

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

Lismore Base Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 8,442 patients
Emergency presentations:² 8,168 patients

Same period last year	Change since one year ago
7,942	6.3%
7,631	7.0%

Lismore Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 845 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 15 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,950 patients

Median time to start treatment⁴ 21 minutes
90th percentile time to start treatment⁵ 68 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,442 patients

Median time to start treatment⁴ 36 minutes
90th percentile time to start treatment⁵ 117 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 887 patients

Median time to start treatment⁴ 39 minutes
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
864	
6 minutes	8 minutes
15 minutes	26 minutes
2,587	
25 minutes	20 minutes
83 minutes	67 minutes
3,315	
41 minutes	25 minutes
143 minutes	97 minutes
815	
44 minutes	24 minutes
144 minutes	103 minutes

Lismore Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 8,442 patients

Percentage of patients who spent four hours or less in the ED 68.7%

Same period last year	Change since one year ago
7,939	6.3%
63.5%	

* 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, January to March 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.

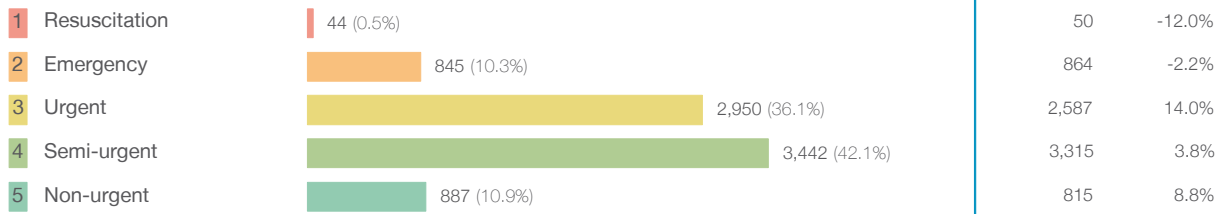
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

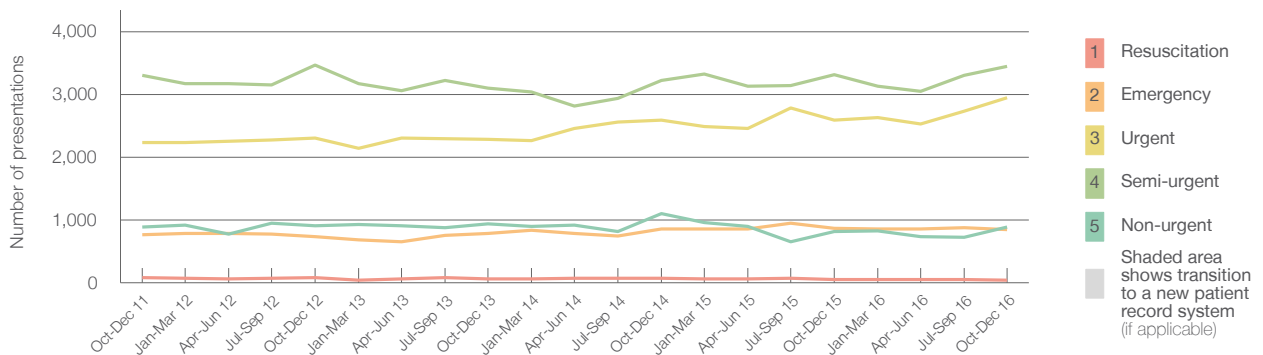
Lismore Base Hospital: Patients presenting to the emergency department October to December 2016

All presentations:¹ 8,442 patients

Emergency presentations² by triage category: 8,168 patients



Emergency presentations² 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
Resuscitation	77	77	61	68	50	44
Emergency	768	733	787	855	864	845
Urgent	2,228	2,306	2,284	2,589	2,587	2,950
Semi-urgent	3,300	3,462	3,095	3,221	3,315	3,442
Non-urgent	882	907	941	1,104	815	887
All emergency presentations	7,255	7,485	7,168	7,837	7,631	8,168

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

Arrivals used to calculate transfer of care time:⁷ 1,752 patients

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 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.

Lismore Base Hospital: Time patients waited to start treatment, triage 2 October to December 2016

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

Number of triage 2 patients: 845

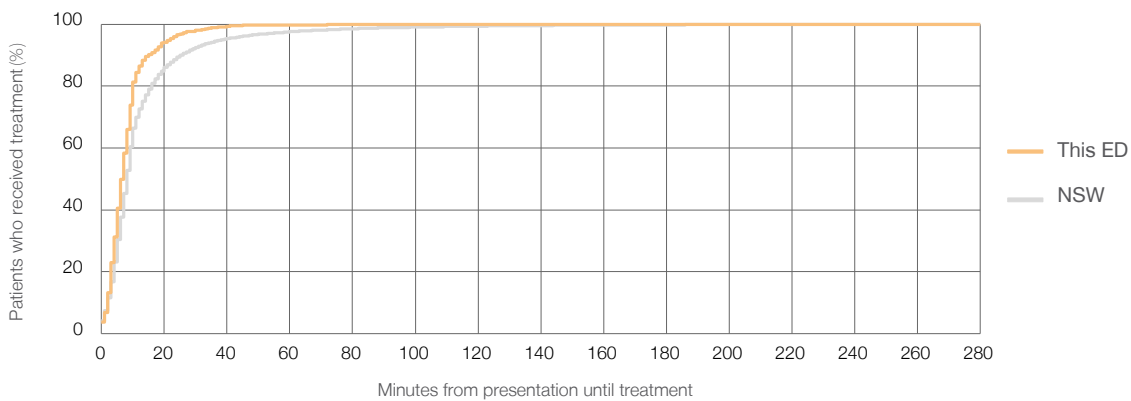
Number of triage 2 patients used to calculate waiting time:³ 842

Median time to start treatment⁴ 7 minutes

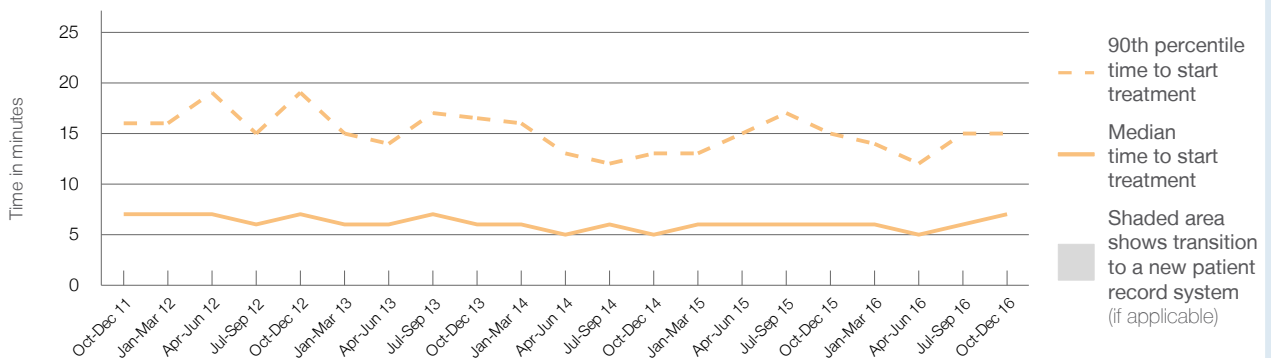
90th percentile time to start treatment⁵ 15 minutes

Same period last year	NSW (this period)
864	
861	
6 minutes	8 minutes
15 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^{†‡}



	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)	7	7	6	5	6	7
90th percentile time to start treatment ⁵ (minutes)	16	19	17	13	15	15

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

Lismore Base Hospital: Time patients waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 2,950

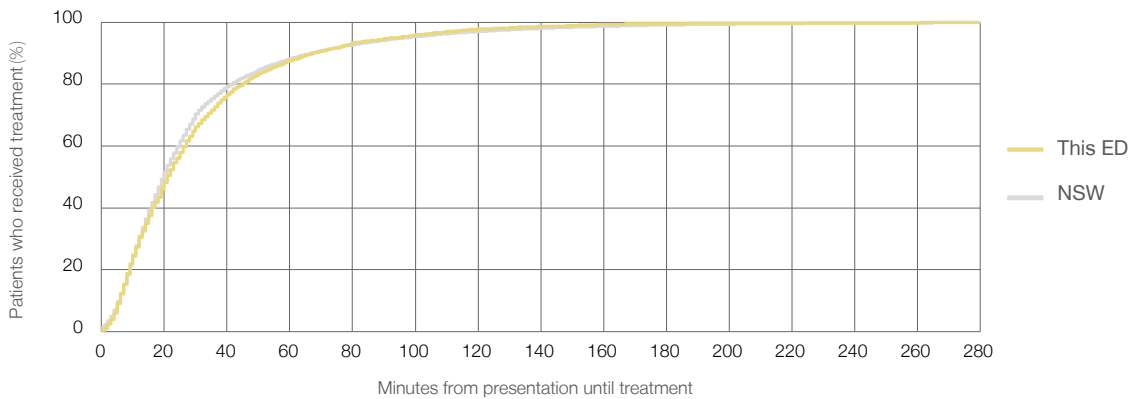
Number of triage 3 patients used to calculate waiting time:³ 2,895

Median time to start treatment⁴ 21 minutes

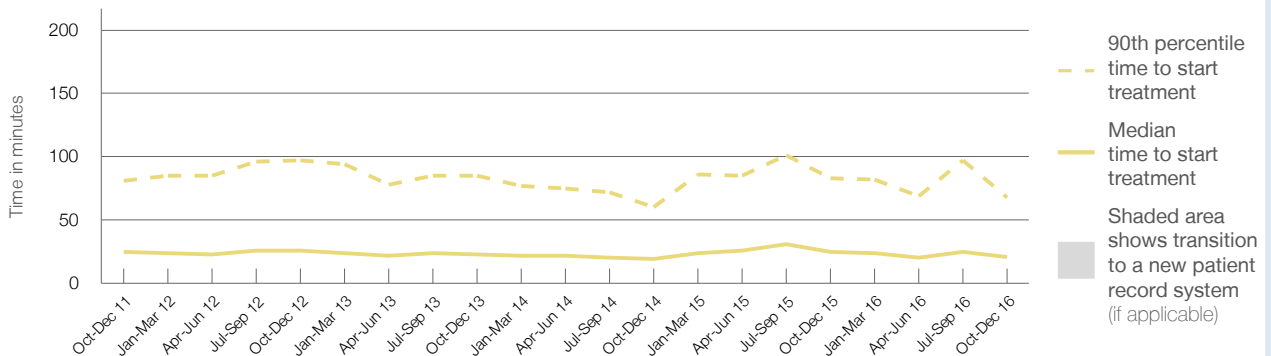
90th percentile time to start treatment⁵ 68 minutes

Same period last year	NSW (this period)
2,587	2,510
25 minutes	20 minutes
83 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^{†‡}



	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)	25	26	23	19	25	21
90th percentile time to start treatment ⁵ (minutes)	81	97	85	60	83	68

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

Lismore Base Hospital: Time patients waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 3,442

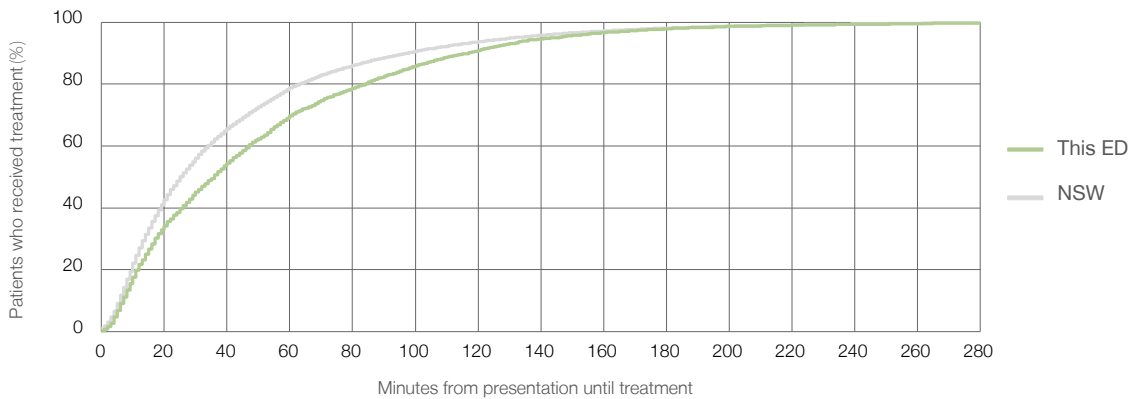
Number of triage 4 patients used to calculate waiting time:³ 3,237

Median time to start treatment⁴ 36 minutes

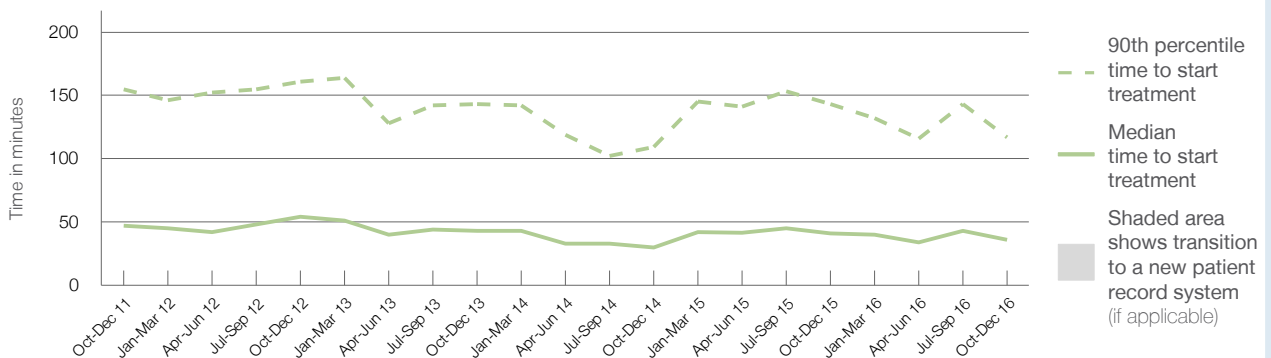
90th percentile time to start treatment⁵ 117 minutes

Same period last year	NSW (this period)
3,315	
2,983	
41 minutes	25 minutes
143 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)	47	54	43	30	41	36
90th percentile time to start treatment ⁵ (minutes)	155	161	143	110	143	117

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Lismore Base Hospital: Time patients waited to start treatment, triage 5 October to December 2016

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

Number of triage 5 patients: 887

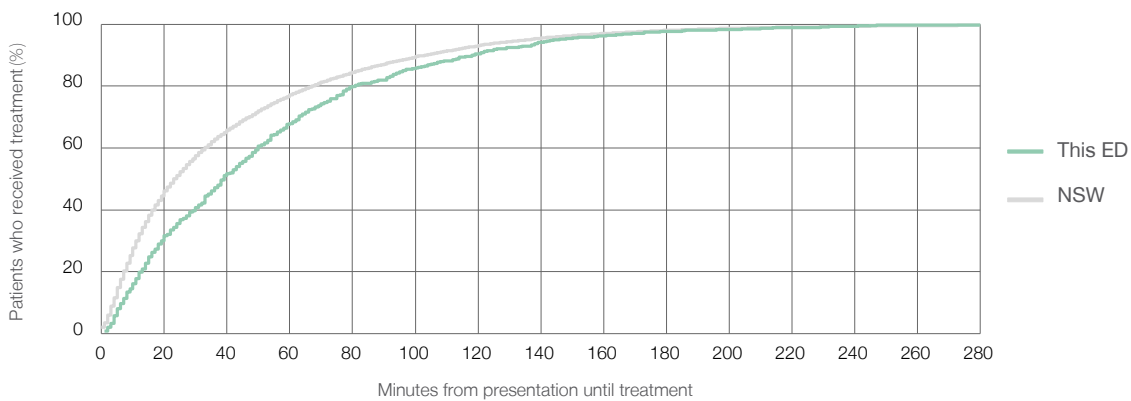
Number of triage 5 patients used to calculate waiting time:³ 788

Median time to start treatment⁴ 39 minutes

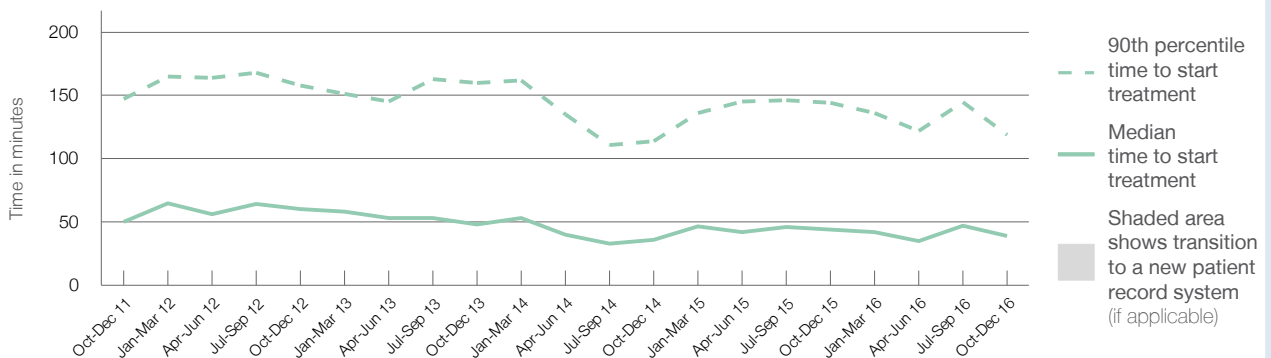
90th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
815	
663	
44 minutes	24 minutes
144 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)	50	60	48	36	44	39
90th percentile time to start treatment ⁵ (minutes)	147	158	160	114	144	119

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

Lismore Base Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 8,442 patients

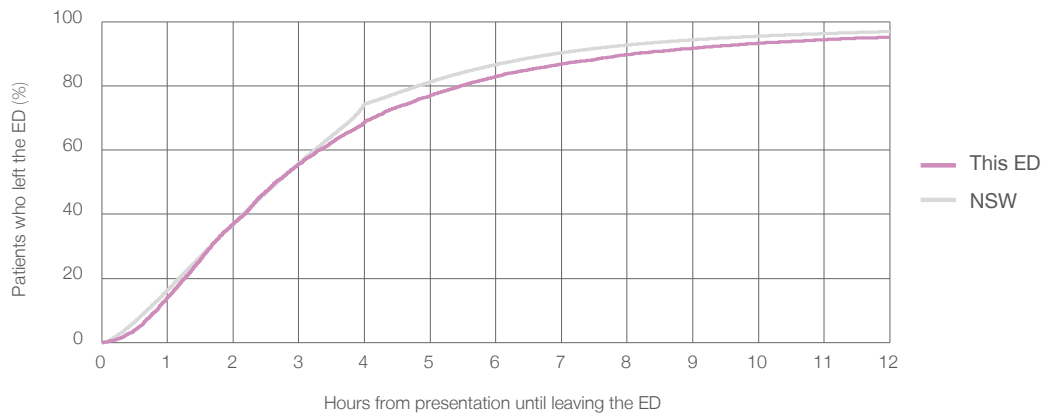
Presentations used to calculate time to leaving the ED:⁶ 8,442 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

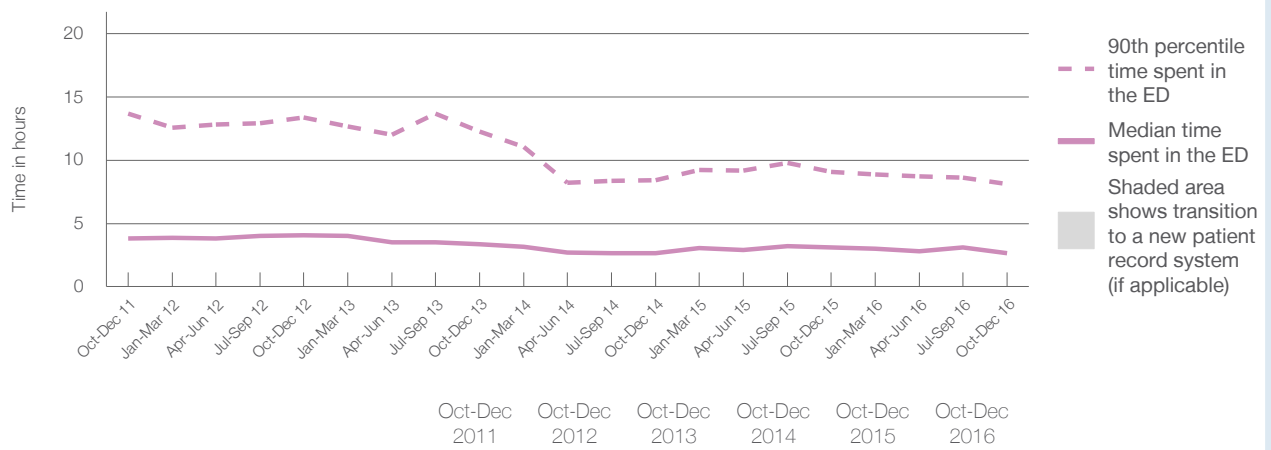
90th percentile time spent in the ED⁹ 8 hours and 7 minutes

Same period last year	NSW (this period)
7,942	
7,939	
3 hours and 5 minutes	2 hours and 41 minutes
9 hours and 5 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)	3h 49m	4h 4m	3h 22m	2h 39m	3h 5m	2h 39m
90th percentile time to leaving the ED ⁹ (hours, minutes)	13h 41m	13h 21m	12h 16m	8h 25m	9h 5m	8h 7m

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

Lismore Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

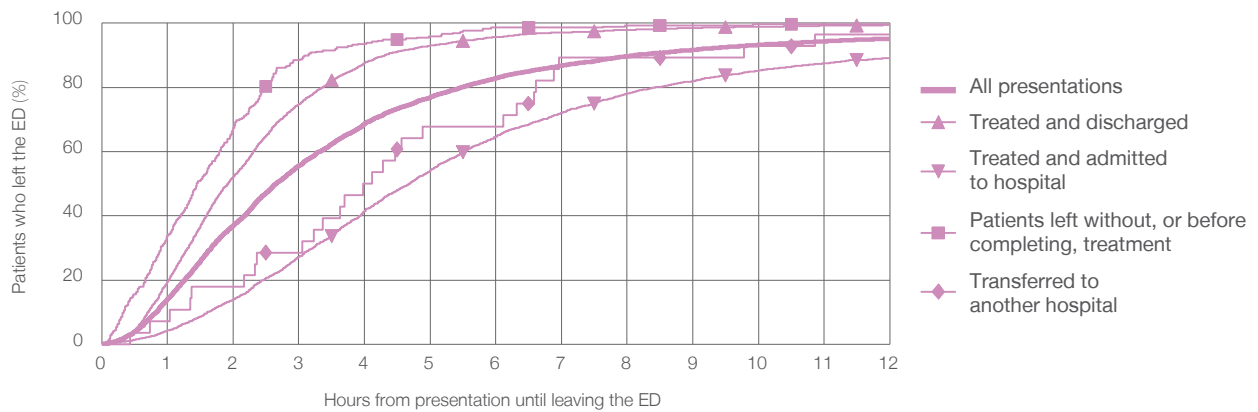
All presentations:¹ 8,442 patients

Presentations used to calculate time to leaving the ED:⁶ 8,442 patients

Treated and discharged	4,571 (54.1%)
Treated and admitted to hospital	3,492 (41.4%)
Patient left without, or before completing, treatment	295 (3.5%)
Transferred to another hospital	28 (0.3%)
Other	56 (0.7%)

Same period last year	Change since one year ago
7,939	6.3%
3,906	17.0%
3,499	-0.2%
450	-34.4%
23	21.7%
64	-12.5%

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

	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	19.5%	52.2%	74.8%	87.6%	95.7%	97.9%	98.9%	99.4%
Treated and admitted to hospital	4.3%	14.0%	27.2%	41.5%	64.7%	78.1%	85.3%	89.1%
Patient left without, or before completing, treatment	33.9%	67.5%	88.5%	93.6%	98.6%	99.3%	99.7%	99.7%
Transferred to another hospital	7.1%	17.9%	28.6%	50.0%	67.9%	89.3%	92.9%	96.4%
All presentations	14.1%	37.1%	55.6%	68.7%	82.9%	89.8%	93.3%	95.2%

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Lismore Base Hospital: Time spent in the ED

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

October to December 2016

All presentations at the emergency department:¹ 8,442 patients

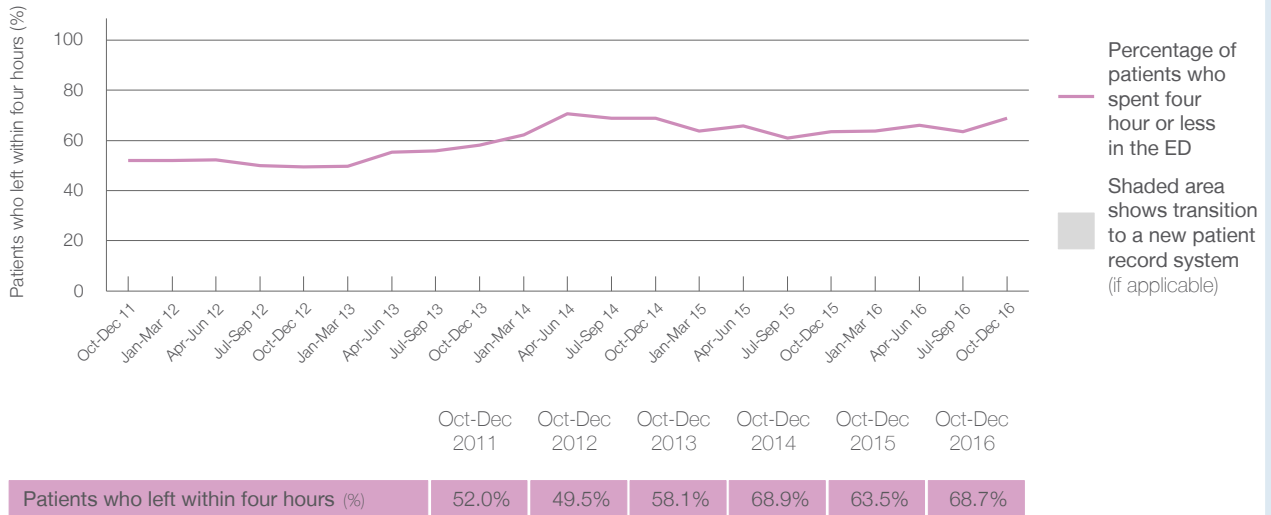
Presentations used to calculate time to leaving the ED:⁶ 8,442 patients

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	7,942	6.3%
Presentations used to calculate time to leaving the ED	7,939	6.3%
Percentage of patients who spent four hours or less in the ED	63.5%	

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



* 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, January to March 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 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).