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
October to December 2016

		Same period last year	Change since one year ago
All presentations:[1]	6,313 patients	6,356	-0.7%
Emergency presentations:[2]	5,793 patients	5,855	-1.1%

Grafton Base Hospital: Time patients waited to start treatment[3]
October to December 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 563 patients		579	
Median time to start treatment[4]	8 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]	20 minutes	32 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,901 patients		2,085	
Median time to start treatment[4]	18 minutes	22 minutes	20 minutes
90th percentile time to start treatment[5]	51 minutes	70 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,590 patients		2,383	
Median time to start treatment[4]	29 minutes	36 minutes	25 minutes
90th percentile time to start treatment[5]	88 minutes	92 minutes	97 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 721 patients		792	
Median time to start treatment[4]	32 minutes	39 minutes	24 minutes
90th percentile time to start treatment[5]	92 minutes	115 minutes	103 minutes

Grafton Base Hospital: Time from presentation until leaving the ED
October to December 2016

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6] 6,313 patients		6,355	-0.7%
Percentage of patients who spent four hours or less in the ED	80.8%	74.8%	

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*   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 2016.*
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.
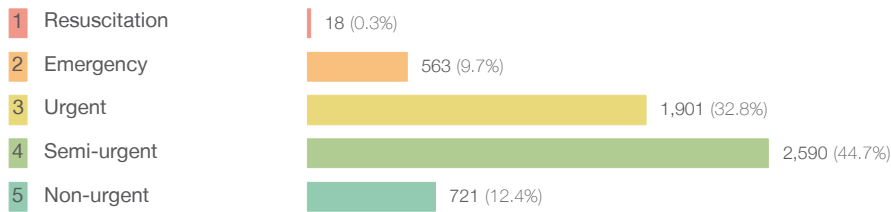Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Grafton Base Hospital: Patients presenting to the emergency department
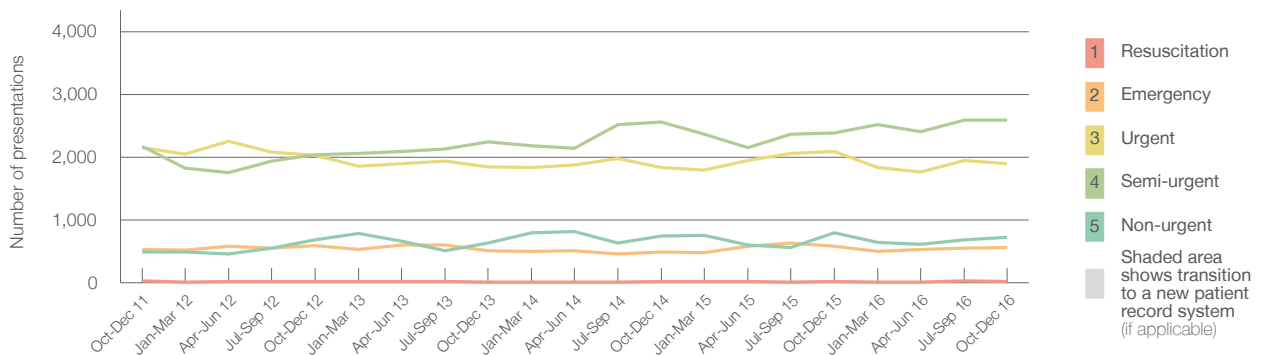October to December 2016

		Same period last year	Change since one year ago
All presentations:[1] 6,313 patients		6,356	-0.7%
Emergency presentations[2] by triage category: 5,793 patients		5,855	-1.1%
1 Resuscitation	18 (0.3%)	16	12.5%
2 Emergency	563 (9.7%)	579	-2.8%
3 Urgent	1,901 (32.8%)	2,085	-8.8%
4 Semi-urgent	2,590 (44.7%)	2,383	8.7%
5 Non-urgent	721 (12.4%)	792	-9.0%

Emergency presentations[2] by quarter, October 2011 to December 2016 ‡

	1 Resuscitation	2 Emergency	3 Urgent	4 Semi-urgent	5 Non-urgent

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Resuscitation	30	24	8	19	16	18
Emergency	529	593	513	484	579	563
Urgent	2,148	2,030	1,848	1,838	2,085	1,901
Semi-urgent	2,176	2,035	2,241	2,564	2,383	2,590
Non-urgent	486	677	634	746	792	721
All emergency presentations	5,369	5,359	5,244	5,651	5,855	5,793

Grafton Base Hospital: Patients arriving by ambulance
October to December 2016

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 586 patients		524	
ED Transfer of care time			
Median time	13 minutes	15 minutes	-2 minutes
90th percentile time	28 minutes	34 minutes	-6 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 trans For more information, see Background Paper:
Approaches to reporting time measures of emergency department performance, December 2011.

Grafton Base Hospital

District group 1 hospitals (C1)
Northern NSW Local Health District

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
October to December 2016

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 563			579	
Number of triage 2 patients used to calculate waiting time:[3] 561			574	
Median time to start treatment[4]		8 minutes	10 minutes	8 minutes
90th percentile time to start treatment[5]		20 minutes	32 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016
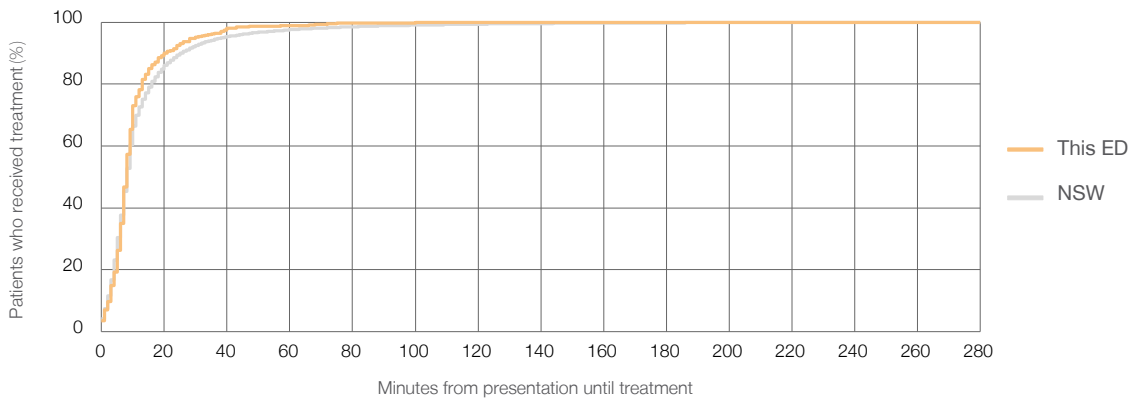
Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016[†‡]
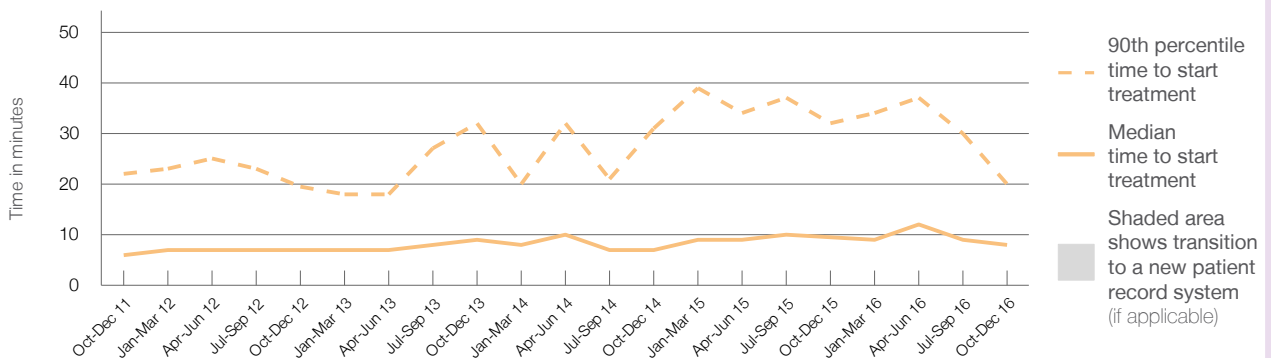
Legend:
- 90th percentile time to start treatment
- Median time to start treatment
- Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	6	7	9	7	10	8
90th percentile time to start treatment[5] (minutes)	22	20	32	31	32	20

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper:
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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 3
October to December 2016

		Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,901		2,085	
Number of triage 3 patients used to calculate waiting time:[3] 1,868		2,036	
Median time to start treatment [4] 18 minutes		22 minutes	20 minutes
90th percentile time to start treatment [5] 51 minutes		70 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016
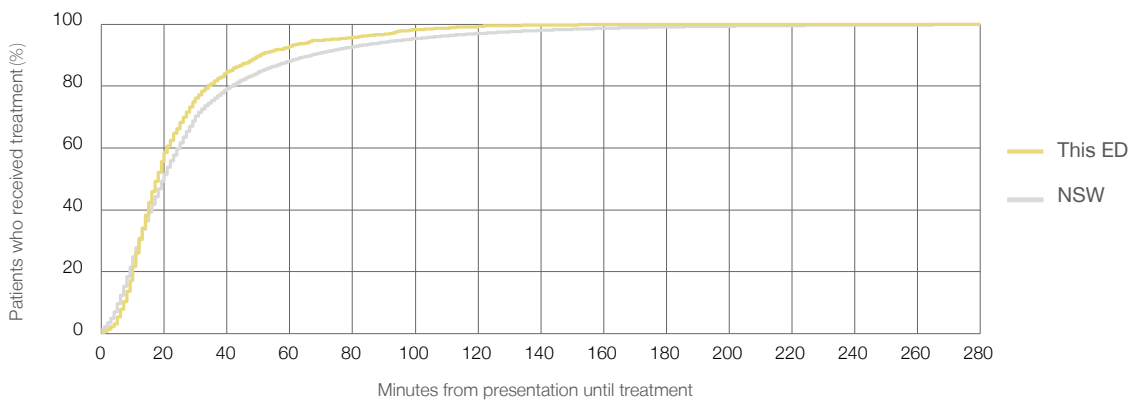
Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016 [†‡]
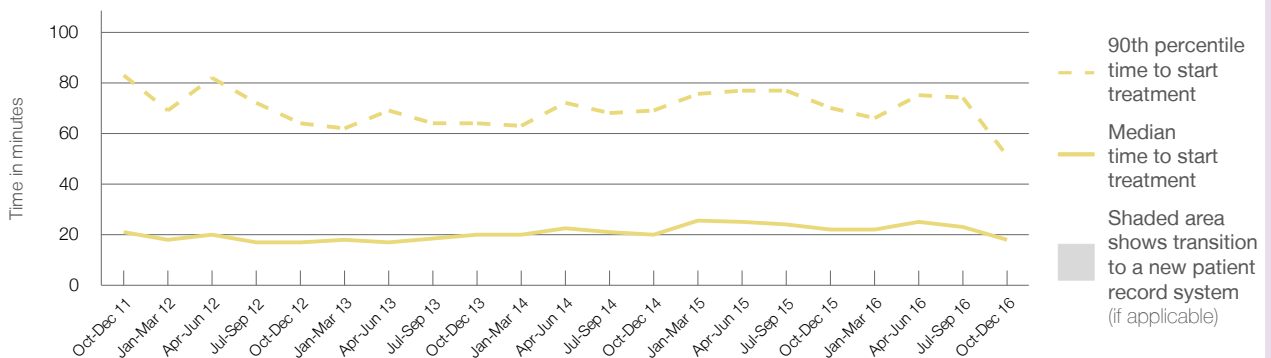
- - - 90th percentile time to start treatment
— Median time to start treatment

Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment [4] (minutes)	21	17	20	20	22	18
90th percentile time to start treatment [5] (minutes)	83	64	64	69	70	51

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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 4
October to December 2016

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 2,590		2,383	
Number of triage 4 patients used to calculate waiting time:[3] 2,476		2,241	
Median time to start treatment[4]	29 minutes	36 minutes	25 minutes
90th percentile time to start treatment[5]	88 minutes	92 minutes	97 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2016
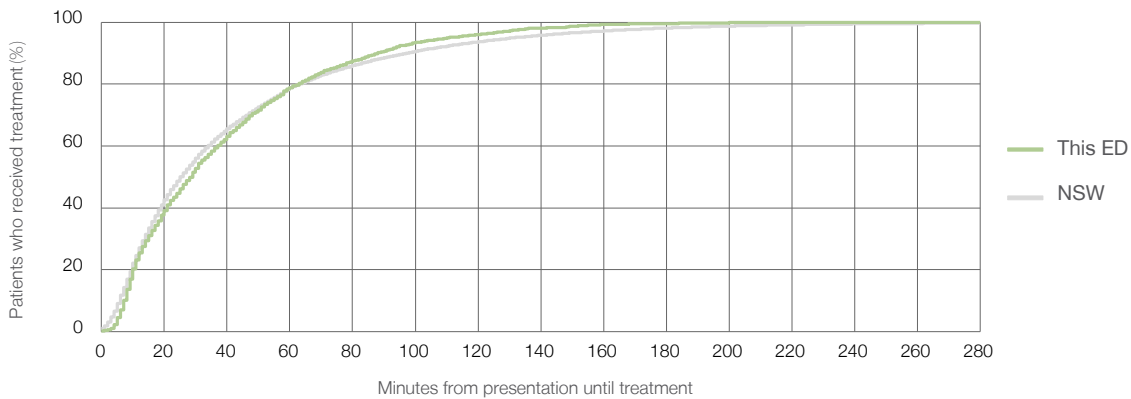
Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016[†‡]
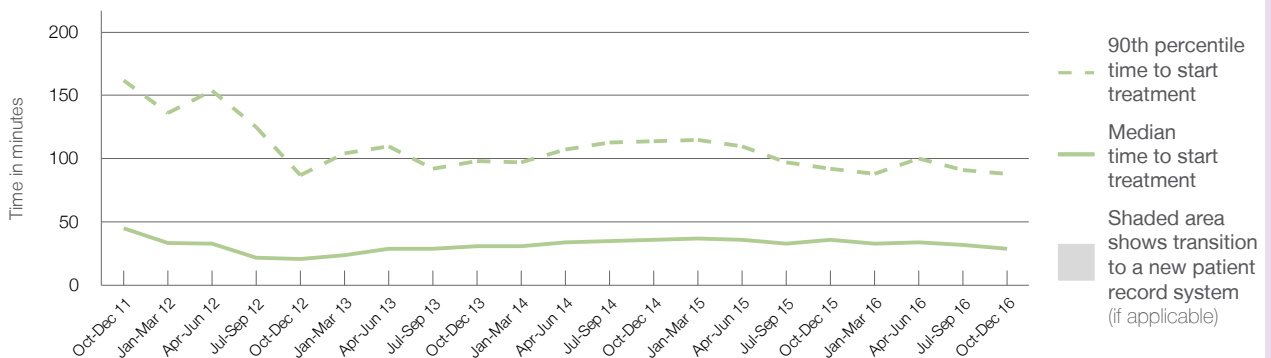
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	45	21	31	36	36	29
90th percentile time to start treatment[5] (minutes)	162	87	98	114	92	88

(†) 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 trans For more information, see Background Paper:
Approaches to reporting time measures of emergency department performance, December 2011.

Grafton Base Hospital

District group 1 hospitals (C1)
Northern NSW Local Health District

More information is available on BHI's interactive portal at www.bhi.nsw.gov.au/healthcare_observer

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
October to December 2016

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 721			792	
Number of triage 5 patients used to calculate waiting time:[3] 638			683	
Median time to start treatment [4]		32 minutes	39 minutes	24 minutes
90th percentile time to start treatment [5]		92 minutes	115 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016
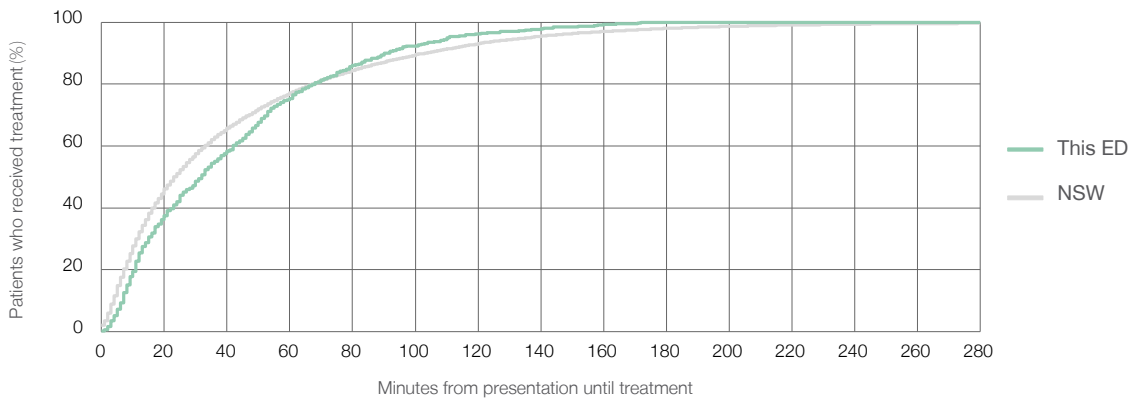
Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016[†‡]
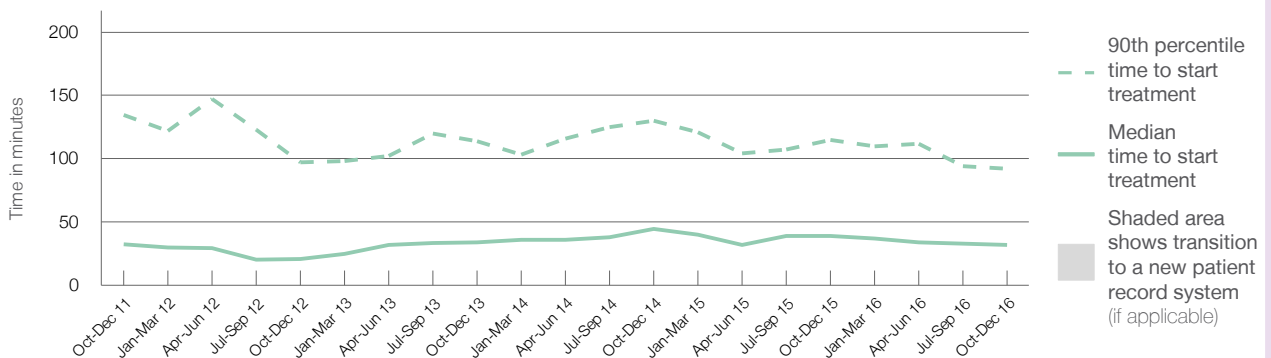
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment [4] (minutes)	33	21	34	45	39	32
90th percentile time to start treatment [5] (minutes)	135	97	114	130	115	92

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(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans 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 spent in the ED
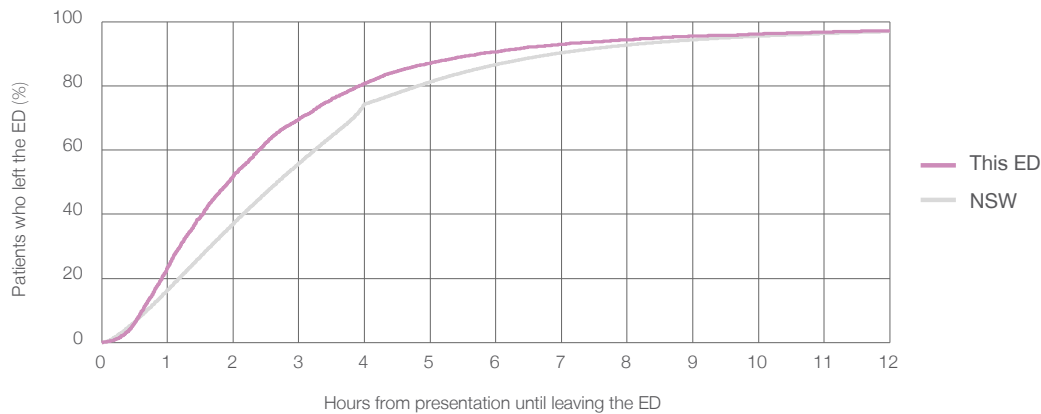### October to December 2016

		Same period last year	NSW (this period)
All presentations:[1] 6,313 patients		6,356	
Presentations used to calculate time to leaving the ED:[6] 6,313 patients		6,355	
Median time spent in the ED [8]	1 hours and 56 minutes	2 hours and 11 minutes	2 hours and 41 minutes
90th percentile time spent in the ED [9]	5 hours and 45 minutes	7 hours and 1 minutes	6 hours and 54 minutes

Percentage of patients who left the ED by time, October to December 2016

Time patients spent in the ED, by quarter, October 2011 to December 2016 [†‡]
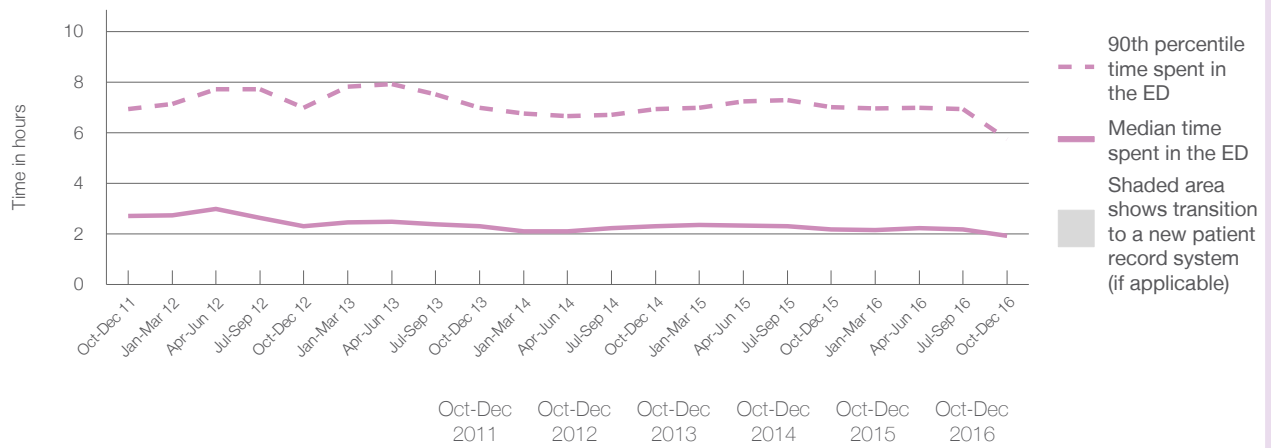
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED [8] (hours, minutes)	2h 43m	2h 19m	2h 18m	2h 18m	2h 11m	1h 56m
90th percentile time to leaving the ED [9] (hours, minutes)	6h 56m	6h 59m	6h 59m	6h 57m	7h 1m	5h 45m

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(†) 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 trans 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 spent in the ED
### By mode of separation
October to December 2016

			Same period last year	Change since one year ago
All presentations:[1] 6,313 patients				
Presentations used to calculate time to leaving the ED:[6] 6,313 patients			6,355	-0.7%
Treated and discharged		4,946 (78.3%)	4,890	1.1%
Treated and admitted to hospital		1,174 (18.6%)	1,204	-2.5%
Patient left without, or before completing, treatment		135 (2.1%)	190	-28.9%
Transferred to another hospital		39 (0.6%)	54	-27.8%
Other		19 (0.3%)	18	5.6%

Percentage of patients who left the ED by time and mode of separation, October to December 2016[†‡]
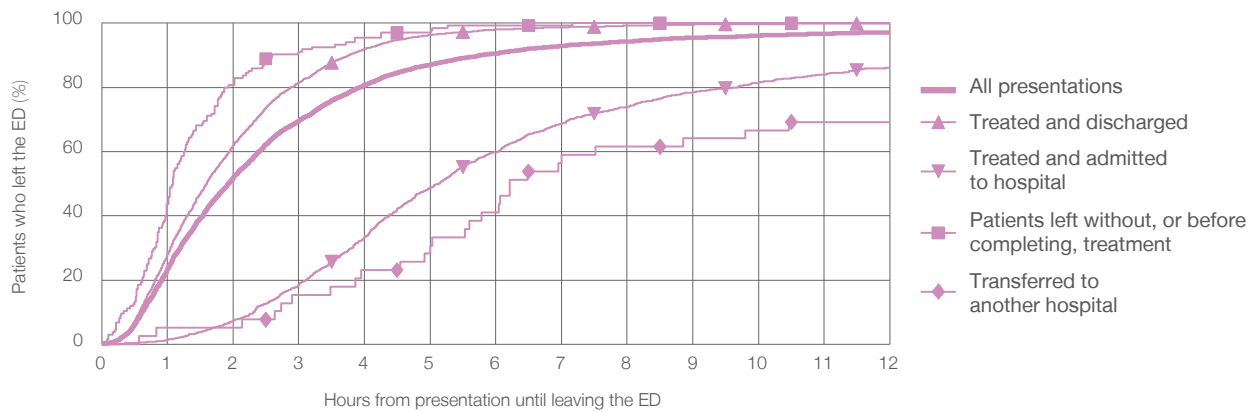
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	28.1%	62.0%	81.5%	92.0%	98.0%	99.2%	99.7%	99.9%
Treated and admitted to hospital	1.4%	7.4%	18.6%	33.4%	59.9%	74.0%	81.5%	86.1%
Patient left without, or before completing, treatment	43.7%	80.7%	91.1%	95.6%	99.3%	100%	100%	100%
Transferred to another hospital	5.1%	5.1%	15.4%	23.1%	41.0%	61.5%	66.7%	69.2%
All presentations	23.4%	52.0%	69.6%	80.8%	90.6%	94.3%	96.2%	97.1%

(†) 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 trans 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 spent in the ED
Percentage of patients who spent four hours or less in the ED
October to December 2016

		Same period last year	Change since one year ago
All presentations at the emergency department:[1] 6,313 patients		6,356	-0.7%
Presentations used to calculate time to leaving the ED:[6] 6,313 patients		6,355	-0.7%
Percentage of patients who spent four hours or less in the ED	80.8%	74.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016 [†‡]

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

Shaded area shows transition to a new patient record system (if applicable)
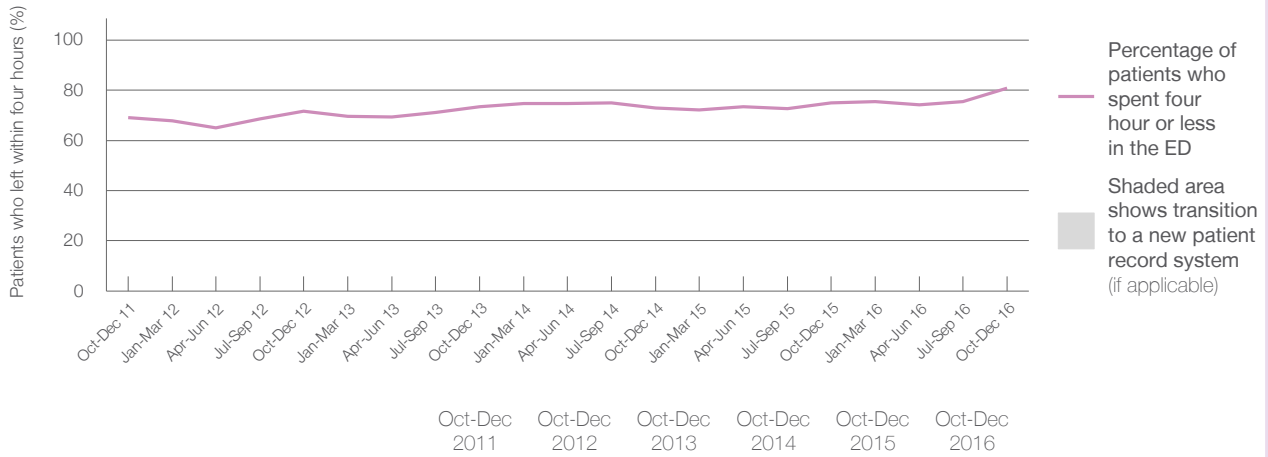
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Patients who left within four hours (%)	69.1%	71.7%	73.3%	72.8%	74.8%	80.8%

* 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 2016.*
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 105% 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).