

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

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

January to March 2017



All presentations:<sup>1</sup> 6,301 patients  
Emergency presentations:<sup>2</sup> 5,809 patients

Same period last year	Change since one year ago
6,020	4.7%
5,499	5.6%

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

January to March 2017

**Triage 2** Emergency (e.g. chest pain, severe burns): 605 patients

Median time to start treatment<sup>4</sup>  8 minutes  
90th percentile time to start treatment<sup>5</sup>  27 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,699 patients

Median time to start treatment<sup>4</sup>  22 minutes  
90th percentile time to start treatment<sup>5</sup>  68 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,662 patients

Median time to start treatment<sup>4</sup>  30 minutes  
90th percentile time to start treatment<sup>5</sup>  92 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 830 patients

Median time to start treatment<sup>4</sup>  30 minutes  
90th percentile time to start treatment<sup>5</sup>  97 minutes

Same period last year	NSW (this period)
496	
9 minutes	8 minutes
34 minutes	26 minutes
1,832	
22 minutes	20 minutes
66 minutes	69 minutes
2,514	
33 minutes	26 minutes
88 minutes	101 minutes
646	
37 minutes	23 minutes
110 minutes	104 minutes

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

January to March 2017

Attendances used to calculate time to leaving the ED:<sup>6</sup> 6,300 patients

Percentage of patients who spent four hours or less in the ED  77.6%

Same period last year	Change since one year ago
6,018	4.7%
75.4%	

\* 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.

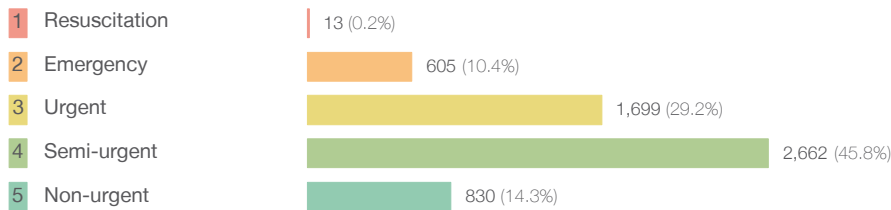
**Source:** Health Information Exchange, NSW Health (extracted 18 April 2017).

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## Grafton Base Hospital: Patients presenting to the emergency department January to March 2017

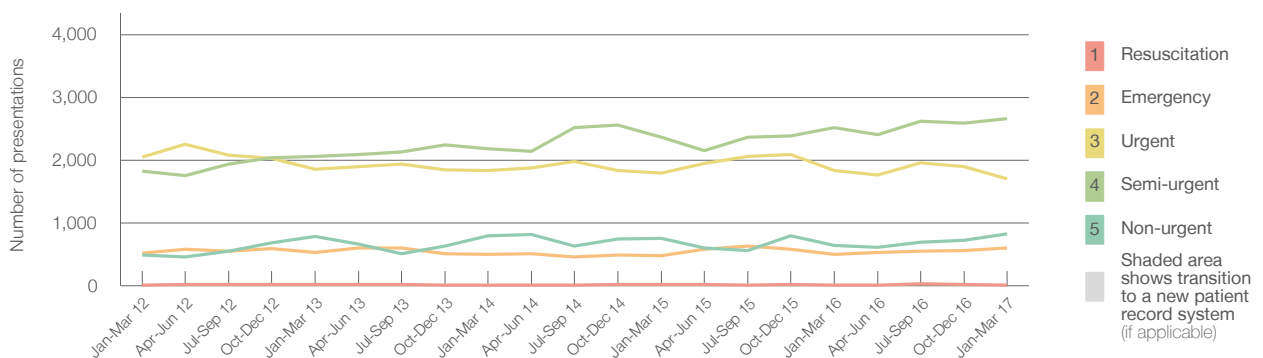
All presentations:<sup>1</sup> 6,301 patients

Emergency presentations<sup>2</sup> by triage category: 5,809 patients



Same period last year	Change since one year ago
6,020	4.7%
5,499	5.6%
11	18.2%
496	22.0%
1,832	-7.3%
2,514	5.9%
646	28.5%

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	10	15	13	14	11	13
Emergency	523	530	498	474	496	605
Urgent	2,048	1,859	1,833	1,796	1,832	1,699
Semi-urgent	1,829	2,061	2,181	2,366	2,514	2,662
Non-urgent	490	779	790	749	646	830
All emergency presentations	4,900	5,244	5,315	5,399	5,499	5,809

## Grafton Base Hospital: Patients arriving by ambulance January to March 2017

Arrivals used to calculate transfer of care time:<sup>7</sup> 556 patients

ED Transfer of care time



Same period last year	Change since one year ago
531	
15 minutes	-2 minutes
29 minutes	-2 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.

## Grafton Base 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: 605

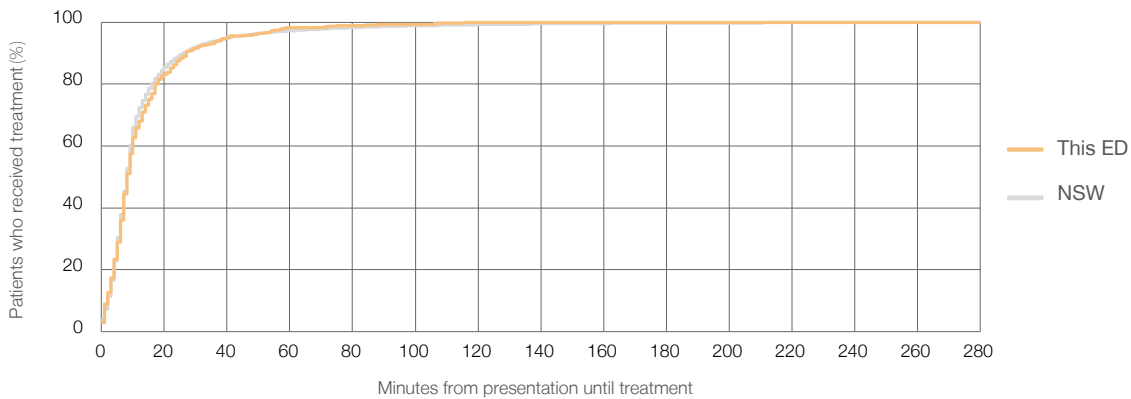
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 601

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

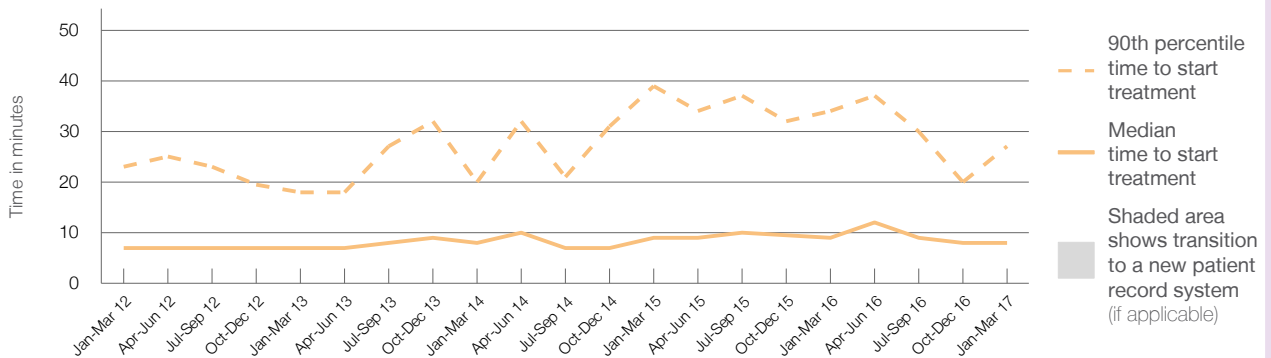
90th percentile time to start treatment<sup>5</sup>  27 minutes

Same period last year	NSW (this period)
496	
494	
9 minutes	8 minutes
34 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)	7	7	8	9	9	8
90th percentile time to start treatment <sup>5</sup> (minutes)	23	18	20	39	34	27

(†) 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 2017

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

Number of triage 3 patients: 1,699

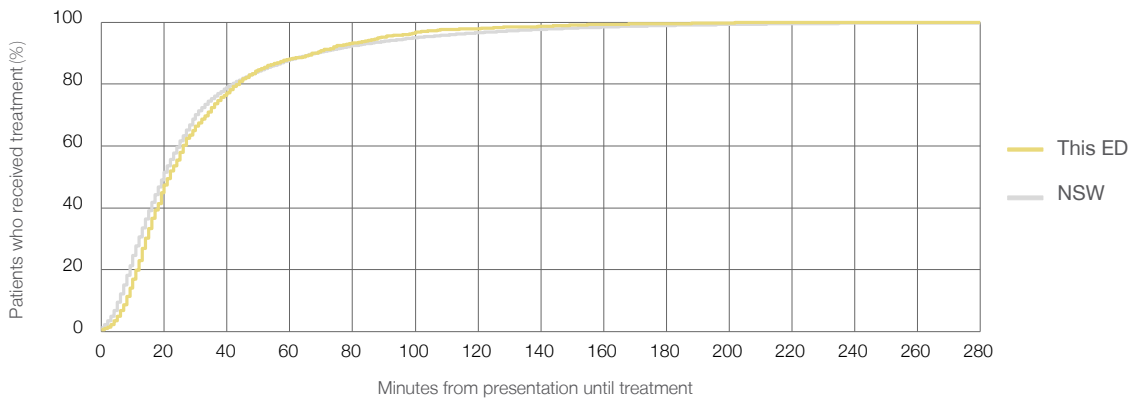
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,681

Median time to start treatment<sup>4</sup> 22 minutes

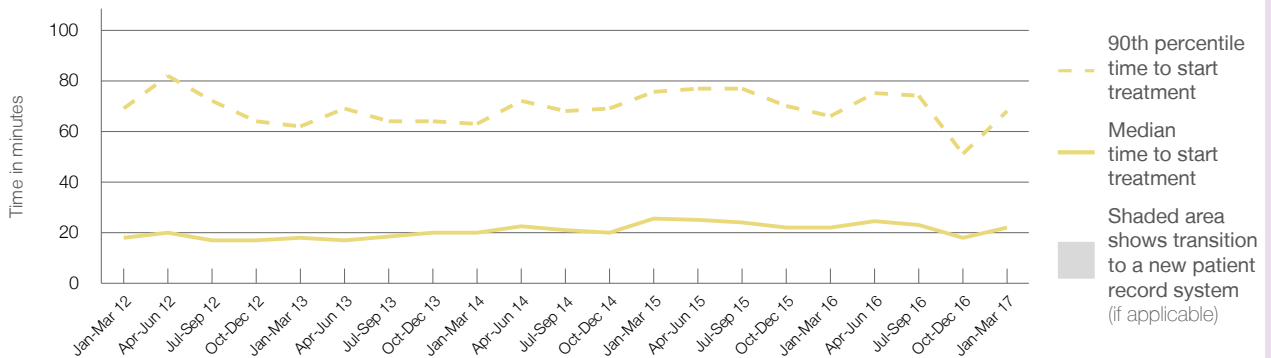
90th percentile time to start treatment<sup>5</sup> 68 minutes

Same period last year	NSW (this period)
1,832	
1,809	
22 minutes	20 minutes
66 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)	18	18	20	26	22	22
90th percentile time to start treatment <sup>5</sup> (minutes)	69	62	63	76	66	68

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## Grafton Base 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: 2,662

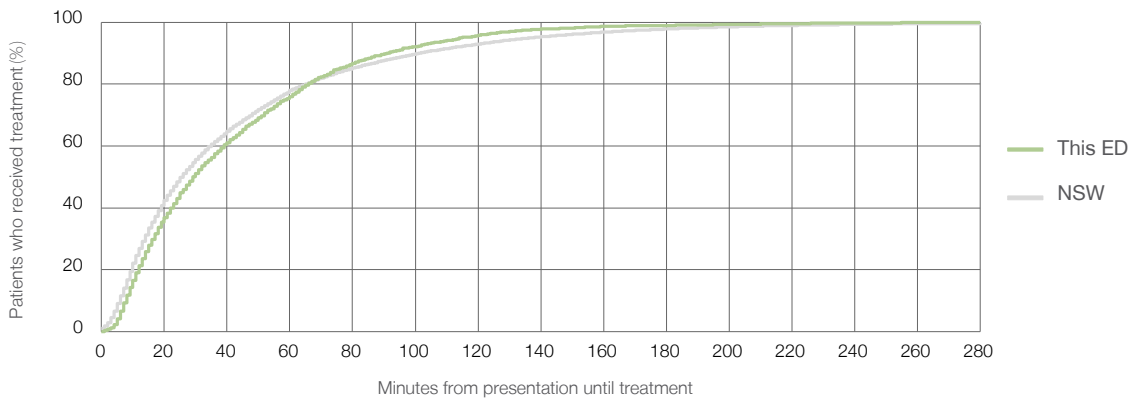
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,534

Median time to start treatment<sup>4</sup> 30 minutes

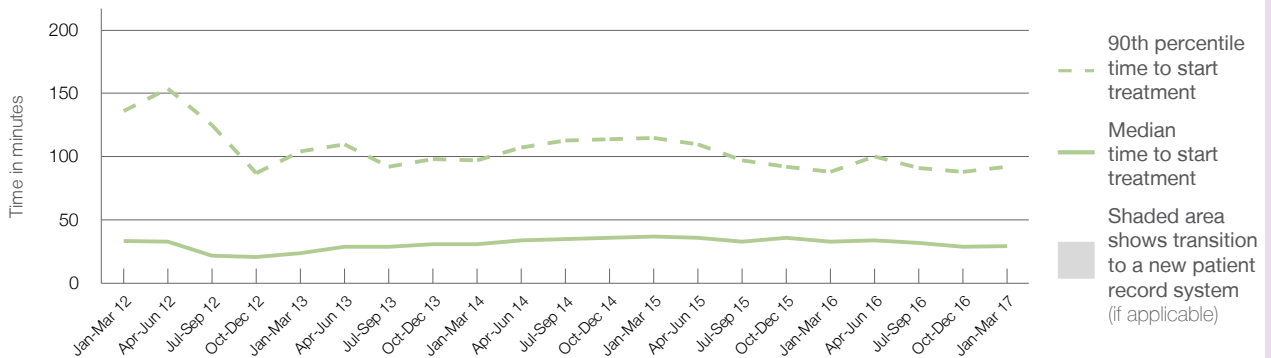
90th percentile time to start treatment<sup>5</sup> 92 minutes

Same period last year	NSW (this period)
2,514	
2,396	
33 minutes	26 minutes
88 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)	34	24	31	37	33	30
90th percentile time to start treatment <sup>5</sup> (minutes)	136	104	97	115	88	92

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

## Grafton Base 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: 830

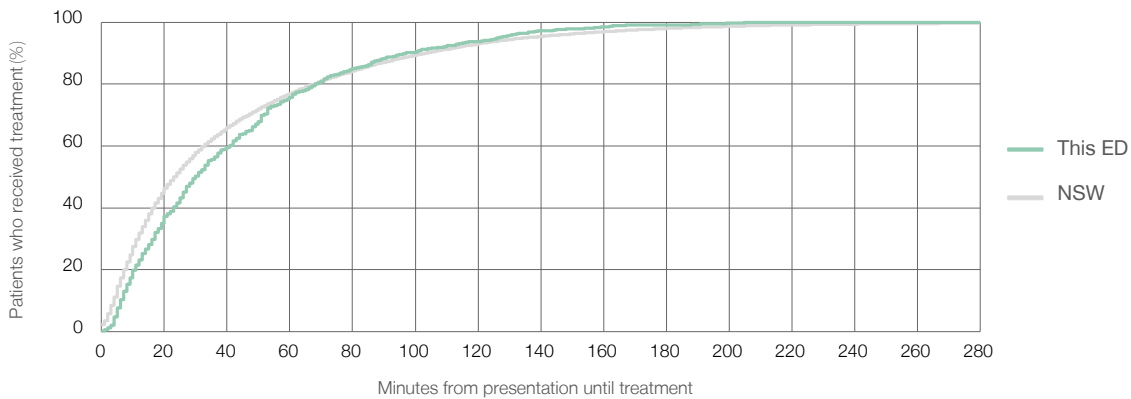
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 739

Median time to start treatment<sup>4</sup> 30 minutes

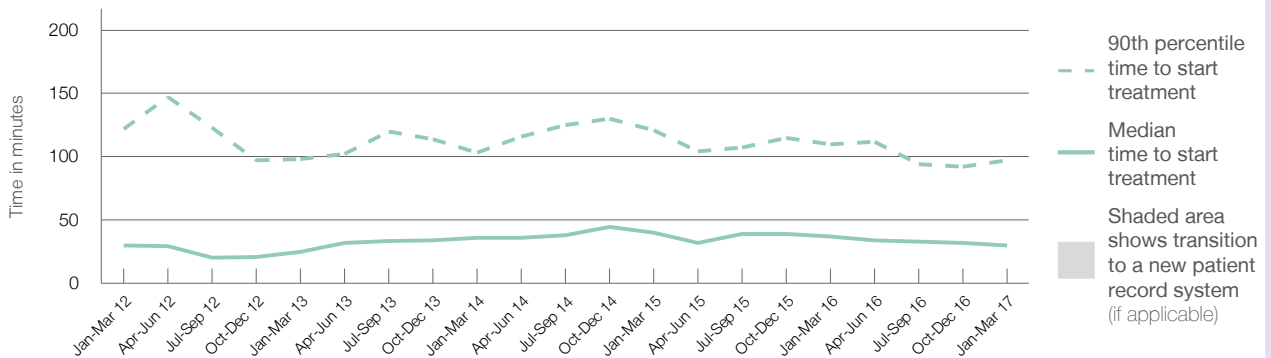
90th percentile time to start treatment<sup>5</sup> 97 minutes

Same period last year	NSW (this period)
646	
569	
37 minutes	23 minutes
110 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)	30	25	36	40	37	30
90th percentile time to start treatment <sup>5</sup> (minutes)	122	98	103	121	110	97

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

January to March 2017

All presentations:<sup>1</sup> 6,301 patients

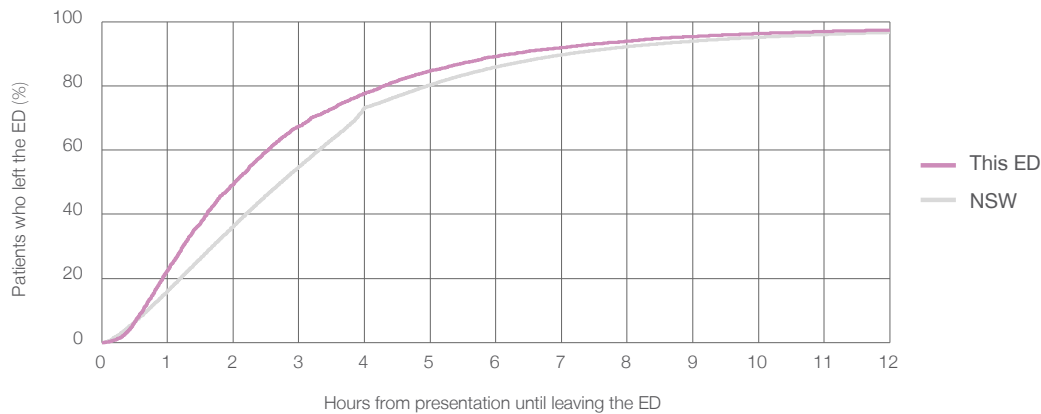
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,300 patients

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

90th percentile time spent in the ED<sup>9</sup> 6 hours and 17 minutes

Same period last year	NSW (this period)
6,020	
6,018	
2 hours and 9 minutes	2 hours and 44 minutes
6 hours and 58 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 44m	2h 28m	2h 7m	2h 22m	2h 9m	2h 2m
90th percentile time to leaving the ED <sup>9</sup> (hours, minutes)	7h 8m	7h 49m	6h 46m	6h 59m	6h 58m	6h 17m

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

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

By mode of separation

January to March 2017

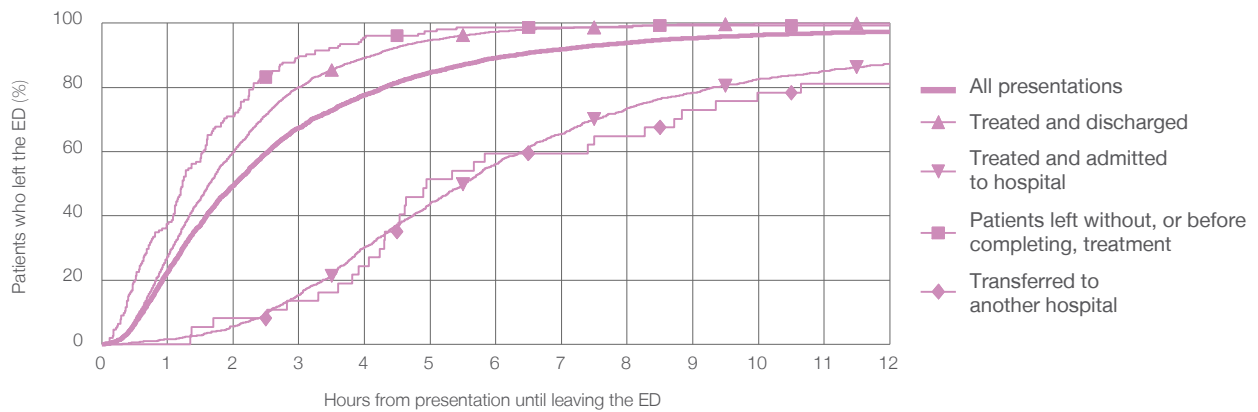
All presentations:<sup>1</sup> 6,301 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,300 patients

Treated and discharged	4,878 (77.4%)
Treated and admitted to hospital	1,217 (19.3%)
Patient left without, or before completing, treatment	155 (2.5%)
Transferred to another hospital	37 (0.6%)
Other	14 (0.2%)

Same period last year	Change since one year ago
6,018	4.7%
4,676	4.3%
1,109	9.7%
153	1.3%
64	-42.2%
18	-22.2%

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	27.3%	59.9%	80.1%	89.2%	97.3%	99.1%	99.8%	99.9%
Treated and admitted to hospital	1.6%	5.5%	15.3%	30.3%	56.1%	73.5%	82.6%	87.3%
Patient left without, or before completing, treatment	37.4%	71.0%	89.7%	95.5%	98.7%	98.7%	99.4%	99.4%
Transferred to another hospital	0%	8.1%	13.5%	24.3%	59.5%	64.9%	78.4%	81.1%
All presentations	22.6%	49.4%	67.4%	77.6%	89.2%	93.9%	96.3%	97.4%

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## Grafton Base 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> 6,301 patients

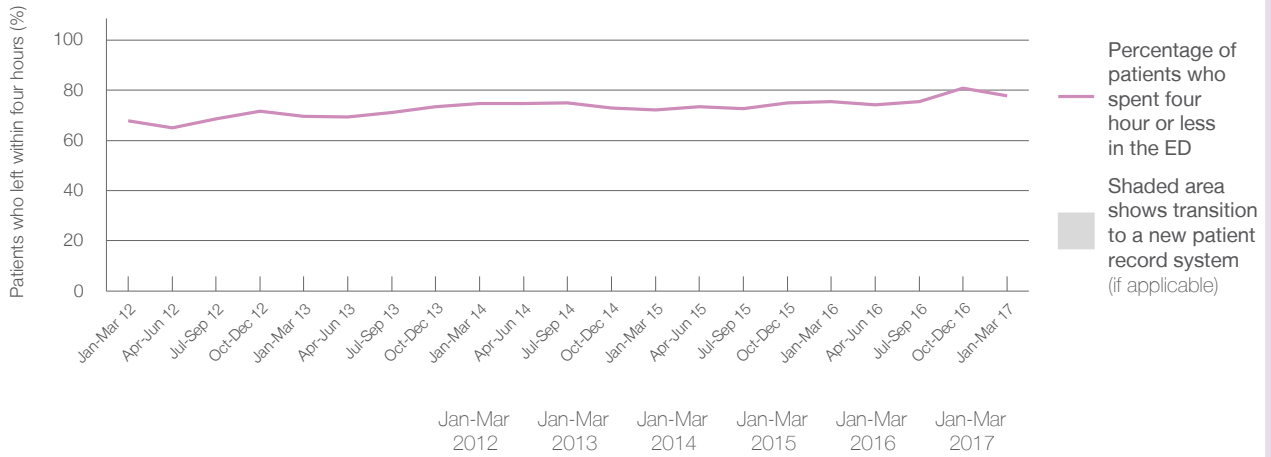
Presentations used to calculate time to leaving the ED:<sup>6</sup> 6,300 patients

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> 6,301 patients	6,020	4.7%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 6,300 patients	6,018	4.7%
Percentage of patients who spent four hours or less in the ED	75.4%	

#### 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
	67.8%	69.6%	74.6%	72.1%	75.4%	77.6%

\* 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).