

Ballina District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 4,315 patients

Emergency presentations:² 4,110 patients

Same period last year	Change since one year ago
3,988	8%
3,746	10%

Ballina District Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 366 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 19 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,084 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 42 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,284 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 77 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 363 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
336	
8 minutes	8 minutes
19 minutes	23 minutes
1,164	
17 minutes	20 minutes
45 minutes	65 minutes
1,943	
20 minutes	25 minutes
73 minutes	98 minutes
288	
22 minutes	22 minutes
95 minutes	97 minutes

Ballina District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,315 patients

Percentage of patients who spent four hours or less in the ED 82%

Same period last year	Change since one year ago
3,988	8%
79%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. 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.
5. 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.
6. 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.

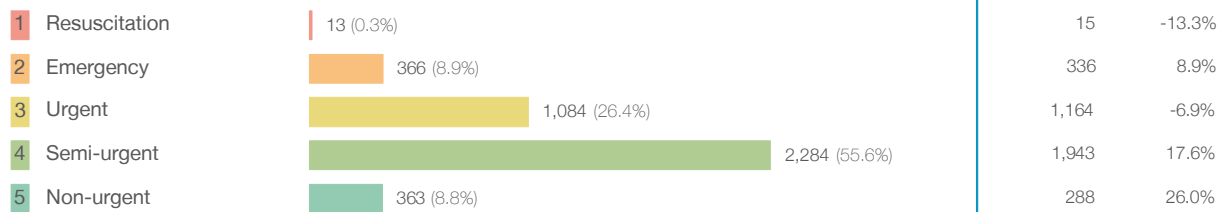
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Ballina District Hospital: Patients presenting to the emergency department

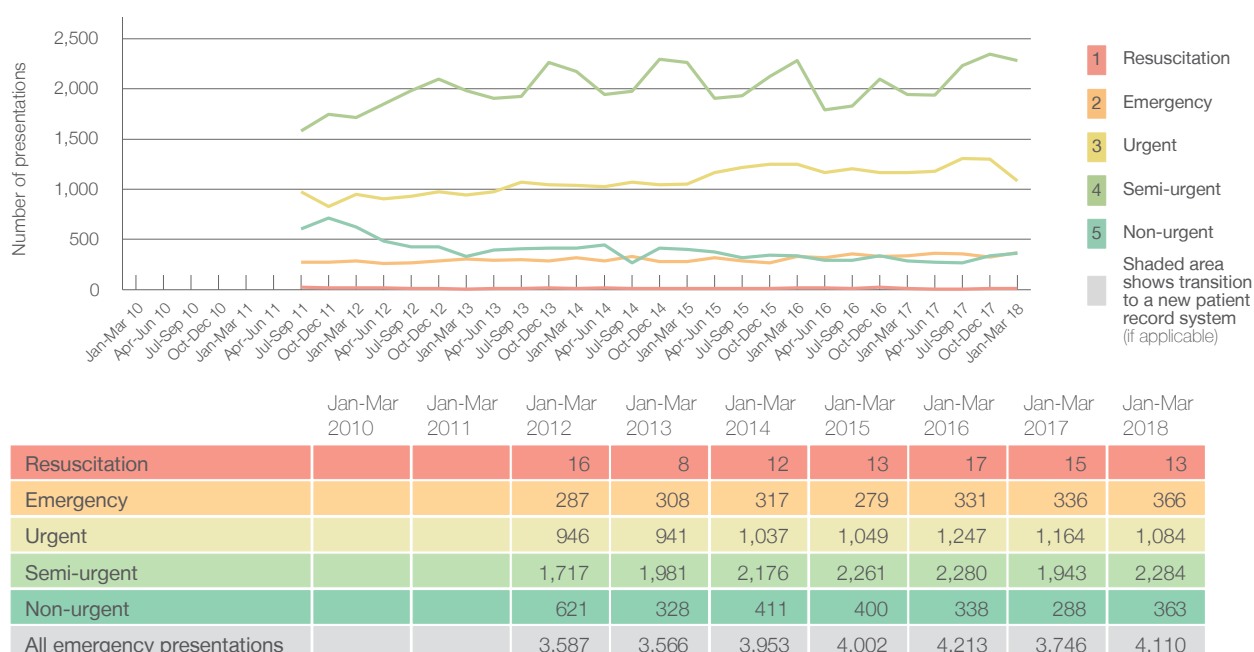
January to March 2018

All presentations:¹ 4,315 patients

Emergency presentations² by triage category: 4,110 patients



Emergency presentations² by quarter, January 2010 to March 2018 *§



Ballina District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time:⁷ 340 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

January to March 2018

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

Number of triage 2 patients: 366

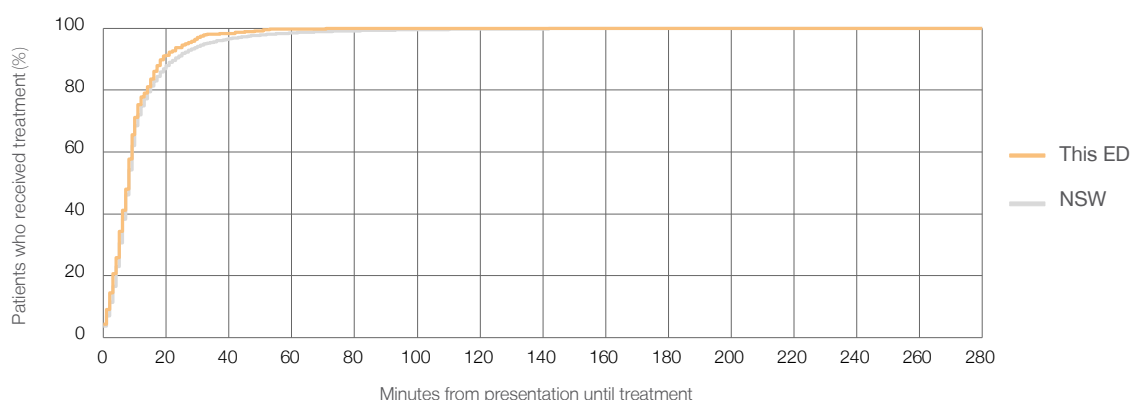
Number of triage 2 patients used to calculate waiting time:³ 364

Median time to start treatment⁴ 8 minutes

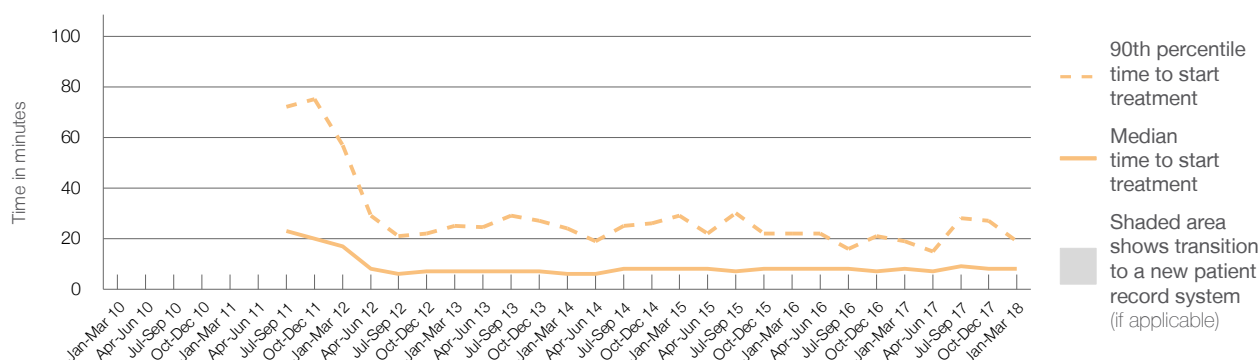
90th percentile time to start treatment⁵ 19 minutes

Same period last year	NSW (this period)
336	
335	
8 minutes	8 minutes
19 minutes	23 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			17	7	6	8	8	8	8
90th percentile time to start treatment ⁵ (minutes)			57	25	24	29	22	19	19

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

January to March 2018

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

Number of triage 3 patients: 1,084

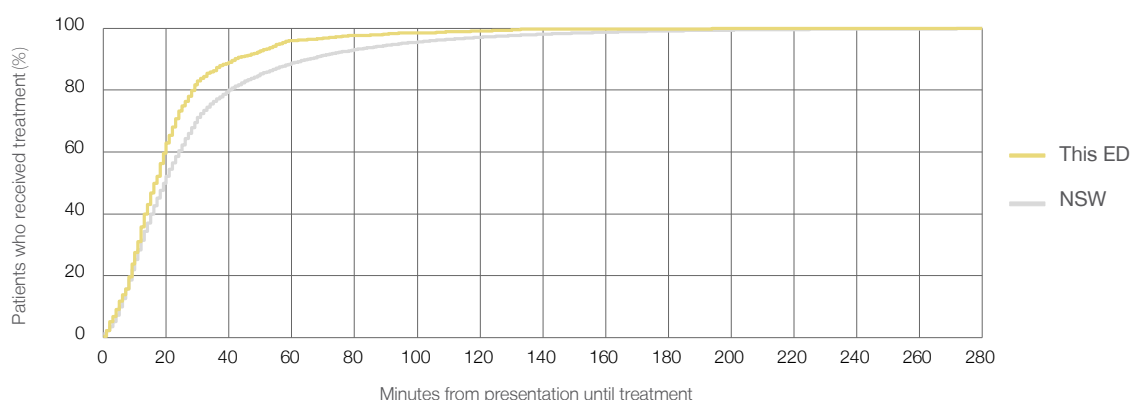
Number of triage 3 patients used to calculate waiting time:³ 1,067

Median time to start treatment⁴ 17 minutes

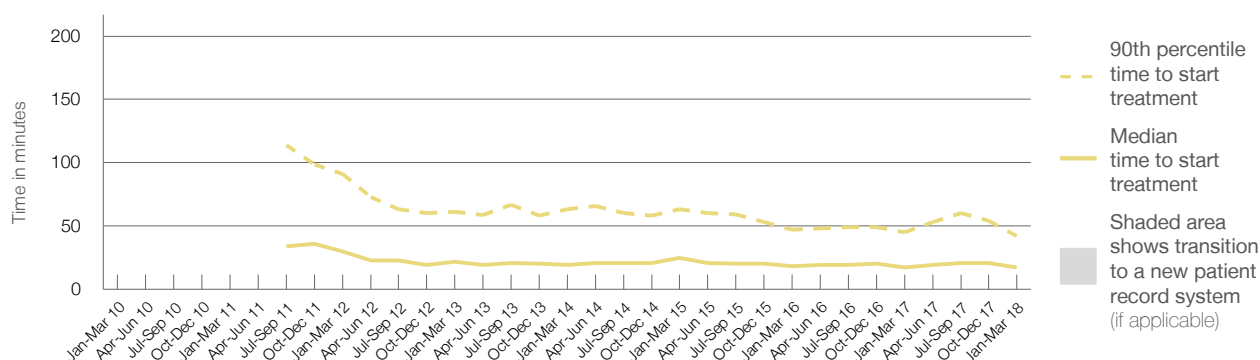
90th percentile time to start treatment⁵ 42 minutes

Same period last year	NSW (this period)
1,164	
1,147	
17 minutes	20 minutes
45 minutes	65 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			30	22	19	25	18	17	17
90th percentile time to start treatment ⁵ (minutes)			91	61	63	63	47	45	42

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

January to March 2018

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

Number of triage 4 patients: 2,284

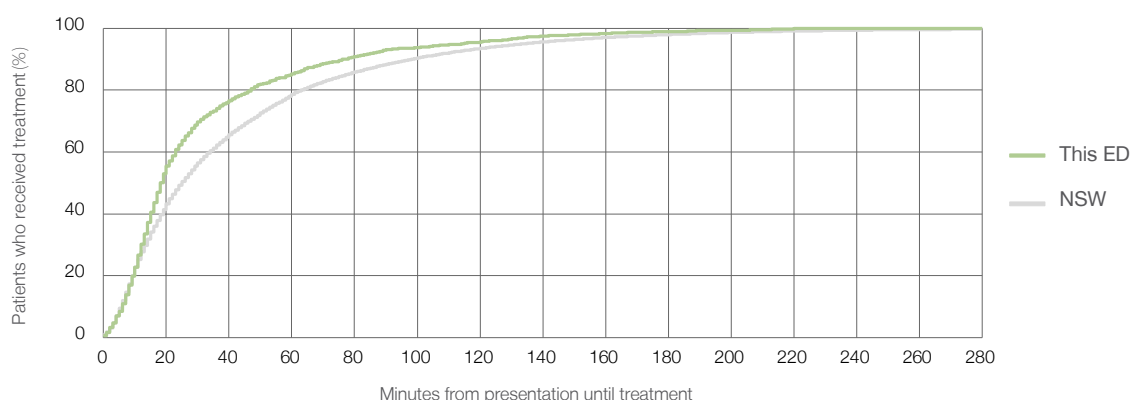
Number of triage 4 patients used to calculate waiting time:³ 2,157

Median time to start treatment⁴ 18 minutes

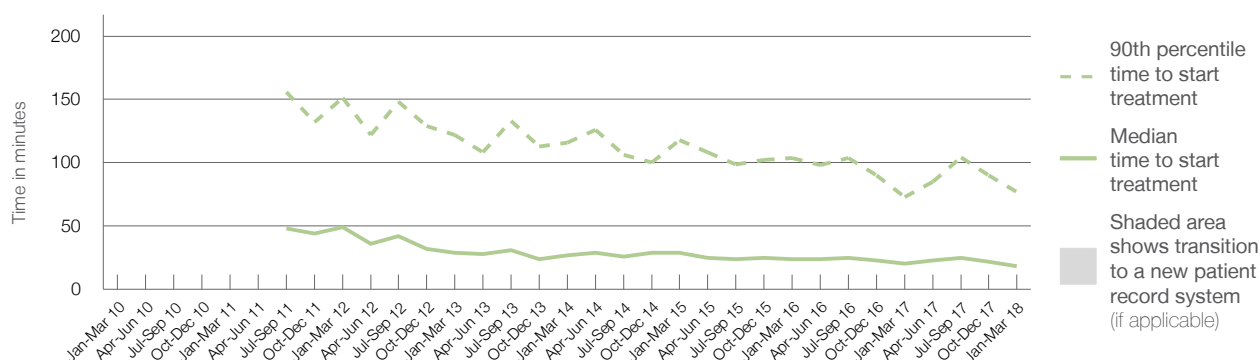
90th percentile time to start treatment⁵ 77 minutes

Same period last year	NSW (this period)
1,943	
1,817	
20 minutes	25 minutes
73 minutes	98 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			49	29	27	29	24	20	18
90th percentile time to start treatment ⁵ (minutes)			151	122	116	118	104	73	77

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

January to March 2018

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

Number of triage 5 patients: 363

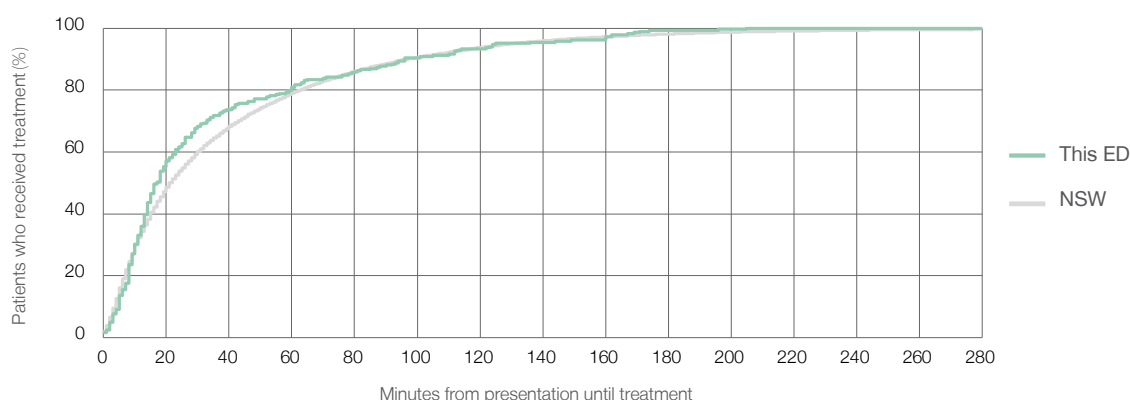
Number of triage 5 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ 17 minutes

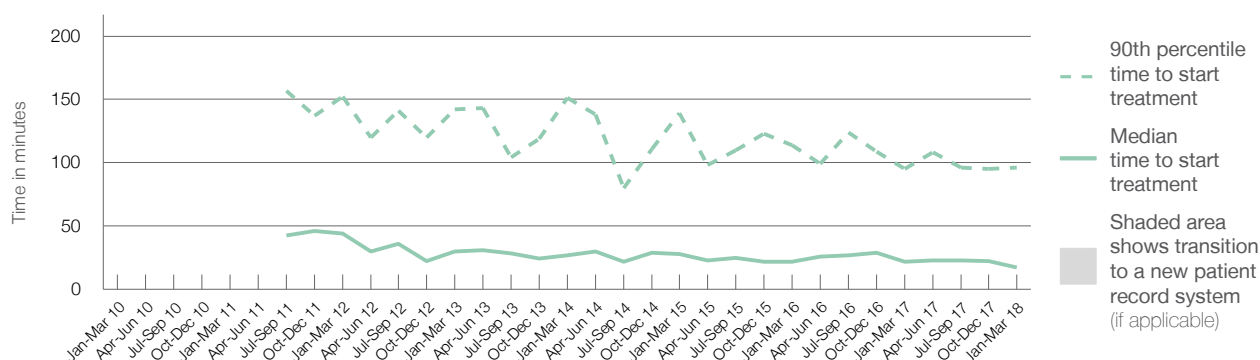
90th percentile time to start treatment⁵ 96 minutes

Same period last year	NSW (this period)
288	
216	
22 minutes	22 minutes
95 minutes	97 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)			44	30	27	28	22	22	17
90th percentile time to start treatment ⁵ (minutes)			152	142	151	139	114	95	96

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Ballina District Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 4,315 patients

Presentations used to calculate time to leaving the ED:⁶ 4,315 patients

Median time spent in the ED⁸

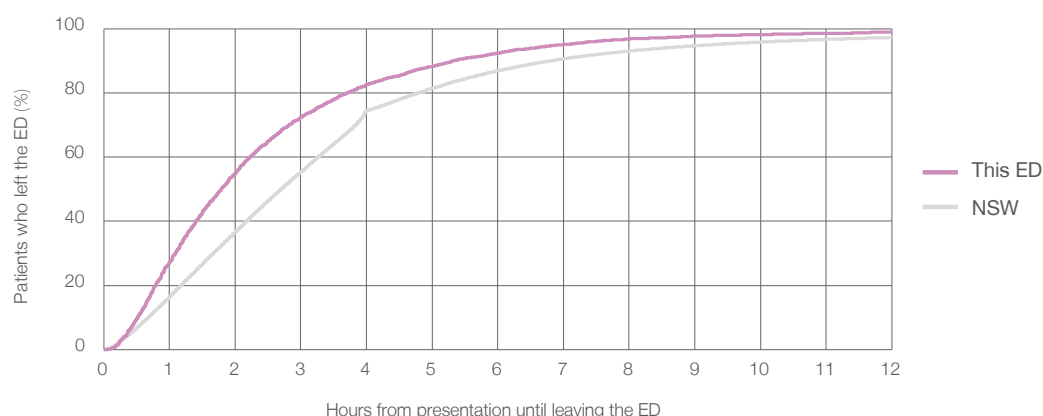
1 hours and 48 minutes

90th percentile time spent in the ED⁹

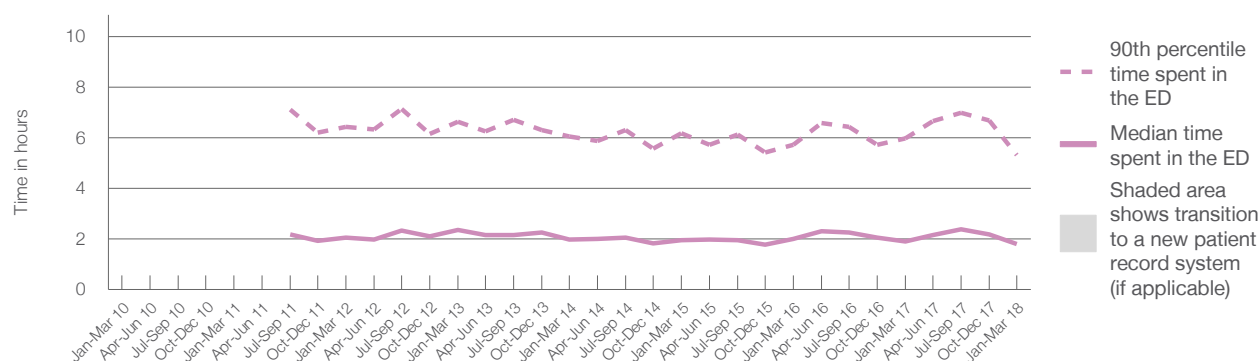
5 hours and 20 minutes

Same period last year	NSW (this period)
3,988	
3,988	
1 hours and 55 minutes	2 hours and 42 minutes
5 hours and 59 minutes	6 hours and 49 minutes

Percentage of patients who left the ED by time, January to March 2018



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)			2h 3m	2h 22m	1h 59m	1h 58m	2h 1m	1h 55m	1h 48m
90th percentile time spent in the ED ⁹ (hours, minutes)			6h 26m	6h 38m	6h 3m	6h 11m	5h 43m	5h 59m	5h 20m

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Ballina District Hospital: Time patients spent in the ED

By mode of separation

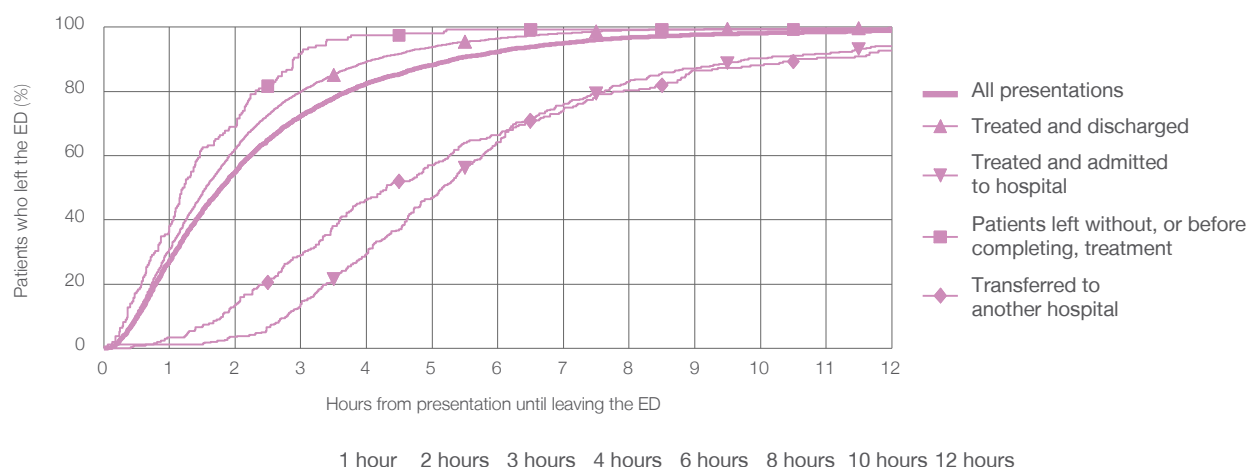
January to March 2018

All presentations:[†] 4,315 patients

Presentations used to calculate time to leaving the ED:[‡] 4,315 patients

		Same period last year	Change since one year ago
Treated and discharged	3,567 (82.7%)	3,413	4.5%
Treated and admitted to hospital	340 (7.9%)	271	25.5%
Patient left without, or before completing, treatment	158 (3.7%)	153	3.3%
Transferred to another hospital	244 (5.7%)	140	74.3%
Other	6 (0.1%)	11	-45.5%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	31.0%	62.2%	80.0%	89.3%	96.5%	99.1%	99.6%	99.8%
Treated and admitted to hospital	1.2%	3.5%	13.8%	29.4%	64.1%	83.2%	90.3%	94.1%
Patient left without, or before completing, treatment	38.0%	69.0%	91.8%	97.5%	99.4%	99.4%	99.4%	99.4%
Transferred to another hospital	3.3%	13.5%	29.1%	46.3%	66.4%	80.3%	88.1%	92.6%
All presentations	27.3%	55.0%	72.3%	82.5%	92.4%	96.8%	98.2%	99.0%

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Ballina District Hospital: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 4,315 patients

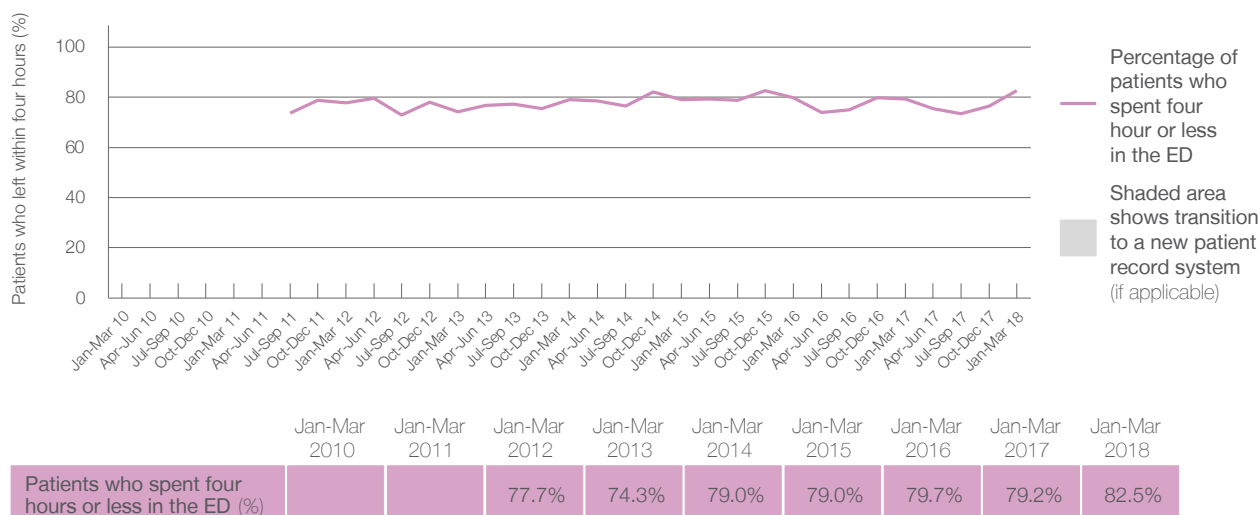
Presentations used to calculate time to leaving the ED: ⁶ 4,315 patients

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



Same period last year	Change since one year ago
3,988	8%
3,988	8%
79.2%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
- § Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. 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.
 5. 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.
 6. All presentations that have a departure time.
 7. 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*.
 8. 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.
 9. 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 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).