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.

Lismore Base Hospital: Emergency department (ED) overview
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1]	8,418 patients	7,803	7.9%
Emergency presentations:[2]	8,146 patients	7,496	8.7%

Lismore Base Hospital: Time patients waited to start treatment[3]
January to March 2017

		Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns): 848 patients		854	
Median time to start treatment[4]	6 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	14 minutes	14 minutes	26 minutes
Triage 3 Urgent (e.g. moderate blood loss, dehydration): 2,893 patients		2,635	
Median time to start treatment[4]	19 minutes	24 minutes	20 minutes
90th percentile time to start treatment[5]	57 minutes	82 minutes	69 minutes
Triage 4 Semi-urgent (e.g. sprained ankle, earache): 3,391 patients		3,126	
Median time to start treatment[4]	33 minutes	40 minutes	26 minutes
90th percentile time to start treatment[5]	116 minutes	132 minutes	101 minutes
Triage 5 Non-urgent (e.g. small cuts or abrasions): 965 patients		829	
Median time to start treatment[4]	44 minutes	42 minutes	23 minutes
90th percentile time to start treatment[5]	129 minutes	136 minutes	104 minutes

Lismore Base Hospital: Time from presentation until leaving the ED
January to March 2017

		Same period last year	Change since one year ago
Attendances used to calculate time to leaving the ED:[6]	8,418 patients	7,791	8.0%
Percentage of patients who spent four hours or less in the ED	66.9%	63.8%	

* 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, July to September 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.
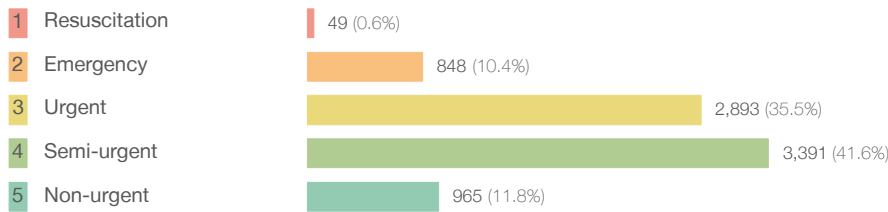Source: Health Information Exchange, NSW Health (extracted 18 April 2017).

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

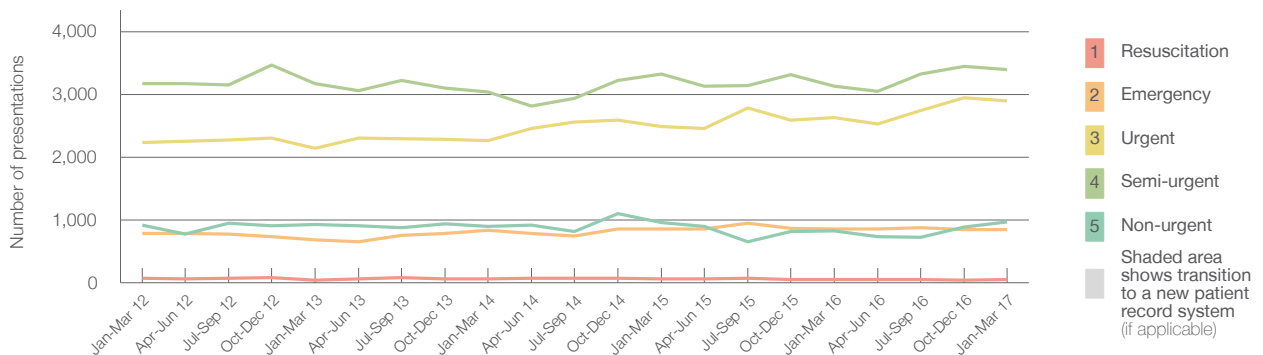## Lismore Base Hospital: Patients presenting to the emergency department
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 8,418 patients		7,803	7.9%
Emergency presentations[2] by triage category: 8,146 patients		7,496	8.7%
1 Resuscitation	49 (0.6%)	52	-5.8%
2 Emergency	848 (10.4%)	854	-0.7%
3 Urgent	2,893 (35.5%)	2,635	9.8%
4 Semi-urgent	3,391 (41.6%)	3,126	8.5%
5 Non-urgent	965 (11.8%)	829	16.4%

Emergency presentations[2] by quarter, January 2012 to March 2017 ‡

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Resuscitation	66	39	55	63	52	49
Emergency	786	679	838	857	854	848
Urgent	2,228	2,138	2,268	2,489	2,635	2,893
Semi-urgent	3,168	3,168	3,038	3,328	3,126	3,391
Non-urgent	912	927	897	961	829	965
All emergency presentations	7,160	6,951	7,096	7,698	7,496	8,146

Lismore Base Hospital: Patients arriving by ambulance
January to March 2017

		Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time:[7] 1,720 patients		1,593	
ED Transfer of care time			
Median time	13 minutes	15 minutes	-2 minutes
90th percentile time	34 minutes	56 minutes	-22 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 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.

Lismore Base Hospital

Major hospitals (B)
Northern NSW Local Health District

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

Lismore Base Hospital: Time patients waited to start treatment, triage 2
January to March 2017

			Same period last year	NSW (this period)
Triage 2 Emergency (e.g. chest pain, severe burns)				
Number of triage 2 patients: 848			854	
Number of triage 2 patients used to calculate waiting time:[3] 844			851	
Median time to start treatment[4]	▮	6 minutes	6 minutes	8 minutes
90th percentile time to start treatment[5]	▮	14 minutes	14 minutes	26 minutes

Percentage of triage 2 patients who received treatment by time, January to March 2017
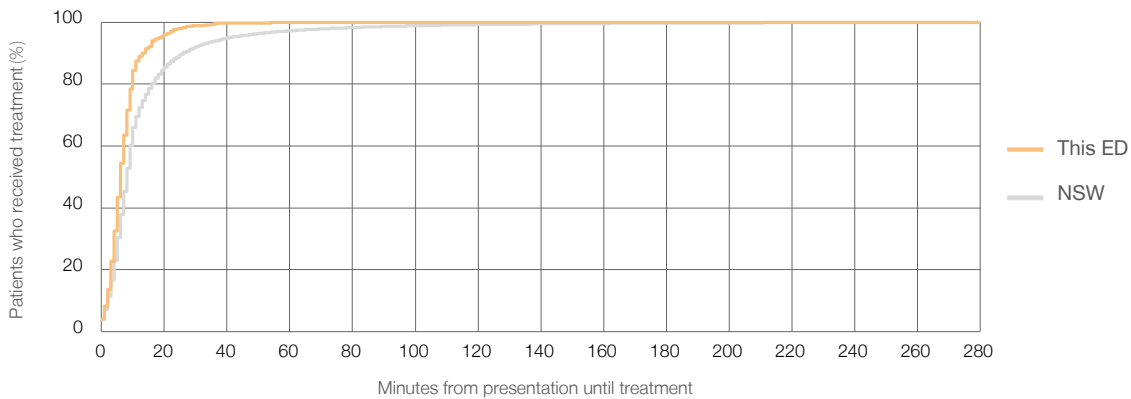
Time patients waited to start treatment (minutes) for triage 2 patients, January 2012 to March 2017[†‡]
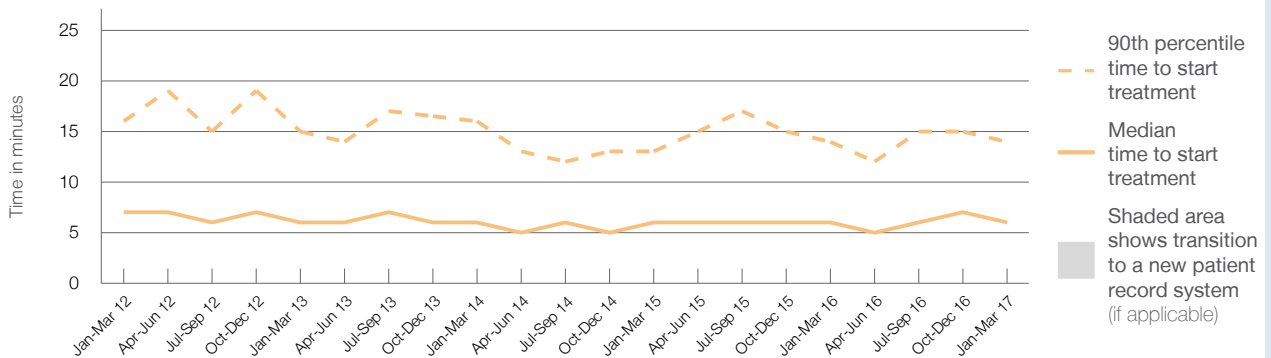
- - - 90th percentile time to start treatment

—— Median time to start treatment

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

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	7	6	6	6	6	6
90th percentile time to start treatment[5] (minutes)	16	15	16	13	14	14

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

(‡)   Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lismore Base Hospital

Major hospitals (B)
Northern NSW Local Health District

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

Lismore Base Hospital: Time patients waited to start treatment, triage 3
January to March 2017

			Same period last year	NSW (this period)
Triage 3 Urgent (e.g. moderate blood loss, dehydration)				
Number of triage 3 patients: 2,893			2,635	
Number of triage 3 patients used to calculate waiting time:[3] 2,842			2,557	
Median time to start treatment[4]		19 minutes	24 minutes	20 minutes
90th percentile time to start treatment[5]		57 minutes	82 minutes	69 minutes

Percentage of triage 3 patients who received treatment by time, January to March 2017
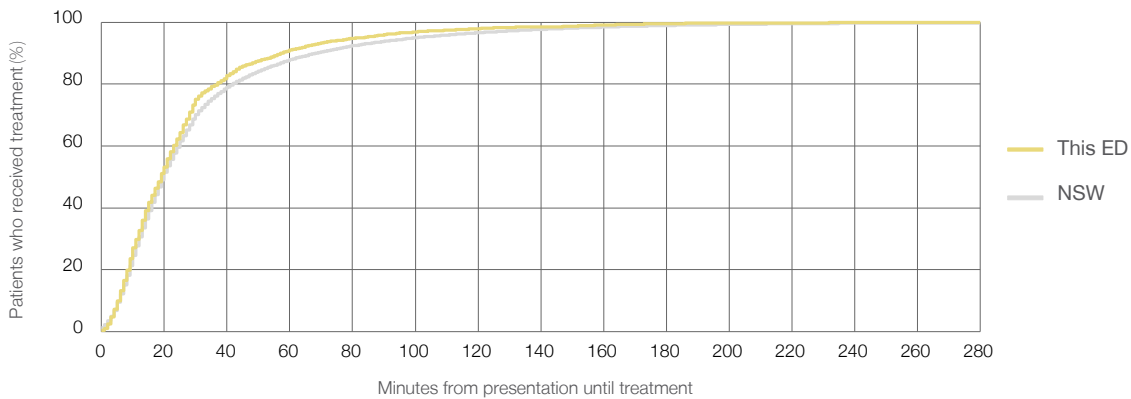
Time patients waited to start treatment (minutes) for triage 3 patients, January 2012 to March 2017[†‡]
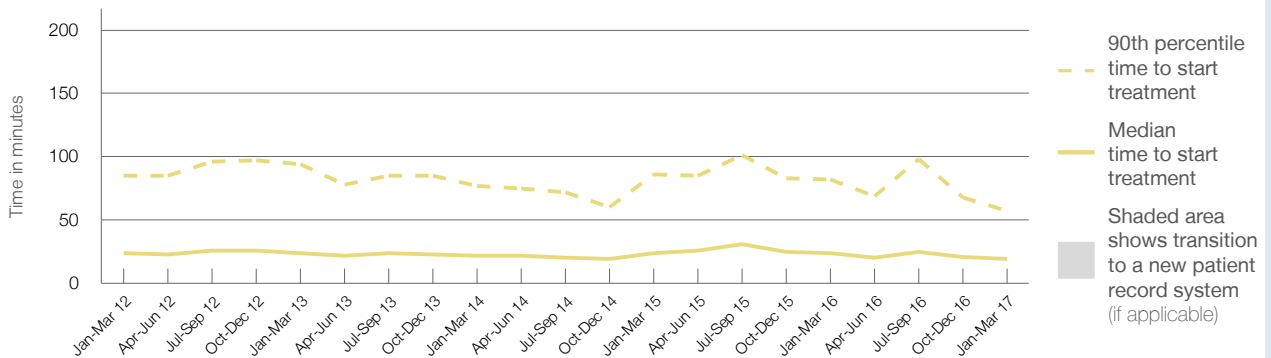
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	24	24	22	24	24	19
90th percentile time to start treatment[5] (minutes)	85	94	77	86	82	57

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

Lismore Base Hospital

Major hospitals (B)
Northern NSW Local Health District

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

Lismore Base Hospital: Time patients waited to start treatment, triage 4
January to March 2017

			Same period last year	NSW (this period)
Triage 4	Semi-urgent (e.g. sprained ankle, earache)			
Number of triage 4 patients: 3,391			3,126	
Number of triage 4 patients used to calculate waiting time:[3] 3,178			2,847	
Median time to start treatment[4]		33 minutes	40 minutes	26 minutes
90th percentile time to start treatment[5]		116 minutes	132 minutes	101 minutes

Percentage of triage 4 patients who received treatment by time, January to March 2017
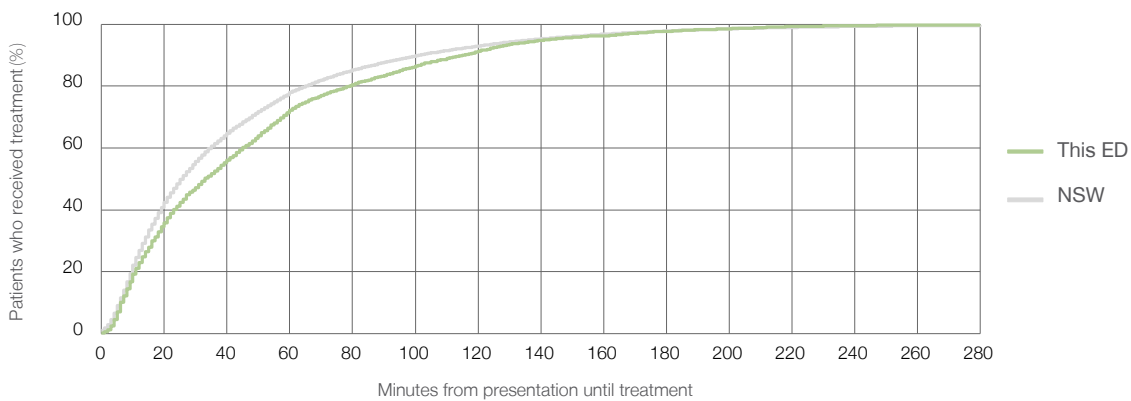
Time patients waited to start treatment (minutes) for triage 4 patients, January 2012 to March 2017[†‡]
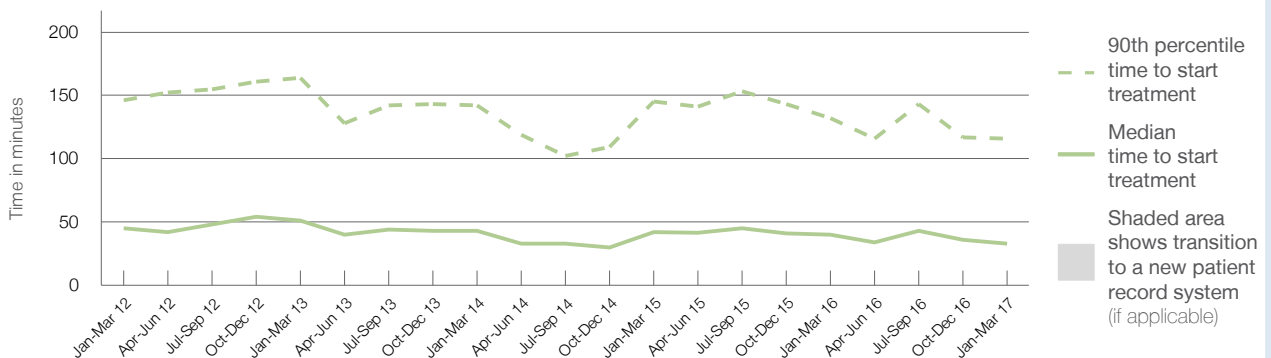
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	45	51	43	42	40	33
90th percentile time to start treatment[5] (minutes)	146	164	142	145	132	116

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

(‡) Caution is advised when interpreting abrupt changes over time at the hospital level. For example, performance before and after transition to a new information system is not directly comparable. For more information, see Background Paper: Approaches to reporting time measures of emergency department performance, December 2011.

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
January to March 2017

			Same period last year	NSW (this period)
Triage 5 Non-urgent (e.g. small cuts or abrasions)				
Number of triage 5 patients: 965			829	
Number of triage 5 patients used to calculate waiting time:[3] 825			657	
Median time to start treatment[4]		44 minutes	42 minutes	23 minutes
90th percentile time to start treatment[5]		129 minutes	136 minutes	104 minutes

Percentage of triage 5 patients who received treatment by time, January to March 2017
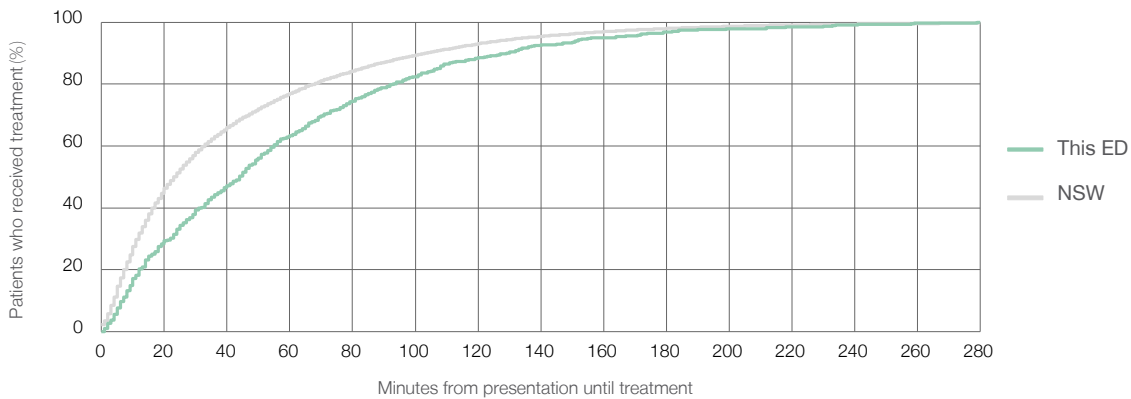
Time patients waited to start treatment (minutes) for triage 5 patients, January 2012 to March 2017 [†‡]
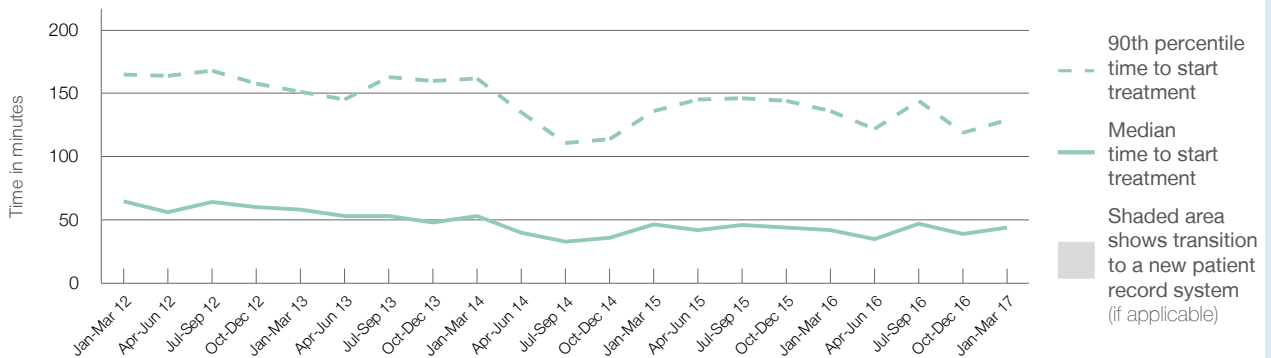
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to start treatment[4] (minutes)	65	58	53	47	42	44
90th percentile time to start treatment[5] (minutes)	165	151	162	136	136	129

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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.

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
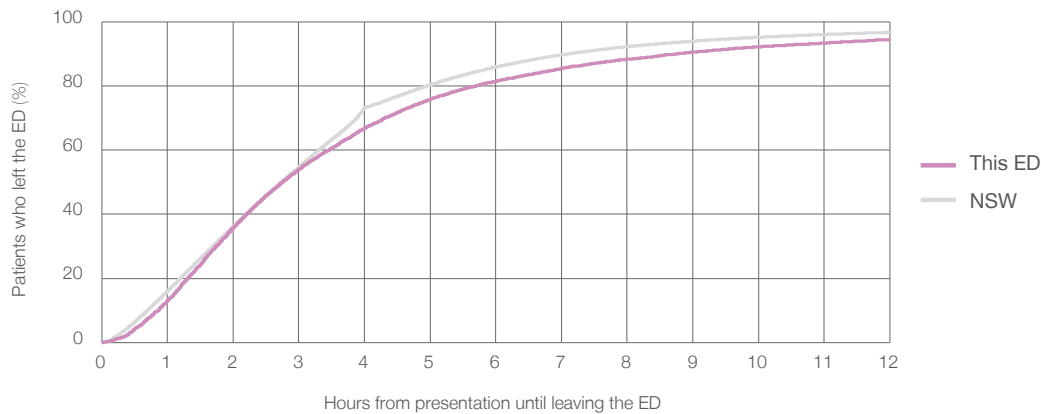### January to March 2017

			Same period last year	NSW (this period)
All presentations:[1] 8,418 patients			7,803	
Presentations used to calculate time to leaving the ED:[6] 8,418 patients			7,791	
Median time spent in the ED [8]		2 hours and 45 minutes	3 hours and 1 minutes	2 hours and 44 minutes
90th percentile time spent in the ED [9]		8 hours and 46 minutes	8 hours and 53 minutes	7 hours and 7 minutes

Percentage of patients who left the ED by time, January to March 2017

Legend: This ED / NSW

X-axis: Hours from presentation until leaving the ED
Y-axis: Patients who left the ED (%)

Time patients spent in the ED, by quarter, January 2012 to March 2017 [†‡]

Legend:
- 90th percentile time spent in the ED
- Median time spent in the ED
- Shaded area shows transition to a new patient record system (if applicable)

Y-axis: Time in hours
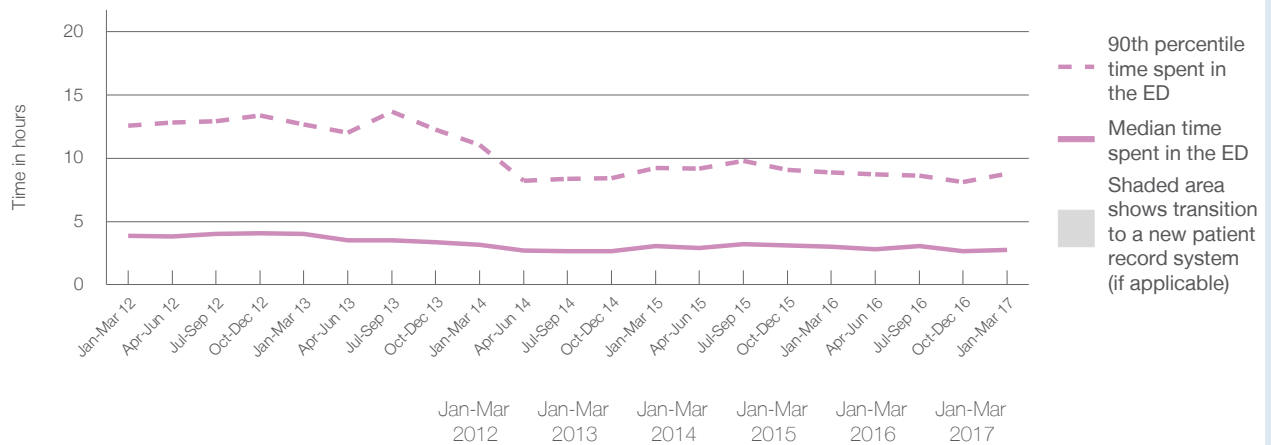
	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Median time to leaving the ED [8] (hours, minutes)	3h 51m	4h 2m	3h 8m	3h 4m	3h 1m	2h 45m
90th percentile time to leaving the ED [9] (hours, minutes)	12h 35m	12h 41m	11h 4m	9h 15m	8h 53m	8h 46m

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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.

Lismore Base Hospital

Major hospitals (B)
Northern NSW Local Health District

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

Lismore Base Hospital: Time patients spent in the ED
### By mode of separation
January to March 2017

		Same period last year	Change since one year ago
All presentations:[1] 8,418 patients			
Presentations used to calculate time to leaving the ED:[6] 8,418 patients		7,791	8.0%
Treated and discharged	4,393 (52.2%)	3,974	10.5%
Treated and admitted to hospital	3,607 (42.8%)	3,288	9.7%
Patient left without, or before completing, treatment	344 (4.1%)	435	-20.9%
Transferred to another hospital	23 (0.3%)	23	0.0%
Other	51 (0.6%)	83	-38.6%

Percentage of patients who left the ED by time and mode of separation, January to March 2017[†‡]
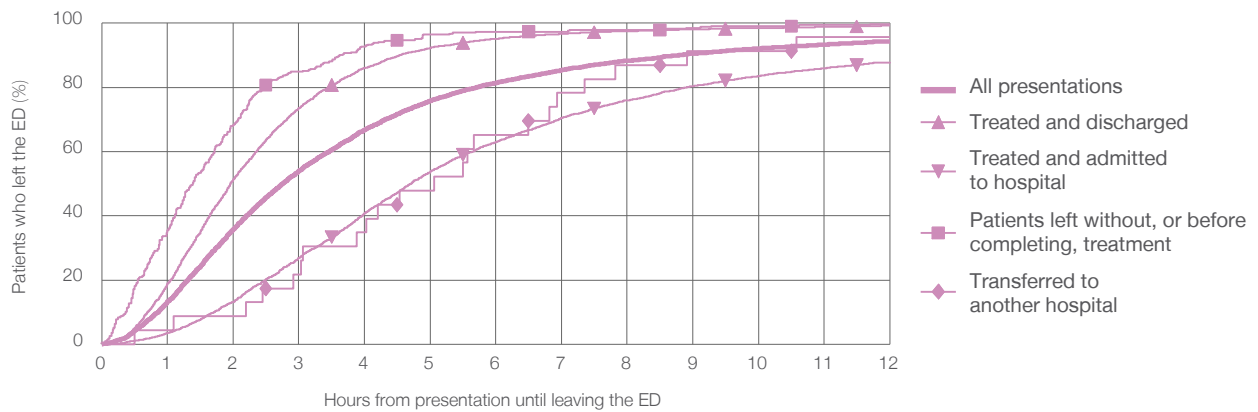
	1 hour	2 hours	3 hours	4 hours	6 hours	8 hours	10 hours	12 hours
Treated and discharged	18.8%	51.4%	73.6%	86.1%	95.2%	97.5%	98.5%	99.2%
Treated and admitted to hospital	3.5%	13.2%	26.9%	40.8%	63.0%	76.0%	83.5%	87.9%
Patient left without, or before completing, treatment	35.5%	68.3%	84.9%	92.7%	97.4%	98.0%	99.1%	99.7%
Transferred to another hospital	4.3%	8.7%	21.7%	34.8%	65.2%	87.0%	91.3%	95.7%
All presentations	13.2%	35.8%	54.0%	66.9%	81.4%	88.3%	92.1%	94.4%

(†) 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 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.

Lismore Base Hospital — Major hospitals (B) — Northern NSW Local Health District

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

Lismore Base Hospital: Time spent in the ED
Percentage of patients who spent four hours or less in the ED
January to March 2017

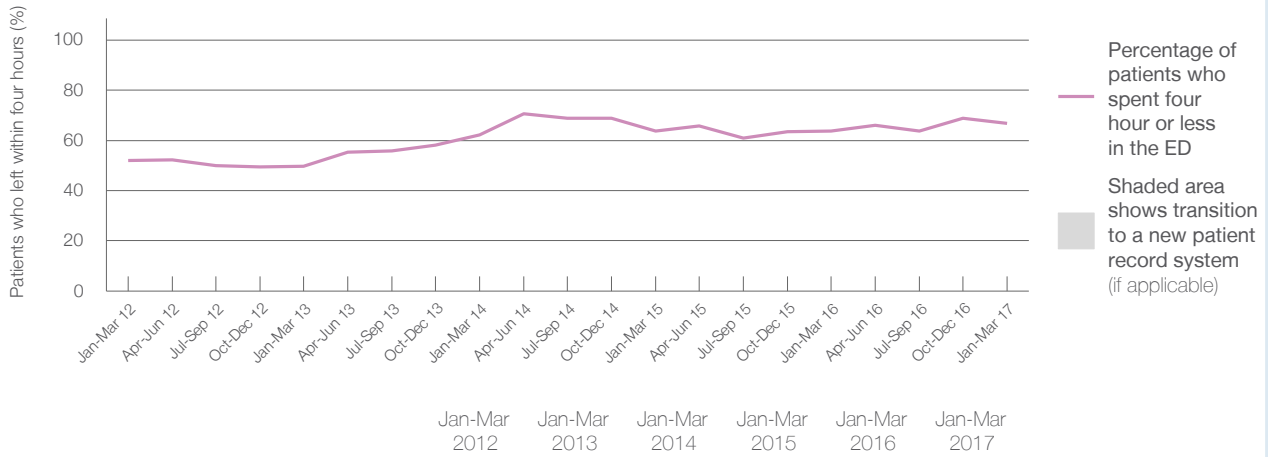|	Same period last year	Change since one year ago
All presentations at the emergency department:[1] 8,418 patients	7,803	7.9%
Presentations used to calculate time to leaving the ED:[6] 8,418 patients	7,791	8.0%
Percentage of patients who spent four hours or less in the ED — 66.9%	63.8%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2012 to March 2017 [†‡]

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

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

	Jan-Mar 2012	Jan-Mar 2013	Jan-Mar 2014	Jan-Mar 2015	Jan-Mar 2016	Jan-Mar 2017
Patients who left within four hours (%)	52.0%	49.7%	62.3%	63.8%	63.8%	66.9%

* 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, July to September 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 18 April 2017).
Transfer of care data from Transfer of Care Reporting System (extracted 18 April 2017).

Lismore Base Hospital

Major hospitals (B)
Northern NSW Local Health District