

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

January to March 2018

All presentations:<sup>1</sup> 6,433 patients

Emergency presentations:<sup>2</sup> 5,941 patients

Same period last year	Change since one year ago
6,301	2%
5,809	2%

## Grafton Base Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 544 patients

Median time to start treatment<sup>4</sup> 8 minutes  
90th percentile time to start treatment<sup>5</sup> 16 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,631 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 51 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,689 patients

Median time to start treatment<sup>4</sup> 29 minutes  
90th percentile time to start treatment<sup>5</sup> 88 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,043 patients

Median time to start treatment<sup>4</sup> 33 minutes  
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
605	
8 minutes	8 minutes
27 minutes	23 minutes
1,699	
22 minutes	20 minutes
68 minutes	65 minutes
2,662	
30 minutes	25 minutes
92 minutes	98 minutes
830	
30 minutes	22 minutes
97 minutes	97 minutes

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

January to March 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,433 patients

Percentage of patients who spent four hours or less in the ED 80%

Same period last year	Change since one year ago
6,300	2%
78%	

\* 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.

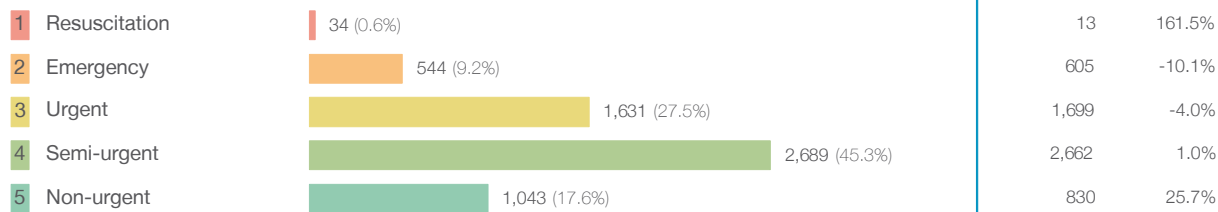
**Source:** Health Information Exchange, NSW Health (extracted 17 April 2018).

## Grafton Base Hospital: Patients presenting to the emergency department

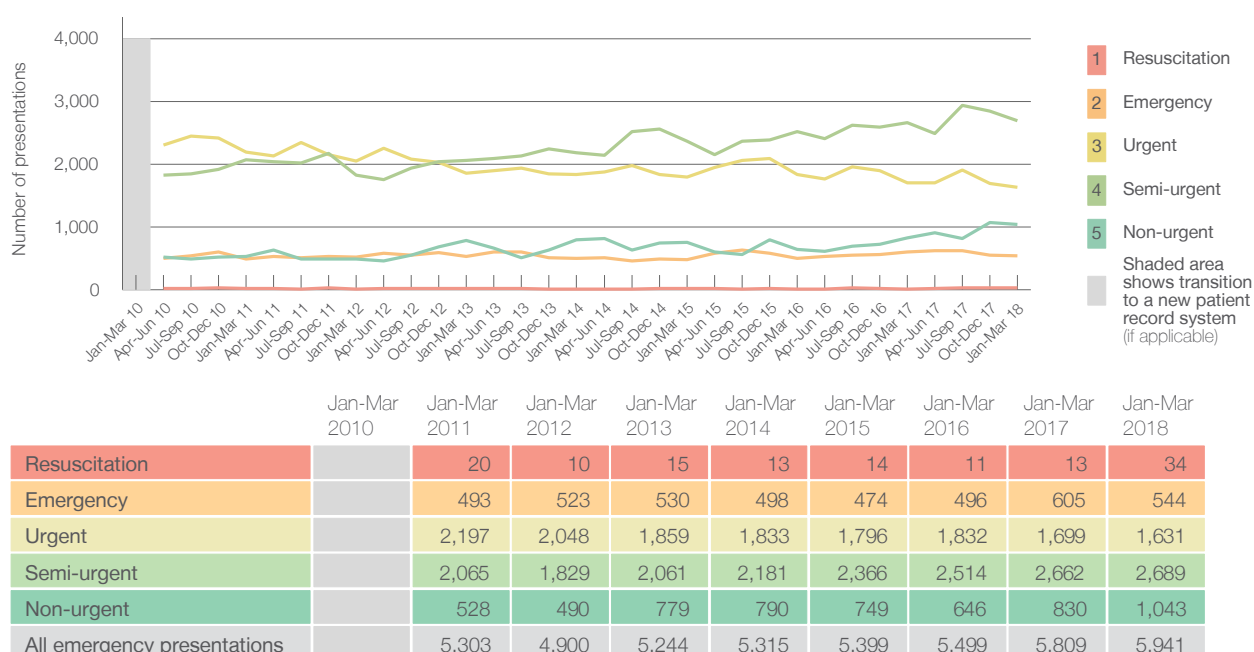
January to March 2018

All presentations:<sup>1</sup> 6,433 patients

Emergency presentations<sup>2</sup> by triage category: 5,941 patients



Emergency presentations<sup>2</sup> by quarter, January 2010 to March 2018 <sup>†</sup>



## Grafton Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: <sup>7</sup> 535 patients <sup>\*\*</sup>

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.

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

## Grafton Base Hospital: 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: 544

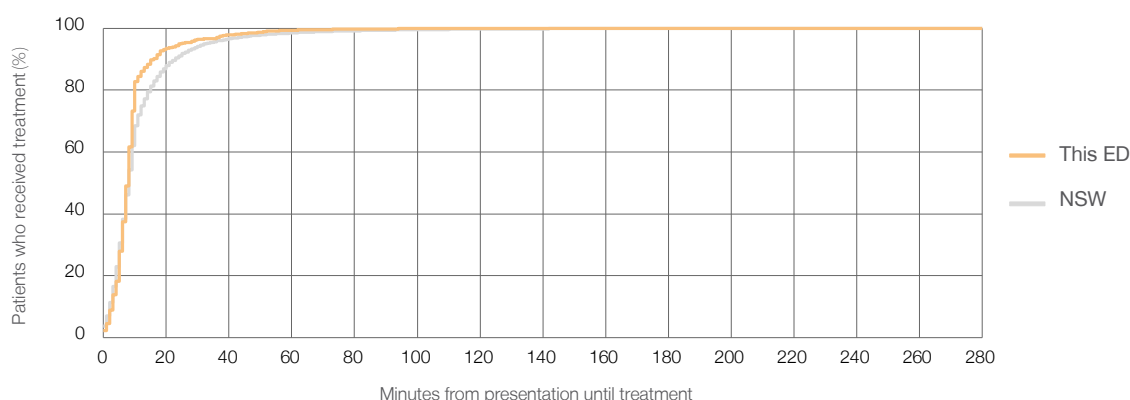
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 542

Median time to start treatment<sup>4</sup> 8 minutes

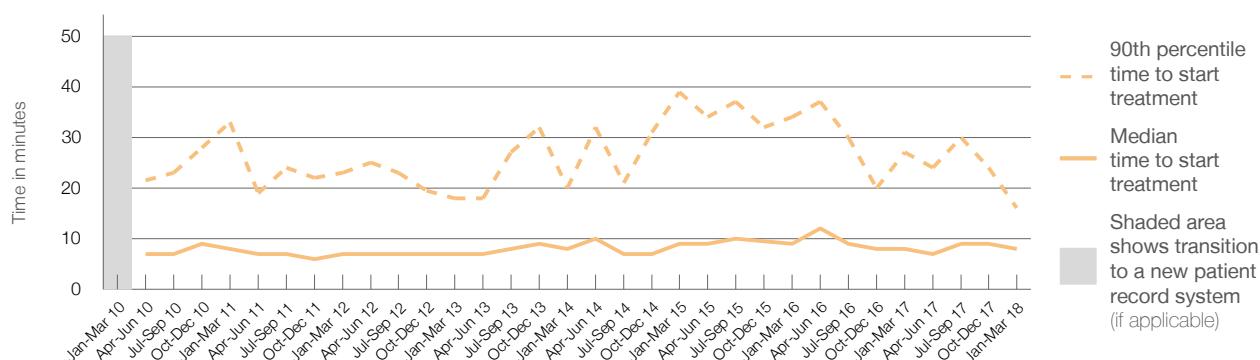
90th percentile time to start treatment<sup>5</sup> 16 minutes

Same period last year	NSW (this period)
605	
602	
8 minutes	8 minutes
27 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		8	7	7	8	9	9	8	8
90th percentile time to start treatment <sup>5</sup> (minutes)		33	23	18	20	39	34	27	16

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

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## Grafton Base Hospital: 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: 1,631

Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,600

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

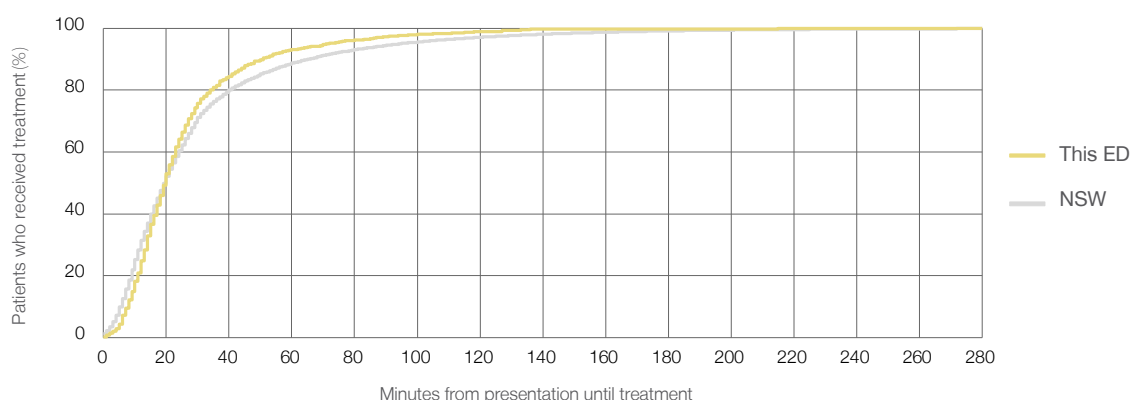
20 minutes

90th percentile time to start treatment<sup>5</sup>

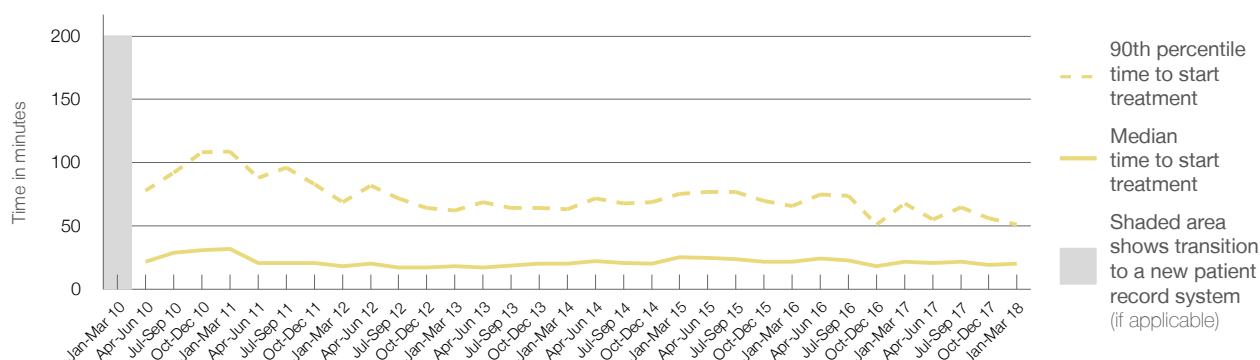
51 minutes

Same period last year	NSW (this period)
1,699	
1,681	
22 minutes	20 minutes
68 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		32	18	18	20	26	22	22	20
90th percentile time to start treatment <sup>5</sup> (minutes)		109	69	62	63	76	66	68	51

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## Grafton Base Hospital: 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: 2,689

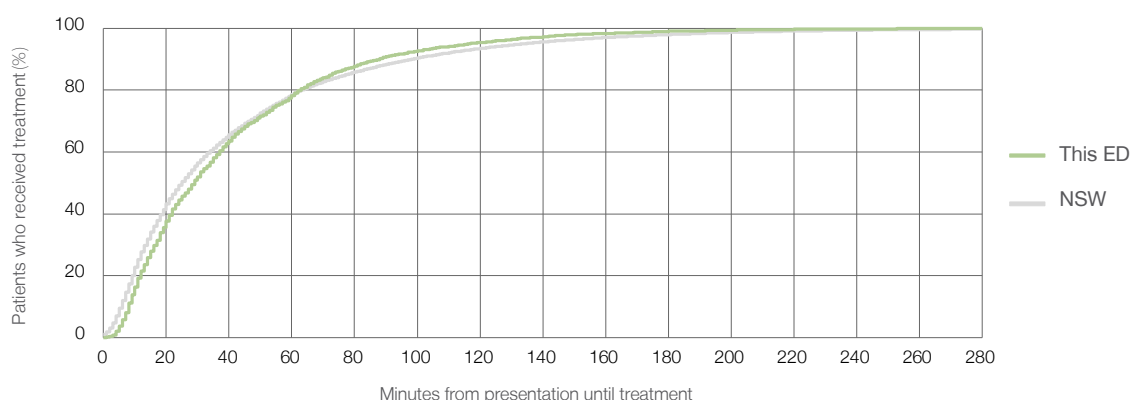
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,589

Median time to start treatment<sup>4</sup> 29 minutes

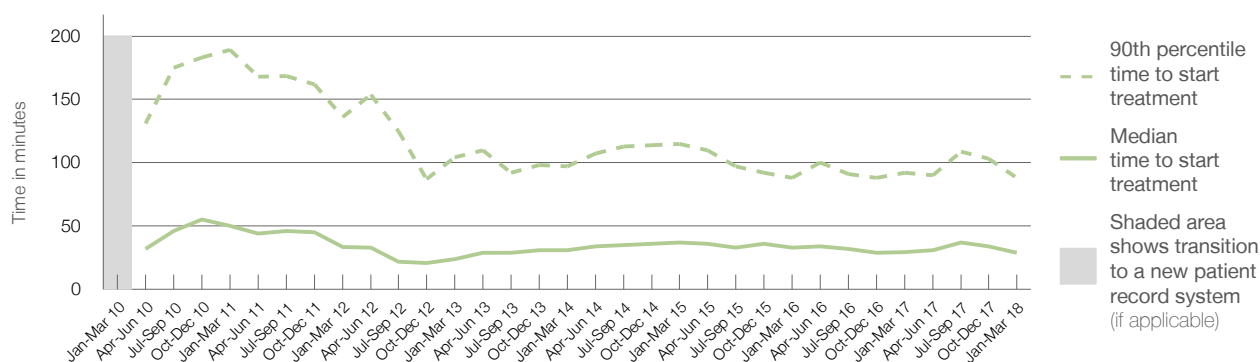
90th percentile time to start treatment<sup>5</sup> 88 minutes

Same period last year	NSW (this period)
2,662	
2,534	
30 minutes	25 minutes
92 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		50	34	24	31	37	33	30	29
90th percentile time to start treatment <sup>5</sup> (minutes)		189	136	104	97	115	88	92	88

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## Grafton Base Hospital: 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: 1,043

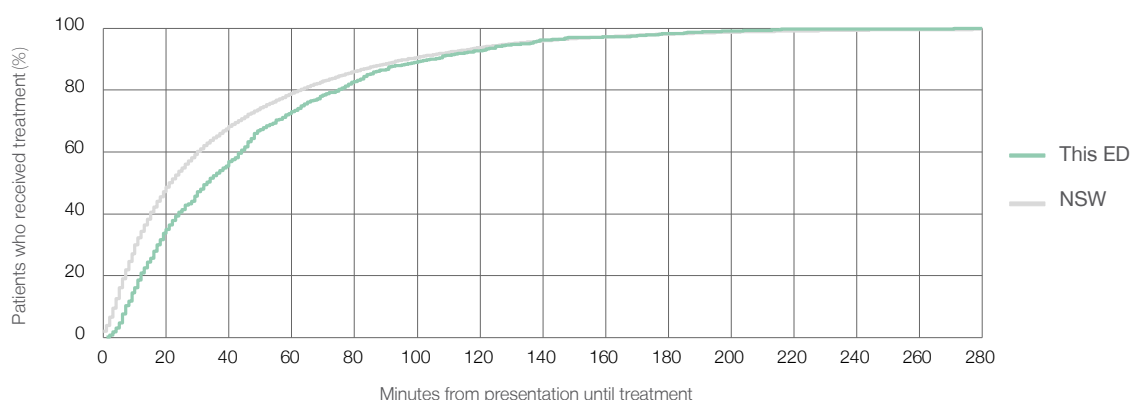
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 926

Median time to start treatment<sup>4</sup> 33 minutes

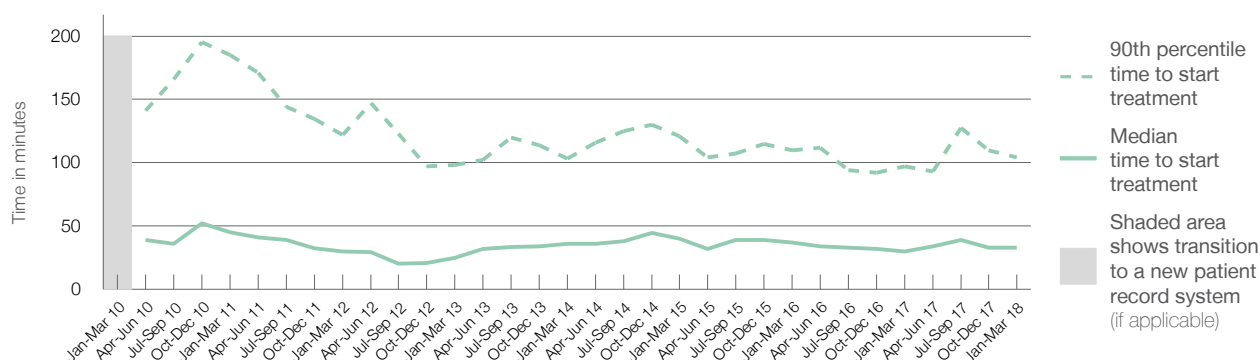
90th percentile time to start treatment<sup>5</sup> 104 minutes

Same period last year	NSW (this period)
830	
739	
30 minutes	22 minutes
97 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<sup>†‡</sup>



	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 <sup>4</sup> (minutes)		45	30	25	36	40	37	30	33
90th percentile time to start treatment <sup>5</sup> (minutes)		185	122	98	103	121	110	97	104

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## Grafton Base Hospital: Time patients spent in the ED

January to March 2018

All presentations:<sup>1</sup> 6,433 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,433 patients

Median time spent in the ED<sup>8</sup>

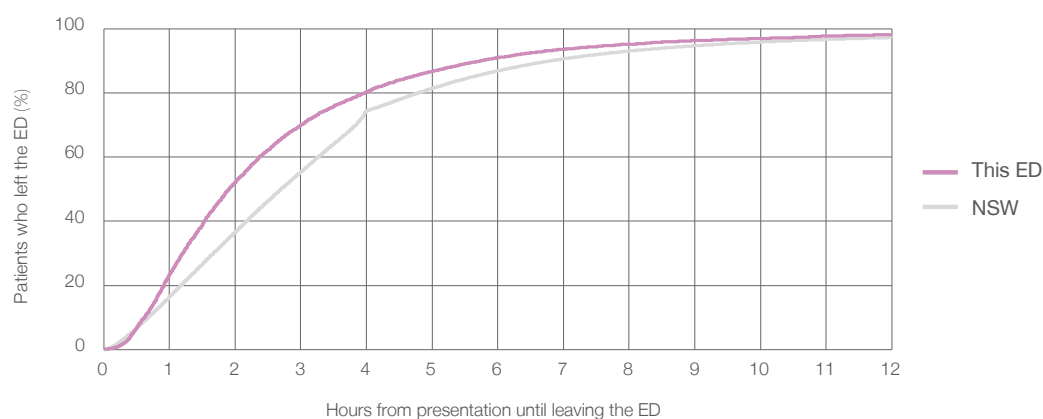
1 hours and 55 minutes

90th percentile time spent in the ED<sup>9</sup>

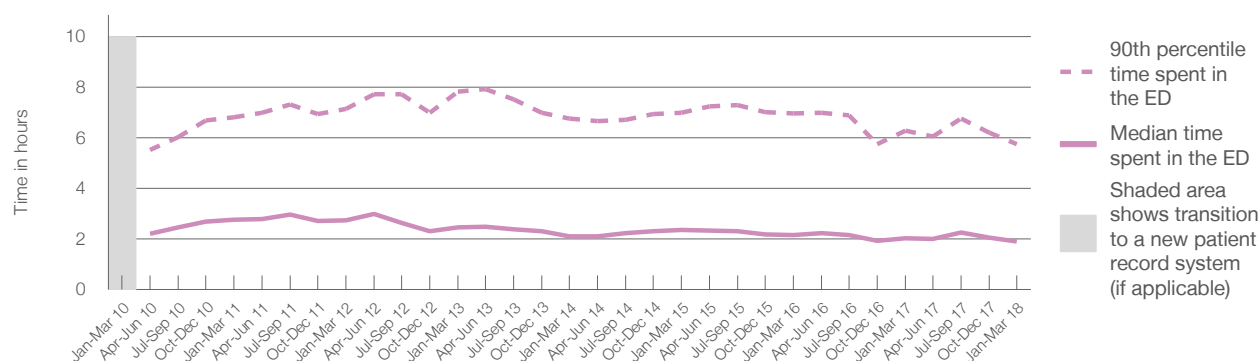
5 hours and 45 minutes

Same period last year	NSW (this period)
6,301	
6,300	
2 hours and 2 minutes	2 hours and 42 minutes
6 hours and 17 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<sup>†‡</sup>



	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 <sup>8</sup> (hours, minutes)		2h 46m	2h 44m	2h 28m	2h 7m	2h 22m	2h 9m	2h 2m	1h 55m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)		6h 49m	7h 8m	7h 49m	6h 46m	6h 59m	6h 58m	6h 17m	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.

## Grafton Base Hospital: Time patients spent in the ED

By mode of separation

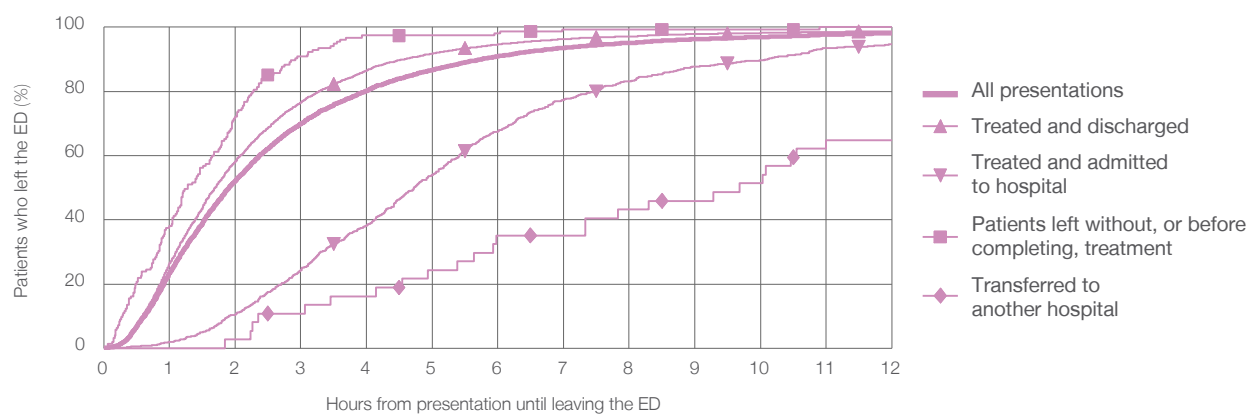
January to March 2018

All presentations:<sup>†</sup> 6,433 patients

Presentations used to calculate time to leaving the ED:<sup>‡</sup> 6,433 patients

		Same period last year	Change since one year ago
Treated and discharged	5,402 (84.0%)	6,300	2%
Treated and admitted to hospital	823 (12.8%)	5,105	5.8%
Patient left without, or before completing, treatment	155 (2.4%)	990	-16.9%
Transferred to another hospital	37 (0.6%)	155	0.0%
Other	16 (0.2%)	37	0.0%
		14	14.3%

Percentage of patients who left the ED by time and mode of separation, January to March 2018<sup>†‡</sup>



	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	26.4%	58.3%	76.6%	86.5%	94.7%	97.2%	98.2%	98.8%
Treated and admitted to hospital	2.1%	10.6%	24.3%	38.3%	67.7%	83.2%	89.8%	94.8%
Patient left without, or before completing, treatment	38.1%	72.3%	91.0%	97.4%	98.1%	99.4%	99.4%	100%
Transferred to another hospital	0%	2.7%	10.8%	16.2%	35.1%	43.2%	51.4%	64.9%
All presentations	23.6%	52.3%	69.9%	80.2%	91.0%	95.1%	96.9%	98.1%

(†) 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 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: <sup>1</sup> 6,433 patients

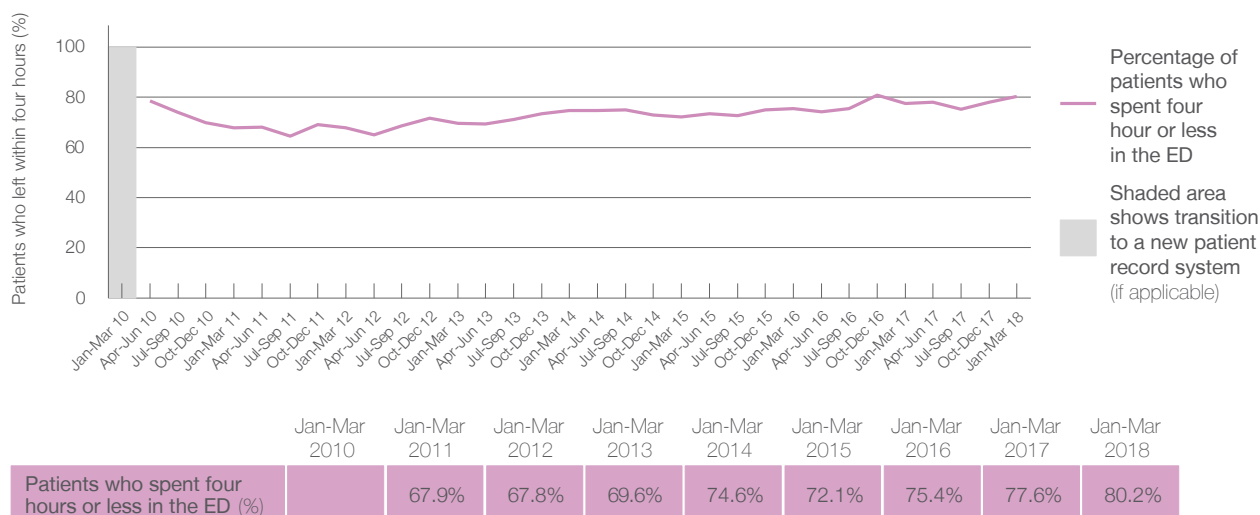
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,433 patients

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



Same period last year	Change since one year ago
6,301	2%
6,300	2%
77.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to March 2018 <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*.
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).