

## Lismore Base Hospital: Emergency department (ED) overview

January to March 2016

All attendances:<sup>1</sup> 7,802 patients  
Emergency attendances:<sup>2</sup> 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 treatment<sup>3</sup>

January to March 2016

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

Median time to start treatment<sup>4</sup> 6 minutes  
95th percentile time to start treatment<sup>5</sup> 20 minutes

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

Median time to start treatment<sup>4</sup> 24 minutes  
95th percentile time to start treatment<sup>5</sup> 113 minutes

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

Median time to start treatment<sup>4</sup> 40 minutes  
95th percentile time to start treatment<sup>5</sup> 169 minutes

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

Median time to start treatment<sup>4</sup> 42 minutes  
95th percentile time to start treatment<sup>5</sup> 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:<sup>6</sup> 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.

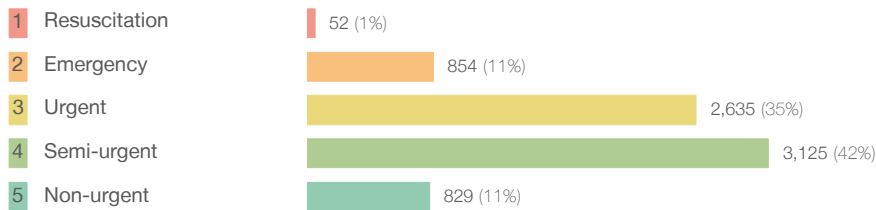
**Note:** Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

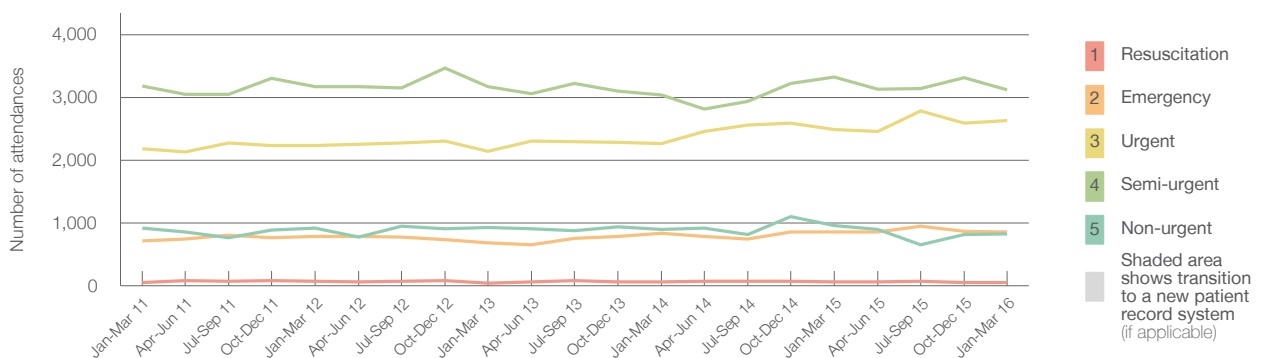
All attendances:<sup>1</sup> 7,802 patients

Emergency attendances<sup>2</sup> 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 attendances<sup>2</sup> by quarter, January 2011 to March 2016<sup>‡</sup>



	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:<sup>7</sup> 1,593 patients

ED Transfer of care time<sup>§</sup>



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

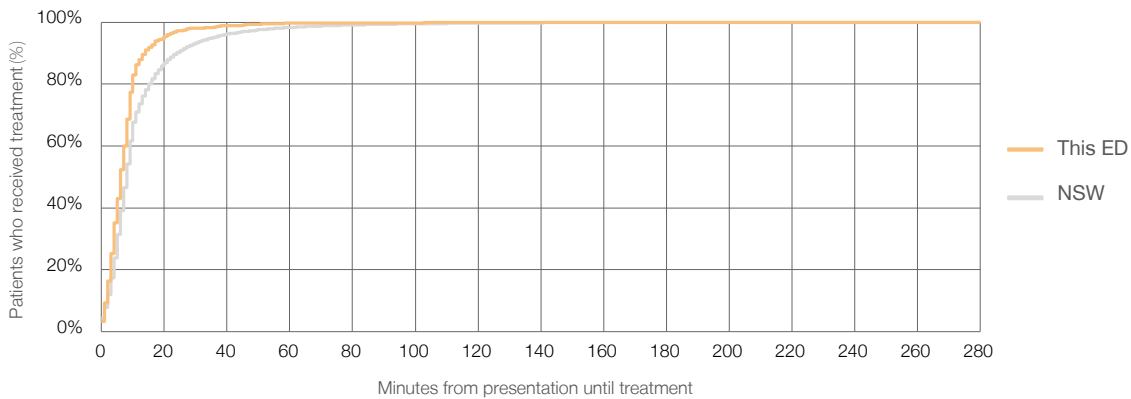
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 851

Median time to start treatment<sup>4</sup>  6 minutes

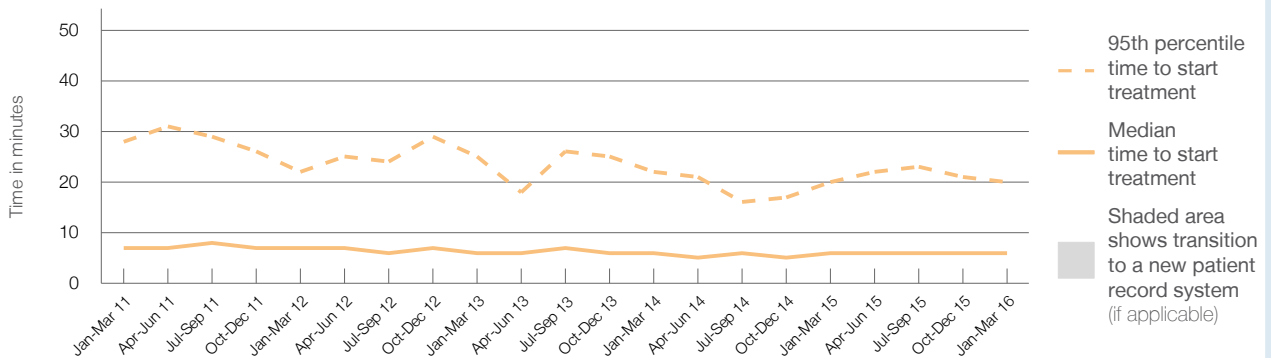
95th percentile time to start treatment<sup>5</sup>  20 minutes

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<sup>†‡</sup>



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

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## 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

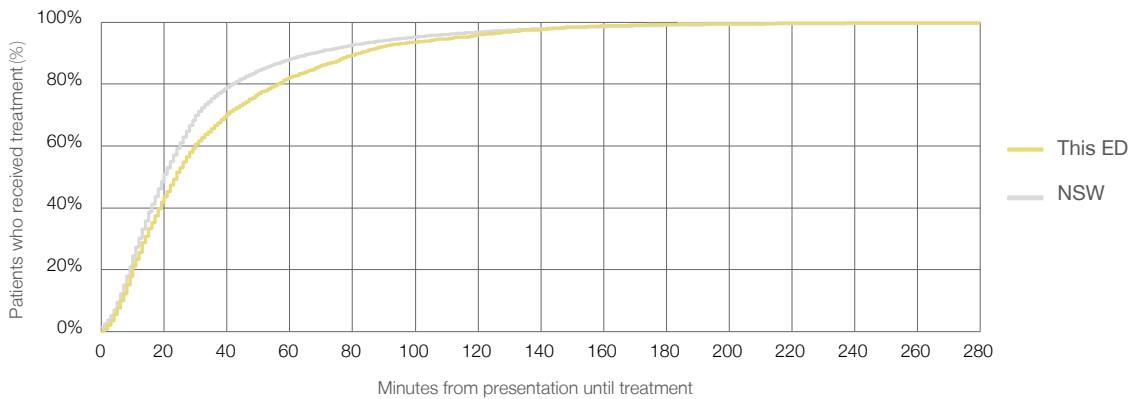
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 2,557

Median time to start treatment<sup>4</sup> 24 minutes

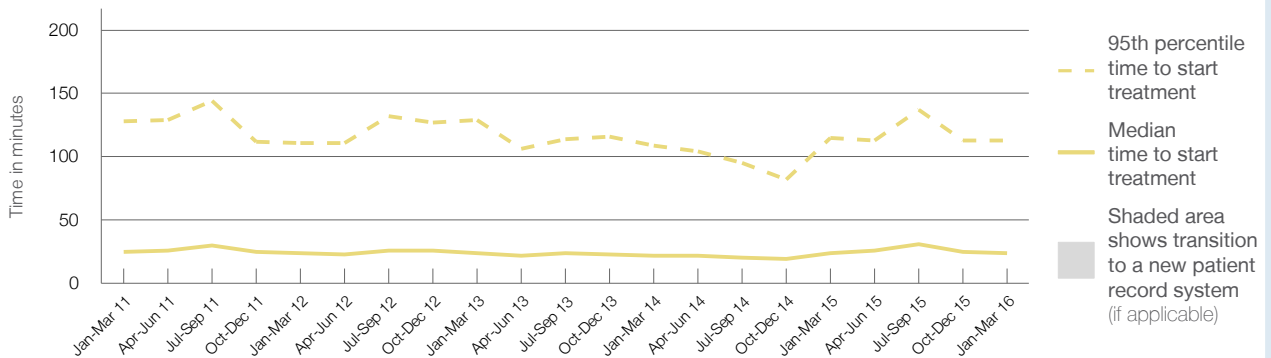
95th percentile time to start treatment<sup>5</sup> 113 minutes

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<sup>†‡</sup>



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

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## 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

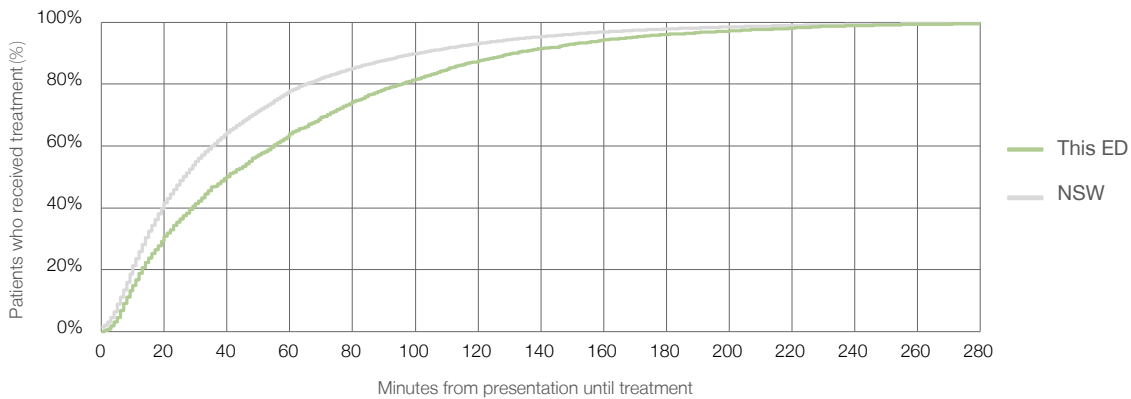
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,846

Median time to start treatment<sup>4</sup> 40 minutes

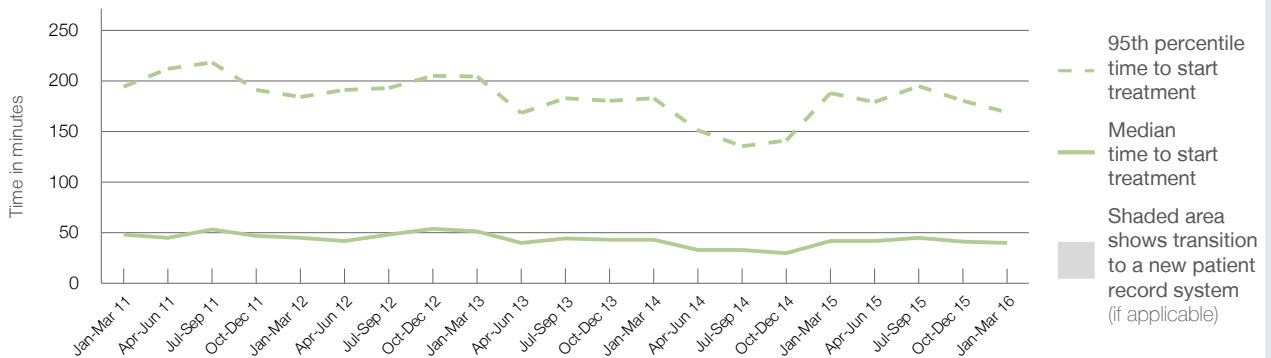
95th percentile time to start treatment<sup>5</sup> 169 minutes

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<sup>†‡</sup>



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

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## 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

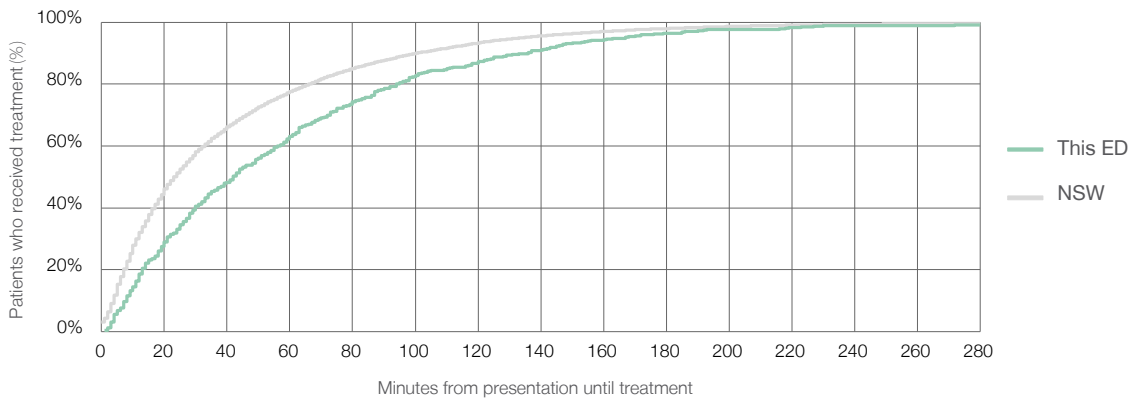
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 657

Median time to start treatment<sup>4</sup> 42 minutes

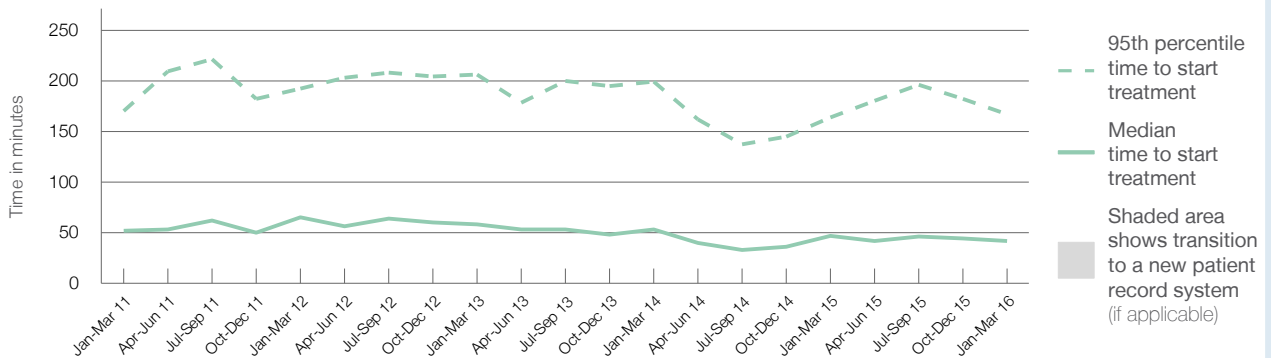
95th percentile time to start treatment<sup>5</sup> 167 minutes

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<sup>†‡</sup>



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

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## Lismore Base Hospital: Time from presentation until leaving the ED

January to March 2016

All attendances:<sup>1</sup> 7,802 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 7,789 patients

Median time to leaving the ED<sup>8</sup>

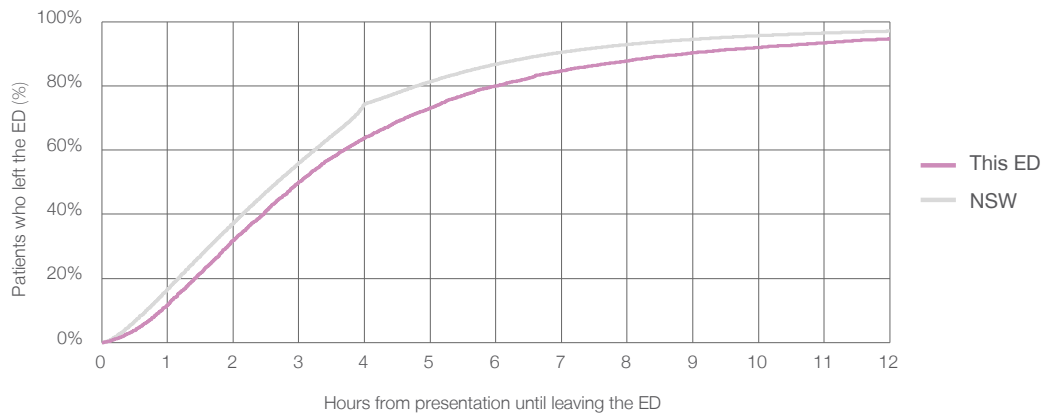
3 hours and 1 minutes

95th percentile time to leaving the ED<sup>9</sup>

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<sup>†‡</sup>



Median time to leaving the ED <sup>8</sup> (hours, minutes)	4h 10m	3h 51m	4h 2m	3h 8m	3h 4m	3h 1m
95th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	18h 7m	16h 28m	17h 3m	16h 45m	13h 52m	12h 27m

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**Lismore Base Hospital: Time from presentation until leaving the ED**  
By mode of separation  
January to March 2016

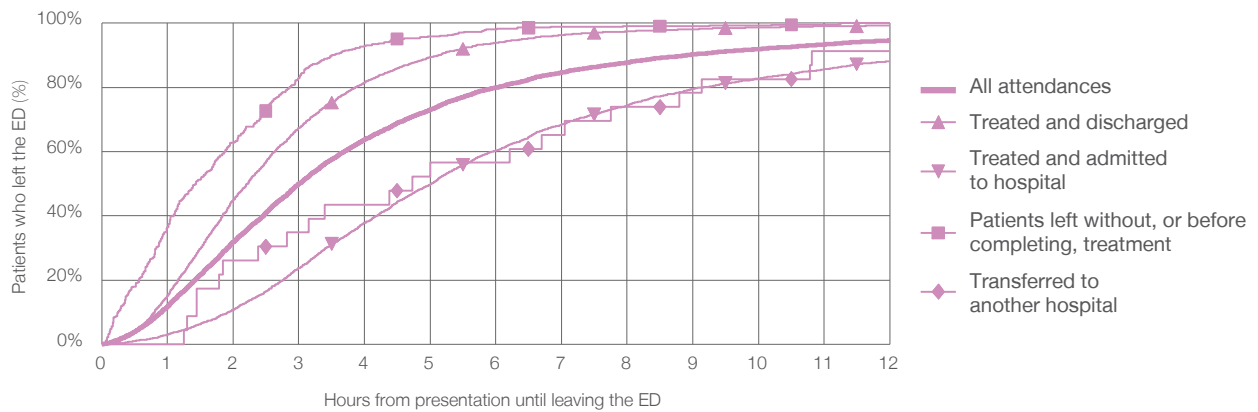
All attendances:<sup>1</sup> 7,802 patients

Attendances used to calculate time to leaving the ED:<sup>6</sup> 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<sup>†‡</sup>



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: <sup>1</sup> 7,802 patients

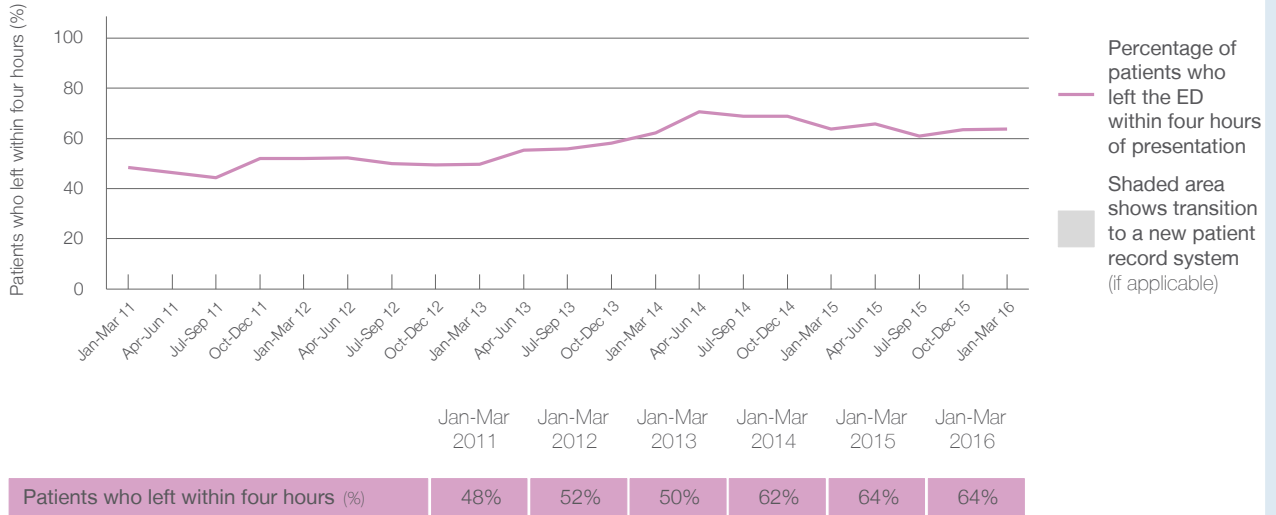
Attendances used to calculate time to leaving the ED: <sup>6</sup> 7,789 patients

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<sup>†‡</sup>



\* 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).