

Hospital Quarterly

Performance Profiles

Emergency Department

Northern NSW Local Health District

October to December 2016

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

Ballina District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,170 patients
Emergency presentations:² 3,948 patients

Same period last year	Change since one year ago
4,258	-2.1%
3,998	-1.3%

Ballina District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 332 patients

Median time to start treatment⁴ 7 minutes
90th percentile time to start treatment⁵ 21 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,163 patients

Median time to start treatment⁴ 20 minutes
90th percentile time to start treatment⁵ 49 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,094 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 90 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 336 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
268	
8 minutes	8 minutes
22 minutes	26 minutes
1,250	
20 minutes	20 minutes
53 minutes	67 minutes
2,125	
25 minutes	25 minutes
102 minutes	97 minutes
343	
22 minutes	24 minutes
123 minutes	103 minutes

Ballina District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,170 patients

Percentage of patients who spent four hours or less in the ED 79.9%

Same period last year	Change since one year ago
4,257	-2.0%
82.6%	

* 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.

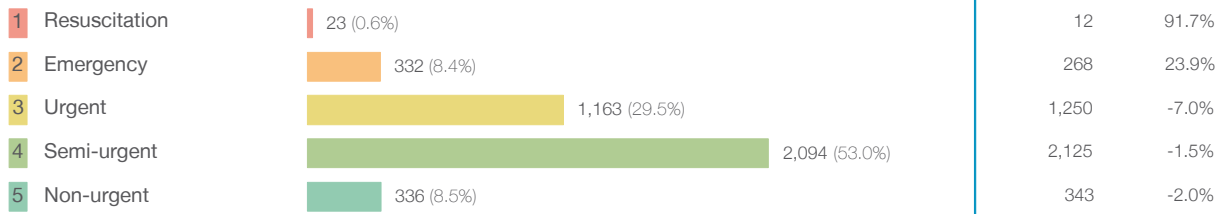
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Ballina District Hospital: Patients presenting to the emergency department October to December 2016

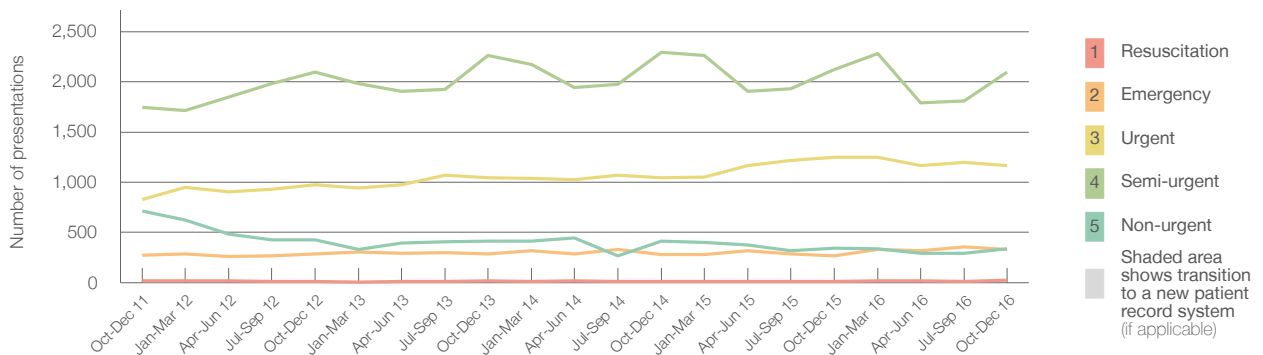
All presentations:¹ 4,170 patients

Emergency presentations² by triage category: 3,948 patients



Same period last year	Change since one year ago
4,258	-2.1%
3,998	-1.3%
12	91.7%
268	23.9%
1,250	-7.0%
2,125	-1.5%
343	-2.0%

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	16	13	21	12	12	23
Emergency	275	286	285	281	268	332
Urgent	830	977	1,044	1,046	1,250	1,163
Semi-urgent	1,745	2,096	2,262	2,292	2,125	2,094
Non-urgent	712	425	415	415	343	336
All emergency presentations	3,578	3,797	4,027	4,046	3,998	3,948

Ballina District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 328 patients **

ED Transfer of care time



Same period last year	Change since one year ago
281	
13 minutes	-1 minute
27 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 trans 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.

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

Ballina District 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: 332

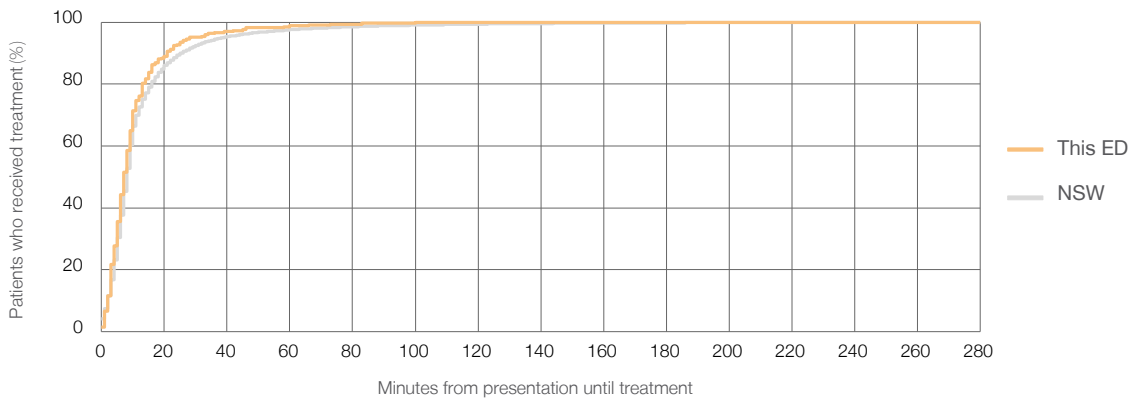
Number of triage 2 patients used to calculate waiting time:³ 328

Median time to start treatment⁴ 7 minutes

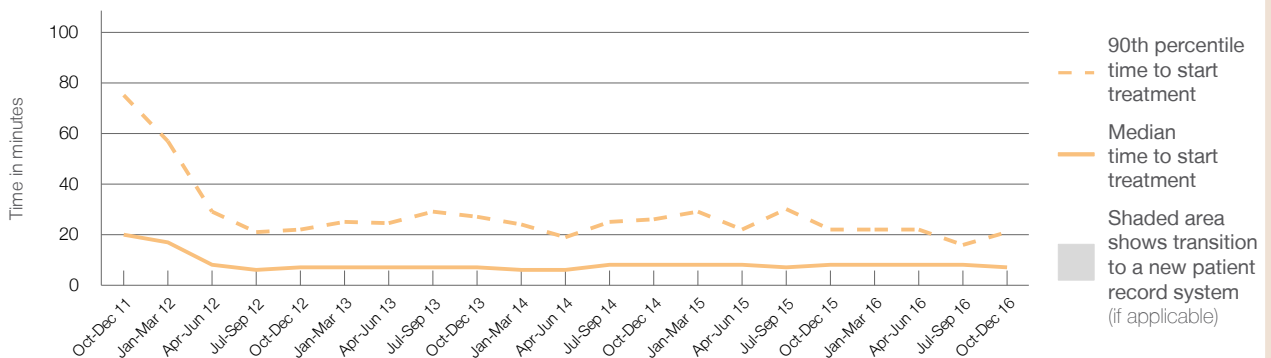
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
268	
267	
8 minutes	8 minutes
22 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)	20	7	7	8	8	7
90th percentile time to start treatment ⁵ (minutes)	75	22	27	26	22	21

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

Ballina District 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: 1,163

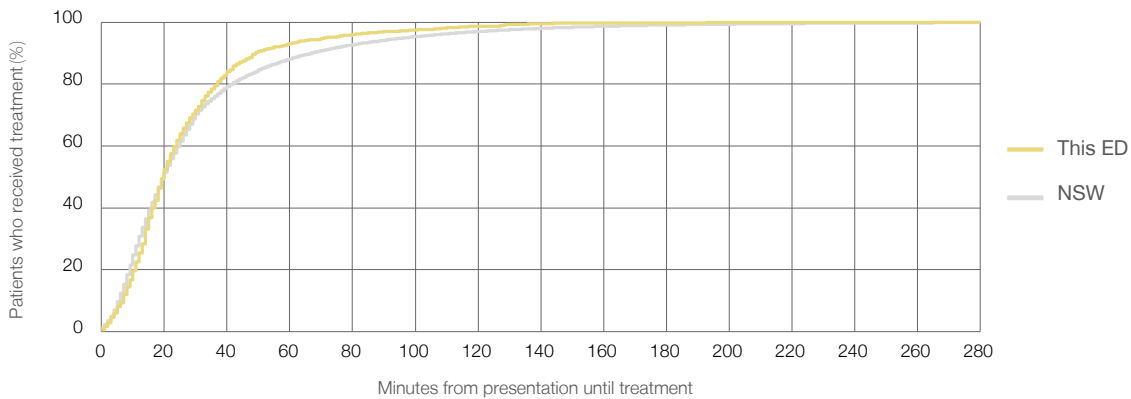
Number of triage 3 patients used to calculate waiting time:³ 1,139

Median time to start treatment⁴ 20 minutes

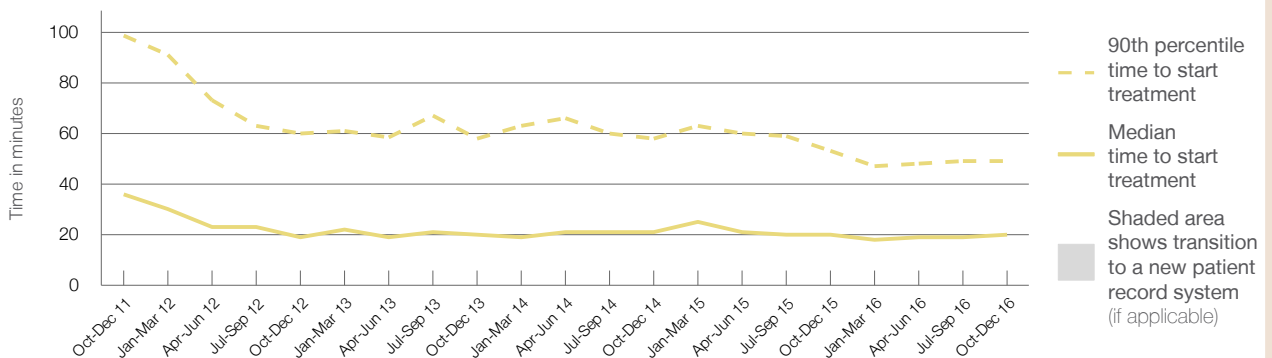
90th percentile time to start treatment⁵ 49 minutes

Same period last year	NSW (this period)
1,250	1,225
20 minutes	20 minutes
53 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)	36	19	20	21	20	20
90th percentile time to start treatment ⁵ (minutes)	99	60	58	58	53	49

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

Ballina District 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: 2,094

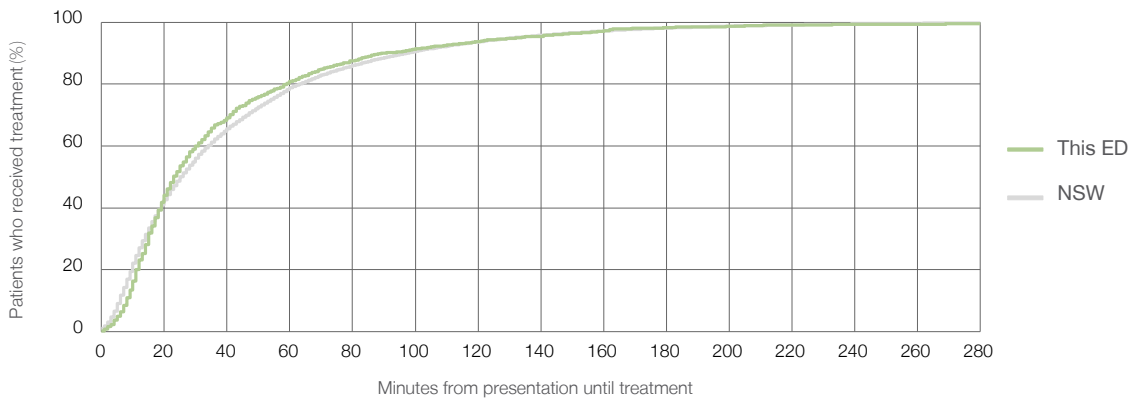
Number of triage 4 patients used to calculate waiting time:³ 1,918

Median time to start treatment⁴ 23 minutes

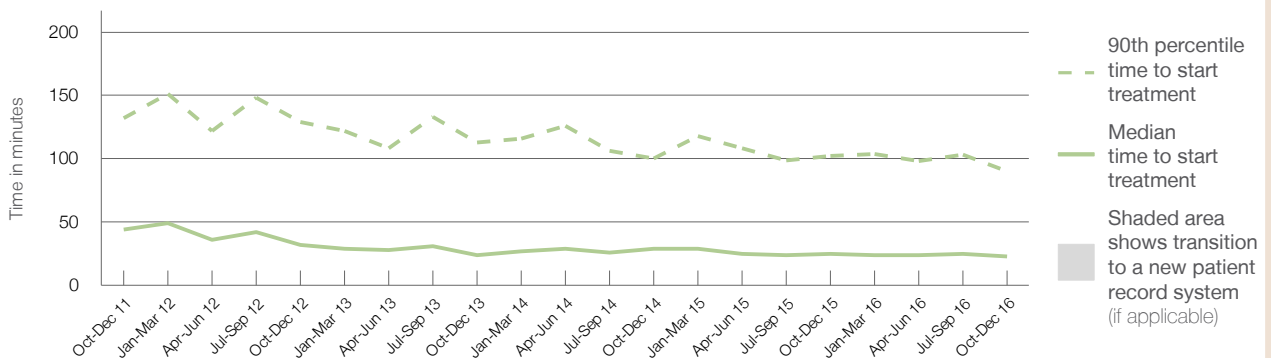
90th percentile time to start treatment⁵ 90 minutes

Same period last year	NSW (this period)
2,125	1,943
25 minutes	25 minutes
102 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)	44	32	24	29	25	23
90th percentile time to start treatment ⁵ (minutes)	132	129	113	100	102	90

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

Ballina District 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: 336

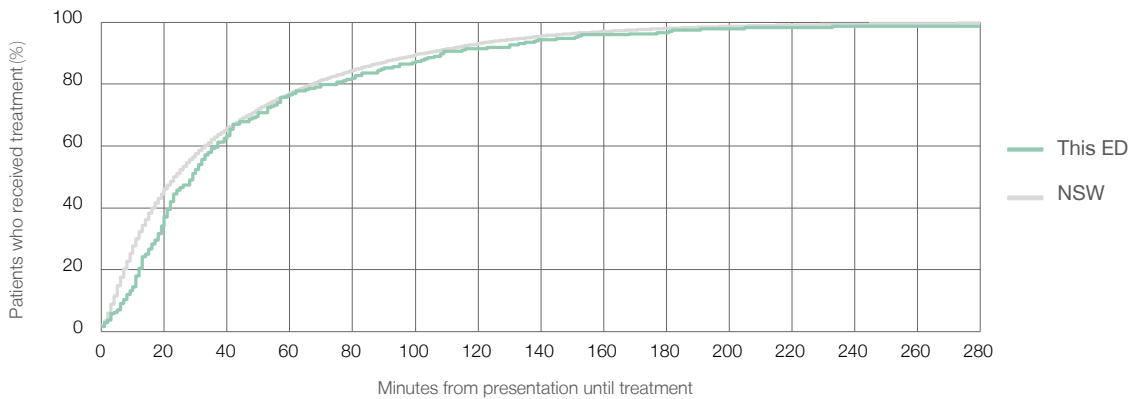
Number of triage 5 patients used to calculate waiting time:³ 243

Median time to start treatment⁴ 29 minutes

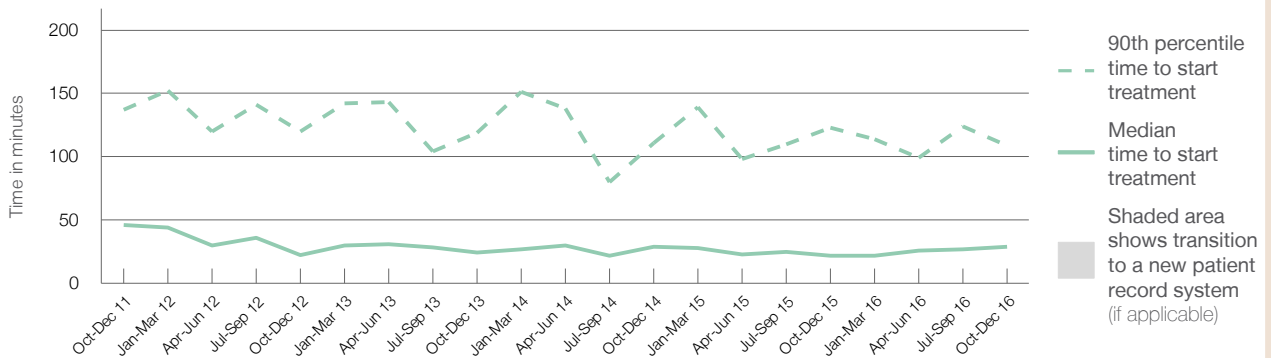
90th percentile time to start treatment⁵ 109 minutes

Same period last year	NSW (this period)
343	
240	
22 minutes	24 minutes
123 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)	46	23	25	29	22	29
90th percentile time to start treatment ⁵ (minutes)	137	120	119	111	123	109

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

Ballina District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,170 patients

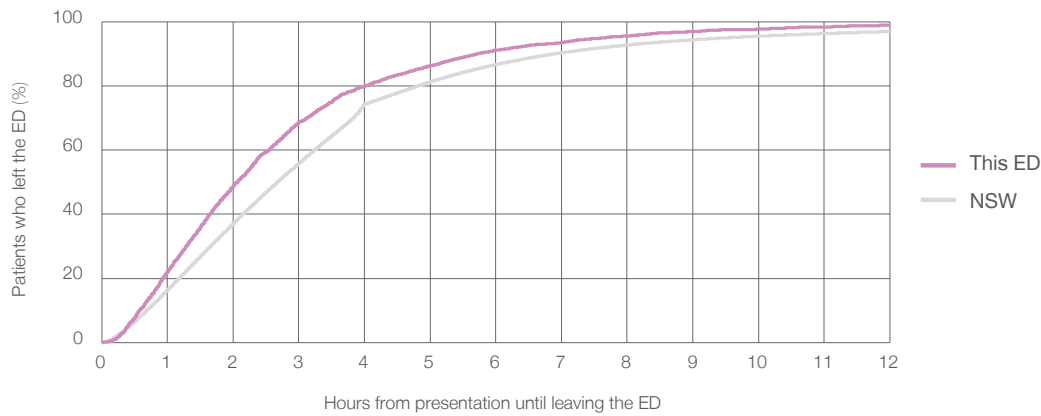
Presentations used to calculate time to leaving the ED:⁶ 4,170 patients

Median time spent in the ED⁸ 2 hours and 4 minutes

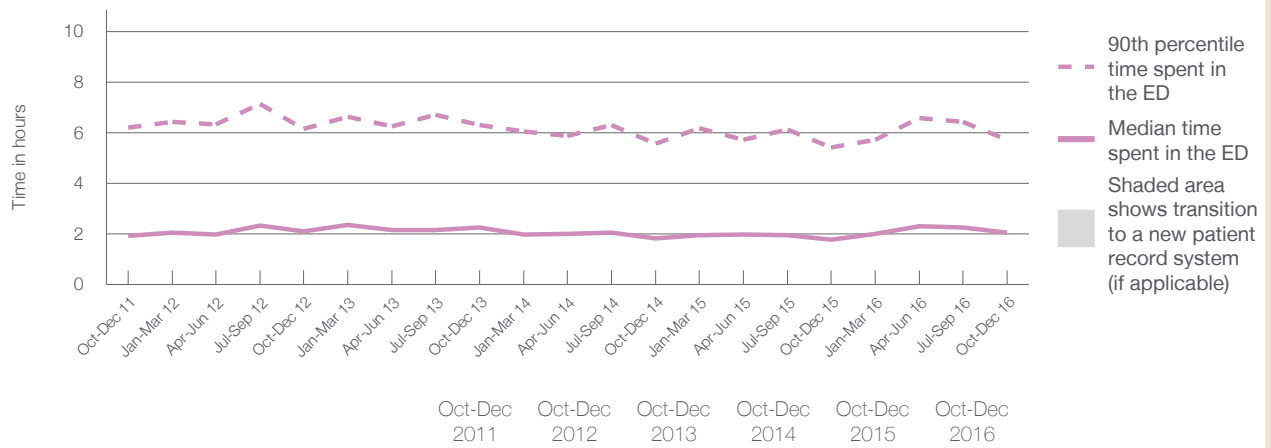
90th percentile time spent in the ED⁹ 5 hours and 44 minutes

Same period last year	NSW (this period)
4,258	4,257
1 hours and 47 minutes	2 hours and 41 minutes
5 hours and 25 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)	1h 56m	2h 6m	2h 16m	1h 50m	1h 47m	2h 4m
90th percentile time to leaving the ED ⁹ (hours, minutes)	6h 13m	6h 10m	6h 18m	5h 34m	5h 25m	5h 44m

(†) 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.

Ballina District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

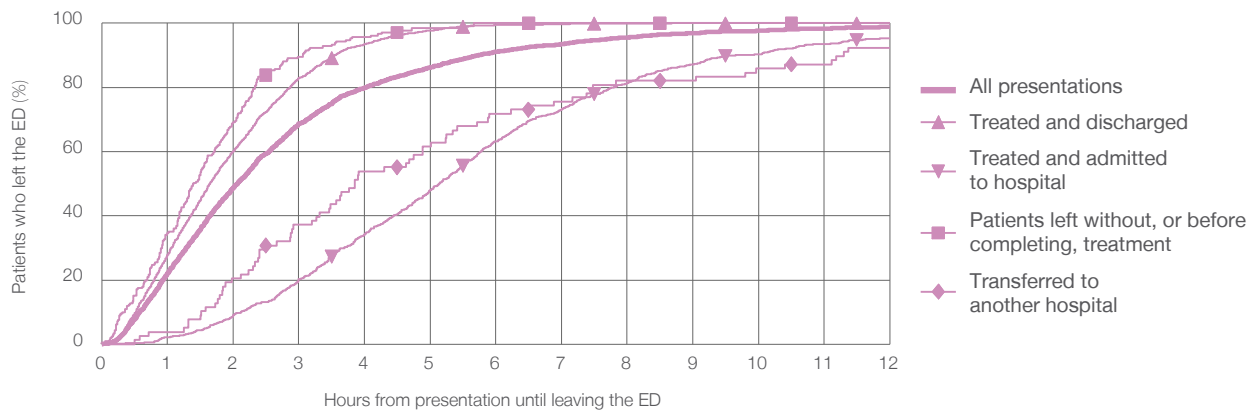
All presentations:¹ 4,170 patients

Presentations used to calculate time to leaving the ED:⁶ 4,170 patients

Treated and discharged	2,958 (70.9%)
Treated and admitted to hospital	905 (21.7%)
Patient left without, or before completing, treatment	211 (5.1%)
Transferred to another hospital	78 (1.9%)
Other	18 (0.4%)

Same period last year	Change since one year ago
4,257	-2.0%
3,095	-4.4%
860	5.2%
199	6.0%
88	-11.4%
16	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	27.9%	60.2%	82.9%	93.4%	99.4%	99.9%	100%	100%
Treated and admitted to hospital	2.1%	9.2%	20.2%	34.3%	63.2%	81.4%	90.4%	95.2%
Patient left without, or before completing, treatment	34.6%	69.2%	89.6%	95.7%	100%	100%	100%	100%
Transferred to another hospital	3.8%	20.5%	37.2%	53.8%	71.8%	82.1%	85.9%	92.3%
All presentations	22.2%	48.8%	68.7%	79.9%	91.1%	95.6%	97.6%	98.8%

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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.

Ballina District 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 4,170 patients

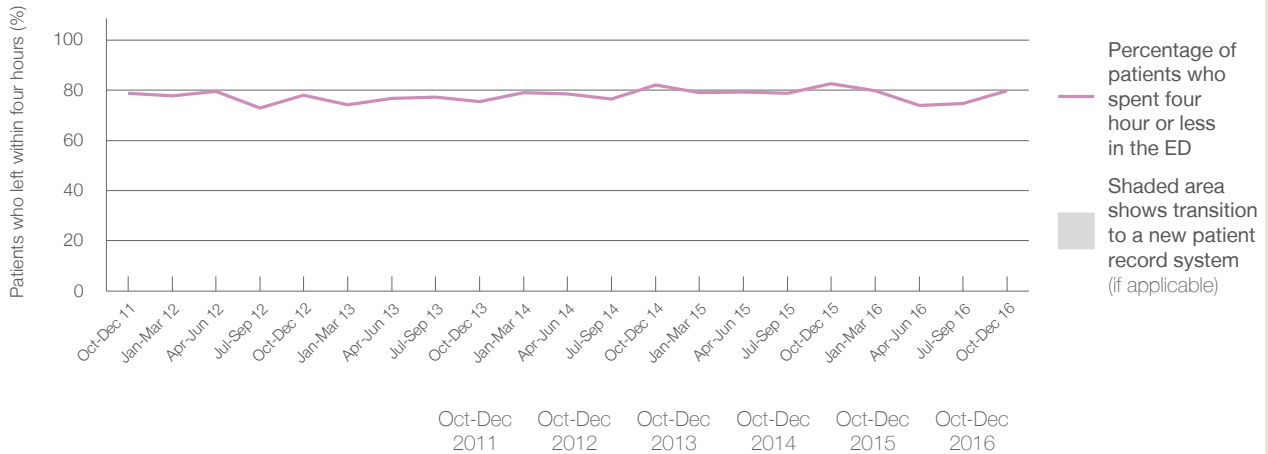
Presentations used to calculate time to leaving the ED:⁶ 4,170 patients

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	4,258	-2.1%
Presentations used to calculate time to leaving the ED	4,257	-2.0%
Percentage of patients who spent four hours or less in the ED	82.6%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	78.8%	78.1%	75.6%	82.1%	82.6%	79.9%

* 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).

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

Casino and District Memorial Hospital: Emergency department (ED) overview

October to December 2016

	Same period last year	Change since one year ago
All presentations: ¹ 3,471 patients	3,571	-2.8%
Emergency presentations: ² 3,266 patients	3,401	-4.0%

Casino and District Memorial Hospital: Time patients waited to start treatment³

October to December 2016

	Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 216 patients	243	
Median time to start treatment ⁴ 6 minutes	7 minutes	8 minutes
90th percentile time to start treatment ⁵ 21 minutes	27 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,079 patients	1,187	
Median time to start treatment ⁴ 22 minutes	23 minutes	20 minutes
90th percentile time to start treatment ⁵ 73 minutes	78 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,612 patients	1,515	
Median time to start treatment ⁴ 38 minutes	44 minutes	25 minutes
90th percentile time to start treatment ⁵ 131 minutes	164 minutes	97 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 353 patients	450	
Median time to start treatment ⁴ 27 minutes	25 minutes	24 minutes
90th percentile time to start treatment ⁵ 129 minutes	145 minutes	103 minutes

Casino and District Memorial 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 3,471 patients	3,571	-2.8%
Percentage of patients who spent four hours or less in the ED 86.6%	85.4%	

* 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, 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.

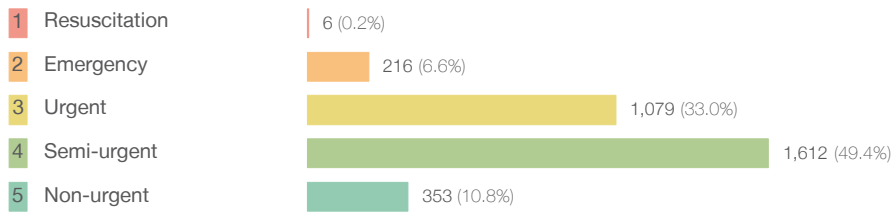
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Casino and District Memorial Hospital: Patients presenting to the emergency department October to December 2016

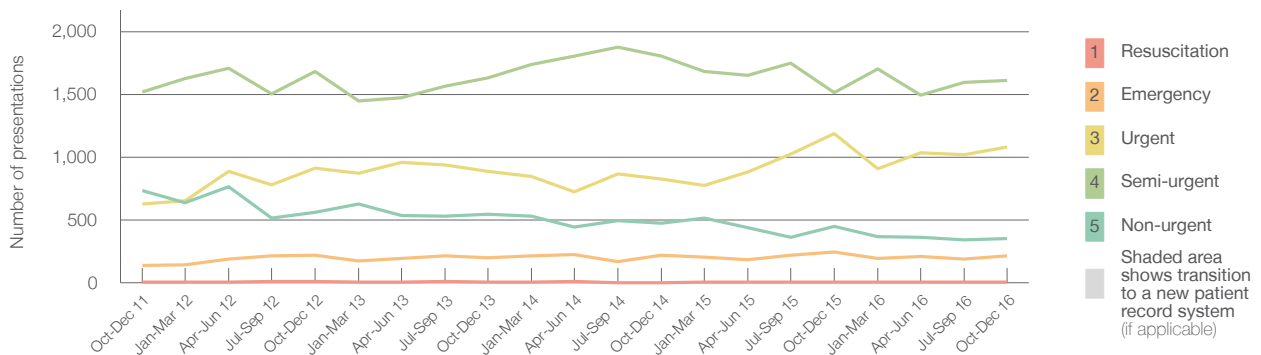
All presentations:¹ 3,471 patients

Emergency presentations² by triage category: 3,266 patients



	Same period last year	Change since one year ago
All presentations	3,571	-2.8%
Emergency presentations	3,401	-4.0%
Resuscitation	6	0.0%
Emergency	243	-11.1%
Urgent	1,187	-9.1%
Semi-urgent	1,515	6.4%
Non-urgent	450	-21.6%

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	5	9	< 5	< 5	6	6
Emergency	139	217	200	220	243	216
Urgent	626	913	889	827	1,187	1,079
Semi-urgent	1,517	1,684	1,629	1,807	1,515	1,612
Non-urgent	736	561	543	473	450	353
All emergency presentations	3,023	3,384	3,261	3,327	3,401	3,266

Casino and District Memorial Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 319 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	305	
ED Transfer of care time	17 minutes	0 minutes
90th percentile time	50 minutes	-4 minutes

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

Casino and District Memorial 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: 216

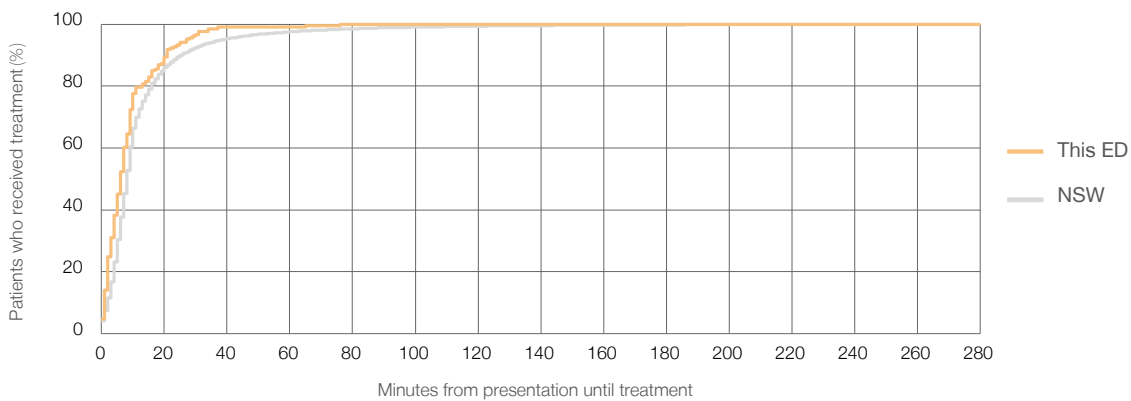
Number of triage 2 patients used to calculate waiting time:³ 206

Median time to start treatment⁴ 6 minutes

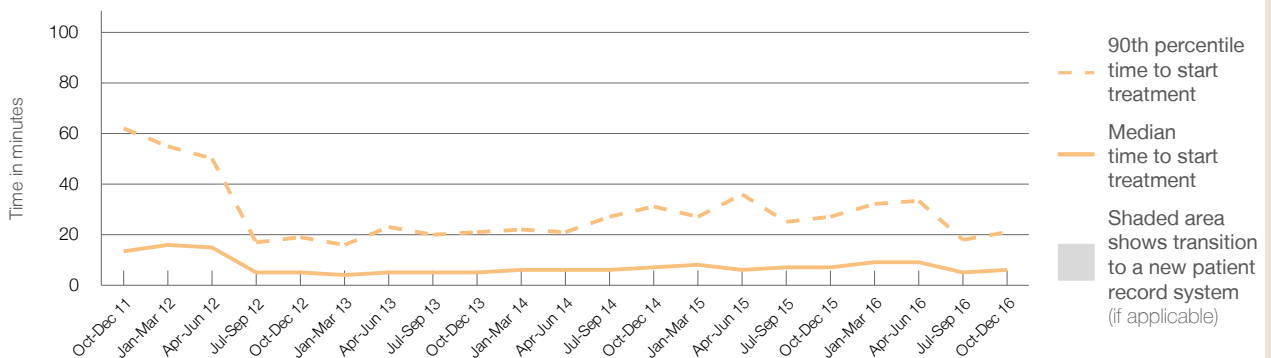
90th percentile time to start treatment⁵ 21 minutes

Same period last year	NSW (this period)
243	
237	
7 minutes	8 minutes
27 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)	14	5	5	7	7	6
90th percentile time to start treatment ⁵ (minutes)	62	19	21	31	27	21

(†) 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.

Casino and District Memorial 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: 1,079

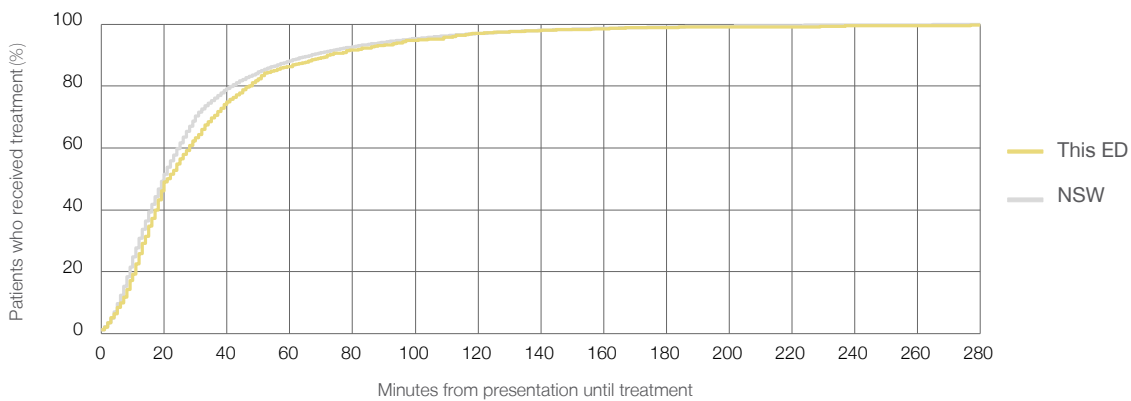
Number of triage 3 patients used to calculate waiting time:³ 1,012

Median time to start treatment⁴ 22 minutes

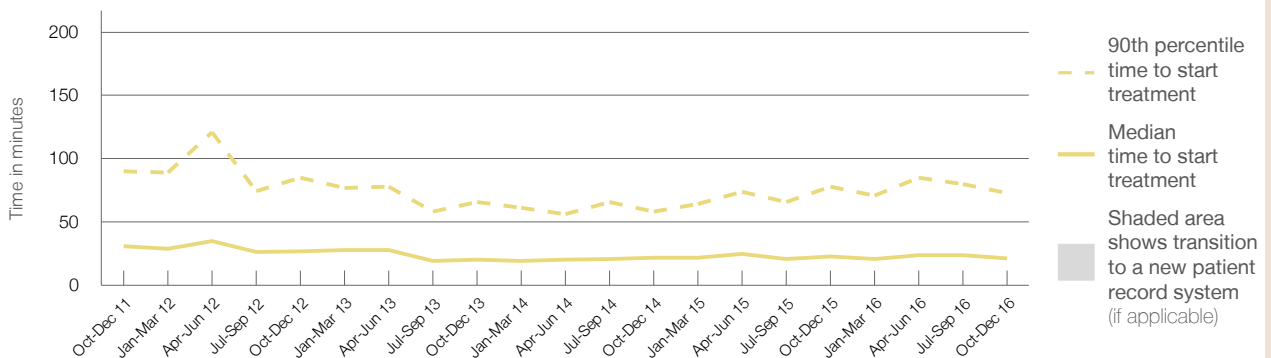
90th percentile time to start treatment⁵ 73 minutes

Same period last year	NSW (this period)
1,187	
1,093	
23 minutes	20 minutes
78 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)	31	27	20	22	23	22
90th percentile time to start treatment ⁵ (minutes)	90	85	66	58	78	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 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.

Casino and District Memorial 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: 1,612

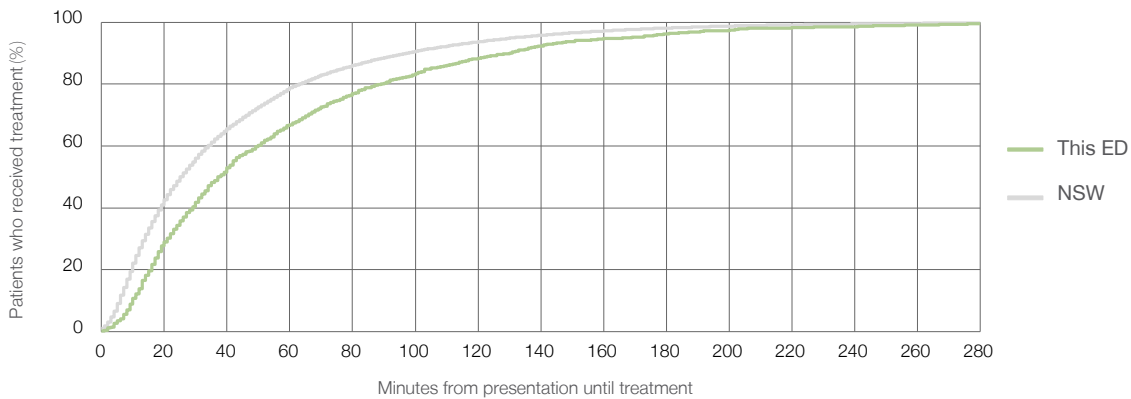
Number of triage 4 patients used to calculate waiting time:³ 1,446

Median time to start treatment⁴ 38 minutes

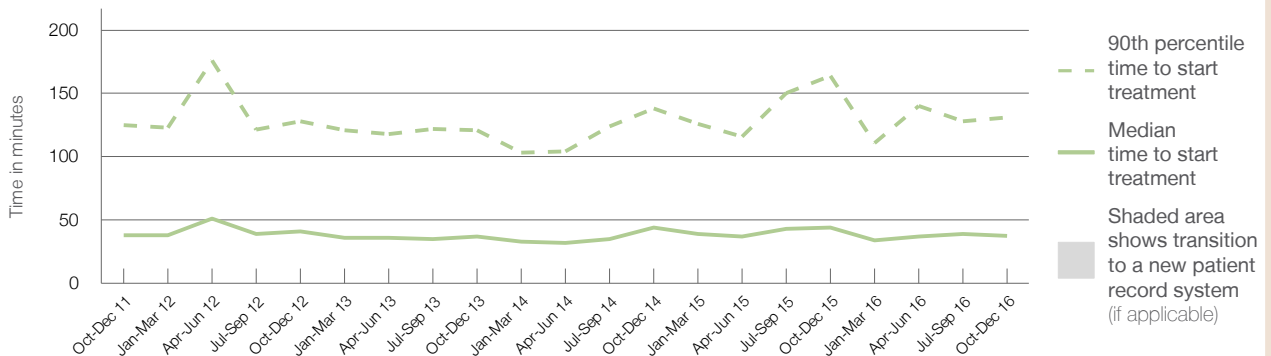
90th percentile time to start treatment⁵ 131 minutes

Same period last year	NSW (this period)
1,515	
1,283	
44 minutes	25 minutes
164 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)	38	41	37	44	44	38
90th percentile time to start treatment ⁵ (minutes)	125	128	121	138	164	131

(†) 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.

Casino and District Memorial 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: 353

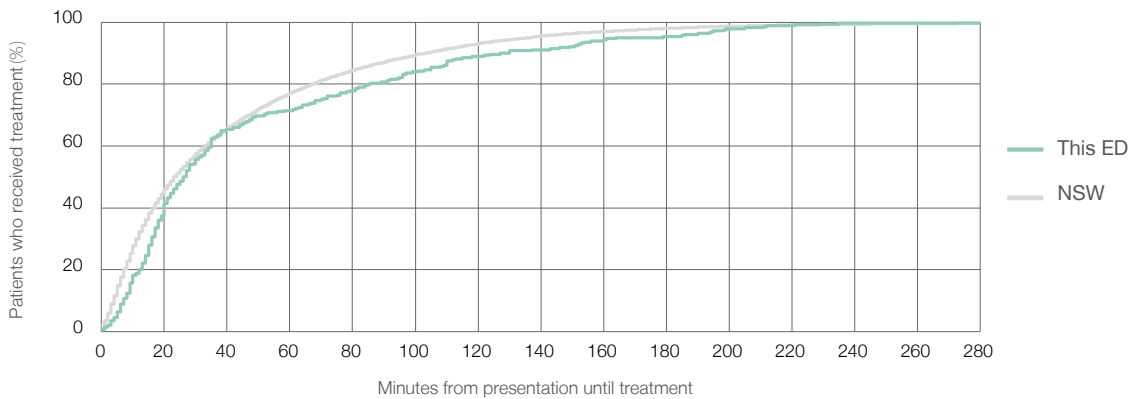
Number of triage 5 patients used to calculate waiting time:³ 280

Median time to start treatment⁴ 27 minutes

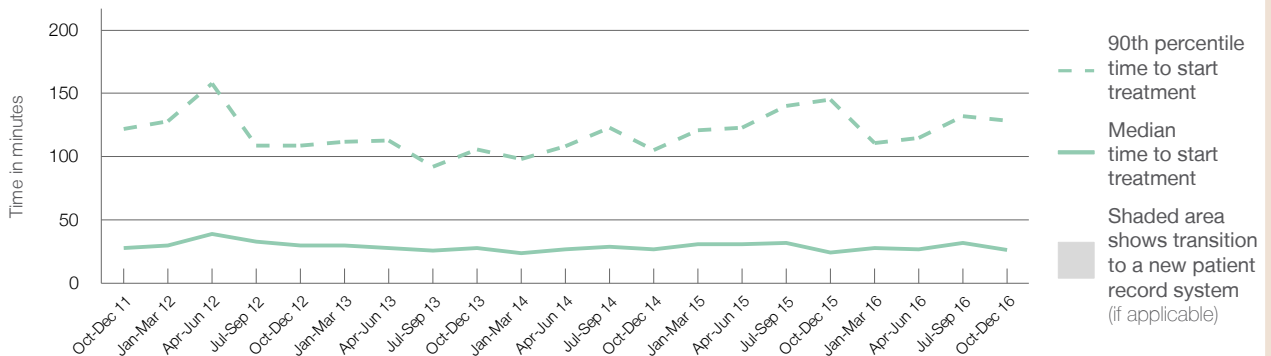
90th percentile time to start treatment⁵ 129 minutes

Same period last year	NSW (this period)
450	
386	
25 minutes	24 minutes
145 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)	28	30	28	27	25	27
90th percentile time to start treatment ⁵ (minutes)	122	109	106	105	145	129

(†) 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.

Casino and District Memorial Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 3,471 patients

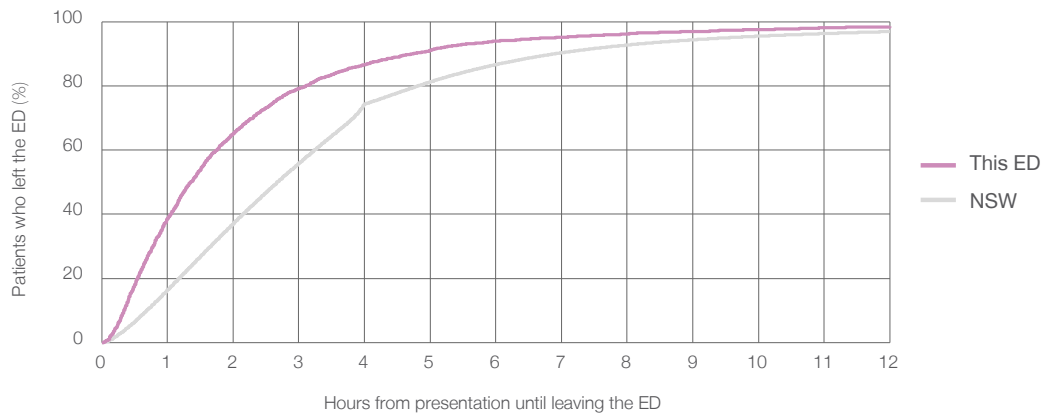
Presentations used to calculate time to leaving the ED:⁶ 3,471 patients

Median time spent in the ED⁸ 1 hours and 22 minutes

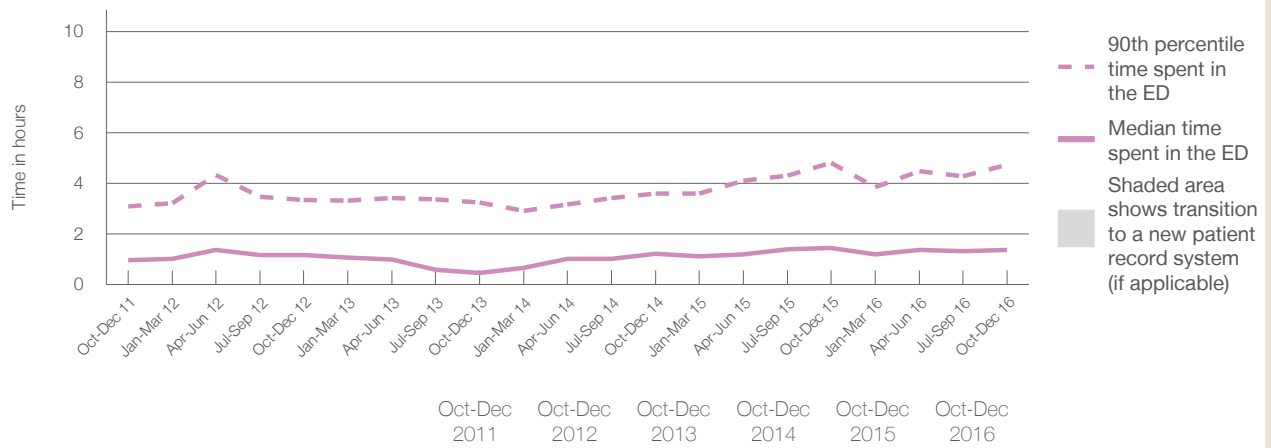
90th percentile time spent in the ED⁹ 4 hours and 44 minutes

Same period last year	NSW (this period)
3,571	3,571
1 hours and 27 minutes	2 hours and 41 minutes
4 hours and 49 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)	0h 59m	1h 10m	0h 28m	1h 14m	1h 27m	1h 22m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 5m	3h 21m	3h 15m	3h 36m	4h 49m	4h 44m

(†) 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.

Casino and District Memorial Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

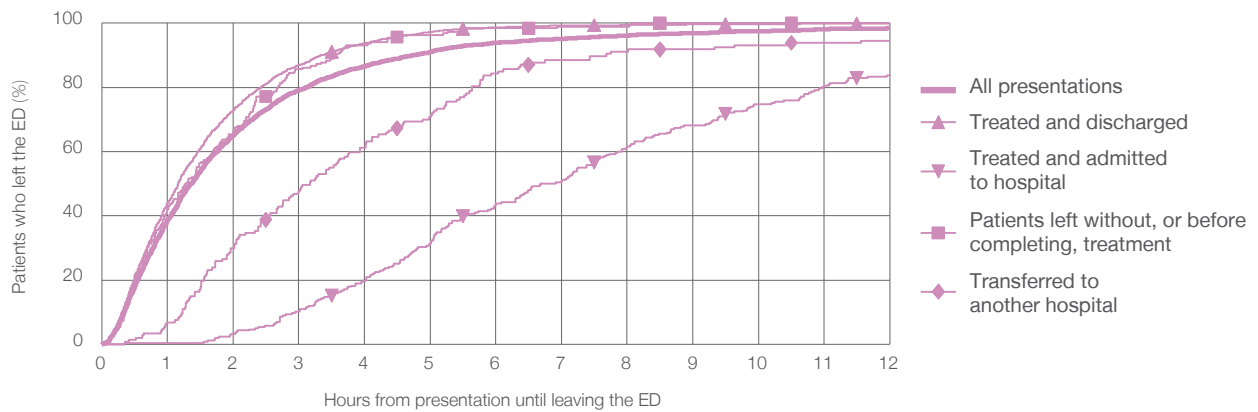
All presentations:¹ 3,471 patients

Presentations used to calculate time to leaving the ED:⁶ 3,471 patients

Treated and discharged	2,822 (81.3%)
Treated and admitted to hospital	258 (7.4%)
Patient left without, or before completing, treatment	188 (5.4%)
Transferred to another hospital	147 (4.2%)
Other	56 (1.6%)

Same period last year	Change since one year ago
3,571	-2.8%
2,708	4.2%
261	-1.1%
354	-46.9%
203	-27.6%
45	24.4%

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	44.0%	73.0%	86.9%	93.8%	98.7%	99.4%	99.7%	99.9%
Treated and admitted to hospital	0.4%	3.1%	10.1%	19.8%	43.8%	61.6%	74.8%	84.1%
Patient left without, or before completing, treatment	42.0%	66.5%	85.6%	93.1%	98.4%	98.9%	100%	100%
Transferred to another hospital	6.8%	29.9%	47.6%	61.2%	84.4%	91.2%	93.2%	94.6%
All presentations	38.8%	65.1%	79.1%	86.6%	93.9%	96.2%	97.6%	98.4%

(†) 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.

Casino and District Memorial 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 3,471 patients

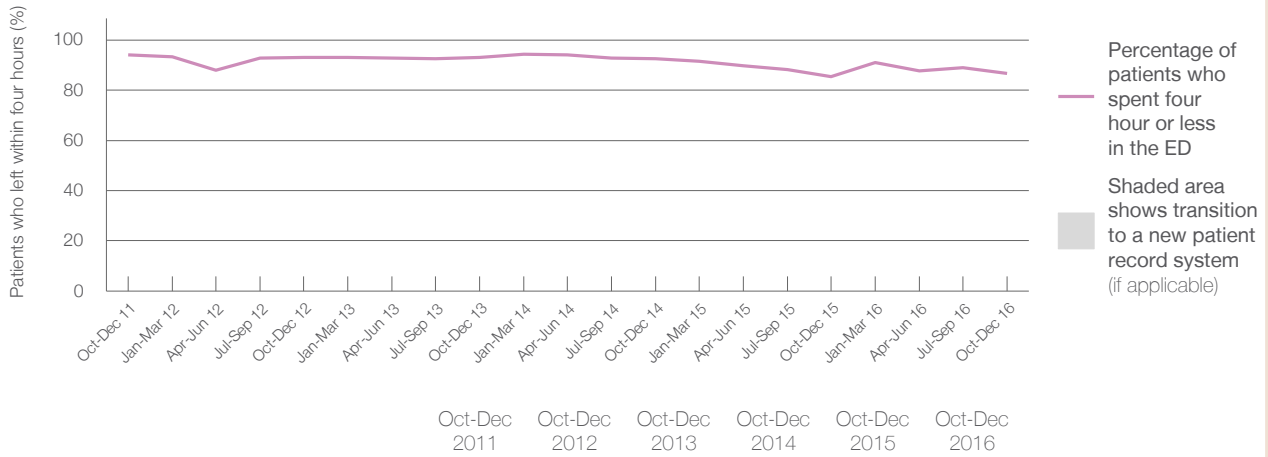
Presentations used to calculate time to leaving the ED:⁶ 3,471 patients

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	3,571	-2.8%
Presentations used to calculate time to leaving the ED	3,571	-2.8%
Percentage of patients who spent four hours or less in the ED	85.4%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	94.1%	93.0%	93.0%	92.5%	85.4%	86.6%

* 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, 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).

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

All presentations:¹ 6,313 patients
Emergency presentations:² 5,793 patients

Same period last year	Change since one year ago
6,356	-0.7%
5,855	-1.1%

Grafton Base Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 563 patients

Median time to start treatment⁴ 8 minutes
90th percentile time to start treatment⁵ 20 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,901 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 51 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,590 patients

Median time to start treatment⁴ 29 minutes
90th percentile time to start treatment⁵ 88 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 721 patients

Median time to start treatment⁴ 32 minutes
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
579	
10 minutes	8 minutes
32 minutes	26 minutes
2,085	
22 minutes	20 minutes
70 minutes	67 minutes
2,383	
36 minutes	25 minutes
92 minutes	97 minutes
792	
39 minutes	24 minutes
115 minutes	103 minutes

Grafton Base Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 6,313 patients

Percentage of patients who spent four hours or less in the ED 80.8%

Same period last year	Change since one year ago
6,355	-0.7%
74.8%	

* 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.

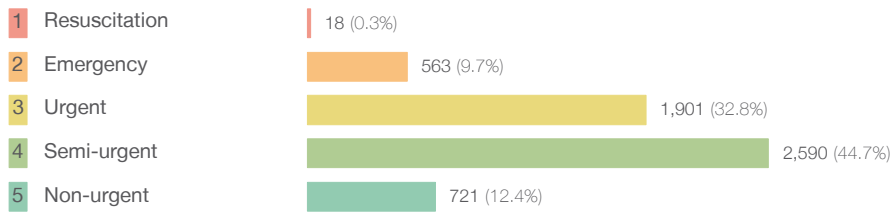
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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

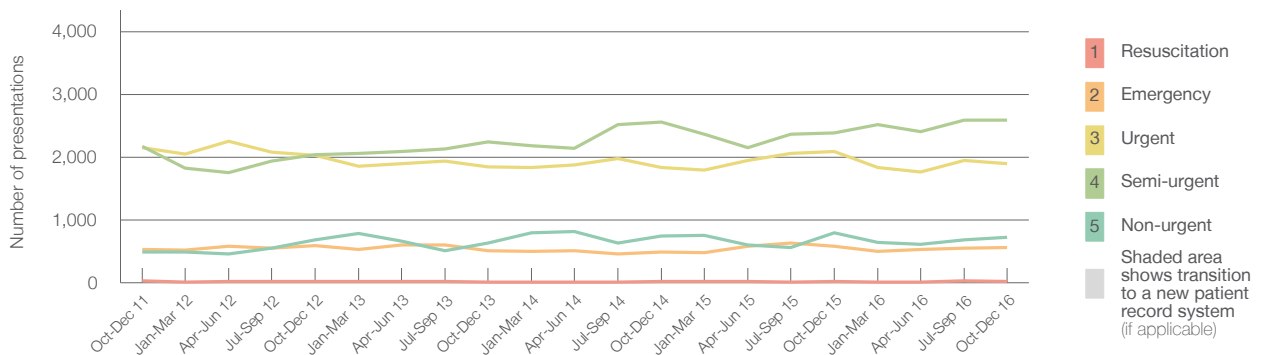
All presentations:¹ 6,313 patients

Emergency presentations² by triage category: 5,793 patients



Same period last year	Change since one year ago
6,356	-0.7%
5,855	-1.1%
16	12.5%
579	-2.8%
2,085	-8.8%
2,383	8.7%
792	-9.0%

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	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

Arrivals used to calculate transfer of care time:⁷ 586 patients

ED Transfer of care time



Same period last year	Change since one year ago
524	
15 minutes	-2 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.

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

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

Number of triage 2 patients: 563

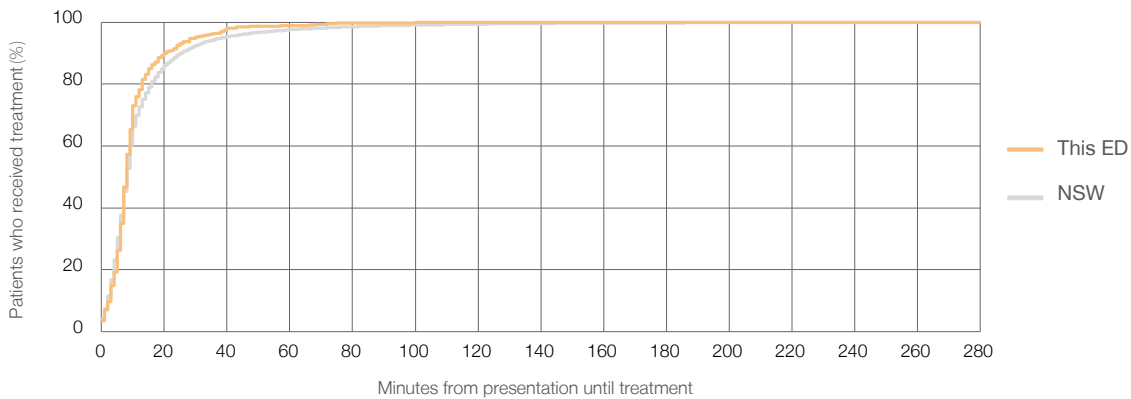
Number of triage 2 patients used to calculate waiting time:³ 561

Median time to start treatment⁴ ■ 8 minutes

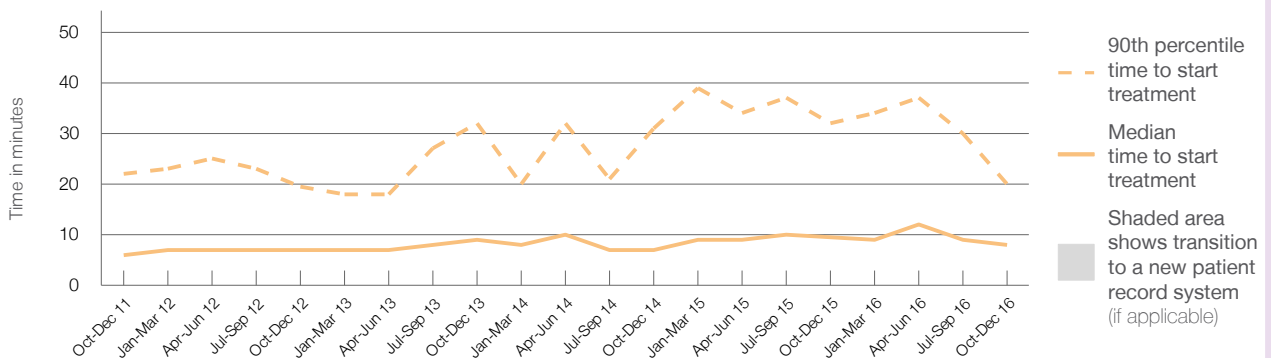
90th percentile time to start treatment⁵ ■ 20 minutes

Same period last year	NSW (this period)
579	
574	
10 minutes	8 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^{†‡}



	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

(†) 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 waited to start treatment, triage 3 October to December 2016

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

Number of triage 3 patients: 1,901

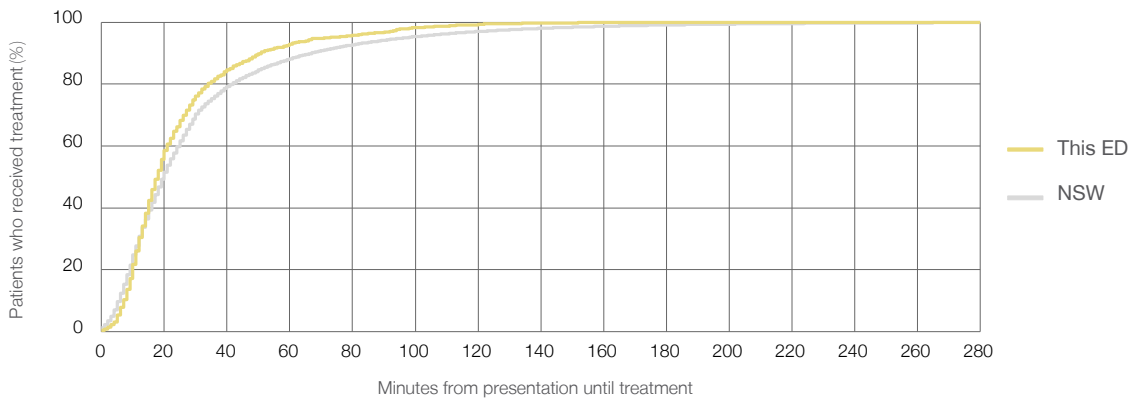
Number of triage 3 patients used to calculate waiting time:³ 1,868

Median time to start treatment⁴ 18 minutes

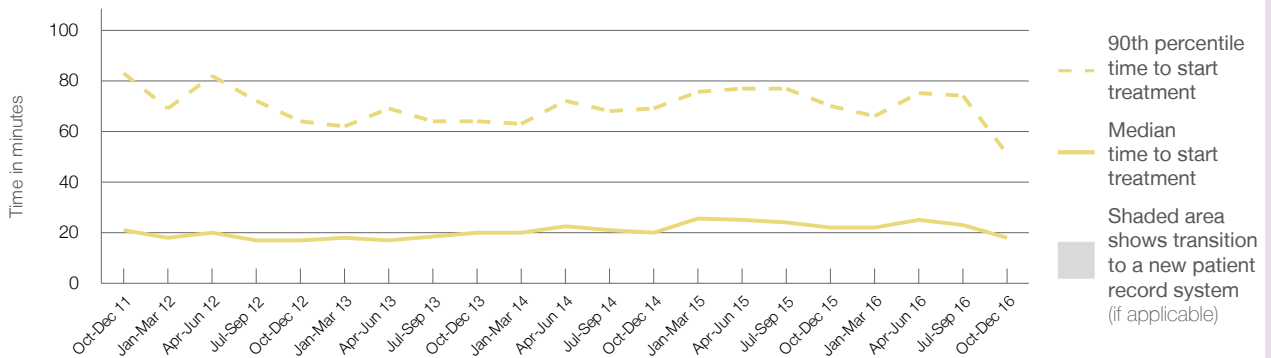
90th percentile time to start treatment⁵ 51 minutes

Same period last year	NSW (this period)
2,085	
2,036	
22 minutes	20 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^{†‡}



	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

(†) 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 waited to start treatment, triage 4 October to December 2016

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

Number of triage 4 patients: 2,590

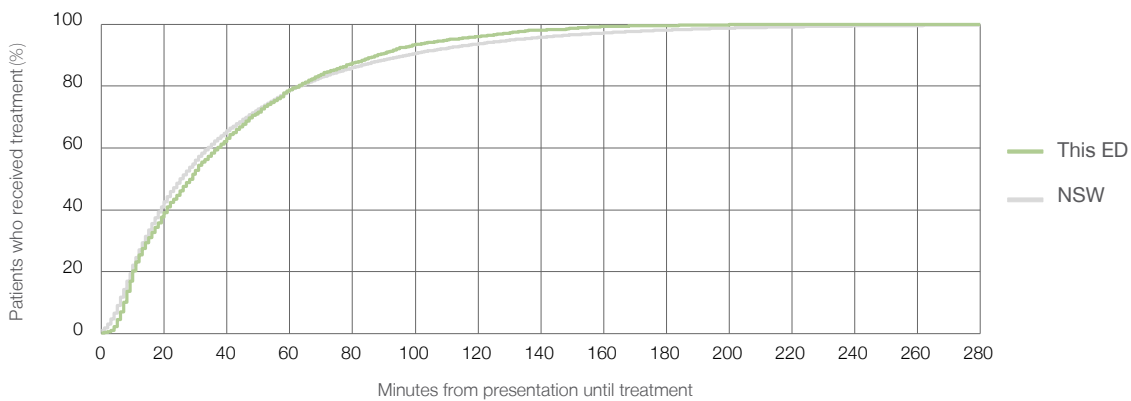
Number of triage 4 patients used to calculate waiting time:³ 2,476

Median time to start treatment⁴ 29 minutes

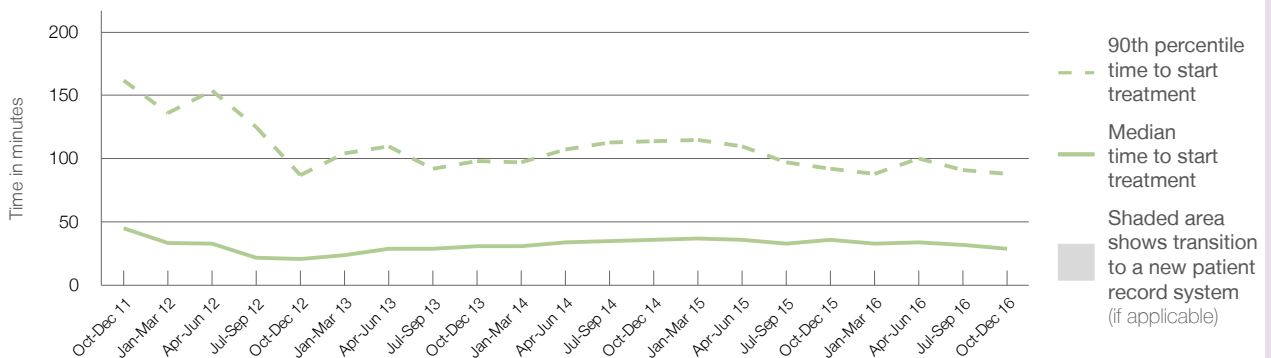
90th percentile time to start treatment⁵ 88 minutes

Same period last year	NSW (this period)
2,383	
2,241	
36 minutes	25 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.

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

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

Number of triage 5 patients: 721

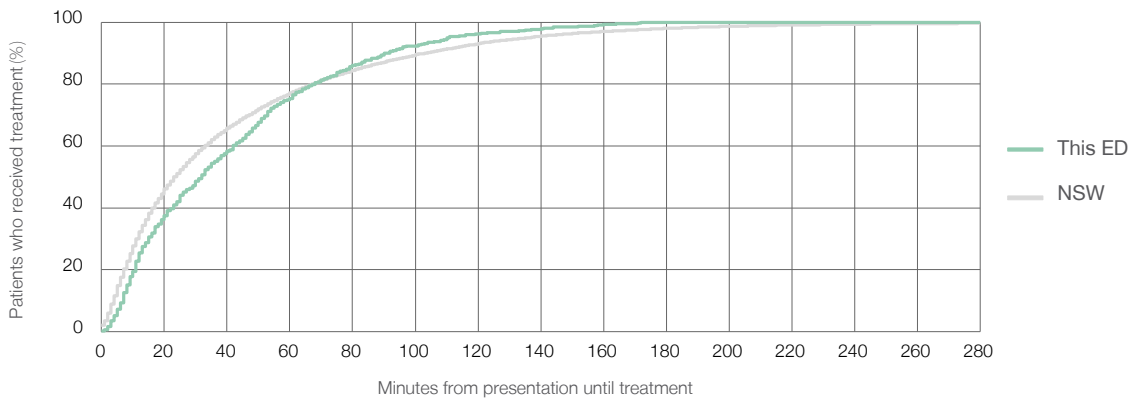
Number of triage 5 patients used to calculate waiting time:³ 638

Median time to start treatment⁴ 32 minutes

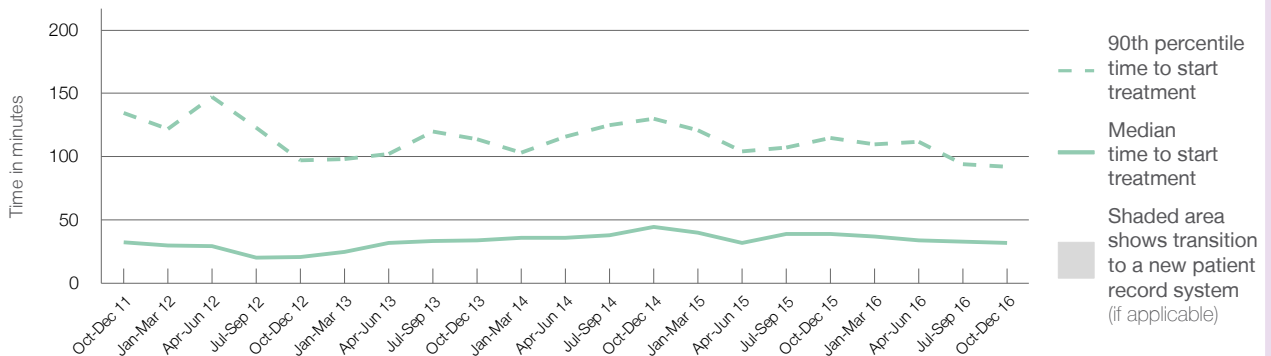
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
792	
683	
39 minutes	24 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

(†) 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

October to December 2016

All presentations:¹ 6,313 patients

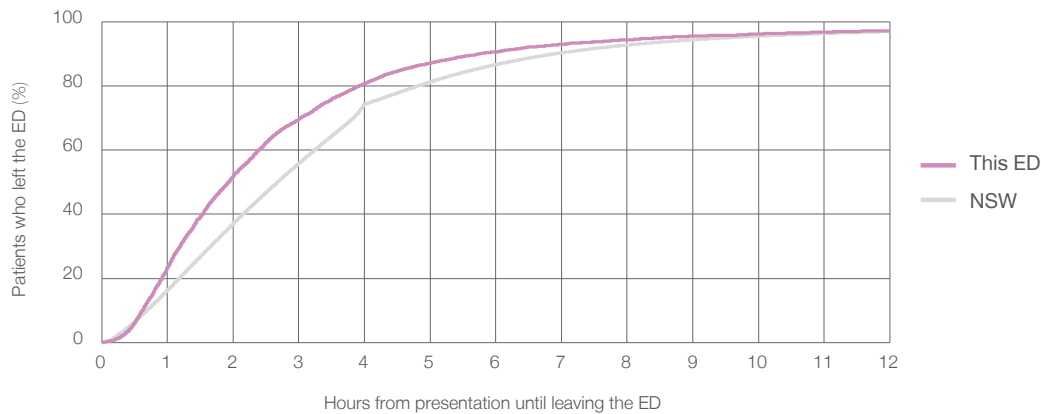
Presentations used to calculate time to leaving the ED:⁶ 6,313 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

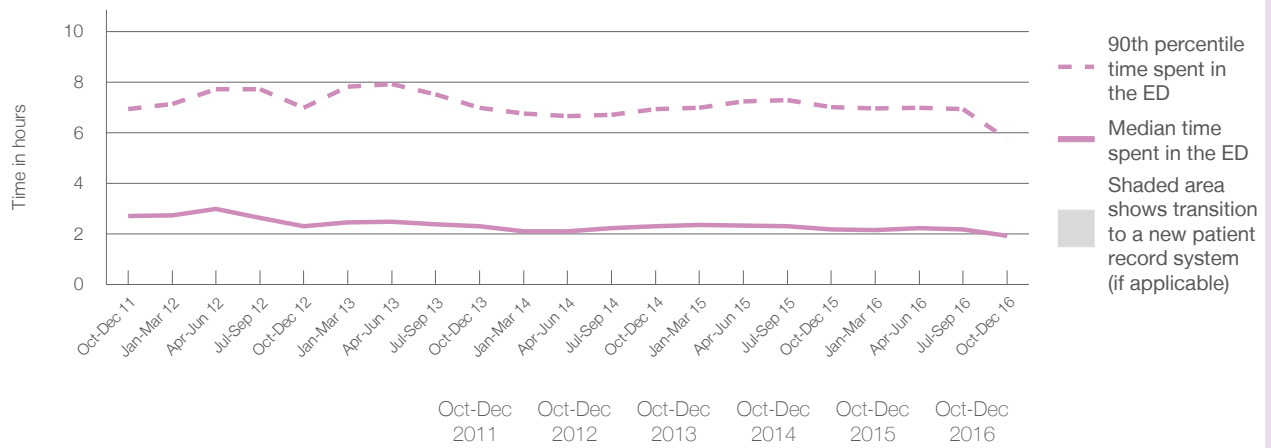
90th percentile time spent in the ED⁹ 5 hours and 45 minutes

Same period last year	NSW (this period)
6,356	
6,355	
2 hours and 11 minutes	2 hours and 41 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

(†) 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

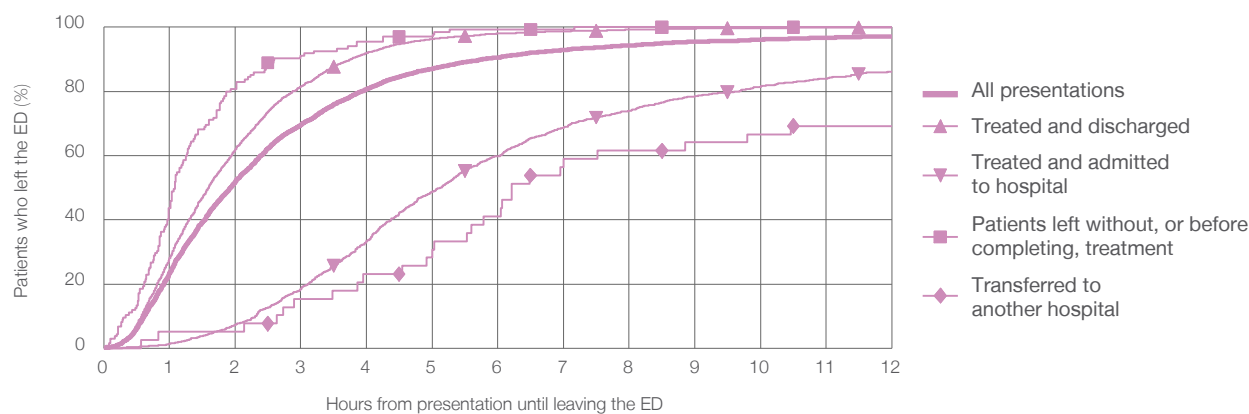
All presentations:¹ 6,313 patients

Presentations used to calculate time to leaving the ED:⁶ 6,313 patients

Treated and discharged	4,946 (78.3%)
Treated and admitted to hospital	1,174 (18.6%)
Patient left without, or before completing, treatment	135 (2.1%)
Transferred to another hospital	39 (0.6%)
Other	19 (0.3%)

Same period last year	Change since one year ago
6,355	-0.7%
4,890	1.1%
1,204	-2.5%
190	-28.9%
54	-27.8%
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

	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

All presentations at the emergency department:¹ 6,313 patients

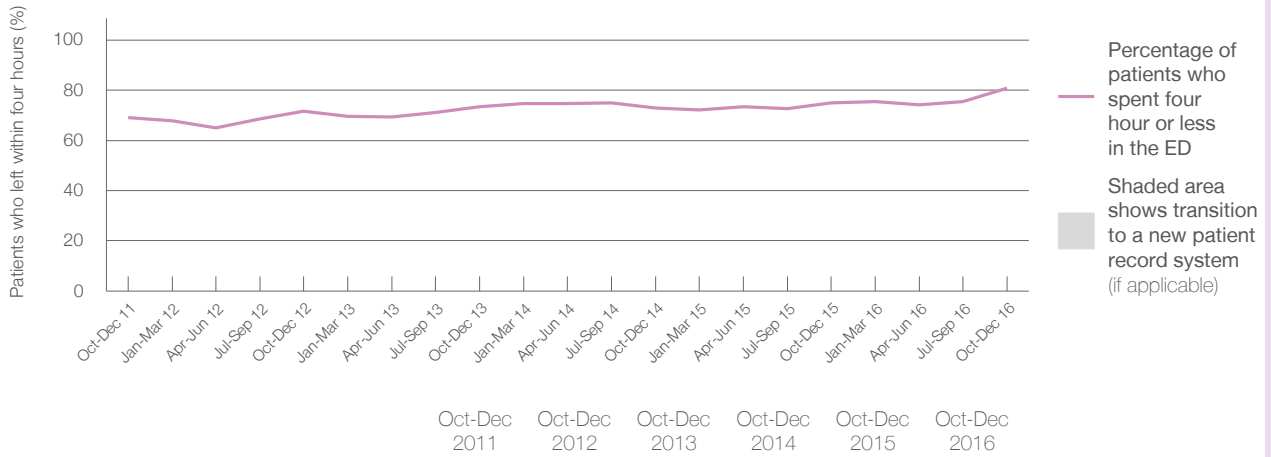
Presentations used to calculate time to leaving the ED:⁶ 6,313 patients

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: ¹	6,356	-0.7%
Presentations used to calculate time to leaving the ED: ⁶	6,355	-0.7%
Percentage of patients who spent four hours or less in the ED	74.8%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	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.

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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*.

- 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).

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.

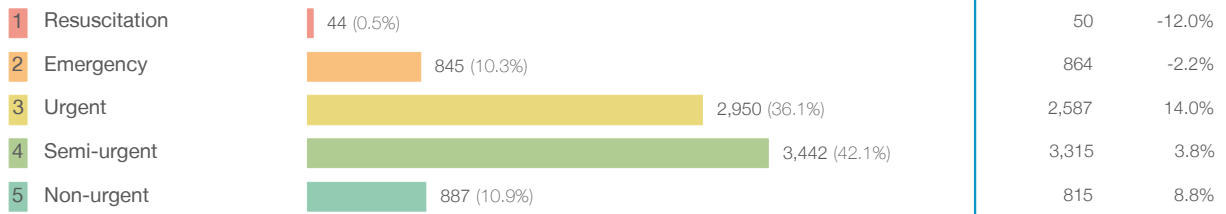
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

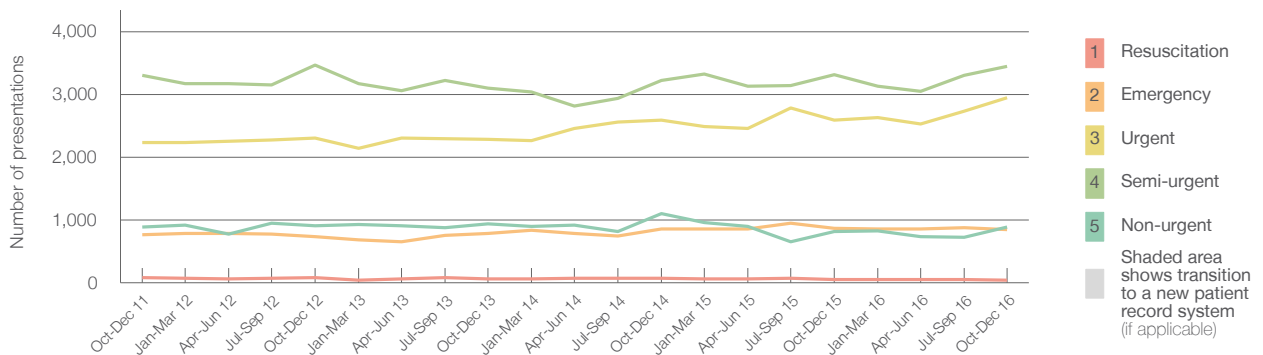
All presentations:¹ 8,442 patients

Emergency presentations² by triage category: 8,168 patients



Same period last year	Change since one year ago
7,942	6.3%
7,631	7.0%
50	-12.0%
864	-2.2%
2,587	14.0%
3,315	3.8%
815	8.8%

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



Same period last year	Change since one year ago
1,636	
15 minutes	-2 minutes
58 minutes	-21 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.

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

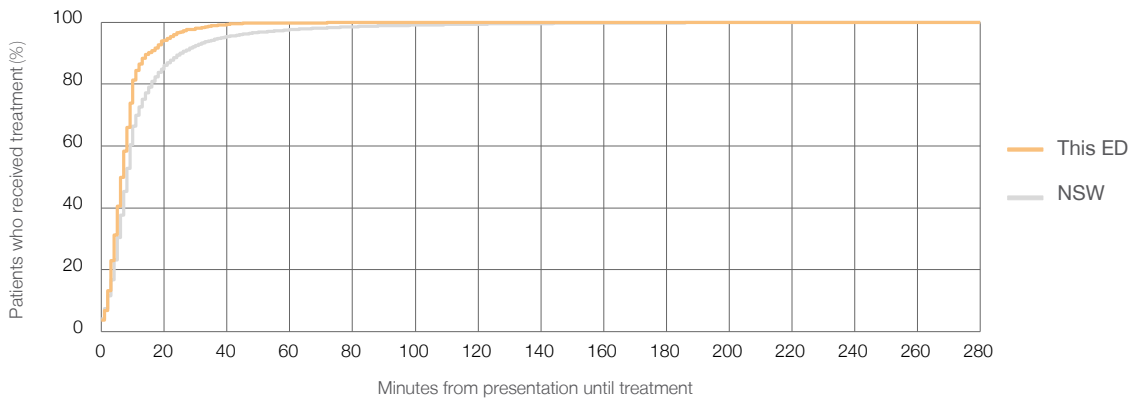
Number of triage 2 patients used to calculate waiting time:³ 842

Median time to start treatment⁴ 7 minutes

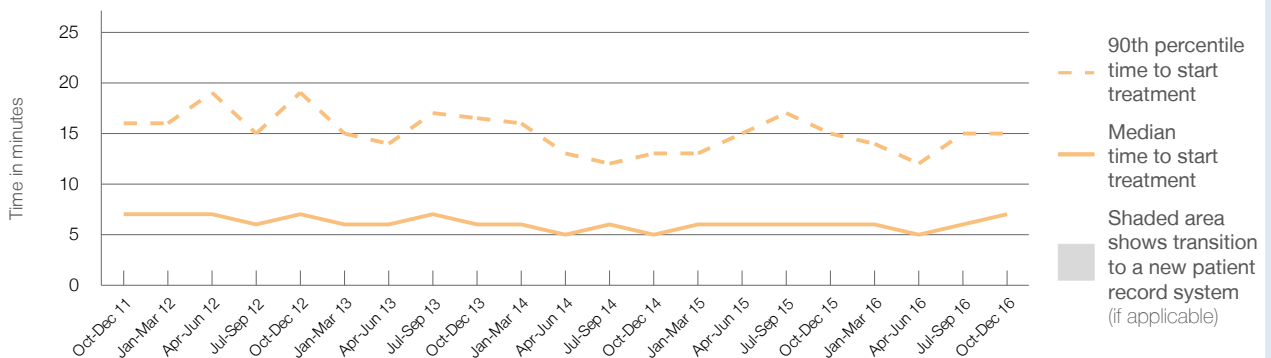
90th percentile time to start treatment⁵ 15 minutes

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

(†) 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 3 October to December 2016

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

Number of triage 3 patients: 2,950

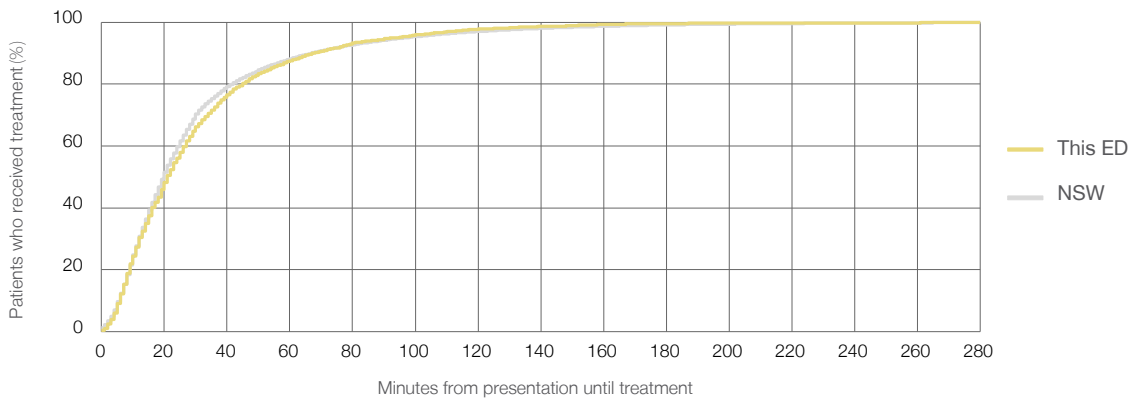
Number of triage 3 patients used to calculate waiting time:³ 2,895

Median time to start treatment⁴ 21 minutes

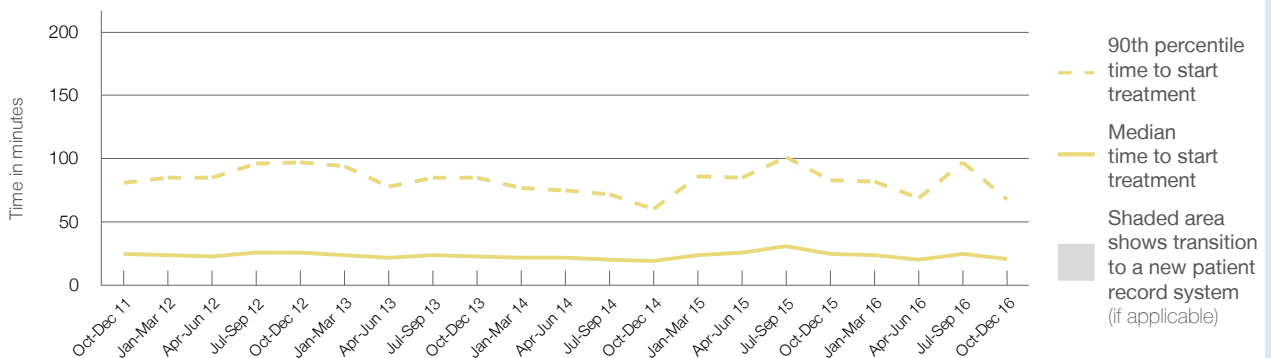
90th percentile time to start treatment⁵ 68 minutes

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

(†) 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 4 October to December 2016

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

Number of triage 4 patients: 3,442

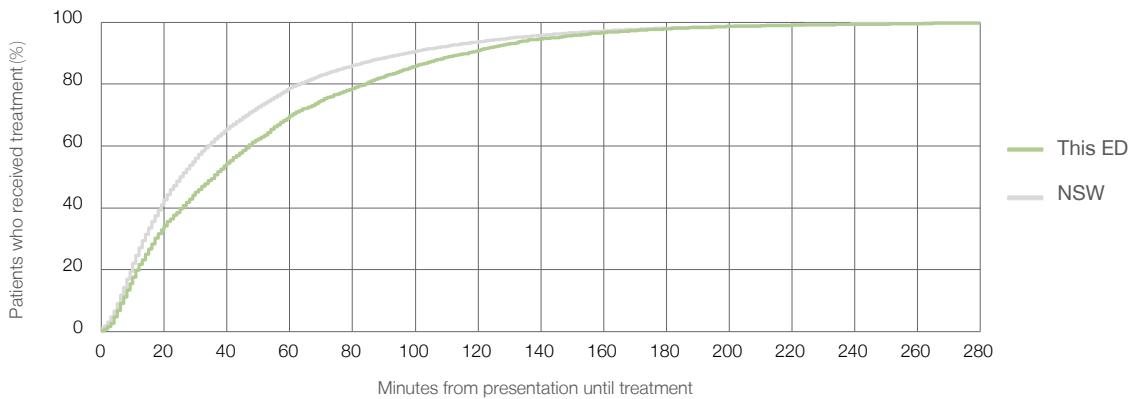
Number of triage 4 patients used to calculate waiting time:³ 3,237

Median time to start treatment⁴ 36 minutes

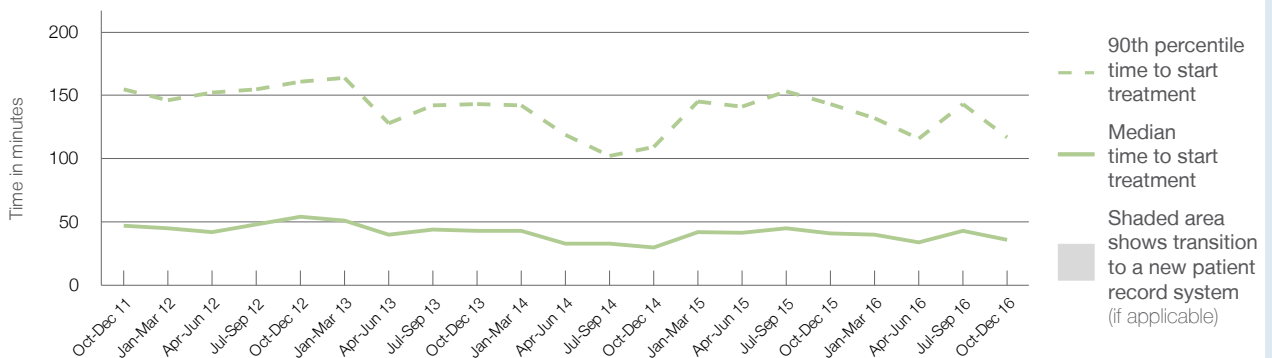
90th percentile time to start treatment⁵ 117 minutes

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

(†) 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 5 October to December 2016

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

Number of triage 5 patients: 887

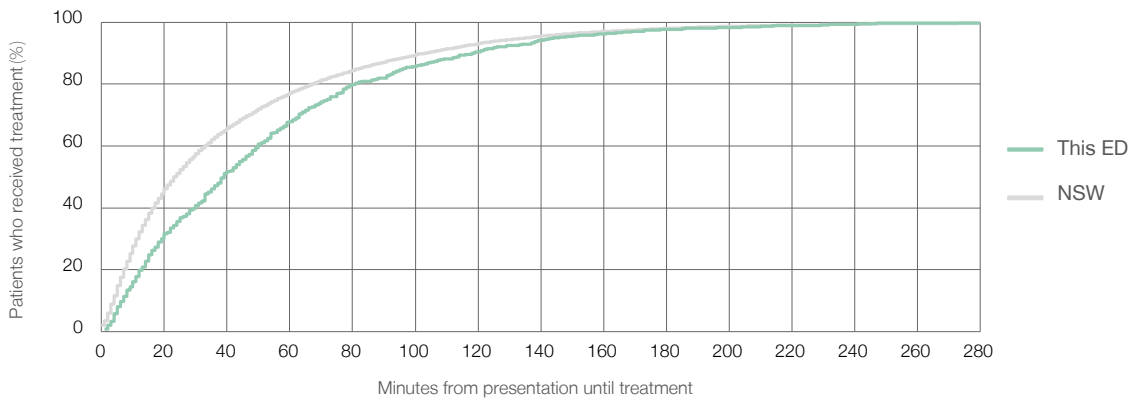
Number of triage 5 patients used to calculate waiting time:³ 788

Median time to start treatment⁴ 39 minutes

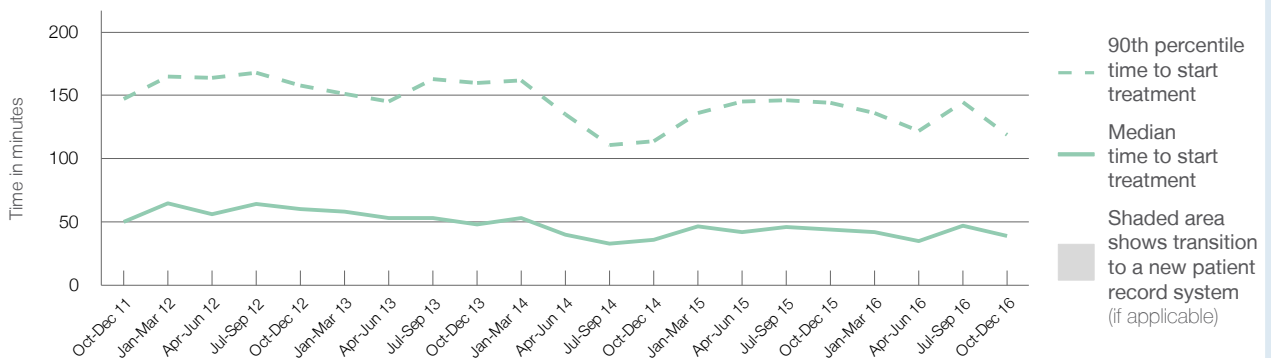
90th percentile time to start treatment⁵ 119 minutes

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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(‡) 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 spent in the ED October to December 2016

All presentations:¹ 8,442 patients

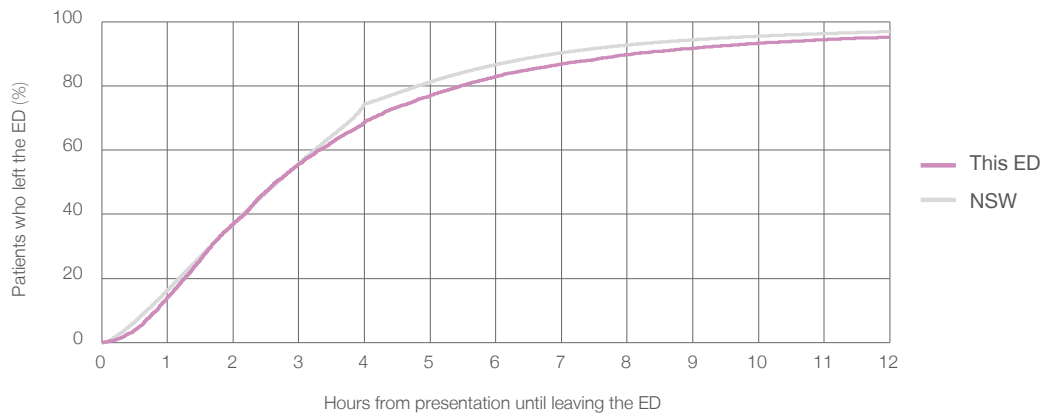
Presentations used to calculate time to leaving the ED:⁶ 8,442 patients

Median time spent in the ED⁸ 2 hours and 39 minutes

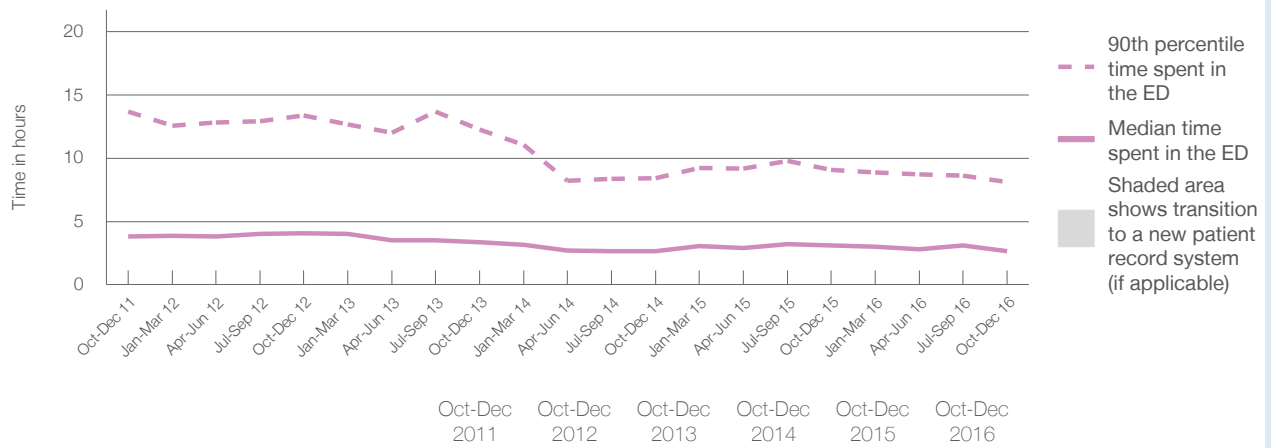
90th percentile time spent in the ED⁹ 8 hours and 7 minutes

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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Lismore Base Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

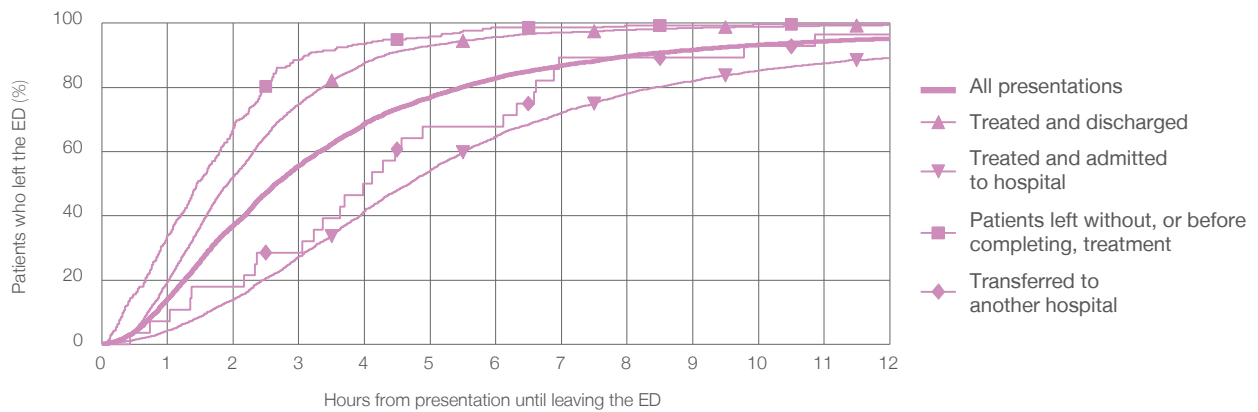
All presentations:¹ 8,442 patients

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

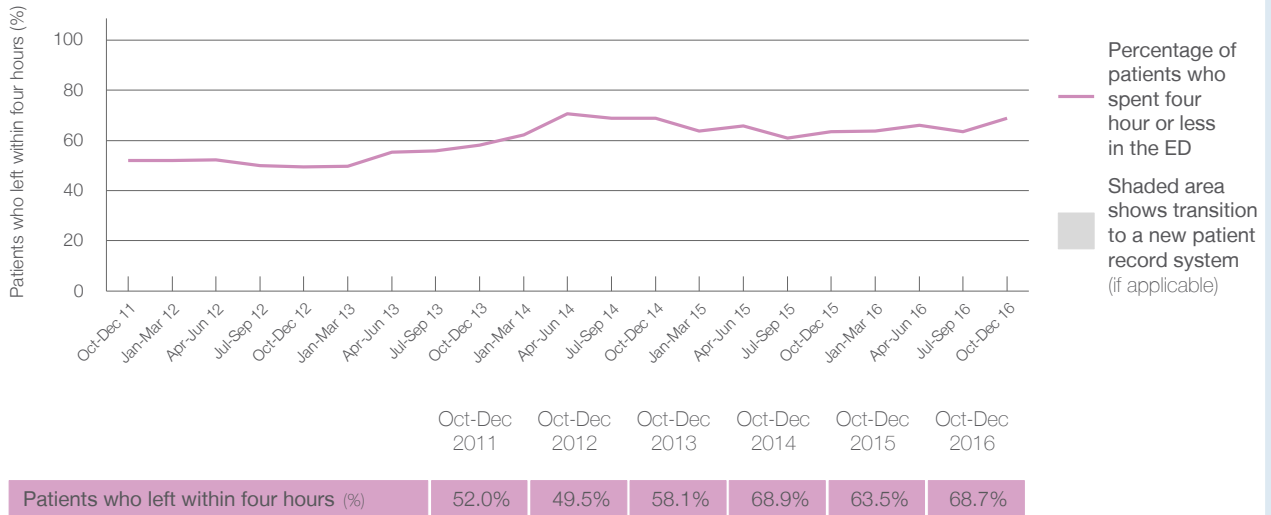
Presentations used to calculate time to leaving the ED:⁶ 8,442 patients

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



Same period last year	Change since one year ago
7,942	6.3%
7,939	6.3%
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.

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- 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*.
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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).

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

Maclean District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 3,066 patients
Emergency presentations:² 2,871 patients

Same period last year	Change since one year ago
3,084	-0.6%
2,897	-0.9%

Maclean District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 380 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,045 patients

Median time to start treatment⁴ 23 minutes
90th percentile time to start treatment⁵ 71 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,287 patients

Median time to start treatment⁴ 28 minutes
90th percentile time to start treatment⁵ 105 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 149 patients

Median time to start treatment⁴ 47 minutes
90th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
295	
15 minutes	8 minutes
39 minutes	26 minutes
1,128	
27 minutes	20 minutes
72 minutes	67 minutes
1,200	
31 minutes	25 minutes
109 minutes	97 minutes
274	
34 minutes	24 minutes
137 minutes	103 minutes

Maclean District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 3,065 patients

Percentage of patients who spent four hours or less in the ED 83.9%

Same period last year	Change since one year ago
3,083	-0.6%
83.9%	

* 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.

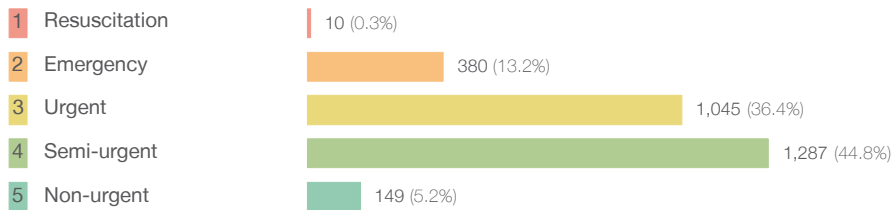
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Maclean District Hospital: Patients presenting to the emergency department October to December 2016

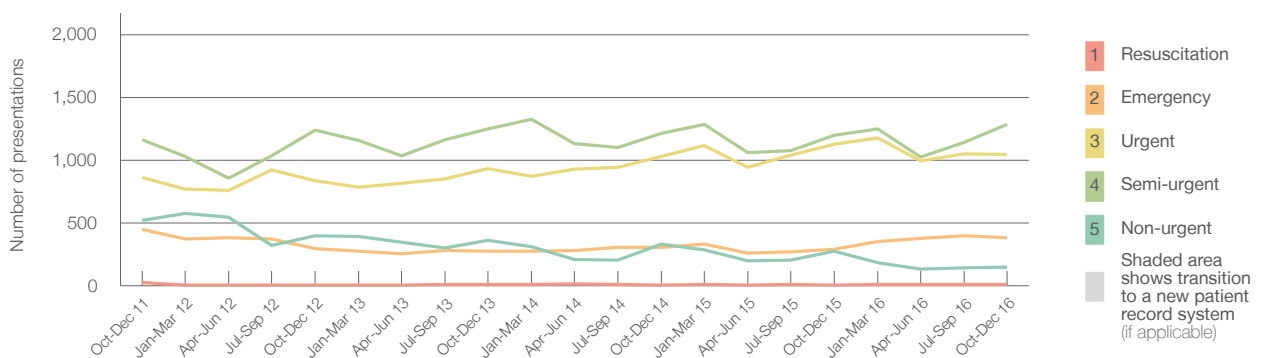
All presentations:¹ 3,066 patients

Emergency presentations² by triage category: 2,871 patients



	Same period last year	Change since one year ago
All presentations	3,084	-0.6%
Emergency presentations	2,897	-0.9%
1 Resuscitation	< 5	*
2 Emergency	295	30.6%
3 Urgent	1,128	-7.4%
4 Semi-urgent	1,200	7.3%
5 Non-urgent	274	-45.6%

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	23	6	9	< 5	< 5	10
Emergency	450	296	273	310	295	380
Urgent	863	835	931	1,028	1,128	1,045
Semi-urgent	1,160	1,237	1,247	1,211	1,200	1,287
Non-urgent	520	399	361	330	274	149
All emergency presentations	3,016	2,773	2,821	2,879	2,897	2,871

Maclean District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 380 patients

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	420	
ED Transfer of care time	12 minutes	0 minutes
90th percentile time	38 minutes	-9 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.

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

Maclean District 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: 380

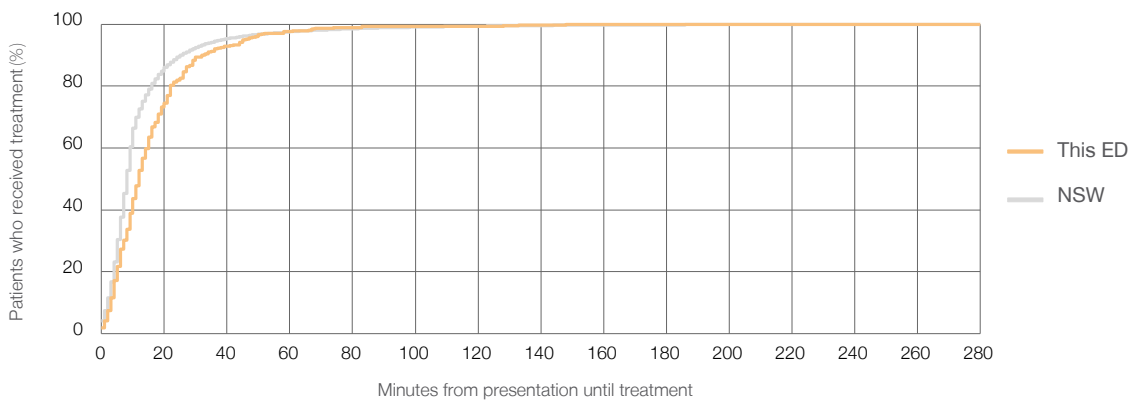
Number of triage 2 patients used to calculate waiting time:³ 376

Median time to start treatment⁴ 12 minutes

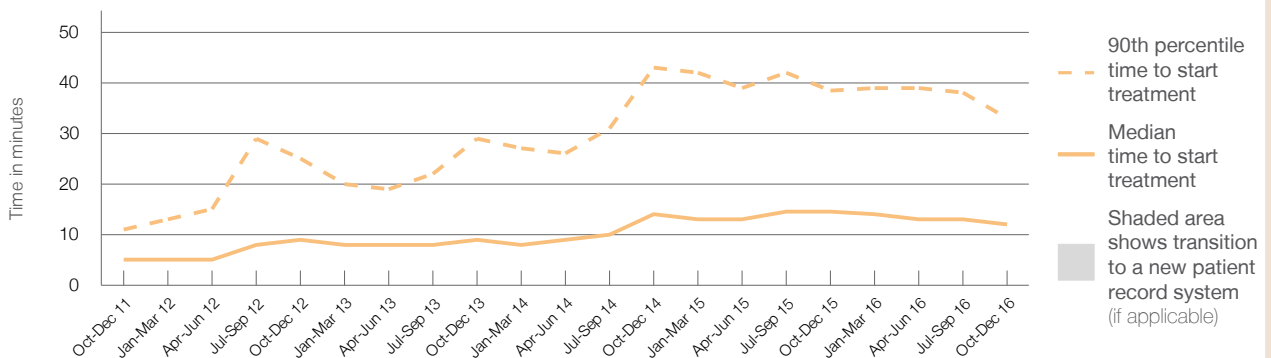
90th percentile time to start treatment⁵ 33 minutes

Same period last year	NSW (this period)
295	
290	
15 minutes	8 minutes
39 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)	5	9	9	14	15	12
90th percentile time to start treatment ⁵ (minutes)	11	25	29	43	39	33

(†) 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.

Maclean District 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: 1,045

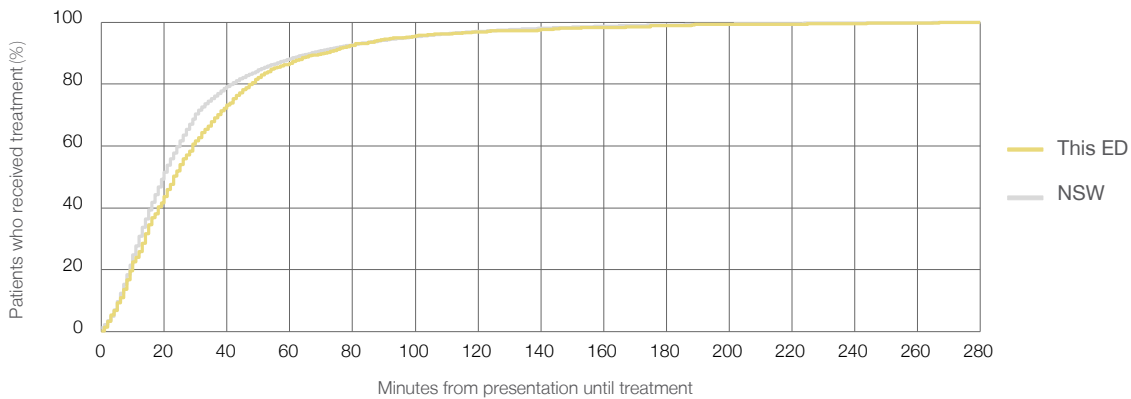
Number of triage 3 patients used to calculate waiting time:³ 1,027

Median time to start treatment⁴ 23 minutes

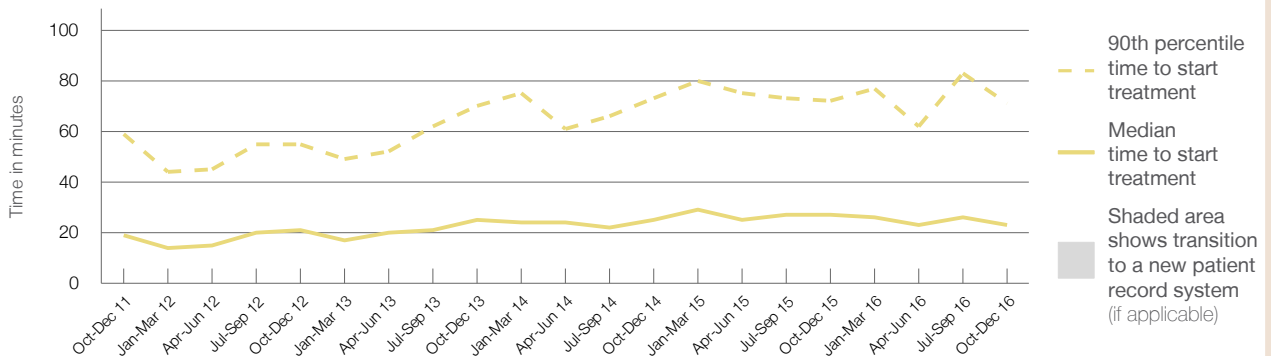
90th percentile time to start treatment⁵ 71 minutes

Same period last year	NSW (this period)
1,128	
1,101	
27 minutes	20 minutes
72 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)	19	21	25	25	27	23
90th percentile time to start treatment ⁵ (minutes)	59	55	70	73	72	71

(†) 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.

Maclean District 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: 1,287

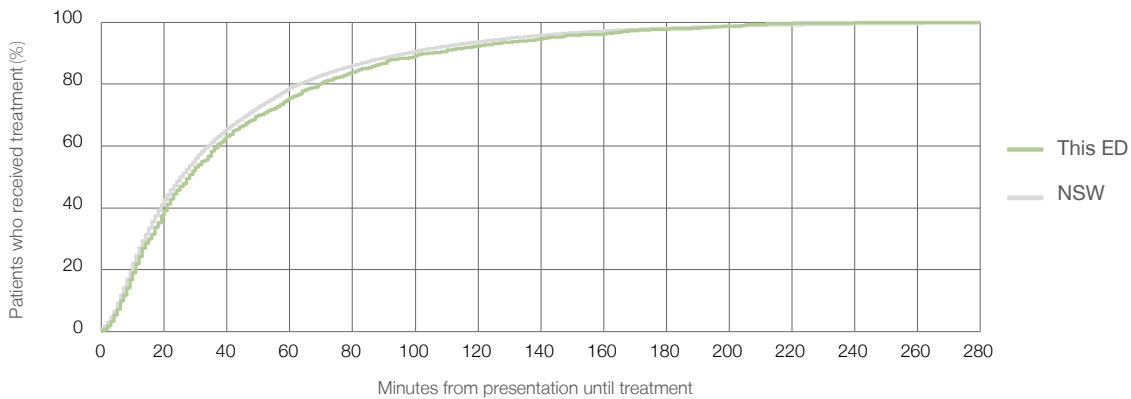
Number of triage 4 patients used to calculate waiting time:³ 1,201

Median time to start treatment⁴ 28 minutes

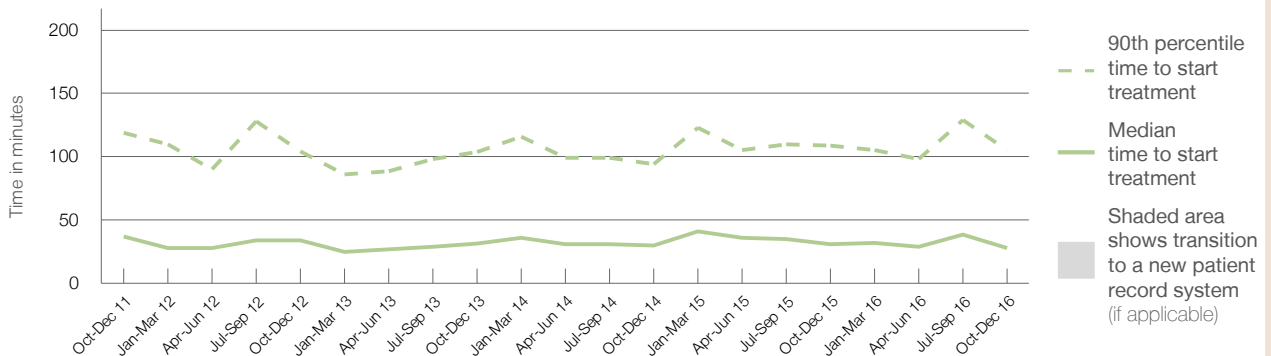
90th percentile time to start treatment⁵ 105 minutes

Same period last year	NSW (this period)
1,200	1,113
31 minutes	25 minutes
109 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)	37	34	32	30	31	28
90th percentile time to start treatment ⁵ (minutes)	119	104	104	94	109	105

(†) 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.

Maclean District 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: 149

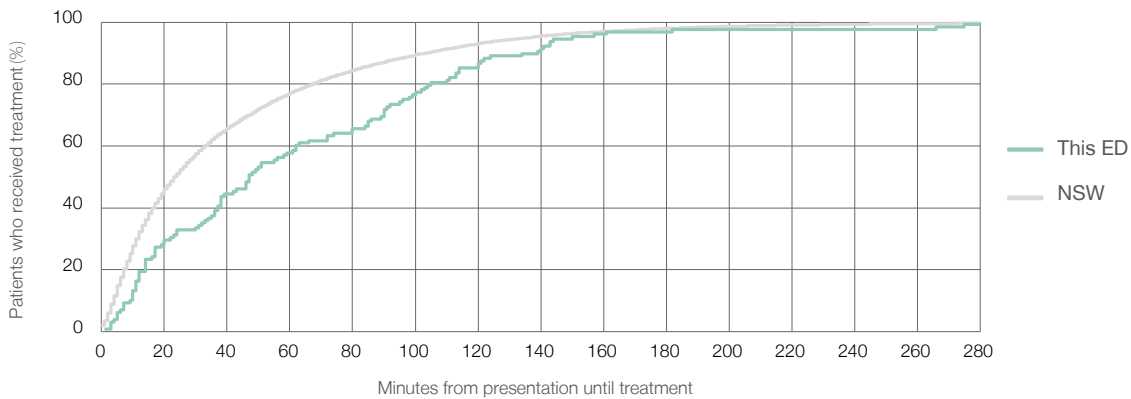
Number of triage 5 patients used to calculate waiting time:³ 128

Median time to start treatment⁴ 47 minutes

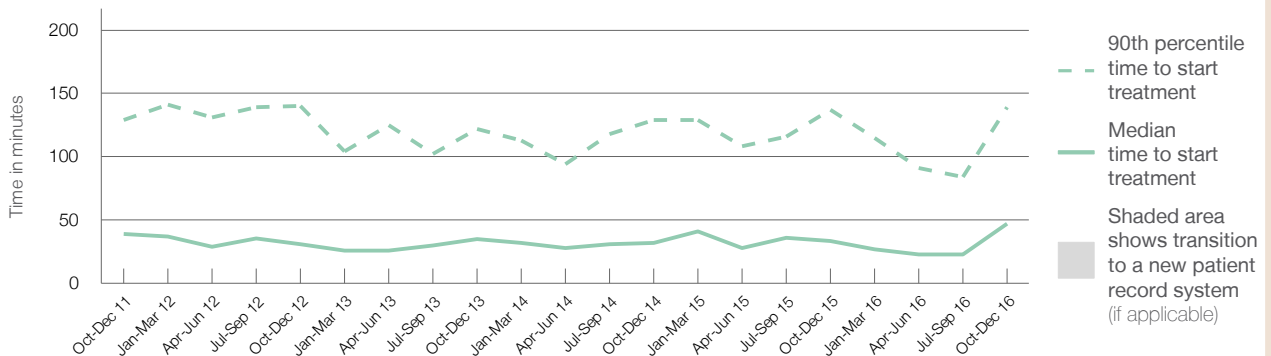
90th percentile time to start treatment⁵ 139 minutes

Same period last year	NSW (this period)
274	218
34 minutes	24 minutes
137 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)	39	31	35	32	34	47
90th percentile time to start treatment ⁵ (minutes)	129	140	122	129	137	139

(†) 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.

Maclean District Hospital: Time patients spent in the ED October to December 2016

All presentations:¹ 3,066 patients

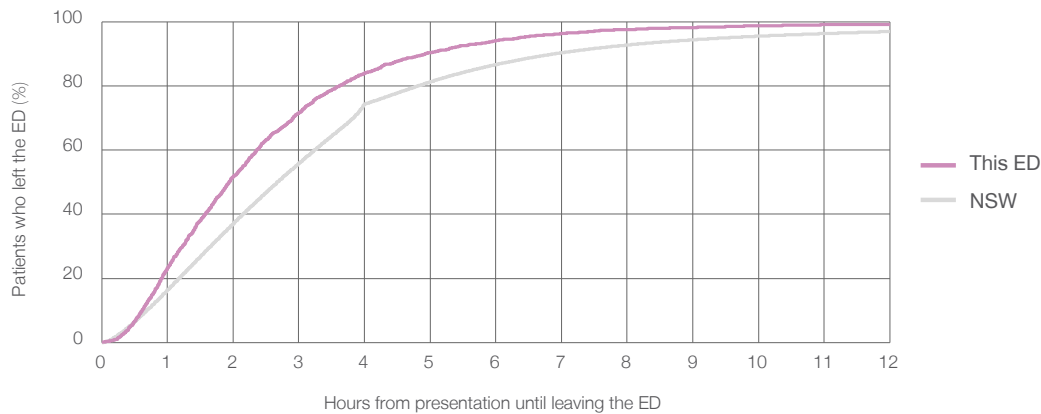
Presentations used to calculate time to leaving the ED:⁶ 3,065 patients

Median time spent in the ED⁸ 1 hours and 56 minutes

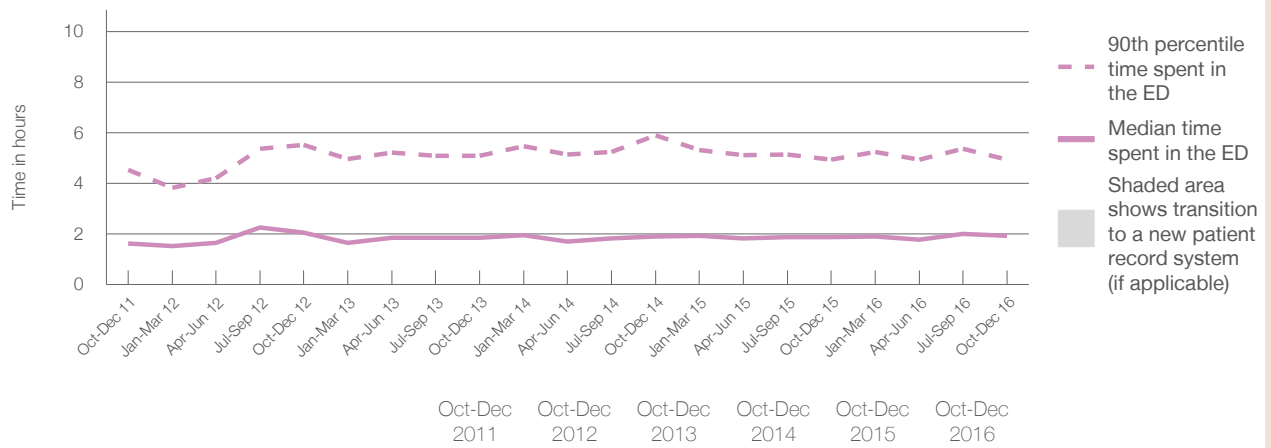
90th percentile time spent in the ED⁹ 4 hours and 56 minutes

Same period last year	NSW (this period)
3,084	
3,083	
1 hours and 53 minutes	2 hours and 41 minutes
4 hours and 57 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)	1h 38m	2h 4m	1h 52m	1h 55m	1h 53m	1h 56m
90th percentile time to leaving the ED ⁹ (hours, minutes)	4h 33m	5h 32m	5h 6m	5h 54m	4h 57m	4h 56m

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

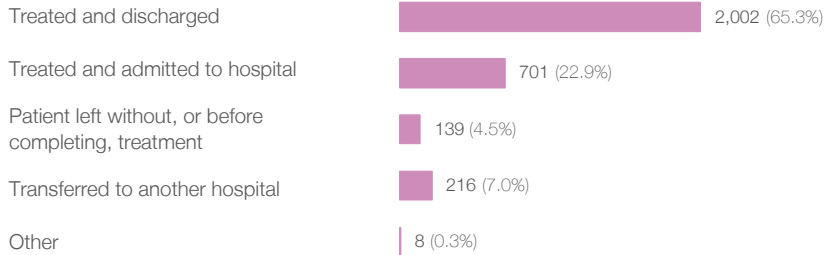
(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after trans For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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

Maclean District Hospital: Time patients spent in the ED By mode of separation October to December 2016

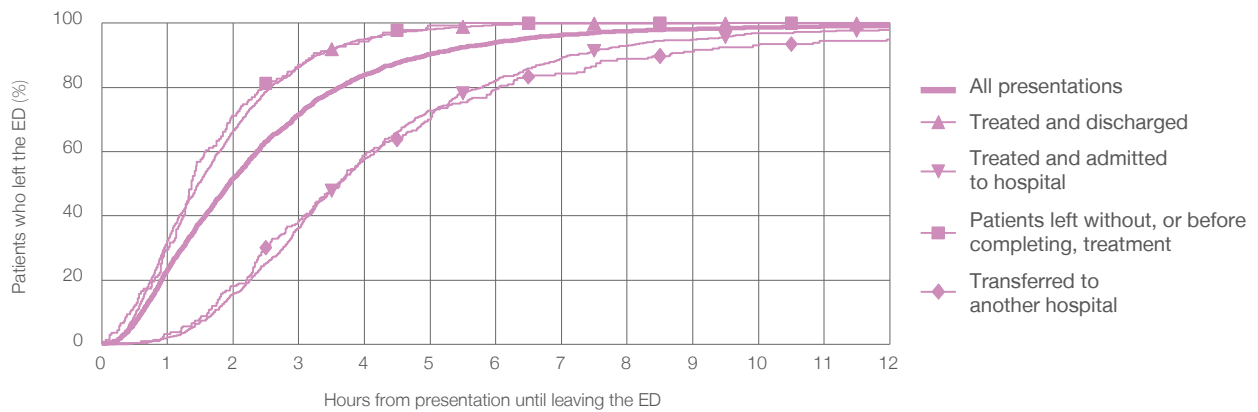
All presentations:¹ 3,066 patients

Presentations used to calculate time to leaving the ED:⁶ 3,065 patients



	Same period last year	Change since one year ago
	3,083	-0.6%
Treated and discharged	2,001	0.0%
Treated and admitted to hospital	719	-2.5%
Patient left without, or before completing, treatment	139	0.0%
Transferred to another hospital	219	-1.4%
Other	6	33.3%

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	32.3%	66.6%	86.3%	95.1%	99.4%	100%	100%	100%
Treated and admitted to hospital	2.1%	15.7%	36.2%	57.8%	82.2%	93.0%	96.9%	97.9%
Patient left without, or before completing, treatment	29.5%	71.2%	87.1%	94.2%	100%	100%	100%	100%
Transferred to another hospital	3.2%	18.1%	38.4%	58.8%	79.6%	88.9%	93.1%	94.9%
All presentations	23.3%	51.8%	71.5%	83.9%	94.1%	97.6%	98.8%	99.2%

(†) 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.

Maclean District 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 3,066 patients

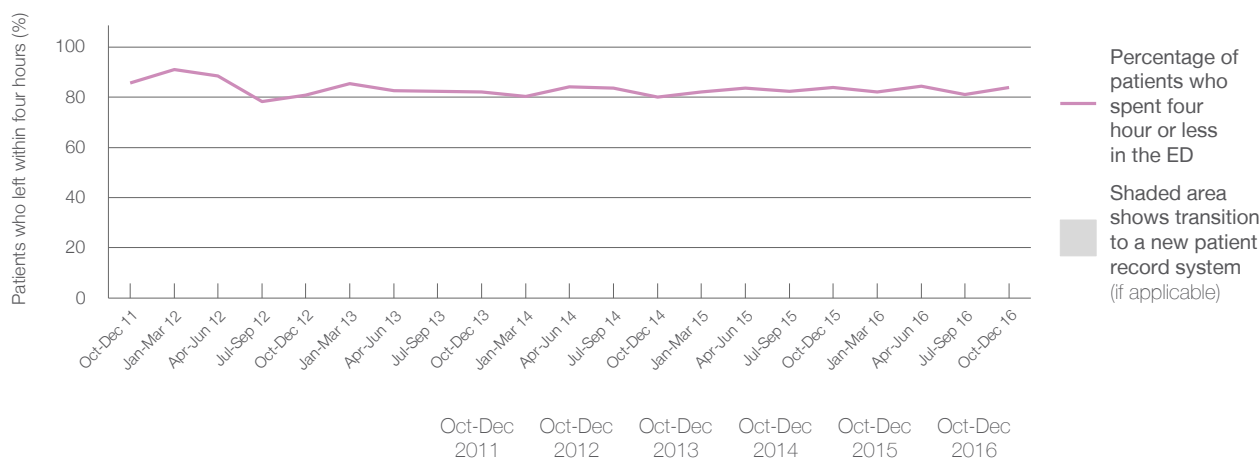
Presentations used to calculate time to leaving the ED:⁶ 3,065 patients

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	3,084	-0.6%
Presentations used to calculate time to leaving the ED	3,083	-0.6%
Percentage of patients who spent four hours or less in the ED	83.9%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	85.6%	80.8%	82.1%	80.2%	83.9%	83.9%

* 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).

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

Murwillumbah District Hospital: Emergency department (ED) overview

October to December 2016

All presentations:¹ 4,564 patients
Emergency presentations:² 4,113 patients

Same period last year	Change since one year ago
4,453	2.5%
4,047	1.6%

Murwillumbah District Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 285 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): 1,288 patients

Median time to start treatment⁴ 12 minutes
90th percentile time to start treatment⁵ 33 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,139 patients

Median time to start treatment⁴ 15 minutes
90th percentile time to start treatment⁵ 60 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 396 patients

Median time to start treatment⁴ 18 minutes
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
249	
6 minutes	8 minutes
13 minutes	26 minutes
1,297	
14 minutes	20 minutes
37 minutes	67 minutes
2,189	
17 minutes	25 minutes
76 minutes	97 minutes
301	
21 minutes	24 minutes
88 minutes	103 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 4,563 patients

Percentage of patients who spent four hours or less in the ED 89.2%

Same period last year	Change since one year ago
4,448	2.6%
89.1%	

* 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.

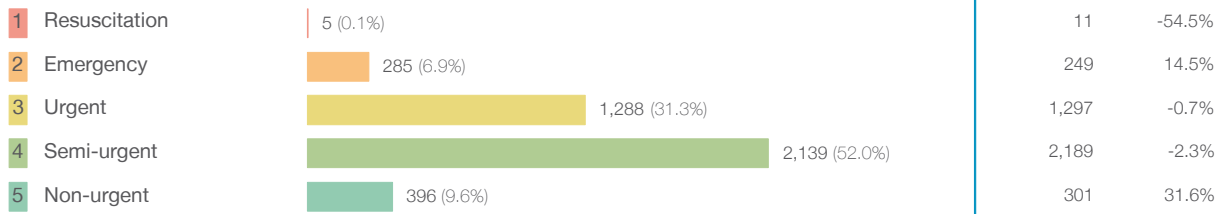
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

Murwillumbah District Hospital: Patients presenting to the emergency department October to December 2016

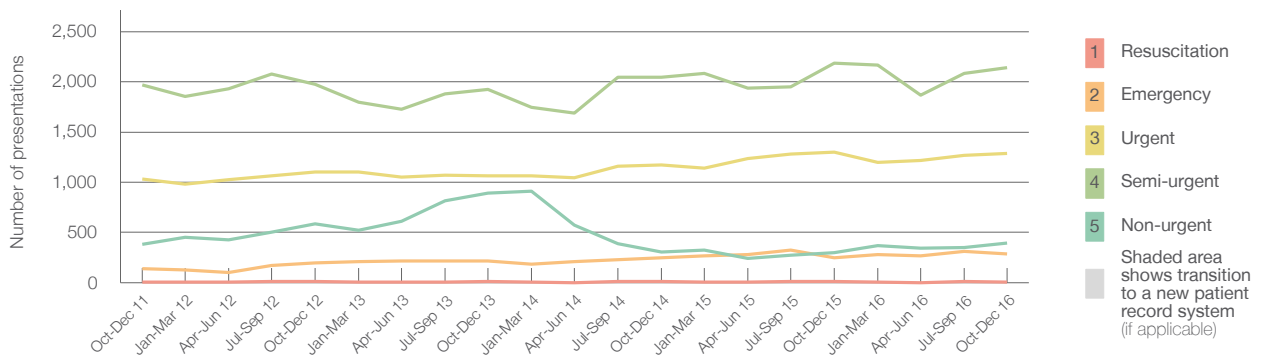
All presentations:¹ 4,564 patients

Emergency presentations² by triage category: 4,113 patients



Same period last year	Change since one year ago
4,453	2.5%
4,047	1.6%
11	-54.5%
249	14.5%
1,297	-0.7%
2,189	-2.3%
301	31.6%

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	< 5	13	14	12	11	5
Emergency	143	194	214	249	249	285
Urgent	1,035	1,099	1,061	1,171	1,297	1,288
Semi-urgent	1,971	1,977	1,922	2,044	2,189	2,139
Non-urgent	381	588	891	306	301	396
All emergency presentations	3,530	3,871	4,102	3,782	4,047	4,113

Murwillumbah District Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 189 patients **

ED Transfer of care time



Same period last year	Change since one year ago
209	
11 minutes	0 minutes
27 minutes	-5 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.

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

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

Murwillumbah District 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: 285

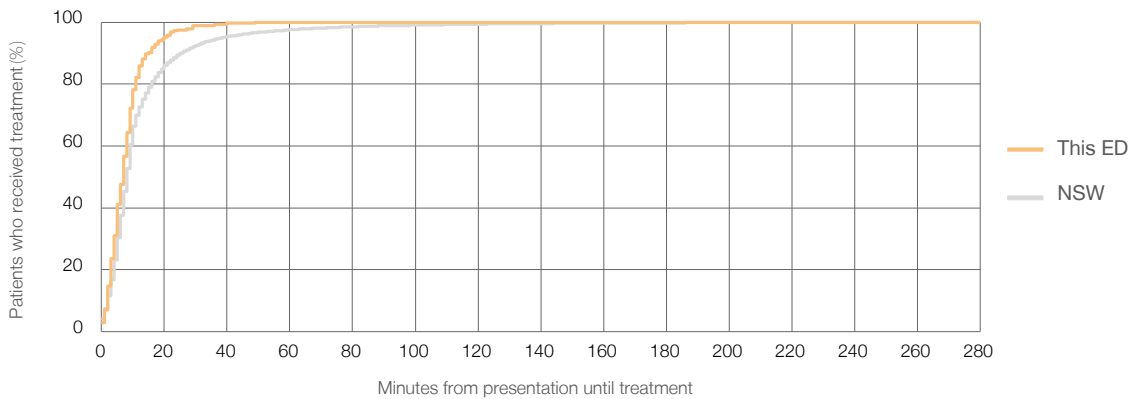
Number of triage 2 patients used to calculate waiting time:³ 284

Median time to start treatment⁴ ■ 7 minutes

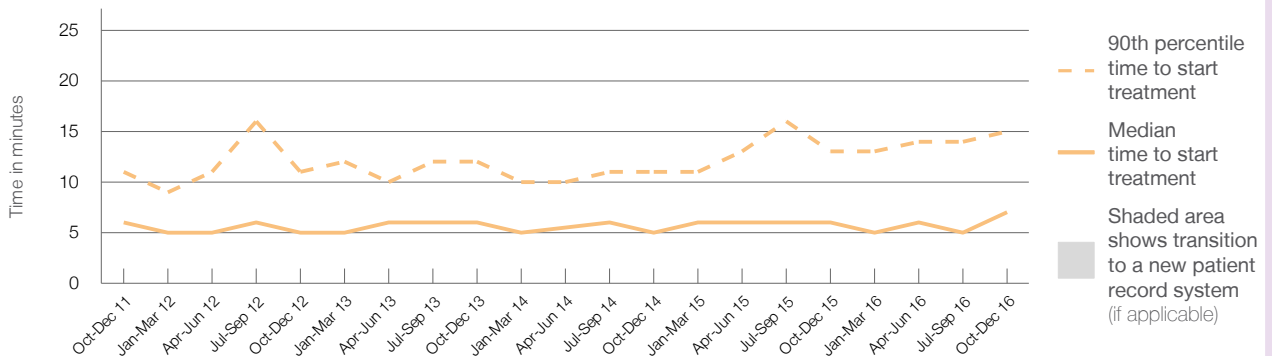
90th percentile time to start treatment⁵ ■ 15 minutes

Same period last year	NSW (this period)
249	
247	
6 minutes	8 minutes
13 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)	6	5	6	5	6	7
90th percentile time to start treatment ⁵ (minutes)	11	11	12	11	13	15

(†) 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.

Murwillumbah District 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: 1,288

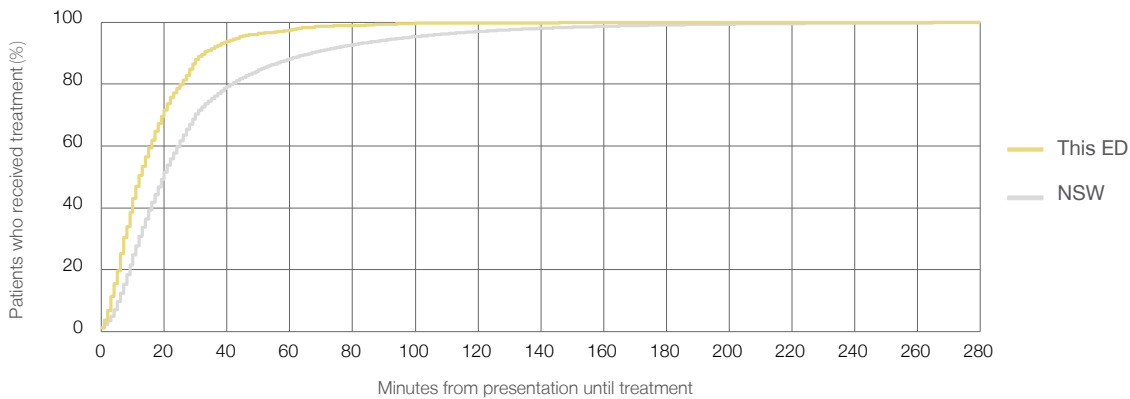
Number of triage 3 patients used to calculate waiting time:³ 1,276

Median time to start treatment⁴ 12 minutes

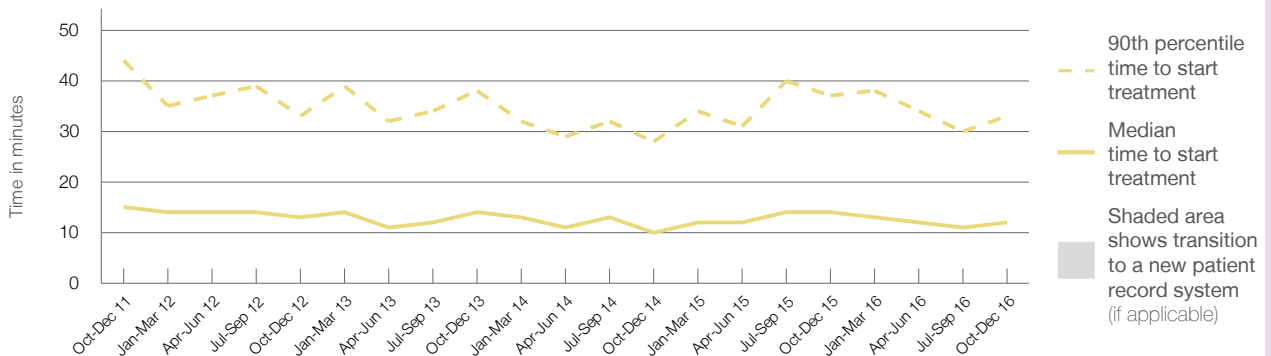
90th percentile time to start treatment⁵ 33 minutes

	Same period last year	NSW (this period)
Number of triage 3 patients	1,297	1,288
Median time to start treatment ⁴	14 minutes	20 minutes
90th percentile time to start treatment ⁵	37 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)	15	13	14	10	14	12
90th percentile time to start treatment ⁵ (minutes)	44	33	38	28	37	33

(†) 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.

Murwillumbah District 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: 2,139

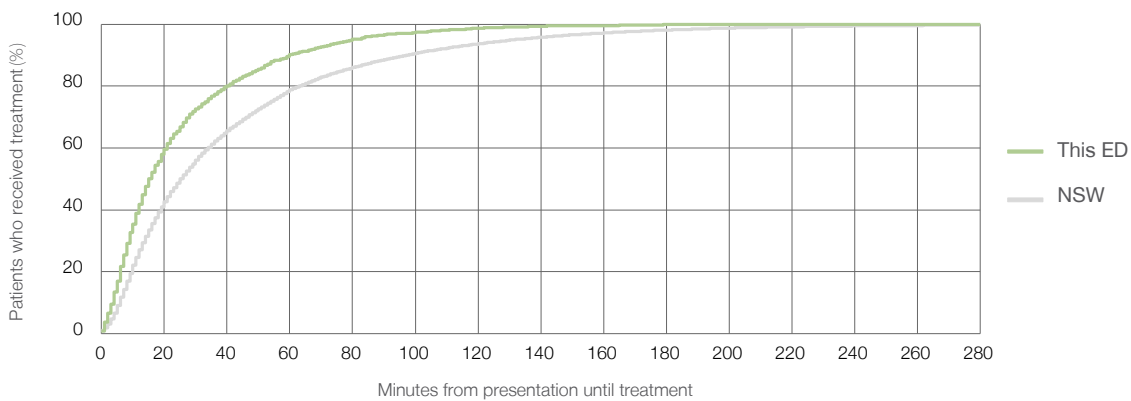
Number of triage 4 patients used to calculate waiting time:³ 2,086

Median time to start treatment⁴ 15 minutes

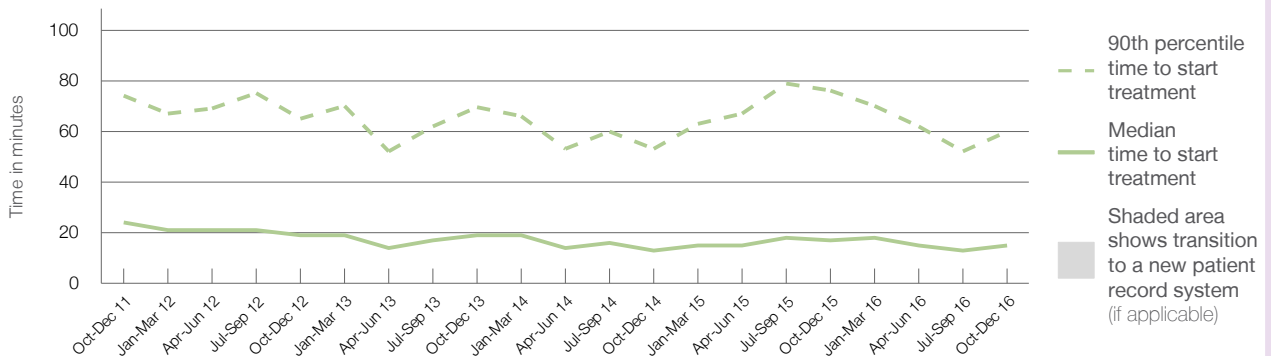
90th percentile time to start treatment⁵ 60 minutes

Same period last year	NSW (this period)
2,189	2,122
17 minutes	25 minutes
76 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)	24	19	19	13	17	15
90th percentile time to start treatment ⁵ (minutes)	74	65	70	53	76	60

(†) 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.

Murwillumbah District 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: 396

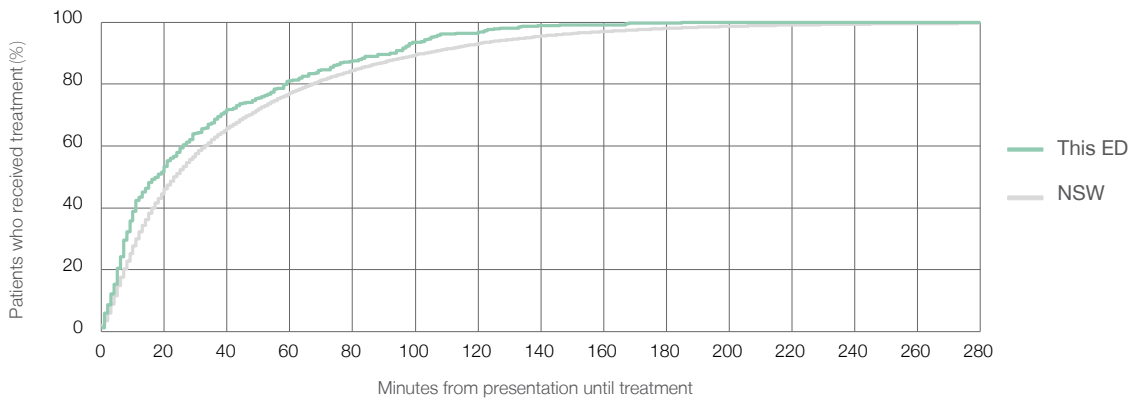
Number of triage 5 patients used to calculate waiting time:³ 371

Median time to start treatment⁴ 18 minutes

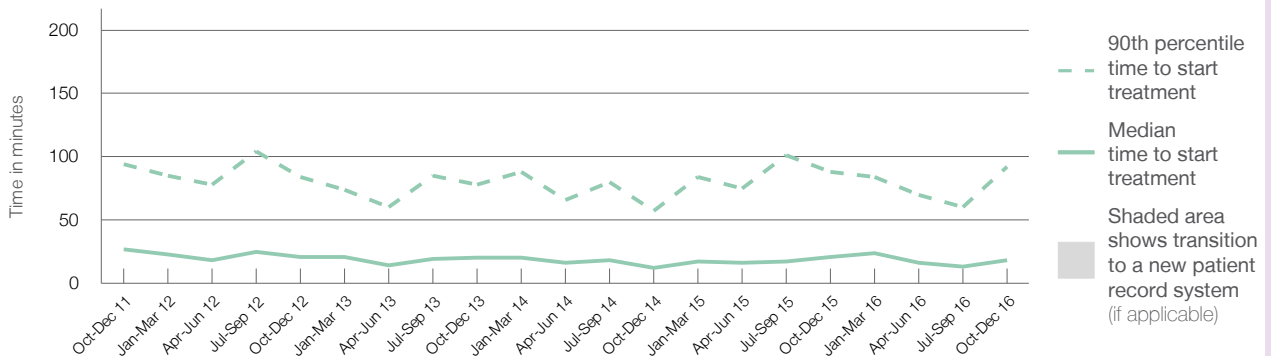
90th percentile time to start treatment⁵ 92 minutes

Same period last year	NSW (this period)
301	
277	
21 minutes	24 minutes
88 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)	27	21	20	12	21	18
90th percentile time to start treatment ⁵ (minutes)	94	84	78	57	88	92

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED

October to December 2016

All presentations:¹ 4,564 patients

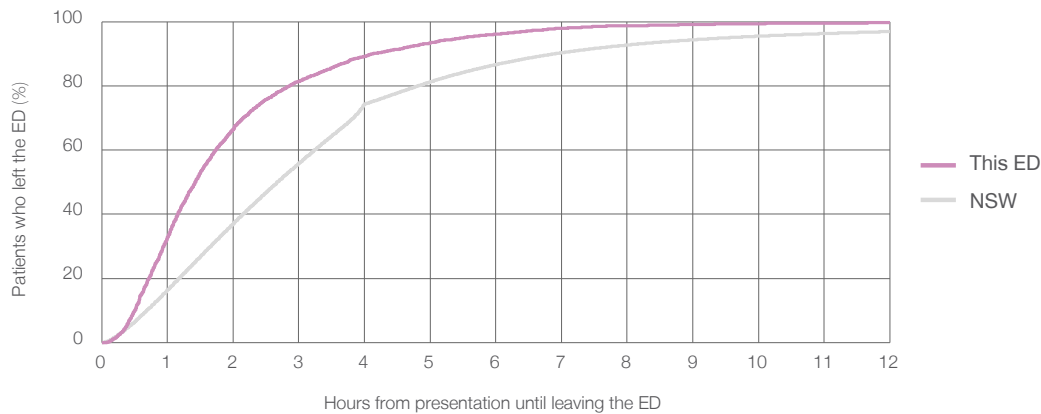
Presentations used to calculate time to leaving the ED:⁶ 4,563 patients

Median time spent in the ED⁸ 1 hours and 25 minutes

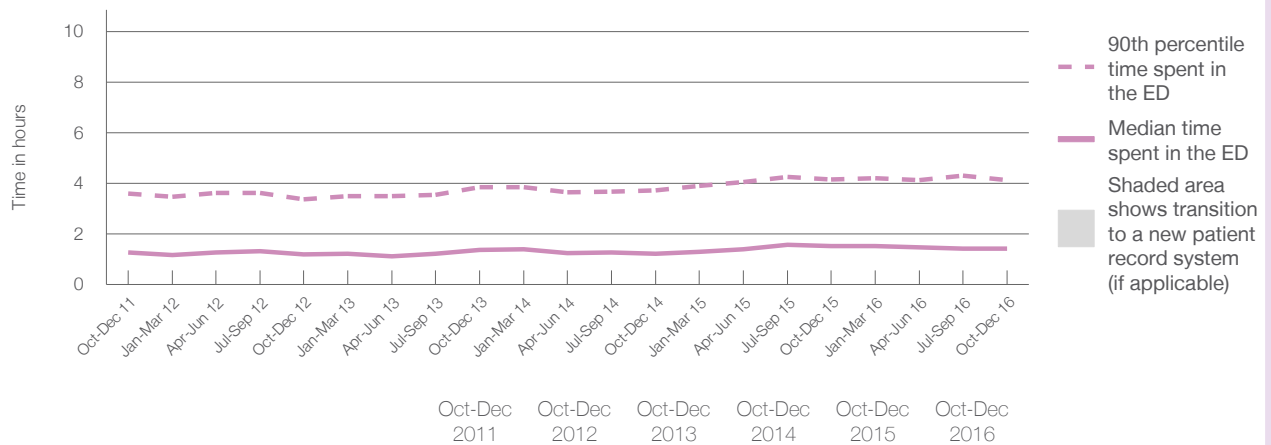
90th percentile time spent in the ED⁹ 4 hours and 8 minutes

Same period last year	NSW (this period)
4,453	
4,448	
1 hours and 31 minutes	2 hours and 41 minutes
4 hours and 10 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)	1h 17m	1h 12m	1h 23m	1h 14m	1h 31m	1h 25m
90th percentile time to leaving the ED ⁹ (hours, minutes)	3h 36m	3h 23m	3h 52m	3h 44m	4h 10m	4h 8m

(†) 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.

Murwillumbah District Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

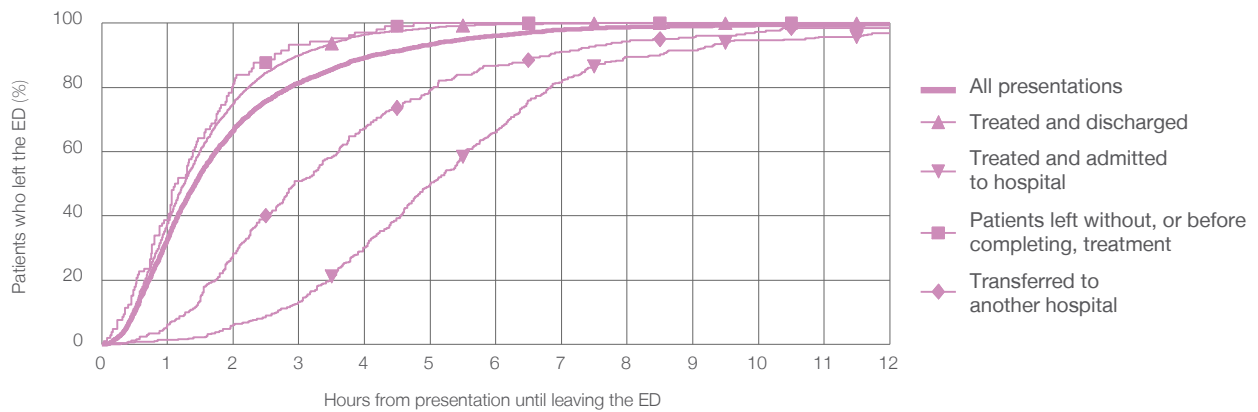
All presentations:¹ 4,564 patients

Presentations used to calculate time to leaving the ED:⁶ 4,563 patients

Treated and discharged	3,813 (83.5%)
Treated and admitted to hospital	380 (8.3%)
Patient left without, or before completing, treatment	106 (2.3%)
Transferred to another hospital	262 (5.7%)
Other	3 (0.1%)

Same period last year	Change since one year ago
4,448	2.6%
3,699	3.1%
383	-0.8%
122	-13.1%
242	8.3%
7	-57.1%

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	37.7%	75.0%	90.0%	96.4%	99.6%	100%	100%	100%
Treated and admitted to hospital	1.3%	6.1%	13.2%	30.0%	66.1%	89.5%	94.7%	96.8%
Patient left without, or before completing, treatment	38.7%	81.1%	93.4%	97.2%	100%	100%	100%	100%
Transferred to another hospital	6.1%	28.2%	50.8%	67.2%	86.6%	94.3%	97.3%	98.5%
All presentations	32.9%	66.7%	81.4%	89.2%	96.1%	98.8%	99.4%	99.6%

(†) 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.

Murwillumbah District 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 4,564 patients

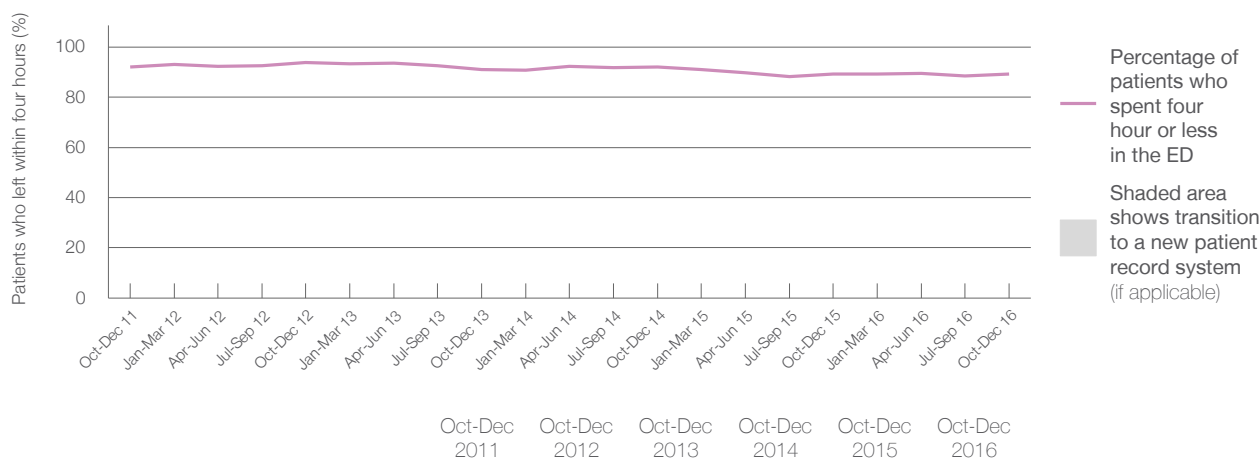
Presentations used to calculate time to leaving the ED:⁶ 4,563 patients

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: ¹ 4,564 patients	4,453	2.5%
Presentations used to calculate time to leaving the ED: ⁶ 4,563 patients	4,448	2.6%
Percentage of patients who spent four hours or less in the ED	89.1%	

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



Patients who left within four hours (%)	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
	92.1%	93.8%	90.9%	92.0%	89.1%	89.2%

* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.

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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*.

- 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).

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

October to December 2016

All presentations:¹ 13,175 patients

Emergency presentations:² 12,793 patients

Same period last year	Change since one year ago
12,940	1.8%
12,659	1.1%

The Tweed Hospital: Time patients waited to start treatment³

October to December 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 1,537 patients

Median time to start treatment⁴ 5 minutes
 90th percentile time to start treatment⁵ 14 minutes

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 5,849 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 43 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 4,306 patients

Median time to start treatment⁴ 14 minutes
 90th percentile time to start treatment⁵ 65 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 1,042 patients

Median time to start treatment⁴ 10 minutes
 90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,686	
6 minutes	8 minutes
13 minutes	26 minutes
5,784	
13 minutes	20 minutes
39 minutes	67 minutes
3,997	
13 minutes	25 minutes
55 minutes	97 minutes
1,120	
10 minutes	24 minutes
52 minutes	103 minutes

The Tweed Hospital: Time from presentation until leaving the ED

October to December 2016

Attendances used to calculate time to leaving the ED:⁶ 13,173 patients

Percentage of patients who spent four hours or less in the ED 81.8%

Same period last year	Change since one year ago
12,940	1.8%
84.0%	

* 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.

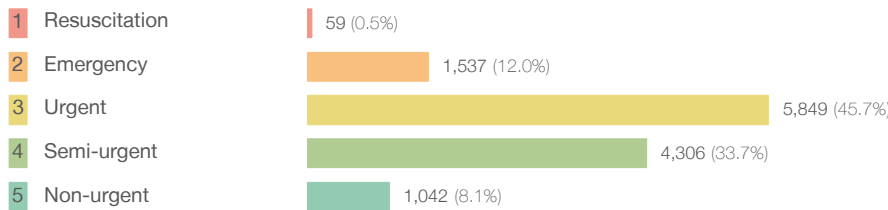
Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

The Tweed Hospital: Patients presenting to the emergency department October to December 2016

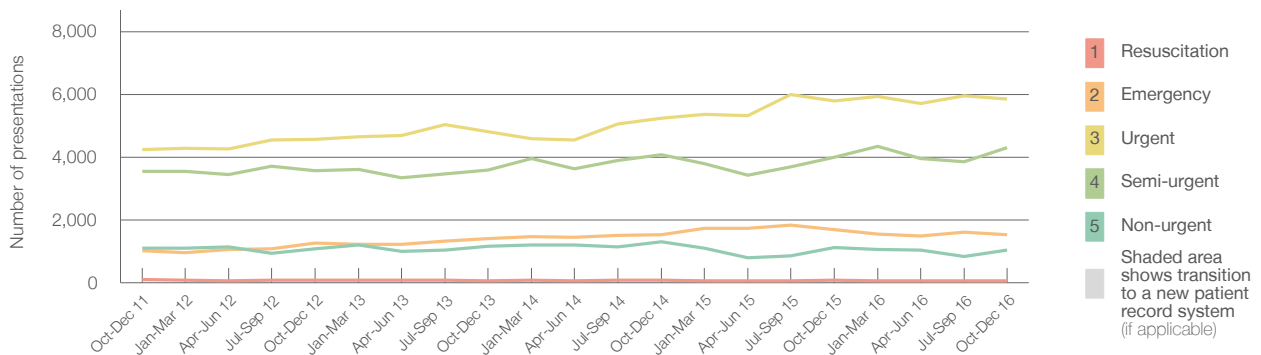
All presentations:¹ 13,175 patients

Emergency presentations² by triage category: 12,793 patients



Same period last year	Change since one year ago
12,940	1.8%
12,659	1.1%
72	-18.1%
1,686	-8.8%
5,784	1.1%
3,997	7.7%
1,120	-7.0%

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	108	84	68	86	72	59
Emergency	1,014	1,270	1,398	1,525	1,686	1,537
Urgent	4,233	4,568	4,812	5,235	5,784	5,849
Semi-urgent	3,550	3,573	3,593	4,081	3,997	4,306
Non-urgent	1,105	1,081	1,165	1,293	1,120	1,042
All emergency presentations	10,010	10,576	11,036	12,220	12,659	12,793

The Tweed Hospital: Patients arriving by ambulance October to December 2016

Arrivals used to calculate transfer of care time:⁷ 1,877 patients

ED Transfer of care time



Same period last year	Change since one year ago
1,944	
8 minutes	0 minutes
19 minutes	0 minutes

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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.

The Tweed 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: 1,537

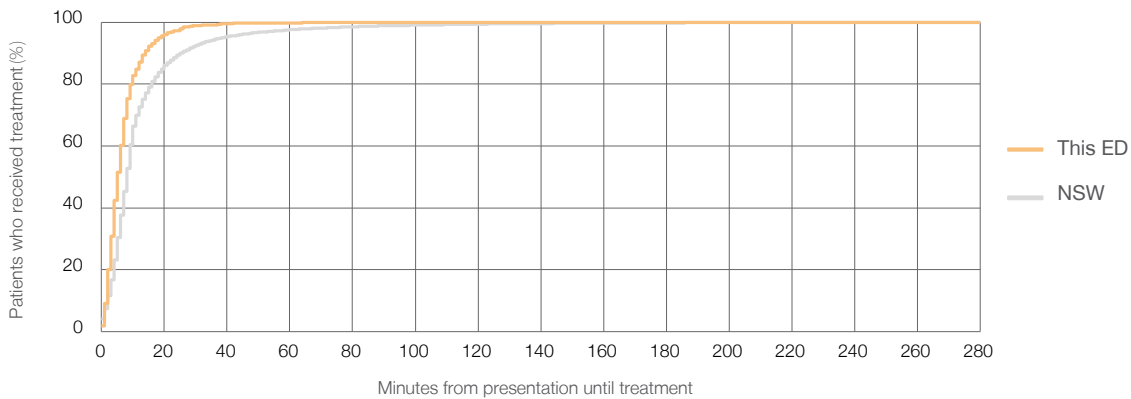
Number of triage 2 patients used to calculate waiting time:³ 1,533

Median time to start treatment⁴ 5 minutes

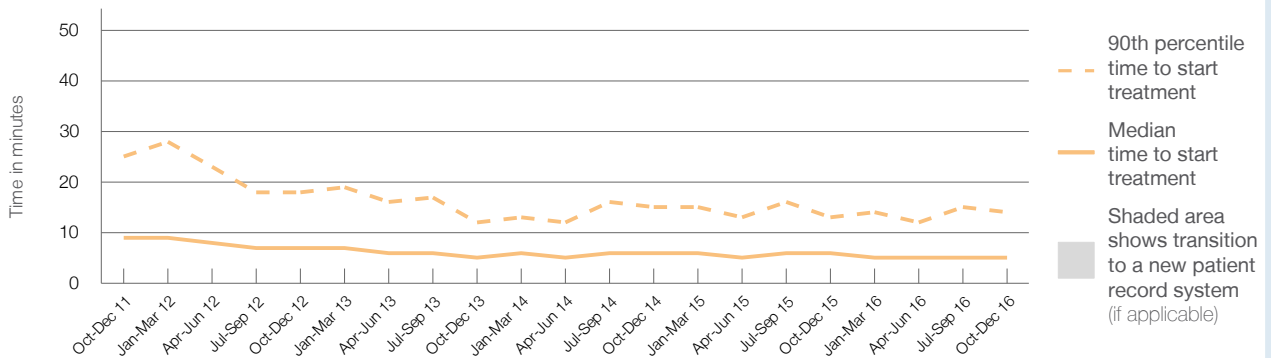
90th percentile time to start treatment⁵ 14 minutes

Same period last year	NSW (this period)
1,686	
1,680	
6 minutes	8 minutes
13 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)	9	7	5	6	6	5
90th percentile time to start treatment ⁵ (minutes)	25	18	12	15	13	14

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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.

The Tweed 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: 5,849

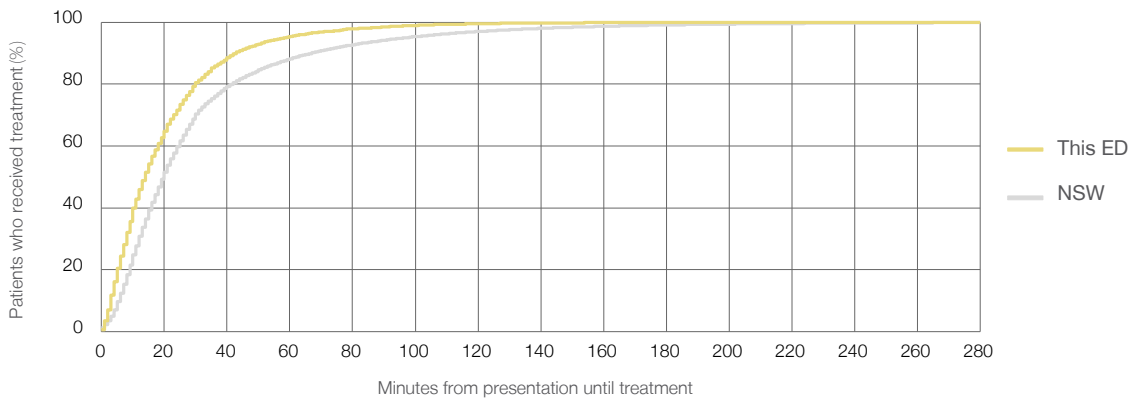
Number of triage 3 patients used to calculate waiting time:³ 5,778

Median time to start treatment⁴ 14 minutes

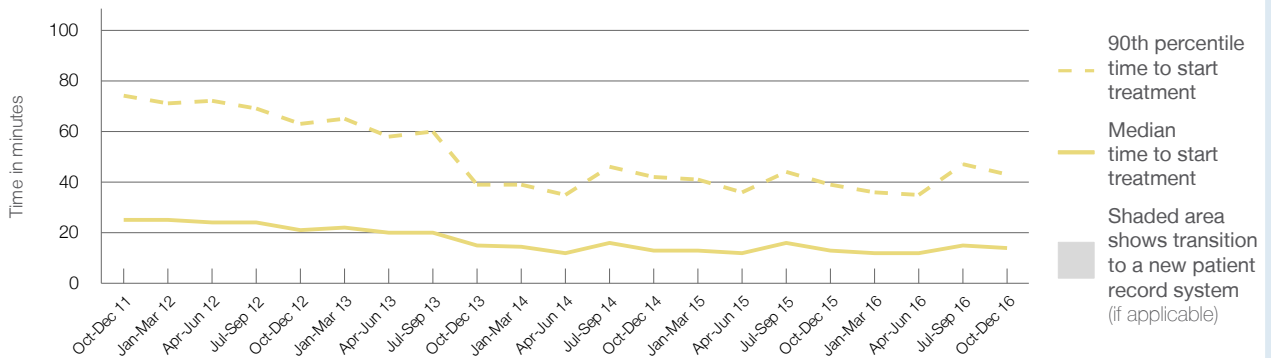
90th percentile time to start treatment⁵ 43 minutes

Same period last year	NSW (this period)
5,784	
5,735	
13 minutes	20 minutes
39 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	21	15	13	13	14
90th percentile time to start treatment ⁵ (minutes)	74	63	39	42	39	43

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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 October to December 2016

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

Number of triage 4 patients: 4,306

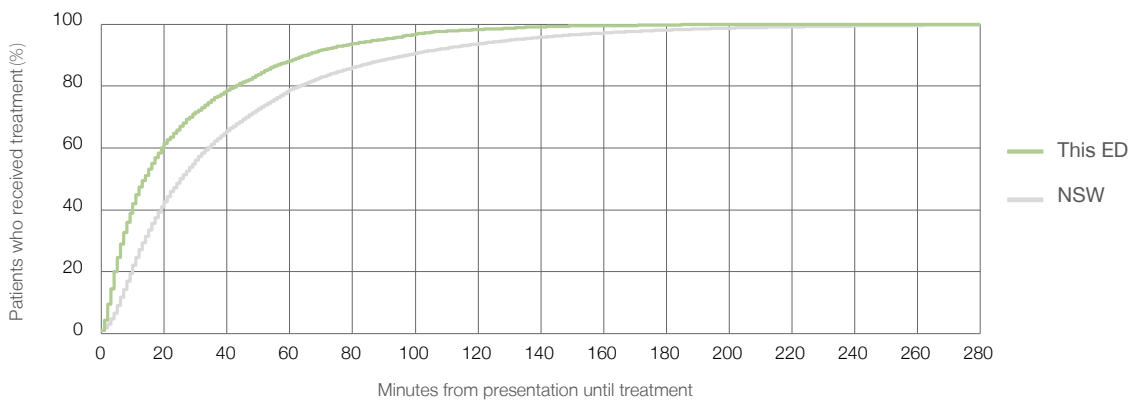
Number of triage 4 patients used to calculate waiting time:³ 4,167

Median time to start treatment⁴ 14 minutes

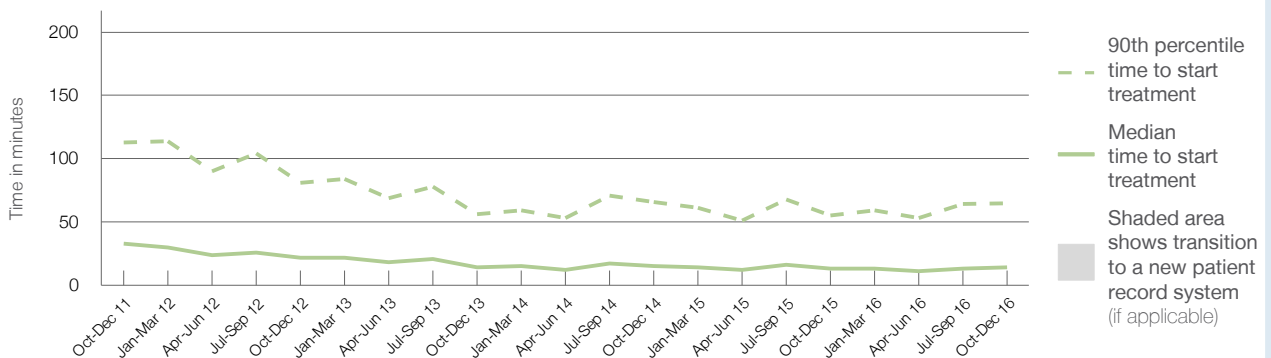
90th percentile time to start treatment⁵ 65 minutes

Same period last year	NSW (this period)
3,997	3,900
13 minutes	25 minutes
55 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)	33	22	14	15	13	14
90th percentile time to start treatment ⁵ (minutes)	113	81	56	66	55	65

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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 October to December 2016

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

Number of triage 5 patients: 1,042

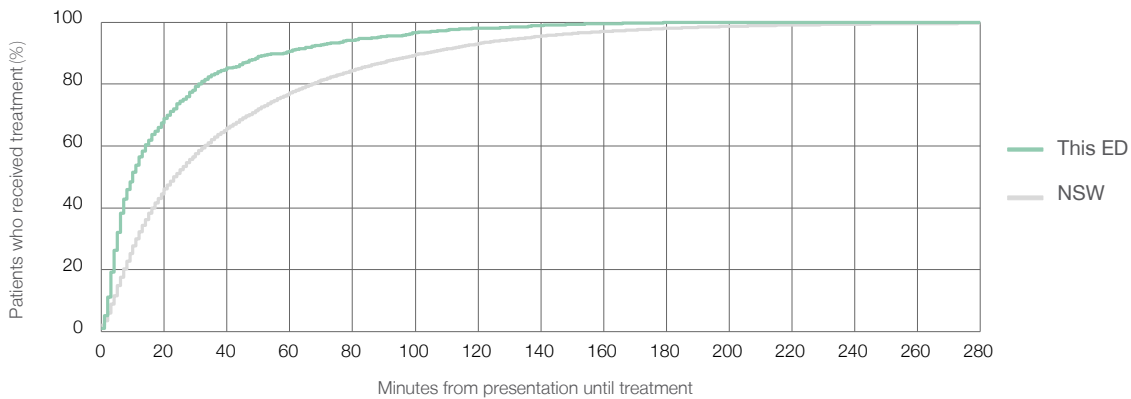
Number of triage 5 patients used to calculate waiting time:³ 997

Median time to start treatment⁴ 10 minutes

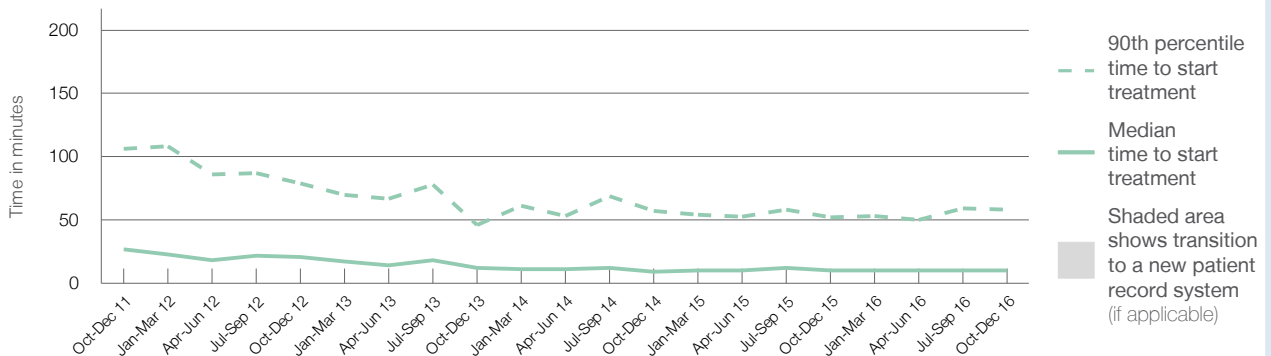
90th percentile time to start treatment⁵ 58 minutes

Same period last year	NSW (this period)
1,120	1,078
10 minutes	24 minutes
52 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)	27	21	12	9	10	10
90th percentile time to start treatment ⁵ (minutes)	106	79	46	57	52	58

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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

October to December 2016

All presentations:¹ 13,175 patients

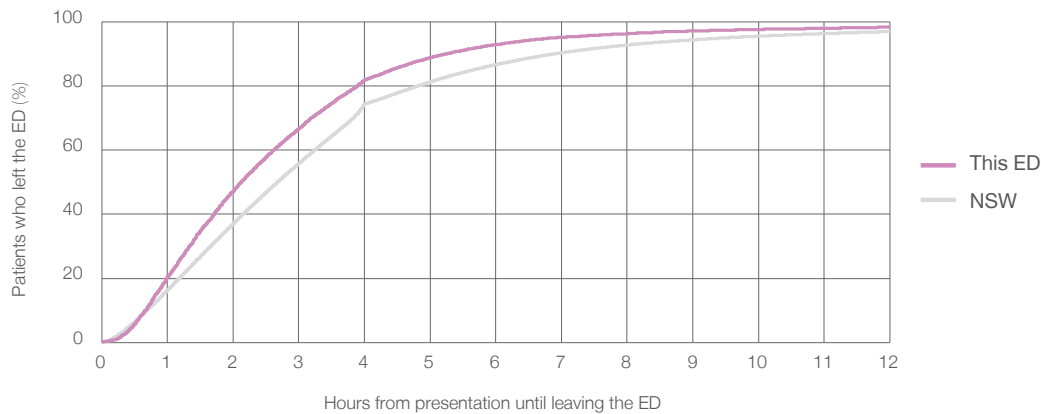
Presentations used to calculate time to leaving the ED:⁶ 13,173 patients

Median time spent in the ED⁸ 2 hours and 7 minutes

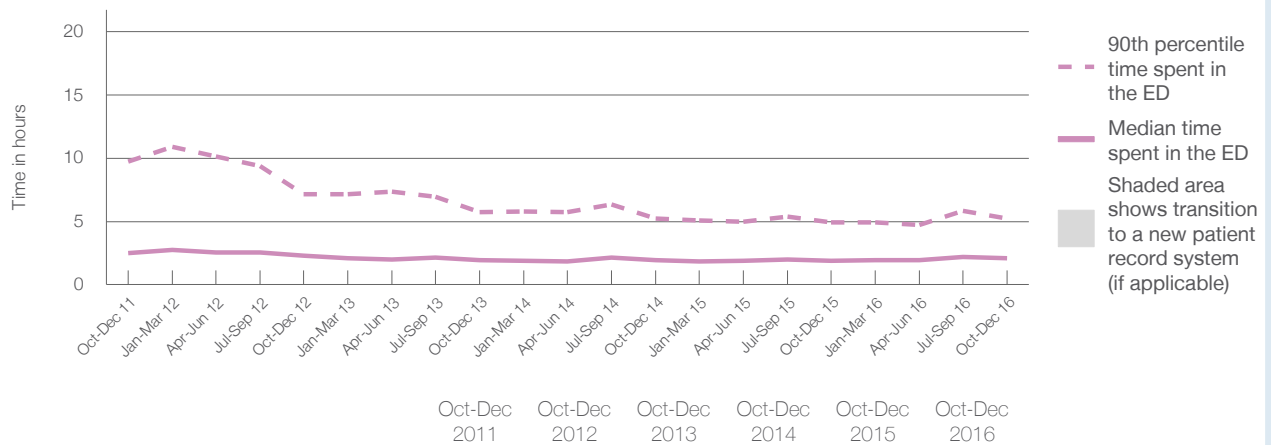
90th percentile time spent in the ED⁹ 5 hours and 15 minutes

Same period last year	NSW (this period)
12,940	12,940
1 hours and 55 minutes	2 hours and 41 minutes
4 hours and 57 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 30m	2h 19m	1h 57m	1h 57m	1h 55m	2h 7m
90th percentile time to leaving the ED ⁹ (hours, minutes)	9h 43m	7h 8m	5h 44m	5h 14m	4h 57m	5h 15m

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The Tweed Hospital: Time patients spent in the ED

By mode of separation

October to December 2016

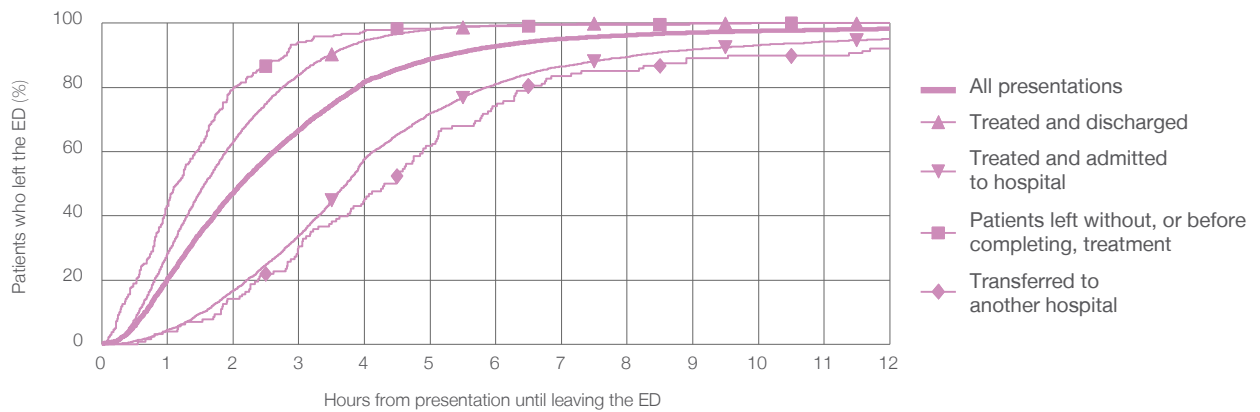
All presentations:¹ 13,175 patients

Presentations used to calculate time to leaving the ED:⁶ 13,173 patients

Treated and discharged	8,302 (63.0%)
Treated and admitted to hospital	4,465 (33.9%)
Patient left without, or before completing, treatment	239 (1.8%)
Transferred to another hospital	128 (1.0%)
Other	41 (0.3%)

Same period last year	Change since one year ago
12,940	1.8%
8,221	1.0%
4,344	2.8%
199	20.1%
141	-9.2%
35	17.1%

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	28.4%	63.1%	84.0%	94.7%	99.3%	99.9%	100%	100%
Treated and admitted to hospital	4.5%	16.8%	33.9%	57.8%	81.1%	89.4%	93.2%	95.1%
Patient left without, or before completing, treatment	43.1%	79.9%	94.1%	97.5%	99.2%	99.6%	100%	100%
Transferred to another hospital	3.9%	14.1%	30.5%	45.3%	74.2%	85.2%	89.8%	92.2%
All presentations	20.5%	47.3%	66.7%	81.8%	92.9%	96.2%	97.6%	98.3%

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The Tweed 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 13,175 patients

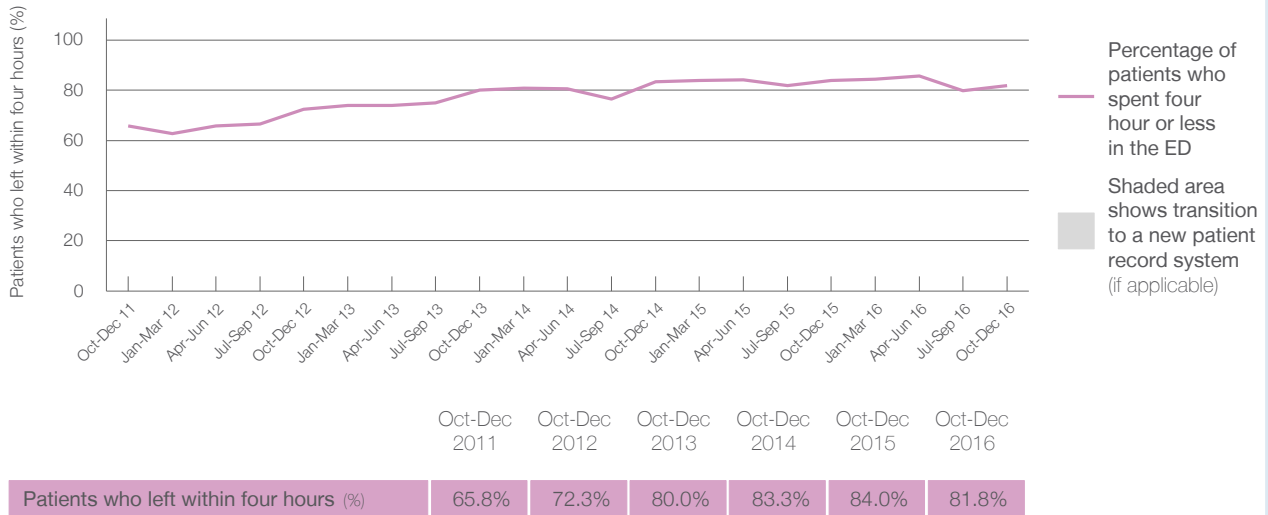
Presentations used to calculate time to leaving the ED:⁶ 13,173 patients

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



Same period last year	Change since one year ago
12,940	1.8%
12,940	1.8%
84.0%	

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.

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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).