



Healthcare Quarterly

Performance Profiles

Emergency Department

Northern NSW Local Health District

July to September 2017

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.

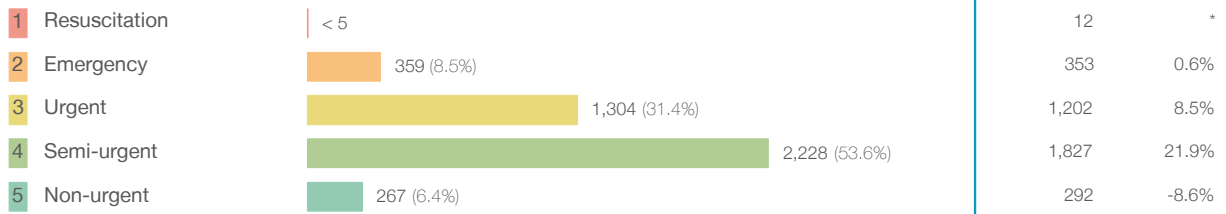
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

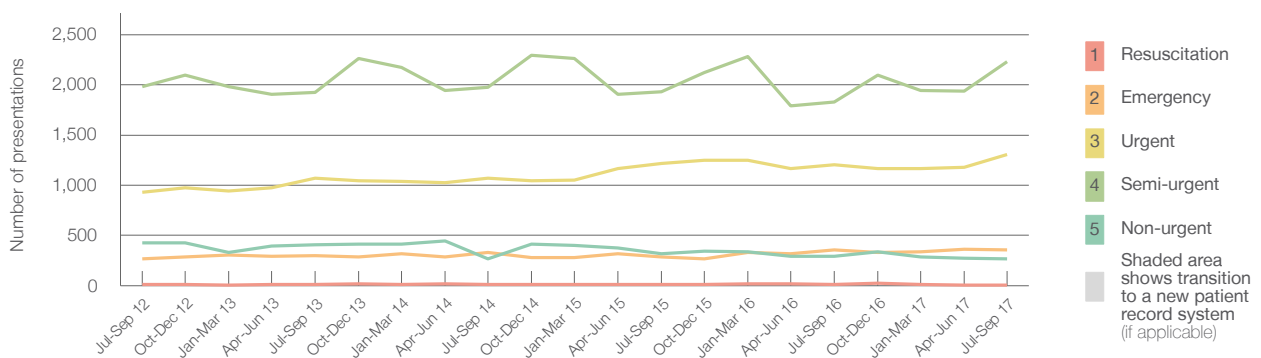
All presentations:¹ 4,383 patients

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

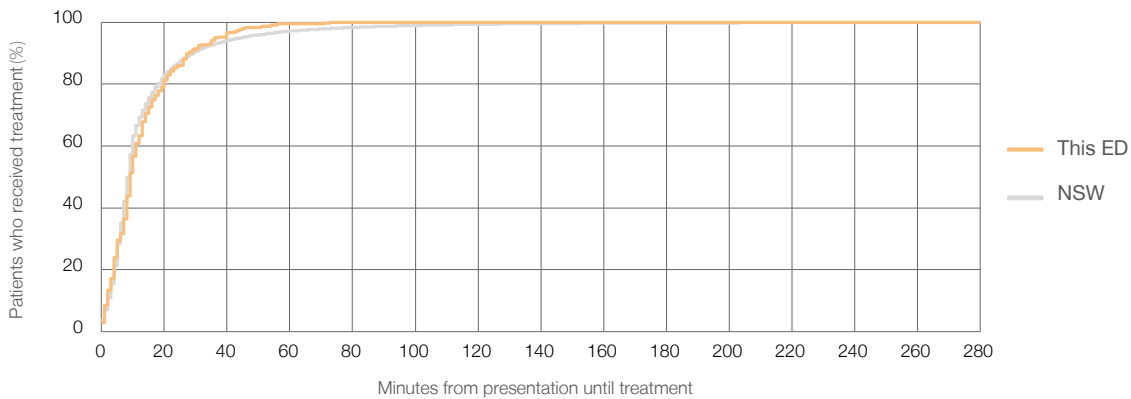
Number of triage 2 patients used to calculate waiting time:³ 354

Median time to start treatment⁴ 9 minutes

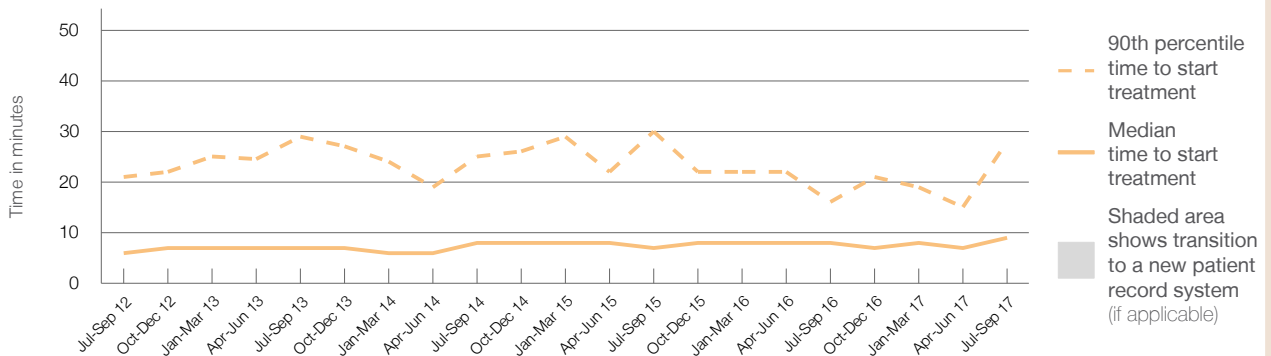
90th percentile time to start treatment⁵ 28 minutes

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

(†) 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.

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

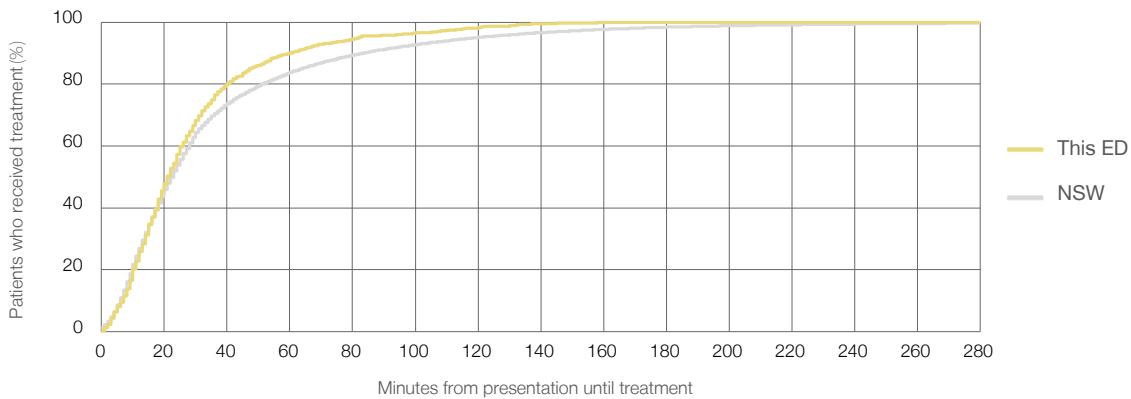
Number of triage 3 patients used to calculate waiting time:³ 1,261

Median time to start treatment⁴ 21 minutes

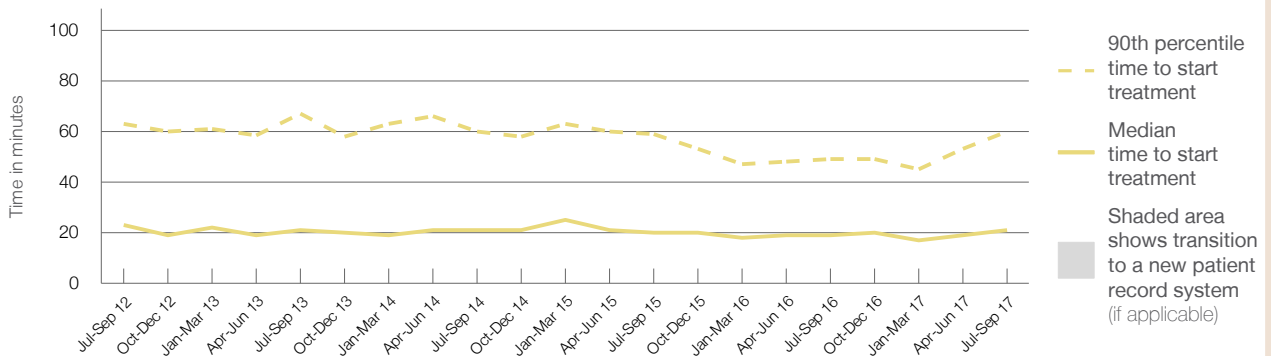
90th percentile time to start treatment⁵ 60 minutes

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

(†) 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.

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

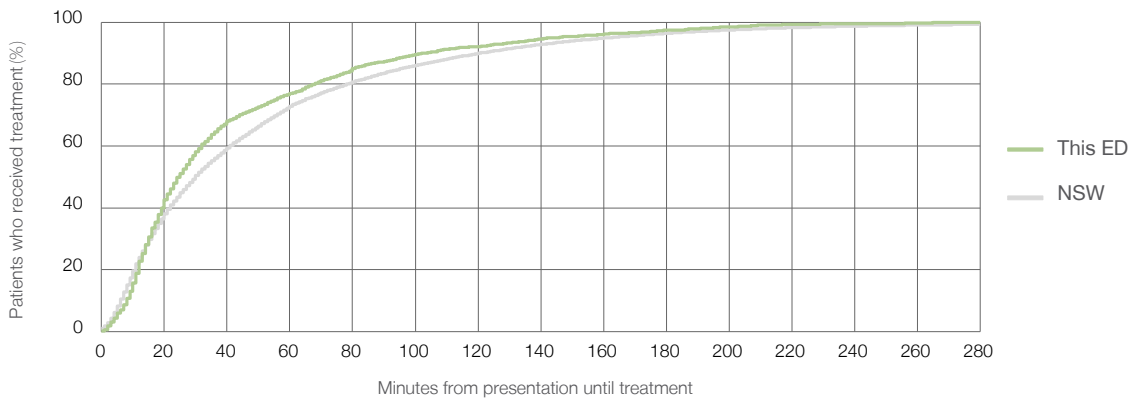
Number of triage 4 patients used to calculate waiting time:³ 2,027

Median time to start treatment⁴ 25 minutes

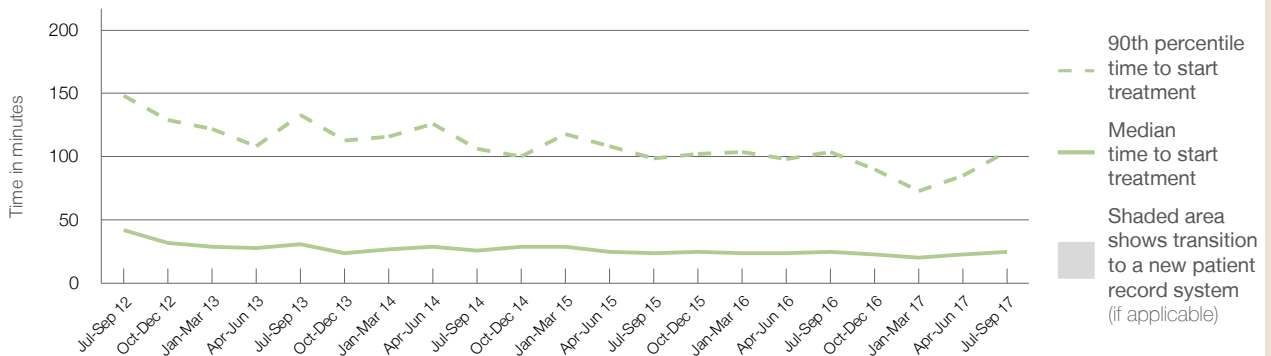
90th percentile time to start treatment⁵ 104 minutes

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

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

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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

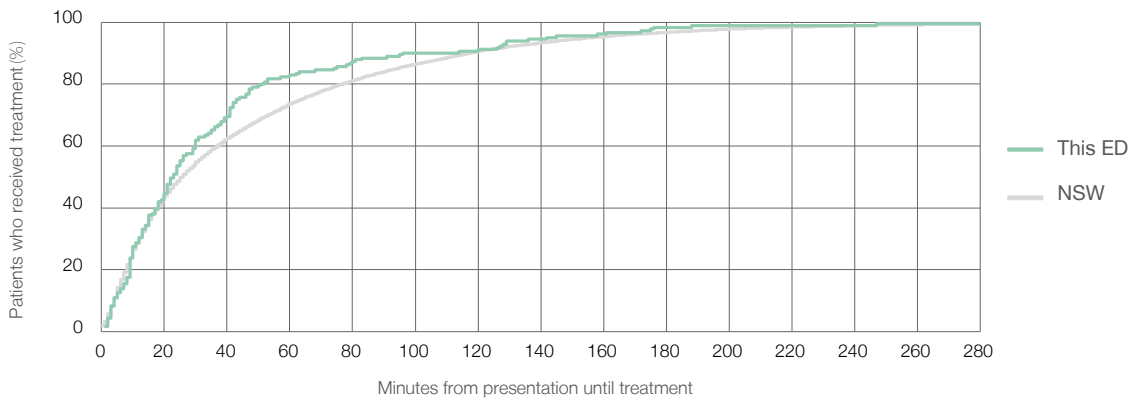
Number of triage 5 patients used to calculate waiting time:³ 181

Median time to start treatment⁴ 23 minutes

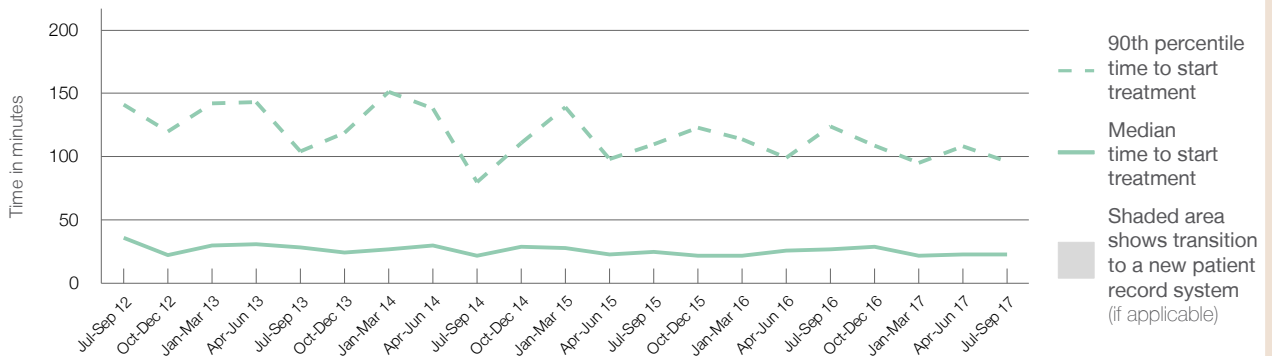
90th percentile time to start treatment⁵ 96 minutes

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

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

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

All presentations:¹ 4,383 patients

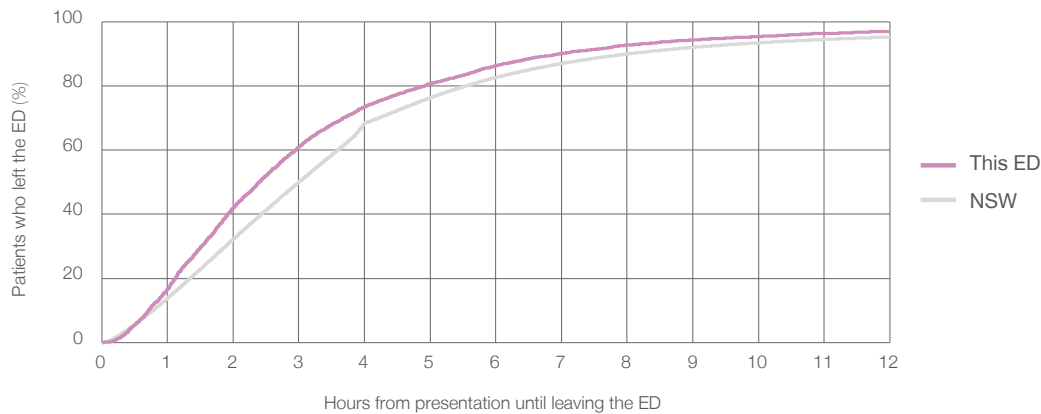
Presentations used to calculate time to leaving the ED:⁶ 4,383 patients

Median time spent in the ED⁸ 2 hours and 24 minutes

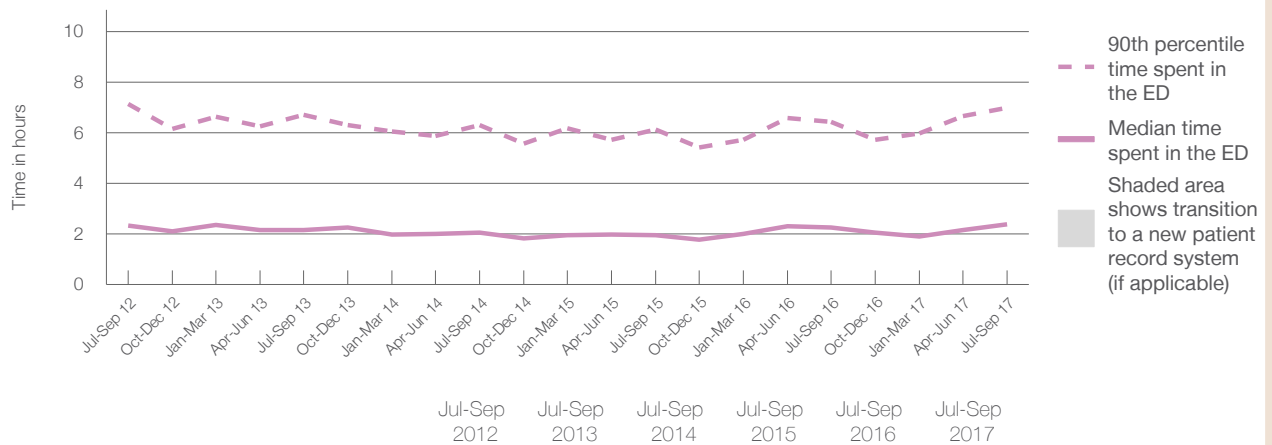
90th percentile time spent in the ED⁹ 6 hours and 59 minutes

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

(†) 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.

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

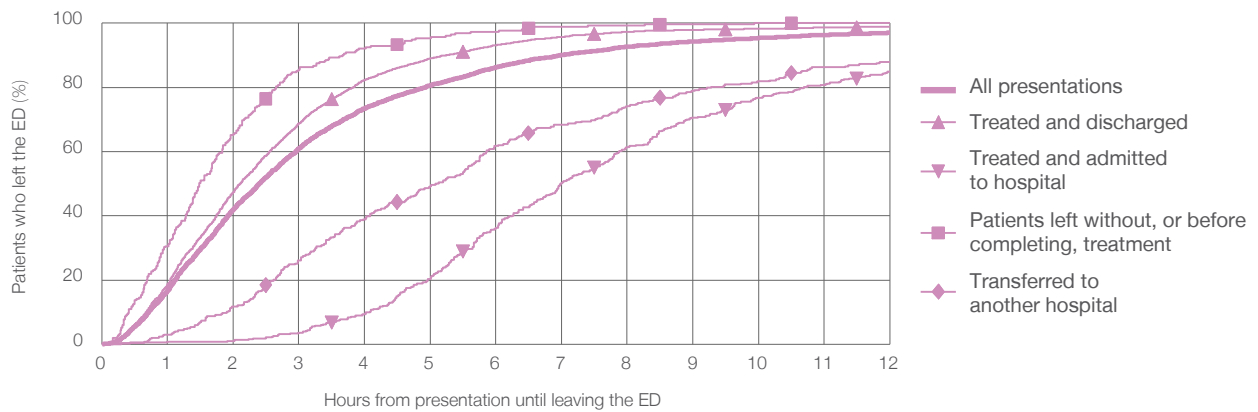
All presentations:¹ 4,383 patients

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%

(†) 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.

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

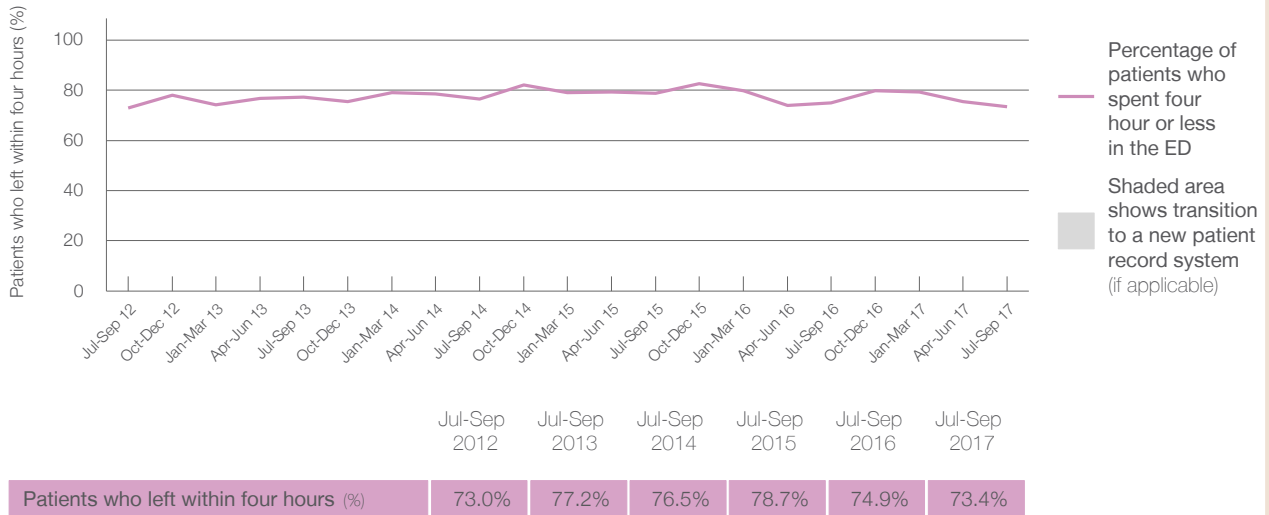
Presentations used to calculate time to leaving the ED:⁶ 4,383 patients

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	3,904	12.3%
Presentations used to calculate time to leaving the ED	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.

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

Byron Central Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,572 patients
Emergency presentations:² 4,481 patients

Same period last year	Change since one year ago
4,055	12.7%
3,993	12.2%

Byron Central Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 576 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 23 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,562 patients

Median time to start treatment⁴ 14 minutes
90th percentile time to start treatment⁵ 46 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,795 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 82 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 529 patients

Median time to start treatment⁴ 19 minutes
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
390	
9 minutes	9 minutes
26 minutes	29 minutes
1,205	
15 minutes	23 minutes
48 minutes	83 minutes
1,641	
21 minutes	30 minutes
77 minutes	121 minutes
744	
20 minutes	26 minutes
92 minutes	118 minutes

Byron Central Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,569 patients

Percentage of patients who spent four hours or less in the ED 78.9%

Same period last year	Change since one year ago
4,055	12.7%
82.9%	

* 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).

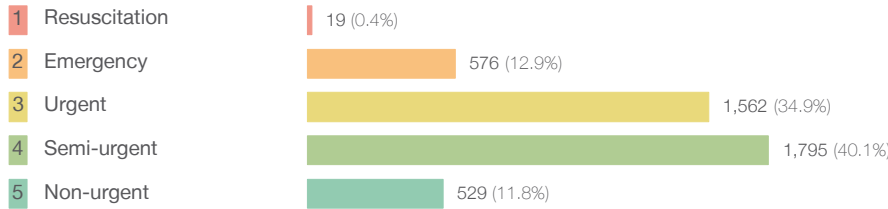
Byron Central Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 4,572 patients

Same period last year	Change since one year ago
4,055	12.7%

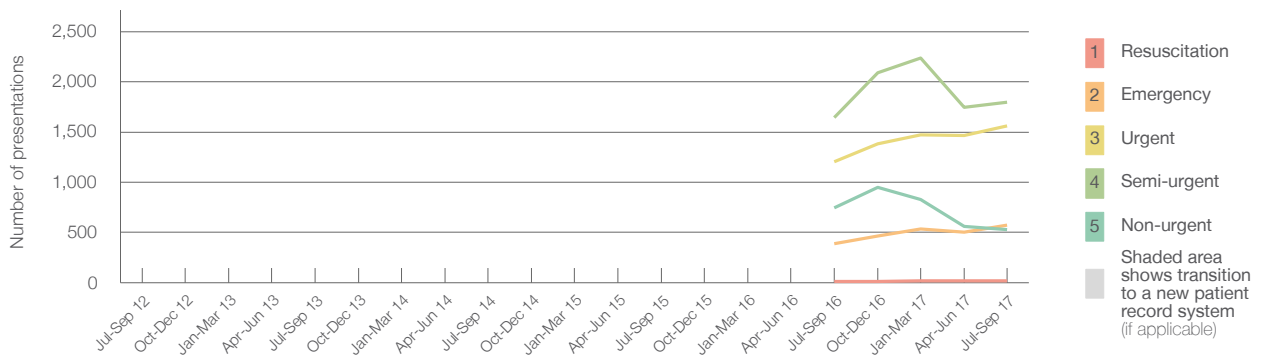
Emergency presentations² by triage category: 4,481 patients

3,993	12.2%
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13	46.2%
390	47.7%
1,205	29.6%
1,641	9.4%
744	-28.9%

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					13	19
Emergency					390	576
Urgent					1,205	1,562
Semi-urgent					1,641	1,795
Non-urgent					744	529
All emergency presentations					3,993	4,481

Byron Central Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 358 patients

257	
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ED Transfer of care time



11 minutes	-2 minutes
51 minutes	-30 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.

Byron Central 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: 576

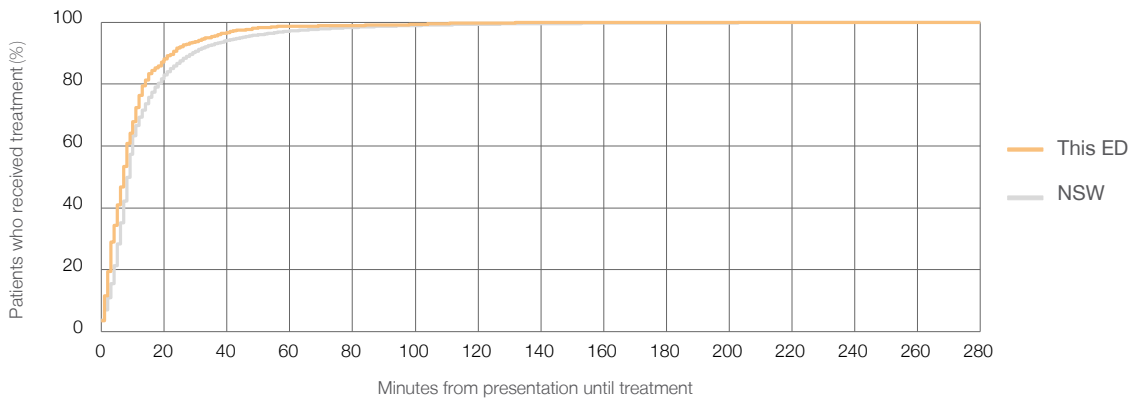
Number of triage 2 patients used to calculate waiting time:³ 568

Median time to start treatment⁴ 7 minutes

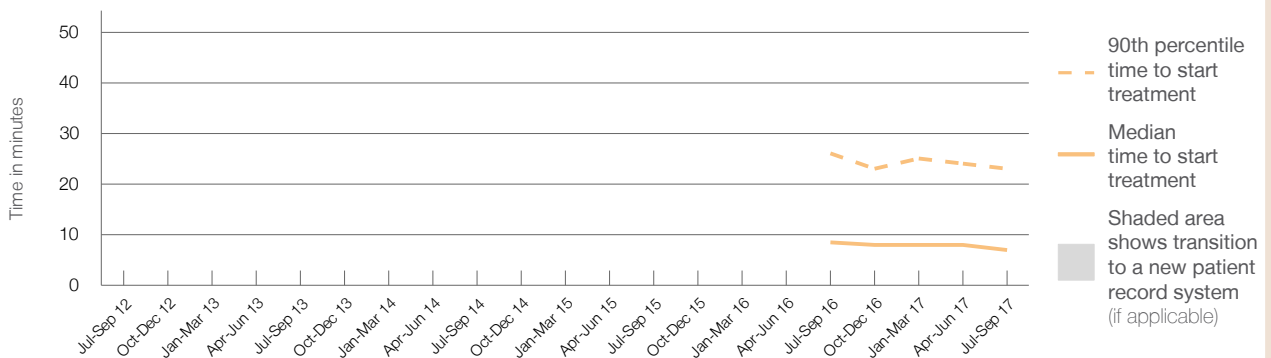
90th percentile time to start treatment⁵ 23 minutes

Same period last year	NSW (this period)
390	386
9 minutes	9 minutes
26 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)					9	7
90th percentile time to start treatment ⁵ (minutes)					26	23

(†) 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.

Byron Central 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: 1,562

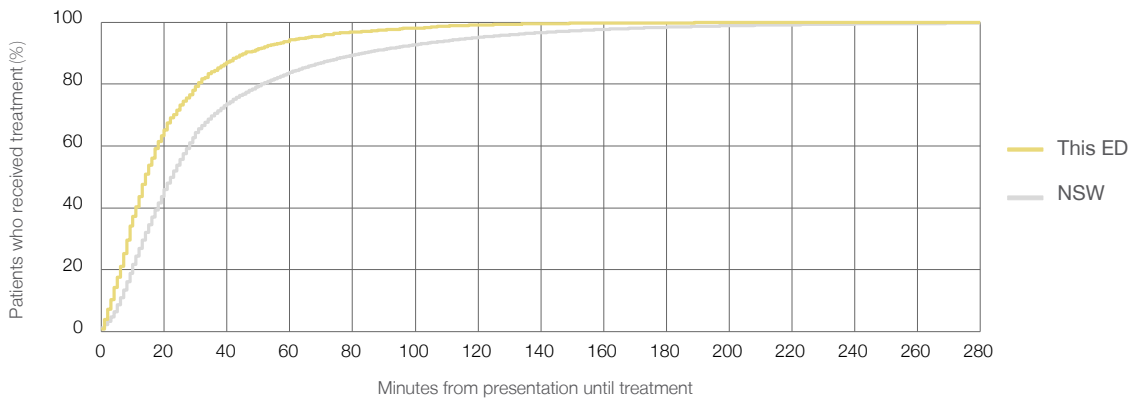
Number of triage 3 patients used to calculate waiting time:³ 1,542

Median time to start treatment⁴ 14 minutes

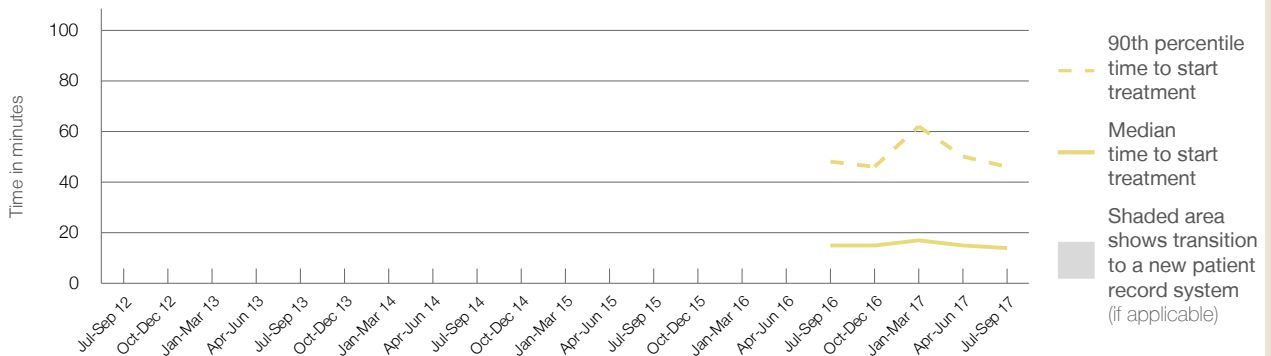
90th percentile time to start treatment⁵ 46 minutes

Same period last year	NSW (this period)
1,205	1,188
15 minutes	23 minutes
48 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)					15	14
90th percentile time to start treatment ⁵ (minutes)					48	46

(†) 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.

Byron Central 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: 1,795

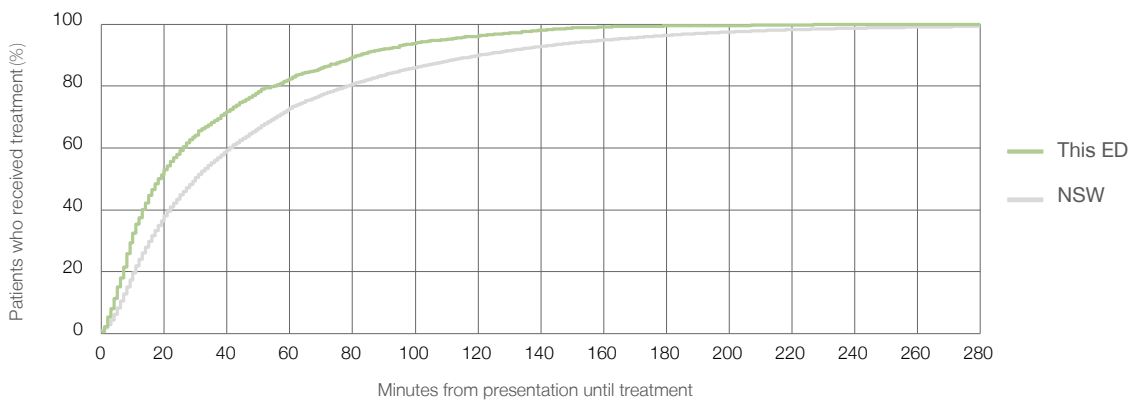
Number of triage 4 patients used to calculate waiting time:³ 1,755

Median time to start treatment⁴ 18 minutes

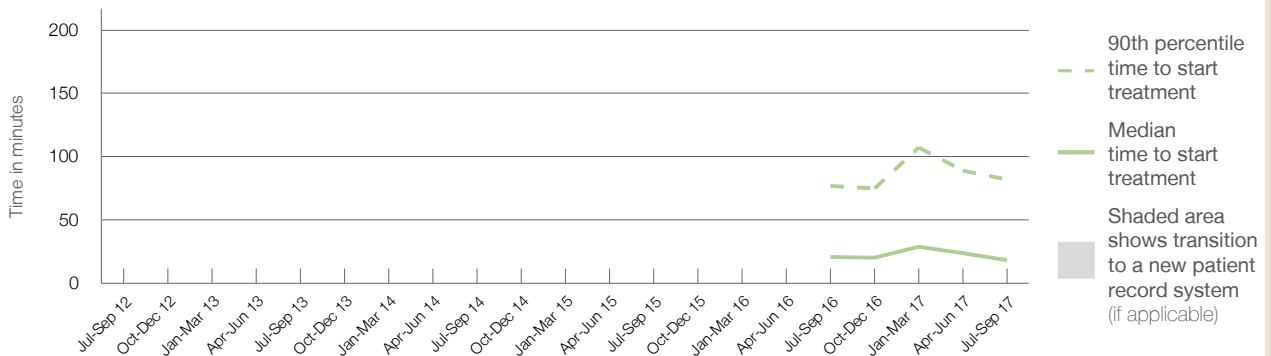
90th percentile time to start treatment⁵ 82 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,641	1,593
Median time to start treatment ⁴	21 minutes	30 minutes
90th percentile time to start treatment ⁵	77 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)					21	18
90th percentile time to start treatment ⁵ (minutes)					77	82

(†) 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.

Byron Central 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: 529

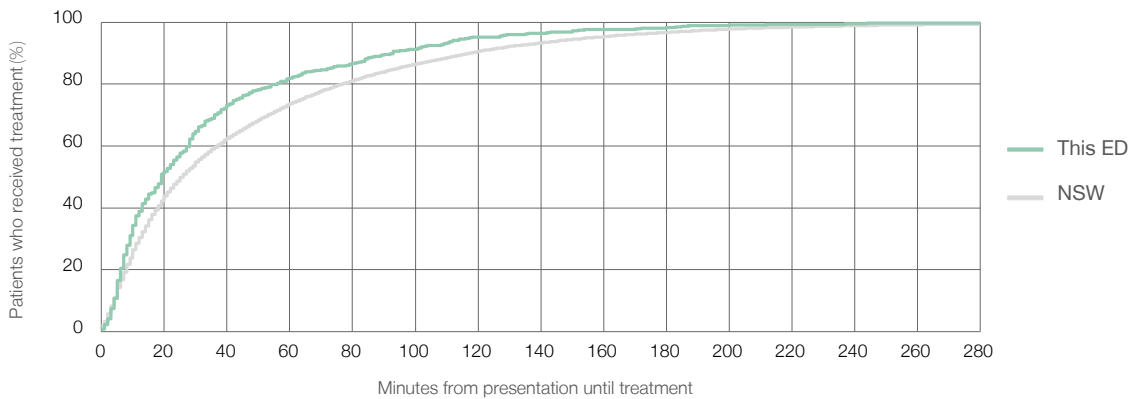
Number of triage 5 patients used to calculate waiting time:³ 474

Median time to start treatment⁴ 19 minutes

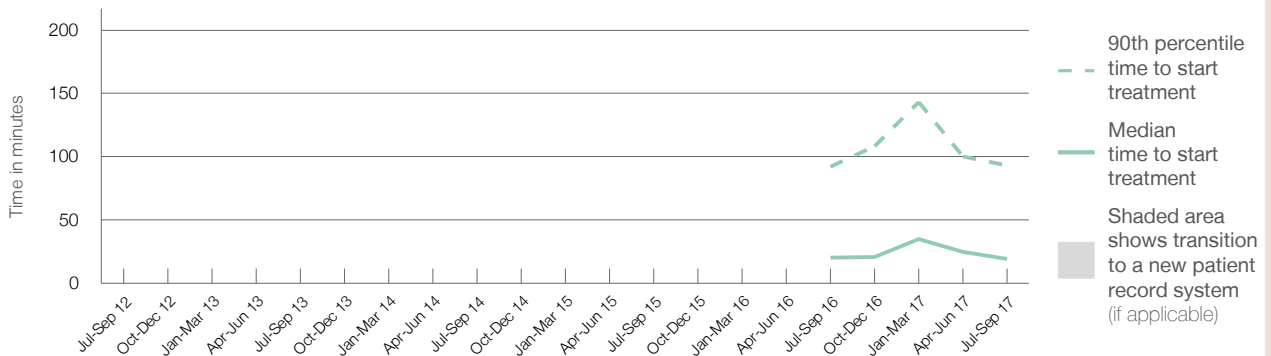
90th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
744	670
20 minutes	26 minutes
92 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)					20	19
90th percentile time to start treatment ⁵ (minutes)					92	93

(†) 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.

Byron Central Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,572 patients

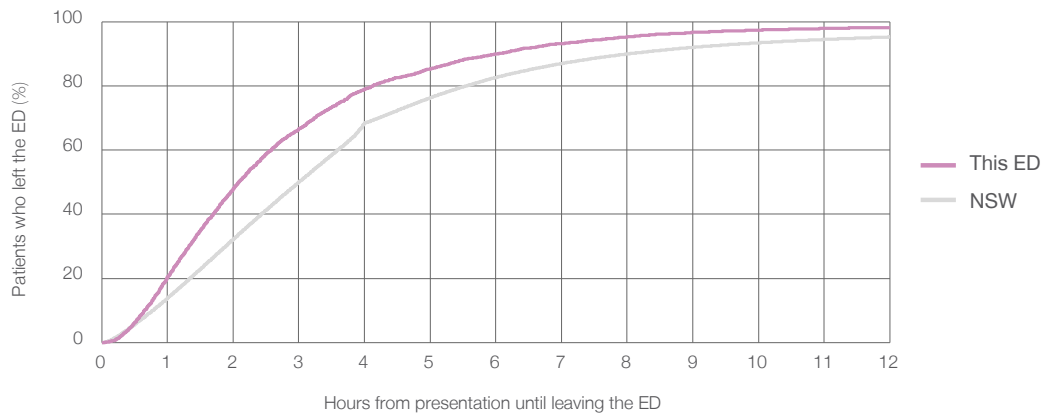
Presentations used to calculate time to leaving the ED:⁶ 4,569 patients

Median time spent in the ED⁸ 2 hours and 5 minutes

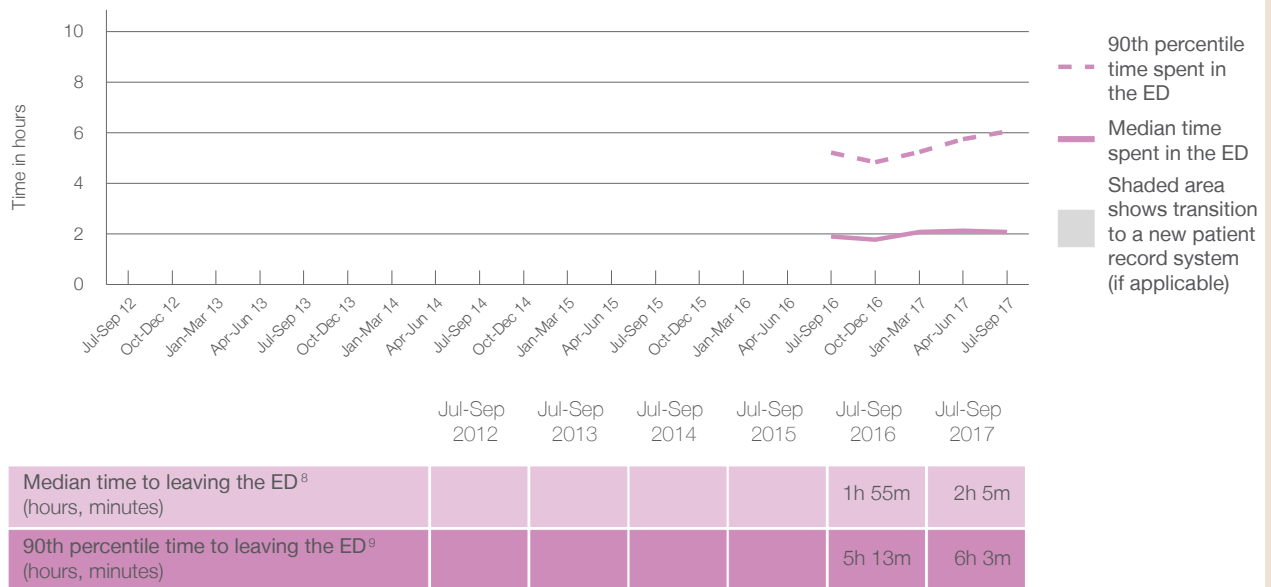
90th percentile time spent in the ED⁹ 6 hours and 3 minutes

Same period last year	NSW (this period)
4,055	4,055
1 hours and 55 minutes	3 hours and 0 minutes
5 hours and 13 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^{†‡§}



(†) 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.

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

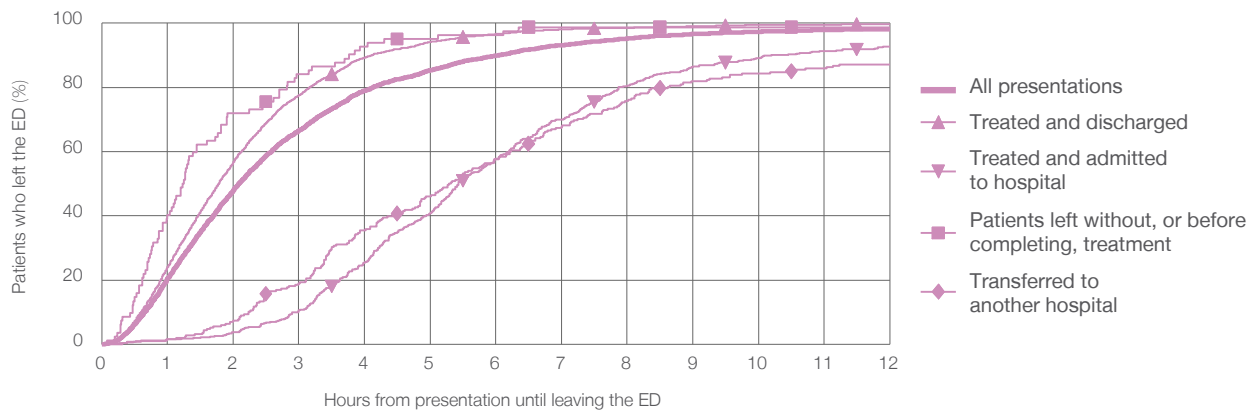
All presentations:¹ 4,572 patients

Presentations used to calculate time to leaving the ED:⁶ 4,569 patients

Treated and discharged	3,694 (80.8%)
Treated and admitted to hospital	538 (11.8%)
Patient left without, or before completing, treatment	82 (1.8%)
Transferred to another hospital	248 (5.4%)
Other	10 (0.2%)

Same period last year	Change since one year ago
4,055	12.7%
3,470	6.5%
356	51.1%
76	7.9%
143	73.4%
10	0.0%

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	24.1%	56.8%	77.5%	89.3%	96.6%	98.6%	99.4%	99.7%
Treated and admitted to hospital	1.5%	3.7%	10.6%	25.5%	57.8%	80.5%	89.0%	92.8%
Patient left without, or before completing, treatment	40.2%	72.0%	84.1%	92.7%	96.3%	98.8%	98.8%	98.8%
Transferred to another hospital	1.6%	7.3%	19.0%	35.5%	57.7%	75.8%	84.3%	87.1%
All presentations	20.5%	48.0%	66.5%	78.9%	89.9%	95.2%	97.4%	98.2%

(†) 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.

Byron Central 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 4,572 patients

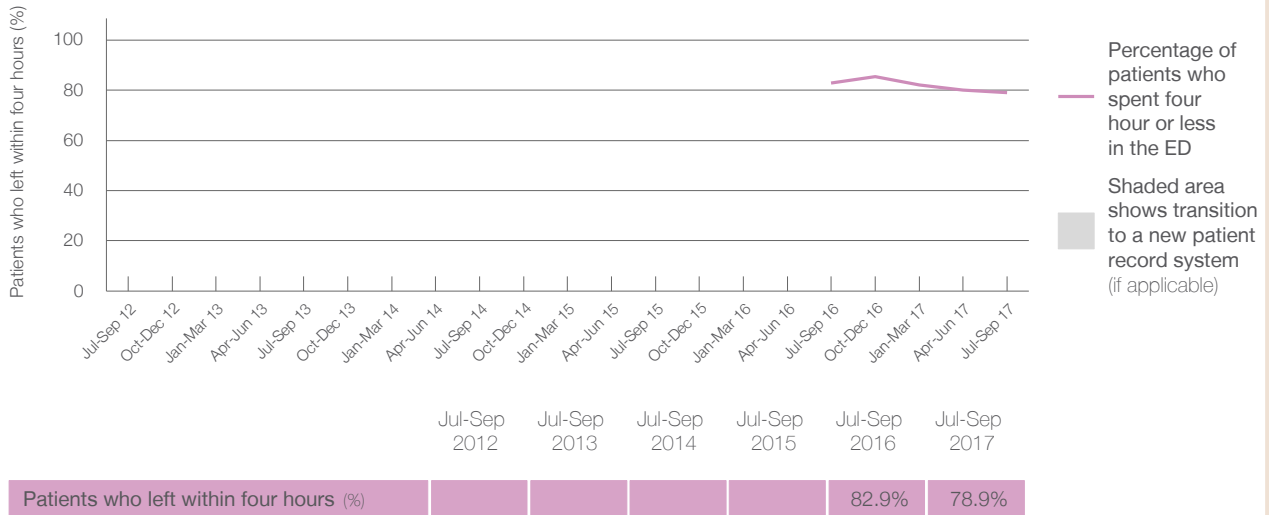
Presentations used to calculate time to leaving the ED:⁶ 4,569 patients

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	4,055	12.7%
Presentations used to calculate time to leaving the ED: ⁶	4,055	12.7%
Percentage of patients who spent four hours or less in the ED	82.9%	

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

- 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).

Casino and District Memorial Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,566 patients
Emergency presentations:² 3,377 patients

	Same period last year	Change since one year ago
All presentations: ¹ 3,566 patients	3,393	5.1%
Emergency presentations: ² 3,377 patients	3,160	6.9%

Casino and District Memorial Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 353 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 25 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,102 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,561 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 112 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 361 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 123 minutes

	Same period last year	NSW (this period)
All presentations: ¹ 3,566 patients	190	
Emergency presentations: ² 3,377 patients	5 minutes	9 minutes
Urgent presentations: ³ 1,102 patients	18 minutes	29 minutes
Semi-urgent presentations: ³ 1,561 patients	1,020	
Non-urgent presentations: ³ 361 patients	24 minutes	23 minutes
Emergency presentations: ² 3,377 patients	80 minutes	83 minutes
All presentations: ¹ 3,566 patients	1,604	
Emergency presentations: ² 3,377 patients	39 minutes	30 minutes
Urgent presentations: ³ 1,102 patients	128 minutes	121 minutes
Semi-urgent presentations: ³ 1,561 patients	341	
Non-urgent presentations: ³ 361 patients	32 minutes	26 minutes
Emergency presentations: ² 3,377 patients	132 minutes	118 minutes

Casino and District Memorial Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,564 patients

Percentage of patients who spent four hours or less in the ED 85.3%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED: ⁶ 3,564 patients	3,391	5.1%
Percentage of patients who spent four hours or less in the ED 85.3%	88.9%	

* 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.

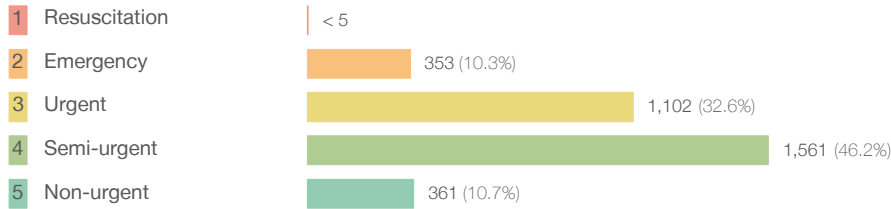
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Casino and District Memorial Hospital: Patients presenting to the emergency department July to September 2017

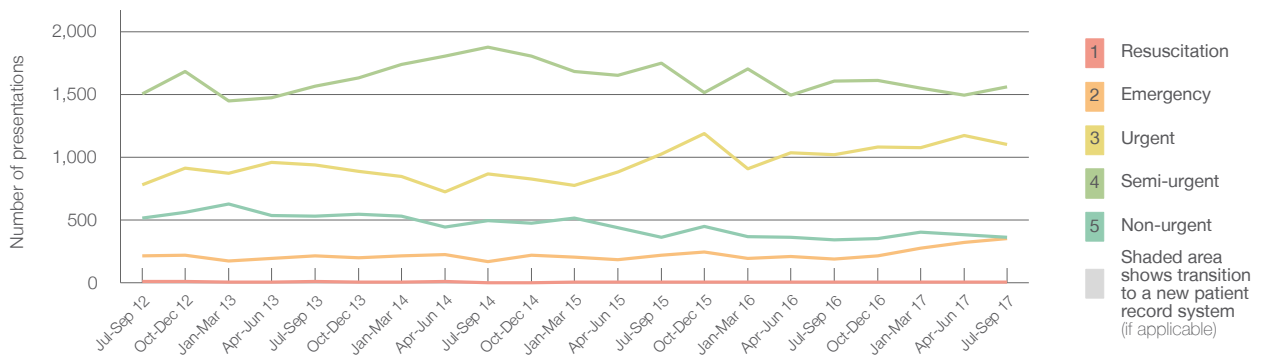
All presentations:¹ 3,566 patients

Emergency presentations² by triage category: 3,377 patients



Same period last year	Change since one year ago
3,393	5.1%
3,160	6.9%
5	*
190	83.7%
1,020	8.0%
1,604	-2.7%
341	5.9%

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	8	8	< 5	6	5	< 5
Emergency	215	214	167	220	190	353
Urgent	782	939	868	1,022	1,020	1,102
Semi-urgent	1,506	1,563	1,878	1,749	1,604	1,561
Non-urgent	514	532	494	362	341	361
All emergency presentations	3,025	3,256	3,407	3,359	3,160	3,377

Casino and District Memorial Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 372 patients

ED Transfer of care time



Same period last year	Change since one year ago
299	
18 minutes	-2 minutes
39 minutes	-5 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.

Casino and District Memorial 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: 353

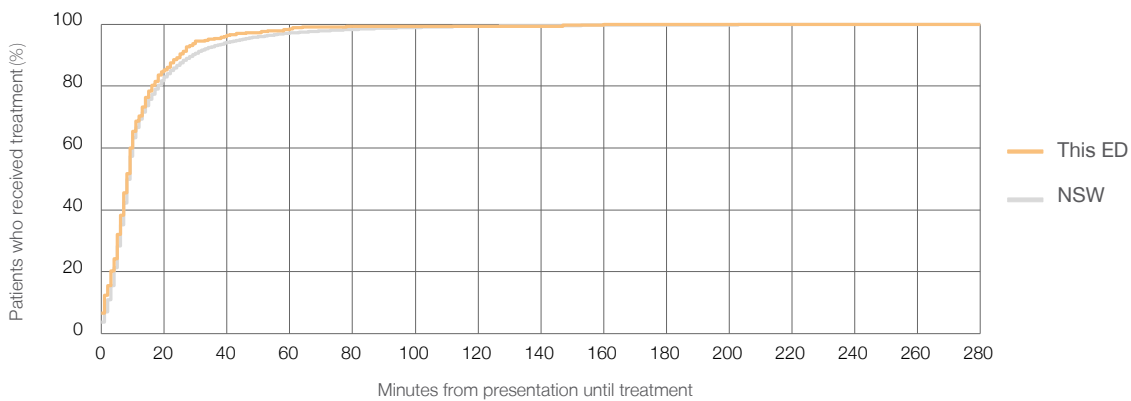
Number of triage 2 patients used to calculate waiting time:³ 330

Median time to start treatment⁴ 8 minutes

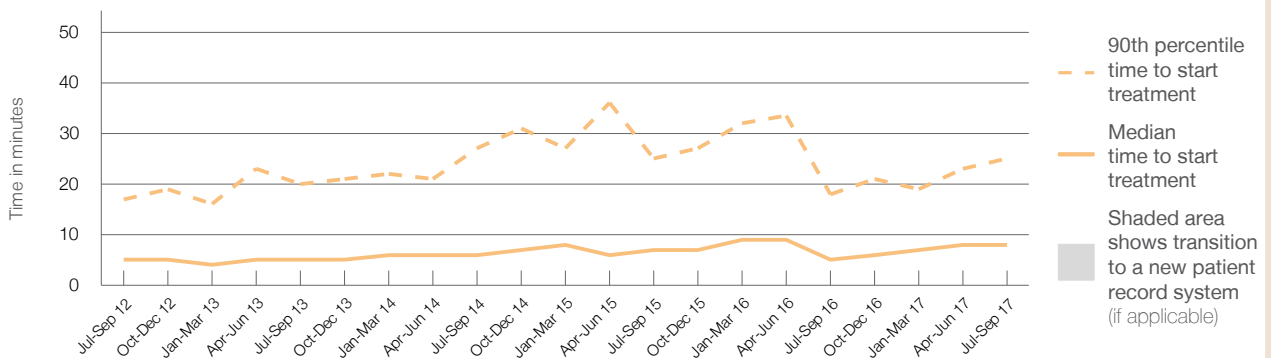
90th percentile time to start treatment⁵ 25 minutes

Same period last year	NSW (this period)
190	178
5 minutes	9 minutes
18 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)	5	5	6	7	5	8
90th percentile time to start treatment ⁵ (minutes)	17	20	27	25	18	25

(†) 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.

Casino and District Memorial 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: 1,102

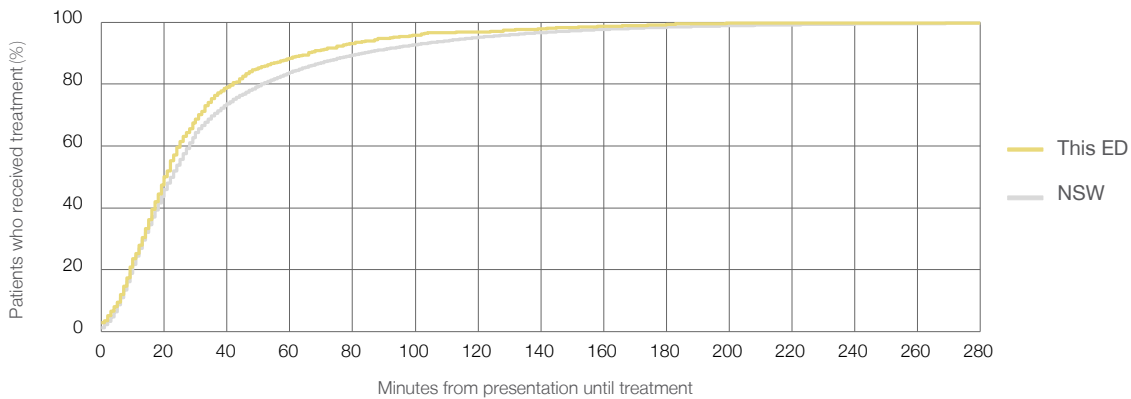
Number of triage 3 patients used to calculate waiting time:³ 1,034

Median time to start treatment⁴ 21 minutes

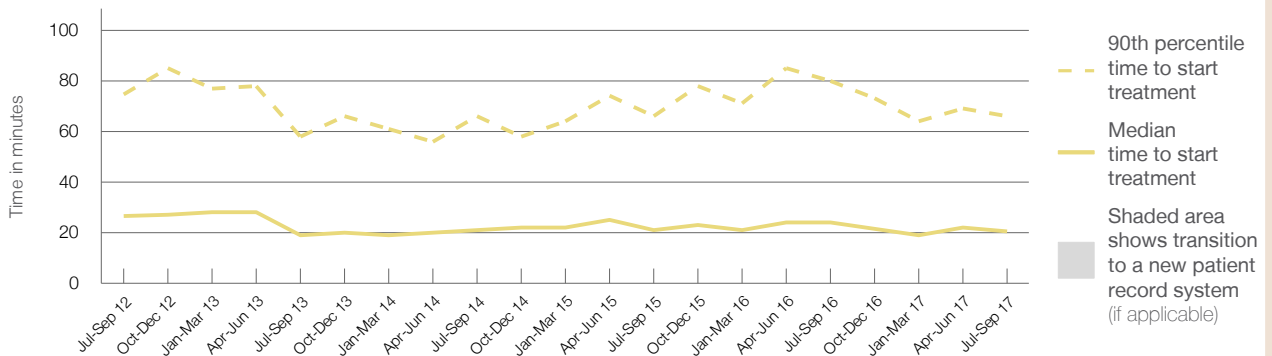
90th percentile time to start treatment⁵ 66 minutes

Same period last year	NSW (this period)
1,020	
968	
24 minutes	23 minutes
80 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)	27	19	21	21	24	21
90th percentile time to start treatment ⁵ (minutes)	75	58	66	66	80	66

(†) 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.

Casino and District Memorial 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: 1,561

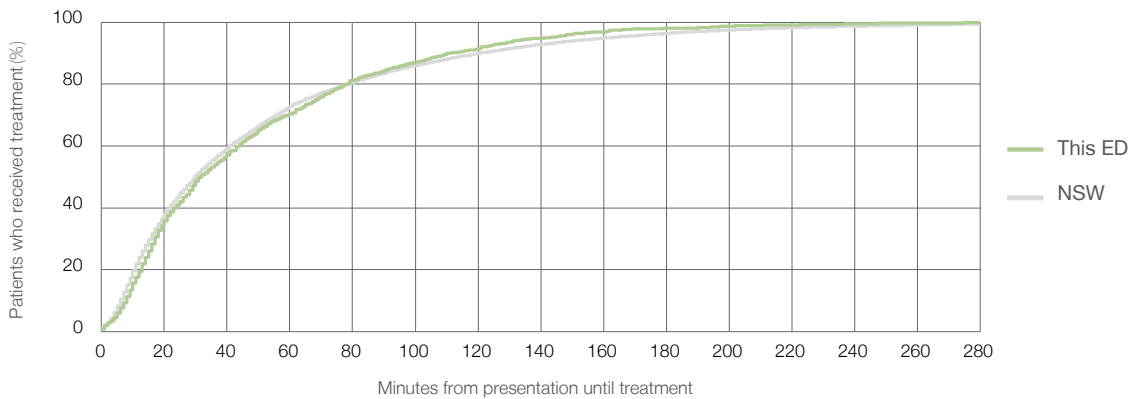
Number of triage 4 patients used to calculate waiting time:³ 1,406

Median time to start treatment⁴ 32 minutes

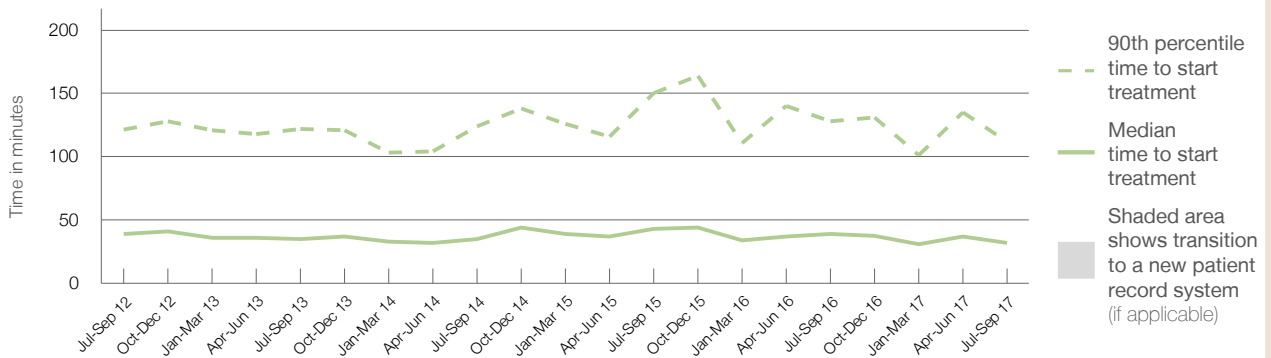
90th percentile time to start treatment⁵ 112 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,604	
Number of triage 4 patients used to calculate waiting time ³	1,423	
Median time to start treatment ⁴	39 minutes	30 minutes
90th percentile time to start treatment ⁵	128 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)	39	35	35	43	39	32
90th percentile time to start treatment ⁵ (minutes)	122	122	124	150	128	112

(†) 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.

Casino and District Memorial 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: 361

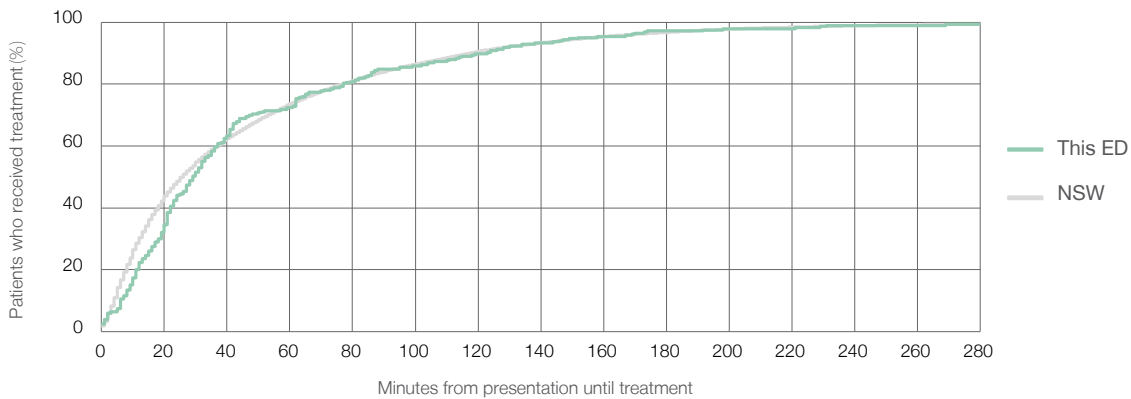
Number of triage 5 patients used to calculate waiting time:³ 283

Median time to start treatment⁴ 29 minutes

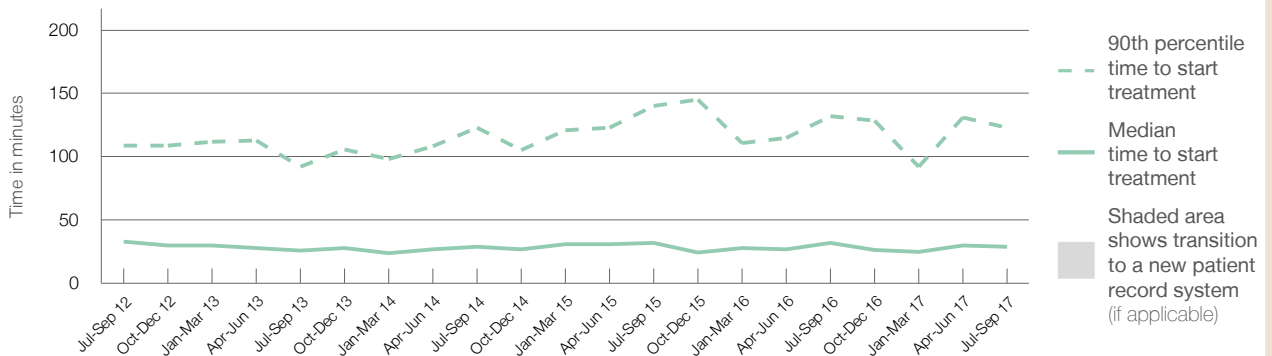
90th percentile time to start treatment⁵ 123 minutes

Same period last year	NSW (this period)
341	245
32 minutes	26 minutes
132 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)	33	26	29	32	32	29
90th percentile time to start treatment ⁵ (minutes)	109	92	123	140	132	123

(†) 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.

Casino and District Memorial Hospital: Time patients spent in the ED July to September 2017

All presentations:¹ 3,566 patients

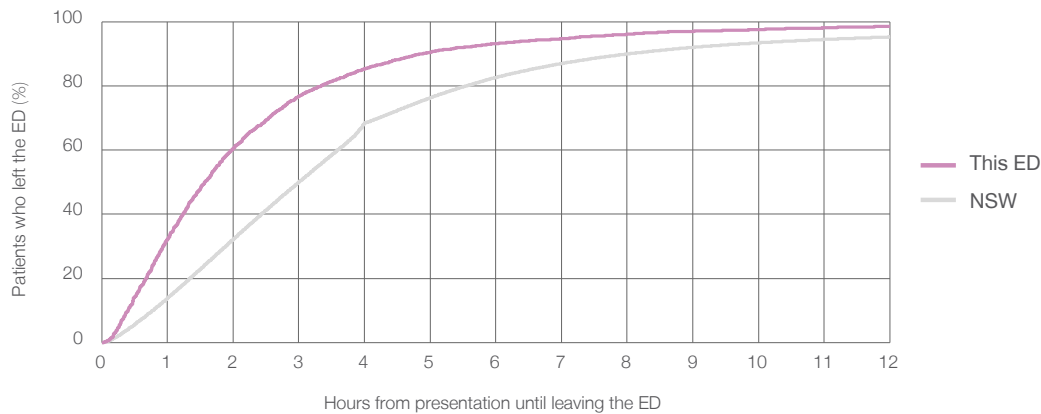
Presentations used to calculate time to leaving the ED:⁶ 3,564 patients

Median time spent in the ED⁸ 1 hours and 35 minutes

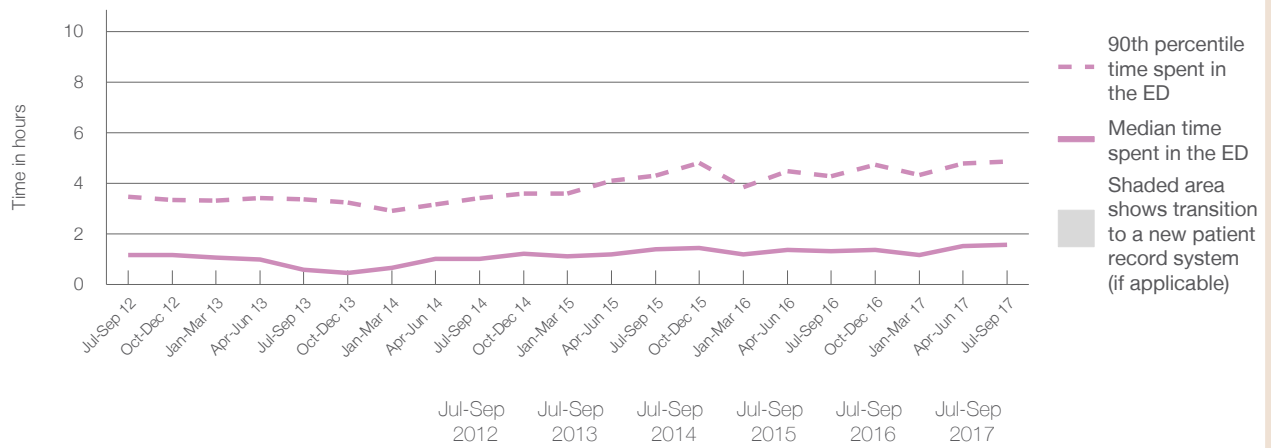
90th percentile time spent in the ED⁹ 4 hours and 52 minutes

Same period last year	NSW (this period)
3,393	
3,391	
1 hours and 19 minutes	3 hours and 0 minutes
4 hours and 17 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)	1h 11m	0h 36m	1h 2m	1h 24m	1h 19m	1h 35m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 29m	3h 22m	3h 26m	4h 18m	4h 17m	4h 52m

(†) 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.

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

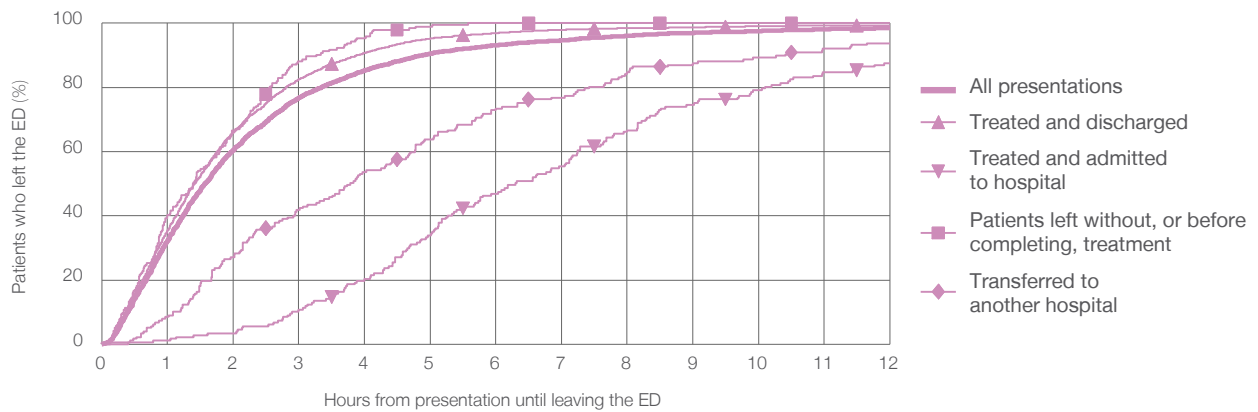
All presentations:¹ 3,566 patients

Presentations used to calculate time to leaving the ED:⁶ 3,564 patients

Treated and discharged	2,948 (82.7%)
Treated and admitted to hospital	177 (5.0%)
Patient left without, or before completing, treatment	194 (5.4%)
Transferred to another hospital	177 (5.0%)
Other	70 (2.0%)

Same period last year	Change since one year ago
3,391	5.1%
2,736	7.7%
253	-30.0%
196	-1.0%
157	12.7%
51	37.3%

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	35.4%	66.1%	82.5%	90.8%	96.9%	98.4%	99.1%	99.4%
Treated and admitted to hospital	1.1%	3.4%	10.7%	20.3%	46.9%	66.7%	79.1%	87.6%
Patient left without, or before completing, treatment	40.2%	66.5%	88.1%	95.4%	100%	100%	100%	100%
Transferred to another hospital	8.5%	27.1%	41.8%	53.7%	73.4%	84.7%	89.3%	93.8%
All presentations	32.4%	60.5%	76.7%	85.3%	93.2%	96.1%	97.6%	98.5%

(†) 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.

Casino and District Memorial 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 3,566 patients

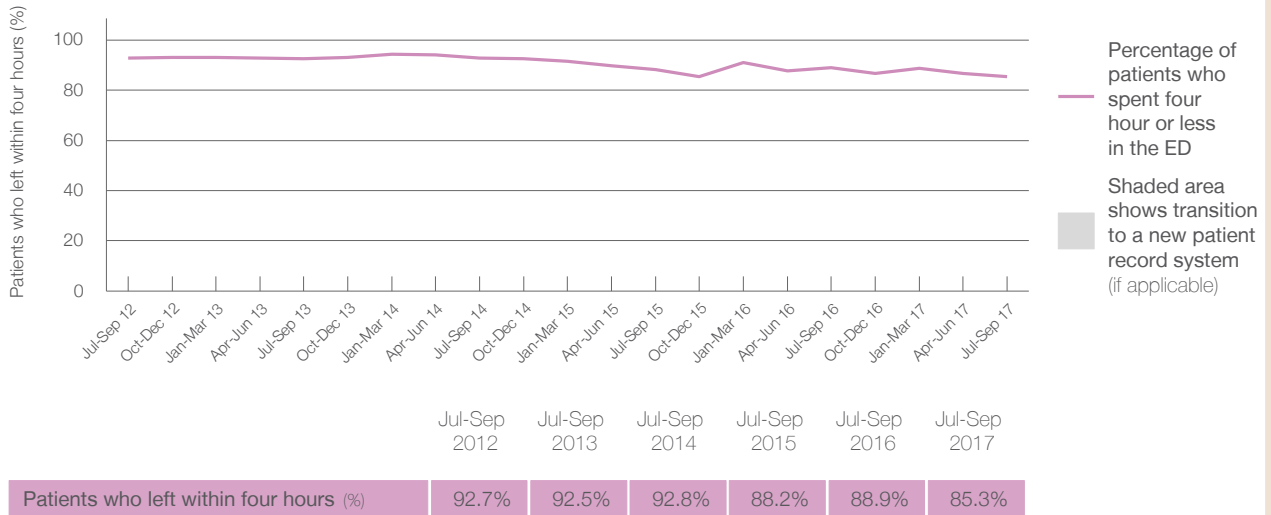
Presentations used to calculate time to leaving the ED:⁶ 3,564 patients

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	3,393	5.1%
Presentations used to calculate time to leaving the ED: ⁶	3,391	5.1%
Percentage of patients who spent four hours or less in the ED	88.9%	

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



* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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- 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).

Grafton Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 6,806 patients
Emergency presentations:² 6,310 patients

Same period last year	Change since one year ago
6,301	8.0%
5,844	8.0%

Grafton Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 617 patients

Median time to start treatment⁴ 9 minutes
90th percentile time to start treatment⁵ 30 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,910 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 65 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,934 patients

Median time to start treatment⁴ 37 minutes
90th percentile time to start treatment⁵ 109 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 818 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
552	
9 minutes	9 minutes
30 minutes	29 minutes
1,958	
23 minutes	23 minutes
74 minutes	83 minutes
2,617	
32 minutes	30 minutes
91 minutes	121 minutes
689	
33 minutes	26 minutes
94 minutes	118 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 6,805 patients

Percentage of patients who spent four hours or less in the ED 75.3%

Same period last year	Change since one year ago
6,301	8.0%
75.5%	

* 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.

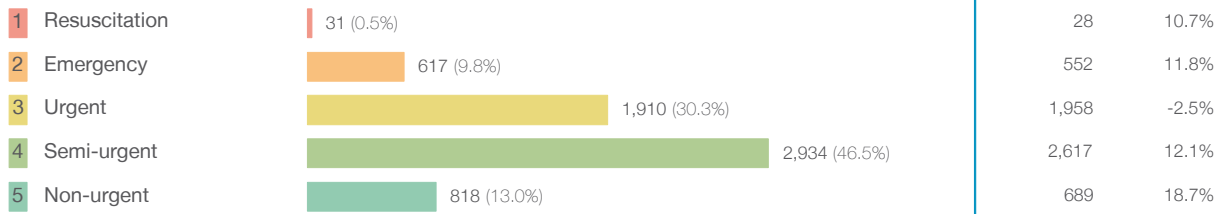
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

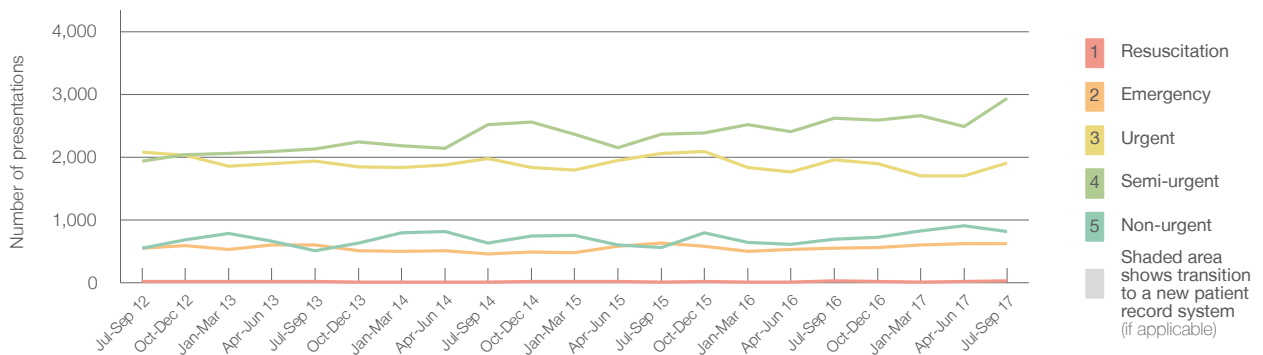
Grafton Base Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 6,806 patients

Emergency presentations² by triage category: 6,310 patients



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	22	17	13	7	28	31
Emergency	551	603	454	633	552	617
Urgent	2,077	1,936	1,975	2,059	1,958	1,910
Semi-urgent	1,941	2,134	2,518	2,365	2,617	2,934
Non-urgent	548	506	633	560	689	818
All emergency presentations	5,139	5,196	5,593	5,624	5,844	6,310

Grafton Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 644 patients

ED Transfer of care time



(†) 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.

Grafton Base 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: 617

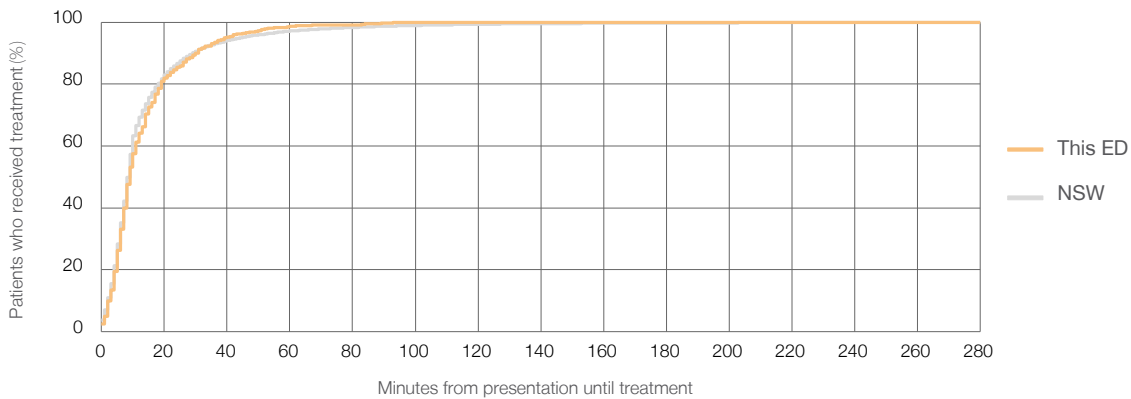
Number of triage 2 patients used to calculate waiting time:³ 615

Median time to start treatment⁴ 9 minutes

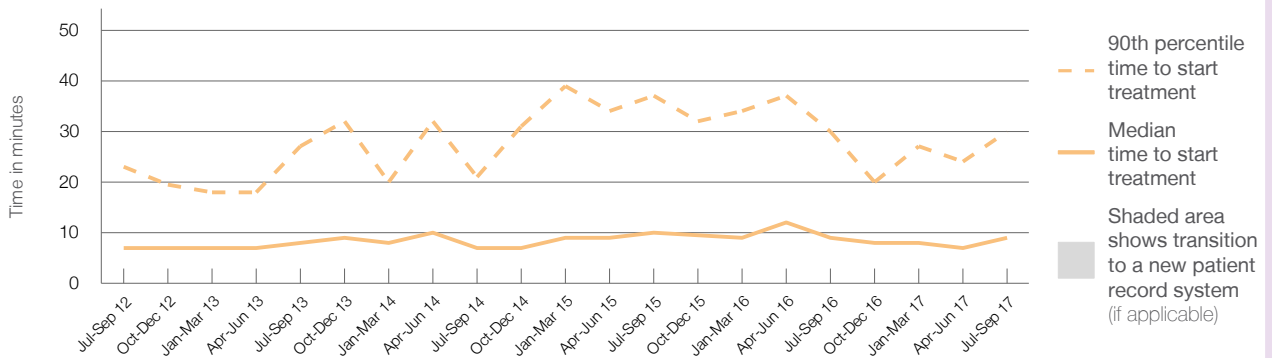
90th percentile time to start treatment⁵ 30 minutes

Same period last year	NSW (this period)
552	
550	
9 minutes	9 minutes
30 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)	7	8	7	10	9	9
90th percentile time to start treatment ⁵ (minutes)	23	27	21	37	30	30

(†) 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.

Grafton Base 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: 1,910

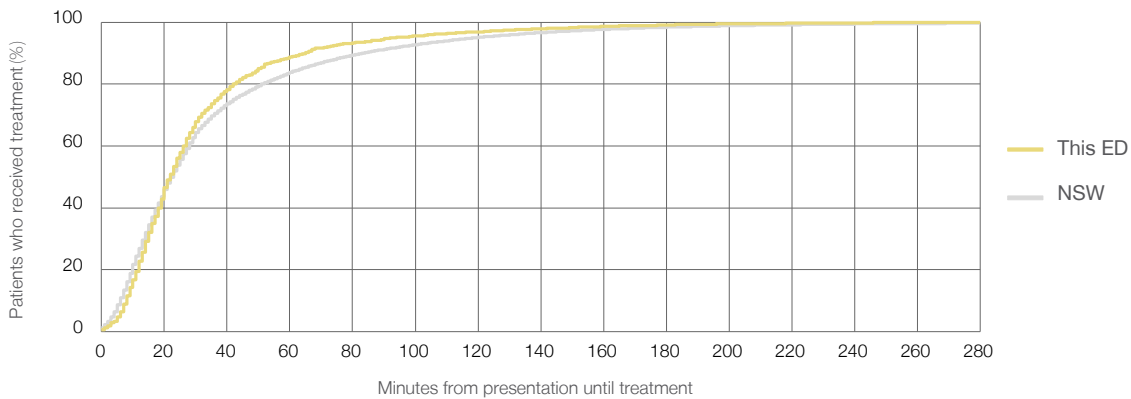
Number of triage 3 patients used to calculate waiting time:³ 1,872

Median time to start treatment⁴ 22 minutes

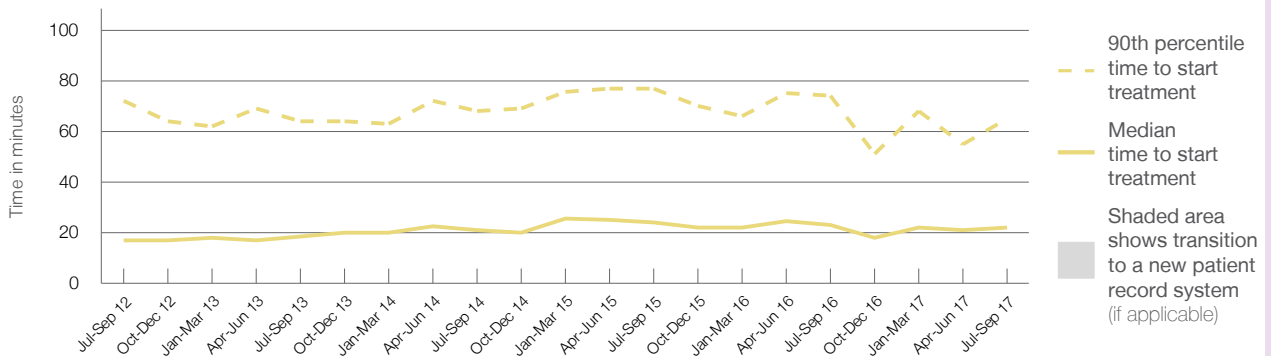
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
1,958	
1,922	
23 minutes	23 minutes
74 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)	17	19	21	24	23	22
90th percentile time to start treatment ⁵ (minutes)	72	64	68	77	74	65

(†) 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.

Grafton Base 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: 2,934

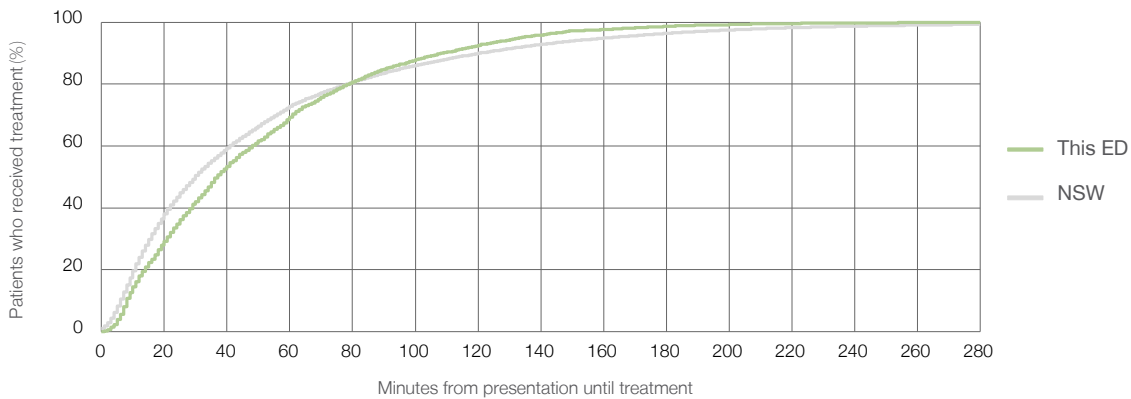
Number of triage 4 patients used to calculate waiting time:³ 2,788

Median time to start treatment⁴ 37 minutes

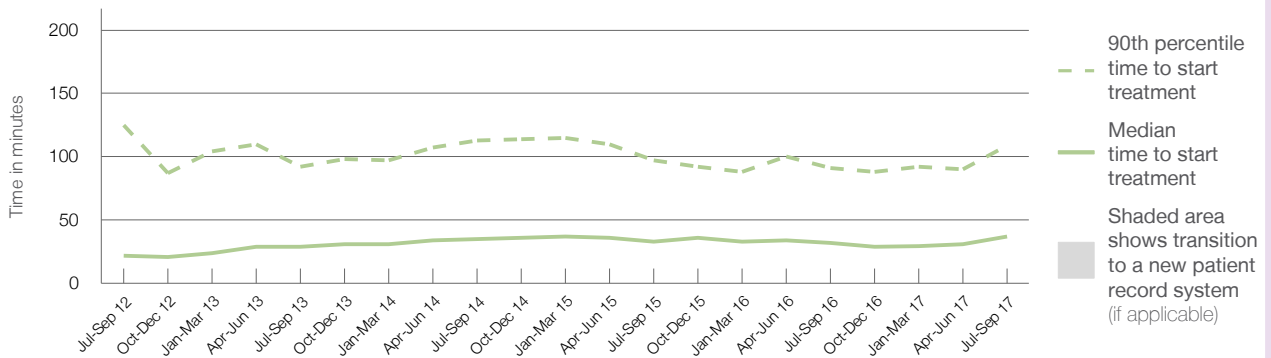
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
2,617	2,494
32 minutes	30 minutes
91 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)	22	29	35	33	32	37
90th percentile time to start treatment ⁵ (minutes)	125	92	113	97	91	109

(†) 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.

Grafton Base 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: 818

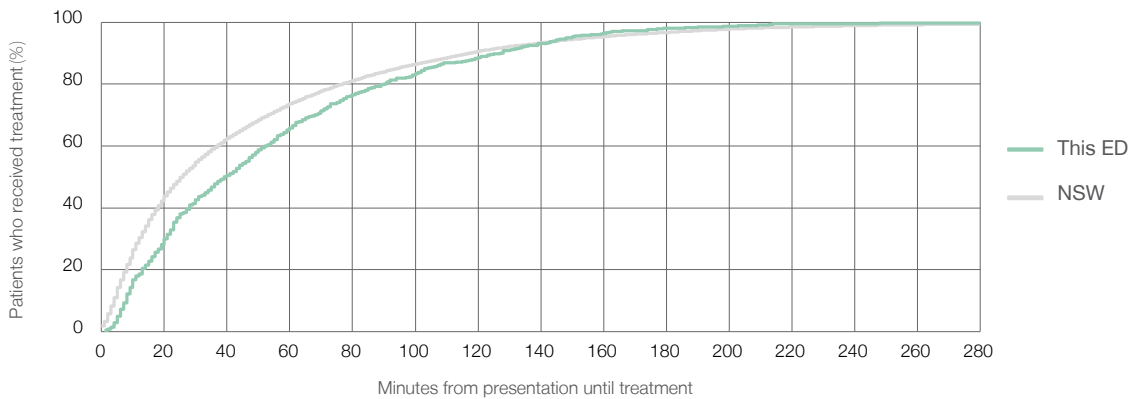
Number of triage 5 patients used to calculate waiting time:³ 700

Median time to start treatment⁴ 39 minutes

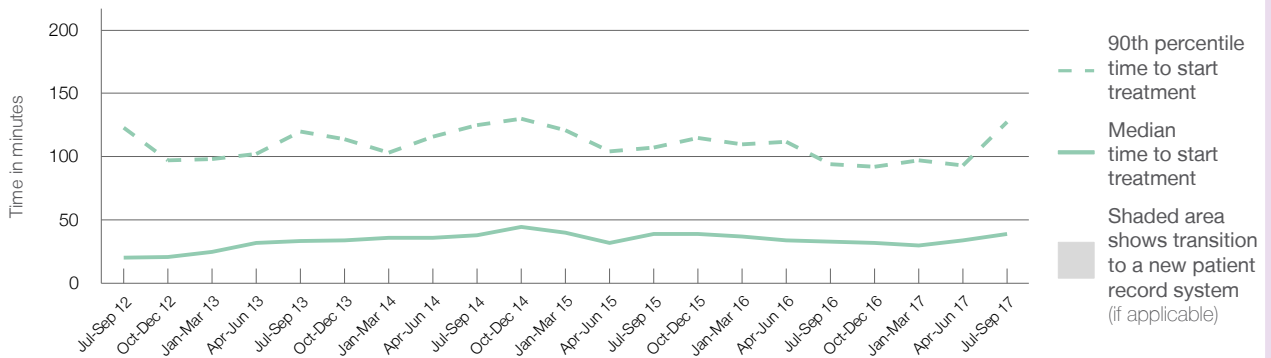
90th percentile time to start treatment⁵ 128 minutes

Same period last year	NSW (this period)
689	612
33 minutes	26 minutes
94 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)	20	34	38	39	33	39
90th percentile time to start treatment ⁵ (minutes)	123	120	125	107	94	128

(†) 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.

Grafton Base Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 6,806 patients

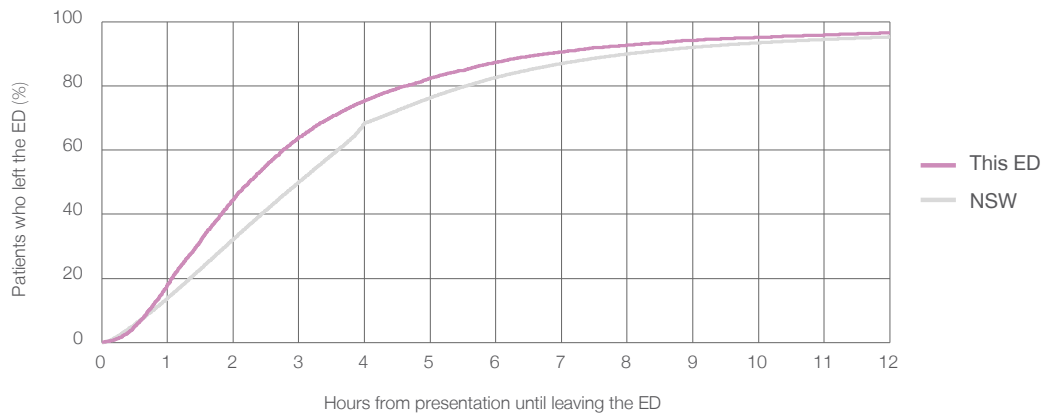
Presentations used to calculate time to leaving the ED:⁶ 6,805 patients

Median time spent in the ED⁸ 2 hours and 15 minutes

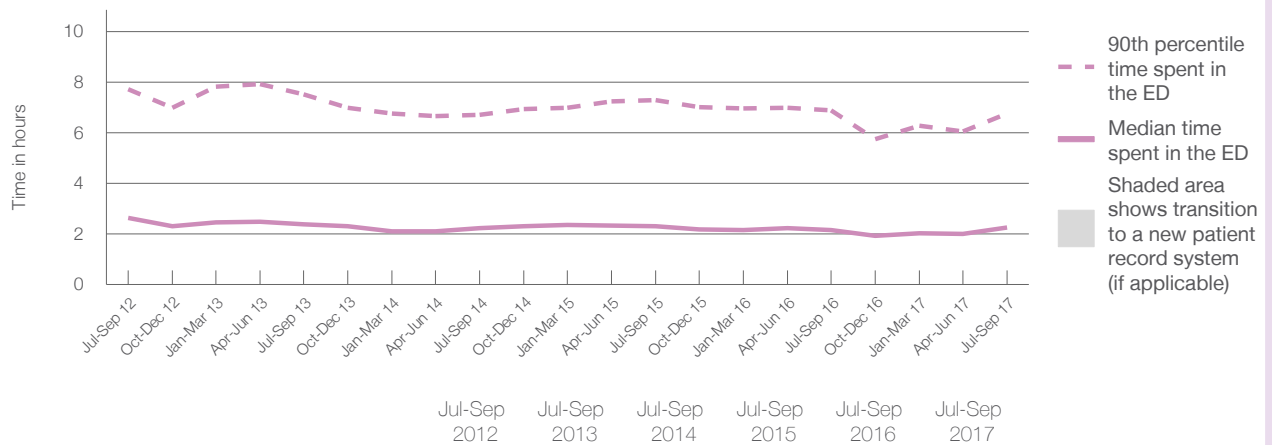
90th percentile time spent in the ED⁹ 6 hours and 46 minutes

Same period last year	NSW (this period)
6,301	6,301
2 hours and 10 minutes	3 hours and 0 minutes
6 hours and 54 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 38m	2h 24m	2h 14m	2h 19m	2h 10m	2h 15m
90th percentile time to leaving the ED ⁹ (hours, minutes)	7h 43m	7h 31m	6h 43m	7h 17m	6h 54m	6h 46m

(†) 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.

Grafton Base Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

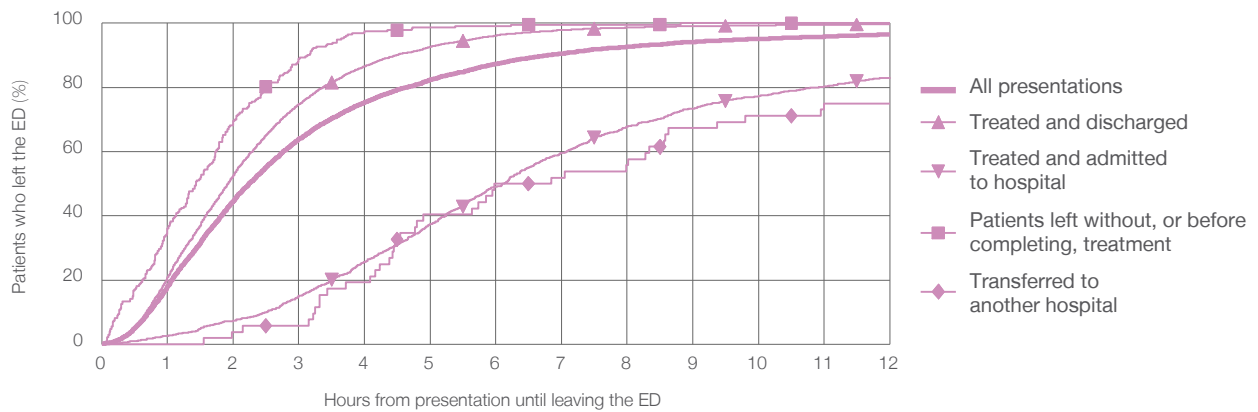
All presentations:¹ 6,806 patients

Presentations used to calculate time to leaving the ED:⁶ 6,805 patients

Treated and discharged	5,261 (77.3%)
Treated and admitted to hospital	1,241 (18.2%)
Patient left without, or before completing, treatment	233 (3.4%)
Transferred to another hospital	52 (0.8%)
Other	19 (0.3%)

Same period last year	Change since one year ago
6,301	8.0%
4,807	9.4%
1,263	-1.7%
167	39.5%
47	10.6%
17	11.8%

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	20.9%	52.6%	74.8%	86.5%	96.1%	98.6%	99.4%	99.7%
Treated and admitted to hospital	2.7%	7.4%	15.1%	25.7%	49.1%	67.8%	77.4%	83.1%
Patient left without, or before completing, treatment	36.1%	69.5%	88.8%	97.4%	99.1%	99.6%	100%	100%
Transferred to another hospital	0%	3.8%	5.8%	19.2%	50.0%	55.8%	71.2%	75.0%
All presentations	18.1%	44.7%	63.9%	75.3%	87.3%	92.7%	95.2%	96.5%

(†) 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.

Grafton Base 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 6,806 patients

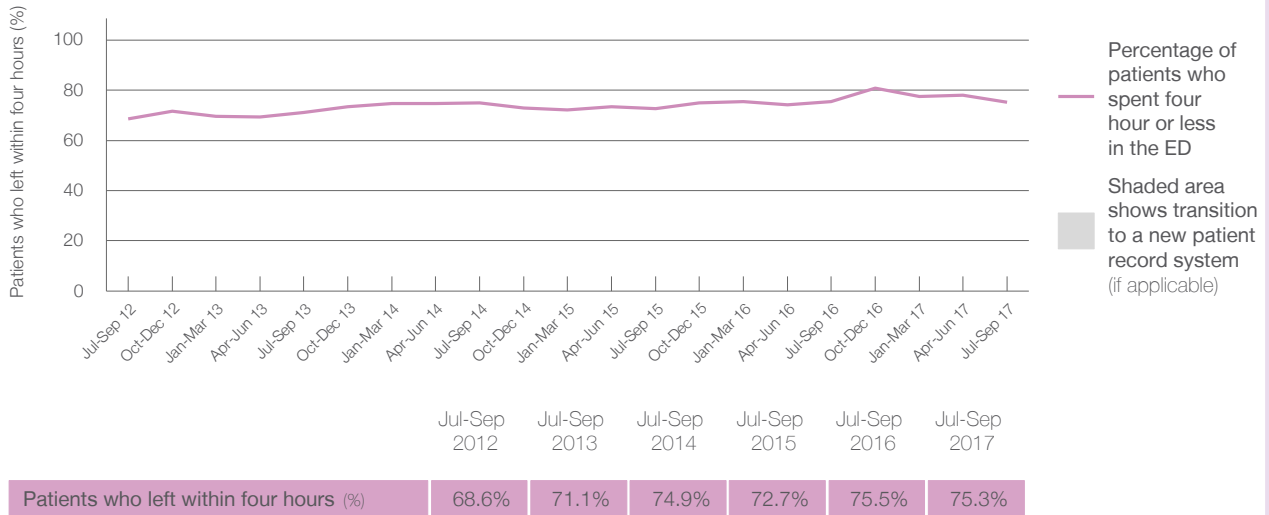
Presentations used to calculate time to leaving the ED:⁶ 6,805 patients

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 6,806 patients	6,301	8.0%
Presentations used to calculate time to leaving the ED: ⁶ 6,805 patients	6,301	8.0%
Percentage of patients who spent four hours or less in the ED	75.5%	

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
	68.6%	71.1%	74.9%	72.7%	75.5%	75.3%

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

Lismore Base Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 9,039 patients
Emergency presentations:² 8,714 patients

Same period last year	Change since one year ago
7,929	14.0%
7,714	13.0%

Lismore Base Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 898 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,069 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 108 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,844 patients

Median time to start treatment⁴ 51 minutes
90th percentile time to start treatment⁵ 161 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 845 patients

Median time to start treatment⁴ 50 minutes
90th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
877	
6 minutes	9 minutes
15 minutes	29 minutes
2,739	
25 minutes	23 minutes
98 minutes	83 minutes
3,322	
43 minutes	30 minutes
143 minutes	121 minutes
725	
47 minutes	26 minutes
144 minutes	118 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 9,038 patients

Percentage of patients who spent four hours or less in the ED 59.5%

Same period last year	Change since one year ago
7,929	14.0%
63.6%	

* 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.

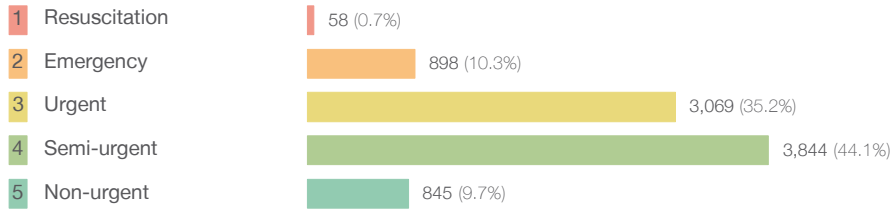
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

Lismore Base Hospital: Patients presenting to the emergency department July to September 2017

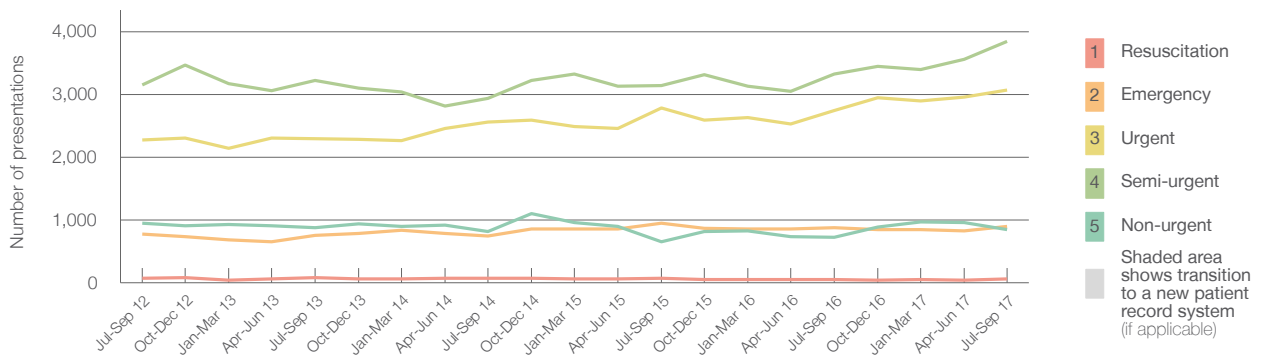
All presentations:¹ 9,039 patients

Emergency presentations² by triage category: 8,714 patients



Same period last year	Change since one year ago
7,929	14.0%
7,714	13.0%
51	13.7%
877	2.4%
2,739	12.0%
3,322	15.7%
725	16.6%

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	73	78	66	70	51	58
Emergency	773	751	741	947	877	898
Urgent	2,278	2,296	2,558	2,781	2,739	3,069
Semi-urgent	3,148	3,226	2,932	3,143	3,322	3,844
Non-urgent	948	877	817	653	725	845
All emergency presentations	7,220	7,228	7,114	7,594	7,714	8,714

Lismore Base Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 1,898 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,668	
15 minutes	2 minutes
53 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.

Lismore Base 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: 898

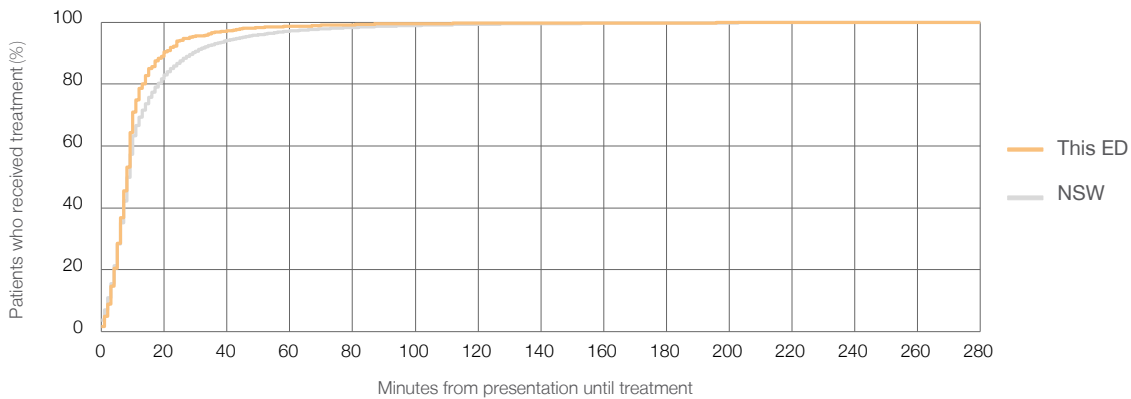
Number of triage 2 patients used to calculate waiting time:³ 890

Median time to start treatment⁴ 8 minutes

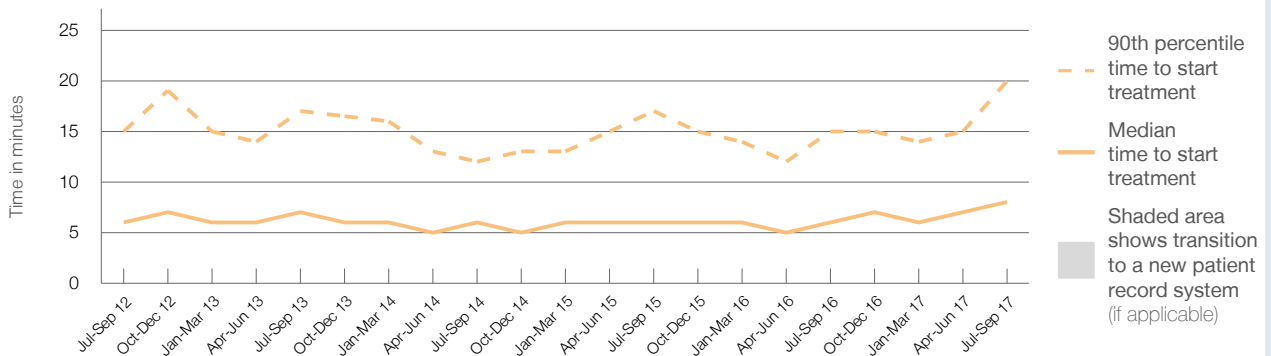
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
877	
873	
6 minutes	9 minutes
15 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	6	6	6	8
90th percentile time to start treatment ⁵ (minutes)	15	17	12	17	15	20

(†) 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 3 July to September 2017

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

Number of triage 3 patients: 3,069

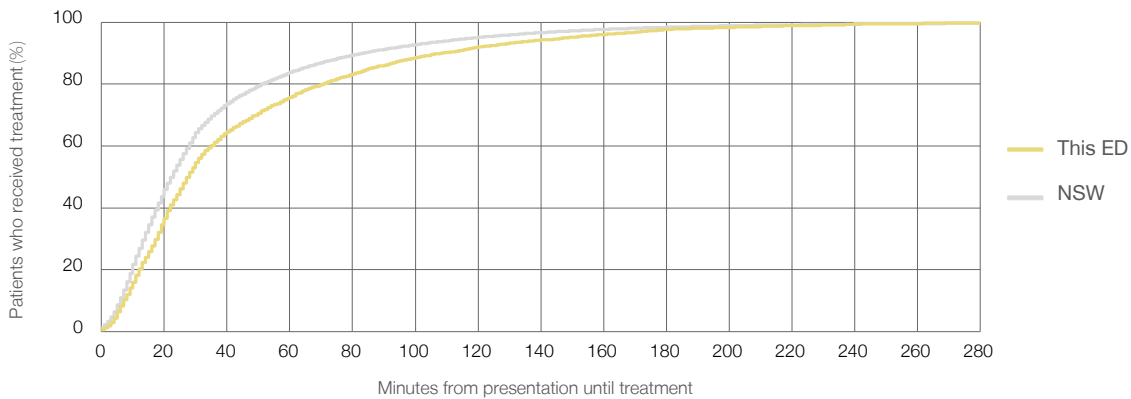
Number of triage 3 patients used to calculate waiting time:³ 2,983

Median time to start treatment⁴ 28 minutes

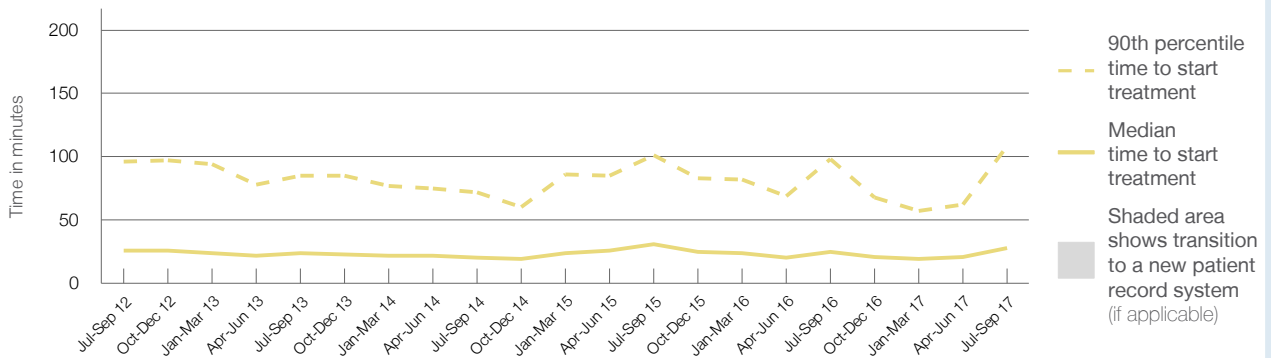
90th percentile time to start treatment⁵ 108 minutes

Same period last year	NSW (this period)
2,739	
2,677	
25 minutes	23 minutes
98 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)	26	24	20	31	25	28
90th percentile time to start treatment ⁵ (minutes)	96	85	72	101	98	108

(†) 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 4 July to September 2017

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

Number of triage 4 patients: 3,844

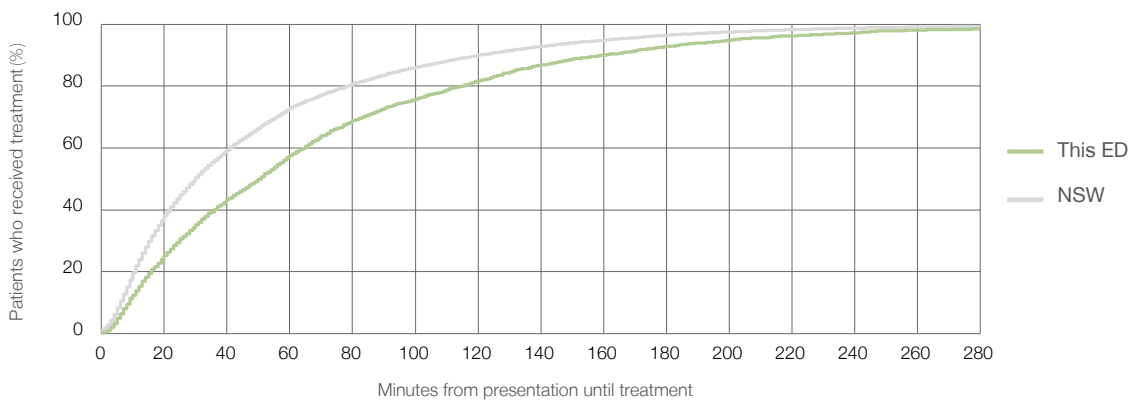
Number of triage 4 patients used to calculate waiting time:³ 3,486

Median time to start treatment⁴ 51 minutes

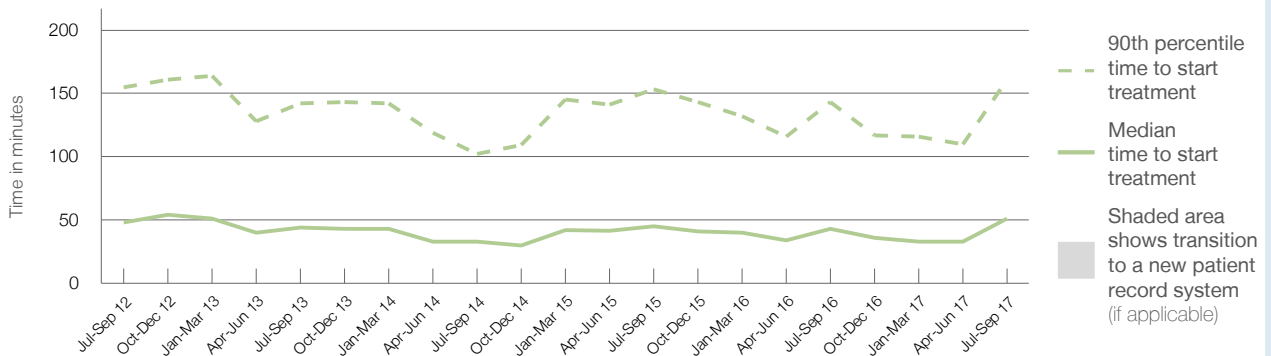
90th percentile time to start treatment⁵ 161 minutes

Same period last year	NSW (this period)
3,322	3,038
43 minutes	30 minutes
143 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)	48	44	33	45	43	51
90th percentile time to start treatment ⁵ (minutes)	155	142	102	153	143	161

(†) 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 5 July to September 2017

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

Number of triage 5 patients: 845

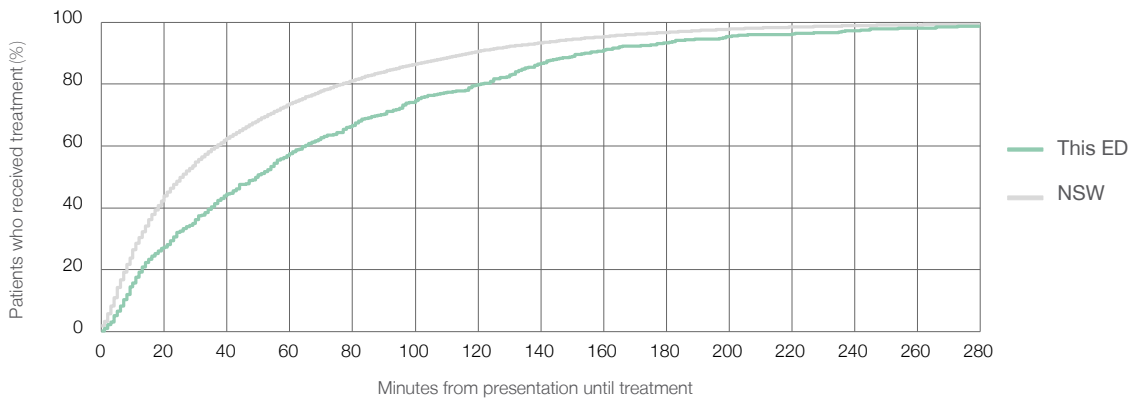
Number of triage 5 patients used to calculate waiting time:³ 703

Median time to start treatment⁴ 50 minutes

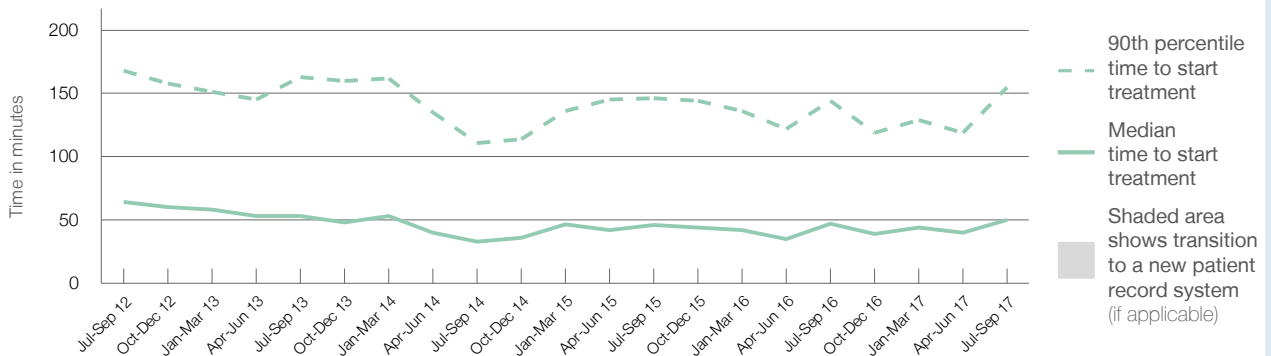
90th percentile time to start treatment⁵ 155 minutes

Same period last year	NSW (this period)
725	614
47 minutes	26 minutes
144 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)	64	53	33	46	47	50
90th percentile time to start treatment ⁵ (minutes)	168	163	111	146	144	155

(†) 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 spent in the ED

July to September 2017

All presentations:¹ 9,039 patients

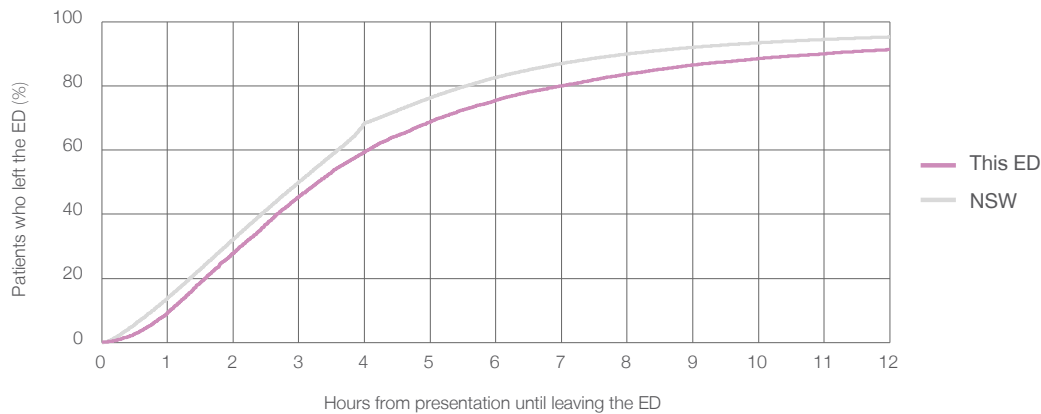
Presentations used to calculate time to leaving the ED:⁶ 9,038 patients

Median time spent in the ED⁸ 3 hours and 18 minutes

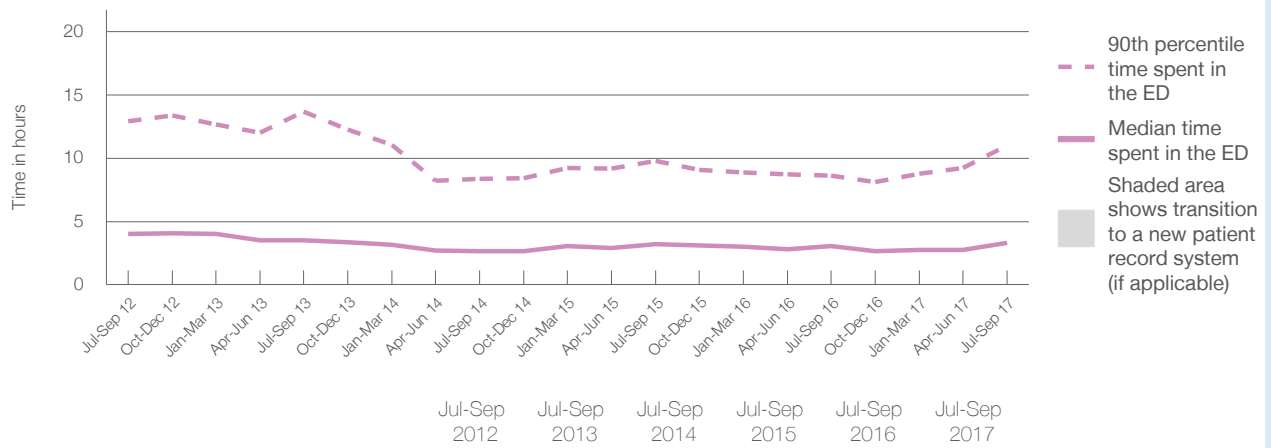
90th percentile time spent in the ED⁹ 11 hours and 0 minutes

Same period last year	NSW (this period)
7,929	7,929
3 hours and 4 minutes	3 hours and 0 minutes
8 hours and 37 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)	4h 1m	3h 30m	2h 40m	3h 12m	3h 4m	3h 18m
90th percentile time to leaving the ED ⁹ (hours, minutes)	12h 54m	13h 40m	8h 23m	9h 48m	8h 37m	11h 0m

(†) 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 spent in the ED

By mode of separation

July to September 2017

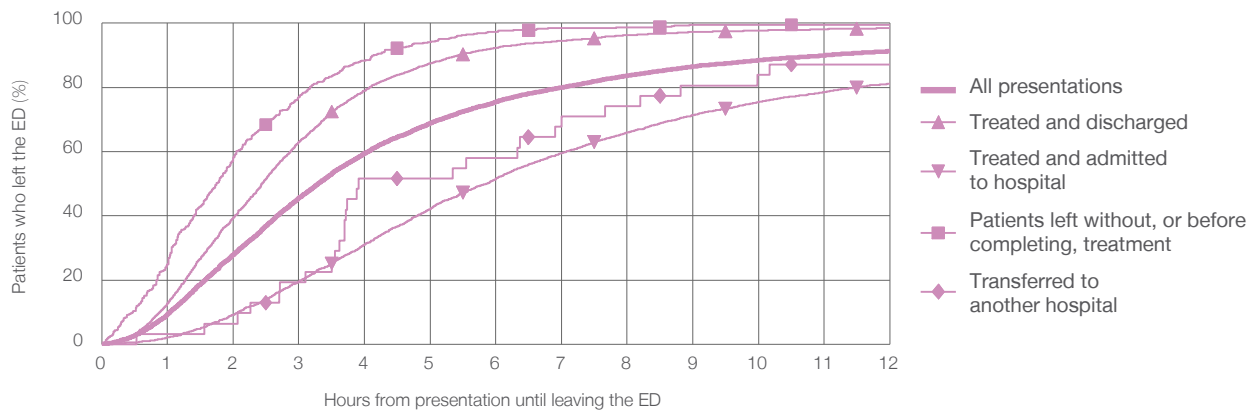
All presentations:¹ 9,039 patients

Presentations used to calculate time to leaving the ED:⁶ 9,038 patients

Treated and discharged	4,706 (52.1%)
Treated and admitted to hospital	3,775 (41.8%)
Patient left without, or before completing, treatment	462 (5.1%)
Transferred to another hospital	31 (0.3%)
Other	65 (0.7%)

Same period last year	Change since one year ago
7,929	14.0%
4,011	17.3%
3,457	9.2%
384	20.3%
20	55.0%
57	14.0%

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	12.8%	39.5%	63.0%	79.0%	92.4%	96.3%	97.8%	98.5%
Treated and admitted to hospital	2.1%	9.2%	19.6%	31.1%	51.6%	65.9%	75.5%	81.2%
Patient left without, or before completing, treatment	24.9%	58.2%	77.1%	88.3%	97.4%	98.7%	99.6%	99.6%
Transferred to another hospital	3.2%	6.5%	19.4%	51.6%	58.1%	74.2%	83.9%	87.1%
All presentations	9.3%	28.0%	45.6%	59.5%	75.5%	83.7%	88.5%	91.3%

(†) 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 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 9,039 patients

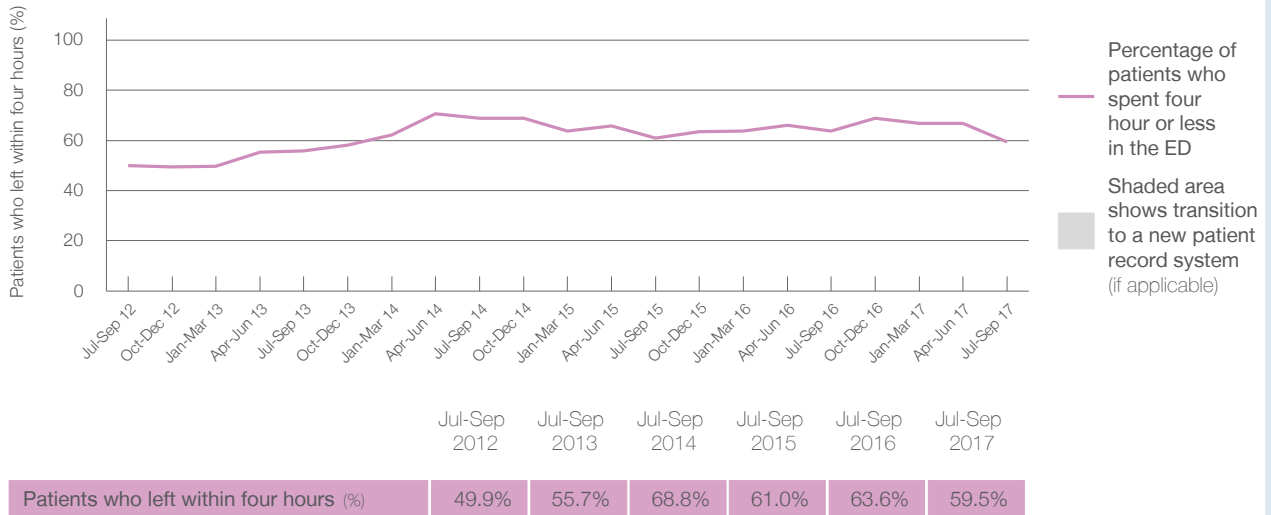
Presentations used to calculate time to leaving the ED:⁶ 9,038 patients

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	7,929	14.0%
Presentations used to calculate time to leaving the ED	7,929	14.0%
Percentage of patients who spent four hours or less in the ED	63.6%	

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

- 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).

Maclean District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 3,069 patients
Emergency presentations:² 2,967 patients

Same period last year	Change since one year ago
2,948	4.1%
2,753	7.8%

Maclean District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 321 patients

Median time to start treatment⁴ 10 minutes
90th percentile time to start treatment⁵ 31 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 938 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,254 patients

Median time to start treatment⁴ 26 minutes
90th percentile time to start treatment⁵ 103 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 446 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
396	
13 minutes	9 minutes
38 minutes	29 minutes
1,055	
26 minutes	23 minutes
84 minutes	83 minutes
1,148	
39 minutes	30 minutes
129 minutes	121 minutes
145	
24 minutes	26 minutes
84 minutes	118 minutes

Maclean District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 3,069 patients

Percentage of patients who spent four hours or less in the ED 80.6%

Same period last year	Change since one year ago
2,948	4.1%
81.2%	

* 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.

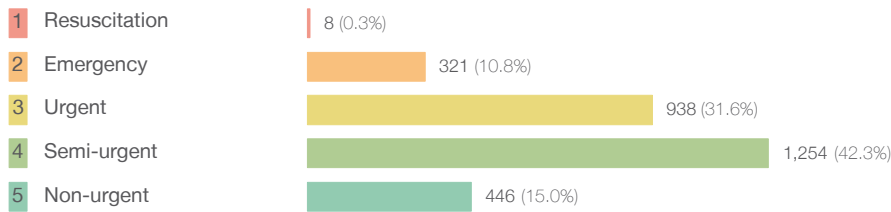
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

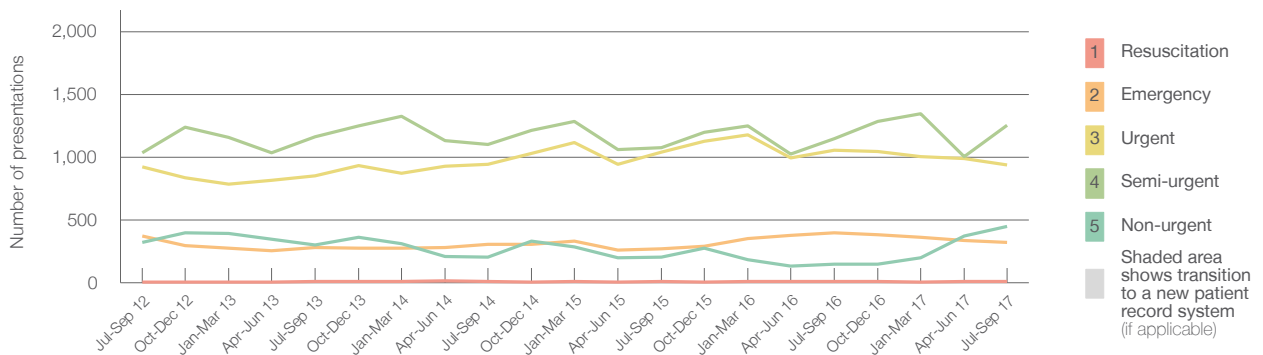
All presentations:¹ 3,069 patients

Emergency presentations² by triage category: 2,967 patients



Same period last year	Change since one year ago
2,948	4.1%
2,753	7.8%
9	-11.1%
396	-18.9%
1,055	-11.1%
1,148	9.2%
145	207.6%

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	< 5	8	8	8	9	8
Emergency	374	280	307	268	396	321
Urgent	922	851	942	1,040	1,055	938
Semi-urgent	1,033	1,164	1,099	1,077	1,148	1,254
Non-urgent	320	302	201	202	145	446
All emergency presentations	2,649	2,605	2,557	2,595	2,753	2,967

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

Arrivals used to calculate transfer of care time:⁷ 400 patients

ED Transfer of care time



Same period last year	Change since one year ago
450	
12 minutes	2 minutes
35 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.

Maclean 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: 321

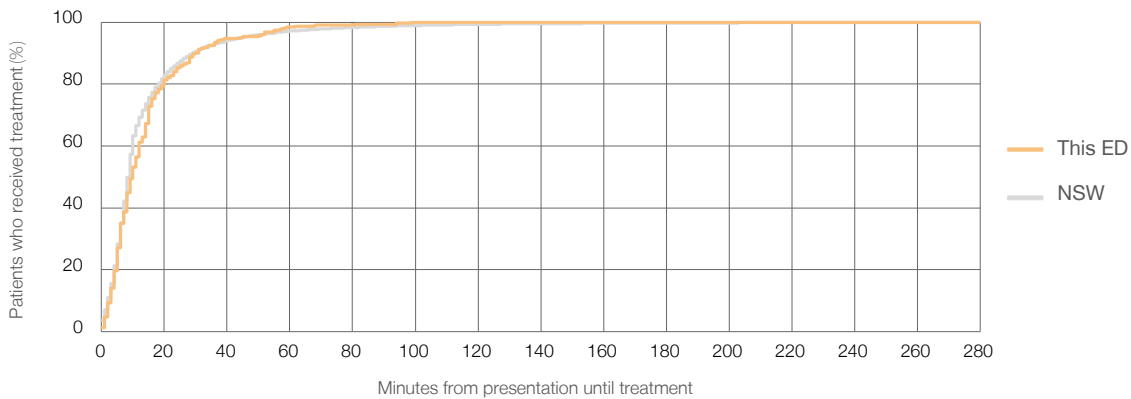
Number of triage 2 patients used to calculate waiting time:³ 320

Median time to start treatment⁴ 10 minutes

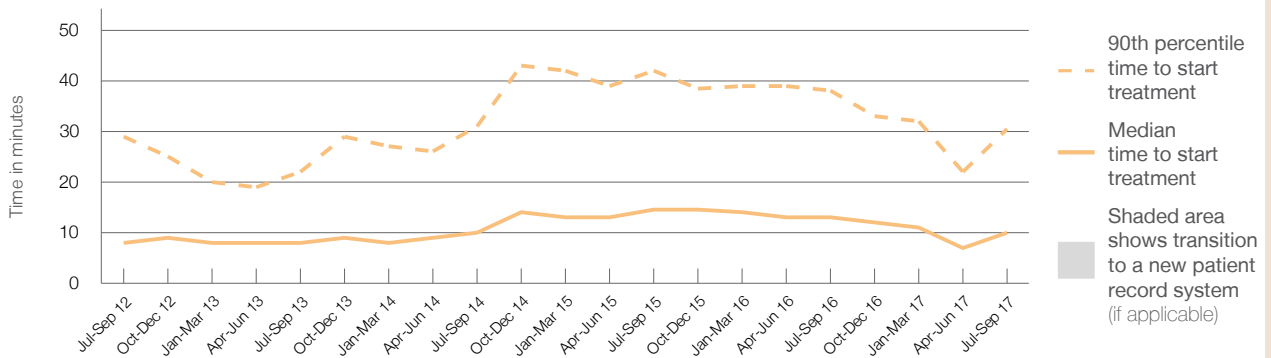
90th percentile time to start treatment⁵ 31 minutes

Same period last year	NSW (this period)
396	
394	
13 minutes	9 minutes
38 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)	8	8	10	15	13	10
90th percentile time to start treatment ⁵ (minutes)	29	22	31	42	38	31

(†) 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.

Maclean 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: 938

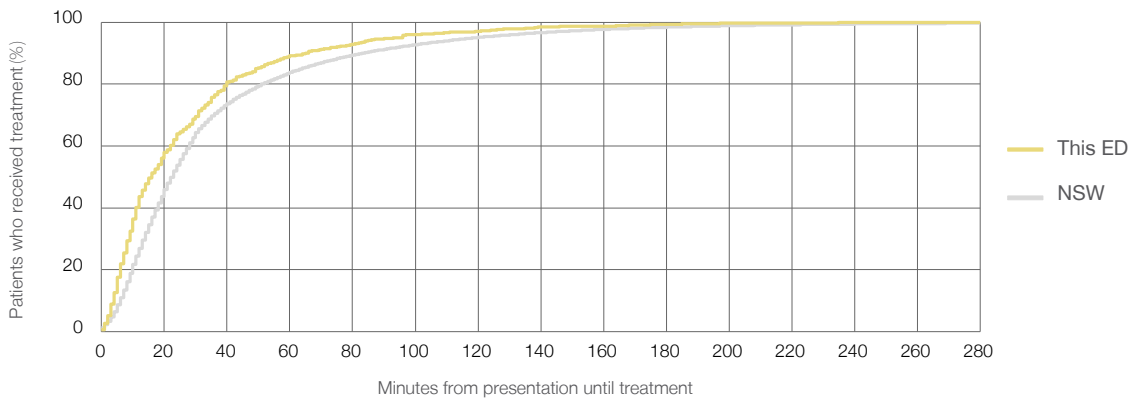
Number of triage 3 patients used to calculate waiting time:³ 930

Median time to start treatment⁴ 16 minutes

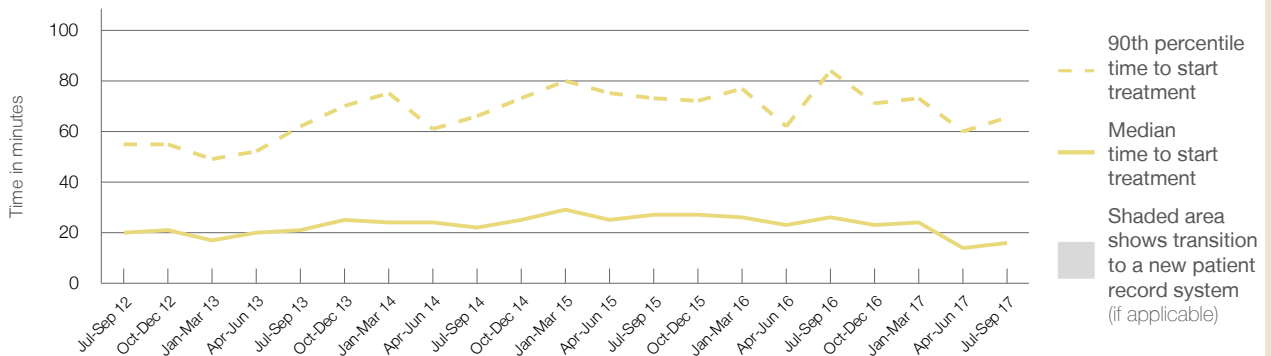
90th percentile time to start treatment⁵ 66 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,055	1,028
Median time to start treatment ⁴	26 minutes	23 minutes
90th percentile time to start treatment ⁵	84 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)	20	21	22	27	26	16
90th percentile time to start treatment ⁵ (minutes)	55	62	66	73	84	66

(†) 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.

Maclean 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: 1,254

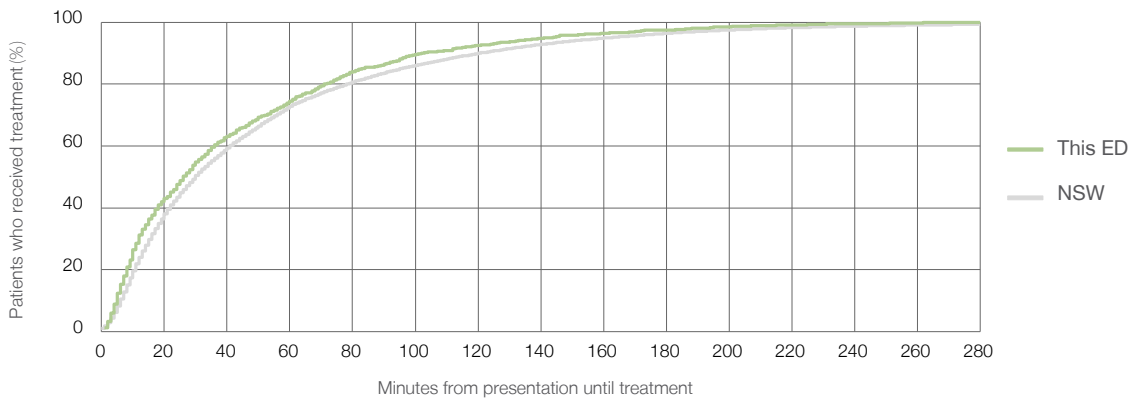
Number of triage 4 patients used to calculate waiting time:³ 1,134

Median time to start treatment⁴ 26 minutes

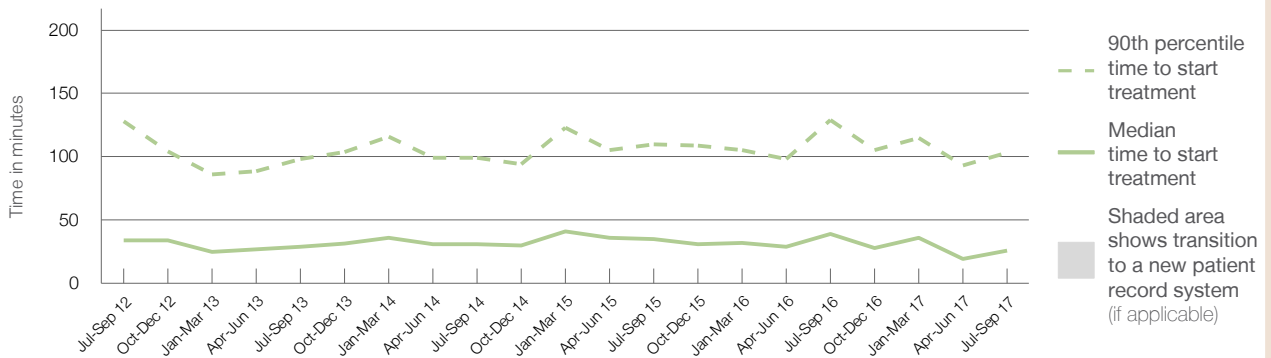
90th percentile time to start treatment⁵ 103 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,148	1,043
Median time to start treatment ⁴	39 minutes	30 minutes
90th percentile time to start treatment ⁵	129 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)	34	29	31	35	39	26
90th percentile time to start treatment ⁵ (minutes)	128	98	99	110	129	103

(†) 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.

Maclean 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: 446

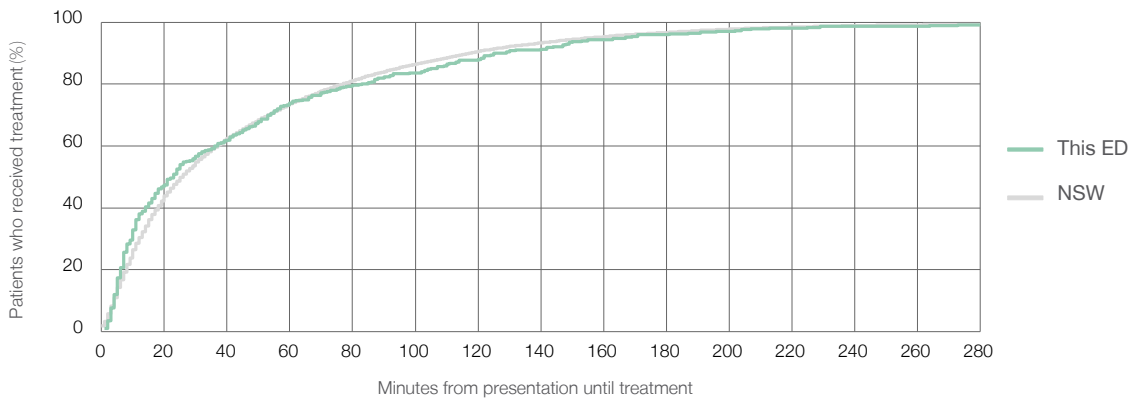
Number of triage 5 patients used to calculate waiting time:³ 367

Median time to start treatment⁴ 23 minutes

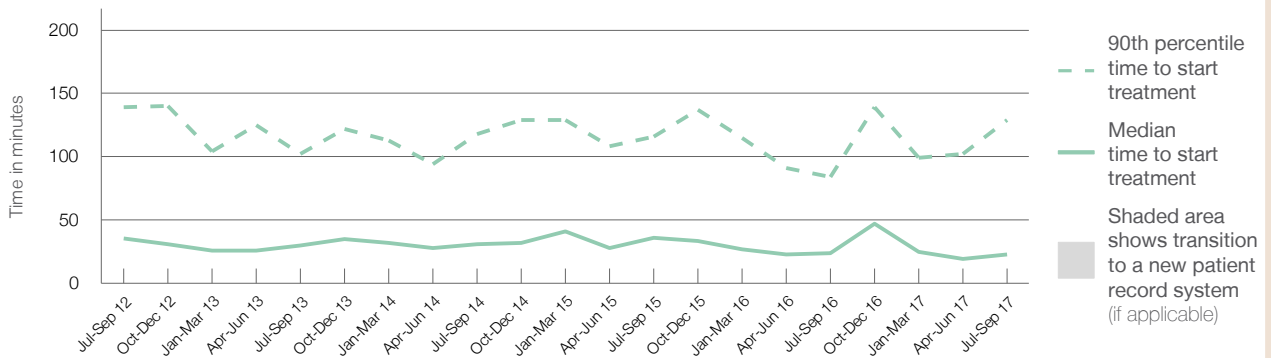
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
145	
112	
24 minutes	26 minutes
84 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	30	31	36	24	23
90th percentile time to start treatment ⁵ (minutes)	139	102	118	116	84	129

(†) 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.

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

All presentations:¹ 3,069 patients

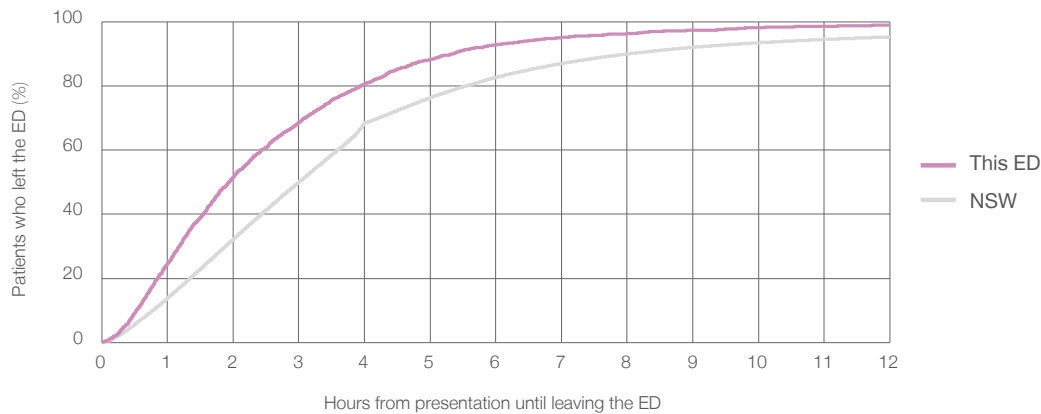
Presentations used to calculate time to leaving the ED:⁶ 3,069 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

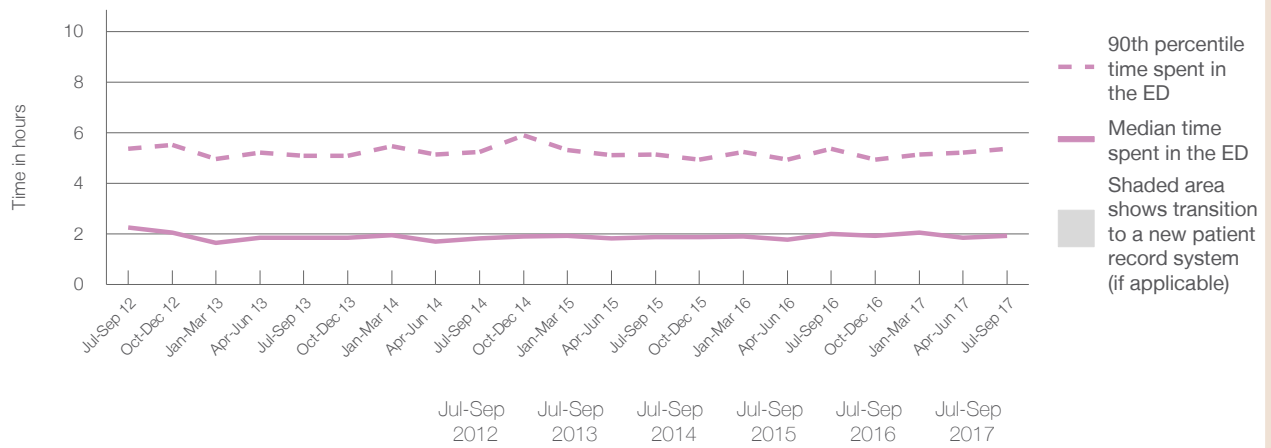
90th percentile time spent in the ED⁹ 5 hours and 22 minutes

Same period last year	NSW (this period)
2,948	2,948
2 hours and 0 minutes	3 hours and 0 minutes
5 hours and 22 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 16m	1h 51m	1h 50m	1h 53m	2h 0m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	5h 23m	5h 5m	5h 15m	5h 8m	5h 22m	5h 22m

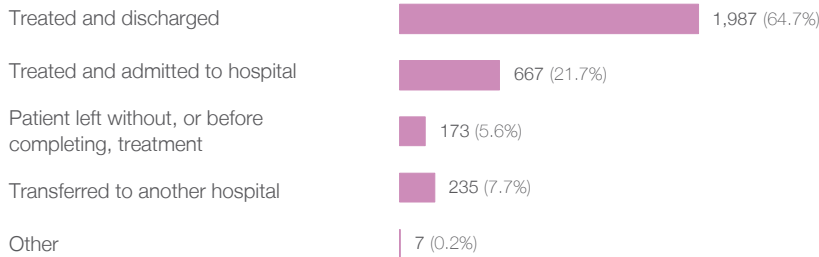
(†) Data points are not shown in graphs for quarters when patient numbers are too small.

(‡) 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.

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

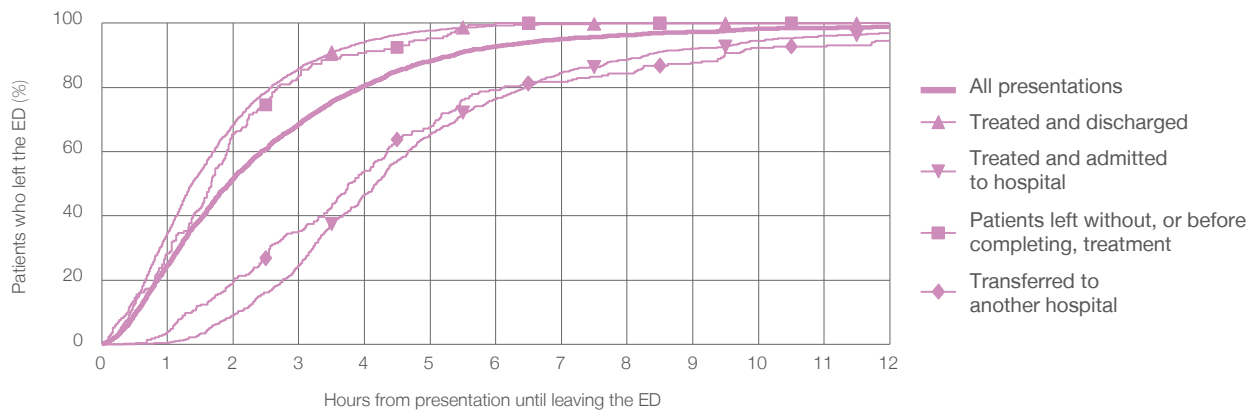
All presentations:¹ 3,069 patients

Presentations used to calculate time to leaving the ED:⁶ 3,069 patients



	Same period last year	Change since one year ago
	2,948	4.1%
	1,797	10.6%
	794	-16.0%
	159	8.8%
	195	20.5%
	3	133.3%

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

Treated and discharged	34.7%	68.3%	86.0%	94.2%	99.2%	99.9%	99.9%	100%
Treated and admitted to hospital	0.4%	9.0%	24.4%	46.6%	76.5%	88.8%	94.6%	97.0%
Patient left without, or before completing, treatment	28.3%	65.3%	83.8%	90.8%	100%	100%	100%	100%
Transferred to another hospital	3.8%	19.6%	35.3%	54.0%	79.1%	84.3%	92.3%	94.5%
All presentations	24.7%	51.6%	68.6%	80.6%	92.8%	96.3%	98.2%	98.9%

(†) 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.

Maclean 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 3,069 patients

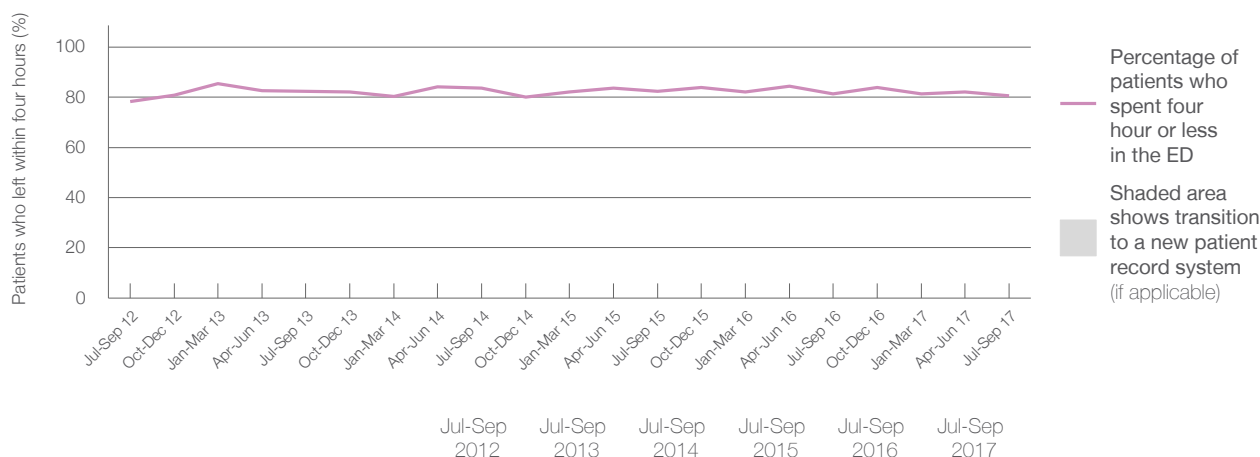
Presentations used to calculate time to leaving the ED:⁶ 3,069 patients

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 3,069 patients	2,948	4.1%
Presentations used to calculate time to leaving the ED: ⁶ 3,069 patients	2,948	4.1%
Percentage of patients who spent four hours or less in the ED	81.2%	

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
	78.1%	82.4%	83.5%	82.4%	81.2%	80.6%

* 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*.

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- 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).

Murwillumbah District Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 4,829 patients
 Emergency presentations:² 4,386 patients

Same period last year	Change since one year ago
4,385	10.1%
4,031	8.8%

Murwillumbah District Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 336 patients

Median time to start treatment⁴ 7 minutes
 90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,454 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 37 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,271 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 73 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 319 patients

Median time to start treatment⁴ 18 minutes
 90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
310	
5 minutes	9 minutes
14 minutes	29 minutes
1,271	
11 minutes	23 minutes
30 minutes	83 minutes
2,090	
13 minutes	30 minutes
52 minutes	121 minutes
350	
13 minutes	26 minutes
60 minutes	118 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 4,825 patients

Percentage of patients who spent four hours or less in the ED 88.3%

Same period last year	Change since one year ago
4,385	10.0%
88.5%	

* 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.

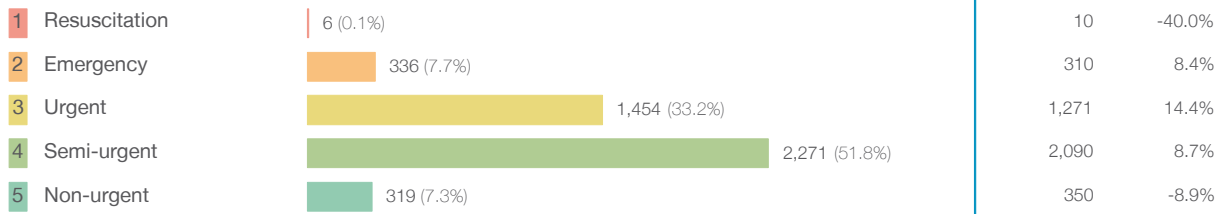
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

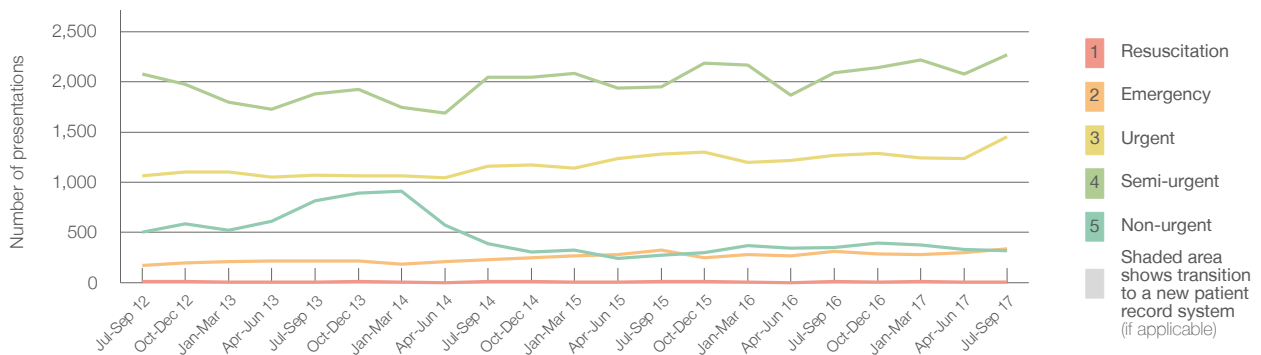
All presentations:¹ 4,829 patients

Emergency presentations² by triage category: 4,386 patients



Same period last year	Change since one year ago
4,385	10.1%
4,031	8.8%
10	-40.0%
310	8.4%
1,271	14.4%
2,090	8.7%
350	-8.9%

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	9	7	9	9	10	6
Emergency	173	219	229	326	310	336
Urgent	1,065	1,069	1,161	1,280	1,271	1,454
Semi-urgent	2,075	1,878	2,047	1,949	2,090	2,271
Non-urgent	503	813	391	275	350	319
All emergency presentations	3,825	3,986	3,837	3,839	4,031	4,386

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

Arrivals used to calculate transfer of care time:⁷ 239 patients **

ED Transfer of care time



Same period last year	Change since one year ago
179	
11 minutes	0 minutes
23 minutes	-3 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.

Murwillumbah 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: 336

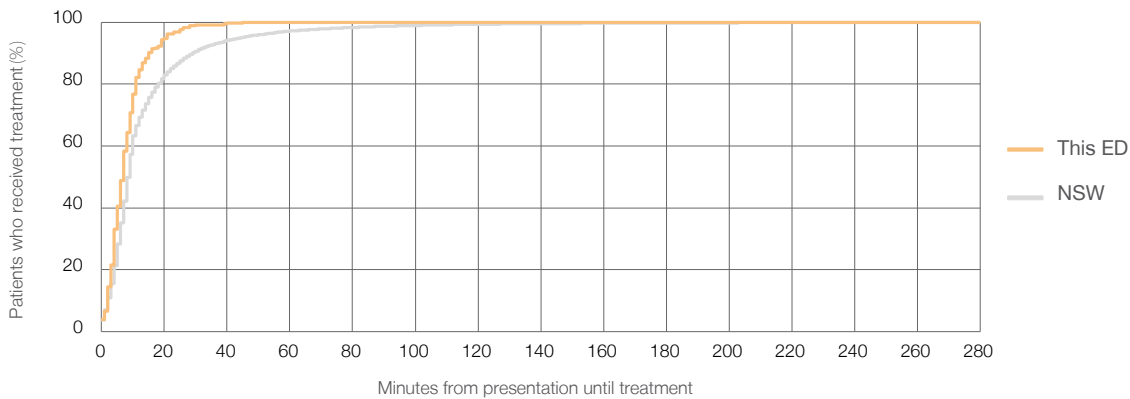
Number of triage 2 patients used to calculate waiting time:³ 336

Median time to start treatment⁴ ■ 7 minutes

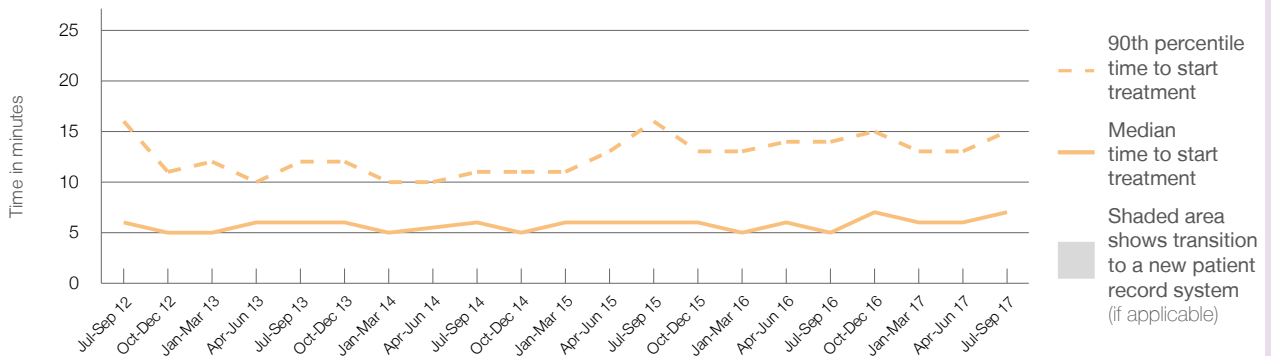
90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
310	310
5 minutes	9 minutes
14 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	6	6	6	5	7
90th percentile time to start treatment ⁵ (minutes)	16	12	11	16	14	15

(†) 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.

Murwillumbah 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: 1,454

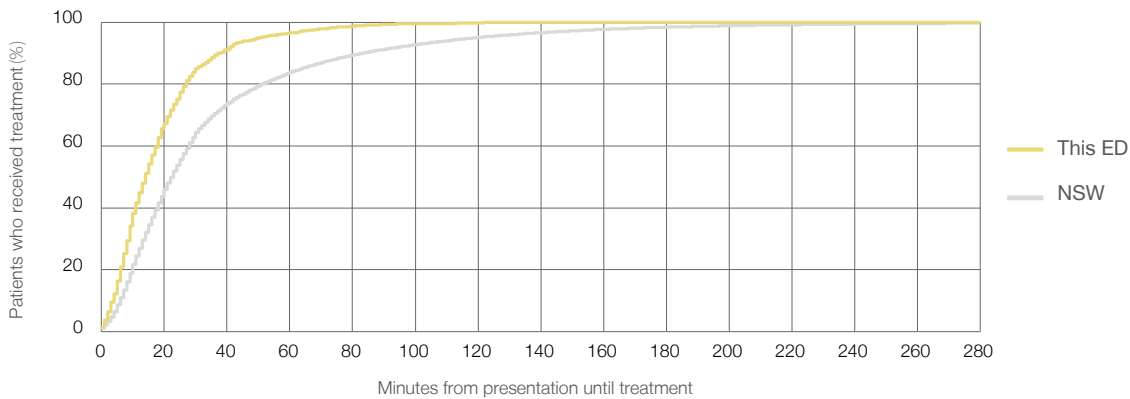
Number of triage 3 patients used to calculate waiting time:³ 1,446

Median time to start treatment⁴ 14 minutes

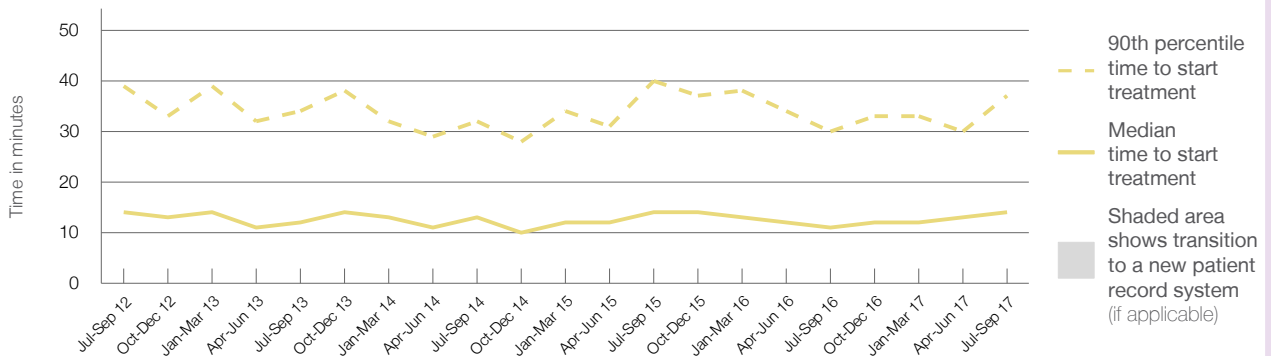
90th percentile time to start treatment⁵ 37 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,271	1,258
Median time to start treatment ⁴	11 minutes	23 minutes
90th percentile time to start treatment ⁵	30 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)	14	12	13	14	11	14
90th percentile time to start treatment ⁵ (minutes)	39	34	32	40	30	37

(†) 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.

Murwillumbah 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: 2,271

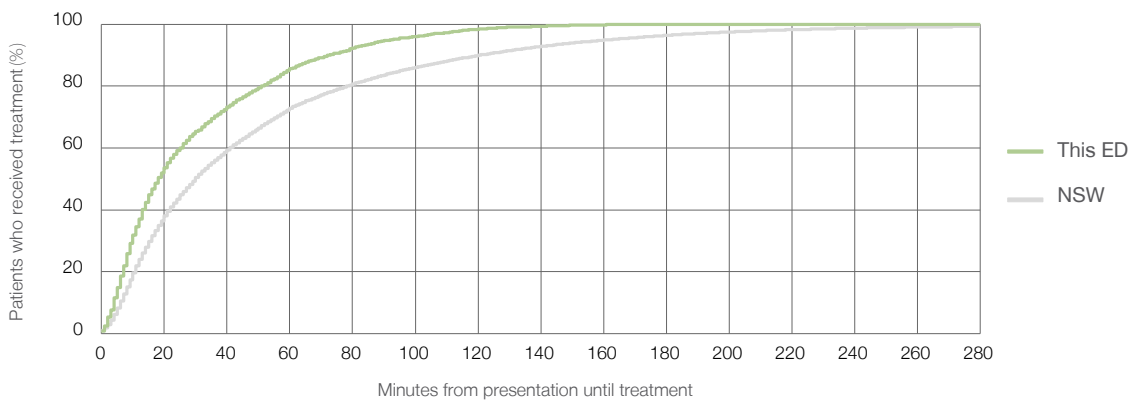
Number of triage 4 patients used to calculate waiting time:³ 2,212

Median time to start treatment⁴ 18 minutes

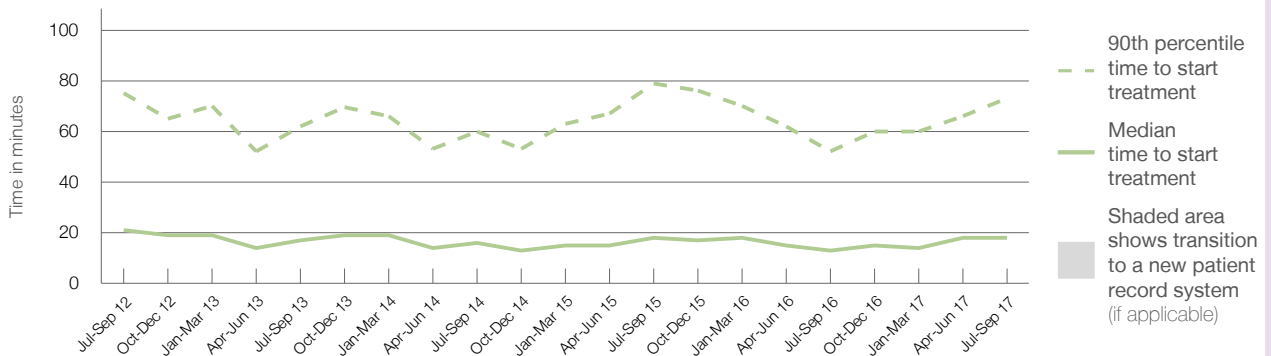
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
2,090	2,041
13 minutes	30 minutes
52 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)	21	17	16	18	13	18
90th percentile time to start treatment ⁵ (minutes)	75	62	60	79	52	73

(†) 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.

Murwillumbah 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: 319

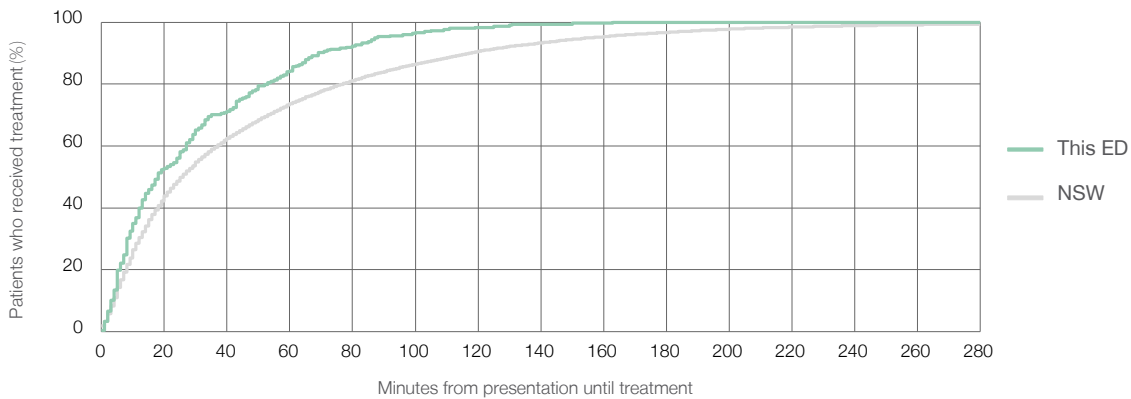
Number of triage 5 patients used to calculate waiting time:³ 298

Median time to start treatment⁴ 18 minutes

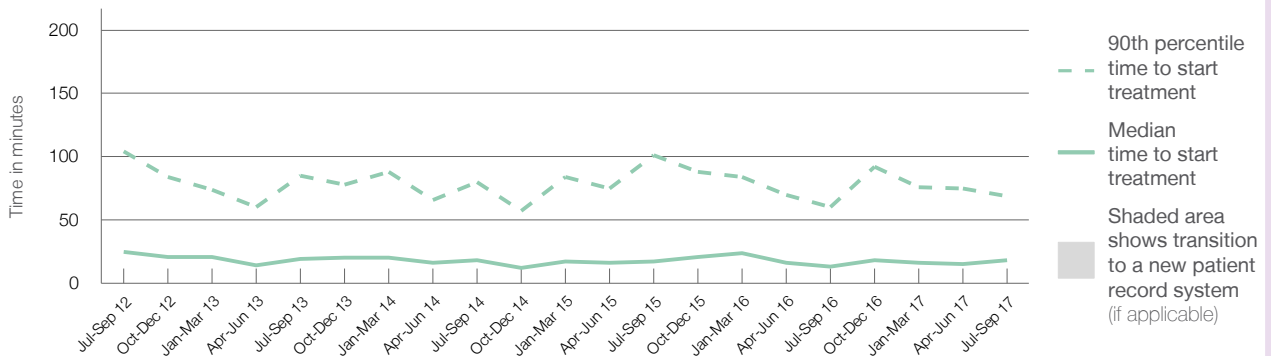
90th percentile time to start treatment⁵ 69 minutes

Same period last year	NSW (this period)
350	338
13 minutes	26 minutes
60 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)	25	19	18	17	13	18
90th percentile time to start treatment ⁵ (minutes)	104	85	80	101	60	69

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED

July to September 2017

All presentations:¹ 4,829 patients

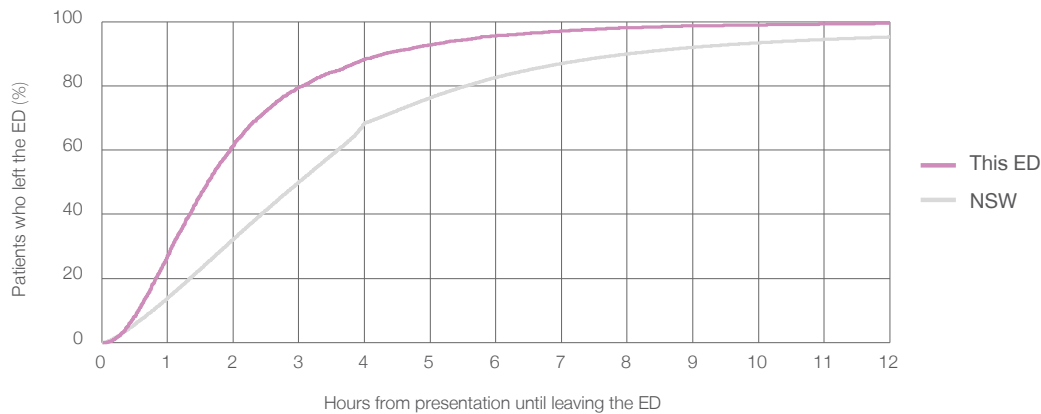
Presentations used to calculate time to leaving the ED:⁶ 4,825 patients

Median time spent in the ED⁸ 1 hours and 37 minutes

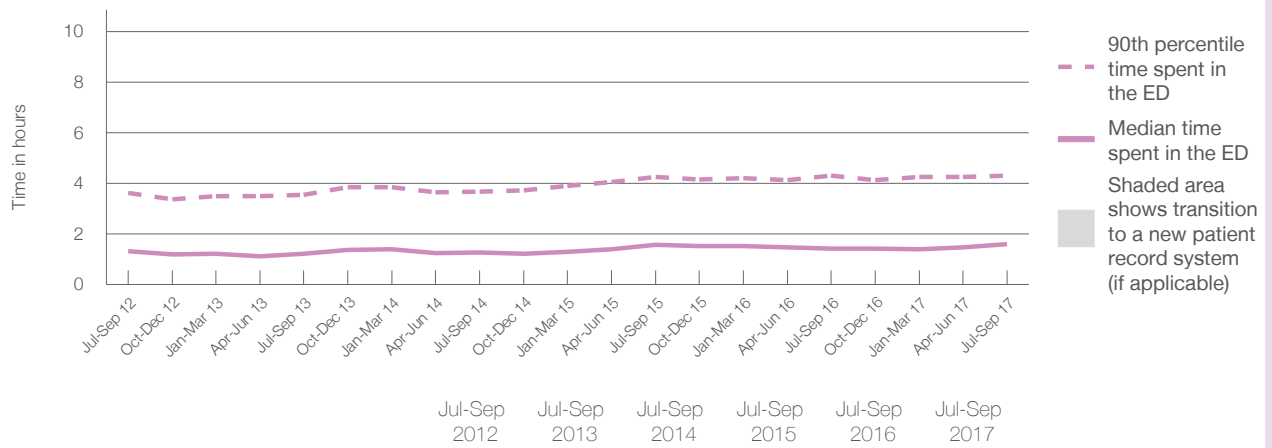
90th percentile time spent in the ED⁹ 4 hours and 18 minutes

Same period last year	NSW (this period)
4,385	4,385
1 hours and 25 minutes	3 hours and 0 minutes
4 hours and 18 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)	1h 20m	1h 14m	1h 16m	1h 34m	1h 25m	1h 37m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 37m	3h 33m	3h 41m	4h 15m	4h 18m	4h 18m

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

July to September 2017

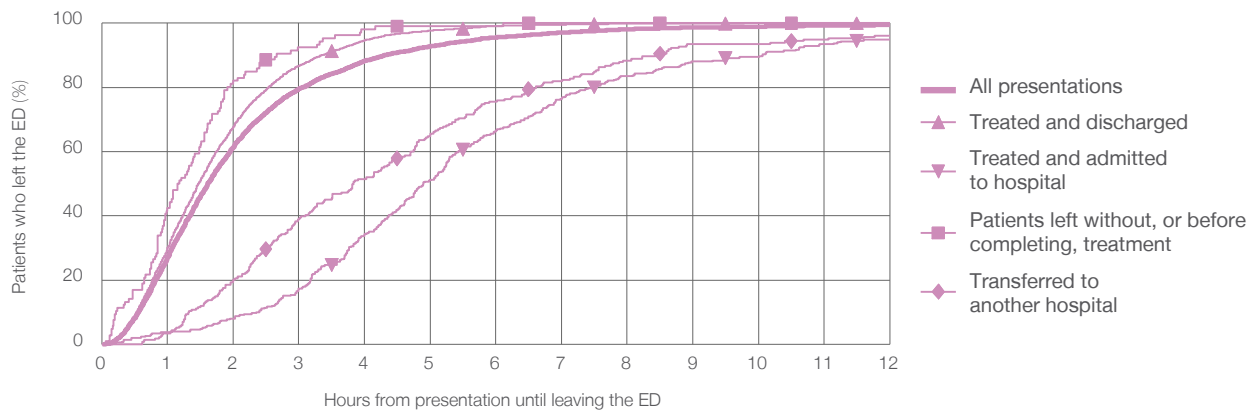
All presentations:¹ 4,829 patients

Presentations used to calculate time to leaving the ED:⁶ 4,825 patients

Treated and discharged	4,133 (85.6%)
Treated and admitted to hospital	351 (7.3%)
Patient left without, or before completing, treatment	106 (2.2%)
Transferred to another hospital	233 (4.8%)
Other	6 (0.1%)

Same period last year	Change since one year ago
4,385	10.0%
3,683	12.2%
375	-6.4%
78	35.9%
246	-5.3%
3	100.0%

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	30.1%	67.8%	86.7%	94.7%	99.1%	99.9%	100%	100%
Treated and admitted to hospital	3.7%	8.0%	17.4%	34.2%	66.7%	83.5%	89.5%	94.9%
Patient left without, or before completing, treatment	42.5%	82.1%	92.5%	98.1%	99.1%	100%	100%	100%
Transferred to another hospital	3.4%	20.2%	39.1%	51.5%	75.5%	88.4%	93.6%	96.1%
All presentations	27.2%	61.4%	79.5%	88.3%	95.6%	98.1%	98.9%	99.4%

(†) 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.

Murwillumbah 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 4,829 patients

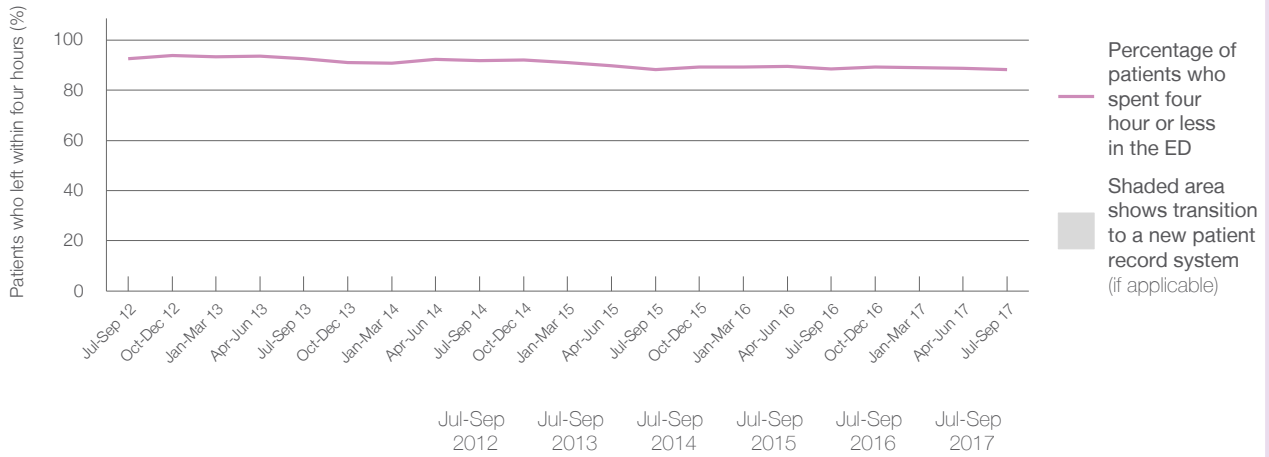
Presentations used to calculate time to leaving the ED:⁶ 4,825 patients

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 4,829 patients	4,385	10.1%
Presentations used to calculate time to leaving the ED: ⁶ 4,825 patients	4,385	10.0%
Percentage of patients who spent four hours or less in the ED	88.5%	

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
	92.4%	92.6%	91.8%	88.3%	88.5%	88.3%

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

The Tweed Hospital: Emergency department (ED) overview

July to September 2017

All presentations:¹ 13,317 patients

Emergency presentations:² 13,009 patients

Same period last year	Change since one year ago
12,698	4.9%
12,382	5.1%

The Tweed Hospital: Time patients waited to start treatment³

July to September 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,823 patients

Median time to start treatment⁴ 6 minutes
 90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 6,115 patients

Median time to start treatment⁴ 19 minutes
 90th percentile time to start treatment⁵ 53 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,097 patients

Median time to start treatment⁴ 24 minutes
 90th percentile time to start treatment⁵ 89 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 913 patients

Median time to start treatment⁴ 22 minutes
 90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
1,614	
5 minutes	9 minutes
15 minutes	29 minutes
5,974	
15 minutes	23 minutes
47 minutes	83 minutes
3,882	
13 minutes	30 minutes
64 minutes	121 minutes
857	
10 minutes	26 minutes
59 minutes	118 minutes

The Tweed Hospital: Time from presentation until leaving the ED

July to September 2017

Attendances used to calculate time to leaving the ED:⁶ 13,317 patients

Percentage of patients who spent four hours or less in the ED 77.9%

Same period last year	Change since one year ago
12,697	4.9%
79.8%	

* 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.

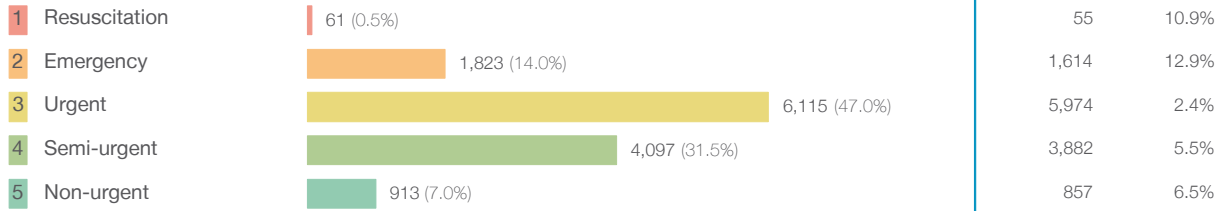
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

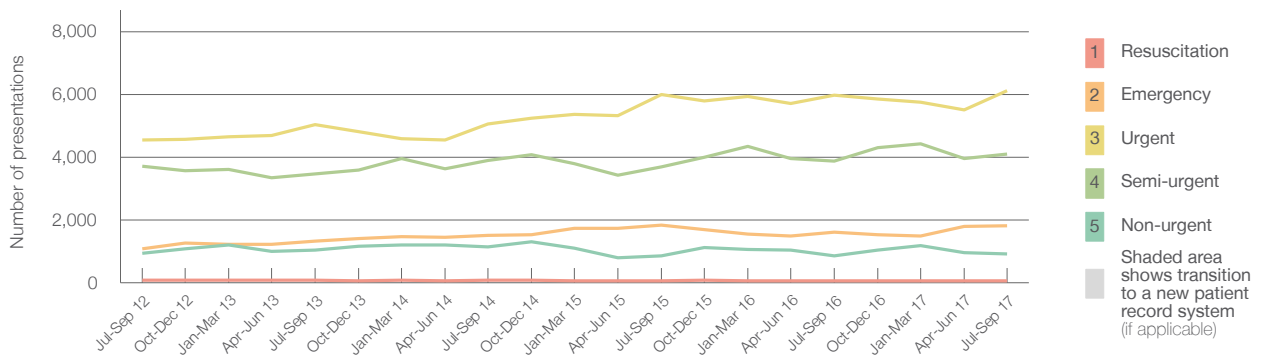
The Tweed Hospital: Patients presenting to the emergency department July to September 2017

All presentations:¹ 13,317 patients

Emergency presentations² by triage category: 13,009 patients



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	86	78	74	59	55	61
Emergency	1,083	1,322	1,503	1,839	1,614	1,823
Urgent	4,544	5,036	5,061	5,992	5,974	6,115
Semi-urgent	3,709	3,462	3,887	3,689	3,882	4,097
Non-urgent	943	1,036	1,140	855	857	913
All emergency presentations	10,365	10,934	11,665	12,434	12,382	13,009

The Tweed Hospital: Patients arriving by ambulance July to September 2017

Arrivals used to calculate transfer of care time:⁷ 2,113 patients

ED Transfer of care time



(†) 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 July to September 2017

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

Number of triage 2 patients: 1,823

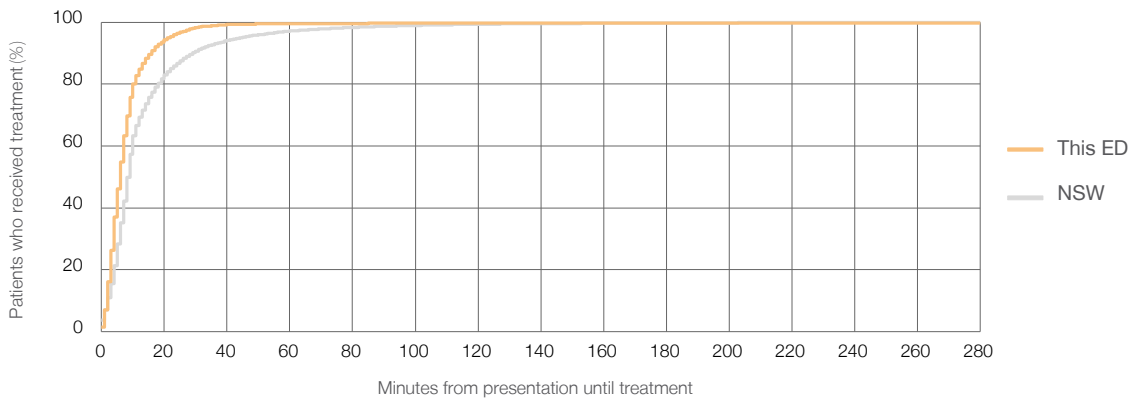
Number of triage 2 patients used to calculate waiting time:³ 1,821

Median time to start treatment⁴ 6 minutes

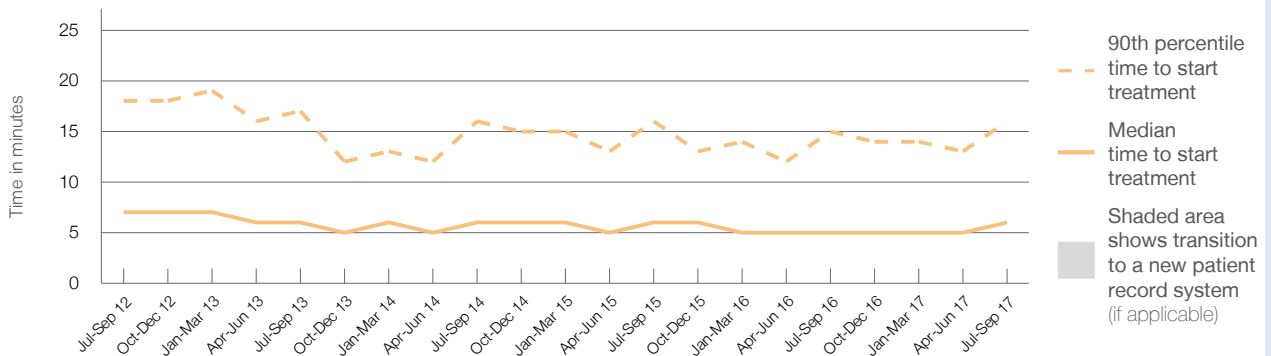
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
1,614	
1,609	
5 minutes	9 minutes
15 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)	7	6	6	6	5	6
90th percentile time to start treatment ⁵ (minutes)	18	17	16	16	15	16

(†) 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 July to September 2017

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

Number of triage 3 patients: 6,115

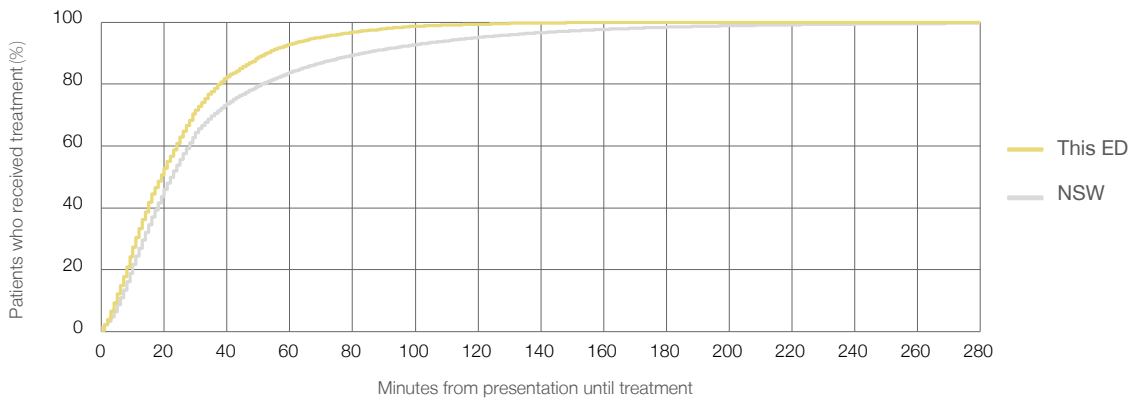
Number of triage 3 patients used to calculate waiting time:³ 6,022

Median time to start treatment⁴ 19 minutes

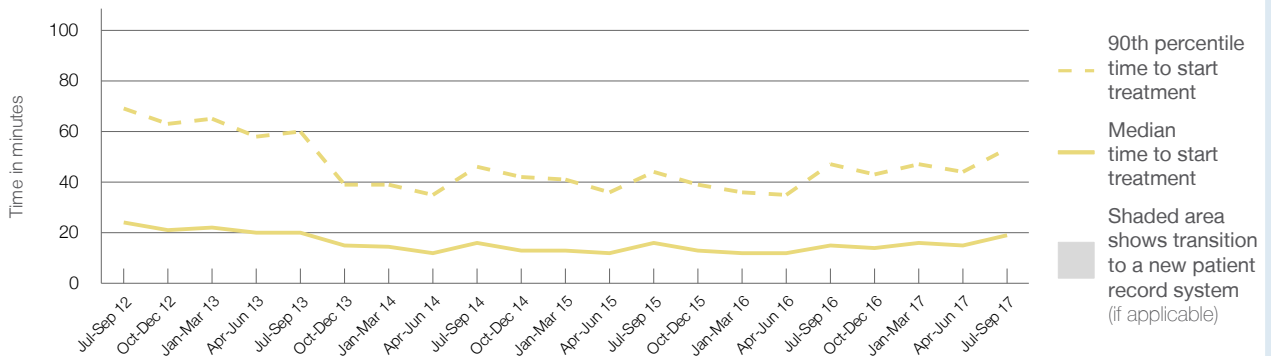
90th percentile time to start treatment⁵ 53 minutes

Same period last year	NSW (this period)
5,974	5,915
15 minutes	23 minutes
47 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)	24	20	16	16	15	19
90th percentile time to start treatment ⁵ (minutes)	69	60	46	44	47	53

(†) 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 July to September 2017

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

Number of triage 4 patients: 4,097

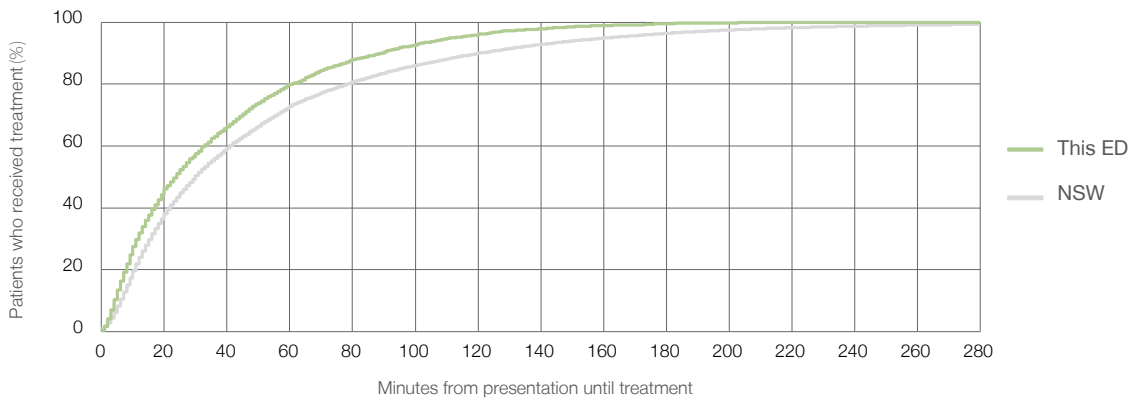
Number of triage 4 patients used to calculate waiting time:³ 3,927

Median time to start treatment⁴ 24 minutes

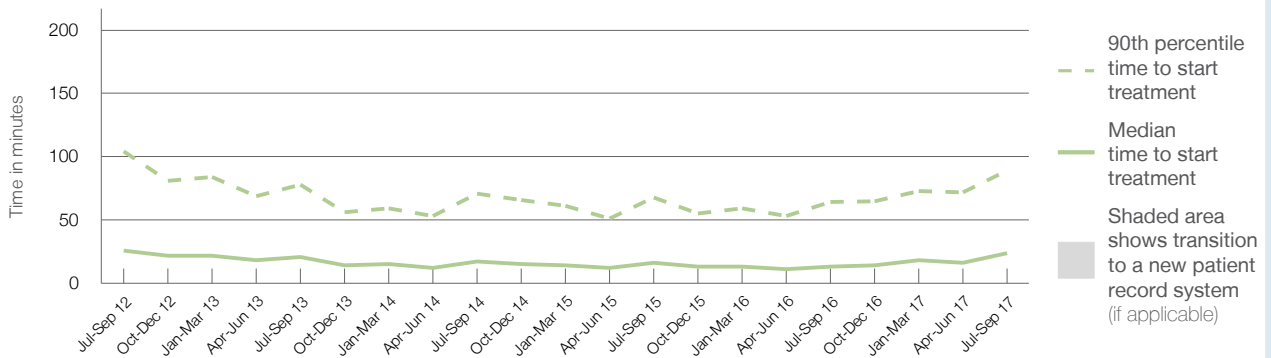
90th percentile time to start treatment⁵ 89 minutes

Same period last year	NSW (this period)
3,882	3,771
13 minutes	30 minutes
64 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)	26	21	17	16	13	24
90th percentile time to start treatment ⁵ (minutes)	104	78	71	68	64	89

(†) 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 July to September 2017

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

Number of triage 5 patients: 913

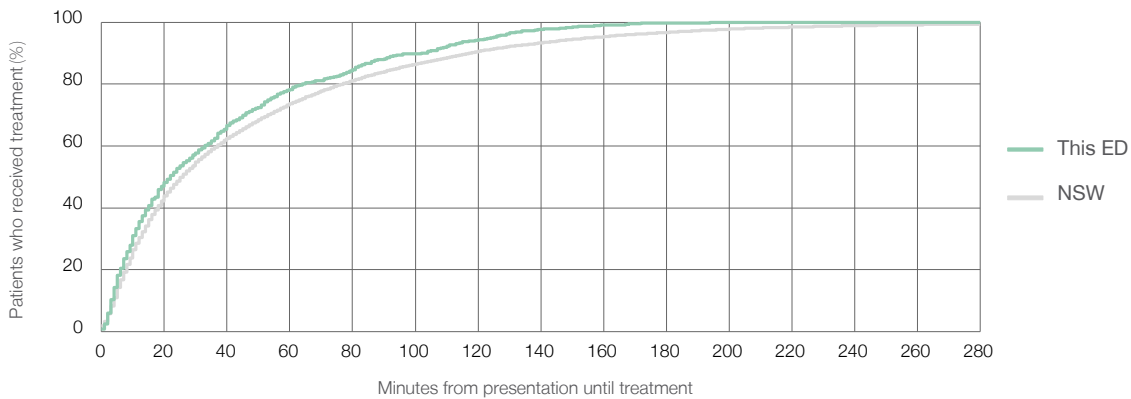
Number of triage 5 patients used to calculate waiting time:³ 843

Median time to start treatment⁴ 22 minutes

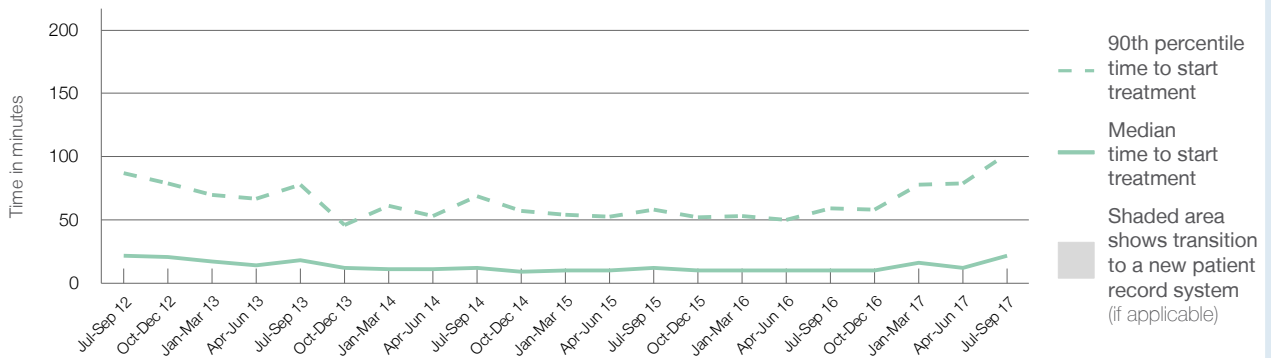
90th percentile time to start treatment⁵ 102 minutes

Same period last year	NSW (this period)
857	
815	
10 minutes	26 minutes
59 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)	22	18	12	12	10	22
90th percentile time to start treatment ⁵ (minutes)	87	78	69	58	59	102

(†) 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

July to September 2017

All presentations:¹ 13,317 patients

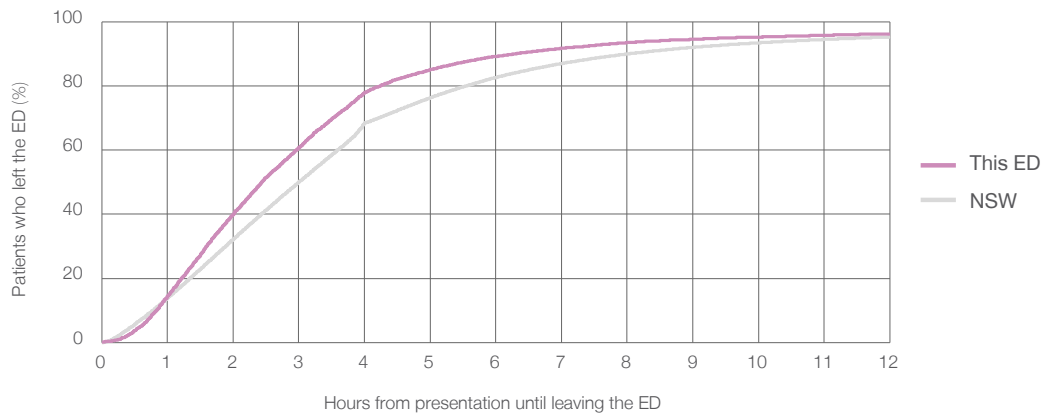
Presentations used to calculate time to leaving the ED:⁶ 13,317 patients

Median time spent in the ED⁸ 2 hours and 26 minutes

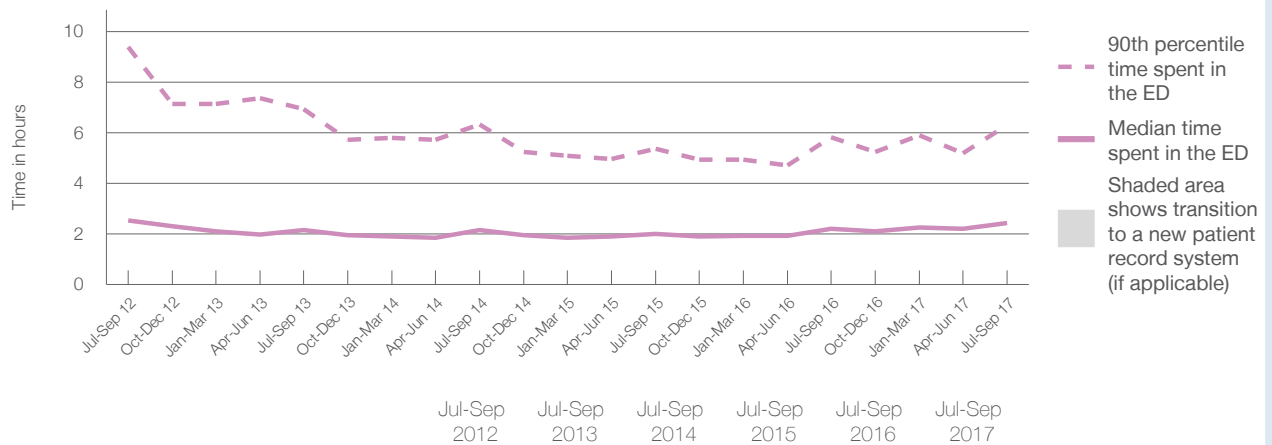
90th percentile time spent in the ED⁹ 6 hours and 18 minutes

Same period last year	NSW (this period)
12,698	
12,697	
2 hours and 12 minutes	3 hours and 0 minutes
5 hours and 49 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 33m	2h 9m	2h 10m	2h 1m	2h 12m	2h 26m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 23m	6h 57m	6h 20m	5h 22m	5h 49m	6h 18m

(†) 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
July to September 2017

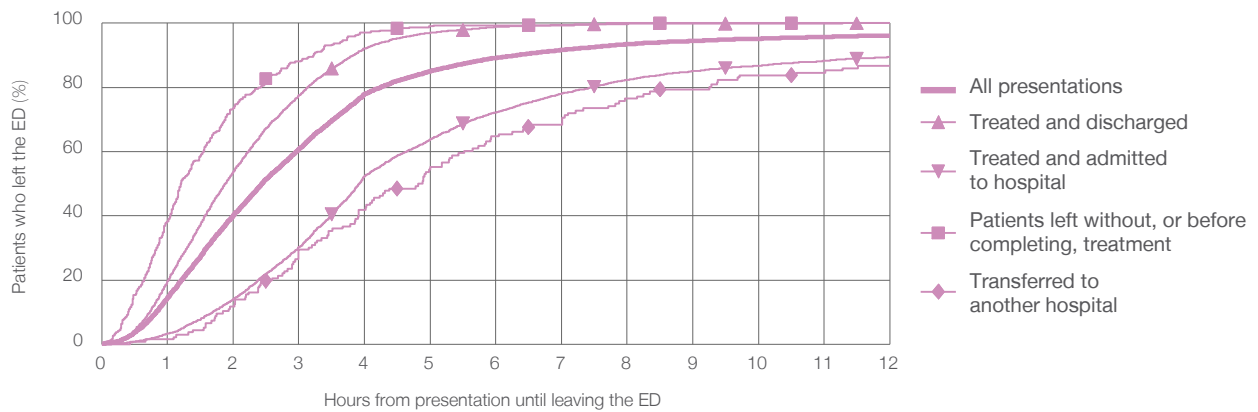
All presentations:¹ 13,317 patients

Presentations used to calculate time to leaving the ED:⁶ 13,317 patients

Treated and discharged	8,159 (61.3%)
Treated and admitted to hospital	4,653 (34.9%)
Patient left without, or before completing, treatment	318 (2.4%)
Transferred to another hospital	136 (1.0%)
Other	51 (0.4%)

Same period last year	Change since one year ago
12,697	4.9%
7,995	2.1%
4,339	7.2%
212	50.0%
119	14.3%
33	54.5%

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	19.7%	53.8%	77.5%	92.1%	98.8%	99.8%	100%	100%
Treated and admitted to hospital	3.3%	14.1%	30.2%	52.4%	72.2%	82.4%	86.8%	89.5%
Patient left without, or before completing, treatment	38.4%	73.6%	88.1%	97.2%	99.4%	100%	100%	100%
Transferred to another hospital	1.5%	11.8%	29.4%	41.9%	64.7%	76.5%	83.8%	86.8%
All presentations	14.5%	40.2%	60.8%	77.9%	89.2%	93.5%	95.2%	96.2%

(†) 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
 July to September 2017

All presentations at the emergency department:¹ 13,317 patients

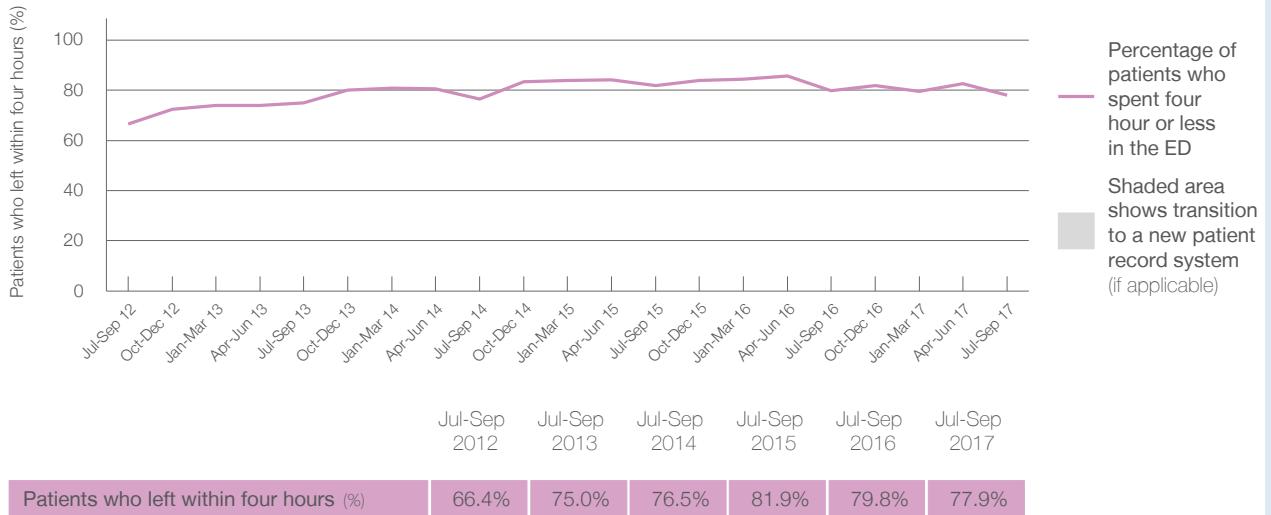
Presentations used to calculate time to leaving the ED:⁶ 13,317 patients

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 13,317 patients	12,698	4.9%
Presentations used to calculate time to leaving the ED: ⁶ 13,317 patients	12,697	4.9%
Percentage of patients who spent four hours or less in the ED	79.8%	

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

- 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).