

Healthcare Quarterly

# Performance Profiles

## **Emergency Department**

Northern NSW Local Health District

January to March 2017

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Ballina District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 3,988 patients  
Emergency presentations:<sup>2</sup> 3,746 patients

Same period last year	Change since one year ago
4,484	-11.1%
4,213	-11.1%

## Ballina District Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 336 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,164 patients

Median time to start treatment<sup>4</sup> 17 minutes  
90th percentile time to start treatment<sup>5</sup> 45 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,943 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 288 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 95 minutes

Same period last year	NSW (this period)
331	
8 minutes	8 minutes
22 minutes	26 minutes
1,247	
18 minutes	20 minutes
47 minutes	69 minutes
2,280	
24 minutes	26 minutes
104 minutes	101 minutes
338	
22 minutes	23 minutes
114 minutes	104 minutes

## Ballina District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,988 patients

Percentage of patients who spent four hours or less in the ED 79.2%

Same period last year	Change since one year ago
4,484	-11.1%
79.7%	

\* 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, July to September 2016*.
- 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.

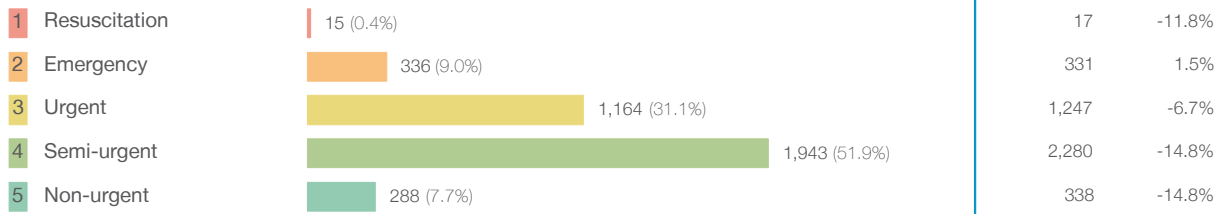
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Ballina District Hospital: Patients presenting to the emergency department January to March 2017

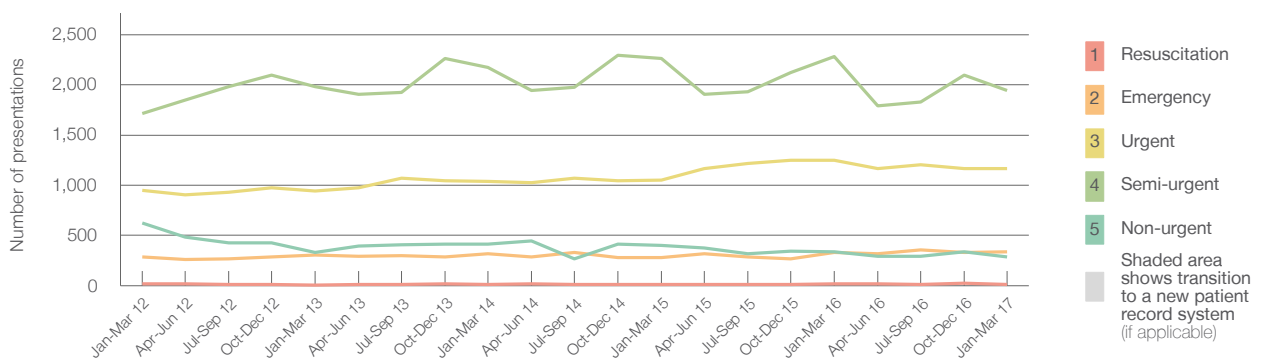
All presentations:<sup>1</sup> 3,988 patients

Emergency presentations<sup>2</sup> by triage category: 3,746 patients



Same period last year	Change since one year ago
4,484	-11.1%
4,213	-11.1%
17	-11.8%
331	1.5%
1,247	-6.7%
2,280	-14.8%
338	-14.8%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	16	8	12	13	17	15
Emergency	287	308	317	279	331	336
Urgent	946	941	1,037	1,049	1,247	1,164
Semi-urgent	1,717	1,981	2,176	2,261	2,280	1,943
Non-urgent	621	328	411	400	338	288
All emergency presentations	3,587	3,566	3,953	4,002	4,213	3,746

## Ballina District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 275 patients<sup>\*\*</sup>

ED Transfer of care time



Same period last year	Change since one year ago
315	
13 minutes	-2 minutes
30 minutes	-4 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Ballina District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 336

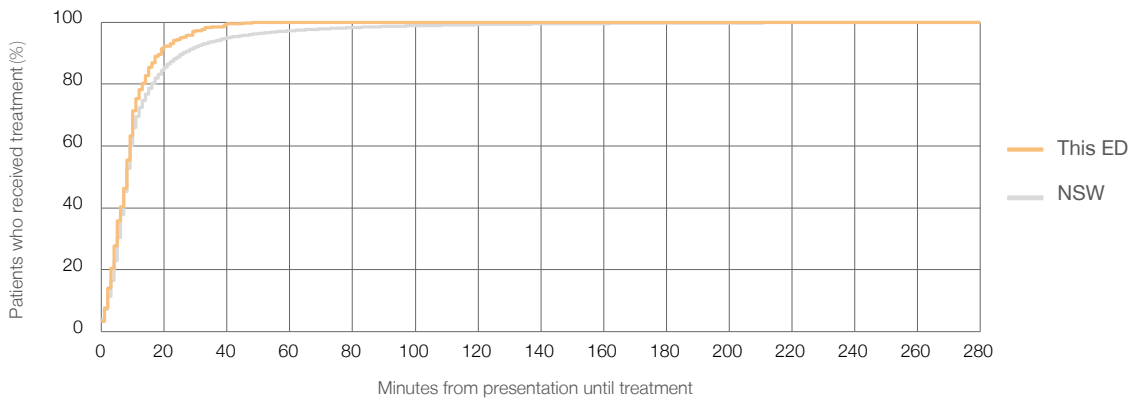
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 335

Median time to start treatment<sup>4</sup> ■ 8 minutes

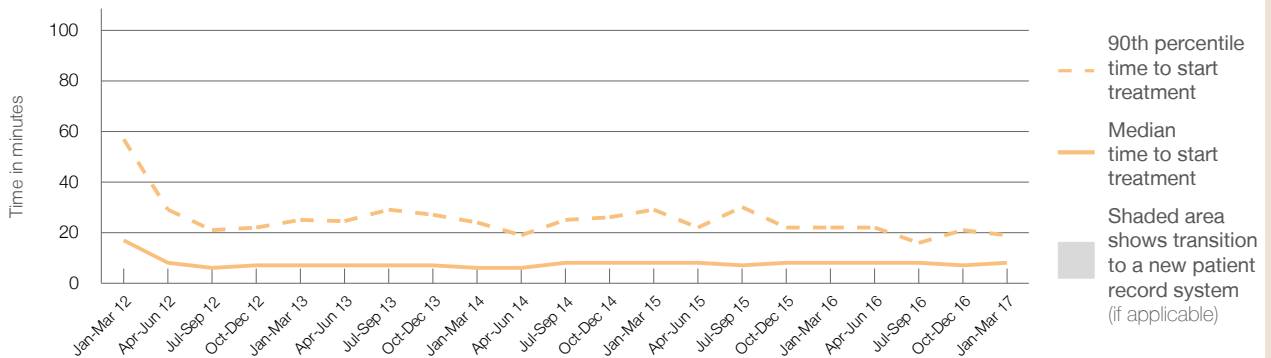
90th percentile time to start treatment<sup>5</sup> ■ 19 minutes

Same period last year	NSW (this period)
331	
330	
8 minutes	8 minutes
22 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	17	7	6	8	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)	57	25	24	29	22	19

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Ballina District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,164

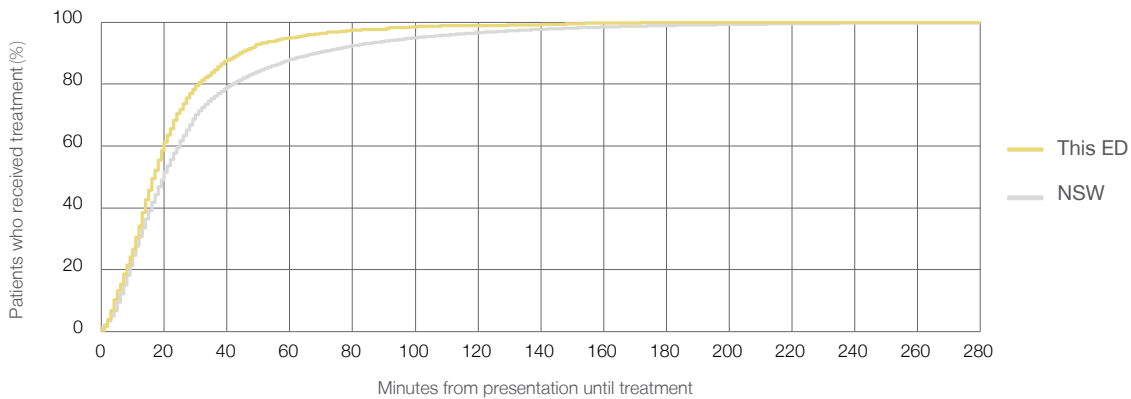
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,147

Median time to start treatment<sup>4</sup> 17 minutes

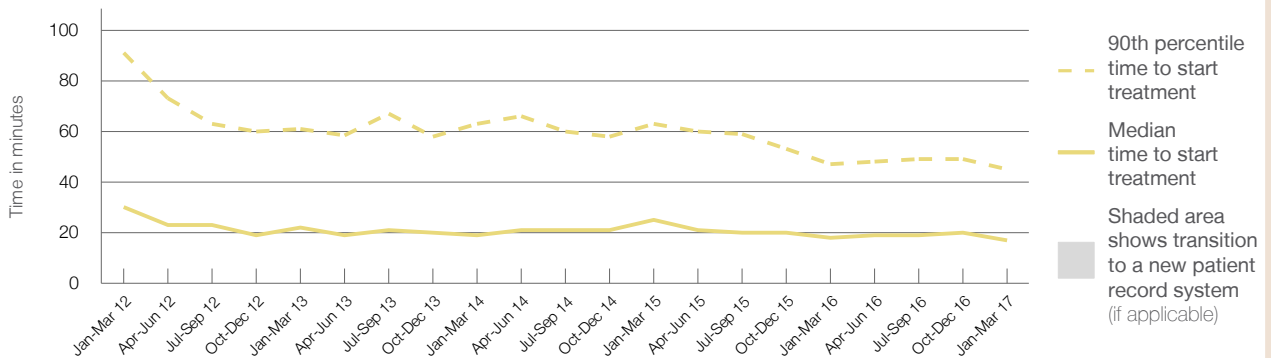
90th percentile time to start treatment<sup>5</sup> 45 minutes

Same period last year	NSW (this period)
1,247	
1,221	
18 minutes	20 minutes
47 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	30	22	19	25	18	17
90th percentile time to start treatment <sup>5</sup> (minutes)	91	61	63	63	47	45

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Ballina District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,943

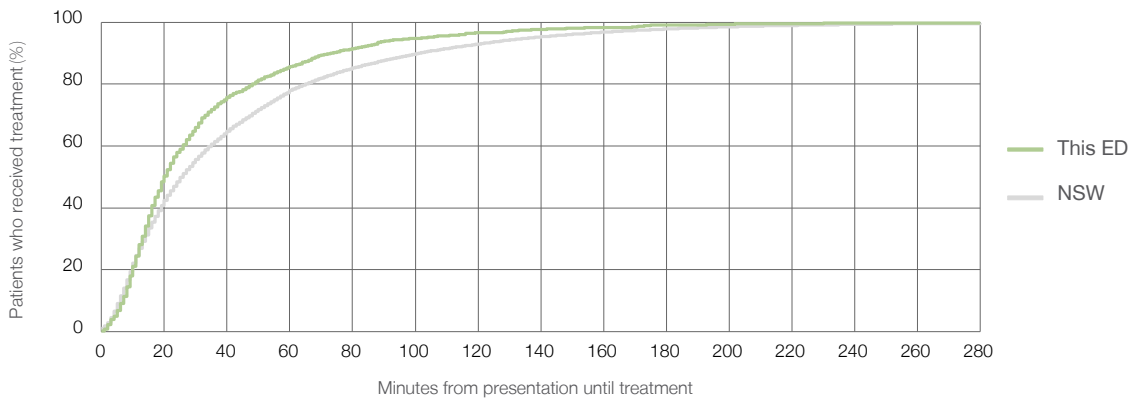
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,817

Median time to start treatment<sup>4</sup> 20 minutes

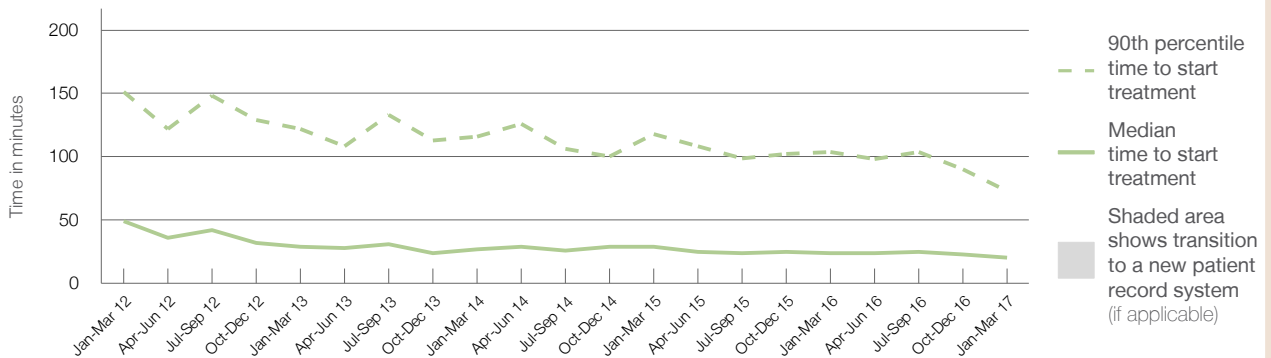
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
2,280	
2,060	
24 minutes	26 minutes
104 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	49	29	27	29	24	20
90th percentile time to start treatment <sup>5</sup> (minutes)	151	122	116	118	104	73

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Ballina District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 288

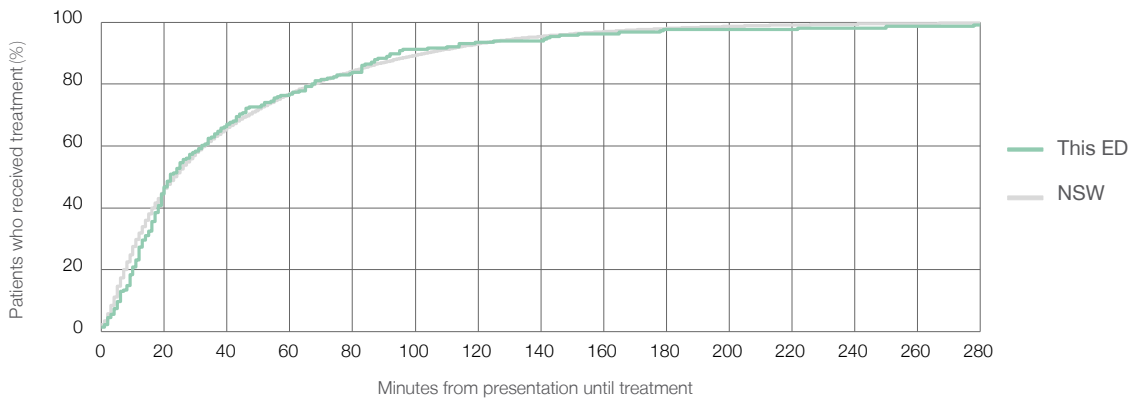
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 216

Median time to start treatment<sup>4</sup> 22 minutes

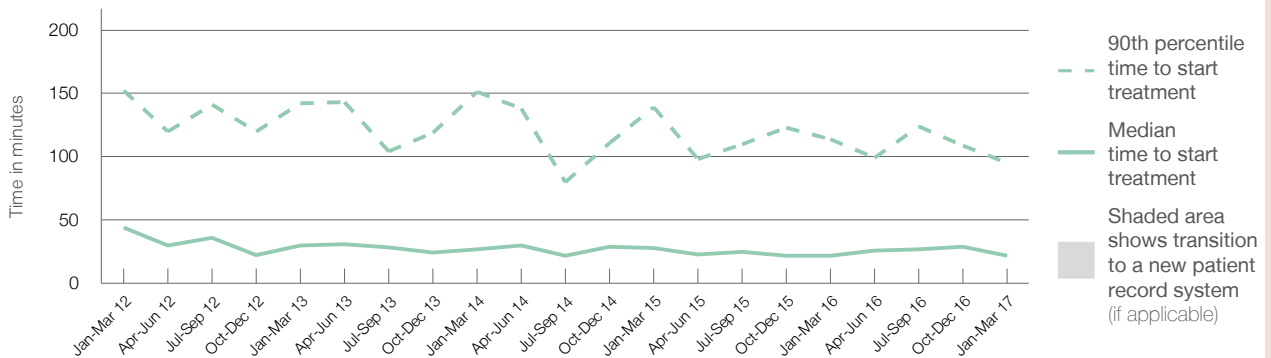
90th percentile time to start treatment<sup>5</sup> 95 minutes

Same period last year	NSW (this period)
338	
265	
22 minutes	23 minutes
114 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	44	30	27	28	22	22
90th percentile time to start treatment <sup>5</sup> (minutes)	152	142	151	139	114	95

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Ballina District Hospital: Time patients spent in the ED January to March 2017

All presentations:<sup>1</sup> 3,988 patients

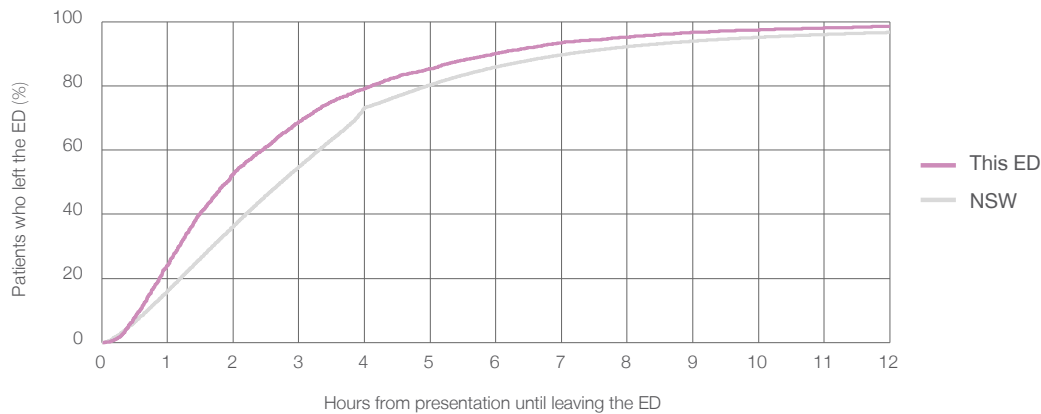
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,988 patients

Median time spent in the ED<sup>8</sup> 1 hours and 55 minutes

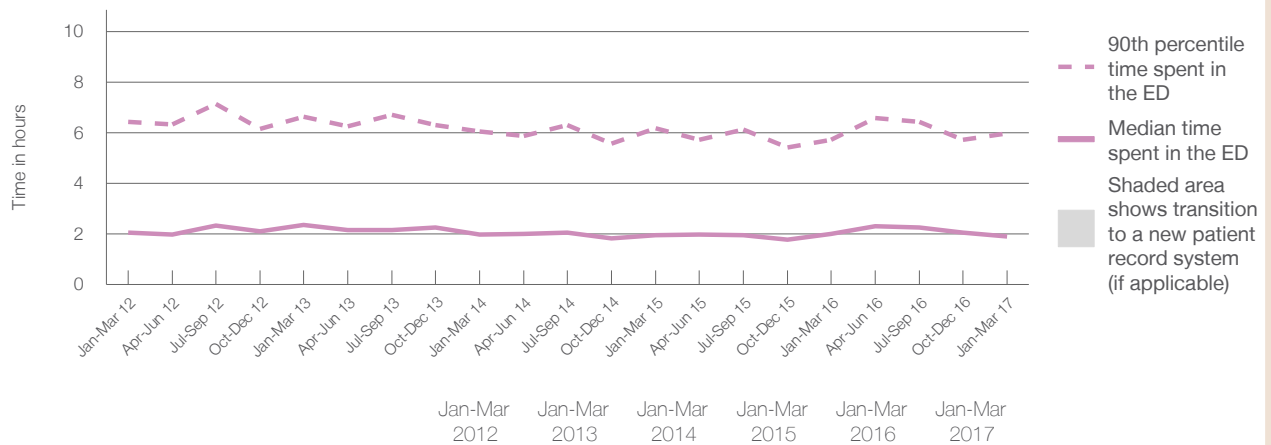
90th percentile time spent in the ED<sup>9</sup> 5 hours and 59 minutes

Same period last year	NSW (this period)
4,484	4,484
2 hours and 1 minutes	2 hours and 44 minutes
5 hours and 43 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 3m	2h 22m	1h 59m	1h 58m	2h 1m	1h 55m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	6h 26m	6h 38m	6h 3m	6h 11m	5h 43m	5h 59m

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## Ballina District Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

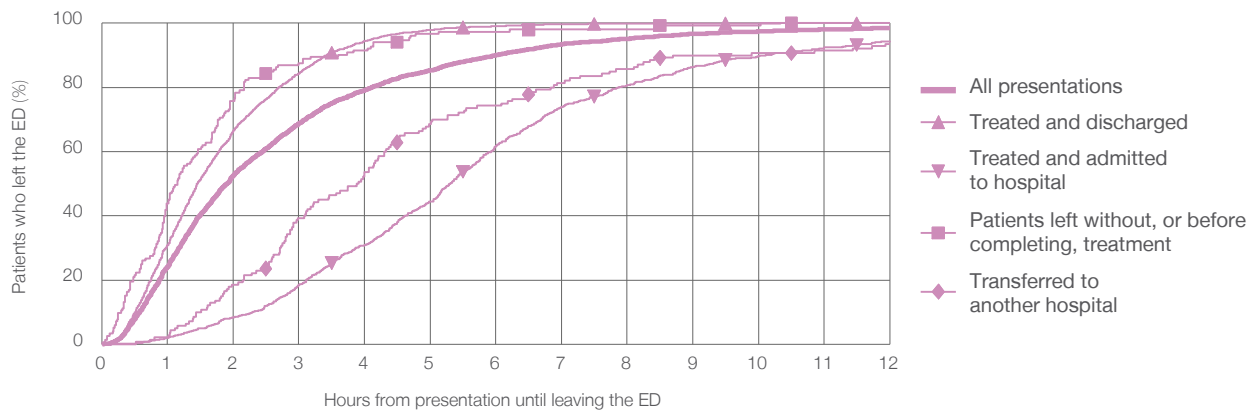
All presentations:<sup>1</sup> 3,988 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,988 patients

Treated and discharged	2,826 (70.9%)
Treated and admitted to hospital	858 (21.5%)
Patient left without, or before completing, treatment	153 (3.8%)
Transferred to another hospital	140 (3.5%)
Other	11 (0.3%)

Same period last year	Change since one year ago
4,484	-11.1%
3,208	-11.9%
883	-2.8%
231	-33.8%
143	-2.1%
19	-42.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<sup>††</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	30.9%	66.5%	84.4%	94.4%	99.1%	99.9%	100%	100%
Treated and admitted to hospital	2.0%	8.3%	18.5%	30.9%	61.9%	80.7%	89.7%	94.5%
Patient left without, or before completing, treatment	43.8%	75.8%	87.6%	91.5%	97.4%	98.0%	99.3%	100%
Transferred to another hospital	2.1%	18.6%	39.3%	53.6%	74.3%	85.7%	90.7%	93.6%
All presentations	24.2%	52.7%	68.8%	79.2%	90.1%	95.2%	97.4%	98.6%

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## Ballina District Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 3,988 patients

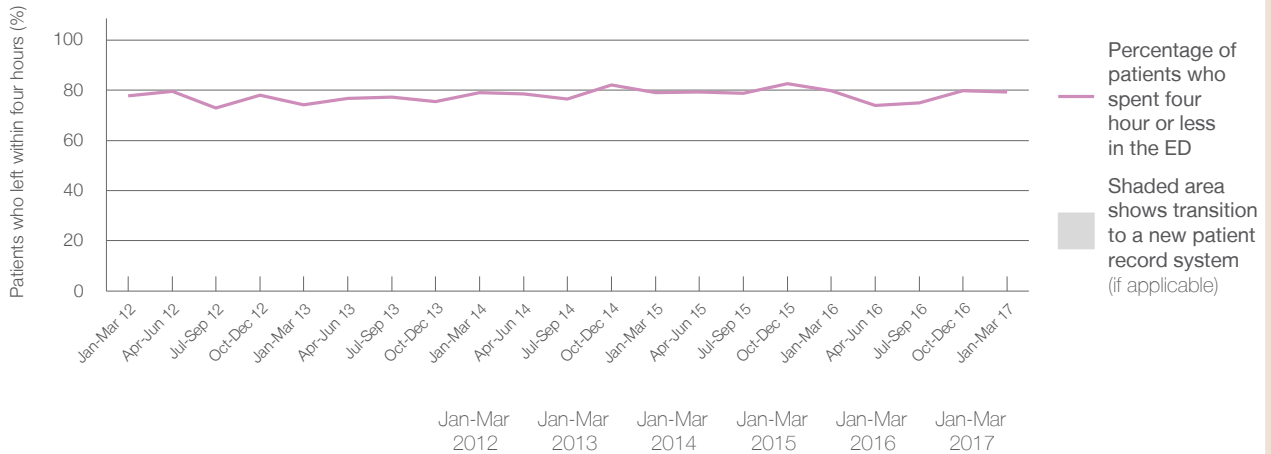
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,988 patients

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	4,484	-11.1%
Presentations used to calculate time to leaving the ED	4,484	-11.1%
Percentage of patients who spent four hours or less in the ED	79.7%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	77.7%	74.3%	79.0%	79.0%	79.7%	79.2%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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, July to September 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 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Casino and District Memorial Hospital: Emergency department (ED) overview

January to March 2017

	Same period last year	Change since one year ago
All presentations: <sup>1</sup> 3,496 patients	3,338	4.7%
Emergency presentations: <sup>2</sup> 3,307 patients	3,177	4.1%

## Casino and District Memorial Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

	Same period last year	NSW (this period)
<b>Triage 2</b> Emergency (e.g. chest pain, severe burns): 273 patients	193	
Median time to start treatment <sup>4</sup> 7 minutes	9 minutes	8 minutes
90th percentile time to start treatment <sup>5</sup> 19 minutes	32 minutes	26 minutes
<b>Triage 3</b> Urgent (e.g. moderate blood loss, dehydration): 1,077 patients	908	
Median time to start treatment <sup>4</sup> 19 minutes	21 minutes	20 minutes
90th percentile time to start treatment <sup>5</sup> 64 minutes	71 minutes	69 minutes
<b>Triage 4</b> Semi-urgent (e.g. sprained ankle, earache): 1,551 patients	1,703	
Median time to start treatment <sup>4</sup> 31 minutes	34 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup> 101 minutes	111 minutes	101 minutes
<b>Triage 5</b> Non-urgent (e.g. small cuts or abrasions): 400 patients	368	
Median time to start treatment <sup>4</sup> 25 minutes	28 minutes	23 minutes
90th percentile time to start treatment <sup>5</sup> 92 minutes	111 minutes	104 minutes

## Casino and District Memorial Hospital: Time from presentation until leaving the ED

January to March 2017

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: <sup>6</sup> 3,493 patients	3,336	4.7%
Percentage of patients who spent four hours or less in the ED 88.6%	90.9%	

\* 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, July to September 2016*.
- 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.

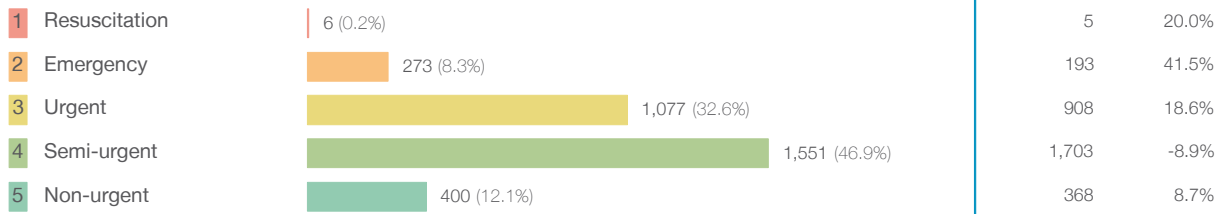
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

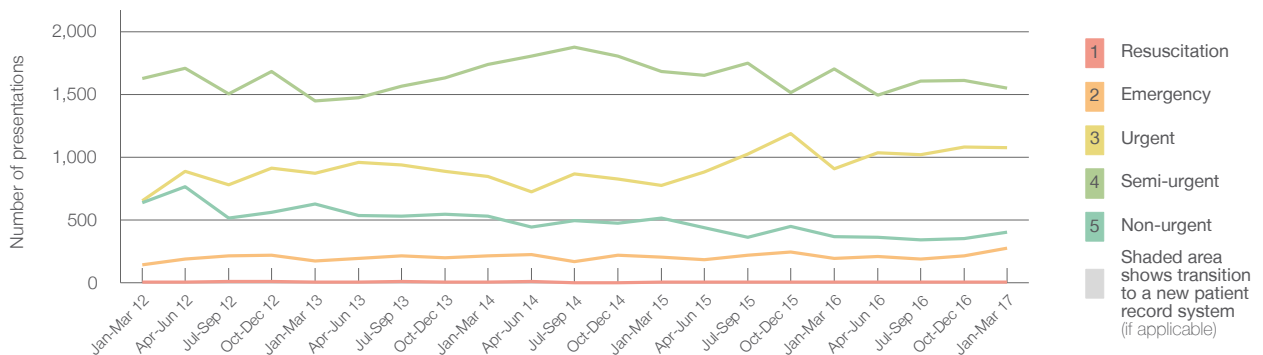
## Casino and District Memorial Hospital: Patients presenting to the emergency department January to March 2017

All presentations:<sup>1</sup> 3,496 patients

Emergency presentations<sup>2</sup> by triage category: 3,307 patients



Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	< 5	6	6	5	5	6
Emergency	145	175	215	202	193	273
Urgent	651	871	844	776	908	1,077
Semi-urgent	1,626	1,448	1,741	1,680	1,703	1,551
Non-urgent	637	627	528	517	368	400
All emergency presentations	3,059	3,127	3,334	3,180	3,177	3,307

## Casino and District Memorial Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 325 patients

ED Transfer of care time



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## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 273

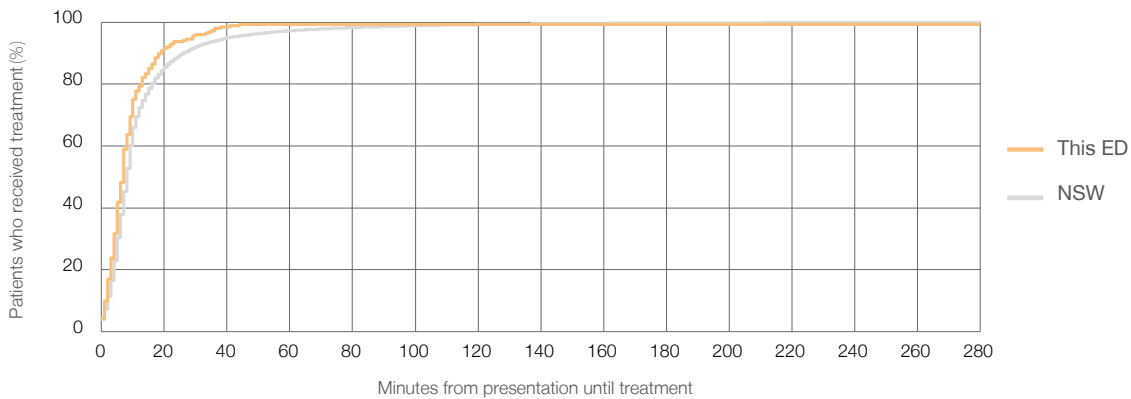
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 253

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

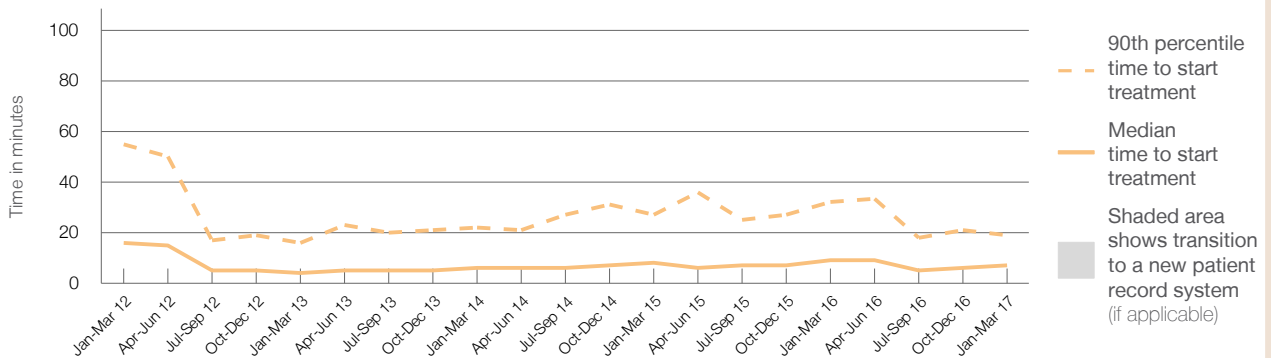
90th percentile time to start treatment<sup>5</sup> 19 minutes

Same period last year	NSW (this period)
193	
186	
9 minutes	8 minutes
32 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	16	4	6	8	9	7
90th percentile time to start treatment <sup>5</sup> (minutes)	55	16	22	27	32	19

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,077

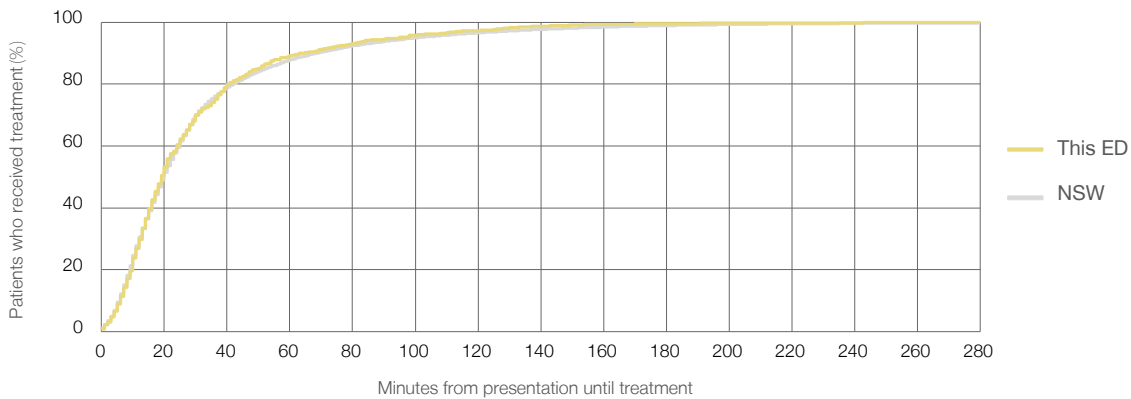
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,022

Median time to start treatment<sup>4</sup> 19 minutes

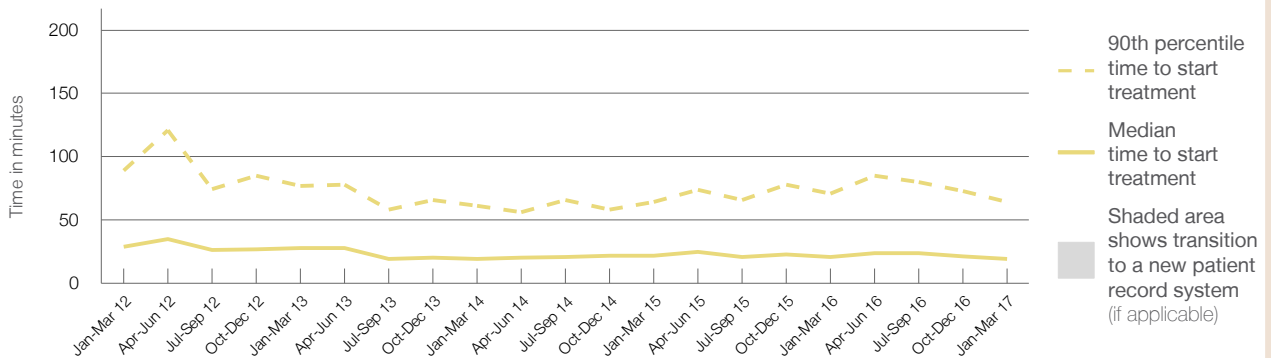
90th percentile time to start treatment<sup>5</sup> 64 minutes

Same period last year	NSW (this period)
908	
861	
21 minutes	20 minutes
71 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	29	28	19	22	21	19
90th percentile time to start treatment <sup>5</sup> (minutes)	89	77	61	64	71	64

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,551

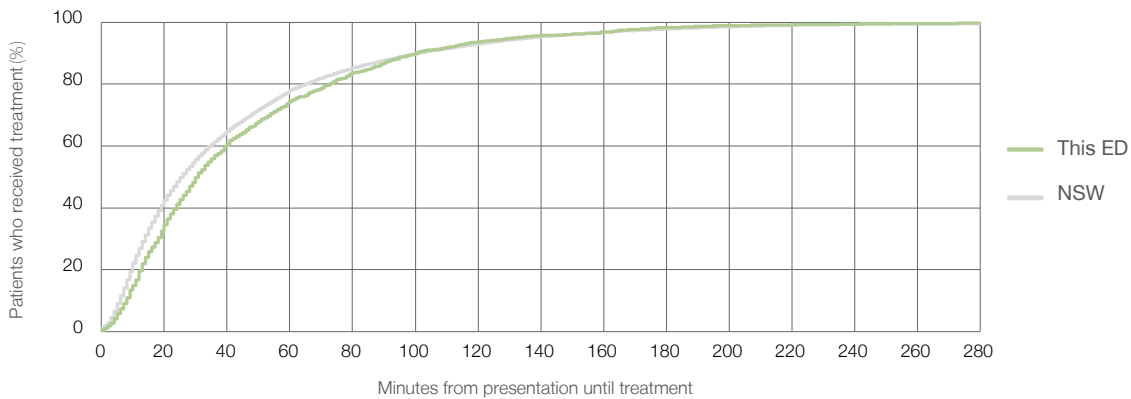
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,417

Median time to start treatment<sup>4</sup>  31 minutes

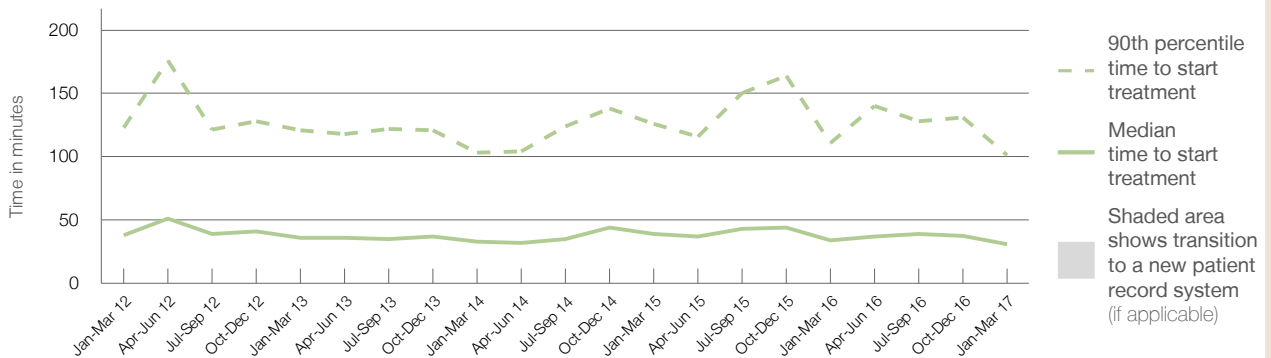
90th percentile time to start treatment<sup>5</sup>  101 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,703	
Number of triage 4 patients used to calculate waiting time <sup>3</sup>	1,568	
Median time to start treatment <sup>4</sup>	34 minutes	26 minutes
90th percentile time to start treatment <sup>5</sup>	111 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	38	36	33	39	34	31
90th percentile time to start treatment <sup>5</sup> (minutes)	123	121	103	126	111	101

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Casino and District Memorial Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 400

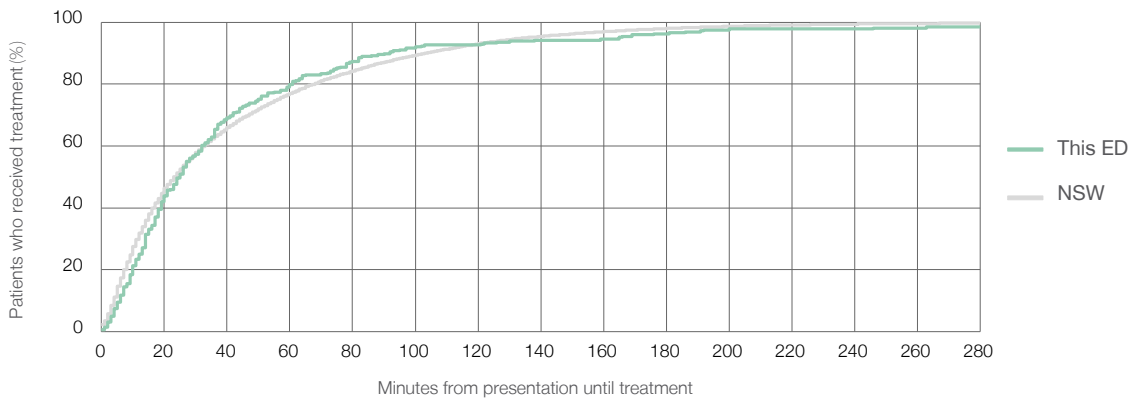
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 324

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

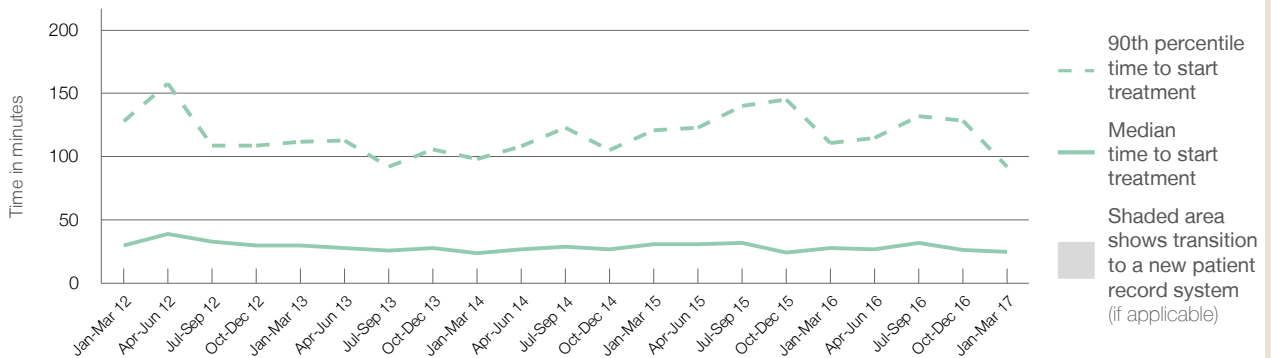
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
368	
312	
28 minutes	23 minutes
111 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	30	30	24	31	28	25
90th percentile time to start treatment <sup>5</sup> (minutes)	128	112	98	121	111	92

(†) 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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Casino and District Memorial Hospital: Time patients spent in the ED January to March 2017

All presentations:<sup>1</sup> 3,496 patients

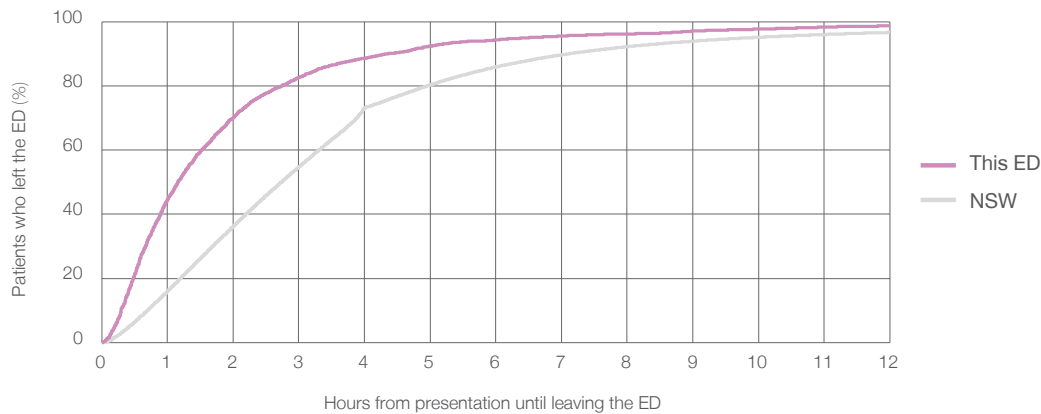
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,493 patients

Median time spent in the ED<sup>8</sup> 1 hours and 10 minutes

90th percentile time spent in the ED<sup>9</sup> 4 hours and 20 minutes

Same period last year	NSW (this period)
3,338	
3,336	
1 hours and 12 minutes	2 hours and 44 minutes
3 hours and 52 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 2m	1h 5m	0h 40m	1h 8m	1h 12m	1h 10m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 13m	3h 20m	2h 55m	3h 37m	3h 52m	4h 20m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Casino and District Memorial Hospital: Time patients spent in the ED By mode of separation January to March 2017

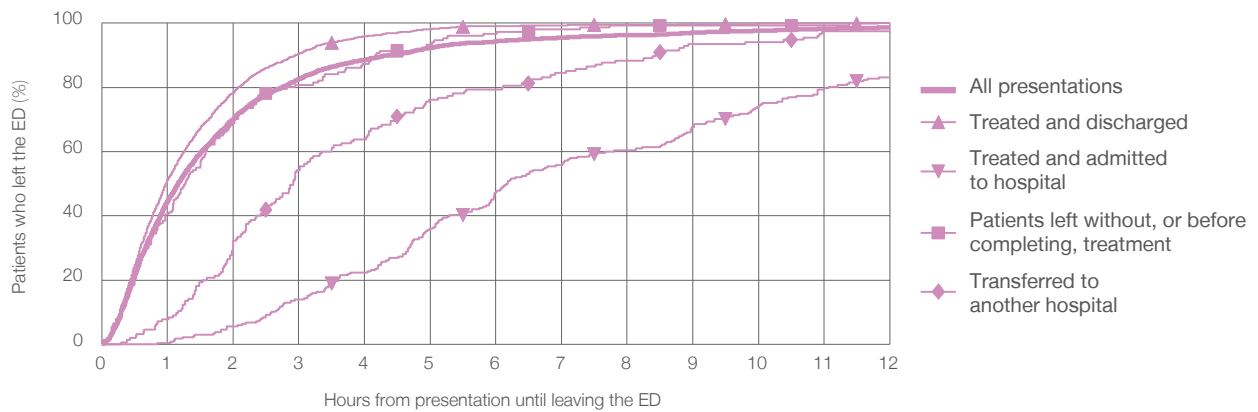
All presentations:<sup>1</sup> 3,496 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,493 patients

Treated and discharged	2,884 (82.5%)
Treated and admitted to hospital	238 (6.8%)
Patient left without, or before completing, treatment	151 (4.3%)
Transferred to another hospital	155 (4.4%)
Other	68 (1.9%)

Same period last year	Change since one year ago
3,336	4.7%
2,783	3.6%
199	19.6%
179	-15.6%
142	9.2%
35	94.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	51.2%	78.4%	90.5%	95.9%	99.1%	99.5%	99.8%	100%
Treated and admitted to hospital	0.4%	5.5%	13.9%	22.3%	47.5%	60.5%	74.4%	83.2%
Patient left without, or before completing, treatment	40.4%	68.9%	80.8%	87.4%	96.7%	99.3%	99.3%	100%
Transferred to another hospital	7.7%	32.3%	54.2%	63.9%	79.4%	88.4%	94.2%	97.4%
All presentations	44.7%	70.1%	82.6%	88.6%	94.4%	96.2%	97.7%	98.7%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Casino and District Memorial Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED January to March 2017

All presentations at the emergency department:<sup>1</sup> 3,496 patients

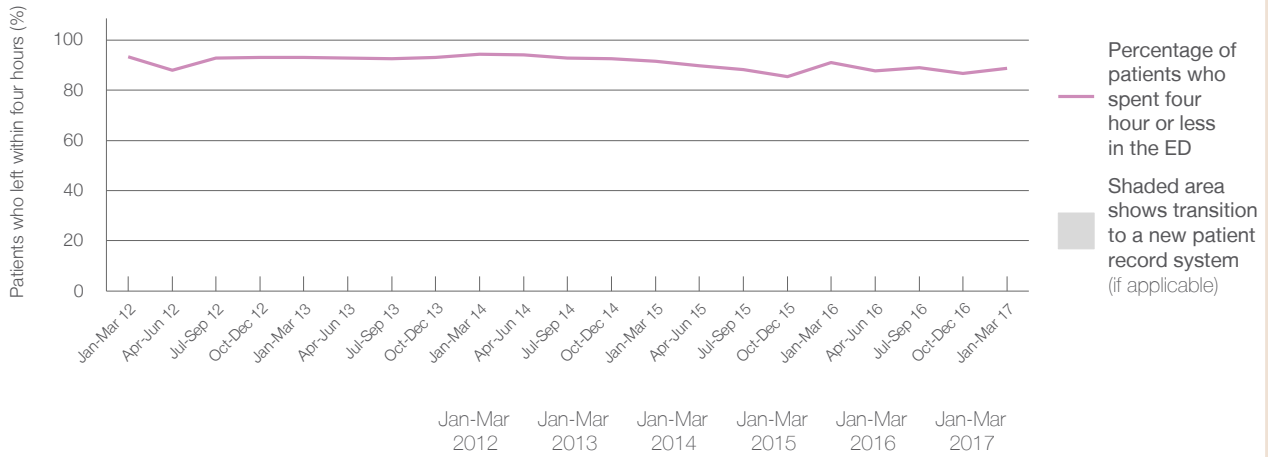
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,493 patients

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	3,338	4.7%
Presentations used to calculate time to leaving the ED	3,336	4.7%
Percentage of patients who spent four hours or less in the ED	90.9%	

### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	93.4%	93.1%	94.3%	91.5%	90.9%	88.6%
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\* 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, July to September 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 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 6,301 patients  
Emergency presentations:<sup>2</sup> 5,809 patients

Same period last year	Change since one year ago
6,020	4.7%
5,499	5.6%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 605 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,699 patients

Median time to start treatment<sup>4</sup> 22 minutes  
90th percentile time to start treatment<sup>5</sup> 68 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,662 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 92 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 830 patients

Median time to start treatment<sup>4</sup> 30 minutes  
90th percentile time to start treatment<sup>5</sup> 97 minutes

Same period last year	NSW (this period)
496	
9 minutes	8 minutes
34 minutes	26 minutes
1,832	
22 minutes	20 minutes
66 minutes	69 minutes
2,514	
33 minutes	26 minutes
88 minutes	101 minutes
646	
37 minutes	23 minutes
110 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,300 patients

Percentage of patients who spent four hours or less in the ED 77.6%

Same period last year	Change since one year ago
6,018	4.7%
75.4%	

\* 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, July to September 2016*.
- 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.

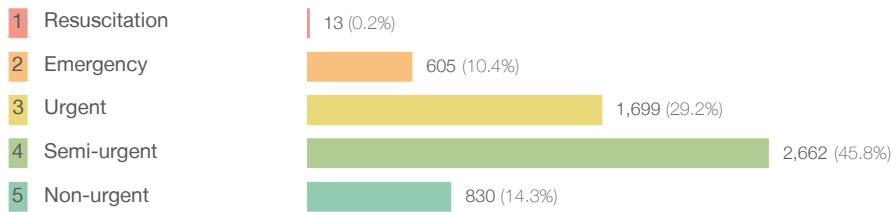
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Grafton Base Hospital: Patients presenting to the emergency department January to March 2017

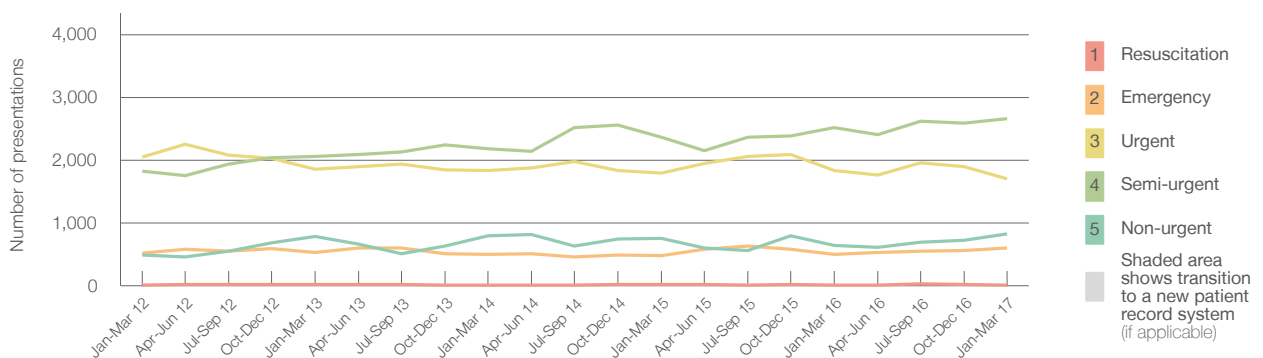
All presentations:<sup>1</sup> 6,301 patients

Emergency presentations<sup>2</sup> by triage category: 5,809 patients



Same period last year	Change since one year ago
6,020	4.7%
5,499	5.6%
11	18.2%
496	22.0%
1,832	-7.3%
2,514	5.9%
646	28.5%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	10	15	13	14	11	13
Emergency	523	530	498	474	496	605
Urgent	2,048	1,859	1,833	1,796	1,832	1,699
Semi-urgent	1,829	2,061	2,181	2,366	2,514	2,662
Non-urgent	490	779	790	749	646	830
All emergency presentations	4,900	5,244	5,315	5,399	5,499	5,809

## Grafton Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 556 patients

ED Transfer of care time



Same period last year	Change since one year ago
531	
15 minutes	-2 minutes
29 minutes	-2 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Grafton Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 605

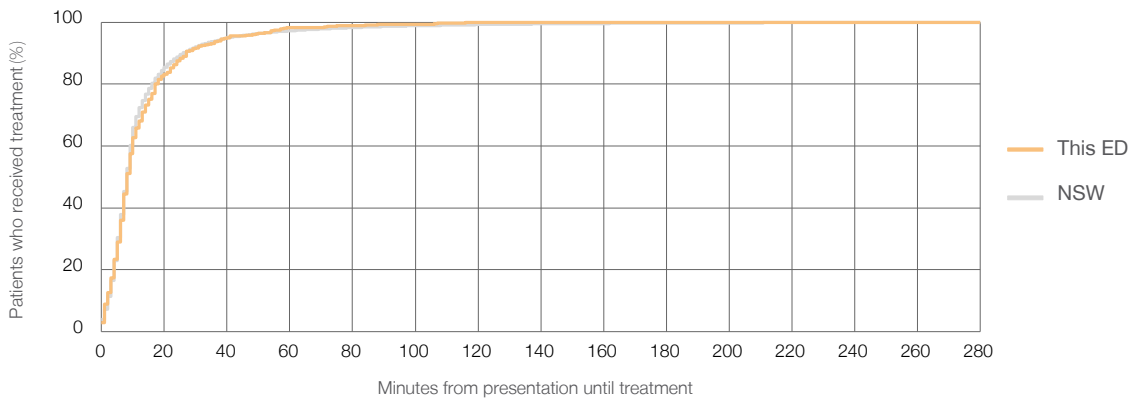
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 601

Median time to start treatment<sup>4</sup>  8 minutes

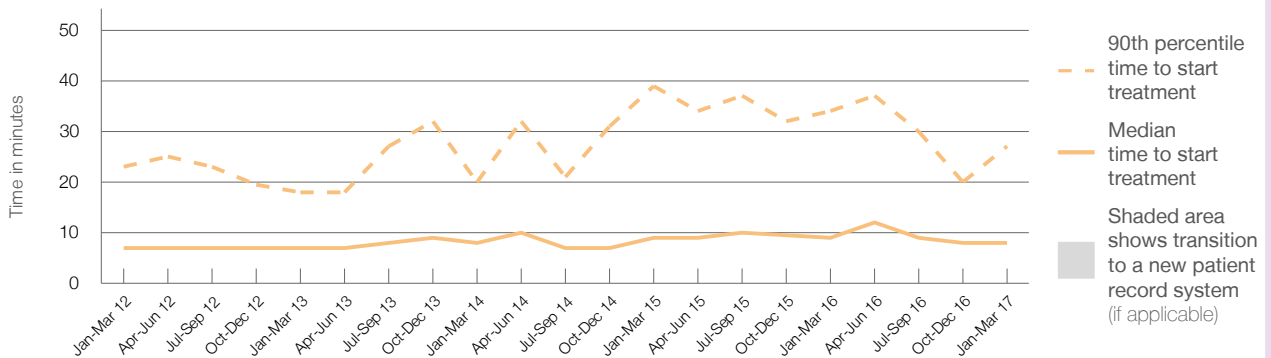
90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
496	
494	
9 minutes	8 minutes
34 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	7	8	9	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	23	18	20	39	34	27

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Grafton Base Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,699

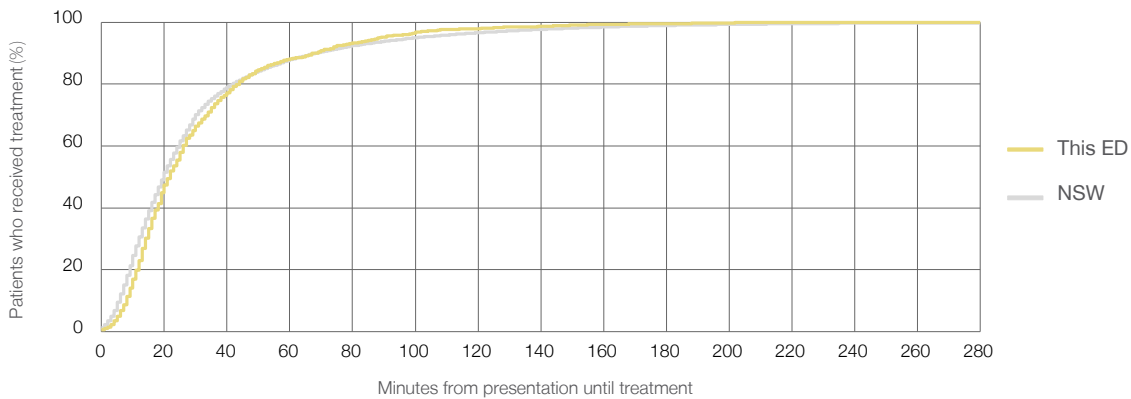
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,681

Median time to start treatment<sup>4</sup> 22 minutes

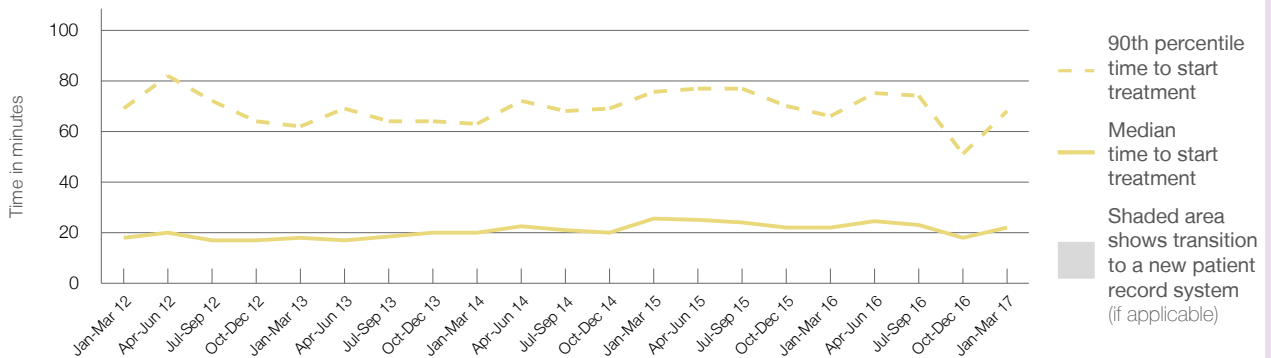
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
1,832	
1,809	
22 minutes	20 minutes
66 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	18	18	20	26	22	22
90th percentile time to start treatment <sup>5</sup> (minutes)	69	62	63	76	66	68

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Grafton Base Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,662

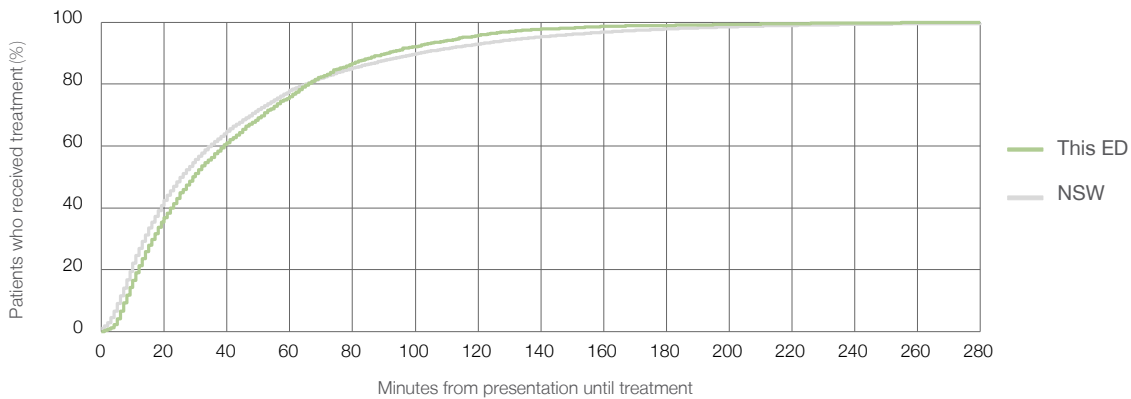
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,534

Median time to start treatment<sup>4</sup> 30 minutes

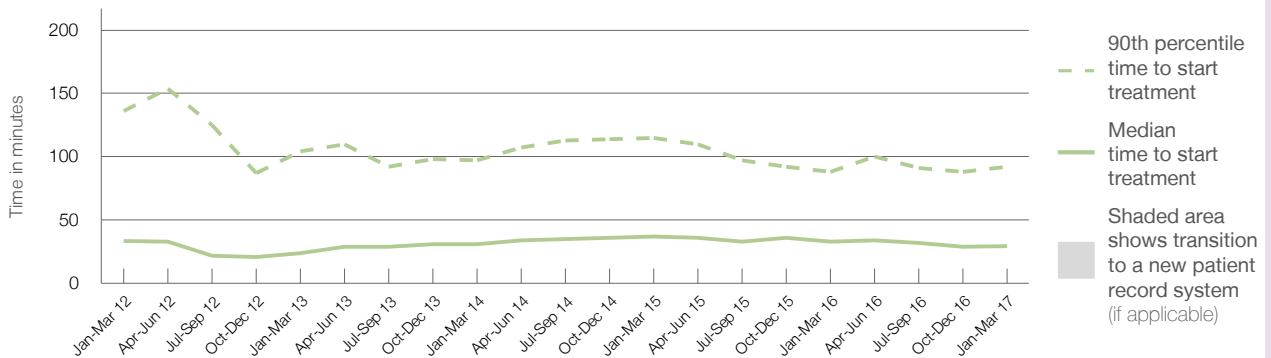
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
2,514	
2,396	
33 minutes	26 minutes
88 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	34	24	31	37	33	30
90th percentile time to start treatment <sup>5</sup> (minutes)	136	104	97	115	88	92

(†) 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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Grafton Base Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 830

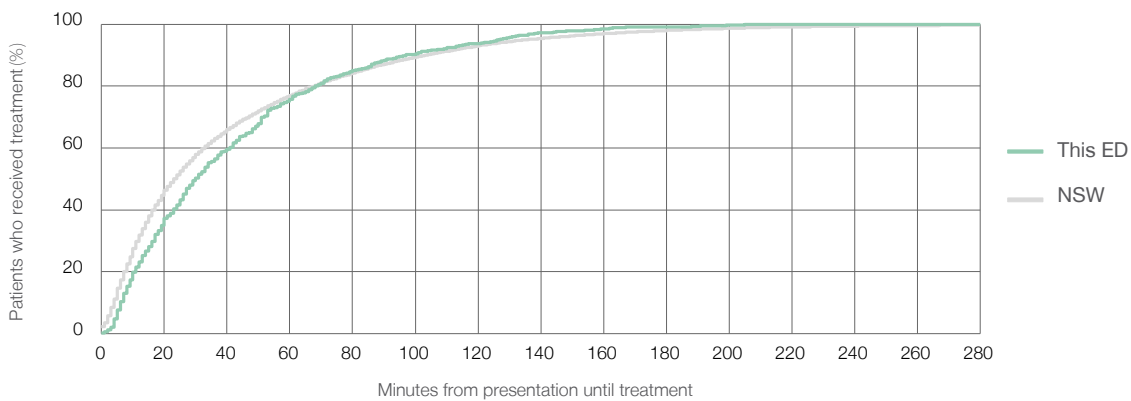
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 739

Median time to start treatment<sup>4</sup>  30 minutes

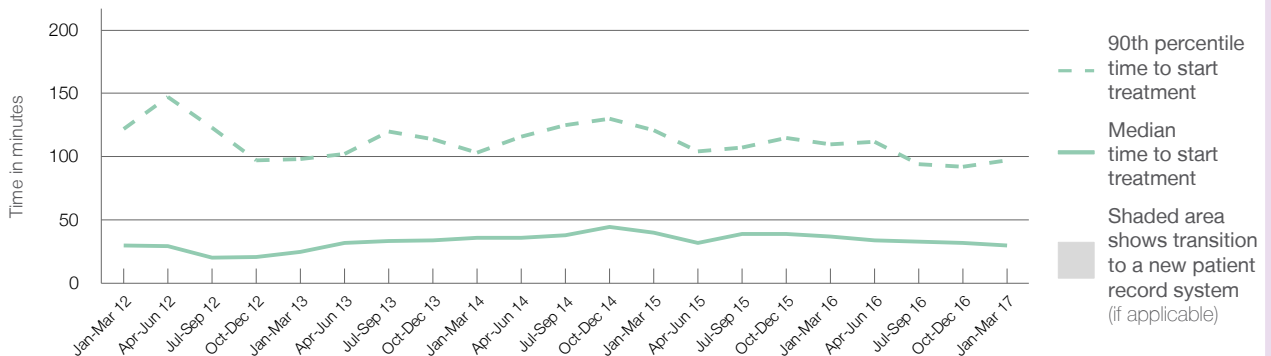
90th percentile time to start treatment<sup>5</sup>  97 minutes

Same period last year	NSW (this period)
646	
569	
37 minutes	23 minutes
110 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	30	25	36	40	37	30
90th percentile time to start treatment <sup>5</sup> (minutes)	122	98	103	121	110	97

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 6,301 patients

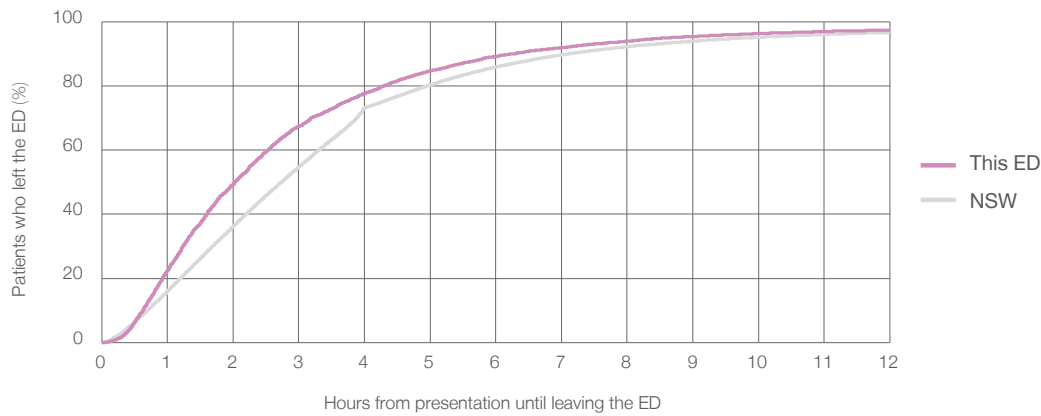
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,300 patients

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

90th percentile time spent in the ED<sup>9</sup> 6 hours and 17 minutes

Same period last year	NSW (this period)
6,020	
6,018	
2 hours and 9 minutes	2 hours and 44 minutes
6 hours and 58 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 44m	2h 28m	2h 7m	2h 22m	2h 9m	2h 2m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 8m	7h 49m	6h 46m	6h 59m	6h 58m	6h 17m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

### By mode of separation

January to March 2017

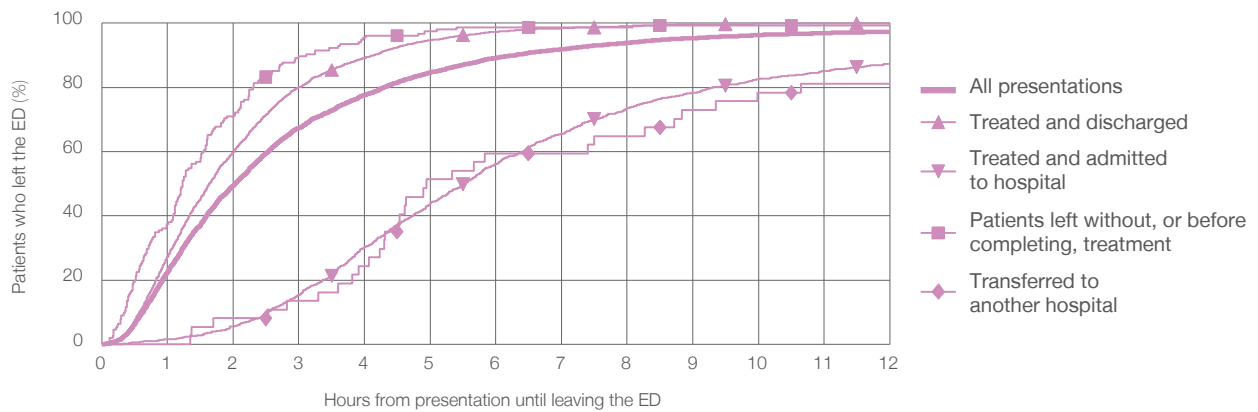
All presentations:<sup>1</sup> 6,301 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,300 patients

Treated and discharged	4,878 (77.4%)
Treated and admitted to hospital	1,217 (19.3%)
Patient left without, or before completing, treatment	155 (2.5%)
Transferred to another hospital	37 (0.6%)
Other	14 (0.2%)

Same period last year	Change since one year ago
6,018	4.7%
4,676	4.3%
1,109	9.7%
153	1.3%
64	-42.2%
18	-22.2%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	27.3%	59.9%	80.1%	89.2%	97.3%	99.1%	99.8%	99.9%
Treated and admitted to hospital	1.6%	5.5%	15.3%	30.3%	56.1%	73.5%	82.6%	87.3%
Patient left without, or before completing, treatment	37.4%	71.0%	89.7%	95.5%	98.7%	98.7%	99.4%	99.4%
Transferred to another hospital	0%	8.1%	13.5%	24.3%	59.5%	64.9%	78.4%	81.1%
All presentations	22.6%	49.4%	67.4%	77.6%	89.2%	93.9%	96.3%	97.4%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Grafton Base Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 6,301 patients

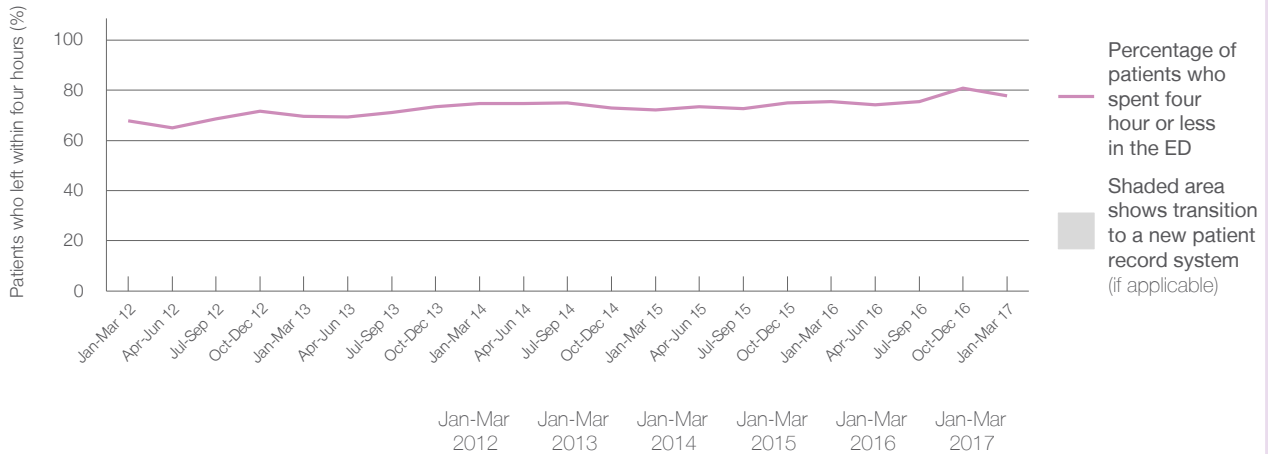
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,300 patients

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> 6,301 patients	6,020	4.7%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,300 patients	6,018	4.7%
Percentage of patients who spent four hours or less in the ED	75.4%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	67.8%	69.6%	74.6%	72.1%	75.4%	77.6%

\* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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, July to September 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 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 8,418 patients  
Emergency presentations:<sup>2</sup> 8,146 patients

Same period last year	Change since one year ago
7,803	7.9%
7,496	8.7%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 848 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,893 patients

Median time to start treatment<sup>4</sup> 19 minutes  
90th percentile time to start treatment<sup>5</sup> 57 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,391 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 116 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 965 patients

Median time to start treatment<sup>4</sup> 44 minutes  
90th percentile time to start treatment<sup>5</sup> 129 minutes

Same period last year	NSW (this period)
854	
6 minutes	8 minutes
14 minutes	26 minutes
2,635	
24 minutes	20 minutes
82 minutes	69 minutes
3,126	
40 minutes	26 minutes
132 minutes	101 minutes
829	
42 minutes	23 minutes
136 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 8,418 patients

Percentage of patients who spent four hours or less in the ED 66.9%

Same period last year	Change since one year ago
7,791	8.0%
63.8%	

\* 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, July to September 2016*.
- 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.

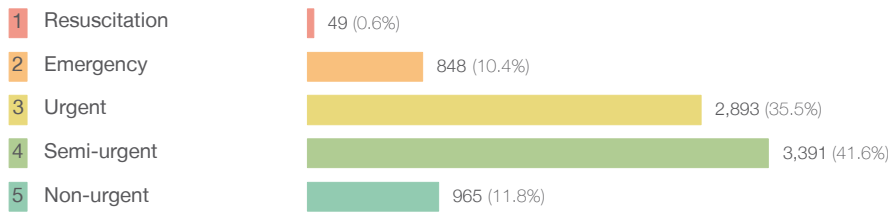
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Lismore Base Hospital: Patients presenting to the emergency department January to March 2017

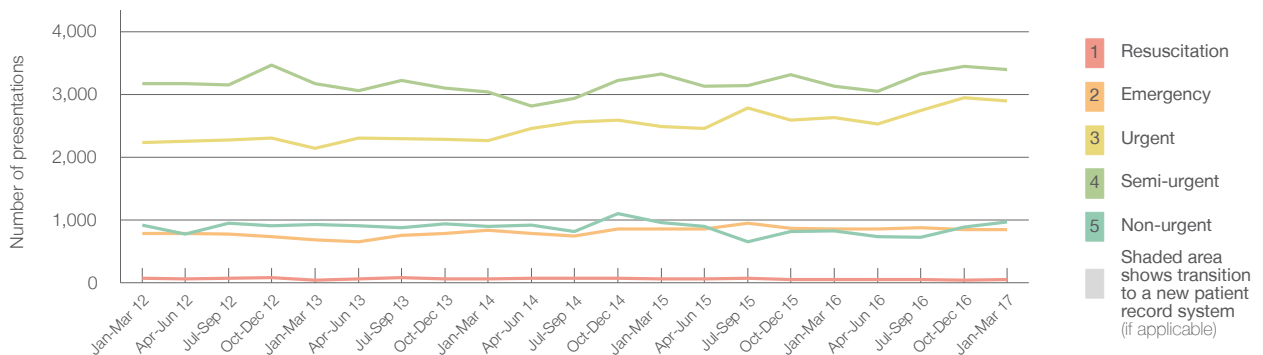
All presentations:<sup>1</sup> 8,418 patients

Emergency presentations<sup>2</sup> by triage category: 8,146 patients



	Same period last year	Change since one year ago
All presentations	7,803	7.9%
Emergency presentations	7,496	8.7%
Resuscitation	52	-5.8%
Emergency	854	-0.7%
Urgent	2,635	9.8%
Semi-urgent	3,126	8.5%
Non-urgent	829	16.4%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	66	39	55	63	52	49
Emergency	786	679	838	857	854	848
Urgent	2,228	2,138	2,268	2,489	2,635	2,893
Semi-urgent	3,168	3,168	3,038	3,328	3,126	3,391
Non-urgent	912	927	897	961	829	965
All emergency presentations	7,160	6,951	7,096	7,698	7,496	8,146

## Lismore Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,720 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,593	
ED Transfer of care time	15 minutes	-2 minutes
90th percentile time	56 minutes	-22 minutes

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Lismore Base Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 848

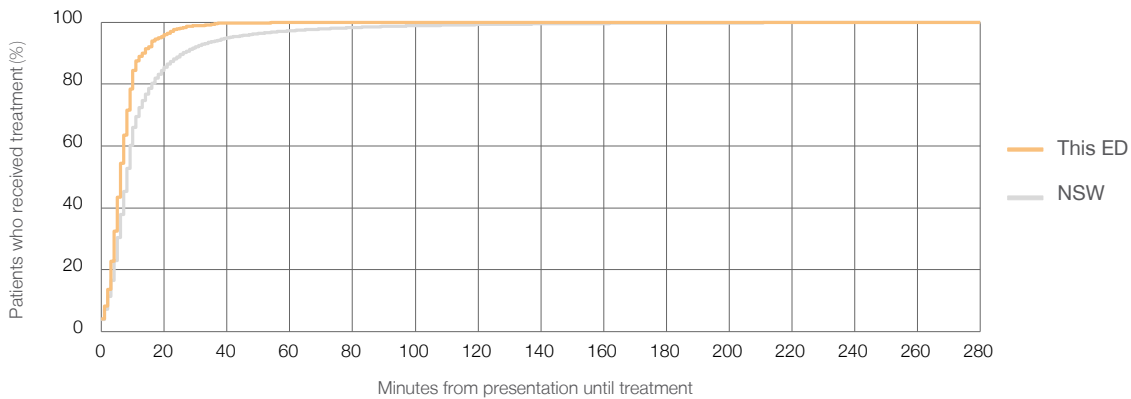
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 844

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

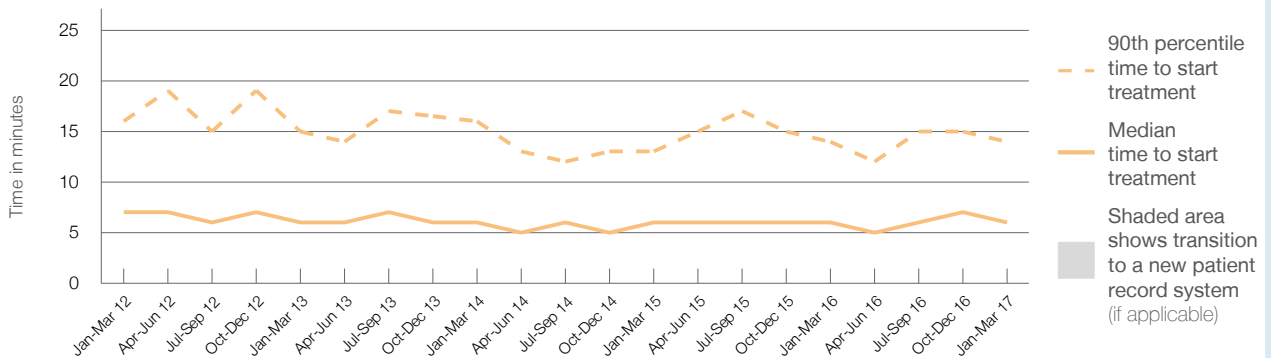
90th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
854	
851	
6 minutes	8 minutes
14 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	7	6	6	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	16	15	16	13	14	14

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Lismore Base Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 2,893

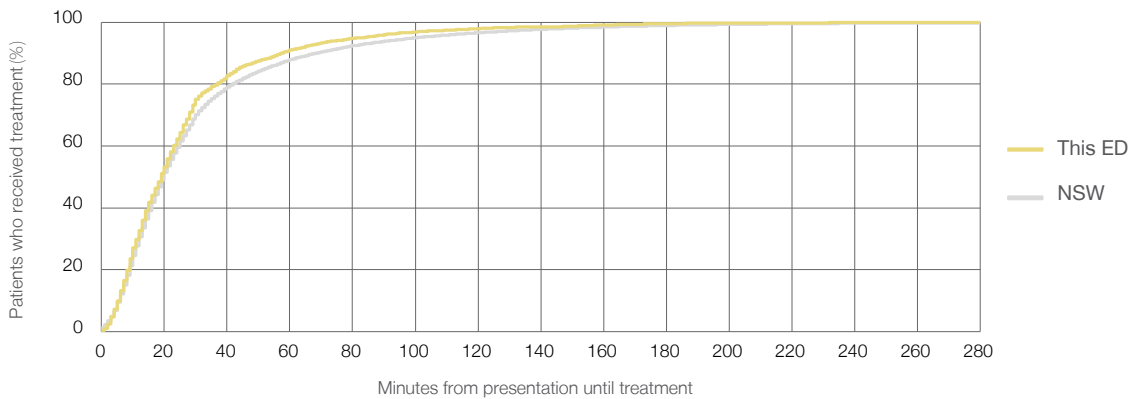
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,842

Median time to start treatment<sup>4</sup> 19 minutes

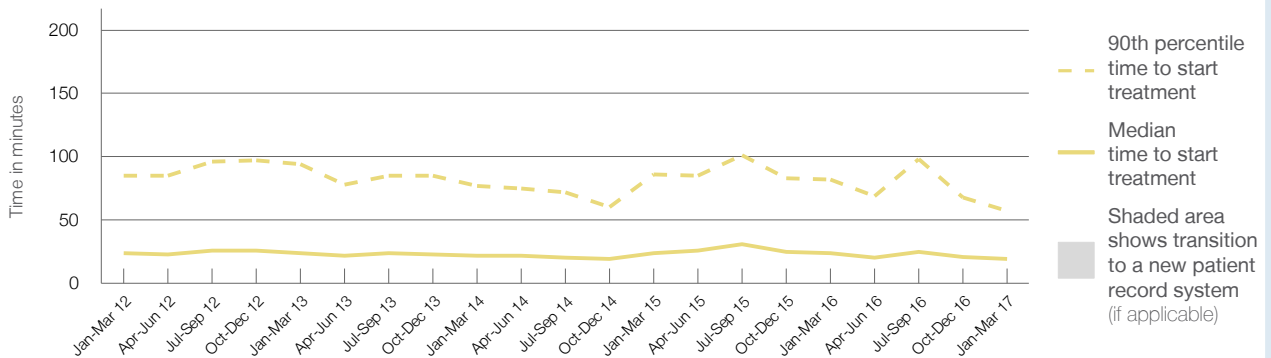
90th percentile time to start treatment<sup>5</sup> 57 minutes

Same period last year	NSW (this period)
2,635	
2,557	
24 minutes	20 minutes
82 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	24	24	22	24	24	19
90th percentile time to start treatment <sup>5</sup> (minutes)	85	94	77	86	82	57

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Lismore Base Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 3,391

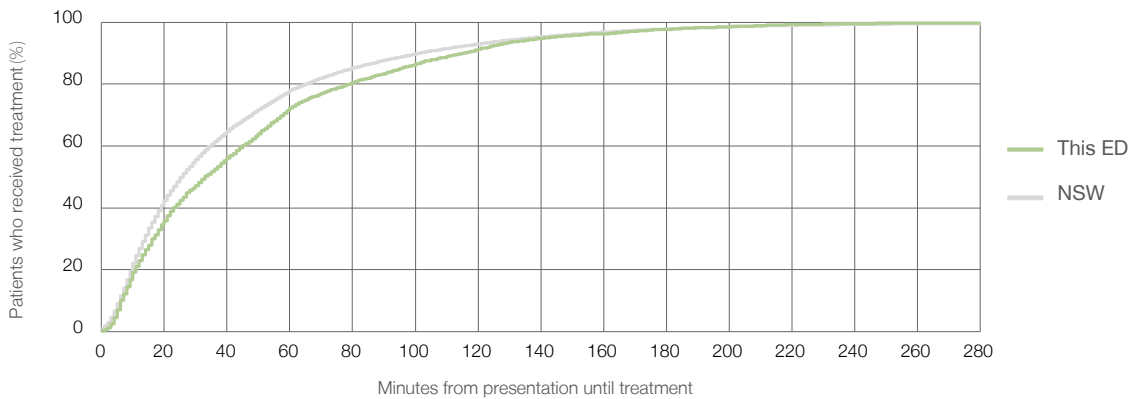
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,178

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

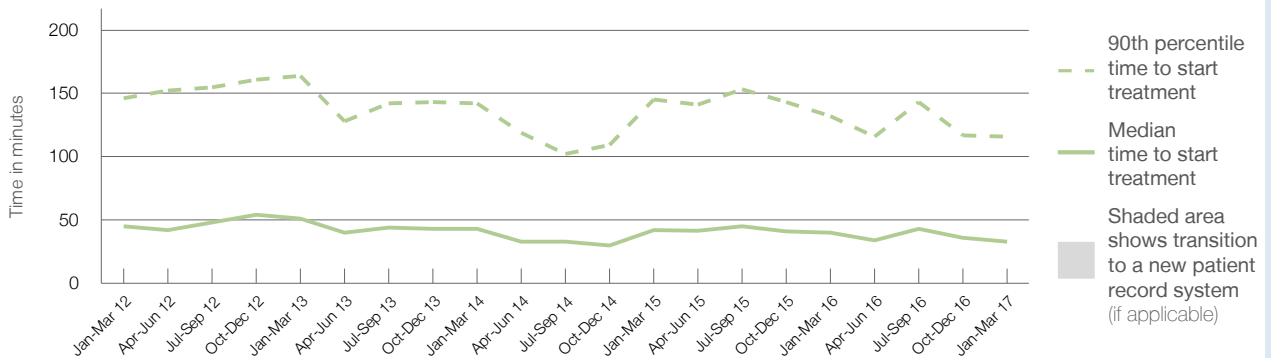
90th percentile time to start treatment<sup>5</sup> 116 minutes

Same period last year	NSW (this period)
3,126	
2,847	
40 minutes	26 minutes
132 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	45	51	43	42	40	33
90th percentile time to start treatment <sup>5</sup> (minutes)	146	164	142	145	132	116

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Lismore Base Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 965

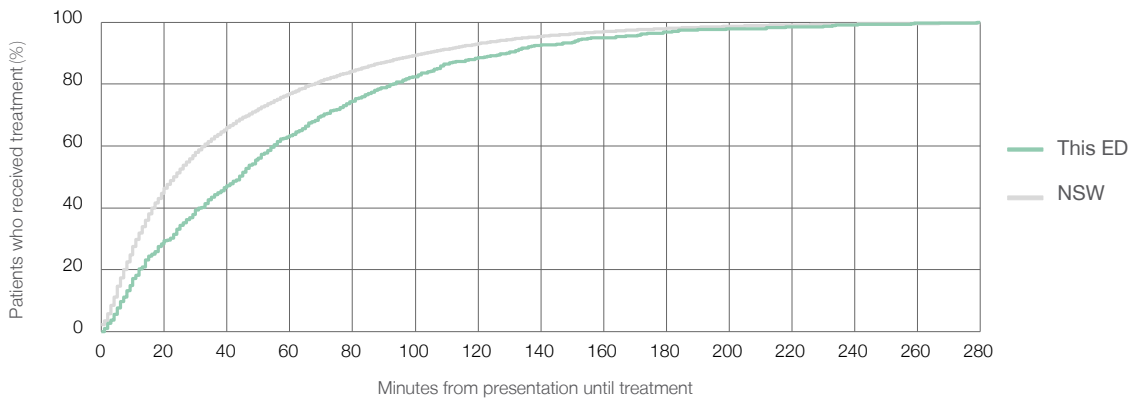
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 825

Median time to start treatment<sup>4</sup> 44 minutes

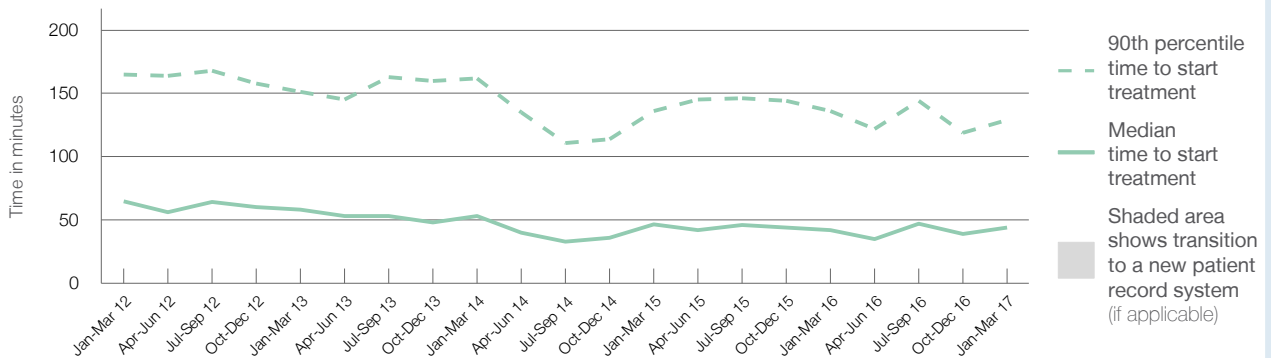
90th percentile time to start treatment<sup>5</sup> 129 minutes

Same period last year	NSW (this period)
829	657
42 minutes	23 minutes
136 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	65	58	53	47	42	44
90th percentile time to start treatment <sup>5</sup> (minutes)	165	151	162	136	136	129

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From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

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

January to March 2017

All presentations:<sup>1</sup> 8,418 patients

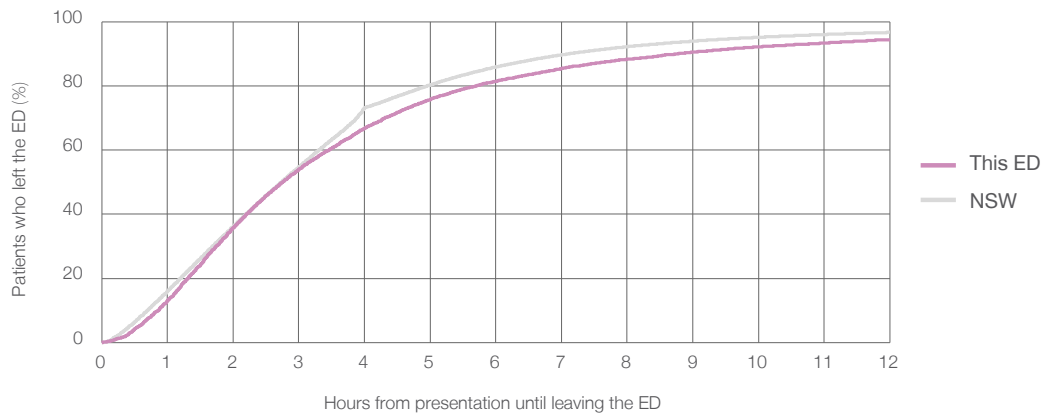
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,418 patients

Median time spent in the ED<sup>8</sup> 2 hours and 45 minutes

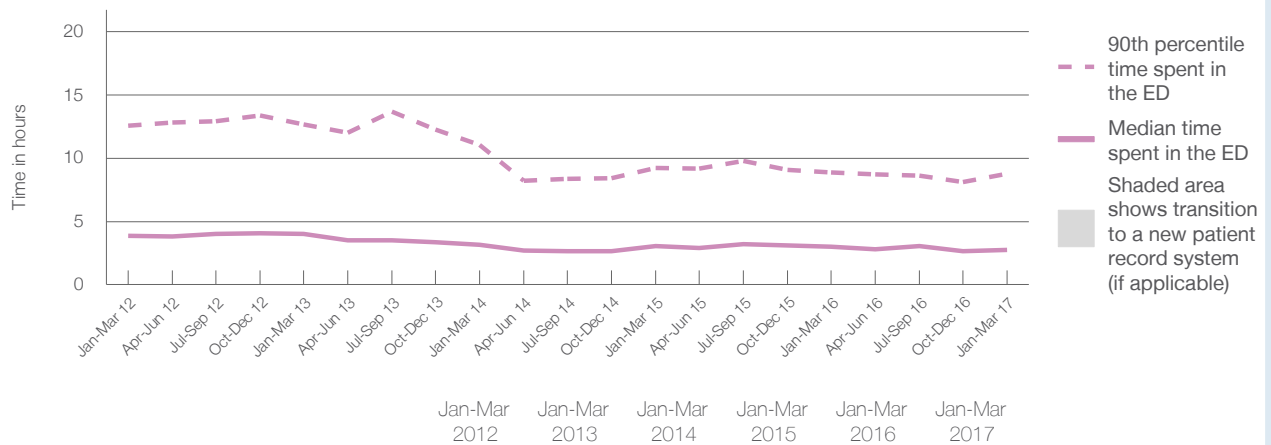
90th percentile time spent in the ED<sup>9</sup> 8 hours and 46 minutes

Same period last year	NSW (this period)
7,803	
7,791	
3 hours and 1 minutes	2 hours and 44 minutes
8 hours and 53 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	3h 51m	4h 2m	3h 8m	3h 4m	3h 1m	2h 45m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	12h 35m	12h 41m	11h 4m	9h 15m	8h 53m	8h 46m

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

By mode of separation

January to March 2017

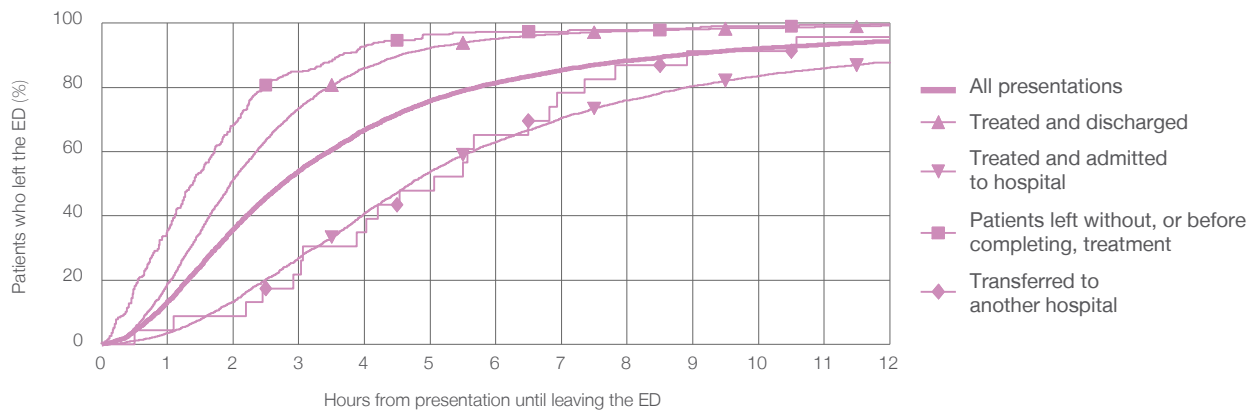
All presentations:<sup>1</sup> 8,418 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,418 patients

Treated and discharged	4,393 (52.2%)
Treated and admitted to hospital	3,607 (42.8%)
Patient left without, or before completing, treatment	344 (4.1%)
Transferred to another hospital	23 (0.3%)
Other	51 (0.6%)

Same period last year	Change since one year ago
7,791	8.0%
3,974	10.5%
3,288	9.7%
435	-20.9%
23	0.0%
83	-38.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	18.8%	51.4%	73.6%	86.1%	95.2%	97.5%	98.5%	99.2%
Treated and admitted to hospital	3.5%	13.2%	26.9%	40.8%	63.0%	76.0%	83.5%	87.9%
Patient left without, or before completing, treatment	35.5%	68.3%	84.9%	92.7%	97.4%	98.0%	99.1%	99.7%
Transferred to another hospital	4.3%	8.7%	21.7%	34.8%	65.2%	87.0%	91.3%	95.7%
All presentations	13.2%	35.8%	54.0%	66.9%	81.4%	88.3%	92.1%	94.4%

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## Lismore Base Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 8,418 patients

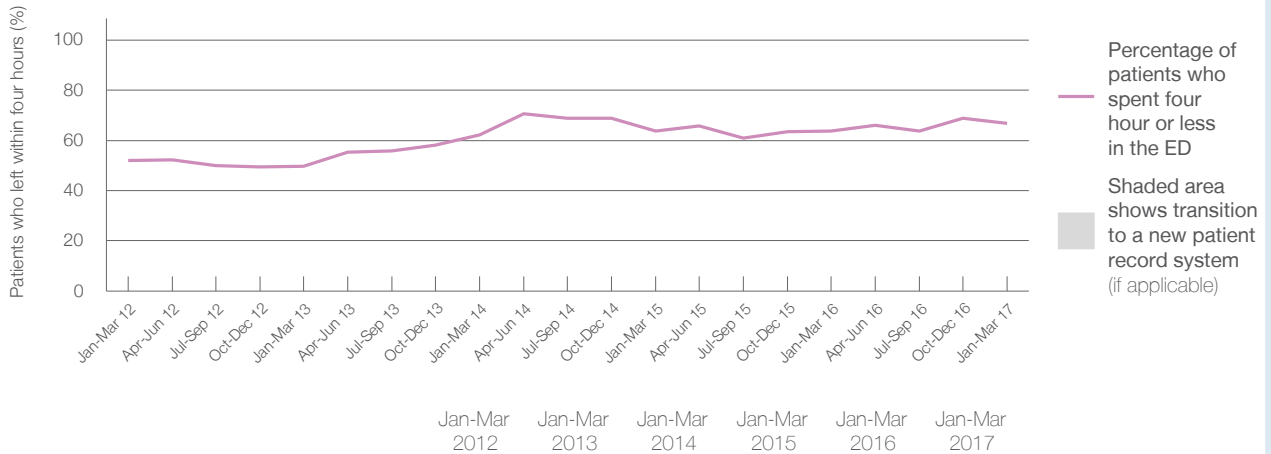
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,418 patients

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> 8,418 patients	7,803	7.9%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 8,418 patients	7,791	8.0%
Percentage of patients who spent four hours or less in the ED	63.8%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	52.0%	49.7%	62.3%	63.8%	63.8%	66.9%

\* 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.

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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, July to September 2016*.
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- 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Maclean District Hospital: Emergency department (ED) overview January to March 2017

All presentations:<sup>1</sup> 3,135 patients  
Emergency presentations:<sup>2</sup> 2,971 patients

Same period last year	Change since one year ago
3,134	0.0%
2,971	-1.8%

## Maclean District Hospital: Time patients waited to start treatment<sup>3</sup> January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 363 patients

Median time to start treatment<sup>4</sup> 11 minutes  
90th percentile time to start treatment<sup>5</sup> 32 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,006 patients

Median time to start treatment<sup>4</sup> 24 minutes  
90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,345 patients

Median time to start treatment<sup>4</sup> 36 minutes  
90th percentile time to start treatment<sup>5</sup> 115 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 198 patients

Median time to start treatment<sup>4</sup> 25 minutes  
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
351	
14 minutes	8 minutes
39 minutes	26 minutes
1,179	
26 minutes	20 minutes
77 minutes	69 minutes
1,250	
32 minutes	26 minutes
105 minutes	101 minutes
181	
27 minutes	23 minutes
115 minutes	104 minutes

## Maclean District Hospital: Time from presentation until leaving the ED January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 3,134 patients

Percentage of patients who spent four hours or less in the ED 81.2%

Same period last year	Change since one year ago
3,131	0.1%
82.2%	

\* 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, July to September 2016*.
- 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.

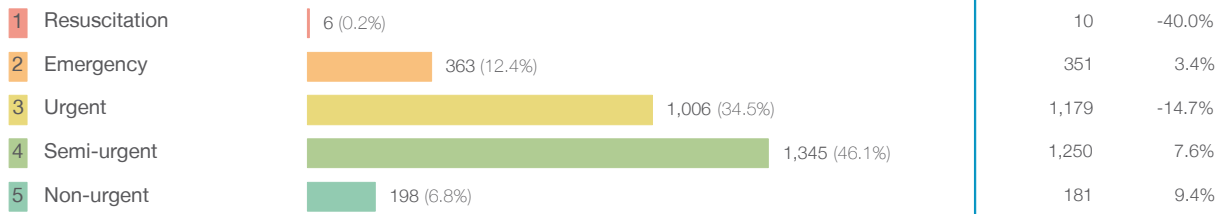
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Maclean District Hospital: Patients presenting to the emergency department January to March 2017

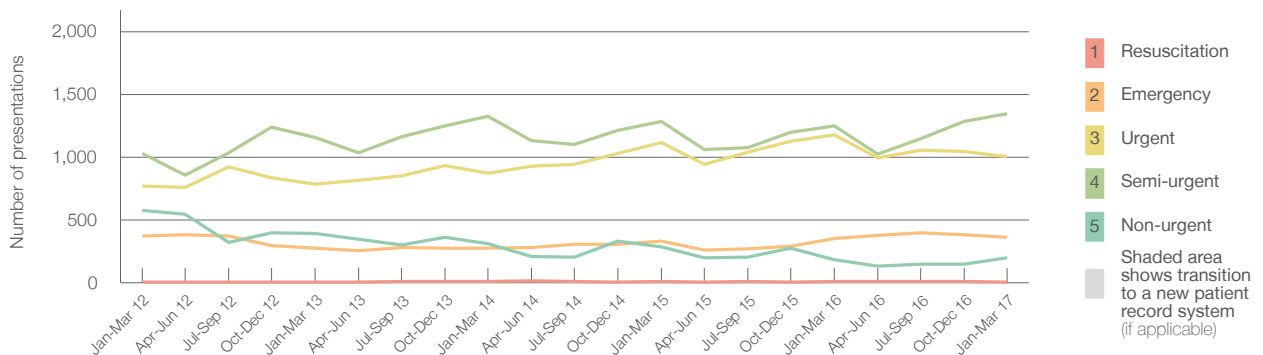
All presentations:<sup>1</sup> 3,135 patients

Emergency presentations<sup>2</sup> by triage category: 2,918 patients



	Same period last year	Change since one year ago
All presentations	3,134	0.0%
Emergency presentations	2,971	-1.8%
Resuscitation	10	-40.0%
Emergency	351	3.4%
Urgent	1,179	-14.7%
Semi-urgent	1,250	7.6%
Non-urgent	181	9.4%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	5	< 5	12	12	10	6
Emergency	374	278	275	329	351	363
Urgent	769	787	870	1,117	1,179	1,006
Semi-urgent	1,030	1,157	1,323	1,283	1,250	1,345
Non-urgent	578	392	312	287	181	198
All emergency presentations	2,756	2,614	2,792	3,028	2,971	2,918

## Maclean District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 383 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	373	
Median time	13 minutes	-2 minutes
90th percentile time	36 minutes	-8 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Maclean District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

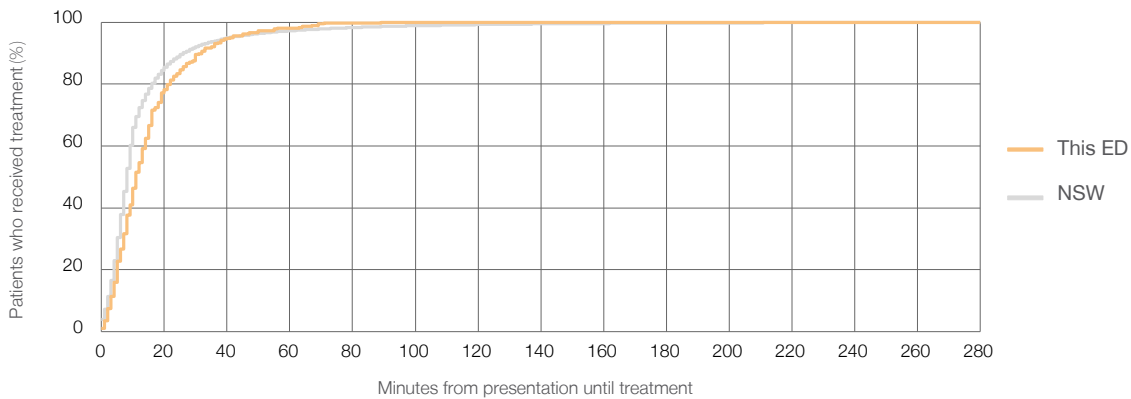
Number of triage 2 patients: 363

Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 363

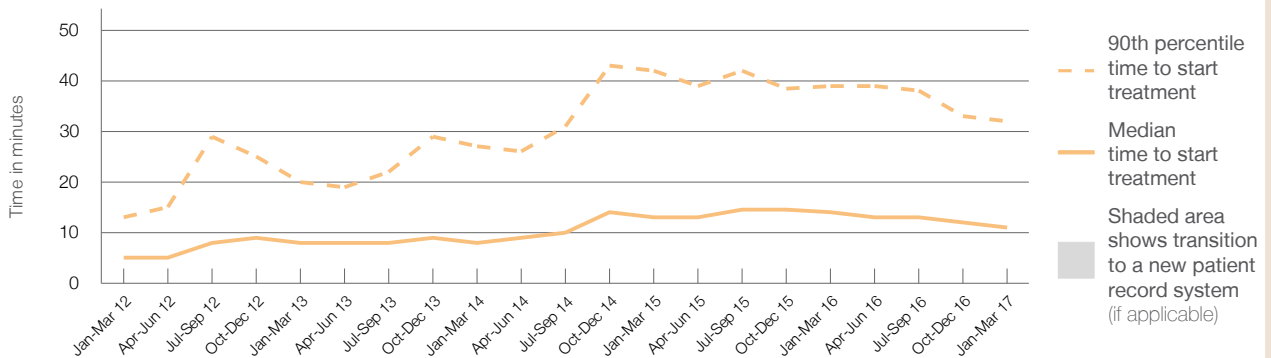
Median time to start treatment<sup>4</sup> ■ 11 minutes  
90th percentile time to start treatment<sup>5</sup> ■ 32 minutes

Same period last year	NSW (this period)
351	351
14 minutes	8 minutes
39 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	5	8	8	13	14	11
90th percentile time to start treatment <sup>5</sup> (minutes)	13	20	27	42	39	32

(†) 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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

### Maclean District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,006

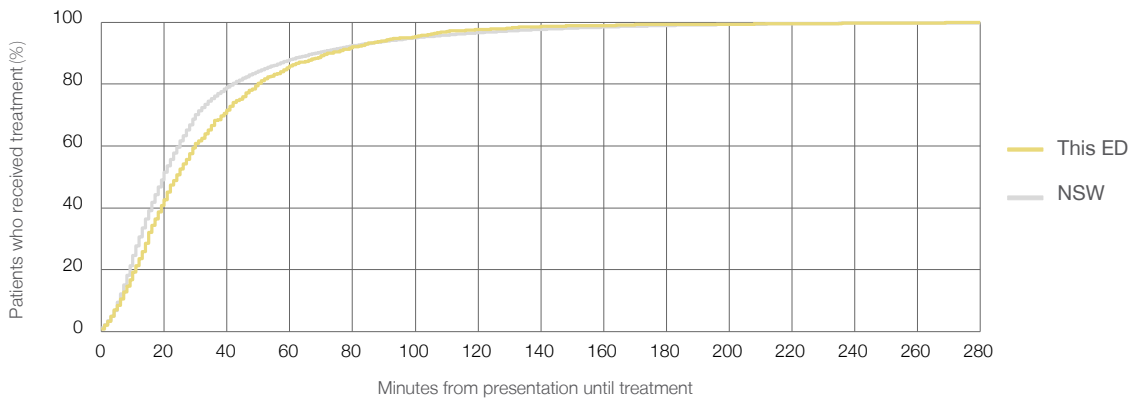
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 991

Median time to start treatment<sup>4</sup> 24 minutes

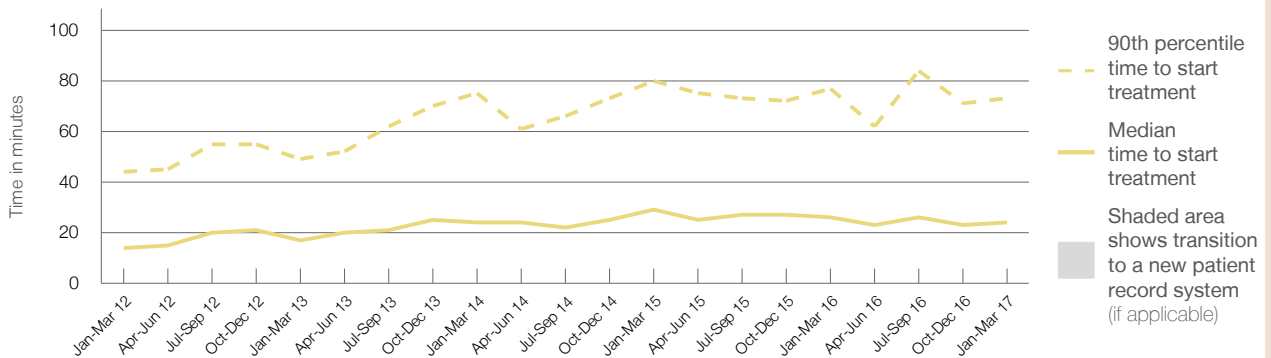
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
1,179	1,140
26 minutes	20 minutes
77 minutes	69 minutes

#### Percentage of triage 3 patients who received treatment by time, January to March 2017



#### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	14	17	24	29	26	24
90th percentile time to start treatment <sup>5</sup> (minutes)	44	49	75	80	77	73

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Maclean District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 1,345

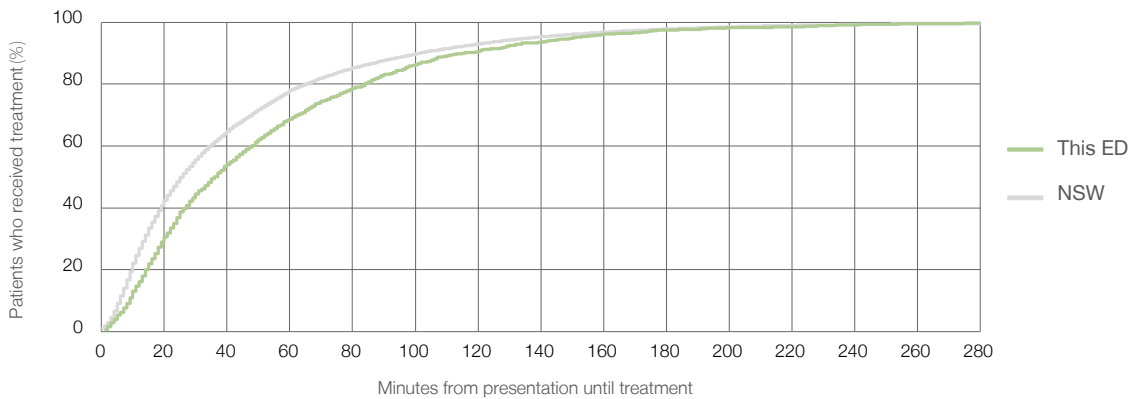
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 1,238

Median time to start treatment<sup>4</sup> 36 minutes

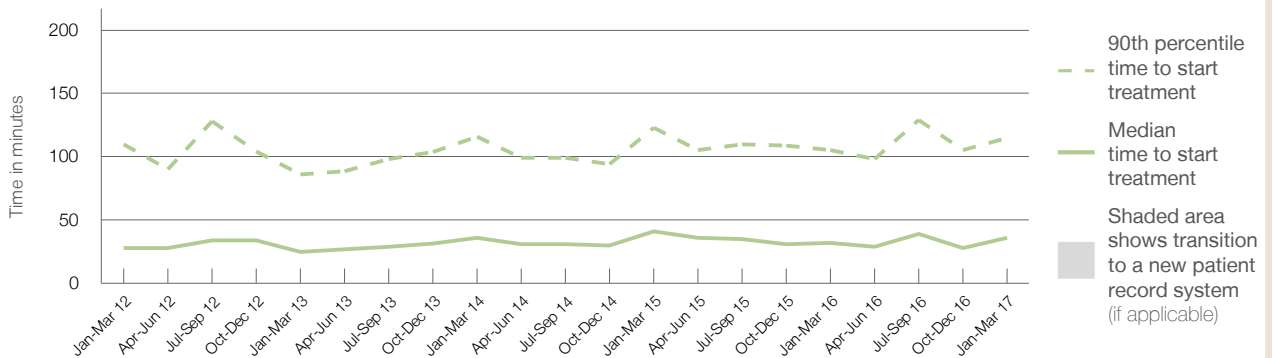
90th percentile time to start treatment<sup>5</sup> 115 minutes

Same period last year	NSW (this period)
1,250	1,131
32 minutes	26 minutes
105 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	28	25	36	41	32	36
90th percentile time to start treatment <sup>5</sup> (minutes)	110	86	116	123	105	115

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Maclean District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 198

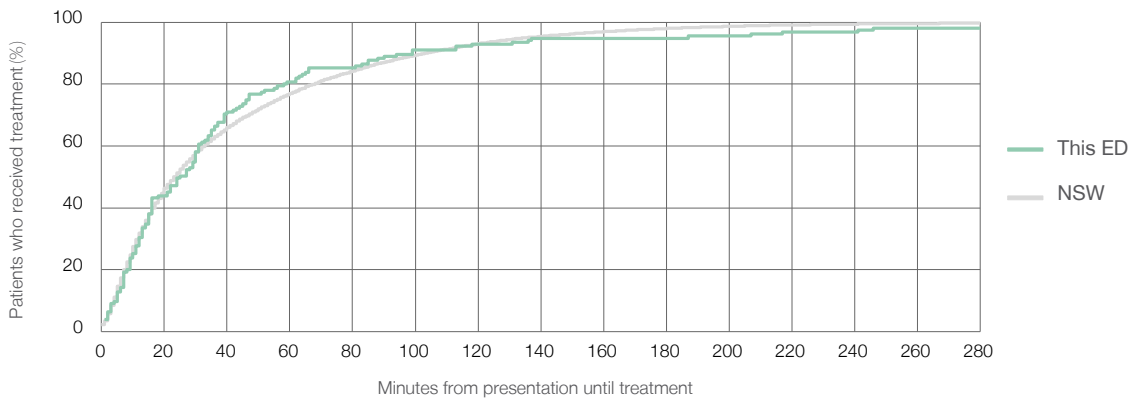
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 155

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

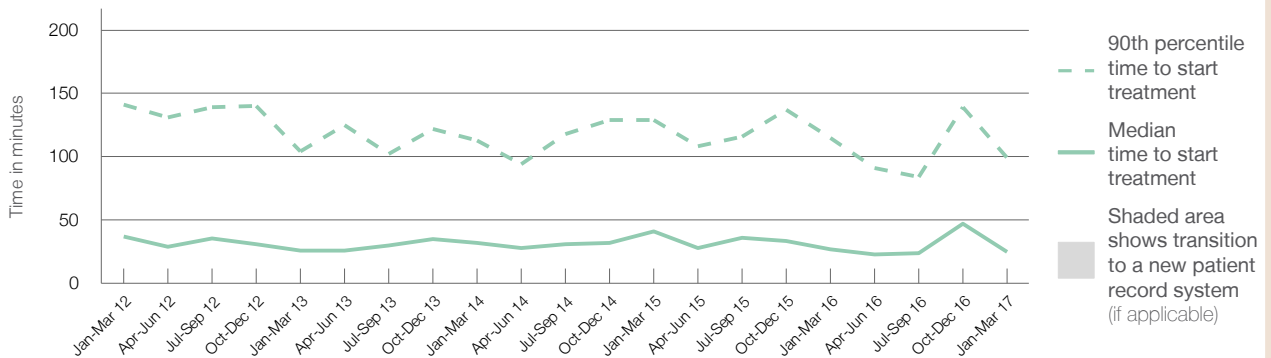
90th percentile time to start treatment<sup>5</sup> 99 minutes

Same period last year	NSW (this period)
181	
146	
27 minutes	23 minutes
115 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	37	26	32	41	27	25
90th percentile time to start treatment <sup>5</sup> (minutes)	141	104	113	129	115	99

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Maclean District Hospital: Time patients spent in the ED January to March 2017

All presentations:<sup>1</sup> 3,135 patients

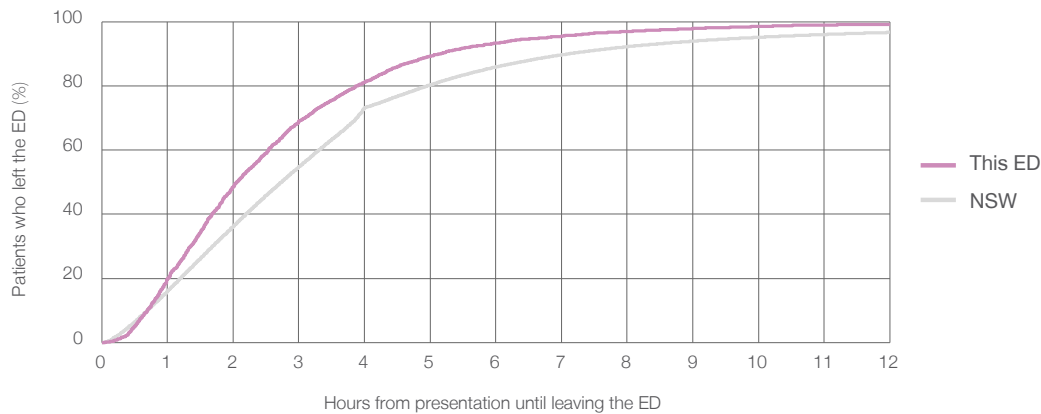
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,134 patients

Median time spent in the ED<sup>8</sup> 2 hours and 4 minutes

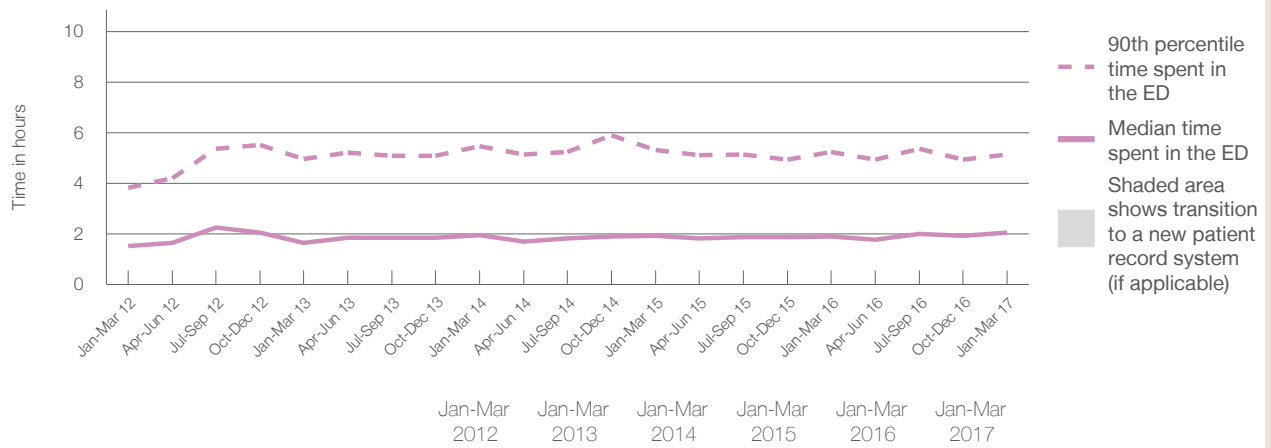
90th percentile time spent in the ED<sup>9</sup> 5 hours and 9 minutes

Same period last year	NSW (this period)
3,134	3,131
1 hours and 54 minutes	2 hours and 44 minutes
5 hours and 15 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 31m	1h 40m	1h 57m	1h 56m	1h 54m	2h 4m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 50m	4h 58m	5h 28m	5h 19m	5h 15m	5h 9m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

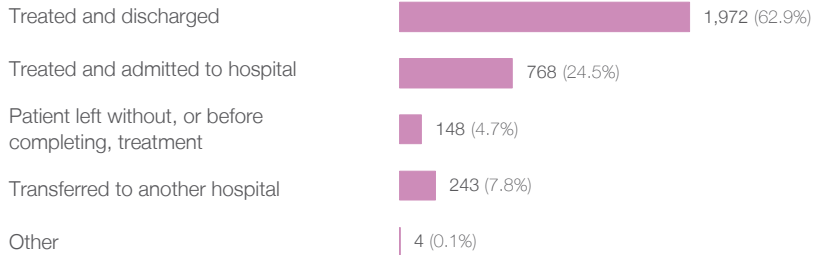
## Maclean District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

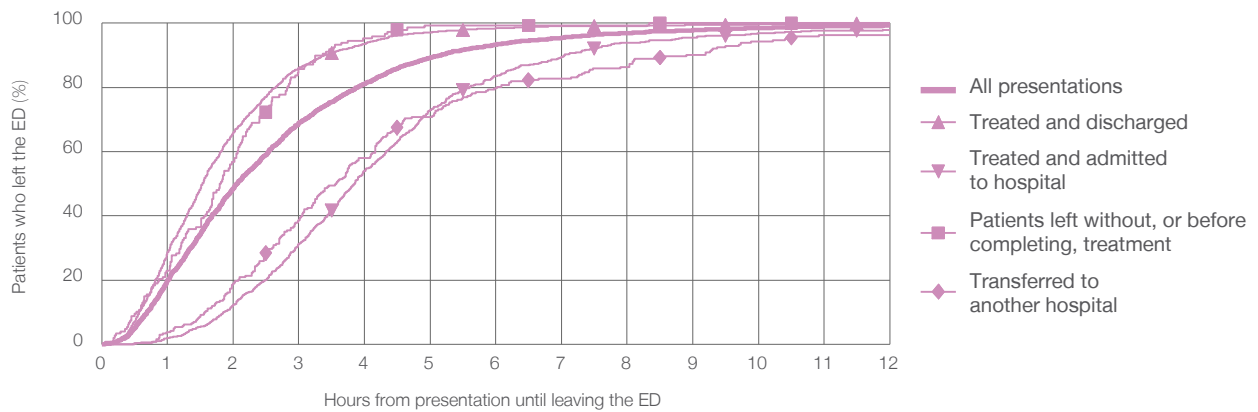
All presentations:<sup>1</sup> 3,135 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,134 patients



	Same period last year	Change since one year ago
All presentations	3,131	0.1%
Treated and discharged	1,989	-0.9%
Treated and admitted to hospital	750	2.4%
Patient left without, or before completing, treatment	174	-14.9%
Transferred to another hospital	210	15.7%
Other	11	-63.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	28.7%	65.9%	86.1%	93.6%	98.4%	99.2%	99.6%	100%
Treated and admitted to hospital	2.0%	12.2%	31.3%	54.0%	83.6%	93.9%	97.0%	97.9%
Patient left without, or before completing, treatment	23.0%	56.8%	85.8%	95.3%	99.3%	99.3%	100%	100%
Transferred to another hospital	3.7%	18.9%	38.7%	58.0%	79.8%	86.4%	94.2%	96.3%
All presentations	19.9%	48.7%	68.9%	81.2%	93.4%	96.9%	98.6%	99.2%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Maclean District Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 3,135 patients

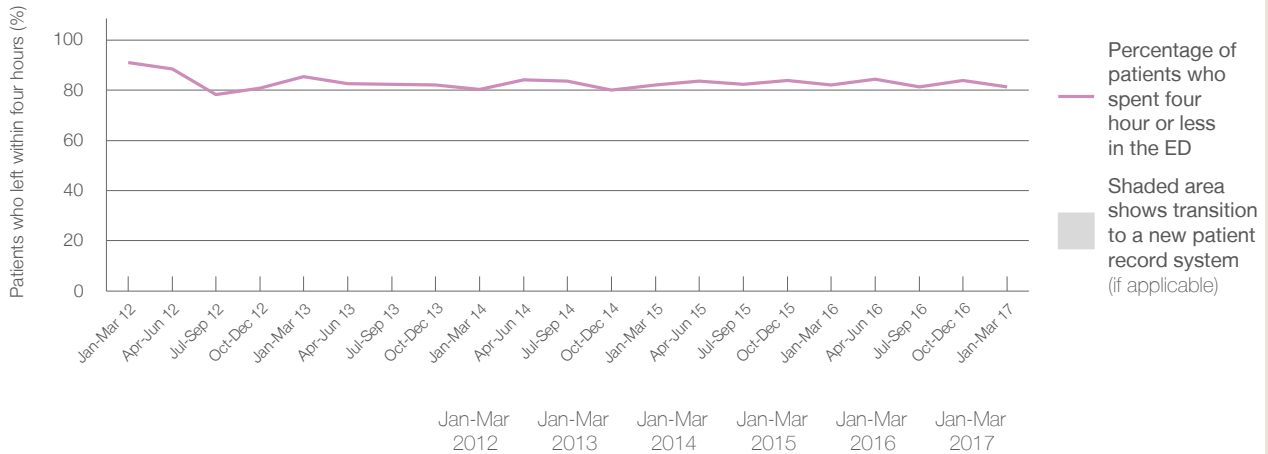
Presentations used to calculate time to leaving the ED:<sup>6</sup> 3,134 patients

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	3,134	0.0%
Presentations used to calculate time to leaving the ED	3,131	0.1%
Percentage of patients who spent four hours or less in the ED	82.2%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	90.9%	85.3%	80.4%	82.0%	82.2%	81.2%
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\* 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, July to September 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 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Murwillumbah District Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 4,564 patients  
Emergency presentations:<sup>2</sup> 4,121 patients

Same period last year	Change since one year ago
4,506	1.3%
4,015	2.6%

## Murwillumbah District Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 280 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,242 patients

Median time to start treatment<sup>4</sup> 12 minutes  
90th percentile time to start treatment<sup>5</sup> 33 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,216 patients

Median time to start treatment<sup>4</sup> 14 minutes  
90th percentile time to start treatment<sup>5</sup> 60 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 374 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
281	
5 minutes	8 minutes
13 minutes	26 minutes
1,200	
13 minutes	20 minutes
38 minutes	69 minutes
2,167	
18 minutes	26 minutes
70 minutes	101 minutes
367	
24 minutes	23 minutes
84 minutes	104 minutes

## Murwillumbah District Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,559 patients

Percentage of patients who spent four hours or less in the ED 89.1%

Same period last year	Change since one year ago
4,495	1.4%
89.2%	

\* 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, July to September 2016*.
- 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.

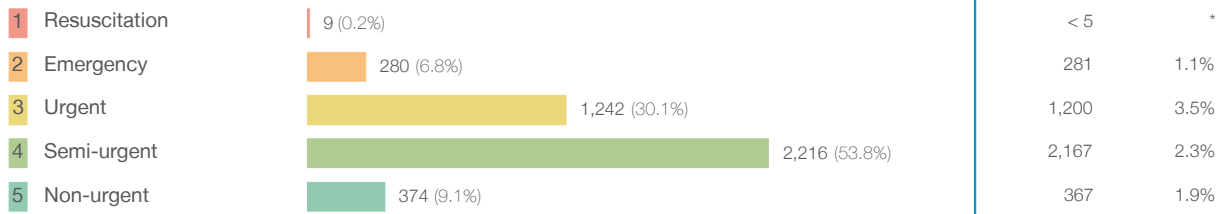
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Murwillumbah District Hospital: Patients presenting to the emergency department January to March 2017

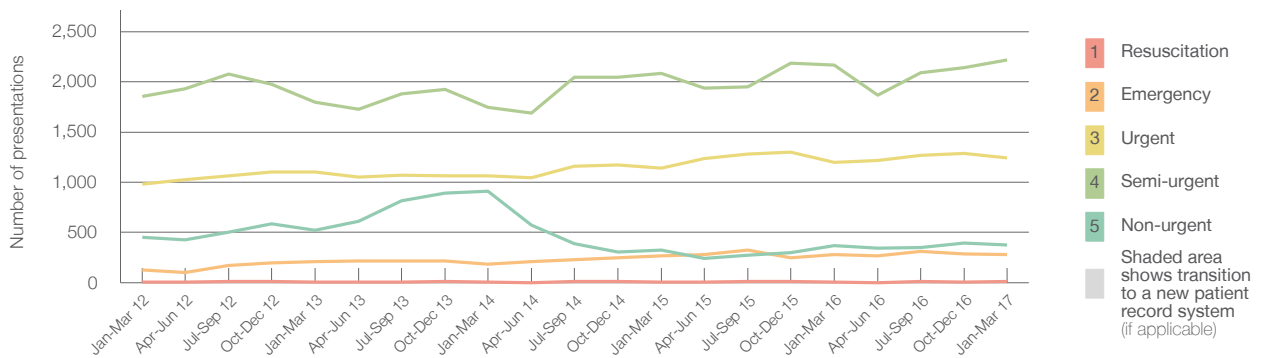
All presentations:<sup>1</sup> 4,564 patients

Emergency presentations<sup>2</sup> by triage category: 4,121 patients



Same period last year	Change since one year ago
4,506	1.3%
4,015	2.6%
< 5	*
281	1.1%
1,200	3.5%
2,167	2.3%
367	1.9%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017<sup>‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	5	< 5	5	6	< 5	9
Emergency	129	216	183	265	281	280
Urgent	982	1,104	1,061	1,142	1,200	1,242
Semi-urgent	1,854	1,798	1,745	2,085	2,167	2,216
Non-urgent	454	519	913	326	367	374
All emergency presentations	3,424	3,637	3,907	3,824	4,015	4,121

## Murwillumbah District Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 240 patients<sup>\*\*</sup>

ED Transfer of care time



Same period last year	Change since one year ago
182	
12 minutes	-1 minute
28 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.

(\*\*) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Murwillumbah District Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 280

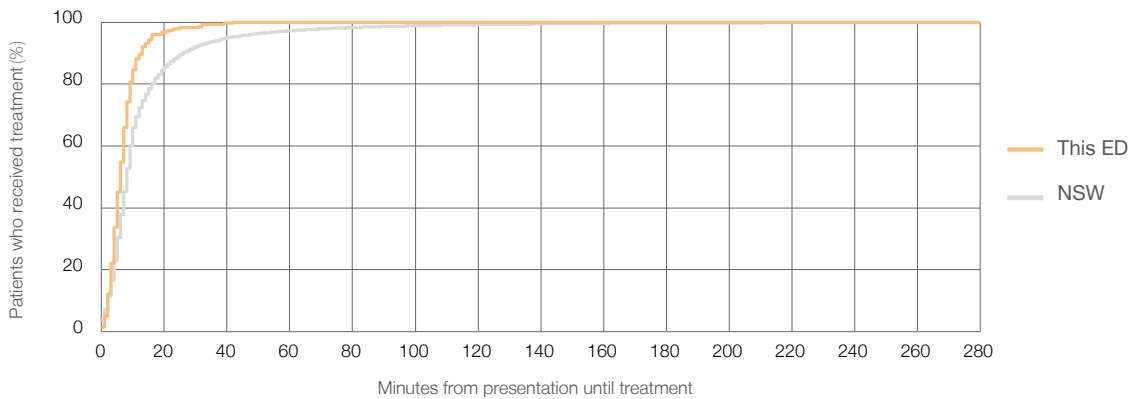
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 279

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

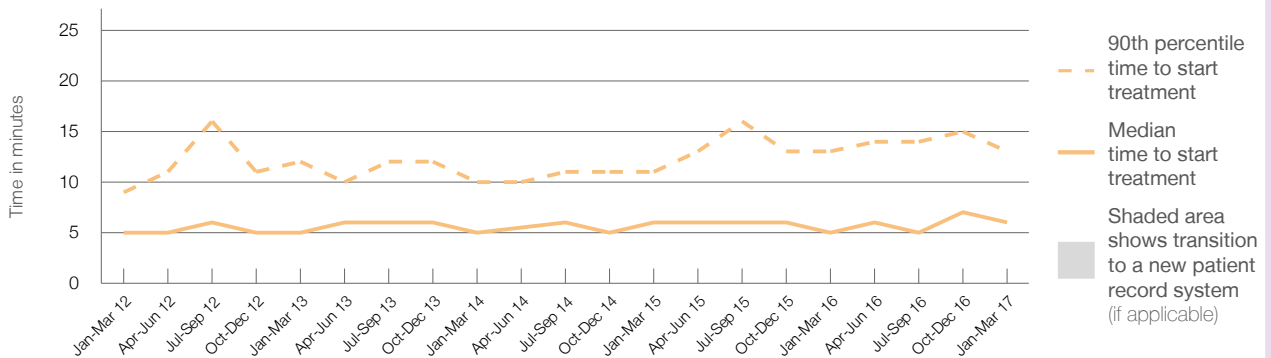
90th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
281	
275	
5 minutes	8 minutes
13 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	5	5	5	6	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)	9	12	10	11	13	13

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Murwillumbah District Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 1,242

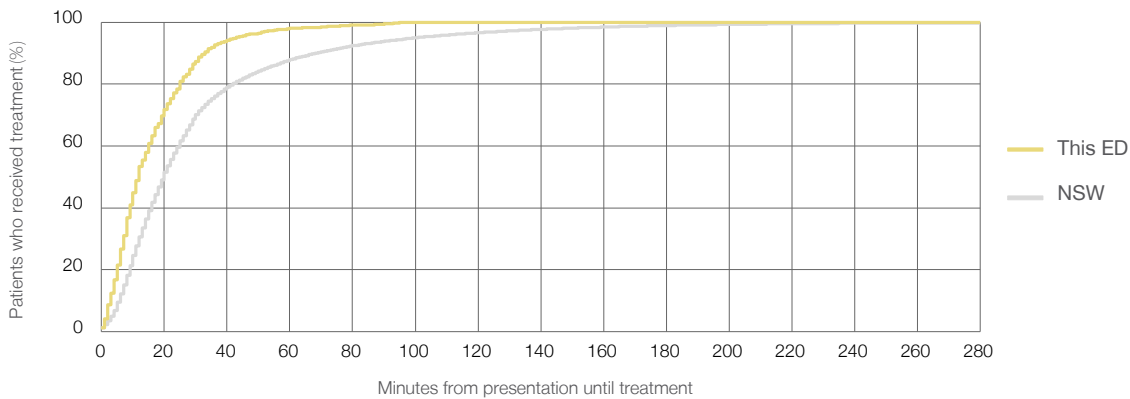
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,232

Median time to start treatment<sup>4</sup> 12 minutes

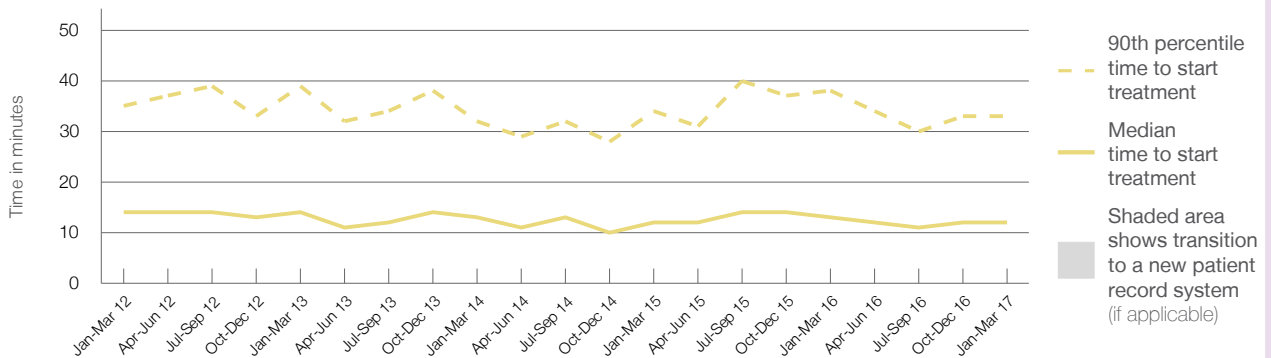
90th percentile time to start treatment<sup>5</sup> 33 minutes

Same period last year	NSW (this period)
1,200	1,182
13 minutes	20 minutes
38 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	14	14	13	12	13	12
90th percentile time to start treatment <sup>5</sup> (minutes)	35	39	32	34	38	33

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Murwillumbah District Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 2,216

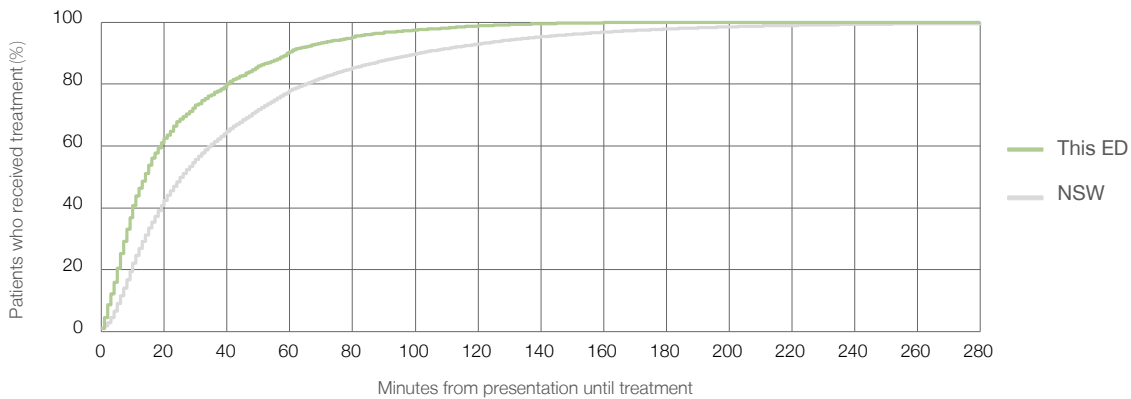
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,169

Median time to start treatment<sup>4</sup>  14 minutes

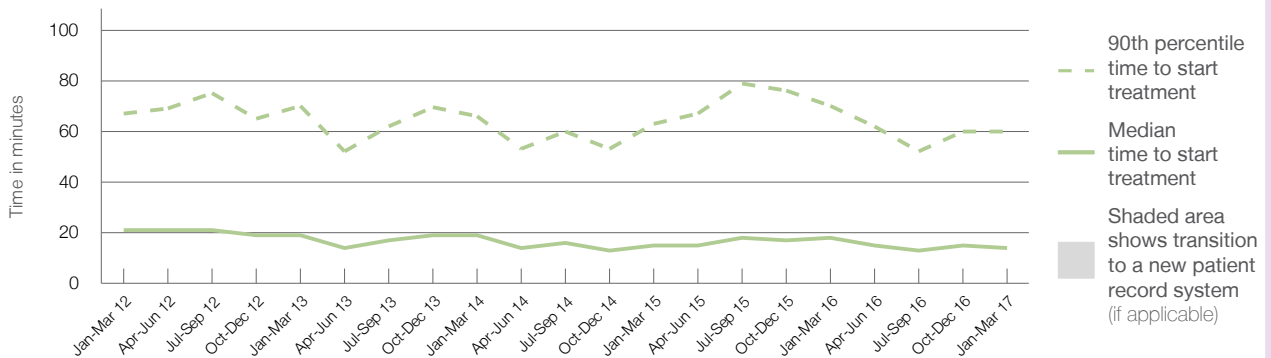
90th percentile time to start treatment<sup>5</sup>  60 minutes

Same period last year	NSW (this period)
2,167	
2,088	
18 minutes	26 minutes
70 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	21	19	19	15	18	14
90th percentile time to start treatment <sup>5</sup> (minutes)	67	70	66	63	70	60

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Murwillumbah District Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 374

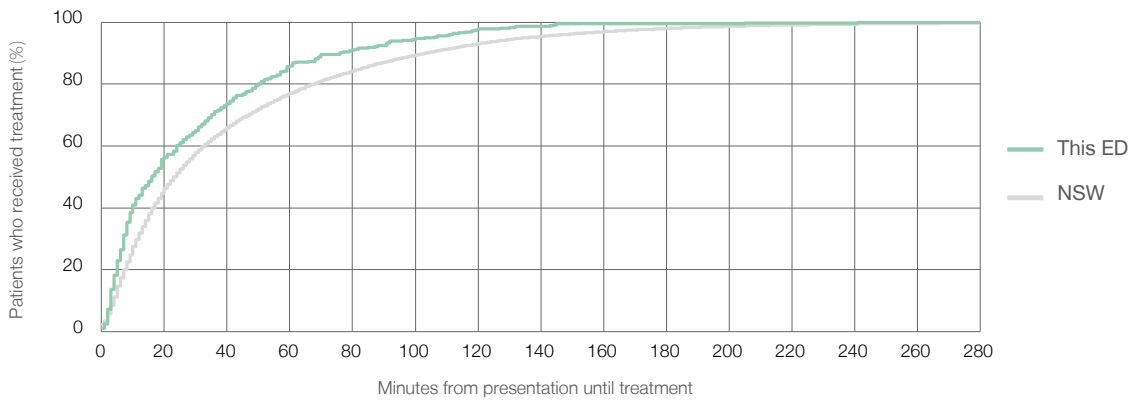
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 356

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

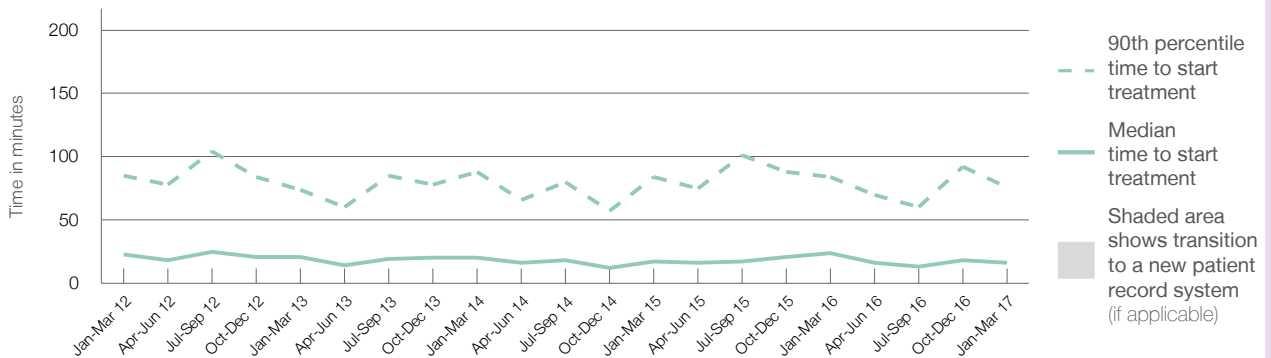
90th percentile time to start treatment<sup>5</sup> 76 minutes

Same period last year	NSW (this period)
367	
346	
24 minutes	23 minutes
84 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	23	21	20	17	24	16
90th percentile time to start treatment <sup>5</sup> (minutes)	85	74	88	84	84	76

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Murwillumbah District Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 4,564 patients

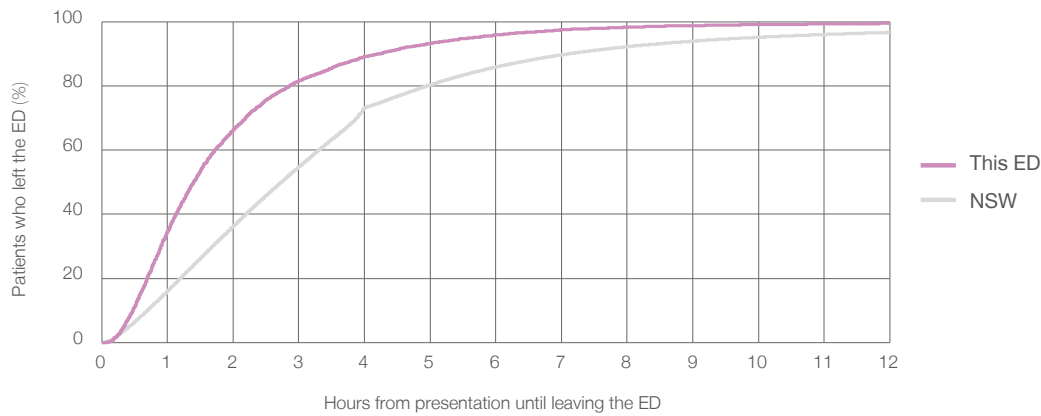
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,559 patients

Median time spent in the ED<sup>8</sup> 1 hours and 24 minutes

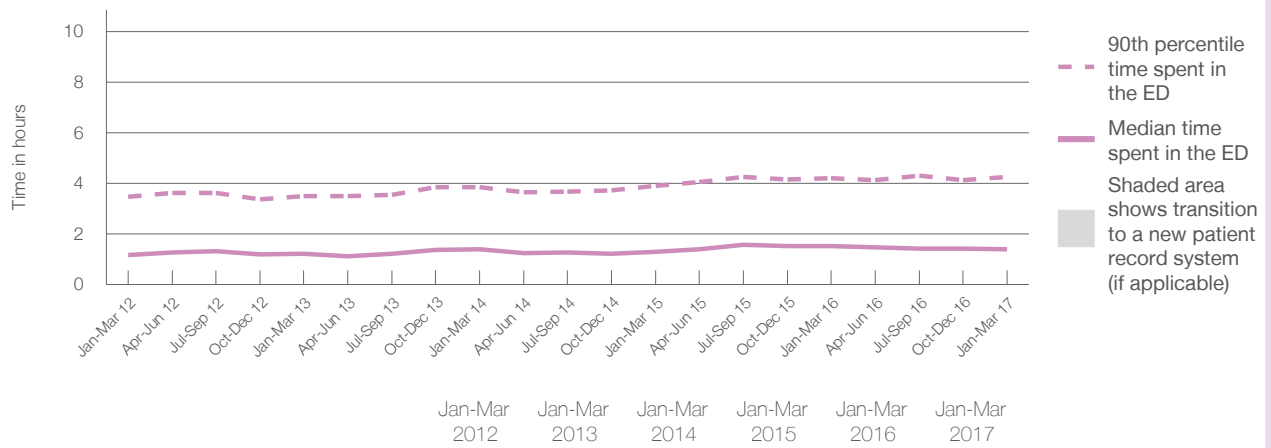
90th percentile time spent in the ED<sup>9</sup> 4 hours and 15 minutes

Same period last year	NSW (this period)
4,506	
4,495	
1 hours and 32 minutes	2 hours and 44 minutes
4 hours and 12 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	1h 10m	1h 13m	1h 24m	1h 18m	1h 32m	1h 24m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	3h 28m	3h 30m	3h 52m	3h 54m	4h 12m	4h 15m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

January to March 2017

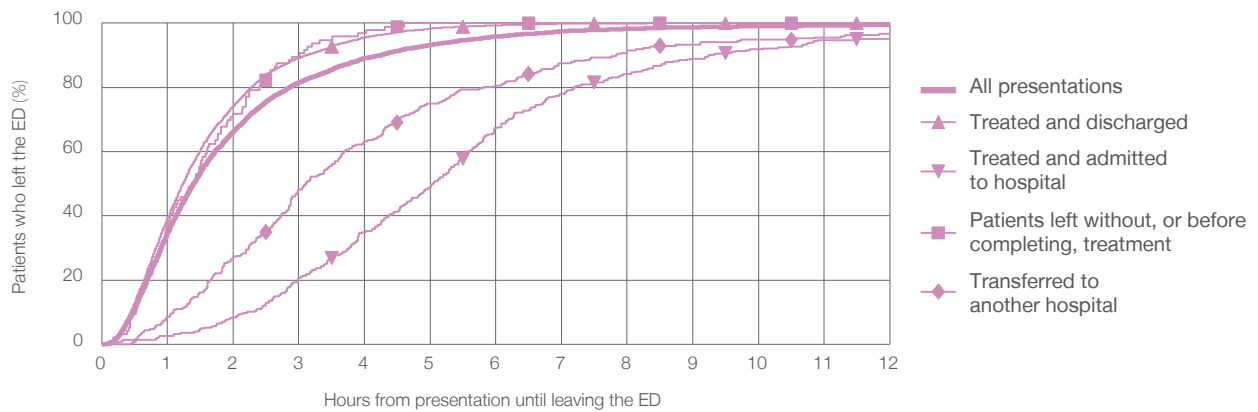
All presentations:<sup>1</sup> 4,564 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,559 patients

Treated and discharged	3,843 (84.2%)
Treated and admitted to hospital	347 (7.6%)
Patient left without, or before completing, treatment	96 (2.1%)
Transferred to another hospital	272 (6.0%)
Other	6 (0.1%)

Same period last year	Change since one year ago
4,495	1.4%
3,697	3.9%
412	-15.8%
124	-22.6%
251	8.4%
22	-72.7%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	39.4%	74.2%	89.1%	95.6%	99.4%	100%	100%	100%
Treated and admitted to hospital	2.6%	8.4%	20.5%	35.0%	67.3%	84.1%	91.9%	95.1%
Patient left without, or before completing, treatment	37.5%	71.9%	89.6%	96.9%	100%	100%	100%	100%
Transferred to another hospital	8.5%	27.2%	48.2%	63.2%	80.5%	91.5%	94.9%	96.7%
All presentations	34.8%	66.4%	81.5%	89.1%	95.8%	98.3%	99.1%	99.4%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## Murwillumbah District Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 4,564 patients

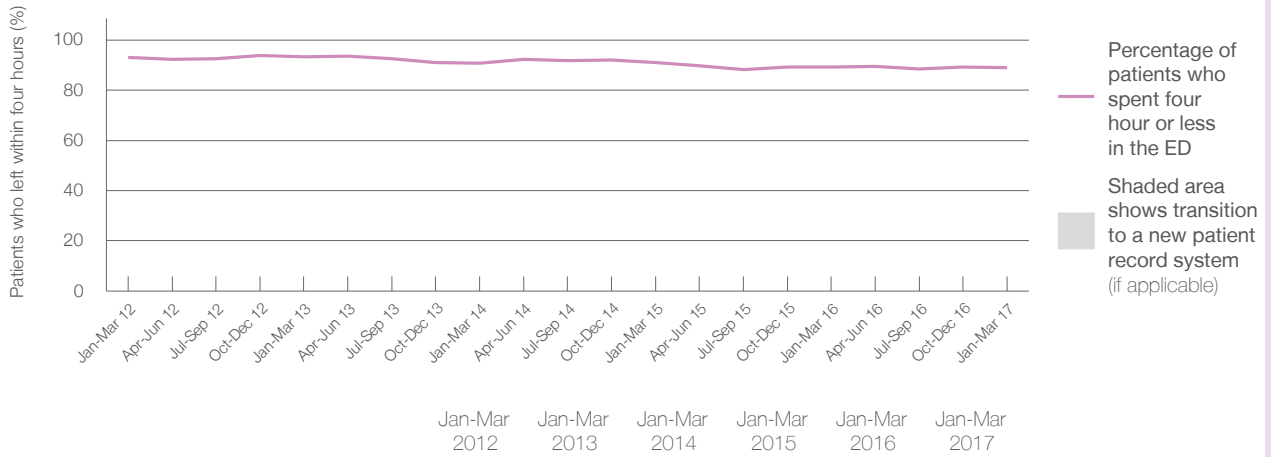
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,559 patients

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> 4,564 patients	4,506	1.3%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,559 patients	4,495	1.4%
Percentage of patients who spent four hours or less in the ED	89.2%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	93.0%	93.3%	90.7%	90.9%	89.2%	89.1%
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\* 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, July to September 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 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 13,346 patients

Emergency presentations:<sup>2</sup> 12,906 patients

Same period last year	Change since one year ago
13,378	-0.2%
12,944	-0.3%

## The Tweed Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,496 patients

Median time to start treatment<sup>4</sup> 5 minutes  
 90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,751 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 47 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,428 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,172 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 78 minutes

Same period last year	NSW (this period)
1,541	
5 minutes	8 minutes
14 minutes	26 minutes
5,932	
12 minutes	20 minutes
36 minutes	69 minutes
4,347	
13 minutes	26 minutes
59 minutes	101 minutes
1,063	
10 minutes	23 minutes
53 minutes	104 minutes

## The Tweed Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,345 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
13,374	-0.2%
84.4%	

\* 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, July to September 2016*.
- 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 18 April 2017).

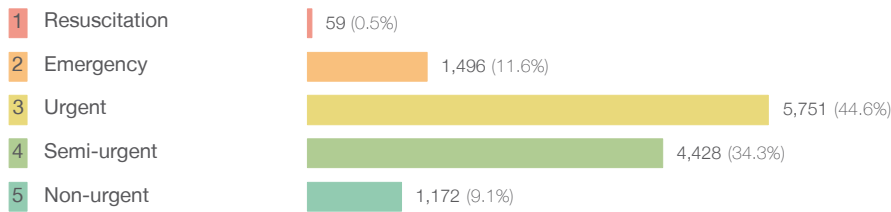


From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Patients presenting to the emergency department January to March 2017

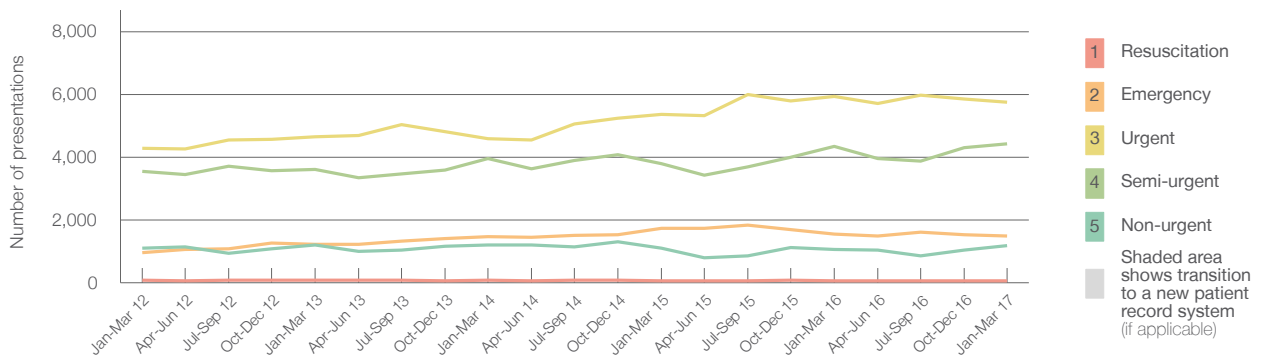
All presentations:<sup>1</sup> 13,346 patients

Emergency presentations<sup>2</sup> by triage category: 12,906 patients



Same period last year	Change since one year ago
13,378	-0.2%
12,944	-0.3%
61	-3.3%
1,541	-2.9%
5,932	-3.1%
4,347	1.9%
1,063	10.3%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	86	88	79	50	61	59
Emergency	958	1,228	1,476	1,729	1,541	1,496
Urgent	4,279	4,644	4,594	5,362	5,932	5,751
Semi-urgent	3,544	3,616	3,948	3,788	4,347	4,428
Non-urgent	1,093	1,201	1,206	1,108	1,063	1,172
All emergency presentations	9,960	10,777	11,303	12,037	12,944	12,906

## The Tweed Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,889 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,990	
8 minutes	0 minutes
19 minutes	3 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,496

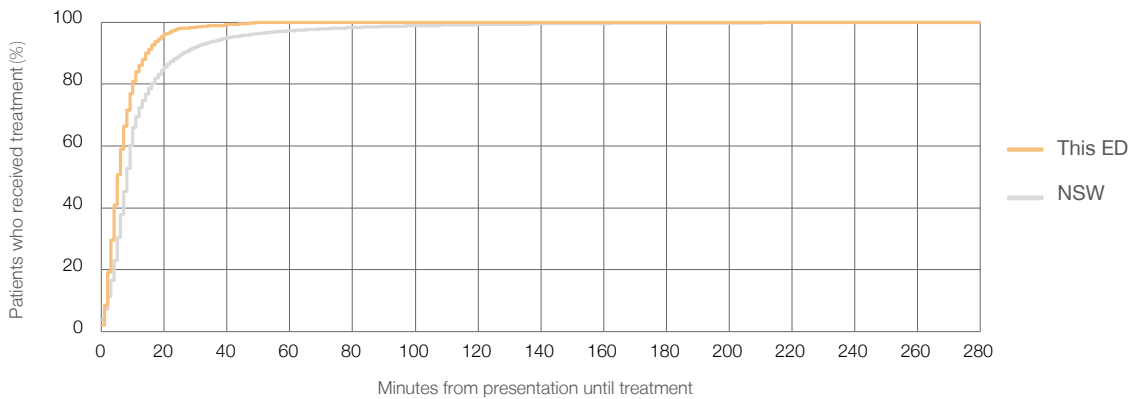
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,490

Median time to start treatment<sup>4</sup> 5 minutes

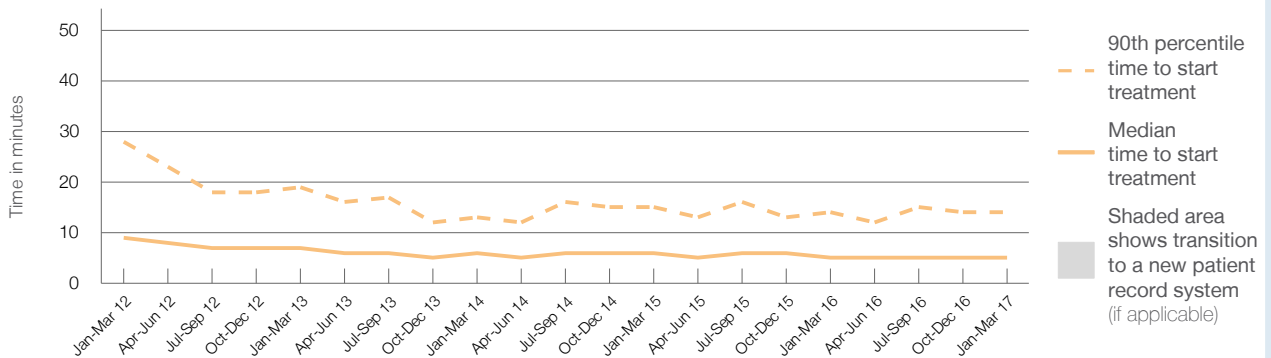
90th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
1,541	1,539
5 minutes	8 minutes
14 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	9	7	6	6	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	28	19	13	15	14	14

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 5,751

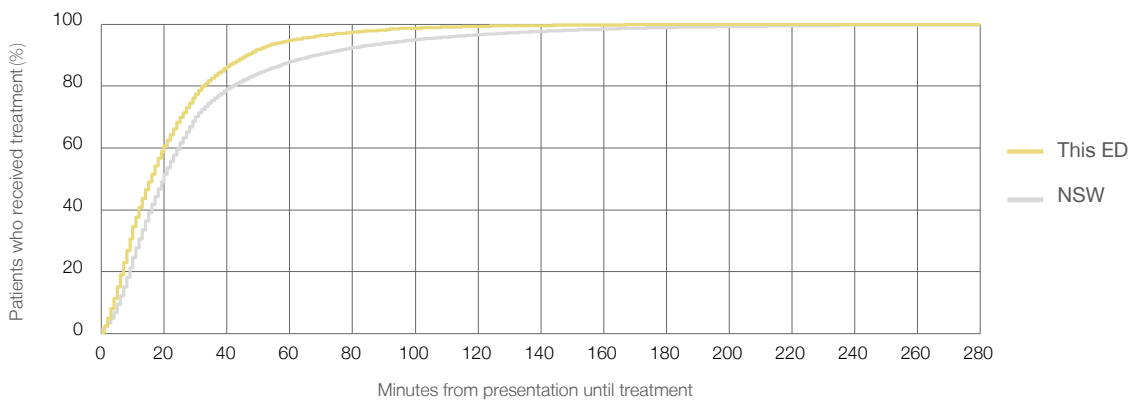
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,682

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

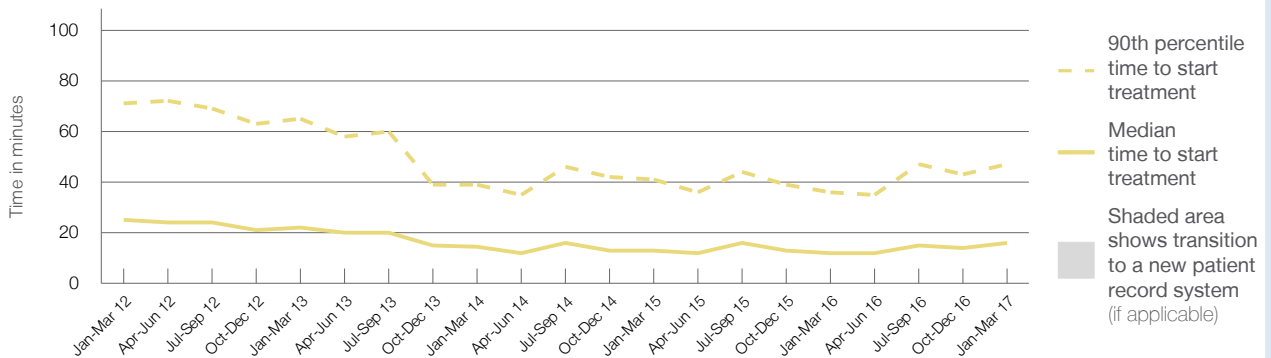
90th percentile time to start treatment<sup>5</sup> 47 minutes

Same period last year	NSW (this period)
5,932	
5,895	
12 minutes	20 minutes
36 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	25	22	15	13	12	16
90th percentile time to start treatment <sup>5</sup> (minutes)	71	65	39	41	36	47

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,428

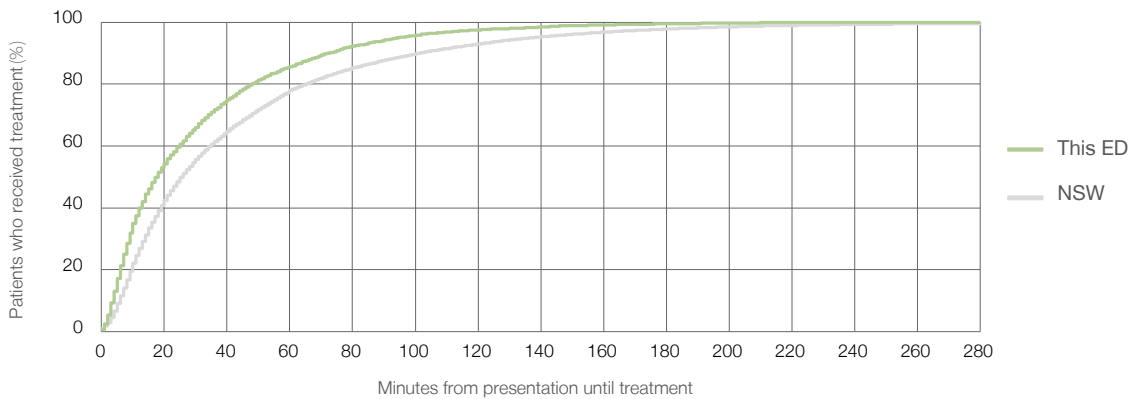
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,269

Median time to start treatment<sup>4</sup> 18 minutes

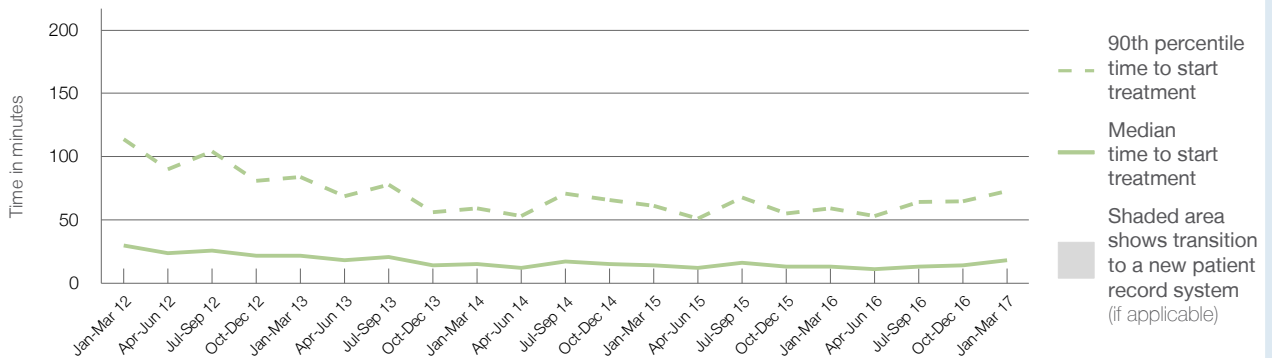
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
4,347	
4,251	
13 minutes	26 minutes
59 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	30	22	15	14	13	18
90th percentile time to start treatment <sup>5</sup> (minutes)	114	84	59	61	59	73

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,172

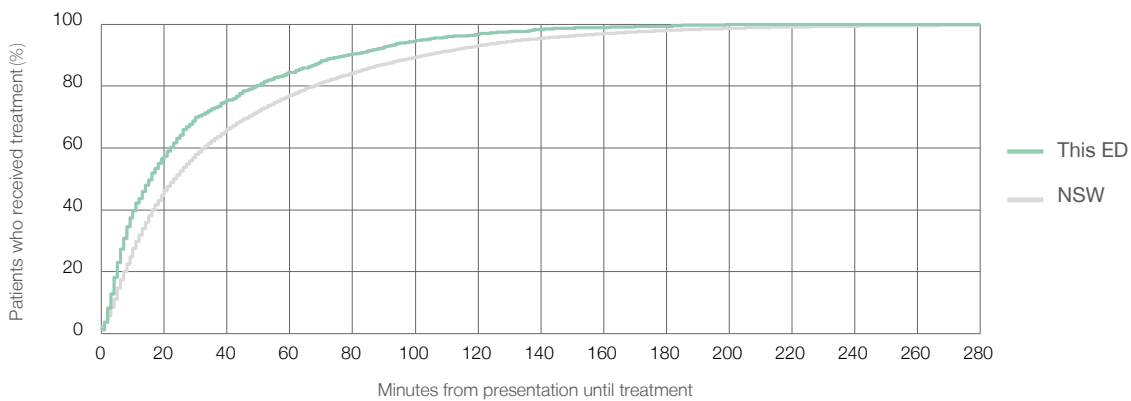
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,103

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

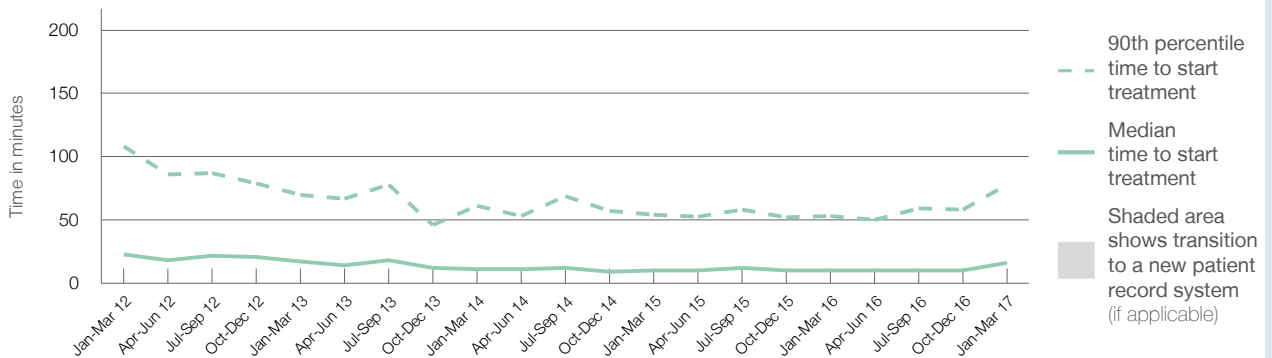
90th percentile time to start treatment<sup>5</sup> 78 minutes

Same period last year	NSW (this period)
1,063	1,025
10 minutes	23 minutes
53 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	23	17	11	10	10	16
90th percentile time to start treatment <sup>5</sup> (minutes)	108	70	61	54	53	78

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 13,346 patients

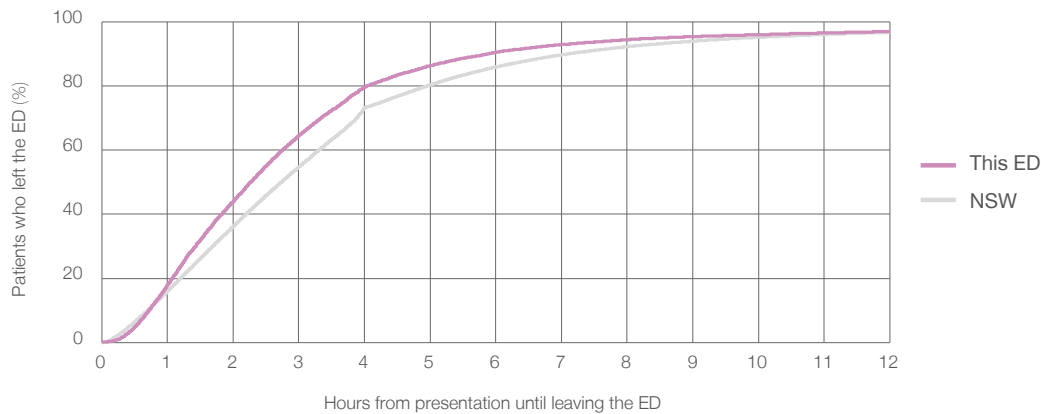
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,345 patients

Median time spent in the ED<sup>8</sup>  2 hours and 16 minutes

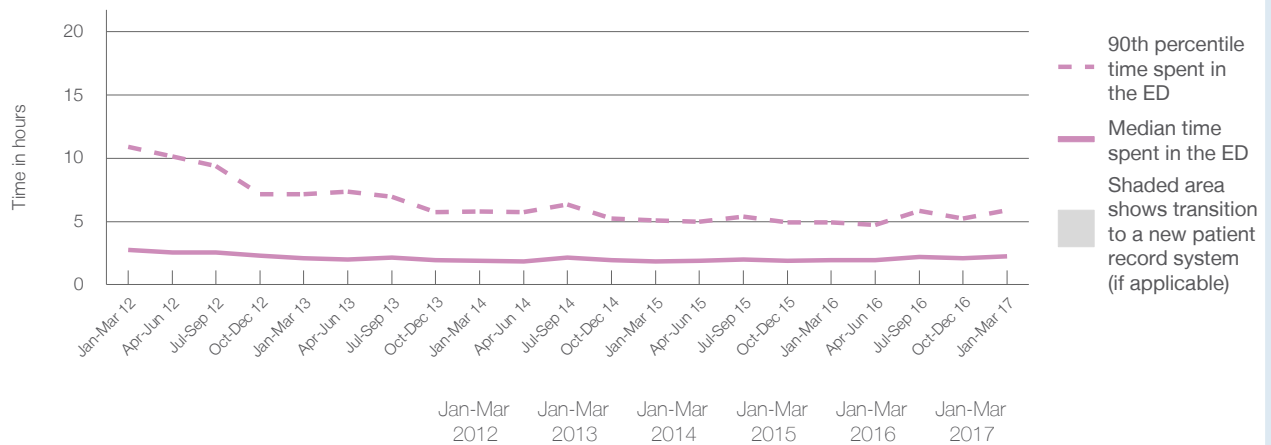
90th percentile time spent in the ED<sup>9</sup>  5 hours and 54 minutes

Same period last year	NSW (this period)
13,378	
13,374	
1 hours and 56 minutes	2 hours and 44 minutes
4 hours and 57 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 46m	2h 7m	1h 55m	1h 51m	1h 56m	2h 16m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 54m	7h 9m	5h 48m	5h 5m	4h 57m	5h 54m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time patients spent in the ED

### By mode of separation

January to March 2017

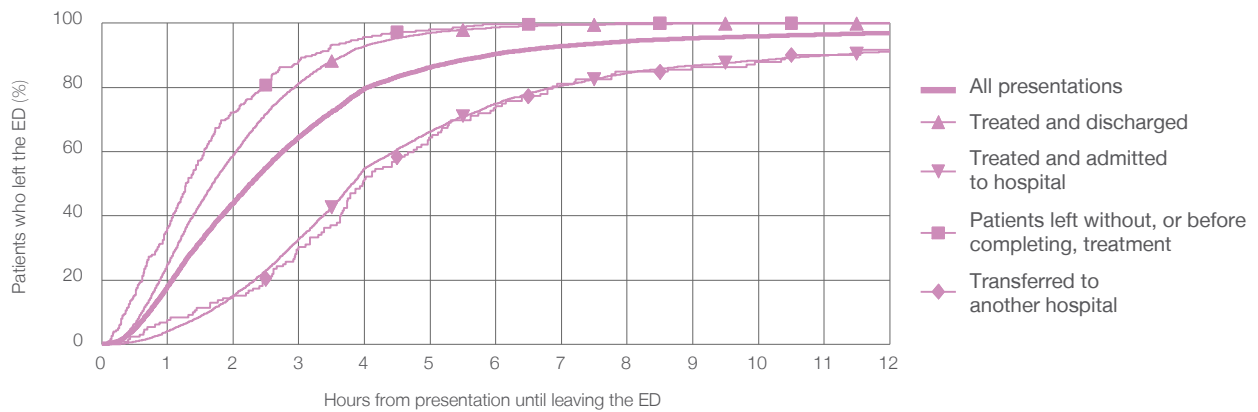
All presentations:<sup>1</sup> 13,346 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,345 patients

Treated and discharged	8,365 (62.7%)
Treated and admitted to hospital	4,519 (33.9%)
Patient left without, or before completing, treatment	301 (2.3%)
Transferred to another hospital	132 (1.0%)
Other	29 (0.2%)

Same period last year	Change since one year ago
13,374	-0.2%
8,644	-3.2%
4,386	3.0%
171	76.0%
142	-7.0%
35	-17.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	24.8%	58.9%	81.3%	92.9%	98.7%	99.7%	100%	100%
Treated and admitted to hospital	4.1%	15.2%	32.9%	54.8%	75.0%	84.5%	88.4%	91.2%
Patient left without, or before completing, treatment	36.2%	72.1%	88.4%	95.7%	99.7%	100%	100%	100%
Transferred to another hospital	7.6%	15.2%	30.3%	51.5%	74.2%	84.8%	87.9%	91.7%
All presentations	18.1%	44.1%	64.6%	79.7%	90.5%	94.4%	95.9%	96.9%

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 13,346 patients

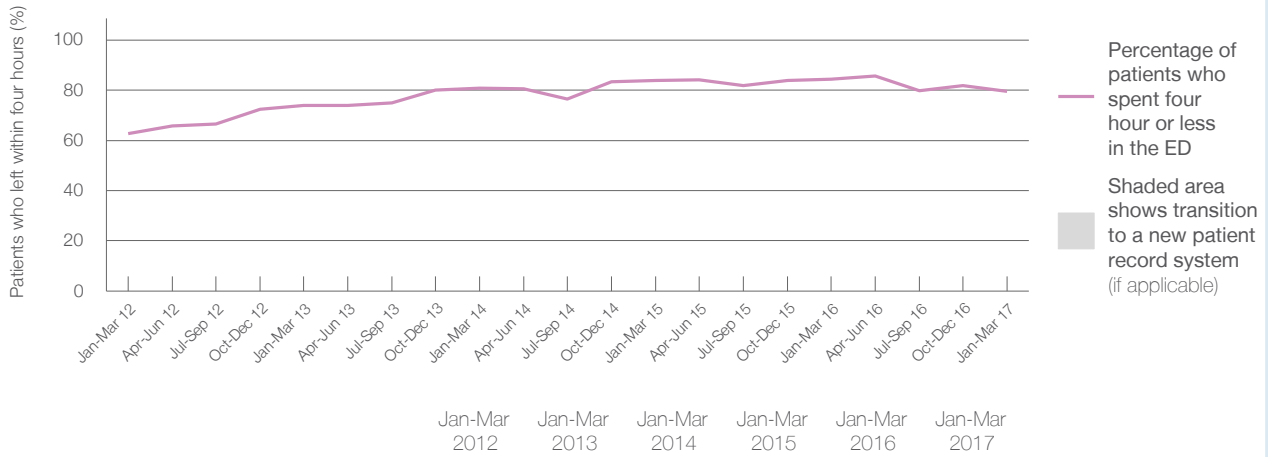
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,345 patients

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>	13,378	-0.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	13,374	-0.2%
Percentage of patients who spent four hours or less in the ED	84.4%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	62.8%	73.8%	80.9%	84.0%	84.4%	79.7%

\* 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, July to September 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 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).