Murwillumbah District Hospital: Emergency department (ED) overview  
July to September 2018

All presentations: 4,488 patients
Emergency presentations: 4,082 patients

Murwillumbah District Hospital: Time patients waited to start treatment  
July to September 2018

Triage 2  Emergency (e.g. chest pain, severe burns): 350 patients
Median time to start treatment: 5 minutes
90th percentile time to start treatment: 13 minutes

Triage 3  Urgent (e.g. moderate blood loss, dehydration): 1,388 patients
Median time to start treatment: 12 minutes
90th percentile time to start treatment: 34 minutes

Triage 4  Semi-urgent (e.g. sprained ankle, earache): 2,051 patients
Median time to start treatment: 15 minutes
90th percentile time to start treatment: 61 minutes

Triage 5  Non-urgent (e.g. small cuts or abrasions): 288 patients
Median time to start treatment: 12 minutes
90th percentile time to start treatment: 60 minutes

Murwillumbah District Hospital: Time from presentation until leaving the ED  
July to September 2018

Attendances used to calculate time to leaving the ED: 4,485 patients

Percentage of patients who spent four hours or less in the ED: 87%

* 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 2018.
4. The median is the time by which half of patients started treatment. The other half of patients waited equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 10% of patients waited equal to or longer than this time.
6. All presentations that have a departure time.

Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient’s presenting problems.

Source: Health Information Exchange, NSW Health (extracted 16 October 2018).
Murwillumbah District Hospital: Patients presenting to the emergency department
July to September 2018

All presentations: 4,488 patients

Emergency presentations by triage category: 4,082 patients

<table>
<thead>
<tr>
<th>Triage Category</th>
<th>2018</th>
<th>2017</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resuscitation</td>
<td>5</td>
<td>6</td>
<td>-16.7%</td>
</tr>
<tr>
<td>Emergency</td>
<td>350</td>
<td>338</td>
<td>4.2%</td>
</tr>
<tr>
<td>Urgent</td>
<td>1,388</td>
<td>1,454</td>
<td>-4.5%</td>
</tr>
<tr>
<td>Semi-urgent</td>
<td>2,051</td>
<td>2,270</td>
<td>-9.6%</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>288</td>
<td>319</td>
<td>-9.7%</td>
</tr>
</tbody>
</table>

Emergency presentations by quarter, January 2010 to September 2018

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Resuscitation</th>
<th>Emergency</th>
<th>Urgent</th>
<th>Semi-urgent</th>
<th>Non-urgent</th>
<th>All emergency presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sep 2010</td>
<td>7</td>
<td>159</td>
<td>1,070</td>
<td>2,002</td>
<td>386</td>
<td>3,624</td>
</tr>
<tr>
<td>Jul-Sep 2011</td>
<td>7</td>
<td>122</td>
<td>1,010</td>
<td>1,971</td>
<td>423</td>
<td>3,533</td>
</tr>
<tr>
<td>Jul-Sep 2012</td>
<td>9</td>
<td>173</td>
<td>1,065</td>
<td>2,075</td>
<td>503</td>
<td>3,825</td>
</tr>
<tr>
<td>Jul-Sep 2013</td>
<td>7</td>
<td>219</td>
<td>1,069</td>
<td>1,878</td>
<td>813</td>
<td>3,986</td>
</tr>
<tr>
<td>Jul-Sep 2014</td>
<td>9</td>
<td>229</td>
<td>1,161</td>
<td>2,047</td>
<td>391</td>
<td>3,837</td>
</tr>
<tr>
<td>Jul-Sep 2015</td>
<td>10</td>
<td>326</td>
<td>1,280</td>
<td>1,949</td>
<td>275</td>
<td>3,857</td>
</tr>
<tr>
<td>Jul-Sep 2016</td>
<td></td>
<td>310</td>
<td>1,271</td>
<td>2,090</td>
<td>350</td>
<td>4,031</td>
</tr>
<tr>
<td>Jul-Sep 2017</td>
<td></td>
<td>336</td>
<td>1,454</td>
<td>2,270</td>
<td>319</td>
<td>4,385</td>
</tr>
<tr>
<td>Jul-Sep 2018</td>
<td></td>
<td>350</td>
<td>1,388</td>
<td>2,051</td>
<td>288</td>
<td>4,082</td>
</tr>
</tbody>
</table>

Murwillumbah District Hospital: Patients arriving by ambulance
July to September 2018

Arrivals used to calculate transfer of care time: 220 patients

ED Transfer of care time

<table>
<thead>
<tr>
<th>Time</th>
<th>Median</th>
<th>90th percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time</td>
<td>12 minutes</td>
<td>24 minutes</td>
</tr>
</tbody>
</table>

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.

Interpret with caution: total ambulance arrivals include more than 30% of records for which transfer of care time cannot be calculated.
Murwillumbah District Hospital: Time patients waited to start treatment, triage 2
July to September 2018

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

Number of triage 2 patients: 350
Number of triage 2 patients used to calculate waiting time: 3

Median time to start treatment

<table>
<thead>
<tr>
<th>Same period</th>
<th>NSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>last year</td>
<td></td>
</tr>
<tr>
<td>366</td>
<td>366</td>
</tr>
</tbody>
</table>

90th percentile time to start treatment

<table>
<thead>
<tr>
<th>Same period</th>
<th>NSW</th>
</tr>
</thead>
<tbody>
<tr>
<td>this period</td>
<td></td>
</tr>
<tr>
<td>7 minutes</td>
<td>8 minutes</td>
</tr>
<tr>
<td>15 minutes</td>
<td>28 minutes</td>
</tr>
</tbody>
</table>

Percentage of triage 2 patients who received treatment by time, July to September 2018

![Graph showing percentage of triage 2 patients who received treatment by time]

Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to September 2018

<table>
<thead>
<tr>
<th>Medal time to start treatment</th>
<th>5</th>
<th>6</th>
<th>6</th>
<th>6</th>
<th>6</th>
<th>5</th>
<th>7</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>90th percentile time to start treatment</td>
<td>8</td>
<td>14</td>
<td>16</td>
<td>12</td>
<td>11</td>
<td>16</td>
<td>14</td>
<td>15</td>
</tr>
</tbody>
</table>

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.
Murwillumbah District Hospital: Time patients waited to start treatment, triage 3
July to September 2018

Triage 3  Urgent  (e.g. moderate blood loss, dehydration)
Number of triage 3 patients: 1,388
Number of triage 3 patients used to calculate waiting time: 1,381
Median time to start treatment 4  12 minutes
90th percentile time to start treatment 5  34 minutes

Same period  last year  NSW  (this period)
1,454 1,446
14 minutes 21 minutes
37 minutes 72 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.
Murwillumbah District Hospital: Time patients waited to start treatment, triage 4
July to September 2018

Triage 4  Semi-urgent  (e.g. sprained ankle, earache)
Number of triage 4 patients: 2,051
Number of triage 4 patients used to calculate waiting time: 2,012
Median time to start treatment 4  15 minutes
90th percentile time to start treatment 5  61 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to September 2018

Median time to start treatment 4
90th percentile time to start treatment 5

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Median time to start treatment 4 (minutes)</td>
<td>33</td>
<td>26</td>
<td>21</td>
<td>17</td>
<td>16</td>
<td>18</td>
<td>13</td>
<td>18</td>
<td>15</td>
</tr>
<tr>
<td>90th percentile time to start treatment 5 (minutes)</td>
<td>99</td>
<td>84</td>
<td>75</td>
<td>62</td>
<td>60</td>
<td>79</td>
<td>52</td>
<td>73</td>
<td>61</td>
</tr>
</tbody>
</table>

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

(5) 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.
Murwillumbah District Hospital: Time patients waited to start treatment, triage 5
July to September 2018

Triage 5  Non-urgent (e.g. small cuts or abrasions)
Number of triage 5 patients: 288
Number of triage 5 patients used to calculate waiting time: 274
Median time to start treatment: 12 minutes
90th percentile time to start treatment: 60 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2018

Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to September 2018

Median time to start treatment: 12 minutes
90th percentile time to start treatment: 60 minutes

Notes:
1. Data points are not shown in graphs for quarters when patient numbers are too small.
2. 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.
Murwillumbah District Hospital: Time patients spent in the ED
July to September 2018

All presentations: 4,488 patients
Presentations used to calculate time to leaving the ED: 4,485 patients

Median time spent in the ED 1 hours and 28 minutes
90th percentile time spent in the ED 4 hours and 36 minutes

Percentage of patients who left the ED by time, July to September 2018

Time patients spent in the ED, by quarter, January 2010 to September 2018

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.
Murwillumbah District Hospital: Time patients spent in the ED
By mode of separation
July to September 2018

All presentations: 4,488 patients
Presentations used to calculate time to leaving the ED: 4,485 patients

<table>
<thead>
<tr>
<th>Mode of Separation</th>
<th>Same period last year</th>
<th>Change since one year ago</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treated and discharged</td>
<td>3,873 (86.3%)</td>
<td>-7%</td>
</tr>
<tr>
<td>Treated and admitted to hospital</td>
<td>269 (5.8%)</td>
<td>-7.6%</td>
</tr>
<tr>
<td>Patient left without, or before completing, treatment</td>
<td>70 (1.6%)</td>
<td>-11.6%</td>
</tr>
<tr>
<td>Transferred to another hospital</td>
<td>282 (6.3%)</td>
<td>-34.0%</td>
</tr>
<tr>
<td>Other</td>
<td>4 (0.1%)</td>
<td>21.0%</td>
</tr>
</tbody>
</table>

Percentages of patients who left the ED by time and mode of separation, July to September 2018

Performance Profiles: Emergency department care
July to September 2018

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.

More information is available on BHI’s interactive portal at www.bhi.nsw.gov.au/healthcare_observer
Murwillumbah District Hospital

Murwillumbah District Hospital: Time spent in the ED

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

July to September 2018

All presentations at the emergency department: 1 4,488 patients
Presentations used to calculate time to leaving the ED: 2 4,485 patients

<table>
<thead>
<tr>
<th>Percentage of patients who spent four hours or less in the ED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same period last year</td>
</tr>
<tr>
<td>-----------------------</td>
</tr>
<tr>
<td>86.8%</td>
</tr>
<tr>
<td>-7%</td>
</tr>
</tbody>
</table>

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to September 2018

Note:
* Suppressed due to small numbers and to protect privacy. Relevant graphs are also suppressed.
† 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 2018.
4. The median is the time by which half of patients started treatment. The other half of patients took equal to or longer than this time.
5. The 90th percentile is the time by which 90% of patients started treatment. The final 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 16 October 2018).
Transfer of care data from Transfer of Care Reporting System (extracted 16 October 2018).