

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

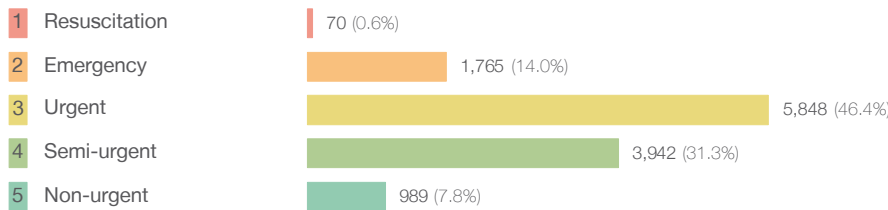
All presentations:¹ 13,133 patients

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%

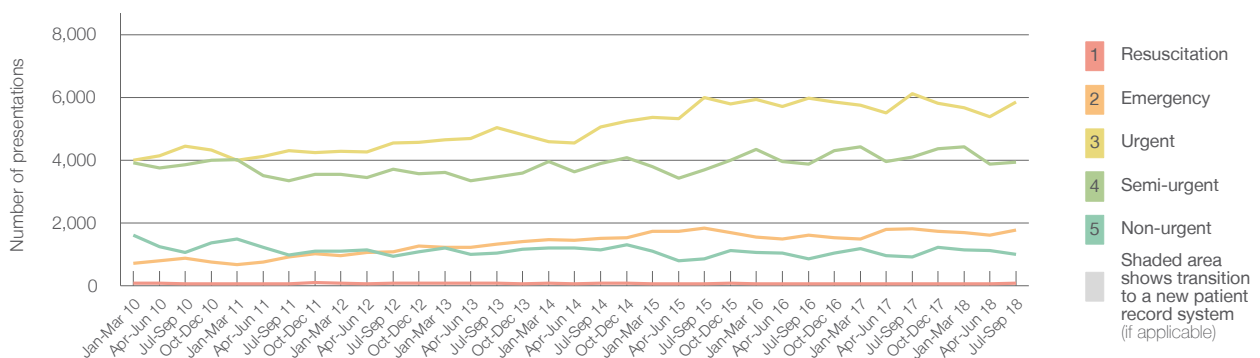
1,823 -3.2%

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

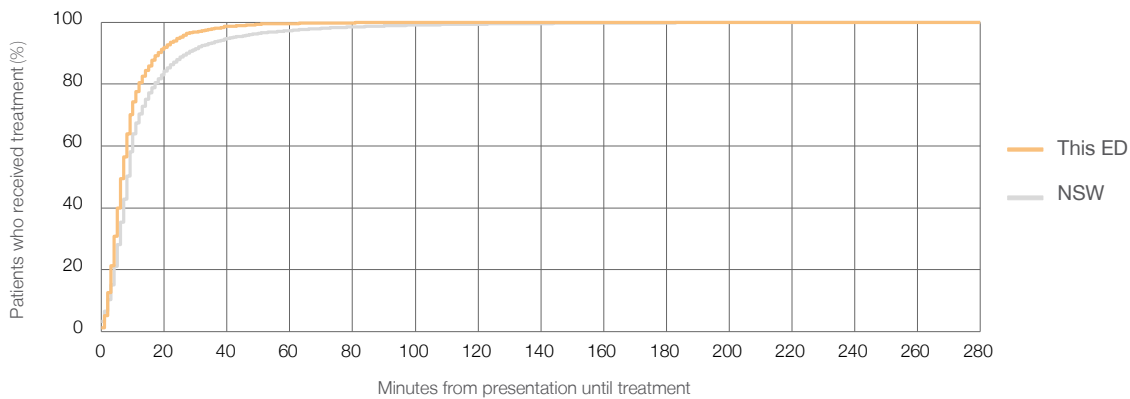
Number of triage 2 patients used to calculate waiting time:³ 1,756

Median time to start treatment⁴ 7 minutes

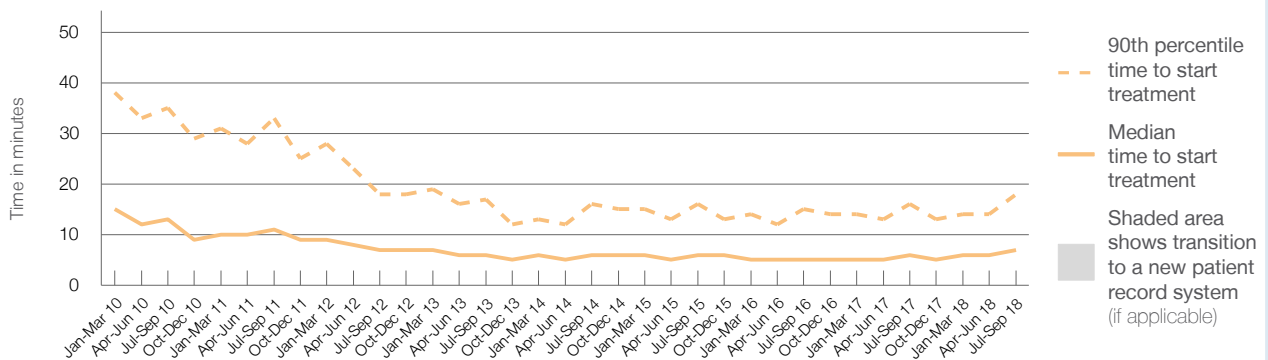
90th percentile time to start treatment⁵ 18 minutes

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

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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

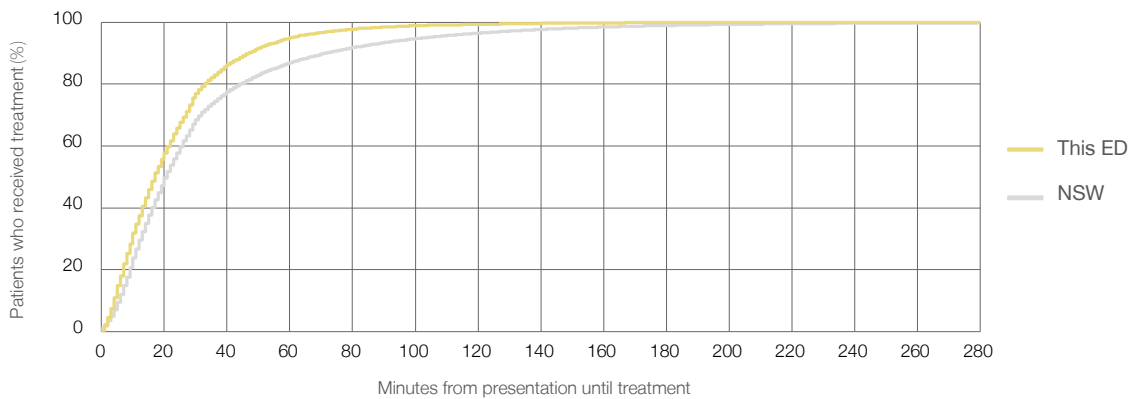
Number of triage 3 patients used to calculate waiting time:³ 5,758

Median time to start treatment⁴ 17 minutes

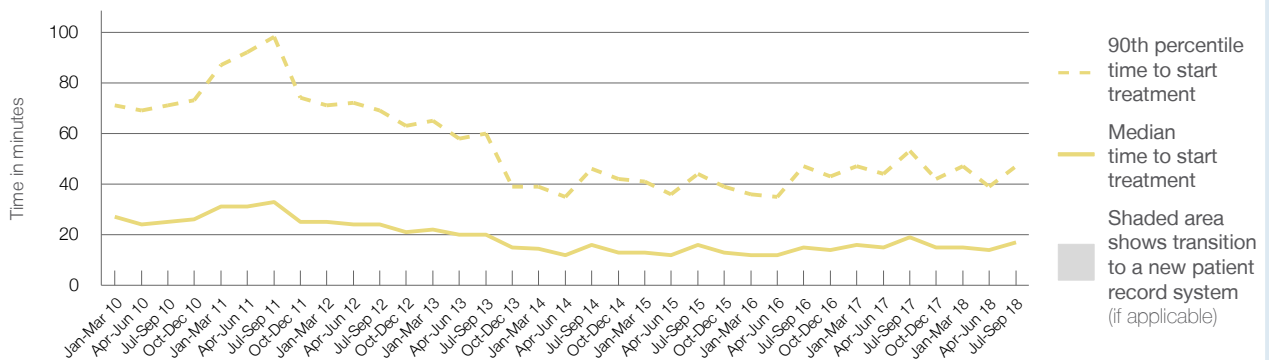
90th percentile time to start treatment⁵ 47 minutes

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

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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

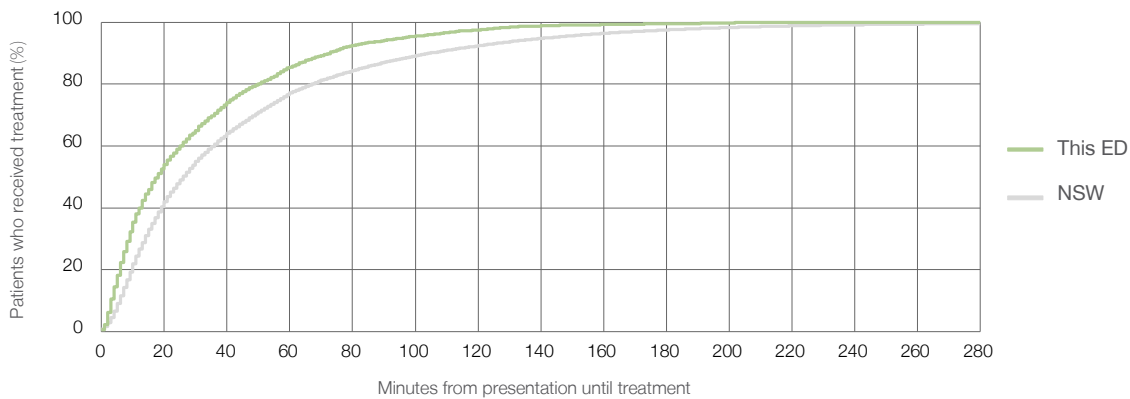
Number of triage 4 patients used to calculate waiting time:³ 3,805

Median time to start treatment⁴ 18 minutes

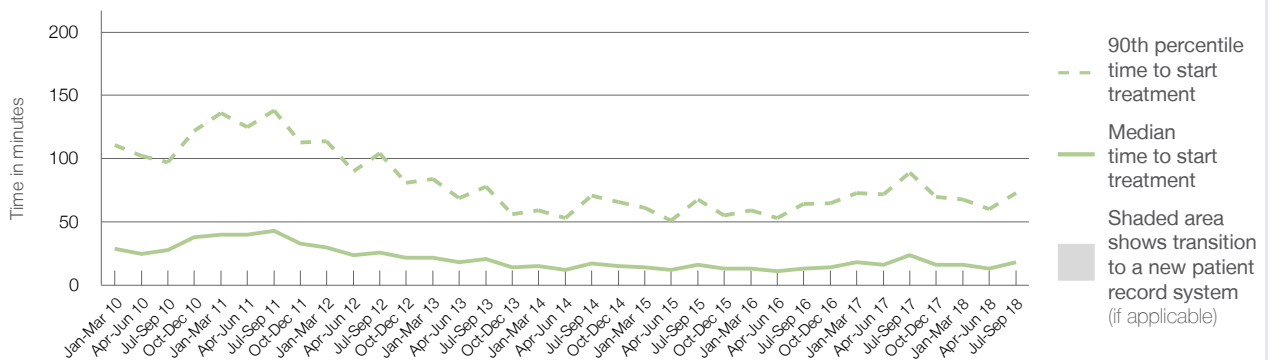
90th percentile time to start treatment⁵ 73 minutes

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

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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

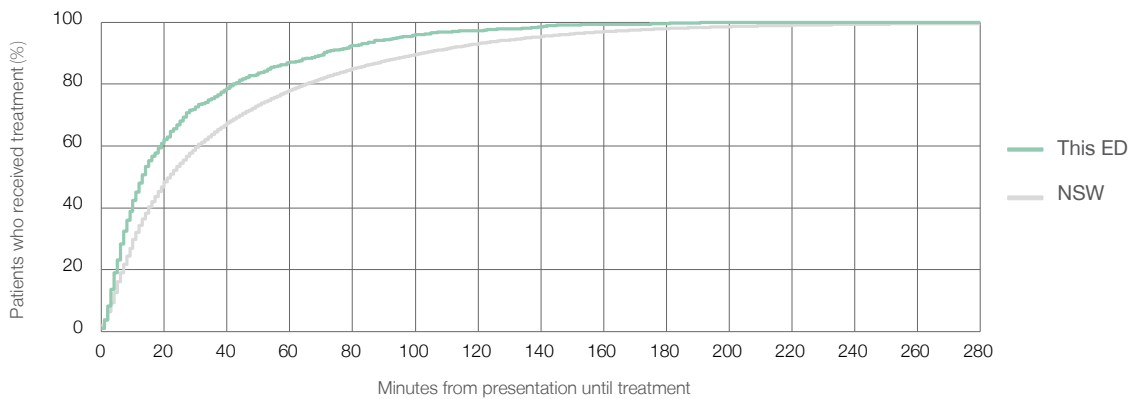
Number of triage 5 patients used to calculate waiting time:³ 944

Median time to start treatment⁴ 13 minutes

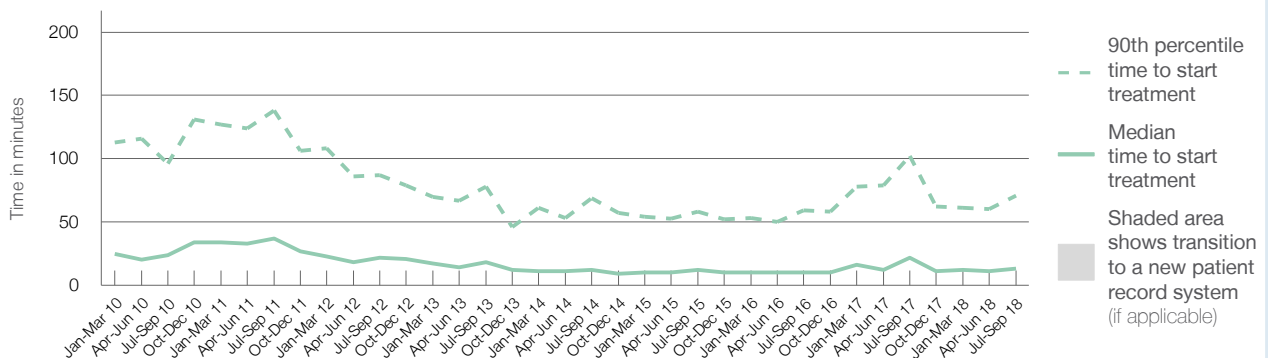
90th percentile time to start treatment⁵ 71 minutes

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

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The Tweed Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 13,133 patients

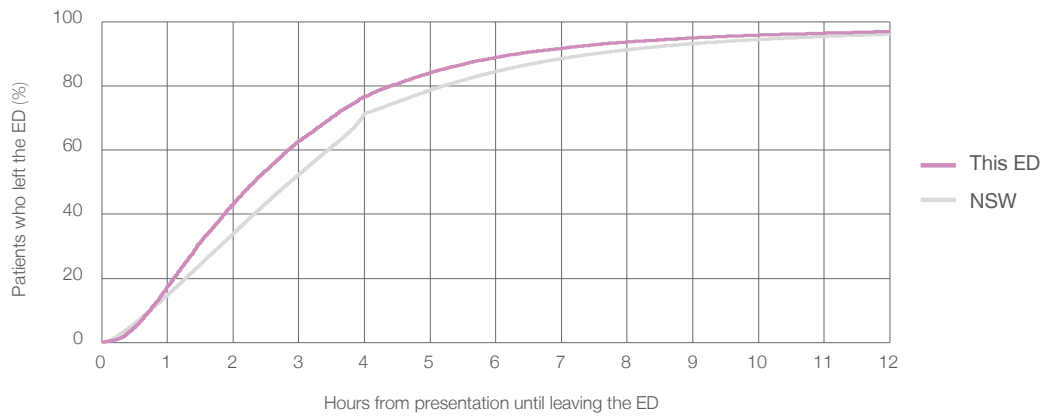
Presentations used to calculate time to leaving the ED:⁶ 13,133 patients

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

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

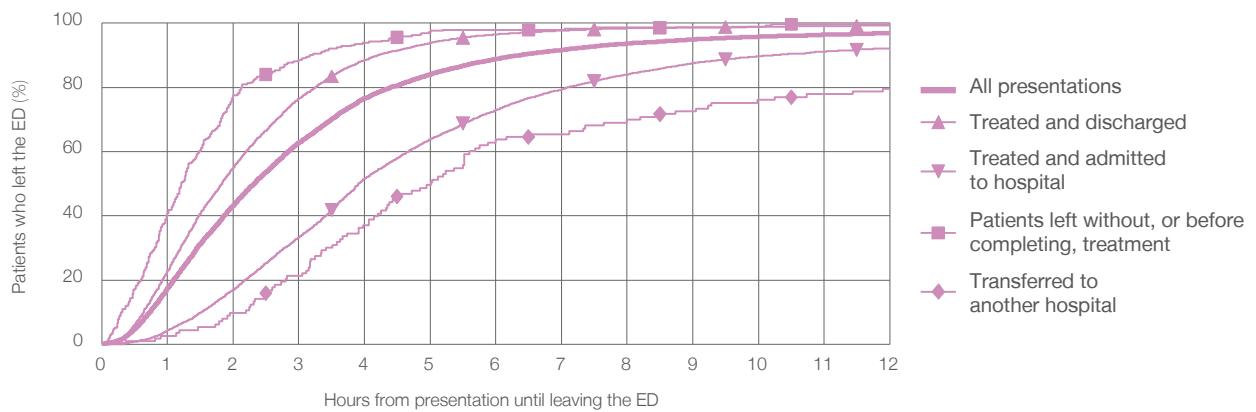
All presentations:¹ 13,133 patients

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

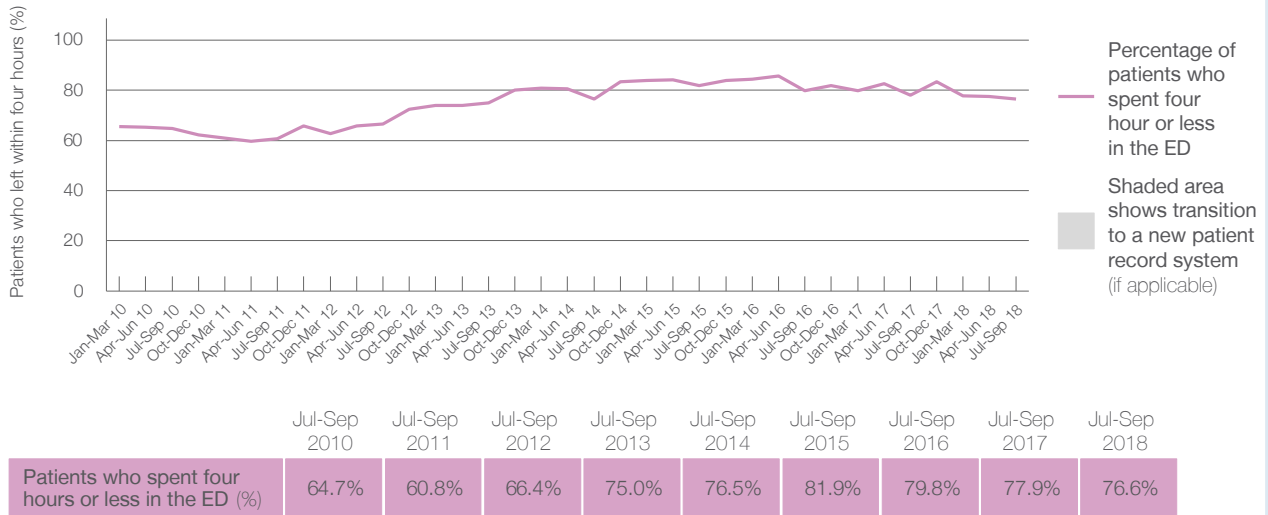
Presentations used to calculate time to leaving the ED: ⁶ 13,133 patients

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).