

Byron Central Hospital: Emergency department (ED) overview

October to December 2017

All presentations:¹ 5,481 patients
 Emergency presentations:² 5,392 patients

Same period last year	Change since one year ago
4,958	10.5%
4,895	10.2%

Byron Central Hospital: Time patients waited to start treatment³

October to December 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 510 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 22 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,843 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 50 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,310 patients

Median time to start treatment⁴ 20 minutes
 90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 721 patients

Median time to start treatment⁴ 17 minutes
 90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
465	
8 minutes	8 minutes
23 minutes	23 minutes
1,381	
15 minutes	20 minutes
46 minutes	65 minutes
2,088	
20 minutes	26 minutes
75 minutes	99 minutes
947	
21 minutes	23 minutes
108 minutes	103 minutes

Byron Central Hospital: Time from presentation until leaving the ED

October to December 2017

Attendances used to calculate time to leaving the ED:⁶ 5,476 patients

Percentage of patients who spent four hours or less in the ED 84.0%

Same period last year	Change since one year ago
4,958	10.4%
85.5%	

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

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

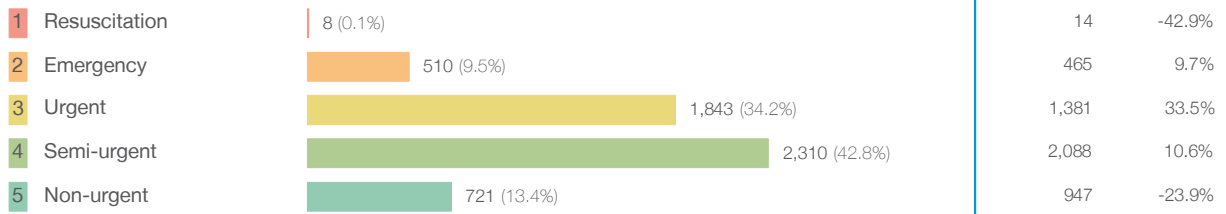
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Byron Central Hospital: Patients presenting to the emergency department October to December 2017

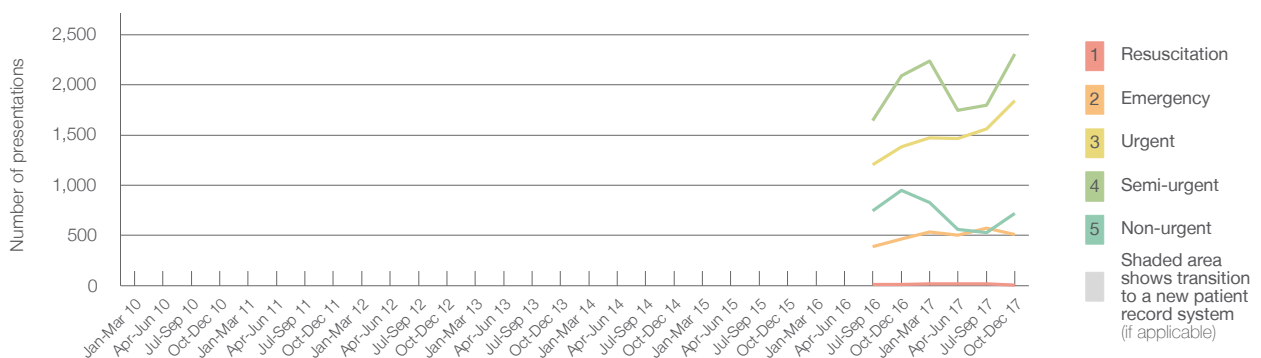
All presentations:¹ 5,481 patients

Emergency presentations² by triage category: 5,392 patients



	Same period last year	Change since one year ago
All presentations	4,958	10.5%
Emergency presentations	4,895	10.2%
Resuscitation	14	-42.9%
Emergency	465	9.7%
Urgent	1,381	33.5%
Semi-urgent	2,088	10.6%
Non-urgent	947	-23.9%

Emergency presentations² by quarter, January 2010 to December 2017 [†] [‡] [§]



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Resuscitation							14	8
Emergency							465	510
Urgent							1,381	1,843
Semi-urgent							2,088	2,310
Non-urgent							947	721
All emergency presentations							4,895	5,392

Byron Central Hospital: Patients arriving by ambulance October to December 2017

Arrivals used to calculate transfer of care time:⁷ 349 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	319	
Median time	11 minutes	-3 minutes
90th percentile time	27 minutes	-6 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.

Byron Central Hospital: Time patients waited to start treatment, triage 2 October to December 2017

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

Number of triage 2 patients: 510

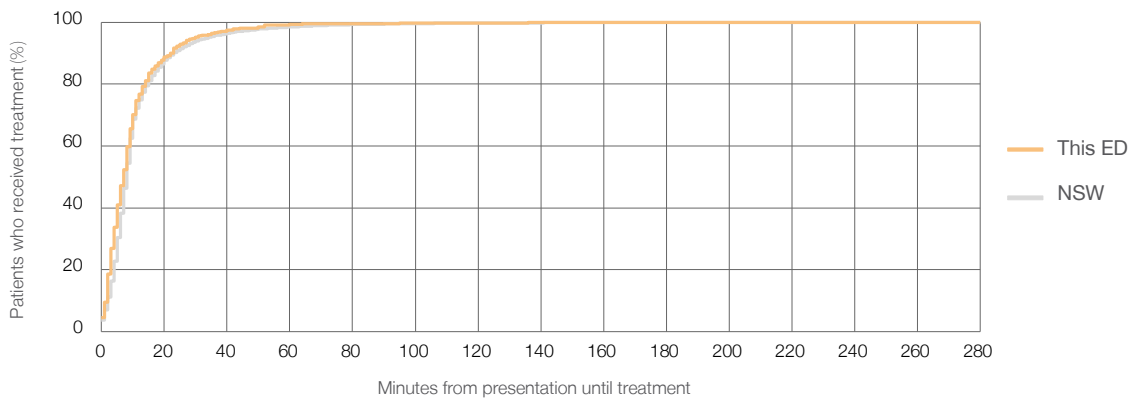
Number of triage 2 patients used to calculate waiting time:³ 503

Median time to start treatment⁴ 7 minutes

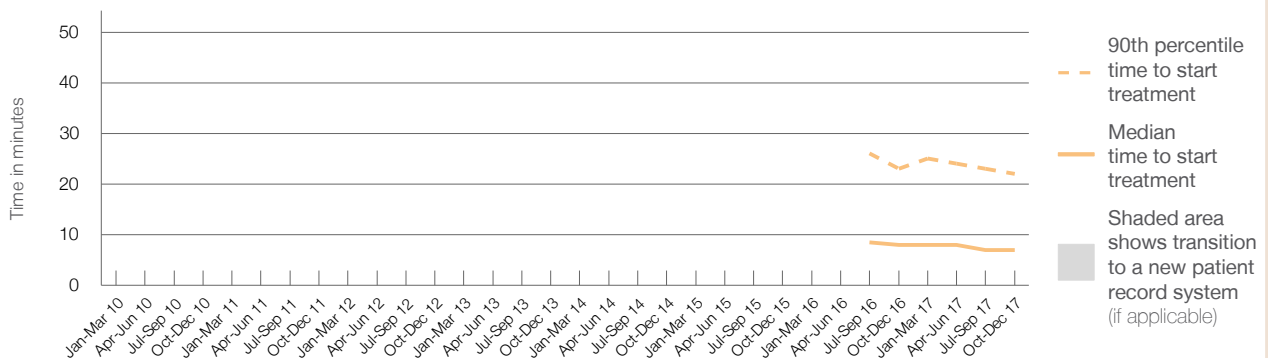
90th percentile time to start treatment⁵ 22 minutes

Same period last year	NSW (this period)
465	
464	
8 minutes	8 minutes
23 minutes	23 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							8	7
90th percentile time to start treatment ⁵ (minutes)							23	22

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Byron Central Hospital: Time patients waited to start treatment, triage 3 October to December 2017

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

Number of triage 3 patients: 1,843

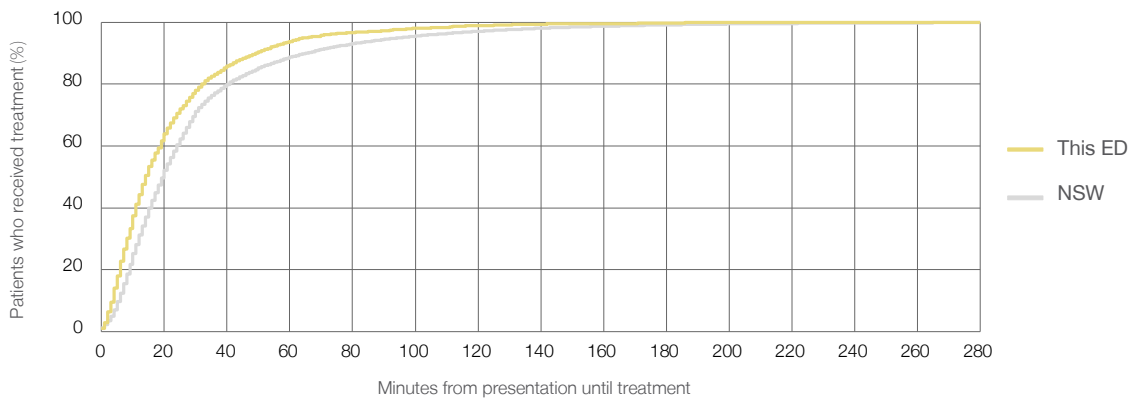
Number of triage 3 patients used to calculate waiting time:³ 1,829

Median time to start treatment⁴ 14 minutes

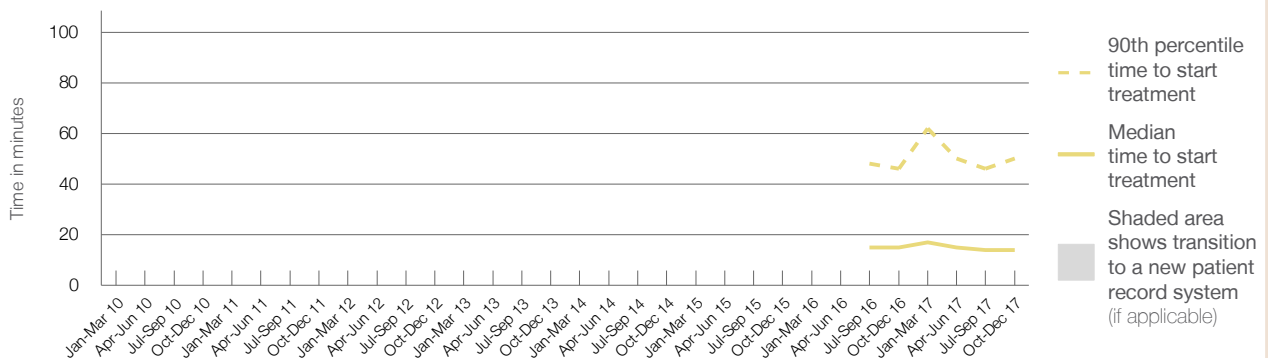
90th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
1,381	
1,363	
15 minutes	20 minutes
46 minutes	65 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							15	14
90th percentile time to start treatment ⁵ (minutes)							46	50

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Byron Central Hospital: Time patients waited to start treatment, triage 4 October to December 2017

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

Number of triage 4 patients: 2,310

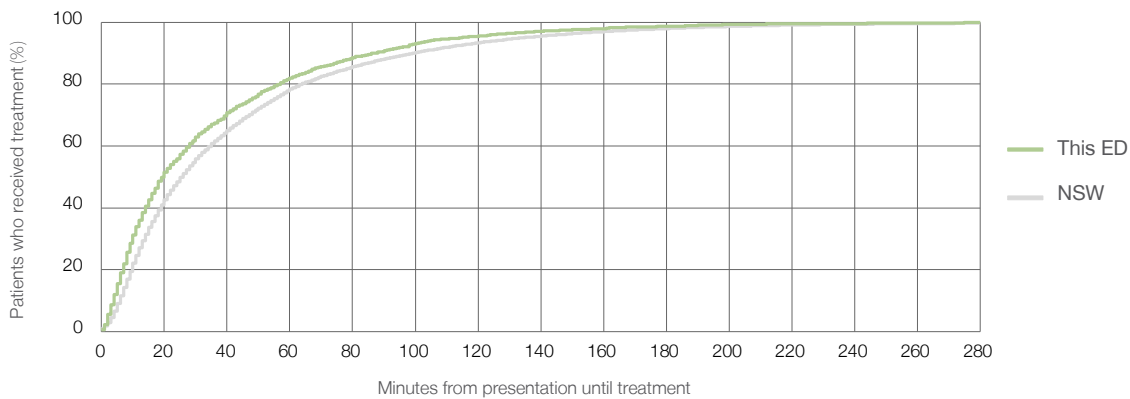
Number of triage 4 patients used to calculate waiting time:³ 2,239

Median time to start treatment⁴ 20 minutes

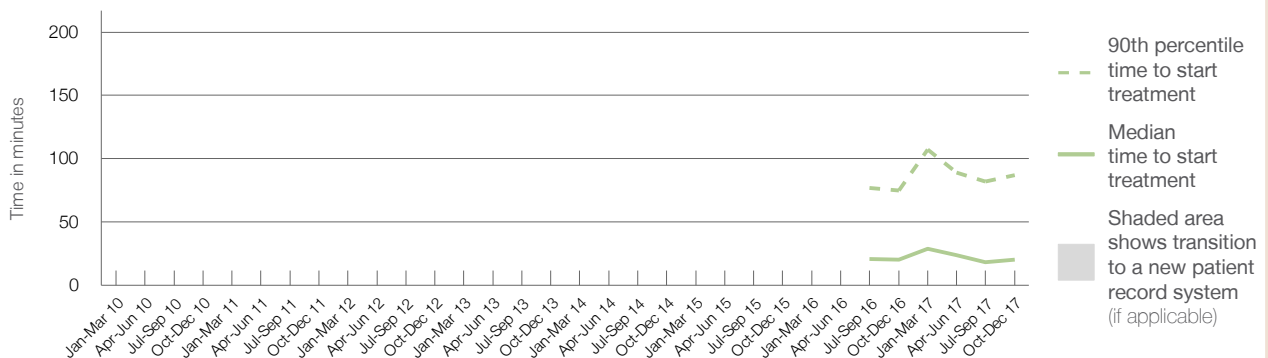
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
2,088	2,026
20 minutes	26 minutes
75 minutes	99 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							20	20
90th percentile time to start treatment ⁵ (minutes)							75	87

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Byron Central Hospital: Time patients waited to start treatment, triage 5 October to December 2017

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

Number of triage 5 patients: 721

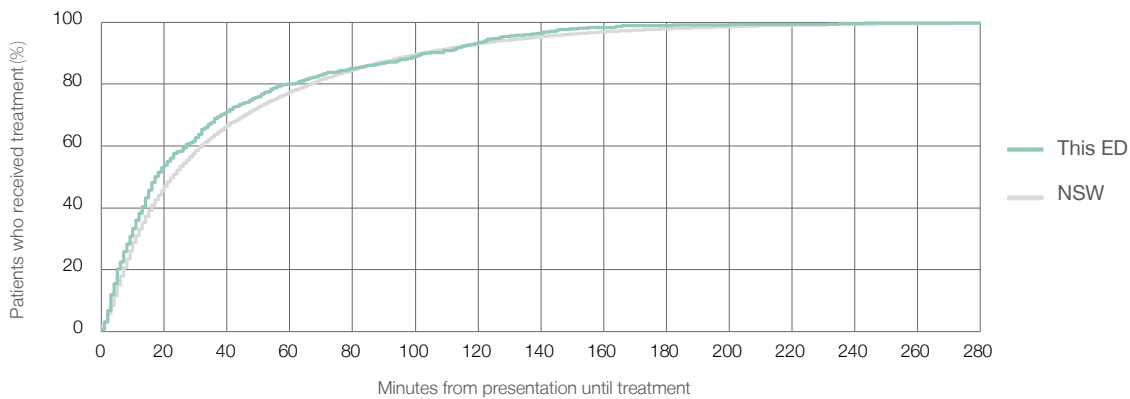
Number of triage 5 patients used to calculate waiting time:³ 657

Median time to start treatment⁴ 17 minutes

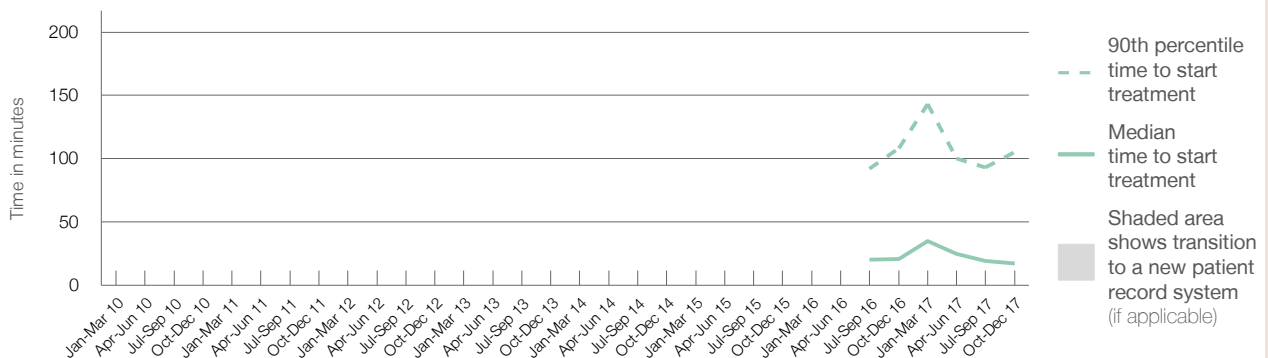
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
947	855
21 minutes	23 minutes
108 minutes	103 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to start treatment ⁴ (minutes)							21	17
90th percentile time to start treatment ⁵ (minutes)							108	105

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

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Byron Central Hospital: Time patients spent in the ED

October to December 2017

All presentations:¹ 5,481 patients

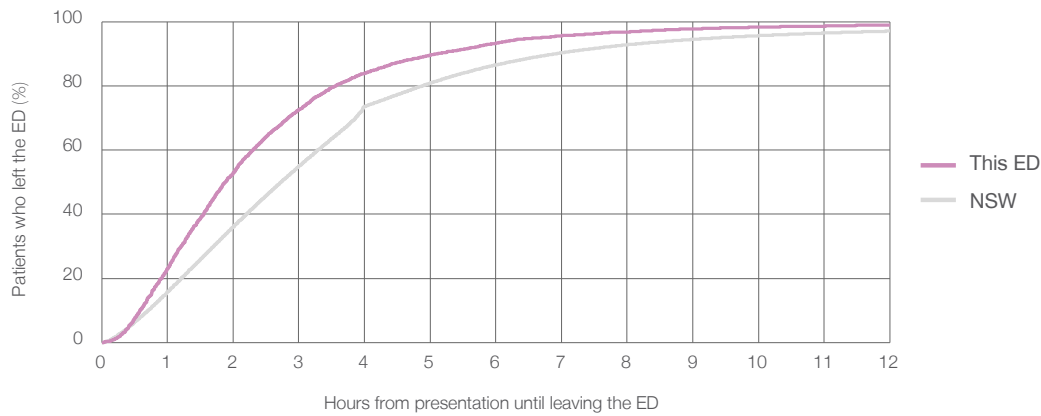
Presentations used to calculate time to leaving the ED:⁶ 5,476 patients

Median time spent in the ED⁸ 1 hours and 53 minutes

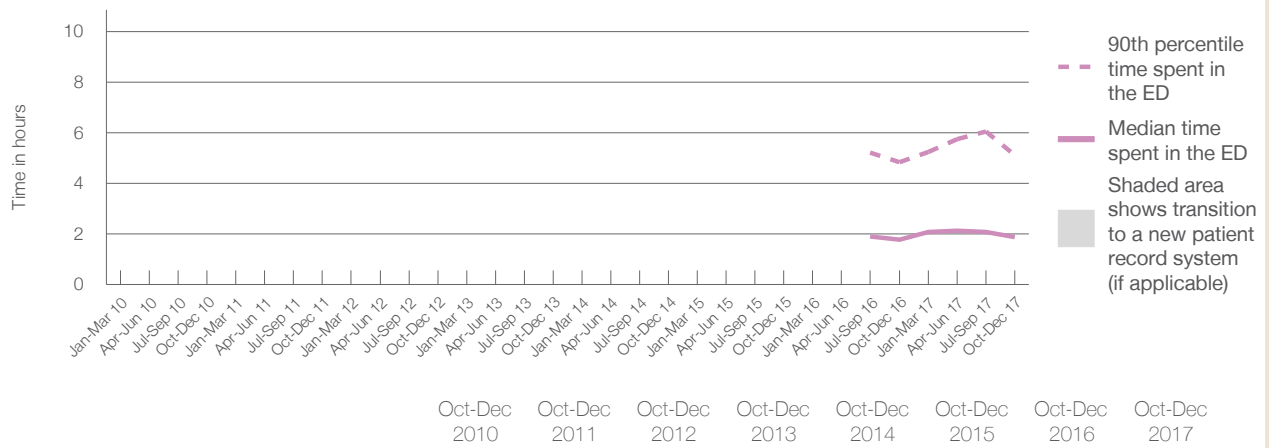
90th percentile time spent in the ED⁹ 5 hours and 7 minutes

Same period last year	NSW (this period)
4,958	4,958
1 hours and 47 minutes	2 hours and 44 minutes
4 hours and 51 minutes	6 hours and 55 minutes

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



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



	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017
Median time to leaving the ED ⁸ (hours, minutes)							1h 47m	1h 53m
90th percentile time to leaving the ED ⁹ (hours, minutes)							4h 51m	5h 7m

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

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

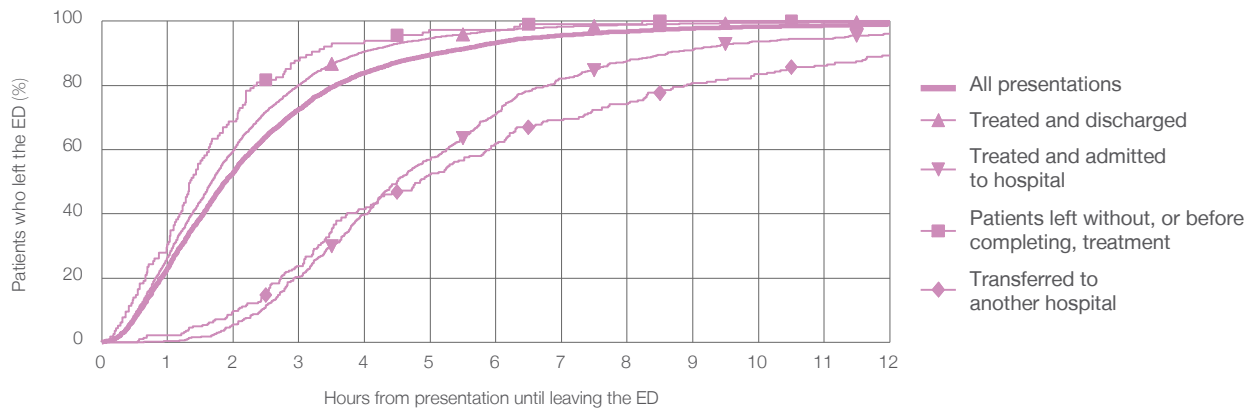
All presentations:¹ 5,481 patients

Presentations used to calculate time to leaving the ED:⁶ 5,476 patients

Treated and discharged	4,628 (84.4%)
Treated and admitted to hospital	499 (9.1%)
Patient left without, or before completing, treatment	115 (2.1%)
Transferred to another hospital	224 (4.1%)
Other	15 (0.3%)

Same period last year	Change since one year ago
4,958	10.4%
4,251	8.9%
410	21.7%
76	51.3%
212	5.7%
9	66.7%

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



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

Treated and discharged	26.5%	59.9%	80.2%	90.6%	97.1%	98.9%	99.5%	99.8%
Treated and admitted to hospital	0.4%	5.6%	20.2%	39.9%	71.1%	87.8%	93.8%	96.2%
Patient left without, or before completing, treatment	30.4%	68.7%	87.8%	93.9%	97.4%	99.1%	100%	100%
Transferred to another hospital	2.2%	9.8%	23.7%	41.5%	62.1%	74.1%	83.5%	89.3%
All presentations	23.2%	53.0%	72.5%	84.0%	93.3%	96.8%	98.3%	99.0%

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

All presentations at the emergency department: ¹ 5,481 patients

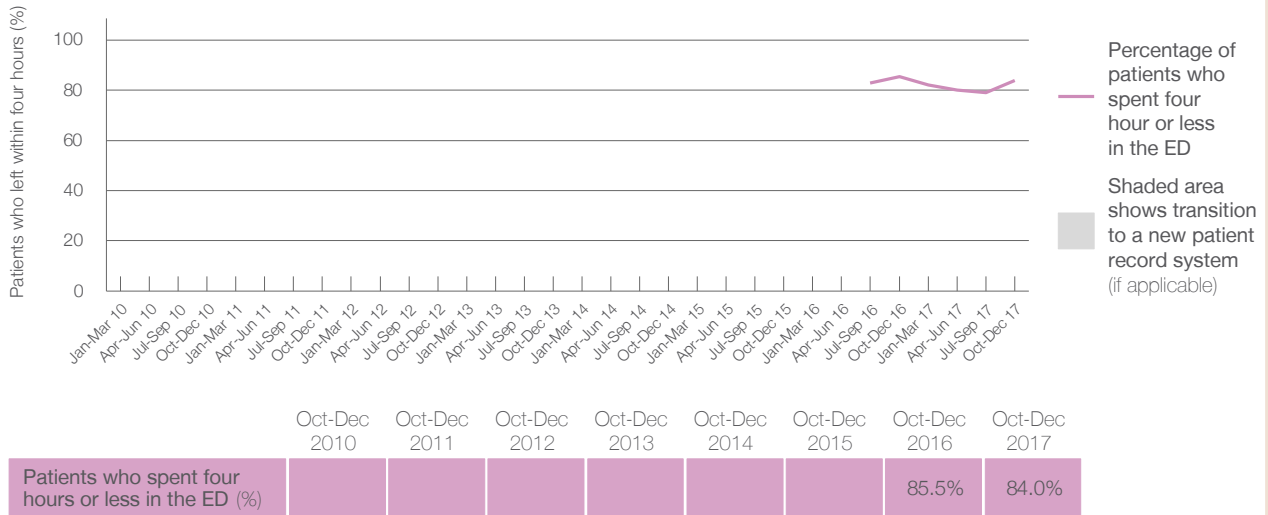
Presentations used to calculate time to leaving the ED: ⁶ 5,476 patients

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	4,958	10.5%
Presentations used to calculate time to leaving the ED	4,958	10.4%
Percentage of patients who spent four hours or less in the ED	85.5%	

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



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

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

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

Sources: ED data from Health Information Exchange, NSW Health (extracted 23 January 2018).
 Transfer of care data from Transfer of Care Reporting System (extracted 23 January 2018).