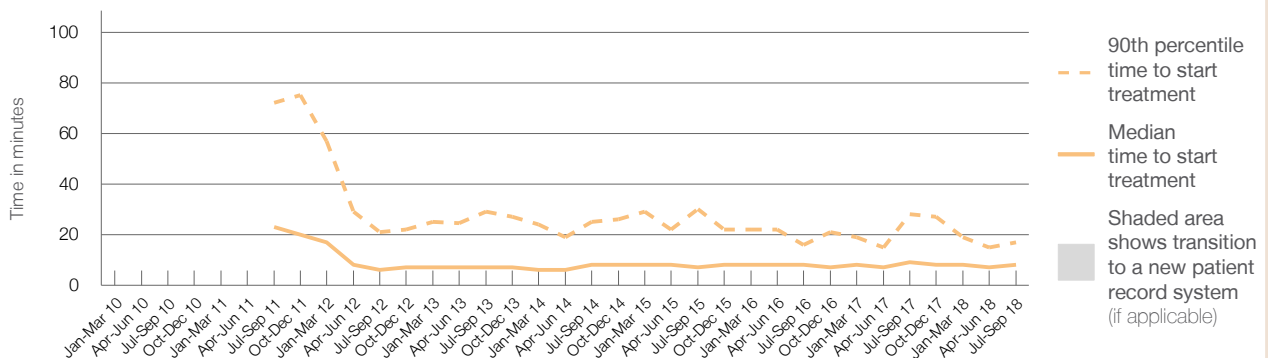
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
359	
354	
9 minutes	8 minutes
28 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		23	6	7	8	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)		72	21	29	25	30	16	28	17

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Ballina District Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,221

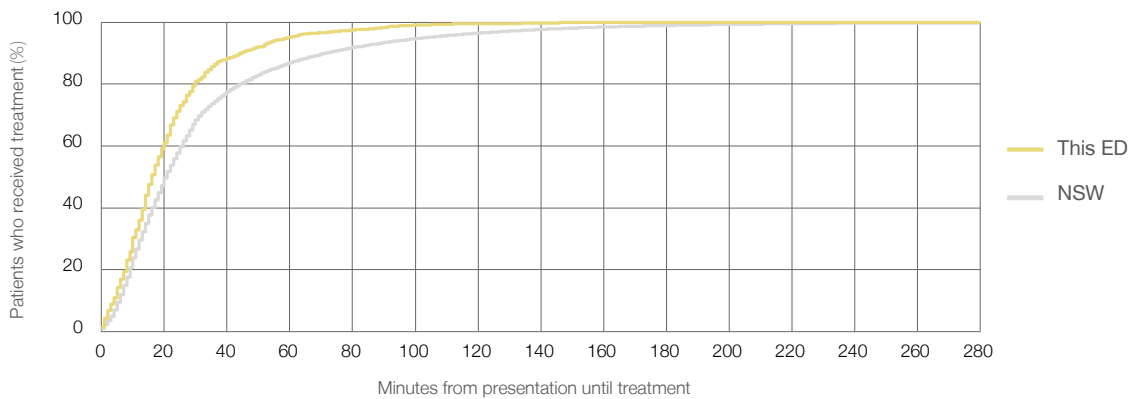
Number of triage 3 patients used to calculate waiting time:³ 1,197

Median time to start treatment⁴ 16 minutes

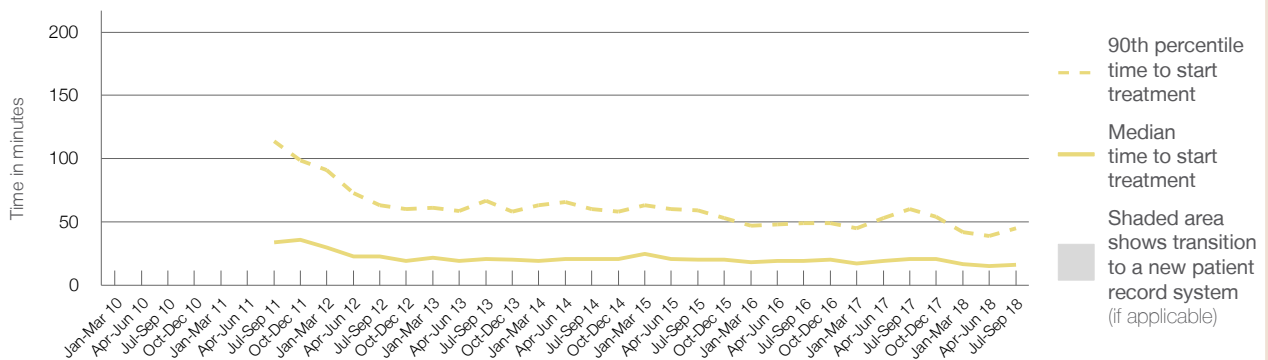
90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
1,304	1,261
21 minutes	21 minutes
60 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		34	23	21	21	20	19	21	16
90th percentile time to start treatment ⁵ (minutes)		114	63	67	60	59	49	60	45

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Ballina District Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,072

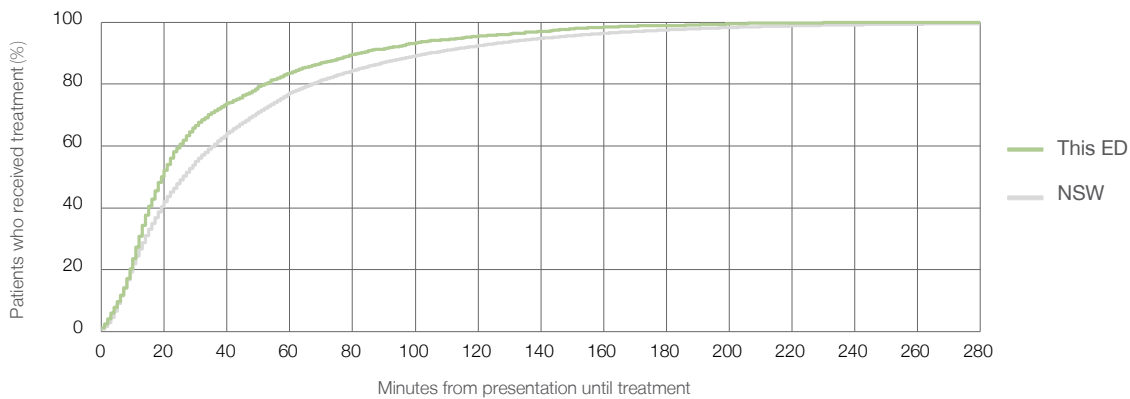
Number of triage 4 patients used to calculate waiting time:³ 1,928

Median time to start treatment⁴ 19 minutes

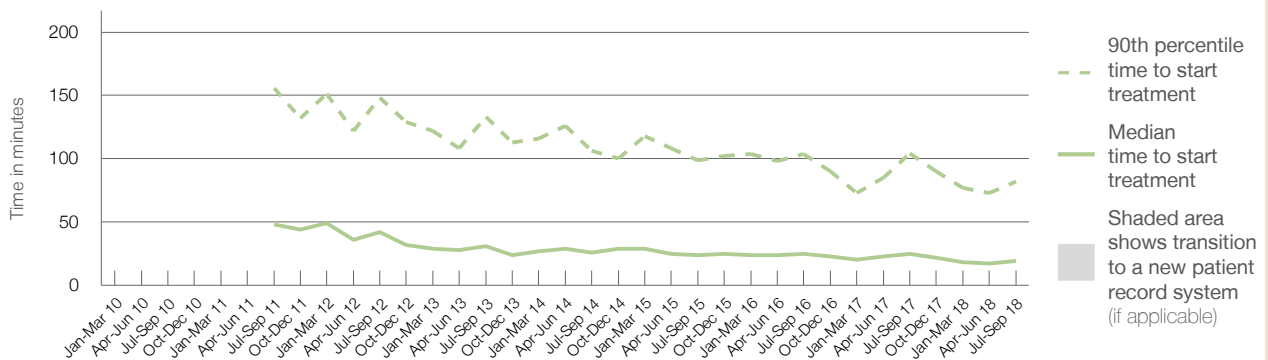
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
2,228	2,026
25 minutes	26 minutes
104 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	48	42	31	26	24	25	25	25	19
90th percentile time to start treatment ⁵ (minutes)	156	148	133	106	99	104	104	104	82

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Ballina District Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 282

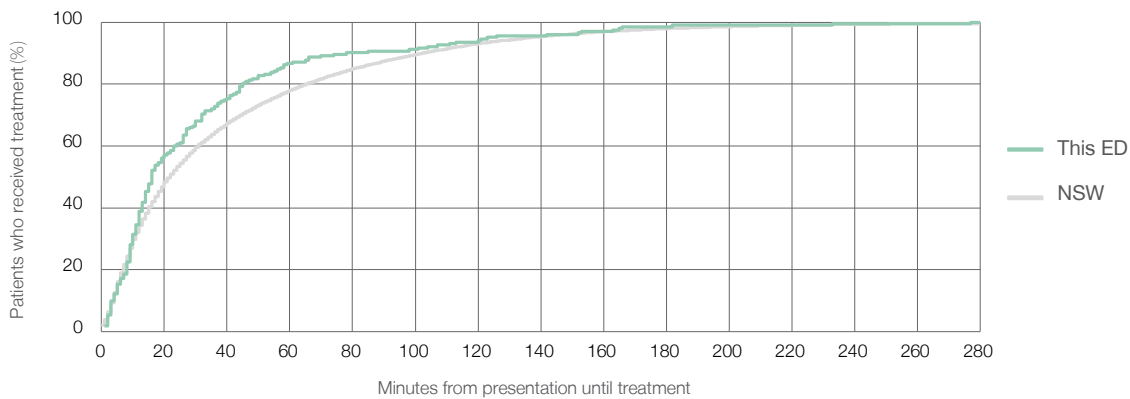
Number of triage 5 patients used to calculate waiting time:³ 203

Median time to start treatment⁴ 16 minutes

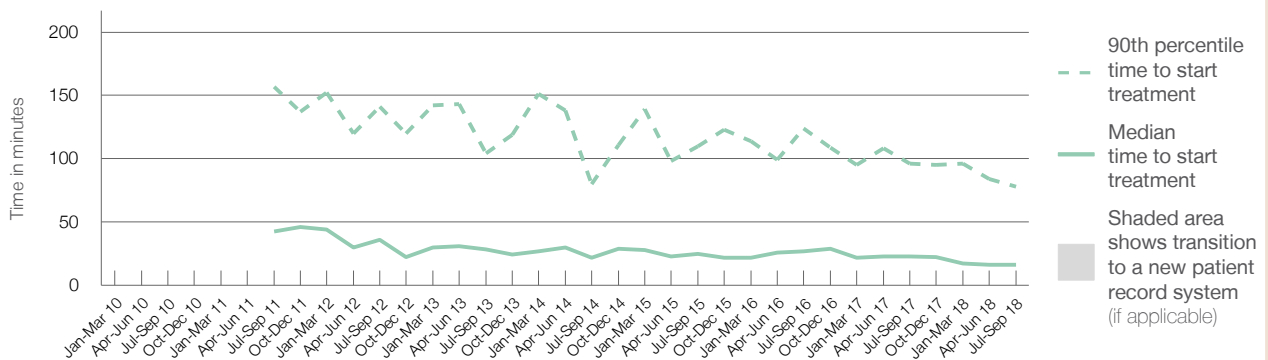
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
266	181
23 minutes	22 minutes
96 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		43	36	29	22	25	27	23	16
90th percentile time to start treatment ⁵ (minutes)		157	141	104	80	110	124	96	78

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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

July to September 2018

All presentations:¹ 4,166 patients

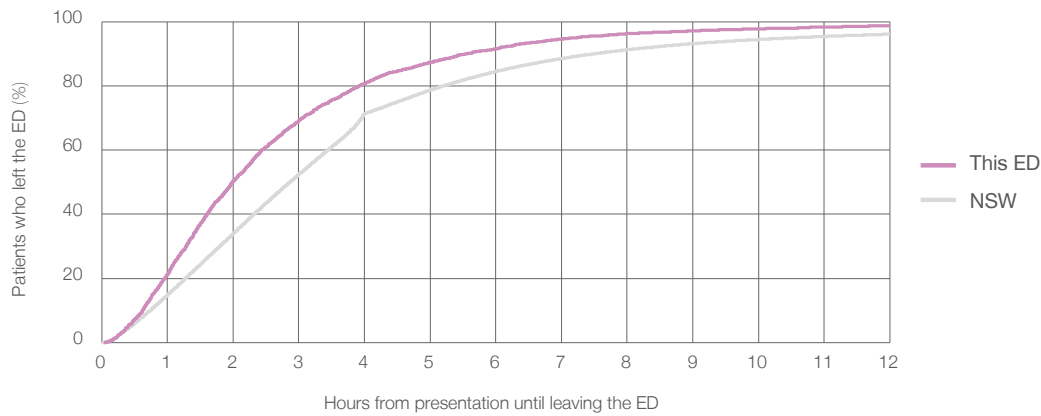
Presentations used to calculate time to leaving the ED:⁶ 4,166 patients

Median time spent in the ED⁸ 2 hours and 0 minutes

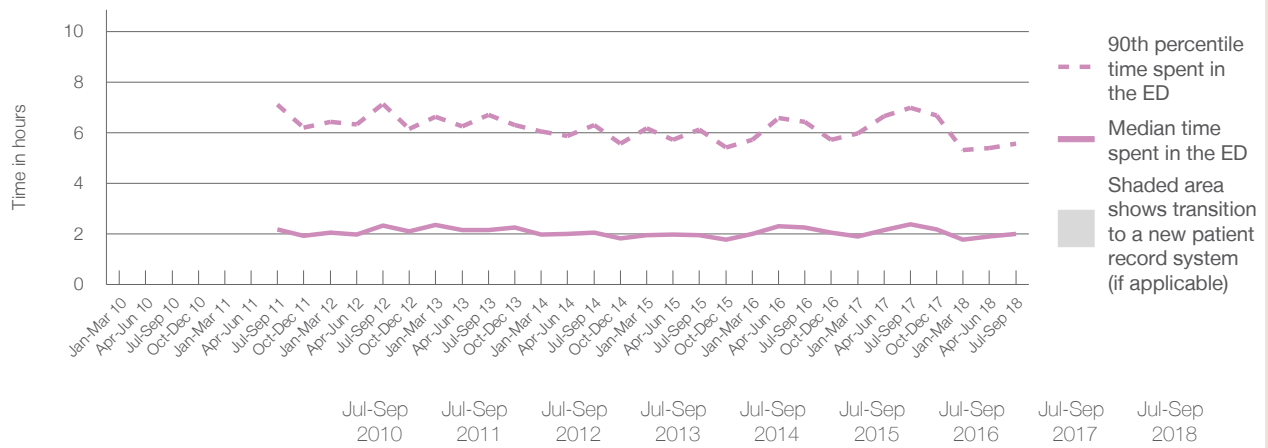
90th percentile time spent in the ED⁹ 5 hours and 34 minutes

Same period last year	NSW (this period)
4,382	4,382
2 hours and 24 minutes	2 hours and 52 minutes
6 hours and 59 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)		2h 11m	2h 20m	2h 10m	2h 3m	1h 57m	2h 15m	2h 24m	2h 0m
90th percentile time spent in the ED ⁹ (hours, minutes)		7h 7m	7h 8m	6h 43m	6h 18m	6h 8m	6h 26m	6h 59m	5h 34m

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Ballina District Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

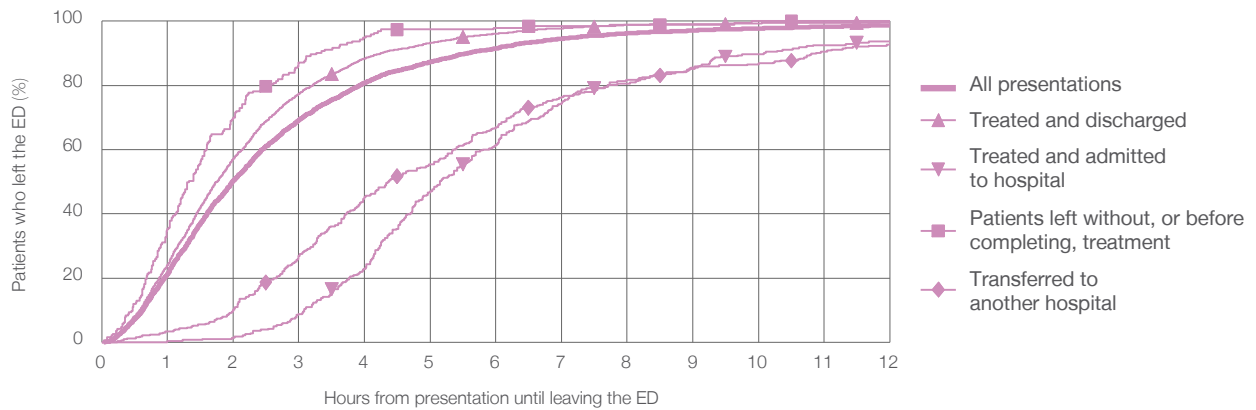
All presentations:¹ 4,166 patients

Presentations used to calculate time to leaving the ED:⁶ 4,166 patients

Treated and discharged	3,358 (80.6%)
Treated and admitted to hospital	283 (6.8%)
Patient left without, or before completing, treatment	193 (4.6%)
Transferred to another hospital	327 (7.8%)
Other	5 (0.1%)

Same period last year	Change since one year ago
4,382	-5%
3,430	-2.1%
379	-25.3%
261	-26.1%
298	9.7%
14	-64.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡§}



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

Treated and discharged	24.1%	57.3%	77.5%	88.3%	96.1%	98.8%	99.4%	99.6%
Treated and admitted to hospital	0.4%	1.4%	8.8%	23.0%	61.5%	80.6%	89.8%	93.6%
Patient left without, or before completing, treatment	35.2%	69.9%	87.0%	94.8%	97.9%	99.0%	100%	100%
Transferred to another hospital	3.4%	10.1%	26.9%	45.3%	67.0%	81.7%	86.9%	92.7%
All presentations	21.4%	50.4%	69.3%	80.8%	91.6%	96.2%	97.8%	98.7%

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

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Ballina District Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: † 4,166 patients

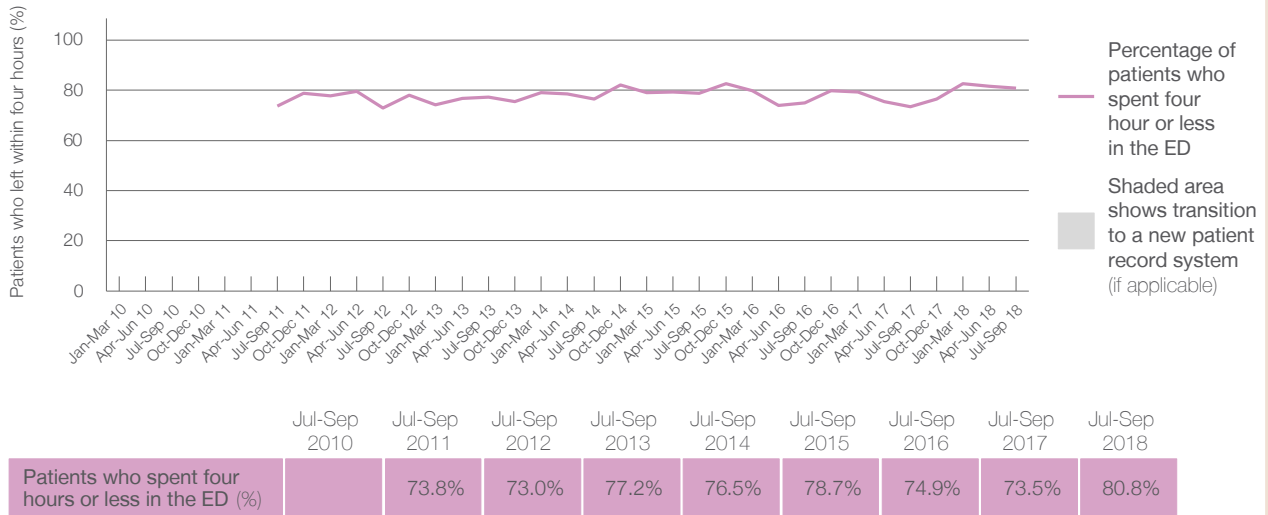
Presentations used to calculate time to leaving the ED: † 4,166 patients

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	4,382	-5%
Presentations used to calculate time to leaving the ED	4,382	-5%
Percentage of patients who spent four hours or less in the ED	73.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 †‡§



* 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*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, January to March 2018*.
- 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 16 October 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Byron Central Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 4,754 patients
 Emergency presentations:² 4,692 patients

Same period last year	Change since one year ago
4,570	4%
4,480	5%

Byron Central Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 487 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 27 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,574 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,073 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 74 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 549 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
574	
7 minutes	8 minutes
23 minutes	28 minutes
1,562	
14 minutes	21 minutes
46 minutes	72 minutes
1,796	
18 minutes	26 minutes
82 minutes	105 minutes
529	
19 minutes	22 minutes
93 minutes	103 minutes

Byron Central Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,754 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
4,569	4%
79%	

* 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, January to March 2018*.
- 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 16 October 2018).

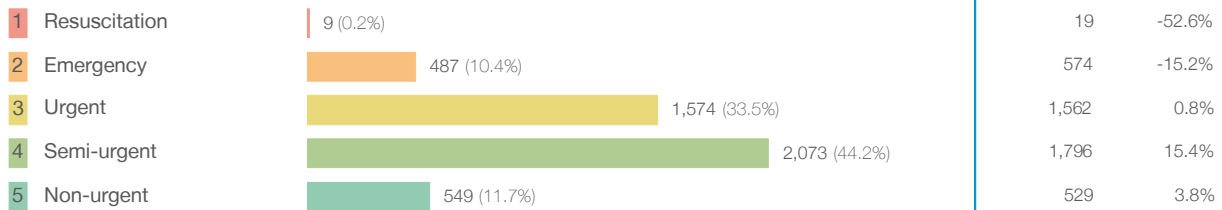
Byron Central Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 4,754 patients

Same period last year	Change since one year ago
4,570	4%

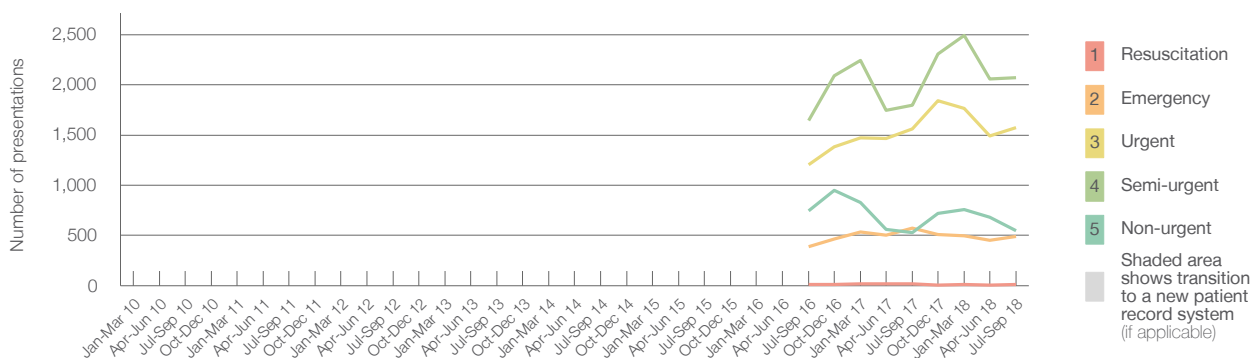
Emergency presentations² by triage category: 4,692 patients

Same period last year	Change since one year ago
4,480	5%



Same period last year	Change since one year ago
19	-52.6%
574	-15.2%
1,562	0.8%
1,796	15.4%
529	3.8%

Emergency presentations² by quarter, January 2010 to September 2018 ^{† §}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation							13	19	9
Emergency							390	574	487
Urgent							1,205	1,562	1,574
Semi-urgent							1,641	1,796	2,073
Non-urgent							744	529	549
All emergency presentations							3,993	4,480	4,692

Byron Central Hospital: Patients arriving by ambulance July to September 2018

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

Same period last year	Change since one year ago
342	

ED Transfer of care time



Same period last year	Change since one year ago
9 minutes	-1 minute
21 minutes	-1 minute

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Byron Central Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 487

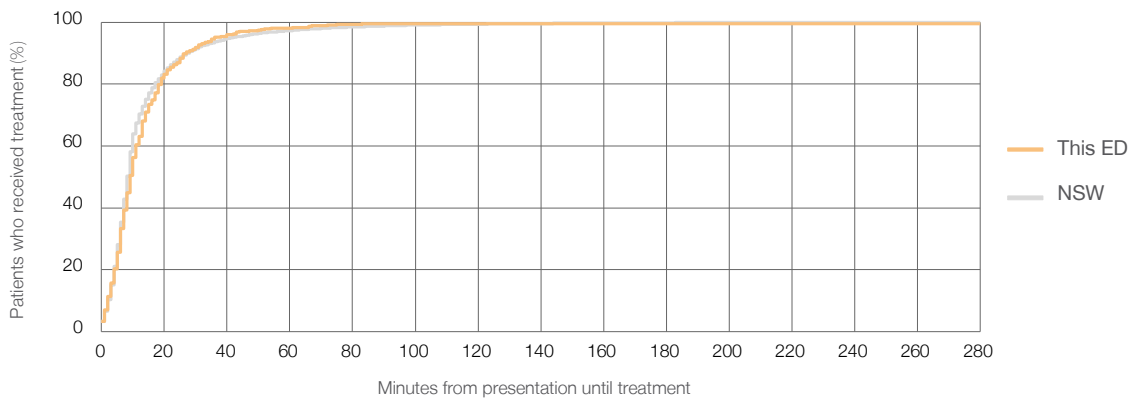
Number of triage 2 patients used to calculate waiting time:³ 482

Median time to start treatment⁴ 9 minutes

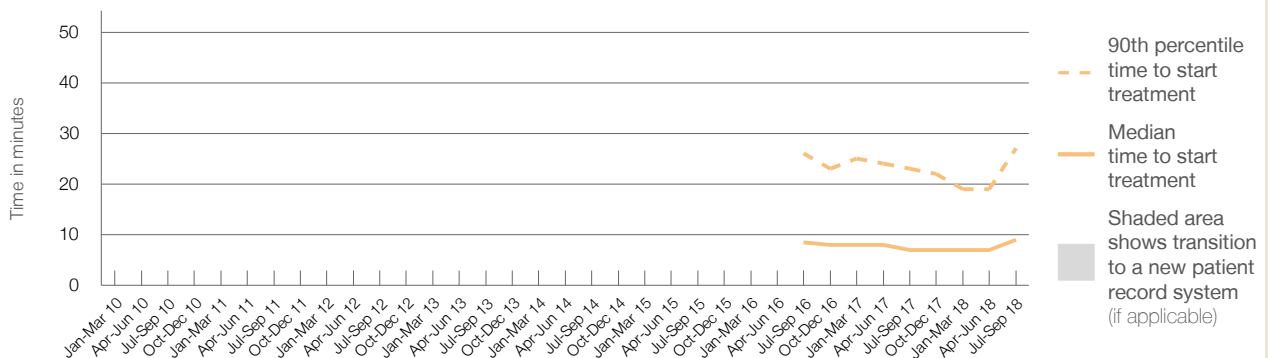
90th percentile time to start treatment⁵ 27 minutes

Same period last year	NSW (this period)
574	
568	
7 minutes	8 minutes
23 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							9	7	9
90th percentile time to start treatment ⁵ (minutes)							26	23	27

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 1,574

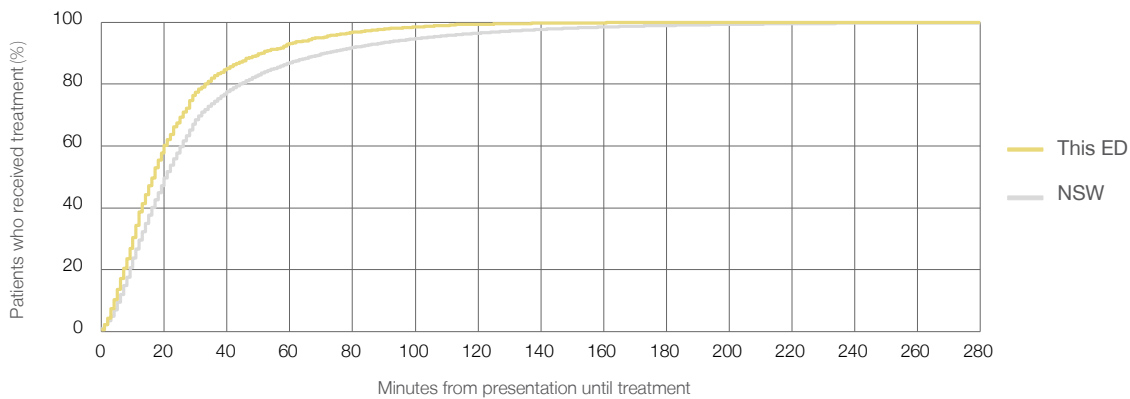
Number of triage 3 patients used to calculate waiting time:³ 1,536

Median time to start treatment⁴ 17 minutes

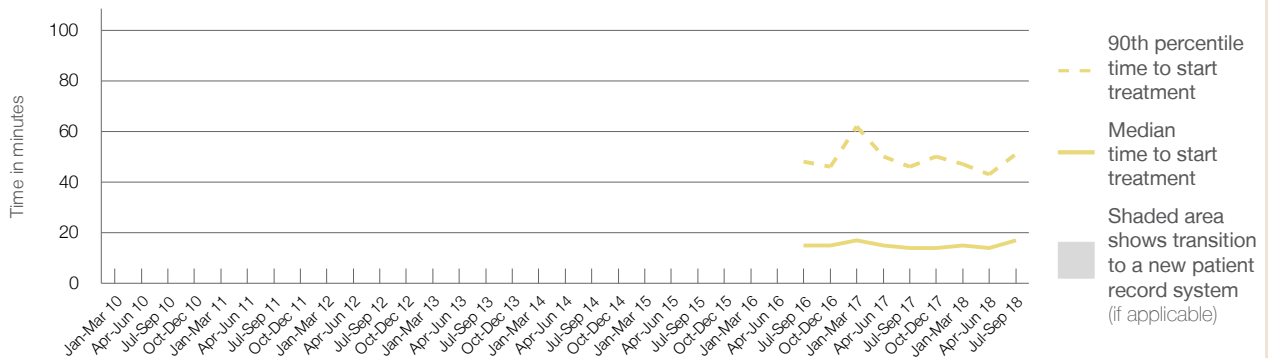
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,562	1,544
14 minutes	21 minutes
46 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							15	14	17
90th percentile time to start treatment ⁵ (minutes)							48	46	51

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,073

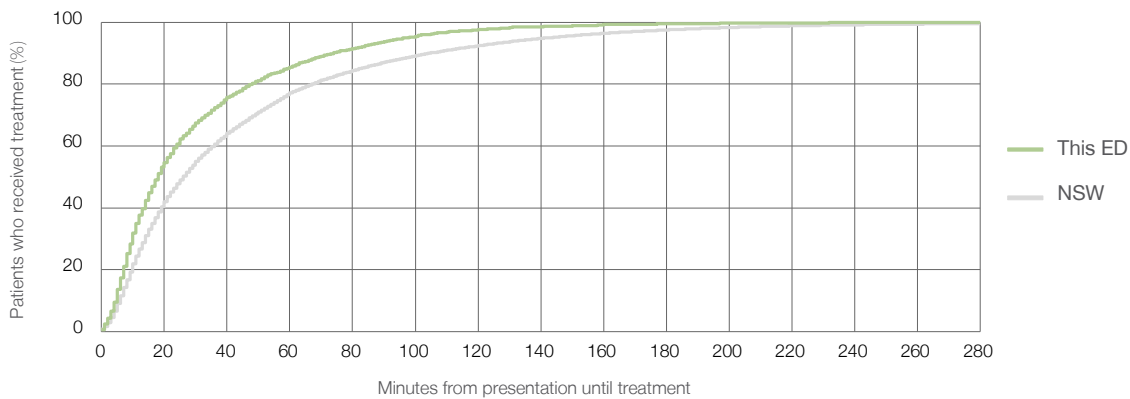
Number of triage 4 patients used to calculate waiting time:³ 1,992

Median time to start treatment⁴ 18 minutes

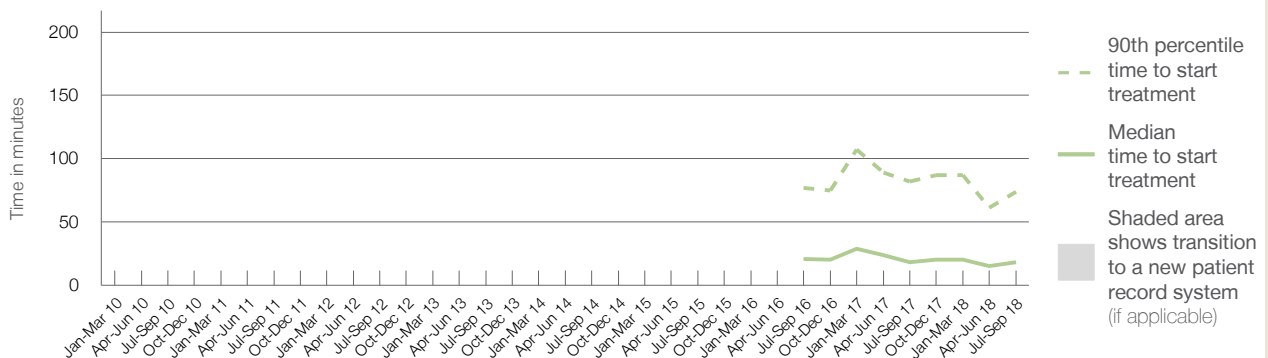
90th percentile time to start treatment⁵ 74 minutes

Same period last year	NSW (this period)
1,796	1,756
18 minutes	26 minutes
82 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							21	18	18
90th percentile time to start treatment ⁵ (minutes)							77	82	74

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 549

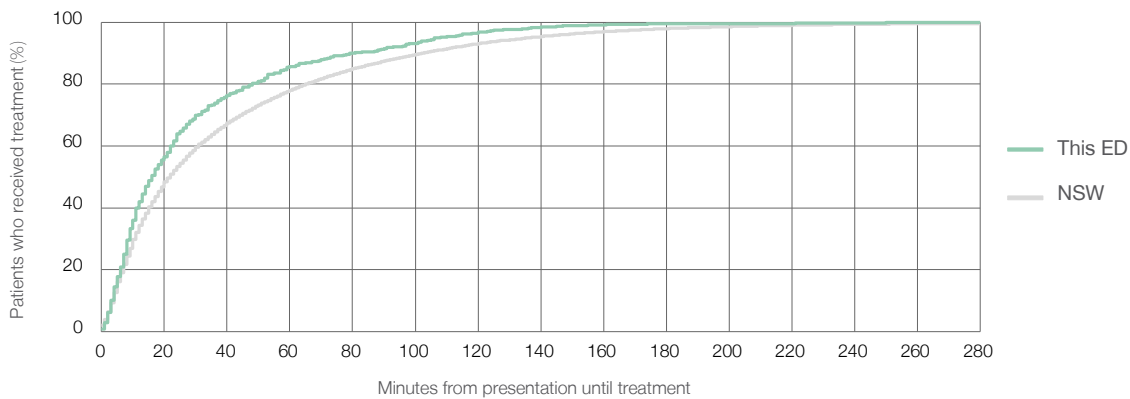
Number of triage 5 patients used to calculate waiting time:³ 505

Median time to start treatment⁴ 16 minutes

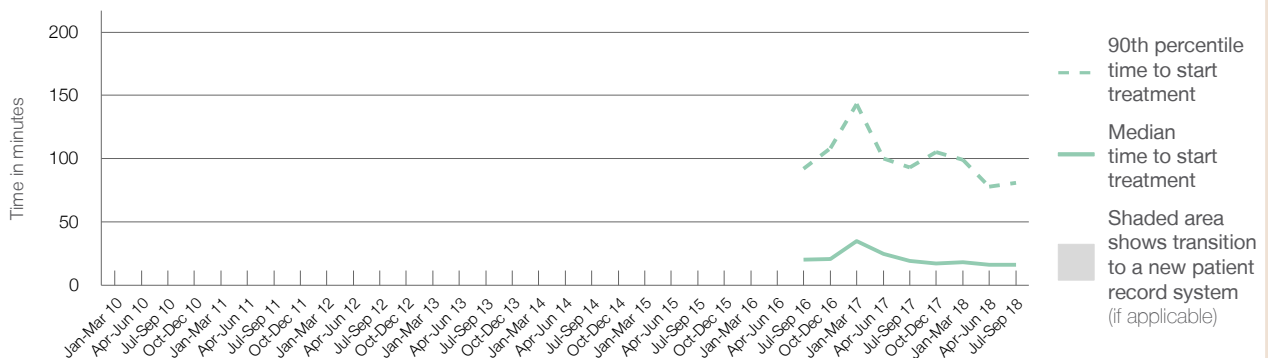
90th percentile time to start treatment⁵ 81 minutes

Same period last year	NSW (this period)
529	474
19 minutes	22 minutes
93 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)							20	19	16
90th percentile time to start treatment ⁵ (minutes)							92	93	81

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,754 patients

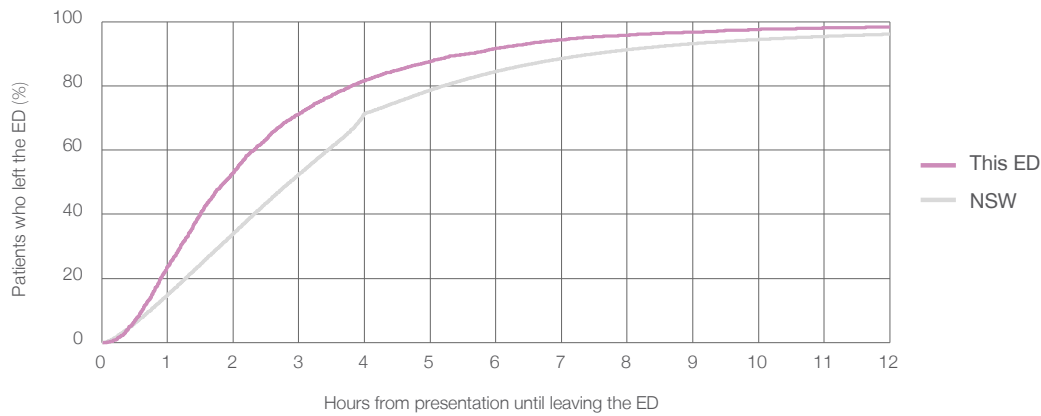
Presentations used to calculate time to leaving the ED:⁶ 4,754 patients

Median time spent in the ED⁸ 1 hours and 53 minutes

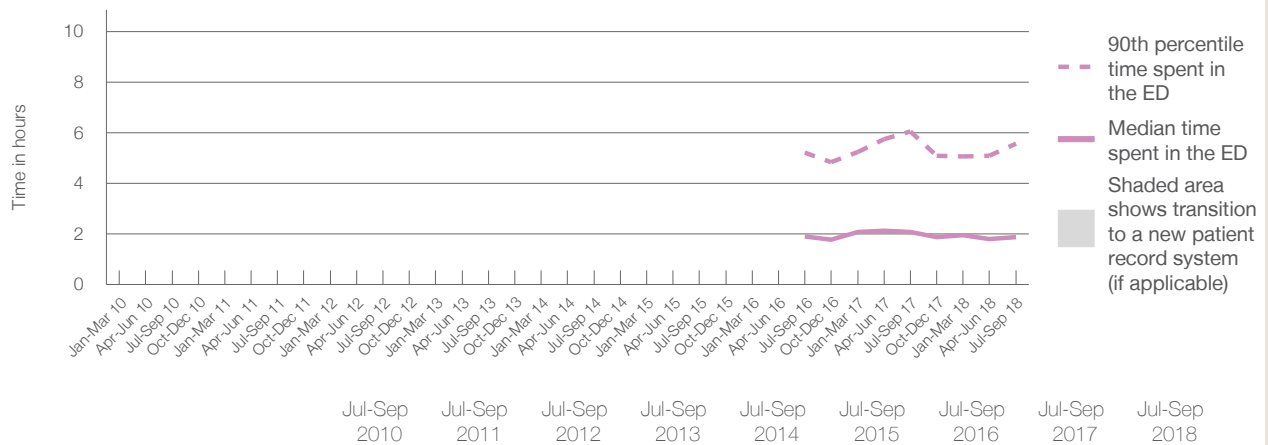
90th percentile time spent in the ED⁹ 5 hours and 35 minutes

Same period last year	NSW (this period)
4,570	4,569
2 hours and 5 minutes	2 hours and 52 minutes
6 hours and 3 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{††§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)							1h 55m	2h 5m	1h 53m
90th percentile time spent in the ED ⁹ (hours, minutes)							5h 13m	6h 3m	5h 35m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time patients spent in the ED

By mode of separation

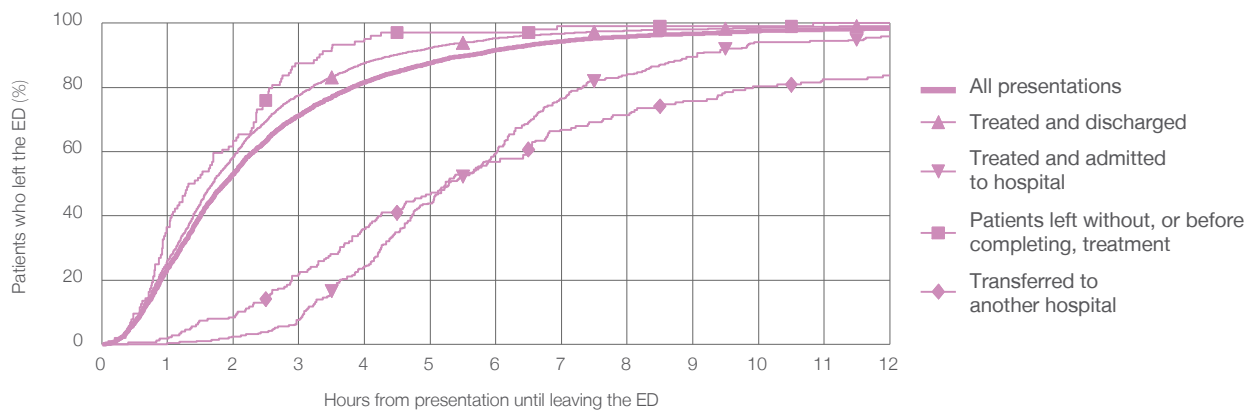
July to September 2018

All presentations:¹ 4,754 patients

Presentations used to calculate time to leaving the ED:⁶ 4,754 patients

		Same period last year	Change since one year ago
Treated and discharged	4,142 (87.1%)	3,718	11.4%
Treated and admitted to hospital	289 (6.1%)	518	-44.2%
Patient left without, or before completing, treatment	104 (2.2%)	81	28.4%
Transferred to another hospital	178 (3.7%)	247	-27.9%
Other	41 (0.9%)	6	583.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡§}



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

Treated and discharged	26.1%	58.5%	77.6%	87.5%	95.4%	97.6%	98.6%	99.2%
Treated and admitted to hospital	0.3%	2.4%	7.6%	24.2%	59.5%	84.1%	94.1%	95.8%
Patient left without, or before completing, treatment	36.5%	63.5%	87.5%	95.2%	97.1%	99.0%	99.0%	100%
Transferred to another hospital	1.7%	8.4%	21.9%	36.0%	56.7%	71.3%	80.3%	83.7%
All presentations	23.8%	53.1%	71.2%	81.6%	91.6%	95.8%	97.6%	98.4%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Byron Central Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 4,754 patients

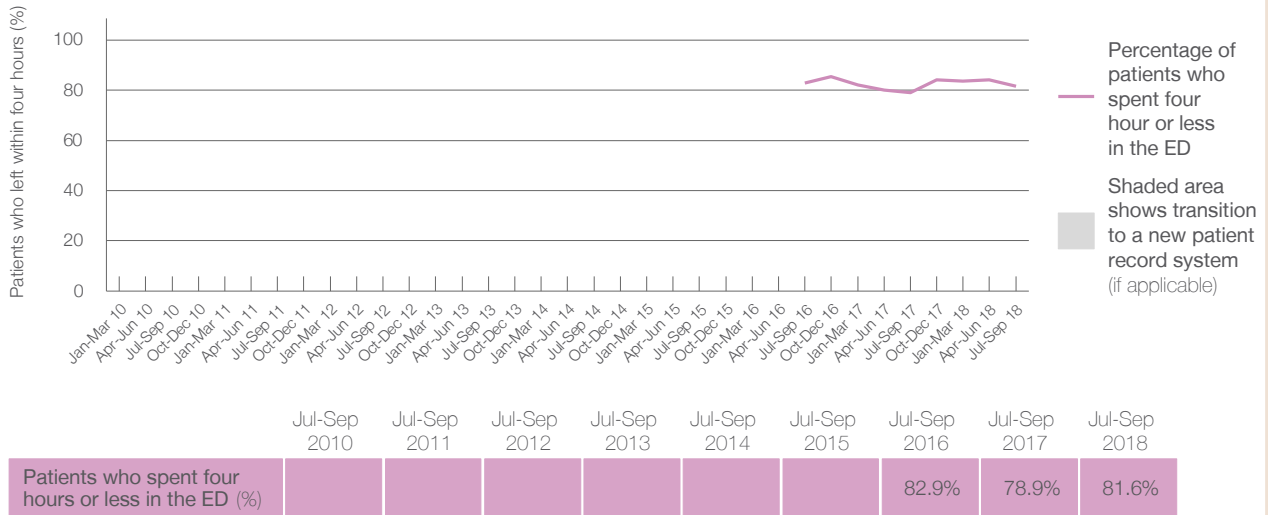
Presentations used to calculate time to leaving the ED: ⁶ 4,754 patients

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 4,754 patients	4,570	4%
Presentations used to calculate time to leaving the ED: ⁶ 4,754 patients	4,569	4%
Percentage of patients who spent four hours or less in the ED	78.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡§}



* 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*.
 § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, January to March 2018*.
- 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 16 October 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

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

July to September 2018

All presentations:¹ 3,019 patients
 Emergency presentations:² 2,905 patients

Same period last year	Change since one year ago
3,564	-15%
3,377	-14%

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

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 355 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 23 minutes

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

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,291 patients

Median time to start treatment⁴ 28 minutes
 90th percentile time to start treatment⁵ 97 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 300 patients

Median time to start treatment⁴ 31 minutes
 90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
353	
8 minutes	8 minutes
25 minutes	28 minutes
1,102	
21 minutes	21 minutes
66 minutes	72 minutes
1,561	
32 minutes	26 minutes
112 minutes	105 minutes
361	
29 minutes	22 minutes
123 minutes	103 minutes

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

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 3,018 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
3,564	-15%
85%	

* 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, January to March 2018*.
- 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.

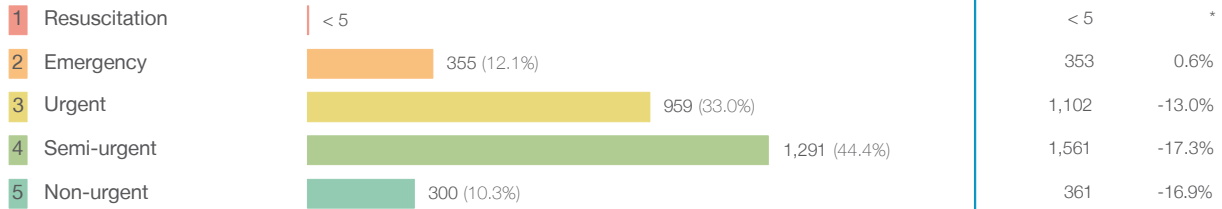
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

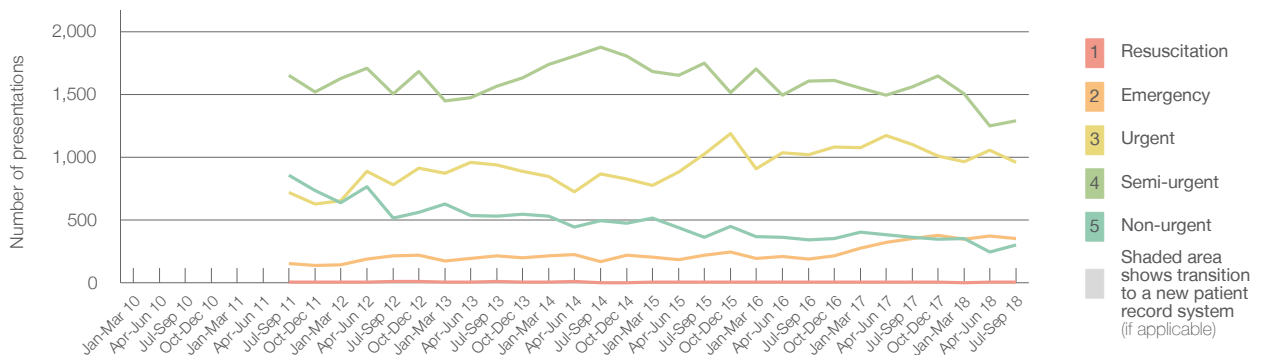
Casino & District Memorial Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 3,019 patients

Emergency presentations² by triage category: 2,905 patients



Emergency presentations² by quarter, January 2010 to September 2018 † §



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		< 5	8	8	< 5	6	5	< 5	< 5
Emergency		153	215	214	167	220	190	353	355
Urgent		716	782	939	868	1,022	1,020	1,102	959
Semi-urgent		1,650	1,506	1,563	1,878	1,749	1,604	1,561	1,291
Non-urgent		855	514	532	494	362	341	361	300
All emergency presentations		3,374	3,025	3,256	3,407	3,359	3,160	3,377	2,905

Casino & District Memorial Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 312 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.
- (§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino & District Memorial Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 355

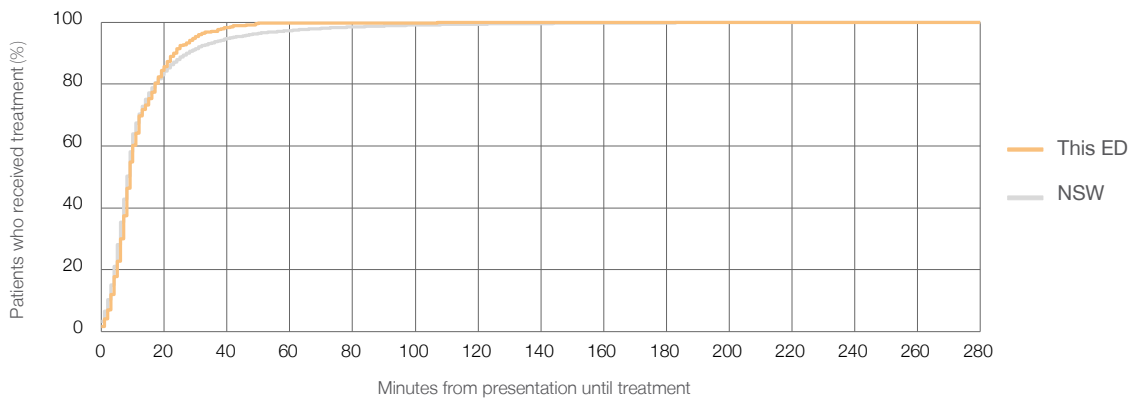
Number of triage 2 patients used to calculate waiting time:³ 341

Median time to start treatment⁴ 9 minutes

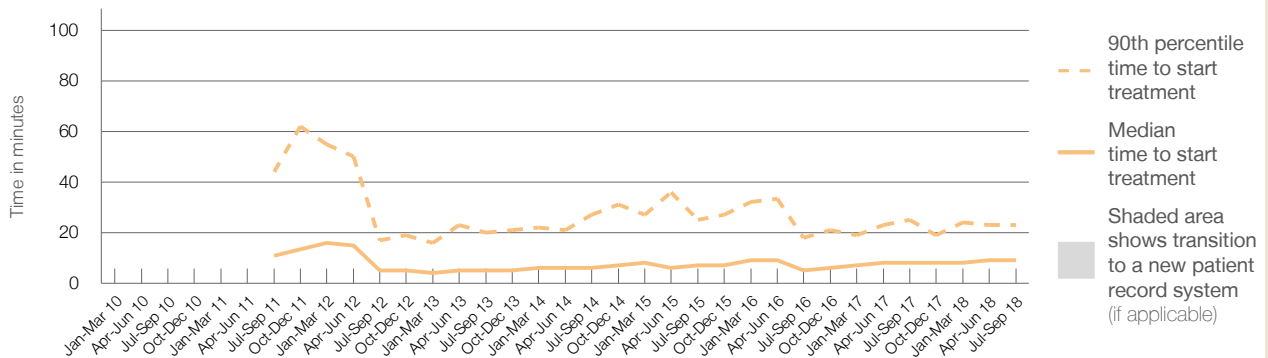
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
353	
330	
8 minutes	8 minutes
25 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		11	5	5	6	7	5	8	9
90th percentile time to start treatment ⁵ (minutes)		44	17	20	27	25	18	25	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino & District Memorial Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

Number of triage 3 patients: 959

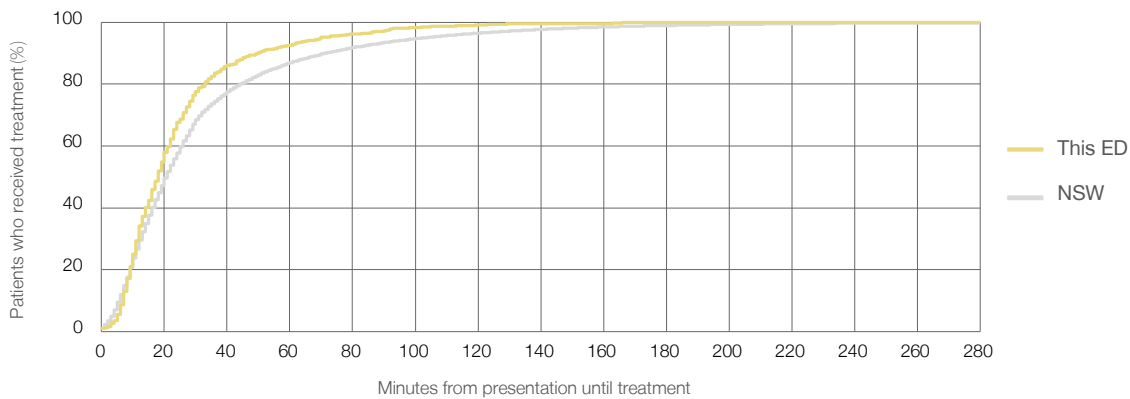
Number of triage 3 patients used to calculate waiting time:³ 915

Median time to start treatment⁴ 18 minutes

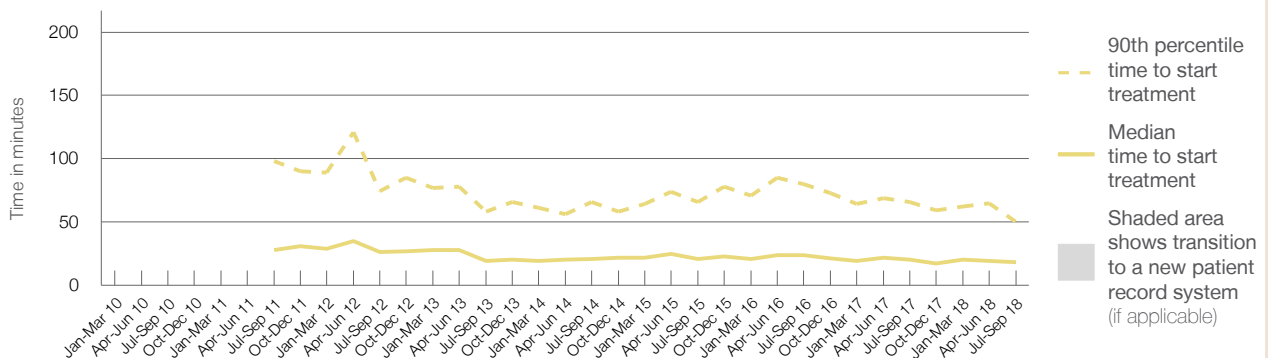
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
1,102	
1,034	
21 minutes	21 minutes
66 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		28	27	19	21	21	24	21	18
90th percentile time to start treatment ⁵ (minutes)		98	75	58	66	66	80	66	50

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino & District Memorial Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 1,291

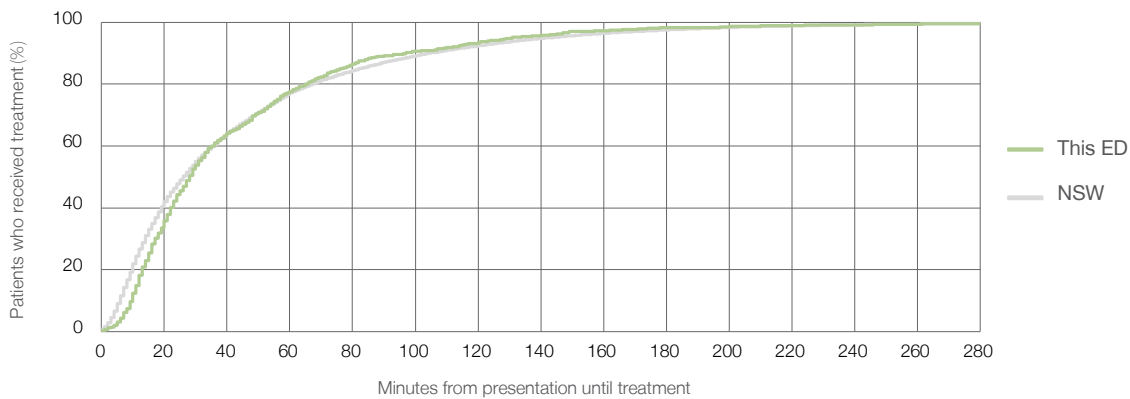
Number of triage 4 patients used to calculate waiting time:³ 1,143

Median time to start treatment⁴ 28 minutes

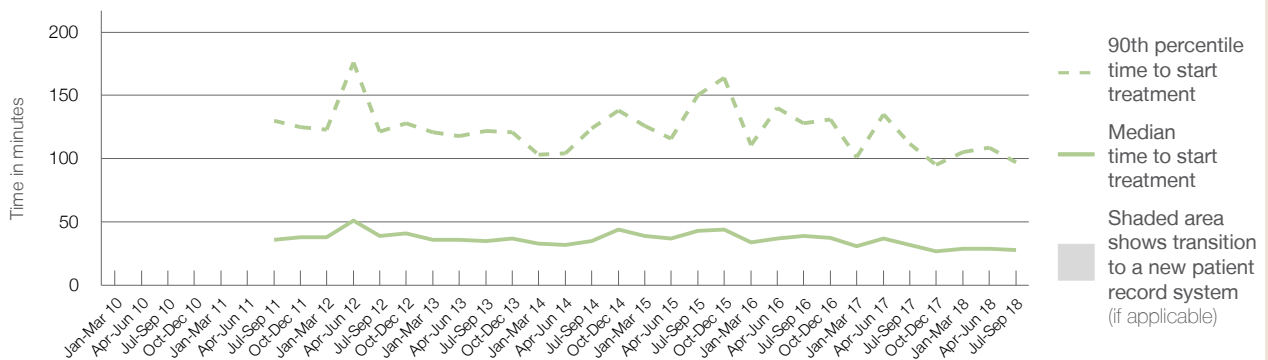
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
1,561	1,406
32 minutes	26 minutes
112 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		36	39	35	35	43	39	32	28
90th percentile time to start treatment ⁵ (minutes)		130	122	122	124	150	128	112	97

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino & District Memorial Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 300

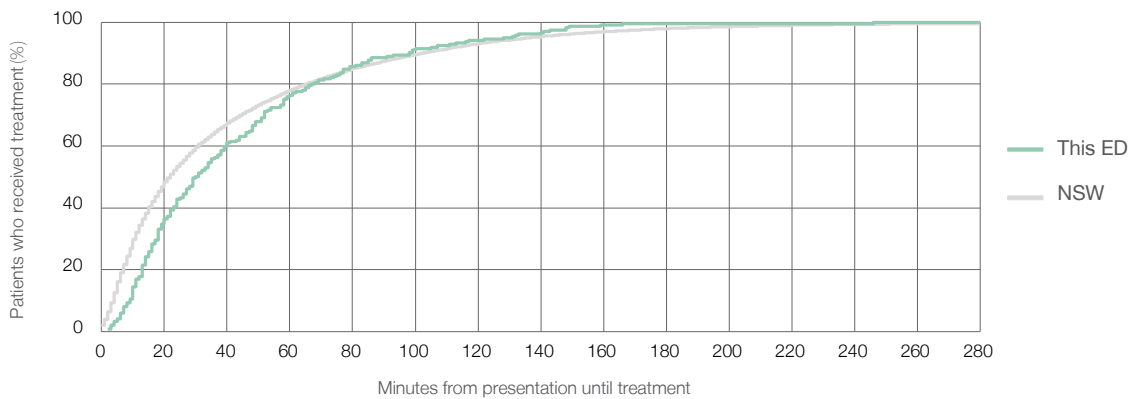
Number of triage 5 patients used to calculate waiting time:³ 236

Median time to start treatment⁴ 31 minutes

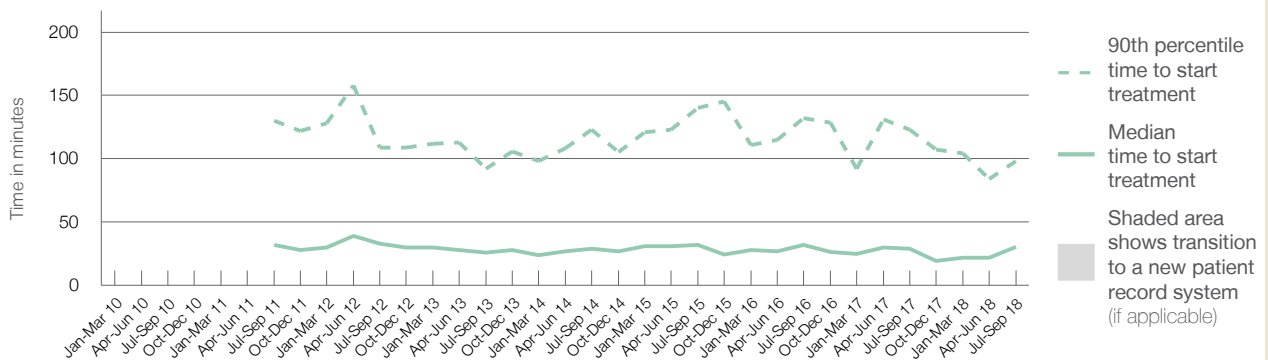
90th percentile time to start treatment⁵ 98 minutes

Same period last year	NSW (this period)
361	
283	
29 minutes	22 minutes
123 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		32	33	26	29	32	32	29	31
90th percentile time to start treatment ⁵ (minutes)		130	109	92	123	140	132	123	98

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

July to September 2018

All presentations:¹ 3,019 patients

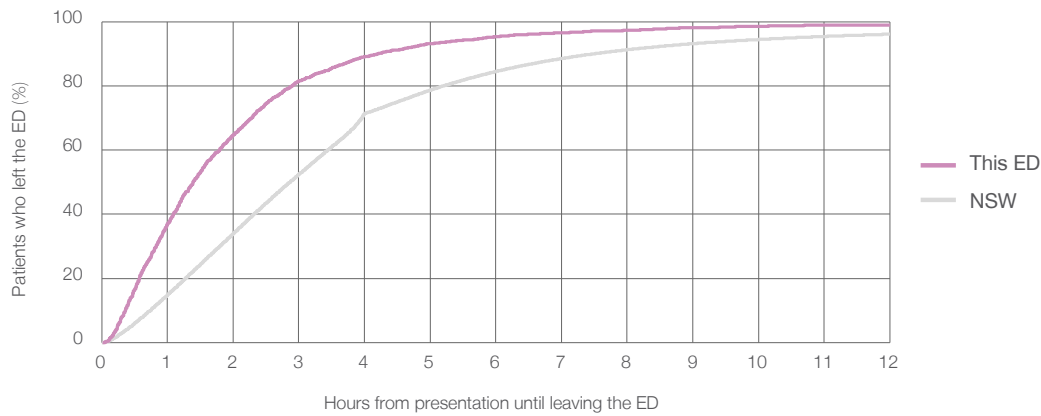
Presentations used to calculate time to leaving the ED:⁶ 3,018 patients

Median time spent in the ED⁸ 1 hours and 23 minutes

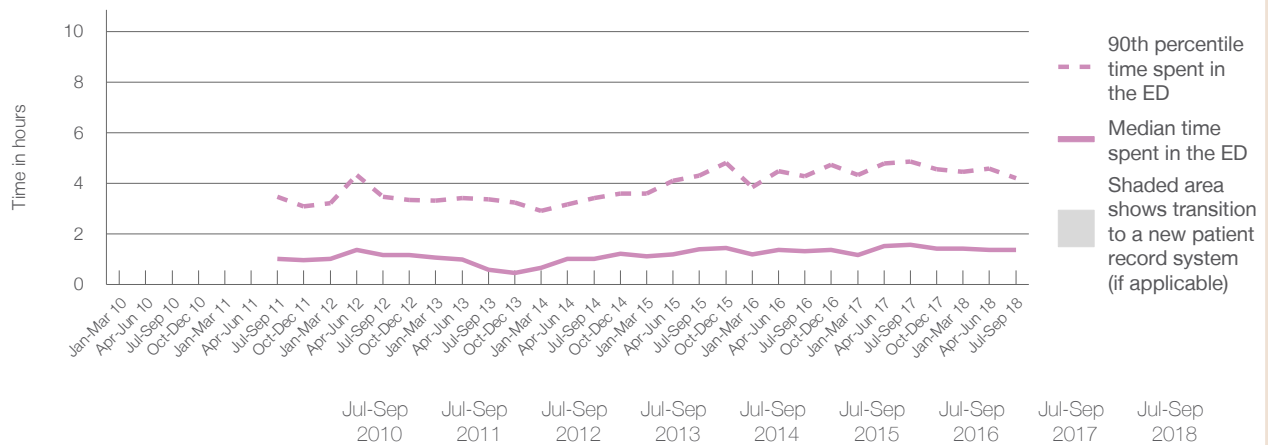
90th percentile time spent in the ED⁹ 4 hours and 13 minutes

Same period last year	NSW (this period)
3,564	3,564
1 hours and 35 minutes	2 hours and 52 minutes
4 hours and 52 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)		1h 2m	1h 11m	0h 36m	1h 2m	1h 24m	1h 19m	1h 35m	1h 23m
90th percentile time spent in the ED ⁹ (hours, minutes)		3h 28m	3h 29m	3h 22m	3h 26m	4h 18m	4h 17m	4h 52m	4h 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

By mode of separation

July to September 2018

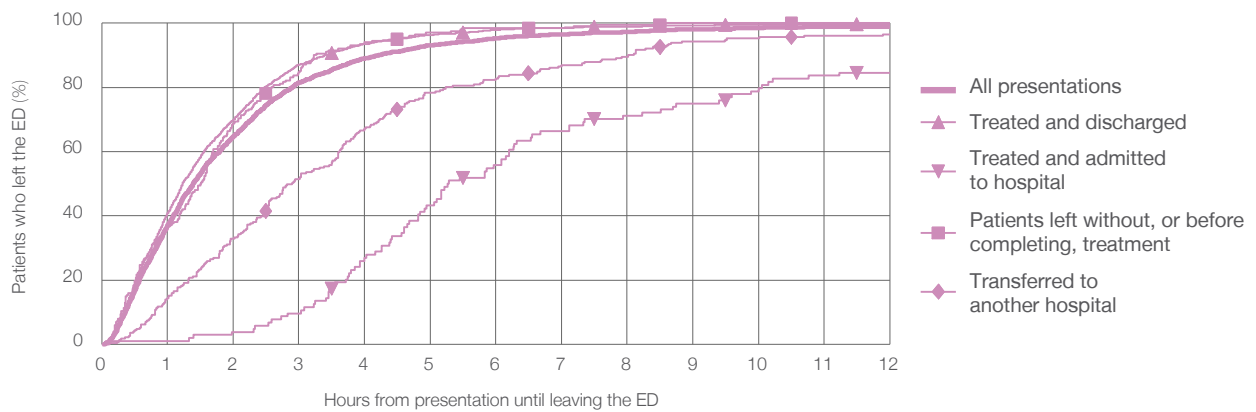
All presentations:¹ 3,019 patients

Presentations used to calculate time to leaving the ED:⁶ 3,018 patients

Treated and discharged	2,461 (81.5%)
Treated and admitted to hospital	104 (3.4%)
Patient left without, or before completing, treatment	202 (6.7%)
Transferred to another hospital	231 (7.7%)
Other	21 (0.7%)

Same period last year	Change since one year ago
3,564	-15%
2,967	-17.1%
159	-34.6%
194	4.1%
177	30.5%
67	-68.7%

Percentage of patients who left the ED by time and mode of separation, July to September 2018 ^{†‡§}



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

Treated and discharged	40.9%	70.0%	87.2%	93.5%	97.9%	98.9%	99.5%	99.7%
Treated and admitted to hospital	1.0%	3.8%	9.6%	26.9%	55.8%	71.2%	79.8%	84.6%
Patient left without, or before completing, treatment	36.6%	68.8%	84.7%	94.1%	98.5%	99.5%	100%	100%
Transferred to another hospital	14.3%	32.9%	51.5%	67.1%	82.7%	89.6%	95.2%	96.5%
All presentations	37.1%	64.7%	81.5%	89.1%	95.3%	97.2%	98.5%	98.9%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Casino & District Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED July to September 2018

All presentations at the emergency department: ¹ 3,019 patients

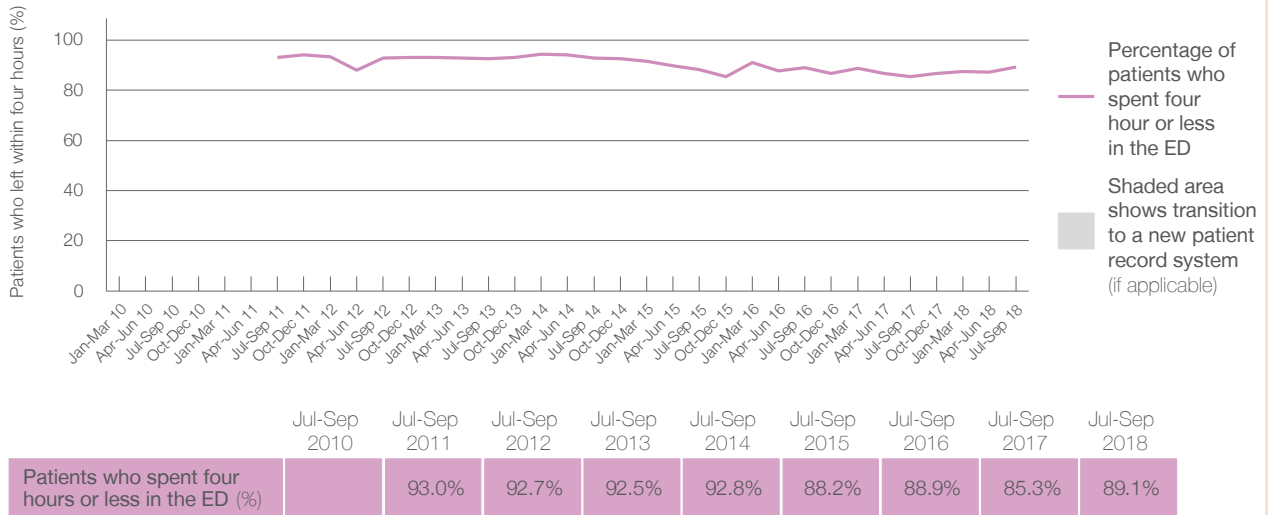
Presentations used to calculate time to leaving the ED: ⁶ 3,018 patients

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	3,564	-15%
Presentations used to calculate time to leaving the ED	3,564	-15%
Percentage of patients who spent four hours or less in the ED	85.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡§}



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

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§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Grafton Base Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 6,654 patients
Emergency presentations:² 6,260 patients

Same period last year	Change since one year ago
6,802	-2%
6,310	-1%

Grafton Base Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 724 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,732 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,901 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 97 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 852 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
617	
9 minutes	8 minutes
30 minutes	28 minutes
1,910	
22 minutes	21 minutes
65 minutes	72 minutes
2,934	
37 minutes	26 minutes
109 minutes	105 minutes
818	
39 minutes	22 minutes
127 minutes	103 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,653 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
6,802	-2%
75%	

* 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, January to March 2018*.
- 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.

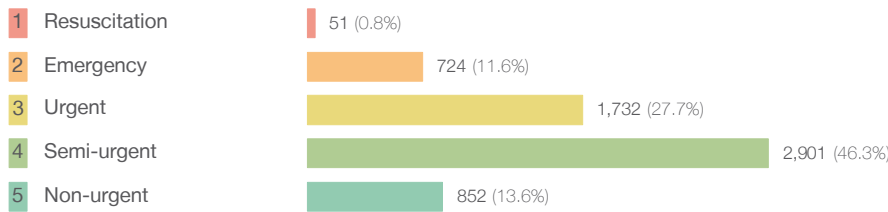
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Grafton Base Hospital: Patients presenting to the emergency department July to September 2018

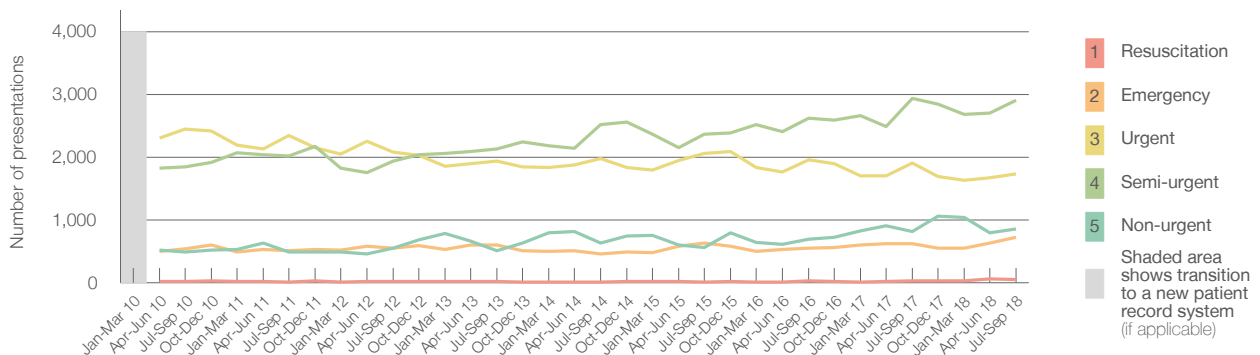
All presentations:¹ 6,654 patients

Emergency presentations² by triage category: 6,260 patients



Same period last year	Change since one year ago
6,802	-2%
6,310	-1%
31	64.5%
617	17.3%
1,910	-9.3%
2,934	-1.1%
818	4.2%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	17	10	22	17	13	7	28	31	51
Emergency	538	507	551	603	454	633	552	617	724
Urgent	2,448	2,347	2,077	1,936	1,975	2,059	1,958	1,910	1,732
Semi-urgent	1,847	2,016	1,941	2,134	2,518	2,365	2,617	2,934	2,901
Non-urgent	493	492	548	506	633	560	689	818	852
All emergency presentations	5,343	5,372	5,139	5,196	5,593	5,624	5,844	6,310	6,260

Grafton Base Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 669 patients

ED Transfer of care time



Same period last year	Change since one year ago
623	
14 minutes	0 minutes
31 minutes	-1 minute

(†) 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 2018

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

Number of triage 2 patients: 724

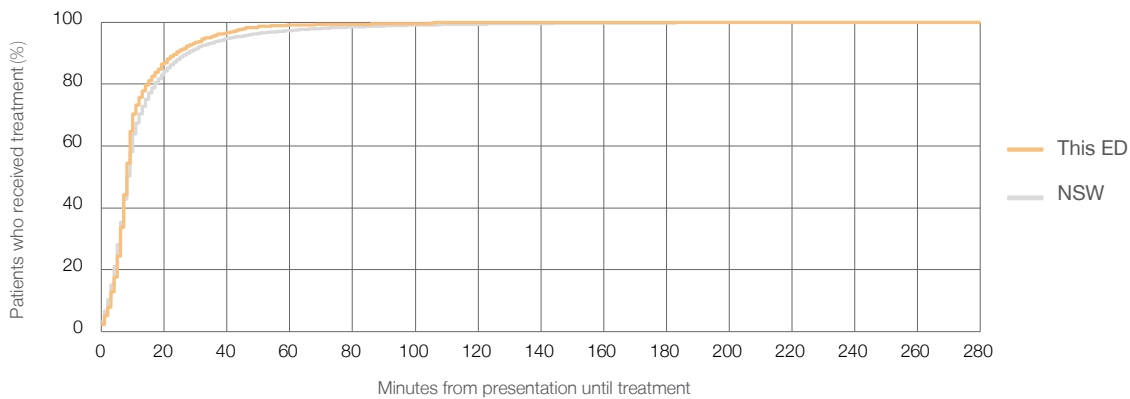
Number of triage 2 patients used to calculate waiting time:³ 719

Median time to start treatment⁴ 8 minutes

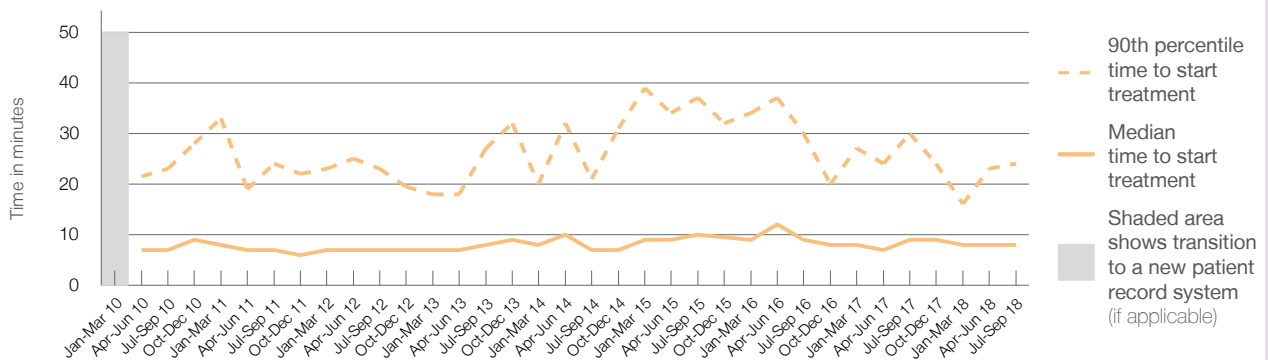
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
617	
615	
9 minutes	8 minutes
30 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	7	7	7	8	7	10	9	9	8
90th percentile time to start treatment ⁵ (minutes)	23	24	23	27	21	37	30	30	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 July to September 2018

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

Number of triage 3 patients: 1,732

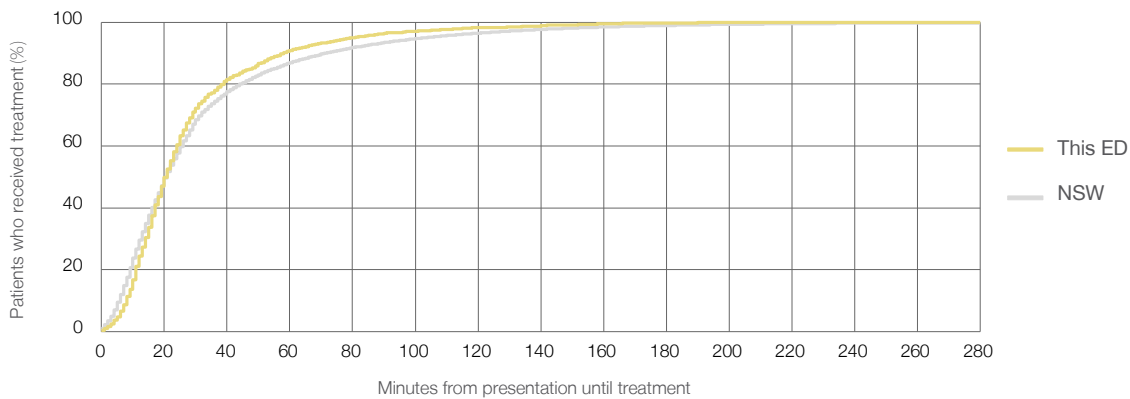
Number of triage 3 patients used to calculate waiting time:³ 1,696

Median time to start treatment⁴ 21 minutes

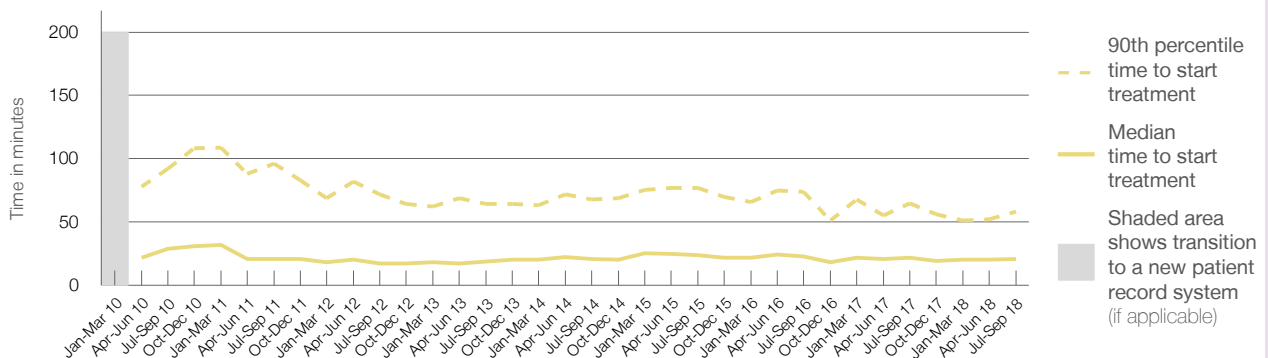
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,910	1,872
22 minutes	21 minutes
65 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	29	21	17	19	21	24	23	22	21
90th percentile time to start treatment ⁵ (minutes)	92	96	72	64	68	77	74	65	58

(†) 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 July to September 2018

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

Number of triage 4 patients: 2,901

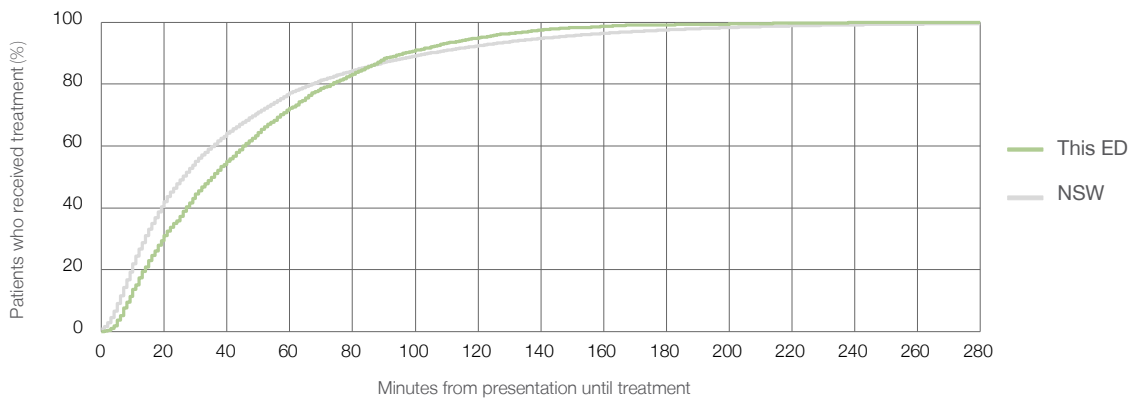
Number of triage 4 patients used to calculate waiting time:³ 2,774

Median time to start treatment⁴ 36 minutes

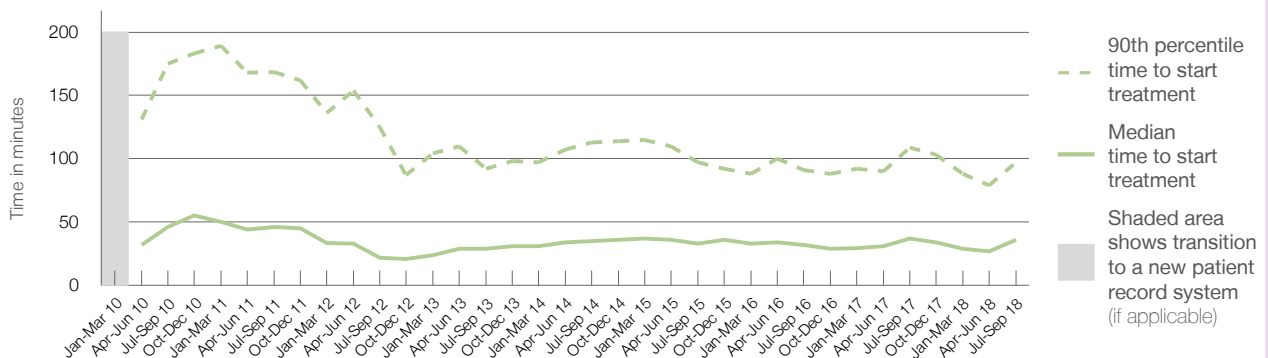
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
2,934	2,788
37 minutes	26 minutes
109 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	46	46	22	29	35	33	32	37	36
90th percentile time to start treatment ⁵ (minutes)	175	169	125	92	113	97	91	109	97

(†) 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 July to September 2018

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

Number of triage 5 patients: 852

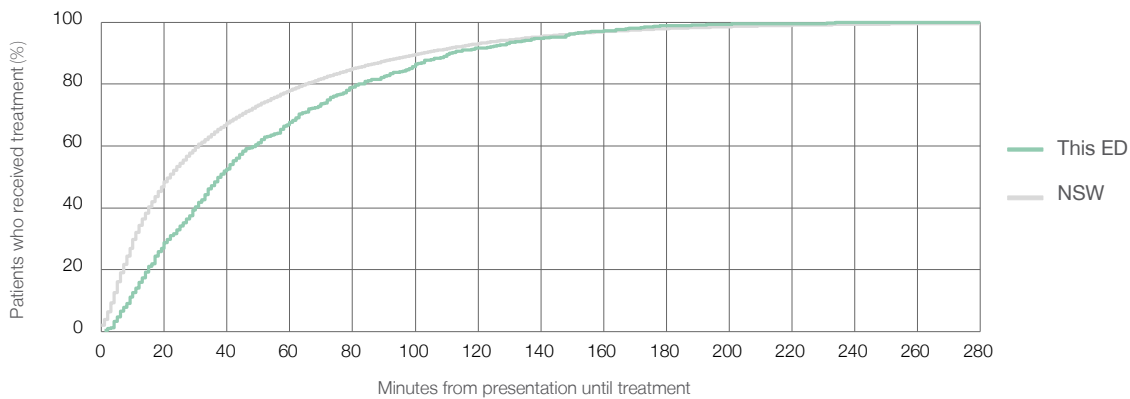
Number of triage 5 patients used to calculate waiting time:³ 749

Median time to start treatment⁴ 38 minutes

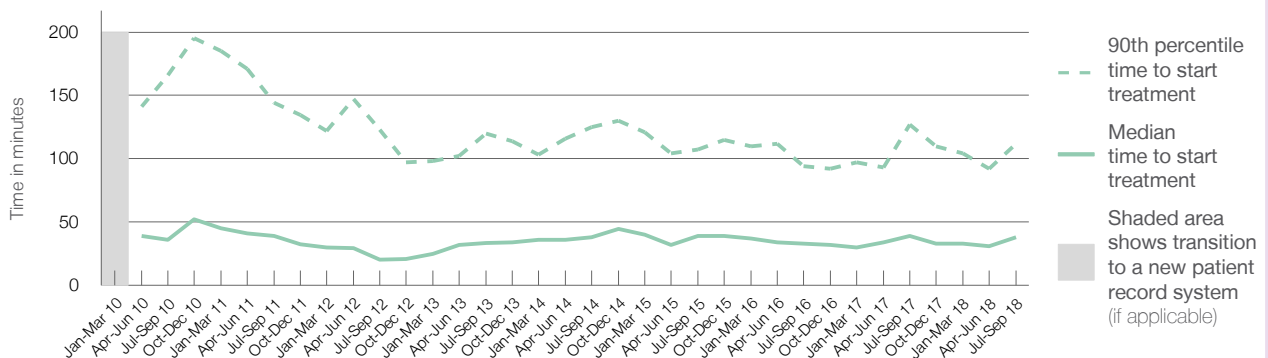
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
818	701
39 minutes	22 minutes
127 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	36	39	20	34	38	39	33	39	38
90th percentile time to start treatment ⁵ (minutes)	166	144	123	120	125	107	94	127	112

(†) 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

July to September 2018

All presentations:¹ 6,654 patients

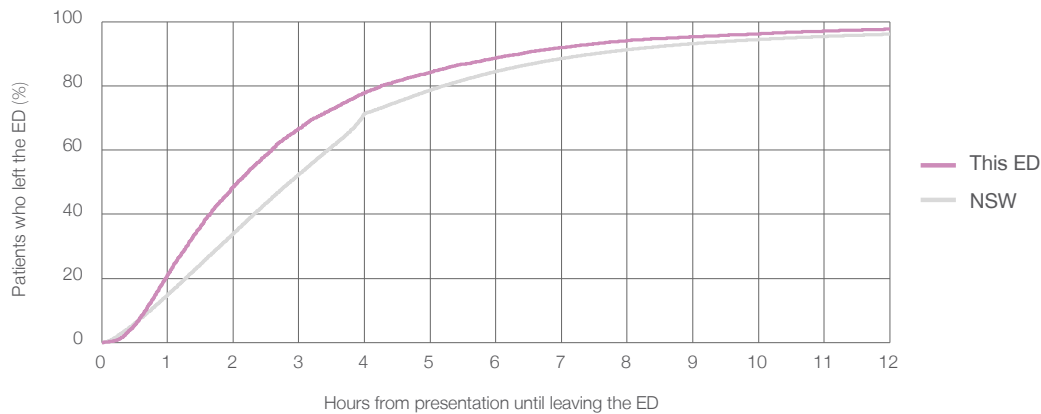
Presentations used to calculate time to leaving the ED:⁶ 6,653 patients

Median time spent in the ED⁸ 2 hours and 4 minutes

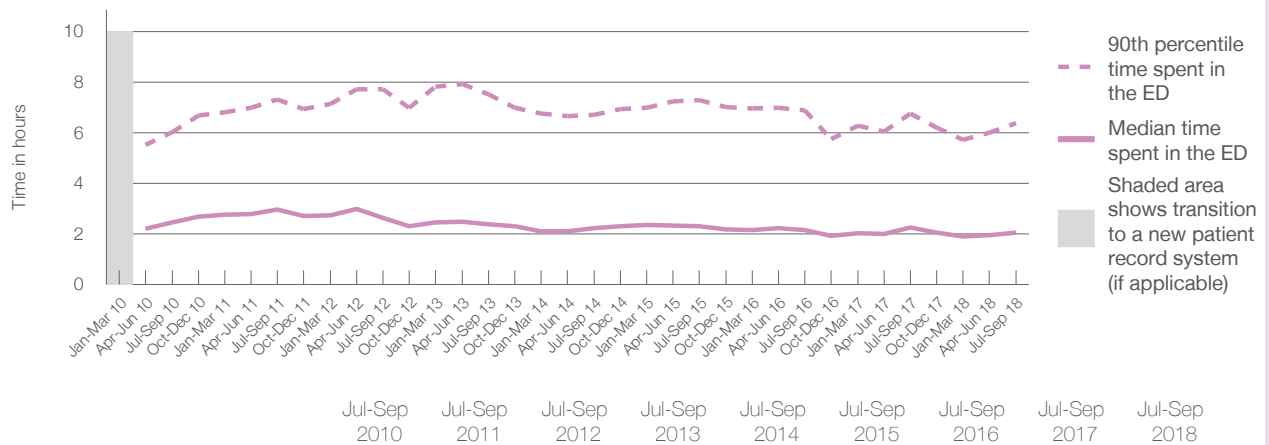
90th percentile time spent in the ED⁹ 6 hours and 23 minutes

Same period last year	NSW (this period)
6,802	6,802
2 hours and 15 minutes	2 hours and 52 minutes
6 hours and 46 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 28m	2h 58m	2h 38m	2h 24m	2h 14m	2h 19m	2h 10m	2h 15m	2h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 1m	7h 19m	7h 43m	7h 31m	6h 43m	7h 17m	6h 54m	6h 46m	6h 23m

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Grafton Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

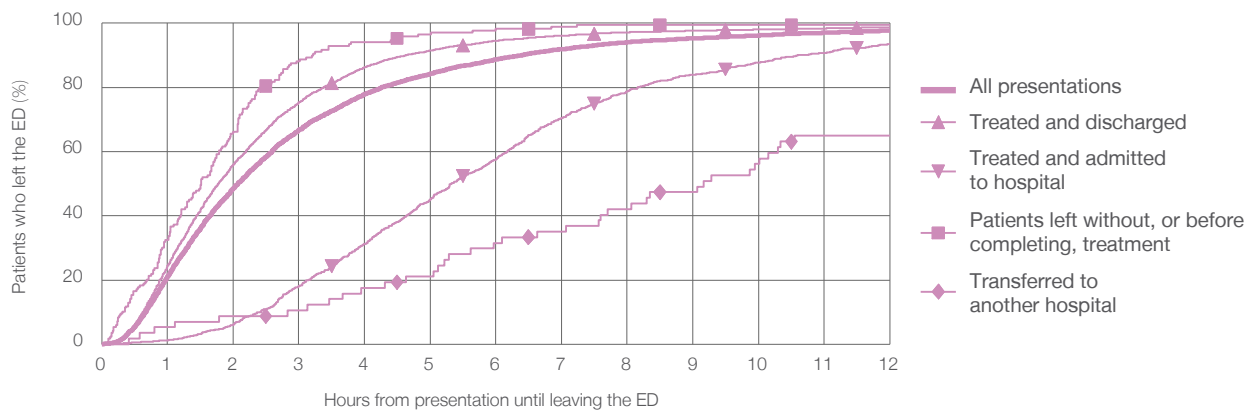
All presentations:¹ 6,654 patients

Presentations used to calculate time to leaving the ED:⁶ 6,653 patients

Treated and discharged	5,444 (81.8%)
Treated and admitted to hospital	975 (14.7%)
Patient left without, or before completing, treatment	169 (2.5%)
Transferred to another hospital	57 (0.9%)
Other	9 (0.1%)

Same period last year	Change since one year ago
6,802	-2%
5,472	-0.5%
1,028	-5.2%
233	-27.5%
53	7.5%
16	-43.8%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	24.4%	56.0%	75.3%	86.3%	94.5%	97.2%	98.0%	98.7%
Treated and admitted to hospital	1.2%	6.2%	18.1%	31.3%	57.6%	78.8%	87.7%	93.5%
Patient left without, or before completing, treatment	32.5%	66.3%	88.2%	94.1%	98.2%	99.4%	99.4%	99.4%
Transferred to another hospital	5.3%	8.8%	10.5%	17.5%	31.6%	42.1%	56.1%	64.9%
All presentations	21.2%	48.6%	66.7%	77.9%	88.7%	94.1%	96.2%	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
 July to September 2018

All presentations at the emergency department: ¹ 6,654 patients

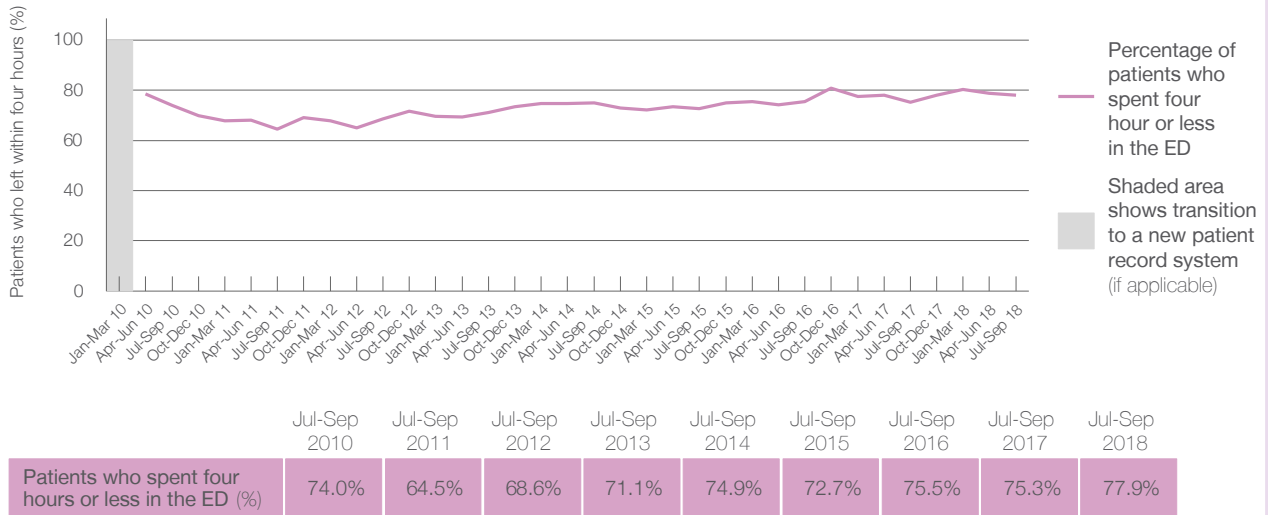
Presentations used to calculate time to leaving the ED: ⁶ 6,653 patients

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	6,802	-2%
Presentations used to calculate time to leaving the ED	6,802	-2%
Percentage of patients who spent four hours or less in the ED	75.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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*.

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- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
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- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Lismore Base Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 9,570 patients
 Emergency presentations:² 9,348 patients

Same period last year	Change since one year ago
9,040	6%
8,716	7%

Lismore Base Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 997 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,098 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): 4,145 patients

Median time to start treatment⁴ 29 minutes
 90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,067 patients

Median time to start treatment⁴ 33 minutes
 90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
898	
8 minutes	8 minutes
20 minutes	28 minutes
3,070	
28 minutes	21 minutes
108 minutes	72 minutes
3,846	
51 minutes	26 minutes
161 minutes	105 minutes
844	
50 minutes	22 minutes
154 minutes	103 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 9,569 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
9,039	6%
59%	

* 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, January to March 2018*.
- 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.

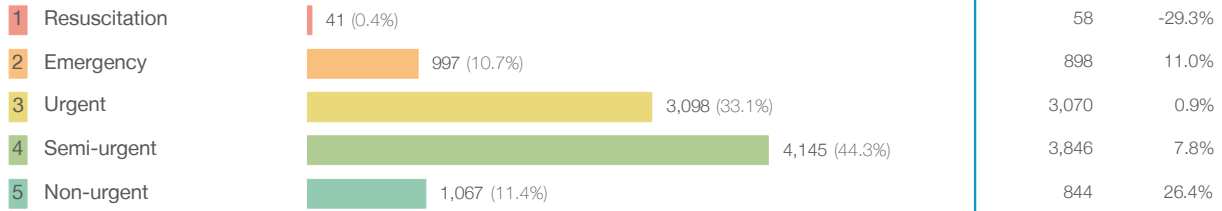
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

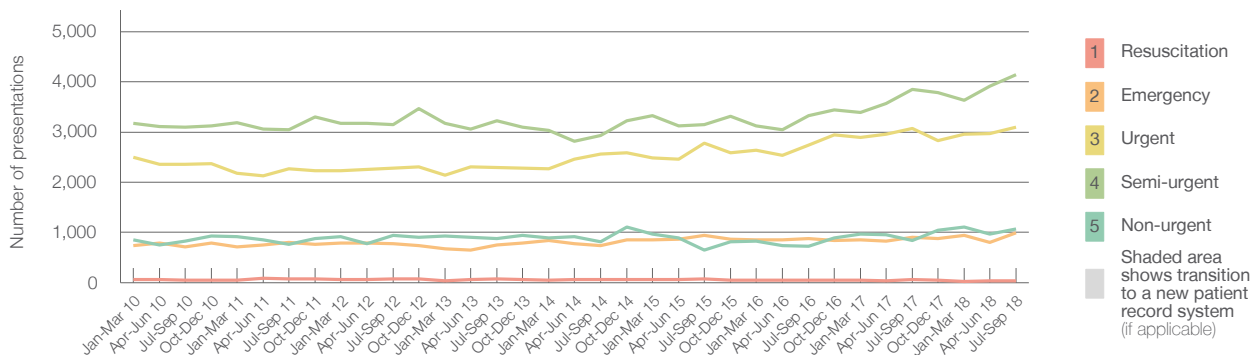
Lismore Base Hospital: Patients presenting to the emergency department July to September 2018

All presentations:¹ 9,570 patients

Emergency presentations² by triage category: 9,348 patients



Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	53	75	73	78	66	70	51	58	41
Emergency	709	800	773	751	741	947	877	898	997
Urgent	2,354	2,272	2,278	2,296	2,558	2,781	2,738	3,070	3,098
Semi-urgent	3,093	3,051	3,148	3,226	2,932	3,143	3,321	3,846	4,145
Non-urgent	822	768	948	877	817	653	725	844	1,067
All emergency presentations	7,031	6,966	7,220	7,228	7,114	7,594	7,712	8,716	9,348

Lismore Base Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,807 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 997

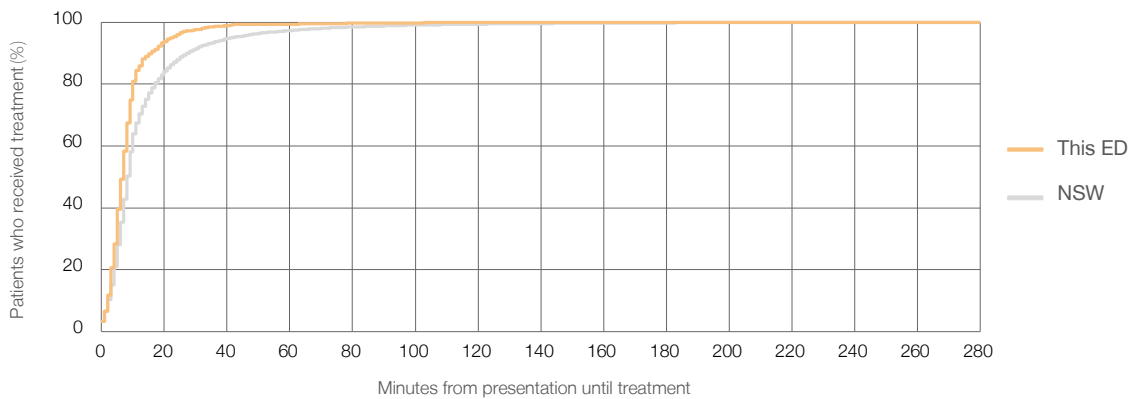
Number of triage 2 patients used to calculate waiting time:³ 996

Median time to start treatment⁴ 7 minutes

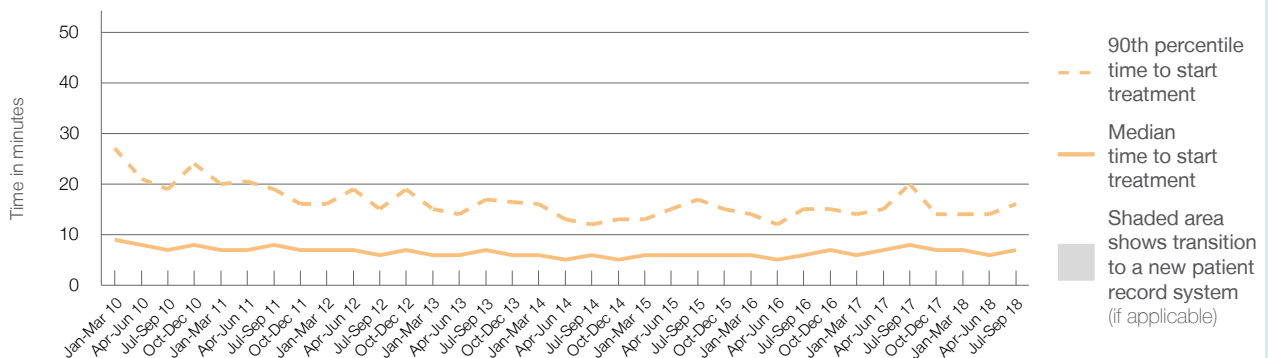
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
898	
890	
8 minutes	8 minutes
20 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	7	8	6	7	6	6	6	8	7
90th percentile time to start treatment ⁵ (minutes)	19	19	15	17	12	17	15	20	16

(†) 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 July to September 2018

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

Number of triage 3 patients: 3,098

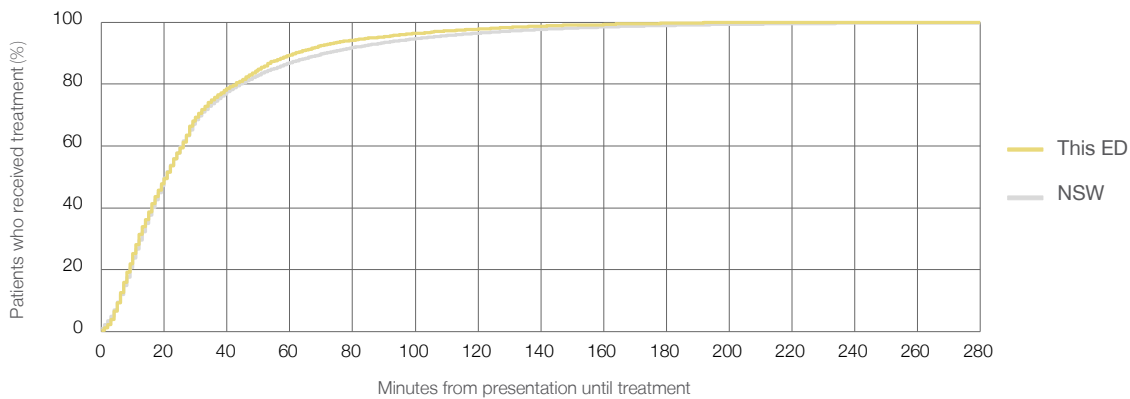
Number of triage 3 patients used to calculate waiting time:³ 3,053

Median time to start treatment⁴ 21 minutes

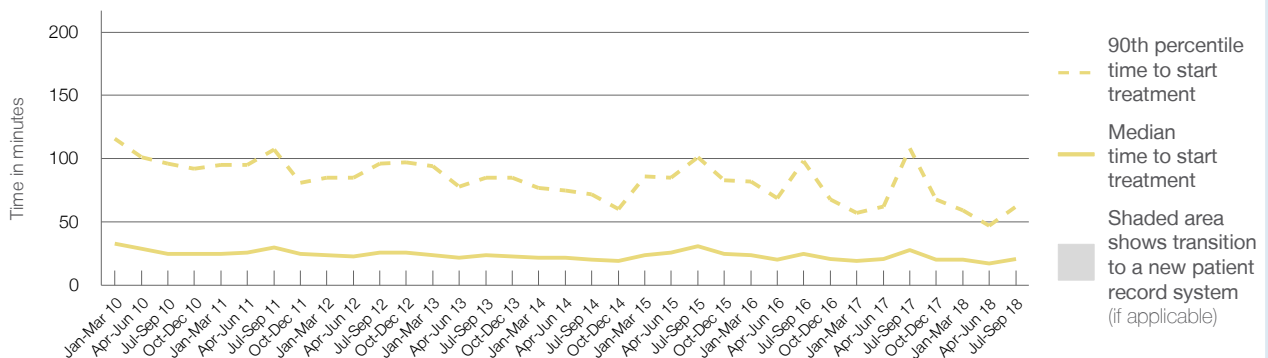
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
3,070	
2,984	
28 minutes	21 minutes
108 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	25	30	26	24	20	31	25	28	21
90th percentile time to start treatment ⁵ (minutes)	96	107	96	85	72	101	98	108	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 July to September 2018

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

Number of triage 4 patients: 4,145

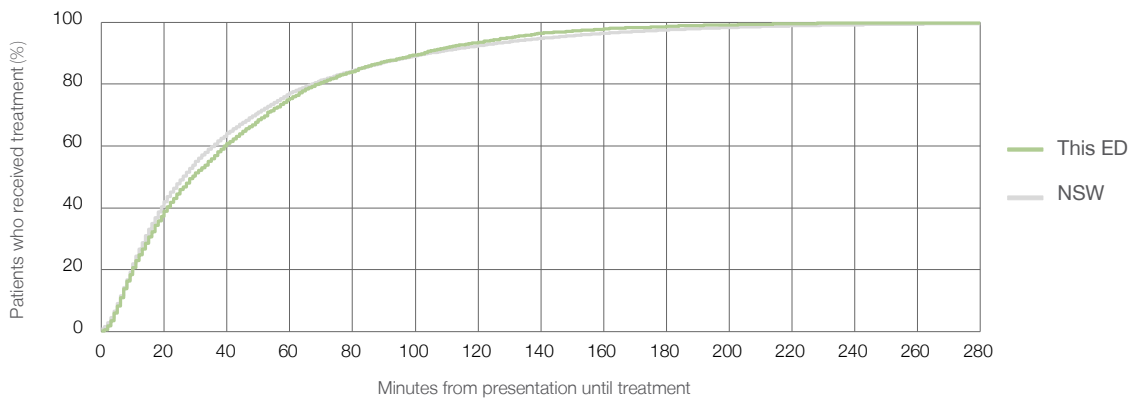
Number of triage 4 patients used to calculate waiting time:³ 3,983

Median time to start treatment⁴ 29 minutes

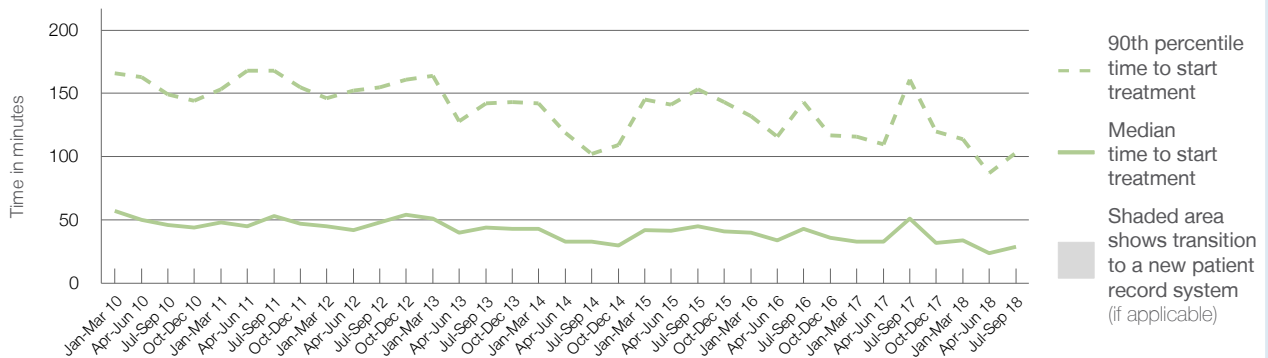
90th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
3,846	
3,487	
51 minutes	26 minutes
161 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	46	53	48	44	33	45	43	51	29
90th percentile time to start treatment ⁵ (minutes)	149	168	155	142	102	153	143	161	103

(†) 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 July to September 2018

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

Number of triage 5 patients: 1,067

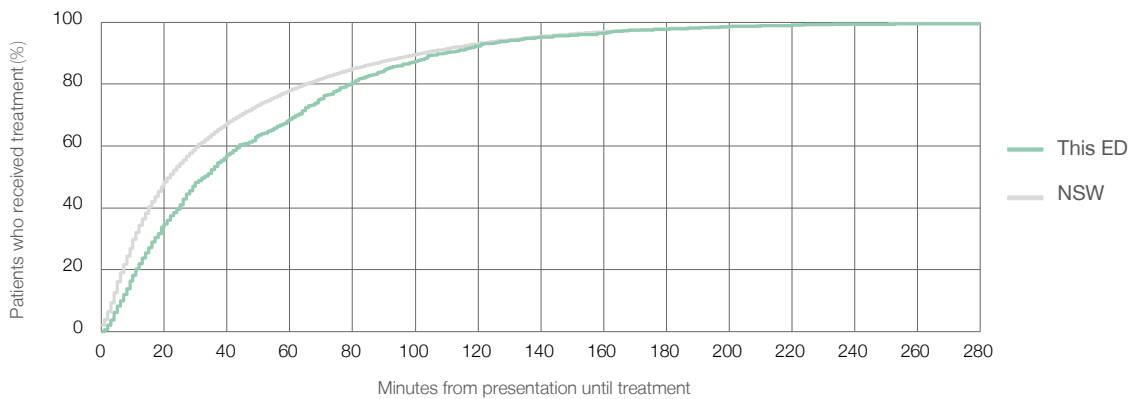
Number of triage 5 patients used to calculate waiting time:³ 954

Median time to start treatment⁴ 33 minutes

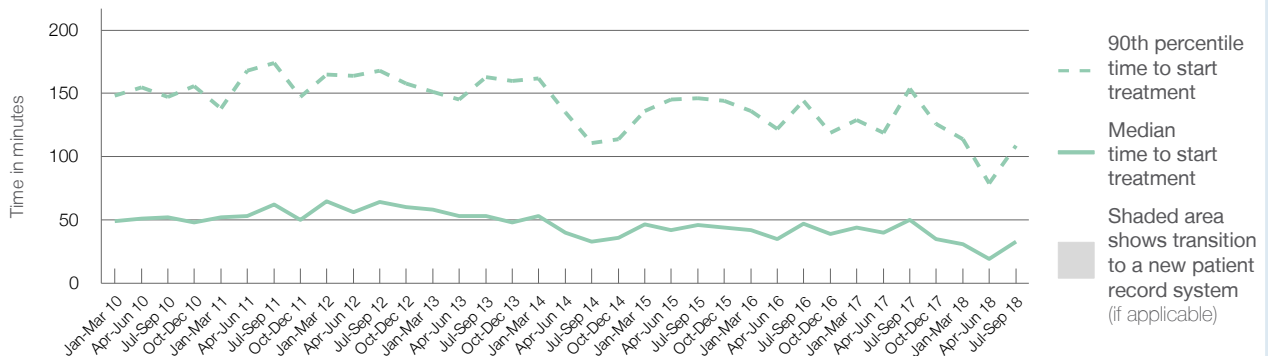
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
844	702
50 minutes	22 minutes
154 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	52	62	64	53	33	46	47	50	33
90th percentile time to start treatment ⁵ (minutes)	147	174	168	163	111	146	144	154	109

(†) 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

July to September 2018

All presentations:¹ 9,570 patients

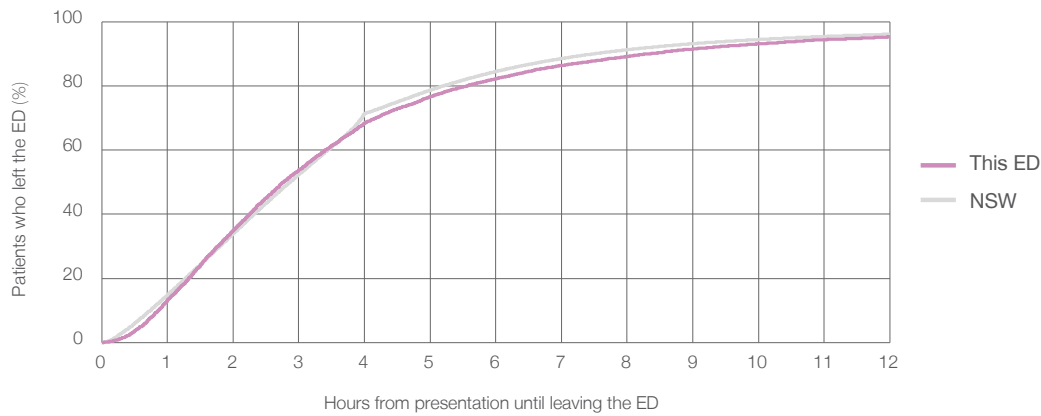
Presentations used to calculate time to leaving the ED:⁶ 9,569 patients

Median time spent in the ED⁸ 2 hours and 46 minutes

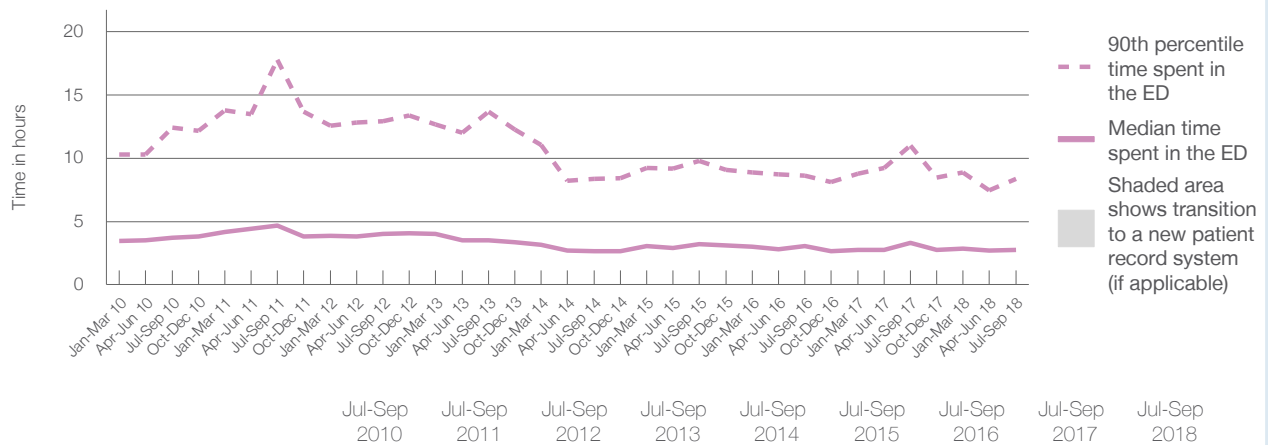
90th percentile time spent in the ED⁹ 8 hours and 21 minutes

Same period last year	NSW (this period)
9,040	
9,039	
3 hours and 18 minutes	2 hours and 52 minutes
11 hours and 0 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	3h 42m	4h 39m	4h 1m	3h 30m	2h 40m	3h 12m	3h 4m	3h 18m	2h 46m
90th percentile time spent in the ED ⁹ (hours, minutes)	12h 26m	17h 47m	12h 54m	13h 40m	8h 23m	9h 48m	8h 37m	11h 0m	8h 21m

(†) 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
July to September 2018

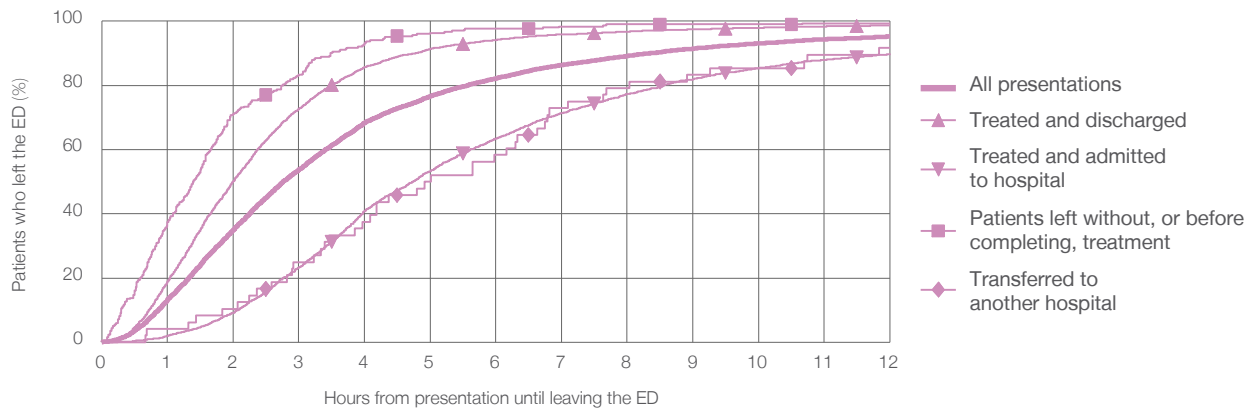
All presentations:¹ 9,570 patients

Presentations used to calculate time to leaving the ED:⁶ 9,569 patients

Treated and discharged	5,459 (57.0%)
Treated and admitted to hospital	3,703 (38.7%)
Patient left without, or before completing, treatment	305 (3.2%)
Transferred to another hospital	48 (0.5%)
Other	55 (0.6%)

Same period last year	Change since one year ago
9,039	6%
4,731	15.4%
3,744	-1.1%
469	-35.0%
31	54.8%
65	-15.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	19.0%	50.2%	72.7%	85.6%	94.2%	96.7%	98.0%	98.7%
Treated and admitted to hospital	2.0%	9.2%	23.3%	40.9%	63.4%	77.3%	85.4%	89.9%
Patient left without, or before completing, treatment	37.4%	71.1%	83.3%	93.1%	97.7%	99.0%	99.0%	99.3%
Transferred to another hospital	4.2%	10.4%	25.0%	37.5%	58.3%	79.2%	85.4%	91.7%
All presentations	13.3%	35.0%	53.8%	68.4%	82.2%	89.2%	93.1%	95.3%

(†) 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
 July to September 2018

All presentations at the emergency department: ¹ 9,570 patients

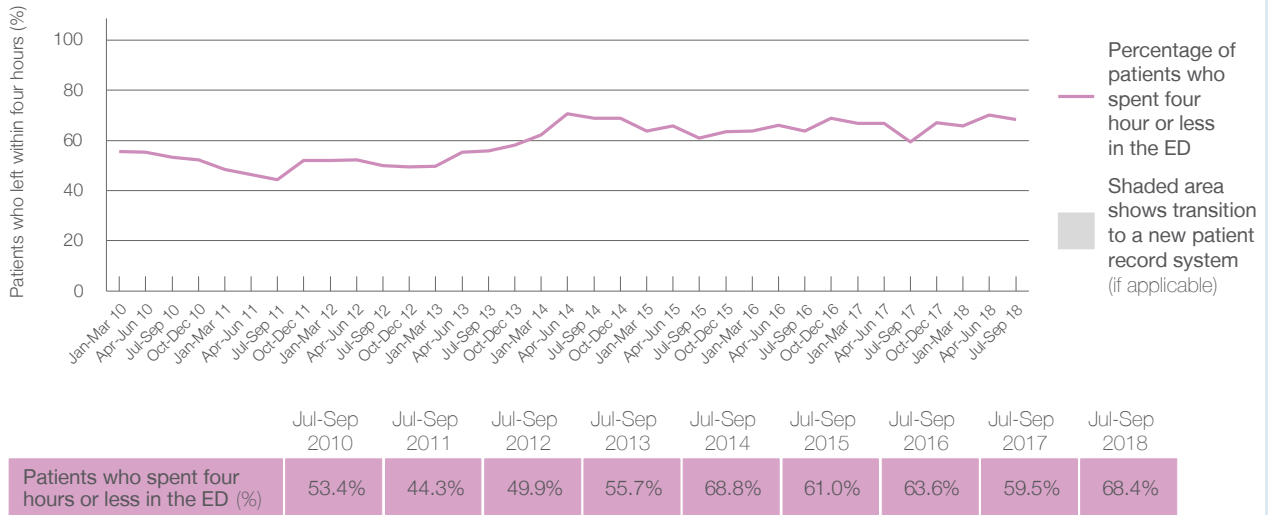
Presentations used to calculate time to leaving the ED: ⁶ 9,569 patients

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



Same period last year	Change since one year ago
9,040	6%
9,039	6%
59.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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, January to March 2018*.
- 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 16 October 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Maclean District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 3,008 patients
Emergency presentations:² 2,898 patients

Same period last year	Change since one year ago
3,070	-2%
2,968	-2%

Maclean District Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 349 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 996 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,312 patients

Median time to start treatment⁴ 27 minutes
90th percentile time to start treatment⁵ 102 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 236 patients

Median time to start treatment⁴ 25 minutes
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
321	
10 minutes	8 minutes
31 minutes	28 minutes
938	
16 minutes	21 minutes
66 minutes	72 minutes
1,255	
26 minutes	26 minutes
103 minutes	105 minutes
446	
23 minutes	22 minutes
129 minutes	103 minutes

Maclean District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 3,008 patients

Percentage of patients who spent four hours or less in the ED 86%

Same period last year	Change since one year ago
3,070	-2%
81%	

* 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, January to March 2018*.
- 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.

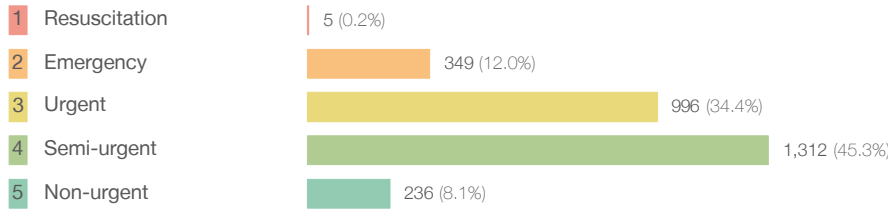
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Maclean District Hospital: Patients presenting to the emergency department July to September 2018

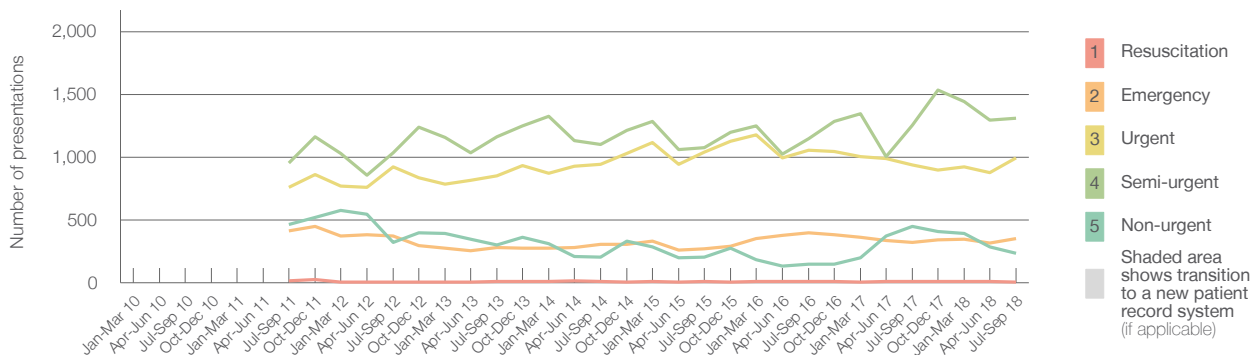
All presentations:¹ 3,008 patients

Emergency presentations² by triage category: 2,898 patients



	Same period last year	Change since one year ago
All presentations	3,070	-2%
Emergency presentations	2,968	-2%
1 Resuscitation	8	-37.5%
2 Emergency	321	8.7%
3 Urgent	938	6.2%
4 Semi-urgent	1,255	4.5%
5 Non-urgent	446	-47.1%

Emergency presentations² by quarter, January 2010 to September 2018 ^{† §}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		16	< 5	8	8	8	9	8	5
Emergency		411	374	280	307	268	396	321	349
Urgent		760	922	851	942	1,040	1,055	938	996
Semi-urgent		955	1,033	1,164	1,099	1,077	1,148	1,255	1,312
Non-urgent		466	320	302	201	202	145	446	236
All emergency presentations		2,608	2,649	2,605	2,557	2,595	2,753	2,968	2,898

Maclean District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 365 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	395	
ED Transfer of care time	14 minutes	-1 minute
90th percentile time	37 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 July to September 2018

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

Number of triage 2 patients: 349

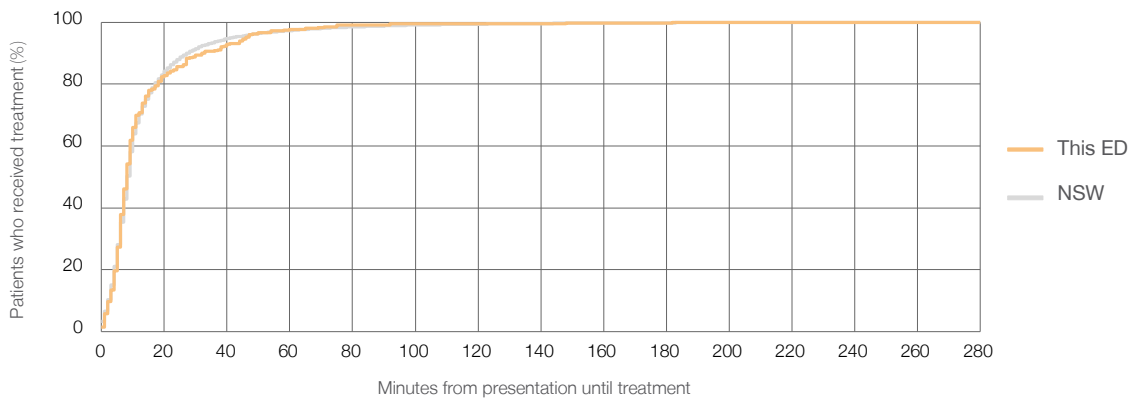
Number of triage 2 patients used to calculate waiting time:³ 349

Median time to start treatment⁴ 8 minutes

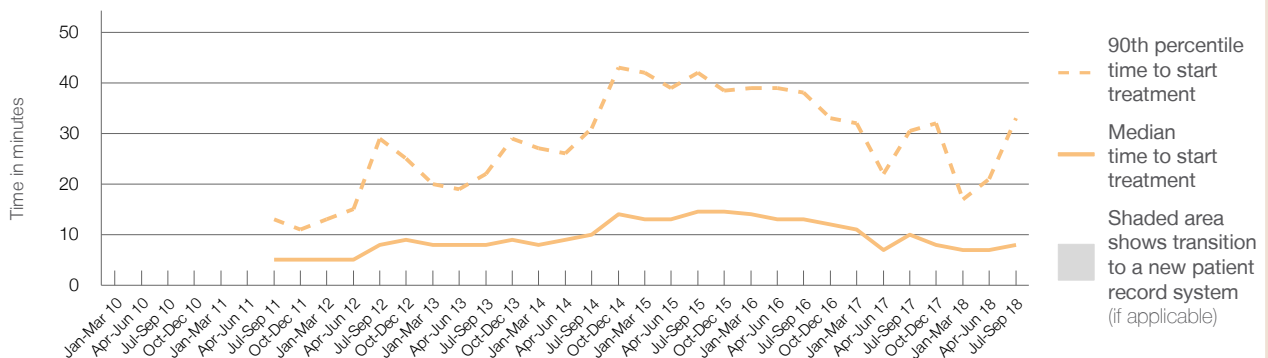
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
321	
320	
10 minutes	8 minutes
31 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		5	8	8	10	15	13	10	8
90th percentile time to start treatment ⁵ (minutes)		13	29	22	31	42	38	31	33

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 July to September 2018

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

Number of triage 3 patients: 996

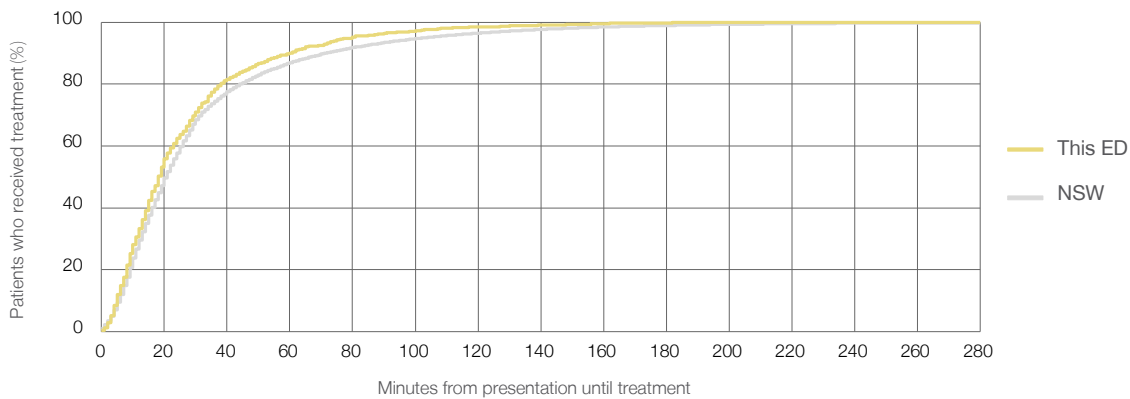
Number of triage 3 patients used to calculate waiting time:³ 983

Median time to start treatment⁴ 18 minutes

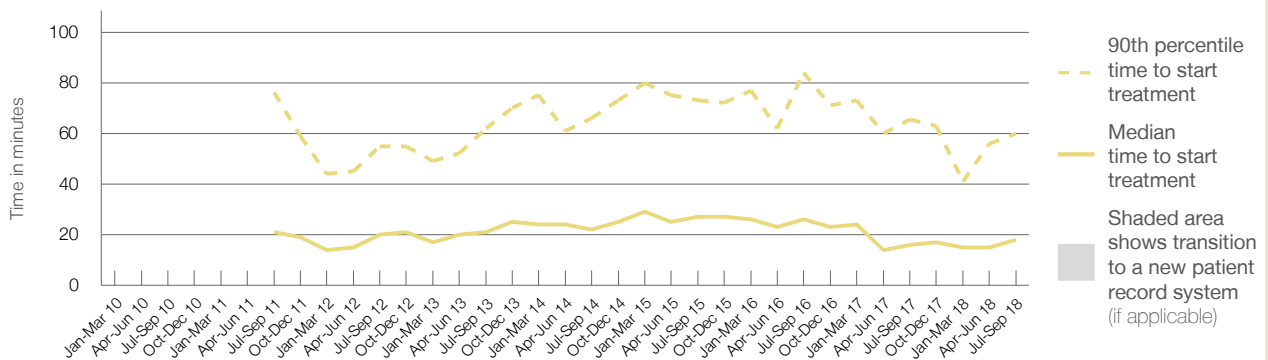
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
938	
930	
16 minutes	21 minutes
66 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		21	20	21	22	27	26	16	18
90th percentile time to start treatment ⁵ (minutes)		76	55	62	66	73	84	66	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 July to September 2018

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

Number of triage 4 patients: 1,312

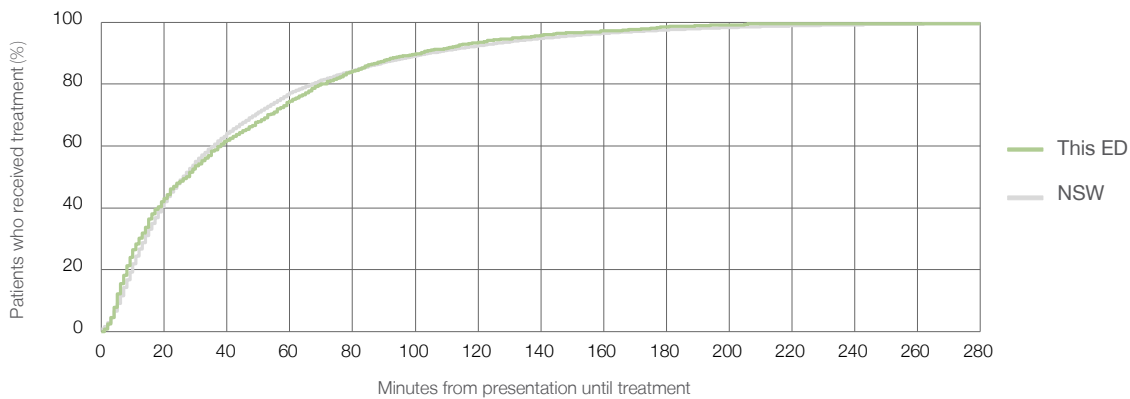
Number of triage 4 patients used to calculate waiting time:³ 1,224

Median time to start treatment⁴ 27 minutes

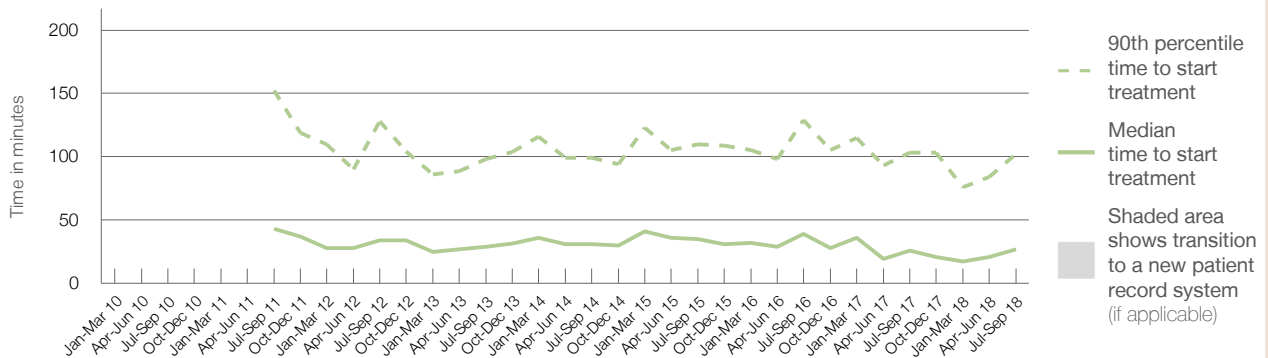
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
1,255	1,135
26 minutes	26 minutes
103 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		43	34	29	31	35	39	26	27
90th percentile time to start treatment ⁵ (minutes)		152	128	98	99	110	129	103	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 July to September 2018

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

Number of triage 5 patients: 236

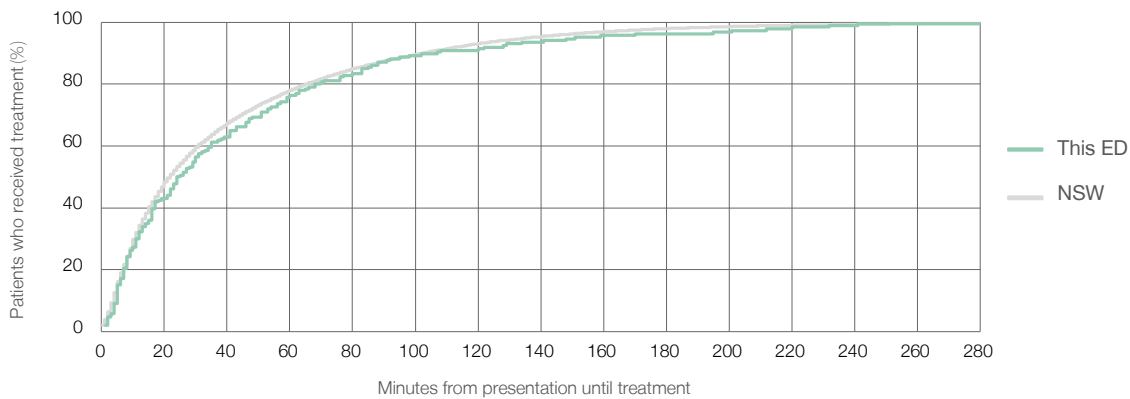
Number of triage 5 patients used to calculate waiting time:³ 186

Median time to start treatment⁴ 25 minutes

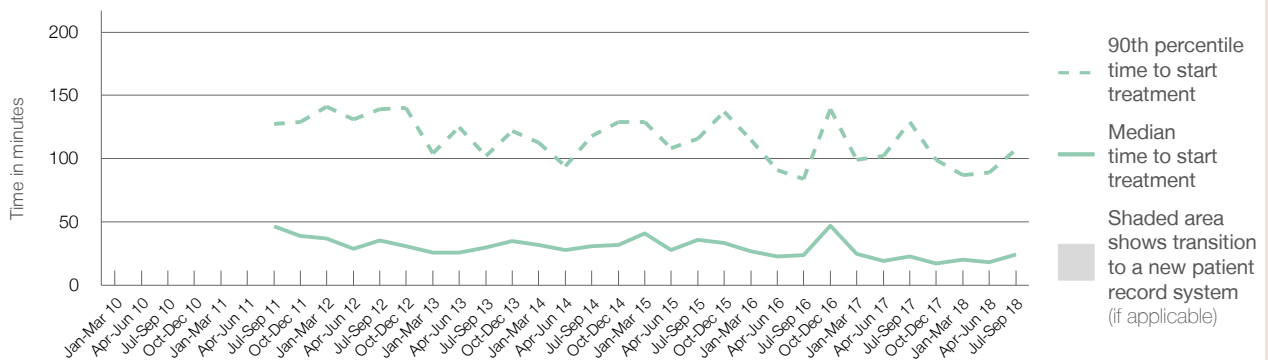
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
446	367
23 minutes	22 minutes
129 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		47	36	30	31	36	24	23	25
90th percentile time to start treatment ⁵ (minutes)		128	139	102	118	116	84	129	107

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 July to September 2018

All presentations:¹ 3,008 patients

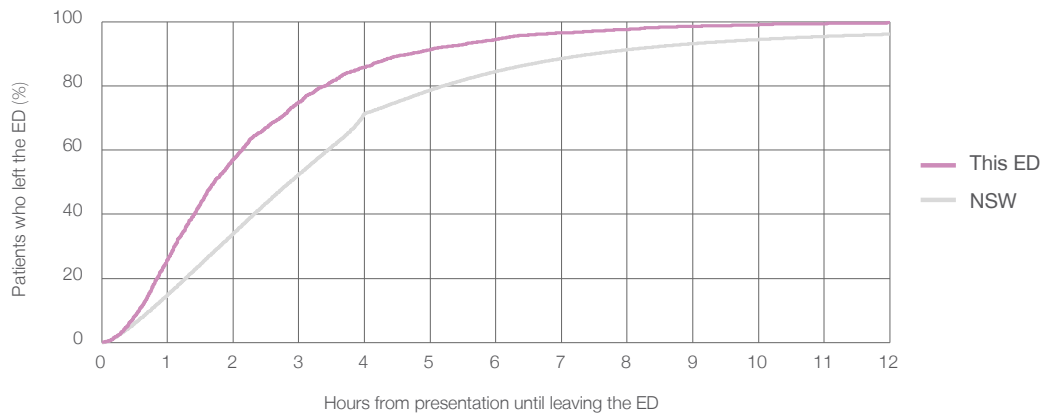
Presentations used to calculate time to leaving the ED:⁶ 3,008 patients

Median time spent in the ED⁸ 1 hours and 43 minutes

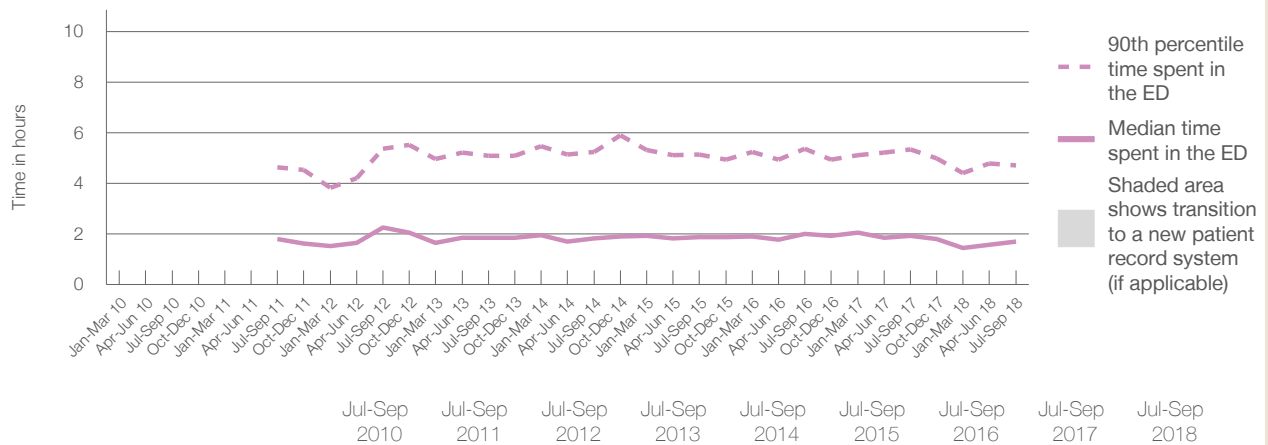
90th percentile time spent in the ED⁹ 4 hours and 43 minutes

Same period last year	NSW (this period)
3,070	3,070
1 hours and 56 minutes	2 hours and 52 minutes
5 hours and 22 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)		1h 49m	2h 16m	1h 51m	1h 50m	1h 53m	2h 0m	1h 56m	1h 43m
90th percentile time spent in the ED ⁹ (hours, minutes)		4h 39m	5h 23m	5h 5m	5h 15m	5h 8m	5h 22m	5h 22m	4h 43m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 July to September 2018

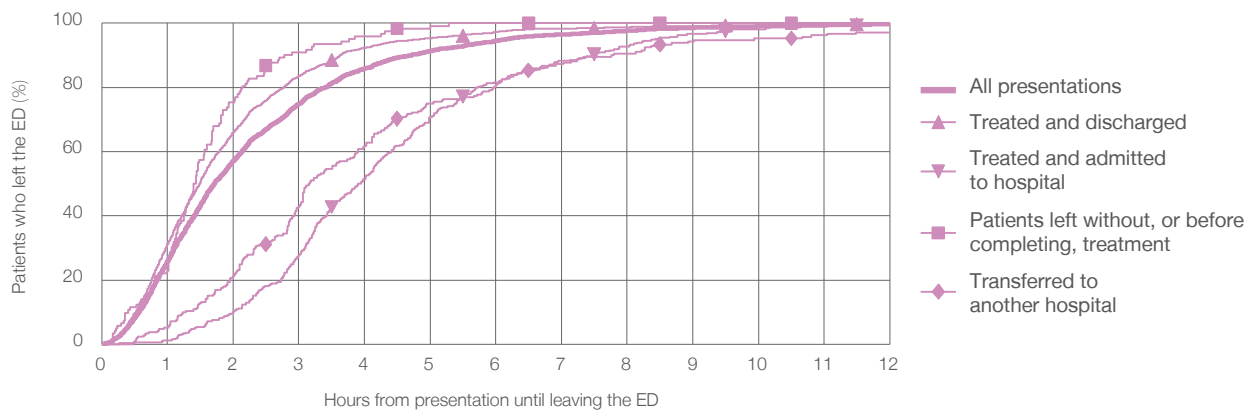
All presentations:¹ 3,008 patients

Presentations used to calculate time to leaving the ED:⁶ 3,008 patients

Treated and discharged	2,337 (77.7%)
Treated and admitted to hospital	332 (11.0%)
Patient left without, or before completing, treatment	122 (4.1%)
Transferred to another hospital	212 (7.0%)
Other	5 (0.2%)

Same period last year	Change since one year ago
3,070	-2%
2,325	0.5%
330	0.6%
173	-29.5%
235	-9.8%
7	-28.6%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡§}



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	31.3%	66.1%	83.6%	92.3%	97.3%	98.8%	99.4%	99.8%
Treated and admitted to hospital	1.2%	10.2%	27.7%	51.5%	81.6%	92.8%	98.2%	99.7%
Patient left without, or before completing, treatment	23.0%	75.4%	91.0%	95.9%	100%	100%	100%	100%
Transferred to another hospital	5.2%	21.2%	42.9%	61.8%	80.7%	90.6%	95.3%	97.2%
All presentations	25.9%	57.2%	74.9%	85.8%	94.5%	97.6%	99.0%	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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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

July to September 2018

All presentations at the emergency department: ¹ 3,008 patients

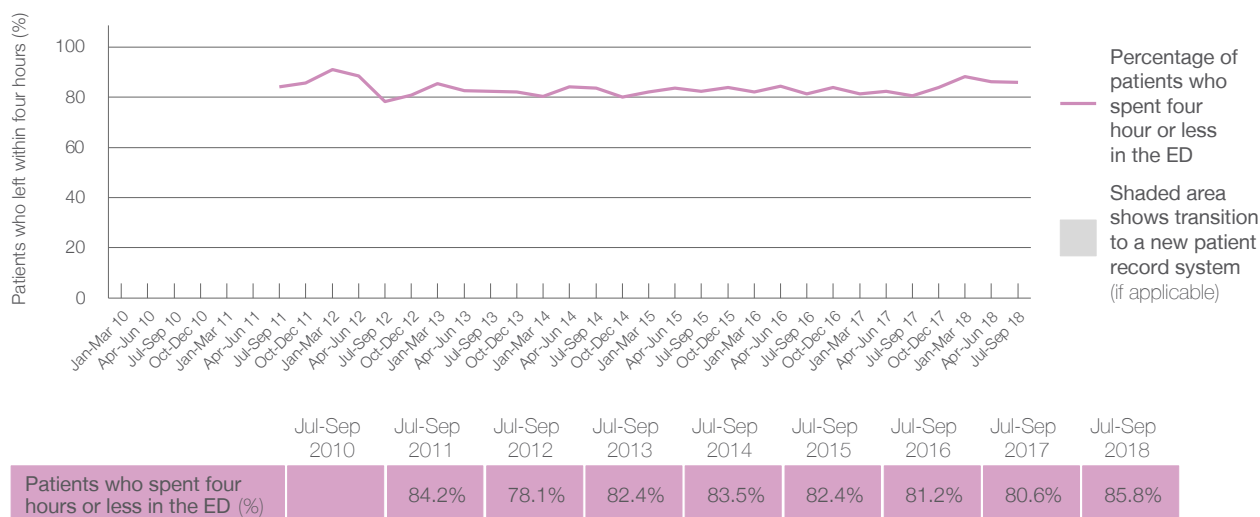
Presentations used to calculate time to leaving the ED: ⁶ 3,008 patients

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	3,070	-2%
Presentations used to calculate time to leaving the ED	3,070	-2%
Percentage of patients who spent four hours or less in the ED	80.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡§}



* 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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, January to March 2018*.
- 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 16 October 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

Murwillumbah District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 4,488 patients
Emergency presentations:² 4,082 patients

Same period last year	Change since one year ago
4,826	-7%
4,385	-7%

Murwillumbah District Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 350 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): 1,388 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 34 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,051 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 61 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 288 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
336	
7 minutes	8 minutes
15 minutes	28 minutes
1,454	
14 minutes	21 minutes
37 minutes	72 minutes
2,270	
18 minutes	26 minutes
73 minutes	105 minutes
319	
18 minutes	22 minutes
69 minutes	103 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,485 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
4,825	-7%
88%	

* 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, January to March 2018*.
- 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.

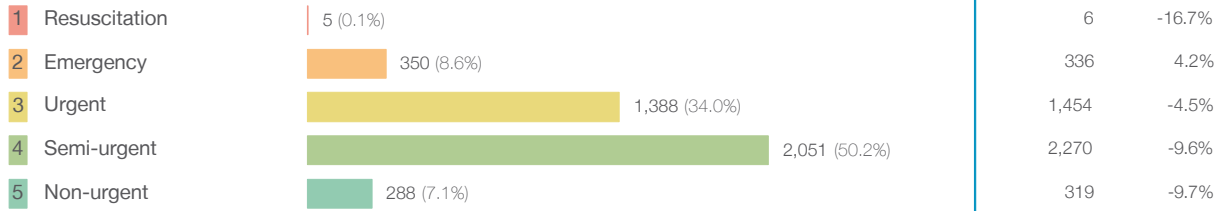
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Murwillumbah District Hospital: Patients presenting to the emergency department July to September 2018

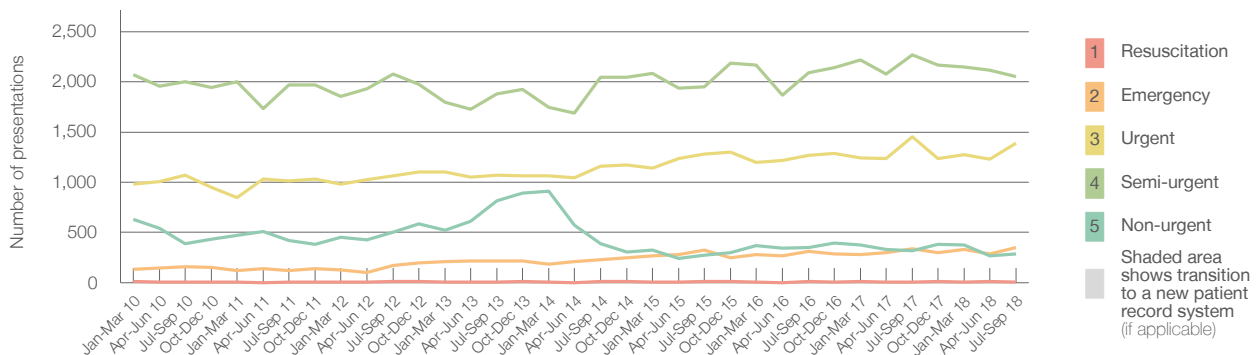
All presentations:¹ 4,488 patients

Emergency presentations² by triage category: 4,082 patients



Same period last year	Change since one year ago
4,826	-7%
4,385	-7%
6	-16.7%
336	4.2%
1,454	-4.5%
2,270	-9.6%
319	-9.7%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	7	7	9	7	9	9	10	6	5
Emergency	159	122	173	219	229	326	310	336	350
Urgent	1,070	1,010	1,065	1,069	1,161	1,280	1,271	1,454	1,388
Semi-urgent	2,002	1,971	2,075	1,878	2,047	1,949	2,090	2,270	2,051
Non-urgent	386	423	503	813	391	275	350	319	288
All emergency presentations	3,624	3,533	3,825	3,986	3,837	3,839	4,031	4,385	4,082

Murwillumbah District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 220 patients **

ED Transfer of care time



Same period last year	Change since one year ago
236	
11 minutes	1 minute
20 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.

Murwillumbah District Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

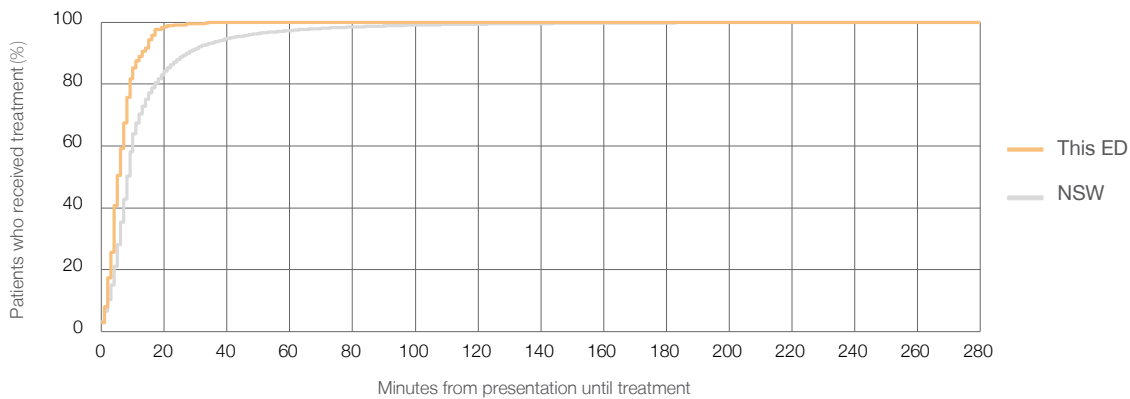
Number of triage 2 patients: 350

Number of triage 2 patients used to calculate waiting time:³ 350

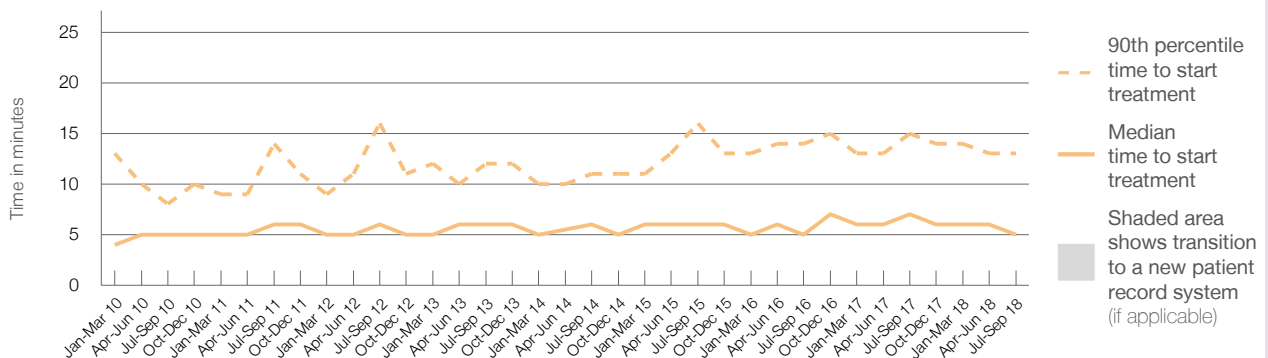
Median time to start treatment⁴ ■ 5 minutes
90th percentile time to start treatment⁵ ■ 13 minutes

Same period last year	NSW (this period)
336	336
7 minutes	8 minutes
15 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	5	6	6	6	6	6	5	7	5
90th percentile time to start treatment ⁵ (minutes)	8	14	16	12	11	16	14	15	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 July to September 2018

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

Number of triage 3 patients: 1,388

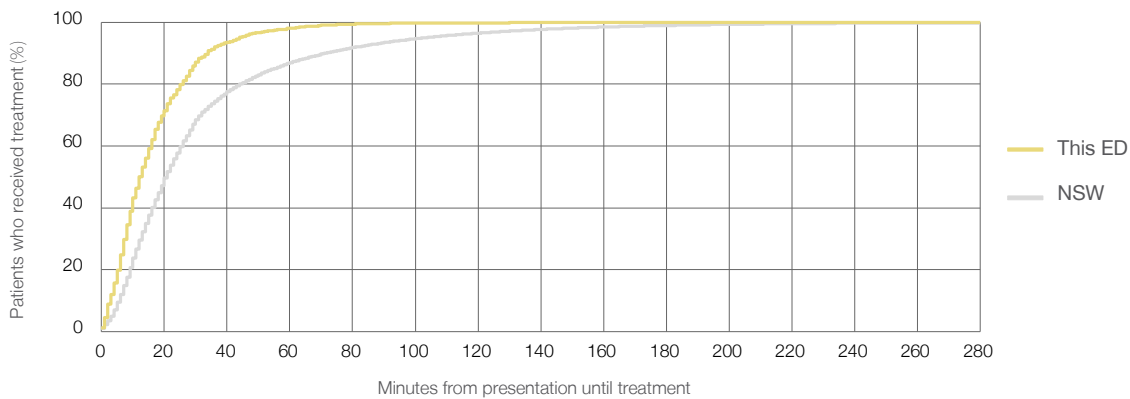
Number of triage 3 patients used to calculate waiting time:³ 1,381

Median time to start treatment⁴ 12 minutes

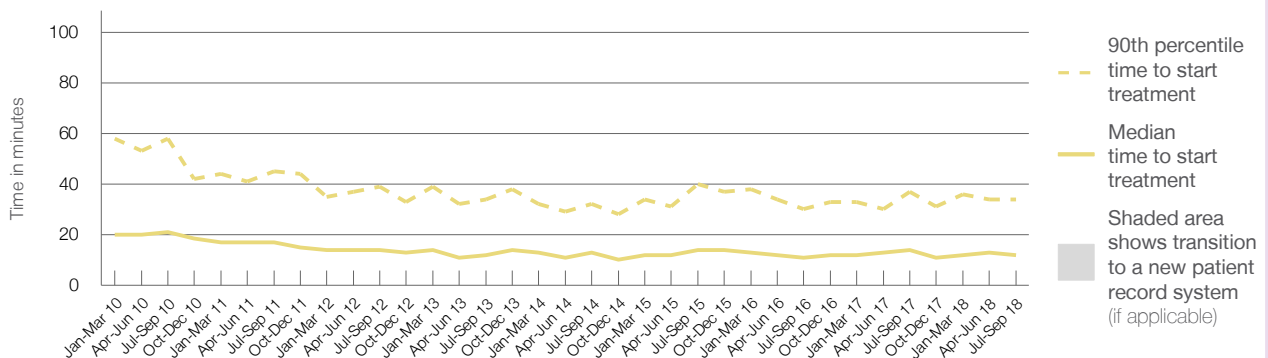
90th percentile time to start treatment⁵ 34 minutes

Same period last year	NSW (this period)
1,454	1,446
14 minutes	21 minutes
37 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	21	17	14	12	13	14	11	14	12
90th percentile time to start treatment ⁵ (minutes)	58	45	39	34	32	40	30	37	34

(†) 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 July to September 2018

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

Number of triage 4 patients: 2,051

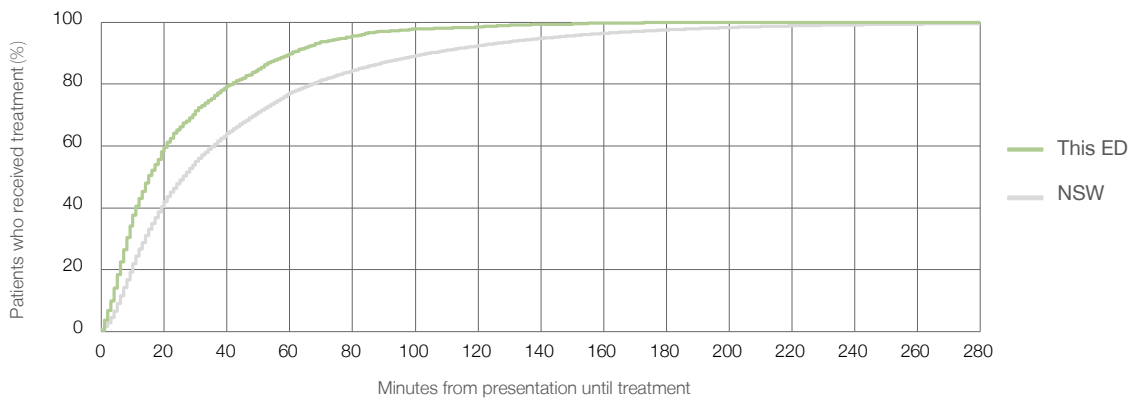
Number of triage 4 patients used to calculate waiting time:³ 2,012

Median time to start treatment⁴ 15 minutes

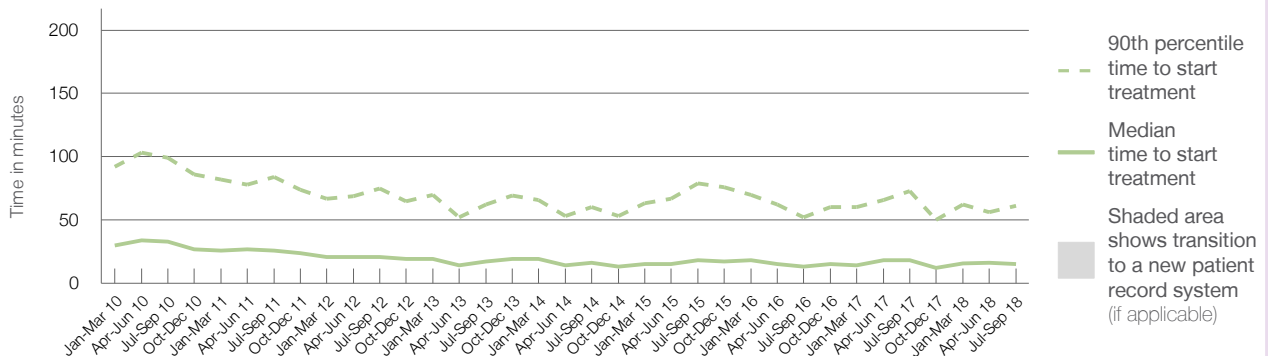
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
2,270	2,212
18 minutes	26 minutes
73 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	33	26	21	17	16	18	13	18	15
90th percentile time to start treatment ⁵ (minutes)	99	84	75	62	60	79	52	73	61

(†) 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 July to September 2018

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

Number of triage 5 patients: 288

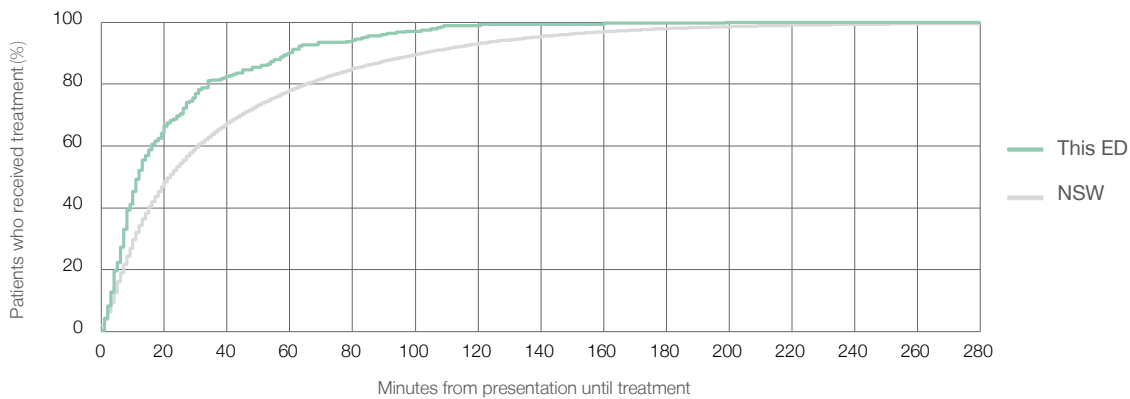
Number of triage 5 patients used to calculate waiting time:³ 274

Median time to start treatment⁴ 12 minutes

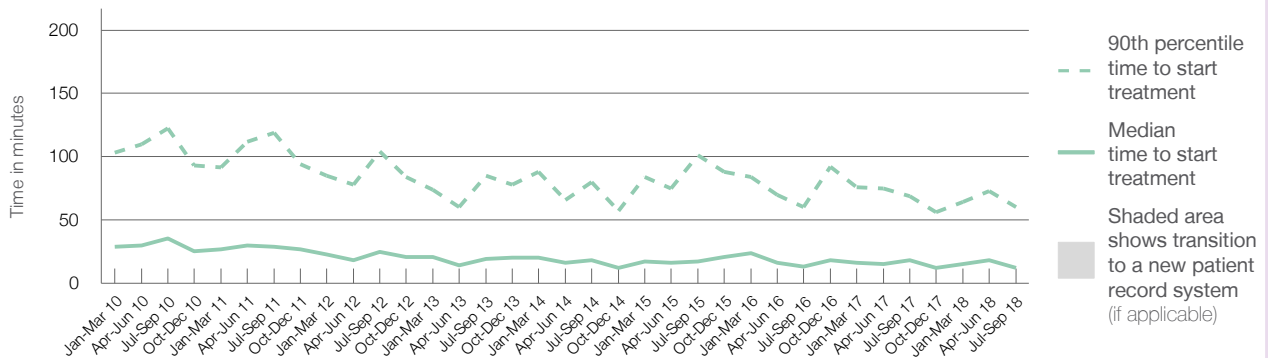
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
319	298
18 minutes	22 minutes
69 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	36	29	25	19	18	17	13	18	12
90th percentile time to start treatment ⁵ (minutes)	123	119	104	85	80	101	60	69	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.

Murwillumbah District Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,488 patients

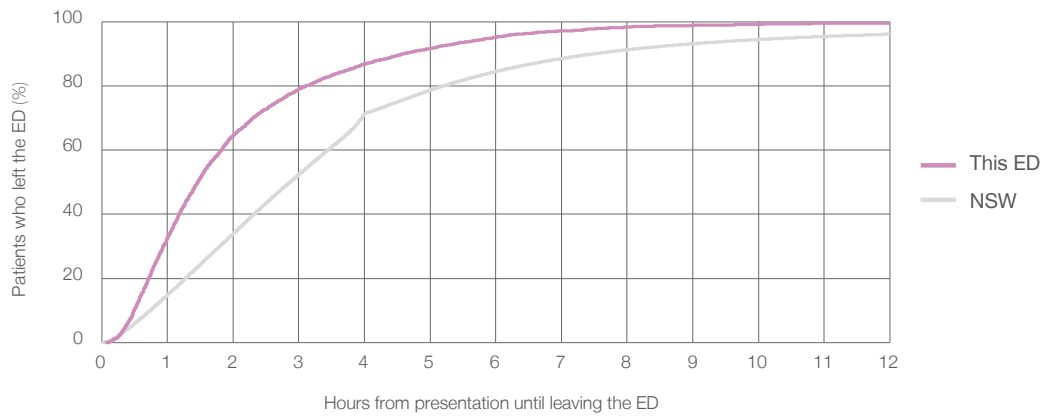
Presentations used to calculate time to leaving the ED:⁶ 4,485 patients

Median time spent in the ED⁸ 1 hours and 28 minutes

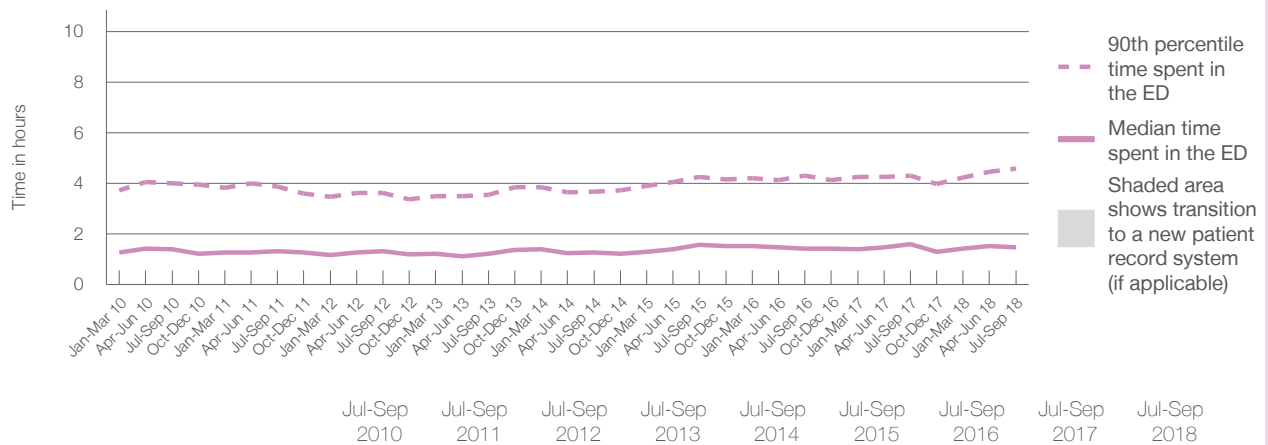
90th percentile time spent in the ED⁹ 4 hours and 36 minutes

Same period last year	NSW (this period)
4,826	
4,825	
1 hours and 37 minutes	2 hours and 52 minutes
4 hours and 18 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	1h 24m	1h 19m	1h 20m	1h 14m	1h 16m	1h 34m	1h 25m	1h 37m	1h 28m
90th percentile time spent in the ED ⁹ (hours, minutes)	4h 1m	3h 53m	3h 37m	3h 33m	3h 41m	4h 15m	4h 18m	4h 18m	4h 36m

(†) 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
 July to September 2018

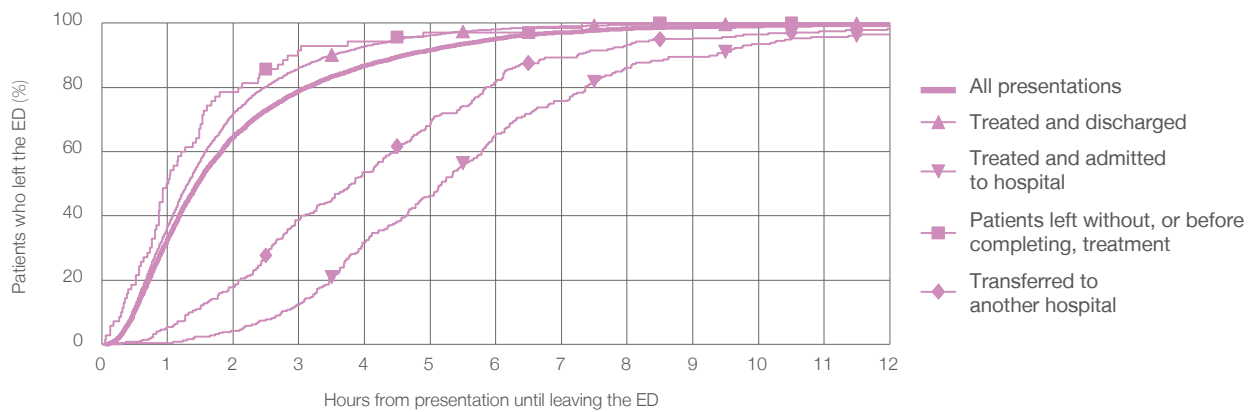
All presentations:¹ 4,488 patients

Presentations used to calculate time to leaving the ED:⁶ 4,485 patients

Treated and discharged	3,873 (86.3%)
Treated and admitted to hospital	259 (5.8%)
Patient left without, or before completing, treatment	70 (1.6%)
Transferred to another hospital	282 (6.3%)
Other	4 (0.1%)

Same period last year	Change since one year ago
4,825	-7%
4,192	-7.6%
293	-11.6%
106	-34.0%
233	21.0%
2	100.0%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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

Treated and discharged	36.8%	71.9%	86.1%	92.8%	98.1%	99.5%	99.8%	99.9%
Treated and admitted to hospital	0.4%	4.2%	12.4%	31.7%	65.6%	86.1%	93.4%	96.5%
Patient left without, or before completing, treatment	50.0%	78.6%	91.4%	94.3%	97.1%	100%	100%	100%
Transferred to another hospital	5.3%	17.7%	38.7%	53.5%	81.9%	93.3%	96.5%	98.2%
All presentations	32.9%	64.7%	78.9%	86.8%	95.2%	98.3%	99.2%	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
 July to September 2018

All presentations at the emergency department: ¹ 4,488 patients

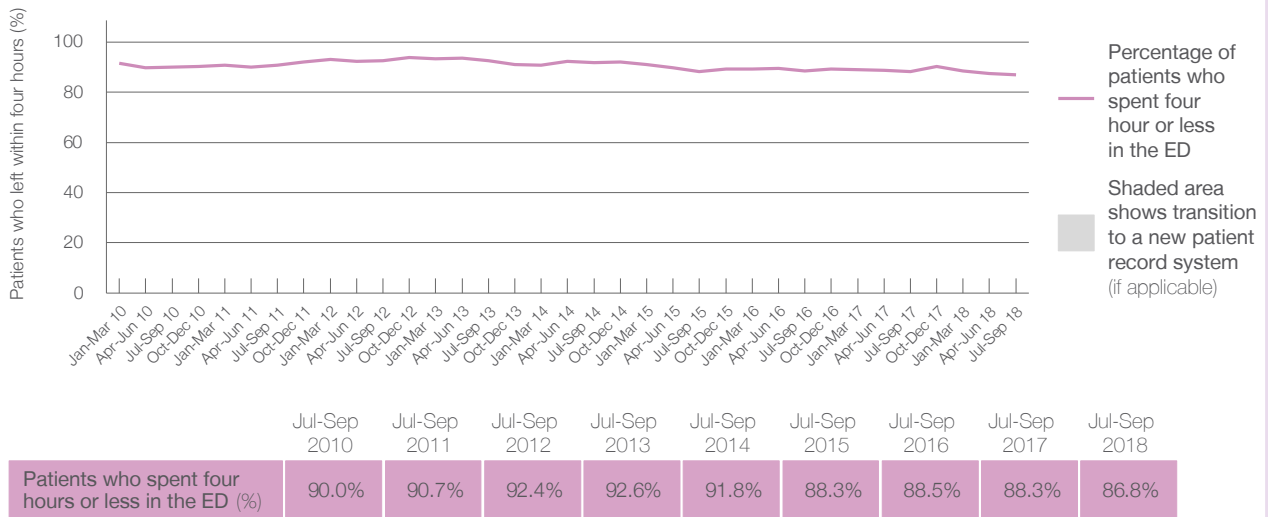
Presentations used to calculate time to leaving the ED: ⁶ 4,485 patients

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	4,826	-7%
Presentations used to calculate time to leaving the ED	4,825	-7%
Percentage of patients who spent four hours or less in the ED	88.3%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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, January to March 2018*.
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- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).

The Tweed Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 13,133 patients



Emergency presentations:² 12,614 patients

Same period last year	Change since one year ago
13,317	-1%
13,014	-3%



The Tweed Hospital: Time patients waited to start treatment³

July to September 2018



Triage 2 Emergency (e.g. chest pain, severe burns): 1,765 patients

Median time to start treatment⁴  7 minutes
90th percentile time to start treatment⁵  18 minutes



Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,848 patients

Median time to start treatment⁴  17 minutes
90th percentile time to start treatment⁵  47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,942 patients

Median time to start treatment⁴  18 minutes
90th percentile time to start treatment⁵  73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 989 patients

Median time to start treatment⁴  13 minutes
90th percentile time to start treatment⁵  71 minutes

Same period last year	NSW (this period)
1,823	
6 minutes	8 minutes
16 minutes	28 minutes
6,117	
19 minutes	21 minutes
53 minutes	72 minutes
4,098	
24 minutes	26 minutes
89 minutes	105 minutes
914	
22 minutes	22 minutes
102 minutes	103 minutes

The Tweed Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 13,133 patients

Percentage of patients who spent four hours or less in the ED  77%

Same period last year	Change since one year ago
13,317	-1%
78%	

* 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, January to March 2018*.
- 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 16 October 2018).

The Tweed Hospital: Patients presenting to the emergency department July to September 2018

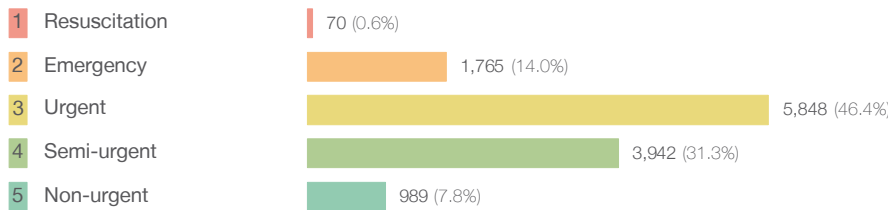
All presentations:¹ 13,133 patients

Same period last year
Change since one year ago

13,317 -1%

Emergency presentations² by triage category: 12,614 patients

13,014 -3%



62 12.9%

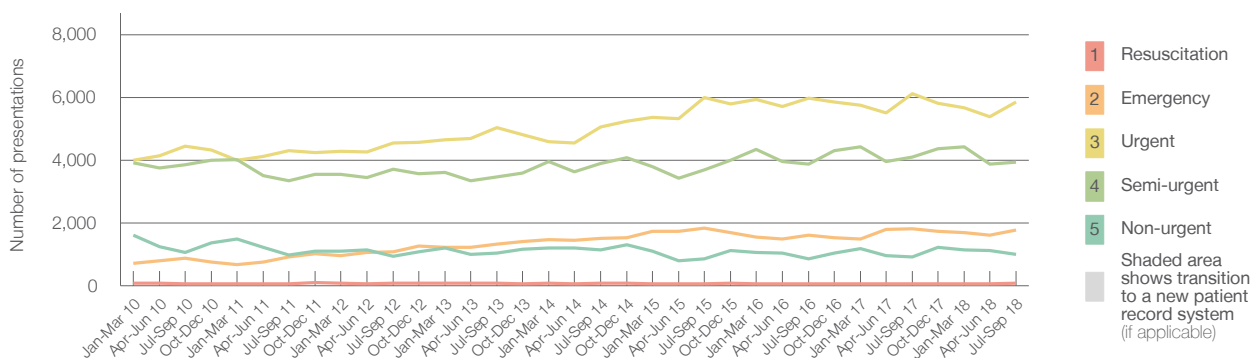
1,823 -3.2%

6,117 -4.4%

4,098 -3.8%

914 8.2%

Emergency presentations² by quarter, January 2010 to September 2018 †



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	56	67	86	78	74	59	55	62	70
Emergency	883	925	1,083	1,322	1,503	1,839	1,614	1,823	1,765
Urgent	4,453	4,295	4,544	5,036	5,061	5,992	5,974	6,117	5,848
Semi-urgent	3,852	3,341	3,709	3,462	3,887	3,689	3,882	4,098	3,942
Non-urgent	1,055	974	943	1,036	1,140	855	857	914	989
All emergency presentations	10,299	9,602	10,365	10,934	11,665	12,434	12,382	13,014	12,614

The Tweed Hospital: Patients arriving by ambulance July to September 2018

July to September 2018

Arrivals used to calculate transfer of care time:⁷ 1,914 patients

Same period last year
Change since one year ago

2,035

ED Transfer of care time

Median time 10 minutes

9 minutes 1 minute

90th percentile time 32 minutes

28 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.

The Tweed Hospital: Time patients waited to start treatment, triage 2 July to September 2018

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

Number of triage 2 patients: 1,765

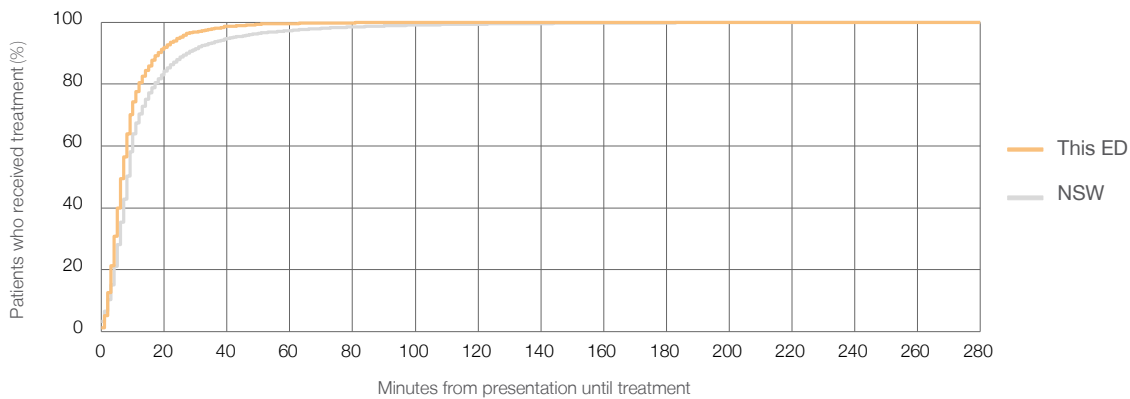
Number of triage 2 patients used to calculate waiting time:³ 1,756

Median time to start treatment⁴ 7 minutes

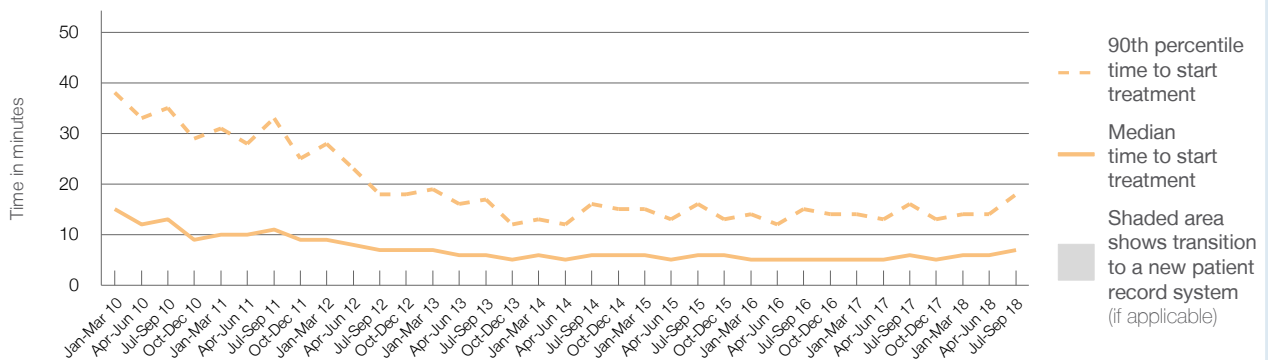
90th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,823	
1,821	
6 minutes	8 minutes
16 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	13	11	7	6	6	6	5	6	7
90th percentile time to start treatment ⁵ (minutes)	35	33	18	17	16	16	15	16	18

(†) 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 July to September 2018

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

Number of triage 3 patients: 5,848

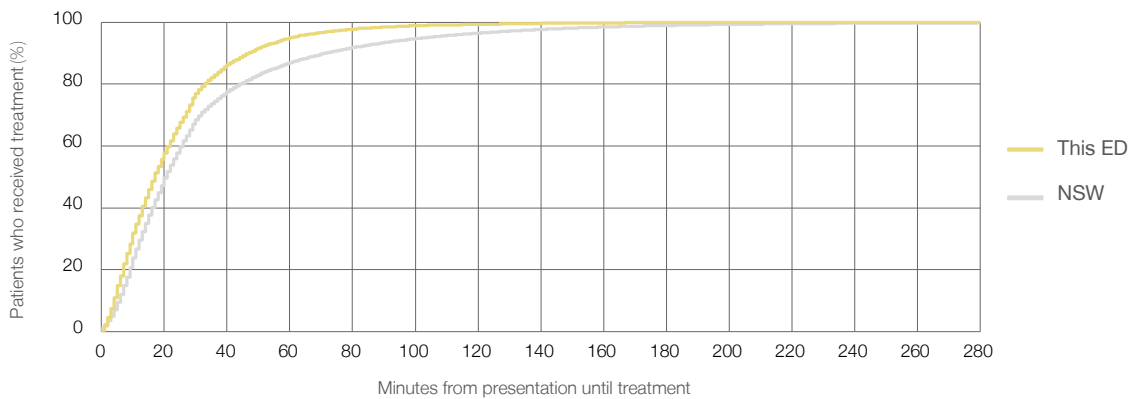
Number of triage 3 patients used to calculate waiting time:³ 5,758

Median time to start treatment⁴ 17 minutes

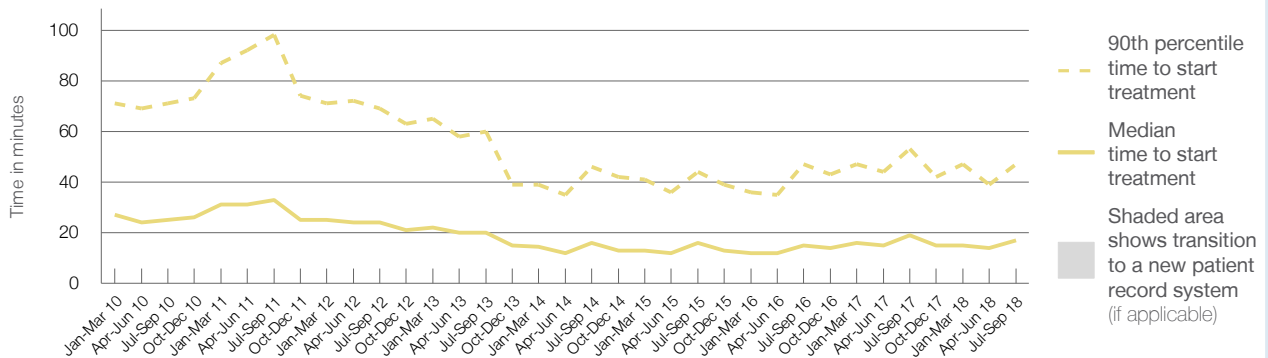
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
6,117	
6,023	
19 minutes	21 minutes
53 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	25	33	24	20	16	16	15	19	17
90th percentile time to start treatment ⁵ (minutes)	71	98	69	60	46	44	47	53	47

(†) 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 July to September 2018

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

Number of triage 4 patients: 3,942

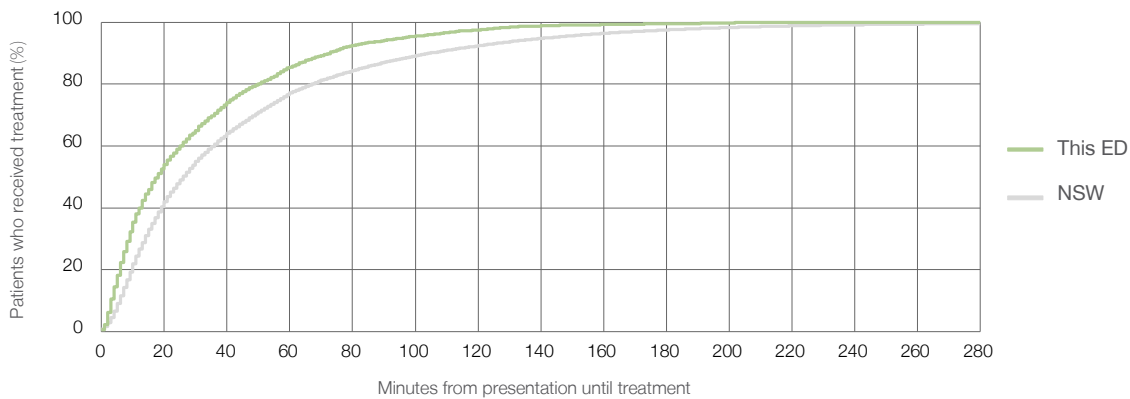
Number of triage 4 patients used to calculate waiting time:³ 3,805

Median time to start treatment⁴ 18 minutes

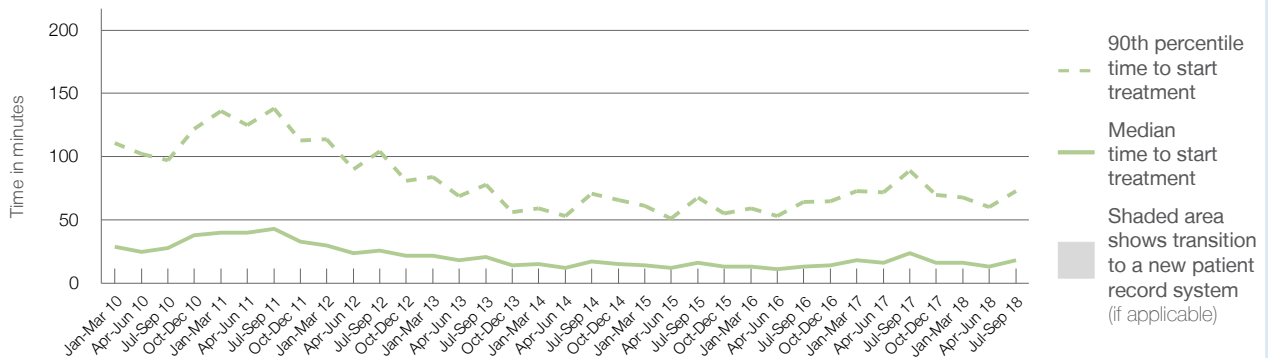
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
4,098	3,928
24 minutes	26 minutes
89 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	28	43	26	21	17	16	13	24	18
90th percentile time to start treatment ⁵ (minutes)	97	138	104	78	71	68	64	89	73

(†) 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

July to September 2018

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

Number of triage 5 patients: 989

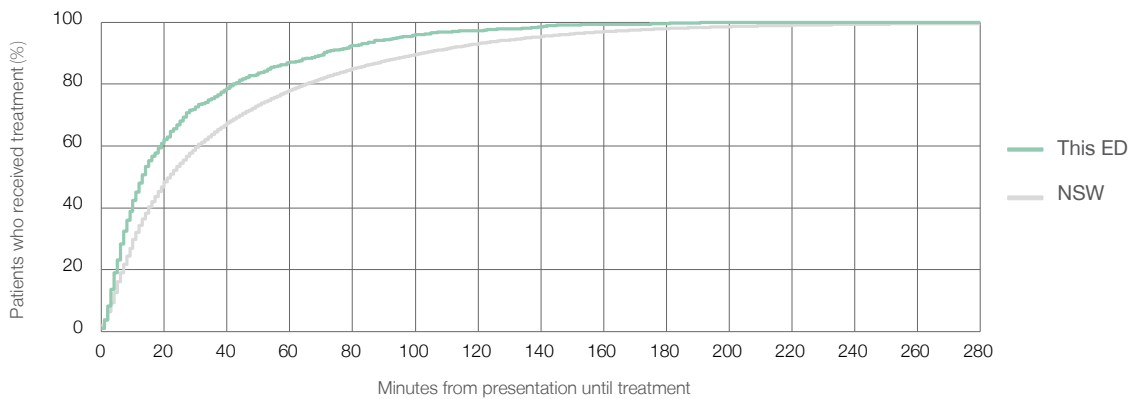
Number of triage 5 patients used to calculate waiting time:³ 944

Median time to start treatment⁴ 13 minutes

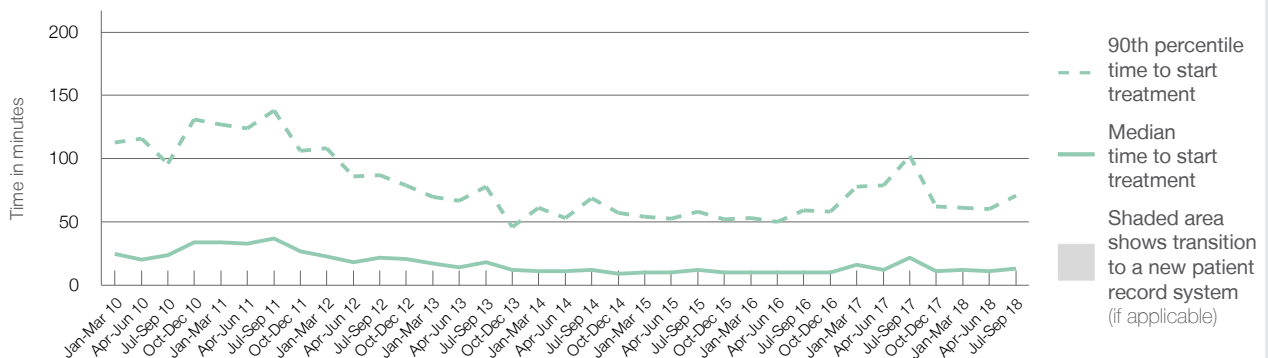
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
914	
844	
22 minutes	22 minutes
102 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)	24	37	22	18	12	12	10	22	13
90th percentile time to start treatment ⁵ (minutes)	96	138	87	78	69	58	59	102	71

(†) 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

July to September 2018

All presentations:¹ 13,133 patients

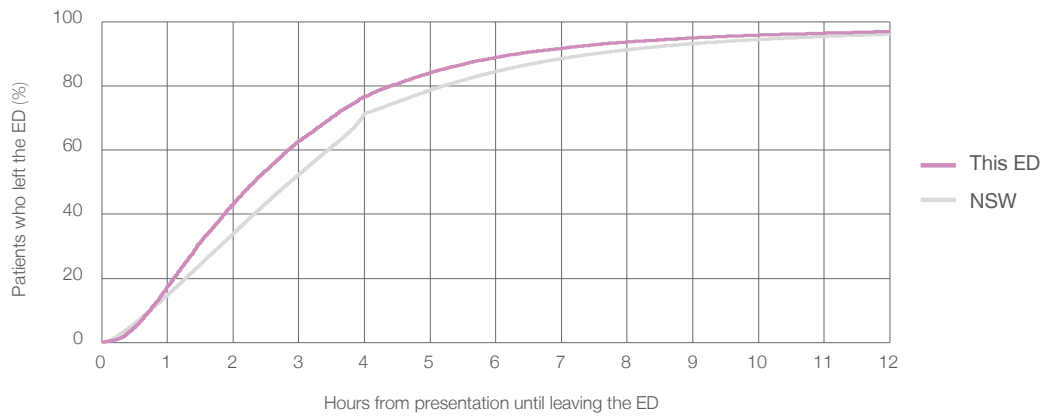
Presentations used to calculate time to leaving the ED:⁶ 13,133 patients

Median time spent in the ED⁸ 2 hours and 19 minutes

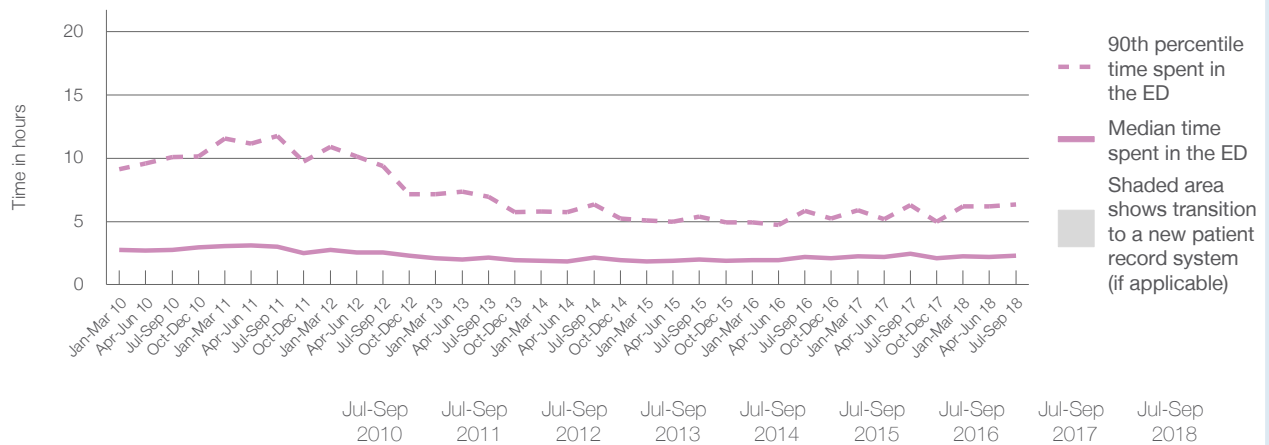
90th percentile time spent in the ED⁹ 6 hours and 21 minutes

Same period last year	NSW (this period)
13,317	13,317
2 hours and 26 minutes	2 hours and 52 minutes
6 hours and 18 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 44m	3h 1m	2h 33m	2h 9m	2h 10m	2h 1m	2h 12m	2h 26m	2h 19m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 6m	11h 45m	9h 23m	6h 57m	6h 20m	5h 22m	5h 49m	6h 18m	6h 21m

(†) 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
July to September 2018

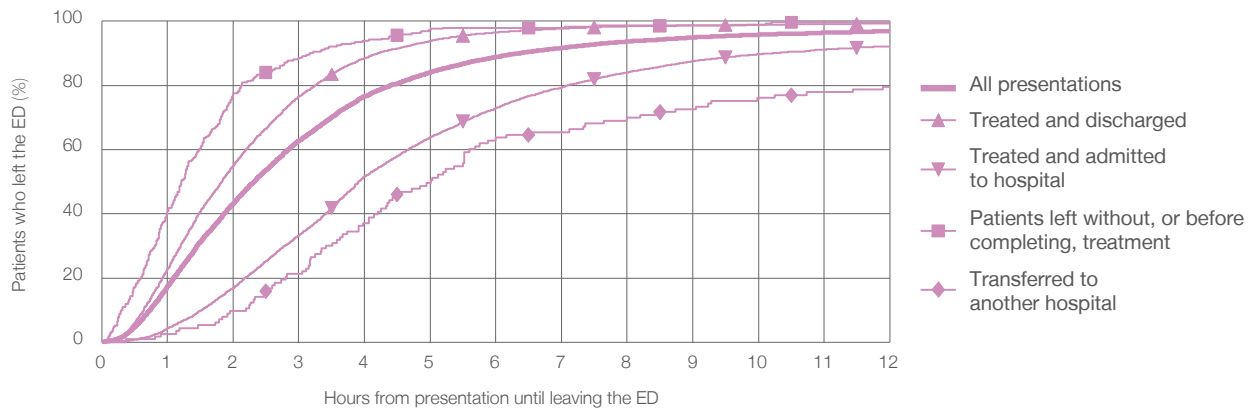
All presentations:¹ 13,133 patients

Presentations used to calculate time to leaving the ED:⁶ 13,133 patients

Treated and discharged	8,552 (65.1%)
Treated and admitted to hospital	4,139 (31.5%)
Patient left without, or before completing, treatment	294 (2.2%)
Transferred to another hospital	113 (0.9%)
Other	35 (0.3%)

Same period last year	Change since one year ago
13,317	-1%
8,549	0.0%
4,263	-2.9%
318	-7.5%
136	-16.9%
51	-31.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡}



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	22.9%	55.1%	76.6%	88.5%	96.6%	98.4%	98.9%	99.3%
Treated and admitted to hospital	4.4%	16.9%	33.3%	51.7%	73.0%	84.0%	89.8%	92.2%
Patient left without, or before completing, treatment	40.8%	77.6%	88.4%	93.9%	98.0%	98.6%	99.0%	99.7%
Transferred to another hospital	2.7%	9.7%	21.2%	37.2%	63.7%	69.9%	76.1%	79.6%
All presentations	17.5%	43.3%	62.8%	76.6%	88.9%	93.7%	95.8%	96.9%

(†) 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.

The Tweed Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
 July to September 2018

All presentations at the emergency department: ¹ 13,133 patients

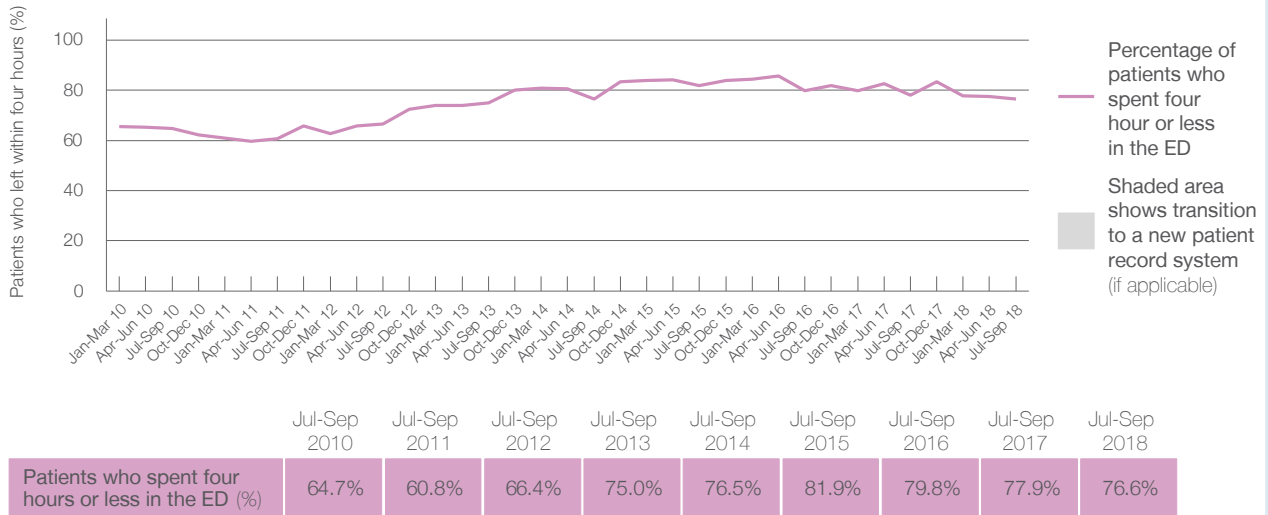
Presentations used to calculate time to leaving the ED: ⁶ 13,133 patients

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	13,317	-1%
Presentations used to calculate time to leaving the ED	13,317	-1%
Percentage of patients who spent four hours or less in the ED	77.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡}



* 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, January to March 2018*.
- 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 16 October 2018). Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).