

## Murwillumbah District Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 4,311 patients  
Emergency presentations:<sup>2</sup> 3,916 patients

Same period last year	Change since one year ago
4,359	-1%
3,950	-1%

## Murwillumbah District Hospital: Time patients waited to start treatment<sup>3</sup>

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 287 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 13 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 1,231 patients

Median time to start treatment<sup>4</sup> 13 minutes  
90th percentile time to start treatment<sup>5</sup> 34 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 2,117 patients

Median time to start treatment<sup>4</sup> 16 minutes  
90th percentile time to start treatment<sup>5</sup> 56 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 270 patients

Median time to start treatment<sup>4</sup> 18 minutes  
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
296	
6 minutes	8 minutes
13 minutes	24 minutes
1,238	
13 minutes	19 minutes
30 minutes	63 minutes
2,077	
18 minutes	24 minutes
66 minutes	95 minutes
333	
15 minutes	21 minutes
75 minutes	96 minutes

## Murwillumbah District Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 4,310 patients

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

Same period last year	Change since one year ago
4,358	-1%
89%	

\* 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 2018*.
- 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.

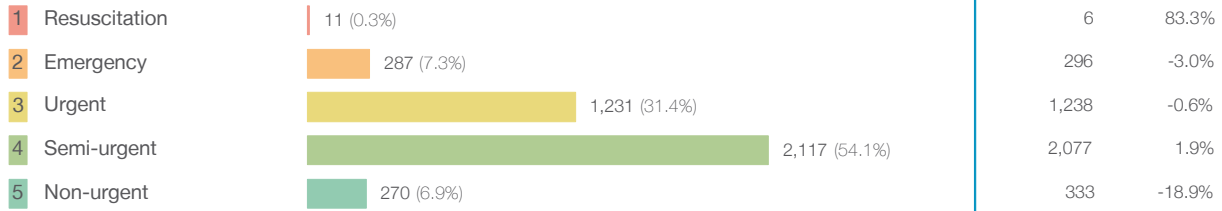
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Murwillumbah District Hospital: Patients presenting to the emergency department

April to June 2018

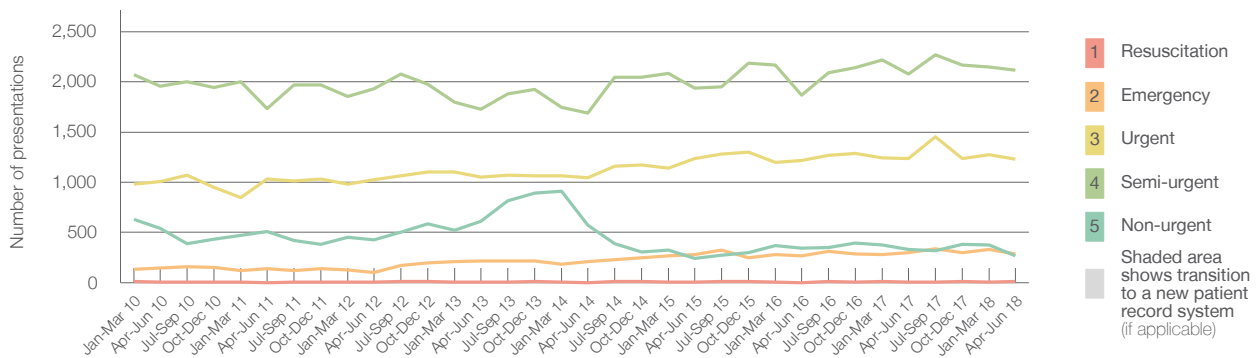
All presentations:<sup>1</sup> 4,311 patients

Emergency presentations<sup>2</sup> by triage category: 3,916 patients



	Same period last year	Change since one year ago
All presentations	4,359	-1%
Emergency presentations	3,950	-1%
1 Resuscitation	6	83.3%
2 Emergency	296	-3.0%
3 Urgent	1,238	-0.6%
4 Semi-urgent	2,077	1.9%
5 Non-urgent	333	-18.9%

Emergency presentations<sup>2</sup> by quarter, January 2010 to June 2018 †



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	< 5	< 5	6	6	< 5	7	< 5	6	11
Emergency	149	140	104	218	210	281	271	296	287
Urgent	1,009	1,031	1,024	1,053	1,043	1,233	1,214	1,238	1,231
Semi-urgent	1,958	1,734	1,928	1,729	1,689	1,939	1,867	2,077	2,117
Non-urgent	539	509	428	611	575	244	345	333	270
All emergency presentations	3,655	3,414	3,490	3,617	3,517	3,704	3,697	3,950	3,916

## Murwillumbah District Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 205 patients \*\*

ED Transfer of care time



	Same period last year	Change since one year ago
Arrivals used to calculate transfer of care time	219	
Median time	12 minutes	-2 minutes
90th percentile time	23 minutes	-3 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.

(\*\*) 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

April to June 2018

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

Number of triage 2 patients: 287

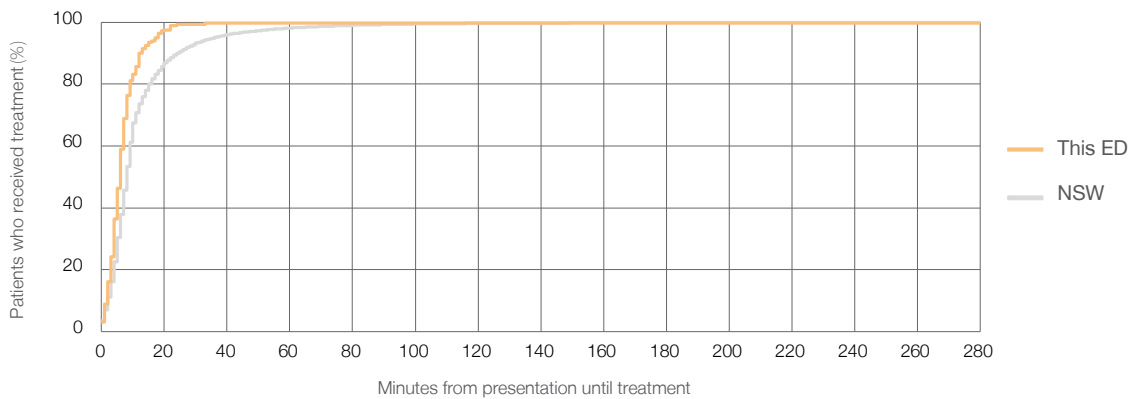
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 280

Median time to start treatment<sup>4</sup> 6 minutes

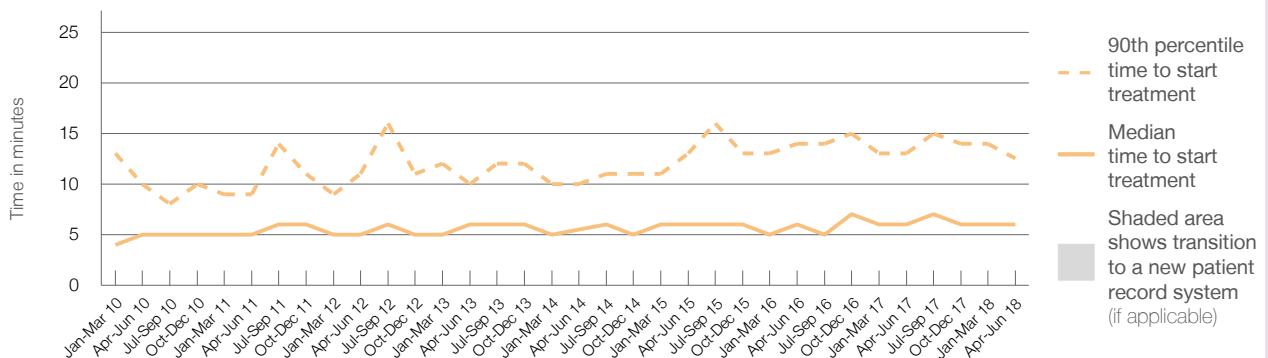
90th percentile time to start treatment<sup>5</sup> 13 minutes

Same period last year	NSW (this period)
296	296
6 minutes	8 minutes
13 minutes	24 minutes

### Percentage of triage 2 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 2 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	5	5	5	6	6	6	6	6	6
90th percentile time to start treatment <sup>5</sup> (minutes)	10	9	11	10	10	13	14	13	13

(†) 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

April to June 2018

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

Number of triage 3 patients: 1,231

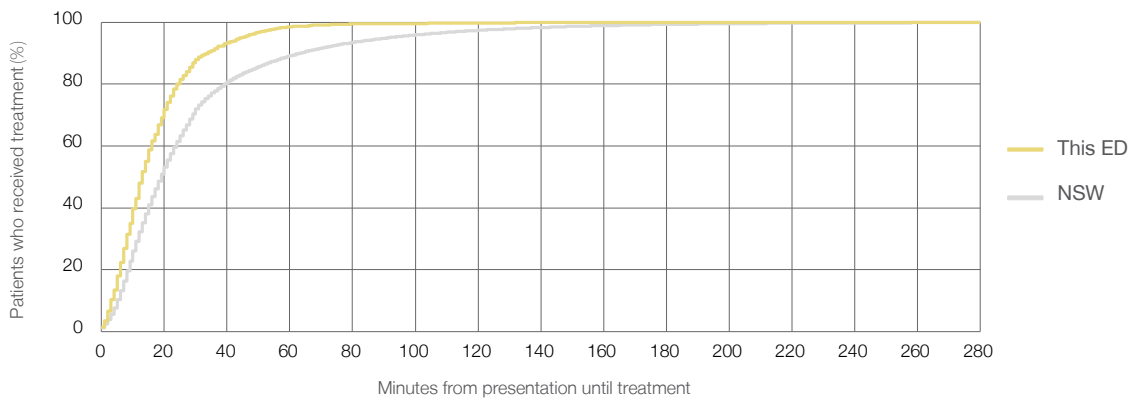
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 1,215

Median time to start treatment<sup>4</sup> 13 minutes

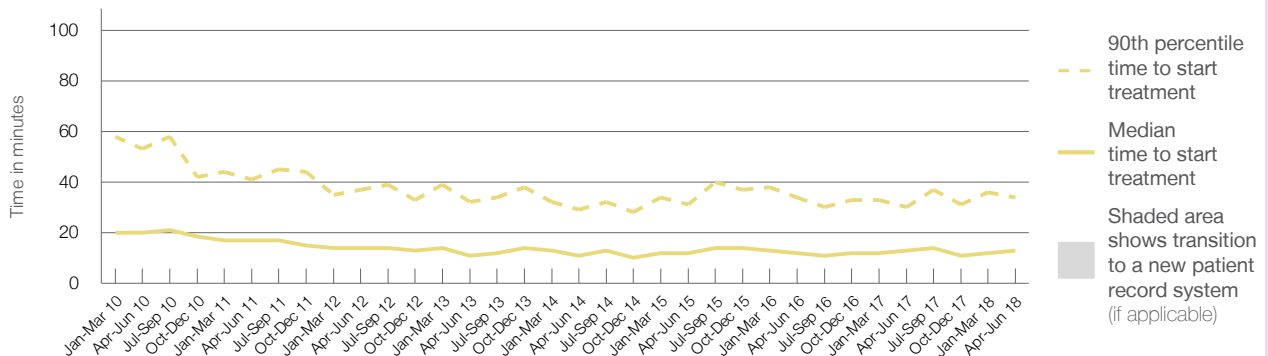
90th percentile time to start treatment<sup>5</sup> 34 minutes

Same period last year	NSW (this period)
1,238	1,236
13 minutes	19 minutes
30 minutes	63 minutes

### Percentage of triage 3 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 3 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	20	17	14	11	11	12	12	13	13
90th percentile time to start treatment <sup>5</sup> (minutes)	53	41	37	32	29	31	34	30	34

(†) 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 April to June 2018

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

Number of triage 4 patients: 2,117

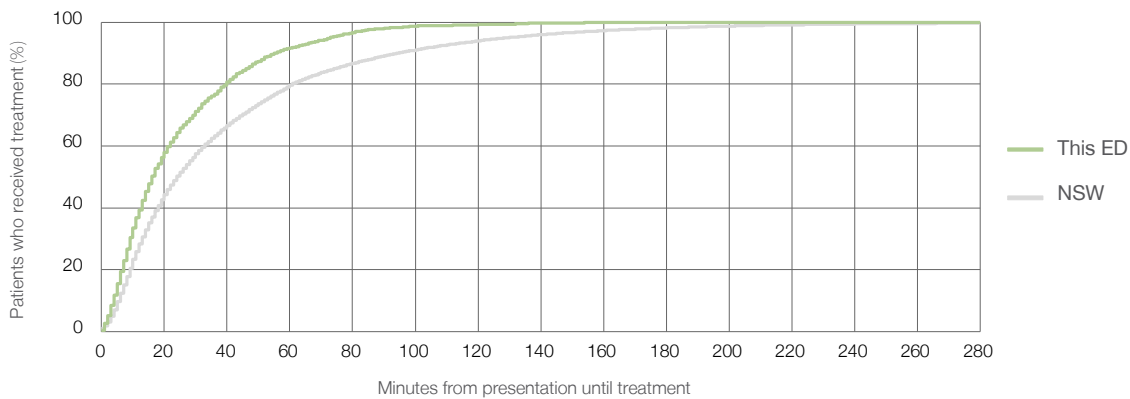
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 2,064

Median time to start treatment<sup>4</sup>  16 minutes

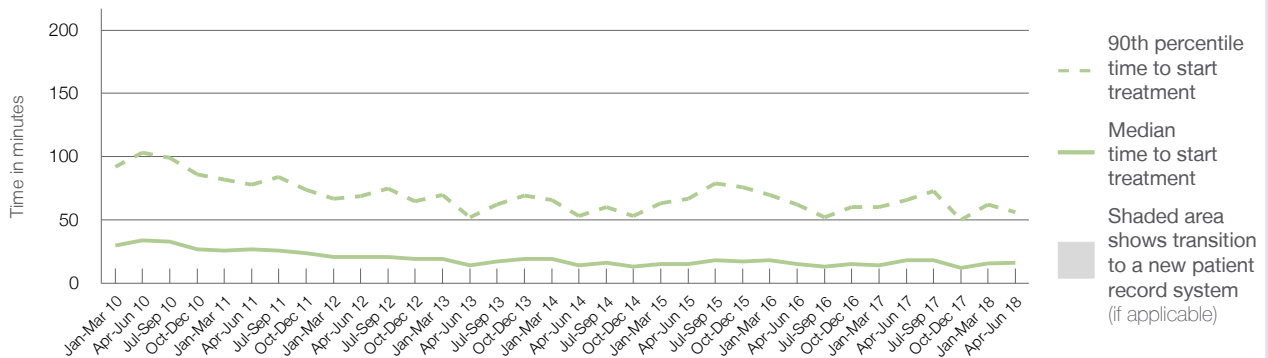
90th percentile time to start treatment<sup>5</sup>  56 minutes

Same period last year	NSW (this period)
2,077	2,039
18 minutes	24 minutes
66 minutes	95 minutes

### Percentage of triage 4 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 4 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	34	27	21	14	14	15	15	18	16
90th percentile time to start treatment <sup>5</sup> (minutes)	103	78	69	52	53	67	62	66	56

(†) 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 5

April to June 2018

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

Number of triage 5 patients: 270

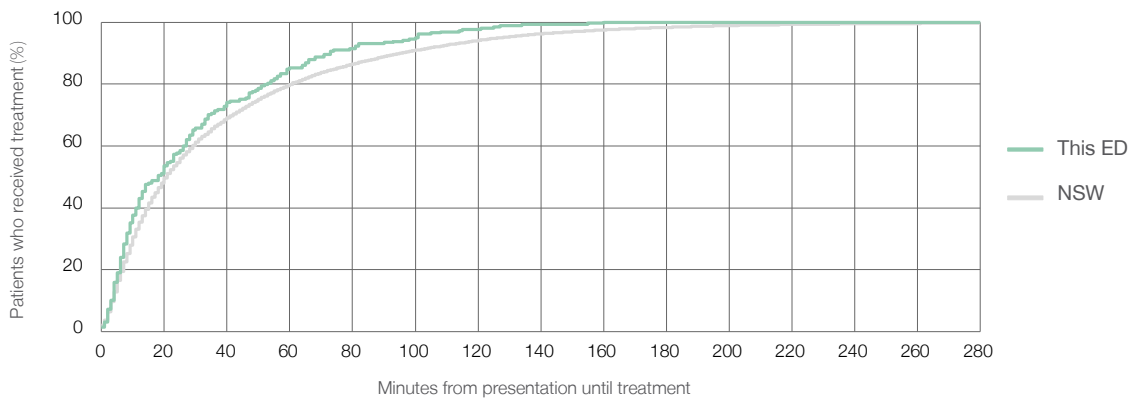
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 258

Median time to start treatment<sup>4</sup> 18 minutes

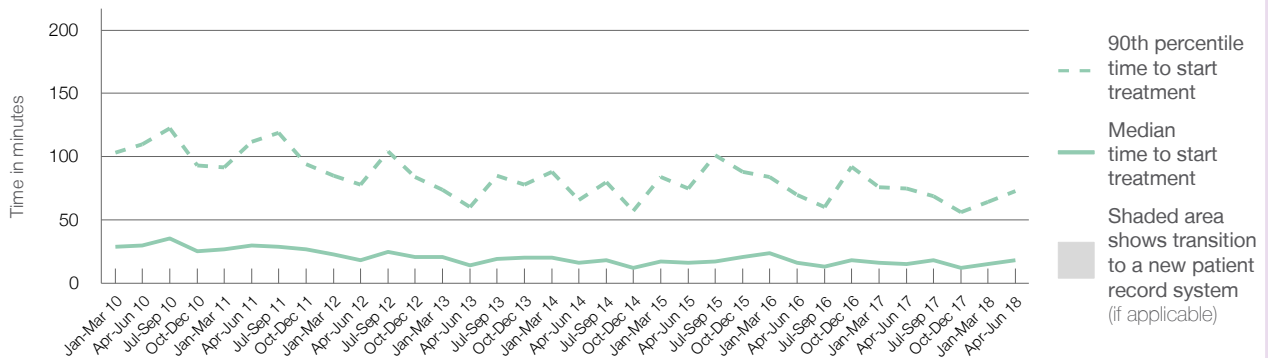
90th percentile time to start treatment<sup>5</sup> 73 minutes

Same period last year	NSW (this period)
333	305
15 minutes	21 minutes
75 minutes	96 minutes

### Percentage of triage 5 patients who received treatment by time, April to June 2018



### Time patients waited to start treatment (minutes) for triage 5 patients, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time to start treatment <sup>4</sup> (minutes)	30	30	18	14	16	16	16	15	18
90th percentile time to start treatment <sup>5</sup> (minutes)	110	112	78	60	66	75	70	75	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 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

April to June 2018

All presentations:<sup>1</sup> 4,311 patients

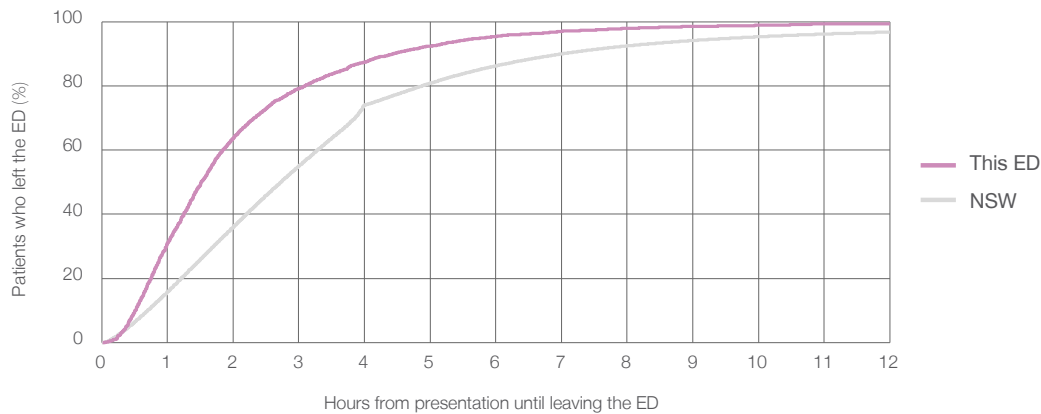
Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,310 patients

Median time spent in the ED<sup>8</sup> 1 hours and 31 minutes

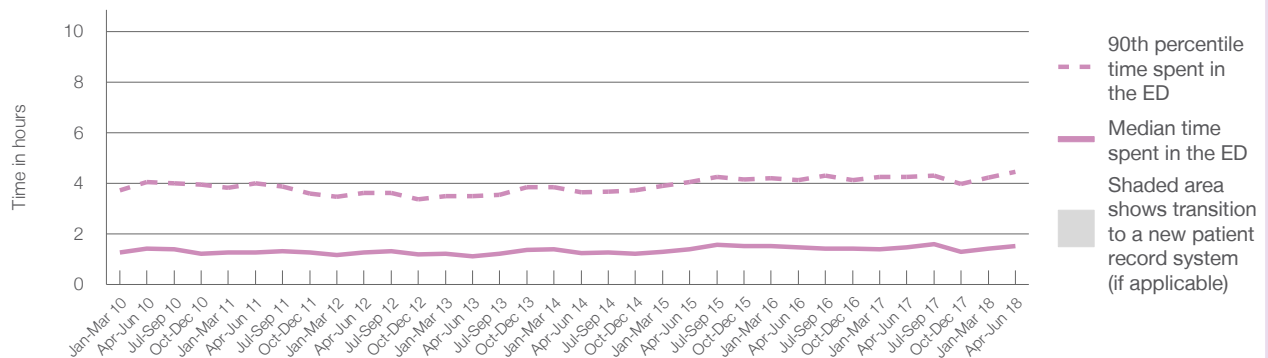
90th percentile time spent in the ED<sup>9</sup> 4 hours and 27 minutes

Same period last year	NSW (this period)
4,359	
4,358	
1 hours and 28 minutes	2 hours and 44 minutes
4 hours and 16 minutes	7 hours and 1 minutes

Percentage of patients who left the ED by time, April to June 2018



Time patients spent in the ED, by quarter, January 2010 to June 2018<sup>†‡</sup>



	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Median time spent in the ED <sup>8</sup> (hours, minutes)	1h 25m	1h 17m	1h 16m	1h 8m	1h 15m	1h 24m	1h 28m	1h 28m	1h 31m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	4h 3m	4h 1m	3h 37m	3h 30m	3h 39m	4h 4m	4h 8m	4h 16m	4h 27m

(†) 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  
April to June 2018

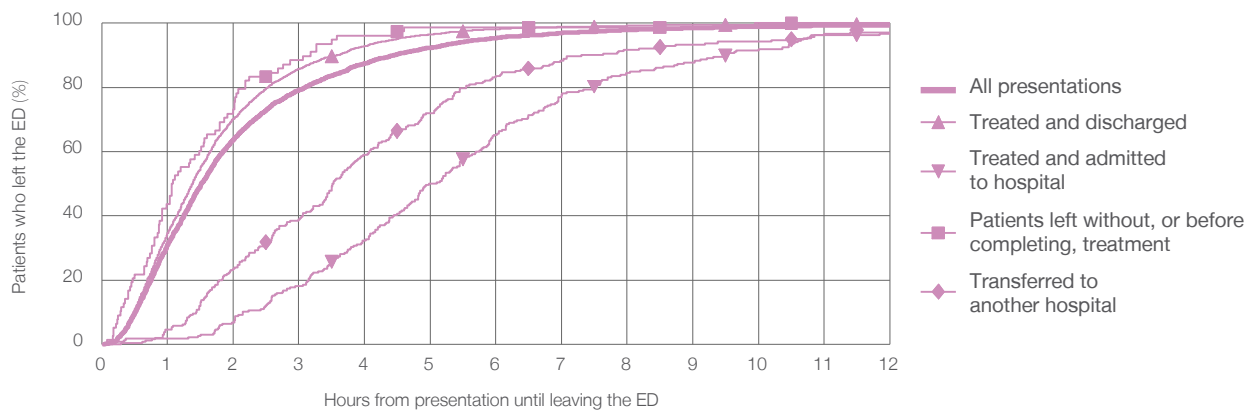
All presentations:<sup>1</sup> 4,311 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 4,310 patients

Treated and discharged	3,727 (86.5%)
Treated and admitted to hospital	238 (5.5%)
Patient left without, or before completing, treatment	78 (1.8%)
Transferred to another hospital	242 (5.6%)
Other	26 (0.6%)

Same period last year	Change since one year ago
4,358	-1%
3,746	-0.5%
262	-9.2%
71	9.9%
276	-12.3%
4	550.0%

Percentage of patients who left the ED by time and mode of separation, April to June 2018<sup>†‡</sup>



1 hour 2 hours 3 hours 4 hours 6 hours 8 hours 10 hours 12 hours

Treated and discharged	34.7%	70.2%	85.7%	92.9%	98.1%	99.2%	99.6%	99.7%
Treated and admitted to hospital	1.7%	6.7%	18.1%	32.4%	65.1%	84.5%	92.0%	96.6%
Patient left without, or before completing, treatment	43.6%	73.1%	88.5%	96.2%	98.7%	98.7%	100%	100%
Transferred to another hospital	4.5%	23.6%	38.8%	59.1%	83.5%	91.7%	94.2%	97.1%
All presentations	31.1%	63.8%	79.2%	87.4%	95.4%	97.9%	98.9%	99.4%

(†) 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.



## Murwillumbah District Hospital: Time spent in the ED Percentage of patients who spent four hours or less in the ED April to June 2018

All presentations at the emergency department: <sup>1</sup> 4,311 patients

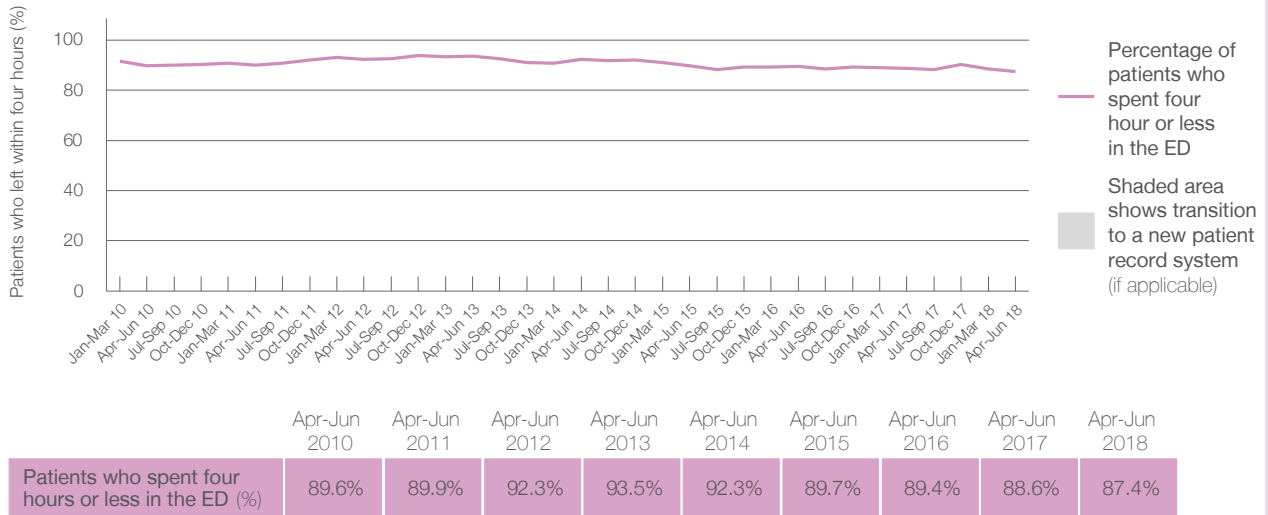
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,310 patients

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: <sup>1</sup> 4,311 patients	4,359	-1%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 4,310 patients	4,358	-1%
Percentage of patients who spent four hours or less in the ED	88.6%	

Percentage of patients who spent four hours or less in the ED, by quarter, January 2010 to June 2018 <sup>†‡</sup>



\* 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 2018*.
- 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 18 July 2018).  
Transfer of care data from Transfer of Care Reporting System (extracted 18 July 2018).