

Ballina District Hospital: Emergency department (ED) overview

July to September 2018

All presentations:¹ 4,166 patients
Emergency presentations:² 3,947 patients

Same period last year	Change since one year ago
4,382	-5%
4,157	-5%

Ballina District Hospital: Time patients waited to start treatment³

July to September 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 362 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,221 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,072 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 282 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
359	
9 minutes	8 minutes
28 minutes	28 minutes
1,304	
21 minutes	21 minutes
60 minutes	72 minutes
2,228	
25 minutes	26 minutes
104 minutes	105 minutes
266	
23 minutes	22 minutes
96 minutes	103 minutes

Ballina District Hospital: Time from presentation until leaving the ED

July to September 2018

Attendances used to calculate time to leaving the ED:⁶ 4,166 patients

Percentage of patients who spent four hours or less in the ED 81%

Same period last year	Change since one year ago
4,382	-5%
73%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
- 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.

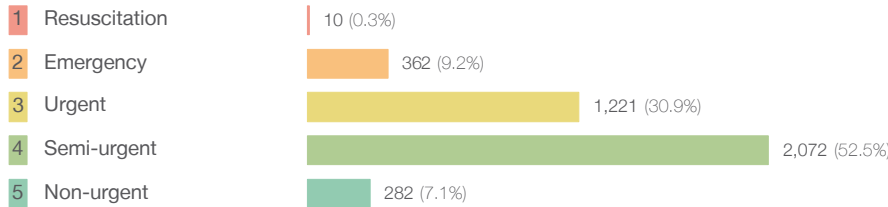
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).

Ballina District Hospital: Patients presenting to the emergency department July to September 2018

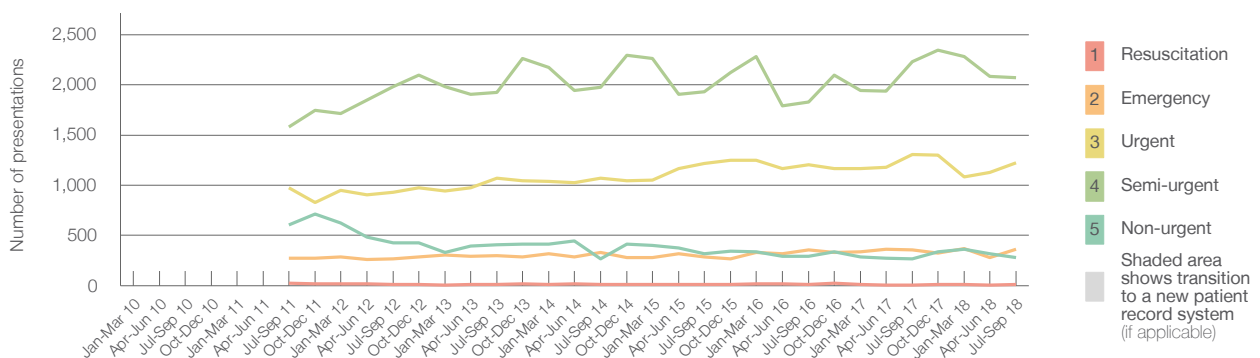
All presentations:¹ 4,166 patients

Emergency presentations² by triage category: 3,947 patients



	Same period last year	Change since one year ago
All presentations	4,382	-5%
Emergency presentations	4,157	-5%
1 Resuscitation	< 5	*
2 Emergency	359	2.0%
3 Urgent	1,304	-6.4%
4 Semi-urgent	2,228	-7.0%
5 Non-urgent	266	6.0%

Emergency presentations² by quarter, January 2010 to September 2018 † §



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Resuscitation		27	14	13	13	13	12	< 5	10
Emergency		275	270	301	328	288	353	359	362
Urgent		977	933	1,072	1,070	1,214	1,202	1,304	1,221
Semi-urgent		1,579	1,985	1,927	1,976	1,930	1,827	2,228	2,072
Non-urgent		607	426	410	270	315	292	266	282
All emergency presentations		3,465	3,628	3,723	3,657	3,760	3,686	4,157	3,947

Ballina District Hospital: Patients arriving by ambulance July to September 2018

Arrivals used to calculate transfer of care time:⁷ 421 patients **

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	310	
Median time	13 minutes	0 minutes
90th percentile time	32 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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 2018

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

Number of triage 2 patients: 362

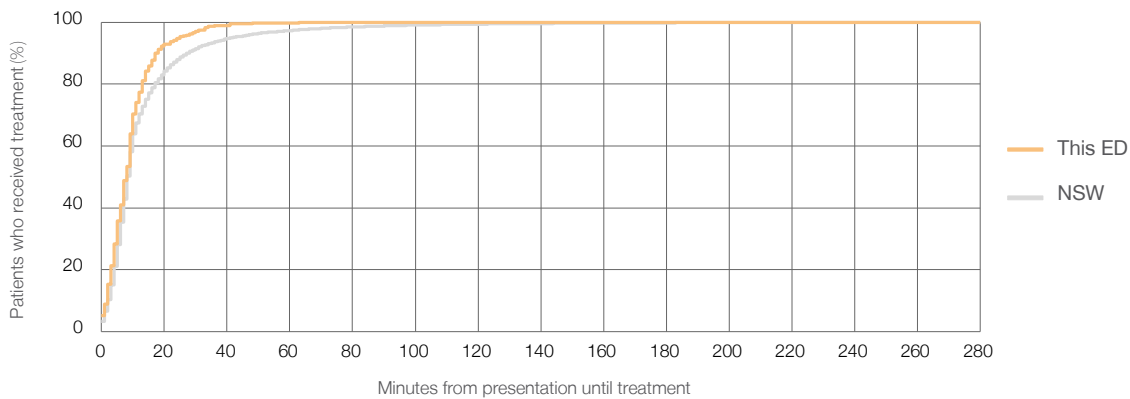
Number of triage 2 patients used to calculate waiting time:³ 361

Median time to start treatment⁴ 8 minutes

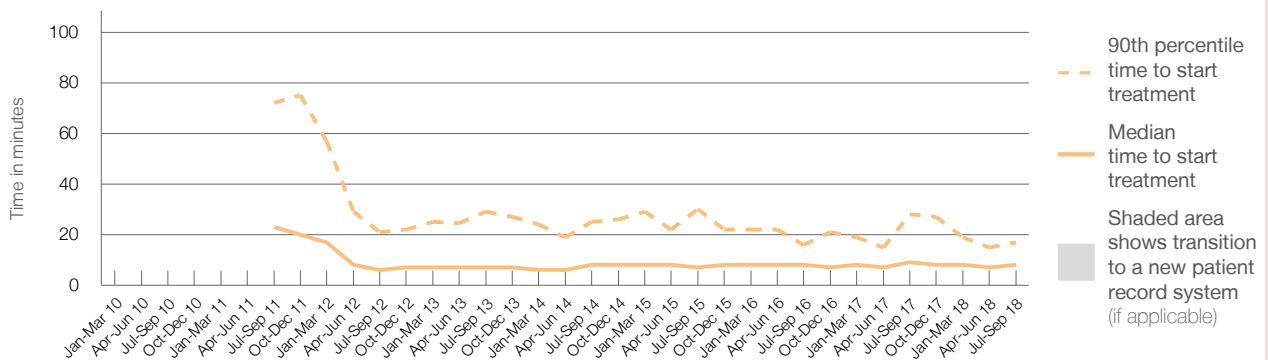
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
359	
354	
9 minutes	8 minutes
28 minutes	28 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		23	6	7	8	7	8	9	8
90th percentile time to start treatment ⁵ (minutes)		72	21	29	25	30	16	28	17

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Ballina District Hospital: Time patients waited to start treatment, triage 3 July to September 2018

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

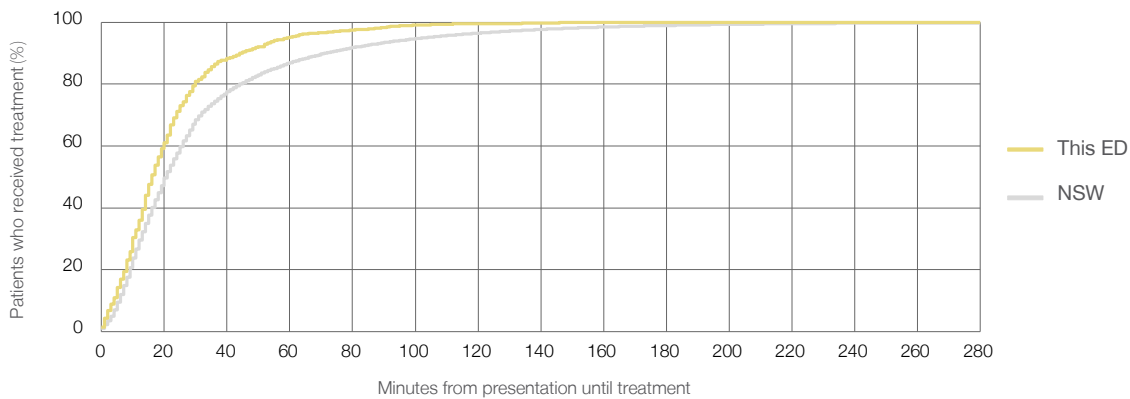
Number of triage 3 patients: 1,221

Number of triage 3 patients used to calculate waiting time:³ 1,197

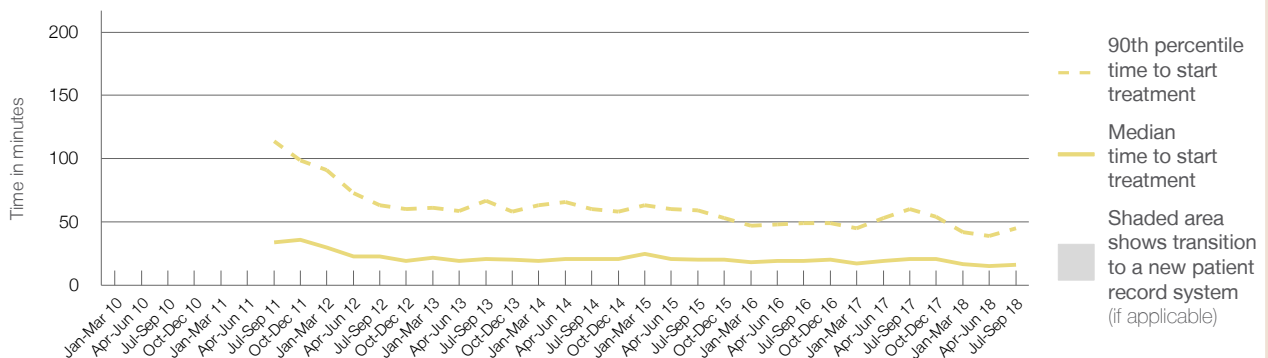
Median time to start treatment⁴ 16 minutes
 90th percentile time to start treatment⁵ 45 minutes

Same period last year	NSW (this period)
1,304	
1,261	
21 minutes	21 minutes
60 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		34	23	21	21	20	19	21	16
90th percentile time to start treatment ⁵ (minutes)		114	63	67	60	59	49	60	45

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Ballina District Hospital: Time patients waited to start treatment, triage 4 July to September 2018

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

Number of triage 4 patients: 2,072

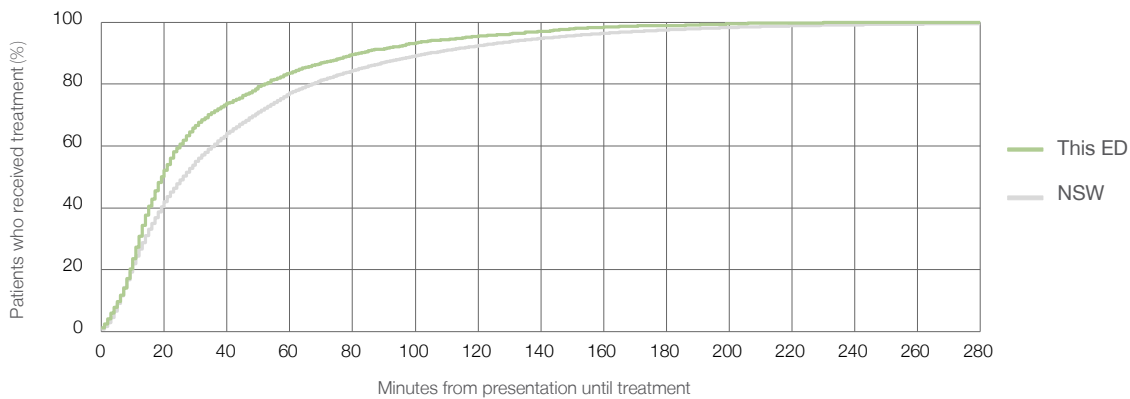
Number of triage 4 patients used to calculate waiting time:³ 1,928

Median time to start treatment⁴ 19 minutes

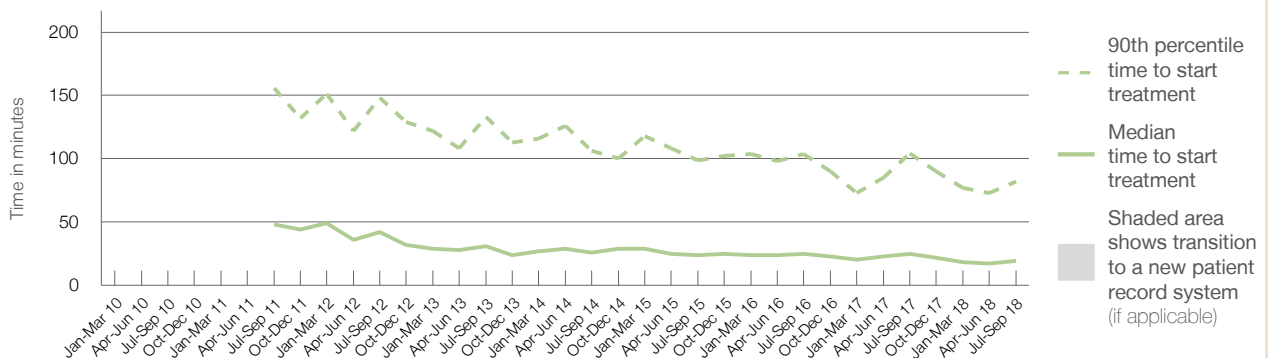
90th percentile time to start treatment⁵ 82 minutes

Same period last year	NSW (this period)
2,228	2,026
25 minutes	26 minutes
104 minutes	105 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		48	42	31	26	24	25	25	19
90th percentile time to start treatment ⁵ (minutes)		156	148	133	106	99	104	104	82

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Ballina District Hospital: Time patients waited to start treatment, triage 5 July to September 2018

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

Number of triage 5 patients: 282

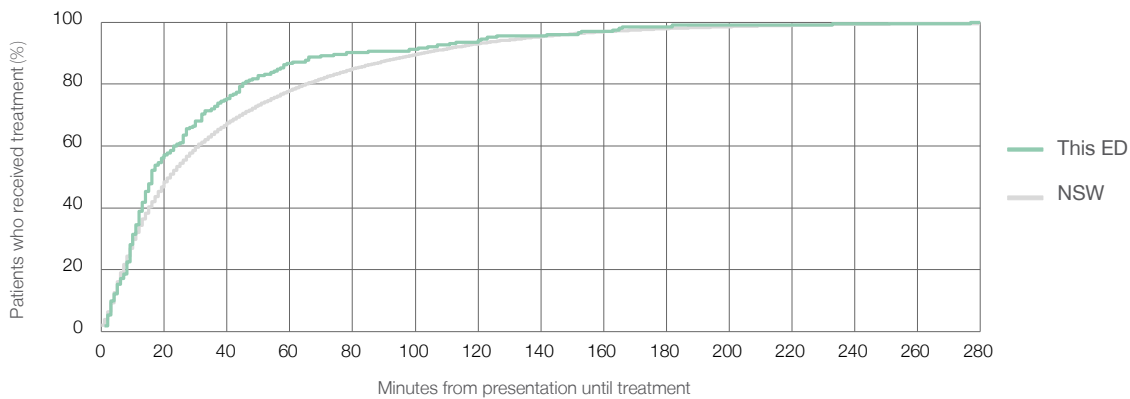
Number of triage 5 patients used to calculate waiting time:³ 203

Median time to start treatment⁴ 16 minutes

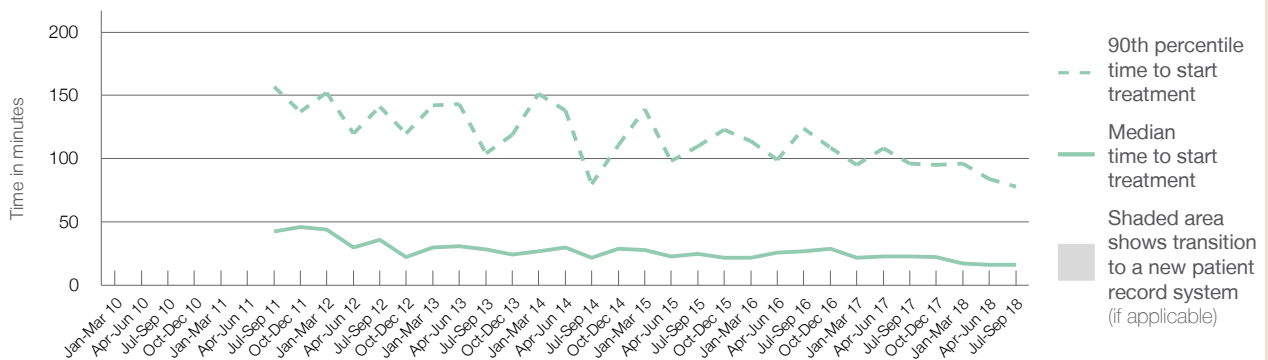
90th percentile time to start treatment⁵ 78 minutes

Same period last year	NSW (this period)
266	181
23 minutes	22 minutes
96 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018



Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time to start treatment ⁴ (minutes)		43	36	29	22	25	27	23	16
90th percentile time to start treatment ⁵ (minutes)		157	141	104	80	110	124	96	78

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Ballina District Hospital: Time patients spent in the ED

July to September 2018

All presentations:¹ 4,166 patients

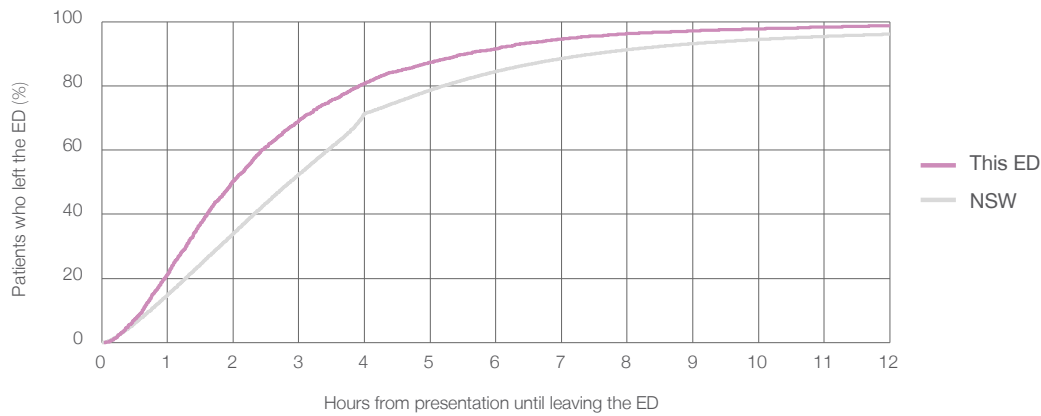
Presentations used to calculate time to leaving the ED:⁶ 4,166 patients

Median time spent in the ED⁸ 2 hours and 0 minutes

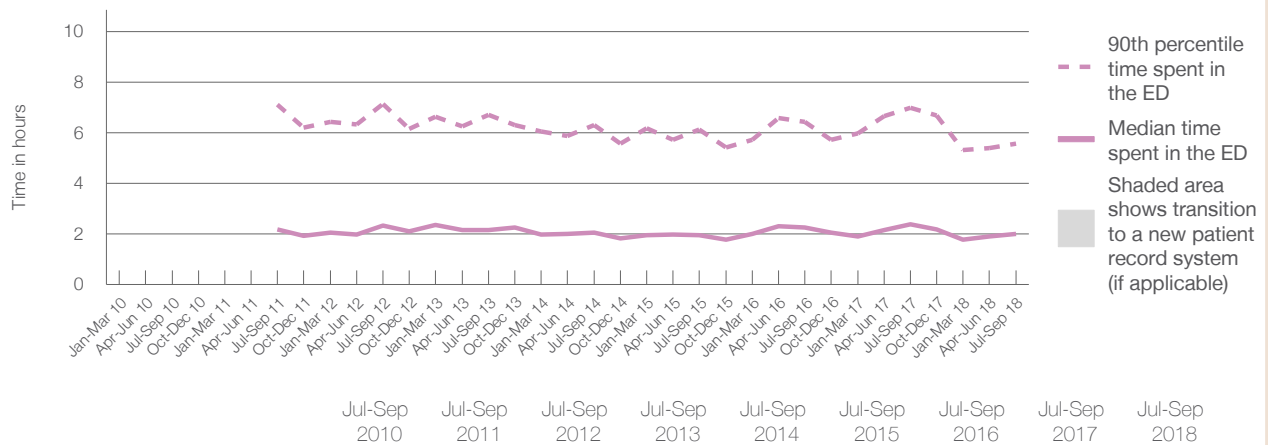
90th percentile time spent in the ED⁹ 5 hours and 34 minutes

Same period last year	NSW (this period)
4,382	4,382
2 hours and 24 minutes	2 hours and 52 minutes
6 hours and 59 minutes	7 hours and 30 minutes

Percentage of patients who left the ED by time, July to September 2018



Time patients spent in the ED, by quarter, January 2010 to September 2018^{†‡§}



	Jul-Sep 2010	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016	Jul-Sep 2017	Jul-Sep 2018
Median time spent in the ED ⁸ (hours, minutes)		2h 11m	2h 20m	2h 10m	2h 3m	1h 57m	2h 15m	2h 24m	2h 0m
90th percentile time spent in the ED ⁹ (hours, minutes)		7h 7m	7h 8m	6h 43m	6h 18m	6h 8m	6h 26m	6h 59m	5h 34m

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Ballina District Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

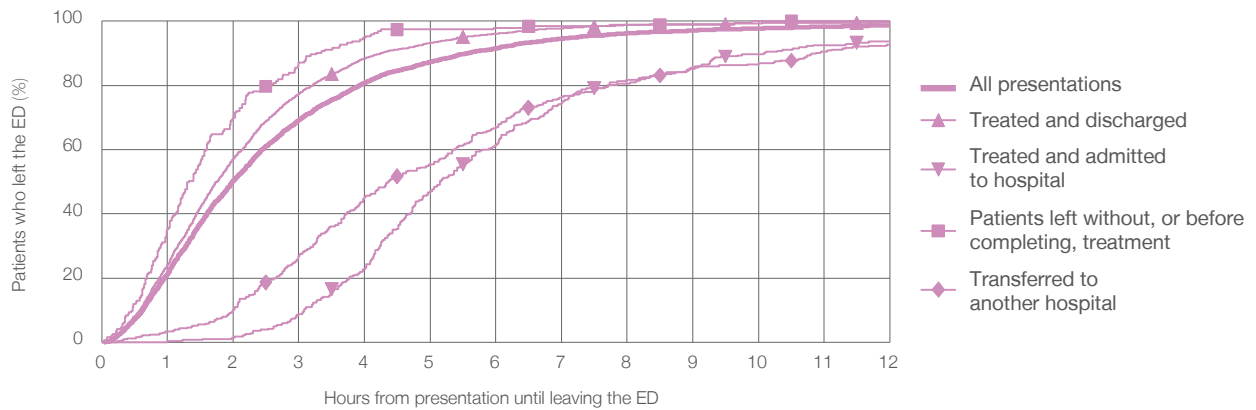
All presentations:¹ 4,166 patients

Presentations used to calculate time to leaving the ED:⁶ 4,166 patients

Treated and discharged	3,358 (80.6%)
Treated and admitted to hospital	283 (6.8%)
Patient left without, or before completing, treatment	193 (4.6%)
Transferred to another hospital	327 (7.8%)
Other	5 (0.1%)

Same period last year	Change since one year ago
4,382	-5%
3,430	-2.1%
379	-25.3%
261	-26.1%
298	9.7%
14	-64.3%

Percentage of patients who left the ED by time and mode of separation, July to September 2018^{†‡§}



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	24.1%	57.3%	77.5%	88.3%	96.1%	98.8%	99.4%	99.6%
Treated and admitted to hospital	0.4%	1.4%	8.8%	23.0%	61.5%	80.6%	89.8%	93.6%
Patient left without, or before completing, treatment	35.2%	69.9%	87.0%	94.8%	97.9%	99.0%	100%	100%
Transferred to another hospital	3.4%	10.1%	26.9%	45.3%	67.0%	81.7%	86.9%	92.7%
All presentations	21.4%	50.4%	69.3%	80.8%	91.6%	96.2%	97.8%	98.7%

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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 2018

All presentations at the emergency department: ¹ 4,166 patients

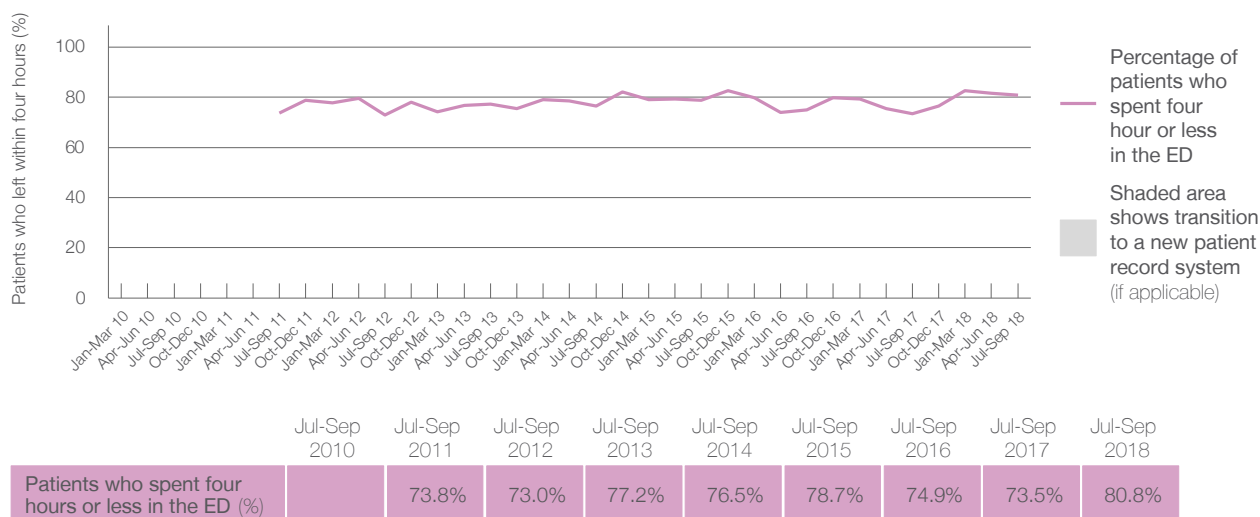
Presentations used to calculate time to leaving the ED: ⁶ 4,166 patients

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	4,382	-5%
Presentations used to calculate time to leaving the ED	4,382	-5%
Percentage of patients who spent four hours or less in the ED	73.5%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018 ^{†‡§}



* 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*.

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, January to March 2018*.
- 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 16 October 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).