

Muswellbrook District Hospital: Emergency department (ED) overview

July to September 2016

All presentations:¹ 2,378 patients
Emergency presentations:² 2,246 patients

Same period last year	Change since one year ago
2,279	4.3%
2,205	1.9%

Muswellbrook District Hospital: Time patients waited to start treatment³

July to September 2016

Triage 2 Emergency (e.g. chest pain, severe burns): 100 patients

Median time to start treatment⁴ 4 minutes
95th percentile time to start treatment⁵ *

Triage 3 Urgent (e.g. moderate blood loss, dehydration): 542 patients

Median time to start treatment⁴ 19 minutes
95th percentile time to start treatment⁵ 104 minutes

Triage 4 Semi-urgent (e.g. sprained ankle, earache): 1,242 patients

Median time to start treatment⁴ 32 minutes
95th percentile time to start treatment⁵ 118 minutes

Triage 5 Non-urgent (e.g. small cuts or abrasions): 356 patients

Median time to start treatment⁴ 28 minutes
95th percentile time to start treatment⁵ 119 minutes

Same period last year	NSW (this period)
157	
5 minutes	8 minutes
31 minutes	41 minutes
578	
15 minutes	21 minutes
82 minutes	103 minutes
1,113	
24 minutes	27 minutes
107 minutes	139 minutes
357	
27 minutes	24 minutes
100 minutes	138 minutes

Muswellbrook District Hospital: Time from presentation until leaving the ED

July to September 2016

Attendances used to calculate time to leaving the ED:⁶ 2,378 patients

Percentage of patients who spent four hours or less in the ED 90.2%

Same period last year	Change since one year ago
2,279	4.3%
89.6%	

* 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% of patients waited equal to or longer than this time.
- All presentations that have a departure time.

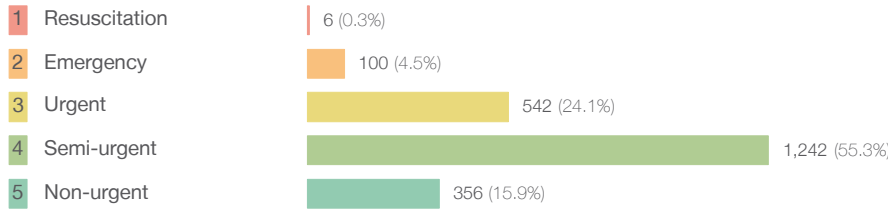
Note: Presentation time is the earlier time recorded for clerical registration or the triage process. Treatment time is the earliest time recorded when a healthcare professional provides medical care relevant to the patient's presenting problems.

Source: Health Information Exchange, NSW Health (extracted 20 October 2016).

Muswellbrook District Hospital: Patients presenting to the emergency department July to September 2016

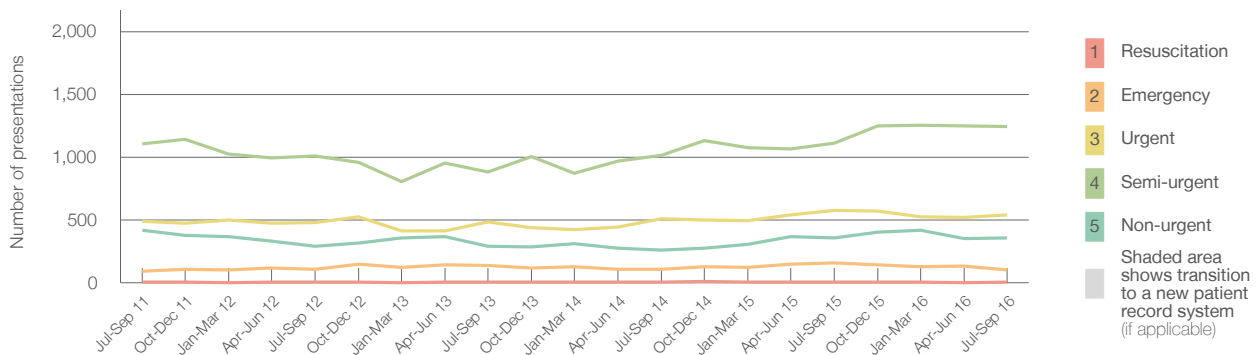
All presentations:¹ 2,378 patients

Emergency presentations² by triage category: 2,246 patients



Same period last year	Change since one year ago
2,279	4.3%
2,205	1.9%
< 5	*
157	-35.5%
578	-6.2%
1,113	11.6%
357	-0.3%

Emergency presentations² by quarter, July 2011 to September 2016 †



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Resuscitation	< 5	< 5	< 5	< 5	< 5	6
Emergency	93	107	139	110	157	100
Urgent	487	479	486	510	578	542
Semi-urgent	1,105	1,007	884	1,015	1,113	1,242
Non-urgent	420	290	289	257	357	356
All emergency presentations	2,105	1,883	1,798	1,892	2,205	2,246

Muswellbrook District Hospital: Patients arriving by ambulance July to September 2016

Arrivals used to calculate transfer of care time:⁷ 379 patients

ED Transfer of care time



Same period last year	Change since one year ago
299	
9 minutes	-1 minute
61 minutes	-37 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.

Muswellbrook District Hospital: Time patients waited to start treatment, triage 2 July to September 2016

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

Number of triage 2 patients: 100

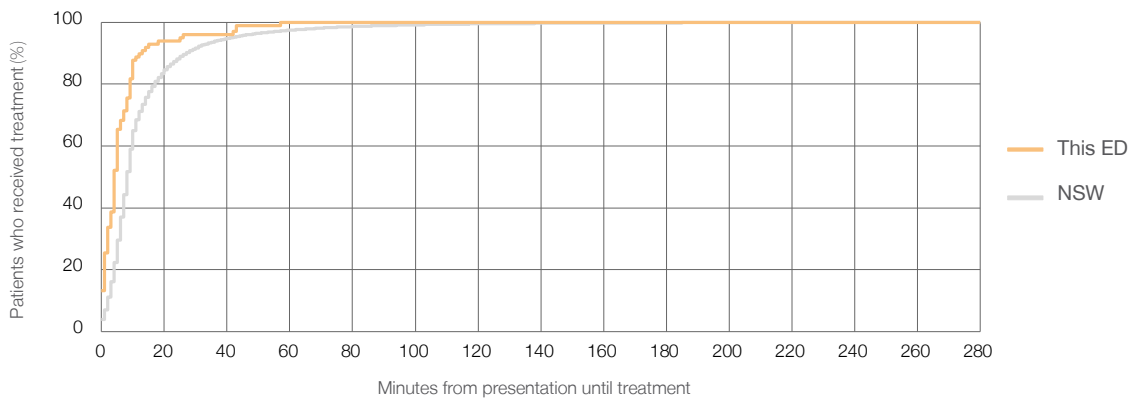
Number of triage 2 patients used to calculate waiting time:³ 98

Median time to start treatment⁴ 4 minutes

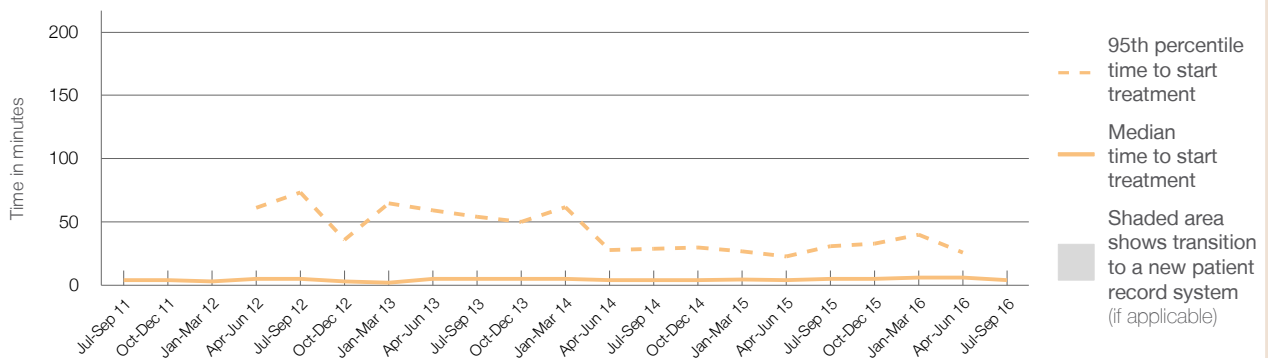
95th percentile time to start treatment⁵ *

Same period last year	NSW (this period)
157	149
5 minutes	8 minutes
31 minutes	41 minutes

Percentage of triage 2 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 2 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	4	5	5	4	5	4
95th percentile time to start treatment ⁵ (minutes)	*	74	54	29	31	*

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Muswellbrook District Hospital: Time patients waited to start treatment, triage 3

July to September 2016

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

Number of triage 3 patients: 542

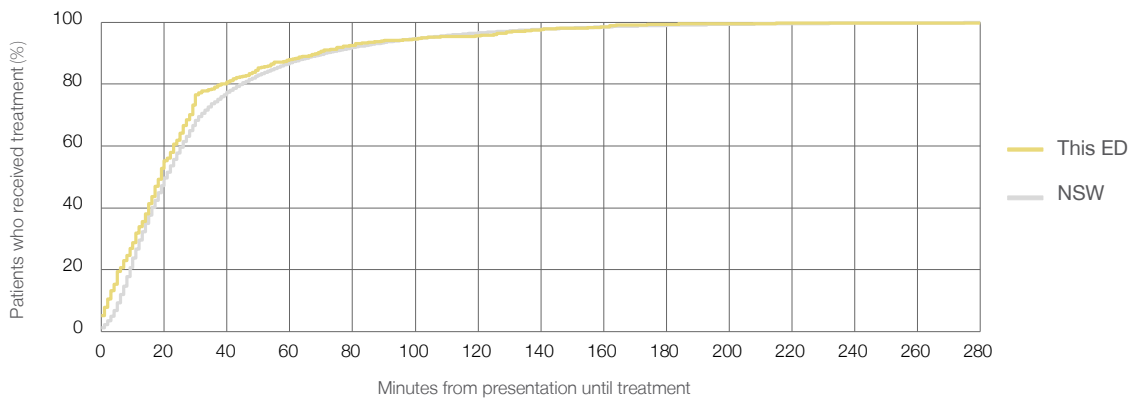
Number of triage 3 patients used to calculate waiting time:³ 507

Median time to start treatment⁴ 19 minutes

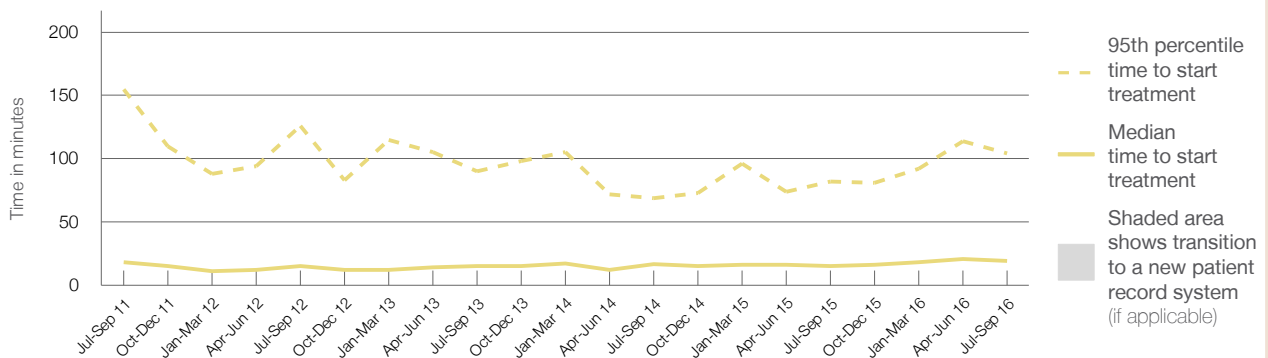
95th percentile time to start treatment⁵ 104 minutes

Same period last year	NSW (this period)
578	550
15 minutes	21 minutes
82 minutes	103 minutes

Percentage of triage 3 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 3 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	18	15	15	17	15	19
95th percentile time to start treatment ⁵ (minutes)	155	126	90	69	82	104

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Muswellbrook District Hospital: Time patients waited to start treatment, triage 4 July to September 2016

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

Number of triage 4 patients: 1,242

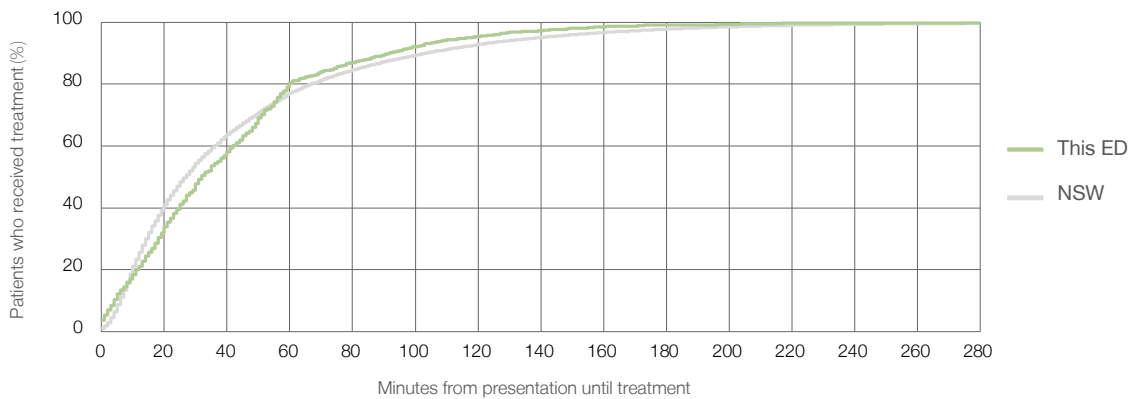
Number of triage 4 patients used to calculate waiting time:³ 1,111

Median time to start treatment⁴ 32 minutes

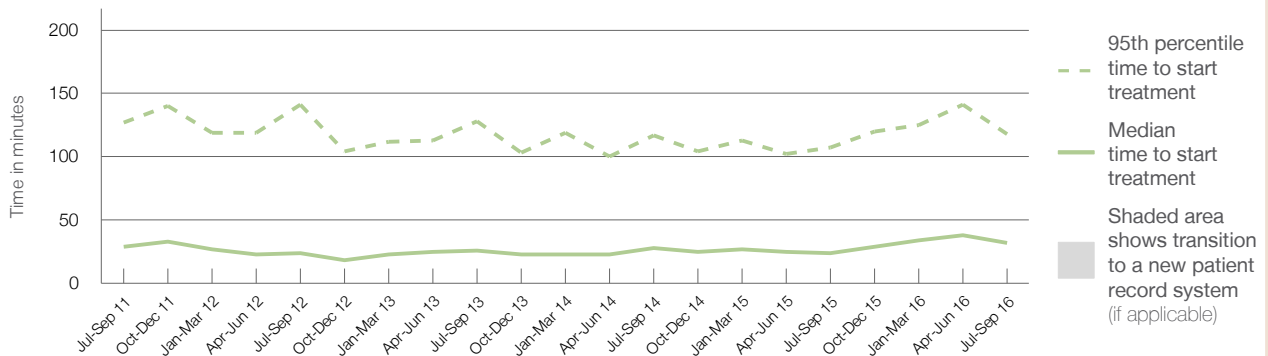
95th percentile time to start treatment⁵ 118 minutes

	Same period last year	NSW (this period)
Number of triage 4 patients	1,113	1,026
Median time to start treatment ⁴	24 minutes	27 minutes
95th percentile time to start treatment ⁵	107 minutes	139 minutes

Percentage of triage 4 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 4 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	29	24	26	28	24	32
95th percentile time to start treatment ⁵ (minutes)	127	141	128	117	107	118

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Muswellbrook District Hospital: Time patients waited to start treatment, triage 5

July to September 2016

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

Number of triage 5 patients: 356

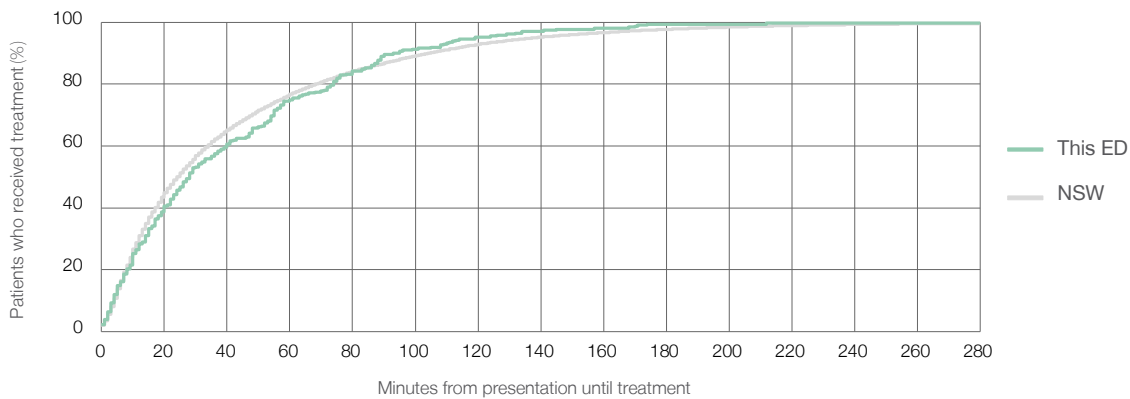
Number of triage 5 patients used to calculate waiting time:³ 310

Median time to start treatment⁴ 28 minutes

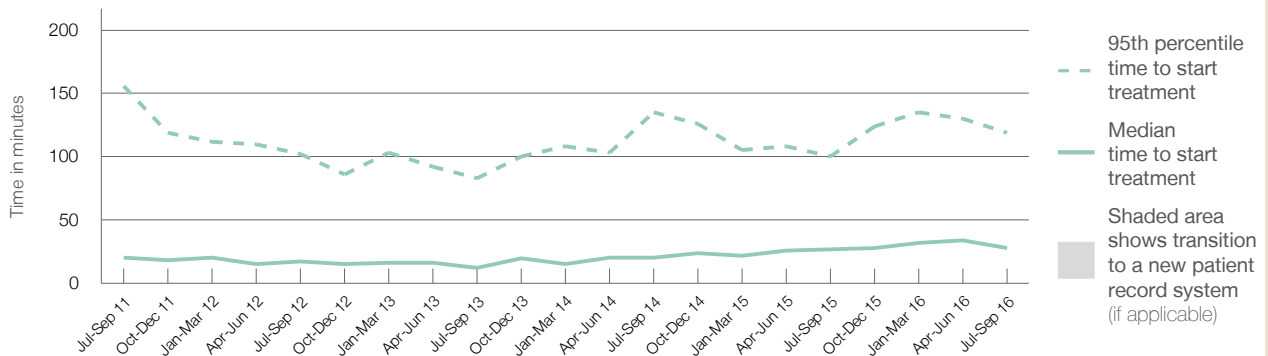
95th percentile time to start treatment⁵ 119 minutes

	Same period last year	NSW (this period)
Number of triage 5 patients	357	307
Median time to start treatment ⁴	27 minutes	24 minutes
95th percentile time to start treatment ⁵	100 minutes	138 minutes

Percentage of triage 5 patients who received treatment by time, July to September 2016



Time patients waited to start treatment (minutes) for triage 5 patients, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to start treatment ⁴ (minutes)	20	17	12	20	27	28
95th percentile time to start treatment ⁵ (minutes)	156	102	83	135	100	119

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Muswellbrook District Hospital: Time patients spent in the ED

July to September 2016

All presentations:¹ 2,378 patients

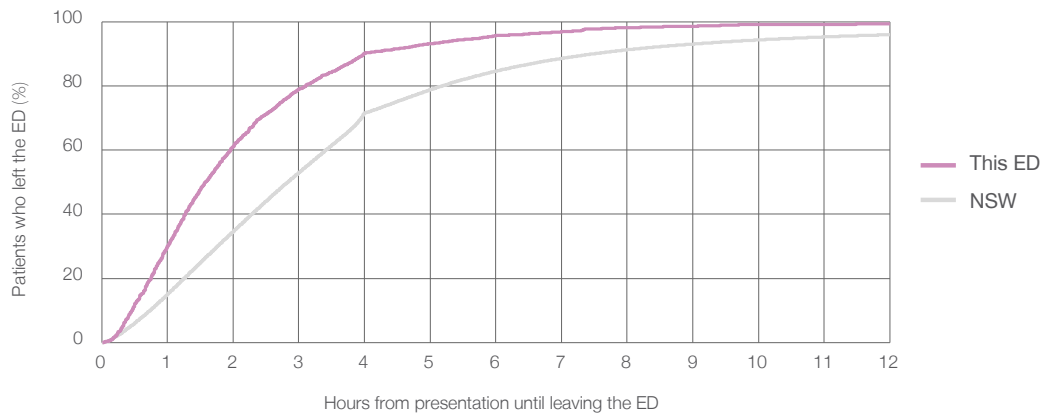
Presentations used to calculate time to leaving the ED:⁶ 2,378 patients

Median time spent in the ED⁸ 1 hours and 35 minutes

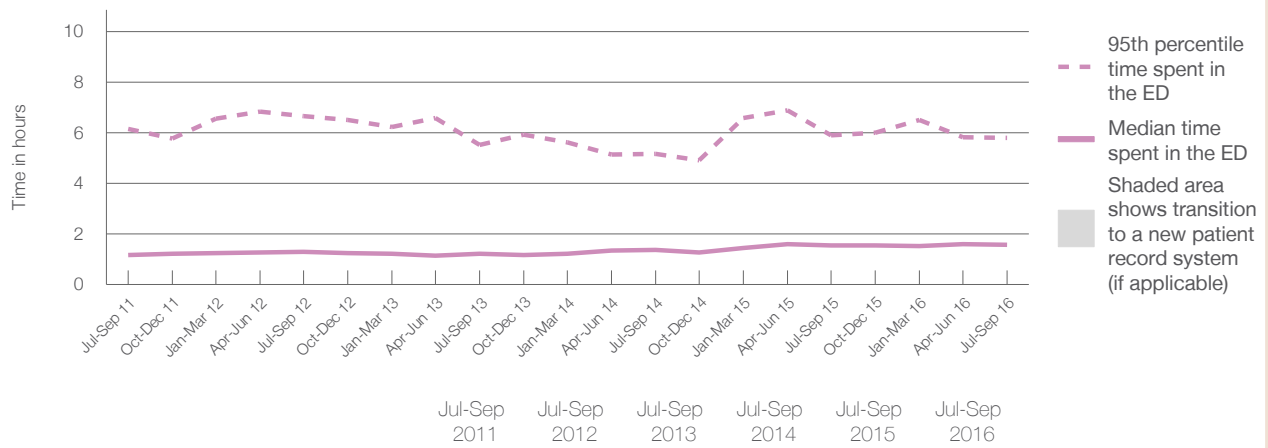
95th percentile time spent in the ED⁹ 5 hours and 48 minutes

Same period last year	NSW (this period)
2,279	2,279
1 hours and 33 minutes	2 hours and 50 minutes
5 hours and 54 minutes	10 hours and 43 minutes

Percentage of patients who left the ED by time, July to September 2016



Time patients spent in the ED, by quarter, July 2011 to September 2016^{†‡}



	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
Median time to leaving the ED ⁸ (hours, minutes)	1h 11m	1h 18m	1h 14m	1h 23m	1h 33m	1h 35m
95th percentile time to leaving the ED ⁹ (hours, minutes)	6h 10m	6h 40m	5h 32m	5h 10m	5h 54m	5h 48m

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

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Muswellbrook District Hospital: Time patients spent in the ED
By mode of separation
July to September 2016

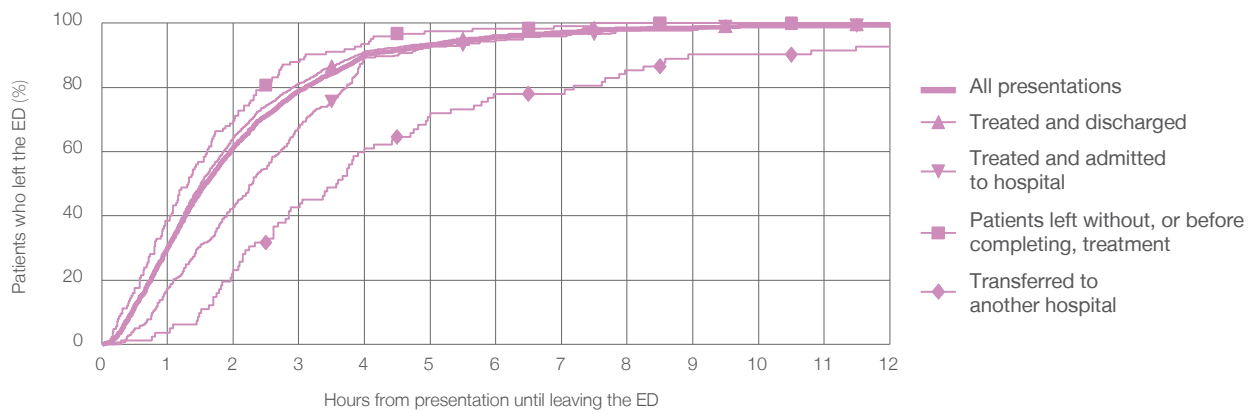
All presentations:¹ 2,378 patients

Presentations used to calculate time to leaving the ED:⁶ 2,378 patients

Treated and discharged	1,754 (73.8%)
Treated and admitted to hospital	300 (12.6%)
Patient left without, or before completing, treatment	125 (5.3%)
Transferred to another hospital	82 (3.4%)
Other	117 (4.9%)

Same period last year	Change since one year ago
2,279	4.3%
1,713	2.4%
311	-3.5%
85	47.1%
75	9.3%
95	23.2%

Percentage of patients who left the ED by time and mode of separation, July to September 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	30.6%	64.3%	81.2%	91.2%	96.4%	98.7%	99.4%	99.7%
Treated and admitted to hospital	17.3%	42.7%	67.3%	89.3%	94.7%	97.7%	99.0%	99.3%
Patient left without, or before completing, treatment	38.4%	69.6%	88.0%	93.6%	98.4%	100%	100%	100%
Transferred to another hospital	3.7%	23.2%	42.7%	61.0%	78.0%	85.4%	90.2%	92.7%
All presentations	30.2%	61.3%	78.9%	90.2%	95.7%	98.2%	99.1%	99.4%

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Muswellbrook District Hospital: Time spent in the ED

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

July to September 2016

All presentations at the emergency department: ¹ 2,378 patients

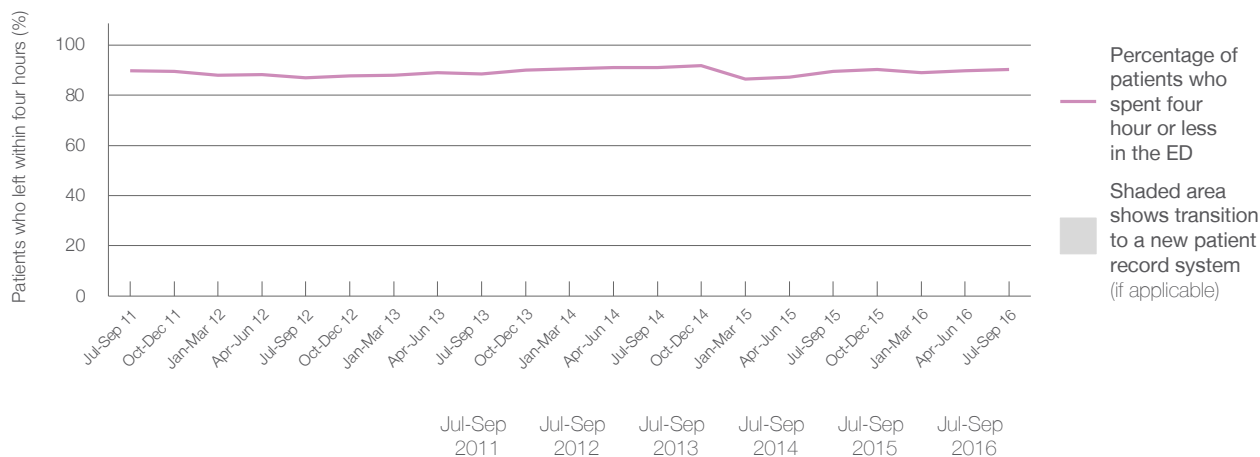
Presentations used to calculate time to leaving the ED: ⁶ 2,378 patients

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	2,279	4.3%
Presentations used to calculate time to leaving the ED	2,279	4.3%
Percentage of patients who spent four hours or less in the ED	89.6%	

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



Patients who left within four hours (%)	Jul-Sep 2011	Jul-Sep 2012	Jul-Sep 2013	Jul-Sep 2014	Jul-Sep 2015	Jul-Sep 2016
	89.6%	87.0%	88.5%	91.1%	89.6%	90.2%

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

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- 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, July to September 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 95th percentile is the time by which 95% of patients started treatment. The final 5% 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 95th percentile is the time by which 95% of patients left the ED. The final 5% 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 20 October 2016). Transfer of care data from Transfer of Care Reporting System (extracted 20 October 2016).