

## Lismore Base Hospital: Emergency department (ED) overview

July to September 2018

All presentations:<sup>1</sup> 9,570 patients  
 Emergency presentations:<sup>2</sup> 9,348 patients

Same period last year	Change since one year ago
9,040	6%
8,716	7%

## Lismore Base Hospital: Time patients waited to start treatment<sup>3</sup>

July to September 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 997 patients

Median time to start treatment<sup>4</sup> 7 minutes  
 90th percentile time to start treatment<sup>5</sup> 16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 3,098 patients

Median time to start treatment<sup>4</sup> 21 minutes  
 90th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,145 patients

Median time to start treatment<sup>4</sup> 29 minutes  
 90th percentile time to start treatment<sup>5</sup> 103 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,067 patients

Median time to start treatment<sup>4</sup> 33 minutes  
 90th percentile time to start treatment<sup>5</sup> 109 minutes

Same period last year	NSW (this period)
898	
8 minutes	8 minutes
20 minutes	28 minutes
3,070	
28 minutes	21 minutes
108 minutes	72 minutes
3,846	
51 minutes	26 minutes
161 minutes	105 minutes
844	
50 minutes	22 minutes
154 minutes	103 minutes

## Lismore Base Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,569 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
9,039	6%
59%	

\* 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.

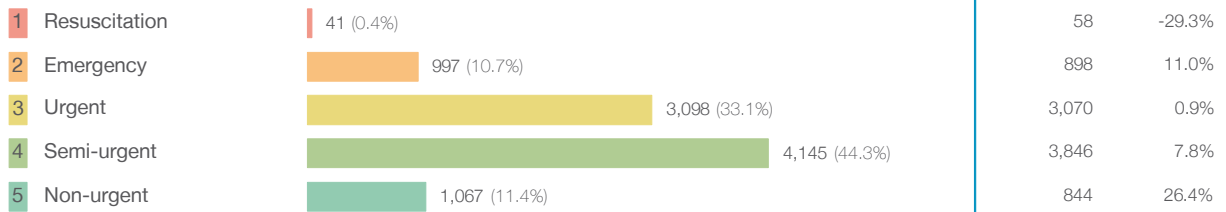
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

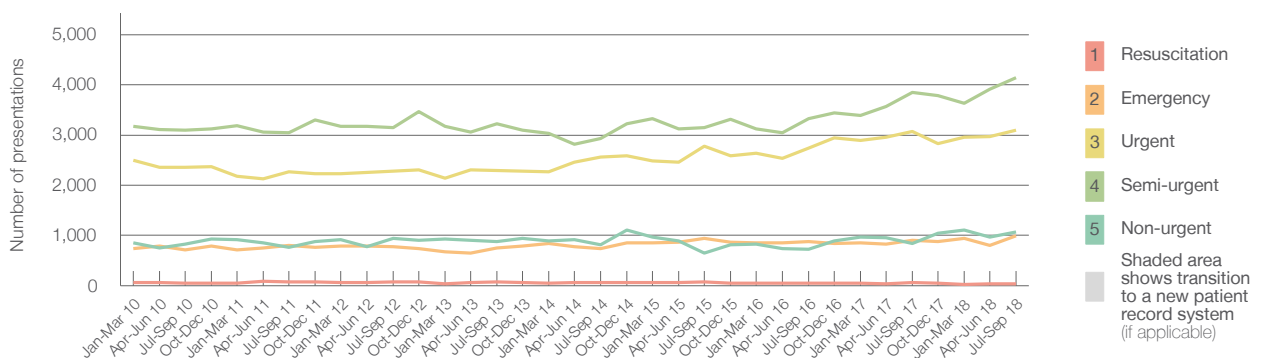
## Lismore Base Hospital: Patients presenting to the emergency department July to September 2018

All presentations:<sup>1</sup> 9,570 patients

Emergency presentations<sup>2</sup> by triage category: 9,348 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to September 2018 †

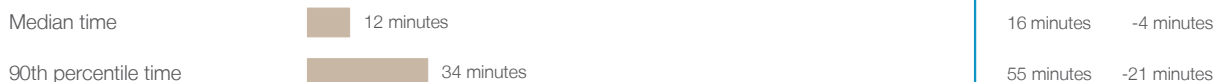


	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation	53	75	73	78	66	70	51	58	41
Emergency	709	800	773	751	741	947	877	898	997
Urgent	2,354	2,272	2,278	2,296	2,558	2,781	2,738	3,070	3,098
Semi-urgent	3,093	3,051	3,148	3,226	2,932	3,143	3,321	3,846	4,145
Non-urgent	822	768	948	877	817	653	725	844	1,067
All emergency presentations	7,031	6,966	7,220	7,228	7,114	7,594	7,712	8,716	9,348

## Lismore Base Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,807 patients

ED Transfer of care time



(†) 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.

## Lismore 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: 997

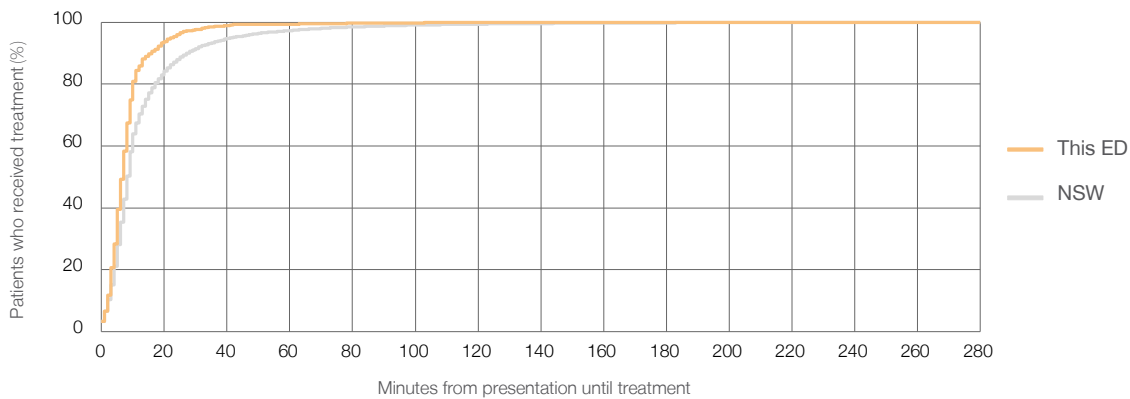
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 996

Median time to start treatment<sup>4</sup>  7 minutes

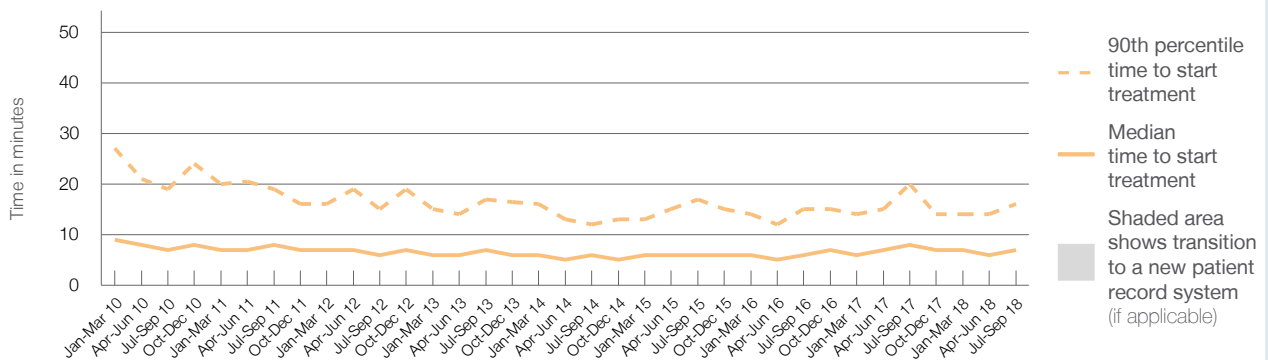
90th percentile time to start treatment<sup>5</sup>  16 minutes

Same period last year	NSW (this period)
898	890
8 minutes	8 minutes
20 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	7	8	6	7	6	6	6	8	7
90th percentile time to start treatment <sup>5</sup> (minutes)	19	19	15	17	12	17	15	20	16

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## Lismore 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: 3,098

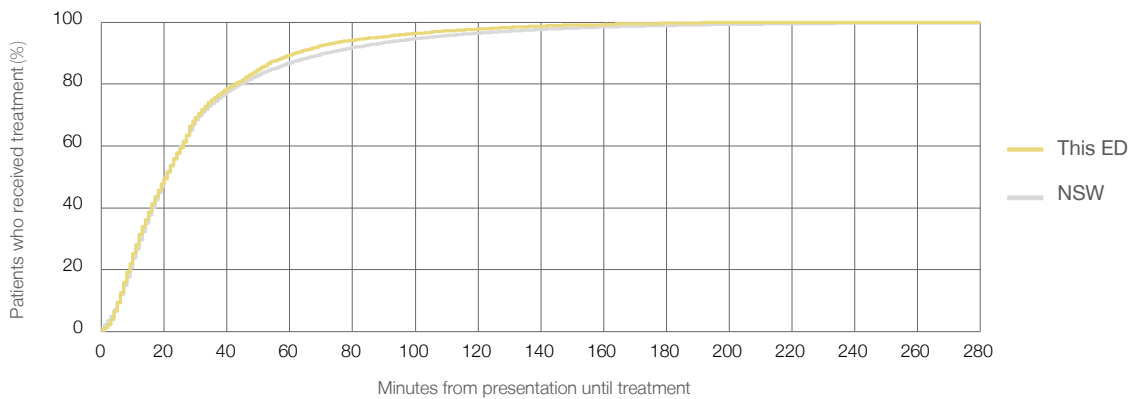
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 3,053

Median time to start treatment<sup>4</sup> 21 minutes

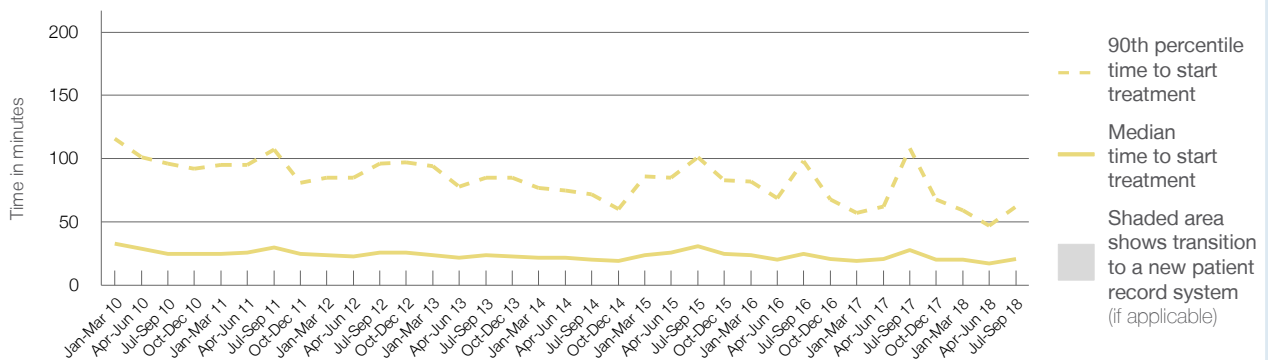
90th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
3,070	
2,984	
28 minutes	21 minutes
108 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	25	30	26	24	20	31	25	28	21
90th percentile time to start treatment <sup>5</sup> (minutes)	96	107	96	85	72	101	98	108	62

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## Lismore 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: 4,145

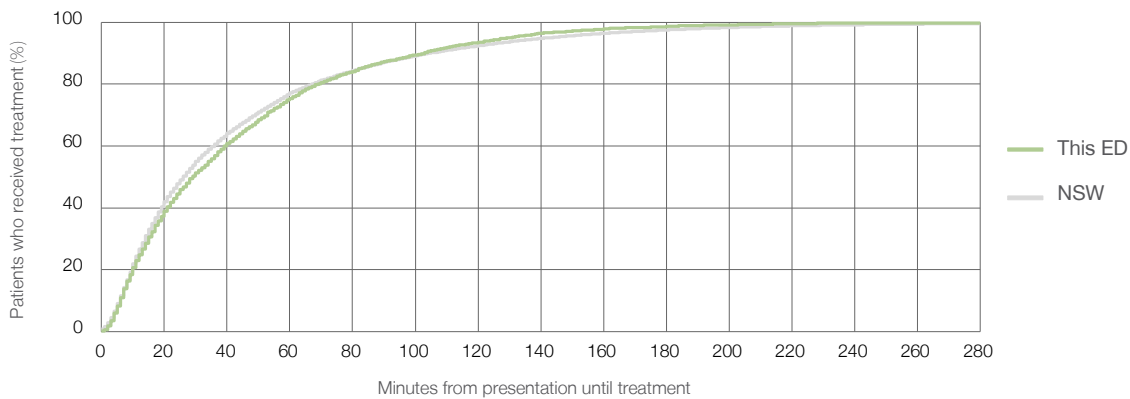
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,983

Median time to start treatment<sup>4</sup>  29 minutes

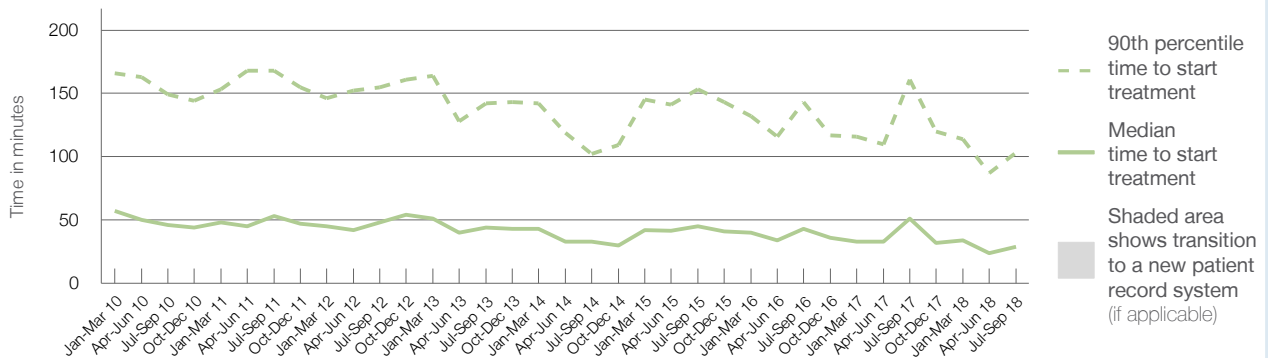
90th percentile time to start treatment<sup>5</sup>  103 minutes

Same period last year	NSW (this period)
3,846	
3,487	
51 minutes	26 minutes
161 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	46	53	48	44	33	45	43	51	29
90th percentile time to start treatment <sup>5</sup> (minutes)	149	168	155	142	102	153	143	161	103

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## Lismore 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: 1,067

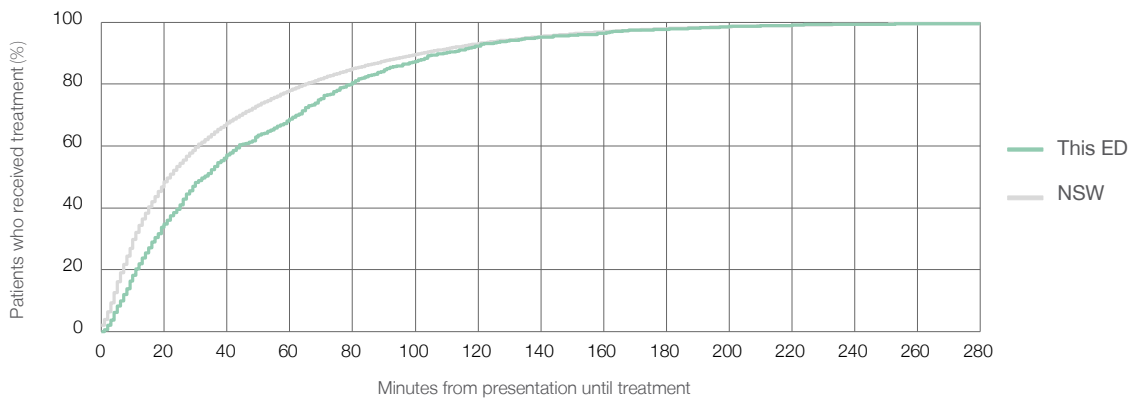
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 954

Median time to start treatment<sup>4</sup>  33 minutes

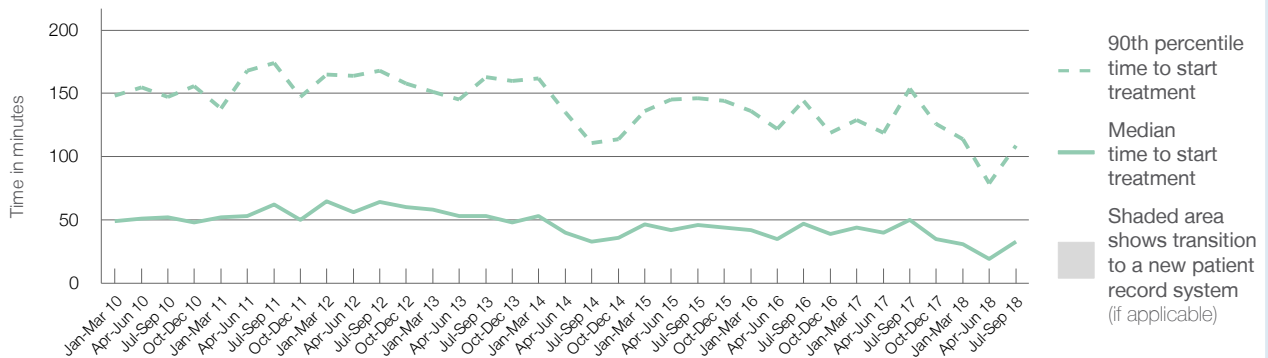
90th percentile time to start treatment<sup>5</sup>  109 minutes

Same period last year	NSW (this period)
844	702
50 minutes	22 minutes
154 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	52	62	64	53	33	46	47	50	33
90th percentile time to start treatment <sup>5</sup> (minutes)	147	174	168	163	111	146	144	154	109

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## Lismore Base Hospital: Time patients spent in the ED

July to September 2018

All presentations:<sup>1</sup> 9,570 patients

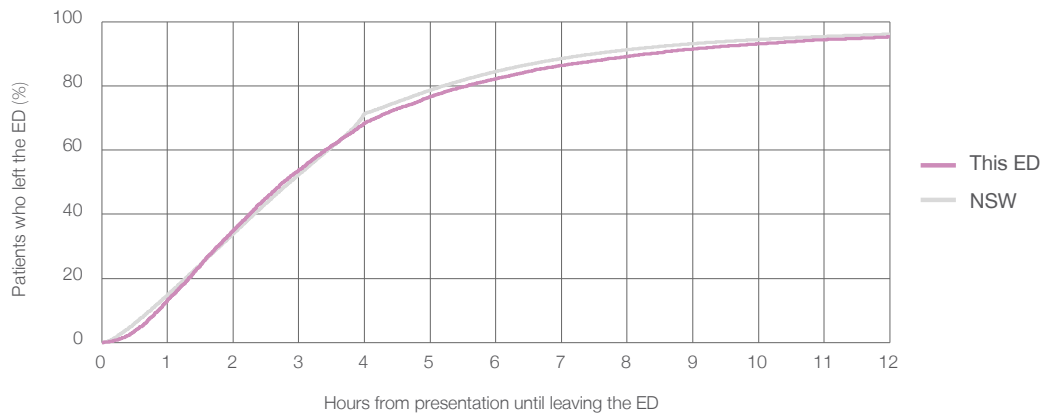
Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,569 patients

Median time spent in the ED<sup>8</sup>  2 hours and 46 minutes

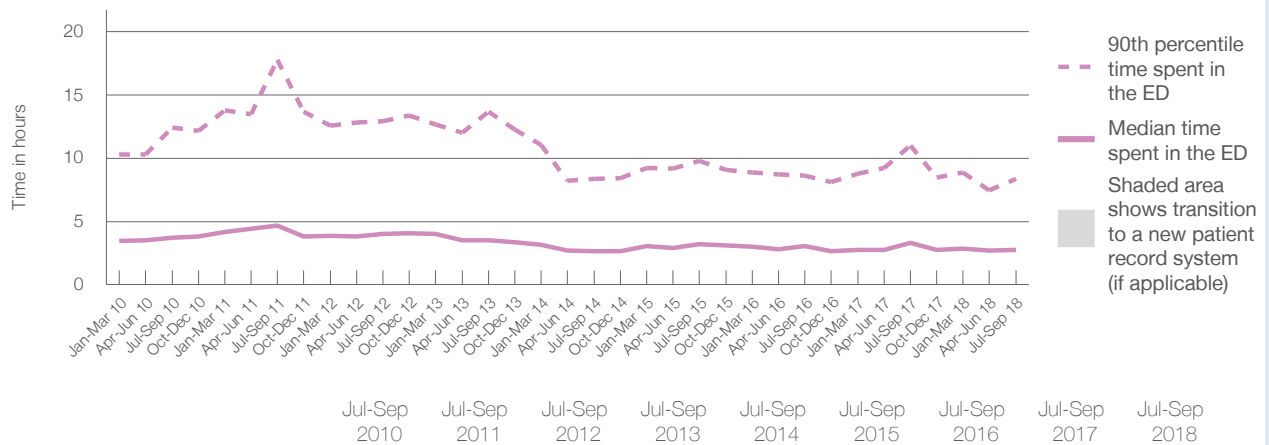
90th percentile time spent in the ED<sup>9</sup>  8 hours and 21 minutes

Same period last year	NSW (this period)
9,040	
9,039	
3 hours and 18 minutes	2 hours and 52 minutes
11 hours and 0 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	3h 42m	4h 39m	4h 1m	3h 30m	2h 40m	3h 12m	3h 4m	3h 18m	2h 46m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	12h 26m	17h 47m	12h 54m	13h 40m	8h 23m	9h 48m	8h 37m	11h 0m	8h 21m

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

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## Lismore Base Hospital: Time patients spent in the ED By mode of separation July to September 2018

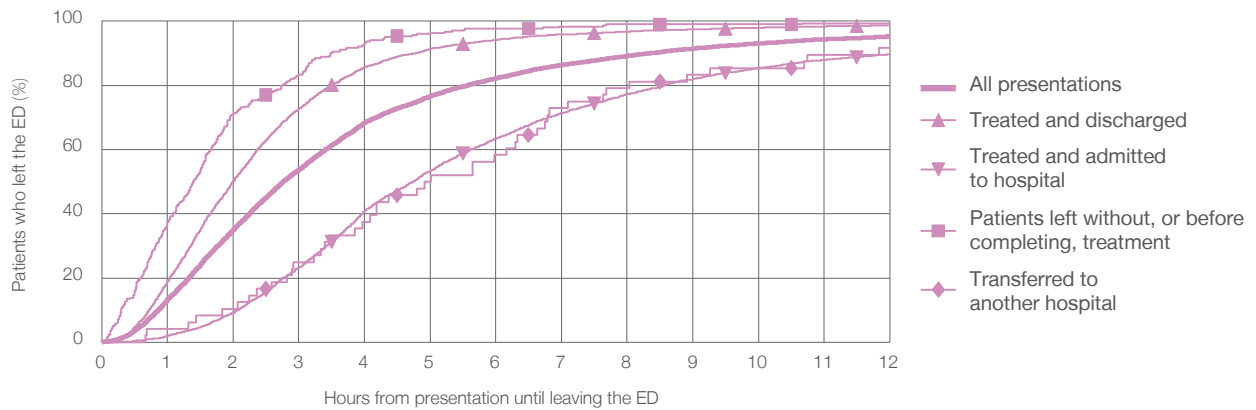
All presentations:<sup>1</sup> 9,570 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 9,569 patients

Treated and discharged	5,459 (57.0%)
Treated and admitted to hospital	3,703 (38.7%)
Patient left without, or before completing, treatment	305 (3.2%)
Transferred to another hospital	48 (0.5%)
Other	55 (0.6%)

Same period last year	Change since one year ago
9,039	6%
4,731	15.4%
3,744	-1.1%
469	-35.0%
31	54.8%
65	-15.4%

Percentage of patients who left the ED by time and mode of separation, July to September 2018<sup>†‡</sup>



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	19.0%	50.2%	72.7%	85.6%	94.2%	96.7%	98.0%	98.7%
Treated and admitted to hospital	2.0%	9.2%	23.3%	40.9%	63.4%	77.3%	85.4%	89.9%
Patient left without, or before completing, treatment	37.4%	71.1%	83.3%	93.1%	97.7%	99.0%	99.0%	99.3%
Transferred to another hospital	4.2%	10.4%	25.0%	37.5%	58.3%	79.2%	85.4%	91.7%
All presentations	13.3%	35.0%	53.8%	68.4%	82.2%	89.2%	93.1%	95.3%

(†) 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.



**Lismore 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: <sup>1</sup> 9,570 patients

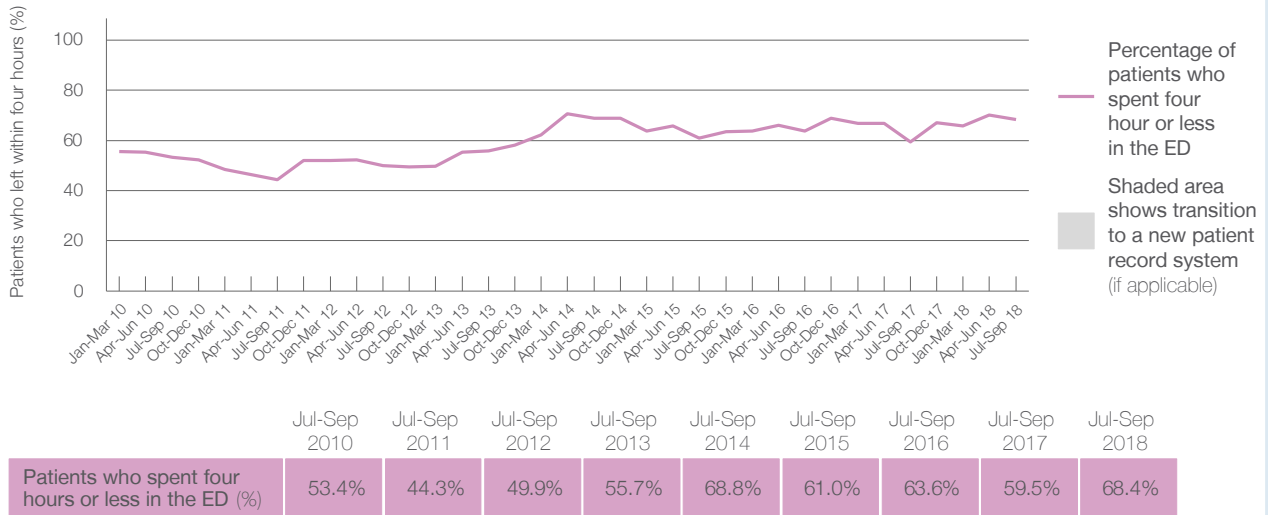
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,569 patients

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: <sup>1</sup> 9,570 patients	9,040	6%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 9,569 patients	9,039	6%
Percentage of patients who spent four hours or less in the ED	59.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 <sup>†‡</sup>



\* 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).