Ballina District Hospital: Emergency department (ED) overview
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1]	4,576 patients	4,605	-1%
Emergency presentations:[2]	4,321 patients	4,314	0%

Ballina District Hospital: Time patients waited to start treatment [3]
October to December 2018

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 360 patients		327	
Median time to start treatment[4]	7 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]	20 minutes	27 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,277 patients		1,299	
Median time to start treatment[4]	16 minutes	21 minutes	20 minutes
90th percentile time to start treatment[5]	41 minutes	54 minutes	72 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,335 patients		2,343	
Median time to start treatment[4]	21 minutes	22 minutes	26 minutes
90th percentile time to start treatment[5]	82 minutes	90 minutes	104 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 338 patients		334	
Median time to start treatment[4]	20 minutes	23 minutes	23 minutes
90th percentile time to start treatment[5]	92 minutes	95 minutes	104 minutes

Ballina District Hospital: Time from presentation until leaving the ED
October to December 2018

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	4,576 patients	4,605	-1%
Percentage of patients who spent four hours or less in the ED	83%	76%	

* 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: October to December 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.
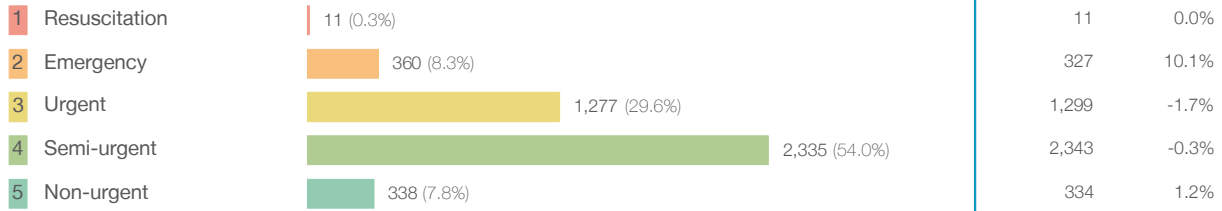6. All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
Source: Health Information Exchange, NSW Health (extracted 22 January 2019).

Ballina District Hospital

District group 2 hospitals (C2)
Northern NSW Local Health District

Ballina District Hospital: Patients presenting to the emergency department
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 4,576 patients		4,605	-1%
Emergency presentations[2] by triage category: 4,321 patients		4,314	0%
1 Resuscitation	11 (0.3%)	11	0.0%
2 Emergency	360 (8.3%)	327	10.1%
3 Urgent	1,277 (29.6%)	1,299	-1.7%
4 Semi-urgent	2,335 (54.0%)	2,343	-0.3%
5 Non-urgent	338 (7.8%)	334	1.2%

Emergency presentations[2] by quarter, January 2010 to December 2018 ‡ §
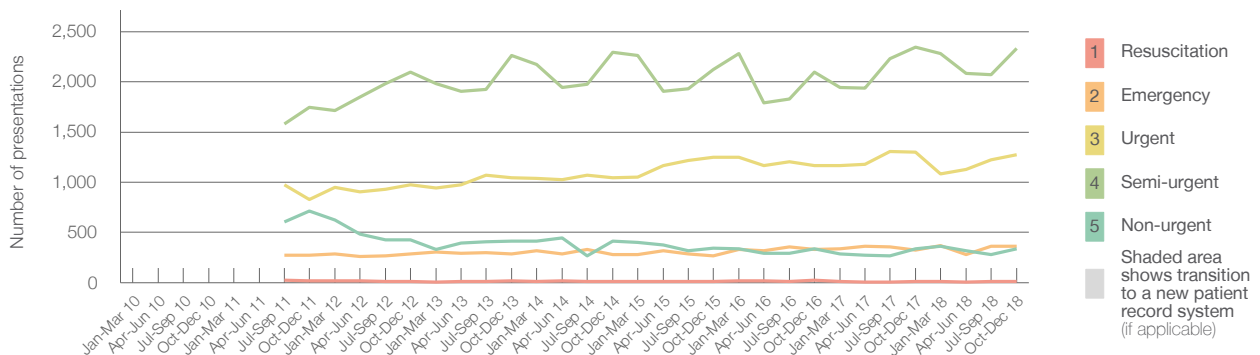
Legend:
1 Resuscitation
2 Emergency
3 Urgent
4 Semi-urgent
5 Non-urgent
Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Resuscitation		16	13	21	12	12	23	11	11
Emergency		275	286	285	281	268	332	327	360
Urgent		830	977	1,044	1,046	1,250	1,163	1,299	1,277
Semi-urgent		1,745	2,096	2,262	2,292	2,125	2,094	2,343	2,335
Non-urgent		712	425	415	415	343	336	334	338
All emergency presentations		3,578	3,797	4,027	4,046	3,998	3,948	4,314	4,321

Ballina District Hospital: Patients arriving by ambulance
October to December 2018

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time: [7] 416 patients **		329	
ED Transfer of care time			
Median time	13 minutes	13 minutes	0 minutes
90th percentile time	30 minutes	29 minutes	1 minute

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

(**) Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.

Ballina District Hospital

District group 2 hospitals (C2)
Northern NSW Local Health District

Ballina District Hospital: Time patients waited to start treatment, triage 2
October to December 2018

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 360			327	
Number of triage 2 patients used to calculate waiting time:[3] 359			325	
Median time to start treatment [4]		7 minutes	8 minutes	8 minutes
90th percentile time to start treatment [5]		20 minutes	27 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2018
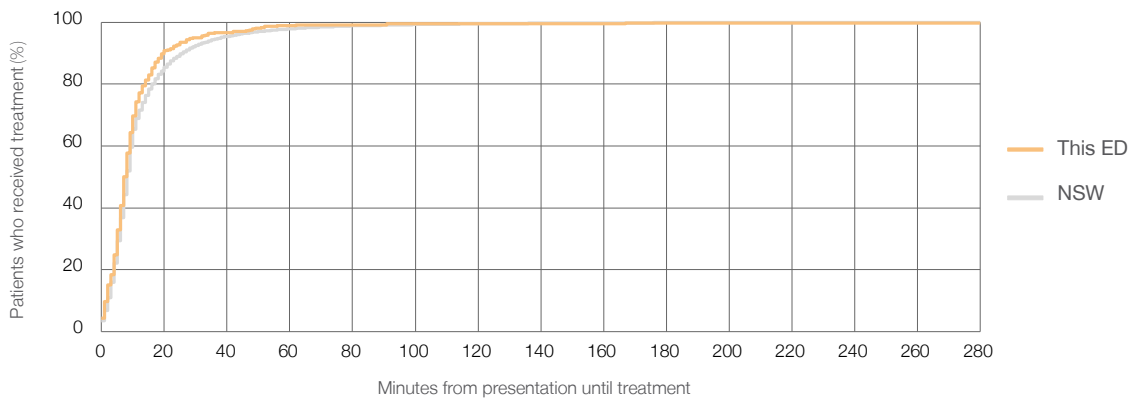
Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to December 2018 [†‡§]
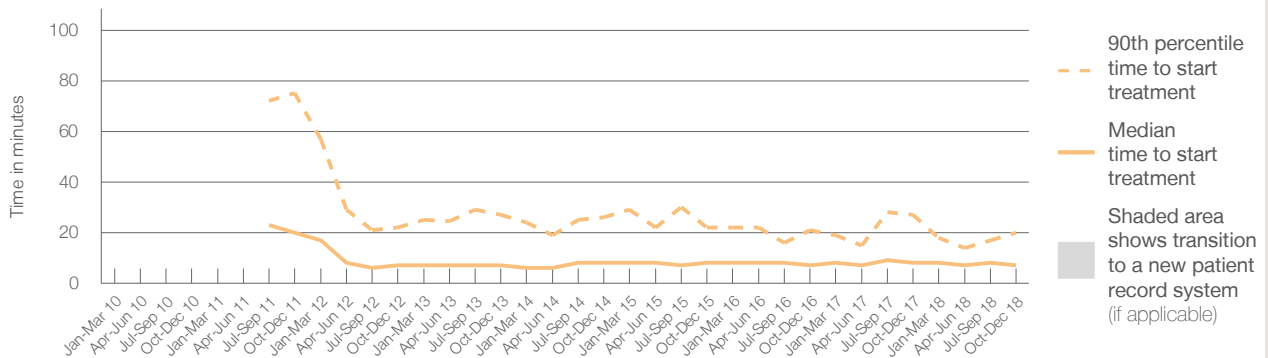
Legend:
- 90th percentile time to start treatment (dashed)
- Median time to start treatment (solid)
- Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)		20	7	7	8	8	7	8	7
90th percentile time to start treatment [5] (minutes)		75	22	27	26	22	21	27	20

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(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time patients waited to start treatment, triage 3
October to December 2018

			Same period last year	NSW (this period)
Triage 3	Urgent (e.g. moderate blood loss, dehydration)			
Number of triage 3 patients: 1,277			1,299	
Number of triage 3 patients used to calculate waiting time: [3] 1,268			1,272	
Median time to start treatment [4]		16 minutes	21 minutes	20 minutes
90th percentile time to start treatment [5]		41 minutes	54 minutes	72 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2018
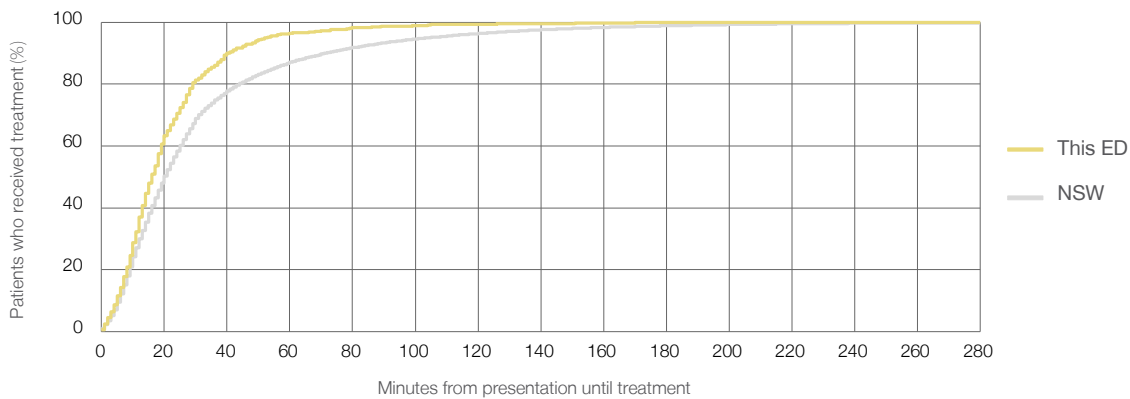
Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to December 2018 [†‡§]
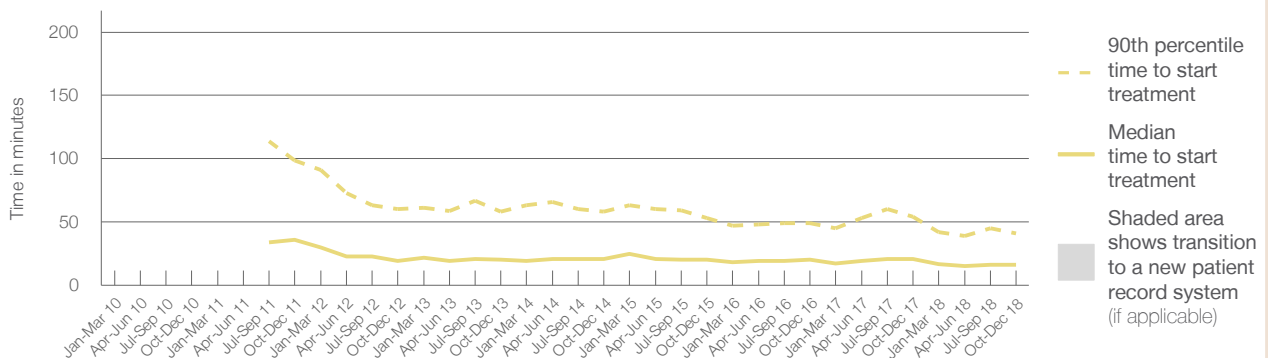
90th percentile time to start treatment

Median time to start treatment

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

	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)		36	19	20	21	20	20	21	16
90th percentile time to start treatment [5] (minutes)		99	60	58	58	53	49	54	41

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Ballina District Hospital: Time patients waited to start treatment, triage 4
October to December 2018

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 2,335			2,343	
Number of triage 4 patients used to calculate waiting time:[3] 2,218			2,149	
Median time to start treatment[4]		21 minutes	22 minutes	26 minutes
90th percentile time to start treatment[5]		82 minutes	90 minutes	104 minutes

Percentage of triage 4 patients who received treatment by time, October to December 2018
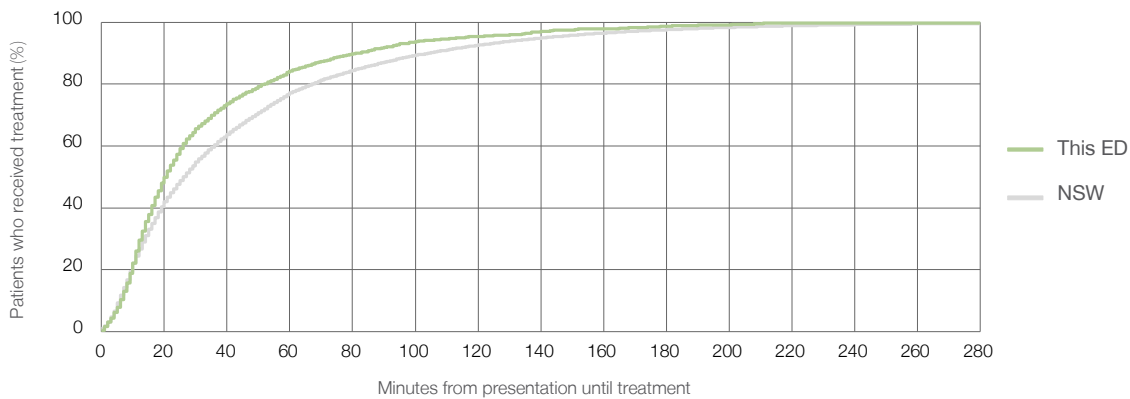
Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to December 2018 [†‡§]
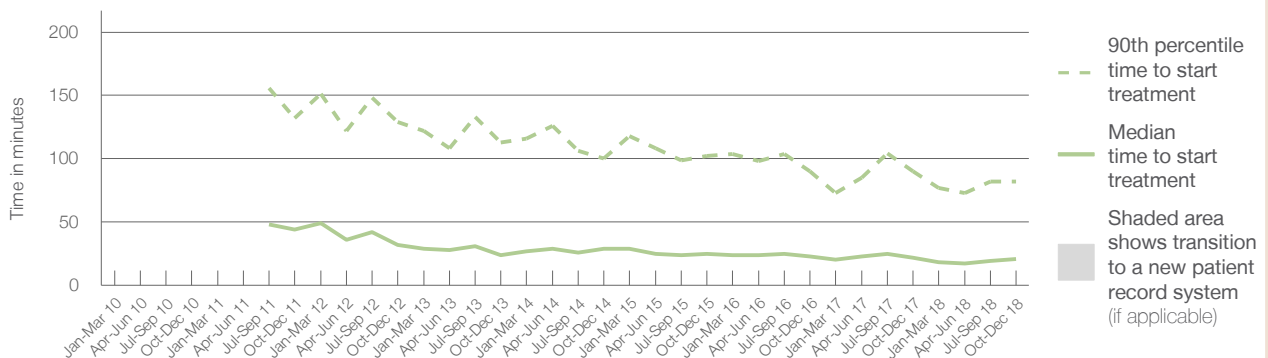
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment[4] (minutes)		44	32	24	29	25	23	22	21
90th percentile time to start treatment[5] (minutes)		132	129	113	100	102	90	90	82

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(‡) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time patients waited to start treatment, triage 5
October to December 2018

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 338			334	
Number of triage 5 patients used to calculate waiting time: [3] 277			212	
Median time to start treatment [4]		20 minutes	23 minutes	23 minutes
90th percentile time to start treatment [5]		92 minutes	95 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2018
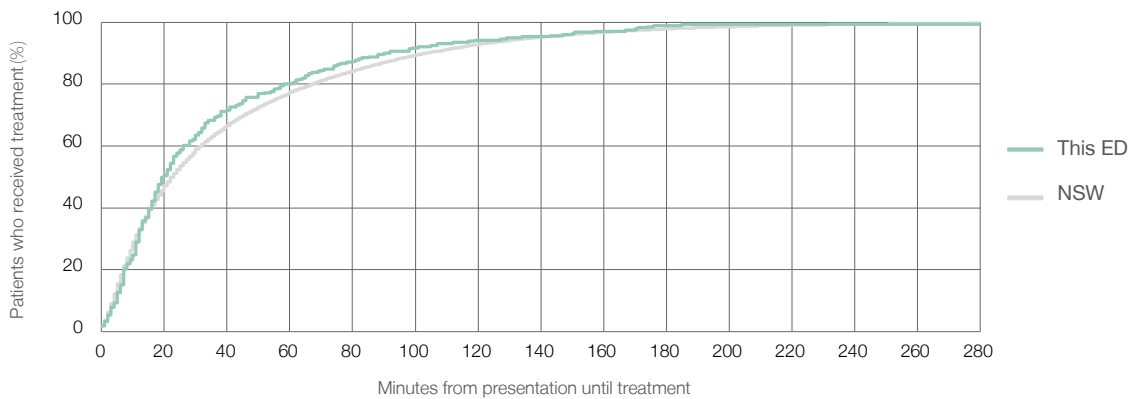
Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to December 2018 [†‡§]
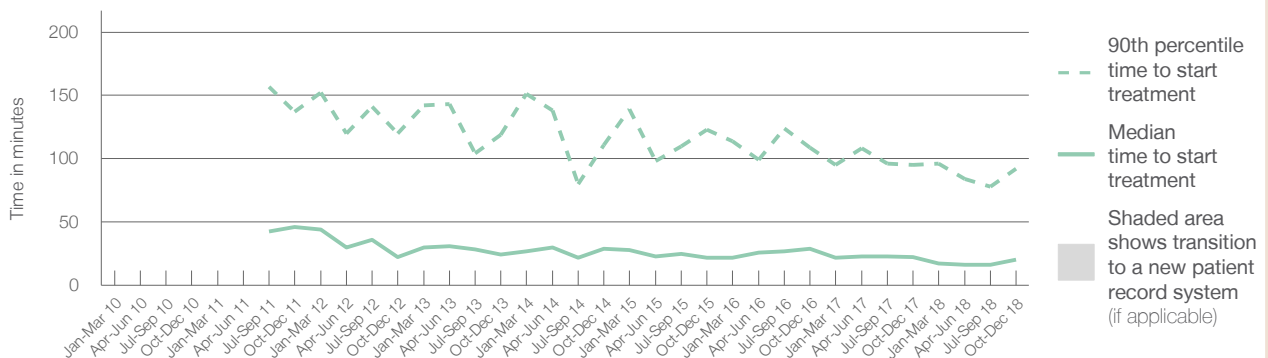
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time to start treatment [4] (minutes)		46	23	25	29	22	29	23	20
90th percentile time to start treatment [5] (minutes)		137	120	119	111	123	109	95	92

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(‡) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time patients spent in the ED
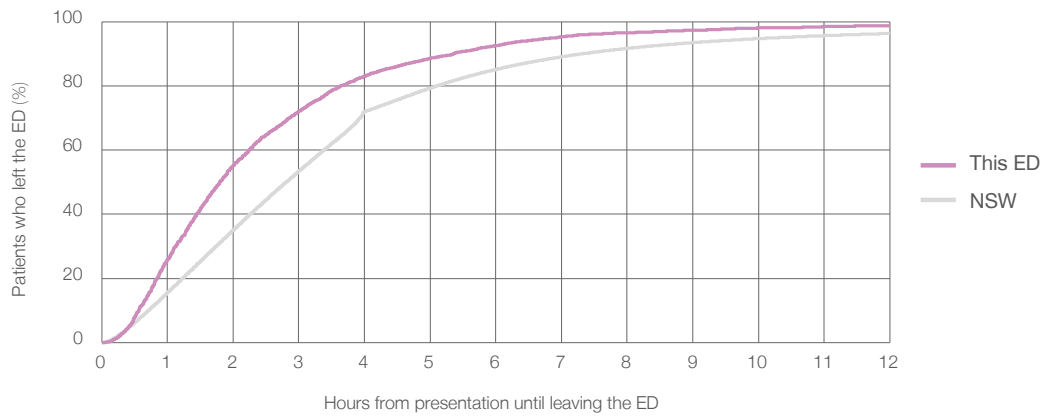October to December 2018

	Same period last year	NSW (this period)
All presentations:[1] 4,576 patients	4,605	
Presentations used to calculate time to leaving the ED:[6] 4,576 patients	4,605	
Median time spent in the ED [8] 1 hours and 48 minutes	2 hours and 11 minutes	2 hours and 49 minutes
90th percentile time spent in the ED [9] 5 hours and 21 minutes	6 hours and 41 minutes	7 hours and 19 minutes

Percentage of patients who left the ED by time, October to December 2018

Time patients spent in the ED, by quarter, January 2010 to December 2018 [†‡§]
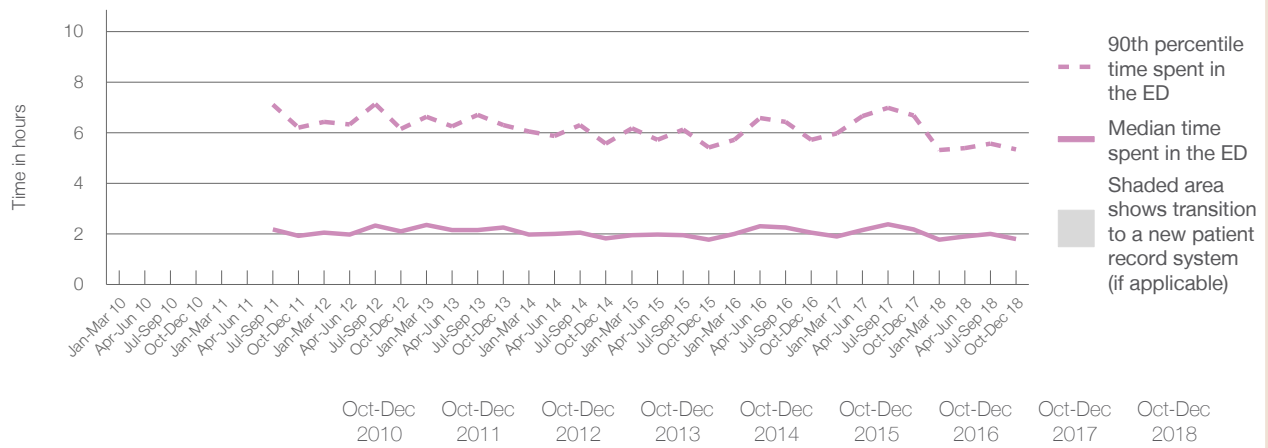
	Oct-Dec 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Median time spent in the ED [8] (hours, minutes)		1h 56m	2h 6m	2h 16m	1h 50m	1h 47m	2h 4m	2h 11m	1h 48m
90th percentile time spent in the ED [9] (hours, minutes)		6h 13m	6h 10m	6h 18m	5h 34m	5h 25m	5h 44m	6h 41m	5h 21m

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time patients spent in the ED
By mode of separation
October to December 2018

		Same period last year	Change since one year ago
All presentations:[1] 4,576 patients			
Presentations used to calculate time to leaving the ED:[6] 4,576 patients		4,605	-1%
Treated and discharged	3,792 (82.9%)	3,718	2.0%
Treated and admitted to hospital	299 (6.5%)	337	-11.3%
Patient left without, or before completing, treatment	174 (3.8%)	216	-19.4%
Transferred to another hospital	311 (6.8%)	325	-4.3%
Other	0 (0%)	9	-100.0%

Percentage of patients who left the ED by time and mode of separation, October to December 2018 [†‡§]
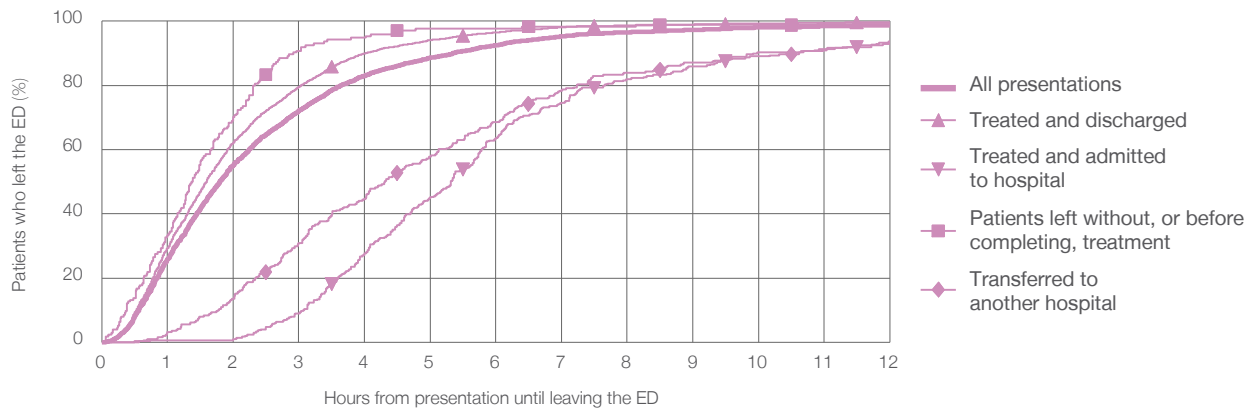
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	29.4%	62.3%	79.6%	89.9%	96.5%	98.7%	99.3%	99.7%
Treated and admitted to hospital	0.7%	1.0%	9.0%	27.8%	63.5%	81.9%	90.3%	93.6%
Patient left without, or before completing, treatment	33.3%	70.1%	90.8%	94.8%	97.7%	98.3%	98.9%	99.4%
Transferred to another hospital	3.2%	13.5%	30.9%	44.7%	68.5%	83.9%	89.1%	92.9%
All presentations	25.9%	55.2%	72.1%	83.0%	92.5%	96.6%	98.0%	98.8%

(†) 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.

(§) Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Ballina District Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
October to December 2018

		Same period last year	Change since one year ago
All presentations at the emergency department: [1] 4,576 patients		4,605	-1%
Presentations used to calculate time to leaving the ED: [6] 4,576 patients		4,605	-1%
Percentage of patients who spent four hours or less in the ED	83.0%	76.4%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to December 2018 [†‡§]

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 2010	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016	Oct-Dec 2017	Oct-Dec 2018
Patients who spent four hours or less in the ED (%)		78.8%	78.1%	75.6%	82.1%	82.6%	79.9%	76.4%	83.0%
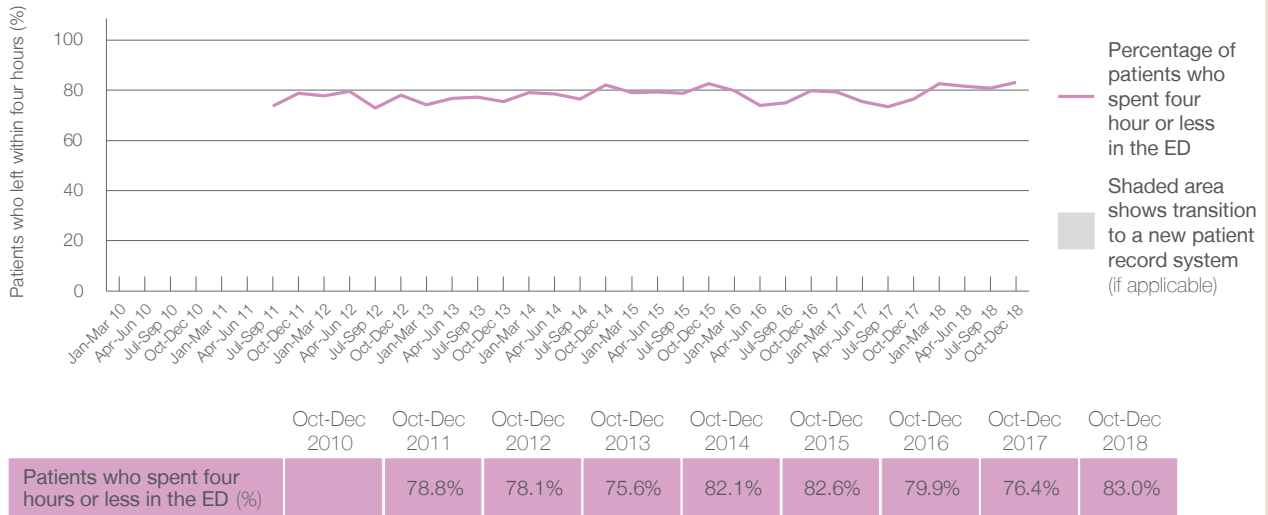
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

† 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.*

§ Quarterly information for this hospital is shown where data are available from the Health Information Exchange, NSW Health. 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, October to December 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 22 January 2019).
Transfer of care data from Transfer of Care Reporting System (extracted 22 January 2019).