

The Tweed Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 12,622 patients

Emergency presentations:² 12,268 patients

Same period last year	Change since one year ago
12,602	0.2%
12,251	0.1%

The Tweed Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,795 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 13 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,496 patients

Median time to start treatment⁴ 15 minutes
 90th percentile time to start treatment⁵ 44 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,965 patients

Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 72 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 949 patients

Median time to start treatment⁴ 12 minutes
 90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
1,493	
5 minutes	8 minutes
12 minutes	26 minutes
5,701	
12 minutes	20 minutes
35 minutes	67 minutes
3,964	
11 minutes	25 minutes
53 minutes	99 minutes
1,041	
10 minutes	23 minutes
50 minutes	101 minutes

The Tweed Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 12,621 patients

Percentage of patients who spent four hours or less in the ED 82.7%

Same period last year	Change since one year ago
12,602	0.2%
85.5%	

* 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.

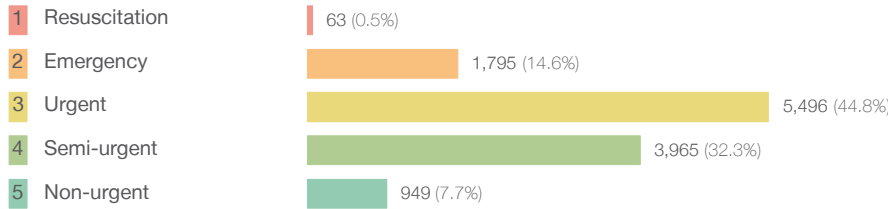
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

The Tweed Hospital: Patients presenting to the emergency department

April to June 2017

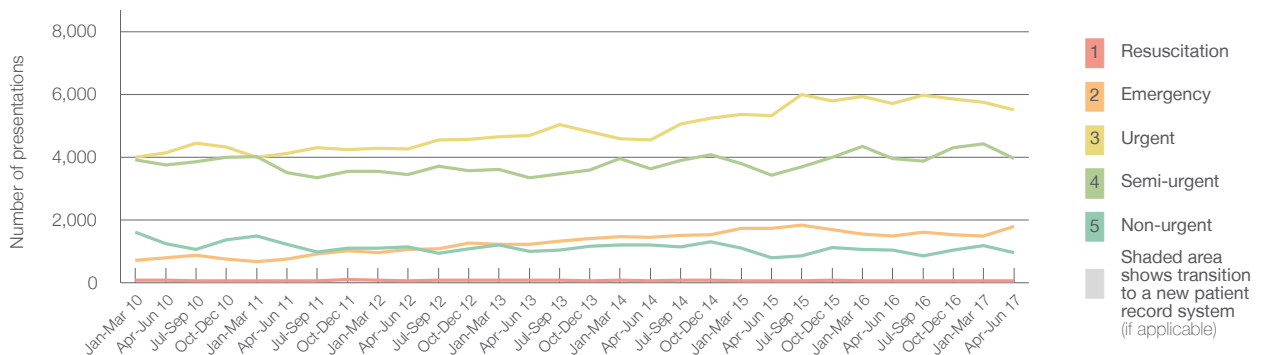
All presentations:¹ 12,622 patients

Emergency presentations² by triage category: 12,268 patients



	Same period last year	Change since one year ago
All presentations	12,602	0.2%
Emergency presentations	12,251	0.1%
1 Resuscitation	52	21.2%
2 Emergency	1,493	20.2%
3 Urgent	5,701	-3.6%
4 Semi-urgent	3,964	0.0%
5 Non-urgent	1,041	-8.8%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation	72	66	59	83	63	65	52	63
Emergency	788	755	1,067	1,224	1,447	1,734	1,493	1,795
Urgent	4,129	4,110	4,269	4,697	4,548	5,332	5,701	5,496
Semi-urgent	3,760	3,512	3,451	3,335	3,625	3,429	3,964	3,965
Non-urgent	1,242	1,222	1,132	993	1,209	799	1,041	949
All emergency presentations	9,991	9,665	9,978	10,332	10,892	11,359	12,251	12,268

The Tweed Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 1,912 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	1,831	
ED Transfer of care time		
Median time	7 minutes	1 minute
90th percentile time	18 minutes	1 minute

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

The Tweed Hospital: Time patients waited to start treatment, triage 2

April to June 2017

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

Number of triage 2 patients: 1,795

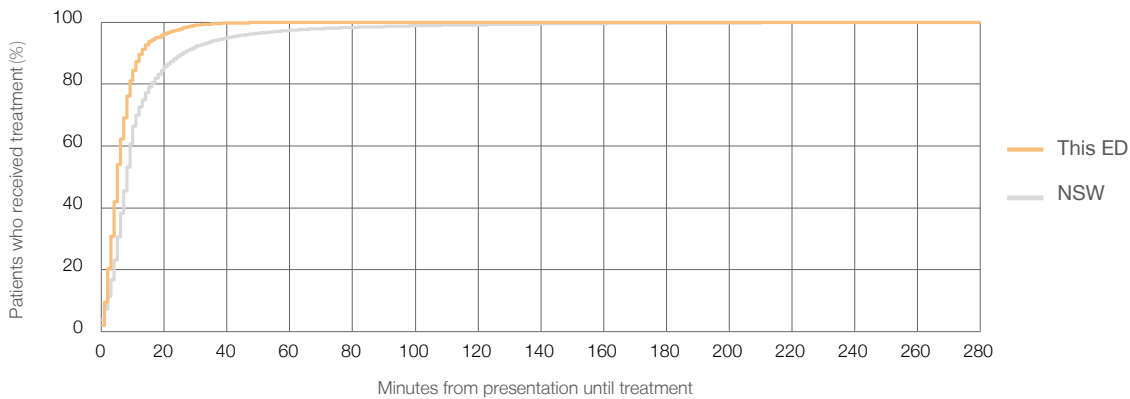
Number of triage 2 patients used to calculate waiting time:³ 1,791

Median time to start treatment⁴ 5 minutes

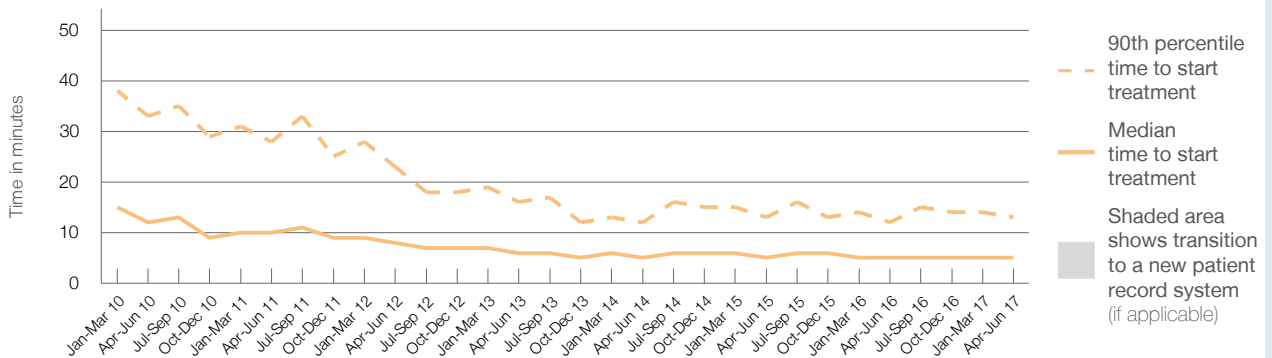
90th percentile time to start treatment⁵ 13 minutes

Same period last year	NSW (this period)
1,493	1,488
5 minutes	8 minutes
12 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	12	10	8	6	5	5	5	5
90th percentile time to start treatment ⁵ (minutes)	33	28	23	16	12	13	12	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.

The Tweed Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 5,496

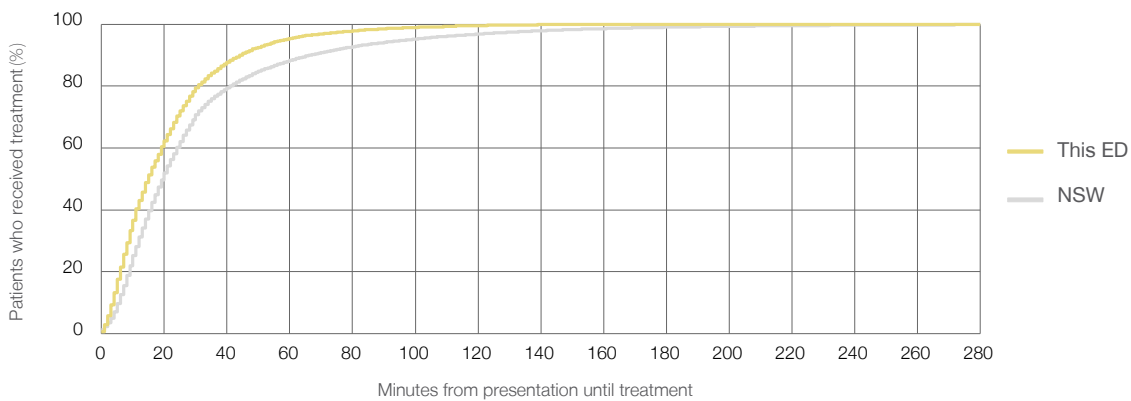
Number of triage 3 patients used to calculate waiting time:³ 5,439

Median time to start treatment⁴ 15 minutes

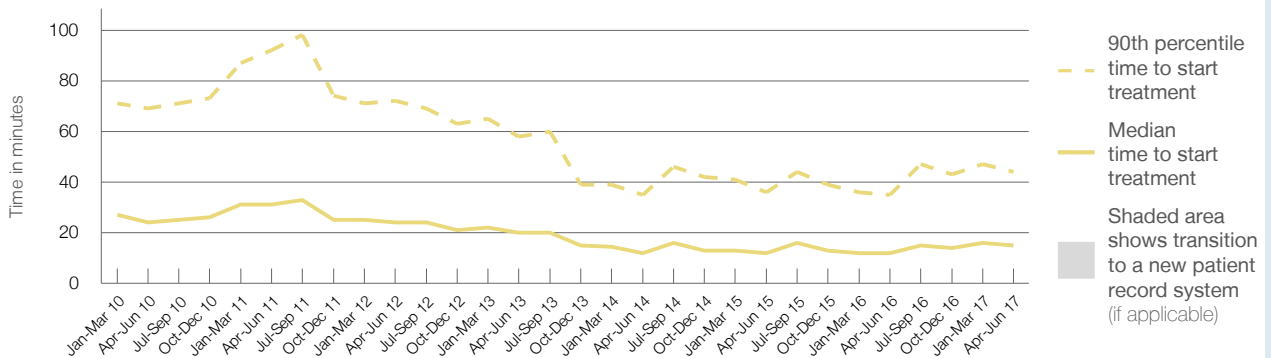
90th percentile time to start treatment⁵ 44 minutes

Same period last year	NSW (this period)
5,701	
5,674	
12 minutes	20 minutes
35 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	24	31	24	20	12	12	12	15
90th percentile time to start treatment ⁵ (minutes)	69	92	72	58	35	36	35	44

(†) 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.

The Tweed Hospital: Time patients waited to start treatment, triage 4

April to June 2017

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

Number of triage 4 patients: 3,965

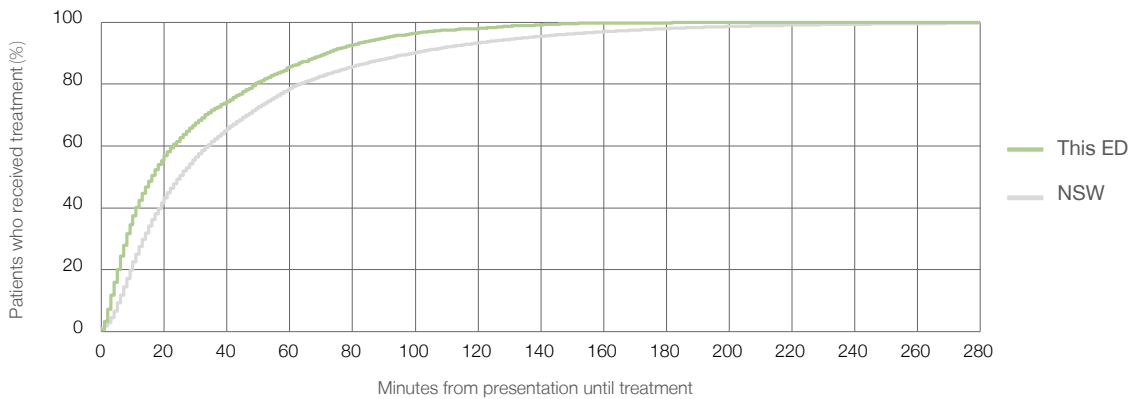
Number of triage 4 patients used to calculate waiting time:³ 3,850

Median time to start treatment⁴ 16 minutes

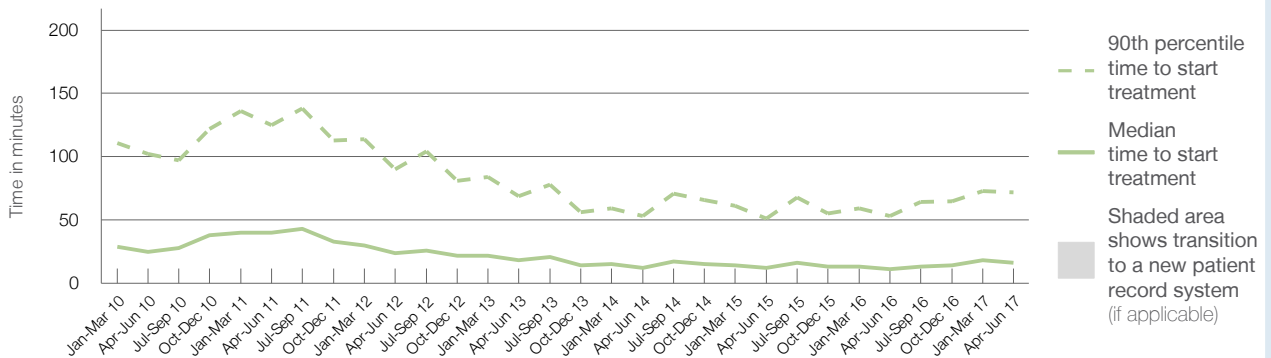
90th percentile time to start treatment⁵ 72 minutes

Same period last year	NSW (this period)
3,964	3,885
11 minutes	25 minutes
53 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	25	40	24	18	12	12	11	16
90th percentile time to start treatment ⁵ (minutes)	102	125	90	69	53	51	53	72

(†) 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.

The Tweed Hospital: Time patients waited to start treatment, triage 5

April to June 2017

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

Number of triage 5 patients: 949

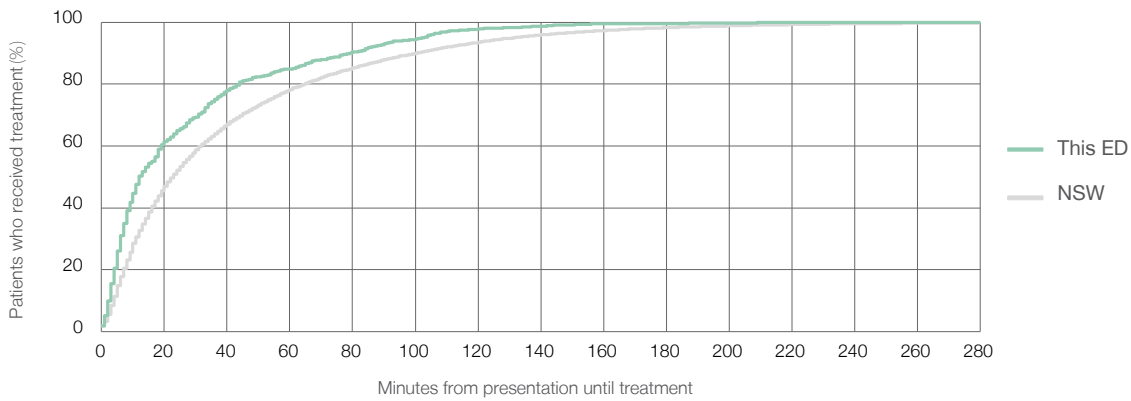
Number of triage 5 patients used to calculate waiting time:³ 885

Median time to start treatment⁴ 12 minutes

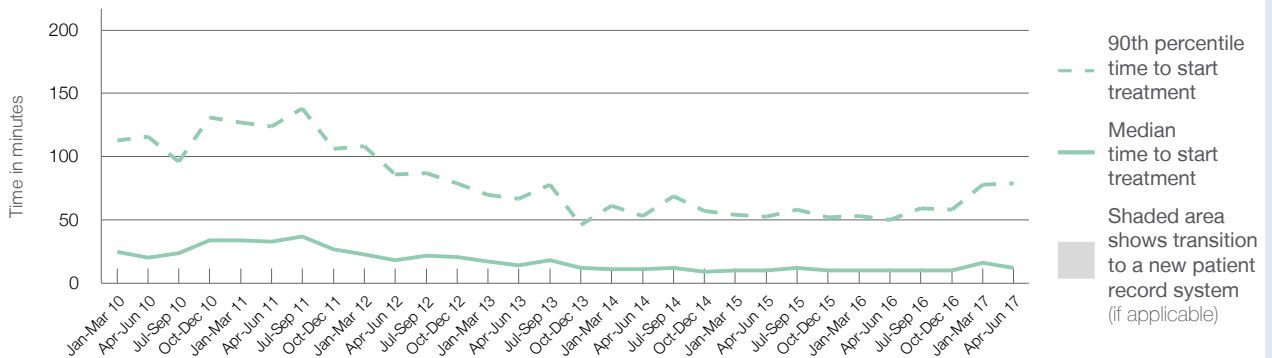
90th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
1,041	1,007
10 minutes	23 minutes
50 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)	20	33	18	14	11	10	10	12
90th percentile time to start treatment ⁵ (minutes)	116	124	86	67	53	53	50	79

(†) 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.

The Tweed Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 12,622 patients

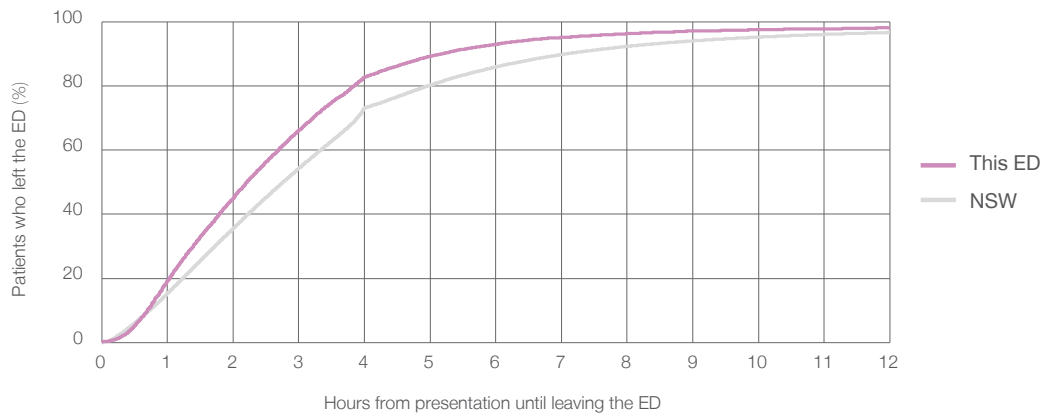
Presentations used to calculate time to leaving the ED:⁶ 12,621 patients

Median time spent in the ED⁸ 2 hours and 13 minutes

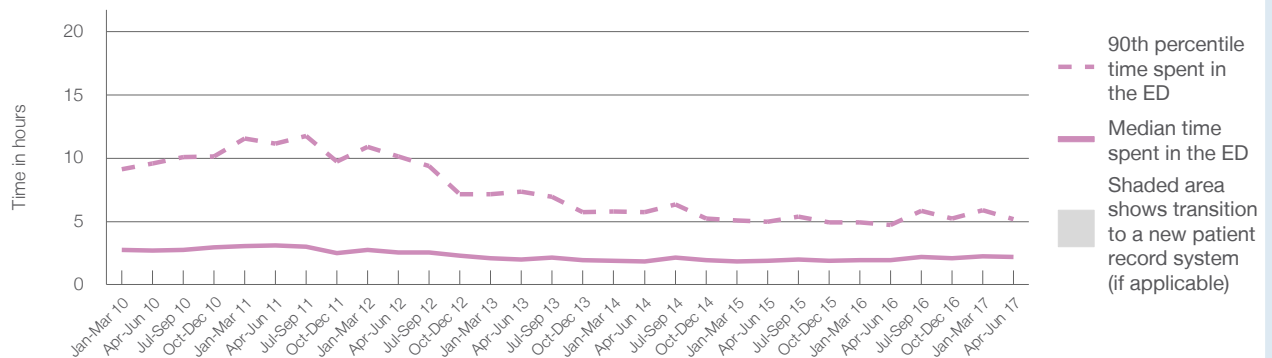
90th percentile time spent in the ED⁹ 5 hours and 11 minutes

Same period last year	NSW (this period)
12,602	12,602
1 hours and 56 minutes	2 hours and 46 minutes
4 hours and 43 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 41m	3h 5m	2h 34m	1h 59m	1h 52m	1h 54m	1h 56m	2h 13m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 34m	11h 8m	10h 8m	7h 22m	5h 43m	4h 58m	4h 43m	5h 11m

(†) 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.

The Tweed Hospital: Time patients spent in the ED
By mode of separation
April to June 2017

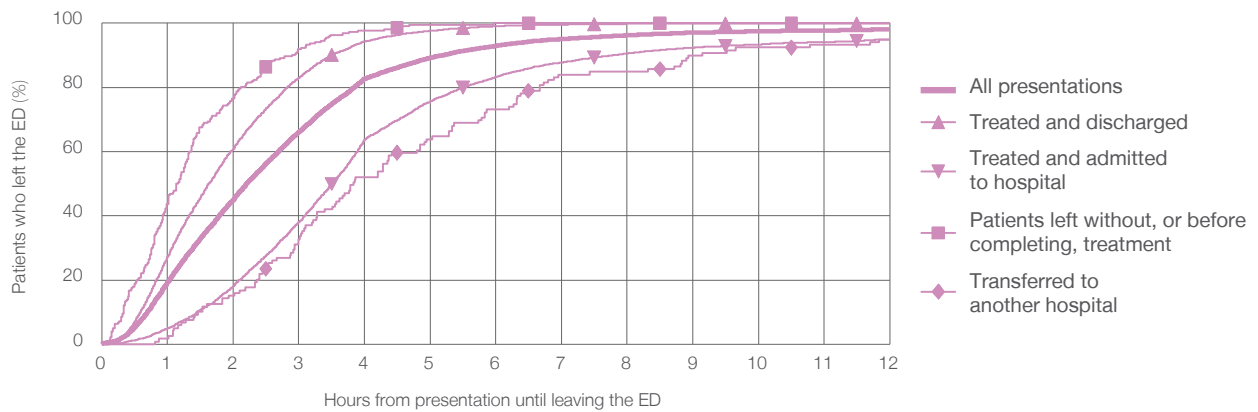
All presentations:¹ 12,622 patients

Presentations used to calculate time to leaving the ED:⁶ 12,621 patients

Treated and discharged	7,567 (60.0%)
Treated and admitted to hospital	4,675 (37.0%)
Patient left without, or before completing, treatment	222 (1.8%)
Transferred to another hospital	119 (0.9%)
Other	39 (0.3%)

Same period last year	Change since one year ago
12,602	0.2%
8,112	-6.7%
4,222	10.7%
139	59.7%
94	26.6%
35	11.4%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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	27.4%	60.9%	83.0%	94.3%	99.1%	99.8%	100%	100%
Treated and admitted to hospital	5.0%	18.1%	38.1%	63.7%	83.3%	90.6%	93.4%	95.0%
Patient left without, or before completing, treatment	43.7%	76.6%	91.9%	97.7%	100%	100%	100%	100%
Transferred to another hospital	1.7%	15.1%	32.8%	52.1%	73.1%	84.9%	92.4%	95.0%
All presentations	19.3%	45.0%	66.1%	82.7%	93.0%	96.3%	97.5%	98.1%

(†) 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.

The Tweed Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 12,622 patients

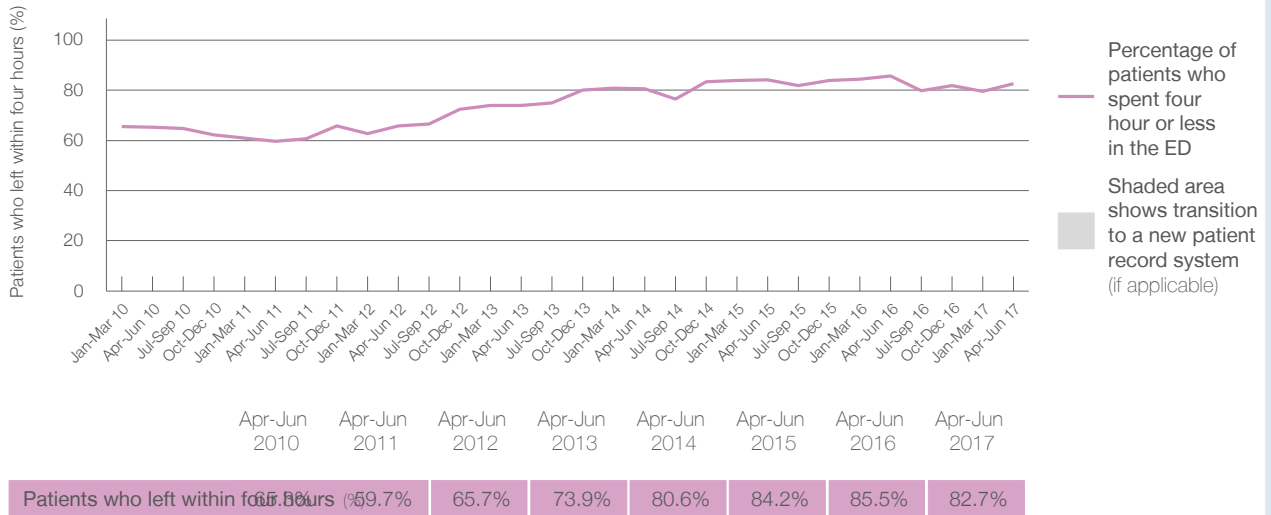
Presentations used to calculate time to leaving the ED:⁶ 12,602 patients

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: ¹ 12,622 patients	12,602	0.2%
Presentations used to calculate time to leaving the ED: ⁶ 12,602 patients	12,602	0.2%
Percentage of patients who spent four hours or less in the ED	85.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



* 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*.

1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. 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*.
4. 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.
5. 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.
6. All presentations that have a departure time.
7. 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*.
8. 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.
9. 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 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).