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

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

Ballina District Hospital: Emergency department (ED) overview
October to December 2016

		Same period last year	Change since one year ago
All presentations:[1] 4,170 patients		4,258	-2.1%
Emergency presentations:[2] 3,948 patients		3,998	-1.3%

Ballina District Hospital: Time patients waited to start treatment[3]
October to December 2016

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 332 patients		268	
Median time to start treatment[4]	7 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]	21 minutes	22 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 1,163 patients		1,250	
Median time to start treatment[4]	20 minutes	20 minutes	20 minutes
90th percentile time to start treatment[5]	49 minutes	53 minutes	67 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 2,094 patients		2,125	
Median time to start treatment[4]	23 minutes	25 minutes	25 minutes
90th percentile time to start treatment[5]	90 minutes	102 minutes	97 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 336 patients		343	
Median time to start treatment[4]	29 minutes	22 minutes	24 minutes
90th percentile time to start treatment[5]	109 minutes	123 minutes	103 minutes

Ballina District 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] 4,170 patients		4,257	-2.0%
Percentage of patients who spent four hours or less in the ED	79.9%	82.6%	

* Suppressed due to small number of patients and to protect privacy. Relevant graphs are also suppressed.
1. All emergency and non-emergency attendances at the emergency department (ED).
2. All attendances that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.
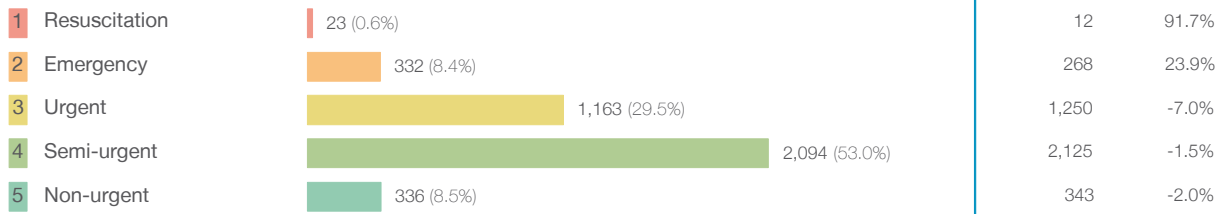Source: Health Information Exchange, NSW Health (extracted 24 January 2017).

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

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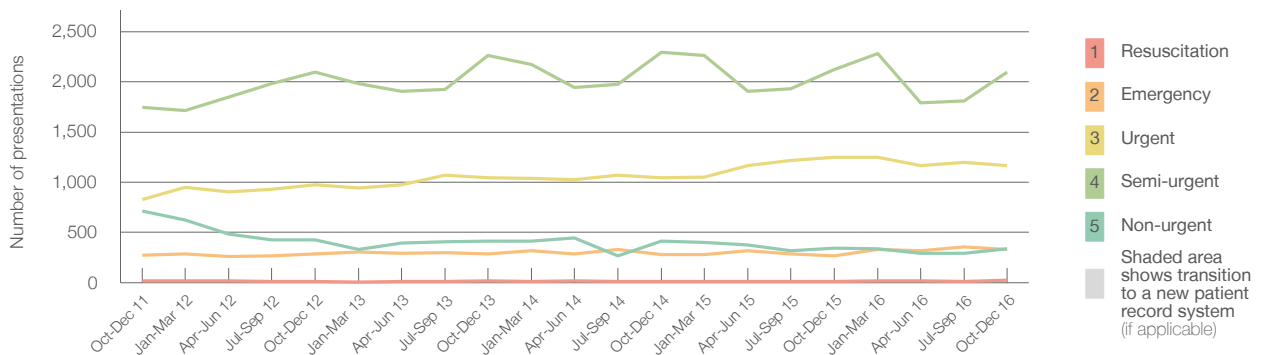### October to December 2016

		Same period last year	Change since one year ago
All presentations:[1] 4,170 patients		4,258	-2.1%
Emergency presentations[2] by triage category: 3,948 patients		3,998	-1.3%
1 Resuscitation	23 (0.6%)	12	91.7%
2 Emergency	332 (8.4%)	268	23.9%
3 Urgent	1,163 (29.5%)	1,250	-7.0%
4 Semi-urgent	2,094 (53.0%)	2,125	-1.5%
5 Non-urgent	336 (8.5%)	343	-2.0%

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

Legend:
1 Resuscitation
2 Emergency
3 Urgent
4 Semi-urgent
5 Non-urgent
Shaded area shows transition to a new patient record system (if applicable)

	Oct-Dec 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

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 328 patients **		281	
ED Transfer of care time			
Median time	12 minutes	13 minutes	-1 minute
90th percentile time	29 minutes	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

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 332			268	
Number of triage 2 patients used to calculate waiting time:[3] 328			267	
Median time to start treatment[4]	▮	7 minutes	8 minutes	8 minutes
90th percentile time to start treatment[5]	▮	21 minutes	22 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, October to December 2016
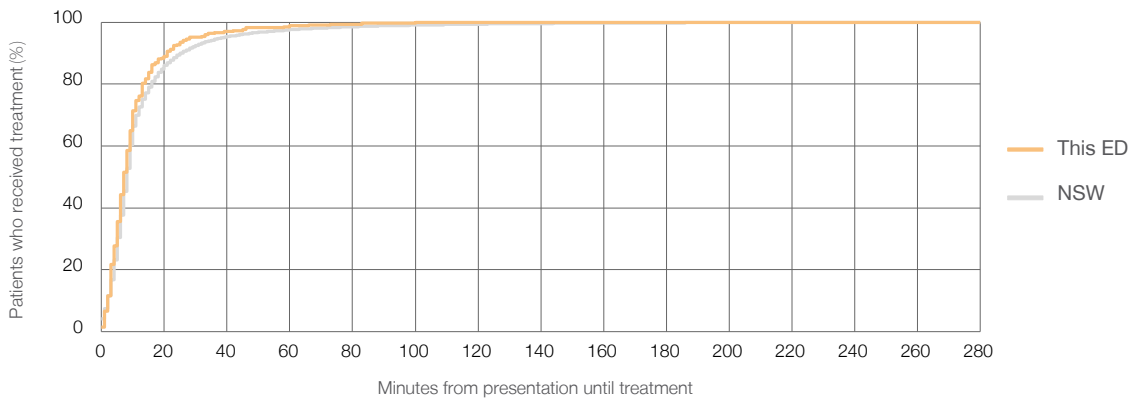
Time patients waited to start treatment (minutes) for triage 2 patients, October 2011 to December 2016[†‡]
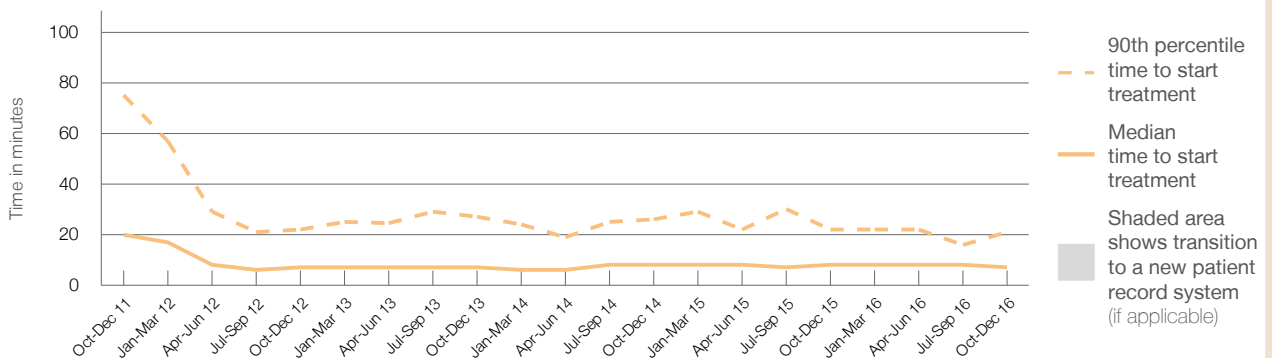
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	20	7	7	8	8	7
90th percentile time to start treatment[5] (minutes)	75	22	27	26	22	21

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

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 1,163			1,250	
Number of triage 3 patients used to calculate waiting time:[3] 1,139			1,225	
Median time to start treatment[4]		20 minutes	20 minutes	20 minutes
90th percentile time to start treatment[5]		49 minutes	53 minutes	67 minutes

Percentage of triage 3 patients who received treatment by time, October to December 2016
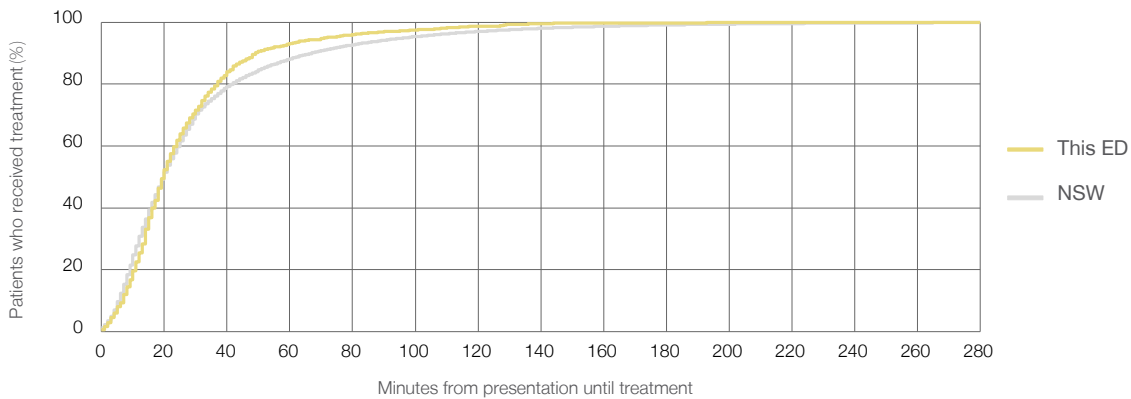
Time patients waited to start treatment (minutes) for triage 3 patients, October 2011 to December 2016[†‡]
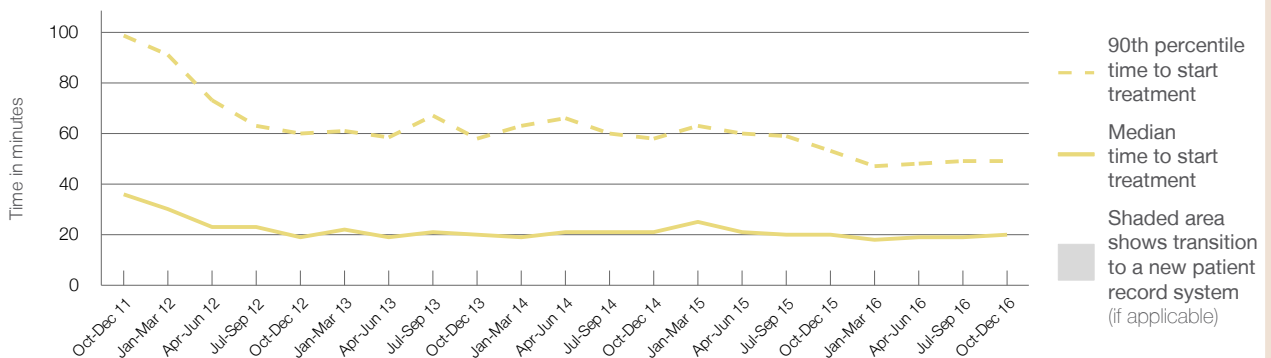
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	36	19	20	21	20	20
90th percentile time to start treatment[5] (minutes)	99	60	58	58	53	49

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

		Same period last year	NSW (this period)
Triage 4 Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 2,094		2,125	
Number of triage 4 patients used to calculate waiting time:[3] 1,918		1,943	
Median time to start treatment[4]	23 minutes	25 minutes	25 minutes
90th percentile time to start treatment[5]	90 minutes	102 minutes	97 minutes

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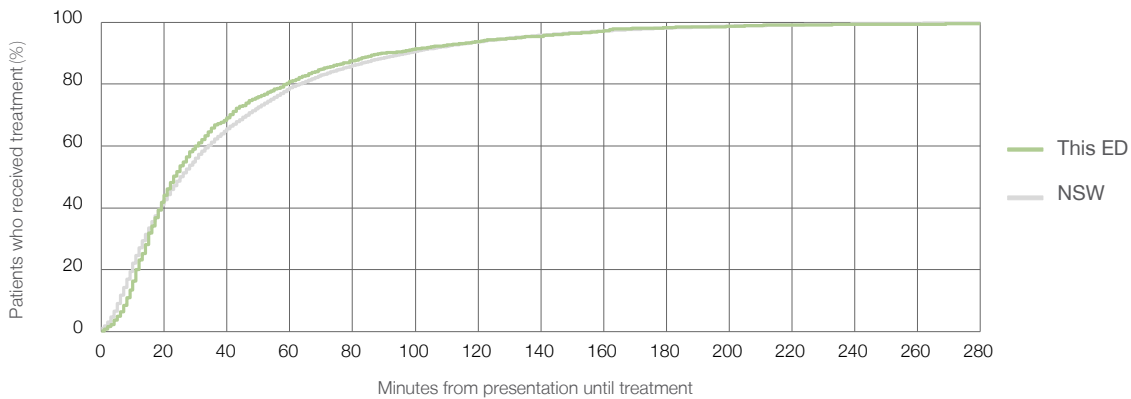
Time patients waited to start treatment (minutes) for triage 4 patients, October 2011 to December 2016[†‡]
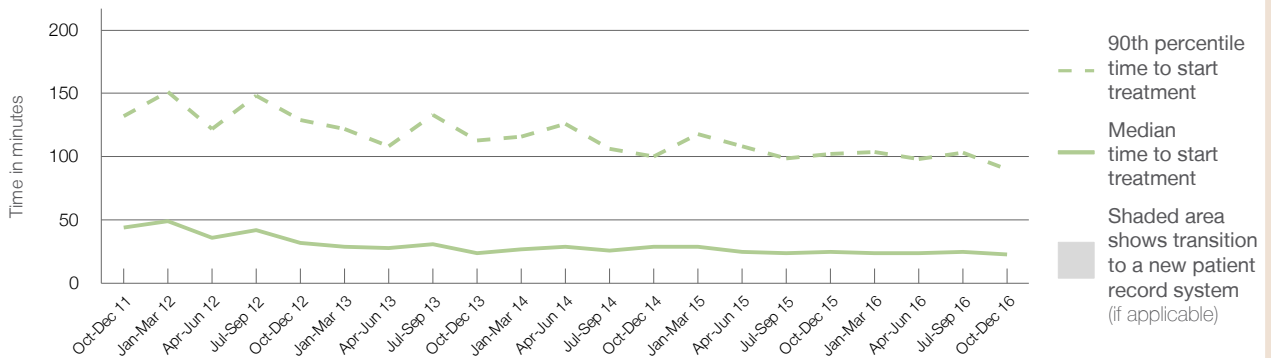
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	44	32	24	29	25	23
90th percentile time to start treatment[5] (minutes)	132	129	113	100	102	90

(†) 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 waited to start treatment, triage 5
October to December 2016

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 336			343	
Number of triage 5 patients used to calculate waiting time:[3] 243			240	
Median time to start treatment[4]		29 minutes	22 minutes	24 minutes
90th percentile time to start treatment[5]		109 minutes	123 minutes	103 minutes

Percentage of triage 5 patients who received treatment by time, October to December 2016
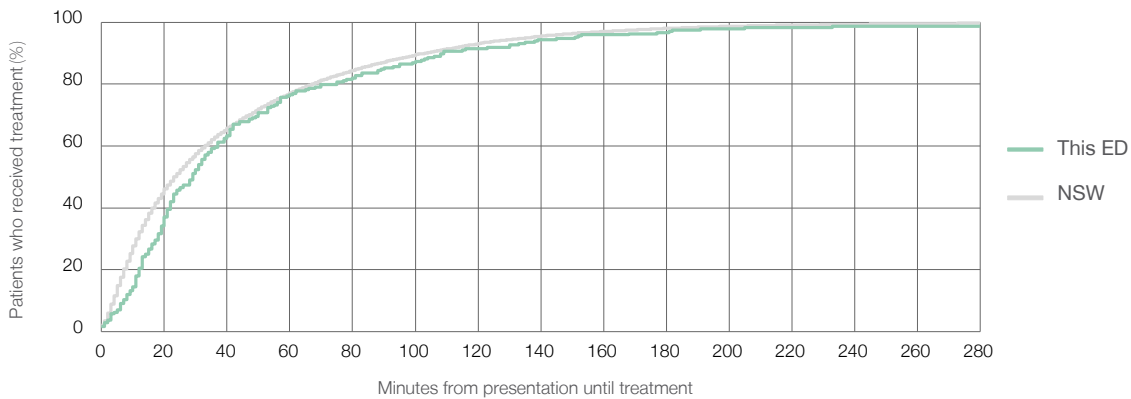
Time patients waited to start treatment (minutes) for triage 5 patients, October 2011 to December 2016[†‡]
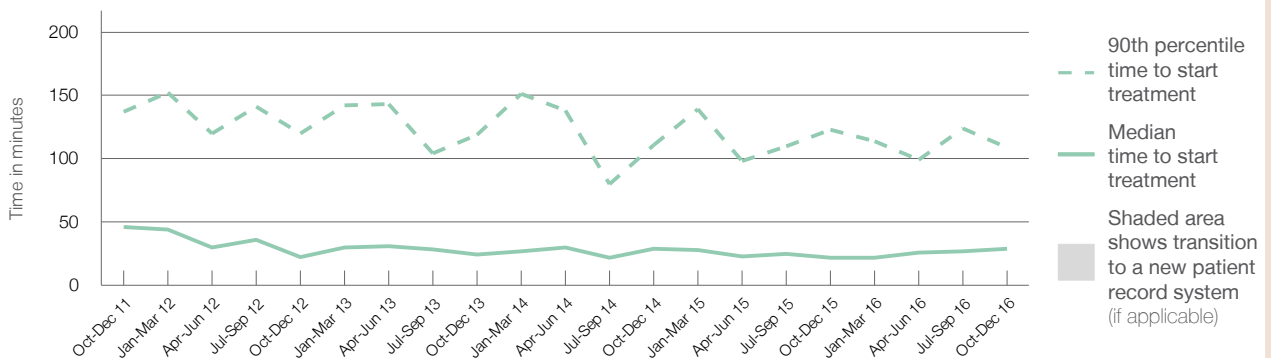
90th percentile time to start treatment

Median time to start treatment

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

	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to start treatment[4] (minutes)	46	23	25	29	22	29
90th percentile time to start treatment[5] (minutes)	137	120	119	111	123	109

(†) 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
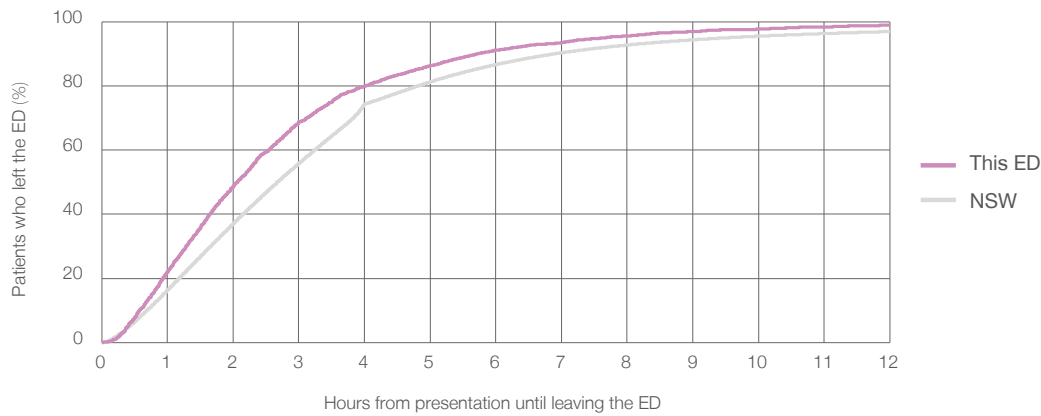October to December 2016

		Same period last year	NSW (this period)
All presentations:[1] 4,170 patients		4,258	
Presentations used to calculate time to leaving the ED:[6] 4,170 patients		4,257	
Median time spent in the ED [8]	2 hours and 4 minutes	1 hours and 47 minutes	2 hours and 41 minutes
90th percentile time spent in the ED [9]	5 hours and 44 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 [†‡]
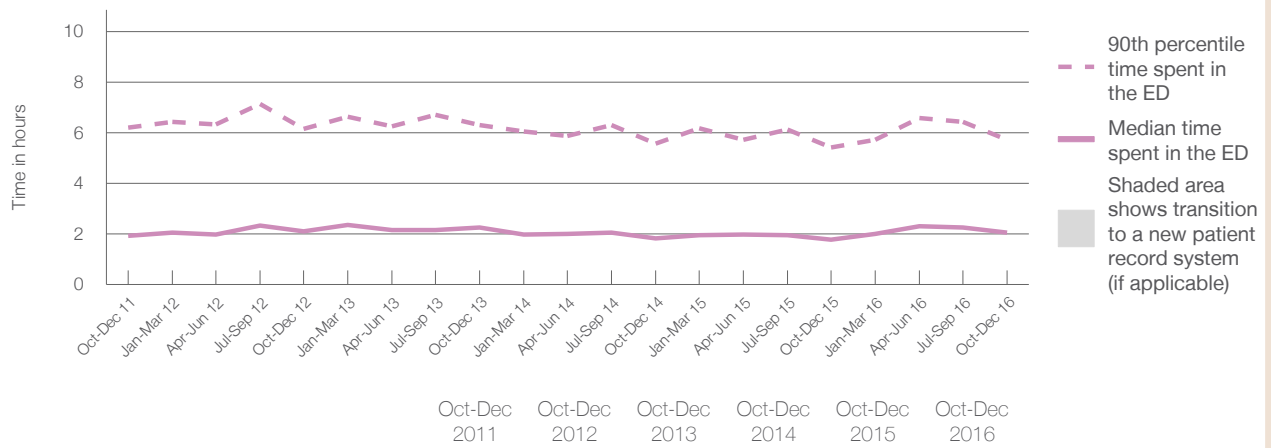
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Median time to leaving the ED [8] (hours, minutes)	1h 56m	2h 6m	2h 16m	1h 50m	1h 47m	2h 4m
90th percentile time to leaving the ED [9] (hours, minutes)	6h 13m	6h 10m	6h 18m	5h 34m	5h 25m	5h 44m

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

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

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

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

			Same period last year	Change since one year ago
All presentations:[1] 4,170 patients				
Presentations used to calculate time to leaving the ED:[6] 4,170 patients			4,257	-2.0%
Treated and discharged		2,958 (70.9%)	3,095	-4.4%
Treated and admitted to hospital		905 (21.7%)	860	5.2%
Patient left without, or before completing, treatment		211 (5.1%)	199	6.0%
Transferred to another hospital		78 (1.9%)	88	-11.4%
Other		18 (0.4%)	16	12.5%

Percentage of patients who left the ED by time and mode of separation, October to December 2016[†‡]
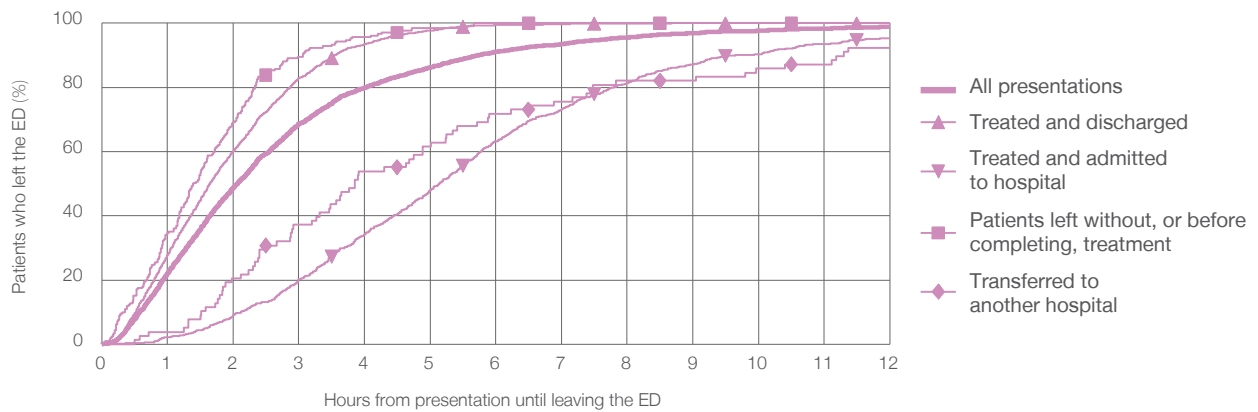
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	27.9%	60.2%	82.9%	93.4%	99.4%	99.9%	100%	100%
Treated and admitted to hospital	2.1%	9.2%	20.2%	34.3%	63.2%	81.4%	90.4%	95.2%
Patient left without, or before completing, treatment	34.6%	69.2%	89.6%	95.7%	100%	100%	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%

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

	Same period last year	Change since one year ago
All presentations at the emergency department:[1] 4,170 patients	4,258	-2.1%
Presentations used to calculate time to leaving the ED:[6] 4,170 patients	4,257	-2.0%
Percentage of patients who spent four hours or less in the ED — 79.9%	82.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, October 2011 to December 2016 [†‡]
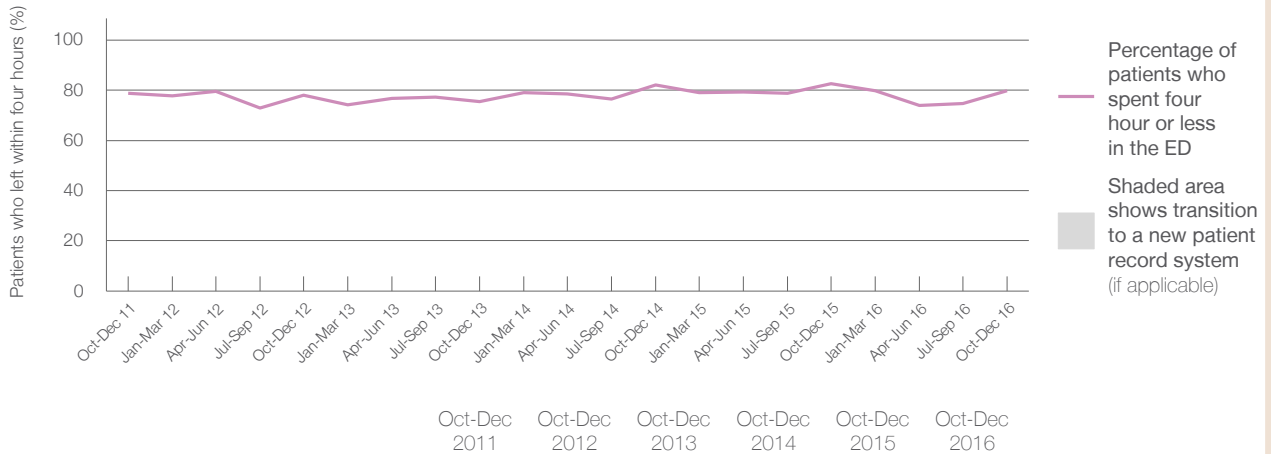
	Oct-Dec 2011	Oct-Dec 2012	Oct-Dec 2013	Oct-Dec 2014	Oct-Dec 2015	Oct-Dec 2016
Patients who left within four hours (%)	78.8%	78.1%	75.6%	82.1%	82.6%	79.9%

* 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.*
1. All emergency and non-emergency presentations at the emergency department (ED).
2. All presentations that have a triage category and are coded as emergency presentations or unplanned return visits.
3. Some patients are excluded from ED time measures due to calculation requirements. For details, see the *Technical Supplement: Emergency department measures, January to March 2016.*
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 105% of patients took equal to or longer than this time.
6. All presentations that have a departure time.
7. Transfer of care time refers to the period between arrival of patients at the ED by ambulance and the transfer of responsibility for their care from paramedics to ED staff in an ED treatment zone. For more information see *Spotlight on Measurement: measuring transfer of care from the ambulance to the emergency department.*
8. The median is the time by which half of patients left the ED. The other half of patients took equal to or longer than this time.
9. The 90th percentile is the time by which 90% of patients left the ED. The final 10% of patients took equal to or longer than this time.
Note: Presentation time is the earlier of times recorded for the start of clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care that is relevant to the patient's presenting problems. For patients who were treated and discharged, departure time is the time when treatment was completed. For all other patients, departure time is the time when the patient actually left the ED.
Note: All percentages are rounded and therefore percentages may not add to 100%.
Sources: ED data from Health Information Exchange, NSW Health (extracted 24 January 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 24 January 2017).

Ballina District Hospital

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