

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

April to June 2017

All presentations:<sup>1</sup> 8,619 patients  
Emergency presentations:<sup>2</sup> 8,344 patients

Same period last year	Change since one year ago
7,477	15.3%
7,218	15.6%

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

April to June 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 828 patients

Median time to start treatment<sup>4</sup> 7 minutes  
90th percentile time to start treatment<sup>5</sup> 15 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 2,959 patients

Median time to start treatment<sup>4</sup> 21 minutes  
90th percentile time to start treatment<sup>5</sup> 62 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 3,563 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 110 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 957 patients

Median time to start treatment<sup>4</sup> 40 minutes  
90th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
854	
5 minutes	8 minutes
12 minutes	26 minutes
2,530	
20 minutes	20 minutes
69 minutes	67 minutes
3,050	
34 minutes	25 minutes
116 minutes	99 minutes
738	
35 minutes	23 minutes
122 minutes	101 minutes

## Lismore 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> 8,618 patients

Percentage of patients who spent four hours or less in the ED 66.7%

Same period last year	Change since one year ago
7,477	15.3%
66.1%	

\* 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.

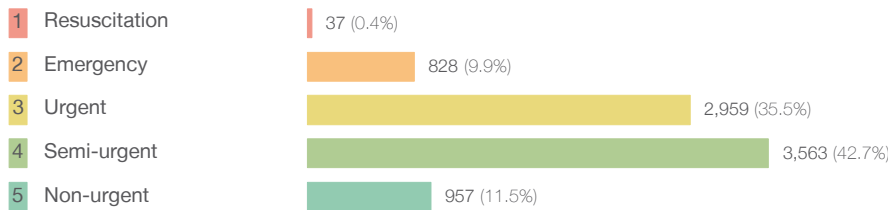
**Source:** Health Information Exchange, NSW Health (extracted 21 July 2017).

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

April to June 2017

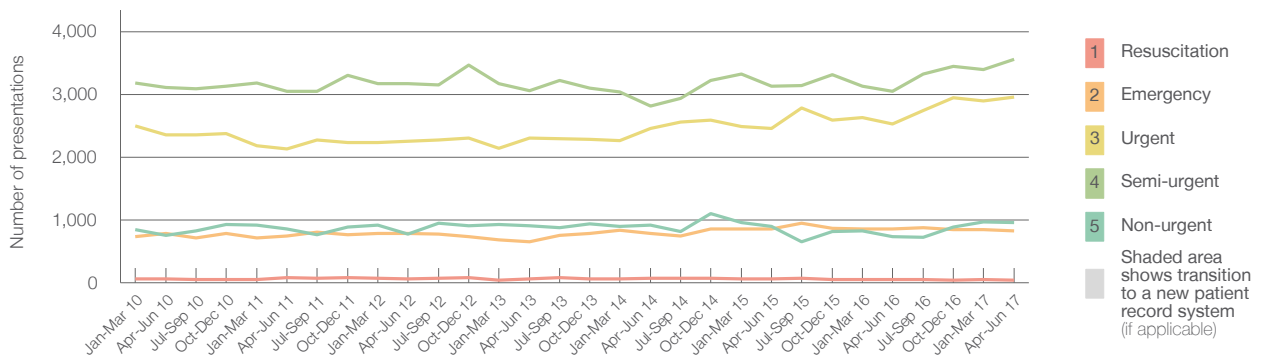
All presentations:<sup>1</sup> 8,619 patients

Emergency presentations<sup>2</sup> by triage category: 8,344 patients



Same period last year	Change since one year ago
7,477	15.3%
7,218	15.6%
46	-19.6%
854	-3.0%
2,530	17.0%
3,050	16.8%
738	29.7%

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	60	83	58	57	67	56	46	37
Emergency	788	745	784	654	782	860	854	828
Urgent	2,360	2,129	2,256	2,301	2,462	2,456	2,530	2,959
Semi-urgent	3,111	3,053	3,172	3,057	2,818	3,126	3,050	3,563
Non-urgent	750	858	778	904	916	892	738	957
All emergency presentations	7,069	6,868	7,048	6,973	7,045	7,390	7,218	8,344

## Lismore Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,730 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,647	
15 minutes	-2 minutes
58 minutes	-23 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.

## Lismore 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: 828

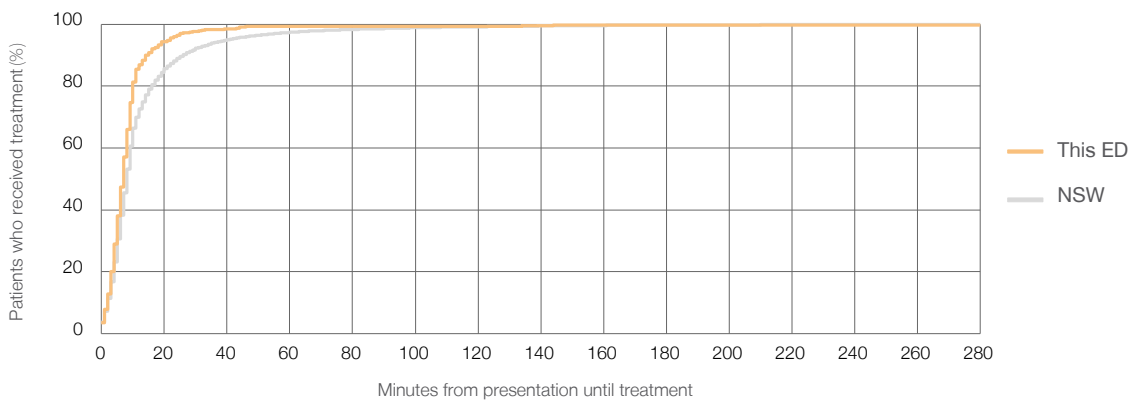
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 822

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

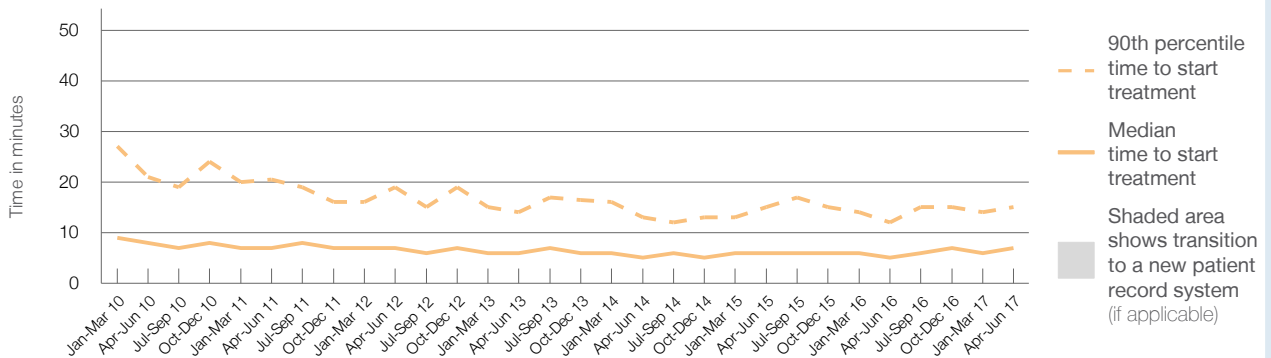
90th percentile time to start treatment<sup>5</sup>  15 minutes

Same period last year	NSW (this period)
854	
849	
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<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)	8	7	7	6	5	6	5	7
90th percentile time to start treatment <sup>5</sup> (minutes)	21	21	19	14	13	15	12	15

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## Lismore 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: 2,959

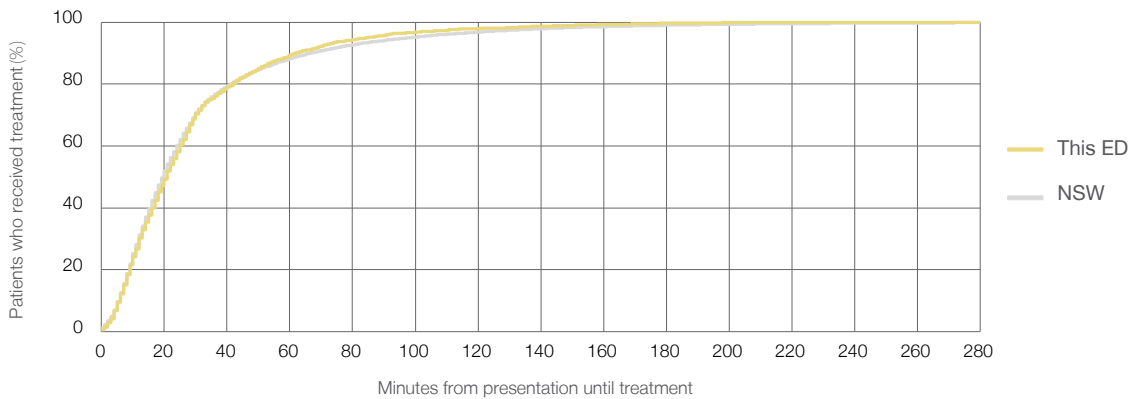
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,913

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

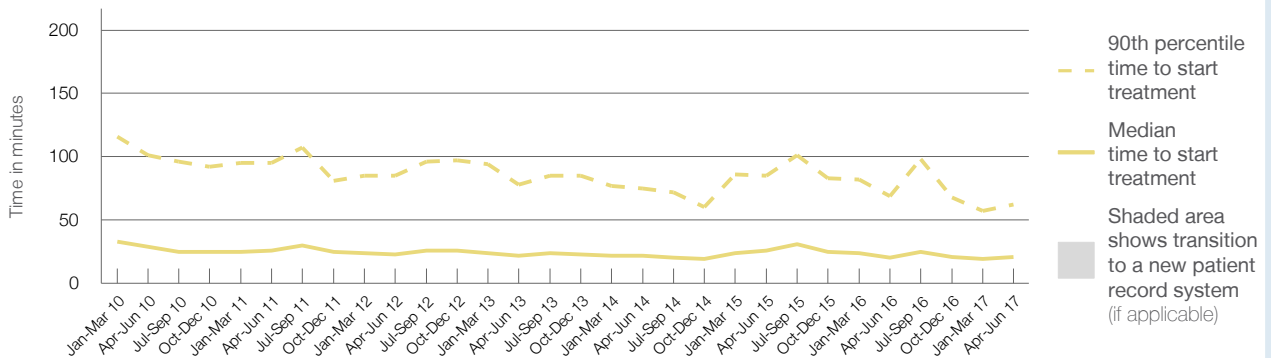
90th percentile time to start treatment<sup>5</sup> 62 minutes

Same period last year	NSW (this period)
2,530	2,487
20 minutes	20 minutes
69 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)	29	26	23	22	22	26	20	21
90th percentile time to start treatment <sup>5</sup> (minutes)	101	95	85	78	75	85	69	62

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## Lismore 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: 3,563

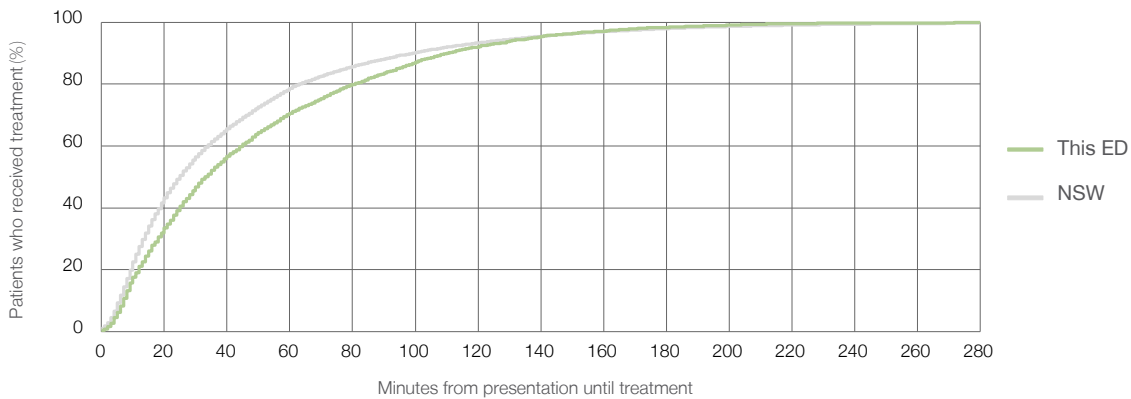
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 3,402

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

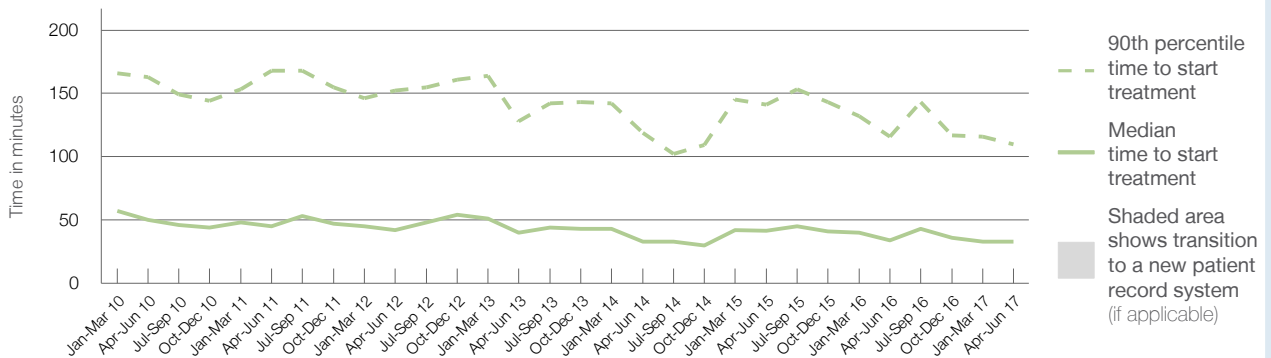
90th percentile time to start treatment<sup>5</sup>  110 minutes

Same period last year	NSW (this period)
3,050	2,844
34 minutes	25 minutes
116 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)	50	45	42	40	33	42	34	33
90th percentile time to start treatment <sup>5</sup> (minutes)	163	168	152	128	119	141	116	110

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## Lismore 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: 957

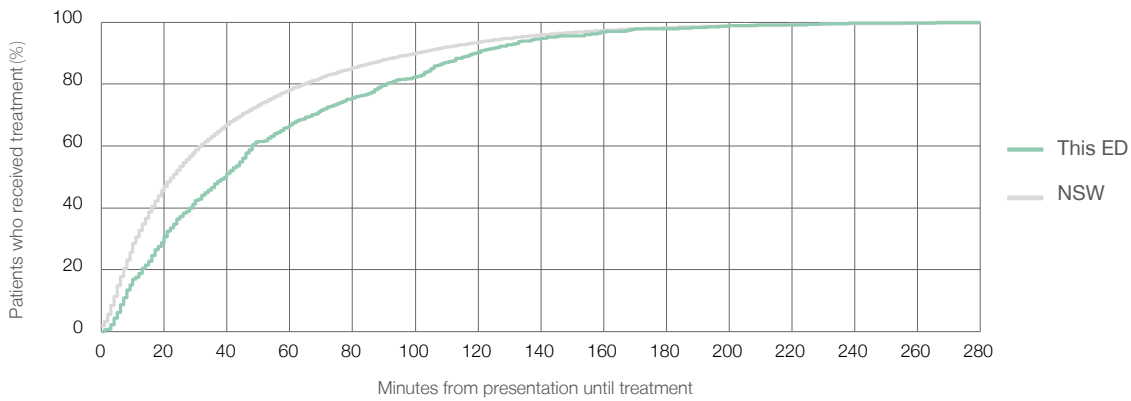
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 852

Median time to start treatment<sup>4</sup> 40 minutes

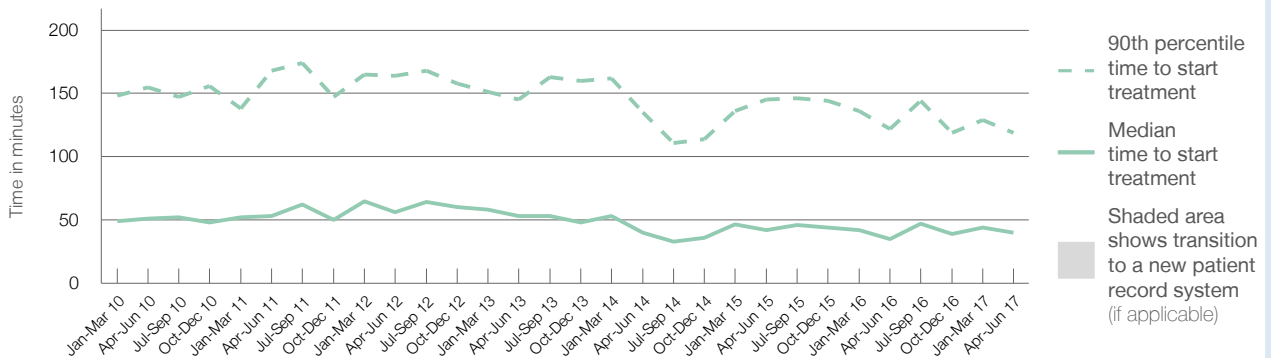
90th percentile time to start treatment<sup>5</sup> 119 minutes

Same period last year	NSW (this period)
738	635
35 minutes	23 minutes
122 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)	51	53	56	53	40	42	35	40
90th percentile time to start treatment <sup>5</sup> (minutes)	155	168	164	145	135	145	122	119

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

April to June 2017

All presentations:<sup>1</sup> 8,619 patients

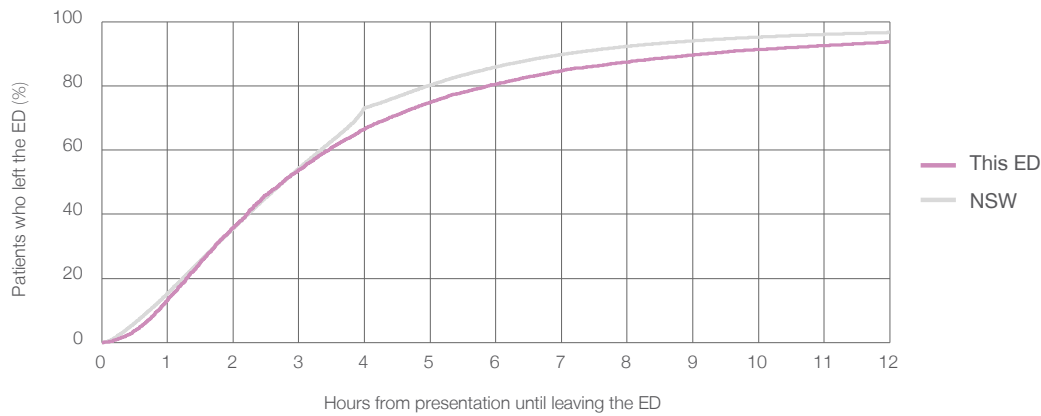
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,618 patients

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

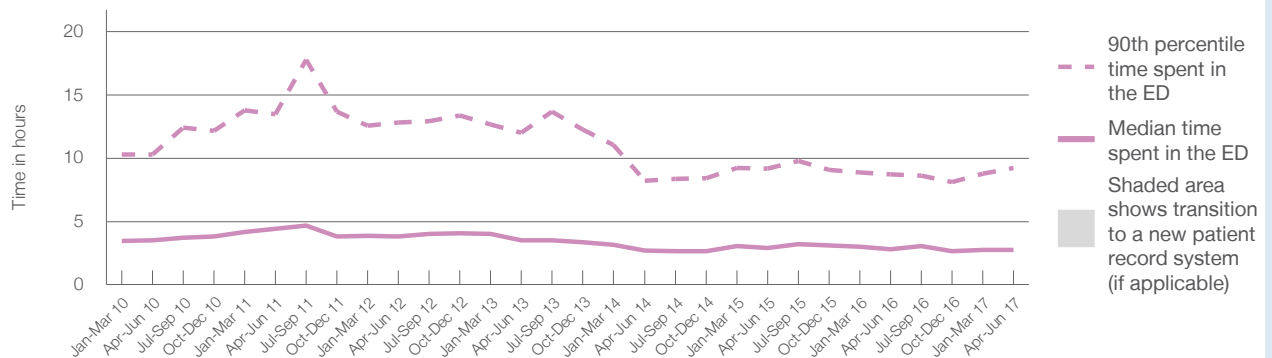
90th percentile time spent in the ED<sup>9</sup> 9 hours and 13 minutes

Same period last year	NSW (this period)
7,477	7,477
2 hours and 49 minutes	2 hours and 46 minutes
8 hours and 44 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)	3h 32m	4h 24m	3h 50m	3h 31m	2h 42m	2h 54m	2h 49m	2h 45m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 18m	13h 27m	12h 50m	12h 0m	8h 14m	9h 12m	8h 44m	9h 13m

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

By mode of separation

April to June 2017

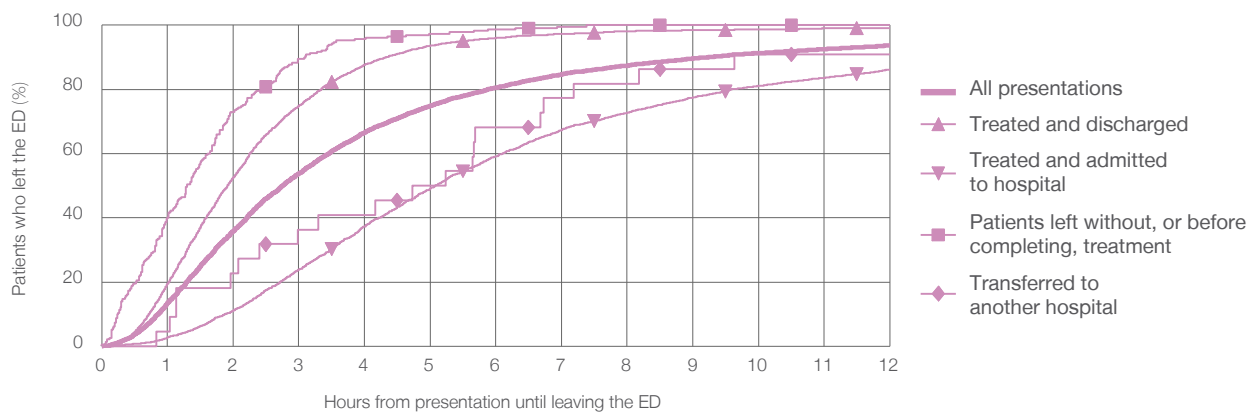
All presentations:<sup>1</sup> 8,619 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,618 patients

Treated and discharged	4,673 (54.2%)
Treated and admitted to hospital	3,624 (42.0%)
Patient left without, or before completing, treatment	230 (2.7%)
Transferred to another hospital	22 (0.3%)
Other	70 (0.8%)

Same period last year	Change since one year ago
7,477	15.3%
3,756	24.4%
3,350	8.2%
310	-25.8%
18	22.2%
43	62.8%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.6%	52.6%	74.9%	87.8%	96.1%	98.1%	98.7%	99.2%
Treated and admitted to hospital	2.7%	11.1%	23.9%	37.4%	59.2%	72.7%	81.1%	86.2%
Patient left without, or before completing, treatment	40.0%	73.0%	89.6%	95.7%	98.7%	100%	100%	100%
Transferred to another hospital	4.5%	22.7%	36.4%	40.9%	68.2%	81.8%	90.9%	90.9%
All presentations	13.4%	35.9%	53.8%	66.7%	80.6%	87.4%	91.3%	93.7%

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**Lismore 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> 8,619 patients

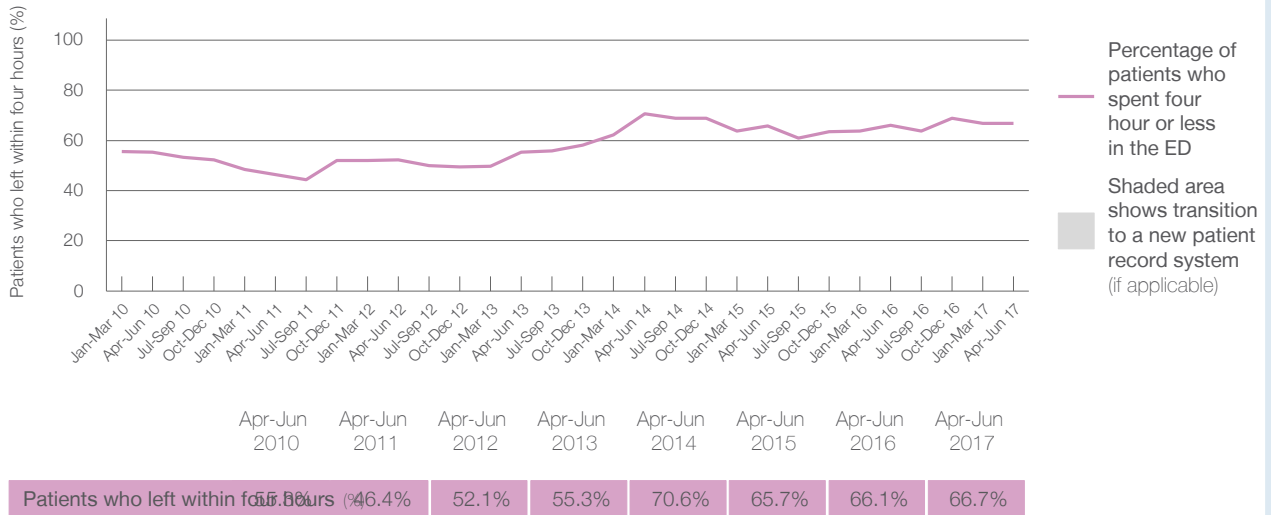
Presentations used to calculate time to leaving the ED:<sup>6</sup> 8,618 patients

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	7,477	15.3%
Presentations used to calculate time to leaving the ED	7,477	15.3%
Percentage of patients who spent four hours or less in the ED	66.1%	

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	46.4%
Apr-Jun 2011	52.1%
Apr-Jun 2012	55.3%
Apr-Jun 2013	70.6%
Apr-Jun 2014	65.7%
Apr-Jun 2015	66.1%
Apr-Jun 2016	66.1%
Apr-Jun 2017	66.7%

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