

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.

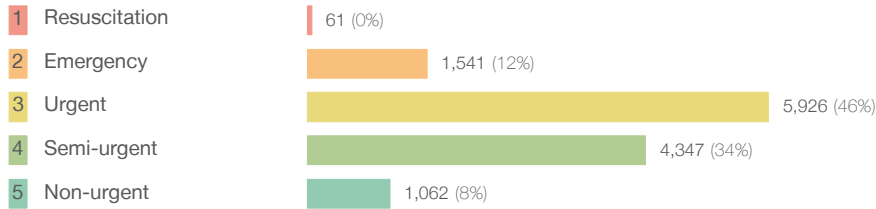
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

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

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

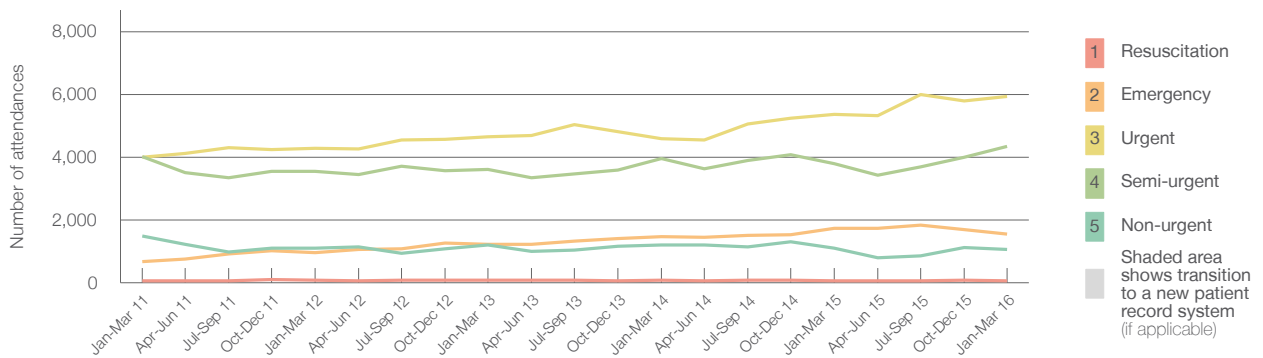
All attendances:¹ 13,372 patients

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

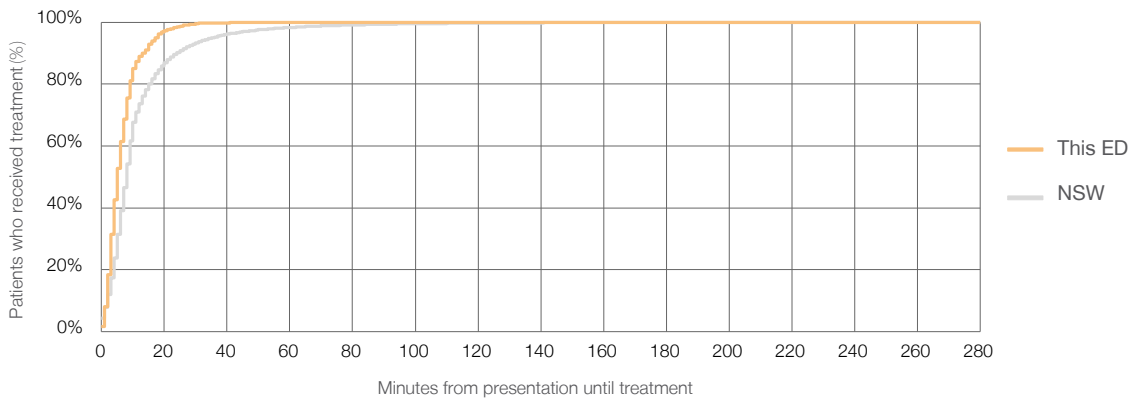
Number of triage 2 patients used to calculate waiting time:³ 1,538

Median time to start treatment⁴ 5 minutes

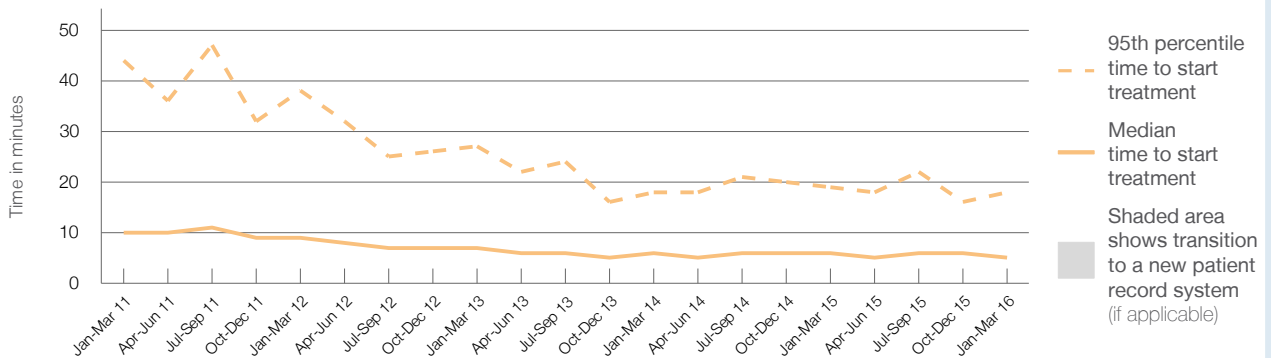
95th percentile time to start treatment⁵ 18 minutes

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

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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

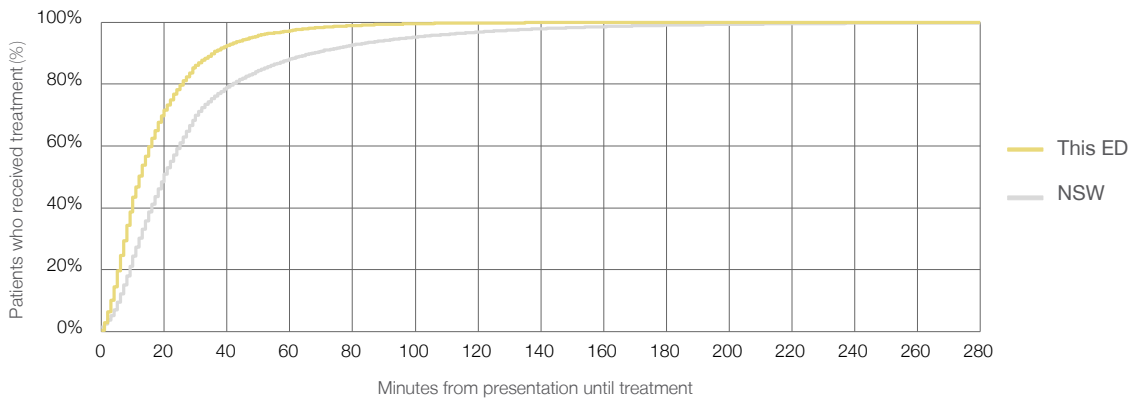
Number of triage 3 patients used to calculate waiting time:³ 5,889

Median time to start treatment⁴ 12 minutes

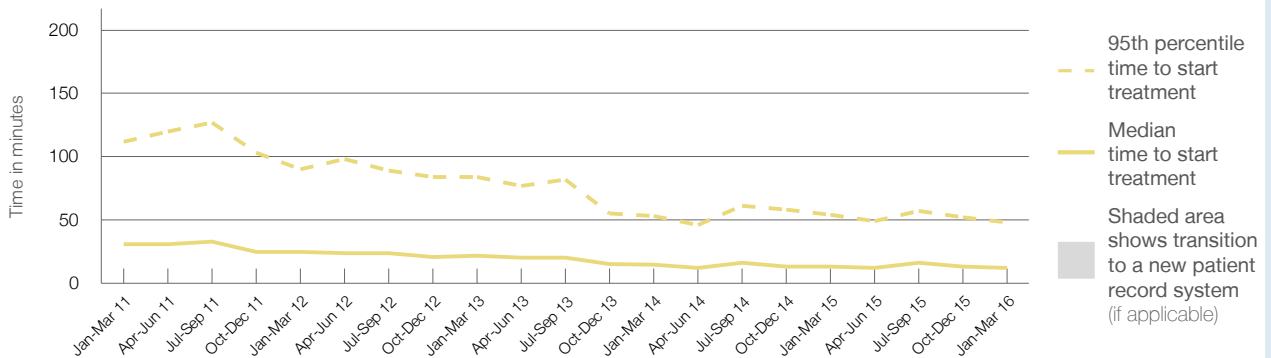
95th percentile time to start treatment⁵ 48 minutes

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

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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

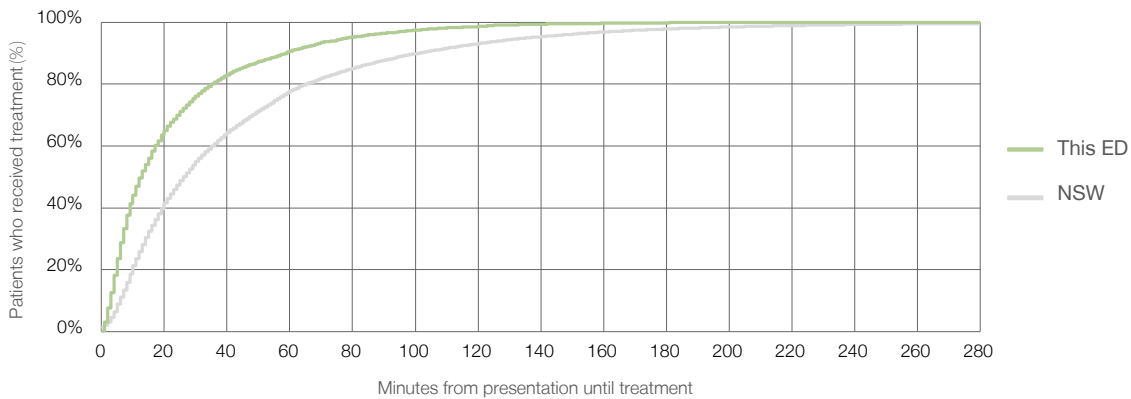
Number of triage 4 patients used to calculate waiting time:³ 4,251

Median time to start treatment⁴ 13 minutes

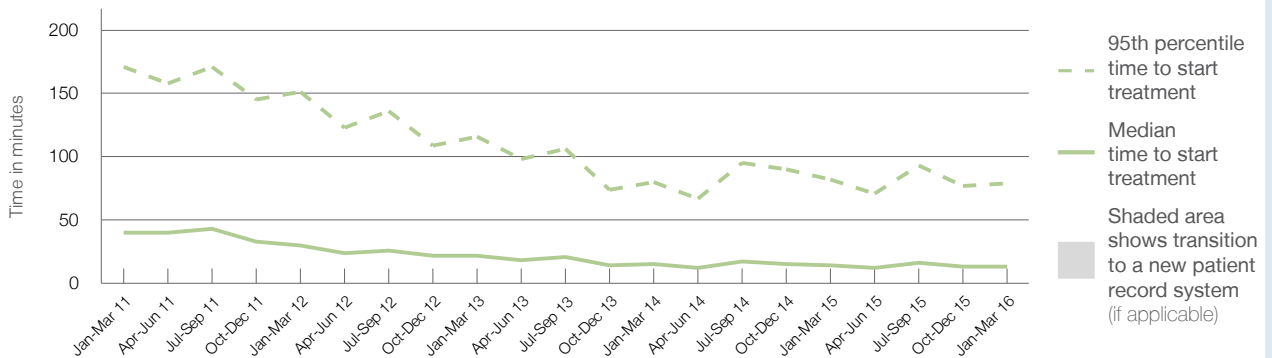
95th percentile time to start treatment⁵ 79 minutes

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

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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

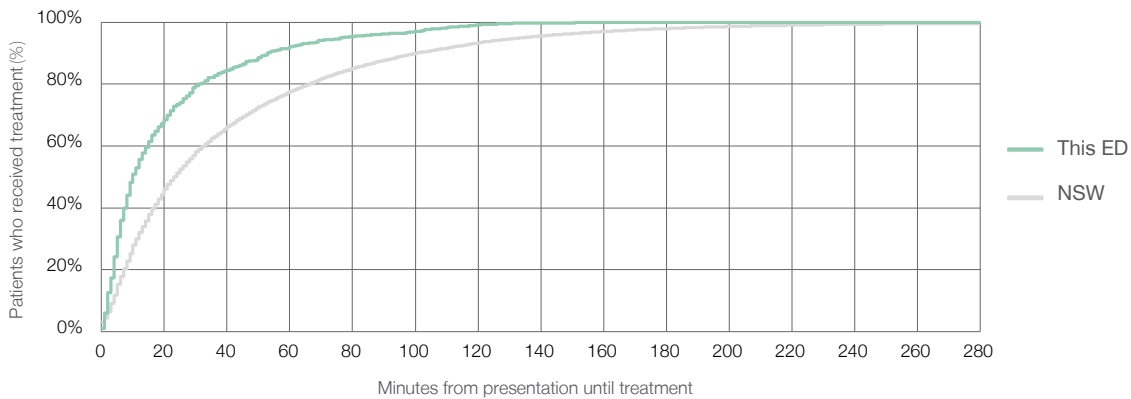
Number of triage 5 patients used to calculate waiting time:³ 1,024

Median time to start treatment⁴ 10 minutes

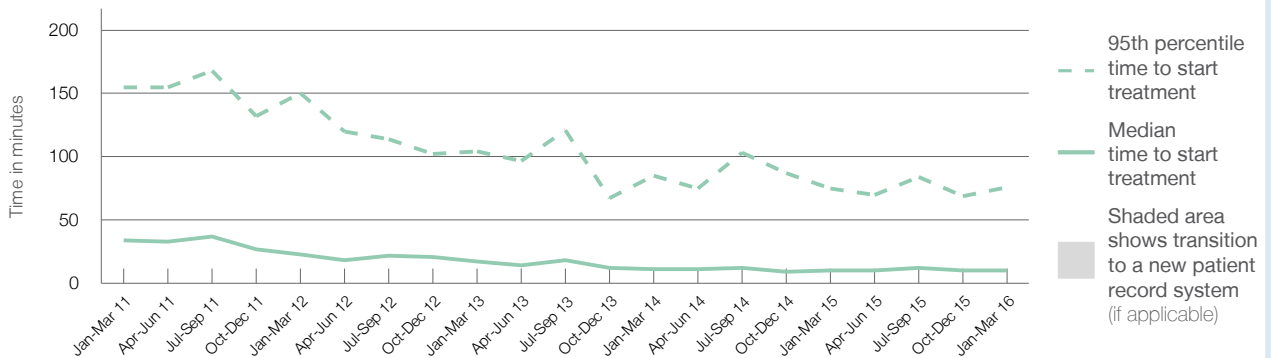
95th percentile time to start treatment⁵ 76 minutes

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

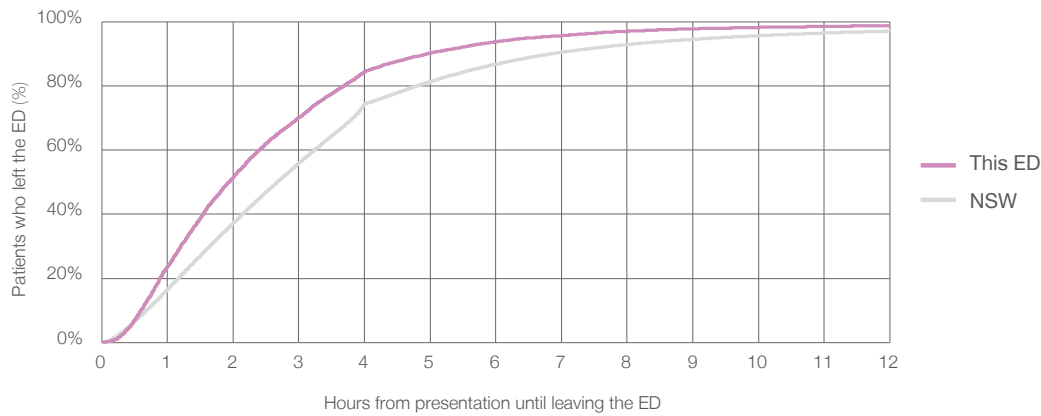
Attendances used to calculate time to leaving the ED:⁶ 13,363 patients

Median time to leaving the ED⁸ 1 hours and 56 minutes

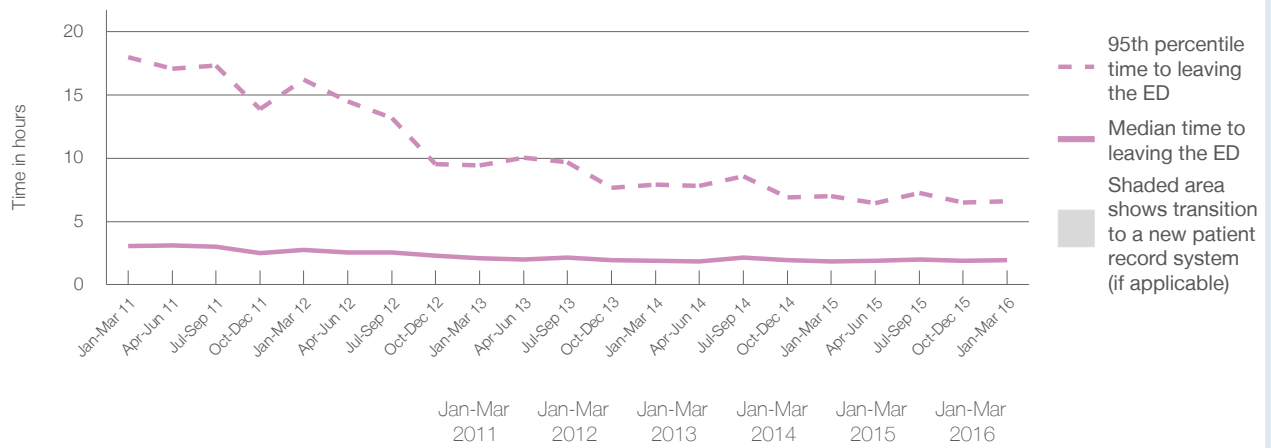
95th percentile time to leaving the ED⁹ 6 hours and 35 minutes

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

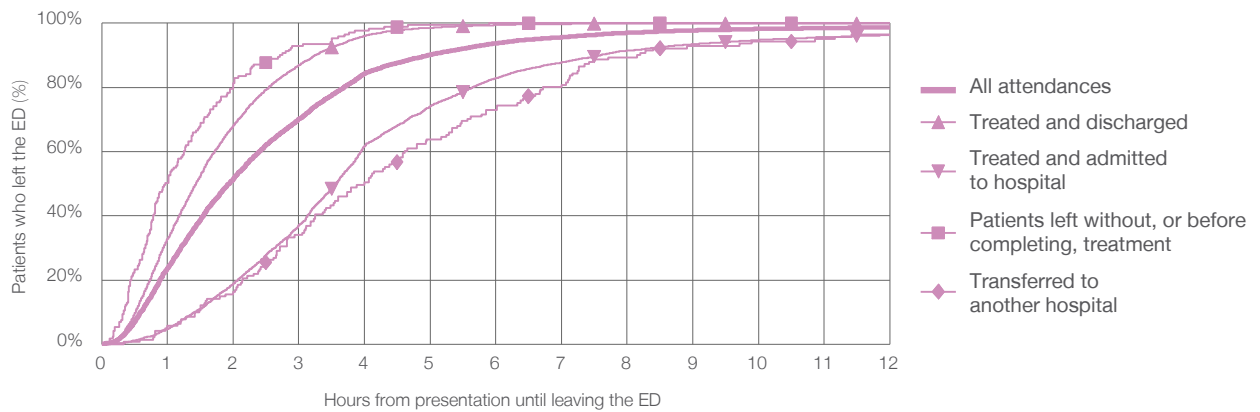
All attendances:¹ 13,372 patients

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

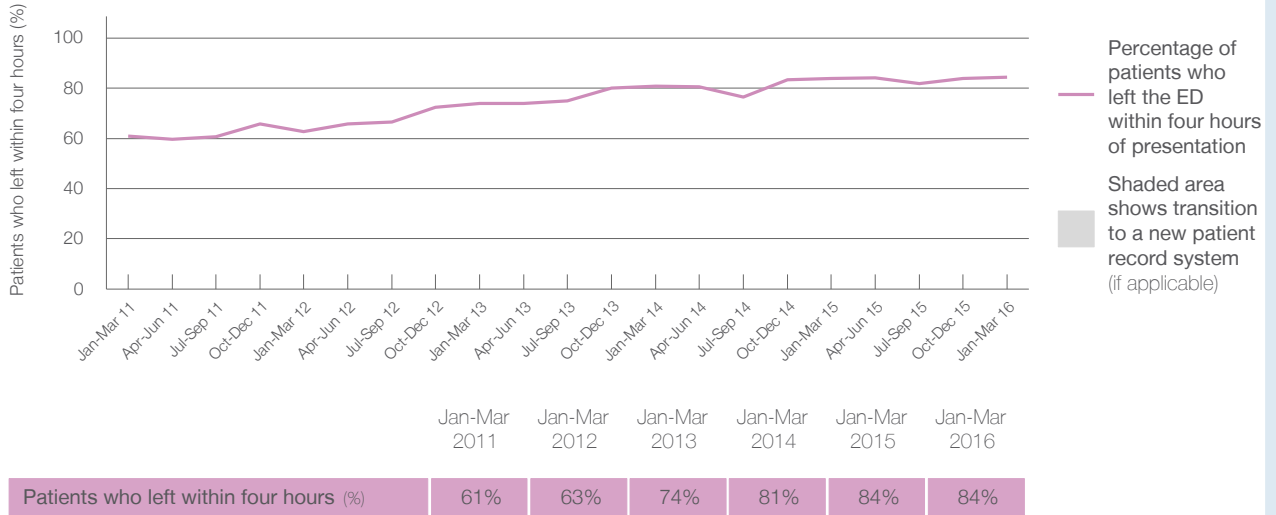
Attendances used to calculate time to leaving the ED:⁶ 13,363 patients

Percentage of patients who left the ED within four hours



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

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*.

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- 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).