

Ballina District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,383 patients
 Emergency presentations:² 4,158 patients

Same period last year	Change since one year ago
3,904	12.3%
3,686	12.8%

Ballina District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 359 patients

Median time to start treatment⁴ 9 minutes
 90th percentile time to start treatment⁵ 28 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,304 patients

Median time to start treatment⁴ 21 minutes
 90th percentile time to start treatment⁵ 60 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,228 patients

Median time to start treatment⁴ 25 minutes
 90th percentile time to start treatment⁵ 104 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 267 patients

Median time to start treatment⁴ 23 minutes
 90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
353	
8 minutes	9 minutes
16 minutes	29 minutes
1,202	
19 minutes	23 minutes
49 minutes	83 minutes
1,827	
25 minutes	30 minutes
104 minutes	121 minutes
292	
27 minutes	26 minutes
124 minutes	118 minutes

Ballina District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,383 patients

Percentage of patients who spent four hours or less in the ED 73.4%

Same period last year	Change since one year ago
3,903	12.3%
74.9%	

* 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.

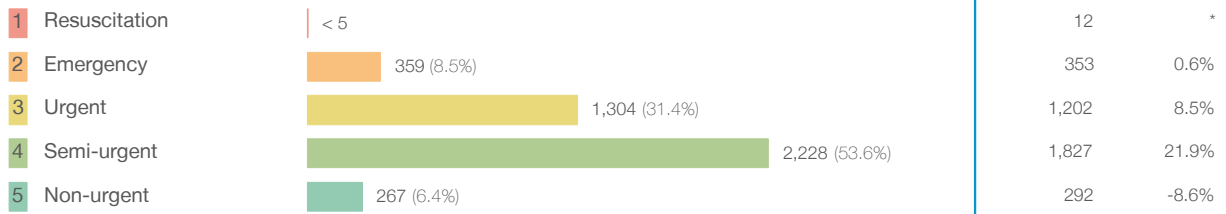
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 17 October 2017).

Ballina District Hospital: Patients presenting to the emergency department July to September 2017

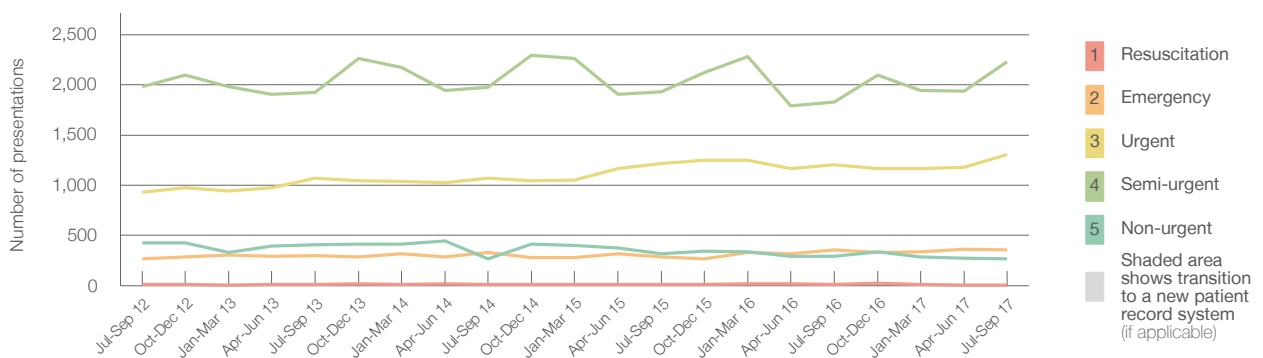
All presentations:¹ 4,383 patients

Emergency presentations² by triage category: 4,158 patients



Same period last year	Change since one year ago
3,904	12.3%
3,686	12.8%
12	*
353	0.6%
1,202	8.5%
1,827	21.9%
292	-8.6%

Emergency presentations² by quarter, July 2012 to September 2017 †



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Resuscitation	14	13	13	13	12	< 5
Emergency	270	301	328	288	353	359
Urgent	933	1,072	1,070	1,214	1,202	1,304
Semi-urgent	1,985	1,927	1,976	1,930	1,827	2,228
Non-urgent	426	410	270	315	292	267
All emergency presentations	3,628	3,723	3,657	3,760	3,686	4,158

Ballina District Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 318 patients **

ED Transfer of care time



Same period last year	Change since one year ago
252	
13 minutes	0 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.

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

Ballina District Hospital: Time patients waited to start treatment, triage 2 July to September 2017

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

Number of triage 2 patients: 359

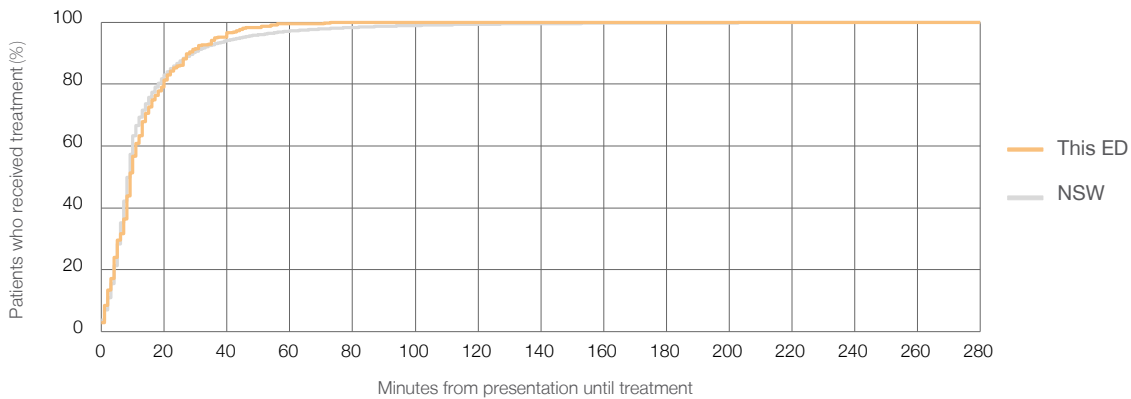
Number of triage 2 patients used to calculate waiting time:³ 354

Median time to start treatment⁴ 9 minutes

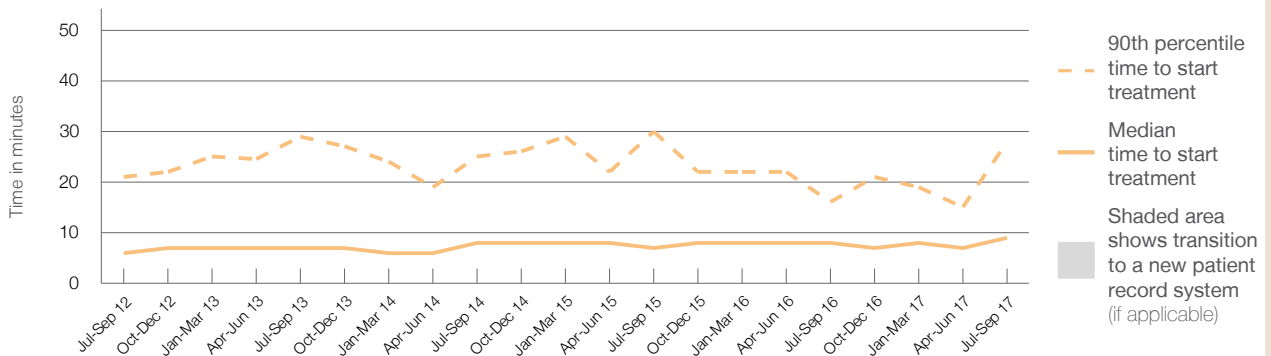
90th percentile time to start treatment⁵ 28 minutes

Same period last year	NSW (this period)
353	353
8 minutes	9 minutes
16 minutes	29 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	6	7	8	7	8	9
90th percentile time to start treatment ⁵ (minutes)	21	29	25	30	16	28

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Ballina District Hospital: Time patients waited to start treatment, triage 3 July to September 2017

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

Number of triage 3 patients: 1,304

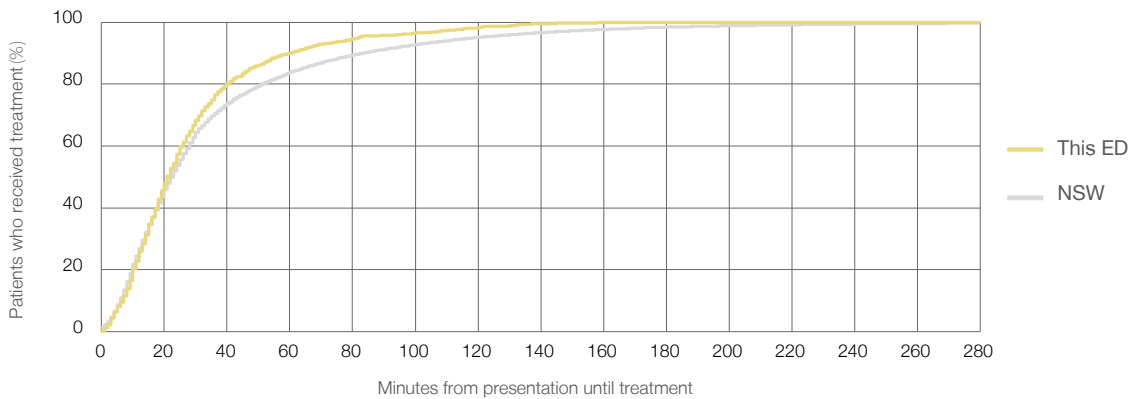
Number of triage 3 patients used to calculate waiting time:³ 1,261

Median time to start treatment⁴ 21 minutes

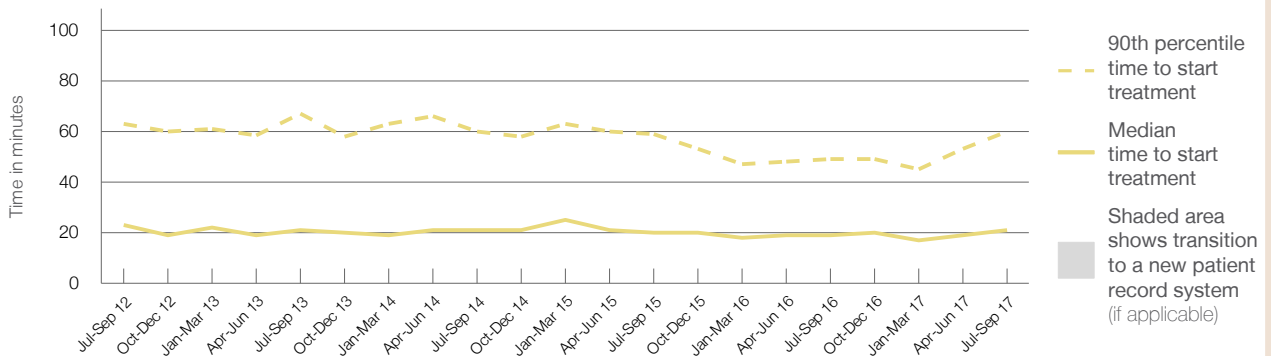
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
1,202	1,173
19 minutes	23 minutes
49 minutes	83 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	23	21	21	20	19	21
90th percentile time to start treatment ⁵ (minutes)	63	67	60	59	49	60

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Ballina District Hospital: Time patients waited to start treatment, triage 4 July to September 2017

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

Number of triage 4 patients: 2,228

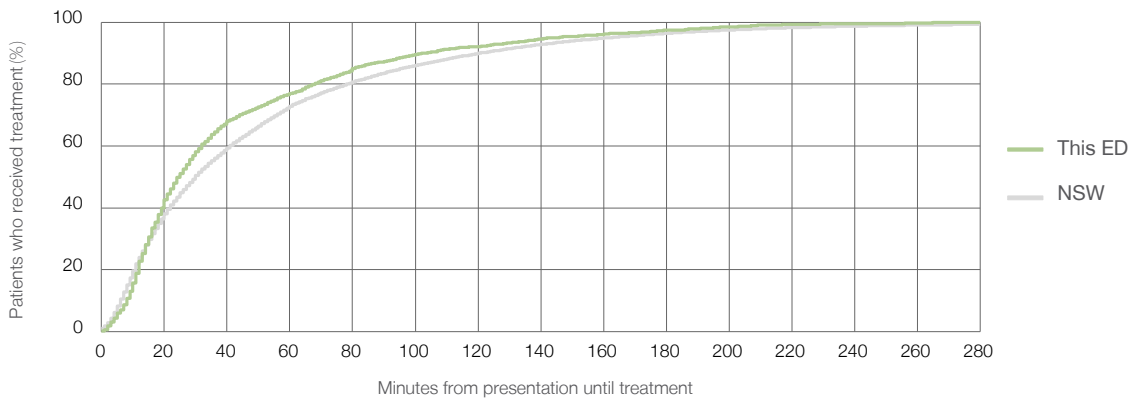
Number of triage 4 patients used to calculate waiting time:³ 2,027

Median time to start treatment⁴ 25 minutes

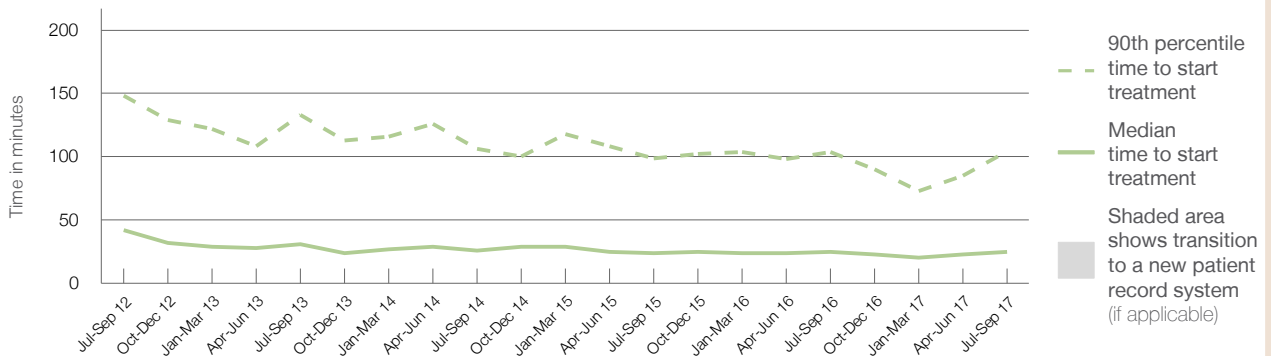
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
1,827	1,610
25 minutes	30 minutes
104 minutes	121 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	42	31	26	24	25	25
90th percentile time to start treatment ⁵ (minutes)	148	133	106	99	104	104

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Ballina District Hospital: Time patients waited to start treatment, triage 5 July to September 2017

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

Number of triage 5 patients: 267

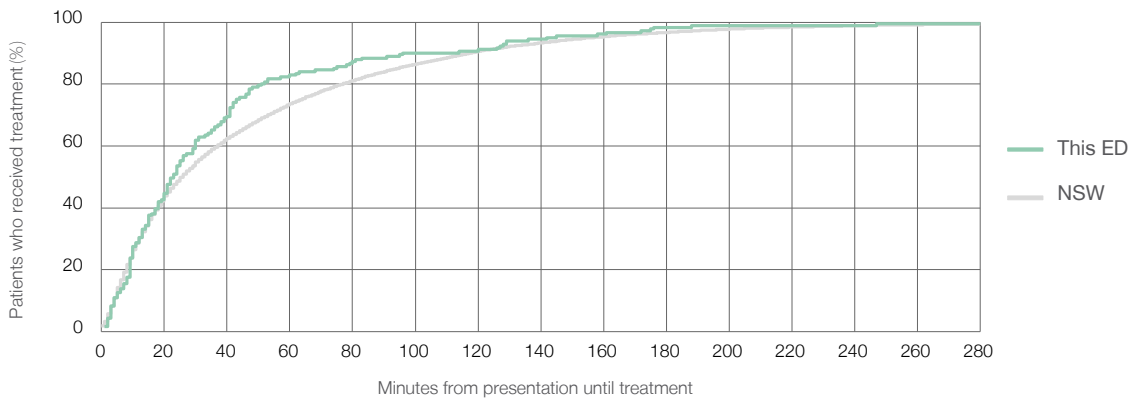
Number of triage 5 patients used to calculate waiting time:³ 181

Median time to start treatment⁴ 23 minutes

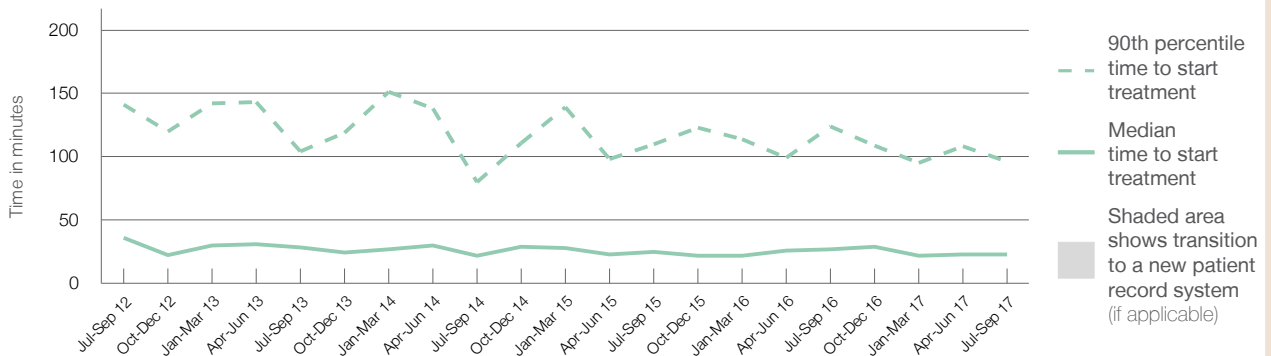
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
292	192
27 minutes	26 minutes
124 minutes	118 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to start treatment ⁴ (minutes)	36	29	22	25	27	23
90th percentile time to start treatment ⁵ (minutes)	141	104	80	110	124	96

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Ballina District Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 4,383 patients

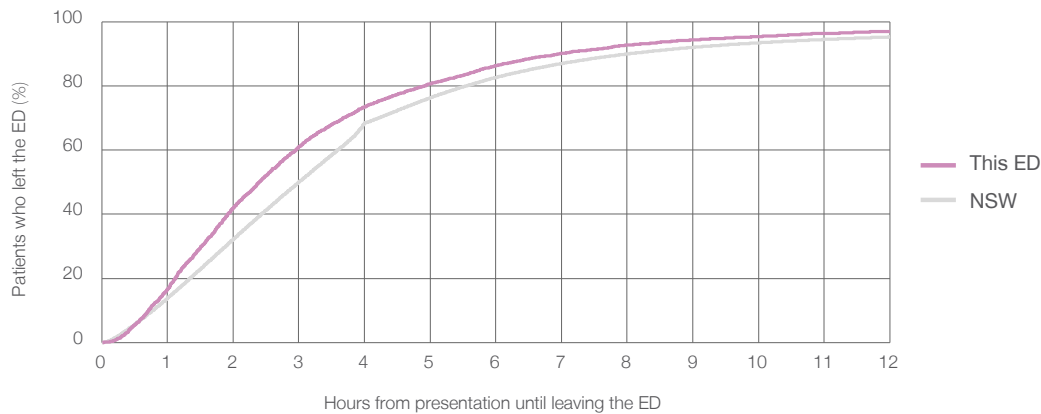
Presentations used to calculate time to leaving the ED:⁶ 4,383 patients

Median time spent in the ED⁸ 2 hours and 24 minutes

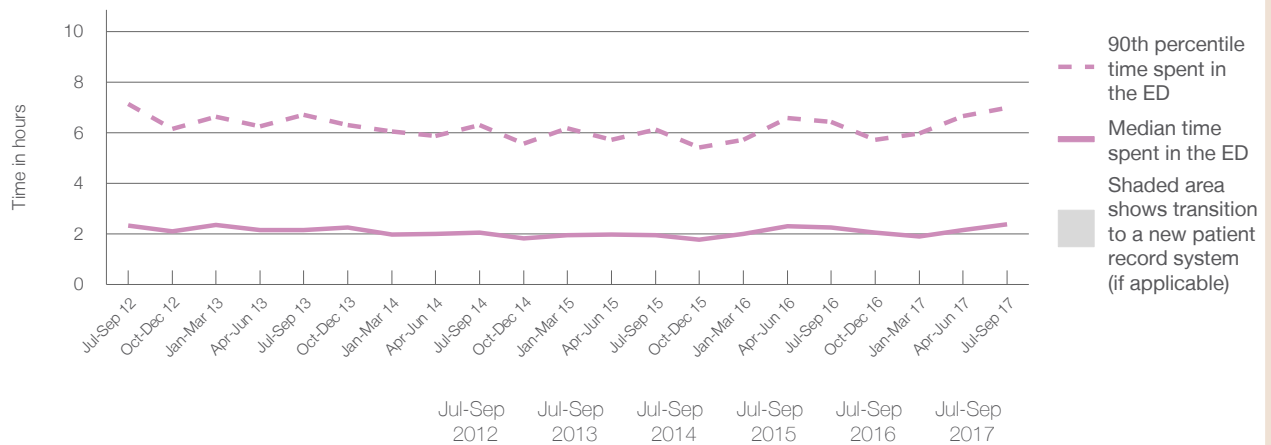
90th percentile time spent in the ED⁹ 6 hours and 59 minutes

Same period last year	NSW (this period)
3,904	
3,903	
2 hours and 15 minutes	3 hours and 0 minutes
6 hours and 26 minutes	8 hours and 2 minutes

Percentage of patients who left the ED by time, July to September 2017



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



	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
Median time to leaving the ED ⁸ (hours, minutes)	2h 20m	2h 10m	2h 3m	1h 57m	2h 15m	2h 24m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 8m	6h 43m	6h 18m	6h 8m	6h 26m	6h 59m

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Ballina District Hospital: Time patients spent in the ED
By mode of separation
July to September 2017

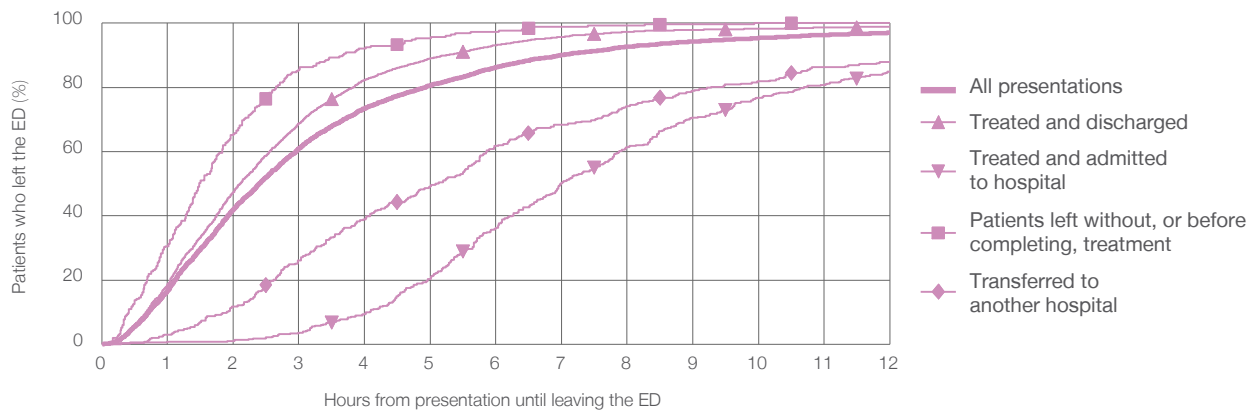
All presentations:¹ 4,383 patients

Presentations used to calculate time to leaving the ED:⁶ 4,383 patients

Treated and discharged	3,431 (78.3%)
Treated and admitted to hospital	384 (8.8%)
Patient left without, or before completing, treatment	255 (5.8%)
Transferred to another hospital	298 (6.8%)
Other	15 (0.3%)

Same period last year	Change since one year ago
3,903	12.3%
2,603	31.8%
936	-59.0%
272	-6.3%
84	254.8%
9	66.7%

Percentage of patients who left the ED by time and mode of separation, July to September 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	18.6%	47.5%	68.8%	82.3%	93.2%	97.4%	98.3%	98.9%
Treated and admitted to hospital	0.8%	1.0%	3.6%	9.4%	36.2%	61.5%	76.8%	84.9%
Patient left without, or before completing, treatment	30.6%	65.5%	85.5%	92.2%	97.3%	99.2%	100%	100%
Transferred to another hospital	3.0%	11.7%	26.2%	38.9%	61.7%	74.2%	81.9%	87.9%
All presentations	16.7%	42.0%	61.0%	73.4%	86.3%	92.8%	95.4%	97.0%

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Ballina District Hospital: Time spent in the ED
 Percentage of patients who spent four hours or less in the ED
 July to September 2017

All presentations at the emergency department:¹ 4,383 patients

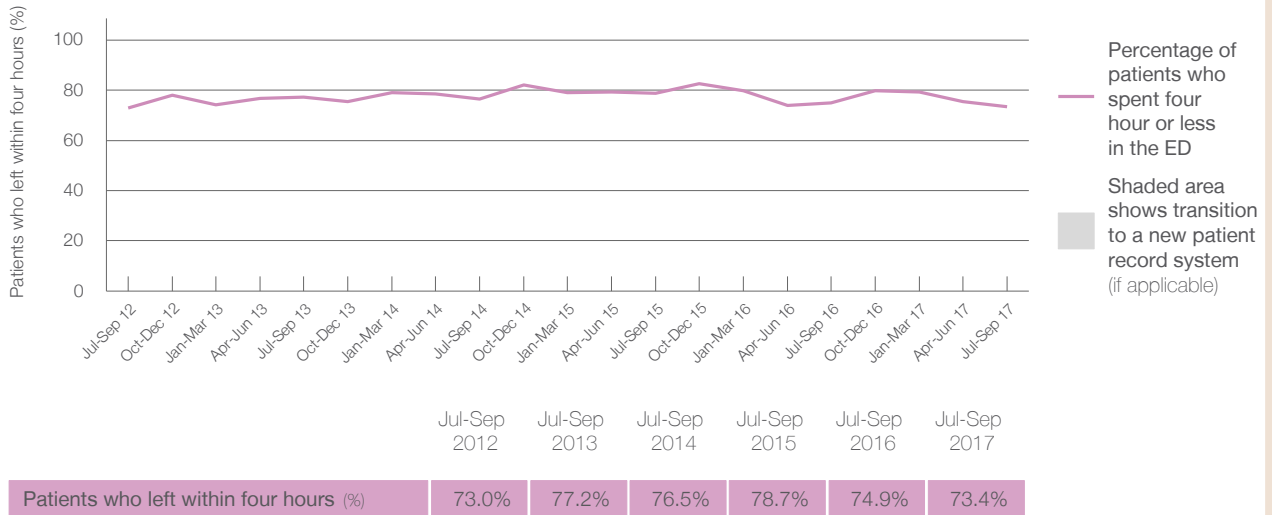
Presentations used to calculate time to leaving the ED:⁶ 4,383 patients

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	3,904	12.3%
Presentations used to calculate time to leaving the ED: ⁶	3,903	12.3%
Percentage of patients who spent four hours or less in the ED	74.9%	

Percentage of patients who spent four hours or less in the ED, by quarter, July 2012 to September 2017**



Patients who left within four hours (%)	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017
	73.0%	77.2%	76.5%	78.7%	74.9%	73.4%

* 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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- 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 17 October 2017).
 Transfer of care data from Transfer of Care Reporting System(extracted 17 October 2017).