

Grafton Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,017 patients
Emergency attendances:² 5,498 patients

Same period last year	Change since one year ago
5,847	3%
5,399	2%

Grafton Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 496 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 50 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,832 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 91 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,513 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 646 patients

Median time to start treatment⁴ 37 minutes
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
474	
9 minutes	8 minutes
52 minutes	35 minutes
1,796	
26 minutes	20 minutes
101 minutes	99 minutes
2,366	
37 minutes	26 minutes
153 minutes	137 minutes
749	
40 minutes	23 minutes
152 minutes	135 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,013 patients

Percentage of patients who left the ED within four hours 75%

Same period last year	Change since one year ago
5,847	3%
72%	

* 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 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

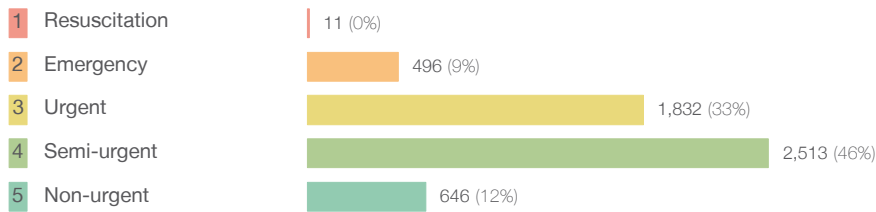
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Grafton Base Hospital: Patients attending the emergency department January to March 2016

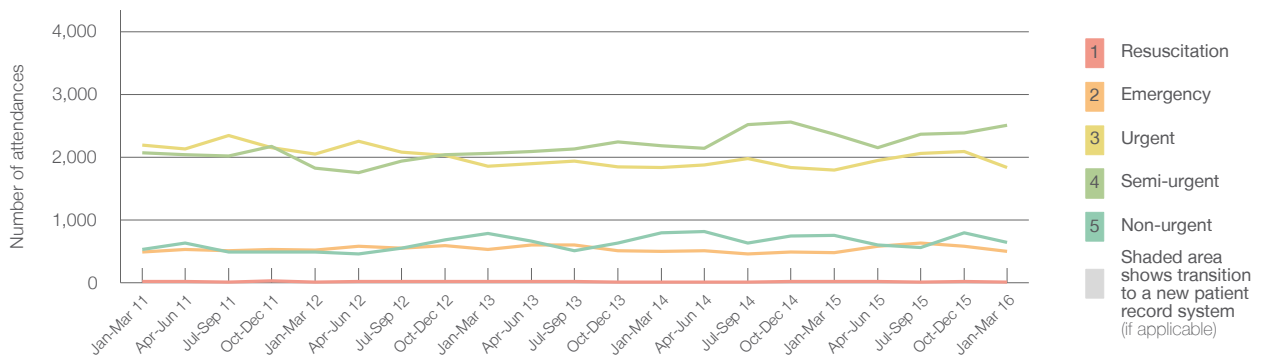
All attendances:¹ 6,017 patients

Emergency attendances² by triage category: 5,498 patients



Same period last year	Change since one year ago
5,847	3%
5,399	2%
14	-21%
474	5%
1,796	2%
2,366	6%
749	-14%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	20	10	15	13	14	11
Emergency	493	523	530	498	474	496
Urgent	2,197	2,048	1,859	1,833	1,796	1,832
Semi-urgent	2,065	1,829	2,061	2,181	2,366	2,513
Non-urgent	528	490	779	790	749	646
All emergency attendances	5,303	4,900	5,244	5,315	5,399	5,498

Grafton Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 531 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
513 ^{**}	
16 minutes	-1 minute
50 minutes	-13 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Grafton Base Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 496

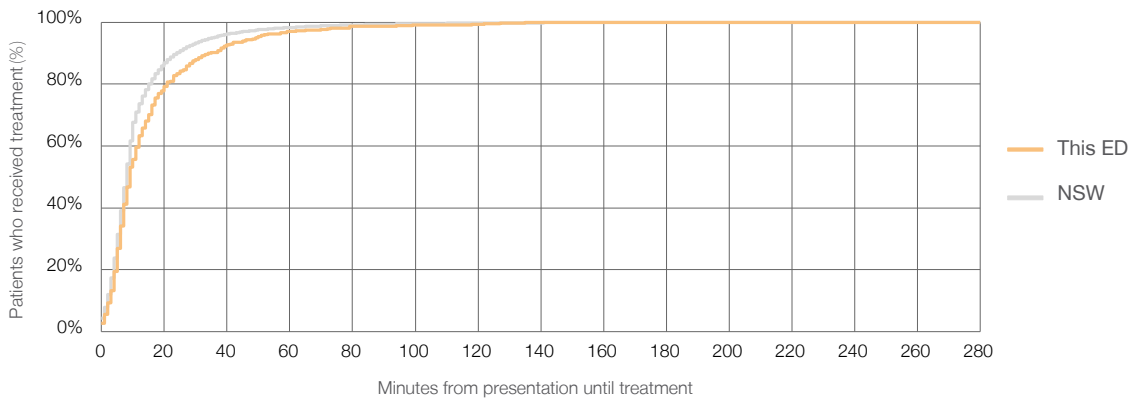
Number of triage 2 patients used to calculate waiting time:³ 494

Median time to start treatment⁴ 9 minutes

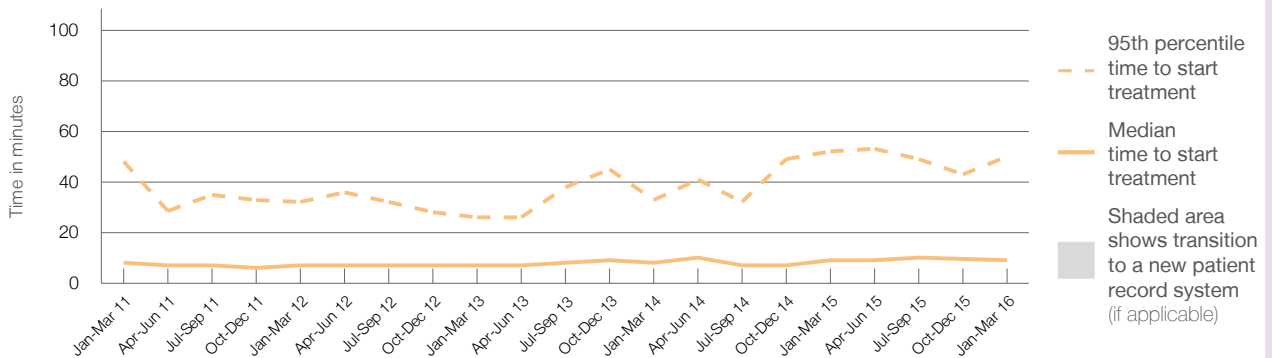
95th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
474	474
9 minutes	8 minutes
52 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	8	7	7	8	9	9
95th percentile time to start treatment ⁵ (minutes)	48	32	26	33	52	50

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Grafton Base Hospital: Time from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 1,832

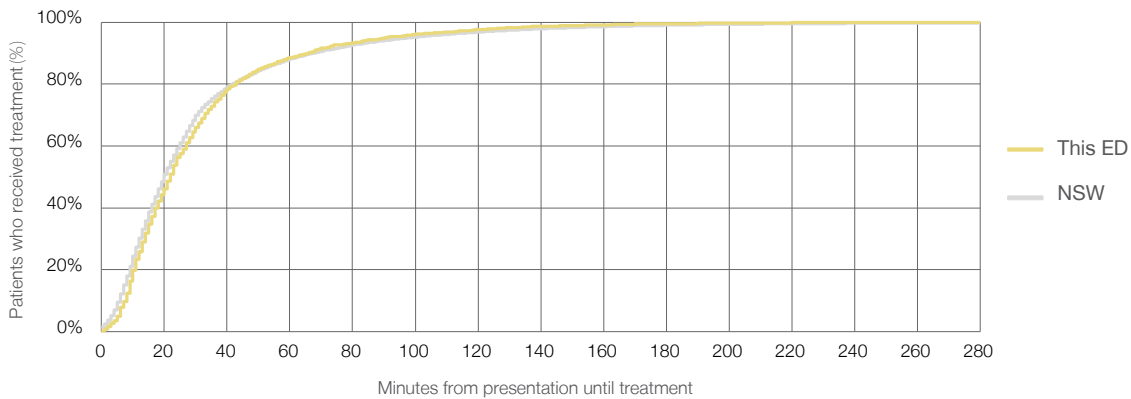
Number of triage 3 patients used to calculate waiting time:³ 1,808

Median time to start treatment⁴ 22 minutes

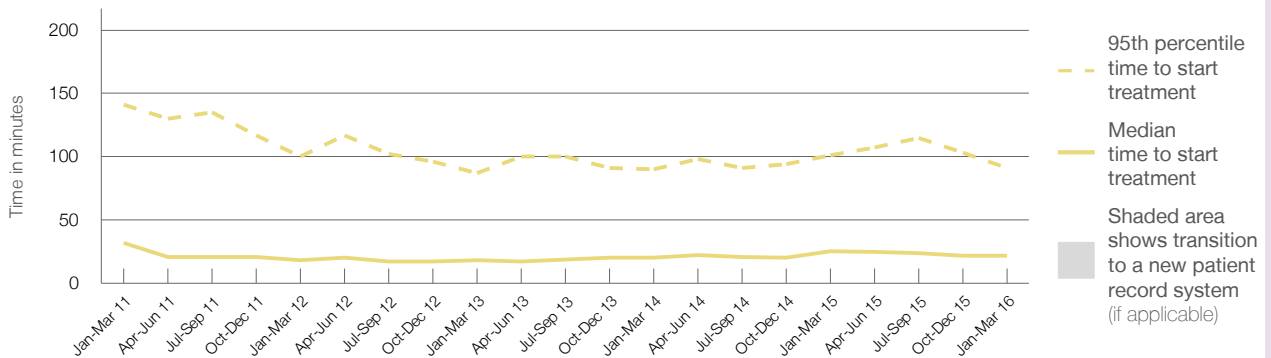
95th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,796	
1,760	
26 minutes	20 minutes
101 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	32	18	18	20	26	22
95th percentile time to start treatment ⁵ (minutes)	141	100	87	90	101	91

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Grafton Base Hospital: Time from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 2,513

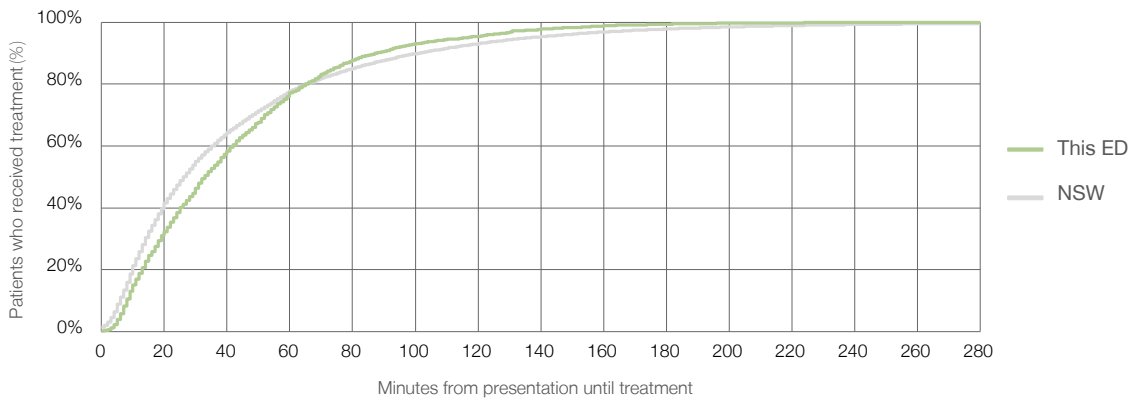
Number of triage 4 patients used to calculate waiting time:³ 2,395

Median time to start treatment⁴ 33 minutes

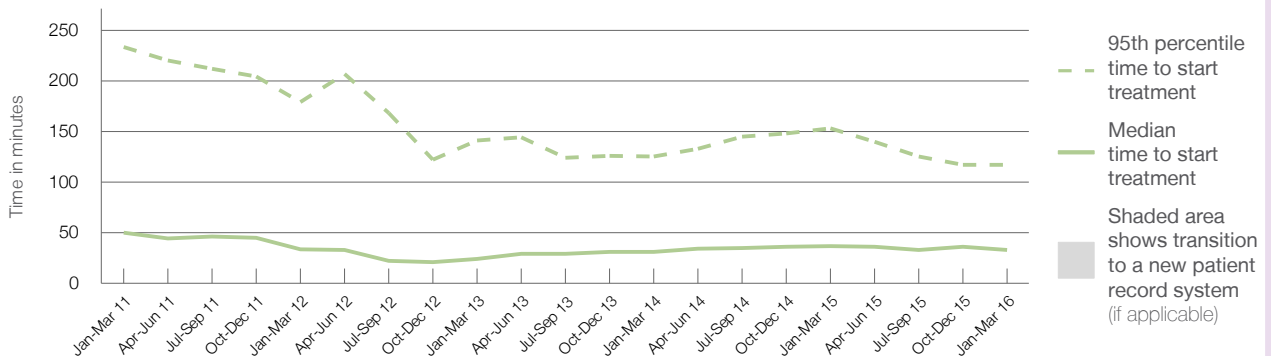
95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
2,366	
2,202	
37 minutes	26 minutes
153 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	50	34	24	31	37	33
95th percentile time to start treatment ⁵ (minutes)	233	179	141	125	153	117

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Grafton Base Hospital: Time from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 646

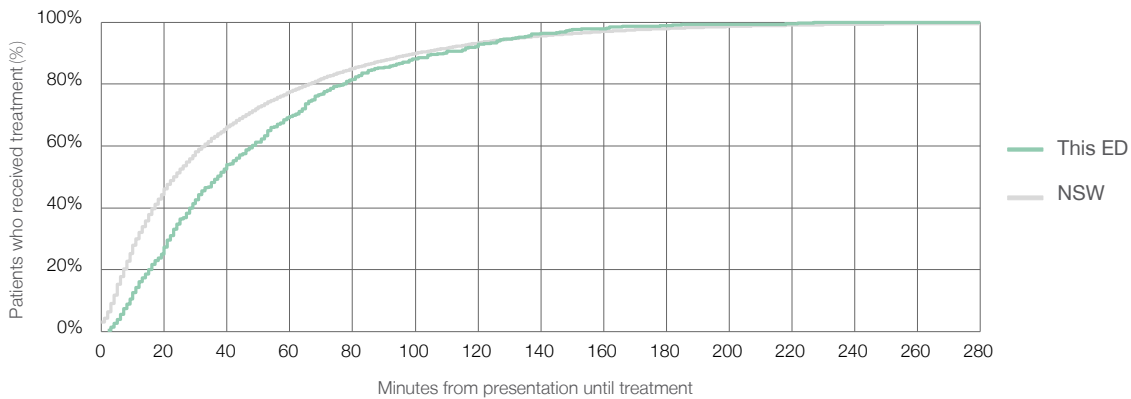
Number of triage 5 patients used to calculate waiting time:³ 569

Median time to start treatment⁴ 37 minutes

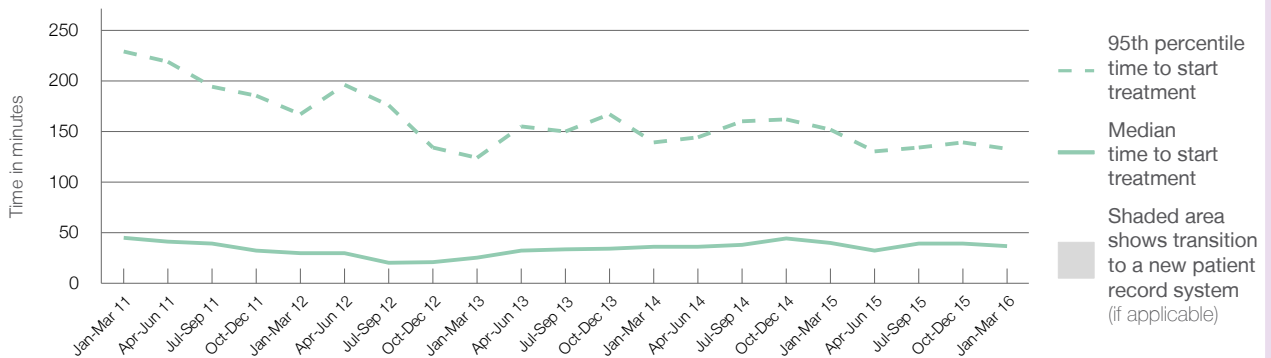
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
749	
623	
40 minutes	23 minutes
152 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	45	30	25	36	40	37
95th percentile time to start treatment ⁵ (minutes)	229	167	124	139	152	133

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Grafton Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,017 patients

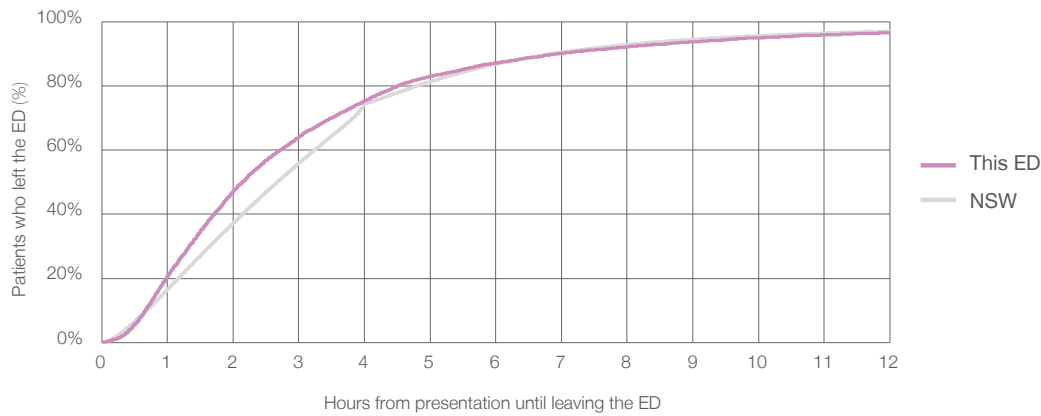
Attendances used to calculate time to leaving the ED:⁶ 6,013 patients

Median time to leaving the ED⁸ 2 hours and 9 minutes

95th percentile time to leaving the ED⁹ 10 hours and 1 minutes

Same period last year	NSW (this period)
5,847	5,847
2 hours and 22 minutes	2 hours and 40 minutes
10 hours and 3 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{††}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 46m	2h 44m	2h 28m	2h 7m	2h 22m	2h 9m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 35m	9h 16m	10h 23m	9h 6m	10h 3m	10h 1m

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Grafton Base Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

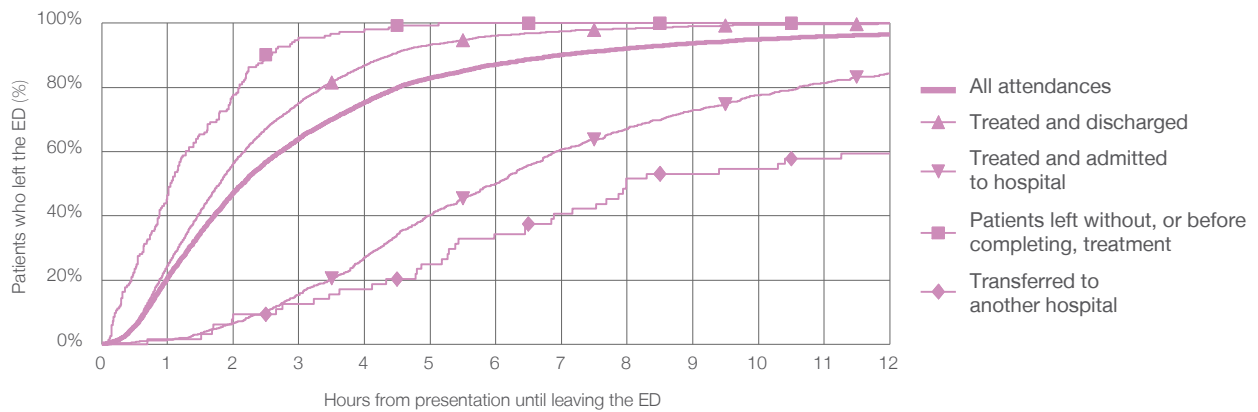
All attendances:¹ 6,017 patients

Attendances used to calculate time to leaving the ED:⁶ 6,013 patients

Treated and discharged	4,675 (78%)
Treated and admitted to hospital	1,106 (18%)
Patient left without, or before completing, treatment	153 (3%)
Transferred to another hospital	64 (1%)
Other	19 (0%)

Same period last year	Change since one year ago
5,847	3%
4,284	9%
1,300	-15%
221	-31%
34	88%
8	138%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	25%	56%	75%	87%	96%	98%	99%	100%
Treated and admitted to hospital	1%	7%	15%	27%	50%	67%	78%	84%
Patient left without, or before completing, treatment	46%	78%	95%	98%	100%	100%	100%	100%
Transferred to another hospital	2%	9%	13%	17%	34%	52%	55%	59%
All attendances	21%	47%	64%	75%	87%	92%	95%	97%

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Grafton Base Hospital: Time from presentation until leaving the ED
Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances: ¹ 6,017 patients

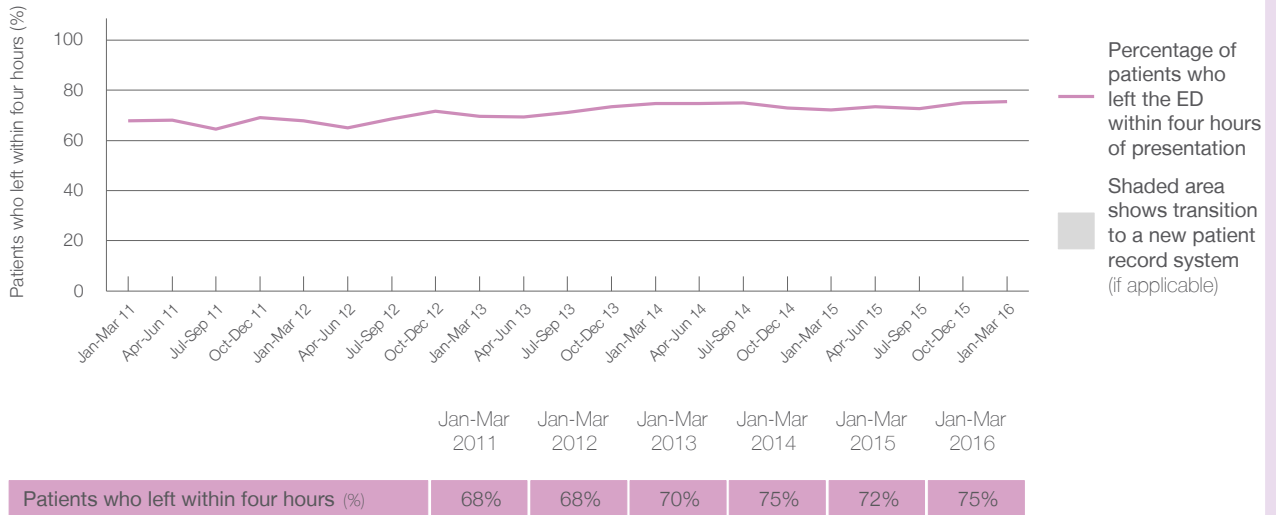
Attendances used to calculate time to leaving the ED: ⁶ 6,013 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	5,847	3%
Attendances used to calculate time to leaving the ED	5,847	3%
Percentage of patients who left the ED within four hours	72%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



* 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 attendances at the emergency department (ED).
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- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).