

Coffs Harbour Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 10,518 patients

Emergency presentations:² 10,210 patients

Same period last year	Change since one year ago
9,469	11.1%
9,075	12.5%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,123 patients

Median time to start treatment⁴ 6 minutes

90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,416 patients

Median time to start treatment⁴ 17 minutes

90th percentile time to start treatment⁵ 75 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,137 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 147 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,470 patients

Median time to start treatment⁴ 32 minutes

90th percentile time to start treatment⁵ 140 minutes

Same period last year	NSW (this period)
999	
6 minutes	9 minutes
11 minutes	29 minutes
3,019	
16 minutes	23 minutes
55 minutes	83 minutes
3,537	
28 minutes	30 minutes
121 minutes	121 minutes
1,457	
35 minutes	26 minutes
122 minutes	118 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 10,515 patients

Percentage of patients who spent four hours or less in the ED 68.9%

Same period last year	Change since one year ago
9,468	11.1%
70.8%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

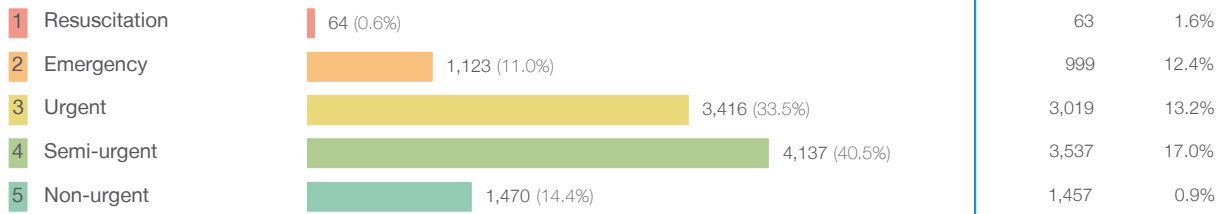
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

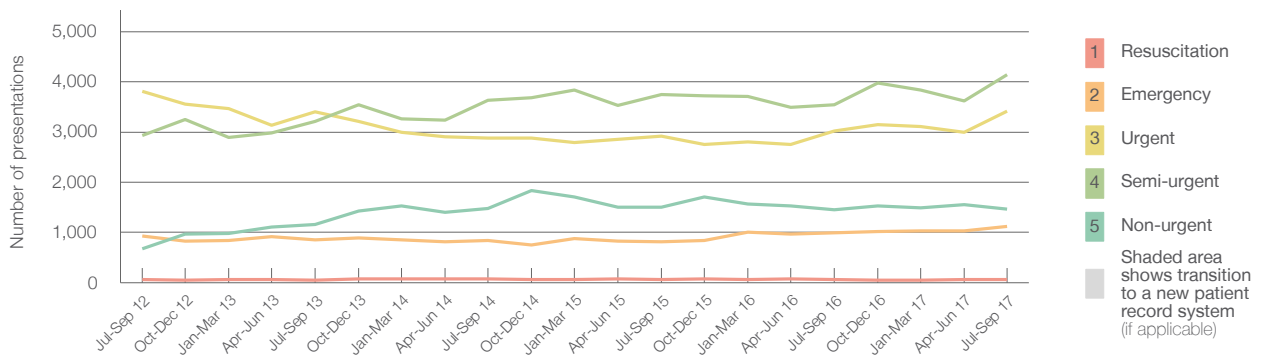
Coffs Harbour Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 10,518 patients

Emergency presentations² by triage category: 10,210 patients



Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	61	51	69	57	63	64
Emergency	935	850	843	813	999	1,123
Urgent	3,810	3,398	2,879	2,915	3,019	3,416
Semi-urgent	2,928	3,211	3,629	3,753	3,537	4,137
Non-urgent	675	1,164	1,473	1,505	1,457	1,470
All emergency presentations	8,409	8,674	8,893	9,043	9,075	10,210

Coffs Harbour Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,596 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.

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

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

Number of triage 2 patients: 1,123

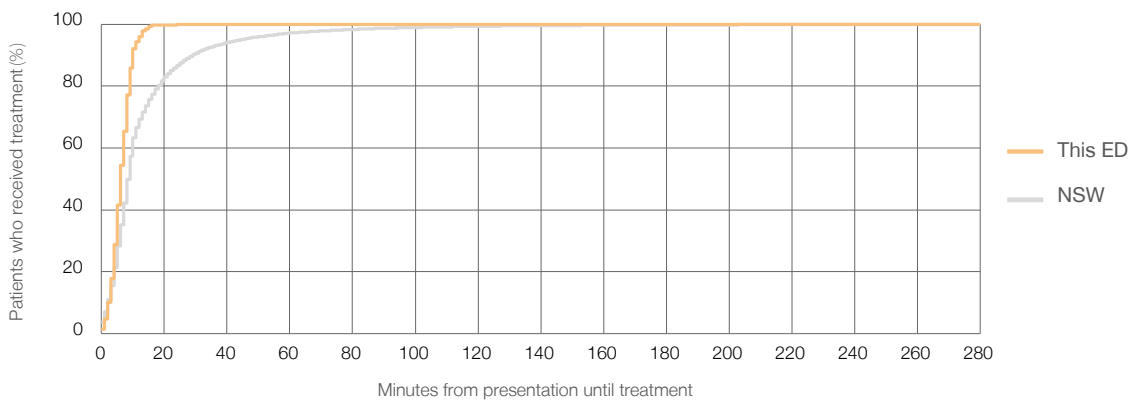
Number of triage 2 patients used to calculate waiting time:³ 1,120

Median time to start treatment⁴ 6 minutes

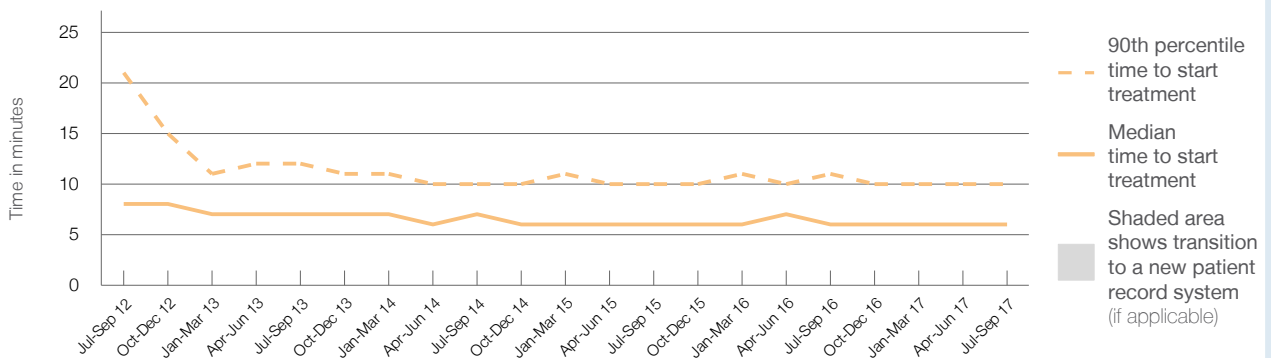
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
999	998
6 minutes	9 minutes
11 minutes	29 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	8	7	7	6	6	6
90th percentile time to start treatment ⁵ (minutes)	21	12	10	10	11	10

(†) 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.

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

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

Number of triage 3 patients: 3,416

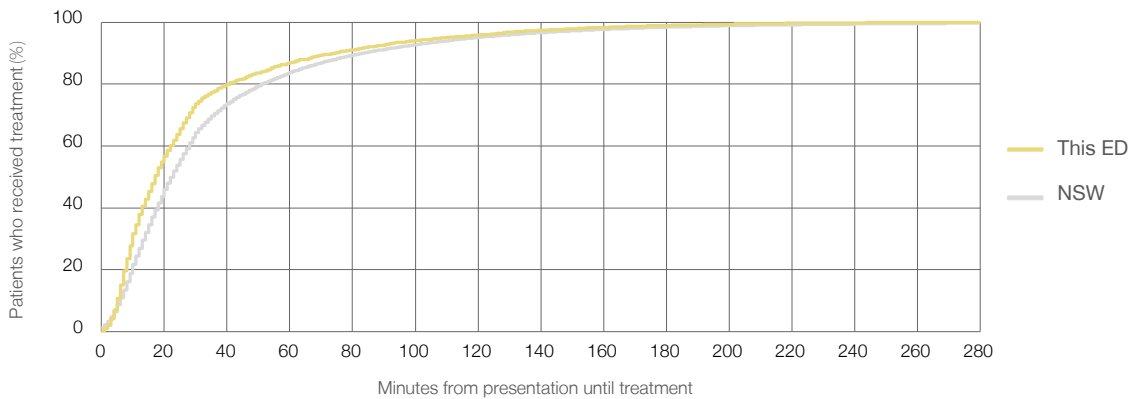
Number of triage 3 patients used to calculate waiting time:³ 3,318

Median time to start treatment⁴ 17 minutes

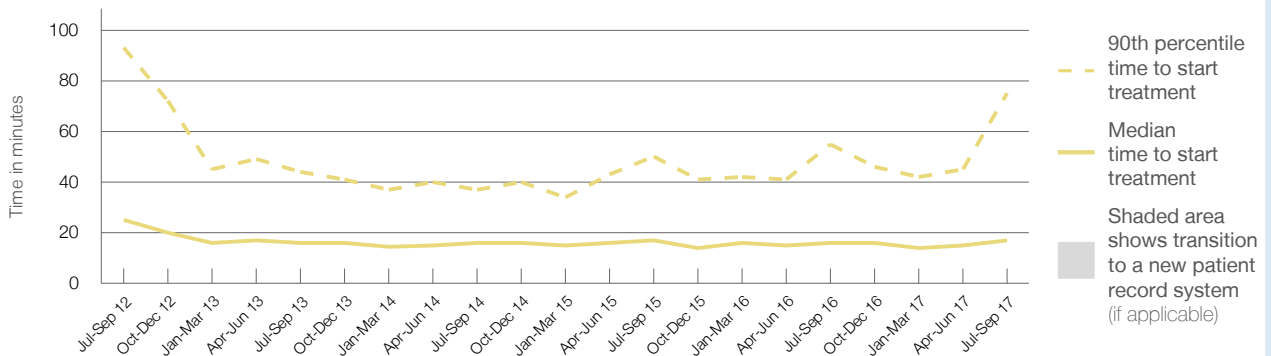
90th percentile time to start treatment⁵ 75 minutes

	Same period last year	NSW (this period)
	3,019	
	2,960	
	16 minutes	23 minutes
	55 minutes	83 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	25	16	16	17	16	17
90th percentile time to start treatment ⁵ (minutes)	93	44	37	50	55	75

(†) 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.

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

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

Number of triage 4 patients: 4,137

Number of triage 4 patients used to calculate waiting time:³ 3,571

Median time to start treatment⁴

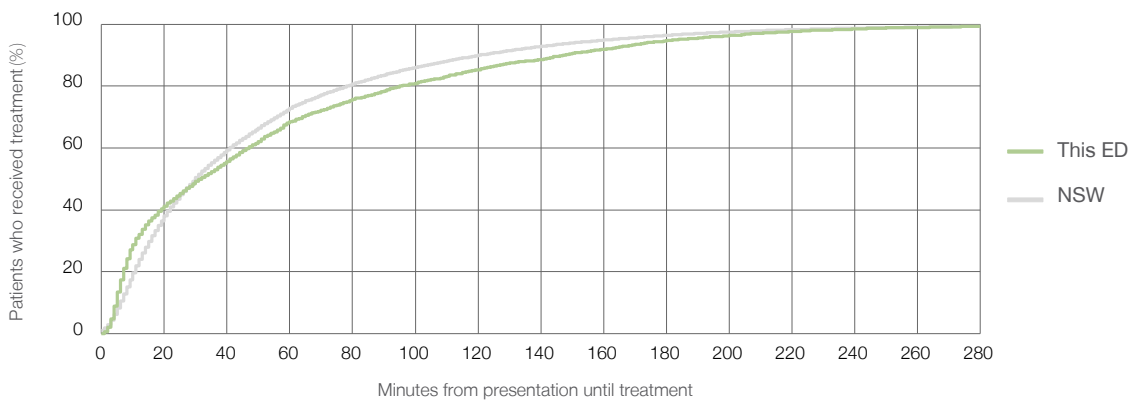
32 minutes

90th percentile time to start treatment⁵

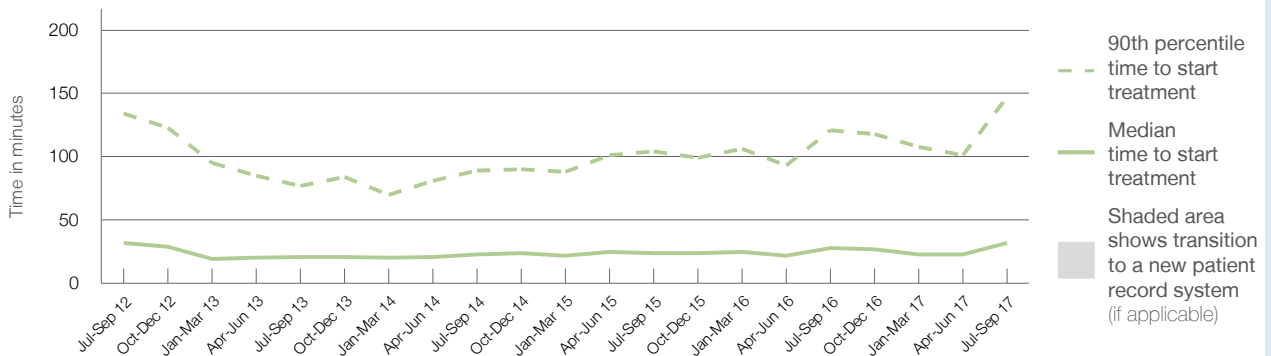
147 minutes

Same period last year	NSW (this period)
3,537	3,250
28 minutes	30 minutes
121 minutes	121 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	21	23	24	28	32
90th percentile time to start treatment ⁵ (minutes)	134	77	89	104	121	147

(†) 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.

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

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

Number of triage 5 patients: 1,470

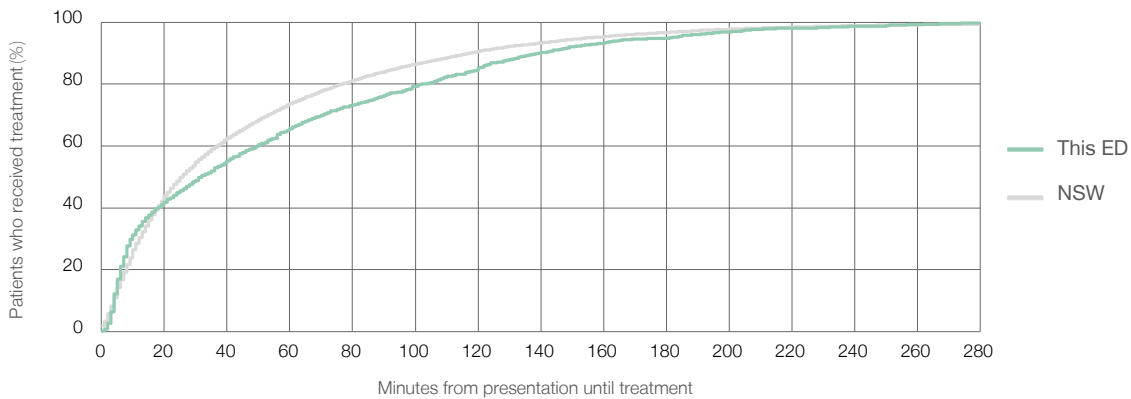
Number of triage 5 patients used to calculate waiting time:³ 1,296

Median time to start treatment⁴ 32 minutes

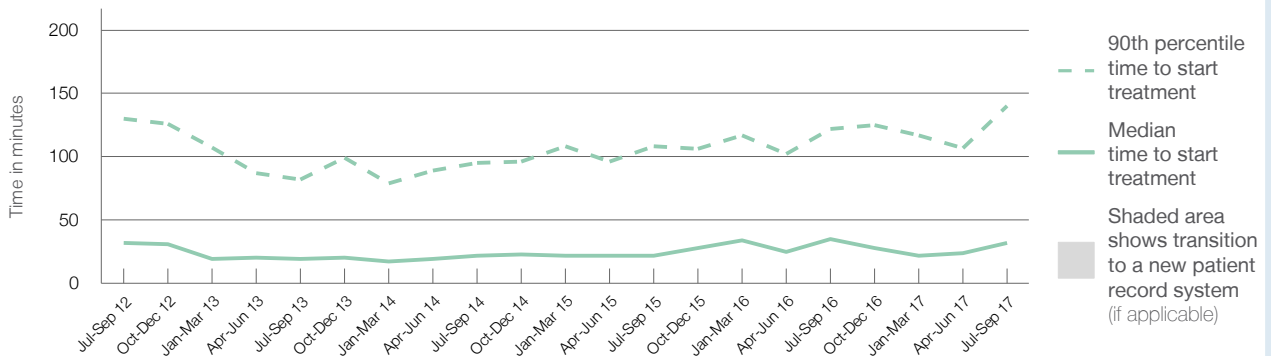
90th percentile time to start treatment⁵ 140 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,457	1,343
Median time to start treatment ⁴	35 minutes	26 minutes
90th percentile time to start treatment ⁵	122 minutes	118 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	32	19	22	22	35	32
90th percentile time to start treatment ⁵ (minutes)	130	82	95	108	122	140

(†) 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 10,518 patients

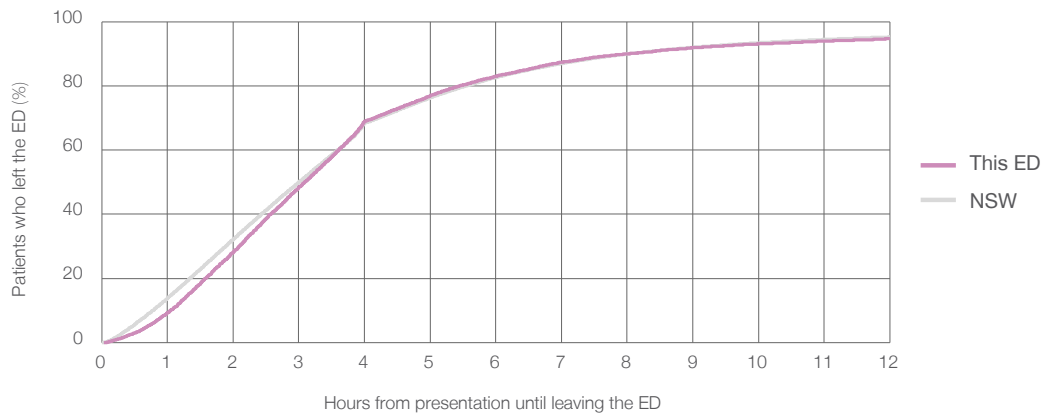
Presentations used to calculate time to leaving the ED:⁶ 10,515 patients

Median time spent in the ED⁸ 3 hours and 5 minutes

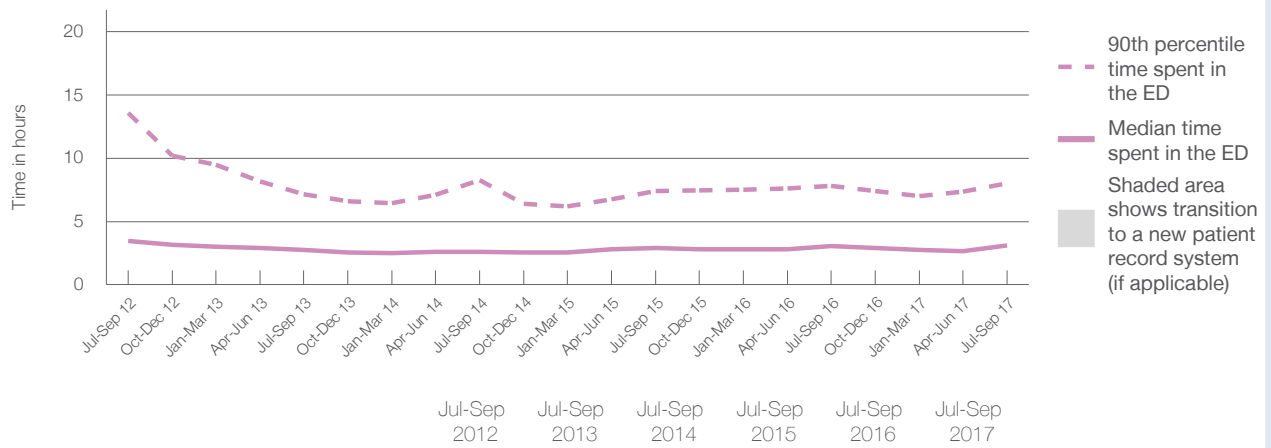
90th percentile time spent in the ED⁹ 8 hours and 1 minutes

Same period last year	NSW (this period)
9,469	
9,468	
3 hours and 2 minutes	3 hours and 0 minutes
7 hours and 49 minutes	8 hours and 2 minutes

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



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	3h 28m	2h 44m	2h 37m	2h 53m	3h 2m	3h 5m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 33m	7h 8m	8h 17m	7h 24m	7h 49m	8h 1m

(†) 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.

Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

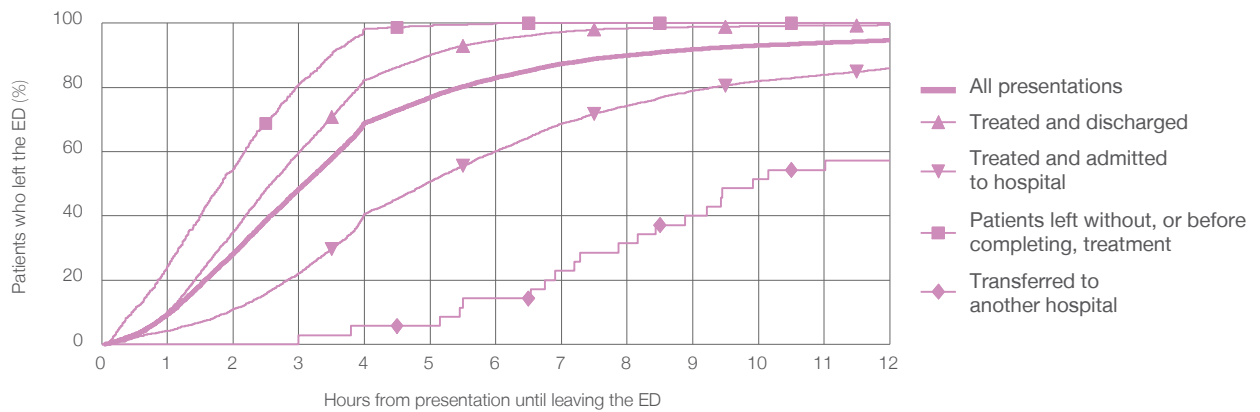
All presentations:¹ 10,518 patients

Presentations used to calculate time to leaving the ED:⁶ 10,515 patients

Treated and discharged	5,957 (56.6%)
Treated and admitted to hospital	3,643 (34.6%)
Patient left without, or before completing, treatment	859 (8.2%)
Transferred to another hospital	35 (0.3%)
Other	24 (0.2%)

Same period last year	Change since one year ago
9,468	11.1%
5,541	7.5%
3,374	8.0%
487	76.4%
39	-10.3%
28	-14.3%

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



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	10.1%	35.1%	59.9%	82.3%	94.8%	98.4%	99.1%	99.5%
Treated and admitted to hospital	4.1%	10.9%	22.2%	40.6%	60.1%	74.3%	82.0%	86.0%
Patient left without, or before completing, treatment	24.3%	54.7%	80.9%	98.4%	99.9%	100%	100%	100%
Transferred to another hospital	0%	0%	2.9%	5.7%	14.3%	31.4%	51.4%	57.1%
All presentations	9.3%	28.3%	48.4%	68.9%	83.0%	90.0%	93.1%	94.7%

(†) 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.

Coffs Harbour Base Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 10,518 patients

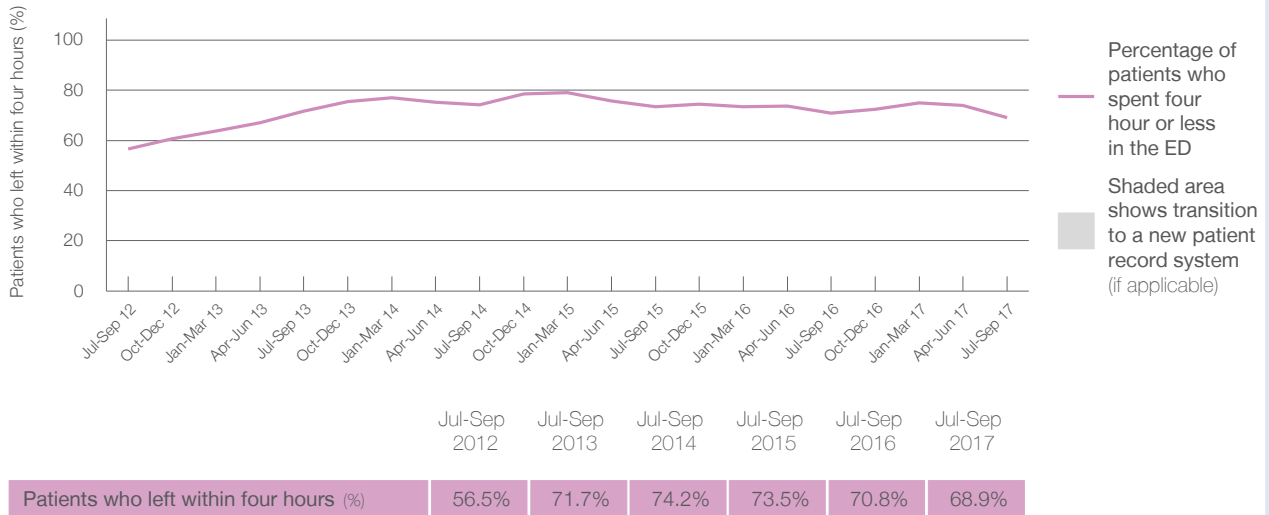
Presentations used to calculate time to leaving the ED:⁶ 10,515 patients

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	9,469	11.1%
Presentations used to calculate time to leaving the ED: ⁶	9,468	11.1%
Percentage of patients who spent four hours or less in the ED	70.8%	

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



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

† 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, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System (extracted 17 October 2017).