

Grafton Base Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 6,654 patients
Emergency presentations:² 6,260 patients

Same period last year	Change since one year ago
6,802	-2%
6,310	-1%

Grafton Base Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 724 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,732 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 58 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,901 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 97 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 852 patients

Median time to start treatment⁴ 38 minutes
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
617	
9 minutes	8 minutes
30 minutes	28 minutes
1,910	
22 minutes	21 minutes
65 minutes	72 minutes
2,934	
37 minutes	26 minutes
109 minutes	105 minutes
818	
39 minutes	22 minutes
127 minutes	103 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 6,653 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
6,802	-2%
75%	

* 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.

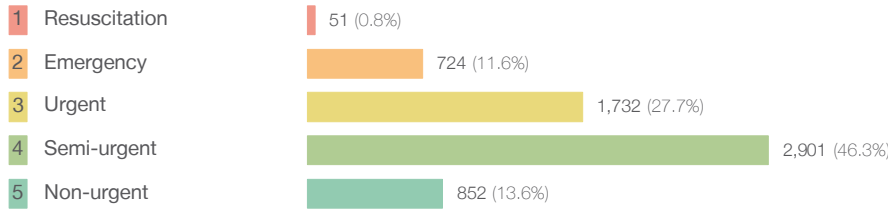
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Grafton Base Hospital: Patients presenting to the emergency department July to September 2018

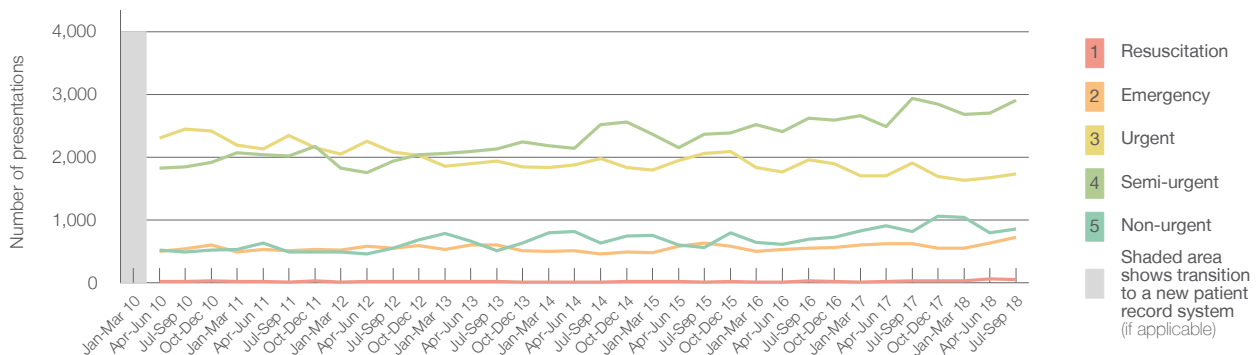
All presentations:¹ 6,654 patients

Emergency presentations² by triage category: 6,260 patients



Same period last year	Change since one year ago
6,802	-2%
6,310	-1%
31	64.5%
617	17.3%
1,910	-9.3%
2,934	-1.1%
818	4.2%

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	17	10	22	17	13	7	28	31	51
Emergency	538	507	551	603	454	633	552	617	724
Urgent	2,448	2,347	2,077	1,936	1,975	2,059	1,958	1,910	1,732
Semi-urgent	1,847	2,016	1,941	2,134	2,518	2,365	2,617	2,934	2,901
Non-urgent	493	492	548	506	633	560	689	818	852
All emergency presentations	5,343	5,372	5,139	5,196	5,593	5,624	5,844	6,310	6,260

Grafton Base Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 669 patients

ED Transfer of care time



Same period last year	Change since one year ago
623	
14 minutes	0 minutes
31 minutes	-1 minute

(†) 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.

Grafton Base 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: 724

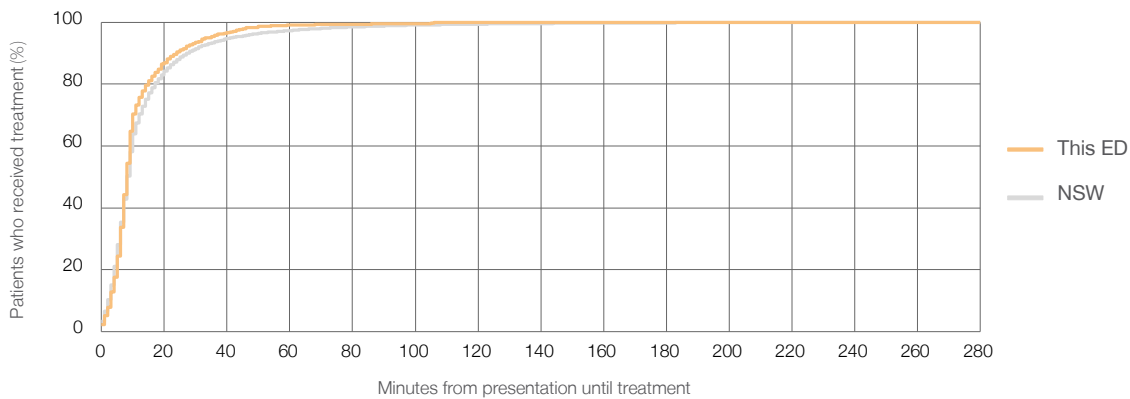
Number of triage 2 patients used to calculate waiting time:³ 719

Median time to start treatment⁴ 8 minutes

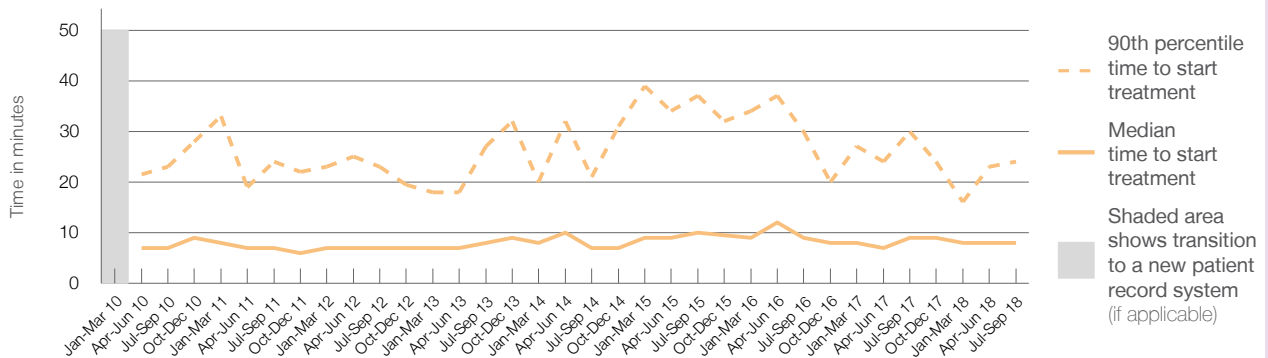
90th percentile time to start treatment⁵ 24 minutes

Same period last year	NSW (this period)
617	
615	
9 minutes	8 minutes
30 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)	7	7	7	8	7	10	9	9	8
90th percentile time to start treatment ⁵ (minutes)	23	24	23	27	21	37	30	30	24

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Grafton Base 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: 1,732

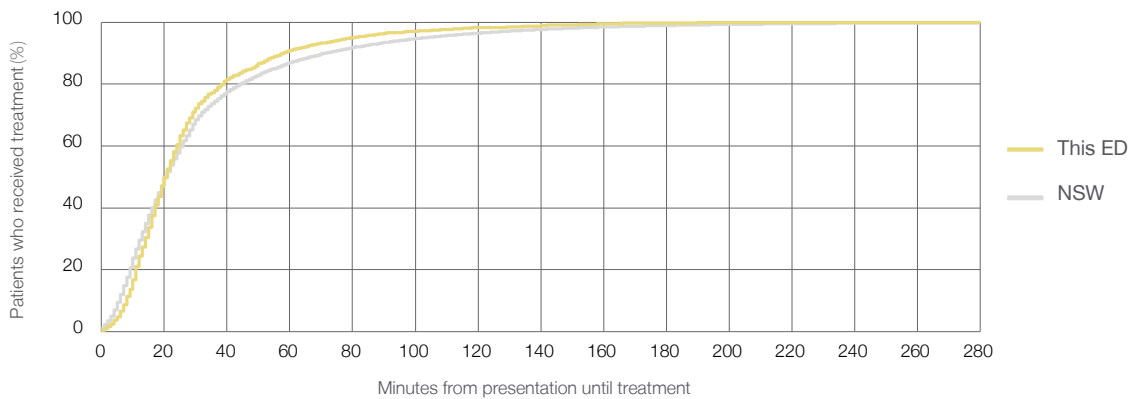
Number of triage 3 patients used to calculate waiting time:³ 1,696

Median time to start treatment⁴ 21 minutes

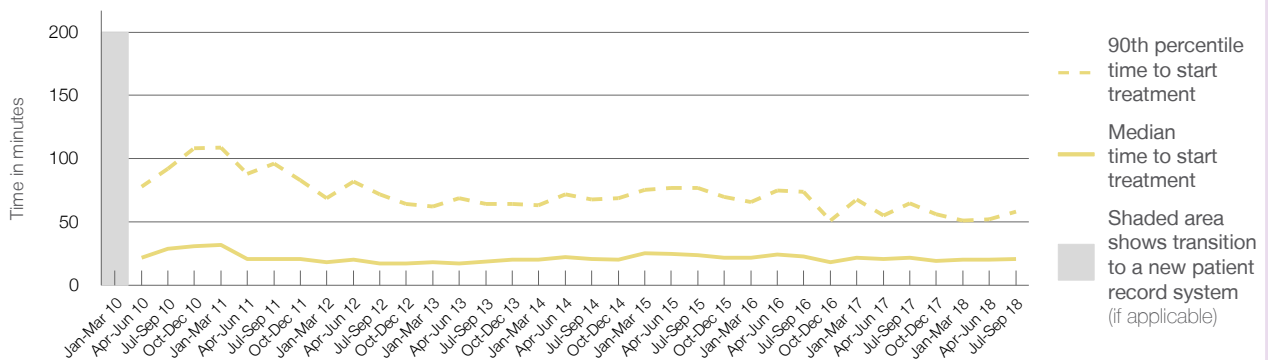
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,910	1,872
22 minutes	21 minutes
65 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)	29	21	17	19	21	24	23	22	21
90th percentile time to start treatment ⁵ (minutes)	92	96	72	64	68	77	74	65	58

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Grafton Base 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: 2,901

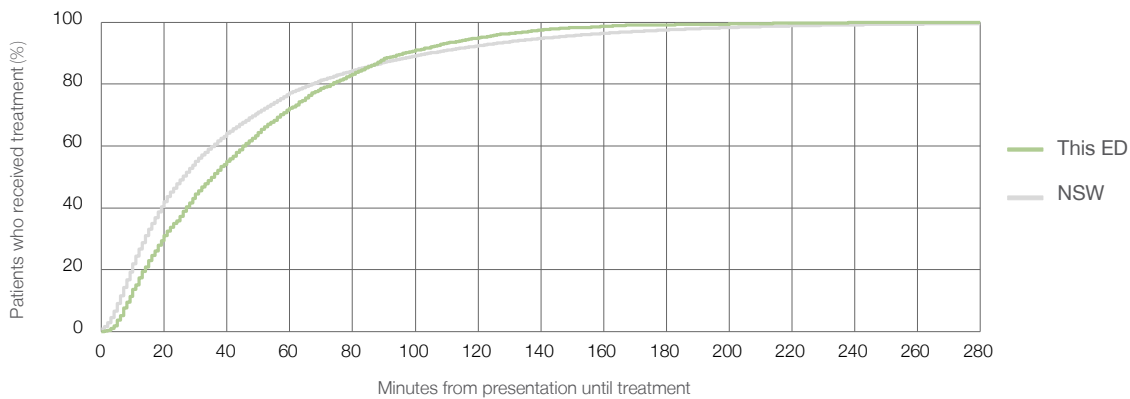
Number of triage 4 patients used to calculate waiting time:³ 2,774

Median time to start treatment⁴ 36 minutes

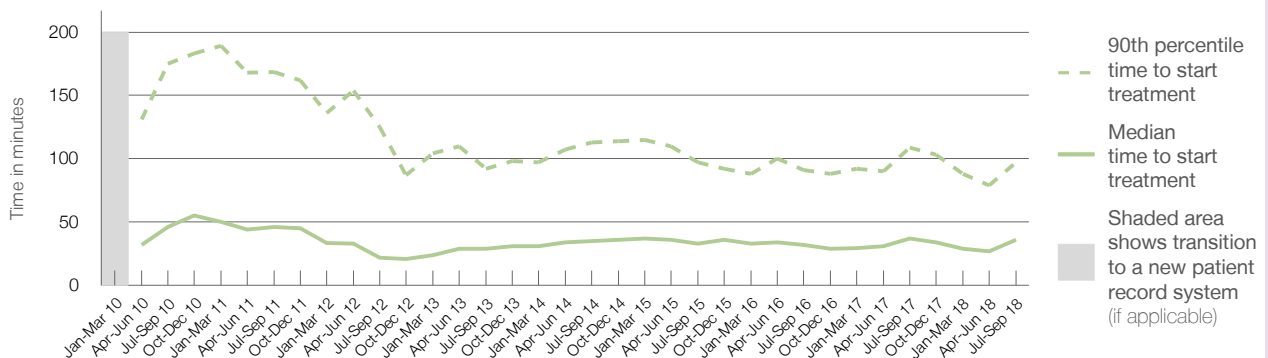
90th percentile time to start treatment⁵ 97 minutes

Same period last year	NSW (this period)
2,934	
2,788	
37 minutes	26 minutes
109 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)	46	46	22	29	35	33	32	37	36
90th percentile time to start treatment ⁵ (minutes)	175	169	125	92	113	97	91	109	97

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Grafton Base 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: 852

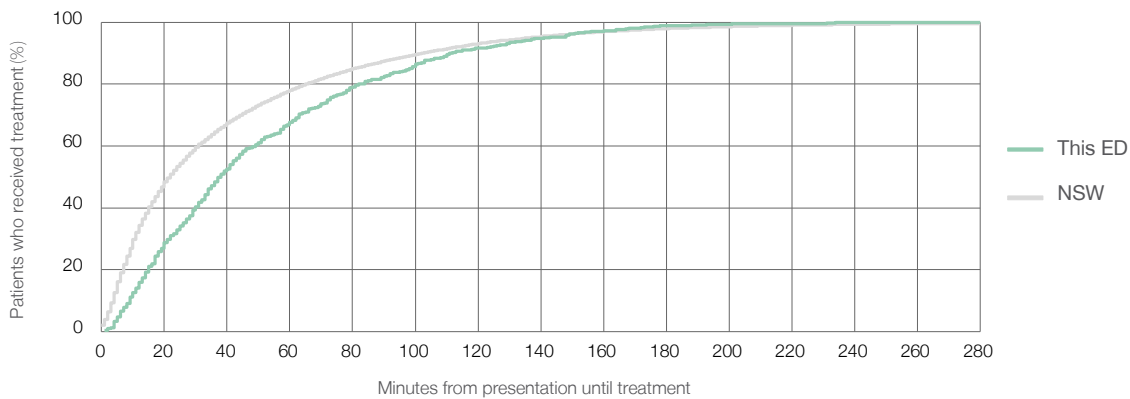
Number of triage 5 patients used to calculate waiting time:³ 749

Median time to start treatment⁴ 38 minutes

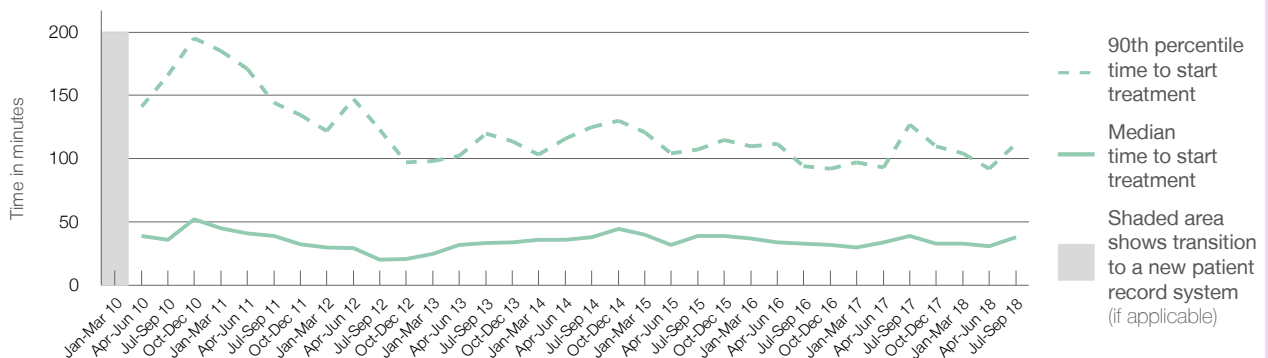
90th percentile time to start treatment⁵ 112 minutes

Same period last year	NSW (this period)
818	701
39 minutes	22 minutes
127 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)	36	39	20	34	38	39	33	39	38
90th percentile time to start treatment ⁵ (minutes)	166	144	123	120	125	107	94	127	112

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Grafton Base Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 6,654 patients

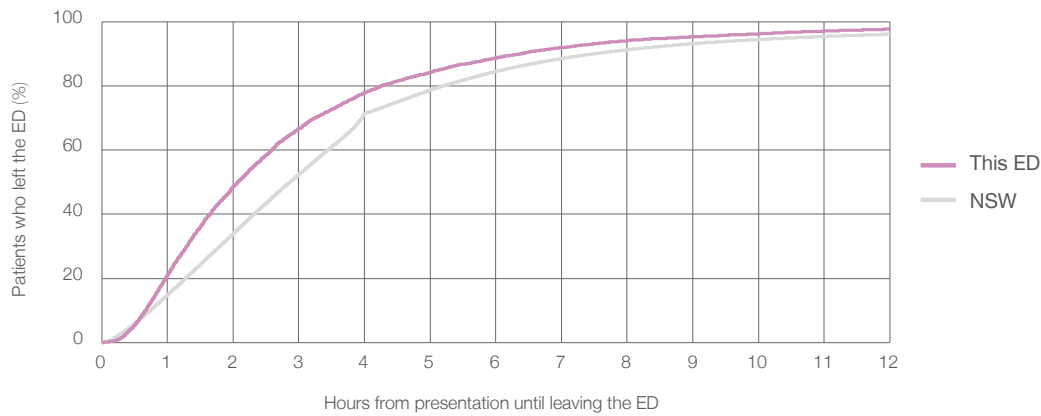
Presentations used to calculate time to leaving the ED:⁶ 6,653 patients

Median time spent in the ED⁸ 2 hours and 4 minutes

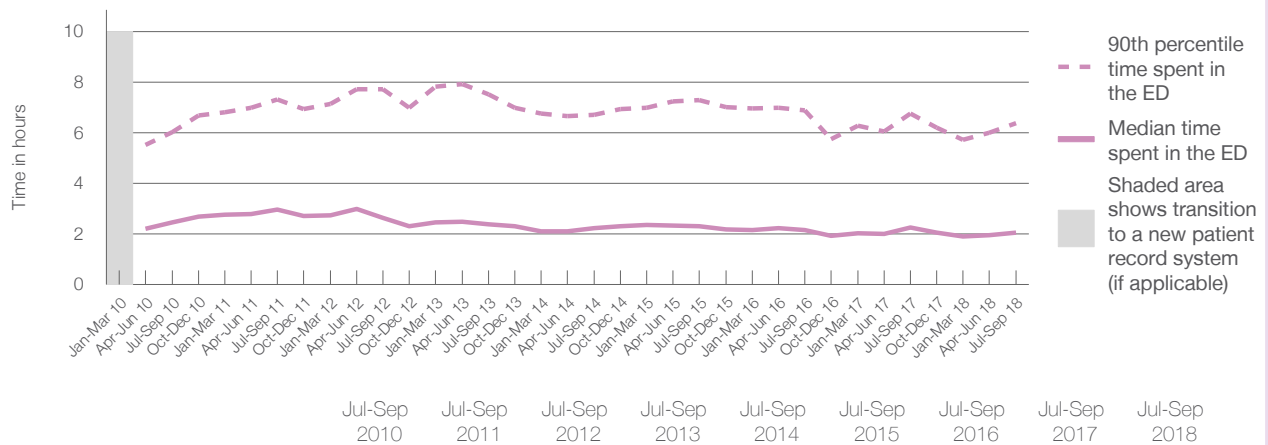
90th percentile time spent in the ED⁹ 6 hours and 23 minutes

Same period last year	NSW (this period)
6,802	6,802
2 hours and 15 minutes	2 hours and 52 minutes
6 hours and 46 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 28m	2h 58m	2h 38m	2h 24m	2h 14m	2h 19m	2h 10m	2h 15m	2h 4m
90th percentile time spent in the ED ⁹ (hours, minutes)	6h 1m	7h 19m	7h 43m	7h 31m	6h 43m	7h 17m	6h 54m	6h 46m	6h 23m

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Grafton Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2018

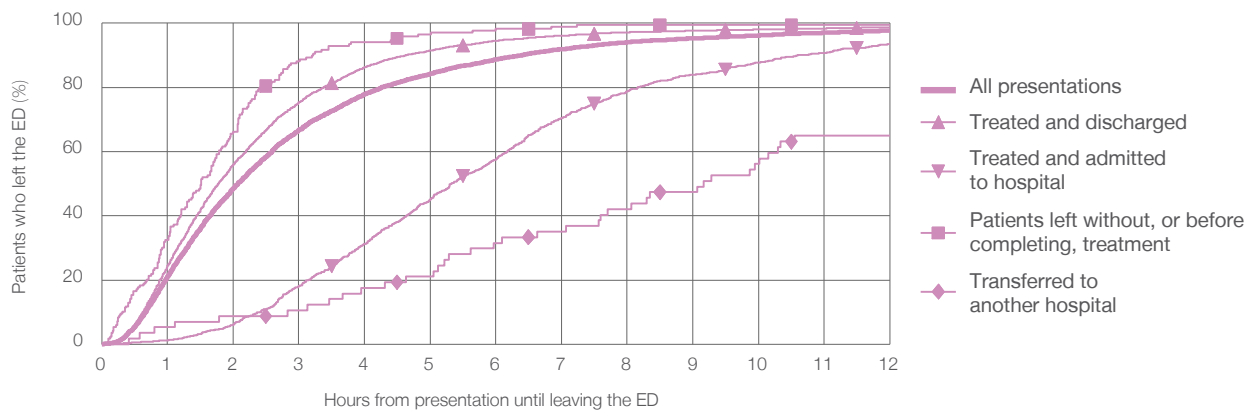
All presentations:¹ 6,654 patients

Presentations used to calculate time to leaving the ED:⁶ 6,653 patients

Treated and discharged	5,444 (81.8%)
Treated and admitted to hospital	975 (14.7%)
Patient left without, or before completing, treatment	169 (2.5%)
Transferred to another hospital	57 (0.9%)
Other	9 (0.1%)

Same period last year	Change since one year ago
6,802	-2%
5,472	-0.5%
1,028	-5.2%
233	-27.5%
53	7.5%
16	-43.8%

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	24.4%	56.0%	75.3%	86.3%	94.5%	97.2%	98.0%	98.7%
Treated and admitted to hospital	1.2%	6.2%	18.1%	31.3%	57.6%	78.8%	87.7%	93.5%
Patient left without, or before completing, treatment	32.5%	66.3%	88.2%	94.1%	98.2%	99.4%	99.4%	99.4%
Transferred to another hospital	5.3%	8.8%	10.5%	17.5%	31.6%	42.1%	56.1%	64.9%
All presentations	21.2%	48.6%	66.7%	77.9%	88.7%	94.1%	96.2%	97.7%

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Grafton Base 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 6,654 patients

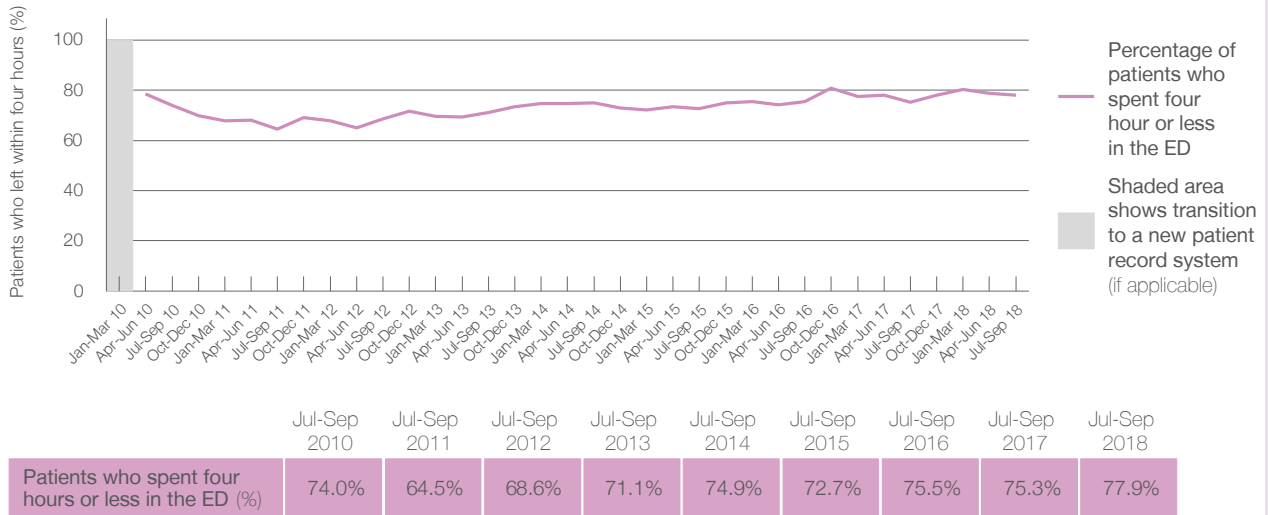
Presentations used to calculate time to leaving the ED: ⁶ 6,653 patients

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	6,802	-2%
Presentations used to calculate time to leaving the ED	6,802	-2%
Percentage of patients who spent four hours or less in the ED	75.3%	

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.

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‡ 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).