

## Muswellbrook Hospital: Emergency department (ED) overview

April to June 2018

All presentations:<sup>1</sup> 2,456 patients  
Emergency presentations:<sup>2</sup> 2,344 patients

Same period last year	Change since one year ago
2,439	1%
2,294	2%

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

April to June 2018

**Triage 2** Emergency (e.g. chest pain, severe burns): 214 patients

Median time to start treatment<sup>4</sup> 6 minutes  
90th percentile time to start treatment<sup>5</sup> 19 minutes

**Triage 3** Urgent (e.g. moderate blood loss, dehydration): 710 patients

Median time to start treatment<sup>4</sup> 20 minutes  
90th percentile time to start treatment<sup>5</sup> 72 minutes

**Triage 4** Semi-urgent (e.g. sprained ankle, earache): 1,010 patients

Median time to start treatment<sup>4</sup> 31 minutes  
90th percentile time to start treatment<sup>5</sup> 98 minutes

**Triage 5** Non-urgent (e.g. small cuts or abrasions): 405 patients

Median time to start treatment<sup>4</sup> 28 minutes  
90th percentile time to start treatment<sup>5</sup> 96 minutes

Same period last year	NSW (this period)
154	
5 minutes	8 minutes
14 minutes	24 minutes
561	
17 minutes	19 minutes
65 minutes	63 minutes
1,116	
31 minutes	24 minutes
89 minutes	95 minutes
463	
35 minutes	21 minutes
99 minutes	96 minutes

## Muswellbrook Hospital: Time from presentation until leaving the ED

April to June 2018

Attendances used to calculate time to leaving the ED:<sup>6</sup> 2,456 patients

Percentage of patients who spent four hours or less in the ED 88%

Same period last year	Change since one year ago
2,439	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.

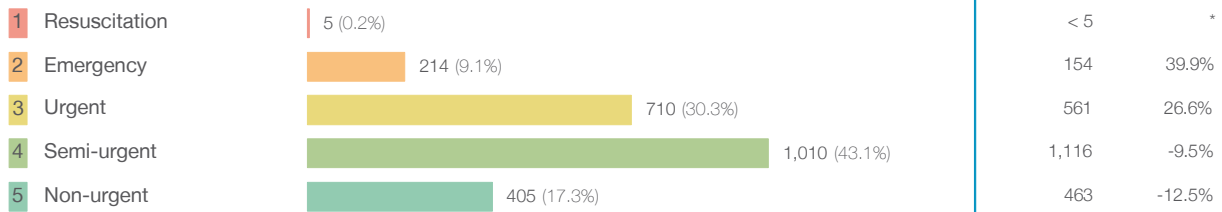
**Source:** Health Information Exchange, NSW Health (extracted 18 July 2018).

## Muswellbrook Hospital: Patients presenting to the emergency department

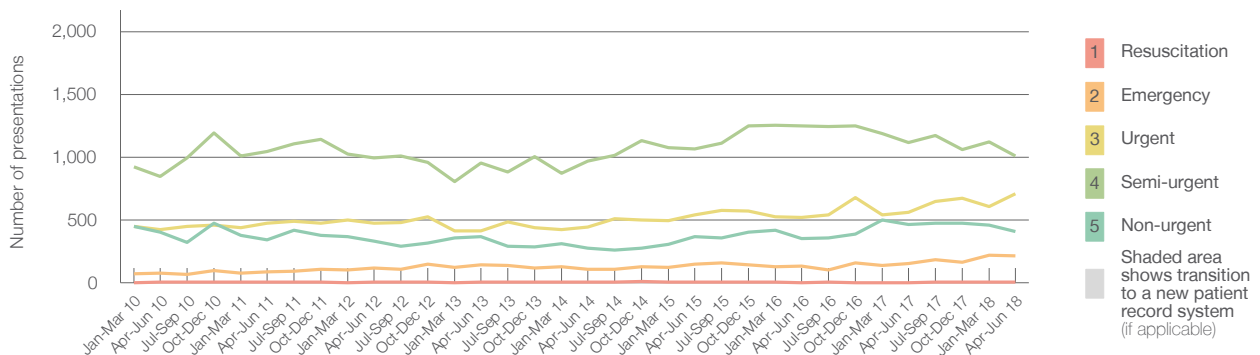
April to June 2018

All presentations:<sup>1</sup> 2,456 patients

Emergency presentations<sup>2</sup> by triage category: 2,344 patients



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



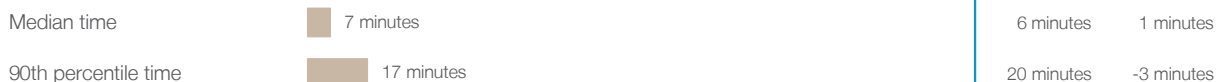
	Apr-Jun 2010	Apr-Jun 2011	Apr-Jun 2012	Apr-Jun 2013	Apr-Jun 2014	Apr-Jun 2015	Apr-Jun 2016	Apr-Jun 2017	Apr-Jun 2018
Resuscitation	5	< 5	6	< 5	5	< 5	< 5	< 5	5
Emergency	74	88	116	142	106	153	131	154	214
Urgent	425	473	472	411	443	538	522	561	710
Semi-urgent	847	1,043	992	952	968	1,064	1,251	1,116	1,010
Non-urgent	402	340	332	366	275	364	352	463	405
All emergency presentations	1,753	1,944	1,918	1,871	1,797	2,119	2,256	2,294	2,344

## Muswellbrook Hospital: Patients arriving by ambulance

April to June 2018

Arrivals used to calculate transfer of care time:<sup>7</sup> 374 patients

ED Transfer of care time



(†) 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 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: 214

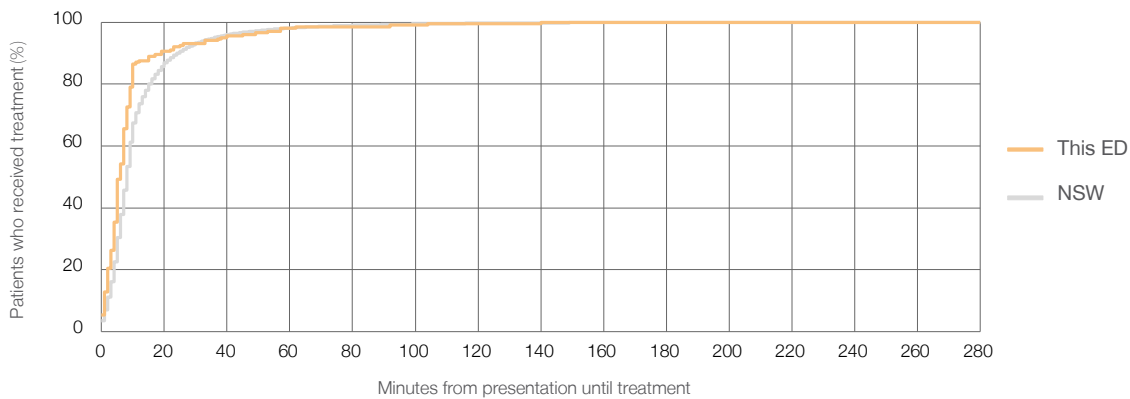
Number of triage 2 patients used to calculate waiting time:<sup>3</sup> 201

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

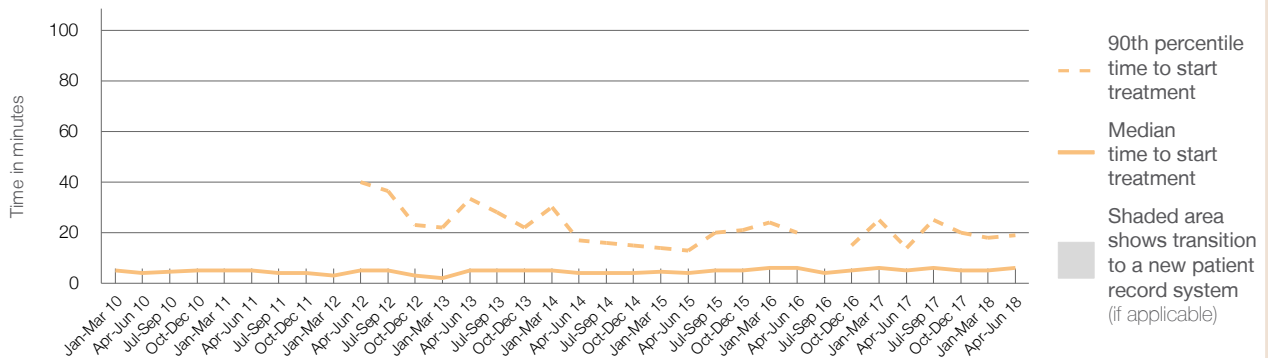
90th percentile time to start treatment<sup>5</sup>  19 minutes

Same period last year	NSW (this period)
154	148
5 minutes	8 minutes
14 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)	4	5	5	5	4	4	6	5	6
90th percentile time to start treatment <sup>5</sup> (minutes)	*	*	40	34	17	13	20	14	19

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## Muswellbrook 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: 710

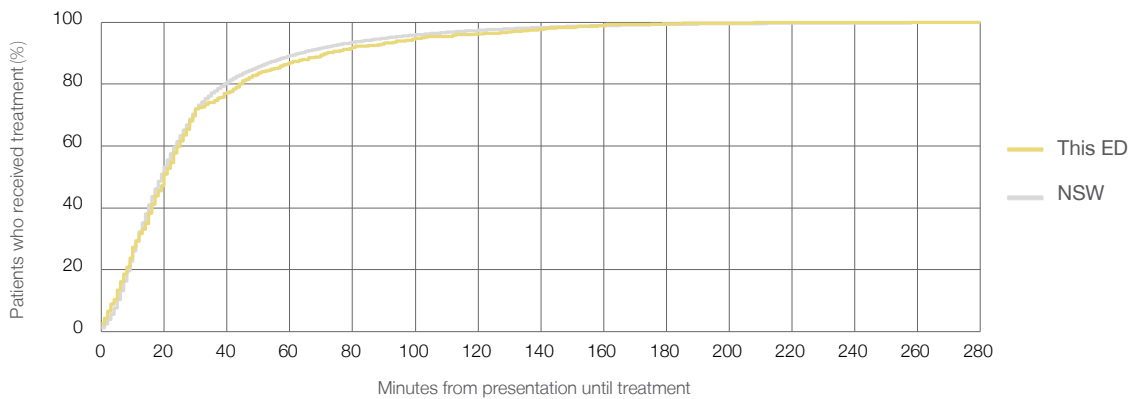
Number of triage 3 patients used to calculate waiting time:<sup>3</sup> 658

Median time to start treatment<sup>4</sup>  20 minutes

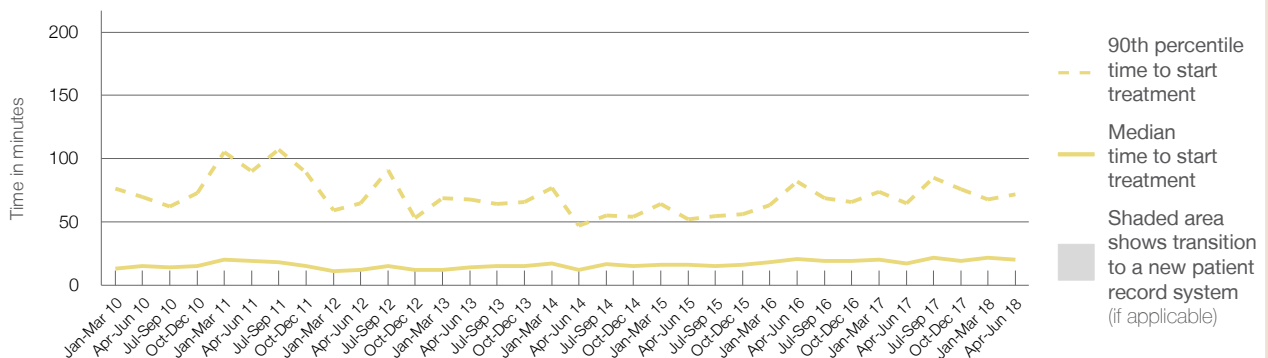
90th percentile time to start treatment<sup>5</sup>  72 minutes

Same period last year	NSW (this period)
561	520
17 minutes	19 minutes
65 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)	15	19	12	14	12	16	21	17	20
90th percentile time to start treatment <sup>5</sup> (minutes)	70	90	65	68	47	52	82	65	72

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## Muswellbrook 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: 1,010

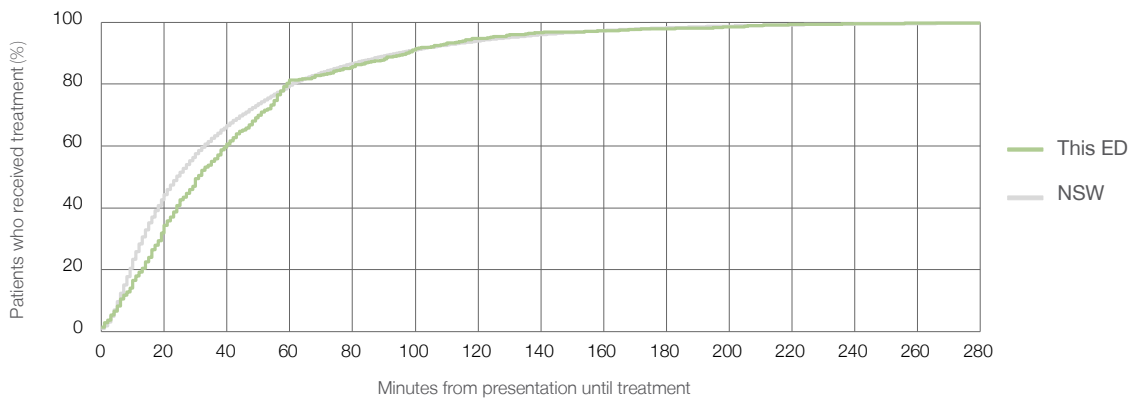
Number of triage 4 patients used to calculate waiting time:<sup>3</sup> 905

Median time to start treatment<sup>4</sup>  31 minutes

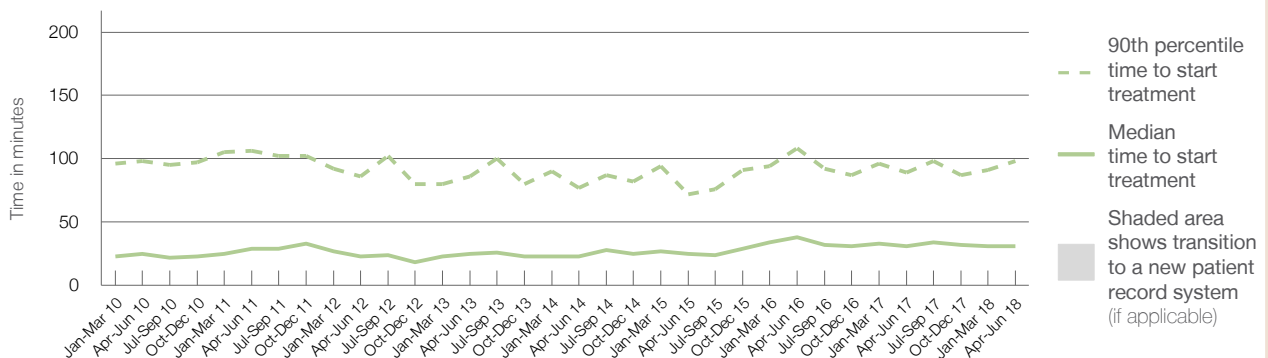
90th percentile time to start treatment<sup>5</sup>  98 minutes

Same period last year	NSW (this period)
1,116	1,018
31 minutes	24 minutes
89 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)	25	29	23	25	23	25	38	31	31
90th percentile time to start treatment <sup>5</sup> (minutes)	98	106	86	86	77	72	108	89	98

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## Muswellbrook 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: 405

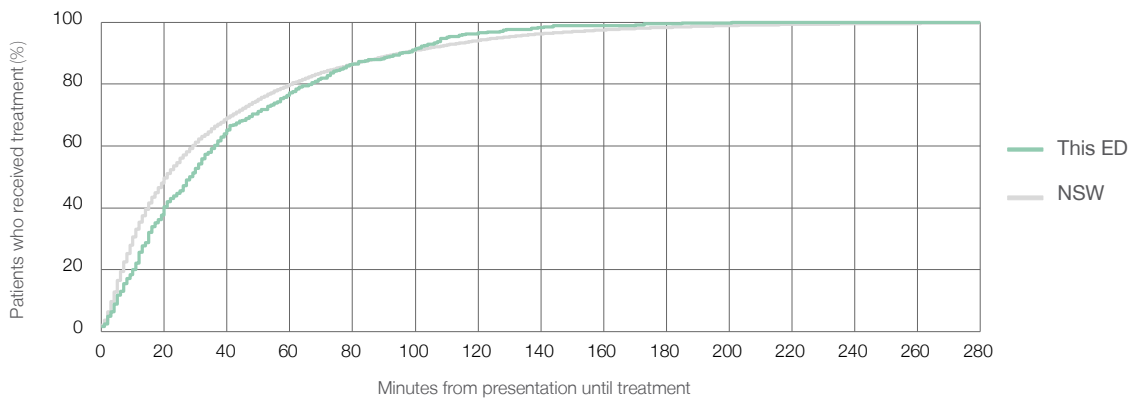
Number of triage 5 patients used to calculate waiting time:<sup>3</sup> 347

Median time to start treatment<sup>4</sup>  28 minutes

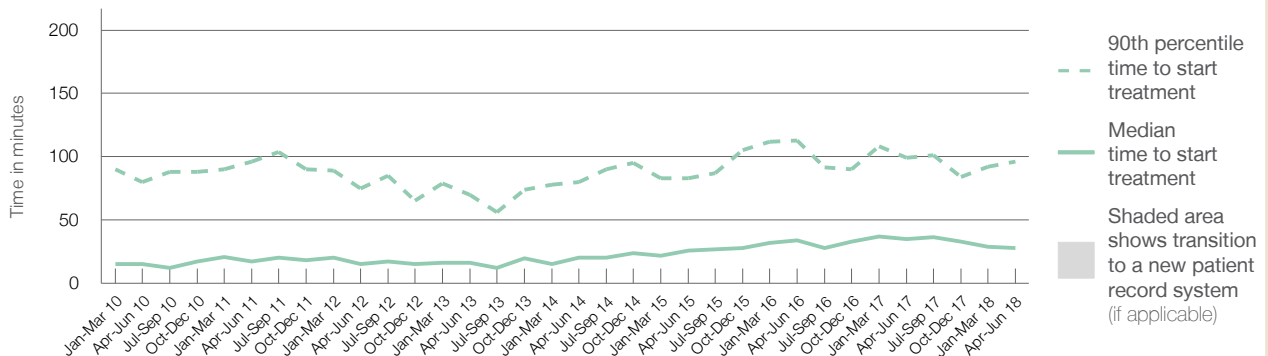
90th percentile time to start treatment<sup>5</sup>  96 minutes

Same period last year	NSW (this period)
463	
405	
35 minutes	21 minutes
99 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)	15	17	15	16	20	26	34	35	28
90th percentile time to start treatment <sup>5</sup> (minutes)	80	96	75	70	80	83	113	99	96

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## Muswellbrook Hospital: Time patients spent in the ED

April to June 2018

All presentations:<sup>1</sup> 2,456 patients

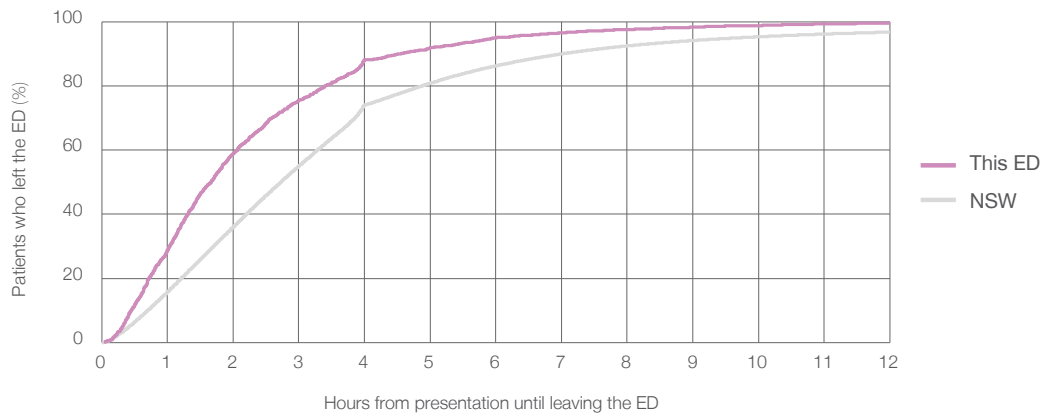
Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,456 patients

Median time spent in the ED<sup>8</sup>  1 hours and 40 minutes

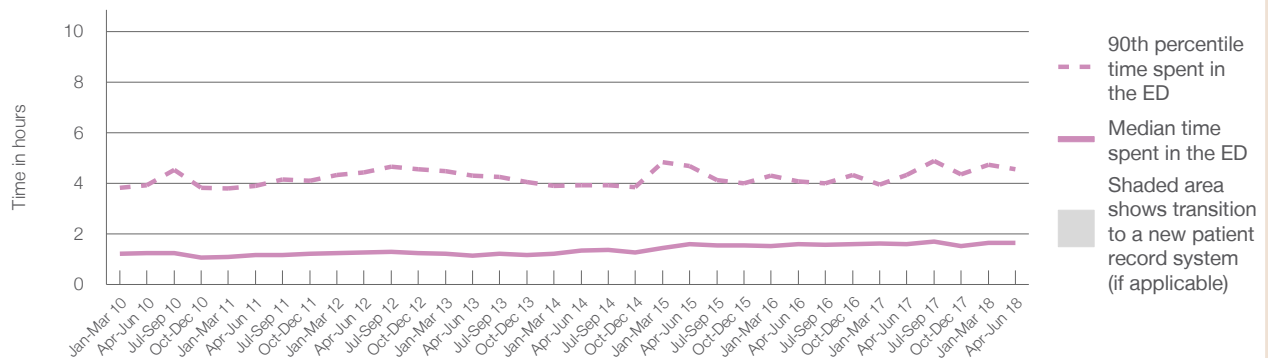
90th percentile time spent in the ED<sup>9</sup>  4 hours and 34 minutes

Same period last year	NSW (this period)
2,439	2,439
1 hours and 37 minutes	2 hours and 44 minutes
4 hours and 20 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 15m	1h 11m	1h 16m	1h 9m	1h 21m	1h 37m	1h 37m	1h 37m	1h 40m
90th percentile time spent in the ED <sup>9</sup> (hours, minutes)	3h 56m	3h 55m	4h 26m	4h 18m	3h 56m	4h 42m	4h 6m	4h 20m	4h 34m

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**Muswellbrook Hospital: Time patients spent in the ED**  
By mode of separation  
April to June 2018

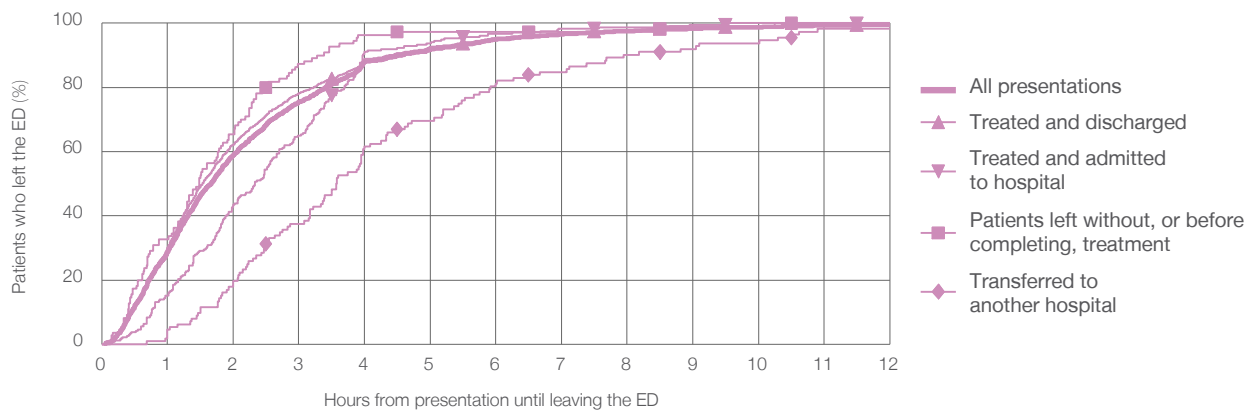
All presentations:<sup>1</sup> 2,456 patients

Presentations used to calculate time to leaving the ED:<sup>6</sup> 2,456 patients

Treated and discharged	1,880 (76.5%)
Treated and admitted to hospital	237 (9.6%)
Patient left without, or before completing, treatment	110 (4.5%)
Transferred to another hospital	112 (4.6%)
Other	117 (4.8%)

Same period last year	Change since one year ago
2,439	1%
1,844	2.0%
302	-21.5%
102	7.8%
92	21.7%
99	18.2%

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	30.2%	62.2%	78.2%	88.9%	95.4%	97.9%	98.9%	99.6%
Treated and admitted to hospital	15.2%	43.5%	65.0%	91.1%	96.6%	98.7%	100%	100%
Patient left without, or before completing, treatment	32.7%	65.5%	87.3%	96.4%	97.3%	97.3%	99.1%	100%
Transferred to another hospital	4.5%	19.6%	37.5%	61.6%	81.3%	90.2%	93.8%	98.2%
All presentations	29.0%	59.0%	75.5%	88.1%	95.0%	97.6%	98.7%	99.6%

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**Muswellbrook 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> 2,456 patients

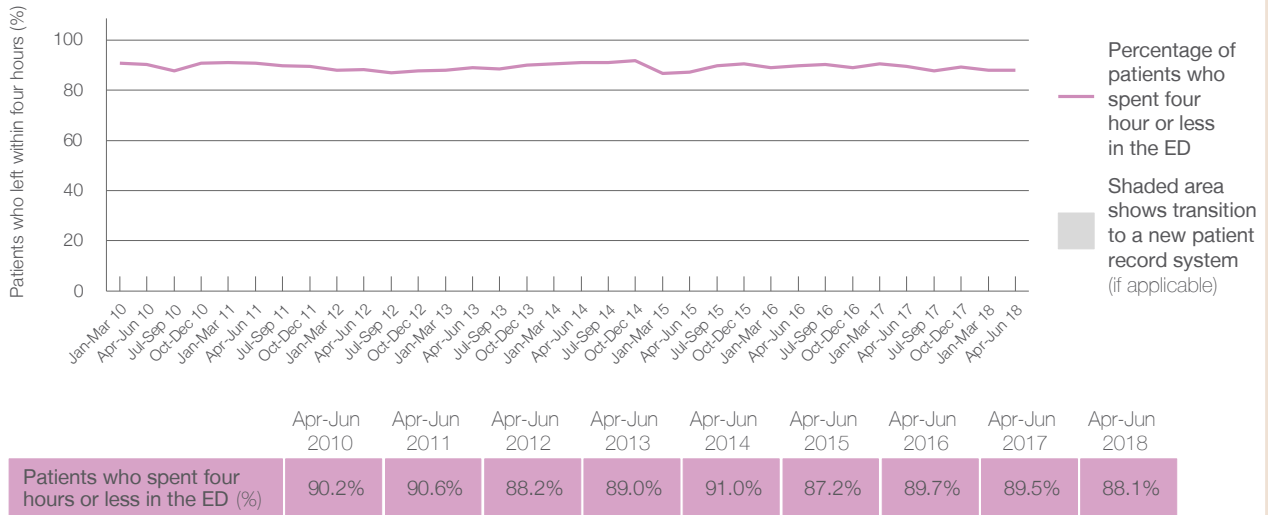
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,456 patients

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> 2,456 patients	2,439	1%
Presentations used to calculate time to leaving the ED: <sup>6</sup> 2,456 patients	2,439	1%
Percentage of patients who spent four hours or less in the ED	89.5%	

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).