



Hospital Quarterly

Performance Profiles

Emergency Department

Northern NSW Local Health District

January to March 2016

Ballina District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,483 patients
Emergency attendances:² 4,212 patients

Same period last year	Change since one year ago
4,196	7%
4,002	5%

Ballina District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 330 patients

Median time to start treatment⁴ 8 minutes
95th percentile time to start treatment⁵ 29 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,247 patients

Median time to start treatment⁴ 18 minutes
95th percentile time to start treatment⁵ 66 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,280 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 150 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 338 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
279	
8 minutes	8 minutes
38 minutes	35 minutes
1,049	
25 minutes	20 minutes
84 minutes	99 minutes
2,261	
29 minutes	26 minutes
156 minutes	137 minutes
400	
28 minutes	23 minutes
192 minutes	135 minutes

Ballina District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,483 patients

Percentage of patients who left the ED within four hours 80%

Same period last year	Change since one year ago
4,195	7%
79%	

* 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

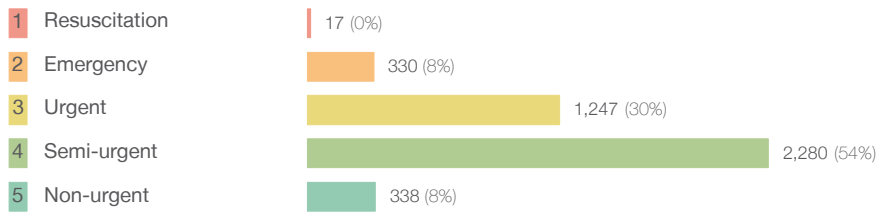
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Ballina District Hospital: Patients attending the emergency department January to March 2016

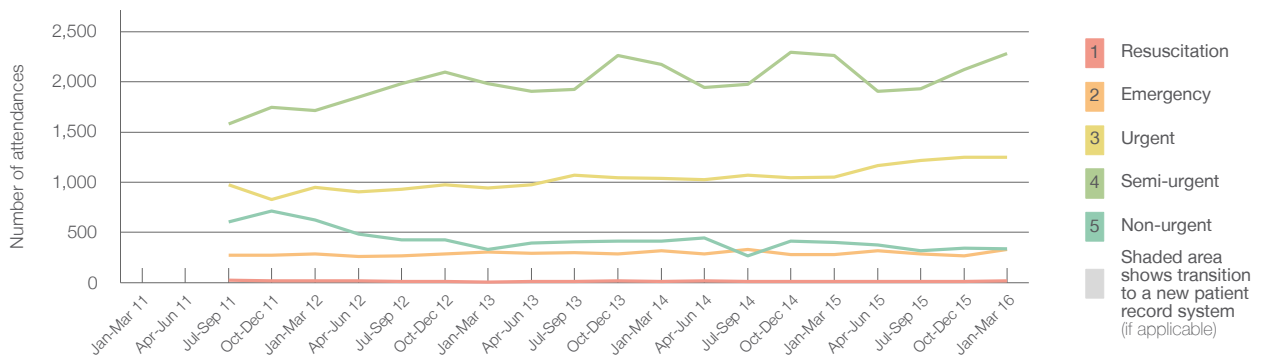
All attendances:¹ 4,483 patients

Emergency attendances² by triage category: 4,212 patients



Same period last year	Change since one year ago
4,196	7%
4,002	5%
13	31%
279	18%
1,049	19%
2,261	1%
400	-16%

Emergency attendances² by quarter, January 2011 to March 2016^{‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation		16	8	12	13	17
Emergency		287	308	317	279	330
Urgent		946	941	1,037	1,049	1,247
Semi-urgent		1,717	1,981	2,176	2,261	2,280
Non-urgent		621	328	411	400	338
All emergency attendances		3,587	3,566	3,953	4,002	4,212

Ballina District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 315 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
299 ^{**}	
14 minutes	-1 minute
39 minutes	4 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

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

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Ballina District Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 330

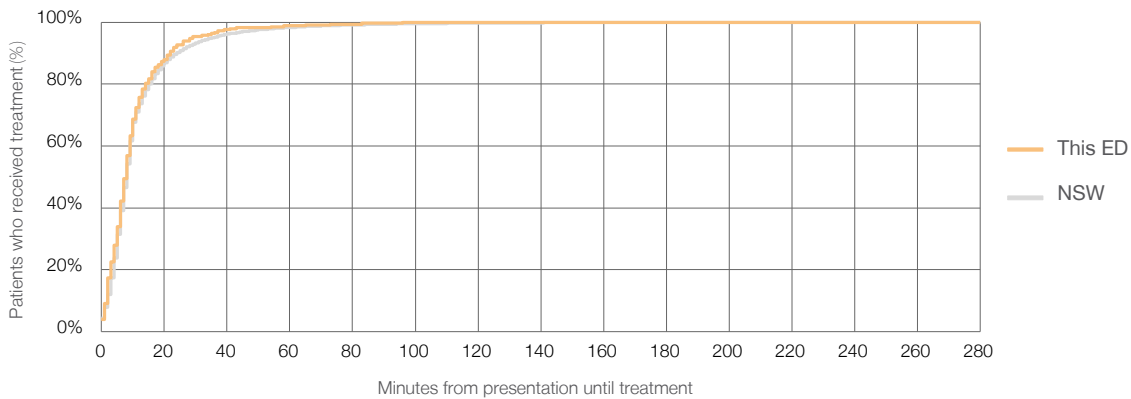
Number of triage 2 patients used to calculate waiting time:³ 329

Median time to start treatment⁴ 8 minutes

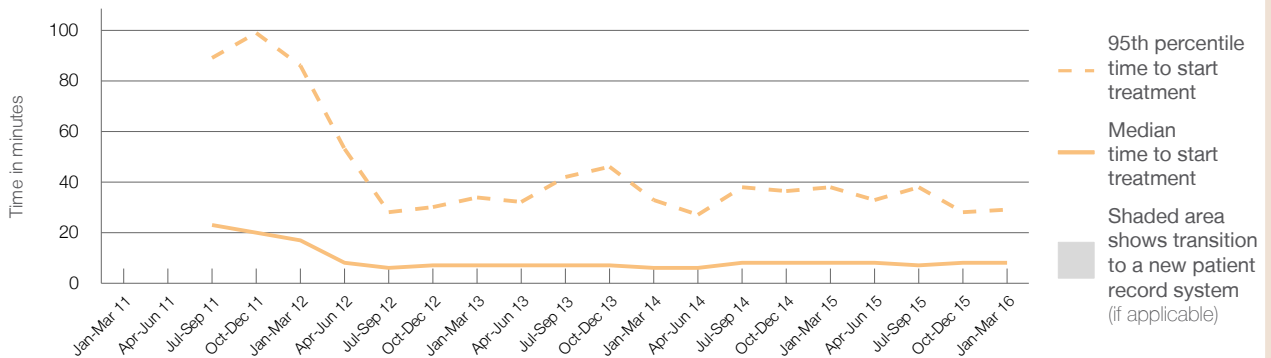
95th percentile time to start treatment⁵ 29 minutes

Same period last year	NSW (this period)
279	271
8 minutes	8 minutes
38 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		17	7	6	8	8
95th percentile time to start treatment ⁵ (minutes)		86	34	33	38	29

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Ballina District Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,247

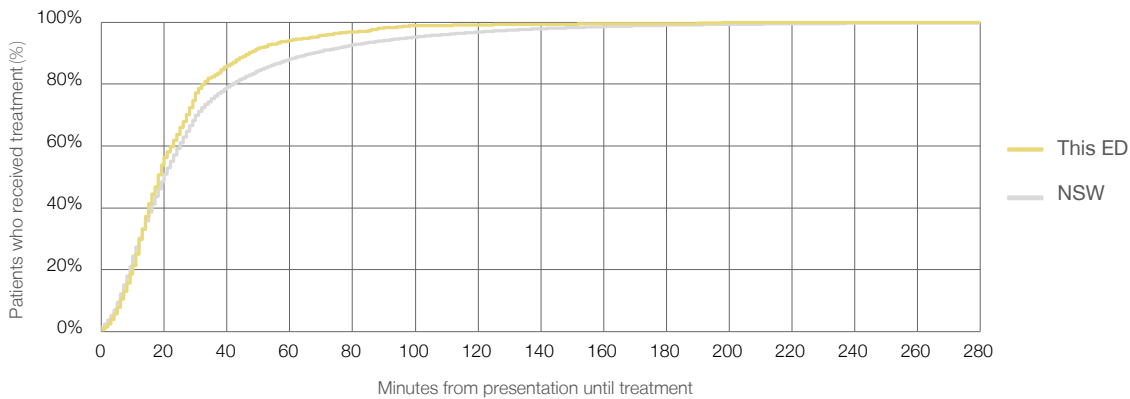
Number of triage 3 patients used to calculate waiting time:³ 1,221

Median time to start treatment⁴ 18 minutes

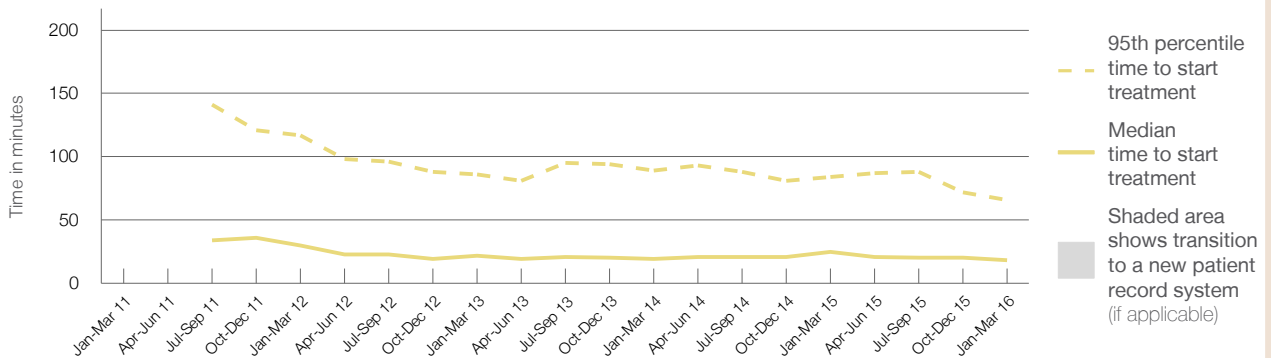
95th percentile time to start treatment⁵ 66 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,049	1,012
Median time to start treatment ⁴	25 minutes	20 minutes
95th percentile time to start treatment ⁵	84 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		30	22	19	25	18
95th percentile time to start treatment ⁵ (minutes)		117	86	89	84	66

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Ballina District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 2,280

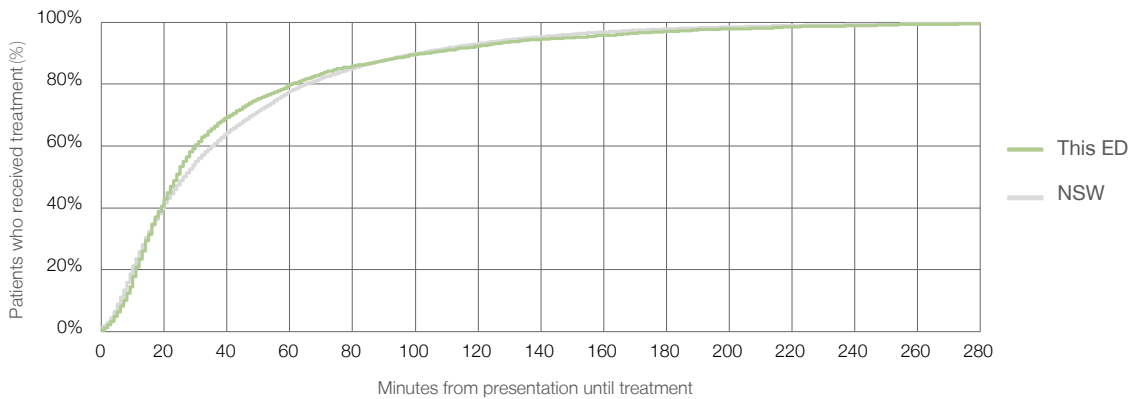
Number of triage 4 patients used to calculate waiting time:³ 2,060

Median time to start treatment⁴ 24 minutes

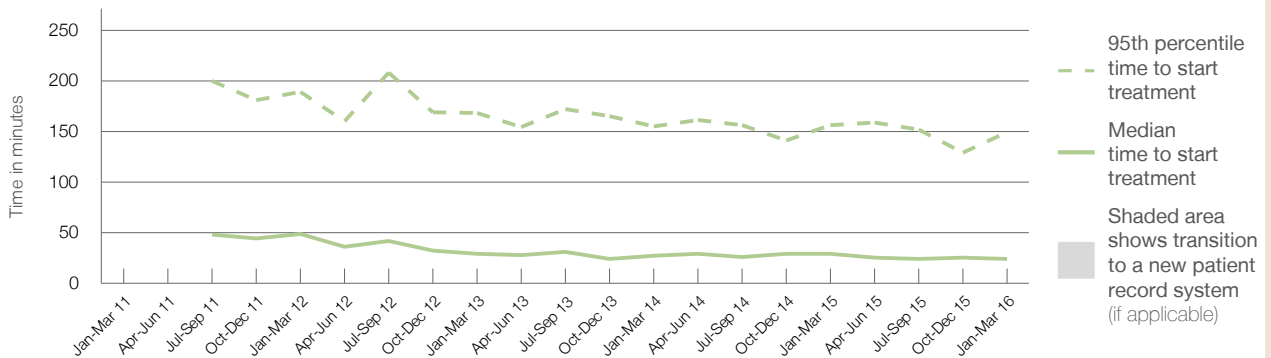
95th percentile time to start treatment⁵ 150 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	2,261	
Number of triage 4 patients used to calculate waiting time	2,002	
Median time to start treatment	29 minutes	26 minutes
95th percentile time to start treatment	156 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		49	29	27	29	24
95th percentile time to start treatment ⁵ (minutes)		189	168	155	156	150

(†) 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.

Ballina District Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 338

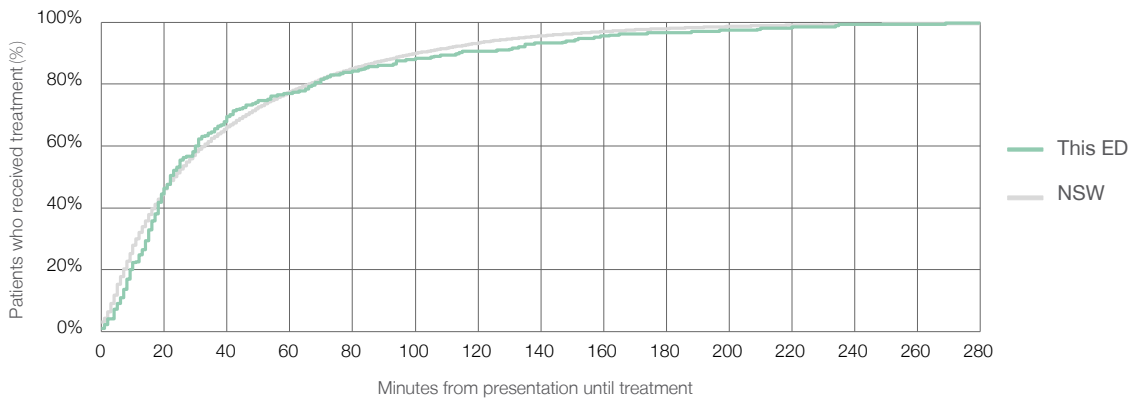
Number of triage 5 patients used to calculate waiting time:³ 265

Median time to start treatment⁴ 22 minutes

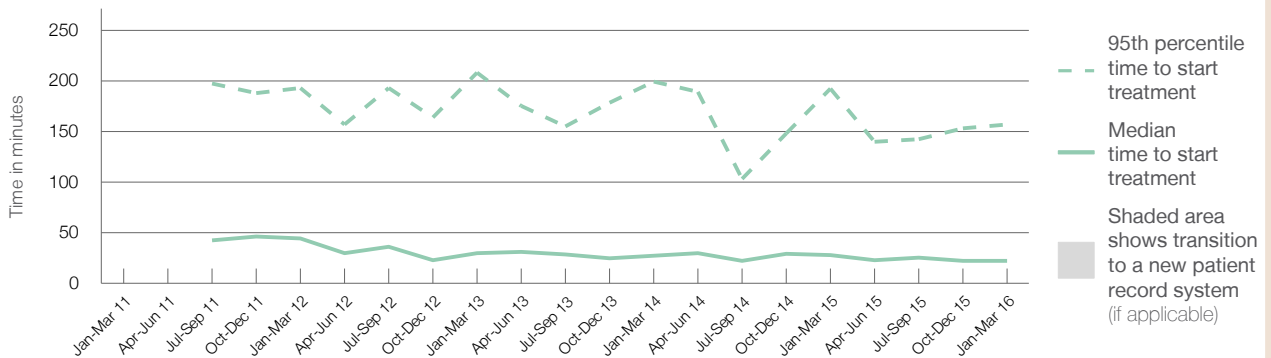
95th percentile time to start treatment⁵ 157 minutes

Same period last year	NSW (this period)
400	257
28 minutes	23 minutes
192 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		44	30	27	28	22
95th percentile time to start treatment ⁵ (minutes)		193	208	199	192	157

(†) 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 from presentation until leaving the ED

January to March 2016

All attendances:¹ 4,483 patients

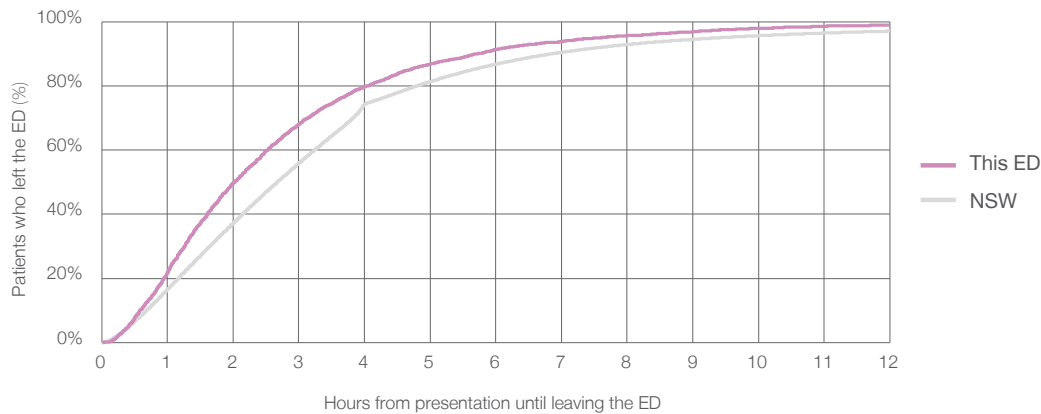
Attendances used to calculate time to leaving the ED:⁶ 4,483 patients

Median time to leaving the ED⁸ 2 hours and 1 minutes

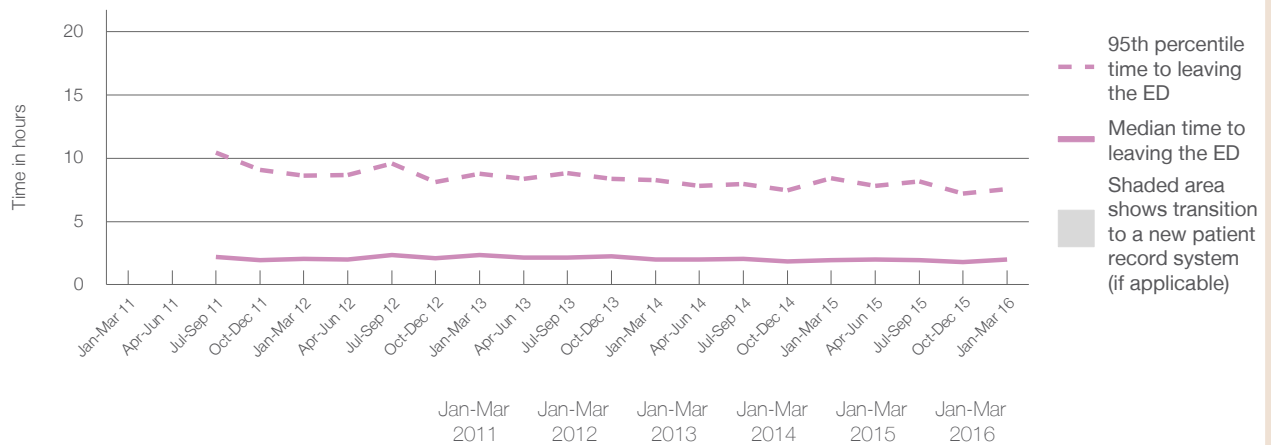
95th percentile time to leaving the ED⁹ 7 hours and 34 minutes

Same period last year	NSW (this period)
4,196	4,195
1 hours and 58 minutes	2 hours and 40 minutes
8 hours and 26 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)		2h 3m	2h 22m	1h 59m	1h 58m	2h 1m
95th percentile time to leaving the ED ⁹ (hours, minutes)		8h 37m	8h 46m	8h 16m	8h 26m	7h 34m

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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.

Ballina District Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

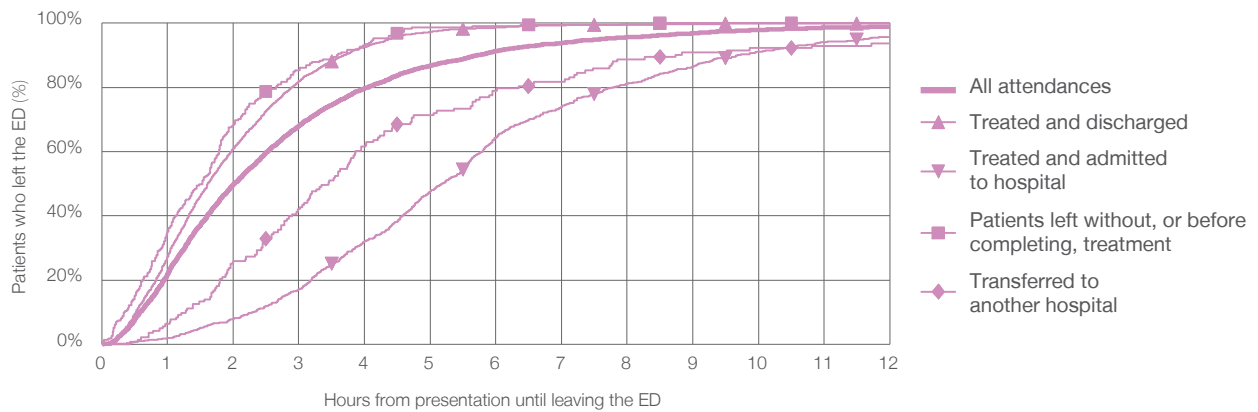
All attendances:¹ 4,483 patients

Attendances used to calculate time to leaving the ED:⁶ 4,483 patients

Treated and discharged	3,209 (72%)
Treated and admitted to hospital	881 (20%)
Patient left without, or before completing, treatment	231 (5%)
Transferred to another hospital	143 (3%)
Other	19 (0%)

Same period last year	Change since one year ago
4,195	7%
2,956	9%
772	14%
251	-8%
197	-27%
20	-5%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††§}



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	27%	61%	82%	93%	99%	100%	100%	100%
Treated and admitted to hospital	2%	8%	17%	32%	64%	81%	91%	96%
Patient left without, or before completing, treatment	35%	68%	85%	93%	99%	100%	100%	100%
Transferred to another hospital	6%	26%	42%	62%	79%	89%	92%	94%
All attendances	22%	50%	68%	80%	91%	96%	98%	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.

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Ballina District Hospital: Time from presentation until leaving the ED
Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances: ¹ 4,483 patients

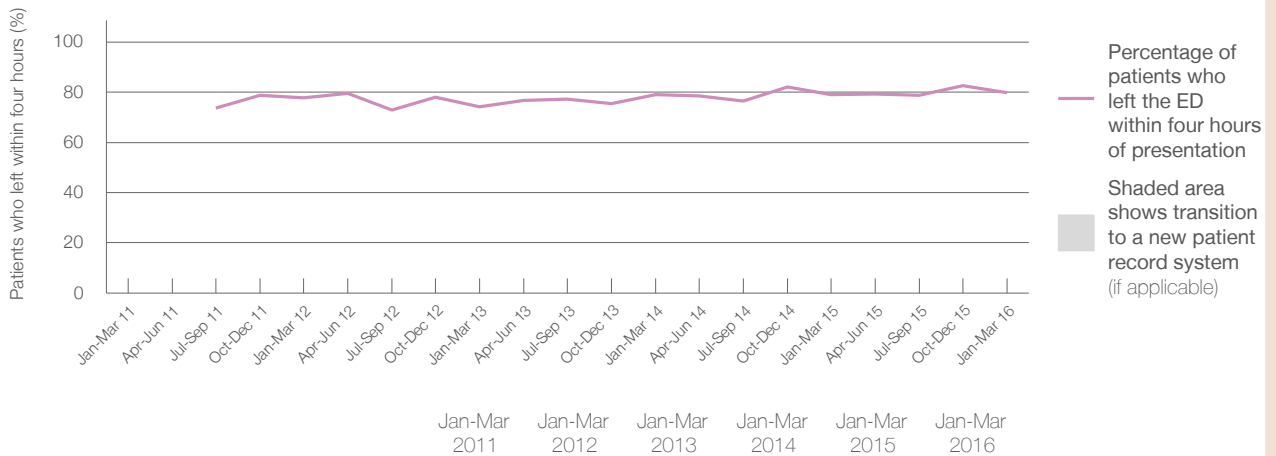
Attendances used to calculate time to leaving the ED: ⁶ 4,483 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
4,196	7%
4,195	7%
79%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 ^{†‡§}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	78%	78%	74%	74%	79%	80%

* 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*.

- 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

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

January to March 2016

All attendances:¹ 3,338 patients
Emergency attendances:² 3,177 patients

	Same period last year	Change since one year ago
All attendances	3,371	-1%
Emergency attendances	3,180	0%

Casino and District Memorial Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 193 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 49 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 908 patients

Median time to start treatment⁴ 21 minutes
95th percentile time to start treatment⁵ 103 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,703 patients

Median time to start treatment⁴ 34 minutes
95th percentile time to start treatment⁵ 153 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 368 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 165 minutes

	Same period last year	NSW (this period)
All attendances	202	
Emergency attendances	8 minutes	8 minutes
Urgent attendances	35 minutes	35 minutes
Semi-urgent attendances	776	
Non-urgent attendances	22 minutes	20 minutes
All attendances	89 minutes	99 minutes
Emergency attendances	1,680	
Urgent attendances	39 minutes	26 minutes
Semi-urgent attendances	157 minutes	137 minutes
Non-urgent attendances	517	
All attendances	31 minutes	23 minutes
Emergency attendances	158 minutes	135 minutes

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

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 3,336 patients

Percentage of patients who left the ED within four hours 91%

	Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED	3,370	-1%
Percentage of patients who left the ED within four hours	92%	

* 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

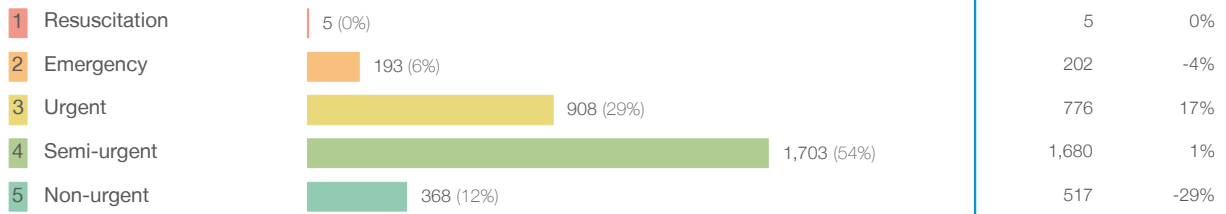
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Casino and District Memorial Hospital: Patients attending the emergency department January to March 2016

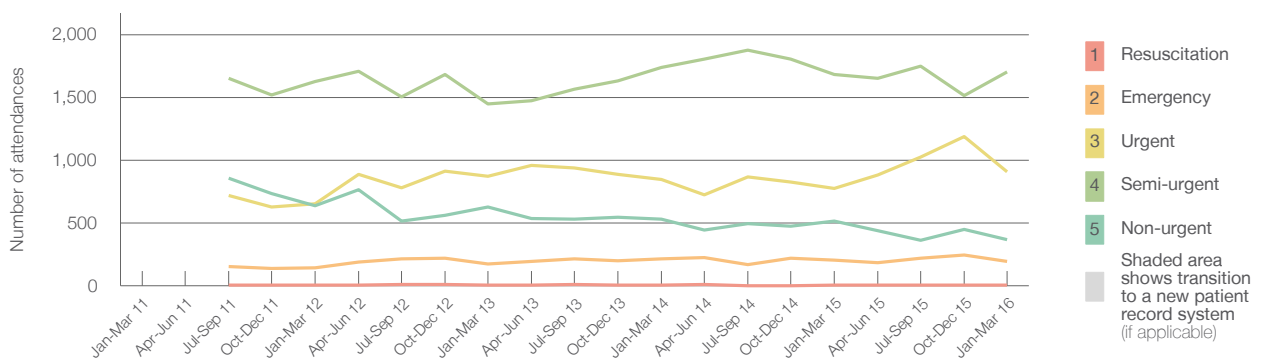
All attendances:¹ 3,338 patients

Emergency attendances² by triage category: 3,177 patients



Same period last year	Change since one year ago
3,371	-1%
3,180	0%
5	0%
202	-4%
776	17%
1,680	1%
517	-29%

Emergency attendances² by quarter, January 2011 to March 2016^{‡ §}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation		< 5	6	6	5	5
Emergency		145	175	215	202	193
Urgent		651	871	844	776	908
Semi-urgent		1,626	1,448	1,741	1,680	1,703
Non-urgent		637	627	528	517	368
All emergency attendances		3,059	3,127	3,334	3,180	3,177

Casino and District Memorial Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 245 patients

ED Transfer of care time[§]

Median time 17 minutes

95th percentile time 74 minutes

Same period last year	Change since one year ago
283	
20 minutes	-3 minutes
58 minutes	16 minutes

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

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(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Casino and District Memorial Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 193

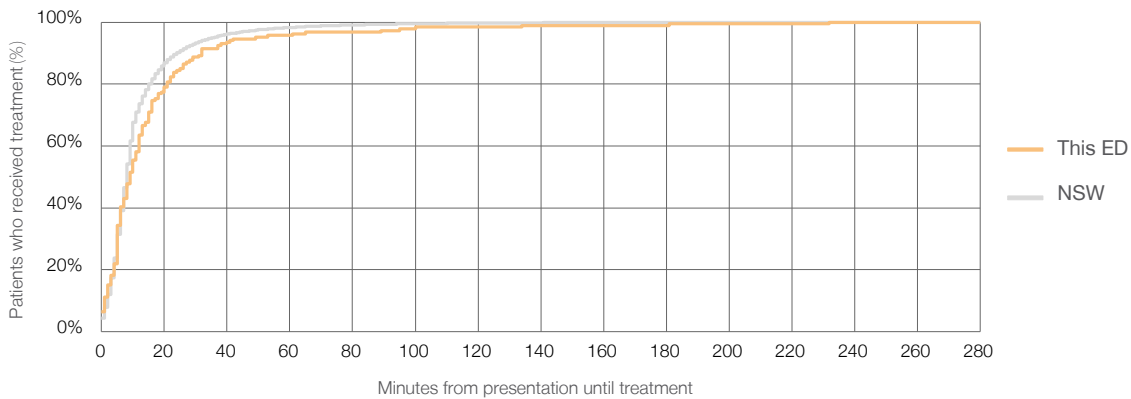
Number of triage 2 patients used to calculate waiting time:³ 186

Median time to start treatment⁴ 9 minutes

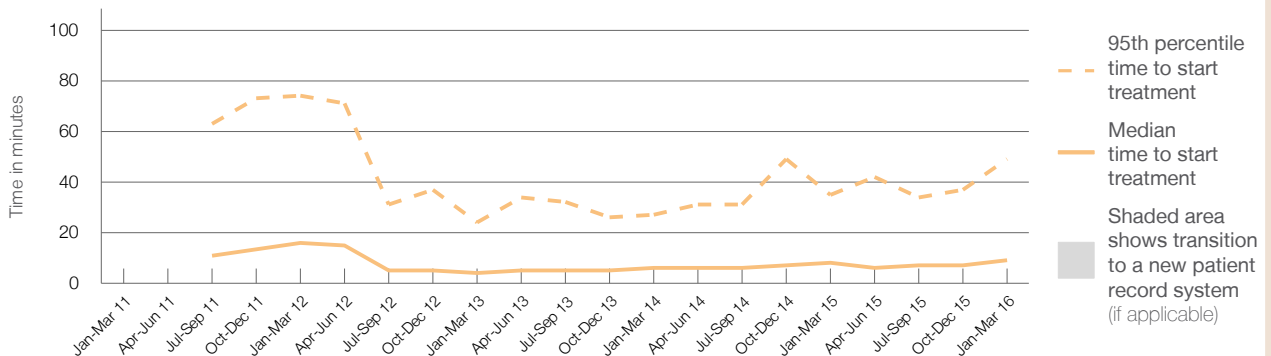
95th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
202	199
8 minutes	8 minutes
35 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		16	4	6	8	9
95th percentile time to start treatment ⁵ (minutes)		74	24	27	35	49

(†) 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 and District Memorial Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 908

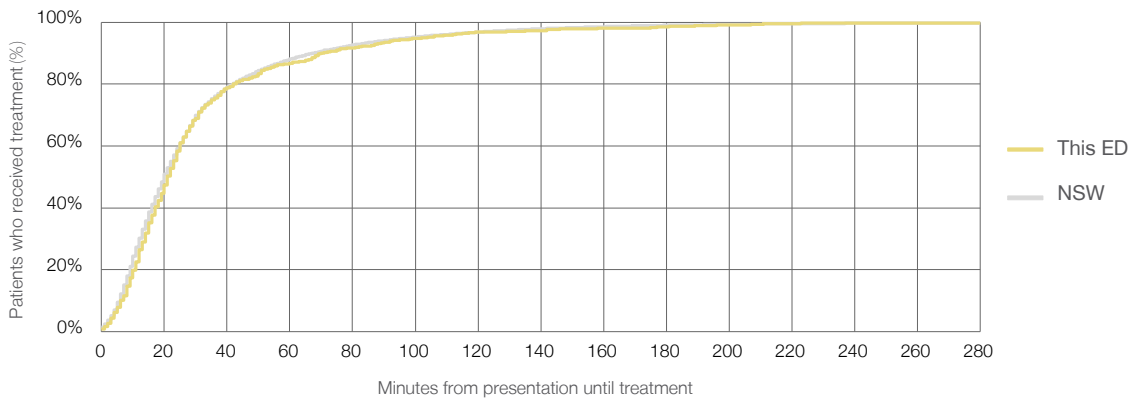
Number of triage 3 patients used to calculate waiting time:³ 861

Median time to start treatment⁴ 21 minutes

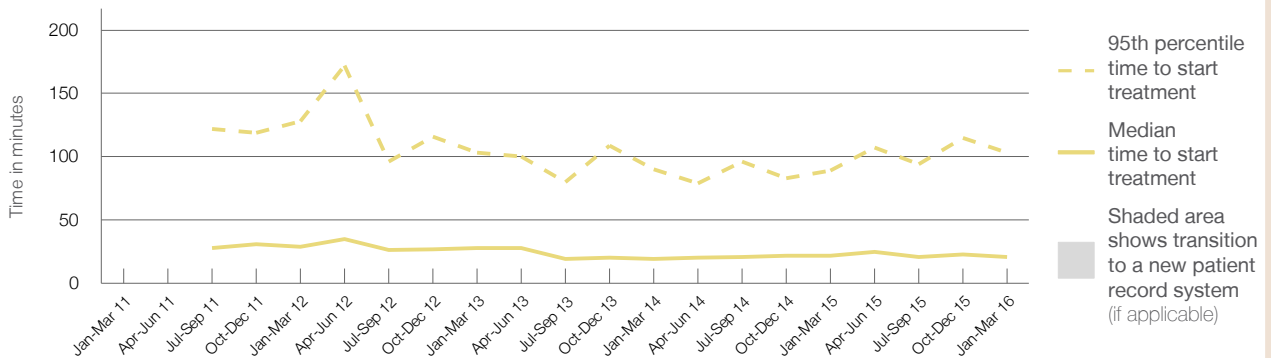
95th percentile time to start treatment⁵ 103 minutes

Same period last year	NSW (this period)
776	744
22 minutes	20 minutes
89 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		29	28	19	22	21
95th percentile time to start treatment ⁵ (minutes)		128	103	90	89	103

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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 and District Memorial Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 1,703

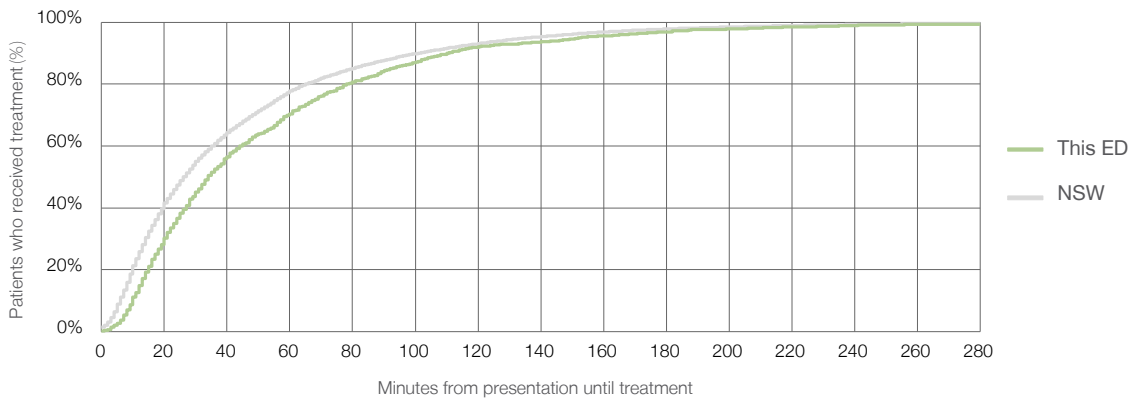
Number of triage 4 patients used to calculate waiting time:³ 1,568

Median time to start treatment⁴ 34 minutes

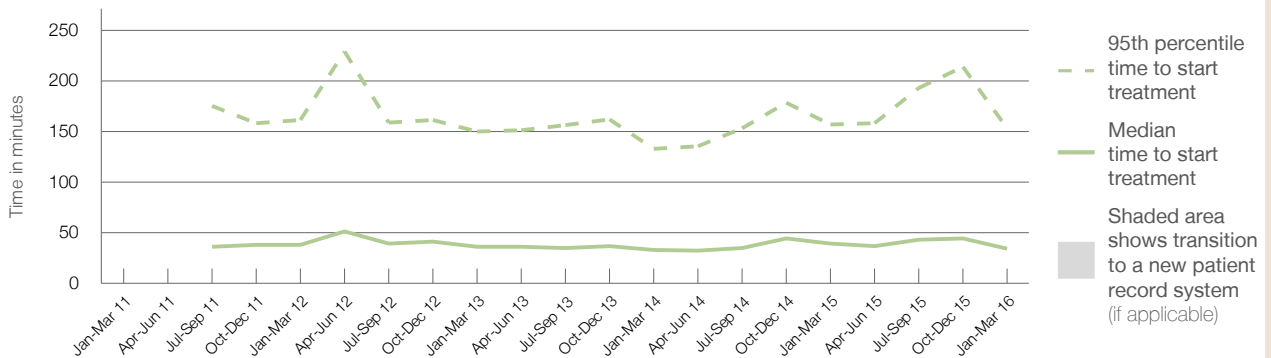
95th percentile time to start treatment⁵ 153 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,680	1,550
Median time to start treatment ⁴	39 minutes	26 minutes
95th percentile time to start treatment ⁵	157 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		38	36	33	39	34
95th percentile time to start treatment ⁵ (minutes)		161	150	133	157	153

(†) 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 and District Memorial Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 368

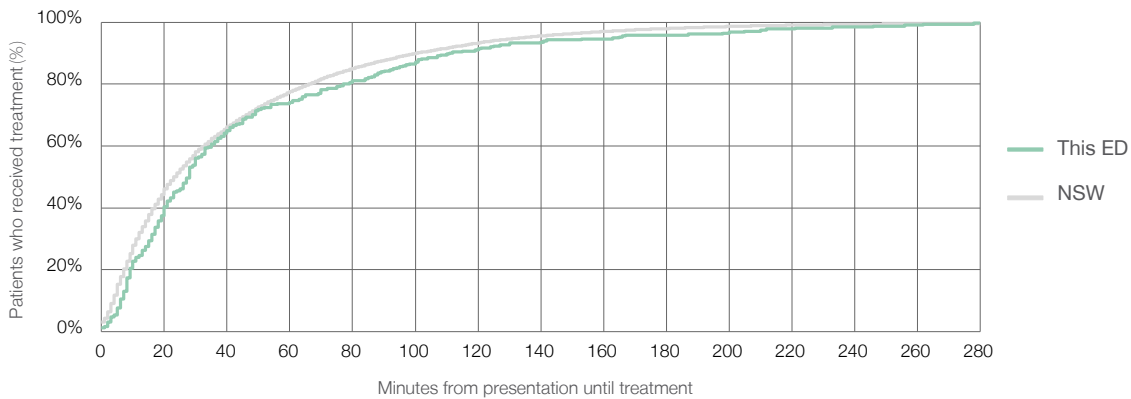
Number of triage 5 patients used to calculate waiting time:³ 312

Median time to start treatment⁴ 28 minutes

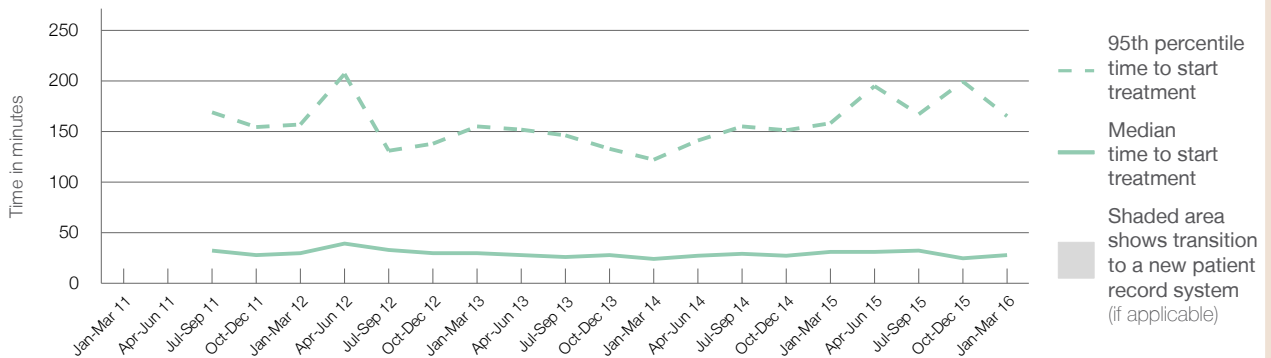
95th percentile time to start treatment⁵ 165 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	517	463
Median time to start treatment ⁴	31 minutes	23 minutes
95th percentile time to start treatment ⁵	158 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		30	30	24	31	28
95th percentile time to start treatment ⁵ (minutes)		157	155	122	158	165

(†) 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 and District Memorial Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 3,338 patients

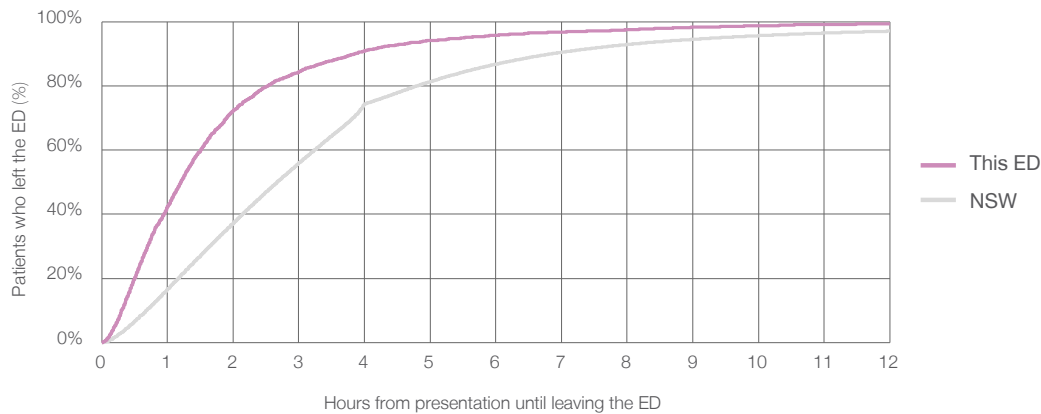
Attendances used to calculate time to leaving the ED:⁶ 3,336 patients

Median time to leaving the ED⁸ 1 hours and 12 minutes

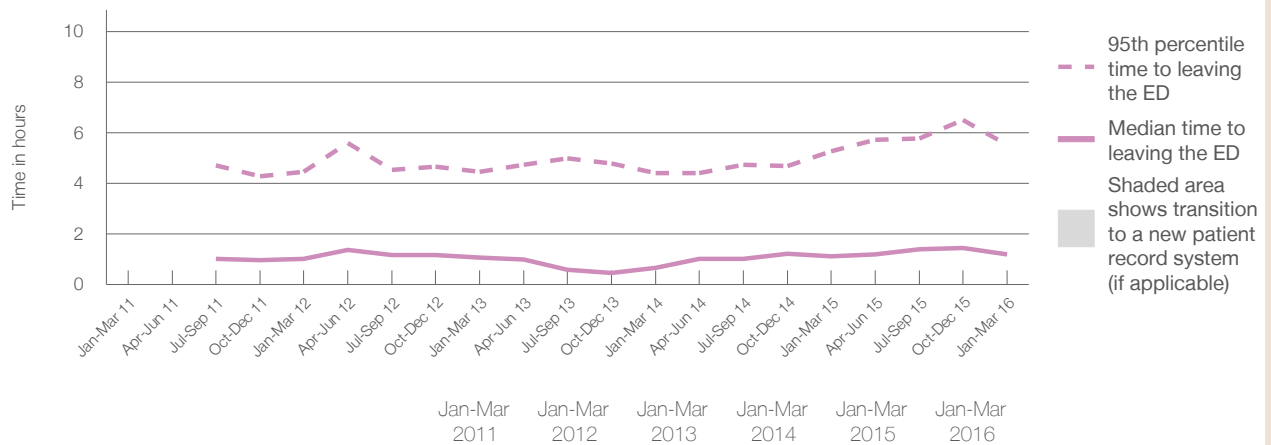
95th percentile time to leaving the ED⁹ 5 hours and 32 minutes

Same period last year	NSW (this period)
3,371	
3,370	
1 hours and 8 minutes	2 hours and 40 minutes
5 hours and 16 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡§}



Median time to leaving the ED ⁸ (hours, minutes)		1h 2m	1h 5m	0h 40m	1h 8m	1h 12m
95th percentile time to leaving the ED ⁹ (hours, minutes)		4h 28m	4h 28m	4h 25m	5h 16m	5h 32m

(†) 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 and District Memorial Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

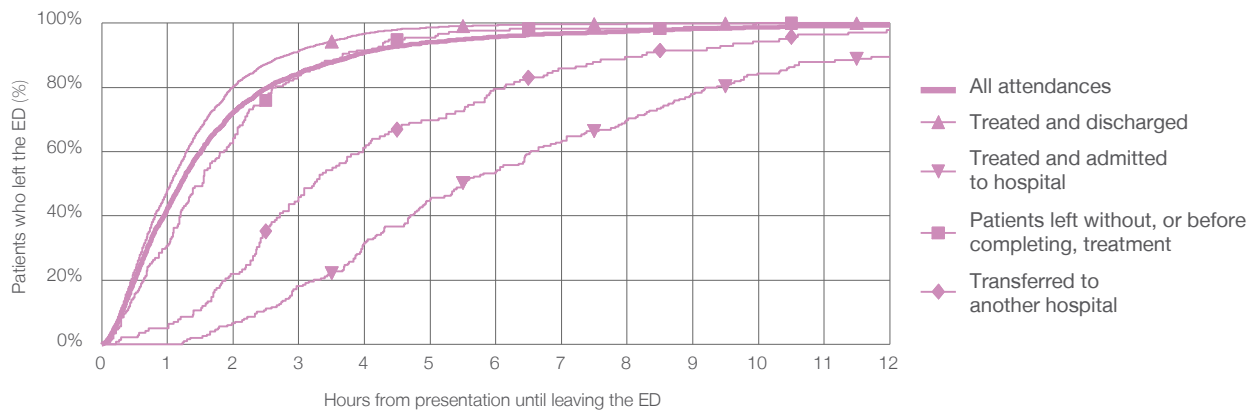
All attendances:¹ 3,338 patients

Attendances used to calculate time to leaving the ED:⁶ 3,336 patients

Treated and discharged	2,783 (83%)
Treated and admitted to hospital	199 (6%)
Patient left without, or before completing, treatment	179 (5%)
Transferred to another hospital	142 (4%)
Other	35 (1%)

Same period last year	Change since one year ago
3,370	-1%
2,698	3%
298	-33%
186	-4%
161	-12%
28	25%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††§}



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	48%	80%	91%	97%	99%	100%	100%	100%
Treated and admitted to hospital	0%	7%	18%	32%	54%	70%	84%	89%
Patient left without, or before completing, treatment	31%	64%	84%	92%	98%	98%	100%	100%
Transferred to another hospital	5%	22%	46%	61%	80%	89%	94%	98%
All attendances	42%	72%	84%	91%	96%	98%	99%	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.

Casino and District Memorial Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 3,338 patients

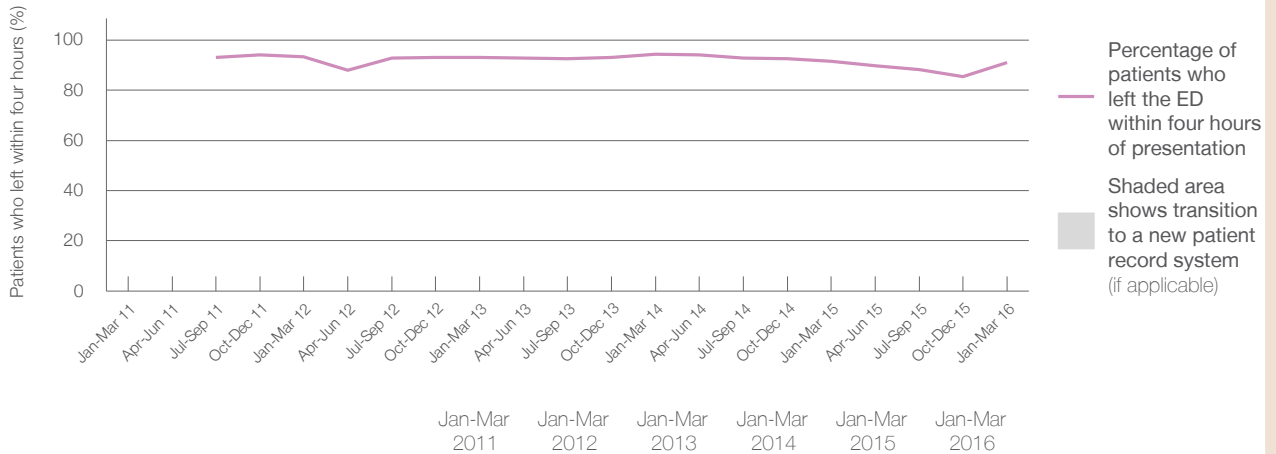
Attendances used to calculate time to leaving the ED: ⁶ 3,336 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	3,371	-1%
Attendances used to calculate time to leaving the ED	3,370	-1%
Percentage of patients who left the ED within four hours	92%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 ^{†‡§}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	93%	93%	93%	94%	92%	91%

* 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*.

- 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Grafton Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 6,017 patients
Emergency attendances:² 5,498 patients

Same period last year	Change since one year ago
5,847	3%
5,399	2%

Grafton Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 496 patients

Median time to start treatment⁴ 9 minutes
95th percentile time to start treatment⁵ 50 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,832 patients

Median time to start treatment⁴ 22 minutes
95th percentile time to start treatment⁵ 91 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,513 patients

Median time to start treatment⁴ 33 minutes
95th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 646 patients

Median time to start treatment⁴ 37 minutes
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
474	
9 minutes	8 minutes
52 minutes	35 minutes
1,796	
26 minutes	20 minutes
101 minutes	99 minutes
2,366	
37 minutes	26 minutes
153 minutes	137 minutes
749	
40 minutes	23 minutes
152 minutes	135 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 6,013 patients

Percentage of patients who left the ED within four hours 75%

Same period last year	Change since one year ago
5,847	3%
72%	

* 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

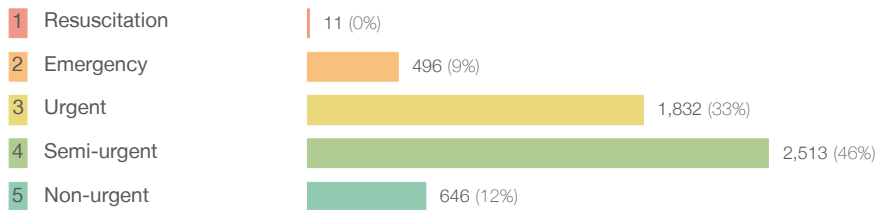
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Grafton Base Hospital: Patients attending the emergency department January to March 2016

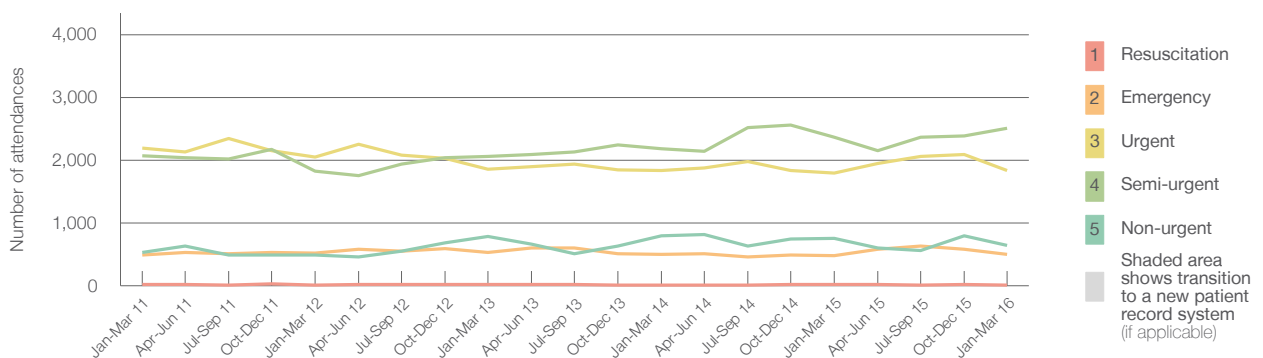
All attendances:¹ 6,017 patients

Emergency attendances² by triage category: 5,498 patients



Same period last year	Change since one year ago
5,847	3%
5,399	2%
14	-21%
474	5%
1,796	2%
2,366	6%
749	-14%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	20	10	15	13	14	11
Emergency	493	523	530	498	474	496
Urgent	2,197	2,048	1,859	1,833	1,796	1,832
Semi-urgent	2,065	1,829	2,061	2,181	2,366	2,513
Non-urgent	528	490	779	790	749	646
All emergency attendances	5,303	4,900	5,244	5,315	5,399	5,498

Grafton Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 531 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
513 ^{**}	
16 minutes	-1 minute
50 minutes	-13 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Grafton Base Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 496

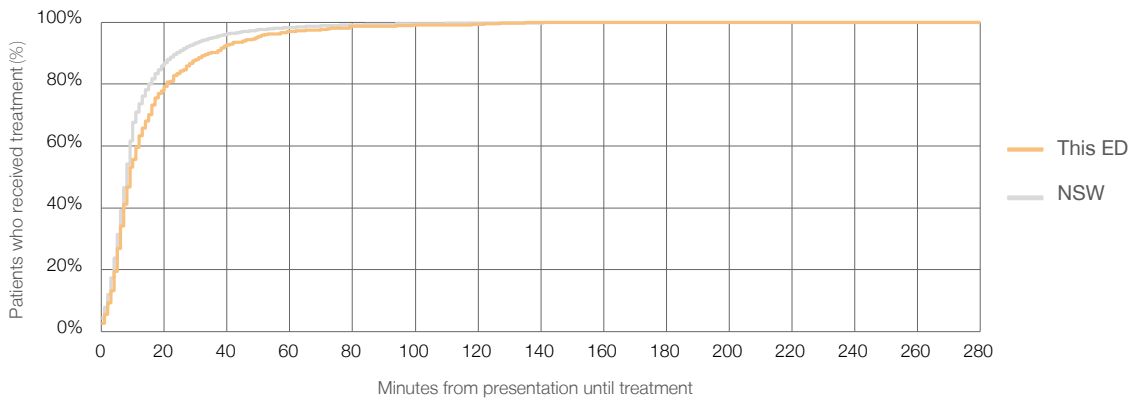
Number of triage 2 patients used to calculate waiting time:³ 494

Median time to start treatment⁴ 9 minutes

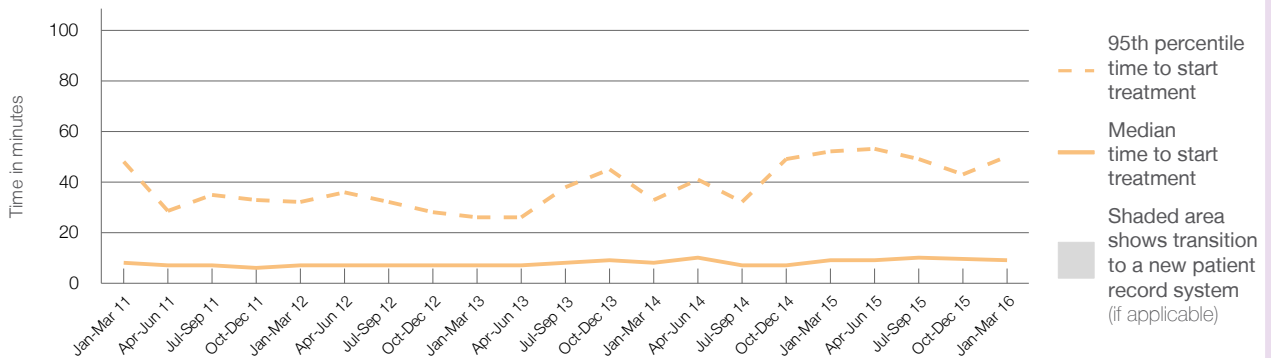
95th percentile time to start treatment⁵ 50 minutes

Same period last year	NSW (this period)
474	474
9 minutes	8 minutes
52 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	8	7	7	8	9	9
95th percentile time to start treatment ⁵ (minutes)	48	32	26	33	52	50

(†) 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 from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 1,832

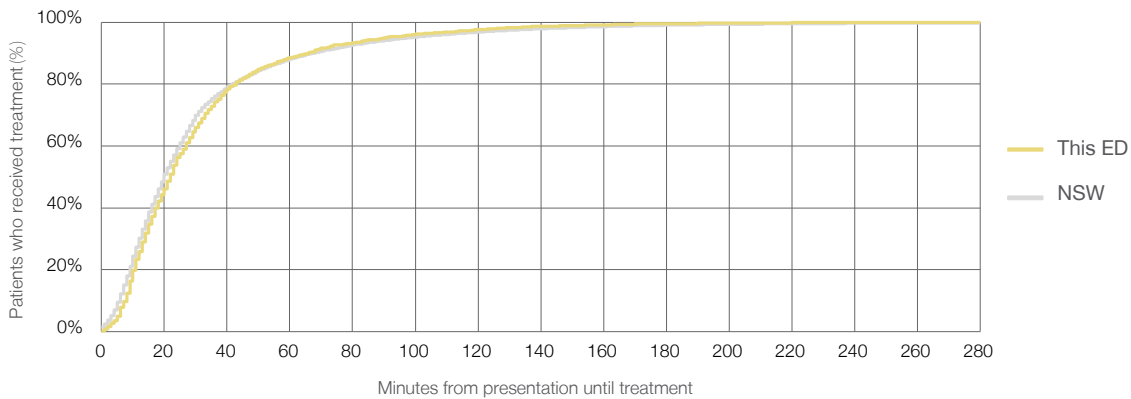
Number of triage 3 patients used to calculate waiting time:³ 1,808

Median time to start treatment⁴ 22 minutes

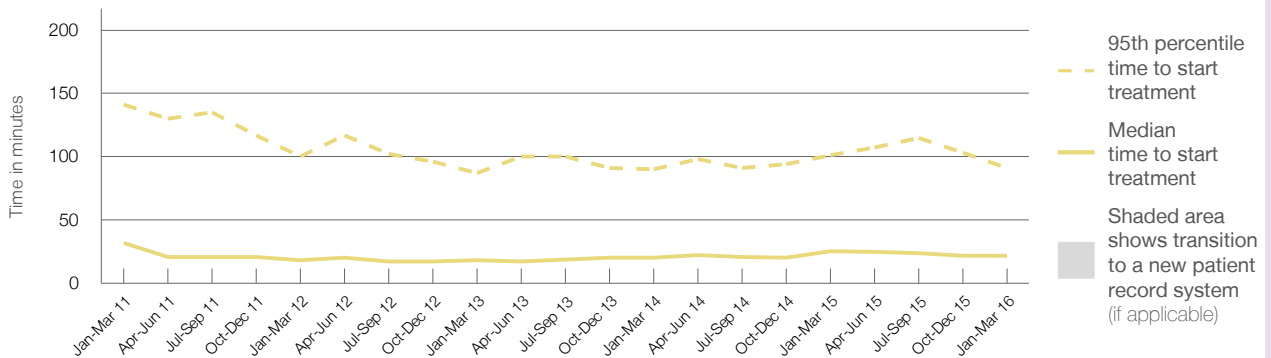
95th percentile time to start treatment⁵ 91 minutes

Same period last year	NSW (this period)
1,796	
1,760	
26 minutes	20 minutes
101 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	32	18	18	20	26	22
95th percentile time to start treatment ⁵ (minutes)	141	100	87	90	101	91

(†) 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 from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 2,513

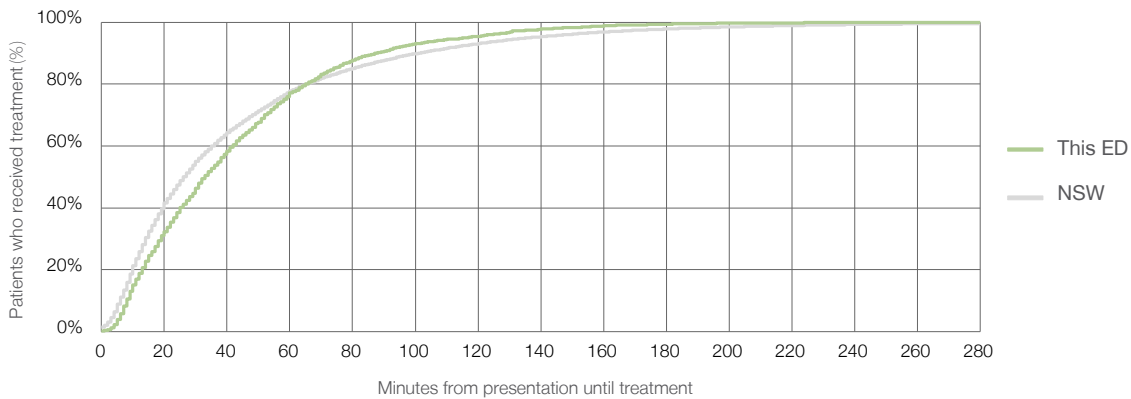
Number of triage 4 patients used to calculate waiting time:³ 2,395

Median time to start treatment⁴ 33 minutes

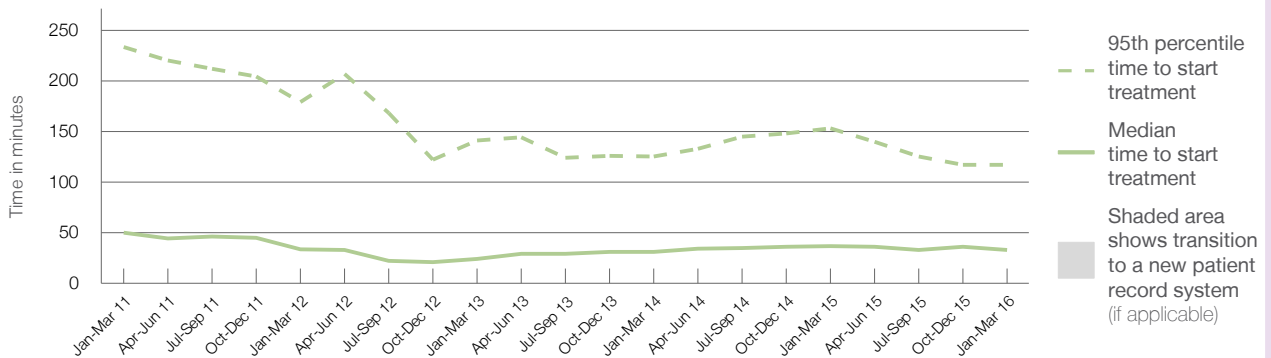
95th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
2,366	
2,202	
37 minutes	26 minutes
153 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	50	34	24	31	37	33
95th percentile time to start treatment ⁵ (minutes)	233	179	141	125	153	117

(†) 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 from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 646

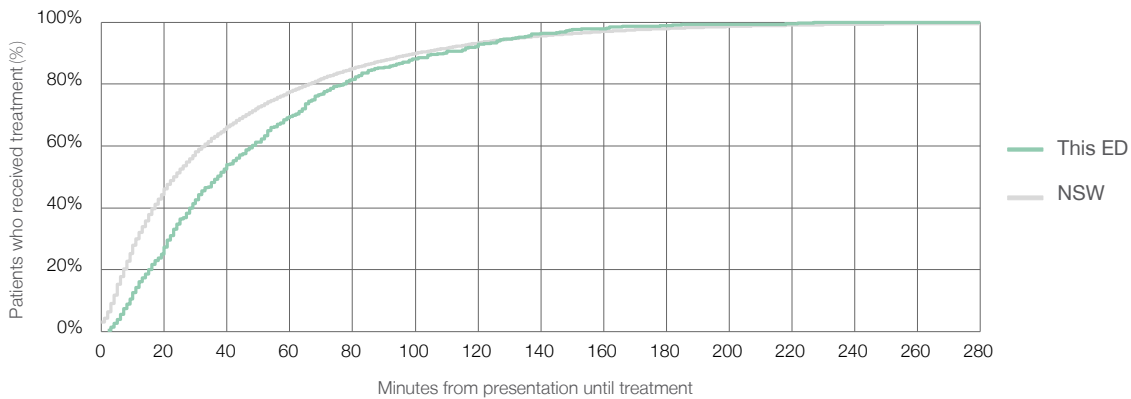
Number of triage 5 patients used to calculate waiting time:³ 569

Median time to start treatment⁴ 37 minutes

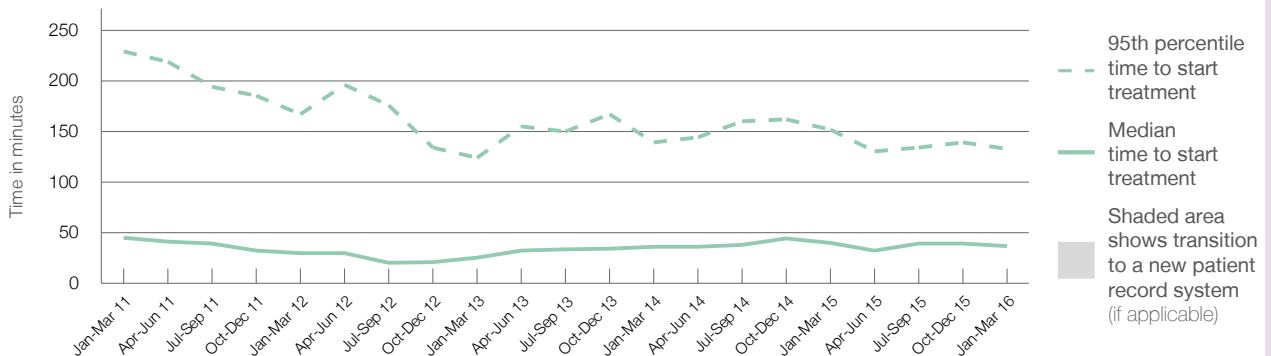
95th percentile time to start treatment⁵ 133 minutes

Same period last year	NSW (this period)
749	
623	
40 minutes	23 minutes
152 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	45	30	25	36	40	37
95th percentile time to start treatment ⁵ (minutes)	229	167	124	139	152	133

(†) 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 from presentation until leaving the ED

January to March 2016

All attendances:¹ 6,017 patients

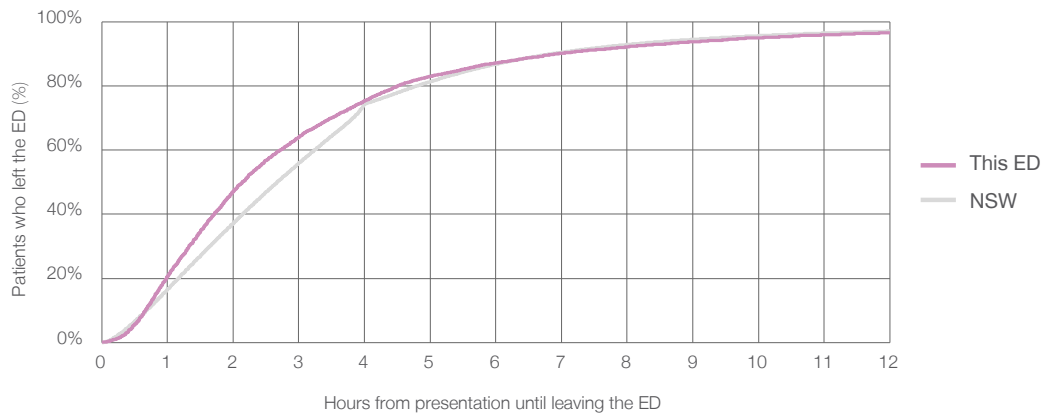
Attendances used to calculate time to leaving the ED:⁶ 6,013 patients

Median time to leaving the ED⁸ 2 hours and 9 minutes

95th percentile time to leaving the ED⁹ 10 hours and 1 minutes

Same period last year	NSW (this period)
5,847	5,847
2 hours and 22 minutes	2 hours and 40 minutes
10 hours and 3 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{††}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	2h 46m	2h 44m	2h 28m	2h 7m	2h 22m	2h 9m
95th percentile time to leaving the ED ⁹ (hours, minutes)	8h 35m	9h 16m	10h 23m	9h 6m	10h 3m	10h 1m

(†) 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 from presentation until leaving the ED
By mode of separation
January to March 2016

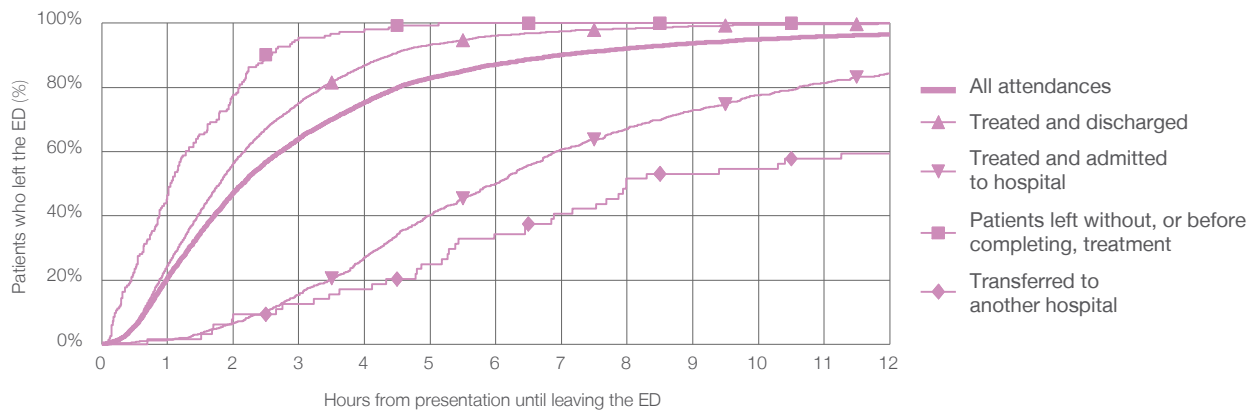
All attendances:¹ 6,017 patients

Attendances used to calculate time to leaving the ED:⁶ 6,013 patients

Treated and discharged	4,675 (78%)
Treated and admitted to hospital	1,106 (18%)
Patient left without, or before completing, treatment	153 (3%)
Transferred to another hospital	64 (1%)
Other	19 (0%)

Same period last year	Change since one year ago
5,847	3%
4,284	9%
1,300	-15%
221	-31%
34	88%
8	138%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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	25%	56%	75%	87%	96%	98%	99%	100%
Treated and admitted to hospital	1%	7%	15%	27%	50%	67%	78%	84%
Patient left without, or before completing, treatment	46%	78%	95%	98%	100%	100%	100%	100%
Transferred to another hospital	2%	9%	13%	17%	34%	52%	55%	59%
All attendances	21%	47%	64%	75%	87%	92%	95%	97%

(†) 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 from presentation until leaving the ED
Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances:¹ 6,017 patients

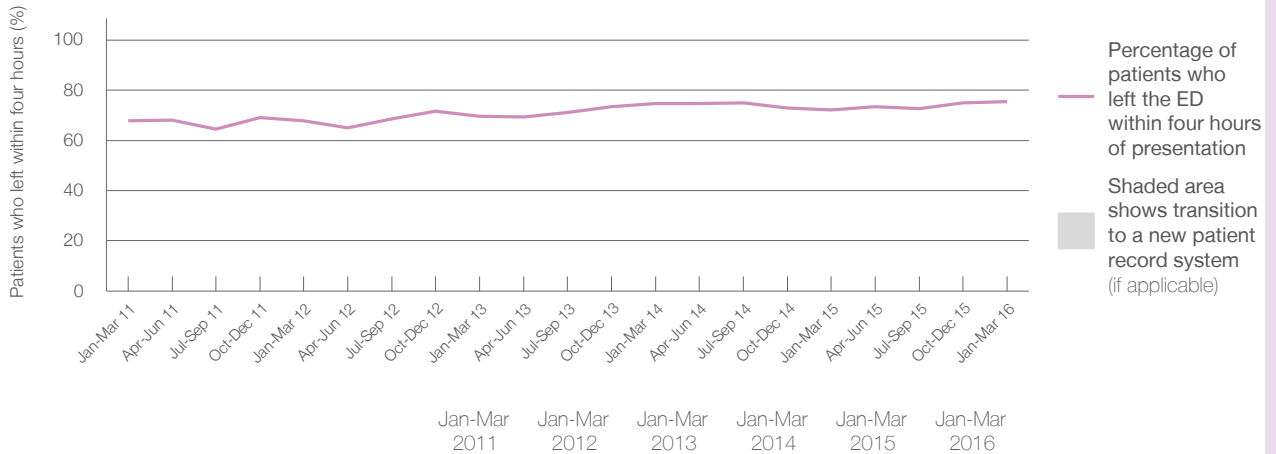
Attendances used to calculate time to leaving the ED:⁶ 6,013 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
5,847	3%
5,847	3%
72%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	68%	68%	70%	75%	72%	75%

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

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health(extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System(extracted 22 April 2016).

Lismore Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 7,802 patients
Emergency attendances:² 7,495 patients

Same period last year	Change since one year ago
7,952	-2%
7,698	-3%

Lismore Base Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 854 patients

Median time to start treatment⁴ 6 minutes
95th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,635 patients

Median time to start treatment⁴ 24 minutes
95th percentile time to start treatment⁵ 113 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,125 patients

Median time to start treatment⁴ 40 minutes
95th percentile time to start treatment⁵ 169 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 829 patients

Median time to start treatment⁴ 42 minutes
95th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
857	
6 minutes	8 minutes
20 minutes	35 minutes
2,489	
24 minutes	20 minutes
115 minutes	99 minutes
3,328	
42 minutes	26 minutes
188 minutes	137 minutes
961	
47 minutes	23 minutes
164 minutes	135 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 7,789 patients

Percentage of patients who left the ED within four hours 64%

Same period last year	Change since one year ago
7,952	-2%
64%	

* 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

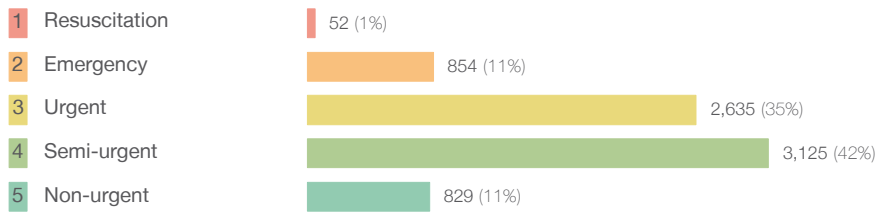
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Lismore Base Hospital: Patients attending the emergency department January to March 2016

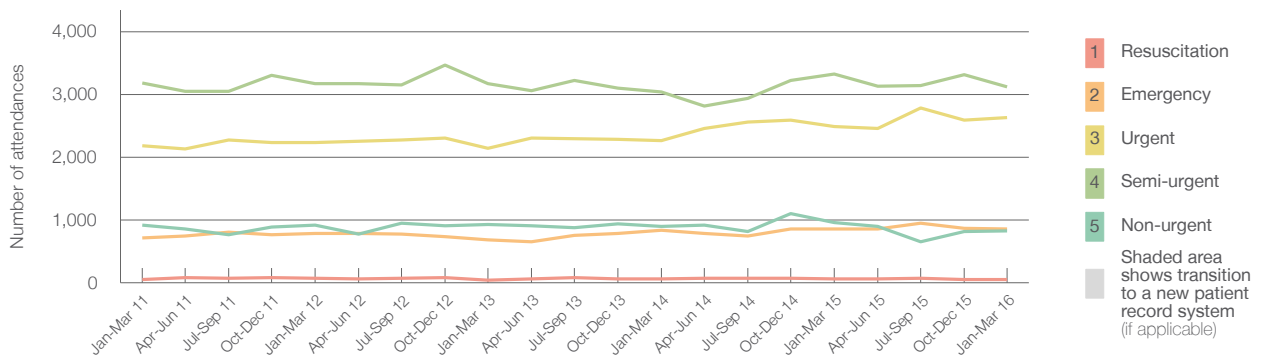
All attendances:¹ 7,802 patients

Emergency attendances² by triage category: 7,495 patients



Same period last year	Change since one year ago
7,952	-2%
7,698	-3%
63	-17%
857	0%
2,489	6%
3,328	-6%
961	-14%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	52	66	39	55	63	52
Emergency	712	786	679	838	857	854
Urgent	2,178	2,228	2,138	2,268	2,489	2,635
Semi-urgent	3,184	3,168	3,168	3,038	3,328	3,125
Non-urgent	914	912	927	897	961	829
All emergency attendances	7,040	7,160	6,951	7,096	7,698	7,495

Lismore Base Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,593 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
1,657	
16 minutes	-1 minute
80 minutes	-3 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Lismore Base Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 854

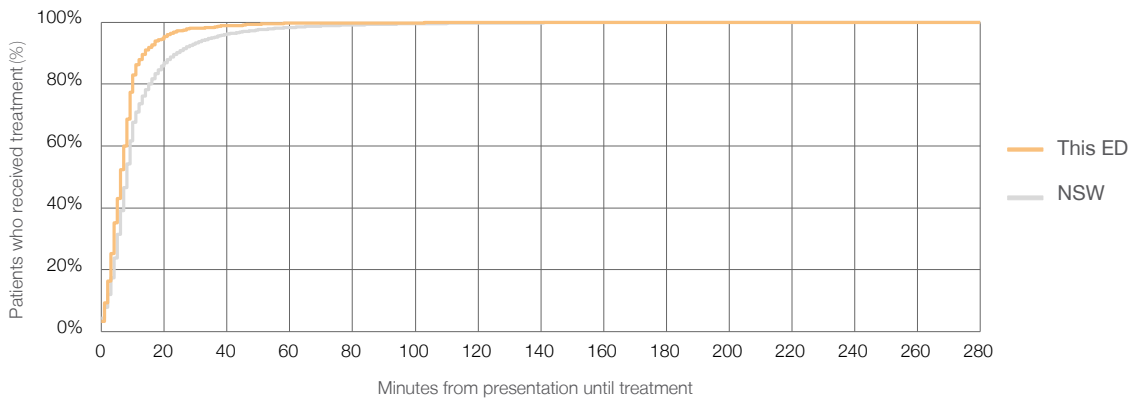
Number of triage 2 patients used to calculate waiting time:³ 851

Median time to start treatment⁴ 6 minutes

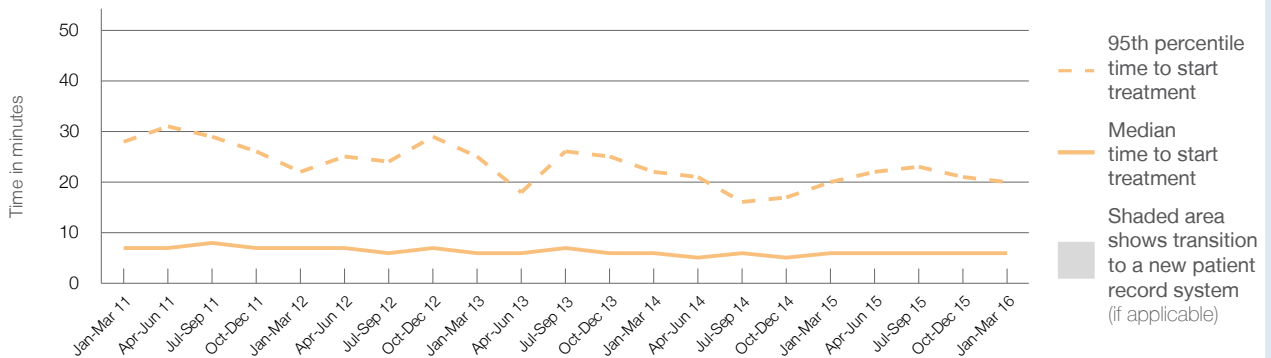
95th percentile time to start treatment⁵ 20 minutes

Same period last year	NSW (this period)
857	
856	
6 minutes	8 minutes
20 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	7	7	6	6	6	6
95th percentile time to start treatment ⁵ (minutes)	28	22	25	22	20	20

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lismore Base Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 2,635

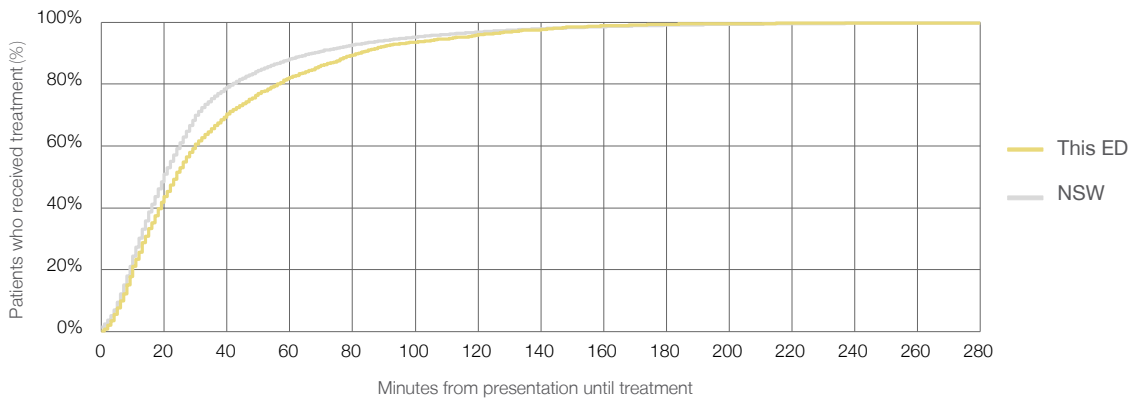
Number of triage 3 patients used to calculate waiting time:³ 2,557

Median time to start treatment⁴ 24 minutes

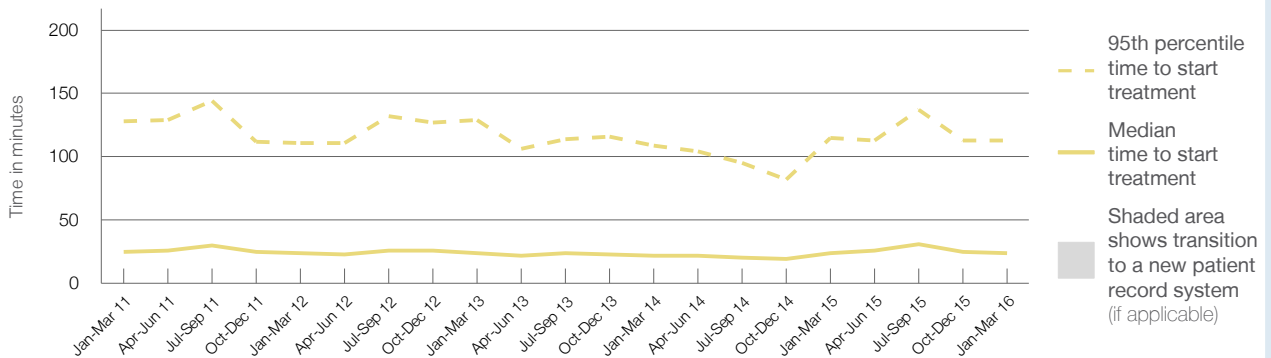
95th percentile time to start treatment⁵ 113 minutes

Same period last year	NSW (this period)
2,489	
2,427	
24 minutes	20 minutes
115 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	25	24	24	22	24	24
95th percentile time to start treatment ⁵ (minutes)	128	111	129	109	115	113

(†) 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 from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 3,125

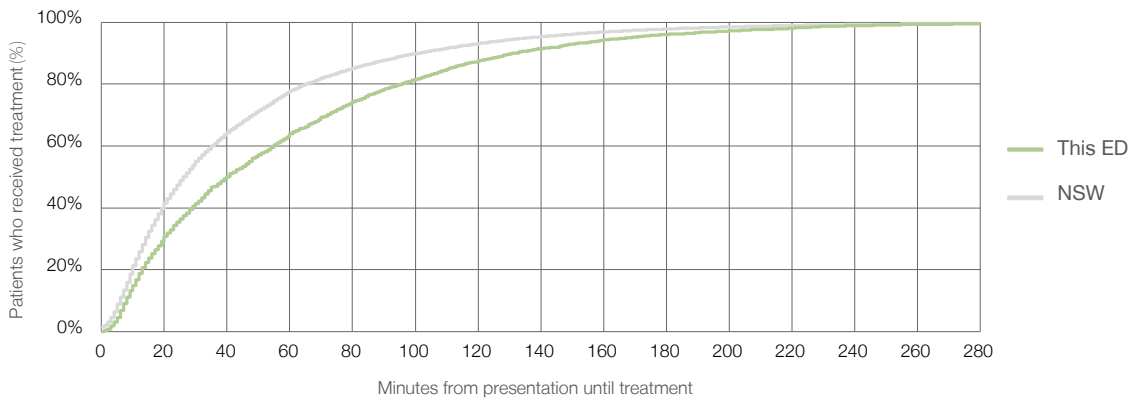
Number of triage 4 patients used to calculate waiting time:³ 2,846

Median time to start treatment⁴ 40 minutes

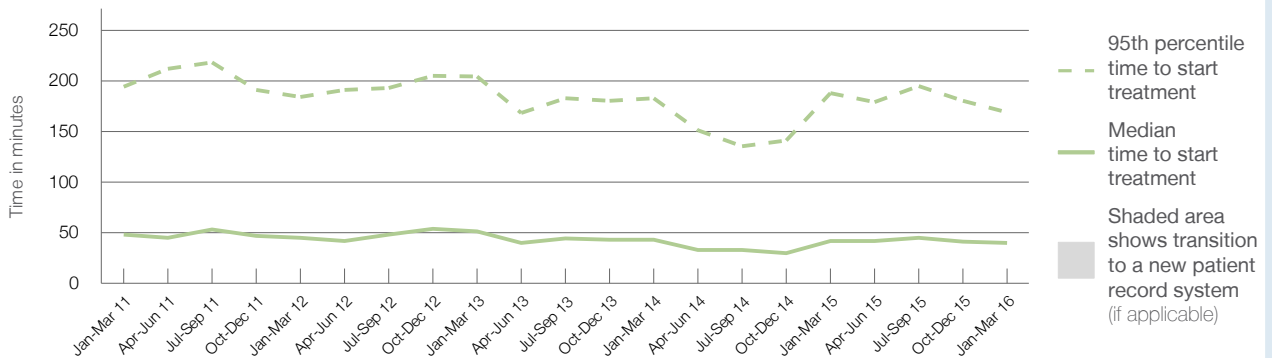
95th percentile time to start treatment⁵ 169 minutes

Same period last year	NSW (this period)
3,328	3,017
42 minutes	26 minutes
188 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	48	45	51	43	42	40
95th percentile time to start treatment ⁵ (minutes)	194	184	204	183	188	169

(†) 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 from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 829

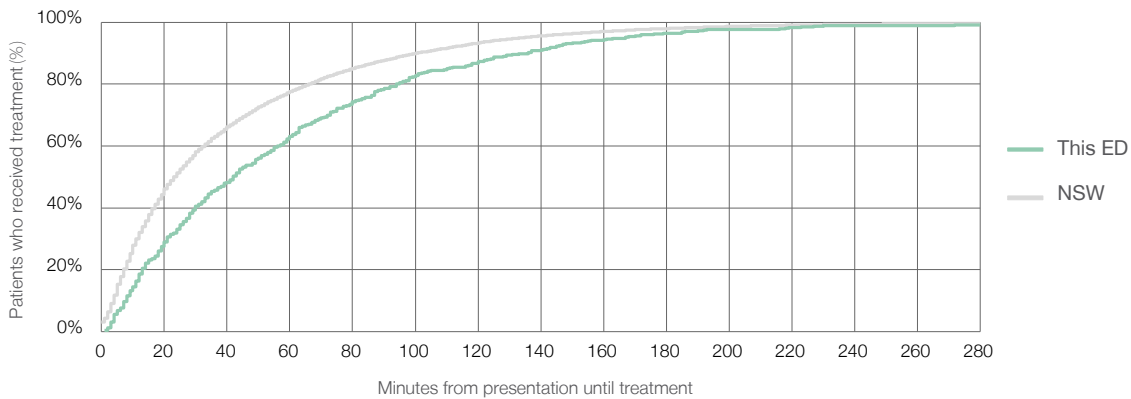
Number of triage 5 patients used to calculate waiting time:³ 657

Median time to start treatment⁴ 42 minutes

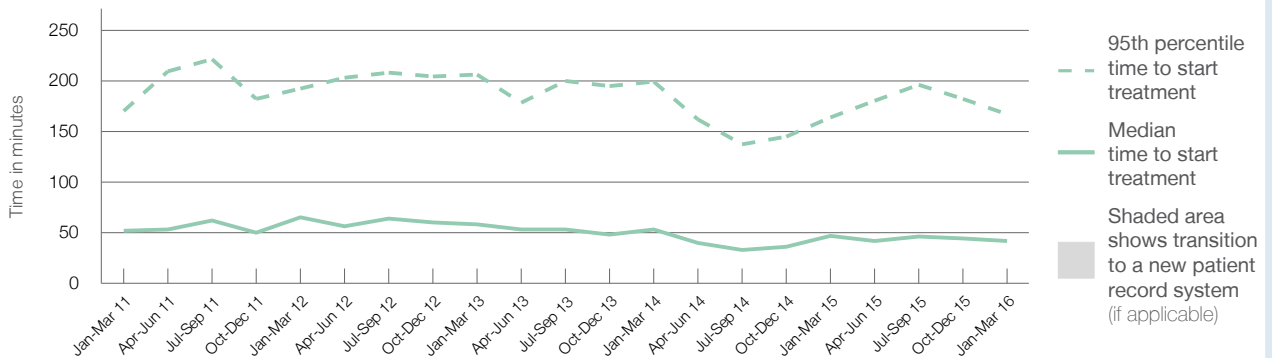
95th percentile time to start treatment⁵ 167 minutes

Same period last year	NSW (this period)
961	762
47 minutes	23 minutes
164 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	52	65	58	53	47	42
95th percentile time to start treatment ⁵ (minutes)	170	192	206	199	164	167

(†) 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 from presentation until leaving the ED

January to March 2016

All attendances:¹ 7,802 patients

Attendances used to calculate time to leaving the ED:⁶ 7,789 patients

Median time to leaving the ED⁸

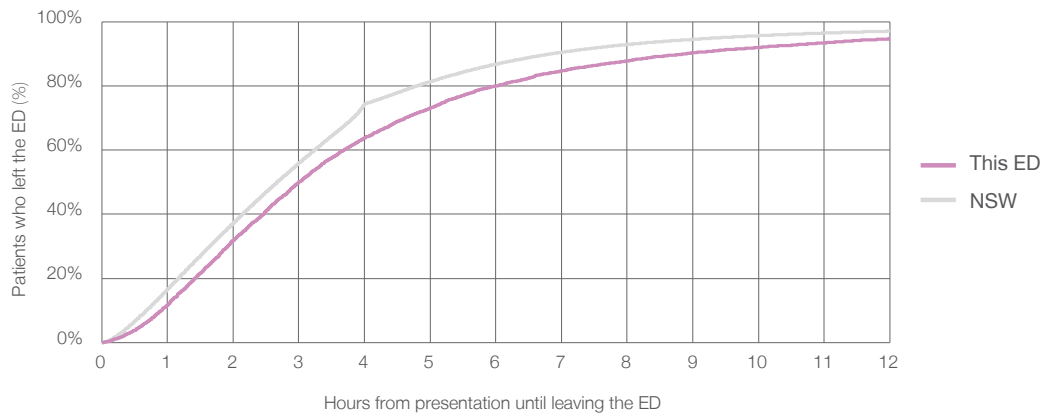
3 hours and 1 minutes

95th percentile time to leaving the ED⁹

12 hours and 27 minutes

Same period last year	NSW (this period)
7,952	7,952
3 hours and 4 minutes	2 hours and 40 minutes
13 hours and 52 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	4h 10m	3h 51m	4h 2m	3h 8m	3h 4m	3h 1m
95th percentile time to leaving the ED ⁹ (hours, minutes)	18h 7m	16h 28m	17h 3m	16h 45m	13h 52m	12h 27m

(†) 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 from presentation until leaving the ED
By mode of separation
January to March 2016

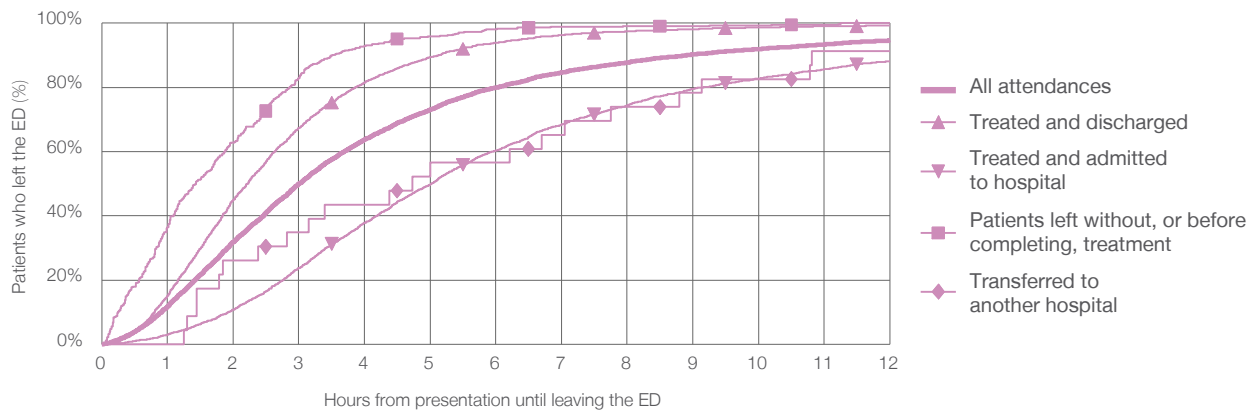
All attendances:¹ 7,802 patients

Attendances used to calculate time to leaving the ED:⁶ 7,789 patients

Treated and discharged	3,974 (51%)
Treated and admitted to hospital	3,287 (42%)
Patient left without, or before completing, treatment	435 (6%)
Transferred to another hospital	23 (0%)
Other	83 (1%)

Same period last year	Change since one year ago
7,952	-2%
4,037	-2%
3,361	-2%
461	-6%
21	10%
72	15%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{†‡}



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	15%	45%	67%	82%	94%	97%	99%	99%
Treated and admitted to hospital	3%	11%	24%	38%	60%	74%	83%	88%
Patient left without, or before completing, treatment	37%	63%	83%	93%	98%	99%	99%	100%
Transferred to another hospital	0%	26%	35%	43%	57%	74%	83%	91%
All attendances	12%	32%	50%	64%	80%	88%	92%	95%

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Lismore Base Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 7,802 patients

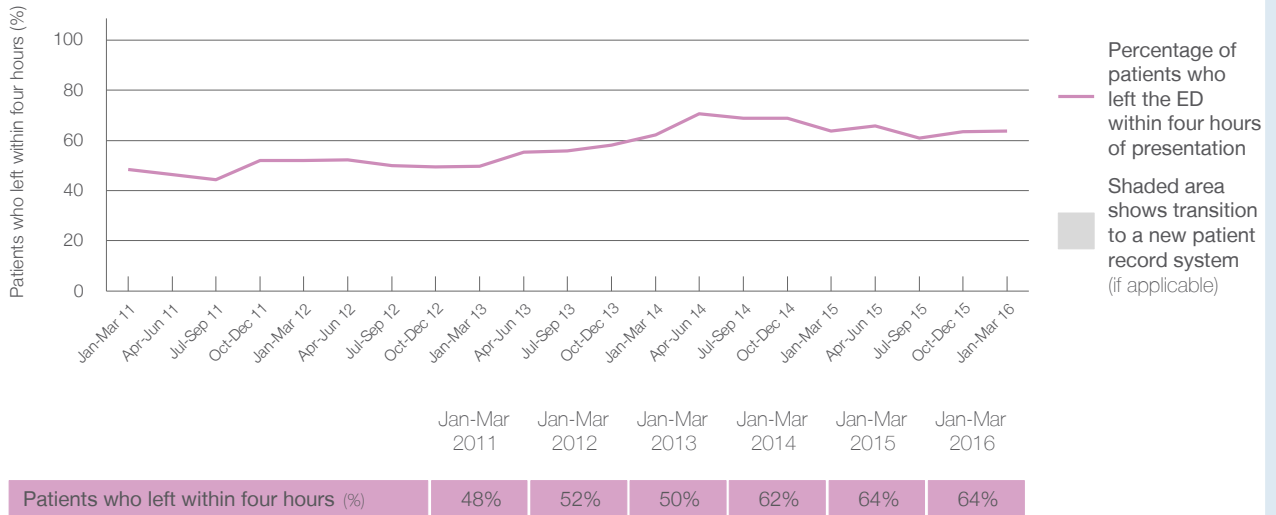
Attendances used to calculate time to leaving the ED: ⁶ 7,789 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	7,952	-2%
Attendances used to calculate time to leaving the ED	7,952	-2%
Percentage of patients who left the ED within four hours	64%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



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

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Maclean District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 3,128 patients
Emergency attendances:² 2,965 patients

Same period last year	Change since one year ago
3,225	-3%
3,028	-2%

Maclean District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 350 patients

Median time to start treatment⁴ 14 minutes
95th percentile time to start treatment⁵ 49 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,175 patients

Median time to start treatment⁴ 26 minutes
95th percentile time to start treatment⁵ 110 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,249 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 136 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 181 patients

Median time to start treatment⁴ 27 minutes
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
329	
13 minutes	8 minutes
58 minutes	35 minutes
1,117	
29 minutes	20 minutes
112 minutes	99 minutes
1,283	
41 minutes	26 minutes
168 minutes	137 minutes
287	
41 minutes	23 minutes
163 minutes	135 minutes

Maclean District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 3,125 patients

Percentage of patients who left the ED within four hours 82%

Same period last year	Change since one year ago
3,224	-3%
82%	

* 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

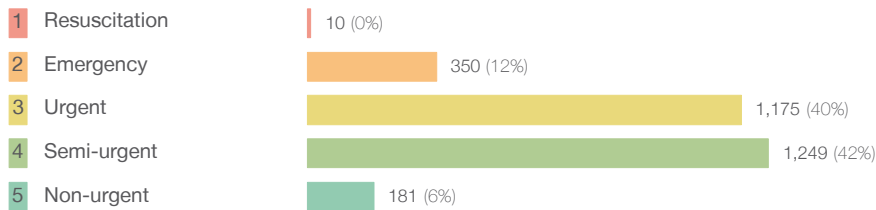
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Maclean District Hospital: Patients attending the emergency department January to March 2016

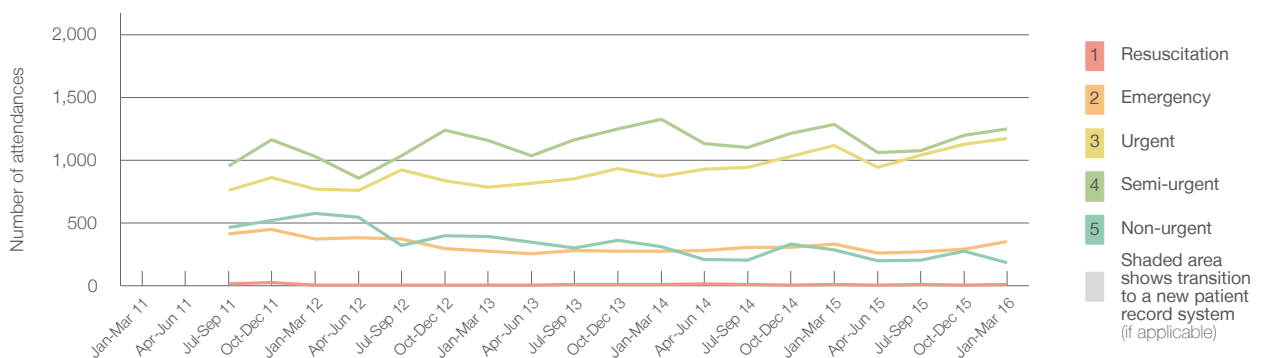
All attendances:¹ 3,128 patients

Emergency attendances² by triage category: 2,965 patients



Same period last year	Change since one year ago
3,225	-3%
3,028	-2%
12	-17%
329	6%
1,117	5%
1,283	-3%
287	-37%

Emergency attendances² by quarter, January 2011 to March 2016^{‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation		5	< 5	12	12	10
Emergency		374	278	275	329	350
Urgent		769	787	870	1,117	1,175
Semi-urgent		1,030	1,157	1,323	1,283	1,249
Non-urgent		578	392	312	287	181
All emergency attendances		2,756	2,614	2,792	3,028	2,965

Maclean District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 373 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
473	
14 minutes	-1 minute
54 minutes	3 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(§) 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.

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Maclean District Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 350

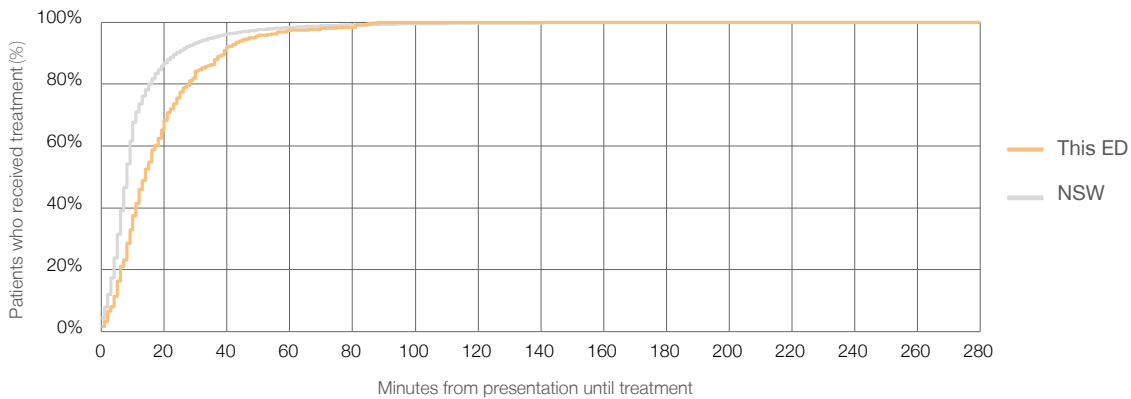
Number of triage 2 patients used to calculate waiting time:³ 350

Median time to start treatment⁴ 14 minutes

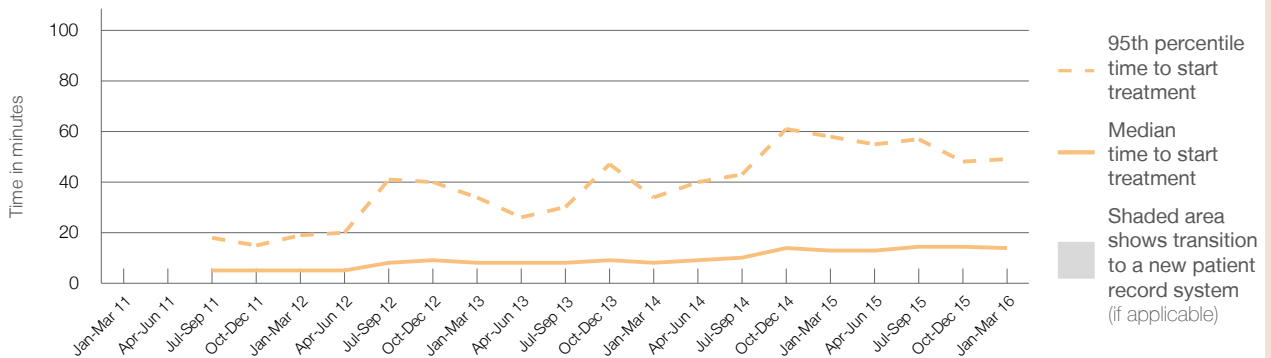
95th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
329	
326	
13 minutes	8 minutes
58 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		5	8	8	13	14
95th percentile time to start treatment ⁵ (minutes)		19	34	34	58	49

(†) 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 from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,175

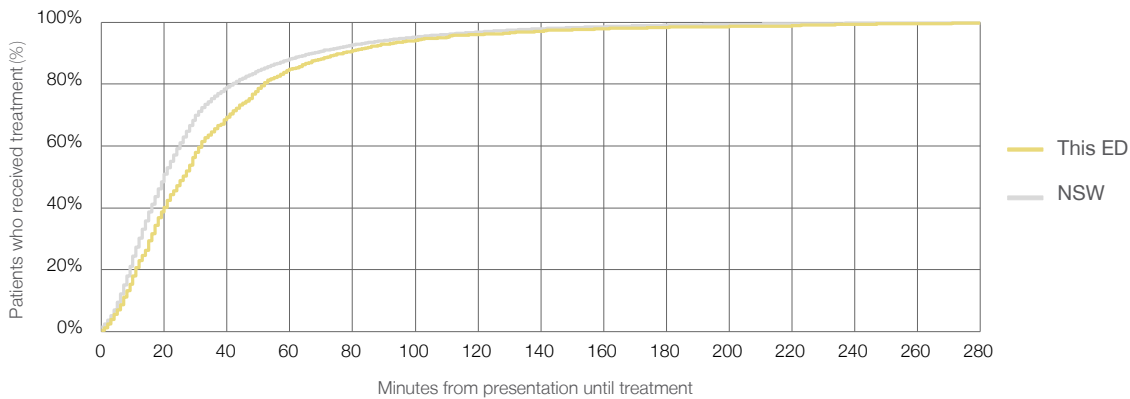
Number of triage 3 patients used to calculate waiting time:³ 1,136

Median time to start treatment⁴ 26 minutes

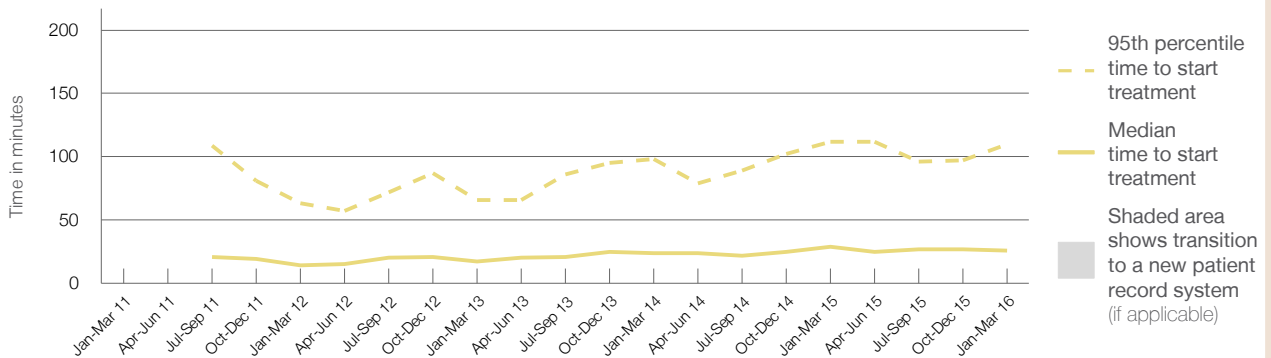
95th percentile time to start treatment⁵ 110 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,117	
Number of triage 3 patients used to calculate waiting time: ³	1,087	
Median time to start treatment ⁴	29 minutes	20 minutes
95th percentile time to start treatment ⁵	112 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		14	17	24	29	26
95th percentile time to start treatment ⁵ (minutes)		63	66	98	112	110

(†) 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 from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 1,249

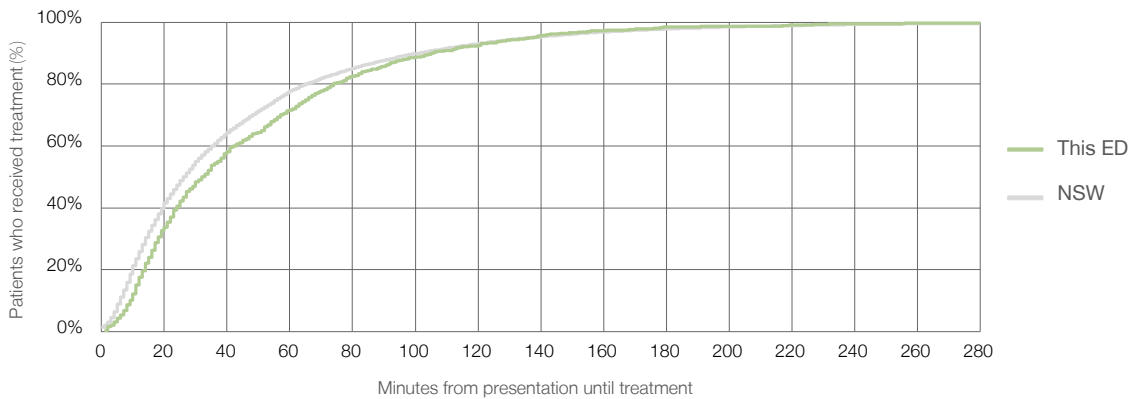
Number of triage 4 patients used to calculate waiting time:³ 1,130

Median time to start treatment⁴ 32 minutes

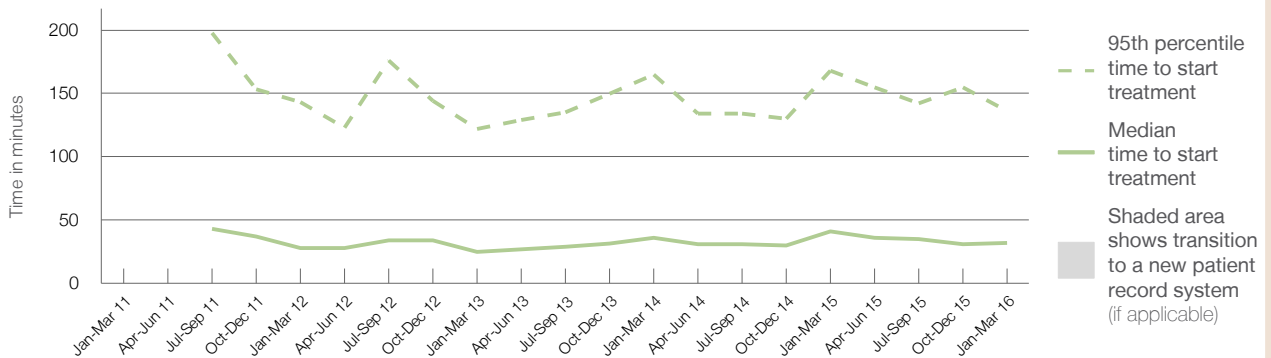
95th percentile time to start treatment⁵ 136 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,283	1,149
Median time to start treatment ⁴	41 minutes	26 minutes
95th percentile time to start treatment ⁵	168 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		28	25	36	41	32
95th percentile time to start treatment ⁵ (minutes)		143	122	165	168	136

(†) 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 from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 181

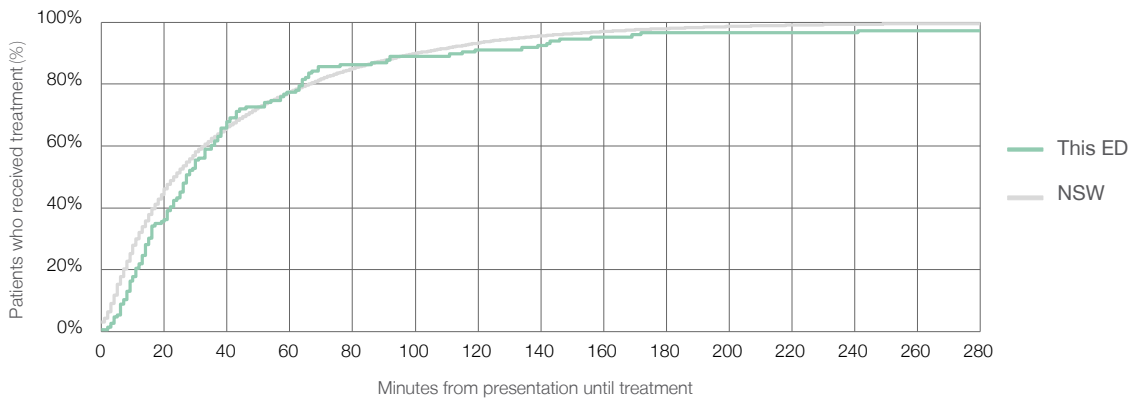
Number of triage 5 patients used to calculate waiting time:³ 146

Median time to start treatment⁴ 27 minutes

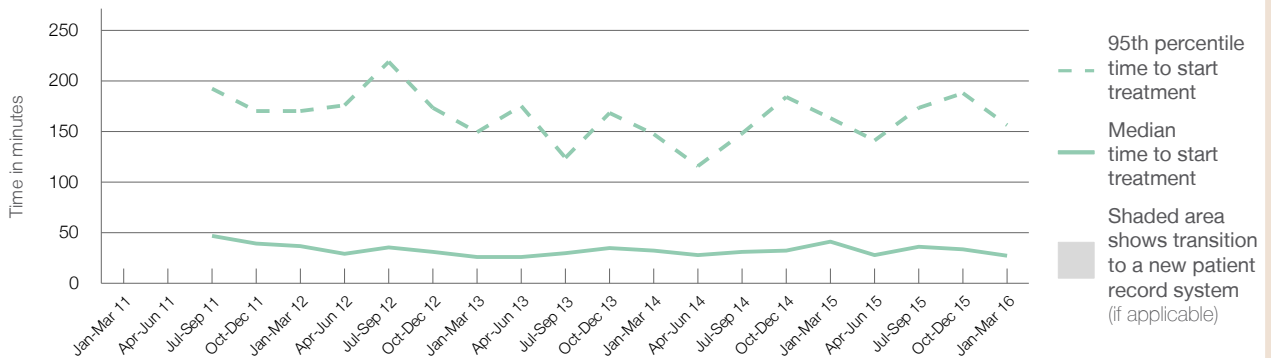
95th percentile time to start treatment⁵ 156 minutes

Same period last year	NSW (this period)
287	199
41 minutes	23 minutes
163 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)		37	26	32	41	27
95th percentile time to start treatment ⁵ (minutes)		170	149	147	163	156

(†) 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 from presentation until leaving the ED

January to March 2016

All attendances:¹ 3,128 patients

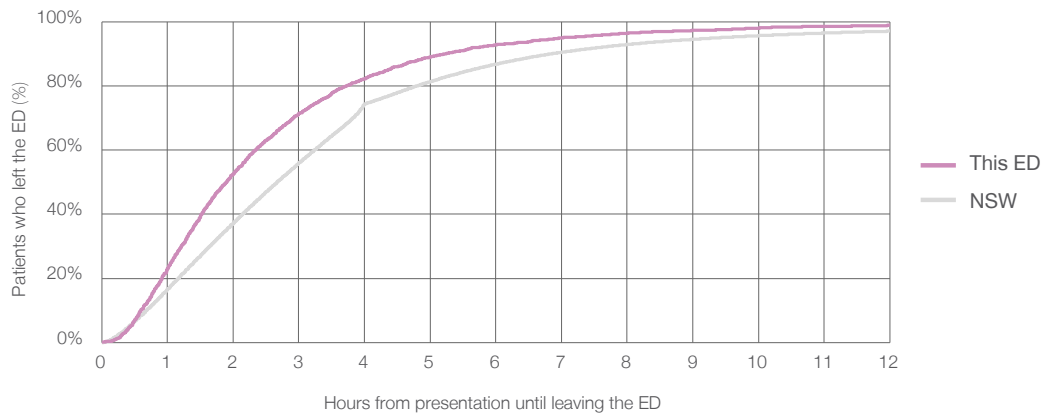
Attendances used to calculate time to leaving the ED:⁶ 3,125 patients

Median time to leaving the ED⁸ 1 hours and 54 minutes

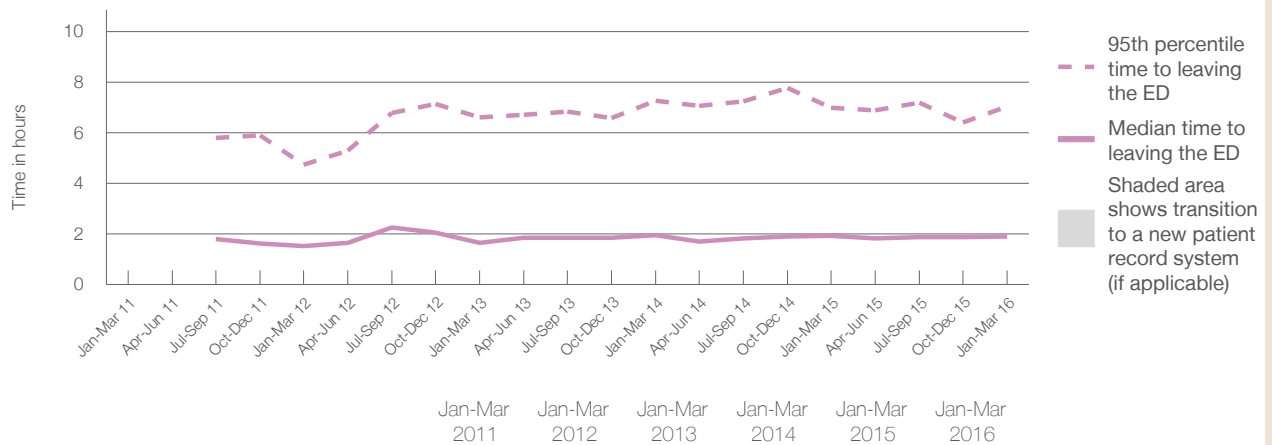
95th percentile time to leaving the ED⁹ 7 hours and 2 minutes

Same period last year	NSW (this period)
3,225	3,224
1 hours and 56 minutes	2 hours and 40 minutes
7 hours and 0 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡§}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)		1h 31m	1h 40m	1h 57m	1h 56m	1h 54m
95th percentile time to leaving the ED ⁹ (hours, minutes)		4h 44m	6h 37m	7h 16m	7h 0m	7h 2m

(†) 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 from presentation until leaving the ED
By mode of separation
January to March 2016

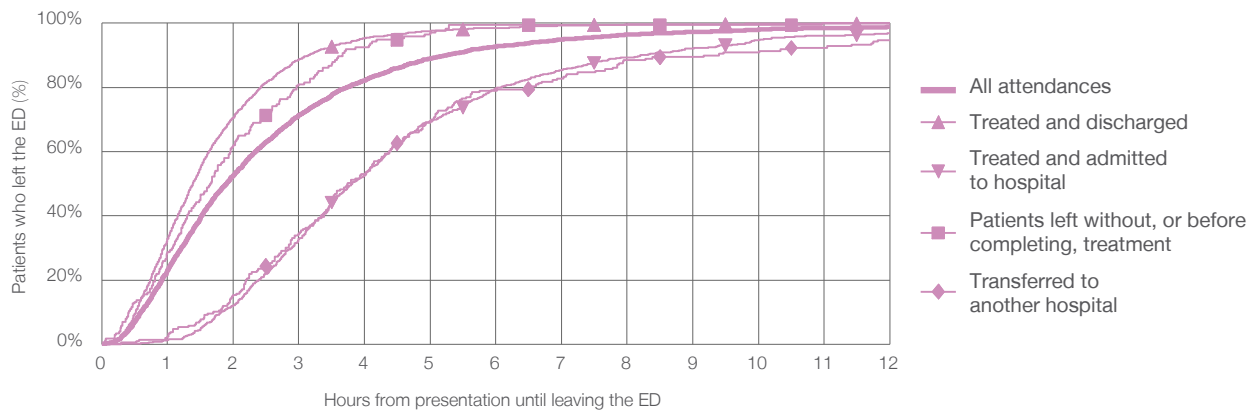
All attendances:¹ 3,128 patients

Attendances used to calculate time to leaving the ED:⁶ 3,125 patients

Treated and discharged	1,988 (64%)
Treated and admitted to hospital	746 (24%)
Patient left without, or before completing, treatment	174 (6%)
Transferred to another hospital	209 (7%)
Other	11 (0%)

Same period last year	Change since one year ago
3,224	-3%
2,085	-5%
849	-12%
213	-18%
70	199%
8	38%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††§}



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	33%	71%	89%	95%	99%	100%	100%	100%
Treated and admitted to hospital	1%	12%	33%	53%	80%	89%	95%	97%
Patient left without, or before completing, treatment	29%	62%	81%	93%	99%	99%	99%	100%
Transferred to another hospital	2%	15%	34%	53%	79%	89%	91%	95%
All attendances	23%	53%	71%	82%	93%	96%	98%	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.

Maclean District Hospital: Time from presentation until leaving the ED
Percentage of patients who left the ED within four hours of presentation
 January to March 2016

All attendances: ¹ 3,128 patients

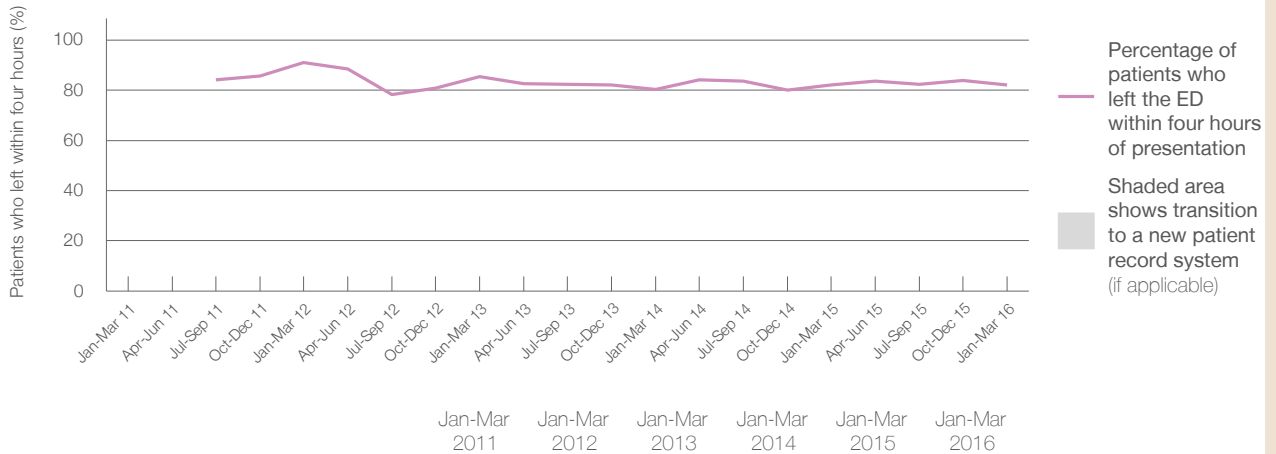
Attendances used to calculate time to leaving the ED: ⁶ 3,125 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
3,225	-3%
3,224	-3%
82%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016 ^{†‡§}



Patients who left within four hours (%)	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
	91%	85%	80%	82%	82%	82%

* 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*.

- 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
 Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

Murwillumbah District Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 4,506 patients
 Emergency attendances:² 4,015 patients

Same period last year	Change since one year ago
4,192	7%
3,824	5%

Murwillumbah District Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 281 patients

Median time to start treatment⁴ 5 minutes
 95th percentile time to start treatment⁵ 16 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,200 patients

Median time to start treatment⁴ 13 minutes
 95th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,167 patients

Median time to start treatment⁴ 18 minutes
 95th percentile time to start treatment⁵ 93 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 367 patients

Median time to start treatment⁴ 24 minutes
 95th percentile time to start treatment⁵ 106 minutes

Same period last year	NSW (this period)
265	
6 minutes	8 minutes
15 minutes	35 minutes
1,142	
12 minutes	20 minutes
49 minutes	99 minutes
2,085	
15 minutes	26 minutes
82 minutes	137 minutes
326	
17 minutes	23 minutes
106 minutes	135 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 4,495 patients

Percentage of patients who left the ED within four hours 89%

Same period last year	Change since one year ago
4,187	7%
91%	

* 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

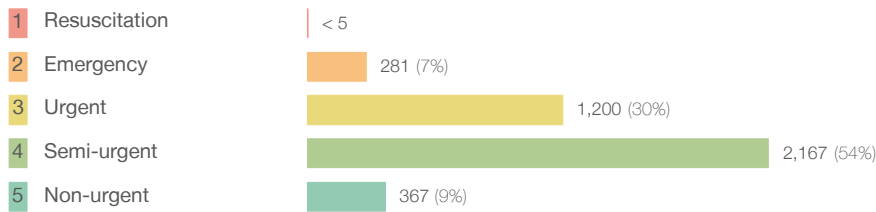
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

Murwillumbah District Hospital: Patients attending the emergency department January to March 2016

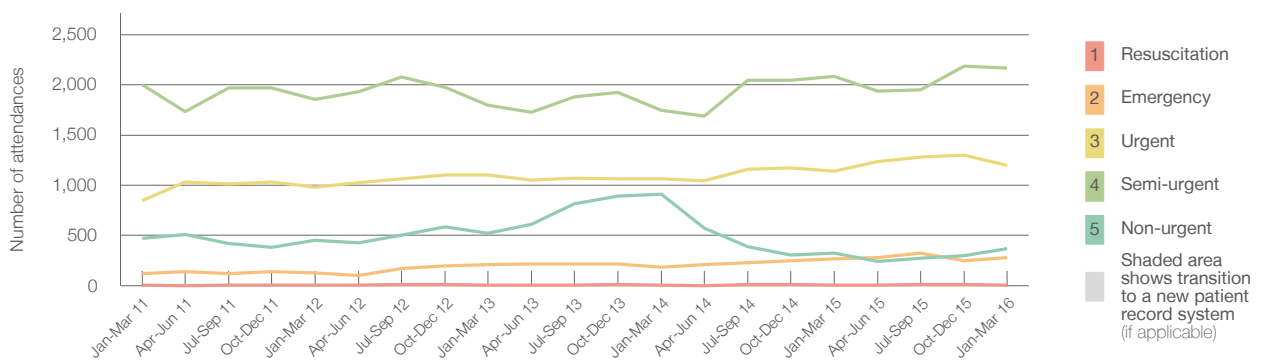
All attendances:¹ 4,506 patients

Emergency attendances² by triage category: 4,015 patients



Same period last year	Change since one year ago
4,192	7%
3,824	5%
6	*
265	5%
1,142	5%
2,085	4%
326	13%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	< 5	5	< 5	5	6	< 5
Emergency	126	129	216	183	265	281
Urgent	850	982	1,104	1,061	1,142	1,200
Semi-urgent	2,003	1,854	1,798	1,745	2,085	2,167
Non-urgent	470	454	519	913	326	367
All emergency attendances	3,449	3,424	3,637	3,907	3,824	4,015

Murwillumbah District Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 182 patients^{**}

ED Transfer of care time[§]



Same period last year	Change since one year ago
256	
12 minutes	0 minutes
41 minutes	-6 minutes

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

(§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

Murwillumbah District Hospital: Time from presentation to treatment, triage 2 January to March 2016

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

Number of triage 2 patients: 281

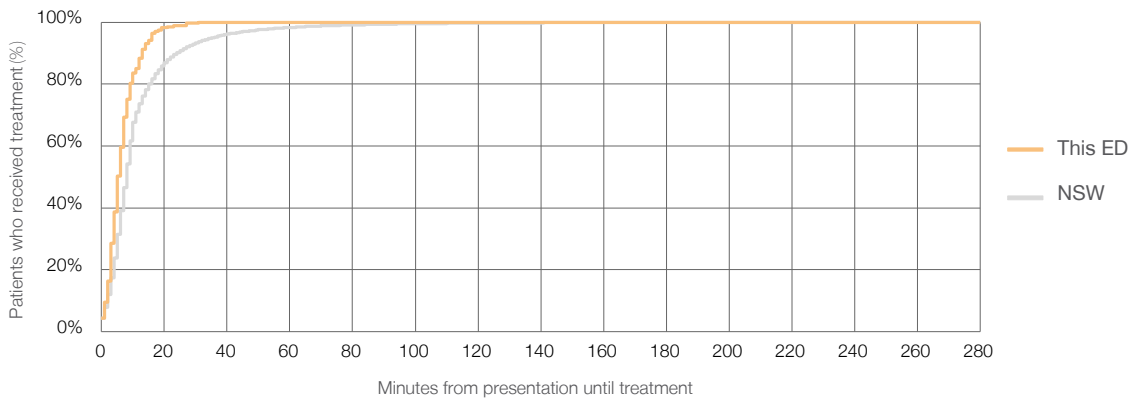
Number of triage 2 patients used to calculate waiting time:³ 274

Median time to start treatment⁴ 5 minutes

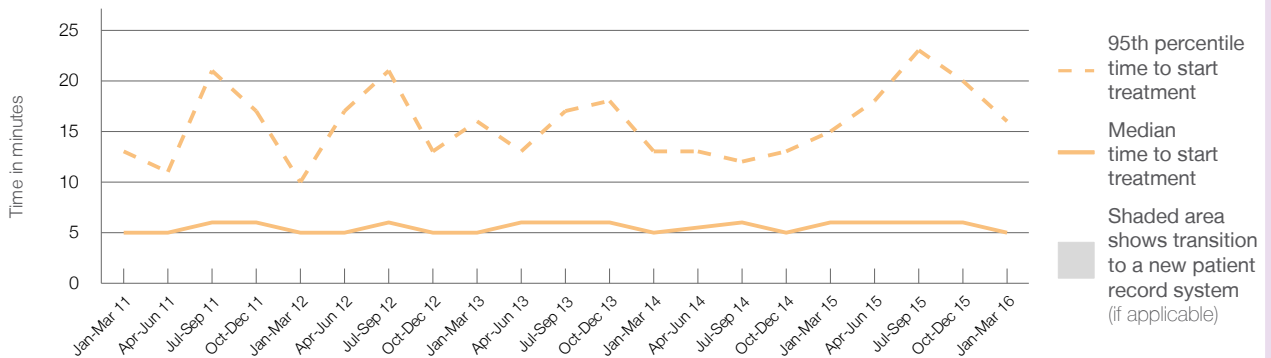
95th percentile time to start treatment⁵ 16 minutes

Same period last year	NSW (this period)
265	
264	
6 minutes	8 minutes
15 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	5	5	5	5	6	5
95th percentile time to start treatment ⁵ (minutes)	13	10	16	13	15	16

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time from presentation to treatment, triage 3 January to March 2016

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

Number of triage 3 patients: 1,200

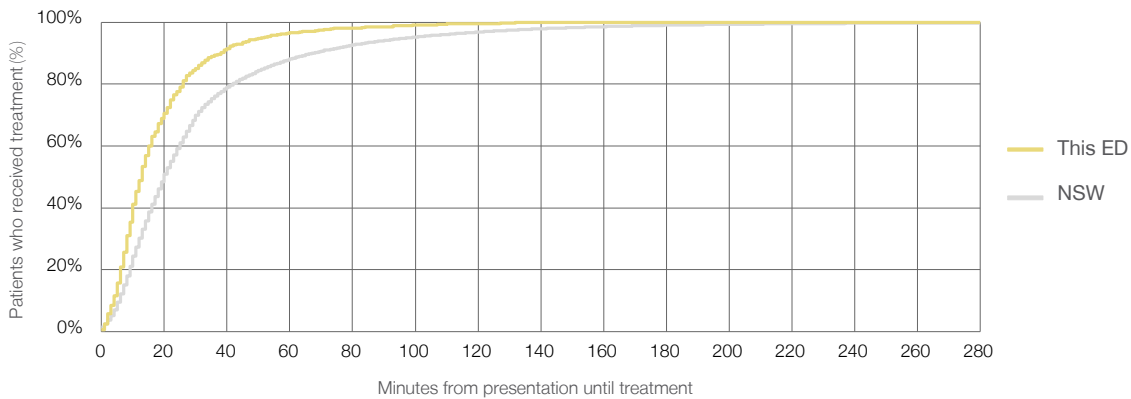
Number of triage 3 patients used to calculate waiting time:³ 1,182

Median time to start treatment⁴ 13 minutes

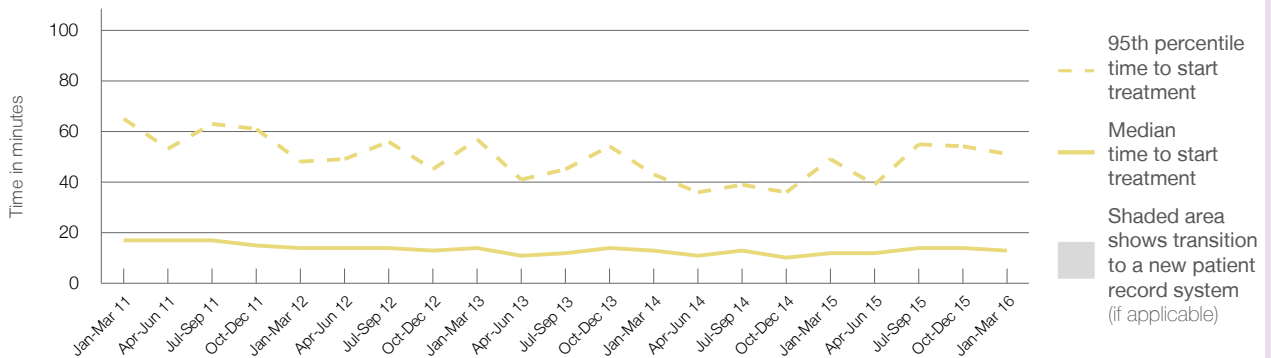
95th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
1,142	1,133
12 minutes	20 minutes
49 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	17	14	14	13	12	13
95th percentile time to start treatment ⁵ (minutes)	65	48	57	43	49	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.

Murwillumbah District Hospital: Time from presentation to treatment, triage 4 January to March 2016

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

Number of triage 4 patients: 2,167

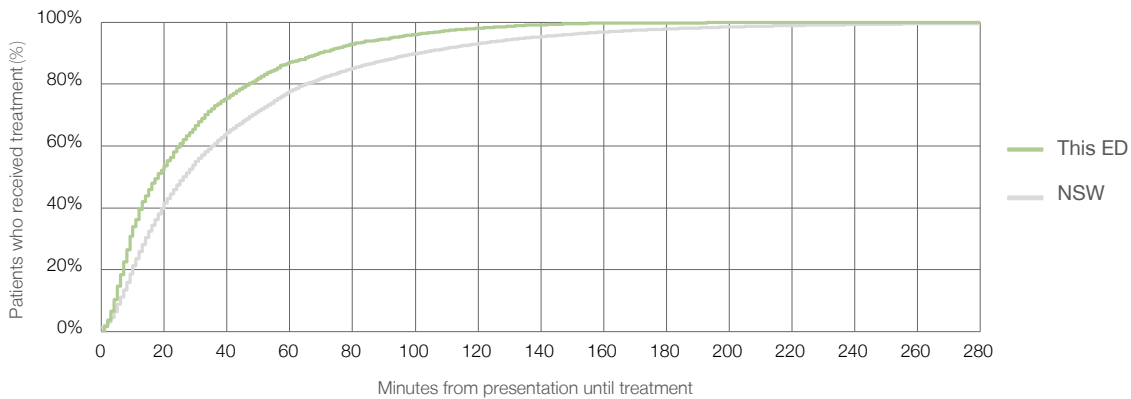
Number of triage 4 patients used to calculate waiting time:³ 2,088

Median time to start treatment⁴ 18 minutes

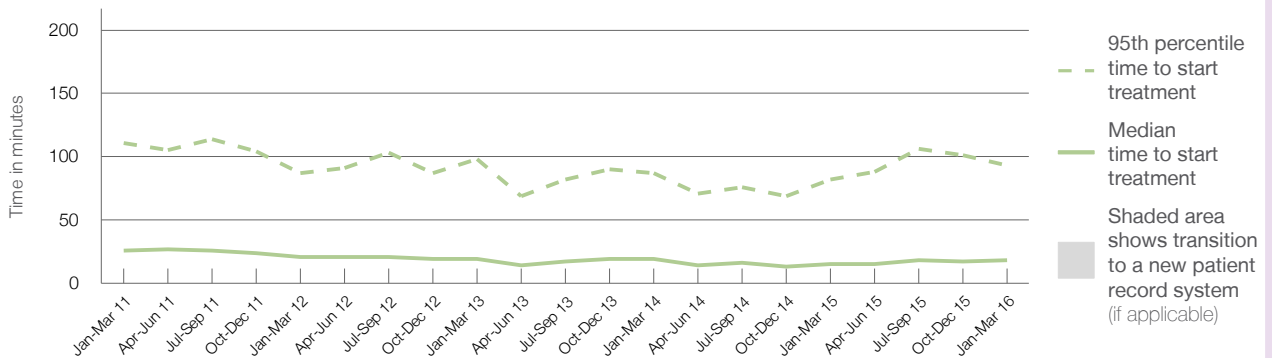
95th percentile time to start treatment⁵ 93 minutes

Same period last year	NSW (this period)
2,085	2,030
15 minutes	26 minutes
82 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	26	21	19	19	15	18
95th percentile time to start treatment ⁵ (minutes)	111	87	98	87	82	93

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Murwillumbah District Hospital: Time from presentation to treatment, triage 5 January to March 2016

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

Number of triage 5 patients: 367

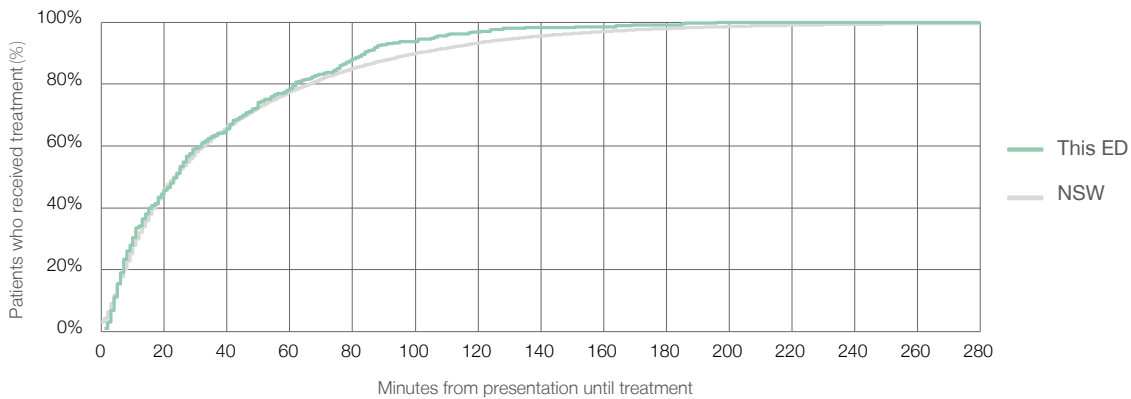
Number of triage 5 patients used to calculate waiting time:³ 346

Median time to start treatment⁴ 24 minutes

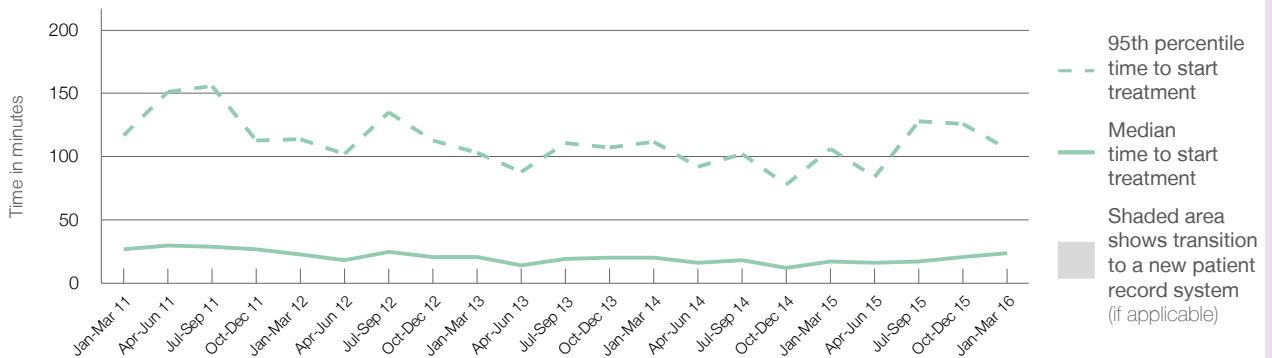
95th percentile time to start treatment⁵ 106 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	326	303
Median time to start treatment ⁴	17 minutes	23 minutes
95th percentile time to start treatment ⁵	106 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	27	23	21	20	17	24
95th percentile time to start treatment ⁵ (minutes)	117	114	103	112	106	106

(†) 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 from presentation until leaving the ED

January to March 2016

All attendances:¹ 4,506 patients

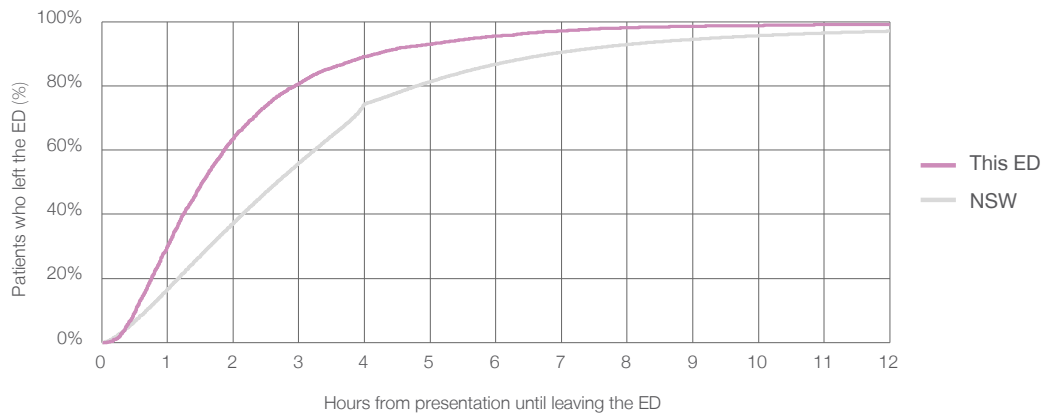
Attendances used to calculate time to leaving the ED:⁶ 4,495 patients

Median time to leaving the ED⁸ 1 hours and 32 minutes

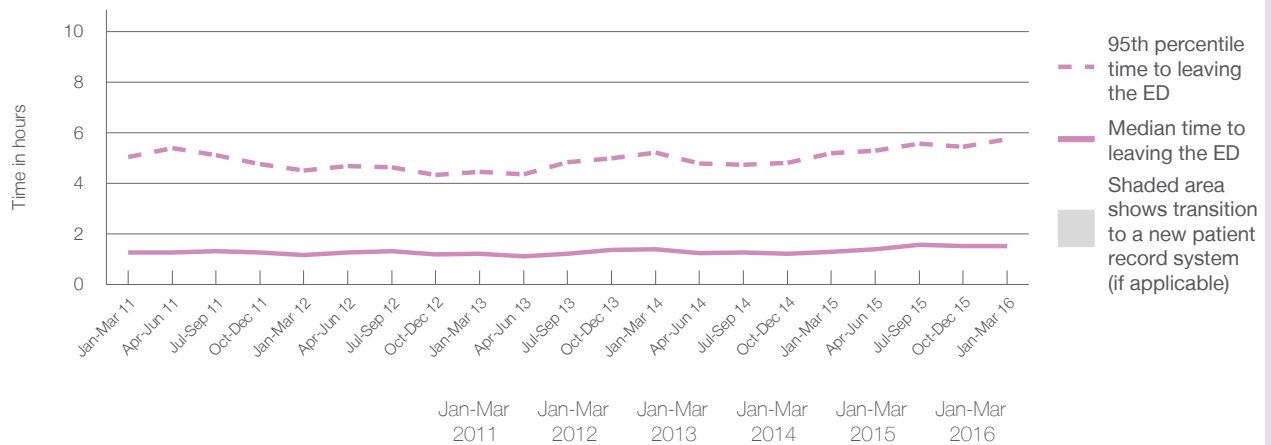
95th percentile time to leaving the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
4,192	4,187
1 hours and 18 minutes	2 hours and 40 minutes
5 hours and 11 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 16m	1h 10m	1h 13m	1h 24m	1h 18m	1h 32m
95th percentile time to leaving the ED ⁹ (hours, minutes)	5h 3m	4h 30m	4h 28m	5h 13m	5h 11m	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.

Murwillumbah District Hospital: Time from presentation until leaving the ED

By mode of separation

January to March 2016

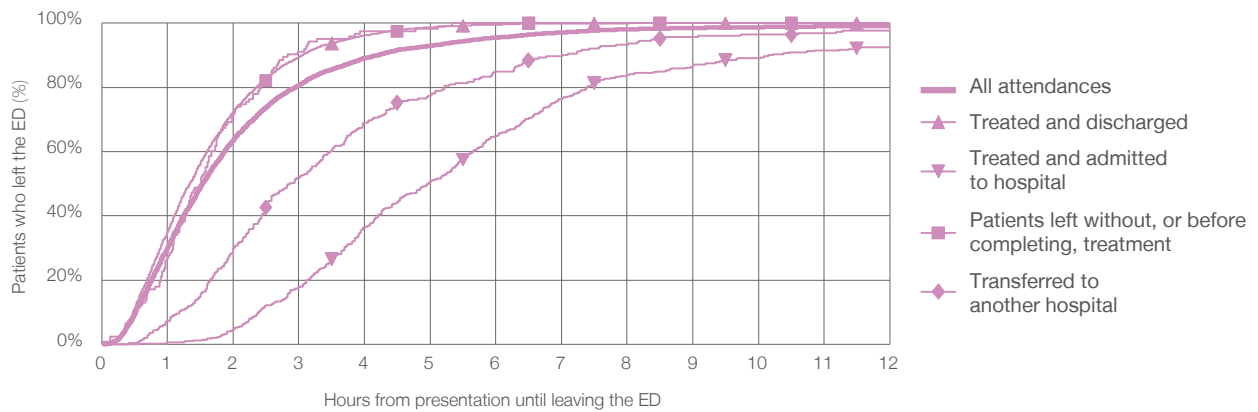
All attendances:¹ 4,506 patients

Attendances used to calculate time to leaving the ED:⁶ 4,495 patients

Treated and discharged	3,697 (82%)
Treated and admitted to hospital	412 (9%)
Patient left without, or before completing, treatment	123 (3%)
Transferred to another hospital	251 (6%)
Other	23 (1%)

Same period last year	Change since one year ago
4,187	7%
3,454	7%
394	5%
92	34%
244	3%
8	188%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{††}



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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	35%	72%	89%	96%	100%	100%	100%	100%
Treated and admitted to hospital	0%	5%	18%	36%	65%	84%	89%	92%
Patient left without, or before completing, treatment	27%	72%	91%	98%	100%	100%	100%	100%
Transferred to another hospital	7%	30%	52%	69%	85%	93%	96%	98%
All attendances	30%	64%	81%	89%	96%	98%	99%	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.

Murwillumbah District Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 4,506 patients

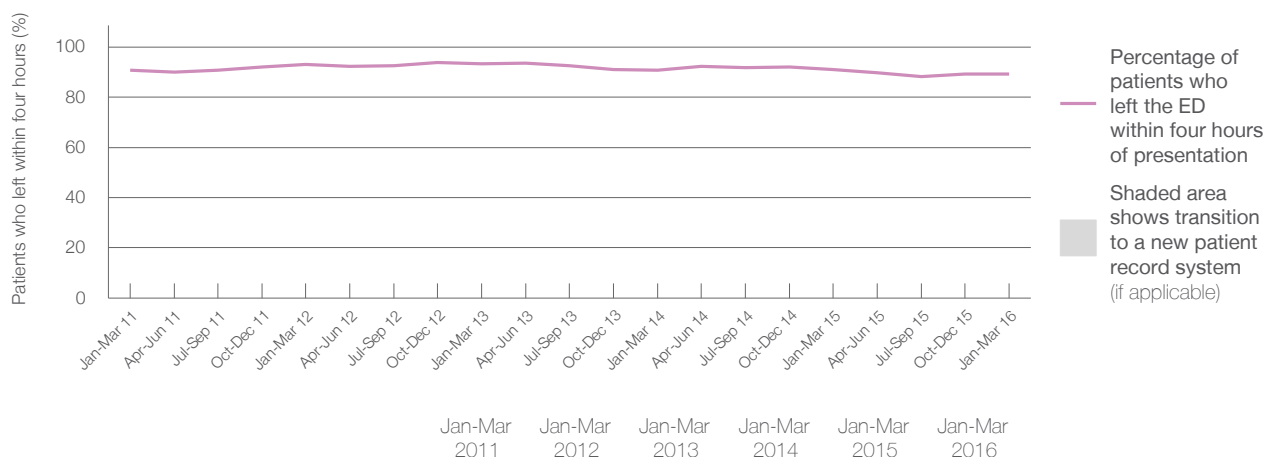
Attendances used to calculate time to leaving the ED: ⁶ 4,495 patients

Percentage of patients who left the ED within four hours



Same period last year	Change since one year ago
4,192	7%
4,187	7%
91%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	91%	93%	93%	91%	91%	89%
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* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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

‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.

- All emergency and non-emergency 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).

The Tweed Hospital: Emergency department (ED) overview

January to March 2016

All attendances:¹ 13,372 patients
 Emergency attendances:² 12,937 patients

Same period last year	Change since one year ago
12,260	9%
12,037	7%

The Tweed Hospital: Time from presentation to treatment³

January to March 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,541 patients

Median time to start treatment⁴ 5 minutes
 95th percentile time to start treatment⁵ 18 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,926 patients

Median time to start treatment⁴ 12 minutes
 95th percentile time to start treatment⁵ 48 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,347 patients

Median time to start treatment⁴ 13 minutes
 95th percentile time to start treatment⁵ 79 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,062 patients

Median time to start treatment⁴ 10 minutes
 95th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
1,729	
6 minutes	8 minutes
19 minutes	35 minutes
5,362	
13 minutes	20 minutes
54 minutes	99 minutes
3,788	
14 minutes	26 minutes
82 minutes	137 minutes
1,108	
10 minutes	23 minutes
75 minutes	135 minutes

The Tweed Hospital: Time from presentation until leaving the ED

January to March 2016

Attendances used to calculate time to leaving the ED:⁶ 13,363 patients

Percentage of patients who left the ED within four hours 84%

Same period last year	Change since one year ago
12,260	9%
84%	

* 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, January to March 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients took equal to or longer than this time.
- All attendances that have a departure time.

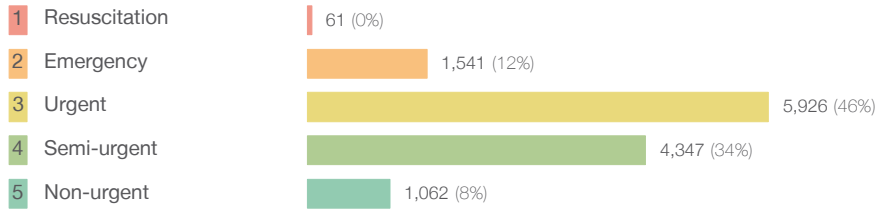
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 22 April 2016).

The Tweed Hospital: Patients attending the emergency department January to March 2016

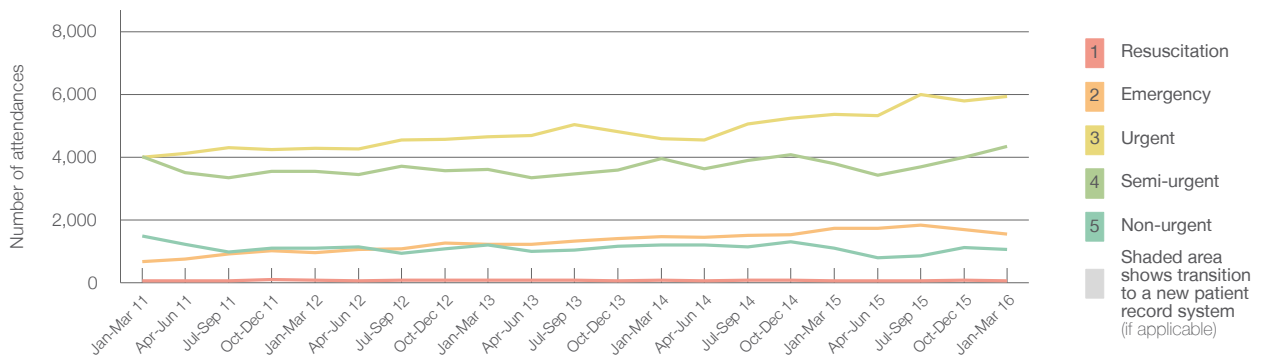
All attendances:¹ 13,372 patients

Emergency attendances² by triage category: 12,937 patients



Same period last year	Change since one year ago
12,260	9%
12,037	7%
50	22%
1,729	-11%
5,362	11%
3,788	15%
1,108	-4%

Emergency attendances² by quarter, January 2011 to March 2016[‡]



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Resuscitation	62	86	88	79	50	61
Emergency	673	958	1,228	1,476	1,729	1,541
Urgent	3,992	4,279	4,644	4,594	5,362	5,926
Semi-urgent	4,007	3,544	3,616	3,948	3,788	4,347
Non-urgent	1,489	1,093	1,201	1,206	1,108	1,062
All emergency attendances	10,223	9,960	10,777	11,303	12,037	12,937

The Tweed Hospital: Patients arriving by ambulance January to March 2016

Arrivals used to calculate transfer of care time:⁷ 1,989 patients

ED Transfer of care time[§]



Same period last year	Change since one year ago
2,032	
7 minutes	1 minute
26 minutes	0 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.
- (§) For some smaller NSW hospitals, transfer of care times reported in Hospital Quarterly are being assessed for data quality and results should be interpreted with caution.

The Tweed Hospital: Time from presentation to treatment, triage 2

January to March 2016

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

Number of triage 2 patients: 1,541

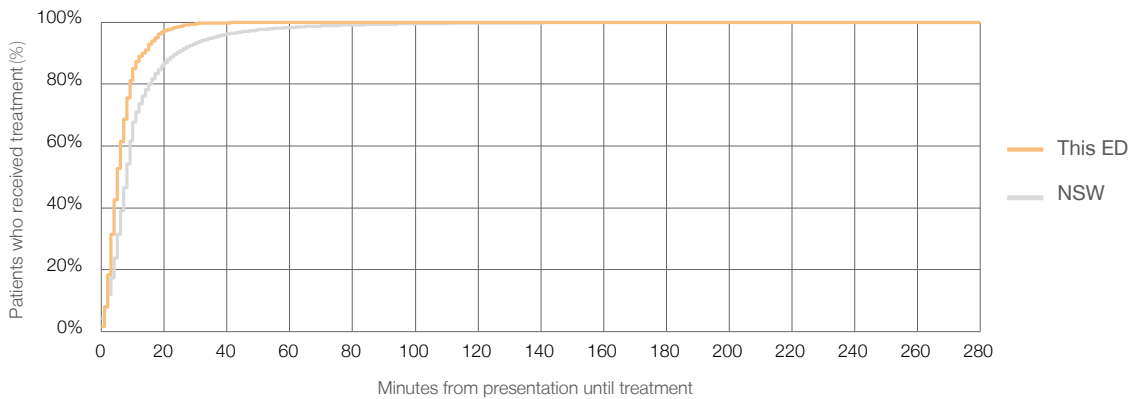
Number of triage 2 patients used to calculate waiting time:³ 1,538

Median time to start treatment⁴ 5 minutes

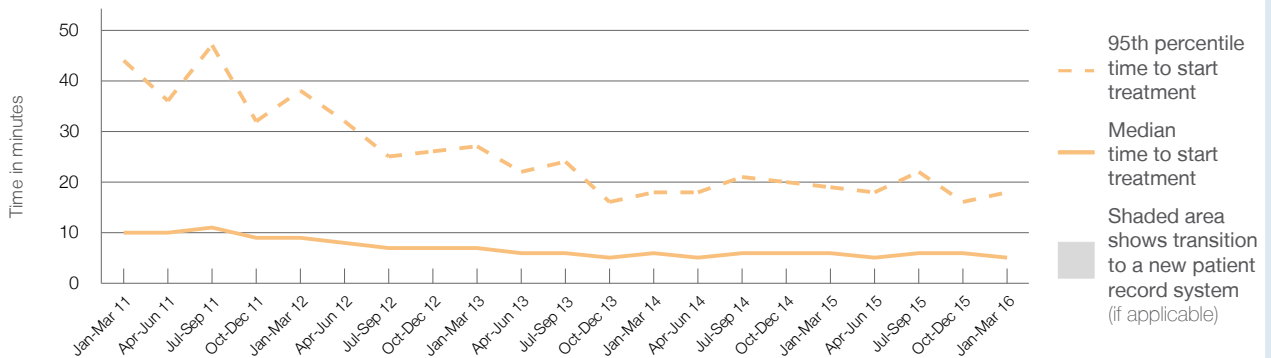
95th percentile time to start treatment⁵ 18 minutes

Same period last year	NSW (this period)
1,729	1,726
6 minutes	8 minutes
19 minutes	35 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 2 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	10	9	7	6	6	5
95th percentile time to start treatment ⁵ (minutes)	44	38	27	18	19	18

(†) 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 from presentation to treatment, triage 3

January to March 2016

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

Number of triage 3 patients: 5,926

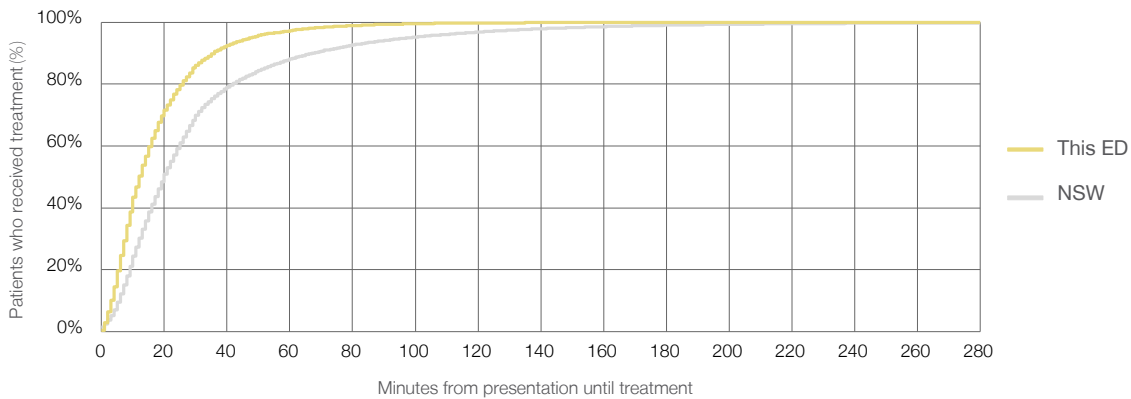
Number of triage 3 patients used to calculate waiting time:³ 5,889

Median time to start treatment⁴ 12 minutes

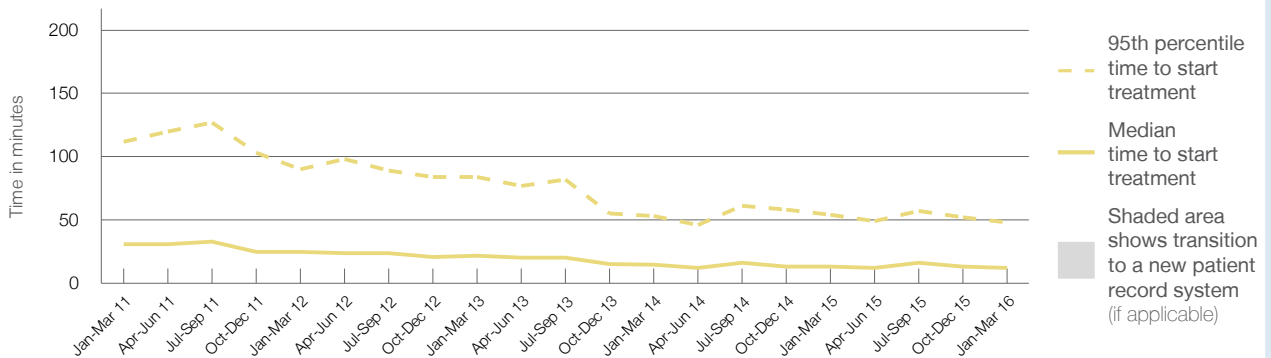
95th percentile time to start treatment⁵ 48 minutes

Same period last year	NSW (this period)
5,362	
5,316	
13 minutes	20 minutes
54 minutes	99 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 3 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	31	25	22	15	13	12
95th percentile time to start treatment ⁵ (minutes)	112	90	84	53	54	48

(†) 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 from presentation to treatment, triage 4

January to March 2016

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

Number of triage 4 patients: 4,347

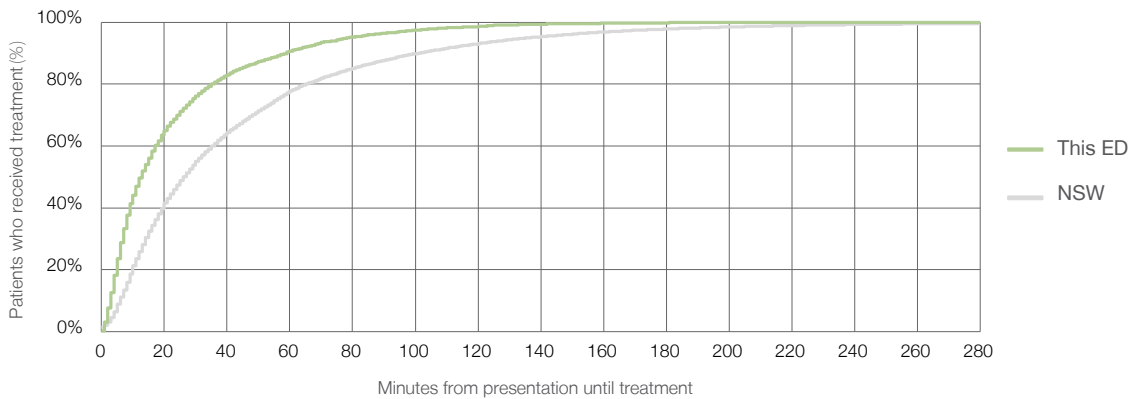
Number of triage 4 patients used to calculate waiting time:³ 4,251

Median time to start treatment⁴ 13 minutes

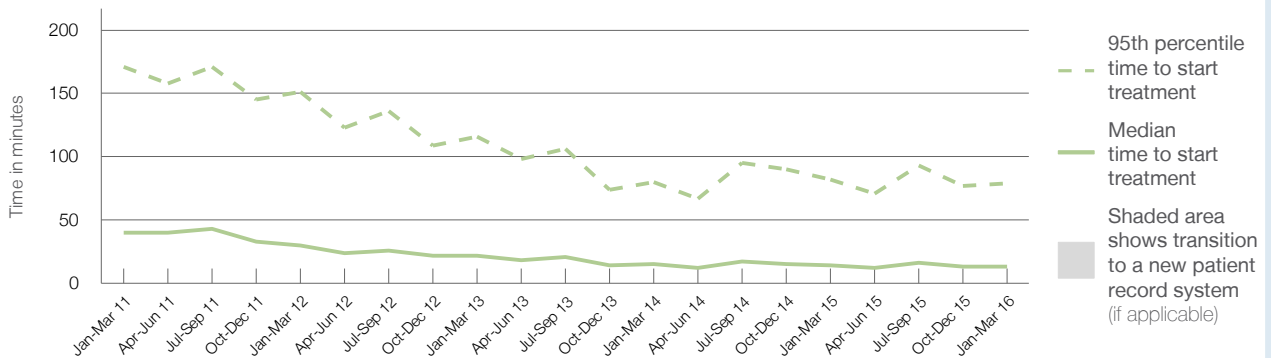
95th percentile time to start treatment⁵ 79 minutes

Same period last year	NSW (this period)
3,788	
3,698	
14 minutes	26 minutes
82 minutes	137 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 4 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	40	30	22	15	14	13
95th percentile time to start treatment ⁵ (minutes)	171	151	116	80	82	79

(†) 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 from presentation to treatment, triage 5

January to March 2016

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

Number of triage 5 patients: 1,062

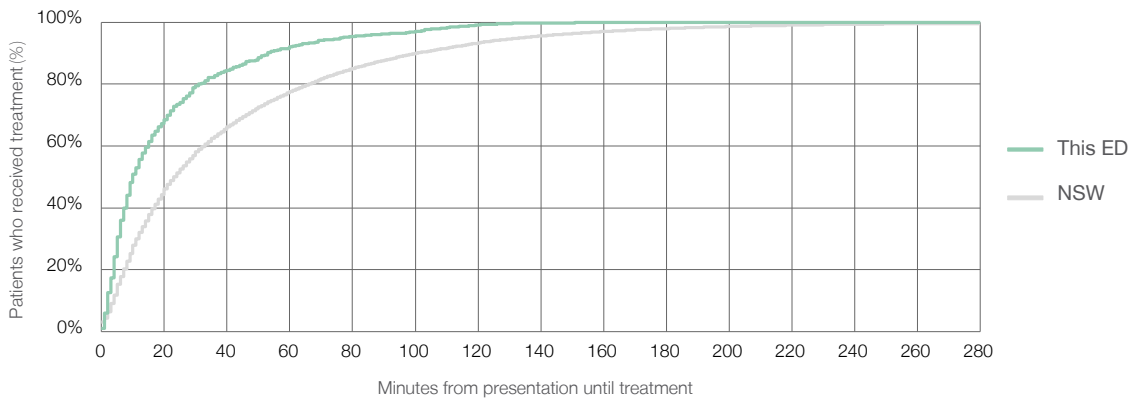
Number of triage 5 patients used to calculate waiting time:³ 1,024

Median time to start treatment⁴ 10 minutes

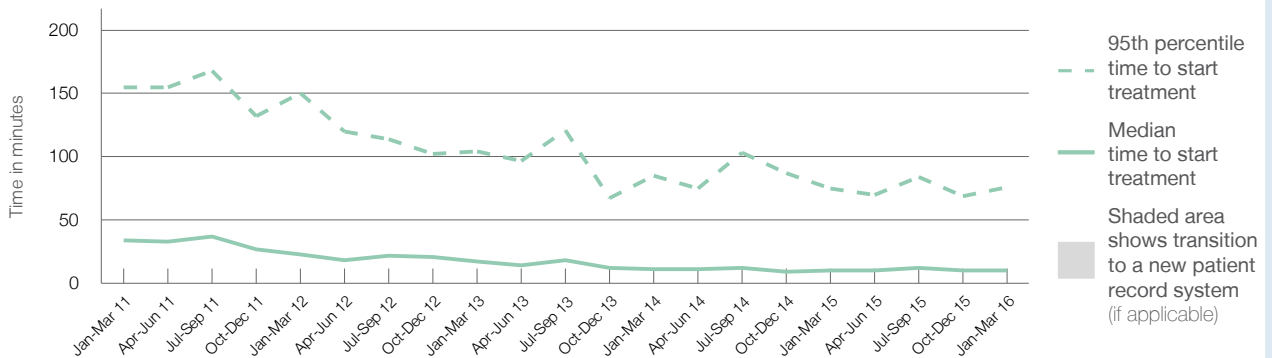
95th percentile time to start treatment⁵ 76 minutes

Same period last year	NSW (this period)
1,108	1,071
10 minutes	23 minutes
75 minutes	135 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2016



Time from presentation until treatment (minutes) for triage 5 patients, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to start treatment ⁴ (minutes)	34	23	17	11	10	10
95th percentile time to start treatment ⁵ (minutes)	155	150	104	85	75	76

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The Tweed Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:¹ 13,372 patients

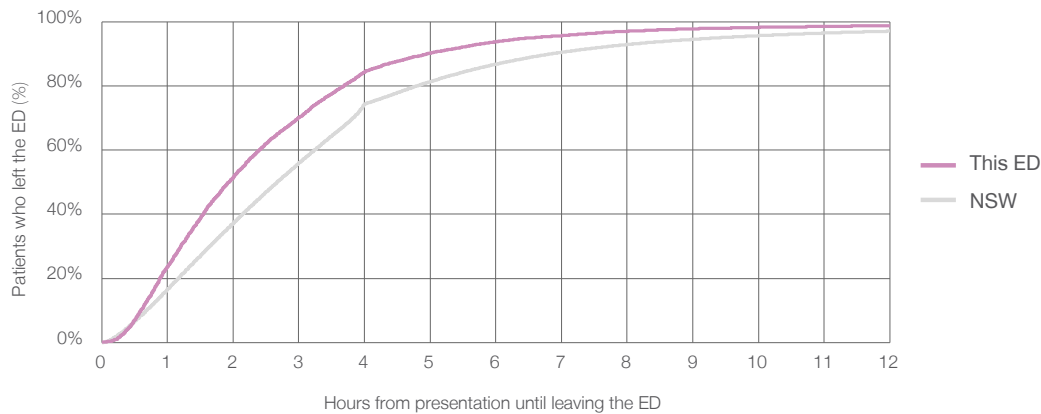
Attendances used to calculate time to leaving the ED:⁶ 13,363 patients

Median time to leaving the ED⁸ 1 hours and 56 minutes

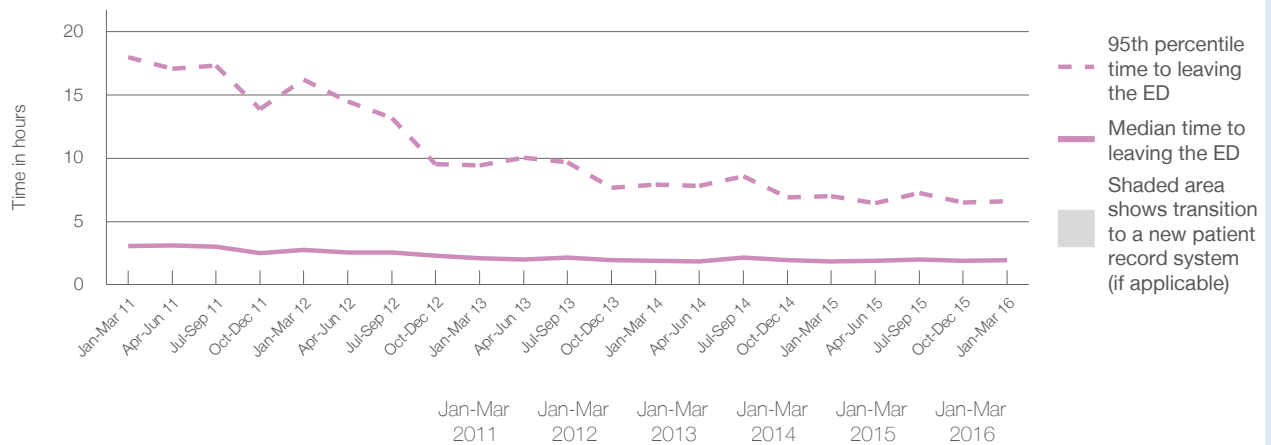
95th percentile time to leaving the ED⁹ 6 hours and 35 minutes

Same period last year	NSW (this period)
12,260	12,260
1 hours and 51 minutes	2 hours and 40 minutes
6 hours and 60 minutes	9 hours and 25 minutes

Percentage of patients who left the ED by time, January to March 2016



Time from presentation until leaving the ED, by quarter, January 2011 to March 2016^{†‡}



	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016
Median time to leaving the ED ⁸ (hours, minutes)	3h 4m	2h 46m	2h 7m	1h 55m	1h 51m	1h 56m
95th percentile time to leaving the ED ⁹ (hours, minutes)	17h 58m	16h 11m	9h 26m	7h 55m	6h 60m	6h 35m

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The Tweed Hospital: Time from presentation until leaving the ED
By mode of separation
January to March 2016

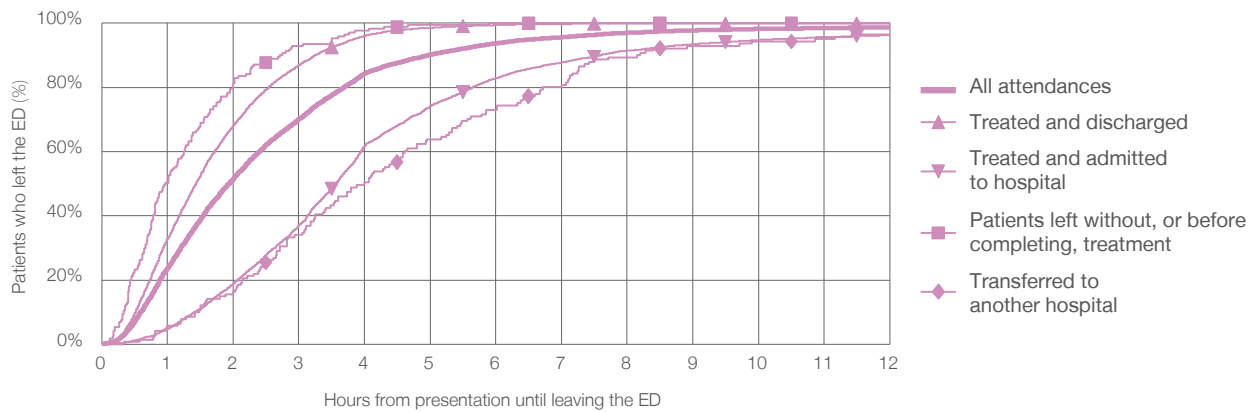
All attendances:¹ 13,372 patients

Attendances used to calculate time to leaving the ED:⁶ 13,363 patients

Treated and discharged	8,643 (65%)
Treated and admitted to hospital	4,381 (33%)
Patient left without, or before completing, treatment	171 (1%)
Transferred to another hospital	141 (1%)
Other	36 (0%)

Same period last year	Change since one year ago
12,260	9%
7,816	11%
4,108	7%
178	-4%
126	12%
32	13%

Percentage of patients who left the ED by time and mode of separation, January to March 2016^{†‡}



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	33%	68%	87%	96%	99%	100%	100%	100%
Treated and admitted to hospital	5%	19%	37%	62%	83%	91%	95%	96%
Patient left without, or before completing, treatment	50%	81%	93%	98%	100%	100%	100%	100%
Transferred to another hospital	6%	16%	34%	50%	73%	89%	94%	96%
All attendances	24%	52%	70%	84%	94%	97%	98%	99%

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The Tweed Hospital: Time from presentation until leaving the ED Percentage of patients who left the ED within four hours of presentation January to March 2016

All attendances: ¹ 13,372 patients

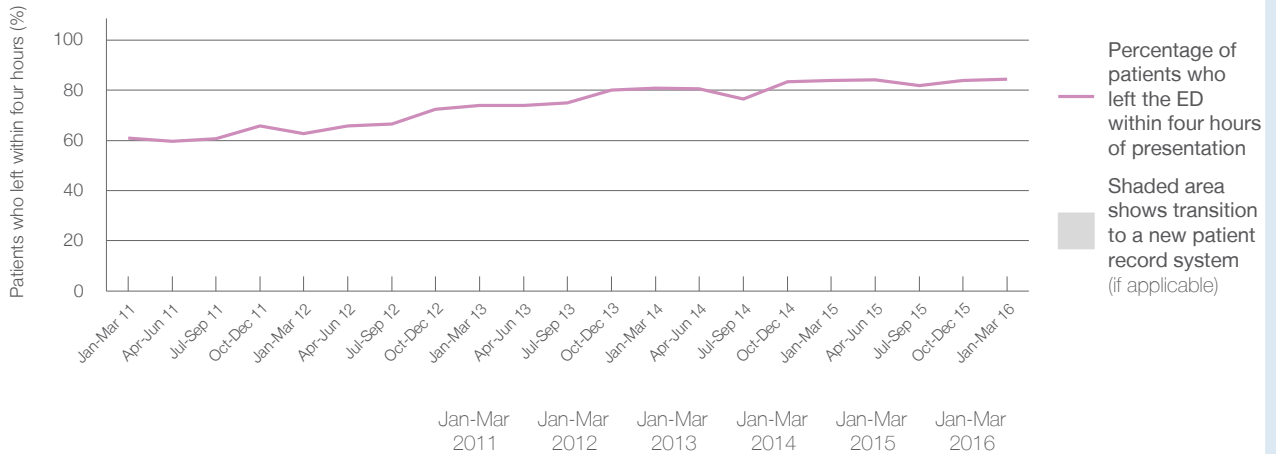
Attendances used to calculate time to leaving the ED: ⁶ 13,363 patients

Percentage of patients who left the ED within four hours



	Same period last year	Change since one year ago
All attendances	12,260	9%
Attendances used to calculate time to leaving the ED	12,260	9%
Percentage of patients who left the ED within four hours	84%	

Percentage of patients who left the ED within four hours of presentation, by quarter, January 2011 to March 2016^{†‡}



Patients who left within four hours (%)	61%	63%	74%	81%	84%	84%
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Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

Sources: ED data from Health Information Exchange, NSW Health (extracted 22 April 2016).
Transfer of care data from Transfer of Care Reporting System (extracted 22 April 2016).