

Coffs Harbour Health Campus: Emergency department (ED) overview

July to September 2018

All presentations:¹ 9,945 patients
Emergency presentations:² 9,332 patients

Same period last year	Change since one year ago
10,514	-5%
10,208	-9%

Coffs Harbour Health Campus: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,037 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 11 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,303 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,777 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,160 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,123	
6 minutes	8 minutes
10 minutes	28 minutes
3,416	
17 minutes	21 minutes
75 minutes	72 minutes
4,135	
32 minutes	26 minutes
147 minutes	105 minutes
1,470	
32 minutes	22 minutes
140 minutes	103 minutes

Coffs Harbour Health Campus: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 9,944 patients

Percentage of patients who spent four hours or less in the ED 72%

Same period last year	Change since one year ago
10,513	-5%
69%	

* 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.

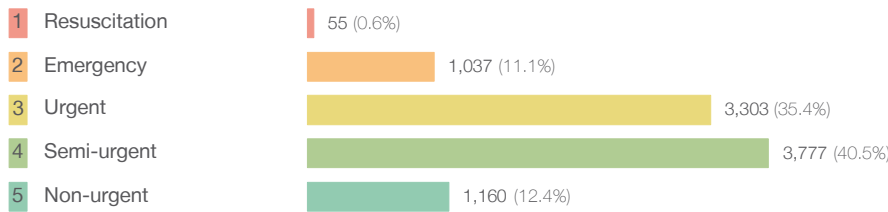
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Coffs Harbour Health Campus: Patients presenting to the emergency department July to September 2018

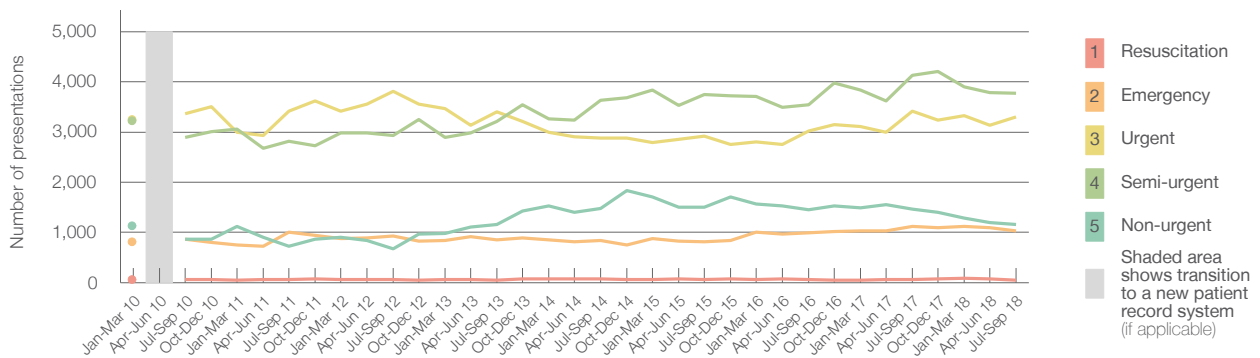
All presentations:¹ 9,945 patients

Emergency presentations² by triage category: 9,332 patients



Same period last year	Change since one year ago
10,514	-5%
10,208	-9%
64	-14.1%
1,123	-7.7%
3,416	-3.3%
4,135	-8.7%
1,470	-21.1%

Emergency presentations² by quarter, January 2010 to September 2018 †

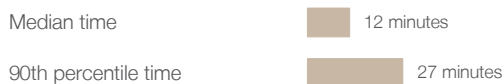


	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	64	63	61	51	69	57	63	64	55
Emergency	862	1,010	935	850	843	813	999	1,123	1,037
Urgent	3,364	3,419	3,810	3,398	2,879	2,915	3,019	3,416	3,303
Semi-urgent	2,887	2,818	2,928	3,211	3,629	3,753	3,537	4,135	3,777
Non-urgent	861	726	675	1,164	1,473	1,505	1,457	1,470	1,160
All emergency presentations	8,038	8,036	8,409	8,674	8,893	9,043	9,075	10,208	9,332

Coffs Harbour Health Campus: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 2,359 patients

ED Transfer of care time



Same period last year	Change since one year ago
2,523	
12 minutes	0 minutes
31 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.

Coffs Harbour Health Campus: 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: 1,037

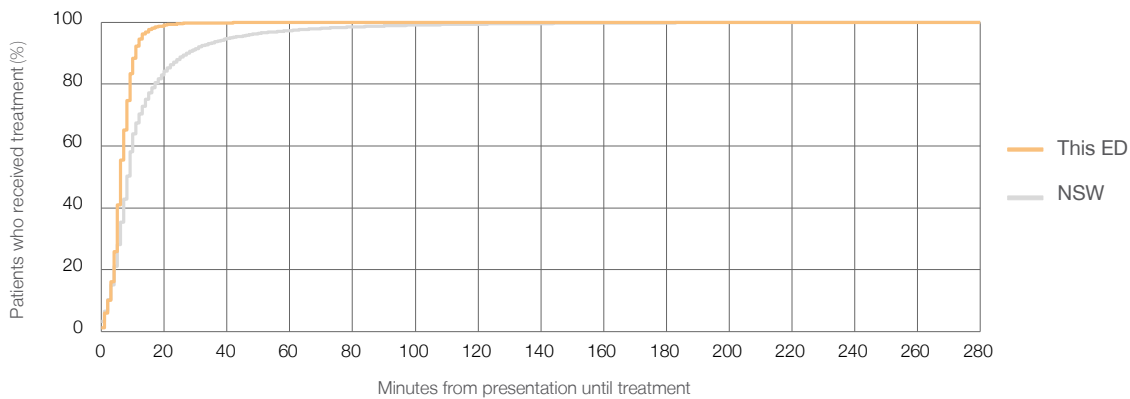
Number of triage 2 patients used to calculate waiting time:³ 1,034

Median time to start treatment⁴ ■ 6 minutes

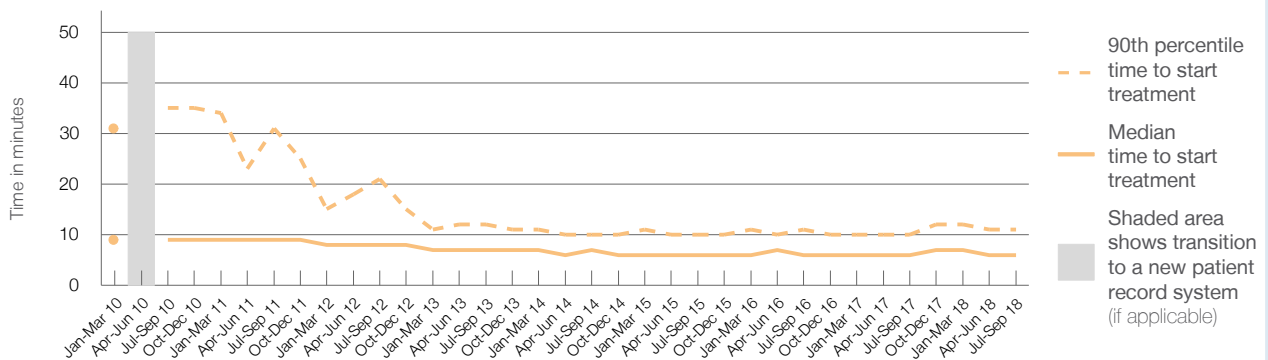
90th percentile time to start treatment⁵ ■ 11 minutes

Same period last year	NSW (this period)
1,123	
1,120	
6 minutes	8 minutes
10 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	9	8	7	7	6	6	6	6
90th percentile time to start treatment ⁵ (minutes)	35	31	21	12	10	10	11	10	11

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Coffs Harbour Health Campus: 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: 3,303

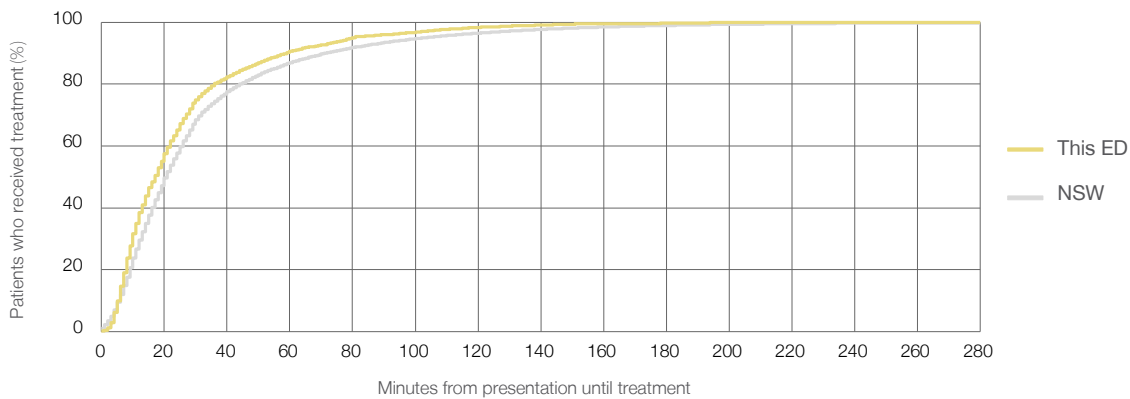
Number of triage 3 patients used to calculate waiting time:³ 3,236

Median time to start treatment⁴ 17 minutes

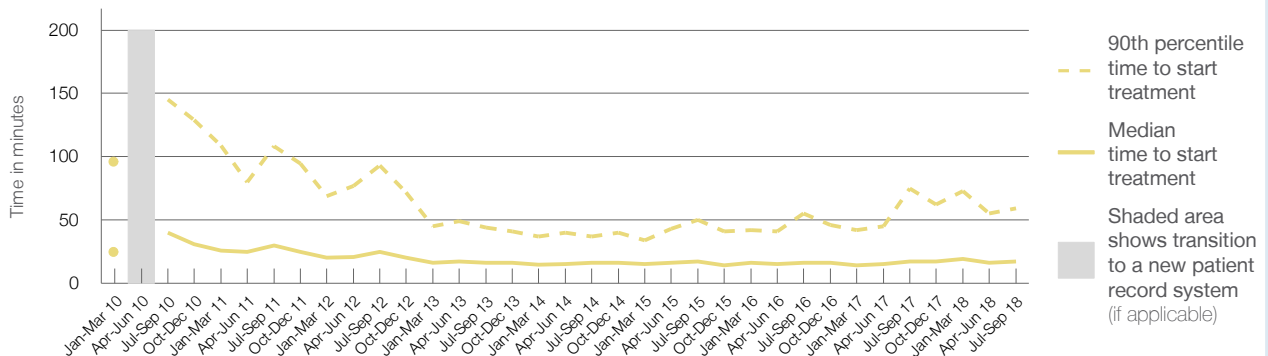
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
3,416	
3,318	
17 minutes	21 minutes
75 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)	40	30	25	16	16	17	16	17	17
90th percentile time to start treatment ⁵ (minutes)	145	108	93	44	37	50	55	75	59

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Coffs Harbour Health Campus: 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: 3,777

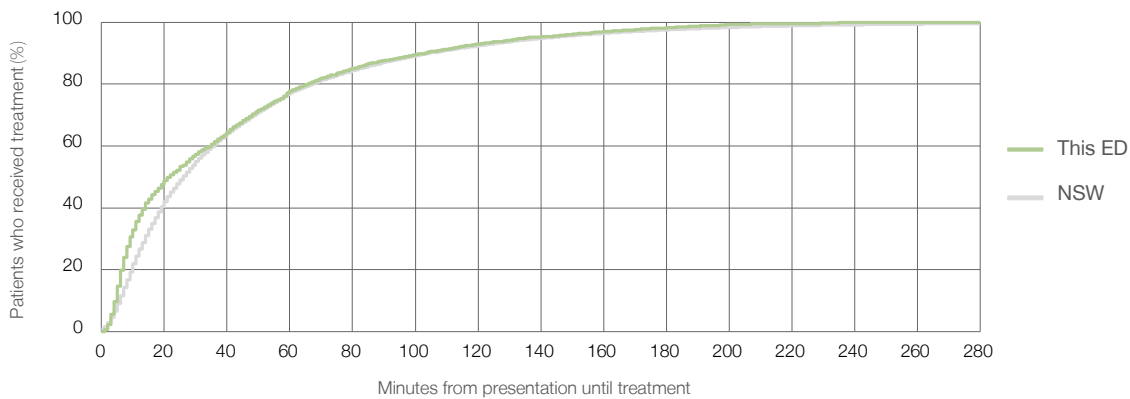
Number of triage 4 patients used to calculate waiting time:³ 3,543

Median time to start treatment⁴ 22 minutes

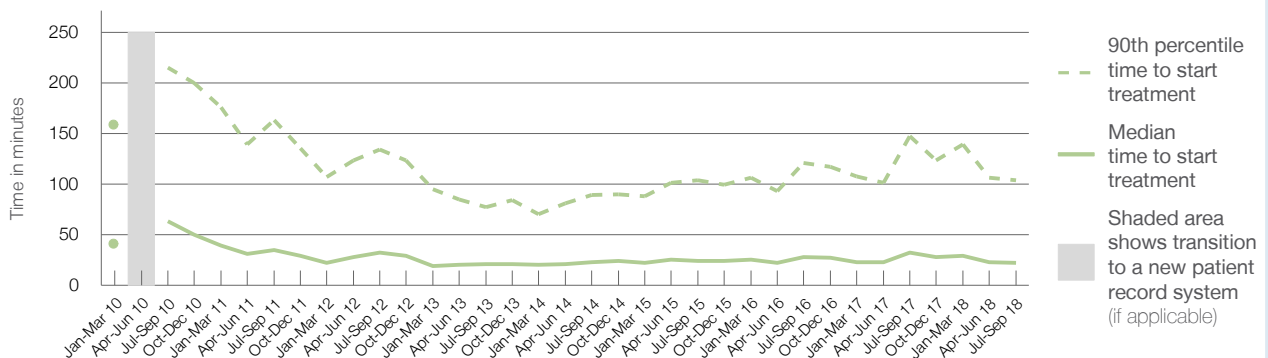
90th percentile time to start treatment⁵ 104 minutes

	Same period last year	NSW (this period)
Number of patients	4,135	3,570
Median time to start treatment	32 minutes	26 minutes
90th percentile time to start treatment	147 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)	63	35	32	21	23	24	28	32	22
90th percentile time to start treatment ⁵ (minutes)	215	163	134	77	89	104	121	147	104

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Coffs Harbour Health Campus: 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: 1,160

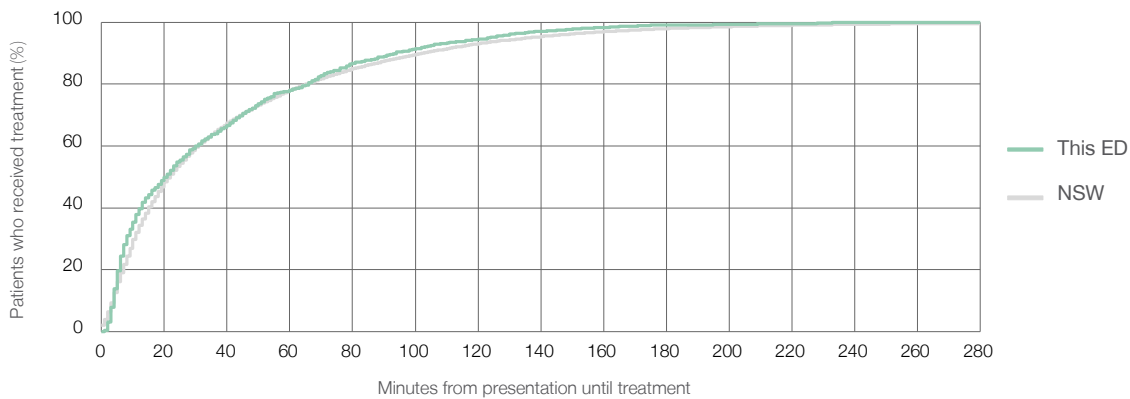
Number of triage 5 patients used to calculate waiting time:³ 1,084

Median time to start treatment⁴ 21 minutes

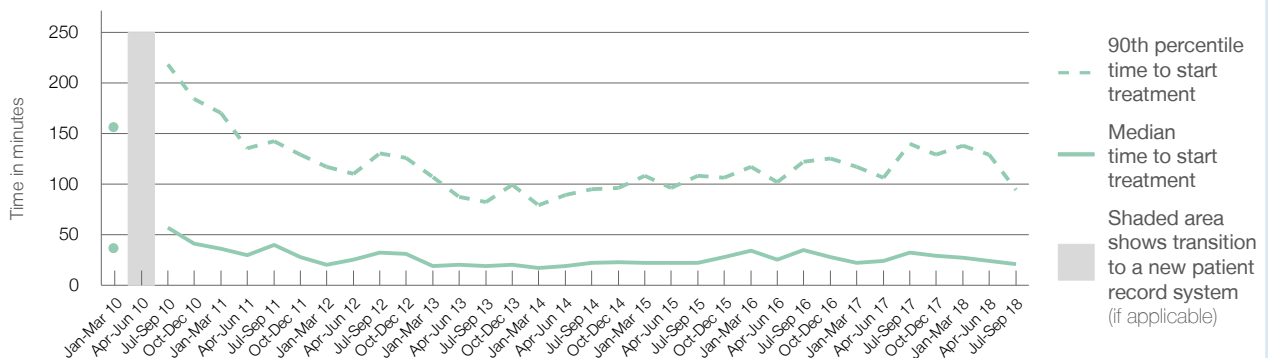
90th percentile time to start treatment⁵ 94 minutes

Same period last year	NSW (this period)
1,470	1,296
32 minutes	22 minutes
140 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)	57	40	32	19	22	22	35	32	21
90th percentile time to start treatment ⁵ (minutes)	218	142	130	82	95	108	122	140	94

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Coffs Harbour Health Campus: Time patients spent in the ED July to September 2018

All presentations:¹ 9,945 patients

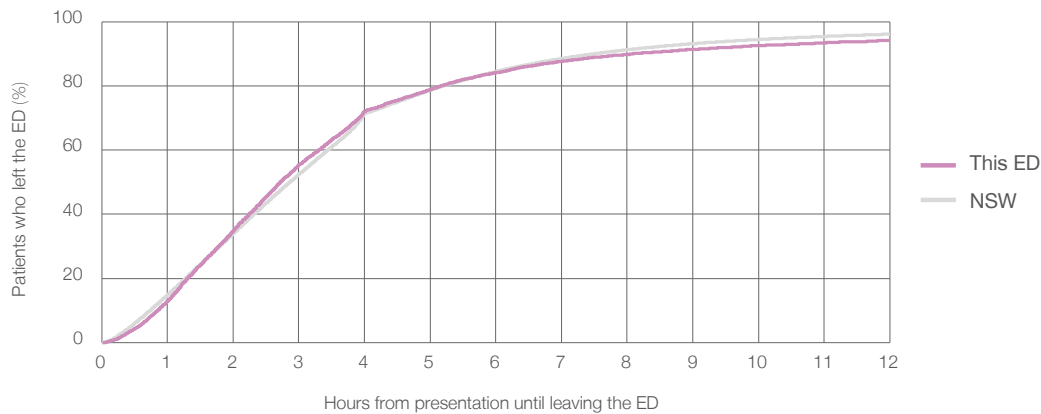
Presentations used to calculate time to leaving the ED:⁶ 9,944 patients

Median time spent in the ED⁸ 2 hours and 43 minutes

90th percentile time spent in the ED⁹ 8 hours and 5 minutes

Same period last year	NSW (this period)
10,514	10,513
3 hours and 5 minutes	2 hours and 52 minutes
7 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)	4h 9m	4h 2m	3h 28m	2h 44m	2h 37m	2h 53m	3h 2m	3h 5m	2h 43m
90th percentile time spent in the ED ⁹ (hours, minutes)	14h 9m	18h 16m	13h 33m	7h 8m	8h 17m	7h 24m	7h 49m	7h 59m	8h 5m

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Coffs Harbour Health Campus: Time patients spent in the ED By mode of separation July to September 2018

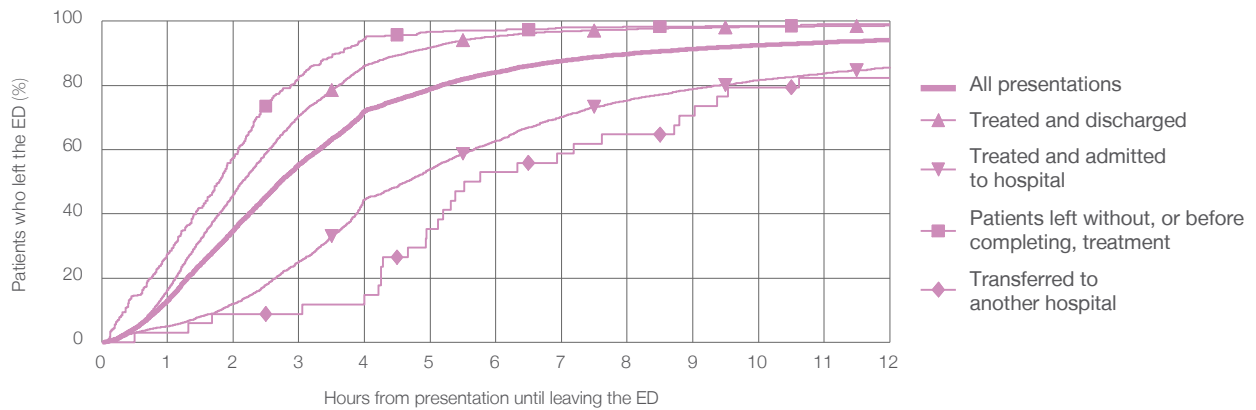
All presentations:¹ 9,945 patients

Presentations used to calculate time to leaving the ED:⁶ 9,944 patients

Treated and discharged	6,052 (60.9%)
Treated and admitted to hospital	3,406 (34.2%)
Patient left without, or before completing, treatment	427 (4.3%)
Transferred to another hospital	34 (0.3%)
Other	26 (0.3%)

Same period last year	Change since one year ago
10,513	-5%
6,023	0.5%
3,576	-4.8%
858	-50.2%
35	-2.9%
22	18.2%

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	16.3%	46.0%	70.6%	86.1%	95.3%	97.5%	98.3%	98.7%
Treated and admitted to hospital	4.9%	12.0%	25.0%	44.5%	62.8%	75.3%	81.7%	85.7%
Patient left without, or before completing, treatment	27.4%	57.4%	82.7%	94.6%	97.2%	98.4%	98.6%	99.1%
Transferred to another hospital	2.9%	8.8%	8.8%	14.7%	52.9%	64.7%	79.4%	82.4%
All presentations	13.0%	34.8%	55.3%	72.0%	84.1%	89.8%	92.6%	94.2%

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Coffs Harbour Health Campus: 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 9,945 patients

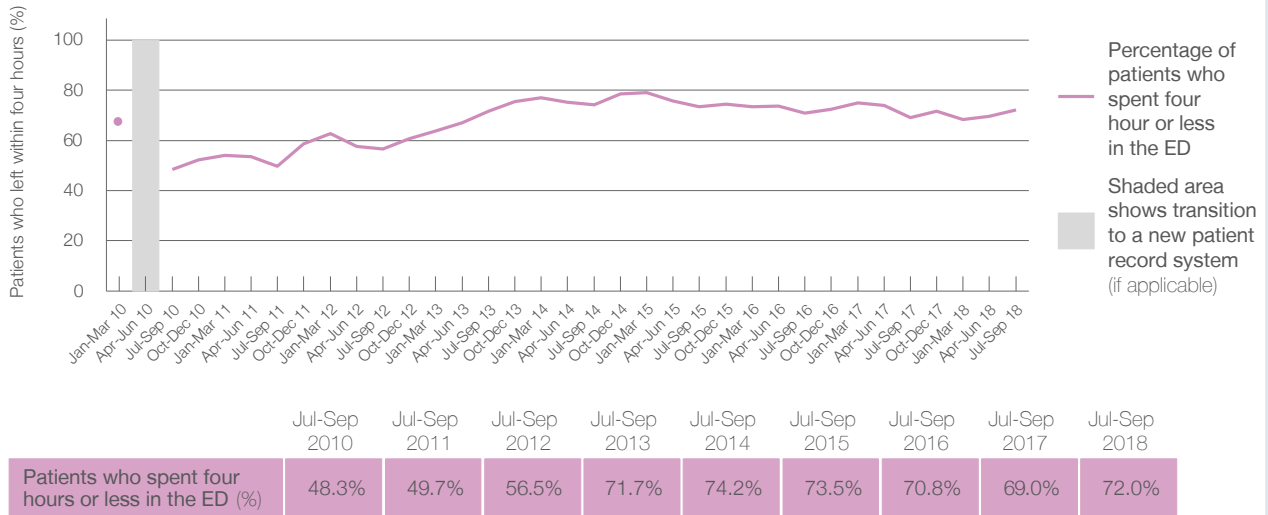
Presentations used to calculate time to leaving the ED: ⁶ 9,944 patients

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	10,514	-5%
Presentations used to calculate time to leaving the ED	10,513	-5%
Percentage of patients who spent four hours or less in the ED	69.0%	

Percentage of patients who spent four hours or less 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
Patients who spent four hours or less in the ED (%)	48.3%	49.7%	56.5%	71.7%	74.2%	73.5%	70.8%	69.0%	72.0%

* 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).