

Lismore Base Hospital: Emergency department (ED) overview

January to March 2018

All presentations:¹ 8,988 patients

Emergency presentations:² 8,655 patients

Same period last year	Change since one year ago
8,417	7%
8,146	6%

Lismore Base Hospital: Time patients waited to start treatment³

January to March 2018

Triage 2 Emergency (e.g. chest pain, severe burns): 939 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,946 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 59 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,625 patients

Median time to start treatment⁴ 34 minutes
90th percentile time to start treatment⁵ 115 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,114 patients

Median time to start treatment⁴ 31 minutes
90th percentile time to start treatment⁵ 114 minutes

Same period last year	NSW (this period)
848	
6 minutes	8 minutes
14 minutes	23 minutes
2,893	
19 minutes	20 minutes
57 minutes	65 minutes
3,391	
33 minutes	25 minutes
116 minutes	98 minutes
965	
44 minutes	22 minutes
129 minutes	97 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

January to March 2018

Attendances used to calculate time to leaving the ED:⁶ 8,985 patients

Percentage of patients who spent four hours or less in the ED 66%

Same period last year	Change since one year ago
8,417	7%
67%	

* 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.

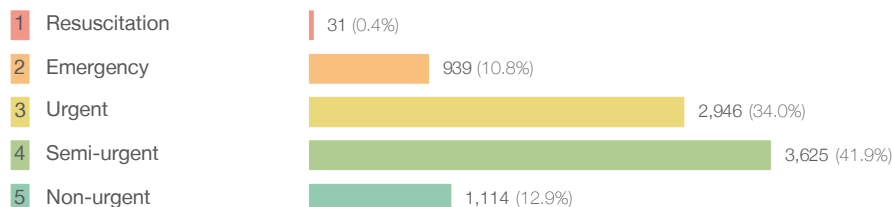
Source: Health Information Exchange, NSW Health (extracted 17 April 2018).

Lismore Base Hospital: Patients presenting to the emergency department

January to March 2018

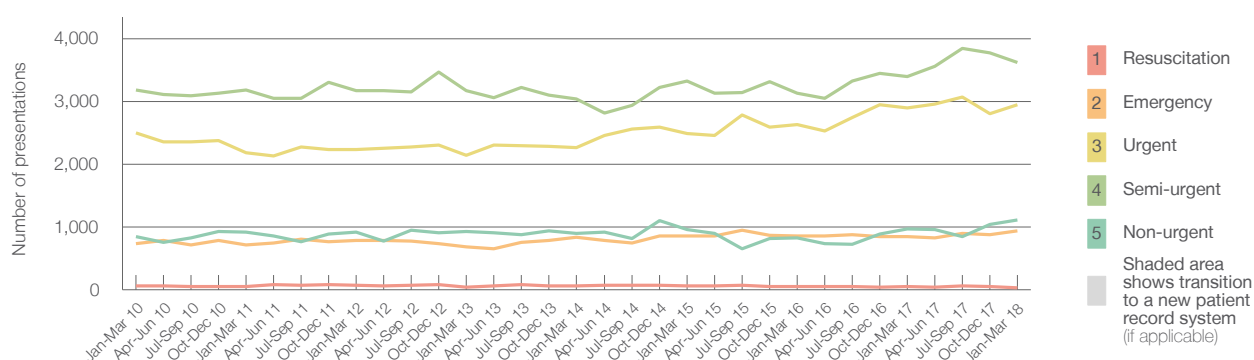
All presentations:¹ 8,988 patients

Emergency presentations² by triage category: 8,655 patients



Same period last year	Change since one year ago
8,417	7%
8,146	6%
49	-36.7%
848	10.7%
2,893	1.8%
3,391	6.9%
965	15.4%

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	56	52	66	39	55	63	52	49	31
Emergency	735	712	786	679	838	857	854	848	939
Urgent	2,497	2,178	2,228	2,138	2,268	2,489	2,635	2,893	2,946
Semi-urgent	3,178	3,184	3,168	3,168	3,038	3,328	3,126	3,391	3,625
Non-urgent	849	914	912	927	897	961	829	965	1,114
All emergency presentations	7,315	7,040	7,160	6,951	7,096	7,698	7,496	8,146	8,655

Lismore Base Hospital: Patients arriving by ambulance

January to March 2018

Arrivals used to calculate transfer of care time: ⁷ 1,646 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,644	
13 minutes	0 minutes
34 minutes	8 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.

Lismore 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: 939

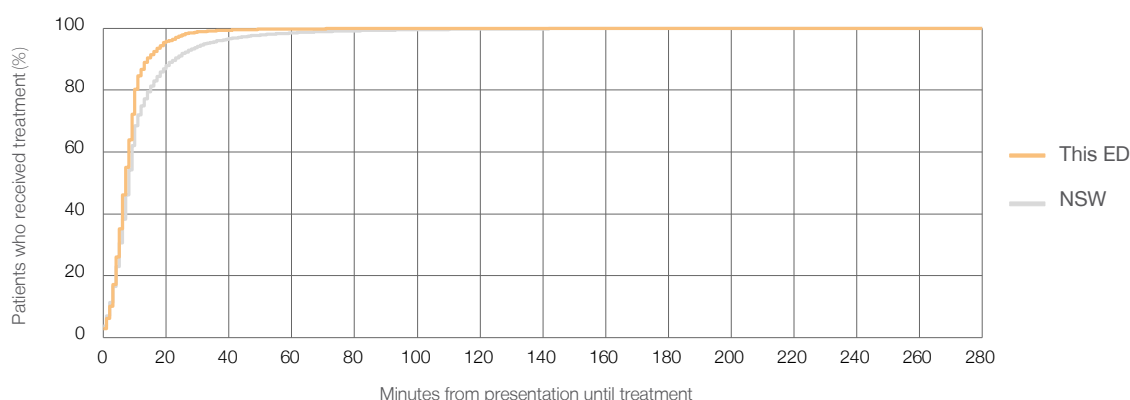
Number of triage 2 patients used to calculate waiting time:³ 937

Median time to start treatment⁴ 7 minutes

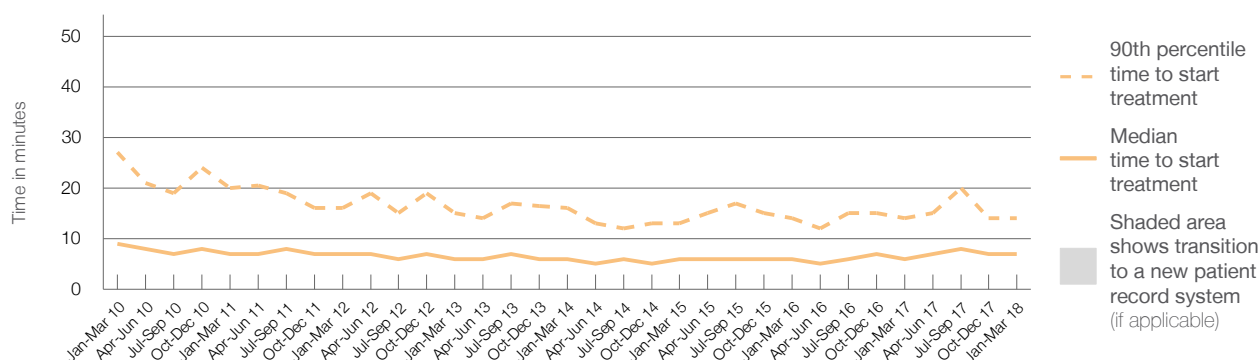
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
848	
844	
6 minutes	8 minutes
14 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	7	7	6	6	6	6	6	7
90th percentile time to start treatment ⁵ (minutes)	27	20	16	15	16	13	14	14	14

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Lismore 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: 2,946

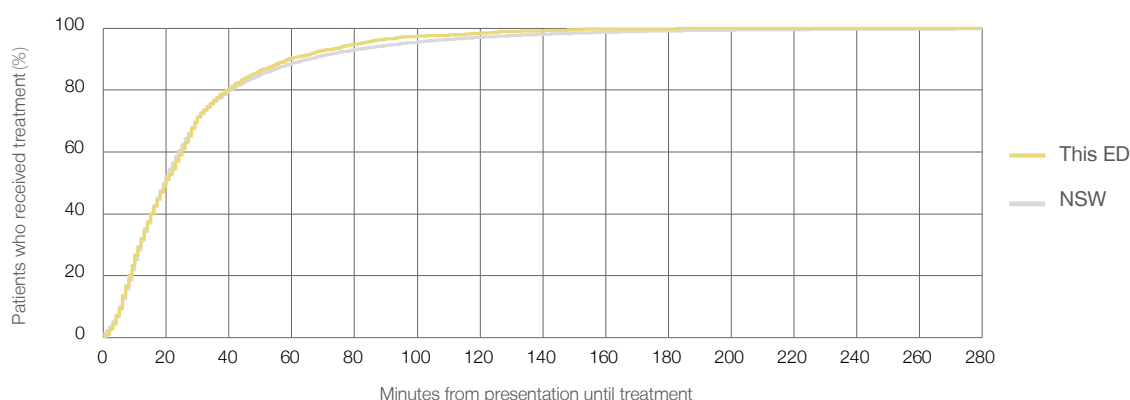
Number of triage 3 patients used to calculate waiting time:³ 2,892

Median time to start treatment⁴ 20 minutes

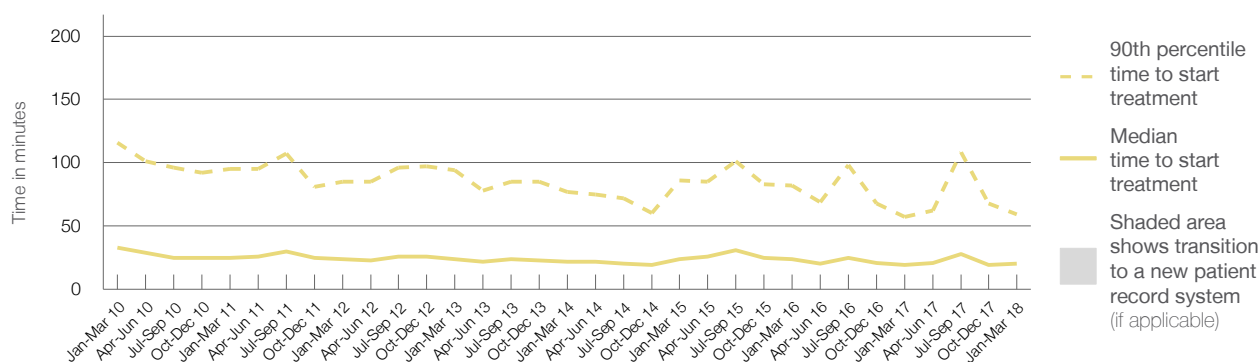
90th percentile time to start treatment⁵ 59 minutes

Same period last year	NSW (this period)
2,893	
2,842	
19 minutes	20 minutes
57 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)	33	25	24	24	22	24	24	19	20
90th percentile time to start treatment ⁵ (minutes)	116	95	85	94	77	86	82	57	59

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Lismore 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: 3,625

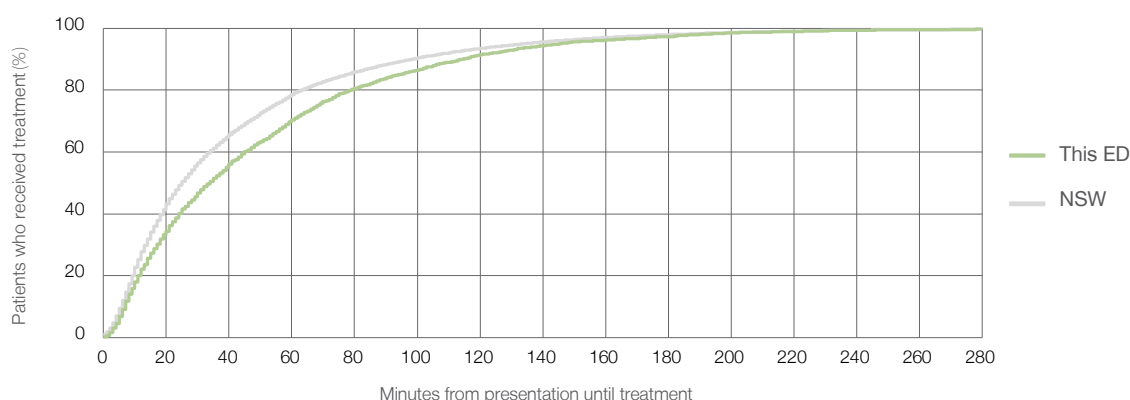
Number of triage 4 patients used to calculate waiting time:³ 3,393

Median time to start treatment⁴ 34 minutes

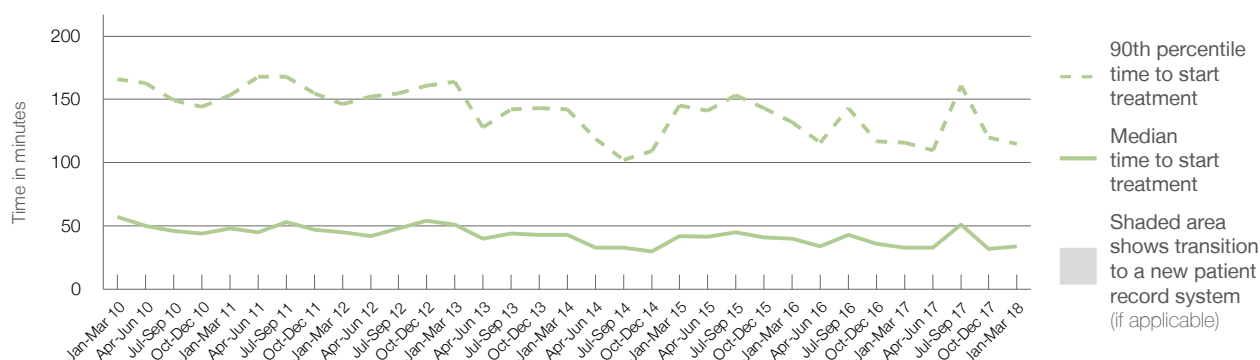
90th percentile time to start treatment⁵ 115 minutes

Same period last year	NSW (this period)
3,391	
3,178	
33 minutes	25 minutes
116 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)	57	48	45	51	43	42	40	33	34
90th percentile time to start treatment ⁵ (minutes)	166	153	146	164	142	145	132	116	115

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Lismore 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: 1,114

Number of triage 5 patients used to calculate waiting time: ³ 977

Median time to start treatment ⁴

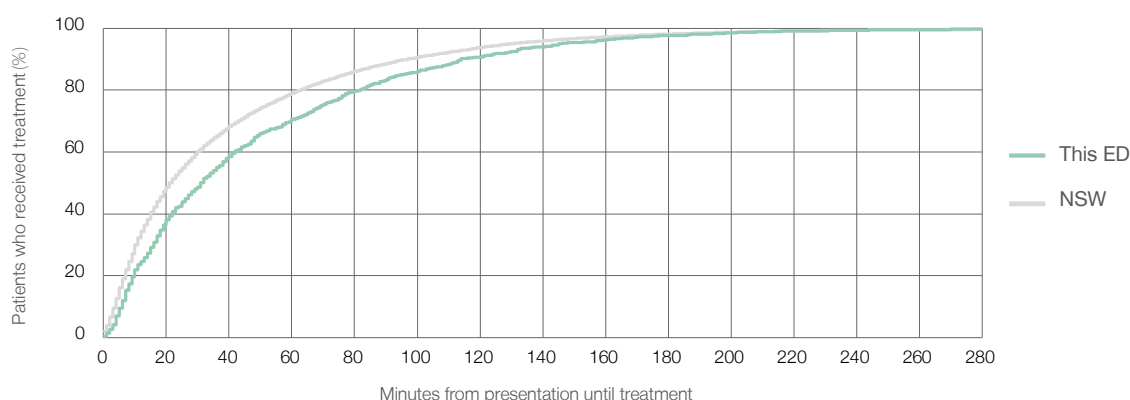
31 minutes

90th percentile time to start treatment ⁵

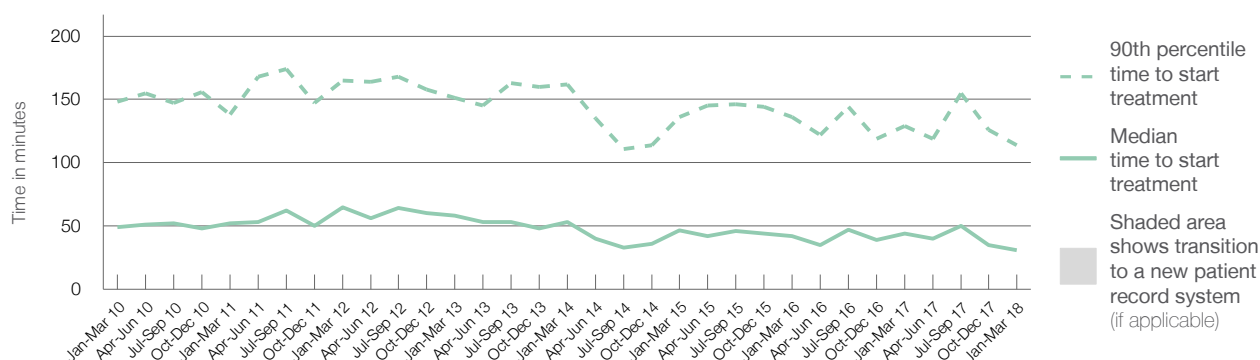
114 minutes

Same period last year	NSW (this period)
965	
825	
44 minutes	22 minutes
129 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)	49	52	65	58	53	47	42	44	31
90th percentile time to start treatment ⁵ (minutes)	148	138	165	151	162	136	136	129	114

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Lismore Base Hospital: Time patients spent in the ED

January to March 2018

All presentations:¹ 8,988 patients

Presentations used to calculate time to leaving the ED:⁶ 8,985 patients

Median time spent in the ED⁸

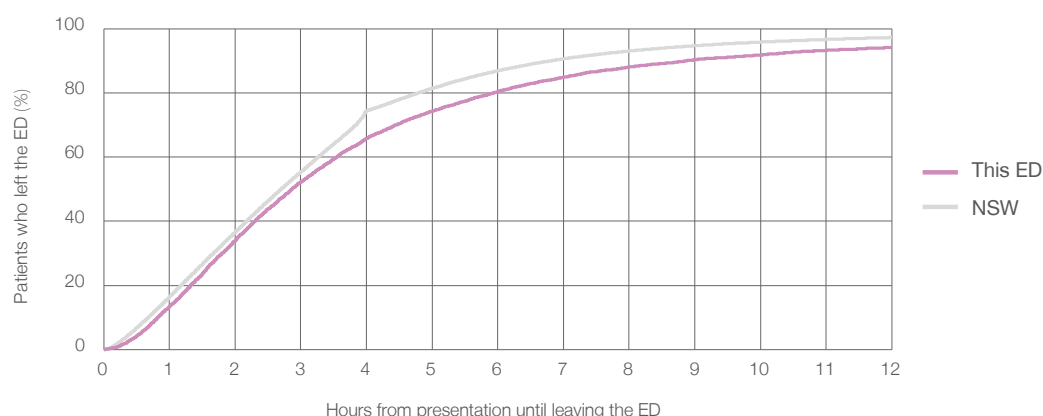
2 hours and 52 minutes

90th percentile time spent in the ED⁹

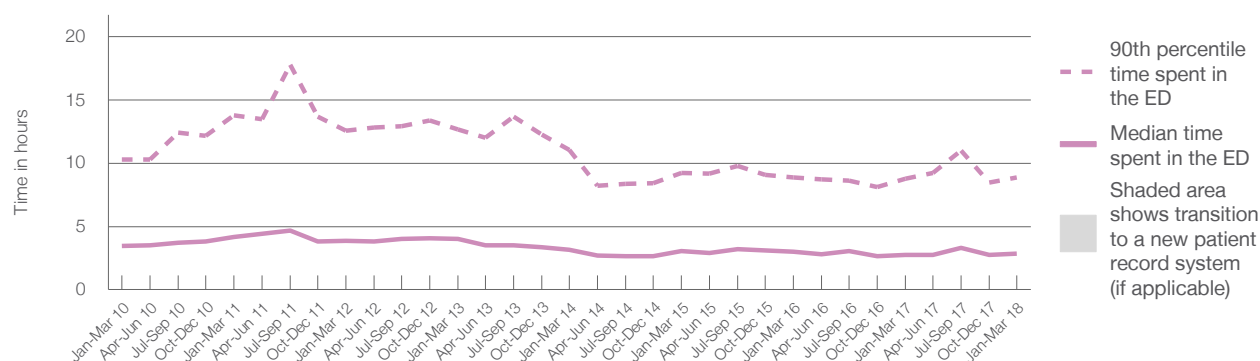
8 hours and 52 minutes

Same period last year	NSW (this period)
8,417	8,417
2 hours and 45 minutes	2 hours and 42 minutes
8 hours and 46 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)	3h 29m	4h 10m	3h 51m	4h 2m	3h 8m	3h 4m	3h 1m	2h 45m	2h 52m
90th percentile time spent in the ED ⁹ (hours, minutes)	10h 16m	13h 48m	12h 35m	12h 41m	11h 4m	9h 15m	8h 53m	8h 46m	8h 52m

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Lismore Base Hospital: Time patients spent in the ED

By mode of separation

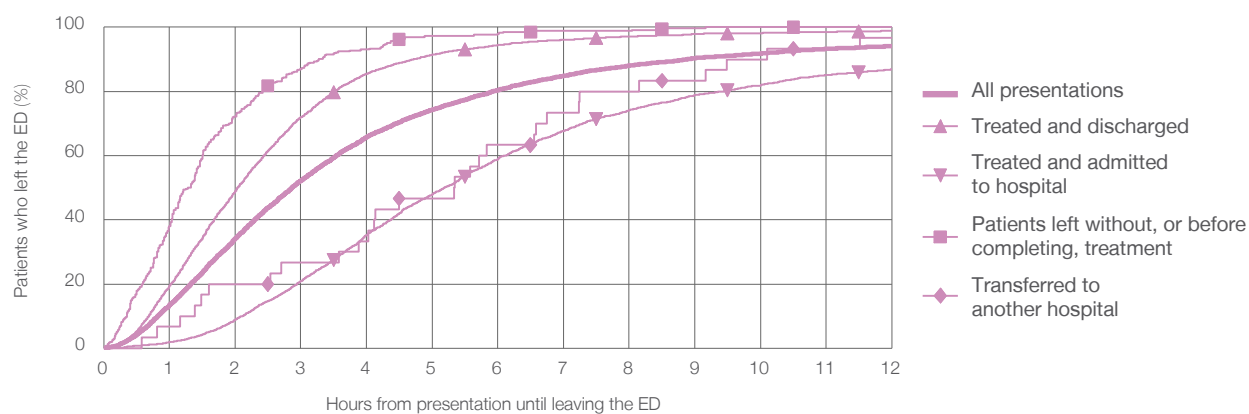
January to March 2018

All presentations:[†] 8,988 patients

Presentations used to calculate time to leaving the ED:[‡] 8,985 patients

		Same period last year	Change since one year ago
		8,417	7%
Treated and discharged	4,994 (55.6%)	4,535	10.1%
Treated and admitted to hospital	3,552 (39.5%)	3,465	2.5%
Patient left without, or before completing, treatment	346 (3.8%)	344	0.6%
Transferred to another hospital	30 (0.3%)	23	30.4%
Other	66 (0.7%)	50	32.0%

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	19.5%	49.0%	71.9%	85.5%	94.4%	97.2%	98.2%	98.9%
Treated and admitted to hospital	1.9%	9.0%	20.9%	35.3%	59.0%	74.2%	82.0%	86.9%
Patient left without, or before completing, treatment	38.2%	72.3%	87.0%	93.1%	98.0%	98.8%	100%	100%
Transferred to another hospital	6.7%	20.0%	26.7%	33.3%	63.3%	80.0%	90.0%	96.7%
All presentations	13.5%	34.2%	52.2%	65.8%	80.4%	88.1%	91.8%	94.2%

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Lismore 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: ¹ 8,988 patients

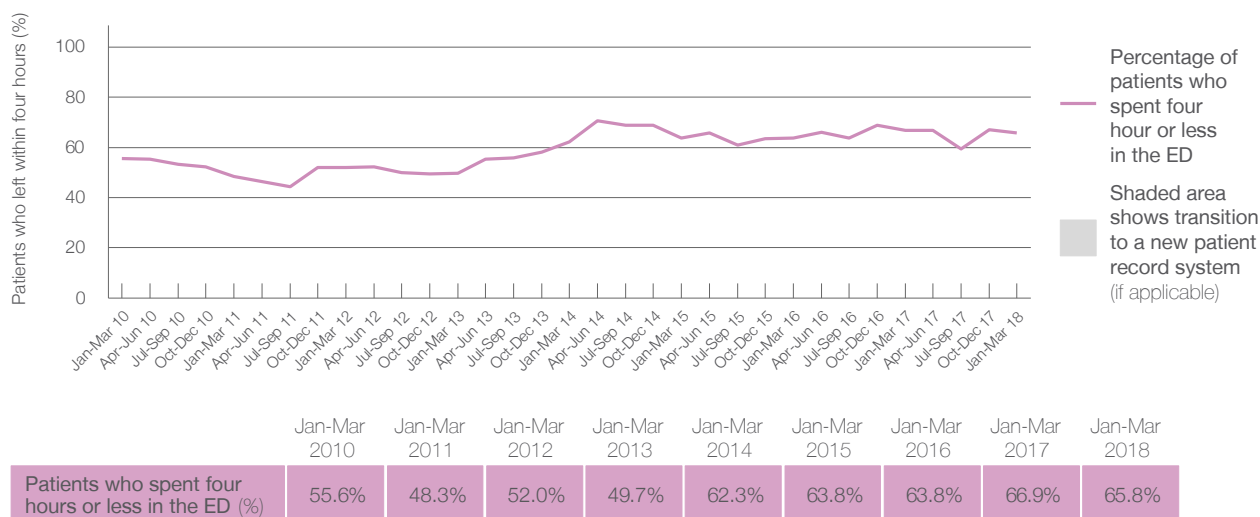
Presentations used to calculate time to leaving the ED: ⁶ 8,985 patients

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



Same period last year	Change since one year ago
8,417	7%
8,417	7%
66.9%	

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).