

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

April to June 2017

All presentations:<sup>1</sup> 6,251 patients  
Emergency presentations:<sup>2</sup> 5,740 patients

Same period last year	Change since one year ago
5,728	9.1%
5,332	7.7%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 619 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 24 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,704 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 55 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,491 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 90 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 902 patients

Median time to start treatment<sup>4</sup> 34 minutes  
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
533	
12 minutes	8 minutes
37 minutes	26 minutes
1,766	
25 minutes	20 minutes
75 minutes	67 minutes
2,407	
34 minutes	25 minutes
100 minutes	99 minutes
613	
34 minutes	23 minutes
112 minutes	101 minutes

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

April to June 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,251 patients

Percentage of patients who spent four hours or less in the ED 78.1%

Same period last year	Change since one year ago
5,727	9.1%
74.2%	

\* 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.

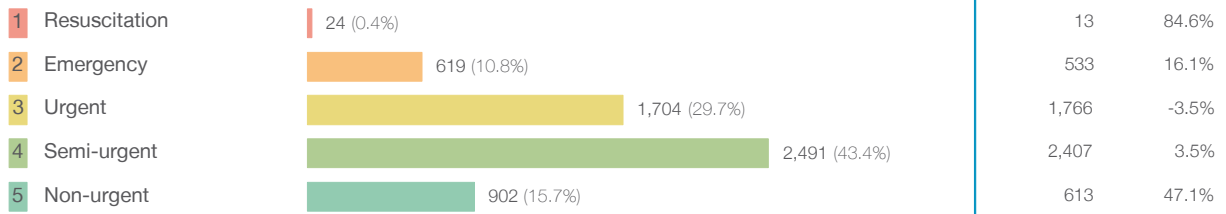
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

## Grafton Base Hospital: Patients presenting to the emergency department

April to June 2017

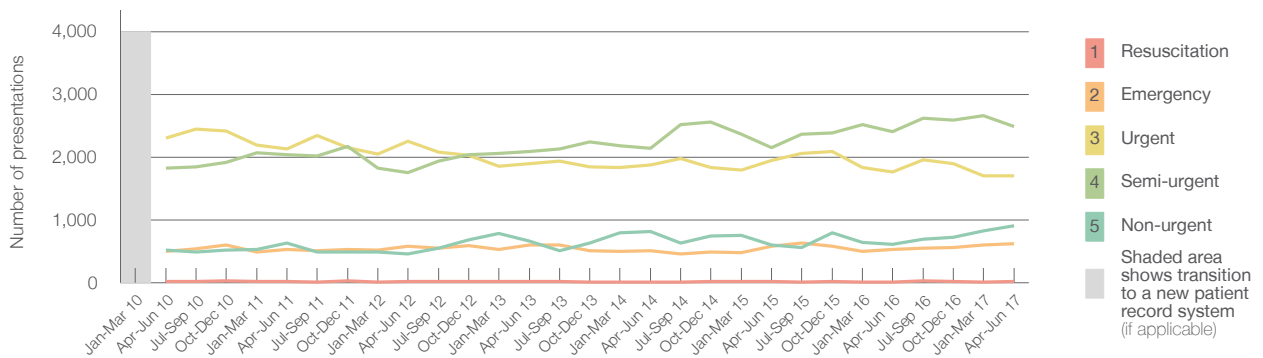
All presentations:<sup>1</sup> 6,251 patients

Emergency presentations<sup>2</sup> by triage category: 5,740 patients



Same period last year	Change since one year ago
5,728	9.1%
5,332	7.7%
13	84.6%
533	16.1%
1,766	-3.5%
2,407	3.5%
613	47.1%

Emergency presentations<sup>2</sup> 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	21	21	22	17	13	15	13	24
Emergency	499	525	582	604	505	579	533	619
Urgent	2,309	2,130	2,254	1,901	1,877	1,949	1,766	1,704
Semi-urgent	1,821	2,034	1,750	2,090	2,136	2,155	2,407	2,491
Non-urgent	517	628	457	661	810	598	613	902
All emergency presentations	5,167	5,338	5,065	5,273	5,341	5,296	5,332	5,740

## Grafton Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 524 patients \*\*

ED Transfer of care time



Same period last year	Change since one year ago
508	
14 minutes	-1 minute
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.

## Grafton Base 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: 619

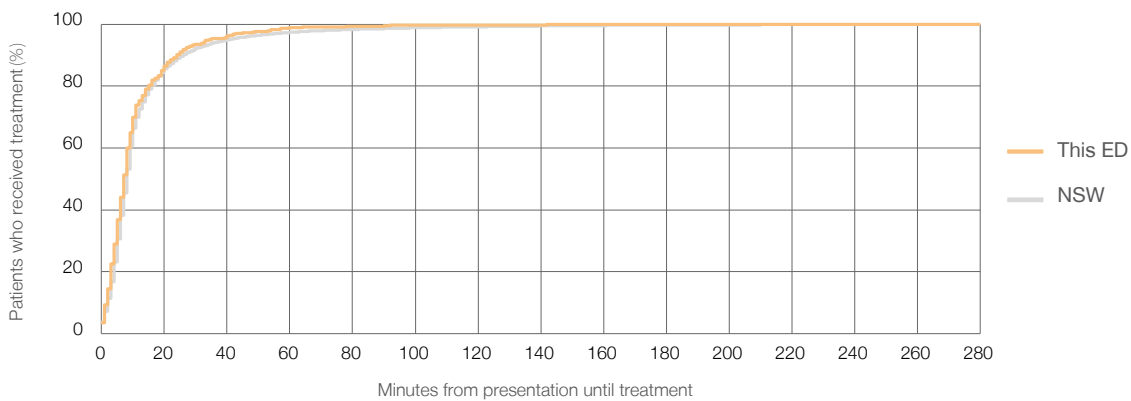
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 618

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

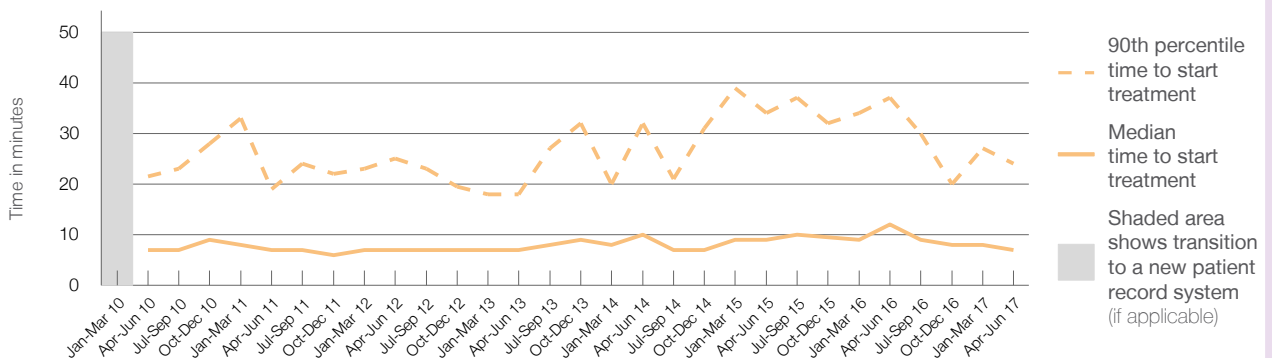
90th percentile time to start treatment<sup>5</sup>  24 minutes

Same period last year	NSW (this period)
533	
527	
12 minutes	8 minutes
37 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	7	7	7	7	10	9	12	7
90th percentile time to start treatment <sup>5</sup> (minutes)	22	19	25	18	32	34	37	24

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## Grafton Base 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: 1,704

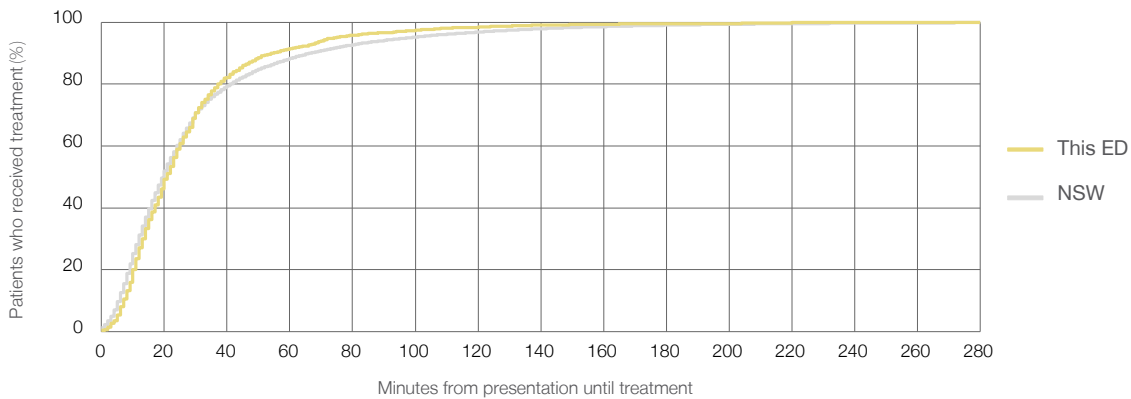
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,676

Median time to start treatment<sup>4</sup>  21 minutes

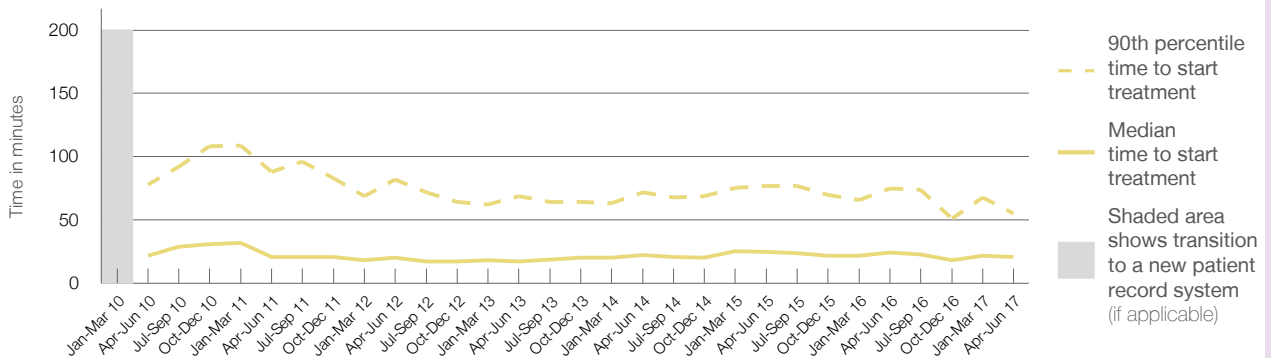
90th percentile time to start treatment<sup>5</sup>  55 minutes

Same period last year	NSW (this period)
1,766	1,740
25 minutes	20 minutes
75 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	22	21	20	17	23	25	25	21
90th percentile time to start treatment <sup>5</sup> (minutes)	78	88	82	69	72	77	75	55

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## Grafton Base 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: 2,491

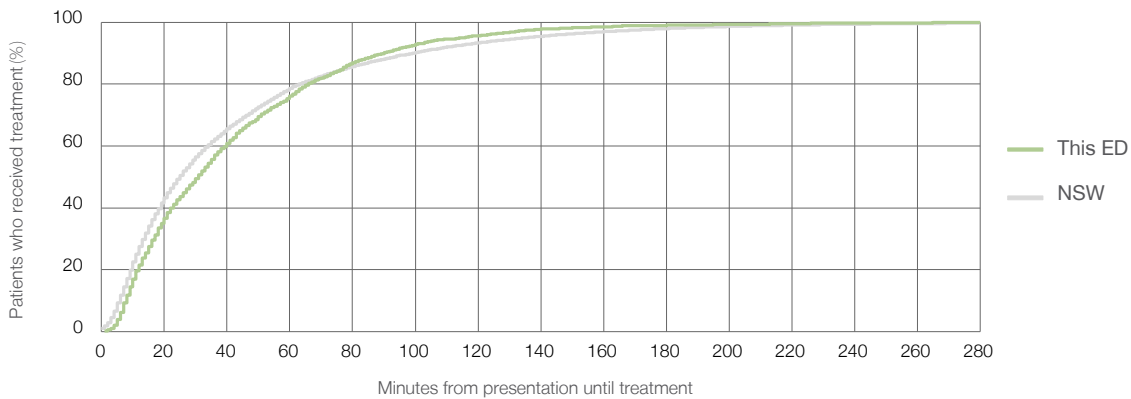
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,386

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

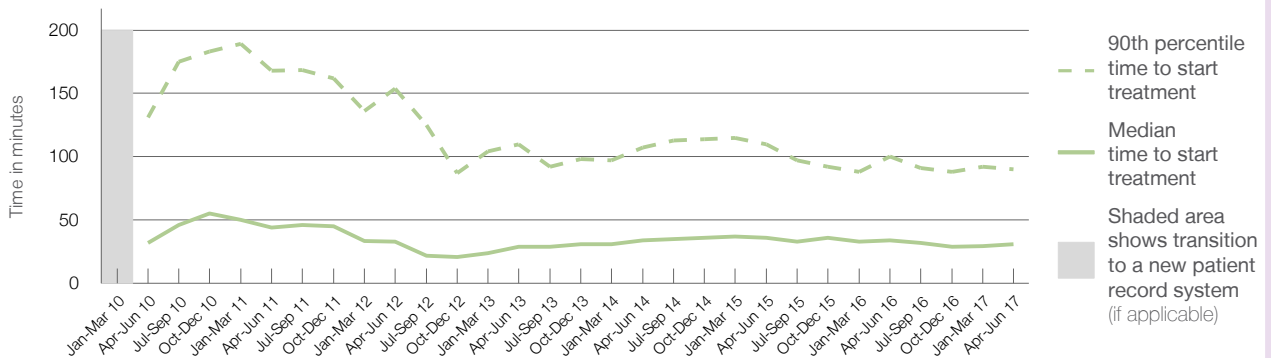
90th percentile time to start treatment<sup>5</sup>  90 minutes

Same period last year	NSW (this period)
2,407	
2,291	
34 minutes	25 minutes
100 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	32	44	33	29	34	36	34	31
90th percentile time to start treatment <sup>5</sup> (minutes)	131	168	154	110	107	110	100	90

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## Grafton Base 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: 902

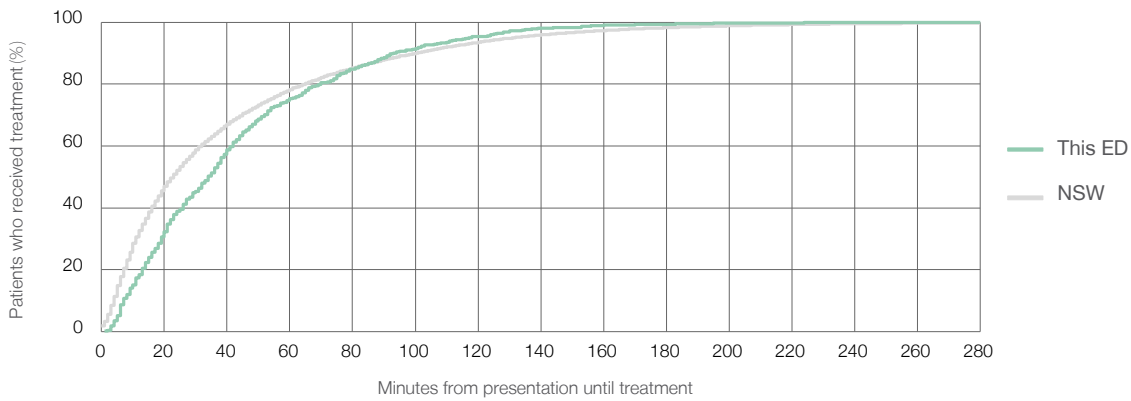
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 785

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

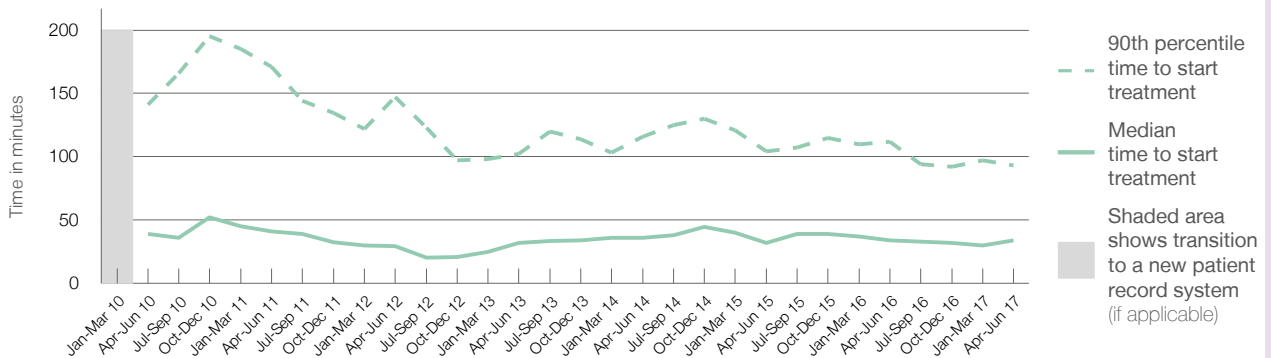
90th percentile time to start treatment<sup>5</sup> 93 minutes

Same period last year	NSW (this period)
613	
537	
34 minutes	23 minutes
112 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)	39	41	30	32	36	32	34	34
90th percentile time to start treatment <sup>5</sup> (minutes)	141	171	147	102	116	104	112	93

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

April to June 2017

All presentations:<sup>1</sup> 6,251 patients

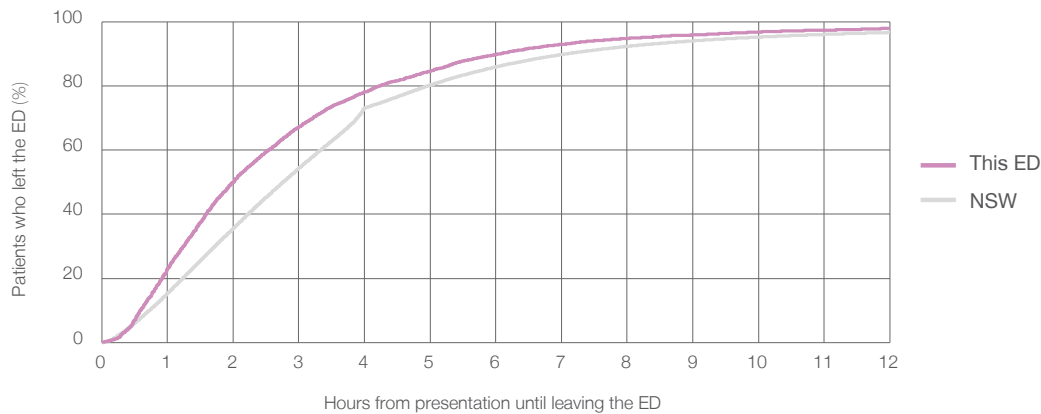
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,251 patients

Median time spent in the ED<sup>8</sup> 2 hours and 0 minutes

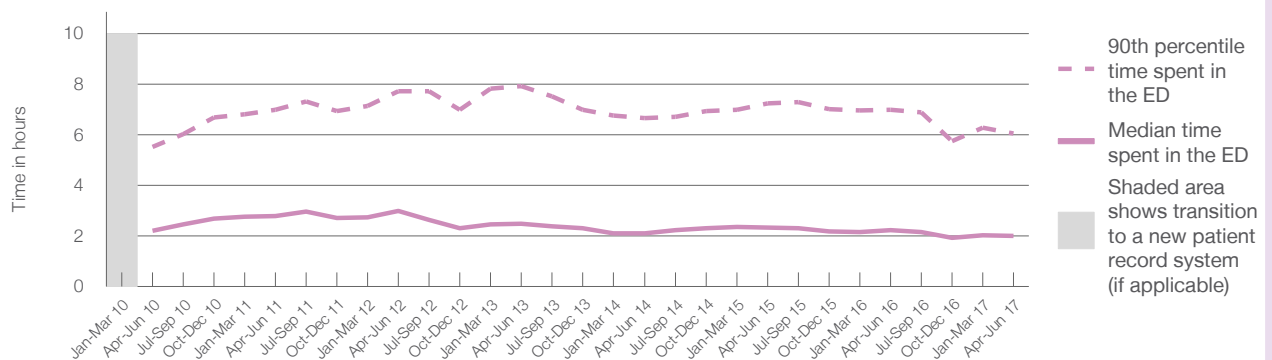
90th percentile time spent in the ED<sup>9</sup> 6 hours and 4 minutes

Same period last year	NSW (this period)
5,728	
5,727	
2 hours and 14 minutes	2 hours and 46 minutes
6 hours and 59 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)	2h 13m	2h 48m	2h 59m	2h 29m	2h 7m	2h 20m	2h 14m	2h 0m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	5h 32m	6h 59m	7h 44m	7h 55m	6h 40m	7h 14m	6h 59m	6h 4m

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

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**Grafton Base Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2017

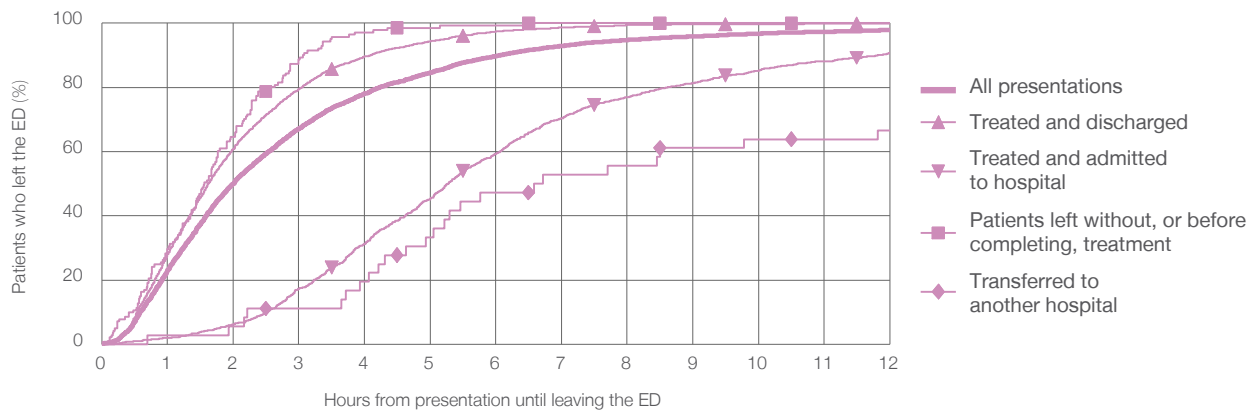
All presentations:<sup>1</sup> 6,251 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,251 patients

Treated and discharged	4,841 (77.4%)
Treated and admitted to hospital	1,216 (19.5%)
Patient left without, or before completing, treatment	141 (2.3%)
Transferred to another hospital	36 (0.6%)
Other	17 (0.3%)

Same period last year	Change since one year ago
5,727	9.1%
4,363	11.0%
1,164	4.5%
139	1.4%
43	-16.3%
19	-10.5%

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



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

Treated and discharged	28.1%	60.9%	79.5%	89.6%	97.4%	99.4%	99.8%	99.9%
Treated and admitted to hospital	2.1%	6.2%	17.3%	31.3%	59.4%	77.0%	85.4%	90.7%
Patient left without, or before completing, treatment	29.8%	64.5%	88.7%	97.2%	99.3%	100%	100%	100%
Transferred to another hospital	2.8%	5.6%	11.1%	19.4%	47.2%	55.6%	63.9%	66.7%
All presentations	23.1%	50.1%	67.2%	78.1%	89.8%	94.8%	96.8%	97.9%

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**Grafton Base 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:<sup>1</sup> 6,251 patients

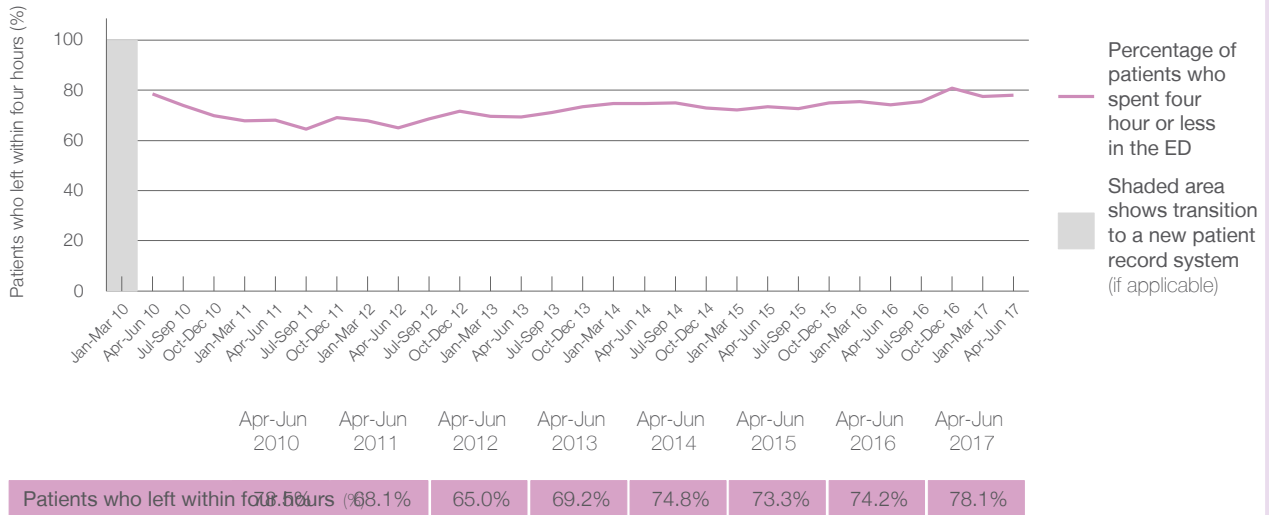
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,251 patients

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>	5,728	9.1%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	5,727	9.1%
Percentage of patients who spent four hours or less in the ED	74.2%	

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



Quarter	Percentage of patients who left within four hours (%)
Apr-Jun 2010	78.1%
Apr-Jun 2011	78.1%
Apr-Jun 2012	78.1%
Apr-Jun 2013	78.1%
Apr-Jun 2014	78.1%
Apr-Jun 2015	78.1%
Apr-Jun 2016	78.1%
Apr-Jun 2017	78.1%

\* 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 21 July 2017).  
 Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).