

Emergency department activity

	Oct-Dec 2020	Oct-Dec 2019	Difference	% change	
All arrivals at ED by ambulance	3,286	3,025	261	8.6%	
ED Attendances	11,697	10,836	861	7.9%	
Emergency presentations	10,976	9,986	990	9.9%	
Emergency presentation by triage category	T1: Resuscitation	97	82	15	18.3%
	T2: Emergency	1,242	1,125	117	10.4%
	T3: Urgent	3,904	3,601	303	8.4%
	T4: Semi-urgent	4,609	4,193	416	9.9%
	T5: Non-urgent	1,124	985	139	14.1%
Admissions to hospital from EDs	3,605	3,700	-95	-2.6%	

Emergency department performance

	Oct-Dec 2020	Oct-Dec 2019	Difference	Peer group results	
Time to treatment by triage category	Median time to treatment	7m	7m	0m	8m
	T2: Emergency 90th percentile time to treatment	14m	15m	-1m	24m
	% started treatment on time	83.7%	78.5%	5.2 percentage points	67.3%
	Median time to treatment	21m	19m	2m	21m
	T3: Urgent 90th percentile time to treatment	1h 15m	1h 03m	12m	1h 11m
	% started treatment on time	67.5%	70.6%	-3.1 percentage points	69.1%
	Median time to treatment	34m	30m	4m	28m
	T4: Semi-urgent 90th percentile time to treatment	2h 13m	2h 07m	6m	1h 48m
	% started treatment on time	67.6%	71.8%	-4.2 percentage points	75.9%
	Median time to treatment	25m	22m	3m	7m
	T5: Non-urgent 90th percentile time to treatment	2h 02m	2h 05m	-3m	1h 17m
	% started treatment on time	89.5%	89.4%	0.1 percentage points	95.5%
Patients starting treatment on time %	71.6%	73.8%	-2.2 percentage points	75.6%	
Median time to leave the ED	3h 08m	3h 01m	7m	2h 55m	
90th percentile time to leave the ED	9h 27m	8h 23m	64m	7h 56m	
Patients leaving the ED within four hours of presentation	65.2%	67.4%	-2.2 percentage points	69.3%	
Transfer of care	Median transfer of care time (minutes)	13m	13m	0m	12m
	90th percentile transfer of care time (minutes)	40m	32m	8m	33m
	Percent on target	83.2%	87.9%	-4.7 percentage points	87.9%

Notes: ED attendances includes every patient visit to the ED during the defined period. The vast majority of ED attendances are classified as 'emergency presentations'. The remaining ED attendances include non-emergency visits such as planned returns, pre-arranged admissions, some outpatient visits and private referrals.

(*) Suppressed due to small numbers and to protect patient privacy
(n/a) not applicable

■ Results are for Oct-Dec 2020 and provided only for comparison purposes

Elective surgery activity

	Oct-Dec 2020	Oct-Dec 2019	Difference	% change
Elective surgery procedures performed	901	797	104	13.0%
Urgency category				
Urgent	187	162	25	15.4%
Semi-urgent	240	232	8	3.4%
Non-urgent	445	370	75	20.3%
Patients on waiting list ready for elective surgery at the end of quarter	2,788	2,248	540	24.0%
Urgency category				
Urgent	21	12	9	75.0%
Semi-urgent	215	163	52	31.9%
Non-urgent	2,552	2,073	479	23.1%

Elective surgery performance

		Oct-Dec 2020	Oct-Dec 2019	Difference	Peer group results	
Waiting time (days)	Urgent	Median	17 days	15 days	2 days	15 days
		90th percentile	26 days	28 days	-2 days	28 days
	Semi-urgent	Median	69 days	67 days	2 days	57 days
		90th percentile	103 days	90 days	13 days	103 days
	Non-urgent	Median	433 days	285 days	148 days	340 days
		90th percentile	562 days	387 days	175 days	450 days
Elective surgery procedures performed on time	All procedures	63.4%	89.4%	-26.0 percentage points	78.1%	
	Urgent	98.9%	98.1%	0.8 percentage points	99.6%	
	Semi-urgent	85.8%	90.5%	-4.7 percentage points	86.2%	
	Non-urgent	36.4%	84.9%	-48.5 percentage points	62.6%	

Admitted patient activity

	Oct-Dec 2020	Oct-Dec 2019	Difference	% change	
Episodes	All episodes	8,641	8,158	483	5.9%
	Acute	8,253	7,756	497	6.4%
	Acute Overnight	4,113	4,139	-26	-0.6%
	Acute Same Day	4,140	3,617	523	14.5%
	Non-acute	162	183	-21	-11.5%
	Mental health	226	219	7	3.2%
Average length of stay (days)	Acute	2.5	2.5	0.0	
	Acute Overnight	4.0	3.8	0.2	
	Non-acute	11.1	12.3	-1.2	
	Mental health	21.3	20.9	0.4	
Hospital bed days	All bed days	27,006	26,171	835	3.2%
	Acute	20,409	19,332	1,077	5.6%
	Non-acute	1,794	2,255	-461	-20.4%
	Mental health	4,803	4,584	219	4.8%
Babies born in Coffs Harbour Health Campus	239	269	-30	-11.2%	

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(n/a) not applicable

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