

Coffs Harbour Health Campus: Emergency department (ED) overview

January to March 2018

All presentations:¹ 10,011 patients

Emergency presentations:² 9,706 patients

Same period last year	Change since one year ago
9,818	2%
9,511	2%

Coffs Harbour Health Campus: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 1,116 patients

Median time to start treatment⁴ 7 minutes

90th percentile time to start treatment⁵ 12 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 3,322 patients

Median time to start treatment⁴ 19 minutes

90th percentile time to start treatment⁵ 73 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,898 patients

Median time to start treatment⁴ 29 minutes

90th percentile time to start treatment⁵ 139 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,290 patients

Median time to start treatment⁴ 28 minutes

90th percentile time to start treatment⁵ 138 minutes

Same period last year	NSW (this period)
1,028	
6 minutes	8 minutes
10 minutes	23 minutes
3,107	
14 minutes	20 minutes
42 minutes	65 minutes
3,833	
23 minutes	25 minutes
108 minutes	98 minutes
1,488	
22 minutes	22 minutes
117 minutes	97 minutes

Coffs Harbour Health Campus: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 10,011 patients

Percentage of patients who spent four hours or less in the ED 68%

Same period last year	Change since one year ago
9,818	2%
75%	

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

1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

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

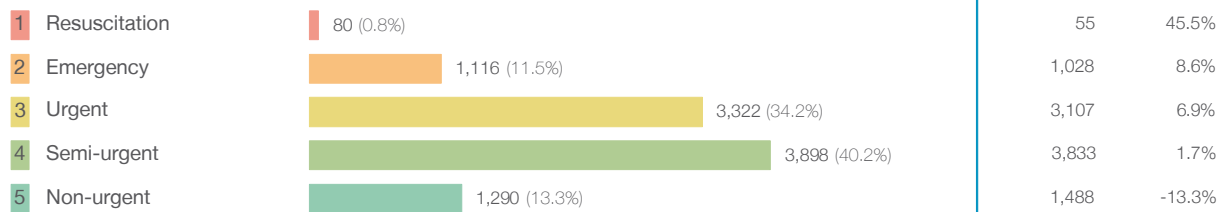
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Coffs Harbour Health Campus: Patients presenting to the emergency department

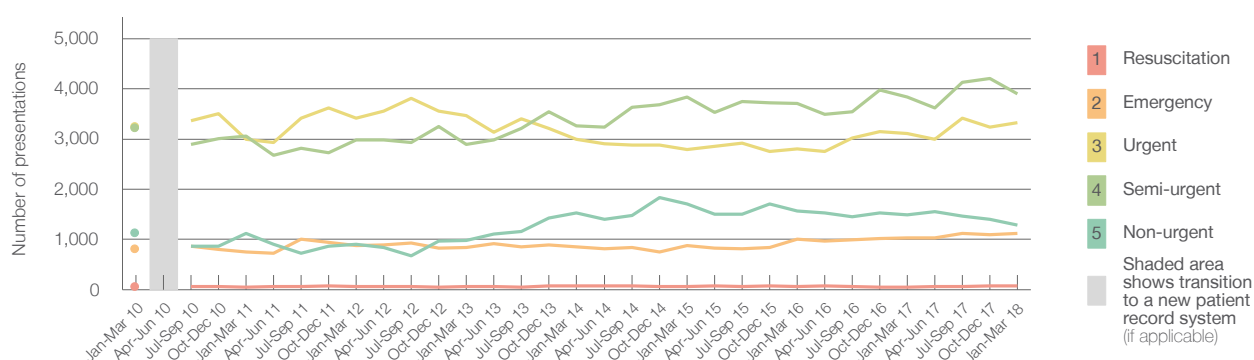
January to March 2018

All presentations:¹ 10,011 patients

Emergency presentations² by triage category: 9,706 patients



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Resuscitation	58	55	56	62	69	63	58	55	80
Emergency	817	746	883	836	851	874	1,010	1,028	1,116
Urgent	3,255	2,997	3,418	3,461	2,991	2,790	2,804	3,107	3,322
Semi-urgent	3,227	3,054	2,981	2,894	3,261	3,841	3,714	3,833	3,898
Non-urgent	1,136	1,122	902	986	1,529	1,709	1,564	1,488	1,290
All emergency presentations	8,493	7,974	8,240	8,239	8,701	9,277	9,150	9,511	9,706

Coffs Harbour Health Campus: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 2,236 patients

ED Transfer of care time



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

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

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 2

January to March 2018

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

Number of triage 2 patients: 1,116

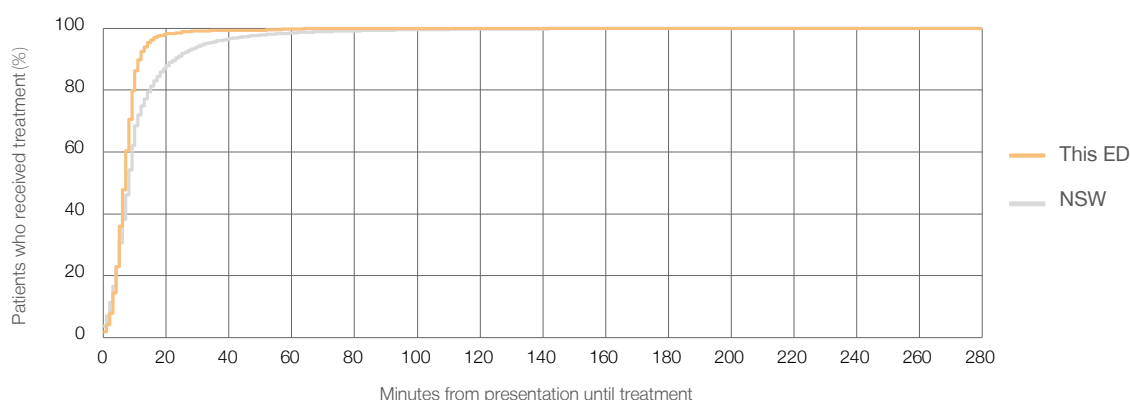
Number of triage 2 patients used to calculate waiting time: ³ 1,115

Median time to start treatment ⁴ 7 minutes

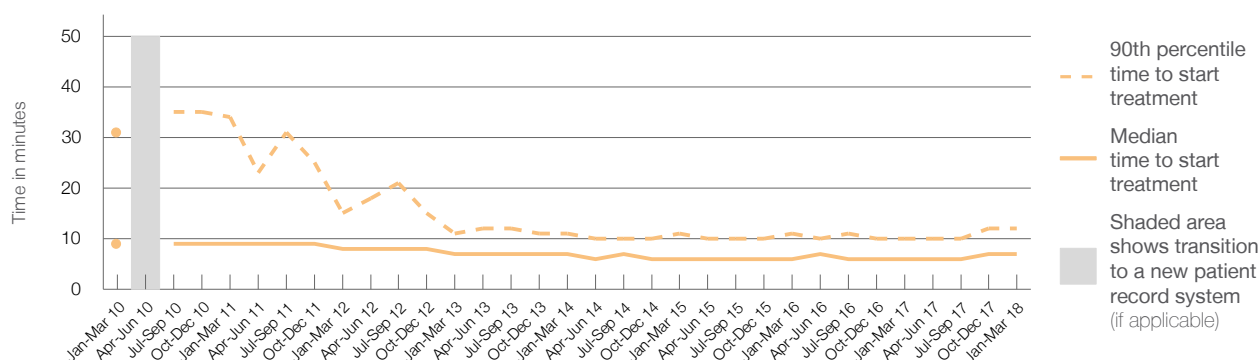
90th percentile time to start treatment ⁵ 12 minutes

Same period last year	NSW (this period)
1,028	
1,022	
6 minutes	8 minutes
10 minutes	23 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	9	9	8	7	7	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	31	34	15	11	11	11	11	10	12

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

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

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 3

January to March 2018

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

Number of triage 3 patients: 3,322

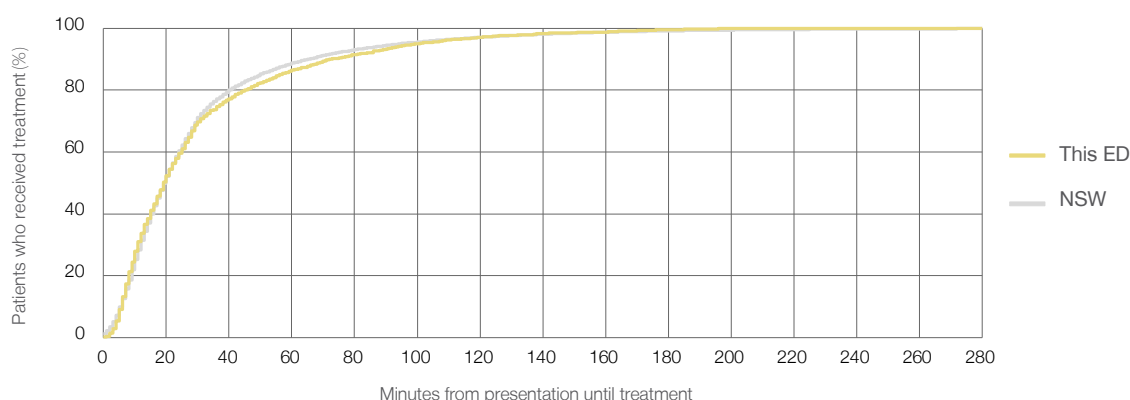
Number of triage 3 patients used to calculate waiting time: ³ 3,254

Median time to start treatment ⁴ 19 minutes

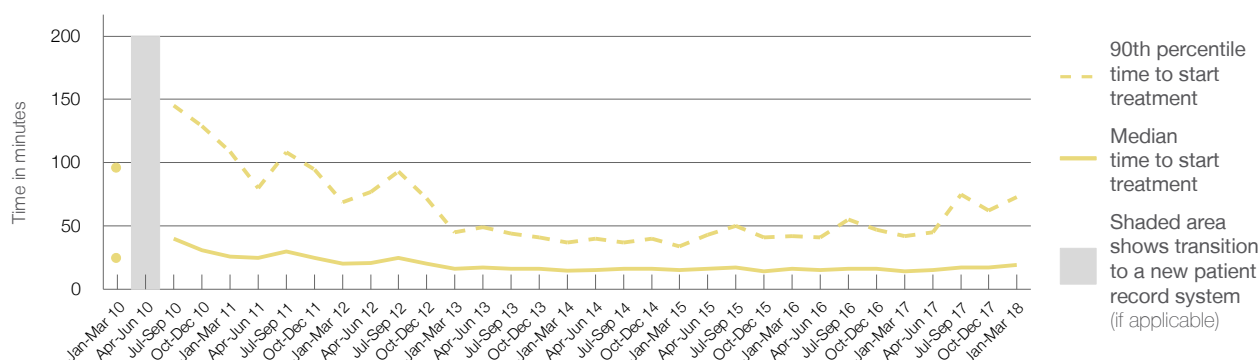
90th percentile time to start treatment ⁵ 73 minutes

Same period last year	NSW (this period)
3,107	
3,045	
14 minutes	20 minutes
42 minutes	65 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	25	26	20	16	15	15	16	14	19
90th percentile time to start treatment ⁵ (minutes)	96	109	69	45	37	34	42	42	73

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

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

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 4

January to March 2018

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

Number of triage 4 patients: 3,898

Number of triage 4 patients used to calculate waiting time:³ 3,526

Median time to start treatment⁴

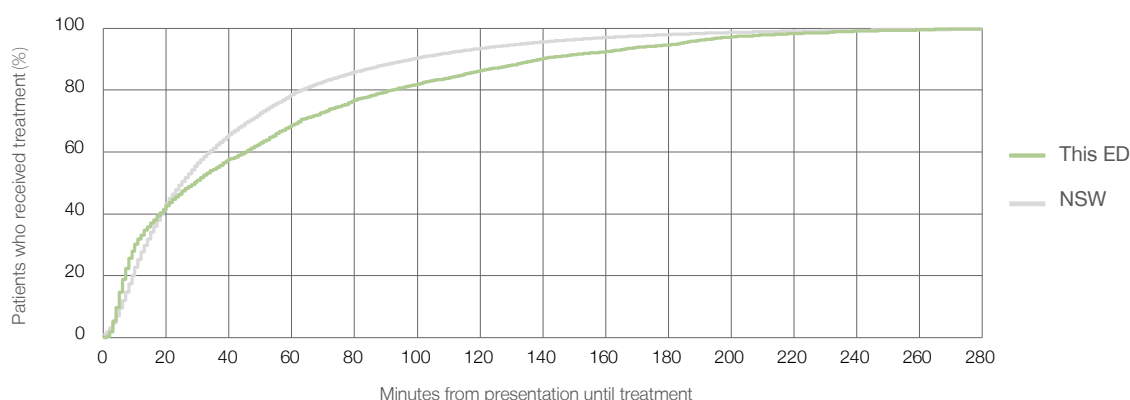
29 minutes

90th percentile time to start treatment⁵

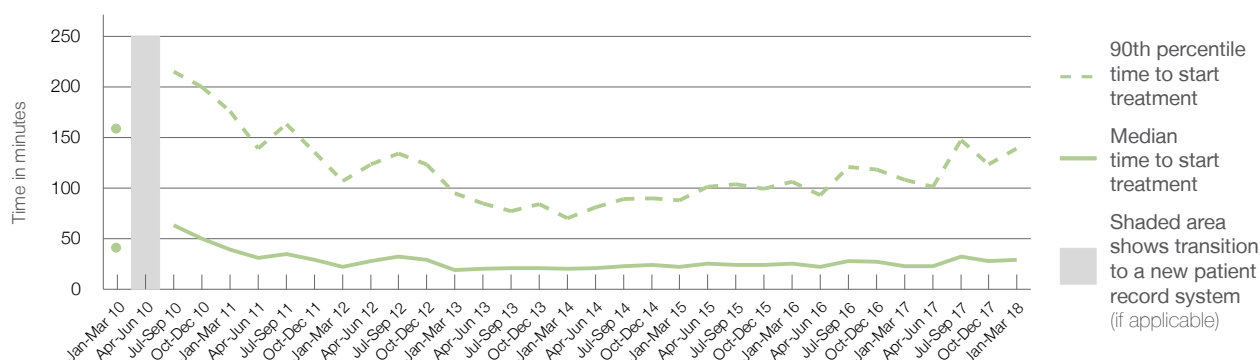
139 minutes

Same period last year	NSW (this period)
3,833	
3,536	
23 minutes	25 minutes
108 minutes	98 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	41	39	22	19	20	22	25	23	29
90th percentile time to start treatment ⁵ (minutes)	159	176	107	95	70	88	106	108	139

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

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

Coffs Harbour Health Campus: Time patients waited to start treatment, triage 5

January to March 2018

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

Number of triage 5 patients: 1,290

Number of triage 5 patients used to calculate waiting time:³ 1,176

Median time to start treatment⁴

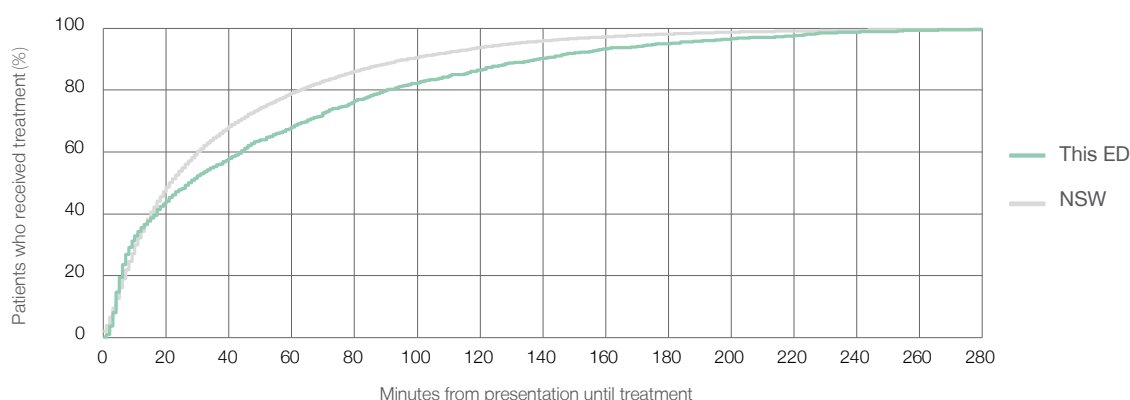
28 minutes

90th percentile time to start treatment⁵

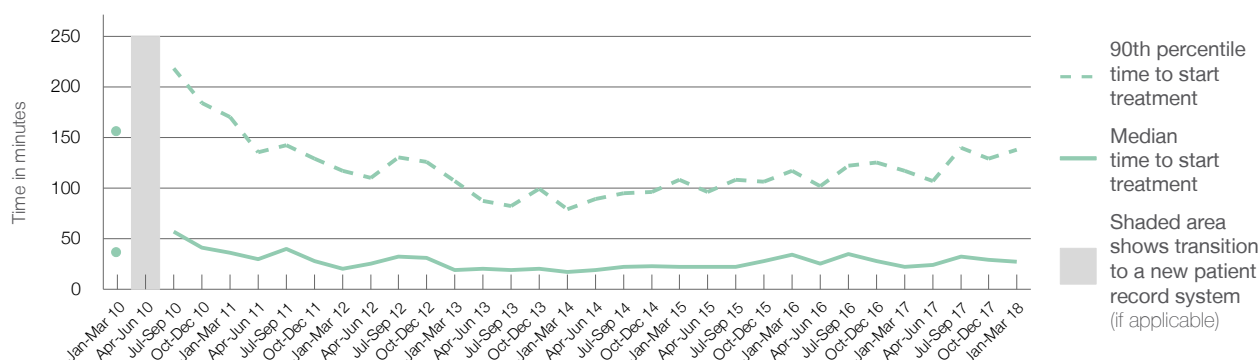
138 minutes

Same period last year	NSW (this period)
1,488	
1,369	
22 minutes	22 minutes
117 minutes	97 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time to start treatment ⁴ (minutes)	37	36	20	19	17	22	34	22	28
90th percentile time to start treatment ⁵ (minutes)	156	170	117	107	79	108	117	117	138

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

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

Coffs Harbour Health Campus: Time patients spent in the ED

January to March 2018

All presentations:¹ 10,011 patients

Presentations used to calculate time to leaving the ED:⁶ 10,011 patients

Median time spent in the ED⁸

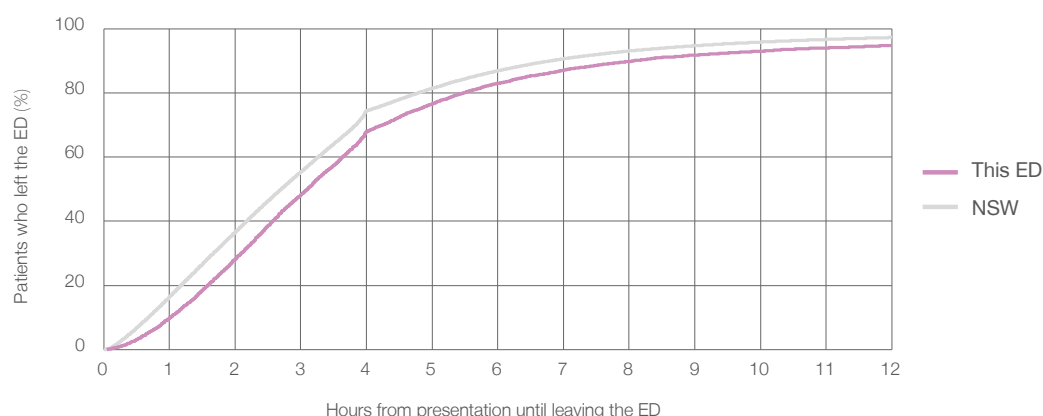
3 hours and 6 minutes

90th percentile time spent in the ED⁹

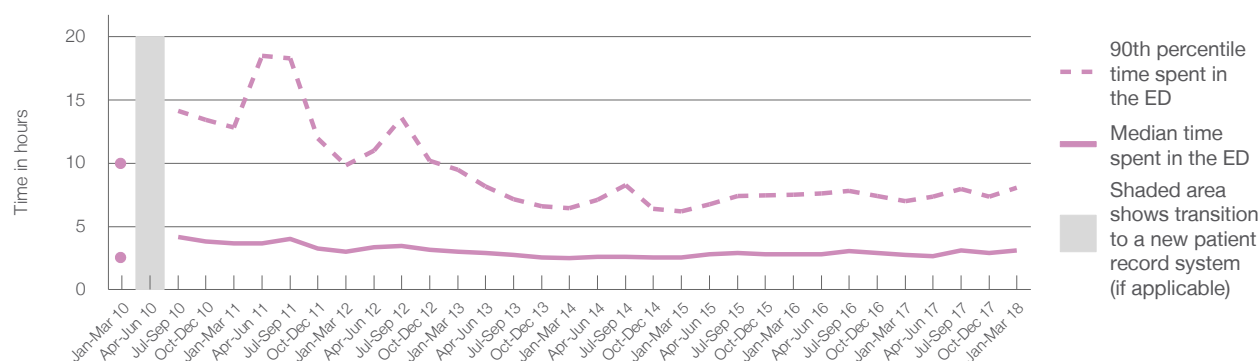
8 hours and 4 minutes

Same period last year	NSW (this period)
9,818	
9,818	
2 hours and 46 minutes	2 hours and 42 minutes
7 hours and 1 minutes	6 hours and 49 minutes

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



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



	Jan-Mar 2010	Jan-Mar 2011	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017	Jan-Mar 2018
Median time spent in the ED ⁸ (hours, minutes)	2h 34m	3h 40m	3h 0m	2h 59m	2h 29m	2h 34m	2h 48m	2h 46m	3h 6m
90th percentile time spent in the ED ⁹ (hours, minutes)	9h 58m	12h 50m	9h 50m	9h 29m	6h 27m	6h 11m	7h 31m	7h 1m	8h 4m

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

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

Coffs Harbour Health Campus: Time patients spent in the ED

By mode of separation

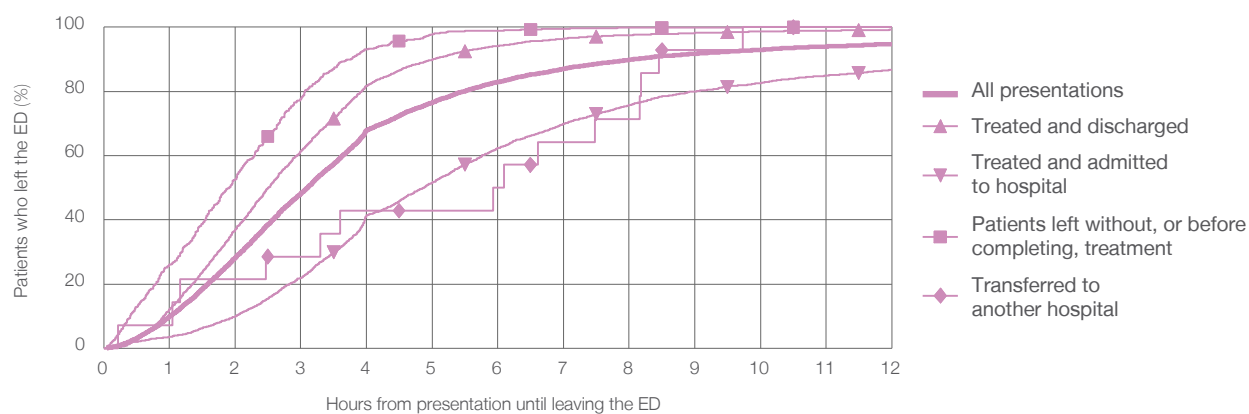
January to March 2018

All presentations:[†] 10,011 patients

Presentations used to calculate time to leaving the ED:[‡] 10,011 patients

		Same period last year	Change since one year ago
		9,818	2%
Treated and discharged	5,819 (58.1%)	5,885	-1.1%
Treated and admitted to hospital	3,590 (35.9%)	3,382	6.2%
Patient left without, or before completing, treatment	577 (5.8%)	456	26.5%
Transferred to another hospital	14 (0.1%)	36	-61.1%
Other	11 (0.1%)	59	-81.4%

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



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	12.1%	37.1%	61.5%	81.8%	94.2%	97.6%	98.6%	99.2%
Treated and admitted to hospital	3.5%	9.9%	22.0%	41.4%	62.3%	75.7%	82.6%	86.7%
Patient left without, or before completing, treatment	26.2%	52.7%	77.8%	93.1%	99.0%	99.8%	100%	100%
Transferred to another hospital	7.1%	21.4%	28.6%	42.9%	50.0%	71.4%	100%	100%
All presentations	9.9%	28.3%	48.2%	67.9%	83.0%	89.8%	93.0%	94.8%

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

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

Coffs Harbour Health Campus: Time spent in the ED

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

January to March 2018

All presentations at the emergency department: ¹ 10,011 patients

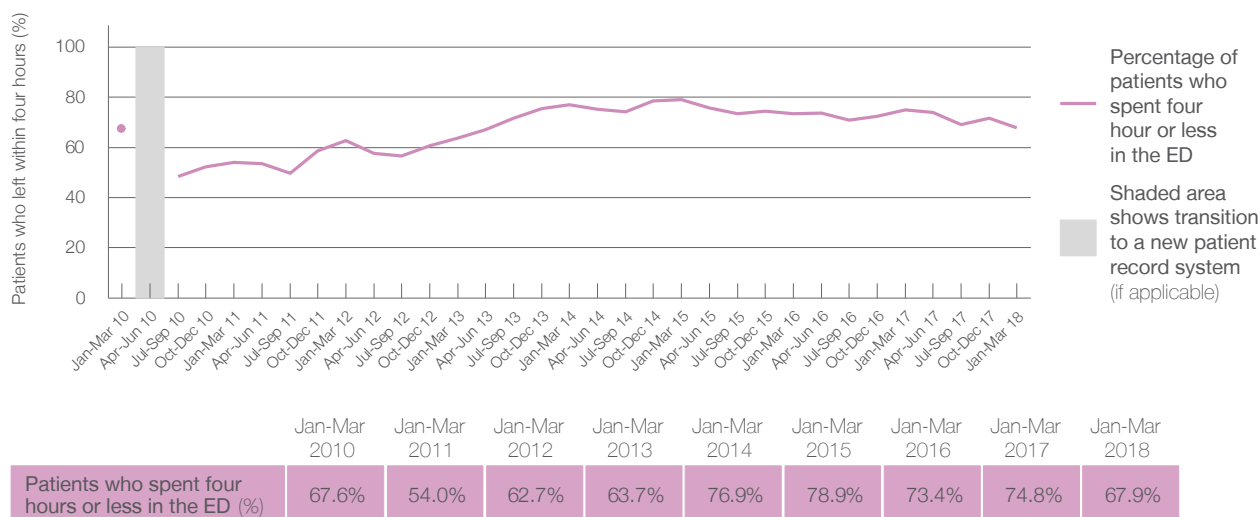
Presentations used to calculate time to leaving the ED: ⁶ 10,011 patients

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



Same period last year	Change since one year ago
9,818	2%
9,818	2%
74.8%	

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



- * Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
- † Data points are not shown in graphs for quarters when patient numbers were too small.
- ‡ Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information see *Background Paper: Approaches to reporting time measures of emergency department performance, December 2011*.
1. All emergency and non-emergency presentations at the emergency department (ED).
 2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
 3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2018*.
 4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
 5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients took equal to or longer than this time.
 6. All presentations that have a departure time.
 7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department*.
 8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
 9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
- Note:** Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
- Note:** All percentages are rounded and therefore percentages may not add to 100%.
- Sources:** ED data from Health Information Exchange, NSW Health (extracted 17 April 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 17 April 2018).