

Healthcare Quarterly

Performance Profiles

Emergency Department

Northern NSW Local Health District

January to March 2018

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.

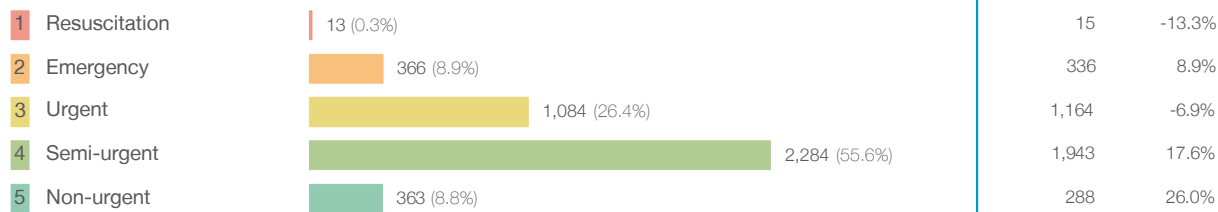
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Ballina District Hospital: Patients presenting to the emergency department

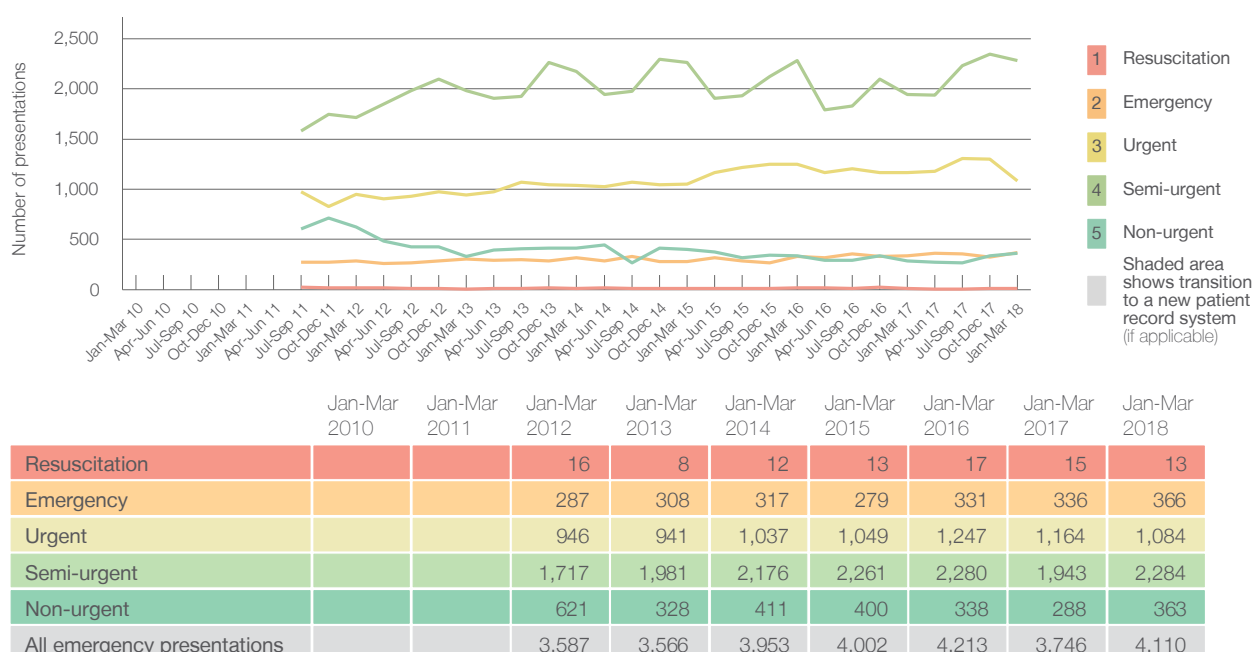
January to March 2018

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

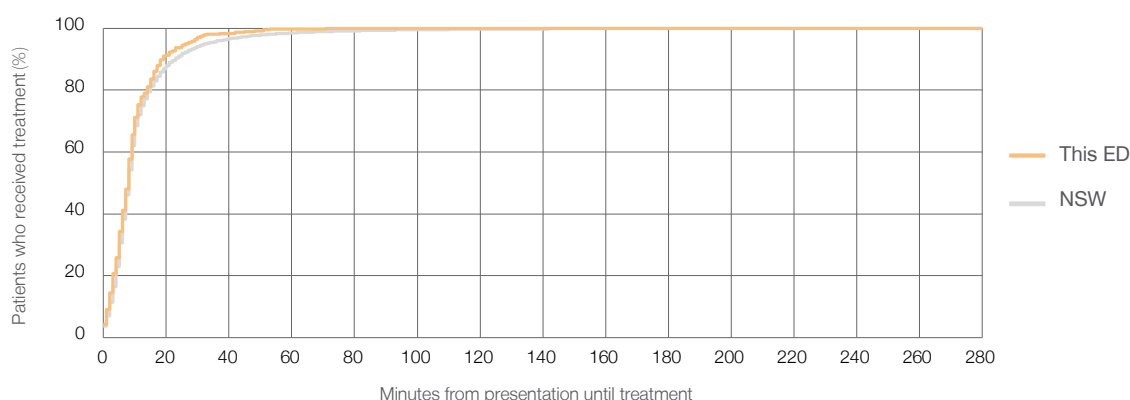
Number of triage 2 patients used to calculate waiting time:³ 364

Median time to start treatment⁴ 8 minutes

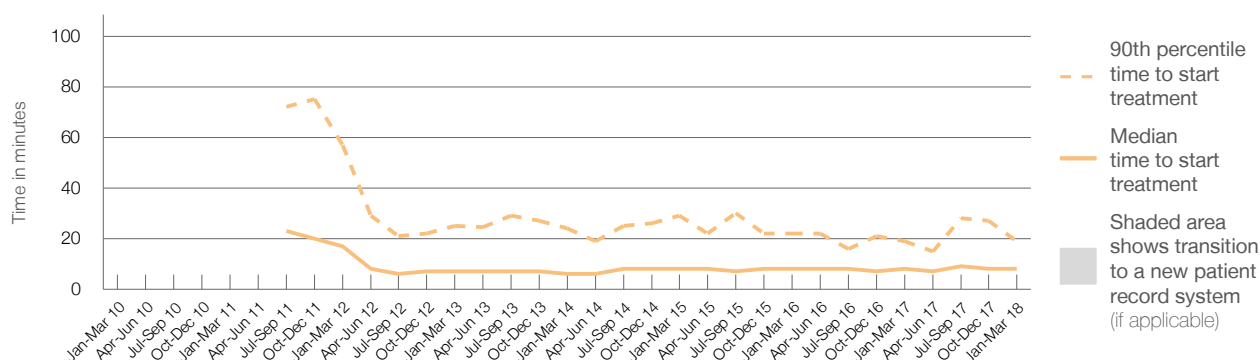
90th percentile time to start treatment⁵ 19 minutes

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

(†) 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 3

January to March 2018

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

Number of triage 3 patients: 1,084

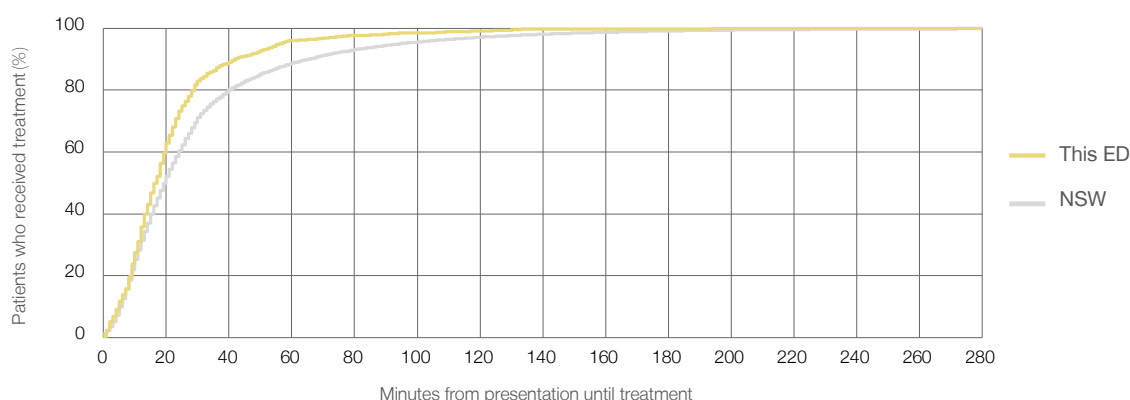
Number of triage 3 patients used to calculate waiting time:³ 1,067

Median time to start treatment⁴ 17 minutes

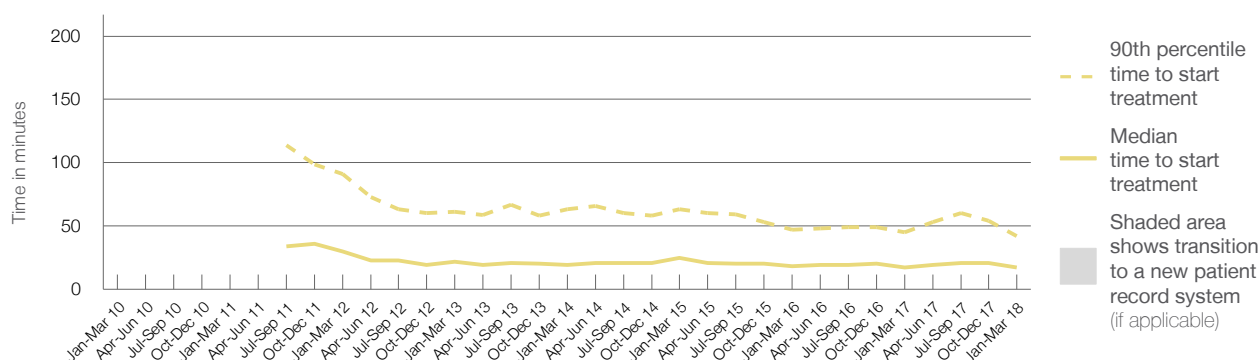
90th percentile time to start treatment⁵ 42 minutes

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

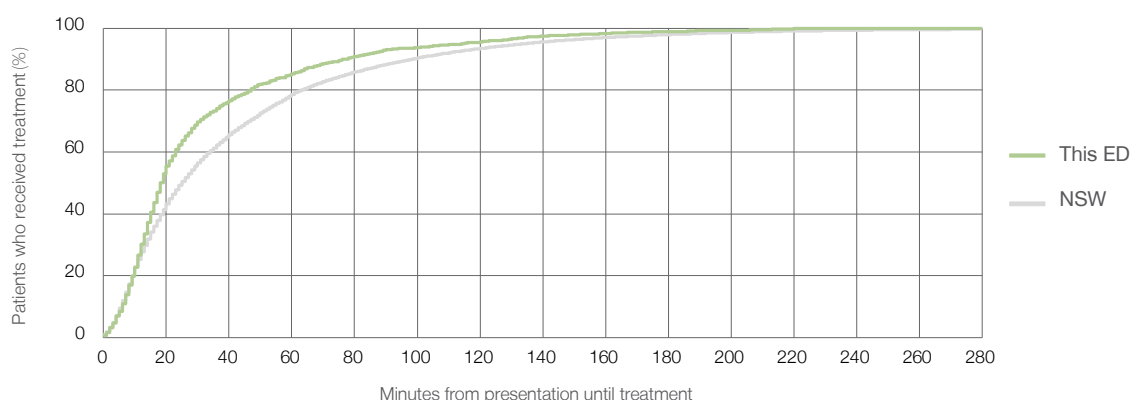
Number of triage 4 patients used to calculate waiting time:³ 2,157

Median time to start treatment⁴ 18 minutes

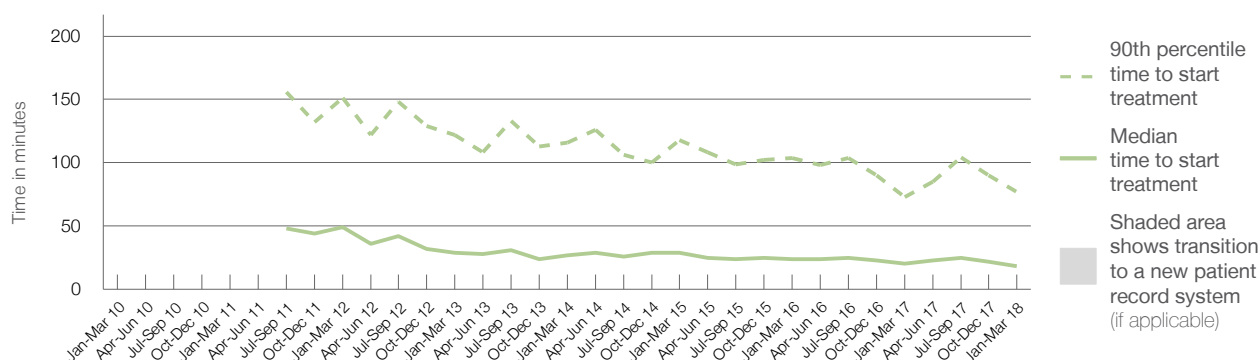
90th percentile time to start treatment⁵ 77 minutes

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

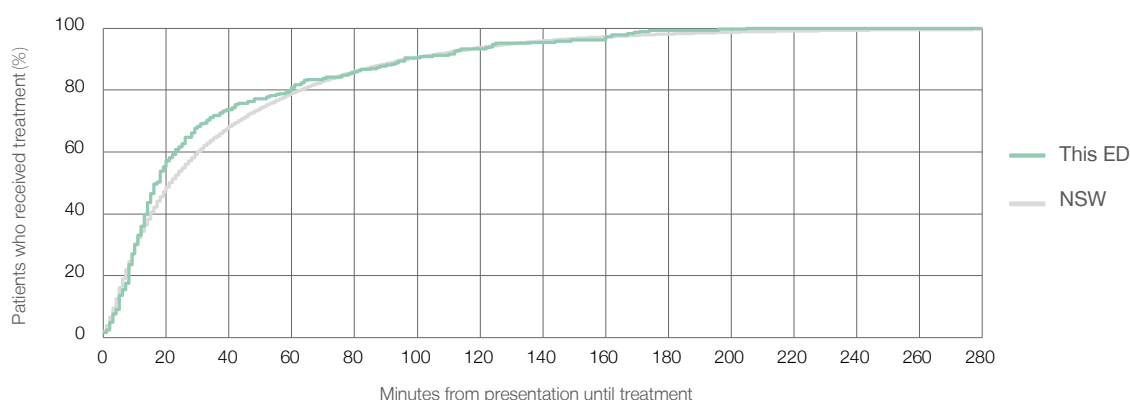
Number of triage 5 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ 17 minutes

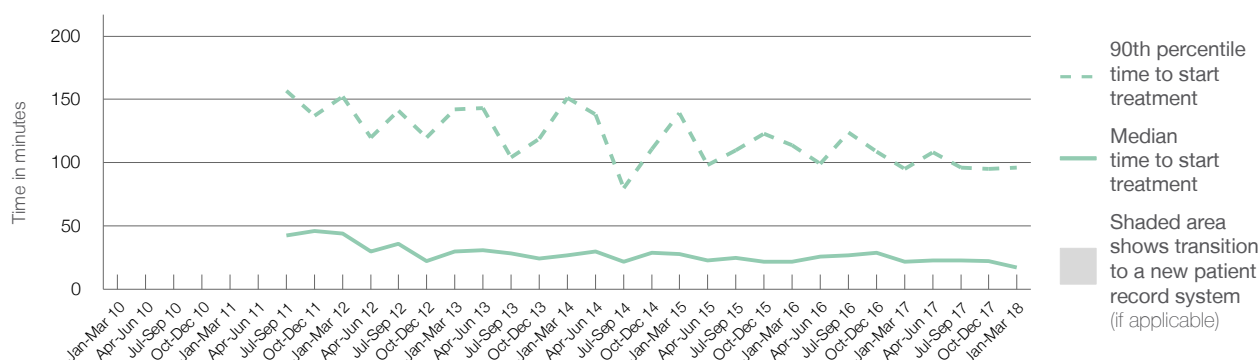
90th percentile time to start treatment⁵ 96 minutes

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

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

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(§) 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.

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

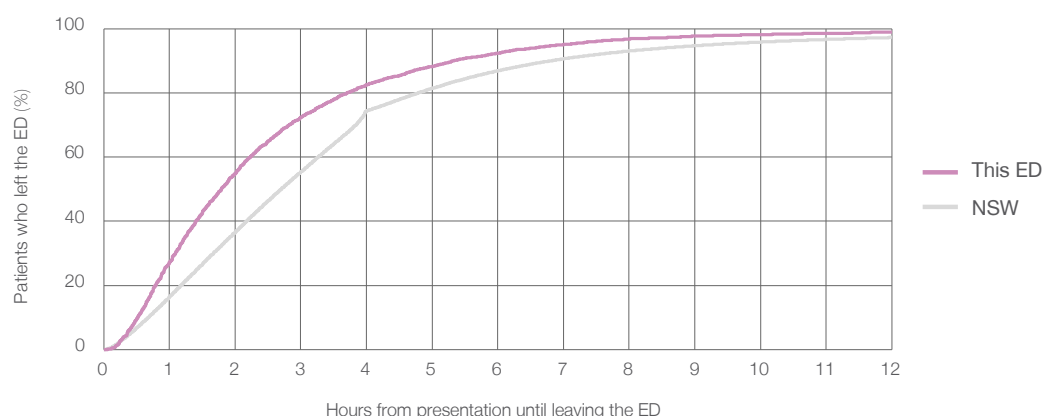
1 hours and 48 minutes

90th percentile time spent in the ED⁹

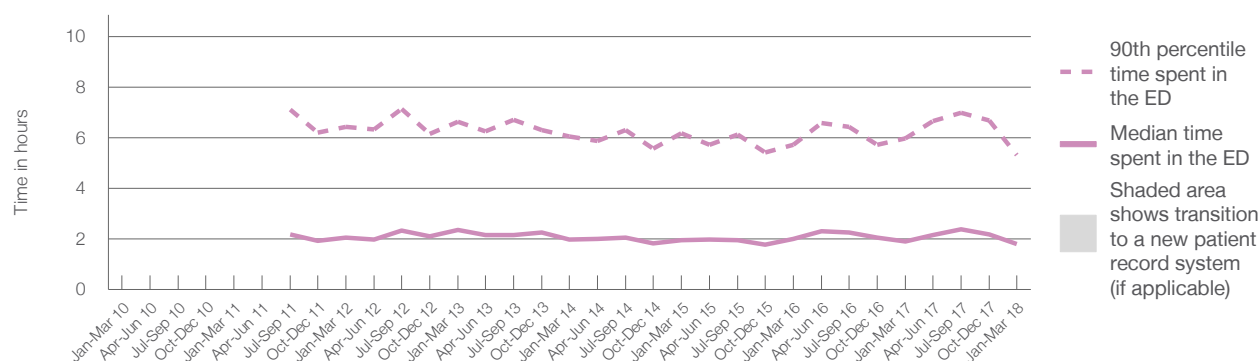
5 hours and 20 minutes

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

(†) 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.

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Ballina District Hospital: Time patients spent in the ED

By mode of separation

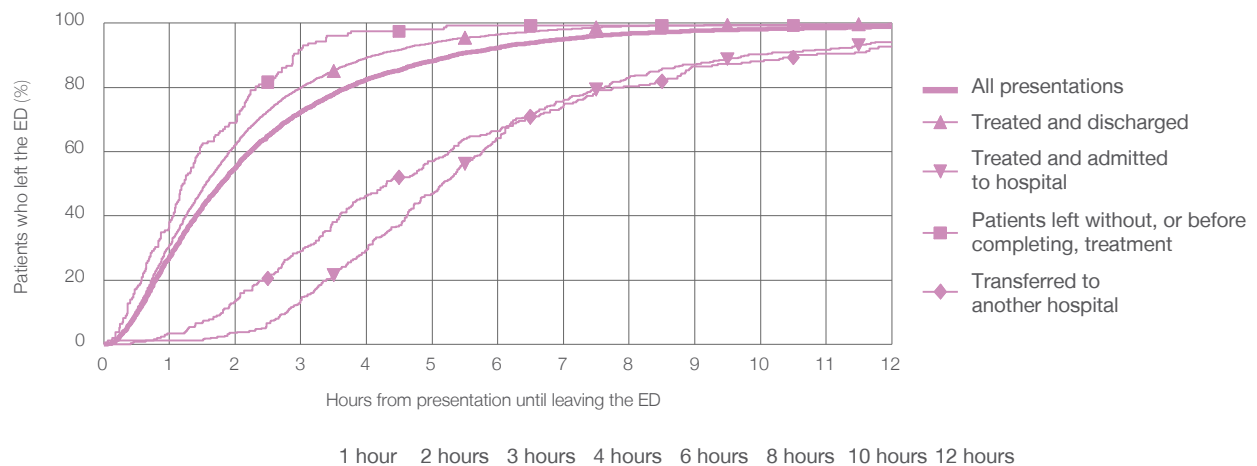
January to March 2018

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

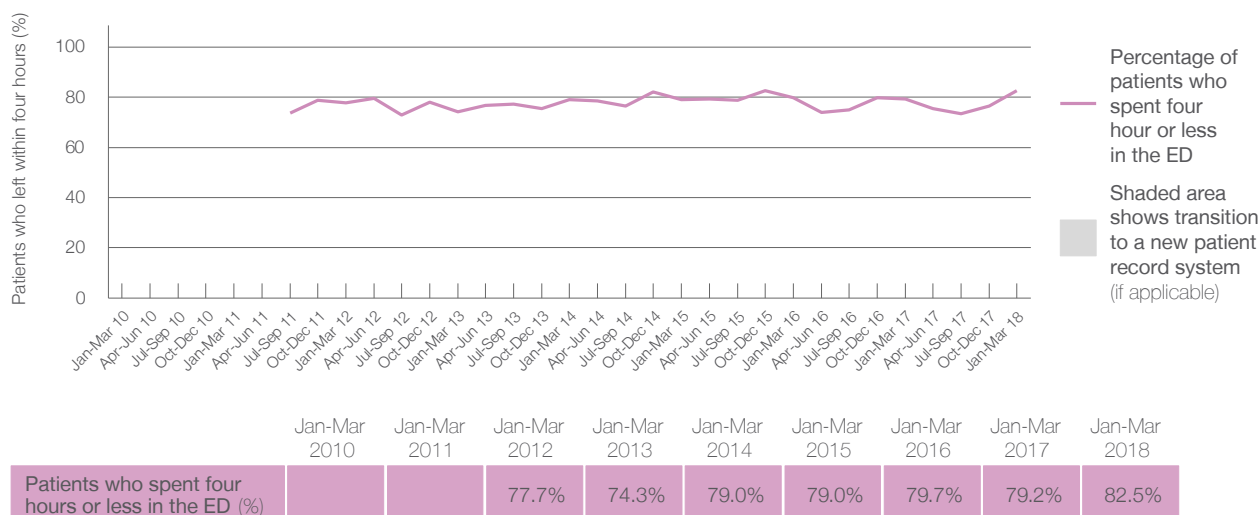
Presentations used to calculate time to leaving the ED: ⁶ 4,315 patients

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).

Byron Central Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 5,643 patients

Emergency presentations:² 5,524 patients

Same period last year	Change since one year ago
5,182	9%
5,094	8%

Byron Central Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 497 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,766 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,493 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 87 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 756 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
536	
8 minutes	8 minutes
25 minutes	23 minutes
1,471	
17 minutes	20 minutes
62 minutes	65 minutes
2,240	
29 minutes	25 minutes
107 minutes	98 minutes
827	
35 minutes	22 minutes
143 minutes	97 minutes

Byron Central Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 5,642 patients

Percentage of patients who spent four hours or less in the ED 84%

Same period last year	Change since one year ago
5,180	9%
82%	

* 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.

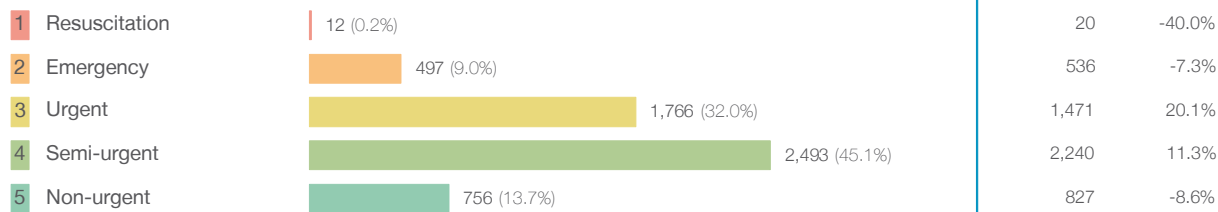
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Byron Central Hospital: Patients presenting to the emergency department

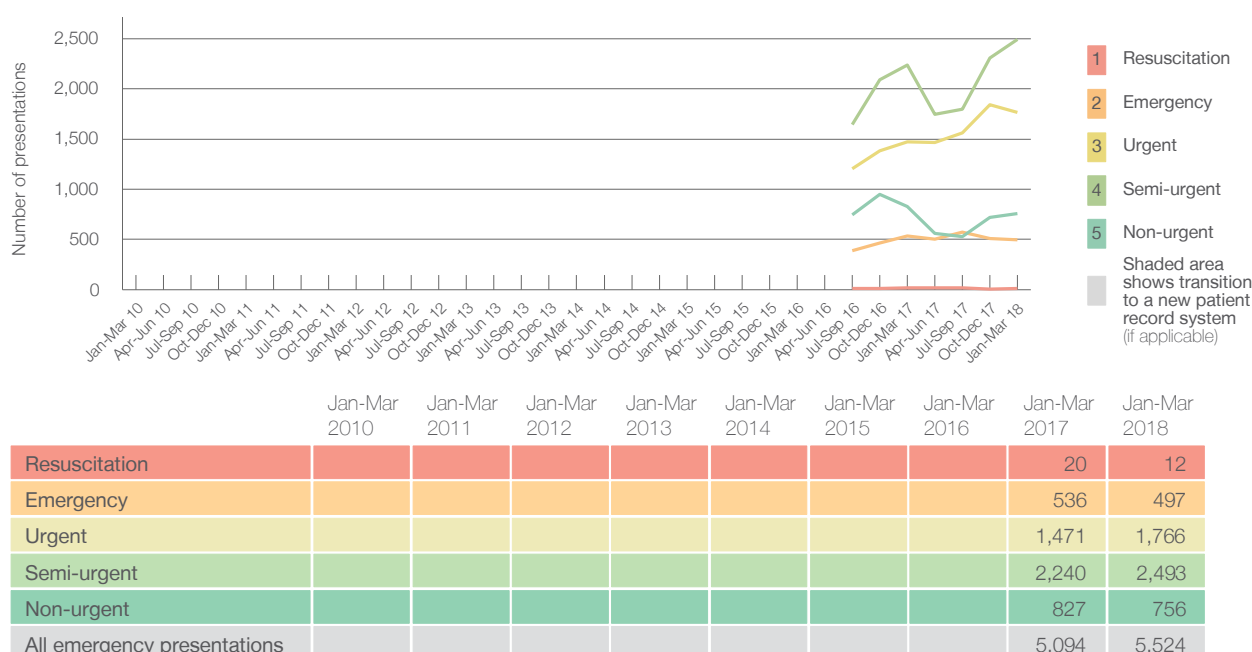
January to March 2018

All presentations:¹ 5,643 patients

Emergency presentations² by triage category: 5,524 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{† §}



Byron Central Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 336 patients ^{**}

ED Transfer of care time



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

Byron Central 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: 497

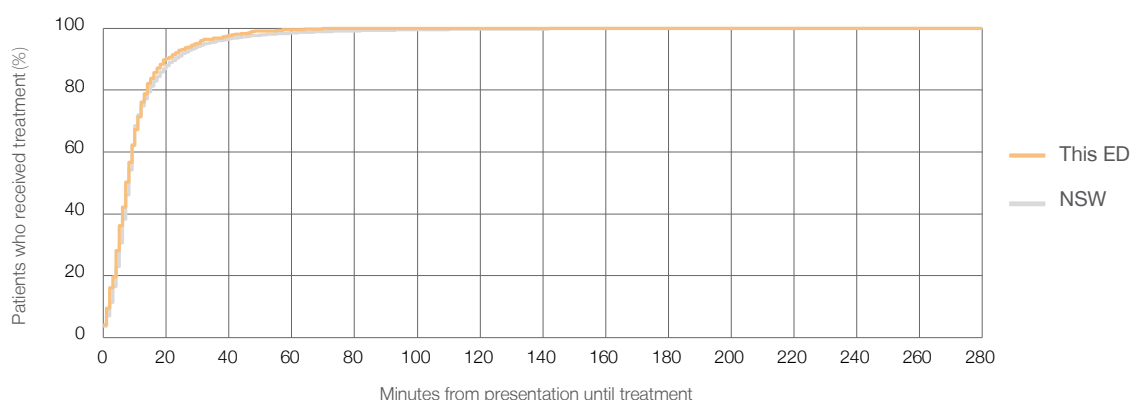
Number of triage 2 patients used to calculate waiting time:³ 494

Median time to start treatment⁴ 7 minutes

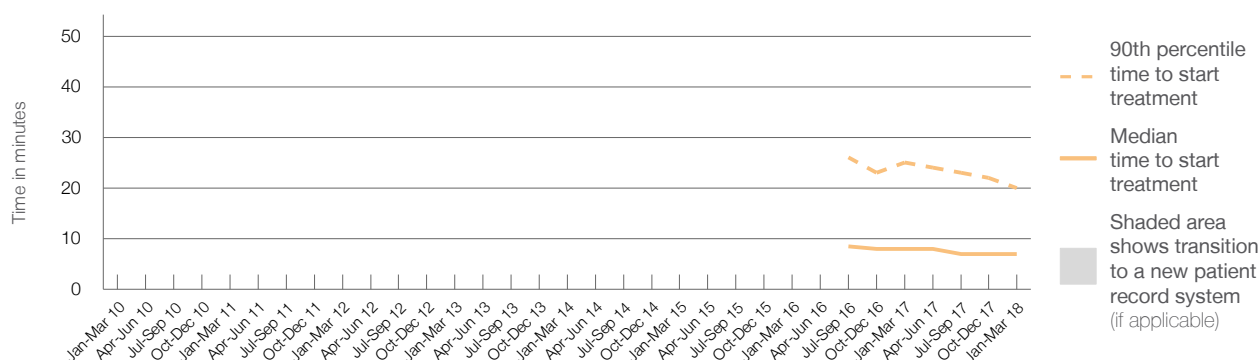
90th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
536	
535	
8 minutes	8 minutes
25 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)								8	7
90th percentile time to start treatment ⁵ (minutes)								25	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.

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Byron Central 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: 1,766

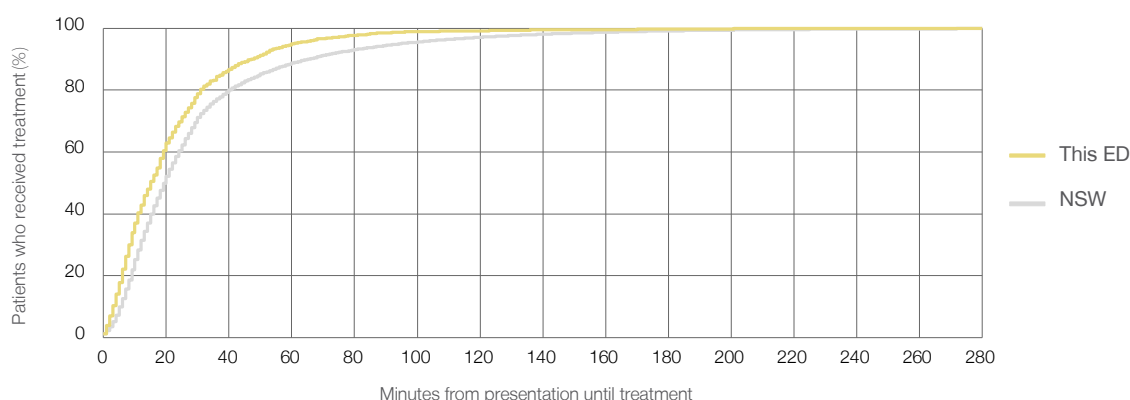
Number of triage 3 patients used to calculate waiting time:³ 1,745

Median time to start treatment⁴ 15 minutes

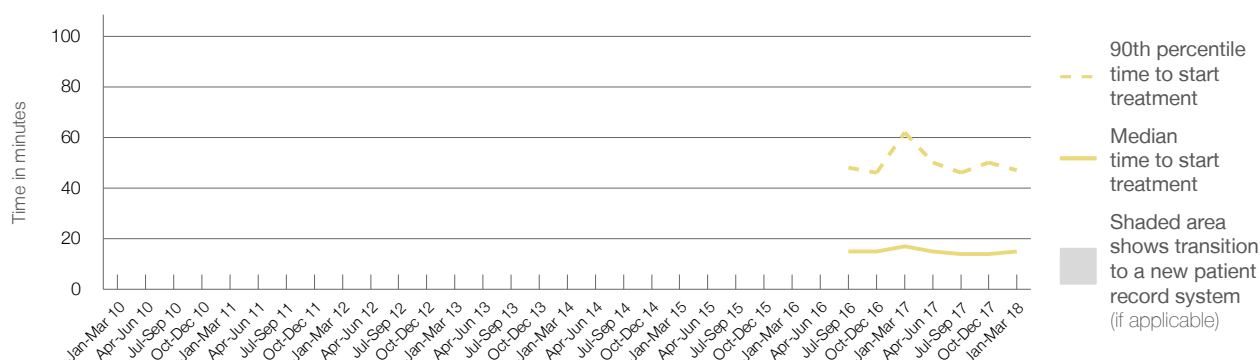
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
1,471	
1,443	
17 minutes	20 minutes
62 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)								17	15
90th percentile time to start treatment ⁵ (minutes)								62	47

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

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Byron Central 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: 2,493

Number of triage 4 patients used to calculate waiting time:³ 2,416

Median time to start treatment⁴

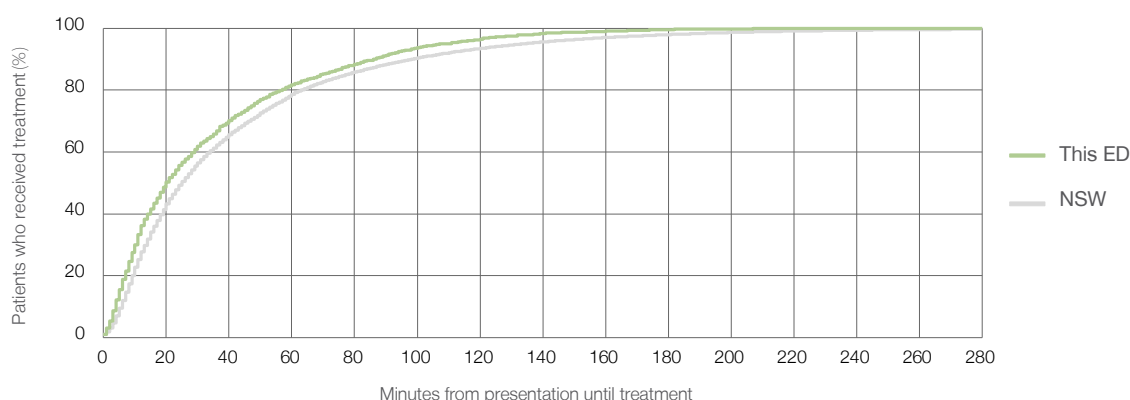
20 minutes

90th percentile time to start treatment⁵

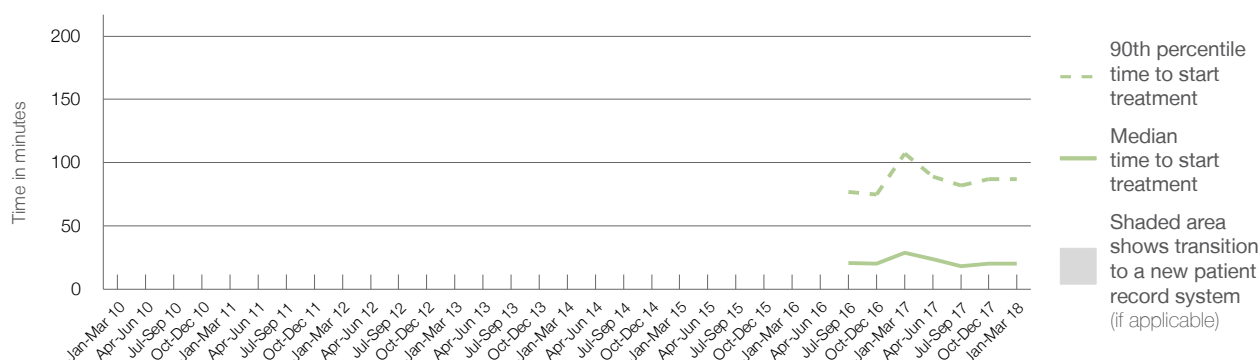
87 minutes

Same period last year	NSW (this period)
2,240	
2,154	
29 minutes	25 minutes
107 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)								29	20
90th percentile time to start treatment ⁵ (minutes)								107	87

(†) 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

January to March 2018

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

Number of triage 5 patients: 756

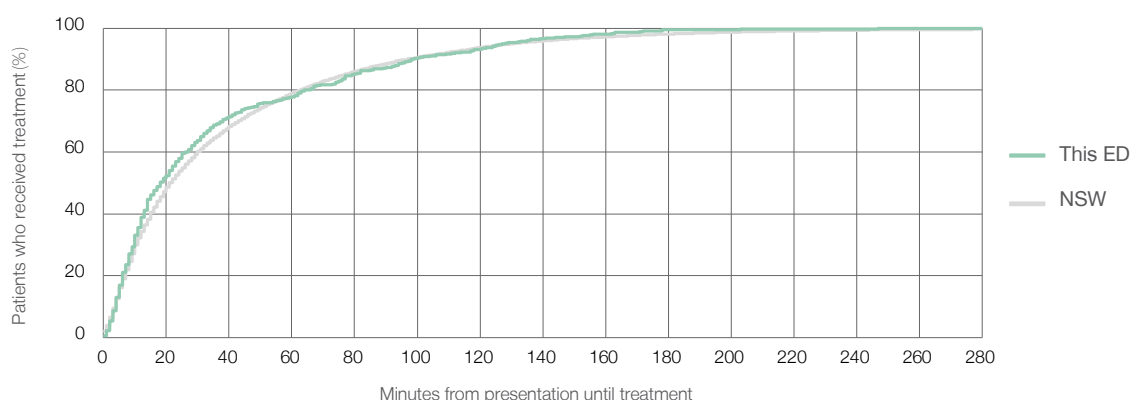
Number of triage 5 patients used to calculate waiting time:³ 704

Median time to start treatment⁴ 18 minutes

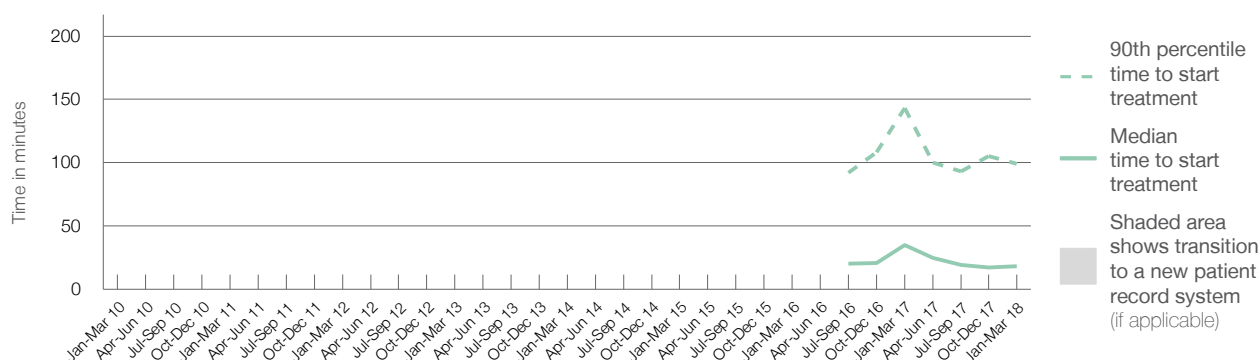
90th percentile time to start treatment⁵ 99 minutes

Same period last year	NSW (this period)
827	
741	
35 minutes	22 minutes
143 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)								35	18
90th percentile time to start treatment ⁵ (minutes)								143	99

(†) 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

January to March 2018

All presentations:¹ 5,643 patients

Presentations used to calculate time to leaving the ED:⁶ 5,642 patients

Median time spent in the ED⁸

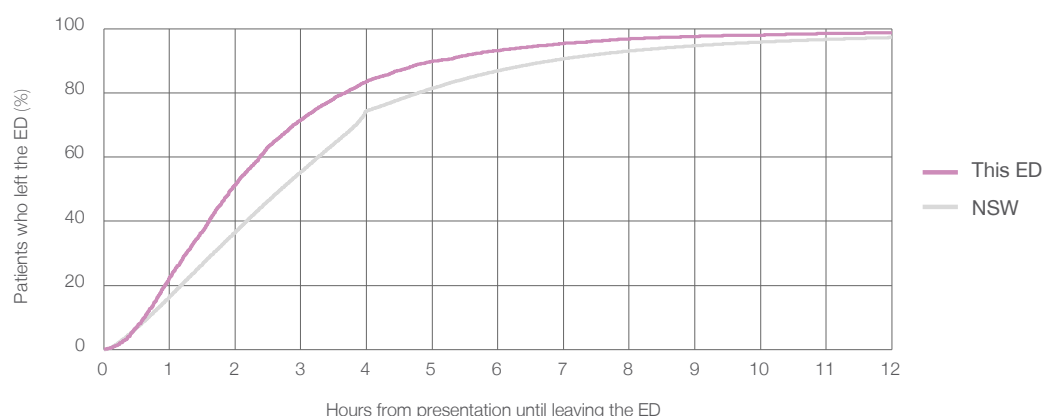
1 hours and 57 minutes

90th percentile time spent in the ED⁹

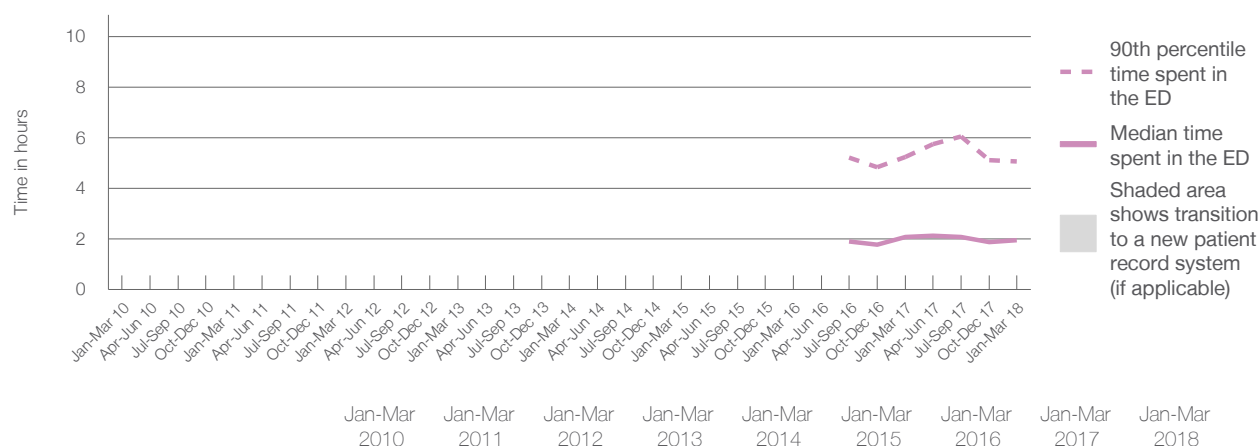
5 hours and 4 minutes

Same period last year	NSW (this period)
5,182	
5,180	
2 hours and 5 minutes	2 hours and 42 minutes
5 hours and 15 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 5m	1h 57m
90th percentile time spent in the ED ⁹ (hours, minutes)								5h 15m	5h 4m

(†) 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

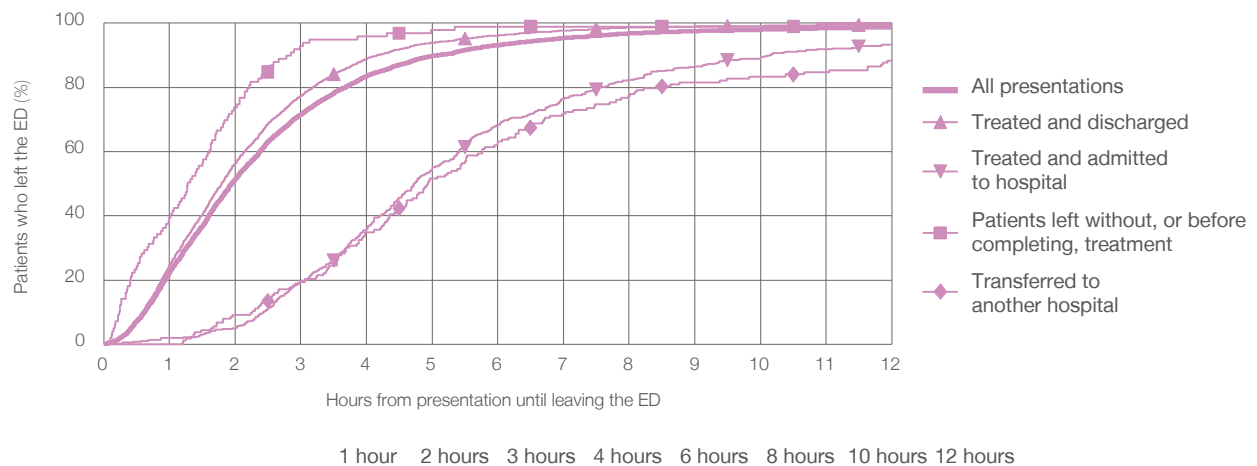
January to March 2018

All presentations:[†] 5,643 patients

Presentations used to calculate time to leaving the ED:[‡] 5,642 patients

		Same period last year	Change since one year ago
Treated and discharged	4,954 (87.8%)	4,445	11.5%
Treated and admitted to hospital	418 (7.4%)	381	9.7%
Patient left without, or before completing, treatment	99 (1.8%)	138	-28.3%
Transferred to another hospital	163 (2.9%)	208	-21.6%
Other	9 (0.2%)	10	-10.0%

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	24.8%	56.3%	77.4%	89.0%	96.2%	98.6%	99.2%	99.6%
Treated and admitted to hospital	1.9%	5.0%	19.4%	35.9%	68.4%	82.3%	89.5%	93.3%
Patient left without, or before completing, treatment	39.4%	73.7%	92.9%	96.0%	99.0%	99.0%	99.0%	100%
Transferred to another hospital	0%	9.2%	19.6%	35.0%	63.2%	77.3%	83.4%	88.3%
All presentations	22.6%	51.4%	71.6%	83.5%	93.2%	96.8%	98.0%	98.8%

(†) 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.

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Byron Central 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 5,643 patients

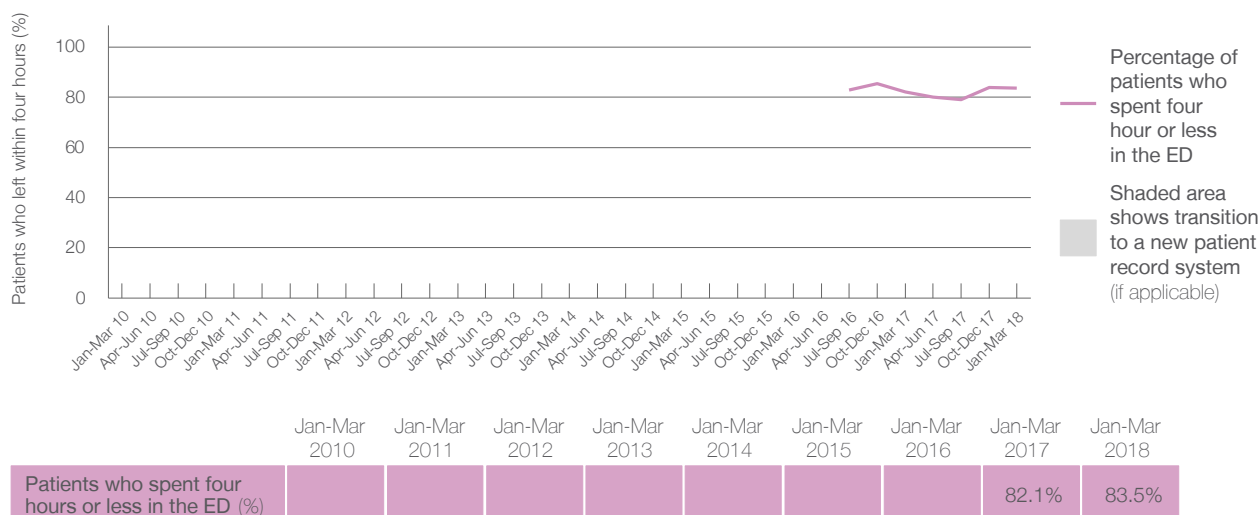
Presentations used to calculate time to leaving the ED: ⁶ 5,642 patients

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



Same period last year	Change since one year ago
5,182	9%
5,180	9%
82.1%	

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).

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

January to March 2018

All presentations:¹ 3,399 patients

Emergency presentations:² 3,161 patients

Same period last year	Change since one year ago
3,496	-3%
3,307	-4%

Casino & District Memorial Hospital: Time patients waited to start treatment ³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 345 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 24 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 963 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,502 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 351 patients

Median time to start treatment⁴ 22 minutes
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
273	
7 minutes	8 minutes
19 minutes	23 minutes
1,077	
19 minutes	20 minutes
64 minutes	65 minutes
1,551	
31 minutes	25 minutes
101 minutes	98 minutes
400	
25 minutes	22 minutes
92 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 3,397 patients

Percentage of patients who spent four hours or less in the ED 87%

Same period last year	Change since one year ago
3,493	-3%
89%	

* 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.

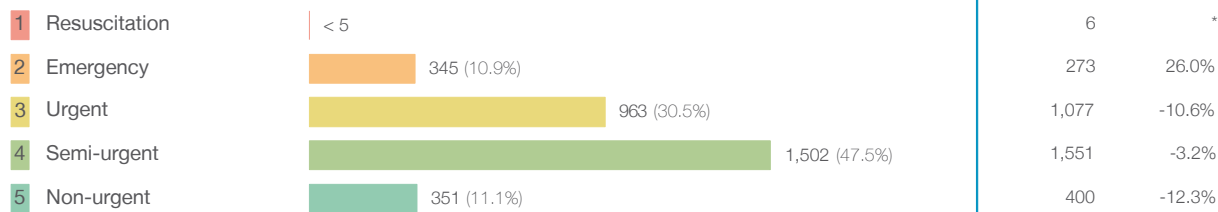
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Casino & District Memorial Hospital: Patients presenting to the emergency department

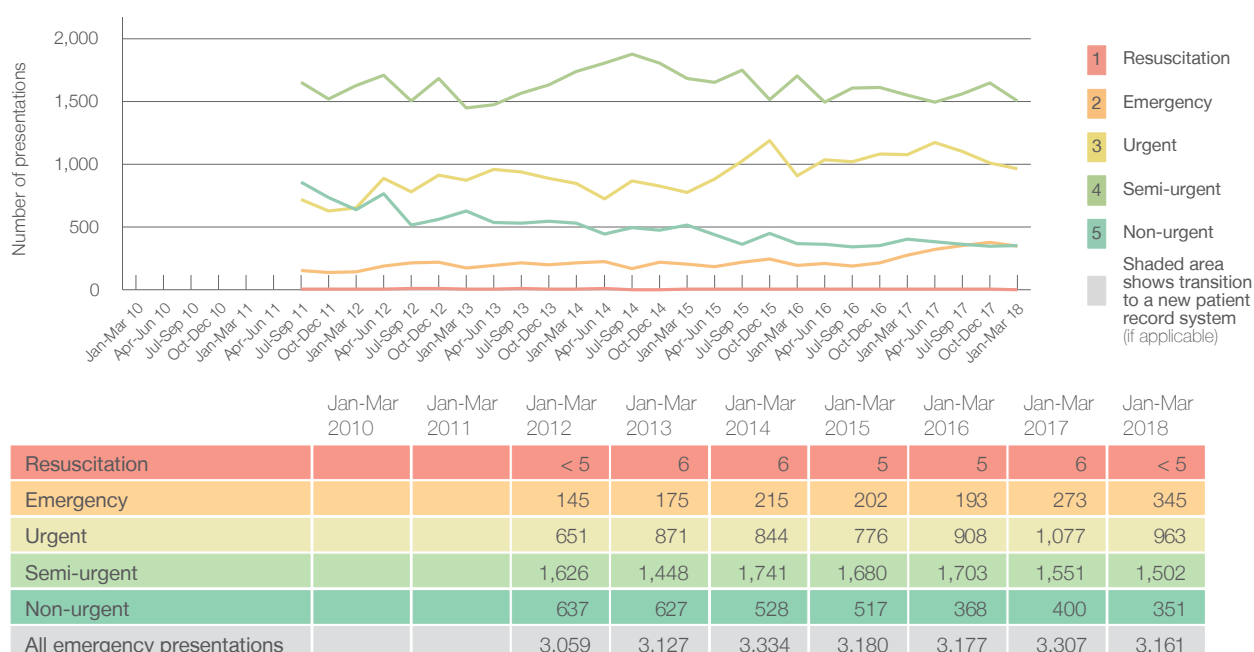
January to March 2018

All presentations:¹ 3,399 patients

Emergency presentations² by triage category: 3,161 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{†§}



Casino & District Memorial Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 357 patients

ED Transfer of care time



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

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Casino & District Memorial 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: 345

Number of triage 2 patients used to calculate waiting time:³ 329

Median time to start treatment⁴

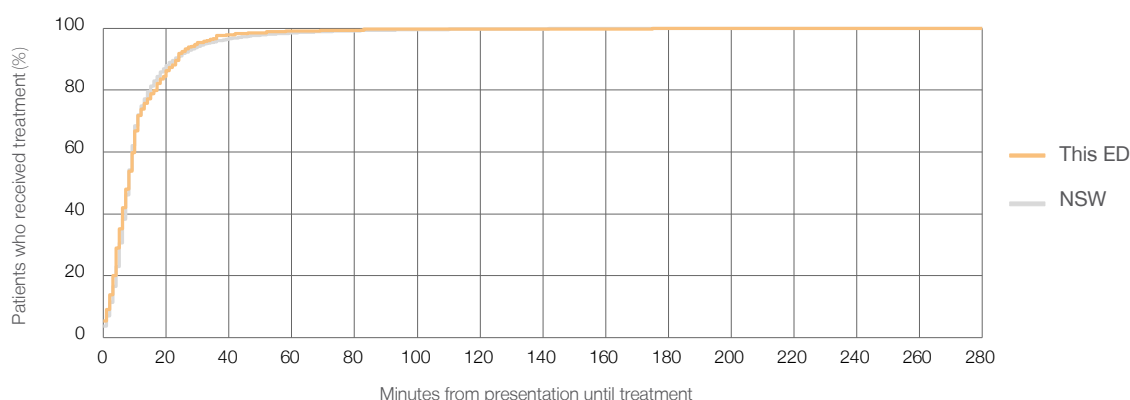
8 minutes

90th percentile time to start treatment⁵

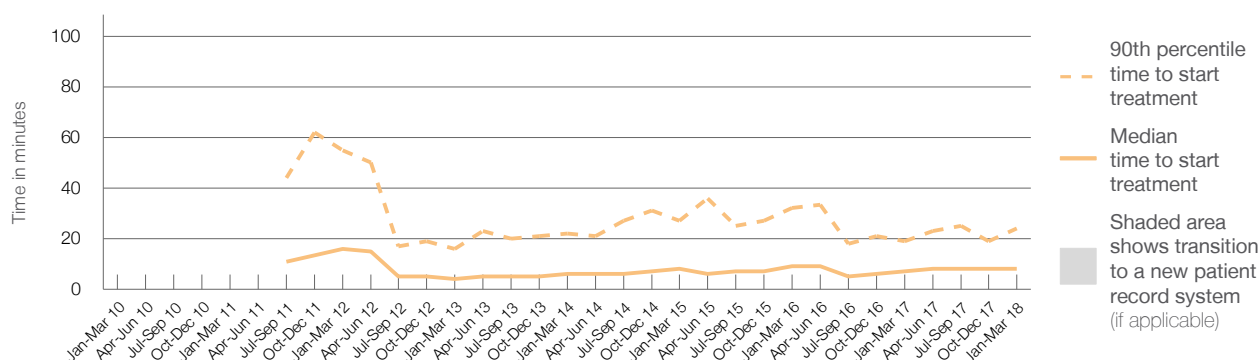
24 minutes

Same period last year	NSW (this period)
273	
253	
7 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)			16	4	6	8	9	7	8
90th percentile time to start treatment ⁵ (minutes)			55	16	22	27	32	19	24

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

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Casino & District Memorial 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: 963

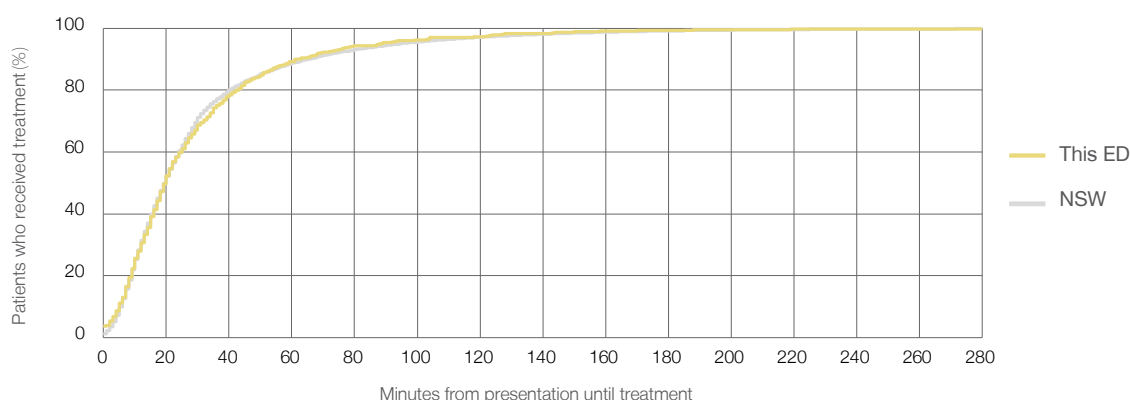
Number of triage 3 patients used to calculate waiting time:³ 915

Median time to start treatment⁴ 20 minutes

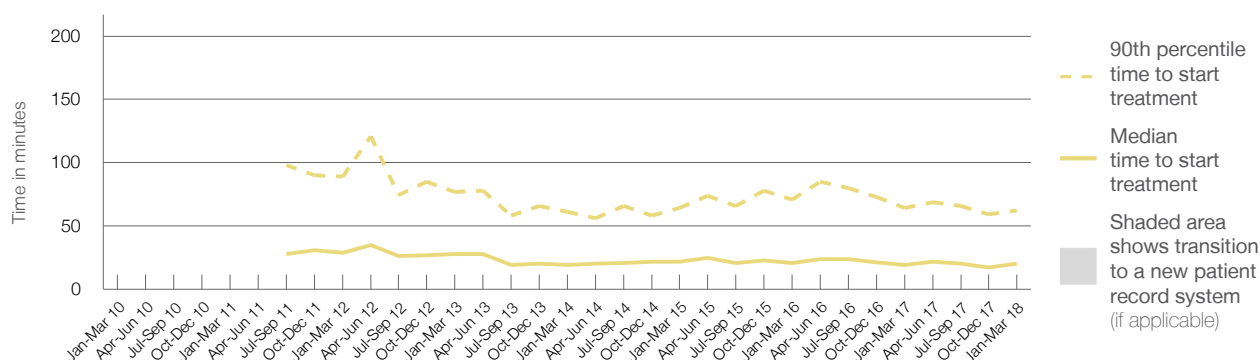
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
1,077	
1,022	
19 minutes	20 minutes
64 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)			29	28	19	22	21	19	20
90th percentile time to start treatment ⁵ (minutes)			89	77	61	64	71	64	62

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Casino & District Memorial 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: 1,502

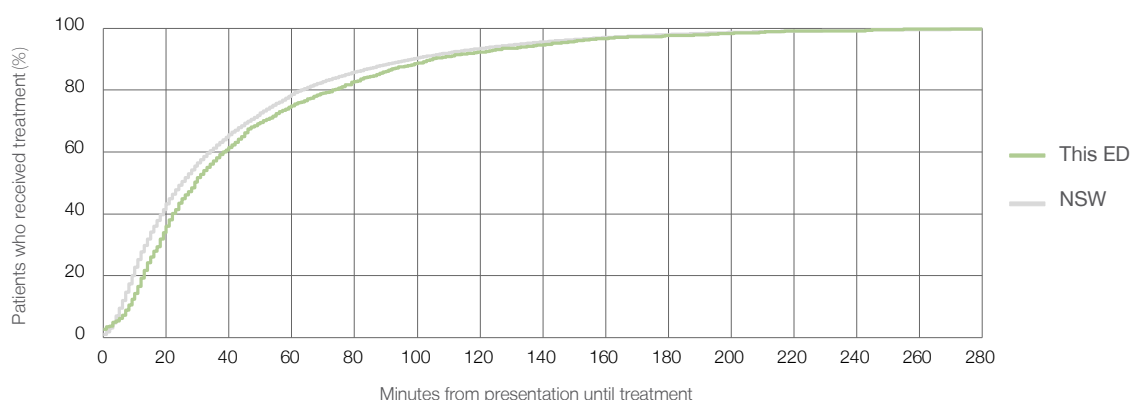
Number of triage 4 patients used to calculate waiting time:³ 1,334

Median time to start treatment⁴ 29 minutes

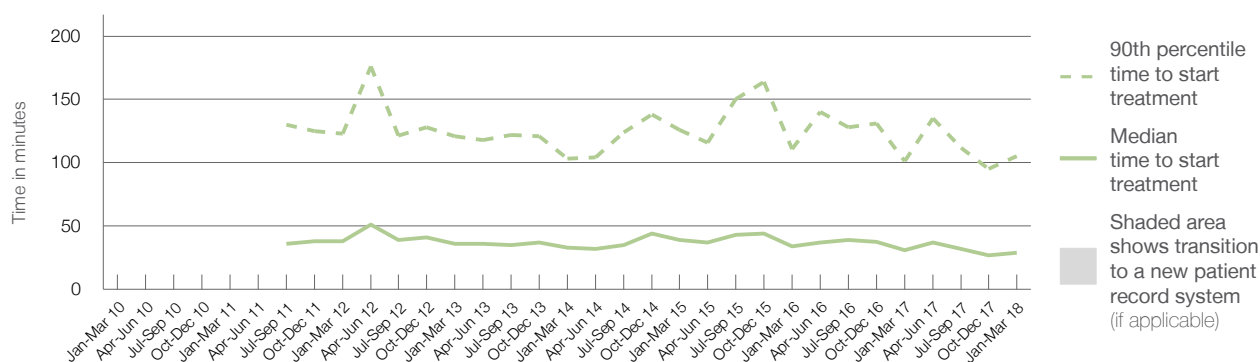
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,551	
1,417	
31 minutes	25 minutes
101 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)			38	36	33	39	34	31	29
90th percentile time to start treatment ⁵ (minutes)			123	121	103	126	111	101	105

(†) 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.

Casino & District Memorial 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: 351

Number of triage 5 patients used to calculate waiting time:³ 269

Median time to start treatment⁴

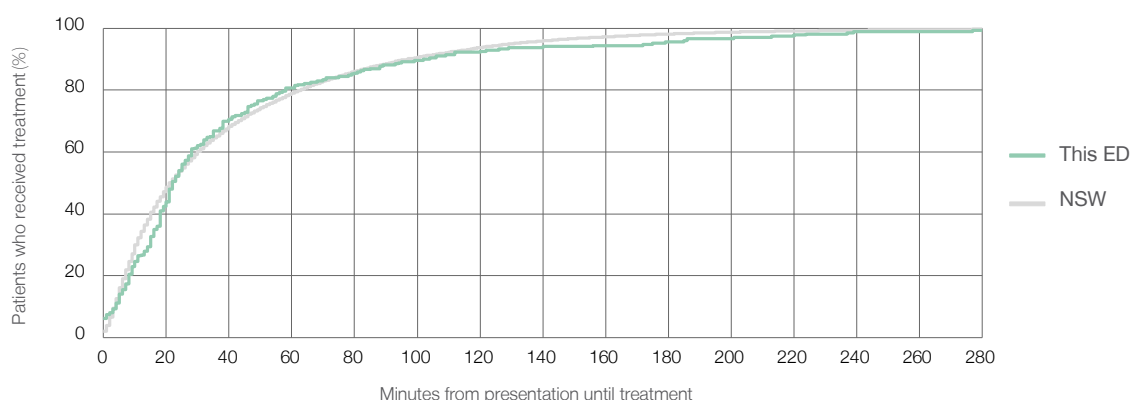
22 minutes

90th percentile time to start treatment⁵

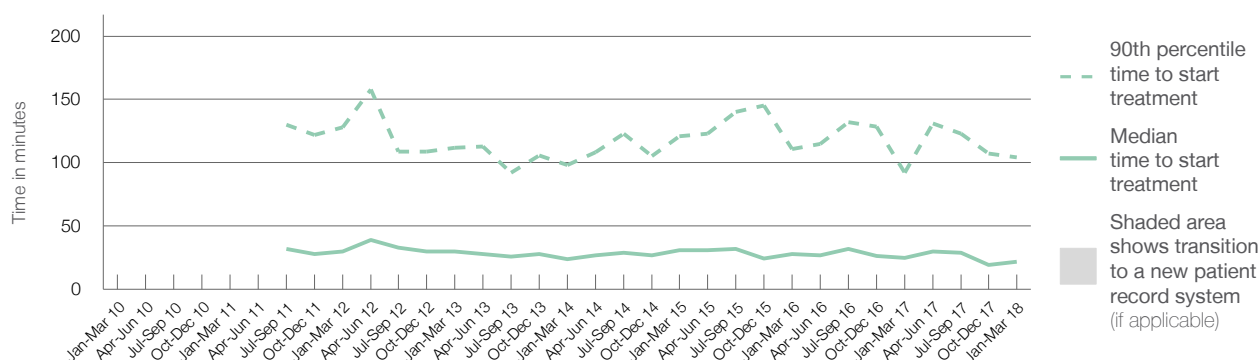
104 minutes

Same period last year	NSW (this period)
400	
324	
25 minutes	22 minutes
92 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)			30	30	24	31	28	25	22
90th percentile time to start treatment ⁵ (minutes)			128	112	98	121	111	92	104

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Casino & District Memorial Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 3,399 patients

Presentations used to calculate time to leaving the ED:⁶ 3,397 patients

Median time spent in the ED⁸

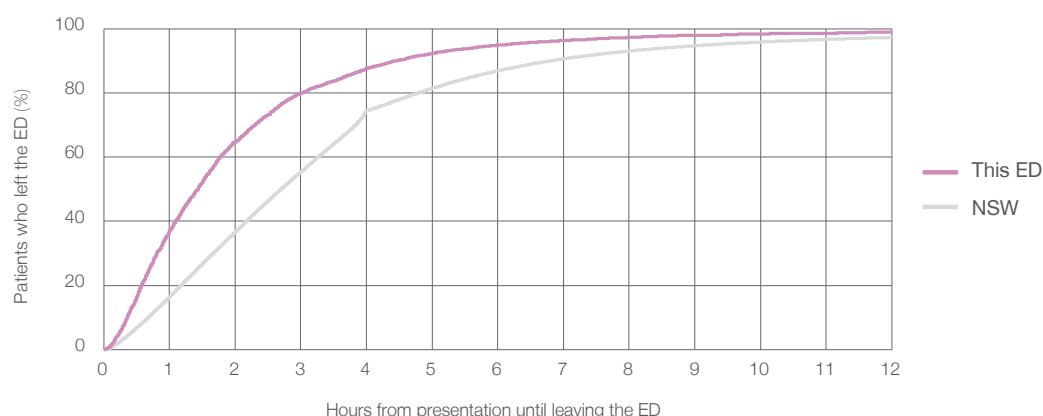
1 hours and 26 minutes

90th percentile time spent in the ED⁹

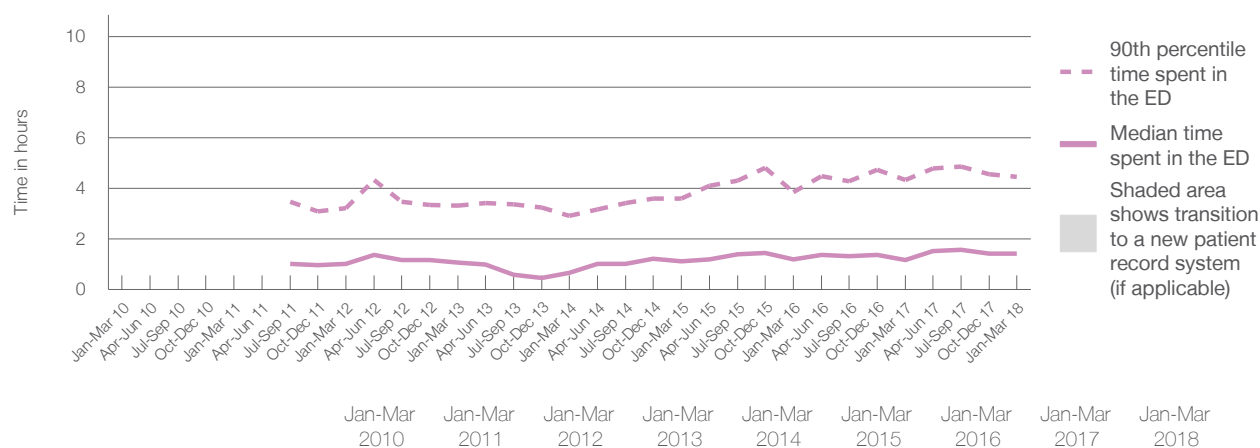
4 hours and 27 minutes

Same period last year	NSW (this period)
3,496	
3,493	
1 hours and 10 minutes	2 hours and 42 minutes
4 hours and 20 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)			1h 2m	1h 5m	0h 40m	1h 8m	1h 12m	1h 10m	1h 26m
90th percentile time spent in the ED ⁹ (hours, minutes)			3h 13m	3h 20m	2h 55m	3h 37m	3h 52m	4h 20m	4h 27m

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Casino & District Memorial Hospital: Time patients spent in the ED

By mode of separation

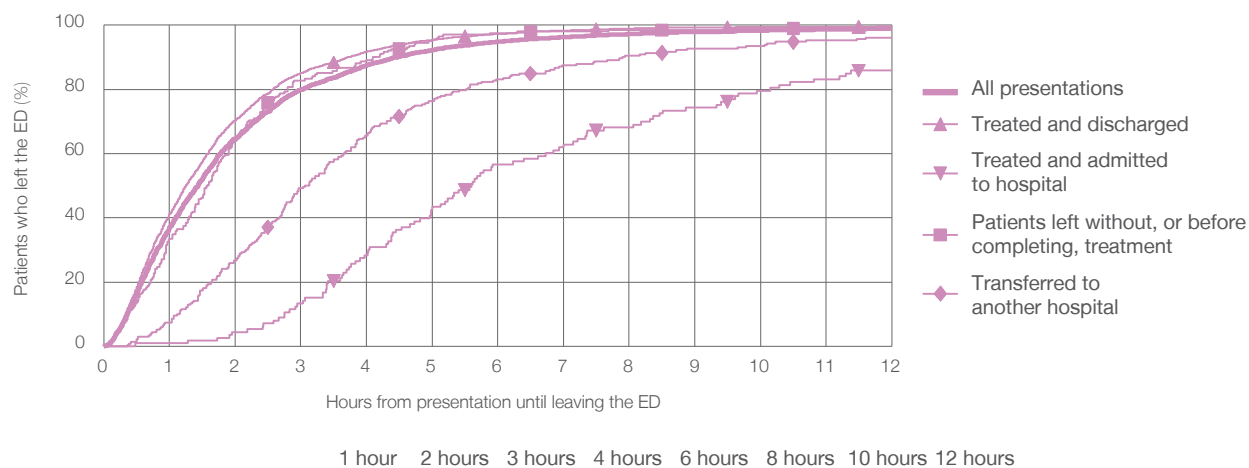
January to March 2018

All presentations:[†] 3,399 patients

Presentations used to calculate time to leaving the ED:[‡] 3,397 patients

		Same period last year	Change since one year ago
Treated and discharged	2,813 (82.8%)	3,002	-6.3%
Treated and admitted to hospital	113 (3.3%)	120	-5.8%
Patient left without, or before completing, treatment	203 (6.0%)	151	34.4%
Transferred to another hospital	232 (6.8%)	155	49.7%
Other	38 (1.1%)	68	-44.1%

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	41.2%	70.4%	85.2%	91.8%	97.3%	98.9%	99.4%	99.7%
Treated and admitted to hospital	0.9%	4.4%	13.3%	28.3%	56.6%	68.1%	79.6%	85.8%
Patient left without, or before completing, treatment	33.5%	64.0%	82.8%	89.2%	97.5%	98.5%	99.0%	99.0%
Transferred to another hospital	7.3%	26.7%	49.1%	65.5%	83.2%	90.5%	93.5%	96.1%
All presentations	37.0%	64.6%	80.0%	87.5%	94.8%	97.2%	98.3%	98.9%

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Casino & District Memorial 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 3,399 patients

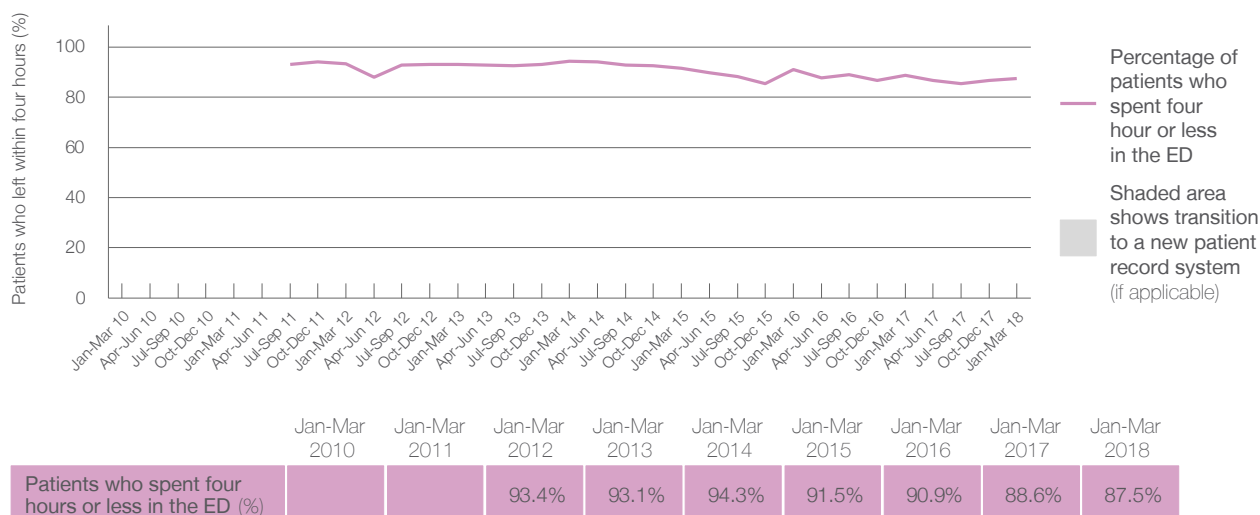
Presentations used to calculate time to leaving the ED: ⁶ 3,397 patients

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



Same period last year	Change since one year ago
3,496	-3%
3,493	-3%
88.6%	

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.
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- ‡ 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*.
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 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).

Grafton Base Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 6,433 patients

Emergency presentations:² 5,941 patients

Same period last year	Change since one year ago
6,301	2%
5,809	2%

Grafton Base Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 544 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,631 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,689 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,043 patients

Median time to start treatment⁴ 33 minutes
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
605	
8 minutes	8 minutes
27 minutes	23 minutes
1,699	
22 minutes	20 minutes
68 minutes	65 minutes
2,662	
30 minutes	25 minutes
92 minutes	98 minutes
830	
30 minutes	22 minutes
97 minutes	97 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 6,433 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
6,300	2%
78%	

* 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.

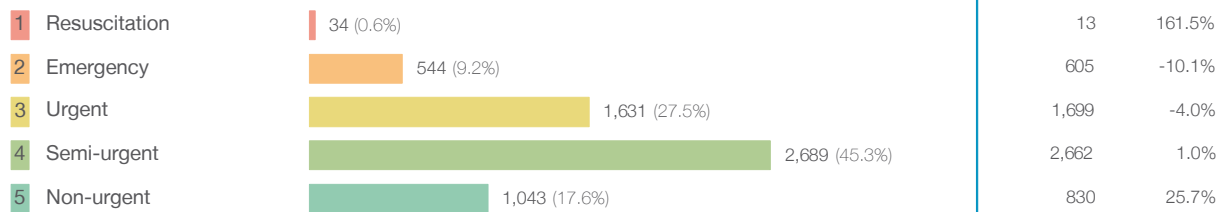
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Grafton Base Hospital: Patients presenting to the emergency department

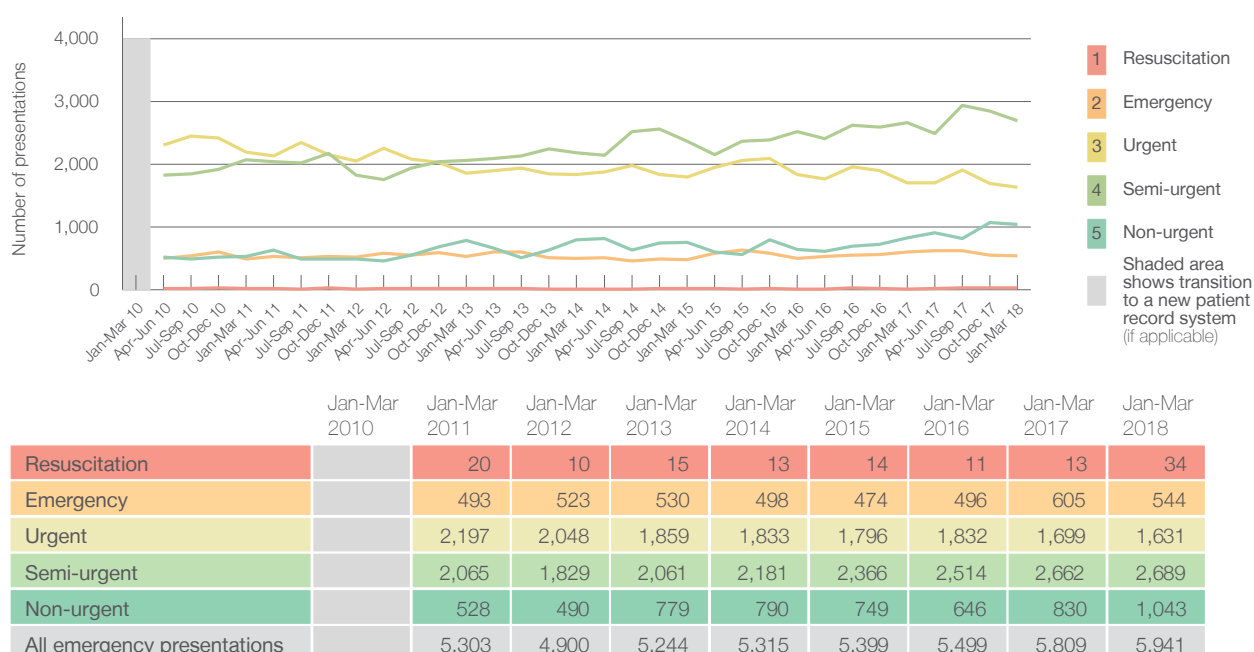
January to March 2018

All presentations:¹ 6,433 patients

Emergency presentations² by triage category: 5,941 patients



Emergency presentations² by quarter, January 2010 to March 2018 [†]

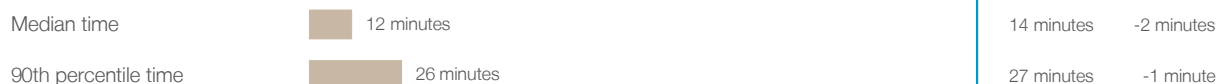


Grafton Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 535 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.

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

Grafton Base Hospital: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 544

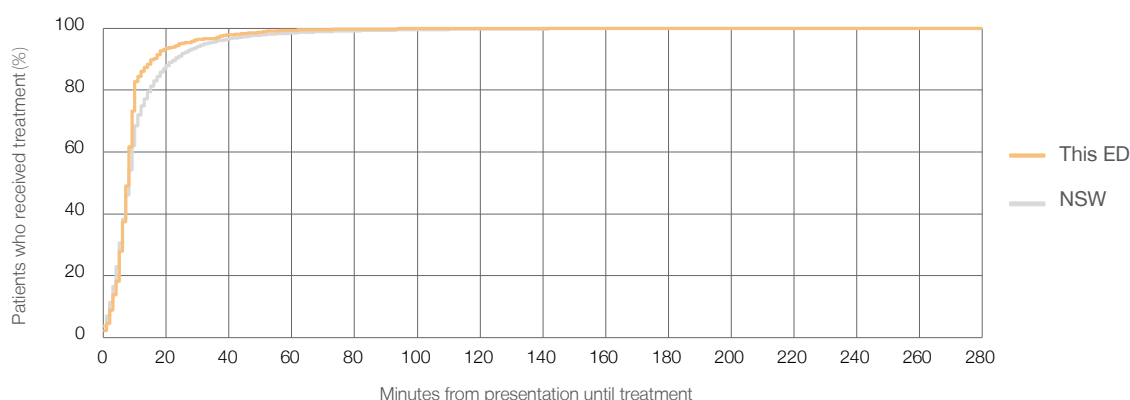
Number of triage 2 patients used to calculate waiting time:³ 542

Median time to start treatment⁴ 8 minutes

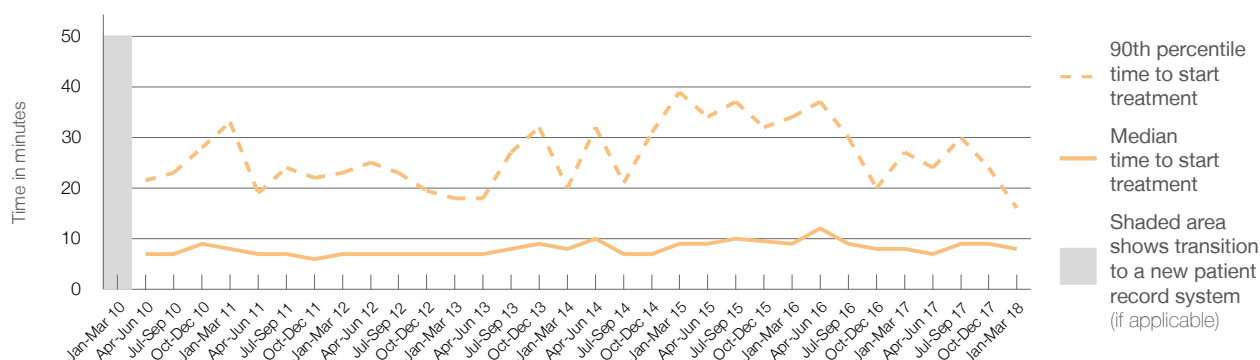
90th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
605	
602	
8 minutes	8 minutes
27 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)		8	7	7	8	9	9	8	8
90th percentile time to start treatment ⁵ (minutes)		33	23	18	20	39	34	27	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.

Grafton Base 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: 1,631

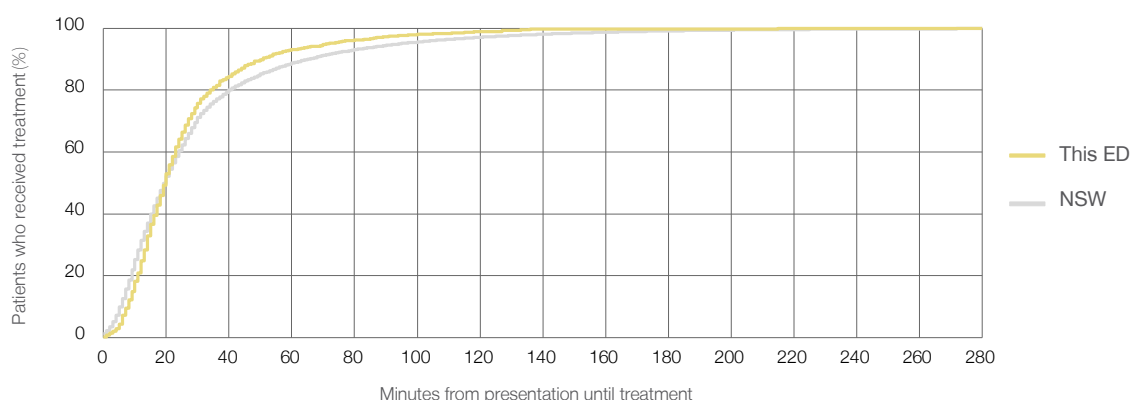
Number of triage 3 patients used to calculate waiting time:³ 1,600

Median time to start treatment⁴ 20 minutes

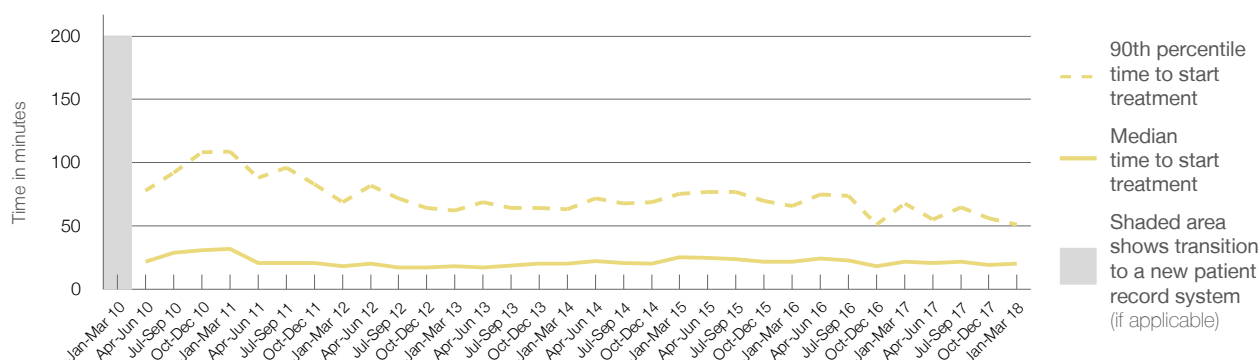
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,699	
1,681	
22 minutes	20 minutes
68 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)		32	18	18	20	26	22	22	20
90th percentile time to start treatment ⁵ (minutes)		109	69	62	63	76	66	68	51

(†) 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

January to March 2018

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

Number of triage 4 patients: 2,689

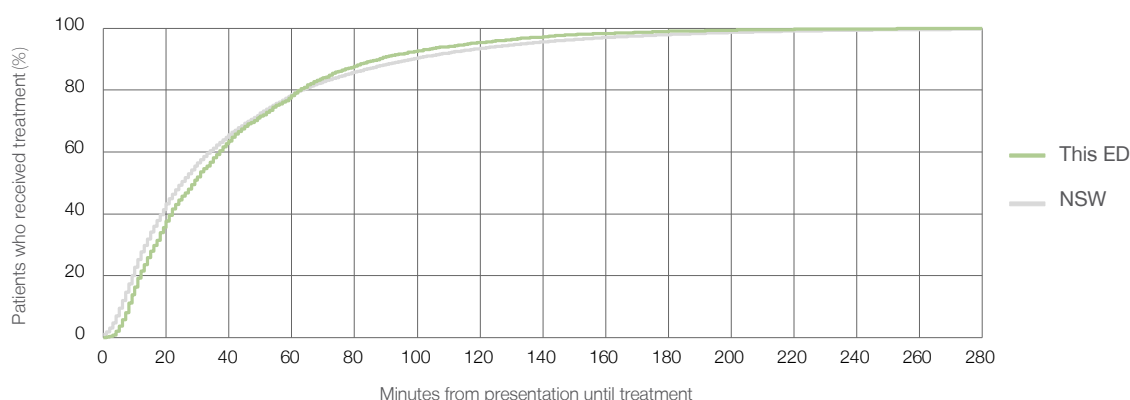
Number of triage 4 patients used to calculate waiting time:³ 2,589

Median time to start treatment⁴ 29 minutes

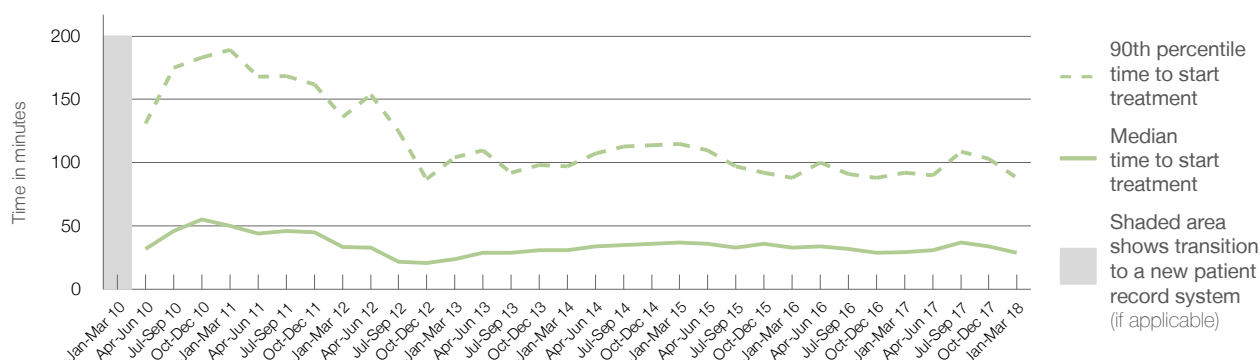
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
2,662	
2,534	
30 minutes	25 minutes
92 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)		50	34	24	31	37	33	30	29
90th percentile time to start treatment ⁵ (minutes)		189	136	104	97	115	88	92	88

(†) 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

January to March 2018

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

Number of triage 5 patients: 1,043

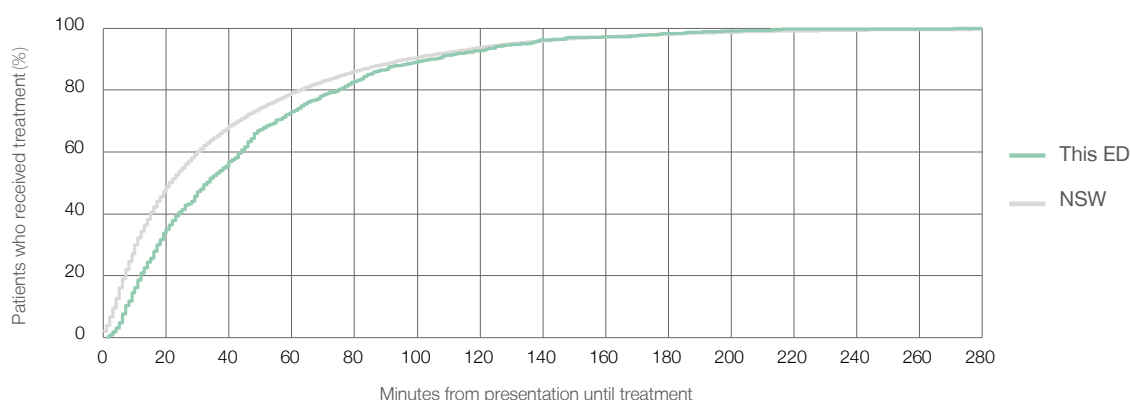
Number of triage 5 patients used to calculate waiting time:³ 926

Median time to start treatment⁴ 33 minutes

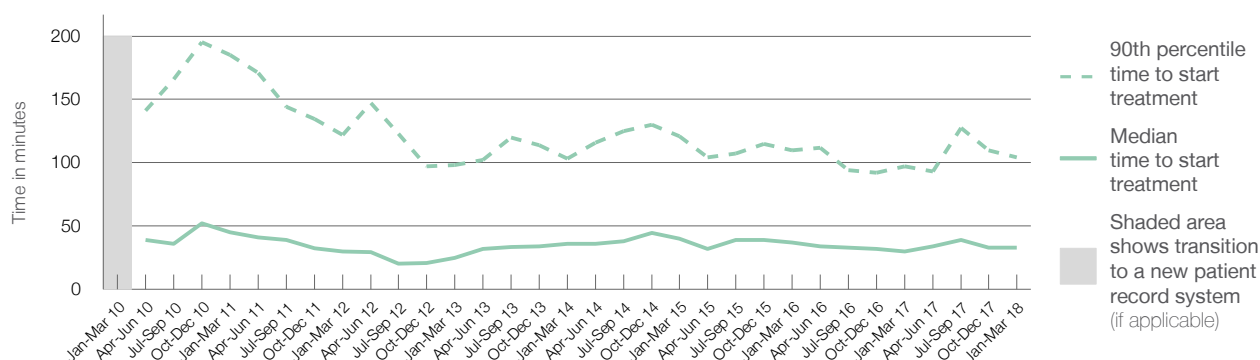
90th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
830	
739	
30 minutes	22 minutes
97 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)		45	30	25	36	40	37	30	33
90th percentile time to start treatment ⁵ (minutes)		185	122	98	103	121	110	97	104

(†) 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

January to March 2018

All presentations:¹ 6,433 patients

Presentations used to calculate time to leaving the ED:⁶ 6,433 patients

Median time spent in the ED⁸

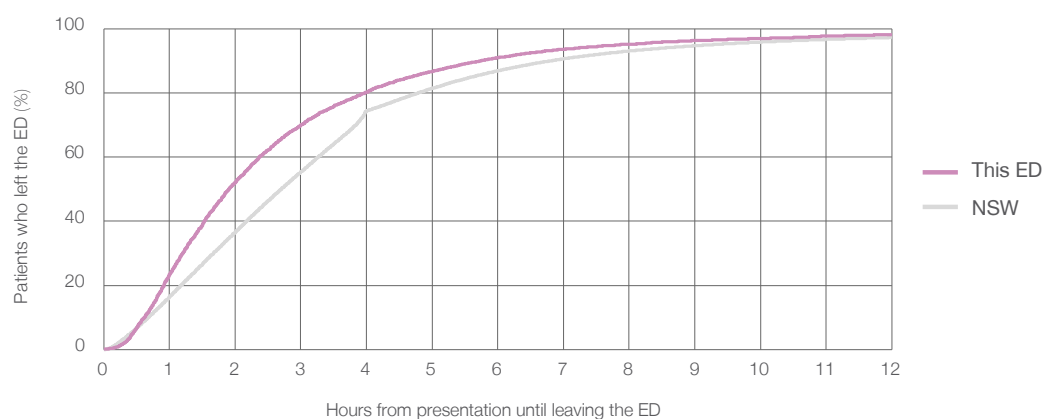
1 hours and 55 minutes

90th percentile time spent in the ED⁹

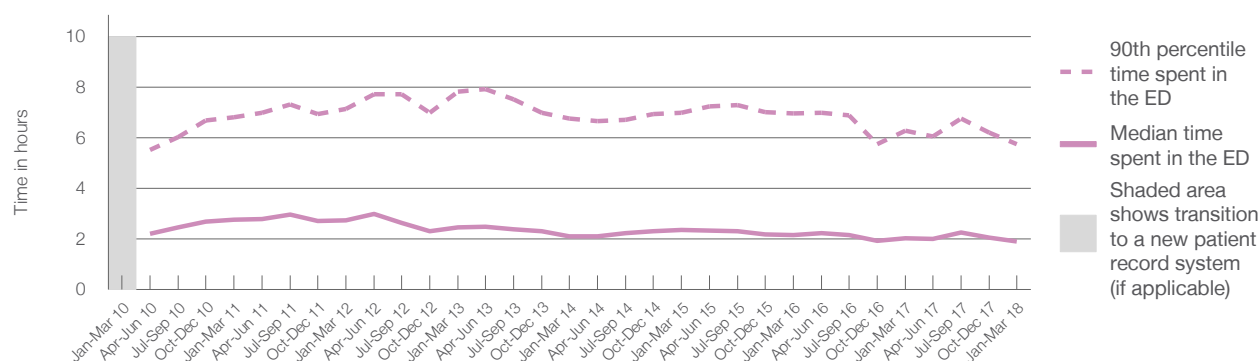
5 hours and 45 minutes

Same period last year	NSW (this period)
6,301	
6,300	
2 hours and 2 minutes	2 hours and 42 minutes
6 hours and 17 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 46m	2h 44m	2h 28m	2h 7m	2h 22m	2h 9m	2h 2m	1h 55m
90th percentile time spent in the ED ⁹ (hours, minutes)		6h 49m	7h 8m	7h 49m	6h 46m	6h 59m	6h 58m	6h 17m	5h 45m

(†) 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

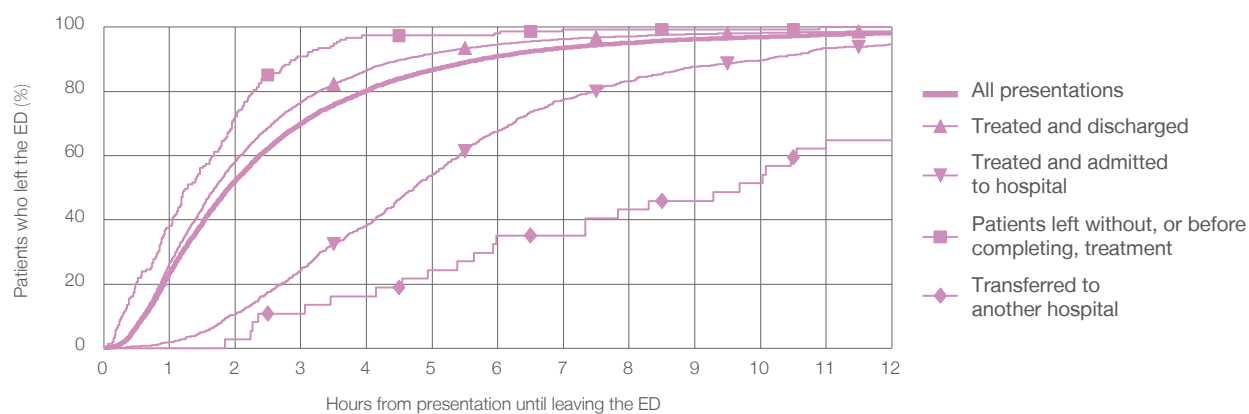
January to March 2018

All presentations:[†] 6,433 patients

Presentations used to calculate time to leaving the ED:[‡] 6,433 patients

		Same period last year	Change since one year ago
Treated and discharged	5,402 (84.0%)	6,300	2%
Treated and admitted to hospital	823 (12.8%)	5,105	5.8%
Patient left without, or before completing, treatment	155 (2.4%)	990	-16.9%
Transferred to another hospital	37 (0.6%)	155	0.0%
Other	16 (0.2%)	37	0.0%
		14	14.3%

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	26.4%	58.3%	76.6%	86.5%	94.7%	97.2%	98.2%	98.8%
Treated and admitted to hospital	2.1%	10.6%	24.3%	38.3%	67.7%	83.2%	89.8%	94.8%
Patient left without, or before completing, treatment	38.1%	72.3%	91.0%	97.4%	98.1%	99.4%	99.4%	100%
Transferred to another hospital	0%	2.7%	10.8%	16.2%	35.1%	43.2%	51.4%	64.9%
All presentations	23.6%	52.3%	69.9%	80.2%	91.0%	95.1%	96.9%	98.1%

(†) 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

January to March 2018

All presentations at the emergency department: ¹ 6,433 patients

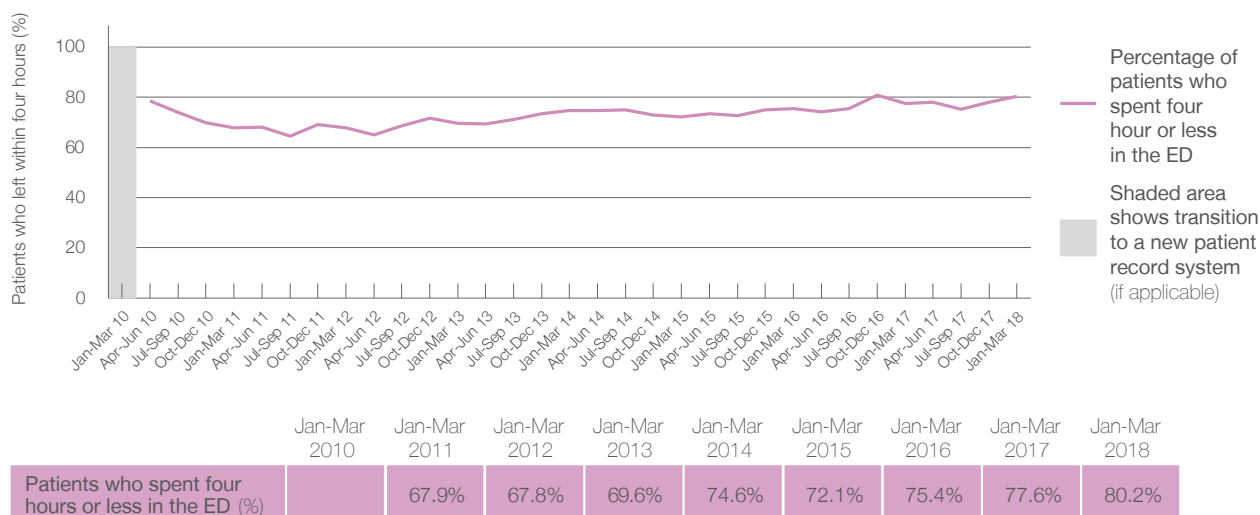
Presentations used to calculate time to leaving the ED: ⁶ 6,433 patients

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



Same period last year	Change since one year ago
6,301	2%
6,300	2%
77.6%	

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*.
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).

Lismore Base Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 8,988 patients

Emergency presentations:² 8,655 patients

Same period last year	Change since one year ago
8,417	7%
8,146	6%

Lismore Base Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 939 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,946 patients

Median time to start treatment⁴ 20 minutes

90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,625 patients

Median time to start treatment⁴ 34 minutes

90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,114 patients

Median time to start treatment⁴ 31 minutes

90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
848	
6 minutes	8 minutes
14 minutes	23 minutes
2,893	
19 minutes	20 minutes
57 minutes	65 minutes
3,391	
33 minutes	25 minutes
116 minutes	98 minutes
965	
44 minutes	22 minutes
129 minutes	97 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 8,985 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
8,417	7%
67%	

* 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.

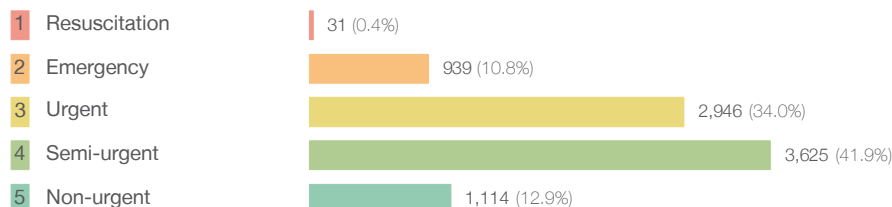
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Lismore Base Hospital: Patients presenting to the emergency department

January to March 2018

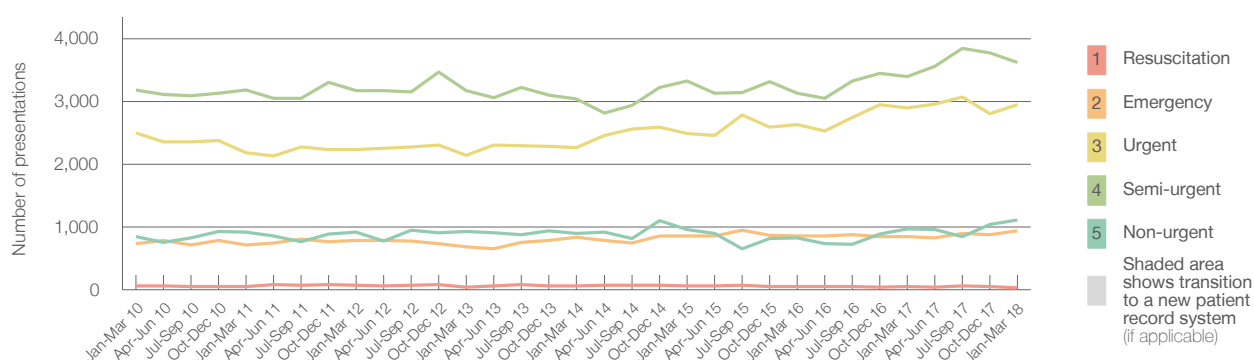
All presentations:¹ 8,988 patients

Emergency presentations² by triage category: 8,655 patients



Same period last year	Change since one year ago
8,417	7%
8,146	6%
49	-36.7%
848	10.7%
2,893	1.8%
3,391	6.9%
965	15.4%

Emergency presentations² 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
Resuscitation	56	52	66	39	55	63	52	49	31
Emergency	735	712	786	679	838	857	854	848	939
Urgent	2,497	2,178	2,228	2,138	2,268	2,489	2,635	2,893	2,946
Semi-urgent	3,178	3,184	3,168	3,168	3,038	3,328	3,126	3,391	3,625
Non-urgent	849	914	912	927	897	961	829	965	1,114
All emergency presentations	7,315	7,040	7,160	6,951	7,096	7,698	7,496	8,146	8,655

Lismore Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,646 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,644	
13 minutes	0 minutes
34 minutes	8 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

January to March 2018

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

Number of triage 2 patients: 939

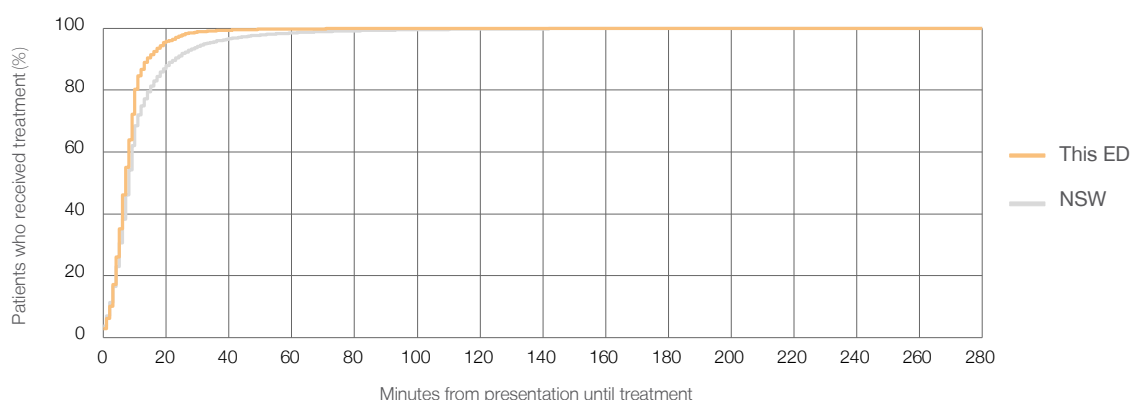
Number of triage 2 patients used to calculate waiting time: ³ 937

Median time to start treatment ⁴ 7 minutes

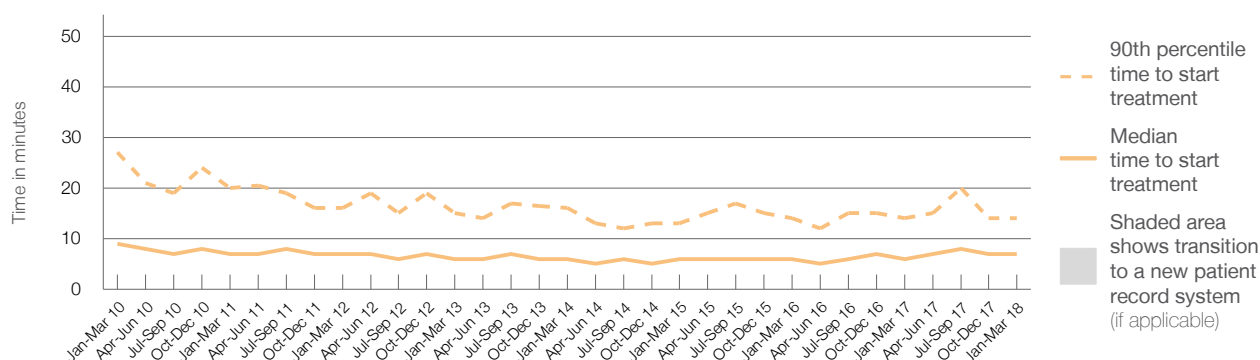
90th percentile time to start treatment ⁵ 14 minutes

Same period last year	NSW (this period)
848	
844	
6 minutes	8 minutes
14 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)	9	7	7	6	6	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	27	20	16	15	16	13	14	14	14

(†) 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

January to March 2018

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

Number of triage 3 patients: 2,946

Number of triage 3 patients used to calculate waiting time:³ 2,892

Median time to start treatment⁴

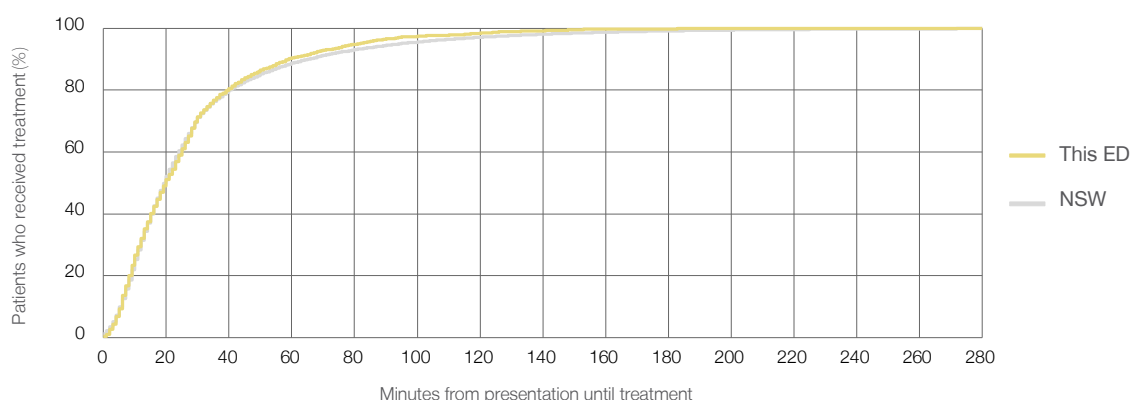
20 minutes

90th percentile time to start treatment⁵

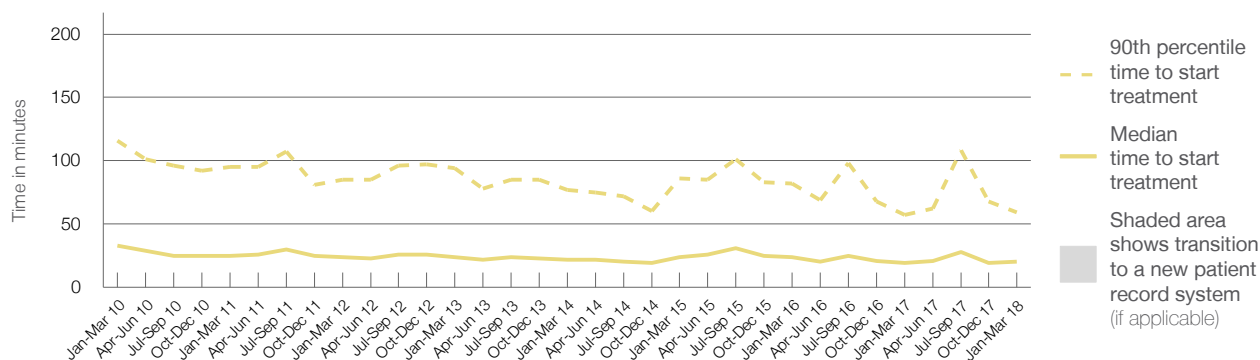
59 minutes

Same period last year	NSW (this period)
2,893	
2,842	
19 minutes	20 minutes
57 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)	33	25	24	24	22	24	24	19	20
90th percentile time to start treatment ⁵ (minutes)	116	95	85	94	77	86	82	57	59

(†) 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

January to March 2018

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

Number of triage 4 patients: 3,625

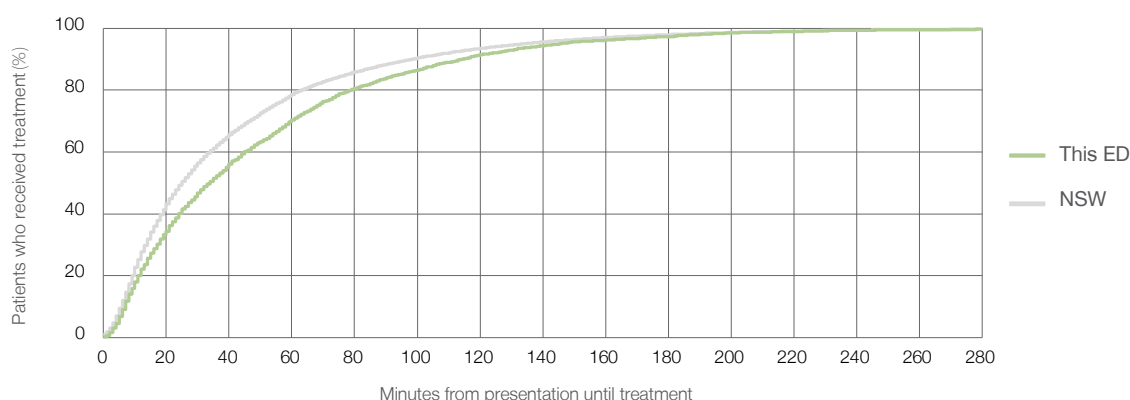
Number of triage 4 patients used to calculate waiting time:³ 3,393

Median time to start treatment⁴ 34 minutes

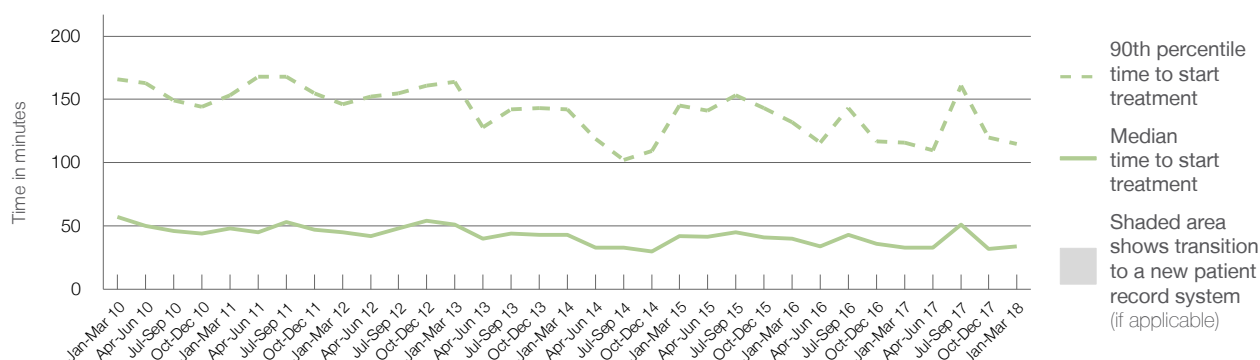
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
3,391	
3,178	
33 minutes	25 minutes
116 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)	57	48	45	51	43	42	40	33	34
90th percentile time to start treatment ⁵ (minutes)	166	153	146	164	142	145	132	116	115

(†) 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

January to March 2018

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

Number of triage 5 patients: 1,114

Number of triage 5 patients used to calculate waiting time: ³ 977

Median time to start treatment ⁴

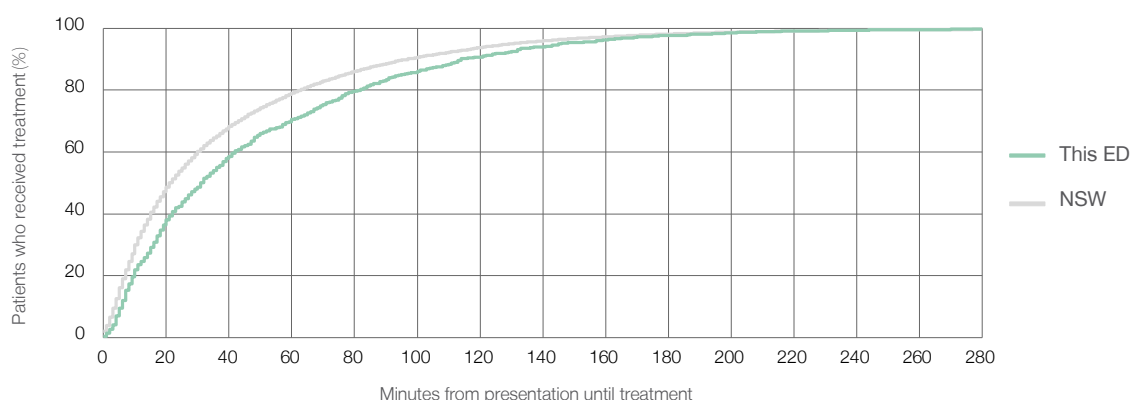
31 minutes

90th percentile time to start treatment ⁵

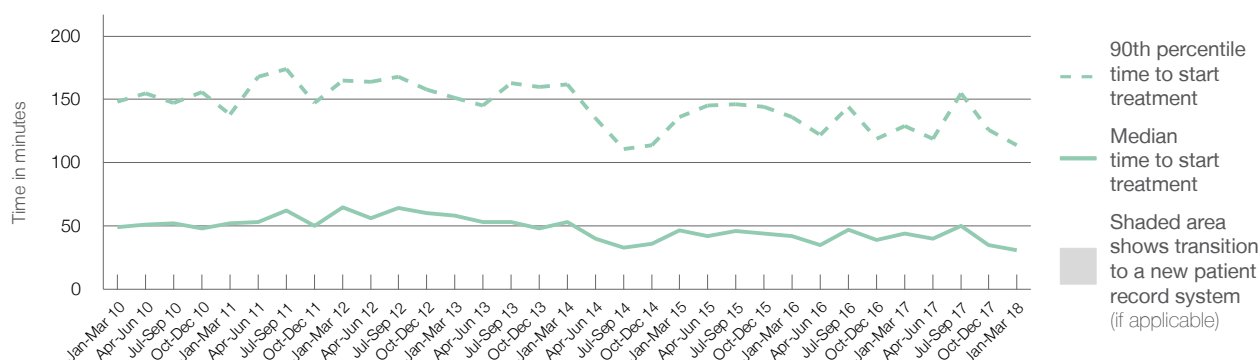
114 minutes

Same period last year	NSW (this period)
965	
825	
44 minutes	22 minutes
129 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)	49	52	65	58	53	47	42	44	31
90th percentile time to start treatment ⁵ (minutes)	148	138	165	151	162	136	136	129	114

(†) 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

January to March 2018

All presentations:¹ 8,988 patients

Presentations used to calculate time to leaving the ED:⁶ 8,985 patients

Median time spent in the ED⁸

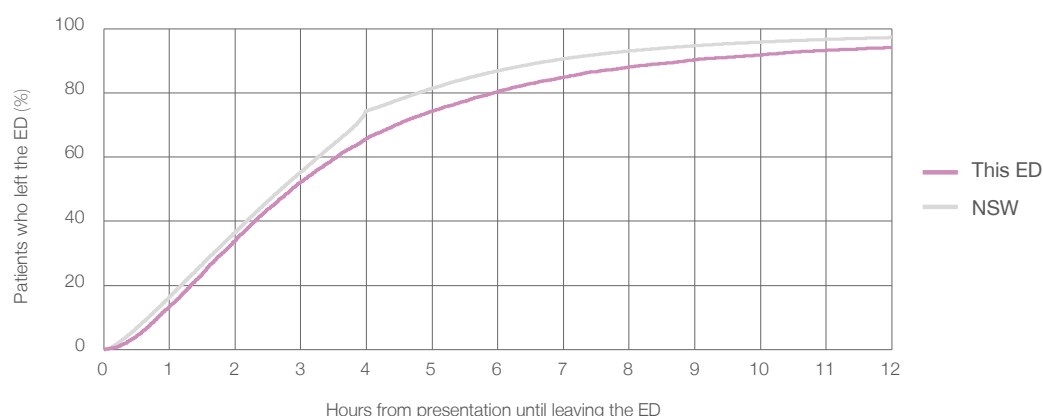
2 hours and 52 minutes

90th percentile time spent in the ED⁹

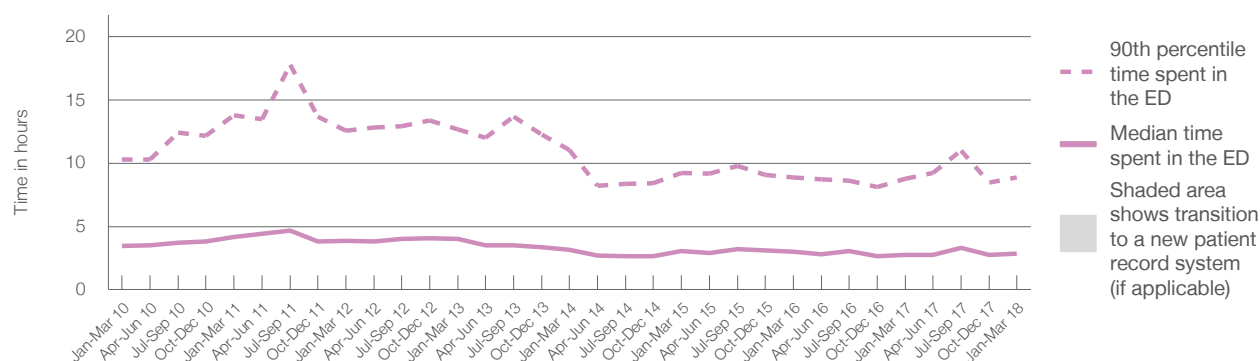
8 hours and 52 minutes

Same period last year	NSW (this period)
8,417	8,417
2 hours and 45 minutes	2 hours and 42 minutes
8 hours and 46 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)	3h 29m	4h 10m	3h 51m	4h 2m	3h 8m	3h 4m	3h 1m	2h 45m	2h 52m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 16m	13h 48m	12h 35m	12h 41m	11h 4m	9h 15m	8h 53m	8h 46m	8h 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.

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

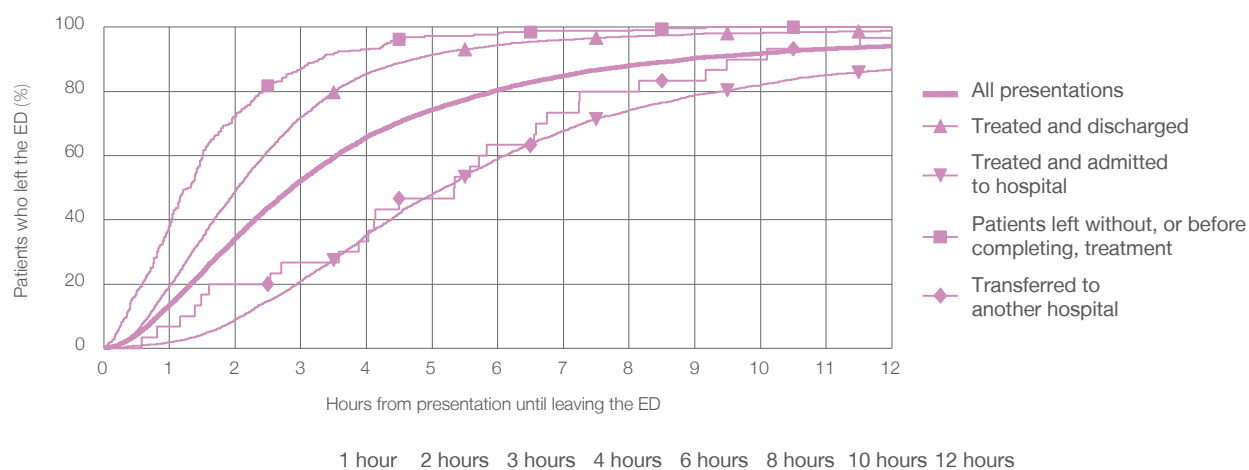
January to March 2018

All presentations:[†] 8,988 patients

Presentations used to calculate time to leaving the ED:[‡] 8,985 patients

		Same period last year	Change since one year ago
		8,417	7%
Treated and discharged	4,994 (55.6%)	4,535	10.1%
Treated and admitted to hospital	3,552 (39.5%)	3,465	2.5%
Patient left without, or before completing, treatment	346 (3.8%)	344	0.6%
Transferred to another hospital	30 (0.3%)	23	30.4%
Other	66 (0.7%)	50	32.0%

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	19.5%	49.0%	71.9%	85.5%	94.4%	97.2%	98.2%	98.9%
Treated and admitted to hospital	1.9%	9.0%	20.9%	35.3%	59.0%	74.2%	82.0%	86.9%
Patient left without, or before completing, treatment	38.2%	72.3%	87.0%	93.1%	98.0%	98.8%	100%	100%
Transferred to another hospital	6.7%	20.0%	26.7%	33.3%	63.3%	80.0%	90.0%	96.7%
All presentations	13.5%	34.2%	52.2%	65.8%	80.4%	88.1%	91.8%	94.2%

(†) 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.

Lismore Base 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 8,988 patients

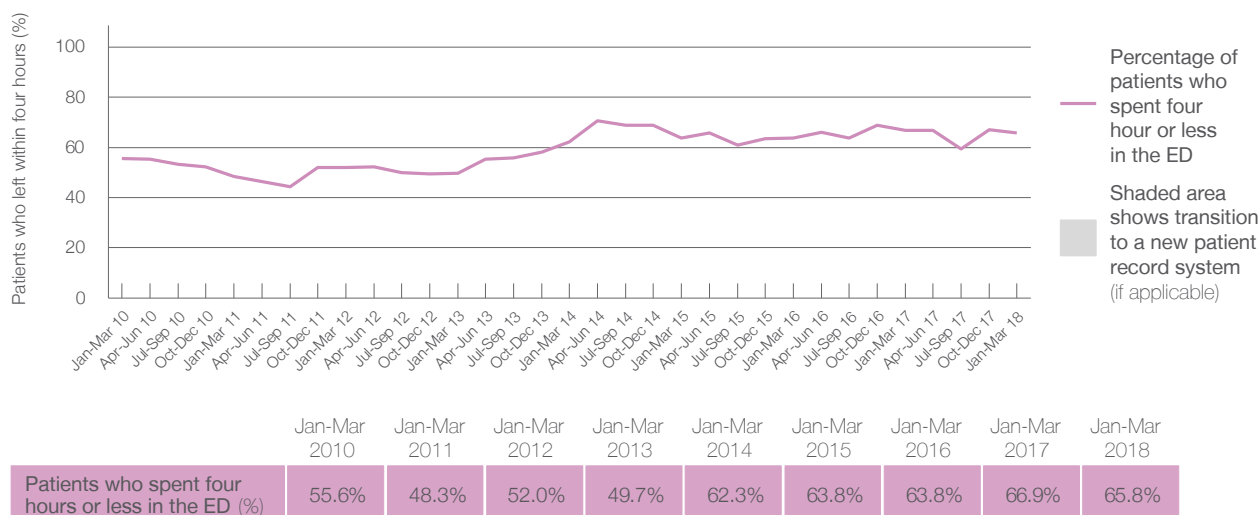
Presentations used to calculate time to leaving the ED: ⁶ 8,985 patients

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



Same period last year	Change since one year ago
8,417	7%
8,417	7%
66.9%	

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*.
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).

Maclean District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 3,207 patients

Emergency presentations:² 3,113 patients

Same period last year	Change since one year ago
3,135	2%
2,918	7%

Maclean District Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 347 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 17 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 923 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 41 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,443 patients

Median time to start treatment⁴ 17 minutes
90th percentile time to start treatment⁵ 76 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 393 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 87 minutes

Same period last year	NSW (this period)
363	
11 minutes	8 minutes
32 minutes	23 minutes
1,006	
24 minutes	20 minutes
73 minutes	65 minutes
1,345	
36 minutes	25 minutes
115 minutes	98 minutes
198	
25 minutes	22 minutes
99 minutes	97 minutes

Maclean District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 3,207 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
3,134	2%
81%	

* 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.

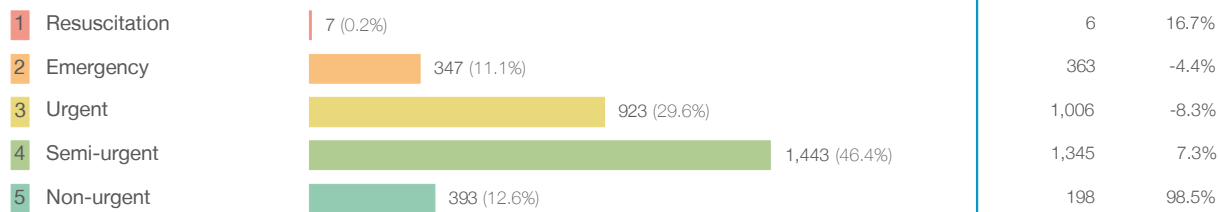
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Maclean District Hospital: Patients presenting to the emergency department

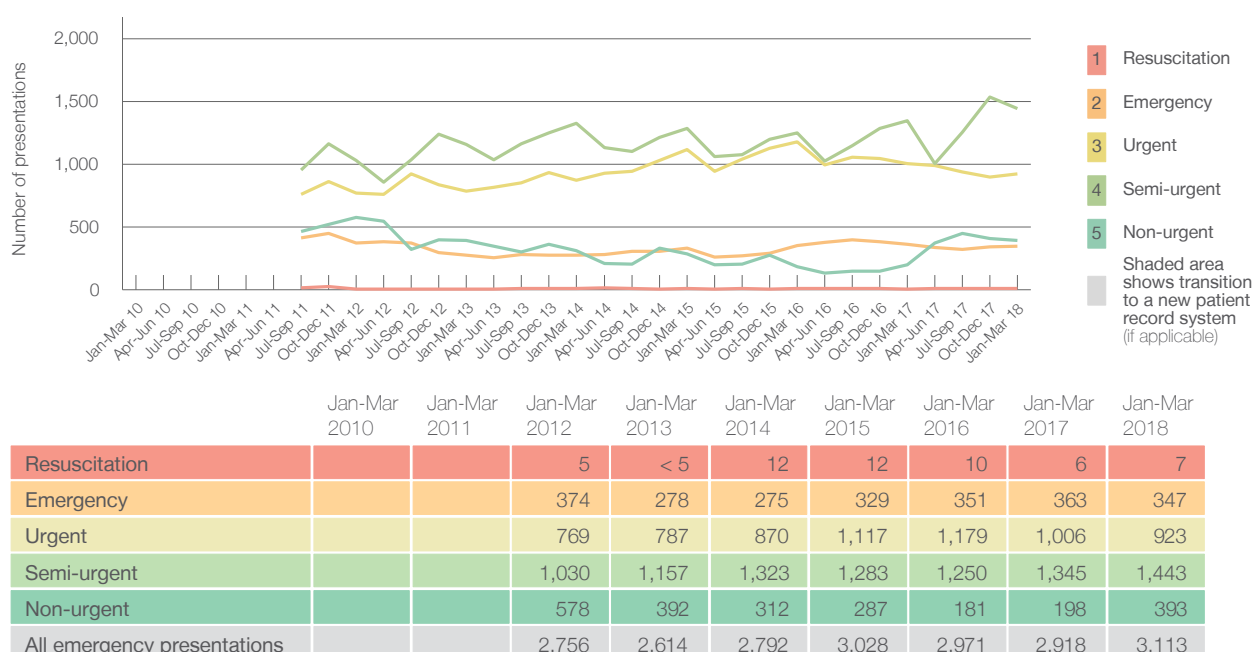
January to March 2018

All presentations:¹ 3,207 patients

Emergency presentations² by triage category: 3,113 patients



Emergency presentations² by quarter, January 2010 to March 2018 ^{† §}



Maclean District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 356 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.

Maclean 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: 347

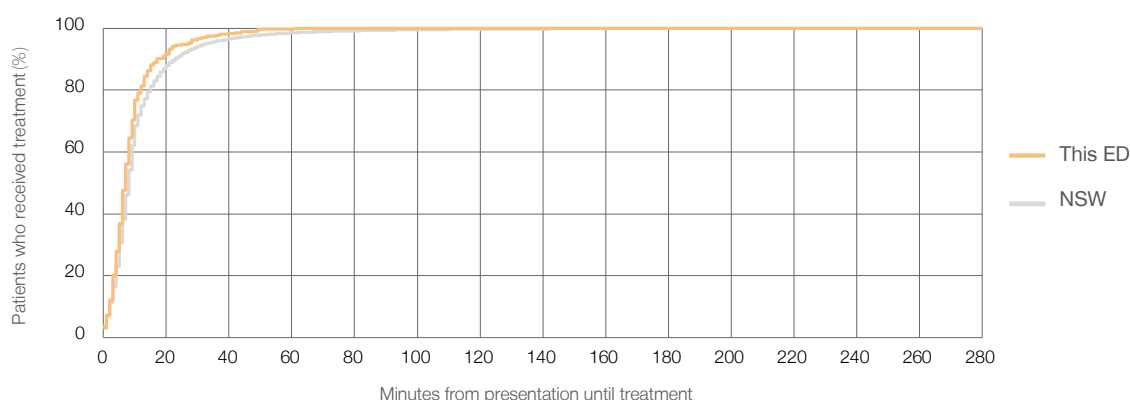
Number of triage 2 patients used to calculate waiting time:³ 344

Median time to start treatment⁴ 7 minutes

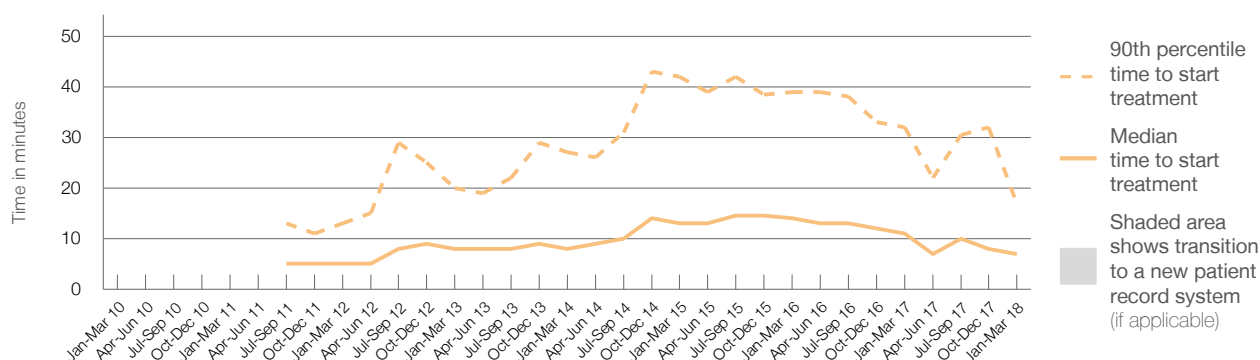
90th percentile time to start treatment⁵ 17 minutes

Same period last year	NSW (this period)
363	
363	
11 minutes	8 minutes
32 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)			5	8	8	13	14	11	7
90th percentile time to start treatment ⁵ (minutes)			13	20	27	42	39	32	17

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

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Maclean 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: 923

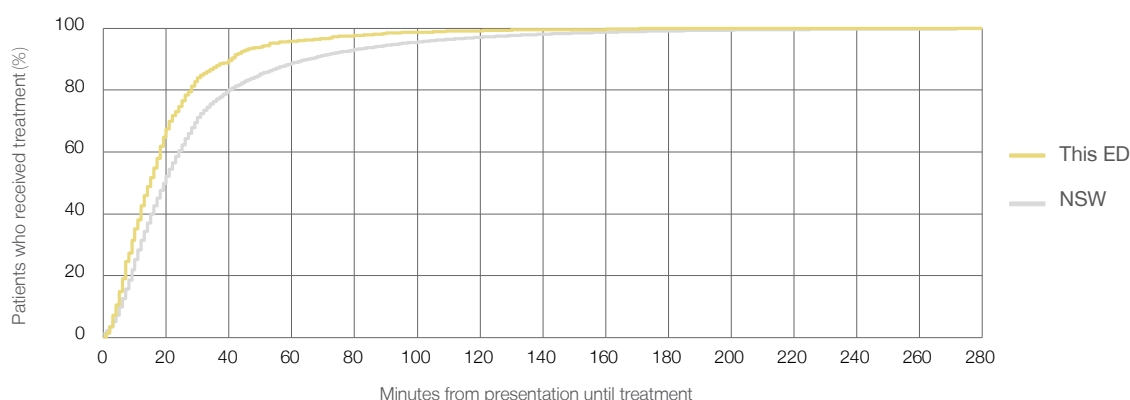
Number of triage 3 patients used to calculate waiting time:³ 914

Median time to start treatment⁴ 15 minutes

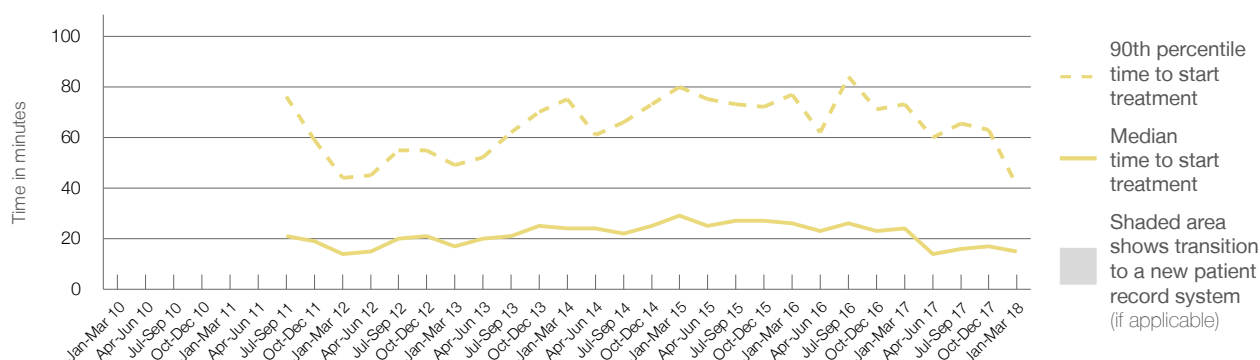
90th percentile time to start treatment⁵ 41 minutes

Same period last year	NSW (this period)
1,006	
991	
24 minutes	20 minutes
73 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)			14	17	24	29	26	24	15
90th percentile time to start treatment ⁵ (minutes)			44	49	75	80	77	73	41

(†) 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.

Maclean 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: 1,443

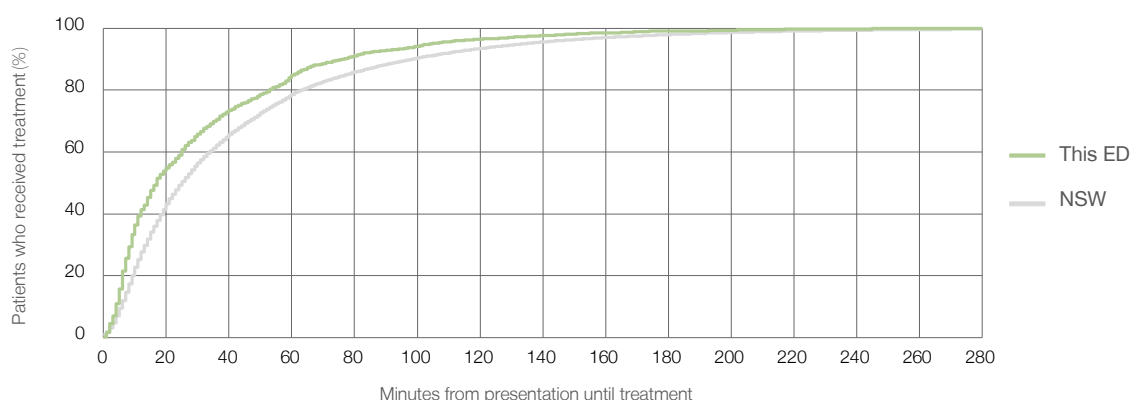
Number of triage 4 patients used to calculate waiting time: ³ 1,391

Median time to start treatment ⁴ 17 minutes

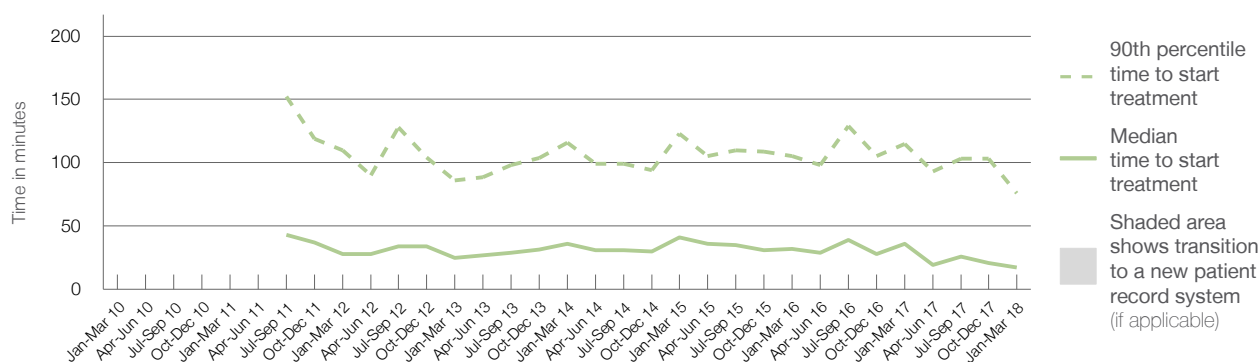
90th percentile time to start treatment ⁵ 76 minutes

Same period last year	NSW (this period)
1,345	
1,238	
36 minutes	25 minutes
115 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)			28	25	36	41	32	36	17
90th percentile time to start treatment ⁵ (minutes)			110	86	116	123	105	115	76

(†) 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.

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Maclean 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: 393

Number of triage 5 patients used to calculate waiting time:³ 357

Median time to start treatment⁴

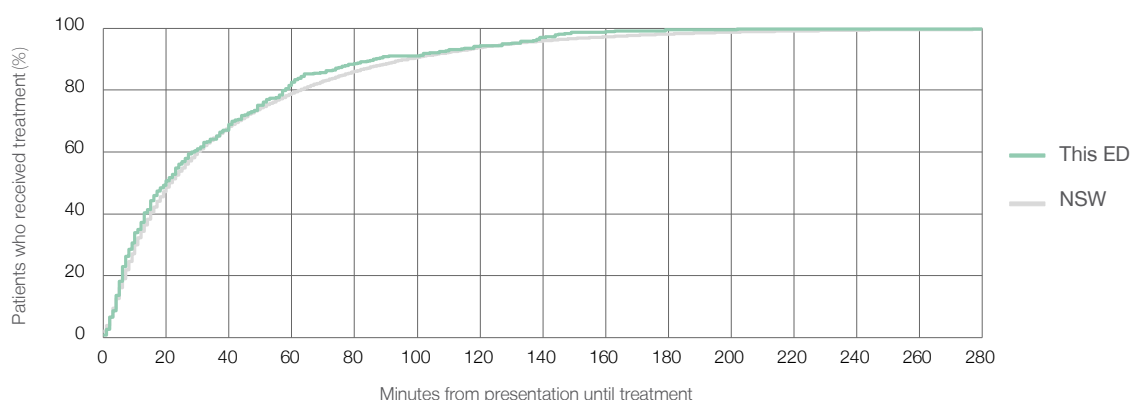
20 minutes

90th percentile time to start treatment⁵

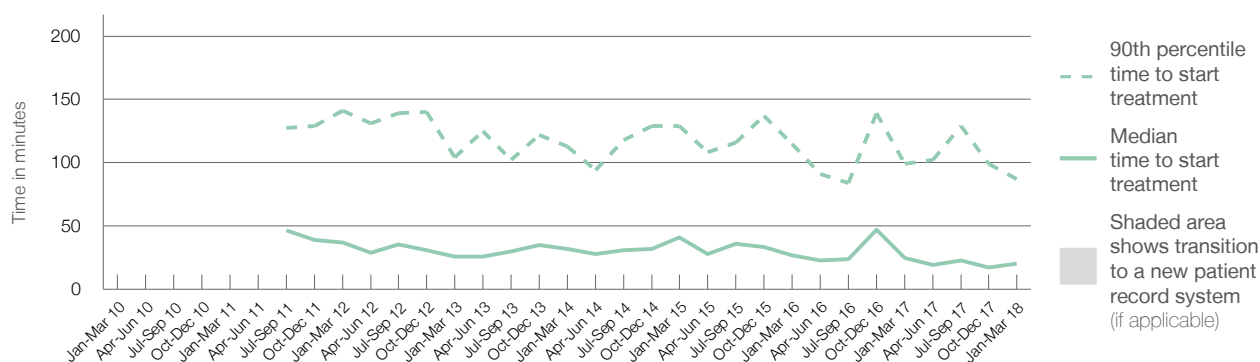
87 minutes

Same period last year	NSW (this period)
198	
155	
25 minutes	22 minutes
99 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)			37	26	32	41	27	25	20
90th percentile time to start treatment ⁵ (minutes)			141	104	113	129	115	99	87

(†) 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.

Maclean District Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 3,207 patients

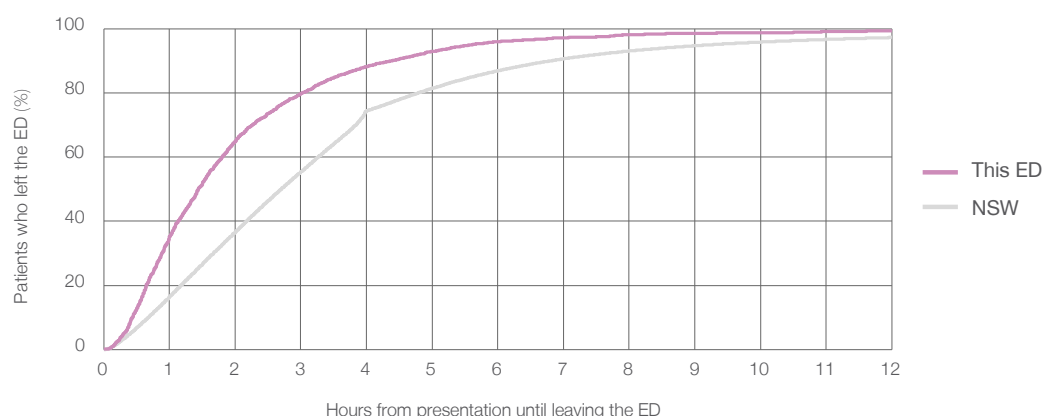
Presentations used to calculate time to leaving the ED:⁶ 3,207 patients

Median time spent in the ED⁸ 1 hours and 27 minutes

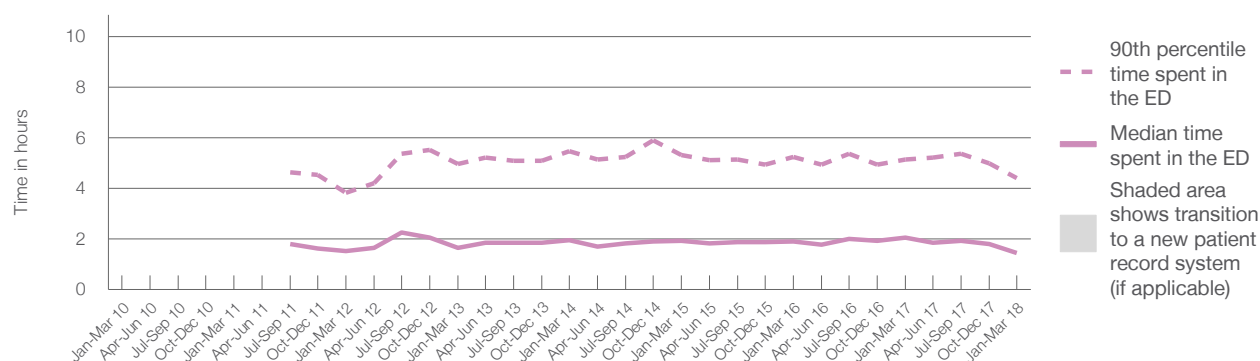
90th percentile time spent in the ED⁹ 4 hours and 24 minutes

Same period last year	NSW (this period)
3,135	
3,134	
2 hours and 4 minutes	2 hours and 42 minutes
5 hours and 9 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)			1h 31m	1h 40m	1h 57m	1h 56m	1h 54m	2h 4m	1h 27m
90th percentile time spent in the ED ⁹ (hours, minutes)			3h 50m	4h 58m	5h 28m	5h 19m	5h 15m	5h 9m	4h 24m

(†) 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.

Maclean District Hospital: Time patients spent in the ED

By mode of separation

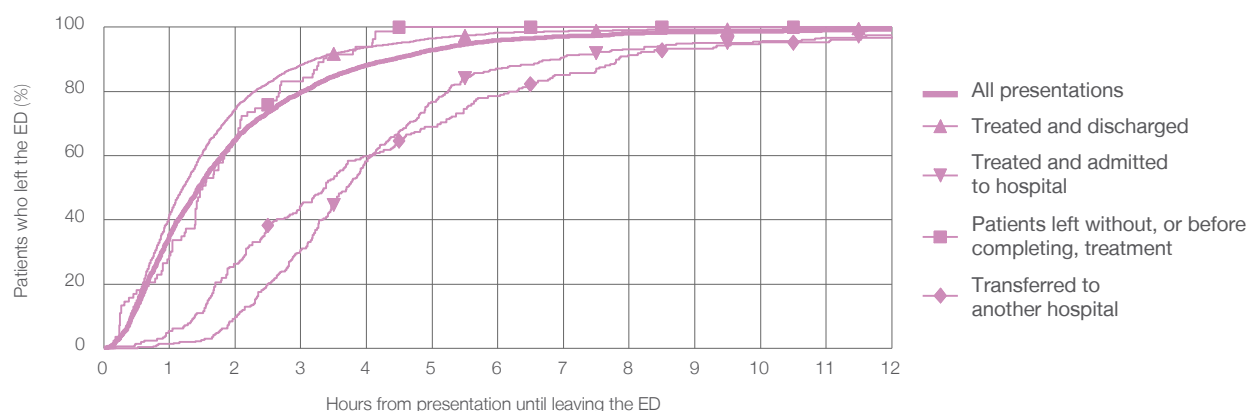
January to March 2018

All presentations:[†] 3,207 patients

Presentations used to calculate time to leaving the ED:[‡] 3,207 patients

		Same period last year	Change since one year ago
Treated and discharged	2,596 (80.9%)	3,134	2%
Treated and admitted to hospital	309 (9.6%)	2,401	8.1%
Patient left without, or before completing, treatment	83 (2.6%)	338	-8.6%
Transferred to another hospital	209 (6.5%)	148	-43.9%
Other	10 (0.3%)	244	-14.3%
		4	150.0%

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	41.6%	74.6%	88.3%	93.8%	98.3%	99.2%	99.3%	99.6%
Treated and admitted to hospital	1.3%	9.7%	30.7%	58.3%	87.1%	93.2%	95.5%	97.4%
Patient left without, or before completing, treatment	28.9%	65.1%	83.1%	94.0%	100%	100%	100%	100%
Transferred to another hospital	5.3%	26.3%	44.5%	59.8%	78.5%	91.4%	95.2%	97.1%
All presentations	35.2%	65.0%	79.8%	88.2%	95.9%	98.1%	98.7%	99.3%

(†) 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.

(§) 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.

Maclean 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 3,207 patients

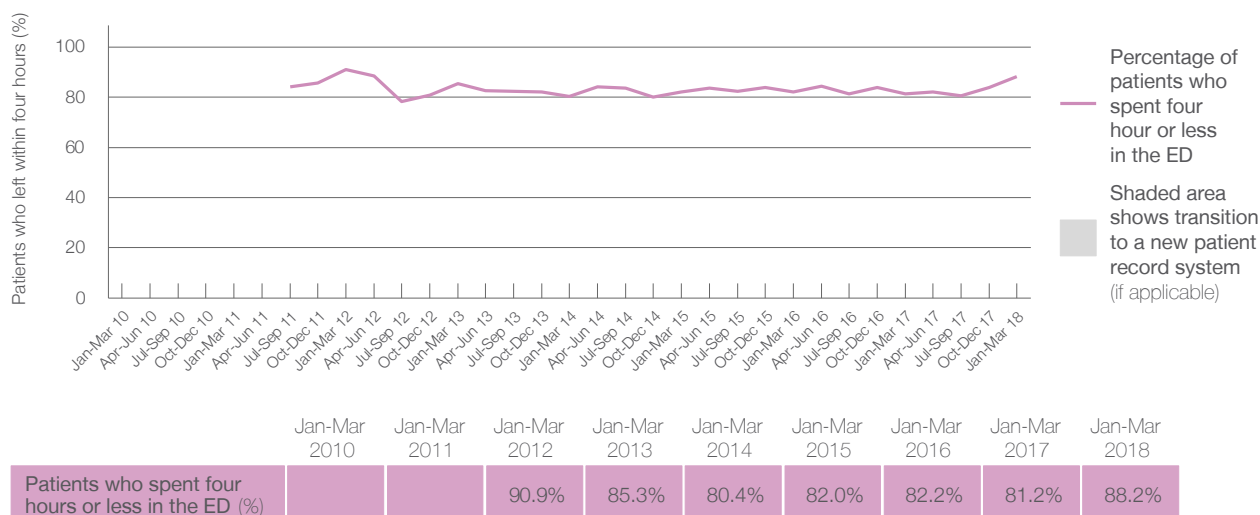
Presentations used to calculate time to leaving the ED: ⁶ 3,207 patients

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



Same period last year	Change since one year ago
3,135	2%
3,134	2%
81.2%	

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*.
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 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).

Murwillumbah District Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 4,530 patients

Emergency presentations:² 4,132 patients

Same period last year	Change since one year ago
4,564	-1%
4,121	0%

Murwillumbah District Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 328 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,275 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 36 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,149 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 62 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 375 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 64 minutes

Same period last year	NSW (this period)
280	
6 minutes	8 minutes
13 minutes	23 minutes
1,242	
12 minutes	20 minutes
33 minutes	65 minutes
2,216	
14 minutes	25 minutes
60 minutes	98 minutes
374	
16 minutes	22 minutes
76 minutes	97 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 4,529 patients

Percentage of patients who spent four hours or less in the ED 89%

Same period last year	Change since one year ago
4,559	-1%
89%	

* 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.

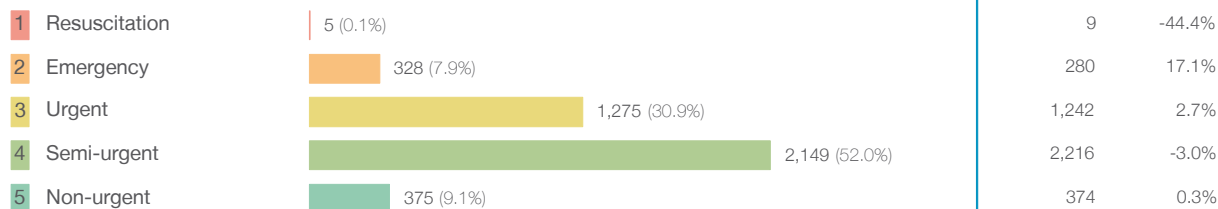
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Murwillumbah District Hospital: Patients presenting to the emergency department

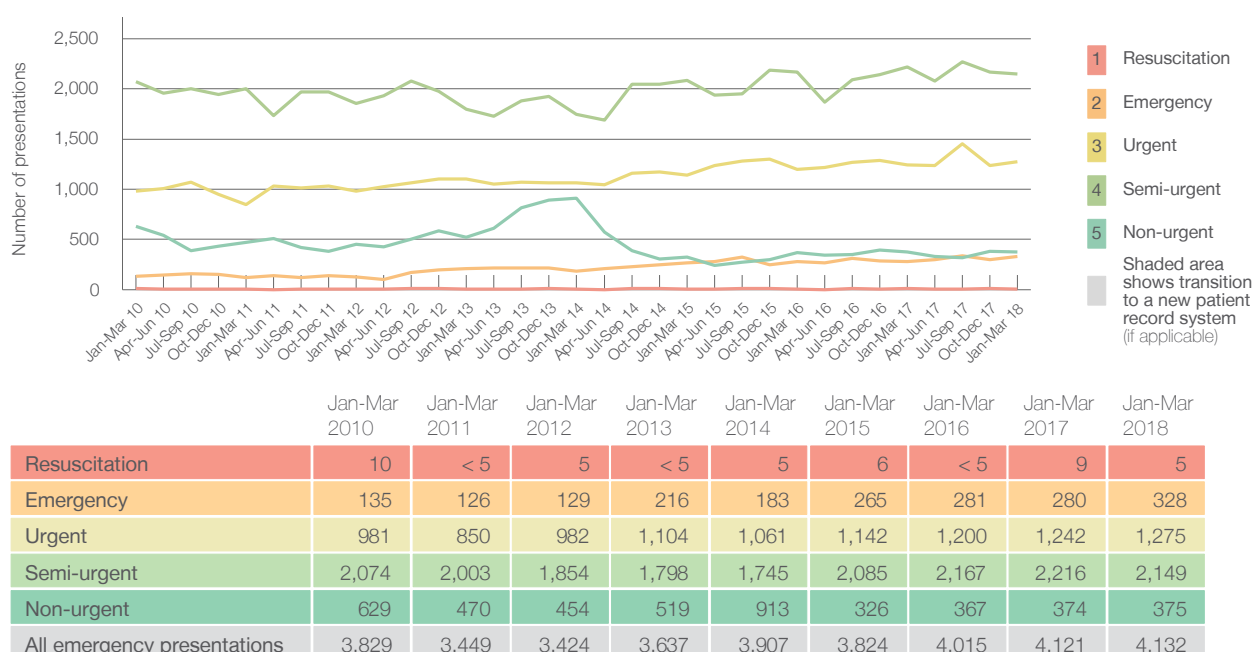
January to March 2018

All presentations:¹ 4,530 patients

Emergency presentations² by triage category: 4,132 patients



Emergency presentations² by quarter, January 2010 to March 2018 [†]



Murwillumbah District Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 188 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.

(**) 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

January to March 2018

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

Number of triage 2 patients: 328

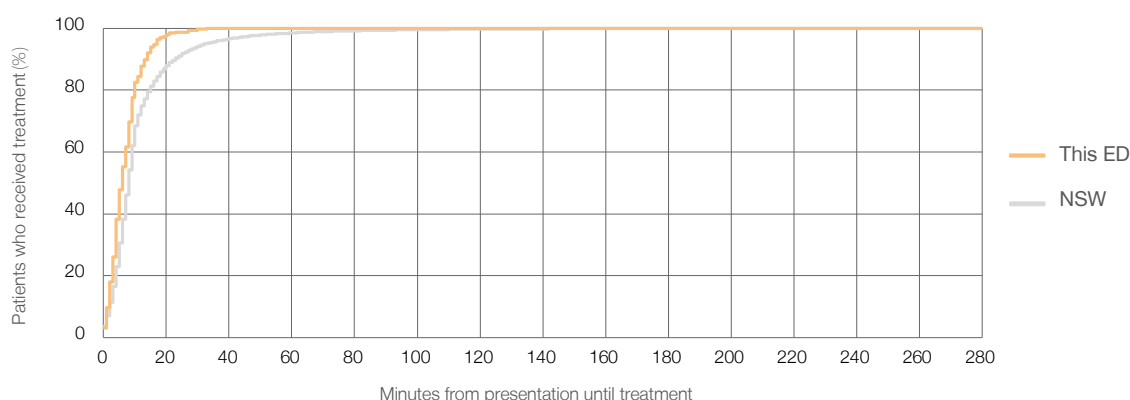
Number of triage 2 patients used to calculate waiting time:³ 326

Median time to start treatment⁴ 6 minutes

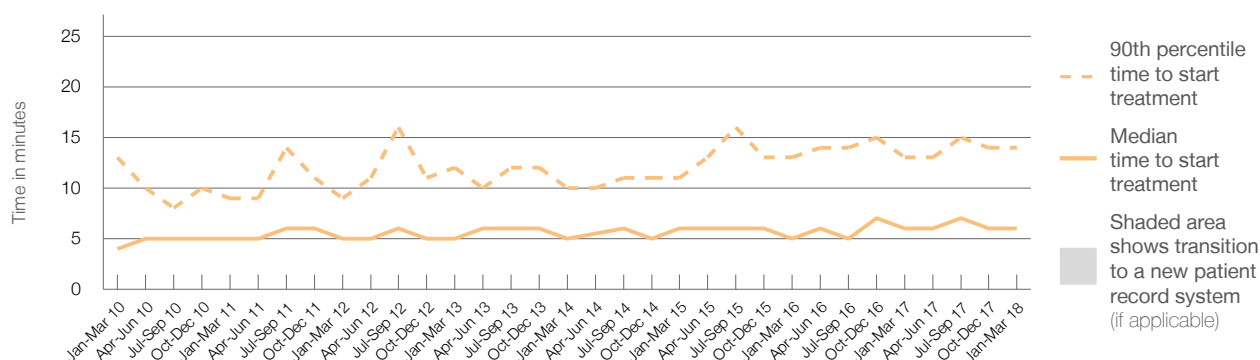
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
280	
279	
6 minutes	8 minutes
13 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)	4	5	5	5	5	6	5	6	6
90th percentile time to start treatment ⁵ (minutes)	13	9	9	12	10	11	13	13	14

(†) 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

January to March 2018

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

Number of triage 3 patients: 1,275

Number of triage 3 patients used to calculate waiting time: ³ 1,264

Median time to start treatment ⁴

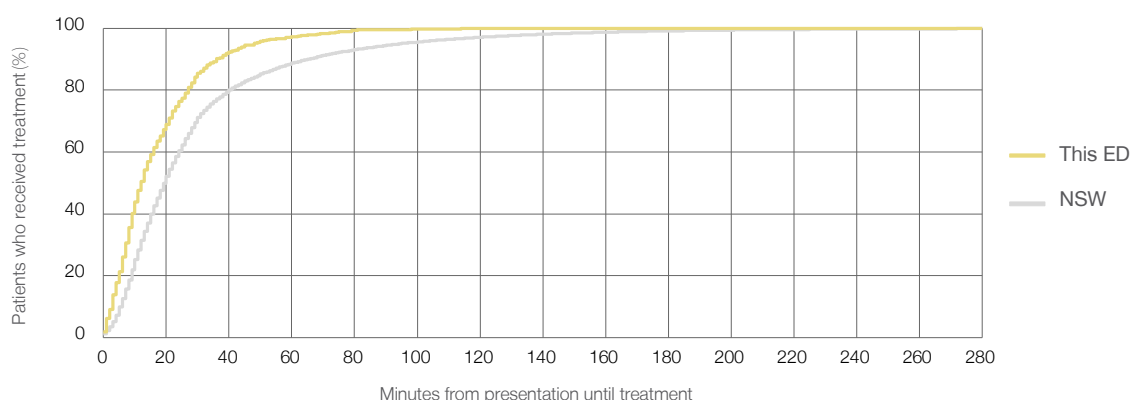
12 minutes

90th percentile time to start treatment ⁵

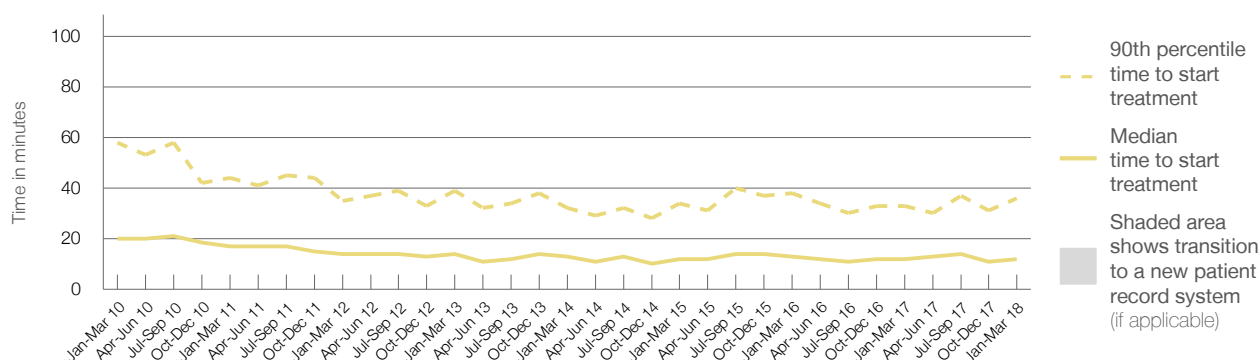
36 minutes

Same period last year	NSW (this period)
1,242	
1,232	
12 minutes	20 minutes
33 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)	20	17	14	14	13	12	13	12	12
90th percentile time to start treatment ⁵ (minutes)	58	44	35	39	32	34	38	33	36

(†) 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

January to March 2018

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

Number of triage 4 patients: 2,149

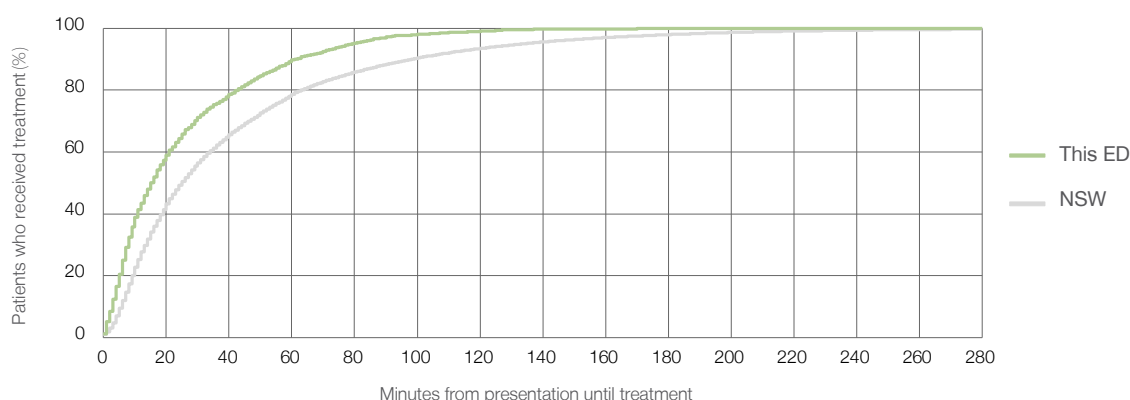
Number of triage 4 patients used to calculate waiting time:³ 2,100

Median time to start treatment⁴ 16 minutes

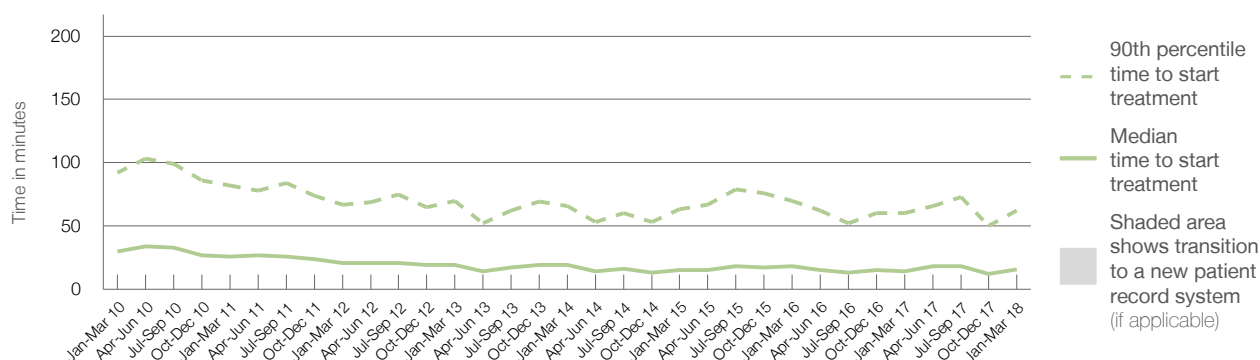
90th percentile time to start treatment⁵ 62 minutes

Same period last year	NSW (this period)
2,216	
2,169	
14 minutes	25 minutes
60 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)	30	26	21	19	19	15	18	14	16
90th percentile time to start treatment ⁵ (minutes)	92	82	67	70	66	63	70	60	62

(†) 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

January to March 2018

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

Number of triage 5 patients: 375

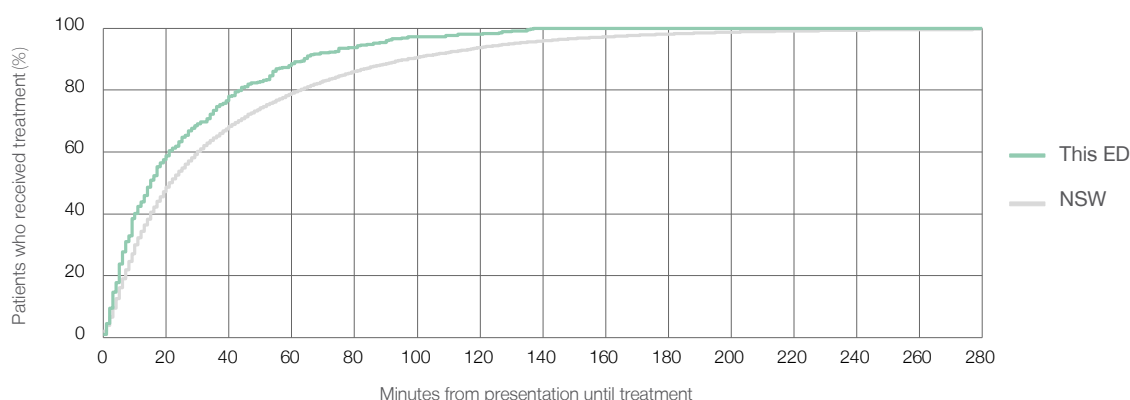
Number of triage 5 patients used to calculate waiting time: ³ 349

Median time to start treatment ⁴ 15 minutes

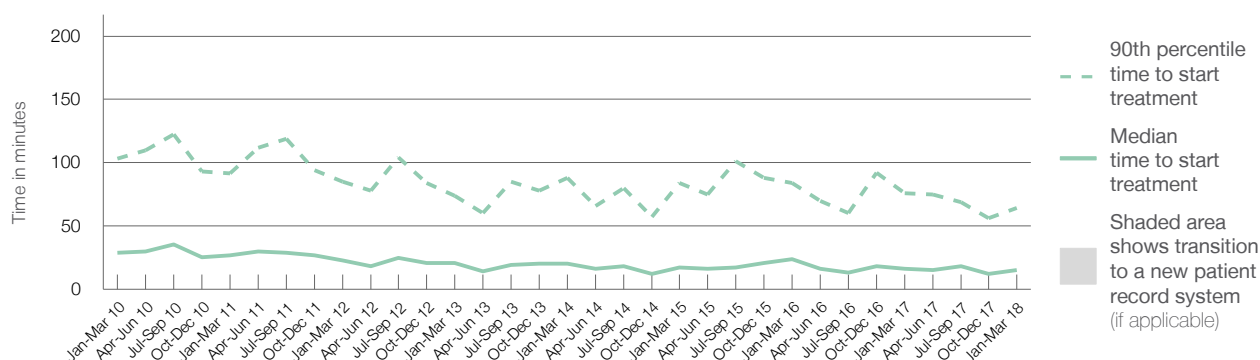
90th percentile time to start treatment ⁵ 64 minutes

Same period last year	NSW (this period)
374	
356	
16 minutes	22 minutes
76 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)	29	27	23	21	20	17	24	16	15
90th percentile time to start treatment ⁵ (minutes)	103	92	85	74	88	84	84	76	64

(†) 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

January to March 2018

All presentations:¹ 4,530 patients

Presentations used to calculate time to leaving the ED:⁶ 4,529 patients

Median time spent in the ED⁸

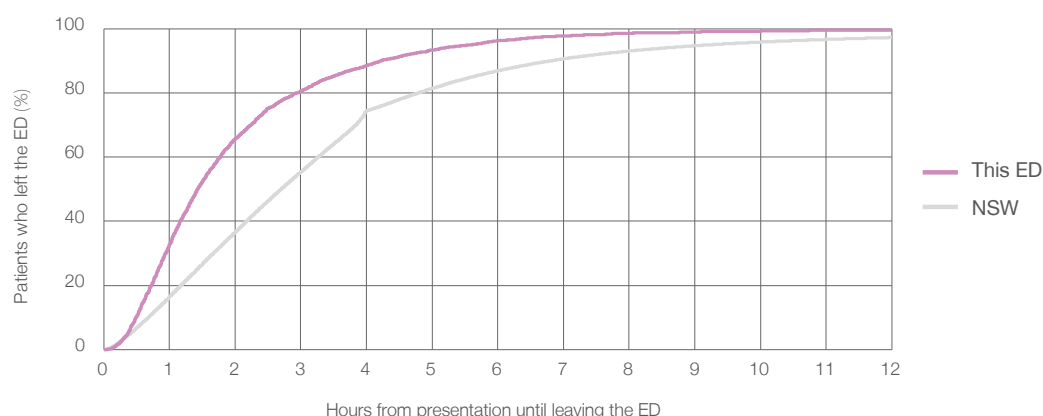
1 hours and 26 minutes

90th percentile time spent in the ED⁹

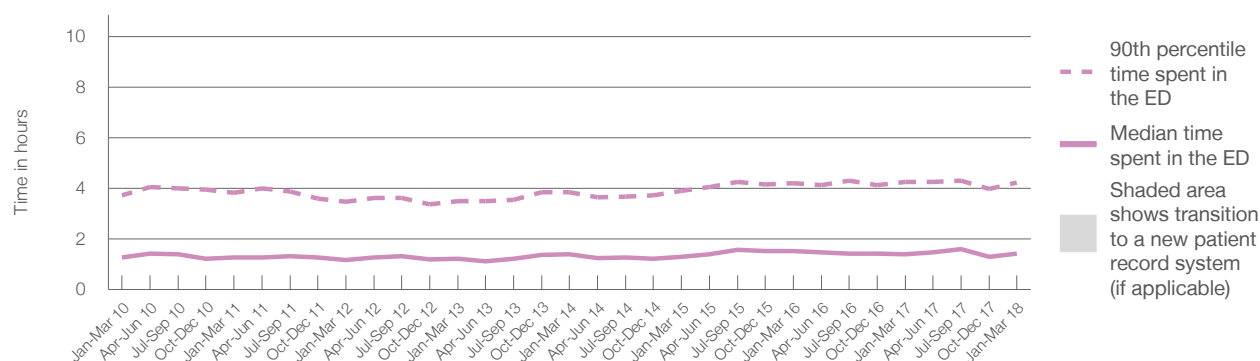
4 hours and 14 minutes

Same period last year	NSW (this period)
4,564	
4,559	
1 hours and 24 minutes	2 hours and 42 minutes
4 hours and 15 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)	1h 16m	1h 16m	1h 10m	1h 13m	1h 24m	1h 18m	1h 32m	1h 24m	1h 26m
90th percentile time spent in the ED ⁹ (hours, minutes)	3h 44m	3h 49m	3h 28m	3h 30m	3h 52m	3h 54m	4h 12m	4h 15m	4h 14m

(†) 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

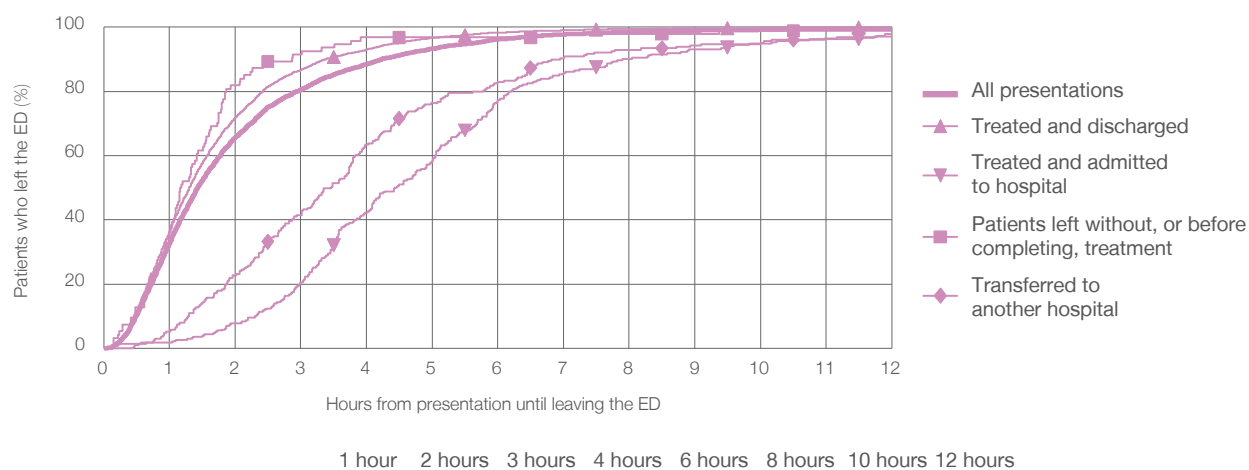
January to March 2018

All presentations:[†] 4,530 patients

Presentations used to calculate time to leaving the ED:[‡] 4,529 patients

		Same period last year	Change since one year ago
Treated and discharged	3,922 (86.6%)	3,927	-0.1%
Treated and admitted to hospital	274 (6.0%)	263	4.2%
Patient left without, or before completing, treatment	94 (2.1%)	96	-2.1%
Transferred to another hospital	229 (5.1%)	272	-15.8%
Other	11 (0.2%)	6	83.3%

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	36.5%	71.9%	86.8%	93.1%	98.4%	99.5%	99.8%	99.9%
Treated and admitted to hospital	1.8%	7.7%	20.4%	42.3%	77.4%	90.1%	94.9%	97.1%
Patient left without, or before completing, treatment	36.2%	81.9%	91.5%	96.8%	96.8%	97.9%	98.9%	98.9%
Transferred to another hospital	5.2%	22.7%	41.5%	63.3%	83.0%	93.0%	95.2%	97.8%
All presentations	32.8%	65.7%	80.5%	88.6%	96.3%	98.6%	99.2%	99.6%

(†) 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

January to March 2018

All presentations at the emergency department: ¹ 4,530 patients

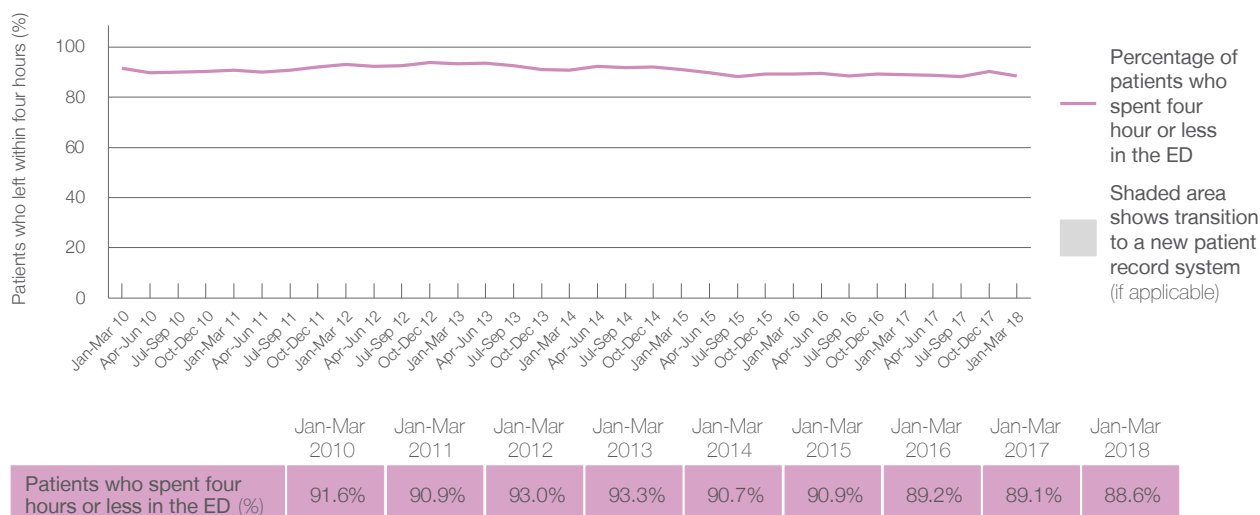
Presentations used to calculate time to leaving the ED: ⁶ 4,529 patients

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



Same period last year	Change since one year ago
4,564	-1%
4,559	-1%
89.1%	

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*.
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).

The Tweed Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 13,501 patients

Emergency presentations:² 12,983 patients

Same period last year	Change since one year ago
13,346	1%
12,906	1%

The Tweed Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,690 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,661 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 47 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,421 patients

Median time to start treatment⁴ 16 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,146 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 61 minutes

Same period last year	NSW (this period)
1,496	
5 minutes	8 minutes
14 minutes	23 minutes
5,751	
16 minutes	20 minutes
47 minutes	65 minutes
4,428	
18 minutes	25 minutes
73 minutes	98 minutes
1,172	
16 minutes	22 minutes
78 minutes	97 minutes

The Tweed Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 13,501 patients

Percentage of patients who spent four hours or less in the ED 78%

Same period last year	Change since one year ago
13,345	1%
80%	

* 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.

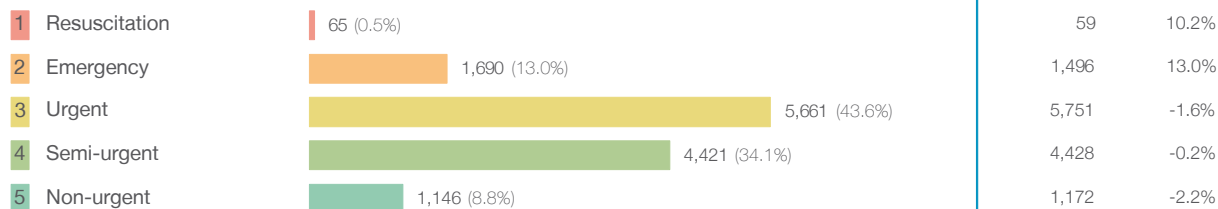
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

The Tweed Hospital: Patients presenting to the emergency department

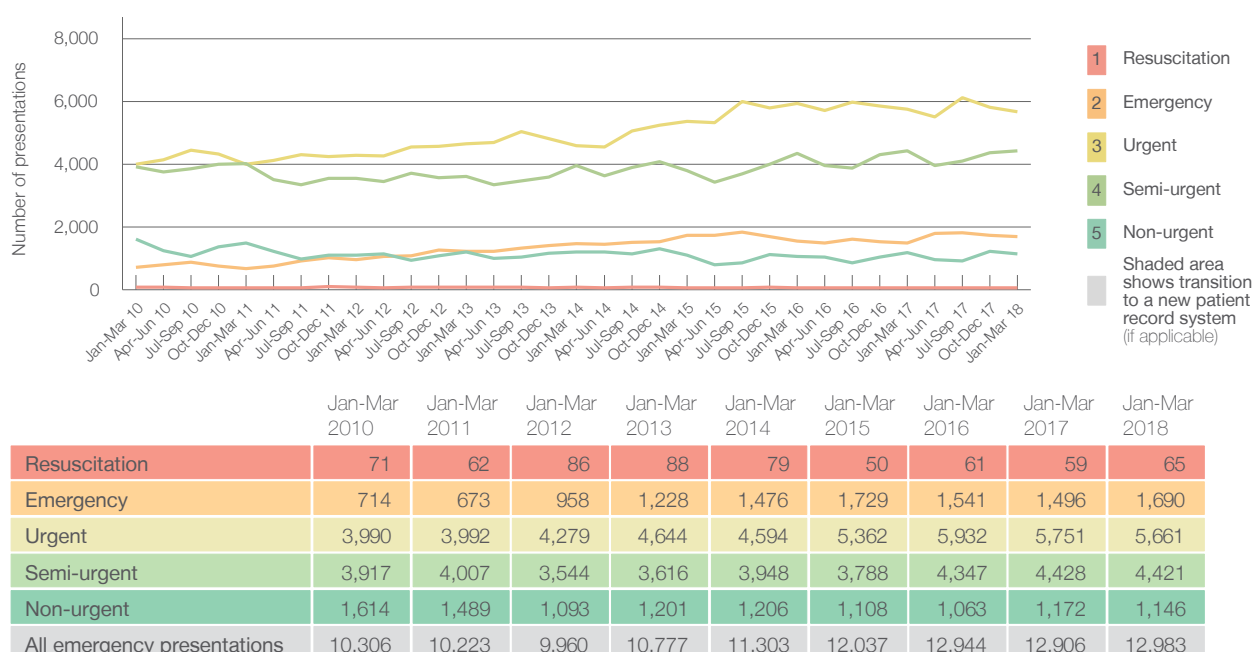
January to March 2018

All presentations:¹ 13,501 patients

Emergency presentations² by triage category: 12,983 patients



Emergency presentations² by quarter, January 2010 to March 2018 [‡]



The Tweed Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,804 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

January to March 2018

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

Number of triage 2 patients: 1,690

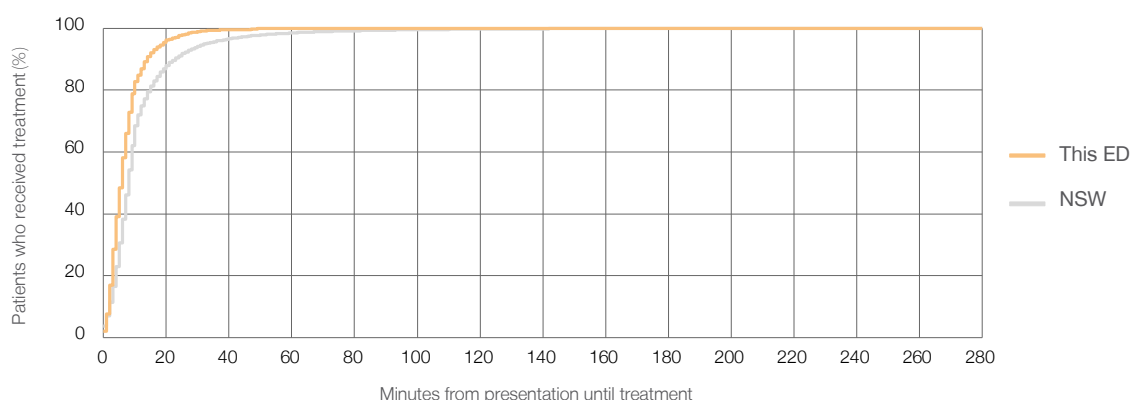
Number of triage 2 patients used to calculate waiting time: ³ 1,685

Median time to start treatment ⁴ 6 minutes

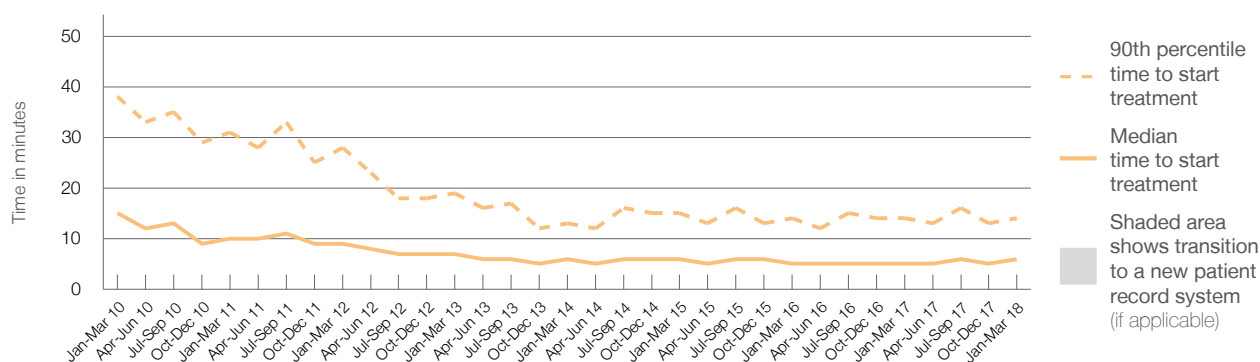
90th percentile time to start treatment ⁵ 14 minutes

Same period last year	NSW (this period)
1,496	
1,490	
5 minutes	8 minutes
14 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)	15	10	9	7	6	6	5	5	6
90th percentile time to start treatment ⁵ (minutes)	38	31	28	19	13	15	14	14	14

(†) 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

January to March 2018

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

Number of triage 3 patients: 5,661

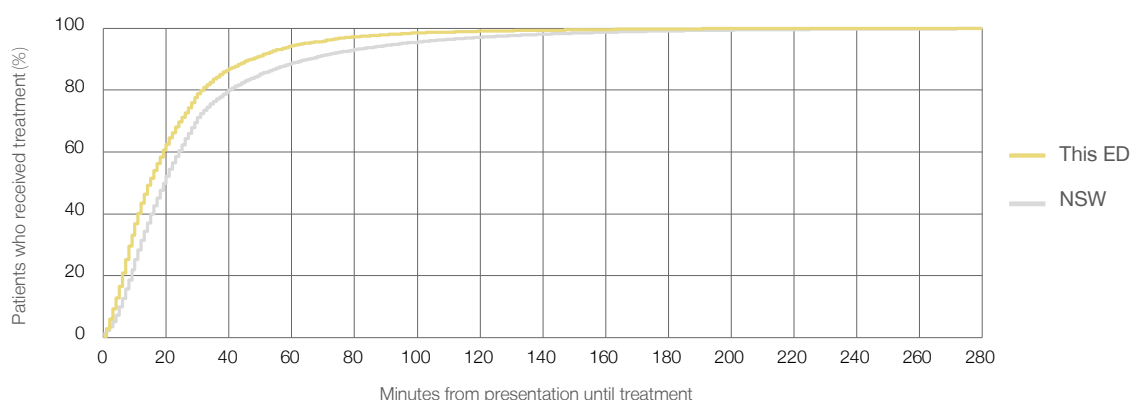
Number of triage 3 patients used to calculate waiting time:³ 5,597

Median time to start treatment⁴ 15 minutes

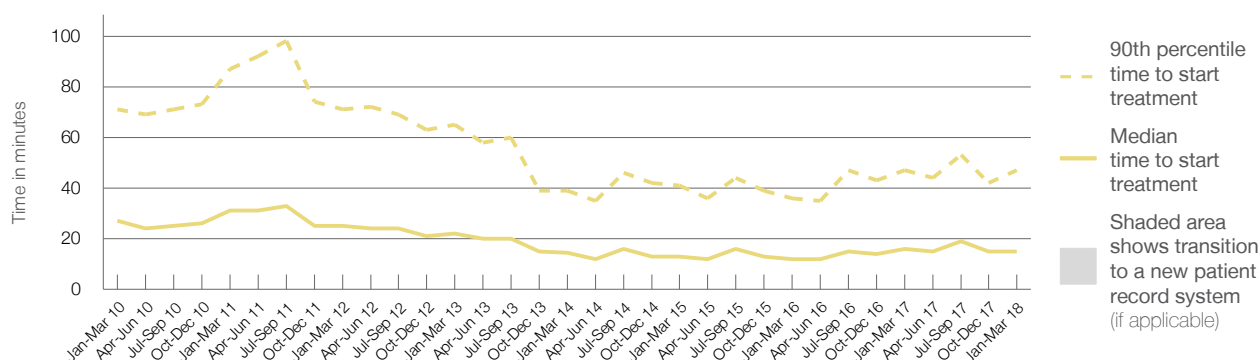
90th percentile time to start treatment⁵ 47 minutes

Same period last year	NSW (this period)
5,751	
5,682	
16 minutes	20 minutes
47 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)	27	31	25	22	15	13	12	16	15
90th percentile time to start treatment ⁵ (minutes)	71	87	71	65	39	41	36	47	47

(†) 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

January to March 2018

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

Number of triage 4 patients: 4,421

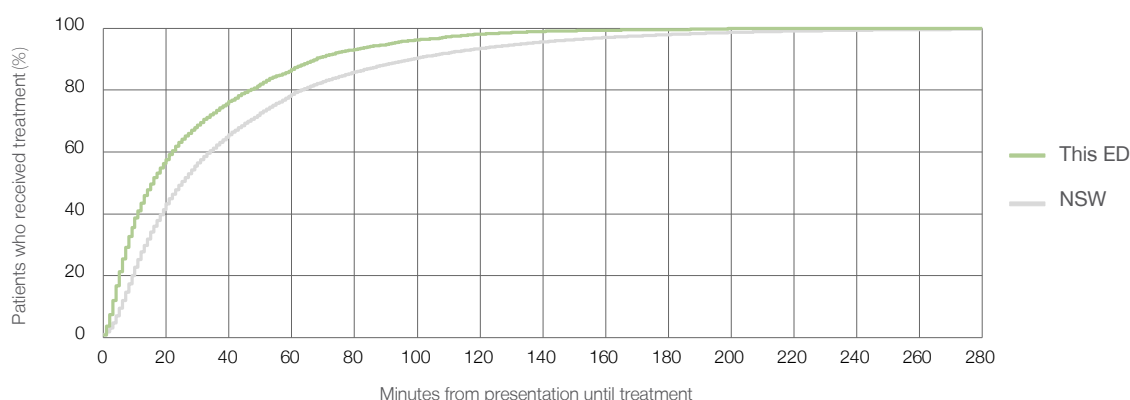
Number of triage 4 patients used to calculate waiting time:³ 4,282

Median time to start treatment⁴ 16 minutes

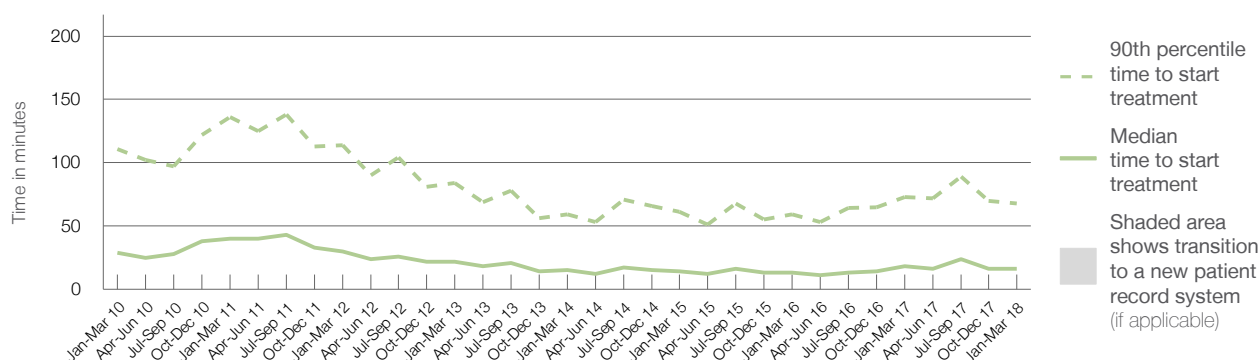
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
4,428	
4,269	
18 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)	29	40	30	22	15	14	13	18	16
90th percentile time to start treatment ⁵ (minutes)	111	136	114	84	59	61	59	73	68

(†) 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

January to March 2018

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

Number of triage 5 patients: 1,146

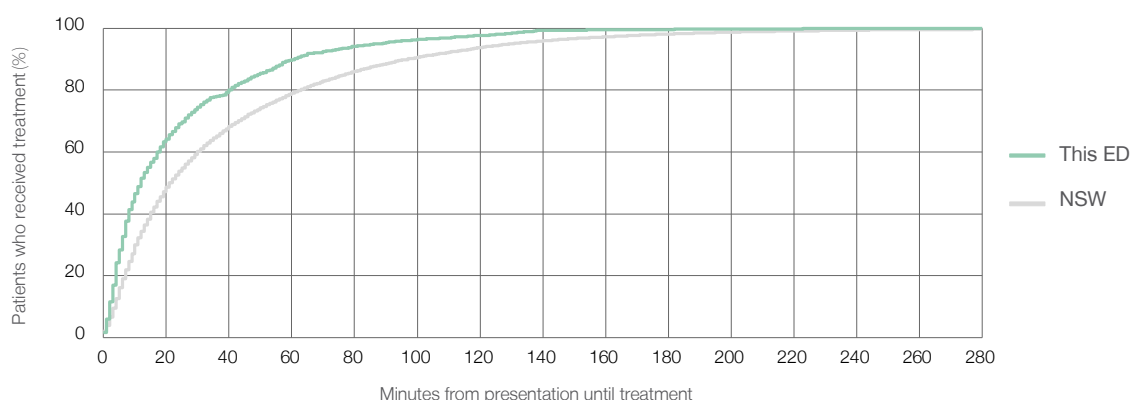
Number of triage 5 patients used to calculate waiting time: ³ 1,078

Median time to start treatment ⁴ 12 minutes

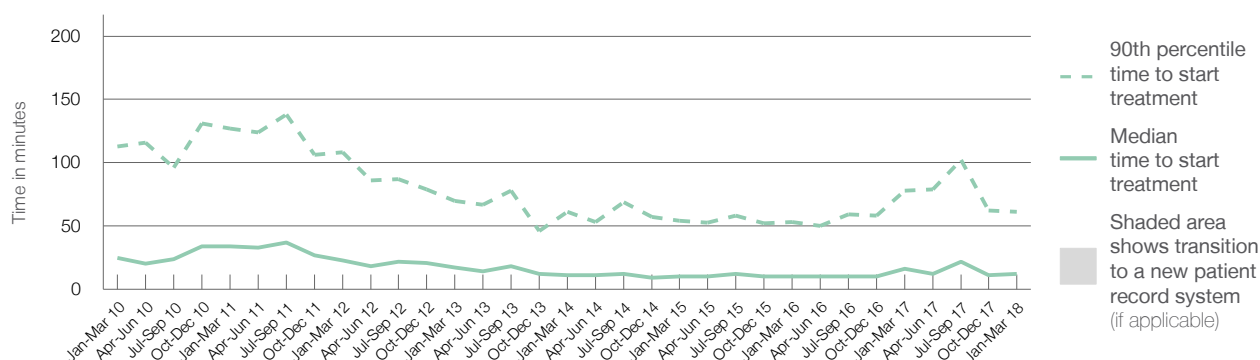
90th percentile time to start treatment ⁵ 61 minutes

Same period last year	NSW (this period)
1,172	
1,103	
16 minutes	22 minutes
78 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)	25	34	23	17	11	10	10	16	12
90th percentile time to start treatment ⁵ (minutes)	113	127	108	70	61	54	53	78	61

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The Tweed Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 13,501 patients

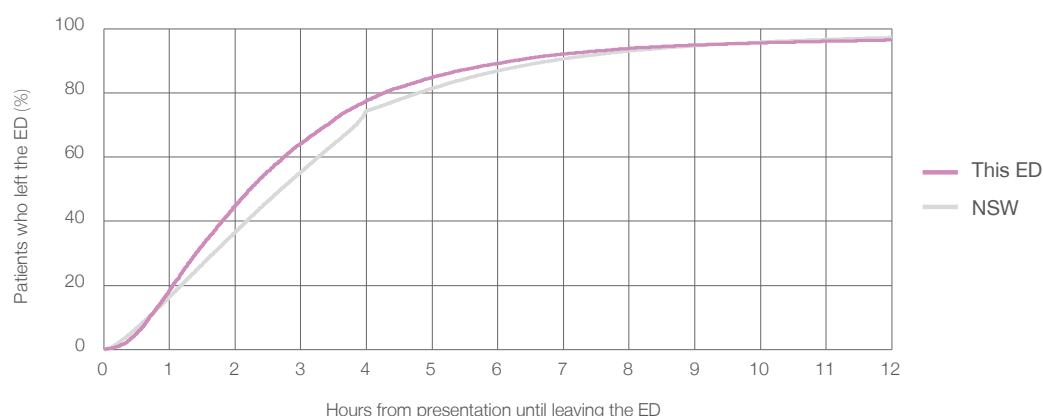
Presentations used to calculate time to leaving the ED:⁶ 13,501 patients

Median time spent in the ED⁸ 2 hours and 14 minutes

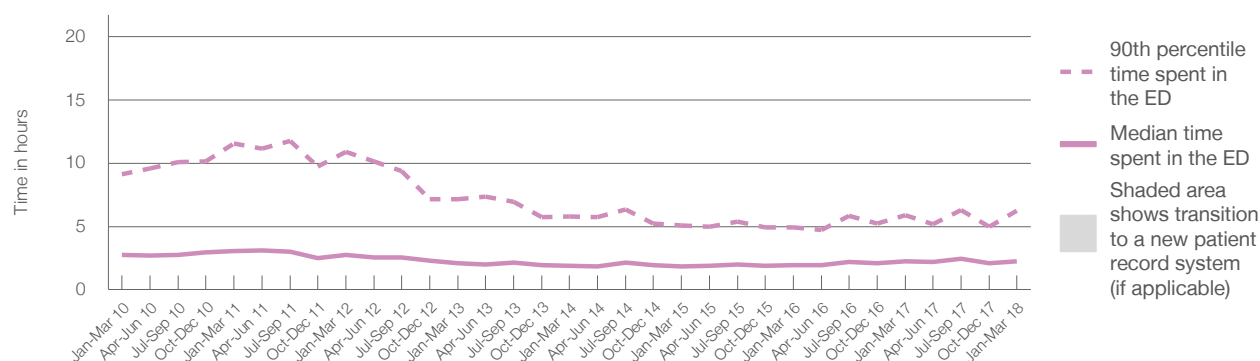
90th percentile time spent in the ED⁹ 6 hours and 14 minutes

Same period last year	NSW (this period)
13,346	
13,345	
2 hours and 16 minutes	2 hours and 42 minutes
5 hours and 54 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 44m	3h 4m	2h 46m	2h 7m	1h 55m	1h 51m	1h 56m	2h 16m	2h 14m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 8m	11h 34m	10h 54m	7h 9m	5h 48m	5h 5m	4h 57m	5h 54m	6h 14m

(†) 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

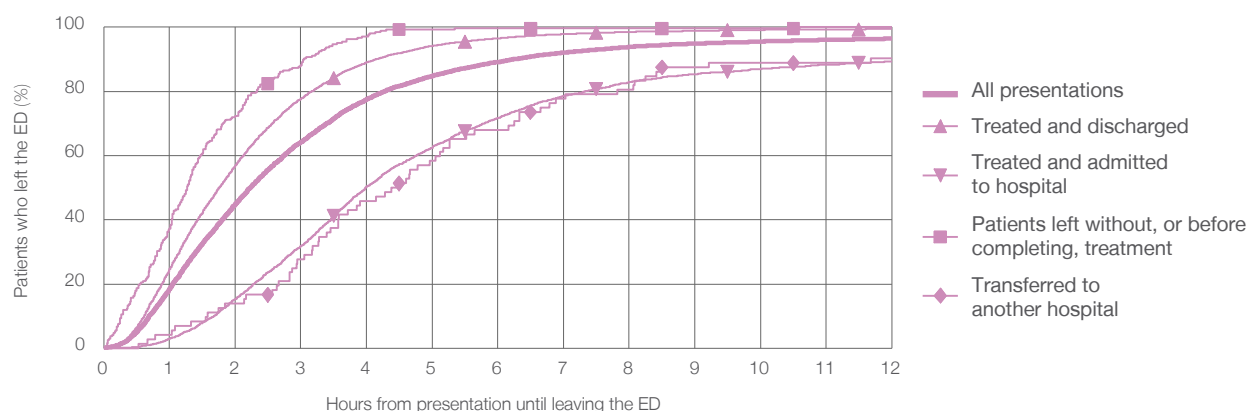
January to March 2018

All presentations:[†] 13,501 patients

Presentations used to calculate time to leaving the ED:[‡] 13,501 patients

		Same period last year	Change since one year ago
		13,345	1%
Treated and discharged	9,160 (67.8%)	8,853	3.5%
Treated and admitted to hospital	3,967 (29.4%)	4,032	-1.6%
Patient left without, or before completing, treatment	268 (2.0%)	301	-11.0%
Transferred to another hospital	72 (0.5%)	131	-45.0%
Other	34 (0.3%)	29	17.2%

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	24.6%	57.0%	77.7%	89.1%	96.5%	98.5%	99.2%	99.4%
Treated and admitted to hospital	3.0%	15.4%	31.9%	50.3%	71.8%	82.9%	87.0%	89.4%
Patient left without, or before completing, treatment	37.3%	72.4%	88.1%	97.0%	99.6%	99.6%	99.6%	100%
Transferred to another hospital	4.2%	13.9%	27.8%	45.8%	68.1%	80.6%	88.9%	90.3%
All presentations	18.6%	45.0%	64.2%	77.7%	89.2%	93.9%	95.5%	96.4%

(†) 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.

The Tweed 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 13,501 patients

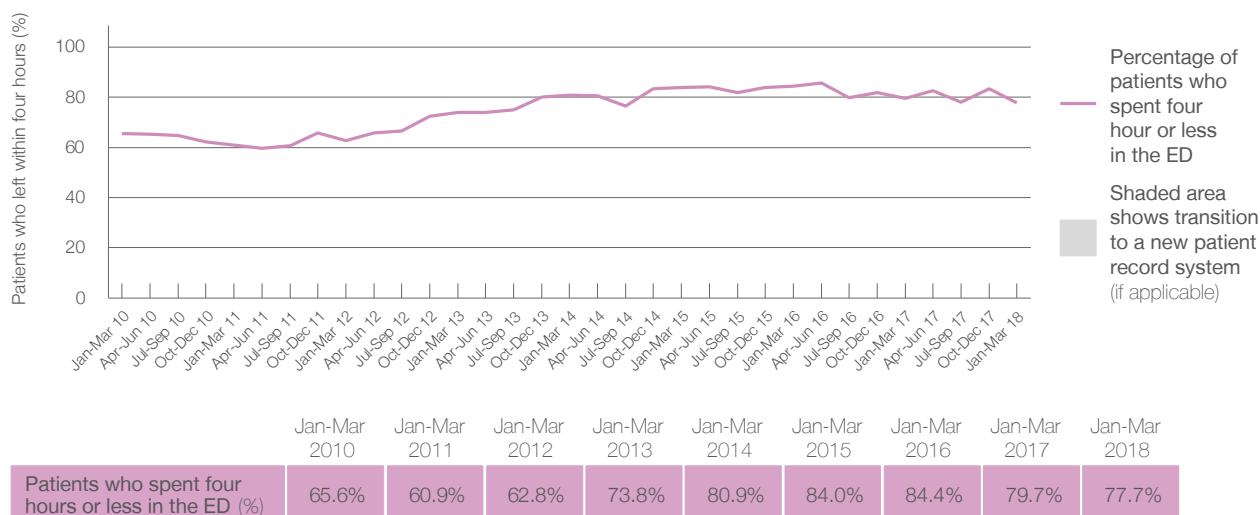
Presentations used to calculate time to leaving the ED: ⁶ 13,501 patients

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



Same period last year	Change since one year ago
13,346	1%
13,345	1%
79.7%	

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*.
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).