

Coffs Harbour Base Hospital: Emergency department (ED) overview

April to June 2017

All presentations:¹ 9,602 patients
Emergency presentations:² 9,258 patients

Same period last year	Change since one year ago
9,155	4.9%
8,817	5.0%

Coffs Harbour Base Hospital: Time patients waited to start treatment³

April to June 2017

Triage 2 Emergency (e.g. chest pain, severe burns): 1,030 patients

Median time to start treatment⁴ 6 minutes
90th percentile time to start treatment⁵ 10 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,997 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 45 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,617 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 101 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,550 patients

Median time to start treatment⁴ 24 minutes
90th percentile time to start treatment⁵ 107 minutes

Same period last year	NSW (this period)
972	
7 minutes	8 minutes
10 minutes	26 minutes
2,758	
15 minutes	20 minutes
41 minutes	67 minutes
3,488	
22 minutes	25 minutes
93 minutes	99 minutes
1,528	
25 minutes	23 minutes
102 minutes	101 minutes

Coffs Harbour Base Hospital: Time from presentation until leaving the ED

April to June 2017

Attendances used to calculate time to leaving the ED:⁶ 9,602 patients

Percentage of patients who spent four hours or less in the ED 73.9%

Same period last year	Change since one year ago
9,154	4.9%
73.6%	

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

- All emergency and non-emergency attendances at the emergency department (ED).
- All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

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

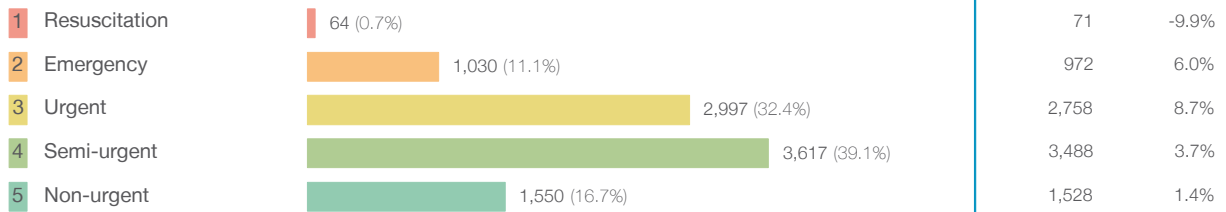
Source: Health Information Exchange, NSW Health (extracted 21 July 2017).

Coffs Harbour Base Hospital: Patients presenting to the emergency department

April to June 2017

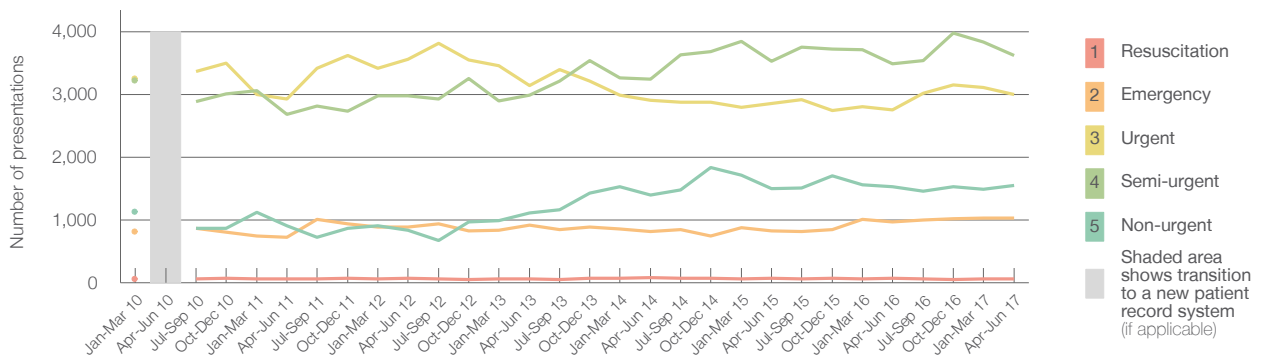
All presentations:¹ 9,602 patients

Emergency presentations² by triage category: 9,258 patients



	Same period last year	Change since one year ago
All presentations	9,155	4.9%
Emergency presentations ²	8,817	5.0%
1 Resuscitation	71	-9.9%
2 Emergency	972	6.0%
3 Urgent	2,758	8.7%
4 Semi-urgent	3,488	3.7%
5 Non-urgent	1,528	1.4%

Emergency presentations² by quarter, April 2012 to June 2017 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Resuscitation		61	67	61	79	75	71	64
Emergency		724	891	916	817	828	972	1,030
Urgent		2,929	3,556	3,136	2,905	2,860	2,758	2,997
Semi-urgent		2,679	2,982	2,987	3,242	3,532	3,488	3,617
Non-urgent		902	839	1,110	1,398	1,497	1,528	1,550
All emergency presentations		7,295	8,335	8,210	8,441	8,792	8,817	9,258

Coffs Harbour Base Hospital: Patients arriving by ambulance

April to June 2017

Arrivals used to calculate transfer of care time:⁷ 2,258 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	2,052	
Median time	11 minutes	0 minutes
90th percentile time	24 minutes	1 minute

(†) 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.

Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 2 April to June 2017

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

Number of triage 2 patients: 1,030

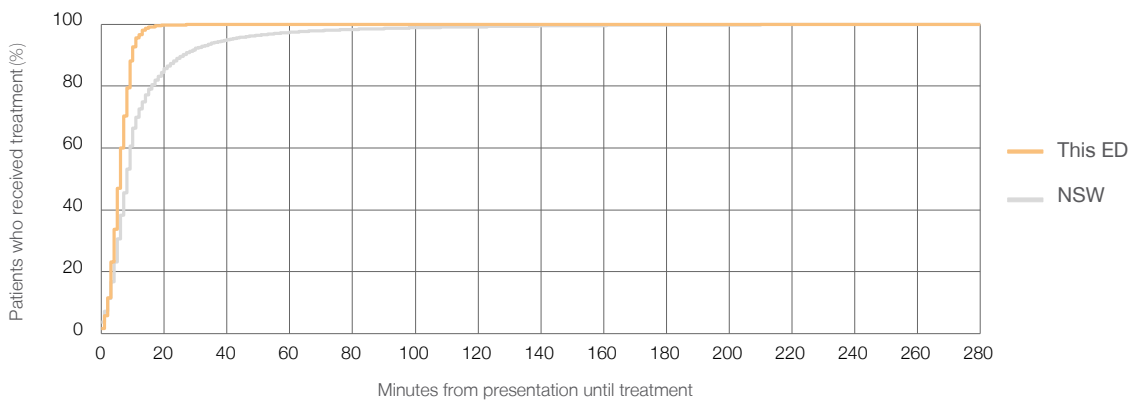
Number of triage 2 patients used to calculate waiting time:³ 1,030

Median time to start treatment⁴ 6 minutes

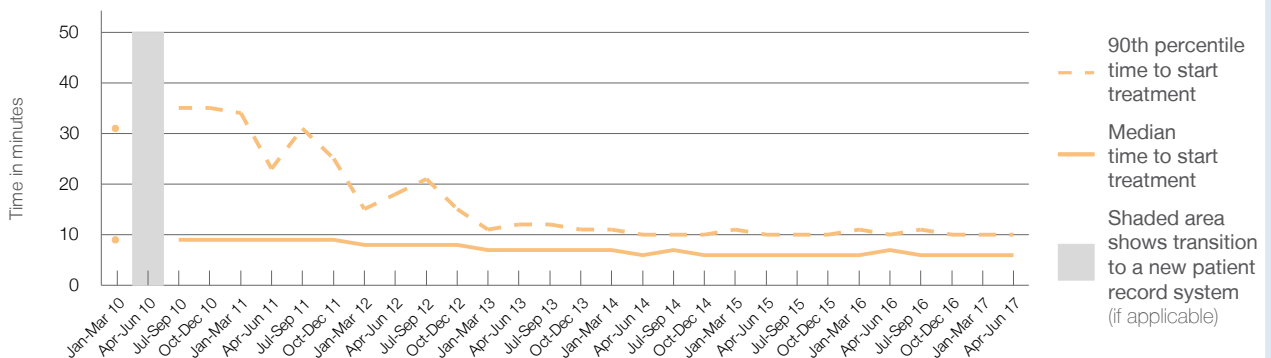
90th percentile time to start treatment⁵ 10 minutes

Same period last year	NSW (this period)
972	970
7 minutes	8 minutes
10 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 2 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		9	8	7	6	6	7	6
90th percentile time to start treatment ⁵ (minutes)		23	18	12	10	10	10	10

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Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 3 April to June 2017

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

Number of triage 3 patients: 2,997

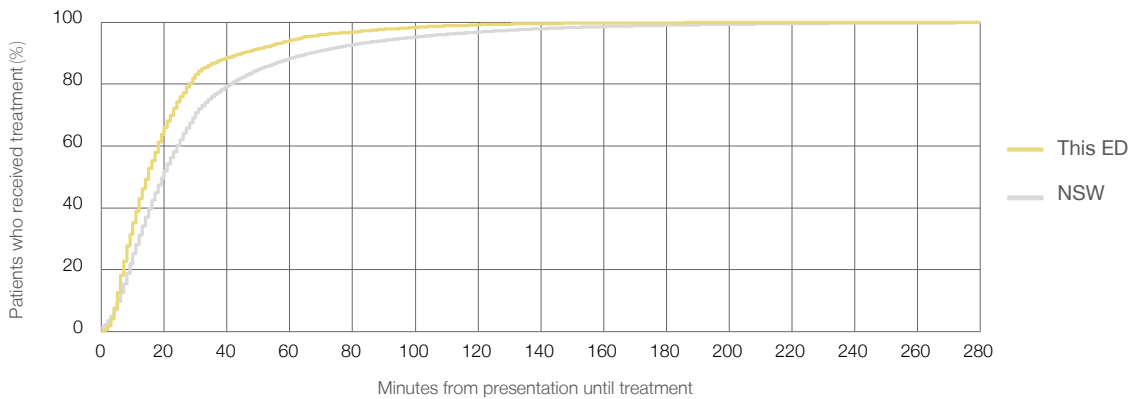
Number of triage 3 patients used to calculate waiting time:³ 2,957

Median time to start treatment⁴ 15 minutes

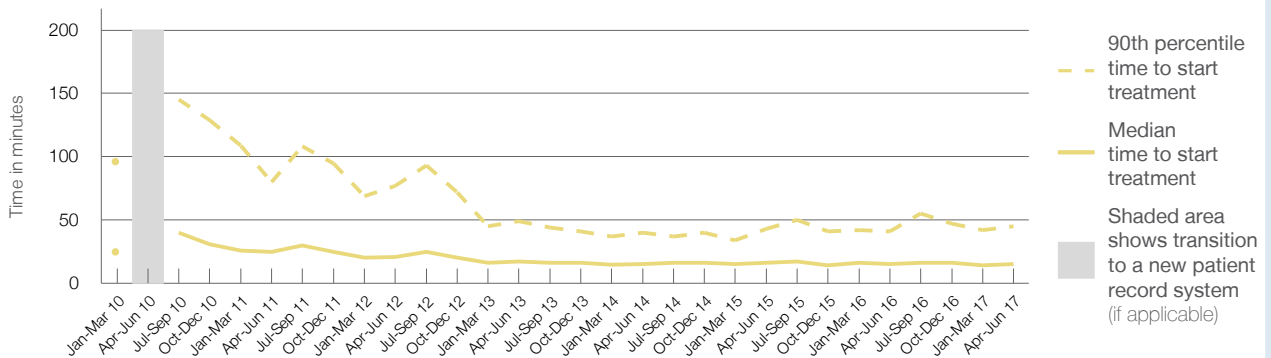
90th percentile time to start treatment⁵ 45 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	2,758	2,728
Median time to start treatment ⁴	15 minutes	20 minutes
90th percentile time to start treatment ⁵	41 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 3 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		25	21	17	15	16	15	15
90th percentile time to start treatment ⁵ (minutes)		80	77	49	40	43	41	45

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Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 4 April to June 2017

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

Number of triage 4 patients: 3,617

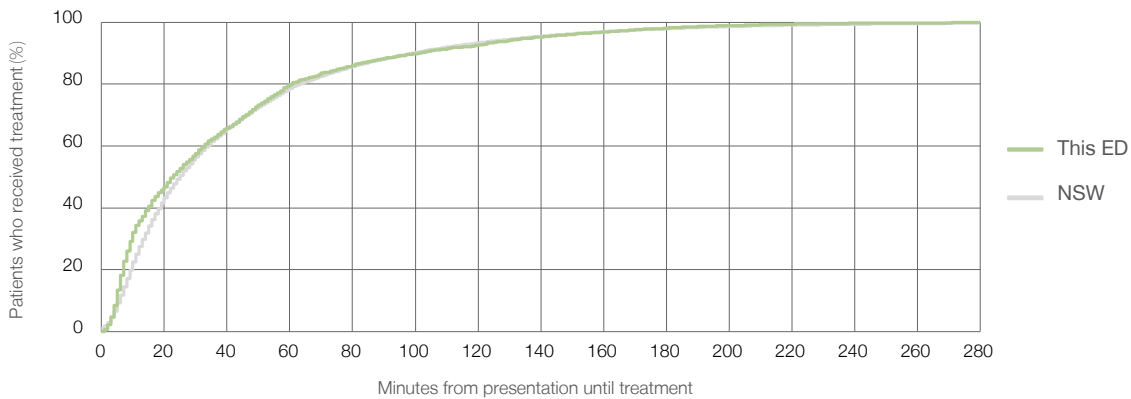
Number of triage 4 patients used to calculate waiting time:³ 3,400

Median time to start treatment⁴ 23 minutes

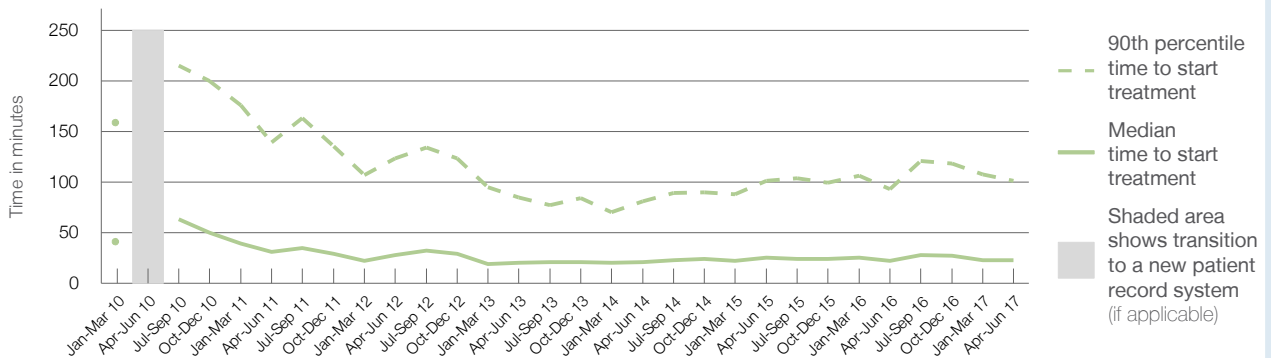
90th percentile time to start treatment⁵ 101 minutes

Same period last year	NSW (this period)
3,488	3,300
22 minutes	25 minutes
93 minutes	99 minutes

Percentage of triage 4 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 4 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		31	28	20	21	25	22	23
90th percentile time to start treatment ⁵ (minutes)		139	123	85	81	101	93	101

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Coffs Harbour Base Hospital: Time patients waited to start treatment, triage 5 April to June 2017

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

Number of triage 5 patients: 1,550

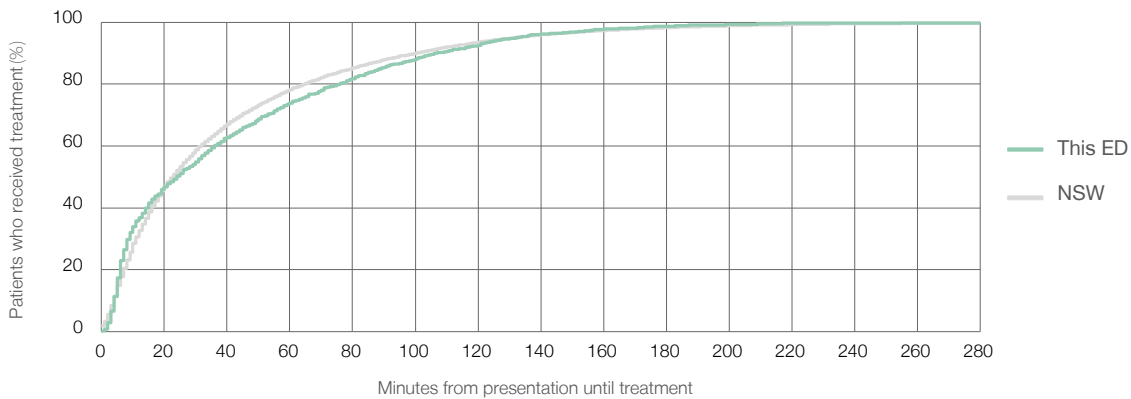
Number of triage 5 patients used to calculate waiting time:³ 1,420

Median time to start treatment⁴ 24 minutes

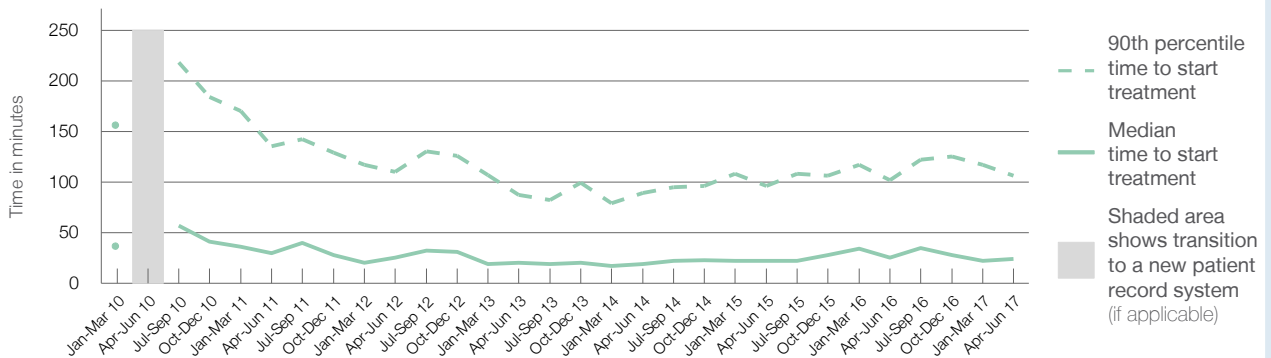
90th percentile time to start treatment⁵ 107 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	1,528	1,433
Median time to start treatment ⁴	25 minutes	23 minutes
90th percentile time to start treatment ⁵	102 minutes	101 minutes

Percentage of triage 5 patients who received treatment by time, April to June 2017



Time patients waited to start treatment (minutes) for triage 5 patients, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to start treatment ⁴ (minutes)		30	25	20	19	22	25	24
90th percentile time to start treatment ⁵ (minutes)		135	110	87	89	96	102	107

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Coffs Harbour Base Hospital: Time patients spent in the ED

April to June 2017

All presentations:¹ 9,602 patients

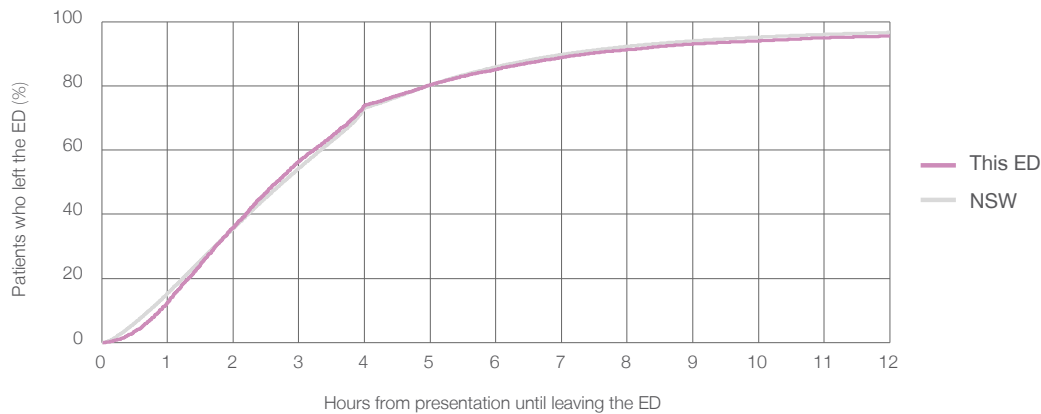
Presentations used to calculate time to leaving the ED:⁶ 9,602 patients

Median time spent in the ED⁸ 2 hours and 40 minutes

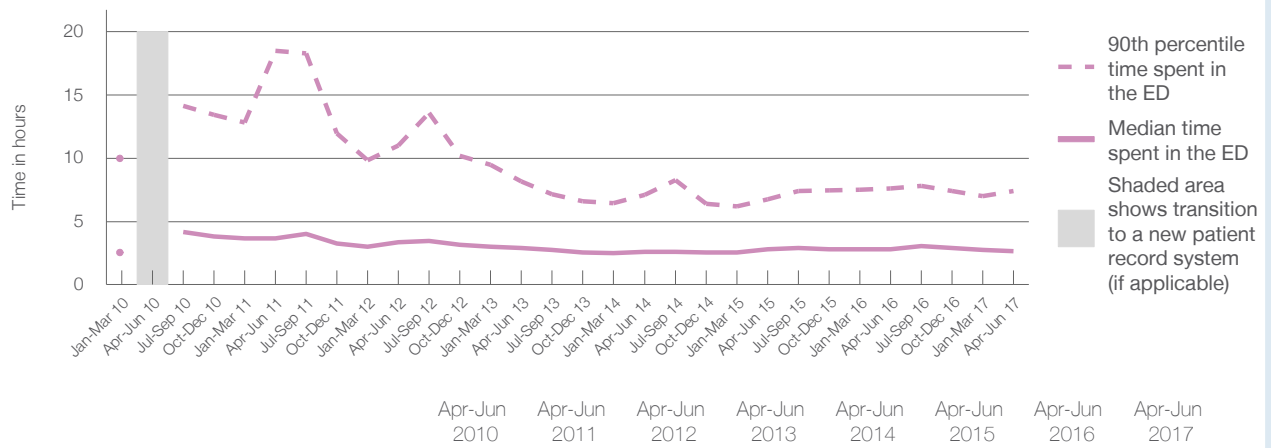
90th percentile time spent in the ED⁹ 7 hours and 23 minutes

Same period last year	NSW (this period)
9,155	
9,154	
2 hours and 49 minutes	2 hours and 46 minutes
7 hours and 37 minutes	7 hours and 5 minutes

Percentage of patients who left the ED by time, April to June 2017



Time patients spent in the ED, by quarter, April 2012 to June 2017^{†‡}



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017
Median time to leaving the ED ⁸ (hours, minutes)		3h 39m	3h 21m	2h 53m	2h 37m	2h 47m	2h 49m	2h 40m
90th percentile time to leaving the ED ⁹ (hours, minutes)		18h 28m	10h 59m	8h 9m	7h 7m	6h 45m	7h 37m	7h 23m

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Coffs Harbour Base Hospital: Time patients spent in the ED

By mode of separation

April to June 2017

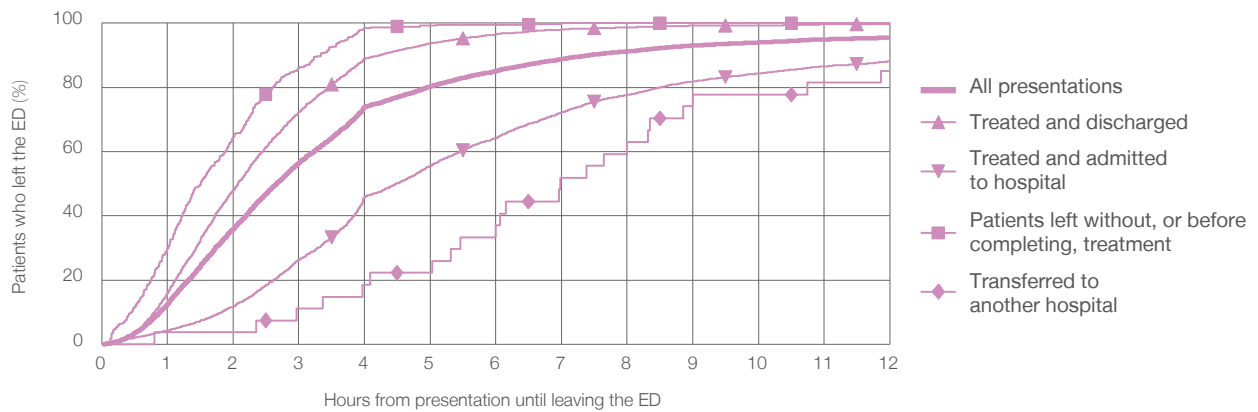
All presentations:¹ 9,602 patients

Presentations used to calculate time to leaving the ED:⁶ 9,602 patients

Treated and discharged	5,755 (59.9%)
Treated and admitted to hospital	3,396 (35.4%)
Patient left without, or before completing, treatment	398 (4.1%)
Transferred to another hospital	27 (0.3%)
Other	26 (0.3%)

Same period last year	Change since one year ago
9,154	4.9%
5,471	5.2%
3,288	3.3%
329	21.0%
34	-20.6%
33	-21.2%

Percentage of patients who left the ED by time and mode of separation, April to June 2017^{†‡}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	16.0%	48.1%	72.3%	88.9%	96.5%	98.7%	99.3%	99.7%
Treated and admitted to hospital	4.2%	11.8%	26.3%	45.9%	64.3%	77.7%	84.4%	88.1%
Patient left without, or before completing, treatment	29.9%	64.6%	86.2%	98.5%	99.5%	100%	100%	100%
Transferred to another hospital	3.7%	3.7%	11.1%	18.5%	37.0%	63.0%	77.8%	85.2%
All presentations	12.5%	35.9%	56.5%	73.9%	85.1%	91.2%	94.0%	95.6%

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Coffs Harbour Base Hospital: Time spent in the ED

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

April to June 2017

All presentations at the emergency department:¹ 9,602 patients

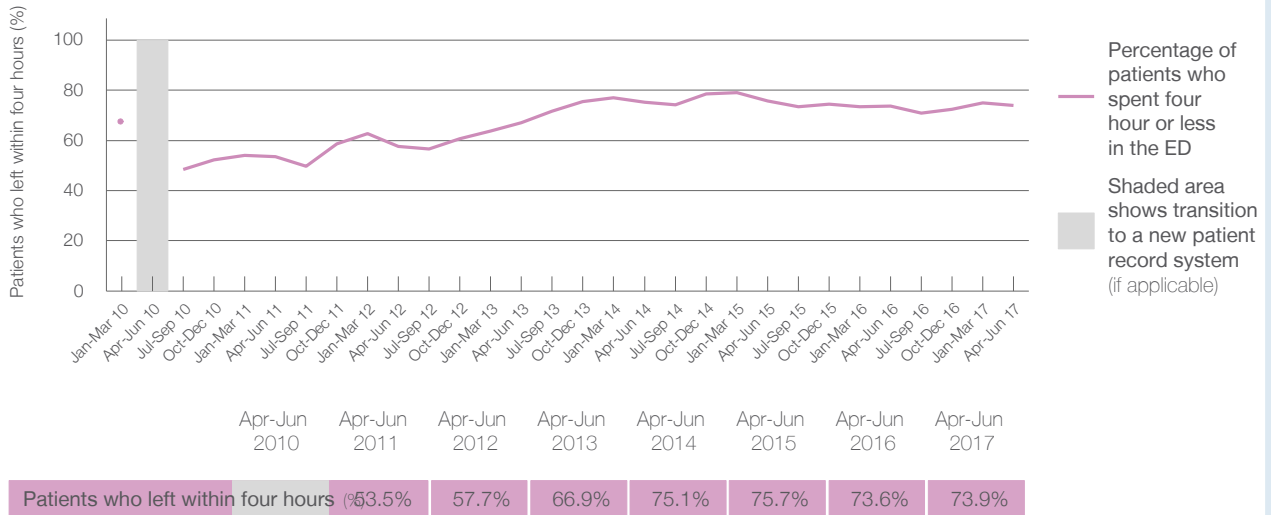
Presentations used to calculate time to leaving the ED:⁶ 9,602 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department	9,155	4.9%
Presentations used to calculate time to leaving the ED	9,154	4.9%
Percentage of patients who spent four hours or less in the ED	73.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, April 2012 to June 2017^{†‡}



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

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- All emergency and non-emergency presentations at the emergency department (ED).
- All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
- Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, July to September 2016*.
- The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
- All presentations that have a departure time.
- Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
- The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
- The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.

Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.

Note: All percentages are rounded and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 21 July 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 21 July 2017).