

## Coffs Harbour Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 9,463 patients  
Emergency attendances:<sup>2</sup> 9,150 patients

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,587                 | -1%                       |
| 9,277                 | -1%                       |

## Coffs Harbour Base Hospital: Time from presentation to treatment<sup>3</sup>

January to March 2016

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,010 patients

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 12 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,805 patients

Median time to start treatment<sup>4</sup> 16 minutes  
95th percentile time to start treatment<sup>5</sup> 65 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,713 patients

Median time to start treatment<sup>4</sup> 25 minutes  
95th percentile time to start treatment<sup>5</sup> 136 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,564 patients

Median time to start treatment<sup>4</sup> 34 minutes  
95th percentile time to start treatment<sup>5</sup> 141 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 874                   |                   |
| 6 minutes             | 8 minutes         |
| 12 minutes            | 35 minutes        |
| 2,790                 |                   |
| 15 minutes            | 20 minutes        |
| 52 minutes            | 99 minutes        |
| 3,841                 |                   |
| 22 minutes            | 26 minutes        |
| 119 minutes           | 137 minutes       |
| 1,709                 |                   |
| 22 minutes            | 23 minutes        |
| 140 minutes           | 135 minutes       |

## Coffs Harbour Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,461 patients

Percentage of patients who left the ED within four hours 73%

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,587                 | -1%                       |
| 79%                   |                           |

\* 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.

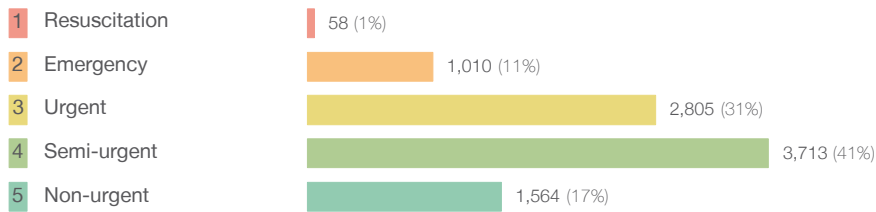
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

## Coffs Harbour Base Hospital: Patients attending the emergency department January to March 2016

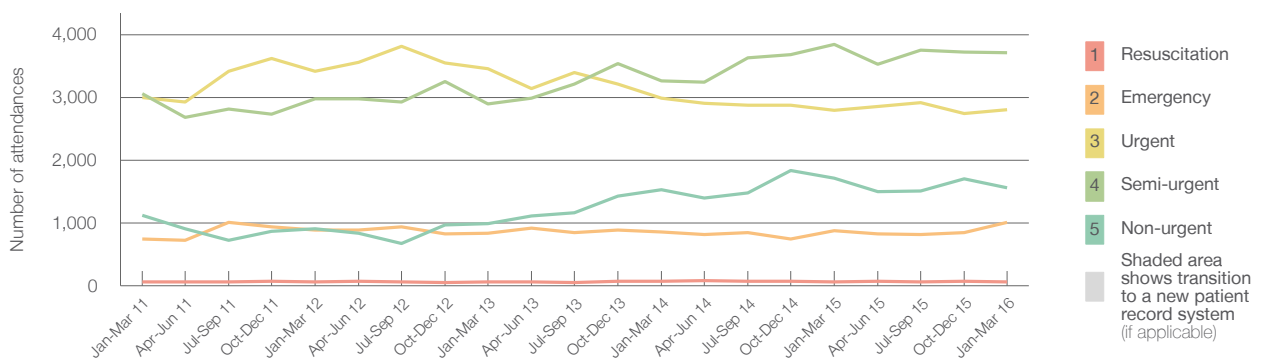
All attendances:<sup>1</sup> 9,463 patients

Emergency attendances<sup>2</sup> by triage category: 9,150 patients



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,587                 | -1%                       |
| 9,277                 | -1%                       |
| 63                    | -8%                       |
| 874                   | 16%                       |
| 2,790                 | 1%                        |
| 3,841                 | -3%                       |
| 1,709                 | -8%                       |

Emergency attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>3</sup>



|                           | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 |
|---------------------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Resuscitation             | 55           | 56           | 62           | 69           | 63           | 58           |
| Emergency                 | 746          | 883          | 836          | 851          | 874          | 1,010        |
| Urgent                    | 2,997        | 3,418        | 3,461        | 2,991        | 2,790        | 2,805        |
| Semi-urgent               | 3,054        | 2,981        | 2,894        | 3,261        | 3,841        | 3,713        |
| Non-urgent                | 1,122        | 902          | 986          | 1,529        | 1,709        | 1,564        |
| All emergency attendances | 7,974        | 8,240        | 8,239        | 8,701        | 9,277        | 9,150        |

## Coffs Harbour Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:<sup>7</sup> 2,220 patients

ED Transfer of care time<sup>8</sup>



| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 2,105                 |                           |
| 12 minutes            | 0 minutes                 |
| 33 minutes            | 5 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.

(§) 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.

## Coffs Harbour 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: 1,010

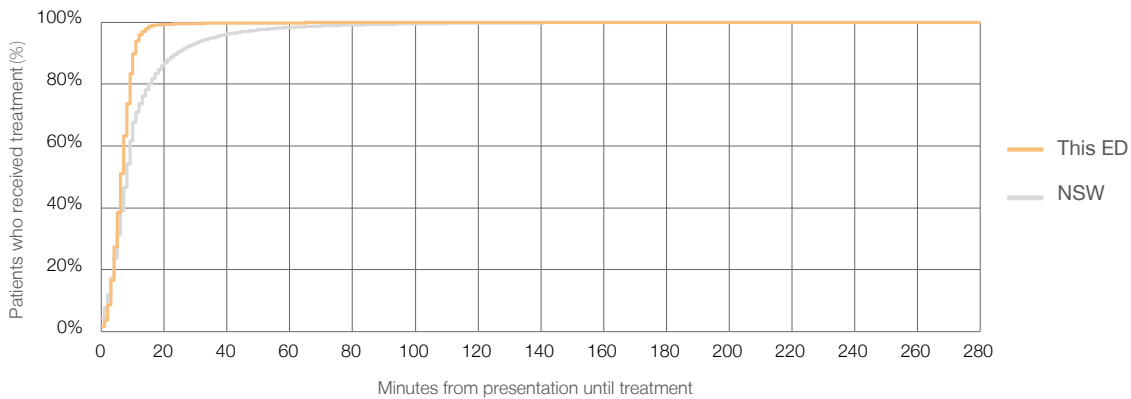
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,008

Median time to start treatment<sup>4</sup> 6 minutes

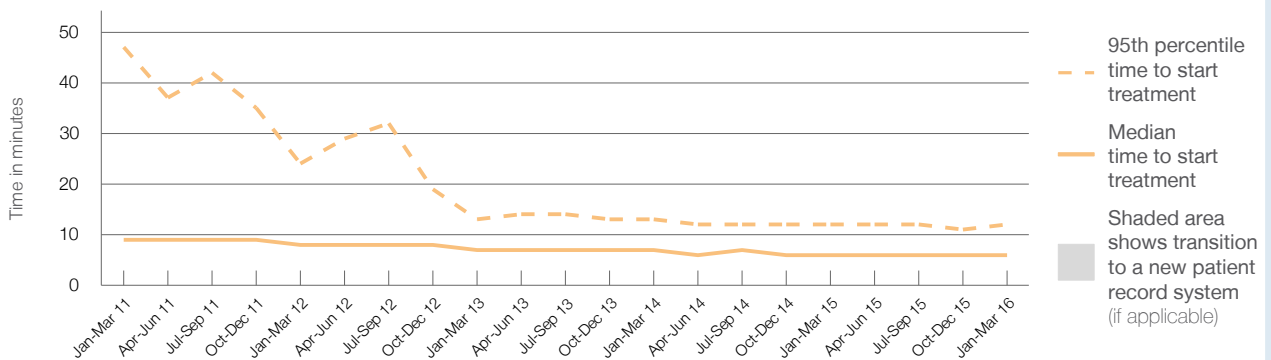
95th percentile time to start treatment<sup>5</sup> 12 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 874                   |                   |
| 873                   |                   |
| 6 minutes             | 8 minutes         |
| 12 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<sup>†‡</sup>



|  | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 9            | 8            | 7            | 7            | 6            | 6            |
| 95th percentile time to start treatment <sup>5</sup> (minutes) | 47           | 24           | 13           | 13           | 12           | 12           |

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## Coffs Harbour 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: 2,805

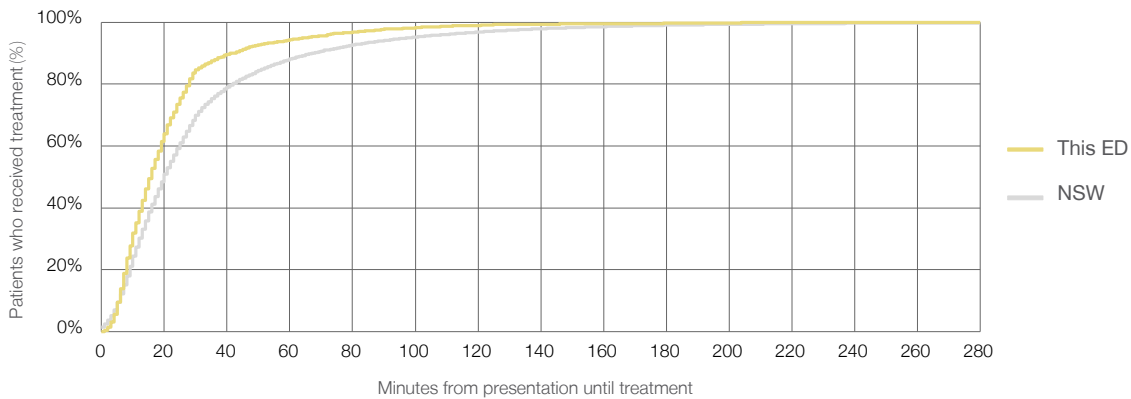
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,760

Median time to start treatment<sup>4</sup> 16 minutes

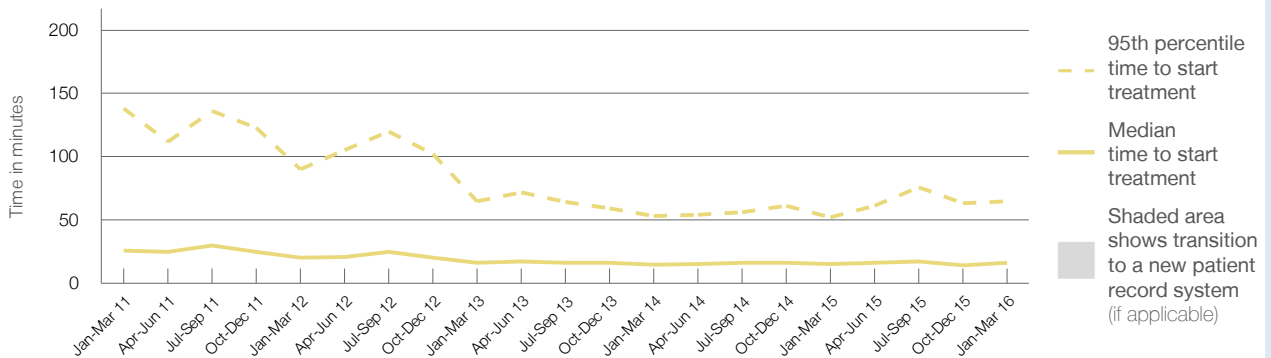
95th percentile time to start treatment<sup>5</sup> 65 minutes

| Same period last year | NSW (this period) |
|-----------------------|-------------------|
| 2,790                 |                   |
| 2,755                 |                   |
| 15 minutes            | 20 minutes        |
| 52 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<sup>†‡</sup>



|  | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 26           | 20           | 16           | 15           | 15           | 16           |
| 95th percentile time to start treatment <sup>5</sup> (minutes) | 138          | 90           | 65           | 53           | 52           | 65           |

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## Coffs Harbour 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: 3,713

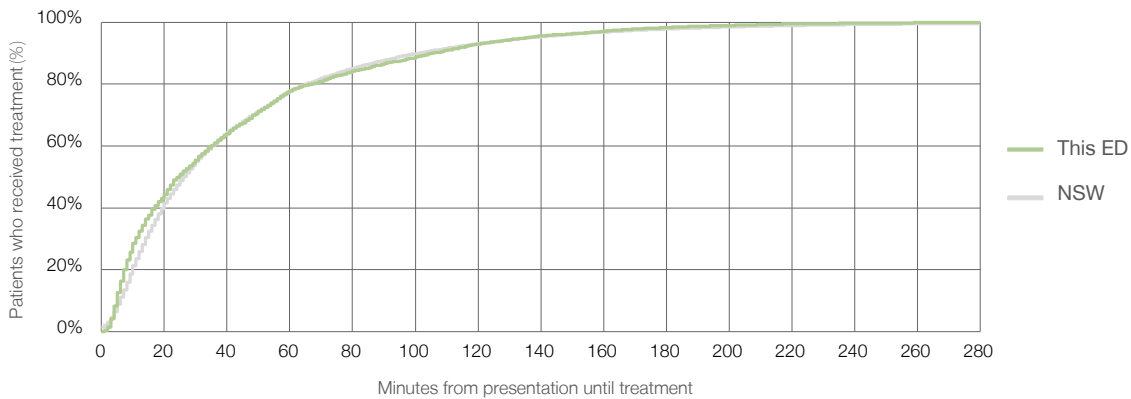
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,461

Median time to start treatment<sup>4</sup> 25 minutes

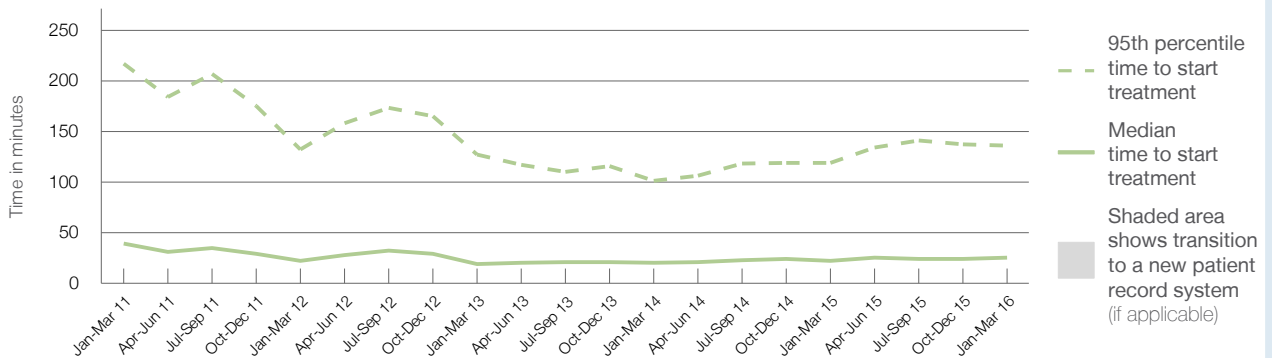
95th percentile time to start treatment<sup>5</sup> 136 minutes

|  | Same period last year | NSW (this period) |
|--|-----------------------|-------------------|
| Number of triage 4 patients                          | 3,841                 | 3,636             |
| Median time to start treatment <sup>4</sup>          | 22 minutes            | 26 minutes        |
| 95th percentile time to start treatment <sup>5</sup> | 119 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<sup>†‡</sup>



|  | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 39           | 22           | 19           | 20           | 22           | 25           |
| 95th percentile time to start treatment <sup>5</sup> (minutes) | 217          | 132          | 127          | 101          | 119          | 136          |

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## Coffs Harbour 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: 1,564

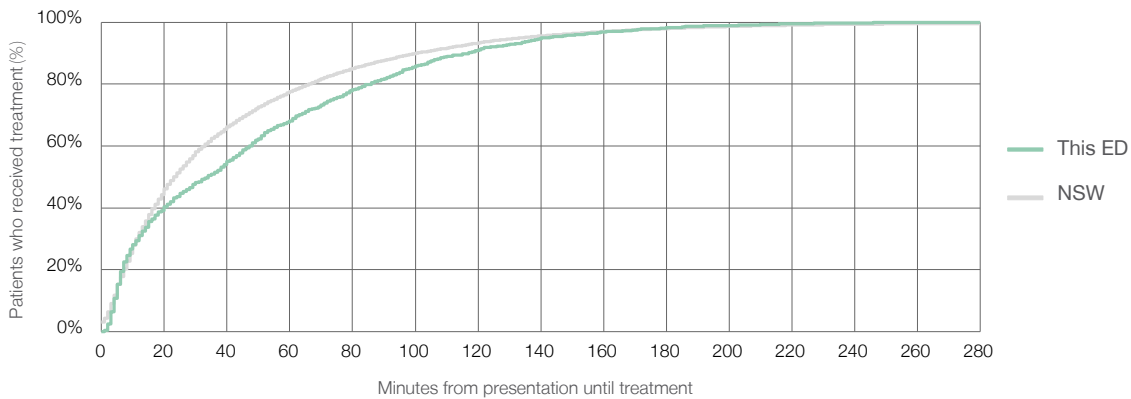
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,421

Median time to start treatment<sup>4</sup> 34 minutes

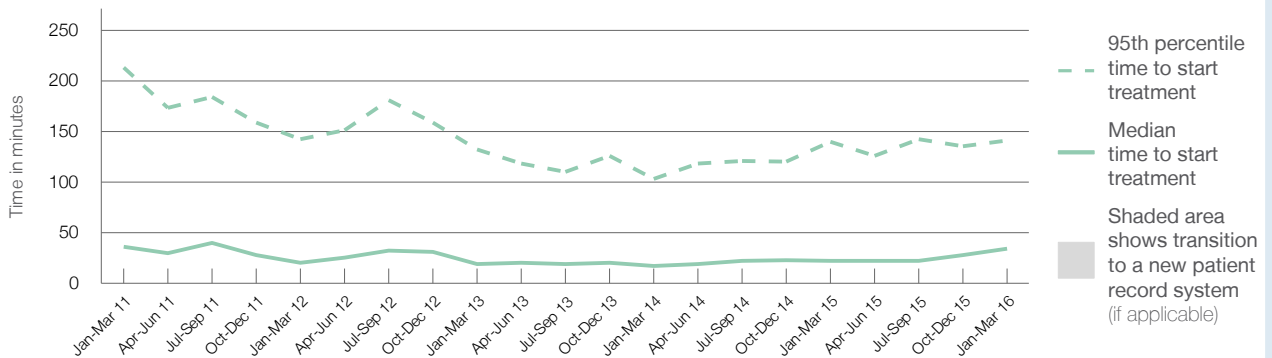
95th percentile time to start treatment<sup>5</sup> 141 minutes

|  | Same period last year | NSW (this period) |
|--|-----------------------|-------------------|
| Number of triage 5 patients                          | 1,709                 | 1,609             |
| Median time to start treatment <sup>4</sup>          | 22 minutes            | 23 minutes        |
| 95th percentile time to start treatment <sup>5</sup> | 140 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<sup>†‡</sup>



|  | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to start treatment <sup>4</sup> (minutes)          | 36           | 20           | 19           | 17           | 22           | 34           |
| 95th percentile time to start treatment <sup>5</sup> (minutes) | 213          | 142          | 132          | 103          | 140          | 141          |

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## Coffs Harbour Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 9,463 patients

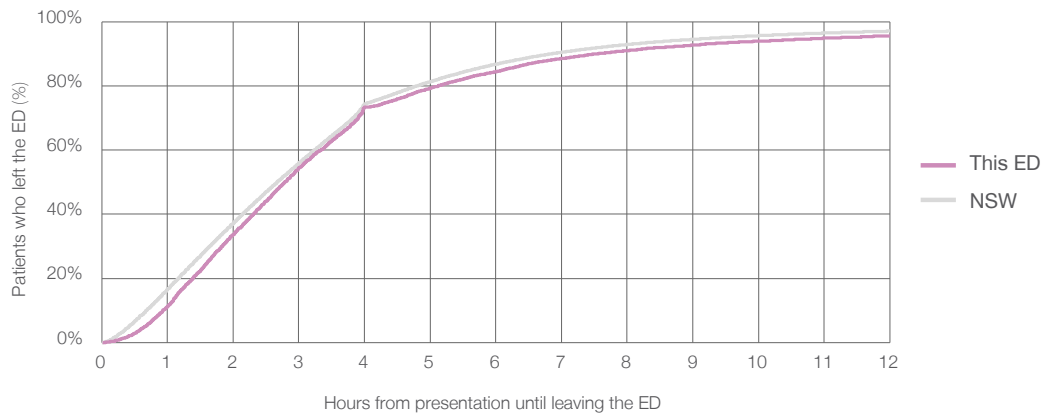
Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,461 patients

Median time to leaving the ED<sup>8</sup> 2 hours and 48 minutes

95th percentile time to leaving the ED<sup>9</sup> 11 hours and 13 minutes

| Same period last year  | NSW (this period)      |
|------------------------|------------------------|
| 9,587                  | 9,587                  |
| 2 hours and 34 minutes | 2 hours and 40 minutes |
| 8 hours and 25 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<sup>†‡</sup>



|  | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Median time to leaving the ED <sup>8</sup> (hours, minutes)          | 3h 40m       | 3h 0m        | 2h 59m       | 2h 29m       | 2h 34m       | 2h 48m       |
| 95th percentile time to leaving the ED <sup>9</sup> (hours, minutes) | 18h 49m      | 13h 58m      | 13h 30m      | 8h 36m       | 8h 25m       | 11h 13m      |

(†) 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.

## Coffs Harbour Base Hospital: Time from presentation until leaving the ED

### By mode of separation

January to March 2016

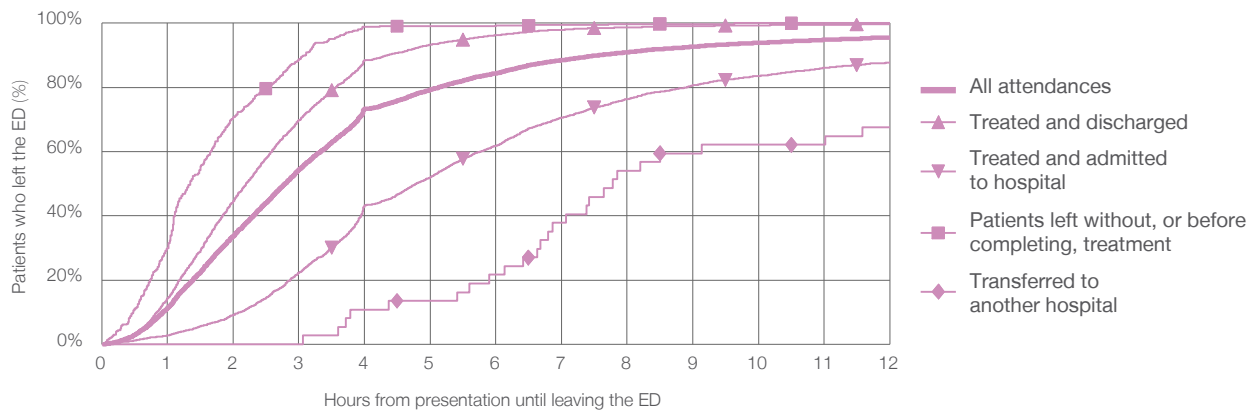
All attendances:<sup>1</sup> 9,463 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 9,461 patients

|   |             |
|---|-------------|
| Treated and discharged                                | 5,725 (60%) |
| Treated and admitted to hospital                      | 3,216 (34%) |
| Patient left without, or before completing, treatment | 437 (5%)    |
| Transferred to another hospital                       | 37 (0%)     |
| Other   | 48 (1%)     |

| Same period last year | Change since one year ago |
|-----------------------|---------------------------|
| 9,587                 | -1%                       |
| 5,973                 | -4%                       |
| 3,218                 | 0%                        |
| 364                   | 20%                       |
| 15                    | 147%                      |
| 17                    | 182%                      |

Percentage of patients who left the ED by time and mode of separation, January to March 2016<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                                | 14%    | 45%     | 70%     | 88%     | 96%     | 99%     | 99%      | 100%     |
| Treated and admitted to hospital                      | 3%     | 9%      | 22%     | 43%     | 62%     | 76%     | 84%      | 88%      |
| Patient left without, or before completing, treatment | 30%    | 71%     | 89%     | 99%     | 99%     | 100%    | 100%     | 100%     |
| Transferred to another hospital                       | 0%     | 0%      | 0%      | 11%     | 22%     | 54%     | 62%      | 68%      |
| All attendances                                       | 11%    | 34%     | 54%     | 73%     | 84%     | 91%     | 94%      | 96%      |

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## Coffs Harbour 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: <sup>1</sup> 9,463 patients

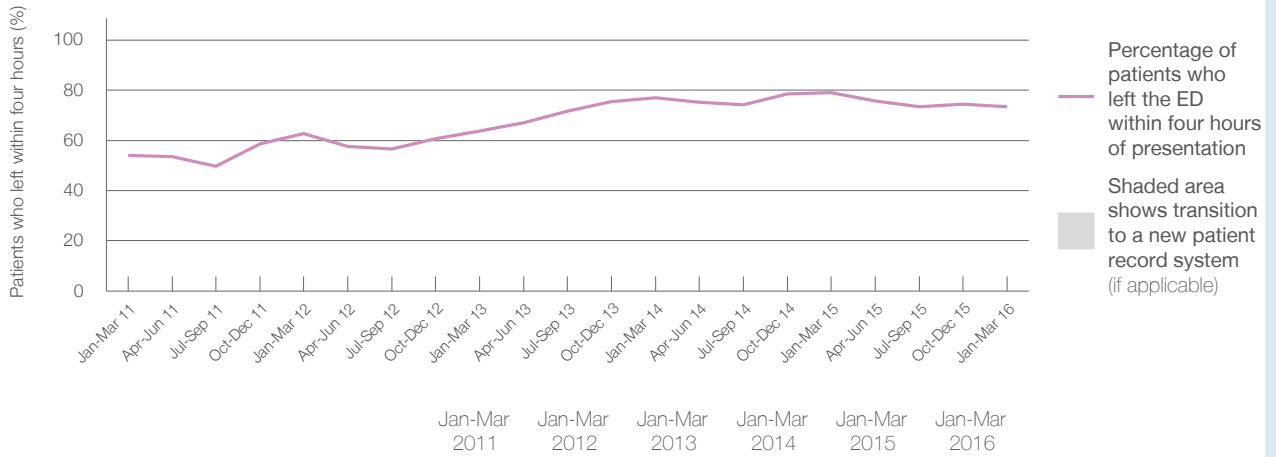
Attendances used to calculate time to leaving the ED: <sup>6</sup> 9,461 patients

Percentage of patients who left the ED within four hours



|  | Same period last year | Change since one year ago |
|--|-----------------------|---------------------------|
| All attendances  | 9,587                 | -1%                       |
| Attendances used to calculate time to leaving the ED     | 9,587                 | -1%                       |
| Percentage of patients who left the ED within four hours | 79%                   |                           |

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016<sup>†‡</sup>



| Patients who left within four hours (%) | Jan-Mar 2011 | Jan-Mar 2012 | Jan-Mar 2013 | Jan-Mar 2014 | Jan-Mar 2015 | Jan-Mar 2016 |
|---|--------------|--------------|--------------|--------------|--------------|--------------|
|   | 54%          | 63%          | 64%          | 77%          | 79%          | 73%          |

\* 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).
- 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.
- 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).