

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Emergency department (ED) overview

January to March 2017

All presentations:<sup>1</sup> 13,346 patients

Emergency presentations:<sup>2</sup> 12,906 patients

Same period last year	Change since one year ago
13,378	-0.2%
12,944	-0.3%

## The Tweed Hospital: Time patients waited to start treatment<sup>3</sup>

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 1,496 patients

Median time to start treatment<sup>4</sup> 5 minutes  
 90th percentile time to start treatment<sup>5</sup> 14 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 5,751 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 47 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 4,428 patients

Median time to start treatment<sup>4</sup> 18 minutes  
 90th percentile time to start treatment<sup>5</sup> 73 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 1,172 patients

Median time to start treatment<sup>4</sup> 16 minutes  
 90th percentile time to start treatment<sup>5</sup> 78 minutes

Same period last year	NSW (this period)
1,541	
5 minutes	8 minutes
14 minutes	26 minutes
5,932	
12 minutes	20 minutes
36 minutes	69 minutes
4,347	
13 minutes	26 minutes
59 minutes	101 minutes
1,063	
10 minutes	23 minutes
53 minutes	104 minutes

## The Tweed Hospital: Time from presentation until leaving the ED

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 13,345 patients

Percentage of patients who spent four hours or less in the ED 79.7%

Same period last year	Change since one year ago
13,374	-0.2%
84.4%	

\* 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, July to September 2016*.
- 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.
- 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.
- 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.

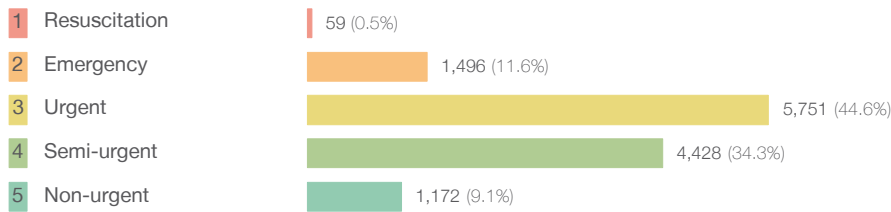
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Patients presenting to the emergency department January to March 2017

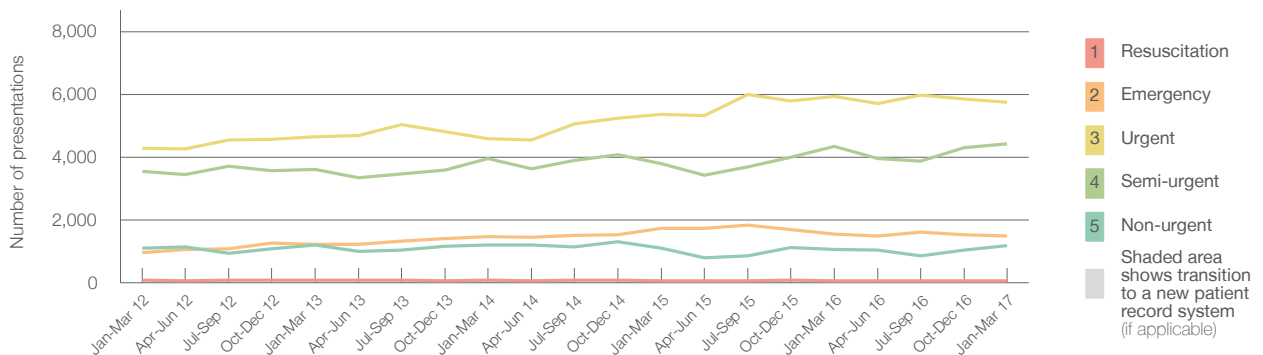
All presentations:<sup>1</sup> 13,346 patients

Emergency presentations<sup>2</sup> by triage category: 12,906 patients



Same period last year	Change since one year ago
13,378	-0.2%
12,944	-0.3%
61	-3.3%
1,541	-2.9%
5,932	-3.1%
4,347	1.9%
1,063	10.3%

Emergency presentations<sup>2</sup> by quarter, January 2012 to March 2017 †



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	86	88	79	50	61	59
Emergency	958	1,228	1,476	1,729	1,541	1,496
Urgent	4,279	4,644	4,594	5,362	5,932	5,751
Semi-urgent	3,544	3,616	3,948	3,788	4,347	4,428
Non-urgent	1,093	1,201	1,206	1,108	1,063	1,172
All emergency presentations	9,960	10,777	11,303	12,037	12,944	12,906

## The Tweed Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 1,889 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,990	
8 minutes	0 minutes
19 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time patients waited to start treatment, triage 2 January to March 2017

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

Number of triage 2 patients: 1,496

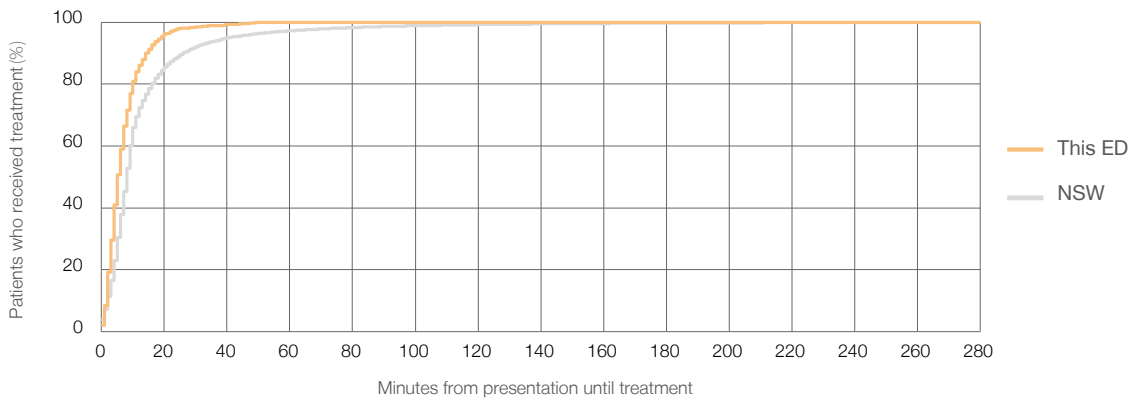
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 1,490

Median time to start treatment<sup>4</sup> 5 minutes

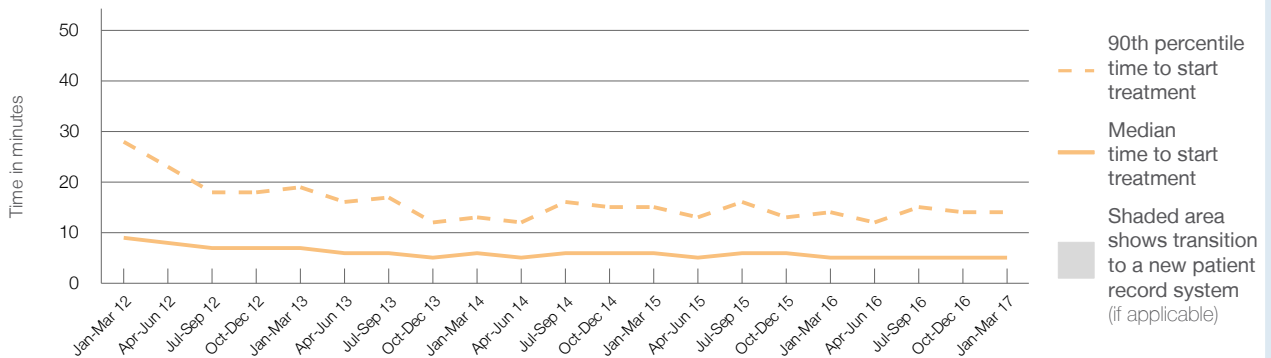
90th percentile time to start treatment<sup>5</sup> 14 minutes

Same period last year	NSW (this period)
1,541	1,539
5 minutes	8 minutes
14 minutes	26 minutes

### Percentage of triage 2 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	9	7	6	6	5	5
90th percentile time to start treatment <sup>5</sup> (minutes)	28	19	13	15	14	14

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time patients waited to start treatment, triage 3 January to March 2017

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

Number of triage 3 patients: 5,751

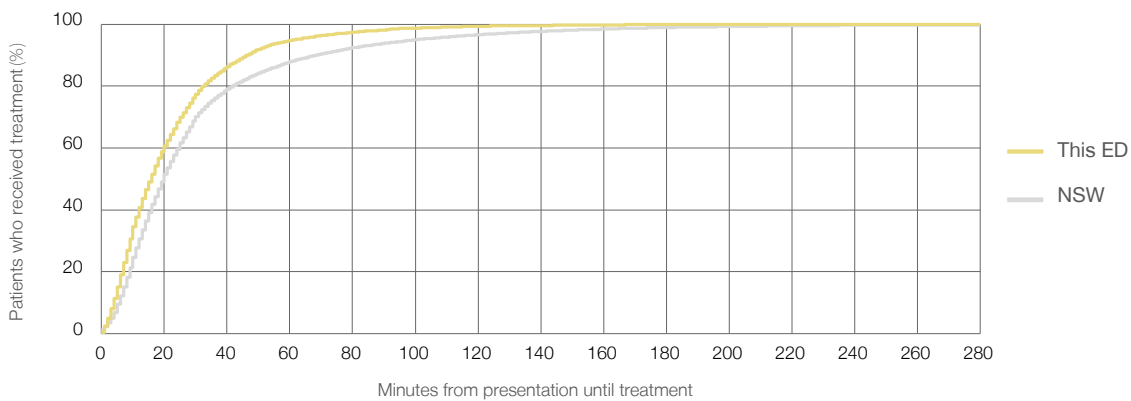
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 5,682

Median time to start treatment<sup>4</sup> 16 minutes

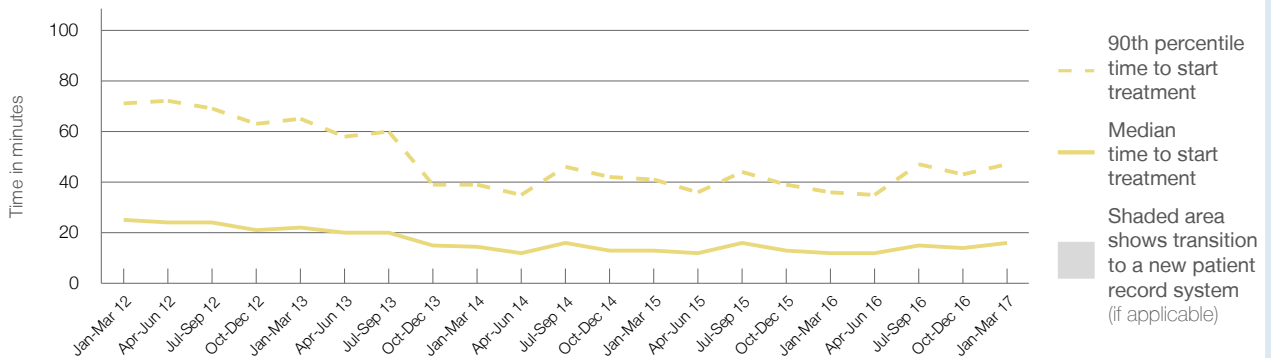
90th percentile time to start treatment<sup>5</sup> 47 minutes

Same period last year	NSW (this period)
5,932	
5,895	
12 minutes	20 minutes
36 minutes	69 minutes

### Percentage of triage 3 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	25	22	15	13	12	16
90th percentile time to start treatment <sup>5</sup> (minutes)	71	65	39	41	36	47

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time patients waited to start treatment, triage 4 January to March 2017

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

Number of triage 4 patients: 4,428

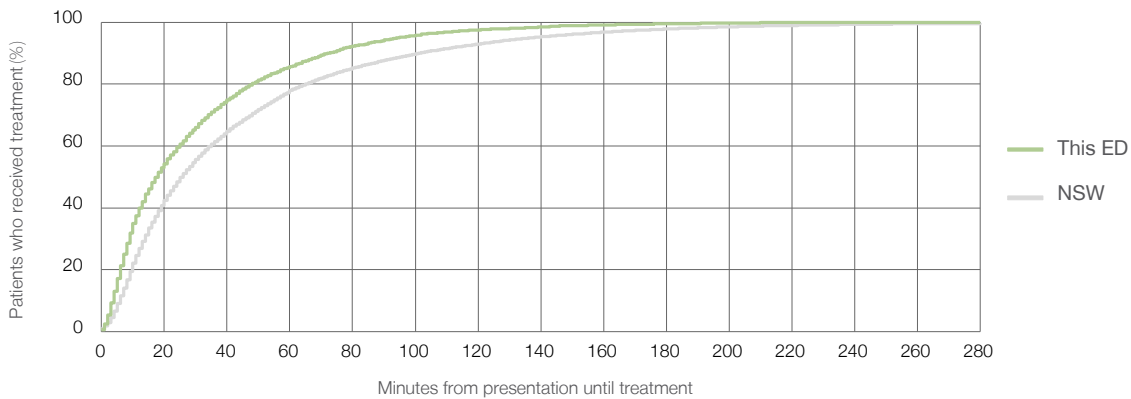
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 4,269

Median time to start treatment<sup>4</sup> 18 minutes

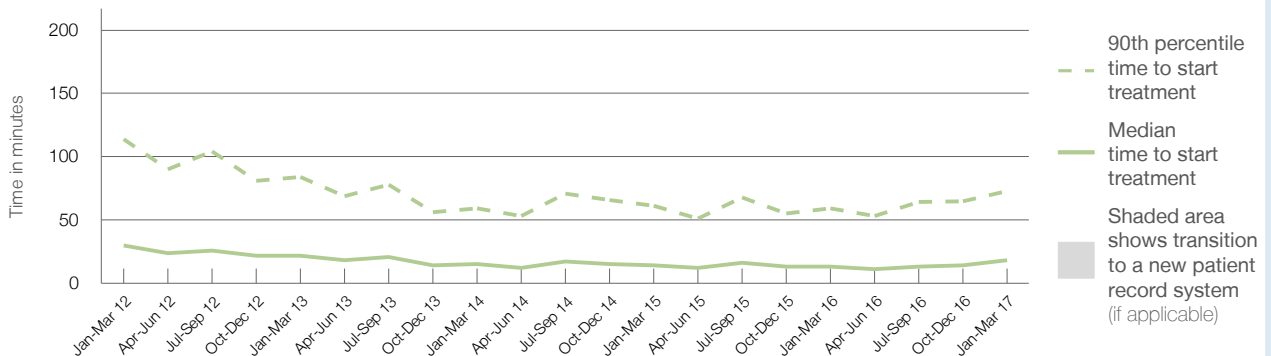
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
4,347	
4,251	
13 minutes	26 minutes
59 minutes	101 minutes

### Percentage of triage 4 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	30	22	15	14	13	18
90th percentile time to start treatment <sup>5</sup> (minutes)	114	84	59	61	59	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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time patients waited to start treatment, triage 5 January to March 2017

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

Number of triage 5 patients: 1,172

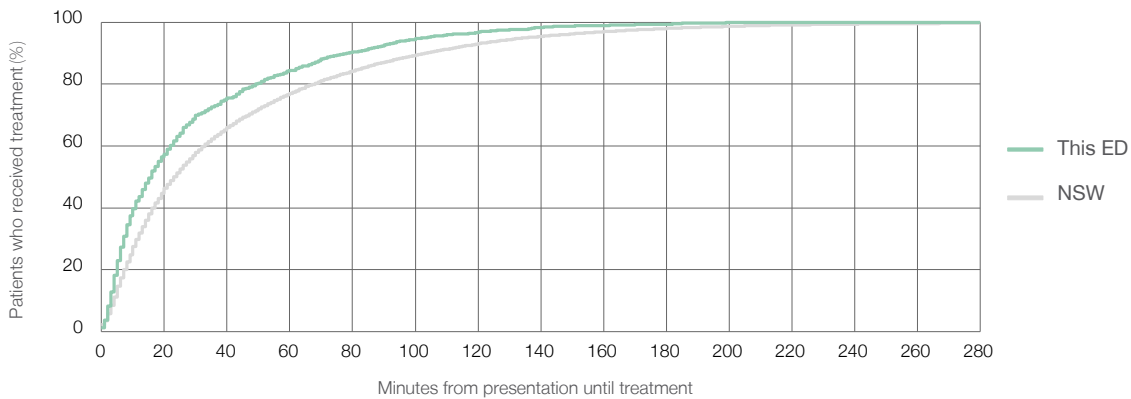
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 1,103

Median time to start treatment<sup>4</sup> 16 minutes

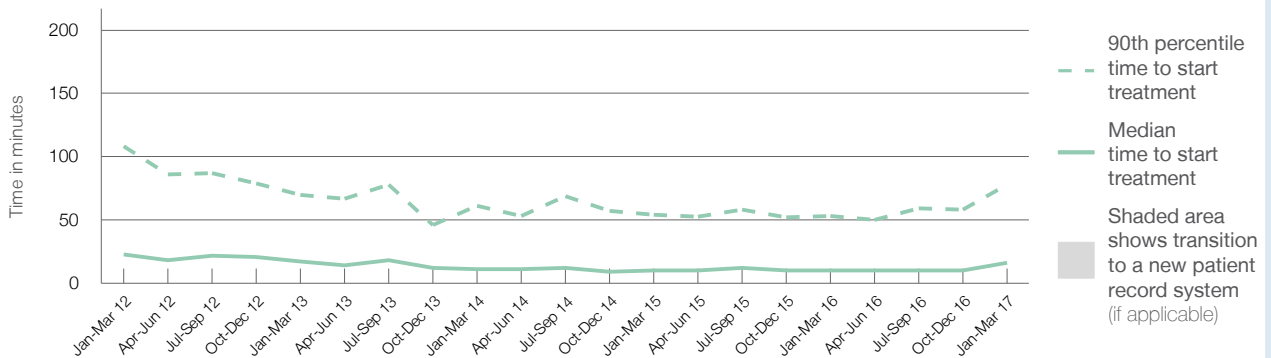
90th percentile time to start treatment<sup>5</sup> 78 minutes

Same period last year	NSW (this period)
1,063	1,025
10 minutes	23 minutes
53 minutes	104 minutes

### Percentage of triage 5 patients who received treatment by time, January to March 2017



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment <sup>4</sup> (minutes)	23	17	11	10	10	16
90th percentile time to start treatment <sup>5</sup> (minutes)	108	70	61	54	53	78

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time patients spent in the ED

January to March 2017

All presentations:<sup>1</sup> 13,346 patients

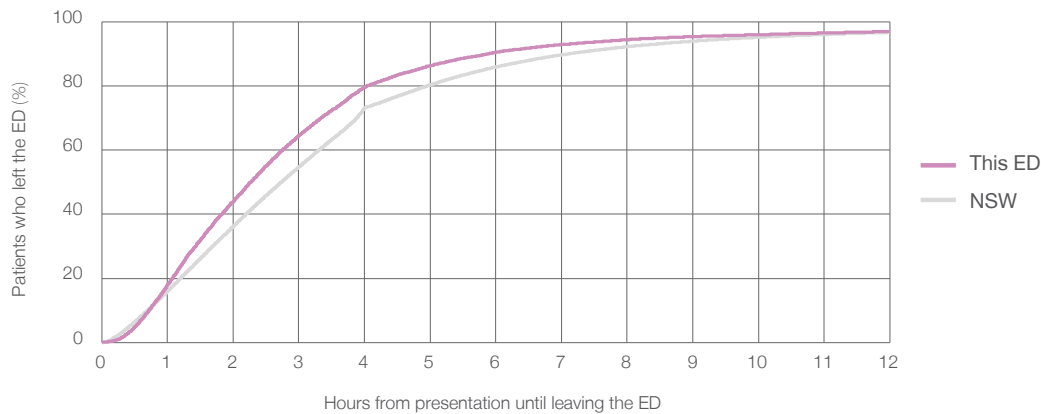
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,345 patients

Median time spent in the ED<sup>8</sup>  2 hours and 16 minutes

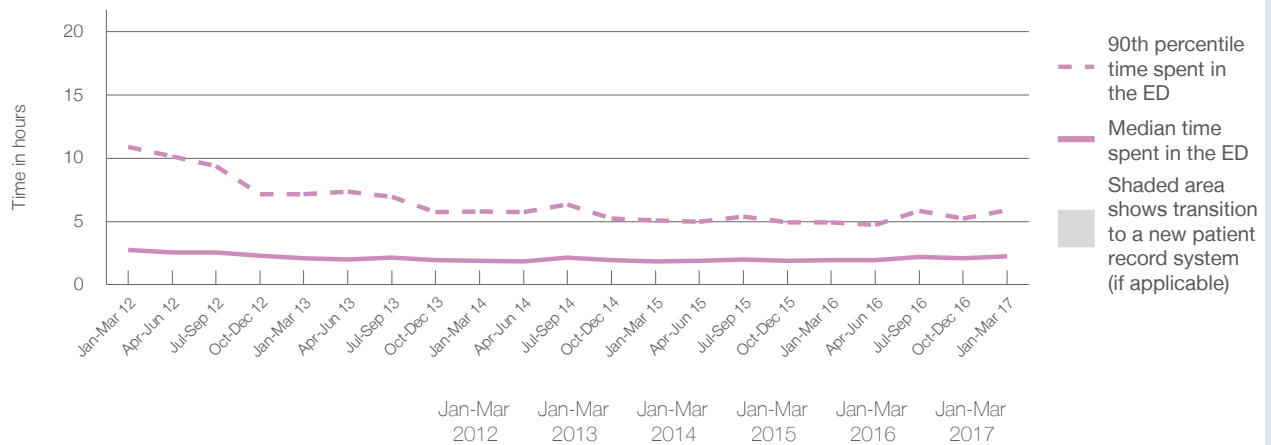
90th percentile time spent in the ED<sup>9</sup>  5 hours and 54 minutes

Same period last year	NSW (this period)
13,378	
13,374	
1 hours and 56 minutes	2 hours and 44 minutes
4 hours and 57 minutes	7 hours and 7 minutes

### Percentage of patients who left the ED by time, January to March 2017



### Time patients spent in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED <sup>8</sup> (hours, minutes)	2h 46m	2h 7m	1h 55m	1h 51m	1h 56m	2h 16m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	10h 54m	7h 9m	5h 48m	5h 5m	4h 57m	5h 54m

(†) 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.

From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time patients spent in the ED By mode of separation January to March 2017

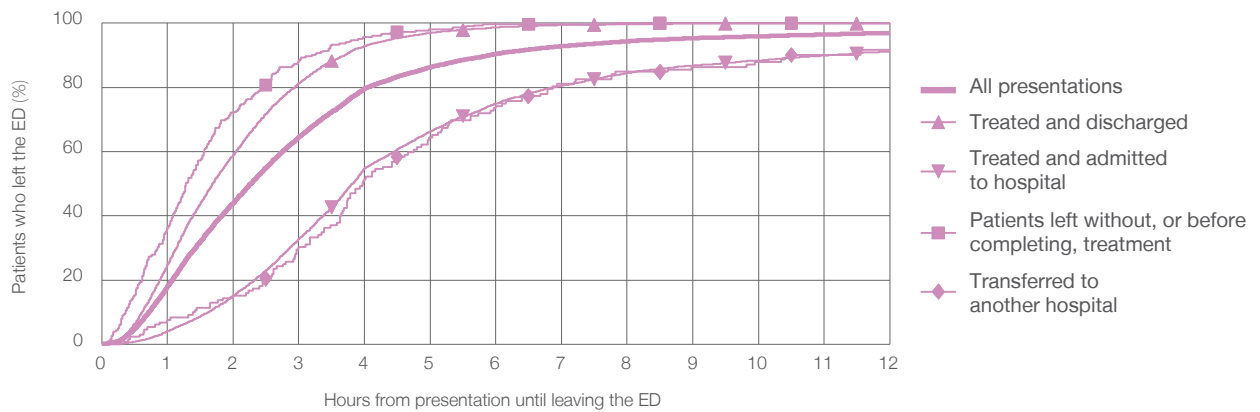
All presentations:<sup>1</sup> 13,346 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,345 patients

Treated and discharged	8,365 (62.7%)
Treated and admitted to hospital	4,519 (33.9%)
Patient left without, or before completing, treatment	301 (2.3%)
Transferred to another hospital	132 (1.0%)
Other	29 (0.2%)

Same period last year	Change since one year ago
13,374	-0.2%
8,644	-3.2%
4,386	3.0%
171	76.0%
142	-7.0%
35	-17.1%

Percentage of patients who left the ED by time and mode of separation, January to March 2017<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	24.8%	58.9%	81.3%	92.9%	98.7%	99.7%	100%	100%
Treated and admitted to hospital	4.1%	15.2%	32.9%	54.8%	75.0%	84.5%	88.4%	91.2%
Patient left without, or before completing, treatment	36.2%	72.1%	88.4%	95.7%	99.7%	100%	100%	100%
Transferred to another hospital	7.6%	15.2%	30.3%	51.5%	74.2%	84.8%	87.9%	91.7%
All presentations	18.1%	44.1%	64.6%	79.7%	90.5%	94.4%	95.9%	96.9%

(†) 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.



From March 2017, Hospital Quarterly reports the 90th percentile time, rather than the 95th percentile time, for related ED measures.

## The Tweed Hospital: Time spent in the ED

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

#### January to March 2017

All presentations at the emergency department:<sup>1</sup> 13,346 patients

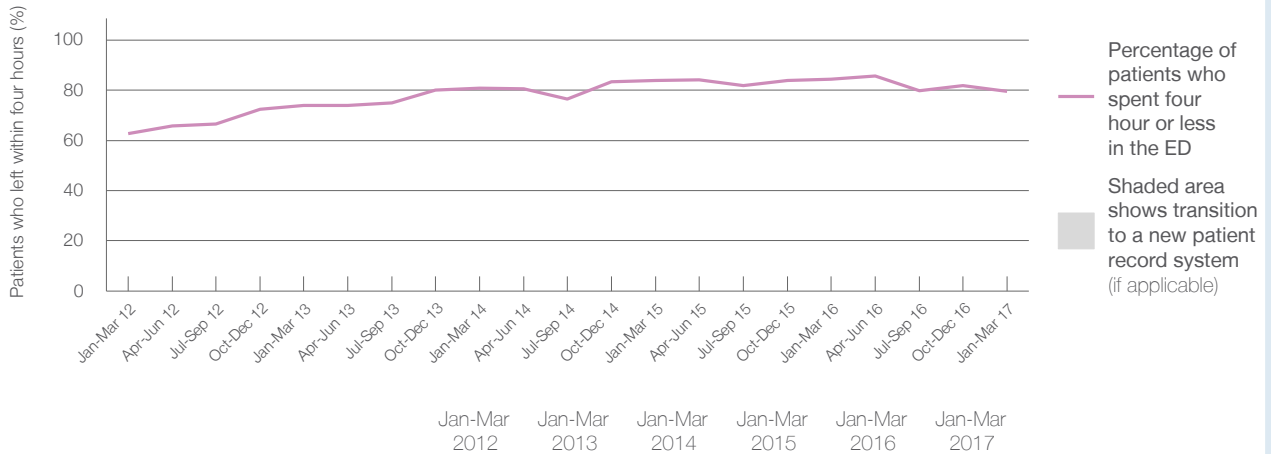
Presentations used to calculate time to leaving the ED:<sup>6</sup> 13,345 patients

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



	Same period last year	Change since one year ago
All presentations at the emergency department: <sup>1</sup>	13,378	-0.2%
Presentations used to calculate time to leaving the ED: <sup>6</sup>	13,374	-0.2%
Percentage of patients who spent four hours or less in the ED	84.4%	

#### Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017<sup>†‡</sup>



Patients who left within four hours (%)	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
	62.8%	73.8%	80.9%	84.0%	84.4%	79.7%

\* 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 presentations at the emergency department (ED).
- All presentations 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, July to September 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 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.
- All presentations 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 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 18 April 2017).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).